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**Helmel Engineering Products, Inc. (HEPI)** is a leader in manufacturing Coordinate Measuring Machine since 1973 and is the oldest, continuous manufacturer of CMMs in the United States, located in Niagara Falls, New York. It is producing products under the name Microstar, Checkmaster, Phoenix and Microgage, all are powered by Geomet – The Universal CMM Software.

Helmel Engineering is proud to announce a new GeoConnect Support Tool available to new customers and members of our Software Service Contract program (SSC).

Until today, receiving support for your Geomet products has been provided through the use of the KnowledgeBase in the Geomet web site and by talking directly to our Support Engineers. These are no substitute to having an engineer visit your facility and provide the support you desperately need immediately. The expense of travel and manpower prohibits on-site support for most common issues that can readily be resolved by our engineers.

GeoConnect – Allows us access to your Geomet system anywhere in the world utilizing the power of the Internet. With this access, our engineers can work with you and see your system as if they were standing next to you. Our engineers, by taking control of your Geomet system can easily handle most support questions. Changing a setting, updating drivers, even installing new software can be handled through GeoConnect.

Are you connected? Connecting Geomet to the Internet offers many support features, such as GeoConnect and access to free upgrades that you can not get from a phone call. Geomet is already designed to connect to the Geomet web site to retrieve the latest help and tutorials. Most functions in Geomet have a direct link to the corresponding support page in the Knowledgebase. For example, if you are measuring a Circle, just press the <f1> function key and you will be guided to the Circle support page in the Geomet web site. Printed manuals can not keep you current. We update the Geomet Knowledgebase with every change in the Geomet software.

Get connected and stay up-to-date!

Helmel Engineering Products Inc.  
Software Support Group