

Meta Imaging Series® information and support resources

ABSTRACT

This technical note describes the following information and support resources available to users of Molecular Devices Corporation's Meta Series software products.

OVERVIEW

- Documentation
 - Electronic help files – Microsoft Windows Help (.hlp) files that are context sensitive to the dialog box level and occasionally to the level of the dialog box tab.
 - Documents in PDF format
 - Versions of the electronic help in PDF format
 - Online accessible PDFs of technical notes
- Training
 - In-house training classes
- Support resources
 - MDC website
 - Support website
 - Technical notes
 - Application notes
 - Email support
 - Phone support

INTRODUCTION

The Meta Imaging Series of products is a flexible, adaptive, yet powerful series of software products for digital photomicroscopy image acquisition and analysis. It derives its power and flexibility, in part, from its scope and complexity. Therefore, to effectively support this product series requires documentation, information, and support facilities of similar scope and complexity.

Your ease-of-use is improved by MDC providing the following types of information and support:

- Extensive, detailed documentation included with the product
- Comprehensive training in an MDC facility
- Detailed and timely technical information on company websites
- Readily accessible email and telephone support

DOCUMENTATION

The Meta Imaging Series of products includes the following types of documentation and information:

- Electronic help file documentation – Microsoft Windows Help (.hlp) files that are context sensitive to the dialog box level and occasionally to the level of the dialog box tab.
- Documentation in PDF format
 - Versions of the electronic help in PDF format
 - Online accessible PDFs of Technical Notes

ARTICLE #
T20050

PRODUCTS
MetaMorph®
MetaFluor®
MetaVue™
MetaXpress™

CREATED
23-Dec -2005

LAST UPDATED
23-Dec-2005

PRESS F1

All major dialog boxes in the Meta Imaging Series of products included dedicated context-sensitive on-screen documentation. Whenever you are using a Meta Imaging Series product, the information that you need about the dialog box is a keystroke away – just press the F1 key. The on-screen available help contents are arranged in a tiered, hierarchical organization. When you press F1, your screen will display a help dialog box that contains a general overview of the dialog box about which you want information. Some dialog boxes are context sensitive to the tab level. When you press F1, the screen will display different information for each tab in the dialog box. For these dialog boxes, be sure to re-press F1 whenever you change tabs.

SEE ALSO

The overview topic introduces you to both procedures and descriptions of dialog box options. To view this information, click the See Also button on the upper right border of the Help dialog box. A drop-down menu containing a list of procedure and dialog box option topics will open. Some categories of information are neither procedures nor dialog box options, but these additional topics will also be on the drop-down menu. Click the topic that you want to view.

LINKS

Hypertext links to related topics, PDFs of Technical Notes, and internet resources are also located in the onscreen Help information. Most of the technical notes for which links are located in the help file are also located on an MDC support web site.

DOCUMENTATION IN PDF FORMAT

Your Meta Imaging Series product CD includes a folder labeled \Helpdocs. This folder contains printable PDF versions of the same information contained in the on-screen help documentation. However, because these PDF files are distributed on the CD, updates issued after the CD was published will contain up-to-date on-screen help information, while the PDFs on the CD will reflect the level of the software contained on the CD. To use these PDFs you can either copy them from the CD to a local folder, or access and print them directly from the CD.

PRINTING DOCUMENTATION

If you need printed documentation or parts of the document to be printed, you can print the PDF documents or individual pages that you need using the Adobe Reader application. Be sure that you are using the latest version of the Adobe Reader, or printing errors can result. You can also print individual help topics from the on-screen help dialog box.

TRAINING

MDC provides in-house training for MetaMorph users at its Downingtown, Pennsylvania facility. Users attending classes learn to use MetaMorph in an ideal setting. Instruction is provided by top-level application scientists. Small class sizes ensure better individual attention. Proctors assist instructors to help ensure that all students receive the attention and information that they need. Most courses include lab sessions to enable students to apply practical usage to what they are learning.

The following classes are available one or more times throughout the year:

- ➔ Basic MetaMorph
- ➔ Advanced MetaMorph

FOR RESEARCH USE ONLY. NOT FOR USE IN DIAGNOSTIC PROCEDURES.

MOLECULAR DEVICES, the Molecular Devices logo, METAMORPH, META IMAGING SERIES, METAFUOR and the MetaMorph logo are trademarks of Molecular Devices, Inc. ©2010 Molecular Devices, Inc. Printed in the U.S.

To find out more, visit us online at: http://www.moleculardevices.com/pages/MM-new/meta_training.html

SUPPORT

MDC support for the Meta Imaging Series of software products includes the following:

- MDC website
- Support website
 - Technical notes
 - Application notes
 - Email support
 - Phone support

MDC WEBSITE

The MDC website is your online portal to vital information about your Meta Imaging Series software and system. Here you can learn about upcoming events related to MDC and conferences and symposiums in which the company participates. This site also provides access to important company news about new products and new software releases. Visit us online at:

<http://www.moleculardevices.com/pages/software/metamorph.html>.

META SERIES SUPPORT WEBSITE

The Meta Series support website provides important product information about all MDC Meta Series products. This includes access to all currently applicable technical and application notes. For more information, visit us online at: http://www.moleculardevices.com/pages/MM-new/meta_support.html.

- To access Meta Series technical notes, use the following URL:
<http://support.meta.moleculardevices.com/docs/>

EMAIL SUPPORT

To send communication concerning Meta Series products to MDC support, use the following email address: support.dtn@moldev.com.

PHONE SUPPORT

To contact MDC Meta Series support by phone, call 800-635-5577 x1820.