HAIVISION

Haivsion Play for Mobile
User's Guide

Edition Notice

About Haivision

Founded in 2004, Haivision is now a market leader in enterprise video and video streaming technologies. We help the world's top organizations communicate, collaborate and educate. Recognized as one of the most influential companies in video by Streaming Media and one of the fastest growing companies by Deloitte's Technology Fast 500, organizations big and small rely on Haivision solutions to deliver video. Headquartered in Montreal, Canada, and Chicago, USA, we support our global customers with regional offices located throughout the United States, Europe, Asia and South America.

Trademarks

Disclaimer

Contents

About This Document

Conventions

The following conventions are used to help clarify the content.

Typographic Conventions and Elements

Italics	Used for the introduction of new terminology, for words being used in a different context, and for placeholder or variable text.
bold	Used for strong emphasis and items that you click, such as buttons.
`Monospaced`	Used for code examples, command names, options, responses, error messages, and to indicate text that you enter.
>	In addition to a math symbol, it is used to indicate a submenu. For instance, **File** > **New** where you would select the New option from the File menu.
…	Indicates that text is being omitted for brevity.

Action Alerts

The following alerts are used to advise and counsel that special actions should be taken.

> ✅ **Tip**
>
> Indicates highlights, suggestions, or helpful hints.

> ⚠️ **Note**
>
> Indicates a note containing special instructions or information that may apply only in special cases.

> ⓘ **Important**
>
> Indicates an emphasized note. It provides information that you should be particularly aware of in order to complete a task and that should not be disregarded. This alert is typically used to prevent loss of data.

> ⚠ **Caution**
>
> Indicates a potentially hazardous situation which, if not avoided, may result in damage to data or equipment. It may also be used to alert against unsafe practices.

> ⚠ **Warning**
>
> Indicates a potentially hazardous situation that may result in physical harm to the user.

Obtaining Documentation

This document was generated from the Haivision InfoCenter. To ensure you are reading the most up-to-date version of this content, access the documentation online at **https://doc.haivision.com**. You may generate a PDF at any time of the current content. See the footer of the page for the date it was generated.

Getting Service Support

For more information regarding service programs, training courses, or for assistance with your support requirements, contact Haivision Technical Support using our Support Portal at: **https://support.haivision.com**.

This guide describes how to use the Haivision Play mobile app for iOS and Android to stream video to and play back content from Haivision Media Platform (HMP) or local services with your mobile device.

Adding a New HMP

Haivision Play allows for playback from Haivision Media Platform (HMP) servers or other sources. This section details how to establish a link with HMP.
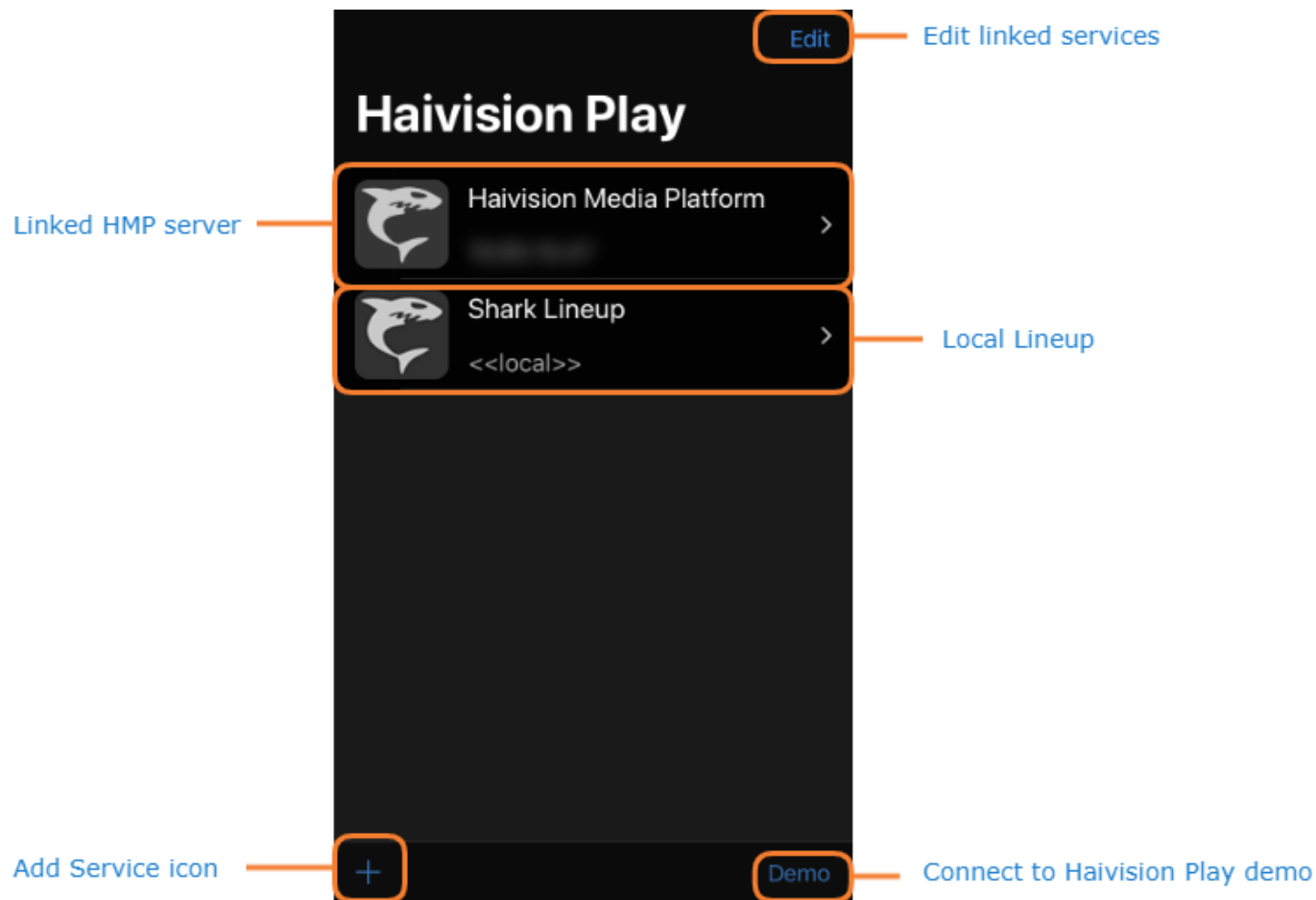
To add a new HMP server:

