

# Enterprise Support FAQs

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# Purchasing and licenses delivery

## 1.1 How to purchase?

You can request a price quote using our on-line price quote tool available at Enterprise page or you can e-mail your request directly to [Enterprise sales team](mailto:enterprisesales@motionapps.com) (enterprisesales@motionapps.com).

Within one business day we will send you an invoice based on your request.

You can pay with a credit card online at [https://www.motionapps.com/e\\_order/e\\_order.jsp](https://www.motionapps.com/e_order/e_order.jsp) OR send a check (77 Dow Place, Suite 103, San Francisco, CA 94107, USA).

Licenses, appropriate software package and installation instructions will be sent to you via e-mail within one business day from the time we receive the payment.

## 1.2 What are the prices and do you offer volume discounts?

Price list table:

Product	Unit Price in USD
mVisualVoiceMail G729	\$39.99
mVisualVoiceMail	\$24.99
mCamLock	\$29.99
mSafe	\$19.99
mVoice	\$24.99
12 month Subscription and Support	20% of the total license value

Volume discount table:

Number of Licenses	Discount
10-49	N/A
50-99	5%
100-199	10%
200 or more	15%

Please note that we are providing discount for each purchase separately.

## 1.3 What are the benefits of the enterprise licenses?

The enterprise licenses include the following features and benefits:

- Single activation code regardless of the number of target devices
- Activation code built in the application removing the need for manual entry on each device
- Ability to transfer licenses in case of device lost or malfunctioning
- OTA deployment to any number of devices
- The option to easily increase the number of licenses
- 60 days free Priority Enterprise Support
- Lifetime updates to improved versions of installed application

In addition, with purchased enterprise licenses you can also purchase optional Subscription and Support that brings you 12 months of:

- Free upgrade to all new minor and major releases of deployed products
- Ability to move licenses between devices on different OS platforms (supported by MotionApps)
- Access to MotionApps priority enterprise support

## 1.4 Why do I need 12 month Subscription and Support?

When purchasing new or upgrade licenses you are eligible to purchase optional Subscription and Support that brings you 12 months of:

- Free upgrade to all new minor and major releases of deployed products
- Ability to move licenses between devices on different OS platforms (supported by MotionApps)
- Access to MotionApps priority enterprise support

This option is especially valuable for companies with devices operating on different OS platforms, because it allows you to move available licenses between Palm OS and Windows Mobile devices without a need to purchase new licenses for each OS separately.

12 months Subscription and Support is being charged 20% of the current total licenses value.

Please note that all of your licenses must be covered with 12 month Subscription and Support if you decide to purchase it.

## 1.5 How do I get the licenses?

Licenses, appropriate software package and installation instructions will be sent to you via e-mail within one business day from the time we receive the payment.

## 1.6 How to request additional licenses?

You can request a price quote for additional licenses using our on-line price quote tool available at [Enterprise page](#) or you can e-mail your request directly to [Enterprise sales team](#) ([enterprisesales@motionapps.com](mailto:enterprisesales@motionapps.com)).

Within one business day we will send you an invoice based on your request.

You can pay with a credit card online at [https://www.motionapps.com/e\\_order/e\\_order.jsp](https://www.motionapps.com/e_order/e_order.jsp) OR send a check (77 Dow Place, Suite 103, San Francisco, CA 94107, USA).

Licenses, appropriate software package and installation instructions will be sent to you via e-mail within one business day from the time we receive the payment.

We will have your account set up within one business day from the time the payment goes through.

Please note that you should use existing installation files for new deployments.

## 1.7 How to request upgrade licenses?

If you have valid 12 month Subscription and Support you are qualified for free upgrades and you should just contact **Enterprise support team** ([enterprisesales@motionapps.com](mailto:enterprisesales@motionapps.com)) to get the new software.

If your 12 month Subscription and Support expired or you do not have 12 month Subscription and Support, you can e-mail your request to **Enterprise sales team** ([enterprisesales@motionapps.com](mailto:enterprisesales@motionapps.com)) and we will send you an invoice within one business day.

You can pay with a credit card online at [https://www.motionapps.com/e\\_order/e\\_order.jsp](https://www.motionapps.com/e_order/e_order.jsp) OR send a check (77 Dow Place, Suite 103, San Francisco, CA 94107, USA).

