aimINSIGHT Networks has live engineer telephone support Mon-Fri between the hours of 8am – 6pm Pacific Time. Critical support outside of these hours is handled by the scheduled on-call engineer. An online ticketing system via call is also provided for non-critical support and is available 24/7.

Technical Support:
Option 1:
Phone: 310-313-0047 Ext. 123

This is the aimINSIGHT main line and press 123 extension for support, call will be redirected to tech support Queue, CA office to be answered by the 1st available engineer.

Option 2:
Phone: 310-876-8122

This is a 24/7 answering service that has the schedule for the on-call engineer and escalation numbers for all engineering and management staff at aimINSIGHT.

Option 3:
Email: itsupport@aiminsight.com

Submit a Customer Support Case:
http://www.aiminsight.com/support/open.php

If you receive any confirmation email with specific Case Number, it means that your ticket has been opened successfully and the case has been escalated to an engineer who belongs to the mentioned scope of your case.

For Teamviewer Screen sharing:
http://www.aiminsight.com/support/aiminsight-screenshare.php

Download the aimINSIGHT_Support.exe file and give user ID / Pass to our engineers over call t connect your computer

For GoToMeeting Option 1:
https://global.gotomeeting.com/join/788586549

For GoToMeeting Option 2:
https://global.gotomeeting.com/join/199786341

For GoToAssist
https://www.fastsupport.com/180581624