

• TECHNICAL SUPPORT

Engineered to **Connect.**

Connected Support. Confident Operations.

Fast, structured and dependable technical assistance for telecom products, network infrastructure and connected business environments.

01

Rapid Response

Clear triage and issue ownership.

02

Technical Expertise

Product-focused troubleshooting.

03

Secure Resolution

Safe, documented fixes.

REQUEST TECHNICAL SUPPORT →

Technical Support Built Around Your Uptime.

From first diagnosis to final resolution, Aegis support is designed to make technical issues easier to report, understand and close.



Product Support

Installation, configuration and operational guidance for Aegis products.



Network & Connectivity

Troubleshooting connectivity, communication paths and network behaviour.



Remote Diagnostics

Structured remote checks to isolate faults before on-site intervention.



Security & Reliability

Support practices focused on stable, secure and future-ready operation.

SUPPORT SCOPE

- Product & configuration guidance
- Issue diagnosis & root-cause isolation
- Documentation, status updates & closure
- Connectivity / communication troubleshooting
- Remote support & escalation coordination

SUPPORT

A Simple Path From Issue to Resolution.



Issue Priority Guide

Severity classification at a glance



WORKFLOW

Help Us Resolve It Faster.

A short, complete request is the fastest route to resolution. Please share the following before contacting Aegis.

✓ Product / model name

✓ Issue description

✓ Business impact

✓ Error message or observed behaviour

✓ Recent configuration / environment changes

✓ Screenshots or logs

✓ Serial / reference number where applicable

**The more we know,
the faster we can help.**



RESOLVE

● TECHNICAL SUPPORT

We're Here to Keep You Connected.

When technology matters, support should be clear,
responsive and easy to access.

Aegis Technical Support



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RAISE A SUPPORT REQUEST →

WHERE INNOVATION MEETS CONNECTIVITY

AEGIS XNTEL