

# SUPPORT SERVICES

## DSPLinux<sup>™</sup> C5471 BSP v1.1 for Texas Instruments<sup>™</sup> TMS320VC5471

### CONTACTS

DSPLinux BSP	Spectrum Digital Hardware
<b>RidgeRun, Inc.</b> Support Phone: (208) 246-8233 <a href="mailto:support@ridgerun.com">mailto:support@ridgerun.com</a>	<b>Spectrum Digital, Inc.</b> Support and Service Phone: (281) 494-4505 <a href="mailto:sales@spectrumdigital.com">mailto:sales@spectrumdigital.com</a>

### SUPPORT

#### Initial Package Support

1. RidgeRun provides installation support to customers who purchase the TI C5471 DSPLinux BSP and Development Package within the first thirty (30) days from the time the package is first registered on-line through the RidgeRun DSPLinux.net support site. Register at [www.dsplinux.net](http://www.dsplinux.net).
2. Installation support includes phone and on-line support for two (2) key contacts identified during on-line product registration.
3. Installation support includes guidance through initial unpacking, equipment and hardware setup, and software component installation.
4. Installation will be logged as complete after the customer first successfully:
  - Boots DSPLinux on the C5471 EVM,
  - Compiles, links, loads, and executes the demonstration applications to both the ARM and DSP processors,
  - Runs an example GDB debug session using the demonstration applications,
  - Installs the DSPLinux Appliance Simulator, loads, and executes example demonstration application in the simulator environment.
5. At the completion and logging of successful installation, the customer has seven (7) days to reply to an e-mail to confirm the TI C5471 DSPLinux development system is successfully installed and working. Lack of confirmation indicates the system is successfully installed and working and that all purchase support obligations have been satisfied. Additional support can be purchased separately at any time.

6. BSP Updates –TI C5471 BSP customers can receive routine maintenance updates for known defect resolution for 90 days after purchase and registration. These updates will be released as official BSP revisions; feature enhancements are not included in these BSP updates but may be included in routine maintenance revisions.
7. RidgeRun Support handles C5471 EVM hardware specific support issues and may transfer issues to Spectrum Digital support. Issues will be logged in the customer's account profile. RidgeRun will actively follow up on open issues within two business days.
8. In the event that defective hardware needs to be returned for resolution, please contact Spectrum Digital Service and Support.

### Additional Support Packages

Customers may purchase additional support from RidgeRun. Each support package includes a specified number of hours of combined phone and on-line support over a fixed time. During that time, customers who purchase additional support packages are entitled to any BSP updates, as described in section 6.

### Phone Support

The RidgeRun C5471 BSP support telephone number to call is: 208.246.8233. All calls are answered either live or with an automated attendant, which will collect customer call back information with an estimated callback response of eight hours or less during normal RidgeRun business hours.

- RidgeRun business hours are 10 a.m. to 6 p.m., MST, Monday through Friday, excluding holidays.
- Spectrum Digital business hours are 10 a.m. to 6 p.m., CST, Monday through Friday, excluding holidays. When necessary, due to hardware issues, RidgeRun will coordinate support service with Spectrum Digital.



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