DIGI

TECHNICAL SERVICES

SUPPORT SERVICES

Our team of technical engineers and online resources help you gain the most from your Digi products.

Whether you are a Digi customer, channel partner, distributor, or solution partner, Digi Technical Services is at the ready to offer an exceptionally broad range of support services to help you resolve issues, create innovative products, and get to market faster with higher-quality solutions. From simple installation and configuration questions to in-depth consulting, Digi has the expert resources and prompt response you need to succeed.

BASE SUPPORT	EXPERT SUPPORT	PROFESSIONAL SERVICES

24 Hours Response Time

- Email Support
- Device Configuration Assistance
- Device Connectivity Support
- Feature/Functionality Inquiries
- Firmware Upgrade Assistance
- Standard RMA Assistance
- Bug Reporting
- Base Support Registration Required

4 Hours Response Time

- All Digi Base Services, Plus
- Priority Case Response
- Phone Support
- Customer Portal
- Network Troubleshooting
- Solution Troubleshooting
- Integration with 3rd Party Devices
- Code Debugging/Support
- Best Effort Support for EOL and non-warranty Products

Add-on Services

- Mobile or Web Application Development
- Python Development
- Site Surveys
- On-site Support
- Installation Services
- Implementation Services
- Customer Specific Device Configuration and Activation Services
- Customer Training

Support program for our do-it-yourself customer.

Support program for our customers needing hands-on assistance.

Additional services for customers with large implementations, end-to-end solutions or complex network installations.

www.digi.com

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Choose the level of Digi Technical Services that best aligns with your engineering and business goals.

DIGI BASE SUPPORT

This entry level of support is *included* in the purchase of your registered Digi product. It's ideal for smaller-scale projects and independent "do-it-yourself" customers who need only basic assistance. With Base Support, your case gets a response from Digi's experts within 24 business hours.

- **Device Configuration** – We'll help you configure our product to work within your design as intended.
- **Feature/Functionality Inquiries** – Find out how to get the most from your Digi product.
- **Connectivity Support** – We'll get you connected.
- **Firmware Upgrades** – Get patches and feature upgrades.
- **RMA Assistance** – We make repairs easy and straightforward.

DIGI EXPERT SUPPORT

When you need priority access to Digi's support team, our Expert Support plan provides more services, expedited responses, and faster resolutions. In addition to all of the services of our Base Support plan, you receive:

- **Telephone Support** – Expert assistance is only a phone call away.
- **Faster Response Time** – We'll respond to your request within four hours.
- **Priority Case Resolution** – You'll get the answers you need sooner.
- **Configuration Recommendations** – Tap into our experience to optimize your product design.
- **Customer Portal Access** – Use this secure portal to manage open issues and get more answers.
- **Network Troubleshooting** – We'll help you sort through connection issues within your network, including third-party device connections.

- **Solution Troubleshooting*** – We help you navigate through complex technical and performance issues within your manufactured product, end-point device, customer installation, and/or integrated application. We can even help you integrate with third-party devices.
- **Code Support*** – We can help you debug code and scripts and review the performance of your Digi applications.
- **Best Effort Support for EOL and non-warranty Products** – Does not include any effort that will require extensive Engineering resources, or require firmware updates to resolve. Bug fixes are not guaranteed in this category.

*Services subject to a limit of 20 hours per contract year, per customer. This limit may be reduced for Digi Foundations customers purchasing at small quantities. Additional hours can be purchased separately.

DIGI PROFESSIONAL SERVICES

When you have large implementations, complex end-to-end solutions, or sophisticated networks – or just want the advice of seasoned professionals, Digi Professional Services takes you even further.

- **Application Development** – Our complete software-development services provide custom applications for end-point device monitoring, management, and reporting.
- **Site Surveys** – Map out the signal strength of your environment before installation to avoid costly delays in RF or cellular solution implementation. Our experts provide a site-survey map along with recommendations for your solution design, product placement, antenna placement, and interference filtering/elimination.
- **Implementation Services** – Digi helps design, plan, and optimize your Digi hardware solution – from network design to interoperability with third-party services.
- **Onsite/Online Training Options** – Shorten your development cycle with a customized training to give your team a stronger foundation on Digi products.

DIGI®

SELF-SERVICE ASSISTANCE

All Digi customers have access to a range of self-help 24x7 tools at no additional charge.

- ⚑ Discussion Forums
- ⚑ Developer Wikis
- ⚑ Documentation
- ⚑ Knowledge Bases
- ⚑ Application Notes
- ⚑ Firmware Upgrades
- ⚑ Software Patches
- ⚑ Sample Applications

Digi Technical Services – At a Glance

SERVICE	BASE	EXPERT	PROFESSIONAL
	Included with Purchase	Annual Agreement	Fee per Hour or Device
Warranty Required	✓	✓	
Response Time	24 hours	4 hours	
Priority Case Response		12x5 or 24x7	
Email Support	✓	✓	
Phone Support		✓	
Customer Portal Access		✓	
Firmware Upgrades	✓	✓	
Bug Reporting	✓	✓	
Device Configuration Education	✓	✓	
Device Connectivity Support (device is connected and communicating)	✓	✓	
Complimentary Webinar Registration		✓	
*Code Debugging / Application Performance Review (for code running on digi devices only)		✓	
*Integration with third party devices		✓	
*Network Troubleshooting (where network includes a Digi device)		✓	
*Solution Troubleshooting (end user implementations, applications, environmental factors). Solutions typically encompasses end point devices, end products, Digi devices, applications, and potentially Digi Remote Manager).		✓	
Mobile or Web Application Development			✓
Python Development			✓
Site Surveys			✓
On-site Support			✓
Installation Services			✓
Implementation Services			✓
Customer Specific Device Configuration and Activation Services			✓
Customer Training			✓

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For more information, visit:

www.digi.com/support

877-912-3444

952-912-3444

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