



VCare Dealer Core Support for TANDBERG Products

VCare Dealer Core services provide your dealership with a high level of support for your customer's TANDBERG systems.

All TANDBERG system purchases require *VCare Dealer Core*, *Customer Core*, or *Customer Core with Onsite* services, and cover an initial term of 13 months. Additional 12 month term contracts are also available for continued support.

VCare Dealer Core provides the best value for our Certified Dealers.

VCare Dealer Core Includes:

Soft Care

A practical notification service, providing customers with:

- Software Upgrades¹
- E-mail notification of new software updates
- Tools for easier, faster software upgrade

TANDBERG TIPS

Get the maximum benefit from your videoconferencing system. These short Video-on-Demand clips provide you with the following:

- User training
- Troubleshooting information
- Software release information
- Other technical information

These clips are available at your fingertips 24/7 through a secure extranet to help you enjoy the learning experience and put your system to immediate use.

VCare Dealer Core Help Desk

The *VCare* help desk provides technical assistance to the TANDBERG Certified Dealer's technical personnel Monday – Friday 9 AM – 5 PM Central.² *VCare* Help Desk is a 1st line support service for the Certified Dealer's technical personnel; end user calls must go to the supporting Certified Dealer for support.

Replacement Parts

Should you ever need replacement parts, these will be dispatched to you on the same day as an order is received for next business day delivery.³

¹ Soft Care™ is applicable to all TANDBERG videoconferencing systems except for the TANDBERG Educator series and Director products.

² Help desk response time frames:

- Maximum 4 working hours for Category 1 issues, i.e., system down, disrupts partner's business, etc.
- Maximum 8 working hours for Category 2 issues, i.e., a critical situation but not disruptive to business
- Maximum 12 working hours for Category 3 problems/questions

³ Shipped same day, up to 4:30 Eastern, for next day delivery. *VCare* and TANDBERG strive to deliver within the time frames indicated barring events outside our direct control. Allow sufficient time prior to shipping cutoff for troubleshooting with *VCare* Help Desk, RMA processing, etc. Local holidays are excluded.

VCare Hotline 800-561-6721
(Note: Have Product Serial Number When Calling)