

Maintenance Services

Know with certainty that your technology needs are in the best hands



INTRODUCTION

With any technology, reliable technical support is a critical part of your solution success. As your partner, we work as a true extension of your team to provide day-to-day support and management services that help you maximize the value of your mobile tools and technology over time.

POST LAUNCH SERVICES

We provide reliable, knowledgeable support and hands-on expertise that helps you get the most value from your mobility investment, from proactive monitoring and innovative problem prevention to fast and thorough resolution of issues that help fuel your solution performance and business productivity.

Device management and reporting:

Discover critical information to optimize device performance, monitor current usage and predict potential network and device issues early on. Keep devices in check with ongoing monitoring, proactive battery management, and full move-add-change(MACs) support.

Enhanced Repair services:

Depend on our team of certified experts for fast and reliable diagnostics and repair. We provide rapid exchange with minimal interruptions and real-time online tracking of status.

Backup & restore:

Optimize your server and/or content management system provisioning by leveraging our network-wide device configuration data.

Software assurance:

Proactively manage device software across the product lifecycle with continuous performance monitoring that helps you identify issues, while alerting you to updates when new versions, patches and upgrades become available.

Tech support:

Get immediate, reliable and expert support to resolve issues as soon as they arise.

Warranty:

All hardware comes with a 15-month warranty (from manufacture date) covering you from manufacturing defects, however you can extend this coverage with one of our enhanced services.

LEARNING CENTER

We make it easy to access content, links and other information about every aspect of your **mobile solution**, including software, firmware, drivers, training, certifications and documentation.

Product documentation:

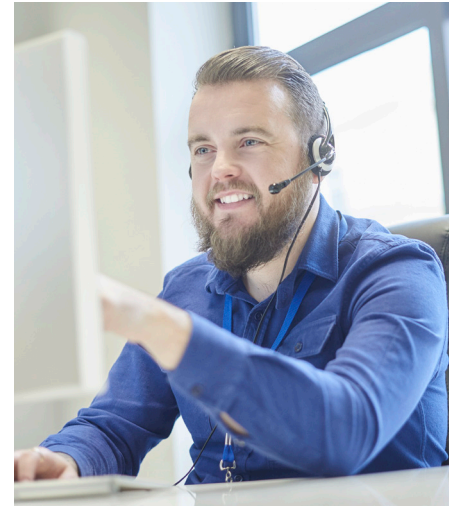
Get easy and immediate access to a full range of resources that can help you manage and get the most value from your mobile solution, including product manuals, demonstrations and videos.

Product news/updates:

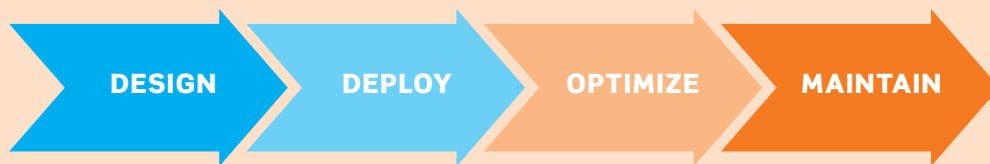
Get relevant information on new product features, applications, use cases, frequently asked questions and more.

End-user training & certifications:

Choose from a wide array of end-user training options that are customized to your organization's specific end-user needs and working environment(s). Both our train-the-trainer and instructor-led classroom models are taught by certified professionals with deep product and solution expertise and use interactive tools to guide and accelerate learning success.



SPECTRALINK ENTERPRISE MOBILITY SERVICES



**Get more.
Achieve more.**

Learn how Spectralink's full range of Enterprise Mobility Services can help you maximize the power of mobility for your organization across your solution lifecycle.

VISIT WWW.SPECTRALINK.COM FOR MORE INFORMATION

About Spectralink

Spectralink is the global leader in purpose-built wireless communications. Since 1990, Spectralink Corporation has deployed over 3 million handset devices to customers around the world, enabling millions of workers to work smarter, with more efficient and reliable in-building communications. Spectralink solutions enable voice, texts, alarms, alerts and key applications every minute of every day.

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