# CSS Calnex Support Service
Sentry

## Reduce risk, maximise your investment

If your organization has, or is about to, make a major investment in a Sentry, it is imperative that you make the most of your new product. That's why we recommend that our customers protect their investment with the Calnex Support Service.

## Multi-year contracts

All Calnex products come with a standard 12 month Support Service. Following the initial period, and recognising we operate in an ever-changing environment, we recommend customers purchase one of our CSS packages to protect their investment. Choosing an extended CSS package at the time of purchase is the most cost effective, provides uninterrupted coverage, and maximises your investment.

We will also provide a CSS quotation to you prior to the expiration date of your support contract to ensure a seamless and hassle-free process.

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|---|---|
| Option 812 | 1 year extension |
| Option 813 | 2 year extension |

## Benefits

- Priority access to our Technical Support Team
- Hardware warranty

## Unlimited, prioritised technical support

Contact us through your local Calnex representative, the Calnex Customer portal, using e-mail or phone. Our technical support team – including synchronisation standards contributors and product experts with decades of experience – will respond within 24 hours.

## Hardware warranty

Ensuring your Sentry is protected with a support contract is the most effective way to avoid costly repair bills and assures priority response to your instrument in the event repairs are required. One-off repairs represent a high comparative cost, and the logistics involved in generating quotations, processing orders and arranging returns for unsupported equipment will increase downtime in testing. With CSS, no additional charges will apply.

| | With CSS[1] | No CSS |
|---|---|---|
| Hardware Warranty | Free repair for hardware failure due to materials or workmanship | No |
| Software Warranty | Yes | Yes |
| Software Updates | Yes | Yes |
| Technical Support | Unlimited, prioritised support | Reasonable-effort support |

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[1] Detailed terms and conditions for CSS can be found in the Calnex Support Service Agreement on the Support page of the Calnex website: https://www.calnexsol.com/support

# CSS Making the most of CSS
A Quick Guide

## Contact Information

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|---|---|
| **Calnex Representative** | Contact details for your regional Calnex representative are available on the Calnex website |
| **Website** | https://www.calnexsol.com/support |
| **Calnex Service Desk** | https://calnexsolutions.atlassian.net/servicedesk/customer/portals |
| **Email** | support.americas@calnexsol.com    support.emea@calnexsol.com    support.india@calnexsol.com |
| | support.greaterchina@calnexsol.com    support.japan@calnexsol.com    support.korea@calnexsol.com |
| | support.sea@calnexsol.com    support@calnexsol.com |

## Technical Support

We are available to help you with any product queries you may have. In addition, you may ask for advice on test methods or ask for interpretation of synchronization technologies standards.

## Raising a Service Request

Requests for assistance should be made using the Calnex Service Desk.

Alternatively, if you would prefer, you can contact your regional Calnex representative, email us at the address above or call – telephone numbers are available on the Calnex website.

Note: Access to the service desk requires an individual account. Please contact the Support Team using the email address for your region (above) if you do not yet have an account.

## Information we will need

When raising a Service Request, please make sure that you give us the **serial number** of your product.

For requests related to the use of a product, we can provide more effective support if you provide the following:

- A detailed **description** of your problem
- The **software version** being used
- Any **capture data** associated with you request
- A **block diagram** of your test setup
- The **type of device or network** being tested

## Resolving your Service Request

We may be able to address your issue immediately. In some cases, however, the resolution process may require the problem to be replicated in our lab and/or interaction with the Engineering team. The process is much more efficient if you can provide as much relevant information as possible.

## Types of Service Request

Feel free to ask a general question, report a bug or ask for a product enhancement. Our Support Team work closely with the Engineering Team and they can ensure that your request is answered as quickly and completely as possible.

## Getting the information you need

The Calnex web-site is a rich source of information to assist you in testing your devices and in the use of Calnex products. You can access this information from the Support page.

The information available includes:

- **Interactive FAQ**: A quick search function to easily find relevant information from setup questions to in-depth explanations of standards and metrics, with an intuitive workflow to access related articles
- **Product Documentation**: Links to data sheets, user guides, test guides and white papers; all in one easy to navigate location

CSS gives you **Seamless integration with Service Desk**: When raising support requests, relevant FAQ articles can be suggested in real-time, and support team responses can link directly to FAQ and other documentation giving you the fastest access to the large repository of valuable technical information.

## Software updates

We periodically release updated software for our products. As a CSS customer, you are entitled to the latest version available for your product. You can find the latest software on the Software Downloads page on the Calnex website.

## If your instrument hardware fails

If you believe that your instrument has a hardware failure, then you should contact your regional Calnex representative or raise a request in the Calnex Service Desk. We will then investigate this failure and, if a hardware issue is confirmed, we will arrange to have the unit repaired.

## If you have a critical issue

When you raise a Service Request, make sure you highlight the critical nature of the request. If necessary, contact your regional Calnex Business Development Director (contact details are available on the Calnex web-site)

To find out more about CSS, please contact your local Calnex sales office or Calnex partner. Contact details can be found at www.calnexsol.com