

CAREpoint 2 End of Life Information

We hope this letter finds you well. Thank you again for your continued support as a valued partner of General Devices. This is a follow-up notification to remind you about the important upcoming changes that may affect the future availability of Technical Support & Services (TSS) for your CAREpoint 2 system, as well as to provide you with options to plan for now. If you have already upgraded to CAREpoint 3, please disregard this notice.

As a CAREpoint 2 customer we want to remind you again for your planning:

GD will no longer offer new annual support service plans that extend coverage beyond December 31, 2025, for CAREpoint 2 systems. While the announced end of life (EOL) for CAREpoint 2 is December 31, 2026, ongoing parts availability and supply chain issues continue to impact GD's ability to fully support the hardware. As a result, we regret to inform you that we will discontinue issuing annual support plans earlier than originally planned. What does this mean for you? This means that we will offer new 1-year support plans/extensions only up until December 31, 2024.

With GD's 45 years of commitment of Responsive Innovation to you, our customer, we have you covered with options:

Option 1: Maintain your Support Plan as normal

For those planning on upgrading, don't let your current Support lapse! Once annual support plans are no longer renewable, support will be available on a time & materials (subject to availability) basis. We highly recommend that you start planning for migration to CAREpoint 3 now. For those with newer CAREpoint 2 units, contact your Regional Manager for information on special incentives to upgrade early.

Option 2: Upgrade to CAREpoint 3

Introduced in 2022, CAREpoint 3 is an entirely new robust platform designed with long-term support and the future of EMS-Hospital communications in mind. It has a significantly streamlined and minimized hardware architecture and utilizes a standard computer and operating system issued and supported by your organization. This makes support faster, more economical and long-term. Additionally, CAREpoint 3 is sold as a low-cost, budget-friendly Solution-as-a-Service license (not capital equipment), which is preferred by finance departments.

CAREpoint 3 includes all the features and benefits that you rely on with CAREpoint 2, and much more. Designed with increased value and reduced hassle in mind, CAREpoint 3 minimizes proprietary hardware while increasing the ability to connect to all your phone and radio communication needs as well as e-Bridge integration. Now expansion to multiple workstation positions for call volume or redundancy is far more economical in the CAREpoint 3 model, saving you \$\$\$\$. CAREpoint 3 also offers the all new CAREpoint GO. CAREpoint GO is a mobile operator position allowing you to manage calls and CAREpoint functionality on-the-go from a mobile device.

CAREpoint 2 End of Life Information Cont.

As you would expect in today's data centric world, GD's new and improved D-ScribeX logging and reporting software, allows you to manage your CAREpoint 3 data through user-defined graphs and reports from any computer with access to the network. Integration with EMRs is coming soon also. To ensure the best experience, CAREpoint 3 comes equipped with a touchscreen monitor, and the required hardware appliances - all supported by included 24/7 Gold Support to ensure your system is always operational.

[Schedule time with your Regional Manager](#) to learn more about CAREpoint 3 and incentives to help you upgrade early.

Thank you for your attention to this matter. If you have any questions or need further assistance, please do not hesitate to contact us.

Regards,
Mark Brincat

Important Dates and Notices:

Announced CAREpoint 2 End Of Life date: December 31, 2026

Announced End Of Support date for Microsoft Windows 10: October 13, 2026

Discontinuation of annual CP2 Support Plan renewal: Effective Dec 31, 2024

Discontinuation of Manufacture of CAREpoint 2: Effective Jan 1, 2023

Introduction of CAREpoint 3: Aug 2022

Discontinuation of CAREpoint 2 - Windows 7 Technical Support: Effective Dec 2022