

## Product Bulletin

# TI VoIP Solutions Service, Support and Training

### **Service, Support and Training To Help You Create Better Communications Products . . . Faster**

It's not just hardware and software. It's successfully bringing your product-to-market. To be successful you need more than technology—you need access to information and knowledge, easing the effort required to mold the technology to fit your product needs.

A collaborative relationship between TI and your project team will ensure quality service and support.

When you base your communications products on Texas Instruments' (TI) programmable DSPs and award-winning Tology Software® products for Voice/ Fax over IP, you get comprehensive technical services, support and training—valuable assistance that can help shorten your time-to-market and increase your speed-to-profit.

#### **In-Depth Training**

Our training programs give you a thorough grounding in Tology Software functions and interfaces, including hands-on experience with TI's evaluation platforms.

Training services include:

- Technical Services Transition Meeting
- Self-paced computer-based training on CD
- Instructor-led laboratory training tailored to the needs of each customer (only one customer in class at a time)

#### **Comprehensive Documentation**

Our documentation provides the information you need to create innovative communications products in less time than ever before.

Documentation includes:

- Quick Start Guides
- Software Overview
- DSP Software Architecture
- Microprocessor Software Architecture
- Interface Specification Documents
- Implementation Guide
- Hardware Design Guide
- Application Services API Interface Specification
- Silicon Data Sheet

#### **Hardware Evaluation Platforms**

Our evaluation platforms provide a proof-of-concept tool and integration/test platform to verify your own solution.

#### **eService Resources**

Through TI's eService program your team has access to our on-line resources such as training

#### **Customer Support Principles**

- Enable customers to get-to-market quickly
- Provide responsive deployment support
- Accurate, fast issue resolution
- Custom engineering for unique customer requirements

and product information. These tools allow you to open and close tickets and send and receive updates.

#### **Technical Support Team**

If you ever have a silicon or software question or problem, we won't leave you stranded. Our specialized service and support engineers possess the depth of knowledge required to understand, assess and help you resolve your implementation challenges.

Our support team is staffed by degreed engineers and is ready to meet any challenge. Through a consultative relationship with these VoIP experts you can assess decision trade-offs and receive proactive communications on important topics.

#### **Development Process Support**

We also offer targeted support at key development milestones such

## Summary of eServices Resources

### **Web-Enabled Support Functionality**

- Open new Service Requests (SRs)
- Check the status of existing SRs
- Update existing SRs
- Attach documents such as log files, trace files or MS Word documents

### **Access to Account Information**

- Review the account address and service contract expiration date we have on file for your organization
- Review a list of the TI products you have purchased
- Monitor the shipment of new TI products

### **Up-To-Date TI Training Information**

- Download all the information you will need when attending a TI training course, including course descriptions, a list of local hotels, and directions to the TI offices
- Complete a TI computer-based training course on-line

### **Coming soon!**

#### **Access to TI's On-Line Knowledge Base**

- Review Frequently Asked Questions
- Download the latest TI product documentation
- Access TI product white papers for detailed product information

as hardware design review and initial on-site software/hardware integration.

### **Software Maintenance**

Through Software Maintenance Services, customers receive software updates, fixes and software releases (point and major releases). After completing training, Software Maintenance allows customers to access our Technical Support Team.

### **Enterprise IP Phone Design Services**

TI offers services to Enterprise IP Phone customers who need that extra support with phone enclosure design. Our *enclosure design review service*, included in Standard and Custom Support, provides documentation to help you design an optimal full-duplex speakerphone with specific recommendations for reducing echo.

### **Deployment Support**

Once you've chosen TI's VoIP solutions, we protect your investment through updates, software upgrades and customer input on our enhancement roadmap.

***TI's customers expect and receive consistent, professional service and support with every interaction. No other VoIP solutions provider can deliver the knowledge and experience that TI brings to your project.***

## Support Offerings

<b>Standard (8AM to 8PM EST)</b>	<p>Telephone, fax, pager, e-mail and written technical support to:</p> <ul style="list-style-type: none"> <li>• Assist customer in determining if problem is caused by a software error</li> <li>• Answer questions concerning software installation and configuration</li> <li>• Assist with resolving problems which occur during normal software usage</li> <li>• Proactive problem notification</li> <li>• Provide software fixes for any non-conformity in the software</li> <li>• Designated engineer</li> <li>• Support at key development milestones, including hardware design review, hardware diagnostics checkpoint and software/hardware initial on-site integration</li> <li>• Transition to new TI DSPs by application</li> <li>• Enterprise IP phone enclosure design review service</li> </ul>
<b>Custom (7x24x52)</b>	All Standard Support services plus a wide variety of custom designed services tailored to your unique requirements
<b>Training</b>	Three-day product training classes are available for pre- and post-sales requirements
<b>On-Site Software Support</b>	Available for customers who have additional on-site software support requirements

## Customer Trouble Report Handling

<b>Severity Levels</b>	<b>Acknowledge/ Plan Time</b>	<b>Targeted Closure Time</b>	<b>Status Update Period</b>
<b>Severity 1</b> - Primary function is inoperable - Progress is stopped	- Acknowledge in 4 hours - Plan in 24 hours	5-working days to a workaround or permanent solution	Daily
<b>Severity 2</b> - Primary functionality operates with reduced capability - Progress is impacted	- Acknowledge in 8 hours - Plan in 3 days	14-working days to a workaround or permanent solution	Every third day
<b>Severity 3</b> - Subordinate functionality operates abnormally - Progress is inconvenienced	- Acknowledge in 24 hours	30-working days to a workaround or permanent solution	Every fourteenth day

For more information please contact your TI Sales Representative or call 972-644-5580.  
[www.ti.com/voip](http://www.ti.com/voip)

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