

APMDP Schools – Aimxcel Customer Support

<http://apsupport.aimxcel.com>

APMDP Schools Support
+

Not secure | www.aimxcel.com/apsupport/

APMDP Schools Support

[Aimxcel Home](#) > APMDP Schools Support

Search help:

Submit a ticket
Submit a new issue to a department

View existing ticket
View tickets you submitted in the past

Knowledgebase
» Top Knowledgebase articles:
[How to download ABCLearn apps](#)
[getting "Id Unavailable" error while activating ABCLearn apps](#)
[How to activate ABCLearn apps?](#)
[How to connect via EZCast?](#)
[How to connect EZWire?](#)
[Projector display is not clear. It is blur?](#)
» [View entire Knowledgebase](#)

Type here to search

10:48 AM
5/25/2019

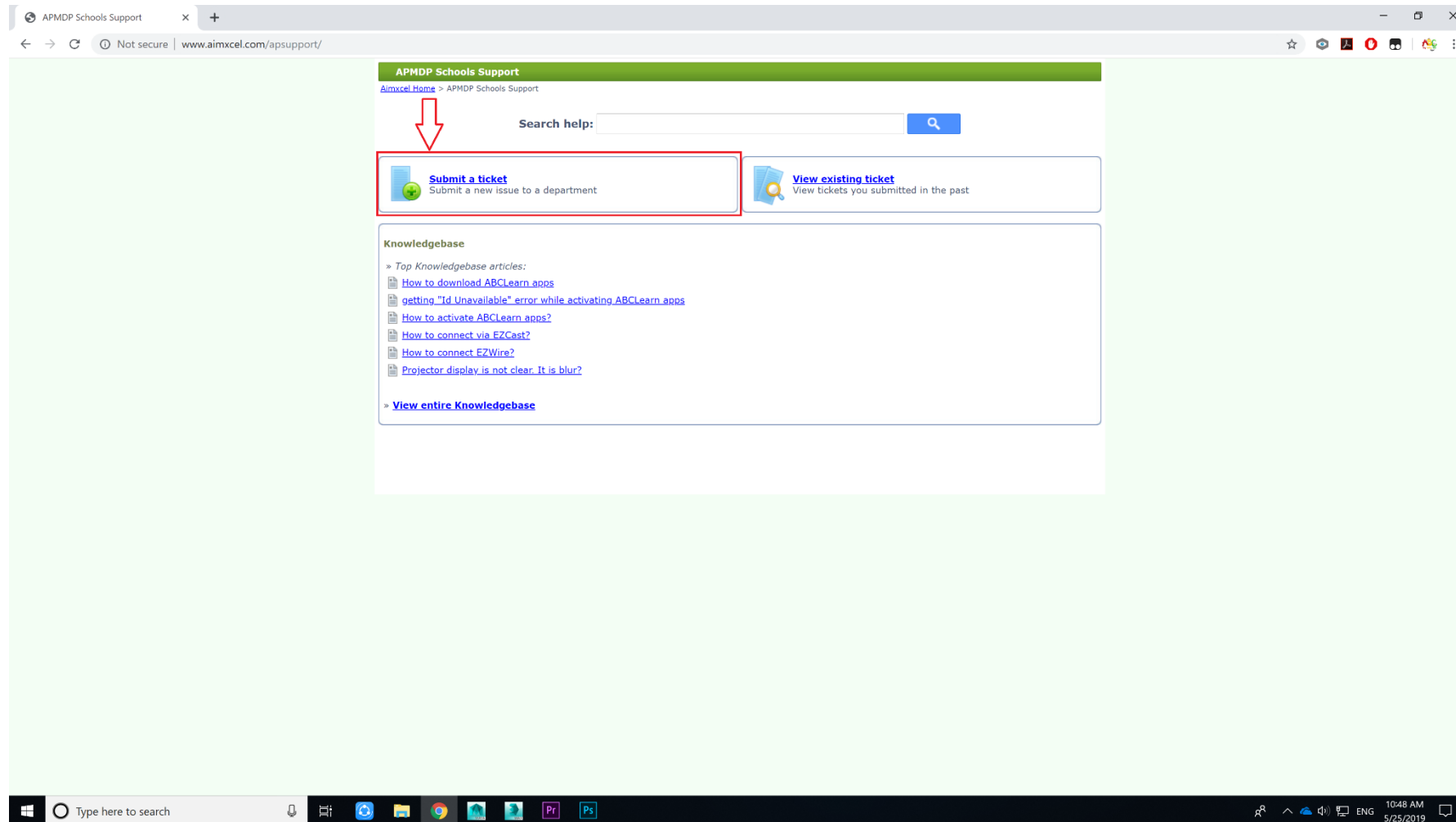
Search your queries using SEARCH HELP tab and get relevant answers

