



Benefits

- Fast response time - highly trained Technical Support team dedicated to serving you
- Reduce time to deployment - leverage off Spectrum's extensive Technical Support knowledge base to optimize your product's operation
- Quick access to latest software and documentation updates

Features

- Experienced Applications Engineers provide technical support by phone and email
- Three different support plans featured to adapt to your project needs from initial design to deployment
- On-site Technical Support available
- Automatic software and document updates during the life of your support plan

Description

Spectrum's Technical Support Services are designed to help you find quick and efficient technical solutions or resolve technical problems necessary to meet your project deliverables. The Spectrum team is comprised of experienced Application Engineers who will take the time to understand your application's needs and work with you to deliver optimal solutions.

Technical Support Plans

Spectrum offers three different support plans each designed to suit your changing needs throughout the development and deployment your product.

[Advanced - Development Phase]

The Advanced Technical Support and Software Maintenance plan is ideal for your project development phase. It gives you unlimited hours of support, a primary support contact within Spectrum, four hour guaranteed response time and software maintenance. This support plan also enables up to 10 of your development team members or authorized users to access Spectrum's Technical Support group.

[Basic - Deployment Phase]

Once your product development is nearing completion, you will then start fielding systems. Your daily requirements for support will diminish but you will still require assistance updating your system as it becomes field hardened. At this point, select the Basic Technical Support and Software Maintenance plan that includes a total of 20 hours of support with one-day response time. This support plan enables up to 5 members of your development team to access Spectrum's Technical Support group.

[Hourly - Sustaining Phase]

Upon completion of your product development and fielding your systems, you are now focused on sustaining your product and may still want to call our support team occasionally. For this part of your product's life cycle, we offer hourly support bundled in 5 hour increments.

Resources

[Online Services]

Spectrum's support plans include a number of online service tools and information. These resources can be accessed via password-protected web access and include the following:

- Sample code
- Knowledge base
- Application Notes and White Papers
- Data Sheets
- Software and Documentation Access

[Knowledge Base]

Spectrum's knowledge base is filled with interesting tips, helpful software examples and application notes. Available information covers Spectrum's products as well as those from our third-party suppliers.

[On-Site Technical Support]

This service provides you with a dedicated on-site Technical Service Engineer to assist your development team during critical development periods, troubleshoot problems encountered, or act in the role of an applications engineering consultant.

[Guaranteed Response Time]

Access to Technical Support personnel is available Monday through Friday, 7 AM – 5 PM Pacific Standard Time. Response time guarantees and other support plan features vary depending on the maintenance and support plan purchased. See Table 1 below for details.

	Advanced Support Plan	Basic Support Plan	Hourly Support
Hours of Technical Support Time	Unlimited	20 Hours	Minimum 5 Hours
Duration	1 Year	1 Year or until all hours are used (whichever occurs first)	1 Year or until all hours are used (whichever occurs first)
Software Maintenance	Yes	Yes	No
Guaranteed Response Time	4 Business Hours (N. America) 1 Business Day (International)	1 Business Day	1 Business Day
Dedicated Support Engineer	Yes	No	No
Number of Users	10	5	1
Order Information			
SDR-2000	SUPPORT-036	SUPPORT-035	SUPPORT-050
SDR-3000 MRDP	SUPPORT-075	N/A	
SDR-3000	SUPPORT-040	SUPPORT-030	
SDR-4000	SUPPORT-060	SUPPORT-061	
HCDR-1000	SUPPORT-041	SUPPORT-031	
C6x	SUPPORT-042	SUPPORT-032	

Table 1. Support Plan Feature Summary

[Software Maintenance]

With Advanced and Basic support plans, receive automatic notification when Spectrum product software updates are available. When applicable, updates may include those from third party suppliers.

[Other Services]

Maximize your return on investment and extend the life of your products with Spectrum's Product Life Cycle Management Services. Contact Spectrum to find out about our Extended Hardware Warranty and Obsolescence Management Service.

To contact Technical Support

Telephone: 1-800-663-8986 (North America) or 1-604-421-5422 (International)
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