

Product End-of-Life Notification

MultiModem® GPRS External Cellular Modems (MTCBA-G-F4 models)

May 1, 2012

I. Overview:

Due to component end of life issues Multi-Tech announces the End-of-Life (EOL) for the MultiModem® GPRS (MTCBA-G-F4) cellular modems. Multi-Tech will continue to ship orders that have been received for the MTCBA-G-F4 models through December 21, 2012. Effective May 1, 2012, all new orders will need to be placed using the recommended replacement models outlined later in this announcement.

Multi-Tech will continue to support the installed base of MultiModem GPRS (MTCBA-G-F4) devices through the standard warranty period and extended warranty period.

For more detailed information or a list of device specifications, please refer to www.multitech.com or contact your Multi-Tech Systems Sales Representative.

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II. Part Numbers Impacted:

EOL Ordering Part Number	Description
MTCBA-G-F4	GPRS Modem – Modem Only (850/1900MHz)
MTCBA-G-F4-NAM	GPRS Modem – North America Bundle
MTCBA-G-F4-ED	GPRS Modem – Modem Only (900/1800MHz)
MTCBA-G-F4-ED-GB/IE	GPRS Modem – Great Britain/Ireland Bundle
MTCBA-G-F4-ED-EU	GPRS Modem – Europe Bundle
MTCBA-G-U-F4	GPRS Modem - USB Bundle (850/1900MHz)
MTCBA-G-U-F4-ED	GPRS Modem – USB Bundle for Europe (900/1800MHz)
MTCBA-G-U-F4-OEM	GPRS Modem – USB Modem Only (850/1900 MHz)
MTCBA-G-U-F4-ED-OEM	GPRS Modem – USB Modem Only (900/1800 MHz)

III. Key Dates:

Near-End-Of-Life Date: February 27, 2012

Last-Time-Buy Date: April 30, 2012

End-of-Life/Discontinued Announcement Date: May 1, 2012

Last Ship Date: December 21, 2012

IV. Stock Rotation:

Stock rotation claims will be allowed for sixty (60) days after the product End-Of-Life announcement date.

V. Warranty and Support:

Multi-Tech Systems 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 EOL/Discontinued date.

VI. Comparative Analysis:

	MultiModem GPRS GPRS Models (MTCBA-G-F4)	MultiModem Cell GPRS Models (MTCBA-G2)
Frequency Band	GSM/GPRS 850/900/1800/1900 MHz	GSM/GPRS 850/900/1800/1900 MHz
Serial Port	RS-232 DE-15	RS-232/422 DE-9
Voltage	5-32 VDC (serial models) USB Bus (USB models)	9-32 VDC (serial models) USB Bus (USB models)
Physical Description Dimensions (W x L x H)	2.4" x 4.3" x .94" (6.1cm x 10.9cm x 2.4cm)	4.1" x 2.4" x 1.1" (10.4cm x 6.1cm x 2.8cm)
Operating Temperature (Standard Models)	-30° to +70° C (-22° to +158° F)	-30° to +70° C (-22° to +158° F)
Operating Temperature (USB Models)	-40° to +85° C (-40° to +185° F)	-40° to +85° C (-40° to +185° F)

VII. Suggested Action Plan:

To help facilitate the transition from the MTCBA-G-F4 models to the MTCBA-G2 models, we recommend the following actions be taken:

- Final orders for any remaining MTCBA-G-F4 devices needed to support your customers needed to be placed by April 30, 2012.
- Note that the MultiModem GPRS (MTCBA-G-F4) models have approached end-of-life and that the MultiModem Cell (MTCBA-G2) models are their recommended replacements.
- Work with your Multi-Tech sales representative to ensure the correct replacement model is ordered.

VIII. Additional Information:

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

World Headquarters - USA: (763) 785-3500 or (888) 288-5470 – sales@multitech.com
 EMEA Headquarters - United Kingdom: +(44) 118 959 7774 – sales@multitech.co.uk

IX. Device Cross Reference:

MTCBA-G-F4 (End-of-Life Models)			MTCBA-G2 (Recommended Replacement Models)	
Ordering Part Number	UPC	Description	Ordering Part Number	UPC
MTCBA-G-F4	789407343162	GPRS Modem – Modem Only (850/1900MHz)	MTCBA-G2	789407351075
MTCBA-G-F4-NAM	789407343179	GPRS Modem – North America Bundle	MTCBA-G2-NAM	789407351822
MTCBA-G-F4-ED	789407345098	GPRS Modem – Modem Only (900/1800MHz)	MTCBA-G2-ED	789407351099
MTCBA-G-F4-ED-GB/IE	789407345111	GPRS Modem – Great Britain/Ireland Bundle	MTCBA-G2-ED-GB/IE	789407352249
MTCBA-G-F4-ED-EU	789407345104	GPRS Modem – Europe Bundle	MTCBA-G2-ED-EU	789407352232
MTCBA-G-U-F4	789407343148	GPRS Modem - USB Bundle (850/1900MHz)	MTCBA-G2-U	789407351082
MTCBA-G-U-F4-ED	789407345043	GPRS Modem – USB Bundle for Europe (900/1800MHz)	MTCBA-G2-U-ED	789407351105
MTCBA-G-U-F4-OEM	789407343155	GPRS Modem – USB Modem Only (850/1900 MHz)	MTCBA-G2-U-OEM	789407352966
MTCBA-G-U-F4-ED-OEM	789407345050	GPRS Modem – USB Modem Only (900/1800 MHz)	No Replacement Available	NA

Some customers may choose to migrate to a 3G solution, please consult with your Multi-Tech Sales Representative for alternative 3G replacement models.

