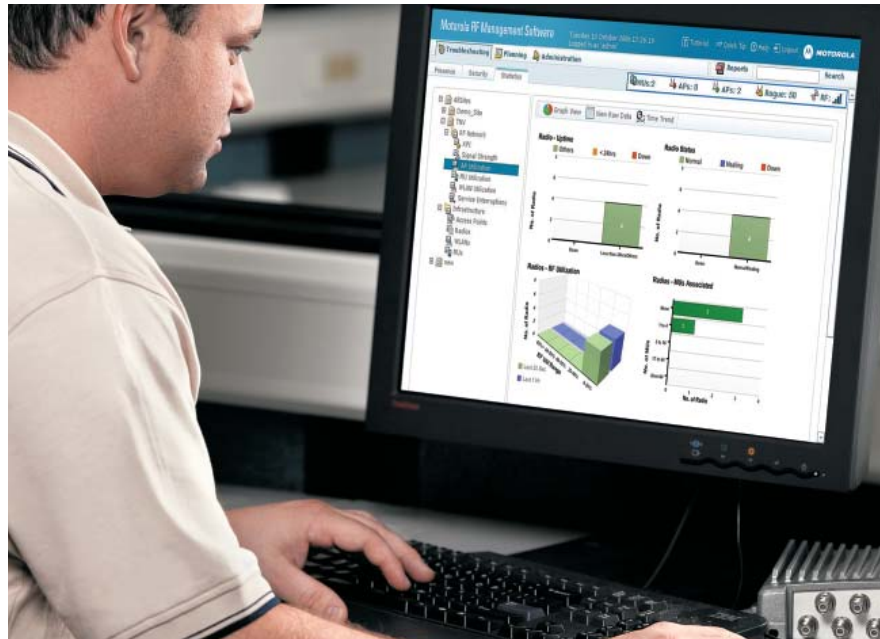




# Software Support for Motorola RF Management Software (RFMS)



## FEATURES

### Access to software releases

The most cost-effective means to keep your management software up-to-date; helps ensure your software continues to run at optimal efficiency.

### 24x7x365 support availability

Provides maximum uptime for your critical management tools with the support you need, when you need it.

### Optimize and protect your wireless network management tools

From planning stages to ongoing maintenance, you rely on Motorola's RF Management Software to optimize wireless infrastructure performance and security.

Now, ensure this critical WLAN management tool is always up-to-date and enabled with updates available for immediate download from our support website, making it easy to stay current. From priority call handling and access to software releases to rapid problem resolution, this one-year service delivers the support you need — when and where you need it.

### Access to updates

With Software Support for RFMS, your investment in RFMS is protected, improving your total cost of ownership and return on investment by ensuring your system is always up-to-date. You are provided access to entitled software releases throughout the term of your service contract — from software updates to maintenance releases that address a specific software issue. Updates are available for download from our support website, making it easy to stay current.

### Around-the-clock coverage — reach experts whenever you need them

Your network doesn't rest, and neither do we. Software Support for RFMS gives you access to our technical experts — 24 hours a day, 7 days a week, 365 days a year. Whether you need help with a "how to" question, resolving a software issue, or want to make sure you're maximizing RFMS' full functionality, Software Support for RFMS ensures you can find the help you need, when you need it. Your call will be immediately routed to a support specialist with RFMS expertise. If complete diagnosis and resolution are not achieved during that call, your issue will be immediately escalated to the next support tier to ensure rapid resolution and return to operations.

### Integrated service infrastructure — web, phone, email

RF Management Software Support provides multiple avenues for customer support through web, email, and telephone, all backed by our extensive support infrastructure and proven expertise. Our online support site offers a wealth of information and support tools including access to downloadable software releases, product documentation, release notes and user guides.

**SPECIFICATION SHEET**  
**Customer Services**

Software Support for Motorola RF Management Software (RFMS)

**Priority call handling with immediate routing to technical specialist**

Enables you to get the answers you need — fast. A defined escalation path delivers a timely resolution to keep your software trouble-free.

**Easy access to online, self-service web portal**

Stay current with easy, anytime access to essential support tools and resources — including updates and patches, product documentation, release notes and more.

**Unlimited number of cases per month**

Lowers total cost of ownership — unlimited number of support calls and cases at a pre-defined annual cost

Our team of experts can help save your IT team time. And there's no limit to the number of calls and cases you can open — eliminating any unexpected support costs.

**Pre-defined cost delivers an outstanding business value**

As the developers of the industry's first wireless LAN, Motorola is dedicated to helping you get the most from your enterprise mobility solution. This valuable one-year software support program provides the resources you need to maximize performance, security, and reliability for your RFMS at a predictable, al cost. And by minimizing

software-related downtime, this service helps keep RF Management Software running at an optimal level — improving your overall return on investment.

For more information about our service programs or to purchase Motorola Software Support for Motorola RF Management Software, access our global contact directory at [www.symbol.com/contact](http://www.symbol.com/contact).

For additional information about our service programs visit [www.symbol.com/services](http://www.symbol.com/services)

For online support visit [www.symbol.com/support](http://www.symbol.com/support)

**At-a-Glance: Software Support for Motorola RF Management Software**

<b>DELIVERABLE</b>	<b>WARRANTY</b>	<b>SOFTWARE SUPPORT FOR RF MANAGEMENT SOFTWARE</b>
Length of time	90 days	1 year
Service window	9 hours (Customer's local time 8 a.m.–5 p.m.) 5 days (Monday–Friday)	24 hours 7 days
Telephone response time	Next business day	Immediate routing to a technical support engineer
Replacement of damaged or defective media	•	•
Telephone assistance for license installation issues	•	•
Access to software releases identified by our technicians to address a specific issue ("patch")	•	•
Access to software updates, maintenance releases and patches		•
Access to online support web site for software downloads		•
Unlimited support requests		•

Software Support for Motorola RF Management Software is available worldwide. For complete program details and information about availability in a specific country, please contact your local Motorola Enterprise Mobility business representative.



**MOTOROLA**

[motorola.com](http://motorola.com)