GENERAL INFORMATION ABOUT RADAROPUS UPDATES

1. A BRIEF HISTORY OF OUR SOFTWARE...

Radar software was conceived in Belgium in 1982 as a **state of the art software** to help Homeopaths in their daily practice. It's an amazing project that continues today for the love of Homeopathy.

With this project also came the birth of Synthesis Repertory by Dr. Frederik Schroyens, regarded by many the most trustworthy and qualitative repertory **in the world**.

In 2009 RadarOpus was released as a completely new software based on the "initial 1982 Radar project". Since 2009 RadarOpus development has continued relentlessly to guarantee quality and features that improve the working conditions of busy Homeopaths. The software is built by Homeopaths for Homeopaths, it boasts thousands of users, and is present in more than 80 countries worldwide! To our knowledge we are the **n.1 selling software in the world** and we deeply thank the entire community for continuing to support this project. **Your success is our success.**

2. RADAROPUS UPDATES HISTORY: 2009-2019

RadarOpus has brought between 1 and 3 FREE updates per year since 2009. All updates have come with the latest Operating Systems compatibility, improvements, new features, new data (Materia Medica, Repertories, Modules, Provings etc.). To our knowledge there is no other Homeopathic Software in the world to have brought out so many features, new data and improvements as we have over the years. RadarOpus is also known for its caring tech support, offering help to Homeopaths worldwide. We are a very dedicated team of people who work every day to make Homeopathy succeed. We are a family and we treat our customers as a family.

3. RADAROPUS UPDATES FROM 2019

In 2019, for the first time, RadarOpus released a payable update (version 2.2).
The concept behind payable updates is simple: we need a little support in order to be able to continue offering the same level of service and quality.

Keeping the software constantly updated and at the top of the game is not an easy task. Our company is not profit driven but community driven. What we earn is invested back into the company to improve the software and to supply the Homeopathic community with what professionals need to do their work. We also regularly support Research in Homeopathy and similar Homeopathic projects to strengthen the community and prove the efficacy of this wonderful science. **Our goal is your success, because if you succeed we all succeed.**

4. WHEN YOU BUY A RADAROPUS OR PAY FOR AN UPDATE...

From June 2019, with every new software purchase or payable software update you are entitled to at least 12 months free updates, support and free documents, which we call *Peace of Mind Cover*. "At least 12 months" means that the cover will be valid at least 12 months from purchase date. Beyond these 12 months, the cover will continue automatically for free until the next payable update.

5. ARE PAYABLE UPDATES COMPULSORY?

Absolutely not!

Our philosophy has always been to supply you with a standalone product and we will continue to provide this. As a result, if you are happy with the RadarOpus version you have, you can stay with it at NO EXTRA COST. Our only recommendation: before you update your Windows, Apple (or other) operating system ensure that it is compatible with the version of RadarOpus you currently have. If it is not then do not update, otherwise your RadarOpus may no longer work (remember we cannot control your operating system, it is your choice to update it). Paying for an update also guarantees you tech support. If you don't have tech support included, when you contact support you will need to pay separately for this (however normally tech support will assess the issue and try to help you free of charge by giving you instructions on how to fix the problem. Only if this is not possible and you still require help they will inform you about charges). Your local dealer is also there to help you when you need.

6. DO I HAVE PAY ANYTHING AFTER BUYING A RADAROPUS?

No you don't.
When you buy a RadarOpus, you will own the software forever and you will never be forced to pay for anything again.

At the time of purchase we offer you compatibility with the latest Operating Systems available at the time of purchase, as well as 12 months of free data downloads and free tech support. Once the 12 months are over, if there is a payable update available, you will have the option of purchasing it. However if you are happy with what you have and don't see a reason to update then you don't have to. RadarOpus will continue working on the Operating Systems that were available at the time of your purchase.

In essence, with a payable update you get "a lot more". If you like what we offer then you can pay for the update, otherwise you can stay with your current version. New payable updates normally bring you the latest Operating Systems compatibility, new features, new data, new tools and general improvements of the software.

