Important Information Regarding blud_directSM

In July of last year, Immucor issued the following customer communication, CC-18-022-01 Important Changes to the Immucor Remote Support Solution blud_direct. This communication described upcoming changes to the service used to host blud_direct, our remote support service. Over the last 10 months, Immucor has been working diligently to convert all of our customers over to this new host for blud_direct. As a result, Immucor plans to retire the old host on May 31, 2019. To prevent any disruptions to remote support we kindly ask that you follow the instructions below to verify that each of your instruments is utilizing the updated blud_direct service.

Galileo Echo®, Galileo Echo® (v2.0), and Echo Lumena® Customers:

1. Log on to your instrument and click on the Help icon from the top instrument toolbar.
2. Click on the blud_direct icon from the Online help window.
3. One of the following two pages below will be displayed. If you are unable to connect to blud_direct, or a page other than what is displayed below is shown, please contact Immucor Technical Support for further assistance.

<table>
<thead>
<tr>
<th>New Host for blud_direct</th>
<th>Old Host for blud_direct</th>
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</thead>
<tbody>
<tr>
<td>![New Host Image]</td>
<td>![Old Host Image]</td>
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- **New Host for blud_direct**: No further actions are required. Your instrument is utilizing the updated host for blud_direct.
- **Old Host for blud_direct**: Please contact Immucor Technical Support at 855.IMMUCOR (855.466.8267) to have your instruments updated to support the new host for blud_direct.

**NEO® and NEO Iris™ Customers:**

1. Log on to your instrument and click on the Help icon ![Help Icon] from the top instrument toolbar.
2. If the following message is displayed click OK to continue.
3. On the left side of the NEO help window, click the Remote Support button.

4. One of the following two pages below will be displayed. If you are unable to connect to blud_direct, or a page other than what is displayed below is shown, please contact Immucor Technical Support for further assistance.

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No further actions are required. Your instrument is utilizing the updated host for blud_direct.

Please contact Immucor Technical Support at 855.IMMUCOR (855.466.8267) to have your instrument updated to support the new host for blud_direct.

If you have any additional questions or concerns regarding this communication, please contact Immucor Technical Support at 855.IMMUCOR (855.466.8267)