

# Spectralink Technical Support Guide

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# Contacting Spectralink Technical Support

## Welcome to Spectralink Technical Support

Spectralink Customers with a valid maintenance contract and Spectralink Partners are permitted to access Spectralink technical support. To ensure we are able to best support you, all new support tickets will enter into our system via our Tier Support organization. This ensures that we can rapidly receive your ticket and ensure that it gets addressed appropriately. Please be aware that if you call after the stated business hours for your region your call will be forwarded to our paging service to notify a support agent to assist you. After hours support is for Priority 1 complete system down Incidents only with valid maintenance contract for after hours support.

## How to Access Spectralink Technical Support

Phone: NALA Normal support hours are from 6am to 6pm Mountain Time, Monday through Friday excluding Spectralink holidays. EMEA Normal support hours are from 8am to 5pm Central European Time, Monday through Friday excluding Spectralink holidays.

North America Normal Business Hours 6am to 6pm Mountain Time (MT) Monday to Friday		
United States and Canada	Tel: 1-800-775-5330	English
Mexico Tech Support	Tel: +001-800-775-5330	English
RMA Support	<a href="mailto:nalarna@spectralink.com">nalarna@spectralink.com</a>	English
Europe, Middle East, and Africa (EMEA) Normal Business Hours 8am to 5pm Central European Time (CET) Monday to Friday		
France Tech Support	Tel: +33 176774541	Danish + English
Germany	Tel: 08005889000	Danish + English
Rest of EMEA	Tel: +45 76 281 281	Danish + English
RMA Support	<a href="mailto:emearma@spectralink.com">emearma@spectralink.com</a>	Danish + English
Asia Pacific Normal Business Hours 6am to 6pm Mountain Time (MT) Monday to Friday		
Technical Support	Tel: +61-2-90370834	English
RMA Support	<a href="mailto:nalarna@spectralink.com">nalarna@spectralink.com</a>	English
ANZ Region (Australia & New Zealand) Normal Business Hours 830am to 5pm Australian Eastern Standard Time (AEST) Monday to Friday		
ANZ Region (Australia & New Zealand)	Tel: +61-3-9832-4485	English
RMA Support ANZ Region (Australia & New Zealand)	<a href="http://www.wavelink.com.au/rma">www.wavelink.com.au/rma</a>	English

Email: [technicalsupport@spectralink.com](mailto:technicalsupport@spectralink.com)

- Emailed technical support tickets will be addressed within 24 business hours of receipt. Please ensure all relevant information is provided at the time of submission to ensure a timely response back and allow for ticket creation. Relevant information is defined in the Spectralink escalation form which is available for download here:
- WiFi Product Escalation Form: [http://support.spectralink.com/WiFi\\_Escalation\\_Form](http://support.spectralink.com/WiFi_Escalation_Form)
- DECT Product Escalation Form: [http://support.spectralink.com/DECT\\_Escalation\\_Form](http://support.spectralink.com/DECT_Escalation_Form)

## Escalating your Support Ticket

In agreement with the assigned support agent, customers can request that their support ticket be escalated by asking the customer support agent to escalate the ticket to Management for review.

## Technical Bulletins and Notices

Spectralink periodically will release important product support related bulletins or notices.

- Technical bulletins are located with the products they relate to on the support web portal.

