



D-Link Assist

Peace of mind
networking

D-Link Assist: expect instant help if the unexpected happens

Your network is the backbone of your business. Keeping it running is essential, even if the unexpected happens. D-Link Assist is a round-the-clock rapid-response technical support service that replaces faulty equipment quickly and efficiently. Maximising your uptime and giving you the confidence that instant support is only a phone call away.

Comprehensive cover available across all D-Link business products

- D-Link Assist can be purchased together with any D-Link business product. So whether you're buying switches, wireless access points, security or video surveillance equipment from D-Link, your peace of mind is guaranteed
- D-Link Assist also offers installation and configuration services to get your new hardware working quickly and correctly
- As standard, when you purchase a D-Link product we will exchange it should something go wrong!

Convenient choice of three service levels to suit your needs

- **D-Link Assist Gold** for comprehensive 24-hour support
- **D-Link Assist Silver** for prompt same-day assistance
- **D-Link Assist Bronze** for guaranteed next business day response

Peace of mind from our highly experienced support services

- Plug into our network of highly trained specialists with in-depth knowledge of your D-Link equipment
- We'll act quickly to diagnose your problem and take instant corrective action

**D-Link Assist**
Rapid Response Support



Choose the enhanced service level that is right for you

Every business has different needs. That's why D-Link Assist provides a choice of enhanced service levels to suit your individual requirements and your budget. For your convenience, all D-Link Assist agreements run for one or three years.



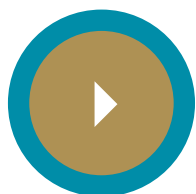
Gold Same Business Day (24 x 7 x 4) Swap Service

D-Link Assist Gold is perfect for mission-critical environments where maximum uptime is a high priority. It guarantees four-hour around-the-clock response. Cover applies 24/7 for every day of the year including holidays.



Silver Same Business Day (9 x 5 x 4) Swap Service

D-Link Assist Silver is designed for 'high availability' businesses that require rapid response within regular working hours. It provides a four-hour response service Monday to Friday from 8 am to 5 pm, excluding holidays.



Bronze Next Business Day Swap Service

D-Link Assist Bronze is a highly cost-effective support solution for less critical environments. Response is guaranteed within eight business hours Monday to Friday from 8 am to 5 pm, excluding holidays.



Extended Warranty 3 Year Warranty Extension

For extra assurance, D-Link Assist gives you the option of extending warranties on any D-Link business products you purchase by three years.

Get expert help with your installation and configuration

- Available on selected D-Link products, D-Link Assist can help you get your new D-Link hardware up and running with the minimum of fuss
- Installation services include unpacking, quality inspection, interconnection with host server as well as installation and integration of software²

D-Link Assist Q&A

What is D-Link Assist?

D-Link Assist is the rapid response support service that covers all business products and can give you and your staff direct, anytime access to support services (depending on service level purchased) to help ensure the fast, expert response and accountability required to resolve any critical hardware issues. With D-Link Assist you can choose the appropriate service level you require for your business.

What is included with D-Link Assist?

D-Link Assist includes the following (dependent on service level purchased):

- Around-the-clock, access to D-Link Technical Support
- Guaranteed response within four hours
- Trained D-Link field engineer onsite to install replacement parts at your location, capable of implementing D-Link technology and expertise to help ensure that your hardware operates at the highest levels

Why should you purchase D-Link Assist?

By covering hardware devices with a D-Link Assist contract, you can:

- Maximise network availability, reliability, stability, and security with direct access to networking engineers at D-Link
- Reduce the cost of network ownership by using D-Link expertise, knowledge, and availability
- Expedite time to repair with the right products/parts at the right time to resolve issues quickly

In addition, D-Link Assist helps you protect your network investments and minimise risks by:

- Supplementing your support organisation to help ensure the availability of the knowledge and

skills necessary to address rapidly changing technologies

- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites by making replacement parts available when you need them
- Providing trained field engineering resources to perform replacement services when and where you need them

Does D-Link Assist cover any product?

D-Link Assist covers all business products.

