MAXPRO® VMS & NVR
SOFTWARE SUPPORT

Agreement Program

Honeywell

SOFTWARE SUPPORT

Honeywell offers a variety of Software Support Agreements (SSAs) for our access control and video surveillance products to help protect your investments and those of your customers. These agreements ensure your customers have the latest Honeywell software releases to minimize your support costs.

Honeywell SSAs are offered in three tiers of service to match your business model and your customer needs:

- Standard SSA

- Mission Critical SSA

- End User SSA

These service offerings compliment any Honeywell installation and enhance long-term customer satisfaction. By maintaining an SSA, you are eligible for a variety of productivity enhancing benefits.

STANDARD SOFTWARE SUPPORT AGREEMENT

Software Upgrades. Continuous holders of SSAs are entitled to all software upgrades as well as interim service packs on covered software. Honeywell's Professional Support Services are available to assist with system upgrades at prevailing Time and Materials rates.

Priority Integrator Technical Support. Leverage our deep knowledge base with Honeywell technicians to answer questions and resolve technical issues. Sites with standard SSAs receive priority service during regular business hours.

Dedicated Phone Support. Integrators protected by an SSA have a dedicated phone number to use for contacting Honeywell technical support to expedite issue resolution.
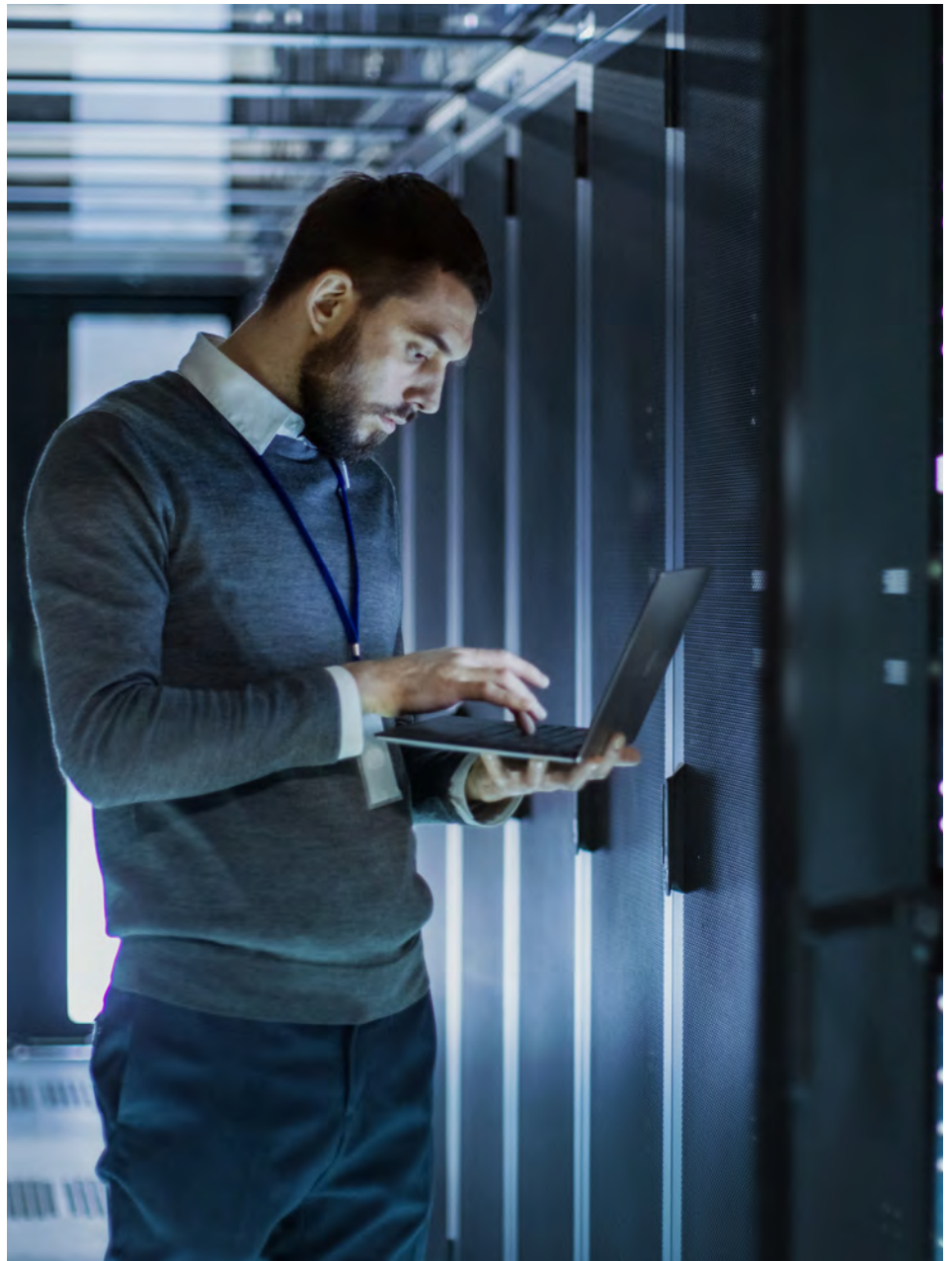
Honeywell Online Training. Available online at honeywelldiscovertraining.com, Honeywell's Discover eLearning courses are loaded with tips and techniques, technical product information and valuable presentation guides to help you stay informed, work smarter and stay ahead of your competition.

