



ARRIVE Information Packet

Arrive Systems, Inc.

113 Barksdale Professional Center, Newark

New Castle, DE 19711, USA

info@arrivesys.com

www.arrivesys.com

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WSH-803-001

ARRIVE Standard Limited Hardware Warranty, Disclaimer of Warranty, End User License Agreement, and US FCC Notice for ARRIVE branded software embedded processing equipment

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End User License Agreement (EULA) link:

The End User License Agreement may be located below, or at the following URL: <http://carepoint.arrivesys.com/EULA>

Product warranty terms and other information applicable to the Product may be located at the following URL: <http://carepoint.arrivesys.com/warranty>

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This Agreement is effective until terminated. ARRIVE may terminate this Agreement upon your breach of any of the provisions hereof that is not cured within thirty (30) days. This Agreement will terminate immediately without notice from ARRIVE if You (i) fail to comply with any material provision of this Agreement, or (ii) if the license of the Product is terminated for any reason. Upon termination of this Agreement, You agree to cease all use of the Product and to return to ARRIVE or destroy the Product and all documentation and related materials in your possession, and so certify to ARRIVE. Except for the license granted herein and as expressly provided herein, the terms of this Agreement shall survive termination.

■ Limited Warranty

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vi) Specifically in the case of Arrive FacePoint and Arrive ControlPoint software, Arrive will make use of specific Microsoft Lync SDK components. It is important to note the Lync SDK's development model requires the Lync client to be installed on the user's machine and the API is called from outside the Lync process, manipulating the same object model on which the Lync client is built. Use of Arrive FacePoint and Arrive ControlPoint software is subject to the terms of any license or agreement provided with the Microsoft Lync SDK. Arrive does not ship any embedded Microsoft Lync client with its products and you will be required to provide a valid and licensed installation of Lync Server and provide the network location of the Lync client which is required to be installed during the first time set-up of the Arrive FacePoint software.

vii) Specifically in the case of Arrive ViewPoint Rich Media Capture software, the following third party products are interoperated with and Your use of the Arrive ViewPoint software is subject to the terms of any license or agreement provided with the third party software. (i) Use of the GStreamer and GStreamer plug-ins is released under the LGPL as provided on the GStreamer website (<http://gstreamer.freedesktop.org/documentation/licensing.html>). By using the Arrive software, you will have accepted the terms of all associated GStreamer & GStreamer plug-in licenses and agreements. (ii) Arrive's use of open source Ubuntu Software is subject to the terms of any license or agreement provided with the software. Some of these agreements incorporate the terms of the GPL or other open source licenses. By using the Arrive software, you will have accepted the terms of the

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x) Note on Java Support. The Software Components may contain support for programs written in Java. Java technology is not fault tolerant and is not designed, manufactured, or intended for use or resale as on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of Java technology could lead directly to death, personal injury, or severe physical or environmental damage. Oracle Inc. (erstwhile Sun Microsystems Inc.) requires that this disclaimer is made.

■ Legal effect

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UNITED STATES FEDERAL COMMUNICATIONS COMMISSION NOTICE

The following information is for FCC compliance of Class A devices: this equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: this equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with Arrive's instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

SAFETY INFORMATION

Before you install your ARRIVE product, read the FCC notice and other regulatory material, including the safety and site preparation section in your product documentation. For your safety, information on "Regulatory Compliance and Safety Information" are included in your product documentation and contains the appropriate safety marks and warnings.

WARRANTY INFORMATION

The manufacturer's warranty period for your new ARRIVE product can be found in the warranty description that accompanies this product or in the warranty information in the online documentation.

Product warranty terms and other information applicable to ARRIVE products are available at the following URL: <http://carepoint.arriveys.com/warranty>

■ Service and Support During and After the Warranty Period

If your hardware fails during the warranty period, contact the Arrive Certified Solution Provider from whom you purchased your product. For more information, see the "Assistance" section.

If you have an ARRIVE CFSS service program or other maintenance agreement, request service under your agreement. You can purchase maintenance contracts from your provider or from ARRIVE directly.

■ Assistance

If you have a maintenance agreement, request service under your agreement. Depending on your service agreement, different assistance options are available.

