

1. General

What is Q-SYS Reflect Enterprise Manager?

Q-SYS Reflect Enterprise Manager offers a remote management and monitoring solution for AV systems leveraging Q-SYS technology to provide secure visibility and control of all AV devices (including native Q-SYS and third party devices) across multiple systems in real-time from anywhere in the world. Furthermore, it can also connect to other IT platforms to enable your AV data to add value to those other IT systems for far deeper, actionable insights across your enterprise.

For more information go to <https://qsc.com/reflect>

Where is Q-SYS Reflect Enterprise Manager available for purchase?

We are continuing to expand availability of Q-SYS Reflect Enterprise Manager into new geographies. For the full list of countries, visit qsc.com/reflect

What are the requirements for customers to use Q-SYS Reflect Enterprise Manager?

1. Must have a QSC Account (formally known as a QSC ID).
2. Customer must have a valid business email address.
 - a. Generic email addresses (gmail.com, icloud.com, aol.com for example) are not permitted.
3. Must sign up for a Q-SYS Reflect Enterprise Manager subscription
 - a. Basic, Standard and Professional tiers require a valid credit card to complete the subscription sign up process. No credit card information is collected for Trial subscriptions.
4. All monitored Q-SYS Cores processors must be running Q-SYS Firmware v8.2.1 or higher (delivered via Q-SYS Designer Software).
5. All monitored Q-SYS Cores processor need to be able to reach the Q-SYS Reflect cloud infrastructure, securely via the Internet.

How can I create a QSC Account?

Visit www.qsc.com/login and select 'Sign Up Now'.

How do I connect my Q-SYS Core Processor to Q-SYS Reflect Enterprise Manager?

Review the Enterprise Manager QuickStart Guide or watch the "Connect Core to Enterprise Manager" Video Tutorial.

Can I register a Q-SYS Core with multiple Organizations and Sites?

No, each Core processor is registered within one Site as part of a single Organization.

2. Subscription, Pricing & Billing

How can I purchase Q-SYS Reflect Enterprise Manager?

Enterprise Manager is a subscription service that can be purchased via the Q-SYS Reflect Enterprise Manager page on the QSC website (www.qsc.com/reflect) or through select Q-SYS Reflect Referral Partners.

How much does an Enterprise Manager subscription cost?

You pay for the number of Systems plus the number of Peripherals that you want to monitor. The feature Tier you choose (Basic or Standard) determines the price you pay for each System and Peripheral.

- A System is a Q-SYS Design File running on a single Q-SYS Core (or pair of redundant Cores)
- A Peripheral is a Q-SYS native I/O endpoint (for example a CX-Q Series amplifier, a TSC touchscreen or an NV-32-H video endpoint) or any 3rd party peripheral being monitored by Enterprise Manager.

Visit QSC.com/reflect for more pricing details.

Which devices require a System license for Q-SYS Reflect Enterprise Manager?

Every Q-SYS Core processor being managed by Enterprise Manager requires a System license. A redundant pair of Cores requires one Enterprise Manager System license.

Which devices require a Peripheral license for Q-SYS Reflect Enterprise Manager?

With a few minor exceptions, every Q-SYS hardware peripheral device in your Q-SYS Design File is automatically monitored by Enterprise Manager and will require a Peripheral license for Enterprise Manager.

- Examples of hardware devices that require Peripheral licenses:
 - o Q-LAN connected I/O endpoints (Q-SYS networked amplifiers, NV-32-H, PTZ 12x72, I/O-Frame, etc)
 - o 3rd Party devices being monitored by Enterprise Manager
- Examples of hardware devices that do not require Peripheral licenses:
 - o Loudspeakers
 - o Non-networked amplifiers
 - o DDI-11

The new Inventory Grouping tool in Q-SYS Designer Software includes a “Group by Enterprise Manager” option that shows every device in your design that requires a Peripheral license.

You can optionally choose to monitor any 3rd party peripherals in Enterprise Manager by using either ‘Q-SYS Reflect Enabled Plugins’ or the new ‘Monitoring Proxy’ Control component found in Q-SYS Designer v8.2.1 or higher. If you choose to monitor 3rd party peripherals with Enterprise Manager then each of those devices will require a Peripheral license.