1. Tap **+**.

2. Select **Haivision Media Platform**.

Cancel	**Add Service**

<div style="text-align:center;">

Haivision Media Platform

Local Lineup

</div>
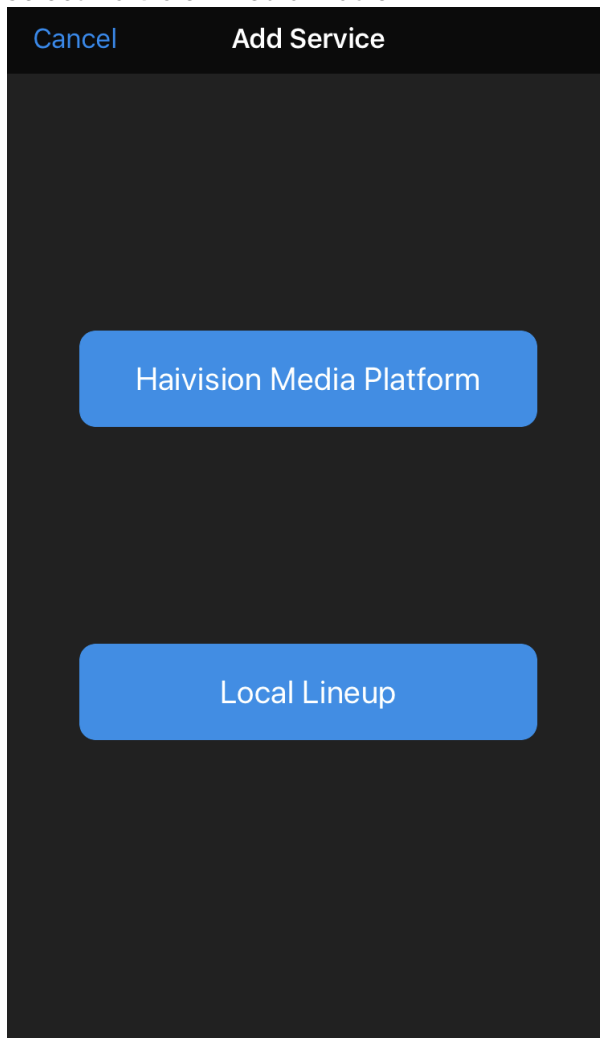
3. Enter the server URL.
4. *(Optional)*. Once a connection has been established, enter a server nickname and select an icon to identify the server.
5. Tap **Save**.

Navigating a Linked HMP

This section details how to navigate and use a linked HMP after the service has been added.

Topics Discussed

- HMP Feeds
- Content Library
  - Playing Back Video
- Going Live
- Uploading Content
- Server Settings

HMP Feeds
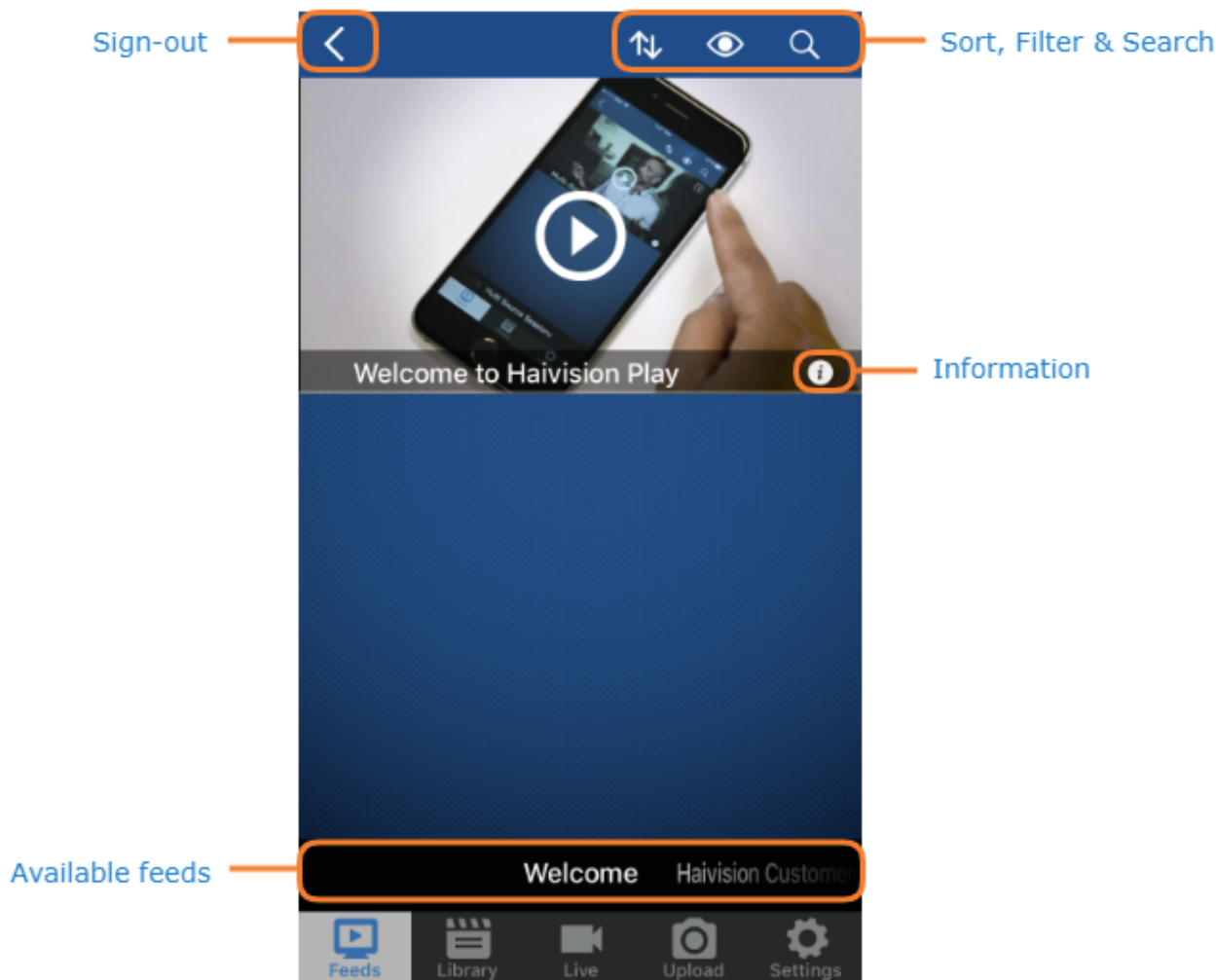
Upon signing in to a linked HMP, you will be directed to the Feeds page. Swiping left or right displays different Portal feed content and swiping up or down will scroll through the list of available assets for that particular feed.

In addition to playing assets, you can:

- Sort content by title, description, age, or length.
- Filter by metadata to only show certain content.
- Search by title.
- View content information.

