

AirLink® Complete Managing, Monitoring and Maintaining Your Devices Just Got Easier



NETWORK
MANAGEMENT
SOFTWARE



TECHNICAL
SUPPORT



**AIRLINK
COMPLETE**



EXTENDED
WARRANTY



ELIGIBLE AIRLINK
ROUTERS & GATEWAYS
RV50X, RV55, MP70, GX450,
LX40, LX60 and ES450

AIRLINK COMPLETE

What is AirLink Complete?

AirLink Complete is a subscription service that combines best-in-class network management software, industry-leading technical support and an extended warranty. It is a cost-effective way to ensure your mission-critical infrastructure operates at peak efficiency. AirLink Complete is included free for one year with the purchase of an eligible AirLink device.



Network Management Software

Sierra Wireless network management software makes it easy to remotely deploy, monitor and maintain multiple routers and gateways. A single dashboard displays up-to-date information about all of your devices. You can easily manage your equipment, identify problems, reduce downtime and lower your cost of ownership.



Technical Support

Get direct access to Technical Support provided by Sierra Wireless.

- 24/7/365 Tier 1 technical support from wireless experts via phone or online access
- Free firmware updates for the life of the device
- Free access to The Source for all technical documentation and software downloads



Extended Warranty

Extend your hardware warranty – up to 5 years of coverage.



ACCELERATE DEPLOYMENTS

- No more heavily manual, device-by-device configuration and deployment
- Our network management software enables you to get multiple routers and gateways quickly working in the field.
- Easy-to-use configuration templates ensure each device is set-up consistently, to your requirements, and new devices can be simply added.



SIMPLIFY OPERATIONS

- Remotely monitor, manage, and upgrade your devices over-the-air, anytime, anywhere
- At-a-glance monitoring with drill-down capability helps you to pro-actively manage your network of devices.
- Software updates are received automatically and can be deployed to all your devices with one click.



REDUCE DOWNTIME

- Keep your devices operating at peak efficiency
- Access to wireless experts which means faster troubleshooting and problem-solving.
- The extended warranty option gives you peace of mind while lowering your total cost of ownership.



How to Register Your Devices

Your devices must be registered within 60 days of purchase.

We encourage you to work with your Partner who can assist you in registering your devices. They will help you with the registration process as well as provide additional advice and guidance about each component of AirLink Complete.

You can, however, also register your eligible AirLink Devices at www.sierrawireless.com/complete/register/

You must register your devices to access Sierra Wireless Technical Support. If you are only interested in Technical Support and do not want your devices registered for the network management software, there is an opt-out option. 'Opted-out' devices will then be ineligible for one year of the network management software.

Sierra Wireless - Supporting Your Success

Sierra Wireless is committed to your success! Once your devices have been registered with AirLink Complete, Sierra Wireless will:

- Send you a Welcome Package within 72 hours of registration.
- Work with your Partners to ensure that you are contacted about your onboarding experience and are comfortable logging on and using the network management software.
- Follow-up with you in a few months to offer additional support and guidance.

About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is an IoT pioneer, empowering businesses and industries to transform and thrive in the connected economy. Customers Start with Sierra because we offer a device to cloud solution, comprised of embedded and networking solutions seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide rely on our expertise in delivering fully integrated solutions to reduce complexity, turn data into intelligence and get their connected products and services to market faster. Sierra Wireless has more than 1,300 employees globally and operates R&D centers in North America, Europe and Asia.

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