

## What Is groov Maintenance?

It's simple: *groov* maintenance lets you get *groov* updates for free.

When you purchase *groov*—either a *groov* Box or *groov* Server for Windows—one year of maintenance is included. That means that for one year following the date you first activate your *groov*, you can download and install *groov* updates for free.

### What's included in *groov* updates?

- **New features.** Past new features have included new gadgets, dark background colors, and the Stash.
- **Enhancements** to existing features, for example more pens for realtime trends
- **Patches** as needed

## When *groov* Maintenance Expires

After your first year with *groov*, the maintenance included in your purchase expires. We'll email you a reminder or two in the month before it expires, so you can renew it.

### If you don't renew maintenance:

- *groov* will continue to run with the same features it had before. Nothing changes or disappears.
- You still get free product support from the experienced engineers in our Temecula, California headquarters and factory.
- If you have a *groov* Box, you can still get *groov* Admin updates for Box administration.
- But you cannot get any updates for *groov* Build or *groov* View.

**When you renew,** renewal extends your *groov* maintenance from the expiration date. For example, in the scenario below a *groov* owner did not renew on the maintenance expiration date but decided to renew later. The renewal extends from the original expiration date, not from the date the renewal was purchased.

<i>groov</i> Activation date:	October 1, 2014
Maintenance Expiration:	October 1, 2015
One-year renewal purchased on:	June 30, 2016
New maintenance expiration:	October 1, 2016

## Renewing groov Maintenance

As mentioned, we'll remind you about renewal by email before your *groov's* expiration date.

### Remember:

- Reminders are sent to the email address associated with an individual *groov*. That's the email you used when you first activated the *groov* Box or Server.
- Each email is specific to a particular *groov* and includes its part number and activation key, so you'll know which one it is.

### Get the Maintenance quote

1. Click the link in the maintenance reminder email.  
OR go to [manage.groov.com](http://manage.groov.com).
2. Log in using the email address and password you used when you first activated your *groov*.

If you use any other email address, renewal won't work.

3. In the list, find the *groov* that you want to renew maintenance for.

A Maintenance Expires date in red indicates it's within 30 days of expiration or past expiration.

800-321-OPTO (6786)

### Manage and Update groov

To get updates: Click Show in the Details column next to your *groov*. The most recent files are listed first.

**groov Box:** Click the filename to download and save the file to your computer. To install the update, see steps in the [groov Box User's Guide](#) (Chapter 4). To see if you need the update, go to *groov* Admin, click System Information, and compare the version numbers for *groov* Admin and *groov* App to the version in the table.

**groov Server:** Click the filename to download it and run the installation. To see if you need the update, right-click the *groov* Monitor icon in the system tray and click About. Compare the version number to the one in the table.

[Activate a new groov](#)

**It appears that the maintenance is expiring on some of your groov products.** Active maintenance allows access to unlimited software updates and upgrades. To purchase maintenance extensions, please **click the Maintenance Expires date associated with the product you would like to renew**. Expiration dates listed in bright red indicate products expiring within 30 days.

**groov Boxes (Hardware)**

Details	Part #	Activation Key	Maintenance Expires	Serial #	License File
Show	GROOV-AT1	VMM9KGW47B3Q	Oct 3, 2014	668880	<a href="#">Get License File</a>

**groov Servers (Software)**



Details	Part #	Activation Key	Maintenance Expires	MAC Address	License File
Show	GROOV-SVR-WIN	KWCJP4GYHA56	Nov 21, 2014	8C:89:A5:17:12:47	<a href="#">Get License File</a>

Click date

4. Click the Maintenance Expires date.

The cost to renew this *groov* is calculated and shown for a one-year renewal and a three-year renewal:

Choose your renewal:

