

## VMS and NVR Software Update Recommendation

Oct 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 existing MAXPRO & Pro-Watch VMS & NVR products to VMS R670 and NVR 6.7 as soon as practical. Please refer below table for supported versions and upgrade recommendations. To continually ensure the best technology experience and obtain technical and cyber support; it's best to regularly update your systems with the latest released version available.

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.

MAXPRO and Pro-Watch VMS and NVR Product Support Effective October 1, 2021						
Support Type	VMS R500-R560 And Below	NVR 5.0-5.6 And Below	VMS R600, R630, R650	NVR 6.0, 6.3, 6.5	VMS R670	NVR 6.7
Technical Support	Not Supported	Not Supported	Supported. Recommend Upgrading to VMS R670	Supported, Recommend Upgrading to NVR 6.7	Supported	Supported
Security and Defect Fixes	Not Supported	Not Supported	Not Supported	Not Supported	Supported	Supported
Phone Only Support	Not Supported	Not Supported	N/A	N/A	N/A	N/A

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