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Subscription Plans & Licensing

Overview

ARC Subscription Summary

ARC undergoes continued development with new features and bug fixes to lead the robot industry.
To make this possible, a subscription model compensates programmers, hardware for implementation, and web/cloud servers.
We are happy to have you supporting our platform development by becoming an ARC Pro subscriber.
Thank you!

ARC Editions

ARC Pro (recommended)

Unlock all ARC features with the Pro edition. Create mobile apps, unlimited speech recognition commands, cloud storage, high-resolution cameras for object detection, and more.
This is the most popular installation of ARC because it also receives the latest updates and bug fixes.

ARC Free

Either Pro or free users can use teams & Free. The main difference between Teams and Pro is the update cycle. Most schools will choose this edition because it is updated only every 6-12 months.
The downside to this edition is that it takes longer to experience fixes and new features.

ARC Runtime (Free)

The runtime edition allows loading any robot apps, whether created by free or Pro edition. This edition has no limitations to the number of robot skills, speech recognition, etc.
This edition is meant to run existing robot applications created for your robot. One noticeable difference with this edition is the lack of Add Control and Config buttons.
Your project can be loaded, and the pre-programmed functionality can be used by yourself or anyone else. Read more about ARC Runtime on this page.

ARC Mobile (Android & iOS)

This edition is no longer supported for updates and fixes. We recommend using the new Remote UI feature.
The Mobile edition of ARC was created for on-the-go remote control of robots and is therefore limited in functionality.
The mobile edition does not contain the ability to load 3rd party robot skills, and many built-

in skills are unavailable.
Review the Interface Builder robot skill manual to see what skills are available.

Go to ARC Downloads

ARC Runtime Edition

Have you finished building a robot app or want to run an existing robot app with no limitations? The runtime edition of ARC is designed for completed robots in which development is no longer required.
If development is no longer necessary, then you are no longer required to need a subscription. This version of ARC runs existing projects with no limitations.

The runtime edition allows loading any robot apps, whether created by free or Pro edition. This edition has no limitations to the number of robot skills, speech recognition, etc. This edition is meant to run existing robot applications created for your robot. One noticeable difference with this edition is the lack of Add Control and Config buttons. Your project can be loaded, and the pre-programmed functionality can be used by yourself or anyone else.

Updating

The ARC Runtime edition receives the same update schedule and bug-fix priority as the ARC Pro edition.

Downloading ARC Runtime

The ARC Runtime is available for download on the ARC Downloads page. See the screenshot below that highlights the ARC Runtime edition available for download.

Limitations

ARC Runtime does not provide development interfaces for your robot project. This means you cannot add robot skills to the project. Saving and configuring robot skills is also disabled.
The Blockly and Roboscratch interfaces enable you to create small programs with the existing robot skill configuration.
Any robot skills that require a subscription for online services, such as Bing Speech Recognition or Vision, will still need a subscription in ARC Runtime.
If you are distributing a robot to others, the available features of ARC Runtime make it possible for them to experiment with and use your robot product.

Additional ARC Editions

There are three editions of ARC available, which are documented on this page.

Earn Credit

At Synthiam, our community members embody the spirit of generosity and collaboration. Whether they share their expertise, assist fellow members, or actively engage in our vibrant online forums, their selfless contributions don't go unnoticed. In recognition of these invaluable efforts, we present Synthiam Credits as a token of appreciation. These credits open doors to enhancing your ARC Pro subscription or indulging in some stylish Synthiam Swag, adding even more value to your experience!

Earn Synthiam Credit

Reward yourself for doing the right things, as Synthiam proudly provides multiple pathways to earn credits. Seize the opportunity to accumulate credits through various achievements, paving the way for an affordable ARC Pro subscription or acquiring coveted Synthiam Swag products. Your contributions matter; we believe in rewarding your commitment to our thriving community.

Access the Synthiam Credit page by selecting the account from the top-right of the webpage and selecting Credit, or select this link: Earn Credit - Synthiam

- View your credit balance
- See different activities to earn credit
- Access details about your Referral Program settings
- View your history of receiving credits
- FAQ about how the Synthiam Credits work.

