



Training and Support Options

Which one is right for you?

Call one of our representatives
about the option that is right for you.
(800) 677-1120



	Phone Support Plans	Virtual Training	LSG Site Training (Phx, AZ)
Hours available	M-F 8am – 5pm	M-Sat 8am – 5pm	M-F 8am – 5pm
Type of help	Troubleshooting and General Questions	Lengthy, In-depth, Structured Training	Lengthy, In-depth, Structured Training
Given by	Certified Support Technician	Certified LM Trainer	Certified LM Trainer
Support plan	Required	Not Required	Not Required
Method of help	Phone and LSGConnect	Phone and LSGConnect	In Person
# of people	1	1-5	1-5
High Speed Internet	Optional but Recommended	Required	N/A
Products Supported	DOS, LM97, V5, Pro 5.5, Premium 6	Version 5, Pro 5.5, Premium 6	Version 5, Pro 5.5, Premium 6
Windows Supported	Windows 2000 or Later	Windows 2000 or Later	Windows 2000 or Later
Cost	See Support Brochure	\$100/Hr 1 Hr Minimum.	\$100/Hr 2 Hr Minimum.
Description	Requires Active Support Plan	<ul style="list-style-type: none"> • 1 - 6 Hrs of specific curriculum or client defined topics. • LSG connects directly to your computer. Your trainer can see your screen and move your mouse just as if he were sitting next to you in your office. 	<ul style="list-style-type: none"> • 2 - 6 Hrs of specific curriculum or client defined topics. • Lunch not included. • Bring a copy of your data. • Laptop recommended



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LSGConnect is a simple online access tool that allows an LSG support technician to access your computer through an Internet connection, diagnose your problem and repair it. **All under your supervision.** So you decide what we see, where we go and what we do. It's like we're right there with you but we're not. To use this service you must have a high speed Internet connection.

Pricing subject to change. 6/08