



**HALO DEVICE MANAGER (HDM) MANUAL**  
v2.6.16

**Brought to you by:**



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## ABOUT THIS DOCUMENT

This manual is intended for administrators and users of IPVideo HALO Smart Sensor and is applicable to HALO v2.00, 2C, 3C and 3C-PC with firmware versions 1.53 and later. It includes instructions for using the HALO Device Manager software product on your network. Previous experience of networking will be of use when using this product. Later versions of this document will be posted at <https://halodetect.com/resources/manuals-guides/>

## TRADEMARK ACKNOWLEDGEMENTS

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## SUPPORT

Should you require any technical assistance, please contact your IPVideo Corporation Authorized Reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can download user documentation and software updates.

Technical Support via Telephone: (631) 647-9970

Live technical support is available Monday through Friday (excluding holidays) between the hours of 8 AM and 7 PM Eastern Standard Time.

Technical Support via Email: [techsupport@ipvideocorp.com](mailto:techsupport@ipvideocorp.com)

## INTRODUCTION

HALO Smart Sensor is an IoT device that detects environmental changes that occur in many locations including privacy concern areas where surveillance cameras can't be installed.

HALO DEVICE MANAGER (HDM) is an administration tool leveraged to configure and manage HALO Smart Sensors on accessible networks. Some features of HDM include finding HALOs on accessible networks, install/update firmware, commit configuration changes, backup device settings, and view device status.

For multi-site management and analysis reporting check out the features of the Cloud Portal.

<https://halodetect.com/product-info/halo-cloud/>

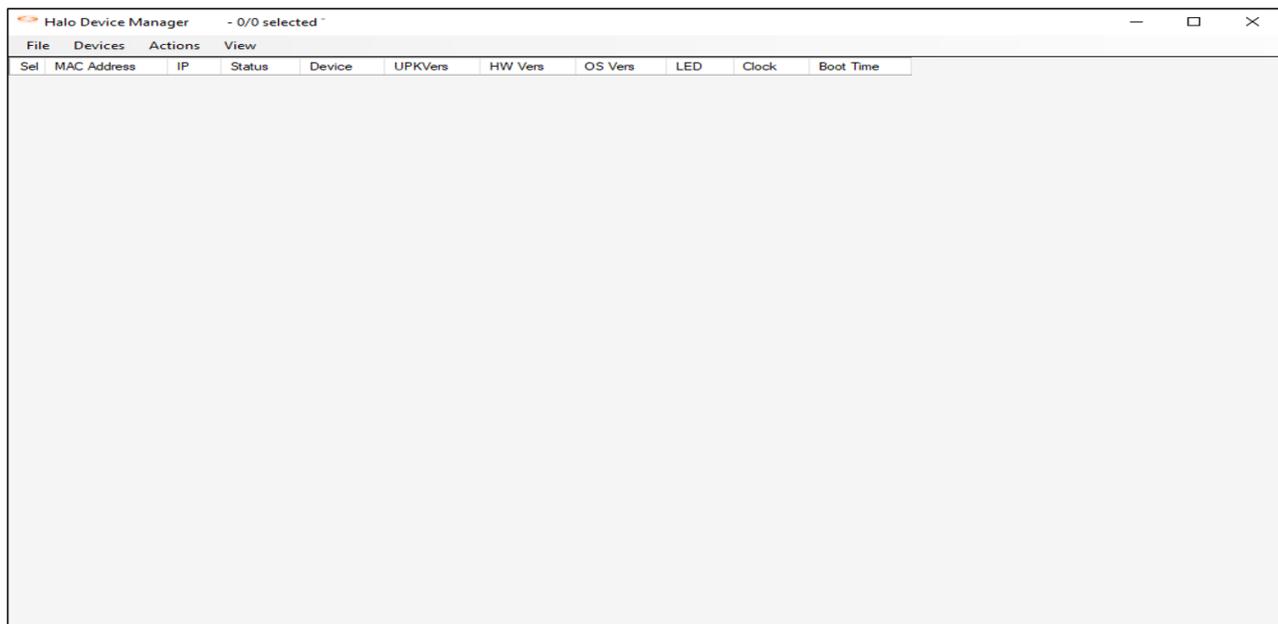


## SETUP PREREQUISITES

1. Install HDM:
  - Download HDM from the IPVideo website at: <https://halodetect.com/resources/firmware-tools/>
  - Run the installation file.
  - Run the HDM software tool by double clicking on the HALO Device Manager icon.
  - “Accept” EULA.
2. One or more HALO Smart Sensor devices connected to a standard office network where the steps in the HALO Installation Procedure have been followed resulting in confirmation that the device is operating and physically connected to the network.
3. The network will typically include a DHCP server to provide an IP Addresses, in the absence of one HDM can find HALOs with an APIPA (Automatic Private IP Addresses) on a local network.
4. If static addressing is planned, then the correct subnet mask, gateway address, and DNS address must be known.
5. An accessible Windows 10 or higher PC connected to the same network with a Chrome web browser installed.

## FINDING HALO SMART SENSORS ON A NETWORK

Start HALO DEVICE MANAGER (HDM) on the PC by double clicking the program icon. (The window can be resized and moved as needed and will be saved for next use.)

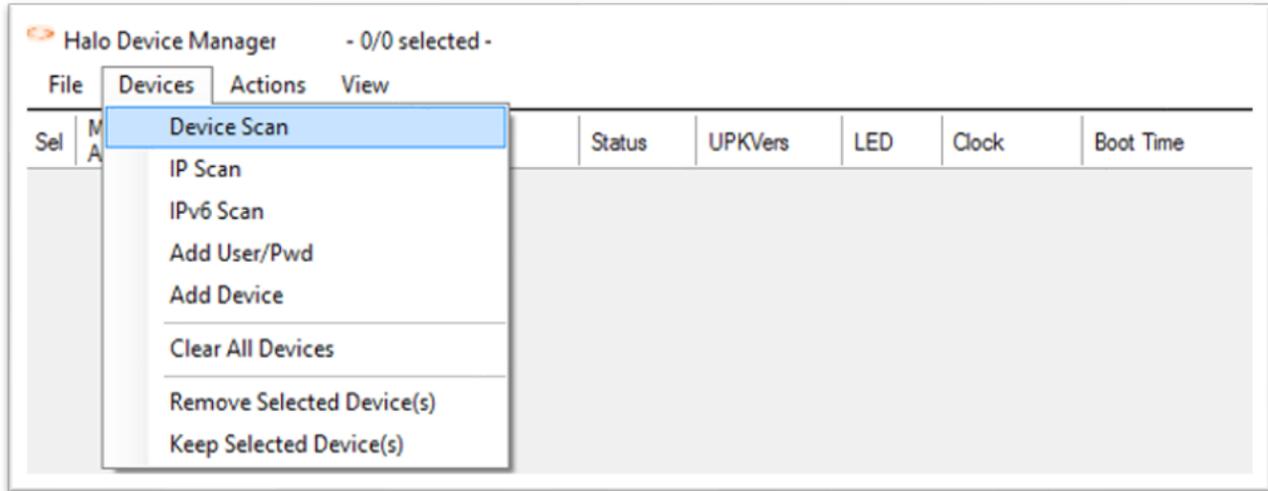


## DEVICE SCAN / ESTABLISHING CONNECTION

There are 3 different search options under Devices tab:

- **Device Scan:** Scans the same network that the HDM host is connected.
- **IP Scan:** Custom IP Range of any local routable, unblocked internal networks.
- **IPv6 Scan:** Scans IPv6 on the same network that the HDM host is connected.

Each are explained in further detail in the Device Menu section later in this guide.



## FIRST TIME SETUP

HDM which is the preferred method for setting up multiple HALOs at once, however it can also be done by typing the HALO device’s IP address in Google Chrome as shown in the Administrator Manual at <https://halodetect.com/resources/manuals-guides/>.

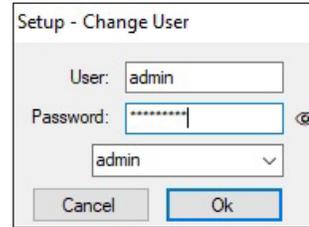
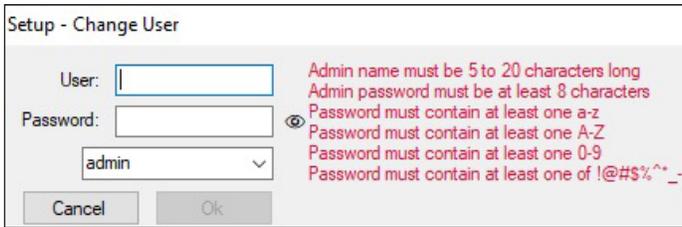
Any devices that have not been initialized will show up with blue text and a tab for First-Time Setup will appear. You could also select a single HALO (double-click Sel to deselect all and select one) and click Actions -> Open Web Page.

