

**Oracle® MICROS Workstation 6 Series  
Licensing Information User Manual  
E74159-07**

July 2022

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# Preface

This document contains licensing information for the Oracle MICROS Workstation 6 Series, which includes the 610, 620, 650, 625, and 655 configurations.

## Audience

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- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to recreate
- Exact error message received and any associated log files
- Screenshots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at  
<http://docs.oracle.com/en/industries/food-beverage/>

## Revision History

Date	Description of Change
July 2016	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>
November 2016	<ul style="list-style-type: none"><li>• Added part numbers for the Workstation 610 configuration with Microsoft Windows 8.1 and a 64 GB SSD.</li></ul>
March 2017	<ul style="list-style-type: none"><li>• Added part numbers for the Workstation 620 and Workstation 650 configurations without MSR.</li></ul>
May 2017	<ul style="list-style-type: none"><li>• Updated part number descriptions.</li></ul>
July 2017	<ul style="list-style-type: none"><li>• Added part numbers for the Workstation 620 8GB configuration.</li></ul>
March 2020	<ul style="list-style-type: none"><li>• Added Oracle Linux for MICROS licensing information.</li></ul>
March 2022	<ul style="list-style-type: none"><li>• Updated third-party notices</li></ul>
July 2022	<ul style="list-style-type: none"><li>• Updated third-party notices</li></ul>



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## 2 Licensing Information

### Description of Product Editions

**Oracle MICROS Workstation 6 Series** is a Point of Sale (POS) terminal featuring a widescreen high-definition display with a projected capacitive touch screen. The Oracle MICROS Workstation 6 Series is available in six configurations: the 610, 620, 650, 625E, 625X, and 655X.

Product	Subproduct	Description
Oracle MICROS Workstation 6 Series	Oracle MICROS Workstation 610 Microsoft Windows 8.1, 64 GB SSD: Part Number: 7116605 Part Number (For China Only): 7116606  Microsoft Windows 10: Part Number: 7115088 Part Number (For China Only): 7115089	Point-of-Sale (POS) terminal that features an Intel Atom processor and runs the Microsoft Windows Embedded 8.1 Industry Pro operating system or the Microsoft Windows 10 IoT Enterprise operating system.
	Oracle MICROS Workstation 620 With MSR, 4GB: Part Number: 7114425 Part Number (For China Only): 7114427  With MSR, 8GB: Part Number: 7117732  Without MSR: Part Number: 7117128 Part Number (For China Only): 7117129	Point-of-Sale (POS) terminal that features an Intel Celeron processor and runs the Microsoft Windows 10 IoT Enterprise operating system.
	Oracle MICROS Workstation 650 With MSR: Part Number: 7114426 Part Number (For China Only): 7114428  Without MSR: Part Number: 7117130 Part Number (For China Only): 7117131	Point-of-Sale (POS) terminal that features an Intel Core i5 processor and runs the Microsoft Windows 10 IoT Enterprise operating system.
	Oracle MICROS Workstation 625X With MSR, Wi-Fi, and RFID: Part Number: 7601130  Without MSR, Wi-Fi, and RFID:	Point-of-Sale (POS) terminal that features an Intel Celeron processor and runs the Microsoft Windows 10 IoT Enterprise LTSC operating system.



Product	Subproduct	Description
	Part Number: 7601129	
	Oracle MICROS Workstation 625X With MSR, Wi-Fi, and RFID: Part Number: 7601131  Without MSR, Wi-Fi, and RFID: Part Number: 7601133	Point-of-Sale (POS) terminal that features an Intel Celeron processor and runs the Oracle Linux for MICROS operating system.
	Oracle MICROS Workstation 625E Part Number: 7601134	Point-of-Sale (POS) terminal that features an Intel Celeron processor and runs the Microsoft Windows 10 IoT Enterprise LTSC operating system.
	Oracle MICROS Workstation 625E Part Number: 7601135	Point-of-Sale (POS) terminal that features an Intel Celeron processor and runs the Oracle Linux for MICROS operating system.
	Oracle MICROS Workstation 655X With MSR, Wi-Fi, and RFID: Part Number: 7601137  Without MSR, Wi-Fi, and RFID: Part Number: 7601136	Point-of-Sale (POS) terminal that features an Intel Core i5 quad-core processor and runs the Microsoft Windows 10 IoT Enterprise LTSC operating system.
	Oracle MICROS Workstation 655X With MSR, Wi-Fi, and RFID: Part Number: 7601138  With MSR / Without Wi-Fi and RFID: Part Number: 7601140	Point-of-Sale (POS) terminal that features an Intel Core i5 quad-core processor and runs the Oracle Linux for MICROS operating system.

