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Product End-of-Life Notification

MultiModem® IND Industrial Modems
MultiModem® ZPX Internal Analog Modems
MultiModem® ISI Multiport Analog Modem Cards

Date: November 2, 2016

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

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 or refer to www.multitech.com.

II. Part Numbers Impacted

EOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement)	UPC
MultiModem IND Industrial Modems			
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 website for available options or consult your MultiTech sales representative.	
MT5634IND-EU	789407336058		
MT5634IND-GB/IE	789407336065		
MT5634IND-NPC	789407338663		
MT5634IND-NPS	789407338656		

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

Extended Warranties

EOL Ordering Part #	Description
MultiModem IND Industrial Modems	
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)
EW1-MT5634IND-NPC	One-year extended warranty (Three-year total)

EOL Ordering Part #	Description
MultiModem IND Industrial Modems	
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)

EOL Ordering Part #	Description
MultiModem ZPX Internal Analog Modems	
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)
EN3-MT5634ZPX-V92	Three-year extended warranty and five-year overnight replacement (Five-year total)

EOL Ordering Part #	Description
MultiModem ISI MultiPort Analog Modem Cards	
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
Last Time Ship Date: August 16, 2016
End-of-Life (EOL) Date: November 2, 2016

IV. Stock Rotation
Stock rotation claims will be allowed for sixty (60) days <u>after</u> the product End-of-Life 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:

- Forward this announcement to others within your organization who are actively involved in the sale or support of these analog modems.
- Note that the models listed in this end-of-life notification are no longer available.
- Remove discontinued/EOL models from your pricing system and website.

VII. Additional Information

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

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