



This notification affects the following product(s)

Norpak/Ross NAVE II Nielsen Encoder

Subject: End-of-Support Notification for Nielsen Audio Video Encoder - NAVE II

End-of-Sale

This notice is to remind Nielsen clients that the End-of-Sale for the Norpak/Ross Nielsen Audio Video Encoder (NAVE) II product was in 2013, and the product has been discontinued.

End-of-Support Notification

End-of-Support for the Norpak/Ross NAVE II Nielsen Encoder product will be January 1, 2017. Nielsen is strongly advising all Norpak/Ross NAVE II Clients to take immediate action to acquire a replacement solution as soon as possible. Starting on January 1st 2017, neither Nielsen nor Ross will continue to support this product. Neither party will provide in-depth troubleshooting, root cause failure analysis or repairs and loaner encoders will no longer be provided.

Nielsen provided a product notification in July of 2015 informing our Clients that the product was reaching end of service and advising them to plan for hardware replacement accordingly. Many of these units are now over 8 years old and there are very few (if any) components available to repair them.

Replacement Solutions

Customers are strongly urged to upgrade to the current NWE-3GA encoder platform to ensure continued hardware and software support. The NWE-3GA is an Open-Gear card-based Nielsen Watermarks Encoder, which is the recommended replacement for the NAVE II. Ross also has a solution for Clients interested in Nielsen Watermarking at the Transport Stream level, the Ross NWE-TS. Complete information is available using the links below

Complete product information is available on the Ross Video website at <http://www.rossvideo.com/signal-processing/nielsen/index.html> and is also available on the Nielsen Encoder portal <https://engineeringforum.nielsen.com/encoders>

If you or your engineers have any questions or require support, please contact Nielsen Encoder Support at (800) 537-4872.

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