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  - Third Party Distribution. You may permit distributors of your applications to copy and distribute the Distributable Code as part of those applications.
- b. **Distribution Requirements.** For any Distributable Code you distribute, you must:
- add significant primary functionality to it in your applications;
  - distribute Distributable Code included in a setup program only as part of that setup program without modification; and
  - require distributors and external end users to agree to terms that protect the Distributable Code at least as much as this agreement.
- c. **Distribution Restrictions.** You may not:
- alter any copyright, trademark or patent notice in the Distributable Code;
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  - modify or distribute the source code of any Distributable Code so that any part of it becomes subject to an Excluded License. An “Excluded License” is one that requires, as a condition of use, modification or distribution, that (i) the code be disclosed or distributed in source code form; or (ii) others have the right to modify it.
4. **DATA.** The software may prompt you from time to time to obtain a license key, such as by signing into a Microsoft account. If you do not obtain and enter a new license key when prompted, you may not be able to use the software and access your data in the software. The software may collect information about you and your use of the software, and send that to Microsoft. Microsoft may use this information to provide services and improve our products and services. Some features in the software may enable collection of data from users of applications you develop using the software. If you use these features to enable data collection in your applications, you must comply with applicable law, including providing appropriate notices to users of your applications. You can learn more about data collection and use in the help documentation and the privacy statement at <https://go.microsoft.com/fwlink/?LinkId=398505>. Your use of the software operates as your consent to these practices.
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  - c. remove, minimize, block or modify any notices of Microsoft or its suppliers in the software;
  - d. use the software in any way that is against the law;
  - e. share, publish, or lend the software, or provide it as a hosted solution for others to use, or transfer the software or this agreement to any third party.
6. **SUPPORT SERVICES.** Because this software is “as is,” we may not provide support services for it.
  7. **ENTIRE AGREEMENT.** This agreement, and the terms for supplements, updates, Internet-based services and support services that you use, are the entire agreement for the software and support services.
  8. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see [www.microsoft.com/exporting](http://www.microsoft.com/exporting).
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It also applies even if Microsoft knew or should have known about the possibility of the damages. The above limitation or exclusion may not apply to you because your state or country may not allow the exclusion or limitation of incidental, consequential or other damages.

## Microsoft Software License Terms for Visual Studio 2015

These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. They apply to the software named above. The terms also apply to any Microsoft services or updates for the software, except to the extent those have different terms.

### IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW.

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- a. **Individual license.** If you are an individual working on your own applications to sell or for any other purpose, you may use the software to develop and test those applications.
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  - Any number of your users may use the software to develop and test your applications released under Open Source Initiative (OSI) approved open source software licenses.
  - Any number of your users may use the software to develop and test extensions to Visual Studio.
  - Any number of your users may use the software to develop and test your applications as part of online or in person classroom training and education, or for performing academic research.
  - If none of the above apply, and you are also not an enterprise (defined below), then up to 5 of your individual users can use the software concurrently to develop and test your applications.
  - If you are an enterprise, your employees and contractors may not use the software to develop or test your applications, except for open source and education purposes as permitted above. An “enterprise” is any organization and its affiliates who collectively have either (a) more than 250 PCs or users or (b) more than one million US dollars (or the equivalent in other currencies) in annual revenues, and “affiliates” means those entities that control (via majority ownership), are controlled by, or are under common control with an organization.
- c. **Demo use.** The uses permitted above include use of the software in demonstrating your applications.

#### 2. TERMS FOR SPECIFIC COMPONENTS.

- a. **Utilities.** The software contains some items on the Utilities List at <http://go.microsoft.com/fwlink/?LinkId=523763&clid=0x409>. You may copy and install those items, if included with the software, on yours or other third party machines, to debug and deploy your applications and databases you developed with the software. Please note that Utilities are designed for

temporary use, that Microsoft may not be able to patch or update Utilities separately from the rest of the software, and that some Utilities by their nature may make it possible for others to access machines on which they are installed. As a result, you should delete all Utilities you have installed after you finish debugging or deploying your applications and databases. Microsoft is not responsible for any third party use or access of Utilities you install on any machine.

- b. **Build Server.** The software contains some items on the Build Server List at <http://go.microsoft.com/fwlink/?LinkId=523763&clcid=0x409>. You may install copies of those items, if included with the software, on your build machines. You and others in your organization may use these items on your build machines solely for the purposes of compiling, building, verifying and archiving your applications or running quality or performance tests as part of the build process.
- c. **Font Components.** While the software is running, you may use its fonts to display and print content. You may only (i) embed fonts in content as permitted by the embedding restrictions in the fonts; and (ii) temporarily download them to a printer or other output device to help print content.
- d. **Licenses for other components.**
  - **Microsoft platforms.** The software may include components from Microsoft Windows; Microsoft Windows Server; Microsoft SQL Server; Microsoft Exchange; Microsoft Office; and Microsoft SharePoint. These components are governed by separate agreements and their own product support policies, as described in the license terms found in the installation directory for that component or in the “Licenses” folder accompanying the software.
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  - **Third party components.** The software may include third party components with separate legal notices or governed by other agreements, as described in the ThirdPartyNotices file accompanying the software. Even if such components are governed by other agreements, the disclaimers and the limitations on and exclusions of damages below also apply.  
The software may also include components licensed under open source licenses with source code availability obligations. Copies of those licenses, if applicable, are included in the ThirdPartyNotices file. You may obtain this source code from us, if and as required under the relevant open source licenses, by sending a money order or check for \$5.00 to: Source Code Compliance Team, Microsoft Corporation, 1 Microsoft Way, Redmond, WA 98052. Please write “source code for Microsoft Visual Studio Community 2015” in the memo line of your payment. We may also make a copy of the source code available at <http://thirdpartysource.microsoft.com>.
- e. **Package Managers.** The software includes package managers, like NuGet, that give you the option to download other Microsoft and third party software packages to use with your application. Those packages are under their own licenses, and not this agreement. Microsoft does not distribute, license or provide any warranties for any of the third party packages.

