

Technical Support Guide

Scope of Support

Technical Support is intended to assist Urban Airship customers troubleshoot and resolve specific issues resulting from use of Urban Airship products. Urban Airship Technical Support and its customers are partners in the troubleshooting and resolution of issues. Customers are expected to fulfill reasonable troubleshooting tasks as recommended by Urban Airship support staff. Issues arising from a need for training, implementation services, and customizations may be referred to our Professional Services team or a partner to contract for the services appropriate to the need.

Technical Support for Urban Airship products is available in multiple ways, including a product knowledge base, online support request, and telephone support (available with Premium Care) during scheduled phone support hours. Current versions are listed in the Knowledge Base. Technical Support reserves the right to request a customer to upgrade to the current version in order to resolve a known problem or technical issue.

The following is an outline of the types of services that are typically supported:

- Help upgrading account for new features and bug fixes
- Guidance in the setup of apps
- Help in understanding specific features in the Urban Airship platform
- Clarification of material covered in Help files
- Clarification of apparent discrepancies in data displayed in reports
- Addressing apparent bugs in the Urban Airship platform
- Requests for features

The following items are not generally supported

- Third party applications
- Alterations or revisions to the Urban Airship software made by the customer
- Continued support for issues, which Urban Airship has provided a solution not implemented by the customer or data requested from the customer but not provided

Named Support Contacts

Each Urban Airship Support customer is required to furnish a list of support contacts, for the purpose of identifying the customer's Named Support Contacts. This list helps Urban Airship and our customers by ensuring continuance of communications for each case, as well as an increase in shared knowledge between each customer and the support team.

- Essential Care support contracts include 2 (2) Named Support Contacts.
- Premium Care support contracts include 4 (4) Named Support Contacts.

Urban Airship also requests that each customer identify a Support Contact Administrator, so that we may contact that individual in the event that one of the other Named Support Contacts becomes unavailable after opening a case. The Support Contact Administrator will be able to update the Named Support Contacts for their organization. The Support Contact Administrator may be one of the Named Support Contacts for the organization, but this is not required. It is the customer's responsibility to keep contact information for all Named Support Contacts up to date. A customer may request to change a Named Support Contact at any time, however, please be aware that requests may take up to 5 business days to complete.

New support cases will only be accepted from Named Support Contacts. When receiving support requests from non-Named Support Contacts, Urban Airship will redirect those support requests to the Named Support Contacts for the organization.

While it is not required at this time, it is strongly recommended that the Named Support Contacts be trained in using and administering the Urban Airship products being used.

About Us

Urban Airship powers the world's most successful mobile apps. The engine behind thousands of apps, Urban Airship's breakthrough technology makes mobile apps far more engaging, effective, and efficient. Top brands depend on Urban Airship to ensure their mobile app initiatives are scalable and profitable.

Urban Airship provides push notifications rich mobile messaging and in-app purchase services, as well as analytics and campaign management tools. [Contact us if you have questions.](#)