

AltiGen Field Alert #272

Date: 3/23/2009
Subject: AltiGen Spare Parts Stocking
Distribution: All Partners



AltiGen Partners should always maintain spares for hardware troubleshooting and to be able to respond quickly to hardware failures. The minimum suggested spares levels are as follows.

Chassis Type – ALTI-MAX1000

Recommended Spares
1 Hard Drive
1 Power Supply
1 DVD ROM

Chassis Type – ALTI-MAX2000

Recommended Spares
1 Hard Drive
1 Power Supply
1 DVD ROM

Chassis Type – ALTI-OFFICE2G-R1

Recommended Spares
1 Hard Drive
1 Power Supply
1 SBC
1 Backplane
1 RAID Card/components
1 DVD ROM

Chassis Type – ALTI-OFFICE3G-R3

Recommended Spares
1 Hard Drive
1 Power Supply
1 SBC
1 Backplane
1 RAID assembly
1 DVD ROM

Chassis Type – ALTI-MAX5000 Servers

Recommended Spares
1 Hard Drive
1 Power Supply

Telephony Boards

Recommended Spares
One of each board type used within your installed base.

Telephones

Recommended Spares
3 - 5 spare telephones for each type within the installed base.

Refer to **AltiGen Partner Resource Center > Sales and Marketing > Tools > Price List** for pricing, or contact your account representative.