

Polycom® KIRK® DECT Support Services

Maximize your KIRK DECT wireless solution ROI and effectiveness with Polycom Support Services

Polycom® KIRK® DECT wireless solutions are modular, GAP-compliant solutions that consist of a Polycom KIRK Wireless Server and KIRK Handsets. The solutions are customized to individual customer needs by adding Polycom KIRK Base Stations and/or KIRK Repeaters.

With experience, knowledge, infrastructure, and resources, Polycom KIRK Support Services delivers high-quality hardware and software support for your Polycom KIRK products. Our global network of information, tools, and knowledgeable support technicians delivers fast and effective support.

With Polycom KIRK Support Services, you enjoy access to:

- A global support infrastructure with the latest in CRM technology
- Telephone technical support from our customer support centers
- Logistics hubs around the world
- Escalation procedures
- eSupport that includes our enhanced Polycom Knowledge Base
- Software updates and upgrades*

Support Services

Polycom Support Services delivers consistent, high-quality support across all Polycom product lines worldwide, provided directly by Polycom or via an authorized partner. As a Polycom KIRK support customer, you enjoy access to the world's foremost wireless support. We bring engineers as close as your phone and information as close as your fingertips. The Polycom Knowledge Base, our extensive online knowledge database, is continuously updated. Our Support Website offers tips, the latest software updates and software upgrades, security updates, and advisories. In addition, our support plans are flexible. From our comprehensive portfolio of flexible support services, simply select the level of support you need from full support to back-up support that augments your on-site staff.

Choose the Level of Support You Need

KIRK Software Assurance

KIRK Software Assurance keeps you updated and equipped with the quarterly KIRK software releases. In the KIRK Release Notes you can read in detail about the new software upgrades, features, and bug fixes. Furthermore, the KIRK Software Assurance will keep you on track with the latest developments within e.g. security, provisioning, PBX interoperability as well as feature additions to the SIP Communication Standard. To receive notifications about software releases and new features, please sign up to [KIRK Technical News](#).

KIRK Software Assurance is included within the warranty period, cf. your Polycom contract. Upon warranty expiration, the software assurance must be renewed annually (5% of MSRP on infrastructure elements). Please note, KIRK Software Assurance is optional, but required when purchasing a KIRK Support Service.



Benefits

- **Global services network** – Gain consistent, quality support from a worldwide network and infrastructure
- **Quick resolution of support issues** – Maximize your system uptime with fast support response
- **Expert technical resources** – Receive support from technicians who best know DECT environments
- **Comprehensive services portfolio** – Choose the support that meets your needs from a broad, flexible range of service offerings
- **Efficient resolution** – Gain quick problem resolution from skilled remote and on-site support technicians
- **KIRK Software Assurance*** – Receive the latest software feature releases and enhancements

* Software updates are supplied when available.

KIRK Basic Support

Polycom KIRK Basic Support provides basic support for customers and is included with your product purchase. You will have access to e-mail support within a timeframe of three working days and within normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays. Dispatch replacement of handset and infrastructure will take place within 30 working days upon receipt of faulty product.

KIRK Basic Support is free of charge and is included in the basic service deliverables that are included in the purchase of any KIRK product.

KIRK Standard Support

The KIRK Standard Support provides a cost-effective solution to customers for whom system availability may be less critical. With KIRK Standard Support, you will have access to e-mail and phone support within normal business hours in the designated support centre's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays. Dispatch replacement of handset and infrastructure will take place within three working days.

KIRK Standard Support is available for 8% of your contract's total product list price.

KIRK Extended Support

Polycom KIRK Extended Support is for customers who need immediate replacements, yet can meet critical system requirements without Polycom support on site. KIRK Extended Support provides assistance through e-mail or phone during normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays. In addition, you get dispatch replacement of handsets within only one day and advance dispatch replacement of infrastructure, meaning that we ship you new infrastructure immediately upon the receipt of your request.

KIRK Extended Support is available for 10% of your contract's total product list price.

