

AirLink® Premium

Register your AirLink XR90 router in ALMS today to activate your AirLink Premium subscription.

The AirLink Premium service combines out-of-band management with a best-in-class remote network management portal. This fully integrated service ensures your mission critical infrastructure operates at peak efficiency and is always accessible.



AirLink Management Services and Advanced Mobility Reporting

Easily manage multiple routers, identify problems, reduce downtime and lower your cost of ownership. AirLink Premium includes access to rich historical reporting on your XR90 router.



Out-of-Band Management to ALMS

Your XR Series router includes a dedicated cellular radio built into the chassis of the device that provides always-on access to ALMS, providing out-of-band management access at no additional cost, with your on-going AirLink Premium subscription.



Technical Support provided by Sierra Wireless

- 24/7/365 Tier 1 technical support from wireless experts via phone or online access
- Free firmware updates for the life of the device
- Free access to The Source for all technical documentation and software downloads



Extended Warranty & Advanced Replacement Program

Extend your hardware warranty - up to 5 years of coverage and take advantage of the Advanced Replacement Program (*see next page for details*)

How to Register Your Devices

1. Create an ALMS Account

AirLink Premium requires access to a new ALMS account to take advantage of the full capabilities of your new XR router. To create an account, contact your Sierra Wireless partner or click on the appropriate regional QR code. If you have an existing account skip to the FAQ section.

North America



Europe



2. Log in to ALMS

- For **North American** customers: www.na.airvantage.net/
- For **European** customers: www.eu.airvantage.net/

3. Register your AirLink XR90

In your ALMS account, go to the Register screen and register your device on the AirLink Premium offer. This will activate the internal cellular radio, enable AirLink Premium (i.e. set your Support and Warranty expiration dates) and, activate the router in ALMS. This process is completely automated and can be done for a single device or in bulk. The AirLink XR90 requires access to a new ALMS account to take advantage of its full capabilities.

NOTE: The registration system defaults to a 1-year term. Should you purchase a 3 or 5-year term upfront, the default will be adjusted when we receive your purchase order.

FAQ

Do you have an Existing ALMS Account?

AirLink Premium requires a new ALMS account that can activate the out-of-band management radio on the AirLink XR90. You will need to convert your existing account. For assistance converting your account, please contact Customer Support at:

Sierra Wireless Contact Information

Sales

1-877-687-7795
sierrawireless.com/airlink_sales

Technical Documentation and Resources

source.sierrawireless.com

General Information

www.sierrawireless.com

Support

portal.sierrawireless.com

What is the Advanced Replacement Program?

The Advanced Replacement Program (ARP) is designed to quickly replace an in-warranty AirLink router within 1-2 business days. With this service, a replacement for a malfunctioning device can be issued and shipped on the same day it is reported to get your vehicles, equipment and services, back online faster. ARP is provided at no cost by participating Sierra Wireless resellers. AirLink Support customers that do not receive ARP from their reseller can receive access to this program and can work directly with Sierra Wireless.