

## Product Update: Enhancing Your Media Performance and Stability

**Date:** November 19, 2025

**Subject:** Upgrading Your Media Experience

### What is Changing?

To ensure your digital signage remains reliable and secure, we are proactively upgrading select media players to our newest hardware model. This transition ensures your screens are equipped with the most modern hardware standards available.

### Why the Change?

Technology evolves rapidly. Modern operating systems require more "breathing room" to process security updates and display high-definition content effectively.

We have identified that older hardware models are approaching their performance limits. By upgrading to a more robust platform now, we are preventing system slowdowns before they occur and ensuring your screens stay online and vibrant 24/7.

### How Does This Affect You?

Our priority is to make this transition as seamless as possible.

- **Zero Downtime:** This is a phased rollout. You do not need to take any action; our team will manage the transition behind the scenes to ensure your displays remain active.
- **Increased Reliability:** The new hardware allows for seamless, automatic security patches without interrupting your content playback. This means fewer service calls and more consistent uptime.
- **Improved Performance:** Your upgraded players are designed to handle high-resolution media and future software features with ease, providing a smoother visual experience for your audience.

### Our Commitment

Our goal is to provide a "set it and forget it" experience. This hardware update is part of our ongoing commitment to providing a stable, secure, and worry-free digital signage platform.

Your account manager will reach out directly if scheduling coordination is required for your site.