



Customers can purchase license upgrades for any SightLine video processor. Upgrading the license file can be done by the customer with an Ethernet connection using a provided upgrade utility. Functions can only be added (not removed) and the price is simply the difference between the current configuration price and the desired configuration price.

For your convenience, there is a calculator tool that can be provided to assist in defining upgrades and pricing. Please request a copy of this calculator from sales@sightlineapplications.com.

License Upgrade Process Steps

1. **Request quote:** For a license upgrade, please provide the following information:
 - a) Serial numbers and/or license numbers of desired units.
 - b) List current features: The application bits can be found listed on the original invoice or using the calculator tool.
 - c) Desired configuration: A list of features to be added.
 - d) The original PO number and purchase date for the hardware unit that is being upgraded. This information helps us define any quantity discounts eligible for the upgrade purchase.
2. SightLine will provide a formal quotation.
3. **Submit PO:** To proceed with a license upgrade(s), please provide the following information (which will all be directly from the formal SightLine Quotation):
 - a) Serial/license numbers.
 - b) Current functions enabled and desired functions.
 - c) Price.
4. SightLine will send updated license file(s) and associated invoice within two business days of receipt of the complete purchase order and information.

Note: If the PO contains new hardware purchases and license upgrades a unique invoice for the license upgrade only will be sent separately from the HW invoice.
5. Install the upgrade utility tool from the [Software Downloads](#) page. Download the current version for 1500 Firmware or 3000 Firmware (depending on the hardware).
6. Follow the procedures in the [EAN-Firmware Upgrade Utility](#) document located on the [documentation](#) page to update license files. Reference page 4 on how to send an updated license file.
7. This document is also located on the [Software Downloads](#) page. Please let us know if you have any questions regarding the upgrade.

For additional license upgrade assistance, contact support at: support@sightlineapplications.com.