

FREQUENTLY ASKED QUESTIONS (FAQ)

Mekel 2.0 consists of new generation FastFiche, QuantumScan and QuantumProcess software for use with Mekel Technology and Crowley brand MACH-series production-level microfilm and microfiche scanners. Depending on the MACH-series model, minor hardware and firmware updates may also be required.

Q: I own a Mekel MACH-Series microfiche scanner. Why should I upgrade to Mekel 2.0?

In any production environment, time is money. With the new serpentine scanning option, operators can save more than one second per row, adding up to precious minutes and even hours saved on large digitization projects. The automated OCR title bar file naming option adds another layer of efficiency. In addition, the serpentine motion of the microfiche platen requires less wear and tear on hardware components, reducing replacement and repair fees over the long term. Finally, Mekel 2.0 software is fully supported in Windows 10.



Q: I own a Mekel MACH-Series microfilm scanner. Does it make sense for me to upgrade?



As technology advances and previous operating systems become obsolete, a critical factor to any workflow efficiency is to stay ahead of the technology curve. Mekel 2.0 has been designed specifically to operate within Windows 10 Professional and its successors. Upgrading to Mekel 2.0 ensures that your digitization processes can maximize every efficiency for the foreseeable future.

Q: Will Mekel 2.0 improve my image quality?

The Mekel Technology MACH-Series scanners have built their reputation as the industry standard for production scanning by offering superior image quality, high production efficiency and simple ease of use. While Mekel 2.0 will not increase the already FADGI-compliant image quality of the MACH series, it will give you the same quality images with additional capture and processing features and benefits.

Q: If I choose not to upgrade, will my current software version remain supported?

The Crowley Company commits to supporting last generation software versions for seven years (longer when possible). Due to regular advances in technology, operating system updates beyond our control and the difficulty of sourcing hardware components after nearly a decade, our experience has led us to note this is the maximum allowable time for affordable software support for a scanner owner.

Q: Does Mekel 2.0 deliver with a software maintenance contract?

An upgrade to Mekel 2.0 includes a one-year software maintenance contract.

Q: I have a software maintenance contract. Do I still have to pay for the upgrade?

A software maintenance contract provides bug fixes and access to all software revisions within a full version release (i.e., 1.0, 1.1, 1.2, etc.). In the event a new full version (i.e. 2.0) is released while under contract, contract owners receive significant savings (60% or more) to upgrade. The upgrade is then covered until the original contract renewal date, giving access to all revisions within that full version.

Additionally, a software maintenance contract includes remote assistance (telephone and web support) for any software-related questions or issues.

Q: I have a preventative maintenance contract. Does this cover any of the upgrade expenses?

A preventative maintenance contract will not cover the cost of the software or any physical hardware required for an upgrade, but it will cover telephone and web support for installation. Depending on your current level of contract, it may also allow for reduced on-site installation fees. Please let your sales representative know if you are under a preventative maintenance contract so that they may quote you accordingly.

Q: What are the operating system requirements for Mekel 2.0?

Mekel 2.0 was designed to answer Windows 10 requirements but can be supported in Windows 7 and 8 as well as Windows 10. All Windows versions must be Professional and 64-bit.

Q: I have several free-standing Quantum Process licenses. Do I need to upgrade each license?

Yes. Each Quantum Process license is separate and needs only a PC, not a scanner to function. Please work with your sales representative to see if you are eligible for any multi-license discounts.

Q: Can I install this upgrade myself?

The Mekel 2.0 upgrade has been designed for customer installation. Depending on the model of your MACH-series scanner, the upgrade may be as simple as a software download or just slightly more complex. Should you prefer to have a Crowley technician perform the update, a quote will be provided.

Q: Does installation require opening the scanner?

Depending on the model and serial number of your MACH-series scanner, you may have to install an EDT board and cable on your PC for Mekel 2.0, but you should not have to open the scanner itself. Any firmware and software updates can be downloaded and installed electronically. If you choose to upgrade your scanner with the new top pre-scan lamp for improved aperture card scanning, you have the option to ship the scanner to our California manufacturing facility or to have a Crowley technician install onsite. A quote can be provided for either or both options.