DocuLex Frequently Asked Questions (FAQ)

June 1, 2015

How do I get support?

DocuLex customers will continue to receive timely and quality telephone and email support at the same number and email address as you have before. For urgent issues support can be reached at (863) 297-3691 Monday-Friday 8:30am-8pm Eastern and for less urgent issues at support@doculex.com.

What are your support response times?

Emails requests are responded to generally within 4 business hours however most are responded to in about 1 hour. Our average wait times across all of our phone queues are under 5 minutes.

Do you have plans to enhance any of the Doculex products?

We are constantly providing bug fixes and have a new release of Web Search in testing.

How do I obtain software updates?

Software updates can be obtained by using the request form found here: http://www.docstar.com/doculex-software-download

What is SoftCare? Do I need it?

docSTAR welcomes you to our customer community. It is our goal to provide you with a rich experience offering you a broader range of support services and additional content management solutions than ever before. docSTAR has branded the company's support and maintenance program as SoftCare™.

docSTAR SoftCare is a valuable customer program designed to protect your investment in docSTAR software products, included those licensed DocuLex products. SoftCare provides for easy access to product support and entitles you to new releases of the docSTAR you use at no additional cost so your system will always be current with the most up-to-date software available.

How do I obtain more licenses?

If you need additional licenses, modules, training or professional services for your DocuLex solution, please contact your assigned representative, Michael Madock at 708-989-7385 or at mmadock@docstar.com

What is *eclipse*? Can I upgrade to it?

docSTAR *eclipse* is the revolutionary document management software that's built for the web and delivers deployment choice. Customers can install *eclipse* on their hardware or use docSTAR's hosted service. The same software, the same user experience, the same great results. *eclipse* supports all popular browsers and mobile devices delivering access anytime, anywhere. - See more at: http://www.docstar.com/document-management-systems/cloud

DocuLex customers CAN upgrade to *eclipse*! **Contact Michael Madock at 708-989-7385 or at mmadock@docstar.com for more information.**