

## 4 questions about SmartCare

We've got your back  
Enjoy 5 years of warranty

### 1. What is SmartCare?

SmartCare is a **free service package** included in the purchase of every ClickShare Conference and Present unit. It provides your company with budget predictability, swift hardware replacement and expert support from both Barco and its partners for 5 years.

**5**  
YEARS  
WARRANTY

### 2. What's included in SmartCare?



#### 5 years of warranty

- Extended hardware coverage
- Quarterly software upgrades
- No unexpected replacement costs



#### Increased service levels

- First responses from our helpdesk teams
- Access to online knowledge base
- Next-business day express shipment for replacement hardware via Barco authorised partners
- Experienced product specialists via Barco authorised partners



#### 5 year analytics and insights subscription via XMS Cloud

### 3. What are the benefits of SmartCare?



Peace of mind and reduced downtime in case of defect



Better ROI. Safeguard your investment at a predictable cost



Guaranteed best user experience through the entire product lifetime

### 4. How to activate SmartCare?

You can activate SmartCare for a ClickShare unit at any time within the first 6 months of the purchase. You just need to follow these 3 simple steps. If the SmartCare package is not activated on time, a standard warranty of 1 year will apply.

STEP  
**01**

Access XMS Cloud via the device's web configurator

STEP  
**02**

Register the unit on the XMS Cloud platform

STEP  
**03**

SmartCare is activated! And we have your back!

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