

Information and access to LANCOM end customer support

The [LANCOM Knowledge Base](#) and the [FAQ web pages](#) are the first helpful points of contact with free instructions on configuring and troubleshooting LANCOM products. In addition, the [LANCOM publications](#) with regularly published white papers, tech papers, installation instructions, and manuals provide you with more in-depth information.

To receive personal, technical support for your issue, the following two options are available to you as an end customer:

1. **Support via your LANcommunity partner:** LANcommunity partners receive direct, technical manufacturer support from LANCOM Systems. As an end customer, you can contact a LANcommunity partner*. You can find a partner near you on our website at www.lancom-systems.com/how-to-buy.
2. **Paid, direct manufacturer support:** After purchasing and registering suitable [LANcare Direct products](#) for your device(s) via your LANcommunity partner, you receive PIN access to the emergency hotline as well as prioritized support with guaranteed first response times (SLA).

If your query is about a license (e.g. registration of a service), please contact the LANCOM Service Hotline at +49 (0) 2405 / 49 93 6-210.

Single device coverage: LANcare Direct

With LANcare Direct, you cover a single device with direct manufacturer support, guaranteed first response times, and Next Business Day (NBD) advance replacement if needed. Term options include 1, 3, or 5 years. The following four LANcare Direct products are available via your LANcommunity partner:

→ LANcare Direct 10/5

LANCOM Service **LANcare Direct 10/5** Direct, prioritized 10/5 manufacturer support and security updates for devices with guaranteed first response times of 2 hours (priority 1, phone notification required) or 4 hours (priority 2)

→ LANcare Direct Advanced 10/5

LANCOM Service **LANcare Direct Advanced 10/5** Same as LANcare Direct 10/5, incl. NBD advance replacement (10/5/ NBD)

* Subject to change within the LANcommunity program. For information on Software Lifecycle Management, please visit www.lancom-systems.com/lifecycle.

→ **LANcare Direct 24/7**

LANCOM Service **LANcare Direct 24/7** Direct, prioritized 10/5 manufacturer support including 24/7 emergency hotline and security updates for devices with guaranteed first response times of 30 minutes (priority 1, telephone notification required) or 4 hours (priority 2)

→ **LANcare Direct Advanced 24/7**

LANCOM Service **LANcare Direct Advanced 24/7** Same as LANcare Direct 24/7, incl. NBD advance replacement (24/7 NBD)

Your LANcommunity partner can use the LANcare product on your behalf as a managed service provider. For more information on the scope and registration process as well as terms and renewals of all LANcare products, please refer to the [LANcare manual](#).

Coverage of a project: Support contract

Do you want to cover several devices (500 or more) as part of a project with direct LANCOM support? Secure access to our technical manufacturer support with fast first response times. We are happy to offer you one of our individual support contracts. Contact your LANcommunity partner or us directly for a quote.

→ **LANcare Premium Support 10/5**

Prioritized 10/5 manufacturer support and security updates for projects with guaranteed first response times of 2 hours (priority 1, telephone notification required) or 4 hours (priority 2)

→ **LANcare Premium Support 24/7**

Prioritized 10/5 manufacturer support incl. 24/7 emergency hotline and security updates for projects with guaranteed first response times of 30 minutes (priority 1, telephone notification required) or 4 hours (priority 2)

For questions or individual offers please contact us via our [web form](#), by phone +49 (0) 2405 / 49 93 6-210 or via e-mail services@lancom.de.