



April 10, 2007

Device End-of-Service Notification

Subject: End of Service Dates for Symbol PDT 3100, PDT 6100, PDT 6800, SPT 1800 devices and Migration Paths

Overview

We are no longer able to source serviceable and/or replaceable parts for Symbol PDT3100, PDT6100 and PDT6800 series of devices and accessories which forces us to immediately end-of-service these products by December 31, 2007. We apologize for any inconvenience and business disruption this may cause.

Similarly, device manufacturer Symbol has announced the end-of-sale date for SPT 1800 devices. The end-of-service date for SPT1800 devices will be August 30, 2010 while serviceable parts supplies last.

Earlier this year, we also made an End-of-Life (EOL) and End-of-Support announcement for all versions of FireProof, FireProof XT, FireSafety, and TaskMaster (TM) software products.





Affected device models and transition products

Please note that 'TISCOR Device End of Service' means that the product will no longer be repaired, maintained or supported. 'End of Sale' means that the product is no longer available for sale by the manufacturer. The affected device models are Symbol's PDT 3100, PDT 6100, PDT 6800 and SPT 1800 series of devices.

| Affected Devices and Accessories | Software Product Used With | Device Manufacturer End of Sale Date | TISCOR Device End of Service Date | Migration Path * |
|----------------------------------|--|--------------------------------------|-----------------------------------|--|
| PDT 31XX series of devices | TaskMaster 3.4.1 (End of Technical support date of 12/31/07) | 12/15/2005 | 12/31/2007 | FM for Fire or FM for Fire Service Providers certified devices |
| PDT 61XX series of devices | TaskMaster 3.4.1 (End of Technical support date of 12/31/07) | 12/15/2005 | 12/31/2007 | FM for Fire or FM for Fire Service Providers certified device |
| PDT 68XX series of devices | TaskMaster 3.4.1 (End of Technical support date of 12/31/07) | 12/15/2005 | 12/31/2007 | FM for Fire or FM for Fire Service Providers certified devices |
| SPT 1800 series of devices | TaskMaster 3.4.1 (End of Technical support date of 12/31/07) | 8/24/2007 | 8/30/2010 | FM for Fire or FM for Fire Service Providers certified devices |

Transition Products

FM for Fire or FM for Fire Service Providers software is the migration path for TaskMaster, FireProof and FireProof XT. The migration path for the PDT and SPT devices are the FM certified devices – Intermec CN2B, Symbol MC70, Symbol MC9090K and Intermec 730i. The table below highlights key features of these devices.

| Device picture | Device Name | Description and key features |
|---|----------------|---|
|  | Intermec CN2B | <ul style="list-style-type: none"> ○ Windows Mobile (WM) 2003 device ○ Intel™ XScale™ PXA255 processor, 64MRAM ○ Rugged, pocket-sized enterprise PDA ○ Supports WLAN 802.11 b/g ○ Battery Type/Supply: Lithium-Ion 2150 mAh, 3.7V with 5 minutes NiMH RAM backup ○ Battery Life: Application dependent; 8 or more hours at typical usage level. Recharging Time: 4 hours |
|  | Symbol MC70 | <ul style="list-style-type: none"> ○ WM 2005, 624 MHz Xscale PXA270 processor, 64MRAM ○ WWAN: eGPRS/GSM compatibility, WLAN 802.11 a/b/g tri-mode radio, comprehensive VoIP support ○ 3.5" color screen, QWERTY or numeric keypad ○ Weighs about 12 oz. ○ Battery Type: Rechargeable Lithium Ion 3.7V ○ IP54 sealing, integrated antennas |
|  | Symbol MC9090K | <ul style="list-style-type: none"> ○ WM 2005, 624 MHz Xscale PXA270 processor, 64MRAM ○ Supports WLAN 802.11 a/b/g, voice applications over WAN, IP, Bluetooth ○ Ruggedized, rubber bumpers ○ MC9000 accessories and batteries are interchangeable with MC9090s ○ Large 3.8" LCD display, ○ Also available in Class 1 Div 2 ○ IP64 sealing rating |
|  | Intermec 730i | <ul style="list-style-type: none"> ○ Intrinsically safe device, WM 2003 ○ 400 MHz Intel Xscale PXA255 app processor, 64 MRAM ○ Battery Type/Supply: Lithium-Ion, 3.6V, (1 x 2400 mAh cell), customer replaceable ○ Battery Life: 8.64 Watt-hours. Recharging Time: 4 hours with multi-pack battery charger ○ Certified for Class 1 Division 1, Grps C,D ○ Class II, Division 1, Grps F, G, Class III Division 1 |

