Milestone Systems A/S

Price List

Milestone Products and Services

Effective 2021-R2

Pricelist version:

USD-US

Contents

General Terms and Conditions

Disclaimer

In the event a product is listed at an incorrect price or with an incorrect specification due to typing error or human error Milestone Systems reserves the right to refuse or cancel any orders placed for that product listed at the incorrect price. Milestone Systems reserves the right to refuse or cancel any order or orders due to a pricing error, even if the order has been processed.

Validity

The prices are valid from October 27, 2021, and until further notice.
All prices are in USD.
Valid in: USD-US.
All prices are manufacturer's suggested retail price (MSRP), excluding tax/VAT and shipment.
Further, ground shipment of physical Milestone Husky NVR units is included in the MSRP price in applicable regions.
Price list revision date: September 27, 2021

Order Handling

All Milestone products can be ordered by distributors on the Milestone website (www.milestonesys.com) via Milestone Store, unless otherwise specified.

Region	Office Hours	Phone	Email
Americas	6 a.m. – 5 p.m. PST	+1 503 350 1100 option 1	us-sales@milestone.us
Asia Pacific (APAC)	09:00 – 17:00 GMT+8	+65 3158 9911	APACSalesSupport@milestonesys.com
Europe	09:00 – 17:00 CET	+45 88 300 684	purchase@milestonesys.com
Middle East and Africa (MEA)	09:00 – 17:00 CET+4	+971 4 3641380	

The European office acts as backup for the Middle East and Africa (EMEA).

Manual orders are subject to an order handling fee of 110 USD per order. Orders within North America and Latin America are handled free of charge. Orders placed on Milestone's website (www.milestonesys.com) via Milestone Store are handled free of charge.

Delivery

All software products, including associated documentation are delivered for free via Milestone's download site on www.milestonesys.com.

Delivery terms for the Milestone Husky NVRs and Video Surveillance Appliance (VSA) Products are CPT (INCOTERMS)
Special express and custom deliveries can be arranged subject to special charge. Additional shipment costs and VAT/taxes may apply to shipments in some geographies. Please contact Milestone's Sales Support department for further information.

Contact Information

Europe
Monday to Friday   CET 09:00-17:00

Denmark: +45 88300300	**Italy:** +39 0294751082	**Spain:** +34 933937064
France: +33 184020316	**UK:** +44 1184024726	**Sweden:** +46 442501012
Germany: +49 8920000757	**Austria:** +43 720568180	**Switzerland:** +41 225441280
Bulgaria: +35 924927300	**Netherlands:** +31 202625597	

APAC
Monday to Friday 09:00 - 17:00 Local country times

Singapore: +65 3158 9911	**Australia:** +61 3 8518 4790	**Japan:** +81 (0)3-4579-5657
India: +91 80 4645 9999		

The Americas
Monday to Friday 6am- 5pm PST
+1 5033501100

MEA
Sunday to Thursday CET+4 09:00 - 17:00
+971 45592710

Distribution Restrictions

The following products and services can be sold by **all resellers:**
• XProtect® Express
• XProtect® Express+
• XProtect® Professional
• XProtect® Enterprise
• XProtect® Access
• XProtect® Transact
• XProtect® LPR
• Milestone Honeywell Galaxy Integration

• Milestone Husky™ IVO 150D
• Milestone Husky™ IVO 350T
• Milestone Husky™ IVO 350R
• Milestone Husky™ IVO 700R
• Milestone Husky™ IVO 1000R
• Milestone Husky™ IVO 1800R
Please check for availability of Husky IVO in your country on our website:
https://content.milestonesys.com/collections/view/D1B3983B-9265-4C47-B656E817B4D0FA9D/?mediaId=C689EDE4-D660-4452-B6328C30D95A149E
• Milestone Care™

The following products can only be sold by <u>registered</u> resellers who are **Silver and above**
• XProtect® Professional+

The following products can only be sold by **gold** level resellers who have completed the Milestone Certified Design Engineer (**MCDE**) certification, the Milestone Certified Integration Technician (**MCIT**) certification, and when approved by the Milestone Channel Business Manager:
• XProtect® Expert
• XProtect® Corporate
• XProtect® Smart Wall
• XProtect® Retail

Special Distribution Restrictions Related to Milestone Husky NVRs and Surveillance Appliances Products

Distribution of the Milestone Husky products is conditioned by acceptance and signing of the Milestone Distribution Partner addendum for distributors. The Milestone Husky products may be sold by any reseller subject to the restriction above, and the geographical restrictions agreed with Milestone.

End user License Agreement

The deployment and use of any Milestone product is subject to the terms and conditions defined in Milestone end user license agreement (EULA). Please refer to the EULA for full details on the terms and conditions applicable to the specific Milestone product. The latest version of the EULA can be found on Milestone's website: www.milestonesys.com.

Licensing Requirements

Milestone XProtect VMS products support IP devices. IP devices can be cameras, encoders, video services or other types of video and non-video devices that are addressed through a unique IP address in the applied installation of the Product.

For IP devices with one IP address included in the Milestone Supported Device List, one device license is needed per IP device connected to and enabled in the Product. For cameras and encoders with more than one enabled IP address the number of required device licenses is specified in the Milestone Supported Device List. Please check the supported IP devices, the required number of licenses and the exceptions in the Supported Device List at https://www.milestonesys.com/community/business-partner-tools/supported-devices.

The following exceptions apply for IP devices (with one IP address) listed on the Milestone Supported Device List:

(i)   For IP devices connected to the Product through intermediate device or intermediate system, one device license per enabled video channel is required;

(ii) IP devices with multiple lens or sensors, and encoders with up to 16 connected analog cameras, count as only one IP device;

(iii) For encoders with more than 16 channels, one device license per enabled video channel is required.

Milestone always recommends using the driver specified for a given supported device on the Milestone Supported Device List. If you choose to use a universal driver, you will be required to purchase one device license per enabled video channel.

See below for an overview of licensing requirements:

Device Type	Device	License Model
Cameras (IP Devices with video Capabilities*)	Camera on Supported Device List (including multi-lens camera)	1 license per device
	Body-worn camera on Support Device List	1 license per enabled video channel
	Camera not on Supported Device List (including body-worn camera)	1 license per enabled video channel
Intermediate Devices	Encoder on Supported Device List w/ up to 16 channels (analog and HD)	1 license per device
	Encoder not on Supported Device List w/ up to 16 channels (analog and HD)	1 license per enabled video channel
	Encoder on Support Device List w/ more than 16 channels (analog and HD)	1 license per enabled video channel
	NVR/DVR	1 license per enabled video channel
Intermediate System	3rd party VMS connected via Universal Driver w/ ONVIF	1 license per enabled video channel
Other	IP devices used with a Universal Driver	1 license per enabled video channel
	Integration via Video Processing Service Driver	1 license per enabled video channel of returned video. Video out and the return of metadata is free

IP devices without video capabilities require one device license per IP address.

Please refer to the Milestone Supported Device List and Milestone EULA for full details on licensing requirements, cf. section "License, Installation and Use Conditions and Restrictions".

Product Lifecycle

The Milestone Product Lifecycle determines the period when products can be purchased, downloaded and receive support.
For add-on purchases and trade-ins of discontinued products please reach out to your local sales support

Lifecycle for XProtect – active product versions

Milestone's Video Management Software products change status from General Availability to Limited Availability three months after a similar or substituting product has been released. In special cases where a newer version has not been released, Limited Availability will start one year from the General Availability date. Milestone guarantees a minimal availability period of four years for all its VMS products, in which the product becomes Discontinued after three years from its General Availability date and Terminated after four years. Milestone reserves the right to prolong the lifespan of its products at its sole discretion.

The stages are as follows:

• General availability
• Limited availability
• Discontinued
• Terminated

Lifecycle for XProtect – retiring products

Milestone's Video Management Software products follow a different schedule compared to active product versions after it is announced to be retired. The product will follow the changed phases after the last version of the product has been released.

The stages are as follows:

• General availability
• Maintenance mode
• Limited availability
• Terminated

Lifecycle for Husky NVR and Video Surveillance Appliance products

Milestone Husky products have a separate product lifecycle compared to the software offering.

The stages are as follows:

• General availability
• Limited availability
• Sustaining
• Discontinued
• Terminated

For additional information and details on how each stage impacts the product in question as well as a list of discontinued and terminated products please visit our website:
https://www.milestonesys.com/support/resources/product-lifecycle/

Milestone Care

Milestone Care is a complete software maintenance and technical support program that takes care of your product throughout its lifetime.

It is our commitment to you and your business to make sure you can take full advantage of your product and get the most out of your investment. Designed to give you peace of mind, the Care program has two packages. Whether you need recurring software updates or 24/7 access to Milestone Support – there is a package to suit your needs.

Please note that there are slight differences in the support and service coverage of Milestone Care Plus and Care Premium and how the services are purchased between the XProtect VMS software line and the Husky NVR M series product lines.

Milestone Care Plus

On a recurring cadence, the XProtect® VMS products are updated to become better, safer, and more powerful. Designed as a software maintenance service, Milestone Care Plus, assures customers have access to the product updates instantly to help protect their initial investment and ensure the solidity of their systems. Here is what is included in Care Plus:

•Recurring product updates

•Full return on your investment

Milestone Care Plus Service Coverage per Product

Milestone Product	Trade-in value of Milestone software	Access to upgrades to more advanced software	Updates to the latest version of the same software
Milestone XProtect VMS Products			
XProtect Express+		Yes, via trade-in order	Instant update via Customer Dashboard, or via trade-in order
XProtect Professional+	100%		
XProtect Expert			
XProtect Corporate		No	
XProtect Add-on Products			
All XProtect add-on Products	Covered by the Milestone Care Plus service to the same extent as the underlying VMS/NVR (if applicable) product		
Milestone Husky NVR and Video Surveillance Appliance Products			
Husky X-series	There are no Care Plus options available for the Husky products. Instead Care Plus can be purchased for the specific XProtect VMS used on the Husky products.		
Husky IVO series			

Milestone Care Plus is purchased in slightly different ways dependent on the type of Milestone product. The service coverage can either be purchased in conjunction with the actual product purchase, or made afterwards as a service opt-in purchase, according to the table below:

Milestone Product	Conditions upon initial product purchase	Available coverage periods at initial purchase	Coverage at system expansion (additional devices)	Opt-in option after product purchase
Milestone XProtect VMS Products				
XProtect Express+	Optional	1, 2, 3 and 5 years plans with progressive pricing.	Additional coverage must be purchased for devices added to the product. Extensions can be made by following existing expiration or by calculating a new expiration based on additional Care Plus purchase.	Possibility to (re-)join Care Plus service via three-year opt-in option
XProtect Professional+				
XProtect Expert	1 year mandatory coverage			
XProtect Corporate				
XProtect Add-on Products				
All XProtect add-on Products	Covered by the Milestone Care Plus service of the underlying VMS/NVR (if applicable) product without separate charge			
Milestone Husky NVR and Video Surveillance Appliance Products				
Husky X-Series	There are no Care Plus options available for the Husky products. Instead Care Plus can be purchased for the specific XProtect VMS used on the Husky products.			
Husky IVO series				

Milestone Care Premium

When support cannot wait for Monday, Milestone Care Premium provides customers with business-critical installations direct, personalized, and prioritized access to the experts in the global Milestone technical support team round-the-clock. Here is what is included in Care Premium:

•24/7 access to the Milestone Support Team.
•Prioritized support to ensure critical issues are dealt with quickly.
•Support in selected languages based on availability.

