



## Product Bulletin with Order Information

### Introduction of OAISYS Call Recording Services

#### Reference #: PA20140231

**Summary:** This bulletin provides immediate notification and details of Service offers supporting the OAISYS-branded Call Recording solutions portfolio. Included are Software Assurance and Support, Premium Extended Hardware Warranty and Professional Services.

**Effective Date:** August 27, 2014

#### Target Market / Opportunity / Positioning

OAISYS call recording solutions are ideally targeted to meet the compliance and quality monitoring needs of SMB and Midmarket customers, as well as embedded workgroups or contact centers in the enterprise space. Reference Bulletin PA20140255 for complete details on the OAISYS Call Recording solution portfolio.

Support services are critical to customers for the initial implementation and ongoing lifecycle management of their product assets. OAISYS provides professional services, hardware support and software support services to complement Partner service offers to provide customers with comprehensive lifecycle support of their investment.

The following service offers are provided in support of the call recording product solution:

- Software Assurance and Support
- Premium Extended Hardware Warranty (US and Canada only)
- Professional Services for implementation and integration projects.

#### Product Overview / Features & Benefits / Description

##### Software Assurance and Support

The OAISYS Software Assurance and Support program provides access to:

- Software updates and major releases,
- New functionality, and
- OAISYS Technical support resources.

For the OAISYS Call Recording solution:

- Standard Software Assurance and Support provides access to software updates, major software releases and Level 3/4 OAISYS Technical support resources for technicians. Technical support resources include telephone call-in support during 8x5 business hours, designated holidays excepted. Partners also have 24x7 access to web ticketing and the OAISYS Knowledge Base.
- Premium Software Assurance and Support provides access to software updates, major software releases and 24x7 Level 3/4 OAISYS Technical Support resources for both authorized Partner technicians and certified end users (consistent with the prior OAISYS Platinum support program).

With OAISYS Software Assurance and Support, Partners can strengthen their service excellence and support provided to their customers and increase their service annuity revenues. As a best practice, vendor support programs are generally included within the partner's maintenance and support agreements offered to their customers.





The prior OASYS configuration structure for Diamond/Platinum Software support has been replicated under the new title "OASYS Standard/Premium Software Assurance."

The following are the terms and conditions associated with OASYS Software Assurance and Support:

- Software Assurance can be enrolled with a new purchase of the OASYS Call Recording solution and renewed on an ongoing basis, including the existing OASYS base. Subscription terms of up to 5 years are available.
- Effective October 1, 2014, ninety (90) days of Standard Software Assurance will be included along with the ninety (90) day software warranty with new product purchases of the OASYS Call Recording solution. Previously OASYS provided one (1) year of Diamond coverage. All prior software purchases pending provision and any active customer quotes with one year of support coverage will be honored with one (1) year of OASYS Standard Software Assurance.
- All Premium Software Assurance purchases are incremental to the Standard level (i.e. any Premium Software Assurance purchase also requires purchase of the corresponding Standard Software Assurance part number).
- If Premium Software Assurance is ordered with the new software sale, Premium service is also enabled for the 90 day warranty period. An upgrade from Standard to Premium can also be purchased for existing subscriptions at any time.
- Flexible term dates are also available, as with Software Assurance on the entire OASYS portfolio, to allow subscription term alignment for all OASYS assets a customer may have, thereby enabling a single subscription renewal date.
- All new Software Assurance quotes are valid for 90 days, consistent with the OASYS Software Assurance program.
- Any OASYS Call Recording software assets that have had subscription coverage lapse or have not been under a subscription are eligible to be re-enlisted for a minimum of a 1 year subscription PLUS an administrative Re-Enlistment Fee. The prior OASYS "Out of Plan" fee has been changed to the standard new OASYS Software Assurance Re-enlistment Fee. The OASYS Re-Enlistment Fee is 50% of the 1 year Standard Software Assurance subscription fee. As provided previously, there is a 30 day grace period from subscription end date for any OASYS Call Recording subscriptions renewing before the re-enlist fee applies.

**NEW - Effective September 30, 2015, Partner technicians will be required to be certified on the OASYS Call Recording solutions to be eligible to call in to OASYS Technical Support.**

**OASYS Partner Training:** [training@oaisys.com](mailto:training@oaisys.com)

**Channel Partners who would like to receive additional training on the OASYS system, have certification questions or need to schedule training for their customers.**

**Premium Extended Hardware Warranty (US and Canada only)**

15 months of Hardware Warranty (from date of shipment from Manufacturer) is provided on all new hardware components ordered with the OASYS Call Recording solution. OASYS also provides the ability to extend the warranty coverage on hardware on an ongoing basis, as previously provided by OASYS. This is offered with OASYS Premium Extended Hardware Warranty coverage. Hardware Warranty can be extended, and renewed, on an annual basis up to a maximum subscription term of 5 years.

