

Windows Mobile Technical Support

Rapid response, expert diagnosis, trust resolution

Highlights

- Solve Windows Mobile development issues fast
- Use support hours for Logo Test Kit (LTK) prep and issues
- Includes Microsoft OEM Foundation Services access
- Flexibly use support hours for many Bsquare offerings
- Attend discounted Windows Mobile training
- Access Bsquare online knowledge base 24/7



Overview

Bsquare Technical Support optimizes your productivity during Windows Mobile development. You receive fast answers to your inquiries to keep your project on track. You can use your support hours to work through Windows Mobile development tasks including:

- Tools installation and build process
- Consulting, design reviews, development and integration
- LTK test questions, pre-certification assistance, debug and waiver assistance
- Deployment assistance

You can also work with your Bsquare Support Account Manager to use your support hours for engineering services including driver or application development. View the technical support package overview for details.

Windows Mobile Technical Support Package Overview

	Premium
Support fee	\$19,995
Number of hours	140
Term (months)	12
Microsoft OEM Foundation Services ¹	Yes
Response time (hours) ²	8
Bsquare Support Account Manager assigned	Yes
Number of named contacts	8
Email support	Yes
Phone support	Yes
Knowledge base access	Yes

¹ Use of Microsoft OEM Foundation Support is limited to 40 hours. Additional Microsoft support hours are available for purchase from Bsquare.

² Support is available 24 hours a day, Monday through Friday, excluding Bsquare standard holidays in US and Taiwan.

Gain Direct Microsoft Support

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

Use Support Hours Flexibly

Use your support hours for help with many Microsoft or Bsquare products:

- Windows Mobile tools
- Windows Mobile build process
- Microsoft Platform Builder toolkit
- Microsoft Target Designer toolkit
- Bsquare SchemaBSP
- Bsquare SDIO Hx SDK

This flexibility maximizes the return on your support investment

Access Bsquare Online Knowledge Base

You will have 24/7 access to the Bsquare 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.

Speed Development With Bsquare Training

Bsquare offers Windows Mobile training for developers. After the four-day class, developers will have the skills to quickly develop and test Windows Mobile device images. The curriculum covers a variety of topics including:

- How Windows Mobile and Windows Embedded CE compare
- Kernel features: memory map and security
- OEM Adaptation layer and device driver architecture
- Smartphone platform architecture including Cellcore and RIL
- Managed application development

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 for more information.



For more information, please visit www.bsquare.com. Or email us at 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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