

YEALINK PARTNER PRIMECARE SERVICE

EMPOWER COMMUNICATION AND COLLABORATION

Yealink Partner PrimeCare Service offers premium supports for Yealink Certified Service Partners on Yealink Video Solution. This service includes priority ticket support, email, and VC calls for certified service partners with cloud partner technical escalation, advance hardware replacement with next business day parts shipment, professional cloud management service, and access to Yealink Online Support Center for software updates, room design tools, and training programs.

Partner PrimeCare Service can be embedded into partner service offering and sold to the end user customer. The service offering is named as certified service partner's own brand. Partners hold the service contract and is responsible to deliver all service content and provide direct support to the end user customer.



Priority Support



Advance Replacement
Next Business Day



Professional YMCS
Service



Hardware Warranty



Yealink Support Center



Software Updates

KEY FEATURES

Priority Support with Escalation During Business Hours

Certified Service Partners can contact Yealink anytime within standard business hours to get priority support and solutions to their issues.

Partners can access Yealink PrimeCare portal to submit tickets to the Yealink dedicated engineers. The Yealink support team will analyze the priority of the technical issues and provide the related resolution. Yealink also offers formal escalation procedures to handle complicated problems. Yealink's support management team organizes the escalation of problems and assigns the proper engineer to provide support via chat, phone, ticket, and video call.

Professional YMCS Service

YMCS is a powerful GUI-driven Device Management Cloud Service that delivers a comprehensive set of tools for implementing multiple Yealink devices, designed to solve the complexities of provisioning, management, call quality control and troubleshooting. Yealink Partner PrimeCare offers Professional YMCS service which include all feature sets for YMCS service. The Remote Desktop for Yealink MVC series is also included in Partner PrimeCare Service by default.

Hardware Warranty Service

Yealink Video collaboration device includes 2 years' warranty by default. Yealink Partner PrimeCare Service provides equivalent hardware warranty during the service period. In addition, Partner PrimeCare Service provide additional 2 months' warranty to cover the gap between purchase and deployment time.

Yealink Online Support Center

Yealink offers 24x7 access to the Yealink Online Support Center. This online support center includes but is not limited to the following features: perform Knowledge Base/Frequently Asked Questions (FAQs) searches, download the latest product documentation and software, access to Yealink Room Configurator to design Customer's meeting rooms and obtain your Yealink certification through learning online on Yealink Academy.

Software Updates

Yealink will provide software updates and publish all General Purpose Software on the Yealink support website. Customers can use Yealink Room Connect or Yealink USB Connect Desktop to deploy the latest device software updates.

ABOUT YEALINK

Yealink (Stock Code: 300628) is a global-leading provider of Unified Communication & Collaboration Solutions specialized in video conferencing, voice communications, and collaboration, dedicated to helping every person and organization embrace the power of "Easy Collaboration, High Productivity."

With best-in-class quality, innovative technology, and user-friendly experiences, Yealink is one of the best providers in more than 140 countries and regions, ranks No.1 in the global market share of IP Phone, and is the Top 5 leader in the video conferencing market (Frost & Sullivan, 2021).

For more information about Yealink, [click here](#).

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TECHNICAL SUPPORT

Visit Yealink WIKI (<http://support.yealink.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you use Yealink Ticket System (<https://ticket.yealink.com>) to submit all your technical issues.

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