



Support Methodology

ver 1.2

METANO**A**

The logo for METANOia, featuring a stylized yellow vertical bar with a blue circle and a swoosh around it, positioned between the words 'METANO' and 'A'.



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

