

# PRODUCT FAULT NOTICE

DATE: 22<sup>ND</sup> MAY 2023

SUBJECT: AUDIO OUTPUTS IN SOURCE MODE

## AFFECTED PRODUCT:

- neo:XSX (P8-HDBT2-L-FFMJ66-S)

## FAULT DESCRIPTION:

Dear Valued Customer,

We would like to inform you about an issue we have identified with the audio output ports E and J on the neoXSX when the unit is set to Source mode. It has come to our attention that these two ports are not functioning as intended in the latest firmware (3.10.11). We sincerely apologize for any inconvenience this may have caused.

Please be assured that our team is actively investigating this matter to determine the root cause and find a swift solution. We are committed to resolving this issue in the upcoming firmware revision, which we anticipate will rectify the problem.

We understand the importance of audio functionality in your experience with the neoXSX, and we appreciate your patience and understanding while we work diligently to address this fault.

If you have any further questions or concerns, please do not hesitate to reach out to our customer support team. We value your feedback and appreciate your ongoing support.

Thank you for your understanding.

## PULSE-EIGHT CONTACT INFORMATION:

Pulse-Eight Customer Support

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