



# IRL Annual License Fee

the benefits are substantial >

**Intelligent Recording's annual license fee insures your investment is protected. The license fee provides unlimited access to tech support as well as full product warranty while under coverage.**

- **First Year**

The Annual License Fee is required on initial purchase. This ensures that your system is set up properly and maintained for the first year of service. You will have access to technical support, software upgrades and hardware replacement should your recorder hardware fail.

- **Year 2 and Beyond**

The Annual License Fee can be extended after the first year and annually thereafter. This participation is optional, when extended you continue to have full access to tech support, upgrades and full hardware warranty protection. *If not renewed, your warranty will expire and tech support is chargeable.*

- **Hardware Replacement**

If any of your XtR Professional hardware units fail or appear faulty, your coverage will ensure you receive either free repair or replacement if item is not repairable at no additional fee.

- **Free Software Upgrades**

You will receive advanced notification and free basic product upgrades to any XtR Professional recording, supervisory and archive software package for as long as your coverage is in place.

- **Free 800 Telephone Support**

Our priority preferred support number and dedicated technical and application support specialist are at your disposal to help with any problems and give feature and product advice.



The **leader** in cost-effective **true digital call recording**

## Overview:

**The XtR Annual Licence Fee is purchased along with any XtR Professional system and is renewable on an annual basis.**

**XtR PROtection** provides the following benefits:

**Extended Warranty** - Hardware warranty is extended for 1 year upon the purchase of the XtR License Fee. Each device's serial number must be registered as part of the plan in order to qualify.

**Technical Support** - Available at no additional charge utilizing our special 1-800 number.

**Beta Programs** - If requested, licensed customers will get first access to all Beta Software and any associated discounts for participating in these programs.

**Exciting Product Updates** - Thanks to great suggestions by our clients, we are constantly upgrading and improving our software. Major, minor and maintenance releases are available at no additional fee for a period of one year from the date of purchase. This applies only to 'same' product updates, not to upgrades from one product type to another (i.e. XtR Reporter to Reporter PRO would not be covered). All software upgrades and patches will be available via download.

## Signing Up

When you purchase any XtR hardware and software, you purchase the annual license for the first year. The license is tracked by the serial number of your device, there is nothing else required. This covers all tech support, upgrades and warranties for the first year. If you choose not to renew your license after the first year, your warranty as well as access to free support and upgrades will expire.

## Contact us

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