

## Product Change Notification

### PCN-AI-7717-2022

Business Unit	Product Line Code	Type of Change	Action	Date of Issue
AI - Automation Infrastructure	DNC	Product Change Notification	Notify Distributors and Field	2/18/2022

*The following Phoenix Contact products have been modified. Existing specifications will be met or exceeded. Please review and acknowledge this document and inform your personnel as needed.*

#### Description for Product Change Notification

Please read in full, this is time sensitive information regarding functionality of all ATT cellular devices from Phoenix Contact

AT&T is planning on shutting down their 3G portion of their network. This is planned for February 22nd. We are not sure how specific this date will be, or if it will be an on/off switch on the 22nd but there are some time sensitive updates to existing ATT cellular devices that are required.

To make sure **all** cellular devices can maintain connectivity after the ATT network change, all ATT 4G cell modems will need a firmware update. This firmware update addresses the changes to the ATT network and how these devices connect once the 3G portion of the network is turned off.

**Any existing** cellular devices listed in this notice will need the firmware update.

Below are the effected parts, and where to find the firmware file. In the firmware file there are guides on how to update the firmware for each module.

2702533 – TC ROUTER 3002T-4G ATT - Phoenix Contact website -Product page – Downloads tab – FW version 2.06.8.7

2702888 – TC CLOUD CLIENT 1002-4G ATT – Phoenix Contact website - Product page – Downloads tab – FW version 2.03.21

1010463 – TC MGuard RS4000 4G ATT VPN – Firmware file **contact Technical Service** – FW version 8.8.5

1010464 - TC MGuard RS2 000 4G ATT VPN – Firmware file **contact Technical Service** – FW version 8.8.5

If there are any questions, please contact Technical Service

#### Stock Status

Can existing stock still be used?	Yes
Is mixture of stock acceptable?	Yes

#### Transaction Dates

Date modification goes into effect from Germany:	2/18/2022
Expected first shipment (from Phoenix Contact) of the modified products(s):	2/18/2022



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## Product Change Notification

*Should you have any issues with the timeline or content of this product change, please contact Phoenix Contact using the information below. Customers should acknowledge receipt of the PCN within 30 days of delivery of the PCN; provided, however, that the failure to acknowledge receipt does not affect the product change or the effective date thereof.*

**Contact Info:**

Dan Schaffer  
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Thank you,

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Dan Schaffer

Senior Product Marketing Manager



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## Product Change Notification

Part #	Type Description
2702533	TC ROUTER 3002T-4G ATT
2702888	TC CLOUD CLIENT 1002-4G ATT
1010463	TC MGUARD RS4000 4G ATT VPN
1010464	TC MGUARD RS2000 4G ATT VPN