The screenshot displays the AIMXCEL APMDP Schools Support website. The browser address bar shows the URL www.aimxcel.com/apsupport/. The page title is "APMDP Schools Support". A red arrow points to the search bar, which contains the text "Search help: how to scan qr codes". Below the search bar, a section titled "Suggested knowledgebase articles:" lists several articles with blue hyperlinks:

- [Room light is low. Card is not visible to scan.](#)
Please click on the "Settings" icon on the top right corner in the app. You will find an option called "Flashlight". Please switch-on the button to enable flashlight so the cards can be visible to sca...
- [Getting "No Activations Left" while activating the apps](#)
Every QR Code can be used 3 times to activate the apps in 3 different mobiles, and the error means that you have used all 3 permits and are no permits available for activations.
- [getting "Id Unavailable" error while activating ABCLearn apps](#)
If you get "Id Unavailable" error while activating the apps, please close the app from background and re-open it. Now try to scan the same QR code and better take off the mobile after your mobile vibr...
- [How to activate ABCLearn apps?](#)
There is a QR code sticked on the ABCLearn kit box. Just open the app and click "Start". It will opens a QR scan page with a camera running. Please focus the camera to the QR code on the box. After sc...

Below the suggested articles, there are two buttons: "Submit a ticket" (with a green plus icon) and "View existing ticket" (with a blue magnifying glass icon). At the bottom, there is a "Knowledgebase" section with a list of top articles and a link to "View entire Knowledgebase".

To give a complaint click on SUBMIT A TICKET button



Select the relevant category and raise your issue/ticket

The screenshot shows a web browser window with the URL `apsupport.aimxcel.com/index.php?a=add`. The page has a green header bar with the text "Submit a ticket". Below the header, there is a breadcrumb trail: [Aimxcel Home](#) > [APMDP Schools Support](#) > Submit a ticket. The main content area is titled "What can we help you with?" and contains a table with three rows, each with a blue link and a right-pointing arrow:

| |
|-----------------------------------|
| » General |
| » Feedback |
| » Report an Issue |

The browser's address bar shows "Not secure" and the page is displayed on a light green background. The Windows taskbar at the bottom shows the search bar, task view button, and several application icons (File Explorer, Chrome, etc.). The system clock in the bottom right corner indicates 10:49 AM on 5/25/2019.

Fill up the form and click on Submit Ticket Button

APMDP Schools Support - Submit x

Not secure | apsupport.aimxcel.com/index.php?a=add&category=1

Submit a ticket

[Aimxcel Home](#) > [APMDP Schools Support](#) > [Submit a ticket](#) > General

Use this form to submit a support request. Required fields are marked with *

Name: * Balaji

Email: * balaji@aimxcel.com

Priority: * High

Subject: * cannot able to download apps

Message: * from where we should download apps

Suggested knowledgebase articles:

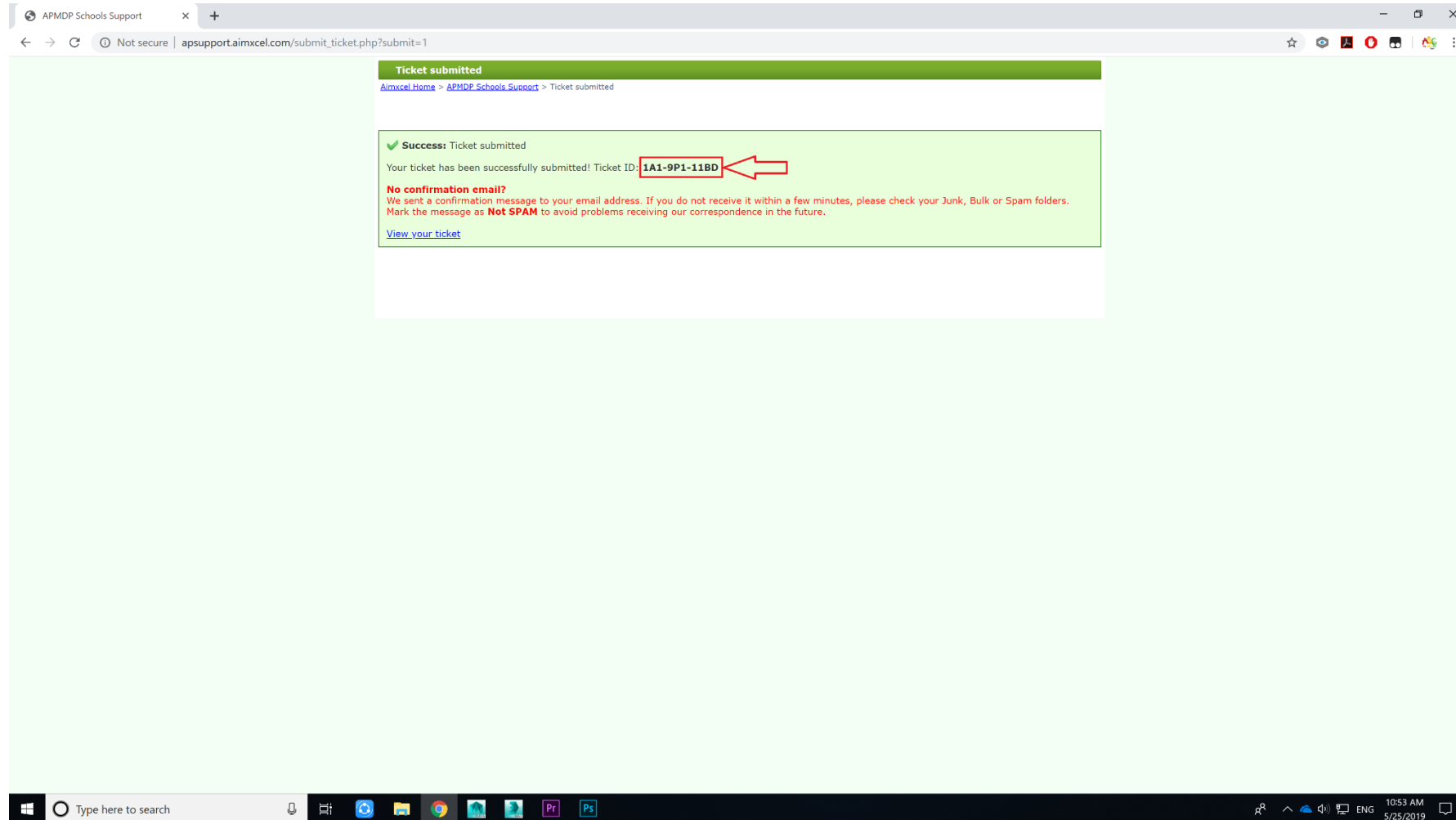
[How to download ABCLearn apps](#)
Goto <https://apawc.aimxcel.com/> and click on the app icons to download. After download, press on the downloaded file to install.

[How to connect via EZCast?](#)
Go to EZCast in the projector and open it. Go to Wi-Fi settings on your mobile and click on the projector Id. Enter the password as displayed on the projector screen and connect. Open EZCast app on yo...