Content Library
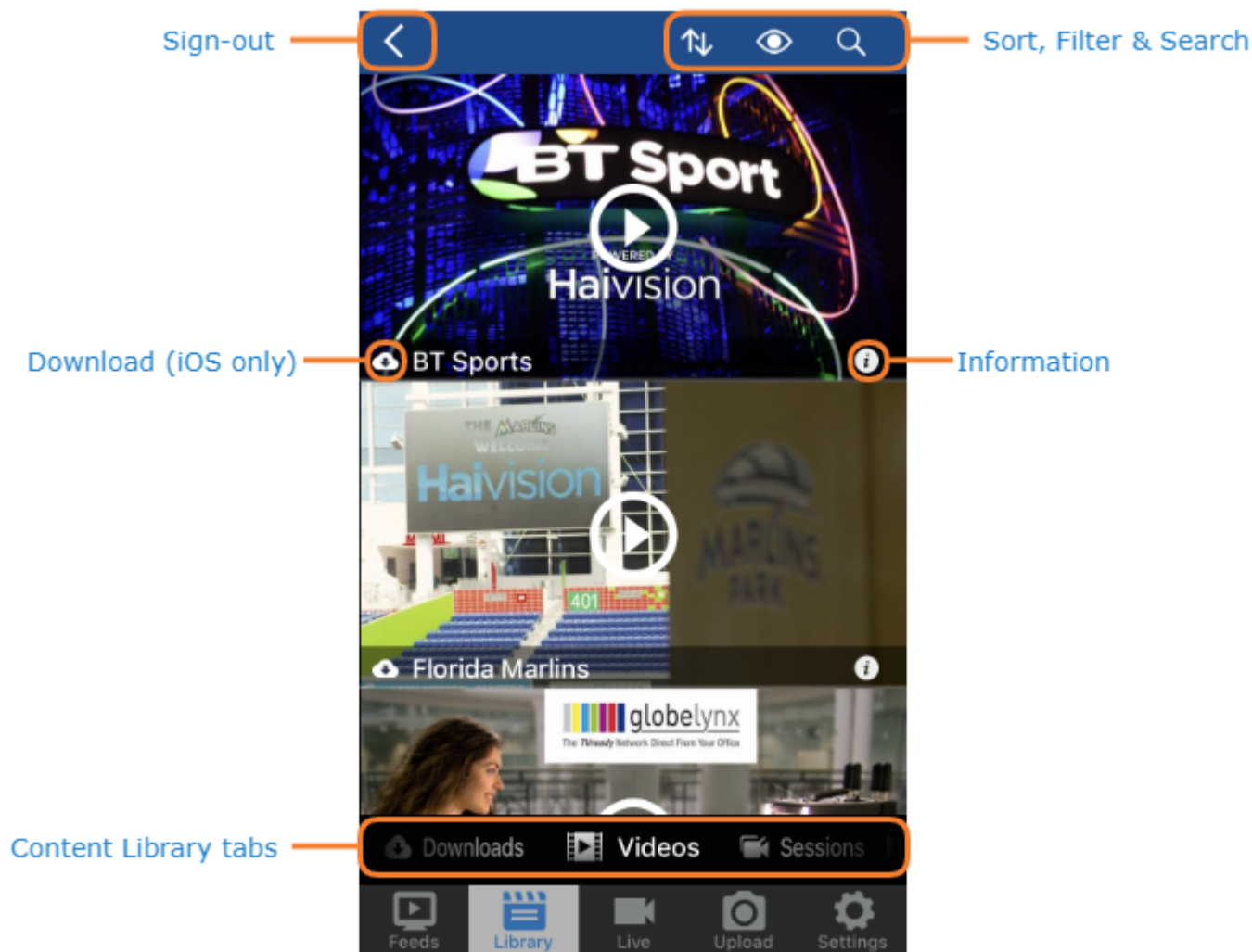
Opening the Library page will take you to the Videos tab. Swipe left or right to see the Downloads (iOS only), Sessions, and Sources tabs.

In addition to playing back videos or viewing sources, you can:

- Sort content by title, description, age, or length.
- Filter by metadata to only show certain content.

- Search by title.
- Download videos for offline viewing (iOS only).
- View content information.

Playing Back Video

Tapping the ▶ icon will open the video player.
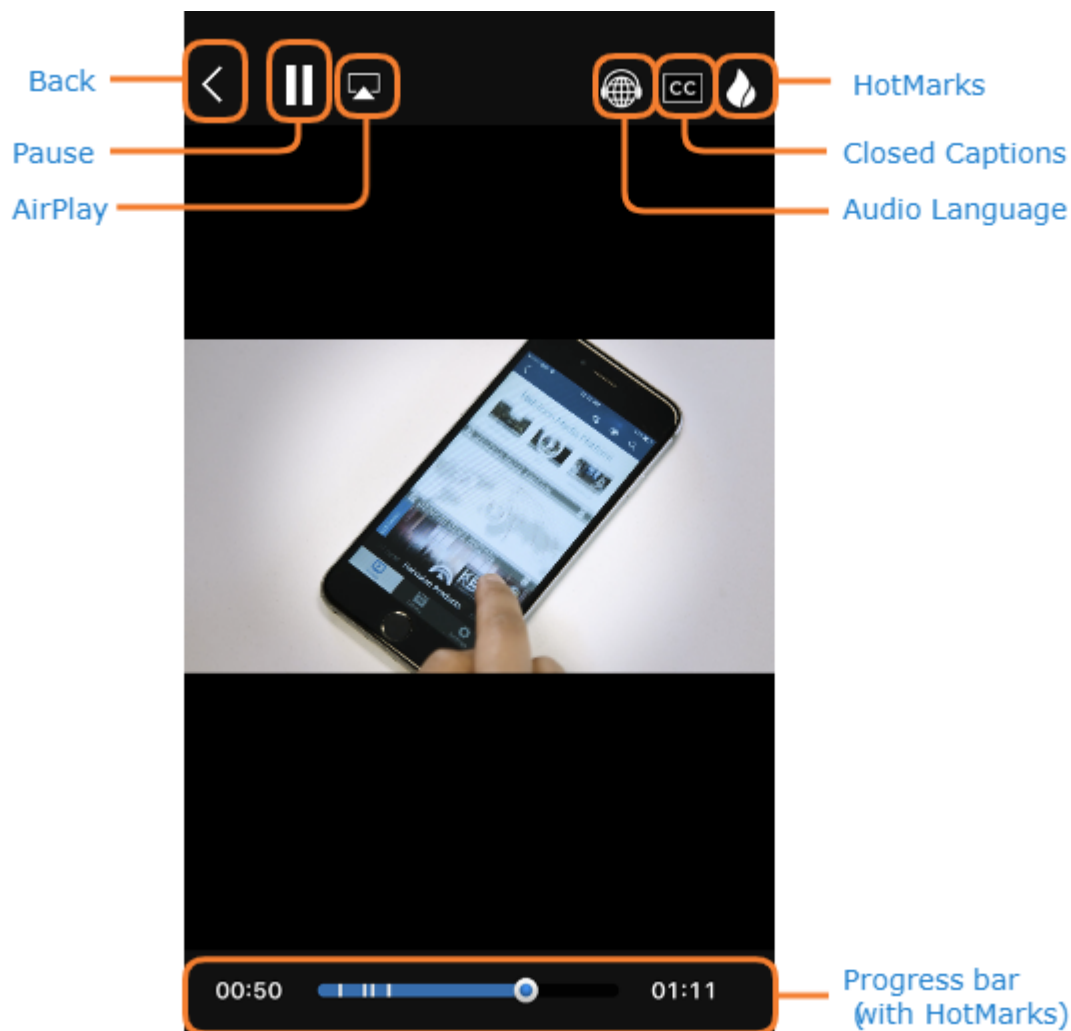
In addition to playing back video, you can:

- Add or select HotMarks for points of interest in the video.
- Turn on closed captions.
- Select the audio language track.
- (iOS only) AirPlay the video on another device.

> ℹ️ **Note**
>
> iOS cannot playback from an HMP server with a self-signed certificate. To get around this, the system administrator can turn off security in the HMP system by navigating to **Administration** > **Security**, setting Player Mode to **Legacy**, and setting HTTP Live Streaming to **Insecure**.

