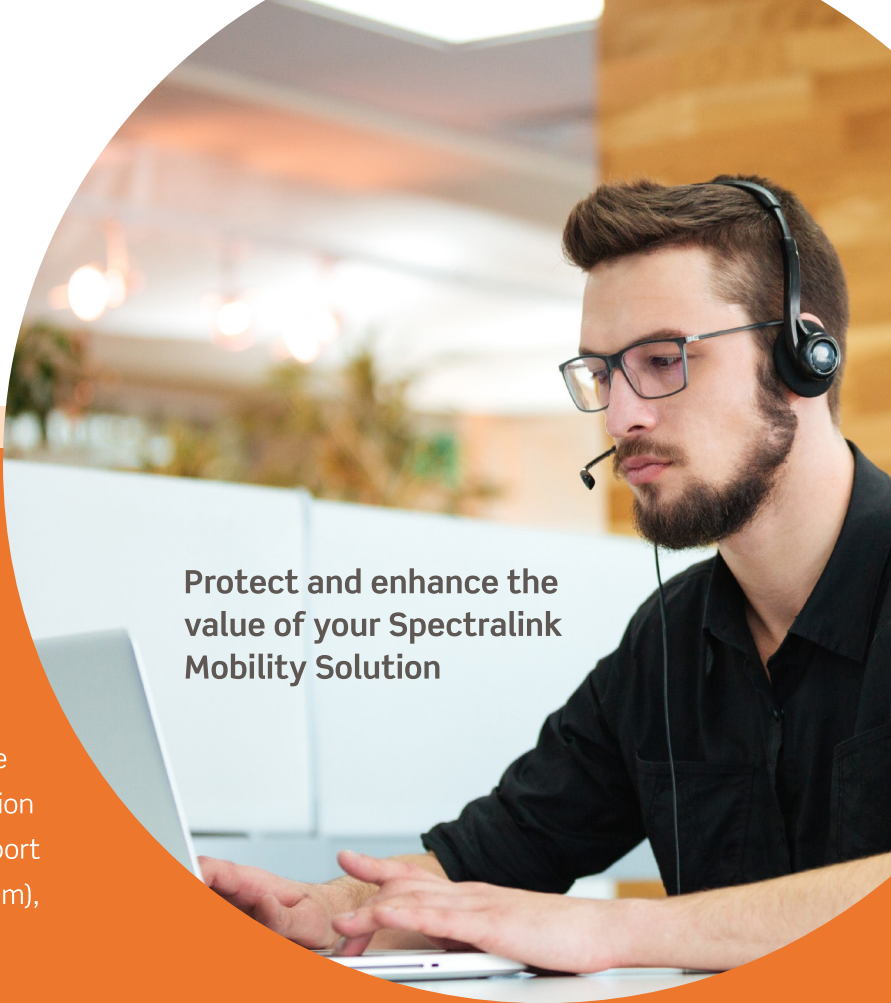# Software Assurance

Spectralink Software Assurance is specifically designed to complement and protect your existing Spectralink DECT solution. Software Assurance entitles you to all available software upgrades, including; new features, service updates and security enhancements to mitigate the risk of data loss/breach over your subscription period. Plus, receive personalized software support during working hours (Monday – Friday 8am – 5pm), for an all-inclusive subscription fee.

