



End Of Life

iSMP320 and iSMP350 Product Line (PCI-PTS v2.x models)



**NAR Product Management
Ingenico Group, North America**

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1_Announcement

The purpose of this notice is to advise that Ingenico North America is announcing a withdrawal from marketing and sale of the PCI-PTS v2.x models of the iSMP320 and iSMP350 in the USA and Canada.

The relevant dates and support commitments are detailed below.

Impacted product models include, but may not be limited to:

- IMP350-01P1575

Please note that all revisions within said part numbers are included in this notice. For example, IMP350-01P1575A includes IMP350-01P1575A, IMP350-01P1575B, etc.

As this is the EOL of the iSMP320 and iSMP350 product line, please note that any and all specific accessories (eg. charge bases, batteries, holsters, cables, power supplies, etc.) also included as part of this EOL.

2_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 North America is taking the action to EOL the PCI-PTS v2.x iSMP320 and iSMP350 products listed above due to the impending PCI-PTS v2.x expiration on April 30th, 2017. This expiration date is consistent for any and all PCI-PTS v2.x products, regardless of manufacturer.

After the expiration date, Ingenico is unable to sell or ship any new products to customers. However, Ingenico may continue to repair said products and provide software updates as required.

3_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.	November 30 th , 2016
EOL Date	The date the End of Life officially takes effect.	December 31 st , 2016
LBO (Last Buy Order)	The last date to order the device through Ingenico. This is the final forecast	Not applicable. (Product already removed from sale)
Last Shipping Date	The last possible ship date that can be requested.	Only existing orders will be honored. They must be shipped prior to April 30 th , 2017.
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.	December 31 st , 2019

- Please note that services after the December 31st, 2019 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.

4_Migration Options

Customers and business partners are encouraged to migrate to Ingenico’s new Link/2500, part of the Tetra platform or to the new PCI-PTS v4.x ISMP4.

5_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 mobility 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 v2.x models of the iSMP320 and iSMP350, or wish to discuss Ingenico’s new Tetra platform, please contact your sales executive.