




Ucare is an upgrades and support program offered to all Uniview license holders. Get the latest Uniview software updates, feature releases, support from the Uniview team and your community - all in one place!

Ucare is available in three different programs to suit all budgets and requirements; Platinum, Gold and Silver. The annual fee is based on the number of seats. To reactivate your Ucare program, the retroactive fee is based on the date that Ucare payments lapsed. Providing support to all our users is important to us, should one of these packages not fit within your budget, please contact a member of our sales team to discuss customizing a package that suits your needs and fits your budget.

Ucare Silver	Ucare Gold	Ucare Platinum
Uniview software & feature upgrades	Uniview software & feature upgrades	Uniview software & feature upgrades
Access to Sciss and community shared content	Access to Sciss and community shared content	Access to Sciss and community shared content
Access to online support forum	Access to online support forum	Access to online support forum
Access to Uniview knowledge base and video tutorials	Access to Uniview knowledge base and video tutorials	Access to Uniview knowledge base and video tutorials
Email support	Priority support on emails	Priority support on emails.
	One complimentary workstation license for Uniview*	Three complimentary workstation licenses for Uniview*
	Two seats at our annual Uniview User Group Meeting	Four seats at our annual Uniview User Group Meeting
	One day per annum of remote software service	Three days per annum of remote software service
	Ucare Service discount at 25%	Ucare Service discount at 40%
		Complimentary two days per annum onsite Ucare service**

A detailed description of these features and more are provided on the following page.

* Complimentary Uniview workstation licenses are available for content creation, training and testing.
 **Travelling expenses not included, i.e travel cost, hotel, travel time and per diem reimbursement.

Uniview software & feature upgrades

Through Ucare, we offer access to the very latest versions of all licensed Uniview products through regular software upgrades. This includes the transfer of your Uniview licenses to new or upgraded hardware, as long as the program is active. We strongly recommend that you contact us for an up-to-date hardware specification before upgrading.

Support forum

Through our support forum you can submit support tickets, check on their status and do a simple search through our knowledge base to find previously answered support issues and questions. Our development team is determined to be as transparent as possible with their support process in order to deliver the best user experience we can provide.

Email support and remote software service

With Ucare you have the option of getting customized support from our software team, should your questions not already be answered via our support forum and knowledge base. Remote software service is also included for those with Gold and Platinum packages. This can be used for specialized configuration, content creation support and more - just ask!



Sciss and community shared content

One of the greatest benefits of being a Uniview user is the amazing network of Uniview users that we are so proud to call our Uniview family. Via the Ucare site, you can share ideas, get help and feedback from your peers, and download or upload content for your next show.

Ucare services

Ucare Service, both remote and onsite, can be purchased at a per hour discount from the current pricelist. For onsite visits, travelling and accommodation are not included. Ucare Services we offer at a per hour rate are typically, but not limited to, troubleshooting networks, firewalls and software; upgrading of software or drivers; Configurations and Customizations. Should you have a Colorspace system, please contact us for our comprehensive systems service programs.

Ucare Uniview Workstation Licenses

Creating flawless content and a great live presentation takes practice and we want to support our users in this process any way we can. As a Gold and Platinum subscriber of Ucare, you are provided additional work station license(s) which can be used for content creation, training and testing.



Annual Uniview User Group meeting

Each year we plan a one day seminar packed with topics that will help you make the most of Uniview. Along with members of our Uniview development team, we invite experienced Uniview Users to join us as presenters to share their expert techniques and experiences in Uniview. This is a great opportunity to advance your Uniview skills and bring greater value to your Uniview.

Please note: Additional registrations for our annual Uniview Users Groups are subject to availability and at a cost.

Contact us to find out about the next Uniview User Group event!

Sciss has the right to make changes to the provided services listed above at any time.
Please confirm the details of your support package at the time of payment.