KIRK Superior Support

Polycom KIRK Superior Support offers a premium solution to customers whose system availability is critical. With KIRK Superior Support you may obtain phone and e-mail assistance at all times of the day and advance dispatch replacement of both handsets and infrastructure elements. In case you urgently need an onsite visit, Polycom will prioritize scheduling of higher-level technical expertise to visit on-site, exclusive of charges for travel expenses.

KIRK Superior Support is available for 15% of your contract's total product list price.

Support Features

Unlimited telephone technical support – Provides access to expert technical support engineers who assist in solving issues by phone. The Polycom hotline is available during normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Escalation support – Delivers access and involvement of high-level engineering expertise to resolve complex technical problems.

Returns Material Authorization (RMA) advance parts replacement – Expedites replacement of all covered, failed hardware parts. If telephone technical support diagnoses a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery. Customs delays may affect actual delivery time in certain regions. The customer is required to return the defective part to Polycom.

Returns Material Authorization (RMA) 1-day parts replacement – Expedites replacement of all covered, failed hardware parts. If telephone technical support diagnoses a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched within one day of receiving the faulty part. Customs delays may affect actual delivery time in certain regions.

Returns Material Authorization (RMA) 3-day parts replacement – Expedites replacement of all covered, failed hardware parts. If telephone technical support diagnoses a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched within three days of receiving the faulty part. Customs delays may affect actual delivery time in certain regions.

Onsite engineer support – An optional service where an engineer travels to the customer site to resolve technical problems that cannot be resolved remotely.

Software updates* – Customers are entitled to receive software updates upon release to correct a software error that prevents the installed system from conforming to published specifications.

Software upgrades* – Provide major feature and functionality releases for your current registered Polycom product(s). Software upgrades are available upon release.

Online Support – Extensive technical information and our extensive Knowledge Base is available online at the secure Polycom Partner Resource Center including technical tips, and a search & query function.

** Software updates and upgrades are supplied when available.*

Professional Services

Polycom KIRK Professional Services are designed to help you execute your DECT communications and business strategies seamlessly. Whether you are taking on a complex collaboration network transition project, adopting new collaboration products into your environment, or implementing measurable performance and operational improvement initiatives, Polycom support experts use world-class tools and proven methodologies to develop and deploy service solutions and help manage your collaboration infrastructure.

Polycom KIRK Professional Services offer:

- Off-site deployment survey including a deployment survey with a detailed report based on current facility blueprints (no more than 10 percent lost calls.)
- On-site deployment survey including a deployment survey with a detailed report based on on-site measurements done by Polycom technicians (no more than 3 percent lost calls).
- Post verification and certification including assistance during commissioning and verification of system performance and, potentially, recommendations for improvements.

Polycom KIRK Support Services at a Glance

KIRK Support Services	Basic	Standard	Extended	Superior	KIRK Software Assurance
Telephone Support	No	Mon – Fri normal business hours	Mon – Fri normal business hours	24x7	No
Escalation Support	Yes	Yes	Yes	Yes	No
Creation of online service request	Yes	Yes	Yes	Yes	Yes
E-mail Support	3 days	Mon – Fri normal business hours	Mon – Fri normal business hours	24x7	Yes
RMA – Handsets	30 days	3 days	1 day	Advanced replacement	N/A
RMA – Infrastructure	30 days	3 days	Advanced replacement	Advanced replacement	N/A
Repair	Only included under warranty	Included	Included	Included	N/A
Onsite Engineer (Excludes T&E)	No	No	No	Yes	N/A
Software Updates*	No	No	No	No	Yes
Software Upgrades*	No	No	No	No	Yes

*Note: Software Upgrades, KIRK Technical Newsletter, and KIRK Release Notes are part of KIRK Software Assurance

Learn More

Polycom Global Services offers a wide variety of services worldwide, including Professional Services, Training, Telepresence Services, and Wireless Services. For more information, visit Services and Support on www.polycom.com or contact your Polycom service sales representative.

Polycom Worldwide Headquarters
4750 Willow Road, Pleasanton, CA 94588
1.800.POLYCOM or +1.925.924.6000
www.polycom.com

