

Product Change Notification

New hardware revision for Mediatrix C7 gateways with FXS ports

Classification

Product modification

Description

A new hardware revision of the Mediatrix C7 gateways with FXS telephony ports will replace the current gateway models. The energy consumption of the new revision is lower than previous revisions.

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

Impact

Following the depletion of the C7 gateways (Rev.0) inventory, all new orders will receive Rev.1 devices.

The new hardware revision requires the installation of the DGW 2.0 firmware version 40, or later, which can be downloaded from the Media5 download portal.

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

To order hardware samples (e.g. for homologation purposes) before April 13, please contact your account manager.

Effective Date

April 13th, 2018

Serial Numbers

The Rev.0 and Rev.1 products can be distinguished by the 7th digit in the serial number:

Product	Rev, 0 Serial number	Rev. 1 Serial number
Mediatrix C710	0027800xxxxxxxxxxx	0027801xxxxxxxxxxx
Mediatrix C711	0027900xxxxxxxxxxx	0027901xxxxxxxxxxx
Mediatrix C731	0028200xxxxxxxxxxx	0028201xxxxxxxxxxx

Affected Products

Product Code	Model	Customers
C710-01-MX-D2000-x-x0x	Mediatrix C710	All
C711-01-MX-D2000-x-x0x	Mediatrix C711	All
C731-01-MX-D2000-x-x0x	Mediatrix C731	All

Contacting Media5

In order to optimise technical request service, 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 our Web portal (MSP).

<http://www.media5corp.com/services-support/>