

## Product Near-End-of-Life Notification

# MultiModem® iCell Intelligent Cellular Modems MTCMR-EV2-xx Models Only

## Replacement Models Available

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Date: September 30, 2014

### 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 **Active** to **Near-End-of-Life (NEOL)**. It is recommended that customers transition to the suggested replacement models at their earliest convenience.

For more detailed information or a list of device specifications, please refer to [www.multitech.com](http://www.multitech.com) or contact your MultiTech sales representative.

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### II. Part Numbers Impacted

NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement) MultiModem iCell	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
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

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
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
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

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
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
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

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
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)/Last Time Ship Date:** May 29, 2015

#### Last Time Buy Information

- By November 21, 2014 submit order quantities for guaranteed availability with a Non Cancellable, Non Returnable (NCNR) order of MTCMR-EV2-xx products through May 29, 2015.
- 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 21, 2014.

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 EOL/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 the new MultiModem iCell Cellular Modems (MTCMR-EV3 and MTCMR-C2 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 cellular modems.
- Note that the current MultiModem iCell cellular Modems (MTCMR-EV2-xx) are no longer recommended for new product designs.
- Notify existing customers who have been using the MTCMR-EV2-xx models and have them begin their qualification testing on the new MultiModem iCell (MTCMR-EV3-xx or MTCMR-C2-xx) 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 Near-End-of-Life Notification, please contact your MultiTech sales representative:

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