

↓ R.A.C.E.R.

Reliable, Advanced Coverage & Expedited Repair

You can rely on the Resolve R.A.C.E.R. program to provide world-class service and investment protection through its industry certified customer service technicians and professional training department. You will reduce down-time and on-going maintenance costs, allowing you to concentrate on your business at hand.

Key Features:

1. 24-Hour Technical Support. The Resolve R.A.C.E.R. Support Center provides unlimited 24-hour remote support. The Support Center assists with all customer inquiries, including the use or application of the videoconferencing/audio-conferencing system, system connectivity issues, remote diagnostics, and troubleshooting.

2. Next-Business-Day Replacement. The Resolve R.A.C.E.R. Support Center provides Next Day Replacement of equipment. Replacements are shipped next day at no cost to the customer. A return shipping label is included with the

replacement equipment. International delivery schedules are dependent on your country's delivery infrastructure, with every effort to provide Next-Business-Day Replacement.

3. Critical Spare Components. The Resolve R.A.C.E.R. Support Center inventories critical spare components of standard manufacturer's equipment to support the customer's videoconferencing/audio-conferencing equipment.

4. Unlimited Training. Our experienced training professionals provide extensive customer training throughout the coverage period. With Resolve R.A.C.E.R. you will have access to user groups and live technicians to help with day-to-day questions and requests.

5. 24-Hour Video Test Facility. The Resolve R.A.C.E.R. Support Center Test Facility is available to customers 24 hours a day. This facility allows you to test equipment at your convenience.

6. Software Upgrades. Our maintenance team will keep your system up-to-date with the latest software releases and patches. This feature provides significant cost savings over purchasing even a single software upgrade.