Milestone Product	Purchase periods	Pricing	Coverage at system expansion (additional devices)	Opt-in option after product purchase
Milestone XProtect VMS Products				
XProtect Professional+	1, 2, 3 and 5 years plans. Monthly coverage for alignment to specific date.	Percentage of total system, with progressive priced multi-year plans	Additional coverage must be purchased for devices added to the product. Extensions can be made by following the existing expiration or by calculating new expiration based on additional Care Premium purchase	Available at any time, no opt-in fee
XProtect Expert				
XProtect Corporate				
XProtect Add-on Products				
All XProtect add-on Products	Covered by the Milestone Care Premium service of the underlying VMS/NVR (if applicable) product without separate charge			
Milestone Husky NVR and Video Surveillance Appliance Products				
Husky X-Series	There are no Care Premium options available for the Husky products. Instead Care Premium can be purchased for the specific XProtect VMS used on the Husky products.			
Husky IVO series				

How to purchase Milestone Care

To secure Care Plus coverage the service shall be purchased with the XProtect VMS product, or maximum 30 days after the original product purchase. XProtect VMS customers who wants to join the Care Plus service at a later stage, or re-join after a period without coverage can do so using the three years opt-in option. There is also a grace period of 30 days from the expiration of an existing Milestone Care Plus coverage, in which the end-customer can purchase Milestone Care Plus under normal terms.

Milestone Care Premium can be purchased at any time. However, Care Plus must be purchased as a prerequisite and the Care Premium expiration date cannot exceed that of the Care Plus. End customers can purchase Care Premium on any single license, just as they can Care Plus.

The minimum coverage period for both Milestone Care Plus and Care Premium is one year. Milestone Care can however also be purchased in increments of months, which is beneficial for installations that want to have their Care agreement(s) expire on a certain month (e.g. in alignment with a budgeting period). Milestone Care will always fall on the last day of the calculated month.

(Please note that for Milestone NVR products, Milestone Care coverage period is maximum 5 years from the date of purchase).

How to purchase Milestone both Milestone Care Plus and Milestone Care Premium coverage in connection with system expansions of an XProtect VMS product

The following section is only applicable to XProtect VMS software products.
Milestone Care is linked to an individual system's base license. Milestone Care for system expansions must be aligned with or extend the Milestone Care of the existing installation. Please note that Milestone Care can never be shortened and will always expire on the last day of the calculated month. When expanding an existing XProtect system with additional cameras, the end-customer can maintain full Milestone Care coverage in two ways:

1. Keep the original Milestone Care coverage period
An end-customer can maintain an existing Milestone Care renewal date when purchasing additional cameras, by purchasing Milestone Care coverage for the additional device licenses on a monthly basis (the required amount is automatically calculated in Milestone Store). This is useful if the main Milestone Care renewal date is aligned with the end customer's calendar or fiscal year.

2. Extend the original Milestone Care coverage period
The end-customer can purchase one or more years of Milestone Care coverage when extending an existing system. This Milestone Care service coverage which will be used to calculate a new and prolonged Milestone Care coverage period for the total system (still always expiring on the last day of the calculated month). The new Milestone Care coverage period is calculated based on the value of the remaining main Milestone Care coverage period and the size and nature of the system expansion.

If an end-customer does not want to purchase Milestone Care coverage for the system expansion after possible mandatory initial Milestone Care coverage period, the main Milestone Care will be terminated from the purchase date of the system expansion. Any remaining value of the main Milestone Care coverage period is not refunded. For details on how to ensure continuous Milestone Care coverage in conjunction with system expansions, please contact Milestone Sales Support.

Milestone Care Coverage in connection with upgrades

Milestone Care coverage is linked to a specific Milestone product. This means that end-customers upgrading to a more advanced product, for example when upgrading from XProtect Professional to XProtect Expert must also trade-in their Milestone Care in order to maintain coverage. To enable easy upgrades between different XProtect products, Milestone credits the price of the remaining unused Milestone Care coverage period to the price of the new Milestone Care. It is required to buy at least the same amount of Milestone Care as on the product being traded-in. However, if Milestone Care traded-in is less than one year, a minimum of one year is required on the new product.

A refund from trading-in software products cannot be converted to a cash payout, voucher etc. A negative value will instead be set to 0.00 or can be used for purchase of other Milestone products within the same order.

Trade-in

Milestone currently offers a unique trade-in policy for our software products, which allows customers to protect investments made in Milestone software. The trade-in policy offers:

• Software update to a newer version of the same product
• Software upgrade to a more advanced product, for example upgrade from XProtect Expert to XProtect Corporate

The present Milestone trade-in policy grants the customer a refund on the old product to be updated/upgraded, where the amount credited is dependent on the Milestone Care service level

• Customers with active Milestone Care Plus are entitled to **100 percent** refund of the current recommended retail price when trading-in licenses for their existing XProtect products.
• Customers without Milestone Care Plus coverage are entitled to **30 percent** refund of the current recommended retail price of their existing product.

A refund from trading in software products cannot be converted to a cash payout, voucher etc., but will instead have to be used for purchase of other Milestone products.

Customers with Milestone Care Plus can instantly update their software to the latest version via the Customer Dashboard (also known as CUDA). Customers who want to upgrade to a more advanced product, or customers without Milestone Care Plus coverage who want to update their present Milestone product need to do that as an order transaction via Milestone Store.

The trade-in options vary slightly between the different Milestone products. For details, please refer to the trade-in options for the specific Milestone product in this price list.
Please note that the terms outlined above reflect our current trade-in policy, which may be subject to change.

Trademarks

XProtect® is a registered trademark of Milestone Systems A/S. Milestone Husky™, Milestone Care™, Milestone Interconnect™ are trademarks of Milestone Systems A/S.

Android is a trademark of Google Inc.

IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

All other trademarks mentioned in this document are trademarks of their respective owners.

XProtect VMS Products

XProtect Express+

XProtect Express+ is IP video management software (VMS) for smaller, single-location companies. It is built with innovative technology designed to save you money and boost the overall performance of your hardware. With full alarm management capabilities and multi-layered map XProtect Express+ is suited for business with light live monitoring needs. It can manage up to 48 surveillance cameras and supports simple ways of incorporating video into existing business operations, such as linking access control to live video feeds. XProtect Express+ is the perfect match for retail shops, parking lots or office buildings with moderate security needs.

Lifecycle stage: General availability
Available for: All Milestone resellers
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPEXPLUSBL	XProtect Express+ Base License (BL)	19.00	1
XPEXPLUSDL	XProtect Express+ Device License (DL)	75.00	2
XPAACL-50	AAC licenses for 50 concurrent XProtect Smart Clients	179.00	3

MILESTONE CARE PLUS OPTIONS			
MXPEXPLUSDL	1 Month Care Plus for XProtect Express+ DL	1.20	
YXPEXPLUSDL	1 Year Care Plus for XProtect Express+ DL	14.00	
Y2XPEXPLUSDL	2 Years Care Plus for XProtect Express+ DL	23.00	
Y3XPEXPLUSDL	3 Years Care Plus for XProtect Express+ DL	30.00	
Y5XPEXPLUSDL	5 Years Care Plus for XProtect Express+ DL	45.00	
Y3OIXPEXPLUSDL	3 Y Opt-in Care Plus for XProtect Express+ DL	42.00	

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPEXPLUSBL	Trade-in XProtect Express+ BL w/ C-Plus	19.00	4
TXPEXPLUSBL	Trade-in XProtect Express+ BL w/o C-Plus	6.00	5
UXPEXPLUSDL	Trade-in XProtect Express+ DL w/ C-Plus	75.00	4
TXPEXPLUSDL	Trade-in XProtect Express+ DL w/o C-Plus	23.00	5

NOTES

1) XProtect Express+ Base License (XPEXPLUSBL) allows the XProtect Express+ server software to be installed on a single computer per Software License Code. The client software can be installed on unlimited number of workstations and at different locations. To enable AAC Audio, two AAC audio licenses are included in the Base License.

2) Please refer to the Licensing Requirements on page 5 for further details.

3) To enable AAC audio, one AAC audio license per concurrent XProtect Smart Client using AAC audio is required. Two AAC audio licenses are included in the Base License, if you need additional AAC audio licenses, they are available in packs of 50 licenses.

4) Can be used to trade-in to corresponding product license for XProtect Professional+, XProtect Expert or XProtect Corporate.

5) Can be used to trade-in to newer versions of the same product or corresponding product license for XProtect Professional+, XProtect Expert or XProtect Corporate.

XProtect Professional+

XProtect Professional+ is IP video management software (VMS) designed for mid-sized businesses. It is built with innovative technology designed to save you money and boost the overall performance of your hardware. With the ability for operators to centrally manage all servers, cameras and users the software is ideal for installations spread across multiple sites. Multi-layered maps and full alarm management capabilities give operators a complete overview of their security installation to quickly respond to incidents and provide accurate information to first responders. XProtect Professional+ supports camera-based Edge Storage to help minimize the loss of video and is the perfect choice for institutions such as schools, museums, hospitals and production plants.

Lifecycle stage: General availability
Available for: Registered Partners who are Silver level or above
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPPPLUSBL	XProtect Professional+ Base License (BL)	499.00	1
XPPPLUSDL	XProtect Professional + Device License (DL)	169.00	2
XPAACL-50	AAC licenses for 50 concurrent XProtect Smart Clients	179.00	3

MILESTONE CARE PLUS OPTIONS		MSRP	
SKU ID	Name	USD	Note
MXPPPLUSDL	1 Month Care Plus for XProtect Professional+ DL	2.60	
YXPPPLUSDL	1 Year Care Plus for XProtect Professional+ DL	31.00	
Y2XPPPLUSDL	2 Years Care Plus for XProtect Professional+ DL	51.00	
Y3XPPPLUSDL	3 Years Care Plus for XProtect Professional+ DL	66.00	
Y5XPPPLUSDL	5 Years Care Plus for XProtect Professional+ DL	102.00	
Y3OIXPPPLUSDL	3 Y Opt-in Care Plus for XProtect Professional+ DL	93.00	

MILESTONE CARE PREMIUM OPTIONS		MSRP	
SKU ID	Name	USD	Note
MCPR-MXPPPLUSDL	1 Month Care Premium for XProtect Professional+ DL	1.00	
MCPR-YXPPPLUSDL	1 Year Care Premium for XProtect Professional+ DL	12.00	
MCPR-Y2XPPPLUSDL	2 Years Care Premium for XProtect Professional+ DL	22.00	
MCPR-Y3XPPPLUSDL	3 Years Care Premium for XProtect Professional+ DL	31.00	
MCPR-Y5XPPPLUSDL	5 Years Care Premium for XProtect Professional+ DL	47.00	

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPPPLUSBL	Trade-in XProtect Professional+ BL w/ C-Plus	499.00	4
TXPPPLUSBL	Trade-in XProtect Professional+ BL w/o CPlus	150.00	5
UXPPPLUSDL	Trade-in XProtect Professional+ DL w/ C-Plus	169.00	4
TXPPPLUSDL	Trade-in XProtect Professional+ DL w/o C-Plus	51.00	5

NOTES

1) XProtect Professional+ Base License (XPPPLUSBL) allows the XProtect Professional+ server software to be installed on unlimited number of server per Software License Code. The client software can be installed on unlimited number of workstations and at different locations. To enable AAC Audio, two AAC audio licenses are included in the Base License.

