Licensing and Purchasing FAQ

Our goal is to build incredible, affordable software that people can *try* before buying. To do this, we rely on a slightly different sales model. Here's what makes it different:

- No pushy sales team.
- Free and fully functional trials that include technical and sales support.
- A huge library of online resources to help your evaluation, all available 24/7.
- One common End User Agreement.
- Quote generation and purchasing are conducted through our easy Quote & Order Form.

We're here to help at any time, so please contact us.

Evaluations

Can I evaluate a product for free before purchasing it?

Yes, you can evaluate a product for at least 14 days (up to 28 days) before purchase, allowing you to see and use iSymphony software before you proceed with a purchase. We provides a fully functional download version of iSymphony for evaluation. What you'll be using during your evaluation is what you'll be getting when you buy. In fact, to activate your commercial license you will simply update your license key.

To generate an evaluation license key simply log into My Account. Click on Licenses. From here, click on 'request a trial'. A new evaluation license will be generated that you enter into your download product.

All installed evaluations include access to our technical support resources.

How can I get an extension on my downloaded product evaluation?

We're happy to extend your download product evaluation period for up to 28 days free. Here's how to generate a new evaluation key online:

1. Login to My Account and click Licenses. You'll arrive on the Licenses page by default.
2. Click 'request a trial' to create a new key with an additional 14 days evaluation time.
3. Apply this key to your server under the Administration > License Details page.

How is the software distributed? Will I receive a CD-ROM or shrink-wrapped product?

i9 Technologies has adopted the Electronic Software Distribution (ESD) model. Consequently, software is available only via HTTP download. i9 Technologies does not distribute any software on CD, DVD or as a shrink-wrapped product. iSymphony includes 12 months of software maintenance (support and updates), the ESD model is the best way to stay up-to-date with the numerous software releases made available to you. At your discretion, maintenance can also be renewed.

After I purchase a license, do I need to reinstall the software?

There is no need to reinstall your software. Your existing installation can be updated by copying your purchased license key into the 'License Details' page of your product's administration console.

Pricing and Discounts

How much does iSymphony cost?

Current pricing information is always available online:

https://www.getisymphony.com/purchase

Are iSymphony licenses a one time fee or recurring?

iSymphony licenses are perpetual and will perpetually work with any version released during the license's maintenance period. As an option you can choose to renew you maintenance / support agreement to continue using the latest releases and receiving support. Please refer to the Software Maintenance section of this FAQ for more details.

I purchased a previous version. Is my license valid for the new version?

Version 2 licenses are not valid with version 3.

What's with the "Introductory Pricing?"

You might have noticed our pricing has changed to become substantially more affordable. We've done this based on feedback that we've gotten from our users – Like you! After many, many meetings and much deliberation, we've decided it was time to try something new. We'll commit to keeping the introductory pricing around for at least 90 days, but we can't guarantee that it will be around for ever. Hopefully you'll like it as much as we do -- you know -- so we can keep it around, and maybe have enough left over to buy a glass of lemonade this Summer.

Does i9 Technologies offer any discounts?

We do not offer any discounts. Our goal is make awesome applications available at the best price, and to treat every customer equally. Our products start at just $100 for 20 users. We like to build discounts directly into the prices we publish openly to everyone so there's no guessing or uncertainty around what you're buying and how much it costs.

Are there any discounts for education or government organizations?

Discounts are not offered to education or government organizations.

Does i9 Technologies offer reseller discounts?

i9 Technologies offers volume based discounts for companies committed to adding value and reselling iSymphony.

Ordering

What is the process for ordering iSymphony?

All orders must be placed via the secure online Order Form. If you are a reseller or have a few licenses, please name the licenses for your reference during the checkout process. Once complete your license will be emailed immediately.

License will only be made available online when full payment is confirmed.

How can I request a quote?

Requesting an obligation-free quote is easy! Order Form, which allows you to pay for your software immediately or see the total price for purchasing later.

How can I submit a purchase order (PO number) to i9 Technologies?

i9 Technologies does not offer ordering via Purchase Orders.

Can I request a quote or invoice in a currency other than US Dollars?

The US Dollars (USD) is the only currency used to quote and purchase iSymphony.

Payments & Refunds

Which payment methods are accepted, and what are your payment terms?

i9 Technologies accepts the following payment methods:

Credit card* — (MasterCard, Visa or American Express) via our secure Order Form.

After an order has been placed, how and when can the license key be accessed?

Access to your license key(s) is provided only after the successful receipt and processing of your payment. Once payment is received, a confirmation email will be sent that includes instructions on how to access the license key are provided in the confirmation email.

Can I get a refund after purchasing a license?

i9 Technologies' reserves the right to offer refunds. Generally, since we offer trial licenses we do not offer refunds. Please utilize a trial license before purchasing the software.

Software Maintenance

What kind of support does i9 Technologies offer?

iSymphony customers receive support via the Support Ticket System.

What are the benefits of renewing software maintenance?

Renewing your download software maintenance is entirely optional, but it will ensure your continued access to the following great benefits:

Support

New licenses include twelve (12) months of support for free. Renewals include support for 12 months. Support is available to you via our online Support Ticket System.

