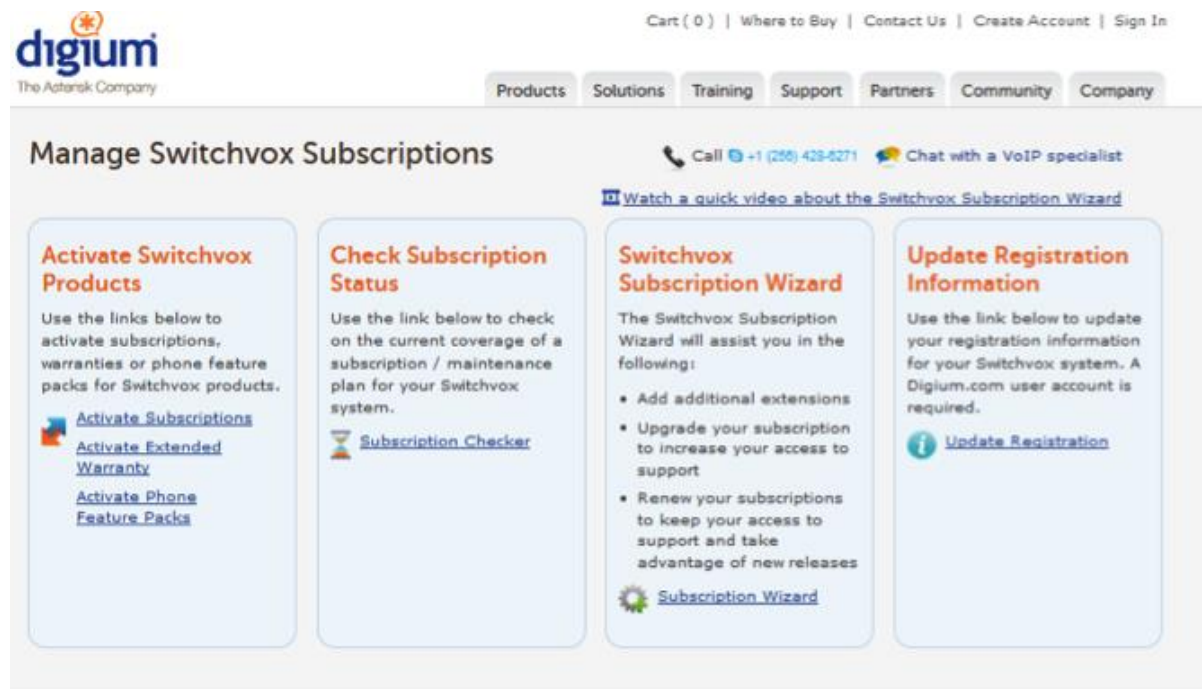


# Ordering Subscription Renewals through the Switchvox Amnesty Program

1. Enter the first four (4) digits of Switchvox Registration Code in the [Subscription Wizard](#) to determine part numbers and quantities to be ordered. If you do not know the registration code or would like to see a complete list of customers, [click here](#). To view expired customers, click the "Show expired" button underneath the list of your active registrations.
2. Place the renewal order with your Distributor, providing the first four (4) digits of Switchvox Registration Code along with the part numbers and quantities. \*The Switchvox Reinstatement Fee part number (1SWXSUPRFEE) will be provided at no charge, but **must be included in your maintenance and subscription renewal order\***.  
\*NOTE: A renewal order that does not include the reinstatement fee and Switchvox Registration Code will **\*not\*** be eligible for the amnesty promo.

## Instructions for Using the Subscription Wizard

- 1) Go to: [www.digium.com/subs](http://www.digium.com/subs) and select the Subscription Wizard.



