



MXmeeting 4.2 Update Requirements

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This document covers what is required to assure that MXmeeting software is current and that maintenance is consistently available.

If you have questions regarding this, please contact Zultys Support:

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I. Background:

In an effort to provide consistent quality support to our customers, Zultys has outlined the following procedures for ensuring successful maintenance and operation of the Zultys MXmeeting appliance.

End Users:

End users should contact their Value-Added Reseller (VAR) to resolve errors reported by MXmeeting during an upgrade attempt.

Value-Added Resellers (VARs):

VARs are responsible for ensuring that the warranty associated with each MXmeeting sale is kept current and for working with Zultys Support as required when the end-user reports problems with MXmeeting.

II. Upgrade Process and Requirements:

1. The MXmeeting upgrade process is directed by the system response and is usually done by the responsible party within the end-user organization.
2. If the MXmeeting warranty is not current, the upgrade will fail. It is critical that the extended warranty be in place in order for the upgrade to succeed. The MXmeeting system will not be impaired by the failure, but it will be unable to access the latest features. In addition, in the event that a problem should occur, support is not available for an out-of-warranty system.
3. The MXmeeting system can be upgraded from revisions prior to 4.2. At the time of this writing, 4.2 is the current revision.

The MXmeeting Base System is covered under warranty from a year after the system ships. The warranty may be extended for a year by ordering Part Number **90-17801 Extended Warranty (initial purchase)**. This option is part of Zfigurator, and Zultys strongly suggests that an extended warranty be sold with every MXmeeting Base System. If the warranty has lapsed and needs to be renewed, the Part Number to be ordered is **90-17082 Extended Warranty (after initial purchase)**.



NOTE:

For Distributors and VARs only: when NFR unit (Not For Resale) is purchased, the reseller can send the Serial Number of the unit and request a PERPETUAL UPDATE on their NFR system to facilitate resolution of maintenance/upgrade problems in the future.