3. **DISTRIBUTABLE CODE.** The software contains code that you are permitted to distribute in applications you develop if you comply with the terms below. (For this Section the term “distribution” also means deployment of your applications for third parties to access over the Internet.)
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    - Third Party Distribution. You may permit distributors of your applications to copy and distribute the Distributable Code as part of those applications.
  - b. **Distribution Requirements.** For any Distributable Code you distribute, you must:
    - add significant primary functionality to it in your applications; and
    - require distributors and external end users to agree to terms that protect the Distributable Code at least as much as this agreement.
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4. **DATA.** The software may collect information about you and your use of the software, and send that to Microsoft. Microsoft may use this information to provide services and improve our products and services. You may opt-out of many of these scenarios, but not all, as described in the product documentation. There are also some features in the software that may enable you to collect data from users of your applications. If you use these features to enable data collection in your applications, you must comply with applicable law, including providing appropriate notices to users of your applications. You can learn more about data collection and use in the help documentation and the privacy statement at <http://go.microsoft.com/fwlink/?LinkId=528096&clcid=0x409>. Your use of the software operates as your consent to these practices.
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10. **CONSUMER RIGHTS; REGIONAL VARIATIONS.** This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. Separate and apart from your relationship with Microsoft, you may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:
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  - b. **Canada.** If you acquired this software in Canada, you may stop receiving updates by turning off the automatic update feature, disconnecting your device from the Internet (if and when you re-connect to the Internet, however, the software will resume checking for and installing updates), or uninstalling the software. The product documentation, if any, may also specify how to turn off updates for your specific device or software.
  - c. **Germany and Austria.**
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Subject to the foregoing clause (ii), Microsoft will only be liable for slight negligence if Microsoft is in breach of such material contractual obligations, the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, Microsoft will not be liable for slight negligence.

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## **Microsoft Software License Terms for Windows Embedded 8.1 Industry Pro**

This is a license agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you that describes your rights to use Windows Embedded 8.1 Industry Pro.

For your convenience, we have organized this agreement into two parts. The first part includes introductory terms phrased in a question and answer format; the Additional Terms follow and contain greater detail. You should review the entire agreement, including any linked terms, because all of the terms are important and together create this contract that applies to you. You can review linked terms by pasting the forward link into your browser window once the software is running. **The Additional Terms contain a binding arbitration clause and class action waiver. If you live in the United States, these affect your rights to resolve a dispute with Microsoft, and you should read them carefully.**

**By accepting this agreement or using the software, you agree to all of these terms and consent to the transmission of certain information during activation and for Internet-based features of the software. If you do not accept and comply with these terms, you may not use the software or its features. Contact Microsoft or the Microsoft affiliate serving your country for information about Microsoft's refund policies. See [microsoft.com/worldwide](http://microsoft.com/worldwide) . In the United States and Canada, call (800) MICROSOFT or see [microsoft.com/info/nareturns.htm](http://microsoft.com/info/nareturns.htm) .**

**How can I use the software?** We do not sell our software or your copy of it – we only license it. The software may require a key to install or access it. If it does, you are responsible for the use of keys assigned to you. You should not share the keys with third parties.

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**What about updating the software?** If the software covered by this agreement is an update to your existing operating system software, the update replaces the original software. You do not retain any rights to the original software after it has been updated and you may not continue to use it or transfer it in any way. This agreement governs your rights to use the update software and replaces the agreement for the software from which it was updated. After the update is complete, some apps may not migrate or may be incompatible with Windows Embedded 8.1 Industry Pro and additional software may be required to play back or record certain types of media, including DVDs.

**How does Internet activation work?** The first time you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine, and the license is associated with the licensed device. This process is called "activation." Because activation is meant to identify unauthorized changes to the licensing or activation functions of the software, and to otherwise prevent unlicensed use of the software, **you may not bypass or circumvent activation.**

**Does the software collect my personal information?** If you connect your device to the Internet, some features of the software may connect to Microsoft or service provider computer systems to send or receive information, including personal information. You may not always receive a separate notice when they connect. If you choose to use any of these features, you agree to send or receive this information when using that feature. Many of these features can be switched off or you can choose not to use them.

**How do we use your information?** Microsoft uses the information it collects through the software features to upgrade or fix the software and otherwise improve our products and services. In certain circumstances, Microsoft also shares it with others. For example, Microsoft shares error reports with relevant hardware and software vendors, so that they can use the information to improve how their products run with Microsoft products. You agree that Microsoft may collect, use and disclose the information as described in the Privacy Statements at [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572).

**What does this agreement apply to?** This agreement applies to the software, the media on which you received the software, if received on media, and any Microsoft updates, supplements, and services for the software, unless other terms come with them. If so, those terms apply.

**Are there things I'm not allowed to do with the software?** Yes. Because the software is licensed, not sold, and Microsoft reserves all rights (such as rights under intellectual property laws) not expressly granted in this agreement. In particular, this license does not give you any right to, and you may not: use the software for commercial software hosting services; use features of the software separately; publish, copy (other than the permitted backup copy), rent, lease or lend the software; transfer the software (except as permitted by this agreement); attempt to circumvent technical protection measures in the software, reverse engineer, decompile, or disassemble the software, except if the laws where you live permit this even when our agreement does not. In that case, you may do only what your law allows. When using Internet-based features or Microsoft Family Safety, you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to any service, data, account or network, in an unauthorized manner.

## **ADDITIONAL TERMS**

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1. You may install, use, access, display and run a single copy of the software on each device for development purposes only. The software may not be used by more than two processors at any one time on any single device.

