



18 May, 2018

Re: Support for Eos Family products using Windows XP OS

During the 1st quarter 2019, ETC is anticipating releasing our first version of software for the Eos Family of products that will not be compatible with the Windows XP operating system. That OS will be 18 years old and we are having increasing difficulties compiling our software application for it.

All Ion and Element desks that currently run on XP can be upgraded to Windows 7. Such desks that use a dual DVI splitter must be evaluated by technical services to provide an upgrade cost, as there were several generations of metal work that must be evaluated to perform the upgrade. Unfortunately, there is no upgrade path for the desk known as Eos Classic, as drivers for the internal touchscreens are not available on Windows 7.

We are advising of this now so that budgets can be put in place for replacements of Eos Classic as needed. Those desks will, of course, continue to function. ETC will continue to release library updates for XP-based desks, but no new features will be added.

If there are any questions, please feel free to contact me.

Best Regards,

A handwritten signature in blue ink, appearing to read "Anne Valentino", written over a light blue horizontal line.

Anne Valentino
Senior Controls Product Manager
ETC

Anne.valentino@etconnect.com

+1 830 796 4441 (land)

+1 201 289 0410 (cell)