

End-of-Sale for DTEN ME Pro | Model DBA0027-S1

EFFECTIVE JANUARY 15, 2025

As we continue to innovate and expand our product offerings, the DTEN ME Pro (**Model DBA0027-S1**) will be placed on End-of-Sale (EoS) status on **March 31, 2025**.

Based on Zoom policy, the product will continue to receive updates (new features may be limited) until the final supported release for 21 months. Then, it will support critical security issues in Zoom maintenance mode for up to 15 months.

Combining the period during which the product will end its life approximately 36 months after its End-of-Sale date. (Reference [Zoom Rooms Devices and Phone Appliances End-of-Life Support Guideline](#)).

We will continue to provide full support for customers with products under warranty or covered by an active Orbit Service plan. While the Orbit Service plans for DTEN ME Pro SKUs will eventually be phased out, we want to ensure you have ample time and support to transition smoothly. We encourage customers to consider renewing or purchasing an Orbit Service plan within six months of the EoS announcement date to maximize the product's useful life and plan for the future. The Orbit plan ensures continued support and access to our latest product updates.

DTEN's commitment to innovation means fantastic new products are available that build on the strengths of the DTEN ME Pro. Our latest solutions offer enhanced features, improved performance, and the same trusted reliability you expect. By transitioning to these next-generation products, you'll continue to benefit from the cutting-edge technology that powers today's dynamic work environments.

Product Migration Options

While a newer model of DTEN ME Pro is in the planning stages, customers may consider the two solutions below.

D7X 55

** Please refer to a DTEN sales representative for other regions' SKUs.*

- Availability: Available Now

Next Generation DTEN ME Pro G2

- Future release: 2025 Summer

Existing Product Upgrade Option

1. Users can buy a new DTEN ME Pro G2 (official product name TBD).

End-of-Sale Schedule

Milestone	Type	Definition	Date
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<p>End-of-Sale Announcement Date</p>	<p>Full Product System</p>	<p>The date the document announces the end-of-sale of a product is distributed to the general public.</p> <p>The product's end-of-sale announcement document is distributed to the general public.</p>	<p>Jan 1, 2025</p>
<p>End-of-Sale Date</p>	<p>Full Product System</p>	<p>This is the last date to order the product through DTEN directly.</p> <p>Distributors and dealers may still have stock for a limited time.</p>	<p>Mar 31, 2025</p>
<p>End of Software Limited Maintenance Releases Date</p>	<p>Software OS</p>	<p>This is the last date DTEN Engineering may release any final software maintenance releases or bug fixes. After this date, DTEN Engineering will no longer develop, repair, maintain, or test the product software.</p>	<p>Jun 30, 2026</p>
<p>Last Date of Support</p>	<p>Full Product System</p>	<p>This is the last date to receive applicable service and support for the product as entitled by active service contracts or warranty terms and conditions. After this date, all support services for the product will be unavailable, and the product will become obsolete.</p>	<p>Sep 31, 2027</p>

Products Affected by This Announcement

End-of-Sale Product Model	Product Description
DBA0027EN-S1	Brazil SKU
DBA0027ED-S1	India SKU
DBA0027EC-S1	New Zealand Australia SKU
DBA0027EB-S1	EMEA SKU
DBA0027EA-S1	America, Japan SKU
DOBP2Y1-DBA0027-S1	Orbit Service SKU
DOBP1Y1-DBA0027-S1	Orbit Service SKU
DOBP3Y1-DBA0027-S1	Orbit Service SKU
DOBP2Y2-DBA0027-S1	Orbit Service SKU
DOBP1Y2-DBA0027-S1	Orbit Service SKU
DOBP3Y2-DBA0027-S1	Orbit Service SKU
DOBB2Y2-DBA0027EA-S1	DaaS SKU
DOBB1Y2-DBA0027EA-S1	DaaS SKU
DOBB3Y2-DBA0027EA-S1	DaaS SKU

Software Partner Service Support

For Zoom service support, please see the partner product lifecycle policy [Zoom Software Quarterly Lifecycle Policy](#), [Zoom Rooms Devices and Phone Appliances End-of-Life Support Guideline](#), or [Zoom Rooms Certified Hardware](#), or contact Zoom Support to learn more.

End-of-Sale Policy

- DTEN uses commercially reasonable efforts to provide notice three months before a product's End-of-Sale date. On that date, the product will no longer be available for order.
- DTEN provides technical assistance with product warranty periods.
- A Product that is End-of-Sale will have the following treatments:
 - The product release cycle is in maintenance support mode: A product in Maintenance mode is expected to have bug fixes and security patch releases in a quarterly cadence. There will be no new feature or major update from the DTEN release other than features related to device life extension.
 - Service Partners like Zoom or Microsoft may have limited feature releases or treatments for these products based on their product lifecycle policy.
- Software embedded inside hardware devices will continue to be supported according to the policy governing the DTEN software lifecycle and Partner's software product lifecycle policy (such as Zoom or Microsoft).
- Hardware replacement or replacement parts will be available if the product is warranted directly under a DTEN service or DTEN-authorized partner service plan. At DTEN's discretion, hardware may be replaced with a similar or equivalent product.
- A support contract or warranty must cover a product as of the End-of-Sale date to be eligible for support renewal. Support contracts may be renewed during the first twelve months of the End-of-Sale date.

We appreciate your continued trust in DTEN as your partner in collaboration technology. As we approach this transition, our team is here to assist you every step of the way, ensuring a seamless upgrade to our latest offerings.

If you have any questions or want to explore the best options for your needs, please do not hesitate to reach out. Together, we can make your move to the next generation of DTEN products a smooth and beneficial experience.

For more information, visit help.dten.com

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