Ascend

PRODUCT INFORMATION



Ascend Online Services

When you want information about your Ascend network, you want it right away. You don't want to wait in a phone queue and you don't want to wait for a call back. You want a resource that provides information on demand, delivered at the right level quickly and efficiently. You want Ascend Online Services.

Ascend Online Services (AOS) is an innovative Web site that sets a whole new standard in assisted self-support. In it you'll find everything you need to manage and maintain your Ascend hardware and software including thousands of continually updated pages of technical documentation. AOS also gives you access to information that helps you understand leading edge Ascend technologies and hundreds of FAQs that provide fast, accurate answers.

But AOS has been designed to be far more than an online library. By using the latest in chat, push and streaming technology, AOS enables you to proactively manage your network and work directly with an Ascend technician without leaving the site. These features include:

AOS Live

AOS Live creates a private chat environment between you and an Ascend support technician right in our Web site. You open a chat session by simply clicking on an icon. The technician you reach can help you find the exact information you need and push answers and instructions to your screen, or provide step-by-step troubleshooting and configuration help. The entire chat can be preserved and e-mailed to you for future reference, and all solutions are automatically entered into our online knowledge base.

AOS Casts

AOS Casts use audio and video streaming to provide online real time seminars and education on new voice and data services opportunities, configuration guidelines, troubleshooting tips and many other topics. These interactive sessions are scheduled throughout the day and week allowing you to participate at a time convenient for you. These sessions will also be recorded so you can use them at any time to enhance your expertise and educate your employees on the latest trends and technologies.

AOS Alerts

AOS Alerts is a proactive network management tool that uses push technology to automatically deliver information vital to your network's performance via e-mail. AOS Alerts will notify you of hardware issues and software bugs and provide the information and patches you need to resolve them before they impact your systems. You'll also receive troubleshooting and configuration tips, as well as notification of new white papers and technical documentation that may be of interest to you.

CaseView

CaseView is an issue management system that allows you to open and close trouble tickets and track the status of your existing tickets on-line. CaseView also maintains a concise collection of technical tips that can often help you resolve any issues quickly and easily.

Always ON

Ascend Online Services are always on and always accessible from any PC or laptop with Internet access, so regardless of where you are or the time of day, you can get the information you need. Best of all, AOS is free of the marketing "noise" that clutters many other support Web sites, giving you faster access and cleaner, more productive searches.

AOS is exclusively available to Ascend customers with an Advantage or Advantage Plus support contract. To learn more about these services and the many new features planned for AOS, contact your Ascend representative or visit our Web site at www.ascend.com.

ASCEND

Ascend Communications, Inc.

Worldwide and North American Headquarters
One Ascend Plaza
1701 Harbor Bay Parkway
Alameda, CA 94502, United States
Tel: 510.769.6001
Fax: 510.747.2300
E-mail: info@ascend.com
Toll Free: 800.621.9578
Fax Server: 650.688.4343
Web Site: http://www.ascend.com

European Headquarters
Rudolf-Diesel-Strasse 16
D-64331 Weiterstadt
Germany
Tel: +49.6150.1094.10
Fax: +49.6150.1094.98

Japan Headquarters
Level 19 Shinjuku Daiichi-Seimei Bldg.
2-7-1 Nishi-Shinjuku
Shinjuku-ku, Tokyo 163-07, Japan
Tel: +81.3.5325.7397
Fax: +81.3.5325.7399
Web Site: http://www.ascend.co.jp

Asia-Pacific Headquarters
Suite 1908, Bank of America Tower
12 Harcourt Road
Hong Kong
Tel: +852.2844.7600
Fax: +852.2810.0298

Latin, South America and the Caribbean Headquarters
One Ascend Plaza
1701 Harbor Bay Parkway
Alameda, CA 94502, United States
Tel: 510.769.6001
Fax: 510.747.2669

Ascend Communications, Inc. develops, manufactures and sells wide area networking solutions for telecommunications carriers, Internet service providers and corporate customers worldwide. For more information about Ascend and its products, please visit the Ascend Web site at http://www.ascend.com, or e-mail info@ascend.com.

Ascend markets the B-STDX, CBX, GRF, GX, IP, MAX, Multiband, MultiDSL, Navis, Pipeline, SA, SecureConnect and STDX families of products. Ascend products are available in more than 40 countries worldwide.

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