DTEN Orbit

The Ultimate Customer Experience Platform

+ Extended Warranty with Advance Parts Replacement
+ Worry-free Support
+ Remote Device & User Management
+ Device Monitoring

Designed to Enhance the DTEN User Experience

Access powerful management and maintenance device tools, an enhanced product warranty, and gain personalized access to DTEN's comprehensive customer success and support network

Worry-free IT Support & Services

- Remote Device & User Management
- Remote Troubleshooting, automatic issue resolution and repair with **DTEN Orbit Mission Control**
- Remote Diagnosis & Repair
- Device Status & Health Monitoring
- Remote Firmware Updates

Extended Warranty with Advance Parts Replacement

Minimize equipment downtime with advance parts replacement and comprehensive device coverage

- Extended Warranty for Length of DTEN Orbit Service Plan
- Advance Parts & Product Replacement

Enhanced Customer Support

DTEN's knowledgeable solutions experts are dedicated to ensuring your success, with up to 24/5 support

- Live Customer Support & Rapid Response Time
- Recorded Product Trainings

A Platform Built for Growth

New features and enhancements will be regularly added to further enrich the DTEN user experience

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DTEN Orbit

User Experience Enhancement Platform

Device Management Dashboard | Advanced Replacement Warranty | Enhanced Customer Support

DTEN Orbit Service Plans Available

	Basic *Included FREE with ALL DTEN devices**	Pro
Device Manufacturer Warranty [1]	✔	✔
Remote Device Update & System Status Monitoring	✔	✔
Orbit Service Partner (OSP) Management Access	✔	✔
Remote Device Management	✔	✔
Remote Diagnostics	✔	✔
Extended Warranty for the Term of the Subscription	-	✔
Orbit Mission Control Remote Access Troubleshooting & Repair	-	✔
Advanced Parts Replacement	-	✔
Advanced Features including DTEN Security Suite		✔
Product Trainings	Recorded	Recorded
Support Hours (Excluding Major Holidays)	24/5	24/5
Service Level Objectives	4 hours	2 hours
Customer Success Coverage	-	✔
Service Check-ins	-	Monthly
Executive Business Reviews	-	✔

Personalized service plans available

[1] Device warranty coverage of 1 year from date of purchase
* Eligibility requires enrollment in DTEN Orbit

For the latest information, visit:
dten.com/orbit-service-plans

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