

## Product Near-End-of-Life Notification

# MultiModem<sup>®</sup> IND Industrial Modems MultiModem<sup>®</sup> ZPX Internal Analog Modems MultiModem<sup>®</sup> ISI Multiport Analog Modem Cards

Date: February 16, 2016

### I. Summary

Due to the discontinuation of critical components and in some cases availability of newer models, the MultiModem<sup>®</sup> IND (MT5634IND-xx), MultiModem<sup>®</sup> ZPX (MT5634ZPX-V92) and MultiModem<sup>®</sup> ISI (ISI5634UPCI/4 and ISI5634UPCI/8) models listed in this announcement are changing status from **Active** to **Near-End-of-Life (NEOL)**.

To assist you in finding the most suitable substitute product that meets your needs, please contact your MultiTech sales representative immediately. Call us at (888) 288-5470 or +(763) 785-3500, email us at [sales@multitech.com](mailto:sales@multitech.com) or refer to [www.multitech.com](http://www.multitech.com).

### II. Part Numbers Impacted

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NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement)	UPC
<b>MultiModem IND Industrial Modems</b>			
MT5634IND-NAM	789407335242	No direct replacement models available. Customers may want to consider migrating to the MultiModem ZBA desktop business analog modems as an alternative. See our <a href="#">website</a> for available options or consult your MultiTech sales representative.	
MT5634IND-EU	789407336058		
MT5634IND-GB/IE	789407336065		
MT5634IND-NPC	789407338663		
MT5634IND-NPS	789407338656		

NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement)	UPC
<b>MultiModem ZPX Analog Internal Modems</b>			
MT5634ZPX-V92	789407336553	No direct replacement models. PCI Express and Universal PCI bus card models are available. See our <a href="#">website</a> for available options or consult your MultiTech sales representative.	
MT5634ZPX-V92-CP	789407338618		
<b>MultiModem ISI Analog Modem Cards</b>			
ISI5634UPCI/4	789407333811	No direct replacement models. PCI Express bus card models are available. See our <a href="#">website</a> for available options or consult your MultiTech sales representative.	
ISI5634UPCI/8	789407333828		

### Extended Warranties

NEOL Ordering Part #	Description
<b>MultiModem IND Industrial Modems</b>	
EW1-MT5634IND-NAM	One-year extended warranty (Three-year total)
EW2-MT5634IND-NAM	Two-year extended warranty (Four-year total)
EW3-MT5634IND-NAM	Three-year extended warranty (Five-year total)
EN1-MT5634IND-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-MT5634IND-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-MT5634IND-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)
EW1-MT5634IND-EU	One-year extended warranty (Three-year total)
EW2-MT5634IND-EU	Two-year extended warranty (Four-year total)
EW3-MT5634IND-EU	Three-year extended warranty (Five-year total)
EW1-MT5634IND-GB/IE	One-year extended warranty (Three-year total)
EW2-MT5634IND-GB/IE	Two-year extended warranty (Four-year total)
EW3-MT5634IND-EU	Three-year extended warranty (Five-year total)

NEOL Ordering Part #	Description
<b>MultiModem IND Industrial Modems</b>	
EW1-MT5634IND-NPC	One-year extended warranty (Three-year total)
EW2-MT5634IND-NPC	Two-year extended warranty (Four-year total)
EW3-MT5634IND-NPC	Three-year extended warranty (Five-year total)
EN1-MT5634IND-NPC	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-MT5634IND-NPC	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-MT5634IND-NPC	Three-year extended warranty and five-year overnight replacement (Five-year total)
EW1-MT5634IND-NPS	One-year extended warranty (Three-year total)
EW2-MT5634IND-NPS	Two-year extended warranty (Four-year total)
EW3-MT5634IND-NPS	Three-year extended warranty (Five-year total)
EN1-MT5634IND-NPS	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-MT5634IND-NPS	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-MT5634IND-NPS	Three-year extended warranty and five-year overnight replacement (Five-year total)

NEOL Ordering Part #	Description
<b>MultiModem ZPX Internal Analog Modems</b>	
EW1-MT5634ZPX-V92	One-year extended warranty (Three-year total)
EW2-MT5634ZPX-V92	Two-year extended warranty (Four-year total)
EW3-MT5634ZPX-V92	Three-year extended warranty (Five-year total)
EN1- MT5634ZPX-V92	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-MT5634ZPX-V92	Two-year extended warranty and four-year overnight replacement (Four-year total)

NEOL Ordering Part #	Description
EN3-MT5634ZPX-V92	Three-year extended warranty and five-year overnight replacement (Five-year total)
<b>MultiModem ISI MultiPort Analog Modem Cards</b>	
EW1-ISI5634UPCI/4	One-year extended warranty (Three-year total)
EW2-ISI5634UPCI/4	Two-year extended warranty (Four-year total)
EW3-ISI5634UPCI/4	Three-year extended warranty (Five-year total)
EN1-ISI5634UPCI/4	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-ISI5634UPCI/4	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-ISI5634UPCI/4	Three-year extended warranty and five-year overnight replacement (Five-year total)
EW1-ISI5634UPCI/8	One-year extended warranty (Three-year total)
EW2-ISI5634UPCI/8	Two-year extended warranty (Four-year total)
EW3-ISI5634UPCI/8	Three-year extended warranty (Five-year total)
EN1-ISI5634UPCI/8	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-ISI5634UPCI/8	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-ISI5634UPCI/8	Three-year extended warranty and five-year overnight replacement (Five-year total)

### III. Key Dates

**NEOL Date of Old Ordering Part Numbers:** February 16, 2016

**Last Time Buy Date:** May 16, 2016 or while supplies last

**End-of-Life (EOL)/Last Time Ship Date:** August 16, 2016

#### Last Time Buy Information

- By May 16, 2016, submit confirmed order quantities for guaranteed availability with a Non-Cancellable, Non-Returnable (NCNR) order of products through August 16, 2016.
- MultiTech will be purchasing additional critical components for stocking inventory. These will be available on a first come, first serve basis with a confirmed purchase order that is received by May 16, 2016.

*Note: All orders placed for products listed in this announcement require an NCNR agreement. Last time ship dates are negotiable with an NCNR agreement. Please contact your MultiTech sales representative for details and a copy of the agreement.*

#### **IV. Stock Rotation**

Stock rotation claims will be allowed for sixty (60) days after the product Last Time Ship date.

#### **V. Warranty and Support**

MultiTech will provide technical support and repair or exchange of the products listed in this announcement through the warranty period of the installed device. However, no firmware/software updates or maintenance releases will take place post NEOL date.

#### **VI. Suggested Action Plan:**

To help facilitate the transition to newer models, we recommend the following actions be taken:

- Work with your MultiTech sales representative if your company is interested in placing an N.C.N.R. (Non-Cancellable, Non-Returnable) purchase order for any remaining devices that you require.
- Forward this announcement to others within your organization who are actively involved in the sale or support of these analog modems.
- Notify existing customers who have been using these NEOL models. For assistance with finding a recommended replacement model, contact your MultiTech sales representative.

#### **VII. Additional Information**

If you have any questions or require additional information on this Product Near-End-of-Life Notification, please contact your MultiTech sales representative:

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