2) Please refer to the Licensing Requirements on page 5 for further details.

3) To enable AAC audio, one AAC audio license per concurrent XProtect Smart Client using AAC audio is required. Two AAC audio licenses are included in the Base License, if you need additional AAC audio licenses, they are available in packs of 50 licenses.

4) Can be used to trade-in to corresponding product license for XProtect Expert or XProtect Corporate.

5) Can be used to trade-in to newer versions of the same product or to corresponding product license for XProtect Expert or XProtect Corporate.

XProtect Expert

XProtect Expert is IP video management software (VMS) for mid-sized and large-scale installations. It is built with innovative technology designed to ensure video integrity and boost the overall performance of your hardware. In addition to camera-based Edge Storage support, XProtect Expert offers reliable, uninterrupted video recording and access through failover recording servers in the event of server failure. The software includes central management of an unrestricted number of servers, cameras and users making it the perfect choice for companies deployed across multiple locations. With multi-layered maps, alarm handling and optional integrated video wall support, XProtect Expert is also ideal for installations with active live monitoring such as warehouses and stadiums.

N.B. Milestone Care Plus is mandatory for the whole XProtect Expert installation (applicable to both XPETBL and XPETDL licenses) during the first year after the initial purchase of the Base License (XPETBL).

Lifecycle stage: General availability
Available for: Registered Partners who are Gold level or above
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPETBL	XProtect Expert Base License (BL)	1,999.00	1
XPETDL	XProtect Expert Device License (DL)	269.00	2
XPAACL-50	AAC licenses for 50 concurrent XProtect Smart Clients	179.00	3

MILESTONE CARE PLUS OPTIONS - Mandatory first year		MSRP	
SKU ID	Name	USD	Note
MXPETBL	1 Month Care Plus for XProtect Expert BL	30.00	
YXPETBL	1 Year Care Plus for XProtect Expert BL	360.00	4
Y2XPETBL	2 Years Care Plus for XProtect Expert BL	600.00	
Y3XPETBL	3 Years Care Plus for XProtect Expert BL	780.00	
Y5XPETBL	5 Years Care Plus for XProtect Expert BL	1,200.00	
Y3OIXPETBL	3 Y Opt-in Care Plus for XProtect Expert BL	1,080.00	
MXPETDL	1 Month Care Plus for XProtect Expert DL	4.10	
YXPETDL	1 Year Care Plus for XProtect Expert DL	49.00	4
Y2XPETDL	2 Years Care Plus for XProtect Expert DL	81.00	
Y3XPETDL	3 Years Care Plus for XProtect Expert DL	105.00	
Y5XPETDL	5 Years Care Plus for XProtect Expert DL	162.00	
Y3OIXPETDL	3 Y Opt-in Care Plus for XProtect Expert DL	146.00	

Milestone Care Premium for XProtect Expert		MSRP	
SKU ID	Name	USD	Note
MCPR-MXPETBL	1 Month Care Premium for XProtect Expert BL	11.70	
MCPR-YXPETBL	1 Year Care Premium for XProtect Expert BL	140.00	
MCPR-Y2XPETBL	2 Years Care Premium for XProtect Expert BL	260.00	
MCPR-Y3XPETBL	3 Years Care Premium for XProtect Expert BL	360.00	
MCPR-Y5XPETBL	5 Years Care Premium for XProtect Expert BL	550.00	
MCPR-MXPETDL	1 Month Care Premium for XProtect Expert DL	1.60	
MCPR-YXPETDL	1 Year Care Premium for XProtect Expert DL	19.00	
MCPR-Y2XPETDL	2 Years Care Premium for XProtect Expert DL	35.00	
MCPR-Y3XPETDL	3 Years Care Premium for XProtect Expert DL	49.00	
MCPR-Y5XPETDL	5 Years Care Premium for XProtect Expert DL	74.00	

TRADE-IN CREDIT			
UXPETBL	Trade-in XProtect Expert BL w/ C-Plus	1,999.00	5
TXPETBL	Trade-in XProtect Expert BL w/o C-Plus	600.00	6
UXPETDL	Trade-in XProtect Expert DL w/ C-Plus	269.00	5
TXPETDL	Trade-in XProtect Expert DL w/o C-Plus	85.00	6

NOTES

1)   XProtect Expert Base License (XPETBL) allows the XProtect Expert server software to be installed on unrestricted Management Server (or one server cluster) and an unlimited number or Recording Servers per Software License Code. The client software can be installed on an unlimited number of workstations and at different locations. To enable AAC Audio, two AAC audio licenses are included in the Base License.

2)   Please refer to the Licensing Requirements on page 5 for further details.

3)   To enable AAC audio, one AAC audio license per concurrent XProtect Smart Client using AAC audio is required. Two AAC audio licenses are included in the Base License, if you need additional AAC audio licenses, they are available in packs of 50 licenses.

4)   Care Plus is mandatory for the whole XProtect Expert installation (applicable to both XPETBL and XPETDL licenses) for minimum one year after the initial purchase of the Base License (XPETBL).

5)   Can be used to trade-in to corresponding product license for XProtect Corporate.

6)   Can be used to trade-in to newer versions of the same product, or to corresponding product license for XProtect Corporate.

XProtect Corporate

XProtect Corporate is IP video management software (VMS) designed for large-scale and high-security installations. It is built with innovative technology designed to ensure end-to-end protection of video integrity and boost the overall performance of your hardware. In addition to central management of all servers, cameras and users in a multi-site set-up, XProtect Corporate includes an integrated video wall for operators demanding supreme situational awareness of any event. The software supports failover recording servers making it the perfect choice for mission-critical installations that require continued access to live and uninterrupted video recordings in the event of a server failure. Running on the industry's best performing recording engine with a recording rate of minimum 3.1 Gbit/s, XProtect Corporate is ideal for installations with 24/7 operation requirements, such as airports and casinos.

N.B. Milestone Care Plus is mandatory for the whole XProtect Corporate installation (applicable to both XPCOBT and XPCODL licenses) during the first year after the initial purchase of the Base License (XPCOBT).

Lifecycle stage: General availability
Available for: Partners who are Gold level or above
Current version: 2021 R2

LICENSES			MSRP	
SKU ID	Name		USD	Note
XPCOBT	XProtect Corporate Base License (BL)		3,183.00	1
XPCODL	XProtect Corporate Device License (DL)		329.00	2
XPCOMIDL	Milestone Interconnect Device License (DL)		69.00	3
XPAACL-50	AAC licenses for 50 concurrent XProtect Smart Clients		179.00	4

MILESTONE CARE PLUS OPTIONS - Mandatory first year			MSRP	
SKU ID	Name		USD	Note
MXPCOBT	1 Month Care Plus for XProtect Corporate BL		48.00	
YXPCOBT	1 Year Care Plus for XProtect Corporate BL		575.00	5
Y2XPCOBT	2 Years Care Plus for XProtect Corporate BL		955.00	6
Y3XPCOBT	3 Years Care Plus for XProtect Corporate BL		1,245.00	6
Y5XPCOBT	5 Years Care Plus for XProtect Corporate BL		1,910.00	6
Y3OIXPCOBT	3 Y Opt-in Care Plus for XProtect Corporate BL		1,719.00	6
MXPCODL	1 Month Care Plus for XProtect Corporate DL		5.00	
YXPCODL	1 Year Care Plus for XProtect Corporate DL		60.00	5
Y2XPCODL	2 Years Care Plus for XProtect Corporate DL		100.00	
Y3XPCODL	3 Years Care Plus for XProtect Corporate DL		130.00	
Y5XPCODL	5 Years Care Plus for XProtect Corporate DL		200.00	
Y3OIXPCODL	3 Y Opt-In Care Plus for XProtect Corporate DL		178.00	

MILESTONE CARE PREMIUM OPTIONS			MSRP	
SKU ID	Name		USD	Note
MCPR-YXPCOBT	1 Year Care Premium for XProtect Corporate BL		223.00	
MCPR-Y2XPCOBT	2 Years Care Premium for XProtect Corporate BL		414.00	
MCPR-Y3XPCOBT	3 Years Care Premium for XProtect Corporate BL		573.00	
MCPR-Y5XPCOBT	5 Years Care Premium for XProtect Corporate BL		876.00	
MCPR-MXPCOBT	1 Month Care Premium for XProtect Corporate BL		18.60	
MCPR-YXPCODL	1 Year Care Premium for XProtect Corporate DL		24.00	
MCPR-Y2XPCODL	2 Years Care Premium for XProtect Corporate DL		43.00	
MCPR-Y3XPCODL	3 Years Care Premium for XProtect Corporate DL		60.00	
MCPR-Y5XPCODL	5 Years Care Premium for XProtect Corporate DL		91.00	
MCPR-MXPCODL	1 Month Care Premium for XProtect Corporate DL		2.00	

TRADE-IN CREDIT				
TXPCOBT	Trade-in XProtect Corporate BL w/o C-Plus		955.00	7
TXPCODL	Trade-in XProtect Corporate DL w/o C-Plus		100.00	7
TXPCOMIDL	Trade-in Milestone Interconnect DL w/o C-Plus		25.00	7

NOTES

1)	XProtect Corporate Base License (XPCOBT) allows the XProtect Corporate server software to be installed on an unrestricted number of servers per Software License Code. The client software can be installed on an unlimited number of workstations and at different locations. When purchased for 2014 or newer versions of XProtect Corporate, the base license includes one XProtect Smart Wall Base License (XPSWBL). To enable AAC Audio, two AAC audio licenses are included in the Base License.	

2)   Please refer to the Licensing Requirements on page 5 for further details.

3)   One XProtect Corporate Milestone Interconnect Camera License (XPCOMIDL) is required per remote camera enabled in the central XProtect Corporate system. NB. An interconnected remote system without any enabled cameras will require one Milestone Interconnect Camera License.

4)   To enable AAC audio, one AAC audio license per concurrent XProtect Smart Client using AAC audio is required. Two AAC audio licenses are included in the Base License, if you need additional AAC audio licenses, they are available in packs of 50 licenses.

