

Digi Mobile VPN Service Support

Digi base support provides tier 1 tech support for Digi Mobile VPN to help verify that the Mobile VPN licenses are assigned to the customer's account in Digi Remote Manager.

Digi expert support provides tier 1 and tier 2 tech support for the Digi MobileVPN service to also provide support for troubleshooting Digi devices to ensure they have VPN enabled and are configured properly. Should further support beyond tier 2 be necessary, Digi will refer the customer to our Radio-IP partner who will communicate directly with Customer and Digi.