The screenshot shows the Halo Device Manager interface with the 'First-Time Setup' tab active. The table displays a list of devices with columns for Sel, MAC Address, IP, Status, Device, UPKVers, HW Vers, OS Vers, LED, Clock, and Boot Time. The first device is highlighted in blue, indicating it requires first-time setup.

Sel	MAC Address	IP	Status	Device	UPKVers	HW Vers	OS Vers	LED	Clock	Boot Time
<input checked="" type="checkbox"/>	B0B353D01B37	172.16.16.33	Requires first-time setup	Halo Device	2.5.0.15.37	2.5	2.2	0	15 19:13:50.3	15 19:11:15.4
<input type="checkbox"/>	B0B353D01B3B	172.16.16.31	connected	Halo_2_5_Proto6's	2.5.0.15.37	2.5	2.2	0	15 19:13:52.7	07 14:36:27.4
<input type="checkbox"/>	B827EBE6AD5D	172.16.16.15	connected	HALO_Smart_Sensor	2.5.0.14.28	2.5	2.2	0	15 19:13:51.5	06 15:59:57.9
<input type="checkbox"/>	B0B353D02E29	172.16.16.35	connected	Halo2_5_1st_Article	2.5.0.15.37	2.5	2.2	0	15 19:13:53.9	07 14:36:03.1
<input type="checkbox"/>	B0B353D01B3D	172.16.16.37	connected	Halo_2_5_Proto4	2.5.0.15.37	2.5	2.2	0	15 19:13:53.1	07 14:40:25.3
<input type="checkbox"/>	B0B353D01B4B	172.16.16.38	connected	Halo_2_5_Proto1	2.5.0.15.37	2.5	2.2	0	15 19:13:52.1	07 14:38:13.2

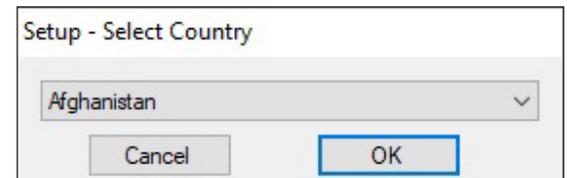
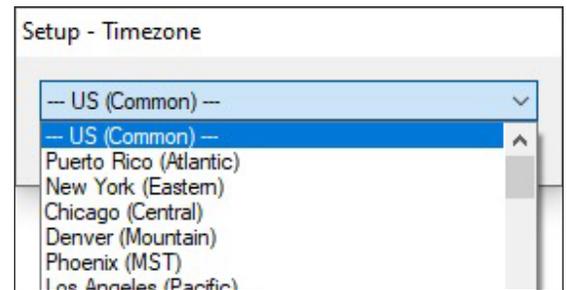
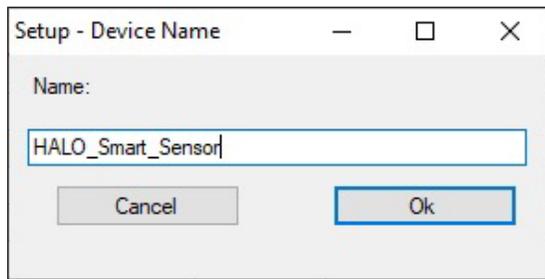
### Setup User

Click the tab First-Time Setup. A prompt to setup a user for the device will appear. Type in admin next to “User” and desired password next to “Password”.

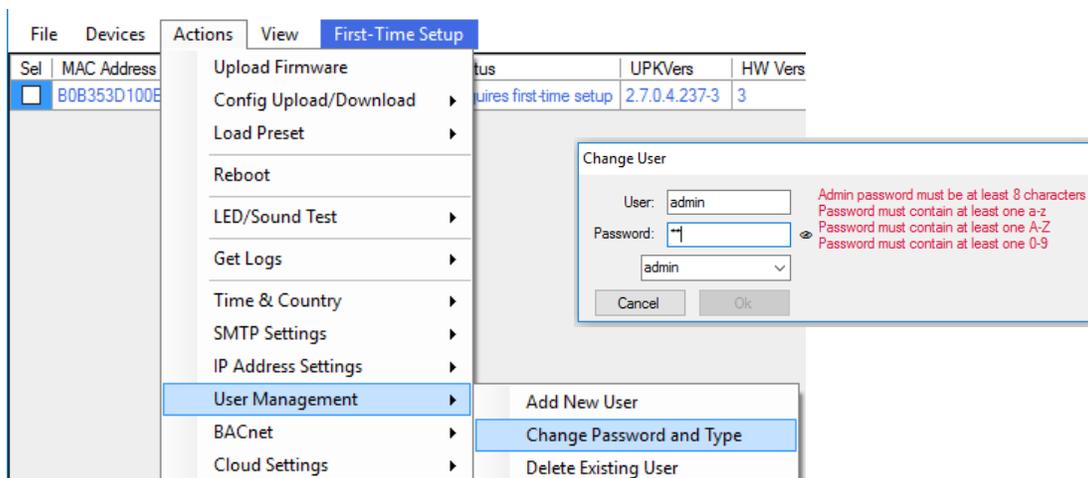


### Setup Device Information

- Setup Device name for what the Halo will be viewable as.
- Setup Timezone using the drop-down information
- Setup Country using the drop down.

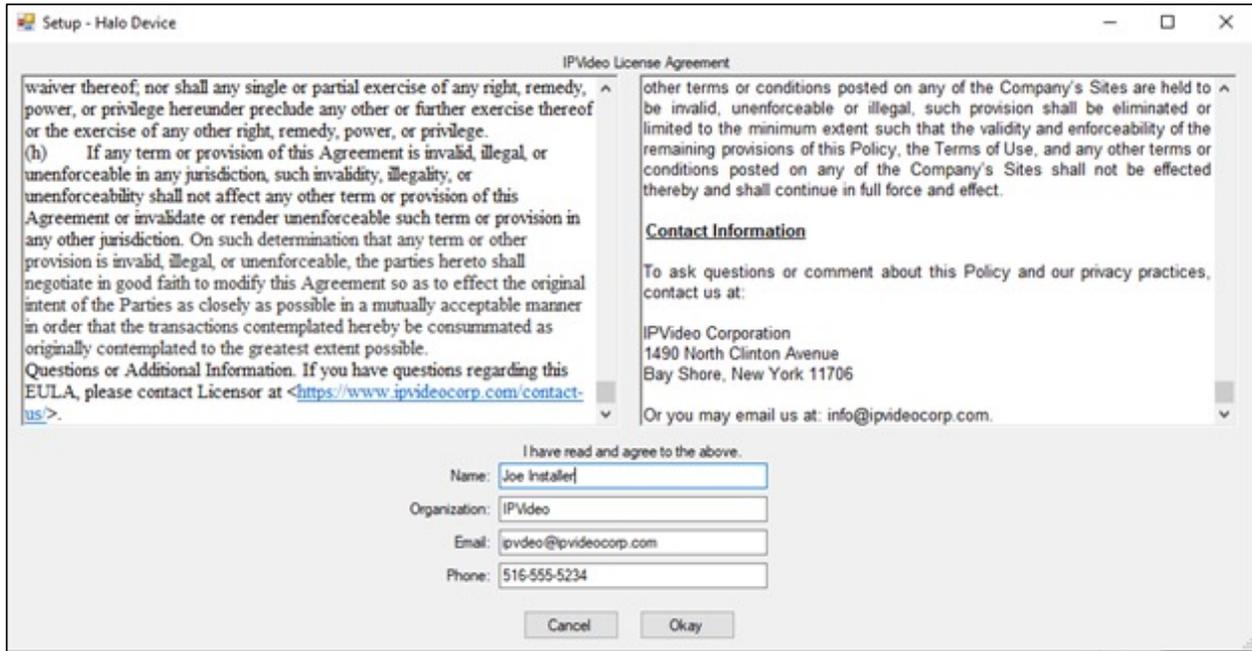


**NOTE:** To avoid losing current presets and settings due to First Time Setup use HDM. To avoid the First-Time Setup button. Open Actions / User Management / Change Password and Type to reset your user and password.



