

Product Change Notification

Mediatrix 4400 Series End-of-Sale

Classification

Product end-of-sale (EoS)

Description

Following the introduction of a new configuration of the Mediatrix C7 with BRI ports, the Mediatrix 4400 series of BRI VoIP gateways will be removed from the Media5 product portfolio.

The new C7 BRI gateway will support up to 8 BRI ports and an external accessory will be available for Power over Ethernet (PoE) support.

BRI power feeding will not be available on the replacement product.

Impact

Following depletion of inventory, purchase orders for 4400 series gateways will be rejected.

Effective Date

End-of-Sales: March 31, 2019

End-of-Life: March 31, 2022

Serial Numbers

NA

Affected Products

Product Code	Model	Replacement product
4401-01-MX-D2000- X-02X	4401 - 1 BRI gateway	C720 H
4402-01-MX-D2000- X-02X	4402 - 2 BRI gateway	C720
4404-01-MX-D2000- X-02X	4404 - 4 BRI gateway	C740
4401-01-MX-D2000- X-03X	4401 plus - 1 BRI gateway with bypass, PoE, and power feeding	None*
4402-01-MX-D2000- X-03X	4402 plus - 2 BRI gateway with bypass, PoE, and power feeding	None*
4404-01-MX-D2000- X-03X	4404 plus - 4 BRI gateway with bypass, PoE, and power feeding	None*

* External PoE accessory is available on C720/C740 models.

Contacting Media5

In order to optimize 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/>