HISOFTWARE SUPPORT AND MAINTENANCE

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HiSoftware Support and Maintenance

HiSoftware Software licenses include telephone and e-mail support for installation and specific technical questions for a period of one (1) year from date of purchase*. Telephone support /help desk is available Monday-Friday 8am-5PM EST. E-mail support is available seven days per week, 5AM-11PM EST.

Products also include HiSoftware "AutoUpdater" which allows the user to download the latest maintenance and minor releases for the HiSoftware products they own or are using under trial. The user may download new versions at their convenience, without requiring a call to HiSoftware Sales or Support, or a trip to the HiSoftware Web site to search for the latest release. AutoUpdater allows the user to download the latest maintenance and minor releases for the HiSoftware products they own or are using under trial. The user may download new versions at their convenience, without requiring a call to HiSoftware Sales or Support, or a trip to the HiSoftware web site to search for the latest release.

Using HiSoftware AutoUpdater is reliable and easy. HiSoftware AutoUpdater is a shortcut on the Windows Start menu. A user selects the menu shortcut and AutoUpdater will check for any available updates. Auto Updater supports users who connect through the Internet using a Proxy Server.

HiSoftware products include one-year maintenance. After the first year, additional software maintenance is available at 15% of license cost annually. Maintenance purchase entitles users to all upgrades and new releases of licenses under maintenance.

**Please contact HiSoftware for information/pricing for onsite training from one of our training partners.*