

End Of Life

iSC Touch 250
PCI-PTS v3/4 model



**US Product Management
Ingenico Group, US**

March 31st, 2019

www.ingenico.us

Ingenico US

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• Announcement

The purpose of this notice is to advise that Ingenico US is announcing a withdrawal from marketing and sale of the PCI-PTS v3/4.x models of the iSC Touch 250.

Reference	Description
ISC250-31P2592	Deluxe + optimized antenna, tailgate, Contactless, audio jack
ISC250-31P3774	V3 + 4 onboard

Please note that all revisions within said part numbers are included in this notice. For example, ISC250-31P2592 includes ISC250-31P2592A, ISC250-31P2592B, etc.

The relevant dates and iSC250 support commitments are detailed below.

1_Rationale

Payment devices (hardware) and POS applications (software) are evolving technologies. They follow a natural product life cycle. Payment hardware is primarily governed by the Payment Card Industry Security Standards Council's (PCI SSC) regulatory compliance requirements, in addition to market activity and market demand.

Ingenico US is taking the action to EOL the products listed above due their replacement by products that have been significantly improved in performance, contactless reader certification requirement changes, and a desire to move to the PCI PTS V5 to provide products meeting the latest available security standard for the product range.

In this specific case, the main drivers for announcing this EOL of iSC250 series are:

- Available certifications for iSC250 are approaching their expiry dates and there will be a point where it will become difficult and extremely inefficient to maintain them
- iSC250 is PCI v3/4 and can't evolve (as all other Telium2 devices) to PCI v5
- The Lane/5000 and Lane/7000 are now available

2_Key Dates

Key Milestones	Description	Date
Initial EOL (End of Life) Announcement	The date the announcement of the EOL of a product is sent out to partners and customers.	March 31, 2019
EOL Date	The date the End of Life officially takes effect.	March 31, 2020
LBO (Last Buy Order)	The last date to order the device through Ingenico. This is the final forecast	December 31, 2019
Last Shipping Date	The last possible ship date that can be requested.	March 31, 2020
EOS (End of Support) Date	The last date to receive support for the device. All customers should refer to their specific warranties and service agreements to determine the level of maintenance and support they are entitled to receive during the EOL period.	March 31, 2023

- Any services after the March 31, 2023 date may be requested. Acceptance of said request will be based on the provided business case and parts availability. These services will be provided on a “best-efforts” basis based on existing stock or parts. No new parts will be procured after the EOS date.

3_Migration Options

Customers and business partners are encouraged to migrate to Ingenico’s Lane/5000 or Lane/7000 Family of products, part of the Tetra platform.

- The Lane/5000 is recommended for customers needing an entry level solution requiring a signature/touch screen for enhanced customer interaction use cases and is a similar design to the iSC250 while taking up less counter top space.
- The Lane/7000 is recommended for customers needing a sleek design with a large screen for advertising and video while offering a premium consumer experience and engagement.

Tetra Family	Description
Lane/5000	Retail Terminal with 3.5” color screen, various options
Lane/7000	Retail Terminal with 5” color screen, various options

4_Additional Information

Ingenico is pleased with the customer response we have received regarding our next generation products. We are excited to continue to offer the best in class unattended solutions and service in the market today.

If you should have any questions about this notice, need assistance regarding the marketing withdrawal of the PCI-PTS v3/4 model of the iSC250, or wish to discuss Ingenico's new Tetra platform, please contact your sales executive.