

# **Com.X5 End of Life**

## **Frequently Asked Questions**

### **1. What are the Com.X5 End of Lifecycle timescales?**

- a. **End of sale:** 1 Feb 2017
- b. **End of Life:** 31 Jan 2020 – Far South Networks to continue to service and support existing products in the field under warranty
- c. **End of Support:** 31 Jan 2020 – Far South Networks to continue to software support via software upgrades and technical support

### **2. What do I buy instead of the Com.X5 ?**

- a. Wanderbox replaces Com.X5Lite (4 channel)
- b. Wanderbox duo replaces Com.X5 (8 and 16 channel)

### **3. Is there a cost increase?**

- a. No, pricing will remain largely unchanged
- b. Based on Com.X5 2016 prices

### **4. What are the advantages of the new product Wanderbox and Wanderbox duo?**

- a. New generation hardware with 5+ year roadmap
- b. Greater performance, greater scalability
- c. Less stockholding with greater market application coverage (simply via licensed upgrades)
- d. Less moving parts = greater reliability
- e. “Greener” = Lower power dissipation, lower heat
- f. Wireless connectivity: WiFi Access Point

### **5. What are the differences between the two products?**

- a. Wanderbox duo has 1 or 2 Ethernet (not 4)
- b. Wanderbox duo has 8GB storage for call recording (not 16GB), upgradable to 32GB

**6. Do I need more training?**

- a. No, the User Interface to program both products is identical
- b. Both products support configuration backup and restore

**7. Are there software feature differences?**

- a. Wanderbox runs identical software to Com.X5, offering the same features and functionality
- b. Wanderbox offers the same Application based upgrades, Call Center, Atmos Voice Logger, Call Notification Alerting, Operator Panel, TMS

**8. What are the operational differences?**

- a. Order fulfilment remains unchanged
- b. Warranties and Software Assurance is unchanged
- c. RMA procedures remain unchanged