

Epiphan Connect

Beta 2.0

TBD, 2022

USG-EPCT

Thank you for choosing Epiphan!

At Epiphan Video (“Epiphan”), building reliable video systems with pro features that perform above your expectations is our mission.

We value your feedback! Email us your suggestions and let us know how you think we're doing and where you'd like to see our products improve: info@epiphan.com

Technical support

Epiphan’s products are backed by our professional support team. You can reach our team several ways:

- Email support@epiphan.com
- Live chat from our support site <https://www.epiphan.com/support/>
- Phone toll free at 1-877-599-6581 or call +1-613-599-6581

Gather as much information about your problem as you can before you contact us so we can help you better, including:

- A description of the problem
- Details about your video or audio source (type, connection, resolution, refresh rate, etc.)

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Connect overview

Epiphan Connect empowers you to extract individual video and audio feeds of Microsoft Teams participants and shared screens, and transport them into your production tools to deliver truly compelling content. You can learn more about Microsoft Teams here in Microsoft's documentation, <https://docs.microsoft.com/en-us/microsoftteams/teams-overview>.

To get started with Epiphan Connect, see [Connect Quick Start Guide](#).

For more information on the security implications of connecting Epiphan Connect to you Microsoft Teams account, see [Security information](#).

Security information

To use Epiphan Connect, and to extract the audio and video of Microsoft Teams meeting participants, your Epiphan Cloud team must be authorized by the administrator of the Microsoft organization where the Microsoft Teams team is hosted. Since Microsoft Teams can contain confidential information regarding your personnel and products, it is important to understand the security features of Epiphan Connect.

For information on what Microsoft Teams information Epiphan Connect can access, see [Authorization](#).

For information on how Epiphan Connect encrypts the Microsoft Teams content once connected, see [Encryption](#).

For more information on Microsoft organizations please see Microsoft's documentation, <https://docs.microsoft.com/en-us/microsoft-365/enterprise/tenant-roadmap-microsoft-365?view=o365-worldwide>.

Authorization

The administrator of the Microsoft organization where the Microsoft Teams meeting is hosted must first authorize your Epiphan Cloud Team. Microsoft describes a organization with the following words, "A tenant represents an organization. It's a dedicated instance of Azure AD that an organization receives at the beginning of a relationship with Microsoft. That relationship could start with signing up for Microsoft Teams or Microsoft 365, for example". During the authorization process, Microsoft Teams will prompt the administrator that Epiphan Connect needs permission to perform the following activities:

Sign in and read user profile (User.Read): This is a basic permission for most applications in Microsoft's ecosystem. It allows an application to obtain the basic information of the user that is signed-in. The only time when Epiphan Connect uses this permission is during the initial connection process between Epiphan Cloud and the Microsoft Teams organization, and it does so to validate that the user is the administrator of the organization their are connecting. The information of that user is not saved in our systems.

Microsoft describes this permissions as follows: *"Allows users to sign-in to the app, and allows the app to read the profile of signed-in users. It also allows the app to read basic company information of signed-in users."*

Access media streams in a call as an app (Calls.AccessMedia.All): While joined to a meeting, this permission allows the bot to receive the audio and video of the participants that are sharing their camera, microphone and/or screen in the call.

Microsoft describes this permission as follows: *“Allows the app to get direct access to media streams in a call, without a signed-in user.”*

Join group calls and meetings as a guest (Calls.JoinGroupCallAsGuest.All): This permission is required for the bot to join group meetings in your organization.

Microsoft describes this permission as follows: *“Allows the app to anonymously join group calls and scheduled meetings in your organization, without a signed-in user. The app will be joined as a guest to meetings in your organization.”*

Read names and members of all chat threads (Chat.ReadBasic.All): The application only uses this permission to obtain the name or title of the meeting. When a meeting is created and it is not associated to a Microsoft Teams channel, Microsoft creates a chat thread for the meeting. This chat thread has the same title as the name of the meeting. This allows Epiphan Connect to obtain the name of the meeting without requesting access to sensitive resources like the calendar of the meeting organizer. It's important to note that this permission does NOT grant access to any message or shared content in the chat. Although the permission does grant access to the list of people involved in the chat, Epiphan Connect is not requesting this information.

Microsoft describes this permission as follows: *“Read names and members of all one-to-one and group chats in Microsoft Teams, without a signed-in user.”*

Encryption

Once the extraction from Microsoft Teams has begun Epiphan Connect can be configured to use strong industry standard AES encryption to send the extracted video and audio streams to their destination using the Secure Reliable Transport (SRT) protocol.

You can configure your SRT streams to use 128 bits, 192 bits, or 256 bits AES encryption. You can also assign the SRT stream an alphanumeric, or simply numeric, passphrase if required. The encryption and passphrase settings on the SRT encoder sending the stream must match the settings on the SRT decoder receiving the stream.

The encryption key length is negotiated between the source and destination devices. The largest key length setting is what both devices will use for the stream. As long as the passphrases match, the key length will be negotiated.

Connect Quick Start Guide

Use the following procedure to begin using Epiphan Connect.

1. Log in to your Epiphan Cloud account at <https://go.epiphan.cloud>.
2. Sign up for an Epiphan Connect subscription plan. For more information, see [Sign up for an Epiphan Connect subscription plan](#)
3. Set up the permission between your Epiphan Connect team and the Microsoft organization that Epiphan Connect will be connecting and extracting from. If you have already authorized Epiphan Connect in your Microsoft Teams account, you can skip this step. For more information, see [Set up your Microsoft Teams connection](#).
4. Join a Microsoft Teams meeting using Epiphan Connect. For more information, see [Connect to a Microsoft Teams meeting](#).
5. Configure and start extraction of meeting participants from the meeting. For more information, see [Select the Microsoft Teams participants to be extracted and configure their extraction settings](#).
6. After the meeting, stop the extraction and disconnect the meeting from Epiphan Connect, verifying that Connect has been disconnected. Failing to disconnect may result in being invoiced for unwanted usage. It is also advisable that the organizer of the meeting end the meeting for all participants by clicking on the 'End Meeting' button in Microsoft Teams. For more information, see [Disconnect from a meeting](#)

Other Considerations

- If a participant of the Microsoft Teams meeting that has already joined the meeting joins the meeting again, from another device or an incognito window for example, Epiphan Connect will treat that participant as a separate new participant. Any SRT streams started for that participant from the original device will not reflect the new participant.
- Participants in the Epiphan Connect interface can be sorted by **Name** or by **Streaming Status**, they can also be filtered by Streaming Status. This can be very useful when working with a large meeting.

Sign up for an Epiphan Connect subscription plan

A paid subscription is required to use Epiphan Connect. To sign up for an Epiphan Connect Plan:

1. Log in to your Epiphan Cloud account at <https://go.epiphan.cloud>.
 - You must be the **Owner** of a Team in Epiphan Cloud to interact with **Billing and Usage**.
2. In the navigation panel, then click **Billing and Usage**.
3. In the **Epiphan Connect** area, click **Subscribe now**.

4. Choose from the **PRO** plan or the **ENTERPRISE** plan based on your usage needs. Based on your decision, either **Add billing info** or **Talk to sales**. If you **Talk to sales** about an **ENTERPRISE** plan, the sales team will guide you through the rest of the process and you can stop this procedure.
5. If you selected **Add billing info** for a **PRO** plan, enter your billing information and click **Confirm billing information**.
6. Click **Subscribe** in the **PRO** panel. Click **Yes, Subscribe** to confirm your subscription. For more information on billing please see, [Billing invoice details](#).

Billing invoice details

To access your **Epiphan Connect invoice** you will first need to log into your **Epiphan Cloud** account as the **Owner** of the Team, then click **Settings** in the left hand navigation pane, and then **Billing and Usage**.

Once on the **Billing and Usage** page scroll down and click on the **Epiphan Connect** tab to view the current invoice.

Here is a sample invoice with certain parts highlighted, the explanation of these areas is found below.

