AllyCare Support

Premium Support Services

AllyCare is a comprehensive support and maintenance service for NetAlly's Network Tools and AirMagnet® software.
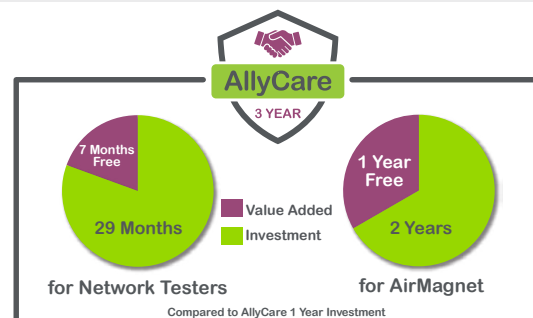
Membership Benefits

Upgrades	Repairs	Support
Change is a constant, and whether it's new features or functions, new industry standards, or a better way to troubleshoot, only AllyCare membership ensures your product is enabled with the latest features and enhancement software and firmware updates.	Our testers are designed for use in the toughest environments, but if damage from normal wear and tear does happen, only AllyCare membership ensures your product (including accessories) is covered by our repair service.	While our tools have earned a reputation for simplicity and ease-of-use, at some point you may need assistance with a product's operation. Because NetAlly makes the hardware and software, our technical support experts understand how everything works and can help resolve most issues in a single conversation.

Key Features*

AllyCare Advantage vs 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. AllyCare members receive access to all software upgrades that deliver major new features and enhancements.

AllyCare-Enabled Product Features
Only members with active AllyCare support will enjoy the additional benefits of AllyCare-enabled features, giving your NetAlly products enhanced testing and analysis capabilities.

Repair/Replacement
AllyCare members gain peace of mind from knowing that if their NetAlly tester is damaged from normal wear and tear NetAlly will repair or replace the unit, including shipping costs. *(Repairs require prior qualification troubleshooting by our Technical Assistance Center.)*

Accessory Replacement
Some accessory parts are essential to your NetAlly Handheld Network Tester or AirMagnet product. Standard warranty on accessories is 90 days, but with AllyCare membership, accessories that ship with your unit are covered under the terms of repair (once qualified as defective by our Technical Assistance Center). With a value of $100-500, upgrading from warranty to AllyCare can save you significant expense if your battery or other accessory should fail.

Priority Technical Support
AllyCare includes priority access to our world-class Technical Assistance Center (TAC) with online case submission and tracking of your support calls and resolution.

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

AllyCare
3 YEAR

7 Months Free · 29 Months · for Network Testers

1 Year Free · 2 Years · for AirMagnet

■ Value Added
■ Investment

Compared to AllyCare 1 Year Investment

AllyCare Advantage vs. Standard Warranty

Feature	With AllyCare	Standard Warranty
Latest Software & Firmware Versions	1 or 3 years	90-day manufacturing defects only
Enhanced Product Features	Yes	No
Repair Service Covered	1 or 3 years**	1-year manufacturing defects only
Accessory Repairs Covered***	Yes	No
Access to Live Technical Support Team	Warranty support PLUS priority product functionality and issue troubleshooting	License, installation, registration, application launch and warranty repairs only
Knowledge Base Access	Yes	Yes
Member Only Promotions	Yes	No
Online Product "Boot Camps"	Yes	No

AllyCare-Enabled Product Features

Product Feature	With AllyCare	No AllyCare
Link-Live™		
Export for Survey PRO (Requires Survey v10)	Yes	Yes
Link -Live™ - View Survey Heatmaps		
Signal (dBm) Coverage (Passive & Active)	Yes	Yes
Additional Visualizations (Noise, SNR, Adjacent Channel Interference, Co-Channel Interference, AP Coverage, Beacon Overhead, Max TX/Rx rates, Max Tx/Rx MCS, Min Basic Rate, Tx Rate)	Yes	No
Link-Live™ Filtering - View Survey / View Analysis		
SSIDs	Yes	Yes
APs, Band, Channels, Channel Width, Min Basic Rates, Security, Type	Yes	No
EtherScope® nXG		
Cloud Remote Control	Yes	No
Network Topology Mapping (via Link-Live)	Yes	No
LinkRunner® 10G		
Cloud Remote Control (via Link-Live)	Yes	No
Network Discovery, Switch Management, Device Discovery, Topology/Path Analysis, Network Mapping (via Link-Live)	Yes	No
Network Topology Mapping (via Link-Live)	Yes	No

* AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing. Refer to the "AllyCare Product Support Services Terms & Conditions" for complete coverage and limitations at: www.netally.com/terms-and-conditions
** Covers damage from normal wear and tear (does not cover accidental damage)
***Applies to defective accessories from the original product purchase

netAlly   simplicity · visibility · collaboration