



AirLink[®] Complete – Welcome Package

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AirLink Complete – Welcome Package

Welcome to the Sierra Wireless AirLink Complete program. Your membership in this program provides you access to a team of highly skilled and experienced Sierra Wireless Support engineers and a multitude of support services directly from Sierra Wireless.

You will have received this Welcome Package along with an e-mail from Sierra Wireless, containing instructions for activating your Sierra Wireless Customer Portal account. By following those instructions, you have set-up your access to AirLink Customer Support. If someone in your organization has passed this Welcome Package along to you, and you do not have a Sierra Wireless Customer Portal account, please contact us at 1-877-687-7795 or 1-760-437-8058 and we will get you set-up.

How to Reach Us

Contacting the Sierra Wireless Support team couldn't be easier or more reliable. We offer two different options to open a Support Request and the choice of which to use is yours.

Method	Description	Details
Web:	<p>For less urgent issues where an immediate response is not needed or for issues with a lot of complex detail that are better communicated in writing.</p> <p>If an issue is urgent, please follow-up with a phone call and quote the Web Portal ticket number.</p>	<p>Browse to: https://www.sierrawireless.com/support/</p> <p>Your Web Portal Password is required for Login</p>
Phone:	<p>For urgent issues that need immediate attention and for quick questions that need quick answers, AirLink Support customers get access to dedicated, technical support by phone 24 hours a day, seven days a week.</p>	<p>North America:</p> <ul style="list-style-type: none">• Toll Free: 1-877-687-7795• Toll Number: 1-760-437-8058 <p>International Toll-Free Numbers</p> <ul style="list-style-type: none">• Australia: 1800 958 313• France: 0805 62 00 32• United Kingdom: 0800 031 8179



Response Times

Sierra Wireless prides itself on quick responses to all customer reported issues. At times of high-call volume or outside of normal business hours, there may be a delay in responding. We are committed to meeting or exceeding the following response times for our two levels of service:

Severity	Response Time	On-going Communication	Management Escalation
1 – Critical	<1 hour	As agreed	After 2 hours if not resolved or downgraded
2 – Major	<2 hours	Every 4 hours or as agreed	After 24 hours if not resolved or downgraded
3 – Moderate	1 Business Day	Weekly	N/A
4 – Minor	2 Business Days	N/A	N/A

Severity Definitions

Critical: The Sierra Wireless Product and/or Service is down for a customer's entire installation or a major portion of their fleet. The issue is persistent or unrecoverable. The Customer's business operation is severely disrupted. There is no workaround available to the issue.

Major: The Sierra Wireless Product and or Service is severely degraded or a major product function is not operating per specification. The issue is persistent or reproducible. The Customer's business operation is critically impacted. There is no practical workaround available for the issue.

Moderate: A major Product or Service function is not operating per specification. An acceptable workaround is available. The Customer's business operations can continue.

Minor: General product usage questions. There is no impact on business operations.

ISSUE RESOLUTION

The resolution to an issue, regardless of the Severity level, might take the form of an upgrade, downgrade, maintenance release, patch, change(s) to configuration(s), hardware replacement, or other remedial actions that the AirLink Customer Support team considers appropriate. Updates on progress to developing a solution will be provided as agreed to between you and the AirLink Customer Support team.



What We Need From You

We need certain information from you, to help us respond in the most efficient way possible. Please have the following information ready when contacting the AirLink Customer Support team:

IF IT'S A GATEWAY (HARDWARE) RELATED ISSUE:

- Device Serial Number and/or IMEI
- Clear description of the problem including (if known):
 - How many devices are affected
 - When it started and any events leading up to onset (e.g. software update)
 - Steps required to reproduce the problem and/or to stop or prevent it
- Copies of log files and device configuration templates
- Software version

IF IT'S A NETWORK MANAGEMENT RELATED ISSUE:

- Which platform (AirLink Management Service (ALMS) or Hosted AirLink Mobility Manager (AMM))
- If ALMS, your ALMS Account Name and e-mail address associated with the account
- Clear description of the problem including (if known):
 - The part of the site, or feature you were accessing
 - How many devices are affected, if applicable
 - When it started and any events leading up to onset (e.g. software update)
 - Steps required to reproduce the problem and/or to stop or prevent it

Other Resources

SOURCE (SOURCE.SIERRAWIRELESS.COM)

Source is the repository for all Sierra Wireless product documentation, technical bulletins, best practices and software downloads. It is a great resource for getting answer to questions that have already been answered.

AIRLINK COMPLETE REGISTRATION PAGE:

Remember to register all your devices to claim the included support and management:

<https://sierrawireless.com/complete/register/>

LOGON TO ALMS

<https://na.airvantage.net/session/login>



SIERRA WIRELESS PROFESSIONAL SERVICES

Need help deploying your new Sierra Wireless gateways? Do you need some advice on best practices or how to most effectively leverage your investment in wireless gateways? The Sierra Wireless Professional Services team is available to provide recommendations on best practices, or to act as outsourced resources to get your deployment done as quickly as possible. For more information, please contact your Sierra Wireless Partner or your Regional Sales Manager.

