

SpectraCare DECT Infrastructure

In today's on-demand economy, "business as usual" doesn't exist. New industries, market segments and customer needs emerge every day, requiring organizations to invest in "always-on" mobile workforces. However, arming workers with the latest mobile communication devices is just the beginning. Organizations also need the right resources to ensure their mobile environments run seamlessly, resulting in a lower total cost of ownership (TCO).



Because it's never
"business as usual"

Spectralink's portfolio of mobile communication devices empower companies to deliver an unmatched customer experience while taking advantage of new business opportunities. And now our maintenance services help customers maximize their mobile investments.

ENHANCED, EXTENDED COVERAGE

All Spectralink Infrastructure comes with a 15-month warranty (from manufacture date), designed to cover any manufacturer faults. However, customers often have unique requirements like quicker turn around on replacement infrastructure or needing access to technical support either during business hours or 24X7. Customers now have the option to purchase a SpectraCare or SpectraCare+ program for their DECT infrastructure investment that will activate the added benefits of the SpectraCare program that best fits your needs.

Streamlined, Expert Support:

- Fast, efficient device replacement to prevent business disruption
- Personalized support and guidance from the industry's most experienced mobile technology experts
- Seamless business continuity across all Spectralink mobile environments

DECT INFRASTRUCTURE SERVICE OPTIONS

	STANDARD WARRANTY	SOFTWARE ASSURANCE	REPAIR AND REPLACEMENT	
			SpectraCare	SpectraCare+
What is covered?	Manufacturing faults only	Access to Software enhancements and bug fixes. Contact Technical Support team via email.	Breakdown cover. RMA next day from receipt. Access to Technical Support team. 8x5	Advanced cover. Advanced Replacement cover. Access to Technical Support. 24x7
Tier 1 and 2 Support	No	No	8 x 5	24 x 7
Tier 3 Technical Support	No	8 x 5	Covered by Software Assurance	Covered by Software Assurance
Software Updates	Latest version at deployment	Yes	No	No
RMA Access	Manufacturing faults only	N/A	Yes	Yes
RMA turnaround	10 business days from receipt	N/A	Next day from receipt	Advanced replacement
Liquid damage coverage	No	N/A	No	No
Availability	Included with all Hardware Purchases	Mandatory with all DECT Infrastructure Purchases	Optional with Purchase	Optional with Purchase

DECT INFRASTRUCTURE SPECTRACARE PRICING

SKU / PN	LICENSE DESCRIPTION	MSRP (\$)	MSRP (€)	MSRP (£)
SMS710200	First Year SpectraCare IP-DECT Server 200. MUST BE PURCHASED AT TIME OF SALE	13	11	8
SMS710400	First Year SpectraCare IP-DECT Server 400. MUST BE PURCHASED AT TIME OF SALE	22	19	14
SMS716500	First Year SpectraCare IP-DECT Server 6500. MUST BE PURCHASED AT TIME OF SALE	65	56	43
SMS712500	First Year SpectraCare IP-DECT Server 2500. MUST BE PURCHASED AT TIME OF SALE	98	84	64
SMS718000	First Year SpectraCare IP-DECT Server 8000. MUST BE PURCHASED AT TIME OF SALE	100	86	66
SMS71BS00	First Year SpectraCare DECT Base Station. MUST BE PURCHASED AT TIME OF SALE	20	17	13
SMS710210	1 Year Spectracare IP-DECT Server 200.	16	13	10
SMS710410	1 Year Spectracare IP-DECT Server 400.	26	23	18
SMS716510	1 Year Spectracare IP-DECT Server 6500.	78	67	51
SMS712510	1 Year Spectracare DECT Server 2500.	118	101	77
SMS718010	1 Year Spectracare DECT Server 8000.	120	103	78
SMS71BS10	1 Year Spectracare DECT Base Station.	24	21	16

*Other options are available, please ask your partner for more information

DECT INFRASTRUCTURE SPECTRACARE+ PRICING

SKU / PN	LICENSE DESCRIPTION	MSRP (\$)	MSRP (€)	MSRP (£)
SMS720200	First Year SpectraCare+ IP-DECT Server 200. MUST BE PURCHASED AT TIME OF SALE	20	17	13
SMS720400	First Year SpectraCare+ IP-DECT Server 400. MUST BE PURCHASED AT TIME OF SALE	33	28	21
SMS726500	First Year SpectraCare+ IP-DECT Server 6500. MUST BE PURCHASED AT TIME OF SALE	98	84	64
SMS722500	First Year SpectraCare+ IP-DECT Server 2500. MUST BE PURCHASED AT TIME OF SALE	147	126	96
SMS728000	First Year SpectraCare+ IP-DECT Server 8000. MUST BE PURCHASED AT TIME OF SALE	150	128	98
SMS72BS00	First Year SpectraCare+ DECT Base Station. MUST BE PURCHASED AT TIME OF SALE	30	26	20
SMS720210	1 Year Spectracare+ IP-DECT Server 200.	23	20	15
SMS720410	1 Year Spectracare+ IP-DECT Server 400.	40	34	26
SMS726510	1 Year Spectracare+ IP-DECT Server 6500.	117	100	76
SMS722510	1 Year Spectracare+ DECT Server 2500.	176	150	114
SMS728010	1 Year Spectracare+ DECT Server 8000.	180	154	117
SMS72BS10	1 Year Spectracare+ DECT Base Station.	36	31	24

*Other options are available, please ask your partner for more information

SPECTRACARE

SpectraCare expands the standard device warranty with the following services:

- **One business day replacement** for damaged hardware upon receipt by Spectralink
- **Technical support** from Tier 3 support specialists 8 x 5
- **Complimentary online training** via Spectralink Online University

SPECTRACARE+

SpectraCare+ fits well with organizations operating in mission-critical environments that require priority response to technical service and support requests. SpectraCare+ offers the same expanded coverage as SpectraCare, with the following upgrades:

- **Technical support** from Tier 3 support specialists 24 x 7
- **Next business day replacement** for damaged hardware

HAVE QUESTIONS? SPECTRALINK STANDS READY TO HELP. CONTACT YOUR SPECTRALINK SUPPORT REPRESENTATIVE OR VISIT US AT [SPECTRALINK.COM/SERVICES/MAINTAIN](https://spectralink.com/services/maintain) 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.

For more information, visit spectralink.com.



info@spectralink.com
+1 800-775-5330 North America
+44 134 4206 591 EMEA

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