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I. Introduction

The Sprint Backup app allows you to back up your Android phone to the Sprint Cloud Drive. Choose how often you want to back up your device – daily, weekly, monthly or manually. Restore phone content from the Sprint Cloud Drive account. Set up automatic backups with easy to use setting options. This document will get you using the Sprint Backup app and provides a first look at the app’s main features.

1. Understanding the User Manual

- The user manual main sections are described below:

The User Manual sections include:

- Launch the Sprint Backup explains how the user accesses and launches the app.
- The Get Started section explains how to set up the app for your backups
- The Backup Landing screen section explains the Backup Landing screen functions.
- The Sprint Backup section explains how backup up your content.
- The Sprint Restore section explains how to restore to your phone the content you have backed up to the Sprint Cloud Drive account.
- The Backup Settings section allows you to choose the settings for backing up your phone’s content.

2. System Requirements

- This section displays the system requirements for running the mobile Android application

- Android OS 4.2 or higher
- Optimized for use on Android handsets
3. Supported Content Types for Backup

<table>
<thead>
<tr>
<th>Content Types</th>
<th>Backup From Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos</td>
<td>✓</td>
</tr>
<tr>
<td>Videos</td>
<td>✓</td>
</tr>
<tr>
<td>Music</td>
<td>✓</td>
</tr>
<tr>
<td>Contacts</td>
<td>✓</td>
</tr>
<tr>
<td>Calendar Events</td>
<td>✓</td>
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<tr>
<td>Documents</td>
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<tr>
<td>SMS messages</td>
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<tr>
<td>MMS messages</td>
<td>✓</td>
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<tr>
<td>Call log</td>
<td>✓</td>
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<tr>
<td>Wallpaper</td>
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</tbody>
</table>

4. Supported Content Types for Restore

<table>
<thead>
<tr>
<th>Content Types</th>
<th>Restore To Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos</td>
<td>✓</td>
</tr>
<tr>
<td>Videos</td>
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<td>Music</td>
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<td>Contacts</td>
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<td>Calendar Events</td>
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<td>Documents</td>
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<td>MMS messages</td>
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<tr>
<td>Wallpaper</td>
<td>✓</td>
</tr>
<tr>
<td>Call log</td>
<td>✓</td>
</tr>
</tbody>
</table>
II. Launch Sprint Backup

➢ This section explains how to access, install and launch the Sprint Backup the first time via the VPL app.

On Android devices, the Sprint Backup app is pre-loaded onto many Sprint devices and the app icon appears on the mobile phone in the app tray. If your device does not have the Sprint Backup up pre-loaded, you can open the Google Play store app and install the app form the store.

1. Tap the Sprint Backup app icon.
2. An introductory screen appears with a button to install the app.
3. Tap the button.
4. The Phone will open the Google Play store application.
5. Search the store for ‘Sprint Backup’.
6. Install or update the application.
7. When the installation is complete the Sprint Backup app icon will appear in the list of apps on your mobile device home screen or apps tray.

You are now ready to begin using the Sprint Backup app.

1. Tap the Sprint Backup app icon.
2. An introductory screen appears with a list of benefits of the app.
3. Tap Continue to continue to the Select Protection Plan screen.
4. The Select Protection Plan screen appears with the different options.
   Each Protection Plan option includes a brief description of the plan and the cost.
   The options offered are as follows:
   • Basic Unlimited
   • Premium +10GB (Default selection)
   • Premium +20GB
   • Premium +100GB
5. Tap on one of the options to select it. A check mark appears by the selected Protection Plan. Tap Next to continue.
6. The Summary screen appears.
   The Summary screen displays the following:
   • The selected Protection Plan, the plan description and cost.
   • The option to allow auto upgrade of the plan on exceeding the available storage space.
   Tap Yes to allow the auto upgrade purchase when your storage capacity is reached or No.
Thanks to manually upgrade the Protection Plan when needed. Please note that if your storage is full your app will not protect any new content on your device.

