

## PULSE Software Maintenance and Support Agreement

*An active PULSE Software Maintenance and Support Agreement\* guarantees smooth operation for your team, minimizes down time and maximizes productivity.*

*Regular software updates protect your investment in PULSE software and keep your installation in line with the latest technology, securing compatibility with the latest hardware and operating systems. PULSE releases can deliver computer, networking and data acquisition hardware functionality and features, further enhancing your PULSE software performance and capabilities.*

*With a global network of specialists with experience from more than 13000 PULSE systems in operation, our trained engineers and technicians can help diagnose and solve problems with your PULSE software – including how best to configure your hardware system for optimal testing and analysis.*



### Benefits of a PULSE Software Maintenance and Support Agreement

#### Technical Support

Technical support includes help during working hours via telephone, email or Web conference<sup>†</sup> for any PULSE version released within the last 12 months.

#### Help during Configuration and PULSE Project Setup

- Hardware configuration
- Application-specific questions
- Measurement setup (including triggers and multi-buffers)
- Use of specific project templates

#### Advice and Assistance with Post-processing Tasks

- Organizing data
- Reporting and exporting data
- Data management
- Presentation of data

#### General Solutions and Inquiries

- Operating systems, PC, hardware and software issues
- Prioritizing of documented issues
- Questions regarding upgrade

#### Software Releases

With an active agreement, you are entitled to releases applicable to your current PULSE applications.

#### Major Software Upgrades

Major software upgrade packages can include:

- Enhanced features from the broad range of PULSE applications
- Development in support of new measurement standards
- Support for the latest Windows® and Microsoft® releases
- Latest improvements within interactive and intuitive user interfaces to ensure ease-of-use
- PULSE software via DVD, USB key, or download at [bksv.com](http://bksv.com)

#### Minor Updates

Minor updates that are released are available on [bksv.com](http://bksv.com). In these instances, you can download the latest version to benefit from resolved issues.

\* Referred to as agreement or agreements

† Check with your local Brüel & Kjær office for service availability in your area

## Other Advantages

PULSE Software Maintenance and Support Agreement gives you the following additional advantages:

- Invitation to local events and user groups\*
- One free re-hosting per PULSE license per year. For example, licenses that are node-locked to a PC and need to be moved to another PC, or for splitting of licenses

\* Check with your local Brüel & Kjær office for service availability in your area

- PULSE campaign offers
- One free training course for one person per year, and discounts for additional courses/participants<sup>†</sup>
- One day of on-site support<sup>†</sup>
- Exclusive deals on calibration and repair<sup>†</sup>
- Fast-track handling of calibration and repair<sup>†</sup>

† Only available in China and Hong Kong

## PULSE Software Maintenance and Support Agreements for Customized Software

PULSE Software Maintenance and Support Agreements for customized software are available. Agreements include technical support for the operation of your PULSE system and an annual software update.

Agreements for customized software can only be ordered when purchasing a new system with customized software.

## Ordering Information

### Agreements for Standard Software

All PULSE applications in a system must be covered by an agreement.

#### NEW AGREEMENTS

**M1-XXXX-yz\*** PULSE Software Maintenance and Support Agreement

A first-year agreement is included with all standard PULSE configurations.

PULSE Software Maintenance and Support Agreements are valid for one or more years (with the expiration date agreed upon in the contract) and can be renewed.

#### EXPANDED AGREEMENT WITH NEW APPLICATIONS

Each PULSE application you add to your system must be covered by an agreement.

#### RENEWAL OF ACTIVE AGREEMENTS

A renewal quote will be sent to you before the contract expires. Approve the renewal quote, specifying the agreement duration, to continue with the same maintenance and support services.

#### EXPIRED AGREEMENTS

If your agreement has expired, you must purchase an M3 update together with a new M1 agreement. Order:

**M3-XXXX-yz\*** PULSE Software Update of Expired Agreement

**M1-XXXX-yz\*** PULSE Software Maintenance and Support Agreement

\* XXXX = product type number,  
y = floating (F) or node-locked (N) license  
z = channel count  
Example: M1-7700-F2

### Agreements for Customized Software

PULSE Software Maintenance and Support Agreements for customized software can be ordered when purchasing a new PULSE system with customized software.

To learn if an existing PULSE system with customized software qualifies for an agreement, contact our global Brüel & Kjær Customer Care<sup>†</sup> support team.

† Go to [www.bksv.com/contact](http://www.bksv.com/contact) for contact information

### Brüel & Kjær Services Available Separately

- PULSE Accredited Calibration according to ISO 17025
- PULSE hardware maintenance
- Local PULSE training in a classroom or on site (upon request)<sup>‡</sup>
- Web courses
- Application training<sup>‡</sup>
- Special measurement projects and consulting<sup>‡</sup>
- Advanced use of applications and new measurements<sup>‡</sup>

‡ Check with your local Brüel & Kjær office for service availability in your area

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