Debugging Video Playback

To view debugging information from the video player, swipe up on the screen with two fingers and swipe down to dismiss it.
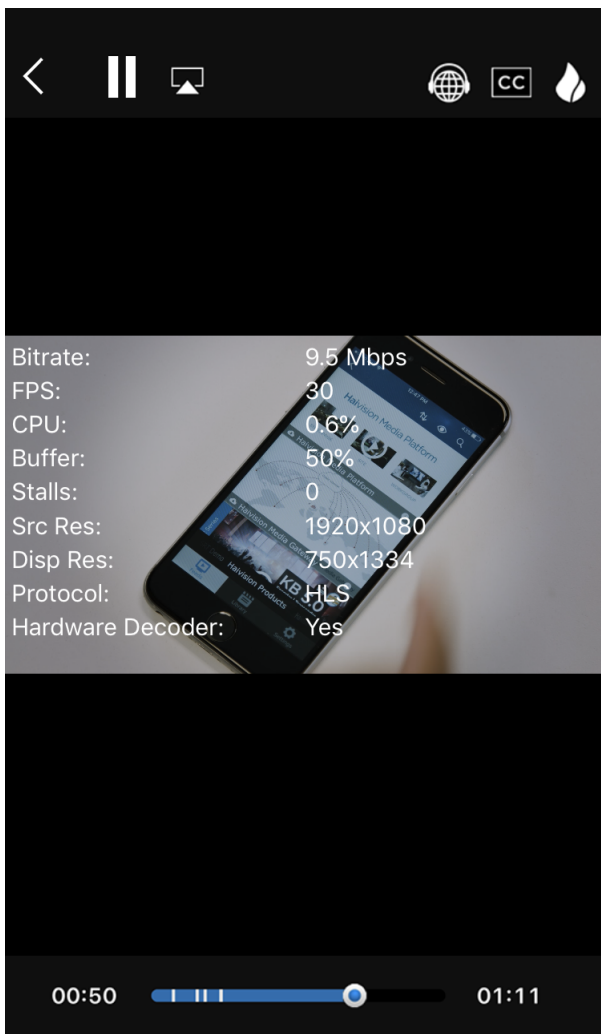
Going Live

> ℹ️ **Note**
>
> HMP Enterprise is the only HMP edition licensed for Play Mobile contribution.

To live stream from your device to HMP, tap the **Live** icon on the bottom banner.
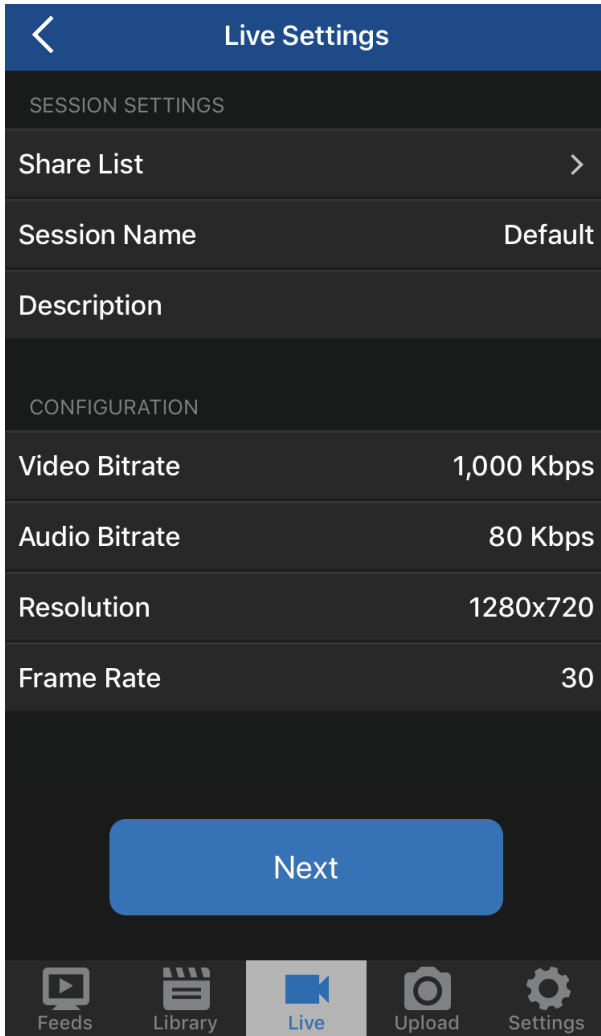
Session Settings | Configuration

Session Settings

Setting	Default Value	Description
Share List	n/a	Add HMP users to share the session with.
Session Name	Default	Enter a name to be used for recordings from this session.
Description	n/a	Enter a description to be used for recordings from this session.

Session Settings | **Configuration**

Configuration

Setting	Default Value	Description
Video Bitrate	1,000 Kbps	Select a video bitrate or enter a custom one from 200 to 8,000 Kbps.
Audio Bitrate	80 Kbps	Select an audio bitrate from 64 to 256 Kbps.
Resolution	1280x720	Select a video resolution for the stream.
Frame Rate	30	Enter a frame rate between 15 and 30 FPS.

After setting the Session and Configuration settings, tap **Next**.

> **ℹ Note**
>
> Live streaming requires use of the device's camera and microphone. Upon launching a live stream from the app for the first time, you will be prompted to grant Play Mobile camera and microphone permissions.
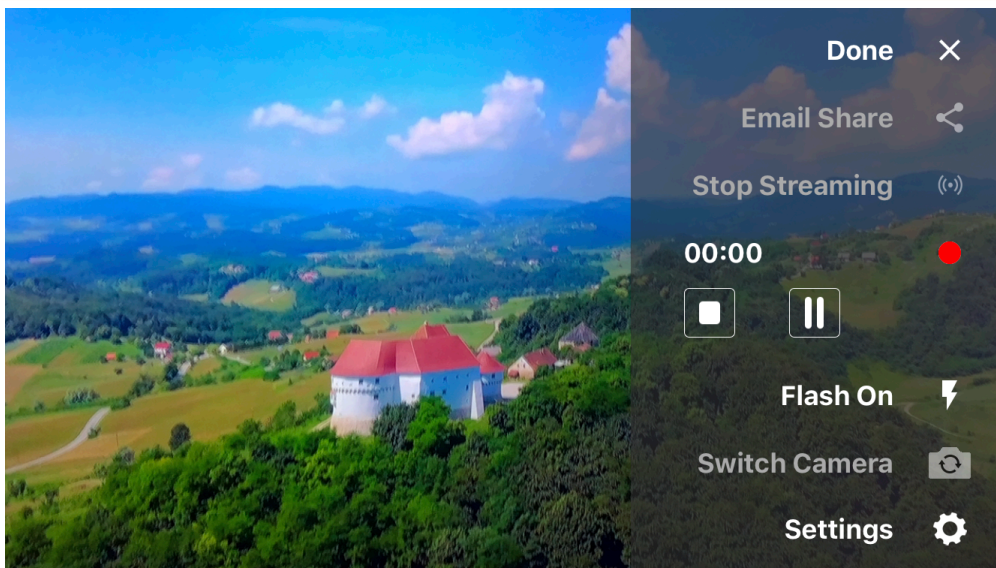
Uploading Content

> **ℹ Note**
>
> The ability to upload content from a mobile device's library is only available to iOS users.

