

THE QUALISYS ADVANTAGE

Support Plans Designed **for** **Your Growth**



Empowering Your Journey To Success

Great support isn't just about resolving issues - it's about creating an environment where you can focus on what truly matters: your work, your creativity, and your success. That's why we're offering these comprehensive plans, letting you choose the level of support that fits just right. Choose between the **Starter**, **Software**, **Professional** or **Extended** support plans.

STARTER PLAN

✓ Free to all Qualisys customers



Website Login

Use the customer dashboard on qualisys.com/my to access downloads and license keys. Lab Managers can login to manage accounts and reports.



Email Support

Email support@qualisys.com for basic questions or bug issues. Professional and Extended Plans cover more advanced queries. See page 4 for more details.



QAcademy

All support levels have access to the Getting Started manual on the Qualisys website and all QAcademy tutorials - our online video training library.

SOFTWARE PLAN

✓ Everything in Starter Plan, plus

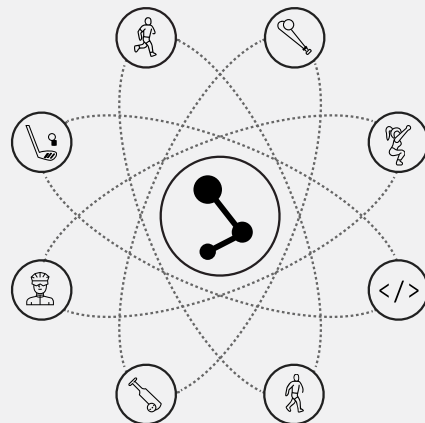


Updates and Bug Fixes

New versions of Qualisys Track Manager (QTM) and Analysis Modules are released several times each year.

The Software Plan gives users instant access to the latest tools and features introduced in major releases, as well as minor releases that address bug fixes.

External software is not covered.



PROFESSIONAL PLAN

✓ Everything in Software Plan, plus



Phone Support

Customers can call support on working business days between 8:00 - 17:00 Central European Time and 8:30am - 6:00pm Eastern Standard Time. For Starter and Software Plans, calls are available at an hourly cost.



Remote Support

Starting with an evaluation of the case via email or by phone, a Qualisys support member will use TeamViewer to securely access the customer's computer remotely, or one recommended by the customer if unavailable.



Online Tune-up

An annual 2-hour remote session is held to review the system, including setup, settings, and integrations. A support member will help identify focus areas in advance. Customers are responsible for scheduling the session.



NOTE: Professional and Extended Plans cover advanced email queries. Advanced questions include system integrations and analysis modules, but do not cover coding or external software unrelated to Qualisys tools.

EXTENDED PLAN

✓ Everything in Professional Plan, plus



Advanced Online Training

An annual remote training session is provided to expand users' knowledge of key system features. Sessions are customized based on user's suggestions and may last up to six hours. The customer is responsible for scheduling their session.

Available as an add-on to all support plans!



Camera Loaner Program

Customers are provided up to three replacement cameras during their agreement period, while their own is being repaired. Loaner models may differ from the original and exclude MRI, Underwater, and Protected cameras. Delivery can take up to two weeks.

Available as an add-on to all support plans!



Replacement Accessories

Customers can request one of the replacement options listed below once per year. The customer is responsible for booking the replacements through Qualisys support. All markers must be replaced at once.

Shipping is free!

- 50 x Soft markers with X-base
- 50 x Super-spherical markers
- 50 x Super-spherical underwater markers
- 30 x Hand-coated markers
- 1 x Upper wand + 4 L-frame markers

Bundled Benefits

Online Reporting Subscription

The Qualisys Online Reporting Platform lets you access and interact with motion capture data as web reports, accessible through a personalized Report Center. These reports combine data, video, and a 3D viewer, all on one page for a seamless experience. The platform is available as an annual subscription basis, including a Free, Basic, Premium, or Enterprise plans.

Customers with an active support agreement automatically receive the Free Online Reporting subscription, which includes access to the Qualisys Calculus Engine and storage for up to 10 web reports. The Professional Support Plan includes the Basic Online Reporting level, while the Extended Support Plan provides access to Premium, both of which offer more storage, advanced tools, and extra features. Those on Starter or Software Support plans can purchase subscriptions separately. View more details [here](#).

Student & Guest Licenses

The maximum number of active time-limited Student & Guest licenses is determined by the customer's support level. The Lab Manager associated with the account can allocate student and guest licenses up to the specified limit for each support plan outlined in the table below.

Choosing Your Qualisys Support Plan

	Starter	Software	Professional	Extended ¹
	Free to all customers	\$	\$\$	\$\$\$
Online Reporting Subscription Level	Free (10 reports)	Free (10 reports)	Basic (100 reports)	Premium (1,000 reports)
Student (Guest) Licenses	5	50	100	500
Email Support	Basic questions	Basic questions	Advanced	Advanced
Website Login	✓	✓	✓	✓
QAcademy	✓	✓	✓	✓
Software Upgrades & Bug Fixes		✓	✓	✓
Phone Support			✓	✓
Remote Support			✓	✓
Online Tune-up			✓	✓
Online Advanced Training				✓
Camera Loaner Program				✓
Replacement Accessories				✓

¹ Extended Level is available only in the US, EU, Switzerland, Norway, Iceland, and the UK.



To renew your support agreements, contact your regional support or sales representative, or submit a request to support@qualisys.com.