

# Technical Support

Rapid response, expert diagnosis,  
trusted resolution

## Highlights

- Flexibly use support hours for many Bsquare offerings
- Tap Bsquare engineering expertise and experience
- Access Bsquare online knowledge base 24/7
- Connect to your support team by email or phone
- Gain direct Microsoft support via Premium Package

## Overview

Bsquare Technical Support optimizes your productivity and lowers your development cost. You receive fast answers to engineering inquiries to keep your project on track. Work with your Support Account Manager to use your support hours for help with many Bsquare offering including:

- Installation and use of Platform Builder or Target Designer toolkits
- Installation and use of SchemaBSP or SDIO Hx
- Questions on Windows CE or Windows Mobile
- BSPs for TI OMAP3 EVM
- Inquiries on Windows Mobile tools and development

View the technical support package overview for details on Bsquare's Basic and Premium Packages.

## Technical Support Package Overview

	Basic	Premium
Support fee	\$7,495	\$19,995
Number of hours	40	140
Term (months)	12	12
Microsoft OEM Foundation Services <sup>1</sup>	No	Yes
Response time (hours) <sup>2</sup>	8	24/8
Number of named contacts	2	8
Bsquare Account Manager assigned	Yes	Yes
Email support	Yes	Yes
Phone support	Yes	Yes
Knowledge base access	Yes	Yes

<sup>1</sup> Use of Microsoft OEM Foundation Support is capped at 40 hours. Additional Microsoft support hours are available for purchase from Bsquare.

<sup>2</sup> For Windows Mobile operating system support customers, response time is within 8 hours. For all support offerings, support is available 24 hours a day, Monday through Friday, excluding Bsquare standard holidays in US and Taiwan

### Flexible Support

Ask Bsquare to customize a driver, enhance the code of a Board Support Package or extend an application. For example, if your team is using a Bsquare Windows CE BSP for the TI OMAP3 EVM and you have selected a different Ethernet chip for your design, Bsquare can assist with integrating a new driver.

### Tap Bsquare Expertise

Microsoft developed Windows CE with Bsquare in 1994. Since then the company has been deeply involved in all aspects Windows Embedded and Windows Mobile operating system development and testing. Tap this expertise and experience to accelerate your own development. Bsquare's team of 200+ engineers stand behind the technical support team.

### Access Bsquare Online Knowledge Base

You will have 24/7 access to Bsquare's online database of product questions and answers. Fast and easy to use, simply search by product, category, keywords or phrases. If your issue is not covered, post your question, or call or email and the support team will respond.

### Gain Direct Microsoft Support Via Premium Package

Purchase the Premium Package and Bsquare will escalate operating system issues to Microsoft. Bsquare uses its Microsoft OEM Foundation Services agreement on your behalf. Bsquare manages the process so you don't need a separate Microsoft support agreement.

### Speed Development With Bsquare Training

Bsquare offers classes for embedded developers. Developers learn Windows Embedded CE, Windows Mobile or Windows Embedded Standard basics. After training, developers are able to develop and test embedded projects more quickly. Classes are also available for Bsquare products including TestQuest Countdown, TestQuest Po and SchemaBSP.

### Next Steps

Contact your Bsquare Account Manager or call Bsquare at +1.888.820.4500 or +1.425.519.5900  
Or email [sales@bsquare.com](mailto:sales@bsquare.com) for more information.



For more information, please visit [www.bsquare.com](http://www.bsquare.com). Or email us at [sales@bsquare.com](mailto:sales@bsquare.com)

### At Bsquare

Bsquare is a solution provider to the global embedded device community. Our teams collaborate with OEMs at any stage in their device development to bring quality products to market faster. Since 1994, Bsquare has been a trusted partner to smart device makers worldwide.

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