2. **Storage/Network Use.** You may also store or install one (1) copy of the software on a storage device, such as network server, used only to install or run the software on your other devices over an internal network; however, you must acquire and dedicate an additional license for each separate device on or from which the software is installed, used, accessed, displayed or run. Except as otherwise permitted by Remote Assistance features described below, a license for the software may not be shared or used concurrently on different devices.
3. **Multiple or Pooled Connections.** Hardware or software you use to multiplex or pool connections, or reduce the number of devices that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each copy of the software you are using.
4. **Device Connections.** You may permit a maximum of twenty (20) computers or other electronic devices (each a "Device") to connect via Server Message Block (SMB) to the device to utilize one or more of the following services of the software: file services, print services, Internet information services, Internet connection sharing and telephony services. The twenty connection maximum includes any indirect connections made through "multiplexing" or other software or hardware which pools or aggregates connections. Unlimited inbound connections are allowed via TCP/IP (Transmission Control Protocol ("TCP") and the Internet Protocol ("IP").
5. **Remote Access.** The software contains Remote Desktop and Remote Assistance technologies that enable the software or applications installed on the licensed device to be accessed remotely from other devices.
  - **Remote Desktop.** The single primary user of the licensed device may access a session from any other device using Remote Desktop or similar technologies. A "session" means the experience of interacting with the software, directly or indirectly, through any combination of input, output and display peripherals. Other users, one at a time, may access the licensed software running on this host device, from any device using Remote Desktop, but only if the remote device is separately licensed to run Windows Embedded 8.1 Industry Pro.
  - **Remote Assistance.** You may use Remote Assistance or similar technologies to share an active session without obtaining any additional licenses for the software. Remote Assistance allows one user to directly connect to another user's device, usually to correct problems.
6. **Multiple versions.** The software includes multiple versions (such as 32-bit and 64-bit versions), and you may install only one of those versions at a time. Installing the 32-bit version of Windows Embedded 8.1 Industry Pro on this system requires a change to the BIOS settings to legacy BIOS mode. If you switch to the 64-bit version of Windows Embedded 8.1 Industry Pro from the 32-bit version of Windows Embedded 8.1 Industry Pro, then you should revert back to the original BIOS settings. If you do not revert back to these BIOS settings when switching back to the 64-bit version, the following Windows Embedded 8.1 Industry Pro functionalities will not work as they rely on UEFI mode boot:
  - Secure Boot,
  - Seamless Boot experience,
  - Network unlock for Bitlocker for computer with a Trusted Platform Module (TPM) and
  - eDrive support.

Reverting back to UEFI mode will require a hard drive reformat. All data and personal settings will be lost. It is highly recommended that you back up your data before you revert back to UEFI mode.

7. No Commercial Distribution. This agreement does not grant you the right to reproduce and commercially distribute the software that you installed on your devices. If you wish to commercially distribute the software with your devices you must first execute and comply with the terms and conditions of a royalty-bearing license from Microsoft or the Microsoft affiliate serving your country. For more information, please go to [microsoft.com/windowseembedded](https://microsoft.com/windowseembedded) or contact your Microsoft Account Manager or Distributor, as applicable.

## 2. BINDING ARBITRATION AND CLASS ACTION WAIVER

1. Application. If you live in the United States, this Section 1 applies to any dispute **EXCEPT IT DOES NOT INCLUDE A DISPUTE RELATING TO THE ENFORCEMENT OR VALIDITY OF YOUR, MICROSOFT'S, OR EITHER OF OUR LICENSORS' INTELLECTUAL PROPERTY RIGHTS**. Dispute means any dispute, action, or other controversy between you and Microsoft concerning the software (including its price) or this agreement, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis. "Dispute" will be given the broadest possible meaning allowable under law.
2. Notice of dispute. In the event of a dispute, you or Microsoft must give the other a Notice of Dispute, which is a written statement of the name, address and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You must send any Notice of Dispute by U.S. Mail to **Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. A form is available at [go.microsoft.com/fwlink/?linkid=245499](https://go.microsoft.com/fwlink/?linkid=245499)**. Microsoft will send any Notice of Dispute to you by U.S. Mail to your address if we have it, or otherwise to your e-mail address. You and Microsoft will attempt to resolve any dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, you or Microsoft may commence arbitration.
3. Small claims court. You may also litigate any dispute in small claims court in your county of residence or King County, Washington, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not you negotiated informally first.
4. Binding arbitration. **If you and Microsoft do not resolve any dispute by informal negotiation or in small claims court, any other effort to resolve the dispute will be conducted exclusively by binding arbitration governed by the Federal Arbitration Act ("FAA"). You are giving up the right to litigate (or participate in as a party or class member) all disputes in court before a judge or jury.** Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the FAA. Any court with jurisdiction over the parties may enforce the arbitrator's award.
5. Class action waiver. **Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor Microsoft will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.**

6. Arbitration procedure, costs, fees and incentives. Any arbitration will be conducted by the American Arbitration Association (the “AAA”) under its Commercial Arbitration Rules. If the value of the dispute is \$75,000 USD or less, its Supplementary Procedures for Consumer-Related Disputes will also apply. For more information, see [adr.org](http://adr.org) or call 1-800-778-7879. In a dispute involving \$75,000 or less, Microsoft will promptly reimburse your filing fees and pay the AAA’s and arbitrator’s fees. You and Microsoft agree to the terms governing procedures, fees and incentives at [go.microsoft.com/fwlink/?linkid=282637](http://go.microsoft.com/fwlink/?linkid=282637). To commence arbitration, submit the form available at [go.microsoft.com/fwlink/?linkid=245497](http://go.microsoft.com/fwlink/?linkid=245497) to the AAA. You agree to commence arbitration only in your county of residence or in King County, Washington. Microsoft agrees to commence arbitration only in your county of residence.
7. Claims or disputes must be filed within one year. To the extent permitted by law, any claim or dispute to which Section 2 applies must be filed within one year in small claims court (Section 2.c) or in arbitration (Section 2.d). The one-year period begins when the claim or dispute first could be filed. If such a claim or dispute is not filed within one year, it is permanently barred.
8. Severability. If the class action waiver in Section 2.e is found to be illegal or unenforceable as to all or some parts of a dispute, then Section 2 (Arbitration) will not apply to those parts. Instead, those parts will be severed and proceed in a court of law, with the remaining parts proceeding in arbitration. If any other provision of Section 2 is found to be illegal or unenforceable, that provision will be severed with the remainder of Section 2 remaining in full force and effect.

