

Product Near-End-of-Life Notification

MultiModem[®] rCell Intelligent GPRS Cellular Routers MTCBA-G2-EN2 Models Only

Replacement Models Available

Date: July 30, 2015

I. Summary

Due to the discontinuation of critical components and availability of newer models, the MultiModem rCell (MTCBA-G2-EN2-xx) models listed in this announcement are changing status from **Active** to **Near-End-of-Life (NEOL)**. It is recommended that customers transition to the suggested replacement models at their earliest convenience.



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.

Important Note:

The products listed in this announcement use a 2G GSM/GPRS modem.



Whilst there are several hundred GSM carriers globally, a small number have announced plans to sunset their GSM network, including one of the major North American carriers by approximately January 1st, 2017. Please consult your local carrier(s) and MultiTech sales representative for additional information and product options.

II. Part Numbers Impacted

NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement) MultiConnect [®] rCell 100 Series	UPC
			
MTCBA-G2-EN2	789407349515	MTR-H5-B07	789407355073
MTCBA-G2-EN2-NAM	789407348655	MTR-H5-B07-US	789407355080
MTCBA-G2-EN2-ED	789407349553	MTR-H5-B07 MTR-H6-B16 MTR-G3-B16	789407355073 789407356186 789407356162

Contents:

- [I. Summary](#)
- [II. Part Numbers Impacted](#)
- [III. Key Dates](#)
- [IV. Stock Rotation](#)
- [V. Warranty and Support](#)
- [VI. Suggested Action Plan](#)
- [VII. Additional Information](#)

NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement) MultiConnect [®] rCell 100 Series	UPC
			
MTCBA-G2-EN2-ED-EU	789407349522	MTR-H5-B07-US-EU-GB MTR-H6-B16-EU MTR-G3-B16-EU-GB	789407358555 789407356599 789407356872
MTCBA-G2-EN2-ED-GB/IE	789407349539	MTR-H5-B07-US-EU-GB MTR-H6-B16-GB MTR-G3-B16-EU-GB	789407358555 789407356582 789407356872
MTCBA-G2-EN2-GP	789407350375	MTR-H5-B08	789407355134

MTR-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

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
EW1- MTCBA-G2-EN2	One-year extended warranty (Three-year total)	EW1-MTR-H5-B07
EW2- MTCBA-G2-EN2	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B07
EW3- MTCBA-G2-EN2	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B07
EN1- MTCBA-G2-EN2	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTR-H5-B07
EN2- MTCBA-G2-EN2	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTR-H5-B07
EN3- MTCBA-G2-EN2	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTR-H5-B07
EW1- MTCBA-G2-EN2-NAM	One-year extended warranty (Three-year total)	EW1-MTR-H5-B07-US
EW2- MTCBA-G2-EN2-NAM	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B07-US
EW3- MTCBA-G2-EN2-NAM	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B07-US
EN1- MTCBA-G2-EN2-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTR-H5-B07-US
EN2- MTCBA-G2-EN2-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTR-H5-B07-US
EN3- MTCBA-G2-EN2-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTR-H5-B07-US
EW1- MTCBA-G2-EN2-ED	One-year extended warranty (Three-year total)	EW1-MTR-H5-B07 EW1-MTR-H6-B16 EW1-MTR-G3-B16