Invoice **Epiphan Cloud**

Invoice number 98E9B251-0931 A
Date of issue August 25, 2022
Date due August 25, 2022

Epiphan Cloud
400 March Rd
Kanata Ontario K2K3H4
Canada
+1 613 599 6581
info@epiphan.com

Bill to
Vadim K B
[redacted]@gmail.com

\$40.27 due August 25, 2022
[Pay online](#)

Description	Qty C	Unit price D	Amount
EpiphanConnect Aug 24 – Aug 25, 2022	7,392	\$0.001388888889	\$10.27
EpiphanConnect Aug 25 – Aug 26, 2022	1	\$30.00 E	\$30.00
Subtotal			\$40.27
Total			\$40.27
Amount due			\$40.27

- A. This displays the invoice number, the date of issue, and due date for payment.
- B. This displays the name of the person being billed as well as their email address.
- C. This is the number of units being charged for this invoice, listed in seconds.
- D. This is the price-per-second cost of Epiphan Connect being billed in this period.
- E. This is the monthly subscription fee of Epiphan Connect being billed in this period.

Set up your Microsoft Teams connection

Before joining Microsoft Teams meetings with Epiphan Connect, the administrator of the Microsoft Teams Organization you want to extract from must authorize and permit the Epiphan Connect account. This process will have to be done for each Microsoft Organization from which you want to extract. For example, if you want to use your Epiphan Connect account to extract meeting participants from Acme Corporation and Vandelay Industries, the Microsoft Organization administrator for both of these companies must authorize and permit your Epiphan Connect account in their respective Microsoft Organizations.

1. Log in to your Epiphan Cloud account at <https://go.epiphan.cloud>. If you do not have an Epiphan Cloud account, create an account now.
2. If you haven't yet set up a subscription plan, do so now. See [Sign up for an Epiphan Connect subscription plan](#) for more details
3. Once you are logged into Epiphan Cloud there are two ways to access Epiphan Connect:
 - You can click **Epiphan Connect** in the left navigation pane.
 - You can click **Settings** in the left navigation pane and then click **Epiphan Connect**.
4. Depending on what you selected in the previous step you will choose from the following:
 - If you clicked on **Epiphan Connect** in the left pane, click **Connect as a Microsoft Teams administrator** and skip to step 6.
 - If you clicked on **Settings** in the left pane first, you'll click on **Connect** in the **Connect to your Microsoft Teams account** section and skip to step 6.
5. If you are not the administrator of the Microsoft Teams account, click **I am not the administrator of the Microsoft Teams organization**, and perform the following:
 - A pop-up will appear and explain that you need to invite the administrator of the Microsoft Teams account to Epiphan Cloud, click **Go to the members page to invite a new team member**.
 - In the Team members page, enter the email address of the administrator of the Microsoft Organization that you want to extract from, making sure that you select Admin as the Role, and click **Send invitation**.
 - Once the administrator has accepted the invitation, they can log in into Epiphan Cloud and complete the procedure described from step 1.
6. A prompt will appear explaining what permissions Epiphan Connect needs to pair with Microsoft Teams, and what you'll need to do to finish pairing, click **Continue**.
7. Log in to the Microsoft Organization account with your administrator credentials.
 - If you have multiple Microsoft accounts select the account for the Microsoft Organization you are currently trying to pair with.
8. If this is the first time you've ever paired with this Microsoft Organization you will be prompted to allow Epiphan Connect the permissions to verify your account, click **Accept** in the **Permissions Requested** window. This step is for increased security, this will not pair Epiphan Connect with your Microsoft Organization. To review the Security permissions required to connect Epiphan Connect with Microsoft Teams, see [Security information](#).
9. You will be asked to log in a second time, if you have multiple Microsoft accounts make sure to log in with the same account you logged in with in the previous step.

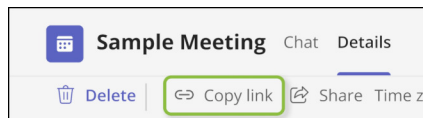
10. You will now be prompted to allow Epiphan Connect the permissions it needs to pair with the Microsoft Organization and perform its necessary operations. Click **Accept** in the **Permissions Requested** window.
11. A pop-up should appear confirming the Microsoft Organization has successfully been paired with Epiphan Connect, you can then click **OK**.

Further Considerations

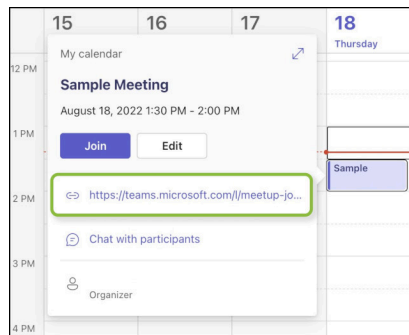
- There is no limit to the number of Microsoft organizations that Epiphan Connect can be paired with.
- When pairing with an organization Epiphan Connect does not check the Microsoft Team name, only the organization name.

Find your Microsoft Teams meeting URL

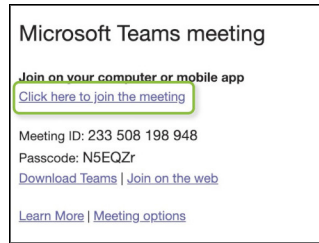
Once you are ready to connect to a meeting you will need to find your Microsoft Teams URL so you can paste it into Epiphan Connect, there are a few different places you can locate this URL in Microsoft Teams:



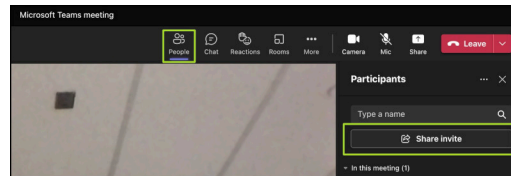
If you are the meeting organizer you can choose to edit your meeting and then click the **Copy Link** button, this will copy the link to the meeting to your clipboard.



You can also access the URL from the calendar entry of the meeting, you should find the link below the **Join** button, clicking it should copy it to your clipboard.



If you have received an email with the meeting invite you can right-click the link and choose "**Copy Link Address**".



Finally, if you are already in a meeting you can find the URL by clicking on the **People** button near the top of the screen which will open the **Participants** list. Once in the list you should see a "**Share Invite**" button, clicking this will open a pop-up where you can click to copy the link to your clipboard.

Connect to a Microsoft Teams meeting

Once you have set up a Microsoft Teams subscription and set up your Microsoft Teams connection, you are ready to connect to a meeting.

1. Click **Epiphany Connect** in the navigation pane.
2. Click **Connect to a meeting**. If you haven't yet [set up a Microsoft Teams subscription](#) or [set up your Microsoft Teams connection](#), you must do that first.
3. Follow the directions in the window to **Enter your Microsoft Teams meeting URL**. If you are having difficulty finding your meeting URL please see, [Find your Microsoft Teams meeting URL](#).
4. Select an **Audio mode: Isolated audio** or **Mixed audio**. For more information, see [Audio modes](#).
5. Click **Connect & Join**. Once the **Status** displays **Running**, you are connected to the Microsoft Teams meeting. It can sometimes take as long as five minutes to reach **Running** status, please take that into consideration when planning to join a meeting.

6. Within the Microsoft Teams meeting a new member should appear, Epiphan Connect.
 - In the Epiphan Connect interface you should see a list of all participants already in the meeting and their names.
 - Please be aware that it is possible for certain participants, such as the host, to remove Epiphan Connect from the meeting, doing so will disconnect Epiphan Connect from the meeting, and all streams from the meeting will be stopped.

Further Considerations

- There is no limit to the number of Microsoft Teams meetings you can join using Epiphan Connect.

Audio modes

There are two types of audio you can use when managing a Microsoft Teams meeting in Epiphan Connect: **Isolated audio** and **Mixed audio**. Audio choice must be selected before joining the meeting and cannot be changed once Epiphan Connect has joined the meeting.

