



Vidyo, Inc.
216 Route 17 North
Suite 301
Rochelle Park, NJ 07662
United States

Authorized Partner	DWPRO
PO Number:	COM036425-40137
Order Number:	SO1345171

Billing Address	Shipping Address
DWPRO 110 RUE EMILIEN GAUTIER ZAC DE LENFANT 13290 AIX EN PROVENCE France	DWPRO 110 RUE EMILIEN GAUTIER ZAC DE LENFANT AIX EN PROVENCE 13290 France

End Customer	End Customer Address
AGENCE REGIONALE POUR L'ENVIRONNEMENT	46312 AGENCE REGIONALE POUR L'ENVIRONNEMENT 13591 AIX EN PROVENCE France

Agreement Number:	LS-C00618762			
Coverage:	LIFESIZE ICON 500,DSS			
Line	Product	Start Date	End Date	Serial Number
1	LIFESIZE ICON 500,PHONE HD	09/09/2023	09/08/2024	TS6H250C4F472

Device Software Subscription (DSS) Overview

Welcome to Enghouse DSS!

The Enghouse Device Software Subscription provides a comprehensive suite of services that help protect your investment, maximize its value and ensure optimal performance throughout the life of your Enghouse conference room system.

The plan includes Help Desk Support, Automatic Software Updates, Pairing to the Enghouse Service and Hardware Advanced Replacement.

An Enghouse conference room system paired to an Enghouse subscription must have an active Enghouse DSS contract at all times to be paired to the Enghouse cloud-based service. This ensures that the conference room system can stay current on software updates, which is necessary when paired to the service, and that it is entitled for Help Desk Support. When your initial DSS contract is nearing expiration, you have the option to renew. As long as you maintain an active DSS contract, your systems will stay paired to the Enghouse service and you can benefit from DSS-specific product features.

Description of Services for Conference Room Systems

- Help Desk Support
 - Phone
 - Email
 - Live chat
 - Web
 - Enghouse Community
- Automatic Software Updates
 - Access to the latest software updates and enhancements
- Pairing to Enghouse Service
 - Centralized device management
 - NAT/firewall traversal
 - Point-to-point calling
- Hardware Advanced Replacement (not included in some plans)
 - Expedited shipment of a product replacement should an incident require it (not included in some plans)

Create your DSS account and pair your devices here: <http://www.lifesize.com/ldp/dss-starter-pack>

Description of Services for Enghouse Share

Your Enghouse Share device comes with a Device Software Subscription (DSS). The term of the included DSS is either two or three years, depending on the version that was purchased.

- DSS for Enghouse Share Includes:
 - Hardware advanced replacement

- Help desk support
- Automatic software updates
- Centralized cloud management

Telephone Support: +877-543-3749

Useful Links

- Enghouse Support Technical Information: <http://www.lifesize.com/support/>
- Electronic Support Case Submission: <http://www.lifesize.com/support/contactform.php>
- Enghouse Software Portal: <http://software.lifesize.com>
- Enghouse Community: <http://community.lifesize.com>