

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 number and/or license file of desired units.
 - b) Desired configuration: A list of features to be added.
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 will be sent separately from the HW invoice.
5. Install the upgrade utility tool from the [Software Downloads](#) page. Download the current firmware version for your SightLine hardware (1500, 3000, or 4000).
6. Follow the procedures in the [EAN-Firmware Upgrade Utility](#) document located on the [documentation](#) page to update license files. Reference page 4 for directions to send an updated license file.

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