7. Tap **Agree and continue** to continue to the **End User License Agreement** (EULA) screen.
   - Tap **Agree and continue** on the EULA acceptance screen to continue.
   - If **Decline** is selected, the app automatically closes.

Note: **Agree** must be selected in order to continue the initial setup.

8. After tapping **Agree and continue**, the **Get Started** screen appears.
III. Get Started

- The next step shows screens that introduce how the application works. These screens appear only the first time after setting up the app. The steps allow the user to set up the app features.

1. **Get started**: The first screen shows a description of how the app works.

2. **Name This Phone’s Backup**: Enter the phone’s name and tap **Next**.
   
   Note: The phone name is used as the backup folder name on the Sprint Cloud Drive account.

3. **Choose Content Types to Back Up**: Select the content for the backup.
   
   Tap the button by the content type to select **Yes** or **No**.
   
   Tap **Next** to continue the app setup.

   **IMPORTANT**: If the purchased Protection Plan does not include enough space to back up the content that is chosen, then an **Upgrade Protection Plan** window appears. The following choices are available:

   a) Purchase an upgrade to the current Protection Plan that provides additional space that will allow the backup of the chosen content to proceed.
   
   Tap on one of the Protection Plans to update and continue with the initial setup.

   b) Keep the current Protection Plan and change the content to backup so that the content size will not exceed the available space on the purchased Protection Plan.

4. **Set Automatic Backup Schedule**: The next step sets up the schedule for the backup.
   
   - **Frequency of Automatic Backup** – Select how often the backup should be done.
   
   - **Time** – Select the starting time for the backup.

5. Tap **Next** to continue the app setup during **Power Saving Mode**.

6. **Allow Backup in Power Saving Mode**: For Android phones – Tap **Settings** then **Yes** to allow backup when the phone is in Power Saving mode.
   
   This option will only appear on Android devices running Android 6.0 (Marshmallow) or later

6. **App Orientation**: The last step introduces the Backup Landing screen with a brief intro to the main functions of the app: **Backup, Restore, Settings**
Get Started screen

Phone Name screen

Android: Select Content screen

Android: Upgrade Protection Plan
Backup Schedule screen

Android: Power Save screen

App Orientation screen
IV. Backup Landing Screen

This section explains the Backup Landing screen functions.

The Sprint Backup Landing screen is the entry point into all the main functions of the app. The Backup Landing screen allows you to back up your Android phone content to the Sprint Cloud Drive, restore phone content from the Sprint Cloud Drive account, change backup settings, change users and see your backup summary report.

The purchased Protection Plan and amount of available storage space appears on important screens throughout the app on the top bar.

After the first setup, the next time you run the Sprint Backup app, the Backup Landing screen appears, with the Backup option selected by default.

1. The following information is displayed on the Backup Landing screen:
   - **Backup Status**: Displays the date and time of last backup.
     Tap View Backup Report to see the backup details of the date, time, content, number of files backed up per content item.
     Tap View Details to view the details of the Backup.
   - **Backup Schedule**: Displays the date and time for the next scheduled backup.
     Tap Adjust Backup Schedule to change the date and time for the next backup.
     The Set Automatic Backup Schedule screen appears. The upcoming backup frequency and time can be adjusted.
   - **Backup Content**: Lists the selected content for the next backup.
     Tap Adjust Content Types to change the content to be backed up.

2. The following buttons appear on Backup Landing screen:
   - **Backup**: This is the default screen when opening the app. The previous and upcoming backup information is displayed (see above for details).
     Tap Backup now to begin the backup.
     See the Sprint Backup section for more details.
   - **Restore**: Tap Start Restore Now to restore your backed up content to your phone.
     See the Restore section for more details.
   - **Settings**: The Settings screen allows you to view the following information:
     - Content to back up
- Backup Schedule
- Protect Cloud files
- While charging only
- Over Wi-Fi only
- About Sprint Backup.

See the Settings section for more details.

- Help: Tap the Help button to open the online Help.

**Note:** To begin a Backup manually any time, tap the **Start backup now** button.
V. Sprint Backup

This section explains the process of backing up your phone.