‹	**Upload**

UPLOAD SETTINGS

Share Location	🔵

Low Quality

Medium Quality ✓

High Quality

Select a video to upload to HMP

📺 Feeds	🎬 Library	🎥 Live	📷 **Upload**	⚙️ Settings
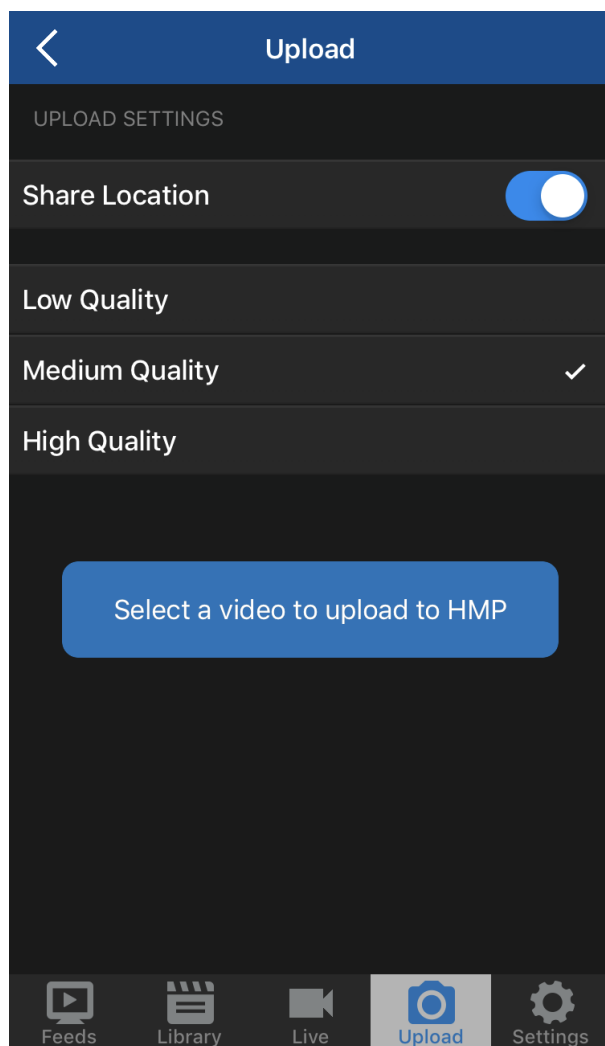
> ℹ️ **Note**
>
> Accounts must be authorized to upload content from Play for Mobile to HMP. Contact your administrator for help.

To upload a video to HMP:

1. Tap the **Upload** icon on the bottom banner.
2. Enable or disable location sharing and set video quality.
3. Tap **Select a video to upload to HMP**.
4. Select the content to be uploaded.

5. Preview the selected content and tap **Choose**.
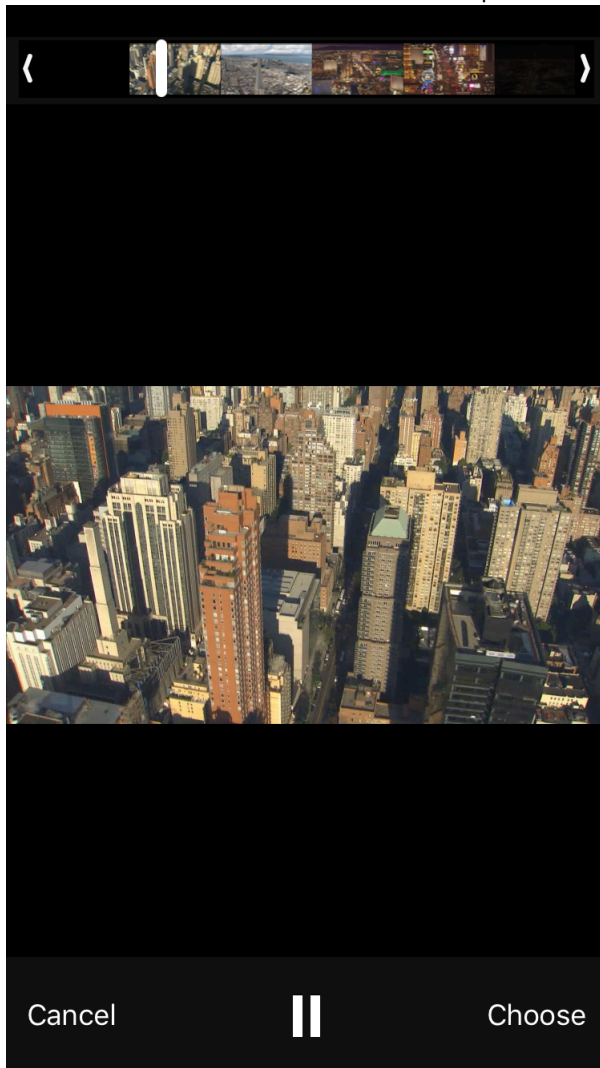
Once the upload is complete, the video will be available in the Play app and in HMP in the content library.

Server Settings
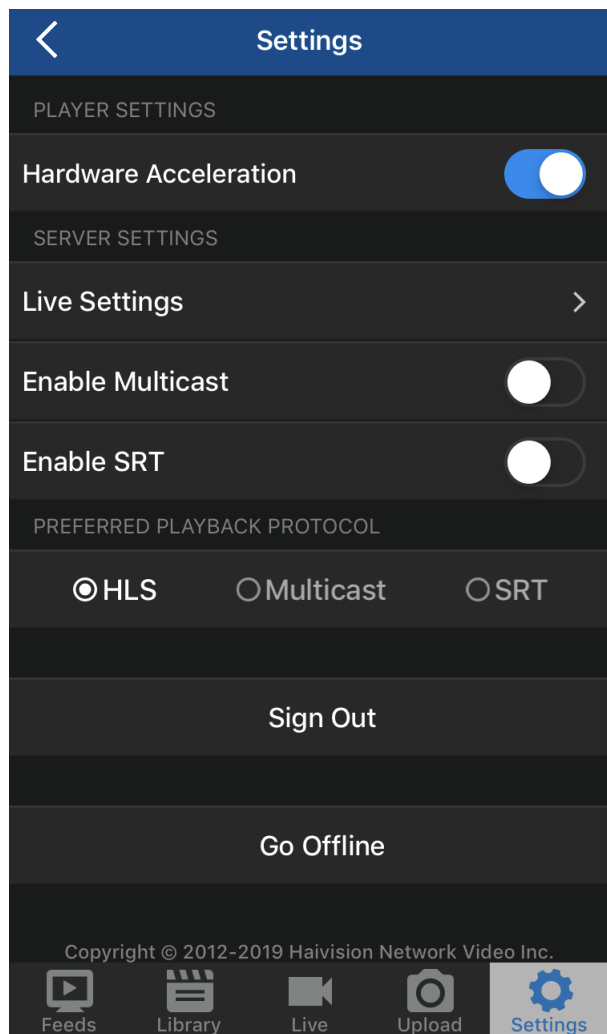
Player Settings   Server Settings   Preferred Playback Protocol

Player Settings

Setting	Default	Description
Hardware Acceleration	Enabled	Enables support for hardware decoding, as opposed to software-only decoding.

Player Settings   **Server Settings**   Preferred Playback Protocol

Server Settings

Setting	Default	Description
Live Settings	n/a	Configures live stream settings. See section below.
Enable Multicast	Off	Enables or disables multicast streaming.
Enable SRT	Off	Enables or disables SRT streaming.

Player Settings   **Server Settings**   **Preferred Playback Protocol**

Preferred Playback Protocol

Setting	Default	Description
HLS, Multicast, SRT	HLS	Sets the preferred playback protocol to HTTP Live Streaming (HLS), Multicast, or Secure Reliable Transport (SRT).

Live Settings

For help configuring live settings, please refer to the section Going Live.

SRT Configuration

Setting	Default	Description
Mode	Caller	Specifies the SRT Connection Mode (to simplify firewall traversal): • Caller: The decoder acts like an SRT caller and connects to a server listening and waiting for an incoming call. • Listener: The decoder acts like an SRT listener and listens for a server to connect to it. • Rendezvous: Allows calling and listening at the same time. To simplify firewall traversal, Rendezvous Mode allows the encoder and decoder to traverse a firewall without the need for IT to open a port.
Port	5000	Specifies the UDP destination port for the SRT stream. Enter a value from 1 to 65535.
Source Port (caller mode only)	0	(Caller connection mode) Specifies the UDP source port for the SRT stream. Enter a value from 0 to 65535. A value of 0 will auto-assign the source port.
Encryption	Off	Toggle on to enable decryption of encrypted streams. If enabled, a passphrase must be set.
Latency	500	Specifies how long the decoder will buffer received packets. Enter a value from 20 to 8000.