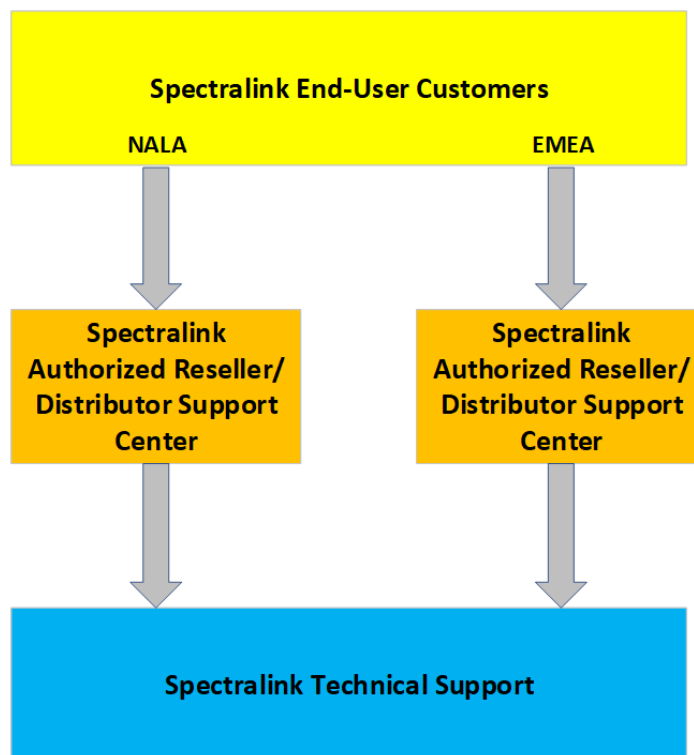
## Software Upgrade Support

Software updates are available for most products from the Spectralink support web portal. For products not listed you may need to contact your reseller or distribution partner or visit the Spectralink Partner Access portal.

# Spectralink Technical Support Structure

## Tier Support / Reception

- Check support contract entitlement
- Assist with handset registration Incident and infrastructure RMA creation (North America Only)
- Work ticket from initial creation to ticket closure to ensure resolution
- Accepts tickets from authorized OEM partner organizations
- Responsible for ticket creation and escalation with Engineering organization when appropriate and manage escalated ticket to resolution

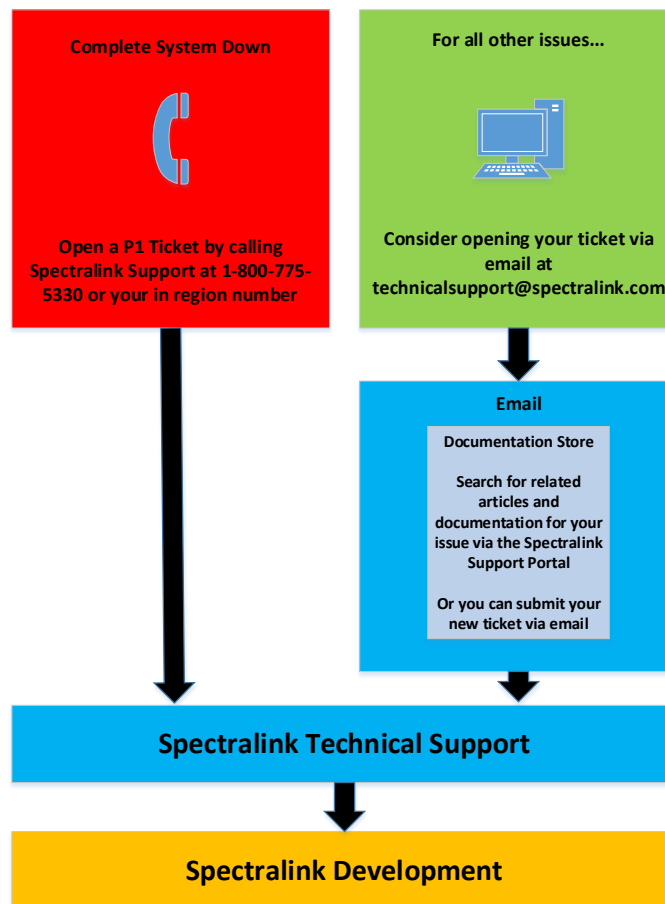


# Spectralink Ticket Priority

Determine the priority of your specific issue and then contact support as appropriate.

## Priority Definitions

- P1 – System down situation resulting in complete loss of system functionality with no immediate work around or resolution available.
- P2 – System is operational but has significant reduction in functionality. There may be a potential work around but with limited options to immediately resolve the issue.
- P3 – System is fully operational and may have minor loss of functionality with a work around able to be implemented immediately.



# Initial Spectralink Technical Support Response Times

## Priority 1 Response Time

All Priority 1 tickets reported will receive an initial support response within no more than 1 business hour of the reported issue. Tickets submitted via the Call Center will be responded to immediately. Support will provide customers and stakeholders with daily updates and are required to perform daily updates to all service requests to ensure they remain current.

## Priority 2 Response Time

Customer tickets reported at a Priority 2 level will be initially responded to within 8 business hours of the service request being created. All Priority 2 tickets will receive bi-weekly updates to the customer and stakeholders by Support.

## Priority 3 Response Time

All tickets will be Priority 3 unless higher priority is requested by the customer and in agreement with the technician will receive an initial Support response within 24 business hours of being reported. Customer and stakeholder updates will be provided on a monthly basis.

P1	System completely down	Less than 1 business hour
P2	Significant impact to system functionality	Less than 8 business hours
P3	No system impact, RMA, question or administrative issue	Less than 24 business hours