



# End Of Life

iPP350  
PCI-PTS v4 model



**US Product Management  
Ingenico Group, US**

March 31st, 2019

[www.ingenico.us](http://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 v4.x models of the iPP350.

Reference	Description
<b>IPP350-11P1912</b>	<b>Non-Contactless, color display USB+RS232+Ethernet</b>
<b>IPP350-11P1914</b>	<b>Contactless, color display USB+RS232+Ethernet</b>
<b>IPP350-31P3491</b>	<b>V4 Contactless, color display USB+RS232+Ethernet, POE Fitted</b>
<b>IPP350-31P3493</b>	<b>V4 Contactless, color display USB+RS232+Ethernet</b>

Please note that all revisions within said part numbers are included in this notice. For example, IPP350-11P1912 includes IPP350-11P1912A, IPP350-11P1912B, etc.

The relevant dates and iPP350 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 version to provide products meeting the latest available security standard for the product range.

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.

In this specific case, the main drivers for announcing this EOL of iPP350 series are:

- Available certifications for iPP350 are approaching their expiry dates and there will be a point where it will become difficult and extremely inefficient to maintain them
- iPP350 is PCI v4 and can't evolve (as all other Telium2 devices) to PCI v5
- The Lane/3000 is now available

## 2\_Key Dates

Key Milestones	Description	Date
<b>Initial EOL (End of Life) Announcement</b>	The date the announcement of the EOL of a product is sent out to partners and customers.	March 31, 2019
<b>EOL Date</b>	The date the End of Life officially takes effect.	March 31, 2020
<b>LBO (Last Buy Order)</b>	The last date to order the device through Ingenico. This is the final forecast	December 31, 2019
<b>Last Shipping Date</b>	The last possible ship date that can be requested.	March 31, 2020
<b>EOS (End of Support) Date</b>	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/3000 Family, part of the Tetra platform.

Tetra Family	Description
Lane/3000	2.8” Retail Terminal with color display

## 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 v4 model of the iPP350, or wish to discuss Ingenico's new Tetra platform, please contact your sales executive.