Does D-Link Assist help with installation too?

Yes, as well as fault diagnosis and replacement of faulty equipment, D-Link Assist provides the option of installation and configuration services to ensure 'first time right' set up on selected products.

Do I need to buy D-Link Assist straight away when I purchase a new D-Link product?

No. You have up to 90 days from date of purchase in which to purchase D-Link Assist.³

Once registered for D-Link Assist, how soon will the cover start?

Full support will commence just 48 working hours after registration has been verified.

How do I get assistance when things go wrong?

Simply contact your local D-Link Tech Support centre at any time of the day or night (details provided on registration). A guaranteed D-Link Product Technician will diagnose the problem over the phone and dispatch

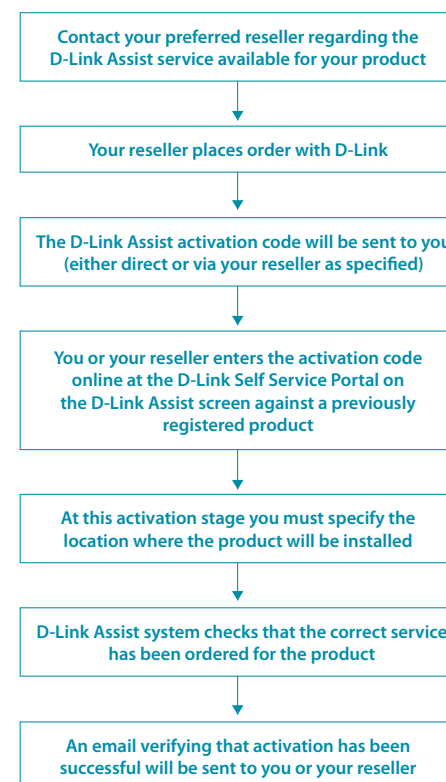
a service agent to your premises with replacement equipment, if required (dependent on service level purchased).

Where is D-Link Assist support available?

D-Link Assist is continually expanding its service areas and is currently available in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland*, France, Germany, Hungary, Republic of Ireland, Italy*, Luxembourg, Monaco, The Netherlands, Norway*, Poland*, Portugal*, San Marino*, Spain*, Sweden*, Switzerland*, United Kingdom and Vatican.

How do I purchase D-Link Assist?

You may purchase D-Link Assist directly through our network of highly qualified D-Link partners as follows:



