

ABB Wireless Complete Care

Software and Hardware Maintenance Plans



ABB Wireless Complete Software Care and Complete Software + Hardware Care maintenance plans help extend product life and increase uptime by providing customers with access to new software features and technical support experts throughout the lifecycle of their wireless communication network. These maintenance plans enable customers to get the best return from their investment in ABB Wireless products.

Complete Software Care software maintenance

The Complete Software Care annual maintenance plan includes support for the SuprOS network management system as well as for the embedded operating software of the TropOS, MicroS, TeleOS and ArcheOS product lines.

Complete Software Care enables customers to remotely access the most current network management and embedded software, including updates and upgrades, as they become available, for no additional fee. With new feature enhancements, product life is extended and investment protected. In addition, Complete Software Care subscribers have access to the ABB Wireless Technical Assistance Center (TAC). ABB Wireless TAC engineers offer expert assistance with wireless communication network troubleshooting and problem resolution.

Features overview

- Secure web access to the ABB Wireless technical support web site
- Download software updates (bug fixes and services updates) and upgrades (feature enhancement releases) for the SuprOS network management system as well as for the embedded operating software of the TropOS, MicroS, TeleOS and ArcheOS products

- Download documentation for SuprOS, TropOS, MicroS, TeleOS and ArcheOS embedded operating software and for TropOS, TeleOS and ArcheOS product installation
- Telephone and email access to ABB Wireless TAC engineers from 8:00 am to 5:00 pm Pacific Time, Monday, through Friday, except U.S. holidays. ABB Wireless TAC engineers are experts on the full range of ABB Wireless products and can assist customers with wireless communication network troubleshooting and problem resolution.

Complete Software Care - Premium software maintenance

The Complete Software Care - Premium is an annual maintenance plan that is for networks where extremely high resiliency is essential. This service includes all the features of the complete software care offering and adds Around-the-Clock access to ABB Wireless TAC engineers.

Additional Feature

- Telephone and email access to ABB wireless TAC engineers 24x7x365 days per year.

Options for complete Software Care/Complete Software Care - Premium

- Multi-year agreement
- Enterprise plans

Prerequisites

- Complete Software Care must be purchased at the same time that the covered ABB Wireless products are purchased
- Complete Software Care must be renewed with no lapse in coverage

Complete Software + Hardware Care software and hardware maintenance

The Complete Software + Hardware Care annual maintenance plan includes all the features of the complete software care offering plus extends the initial hardware warranty period for ABB Wireless products and includes advance hardware replacement. With this optional plan, problem resolution can be accelerated, network/node downtime reduced; and network operational integrity protected.

Features Overview

- Complete Software Care
- Advance hardware replacement (next business day) for covered ABB Wireless products
- Extended hardware warranty for covered ABB Wireless products for the length of time Complete Software + Hardware Care is in effect

Options

- Multi-year agreement

Prerequisites

- Complete Software + Hardware Care must be purchased at the same time that ABB Wireless products are purchased
- Complete software + Hardware care must be renewed with no lapse in coverage

Complete Software + Hardware Care - Premium software + hardware maintenance

The complete software + Hardware Care - Premium is an annual maintenance plan that is for critical networks where the highest level of reliability and resiliency is required. This service includes all the features of the complete Hardware + Software Care offering and adds around-the-clock access to ABB wireless TAC engineers.

Additional Feature

- Telephone and email access to ABB wireless TAC engineers 24x7x365 days per year.