5)   Care Plus is mandatory for the whole XProtect Corporate installation (applicable to both XPCOBT and XPCODL licenses) for minimum one year after the initial purchase of the Base License (XPCOBT). Care Plus coverage purchased for the XProtect Corporate Base License (XPCOBT) also covers the included XProtect Smart Wall for 2014 or newer versions of XProtect Corporate.

6)   Care Plus coverage purchased for the XProtect Corporate Base License (XPCOBT) also covers the included XProtect Smart Wall for 2014 or newer versions of XProtect Corporate and any associated Milestone Interconnect Device Licenses.

7)   Can be used to Trade-in to newer versions of the same product.

LICENSING OF MILESTONE INTERCONNECT™

Milestone Interconnect allows a XProtect Corporate VMS system to access cameras residing in other video management systems. These systems can be other Milestone XProtect VMS systems or Arcules VSaaS cloud service. For a complete list of compatible products, please refer to Milestone website https://www.milestonesys.com/solutions/hardware-and-add-ons/milestone-addons/interconnect/milestone-interconnect-compatibility/.

One Milestone Interconnect Device License is required per camera in an interconnected remote site that is enabled in the central XProtect Corporate system. It is possible to interconnect a subset of the cameras in an interconnected system. Please note that an interconnected remote system without any enabled cameras will require one Milestone Interconnect Device License.

Interconnected remote systems are licensed independently via the normal licensing structure applicable for the particular product. Hence, interconnected remote systems do not require additional licenses when interconnected to a central XProtect Corporate system. This also includes products purchased before Milestone Interconnect was introduced.

XProtect Essential+

XProtect Essential+ is a full-featured version of Milestone's market-leading video management software (VMS) at no cost. With support for eight cameras, XProtect Essential+ is the perfect match for the smaller business owner who wants video surveillance to protect employees and assets. With the ability to integrate with other systems and applications, users can explore the Milestone community and the power of the open platform. If you want access to your system from anywhere, XProtect Essential+ provides it all. Whether you are on the go, on the job or at home, your system is only a click away. Why start anywhere else?

Free download address: https://www.milestonesys.com/

For information regarding XProtect Essential 2016 R2 or older version, please refer to the section Limited Available Products.
Lifecycle stage: General availability
Current version: 2021 R2

XProtect Clients

XProtect Smart Client

For Milestone XProtect IP video management software, the XProtect Smart Client is a powerful, easy-to-use client application for the daily operations of security installations. A streamlined interface helps improve usability, making it easy to monitor installations of all sizes, manage security incidents and access and export live and recorded video.

Continually setting the standard for usability in IP VMS products, the XProtect Smart Client provides an extremely efficient working environment that can be optimized for different tasks and operator requirements. Advanced investigation tools combined with the easy-to-navigate video timeline enable fast and accurate examination of incidents. Export options, including digital signature, enable you to more efficiently and securely export video evidence.

Lifecycle stage: General availability
Current version: 2021 R2

LICENSES

XProtect Smart Client can be used free of charge with all Milestone XProtect video management products and Milestone Husky NVR units.

XProtect Web Client

Designed for XProtect video management software (VMS), Milestone Husky™ NVRs and Milestone Husky™ Video Surveillance Appliance Products, XProtect® Web Client is an intuitive web-based interface to view, play back and share video. It provides instant access to all essential functions and it is quick to learn and simple to operate for users of all skill levels. Available in 31 languages, XProtect Web Client provides remote access to the surveillance system from all common browsers and computer operating systems. XProtect Web Client runs on any Internet-enabled computer or device without installation, including optional browser plug-ins. It offers system scalability and an optimized user experience in systems with many users.

Lifecycle stage: General availability
Current version: 2021 R2

LICENSES

XProtect Web Client can be used free of charge with all Milestone XProtect video management products and Milestone Husky NVR units.

XProtect Mobile

XProtect Mobile is a free application for Apple® and Android™ devices that allows users to view video instantly using smartphones or tablets. It operates seamlessly with all XProtect® video management software (VMS), Milestone Husky™ NVRs, Milestone Husky™ Video Surveillance Appliance Products and the Milestone Arcus™ platform via Wi-Fi, 3G or 4G connections. With XProtect Mobile users can view, play back and export video, manage access control and push live video from the device's camera, allowing users to see what's important regardless of their location. XProtect Mobile is available in 31 different languages, allowing users to work with the application in their native language.

Lifecycle stage: General availability
Current version: 2021 R2

LICENSES

XProtect Mobile can be used free of charge with all Milestone XProtect video management products and Milestone Husky NVR units.

However, to use Video Push, a device license is required for each XProtect Mobile device from which users shall be able to push video. The price of the device license is determined by the specific Milestone product being used.

XProtect Add-on Products, Plug-ins and Components

XProtect Smart Wall

XProtect Smart Wall is a video wall solution that provides visual coordination and decision support to operators working in response centers and control rooms. The tight integration with the XProtect® Smart Client makes XProtect Smart Wall an efficient collaborative canvas for gaining situational overview, assessing incidents and coordinating response activities. It supports any number or combination of monitors and runs on standard servers and displays, enabling flexible and cost-efficient installations.

Lifecycle stage: General availability
Available for: partners who are Gold level or above and have been approved by local Milestone sales representative
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPSWBL	XProtect Smart Wall Base License (BL)	15,799.00	1

MILESTONE CARE OPTIONS

The XProtect Add-on product will be covered by the Milestone Care service level of the underlying VMS or NVR product without separate charge.

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPSWBL	Trade-in XProtect Smart Wall BL w/ C-Plus	15,799.00	
TXPSWBL	Trade-in XProtect Smart Wall BL w/o C-Plus	4,740.00	

NOTES

1) XProtect Smart Wall is an optional add-on license for XProtect Corporate 3.0 to 2013 R2, and XProtect Expert 2014 and newer versions of XProtect Expert. XProtect Smart Wall is included in XProtect Corporate Base License (XPCOBL) as of version 2014. The XPSWBL is linked to a specific XProtect Corporate or XProtect Expert system's Base License and gives the right to run unlimited XProtect Smart Walls, displays and camera streams under that Base License.

XProtect Access

Milestone XProtect Access is an XProtect Add-on product that video enables physical security through integration of access control and intrusion systems. XProtect Access provides operators unified access to all primary and most common functions in the integrated access control system as an integral part of XProtect Smart Client. The video enablement of access control systems empowers operators to effectively monitor access events, manually assist passages and conduct investigations on specific access points or cardholders, while enriching the value of reports and evidence material.

Extending the capabilities of the Milestone Integration Platform, the unique plug-in architecture makes integration of physical security systems easy, while reducing cost of installation at the customer site. With its decoupling of the video system and the access control system, XProtect Access provides customers with the freedom of selecting the system of their choice to match the specific needs and budget.
XProtect Access is an XProtect Add-on product, compatible with all XProtect VMS products, except XProtect Essential+.

Lifecycle stage: General availability
Available for: All Milestone resellers
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPABL	XProtect Access Base License (BL)	129.00	1
XPADL	XProtect Access Door License (DL)	39.00	2

MILESTONE CARE OPTIONS
The XProtect Add-on product will be covered by the Milestone Care service level of the underlying VMS or NVR product without separate charge.

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPABL	Trade-in XProtect Access BL w/ C-Plus	129.00	
TXPABL	Trade-in XProtect Access BL w/o C-Plus	39.00	
UXPADL	Trade-in XProtect Access DL w/ C-Plus	39.00	
TXPADL	Trade-in XProtect Access DL w/o C-Plus	12.00	

NOTES
1) Base license for the XProtect Access product, with no included Reader Licenses.
2) Reader license for one single video enabled access point (door, gate, etc.).

XProtect Transact

XProtect Transact video enables different types of transaction-based processes. It has a broad market applicability in sectors such as retail, transportation and banking & finance to reduce and investigate shrinkage and fraud. Combining transaction data from point of sales systems, scanners, cash point machines, or similar systems with corresponding video, XProtect Transact enables real-time monitoring, exception handling and documentation of transactions.

XProtect Transact is an XProtect Add-on product, compatible with all XProtect VMS products, except XProtect Essential+.

Lifecycle stage: General availability
Available for: All Milestone resellers
Current version: 2021 R2

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPTBS	XProtect Transact Base License (BL) w/ 1 CL	299.00	
XPTC1	XProtect Transact Connection License (CL)	269.00	

MILESTONE CARE OPTIONS

The XProtect Add-on product will be covered by the Milestone Care service level of the underlying VMS or NVR product without separate charge.

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPTBS	Trade-in XProtect Transact BL w/ C-Plus	299.00	1
TXPTBS	Trade-in XProtect Transact BL w/o C-Plus	90.00	1
UXPTC1	Trade-in XProtect Transact CL w/ C-Plus	269.00	1
TXPTC1	Trade-in XProtect Transact CL w/o C-Plus	85.00	1

NOTES

1) Can be used to Trade-in to newer versions of the same product.

XProtect LPR

XProtect LPR is license plate recognition (LPR) software that detects license plate information from any vehicle around the world and links the license plate number with video. It is a simple way to control vehicle access, for example, for entrance/exit barriers, parking spaces and toll gates. XProtect LPR can send a notification when a certain license plate is detected, enabling users to quickly take action. Users can also define positive/negative lists that will initiate certain actions, such as opening a gate, which increases work productivity and can help automate tasks. XProtect LPR is an add-on product that is seamlessly configured and managed through the supported XProtect video management software (VMS) products.

XProtect LPR is compatible with all XProtect VMS products, except XProtect Essential+.

Please note:
From 2019 R2, XProtect LPR for XProtect Express and Professional will exist in a separate installer and will not be updated to include new features and/or new country modules. There will be no further development on the detached XProtect LPR for XProtect Express and Professional.

Lifecycle stage: General availability
Available for: All Milestone resellers
Current version: 2021 R2

LICENSES

SKU ID	Name	MSRP USD	Note
XPLPRBL	XProtect LPR Base License (BL)	300.00	1
XPLPRCL	XProtect LPR Device License (DL)	1,295.00	2
XPLPRLL	XProtect LPR Country Module (CM)	645.00	3

MILESTONE CARE OPTIONS

The XProtect Add-on product will be covered by the Milestone Care service level of the underlying VMS or NVR product without separate charge.

TRADE-IN CREDIT

SKU ID	Name	MSRP USD	Note
UXPLPRBL	Trade-in XProtect LPR BL w/ C-Plus	300.00	
TXPLPRBL	Trade-in XProtect LPR BL w/o C-Plus	90.00	
UXPLPRCL	Trade-in XProtect LPR DL w/ C-Plus	1,295.00	
TXPLPRCL	Trade-in XProtect LPR DL w/o C-Plus	390.00	
UXPLPRLL	Trade-in XProtect LPR CM w/ C-Plus	645.00	
TXPLPRLL	Trade-in XProtect LPR CM w/o C-Plus	195.00	

NOTES

1) XProtect LPR Base License (XPLPRBL) allows the XProtect LPR server software to be installed on unlimited number of servers per Software License Code. Includes five XProtect LPR Country Modules. Additional libraries required must be purchased in excess, using the XProtect LPR Country Modules (XPLPRLL) license.