The previous OASYS Diamond/Platinum Hardware Support is now replaced with OASYS Premium Extended Hardware Warranty. For current base OASYS customers and hardware, the prior OASYS Diamond structure and net-Partner pricing is consistent with the previous OASYS Diamond program. For all new Call Recording hardware sales with the OASYS hardware part numbers recently released, new extended hardware warranty parts are





available specifically for each new OASYS hardware part number.

OASYS Premium Extended Hardware Warranty provides the same service as the prior OASYS program - Advanced Replacement/Repair of a failed component that is under subscription coverage.

The following are the terms and conditions associated with Premium Extended Hardware Warranty:

- Hardware covered under the program will be advance replaced and shipped at no charge, unless the repair of the failed hardware is found to be due to customer misuse, lightning damage, or liquid spill. In this event, advance replacement and repair charges would then be remitted to the Partner.
- All new hardware purchased with new OASYS part numbers (i.e. after August 15, 2014) will follow the new Premium Extended Warranty pricing model. The OASYS Premium Extended Warranty part numbers all end in "PW1" as an identifier.
- All previous base hardware under active OASYS Diamond/Platinum subscriptions will renew under the OASYS Premium Extended HW Warranty. Part numbers are provided to enable renewal at the prior OASYS part number structure and net Partner pricing.
- Premium Extended Hardware Warranty is purchasable and/or renewable on annual terms up to a maximum of five (5) years in total. For new product sales the 5 year term includes the warranty period, so therefore a maximum 4 year subscription extension.
- Initial subscription coverage desired on hardware must be purchased at the time of the new hardware purchase and then maintained on an ongoing basis for continued coverage. As previously with OASYS, a Software Assurance subscription is required and at a common term date for the purchase of Premium Extended Hardware Warranty. If the subscription coverage lapses, Extended Hardware Warranty cannot be subsequently re-enlisted or purchased.
- A site can have a mix of "old" OASYS hardware and new hardware purchased under OASYS parts. As above, the prior OASYS hardware would renew under its designated Extended Warranty parts, and the new hardware under its defined parts.
- Manufacturer reserves the right to declare hardware no longer supportable and therefore no longer eligible for Hardware Extended Warranty renewal.

### **Professional Services**

The previous OASYS Remote Installation Service will continue to be offered. This provides Partners with software configuration and remote installation of the Call Recording software conducted by OASYS Professional Services staff. The installation is coordinated with the Partner depending on customer requirements and any larger solution implementation being conducted by the Partner, including timing. Any Hardware (Server and components) installation and network connectivity must be conducted by the Partner, and in advance of the software installation. OASYS conducts all software configuration and installation activity remotely - this is not an on-site service, nor is it required. Scheduling of the remote install via **OASYS Service Solutions** is required, and should be done with as much lead time as possible. Generally, at least 30 days of lead time is required.

See below for details to contact **OASYS Service Solutions** for Remote Installation scheduling or general Professional Services quotes.





## Configuration Information

### New Sales

For new OAISYS Call Recording product quotes, please contact EarthBend, your exclusive North American distribution source for the OAISYS-branded call recording solutions.

Email: [distributionsales@earthbend.com](mailto:distributionsales@earthbend.com)

Phone: 605.789.5700 Option 2

**Software Assurance** - to add a one year subscription effective from the end of the 90 day warranty period, include:

- One (1) Standard Software Assurance Call Recording Base+30 (54006286) plus,
- One (1) Standard Software Assurance License for each software license above 30 (54006290)

**Note:** the Software Assurance fee for the Base software is inclusive of covering the first 30 licenses. Each license above 30 requires an associated Software Assurance license fee.

**Note:** for the Screen Recording application the configuration is identical, using the Software Assurance parts defined for it.

**Note:** to enable a Premium Software Assurance coverage requires the combination of STANDARD + PREMIUM Software Assurance parts.

**Note:** to increase the number of years of coverage (up to 5 max), simply multiply the one year quantity of parts times the number of years desired.

**Premium Extended Hardware Warranty** - to add a one year subscription effective from the end of the 15 month hardware warranty period, include:

- One (1) Premium Extended Hardware Warranty part number per each new hardware component ordered and desired to be covered (the xxxxxxPW1 parts mirrored to each hardware part number).

