



November 2010

Dear Valued Customer:

I am writing to inform you that Welch Allyn is no longer supporting certain hardware previously sold for use as part of the Welch Allyn Acuity Central Monitoring System. In addition certain versions of software will only be supported as detailed on page 3 of this letter. Therefore I want to provide you with information on options going forward.

I would like to personally thank you for continuing to trust the care of your patients to the Welch Allyn Acuity Central Monitoring system. We appreciate your loyalty and plan to continue to earn your trust by adding more and more features to the system. We are very excited about the next version of software and hardware for the Acuity system. We are less excited to announce that some of the hardware on our older systems can no longer be supported, primarily due to the fact that in the near future parts to do service or upgrades to these versions will not be available. As our technology advances, older products become more and more difficult to support. Although we will be offering some powerful new options, we must discontinue support for some of our older products. We remain committed to help customers maintain the usefulness of the systems for as long as possible – but when this becomes impossible, other options must be considered.

Rest assured, however, that if you are currently using one of these older systems that we are not leaving you behind. Although your system may be out of date, your licenses remain in effect and we are eager to talk with you about replacement options to transition your system to current offerings.

Below we'll take a brief look into the past and tell those of you with systems purchased many years ago what decisions you are going to need to make soon. We'll take a look at the current product offering options so you can plan your maintenance activities accordingly. Your Acuity Account Manager or Sales Engineer will assist you with making the optimal transition for your facility.

### **The Past**

Table 1, after the signature page on this letter, contains a list of all versions of the Acuity system that are still in use, and some important information about our ability to support these versions.

- Effective immediately, Welch Allyn no longer supports the expansion of Acuity systems with software version 6.40.00 or lower. Welch Allyn will still provide clinical and technical support to *all* Acuity customers for the life of their systems, within our ability to supply necessary parts. However, we will no longer be able to process purchase orders for adding patient licenses or implementing configuration changes to systems with software versions 6.40.00 and lower.
- Support for Acuity systems with software versions 5.21 – 6.40.00 is limited by hardware availability as well as hardware / software compatibility. Please refer to Table 2 for details concerning the Support Status for these Acuity software versions.

## The Present

With Acuity 7.10, released earlier this year, we began shipping **widescreen LCD displays**, providing even more real-time and review data for each monitored patient on the screen. In addition to the new displays, we also began shipping a **new CPU** that we have had specifically designed for use with Welch Allyn products. Built on the industry standard x86 architecture, we have reduced the size and weight of the Acuity Central Station CPU by about 2/3, while increasing the power by several times. This new hardware is available for anyone who upgrades to 7.10 or newer software.

## Making Plans

- The new Platform CPU will be used for any CPU expansions of an existing Acuity Network. This means that, effective immediately, any expansion of an Acuity Network will require an upgrade to a minimum of 7.10.XX software so the new CPU can be supported. *For Evergreen*, this service is included in your contract at no additional cost.
- On January 31<sup>st</sup>, 2012 Welch Allyn will discontinue service 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.
- Sun Type 6 keyboards, for some older model CPU's, are no longer available. Customers using Sunblade 150/1500 systems have two options if the attached Type 6 keyboard stops working;
  1. Send the CPU in for an e-prom upgrade allowing it to use the newer Type 7 keyboards. *For Acuity Service Agreement customers*, this service is included in your contract at no additional cost.
  2. Upgrade to the new Platform CPU. *For Evergreen Service customers*, this service is included in your contract at no additional cost.
- Due to parts obsolescence issues, it has become necessary to suspend all upgrades to Acuity LT and RadNet systems. (This does not affect standard or Mobile Acuity). Some replacement hardware components may be available (until the supply is exhausted), but there can be no further software updates or system expansions. If you have an Acuity LT or RadNet system, please contact your local Account Manager or Sales Engineer to discuss options.

*For customers not on a service agreement with Welch Allyn*, there are several purchasing options available. To discuss what options might be available for your facility, please contact your Account Manager or Sales Engineer. The options are very site specific and we will work to tailor the most cost effective solution for you.

We appreciate your understanding in this matter and will continue to help you provide the best possible patient care.

Sincerely,



Will Fox  
Marketing Manager – Acuity & Wireless

**Table 1. Software Support availability by Version**

Acuity Software Version	Status	Phone Support	Config Change Support	Hardware Support	Can Add Patient Licenses	Can Add Acuity Systems to Existing Network
Prior to 6.00	Supported	Yes	No	No	No	No
6.00 – 6.40.00	Supported	Yes	Yes	No	No	No
6.40.01	Supported	Yes	Yes	Yes	Yes	Yes
7.00.00-7.10.01	Current/ Supported	Yes	Yes	Yes	Yes	Yes

“Hardware Support” is simply whether or not we can get replacement parts for the hardware in question, not whether we will answer telephone questions about the product.