2) License per camera running LPR analytics.

3) Additional country modules (beyond the 5 included modules) for XProtect LPR covering a specific region, state or country. The XPLPRLL license allows the LPR country module to be deployed on an unlimited number of XProtect LPR servers in a given installation. Please contact Milestone web (https://www.milestonesys.com/solutions/hardware-and-add-ons/milestone-addons/lpr/) for details on available LPR country modules.

XProtect Rapid REVIEW

XProtect Rapid REVIEW is an easy to use, powerful software solution that accelerates investigations – allowing security operators and investigators to find what they are looking for, fast. Designed to enable rapid review, search and analysis of video recordings, this means you no longer need to spend countless hours behind a screen watching endless footage to locate a specific incident. Once installed, XProtect Rapid REVIEW is seamlessly integrated into the XProtect Smart Client, XProtect Rapid REVIEW lets you review hours of video in minutes, and pinpoint people, objects and behaviors of interest immediately. You can then turn that information into evidence, insights and action.

XProtect Rapid REVIEW can be used with an unlimited number of device licenses. However, please consult Milestone for installations that require more than 200 XProtect Rapid REVIEW device licenses to ensure the product fits the needs (1).

XProtect Rapid REVIEW is compatible with the following XProtect VMS products: XProtect Corporate, Expert, Professional+ and Express+. For a recommendation on minimum system requirements, please visit https://www.milestonesys.com/support/tools-and-references/system-requirements/.

Please note:
XProtect Rapid REVIEW is only compatible with versions of XProtect 2019R3 and above.

Lifecycle stage: General availability
Available for: All Milestone resellers, with the recommendation to complete the related eLearning
Current version: 2021 R2 (6.1)

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPRRDL	XProtect Rapid REVIEW Device License	180.00	1,2

MILESTONE SERVICES
All XProtect Rapid REVIEW device licenses purchased before end of April 2022, include the right to update to new versions of the product for 12 months after purchase.

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPRRDL	Trade-in XProtect Rapid REVIEW Device License	180.00	3

NOTES

1) If the installation requires more than 200 XProtect Rapid REVIEW device licenses, please reach out to Milestone.

2) Milestone recommends purchasing the same amount of XProtect Rapid REVIEW device licenses as Milestone XProtect device licenses on the underlying VMS product. However, to ensure complete camera coverage for comprehensive forensic video review you may need to purchase additional XProtect Rapid REVIEW device licenses to cover all enabled video channels in XProtect.

3) Trade-in option can only be used to update to newer versions of the product.

XProtect Screen Recorder

The XProtect Screen Recorder is a function that enables Milestone XProtect IP video management software to inconspicuously capture screen recordings of any Windows-based PC or point-of-sale terminal. Captured screen recordings are managed in the same way as video (camera) data in the XProtect VMS. This feature helps manage loss and fraud by monitoring the use of business systems and documenting customer transactions. XProtect Screen Recorder improves efficiency by allowing you to audit staff activities and conduct training and education. The XProtect Screen Recorder works seamlessly with all Milestone XProtect VMS products.

Lifecycle stage: General availability
Current version: 2021 R2

LICENSES
Although the XProtect Screen Recorder is not subject to licensing as such, one (1) device license in the Milestone XProtect video management product or Milestone Husky NVR unit is needed per monitored PC or POS equipment.

XProtect Retail

XProtect Retail is an investigation tool for performing advanced transaction data analysis. It helps retailers optimize store operations and increase profit by identifying fraud and reducing shrinkage. Based on transaction data from point-of-sale (POS) or automated teller machines (ATMs) typically gathered in Enterprise Resource Planning (ERP) systems, XProtect Retail links data with corresponding video from relevant cameras. Advanced search options, full video documentation and a set of pre-defined performance indicators make it easy to maintain a complete overview of store operations, cash registers/tills and employees so you can protect your entire business and customers.

The XProtect Retail solution offers an Application Programming Interface (API) which enables the customer to populate the Milestone Database with transactional data.

XProtect Retail is compatible with all XProtect VMS products, except XProtect Essential+.

Standard Purchase of an XProtect Retail solution requires purchase of a mandatory XProtect Retail Integration Service (MSCXPR) that includes:
• Assistance in scoping and defining the retail solution
• Assistance during the development phase of the integration

Customized
Milestone also offers customized development of integration into the Retail solution on a fixed price basis. For customers requiring this, and for customers with more complex retail solutions, additional consultancy assistance can be purchased on a daily basis (MSCXPRD) to cover:
• Analysis of customer specific systems to be integrated with the retail solution
• Implementation of the retail solution (data and function integration)
• Optimization of the data base performance
• Test and document of the retail solution
• Assistance during the deployment of the solution (camera setup, mapping of tills in the system, etc.)

XProtect Retail must be ordered manually via the Milestone Sales Support department and is not available in Milestone Store. Purchase of a Retail solution is subject to closure of a separate development contract.
Please refer to page 3 for contact details.

Available for: Advanced Certified Milestone partners only and when approved by the Milestone Channel Business Manager

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPRSL	XProtect Retail Server License	4,500.00	1
XPRCL	XProtect Retail Connection License	300.00	2

CONSULTANCY SERVICES		MSRP	
SKU ID	Name	USD	Note
MSCXPR	Mandatory XProtect Retail Integration Service	10,275.00	3
MSCXPRD	Additional XProtect Retail Integration Service, per day	2,065.00	4

MILESTONE CARE PLUS OPTIONS
There are no XProtect Retail specific Milestone Care Plus options available. However, it is mandatory to purchase Milestone Care Plus coverage for the underlying XProtect platform that is used together with the XProtect Retail solution.

TRADE-IN CREDIT
Trade-in of XProtect Retail licenses is not available.

NOTES

1) Gives the right to deploy and use the XProtect Retail solution on unlimited number of servers and sites for the given installation (legal entity).

2) One XProtect Retail Connection License (XPRCL) is required for each device, such as POS, till, scanner, etc., that is connected to the XProtect Retail solution.

3) Includes one week of XProtect Retail Integration Assistance for integration of customer specific databases and business systems. Additional integration work may be required dependent on the nature and complexity of the integration. Service is mandatory with any purchase of XProtect Retail. Travel time is charged at a reduced rate and travel costs are covered by the customer, using the Travel Expenses Voucher (MSTXP).

4) Daily rate for additional Retail specific integration services. Travel time is charged at a reduced rate and travel costs are covered by the customer, using the Travel Expenses Voucher (MSTXP).

Milestone Husky Products

Milestone Husky X series NVR

The Milestone Husky X series is a range of network video recorders designed by Milestone for XProtect video management software. With its dedicated hardware design, carefully selected components and the use of hardware accelerated video decoding, the Milestone Husky X series of NVRs unlocks the full potential of Milestone XProtect VMS, offering remarkable performance and low total cost of ownership.

Please note that last purchase date for selected Husky X series products is August 31st, 2021

Milestone Husky X2

Following the notification in May, the Husky X2 products are now in "sustaining" mode and are no longer available for purchase. Please refer to the official notification, or the Product Lifecycle for more information.

Milestone Husky X8

The Milestone Husky X8 is a high performing network video recorder for the high-end market, offering astonishing performance. It offers extreme reliability with component, storage and application redundancy, ensuring continuous uninterrupted operation. Leveraging the XProtect video management software, hardware accelerated video processing and Western Digital Purple™ HDD technology, the unit offers a proven capacity of more than 400 cameras* with server-side motion detection.
*) 720P @ 25 FPS, 2Mbit/s

Following the notification in May, the Husky X8 products are now in "limited availability" and will be available for purchase only until August 31, 2021 or until stocks last. Please refer to the official notification, or the Product Lifecycle for more information.

Lifecycle stage: Limited availability   **Last purchase date for X series Huskies is August 31st, 2021**
Available for: All Milestone resellers

UNITS		MSRP	
SKU ID	Name	USD	Note
HX8R	Husky X8 barebone w/RAID	11,495.00	1
HX8RC	Husky X8 barebone w/RAID and CNA	12,495.00	1

HARDDRIVES AND TRAYS		MSRP	
SKU ID	Name	USD	Note
HXGS4TB-4	4*4TB HDD (16TB total) w/tray for X8	1,250.00	2
HXGS6TB-4	4*6TB HDD (24TB total) w/tray for X8	1,895.00	2
HXGS8TB-4	4*8TB HDD (32TB total) w/tray for X8	2,550.00	2
HXGS10TB-4	4*10TB HDD (40TB total) w/tray for X8	3,250.00	2
HXGS12TB-4	4*12TB HDD (48TB total) w/tray for X8	3,795.00	2
HXGS14TB-4	4*14TB HDD (56TB total) w/tray for X8	4,395.00	2
HXGST-4	4*HDD tray for X8	125.00	3

MILESTONE CARE OPTIONS

There are no Care Plus or Care Premium options available for the Husky X series NVR. Instead Care services can be purchased for the specific XProtect VMS used on the Husky X series NVR.

TRADE-IN CREDIT

Trade-in of Milestone Husky X8 is not available.

NOTES

1)   Milestone Husky X series NVRs are preloaded with Milestone XProtect Advanced VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.
The unit has 8 disk bays (all 8 bays need to be used), where disks and trays or only trays are purchased seperately.

2)   HDDs are optional to purchase, but can only be purchased in conjunction with barebones
The SKU can only be purchased in multiples of 2 (No upper purchasing limit)
Trays are included.
Total storage is 16TB, 24TB, 32TB, 40TB, 48TB & 56TB respectively per tray; per X8 with 2 trays of HDD's total storage is 32TB, 48TB, 64TB, 80TB, 96TB & 112TB.

3)   Trays need to be purchased, when no HDDs are purchased and can only be purchased in conjunction with barebones.
It is required to always purchase the 4-pack in pairs for a total of 8 trays
Visit the Husky Support page for compatible HDDs - https://www.milestonesys.com/Husky-support

Milestone Husky IVO Video Surveillance Appliances

Power to Perform.

Introducing the new Milestone Husky™ IVO.

The new Milestone Husky™ IVO series offers a range of appliances to cover almost all solution needs. Whether it's for simple installation, maximum uptime, or critical data storage, there's a Husky for you.

This new scalable portfolio is designed to fit numerous XProtect use cases to give you the most from your installation. From the small corner store to the massive football stadium, Husky's range works seamlessly with XProtect to provide the performance and reliability needed to get the most out of your surveillance solution.

Key benefits:
•Optimized for XProtect so that you can achieve more with your video solution
•Easy to install, use and maintain – pre-loaded with XProtect
•Single point of support for both hardware and the VMS
•Prepared for evolving needs

The portfolio contains 6 products, each with multiple storage options available. All appliances in this series comes with a standard, 5-years warranty.