**Note:** to increase the number of years of coverage (up to an additional 4 years for 5 years in total inclusive of warranty), simply multiply the quantity of parts times the number of years desired.

**Note:** to make the Software Assurance co-terminus with the Hardware Warranty coverage (same end date of subscription) order 1 year less of Hardware subscription parts (i.e. for 3 years of total coverage, Software Assurance = 3 months of warranty + 3 years of subscription coverage. Extended Hardware Warranty = 15 months of warranty + 2 years of subscription coverage. Total coverage is aligned at 3 years, 3 months in total).

**Professional Services - Remote Installation Service** - to include OAISYS Remote Installation Service as part of the OAISYS Call Recording solution, simply include quantity one (1) of the Call Recording Remote Installation (53003654) with the order to EarthBend.

EarthBend (distributor) will in turn process the order to OAISYS (manufacturer) and be in contact with **OAISYS Service Solutions** to start the installation scheduling process. The partner/dealer will be contacted by **OAISYS Service Solutions** upon processing the orders.





## Renewals or Quote Assistance

### **Software Assurance & Extended Hardware Warranty**

All requests for Software Assurance and Extended Hardware Warranty renewals and/or quote assistance must be sent via email to:

[software\\_assurance@oaisys.com](mailto:software_assurance@oaisys.com)

Note: Software Assurance quotes are required for all renewal orders placed with the OAISYS Order Management team.

## Training

OAISYS Partner Training: [training@oaisys.com](mailto:training@oaisys.com)

Channel Partners who would like to receive additional training on the OAISYS system, have certification questions or need to schedule training for their customers.

## Questions & Answers

**Q: How is Software Assurance and Extended Hardware Warranty managed for prior customers and any customers that have added new "OAISYS" hardware or licenses to a pre-existing "OAISYS" customer solution?**

A: The Software Assurance structure is identical to what OAISYS previously supported, so the Software Assurance renewal is quite simple. A Diamond subscription will renew with OAISYS Standard Software Assurance and a Platinum subscription will renew with an OAISYS Premium Software Assurance subscription. Any additional new port licenses would add to the previous solution components to determine the new renewal value of the subscription - the same new OAISYS part numbers are used for both. For Extended Hardware Warranty, the previous OAISYS hardware assets under either the Diamond or Platinum coverage would renew under the single tier Premium Extended Hardware Warranty (at the previous Diamond pricing). All new hardware assets purchased with OAISYS part numbers would renew with the new OAISYS Premium Extended Warranty parts per each hardware component.

## Ordering & Pricing Information

EarthBend is the exclusive North American distribution source for OAISYS Call Recording Solutions.

To place an order for the parts below, please visit the [EarthBend Online Storefront](#) with your log-in.

First-time customers, please visit the [EarthBend Storefront](#) for an overview.

If you should require additional direction or assistance, please contact EarthBend:

**Email:** [distributionsales@earthbend.com](mailto:distributionsales@earthbend.com)

**Phone:** 605.789.5700 Option 2





## OAISYS Ordering Process / Information

New System w/ SWA	Renewals SWA only	Existing System Add Ons
<ul style="list-style-type: none"> <li>• No quote needed.</li> <li>• Dealer Name</li> <li>• End user Information: Company name, contact name, address &amp; phone number.</li> <li>• Brand of Phone System</li> </ul>	<ul style="list-style-type: none"> <li>• A copy of the Quote from software_assurance@oaisys.com (hard copy please until we have access to the quotes)</li> <li>• Lock #</li> <li>• End user Information: Company name, contact name, address &amp; phone number</li> <li>• Brand of Phone System</li> </ul>	<ul style="list-style-type: none"> <li>• No quote needed.</li> <li>• Lock#</li> <li>• Dealer Name</li> <li>• End user Information: Company name, contact name, address &amp; phone number.</li> <li>• Brand of Phone System</li> </ul>

MFG Part #	Description	Product Overview and Pre-Requisites
54006284	S/W Assur OAISYS CallRcd ReEnlist	OAISYS re-enlist fees are 50% of 1yr Standard Software Assurance fee. • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006286	Std S/W Assur OAISYS CallRcd Base+30	Direct replacement part • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006288	Prem S/W Assur OAISYS CallRcd Base+30	Direct replacement part • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006290	Std S/W Assur OAISYS CallRcd Lic	Direct replacement part • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006292	Prem S/W Assur OAISYS CallRcd Lic	Direct replacement part • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006294	S/W Assur OAISYS CallRcd per unit	Per unit part as "catch all" to adjust any prior OAISYS active quotes • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance
54006296	Std S/W Assur OAISYS ScreenRcd Base+30	Direct replacement part • Software Support Transition OAISYS Diamond/Platinum Software Support to New OAISYS Standard and Premium Software Assurance





