

# DocOut® License Maintenance Benefits

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**The server based solution for IBM  
host printing in the LAN  
environment**



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**MPI**  
TECH

## DocOut Software Maintenance

DocOut Software Maintenance provides the necessary assistance to successfully deploy and maintain DocOut. The assistance consists of proactive support services, free online support, free access to new releases of the DocOut version purchased by the customer, and free upgrades to new versions of DocOut when available.

## Services

DocOut Software Maintenance provides the following services as part of an annual subscription:

- Product warranty exceeding 3 months after purchase.
- Free upgrades to new versions of DocOut
- Online support exceeding 3 months after purchase.
- Proactive Support Services
- Fault error corrections exceeding 3 months after purchase
- Free re-generation of software key
- Free upgrade to newer versions when available

## Proactive Support Services

The proactive support services include:

- E-mail based service giving early warnings and possible workarounds to potential high-impact problems.
- On-going ad-hoc advice service in the use of DocOut by product specialists.

## Online Support

The online support service gives access to the following services:

- Incident submissions via phone, fax or e-mail.
- Escalation management ensuring holders of a DocOut License Maintenance Agreement that their issues are escalated promptly to deliver the best resolution in the shortest possible time.
- Emergency on-site support providing expert on-site help when mission critical issues cannot be resolved remotely. This service may be chargeable.

## Free Product Updates

Provides free access to new releases of the DocOut version installed including:

- Unlimited access to bug fixes and new releases of the DocOut version installed via web or e-mail.
- Unlimited access to utility packs / updates containing copies of the most recent configuration software and documentation.

DocOut is a registered trademark of MPI Tech

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### Free upgrade to new versions of DocOut

- The holder of a valid DocOut License Maintenance is entitled to receive and install new versions of DocOut with similar options as originally licensed.
- Increase of the number of printers or increase to a higher printer speed will be discounted based on the already installed options.

### Free re-generation of software key

Free re-generation of software key(s) and forwarding via e-mail can be performed based on the registration-ID(s) and proof of purchase.

### Pricing

Maintenance is purchased for an annual fee of 20% of the invoiced license charge. Please contact MPI Tech or your local MPI Tech reseller for pricing information.

### DocOut Maintenance terms

Maintenance starts at date of purchase and runs for 1 renewable period of 12 months (Annual period). Maintenance for each upcoming annual period is automatically invoiced 1 month prior to the end of the preceding annual period. Maintenance is charged based on the total installation.

### Discontinuance of Maintenance

Maintenance can only be discontinued in writing by the customer. This discontinuance must be received by MPI Tech no later than 3 months prior to the end of the current annual period.

### For more information

Maintenance is ordered via your local dealer or directly to your local MPI Tech sales office. By signing up for maintenance, you will ensure trouble free operation and uninterrupted support on your MPI Tech software license. Call your local MPI Tech reseller or you local MPI Tech sales office. You can also find us on the web at: [www.mpitech.com](http://www.mpitech.com)

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