

## **[Company] Overhead Music & Messaging Player Update Email Copy - EXTERNAL**

### **[Company] Overhead Music & Messaging Player - Update**

Subject Line: Upgrade On Us 🎵 Your Overhead Music & Messaging Player

Teaser: Coming This March - Series 905x3 Player Replacements

Send Date: TBC (Goal: 3/2 for External Communication)

Send time: 9 a.m. ET / 8 a.m. CT

Audience: Direct Customers

Goal: Inform [Company] Customers of the updated Overhead Music & Messaging Player

### **[Company's] Overhead Music & Messaging Player Update**

[Company's] **Overhead Music & Messaging Player**, previously known as our Retail Radio Player, has been updated!

Due to a **security update** involving your previous Retail Radio Player(s), we decided to replace the old device for the **Series 905x3**, to give you an upgraded player and a **better overall experience**.

With the new player, you will receive **extra internet security** to ensure your devices continue to operate properly.

### **We expect this roll out to begin in March**

Upon receiving the new player, your existing device/player will no longer be able to connect to the internet for updates.

### **Here's what you need to know about the new player as a Customer:**

- TSL 1, 1.1 will be decommissioned towards the beginning of April.
- Series 5, 7, and 8 players will not support the newer version 1.2. So you will need to use the upgraded device (905x3) or your Retail Radio service will not be operational.

If you have concerns about upgrading or installing the updated player, please contact support [here](#).