1. Backup

The Backup tab on the Backup Landing screen allows you to back up content immediately to the Sprint Cloud Drive account in a few easy steps.

Note:
Sprint Backup backs up your media and data in a particular location and format on the Sprint Cloud Drive, and always expects that same setup in order to function properly. Files and folders in this backup location should not be added to, deleted, edited, or otherwise modified. Doing so may disrupt the expected format causing Sprint Backup to not function properly.

BACKUP DETAILS

1. Select the Back Up tab on the Backup Landing screen if it is not already selected.
2. The following Backup information and settings appear:
   a. The Last backup details appear on the top of the screen.
      • Tap View Backup Report to see the following information:
         − The date and time of the last back up. the last backup was done
         − If the last back up was competed successfully.
         − The content that as backed up: The type of content is listed with the number of files for each type.
      • Tap View Details to see the details of the backup. Tap Back to return to the previous screen.
      • Tap Close to exit and return to the Backup Landing screen.

         Note: Content that was backed up successfully displays a ✔ check mark.
         Content that was not successfully backed up displays an ! exclamation point.
   b. The Next scheduled backup details appear displaying the current setting for backup frequency and time.

      Tap Adjust Backup Schedule to change the schedule for the backup.

      The following options appear:
      • Frequency of Automatic Backup: Tap to open a window with the display of the options for backup. Tap one of the following options to select it.
         − Daily – backs up the phone once a day
         − Weekly – backs up the phone once a week
- **Monthly** – backs up the phone once a month
- **No Auto Backup** – no scheduled back up. Back manually by pressing the Back up now button when needed.
- **Cancel** – returns to the Set Automatic Backup Schedule screen without changing the setting.

- **Time**: Tap to open a window with the display of the current selected time.
  - To adjust the time:
    - Tap the **hour** and adjust the clock to set the hour.
    - Tap **minutes** and adjust the clock to set the minutes.
    - Tap **AM** or **PM** to select.
    - Tap **SET** to save the settings and exit the window or tap **CANCEL** to exit the return to the previous screen without changing the settings.

After the Frequency and Time have been set, tap **OK** to return to the Backup Landing screen.

c. The **Content to back up** details appear displaying the current setting for what will be backed up.
   - Tap **Adjust Content Types** to open a window with the display of content types.
   - To set the content to back up: Tap **YES** by the type to select it or **NO** to deselect it.
   - The following content types are listed for backup:
     - Photos, Videos, Music, Documents, Contacts, Events, SMS, MMS, Call Log, Wallpapers

After the Content Types have been selected, tap **OK** to return to the Backup Landing screen.
Android: Set Automatic Backup Schedule  Android: Set Time  Android: Select Content

**BACK UP NOW**

1. Select the **Back Up** tab on the **Backup Landing** screen if it is not already selected.

2. Tap **Back up now** to begin the backup.

3. The Sprint Backup progress window opens. The following information is displayed:

   - **Progress Bar:**
     - **Extracting** appears as the files are being extracted.
     - **Backing up** then appears with the current amount of files shown as it is being backed up.

   - **Backing up file 15 of 45**

   - **Content Status:**
     The list of content being backed up is shown with the status icon for each content type during the backup process. The status icons appear as below:
     - Items in the process of being extracted (continuous moving yellow circle)
     - Queued items
- Items in the process of being backed up
- Items completed backup successfully
- Items that the backup has been stopped

4. After the Backup is complete, the Backup Log Report is displayed. Tap View Details to see a summary of the backup or tap Close to return to the Backup Landing screen.

5. To stop the backup while in progress, tap the Stop button.
   A confirmation window appears asking ‘Are you sure you want to stop backing up?’
   Tap YES to stop the backup, or tap NO to continue backing up.
   If the backup is stopped, the content status displays ‘Stopped’ by the content that was not backed up.
   Note: The Backup Report and details display that the backup was stopped and the status of the content backup.

