



Support Methodology

ver 1.2

METANOIA

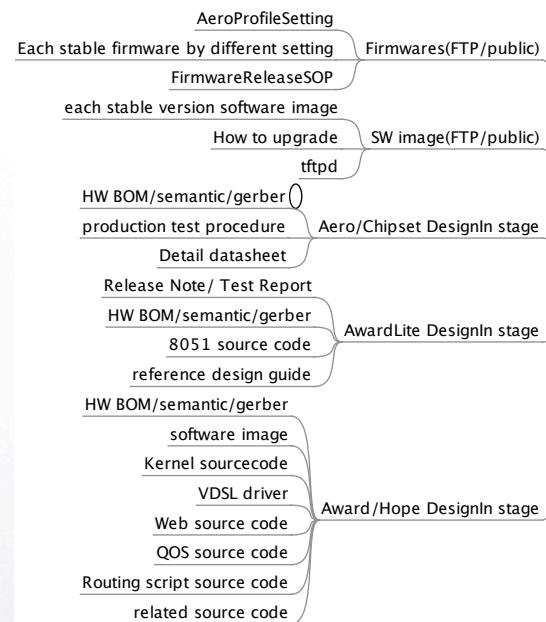


Standard method

- **Offline** technical support by email
 - tech_support@metanoia-comm.com
- **Online** Skype Support
- **Real-time** support by remote desktop (VNC)
- Resource/Utility update
 - `ftp://ftp.metanoia-comm.com:21`
 - **keep updating** on ftp server, please get it at lease once per month.



Resource Map



Evaluation stage (FTP/public)

