
VERSACALL SUPPORT

PHONE/WEB SUPPORT

- ✓ 20 Hours of phone support during normal business hours for issues related to VersaCall Software or components
 - Normal Business Hours: Monday – Friday, 7:00am – 3:00pm PST/PDT
 - Minutes used will be tracked in 15-minute increments with any call exceeding 15-minutes to be rounded to the next increment
- ✓ Response times within 24 hours during normal business hours or the next business day if on a weekend/holiday
- ✓ Web Conference Support with Screen Share
- ✓ System Assessment included, see below

EMAIL SUPPORT

- ✓ Online ticket submittals through the VersaCall website, www.versacall.com
- ✓ Response times within 24 hours during normal business hours or the next business day if on a weekend/holiday

SYSTEM ADMINISTRATOR TRAINING

- ✓ Access to System Administrator training for a new VersaVision Administrator over the phone.

ANNUAL SYSTEM HEALTH ASSESSMENT

A VersaCall Technician will call to set up a phone & web conference to assess the health of the VersaVision software and control unit. This assessment includes the following:

- ✓ Update Software to current version
- ✓ Address any open issues
- ✓ Provide training
- ✓ Make configuration changes as needed
- ✓ Create back up of system

SOFTWARE & FIRMWARE UPDATES

- ✓ Free Software & Firmware updates will be provided (when available) during service period
 - Depending on configuration some updates may not apply

MODULE REPAIRS

- ✓ Free software/firmware updates on all modules
- ✓ 10 Input Module hardware repairs (component replacement) free of charge
- ✓ Input Modules Covered: I/O Module (BSC, PSM), Call Station, Switch Contact, Wireless Controls, Repeater
 - The Following Modules Are Not Covered: Touch Screens, Coordinator, Telephone Interface Module, Paging Transmitter, Control Unit, Pagers
- ✓ Module Replacement – 5% discount

CUSTOMER REQUIREMENTS

Customer agrees to appoint one person as the administrator of the VersaCall System, this will allow for faster service.

VersaCall will request VPN access to the VersaCall Software on the computer/server to allow for faster technical service. While this is not a requirement it will aide in the reduction of the resolve time.