Honeywell | Commercial Security

VMS and NVR Software Update Recommendation

Aug 17, 2021

Dear Esteemed Customer,

At Honeywell Commercial Security, we endeavor to provide the latest and most innovative security products to our customers. In March 2021, we introduced VMS R670 and NVR 6.7 that includes significant new functionality, quality improvement and security fixes.

Honeywell encourages you to update to VMS R670 and NVR 6.7 as soon as practical, and always update to the latest released versions as they become available to ensure the best technology experience and obtain technical and cyber support.

Software Support Agreements (or SSA's) entitle our customers to various levels of technical support, product updates and free upgrades on all current lifecycle versions of the associated MAXPRO and Pro-Watch product lines. For details on how to obtain or renew your SSA please contact Honeywell Commercial Security sales representative.

	VMS R490 & below	NVR 4.9 & below	VMS R500-R560	NVR 5.0-5.6	VMS R600+	NVR 6.0+	VMS R670	NVR 7.0
					MAXPRO and Pro-Watch VMS and NVR Product Support effective October 1st, 2021			
Full Support	✘	✘	✘	✘	✔ R670 recommended	✔ 6.7 recommended	✔	✔
Development /Bug Fix	✘	✘	✘	✘	✔ R670 recommended	✔ 6.7 recommended	✔	✔
Cyber Security Fixes	✘	✘	✘	✘	✘	✘	✔	✔
Phone Only Support	✘	✘	Until 9/30/2021	Until 9/30/2021	NA	NA	Not Applicable	Not Applicable

Honeywell has no obligation for defects resulting from unauthorized modification, misuse, vandalism, alterations of serial number, or other causes unrelated to defective materials or workmanship, or failures related to batteries of any type used in connection with the products sold.

Thank you for your business and continued support of your MAXPRO/Pro-Watch Security Surveillance solution