

Subject: End-of-Life Announcement (EOL)

Date: 01 October 2021

Dear Valued Customer,

Barco has recently launched the new ClickShare Present range, including the C-5 and C-10, complementing the ClickShare Conference product line, providing a complete portfolio for the hybrid workplace.

Therefore, the ClickShare models CS-100, CS-100 Huddle, CSE-200, CSE-200+, CSE-800 will become *end-of-life* as of the 31st December 2021.

These ClickShare models will be available until out of stock. Barco will support the necessary firmware updates throughout the product lifetime until the end of software support date.

Support requests and repairs will be covered according to Barco EOL policy, until the End-of-Service date, as indicated below or until the end of an existing maintenance contract.

End of Life: 31st of December 2021

End of Software support: 31st of December 2024

End of Service: 31st of December 2026

For those units with extended warranty or EssentialCare, or for general warranty terms the End of Service date is December 2026.

What does this mean to our ClickShare Customers?

- We will keep on providing technical support until the End of Service date and firmware updates until End of Software support date and our Helpdesk keeps on supporting the CS(E)-range throughout the product lifetime. This includes the CS-100, CS-100 Huddle, CSE-200, CSE-200+ and CSE-800.
- Barco will support the CS(E)-range throughout the product lifetime with firmware updates on a best-effort basis.
- The Button R9861500D01 and R9861500D01C - should still be used with the CS(E)-range but will be also End Of Life 31st of December 2021. Sufficient service stock is foreseen.
- In case of a hardware failure, replacement will be offered. In case the original model is not available anymore, a functional replacement will be foreseen (refer to below table). For the CSE-800 a sufficient service stock is available to cover the EOS period.

CS(E)-range	Functional replacement
CS-100H	C-5 (R9861505) with ClickShare app
CS-100	C-5 (R9861505) + 1 extra Button (R9861600D01C)
CSE-200	C-10 (R9861511) + 1 extra Button (R9861600D01C)
CSE-200+	CX-50 (R9861522)
CSE-800	Sufficient service stock available

The XMS Edge 110 will also be **end-of-life on 31 December 2021**. The XMS Virtual Edge and the XMS Cloud platform remain available to centrally manage your fleet of ClickShare devices connected across multiple networks. More information will be sent separately regarding the OEL of The XMS Edge management server.

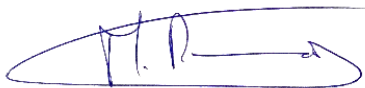
Barco will continue to **invest and add more capabilities to both XMS Virtual Edge and XMS Cloud** as part of our strategy to make the ClickShare portfolio a truly enterprise-grade solution that is secure, scalable and manageable.

Your Barco Channel Sales Manager will be in touch with you to discuss this announcement including product support and availability. The Barco team can assist you in planning the communication towards the reseller community.

Please don't hesitate to reach out if you have any question.

Thank you for partnering with Barco.

Kind Regards,



Marc A. Remond
VP of Sales, Asia Pacific
Meeting and Learning Experience solutions