Training & Technical Support

TO AVOID INSTALLATION PROBLEMS

Meridia software has been tested and works on Windows-based computers that meet our minimum specifications. Most of the installation problems are caused by not having local administrative rights to install new software. **Meridia cannot fix this problem.** If you do not have the local administrator rights, you cannot complete the installation. Please contact your computer management provider or log in as a local administrator to successfully install the software.

Software Training

- 24/7 access to training videos
- Initial webinar training (2 x 1 hour)
  - Schedule via:
    - Online registration: http://tiny.cc/trainingregistration
    - Email: support@meridiaars.com

Software Support

- Lifetime maintenance releases for registered software
- 24/7 access to our online learning center which includes:
  - FAQ Knowledge Base: http://meridiaars.com/kb
  - Support Ticketing: http://meridiaars.com/ticket
  - Best Practices: http://tiny.cc/arstips
  - Training Videos: http://tiny.cc/videotraining

Technical Support

- Lifetime technical defect support of equipment for original purchaser

Advanced Software Support ($800 per 5 hours)

All of our software features and instructions are demonstrated to our customers during the initial product training and detailed in the online resources outlined above. If any client requires live one-on-one phone instruction of software features covered in the free resources made available online, such instruction can be purchased at any time. Additionally, Meridia offers the following services to clients who wish to purchase one-on-one consultation:

- Presentation proofing and slide review
- Custom report generation
- Template & game design

5207 Militia Hill Road Plymouth Meeting, PA 19462
Phone: 610-260-6800 Fax: 610-260-6810

MERIDIA
AUDIENCE RESPONSE
MeridiaARS.com