The screenshot shows the 'Manage Switchvox Subscriptions' page on the Digium website. The page has a header with the Digium logo and navigation links. Below the header, there are four main sections:

- Activate Switchvox Products:** Use the links below to activate subscriptions, warranties or phone feature packs for Switchvox products. Links include: [Activate Subscriptions](#), [Activate Extended Warranty](#), and [Activate Phone Feature Packs](#).
- Check Subscription Status:** Use the link below to check on the current coverage of a subscription / maintenance plan for your Switchvox system. Link: [Subscription Checker](#).
- Switchvox Subscription Wizard:** The Switchvox Subscription Wizard will assist you in the following:
  - Add additional extensions
  - Upgrade your subscription to increase your access to support
  - Renew your subscriptions to keep your access to support and take advantage of new releasesLink: [Subscription Wizard](#).
- Update Registration Information:** Use the link below to update your registration information for your Switchvox system. A Digium.com user account is required. Link: [Update Registration](#).

- 2) Enter the first four (4) digits of the Switchvox Reg Code:

## Switchvox Subscription Wizard

Call +1 (256) 428-6271 [Chat with a VoIP specialist](#)

[Watch a quick video about the Switchvox Subscription Wizard](#)

### The Switchvox Subscription Helper will assist you in the following:

- Add additional extensions
- Upgrade subscription to increase access to support
- Renew subscriptions to keep access to support and take advantage of new releases

### Registration Code:

*NOTE: If you do not know the Switchvox registration code but you are the named user for the Switchvox registration, login to the [Digium Customer Portal](#) to manage the Switchvox system(s).*

Next

3) Under Switchvox Maintenance Special Offer, select the desired 1, 2 or 4-Year renewal option and click submit. Note: Only the 1 Year renewal is required to bring an outdated system back under support. However, customers can benefit from additional savings by purchasing renewals for 2 Years (Save 10%) and 4 Years (Save 25%).

## Add, Upgrade, and Renew Subscriptions

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### Subscriptions have expired.

The Switchvox system is no longer supported and is not eligible for product updates or feature releases. See the options below to renew and/or upgrade the subscription plan.

### Current Switchvox Subscriptions

Switchvox SMB Software with 10 Titanium Subscriptions expiring on **01/14/2014**

### Switchvox Maintenance Special Offer

Renew today to save hundreds of dollars on your Switchvox subscription and maintenance. This promotion is available for a limited time to avoid paying back-fill fees for expired support and additional reinstatement fees.

How many years would you like to renew for?

- 1 Year
- 2 Years (Save 10%)
- 4 Years (Save 25%)

submit

4) **Do NOT click Add to Cart** as this tool does **NOT** provide partner pricing. Provide the first four (4) digits of the Switchvox Reg Code and all part numbers and quantities to your Distributor.

## Manage Switchvox Subscriptions

In order to get to the desired state of 20 gold subscriptions with support for the current year, you will need to purchase the following:

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- 1 Year Updates and Maintenance for Switchvox SMB Software (SKU: 1SWXSMBR) x 1
- 5 Switchvox Gold Subscriptions for 5 Users, Renewal (SKU: 1SWXGSUB5R) x 4
- Switchvox Support Reinstatement Fee (SKU: 1SWXSUPRFEE) x 1

**After this purchase, the Switchvox system will have the support coverage for 20 gold subscriptions until March 26th, 2016.**

For pricing on these products and to add them to your cart just click on the "Add To Cart" button below.

Add To Cart

## Switchvox Subscription Amnesty FAQs

### **Q: What happens if a reseller places an order for maintenance and subscriptions renewals without providing the Switchvox Registration Code and Reinstatement Fee?**

If the reseller does not order the reinstatement fee and provide the Reg Code, the renewal will \*not\* qualify for the amnesty promo. The subscription and maintenance codes will be generated and the reseller should follow the standard process for activation.

### **Q: Will I be allowed to purchase Out of Support subscriptions if my customer chooses not to take advantage of the amnesty promo?**

Yes.

### **Q: Under this promo, is the new support effective date will be set to start on the date the renewal order is processed by Digium?**

Example for a system with support that expired in 2011: If the one-year renewal is processed by Digium on August 1, 2017, the new support expiration date will be August 1, 2018. Using this same example, if a 2-year renewal is purchased the support will expire on April 14, 2019.

