

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



AIRLINK
MANAGEMENT
SERVICE (ALMS)



OUT-OF-BAND
MANAGEMENT
(AirLink XR80 router only)



AIRLINK
COMPLETE

EXTENDED
WARRANTY



TECHNICAL
SUPPORT



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 warranty. It is a cost-effective way to ensure your mission critical infrastructure operates at peak efficiency.



AirLink Management Service

Sierra Wireless' AirLink Management Services (ALMS) software makes it easy to remotely deploy, monitor and maintain multiple routers. A single dashboard displays up-to-date information about all of your routers. You can easily manage your equipment, identify problems, reduce downtime, lower your cost of ownership and potentially take advantage of out-of-band management.



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
- AirLink Complete is available on all AirLink Routers except the XR90 and MG90



Extended Warranty

Extend your warranty up to 5 years of coverage with an active AirLink Complete subscription.



Out-of-Band Management

When you choose the XR80 router, it includes a dedicated cellular radio built into the chassis of the routers that have always-on access to ALMS, providing over-the-air out-of-band management access with your ongoing AirLink Complete subscription.



ACCELERATED AND SECURE DEPLOYMENTS

- No more heavily manual, device-by-device configuration and deployment.
- Our device management software enables you to get multiple routers 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.
- Keep your solution current and secure with real-time monitoring, automatic alerts, and easy access to the latest security patches.



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 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.

Sierra Wireless - Supporting Your Success

Sierra Wireless is committed to your success with these additional value added options:

- **Advanced Mobility Reporting** – Adding these pre-defined reports to your subscription provide insight into a range of telemetry data from AirLink routers and gateways.
- **Sierra Wireless Connectivity** – Adding our connectivity to your routers can further simplify your deployments.



Visit the AirLink Services Portfolio page www.sierrawireless.com/airlink-services or email sales@sierrawireless.com for more information.

About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is a world leading IoT solutions provider that combines devices, network services, and software to unlock value in the connected economy. Companies globally are adopting 4G, 5G, and LPWA solutions to improve operational efficiency, create better customer experiences, improve their business models, and create new revenue streams. Sierra Wireless works with its customers to develop the right industry-specific solution for their IoT deployments, whether this is an integrated solution to help connect edge devices to the cloud, a software/API service to manage processes with billions of connected assets, or a platform to extract real-time data to improve business decisions. With more than 25 years of cellular IoT experience, Sierra Wireless is the global partner customers trust to deliver them their next IoT solution. For more information, visit www.sierrawireless.com.

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