



Custom Configuration and Hot Swap Warranty

VoCare Custom Configuration Services

Receive new systems ready to use out of the box. Vitals360® and PCs are configured and customized at Vocare.

Prior to shipping your new systems, we can load your customize settings, and install any third party software or hardware.

Your systems arrive at the site pre-configured with minimal to no further customization required. In addition we can apply asset tags, box labels and provide an asset report.

Vocare Hot Swap Warranty - 365 days

When you buy Hot Swap Warranty coverage you buy speed. If your equipment needs repair within the first year of ownership, we will send you a replacement product as fast as the next business day so you do not have to wait for a repair.

Duration of Coverage:	365 Days from Ship Date
Return Freight Charges:	Before 45-days, VoCare Pays
Swap Freight Charges:	After 45 days, Customer Pays
Express Cross-Shipment:	VoCare Pre-pays
Estimated Turn-around Time:	Next Business Day

VoCare Standard Configuration Services

Reduce deployment time and ensure the consistency of your end-user environment. Maximize uptime, increase efficiency and ensure consistency.

System Configuration:

Consistency is crucial to effectively supporting end users. We can help ensure your systems have the correct settings and versions of applications. As a result, every employee or customer device looks as it should to your IT staff. A consistent environment is an efficient environment and we are all about making that easy to achieve

Provision at VoCare, Manage from the Cloud

Delivering Pre-configured, ready to work devices faster and easier. End users don't have time to sit on the phone with IT for hours to get their device set up. They want to be ready to work as soon as their devices arrive.

Connected Provisioning helps provide a customized device to an end user faster with fewer touches. VoCare leverages the cloud to speed up the way devices are configured. It's a customized solution designed to benefit IT and the end user.

Track your systems from the day they ship to retirement.

Keep an accurate record of devices throughout your IT environment. You want to be able to control and effectively manage the status of every device.

Asset reporting services make identifying, tracking, securing and recovering your devices easier and more affordable. You can gain visibility and accurate records of assets throughout their working life.

VoCare One Year Hot Swap Terms of Coverage

When you buy Hot Swap Warranty coverage you buy speed. If your equipment fails within the first year of ownership, we will send you a replacement product so you do not have to wait for a repair. We will make our best effort to provide you with a replacement unit by the next business day if you call before 12:00 PM Central Time.

Here is how it works:

1. Call VoCare's Technical Support Department at 855.986.2273 submit a request by visiting our website.
2. If VoCare Tech Support cannot resolve your issue and determines that factory service is necessary, tell them you have a hot swap warranty.
3. After verifying your purchase of the hot swap option we will ship you a replacement unit via Fed Ex Overnight by 4 p.m. next day* (Available for VoCare USA customers only). Keep your original order number which contains your Hot Swap Warranty purchase. This will help the tech support agent quick verify your coverage.
4. In order to ship out your replacement unit, we will need to authorize \$1,000 on a major credit card. Authorization does not charge anything to your card. Instead it reserves this amount on your card and reduces the total available balance. Once the defective unit is returned to VoCare, the authorization is removed. You will receive an email with a link to provide your credit card number.
5. VoCare will send an RMA document for returning the defective unit. We will also send packing instructions. The replacement unit is yours to keep. We will not be returning your original unit to you once it has been repaired.