2. Scheduled Backups with Notifications
   1. A notification appears in the Notification panel while a backup is running. The notification displays the backup progress bar.
   2. Tap the notification to open the app’s Backup progress screen to view progress or to cancel the backup. If the backup was canceled or was not successful, the notification will open the Backup summary screen.
      Note: The notification disappears from the Notification panel when the backup is completed successfully.
   3. IF there are any errors during a backup or a backup cannot be run, the notification will contain this information. More details can be seen by tapping the notification to open the app backup summary screen.

3. Backup Progress
   1. When a backup is running, the Backup progress screen appears showing the transfer status while the content is being backed up. You have the option to cancel anytime by selecting the Stop button.
   2. Data types:
      Contacts, Events, MMS, SMS, Wallpaper, and Call Log are considered to be ‘Data’ types in the app.
The app takes all the data on your phone (of each selected data type), backs up and replaces it each time on the Sprint Cloud Drive account.

a. **Data types status:**
   i. **Extracting:** The app extracts first all the items for each selected data type, saves the information into a file and then zips it.
   ii. **Queued:** The data type is waiting for the upload to start.
   iii. **Backing up:** The data type is uploading to the Sprint Cloud Drive.
   iv. **Backed up:** The upload is complete.

b. **Media files:**
   Photos, Music, Videos and Documents are considered to be ‘Media’ types in the app.

   **Media types status:**
   i. **Extracting:**
      The app checks all the media types on the phone and identifies new or modified files since the last backup. In addition it checks if any other files of those types are missing on the Sprint Cloud Drive.
   ii. **Up To Date:** There are no new or modified files on the phone.
   iii. **Media type numbers (i.e. 2 of 24):** The number of files uploaded so far and the total number of files ready for upload.

c. **First Progress bar:** Displays what percentage of files has already been uploaded.

d. **Second Progress bar:** Displays what percentage of the currently uploading file has already been uploaded.

4. **Backup Summary**

1. **Backup summary:** The **Backup summary** screen appears when the backup is done. The **Backup summary** lists the backup date and general status, media type names, numbers or status.

2. The last **Backup summary** is also available by tapping **View Backup Report** on the Backup Landing screen.
   a. **Backup date:** Displays last backup date.
   b. **General backup status:** Displays backup status such as succeeded, cancelled by user, network error or insufficient space.
   c. **Data types status:**
      i. **Stopped:** The backup was stopped.
      ii. **Error:** Error status is if there was a problem uploading.
iii. **Completed Successfully**: The files were backed up successfully.

d. **Media types status**:
   
i. **Media type numbers (i.e. 2 of 24)**: The number of files of that media type uploaded out of the total number of files of that media type ready for upload.
   
   ii. **Up To Date**: There are no new or modified files on the phone.
   
   iii. **Cancelled**: The backup was stopped.

e. **Protected Cloud Files**:
   
i. ‘**Cleaned up**’ text is displayed with the number of files removed from the Sprint Cloud Drive account by the syncing process.

5. **Not Enough Storage**

Before a backup begins, if there is not enough available storage to back up as per the purchased Protection Plan, a screen appears with options to assist with continuing the backup. Sprint Backup will not protect your content until one of these options is performed and the app can backup your content.

- **Upgrade Protection Plan** – Purchase a Premium Protection Plan with more storage to allow for backing up the selected content.

- **Revise Content to Backup** – Change the selected content to back up so that the content being backed up will not exceed the purchased storage available for the backup. The content types that are turned off will not be protected.

- **Manage Stored Backups** – Delete previous backups in order to create more storage for new backups.
This phone cannot be backed up because there is not enough storage available.

Available storage: 10 GB
Required storage: 14.3 GB

- Upgrade storage plan
- Revise content to backup
- Manage stored backup
VI. Sprint Restore

➢ The Sprint Restore option allows you to restore your content from the Sprint Cloud Drive account to your phone

1. Restore Settings

1. From the Backup Landing screen, tap the Restore tab to open the Restore Landing screen.

The window displays the option to View Restore Report (summary of previous restored content) and instruction of what needs to be done to restore your content to the phone.

