

EPI Support Services

Technical Support and Software/Firmware Updates

Support Services and **Support Services Renewals** are provided in one year increments, beginning with the purchase of EPI MAJIC Series JTAG probes and software products, and are renewable on an annual basis, as follows:

- Worldwide Technical Support management and tracking via support@epitools.com
- Licensed per MAJIC JTAG probe, per year, and tied to the MAJIC probe serial number.
- **Technical Support**
 - ★ EPI Development Tools installation and target integration for supported processors & platforms
 - See EPI web site for:

Tech Library <http://www.epitools.com/support/techlibrary.php>

Supported Prod http://www.epitools.com/pdf/Supported_Products_Guide.pdf

- ★ EPI **OpenDebug software** installation and setup with 3rd party software development tools
- ★ EPI **MAJIC Interface Specifications** (standard ARM, MIPS and Intel XScale JTAG specs)
- ★ EPI **standard JTAG cables**
- **Product Updates**
 - ★ **MAJIC firmware** updates for new processors, new features and bug fixes
 - ★ **EDB updates** for new features, new processors and bug fixes
 - ★ EPI **OpenDebug™ software** programs and interface libraries
 - ★ New **flash device support**
 - ★ **Pre-configured startup and init files** for partner reference platforms
- Interim **Service Pack releases** (between major production releases).
- **Web site** and protected **ftp site** downloads provided for users with current/valid Support Services contracts (previously known as MUS).
- End-user Registration required
- **For more information, contact:**
 - **EPI Sales:** sales@epitools.com
 - **Your local EPI Distributor:** http://www.epitools.com/contact/intl_sales_offices.php