7. WHEN DID RADAROPUS LAST CHARGE FOR AN UPDATE?

RadarOpus has not charged for a single update between 2009 and 2019.
2.2 Update, released in 2019 was the first payable release.

8. WHY ARE ONLY SOME PEOPLE PAYING FOR THE UPDATE?

We offer a minimum 12 months "Peace of Mind Cover" included with all new program purchases (free software updates, free support, and download of available free documents), so those who purchased a new program or a payable update less than 12 months from the release of a new payable update will automatically be eligible to the update for free. This rule will also apply to future updates.

Example 1: You buy **a new RadarOpus** in January of year 1, we release a payable update in May of year 1. You will automatically get the payable update for **free** because it's within the 12 months from your purchase.

Example 2: You buy **a payable update** in January of year 1, we release a payable update in May of year 1. You will automatically get the payable update for **free** because it's within the 12 months from your purchase.

Example 3: You buy a RadarOpus or a payable update in January of year 1, then you buy a new book (or engine/package upgrade) in February of year 2. In March of year 2 we release a payable update. You will need to pay for the update because your new RadarOpus or payable update purchase was **more than 12 months ago**. Buying a book in February of year 2 is not connected with the eligibility of Peace of Mind Cover or free updates.

9. WHY ARE UPDATES NOT FREE FOR ALL USERS?

We always aim to **support the community** and supply whatever we can for free. We don't plan to charge for updates every month so don't worry! We will only ask our customers to support us when we really need to. It is a little like servicing your car... You buy it, and then every now and then you have a small charge to clean its filters, improve its performance etc.

Do you have any technological product you have owned since 2009 that has never needed a service or replacement? Think of your mobile phone, your PC, your antivirus and so on... Remember, our sole purpose is to support the Homeopathic community! So when we ask for a little help, it will always go

towards the constant improvement of the software (and where possible to help support good causes like research in Homeopathy), nothing more.

10. WHY DOES RADAROPUS KEEP RELEASING NEW VERSIONS?

Part of the reason is that we are constantly working to improve the software. The other reason is that we are actually "forced" to do this.

The software industry has "decided" to implement rules that force us to update our system all the time (Microsoft and Apple release new versions of their operating system which force us to also keep the pace). This is very expensive and also very annoying for you and for us! But we have no choice, if we stopped doing this, you would start having compatibility issues with new operating systems and many other technical issues we won't explain in detail here (because you would get bored reading entire pages of technical jargon.. but if you come for a cup of coffee at the RadarOpus headquarters we'll be happy to explain more!).

11. WHAT HAPPENS IF I DECIDE NOT TO PAY FOR AN UPDATE?

Nothing bad…

If you have purchased a RadarOpus (or a payable update) more than 12 months before the release of a new payable update and you decide not to purchase the new one, this is ok with us!

It simply means that your RadarOpus will continue working with the operating systems that were available and compatible at the time of your purchase. You will also no longer get free support and access to regular free provings and data (like themes).

12. WHAT HAPPENS IF I NEVER PAY FOR UPDATES?

We only intend to charge for updates when it is necessary. With each payable update you are guaranteed latest Operating System compatibility, tech support, new free data, new features and general improvements. If you are happy with the RadarOpus version you have then you do not need to update. You will simply stay with what you currently have. Nothing else happens.

13. WHEN WILL RADAROPUS CHARGE FOR AN UPDATE AGAIN?

RadarOpus charged for an update for the first time in 2019, after 10 years of free updates. We do not know when we will need to charge for an update again. We will only charge when it is absolutely necessary. **Updates will always be recommended but never be compulsory**.

14. WHAT HAPPENS IF THERE IS MORE THAN ONE PAYABLE UPDATE AVAILABLE SINCE I LAST UPDATED MY RADAROPUS?

If you want to have your system updated to the latest RadarOpus version, you will need to pay all the past updates. So for example, if you have not updated for 10 years and in those 10 years there were 2 payable updates, you will need to pay both updates in order to be fully updated. You cannot get the latest payable update if there are earlier unpaid updates since your program purchase.

15. HOW MUCH IS TECH SUPPORT?

When you buy a new RadarOpus or a payable update, you automatically get FREE support for at least 12 months.   We pride ourselves in having probably the best support in the Homeopathic Software Industry, with at least 5 staff to service you on a regular basis.