Licenses, appropriate software package and installation instructions will be sent to you via e-mail within one business day from the time we receive the payment.

## 1.8 What if I have a specific feature request, do you offer custom made solutions?

We will gladly develop custom made solutions for your company if the total number of licenses justifies the solution development and maintenance cost. We have already done it for several large enterprise customers.

Please describe the features you need, include a rough estimate on the number of required licenses and send an e-mail to **Enterprise sales team** ([enterprisesales@motionapps.com](mailto:enterprisesales@motionapps.com)).

Our sales representatives will contact you shortly with the offer details.

## Installation

### 2.1 How to install Palm OS application?

To install an application please unzip the ZIP archive file, drag and drop .prc file in upper window of your PalmOne Quick Install application and HotSync; or send it to Palm device OTA or over Bluetooth or IR connection. Please ensure that the application resides in the main memory of the device and not on the SD card.

The installation .prc file can be easily distributed to a large number of devices, either through the centralized software distribution system you may have in place, via SD cards or direct sync.

You can also send an e-mail or MMS with the .prc file attached to the Palm OS users or you can upload .prc file to the server and send an e-mail or SMS with the direct download link to the clients.

Please ensure that the application resides in the main memory of the device and not on the SD card.

**NOTE:** Please use the software package delivered along with the licenses after the purchase for all deployments. If you have installed trial version earlier, simply install provided application over the existing one.

## 2.2 How to install Windows Mobile application?

To install an application, please unzip the ZIP archive file and transfer the .cab file to the device. You can transfer .cab file to the device manually using ActiveSync, Bluetooth, IR or install it OTA

The installation .cab file can be easily distributed to a large number of devices, either through the centralized software distribution system you may have in place, via SD cards or direct sync.

You can also send an e-mail or MMS with the .cab file attached to the Windows Mobile users or you can upload .cab file to the server and send an e-mail or SMS with the direct download link to the clients.

Please ensure that the application resides in the main memory of the device and not on the SD card.

**NOTE:** Please use the software package delivered along with the licenses after the purchase for all deployments. If you have installed trial version earlier, simply install provided application over the existing one.

## 2.3 How to install additional software?

When purchased additional licenses, you should use an installation file provided with initial purchase. To install, simply follow the instructions in the section 2.

## 2.4 How to install upgrade software?

When upgrading the application, you will receive an installation file with new activation code integrated. To install, simply start new application over the existing one by following the instructions in the section 2.

# Product Activation

## 3.1 How to activate the application?

With enterprise licenses purchased, you will have the activation code integrated in the application.

We are highly recommending all of our enterprise users to complete the activation process directly from the device (OTA), considering that various benefits of the enterprise software depend on the OTA activation (for example, single click upgrade activation).

Please note that during the activation process application will communicate with MotionApps' Web service which will check the given activation code and authorize the use of the application on a particular target device.

Each time an application is activated on a target device, the activation counter in MotionApps' central database will be increased.

### **Palm OS devices**

If your Palm OS device has permanent internet connection, the application will activate the integrated activation code automatically first time you start it.

If you do not have permanent internet connection you will need to enable it, and then start the application, select Activate option from the main menu and your application will be activated.

If you cannot enable internet connection on your Palm OS device, you will be able to complete the activation process from your PC using our web form available at

[www.motionapps.com/support/activation.jsp](http://www.motionapps.com/support/activation.jsp). However, we do NOT recommend this activation option for our enterprise customers.

### **Windows Mobile devices**

If your Windows Mobile device has internet connection, please enable it and start the application, select Activate option from the main menu and your application will be activated.

If can not enable internet connection on your Windows Mobile device, you can activate the application by connecting the device to your desktop computer which should be connected to the internet.

Please note that it is necessary to have ActiveSync installed on your desktop computer. Simply connect your device to the desktop computer using USB sync cable and start the application, select Activate option from the menu and follow the on-screen instructions.

## 3.2 How to activate upgraded licenses?

When upgrading the application, you will receive an installation file with new activation code integrated. Same time, old activation code will be transferred to the new application.

This means that you will not be able to deploy previous application on new devices.

However, installed and activated previous version licenses will not stop working until you delete them from your devices.

Also, device soft reset or previous version application reinstallation (without deleting the application), will continue working as intended; until you decide to delete the application and install the latest.