Am I Locked In

You may be wondering if you build a robot with Synthiam ARC, will you have to pay a subscription fee forever to use the robot? Well, the answer is no - because that would be rude of us :). Once your robot is built and programmed, we have an edition of ARC named Runtime. You can use that edition forever to power your robot at no cost, except for 3rd party services (ie cognitive services).

Your ARC subscription can be canceled at any time. An ARC subscription will subscribe you to a recurring monthly or yearly payment plan to use unlocked features of the platform. We will email you seven days before your next billing cycle to notify you that the renewal payment will be billed automatically.
You can cancel the subscription and prevent automatic billing of the subscription schedule.

As a recap, you only need an ARC subscription to program/edit/create robot projects. Once your robot project is complete, cancel your ARC subscription and install the ARC Runtime edition.
The ARC Runtime edition will run any robot project in read-only mode.
ARC Runtime edition allows your robot to live on forever!

Go to ARC Downloads to get ARC Runtime

Terminology

Definition of terms that are mentioned in the ARC licensing system:

Subscription - A per-seat license model with a monthly/annual payment to unlock all features of the ARC Software.

Seat (license) - The number of available seats within a subscription. Each seat is specific to a PC and can be managed on the subscription account page.

Associated Account - Additional Synthiam accounts can share your Subscription and assign your seats to their computers. You can view what account the seats have been assigned to on the subscription account page.

Premium Support - Direct access to ARC robot support experts to solve your programming challenge. Your tickets are given priority attention.

Payment

The payment screen has two options for payment. Using #1 & #2 highlighted above, you can enter the credit card or visa debit card details. Option #3 allows additional payment options directly through our financial provider.
Please note: to use Apple Pay or Google Pay, you must log in and use one of those devices during checkout. The device is connected to the payment system, and therefore you checkout in a web browser on that device.

The Check-out Process

1) Visit the ARC product page.
2) Click the View Plans button to view ARC Pro subscription plans.
3) Select the duration of the subscription plan. Note that there's a 10% discount for an annual subscription.
4) Select how many seats (licenses) you would like for your ARC subscription. The default pricing is for 2. That means ARC will be able to run on two different machines simultaneously.
5) Click the "continue to purchase" button.
6) Login or Register a new account.
6) Select your payment method (*PayPal, Apple Pay, Microsoft Pay, Google Pay, or Credit Card*).
7) Checkout.
8) Enjoy the benefits of your ARC Pro subscription!

*Note: Once the payment is processed, the Subscription may take up to 5 minutes before ARC can authenticate. Additionally, the "Pro Member" community status label may take up to 1 hour to update.

Activate PC (assign seat)

ARC Pro subscriptions are assigned to computers and are called Seat Licensing. When loading ARC Pro on a computer for the first time, you will be prompted to activate a seat for that particular computer. Press the "activate" button and a seat license will be applied to the

computer.

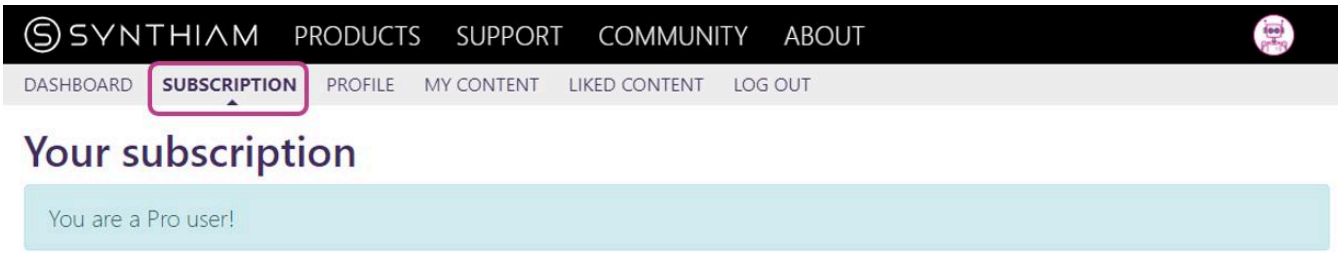
Managing Seats

View your subscription portal by pressing the Account option in the top right, and selecting Subscriptions from the menu. Here, you can view your subscription activity and manage seats assigned to the license.
The name of each computer is displayed. Pressing the Revoke button will remove the computer from the license.
Steps - manage seats from a web browser

