

## Product End-of-Life Notification

# MultiModem<sup>®</sup> iCell Intelligent Cellular Modems MTCMR-EV2-xx Models Only

## Replacement Models Available

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Date: April 22, 2015

### I. Summary

Due to the discontinuation of critical components and availability of newer models, the MultiModem iCell (MTCMR-EV2-xx) models listed in this announcement are changing status from **Near-End-of-Life (NEOL)** to **End-of-Life (EOL)**.

Orders placed prior to this End-of-Life announcement will be shipped per the terms of your NCNR agreement.

MultiTech will continue to support the installed base of MultiModem iCell (MTCMR-EV2-xx) intelligent cellular modems through the standard warranty period.

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).

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### II. Part Numbers Impacted

EOL Ordering Part #	UPC	Recommended Replacement New Ordering Part #	UPC
MTCMR-EV2-N2	789407351679	MTCMR-C2-N2	789407357459
MTCMR-EV2-N2-NAM	789407351662	MTCMR-C2-N2-NAM	789407357466
MTCMR-EV2-GP-N2	789407351686	MTCMR-C2-GP-N2	789407357411
MTCMR-EV2-N3	789407351648	MTCMR-EV3-N3	789407357565
MTCMR-EV2-N3-NAM	789407351631	MTCMR-EV3-N3-NAM	789407357749
MTCMR-EV2-GP-N3	789407351655	MTCMR-EV3-GP-N3	789407357756

EOL Ordering Part #	UPC	Recommended Replacement New Ordering Part #	UPC
MTCMR-EV2-N16	789407351617	MTCMR-EV3-N16	789407358852
MTCMR-EV2-N16-NAM	789407351587	MTCMR-EV3-N16-NAM	789407358876
MTCMR-EV2-GP-N16	789407351624	MTCMR-EV3-GP-N16	789407358869

MTCMR-xx models are encryption items. U.S. Export Administration Regulations have special restrictions on the export of encryption items; please refer to these regulations. Any export of commodities, technology, or software must be exported from the United States in accordance with the Export Administration Regulations. Export or diversion contrary to U.S. law is prohibited.

### Extended Warranties

EOL Ordering Part #	Description	Recommended Replacement New Ordering Part #
EW1-MTCMR-EV2-N2	One-year extended warranty (Three-year total)	EW1-MTCMR-C2-N2
EW2-MTCMR-EV2-N2	Two-year extended warranty (Four-year total)	EW2-MTCMR-C2-N2
EW3-MTCMR-EV2-N2	Three-year extended warranty (Five-year total)	EW3-MTCMR-C2-N2
EN1-MTCMR-EV2-N2	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N2	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N2	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-N2-NAM	One-year extended warranty (Three-year total)	EW1-MTCMR-C2-N2-NAM
EW2-MTCMR-EV2-N2-NAM	Two-year extended warranty (Four-year total)	EW2-MTCMR-C2-N2-NAM
EW3-MTCMR-EV2-N2-NAM	Three-year extended warranty (Five-year total)	EW3-MTCMR-C2-N2-NAM
EN1-MTCMR-EV2-N2-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N2-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N2-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-GP-N2	One-year extended warranty (Three-year total)	EW1-MTCMR-C2-GP-N2
EW2-MTCMR-EV2-GP-N2	Two-year extended warranty (Four-year total)	EW2-MTCMR-C2-GP-N2
EW3-MTCMR-EV2-GP-N2	Three-year extended warranty (Five-year total)	EW3-MTCMR-C2-GP-N2
EN1-MTCMR-EV2-GP-N2	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote

<b>EOL Ordering Part #</b>	<b>Description</b>	<b>Recommended Replacement New Ordering Part #</b>
EN2-MTCMR-EV2-GP-N2	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-GP-N2	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-N3	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-N3
EW2-MTCMR-EV2-N3	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-N3
EW3-MTCMR-EV2-N3	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-N3
EN1-MTCMR-EV2-N3	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N3	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N3	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-N3-NAM	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-N3-NAM
EW2-MTCMR-EV2-N3-NAM	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-N3-NAM
EW3-MTCMR-EV2-N3-NAM	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-N3-NAM
EN1-MTCMR-EV2-N3-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N3-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N3-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-GP-N3	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-GP-N3
EW2-MTCMR-EV2-GP-N3	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-GP-N3
EW3-MTCMR-EV2-GP-N3	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-GP-N3
EN1-MTCMR-EV2-GP-N3	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-GP-N3	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-GP-N3	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-N16	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-N16
EW2-MTCMR-EV2-N16	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-N16
EW3-MTCMR-EV2-N16	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-N16

EOL Ordering Part #	Description	Recommended Replacement New Ordering Part #
EN1-MTCMR-EV2-N16	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N16	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N16	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-N16-NAM	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-N16-NAM
EW2-MTCMR-EV2-N16-NAM	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-N16-NAM
EW3-MTCMR-EV2-N16-NAM	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-N16-NAM
EN1-MTCMR-EV2-N16-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-N16-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-N16-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote
EW1-MTCMR-EV2-GP-N16	One-year extended warranty (Three-year total)	EW1-MTCMR-EV3-GP-N16
EW2-MTCMR-EV2-GP-N16	Two-year extended warranty (Four-year total)	EW2-MTCMR-EV3-GP-N16
EW3-MTCMR-EV2-GP-N16	Three-year extended warranty (Five-year total)	EW3-MTCMR-EV3-GP-N16
EN1-MTCMR-EV2-GP-N16	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for Quote
EN2-MTCMR-EV2-GP-N16	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for Quote
EN3-MTCMR-EV2-GP-N16	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for Quote

### III. Key Dates

**Availability of New Ordering Part Numbers:** Available now  
**NEOL Date of Old Ordering Part Numbers:** September 30, 2014  
**Last Time Buy Date:** November 21, 2014  
**End-of-Life (EOL):** April 22, 2015

### IV. Stock Rotation

Stock rotation claims will be allowed for sixty (60) days following the product EOL 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:

- Forward this announcement to others within your organization who are actively involved in the sale or support of cellular modems.
- Ensure that the pricing for the MultiModem iCell (MTCMR-EV3-xx) recommended replacements are loaded in your pricing system.
- Note that the MTCMR-EV2-xx models are no longer available and are EOL.
- Remove all MTCMR-EV2-xx models from your ordering system.

#### 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:

**World Headquarters – U.S.**

+(763) 785-3500 | [sales@multitech.com](mailto:sales@multitech.com)

**EMEA Headquarters – UK:**

+(44) 118 959 7774 | [sales@multitech.co.uk](mailto:sales@multitech.co.uk)