

AIRCAST dongle policy activation

All dongles shipped from today (from S/N 00186F68) will be "virgin" dongles.

"Virgin" means that they cannot be used instantly, but they must be flashed with the correct license information first. This will typically be done by you the end user.

The flash tool is integrated into the License Manager: Go to the "Hardware" tab, click "Actions" and then "Update dongle" (same procedure as for the v4 -> v5 dongle update).

The License Manager will contact our server and request the code for that particular dongle.

Before this works, we must release the particular dongle for the process.

So you as an end-user have to report that you have received the dongle and give us the 8-digit hex S/N of the dongle to release the dongle for the update. This new process is to protect ourselves and you, the customer against losses during shipment. We had some cases where the customer claimed that the dongle was not in the package, and neither party had a proof that it was (not).

Lost virgin dongles can be replaced for €30 + shipping.

AFTER THE DONGLE HAS BEEN FLASHED, THERE WILL BE NO REFUNDS GIVEN FOR LOST DONGLES!

Lost dongle = lost license = new purchase!

If a dongle gets damaged or broken, please send back the broken one and we can give you a new one for €30. (If a dongle breaks within one year of warranty, it will be replaced free of charge, unless damaged by user.)

If you have any questions about this policy, let us know.