



ACTAtek Unified Platform — Managing People · Security · Environment · Energy

COVERING LETTER

# AMS Licensing Update

Revised Warranty & Licensing Terms

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## ABOUT ACTATEK LIMITED & AMS

Dear Resellers,

The ACTA series of hardware was first launched at Cebit 2004, the largest IT exhibition in the world, with much acclaim. It continued to receive numerous awards including Product of the Year from SC Magazine (USA), Network Products Guide (USA), and the Frost & Sullivan Biometric Product Market World Penetration Award in London.

AMS™ stands for Access Manager Suite—a proprietary software provided by ACTAtek Limited as a solution to manage remotely one or multiple ACTAtek Limited products, such as ACTAtek™ terminals, offering user administration, biometric and RFID card data management, time zones management, log/events, and much more.

Over the years we have placed a nominal license charge for the AMS just to cover the cost of issuance. However, we have found ourselves providing a wide range of technical support on the AMS—ranging from installation to detailed application settings—drawing significant working hours from our technical support team at great cost.

## LATEST PLATFORM HIGHLIGHTS

So much development effort and manpower have been invested, and continue to be, in the AMS. The functions and features are unrivalled as a cloud application and platform for the management of our fingerprint RFID IoT devices, featuring:

1	<b>Upgrade to TLS</b> Forgoing the aging and less secure SSL encryption for superior data protection.
2	<b>Proven at Scale</b> Deployed nationally with 50,000 users across over 1,000 units, enabling uninterrupted mass transactions of user and transaction data with the best administrative functions.
3	<b>Best-in-Class Networking</b> The only biometric and RFID IoT solution with SNMP compliance, DDNS support, and Google Cloud support for developers.
4	<b>Industrial-Grade Hardware</b> A fingerprint sensor that is virtually indestructible, plus many other innovations.

## PURPOSE OF THIS COMMUNICATION

We continue to develop other workforce management and both physical and logical access applications to run on the platform in modular forms.

We also feel the need to further clarify and better define our license and warranty, as well as the technical support statements and schemes for AMS and our other products. Hence we have attached all the updated statements for your information and future actions.

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We are revising our charges and terms and conditions of all warranties and support terms to make them as self-explanatory as possible. If you still have any issues or questions, please don't hesitate to contact us. Thank you for your kind understanding.

**IMPORTANT NOTE**

*As an IoT cloud solution, all software and hardware MUST be under warranty for any support services. Problems often occur due to end-user network settings, not ACTAtek Limited products. If only software is under warranty, ACTAtek Limited will ONLY support the software and WILL NOT service any hardware-related issue, and vice versa.*

*Yours sincerely,*

**ACTAtek Marketing**

ACTAtek Limited

**Best Value Products & Solutions**

*Best Possible Services · Best Possible Solutions*

*Best Possible Technologies*