

XMap Support and Training Resources

DeLorme is committed to ensuring that all customers have access to the necessary information that will help them use their software and hardware to its maximum potential. To that end, numerous technical help documents, how-to materials, and forums are available online. Additionally, training professionals are available to design and deliver customized training classes online or on-site.

Self-Help Resources

Embedded Help Documentation

Every copy of XMap includes a searchable indexed help file that is accessed from the toolbar or by using the F1 key on the keyboard. Additionally an extensive User Guide in PDF format is available through a link in XMap's help menu. These two readily available resources should be considered the primary source of help when issues arise with the features and functions of the software.

Online Knowledge Base

Up-to-date help documentation and information is available at the DeLorme technical support site (<http://support.delorme.com/categories.php?categoryid=11>). Here you will find solutions for some of most of the common technical issues encountered by XMap users as well as Flash-based tutorials covering step-by-step instructions on how to perform certain tasks within the software.

Online Forums

DeLorme-hosted forums offer an opportunity for XMap users to share information about their use of the product and to ask specific questions in a peer-to-peer environment. While DeLorme product specialists continually monitor forum posts, most of the actual assistance is provided by non-DeLorme employees who can more effectively offer a real-world or industry-focused perspective on the functionality of the software. To access the forums, visit <http://forum.delorme.com/> and scroll to the XMap section.

DeLorme Professional Newsletter and Blog

The monthly XMap-focused newsletter is delivered to over 100,000 subscribers each month and covers a wide variety of topics, including software usage, tips and tricks, user stories, product update information, and much more. To browse through the newsletter archive or to subscribe, visit <http://www.delorme.com/customerservice/newsletters.aspx>. Many of the newsletter articles are also posted on the XMap Blog. To follow these postings, visit <http://blog.xmap.com/>.

Direct Support

Installation and Technical Support

To help with any issues that arise during the installation and setup of XMap and to ensure the software is fully operational, DeLorme will provide free one-on-one assistance for 30 days from the date of purchase. To facilitate a prompt and effective response, requests for installation and technical support must be submitted using the XMap support contact form (<http://support.delorme.com/contact.php>).

Ongoing Email Support

If a technical issue or software crash impairs the normal operation of the product and if the problem cannot be effectively resolved using the readily available resources listed above, XMap customers may

continue to use the XMap support contact form (<http://support.delorme.com/contact.php>) beyond the initial 30-day window.

Phone Support – Annual Subscription Plan

If phone assistance is required, XMap customers can purchase an annual phone support subscription for \$150 for each licensed and registered user. This plan includes a direct phone line to a technical product specialist and if necessary, web-based communication for one-on-one XMap assistance. For more information on this service, email prosales@delorme.com.

Onsite or Online Training

DeLorme training specialists can design and deliver a custom training class to companies, organizations, or even individuals. This training service is an effective tool for learning the primary functions of DeLorme's software and hardware products and for applying DeLorme solutions to specific challenges facing your organization. For more information DeLorme's training service email training@delorme.com or visit www.delorme.com/training.