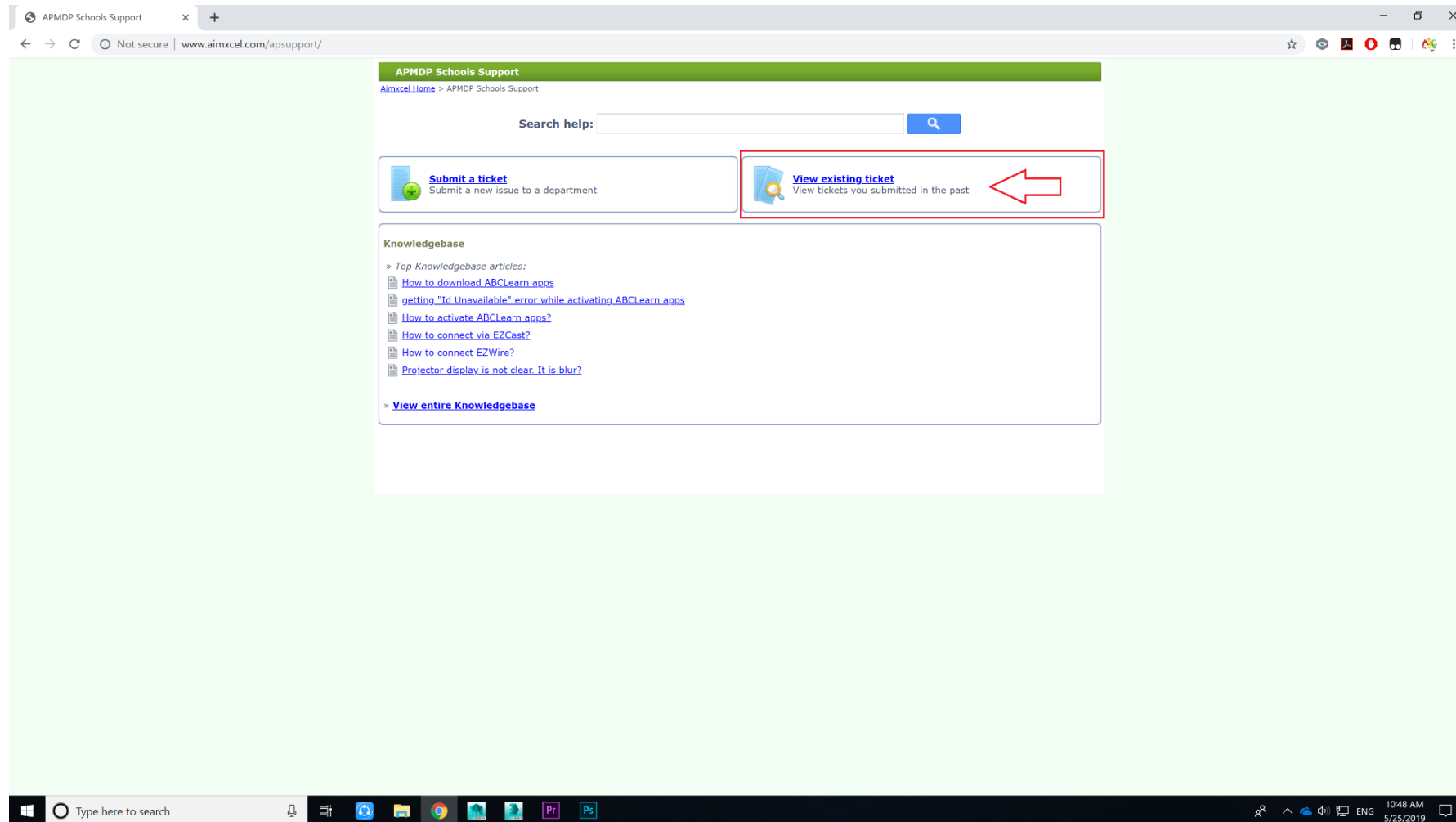
Attachments: Choose File No file chosen
Choose File No file chosen
[File upload limits](#)

Submit ticket

User will be provided with a reference id for the raised issue/ticket



Click on Existing Ticket Button to check the issue/ticket Status



User can find the issue/ticket Status here within 24 hours

The screenshot shows a web browser window with the URL `apsupport.aimxcel.com/ticket.php`. The page displays a support ticket with the following details:

- Case Tracking ID:** 1A1-9P1-11BD
- cannot able to download apps**
- Tracking ID:** 1A1-9P1-11BD (Ticket number: 13)
- Ticket status:** New [\[Mark as Resolved\]](#)
- Created on:** 2019-05-25 10:53:24
- Updated:** 2019-05-25 10:53:24
- Last replied:** Balaji
- Category:** General
- Replies:** 0
- Priority:** High

Below the ticket details, there is a section for the message:

Date: 2019-05-25 10:53:24
Name: Balaji
Email: balaji@aimxcel.com
Message:
 from where we should download apps

There is an "Add reply" section with a text area for the message and a "Submit reply" button. Below the text area, there are two "Choose File" buttons and a "Submit reply" button.

For more help contact
0891-2702540