

SERVICES

Software Subscription: Allows remote management and monitoring of your device.

Technical Support: Phone access available between 8 am PST and 4 pm PST, Monday through Friday (excluding major holidays). Help desk number and extension: 1-866-959-9434, option 5.

Knowledgebase and Documentation:

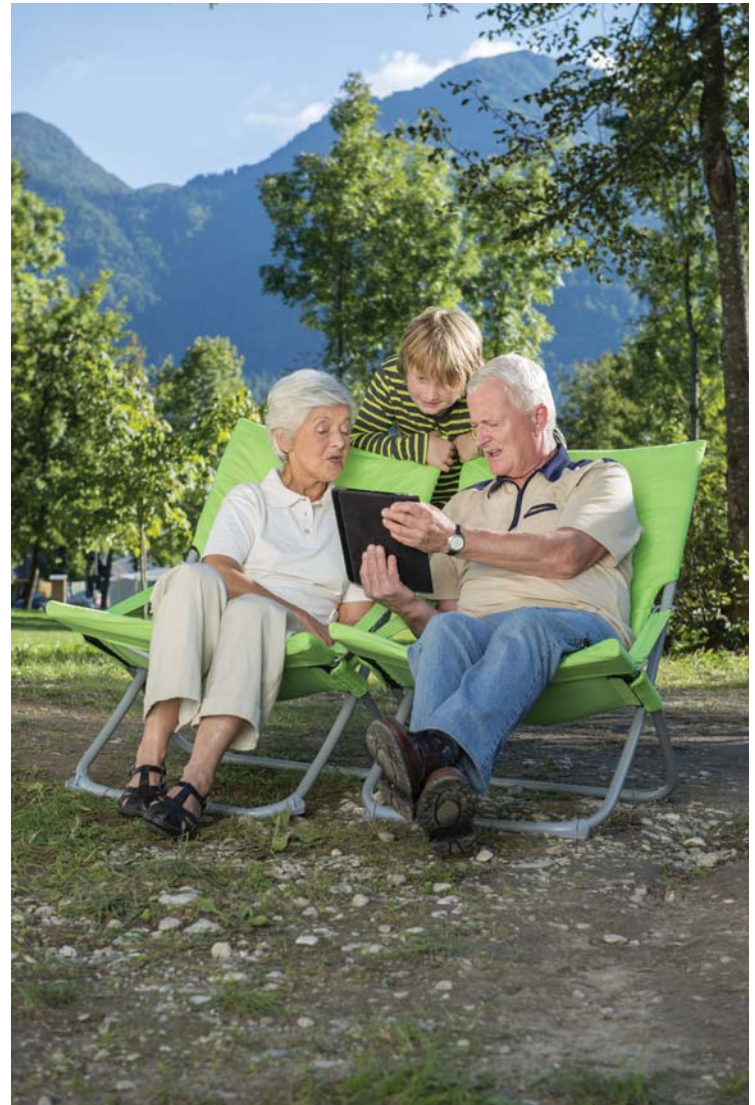
Access via Help Desk (accessible at www.yoursinglepoint.com/support) to relevant documentation, FAQs, wiring diagrams, product datasheets, quick start guides, user manuals, configuration guides, troubleshooting guides and more.

Data Consulting: SinglePoint staff will consult with customer regarding product and software settings to achieve optimal data usage. Usage alerts can be configured, allowing automated reports to be received so you can proactively manage your data.

Ticket Submission and Ticket Status: Logged and accessible with automated confirmation; ticket status details.

Remote Settings Management: Guidance and training on general device usage, configuration and ongoing maintenance

Software Maintenance, Upgrades, and Enhancements: Access to software and firmware updates, including release notes and documentation. Access to new features included as part of SingleCARE™ Lite subscription.



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