



TECHNICAL SERVICES

SUPPORT SERVICES

Our team of technical engineers and our online resources help you gain the most from your Digi products.

Whether you are a Digi customer, reseller or technology provider, Digi Technical Services is ready to offer an exceptionally broad range of support services to help you resolve issues, create innovative products, and get to market faster with higher-quality solutions. From simple installation and configuration questions to in-depth consulting, Digi offers the expert resources and prompt response you need to succeed.

BASE SUPPORT

24-hour Response Time

- Email support
- Customer portal
- Device configuration troubleshooting
- Device connectivity troubleshooting
- Firmware upgrade assistance
- Return authorization (RA)
- Bug reporting
- Warranty registration required

Support program for do-it-yourself customers

EXPERT SUPPORT

4-hour Response Time

All Digi base services, plus the following additional services:

- Priority case response
- Phone support
- Network integration troubleshooting
- Best-effort support for EOL and out-of-warranty products
- Device configuration recommendations and troubleshooting

Support program for customers needing hands-on-assistance

PROFESSIONAL SERVICES

Add-on Services

- Mobile or web application development
- Python development
- On-site support
- Installation services
- Third-party device configuration
- Solution implementation services
- Customer specific-device configuration services
- Customer training
- Code debugging

Additional services for customers with large implementations or complex network installations

Self-service Assistance

All Digi customers have access to a range of self-help 24x7 tools at no additional charge. To find resources start at www.digi.com/support.

- Community support forum
- Documentation
- Sample applications
- Software patches
- Solution guides
- Knowledge base
- Firmware upgrades
- Product notices or product update subscriptions
- Digi AI assistants

Digi Base Support

This entry level of support is *included* in the purchase of your registered Digi product while under warranty. It's ideal for smaller-scale projects and independent "do-it-yourself" customers who need only basic assistance. With Base Support, your case gets a response from Digi experts within 24 hours.

- **Device configuration:** We will help you configure your Digi product for base connectivity.
- **Firmware upgrades:** Get patches and feature upgrades.
- **Feature/functionality inquiries:** Find out how to get the most from your Digi product.
- **Return authorization (RA) assistance:** We make getting a device repaired easy and straightforward.
- **Customer portal access:** Use this secure portal to submit and manage technical support issues, and subscribe to self-service features.

Digi Expert Support

When you need priority access to Digi's support team, our Expert Support plan provides more services, expedited responses, and faster resolutions. In addition to all of the services of our Base Support plan, you receive:

- **Telephone support:** Expert assistance is only a phone call away.
- **Priority response:** We will respond to your online request within 4 hours.
- **Network integration:** We will help identify and troubleshoot issues with Digi devices within your network.

- **Best-effort support for EOL and non-warranty products:** We will provide best-effort support for end-of-life and non-warranty products. This does not include any effort that will require extensive engineering resources, or require firmware updates to resolve. Bug fixes are not guaranteed in this category.

Digi Professional Services

When you have large implementations or sophisticated networks — or just want the advice of seasoned professionals — [Digi Professional Services](#) takes you even further.

- **Solution troubleshooting:** We help you navigate through complex technical issues.
- **Application development:** Our software services team provides custom applications for end-point device monitoring, management, and reporting.
- **Solution implementation services:** We will help design and optimize your Digi hardware solution, from network design to interoperability with third-party services.
- **Onsite/online training options:** Shorten your development cycle with a customized training to give your team a stronger foundation on Digi products.
- **Code support:** We can help you debug code and scripts and review the performance of your Digi products.
- **Digi Containers Service:** Our team can develop custom container applications, which include long-term support.



Digi Technical Services — At a Glance

The following table provides an overview of our service offers. Note that an active warranty is required for Digi support services.

SERVICE	BASE	EXPERT	PROFESSIONAL
	Included with purchase	Annual contract: 24x7	Fee per hour or device
Response time	24-hour	4-hour priority cases	
Email support	✓	✓	
Phone support		✓	
Customer portal accesss	✓	✓	
Firmware upgrades	✓	✓	
Return authorization (RA)	✓	✓	
Bug reporting	✓	✓	
Digi device troubleshooting	✓	✓	
Network integration troubleshooting	✓	✓	✓
Device connectivity troubleshooting		✓	
Customer developed code debugging / application performance review			✓
Mobile or web application development			✓
Solution implementation services for existing device configurations, for applications and environmental factors. Solutions typically encompass third party devices, Digi devices, applications and Digi Remote Manager® platform.			✓
Installation services			✓
Python development			✓
Customer training			✓
Customer-specific device configuration and activation services			✓
Custom Digi Containers			✓

For more information, please visit [digi.com](https://www.digi.com)

DIGI SERVICE AND SUPPORT / You can purchase with confidence knowing that Digi is always available to serve you with expert technical support and our industry leading warranty. For detailed information visit www.digi.com/support.

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