**Table 2. Hardware Support availability**

Product	Service Status	Replacement Product
Cordless II Telemetry System	End of Service	Acuity FlexNet 802.11a System
Symbol FHSS Wireless Systems	End of Sale: Service only	Acuity FlexNet 802.11a System
SparcStation family of CPUs *	End of Service	Platform CPU (with upgrade to 7.10 or greater)
Ultra-1, Ultra-2 family of CPUs *	End of Service	Platform CPU (with upgrade to 7.10 or greater)
Ultra-5 family of CPUs *	End of Service	Platform CPU (with upgrade to 7.10 or greater)
Ultra-10 family of CPUs *	End of Service	Platform CPU (with upgrade to 7.10 or greater)
Ultra 60 family of CPUs	End of Service	Platform CPU (with upgrade to 7.10 or greater)
Sunblade 150 / 1500 CPUs	End of Sale: Service only	Platform CPU (with upgrade to 7.10 or greater)
All non-Lantronix Terminal Servers	End of Service	Lantronix 16-port or 32-port Terminal Server
All modems other than USR Courier	End of Service	US Robotics Courier Modem
Modem Propaq	End of Sale: Service only	TBD

“End of Service” means that this product is past the 5-year window where we guarantee support. It is unlikely that parts, processes or vendors are available to repair an item or device.

“End of Sale” means that the product is no longer manufactured, but is still being fully supported and repaired as long as parts are available.

**Table 3. Summary of New Features per Acuity Software Version**

Feature/ Functionality	Benefit to User	Software Version									
		5.00	5.10	5.30	6.00	6.10	6.20	6.31	6.40	7.01	7.10
Multi-lead arrhythmia analysis	Enhances arrhythmia analysis by analyzing multiple ECG leads, in case initial lead is noisy.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Networking multiple Acuity stations	Expands workflow possibilities and enables an unlimited number of patients to be monitored by an Acuity network.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
“High Availability” CPU back up	Ensures real-time patient monitoring is maintained in case the main computer fails.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ST Segment Analysis	Provides ST monitoring for ischemic patients at risk of M.I.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Auto-Patient-ID functionality	Enhances work efficiency, especially in the ED.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support of flat panel displays	Saves precious work space at nursing stations.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Connectivity to Wireless Micropaq	Ambulatory monitoring of ECG and motion-tolerant SpO2 with point-of-care display.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Connectivity to Wireless Propaq CS	Color Propaq display at bedside with state-of-the-art wireless technology.		✓	✓	✓	✓	✓	✓	✓	✓	✓
Mortara Arrhythmia introduction	World-class arrhythmia detection to reduce false alarms and expand the number of events detected and recorded.			✓	✓	✓	✓	✓	✓	✓	✓
Arrhythmia Event Review window	Augments Full Disclosure and Arrhythmia by providing even-by-event review of all arrhythmia events.				✓	✓	✓	✓	✓	✓	✓
Latching of Alarms	Alerts user to alarms that occurred at the central station that were missed at the time they occurred.				✓	✓	✓	✓	✓	✓	✓
Waveform window management	Provides better management of patient waveform placement on Acuity screen.				✓	✓	✓	✓	✓	✓	✓

Feature/ Functionality	Benefit to User	Software Version									
		5.00	5.10	5.30	6.00	6.10	6.20	6.31	6.40	7.01	7.10
HL7 interface to electronic medical records	Provides automated export of patient numeric vital signs data to any HL7-compliant Electronic Medical Record application.						✓	✓	✓	✓	✓
Web Server for Acuity printouts	Provides automated posting of electronic versions of Acuity printouts as .pdf files on an internal hospital web site.						✓	✓	✓	✓	✓
Ability to edit Patient ID number	Eliminates need to re-ID patient in order to fix or replace a faulty ID number.						✓	✓	✓	✓	✓
Arrhythmia Enhancements	Improvement of Heart Rate Calculation, Introduction of Check Leads Alert, Noise Alert and Relearn Alert							✓	✓	✓	✓
Patient notes on waveform window	Provides ability to input customized notations in a patient's waveform window.							✓	✓	✓	✓
Connectivity to Wireless Propaq LTR	Wireless connectivity to Welch Allyn's newest vital signs monitor.								✓	✓	✓
New Mortara Noise Immunity Library	Decreases ECG noise and false arrhythmia alarms.								✓	✓	✓
Ability to delete Arrhythmia Events	Clinicians can delete certain Arrhythmia events from a patient's record if they are reviewed and deemed to be erroneous.								✓	✓	✓
Unique Tone for Lethal Arrhythmias	Audible alarm tone for Life Threatening Arrhythmias is different from other alarm tones – providing heightened level of awareness to clinicians.								✓	✓	✓
Support for 802.11a Wireless Monitoring	Allows support for life-critical continuous patient monitoring on hospital's shared 802.11a/b/g network									✓	✓
Tabular Trend/Event Review window	Displays all tabular trends on Acuity Central Station for easy review of parameter data and events									✓	✓

Feature/ Functionality	Benefit to User	Software Version									
		5.00	5.10	5.30	6.00	6.10	6.20	6.31	6.40	7.01	7.10
Single-lead Arrhythmia Analysis capability	Allows clinician to manage arrhythmia alarms more effectively in the presence of an abnormal ECG morphology									✓	✓
Display of Masimo PI and SIQ parameters with Propaq LTR monitoring	Allows clinician to assess the quality of the SpO2 measurement with Masimo's Perfusion Index and Signal Quality indicators.									✓	✓
Support for AcuityLink Clinician Notifier	Allows clinicians to view realtime data, respond to alarms from a Windows Mobile PDA, and ID patients at the bedside with a PDA barcode scanner									✓	✓
Support for 22" "Widescreen displays	Newer technology, additional seconds of realtime and review data on central station										✓
Support for Platform CPU	Smaller size, lighter, lower power consumption, higher powered system. The standard CPU that will be used for the foreseeable future										✓