

# AllyCare Premium Support



AllyCare is a comprehensive support and maintenance service for NetAlly’s network tools and AirMagnet® software that offers significant value over standard warranty. By maintaining your AllyCare membership throughout the life of your product you can ensure your NetAlly handheld network tester or AirMagnet software is kept up to date with the latest features and functionality.

Membership of AllyCare can be purchased as either a 1-year , 2-year, or a value-added 3-year membership.



### Software & Firmware Updates

Receive access to all software updates



### AllyCare-Enabled Product Features

Enhanced features for testing, analysis, & reporting



### Repairs & Replacements

Coverage on defective products & accessories



### Customer Experience & Solutions Center

Priority access to our world-class technical experts

## Membership Benefits

Support Features	AllyCare Support	Standard Warranty
Latest Software & Firmware Updates	Yes	90-day manufacturing defects only
Repair Service Covered*	Yes	1-year manufacturing defects only
Accessory Replacements*	Yes	90-day manufacturing defects only
AllyCare-Enabled Product Features <i>(See page 2)</i>	Yes	No
Exclusive Online Product Tutorials	Yes	No
Priority access to a Customer Experience & Solutions expert	Warranty support, plus priority product functionality and issue troubleshooting	License, installation, registration, application launch and warranty repairs only

\*See AllyCare Restrictions on page 2.



**3-year AllyCare provides a 20% savings when compared with current AllyCare pricing along with 3-year price protection.**



3-Year AllyCare for Network Testers



3-Year AllyCare for AirMagnet

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AllyCare-Enabled Product Feature	NetAlly Products	With AllyCare	Without AllyCare
<b>Advanced Survey Heatmaps in Link-Live</b> Signal coverage heatmaps and reporting are available to all users. With AllyCare support, you get access to additional heatmaps: Noise, SNR, Adjacent Channel Interference, Co-Channel Interference, AP Coverage, Min Basic Rate, Beacon Overhead, Max TX/Rx rates, Max Tx/Rx MCS.	AirCheck® G3 CyberScope™ EtherScope® nXG	Yes	No
<b>Advanced Heatmap Filters in Link-Live</b> SSID filtering and reporting is available to all users. With AllyCare support, you get access to additional filtering options: APs, Authorization Class, Band, BSSIDs, Channels, Channel Width, Min Basic Rates, Security, and Type.	AirCheck® G3 CyberScope™ EtherScope® nXG	Yes	No
<b>Cloud-Based Remote Control</b> Simple and secure remote-control that allows you to connect from Link-Live™ directly to your network-connected AllyCare Enabled Product (Requires internet access).	AirCheck® G3 CyberScope™ EtherScope® nXG LinkRunner® 10G	Yes	No
<b>Advanced Topology Mapping in Link-Live</b> Basic topology map controls and reporting are available to all users. With AllyCare support, you get access to detailed map controls, filtering, and advanced reporting options.	AirCheck® G3 CyberScope™ EtherScope® nXG LinkRunner® 10G	Yes	No
<b>Advanced Tester Functionality</b> With AllyCare support, you get access to additional app functionality in your tester: Network Discovery, Switch Management, Device Discovery, Topology/ Path Analysis.	LinkRunner® 10G	Yes	No

**\*AllyCare Restrictions** (See *Support Services Terms & Conditions* for complete coverage and limitations at: [www.netally.com/term-of-use](http://www.netally.com/term-of-use))

- Any product purchased from unauthorized third-parties (e.g., online auction site, end-users, aftermarket users, etc.) will not qualify for nor will receive AllyCare support. Also excluded are products that have been used and then resold.
- Repairs require prior qualification troubleshooting by our Customer Experience & Solutions Center. Damage covered is from normal wear and does not cover accidental product damage or loss. Accessories covered are those included with the original product purchase.
- Products that are sold with 1-year AllyCare Support included have certain features and capabilities enabled. At the end of your existing contract, you must renew your AllyCare Support contract to continue utilizing the enabled features.
- AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing.

For more information visit: [support.netally.com/allycare](http://support.netally.com/allycare)

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