FAQs

1. What devices and accessories are included in this End-of-Service notification?

All devices, cradles (single slot, multiple-slot), power supply cables, holsters and batteries for Symbol's PDT 3100, PDT 6100 and PDT 6800 series of devices.



2. What will happen to my devices on 12/31/07, even if my service contract expires after this date?

Customers who hold a current hardware device repair and support agreement will continue to be supported in accordance with their existing support agreement until the End of Service date of December 31, 2007. If you still have time left on your Hardware repair and support agreement, time left can be transferred to the new version upon upgrading. Special migration package pricing is available within 90 days from end of service date or support maintenance contract expiration, whichever is sooner. The end-of-service date does not prevent you from using the devices, however should you need repairs or service after the end-of-service date, TISCOR will not be able to provide those services.

3. Does TISCOR plan to offer a trade-in program for PDT devices in the field?

Yes, we are offering \$ 50.00 per PDT device (PDT 3100, PDT 6100 or PDT 6800, subject to TISCOR serial number verification) from now until the end of service date. For a limited time, there is a special offer of \$100.00 trade-in value for each PDT device, from April 1 – June 30, 2007.

4. What is TISCOR's recommendation for migration?

Customers should budget for the upgrade package for FM for Fire or FM for Fire Service Providers software and certified devices as soon as possible. Upgrade packages include the FM software, 1 device, 1 year of FM software support, 1 year of device hardware repair and device software support, data conversion from TaskMaster to FM and 1 seat to the 2-day training course at TISCOR facility in San Diego, CA area excluding travel and accommodations. You can take advantage of our upgrade packages and special promotions today. Contact your Territory Sales Manager to select which options are best for you.

Special Trade-in promotions –

Double the trade-in value for time period March 23, 2007 - June 30, 2007

Trade-in your PDT devices and get \$100.00 trade-in value per device. No limit on number of devices. See Attachment A for more details on upgrade packages and promotions.

If you have any questions regarding this notification or want more information on certified devices for FM for Fire or FM for Fire Service Providers, please call your account manager at 800-227-6379.

Regards,
Stephanie Chan
Product Manager – Fire Products
800-227-6379 x151
Stephanie_Chan@tiscor.com



Attachment A – FM Upgrade Package Promotion Offer

FM for Fire Upgrade packages include:

- FM for Fire or FM for Fire Service Provider Software
- 1 mobile Pocket PC device (different options available)
- Mobile Device software
- 1 year, FM software support
- 1 year, Mobile device hardware repair support
- 1 year, Mobile device software support
- Data conversion from FireProof, FireProof XT, TaskMaster or FM 2.4 to FM (history not included)
- Training: 2-days at TISCOR facility for 1 person (Excludes airfare and hotel)

Plus you can take advantage of any one of the following promotions below!

• **Promotion A: 1-for-1 Device Trade-in, up to \$200 per device**

Trade in one old device for one new device purchased, no limit on number of devices. All trade-in units should have been previously purchased from TISCOR. Trade-in value will be applied as a credit towards the new purchase after the old devices are received. All traded-in devices are subject to TISCOR serial number verification.

| <u>Device</u> | <u>Limited Time Special Trade-in Value (good through 6/30/07)</u> | |
|---------------------------|---|-----------------|
| SPT1800, SPT1500 | \$ 100.00 | \$200.00 |
| Dolphin | \$ 75.00 | \$150.00 |
| PDT3100, PDT6100, PDT6800 | \$ 50.00 | \$100.00 |

• **Promotion B: Free 1 year HW and SW support, for one device.**

An extra \$435 discount will be applied to the upgrade package price.

Call 1-800-227-6379 and ask for your Territory Manager for more information. The special **double** trade-in value promotion is available for a limited time until June 30, 2007.