



Nspire Software
#264
2020 Fieldstone Pkwy, Suite 900
Franklin, TN 37069
Phone: 888-297-6495

FullAccess Support

The extent of support provided by TCS Software Technical Support is limited to documented features and supported system environments unless specifically noted. The following limitations further define the extent of available support:

Introductory FullAccess Membership

TCS Software products come with a 90 day introductory FullAccess membership. Support for installation issues and product defects. In addition to coverage of installation issues, support for products is also provided for basic usage questions and troubleshooting unexpected behavior for documented features. The Introductory Membership comes with four support incidences to be used within 90 days of the purchase date.

FullAccess Membership

Is a paid annual support plan good for one calendar year and provides additional entitlements. These include...

- All major release upgrades
- All minor release updates
- Six technical support incidents for Nspire The Works and four technical support incidents for Nspire Start, The Youth Assistant, The Children's Assistant and all other products.
- reduced response times,
- Access to online training

Single Incident Support

Single incident support can be purchased to provide support for customers outside an annual FullAccess Membership. It is paid for at time of use. Single incident support cannot be purchased for future use.

Resolution of Issue

Once an issue is accepted as being within the extent of technical support (as described at the top of this page), resolution of a technical support issue shall be defined as accomplishing any one of the following:

- Providing a reasonable solution to the issue
- Providing a reasonable work-around to the issue



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- Determination by TCS Software that the issue is an enhancement request and forwarding the request to TCS Software Product Management for future consideration
- Escalation by TCS Software Technical Support of the incident/product defect to TCS Software Engineering for review.

TCS Software Technical Support will make reasonable efforts to resolve the issue but TCS Software cannot guarantee that every issue will be resolved.

FullAccess Support Agreement

The FullAccess Memberships are governed by the support agreement found at www.nspiresoftware.com/files/supportagreement.pdf.

Registration

In some cases, TCS Software Technical Support requires a registered product serial number when you access our one-to-one support offerings (for example, web-case submission or telephone support). If you have not yet registered your product, please register online at the Product Registration Center.

Supported Products and Versions

Technical support is available for the current version and the previous version for the period of 12 calendar months following the current version's release (product life cycle). Hardware purchased with your software product will be supported for 24 calendar months after their purchase. Note: support of a hardware product does not extend the products standard warrantee.

Hours of Operation

TCS Software support is available Monday through Friday from 8am – 12pm and 1pm – 5pm central standard time. TCS Software is closed from time to time for National and Religious holidays.

Definitions of Support

Incident

TCS Software defines a single support incident as an issue that focuses on one aspect of the product – e.g. use of a specific documented feature of the product or assistance with a specific problem or error message. While this issue may involve other aspects of the product, addressing other aspects constitutes a separate issue and requires an additional support incident. A single support incident may involve multiple phone calls, emails and off-line research. TCS Software Support consultants are responsible for determining what characterizes a support incident. Customers are eligible for a refund on single incident charges for product defects and documentation errors.



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Product Defect

TCS Software defines a product defect as a technical aspect or functionality of a product that does not execute and deliver results as documented in the supplied product documentation. Unexpected behavior that can be isolated to a user's specific configuration or environment does not constitute a product defect. TCS Software Technical Support may provide troubleshooting suggestions for unexpected behavior in these cases; however TCS Software is not responsible for the resolution of any such behavior. An issue is recognized as a product defect only after it has been reproduced in steps provided by the customer and has been confirmed by an TCS Software Support consultant.

Documentation Error

TCS Software defines a documentation error as inaccurate information or instruction provided in the documentation accompanying the product. Accompanying documentation includes user manuals, Release notes, README files, and TCS Software product support site documents.

Installation

TCS Software defines installation as the process in which the product installation program is extracted from a CD, diskette, downloaded executable, or network drive onto a single computer's hard drive and the setup program is run to completion in accordance with the authorized installation instructions. A completed installation is determined by the successful first run of the TCS Software application. Standard installation does not include network installations, silent installs to a network environment, database configuration, and distributed set up of servers and or similar activities.

*Complimentary installation support is not applicable for products outside of their life cycle

Network Configuration and deployment

TCS Software supports installation and deployment of TCS Software software on a network. TCS Software support can assist in answering questions and finding information concerning your network install.

Interoperability (basic)

TCS Software supports the use of TCS Software products and process troubleshooting for file types and applications that have been certified by TCS Software to work together. TCS Software supports the use of a limited amount of certified hardware devices that work with and extend the functionality of TCS software products. These include some portable bar code scanners and label printers.

Microsoft Word Reports

TCS Software supports the Microsoft Word Reports contained within the product to illustrate desired capabilities; TCS Software does not support Word templates posted to a TCS Software



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knowledgebase or user forum, and Support Consultants will not provide customized templates. Custom Microsoft Word Templates can be purchased and in some cases depending on Support Membership packages, a limited number of template customizations may be available.

Advanced Issue

Advanced issues include software development, network installations, installer configuration and deployment issues, and issues associated with server technologies. Advanced issues are not covered as a part of TCS Software support.

Supported System Environments

- Microsoft XP sp2 or better
- Microsoft Vista
- Microsoft Windows 7
- Microsoft Server 2003
- Microsoft Server 2008