### **Metrology Software Support Programs**



### For MET/CAL® Plus

#### **Technical Data**

Silver support to get you up and running.

Gold support to maximize your investment.

When you are installing and learning a new software application, it's nice to know that help is nearby. Fluke is committed to helping you get the most from your investment in MET/CAL Plus Calibration Software. Now we're offering two ways to get the support you need, when you need it most.

#### Introducing MET/SUPPORT Silver & Gold Metrology Software Support

The better we support you, the more satisfied you will be with Fluke. That commitment is at the heart of the MET/SUPPORT Silver and Gold programs. The complimentary Silver program is designed to help you get up and running quickly with MET/CAL *Plus*. The Gold program has been designed to provide premier support services that help you maximize your software investment over time.

# MET/SUPPORT Silver gets you up and running

When you are installing MET/CAL, 5500/CAL or MET/TRACK for the first time, help is only a telephone call, fax or email away.

When you register your new copy of the MET/BASE portion of MET/CAL Plus, you automatically become enrolled in the MET/SUPPORT Silver program for 60 days of priority MET/SUPPORT. Your benefits include priority access to technical product support by telephone, fax, and email, Monday through Friday, 8:00 a.m. through 4:30 p.m. Pacific Time (U.S., Canada, Mexico, Central and South America) or 8:00 a.m. through 4:30 p.m. Greenwich Mean Time (Europe). Availability is limited in the Asia Pacific Region, and is dependent on local resources on a countryby-country basis. Contact your local Fluke office or representative for definition of available priority support services. All services are not equally available in all countries.

In addition, you will be entitled to any software upgrades that are released during your Silver benefit period.

You will also be invited to our MET/SUP-PORT User Group meetings, where you can swap tips with other MET/CAL *Plus* users and suggest new features to our technical staff.

You'll receive annual updates about our calibration course offerings as well as our quarterly newsletter, *Total Solutions in Calibration*. And if your product CD or license is lost or damaged during your Silver support period, we'll replace it, free.

# MET/SUPPORT Gold maximizes your investment over time

MET/SUPPORT Gold is an annual membership program offering additional premium support and services to help you stay as productive as possible. Use only a few of the Gold services and you can easily recover more than the cost of your membership fee.

Priority Access. Call the MET/SUPPORT Gold hotline Monday through Friday between 8:00 a.m. and 4:30 p.m. Pacific Time (U.S., Canada, Mexico, Central and South America) or Greenwich Mean Time (Europe) to talk to one of our highly qualified software experts. Or send your question by fax or email. Your questions will receive priority attention. Availability is limited in the Asia Pacific Region, and is dependent on local resources on a country-by-country basis. Contact your local Fluke office or representative for definition of available priority support services. All services are not equally available in all countries.

Software Updates. Gold program members will be notified immediately when software updates are available. Updates typically include minor enhancements and bug "fixes." We'll make these updates available to you in the fastest, most convenient way possible (for example, via web download) during the time your membership is active.

**Software Upgrades.** Gold program members can upgrade to any new version of MET/CAL, 5500/CAL or MET/TRACK released during their



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enrollment period – free of charge. Major software releases typically occur every 18 months, so there is a high likelihood that this benefit alone could cover the cost of your MET/SUPPORT Gold membership. And you have the peace of mind that comes from knowing you will always have the most current version of the software, plus priority support to help you get it up and running.

Training Discount. We'll include a 20% discount on any calibration software training course you schedule within your active Gold membership. Our experienced trainers combine lectures with hands-on experience in a small classroom environment that provides personal attention and encourages group interaction.

Free Access to Procedures Library. The procedures in the MET/CAL Warranted Procedure Library have been carefully written and tested in accordance with manufacturers' recommended calibration procedures. They provide the extra assurance of quality that our customers have requested and are normally available only on a cost-per-procedure basis. MET/SUPPORT Gold members have free unlimited access to the Certified Procedures Library, a valuable benefit that will save you time and help increase your productivity.

Discount on Custom Calibration Procedure
Development. If you don't see the procedures
you need in our procedure library, we can
develop them for you. Our highly trained
software engineers will create the right
procedures for your workload upon request,
saving you time and effort. With your Gold
membership, now you save money as well —
MET/SUPPORT Gold members are eligible for
procedure development discounts of up to 20%.

Database Services. Your system administrator uses a password to gain access to secured functions in MET/CAL, 5500/CAL, and MET/TRACK. Occasionally this password is lost or forgotten. It's not a problem for MET/SUPPORT Gold members – we'll help you to reestablish that lost password at no charge with our MS-PSWD. And if your database ever becomes corrupted we can help you as well. Our MS-DBFIX service lets us repair damaged databases and, in most cases, return your data ready to use.

**Disk Guarantee.** As with the Silver program, Gold members will receive free program CD or license disk replacement from Fluke, with the same serial number as your original disk. This guarantee is your insurance policy against accidental loss or destruction of your software disks.

#### MET/SUPPORT Gold Membership Number.

Your Gold number should be retained as a useful reference for whenever you need priority MET/SUPPORT. You must provide your membership number in order to gain access to the premium support services.

## Match your Gold membership to your workload

The MET/SUPPORT Gold membership is offered in two versions to cover both single and multiple workstations, helping you match your membership benefits to the number of calibration workstations in your organization. You may select Gold membership for just a single workstation, or — for just a little more — the multi-station version, which provides benefits for up to four workstations running Fluke metrology software on a single MET/BASE server. This means, for example, that you can receive free software upgrades for up to four workstations with one Gold membership.

## Who is eligible for MET/SUPPORT Gold?

The MET/SUPPORT Gold program is currently available in the United States, Canada, Mexico, Central and South America and Europe.
Customers in other countries should contact your local Fluke representative for availability of the MET/SUPPORT Gold program in country. Our ability to offer MET/SUPPORT Gold in the Asia Pacific region is subject to the availability of local resources and will continue to be further developed.

To purchase a MET/SUPPORT Gold membership, you must be using, purchasing, or upgrading to the latest version of a Fluke metrology software application (MET/CAL, 5500/CAL or MET/TRACK).

## Ordering Information

#### Model

MET/SUPPORT Gold

#### Description

Product Support Program, Single Workstation, One-Year Membership

#### Model

MET/SUPPORT GLDNW

#### Description

MET/SUPPORT Gold Product Support Program, Up to 4 Workstations, One-Year Membership

### Fluke. Keeping your world up and running.

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