## Common questions

### 4.1 What will happen with the license if I perform hard/soft reset or reinstall the application on the same device?

Please note that hard/soft reset and reinstallation of the application (on the same device) will not use new license from your license pool; it will rather use the same license already assigned to that device.

License is associated with the device and hard/soft reset or application reinstallation will just use already assigned license for that device.

### 4.2 What will happen with the license if I am replacing the device?

Please note that the license is associated with the device and if you wish to move the license from one device to another you will first need to deactivate it.

Depending on if new device is remaining within the same OS pool there are two procedures to follow:

#### **1. When new device is within the same OS pool (e.g. Treo 650 to the Treo 700p or Treo 700w to the Treo 750v)**

If you install the application on the replaced (new) device and activate it, your license counter will be updated and we will consider this as a new deployment.

Therefore, you will first need to deactivate the application on the device you are moving the license from (section 5) and then install (section 2) and activate (section 3) the application on the new device.

#### **2. When new device is NOT within the same OS pool (e.g. Treo 650 (Palm OS) to the Treo 700w (Windows Mobile OS) or Treo 750v (Windows Mobile OS) to the Treo 650(Palm OS)**

If you have purchased 12 month Subscription and Support, you will first need to deactivate the application on the device you are moving the license from (see section 5).

When you successfully deactivate the licenses, please e-mail your "platform change" request with the number of licenses to be moved to the [Enterprise support \(enterprisesupport@motionapps.com\)](mailto:enterprisesupport@motionapps.com).

Please make sure to specify from which OS pool you are moving licenses.

We will then update your Palm OS and Windows Mobile OS license statuses, and reply to you within one business day from the time we receive your request and then you will be able to install (section 2) and activate the application on the new device (section 3).

If you do not have purchased 12 month Subscription and Support you will not be able to transfer the licenses and will need to purchase new ones.

### 4.3 What will happen with the license if my device is broken, stolen or lost and I have received replacement?

Please note that the license is associated with the device. If you have lost the device with the activated application on it, you will not be able to deactivate the licenses directly on the device.

Therefore, you can send your request to [Enterprise support team \(enterprisesupport@motionapps.com\)](mailto:enterprisesupport@motionapps.com). We will then provide you with a list of the licenses used, and you will be able to let us know which ones need to be deactivated.

4.4 How can I move licenses from Palm OS (e.g. Treo 650) to the Windows Mobile devices (e.g. Treo 700w) and vice versa?

With purchased 12 months Subscription and Support you will be able to move licenses from Palm to Windows OS pool or vice versa.

To move the licenses please follow the procedure:

- Please deactivate the license on the device you are replacing/migrating from
- E-mail your "platform change" request with the number of licenses to be moved to the [Enterprise support \(enterprisesupport@motionapps.com\)](mailto:enterprisesupport@motionapps.com). Please make sure to specify from which OS pool you are moving licenses.

We will then update your Palm OS and Windows Mobile OS license statuses, and reply to you within one business day from the time we receive your request and then you will be able to install (section 2) and activate the application on the new device (section 3).

If you do not have purchased 12 month Subscription and Support you will not be able to transfer the licenses and will need to purchase new ones.

## License deactivation

### 5.1 License deactivation from the device

Please note that the license is associated with the device and if you wish to move the license from one device to another you will first need to deactivate it.

The license deactivation directly on the device is available starting from: mVoiceMail version 5, mSafe version 4, mVoice version 5 and mCamLock version 2.1.1. Please note that previous

versions of the software **cannot** be deactivated from the device and you can refer to the section 5.2 for more information.

To deactivate the license please select "Activate" option in the main application menu and type in "-" in front of the activation code (e.g.-XXXXX), press "Next" and your device will connect to the internet to finish the deactivation process. Depending on your internet connection this process can take up to one minute.

When the deactivation is completed you will receive on-screen notification.

Note that this option will be applicable **ONLY** if you have **internet connection** enabled and **the application you wish to deactivate was activated OTA** (directly from the device); otherwise please refer to the section 5.2.

You will then receive on-screen notification that you have successfully deactivated the application.

## 5.2 License deactivation via MotionApps Enterprise support

If you can not perform deactivation on the device, please send e-mail request to [Enterprise support \(enterprisesupport@motionapps.com\)](mailto:enterprisesupport@motionapps.com). We will then provide you with a list of the licenses used, and you will be able to let us know which ones need to be deactivated.