

# Licensing Program

## FAQ

### Software Licensing Program

#### Why should I want to pay for licensing on AtlasIED software that I have purchased?

Software licensing for the first year is automatically included when a qualifying product is purchased and licensed. The software licensing program includes:

- New releases, patches, and software updates.
- Software support.
- Testing and Validation to ensure software compatibility with Microsoft® Windows®.
- Testing to ensure software compatibility with AtlasIED approved packages.

#### How do I keep my software licensing current?

Please refer to the linked document: [Licensing Renewal Instructions](#). License renewal quotes are valid for 30 days from the date of issuance. Once the renewal process is complete you will receive an updated license file which validates your license for the following year(s).

#### If I purchase new products, will my existing software licensing cover those new products?

Products that are part of the licensing program include up to 50 IP endpoints and 1 year of GCK software for 1 when the product is purchased. Subsequent licensing will be included in a renewal quote sent to your organization and must be paid to continue the benefits of the program.

#### How do I know when my software licensing term starts?

The start date for all software licensing is immediately upon the activation of the license during in-house setup.

#### How do I change my software licensing term? For example, if I have multiple products purchased at different times, will I have multiple software licensing expiration dates to keep track of?

All licensed AtlasIED products that offer a license subscription are synchronized to reflect a common license subscription start and end date, regardless of when each product was first licensed. If this is not the case or if you otherwise need to change your licensing term, contact AtlasIED customer service. Some prorated charges may apply.

#### What if my software licensing has expired and I want to initiate it again?

If AtlasIED has not received an order or payment prior to the termination date, you will not be eligible for technical support until your license is current again. You will not be able to receive any product updates or other program benefits until your subscription is once again current. If the subscription has lapsed, contact your AtlasIED Regional Sales Manager or customer service for your licensing quote.

#### Do I have to pay all software licensing fees upfront?

Yes, software licensing fees are due and payable annually in advance

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### Technical Support

#### What resources does AtlasIED have for technical support?

Any user may utilize the following:

**Telephone Support** - If a technical issue arises that the licensee that requires technical assistance, the licensee can speak with an AtlasIED technical support specialist by calling the support number below.

**AtlasIED Online Support Center and Customer Care Portal** - The AtlasIED Online Support Center and Customer Care Portal (<https://www.atlasied.com/support>) is an AtlasIED website that licensees can use to get self-help and web-based support.

**Knowledge Base** - AtlasIED's Knowledge Base is a database of technical articles, web-based help, known bugs, and white papers on AtlasIED hardware and software. It can be found at: <https://www.atlasied.com/transportation-resources/category/support>.

**Downloads** - Licensees can download software updates as service packs, hot fixes, or patches. This can be found at: <https://www.atlasied.com/transportation-resources/category/download-center>

#### How do I contact AtlasIED's technical support team?

Hours: 8:00 a.m. to 5:00 p.m. (Eastern Standard Time),

Monday through Friday, except AtlasIED holidays:

- Telephone: 502-267-7436. Choose option1 (AtlasIED), then option 2 for technical support.
- Email [Support@atlasied.com](mailto:Support@atlasied.com)
- For extended hardware warranty and support options consider AtlasIED's Platinum Assurance Plan.

#### I am an international customer. Can I get direct support from AtlasIED in the United States?

Yes. AtlasIED customers outside the United States can receive technical assistance through direct from AtlasIED if they maintain a valid software licensing plan or through their local AtlasIED distributor. Please contact your local AtlasIED distributor with any questions or for more details.