



## Product Advisory – EOS

**Date:** January 1, 2020  
**Product:** XDS-PRO1Q, XDS-PRO4Q, Digital Media Receivers  
**Reason:** End-of-Service (EOS) Notification

ATX Networks announces an End-of-Service (EOS) Notification for its XDS-PROQ series of Digital Media Receiver products. Due to a series of components being declared end-of-life by the manufacturers, ATX will no longer be able to support repairs 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 EOS processes for ATX's XDS-PRO1Q and XDS-PRO4Q Digital Media Receiver products.

### 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 XDS-PRO1Q and XDS-PRO4Q product mandates that general EOS support intervals be constrained. As such, the table below includes lifecycle milestones with associated dates specific to the product.

### XDS-PROQ Lifecycle Milestones

Milestone	Definition	Date
End-of-Support (EOS)	Last day ATX technical support will be offered	June 30, 2020

### Products Included in this Bulletin

SKUs affected by this notice include:

ATX Part Number	Description
XDS-PRO1Q	Audio Digital Media Receiver, 1 audio port, Q Model.
XDS-PRO4Q	Audio Digital Media Receiver, 4 audio ports, Q Model.

## Recommended Replacements or Alternative Products

ATX Part Number	Description
XDS-PRO1S	Audio Digital Media Receiver, 1 audio port, S Model.
XDS-PRO4S	Audio Digital Media Receiver, 4 audio ports, S Model.

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
<b>Active</b>	<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>
<b>Inactive (Software) or MD: Manufacturing Discontinued</b>	<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>
<b>Retired (Software) or EOL: End-of-Life (Hardware)</b>	<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>
<b>EOS: End-of-Support</b>	<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.

Toll Free: 866.YOUR.ATX (866.968.7289) USA & Canada only – Select Option 1

Tel: +1 289.204.7800

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

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

### **Send Purchase Orders**

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