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Get Subscription with Gold Support  
for Autodesk® Maya® and Autodesk® MotionBuilder™

AUTODESK® SUBSCRIPTION WITH GOLD SUPPORT

Autodesk®

# Get the most out of your Autodesk Maya and Autodesk MotionBuilder software.

If you're working with industry-leading software, you need industry-leading experts and support to help you get the most out of it. Subscription with Gold Support means you enjoy premium support and software maintenance to maximize the value of your

investment. No matter the scope of your project or the size of your facility, the features and services of Autodesk® Subscription with Gold Support will give you more, with access to up-to-date software versions, learning tools, and extensive technical support.

## AUTODESK SUBSCRIPTION WITH GOLD SUPPORT KEY BENEFITS

<b>Easier Upgrades</b>	<ul style="list-style-type: none"> <li>Free access to software product updates and version upgrades released during the term of your Subscription</li> </ul>
<b>Speedy Solutions</b>	<ul style="list-style-type: none"> <li>Unlimited weekday hotline access—available 19 hours a day</li> <li>Case management of hotline cases, licensing, and reported bugs</li> <li>Fast answers through <i>Ask Autodesk</i> experts</li> </ul>
<b>More Knowledge and Resources</b>	<ul style="list-style-type: none"> <li>Interactive training sessions</li> <li>Downloadable Learning Tools</li> <li>Access to live training events, such as MasterClasses and online sessions</li> <li>A comprehensive Knowledgebase and Insider Technical Solutions documentation including tech alerts</li> </ul>
<b>Better Budgeting &amp; License Management</b>	<ul style="list-style-type: none"> <li>One annual fee for software product upgrades, support and training</li> <li>Simplified license and Subscription contract management through an exclusive online portal</li> </ul>

## What do I get?

### Seamless Technology Upgrades

Autodesk Subscription with Gold Support helps ensure that your software is always up-to-date. Each time a new version of your Autodesk® software becomes available, it is automatically shipped to you. Imagine – a protected investment that lets you stay competitive in your field. It can't get any easier than Subscription with Gold Support.

### Telephone, Email, and Online Support

Autodesk's Product Support Specialists provide easy-to-understand solutions to any product-related challenge.

#### *Weekday Hotline Support Hours*

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)  
The Autodesk support hotline is open weekdays from 3 a.m. to 10 p.m. EST (9 a.m. to 4 a.m. CET).

#### *Weekend Licensing and Installation Support*

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)  
Subscription with Gold Support gives you software installation and licensing support, even on the weekend. Available from 6 a.m. to 6 p.m. EST (12 p.m. to 12 a.m. CET).

### Online 24/7 Support Case Management Tool

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)  
This 24-hour online system lets you log support cases and see the status of your reported cases and bugs.

### Ask Autodesk

Too pressed for time to talk about your problems with a Support Specialist? Subscription with Gold Support offers members a fast, easy-to-use online support service that lets you access an extensive database of questions and answers, a subscriber discussion forum, and Autodesk® Maya® and Autodesk® MotionBuilder™ product experts to troubleshoot even more quickly.

### Interactive Training Sessions

Enjoy exclusive learning sessions and tutorials on a wide variety of topics, and get the essential skills you need to maximize your software experience. Your Subscription with Gold Support offers live, interactive training sessions focusing on industry-leading effects and animation.

### Learning Tools

Improve your skills and boost your design productivity using our self-paced learning tools. These short, interactive lessons include practical exercises and simulations designed to help you master key features of your Autodesk software.

### Bug Fix Notification Report

Be among the first to know when software and other product issues have been resolved. With each new product upgrade, the bug fix notification service will send you an e-mail detailing each bug you have reported (that has been resolved) and notifying you that it has been fixed in the current release.

### Exclusive Subscription Portal

The password-protected Subscription Center is your exclusive online destination from point-of-purchase through installation and upgrading. The Subscription Center features tools to help you easily administer your Subscription contract, view and manage your software licenses, download upgrades and learning tools, and track hotline cases.

### Autodesk Insider Technical Solutions and Knowledgebase

Subscription with Gold Support members get priority online access to information on technical issues, bug report status, and more.

- *Best Practices Support*—Learn how to make your current workflow more efficient with "best practices" documentation and white papers on key aspects of Autodesk software.
- *Tech Notes*—Access updated technical reports, including user tips and information on current trends.
- *Current Bug Status*—Call in for up-to-the-minute status reports on any bug logged by your facility.
- *Technical Solutions Knowledgebase*—Use this continuously updated online searchable database of solutions and work-arounds created from real support cases to find solutions to technical and software issues.

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