

SeMSy® Recording Server Support and License Interval

Overview of available Dallmeier support services for recording systems with SeMSy® Recording Server

		Basic	Premium
Functions	Comfort function Timeline with SeMSy® Compact Clients	12 month included	●
	Comfort function Interval Jumps with SeMSy® Compact Clients	12 month included	●
	Comfort function SmartFinder with SeMSy® Compact Clients	12 month included	●
	Distribution of certificates with Dallmeier Device Manager	12 month included	●
Know-How Transfer	Download Center (Without registration - documentation, whitepaper, etc.)	●	●
	Business Club (After registration - webinars, how-to videos, etc.)	●	●
Support Contact	Ticket System Basic (24/7 online, response time Monday-Friday <48 hours)	●	●
	Ticket System Premium (24/7 online, response time Monday-Friday <24 hours)		●
Problem Solving	Remote diagnosis via hotline and Bomgar		●
	Troubleshooting via hotline and Bomgar		●
Maintenance	Bug-Fixes (SeMSy® Recording Server)	●	●
	Security-Fixes, Updates and Upgrades (SeMSy® Recording Server)	12 month included	●
	Update with Dallmeier Device Manager for individual recorders	●	●
	Update with Dallmeier Device Manager for multiple recorders simultaneously	12 month included	●