For more information about the new Milestone Husky™ portfolio, along with the services available, check our webpage: https://milestone-new-husky-series.webflow.io/

Use the Milestone Husky Calculator to select the optimal Husky solution with confidence

HUSKY AVAILABILITY

Please check for availability of Husky IVO in your country on our website:
https://content.milestonesys.com/collections/view/D1B3983B-9265-4C47-B656E817B4D0FA9D/?mediaId=C689EDE4-D660-4452-B6328C30D95A149E

MILESTONE CARE OPTIONS

There are no Care Plus or Care Premium options available for the Husky IVO Video Surveillance Appliance Products. Instead Care services can be purchased for the specific XProtect VMS used on the Husky IVO Video Surveillance Appliance Products.

TRADE-IN CREDIT

Trade-in of Milestone Husky products is not available.

SALES RETURN

Please note that, according to Milestone policy, there shall be **no sales returns** of Husky IVO products after placing the orders in Milestone Store. For more information, please check your commercial agreement with Milestone.

Milestone Husky IVO 150D
Reliable and simple setup

The Husky IVO 150 Desktop is the most simple, easy-to-use video surveillance appliance for XProtect®. Husky 150D is ideal for smaller sites with installations of only a few cameras and a smaller scale need to view real-time footage locally.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS

SKU ID	Name	MSRP USD	Note
HE150D-2TB	Husky IVO 150 Desktop, Win10, 2TB(1x2TB)	2,075.00	1
HE150D-4TB	Husky IVO 150 Desktop, Win10, 4TB(1x4TB)	2,125.00	1
HE150D-8TB	Husky IVO 150 Desktop, Win10, 8TB(1x8TB)	2,275.00	1
HE150D-12TB	Husky IVO 150 Desktop, Win10, 12TB(1x12TB)	2,425.00	1
HE150D-16TB	Husky IVO 150 Desktop, Win10, 16TB(1x16TB)	2,725.00	1

HUSKY ADD-ON

SKU ID	Name	MSRP USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2

HUSKY MAINTENANCE SERVICES

SKU ID	Name	MSRP USD	Note
HEMS-150D-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 150D	75.00	3

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) It is required to purchase the maintenance service at the time of the initial order.

Milestone Husky IVO 350T

Freedom to scale up

The Husky IVO 350 Tower is the ideal choice for those wanting to start small in their video installation while having the flexibility to grow – without a heavy investment in IT resources and rack space.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS		MSRP	
SKU ID	Name	USD	Note
HE350T-4TB	Husky IVO 350 Tower, Win10, 4TB(2x2TB)	2,600.00	1
HE350T-8TB	Husky IVO 350 Tower, Win10, 8TB(2x4TB)	2,700.00	1
HE350T-16TB	Husky IVO 350 Tower, Win10, 16TB(2x8TB)	3,025.00	1
HE350T-24TB	Husky IVO 350 Tower, Win10, 24TB(2x12TB)	3,325.00	1
HE350T-32TB	Husky IVO 350 Tower, Win10, 32TB(2x16TB)	3,900.00	1

HUSKY ADD-ON		MSRP	
SKU ID	Name	USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2

HUSKY MAINTENANCE SERVICES		MSRP	
SKU ID	Name	USD	Note
HEMS-350T-5Y-4HMC	5 Years 4H Mission Critical w/ KYHD - 350T	700.00	3
HEMS-350T-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 350T	200.00	3

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) It is required to purchase the maintenance service at the time of the initial order.

Milestone Husky IVO 350R

Freedom to scale up with existing IT infrastructure

The Husky IVO 350 Rack is the ideal "first rack server" product for those who aim to start small in their video installation — yet want the flexibility to grow within their existing IT infrastructure.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS

SKU ID	Name	MSRP USD	Note
HE350R-4TB	Husky IVO 350 Rack mount, Win10, 4TB(2x2TB)	4,075.00	1
HE350R-8TB	Husky IVO 350 Rack mount, Win10, 8TB(2x4TB)	4,200.00	1
HE350R-16TB	Husky IVO 350 Rack mount, Win10, 16TB(2x8TB)	4,550.00	1
HE350R-24TB	Husky IVO 350 Rack mount, Win10, 24TB(2x12TB)	4,850.00	1
HE350R-32TB	Husky IVO 350 Rack mount, Win10, 32TB(2x16TB)	5,450.00	1

HUSKY ADD-ON

SKU ID	Name	MSRP USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2
HA-RR-3930	Slide Rack Rail kit for Husky IVO 350R and 700R	100.00	3

HUSKY MAINTENANCE SERVICES

SKU ID	Name	MSRP USD	Note
HEMS-350R-5Y-4HMC	5 Years 4H Mission Critical w/ KYHD - 350R	700.00	4
HEMS-350R-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 350R	200.00	4

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) Slide Rack Rails are optional to purchase, but can only be purchased in conjunction with units.

4) It is required to purchase the maintenance service at the time of the initial order.

Milestone Husky IVO 700R

Full redundancy for continuous recording

The Husky IVO 700 Rack is the ideal medium-sized video surveillance appliance that brings ease-of-use and full redundancy together – making it the perfect choice for those with a critical need for maximum uptime on their video installation.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS		MSRP	
SKU ID	Name	USD	Note
HE700R-8TB	Husky IVO 700 Rack mount, Win10, 8TB(4x2TB)	6,475.00	1
HE700R-16TB	Husky IVO 700 Rack mount, Win10, 16TB(4x4TB)	6,725.00	1
HE700R-32TB	Husky IVO 700 Rack mount, Win10, 32TB(4x8TB)	7,525.00	1
HE700R-48TB	Husky IVO 700 Rack mount, Win10, 48TB(4x12TB)	8,200.00	1
HE700R-64TB	Husky IVO 700 Rack mount, Win10, 64TB(4x16TB)	9,575.00	1

HUSKY ADD-ON		MSRP	
SKU ID	Name	USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2
HA-RR-3930	Slide Rack Rail kit for Husky IVO 350R and 700R	100.00	3

HUSKY MAINTENANCE SERVICES		MSRP	
SKU ID	Name	USD	Note
HEMS-700R-5Y-4HMC	5 Years 4H Mission Critical w/ KYHD - 700R	1,725.00	4
HEMS-700R-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 700R	225.00	4

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) Slide Rack Rails are optional to purchase, but can only be purchased in conjunction with units.

4) It is required to purchase the maintenance service at the time of the initial order.

Milestone Husky IVO 1000R

Performance and redundancy for extra protection

The Husky IVO™ 1000 Rack is a powerful 2U rack-mount appliance that brings together performance, redundancy, and time-saving ease-of-use in a single unit with a low total cost of ownership.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS — MSRP

SKU ID	Name	USD	Note
HE1000R-16TB	Husky IVO 1000 Rack mount 2U, WS19, 16TB(8x2TB)	11,100.00	1
HE1000R-32TB	Husky IVO 1000 Rack mount 2U, WS19, 32TB(8x4TB)	11,600.00	1
HE1000R-64TB	Husky IVO 1000 Rack mount 2U, WS19, 64TB(8x8TB)	13,150.00	1
HE1000R-96TB	Husky IVO 1000 Rack mount 2U, WS19, 96TB(8x12TB)	14,450.00	1
HE1000R-128TB	Husky IVO 1000 Rack mount 2U, WS19, 128TB(8x16TB)	17,100.00	1

HUSKY ADD-ON — MSRP

SKU ID	Name	USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2
HA-RR-540	Slide Rack Rail kit for Husky IVO 1000R	225.00	3

HUSKY MAINTENANCE SERVICES — MSRP

SKU ID	Name	USD	Note
HEMS-1000R-5Y-4HMC	5 Years 4H Mission Critical w/ KYHD - 1000R	1,725.00	4
HEMS-1000R-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 1000R	300.00	4

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) Slide Rack Rails are optional to purchase, but can only be purchased in conjunction with units.

4) It is required to purchase the maintenance service at the time of the initial order.

Milestone Husky IVO 1800R
The optimal performance for critical video setups

The Husky IVO™ 1800 Rack combines performance, extensive storage and reliability with trust and quality, to bring the ideal solution for larger, complex, or critical video installations.

Lifecycle stage: General availability
Available for: All Milestone resellers

UNITS		MSRP	
SKU ID	Name	USD	Note
HE1800R-24TB	Husky IVO 1800 Rack mount 2U, WS19, 24TB(12x2TB)	17,175.00	1
HE1800R-48TB	Husky IVO 1800 Rack mount 2U, WS19, 48TB(12x4TB)	17,875.00	1
HE1800R-96TB	Husky IVO 1800 Rack mount 2U, WS19, 96TB(12x8TB)	20,175.00	1
HE1800R-144TB	Husky IVO 1800 Rack mount 2U, WS19, 144TB(12x12TB)	22,125.00	1
HE1800R-192TB	Husky IVO 1800 Rack mount 2U, WS19, 192TB(12x16TB)	26,025.00	1
HE1800R-288TB	Husky IVO 1800 Rack mount 2U, WS19, 288TB(24x12TB)	30,075.00	1
HE1800R-384TB	Husky IVO 1800 Rack mount 2U, WS19, 384TB(24x16TB)	37,900.00	1

HUSKY ADD-ON		MSRP	
SKU ID	Name	USD	Note
HA-POE-8	Husky PoE Switch 8 Ports, PoE/PoE+ Managed	1,175.00	
HA-POE-24	Husky PoE Switch 24 Ports, PoE/PoE+ Managed	2,050.00	2
HA-RR-740	PEC Static Rack Rail kit for Husky IVO 1800R	250.00	3

HUSKY MAINTENANCE SERVICES		MSRP	
SKU ID	Name	USD	Note
HEMS-1800R-5Y-4HMC	5 Years 4H Mission Critical w/ KYHD - 1800R	2,400.00	4
HEMS-1800R-5Y-KYHD	5 Years Keep Your Hard Drive (KYHD) - 1800R	325.00	4

NOTES

1) Milestone Husky IVO Video Surveillance Appliance Products are preloaded with Milestone XProtect VMS, which means that they can be used with the following XProtect VMS variants:
Express+, Professional+, Expert and Corporate, where required licenses are obtained separately.
The units can also be used with XProtect Essential+ with up to 8 cameras for free.

2) Please note that, due to global component shortage, the 24-port PoE switch is currently not available for purchase.

3) Slide Rack Rails are optional to purchase, but can only be purchased in conjunction with units.

4) It is required to purchase the maintenance service at the time of the initial order.

Milestone Solutions

Milestone Honeywell Galaxy Integration

Honeywell Galaxy is an alarm panel system.

This solution is a Milestone XProtect Event Server solution that supports groups, zones and outputs on the Honeywell Galaxy box and on any connected RIO modules. It provides the ability to listen to alarms on these and has the ability to enable and disable them.

