



Customer Support & Maintenance

Enterprise Video & Digital Signage

Helping customers get the most out of their devices is at the core of our Enterprise Video & Digital Signage Customer Support. Essential Support is included with every device for the lifetime of the product, so you have access to help from the moment of purchase. For customers who need more comprehensive support, our Enhanced and Premium tiers step up the level of coverage.

We make it easy to reach us, through a ticket tracking system, chat messaging and telephone support, backed by a full library of articles and documentation, freely available to all customers. The chart below shows what support features are included in each tier.

Feature	Essential	Enhanced	Premium
Access to feature releases & quarterly security updates	✓	✓	✓
Regular security releases, maintenance release	✓	✓	✓
Access to knowledge base, documentation & FAQs	✓	✓	✓
Support for installation of Certified CMS applications	✓	✓	✓
Access to HTML / JavaScript SDK & local APIs (EELM)	✓	✓	✓
Support WebForm Access	✓		
Access to Trouble Ticket System		✓	✓
Committed Response Time		✓	✓
Access to Online Chat Messaging		✓	✓
Service Level Agreement			✓
Access to Telephone Support			✓
Partner Application Development Support			✓

* Essential Support is included with every device for the lifetime of the product.

Maintenance Releases

Amino devices are known for their reliability and longevity. We continually develop new features and enhancements for our H-Series devices in response to customer requests and the demands of an evolving market. We also issue maintenance fixes when issues are identified in the field or when security upgrades are required. Quarterly security releases are a core part of this approach and an important part of how we protect the platform. Because of this, we believe it's in everyone's interest to stay on the most recent build, so all maintenance releases are included in every support tier.

Service Level Agreement

For Premium customers, Amino offers a committed level of service. Our target response times for Enhanced and Premium customers are shown in the table below. Amino can also tailor service level agreements to suit specific customer requirements as part of the Premium tier.

	Enhanced	Premium	
Severity of Reported Issue	Response	Response	Fix Target
High	24 hours	8 hours	3 days
Medium	-	1 day	2 weeks
Low	-	2 days	-

Amino Support

At Amino, support isn't an afterthought. It's built into every device from day one and backed by a team committed to keeping your platform secure, current and running smoothly.

Whether you're covered under our Essential tier, ready to step up to Enhanced/Premium, or need something more bespoke, we're here to help you get the most out of your investment, today and in the years ahead.

Let us help you **simplify** the management of your devices

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