

Cambium Care Ordering Guide



About This Ordering Guide

THIS ORDERING GUIDE PROVIDES CAMBIUM CUSTOMERS with an orientation to the product structure of Cambium Care and standalone hardware support services. It discusses how to use the Cambium Services BOM Configurator to make it easy to construct a bill of materials that provides the desired support level for a customer's network. It includes a discussion of how to activate Cambium Care service and how to open a ticket with Cambium Support to receive technical assistance.

Introduction

Cambium Care is Cambium's brand of technical support, software support, and hardware support services. Cambium Care consists of three technical- and hardware-support offerings: Cambium Care Pro, Cambium Care Advanced, and Cambium Care Prime. In addition, two standalone hardware support programs are also offered: Extended Warranty and All Risks Advance Replacement. This document provides a high-level description of these offerings and how to order the desired level of support for a given mix of devices. For a more detailed program description, refer to the [Cambium Care Program Guide](#) referenced in the "Useful Links" section below.

Cambium Care Service Offerings

The purpose of Cambium Care is providing support for a customer's entire network. Therefore, pricing is based on the device model mix and number of devices in the network.

It is important to have a broad understanding of each of the components:

- **Cambium Care Pro** – Provides 24 x 7 technical support with accelerated access to Level 2 and Level 3 support engineers. Diagnosis of hardware issues is included, but hardware repair and replacement options are based on warranty coverage.
- **Cambium Care Advanced** – Provides the same level of support as Cambium Care Pro but adds next business day shipment of advance replacement units to address hardware issues.
- **Cambium Care Prime** – Provides 24 x 7 technical support based on Service Level Agreement (SLA) times according to issue severity. Includes chat support and All Risks Advance Replacement. Services are led by dedicated Level 2 engineers and a Service Account Manager. See the [Cambium Care Program Guide](#) for limitations.
- **Extended Warranty** – Cambium products have one-year, three-year, five-year or limited-lifetime standard warranties based on product model. Extended Warranty can be purchased to extend the standard warranty for up to five total years. See [Cambium Standard Warranty Text and Product Listing](#) referenced in the "Useful Links" section below for details.
- **All Risks Advance Replacement** – Provides next business day shipment of replacement units for any issue encountered including lightning damage and weather damage.

What Happens if a You Don't Purchase Cambium Care?

Cambium provides 8 x 5 access to the Cambium Technical Support Center (TAC) for customers who have not purchased Cambium Care. Assistance is provided on a best-effort basis for network issues and hardware issues. Depending on device model, software updates may be limited to bug fixes only. If your issue is an emergency, it will be addressed with urgency. Otherwise priority is given to tickets for customers who are covered by Cambium Care.

Cambium Care Product Structure

Cambium Care is divided into two major service offerings: Enterprise & 60 GHz cnWave Support and Fixed Wireless Broadband Support. Product numbers, support terms, and pricing are different for each service offering.

CAMBIUM CARE FOR ENTERPRISE AND 60 GHz CNWAVE These products are supported by Cambium Care Pro and Cambium Care Advanced. Pricing is based on Device Model and Subscription Term (1-, 3-, and 5-year). Cambium Care Advanced Upgrade is available for cnMaestro X customers who use Wi-Fi 6 Access Points, cnPilot E-Series Wi-Fi Access Points and 60 GHz cnWave devices.

Example product number: CCPRO-SUP-E700-3 (Cambium Care Pro for cnPilot e700 for 3-year term)

CAMBIUM CARE FOR FIXED WIRELESS BROADBAND These products are supported by Cambium Care Pro and Cambium Care Prime. Coverage is available for one-year terms. Pricing is based on Service Category and Price Tier. Each Cambium device model is assigned to a Service Category according to the number and complexity of its software and hardware features. There are five Price Tiers per Service Category. The Price Tiers provide unit price reductions as the size of a network grows. See the Cambium Services BOM Configurator for tables of device model/Service Categories mappings and for the range of device quantities per Price Tier.

Example product number: CC-PRO40T1-WW (Cambium Care Pro for Service Category 50, Price Tier 1)

Product Family	Pro	Advanced	Prime	Pricing Model Factors
Wi-Fi 6	X	X		Device Model 1-, 3-, and 5-Year Term
cnPilot E-Series	X	X		
cnMatrix EX	X	X		
60 GHz cnWave	X	X		
PMP 450x	X		X	Service Category Price Tier 1-Year Term Only
cnRanger	X		X	
ePMP	X		X	
cnVision	X		X	
cnReach	X		X	
PTP 550/6XX/700	X		X	
PTP 820/850	X		X	

cnMaestro X and XMS Network Management Systems

cnMaestro X is a simple yet sophisticated next-generation network management solution for Cambium Networks wireless and wired solutions. It has extensive management features not included with its no-fee counterpart, cnMaestro Essentials. cnMaestro X also includes Cambium Care Pro. An upgrade to Cambium Care Advanced support can be purchased for Enterprise Wi-Fi Access Points and 60 GHz cnWave devices. For more details, see [Managing Networks with cnMaestro X](#) referenced in the “Useful Links” section below.

