



directResponse Support

Ensures a reliable, high-quality visual communication experience and attains maximum value by offering end-to-end support across the full lifecycle of collaborative technology.

Support Benefits

Technical Assistance

- The Technical Assistance Center (TAC) is available from 7 a.m. – 7 p.m. Central. **877.866.9800**
- Based in Irving, TX

Advanced Parts Replacement

- Expedited parts replacement for any product covered under the support agreement.

Software Updates

- Clients are entitled to all software updates made available by manufacturers.

Scheduled End-User Training

- Training for new users or review for existing users performed via video through the TAC.

Highlights

- U.S. Based Technical Assistance Center
- Advanced Parts Replacement
- Software Updates
- Scheduled End-User Training

DirectResponse Support ensures maximum system up-time, efficient end-user operation and expert network assistance.



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- **The OneVision Solutions Technical Assistance Center (OVS TAC)**

Technicians will support general questions, trouble call reporting and/or usage or maintenance assistance. OVS help desk technicians utilize trouble call tracking and database software for problem resolution and escalation procedures. To obtain support, contact the OVS helpdesk:

- **877.866.9800**
- **support@onevisionsolutions.com**

A support representative will open a trouble ticket after asking for the serial number of the system and description of the problem. To further expedite diagnosis of the problem, the technician may ask to perform non-technical isolation procedures (e.g. power cycling components, provide remote access). OVS support will assist in identifying and isolating issues with regards to ISDN and IP videoconferencing. OVS support will collaborate with your IT staff to identify network challenges and provide information and direction to isolate the problem carrier. Client is responsible for contacting the problem carrier, opening a trouble ticket and monitoring progress made by the associated network carrier or IT department. OVS support will continue to track and manage the call ticket until a mutually agreed upon resolution is achieved.

- **Advanced Parts Replacement**

OVS will assist clients in identifying defective parts for any product covered under OVS directResponse support. Replacement parts for client locations within the continental United States are shipped priority overnight for delivery on the next business day, subject to manufacturer availability. Replacement parts for client locations outside the continental United States are shipped third business day, subject to manufacturer availability. Parts for monitors or carts are shipped for delivery on the third business day (if outside the continental 48 United States, the fifth business day.) Each replacement part will be equivalent in functionality and feature set to the part replaced.

Replacement part shipment relies on freight carrier satisfaction of their delivery commitments. OVS is not responsible for any failure to satisfy its support commitment as a result of failure by a carrier to deliver parts by the committed time, whether due to acts of nature, and a loss/damage of package, part unavailability or other similar causes.

Client must return failed parts, components or systems to OVS or manufacturer within 10 business days following the receipt of the applicable replacement. Replaced parts returned to OVS become the property of OVS. OVS may invoice clients for any materials not returned within such a period.

- **Software Updates**

DirectResponse support entitles clients to all software updates made available by manufacturers to maintain and enhance the user experience for all purchased collaborative components. Software updates include version releases, dot releases and bug fixes.

- **Scheduled End-User Training**

So that clients receive the maximum benefit from their technology investment, OVS provides scheduled end-user training. Training includes basic end-user and base level administrator training via videoconference through the Technical Assistance Center. Contact **877.866.9800** for scheduling.