Using Local Lineups

> **ⓘ Note**
>
> Certain actions, such as recording, searching, and authentication, are not available for local lineups and are HMP-only.

To configure a new local lineup:

1. Tap **+** to add a new service.
2. Tap **Local Lineup**.
3. Enter a nickname and set a custom icon.
4. Tap **Save**.
5. You are redirected to the home screen where the new lineup is listed.
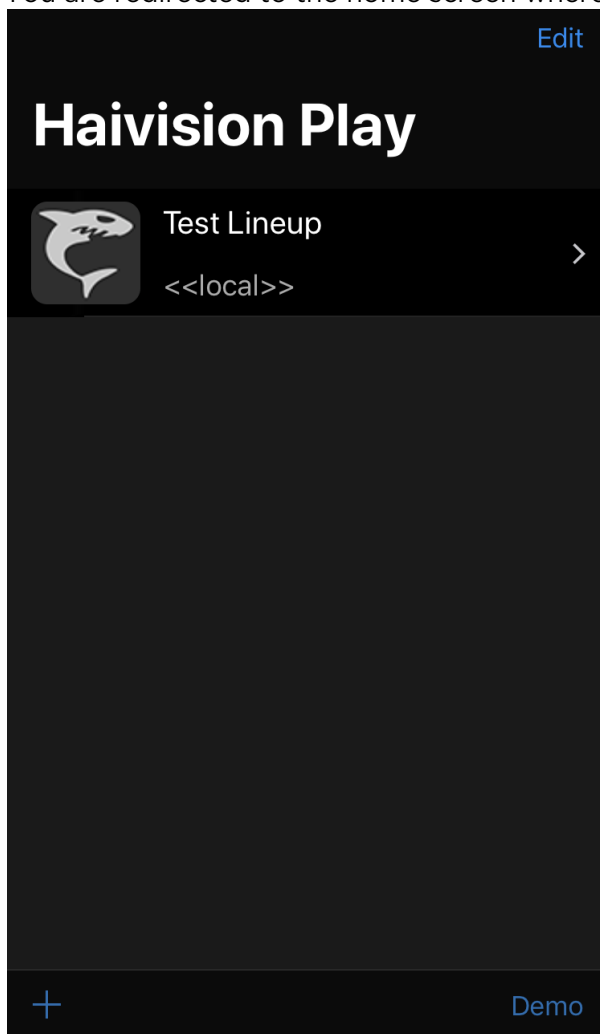
6. Tap the new lineup.

7. Tap **+** to add a new URL.
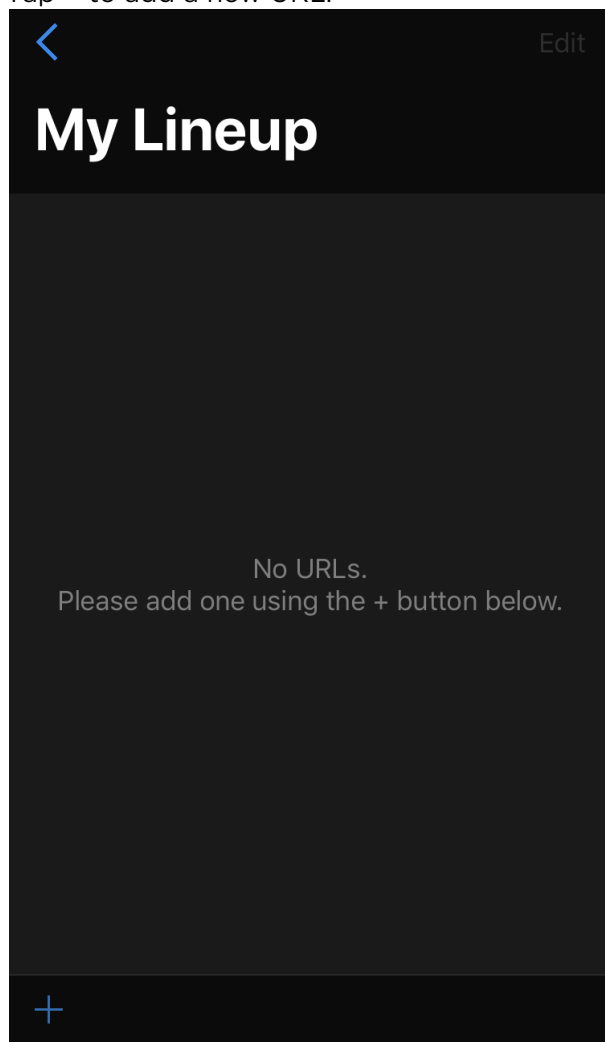
8. Set the URL function to **Play** to watch the source or to **Stream** to use the device's camera and microphone to live stream.
9. Configure the URL settings as needed.

Play   **Stream**

Play
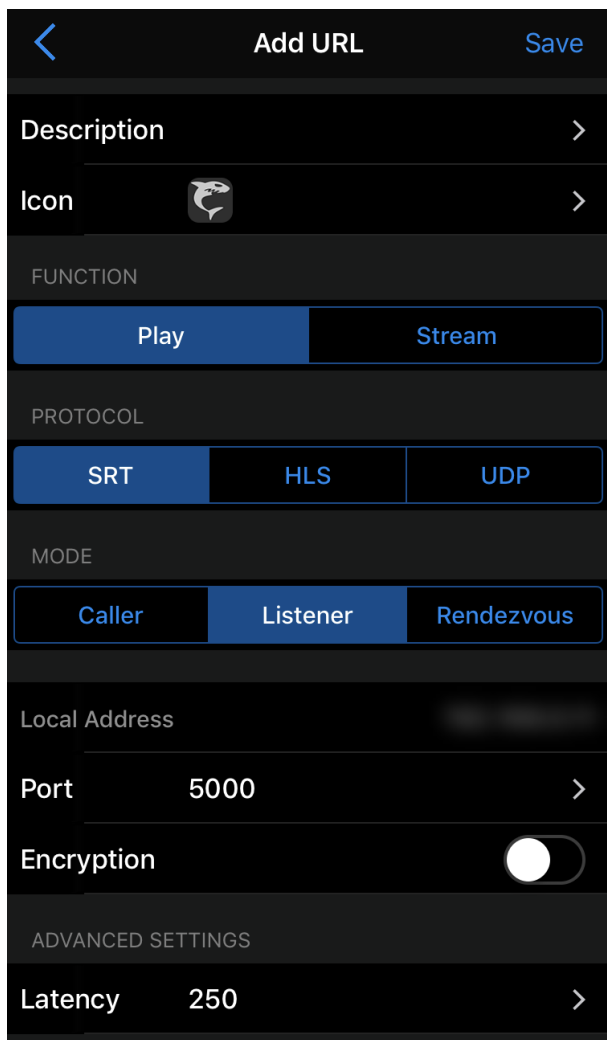
From here you can:

- Enter a **Description** and select an **Icon** from your mobile device's photo library.
- Set the stream protocol to **SRT**, **HLS**, or **UDP**.

