

BRIX PRO & FOR TEAMS GO SOFTWARE & SUPPORT LICENSE FOR DEALERS

The CTOUCH BRIX Pro and/or For Teams Go include a Software & Support license for a period of 3 years to ensure that you will experience all the BRIX benefits, now and in the future.

The CTOUCH BRIX Pro & For Teams Go Software & Support license complies to support all Pro & For Teams Go application software apply under the following conditions towards certified dealers for three years after the date of software activation:

SOFTWARE

- New software releases and access to the CTOUCH on-line support service.
- Software releases as part of an upgrade program. Your CTOUCH BRIX Pro and/or For Teams Go can be automatically updated with the latest features and improvements (internet access required).
- The maintenance program includes new features, software fixes and patches, including adapting to Microsoft security updates, for your CTOUCH BRIX Pro and/or For Teams Go system.
- With each new release, a notification explaining the benefits and release date is published on CTOUCH online self-support.
- We guarantee full compatibility of your CTOUCH BRIX Pro with all new releases of Office 365 until license end.
- We guarantee full compatibility of your CTOUCH BRIX For Teams Go with all new releases of Microsoft Teams/Office 365 until license end.
- CTOUCH is committed to improving the security of its products. While we are striving for products without security issues during development, software security risks can occur and CTOUCH needs to respond immediately when they are discovered. CTOUCH advises to install the latest software and firmware versions and to run security updates for the best possible security.

SUPPORT

- Service support during office hours (09.00 – 17.00 CEST).
- Support requests will be processed within three working days.
- Online self-support is available throughout the product's lifecycle. CTOUCH knowledge base articles, frequently asked questions, troubleshooting tools, and other resources are available online to help customers solve common issues.
- Access to the CTOUCH Academy. CTOUCH can provide full training and adoption help. Both on- site and on-line modules are available.

HARDWARE

- CTOUCH refers to the Help Center (www.support.ctouch.eu) for the conditions of the 3 years warranty on hardware.

LICENSE HOLDER (CUSTOMER) RESPONSIBILITIES

- CTOUCH strongly recommends using the built-in OPS PC for BRIX Pro or For Teams Go software only. This will ensure CTOUCH BRIX OPS operates in the most effective way. CTOUCH cannot be held responsible for any malfunctions caused by the installation of third party software on the internal OPS PC.
- The customer is responsible for backing up information to protect the contents and as a precaution against possible failures.
- Before submitting your CTOUCH BRIX OPS PC for service, please back up your contents, all personal data and remove all security passwords. The contents of the internal BRIX OPS PC might be removed, replaced, and/or reformatted during service.
- After the service, you might get your CTOUCH OPS PC back without configuration as we do not have access to your credentials. As part of the Software & Support license, CTOUCH may update the BRIX Pro or For Teams Go application with the newest release. Third-party software might no longer be compatible with the newest release where License holder is responsible for configuration, reinstalling all Third-party software, data and information. Repair and reinstallation of Third-party software, data and information are not covered by this license.

LICENSE ENDS

- After a three years period of the initial BRIX For Teams Go or Pro Software & Support license, CTOUCH offers the possibility to extend the Software & Support license for another period of one or three years.
- The closure for prolongation and the conditions will be very similar to the initial three years period, including the OPS PC. The OPS PC specification requirements might be different for future software applications where hardware updates/upgrades are not covered by this license.
- The BRIX For Teams Go or Pro Software & Support license will stop automatically after a three years period, unless the customer prolongates the support license.
- The BRIX For Teams Go will fall back in functionality to a BRIX Pro when the license will not be extended after the license ends.
- In case the customer does not fulfill its payment obligations for the Software & Support license period, the customer will have no legal use of the For Teams Go or Pro software and software will be blocked. Furthermore, it will end CTOUCH responsibility to provide software and service support on the entire CTOUCH For Teams Go or Pro product.

Any updates to this license can be found on the CTOUCH support website site. The latest on-line BRIX For Teams Go or Pro Software & Service license is always the leading one.