### 3. CHOICE OF LAW

The laws of the state or country where you live govern all claims and disputes concerning the software (including its price) or this agreement, including breach of contract claims and claims under state consumer protection laws, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, except that the FAA governs all provisions relating to arbitration. If you acquired the software in any other country, the laws of that country apply. This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so.

### 4. ACTIVATION

1. More on how activation works. The software will notify you whether the installed copy of the software is properly licensed. During activation, the software will send information about the software and your device to Microsoft. This information includes the version, language, and product key of the software, the Internet protocol address of the device, and information derived from the hardware configuration of the device. For more information about activation, see [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572). If the licensed device is connected to the Internet, the software will automatically connect to Microsoft for activation. You can also activate the software manually by Internet or telephone. In either case, Internet and telephone service charges may apply.
2. Re-activation. Some changes to your device components or the software may require re-activation of the software.
3. Activation failure. During online activation, if the licensing or activation functions of the software are found to be counterfeit, improperly licensed, or include unauthorized changes, activation will fail and the software will attempt

to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. The software will notify you if the installed copy of the software is improperly licensed or includes unauthorized changes. In addition, you may receive reminders to obtain a properly licensed copy of the software. You may not be able to obtain certain updates or upgrades from Microsoft if your copy of the software is found to be improperly licensed.

#### 5. INTERNET-BASED FEATURES; PRIVACY

Some software features use Internet protocols, which send to Microsoft (or its suppliers or service providers) device information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, the language code of the device where you installed the software, and other information described below, in the Windows Embedded 8.1 Industry Privacy Statement at [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572), or in the Windows Embedded user interface. Microsoft uses this information to make the Internet-based features available to you, in accordance with the Windows Embedded 8.1 Industry Privacy Statement at [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572) and information that may be presented to you in the Windows Embedded user interface. Some Internet-based features may be delivered and updated at a later date --if, for example, you acquire an application that relies on one of those services, or to help make the software safer or more reliable. Internet features include, but are not limited to, the features described below, in the Windows Embedded 8.1 Industry Privacy Statement at [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572) and the Windows Embedded user interface.

1. Accelerators. When you click on or move your mouse over an Accelerator in Internet Explorer, any of the following may be sent to the applicable service provider (which may not be Microsoft): the title and full web address or URL of the current webpage, standard device information, and any content you have selected. For more information, see [go.microsoft.com/fwlink/?linkid=280121](http://go.microsoft.com/fwlink/?linkid=280121).
2. Cookies. If you choose to use online features in the software, such as online Help and Support, cookies may be set. To learn how to block, control and delete cookies, please read the cookies section of the Privacy Statement at [go.microsoft.com/fwlink/?linkid=74170](http://go.microsoft.com/fwlink/?linkid=74170).
3. Digital Certificates. The software uses digital certificates to confirm the identity of Internet users sending X.509 standard encrypted information, to digitally sign files and macros, and to verify the integrity and origin of the file contents. The software may retrieve and update certificates and certificate revocation lists, and the list of trusted certification authorities, over the Internet.
4. Feedback Features. The Customer Experience Improvement Program automatically sends to Microsoft anonymous information about your hardware and how you use this software. The Help Experience Improvement Program (HEIP) automatically sends to Microsoft information about the version of Windows that your device is running and about how you use Windows Help and Support, including queries you enter when you search Windows Help and Support and any ratings or feedback on the Help topics presented to you. Windows Error Reporting automatically sends reports to Microsoft that describes which software components had errors. These reports may include memory dumps. From time-to-time, we will also download a small file to your device that permits us to collect information about specific errors you have while using the software. The data collected by these features helps us improve our software.
5. IPv6 Network Address Translation (NAT) Traversal service (Teredo). Each time you start your licensed device, Teredo will attempt to locate a public Internet Protocol version 6 (IPv6) service on the Internet. This occurs automatically when your licensed device is connected to a public or private

network, but does not occur on managed networks such as enterprise domains. If you use a program that requires Teredo to use IPv6 connectivity, or if you configure your firewall to always enable IPv6 connectivity, then Teredo will periodically contact the Microsoft Teredo service over the Internet. The only information sent to Microsoft is standard computer information and the name of the service requested (for example [teredo.ipv6.microsoft.com](http://teredo.ipv6.microsoft.com)). The information sent from your device by Teredo is used to determine if your device is connected to the Internet and if it can locate a public IPv6 service. Once the service is located, information is sent to maintain a connection with the IPv6 service.

