



GEODIN SUPPORT HELP GETTING STARTED

GeODin is continually being developed and improved. Get a free introduction to GeODin by contacting our team. Training is available for GeODin 9; support also includes GeODin 8. Use our GeODin+ software update service to save on support and training costs.

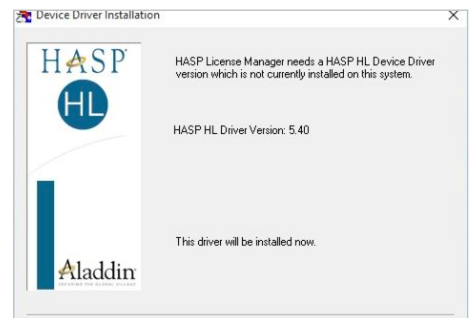
GEODIN SUPPORT

If you have any questions regarding GeODin we would be very pleased to assist. You should contact us by email at support@geodin.com. We will try to help you with installation, demos, updates and upgrades.

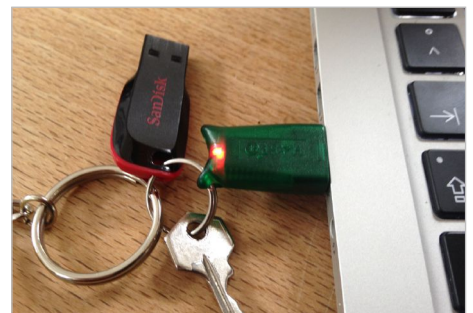
To get support by email and telephone, or by using remote desktop software you must first buy a quota of support hours. You can choose between one hour and a block of 50 hours - the more you purchase the cheaper the hourly price becomes. Customers with a GeODin+ software update service

contract get 20% more time for the same price. The time needed to resolve the support issue is calculated in 15 min. units and the remaining time available sent by email at the end of the enquiry.

Support is available Monday to Friday from 9am - 4pm CET. Fastviewer[®], Skype for Business[®], or GoToMeeting[®] software are free to download. Please contact your system administrator to see which remote desktop software you are allowed to run. Answers to questions on the use of GeODin 8 and 9 can be found in the many support articles in our Help Center: geodin.zendesk.com.



GeODin HASP HL driver installation



GeODin HASP key attached to USB port

GEODIN 9 ONLINE SUPPORT WITH FASTVIEWER®, GOTOMEETING® AND SKYPE FOR BUSINESS®

TIME	EXAMPLE TOPICS	PRICE
1 hour*	General data entry, layer data encoding (only bookable online)	100 €
2 hours*	Database and projects management (only bookable online)	180 €
5 hours	Layout design, cross-sections, site plans, queries	425 €
10 hours	Importing measurements, integrated GIS	800 €
25 hours	Advanced layouts, QGIS plug-in, system queries	1925 €
50 hours	Portal layouts, GeODin Portal, GeODin GIS Extension	3700 €

* Only bookable online. All prices are net

SOFTWARE UPDATE SERVICE

To keep getting all the latest features for GeODin Essentials, GeODin Professional or GeODin Portal, new Software Update Service (SUS) contracts are available for both individual & network installations:

- 195 € for GeODin Essentials
- 595 € for GeODin Professional

All prices are net annual fees pro licence. Customers with a GeODin+ software update service contract get 20% extra support time free when purchasing support hours and can save on training costs too. Note that the GeODin+ contracts include help with installation issues but do not include support; this can be purchased in time blocks from 30 minutes to 50 hours.

GeODin software is available to buy or rent. For rental prices and support conditions, see our separate flyer sheets.

REQUIREMENTS

The recommended system requirements are PCs running Windows 10 (32- and 64-bit) with 4GB RAM and a display resolution of a 1920 x 1080 px. GeODin may also be run from a Windows 2012 Server or Citrix. Previous Windows operating systems and RAM configurations may work, but these are not supported. When working with client/server databases the appropriate database drivers must also be installed. Please contact your network administrator for further information.

GeODin can be used as a stand-alone program or integrated in a multi-user network. GeODin is available in English, French, German, Italian, Portuguese, Spanish, Russian and Turkish. Integrated contextual help is provided in English and German.

GeODin is designed, programmed and distributed exclusively by Fugro. Visit www.geodin.com for further information.