Upgrading from Mobile-911 to WIN-911 Mobile

Mobile-911's "End-of-Life" occurs on December 21, 2021.

Although Mobile-911 may continue to run after each OS update, we can no longer ensure its stability, and consequently are no longer supporting it with bug fixes or patches. The services and technical support will cease on December 21, 2021.

Other key dates to note:

- **October 1, 2019:** WIN-911 Mobile app released
- **March 10, 2020:** Mobile-911 End-of-Life Announcement
- **March 16, 2020:** Mobile-911 no longer available for sale
- **September 2020:** Apple annual update

NOTE: We anticipate that changes made by Apple to both device software and backend services are likely to impact the functionality of Mobile-911 negatively. We will not make any smartphone app or system updates to Mobile-911. Mobile-911 may continue to work after this time up until December 21, 2021 – End-of-Life.

Introduction

WIN-911 Mobile is an all-new and separate product from the original Mobile-911. WIN-911 Mobile will not automatically upgrade your existing Mobile-911 app, and it will require configuring within WIN-911. Existing Mobile-911 users can move to the new WIN-911 Mobile app when they are ready.

The purpose of this document is to help existing Mobile-911 users understand what will be required to make a move to the new WIN-911 Mobile app.

Topics:

- WIN-911 Mobile Requirements
- What is different between Mobile-911 and WIN-911 Mobile?
- The additional information you need to know before upgrading?
- Steps to Upgrade.

WIN-911 Mobile Requirements

- The user must have a WIN-911 Interactive or WIN-911 Advanced license. ***Version 7 PRO does not support the new WIN-911 Mobile apps.***
    - WIN-911 Interactive includes 10 Mobile apps.
    - WIN-911 Advanced includes 25 Mobile apps.
    - Additional Mobile apps can be purchased.
- WIN-911 Version 4.19.17 or later.
    - **Software Downloads**
- A valid WIN-911 Customer Care Subscription (formerly Software Maintenance and Support agreement).
    - Each WIN-911 Mobile customer will have a dedicated Mobile Gateway account in Microsoft Azure Active Directory. The Mobile Gateway account is linked to the customer's WIN-911 Customer Care Subscription. If the customer's support agreement expires, the customer's Mobile Gateway account **will be deactivated**, and the WIN-911 Mobile apps will stop receiving alarm notifications. The customer will be required to maintain their Support agreement while using the WIN-911 Mobile apps.
- The computer will require broadband, always-on internet connection for the WIN-911 Mobile module or the WIN-911 Mobile Hub. The WIN-911 Mobile Hub can be installed on a separate machine from WIN-911.
- iOS or Android devices for the WIN-911 Mobile app.
- Baidu push notifications are supported in China for Android devices.

What is different between Mobile-911 and WIN-911 Mobile

- The main WIN-911 install has the option to install the WIN-911 Mobile module. The WIN-911 Mobile Hub is a separate install that might be needed. The Mobile Server **is not** required for WIN-911 Mobile as it was in Mobile-911. The WIN-911 Mobile Hub can be used to aggregate multiple sites, or it can be installed on a networked machine with Internet access.
    - **WIN-911 Mobile Gateway Setup Guide**
    - **WIN-911 Mobile Hub Setup**
    - **Security Overview**
- The new WIN-911 Mobile Alarms view has a dynamic summary that stays in sync with the alarm database. The original Mobile-911 Alarms view was not dynamic. It acted more like an inbox that requires the user to delete or clean up older events. As a result, the user is no longer required to clean up Alarms view in WIN-911 Mobile.
- Delete options are no longer required in WIN-911 Mobile Alarms view because the app automatically stays in sync, cleaning out alarms that have cleared.
- WIN-911 Mobile automatically syncs with the Reports defined in WIN-911, so you do not have to manual build the link between the reports and each individual's app.
- WIN-911 Mobile formats are configured in the app not, per user, opposed to within the WIN-911 configuration.

- The WIN-911 Mobile app does not require defining an IP Address and Port to make the connection like the original Mobile-911 app did.
- The WIN-911 Mobile app does ask for an Ack Code since the app now requires the user to login. Microsoft Azure Active Directory authentication provides security much stronger than the Ack Code of Mobile-911.
- When the WIN-911 Mobile app is open, you will receive a visual notification that there has been an update to the Alarms screen. Mobile-911 would provide an in-app sound and no visual up. WIN-911 Mobile still provides an audio sound when receiving a push notification.
- The WIN-911 Mobile app does not require a Health Status indicator or Health Status page. If there are any connection issues with WIN-911 Mobile, a detailed error message will appear as a pop-up window within the app.

What else do you need to know before upgrading?

- WIN-911 Mobile can run in parallel to Mobile-911. You do not need to uninstall Mobile-911 before installing, configuring, or evaluating WIN-911 Mobile. However, you will probably stop using Mobile-911 once you have WIN-911 Mobile up and running.
- The customer will need to contact WIN-911 Software to obtain a WIN-911 Mobile Gateway account.
- Customers licensed for the Mobile-911 app carries over to the new WIN-911 Mobile app. For example, if you are registered for 10 users, then 10 users are available in the new app.
- WIN-911 Mobile does not upgrade Mobile-911. You must install and configure the WIN-911 Mobile notifier module. You must also download the new WIN-911 Mobile app from your app store.
- Additional Mobile apps can be purchased in blocks of 10 (Part Number: WIN-911/Mobile).
- You can demo the new WIN-911 Mobile app by downloading it from the Google Play or Apple Store. Once installed, you can click the 'Use Demo' option. The Demo provides you a 15-minute at a time live demo which is connected to an alarm simulation server.
- If you would like to demo WIN-911 Mobile with your existing WIN-911 software (both licensed and in demo mode), you will need to contact WIN-911 Software to obtain a WIN-911 Mobile Gateway account.

Steps to Upgrade:

1. Confirm you have a valid WIN-911 Customer Care Subscription or a valid Software Maintenance and Support agreement. If not, please contact Sales at WIN-911 Software to renew.
   - ➢ **Contact Us**
2. Confirm you are running WIN-911 4.19.17 or later. Version upgrades are provided with your valid WIN-911 Customer Care Subscription / Software Maintenance and Support Agreement.
3. Confirm you have a WIN-911 Interactive or WIN-911 Advanced license. Customers with WIN-911 Version 7 PRO can upgrade to WIN-911 Interactive for free with your valid WIN-911 Customer Care Subscription / Software Maintenance and Support Agreement.
4. Contact WIN-911 Software to receive your WIN-911 Mobile Gateway account.
   - ➢ **Contact Us**
5. Install the WIN-911 Mobile module using the WIN-911 installation.
   - ➢ **WIN-911 Installation Guide**
   - ➢ **Security Overview**

6. Download the WIN-911 Mobile app on your Android or iOS device.
   - **iOS Device**
   - **Android Device**
7. Configure the WIN-911 Mobile notifier in WIN-911.
   - **WIN-911 Mobile Gateway Setup Guide**
   - **WIN-911 Mobile Hub Setup**

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