

Ref.: AACCMG
Date: 15th November 2019

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Service Information

MÜCAD: changeover to licence version

In the past our MÜCAD design software tools could be purchased against a single payment which meant a high initial investment cost for our customers. Updates of the software were offered from time to time as deemed necessary. However the short update cycles of Microsoft's Windows operating system require a new solution. As our MÜCAD tools are Windows based the compatibility with the Windows operating system must be ensured at all times. Therefore we had to adapt our software concept and since October 2019 are offering MÜCAD only on a subscription basis. Updates for older versions will no longer be available. If a customer wishes to update his old MÜCAD software he will have to buy a licence which will allow him to work with the latest MÜCAD version for a full year.

Each single programming station will have to be equipped with an individual licence. And for each additional software tool such as Digicolor, Müname, etc. a separate licence is required. Prices for the licences vary. The standard duration of each licence is 12 months.

With a MÜCAD licence the customers will enjoy the following benefits:

- **Ensured functionality with new releases of the Windows operating system**
- **Regular updates included**
- **Lower entry costs, lower investment**
- **Easily budgetable and number of licences quickly adaptable**
- **Free helpdesk support**
- **No distinction between MÜCAD Basis and Parallel, every licence entitles to a fully functional Basis Station**

Subscription model

- As of October 2019, MÜCAD software tools can only be purchased against a yearly licence fee.
- A MÜCAD USB-Dongle is required for the management of the licences. Customers who are already in possession of such dongles can continue to use them. If older dongles are still in use (used before version 3.7) they have to be replaced with a new dongle at the cost of CHF 350.--
- Each dongle/licence has an expiration date which can be extended on a yearly basis.
- The terms and conditions of the licence model are defined in the General Contractual Terms and Conditions of the MÜCAD Software Licence and in a separate Licence Agreement.
- Former special Varitex and NXC-releases are replaced by MÜCAD Mini (NXC384 or NXC768 and VTX384) or MÜCAD Micro (Varitex 192)
- No licences for Mücan Server and Direct Transfer, since function is integrated in mymuenet®.

Upgrades/ Updates model

- Updates will be provided only for licenced versions of MÜCAD, i.e. for MÜCAD v4.2 or higher
- Updates for older versions are no longer available. If a customer wishes to update an older MÜCAD version he is obliged to buy a licence

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- **Introductory discount for customers with MÜCAD V4.1 (if purchased after September 2017):** with the purchase of a licence for one year a f.o.c. extension of six months is granted (valid for all software tools). The promotional action will end on 30th of June 2020.
- Upon the purchase of a licence the customer will receive a licence file by mail which entitles him to use the software for another year.
- Software updates: The current version can be downloaded at any time from SwissDataSpace (link provided by Jakob Müller helpdesk). New releases are communicated from time to time via facts and/or homepage.
- Upgrades and licences can be installed by the customer via MÜCAD. The customer receives a Quick Guide for all information about initial installation and licence renewal

For ordering a licence: please contact parts.jmf@mueller-frick.com

For technical support: please contact cap.jmf@mueller-frick.com

If you need any further information please do not hesitate to contact our helpdesk team under

Phone +41 62 86 55 554 or
Email cap.jmf@mueller-frick.com

Yours sincerely

Jakob Müller AG, Frick

Roger Haslimeier
Manager Customer Service & Spare Parts

Michael Herde
Head of Service Team
Electronics & Pattern Design Systems