

ZEISS Instruments and Software Compatibility with Microsoft Windows 10 Upgrade FAQs

This notification is only applicable to ZEISS ophthalmic diagnostic instruments and software. For more information, visit or email:

- www.zeiss.com/us/os-update
- czmi.productcommunication@zeiss.com

1. What offers for Windows® operating systems have been recently announced by Microsoft®?

Microsoft is making Windows 10 available as a free upgrade for qualified Windows 7 SP1, and Windows 8.1 computers.

On some computers the Windows update notification includes a preloaded taskbar icon stating "Get Windows 10". The owners of Windows 7 SP1 and Windows 8.1 might be eligible for free upgrades for one year.

2. What does this mean for ZEISS instruments and ZEISS Review Software?

At this time, Windows 10 upgrade is not supported by ZEISS instruments and software. Please DO NOT upgrade to Windows 10 until ZEISS has made a Windows 10 compatible software option.

3. Will ZEISS data management systems, such as FORUM®, support Windows 10?

Currently Windows 10 is not supported by FORUM. ZEISS plans to support Windows 10 on its next release.

4. How long will Microsoft continue supporting Windows 7 SP1 and 8.1?

According to Microsoft, the extended support will continue for Windows 7 SP1 until January 2020 and for Windows 8.1 until January 2023.

For more information about the end of support for Windows operating systems, please visit the Microsoft website at: <https://support.microsoft.com/en-us/gp/lifeselect?target=lifecycle&c1=509&=GSSProdSelMore509>.

5. When can I upgrade my ZEISS device/instrument to Windows 10?

Currently, Windows 10 is not supported on ZEISS instruments. You will be provided timely upgrades of your instrument that improve performance and increase data security.

6. When can I upgrade the computer on which I run ZEISS software to Windows 10?

ZEISS recommends that you do not run the Windows 10 upgrade option at this time on any computer running ZEISS applications (like Review Software) until a release of Windows 10 supported ZEISS software is available. ZEISS is working to provide support for the latest Microsoft updates, where appropriate. Your ZEISS representative will communicate availability of Windows 10 supported products when they are released. This information will also be available on our web site at www.zeiss.com/us/os-update.

7. What do I do if I upgraded my ZEISS instrument or computer already?

If a ZEISS instrument has been upgraded to Windows 10, the operating system can be reimaged and brought back to its original factory state. Please contact ZEISS customer service for assistance, 1-800-341-6968.

If a computer system hosting Review Software has been upgraded, the only option is to reinstall the original operating system. ZEISS does not offer support for reinstalling operating systems on computer systems hosting Review Software.

8. Can I disable the Windows 10 upgrade notification?

Yes. Click "Customize" in the System Tray (time and date notification at the bottom right corner of the task bar) and turn off the "Get Windows 10 app notifications" in the menu that comes up.

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