### Setup HALO Device

The final Setup for the device is the IPVideo License Agreement.



Left textbox is the IPVideo Corporation End User License Agreement. Right text box is the Privacy Policy.

The user reading the Agreement and Policy shall fill out the information below for “Name”, “Organization”, “Email”, “Phone”.

### Device Setup Complete

Once the setup requirements are met HDM will reboot the selected HALOs. You may see a status of “running, not ready” as it reboots and reconnects using the new credentials. Status will change to connected once back online.

Sel	MAC Address	IP	Device	Status	UPKVers	LED	Clock	Boot Time
<input checked="" type="checkbox"/>	B827EB65A0CB	172.16.16.58		running, not ready	???	0		
<input type="checkbox"/>	B827EBFE26F0	172.16.16.57	RO-LAB_17-C-SM	connected	2.8.0.16.308	0	26 07:55:27.6	03/10 16:24:10.0
<input type="checkbox"/>	B827EB19B53C	172.16.16.56	RO-LAB_16-D3-SM	connected	2.8.0.16.308	0	26 07:55:27.5	03/10 16:22:13.4
<input type="checkbox"/>	B827EBCC2409	172.16.16.53	LAB_13-D3-SM	connected	2.8.0.16.308	0	26 07:55:27.5	03/10 16:23:12.4

## DEVICES

Search for HALO Smart Sensors on the network. There are different ways to do this:

### Device Scan

Searches for HALOs that are on the local network. This search does not cross subnets and returns IPv4 IP Addresses.

### IP Scan

Searches for HALOs using a starting IP address and a quantity of IP addresses from that starting point.

### For example

“Start IP Address”: 192.168.1.11 & “Number Of IP Addresses”: 50 will search 192.168.1.11 – 192.168.1.60 for HALO’s.

This search does look at each IP address in the sequence 1 at a time, thus it is recommended to include only the range required to be searched.

### IPv6 Scan

Searches for HALOs that are on the local network. This search does not cross subnets and returns IPv6 IP Addresses.

### Add Device

This adds a single HALO using a specific IP Address. This method requires the “Port” number. “User” and “Password” can also be supplied if the HALO is not using the default or if they were not previous entered for HDM to use.

Using a single method to search, then repeating that method or using another method will continue to add HALOs to the list of found devices. This will not remove HALOs from the device list.

### Clear All Devices

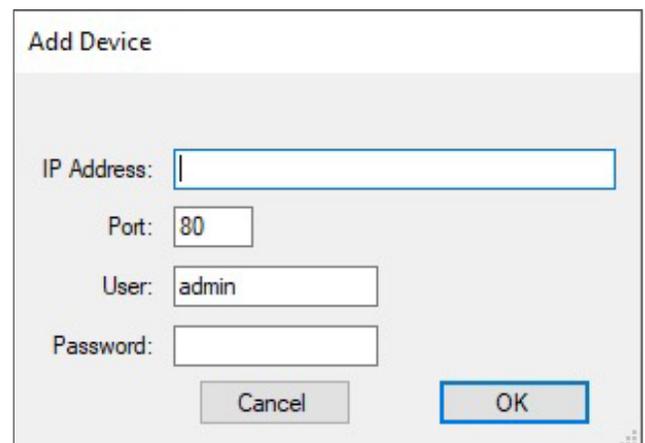
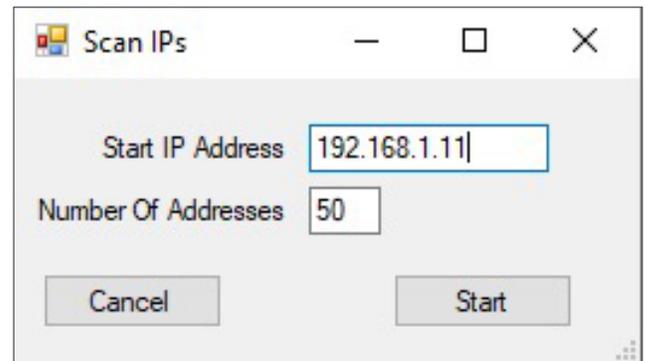
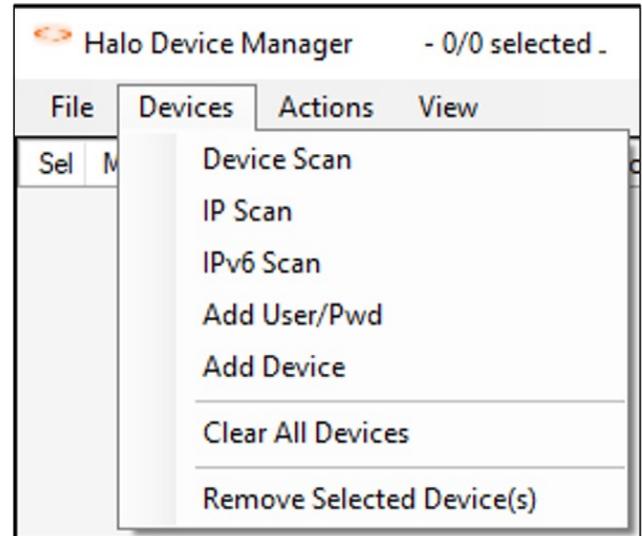
Removes all HALOs from the device list.

### Remove Selected Devices

Removes all HALOs that have their check box selected on the far left from the device list.

### Keep Selected Devices

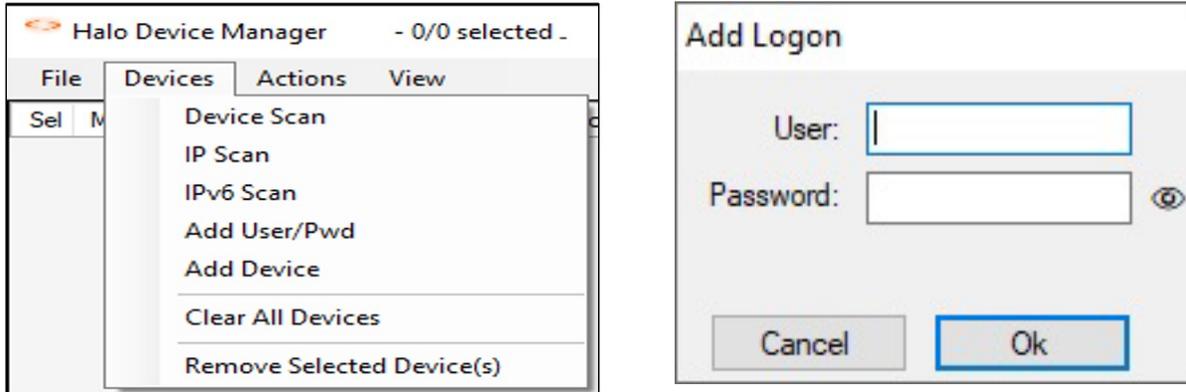
Removes all HALOs that DO NOT have their check box selected on the far left from the device list.



### Add User/Pwd

For HALOs with username or password already changed use Add User/Pwd to connect to HALOs in the current HDM session.

This process can be repeated if multiple HALOs on the list have different usernames or passwords. The eyeball icon next to the password can be used to view the input characters.



The default password (changeme)\* is known to HDM and is used automatically to connect to new HALOs.

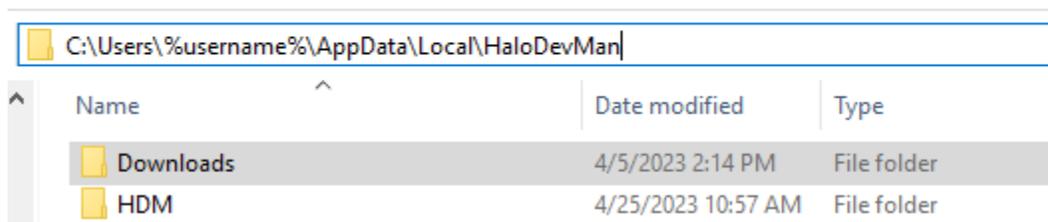
### Special Note About Change to Location of Profile Data:

**If you are upgrading from prior to 2.6.7 please note that 2.6.7 introduced storing Profile Data in a new location.**

New Location: C:\Users\\AppData\Local\HaloDevMan"

Previous Location: C:\Users\\Documents\HaloDevMan"

Any previously saved profile data can be manually copied into the new location for use with 2.6.7 and newer version.

