



## 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 should consider purchasing a Software Enhancement Package that provides you with free upgrades for any major revisions to ViconNet software that may be released in the coming year. Packages may be purchased at anytime, as long as your system is running the currently released version of ViconNet, and are priced well below the cost of an upgrade. A separate Package is required for each ViconNet license.

Plus, Vicon offers special, steeply discounted initial pricing for the Enhancement Package, available only at the time your system is purchased, as well as reduced pricing for annual Package renewals. Insure that your ViconNet investment remains current by purchasing Software Enhancement Packages for your entire system and rest assured that any future upgrades will be available to you free of charge.

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

<b>Model:</b>	<b>Enhancement Package For:</b>
<b>VN-KE-SE</b>	<b>Kollektor™ Elite Recorders</b>
<b>VN-KPR-SE</b>	<b>Kollektor Pro Recorders</b>
<b>VN-KN/KL-SE</b>	<b>Kollektor Network Servers/ Kollektor Lite Recorders</b>
<b>VN-SW-1000-SE</b>	<b>VN1000 Software</b>
<b>VN-SW-500-SE</b>	<b>VN500 Viewer Software</b>
<b>VN-NVR-SE</b>	<b>Network Video Recorders</b>
<b>VN-VMC-SE</b>	<b>Virtual Matrix Controllers</b>
<b>VN-VMC-SW-SE</b>	<b>Virtual Matrix Software</b>

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).

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## FREQUENTLY ASKED QUESTIONS:

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

**A:** Purchasing an Enhancement Package is like purchasing a one-year insurance contract. It guarantees that if a major revision to ViconNet software is released during the time that your Enhancement Package is in effect, you will receive a free upgrade. Each year, the Enhancement Package must be renewed in order to keep it in effect. The type of package you purchase depends upon your situation. Coverage is the same for all three packages but pricing differs.

**Initial Enhancement Package:** Available at a steeply discounted price, this package is available only at the time you purchase a new ViconNet system.

**Renewal Enhancement Package:** If you have previously purchased a Package, you may continue your coverage without interruption by purchasing a Renewal Enhancement Package. Available at a significant discount off the standard price, it must be purchased before your current Package expires and will provide coverage for an additional year, effective the day the first Package expires.

**Standard Enhancement Package:** May be purchased at any time as long as your system is operating with the currently released version of ViconNet software.

**Q: Is there a financial incentive to purchase an Enhancement Package?**

**A:** Yes. You'll receive the best overall discount if you purchase an Enhancement Package at the time you purchase your ViconNet system and continue to renew each year. However, even if you decide to purchase a Standard Package at a later date, the price of the Package is still less than that of an upgrade. Remember, once a new version is released, you will need to purchase an upgrade before you may purchase an Enhancement Package. Packages are only available to customers running the currently released version of ViconNet.

**Q: Do I need to purchase separate Enhancement Packages for all the licenses in my system?**

**A:** Yes. If you want to receive free upgrades for your entire system, you will need purchase an Enhancement Package for each license. Since all components within a ViconNet system must be operating with the same version of software, there would be no reason to purchase Enhancement Packages for only some of the licenses within a system.

**Q: I do not currently have an Enhancement Package in effect. If I upgrade to the next version of ViconNet, can I purchase an Enhancement Package at the same time?**

**A:** Absolutely. In fact, Vicon offers a specially priced package that combines both an upgrade and an Enhancement Package valid for one year from the date of shipment.

**Q: What if I need to upgrade by two versions in order to bring my system up to the currently released version of ViconNet? Can I purchase one upgrade, buy an "Enhancement Package," and then use the Package to upgrade for free to the currently released version?**

**A:** No. You will need to purchase an upgrade for each level. Vicon offers a special price for this "double upgrade" but it should not be confused with purchasing an Enhancement Package. There is also a special package that provides a double upgrade, plus an Enhancement Package that may be used for a free upgrade during the following year.

**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, which begins once you have beneficial use of your system.

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

**A:** Yes. Vicon will require that all ViconNet systems and Enhancement Packages are registered in the name of the end-user and the name of the installing dealer, allowing us to send both of you a reminder annually when your package is up for renewal. You should then contact your dealer to purchase it.

**Q: Does my current ViconNet Software Enhancement Package cover the Virtual Matrix Controller?**

**A:** No. It only covers the license for the ViconNet management software. Separate Enhancement Packages are available for the Virtual Matrix Controller. Similar rules apply in terms of price and eligibility to purchase. It also will not cover any additional "clients" or "plug-ins" that may be introduced in the future. Enhancement packages for such modules may be introduced at that time.

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

**A:** For each Package you purchase, you will receive a certificate that indicates the serial number of the product covered (i.e. Kollector or NVR) and the effective dates of the Package coverage. New certificates will be issued at the time a Renewal Package is purchased.