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
EW2- MTCBA-G2-EN2-ED	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B07 EW2-MTR-H6-B16 EW2-MTR-G3-B16
EW3- MTCBA-G2-EN2-ED	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B07 EW3-MTR-H6-B16 EW3-MTR-G3-B16
EN1- MTCBA-G2-EN2-ED	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTR-H5-B07 MTR-H6-B16: N/A MTR-G3-B16: N/A
EN2- MTCBA-G2-EN2-ED	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTR-H5-B07 MTR-H6-B16: N/A MTR-G3-B16: N/A
EN3- MTCBA-G2-EN2-ED	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTR-H5-B07 MTR-H6-B16: N/A MTR-G3-B16: N/A
EW1- MTCBA-G2-EN2-ED-EU	One-year extended warranty (Three-year total)	EW1-MTR-H5-B07-US-EU-GB EW1- MTR-H6-B16-EU EW1-MTR-G3-B16-EU-GB
EW2- MTCBA-G2-EN2-ED-EU	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B07-US-EU-GB EW2- MTR-H6-B16-EU EW2-MTR-G3-B16-EU-GB
EW3- MTCBA-G2-EN2-ED-EU	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B07-US-EU-GB EW3- MTR-H6-B16-EU EW3-MTR-G3-B16-EU-GB
EN1- MTCBA-G2-EN2-ED-EU	One-year extended warranty and three-year overnight replacement (Three-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-EU: N/A MTR-G3-B16-EU-GB: N/A
EN2- MTCBA-G2-EN2-ED-EU	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-EU: N/A MTR-G3-B16-EU-GB: N/A
EN3- MTCBA-G2-EN2-ED-EU	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-EU: N/A MTR-G3-B16-EU-GB: N/A
EW1- MTCBA-G2-EN2-ED-GB/IE	One-year extended warranty (Three-year total)	EW1-MTR-H5-B07-US-EU-GB EW1-MTR-H6-B16-GB EW1-MTR-G3-B16-EU-GB
EW2- MTCBA-G2-EN2-ED-GB/IE	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B07-US-EU-GB EW2-MTR-H6-B16-GB EW2-MTR-G3-B16-EU-GB
EW3- MTCBA-G2-EN2-ED-GB/IE	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B07-US-EU-GB EW3-MTR-H6-B16-GB EW3-MTR-G3-B16-EU-GB
EN1- MTCBA-G2-EN2-ED-GB/IE	One-year extended warranty and three-year overnight replacement (Three-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-GB: N/A MTR-G3-B16-EU-GB: N/A
EN2- MTCBA-G2-EN2-ED-GB/IE	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-GB: N/A MTR-G3-B16-EU-GB: N/A

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
EN3- MTCBA-G2-EN2-ED-GB/IE	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTR-H5-B07-US-EU-GB: Call for Quote MTR-H6-B16-GB: N/A MTR-G3-B16-EU-GB: N/A
EW1- MTCBA-G2-EN2-GP	One-year extended warranty (Three-year total)	EW1-MTR-H5-B08
EW2- MTCBA-G2-EN2-GP	Two-year extended warranty (Four-year total)	EW2-MTR-H5-B08
EW3- MTCBA-G2-EN2-GP	Three-year extended warranty (Five-year total)	EW3-MTR-H5-B08
EN1- MTCBA-G2-EN2-GP	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTR-H5-B08
EN2- MTCBA-G2-EN2-GP	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTR-H5-B08
EN3- MTCBA-G2-EN2-GP	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTR-H5-B08

III. Key Dates

Availability of New Ordering Part Numbers: Available now

NEOL Date of Old Ordering Part Numbers: July 30, 2015

Last Time Buy Date: November 2, 2015

End-of-Life (EOL)/Last Time Ship Date: May 2, 2016

Last Time Buy Information

- By November 2, 2015, submit order quantities for guaranteed availability with a Non Cancellable, Non Returnable (NCNR) order of MTCBA-G2-EN2-xx products through May 2, 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 November 2, 2015.

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 a replacement model, 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 MTCBA-G2-EN2-xx devices that you require.
- Forward this announcement to others within your organization who are actively involved in the sale or support of cellular modems.
- Note that the current MultiModem rCell cellular router (MTCBA-G2-EN2-xx) models are no longer recommended for new product designs.
- Notify existing customers who have been using the MTCBA-G2-EN2-xx models and have them begin their qualification testing on one of the recommended replacement models. Work with your MultiTech sales representative to ensure the correct model is ordered.

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:

World Headquarters – U.S.

+(763) 785-3500 | sales@multitech.com

EMEA Headquarters – UK:

+(44) 118 959 7774 | sales@multitech.co.uk