Isolated Audio means that each extracted meeting participant will have their own dedicated audio channel. Only four isolated audio channels can be in use at the same time.

means that each extracted meeting participant will have only their own audio in the extraction. This mode is ideal if you want to have fine control over what participants' audio you want to extract from the meeting. However, this means that you also need to be mindful of what participants you extract. For example, if participant A and B are having a conversation, and you only extract participant A or forget to include participant B's audio in your production software, your produced stream will only have what participant A is saying. Note that in cases where multiple participants are speaking over each other at the same time, only up to 4 of those participants will have audio at the same time.

Mixed audio means that there will only be a single audio track containing mixed audio from all participants in the Microsoft Teams meeting.

means that each extracted meeting participant will have the same audio track containing the entire audio from the Microsoft Teams meeting. This is the same audio you would hear inside the meeting. This mode allows you to work with a simpler audio configuration in exchange for less control over what audio is extracted from the meeting. Given that all extractions have the same audio in this mode, we recommend you enable the audio for only one of the extracted participants to avoid "echo" in the produced stream.

Select the Microsoft Teams participants to be extracted and configure their extraction settings

Once you are connected to a meeting, you can begin configuring the extraction settings of its participants. Only participants that have fully joined the Microsoft Teams meeting will be displayed in the Epiphan Connect interface, those that are still waiting to be admitted will not be displayed.



You must successfully connect to a meeting before you can configure a meeting and its participants. For more information, see [Connect to a Microsoft Teams meeting](#).

1. Click the green **Start** button next to a participant's name to open the **Start new SRT stream**.
2. Start an SRT stream by entering the appropriate information in the **Start new SRT stream** page. For more information, see [Create SRT output stream with a Microsoft Teams participant](#).
3. Once the SRT stream has started, monitor the meeting and participant settings from the Meetings page. For more information, see [Meetings page](#)

Create SRT output stream with a Microsoft Teams participant

To start an SRT stream with a Microsoft Teams participant, you must first successfully connect to a meeting. For more information, see [Connect to a Microsoft Teams meeting](#). You are also able to extract streams from the **Primary Speaker** and a **Screen Share** in the meeting. Primary Speaker is Microsoft Teams' designation for the current speaker in the meeting.

1. Click the green **Start** button next to a participant's name to open the **Start new SRT stream** window.
2. Configure the following settings in the **Start new SRT stream** window:
 - **Mute audio on start** - Click to mute this participant's audio when the SRT stream begins.
 - **Mute video on start** - Click to hide this participant's video when the SRT stream begins.

- **Connection mode** - Select **Listener** or **Caller**, depending on your SRT stream settings.
 - If you select **Listener**, the URL is provided so you can copy and send it to your SRT caller. You will also need to enter the network port to use for this connection, it must be between 14000 and 14100.
 - If you select **Caller**, enter the IP address of the SRT destination (decoder) using the format *srt://<decoder-ip-address>:<port>*, where the *<decoder-ip-address>* and *<port>* could be provided by the CDN, media server, or another SRT decoder device.
 - **Video quality** - Select from **Full HD** (1920x1080p, 30 fps, 6000 kbits bitrate) **HD**(1280x720p, 30 fps, 2500 kbits bitrate), and **Custom**. This is the video quality from Epiphan Connect and the SRT decoder at the destination. The quality of the video from Microsoft Teams to Epiphan Connect is controlled by Microsoft Teams. The video that is sent from Microsoft Teams will be scaled by Epiphan Connect to match the chosen frame size setting.
 - If you select **Custom**, you will need to enter the **Frame size**, **Frame rate**, and **Video bitrate**.
 - **Audio quality** - Select from the following:
 - **Audio channels** - Stereo or Mono
 - **Advanced SRT** - Select from the following:
 - **Latency** - Add from 80 ms to 999 ms of latency to the SRT stream. Increasing latency gives more time to buffer packets and resend any that got lost in transit to the destination. If the latency value set for the stream is too low and there is packet loss over the network, retransmission of lost packets will not be possible and the stream quality will suffer.
 - **Encryption** - Select to set the pass phrase and key length that will be used to encrypt the SRT stream for this participant between Epiphan Connect and SRT decoder.
3. Click **Start** to begin the SRT stream or **Cancel** to cancel the SRT stream.

Further Considerations

There is currently a limit of **four** active SRT streams at one time within a single Epiphan Connect instance. The **screen share** stream does not count towards this limit.

If you need to send the same participant to a different SRT destination this is possible, but should be done from within a separate instance of Epiphan Connect.

- You will need to return to the **All Meetings page** and begin a new connection using the same meeting credentials.
- This will allow another instance of Epiphan Connect to join the meeting.
- You would follow the same steps as above, but enter the new location for that stream.

- This new instance of Epiphan Connect will be billed separately, as well as any further instances created to send the stream to different locations.

Configure an SRT receiver

To use the video and audio streams that are extracted from Epiphan Connect you will need an SRT receiver of some kind. This can be a software application running on a computer, or a standalone video encoder like one of our Pearl devices, or Epiphan Unify.

What's needed for this setup

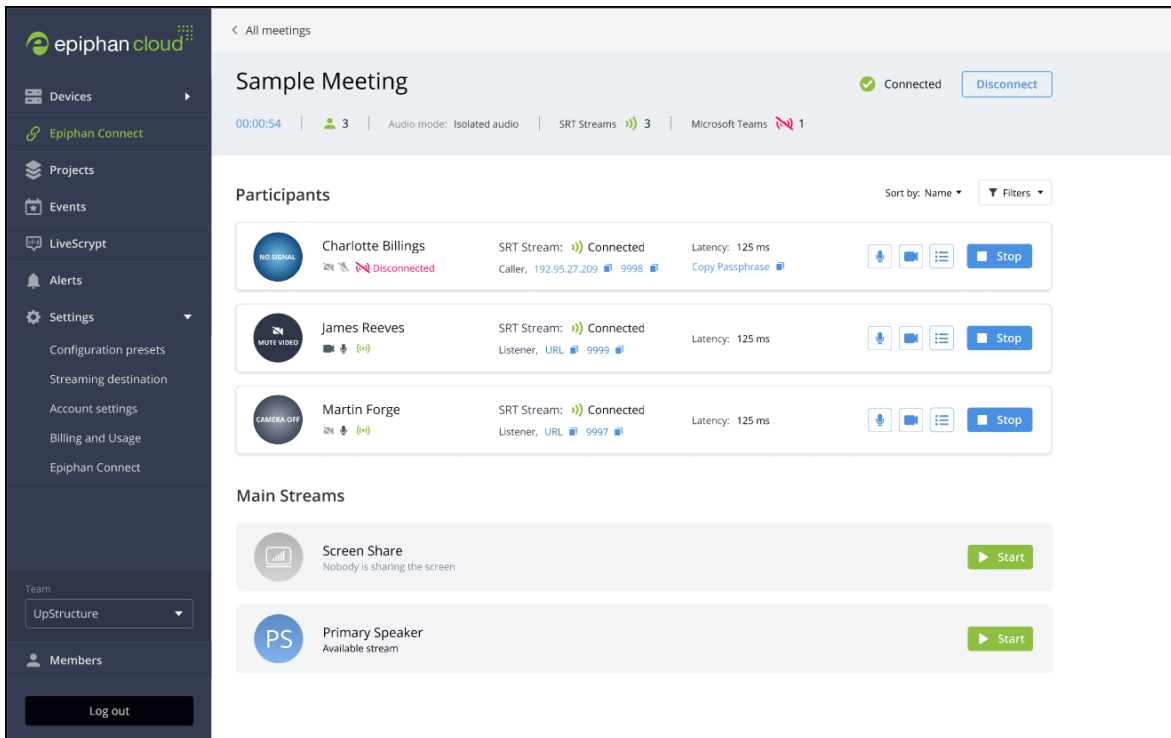
- The SRT URL, or hostname, and SRT port of the SRT source, in this case Connect, is needed if your receiver is in Caller mode.
- For Caller/Listener modes, you must know which mode the SRT source is using and configure the SRT receiver to use the corresponding mode. For example, if the SRT source is in Listener mode, then the SRT receiver must be in Caller mode. Epiphan Connect extractions use Listener mode by default.
 - Caller mode can only be used for connections with a publicly accessible destination/source, e.g. an Epiphan Unify project. If the SRT port the Caller is trying to use is closed at the Listener destination then the connection will fail.
 - Listener mode can be used to connect with any source/destination (including within a local network behind the firewall), so long as the corresponding SRT port is open to incoming traffic.