We also guarantee **FREE support** if you want to update your RadarOpus from an older version to the latest (free or payable) available RadarOpus version.

If None of the above applies, then support is offered at a charge. Charges may vary as support in most territories is offered by Zeus Soft (the company

that produces your RadarOpus software), but in some cases it is offered by the local dealer. Whilst local dealer support charges may vary (please check with your local dealer), direct RadarOpus support is charged at €50/$60 **per session** (session means that we will only charge you once regardless of how long it will take to fix your problem. So whether it takes 45 minutes or 5 hours we will still only charge you the same amount... nice!). If support cannot fix the problem they may not charge you for the service. You are always welcome to contact support as they will normally guide you to solve the problem yourself first, without any charge. You will never be charged for contacting support.. we're nice human beings. You will always be notified BEFORE you have to be charged.

We do not charge to make money but only to try and **recover part** of the ongoing support costs, in order to be able to keep this excellent level of service to you.

If you have to pay for support, realistically you're always better off paying for the latest update because you will get at least 12 months of support included (and paying for support all the time will always be more expensive than the single cost of an update), but we like giving people freedom of choice, so it is ultimately up to you.

E.G. You do not have "Peace of Mind" Cover or the latest payable update and have bought your RadarOpus 5 years ago. You have a problem and decide to contact support. Support will normally assess the issue, give you advice on how to solve the problem yourself if this is possible. If after this you insist in requiring support, only then they will give you the option of purchasing the latest version of RadarOpus (thus getting free support) or paying for the one-off support service.

16. HOW DOES TECH SUPPORT WORK FOR NETWORK VERSIONS OR SIMILAR?

Please check your agreement at the time of purchase to know what support plan you were given with your network or library version. If support is not mentioned in the agreement then you may not be entitled to free support. In such a case, please contact us for more information.

17. DO I HAVE TO PAY FOR SUPPORT IF I WANT TO UPDATE MY RADAROPUS?

Tech support will always be available to you FREE OF CHARGE if you want to update your RadarOpus to the latest available version.

If the latest version is payable, you can always choose whether you want to pay for the update, or whether you want to be updated to the latest free version of RadarOpus. You will also be able to ask support whether the free version is compatible with your operating system.

18. CAN I RECLAIM THE COST OF AN UPDATE AGAINST A NEW PURCHASE?

The purchase of an update is not connected with other purchases. However If you are intending to purchase the update **together with** other RadarOpus products, simply contact your local RadarOpus Dealer to find out what are the best options for you. If any special offers are available at the time of your enquiry, your local Dealer will certainly give you all the available options.

19. PRIVACY REGULATIONS, GDPR AND HIPAA: AM I COVERED WITH RADAROPUS?

From RadarOpus version 2.2, Privacy modules (including GDPR and HIPAA) have been implemented to help you comply with Privacy regulations. The modules help you regardless of where you live, however they are based on the guidelines for Europe and USA.

GOOD NEWS: You are covered for the requirements that RadarOpus needs to follow as a software that allows you to save sensitive data. The personal compliance is however your sole responsibility. To view the list of privacy module implementations made in RadarOpus simply visit www.radaropus.com/whatsnew. We also supply some advice on how to comply yourself.

You can also search the web for privacy regulations that apply to your country/state/region.

Here are 2 useful links we found on GDPR and HIPAA:

GDPR REGULATIONS

HIPAA REGULATIONS

Please note that regulation may change regularly, so if unsure, you should seek advice from your local authorities.

20. I HAVE AN OLD RADAROPUS. HOW DO I UPDATE?

If you have not updated your RadarOpus in a long time (e.g. in the last 2 years), the software will only show you the next available update from the one you currently have.
To check if you have the latest update, please visit
www.radaropus.com/whatsnew, then open RadarOpus, click "*help*" in the menu bar, select "*check for program updates*" and compare the version that appears with what you saw on our website.

