

# Visionic service of maintenance

**AUTOMATIC UPGRADES, TECHNICAL ASSISTANCE AND ADDED-VALUE RESOURCES**

*Visionic® service of maintenance is a software support plan, created to provide: technical assistance, automatic software upgrades and variety of other advantages.*

*It offers you an opportunity to reach within a wide range of exclusive resources and allows you to collaborate and share your knowledge with the community of Visionic® users all around the world.*



*Major software improvements, an interactive base of knowledge and other important resources are available online.*

Regardless of you being a designer, operations manager or a sales director, you can profit from Visionic service of maintenance, Intorel's plan of innovative software support. As a designer, you are entitled to automatic upgrades which will keep you up to date with the latest M&C software versions and other Visionic complementary products. As a sales director, you will have an access to the newest technology, information and customer support services which will enable you to protect your investment and to persistently improve your productivity.

Your yearly subscription upgrades you to a privileged member of Visionic user's community and grants you an opportunity to actively influence future versions of the product.

The subscribers are entitled to the following services:

- Free downloads of latest Visionic version upgrades
- Hotline provided by Intorel
- Unlimited online access to major improvements, implementation guide, tutorials, how-to-videos and support forum
- Library of models
- Privileged treatment of your software improvement requests
- A free registration on [www.visionic5.com](http://www.visionic5.com) and a free product tryout


**Upgrades and improvements.** Obtain automatic upgrades to keep you up to date with the latest M&C Visionic software and more. Subscribers are entitled to software service packs and upgrades of all the complementary products without any additional expenses. The Visionic development team permanently works on improving the product and solving problems posted by customers. Newsletter keeps subscribers informed and up-to-date with latest news and software upgrades.

### Downloads

RUNS IN DEMO MODE ONLY.

NOT GURANATEED TO WORK PROPERLY - BETA VERSION

<p><b>System requirements:</b></p> <ul style="list-style-type: none"> <li>• Windows XP SP3, 7 or Windows 2008 R2</li> <li>• 32/64 bit OS compatible</li> <li>• SQLExpress 2008 database engine</li> <li>• 2GB or more RAM</li> <li>• Local LAN connection (Internet not needed)</li> </ul>	<p><b>Runtime server compatibility:</b></p> <ul style="list-style-type: none"> <li>• 64-bit servers (Windows 2008 R2 64 bit)</li> <li>• Laptops (Windows 7 / XP)</li> <li>• Virtual machines (VMWare)</li> </ul>
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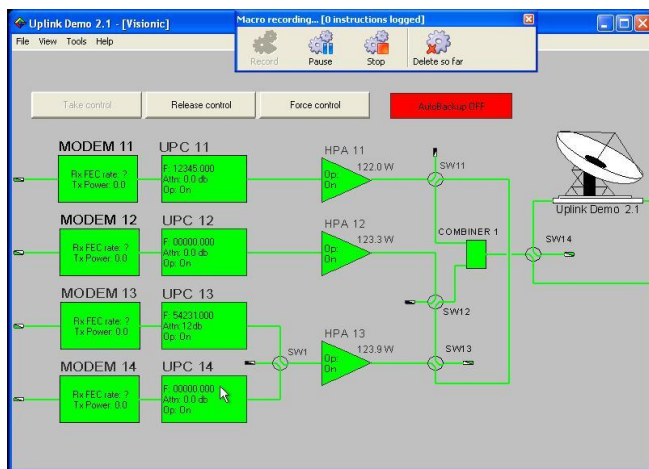
Download Visionic runtime

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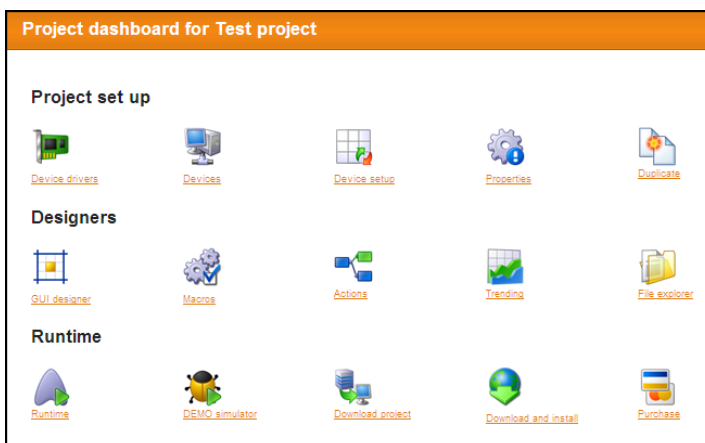


**Hotline support services.** Subscription to Visionic Service of maintenance entitles you to a hotline support provided by Intorel team. Hotline is reserved for questions and enquiries related to product functionalities, device drivers, installation problems and quick breakdown patch ups. Intorel team offers provision of additional services, such as training, design consultations, planning and product personalization, at additional fee.