On the Epiphan Connect side of this equation follow the steps under [Create SRT output stream with a Microsoft Teams participant](#) making sure to select **Listener** in the **Connection mode** section.

Once the connection has been established you should be able to see the Microsoft Teams meeting participant in your SRT receiver and you can then use it like any other SRT stream. If a meeting participant's connection drops from Microsoft Teams or Epiphan Connect their video feed will be replaced by a blank screen, maintaining the original resolution of their video feed. This is to ensure that any layouts or designs using that video feed will not be disrupted by the interruption.

Meetings page

The Meetings page within Epiphan Connect shows you all the information about a Microsoft Teams Meeting to which you are connected. This is also where you can start and stop SRT streams, as well as configure certain aspects of participants, such as muting a microphone or hiding a video feed. Only participants that have fully joined the Microsoft Teams meeting will be displayed in the Epiphan Connect interface, those that are still waiting to be admitted will not be displayed.



Meeting information - In this section of the interface you can find the following information:

- **Meeting Name** - The current name of the meeting, this can be edited from the Epiphan Connect interface.
- **Connection status** - Whether or not Epiphan Connect is currently connected to this meeting.
- **Disconnect Button** - This button will Disconnect from the meeting.
- **Duration of meeting** - This is a counter showing the current length of the meeting.
- **Number of participants** - This counter shows how many participants are in the meeting.
- **Audio mode** - This shows the audio mode that was selected for this meeting, for more information see [Audio modes](#).
- **SRT streams** - This shows the current number of active outgoing SRT streams.
- **Microsoft Teams** - This shows the status of a participant if they have an outgoing SRT stream, but they've disconnected from the Microsoft Teams meeting.

Participants - In this section of the interface you can find the following information about participants:

- **Participant Status** - You can see whether a participant has join the Microsoft Teams meeting, and the status of their outgoing SRT stream.

- **Mic/Camera Status** - You can see whether someone has muted their audio, or turned off their video, as well as if they have disabled their camera or microphone.
- **SRT mode** - This is the current SRT mode of this participant's stream, either Caller or Listener.
- **IP address** - This section either shows a button to copy an SRT Listener URL, or the URL of an SRT Caller, depending on the SRT mode of the participant's stream.
- **Port** - This shows the port being used by this SRT stream.
- **Latency** - This shows the negotiated latency of this participant's SRT stream.
- **Passphrase** - This is the AES encryption passphrase being used by this participant's SRT stream.
- **Sort** - You can use the sort controls to sort participants by Name or Streaming Status.
- **Filter** - You can filter participants by their streaming status.

Participant Controls

- **Un/mute mic** - The microphone button on the right side of the screen allows you to mute or unmute the audio of a participant's SRT stream.
- **Un/mute video** -The camera button on the right side of the screen allows you to stop or start the video of the participant's SRT stream.
- **See Participant's SRT statistics** - The three dots and lines button on the right will open up the [SRT Status page](#) for this participant's SRT stream.
- **Start/Stop** - The **Start** button will begin an SRT stream for this participant, while the **Stop** button will stop it.

Main Streams

- This section shows the same information as the participants section above, but only for the special SRT streams of the Primary Speaker and Screen Sharing. This is also where you will find streams for Microsoft Teams Together and Large Gallery modes.

SRT Status page

Each participant can have an active SRT stream, the maximum limit of active SRT streams is dependent on your Epiphan Connect subscription level.


From the [Meetings page](#) you can begin the extraction by clicking **Start** next to a participant's name.


Once you click start you will be taken to the **Start new SRT stream window**.


For more information, see [Create SRT output stream with a Microsoft Teams participant](#).

Once the SRT stream has been started if you click on the three dots and lines next to the **Stop** button you will be taken to the **SRT Status page**.

On this page you can view and control the following,

SRT status	
Connection mode - Listener or Caller	
SRT Connect URL - The URL an SRT receiver in Listener mode uses to connect to this SRT stream.	
Port Number - The Port number this SRT stream will use to connect to an SRT receiver.	
Connection Status - This status shows if the SRT stream has connected to a receiver.	
Receiver IP Address - The IP address of the SRT decoder receiving the stream.	
Mute Audio - The microphone button allows you to mute the audio of this stream.	
Mute Video - The camera icon allows you to stop the video of this stream.	
Stop Button - This will stop the outgoing SRT stream from Epiphan Connect.	

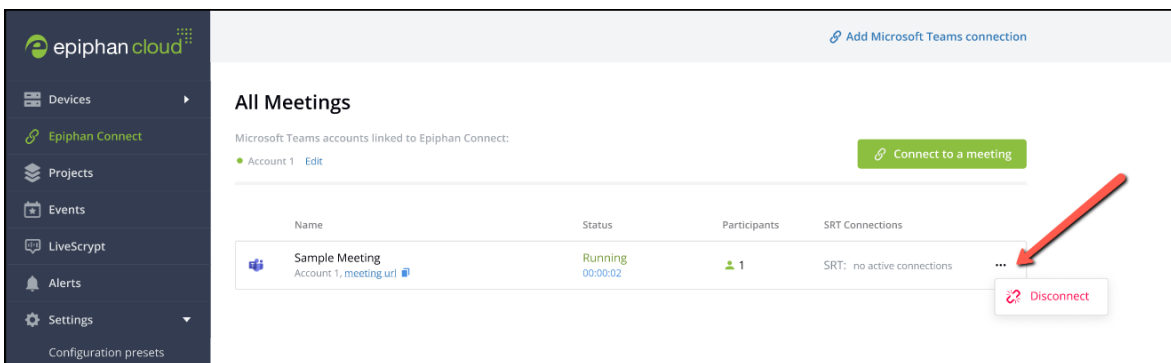
Video Quality	
Format - This is the encoding format being used for this SRT stream.	
Frame size - This is the frame size, or resolution, being used for the stream.	
Frame rate - This is the number of frames per second of the stream.	
Video bitrate - This is how much bandwidth the video stream is using.	

Audio Quality	
Coding format - This is the coding format of the audio.	
Type - This is the type of audio, either mono or stereo.	

Streaming Parameters	
Latency - Current Latency of the SRT stream	
Packet Loss - Percentage of SRT packets lost between Epiphan Connect and the SRT decoder.	

Disconnect from a meeting

Click **Disconnect** to disconnect from a Microsoft Teams meeting. This means Epiphan Connect can no longer extract content from this Microsoft Teams meeting. This can also be done from outside a meeting on the **All Meetings** page, click the three dots next to an active meeting and then click **Disconnect**.



Once you have disconnected from a meeting you will see a **five** minute timer. This timer shows how much time is left before Epiphan Connect fully disconnects from the meeting. Once the timer ends if you want to extract content from that meeting you will need to begin the connection process again as outlined in [Connect to a Microsoft Teams meeting](#). This process can take at least five minutes in some cases.

If you reconnect to the meeting before the timer ends Epiphan Connect will rejoin and you will not need to start the connection process again.

