

## WHAT IS *groov* VIEW MAINTENANCE?

It's simple: *groov* View maintenance lets you install *groov* View software updates for your *groov* Server for Windows or *groov* Box. *groov* View updates may include new features, enhancements, and patches as needed.

When you purchased either *groov* Server for Windows or a *groov* Box, one year of license maintenance was included. That means that for one year following the date you first activate your *groov* product, you can download and install *groov* View updates. After that, you need to renew maintenance in order to install updates.

**Note for *groov* EPIC:** *groov* EPIC includes unlimited maintenance for *groov* View. You do not need to renew maintenance for EPIC.

***groov* View maintenance renewal is free**, but you must "buy" the maintenance part number in order to get an updated license and apply it to your *groov* product.

## WHEN YOUR *groov* VIEW LICENSE EXPIRES

After your first year with *groov* Server or a *groov* Box, the *groov* View license included in your purchase expires. We'll email you a reminder or two in the month before it expires, so you can renew it.

### If you don't renew maintenance:

- *groov* View will continue to run with the same features it had before. Nothing changes or disappears.
- You still get free product support from the experienced engineers in our Temecula, California headquarters and factory.
- But you cannot install any updates for *groov* View.

**When you renew**, renewal extends your *groov* View license *from the expiration date*. For example, in the scenario below a *groov* product owner did not renew on the maintenance expiration date but decided to renew later. The renewal extends from the expiration date, not from the date maintenance was renewed.

<i>groov</i> Server or Box activation date:	October 1, 2019
License expiration:	October 1, 2020
Ten-year maintenance renewed on:	June 30, 2022
New license expiration:	October 1, 2030

## Renewing your *groov* View license


As mentioned, we'll remind you about renewal by email before the maintenance expiration date. **Remember:**

- Reminders are sent to the email address associated with an individual *groov* Server or Box. That's the email you used when you first activated the *groov* Server or Box.
- Each email is specific to a particular *groov* product and includes its part number and activation key, so you'll know which one it is.

If you don't have a reminder email, you can still renew.

**Choose your Maintenance option**

1. If you have a maintenance reminder email, click the See Maintenance Options link in the email. If you don't have a reminder email, go to [manage.groov.com](https://manage.groov.com) and log into your MyOpto account. Click the Manage button.
2. Under the Maintenance Expires column, click the date for the *groov* product you want to renew.

 **groov View Maintenance Renewal**

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**Why renew your *groov* View maintenance?**

Renewing maintenance for your *groov* Server for Windows or *groov* Box gives you updates for *groov* View software. Updates may include new features, enhancements, and patches.

Maintenance is **free**, but to install updates you must "buy" maintenance and apply the updated license file.

**NOTE for *groov* EPIC:** You do not need to purchase maintenance for *groov* EPIC. EPIC includes unlimited *groov* View maintenance.

**Renewal Options**


Choose the option you want and apply it to any *groov* Server or *groov* Box you own. (Since maintenance is free, choose the 10-year option!)

**10 Years: [GROOV-MNT-10YR](#)**  
Your *groov* View maintenance agreement will be extended for **10 years from the maintenance expiration date** of the product.

**3 Years: [GROOV-MNT-3YR](#)**  
Your *groov* View maintenance agreement will be extended for **3 years** from the maintenance expiration date of the product.

**1 Year: [GROOV-MNT-1YR](#)**  
Your *groov* View maintenance agreement will be extended for **1 year** from the maintenance expiration date of the product.

**How renewal works**



3. Under Renewal Options, click the part number for the length of time you want to renew. (Because it is free, we recommend [GROOV-MNT-10Y](#), which renews maintenance for 10 years.)

**International customers:** *Please contact your local [Opto 22 Distributor](#) to renew maintenance.*

4. Add the product to your cart or call your distributor to order.  
When the order is complete, you receive an email or printed certificate with the Activation Key for the renewal.

**Activate the renewal and get your new license file**

The Activation Key in your email or printed certificate is not specific to an individual *groov* product; you can apply it to any *groov* Box or *groov* Server you own.

1. When you have your Activation Key from the email or printed certificate, go to [manage.groov.com](https://manage.groov.com).
2. Log in using the email address and password you used when you first activated your *groov* product.

## Manage groov

### What would you like to do?

#### Activate a new groov product, license, or training

- > groov EPIC
- > License for groov EPIC or groov RIO
- > groov EPIC Premium Factory Training
- > groov Box Edge Appliance
- > groov Server for Windows

**Required to activate:** Your Activation Key from the certificate packed in the box with your groov, or sent to you by mail or email when you bought your groov product.

ACTIVATE

#### Manage existing groov products

- > Complete your activation by adding a MAC address or serial number
- > Get groov updates and see the latest README files
- > Download your license file
- > Change or cancel your groov EPIC Premium Factory Training class
- > Manage your groov maintenance
- > See all your groov products in one place
- > Transfer a groov product to someone else

MANAGE

3. Click the blue Activate button. Follow instructions on the screen to enter your Activation Key and apply the maintenance renewal to your groov Server or Box. Choose carefully to make sure it's the right one.
4. In your groov product's Profile page, click Download License File and SAVE the file to your computer.
5. Go back to groov Build mode and choose Configure > Licensing to open the License Management dialog box. Click the Select License File button. Browse to the new license file, highlight it, and then click Open.
6. When the Upload Successful message appears, click Close.  
Your renewal is complete. Enjoy groov View!

## CHECKING groov VIEW LICENSE EXPIRATIONS

At any time, you can check the license expiration dates for all your groov Boxes and groov Servers for Windows. Here's how:

1. Log into [manage.groov.com](http://manage.groov.com) using your My.Opto22 username and password.

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MANAGE

2. Click Manage.  
You see a list of all your groov products. Expiration dates are shown in red (see next page).

 My groov List

To activate a new *groov* product, option, or training, click Manage *groov* at left.

Here are all your *groov* products. If Serial Number or MAC Address is missing, click the link to complete registration and get your license file. To download your license file, get updates, or see details, click the Manage button next to your *groov*.

*groov* Hardware

Name	Serial Number	Maintenance Expires	Transfer	
Work	695550	07/20/2027	---	<a href="#">MANAGE</a>
GROOV-AR1	688964	10/24/2020	---	<a href="#">MANAGE</a>

*groov* Server

Name	MAC Address	Maintenance Expires	Transfer	
GROOV-SVR-WIN	<a href="#">Enter MAC Address</a>	05/02/2019	---	<a href="#">MANAGE</a>