XMS-Cloud is a powerful management solution for deploying and managing Cambium Networks Wi-Fi and Switching portfolios with complete control and visibility. It includes Cambium Care Advanced. XMS-Enterprise is its on-premises version counterpart. Customers are required to purchase Cambium Care Advanced for networks managed by XMS-Enterprise. For more details, see [XMS-Cloud Management](#) and [XMS-Enterprise On-Premises Management](#) referenced in the “Useful Links” section below.

Cambium Services BOM Configurator

This tool simplifies the entry of data and apply configurations rules to construct a BOM with the correct part numbers based on type of product and service selected, preferred term length, etc. MSRP pricing is provided as a general guide. Quote pricing will be based any discounts negotiated with your Cambium Networks ConnectedPartner or Distributor.

The Services BOM Configurator is used for standalone support and cnMaestro X services only. It does not provide hardware configuration support. It is also useful for customers who use cnMaestro Essentials or their own network management solution.

- **Select service type:** Standalone Cambium Care or cnMaestro X. Hardware support options are also available.
- **Enter device quantities:** To produce an accurate BOM with the correct term lengths and price tiers for each type of service.
- **Not usable for XMS-Cloud or XMS-Enterprise:** Ask your Cambium Networks Connected Partner or Distributor for a quote if you are using either of these network management platforms.

Cambium Services BOM Configurator with Sample Device Quantities and Standalone Support Selections:

PMP 450, cnRanger, cnWave										
Model Name	Qty	Product Type	cnMaestro X Tier	cnMaestro X Term	CC Advanced Upgrade	Cambium Care Program/Service Cat	Cambium Care Term	Enhanced HW Support Option	Add'l Years Ext Wty	Standard Warranty
PMP 450 Access Points										
PMP 450 MicroPoP AP	0	FWB								
PMP 450 AP	4	FWB				CC Pro SC40	1 year	Extended Warranty	2 add'l years	3 years
PMP 450i AP	0	FWB								
PMP 450 900 MHz AP	0	FWB								
PMP 450m AP	0	FWB								
PMP 450 Subscriber Modules										
PMP 450 SM	0	FWB								
450b Retro SM	0	FWB								
PMP 450b Mid-Gain SM	0	FWB								
PMP 450b High-Gain SM	100	FWB				CC Pro not req'd *		Extended Warranty	Declined	3 years
PMP 450i SM	0	FWB								
PMP 450 900 MHz SM	0	FWB								
cnMatrix Tower Switches and CMMS										
TX2012R-P	4	FWB				CC Pro SC40	1 year	Extended Warranty	2 add'l years	3 years
TX2020R-P	0	FWB								
TX2028RF-P	0	FWB								
CMMS Controller	0	FWB								
CMMS Power and Sync Injector	0	FWB								
cnRanger										
cnRanger 101 SM	0	FWB								
cnRanger 201 SM	0	FWB								
cnRanger BBU	0	FWB								
cnRanger RRH	0	FWB								
cnWave*										
60 GHz V1000 Client Node										
60 GHz V3000 Client Node										
60 GHz V5000 Distribution Node										

* CC Pro purchase not required for SMs. CC Pro SKUs the BOM for these SMs. However, all infrastructure devices must have Cambium Care Pro coverage. See Cambium Care Program Guide for details.

Using the Services BOM Configurator

Begin with the “Start Here” worksheet. These selections direct the rest of the configuration process. The device worksheets also have selections to tailor the Bill of Materials. You will enter device quantities, then select some options and decline others according to your needs.

Here are some key points to know when using the Services BOM Configurator:

- **Standalone Support** – The on the “Start Here” worksheet, user must choose “Fixed Wireless Broadband” or “Enterprise & cnWave”. This is because Cambium Care offerings are different for each product set. If your network consists of products from both groups, you will have to construct two BOMs.
- **Hardware Support Selection** – If the customer wants Extended Warranty or All Risks Advance Replacement for any devices in their network, make the selection on the “Start Here” worksheet. On the Device worksheets, you will see which products have which options. Select “Add'l Years” to fit your requirements. You can also decline this support for devices that don't require it.
- **Fixed Wireless Broadband Subscriber Module Support** – There is no charge for support coverage for Subscriber Modules when purchasing Cambium Care Pro or Cambium Care Prime.
- **cnMatrix Switches** – These devices are not covered by Cambium Care Pro when upgrading to cnMaestro X. If you want Cambium Care Pro support for cnMatrix, you must purchase it separately.

When all quantities have been entered and options have been selected, go to the Bill of Materials worksheet and review the results. Each line item with a non-zero quantity will be highlighted. Click on the filter arrow in the Quantity column, unclick the “0” quantity, and the Bill of Materials will be revealed. Go back to the device entry worksheets or the “Start Here” worksheet to fine-tune your selections.

When you are satisfied with the Bill of Materials, you can either give the completed Excel file to someone for quoting purposes or you can copy/paste the Bill of Materials into your own document or spreadsheet.

The Services BOM Configurator is an Excel workbook that uses standard Excel formulas. Macros are not used because many companies consider macros to be a security threat. This limits certain functions, including the inability to completely reset a workbook after a configuration has been completed. If you need to create another configuration, it is best to start with a fresh copy of the Services BOM Configurator.

