Technical Support Plans
for Digi Development Projects
**Support, Software Maintenance, On-Site Consultation**

> **Expert technical support services can dramatically shorten time-to-market and minimize design risks for customers of Digi's embedded modules and microprocessors.**

Overview

Expert technical support and a complete support plan offering are key to defining the success of your product development effort. Digi's technical support professionals provide expert assistance to resolve all technical problems you might encounter. Critical issues are escalated as necessary to properly address situations in the shortest time possible.

All Digi Development Kits include basic installation and initial setup support without charge. In addition, Digi delivers four levels of technical support plans covering customers beyond installation and setup. Choose the plan that best fits your development needs based upon the amount of support required. Offerings range from the Basic plan including 5 hours of support to the Gold plan with up to 100 hours of support from a dedicated resource coupled with on-site training options.

For support plans not including software maintenance or for customers without an active support plan, development platform software upgrades are available for purchase as accessory items. Digi also offers customized technical training for the entire line of embedded product solutions.
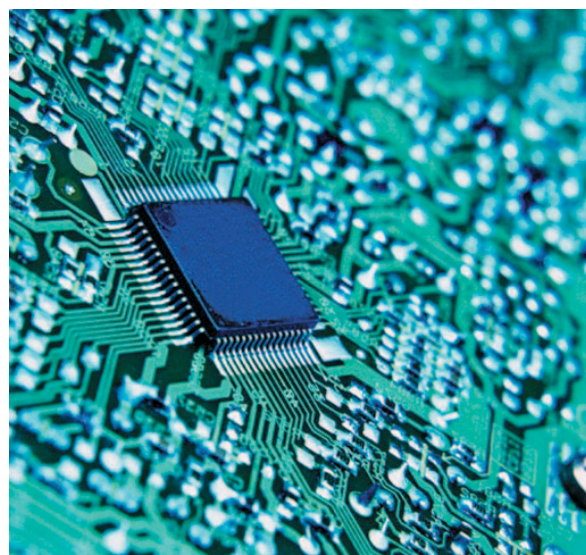
Features/Benefits

- Free support for installation and startup of Digi development kits

- Quick escalation path for critical issue resolution

- Free access to online web forum support services

- Support options independent of software platform

- Reduce your cost and time to market with flexible support plans

Digi®

www.digi.com

Development support agreements are required for all software development questions. Development questions are questions related to creating application code, troubleshooting/debugging code, or consultation on Digi API usage.

iDigi-Basic
Part Number: DG-ESUP-iDigi-Basic

- Annual support plan
- 5 hours of development support
- Support available via email or customer web portal
- U.S. business hours support

iDigi-Bronze
Part Number: DG-ESUP-iDigi-Bronze

- Annual support plan
- 10 hours of development support
- Support available via phone, email or customer web portal
- U.S. or EMEA business hours support (other time zones may be available upon request)

iDigi-Silver
Part Number: DG-ESUP-iDigi-Silver

- Annual support plan
- 50 hours of development support
- Support available via phone, email or customer web portal
- U.S. or EMEA business hours support (other time zones may be available upon request)
- Priority support
- Free software maintenance releases
- 1 day of on-site consultation (travel expenses paid by customer)

iDigi-Gold
Part Number: DG-ESUP-iDigi-Gold

- Annual support plan
- 100 hours of development support
- Support available via phone, email or customer web portal
- U.S. or EMEA business hours support (other time zones may be available upon request)
- Priority support
- Free software maintenance releases
- 2 days of on-site consultation (days may be divided into two trips, travel expenses paid by customer)
- Assigned Application Support Engineer

Visit www.digi.com for part numbers.

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