



LANCOM Config Service

Hardware configuration by LANCOM experts



The LANCOM Config Service gives you expert support with the configuration of your LANCOM devices. Have a member of the LANCOM support team work directly to set up your network. There are two possible ways for you to benefit from our expert know-how; either during a remote session, or by a LANCOM technician visiting you directly on site. Please note that the initial setup of the LANCOM R&S®Unified Firewalls is excluded from this service, which is why we offer the LANCOM Firewall Jump Start for this purpose.

- > The LANCOM 2nd-level support designs an individual configuration according to your needs
- > Config Service Remote:
Supervision and support of the configuration and start-up via telephone, e-mail or remote session
- > Config Service On-Site:
On-site support from a LANCOM support staff member (max. 8 hours)
- > For all LANCOM hardware products, except the initial setup of LANCOM R&S®Unified Firewalls (suitable product for this purpose: LANCOM Firewall Jump Start)

LANCOM Config Service

To whom is the LANCOM Config Service addressed

The LANCOM Config Service provides qualified support on the configuration of your devices directly from the manufacturer.

Professional support (Config Service Remote)

Benefit from professional support with the LANCOM Config Service and have your network configured by the manufacturer during a remote session.

Time for the essentials (Config Service On-Site)

Attend to your everyday business while a LANCOM expert conducts the maintenance work on-site. Watch one of our experts doing his job and benefit from the know-how, so you will be perfectly prepared for the next maintenance.

Service

The LANCOM Config Service Remote voucher entitles you to:

- › Creation of a configuration for startup or expansion of your network infrastructure

Excluded from this is the initial setup of the LANCOM R&S® Unified Firewalls, which is why we offer the LANCOM Firewall Jump Start for this purpose.

Implementation by phone, email and remote session. One voucher equates to a handling time of up to 45 minutes.

The LANCOM Config Service On-Site voucher entitles you to:

- › On-site advice and assistance with the set-up of your equipment from the LANCOM 2nd-Level Support by appointment

One voucher will be charged per work day.

LANCOM Config Service On-Site vouchers are valid in the following countries: EU and CH

Item numbers	
LANCOM Config Service Remote voucher	10311
LANCOM Config Service On-Site voucher	10312