



Support Options for STx jPOD3000 Users

Level "0"

Included with the purchase of a jPOD3000 JTAG Debugger

Email support for 90 days. Email delivery of software updates for 12 months from the date of purchase will be provided as new firmware becomes available. No phone support is available under this plan.

Pricing

Part Number: USI37-SPRT-A **Price: \$150.00**
To renew before subscription expires

Part Number: USI37-SPRT-B **Price: \$300.00**
To restart after subscription expires

Level "1"

USI Priority Access Program (PAP)

Includes unlimited email support and 3 hours of phone support limited to jPOD3000 specific problems. Email delivery of software updates for 12 months. Board specific issues are not covered under this plan.

Pricing

Part Number: USI37-SPRT-1 **Price: \$395.00**
For New units

Part Number: USI37-SPRT-3 **Price: \$395.00**
To renew at any time

Level "2"

Board Specific Engineering Services (BSES)

Board Specific Engineering Services (BSES) will be managed by one of USI's approved "Engineering Partners" who will provide email & phone support specifically for custom hardware issues and board bring up. Engineering services through USI's BSES subscription will be limited to 12 man-hours. Beyond this period, users may extend a new support contract directly with USI's Engineering Partner.

Pricing

Part Number: USI37-SPRT-8 **Price: \$1,395.00**
Price includes Level 1 Subscription

Part Number: USI37-SPRT-9 **Price: \$ 999.00**
For Active Level 1 subscribers

The Level 2 Plan includes assistance with:

- 1) SPI/NAND Flash Programming
- 2) Building board initialization files, RegDef & CFG files for custom hardware
- 3) Loading and debugging u-Boot or other industry standard boot monitors.
- 4) Debugging basic BDM/JTAG communication problems
- 5) Linux Kernel & Linux Module debugging.

For any jPOD3000 users who need assistance with other technical issues not listed here, please contact your USI Sales Representative for additional options.

NOTE: Phone support is available from 9:00 AM to 5:00 PM EST