

License update extension instructions  
Calypso Ventures, Inc.

This document describes how to extend the updates which and an installation of MSM is licensed for. Similar steps may be used to upgrade MSM from the Personal to Professional Edition.

To grade a license the first step is to go to the Calypso Ventures Inc webs site and choose the Software Store page<sup>1</sup>.

You want the "CVI Customer Service Portal" button.

---

## Updates and Upgrades

To Upgrade a Personal Edition License to the Professional Edition, to extend a license's update period, or to see additional options available to you as a current customer, click the button to the right to go to the CVI Customer Service Portal.



Once logged into your account you can view the licenses you own, and pick which one(s) you wish to upgrade.

The Customer Service Portal also allows you to see your purchase history and get duplicate copies of invoices.

(Note: For update extensions or Edition upgrades, you do not want the new license purchase buttons – those are for purchasing an entirely new, separate license).

You will be presented a dialog where you can log into your account.

---

<sup>1</sup> The screen shots contained herein were taken in mid 2011 and the exact contents of server pages may change over time.

## CVI CUSTOMER SERVICE

[Customer Service Home](#) » [Log In](#)
 [Log In](#)

### Log In to Your Account

**Please select a login method.**

#### Existing Customers

If you are an existing customer, please enter your login information below and then click the Log In button.

Login Method:

Login Value:

Password:

[Forgot your password?](#)

#### New Customers

If you are a new customer, please enter your email address below and click the Continue button.

Email Address:

Log into your account (using your MSM license password).

## CVI CUSTOMER SERVICE

[Customer Service Home](#)
 [Log Out](#)

[Company Selection](#)

### Customer Service Home

**Welcome**

**Payment History**  
Review past payments and re-print receipts and invoices.

**Product Registration**  
Register software purchased through authorized retailers.

**Licenses & Activations**  
Activate and manage your software installations.

**Renewals & Upgrades**  
Renew software & support subscriptions and purchase upgrades.

#### Contact Information

**Customer ID:**

**Company Name:**

**Contact Name:**

**Address:**

**Phone Number:**

**Email Address:**

#### Support Information

**Email:** [Support@CalypsoVentures.com](mailto:Support@CalypsoVentures.com)

**Web:** [Web Site](#)  
[Support Web Site](#)

Use this to extend updates for an existing license.

Customer details blanked out from screen shot

(example customer details blanked out in the screen shot).

Then choose "renewals & Upgrades" from the CVI Customer service page.

The available upgrade options (specific to your licenses will be shown). If you have more than one license, options for each license in your account are presented.

## CVI CUSTOMER SERVICE

[Customer Service Home](#) » Renewals & Upgrades [Log Out](#)

[Company Selection](#)

### Renewals & Upgrades

---

#### MachStdMill Personal Edition License

License ID: [REDACTED] Expires: **21 Jun 2011** Latest Version: 1.1.9.0

Product	Price	
<b>MachStdMill Upgrade: Personal to Professional Edition</b> Personal Edition to Professional Edition Upgrade. Upgrading includes software updates for 6 months.	\$37.00	<a href="#">+ Add to Cart</a>
<b>MachStdMill Personal Edition: Updates Extension (4 months)</b> MachStdMill Personal Edition Software Updates Extension: 4 months	\$22.00	<a href="#">+ Add to Cart</a>

---

#### MachStdMill Professional Edition License

License ID: [REDACTED] Expires: **22 Jun 2012** Latest Version: 1.1.9.0

Product	Price	
<b>MachStdMill Professional Edition: Updates Extension (5 months)</b> MachStdMill Professional Edition Software Updates Extension (5 months).	\$39.00	<a href="#">+ Add to Cart</a>
<b>MachStdMill MachStdMill Professional Edition: Updates Extension (12 months)</b> MachStdMill Professional Edition Software Updates Extension (12 months).	\$85.00	<a href="#">+ Add to Cart</a>

Add the desired options to the shopping cart and then checkout to complete the transaction.

After you receive email confirmation of the transaction, start MSM and reactivate MSM – this will cause the updated license status to be pulled from the license server and the MSM license information on your machine will be updated.