SOFTWARE SUPPORT FEATURES

AXIOM AND INTEGRA32 SYSTEMS

RBH ACCESS

PROTECT YOUR INVESTMENT

Evolving technology and continual changes in the environment bring new sources of risk and complexity to any size of access control security system. Keeping systems updated and running efficient is more important than ever.

RBH's Software Support Agreement (SSA) provides Axiom and Integra32 customers with access to support resources such as software updates, technical support, remote services, and access to operator training.

ACCESS TO RBH TECHNICAL SUPPORT

Do you need help programming a feature or understanding how your system operates? RBH technical support services include technical and operational assistance during standard business hours and are accessible via telephone and email.

SOFTWARE UPDATES

RBH provides the latest software version upon request and is available to assist during the update process. Compatibility with additional software modules such as custom software or 3rd-party integrations are also included.

ANNUAL OPERATOR TRAINING

Registered and Supported systems are recommended to complete an annual two-hour operator level training hosted by RBH to ensure the highest level of system performance and quality of support.

SUPPORT SERVICES

- Telephone/email support
- Remote access support
- Software update (download)
- Firmware update (download)
- Integration support
- System/server migration support
- *Email announcement of updates

PROFESSIONAL SERVICES*

*The following Professional Services are available through different support packages, contact your local RBH rep for more information

- 24/7 Support
- Software update (performed by RBH)
- Firmware update (performed by RBH)
- System configuration support
- Database Maintenance
- Remote Diagnostics
- System infrastructure planning services

Phone Support: +1-905-790-1515 opt 2

Email Support: support@rbh-access.com

Website: www.rbh-access.com/usa/extend

Access Control
Designed, Developed & Manufactured in Canada
Since 1995