



XpressCare[®] FAQ

Frequently Asked Questions

General

What is XpressCare?

XpressCare is a software maintenance plan that provides all major and minor software upgrades for CallXpress[®] 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 must include one year of XpressCare with an option to purchase additional years.

XpressCare plans can be renewed or extended at any time up to 30 days following plan expiration.

If your XpressCare plan expired more than 30 days ago, a software upgrade must be purchased along with the XpressCare renewal (1-5 years) in order to re-join the XpressCare plan.

Is RightFax covered under XpressCare?

No, RightFax software is not covered under XpressCare. AVST does offer Premium Support and 24X7 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, desktop clients or integrations?

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

Upgrading

We were not planning to upgrade our system. Why should we consider purchasing XpressCare?

In addition to the benefits an XpressCare plan offers customers, such as free upgrades during the life of the plan and access to AVST Technical Support through the Authorized Reseller, there are a number of enhancements and new functionality available in recent versions of CallXpress. Please refer to the [CallXpress Benefits of Upgrading](#) document, available on the AVST web site or from an AVST Reseller, for more information. Customers with current XpressCare contracts are also entitled to free membership in the CallXpress User Group and User Forum, an online community for end users to network, ask questions, exchange ideas and offer suggestions on the CallXpress Unified Communications product family. For more information, please visit the online [AVST Community](#) homepage.

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 AVST Reseller who will request the upgrade from AVST.

How are CallXpress systems upgraded if it is not covered by an XpressCare plan?

CallXpress systems can be upgraded by purchasing a software upgrade at the regular MSLP price. Software upgrades also require the purchase of an 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.

