

# Medialon Premium Service Plan

## BENEFITS

- Fast technical response
- Free major upgrades
- Free training
- Free project design assistance

## Medialon Premium Service Plan

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

For fast response to your technical issues, Barco 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...

## PART NUMBER

- **11724**  
One year Medialon Premium Service Plan subscription (one contract per Medialon Manager license)

### Free major upgrades

Always stay on track; upgrades are automatically sent to Premium Service Plan subscribers, including major improvements and simple patches. With free major upgrades, the Premium ServicePlan 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. With the Medialon Premium Service Plan, you'll be sure your issue is on the top of the list for 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 with you 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 screen sharing and remote assistance technology. Barco's Medialon Support team can share their PC screen live over the Internet, for live demonstration.

### Priority and Free access to training

Barco offers Medialon training every other month in the USA. Subscribers of the Medialon Premium Service Plan can attend regularly scheduled Medialon training sessions at no charge, plus they have priority access to these trainings, applicable to all staff members of the subscribing company.

### Free design support

Senior Technical staff from Barco's Medialon team offer Premium Service Plan subscribers free assistance in designing Medialon show control systems for any project. The Medialon team can help you, prior to project, select the right equipment and relevant MxMs or even assist you in building custom device drivers. Subscribers provide a list of equipment to be controlled along with the required functionalities, and the Medialon team returns a block diagram, checks the feasibility, lists the necessary MxMs and drivers, and provides experienced advice.

### Ordering information

Medialon Premium Service is a one year plan, which can be renewed every year. It must be 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 the detailed Medialon Premium Service Plan Contract (available from your Medialon sales representative).