PRODUCT ALERT:
TapWatch2 Limited Support
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What's Happening
TapWatch2 has become increasingly more difficult to support, therefore, we are announcing a change in our technical support level, as well as product availability.

The Reason
The operating systems TapWatch2 supported, including Windows NT, Windows 98, Windows 2000 and Windows XP have all been phased out and classified as unsupported by Microsoft. Windows XP was the last operating system TapWatch2 supported and Microsoft ended mainstream support April 14, 2009 and extended support April 8, 2014. As a result, our technical team no longer has Microsoft resources available to resolve issues should they occur. Additionally, TapWatch2 was only compatible with the DCC and DCC-Lite (already obsolete) and analog phone lines which are being retired by carriers at an accelerating rate.

Limited Support
IF a remote connection is possible, without the aid of additional troubleshooting or diagnostics, Inovonics Tech Support will provide the following assistance:

- Assistance with TapWatch2 to TapWatch3 conversions.
- Assistance in TapWatch2 take overs, including One Time Reads / data for potential take overs.
- Assistance in blanking DCC's.

Product Availability
TapWatch2 will no longer be available for download via www.inovonics.com or directly through customer support.

Product Migration Option
TapWatch2 installation sites/database can be easily converted to TapWatch3 with RDL8500's as follows:

- Replace the DCC or DCC-Lite with an RDL8500 and migrate the TapWatch2 database to TapWatch3.

The RDL8500 supports both Frequency Agile (FA) and EchoStream (EN) receivers. Whatever receiver is already on site can simply be connected to the RDL (FA403, EN6540 or EN4000). Migrating to TapWatch3 also provides an opportunity to eliminate the cost of the analog phone line by leveraging the free IP connectivity for read retrieval accessed directly from the TapWatch3 UI.

Instructions on how to convert TapWatch2 software and database to TapWatch3 can be found on page 19 of the TapWatch3 software manual or by accessing the following link.

TapWatch3 Software Manual

Let's Talk
If you have technical questions, please contact Inovonics Technical Services at 1.800.782.2709, Option 2 or **support@inovonics.com**. If you have other questions, please direct those to your local account manager.