6. **Malicious Software Removal.** The software may periodically scan for and remove malware from your device, using the malicious software removal tool most recently downloaded to your device. After the scan completes and at regular intervals, a report will be sent to Microsoft with specific information about malware detected, errors, and other information about your device. This information is used to help protect your device from malicious software, as well as to improve the software and other Microsoft products. You may disable the software's reporting functionality by following the instructions found at [go.microsoft.com/fwlink/?linkid=241725](http://go.microsoft.com/fwlink/?linkid=241725).
7. **Network Awareness.** This feature determines whether a system is connected to a network by either passive monitoring of network traffic or active DNS or HTTP queries. The query only transfers standard TCP/IP or DNS information for routing purposes. You can switch off the active query feature through a registry setting.
8. **Plug and Play and Plug and Play Extensions.** Your device may not have the drivers needed to communicate with hardware that you connect to your device. If so, the update feature of the software can obtain and install the correct driver on your device. An administrator can disable this update feature.
9. **Search Provider Update.** The software will download an update to the data on your device about search providers. This update upgrades your providers with the latest features, such as new icons or search suggestions. This is a one-time update, but the software will try to perform the update several times if it does not successfully download the update. For more information, see [go.microsoft.com/fwlink/?linkid=280121](http://go.microsoft.com/fwlink/?linkid=280121).
10. **SmartScreen Filter.** If enabled, the SmartScreen Filter will check the addresses of webpages and downloads you attempt to view against a frequently updated list of webpages and downloads that have been reported to Microsoft as unsafe or suspicious. SmartScreen will also check downloaded programs that you attempt to run against a list of commonly downloaded or run programs to help you make more informed trust decisions. More information can be found by visiting the Internet Explorer Privacy Statement [go.microsoft.com/fwlink/?linkid=280121](http://go.microsoft.com/fwlink/?linkid=280121). By enabling SmartScreen in either Windows or Internet Explorer, you consent to this feature, and you agree to use the SmartScreen Filter only in conjunction with Windows or Internet Explorer. You may not, either manually or by enabling or authorizing any software or service, copy, display, distribute, collect or store any data provided by the SmartScreen Filter.
11. **Windows Defender.** If turned on, Windows Defender will search your device for many types of malicious software ("malware"), including viruses, worms, bots, rootkits, "spyware", "adware" and other potentially unwanted software. If you choose the "recommended" security settings when you first start using the software, such malware and other potentially unwanted software rated "high" or "severe" will automatically be removed. This removal may result in other

software on your device ceasing to work or your breaching a license to use that software. It is possible that software that is not unwanted may be removed or disabled. If you use Windows Defender and Windows Update, Windows Defender is regularly updated through Windows Update.

12. Windows Digital Rights Management technology. Some content owners use Windows digital rights management technology (DRM) to protect their copyrights and other intellectual property, including by disabling the software's ability to play protected content if Windows DRM fails. You agree that Microsoft may include a revocation list with the licenses.
13. Windows Media Player. When you use Windows Media Player it checks with Microsoft for compatible online music services in your region and new versions of the player. You may only use Windows Media Player as described at [go.microsoft.com/fwlink/?linkid=104605](http://go.microsoft.com/fwlink/?linkid=104605).
14. Windows Update. If you use the Windows Update service in the software, updates or downloads to the Windows Update service will be required for proper functioning of the service, from time to time, and will be downloaded and installed without further notice to you.
15. Windows Store. In addition to the terms of this agreement for Internet-based features, you may only use the Windows Store under the terms available at [go.microsoft.com/fwlink/?linkid=246694](http://go.microsoft.com/fwlink/?linkid=246694). Those terms also contain information about Windows Notification Service. Windows apps or any preinstalled apps in your Start may use Windows Notification Service. You agree that we may send you notifications as described in the Windows 8.1 Privacy Statement and Windows Store terms of service. If you execute a license agreement for commercial distribution of the software, additional restrictions for Windows Store usage may apply. Please see your licensing agreement for additional terms.

## 6. Updates and Upgrades

You may only obtain updates or upgrades for the software from Microsoft or authorized sources. Certain upgrades, support, and other services may be offered only to users of genuine Microsoft software. For more information about Genuine Windows, see [go.microsoft.com/fwlink/?linkid=104612](http://go.microsoft.com/fwlink/?linkid=104612). To identify genuine Microsoft software, see [howtotell.com](http://howtotell.com).

## 7. FONTS, ICONS, IMAGES, AND SOUNDS

1. Font components. While the software is running, you may use its fonts to display and print content. You may temporarily download the fonts to a printer or other output device to print content, and you may embed fonts in content only as permitted by the embedding restrictions in the fonts.
2. Icons, images, and sounds. While the software is running, you may access and use its icons, images, sounds, and media only from the licensed device. You may not share the sample images, sounds and media provided with the software or use them for any other purpose.

## 8. .NET FRAMEWORK

The software includes one or more components of the .NET Framework, which you may use only as described at [go.microsoft.com/fwlink/?linkid=66406](http://go.microsoft.com/fwlink/?linkid=66406), if you use the .NET Framework components to conduct internal benchmark testing.

## 9. H.264/AVC AND MPEG-4 VISUAL STANDARDS AND VC-1 AND MPEG-2 VIDEO STANDARDS

THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE



WITH THE ABOVE STANDARDS (“VIDEO STANDARDS”) AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C SEE [WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

**10. ADOBE FLASH PLAYER**

The software may include a version of Adobe Flash Player. You agree that your use of the Adobe Flash Player is governed by the license terms for Adobe Systems Incorporated at [go.microsoft.com/fwlink/?linkid=248532](http://go.microsoft.com/fwlink/?linkid=248532). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

**11. THIRD PARTY PROGRAMS**

This software contains certain third party programs. You agree that your use of them is governed by the license terms provided with those programs.

**12. SUPPORT SERVICES**

Microsoft provides support services for the software as described at [support.microsoft.com/common/international.aspx](http://support.microsoft.com/common/international.aspx).

**13. DISCLAIMER OF WARRANTY**

The software is licensed “as-is.” You bear the risk of using it. Microsoft gives no express warranties, guarantees or conditions. You may have additional consumer rights under your local laws which this agreement cannot change. To the extent permitted under your local laws, Microsoft excludes the implied warranties of merchantability, fitness for a particular purpose and non-infringement. For Australia only: You may have statutory guarantees under the Australian Consumer Law and nothing in these terms is intended to affect those rights.