Unique Site Identification. Covered sites receive a unique site identification code that enables Honeywell technicians to maintain a history of the site's installations to more quickly identify and resolve issues.

Discounted On-site Support Services. Honeywell's technical staff provides an added layer of expertise. We can provide installation and expert support to supplement your staff. This flexibility enables you to reduce your time and effort while still providing complete technical support to your customers.

Discounted On-Site System Optimization. You have access to highly skilled support professionals who will periodically perform maintenance functions, run diagnostics and make performance enhancements to help ensure systems are running at peak performance. The System Optimization Service is customized specifically for each site based on the complexity and number of servers. If on-site support is required, that portion of the service is provided at a discount. For complete details about the program, please refer to the Professional Support Services brochure.

MISSION CRITICAL SOFTWARE SUPPORT AGREEMENT

All Standard SSA entitlements, plus:

24/7/365 Integrator Technical Support

End users in mission critical and continuously operating environments may need technical support at any time. Ensure your technicians have access to Honeywell experts when they need it most.

Remote Diagnostics. Our expert staff can remotely access system information to provide support, reducing the time it takes to identify and resolve issues.

END USER SOFTWARE SUPPORT AGREEMENT

End User Technical Support. Reduce your fixed support costs by giving your qualified End User customers direct access to Honeywell's technical support team.

Access to Honeywell Global Support Infrastructure. Global sites outside your local technical support area can benefit from direct access to Honeywell.

SUPPORT FOR SITES WITHOUT SSAS

Out-of-warranty software upgrades are not available without an SSA in place. For those sites, standard support is available at prevailing Time and Materials rates. Standard support provides best effort telephone technical support during our normal support hours of 9:00 am - 7:00 pm, EST, Monday through Friday.

The Honeywell SSA program is supported by our expert staff of service technicians who are readily available whenever you need it. Additionally, our telephone technical support resources are supplemented by our extensive online technical libraries available at mywebtech.honeywell.com and Honeywell Help & Support YouTube channel. Here you can find how-to-videos, documentation, FAQs, workarounds, nonstandard configurations, and more.

SOFTWARE SUPPORT AGREEMENT REINSTATEMENT

Software that is not currently under an SSA will be charged a reinstatement fee.

If you wish to purchase SSA coverage for systems not currently covered, those systems may be subject to an additional charge for upgrades to the latest software version prior to commencement of coverage or to bridge any uncovered time since the product warranty expired. This requirement may apply to hardware upgrades as well.