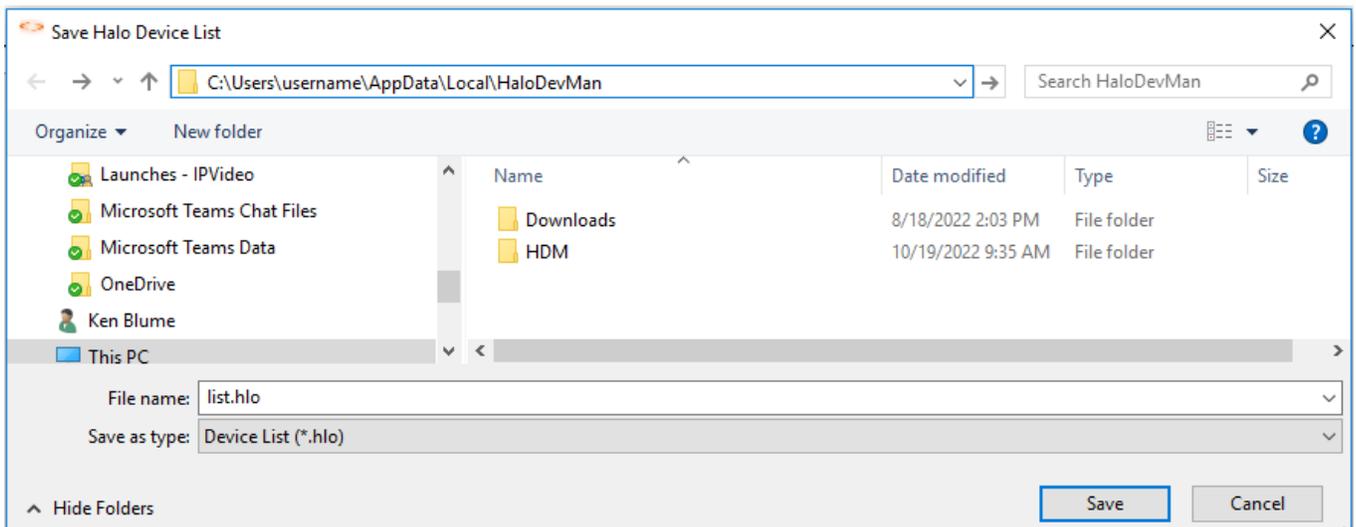
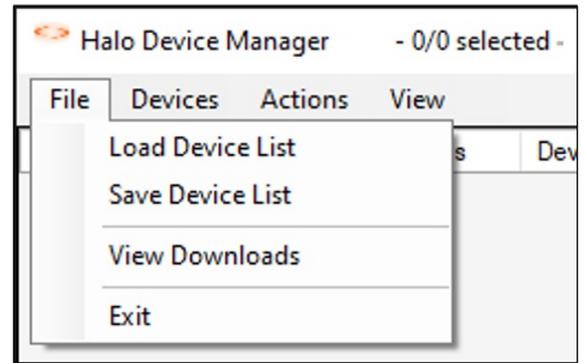


## FILE MENU

### Save Device List

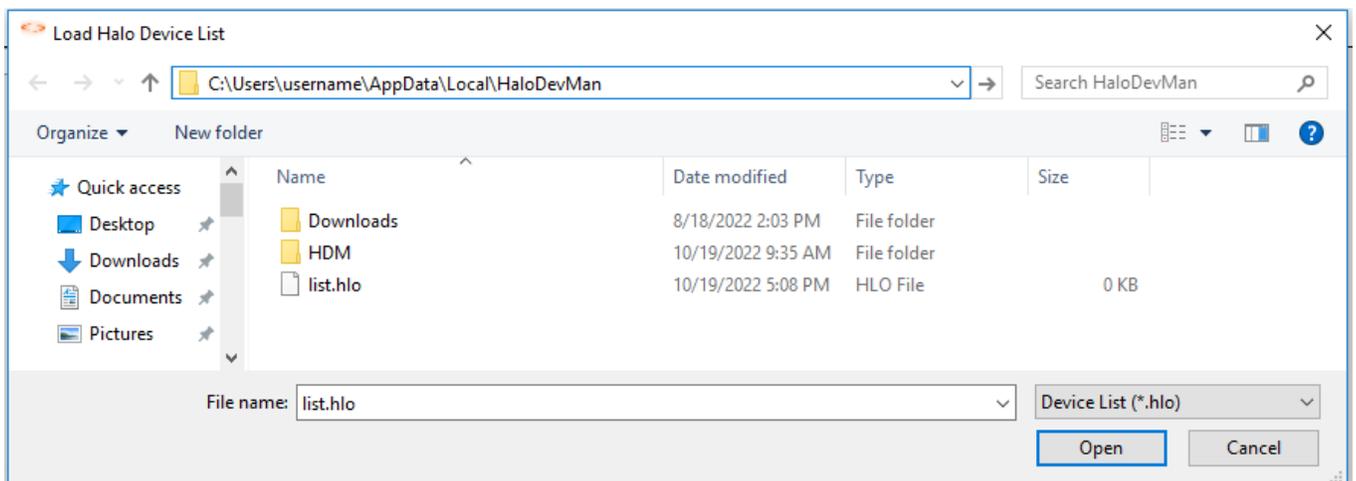
Lists of HALOs can be saved using the “Save Device List” feature. After clicking “Save Device List” navigate to the location where it is to be saved. Then name the file, making sure to keep the .hlo extension in the name.

By default, the file will be stored as “list.hlo” in the folder “C:\Users\<>userid>\AppData\Local\HaloDevMan”, but your choice will be saved by HDM for later use. This file can be transferred to other PCs for easy search of HALOs, however, for security reasons **usernames and passwords will NOT transfer to other computers.**



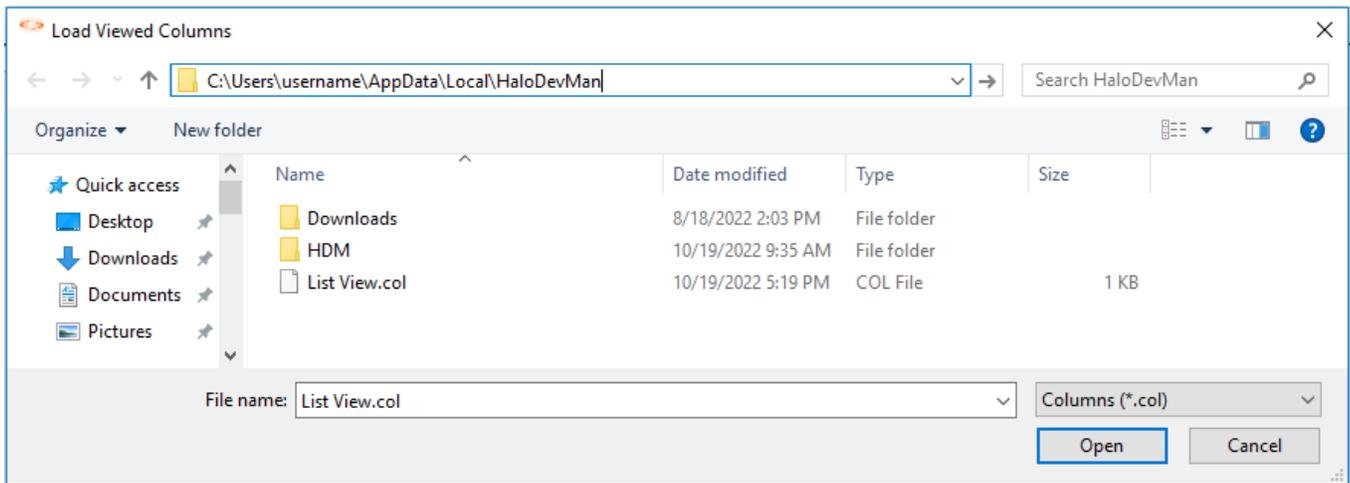
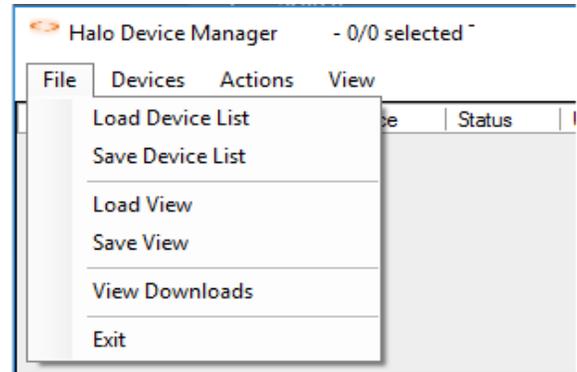
### Load Device List:

