

AVI-ON SOFTWARE POLICY

RECOMMENDED macOS & PHONE SOFTWARE SETTINGS AND UPDATE POLICY

Version 1.0

The underlying operating system versions of computing devices are a key component of maintaining compatibility and reliable operations of these important tools we use every day.

Software providers, including Apple and Google, frequently update their software to introduce new features and bug fixes. In some cases, developers are given early access to updates so they can test their applications on the software before the updates are generally released. However, minor updates are often released without warning and without advance notice of the features or changes. These minor changes can sometimes introduce new bugs and incompatibilities.

The following recommendations are for Avi-on employees and users of Avi-on software products to ensure the smoothest and most successful experience.

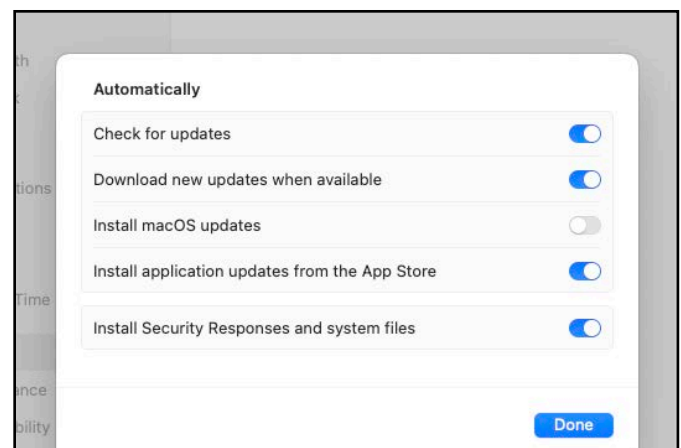
HARDWARE COMPATIBILITY

Avi-on does not determine when a particular machine is no longer suitable for use. The OS manufacturers eventually discontinue OS support for older hardware models. Avi-on follows the OS support recommendations in determining which versions of the OS we maintain compatibility with. Avi-on's general policy is to support two prior minor releases and one prior major release. Occasionally, this is not possible due to changes made by the OS provider, and we require updating to a newer release. Once a computer or phone will no longer update to the latest OS version, it is time to replace it.

APPLE MAC COMPUTER SOFTWARE

We recommend the following settings:

- **Minor OS Updates (generally not disclosed to developers before release):** Check for updates and auto-download. Unless it addresses a critical security issue, wait 2-5 days to ensure there are no reports of blocking bugs or incompatibility, then install.



Software Update Settings

- **Major OS Updates:** Wait for 2-3 weeks after release to ensure there are no major bugs or incompatibilities. If any are identified, wait for the first maintenance release and then install the update.

Apple does not actively maintain prior releases once a new release is out. Staying on an old version will introduce new bugs and problems that Apple does not fix, monitor, or disclose. Please stay current with Apple product software releases.

- **Installed Applications:** Set your settings to Auto Update.
- **Avi-on Pro:** The application will inform you of any new updates. It is CRITICAL that you accept and install the new update as soon as it is released. Avi-on is not able to provide support for older releases of the application. Avi-on has a very active software development program and is continuously adding new features, fixing bugs, and improving functionality and workflow. We cannot guarantee compatibility or success with prior versions of the Avi-on Pro software.

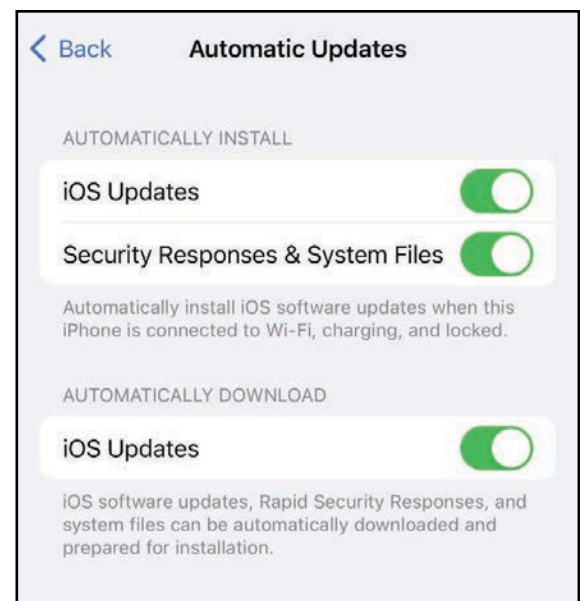
Avi-on device firmware will always continue to work without updates.

IPHONE

- **Minor OS Updates (generally not disclosed to developers before release):** Install immediately.
- **Major OS Updates:** Wait for 2-3 weeks after release to ensure there are no major bugs or incompatibilities. If any are identified, wait for the first maintenance release and then install the update.

Apple does not actively maintain prior releases once a new release is out. Staying on an old version will introduce new bugs and problems that Apple does not fix, monitor, or disclose. Please stay reasonably current with Apple products.

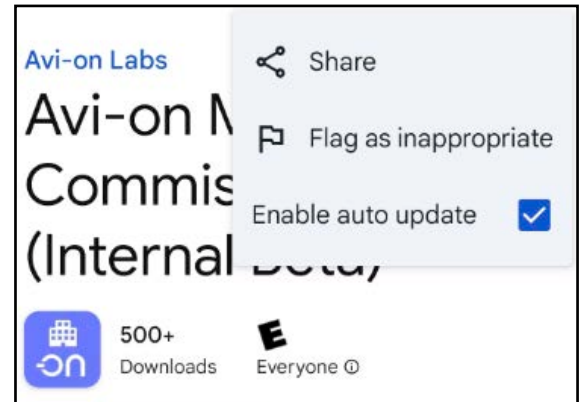
- **Installed Applications:** Set your settings to Auto Update.
- **Avi-on Mobile Commissioning:** With Auto Update enabled, the application will automatically be updated within 24 hours of release by Avi-on. We STRONGLY recommend you set Auto Update to avoid the chance of experiencing incompatibilities, missing features, or bugs that are already fixed in the latest release. Avi-on does not provide support for prior versions of the application.



iPhone Update Settings

ANDROID PHONES

Android phones increasingly default to auto-update without user input required or allowed. If available, check the Auto Update button on the Avi-on app when downloading from the Play Store.



Android Update Settings