

# Product Change Notification

## New hardware revision for 4-FXS ports telephony card

### Classification

Product modification

### Description

A new hardware revision of the Sentinel 400 4-FXS telephony card will replace the current model of card. The energy consumption of the new revision is lower than for the previous revisions.

Note: No *End of Sale* or *End of Life* is announced in this PCN.

### Impact

Following the depletion of the 4-FXS telephony card (rev.1) inventory, the Rev.2 cards will be shipped for all orders received.

The new hardware revision requires the DGW 2.0 firmware version 39, or later, to be installed on the Sentinel 400.

Except for the lower power consumption and the lower heat dissipation, there is no functional change introduced by the new revision.

### Effective Date

December 1st, 2017

### Serial Numbers

The Rev.1 and Rev.2 FXS cards can be distinguished by their serial number:

- 00085XXXXXX: for Rev.1 FXS card
- 00113XXXXXX: for Rev.2 FXS card

### Affected Products

Product Code	Model	Customers
090-00031-00	4 x FXS port telephony card	All
Any 24 digit codes starting with 'S' and containing at least one '3' in the last 8 digits (ex. S111F10000MX000022322000)	Sentinel 400 with FXS ports.	All

## **Contacting Media5**

In order to optimise service for technical requests, Media5 works with Channel Partners to resolve technical support issues. All end users requiring technical support are encouraged to contact their direct Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly from the Media5 Technical Assistance Center through the Web portal (MSP). <http://www.media5corp.com/services-support/>