

Maxus Australia Software Support

At Maxus we offer expert technical support to help with the operation of your chosen software. Our support team can provide help and advice on the full range of technical questions - from report form design, right through to *Web Publisher Pro* interactive features, *Library Suite* and *Presto* customisations.

Our Support Charter:

We will provide answers to your questions in a timely, friendly and efficient manner. Inmagic users on current maintenance receive free support for most day-to-day solutions. Support is always available to software users not on maintenance for a small fee.

According to the nature of your problem, we may be able to provide a solution immediately, or we may need to ask you to send us some files or samples so that we can diagnose the problem and provide an answer.

We are happy to receive your enquiries by telephone or [email](#), or whatever means is most convenient.

For users on current maintenance free support is provided for:

- All queries resolved in less than 15 minutes.
- Installation problems (up to one hour, for new installations only).
- System problems (when you receive system error messages indicating that you should contact your software supplier).

Support Incidents may be charged if significant time or effort is required for their resolution, or online or onsite access is required. You will be alerted should this be the case.

Support Incidents are defined as:

- Support queries which require longer than 10 minutes to resolve
- Queries where you need to send us files that must be installed before we can diagnose and resolve your problem
- Queries where the GoToMeeting[†] service is used.

If your software is not on a current maintenance subscription, you can choose from our subscription options:

- Blocks of 4 or 8 calls, **pre-purchased**.
- or
- **Invoicing** per incident, charged in 15 minute blocks.

Contact [Maxus](#) for pricing.



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Authorised Inmagic Dealer

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What is Support?

- Trouble shooting when you don't know what to do next.
- Fixing problems in report forms/query screens/menus.
- Explaining error messages.

What is not Support?

- Designing report forms/query screens/menus.
- Designing web pages.
- Designing databases.
- Modifying existing structures.
- A visit from Maxus for on-site consulting.
- Work done via remote login to a customer's server or network.

The above are considered to be consulting activities and are charged on an hourly basis, as is training in the use of any software.

†What is GoToMeeting?

GoToMeeting is an interactive online service that allows Maxus to provide demonstration and support services via the Internet. We provide you with a web address to log into, while making a voice connection by telephone or over the Internet if you have appropriate hardware. We can then either demonstrate software on our own system, or allow you to show us what is happening on your computer and thus trouble shoot the problem you are experiencing.

Contact [Maxus](#) for more details, or to subscribe.



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