<b>MFG Part #</b>	<b>Description</b>	<b>Product Overview and Pre-Requisites</b>
54006298	Prem S/W Assur OASYS ScreenRcd Base+30	Direct replacement part • Software Support Transition OASYS Diamond/Platinum Software Support to New OASYS Standard and Premium Software Assurance
54006300	Std S/W Assur OASYS ScreenRcd Lic	Direct replacement part • Software Support Transition OASYS Diamond/Platinum Software Support to New OASYS Standard and Premium Software Assurance
54006302	Prem S/W Assur OASYS ScreenRcd Lic	Direct replacement part • Software Support Transition OASYS Diamond/Platinum Software Support to New OASYS Standard and Premium Software Assurance
54006304	S/W Assur OASYS ScreenRcd per unit	Per unit part as "catch all" to adjust any prior OASYS active quotes • Software Support Transition OASYS Diamond/Platinum Software Support to New OASYS Standard and Premium Software Assurance
54006230PW1	PrmHWSupp OASYS CallRcd StdPlatform 1yr	Direct replacement part • Hardware Support Transition OASYS Diamond/Platinum Hardware Support to New OASYS Premium Extended Hardware Warranty
54006233PW1	PrmHWSupp OASYS CallRcd AdvPlatform 1yr	Direct replacement part • Hardware Support Transition OASYS Diamond/Platinum Hardware Support to New OASYS Premium Extended Hardware Warranty
54006235PW1	PrmHWSupp OASYS CallRcd PlsPlatform 1yr	Direct replacement part • Hardware Support Transition OASYS Diamond/Platinum Hardware Support to New OASYS Premium Extended Hardware Warranty
54006237PW1	PrmHWSupp OASYS CallRcd Appliance 1yr	Direct replacement part • Hardware Support Transition OASYS Diamond/Platinum Hardware Support to New OASYS Premium Extended Hardware Warranty
54006239PW1	PrmHWSupp OASYS CallRcd PerBoard 1yr	Direct replacement part • Hardware Support Transition OASYS Diamond/Platinum Hardware Support to New OASYS Premium Extended Hardware Warranty
50006686PW1	PrmHwSupp OASYS CallRcd AnlogBrd x4 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006686
50006687PW1	PrmHWSupp OASYS CallRcd AnlogBrd x8 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006687







<b>MFG Part #</b>	<b>Description</b>	<b>Product Overview and Pre-Requisites</b>
50006689PW1	PrmHWSupp OASYS CallRcd AnlogBrdx16 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006689
50006690PW1	PrmHWSupp OASYS CallRcd AnlogBrdx24 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006690
50006704PW1	PrmHWSupp OASYS CallRcd SingleT1/E1 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006704
50006705PW1	PrmHWSupp OASYS CallRcd DualT1/E1 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006705
50006698PW1	PrmHWSupp OASYS CallRcd DgtlBrd x8 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006698
50006695PW1	PrmHWSupp OASYS CallRcd DgtlDBrd x8 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006695
50006693PW1	PrmHWSupp OASYS CallRcd DgtlBrd x16 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006693
50006694PW1	PrmHWSupp OASYS CallRcd DgtlBrd x24 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006694
50006709PW1	PrmHWSupp OASYS CallRcd BreakoutBox 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006709







MFG Part #	Description	Product Overview and Pre-Requisites
50006700PW1	PrmHWSupp OASYS CallRcd DualT1/PRI 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006700
50006723PW1	PrmHWSupp OASYS CallRcd Win7Appl1u 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006723
50006724PW1	PrmHWSupp OASYS CallRcd Win12Appl1u 1yr	New Hardware Warranty part. • Hardware Support New customers/hardware purchases – new extended hardware warranty PW1 parts mirroring each new OASYS hardware part number 50006724
53003654	OASYS CallRcd Rmt Installation Service	Direct replacement part • Professional Services Replicate OASYS Remote Installation Service at prior net-Partner pricing

**DISCLAIMER:** Certain OASYS products referenced within this document may not be available to all dealer partners. To purchase available products, OASYS product certification is required.

