

Version 7 Support Upgrades to WIN-911 Standard & WIN-911 Interactive

For Part Numbers: WIN-911/B2S & WIN-911/P2I

Who is eligible?

- Customers who have previously purchased a WIN-911 Version 7 software package.
- Customers with a valid Customer Care Subscription (formerly Software Maintenance and Support).

What do you need to know before deciding to upgrade?

- If you maintain support with your Version 7 product, you will be able to take advantage of this upgrade at any time.
- Some features of WIN-911 Version 7 are not yet supported or will not be supported in the Standard, Interactive and Advanced product lines. Please see matrix below and refer to the [WIN-911 Standard, Interactive, Advanced System Requirements](#) for more detail.

Features not supported in WIN-911 Standard, Interactive and Advanced

| Direct Connects | Notifiers | Add-ons | OS |
|---------------------------------|----------------------|----------------|-------------|
| FactoryTalk View HMI Tag Server | Dialogic Voice Calls | WEB-911 XTools | 32-bit OS |
| FactoryTalk View ME (PanelView) | Alphanumeric Paging | | Windows XP |
| DDE | Numeric Paging | | Server 2003 |
| | Printing | | Server 2008 |

- A WIN-911 Version 7 Conversion Utility is available to help facilitate the migration of data. To learn more about this utility, please refer to [WIN-911 V7 Importer](#) webpage.
- See the [Price List](#) for WIN-911 Customer Care Subscription pricing for WIN-911/Standard, Interactive, and Advanced.

How to request the upgrade?

- A new Serial Number, as well as a new Customer Care Subscription / Support Number, will need to be generated for upgrade. If the customer is current on support please contact sales either by phone or email. You will be asked to provide us the customers WIN-911 V7 CD Tracking number to identify the system we are upgrading.

- If the customer would like to move up to a higher tiered package then the one provided in the V7 Support Upgrade, one of these part numbers will need to be provided in the form of a purchase order.

| | | |
|--------------------|--|-------------------|
| WIN-911/S2I | WIN-911 Standard to Interactive Upgrade. | \$1,100.00 |
| WIN-911/S2A | WIN-911 Standard to Advanced Upgrade. | \$2,200.00 |
| WIN-911/I2A | WIN-911 Interactive to Advanced Upgrade. | \$1,100.00 |

Support Upgrade examples:

Part numbers for upgrading customers with a valid support agreement.

- A customer has **WIN-911/Basic** and wants to upgrade to **WIN-911/Standard**.

| | | |
|--------------------|--|----------------|
| WIN-911/B2S | WIN-911 Basic to Standard Support Upgrade. <u>Only for customers current on support.</u> | No cost |
|--------------------|--|----------------|

- A customer has **WIN-911/PRO** and wants to upgrade to **WIN-911/Interactive**.

| | | |
|--------------------|---|----------------|
| WIN-911/P2I | WIN-911 PRO to Interactive Support Upgrade. <u>Only for customers current on support.</u> | No cost |
|--------------------|---|----------------|

- A customer has **WIN-911/Basic** and wants to upgrade to **WIN-911/Interactive**.

| | | |
|--------------------|--|-------------------|
| WIN-911/B2S | WIN-911 Basic to Standard Support Upgrade. <u>Only for customers current on support.</u> | No cost |
| WIN-911/S2I | WIN-911 Standard to Interactive Upgrade. | \$1,100.00 |

- A customer has **WIN-911/Basic** and wants to upgrade to **WIN-911/Advanced**.

| | | |
|--------------------|--|-------------------|
| WIN-911/B2S | WIN-911 Basic to Standard Support Upgrade. <u>Only for customers current on support.</u> | No cost |
| WIN-911/S2A | WIN-911 Standard to Advanced Upgrade. | \$2,200.00 |

- A customer has **WIN-911/PRO** and wants to upgrade to **WIN-911/Advanced**.

| | | |
|--------------------|---|-------------------|
| WIN-911/P2I | WIN-911 PRO to Interactive Support Upgrade. <u>Only for customers current on support.</u> | No cost |
| WIN-911/I2A | WIN-911 Interactive to Advanced Upgrade. | \$1,100.00 |