■ Where to Begin for Warranty Support

If you need assistance, follow these steps:

1. Consult your product warranty documentation to determine your warranty period, and record the information listed here. For your convenience, record the information here as well. Keep this information readily available.

I purchased my product from:

The company phone number is:

Product model, serial number, MAC address (where applicable) are:

Maintenance contract number is:

2. Consult the ARRIVE Information Packet (this document) for detailed warranty information.
3. Contact the Arrive Certified Solution Provider from whom you purchased your hardware; the provider will have the most up-to-date information and will know where to begin the warranty process.



Note: Stop here unless you have the ARRIVE CarePoint Technical Assistance Center (CTAC) access available under the Arrive CarePoint User Center. This option may not be included in warranty and all service packages, and you could incur an additional cost.

4. Access the ARRIVE CTAC from the CarePoint User Center contracted for this service. CTAC support may not be available as part of warranty alone.

■ Important Information

When you call your Arrive Certified Solution Provider or ARRIVE, have this information ready:

- Information recorded in Step 1.
- Version level of the software and firmware
- Detailed description of the problem
- Diagnostic error messages (if any)
- Details about recent configuration changes or changes to your network (if any)

There could be additional charges for using these services.

If you are unable to contact your Arrive Certified Solution Provider, contact ARRIVE CTAC by email: netsupport@arriveys.com

■ Return Material Authorizations

If a Hardware Product or one of its component parts does not function as warranted during the warranty period, and such non-conformance can be verified by Arrive/ARRIVE, at its election, will provide either return and replacement service or replacement with a refurbished part/unit for the Hardware Product under the type of warranty service ARRIVE designates for that Hardware Product. A defective Hardware Product or one of its component parts may only be returned to ARRIVE upon ARRIVE's prior written approval. All material returned to ARRIVE must be accompanied by a Return Material Authorization (RMA) number. This number is necessary so that the factory can ensure proper tracking and handling of returned material. If you do not have an RMA number, ARRIVE reserves the right to refuse receipt of returned units.

1. Open a Service Request for an RMA number (done by You- a registered user, or your local Arrive Certified Solution Provider) at Arrive's CarePoint Technical Assistance Center ("CTAC")(Global): <http://carepoint.arriveys.com>. Click on CTAC and create a new Service Request by choosing "Request for RMA Number". You will receive your RMA number by email. By email, contact netsupport@arriveys.com to assist you with product use, configuration and troubleshooting. Arrive will use reasonable efforts to respond to you within business hours, PST Time Zone, Monday through Friday excluding scheduled local holidays ("Normal Business Hours-NBH").
2. Return the unit to your local Arrive Certified Solution Provider or Approved Partner together with the RMA number as reference. If you cannot locate your provider, you may return the unit to ARRIVE.



Note: You should always register the Hardware Product in your Arrive CarePoint User Center account. If you do not register the Hardware Product with ARRIVE, you may be required to present proof of purchase as evidence of your entitlement to warranty service. The Hardware Product's identification numbers such as model, serial number, MAC address (as applicable) will be required for all RMA cases.

Transportation costs, if any, incurred in connection with the return of a defective Hardware Product to ARRIVE shall be borne by You. Any transportation costs incurred in connection with the redelivery of a repaired or replacement item to You by ARRIVE shall be borne by ARRIVE; provided, however, that if ARRIVE determines, in its sole discretion, that the allegedly defective item is not covered by the terms and conditions of the warranty or that a warranty claim is made after the warranty period, the cost of the repair by ARRIVE, including all shipping expenses, shall be reimbursed by You.

■ Technical support, notices & contact information

You may contact ARRIVE technical support by web request at:

URL: <http://www.arriveys.com/support/> or email: netsupport@arriveys.com

■ NOTICES TO ARRIVE

If you need to contact ARRIVE please send communication regarding this EULA to the following email address subject reference to EULA-SLHW-0101-15: legal@arriveys.com

■ NOTICES FROM ARRIVE

If ARRIVE needs to contact you about your product or account, you consent to receive the notices by email. You agree that any such notices that we send you electronically will satisfy any legal communication requirements.

-END-

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