



SOFTWARE UPDATE POLICY

Last Updated January 3rd, 2022

INTRODUCTION

Software updates are generated when we are either adding new features to a device or when we are fixing bugs. Customers are informed individually when we are releasing the update to their site along with what the update resolved.

UPDATE PROCESS FOR DEVICES

Amatis Border Router (AMBR):

- Amatis will update all the AMBR's on every site impacted by the release whenever a new release is created. If you are a company user, you can update the device yourself by following this [guide](#). We will update the AMBR's after hours or on the weekends to ensure that the system update does not impact the site during business hours or work with customer to select an appropriate window to apply the updates.

All other Amatis devices:

- When a release is created, Amatis will update all devices that are directly impacted by the release. Some updates will impact the lights' behaviors. If the update is time sensitive, we will release the update immediately with the customer's consent. If the update is not time sensitive, Amatis will coordinate a time to update the devices with the customer.
- Unless requested or an issue occurs, Amatis will not update devices that are not impacted by the release. If customer has permission levels required to update firmware themselves, they can update the devices by following this [guide](#).



The App:

- Periodically, we will release a new update of the Amatis mobile app. You can either set up automatic updates in your settings page or update it manually from the appropriate app store utility. Release notes are available [here](#).