How can I monitor 3rd Party devices with Enterprise Manager?

You can optionally choose to monitor any 3rd party peripherals in Enterprise Manager by using either 'Q-SYS Reflect Enabled Plugins' or the new 'Monitoring Proxy' Control component found in Q-SYS Designer Software v8.2.1 or higher.

How can I quickly determine how many licenses I need for my System for use in the Enterprise Manager sign-up process?

A recent Q-SYS Designer Software update added a "Group by Enterprise Manager" option to the Inventory Grouping tool. It will clearly show you which components in the current design file require a Peripheral or System license.

You can also run the "Check Design" tool found in the File menu that will show you exact license model and quantities required for the current design.

Note that within a single Design File, the System license quantity will always be ONE. The number of Peripheral licenses required will vary based on components being used in the design.

What is the minimum subscription period?

All paid subscriptions are on a one-year contract which auto-renews on the anniversary date.

A free Trial subscription is also available for users who wish to explore Enterprise Manager without signing up for a paid subscription.

What options are available for billing frequency?

All subscriptions (except Trial, which is free) can be pre-paid monthly or annually. Yearly billing customers receive a 5% discount on their pre-paid subscription.

How are System and Peripheral licenses associated with my hardware devices?

System licenses are dynamically consumed by the number of Registered Cores across your Q-SYS Reflect Organization. A System (Core) that is offline (temporarily unable to connect to the Reflect servers) still consumes a System license. However, if you "unregister a Core" from the Enterprise Manager, it will make this System license available for use on another System (Core).

Peripheral licenses are dynamically consumed by the total number of Peripherals being monitored by all registered Q-SYS Cores across your Organization.

Scenario 1: A currently registered System A (Core) contains eight (8) CX-Q Series amplifiers; therefore you have consumed one System license and eight Peripheral licenses.

Scenario 2: The design file running on System A's Core processor is modified to include six additional TSC touchscreen controllers. When the modified design is deployed to the Core and the Core reconnects with the Reflect server, six

additional Peripheral licenses are consumed from your subscription in Enterprise Manager, for a total of one System license and 14 Peripheral licenses. Note that if the modified design contains fewer Peripherals than the original design, then it will consume fewer Peripheral licenses after the Core reconnects to the Reflect Cloud.

The number of Allowed (purchased) and In Use (consumed) licenses is visible in Enterprise Manager by clicking on Organizations in the left hand navigation bar then click on the Organization name in the table to see the Overview. This tab includes a Licensing table and also shows the currently selected Feature Tier for the Organization.

Will I be billed for unused licenses in my subscription if I have signed up for them during registration?

Yes.

Scenario: You have purchased five System and fifty Peripheral licenses during your initial registration.

Result:

- You will be charged five System and fifty Peripheral license fees even if they are not all In Use.
- However, the headroom in your licensing count allows your system count and sizes to grow over time (up to the licensed quantities) as you connect new or bigger systems without affecting your billing amount.

How can I increase the number of System or Peripheral licenses within my subscription?

There are two ways to increase the license quantities for an Organization:

1. You can manually change the license quantities within your Q-SYS Reflect Subscription Portal, changes will be prorated for the remainder of the current billing cycle.
2. If your System or Peripheral usage increases beyond your subscription quantities then your license amount can be automatically increased.
 - o See the “What if I consume additional licenses” FAQ for more information.

Note: Decreases in license count or Feature Tier can only be processed at the end of each contract year on the anniversary date.

As a Q-SYS Reflect Admin, you have access to the Q-SYS Reflect Subscription Portal within your QSC Account. If you do not have access to this portal, please contact your Q-SYS Reflect Admin to make these changes for you.

What if I consume additional licenses within Q-SYS Reflect Enterprise Manager? Will I eventually be automatically billed for the increase?

There are some scenarios where the number of licenses consumed by your Systems may change, here are some examples of how those scenarios are managed.

