



## Product Advisory – EOL

**Date:** 7 December 2018  
**Product:** ADAC  
**Reason:** Manufacture Discontinue (MD) and End Of Life (EOL) Notification

ATX announces Manufacture Discontinue (MD) & End-of-Life Notification for its ADAC series of Active Digital Access Control products. Due to minimal sales volumes and a series of components being declared end of life by the manufacturers, ATX will no longer be able to support new sales of this product beyond the dates shown below. As such the purpose of this communication is to serve as official notice regarding the start of the MD and EOL process for ATX's ADAC series of Active Digital Access Control products.

The ADAC active digital access control product offering is a cost-effective solution for hospitality, MDUs, business and educational use. As a multifunctional demarcation point, the ADACf unit optically accepts full content lineup from the headend and, using integrated controls, allows the operator to select and pass only that content which the customer selected from the lineup. The ADACf unit includes an integrated optical node with distribution level RF output (optional optical return path is available). This product is also offered in an RF only ADAC version with distribution level RF (no integrated node). The MDU-hardened wall mount enclosure with lockable front door provides a rugged platform for harsh MDU environments.

### Product Specific Lifecycle Information

We strive to follow the ATX Product Hardware and Software Lifecycle Support Policy (see last page), in this instance component and supply issues for the ADAC product mandates that general MD and EOL support intervals be constrained. As such, the table below includes lifecycle milestones with associated dates specific to the product.

### ADAC Lifecycle Milestones

Milestone	Definition	Date
Lifecycle Announcement	Date of communication announcing start of MD and the end-of-life process	December 7, 2018
Manufacture Discontinued (MD) Date	Last day on which affected product SKUs in this communication can be ordered	January 31, 2019
End-of-Support (EOS)	Last day ATX Care technical support or repair or replacement will be offered	December 31, 2021

## Products Included in this Bulletin

All SKUs beginning with ADAC\*, including but not limited to ADAC-F-BH-01, ADAC-PS, ADAC-FAN, ADAC-C1550/1610/U.

## Alternatives

There are no replacements for this product produced by ATX. However, there are other technologies that can provide the function of tiered access control. Modern CCAP and eQAM devices provide more options.

ATX Networks would like to thank you in advance for your understanding and continued support.

## ATX Product Hardware and Software Lifecycle Support Policy

Lifecycle	Software	Hardware
Active	<ul style="list-style-type: none"> <li>• <b>90 Day Factory S/W Warranty</b></li> <li>• S/W Generally Available (GA) for deployment</li> <li>• <b>Minimum 1 year Active interval</b></li> <li>• Standard Warranty terms apply for 90 days</li> <li>• ATX Care Support Plan required thereafter</li> <li>• Corrective content via Maintenance releases</li> </ul>	<ul style="list-style-type: none"> <li>• <b>One (1) year Factory H/W Warranty</b></li> <li>• Hardware currently manufactured and available for order</li> <li>• Standard Warranty and ATX Care terms apply</li> </ul>
Inactive (Software) or MD – Manufacturing Discontinued	<ul style="list-style-type: none"> <li>• <b>Minimum 1 year Inactive interval</b></li> <li>• Targeted corrective content (Outage, BC) with ATX Care</li> </ul>	<ul style="list-style-type: none"> <li>• <b>One (1) year Notice Period to MD</b></li> <li>• Not available for new deployments and expansions</li> <li>• Customer specific exceptions may be made based on MPSA</li> </ul>
Retired (Software) or EOL – End of Life (Hardware)	<ul style="list-style-type: none"> <li>• <b>Minimum 3 year Retired interval</b></li> <li>• No corrective content available</li> <li>• Emergency Recovery only (no RCA) with ATXCare Support Plan</li> <li>• No Security patching</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Minimum (3) year Post MD support window</b></li> <li>• ATX no longer supports advancement replacement of H/W as existing stock may have been exhausted but MAY still provide a best effort repair service</li> </ul>
EOS – End of Support	<ul style="list-style-type: none"> <li>• ATX no longer supports the product</li> </ul>	<ul style="list-style-type: none"> <li>• ATX does not support the H/W and support for certain H/W may be removed from S/W releases</li> </ul>

Note that customer and contract specific terms and conditions may apply that supersede the above policy intervals.

# Global Services & Support

## Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

Tel: (905) 428-6068 – press \*1

Toll Free Fax: 866.YOUR.ATX (866.968.7289) USA & Canada only

Email: [support@atxnetworks.com](mailto:support@atxnetworks.com)

Web: [www.atx.com](http://www.atx.com)

## Send Purchase Orders

Email: [orders@atxnetworks.com](mailto:orders@atxnetworks.com)

Fax: (905) 427-1964, or (866) 427-1964

For further technical info or product concerns, please contact:

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