1. In ARC on the main PC, open the Help tab click Manage Subscription.This opens your subscription portal. (You can also open the portal directly at: https://synthiam.com/Account/Subscription)
2. Sign in with the account that owns the subscription.
3. In the subscription portal you will see a list of assigned seats (computer names).Locate the main PC entry that is currently consuming a seat.
4. Click the Revoke / Release Seat Token button for that computer to free its seat.The seat is immediately released and becomes available to activate on another machine.

Manage Subscription

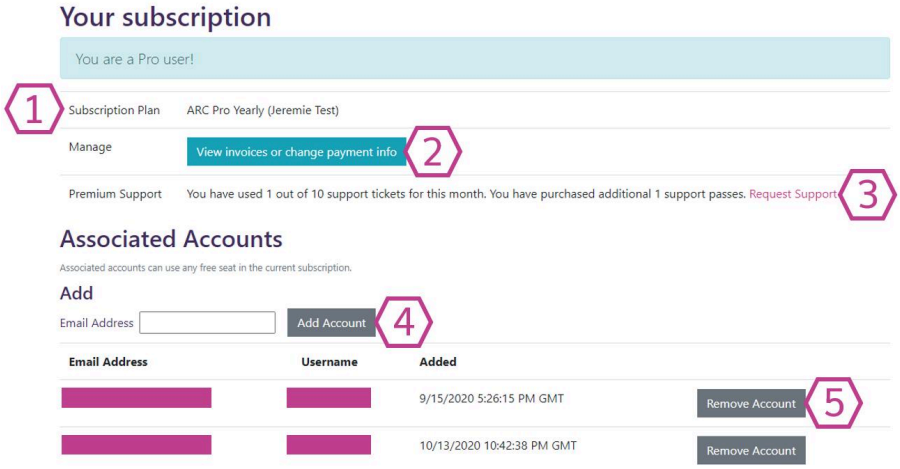
Use the subscription portal under your account settings to manage your ARC subscription on the website.

