

# Customer Technical Support

## Contacting Support

Do you require technical assistance or have any questions? We recommend using the web or email options to contact our support team, as they provide an opportunity for you to thoroughly explain your issue and for our representative to conduct proper research. These channels are typically the most effective means of getting the help you need. Note that you can only open support cases if you are a listed Support Contact. If you need that contact list adjusted at any time please reach out to [Customer Experience](#) who maintain the contacts.

Support - <https://help.filewave.com/>

Support - [help@filewave.com](mailto:help@filewave.com)

☎ Phone North America +1 (888) 345-3928

☎ Phone Switzerland +41 71 9143080

☎ Phone Germany +49 211 54011690

## What Does Technical Support Cover?

Technical Support primarily covers break/fix issues related to FileWave. These are instances where something isn't working as expected or there's a disruption in the service. Our team is dedicated to diagnosing and resolving these problems to ensure your FileWave experience is as smooth as possible. However, it's important to note that our support does not extend to certain areas. For more complex tasks such as Migrations, Health Checks, and Best Practices, we offer Professional Services. This is a paid service that provides in-depth assistance tailored to your specific needs.

For non break/fix collaboration and discussions, we recommend using our Discord and Alliance Forums. These platforms are free to use and provide a space for FileWave users to share insights, ask questions, and collaborate on various topics. Remember, our goal is to provide you with the best possible support and resources to maximize your FileWave experience. Whether it's through our dedicated Technical Support, Professional Services, or our community platforms, we're here to help.

Professional Services - [Professional Services & Training](#)

🗨 Discord - [FileWave Discord Server](#)

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