



Visitec VCare Partner Core Support Services for Cisco Telepresence Products

VCare Partner Core Services provides Authorized Partners with a high level of support on most Cisco Telepresence Solutions.

VCare Hotline 800-561-6721 Option 1 (or 630-762-0300)

(Note: Have Product Serial Number When Calling)

VCare Partner Core Service is a unique service offering from Visitec that provides first line support for partners on product issues, software updates and technical problems for Cisco TelePresence products. The program is similar to Cisco's Essential Operate services in its offering enabling authorized partner to work directly with Visitec to resolve customer support issues. VCare Partner Core Services are less expensive than Essential Operate Services and qualify for partner service attachment rates and requirements.

VCare Partner Core Service Includes:

Support Hours

- 8:00am to 5:30pm Central Time
- Monday-Friday, excluding holidays

System Testing

Connect to Visitec to ensure your video system is working properly

- VCare video test line 66.244.187.71
- Supporting SD & HD calls at rates up to 3mb with point to point and multisite connections
- Coordinate with our technical staff for video call testing and assistance

Software Release Keys

- Includes release keys for all Cisco software updates for supported equipment
- Allows you to keep you end user up to date with the latest software features

Advance Replacement Parts

If it is determined (through testing) that replacement parts are needed to restore functionality, Visitec will coordinate shipping directly from Cisco. Determination must be completed by 1 PM Central time for next business day delivery. Parts can be shipped direct to end user site, but Partner remains responsible for prompt return of defective equipment.

Activity	Deliverables
<ul style="list-style-type: none">• Troubleshoot incidents• Remediate incidents• Replace Cisco TelePresence meeting network infrastructure products and devices• Provide access to application software updates, including major upgrades	<ul style="list-style-type: none">• Software updates and maintenance support• Advance hardware replacement and installation options• Application software maintenance and minor releases• Cisco.com knowledge base access

See full details in VCare documentation