



# XpressCare<sup>®</sup> FAQ

## Frequently Asked Questions

### **What is XpressCare?**

XpressCare is a software maintenance plan that provides all major and minor software upgrades for software modules enabled on the system, hot fixes, and service packs during the term of the plan. In addition, system support issues can be escalated to AVST Technical Support through a certified AVST Reseller technician.

### **How do I purchase/renew XpressCare?**

New system sales, upgrades and migrations must include XpressCare. Add-ons and expansion orders must include pro-rated XpressCare corresponding to the existing plan on your system. XpressCare plans can be renewed or extended at any time up to 30 days after expiration date. If your XpressCare plan is expired more than 30 days, a software upgrade must be purchased along with an XpressCare renewal (1-5 years) to get back on to XpressCare.

### **Is RightFax covered under XpressCare?**

No, RightFax software is not covered under XpressCare. AVST offers Premium Support and 7x24 Premium Support plans for RightFax. Please contact your AVST Reseller to learn more about these support offerings.

### **Can systems without a support plan add ports, integrations or additional functionality?**

No, without an XpressCare plan, customers cannot make licensing changes to their system. Similarly, a Premium Support plan is required to be able to make licensing changes to a RightFax system.

## **Upgrading**

### **What if we do not want to upgrade to the latest software version while under XpressCare?**

It is recommended that you request all free software upgrades before the XpressCare plan expires to ensure you can upgrade when you are ready to do so. Upgrades will be shipped by AVST, but can be installed by the reseller at a later date when the customer is ready to upgrade. Once an XpressCare plan expires, the customer will not be eligible for free upgrades.

### **How do I receive free XpressCare upgrades during the term of the plan?**

To receive free upgrades during the term of the plan, contact your Authorized Reseller who will request the upgrade from AVST.

### **How are systems upgraded when not covered by an XpressCare plan?**

Systems can be upgraded by purchasing a software upgrade along with a corresponding XpressCare plan.

## **Technical Support**

### **If we purchase XpressCare, can we contact AVST Technical Support directly?**

No, customers are entitled to AVST Technical Support only through an Authorized Reseller. An XpressCare plan will allow the reseller to escalate technical issues to AVST Technical Support.

### **I found a bug in CallXpress, will AVST provide a fix?**

AVST will correct service affecting issues in the release that is currently shipping and one release back (prior release). Non-service affecting issues are typically corrected in the next release. While AVST will continue to provide technical support for older releases (up to 5 yrs from their release date) corrections will not be made for those releases.

## **FOR MORE INFORMATION**

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit [www.avst.com](http://www.avst.com).

