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 Desk hours - 8:30-8:00 Eastern
 www.airmagnet.com

Vendor Program Overview

AirMagnet, now part of Fluke Networks, is the leader in security, performance and compliance solutions for wireless LANs. AirMagnet solutions come in portable configurations for use by IT personnel, as well as enterprise configurations that deliver comprehensive, 24x7 intrusion prevention for distributed wireless networks of any size or scale.

Key Products

AirMagnet WiFi Analyzer – is the industry "de-facto" tool for mobile auditing and troubleshooting enterprise Wi-Fi networks.

AirMagnet Enterprise – provides a simple, scalable WLAN monitoring solution that enables any organization to proactively mitigate all types of wireless threats, enforce enterprise policies, prevent performance problems and audit the regulatory compliance of all their WiFi assets and users worldwide.

AirMagnet Survey – is the industry's most accurate WLAN design and deployment solution to ensure optimal performance, security and compliance.

AirMagnet Spectrum XT – is the industry's first professional spectrum analyzer solution that combines in-depth RF analysis with real-time WLAN information for quicker and more accurate troubleshooting of performance problems

Maintenance/Support

Support is recommended for all licenses and required for most*. Support provides tech support and product updates for 1 year. Support can be renewed at any time but will be back-dated to the last coverage date.

Support is required with the new purchase of the following AirMagnet products*:

A1150	B1170	A1173	A1480	A2210	B4010
A4012	A4013	A4016	A4018	B4070	A6001

*This list may change without notice.

Media

Products can be shipped physically with media or can be delivered electronically using AirMagnet's "G" sku's.

Authorization Requirements

There is no authorization needed to resell AirMagnet's mobile products. AirMagnet requires a one off approval on all AirMagnet Enterprise products quoted. The information required to request approval is the same as is required on all orders. Please contact airmagnet-licensing@ingrammicro.com with any questions.

Ordering Requirements

Please be sure to include the following information when placing your order with us:

1. Ingram Micro account number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. Serial key(s) of licenses being upgraded / support added / renewed

Product Delivery

AirMagnet currently has an approximate order processing time of 72 business hours. For physical products, there is generally a 1 week lead time beyond the 72 hours since AirMagnet is a build-to-order company. Licenses are delivered physically via ground shipping unless customer purchases the "G" sku's, which are delivered electronically. Anything ordered from AirMagnet must be delivered directly to the end user.

Renewals

Renewals can be purchased at any point before or after current support is expired. Support is back-dated to the last current support date. For renewals assistance, you can contact AirMagnet's renewals team at renewal@airmagnet.net

Pricing Programs

There are no volume discounts for this product line.

Important Notes

AirMagnet will only deliver to the end user.

Find information on all AirMagnet products on www.airmagnet.com

Returns Overview

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion.

Returns requested over 30 days are rejected per AirMagnet policy.

No returns on electronically delivered product.

To request a return, please contact us with the following information:

Your Ingram Micro Account number

Your Purchase Order number

The Ingram order number

SKU(s) to be returned

Quantity (entire quantity must be requested for return –no partials)

Reason for return

Is there a reorder?

Please contact our licensing desk with any questions.