Saved lists of HALO's can be loaded using the “Load Device List” feature. After clicking “Load Device List” navigate to the location of the “.hlo” file and “Open” it. This will load an encrypted file of all of the HALO's stored in that list, including encrypted usernames and passwords. If the file was created on a different computer, for security reasons, the **usernames and passwords will be omitted.**



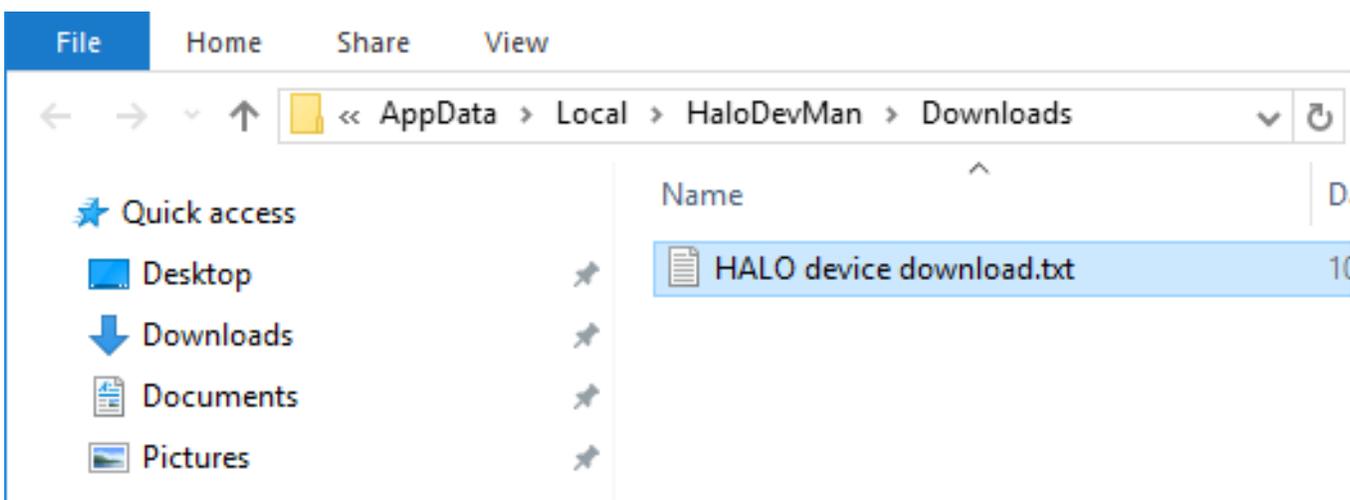
### Load View and Save View

You can select from many columns of information to display for HALOs under the View menu item. If you have a set of columns you would like to recall later you can save and load them later like the Device List. They are saved in files ending with “.col”.



### View Downloads

This will open up the folder HDM saves files downloaded from HALOs. The location is C:\Users\<username>\AppData\Local\HaloDevMan\Downloads.



## NAVIGATING HDM

HALO Device Manager can be used to program many HALOs at one time.

The far-left column Sel is the device selection indicated by check boxes. Clicking a check box will select or de-select a HALO. Double-Clicking the Sel column header will select or de-select all HALOs from the list. Ctrl-Click can add or remove a HALO from the list. Shift-Click selects a range of HALOs up to a previously selected HALO.

Double clicking any other column header except Sel sorts the HALOs by that column.

**Actions'** functions apply to all the selected HALOs.

Halo Device Manager 18/18 selected

Sel	MAC Address	IP	Device	Status	UPKVers	HW Ver	OS Ver	LED	Clock	Boot Time
<input checked="" type="checkbox"/>	B827EBAEDB70	172.16.16.45	LAB_05-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:34.3	04/26 14:46:23.3
<input checked="" type="checkbox"/>	B827EBECFE77	172.16.16.46	LAB_06-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:35.5	04/26 14:46:18.6
<input checked="" type="checkbox"/>	B827EB5D9CF9	172.16.16.47	LAB_07-C	connected	2.8.1.11.339	2	2.2	0	26 15:11:32.8	04/26 14:46:22.8
<input checked="" type="checkbox"/>	B827EB02E71E	172.16.16.48	LAB_08-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:32.7	04/26 14:46:09.9
<input checked="" type="checkbox"/>	B827EB5AC5B2	172.16.16.49	LAB_09-C	connected	2.8.1.11.339	2	2.2	0	26 15:11:33.0	04/26 14:46:31.3

## VIEW MENU

HDM displays information about each HALO it is connected to when valid credentials are provided.

Columns can be optionally shown or hidden by selecting the "View" dropdown.

- MY MAC:** Ethernet MAC Address of the HALO.
- IP:** IP Address, this can be displayed as IPv4 and IPv6 formats depending on how it was discovered.
- Device:** Device Name.
- Status:** Current status of the HALO response to HDM. "Connected" indicates that a HALO is authenticated and awaiting commands from HDM.
- UPKVers:** Firmware Version.
- HW Vers:** Hardware Version.
- OS Vers:** Operating System Version.
- LED:** LED Color status, represented numerically.
- Clock:** Current clock time in DD HH:MM:SS format.
- Boot Time:** Time HALO booted up in DD HH:MM:SS format.

Halo Device Manager - 9/9 selected

Sel	MAC Address	IP	View
<input checked="" type="checkbox"/>	B827EBE6AD5D	172.16.16.45	MAC Address
<input checked="" type="checkbox"/>	B0B353D01B3B	172.16.16.46	IP
<input checked="" type="checkbox"/>	B0B353D01B37	172.16.16.47	Port
<input checked="" type="checkbox"/>	B0B353D02E29	172.16.16.48	User
<input checked="" type="checkbox"/>	B0B353D01B3D	172.16.16.49	Status
<input checked="" type="checkbox"/>	B0B353D01B4B	172.16.16.50	Device
<input checked="" type="checkbox"/>	B0B353D01B40	172.16.16.51	Serial
<input checked="" type="checkbox"/>	B827EB676A22	172.16.16.52	UPKVers
<input checked="" type="checkbox"/>	B827EB1A4BE6	172.16.16.53	HW Vers
			OS Vers
			Outputs >
			Clock
			Boot Time
			FS
			Time & Country >
			IP Config >
			BACnet >
			RTSP >
			Email Settings >
			SMTP Settings >
			External Messaging >
			Heartbeat Settings >
			Network Info >
			Cloud >

Double clicking a group name will show or hide all members of that group. I.e: Time & Country >  
 The background color indicates that some members are selected for display. I.e: Outputs >

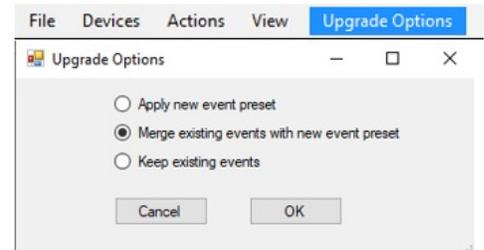
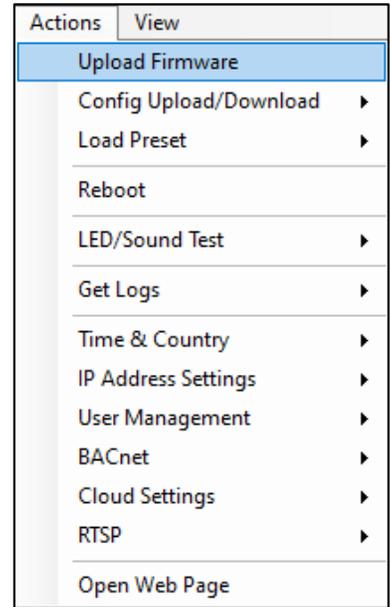
## ACTIONS MENU

### Upload Firmware

HALO Device Manager can upload firmware on many HALOs at one time.

Select HALOs for update then **Actions > Upload Firmware**. A prompt will allow for navigation to the firmware file location. Once a location is used, HDM will remember it for next time. Firmware files are in “.upk” file format.

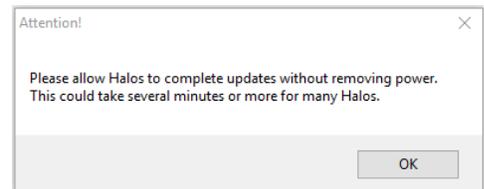
Upon selecting and opening the firmware, you will be prompted to agree to the license agreement and privacy policy (see new HALOs for details) and to Upgrade Options.



