

C-Motion, Inc. Software Policies

Congratulations on your purchase of Visual3D™!

This document explains C-Motion's policies for downloading the software, licensing, and support. C-Motion, Inc. is the sole developer of the Visual3D biomechanical assessment and analysis software product, and by purchasing a copy of Visual3D you are now entitled to use the software in a single motion capture laboratory.

Downloading the Software

The Visual3D software, additional modules, the license key file, and real-time device interfaces are provided as Internet downloads from C-Motion's secure Internet web site.

New customers are sent an e-mail message that provides userid and password information to log into the C-Motion web site to download software. Software downloaded from any other location is not legitimate or supported.

As long as the customer maintains a support agreement, access to the web site downloads area will be available.

The documentation for the software is also available on-line at C-Motion's web site (under the Support section and as a download). There is also a support forum and on-line tutorials.

C-Motion does not provide the software on CD-ROM or any other media. This allows C-Motion to better control development, support, and production costs by avoiding all special taxes, duties, shipping costs, and government fees. It also eliminates any delays in delivering the software.

User Licensing

Visual3D is sold for use on a single computer. Each user license is activated over the Internet for use on a specific computer.

Four (4) permanent user licenses are provided with the initial purchase of Visual3D.

Additional permanent user licenses may be purchased, and site licensing is available.

There are no hardware dongles since licensing is controlled via an Internet activation process.

License File

Visual3D requires a license file on the computer. The license file contains the Laboratory name and encrypted license keys that enable the functions the customer has purchased.

When the license file is missing or incorrect, an installed copy of Visual3D operates only as the Free CMO Reader, in which motion capture data can be viewed, but not changed, modeled, or manipulated.

License Activation

All versions of Visual3D must be activated in order to operate. The activation takes place one time after installing the software (and license key file) and is done over the Internet. If the Internet is not accessible, you can activate the software via e-mail.

Activation locks the software to the unique computer it was installed on. If the software needs to be moved to another computer (after the license count has been used up), it must first be de-activated, then activated on the new computer.

Support

When purchased, Visual3D comes with one year of support. Support consists of the ability to get free updates of the software and modules (frequent updates of the product with new features and enhancements is common), as well as access to the developers for getting questions answered via e-mail at support@c-motion.com. It also provides limited access to C-Motion's expertise and assistance in developing models and laboratory protocols. More involved support may require a consulting arrangement.

Support does not cover the cost of upgrading to new products. It only allows the customer to update existing products as fixes and general enhancements are incorporated. New features and/or upgrades to different products have to be paid for.

NOTE: Visual3D production versions continue to operate indefinitely, even if support is not continued or desired. Every year C-Motion will issue an invoice to the customer contact that we have on file to continue the support for another year. In some cases the support cost is combined with a motion capture vendor's support fees, so the invoice is sent to the vendor instead.

Support is currently \$1250 USD per year for the real-time versions of Visual3D for the first four licenses. There is a \$100 additional support fee for each activated license over the initial 4.

If a support agreement expires, access to the C-Motion web site for downloads is disabled.

Access to the documentation and support forums is not affected by support agreements and is always available.

Billing Issues

Should there be any questions or issues related to the sales, support, licensing, or accounting of C-Motion's products, feel free to e-mail questions to info@c-motion.com or call the office in the USA at (301) 540-5611 extension 2.

Technical support issues are best addressed via e-mail to support@c-motion.com.

Sincerely,

- The C-Motion Products Team