**14. LIMITATION ON AND EXCLUSION OF REMEDIES AND DAMAGES**

**You can recover from Microsoft and its suppliers only direct damages up to the amount you paid for the software. You cannot recover any other damages, including consequential, lost profits, special, indirect or incidental damages.**

This limitation applies to:

1. anything related to the software, services, content (including code) on third-party Internet sites, or third-party programs; and
2. claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if:

3. repair, replacement or a refund for the software does not fully compensate you for any losses; or
4. Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

**15. EXPORT RESTRICTIONS**

You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information, visit [microsoft.com/exporting](http://microsoft.com/exporting).

**16. ENTIRE AGREEMENT**

This agreement (together with terms accompanying any software supplements,

updates, and services that are provided by Microsoft and that you use), and the terms contained in web links listed in this agreement are the entire agreement for the software and any such supplements, updates, and services (unless Microsoft provides other terms with such supplements, updates, or services). You can review the terms at any of the links in this agreement after your software is running by typing the URLs into your browser address bar, and you agree to do so. You agree, that for each service or included app, if any, that is governed by this agreement and also specific terms linked in this agreement, you will read the terms for that service before using the service. You understand that by using the service, you ratify this agreement and the linked terms. There are also informational links in this agreement. The links containing terms that bind you and us are:

1. [go.microsoft.com/fwlink/?LinkId=301572](http://go.microsoft.com/fwlink/?LinkId=301572) (Windows Embedded 8.1 Industry Privacy Statement)
2. [go.microsoft.com/fwlink/?linkid=280262](http://go.microsoft.com/fwlink/?linkid=280262) (Windows 8.1 Privacy Statement)
3. [go.microsoft.com/fwlink/?linkid=281874](http://go.microsoft.com/fwlink/?linkid=281874) (Arbitration Procedure)
4. [go.microsoft.com/fwlink/?linkid=104605](http://go.microsoft.com/fwlink/?linkid=104605) (Windows Media Player)
5. [go.microsoft.com/fwlink/?linkid=246694](http://go.microsoft.com/fwlink/?linkid=246694) (Windows Store Terms of Use)
6. [go.microsoft.com/fwlink/?linkid=246338](http://go.microsoft.com/fwlink/?linkid=246338) (Microsoft Services Agreement)
7. [xbox.com/legal/livetou](http://xbox.com/legal/livetou) (XBox LIVE Terms of Use)
8. [go.microsoft.com/fwlink/?linkid=66406](http://go.microsoft.com/fwlink/?linkid=66406) (.NET Framework Terms)
9. [go.microsoft.com/fwlink/?linkid=248532](http://go.microsoft.com/fwlink/?linkid=248532) (Adobe Flash Player License Terms)

# Microsoft Software License Terms for Windows 10 Operating System

**IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 9. IT AFFECTS HOW DISPUTES ARE RESOLVED.**

**Thank you for choosing Microsoft!**

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft.

This agreement describes your rights and the conditions upon which you may use the Windows software. You should review the entire agreement, including any printed paper license terms that accompany the software and any linked terms, because all of the terms are important and together create this agreement that applies to you. You can review linked terms by pasting the ([aka.ms/](#)) link into a browser window.

**By accepting this agreement or using the software, you agree to all of these terms, and consent to the transmission of certain information during activation and during your use of the software as per the privacy statement described in Section 3. If you do not accept and comply with these terms, you may not use the software or its features.** You may contact the device manufacturer or installer, or your retailer if you purchased the software directly, to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund or credit, if any.

## 1. Overview.

- a. **Applicability.** This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as mail, calendar, contacts, and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.
- b. **Additional terms.** Depending on your device's capabilities, how it is configured, and how you use it, additional Microsoft and third party terms may apply to your use of certain features, services and apps.
  - (i) Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at ([aka.ms/msa](#)). You can view these terms and policies by looking at the service terms of use or the app's settings, as applicable; please read them. The services may not be available in all regions.
  - (ii) The manufacturer or installer may also preinstall apps, which will be subject to separate license terms.
  - (iii) The software may include third party software such as Adobe Flash Player that is licensed under its own terms. You agree that your use of Adobe Flash

Player is governed by the license terms for Adobe Systems Incorporated at ([aka.ms/adobeflash](http://aka.ms/adobeflash)). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

- (iv) The software may include third party programs that Microsoft, not the third party, licenses to you under this agreement. Notices, if any, for the third party program are included for your information only.

## 2. Installation and Use Rights.

- a. **License.** The software is licensed, not sold. Under this agreement, we grant you the right to install and run one instance on your device (the licensed device), for use by one person at a time, so long as you comply with all the terms of this agreement. Updating or upgrading from non-genuine software with software from Microsoft or authorized sources does not make your original version or the updated/upgraded version genuine, and in that situation, you do not have a license to use the software.
- b. **Device.** In this agreement, “device” means a physical hardware system) with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.
- c. **Restrictions.** The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:
  - (i) use or virtualize features of the software separately;
  - (ii) publish, copy (other than the permitted backup copy), rent, lease, or lend the software;
  - (iii) transfer the software (except as permitted by this agreement);
  - (iv) work around any technical restrictions or limitations in the software;
  - (v) use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;
  - (vi) reverse engineer, decompile, or disassemble the software, or attempt to do so, except if the laws where you live (or if a business where your principal place of business is located) permit this even when this agreement does not. In that case, you may do only what your law allows; and
  - (vii) when using Internet-based features you may not use those features in any way that could interfere with anyone else’s use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.
- d. **Multi use scenarios.**
  - (i) **Multiple versions.** If when acquiring the software you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
  - (ii) **Multiple or pooled connections.** Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.
  - (iii) **Device connections.** You may allow up to 20 other devices to access the

software installed on the licensed device for the purpose of using the following software features: file services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. The 20 connection limit applies to devices that access the software indirectly through “multiplexing” or other software or hardware that pools connections. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.

