

PrintMe® Mobile End-of-Life Announcement

Overview

Amid a rapidly changing technology landscape of mobile device and network capabilities, EFI™ has decided to discontinue selling [PrintMe® Mobile](#), our enterprise mobile printing product line. We continue to offer our [PrintMe cloud printing](#) service.

We are committed to supporting our valued customers through this process, and will continue to honor support commitments for the duration of Software Maintenance and Support Agreements (SMSA).

Please be aware of the following key dates:

Last date for new hardware sales	No new orders for the L100 or L200 appliances will be accepted due to inventory constraints.
Last date to buy new printer licenses	March 31, 2016
Last date to buy a one-year Software Maintenance and Support Agreement (SMSA) for PrintMe Mobile products	December 31, 2019
End of support for PrintMe Mobile. No SMSAs will extend past this date.	December 31, 2020

Hardware sales

Due to a lack of inventory, and the inability to secure previously qualified hardware, we are immediately discontinuing all hardware sales. We will honor warranty commitments to existing hardware customers but will not sell warranty extensions.

License sales

Customers may purchase PrintMe Mobile Printer License Packs through March 31, 2016. All PrintMe Mobile printer licenses are permanent. They can be used on any Windows printer, even after end-of-sale and end-of-support dates.

After March 31, 2016, PrintMe Mobile software will continue to be a free download on www.efi.com Download Center for customers who need to install the software on new hardware, in order to use existing printer licenses.

Software Maintenance & Support

EFI will honor all outstanding SMSAs (Software Maintenance and Support Agreements) for the life of all existing contracts. New SMSA agreements will be available for sale until December 31, 2019. Agreements may be purchased for multiple years in advance, providing that they do not extend beyond December 31, 2020.

The following table illustrates the number of SMSA years that may be purchased in any year, up to the end of support.

Purchase date	Maximum number of SMSA years that may be purchased in advance	SMSA expiration date
Until December 31, 2015	Up to 5 years	December 31, 2020

Until December 31, 2016	Up to 4 years	December 31, 2020
Until December 31, 2017	Up to 3 years	December 31, 2020
Until December 31, 2018	Up to 2 years	December 31, 2020
Until December 31, 2019	Up to 1 year	December 31, 2020

Helpdesk support

EFI will provide telephone (+1 855-334-4457 toll free, or +1 651 365-5570) and email support (printmemobile-support@efi.com) through December 31, 2020 to PrintMe Mobile customers with a valid Software Maintenance and Support Agreement.

Documentation can also be found online at <http://help.efi.com/printmemobile/index.html> and the user forum is <http://printmeforums.efi.com/>.

Development support

Effective immediately, EFI will not do any new development for the PrintMe Mobile product, Windows driver, Chromebook plug-in, or Android mobile app. Further development activities will be limited to bug fixes for explicitly stated functions.

Product migration

We have no plans at this time to develop a replacement product. We continue to offer our EFI PrintMe cloud printing service. Please see www.printme.com or www.efi.com/printmecloud for more information.

Part number end of life

The following is a specific list of part numbers that will be affected by the end of life plans described above.

PrintMe Mobile hardware

Part #	Description	Last date for purchase
45110089	PrintMe Mobile L100 appliance	Not available
45119198	PrintMe Mobile L200 appliance	Not available

PrintMe Mobile printer licenses and Software Maintenance and Support Agreements

Part #	Description	Last date for purchase
3000005243	PrintMe Mobile, 2 Printer Pack	March 31, 2016
3000005244	PrintMe Mobile, 3 Printer Pack	March 31, 2016
3000004840	PrintMe Mobile, 5 Printer Pack	March 31, 2016
3000004841	PrintMe Mobile, 10 Printer	March 31, 2016
3000004842	PrintMe Mobile, 15 Printer	March 31, 2016
3000004843	PrintMe Mobile, 25 Printer Pack	March 31, 2016
3000005476	PrintMe Mobile, 50 Printer Pack	March 31, 2016
10000005917	PrintMe Mobile, 2 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000005918	PrintMe Mobile, 3 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000005360	PrintMe Mobile, 5 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000005361	PrintMe Mobile, 10 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000005362	PrintMe Mobile, 15 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000005363	PrintMe Mobile, 25 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016
10000006124	PrintMe Mobile, 50 Printer Pack - Support & Maintenance, 1 –year	March 31, 2016