

# IT SUPPORT TIERS

## TYPES OF IT SUPPORT BY LEVEL



### LEVEL 0

#### SELF HELP

FAQs, product documentation, blog posts, service manuals, etc.

### LEVEL 1

#### HELP DESK / SERVICE DESK

Support for basic issues, known problems, and service requests

### LEVEL 2

#### TECHNICAL SUPPORT

Incidents needing specialized technical knowledge and experience

### LEVEL 3

#### EXPERT SUPPORT

The highest technical resources are accessed for incident resolution

### LEVEL 4

#### OUTSIDE SUPPORT

Preferred vendors/partners from outside the organization provide support

# Nookcolorcom Support User Guide

**Arturo Cuomo**



## **Nookcolorcom Support User Guide:**

**Nook Color Survival Guide: Step-by-Step User Guide for Nook Color eReader: Using Hidden Features, Downloading FREE eBooks, Sending eMail, and Surfing the Web** Toly K,2011 This Nook Color manual provides step by step instructions on how to do everything with your Nook Color FASTER You will also unlock hidden secrets on your Nook Color such as how to download FREE eBooks send an email from your Nook surf the web and read news for free This Nook Color guide includes Getting Started Registering the Nook Color Connecting the Nook Color to a PC or Mac Setting Up Wi Fi Using the Wishlist Lending Books Changing the font size Using the dictionary Taking notes Reading children s books Downloading thousands of free eBooks Transferring downloaded eBooks to the Nook Color List of Nook friendly websites that save you time typing in long URL addresses Shortcuts and tips Taking a screenshot Conserving Battery Life Switching between applications Playing music Viewing and editing photos Playing Sudoku and chess Buying eBooks through the Barnes and Noble Store Subscribing to Magazines and Newspapers Cancelling Subscriptions Book browsing tips Emailing from the Nook Color How to use the Nook Color Web Browser Adding bookmarks and notes Viewing periodicals Buying books Troubleshooting Live Nook Color support telephone numbers

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