WINJAY support and updates

Herein we have collected the most frequently Questions & Answers about WINJAY radio and TV automation support and updates service.

With the initial purchase of our applications, a free support and updates package is included, which is valid for the time specified in the proforma and includes all the improvements and bug fixes that will be released for the purchased plug-ins, plus some hours of tech support. You can then extend your subscription anytime after this initial period expires.

Q. How can I check my subscription status and expire date ?

A. Each end of month we email a status report containing all the required information to your provided address. Please get in touch with us should you are not getting this mailing and you wish to be added.

Q. Will my licence expire if I don't subscribe to the support and updates package ?

A. Don't worry, if you purchased a one-time licence it will never expire. Just, you can't access support and updates. However, we strongly encourage to subscribe to an annual package of support and updates so your licence will always kept up to date with the latest improvements.

Q. What is the cost for the package of 1 year of support and updates ?

A. The cost is very reasonable and depends on the specific application and licenced plug-ins. So please contact us to get your quote without any obligation.

Q. Let's suppose I am happy with my current version and don't need any updates, can I buy just the support time?

A. Yes of course, please get in touch with us to buy just the support time, without any update service.

However please note that in case an application requires an update to overcome a compatibility issue after a new operating system and/or hardware installed, or any other reason, you will not be granted access to these updates.

Also, as WINJAY it makes no sense for us to keep on archive obsolete installation packages, so in case a software reinstallation is needed, you as customer will be the only one responsible to provide such installation packages.

Q. I want to buy a package of support and updates but my licence is old and I missed to update the previous years. Can I buy 1 year starting from now and get all the updates ?

A. You should consider that the latest available version is the result of hard and <u>seamless</u> developing work throughout the years, and since it is virtually impossible to install the latest features keeping out the ones for which you don't subscribed, you obviously need to pay for these unused years as well.

To make a comparison, it's like having a Windows98 licence and pretending to update straight to Windows10: you need to buy all the intermediate updates or throw away your Win98, and buy a new Win10 licence at full price.

Q. I lost 2 years of updates and the cost to align my licence will be too much for me. Can you offer a discount ?

A. In that specific case we are offering a 50% discount (half price) for each unused year.

Q. I am not interested in updates but I think you should deliver bug fixes for free.

A. It often happens that behaviours referred as "bugs" are just limitations due to the available technology at the time your specific software version was released. Also, as we continuously re-engineer and improve our applications, new features are added and limitations are overcome in the same code so as you might understand it is not possible to supply fixes without the updates.

Q. Which new features will be developed throughout my subscription period?

A. We can't forecast the future but below we are proud to show release notes for our main products and already developed features:

WinjayVX:

http://www.winjay.net/download/winjayvx_releasenotesuk.pdf

moviejaySX:

http://www.winjay.net/download/moviejaysx_releasenotesuk.pdf

moviejayHX:

http://www.winjay.net/download/moviejayhx_releasenotesuk.pdf

capturejayHX:

http://www.winjay.net/download/capturejayhx_releasenotesuk.pdf

mediajayHX:

http://www.winjay.net/download/mediajayhx_releasenotesuk.pdf

These links are always valid and will be updated as new versions are released, so you might check them from time to time.