WILLIAMS AV
Hear. See. Engage.

Annotation Pro Plus, Caption Assist and Convey Video

January 6, 2023

Effective immediately, Williams AV is discontinuing three products: Annotation Pro Plus, Caption Assist and Convey Video. Continued supply chain challenges means a reliable source of quality components for the production of these products is no longer available and a new hardware and software platform is not financially viable.

No additional firmware or mobile app updates will be made.

Effective Date	Immediately (January 2023). All open orders have been filled and we are no longer accepting any new orders.
Discontinued Products	The following are discontinued and ***will not*** be replaced with new systems: • Annotation Pro Plus **(AN C5P)** • Convey Video **(TL S20)** • Caption Assist **(CA C3)** **Accessories.** The following accessories will be available while supplies last. • Adapter **(ADP 018)** – used with Caption Assist & Convey Video • 1-Port USB Line Driver **(EXT-USB 1Port)** – used with Annotation Pro Plus • 4-Port USB Line Driver **(EXT-USB 4Port) –** used with Annotation Pro Plus
Replacement Products	There is no direct substitution for these products. However, Williams AV does offer multiple offerings that support human interpretation including digital, FM IR, and audio via Wi-Fi products. This may be an option for some customers who need a translation solution and have the ability to use human interpreters.
Firmware Updates	No new firmware updates will be released for discontinued products. Existing firmware releases are available on the Williams AV website. As of January 7, 2025, Williams AV reserves the right to remove access to existing firmware for discontinued products.
Subscription Service	Service subscriptions for Caption Assist and Convey Video will be available through December 2025. After this time, Williams AV will evaluate the subscription service.
Ongoing Support	Warranty will be honored for two years from date of purchase. During this time, Williams AV will make every good faith effort to troubleshoot and provide hardware support to products in their existing state. No field upgrades requiring new drivers or firmware for troubleshooting revisions will be made. Manuals and other support documents will remain available on our website at https://williamsav.com/technical-documentation/

Affected Sales Channel(s)	US and International dealers and distributors of Williams AV commercial audio-visual products.

Key Contacts	**UNITED STATES**
	• **Sales Support** National Sales Managers | info@williamsav.com
	• **Product Support** TechBlue Design & Support Services
	    TechBlue@williamsav.com
	
	INTERNATIONAL
	• **Sales Support** Int'l Sales Manger | Info-Intl@williamsav.com
	• **Product Support** TechBlue Design & Support Services
	    TechBlue@williamsav.com

Resources	Technical Resources for **Annotation Pro Plus (AN C5P).** • Annotation Pro Quick Start Guide • Annotation Pro Plus Basic Connection Guide • Annotation Pro Plus Advanced Connection Guide • Annotation System Programmers Guide • Annotation Pro Plus Full Manual • Firmware Updates - Installation Instructions (Convey Video, Caption Assist, Annotation Pro Products) Technical Resources for **Caption Assist (CA C3).** • Caption Assist Firmware • Firmware Updates - Installation Instructions (Convey Video, Caption Assist, Annotation Pro Products) • Caption Assist Quick Start Guide • Caption Assist User Manual • Caption Assist Live Connection Guide Technical Resources for **Convey Video (TL S20).** • Convey Firmware • Firmware Updates - Installation Instructions (Convey Video, Caption Assist, Annotation Pro Products) • Convey Video User Manual • Convey Video Programmer's Guide • Convey Video Quick Start Guide • Convey Video Connection Guide