IX: Extended Warranty + Overnight Replacement Cross Reference:

MTCBA-G-F4 (End-of-Life)		MTCBA-G2 (Recommended Replacement)
Ordering Part Number	Description	Ordering Part Number
EW1-MTCBA-G-F4	One-year extended warranty (Three-year total)	EW1-MTCBA-G2
EW2-MTCBA-G-F4	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2
EW3-MTCBA-G-F4	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2
EN1-MTCBA-G-F4	One-year extended warranty (three year total) plus three-year overnight replacement	EN1-MTCBA-G2
EN2-MTCBA-G-F4	Two-year extended warranty (four year total) plus four-year overnight replacement	EN2-MTCBA-G2
EN3-MTCBA-G-F4	Three-year extended warranty (five year total) plus five-year overnight replacement	EN3-MTCBA-G2
EW1-MTCBA-G-F4-NAM	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-NAM
EW2-MTCBA-G-F4-NAM	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-NAM
EW3-MTCBA-G-F4-NAM	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-NAM
EN1-MTCBA-G-F4-NAM	One-year extended warranty (three year total) plus three-year overnight replacement	EN1-MTCBA-G2-NAM
EN2-MTCBA-G-F4-NAM	Two-year extended warranty (four year total) plus four-year overnight replacement	EN2-MTCBA-G2-NAM
EN3-MTCBA-G-F4-NAM	Three-year extended warranty (five year total) plus five-year overnight replacement	EN3-MTCBA-G2-NAM
EW1-MTCBA-G-F4-ED	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-ED
EW2-MTCBA-G-F4-ED	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-ED
EW3-MTCBA-G-F4-ED	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-ED
EW1-MTCBA-G-F4-ED-GB/IE	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-ED-GB/IE

MTCBA-G-F4 (End-of-Life)		MTCBA-G2 (Recommended Replacement)
Ordering Part Number	Description	Ordering Part Number
EW2-MTCBA-G-F4-ED-GB/IE	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-ED-GB/IE
EW3-MTCBA-G-F4-ED-GB/IE	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-ED-GB/IE
EW1-MTCBA-G-F4-ED-EU	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-ED-EU
EW2-MTCBA-G-F4-ED-EU	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-ED-EU
EW3-MTCBA-G-F4-ED-EU	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-ED-EU
EW1-MTCBA-G-U-F4	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-U
EW2-MTCBA-G-U-F4	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-U
EW3-MTCBA-G-U-F4	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-U
EN1-MTCBA-G-U-F4	One-year extended warranty (three year total) plus three-year overnight replacement	EN1-MTCBA-G2-U
EN2-MTCBA-G-U-F4	Two-year extended warranty (four year total) plus four-year overnight replacement	EN2-MTCBA-G2-U
EN3-MTCBA-G-U-F4	Three-year extended warranty (five year total) plus five-year overnight replacement	EN3-MTCBA-G2-U
EW1-MTCBA-G-U-F4-ED	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-U-ED
EW2-MTCBA-G-U-F4-ED	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-U-ED
EW3-MTCBA-G-U-F4-ED	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-U-ED
EW1-MTCBA-G-U-F4-OEM	One-year extended warranty (Three-year total)	EW1-MTCBA-G2-U-OEM
EW2-MTCBA-G-U-F4-OEM	Two-year extended warranty (Four-year total)	EW2-MTCBA-G2-U-OEM
EW3-MTCBA-G-U-F4-OEM	Three-year extended warranty (Five-year total)	EW3-MTCBA-G2-U-OEM
EN1-MTCBA-G-U-F4-OEM	One-year extended warranty (three year total) plus three-year overnight replacement	EN1-MTCBA-G2-U-OEM

MTCBA-G-F4 (End-of-Life)		MTCBA-G2 (Recommended Replacement)
Ordering Part Number	Description	Ordering Part Number
EN2-MTCBA-G-U-F4-OEM	Two-year extended warranty (four year total) plus four-year overnight replacement	EN2-MTCBA-G2-U-OEM
EN3-MTCBA-G-U-F4-OEM	Three-year extended warranty (five year total) plus five-year overnight replacement	EN3-MTCBA-G2-U-OEM
EW1-MTCBA-G-U-F4-ED-OEM	One-year extended warranty (Three-year total)	No Replacement Available
EW2-MTCBA-G-U-F4-ED-OEM	Two-year extended warranty (Four-year total)	No Replacement Available
EW3-MTCBA-G-U-F4-ED-OEM	Three-year extended warranty (Five-year total)	No Replacement Available