

***Kofax Support***  
**Detailed Contact Information**

**Contact Process – All Regions:**

Web-based Case Submission/Updates via the Kofax Customer Portal:

[http://www.kofax.com/support/Kofax\\_Customer\\_Portal.asp](http://www.kofax.com/support/Kofax_Customer_Portal.asp)

**Americas Region****Operating Hours:**

Monday - Friday, 6:00 a.m. to 5:00 p.m. Pacific Time

**Holidays:**

[Americas 2012 holidays](#)

**Telephone:**

Capture, Transformation, and VRS Scanning Apps products: +1 (949) 727-1733, Option 2

Kofax Communication Server products: +1 (877) 471-7078

**EMEA Region****Operating Hours:**

Monday - Friday, 8:30 a.m. to 5:30 p.m. Central European Time

**Holidays:**

[EMEA 2012 holidays](#)

**Telephone:**

Assistance is provided in English, German or Spanish, and when available, in Italian, French, Portuguese or Arabic. All numbers route to the same dispatching system, which will prompt you to select the language and the product for which you require support.

Austria:	+43 1 86645 55033
Belgium:	+32 15 444 960
Denmark:	+45 43 23 11 55
France:	+33 1 60 92 18 52
Germany (local):	01805 342 66 33, option 2
Germany (Intl):	+49 761 45 26 92 69
Italy:	+39 02 36 00 32 48
Netherlands:	+31 30 26 26 206, option 4
Portugal:	+351 21 041 5910
Spain:	+34 93 409 2322
Switzerland:	+41 44 495 8876
United Arab Emirates:	+971 4 230 6890
United Kingdom:	+44 125 689 1010

## Asia Pacific Region

### Operating Hours:

Monday - Friday, 8:30 a.m. to 5:30 p.m. (Local Time)

### Holidays:

[Asia Pacific 2012 holidays](#)

### Telephone:

Australia	+61 2 9274 0892
Japan	+81 3 6853 0001
Malaysia:	+60 (0) 3 2092 0209
Singapore:	+65 6622 1198
Hong Kong:	+852 3071 4736
China:	+86 (0) 10 80 0852 1683

### Language Support in Asia

The Kofax Technical Support Team in Asia endeavors where possible to respect the response timeframes indicated above in the Customer's local language, whereby support in the Greater China Region and Japan will be provided in Chinese and Japanese, respectively.