<p><b>1 Year Maintenance - \$199.50</b></p> <p>Your <i>groov</i> maintenance agreement for the product listed above will be extended for 1 year from the original activation date of the product.</p> <p>The cost and the associated quote number are customized for a specific <i>groov</i> product, based on the functionality that is activated for that product, and can only be used to purchase a maintenance extension for the product listed on this page.</p> <p><b>Add to Cart</b> </p>	<p><b>Reference #: 7B3Q45Y1</b></p> <p><b>Email</b> <b>Print</b></p>
<p><b>3 Year Maintenance - \$478.80</b> <b>Save \$119.70!</b></p> <p>Your <i>groov</i> maintenance agreement for the product listed above will be extended for 3 years from the original activation date of the product.</p> <p>The cost and the associated quote number are customized for a specific <i>groov</i> product, based on the functionality that is activated for that product, and can only be used to purchase a maintenance extension for the product listed on this page.</p> <p><b>Add to Cart</b> </p>	<p><b>Reference #: 7B3Q45Y3</b></p> <p><b>Email</b> <b>Print</b></p>

Note the unique reference number for the renewal you choose.

**Maintenance renewal cost.** One year of maintenance is 10% of the retail price of your *groov* at the time you bought it. If you buy three years at once, you get a 25% discount. Cost is shown in U.S. dollars.

**Reference #.** Note the Reference number. It's unique to this *groov* and the quote; you will need it in order to purchase the renewal.

5. Choose one of the buttons:
  - a. **Add to Cart**—Purchase now.
  - b. **Email**—Send the renewal quote to someone else, for example a purchasing agent or your Opto 22 Distributor.
  - c. **Print**—Print the quote for yourself or someone else.

## Completing the Purchase in Your Cart

*International customers: Please contact your local Opto 22 Distributor for purchase.*

1. If you chose Add to Cart to purchase now, complete the billing and shipping information. (You will not receive any shipment, but the information is required).
2. Choose your payment method.
3. If your cart includes other items besides your *groov* maintenance, choose a shipping method.
4. Enter payment information if required.
5. When complete, click Place Order. Note your order number.
6. If you chose Credit Card w/ Call Back or Purchase Order as your payment method, verify your order when our Inside Sales representative calls you.

When the transaction is complete, your Maintenance Expiration date in [manage.groov.com](http://manage.groov.com) will change to reflect the new expiration.

You'll receive a confirmation email; be sure to follow the steps in that email to download and apply your new license file (or see the steps below on [page 4](#)).

## Completing the Purchase by Phone or Email

**International customers:** Please contact your local Opto 22 Distributor for purchase.

1. With your quote and Reference number handy, contact your Opto 22 Distributor or contact Opto 22 Sales by phone: 800-321-6786 (toll-free in the U.S. and Canada) or +1-951-695-3000, or email: sales@opto22.com
2. Give the salesperson your quote information, Reference number, and payment information.

The salesperson will complete the sale, and your Maintenance Expiration date in [manage.groov.com](http://manage.groov.com) will reflect the new expiration.

You'll receive a confirmation email; be sure to follow the steps in that email to download and apply your new license file (or see the steps below).

## Downloading and Applying Your New License File

Once you've purchased your maintenance renewal, you're ready for the last step: applying your new license file. You have to apply the license file so that *groov* will allow you to install updates.

- Follow the steps in the thank you email you receive after your purchase is complete.  
OR:
- Go to [manage.groov.com](http://manage.groov.com) and follow these steps:
  - a. Log in using the username and password associated with the *groov* Box or Server.
  - b. In your list of *groovs*, find the one whose maintenance you just renewed. Notice that Maintenance Expires shows the new date.

groov Boxes (Hardware)

Details	Part #	Activation Key	Maintenance Expires	Serial #	License File
<a href="#">Show</a>	GROOV-AT1	VMM9KGV47B3Q	<b>Oct 3, 2017</b>	668880	<a href="#">Get License File ▶</a>

- c. Click Get License File and SAVE the file to your computer.
- d. Open *groov* Build and choose Configure > Licensing.
- e. In the License Management dialog box, click Select License File. Browse to the new license file, highlight it, and then click Open.
- f. When the Upload Successful message appears, click Close.
- g. Your renewal is complete. Enjoy *groov*!