We recommend the merge option to preserve any action customizations and additional events but use latest factory sensitivity thresholds. Prior to updating firmware, you may want to record any customizations to thresholds and advanced conditions.

Then the firmware will be sent to each selected HALO in turn.

**\*\*DO NOT REMOVE POWER WHILE HALO IS REBOOTING\*\***



The “Status” column will show the progress with such things like “Waiting turn...”, “Accepted”, timeout # while rebooting, running, not ready, and connected again with the “UPKVers” column showing the new firmware version. Firmware can be downloaded from: <https://halodetect.com/resources/firmware-tools/>

Halo Device Manager 18/18 selected

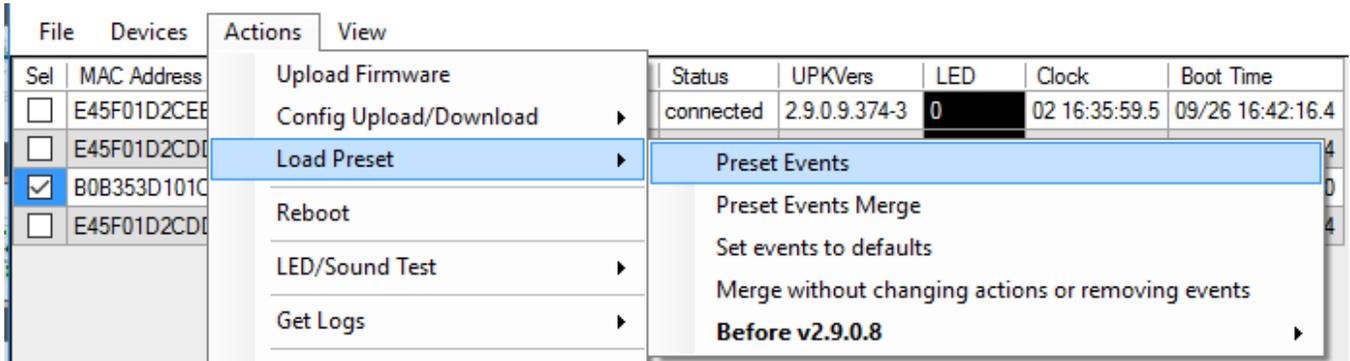
Sel	MAC Address	IP	Device	Status	UPKVers	HW Ver	OS Ver	LED	Clock	Boot Time
<input checked="" type="checkbox"/>	B827EBAEDB70	172.16.16.45	LAB_05-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:34.3	04/26 14:46:23.3
<input checked="" type="checkbox"/>	B827EBECFE77	172.16.16.46	LAB_06-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:35.5	04/26 14:46:18.6
<input checked="" type="checkbox"/>	B827EB5D9CF9	172.16.16.47	LAB_07-C	connected	2.8.1.11.339	2	2.2	0	26 15:11:32.8	04/26 14:46:22.8
<input checked="" type="checkbox"/>	B827EB02E71E	172.16.16.48	LAB_08-D3	connected	2.8.1.11.339	2	2.2	0	26 15:11:32.7	04/26 14:46:09.9
<input checked="" type="checkbox"/>	B827EB5AC5B2	172.16.16.49	LAB_09-C	connected	2.8.1.11.339	2	2.2	0	26 15:11:33.0	04/26 14:46:31.3

**\*IMPORTANT: if the HALO device is currently running a firmware version below version 2.0, it requires an additional upgrade step. You will need to upgrade to firmware version 2.5.1 first, then install version 2.6.2.3.**

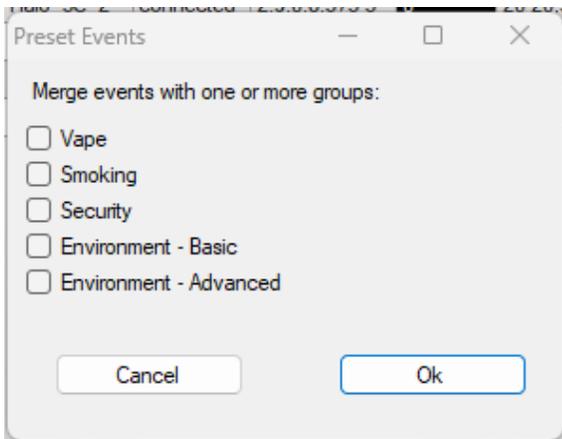
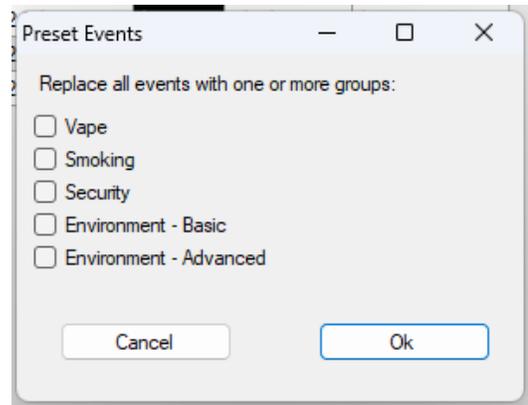
**\*No preset support for versions less than HALO Firmware v2.2.**

### Load Preset

A preset is a standard set of events, thresholds, actions, layout on the dashboard colors, etc. A user can modify, create or remove event presets.

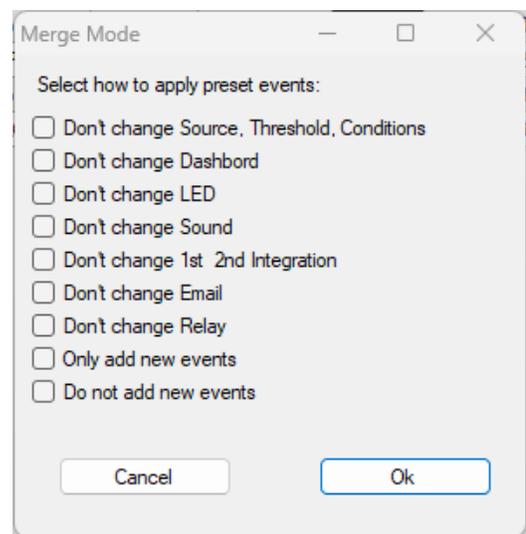


**Preset Events** selection option allows for choosing preset options and will replace all existing events.

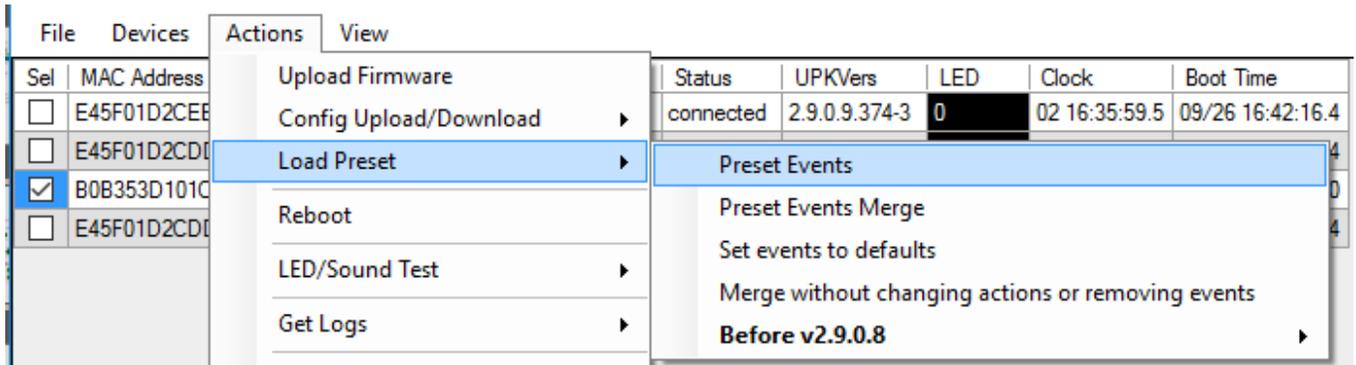


**Preset Events Merge** selection option allows for choosing preset options and will merge the selection items with any existing events.

**Preset Events Merge continued:** After selecting Preset Events Merge a second option is presented to provide additional selection options managing the conditions of the merge.