Honeywell Galaxy must be ordered manually via the Milestone Sales Support department and is not available in Milestone Store

Available for: Certified Honeywell integrators

Current version: -

LICENSES		MSRP	
SKU ID	Name	USD	Note
MIPPP-HGX-BS	Honeywell Galaxy Base License incl.1 panel	1,300.00	1
MIPPP-HGX-C1	Honeywell Galaxy additional panel	329.00	2

MILESTONE CARE OPTIONS

There are no Milestone Care options available for the Milestone Honeywell Galaxy integration solution.

TRADE-IN CREDIT

Trade-in of the Milestone Honeywell Galaxy integration solution is not available.

NOTES

1)   Base License for one Event Server.

2)   License for additional panel on the same Event Server.

Milestone Services

As a complements to Milestone's video surveillance products, Milestone offers a portfolio of services designed to maximize the value of Milestone products for partners and customers. The service portfolio includes a wide range of customization and post-sales services:

- **Custom Development** – a customization and integration service enabling Milestone ecosystem partners to meet specific customer needs by fully explore the utilize of Milestone's open platform technology
- **Milestone Professional Services** - a portfolio of system deployment and optimization services designed to unlock the full potential of Milestone installations while optimizing the system performance for a problem-free and stable operation

Custom Development

Milestone's XProtect open platform software allows for integration with the widest choice of third-party applications and business systems via the Milestone Integration Platform (MIP). The open architecture of XProtect provides endless possibilities to create custom, powerful video management solutions.

The Milestone Custom Development service offers assistance in developing, installing and supporting tailor-made integrated solutions. We also deliver services and software that enable our partners to offer complete solutions that match customer needs for IP-based video surveillance systems. Our experienced consultants have broad experience integrating 3rd-party applications and business systems into tailor-made XProtect software including:
- Access control
- Alarm systems
- Video analytics
- Point-of-sale (POS) systems
- Enterprise resource planning (ERP) databases

Each integrated solution is managed by a dedicated project leader and developed by one or more senior developers to ensure functionality and quality. Solutions are also tested in-house by the Milestone Test Department. All consultancy department staff members are senior engineers with a bachelor's or master's degree and many years' experience in the industry, ensuring a high-quality solution.

Not only can we provide you with expertise, the consultancy department also offers in-depth training of the MIP Software Development Kit (SDK), the comprehensive tool used to create applications for XProtect. The hands-on training is beneficial for experienced developers who want to create their own integration for XProtect software.

For more information about our consultancy services, contact us at Consultancy@milestonesys.com.
Custom Development services cannot be ordered via Milestone Store.

SERVICES			MSRP	
SKU ID	Name		USD	Note
MSCD	Milestone Custom Development Service, per day		Call for Quote	2

NOTES

2)	Travel time is charged at a reduced rate and travel costs are covered by the customer, using the Travel Expenses Voucher (MSTXP).	

Professional Services

Milestone Professional Services is a portfolio of system deployment and optimization services designed to unlock the full potential of Milestone installations while optimizing the system performance for a problem-free and stable operation.
Note: Milestone Professional Services are subject to availability, can be provided in-house or outsourced, and their price may vary accordingly.

Quick Start-Up Services

The Quick-start Up service is a remote installation and configuration service for new Milestone installations. Drawing on Milestone's broad system experience, the service ensures that the implementation is in according to best practices and that the system is tuned to ensure optimal performance for the specific customer application.

Minimum service engagement: 4 hours

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSQSH	Quick Start-up Service, per hour	Call for Quote	

System Start-Up Services

The System Start-Up service is an onsite installation and configuration services for new Milestone installations. Drawing on Milestones broad system experience the service ensures that the implementation is executed according to best practices and that the system is tuning for optimal performance for the specific customer application. During the on-site service execution, the Milestone Engineer work together with the Milestone Partner and the end-customer, which not only ensures that everything is installed and configured properly, but also that competence about the installation is transferred.

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSSSH	System Start-up Service, per hour	Call for Quote	
MSSSD	System Start-up Service, daily rate	Call for Quote	

Upgrade Assistance Services

The Upgrade Assistance service is designed to assist end-customers who want to upgrade their existing Milestone XProtect software to the newest version, and gain access to the latest functions and capabilities. The service is relevant to end-customers that subscribe to the Milestone Care Plus service (formerly Software Upgrade Plan – SUP).

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	**Name**	**USD**	**Note**
MSUAH	Upgrade Assistance Service, per hour	Call for Quote	
MSUAD	Upgrade Assistance Service, daily rate	Call for Quote	

System Health Check Services

The System Health Check service is an audit of installed software and hardware configurations. This service ensures that the configuration of the installation is aligned with Milestone's best practices and ensures optimal performance. Observed deficiencies and system optimization recommendations will be documented in a service report and delivered upon completion of the service.

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSHCH	System Health Check Service, per hour	Call for Quote	
MSHCD	System Health Check Service, daily rate	Call for Quote	

Customized Services

With Customized Service, Milestone's skilled Engineers are available to provide tailored and customer-specific solutions. The expertise of Milestone Engineers is relevant in installation planning, acceptance testing, remote installation support and post-installation audits. All concluded service engagements are fully-documented.

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSCSH	Customized Services, per hour	Call for Quote	
MSCSD	Customized Services, daily rate	Call for Quote	

System Design Services

The System Design Service is an onsite demo-to-win installation and configuration service. The implementation is executed with test licenses and replicates fully the network, CPU and storage load for the camera count and video feeds specified for the proof of concept.

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSSDH	System Design Service, per hour	Call for Quote	
MSSDD	System Design Service, daily rate	Call for Quote	

End-customer Training Services

The End-Customer training Service is an onsite class where attendees learn best practices in using the Milestone software for their specific operational needs. This service is not a Professional Service and instead sold directly to the End-Customer by Milestone.

Minimum service engagement: 1 day

SERVICES		MSRP	
SKU ID	Name	USD	Note
MSECT	End-customer Training	Call for Quote	

Retiring or Terminated Products

Milestone products have a lifecycle with several stages, depending on their availability and support. For more information on the details of each stage and how it applies to the different products, please refer to page 6 for further information on the Product Lifecycle.

Terminated Products

Although a Milestone product reaches the Terminated stage, there will still be options for expansion and self help support resources. Please refer to our product lifecycle on page 6 for more information.

TRADE-IN CREDIT
As part of Milestone XProtect and described in more detail on page 7, it is under attractive terms possible to trade-in terminated Milestone software products in exchange for a more recent offering.
For quotes on possible trade-ins of older Milestone products please reach out to your local sales support.
Please refer to page 3 for contact details.

XProtect VMS Products - Retiring Products

Milestone XProtect Essential

Lifecycle stage: Limited Availability
Available for: All Milestone resellers
Current version: 2016 R2   **Please note that 2016 R2 was the final version of the product.**

SKU ID	Name	MSRP USD	Note
XPESCL	XProtect Essential Device License (DL)	49.00	
MXPESCL	1 Month Care Plus for XProtect Essential DL	0.80	3
YXPESCL	1 Year Care Plus for XProtect Essential DL	9.00	3
Y2XPESCL	2 Years Care Plus for XProtect Essential DL	15.00	3
Y3OIXPESCL	3 Y Opt-in Care Plus for XProtect Essential DL	27.00	
UXPESBL	Trade-in XProtect Essential BL w/2 DL w/ C-Plus	0.00	1
TXPESBL	Trade-in XProtect Essential BL w/2 DL w/o C-Plus	0.00	1
UXPESCL	Trade-in XProtect Essential DL w/ C-Plus	49.00	2
TXPESCL	Trade-in XProtect Essential DL w/o C-Plus	15.00	2

Notes

1) Only applies to XProtect Essential version 2016 R2 or earlier. Can be used to trade-in to corresponding product license for XProtect Express+, XProtect Professional+, XProtect Expert or XProtect Corporate. The two device licenses (XPESCL), that originally were included with the base license, have been extracted and treated as two regular device licenses. Trade-in credit is given for these two device licenses (TXPESCL), which makes up for the credit of the base license.

2) Only applies to XProtect Essential version 2016 R2 or earlier. Can be used to trade-in to corresponding product license for XProtect Express+, XProtect Professional+, XProtect Expert or XProtect Corporate.

3) Existing customers with Care Plus agreements continue to benefit from our 100% trade-in credit on software upgrades, reseller access to the Milestone Customer Dashboard, Push Notifications, and Smart Connect until product termination. Customers can also renew their existing Care Plus agreement, provided that the coverage period doesn't exceed June 2022.

XProtect Express

Lifecycle stage: Maintenance mode
Available for: All Milestone resellers
Current version: 2019 R2   **Please note that 2019 R2 was the final version of the product.**

LICENSES			MSRP	
SKU ID	Name		USD	Note
XPEXBL	XProtect Express Base License (BL)		19.00	1
XPEXCL	XProtect Express Device License (DL)		69.00	2

MILESTONE CARE PLUS OPTIONS		MSRP	
MXPEXCL	1 Month Care Plus for XProtect Express DL	1.10	5
YXPEXCL	1 Year Care Plus for XProtect Express DL	13.00	5
Y2XPEXCL	2 Years Care Plus for XProtect Express DL	18.00	5
Y3XPEXCL	3 Years Care Plus for XProtect Express DL	24.00	5
Y3OIXPEXCL	3 Y Opt-in Care Plus for XProtect Express DL	42.00	5

TRADE-IN CREDIT			MSRP	
SKU ID	Name		USD	Note
UXPEXBL	Trade-in XProtect Express BL w/ C-Plus		19.00	3
TXPEXBL	Trade-in XProtect Express BL w/o C-Plus		6.00	4
UXPEXCL	Trade-in XProtect Express DL w/ C-Plus		69.00	3
TXPEXCL	Trade-in XProtect Express DL w/o C-Plus		21.00	4

NOTES

1) XProtect Express Base License (XPEXBL) allows the XProtect Express server software to be installed on a single computer per Software License Code. The client software can be installed on unlimited number of workstations and at different locations.

2) Please refer to the Licensing Requirements on page 5 for further details.

3) Can be used to trade-in to corresponding product license for XProtect Express+, XProtect Professional+, XProtect Expert or XProtect Corporate.

4) Can be used to trade-in to newer versions of the same product or corresponding product license for XProtect Express+, XProtect Professional+, XProtect Expert or XProtect Corporate.

5) Existing customers with Care Plus agreements continue to benefit from our 100% trade-in credit on software upgrades, reseller access to the Milestone Customer Dashboard, Push Notifications, and Smart Connect until product termination. Customers can also renew their existing Care Plus agreement, provided that the coverage period doesn't exceed June 2024.

   New XProtect Express customers can also purchase Care Plus, provided that the coverage period doesn't exceed June 2024.

