



## The task

Get the most out of Echoview and get help when you need it.



## The solution

The Echoview team at Myriax is committed to providing you with personal support and to continuously developing Echoview. To meet this commitment we provide paper and internet-based documentation, personalized help, training opportunities, user-consultations and regular software upgrades. Your purchase of annual Echoview Upgrade and Support Agreements (EUSA) entitles you to continue to receive software upgrades and access to our personal support services. Our full time support staff welcome your enquiries by e-mail and telephone.

## The benefits

### 1 Immediate access to a dedicated support team

- You can feel comfortable asking us any question – even simple questions are welcome
- Emails are answered quickly (typically within 24 hours)
- Support and training are available by telephone
- A mobile (cell) phone number can be provided for emergency support outside of normal business hours
- Requests for enhancements and new features are welcomed and encouraged

### 2 A managed web site and ftp site for your use

- Complete Echoview help file available
- Download Echoview updates as soon as they are released
- Provide SonarData with data files via ftp to help us help you
- Access the Echoview newsletter archive
- Access links to carefully selected web sites of relevance to fisheries acoustics including those of echosounder suppliers

### 3 Echoview is upgraded regularly in consultation with users

- Keep your investment in acoustic data processing up to date with the latest tools and techniques by purchasing an annual Echoview Upgrade and Support Agreement (EUSA)

- Receive the very latest techniques and influence the design of Echoview by being involved in testing early releases of new Echoview versions
- Fast-tracking of planned new features and special enhancements to your individual design are available for an additional investment

### 4 Access detailed references and documentation

- Extensive help file gives access to both general and detailed information about Echoview at anytime
- Details of all calculations and algorithms used in Echoview provided for defensibility and so you can fully understand your results
- Read the help file and learn how powerful Echoview really is

### 5 Access to training materials and workshops

- Use self learning tutorials to master the basics of Echoview
- See web-based video demonstrations of new Echoview features
- Attend training workshops held in conjunction with national and international scientific conferences
- Telephone tutorials and demonstrations available to all users
- Training courses can be arranged to meet individual needs