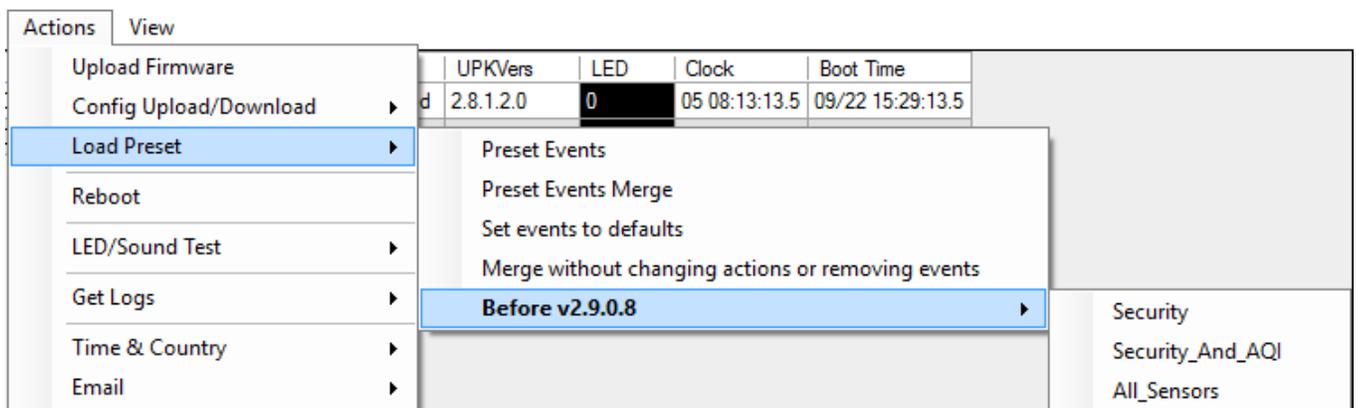
## Load Preset Continued



Set events to defaults choice will set the current preset of events as default settings.

Merge without changing actions or removing events will use the factory default events closest to what the HALO has but preserve any changed Actions or added events.

Before v2.9.0.8 choice will display preset values for firmware prior to v2.9.0.8.



Security will replace the set of events in the HALOs with the factory default set for security applications.

Security\_And\_AQI adds health and air quality events.

All\_Sensors includes all of above plus additional sensors available in the HALO.

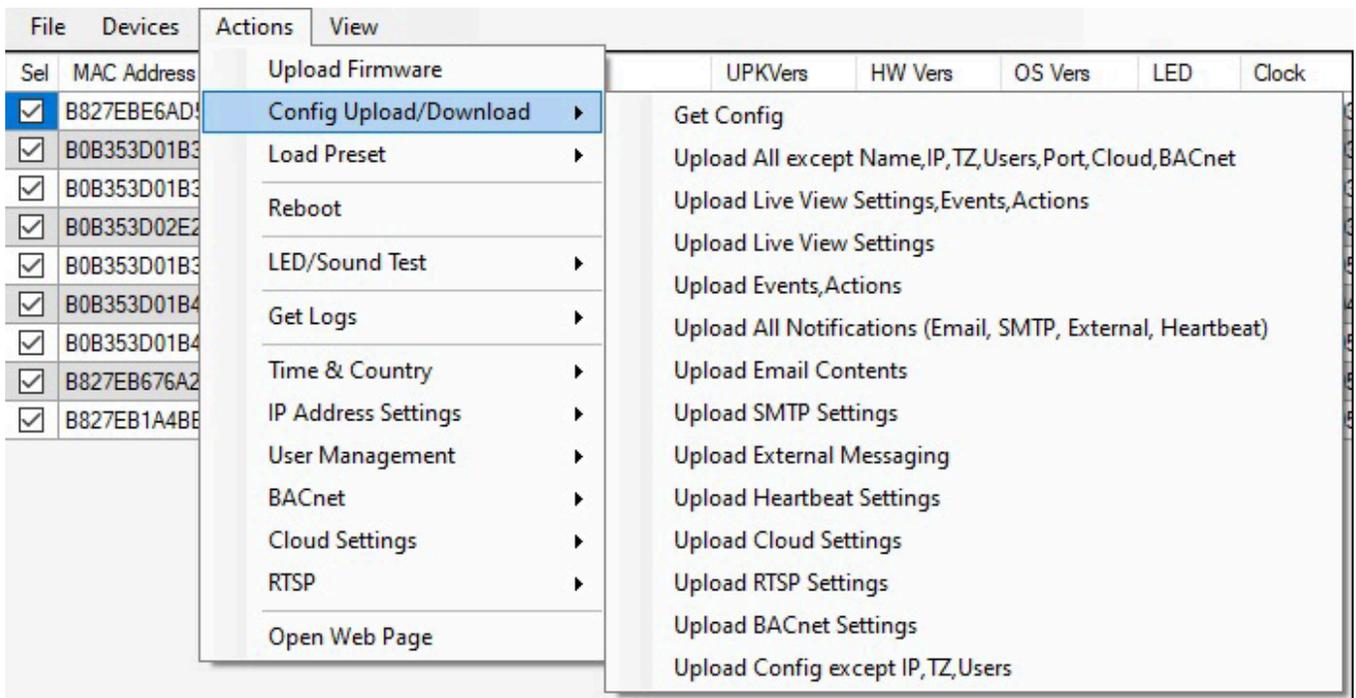
For more information on presets please review the HALO Administration Manual found at: <https://halodetect.com/resources/manuals-guides/>

### Config Upload/Download

**Get Config** will download all HALO settings except User, Time Zone, and IP information from each selected HALO to a unique file for each HALO selected. This file can be used as a backup or template for other HALO's. The file is saved with a name like "serverConfig\_MACADDRESS.json" and the default location the files are stored is C:\Users\Documents\HaloDevMan\Downloads. Files can be easily viewed with the **File > Downloads** menu option.

**Upload** options will load selected settings from a file that was previously downloaded from a HALO. Choosing from the settings dropdown will identify what is loaded into the HALO from that file. The last option, **Upload Config except IP,TZ,Users**, is intended for backups and includes the HALO device name.

Select the desired Upload command and then navigate to the desired .json file, select file and click Open. The upload will occur immediately.



**Reboot:** The "Reboot" command will reboot the HALO.

**LED/Sound Test:** From this menu select a color for the multicolor LED to change to for 10 seconds or activate the Siren to play on selected HALOs.

**Get Logs:** Downloads selected log type from all selected HALOs.

**Time & Country:** Choose the clock setting for the selected HALOs. Selection of NTP and Time Zone can be made in this menu.

### IP Address Settings

**Ethernet Use DHCP** sets the selected HALOs as DHCP. This is the default setting for HALOs.

**Ethernet Static IP Range** will pop-up a box where the starting IP address for the selected group can be input. Settings here include IP Address, Netmask, Router, and DNS.

The first selected HALO will take the IP Address input in that box and every HALO in the order they appear on the device list will take one digit higher in the last octet of that IP address until all HALOs are assigned an IP Address.

Actions	View	UPKVers	HW Vers
Upload Firmware			
Config Upload/Download	art_Sensor	2.5.0.14.28	2.5
Load Preset	Proto6's	2.5.0.15.37	2.5
Reboot	Proto3	2.5.0.15.37	2.5
LED/Sound Test	st_Article	2.5.0.15.37	2.5
Get Logs	Proto4	2.5.0.15.37	2.5
Time & Country	Proto1	2.5.0.15.37	2.5
IP Address Settings	art_Sensor	2.5.0.14.28	2.5
User Management		???	
BACnet			
Cloud Settings			
RTSP			
Open Web Page			

- Ethernet Use DHCP
- Ethernet Static IP Range
- WIFI On+ SSID/Password
- WIFI Off
- WIFI DHCP
- WIFI Static IP Range

Change IP Address

Change IP Address

IP Address:

Net Mask:

Router:

DNS:

Cancel OK

**WIFI On+SSID/Password & Reboot** will pop-up a box where the SSID and password is entered to connect. The “Status” column will show the HALO is rebooting.

**WIFI Off & Reboot** turns off the WIFI. The Status row in HDM will update to say “Accepted”, then “running, not ready”, then connected if the device has another means of connection.

**WIFI DHCP & Reboot** configures the HALO to use DHCP and reboots it..

“WIFI Static IP Range & Reboot” is similar to Ethernet Static IP Range.

Enter SSID & Password

SSID:

Password:

Cancel Ok

### User Management

Select “Add New User” to add a user to all selected HALO’s then type the username, password and user level into the pop-up.

HALO restricts access by usernames and passwords at two different levels, “admin” and “viewer”.