Further Considerations

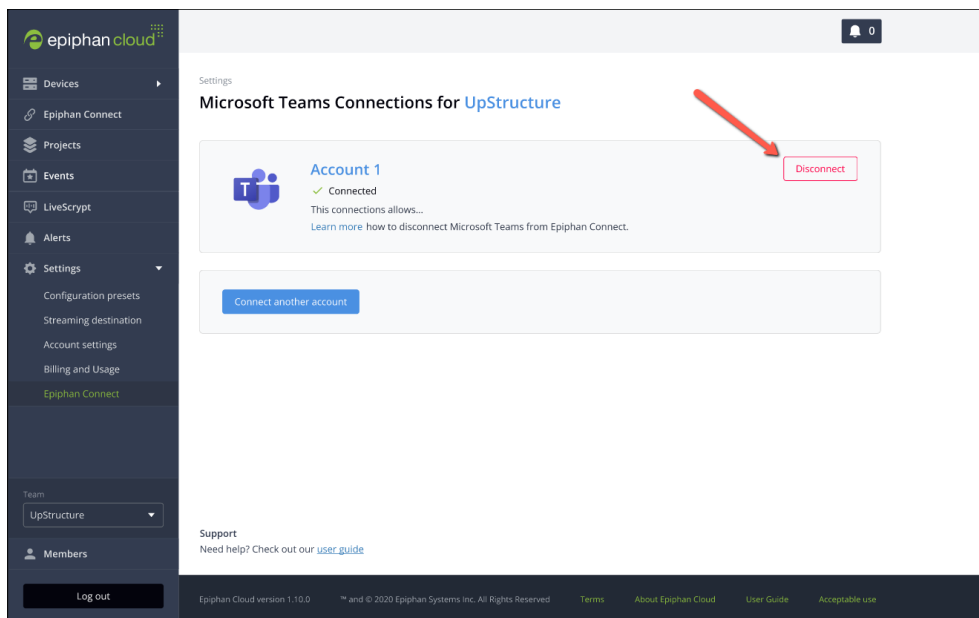
- When joining a meeting with Epiphan Connect a bot will also join. If no one else joins, and only the Epiphan Connect bot joins, this meeting will remain open indefinitely, until the meeting is disconnected in the Epiphan Connect dashboard or the meeting is ended for everyone in Microsoft Teams.
- If at least one other person joins the bot in the meeting, even if they then leave, the bot will remain in the meeting for up to 10 minutes before automatically leaving.

- In some cases other bots might join a meeting, for example if someone has integrated a recording or note taking application with their Microsoft Teams organization. If every person leaves the meeting and there are only bots left Epiphan Connect will see these bots as people. In this case the meeting will stay open for up to 3 hours before Epiphan Connect will automatically leave. To avoid this make sure to disconnect from the meeting in the Epiphan Connect dashboard, and end the meeting for all participants in Microsoft Teams.

For information on disconnecting Epiphan Connect from a Microsoft Teams organization see [Disconnect Epiphan Connect from a Microsoft Teams organization](#).

Disconnect Epiphan Connect from a Microsoft Teams organization

1. Log in to Epiphan Cloud and **Settings** and then click on the **Epiphan Connect** in the left hand navigation pane.
2. Click **Disconnect** to disconnect from a Microsoft Teams organization. This means Epiphan Connect can no longer extract content from this disconnected Microsoft Teams organization.



To fully disconnect and revoke permissions from Epiphan Connect, the Microsoft Teams organization administrator must follow the guideline provided by Microsoft to revoke permissions from Epiphan Connect.

1. Sign into <https://aad.portal.azure.com/> using your administrator account for the organization.
2. Go to **Enterprise Applications**, by clicking on the option in the left side menu.
3. Search for **Epiphan Connect** in the list of applications and click on it.
4. Go to **Properties** in the left side menu (under Manage) and click on **Delete** in the top bar

commands.

5. After confirming, the permissions granted to **Epiphan Connect** in that organization will be revoked.

No team that is connected to this organization will be able to start a meeting successfully in this organization anymore. You can restore the administrator consent permissions by following [Set up your Microsoft Teams connection](#) for the organization again,.

Limitations and known issues

This section includes known issues or limitations that affect functionality or usability and ways that you can work around these limitations.

Epiphan Connect number of meeting participants does not match number shown in Microsoft Teams: This is a limitation in the number of participants that are listed by Microsoft Teams in the meeting and usually only happens in meetings that get close to ~99 participants. Inside such meetings, if you open the list of participants in Microsoft Teams (by clicking on the People icon on the top bar of the meeting) and you expand the list to see all participants, you will find at the bottom of the list a label with the text "+X more". Where X is usually the difference in the number of participants reported in Epiphan Connect and the number shown in the Microsoft Teams call.

Another contributing factor could be other applications or bots that might be connected to the call (from Microsoft or other third parties). Epiphan Connect automatically filters out any unsupported applications of bots from the list of participants.

Cannot retrieve name of meeting and meeting is labeled as "Unknown meeting": This is a limitation that happens when a meeting is associated with a channel inside Microsoft Teams. This happens when you create the meeting directly inside a channel, or when you attach a channel to a meeting you are creating in Microsoft Teams' calendar. As long as you don't associate a channel to the meeting, Epiphan Connect should be able to obtain the name of your meeting. To work around this issue, Epiphan Connect allows you to rename a meeting in the UI by clicking on the pencil button besides the meeting name (this does not affect the name of the meeting in Microsoft Teams).

Video quality does not look like a fully HD image: The video is actually scaled down in Microsoft Teams before it is extracted by Connect. Microsoft Teams automatically changes the resolution and framerate of the video sent by each participant based on their camera, network bandwidth and available hardware. The resolution and framerate for any participant might change multiple times during the duration of the call. Epiphan Connect tries to mitigate this by upscaling and duplicating frames to achieve the output resolution and framerate requested in the configuration. There is currently no known workaround to lock the video resolution and framerate of a participant inside Microsoft Teams.

After revoking the permissions to Epiphan Connect in my Microsoft Teams organization, I see an error if I try to connect Epiphan Connect with my organization again: Right after you revoke the permission for Epiphan Connect in your organization, you might need to wait a few minutes for the change to be propagated in Azure AD. Otherwise, if you try to connect the Epiphan Cloud team to your organization again right after you removed the permissions, you might experience some transient issues. Please wait at least one minute and try again. If the issue persists, please contact support.

Troubleshooting

Find help to resolve issues while using Epiphan Connect. There's no content here yet, please check back soon!

Release Notes

Find out what's new with Epiphan Connect. There's no content here yet, please check back soon!

Epiphan Terms of Service

This Epiphan Terms of Service (this “Agreement”) contains the terms and conditions that govern your access to and use of the Service Offerings (as defined below in Section 14) and is an agreement between Epiphan Systems Inc. and its affiliates (“Epiphan,” “we,” “us,” or “our”) and you or the entity you represent (“you” or “your”).

This Agreement takes effect when you click an “I Accept” button or check box presented with these terms or, if earlier, when you use any of the Service Offerings (the “Effective Date”) and is an independent and separate agreement from any other agreement you may have with Epiphan. You represent to us that you are lawfully able to enter into contracts (e.g., you are not a minor). If you are entering into this Agreement for an entity, such as the company you work for, you represent to us that you have legal authority to bind that entity. Please see Section 14 for definitions of certain capitalized terms used in this Agreement.

1. Use of the Service Offerings.

1.1 Generally. You may access and use the Service Offerings in accordance with this Agreement. You will comply with the terms of this Agreement and all laws, rules and regulations applicable to your use of the Service Offerings, including the Acceptable Use Policy and other policies as defined in Section 14.

1.2 Your Account. To access the Service Offerings, you must create an Epiphan account associated with a valid email address. Unless you activate a multi-account, you may only create one account per legal entity. You are responsible for all activities that occur under your account, regardless of whether the activities are undertaken by you, your employees or a third party (including your contractors or agents), and we are not responsible for unauthorized access to your account. You agree to contact us immediately if you become aware of an unauthorized third party using your account or if your account information is lost or stolen. You may terminate your account and this Agreement at any time in accordance with Section 7. Any commercial or financial benefits offered to You as part of the Service Offerings, such as monthly credits, will be provided per parent account/legal entity and for each account.

1.3 Support to You. If you would like support for the Services other than the support we generally provide to other users of the Services without charge, you may contact us for premium support packages

1.4 Third Party Content. Third Party Content, such as software applications provided by third parties, may be made available directly to you by other companies or individuals under separate terms and conditions. Because we may not have tested or screened the Third Party Content, your use of any Third Party Content is at your sole risk.

2. Changes.

2.1 We may change or discontinue any or all of the Service Offerings or change or remove functionality of any or all of the Service Offerings from time to time. We will notify you of any material change to or discontinuation of the Service Offerings. We may change or discontinue any APIs for the Services Offerings from time to time. For any discontinuation of or material change to an API for a Service Offering, we will use commercially reasonable efforts to continue supporting the previous version of such API for twelve (12) months after the change or discontinuation (except if doing so (a) would pose a security or intellectual property issue, (b) is economically or technically burdensome, or (c) would cause us to violate the law or requests of governmental entities).

