

End-of-Life Announcement for Virtuo EMS

Classification

Product end-of- life.

Description

Virtuo EMS will be decommissioned without replacement.

Impact

Starting January 1st, 2027, Virtuo EMS will be decommissioned. Virtuo EMS remote management tools and redirection services will no longer be available.

Support services are available for customers requiring assistance to migrate Virtuo EMS managed Mediatrix devices to their own management system.

Effective Date

January 1st, 2027

Affected Products

Product Code	Model
4102-01-MX-D2000-X-XXX	Mediatrix 4102S
C7XX -01-MX-D2000-X-XXX	Mediatrix C7 Series
M350X60000MX0X00XXXXXXXX0	Mediatrix G7 Series
M350X62000MX0X00XXXXXXXX0	Mediatrix S7 Series
M461X60XXXMX0X00XXXXXXXX0	Sentinel 100 Series
SXXXXX0XXXMX000XXXXXXXXXX	Sentinel 400 Series

Contacting Media5

To optimise service requests, Media5 works with Channel Partners to resolve technical support issues. All end-users requiring technical support are encouraged to contact their preferred Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly through the Media5 Technical Assistance Center through our Web portal (MSP).

<https://media5corporation.zendesk.com>