



UNIFYING COMMUNICATIONS

XpressCare[®] 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, access to online Technical Training, as well as escalation to AVST Technical Support through a certified AVST Reseller technician. In addition, AVST offers Premium XpressCare which provides all the benefits of a Standard XpressCare plan, plus unlimited access to online Technical Training, and the ability to contact AVST Technical Support directly.

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 the 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.

Can we purchase Premium XpressCare if we already have a Standard XpressCare plan in place?

Yes, AVST will pro-rate the price of Premium XpressCare based on the difference between the cost of Premium XpressCare and the cost of Standard XpressCare for the months remaining on the plan.

Is RightFax covered under XpressCare?

No, RightFax software is not covered under XpressCare. AVST offers Standard Support and 7x24 Premium Support 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 RightFax 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, both standard XpressCare and Premium XpressCare customers should contact their 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?

Customers with XpressCare are entitled to AVST Technical Support only through an Authorized Reseller. With the purchase of Premium XpressCare, you may contact AVST Technical Support directly, once all the requirements have been met.

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.

