

SOFTWARE UPDATE POLICY

Last Updated January 3rd, 2022

INTRODUCTION

Software updates are generated when we are either adding new features to a device or when we are fixing bugs. Customers are informed individually when we are releasing the update to their site along with what the update resolved.

UPDATE PROCESS FOR DEVICES

Border Router (AMBR):

- Luum will update all the AMBR's on every site impacted by the release whenever a new release is created. If you are a company user, you can update the device yourself by following the update guide. We will update the AMBR's after hours or on the weekends to ensure that the system update does not impact the site during business hours or work with customer to select an appropriate window to apply the updates.

All other Luum devices:

- When a release is created, Luum will update all devices that are directly impacted by the release. Some updates will impact the lights' behaviors. If the update is time sensitive, we will release the update immediately with the customer's consent. If the update is not time sensitive, Luum will coordinate a time to update the devices with the customer.
- Unless requested or an issue occurs, Luum will not update devices that are not impacted by the release. If customer has permission levels required to update firmware themselves, they can update the devices by following the update guide.

The App:

- Periodically, we will release a new update of the Luum mobile app. You can either set up automatic updates in your settings page or update it manually from the appropriate app store utility. Release notes are available on our documentation site.