XProtect Professional

Lifecycle stage: Maintenance mode
Available for: All Milestone resellers
Current version: 2019 R2   **Please note that 2019 R2 was the final version of the product.**

LICENSES			MSRP	
SKU ID	Name		USD	Note
XPPBL	XProtect Professional Base License (BL)		499.00	1
XPPCL	XProtect Professional Device License (DL)		149.00	2

MILESTONE CARE PLUS OPTIONS			MSRP	
SKU ID	Name		USD	Note
MXPPCL	1 Month Care Plus for XProtect Professional DL		2.30	5
YXPPCL	1 Year Care Plus for XProtect Professional DL		27.00	5
Y2XPPCL	2 Years Care Plus for XProtect Professional DL		45.00	5
Y3XPPCL	3 Years Care Plus for XProtect Professional DL		59.00	5
Y3OIXPPCL	3 Y Opt-in Care Plus for XProtect Professional DL		81.00	5

MILESTONE CARE PREMIUM OPTIONS			MSRP	
SKU ID	Name		USD	Note
MCPR-MXPPCL	1 Month Care Premium for XProtect Professional DL		1.00	
MCPR-YXPPCL	1 Year Care Premium for XProtect Professional DL		11.00	
MCPR-Y2XPPCL	2 Years Care Premium for XProtect Professional DL		20.00	
MCPR-Y3XPPCL	3 Years Care Premium for XProtect Professional DL		27.00	

TRADE-IN CREDIT			MSRP	
SKU ID	Name		USD	Note
UXPPBL	Trade-in XProtect Professional BL w/ C-Plus		499.00	3
TXPPBL	Trade-in XProtect Professional BL w/o C-Plus		150.00	4
UXPPCL	Trade-in XProtect Professional DL w/ C-Plus		149.00	3
TXPPCL	Trade-in XProtect Professional DL w/o C-Plus		45.00	4

NOTES

1)   XProtect Professional Base License (XPPBL) allows the XProtect Professional server software to be installed on unlimited number of server per Software License Code. The client software can be installed on unlimited number of workstations and at different locations.

2)   Please refer to the Licensing Requirements on page 5 for further details.

3)   Can be used to trade-in to corresponding product license for XProtect Professional+, XProtect Expert or XProtect Corporate.

4)   Can be used to trade-in to newer versions of the same product or corresponding product license for XProtect Professional+, XProtect Expert or XProtect Corporate.

5)   Existing customers with Care Plus agreements continue to benefit from our 100% trade-in credit on software upgrades, reseller access to the Milestone Customer Dashboard, Push Notifications, and Smart Connect until product termination. Customers can also renew their existing Care Plus agreement, provided that the coverage period doesn't exceed June 2024.

New XProtect Professional customers can also purchase Care Plus, provided that the coverage period doesn't exceed June 2024.

XProtect Enterprise

Lifecycle stage: Limited availability
Available for: All Milestone resellers
Current version: 2016 R2   **Please note that 2016 R2 was the final version of the product.**

LICENSES		MSRP	
SKU ID	Name	USD	Note
XPECL	XProtect Enterprise Device License (DL)	199.00	1

MILESTONE CARE PLUS OPTIONS		MSRP	
SKU ID	Name	USD	Note
MXPEBL	1 Month Care Plus for XProtect Enterprise BL	23.00	3
YXPEBL	1 Year Care Plus for XProtect Enterprise BL	270.00	3
Y2XPEBL	2 Years Care Plus for XProtect Enterprise BL	445.00	3
Y3OIXPEBL	3 Y Opt-in Care Plus for XProtect Enterprise BL	799.00	3
MXPECL	1 Month Care Plus for XProtect Enterprise DL	3.00	3
YXPECL	1 Year Care Plus for XProtect Enterprise DL	36.00	3
Y2XPECL	2 Years Care Plus for XProtect Enterprise DL	60.00	3
Y3OIXPECL	3 Y Opt-in Care Plus for XProtect Enterprise DL	108.00	3

MILESTONE CARE PREMIUM OPTIONS		MSRP	
SKU ID	Name	USD	Note
MCPR-MXPEBL	1 Month Care Premium for XProtect Enterprise BL	8.70	
MCPR-YXPEBL	1 Year Care Premium for XProtect Enterprise BL	104.00	
MCPR-Y2XPEBL	2 Years Care Premium for XProtect Enterprise BL	193.00	
MCPR-MXPECL	1 Month Care Premium for XProtect Enterprise DL	1.20	
MCPR-YXPECL	1 Year Care Premium for XProtect Enterprise DL	14.00	
MCPR-Y2XPECL	2 Years Care Premium for XProtect Enterprise DL	26.00	

TRADE-IN CREDIT		MSRP	
SKU ID	Name	USD	Note
UXPEBL	Trade-in XProtect Enterprise BL w/ C-Plus	1,479.00	2
TXPEBL	Trade-in XProtect Enterprise BL w/o C-Plus	445.00	2
UXPECL	Trade-in XProtect Enterprise DL w/ C-Plus	199.00	2
TXPECL	Trade-in XProtect Enterprise DL w/o C-Plus	60.00	2

NOTES

1) Please refer to the Licensing Requirements on page 5 for further details.
2) Can be used to trade-into corresponding product license for XProtect Expert or XProtect Corporate.
3) Existing customers with Care Plus agreements continue to benefit from our 100% trade-in credit on software upgrades, reseller access to the Milestone Customer Dashboard, Push Notifications, and Smart Connect until product termination. Customers can also renew their existing Care Plus agreement, provided that the coverage period doesn't exceed June 2022.

Milestone Husky M series

Last purchase date for Care Plus on M20, M50, M500 Advanced and M550 Advanced is June 30th, 2023.
Last purchase date for additional device licenses on M20, M30, M50, M500 Advanced and M550 Advances is June 30th, 2024.
Please refer to the product lifecycle section on page 5 for more details.

Milestone Husky M20/M50
Current version: 2019 R2
Available for: All Milestone resellers

UNITS		MSRP	
SKU ID	**Name**	**USD**	**Note**
HMCL-4	Husky XProtect additional device license 4 pack for M20, M30 and M50	596.00	1

MILESTONE CARE PLUS OPTIONS		MSRP	
SKU ID	**Name**	**USD**	**Note**
HMCP-XP	1 year Care Plus for Husky M20, M30 and M50 with XProtect	199.00	2

MILESTONE CARE PREMIUM FOR MILESTONE HUSKY M20, M30 AND M50		MSRP	
SKU ID	**Name**	**USD**	**Note**
MCPR-YHM30HM50	One year Care Premium for Husky M20, M30 and M50	391.00	3

TRADE-IN CREDIT

Trade-in of Milestone Husky M20 is not available.

NOTES

1) Pack of additional 4 Device Licenses for Husky M20, M30 and Husky M50 NVR units.
2) One year Milestone Care Plus coverage for Husky M20, M30 and Husky M50 NVR units, existing and discontinued SKUs, regardless of number of connected devices. It can be purchased for up to 5 years coverage from the initial date of purchase.
3) One year Milestone Care Premium coverage for Husky M20, Husky M30 and Husky M50 NVR units, regardless of number of connected devices. It can be purchased for up to 5 years coverage from the initial date of purchase.

Milestone Husky M500/M550 Advanced

 Available for: Partners who are Gold level or above and have been approved by a local Milestone sales representative

Current version: 2019 R2   **It is not recommended to update to a newer version of XProtect before being available via the Customer Dashboard, but check with your sales representative if you have specific requirements. All updates and upgrades will require a system reinstall.**

UNITS		MSRP	
SKU ID	**Name**	**USD**	**Note**
HM500A-XPETDL	Husky M500A/550A XProtect Expert NVR Device License, including 3 years Care Plus	374.00	1

MILESTONE CARE PLUS OPTIONS			
SKU ID	**Name**	**USD**	**Note**
HMCP-XPETBL	1 year Care Plus for Husky M50A, M500A, M550A XProtect Expert Base License	199.00	2
HMCP-XPETDL	1 year Care Plus for Husky M50A, M500A, M550A XProtect Expert Device License	49.00	3

Milestone Care Premium for Milestone Husky M500/M550 Advanced		MSRP	
SKU ID	**Name**	**USD**	**Note**
MCPR-YHM500A-XPETDL	One year Care Premium for Husky M500A/M550A XProtect Expert NVR Device License	19.00	8
MCPR-Y2HM500A-XPETDL	Two years Care Premium for Husky M500A/M550A XProtect Expert NVR Device License	35.00	8
MCPR-Y3HM500A-XPETDL	Three years Care Premium for Husky M500A/M550A XProtect Expert NVR Device License	49.00	8

TRADE-IN CREDIT		MSRP	
SKU ID	**Name**	**USD**	**Note**
UHM500A-XPETBL	Trade-in Husky M500A/M550A XProtect Expert NVR Base License credit with Care Plus	1,999.00	4
THM500A-XPETBL	Trade-in Husky M500A/M550A XProtect Expert NVR Base License credit without Care Plus	600.00	5
UHM500A-XPETDL	Trade-in Husky M500A/M550A XProtect Expert NVR Device License with Care Plus	269.00	6
THM500A-XPETDL	Trade-in Husky M500A/M550A XProtect Expert NVR Device License without Care Plus	85.00	7

NOTES

1) 3 Years of Care Plus is included for the base license from the date of purchase.
2) One year Milestone Care Plus coverage for Husky M50A, M500A and Husky M550A NVR units, existing and discontinued SKUs. It can be purchased for up to 5 years coverage from the initial date of purchase.
    Care Plus coverage for Device licenses must be purchased separately.
3) One year Milestone Care Plus coverage for Husky M50A, Husky M500A and Husky M550A embedded XProtect Expert device license. It can be purchased for up to 5 years coverage from the date of purchase
4) Can be used to trade-in to newer versions of the same product, or upgrade to corresponding product base license for XProtect Corporate. Trade-ins from XProtect Expert NVR licenses to XProtect Expert and XProtect Corporate are handled manually by Milestone Sales Support on initial orders only.
5) Can be used to trade-in to newer versions of the same product, or upgrade to corresponding product base license for XProtect Corporate. Trade-ins from XProtect Expert NVR licenses to XProtect Expert and XProtect Corporate are handled manually by Milestone Sales Support on initial orders only.
6) Can be used to trade-in to newer versions of the same product, or upgrade to corresponding product base license for XProtect Corporate. Trade-ins from XProtect Expert NVR licenses to XProtect Expert and XProtect Corporate are handled manually by Milestone Sales Support on initial orders only.
7) Can be used to trade-in to newer versions of the same product, or upgrade to corresponding product base license for XProtect Corporate. Trade-ins from XProtect Expert NVR licenses to XProtect Expert and XProtect Corporate are handled manually by Milestone Sales Support on initial orders only.
8) Applies for both M500A and M550A

Revisions

XProtect Portfolio of Products

XProtect Rapid Review now available
XProtect Rapid Review is now available as an offering for our customers.

Husky NVR Portfolio of Products

No changes made to portfolio

About Milestone Systems

Milestone Systems is a global industry leader in open platform IP video management software, founded in 1998 and now operating as a standalone company in the Canon Group. Milestone technology is easy to manage, reliable and proven in thousands of customer installations, providing flexible choices in network hardware and integrations with other systems. Sold through partners in more than 100 countries, Milestone solutions help organizations to manage risks, protect people and assets, optimize processes and reduce costs.

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