

VideoRay's Position Statement Regarding Microsoft Windows Versions and Upgrades

January 31, 2020

Executive Summary

In general, VideoRay does not recommend upgrading the Windows Operating System initially installed on computers used in conjunction with its Pro 4 Control Panels.

Background

Windows 10 is the current operating system fully supported by Microsoft. This Operating System is also selected by VideoRay for computers used in conjunction with its current Pro 4 control panels

Windows 7 and Windows XP are no longer supported by Microsoft. See <https://support.microsoft.com/en-us/help/4057281/windows-7-support-ended-on-january-14-2020> and <https://support.microsoft.com/en-us/help/14223/windows-xp-end-of-support> for more information. These operating systems have been installed on computers used in conjunction with older VideoRay Pro 4 control panels.

Unlike home and office computers, which are typically connected to networks and printers, VideoRay Pro 4 control panels must interface various communications and video devices and software applications. These devices require drivers and compatible cables connections in order to function properly with the computer. VideoRay invests significant engineering and technical resources in the selection, configuration, testing and certification of computer hardware and software that will be used in conjunction with VideoRay Pro 4 control panels. Compatibility of these devices and the software is required in order for the system to function properly. Upgrades may interfere with the compatibility of these devices.

Microsoft's main concern for users of older Operating Systems is primarily for security reasons, with threats mainly from being connected to the Internet. In general, VideoRay supplied computers are not intended to be connected to the Internet on a regular basis. Therefore, the main concern for upgrading the computer's operating system is usually not an issue for VideoRay systems. If downloads or uploads are required, these can be accomplished using another computer and transferring the files to/from the VideoRay computer via a flash drive. Operating System upgrades are likely to cause problems with one or more of the drivers or devices, which will cause problems with VideoRay control panel operations.

Recommendations and Policy

VideoRay does not recommend upgrading the operating system of any of its computers used in conjunction with Pro 4 control panels.

As an alternate to upgrading the operating system of an existing computer, VideoRay offers upgrades of computers and/or control panels to the current certified configuration according to its current price list.

VideoRay recommends that if you believe you have a need to upgrade the operating system of a computer used in conjunction with a Pro 4 control panel that you first contact VideoRay support at support@videoray.com or + 1 610-458-3000 option 1 for advice and guidance.

Should a customer attempt to upgrade the operating system of their computer used in conjunction with a Pro 4 control panel, VideoRay will provide one (1) hour of remote support by phone or email at no cost.

After one (1) hour of technician's remote time, it will be recommended that the system be returned to VideoRay for continued attempts to upgrade the computer, following VideoRay's standard RMA process for returning equipment to the factory for service (contact VideoRay support at the above listed points of contact). Due to the highly advanced technical nature of the upgrade process, time spent working on the computer upgrade will be billed at two (2) times current the standard labor rate for repair services. An estimate of the total time required to complete the process cannot be provided, but the customer can specify a maximum time to allot towards the process.

By accepting the return of a Pro 4 system for an operating system upgrade of the computer, VideoRay makes no assertion that an operating system upgrade will be compatible with the existing control panel configuration and no guarantee that it can be made compatible. In such cases, the only recourse may be to return the operating system to the previous configuration, or purchase a current certified configuration computer and/or control panel at current list prices. Whether successful or unsuccessful, costs incurred for an upgrade attempt will not be refunded.