The 'Add New User' dialog box contains the following fields and text:

- User:** Text input field.
- Password:** Text input field with an eye icon to toggle visibility.
- Access Level:** Drop-down menu with 'admin' selected.
- Buttons:** 'Cancel' and 'Ok' buttons.
- Validation Text (in red):**
  - Admin name must be 5 to 20 characters long
  - Admin password must be at least 8 characters
  - Password must contain at least one a-z
  - Password must contain at least one A-Z
  - Password must contain at least one 0-9
  - Password must contain at least one of !@#%\*^\*\_-

Actions	View	UPKVers	HW Vers	O
Upload Firmware				
Config Upload/Download	art_Sensor	2.5.0.14.28	2.5	2.:
Load Preset	Proto6*s	2.5.0.15.37	2.5	2.:
	Proto3	2.5.0.15.37	2.5	2.:
Reboot	at_Article	2.5.0.15.37	2.5	2.:
LED/Sound Test	Proto4	2.5.0.15.37	2.5	2.:
Get Logs	Proto1	2.5.0.15.37	2.5	2.:
	art_Sensor	2.5.0.14.28	2.5	2.:
Time & Country				
IP Address Settings				
<b>User Management</b>				
BACnet				
Cloud Settings				
RTSP				
Open Web Page				

The 'User Management' menu is expanded, showing the following options:

- Add New User
- Change Password and Type
- Delete Existing User
- Acknowledge Halo EULA

Select **Change Password and Type** to change the password and / or access level of a specific username for all selected HALOs. A pop-up will prompt for the username to be input, the new password to be selected and a drop down for access level selection. Click on the eye to view the password that was typed.

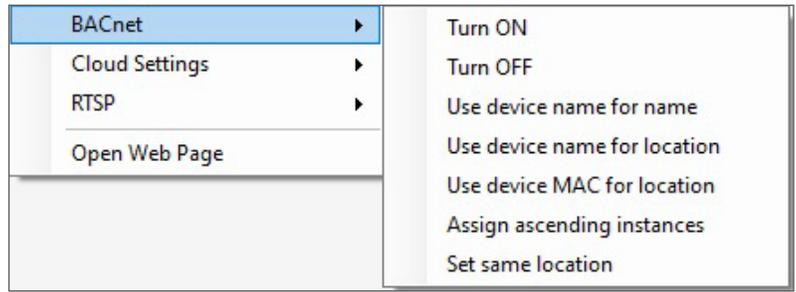
Select **Delete Existing User** then type the name of the user that is to be deleted from all selected HALOs.

Select **Acknowledge HALO EULA to review EULA** to review and acknowledge EULA’s for selected devices.

**\*Please be mindful that deleting all “Admin” users will require a Factory Reset.**

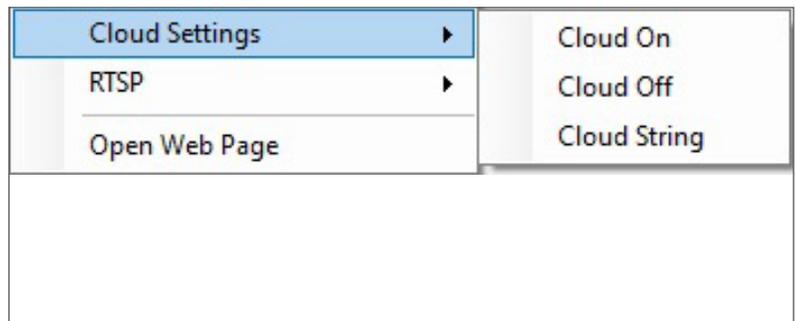
### BACnet

Select BACnet then choose the drop down to perform the described action to all selected HALOs. BACnet can be turned ON or OFF and some of the global settings can be adjusted. See the BACnet section of the Administration Manual for details on BACnet settings



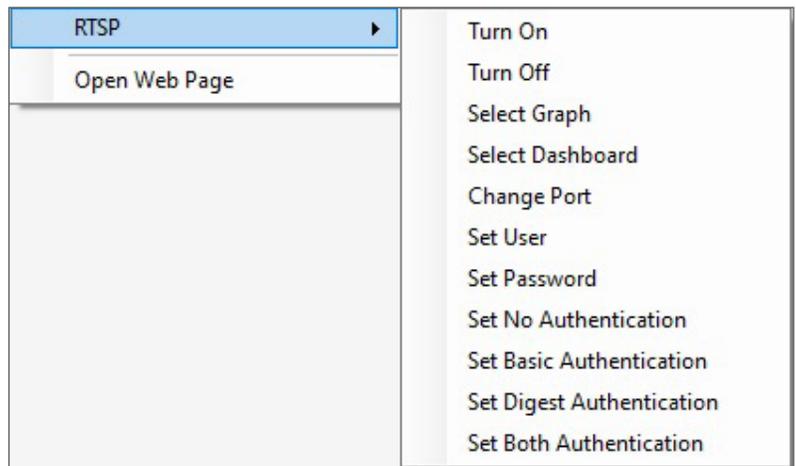
### Cloud Settings

Cloud connection can be turned ON or OFF, this connection is for use with the IPVideo Cloud product offering only. Cloud Connection can be established with the Cloud String. See the HALO Administration Manual for more details on connecting HALOs to the CLOUD.



### RTSP

Select RTSP then choose the drop down to perform the described action to all selected HALO's. RTSP can be turned ON or OFF and some of the global settings can be adjusted. See the RTSP section of the Administration Manual for details on RTSP settings.



### Open Web Page

Opens the main page of all selected HALOs in the default web browser. Set Chrome as default prior to use.

### Naming HALO's From HDM

Right click any device listed and select "Change Device Name" then type the desired name and click "Okay".

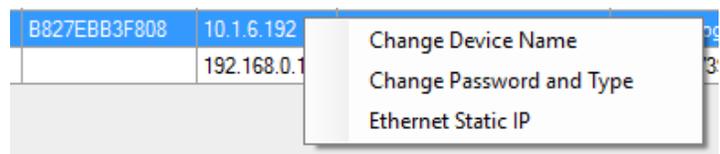
### Right-Click Menu:

Right-clicking on a HALO row in the grid offers some functions for that single HALO:

**Change Device Name** prompts for a HALO device name and renames the given HALO.

**Change Password and Type** prompts to change the current username & password only on that HALO.

**Ethernet Static IP** prompts for an IPv4 address, Net Mask, Router and DNS for that single HALO.



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**(d)** This Agreement, together with any documents or policies that are incorporated by reference herein, constitutes the sole and entire agreement between Licensee and Licensor with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

**(e)** Licensee shall not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under this Agreement, in each case whether voluntarily, involuntarily, by operation of law, or otherwise, without Licensor's prior written consent, which Licensor may give or withhold in its sole discretion. No delegation or other transfer will relieve Licensee of any of its obligations or performance under this Agreement. Any purported assignment, delegation, or transfer in violation of this Section 15(e) is void. Licensor may freely assign or otherwise transfer all or any of its rights, or delegate or otherwise transfer all or any of its obligations or performance, under this Agreement without Licensee's consent. This Agreement is binding upon and inures to the benefit of the parties hereto and their respective permitted successors and assigns.

**(f)** This Agreement is for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer on any other Person any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement.

**(g)** This Agreement may only be amended, modified, or supplemented by a written agreement signed by each party hereto. No waiver by any party of any of provision herein shall be effective

## IPVIDEO CORPORATION END USER LICENSE AGREEMENT

unless set forth in writing and signed by the waiving party. Except as set forth in this Agreement, no failure to exercise, or delay in exercising, any right, remedy, power, or privilege arising from this Agreement shall operate or be construed as a waiver thereof; nor shall any single or partial exercise of any right, remedy, power, or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power, or privilege.

**(h)** If any term or provision of this Agreement is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. On such determination that any term or other provision is invalid, illegal, or unenforceable, the parties hereto shall negotiate in good faith to modify this Agreement so as to effect the original intent of the Parties as closely as possible in a mutually acceptable manner in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.

Questions or Additional Information. If you have questions regarding this EULA, please contact Licensor at <https://www.ipvideocorp.com/contact-us/>.



## SUPPORT

IPVideo Corporation is dedicated to assisting its customers with their HALO purchases. If you have questions or concerns about a HALO software/hardware issue, please let us know!

Our support team may be reached via email or phone. The email address is **techsupport@ipvideocorp.com**.

When emailed, a reply will be sent along with a case number. We will reply within one business day to requests.

Our support phone number is **631-647-9970**. Live technical support is available Monday through Friday (excluding holidays) between the hours of 8 AM and 5 PM Eastern.