SRT   HLS   UDP

SRT

- Set the SRT mode to **Caller**, **Listener**, or **Rendezvous**. For more information on SRT connection modes, please refer to the **SRT Deployment Guide.**
- Enter the IP address.
- Specify the port number to be used.
- Toggle encryption either on or off.
- Set the latency value.

SRT   **HLS**   UDP

HLS

• Enter the HTTP Live Streaming URL.

SRT   **HLS**   **UDP**

UDP

• Select Unicast or Multicast mode.
• Specify the port to be used.
• Toggle Forward Error Correction on or off.

Play   **Stream**

Stream
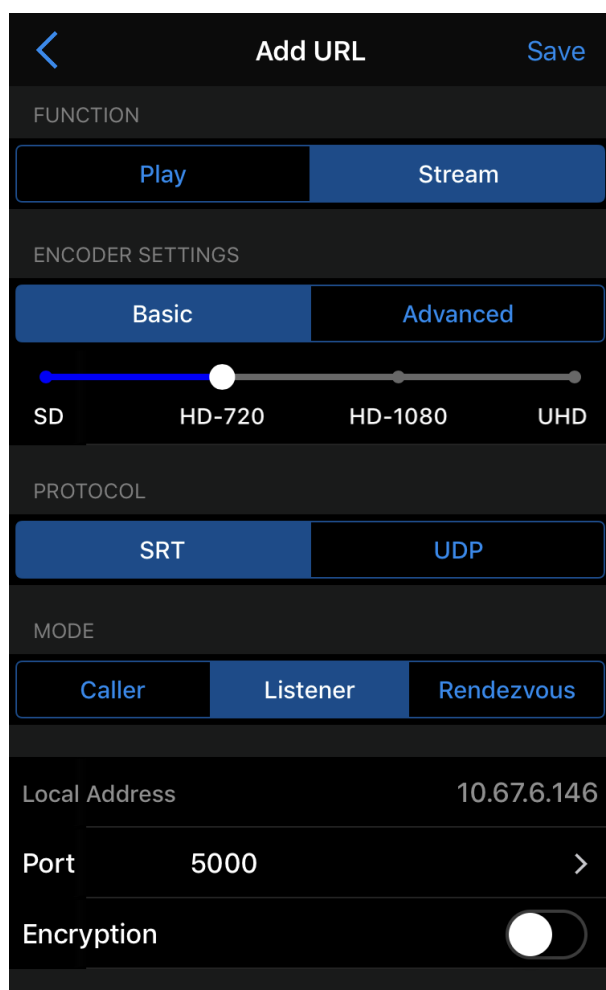
From here you can:

• Enter a **Description** and select an **Icon** from your mobile device's photo library.

- Use the slider to set the desired stream resolution.
- Set the stream protocol to either **SRT** or **UDP**.

SRT   UDP

SRT

- Set the SRT mode to **Caller**, **Listener**, or **Rendezvous**. For more information on SRT connection modes, please refer to the **SRT Deployment Guide.**
- Specify the port number to be used.
- Toggle encryption either on or off.
- Set the latency value.

SRT   **UDP**

UDP

- Specify the port to be used.
- Toggle Forward Error Correction on or off.

- (Optional) Tap **Advanced** to edit the bitrate, resolution, and frame rate.

10. Tap **Save**.

Repeat steps 6-10 to add more sources to the lineup.

Warranties

1-Year Limited Hardware Warranty

Haivision warrants its hardware products against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of equipment shipment ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Havision will either (1) repair the hardware defect at no charge, or (2) exchange the product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product. A replacement product or part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever is longer. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Haivision's property.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for Haivision that can be identified by the "Haivision" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Haivision hardware products or any software, even if packaged or sold with Haivision hardware. Manufacturers, suppliers, or publishers, other than Haivision, may provide their own warranties to the end user purchaser, but Haivision, in so far as permitted by law, provides their products "as is".

Haivision does not warrant that the operation of the product will be uninterrupted or error-free. Haivision does not guarantee that any error or other non-conformance can or will be corrected or that the product will operate in all environments and with all systems and equipment. Haivision is not responsible for damage arising from failure to follow instructions relating to the product's use.

This warranty does not apply:

>(a) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports;

>(b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes;

>(c) to damage caused by operating the product outside the permitted or intended uses described by Haivision;

>(d) to a product or part that has been modified to alter functionality or capability without the written permission of Haivision; or

>(e) if any Haivision serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AS PERMITTED BY APPLICABLE LAW, HAIVISION SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES,

INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF HAIVISION CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY HAIVISION IN ITS SOLE DISCRETION. No Haivision reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, HAIVISION IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH HAIVISION PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS.

OBTAINING WARRANTY SERVICE

Before requesting warranty service, please refer to the documentation accompanying this hardware product and the Haivision Support Portal https://support.haivision.com. If the product is still not functioning properly after making use of these resources, please contact Haivision or Authorized Reseller using the information provided in the documentation. When calling, Haivision or Authorized Reseller will help determine whether your product requires service and, if it does, will inform you how Haivision will provide it. You must assist in diagnosing issues with your product and follow Haivision's warranty processes.

Haivision may provide warranty service by providing a return material authorization ("RMA") to allow you to return the product in accordance with instructions provided by Haivision or Authorized Reseller. You are fully responsible for delivering the product to Haivision as instructed, and Haivision is responsible for returning the product if it is found to be defective. Your product or a replacement product will be returned to you configured as your product was when originally purchased, subject to applicable updates. Returned products which are found by Haivision to be not defective, out-of-warranty or otherwise ineligible for warranty service will be shipped back to you at your expense. All replaced products and parts, whether under warranty or not, become the property of Haivision. Haivision may require a completed pre-authorized form as security for the retail price of the replacement product. If you fail to return the replaced product as instructed, Haivision will invoice for the pre-authorized amount.

APPLICABLE LAW

This Limited Warranty is governed by and construed under the laws of the Province of Quebec, Canada.

This Limited Hardware Warranty may be subject to Haivision's change at any time without prior notice.

EULA - End User License Agreement

READ BEFORE USING

THE LICENSED SOFTWARE IS PROTECTED BY COPYRIGHT LAWS AND TREATIES. READ THE TERMS OF THE FOLLOWING END USER (SOFTWARE) LICENSE AGREEMENT ("AGREEMENT") CAREFULLY BEFORE ACCESSING THE LICENSED SOFTWARE. BY SCANNING THE QR CODE TO REVIEW THIS AGREEMENT AND/OR ACCESSING THE LICENSED SOFTWARE, YOU CONFIRM YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS, HAIVISION IS UNWILLING TO LICENSE THE LICENSED SOFTWARE TO YOU AND YOU ARE NOT AUTHORIZED TO ACCESS THE LICENSED SOFTWARE.

Click the following link to view the Software End-User License Agreement: **Haivision EULA.pdf**

If you have questions, please contact **legal@haivision.com**

SLA - Service Level Agreement

1. Introduction

This Service Level and Support supplement forms a part of and is incorporated into the Service Agreement (the "Agreement") between You and Haivision Network Video Inc. ("Haivision"). Capitalized terms used but not otherwise defined in this supplement shall have the meaning ascribed to them in the Agreement. Haivision may, upon prior written notice to You, amend this supplement to incorporate improvements to the service levels and support commitments at no additional cost to You. This supplement applies only to those products and services set forth below.

