

## What you get with dynaMACS

dynaMACS is dedicated to providing the assistance you need to successfully implement dynaMACS software in your agency. With your license you receive:

- Implementation Kit
- On-line help
- A sample database for self-training
- Other instructional materials
- 60 days free enrollment in dynaCARE. Once this period ends, you can renew your enrollment or you can choose to use Pay-As-You-Go support service (Only for Perpetual Licenses)

## dynaCARE Software Support Services

dynaCARE is our software support that offers a full range of services that are designed to give you a quick start and to make you as productive as possible. Below is a chart for a quick view of our services and on the next page is the description of each service.

Service	Description	dynaCARE Plan	Pay-As-You-Go Plan (Perpetual Licenses only)
<b>dynaMACS Software Support</b>	Software support is provided for the current version of dynaMACS or one version prior.	High Priority No Charge	\$90.00 per 30 minute increment
<b>Software Updates *</b>	Multiply the percentage shown by the total list price of your software package, including all optional modules:  Updating from most recent prior version  Updating from previous to prior version  Updating from any other version	N/A  N/A  N/A	15%  25%  35%
<b>Fee-Based Training</b>	Billed in 60-minute increments.  Per day at our Naples facility  Per day, on-site at your office  **Plus travel & per diem expenses	\$ 120.00  \$ 800.00  \$ 1,000.00**	\$ 180.00  \$ 1,000.00  \$ 1,200.00**
<b>Non-dynaMACS assistance</b>	Billed in 30-minute increments.	\$ 60.00	\$ 90.00
<b>Support prerequisites</b>	If you have a procedural or how-to question, check on-line help before calling. Also, make sure you are running the most current version of dynaMACS. You will need internet and email capabilities and a 56K or higher connection.  For current system (hardware) requirements, check <a href="http://www.dynamacs.com/products/products_faq/shtml">www.dynamacs.com/products/products_faq/shtml</a>		

## dynaMACS Software Support

Our support staff offers a full range of services designed to give you a quick start and make you as productive as possible. As part of our commitment to your success, we offer the following support services:

- Help is included in the software program – and is only one button away, to walk beginners through getting started procedures or to guide experienced users through advanced topics. **On-line Help:** Press **F1** from any *dynaMACS* screen.
- Fax your question or a description of your issue. We will respond as quickly as possible via Fax or phone. **Fax: 1-239-566-2560**
- E-mail directly to our technical support staff. We continuously monitor our e-mail for customer messages. **e-mail: [support@dynamacs.com](mailto:support@dynamacs.com)**
- Visit our website for the latest information about *dynaMACS* products. *dynaCARE* members can access a special area for technical memos and software updates. **Website: [www.dynamacs.com](http://www.dynamacs.com)**
- If on-line help does not answer your question, call *dynaCARE* phone support. **Phone: 1-866-633-6227**, Monday–Friday from 8am–6pm ET.

## Software Upgrades

*dynaMACS* periodically issues upgrades to enhance the software and to improve system performance. We will notify you by e-mail when these upgrades are ready for download. Release notes, describing current changes, are included with every revision. Most new features and enhancements are the result of suggestions and requests from our users.

## Fee-Based Training

Connect a *dynaMACS* trainer directly to your computer via the internet and receive personalized instruction using your data. Alternatively, schedule a *dynaMACS* training specialist to provide face-to-face training, tailored to your agency's specific needs, at your office or at our Florida facility. (Instructions for downloading NetMeeting are provided in the back of this section).

## Non-dynaMACS Assistance

A successful *dynaMACS* installation relies on proper installation and operation of your entire computer system. While standard *dynaMACS* Software Support covers the functions and features of our products, we also offer assistance with non-*dynaMACS* issues such as:

- data conversion and data repair
- hardware installation and set up
- non-*dynaMACS* troubleshooting
- network configuration
- file transfer and transmission
- Windows instructions

Services are charged according to our current fee schedule. Charges are prepaid and non-refundable.