

Product Bulletin**Date: December 2019****Distribution:** *TotalTrax Sales, Services & Channel Partners***Subject:** *Announcement of Product Information***Products Affected:** *SXVX, Mixed Fleet, Legacy, Website***Summary:**

TotalTrax is committed to providing the highest quality, continuously improving fleet telematics solutions for our customers.

TotalTrax has engaged customers in focus groups and in Voice of the Customer interviews, to enhance the SX/VX Product Line. The following products and processes have been enhanced due to the feedback received from our customers.

 TotalTraxinc.com – New Design

TotalTraxinc.com has a new design.

 On Demand Safety Checklist:

A new feature, the On Demand Safety Checklist, has been added to the SX200 Server Software, Once configured, the On Demand Safety Checklist enables operators and maintenance users the ability to request a Safety Checklist directly from the VX Unit.

An example: the operator suspects there's an issue with a vehicle after driving it for a period of time. This function allows the operator the ability to do a safety checklist to determine if the vehicle is safe to drive.

 SX200 – Mixed Fleet Instances**Final Transition to SX200 Mixed Fleet**

As we sunset the Legacy/EQC software, we provide a bridge between the old and new with the migration of your legacy system to the new SX200 Mixed Fleet platform. Proper management of your legacy data now must be done via the SX200 Software. The SX200 Software provides the ability to configure units, run reports, add users and operators, etc. for vehicles on both the EquipManager and the VX hardware

On Dec. 15, 2019 you will be required to access the SX200 software to manage both legacy and VX products.

Change can be difficult, but did you know you can access your legacy units in the SX200 Software? As part of the transition from TotalTrax legacy products to the new SXVX platform we have provided a single-entry point for your fleet management.

As you've moved through the migration period, the final step is the removal of access to the legacy software.

Reach out to the TotalTrax Support team ([1-855-895-7721](tel:1-855-895-7721)) with any questions.

 **Legacy Products Support- Reminder*****Legacy Hardware Support:***

Support of legacy hardware ended on December 31, 2018.

As of October 1, 2019, TotalTrax will no longer repair or accept RMA's for Legacy hardware. Exceptions will need to be approved.

- Customers with legacy hardware 5+ years will need to be transitioned to the Cloud and SXVX platform.
- Customers with legacy hardware 4 years or less can be transitioned to a Mixed Fleet environment for 1 year and then convert to the SXVX platform.

Mixed Fleet Support

Mixed Fleet environments will move to "limited" support and all development, changes, and updates will be ceased as of December 31, 2020. A final release will be made in December of 2020.

After the end of 2020, customers will stay on the Mixed Fleet Platform for a maximum of 1 year, and will need to move to VX Hardware within that timeframe.