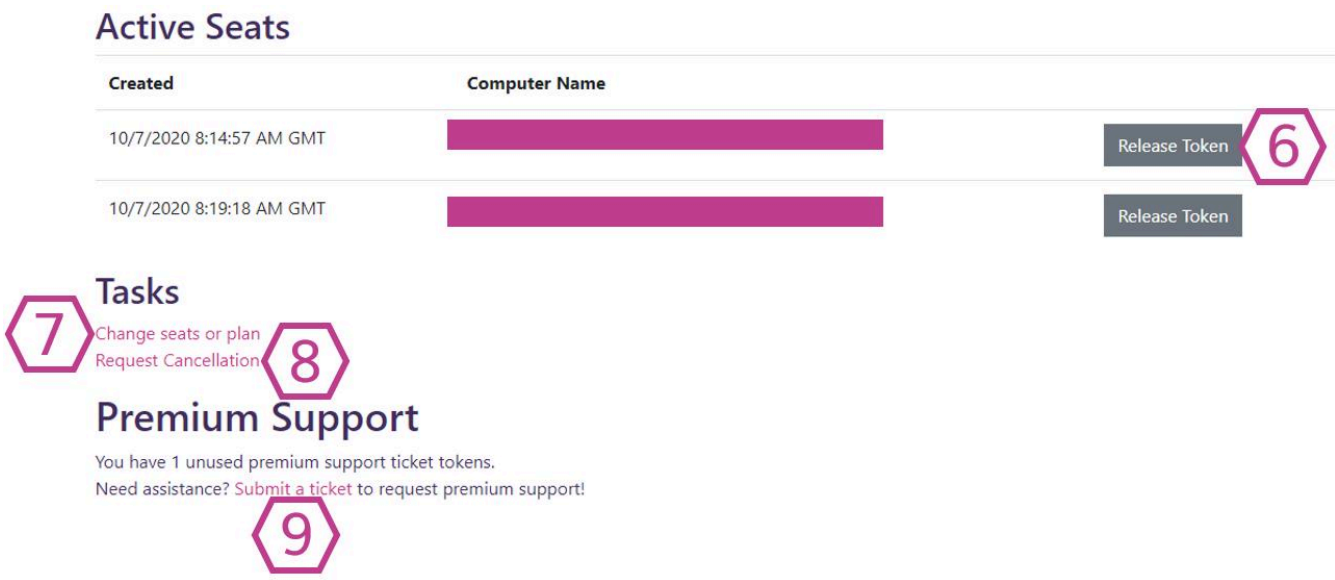


Subscription Portal

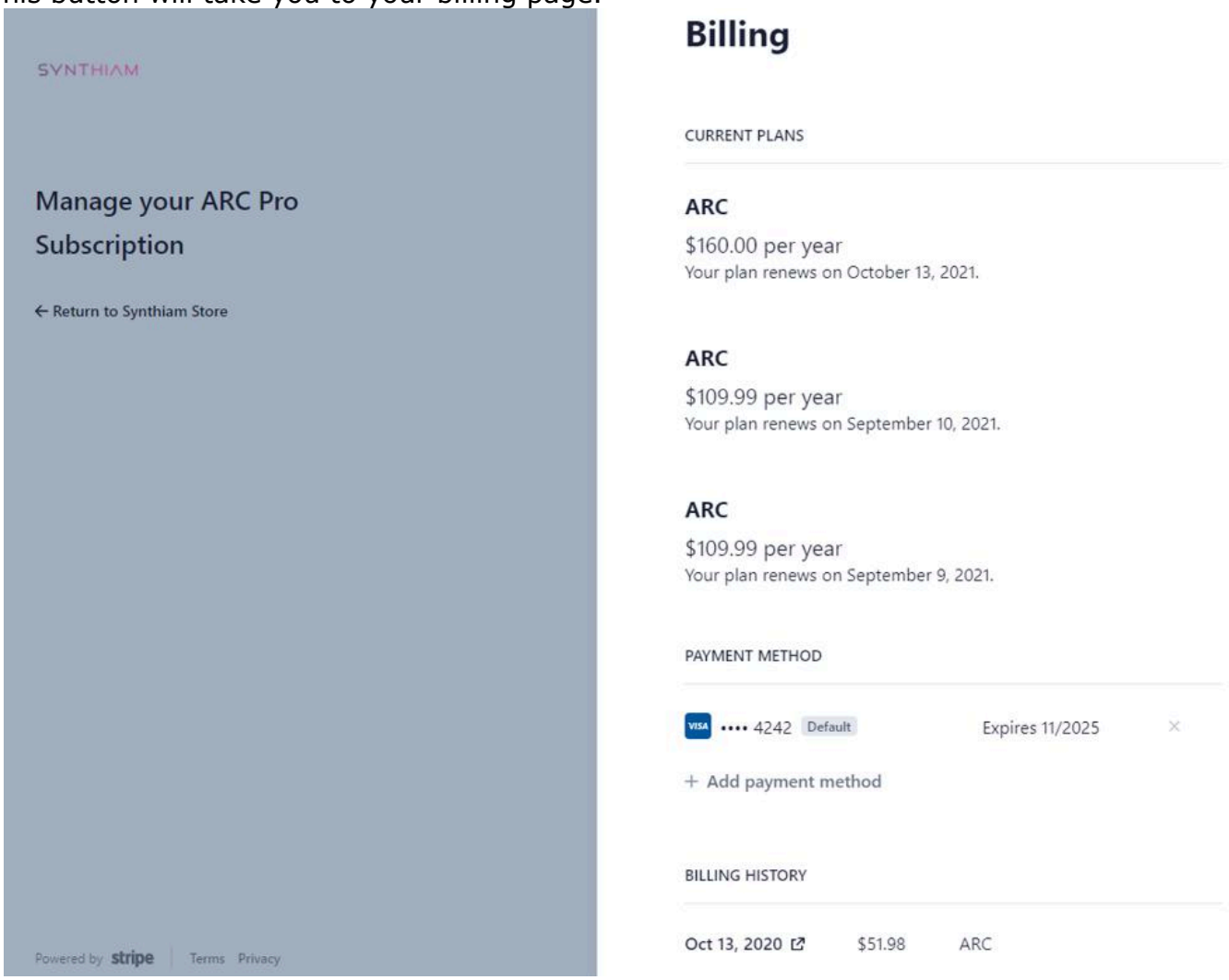
Within ARC, you can manage ARC subscriptions using the Help tab in ARC and clicking the "Manage Subscription" button.

