

Evolphin Zoom Licensing FAQ

1. How is Zoom licensed?

Zoom is licensed under an Enterprise Perpetual License agreement. A perpetual license is a one-time license fee that allows continued use of the software for as long as the customer complies with all terms of the license agreement.

2. What does a Zoom SMB user license provide?

A client software license is loaded onto a user's Mac or Windows PC and allows access to the Zoom server. The system administrator determines the level of access each user has into the system. Each user license comes with a Lightbox client. Additional Lightbox clients are available for purchase if needed.

3. What kind of support is provided with evolphin Zoom?

Evolphin provides unlimited phone support during business hours. Customers may also communicate with evolphin via email or fax. There is also a support portal available to customers that provides the ability to create a support ticket and provides a knowledge base with articles covering common procedures and best practices.

4. What is the annual maintenance fee?

The annual maintenance fee for support is equal to 20% of the purchase price of the software licensed. The first year of maintenance is included in the initial purchase.

5. Is the annual maintenance required to use the product?

No. Customers who elect to cancel their support agreement may still use the product.

6. What's included in the maintenance program?

8x5 access to evolphin Support team via phone and/or e-mail. Also maintenance customers are entitled to all new major and minor software releases that come available.

7. How is Zoom implemented?

The Zoom server is installed on the customer's server hardware. The client license may be installed on any laptop or desktop machine that meets the system requirements. Each user must have a unique UserID and password but may login from any computer connected to the server. Users may only log in from one computer at a time. The Lightbox may be accessed from any computer that provides a supported browser.

8. What products are available from evolpin?

The Zoom product line is composed of the following components:

- ❖ Zoom Server (Windows, Mac or Linux)
- ❖ Zoom Client (Windows or Mac)
- ❖ Zoom Workflow Server (Windows, Mac or Linux)
- ❖ Zoom Workflow Client (Windows or Mac)
- ❖ Zoom Lightbox (Browser based)
- ❖ Zoom Archiving (Windows, Mac or Linux)

9. How do I add more users to my license?

Upon becoming a Zoom customer, each company is assigned a customer service representative that will assist with any licensing, training or implementation issues that arise.

10. Are there any limits to the number of users I can have?

No. Zoom was built to support an unlimited number of users.

11. Are there any limits to the amount of data I can store?

The Zoom SMB licenses will allow for a repository of up to 2 GB. Enterprise licenses have no limit on the number of files or the size of individual files.