

Subject: On-going Operating System (O.S.) Support

Hardware: IRIS-Manufactured Digital Video Recorders: TotalVision, DVS, ATM SiteWatch

SUMMARY

Some of the digital video recorders manufactured by IRIS Digital Video Systems utilize an operating system (O.S.) developed by Microsoft™. As a course of normal business and product development, Microsoft announced ending support the spring of 2014 for their XP consumer retail O.S.

Currently, IRIS Digital Video Systems does not utilize this particular version of the Microsoft O.S. software in any of the digital video recorder systems it manufactures.

IRIS, through its License Agreement with Microsoft, presently has the following support in place:

- Past IRIS-manufactured systems with XPe (XP Embedded) – calendar year 2016.
- Optionally, support for WES 2009*, continues until calendar year 2024.
- Current IRIS-manufactured systems with WES 7 – calendar year 2025.

**Note: WES 2009 is an available variation of XPe for IRIS to use.*

Some systems may be eligible for an O.S. upgrade. Contact IRIS Technical Support Group to determine if your system is eligible, and for current upgrade pricing, 888.451.4646.

Routinely, all systems sent to the IRIS Labs for hardware upgrades and/or repairs receive updates to the O.S., as well as the IRIS system software.

IRIS systems older than seven (7) years will no longer be supported due to lack of parts and component availability. Again, contact the IRIS Technical Support Group with any questions.

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