



IMPROMPT2U iCARE WARRANTY SERVICE

Video conferencing solutions form a critical part of your communication strategy, and you want to protect your investment. When things go wrong, you need confidence that you have a support service designed to get you operational as quickly as possible with minimal disruption – iCare.

Scope Of Service

The Imprompt2u iCare package includes:

- Unlimited working hours telephone support
- 24/7 automatic video test line
- Working hours video helpdesk
- Advanced parts replacement shipped same day in case of diagnosed hardware failure
- All software updates & upgrades for Polycom equipment
- 1 or 3 year standard contracts

Product Coverage

We are constantly expanding the range of products that are covered by iCare.

- Polycom VSX, HDX & Group video conferencing systems
- Polycom installation furniture solutions – Executive Collection & Media Center
- Polycom Vortex & Soundstructure install voice systems
- Polycom Soundstation, Soundstation IP conference phones
- Polycom Soundpoint & CX desktop phones
- Polycom Infrastructure (RMX, DMA, VBP, Access Director, CMA, Resource Manager, RSS)
- Revolabs wireless audio systems
- Vidyo infrastructure and endpoints
- Crestron Link Room System
- TelyLabs room systems

Why iCare?

Most manufacturers offer their own enhanced warranties, but in the majority of cases these are handled by a third party. In some cases, another reseller will act on the manufacturers behalf.

Imprompt2u is the only truly independent trade supplier of services, so you can be assured that we are representing you.

All iCare support engineers are fully PCVE qualified, ensuring all issues are handled by specialist conference engineers.

SUPPORT



Notes

Same day despatch of replacement components applies if RMA's are logged before 2pm. For RMA's logged after 2pm, replacement equipment will be despatched the following working day.

Working hours are defined as 8:45 – 5:30 Monday – Friday.