Ordering and Activating Cambium Care and Hardware Support Services

End-customers may order Cambium Care and hardware support services from a Cambium ConnectedPartner or Distributor in the same way as any other Cambium product. Likewise, ConnectedPartners and Distributors follow the normal ordering processes using applicable discounts.

Cambium Care Account Registration

After the distributor processes the purchase with Cambium, you will receive an email to direct you to register their coverage with Cambium Global Services and set up your Services Account. Registration includes providing names and contact information for the Service Account and creating a Cambium ID to be used to verify access for Cambium Care. This may also be the Cambium ID used to access cnMaestro. Also, once the account is established, Cambium will send an email to the primary customer contact with a link to view and accept the Cambium Care terms and conditions that are required to activate coverage.

Entitlements and Entitlement Activation

The purchase of Extended Warranty and All Risks Advance Replacement is delivered as an entitlement via email. The email that lists the bill of materials and an Entitlement ID. To activate the entitlement and provision the account with the hardware support that was purchased, go to the Cambium Support Center Portal and execute the entitlement activation workflow. If you are unfamiliar with the entitlement activation process, open a ticket with Cambium Support for assistance.

The entitlement activation process includes entering device MAC addresses and purchase dates. This must be done in order for the hardware support coverage to commence. If the intended device MAC addresses are not in Cambium's warranty system, warranty repair or advance replacement may not be honored.

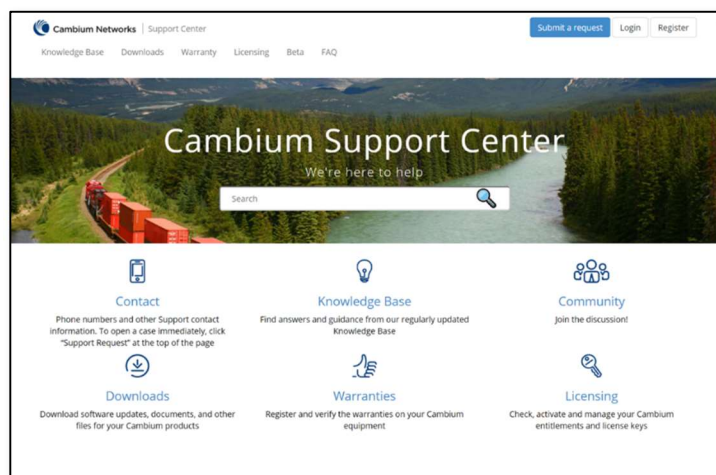
Renewal

You will be notified 60 days prior to the expiration of your Cambium Care, Extended Warranty and/or All Risks Advance Replacement coverage. Work with the Cambium ConnectedPartner or Distributor that sold you the original coverage to obtain a renewal quote based on your requirements for support services.

Opening a Ticket with Cambium Support

The Cambium Support Center is the entryway to a wide variety of post-sales resources for Cambium products and services. To open a Support ticket, log in and then click "Submit a request". Or click the "Contact" link to find a phone number to call open a ticket live with an agent. If it is a technical issue or question you will be asked for diagnostic information to assist the assigned technical support engineer with your request. The ticket will then be routed to the technical support team with expertise in the issue or question you have presented.

Hardware issues may require further troubleshooting to confirm that it is a hardware issue and not related to a software or configuration issue. An agent will confirm warranty status or enrollment in the applicable Cambium Care program before processing an RMA. In some situations where a hardware replacement is appropriate, you may be referred to the distributor that originally shipped the device.



Useful Links

- Cambium Care Support on cambiumnetworks.com: <https://www.cambiumnetworks.com/support/cambium-care>
- Cambium Care Program Guide: https://cdn.cambiumnetworks.com/wp-content/uploads/2019/06/CambiumCare_-_ServicesGuide_V3.2-1.pdf
- Cambium Support Center: <https://support.cambiumnetworks.com>
- Cambium Services BOM Configurator: <https://www.cambiumnetworks.com/support/cambium-care>
- Cambium Standard Warranty Text and Product Listing: <https://www.cambiumnetworks.com/support/standard-warranty/>
- Enterprise BOM Configurator (cnMaestro X & Standalone Support): <https://channel.cambiumnetworks.com/engage/enterprise-bom-configurator-cnmaestrox-standalone-support>
- Managing Networks with cnMaestro X: <https://www.cambiumnetworks.com/products/software/cnmaestro-x>
- Training: <https://learning.cambiumnetworks.com>

ABOUT CAMBIUM NETWORKS

Cambium Networks empowers millions of people with wireless connectivity worldwide. Its wireless portfolio is used by commercial and government network operators as well as broadband service providers to connect people, places and things. With a single network architecture spanning fixed wireless and Wi-Fi, Cambium Networks enables operators to achieve maximum performance with minimal spectrum. End-to-end cloud management transforms networks into dynamic environments that evolve to meet changing needs with minimal physical human intervention. Cambium Networks empowers a growing ecosystem of partners who design and deliver gigabit wireless solutions that just work.

cambiumnetworks.com