Protect and enhance the value of your Spectralink Mobility Solution

ACCESS TO THE LATEST FEATURES AND SECURITY

As Spectralink continues to invest and innovate, introducing the latest DECT solutions and software, you can rest assured your investment in communications technology is market leading. With Software Assurance you will receive the cutting-edge features that address the ever-changing business demands and enhance your business operations, driving your employee's productivity. Keeping your systems and applications current, you protect your investment while providing your business with the latest communications tools to stay competitive in today's marketplace, that helps to increase your bottom line. But most importantly, with regular security upgrades, you are protecting the life-blood of your business, your data, safeguarding your business operations, from external and internal threats.
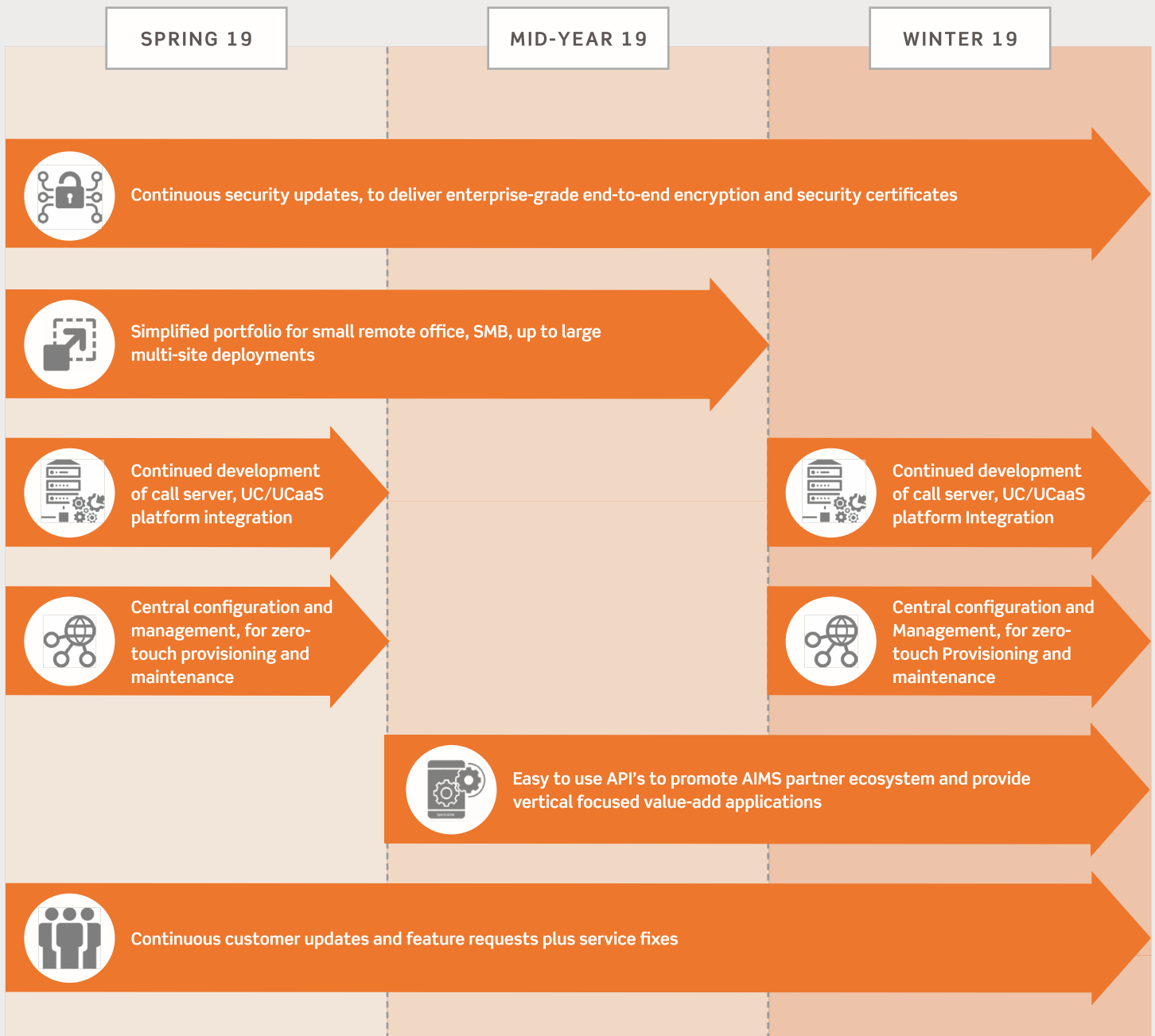
Strategic Advantages:

- Access to Spectralink's Professional Software Support Team
- Latest DECT security enhancements to maximize up-to-the-minute technology advancements to mitigate risk
- Latest software enhancements and new features – see 2019 Technology Development Timeline
- Service updates
- All ensuring your DECT solution delivers optimum performance to maximize your return on investment and your business remains efficient.

ACCESS TO THE HIGHEST LEVEL OF SUPPORT EXPERTISE

With Software Assurance, you gain peace of mind knowing you have access to Spectralink software experts, ensuring you receive fast, responsive access to Spectralink's expert Software Support team, who will quickly resolve any issues, to keep your mobility running smoothly throughout the lifetime of your investment.

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2019 SOFTWARE TECHNOLOGY DEVELOPMENT TIMELINE

SPRING 19	MID-YEAR 19	WINTER 19

Continuous security updates, to deliver enterprise-grade end-to-end encryption and security certificates

Simplified portfolio for small remote office, SMB, up to large multi-site deployments

Continued development of call server, UC/UCaaS platform integration

Continued development of call server, UC/UCaaS platform Integration

Central configuration and management, for zero-touch provisioning and maintenance

Central configuration and Management, for zero-touch Provisioning and maintenance

Easy to use API's to promote AIMS partner ecosystem and provide vertical focused value-add applications

Continuous customer updates and feature requests plus service fixes

Subject to change

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DECT INFRASTRUCTURE SERVICE OPTIONS