2. Tap Start Restore Now to begin the process for restoring your content.

3. Select a phone backup to restore from:

Select one of the listed phone names to restore from and tap Next.

Note: To return to the Backup Landing screen tap Back.

4. Select content to restore:

After tapping Next, the Select content to restore window opens with the list of content that has been backed up.

Note: The list includes all backed up phones on the Sprint Cloud Drive.

- Tap on the On/Off slider to select (green) or deselect (gray) the content to be restored.

Note: The list of restore content types that appears is only of the ones that were backed up for the selected phone.

Content types:

- Contacts
- Events
- Videos
- Photos
- Music
- Documents
- MMS (restore only to Android phones)
- SMS
- Call Log (restore only to Android phones)
- Wallpaper (restore only to Android phones)

5. After selecting the content to restore, tap Next to begin restoring the content.
2. **Restore Progress**

1. **Restore progress**: After defining the restore settings, the next screen that appears shows the transfer status while the content is being transferred to your phone. You have the option to cancel anytime by tapping the **Stop** button. A confirmation window appears.

   Note: Please do not exit the **Sprint Backup** app while a restore is running, open another app, or put the Sprint Backup app in the background while a restore is in progress. Exiting the app may stop the restore process.

   a. **Data types**: Contacts, Events, MMS, SMS and Call Log, and Wallpaper are considered to be ‘Data’ types in the app. The app takes all the data on the Sprint Cloud Drive account (of each selected data type), restores and replaces it each time on your phone.

   b. **Data types status**:
      i. **Extracting**: The app gets the zip file to be downloaded to the phone.
      ii. **Queued**: The data type is waiting for the download to start.
      iii. **Downloading**: The data type is downloading to the phone.
      iv. **File type numbers** (i.e. 2 of 24): The number of data items saved to the phone out of the total number of items to restore.

   c. **Media files**: Photos, Music, Videos and Documents are considered to be ‘Media’ types in the app.
      i. **Extracting**: Getting the list of files of each media type from the Sprint Cloud Drive to be downloaded.
      ii. **Media type numbers** (i.e. 2 of 24): The number of files of that media type downloaded so far out of the total number of files of that media type to be downloaded.

   d. **First Progress bar**: Displays what percentage of files has already been downloaded.

   e. **Second progress bar**: Displays what percentage of the currently downloading file has already been downloaded.

2. **Restore Summary**: The **Restore summary** screen lists the restored date, general status, restored media type names, numbers or status.

   a. **General restore status**: Restore is completed, stopped by user, network error or insufficient space.

   b. **Data types status**:
      i. **Stopped**: The Restore was stopped.
      ii. **File type numbers** (i.e. 2 of 24): The number of data items saved to the phone out of the total number of items to restore.
c. **Media types status:**
   
   i. **Stopped**: The Restore was stopped.
   
   ii. **Media type numbers** (i.e. 2 of 24): The number of files of that media type downloaded out of the total number of files of that media type to be downloaded.

### 3. Restore Notifications

1. A notification appears in the **Notification panel** while the restore process is running. The notification displays the restore progress bar.

2. Tap the notification to open the **Restore progress** screen in the **Sprint Backup** app to view progress or to cancel. If the restore was canceled or was not successful, the notification will open the **Restore summary** screen (for more information see the **Restore Progress** section).

   Note: The notification disappears from the Notifications panel when the restore is completed successfully.
VII. Backup Settings

The **Settings** options allows you to change the backup settings. Tap the **Settings** tab on the Backup Landing screen to go to **Settings** window.

The following Settings appear:

**BACKUP PROTECTION PLAN**

Tap **Backup Protection Plan** to open a screen that displays the following:

- **Protection Plans**: Listed are the Protection Plans that are available with the current Protection Plan highlighted. Tap a Protection Plan to purchase and change the current plan.
- **Auto Upgrade**: To allow for auto upgrade when more storage is needed, check the ‘Allow auto upgrade of the plan’. This will automatically upgrade the Protection Plan during a backup when there is not enough storage available.

