

RADVISION OnGuard Support

RADVISION equipment is intelligently designed and thoroughly tested to ensure full customer product satisfaction. RADVISION's OnGuard support programs address customers' needs for diverse and reliable support options via any one of the following programs.

OnGuard Standard Programs

- Level 3 5x8 Call Center
- Software updates to address critical issue resolution
- Remote diagnostics
- Hardware repair with reasonable turnaround

OnGuard Silver Programs

- Level 3 5x8 Call Center
- Software updates to address critical issue resolution
- Software upgrades include all new functionalities and features asset forth in the product roadmap
- Remote diagnostic
- Hardware repair with reasonable turnaround

OnGuard Application (for standalone applications)

- Level 3 5x8 Call Center
- Software updates to address critical issue resolution
- Software upgrades include all new functionalities and features set forth in the product roadmap
- Remote diagnostics

Add-on options

These extra support features can be added to packages above to deliver tailored solutions that meet customers' day to day needs:

- Advanced replacement: Same-day hardware shipment. Can be added to the OnGuard Standard and Silver Plus packages
- 24x7x365 Call Center: Round-the-clock Call Center availability. Can be added to the OnGuard Standard, Silver and Application packages

Warranty Packages	Post Warranty Packages (Hardware repair added)	Application Support (standalone Click to Meet, iVIEW Suite, ECS, DCS)	Add-on options	On call
Standard <ul style="list-style-type: none"> • Call Center 5x8 • Software update Silver / Silver Bundle <ul style="list-style-type: none"> • Call Center 5x8 • Software update & upgrade 	Standard + <ul style="list-style-type: none"> • Call Center 5x8 • Software update • Hardware repair Silver + / Silver Bundle + <ul style="list-style-type: none"> • Call Center 5x8 • Software update & upgrade • Hardware repair 	Standard Application <ul style="list-style-type: none"> • Call Center 5x8 • Software update Application Support <ul style="list-style-type: none"> • Call Center 5x8 • Software update & upgrade 	<ul style="list-style-type: none"> • Advanced replacement • Call Center 24x7 • Level 1&2 (US Only) 	<ul style="list-style-type: none"> • Installation • On site • Training

Notes:

1. Support is mandatory during first year. Standard and Silver options are available during warranty period.
2. RADVISION may alter the terms and conditions of support programs at anytime.
3. This document is for informative purposes only and does not replace or constitute a signed, binding contract.

Training

RADVISION's global training center offers a wide range of training courses to meet the training needs of partners, resellers and end users. These courses, a combination of combine hands-on exercises and theoretical lectures, instruct system engineers, network administrators and IT managers to properly install, maintain and support the entire line of RADVISION's visual communications network infrastructure products and software suites. RADVISION Certified Engineers and Administrators acquire the tools and skills to effectively service and maintain RADVISION videoconferencing equipment and software products. Upon completion of the appropriate course and successful exam scores, participants receive RADVISION certification. For more information and 24/7 registration, please visit: <http://ilearning.oracle.com/ilearn/en/learner/jsp/login.jsp?site=Radvision> or contact us at customertraining@radvision.com

USA/Americas
 T +1 201 689 6300
 F +1 201 689 6301
infoUSA@radvision.com

EMEA
 T +44 20 3178 8685
 F +44 20 3178 5717
infoUK@radvision.com

APAC
 T +852 3472 4388
 F +852 2801 4071
infoAPAC@radvision.com