



# Frequently asked questions



## When can I pre-order the Husky M20?

Milestone will start taking preorders for the Husky M20 starting September 12, 2016.

#### Where is the Husky M20 available for pre-order?

All countries that Husky is currently available for purchase. Contact your local Milestone representative for details.

#### **How do I preorder the Husky M20?**

Resellers can preorder the Husky M20 in the same way they order any other Husky NVR. They should contact their Milestone distributor, who will have the new product SKUs in their system.

Distributors can place a Husky M20 preorder directly with the Milestone Partner Service and Sales Support (PSSS) team. After placing an order, the PSSS team will send an email with an exact delivery date.

# When is the Husky M20 shipping?

The Husky M20 will start shipping November. All preorders will ship according to the date they were received.

#### What are the SKUs and prices for the Husky M20?

Distributors can use the following SKUs to preorder the Husky M20.

| SKU         | Description   | Pricing               |
|-------------|---|-----------------------|
| HM20-2T-8P  | Husky M20, 1x2TB, 8 channels included, 8 max., G4400, 4GB RAM, 8 channel managed PoE switch |                       |
| HM20-4T-16  | Husky M20, 2x2TB, 16 channels included, 24 max., i3, 8GB RAM                                | Please see the latest |
| HM20-4T-16P | Husky M20, 2x2TB, 16 channels included,24 max., i3, 8GB RAM, 16 channel managed PoE switch  | Milestone price list  |
| HMCL-4      | Add-on license 4 pack for -16 and -16P models   |                       |
| HMCP-XP     | 1 year Care Plus subscription   |                       |

#### Where can I read more about the Husky M20 and its specifications?

Prior to the public launch of the Husky M20 on October 10, 2016, all information about the product can be found in the September edition of the Partner Business Update newsletter from Milestone or your local Milestone representative. After October 10, all information about the Husky M20 will be available on the Milestone website.

#### How do I order a demo unit?

Demo units of the Husky M20 can be ordered through the Milestone PSSS team starting September 12. One version of the Husky M20 is available as a demo and will start shipping in November. For pricing and full details on the Husky M20 demo unit, please contact the Milestone PSSS team.

| SKU              | Description  |
|------------------|--|
| HM20-4T-16P-DEMO | Husky M20, 2x2TB, 16 channels included,24 max., i3, 8GB RAM, |
|                  | 16 channel managed PoE switch DEMO                           |

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### How do I contact the Milestone PSSS team?

Distributors can send purchase orders to the Milestone PSSS team around the world using the following email addresses.

| Region   | Email address             |
|----------|---------------------------|
| Americas | us-sales@milestone.us     |
| EMEA     | purchase@milestone.dk     |
| APAC     | apjsales@milestonesys.com |