3. Security and Data Privacy.

3.1 Epiphan Security. Without limiting Section 10 or your obligations under Section 4.2, we will implement reasonable and appropriate measures designed to help you secure Your Content against accidental or unlawful loss, access or disclosure.

3.2 Data Privacy. You consent to the processing and storage of Your Content in, and transfer of Your Content into, the U.S. You will ensure that you are entitled to transfer the relevant personal data to Epiphan, so that Epiphan may lawfully use, process and transfer the personal data in accordance with the Service Offering on your behalf. You will ensure that the relevant third parties have been informed of, and have given their consent to, such use, processing, and transfer, as required by your country's data protection legislation. We will not access or use Your Content except as necessary to maintain or provide the Service Offerings, or as necessary to comply with the law or a binding order of a governmental body.

4. Your Responsibilities.

4.1 Your Content. You will ensure that Your Content and your and End Users' use of Your Content or the Service Offerings will not violate any of the Policies or any applicable law. You are solely responsible for the development, content, operation, maintenance, and use of Your Content, including but not limited to (a) any claims relating to Your Content; and/or (b) proper handling and processing of notices sent to you (or any of your affiliates) by any person claiming that Your Content violate such person's rights, including notices pursuant to the Digital Millennium Copyright Act.

4.2 Your Security and Backup. You are responsible for properly configuring and using the Service Offerings and taking your own appropriate action to secure, protect and backup your accounts and Your Content in a manner that will provide appropriate security and protection, which might include use of encryption to protect Your Content from unauthorized access and routinely archiving Your Content.

4.3 Log-In Credentials and Account Keys. Epiphan log-in credentials and private keys generated by the Services Offerings are for your internal use only and you will not sell, transfer or sublicense them to any other entity or person, except that you may disclose your private key to your agents and subcontractors performing work on your behalf.

4.4 End Users. You will be deemed to have taken any action that you permit, assist or facilitate any person or entity to take related to this Agreement, Your Content or use of the Service Offerings. You are responsible for End Users' use of Your Content and the Service Offerings. You will ensure that all End Users comply with your obligations under this Agreement and that the terms of your agreement with each End User are consistent with this Agreement. If you become aware of any violation of your obligations under this Agreement caused by an End User, you will immediately suspend such End User's access to Your Content and the Service Offerings. We do not provide any support or services to End Users unless we have a separate agreement with you or an End User obligating us to provide such support or services.

5. Fees and Payment.

5.1 Service Fees. We calculate and bill fees and charges at regular intervals which include may include monthly and annually. We may bill you more frequently for fees accrued if we suspect that your account is fraudulent or at risk of non-payment. You will pay us the applicable fees and charges for use of the Service Offerings as described on the Epiphan Site using one of the payment methods we support. All amounts payable by you under this Agreement will be paid to us without setoff or counterclaim, and without any deduction or withholding. Fees and charges for any new Service or new feature of a Service will be effective when we post updated fees and charges on the Epiphan Site, unless we expressly state otherwise in a notice. We may increase or add new fees and charges for any existing Service

Offerings you are using by giving you at least thirty (30) days' prior notice. We may elect to charge you interest at the rate of 1.5% per month (or the highest rate permitted by law, if less) on all late payments.

5.2 Taxes. All fees and charges payable by you are exclusive of applicable taxes and duties, including VAT and applicable sales tax. You will provide us any information we reasonably request to determine whether we are obligated to collect VAT from you, including your VAT identification number. If you are legally entitled to an exemption from any sales, use, or similar transaction tax, you are responsible for providing us with legally-sufficient tax exemption certificates for each taxing jurisdiction. We will apply the tax exemption certificates to charges under your account occurring after the date we receive the tax exemption certificates. If any deduction or withholding is required by law, you will notify us and will pay us any additional amounts necessary to ensure that the net amount that we receive, after any deduction and withholding, equals the amount we would have received if no deduction or withholding had been required. Additionally, you will provide us with documentation showing that the withheld and deducted amounts have been paid to the relevant taxing authority.

6. Temporary Suspension.

6.1 Generally. We may suspend your or any End User's right to access or use any portion or all of the Service Offerings immediately upon notice to you if we determine:

your or an End User's use of the Service Offerings (i) poses a security risk to the Service Offerings or any third party, (ii) may adversely impact our systems, the Service Offerings or the systems or Content of any other Epiphan customer, (iii) may subject us, our affiliates, or any third party to liability, or (iv) may be fraudulent;

you are, or any End User is, in breach of this Agreement, including if you are delinquent on your payment obligations for more than thirty (30) calendar days; or

you have ceased to operate in the ordinary course, made an assignment for the benefit of creditors or similar disposition of your assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution or similar proceeding.

6.2 Effect of Suspension. If we suspend your right to access or use any portion or all of the Service Offerings:

you remain responsible for all fees and charges you incur during the period of suspension;

you remain responsible for any applicable fees and charges for any Service Offerings to which you continue to have access, as well as applicable data storage fees and charges, and fees and charges for in-process tasks completed after the date of suspension.

our right to suspend your and any End User's right to access or use the Service Offerings is in addition to our right to terminate this Agreement pursuant to Section 7.2.

7. Term; Termination.

7.1 Term. The term of this Agreement will commence on the Effective Date and will remain in effect until terminated under this Section 7.

7.2 Termination.

(a) Termination for Convenience. You may terminate this Agreement for any reason by providing us notice and closing your account for all Services for which we provide an account closing mechanism. We may terminate this Agreement for any reason by providing you at least thirty (30) days advance notice.

(b) Termination for Cause.

By Either Party. Either party may terminate this Agreement for cause if the other party is in material breach of this Agreement and the material breach remains uncured for a period of thirty (30) days from receipt of notice by the other party.

By Us. We may also terminate this Agreement immediately upon notice to you (a) for cause if we have the right to suspend under Section 6, (b) if our relationship with a third-party partner who provides software or other technology we use to provide the Service Offerings expires, terminates or requires us to change the way we provide the software or other technology as part of the Services, (c) if we determine, at our discretion, that provision of the Services could create a substantial economic or technical burden or material security risk for us, (d) in order to comply with the law or requests of governmental entities, or (e) if we determine, at our discretion, that use of the Service Offerings by you or any End Users or our provision of any of the Services to you or any End Users has become impractical or unfeasible for any legal or regulatory reason.

7.3 Effect of Termination. Upon any termination of this Agreement:

all your rights under this Agreement immediately terminate;

you remain responsible for all fees and charges you have incurred through the date of termination, including any fees and charges for in-process tasks completed after the date of termination;

you will immediately return or, if instructed by us, destroy all Epiphan Content in your possession; and

Sections 4.1, 5.2, 7.3, 8 (except the license granted to you in Section 8.3), 9, 10, 11, 13 and 14 will continue to apply in accordance with their terms.

8. Proprietary Rights.

8.1 Your Content. You, your End Users or your licensors own all rights, title to and interest in Your Content. Except as provided in this Section 8, we obtain no rights under this Agreement from you or your licensors to Your Content, including any related intellectual property rights. You consent to our use of Your Content to provide the Service Offerings to you and any End Users.

8.2 Adequate Rights. You represent and warrant to us that: (a) you or your licensors own all rights, title to and interest in Your Content and Suggestions; (b) you have all rights in Your Content and Suggestions necessary to grant the rights contemplated by this Agreement; and (c) none of Your Content, Suggestions or End Users' use of Your Content, Suggestions or the Service Offerings will violate the Acceptable Use Policy.

