

AllyCare Premium Support



AllyCare is a comprehensive support and maintenance service for NetAlly’s network tools and AirMagnet® software that offers significant value over standard warranty. By maintaining your AllyCare membership throughout the life of your product you can ensure your NetAlly handheld network tester or AirMagnet software is kept up to date with the latest features and functionality.

Membership of AllyCare can be purchased as either a 1-year, 2-year, or a value-added 3-year membership.



Software & Firmware Updates

Receive access to ongoing software updates



AllyCare-Enabled Product Features

Enhanced features for testing, analysis, & reporting



Repairs & Replacements

Coverage on defective products & accessories



Customer Experience & Solutions Center

Priority access to our world-class technical experts

Membership Benefits

Support Features	AllyCare Support	Standard Warranty
Latest Software & Firmware Updates	Yes	90-day manufacturing defects only
Repair Service Covered*	Yes	1-year manufacturing defects only
Accessory Replacements*	Yes	90-day manufacturing defects only
AllyCare-Enabled Product Feature	Yes	No
Priority access to a Customer Experience & Solutions expert	Warranty support, plus priority product functionality and issue troubleshooting	License, installation, registration, application launch and warranty repairs only

NOTE: All NetAlly customers have basic access to Link-Live. However, access to AllyCare-enabled features such as heatmaps, filtering and reporting is limited without an active AllyCare Premium Support membership.

***AllyCare Restrictions** (See AllyCare Support Services Terms & Conditions for complete coverage and limitations at: www.netally.com/allycare-terms-and-conditions)

- Any product purchased from unauthorized third-parties (e.g., online auction site, end-users, aftermarket users, etc.) will not qualify for nor will receive AllyCare support. Also excluded are products that have been used and then resold.
- Repairs require prior qualification troubleshooting by our Customer Experience & Solutions Center. Damage covered is from normal wear and does not cover accidental product damage or loss. Accessories covered are those included with the original product purchase.
- Products that are sold with 1-year AllyCare Support included have certain features and capabilities enabled. At the end of your existing contract, you must renew your AllyCare support membership to continue utilizing the enabled features.
- An AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing.

AllyCare-Enabled Product Feature	NetAlly Products	With AllyCare	Without AllyCare
<p>Full Survey Heatmaps in Link-Live include Noise, SNR, Adjacent Channel Interference, Co-Channel Interference, AP Coverage, Min Basic Rate, Beacon Overhead, Max TX/Rx rates, Max Tx/Rx MCS, QBSS Utilization, and QBSS Client Count.</p>	AirCheck® G3 CyberScope® CyberScope® Air EtherScope® nXG	Yes	No
<p>► Why this is important: Without advanced heatmaps like SNR, interference, and data rates, engineers miss critical insights. The result: undiagnosed Wi-Fi issues, slower troubleshooting, and poor user experience.</p>			
<p>Full Heatmap Filters in Link-Live include APs, Authorization Class, Band, BSSIDs, Channels, Channel Width, Min Basic Rates, Security, and Type.</p>	AirCheck G3 CyberScope CyberScope Air EtherScope nXG	Yes	No
<p>► Why this is important: Without detailed filtering, engineers waste time sorting through irrelevant data. This delays problem isolation and increases the risk of overlooking security or performance issues.</p>			
<p>InSites Intelligence Automatically compares the AirMapper Site Survey or Wi-Fi Discovery data collected on-site to a set of pre-defined (user customizable) thresholds, providing a visual Pass or Fail.</p>	AirCheck G3 CyberScope CyberScope Air CyberScope® XRF EtherScope nXG LinkRunner®AT 4000 LinkRunner® 10G	Yes	No
<p>► Why this is important: Without automated problem detection, engineers waste time analyzing large amounts of data. Slowing root cause identification and increasing costs related to network downtime.</p>			
<p>Cloud-Based Remote Control Simple and secure remote-control that allows you to connect from Link-Live™ directly to your network-connected AllyCare -Enabled Product (Requires internet access).</p>	AirCheck G3 CyberScope CyberScope Air CyberScope® XRF EtherScope nXG LinkRunner® AT 1500 LinkRunner® AT 3000 LinkRunner AT 4000 LinkRunner 10G	Yes	No
<p>► Why this is important: No remote access means no offsite troubleshooting. That leads to delayed response times, more truck rolls and site visits, and reduced support efficiency for remote sites.</p>			
<p>Full Topology Mapping in Link-Live include access to detailed map controls, filtering, and advanced reporting options.</p>	AirCheck G3 CyberScope CyberScope Air CyberScope XRF EtherScope nXG LinkRunner AT 4000 LinkRunner 10G	Yes	No
<p>► Why this is important: Basic mapping lacks depth of analysis. Without advanced controls and filtering, engineers face blind spots, slower root cause analysis, and incomplete network visibility.</p>			

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