VisualSpreadsheet (ViSP) 5 Software Upgrade FAQs

1. **What instrument(s) are eligible for the ViSP 5 software upgrade?**

   - All 8000-series
   - FlowCam Cyano
   - FlowCam Macro

2. **Is my VS FlowCam eligible for a software upgrade?**

No, the VS platform is not compatible for the ViSP 5 upgrade, the highest version supported currently is 4.15. Please note that upgrading your VS FlowCam to 4.15 may require additional hardware updates.

3. **If I have a VS instrument, can I use ViSP 5 on my satellite license?**

Yes, your data from your VS instrument can be converted to be compatible with ViSP 5 on your satellite licenses. With that said, you will need to import data one run at a time. If you would like to save time by being able to import bulk batches of runs, we do have a Bulk Importer License available for purchase for $1,500 per year.

4. **I'm running an older version of software on my VS system, can I view those runs in ViSP 5?**

Any data run on ViSP 3.2 or higher will be compatible with a satellite version of ViSP 5.

5. **How much does it cost to upgrade to ViSP 5?**

Upgrading will cost $4,500, this will cover upgrading your FlowCam to the highest possible version and upgrading ALL of your **existing** satellite licenses to ViSP 5.

6. **How much will a satellite license of ViSP 5 cost?**

A new satellite license for ViSP 5 will cost $5,000.

7. **When can I purchase ViSP 5?**

You can purchase ViSP 5 at any time! Once it is available for download you will be contacted with download instructions and training options. We expect all downloads to be available by July 2019.

As of July 1, 2019, ViSP 5 is available for the following platforms in the U.S. and Canada:

   - FlowCam 8000 (without ALH or 21CFR)
   - FlowCam Cyano
   - FlowCam Macro
   - Satellite Licenses

8. How do I download and upgrade ViSP 5?

Once your download is available, you will be sent an email with a link and instructions attached on how to download your upgrade. Please note, that your FlowCam and any computers with your satellite license must have internet access. Because ViSP 5 is database driven, you may be required to connect with Fluid Imaging via a remote session to ensure a smooth download of the database software to complete the upgrade. This remote session will be included in the cost of the upgrade.

9. What are the operating system requirements for ViSP 5?

- Windows 10
- Minimum 8gb of RAM
- Minimum i7 Processor
- 64 bit operating system (Please note that ViSP 5 will no longer support a 32 bit operating system)

10. What kind of training is available for learning the enhanced features of ViSP 5?

We have many training options for learning how to use ViSP 5:

1) We will have several tutorial videos that are available at no charge on our website. These will continuously be updated and uploaded throughout the year by our Technical Support Team.
2) There is remote training available at $250/hour and is a 1:1 with your team only.
3) There will be ViSP 5 webinars available in July 2019, these will be available at no charge for customers who have purchased the upgrade and is less interactive than 1:1 training.
4) If you're interested in combining your upgrade and training options, we have a Software Support Contract available.
5) If on-site training at your facility works better, we do have onsite training options available for an additional charge.