

Closed Captioning Products

Program Details



End-of-Support for Older Captioning Models; Transitioning to New Captioning Levels

Telestream support for older captioning models, identified here, will end on June 30, 2015. However, we are pleased to offer an attractive pricing plan to help you transition from these model to our new caption product levels: Pro and Enterprise. Please see details described on these pages.

Older captioning models whose support ends 6/30/15

Classic Encoder (CPC-710)	Web	DTV Lite
DV Encoder	WebPlus	DTV
NLE Encoder	Classic (CPC-700)	DTV Plus
DTV Encoder	DV	HD Enterprise
HD Encoder	NLE	HD Enterprise Plus
Live (CPC-500 & CPC-600)	NLE Plus	

Transition Plan Overview

Customers of the older captioning products listed above now have the opportunity to transition to our new captioning product levels (licenses). These products offer new features and will be updated periodically over the next two years to include Telestream's advanced video technology. Customers will also be able to take advantage of our software license activation, which no longer requires a USB dongle.

If you purchased CaptionMaker or MacCaption software from CPC or Telestream prior to October 28, 2013 and are interested in updating/upgrading your software, the following options are available to you:

1. Upgrade to a higher software level, without losing any features of your current software
2. Cross-grade to a different software level, which adds some new features and also removes some features

These options and pricing details are explained herein. Note, Automatic Time Stamp (ATS) is now included as a regular feature in our captioning software. Once you have upgraded to version 6.0, you will no longer need to renew the ATS feature annually.



Option 1: Upgrade to a higher software level

If you would like to receive new features in your software without losing any of the features you currently use, you can upgrade to the Pro or Enterprise level, depending on which level you currently own. For more information on the Pro and Enterprise level features, please see the comparison chart:

<http://www.telestream.net/captioning/compare.htm>

This option requires trading in your hardware dongle for a software license. The software license can be used on one computer at a time. However, if you have Internet access on multiple computers, it is possible to deactivate the license on one computer and activate it on a different computer.

Following is a chart that shows the upgrade options, depending on your current software level:

Upgrade from	Upgrade to Pro	Upgrade to Enterprise
Live	\$4,330	\$9,995
Web	\$4,330	\$9,995
WebPlus	\$2,330	\$7,955
Classic (CPC-700)	\$1,330	\$6,955
DV	see note ¹	\$5,955
NLE	see note ¹	\$4,955
NLE Plus	see note ¹	\$4,955
DTV Lite	\$2,330	\$7,955
DTV	see note ¹	\$4,955
DTV Plus	see note ¹	\$4,955
HD Enterprise	see note ¹	\$2,955
HD Enterprise Plus	see note ¹	\$2,955
Classic Encoder (CPC-710)	\$5,330	\$10,955
DV Encoder	see note ¹	\$9,955
NLE Encoder	see note ¹	\$8,955
DTV Encoder	see note ¹	\$8,955
HD Encoder	see note ¹	\$6,995

These prices include first year software maintenance and support for the new software. If you have time remaining on your current support contract, we will prorate the difference in price.

Annual Support Costs (15% of List Price)

Product	Cost
Desktop	\$143
Pro	\$825
Enterprise	\$1,555

Option 2: Cross-grade to the Pro Version

If you do not need the automation features (Batch convert, Command Line Interface, Assemble Captions, Time Tailor) available in our software, then you can cross-grade to the Pro version. This will give you access to additional export capabilities such as Avid AAF, XDCAM HD MXF, QuickTime 708 captions, etc. but you will lose any automation features in your current software level.

This option requires trading in your hardware dongle for a software license. The software license can only be used on one computer at a time. However, if you have Internet access on multiple computers, it is possible to deactivate the license on one computer and activate it on a different computer.

Following is a chart that shows the upgrade options, depending on your current software level:

Upgrade from	Cross-grade ² to Pro
DV	\$825
NLE	\$825
DTV	\$825
DV Encoder	\$4,330
NLE Encoder	\$3,330
DTV Encoder	\$3,330
HD Encoder	\$1,330

These prices include first year software maintenance and support for the Pro software. If you have time remaining on your current support contract, we will prorate the difference in price.

Note ¹: The options listed as “see note” indicate that moving from your current software to the Pro version would not be a pure upgrade, as some features you currently have would be lost. Please see the next section if you want more information about crossgrading to the Pro version.

Note ²: “Cross-grade” means that by moving to the Pro version, you will lose the automation features of your current software, including Batch convert and Command Line Interface. If you need automation features, please consider upgrading to the Enterprise software level instead.

Contact us if you have questions about upgrading your software or wish to purchase or renew your support plan:

- US toll free: 800-977-6678
- International: +1 301-738-8487

