



# DSI® Hardware Support Services

*Trust DSI To Troubleshoot And Support Your Devices,  
Wireless Infrastructure, And Printers*

## DSI® Hardware Support Services

- Covers data collection devices, wireless access points, controllers, and printers.
- Phone access for support troubleshooting and resolution
- Low monthly fee

## DSI® offers unmatched levels of support:

- Experienced, certified support professionals
- Extensive real-world field experience
- Knowledgeable support for leading brands of devices and wireless infrastructure components

You depend on your data collection devices and wireless infrastructure to keep your business running smoothly. When they don't operate properly, you lose time and money. Don't let a non-responsive device or a configuration issue stand between you and peak performance — subscribe to DSI® Hardware Support Services.

## Limit Your Downtime

Limit your downtime and gain instant access to the knowledgeable DSI hardware support professionals who can get you back in business fast. DSI's certified hardware support professionals have the specialized knowledge and experience necessary to troubleshoot and resolve issues with your data collection devices and wireless infrastructure.

## One Call To DSI Does It All

Most companies only support their own hardware and software. When you subscribe to DSI's Hardware Support Services, our experts are on call to support all of your covered devices and components. We'll diagnose the problem and help you fix it.

We understand how devices and various elements in a wireless infrastructure environment impact each other and how to configure your equipment for optimal performance.

## Easy Access

For one small monthly fee, cover your data collection devices, wireless access points, controllers, and printers. You'll have phone access to DSI hardware support professionals who understand not just your device, but how it fits into your complex array of hardware and software.

To ensure that you get the support you need fast, DSI will maintain configuration and inventory records on your covered devices. Information on your devices, part numbers, serial numbers, and configurations will be easily accessible by you and DSI support personnel when needed.

## DSI: Simply The Best At What We Do

Only DSI can offer this unique level of hardware support, because we work with data collection devices, wireless access points, controllers, and printers every day.

As one of the industry's largest Independent Software Vendors (ISV), DSI has direct access to the leading device and component manufacturers. Our experts serve on manufacturers' advisory councils, participate in pre-launch product testing, and conduct in-depth testing to certify devices.

Most importantly, we have extensive experience resolving issues that arise when these devices are used in real-world situations.

## Why Wait?

Let DSI help you operate efficiently. Contact your DSI Account Executive today to subscribe to DSI's Hardware Support Services Plan. For more information, call DSI at 1.800.217.8030.



## DSI Hardware Support Services Includes:

### RMA Processing

- ✓ DSI will cross reference device serial number against previous repairs and process RMA based on the manufacturer's specific requirements.

### Device Support

#### Radio Configuration:

#### Device Radio Identification

- ✓ IP & MAC Address
- ✓ DHCP
- ✓ Service Set ID (SSID)
- ✓ Radio Channel Assignment
- ✓ Radio Profiles
- ✓ Radio Driver Updates

#### Security: Security Setup

- ✓ Radio Data Encryption (WEP, LEAP, WPA)
- ✓ Locking Out 3rd Party Applications
- ✓ Supplicant Protocols (Funk Odyssey, Microsoft)

#### Network Management: Configuration & Setup

- ✓ Network Diagnostics
- ✓ Device Association

#### Firmware Management

- ✓ Current Firmware Versions
- ✓ Retrieve All Firmware Files
- ✓ New File for All Firmware

#### Device Management

- ✓ Power Management
- ✓ Active Sync
- ✓ Enable/Disable/Remapping Keys

#### Barcode Symbolologies

- ✓ General Device Setting
- ✓ Configuring External Scanners

#### Diagnostics: Troubleshooting

- ✓ Mobile Companion
- ✓ Fusion
- ✓ Setup Assistant
- ✓ Aironet Client Utility
- ✓ Falcon Management Utility

#### Miscellaneous:

- ✓ Boot Sequences
- ✓ Password Management
- ✓ I-Launch

### Telnet Support

#### Configuration and Management

### Infrastructure Support — Controllers

#### Remote Support & Management

- ✓ MSP
- ✓ Avalanche
- ✓ App Center
- ✓ I-Launch
- ✓ SOTI

### Infrastructure Support — Wireless Access Points

#### Basic Settings

- ✓ Configuration Server Protocol
- ✓ Default Gateway
- ✓ Current Associations
- ✓ Recent Events
- ✓ Status

#### Security: Security Setup

- ✓ Allows the user to set up and manage the security features of the access points.
- ✓ Radio Data Encryption (WEP, LEAP, WPA)
- ✓ Authentication Server (Remote Authentication Dial-In User Service (RADIUS))

#### Radio Configuration:

#### AP/Root Radio Identification

- ✓ IP & MAC Address
- ✓ DHCP
- ✓ Service Set ID (SSID)
- ✓ Radio Channelization

#### Ethernet Configuration:

#### Ethernet Identification

- ✓ IP & MAC Address
- ✓ DHCP
- ✓ Default IP Address
- ✓ Default IP Subnet Mask

#### Network Management: Association Table

- ✓ Network Diagnostics
- ✓ Device Association

#### Firmware Management

- ✓ Current Firmware Versions
- ✓ New File for All Firmware

#### Diagnostics: Radio/Ethernet Diagnostics

### Infrastructure Support — Printers

#### Printer Configuration:

#### Printer Identification

- ✓ Driver Installations & Updates
- ✓ Parallel/Serial Communications
- ✓ Bluetooth Communications
- ✓ Dip Switch Configuration

#### Network Management:

#### Configuration & Setup

- ✓ IP Address
- ✓ MAC Address
- ✓ DHCP
- ✓ Print Servers
- ✓ Network Shares

#### Firmware Management

- ✓ Current Firmware Versions
- ✓ New File for All Firmware

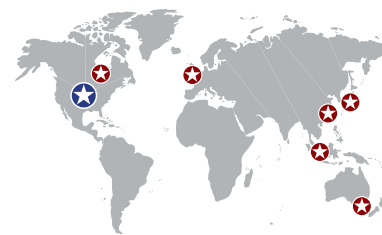
#### Printer Management:

#### Configuration & Setup

- ✓ Labeling Software Integration
- ✓ OS Integration

#### Diagnostics: Troubleshooting

- ✓ Connectivity Issues
- ✓ Print Quality Issues
- ✓ Memory Management



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DSI provides mobility software that enables business to happen anywhere, providing access to any data on any device. We are a recognized global leader in increasing productivity and profitability.



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