

**CONFIDENTIAL INFORMATION - DO NOT SHARE
WELCH ALLYN INTERNAL COMMUNICATION ONLY**

NOTICE: : **Informational Only – No Action Required**

SUBJECT: Symbol enabled Systems, Devices, and Network infrastructure Support Discontinuation.

Background:

Symbol enabled Systems, Devices, and Network infrastructure Support and Hardware are going obsolete effective January 1, 2013. This action is necessary due to the supplier discontinuing manufacturing of the 802.11 FHSS technology components in 2004.

The attached letter will be sent to all active service agreement customers to make them aware of the discontinuation of service, support, and repair. In the customer letter Welch Allyn announces the following:

Generally applicable Information:

- Welch Allyn will no longer support Acuity systems with software version 7.02.00 or lower. Please see Table 1B of the attached customer letter for more information.
- Some hardware and accessories are no longer available for new shipments. Please see Table 2 of the attached customer letter for Hardware support information.
- Welch Allyn has discontinued service support and repair of Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS products as communicated in our letter of May 2008. The current 802.11a versions of these devices will continue to be repaired and serviced as usual. Please see Table 1A of the attached customer letter for more information.
- Welch Allyn Technical Support and Service Support for all non and expiring service agreement customers will end on February 1st, 2013 or the expiration date of the service agreement.

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Any expansion of an Acuity Network requires an upgrade to the latest technologies. Please see Table 2, Hardware Support availability, in the attached customer letter for recommended upgrade paths.

The attached customer letter should be used for all direct customer communications. Local translations are not planned, and if needed will be in-country responsibility. In the US mailing of the letter to affected customers will be handled by the Service Organization. Internationally, the notification will be sent to affected customers by the local region's representative.

Information specific to Service Agreements:

For customers currently holding an active service agreement, Welch Allyn will present as part of their renewal, optional pricing to convert them over to the latest technologies. Because parts and Service for these product(s) are limited in supplies, Welch Allyn has set aside supplies to cover current service agreement customers as follows:

1. For existing service agreement customers, Welch Allyn will, up to June 30, 2013 allow the renewal of such agreement for a period not longer than one (1) year. No renewal will be made available after this date or remain in effect beyond December 31st 2015 unless the agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.
2. For an agreement expiring after the June 30, 2013 a renewal will not be made available unless the renewal agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.

For any customer that would like to cover their current product under a service agreement, Welch Allyn will, up to June 30, 2013, allow an agreement for a period not longer than one (1) year. No new or renewal agreements will be made available after June 30, 2013, No new or renewal agreement will remain in effect beyond December 31, 2015, unless the agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.

Available Acuity CPU and Software Upgrade Options:

1. Install **latest Acuity hardware and software** to enable the correct level of support for future infrastructure expansions, as well as upgrades to 802.11a networks. Hardware and software upgrades for the Acuity system are covered under the Partners in Care – Acuity Premium Service program.
2. **Install Flexnet network, or “Overlay”, Software**
Both Symbol and 802.11a versions of Micropaq®, Propaq® LT, and Propaq® CS devices can connect to the same Acuity system in order to make the transition smoother. This allows their facility the option of upgrading the Acuity system today and slowly replacing or upgrading the Symbol devices with the newer 802.11a

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devices. Hardware and software upgrades for the Acuity system are covered under the Partners in Care – Acuity Premium Service program. Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS devices would not be covered.

Welch Allyn offers both of these implementations as a service offering, and available as an additional option under the Partners in Care Premium Service Agreement.

If the customer already runs or they plan to implement the 802.11a network, customer may prefer to replace some or all of their Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS devices to the 802.11a versions. Welch Allyn has an upgrade program available (see table 1A of the attached customer letter).

Required of You:

There is no direct action you need to take. If you are asked about the discontinuation of service support and repair of Acuity systems with software version 7.02.00 or lower, or Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS products, you may refer to any portion of the attached customer letter..

Next Update:

There is no further EPIC communication planned

Distribute this communication to your staff only on a need to know basis.

Should you have any questions the contact you should call

Acuity Product Manager

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Attachments (1)

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