



Dear Valued Verasonics Community:

Understanding that some of you are preparing to return to work in these difficult times, Verasonics is committed to making the transition back to the lab a little easier for you and your colleagues. As a Verasonics customer, we would like to thank you for your support by offering a few ways that may simplify the transition and maximize your efficiency:

90 Day Extended Warranty Time: We understand that access to your lab may have been limited over the last few months. I am happy to let you know that we will extend the current warranty on your Vantage™ Research Ultrasound System for an additional 90 days. This extension will automatically be added if you have a current warranty or extended warranty. Note that this program does not apply to warranties that expired prior to March 1, 2020.

Extra Time on New Warranties Purchased: Through June 30, 2020, we are offering an additional 50% of time on all new Extended Warranties. This means that you will receive 18 months of warranty coverage when you purchase a 1-year warranty extension. Please contact sales@verasonics.com for a quotation.

Hardware and Software License Extensions: When you return to work, it is possible that your Vantage system licenses may require updating. We encourage you to update these upon your return to ensure that your system functions properly. The instructions for updating licenses can be found in the [Vantage User Manual.pdf](#) (see section titled "Software License File Updates"). This section will ask you to run 'systemInfo' on the Host Controller that is connected to the Vantage system and send the resulting systemInfo.txt file to licensing-request@verasonics.com. See the Vantage Software Installation Instructions.pdf for reference.

systemInfo instructions:

1. Launch your MATLAB® Environment.
2. Open MATLAB® and navigate to the Vantage SW installed directory.
3. In the command window, type "activate" and enter.
4. At the MATLAB® console prompt, type "systemInfo".
5. The command writes a text file, systemInfo.txt, in the current directory.
6. Please attach the systemInfo.txt file to your message to Verasonics

Licensing: licensing-request@verasonics.com

Increased access to the Ultrasound Simulator Software. In earlier communication, we announced the opportunity for each lab to receive an additional 5 ultrasound simulator software licenses on a temporary basis (expires in 6 months). Please review details [here](#) on how the Verasonics simulation software allows researchers to be more productive from home.

Access to the Verasonics Community Portal. The Verasonics Community is designed to provide quick and easy access to helpful tools such as training videos, product information and the programming script repository. It is available to Verasonics Customers at no cost 24 hours a day, 7 days a week. Already a customer? View the latest training tips, tricks and videos, [here](#).

If you have any questions or concerns, please do not hesitate to **contact us**. We are looking forward to continuing our support for your research and development activities and wish you success.

Stay healthy and safe,

Lauren Pflugrath
President and CEO
Verasonics, Inc.