**Online customer support.** Intorel website ([www.intorel.com](http://www.intorel.com)) is a source of diverse technical documentation, tutorials and white papers, reserved exclusively for customers subscribed to the service of maintenance. Subscribers have 24/7 access to up-to date information, posted on daily bases. Online resources create an interactive base of knowledge to ensure understanding of principal product functionalities and ways to maximally benefit from your Visionic software.



**Library of models.** Vast library of parts, assemblies and functions provided by Visionic users all around the world creates a library of models. This feature offers an easy way to save up hours of work by simply inserting finished models directly into your project.



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*We believe in improvement - therefore we constantly seek for innovations. We believe in tailoring every solution to address your specific needs. This is why our solutions change when your wishes change, why they grow as your business grows; why they improve as your horizons expand.*



[www.visionic5.com](http://www.visionic5.com)

*Visionic 5 - introduces variety of new features. Just to name a few, it is available online, convenient, stores your files in central repository, and does not require programming experience. Register now, and try it out for free.*



## SUPPORT PLANS

Intorel is happy to present the new support policies:

1. **Classic** support (per year) package is aimed at the assisting with installation of the current release of the product and any subsequent patches or update to the current version. In addition to this, subscriber is entitled to the following services:

- Hotline
- Unlimited online access to the Interactive Knowledgebase
- Privileged treatment of requests
- Access to the most recent library of device drivers
- Registration in the Visionic Manufacturing Directory<sup>1</sup>

2. **Design & Runtime** support (optional) is aimed at providing assistance for the proper installation, management, and customization of Visionic design. It also includes support for new stations installations and help with maintenance, modifications and upgrades on your existing systems. This support option guarantees priority of response time<sup>2</sup>, according to the subscribed package:



**Privileged treatment of your requests.** In order to address its customer specific needs, Intorel has a policy of carefully customizing product features to service any system of any size and complexity. Subscription to Visionic service of maintenance allows you to directly influence the future versions of product.

**Product tryout.** As a part of beta testing, Visionic latest release is available for tryout. It is free, available online, and ready to be used by simply registering on [www.visionic5.com](http://www.visionic5.com).

### Visionic login

Username:

Password:

Remember me?

## Hardware provision

Each and every customer subscribed to Visionic service of maintenance is entitled to free consultation about the necessary hardware required to run the system.

In addition, Intorel is happy to assist you, and/or carry out the process of purchasing the equipment you have selected, at no additional cost.

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**The table of Support plans and related services:**

<b>Support plans</b>	<b>Classic Support</b>	<b>Design &amp; Runtime Support</b>	<b>Custom Support</b>
24/7 Access to the Interactive Knowledge Base	✓		
Upgrades of Visionic Software	✓		
Direct Hotline Assistance	✓		
Privileged Treatment of Requests	✓		
Access to The Library of Device Drivers	✓		
Registered to the VMD	✓		
Access to the Visionic Support Forum	✓		
Access to the OnLine Support for issues tracking	✓		
Remote Technical Assistance	✓		
Secure Remote Technical Assistance		✓	
Customization of the Visionic System Design		✓	
Testing of Visionic Environment		✓	
Troubleshooting Assistance		✓	
Priority of Response Time		✓	
Customization of Visionic System Runtime		✓	
Local Assistance Services			✓
Training			✓
Visionic Certifications			✓
M&C Engineering Consultancy			✓
Visionic System Personalization			✓
Customized M&C Engineering Services			✓

For more information on our professional services, please contact a Intorel Sales Representative or visit us at [www.intorel.com](http://www.intorel.com).

Note 1: Visionic Manufacturing Directory- central directory of Intorel partners who have successfully completed Visionic training and/or been granted with SOFTWARE certifications (Technician and Engineer). These companies are referred to as Qualified Service Companies.

Note 2: Response time – time between acknowledging the reception of an issue and proposing the firm date for the solution

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