

High Performance Echo Cancellation Policy

License keys for HPEC channels are intended for use on a single server, and must be activated (registered) on the server they are intended to be used on.

It is extremely important that you carefully follow the instructions provided in README file for installing and backing up a new HPEC key for your Digium interface cards. The HPEC key must be re-registered if certain hardware changes are made to your server. An HPEC key can only be re-registered once without authorization from Digium, so it is important to back up your key files.

If you need to re-register your key more than once, please contact [Technical Assistance](#) to request authorization to have your HPEC key incremented. Please be prepared to give your name, order number, or other identifying information, as well as the reason you are requesting reactivation. Since our records for HPEC are subject to audit by the intellectual property holders, Digium reserves the right to determine whether or not to reactivate and may deny reactivation requests at its sole discretion.

Multiple HPEC keys may be registered to the same server. This will allow you to increase the total number of available HPEC channels authorized for use on that server. New HPEC keys may be registered to your server using the same instructions provided in the Installation Procedure section of the README file. However, a single license key file for a given number of channels may not be later split among different servers.

All purchases of HPEC fees are final. Refunds are not available for HPEC related purchases under any circumstances.