



The World's Most Widely Used Alarm Notification Platform in Industry and IIoT

WIN-911 Software Maintenance and Support

Starting from the time the software is licensed, each WIN-911 purchase includes six months of Software Maintenance and Support. Keeping your Software Maintenance and Support renewed enables you to receive live technical support, complimentary upgrades to the latest release of our products, license transfer/reactivations, AND continued access to WIN-911 Mobile (smartphone apps for WIN-911 Interactive and Advanced versions).

Live Technical Support

Live technical support requires a valid Software Maintenance and Support Agreement. Technical Support services included: Opening a support case through the Support Portal; Telephone support; Email support; Remote Assistance through TeamViewer.

Support Hours:

U.S. Office:

Monday through Friday 8 a.m. to 5 p.m. CST (GMT -05:00)

Phone: 800.331.8740 x3 or 512.326.1011 x3

Support Desk: <https://supportdesk.win911.com/support/tickets/new>

European Office:

Monday through Friday 08:00 to 17:00 CET (GMT +02:00)

Phone: +33 6 89 30 36 58

Email: steve.szabo@win911.com

The WIN-911 Support Portal, available through win911.com, is the most efficient method to log an issue and receive technical support.

<https://supportdesk.win911.com/support/tickets/new>

Customers with an expired Software Maintenance and Support Agreement who need live technical support will be asked to renew their agreement, or they can purchase one-time support for \$250 per issue.

Complimentary Upgrades

Complimentary upgrades are available for customers with a valid Software Maintenance and Support Agreement. Complimentary upgrades include:

WIN-911 Standard, Interactive or Advanced customers can upgrade at any time to the latest release of WIN-911. New releases are available quarterly.

WIN-911 Version 7 Pro, Basic, Lite customers can upgrade to the latest version (WIN-911 v7.17), AND they are eligible to upgrade to WIN-911 Standard or WIN-911 Interactive. WIN-911 Basic licenses upgrade to WIN-911 Standard and WIN-911 Pro licenses upgrade to WIN-911 Interactive. More details are available at win911.com. You can compare license levels at <https://www.win911.com/products/compare-products/>.

Customers with an expired Software Maintenance and Support Agreement who want to upgrade will be asked to renew their agreement.

License Transfers / Reactivations

License transfers and license reactivations require a valid Software Maintenance and Support Agreement. WIN-911 Standard, Interactive, and Advanced customers will submit their license requests through the WIN-911 License Activation page on win911.com.

<https://www.win911.com/win-911-license/>

WIN-911 Version 7 Pro, Basic, Lite customers will provide their license request through email.

Customers with an expired Software Maintenance and Support Agreement will be asked to renew their agreement, or they can purchase a one-time license transfer for \$100.

WIN-911 Mobile (Smartphone apps)

Interactive and Advanced customers using WIN-911 Mobile are REQUIRED to maintain a valid support agreement. Failure to do so will disable the Mobile app functionality.

WIN-911 Mobile provides notifications and remote access to WIN-911 systems with iOS and Android mobile devices by leveraging Microsoft's Azure cloud services. WIN-911 Mobile users will be provided with an account that allows your WIN-911 Mobile Gateway access to WIN-911 Mobile Cloud Services. Each Gateway account is unique to a WIN-911 installation.

Software Maintenance and Support Renewal

To ensure continued support for WIN-911, you will need to renew your Software Maintenance and Support Agreement. The first renewal date is six months from the date the WIN-91 license is issued. After that, the Software Maintenance and Support Agreement renews annually.

WIN-911 provides maintenance renewal invoices 90 days before expiration, again at 45 days, and at expiration. Renewal invoices are sent to the Software Maintenance and Support Contact provided to WIN-911 at the time of licensing. Support can be renewed anytime before expiration. The additional year(s) of support will always begin from the existing expiration date.

Pricing:

- WIN-911 Standard, Interactive, Advanced customers: **20% of total software cost annually.**
- WIN-911 Version 7 Basic & Pro customers: \$495.00 annually.
- WIN-911 Version 7 Pro customers with Mobile-911: \$595.00 annually.
 - Mobile-911 End-of-Life December 2021. Please upgrade to WIN-911 Interactive and the new WIN-911 Mobile platform. For more details, please see <https://supportdesk.win911.com/support/solutions/articles/24000052317-mobile-911-end-of-life-announcement>

Customers who have let their Software Maintenance and Support Agreement coverage lapse will pay retroactively up to the price of a new software license.

Software Maintenance and Support Agreement Renewal Pricing subject to change annually.

WIN-911[®]
SOFTWARE

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