



MEDIALON

PREMIUM SERVICE PLAN

Benefits

Fast Technical Response

Free Major Upgrades

Free Training

Free Project Design Assistance

And even more!...

Medialon Premium Service Plan

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 fast response to your technical issues, Medialon offers Premium Services to Medialon Manager Software users.

Integrated services

- One number to call or one email address for help
- Free major upgrades
- 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

With Medialon Premium Service Plan you'll receive...

Free major upgrades

Always stay on track; all upgrades are automatically sent, be it a major improvement or a simple patch to secure. Major upgrades are normally charged 15% of purchasing cost and comes once or twice a year. With free major upgrades, the Premium Service Plan 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 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 license 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 (Pro or Lite edition). For terms and conditions see detailed Medialon Premium Service Plan Contract.

Part Number

MNG_PREMIUM	One year Premium Service Plan subscription (one contract per license)
MNG_PREMIUM_10	Additional one year Premium Service Plan subscription, for the 2 nd to the 10 th following license (one contract per license)
MNG_PREMIUM_20	Additional one year Premium Service Plan subscription, for the 11 th to the 20 th following license (one contract per license)

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