Product Reference Guide

Category	Video Surveillance		Wireless	Switching			Others	
A	DCS-6915		DWS-3160-24PC	DGS-3120-48PC/SI	DGS-3620-28PC/SI	DXS-1100-16SC		
			DWS-3160-24TC	DGS-3420-28PC	DGS-3620-28SC/SI	DXS-1210-12TC		
				DGS-3420-28SC	DGS-3620-28TC/SI	DXS-1210-16TC		
				DGS-3420-28TC	DGS-3630-28SC/SI	DXS-3400-24SC		
				DGS-3420-52P	DGS-3630-28TC/SI	DXS-3400-24TC		
				DGS-3420-52T	DGS-3630-52TC/SI	DXS-3600-16S/SI		
						DXS-3600-32S/SI		
						DXS-3600-EM-4XT		
B	DCS-3716	DCS-6511	DAP-2695	DES-1210-28P	DGS-1210-48	DGS-3000-28X	DEM-432XT	
	DCS-4602EV	DCS-6513	DAP-3662	DES-3052P	DGS-1210-52	DGS-3000-28XMP	DMC-1000	
	DCS-4603	DCS-6517	DSR-1000AC	DES-3200-28	DGS-1210-52MP	DGS-3000-52X	DPS-700	
	DCS-4701E	DCS-7513	DWC-1000	DES-3200-28P	DGS-1210-52P	DGS-3120-24TC/SI		
	DCS-4703E	DCS-7517	DWC-2000	DES-3200-52	DGS-1510-28P	DGS-3120-24PC/SI		
	DCS-4802E	DNR-312L	DWL-6600AP	DGS-1026MP	DGS-1510-28X	DGS-3120-24SC/SI		
	DCS-6113	DNR-322L	DWL-6600AP/PC	DGS-1100-26MP	DGS-1510-28XMP	DGS-3120-48TC/SI		
	DCS-6210	DNR-2020-04P	DWL-8600AP	DGS-1210-28MP	DGS-1510-52	DXS-1100-10TS		
	DCS-6314	DNR16-4802-2	DWL-8610AP	DGS-1210-28MP/ME	DGS-1510-52X	DXS-1210-10TS		
	DCS-6315		DWL-8710AP	DGS-1210-28P	DGS-3000-28LP	DXS-PWR-300AC		
C	DCS-2132L		DAP-1665	DES-1016D	DGS-1100-05PD	DGS-1210-20/ME	DPE-101GI	DEM-CB300S
	DCS-2136L		DAP-2020	DES-1018MP	DGS-1100-08P	DGS-1210-24	DPE-301GI	DPS-200A
	DCS-2210L		DAP-2310	DES-1024D	DGS-1100-10MP	DGS-1210-24P	DPE-301GS	DPS-500A
	DCS-2230L		DAP-2230	DES-1100-16	DGS-1100-10MPP	DGS-1210-28	DEM-211	DPS-800
	DCS-2330L		DAP-2360	DES-1100-24	DGS-1100-16	DGS-1210-28/ME	DEM-310GT	DMC-1001
	DCS-2332L		DAP-2610	DES-1210-08P	DGS-1100-18	DGS-1510-20	DEM-311GT	DMC-300SC
	DCS-4201		DAP-2660	DES-1210-28	DGS-1100-24	DGS-1510-28	DEM-312GT2	DMC-515SC
	DCS-4622		DAP-3320	DES-1210-52	DGS-3000-10TC	DXS-3600-EM-8T	DEM-431XT	DMC-700SC
	DCS-7000L		DSR-250N	DES-3200-10	DGS-1100-24P	DXS-3600-EM-Stack	DGS-712	DMC-810SC
	DCS-7010L		DWL-2600AP	DES-3200-18	DGS-1100-26	DXS-3600-FAN-FB	DEM-CB50	
	DCS-7110		DWL-3600AP	DGS-1008MP	DGS-1210-08P		DEM-CB50CXP	
			DWL-3610AP	DGS-1008P	DGS-1210-10		DEM-CB50ICX	
			DWL-6610AP	DGS-1016D	DGS-1210-10P		DEM-CB100	
			DWL-6610APE	DGS-1024D	DGS-1210-16		DEM-CB300	
		DWL-6700AP	DGS-1100-05	DGS-1210-20		DEM-CB100S		

Contact your reseller now for peace of mind networking.

Service Level Options

Service Level	Order Number			Period
	Category A	Category B	Category C	
Gold	DAS-A-1Y247	DAS-B-1Y247	DAS-C-1Y247	1 year
	DAS-A-3Y247	DAS-B-3Y247	DAS-C-3Y247	3 years
	DAS-A-6Y247	DAS-B-6Y247	DAS-C-6Y247	6 years
Silver	DAS-A-1YSBD	DAS-B-1YSBD	DAS-C-1YSBD	1 year
	DAS-A-3YSBD	DAS-B-3YSBD	DAS-C-3YSBD	3 years
Bronze	DAS-A-1YNBD	DAS-B-1YNBD	DAS-C-1YNBD	1 year
	DAS-A-3YNBD	DAS-B-3YNBD	DAS-C-3YNBD	3 years
Extended Warranty⁴	DAS-A-3YWTY	DAS-B-3YWTY	DAS-C-3YWTY	3 years

* Partial coverage available. ¹ Only for the duration of the hardware warranty for as long as the original buyer owns the product. Original proof of purchase may be required.

² D-Link products only. ³ Proof of purchase may be required. ⁴ Extended Warranty can be purchased for products that have not been registered for Limited Lifetime Warranty. Note: Limited Life Warranty is only offered if the product is registered within the first thirty days of purchase.



For further information: www.dlink.com

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