

Product Change Notification (PCN)

Mediatrix Sentinel 400 Series new hardware revision

Classification

Product modification

Description

A new hardware revision of the Mediatrix Sentinel 400 Series is now in production. The new revision features an increased performance and supports more SBC sessions (up to 2000).

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

Impact

All current and new Sentinel 400 orders will receive the new hardware revision.

The new hardware revision requires the installation of the DGW 2.0 firmware version 48.3, or later, which can be downloaded from the Media5 download portal.

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

Effective Date

July 24th, 2023.

Product Codes

The new hardware revision can be distinguished by the 2nd digit in the product code:

Old hardware revision	New hardware revision
S1bcdefghhiiijkk12345678	S5bcdefghhiiijkk12345678

Affected Products

All Mediatrix Sentinel 400 Series.

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).

<https://www.m5t.com/services-support/>