

PREMIUM SERVICE



Key features

Integrated services

- ★ One number to call or One email address for help.
- ★ Major Up-grades free
- ★ A highly experienced team for fast problem resolution.
- ★ Priority response to email and telephone calls.
- ★ Visual remote assistance via individual webinars.
- ★ Access to web-based technical support resources.
- ★ Priority and Free access to regular training.
- ★ Free Project Design Assistance.

If running shows is your daily business, as a staging company, a free lancer or an entertainment company, you can't afford downtime on the show control system.

For rapid response to your technical issues, Medialon offers Premium Services to Medialon Manager software users.

With Medialon Premium

Service you'll receive

Major up-grades free

Always stay on track; all up-grades are automatically sent, be it a major improvement or a simple patch to secure. Major up-grades are normally charged 15% of purchasing cost and comes once or twice a year. With major up-grades free, the Premium service already pays for itself ...

Priority access to senior technical staff by phone or Email

To ensure high level of service to our professional demanding customers we offer this priority access. Using Premium Service and Support plan, you'll be sure your issue is on the top of the list of our support experts to help you to determine if it is a hardware failure or a software configuration issue. In either case, we will work to get your show control system up and running quickly. This service delivers priority responses on Email and telephone calls during opening hours, and includes visual remote assistance using webinar technology. Support team PC's screen is sent live to your PC over internet, for live demonstration.

Priority and Free access to training

Medialon offers training every month in Europe and in the USA. As subscribers of the Premium Services you get free and priority access to these trainings for you and your staff.

Free design support

Medialon Senior Technical staff offers you free assistance in designing your show control system for any project. We help you, prior to project, to choose the right equipment, and select relevant MxMs or even assist you in drivers editing. You provide list of equipment to be controlled and needed functionalities, we will return block diagram, check the feasibility, list necessary MxMs and drivers and all needed experimented advices.

Ordering information

Medialon Premium Service is a one year plan, which can be renewed every year. It is always attached to a Medialon Manager software license. A separate Medialon Premium Service must be purchased for each Medialon Manager Software to be covered. It is available in Europe and in the USA.

Every purchaser must be a valid user of one license of Medialon Manager Software, Lite, Stage or Pro edition. For terms and conditions see detailed Medialon Premium Service Plan Contract.

Medialon Premium Service is available directly at:

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