	STANDARD WARRANTY	SOFTWARE ASSURANCE	REPAIR AND REPLACEMENT	
			SpectraCare	SpectraCare+
What is covered?	Manufacturing faults only	Access to Software enhancements and bug fixes. Contact Technical Support team via email.	Breakdown cover. RMA next day from receipt. Access to Technical Support team. 8x5	Advanced cover. Advanced Replacement cover. Access to Technical Support. 24x7
Tier 1 and 2 Support	No	No	8 x 5	24 x 7
Tier 3 Technical Support	No	8 x 5	Covered by Software Assurance	Covered by Software Assurance
Software Updates	Latest version at deployment	Yes	No	No
RMA Access	Manufacturing faults only	N/A	Yes	Yes
RMA turnaround	10 business days from receipt	N/A	Next day from receipt	Advanced replacement
Liquid damage coverage	No	N/A	No	No
Availability	Included with all Hardware Purchases	Mandatory with all DECT Infrastructure Purchases	Optional with Purchase	Optional with Purchase

SOFTWARE ASSURANCE PRICING – MANDATORY 1 YEAR

SKU / PN	LICENSE DESCRIPTION	MSRP ($)	MSRP (€)	MSRP (£)
14232800	1 Year Software Assurance **12 Users| IP-DECT Server 200**	25	21	16
14232802	1 Year Software Assurance **12 Users | IP-DECT Server 400**	44	38	29
14232804	1 Year Software Assurance **30 Users | IP-DECT Server 400**	34	29	22
14232806	1 Year Software Assurance **30 Users | IP-DECT Server 6500**	129	110	84
14232808	1 Year Software Assurance **150 Users | IP-DECT Server 6500**	110	94	72
14232810	1 Year Software Assurance **500 Users | IP-DECT Server 6500**	249	213	162
14232812	1 Year Software Assurance **1500 Users | IP-DECT Server 6500**	447	382	291
14232814	1 Year Software Assurance **MAX Users | IP-DECT Server 6500**	694	593	452
14232816	1 Year Software Assurance **30 Users | DECT Server 2500**	195	167	127
14232818	1 Year Software Assurance **150 Users | DECT Server 2500**	110	94	72
14232820	1 Year Software Assurance **30 Users | DECT Server 8000**	199	170	130
14232822	1 Year Software Assurance **150 Users | DECT Server 8000**	110	94	72
14232824	1 Year Software Assurance **500 Users | DECT Server 8000**	249	213	162
14232826	1 Year Software Assurance **1500 Users | DECT Server 8000**	447	382	291
14232828	1 Year Software Assurance **MAX Users | DECT Server 8000**	694	593	452
14232832	1 Year Software Assurance **| IP Base Station**	20	17	13
14232831	1 Year Software Assurance **| Digital Base Station**	20	17	13

*Prices are correct as of 1st January 2019, but are subject to change. Please always refer to the latest Price List available on Spectralink Partner Access Portal.

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FAQ

What does it include?

Spectralink Software Assurance, will ensure you have access to the latest software, including access to software support services during normal business hours.

How can I purchase Software Assurance?

If buying a brand new DECT Server, Software Assurance will be automatically included with your purchase. If you currently have a DECT server, from Q4 2018 you will need to purchase a license per server and per user capacity, to access any future software releases. It can be purchased through your Spectralink Partner.

How do I activate my Software Assurance benefits?

You (the customer) are responsible to provide the serial numbers for all products to be covered by the Service Program to enable Spectralink to register the products. Upon registering, you will receive a Software Assurance verification key. When next looking to implement the latest software release, your verification key will be required. You will also be asked for your verification key when contacting Spectralink's Professional Software Support Team. Upon activation of the Verification Key, the 365 days Software Assurance policy will commence.

How much does it cost?

Software Assurance is available as an annual subscription and priced based on server type and the quantity of users.

How will I obtain my software upgrades?

Once you have purchased your Software Assurance subscription you will be notified by email when new software becomes available to download. Currently the software is available to download, however, you will be unable to upload/install the software to your server(s), as the Software Assurance license is applicable to each server.

When it is time for me to renew my agreement, how will I get notified?

Spectralink will automatically notify you when it is time to renew your Software Assurance contract. You will receive a letter of expiration via email. The email address Spectralink uses to send the notification is provided by your Representative upon execution of the End User License Agreement.

Does Software Assurance include hardware support?

No. Software Assurance provides you with Software Support and Software upgrades only. If you require Technical Support, you may purchase either SpectraCare or SpectraCare+. For further information regarding our Spectralink Services, please visit **www.spectralink.com/services**.

FOR QUESTIONS REGARDING SOFTWARE ASSURANCE, PLEASE CONTACT YOUR LOCAL SPECTRALINK PARTNER OR SEND AN EMAIL TO

About Spectralink

Spectralink is the global leader in purpose-built wireless communications. Since 1990, Spectralink Corporation has deployed over 3 million handset devices to customers around the world, enabling millions of workers to work smarter, with more efficient and reliable in-building communications. Spectralink solutions enable voice, texts, alarms, alerts and key applications every minute of every day.

For more information, visit spectralink.com.

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