

Product End-of-Life Notification

MultiModem[®] iCell Intelligent GPRS Cellular Modems MTCMR-G2-xx Models Only

Replacement Models Available

Date: September 9, 2016

I. Summary

Due to the discontinuation of critical components and availability of newer models, the MultiModem iCell (MTCMR-G2-xx) 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.




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.

Contents:

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

II. Part Numbers Impacted

EOL Ordering Part #	UPC	Recommended Replacements MultiConnect [®] Cell 100 Series	Other Replacement Options MultiModem [®] iCell *
			
MTCMR-G2	789407350214	MTC-H5-B01	MTCMR-H5
MTCMR-G2-NAM	789407350221	MTC-H5-B01-US-EU-GB	MTCMR-H5-NAM
MTCMR-G2-ED	789407350276	MTC-H5-B01 MTC-G3-B06	MTCMR-H5

EOL Ordering Part #	UPC	Recommended Replacements MultiConnect [®] Cell 100 Series	Other Replacement Options MultiModem [®] iCell *
			
MTCMR-G2-ED-EU	789407350269	MTC-H5-B01-US-EU-GB MTC-G3-B06-EU-GB	MTCMR-H5-EU
MTCMR-G2-ED-GB/IE	789407350252	MTC-H5-B01-US-EU-GB MTC-G3-B06-EU-GB	MTCMR-H5-GB/IE
MTCMR-G2-GP	789407350238	No MTC-xx replacement available	MTCMR-H5-GP
MTCMR-G2-GP-ED	789407350283	No MTC-xx replacement available	MTCMR-H5-GP

* **Note:** as these products no longer have a development roadmap, it is strongly advised to migrate to the “Recommended Replacement” products for long-term availability, support and improved features.

MTC-xx and MTCMR-H5-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
EW1-MTCMR-G2	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01 EW1-MTCMR-H5
EW2-MTCMR-G2	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01 EW2-MTCMR-H5
EW3-MTCMR-G2	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01 EW3-MTCMR-H5
EN1-MTCMR-G2	One-year extended warranty and three-year overnight replacement (Three-year total)	MTC-H5-B01: Call for Quote EN1-MTCMR-H5
EN2-MTCMR-G2	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTC-H5-B01: Call for Quote EN2-MTCMR-H5
EN3-MTCMR-G2	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTC-H5-B01: Call for Quote EN3-MTCMR-H5
EW1-MTCMR-G2-NAM	One-year extended warranty (Three-year total)	EW1- MTC-H5-B01-US-EU-GB EW1-MTCMR-H5-NAM
EW2-MTCMR-G2-NAM	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB EW2-MTCMR-H5-NAM
EW3-MTCMR-G2-NAM	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB EW3-MTCMR-H5-NAM
EN1-MTCMR-G2-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	MTC-H5-B01-US-EU-GB: Call for Quote EN1-MTCMR-H5-NAM
EN2-MTCMR-G2-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTC-H5-B01-US-EU-GB: Call for Quote EN2-MTCMR-H5-NAM
EN3-MTCMR-G2-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTC-H5-B01-US-EU-GB: Call for Quote EN3-MTCMR-H5-NAM

EOL Ordering Part #	Description	Recommended Replacement
EW1-MTCMR-G2-ED	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01 EW1-MTC-G3-B06 EW1-MTCMR-H5
EW2-MTCMR-G2-ED	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01 EW2-MTC-G3-B06 EW2-MTCMR-H5
EW3-MTCMR-G2-ED	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01 EW3-MTC-G3-B06 EW3-MTCMR-H5
EN1-MTCMR-G2-ED	One-year extended warranty and three-year overnight replacement (Three-year total)	MTC-H5-B01: Call for Quote MTC-G3-B06: N/A EN1-MTCMR-H5
EN2-MTCMR-G2-ED	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTC-H5-B01: Call for Quote MTC-G3-B06: N/A EN2-MTCMR-H5
EN3-MTCMR-G2-ED	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTC-H5-B01: Call for Quote MTC-G3-B06: N/A EN3-MTCMR-H5
EW1-MTCMR-G2-ED-EU	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01-US-EU-GB EW1-MTC-G3-B06-EU-GB EW1-MTCMR-H5-EU
EW2-MTCMR-G2-ED-EU	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB EW2- MTC-G3-B06-EU-GB EW2-MTCMR-H5-EU
EW3-MTCMR-G2-ED-EU	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB EW3- MTC-G3-B06-EU-GB EW3-MTCMR-H5-EU
EN1-MTCMR-G2-ED-EU	One-year extended warranty and three-year overnight replacement (Three-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-EU: N/A
EN2-MTCMR-G2-ED-EU	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-EU: N/A
EN3-MTCMR-G2-ED-EU	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-EU: N/A
EW1-MTCMR-G2-ED-GB/IE	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01-US-EU-GB EW1-MTC-G3-B06-EU-GB EW1-MTCMR-H5-GB/IE
EW2-MTCMR-G2-ED-GB/IE	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB EW2- MTC-G3-B06-EU-GB EW2-MTCMR-H5-GB/IE
EW3-MTCMR-G2-ED-GB/IE	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB EW3- MTC-G3-B06-EU-GB EW3-MTCMR-H5-GB/IE
EN1-MTCMR-G2-ED-GB/IE	One-year extended warranty and three-year overnight replacement (Three-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-GB/IE: N/A

EOL Ordering Part #	Description	Recommended Replacement
EN2-MTCMR-G2-ED-GB/IE	Two-year extended warranty and four-year overnight replacement (Four-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-GB/IE: N/A
EN3-MTCMR-G2-ED-GB/IE	Three-year extended warranty and five-year overnight replacement (Five-year total)	MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A MTCMR-H5-GB/IE: N/A
EW1-MTCMR-G2-GP	One-year extended warranty (Three-year total)	EW1-MTCMR-H5-GP
EW2-MTCMR-G2-GP	Two-year extended warranty (Four-year total)	EW2-MTCMR-H5-GP
EW3-MTCMR-G2-GP	Three-year extended warranty (Five-year total)	EW3-MTCMR-H5-GP
EN1-MTCMR-G2-GP	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTCMR-H5-GP
EN2-MTCMR-G2-GP	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTCMR-H5-GP
EN3-MTCMR-G2-GP	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTCMR-H5-GP
EW1-MTCMR-G2-GP-ED	One-year extended warranty (Three-year total)	EW1-MTCMR-H5-GP
EW2-MTCMR-G2-GP-ED	Two-year extended warranty (Four-year total)	EW2-MTCMR-H5-GP
EW3-MTCMR-G2-GP-ED	Three-year extended warranty (Five-year total)	EW3-MTCMR-H5-GP
EN1-MTCMR-G2-GP-ED	One-year extended warranty and three-year overnight replacement (Three-year total)	EN1-MTCMR-H5-GP
EN2-MTCMR-G2-GP-ED	Two-year extended warranty and four-year overnight replacement (Four-year total)	EN2-MTCMR-H5-GP
EN3-MTCMR-G2-GP-ED	Three-year extended warranty and five-year overnight replacement (Five-year total)	EN3-MTCMR-H5-GP

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

Last Time Ship Date: May 2, 2016

End-of-Life (EOL) Date: September 9, 2016

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:

- 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 modem (MTCMR-G2-xx) models 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:

World Headquarters – U.S.

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

EMEA Headquarters – UK:

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