



## SOFTWARE ENHANCEMENT PACKAGES

FUTURE UPGRADES TO NEWER  
VERSIONS OF VICONNET SOFTWARE

**IMPORTANT** information to consider if you have, or are considering purchasing, a video surveillance system powered by ViconNet video management software.

Vicon products boast an impressive track record of consistent performance and reliability, and you should feel confident that your investment in a ViconNet system will serve you well for years to come. However, as technology continues to evolve, so will the capabilities of ViconNet. That's why you may want to consider purchasing a Software Enhancement Package that, for a small cost, provides you with any upgrades to newer versions of ViconNet software that may be released in the coming year. Packages may be purchased at a significantly reduced initial price only at the time your system is purchased\*. Following the one-year introductory period, you can continue to renew your Enhancement Package on a yearly basis and rest assured that any future upgrades will be available to you at a reduced price.

\*60-day grace period applies.

**Enhancement Packages are available for purchase for the following products:**

**Model:**

**VN-KE-SE**  
**VN-KPR-SE**  
**VN-KN-SE**  
**VN-SW-1000-SE**  
**VN-SW-500-SE**  
**VN-NVR-SE**

**Enhancement Package For:**

**Kollector Elite Recorders**  
**Kollector Pro Recorders**  
**Kollector Network Server**  
**VN1000 Software**  
**VN500 Viewer Software**  
**Network Video Recorder**

For additional information, including pricing, contact your Vicon Sales Representative: **1-800-34-VICON**. Additional information on ViconNet and ViconNet related products may be found at [www.vicon-cctv.com](http://www.vicon-cctv.com).

## FREQUENTLY ASKED QUESTIONS:

**Q: What is an Enhancement Package?**

**A:** An Enhancement Package provides you with any patches or major revisions to the ViconNet software that you are currently using. It does not include any new software modules that are separate from the basic ViconNet management software, such as “plug-ins” or “clients” that enhance the function of the basic system.

**Q: Is there any reason to consider purchasing Enhancement Packages for some licenses within my system but not for others?**

**A:** Not really. If you choose to upgrade your system, you will need to upgrade all components to the same version and revision in order for them to interface with each other correctly. Therefore, you really should consider participation in the program with an “all or nothing” approach.

**Q: On what date does the Enhancement Package become effective?**

**A:** It becomes effective the day your products ship. This differs from the Vicon product warranty that begins once you have beneficial use of your system.

**Q: What will I receive upon purchase of an Enhancement Package?**

**A:** Each Enhancement Package you purchase corresponds one-to-one with the licenses of ViconNet software installed on various components of your ViconNet-based system. As such, you will receive a certificate for each purchased Enhancement Package that indicates the component to which it applies. The certificate will also indicate the package’s “activation date.” Packages expire one year from this date and must be renewed prior to expiration in order to remain in continuous effect.

**Q: How will I be notified if any software patches or revisions become available during the time my package is in effect?**

**A:** Vicon dealers will be made aware of the availability of patches or revisions as soon as they are released. Dealers will also be provided with a list of currently active Enhancement Packages that were purchased by customers through them. It will be the responsibility of your dealer to contact you and make sure that arrangements for installation of the upgrade occurs in a timely manner. Note that any associated costs of physically installing the upgrade are not covered by the Enhancement Package and are at the discretion of the dealer.

**Q: Will I receive a reminder notification when my package is up for renewal?**

**A:** Vicon dealers will receive a monthly report of packages they sold that will be up for renewal within the next 60 days. It will be their responsibility to follow up with customers accordingly.

**Q: If I chose not to renew a package after one year, can I renew it at some later date?**

**A:** Yes...as long as a new patch, revision or version has not already been released during the period your coverage has lapsed. If it has, you will need to purchase those items at standard price. Once your system is fully upgraded to the most current versions, you will then have the option to reactivate your Enhancement Package at the renewal price.

**Q: How many “back versions” of ViconNet will Vicon continue to support?**

**A:** At the current time, it is Vicon’s policy to provide full support for the most current version of ViconNet software as well as the preceding version. For example, with the release of ViconNet 4.0, customers operating under 3.0 will still have the ability to expand their existing systems by purchasing additional ViconNet 3.0 licenses. Expansion will not require the upgrading of entire systems to 4.0 unless customers choose to do so. Shipments of ViconNet 3.0 will cease with the release of ViconNet 5.0. This policy is currently in effect but is subject to change without notice.