2. Definitions

- "Audience Member" means an individual or entity that accesses Your Published Media Objects through a public URL.
- "Access Service" means the service provided by Haivision VCMS that verifies an Audience Member's credentials.
- "Digital Media File" means a computer file containing text, audio, video, or other content.
- "Outage" is a 12-minute period of consecutive failed attempts by all six agents to PING the domain on the Haivision Streaming Media network.
- "Published Media Object" means a Digital Media File with a public URL.
- "Transaction" means the creation of a right for an Audience Member to access a Media Object and the completion of an order logged in the order history service.

3. Service Levels for the Video Content Management System

The service levels in this **Section 3** apply only to the hosted version of Haivision VCMS and the Haivision VCMS development kit (collectively, the "Standard Hosted Components" of Haivision Video Cloud Services). Subject to the exceptions noted in **Section 4** below, the aforementioned components of Haivision Video Cloud Services will be available for use over the course of each calendar month as follows:

Type of Access	Definition	Availability Level
Write Functions	• Access to all functions through the administrative user interface. • Ability to add or modify objects and metadata through the application programming interface ("API") • Ability of ingest service to check for new or updated files or feeds	99.999%
Read-Only Functions	• Ability to retrieve data through the API • Ability for Audience Members to authenticate through the Access Service • Ability for Audience Members to play Published Media Objects • Ability for Audience Members to play Haivision VCMS-authenticated or entitled Published Media Objects • Ability to complete Transactions	99.999%

4. Exceptions to Availability for the VCMS

The Standard Hosted Components may not be available for use under the following circumstances, and in such case such periods of unavailability shall not be counted against Haivision Video Cloud for purposes of calculating availability:

a. Normal Maintenance, Urgent Maintenance and Upgrades as defined in the table below;
b. Breach of the Agreement by You as defined in the Agreement;
c. The failure, malfunction, or modification of equipment, applications, or systems not controlled by Haivision Video Cloud;
d. Any third party, public network, or systems unavailability;
e. Acts of Force Majeure as defined in the Agreement;
f. Modification of software made available to You as part of Haivision Video Cloud Services by You or a third party acting on Your behalf; and
g. Any third party product or service not incorporated into Haivision Video Cloud Services or any third party plug-in.

Haivision Video Cloud shall make commercially reasonable efforts to notify, or work with, applicable third parties to repair or restore Haivision VCMS functionality affected by such exceptions.

Type of Maintenance	Purpose	Write Functions Available	Read Functions Available	Maximum Time Per Month	Continuous Time in Mode (Max)	Window (Central Time)	Min Notice
Normal	• Preventive maintenance on the software/ hardware components of Haivision VCMS • Addition of new features/functions • Repair errors that are not immediately affecting Your use of Haivision VCMS	No	Yes	10 Hours	6 Hours	10:00pm - 5:00am	48 Hours
Urgent	• Repair errors that are immediately affecting Your use of Haivision VCMS	No	Yes	30 Minutes	15 Minutes	Any Time	3 Hours

Type of Maintenance	Purpose	Write Functions Available	Read Functions Available	Maximum Time Per Month	Continuous Time in Mode (Max)	Window (Central Time)	Min Notice
Upgrades	• Perform upgrades on software or hardware elements necessary to the long term health or performance of Haivision VCMS, but which, due to their nature, require that certain components of Haivision VCMS to be shut down such that no access is possible	No	No	1 Hour	1 Hour	12:00am - 4:00am M-F	5 Days

5. Credits for Downtime for the VCMS

Haivision Video Cloud will grant a credit allowance to You if You experience Downtime in any calendar month and you notify Haivision Video Cloud thereof within ten (10) business days after the end of such calendar month. In the case of any discrepancy between the Downtime as experienced by You and the Downtime as measured by Haivision Video Cloud, the Downtime as measured by Haivision Video Cloud shall be used to calculate any credit allowance set forth in this section. Such credit allowance shall be equal to the pro-rated charges of one-half day of Fees for each hour of Downtime or fraction thereof. The term "Downtime" shall mean the number of minutes that Standard Hosted Components are unavailable to You during a given calendar month below the availability levels thresholds in Section 3, but shall not include any unavailability resulting from any of the exceptions noted in Section 4. Within thirty (30) days after the end of any calendar month in which Downtime occurred below the availability levels thresholds in Section 3, Haivision Video Cloud shall provide You with a written report detailing all instances of Downtime during the previous month. Any credit allowances accrued by You may be offset against any and all Fees owed to Haivision Video Cloud pursuant to the Agreement, provided that a maximum of one month of credit may be accrued per month.

6. Support Services for the VCMS

Support for Haivision Video Cloud Services as well as the Application Software (defined as the VCMS application software components that Haivision licenses for use in conjunction with the Video Cloud Services) can be reached at hvc-techsupport@haivision.com and shall be available for all Your support requests. Haivision Video Cloud will provide 24x7 monitoring of the Standard Hosted Components.

Cases will be opened upon receipt of request or identification of issue, and incidents will be routed and addressed according to the following:

Severity Level	Error State Description	Status Response Within	Incident Resolution within
1 – Critical Priority	Renders Haivision VCMS inoperative or causes Haivision VCMS to fail catastrophically.	15 minutes	4 hours
2 – High Priority	Affects the operation of Haivision VCMS and materially degrades Your use of Haivision VCMS.	30 minutes	6 hours
3 – Medium Priority	Affects the operation of Haivision VCMS, but does not materially degrade Your use of Haivision VCMS.	2 hours	12 hours

Severity Level	Error State Description	Status Response Within	Incident Resolution within
4 – Low Priority	Causes only a minor impact on the operation of Haivision VCMS.	1 business day	3 business days

7. Service Levels for Haivision Streaming Media Service

Haivision agrees to provide a level of service demonstrating 99.9% Uptime. The Haivision Streaming Media Service will have no network Outages.

The following methodology will be employed to measure Streaming Media Service availability:

Agents and Polling Frequency

a. From six (6) geographically and network-diverse locations in major metropolitan areas, Haivision's Streaming Media will simultaneously poll the domain identified on the Haivision Streaming Media network.
b. The polling mechanism will perform a PING operation, sending a packet of data and waiting for a reply. Success of the PING operation is defined as a reply being received.
c. Polling will occur at approximately 6-minute intervals.
d. Based on the PING operation described in (b) above, the response will be assessed for the purpose of measuring Outages.

If an Outage is identified by this method, the customer will receive (as its sole remedy) a credit equivalent to the fees for the day in which the failure occurred.

Haivision reserves the right to limit Your use of the Haivision Streaming Media network in excess of Your committed usage in the event that Force Majeure events, defined in the Agreement, such as war, natural disaster or terrorist attack, result in extraordinary levels of traffic on the Haivision Streaming Media network.

8. Credits for Outages of Haivision Streaming Media Service

If the Haivision Streaming Media network fails to meet the above service level, You will receive (as your sole remedy) a credit equal to Your or such domain's committed monthly service fee for the day in which the failure occurs, not to exceed 30 days of fees.

9. No Secondary End User Support

UNDER NO CIRCUMSTANCES MAY YOU PROVIDE CONTACT INFORMATION FOR HAIVISION SERVICES TO CUSTOMERS OR AUDIENCE MEMBERS OR OTHER THIRD PARTIES WITHOUT HAIVISION'S EXPRESS PRIOR WRITTEN CONSENT.

Getting Help

General Support	North America (Toll-Free) **1 (877) 224-5445** International **1 (514) 334-5445** *and choose from the following:* Sales - 1, Cloud Services - 3, Support - 4
Managed Services	U.S. and International 1 (512) 220-3463
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