**MANAGE STORED BACKUPS**

Tap **Manage Stored Backups** to open a screen that displays the list and sizes of previous backups. Managing Stored Backups allows for the deletion of backups. When needed, this can help to free up space for upcoming backups.

Tap the **Delete (Trash) icon** to delete a backup.

Note: once a previous backup is deleted, it’s content will no longer be protected and you will no longer be able to restore content from that backup.

**CONTENT TO BACK UP**

Tap **Content to back up** to open the window with the list of content that can be backed up.

- Tap **Yes/No** to select or deselect.
- Content types include:
  - Contacts
  - Events
  - Videos
  - Music
  - Photos
  - Music
• Documents
• MMS
• SMS
• Call Log
• Wallpaper

- Tap OK to save the chosen backup content.

See the Sprint Backup section for more details.

### BACKUP SCHEDULE

Tap **Backup schedule** to open the window with frequency and time settings.

- Tap **Frequency** of Automatic Backup to change the frequency.
  Setting options include: Daily, Weekly, Monthly, No Auto Backup
- Tap **Time** to adjust the scheduled time for the backup.
  Setting options include: Hours/Minutes, AM/PM
- Tap **OK** to save the schedule settings and return to the Settings screen.

See Sprint Backup for more details.

### PROTECT CLOUD FILES

When files are deleted from your phone, the files can be kept on the Sprint Cloud Drive and protected, or the files can be deleted from the Sprint Cloud Drive as per the content on the phone. Tap **Yes** or **No** to select the setting.

- **YES:**
  To keep all content without deleting those files on the Sprint Cloud Drive that have been deleted from the phone after being backed up, tap **YES**. The files backed up previously on the Sprint Cloud Drive will be protected and not deleted during upcoming backups. The end result of the backup will be that the Sprint Cloud Drive content includes the accumulate files from each backup. No files are deleted during the backup, even if on the phone files were deleted. The default is set to **YES**.

- **NO:**
  To synchronize the Sprint Cloud Drive with your phone, tap **NO**. This means that any files deleted from your phone will be removed from the Sprint Cloud Drive account. The end result of the backup will be that the Sprint Cloud Drive backup will always protect your latest snapshot of your phone’s content.

**WHILE CHARGING ONLY**
Select the option to back up content while charging your mobile device. Tap **Yes** or **No** to select the setting.

- **YES:**
  The backup begins only when the phone is charging. If selected and the phone is not being charged the backup will not take place.

- **NO:**
  The backup begins without the phone being charged. This is the default selection.

**OVER WI-FI ONLY**
Select the option to backup content only when connected via Wi-Fi.
Tap **Yes** or **No** to select the setting.

- **YES:**
  The backup begins only when the phone is connected to Wi-Fi. If selected and the phone is not connected to Wi-Fi the backup will not take place.

- **NO:**
  The backup begins without the phone being connected to Wi-Fi. This is the default selection.

**ABOUT SPRINT BACKUP**
Tap **About Sprint Backup** to display the following information:

- Terms of Service
- Open Source Licenses
- Rate Sprint Backup: Opens the Play Store and allows rating of the Spring Backup app.

**CANCEL SUBSCRIPTION**
This screen displays information about the current subscription.
Tap **Cancel Subscription** to cancel the subscription. You will see a popup notification that the backed up data will be maintained and protected for 30 days. If you re-subscribe within 30 days you will be able to continue backing up and restoring form your protected content. After 30 days all content from the canceled subscription is deleted from the Sprint Cloud Drive and no longer protected. If you subscribe after 30 days you will not be able to restore form your previously protected content.
Appendix

**Intellectual Property:** All Intellectual Property, as defined below, owned by or which is otherwise the property of Hyperlync Technologies, Inc. or its respective business partners relating to Sprint Backup, including but not limited to software relating there to, is proprietary to Hyperlync Technologies, Inc. and protected under federal laws, state laws, and international treaty provisions. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, and related documentation and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with Hyperlync Technologies, Inc. and its business partners.