8.3 Service Offerings License. We or our affiliates or licensors own all rights, title to and interest in the Service Offerings, and all related technology and intellectual property rights. Subject to the terms of this Agreement, we grant you a limited, revocable, non-exclusive, non-sublicensable, non-transferrable license to do the following during the Term of this Agreement: (a) access and use the Services solely in accordance with this Agreement; and (b) copy and use the Epiphan Content solely in connection with your permitted use of the Services. Except as provided in this Section 8.3, you obtain no rights under this Agreement from us, our affiliates or our licensors to the Service Offerings, including any related intellectual property rights.

8.4 License Restrictions. Neither you nor any End User will use the Service Offerings in any manner or for any purpose other than as expressly permitted by this Agreement. Neither you nor any End User will, or will attempt to (a) modify, distribute, alter, tamper with, repair, or otherwise create derivative works of any Content included in the Service Offerings (except to the extent software included in the Service Offerings is provided to you under a separate license that expressly permits the creation of derivative works), (b) reverse engineer, disassemble, or decompile the Service Offerings or apply any other process or procedure to derive the source code of any software included in the

Service Offerings, (c) access or use the Service Offerings in a way intended to avoid incurring fees or exceeding usage limits or quotas, or (d) resell or sublicense the Service Offerings. All licenses granted to you in this Agreement are conditional on your continued compliance with this Agreement, and will immediately and automatically terminate if you do not comply with any term or condition of this Agreement. During and after the Term of this Agreement, you will not assert, nor will you authorize, assist or encourage any third party to assert, against us or any of our affiliates, customers, vendors, business partners, or licensors, any patent infringement or other intellectual property infringement claim regarding any Service Offerings.

8.5 Suggestions. If you provide any Suggestions to us or our affiliates, we will own all rights, title to and interest in the Suggestions, even if you have designated the Suggestions as “confidential”. We and our affiliates will be entitled to use the Suggestions without restriction. You hereby irrevocably assign to us all rights, title to and interest in the Suggestions and agree to provide us any assistance we require to document, perfect and maintain our rights in the Suggestions.

9. Indemnification.

9.1 General. You will defend, indemnify, and hold harmless us, our affiliates and licensors, and each of their respective employees, officers, directors, and representatives from and against any claims, damages, losses, liabilities, costs and expenses (including reasonable attorneys’ fees) arising out of or relating to any third-party claim concerning: (a) your or any End Users’ use of the Service Offerings (including any activities under your Epiphan account and use by your employees and personnel); (b) breach of this Agreement or violation of applicable law by you or any End User; (c) Your Content or the combination of Your Content with other applications, content or processes, including any claim involving alleged infringement or misappropriation of third-party rights by Your Content or by the use, development, design, production, advertising or marketing of Your Content; or (d) a dispute between you and any End User. You will reimburse us for reasonable attorneys’ fees, as well as our employees’ and contractors’ time and materials spent responding to any third party subpoena or other compulsory legal order or process associated with third party claims described in (a) through (d) above at our then-current hourly rates.

9.2 Process. We will promptly notify you of any claim subject to Section 9.1, but our failure to promptly notify you will only affect your obligations under Section 9.1 to the extent that our failure prejudices your ability to defend the claim. You may: (a) use counsel of your own choosing (subject to our written consent) to defend against any claim; and (b) settle the claim as you deem appropriate, provided that you obtain our prior written consent before entering into any settlement. We may also assume control of the defense and settlement of the claim at any time.

10. Disclaimers.

THE SERVICE OFFERINGS ARE PROVIDED “AS IS.” WE AND OUR AFFILIATES AND LICENSORS MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE REGARDING THE SERVICE OFFERINGS OR THE THIRD-PARTY CONTENT, INCLUDING ANY WARRANTY THAT THE SERVICE OFFERINGS OR THIRD PARTY CONTENT WILL BE UNINTERRUPTED, ERROR FREE OR FREE OF HARMFUL COMPONENTS, OR THAT ANY CONTENT, INCLUDING YOUR CONTENT OR THE THIRD PARTY CONTENT, WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED OR ALTERED. EXCEPT TO THE EXTENT PROHIBITED BY LAW, WE AND OUR AFFILIATES AND LICENSORS DISCLAIM ALL WARRANTIES, INCLUDING ANY IMPLIED OR EXPRESS WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR QUIET ENJOYMENT, AND ANY WARRANTIES ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

11. Limitations of Liability.

WE AND OUR AFFILIATES AND LICENSORS WILL NOT BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, REVENUES, CUSTOMERS, OPPORTUNITIES, GOODWILL, USE OR DATA), EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, NEITHER WE NOR ANY OF OUR AFFILIATES OR LICENSORS WILL BE RESPONSIBLE FOR ANY COMPENSATION, REIMBURSEMENT, OR DAMAGES ARISING IN CONNECTION WITH: (A) YOUR INABILITY TO USE THE SERVICES, INCLUDING AS A RESULT OF ANY (I) TERMINATION OR SUSPENSION OF THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS, (II) OUR DISCONTINUATION OF ANY OR ALL OF THE SERVICE OFFERINGS, OR (III) WITHOUT LIMITING ANY OBLIGATIONS UNDER THE SERVICE LEVEL AGREEMENTS, ANY UNANTICIPATED OR UNSCHEDULED DOWNTIME OF ALL OR A PORTION OF THE SERVICES FOR ANY REASON, INCLUDING AS A RESULT OF POWER OUTAGES, SYSTEM FAILURES OR OTHER INTERRUPTIONS; (B) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; (C) ANY INVESTMENTS, EXPENDITURES, OR COMMITMENTS BY YOU IN CONNECTION WITH THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS; OR (D) ANY UNAUTHORIZED ACCESS TO, ALTERATION OF, OR THE DELETION, DESTRUCTION, DAMAGE, LOSS OR FAILURE TO STORE ANY OF YOUR CONTENT OR OTHER DATA. IN ANY CASE, OUR AND OUR AFFILIATES' AND LICENSORS' AGGREGATE LIABILITY UNDER THIS AGREEMENT WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAY US UNDER THIS AGREEMENT FOR THE SERVICE THAT GAVE RISE TO THE CLAIM DURING THE TWELVE (12) MONTHS BEFORE THE LIABILITY AROSE.

12. Modifications to the Agreement.

We may modify this Agreement (including any Policies) at any time by posting a revised version on the Epiphan Site or by otherwise notifying you in accordance with Section 13.7. The modified terms will become effective upon posting or, if we notify you by email, as stated in the email message. By continuing to use the Service Offerings after the effective date of any modifications to this Agreement, you agree to be bound by the modified terms. It is your responsibility to check the Epiphan Site regularly for modifications to this Agreement. We last modified this Agreement on the date listed at the end of this Agreement.

13. Miscellaneous.

13.1 Confidentiality and Publicity. You may use Epiphan Confidential Information only in connection with your use of the Service Offerings as permitted under this Agreement. You will not disclose Epiphan Confidential Information during the Term of this Agreement or at any time during the five (5) year period following the end of the Term. You will take all reasonable measures to avoid disclosure, dissemination or unauthorized use of Epiphan Confidential Information, including, at a minimum, those measures you take to protect your own confidential information of a similar nature. You will not issue any press release or make any other public communication with respect to this Agreement or your use of the Service Offerings. You will not misrepresent or embellish the relationship between us and you (including by expressing or implying that we support, sponsor, endorse or contribute to you or your business endeavors), or express or imply any relationship or affiliation between us and you or any other person or entity except as expressly permitted by this Agreement.

13.2 Force Majeure. We and our affiliates will not be liable for any delay or failure to perform any obligation under this Agreement where the delay or failure results from any cause beyond our reasonable control, including acts of God, labor disputes or other industrial disturbances, electrical or power outages, utilities or other telecommunications failures, earthquake, storms or other elements of nature, blockages, embargoes, riots, acts or orders of government, acts of terrorism, or war.

13.3 Independent Contractors; Non-Exclusive Rights. We and you are independent contractors, and this Agreement will not be construed to create a partnership, joint venture, agency, or employment relationship. Neither

party, nor any of their respective affiliates, is an agent of the other for any purpose or has the authority to bind the other. Both parties reserve the right (a) to develop or have developed for it products, services, concepts, systems, or techniques that are similar to or compete with the products, services, concepts, systems, or techniques developed or contemplated by the other party, and (b) to assist third party developers or systems integrators who may offer products or services which compete with the other party's products or services.