- **New license:** Your 12 month support period will commence from the date of payment confirmation.
- **Upgrade:** Upgrading your license will not extend your original support expiration date.
- **Support & Maintenance Renewal:** Your 12 month software maintenance will commence from the expiration date of the previous maintenance period, regardless of when the maintenance renewal was purchased.

Software updates

Our products continue to evolve via frequent and significant updates. If you're after new features, ever improving usability and the latest innovations in our call management platform, active software maintenance ensures you continue to receive all the latest software updates for another 12 months.

Peace of mind

If your team depends on our products for many of its day to day activities, having a guaranteed direct line of contact to a committed support team offers fantastic peace of mind. Renewing now ensures that the privileges of software maintenance continue uninterrupted.

Order your renewal today

If you wish to renew your software maintenance, or upgrade your license, simply submit your order using our Order Form.

Please note: maintenance renewals commence from the date the previous maintenance period expires, regardless of when the maintenance renewal was purchased.

When does software maintenance start?

- **New license:** Your 12 month software maintenance period will commence from the date of payment confirmation.
- **Upgrade:** Upgrading your license will not extend your original maintenance expiration date.
- **Software maintenance renewal:** Your 12 month software maintenance will commence from the expiration date of the previous maintenance period, regardless of when the maintenance renewal was purchased.

What happens when the included maintenance ends?

After the first 12 months, your software maintenance will expire and you will no longer be able to receive technical support or software updates. Renewing your software maintenance is done purely at your discretion and can be renewed in advance of your maintenance expiration to ensure uninterrupted access to the support and software updates.

As all commercial licenses are perpetual, you can use your software into perpetuity. This means, the download product will continue to operate the same way as it does before and after the maintenance period expires.

Please note: maintenance renewals commence from the date the previous maintenance period expires, regardless of when the maintenance renewal was purchased.

How can I view the maintenance expiration date for my license?

See the Licensing documentation on how to view maintenance expiration dates for your licenses.

Can maintenance dates be synchronized on licenses?

At this time, licenses cannot be synchronized with one another. We are working on a solution for this.

How can I purchase a maintenance renewal?

To order a software maintenance renewal, please visit the iSymphony Licenses section of My Account and click on the "Renew" link next to the license you wish to renew maintenance on.

Once that is done complete checkout to complete your maintenance renewal.

Following payment confirmation, a new license key will be issued. The existing installation can be updated by copying and pasting the new license key into the "License Details" page of product's administration section.

Please note: Customers can hold a maximum of 2 years worth of active software maintenance.

How do I enable or disable automatic support renewals?

If you'd like to enable or disable automatic renewal of your support for a license, follow these steps:

1. Visit your licenses control panel on our website. You can get there in two ways:

a. Click this link: http://www.getisymphony.com/isymphony/license/, and log in.
b. Log into our website at http://www.getisymphony.com/, then navigate to My Account, followed by Licenses.
2. Find the license that you want to enable or disable automatic renewals for. The website should indicate the current automatic renewal status of that license in the bottom right.
3. Click anywhere in the license row to view the license actions.
4. Click the 'Toggle Auto-Renew' link to enable or disable automatic renewals.

Licensing

How are users counted in iSymphony licenses, as named or concurrent?

A user is by definition an object referenced within iSymphony as a User. This includes accounts that may never login but for display to other iSymphony Users. A named user is counted towards the user limit, whether logged in to the application or not. Our licensing model is based on concurrent users.

Would additional licenses be required if multiple instances of the software were to be installed on a single server?

Yes, additional licenses would be required. Each license permits only the deployment of a single instance connection to a PBX in a production environment.

What is a PBX Connection?

A PBX connection is the ability for a single iSymphony instance to connect to multiple PBXs to act as a single organization unit within iSymphony.

You can learn more about PBX Connections in the documentation.

Would additional licenses be needed if the software is deployed on a development server or staging server for testing purposes?

Yes, it's best to utilize a trial license for this purpose.

Can I combine multiple licenses to increase the number of licensed users I have for a single instance?

Licenses cannot be combined to increase the number of users for a single instance. To increase the number of users, you will need to obtain an upgrade to the desired user tier.

Upgrading Download Licenses

What upgrade paths are available?

Upgrade paths and pricing can be found by clicking the *Upgrade* link next to the license you want to upgrade in the Licenses page under My Account. On the upgrade page select the *TOTAL* number of Users or Queues you need for the license.

Example 1: If you have a 20 user license and you need to upgrade to 40 users, select 40 users on the purchase page.

Example 2: If you have a 20 user license and want to add one queue, select 20 users and 1 queue on the purchase page.

Licenses cannot be combined to create custom tiers (e.g., a 20 user license and a 20 user license will not produce a 40 user license), and custom tiers are not available for purchase.

How can I purchase or request a quote for a product license upgrade?

Anyone can purchase or request a quote. Visit your Licenses page under My Account and click **Upgrade** next to the license you want to purchase an upgrade or see a quote.

When payment is received, an email will be sent to the nominated licensee and billing contacts providing details on how to access the license and any applicable source downloads.

When does my upgraded maintenance begin?

Maintenance expiration dates only change upon maintenance renewal. Therefore, an upgrade does not change the length of your existing maintenance agreement.