



Complete Concierge – Installation Support

Overview

This document describes the installation support package available for Complete Concierge™.

Background

Complete Concierge is a software interface between the PBX and the PMS (Property Management System). When ordered directly from Xorcom it is pre-installed on the PBX.

Complete Concierge is configured via a Windows-based client using a graphical user interface.

Installation Support Policy

During installation, Xorcom provides technical support that covers any hardware or software problem associated with the device that may occur. It does not, however, cover initial configuration or PBX installation support.

Special Installation Support Package Available for Complete Concierge Customers

In addition to the [standard Xorcom product warranty coverage](#), the following support package is offered for purchase for Complete Concierge installations:

1. Assistance* in configuring Complete Concierge for the specific PMS (for software included in the list of supported PMS published on the [Xorcom Web site](#)).
2. Assistance* in uncovering, and advice about solving, network issues. Note that this is done on a “best-effort” basis (since Xorcom has no control over the customer's network).
3. Assistance* in initial system tests and verification of proper bi-directional functionality.
4. Xorcom will provide up to a total of six (6) engineer hours in this package. Any additional support that is required, which is not due to a Xorcom technical issue, shall be charged at support rate of \$95 per hour.

** Note: All assistance is provided remotely, through a secure remote connection.*

What the Installation Support does not Include

1. Network design and fixing of customers' network issues.
2. Support in PMS issues and PMS configuration.

Requirements

1. The customer must provide Xorcom engineer with secure remote access to the PBX via SSH.
2. The customer should have a technical person available to work with a Xorcom engineer at the designated times.

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