13.4 No Third-Party Beneficiaries. This Agreement does not create any third-party beneficiary rights in any individual or entity that is not a party to this Agreement.

13.5 Trade Compliance. In connection with this Agreement, each party will comply with all applicable import, re-import, sanctions, anti-boycott, export, and re-export control laws and regulations, including all such laws and regulations that apply to a U.S. company, such as the Export Administration Regulations, the International Traffic in Arms Regulations, and economic sanctions programs implemented by the Office of Foreign Assets Control. For clarity, you are solely responsible for compliance related to the manner in which you choose to use the Service Offerings, including your transfer and processing of Your Content, the provision of Your Content to End Users. You represent and warrant that you and your financial institutions, or any party that owns or controls you or your financial institutions, are not subject to sanctions or otherwise designated on any list of prohibited or restricted parties, including but not limited to the lists maintained by the United Nations Security Council, the U.S. Government (e.g., the Specially Designated Nationals List and Foreign Sanctions Evaders List of the U.S. Department of Treasury, and the Entity List of the U.S. Department of Commerce), the European Union or its Member States, or other applicable government authority.

13.6 Notice.

(a) To You. We may provide any notice to you under this Agreement by: (i) posting a notice on the Epiphan Site; or (ii) sending a message to the email address then associated with your account. Notices we provide by posting on the Epiphan Site will be effective upon posting and notices we provide by email will be effective when we send the email. It is your responsibility to keep your email address current. You will be deemed to have received any email sent to the email address then associated with your account when we send the email, whether or not you actually receive the email.

(b) To Us. To give us notice under this Agreement, you must contact Epiphan as follows: (i) by facsimile transmission to +1 (613) 482-4613; or (ii) by personal delivery, overnight courier or registered or certified mail to Epiphan Systems Inc., 400 March Rd, Ottawa, Ontario K2K 3H4, Canada. We may update the facsimile number or address for notices to us by posting a notice on the Epiphan Site. Notices provided by personal delivery will be effective immediately. Notices provided by facsimile transmission or overnight courier will be effective one business day after they are sent. Notices provided registered or certified mail will be effective three business days after they are sent.

13.7 Language. All communications and notices made or given pursuant to this Agreement must be in the English language.

13.8 Assignment. You will not assign or otherwise transfer this Agreement or any of your rights and obligations under this Agreement, without our prior written consent. Any assignment or transfer in violation of this Section 13.8 will be void. Epiphan may assign this Agreement or any of its rights or obligations hereunder without requiring your consent, (a) to an affiliate, or (b) to any third party acquiring all or substantially all of the assets relating to this Agreement or a controlling interest in the voting stock or voting interest of Epiphan. Subject to the foregoing, this Agreement will be binding upon, and inure to the benefit of the parties and their respective permitted successors and assigns.

13.9 No Waivers. The failure by us to enforce any provision of this Agreement will not constitute a present or future waiver of such provision nor limit our right to enforce such provision at a later time. All waivers by us must be in writing to be effective.

13.10 Severability. If any portion of this Agreement is held to be invalid or unenforceable, the remaining portions of this Agreement will remain in full force and effect. Any invalid or unenforceable portions will be interpreted to effect and intent of the original portion. If such construction is not possible, the invalid or unenforceable portion will be severed from this Agreement but the rest of the Agreement will remain in full force and effect.

13.11 Governing Law. This Agreement, and any dispute, controversy, proceeding or claim of whatever nature arising out of or in any way relating to this Agreement or its formation (including any non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of Ontario. The Parties hereby irrevocably submit to the exclusive jurisdiction of the courts of Ontario.

13.12 Entire Agreement. This Agreement incorporates the Policies by reference and is the entire agreement between you and us regarding the subject matter of this Agreement. This Agreement supersedes all prior or contemporaneous representations, understandings, agreements, or communications between you and us, whether written or verbal, regarding the subject matter of this Agreement. Notwithstanding any other agreement between you and us, the security and data privacy provisions in Section 3 of this Agreement contain our and our affiliates' entire obligation regarding the security, privacy and confidentiality of Your Content. We will not be bound by, and specifically object to, any term, condition or other provision that is different from or in addition to the provisions of this Agreement (whether or not it would materially alter this Agreement) and which is submitted by you in any order, receipt, acceptance, confirmation, correspondence or other document.

14. Definitions.

"Acceptable Use Policy" means the policy located at ["Acceptable Use Policy" page](#) (and any successor or related locations designated by us), as it may be updated by us from time to time.

"Account Information" means information about you that you provide to us in connection with the creation or administration of your Epiphan account. For example, Account Information includes names, usernames, phone numbers, email addresses and billing information associated with your Epiphan account.

"API" means an application program interface.

"Epiphan Confidential Information" means all nonpublic information disclosed by us, our affiliates, business partners or our or their respective employees, contractors or agents that is designated as confidential or that, given the nature of the information or circumstances surrounding its disclosure, reasonably should be understood to be confidential. Epiphan Confidential Information includes: (a) nonpublic information relating to our or our affiliates or business partners' technology, customers, business plans, promotional and marketing activities, finances and other business affairs; (b) third-party information that we are obligated to keep confidential; and (c) the nature, content and existence of any discussions or negotiations between you and us or our affiliates. Epiphan Confidential Information does not include any information that: (i) is or becomes publicly available without breach of this Agreement; (ii) can be shown by documentation to have been known to you at the time of your receipt from us; (iii) is received from a third party who did not acquire or disclose the same by a wrongful or tortious act; or (iv) can be shown by documentation to have been independently developed by you without reference to the Epiphan Confidential Information.

"Epiphan Content" means Content we or any of our affiliates make available in connection with the Services or on the Epiphan Site to allow access to and use of the Services, including APIs; Documentation; sample code; software

libraries; command line tools; proofs of concept; templates; and other related technology (including any of the foregoing that are provided by our personnel). Epiphan Content does not include the Services or Third-Party Content.

“Epiphan Marks” means any trademarks, service marks, service or trade names, logos, and other designations of Epiphan and its affiliates that we may make available to you in connection with this Agreement.

“Epiphan Site” means <https://epiphan.com> (and any successor or related site designated by us, such as <https://epiphan.cloud>), as may be updated by us from time to time.

“Content” means software (including machine images), data, text, audio, video or images.

“Documentation” means the developer guides, getting started guides, user guides, quick reference guides and other technical and operations manuals and specifications for the Services, as such documentation may be updated by us from time to time.

“End User” means any individual or entity that directly or indirectly through another user: (a) accesses or uses Your Content; or (b) otherwise accesses or uses the Service Offerings under your account.

“Policies” means the Acceptable Use Policy, Privacy Policy, all restrictions described in the Epiphan Content and on the Epiphan Site, and any other policy or terms referenced in or incorporated into this Agreement.

“Privacy Policy” means the privacy policy located at <https://www.epiphan.com/policies/privacy-policy/> (and any successor or related locations designated by us), as it may be updated by us from time to time.

“Services” means each of the services made available by us or our affiliates. As of the date listed at the end of this Agreement the Services include but are not limited to Epiphan Cloud, Unify, Connect and Livescript. Future services Epiphan introduces are also covered by this Agreement. Services do not include Third-Party Content.

“Service Offerings” means the Services (including associated APIs), the Epiphan Content, the Epiphan Marks, and any other product or service provided by us under this Agreement. Service Offerings do not include Third-Party Content.

“Suggestions” means all suggested improvements to the Service Offerings that you provide to us.

“Term” means the term of this Agreement described in Section 7.1.

“Third-Party Content” means Content made available to you by any third party on the Epiphan Site or in conjunction with the Services.

“Your Content” means Content that you or any End User transfers to us for processing, storage or hosting by the Services in connection with your Epiphan account, any computational results that you or any End User derive from the foregoing through their use of the Services and any integrated services that you offer to your End Users leveraging the Service Offerings. Your Content does not include Account Information.

Last updated on May 13 2022.