Scenario 1:

You have purchased a subscription with five (5) System and fifty (50) Peripheral licenses, and consume all of those licenses. Later, you add 10 additional peripherals to one of the Q-SYS Design files (for a total of 60 peripherals) and push that Design to the Core. Here’s what will happen:

- You have been using (and paying for) 5 Systems and 50 Peripherals.
- All five Systems and sixty Peripherals are immediately available to work with in Enterprise Manager.
- The system will recognize the need to add ten (10) additional Peripheral licenses.
- A notification is sent to your Q-SYS Reflect Admin and Billing Contact(s) informing them of the overuse scenario.
 - You can either manually increase the Peripheral license quantities in your Subscription using the Q-SYS Reflect Subscription Portal,

OR...

- If a manual change is not made within ten (10) days, your license quantity will be automatically increased and the new billing will pro-rate for the remainder of the current billing cycle and new amounts will take effect from that point onwards.

Scenario 2:

You have purchased a subscription with five (5) System and fifty (50) Peripheral licenses, and consume all of those licenses. Later, you want to add three (3) additional Systems and thirty (30) additional Peripherals. Here's what will happen:

- You have been using (and paying for) 5 Systems and 50 Peripherals.
- There is an option in the Organization Overview page in Enterprise Manager to limit the number of registered Systems to cap at the purchased System license quantity.
 - If this option is disabled, you can connect the additional 3 Systems and 30 Peripherals then either manually adjust your license quantities or wait ten (10) days for it to happen automatically.
 - If this option is enabled then you will be unable to register the three new Systems and their associated Peripherals.
- As a result, your bill will not be effected.
- In this case, you should manually adjust the License quantities in the Q-SYS Reflect Subscription Portal first and then register your new Cores.

How does upgrading or adding-on systems/peripherals impact billing?

The add-on/upgrade fees will be charged the pro-rated amount for the remainder of the current billing cycle (monthly/ annually), the next full billing cycle will show total current fees for your subscription. All add-on/upgrades will co-terminate with your original subscription.

How much does it cost for me to upgrade from one tier to another?

The cost to upgrade to a new feature Tier depends on how many systems and peripherals you have in your organization and is based on the price difference per license between the Tier you are moving from and the Tier you are moving to. There are no 'upgrade fees', you just pay a prorated amount for the new Tier costs per license.

How do I reduce the number of System licenses on my Subscription?

Downgrades in feature Tier or license quantity can be processed on the anniversary date of the auto-renewing contract (at the end of each contract year). For changes on any date other than your contract anniversary, you need to contact your QSC Regional Sales Director.

How do I cancel my account?

Contract cancellations can be processed on the anniversary date of the auto-renewing contract (at the end of each contract year). For changes on any date other than your contract anniversary, you need to contact your QSC Regional Sales Director.

3. Trial subscription

What is the Trial?

A Trial subscription provides users with access to Q-SYS Reflect Enterprise Manager in order to evaluate all features being offered, free of charge for the duration of the Trial.

How many Trial subscriptions can I sign up for?

Each user has access to a one Trial subscription. Once that has been used, no further Trial subscriptions can be initiated on that QSC Account.

Are there any feature limitations with the Trial subscription?

The Enterprise Manager trial is a FULL FEATURED trial with no feature limitations. However, the Trial subscription is limited to ten (10) Systems (Cores).

What geographical regions can sign up for a Trial subscription?

The Trial subscription is available in regions where Q-SYS Reflect Enterprise Manager is currently supported. For a full list of supported regions, visit qsc.com/reflect. Only Q-SYS Core processors physically installed in those regions can be connected to Enterprise Manager. Other regions will be available at a later date.

4. Account Info

Who is my Q-SYS Reflect Admin?

Typically, the Q-SYS Reflect Admin is the person at your company who initially set up your Q-SYS Reflect Subscription.

How do I change my Billing or Technical contacts for my Reflect Organization?

Please contact your Q-SYS Reflect Admin to make those changes via the Q-SYS Reflect Subscription Portal.

Who do I talk to about upgrading to a new feature Tier for Q-SYS Reflect?

Your Q-SYS Reflect Admin can make those changes via the Q-SYS Reflect Subscription Portal.