

MET/SUPPORTSM Gold

Calibration Software Support Program for MET/CAL[®] Plus

Technical Data



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 Management Software. The MET/SUPPORT Gold program has been designed to provide premier support services that help you maximize your software investment over time.

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 8:00 a.m. and 3:00 p.m. 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 upgrades. Gold program members can upgrade to any new version of MET/CAL, released during their enrollment period—free of charge. Major software releases typically occur every 12 months, so there is a high likelihood that this benefit alone could cover the cost of your MET/SUPPORT Gold membership. If you have multiple MET/CAL software licences, the savings add up quickly; in some cases, the cost of a MET/SUPPORT Gold plan can be far less than the price of upgrading your software. Your Fluke sales representative can show you the potential savings. 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.

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 significantly increase your productivity. Procedures are developed and added to the library continuously. You can view the current listing at www.fluke.com/mcproc.

Use just 6 to 8 procedures from the MET/CAL Procedure Library and you have recovered your Gold membership cost. Fluke adds 1 to 2 new procedures to the library daily. Compared to the cost of hiring a procedure writer or buying individual procedures the Gold Plan is easily your most economical solution.

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.

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.

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. Non-Gold customers pay for these services.

Disk guarantee. 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 Seminar Series. Fluke Calibration sponsors a bi-monthly series of web seminars for MET/SUPPORT Gold members. Each seminar is hosted by a Fluke software support specialist, who will share useful information about using MET/CAL software.

Topics include:

- MET/CAL software features and functions that help you be more productive.
- Answers to frequently asked questions
- Open question and answer session

MET/SUPPORT Gold Membership Number. Your Gold number should be retained as a useful reference for whenever you need priority 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 based on the number of workstations, helping you match your membership benefits to the number of calibration workstations in your organization.

Who is eligible for MET/SUPPORT Gold?

The MET/SUPPORT Gold program is available worldwide. 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 four workstations, one-year membership

For support of more than four workstations, multiple databases, or multi-year contracts contact your local Fluke representative.

A license report is required to quote the appropriate model number.

Fluke Calibration. *Precision, performance, confidence.™*

Electrical	RF	Temperature	Pressure	Flow	Software
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Fluke Calibration

PO Box 9090,
Everett, WA 98206 U.S.A.

Fluke Europe B.V.

PO Box 1186, 5602 BD
Eindhoven, The Netherlands

For more information call:

In the U.S.A. (800) 443-5853 or Fax (425) 446-5116
In Europe/M-East/Africa +31 (0) 40 2675 200 or Fax +31 (0) 40 2675 222
In Canada (800)-36-FLUKE or Fax (905) 890-6866
From other countries +1 (425) 446-5500 or Fax +1 (425) 446-5116
Web access: <http://www.fluke.com>

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