- (iv) **Remote access.** Users may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.
  - (v) **Remote assistance.** You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user’s computer, usually to correct problems.
  - (vi) **POS application.** If the software is installed on a retail point of service device, you may use the software with a point of service application (“POS Application”). A POS Application is a software application which provides only the following functions: (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions, and/or (ii) provide information directly and indirectly to customers about available products and services. You may not use the software on a device with automated teller machine (“ATM”) as the primary functionality.
  - (vii) **Cloud Computing Devices.** If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. “Desktop functions,” as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes word processing, spreadsheets, database, scheduling, and personal finance.
  - (viii) **Desktop Functions.** If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.
  - (ix) **Specific Use.** The manufacturer designed the licensed device for a specific use. You may only use the software for that use.
- e. **Backup copy.** You may make a single copy of the software for backup purposes, and may also use that backup copy to transfer the software if it was acquired as stand-alone software, as described below.
3. **Privacy; Consent to Use of Data.** Your privacy is important to us. Some of the software features send or receive information when using those features. Many of these features can be switched off in the user interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement available at ([aka.ms/privacy](https://aka.ms/privacy)), and as may be described in the user interface associated with the software features.
4. **Transfer to a Third Party.**
- a. **Software preinstalled on device.** If you acquired the software preinstalled on a

device, you may transfer the license to use the software directly to another user, only with the licensed device. The transfer must include the software and, if provided with the device, an authentic Windows label including the product key. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software.

- b. Stand-alone software.** If you acquired the software as stand-alone software, you may transfer the software to another device that belongs to you. You may also transfer the software to a device owned by someone else if (i) you are the first licensed user of the software and (ii) the new user agrees to the terms of this agreement. You may use the backup copy we allow you to make or the media that the software came on to transfer the software. Every time you transfer the software to a new device, you must remove the software from the prior device. You may not transfer the software to share licenses between devices.
- 5. Authorized Software and Activation.** You are authorized to use this software only if you are properly licensed and the software has been properly enabled and activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur, and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see ([aka.ms/genuine](http://aka.ms/genuine)). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.
- 6. Updates.** You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. The software periodically checks for system and app updates, and may download and install them for you. To the extent automatic updates are enabled on your device, by accepting this agreement, you agree to receive these types of automatic updates without any additional notice.
- 7. Geographic and Export Restrictions.** If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit ([aka.ms/georestrict](http://aka.ms/georestrict)) and ([aka.ms/exporting](http://aka.ms/exporting)).
- 8. Support and Refund Procedures.** For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at ([aka.ms/mssupport](http://aka.ms/mssupport)). If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund.
- 9. Binding Arbitration and Class Action Waiver if You Live in (or if a Business Your Principal Place of Business is in) the United States.**  
We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can't, you and we agree to **binding individual arbitration**

**before the American Arbitration Association (“AAA”) under the Federal Arbitration Act (“FAA”), and not to sue in court in front of a judge or jury.** Instead, a neutral arbitrator will decide and the arbitrator’s decision will be final except for a limited right of appeal under the FAA. **Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren’t allowed. Nor is combining individual proceedings without the consent of all parties.** “We,” “our,” and “us” includes Microsoft, the device manufacturer, and software installer.

- a. **Disputes covered—everything except IP.** The term “dispute” is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, **except disputes relating to the enforcement or validity of your, your licensors’, our, or our licensors’ intellectual property rights.**
- b. **Mail a Notice of Dispute first.** If you have a dispute and our customer service representatives can’t resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at ([aka.ms/disputeform](http://aka.ms/disputeform)). We’ll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
- c. **Small claims court option.** Instead of mailing a Notice of Dispute, and if you meet the court’s requirements, you may sue us in small claims court in your county of residence (or if a business your principal place of business) or our principal place of business—King County, Washington USA if your dispute is with Microsoft. We hope you’ll mail a Notice of Dispute and give us 60 days to try to work it out, but you don’t have to before going to small claims court.
- d. **Arbitration procedure.** The AAA will conduct any arbitration under its Commercial Arbitration Rules (or if you are an individual and use the software for personal or household use, or if the value of the dispute is \$75,000 USD or less whether or not you are an individual or how you use the software, its Consumer Arbitration Rules). For more information, see [www.adr.org](http://www.adr.org) or call 1-800-778-7879. To start an arbitration, submit the form available at ([aka.ms/arbitration](http://aka.ms/arbitration)) to the AAA; mail a copy to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving \$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. Any in-person hearing will take place in your county of residence (of if a business your principal place of business) or our principal place of business—King County, Washington if your dispute is with Microsoft. You choose. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually to satisfy your individual claim.
- e. **Arbitration fees and payments.**
  - (i) **Disputes involving \$75,000 USD or less.** The manufacturer or installer (or Microsoft if your dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA’s and arbitrator’s fees and expenses. If you reject our last written settlement offer made before the arbitrator was appointed, your dispute goes all the way to an arbitrator’s decision (called an “award”), and the arbitrator awards you more than this last written offer, the manufacturer or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award or \$1,000 USD; (2) pay your reasonable attorney’s fees, if any; and (3) reimburse any expenses (including expert witness fees and

costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts unless you and we agree on them.

- (ii) **Disputes involving more than \$75,000 USD.** The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
  - (iii) **Disputes involving any amount.** If you start an arbitration we won't seek our AAA or arbitrator's fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator's fees and expenses. We won't seek our attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.
- f. **Must file within one year.** You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes — see Section 9.a.) within one year from when it first could be filed. Otherwise, it's permanently barred.
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