If for example you have version 3 and the latest is update 7, you will need to download each update one by one (so versions 4,5,6), in order to get to the latest one. Alternatively (faster solution), you can make a back-up of your RadarOpus, then **uninstall** the program, download the latest full installer (from www.radaropus.com) and install that on your device. This is what we call a "clean install". Doing this every now and then can also help your program run smoother.

You can also contact support (from the footer of www.radaropus.com) as they can help you updating.

21. WHY DO I NOT SEE THE LATEST UPDATE IN MY RADAROPUS?

The updater in your RadarOpus (click "*help*" in the menu bar, then select "*check for program updates*") only shows you the next available update from the one you currently have installed. To check if you have the latest update, please visit www.radaropus.com/whatsnew. Information about the latest RadarOpus update is always available there. Then open RadarOpus, click "*help*" in the menu bar, then select "*check for program updates*" and compare the version that appears with what you saw on our website. If you do not have the latest update, please refer to point 20 of this document for more information regarding updates.

22. MY UPDATE DOESN'T WORK. WHAT DO I DO?

If you have downloaded an update but it doesn't work, here are a few things you can try:

1. Click "*help*" in the menu bar of your RadarOpus, then select "*check for program updates*". If there are no updates available, it means you have the latest update. If you see the same update available that you already downloaded, it means that your initial download was not successful, so please repeat the procedure.
2. Restart RadarOpus, then check the version again (repeat point 1 above. The program may need to restart in order to install your downloaded update).
3. If your internet connection failed while you were downloading the update, you may need to download it again.
4. Please visit www.radaropus.com/whatsnew and check if your Operating System is compatible with the latest RadarOpus version. Normally our latest RadarOpus is compatible with the latest available Apple and Microsoft Operating Systems. We support some but not all the older Operating Systems. If you have an old operating system installed on your computer, this could be the problem. Try to update your Operating System first and then update your RadarOpus.
5. If none of the above works, please contact support on www.radaropus.com

23. I OWN MORE THAN ONE RADAROPUS. HOW MANY UPDATES DO I PAY?

If a payable update is available, you need to pay for each **license number** you own. If you own more than one RadarOpus, in most cases you will still only need to **pay once**. Read below for more details:

WHAT IS A LICENSE NUMBER?
*A license number is the **6 digit code** you see at the top centre of RadarOpus when you open it. If all your RadarOpus programs have the same license number then you only need to pay once for the update.*

WHAT IS THE DIFFERENCE BETWEEN A LICENCE NUMBER AND AN ADDITIONAL LICENSE?

A license number is unique for every new purchased software, however RadarOpus allows busy practitioners to buy ADDITIONAL LICENCES if they want to keep more than one RadarOpus in different locations (e.g. 1 Opus at home and 1 Opus in the clinic). A second RadarOpus (additional license) owned by the same person normally has the same license number as the first RadarOpus. This way we know that the same person has more than one software (think of 2 cars with the same number plate). If instead you have bought 2 separate license numbers (like if 2 different people purchased a RadarOpus) then you will need to pay the update for each of your RadarOpus programs.

HOW TO CHECK?
Open each RadarOpus you own and check if the license number (at the top centre of RadarOpus) is the same. If it is, then you only pay once; if it's different then you have to pay again to update the second RadarOpus (license number).

HOW TO UPDATE THE SECOND LICENSE FREE OF CHARGE?
If you have multiple licenses (let's say 2) under the same license number (as explained above), simply pay the first time. Once payment is complete and your first RadarOpus is fully updated, open your other RadarOpus software and ensure you have an internet connection; the server will recognise that your license number has already been granted permission and will automatically update your other license for free. If you see nothing happening, click "help" from the menu and then select "check for new program updates". Ensure that all of your RadarOpus programs have the same version before updating. If you own more than one, it doesn't matter which RadarOpus you update first.
If you have any doubts, please contact support on www.radaropus.com.

WHAT IF I HAVE 3 or 4 RADAROPUS PROGRAMS?

Then you're a lucky person!

Jokes aside… The information above is valid for any number of RadarOpus programs: if you have different license numbers you pay the update for each license number. If you have multiple additional licenses under the same license number then you only pay once. You will know by opening each RadarOpus and checking if the license number at the top centre is the same.