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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.

groov 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:**

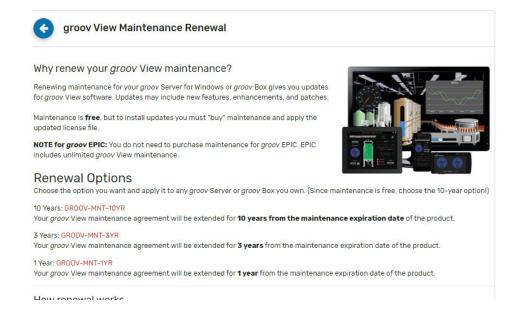
- Reminders are sent to the email address associated with an individual *groov* Server or Box. That's the email you used when you first activated the *groov* Server or Box.
- Each email is specific to a particular *groov* product and includes its part number and activation key, so you'll know which one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



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.
- 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 Manage existing groov products > Complete your activation by adding a MAC address or serial > License for groov EPIC or groov RIO > Get groov updates and see the latest README files > groov EPIC Premium Factory Training > Download your license file > groov Box Edge Appliance > Change or cancel your groov EPIC Premium Factory Training class > groov Server for Windows > Manage your groov maintenance Required to activate: Your Activation Key from the certificate > See all your groov products in one place packed in the box with your groov, or sent to you by mail or email > Transfer a groov product to someone else when you bought your groov product. 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

PTO 22

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 using your My.Opto22 username and password.

Manage groov What would you like to do? Activate a new groov product, license, or training Manage existing groov products > groov EPIC > Complete your activation by adding a MAC address or serial > License for groov EPIC or groov RIO > Get groov updates and see the latest README files > groov EPIC Premium Factory Training > Download your license file > groov Box Edge Appliance > aroov Server for Windows > Change or cancel your groov EPIC Premium Factory Training class > Manage your groov maintenance Required to activate: Your Activation Key from the certificate > See all your groov products in one place packed in the box with your groov, or sent to you by mail or email > Transfer a groov product to someone else when you bought your groov product. MANAGE ACTIVATE

2. Click Manage.

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



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