

## Wyse Thin Client Software Licensing and Maintenance Options



*Wyse Thin Client Software Maintenance is required to be eligible to receive new versions of thin client software and subsequent releases of corresponding documentation and tools. Wyse announces new versions of software, and the customer must subscribe to, Wyse's periodic communications to receive notification of updates. Subscribe at <http://uk.wyse.com/wyseview>. Use of the Software on more than one device requires that you first purchase from Wyse additional copies of, or licenses to, the Software.*

### Pick the Maintenance Option to Meet Your Needs

Wyse Thin Client Software Maintenance options offer solutions to meet your ongoing functionality needs. You can enjoy easy Web access to valuable device software resources (including evaluation software, upgrade software, and other tools and documentation). As part of your Software Maintenance, you will receive maintenance releases, minor versions, major version upgrades, and product feature enhancements during your maintenance coverage period. New releases often include many new features, improvements, requests by customers, and the peace of mind of knowing that your software products are always up-to-date with the newest releases. Review the following licensing options to determine which solution is right for you (all device software licensing is based on a per-seat standard).

Wyse Thin Client Software License options consist of the following:

- **Device Bundled License**
- **Maintenance add-on**
- **Upgrade License**

Note: All Wyse software is subject to end-user licensing agreement (EULA) terms and may contain product-specific software limitations.

### Device Bundled License

A Wyse Device Bundled License is automatically included with the purchase of a Wyse device with an operating system resident. The Device Bundled License provides you with 90 days of device software upgrades (distributed via tech support or regional engineers for 90 days after product purchase; provided for 90 days after thin client purchase.)

To continue uninterrupted Web access to Wyse device software upgrades (through the Wyse Self-Service Center) after the initial 90 day period, you must purchase a Wyse Device Maintenance plan before the initial 90 day period expires (at minimum, you can purchase a one-year maintenance plan).

To obtain Wyse Thin Client software upgrades after the initial 90 day period has expired, you must purchase the Wyse Device Upgrade License specific to that operating system, and purchase a Wyse Device Maintenance plan.

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## Maintenance Add-on

A Device License with Maintenance option provides Wyse Device License coverage, plus continued Web access to software and firmware upgrades after the initial 90 day period covered by the Device Bundled License. In addition, the Wyse Self-Service Center Portal provides you with exclusive any-time-access to other valuable product resources (including evaluation software and other tools to help you maintain your thin client environment).

Note: Maintenance plans grant access to all resources available on [www.wyse.com](http://www.wyse.com) and do not include physical deliverables. Use of software is limited to the number of devices purchased under the maintenance plan.

## Upgrade License

The Upgrade License option allows you to purchase a Wyse Device Maintenance plan after the initial 90 day period has expired on a Wyse Device Bundled License. After purchasing a Wyse Device Maintenance plan, you can enjoy easy Web access to software and firmware upgrades, as well as other valuable Wyse resources to help you maintain your thin client environment.

## FAQ

### What is the Wyse Self-Service Center?

This is our new online customer support, interactive tool. Customers will be able to download firmware, and have access to documentation and tools not publicly available. Customers will also have access to Wyse Customer Support, giving the ability to create, manage, and troubleshoot, and resolve incidents.

### I have the Device Bundled License option and did not upgrade to the Maintenance add-on option before the initial 90 day period expired, how do I get Wyse Thin Client Software upgrades?

You must purchase an Upgrade License and then purchase a Wyse Thin Client Maintenance plan. After purchasing a maintenance plan, you can enjoy easy Web access to software and firmware upgrades, as well as other valuable Wyse resources to help you maintain your thin client environment.

### How many versions of code are released on a regular maintenance cycle?

We anticipate that new code versions will be released regularly about every 6 to 12 months. Minor revisions may be made available between major releases of the Wyse Thin Client Software.

### What new functionality can I anticipate this code supporting?

Legacy features such as ThinPrint, and ICA and RDP clients will be upgraded regularly. In addition, we will enable the addition of other client features to improve the thin-computing experience. Be sure to look for continuing enhancements around device security (such as increased support for complex authentication mechanisms) and the introduction of new features for additional flexibility and mobility.

### Where can I get costs/part numbers?

Contact your preferred reseller or call Wyse on +44 (0) 118 934 2200.

<b>Call Wyse:</b>	• <b>United Kingdom</b>	0845 604 0038 or +44 (0) 118 934 2200 <a href="http://www.wyse.co.uk">www.wyse.co.uk</a>	
	• <b>France</b>	0820 82 21 21 (0,12€/min) or +33 (0) 1 39 44 00 44 <a href="http://www.wyse.fr">www.wyse.fr</a>	
	• <b>Germany</b>	+49 (0) 1805 99 73 11 <a href="http://www.wyse.de">www.wyse.de</a>	
	• <b>Italy</b>	+39 0331 782755 <a href="http://www.wyse.com/it">www.wyse.com/it</a>	
	• <b>The Netherlands</b>	+31 (0)40 2668706 <a href="http://www.wyse.co.uk">www.wyse.co.uk</a>	
	• <b>Sweden</b>	+46 (0) 8 670 65 28	
	• <b>South Africa</b>	+27 11 531 1000 <a href="http://www.wyse.co.za">www.wyse.co.za</a>	
	<b>Corporate headquarters:</b>	• <b>North America</b>	+1 (408) 473-1200 <a href="http://www.wyse.com">www.wyse.com</a>



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