

TECHNICAL SUPPORT AND SUGGESTIONS

- Feedback and suggestions
- Technical support
- How to contact



HOW TO SEND FEEDBACK AND SUGGESTIONS

The Instituto de Biomecánica of Valencia greatly appreciates your suggestions and feedback on the Ergo/IBV application or its manual. We wish to offer you a high quality product, reliable and user-friendly. You can help us improve Ergo/IBV or its documentation by sending us your feedback and suggestions through the contact information provided.

For your convenience, you can use the *feedback sheet* included in this section. If you prefer to contact us by phone or email, please include the *feedback sheet* data in the text of your email or your phone contact. Thank you for your contribution.

HOW TO OBTAIN TECHNICAL SUPPORT

During the installation or use of Ergo/IBV you may encounter difficulties that you do not know how to solve. We recommend that you get the help you need in the user manual and the FAQs of our Technical Assistance Service. If the difficulty is related to the operation or installation, the user manual will surely provide the information you need to solve the situation. If not, the FAQs show you the most frequently asked questions regarding the use and the technical support of the Ergo/IBV application. In the following sections we describe how to access these two valuable sources of information.

If after consulting both the manual and the FAQs you still need more information to resolve the problem, or if you have detected a malfunction of the application, consult the Technical Assistance Service through the contact information.

Please use the *Inquiry for Technical Support* form (Figure 1) which you can access both from Ergo/IBV and the Occupational Health Community (<http://ergo.ibv.org>) (Figure 2).

If you access the form from Ergo/IBV, the license data will be filled in automatically, whereas if you access it from a browser, you can obtain this information by going to the "Tools|License" menu.

Technical support inquiry

You can contact the Technical Support Service with this form in order to solve the problems that may occur when setting up or operating Ergo/IBV.

Before contacting the Technical Support, you can check if your question is already answered in the user manual and/or the FAQs available in the Occupational Health Community.

Customer data		Data Ergo/IBV	
Name*	Registrado	Version*	15.1.0.0
Company*	Instituto de Biomecánica de Valencia	Operating system	Win7_64b
Email*	registrado@ibv.upv.es	Serial number	USO_INTERNO
Phone		License	767984381312898020

Problem details

Error description*

Sequence of operations that reproduce the error

SEND

Figure 1. Inquiry for Technical Support form



Figure 2. Accesses to the Inquiry for Technical Support form

If you cannot access this form online, you can use the *Inquiry for Technical Support Sheet* at the end of this annex, which will allow you to collect and organize the information we need to assist you.

Ergo/IBV User Manual

There are several ways you can access the User Manual of the Ergo/IBV application:

- From the Ergo/IBV application: use the “Help/Manual” option on Ergo/IBV upper menu bar (Figure 3) to drop down the different chapters of your user manual.



Figure 3. Access to Ergo/IBV User Manual (help menu)

- From the Occupational Health Community: use any web browser to access <http://ergo.ibv.org/en> and select the User Manual icon in the block named “Ergo/IBV tools” on the left side of the home page (Figure 4).



Figure 4. Access to Ergo/IBV User Manual from the Occupational Health Community

When the manual chapters are dropped down, select the chapter related to the module or option where you encountered the problem, and review the information provided.

Occupational Health Community FAQs

There are several ways to find the Ergo/IBV FAQs in the Occupational Health Community:

- Access by pressing the text “Search in the FAQs” you will find in the “Need Help?” block on the left side of the Ergo/IBV application (Figure 5).



Figure 5. "Need Help?" block of the Ergo/IBV application

- Use the "View/Occupational Health Community" option on the Ergo/IBV upper menu bar to access the Occupational Health Community and press the "FAQs" tab you will find in the upper menu (Figure 6).



Figure 6. Upper menu bar of the Occupational Health Community

- Access the FAQs directly from a web browser, through the website:
<http://ergo.ibv.org/en/faqs.html>.

The FAQs section shows the questions frequently asked by the application users arranged according to the subject.

HOW TO CONTACT

You can obtain Ergo/IBV technical support through our Customer Service:



atencion.cliente@ibv.org



Fax: 34 96 387 91 69



INSTITUTO DE BIOMECÁNICA DE VALENCIA

Universidad Politécnica de Valencia
Edificio 9C · Servicio de Atención al Cliente·
Camino de Vera, s/n
E-46022 Valencia (ESPAÑA)

FEEDBACK AND SUGGESTIONS SHEET

Customer

Name:

Company: Address:

Zip code: Town: Province:

Telephone: Fax:

Product: Ergo/IBV

Serial number: Version:

License identifier:

User manual:

Manual date of issue:

Title:

Feedback on the **Ergo/IBV program**

Feedback on the **Ergo/IBV user manual**

Submit the information in this sheet to:

INSTITUTO DE BIOMECÁNICA DE VALENCIA • Universidad Politécnica de Valencia
Edificio 9C • Servicio de Atención al Cliente • Camino de Vera, s/n
E-46022 Valencia (ESPAÑA) • Fax: +34 96 387 91 69 • atencion.cliente@ibv.org

INQUIRY FOR TECHNICAL SUPPORT SHEET

Customer

Name:

Company: Address:

Zip code: Town: Province:

Telephone: Fax:

Product: Ergo/IBV

Serial number: Version:

License identifier:

Computer configuration

PC data:

Processor: MHz with MB RAM

Operative System (Windows XP, Vista, 7):

Description of the error

Sequence of operations that reproduces the error

Submit the information in this sheet to:

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