From the subscription portal, you can manage several things:





1. Your Subscription Plan
Your Subscription plan shows how many seats you have subscribed to under your account. Your plan is always adjustable (via the Product page) if you want to add or remove seats from your Subscription.
2. View invoices or change payment info Button
This button will take you to your billing page.



Here you can see the plans you have subscribed to, view your payment methods (and add a new one), and view your billing history.

4. Add Associated Account Button
This button lets you add other people or email addresses as associated accounts to use your subscription seats.
5. Remove Associated Account Button(s)
These buttons let you remove associated accounts from your Subscription. This will terminate the access of these accounts to your Subscription.

6. Release Seat Token Button(s)
These buttons will allow you to remove a seat token that your account or an associated account has activated. Each claimed token will take an available subscription seat.
7. Change Seats or Plan Link
Pressing this link will take you to the Plan page to change your Subscription. However, you cannot change your plan or seat count online. You will be directed to contact us, and we will make the appropriate changes manually for you.
8. Cancel Unsubscribe from Subscription
This link will take you to the Cancellation page to allow you to cancel or unsubscribe from your Subscription. If you are considering cancellation, don't hesitate to contact us before you go. If the cost is too high, we can always work something out. We want to ensure you always have a positive experience and continue making the world a better place through robotics!

Activating & License Cache

Force Activate Subscription

If using ARC Teams, you can force a subscription update. Otherwise, you will not be prompted for a subscription until a project is loaded that exceeds the Free edition requirements. By doing this, it will remove the upgrade advertising banners.

License Cache

ARC stores a local subscription license cache on the file system, so you may load the software without an internet connection. The cache license file is valid for 14 days before requiring renewal.
The ARC option preference "*Enable Auto Subscription Refresh*" is enabled by default, which refreshes the local cache every hour when an internet connection is available.
Use the "*Refresh Subscription Cache*" button to force refreshing to ensure your ARC local subscription cache is updated.
Moving the subscription cache to update is helpful in preparation before using a robot without an internet connection for an extended period.
However, if a computer will never have internet connectivity, consider using the ARC Runtime edition.

The subscription cache will be automatically updated when there is an internet connection. The ARC "Enable Auto Subscription Refresh" option is enabled by default. To change this setting, visit the Options -> Preferences menu.

Learn More About ARC Editions

There are occasions when an internet connection is not available for some users. Using ARC without an internet connection will depend on the type of EZB used with ARC. Some EZB's, such as EZ-Robot EZB controllers, support WiFi connectivity.
A computer with a single WiFi adapter may not have an internet connection when connected to the EZ-Robot controller.
If using a WiFi EZB, consider adding a second USB WiFi adapter or ethernet internet connectivity.
Many Robot Skills also require internet connectivity.
Controllers that support USB, such as Arduino, do not need a WiFi adapter and maintain the PC's internet connectivity.

View ARC Compatible EZB Controllers