### **Q: If Switchvox support expired in 2013, will I be required to purchase the two-year maintenance and support renewal?**

No, under the amnesty promo, you will need to order only one-year of maintenance and support (and include the Reinstatement Fee Part Number 1SWXSUPRFEE at \$0 price) to

bring your support current. However, customers are encouraged to purchase multi-year renewals for additional savings.

**Q: Will a reseller be allowed to downgrade their number of existing subscriptions before placing an order for the amnesty promo? For example, my original Switchvox system came with 10 subscriptions, but I only need six (6) subscriptions.**

Yes. However, the number of subscriptions will need to be reduced before placing the amnesty promo renewal order. The first four (4) digits of the Switchvox Registration Code and a written request with instructions to reduce the number of subscriptions must be sent to [customerservice@digium.com](mailto:customerservice@digium.com).

**Q: Can I renew silver support under the amnesty promo?**

No. If you have an expired system with silver subscriptions, the amnesty promotion will automatically upgrade this customer to Gold or Titanium when they purchase the renewals.

**Q: I am a dSSE certified partner. Can I purchase Titanium renewals under the amnesty promo offer?**

Yes. Requires a Renewal for each user at the new support level. The system will automatically transition to that support level when the renewals are activated. Eligible partners must be logged into their Digium.com account.

**Q: Can multi-year renewals be purchased under the amnesty promo?**

Yes. Customers will benefit from additional cost savings if a multi-year renewal is purchased.

**Q: How do I activate subscription and maintenance renewal codes under the amnesty promo?**

You will not receive any codes under the amnesty promo. The Switchvox Reg. Code will be updated by Digium. Your distributor will provide an email confirming your Switchvox system has been updated.

**Q: Are Switchvox SOHO or Switchvox Legacy systems eligible for the amnesty promo?**

No, SOHO and legacy Switchvox systems are not eligible for the amnesty promo.

**Q: I forgot to include the \$0 Reinstatement Fee on my order. Can I still take advantage of the Amnesty promo?**

No, the reinstatement fee cannot be ordered as a separate line item. The reinstatement fee must be included in your initial order for the support/maintenance renewal and the Switchvox Registration Code must be provided to your Distributor.

**Q: Can I use demo funds to update the support and maintenance for my Switchvox demo system?**

Yes. Follow these steps:

1. Use the Subscription Wizard to determine what products need to be purchased.
2. Follow the standard process for demo-pre-approval and enter all part numbers and quantities shown in the Subscription Wizard.
3. Request pre-approval for demo funds [here!](#) A [Demo Gear Process Tutorial](#) is provided for additional assistance, if needed.
4. Upon approval, you will receive an email containing the demo claim part number.
5. Provide the following information to your authorized Distributor:

1. All part number and quantities as shown in the Subscription Wizard (including the Reinstatement Fee part number 1SWXSUPRFEE at \$0 price)  
- [www.digium.com/subs](http://www.digium.com/subs)
2. The first four digits of the Switchvox Registration Code.
3. The Demo Claim number.

**Q: Why should a customer consider updating their Switchvox software?**

Customers should consider upgrading to the latest version of Switchvox to have access to bug fixes, security patches, and the latest features and services available with Switchvox - including Switchvox Softphone for iPhone, integration with Digium phones, and much more. Visit [Switchvox Features](#) for a complete overview of the features available with Switchvox. For best practices on updating to a new version of Switchvox, see [Updating the Switchvox Software Version](#). For a full list of releases, see [Switchvox Release Notes](#).

*\*A small percentage of customers with an older model of Switchvox hardware have experienced performance issues when updating to a later version of Switchvox due to system utilization and increased resource usage. Based on a customer's usage profile, you may want consider upgrading the customer's hardware to one of our [cold spare appliances](#).*