PRODUCTS NOT PURCHASED FROM HONEYWELL

Telephone technical support is occasionally requested to provide assistance on hardware and/or software products purchased from third parties. Honeywell's technical support will attempt to provide assistance upon request. All technical support assistance for such support requests will be billable under prevailing Time and Materials rates.

SOFTWARE SUPPORT PROGRAM

Services Offerings	Standard SSA	Mission Critical SSA	End User SSA
Software Upgrades	✓	✓	✓
Priority Integrator Technical Support from 9:00 am to 7:00 pm EST (Dedicated Toll-free Number)	✓	✓	✓
Unique Site Identification	✓	✓	✓
Honeywell Online Training Program	✓	✓	✓
Discounted On-site Support Services	✓	✓	✓
Discounted On-site System Optimization	✓	✓	✓
24/7/365 Integrator Technical Support (Dedicated Toll-free Number)	-	✓	✓
Remote Diagnostics	-	✓	✓
Priority End User Technical Support (Dedicated Toll-free Number)	-	-	✓
24/7/365 End User Technical Support from 9:00 am to 7:00 pm EST (Dedicated Toll-free Number)	-	-	✓
Access to Honeywell Global Support Infrastructure	-	-	✓
Direct End User Support from Honeywell	-	-	✓
MAXPRO VMS/NVR Product Certification Training for up to 4 End Users per year	-	-	✓
Test Licenses	-	-	✓

ADDITIONAL PROFESSIONAL SUPPORT SERVICES AVAILABLE:*

- Remote Support

- On-site Support

- System Optimization

- Project Management Services

*: Products covered by Software Support Agreement Program: MAXPRO VMS, MAXPRO NVR Software, MAXPRO NVR PE, MAXPRO NVR SE, MAXPRO NVR XE

MAXPRO VMS AND NVR SSA - ORDERING INFORMATION

Name	Part Number	Description
Standard SSA	SSAHNMVMS	Annual Software Support Agreement - MAXPRO Video Management System - Base Software (HNMSWVMS)
	SSAHNMRED	Annual Software Support Agreement - MAXPRO Video Management System - Redundant System Software (HNMSWVMS-B)
	SSAHNMVMSL	Annual Software Support Agreement - MAXPRO Video Management System - LITE Edition Software (HNMSWVMSLT)
	SSAMPNVRCH	Annual Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSAMPNVRCH3Y	Three-year Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSAMPNVRCH5Y	Five-year Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
Mission Critical SSA	SSA24HNMVMS	Annual 24/7 Software Support Agreement - MAXPRO Video Management System - Base Software (HNMSWVMS)
	SSA24HNMRED	Annual 24/7 Software Support Agreement - MAXPRO Video Management System - Redundant System Software (HNMSWVMS-B)
	SSA24HNMVMSL	Annual 24/7 Software Support Agreement - MAXPRO Video Management System - LITE Edition Software (HNMSWVMSLT)
	SSA24MPNVRCH	Annual 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSA24MPNVRCH3Y	Three-year 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSA24MPNVRCH5Y	Five-year 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
End User SSA	SSAEUHNMVMS	Annual End User 24/7 Software Support Agreement - MAXPRO Video Management System - Base Software (HNMSWVMS)
	SSAEUHNMRED	Annual End User 24/7 Software Support Agreement - MAXPRO Video Management System - Redundant System Software (HNMSWVMS-B)
	SSAEUHNMVMSL	Annual End User 24/7 Software Support Agreement - MAXPRO Video Management System - LITE Edition Software (HNMSWVMSLT)
	SSAEUMPNVRCH	Annual End User 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSAEUMPNVRCH3Y	Three-year End User 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel
	SSAEUMPNVRCH5Y	Five-year End User 24/7 Software Support Agreement – MAXPRO NVR System with VMS support included, Per Channel

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