Software License

This guide will assist you through what the Polar software license is, how they work and how to get them added to your Gateways.

A license is required for every Polar Gateway used in the field. These licenses can be purchased directly from Electro Mechanica or one of their distributors.

Once purchased it will come in the form of a license key on a card. This license key can be activated on the appropriate Gateway on the Polar Portal.

How to activate a license on a Gateway

There are circumstances in which it is necessary to enable a license on the Gateway. One instance is during the initial setup of the Gateway, while another arises when a license has lapsed and a new one must be added.

1. Adding a license during 1st time setup

For this process follow the 1st time setup guide to begin the setup of the Gateway. (First Time Setup)

This step by step guide will lead to the inputting of the license in the license tab.

Under the license tab there will be a button towards the top right of the screen called **“Add License”**

Input the license key as per the license code purchased, click add and continue to the Gateway setup.

2. Adding a new license after one has expired

Once a license has expired the device on the Polar Portal will not allow users to access the device. In order to continue using the device and Gateway a new license will have to be purchased and added to the Gateway.
Once the license key has been purchased navigate to the Gateways page on the Polar Portal. (Gateways)

Navigate to the Gateway that requires the new license and click “setup” This will take you through the setup procedure as per the first time setup procedure. You do not need to change anything besides navigating to the licenses tab on the Gateway.

Once here click, add license, input the purchased license key and click activate.

The license will then automatically apply to the Gateway and the devices attached can be accessed again immediately.

FAQs

How do I get a license?

Licenses for the system can be purchased from Electro Mechanica.

Buy Now

How many licenses do I need?

A license is required for each Polar Gateway in the field.

How long is license valid for?

The license is valid for 1 year from date of activation.

How many licenses can be active on one Gateway?

A maximum of 3 software licenses can be added to a single Gateway. Meaning a maximum of 3-years of licensing can be purchased for a Gateway at a time.

If more is required please reach out to Polar Monitoring for assistance.

If there are multiple licenses on one Gateway what happens?

If there is still a trial license or if multiple are purchased for one gateway they can all be added at the same time. The system will start with the trial license, once that expires it will automatically switch to the standard license , once that expires it will automatically move down the list of applied licenses and auto activate them.