Product Bulletin

MultiModem® ZBA
MultiMobile™ USB
MultiModem® ISI
MultiConnect® AW
MultiConnect® AEW
Analog Modems and Converters

Near-End-of-Life Notification

Date: September 10, 2019

I. Summary

MultiTech has been a leader in the analog modem business since 1970. We truly value the long term partnerships we have formed over the past 49+ years delivering the industry's most comprehensive analog modem portfolio.

The vendor that supplies the chip sets necessary to build the analog products listed in this announcement has decided to exit this segment of their business forcing MultiTech to start planning for an End-of-Life.

Due to the discontinuation of these critical components, the analog modems and adapters listed in this announcement are changing status from **Active** to **Near-End-of-Life (NEOL)** effective immediately.

While recommended replacement products are available for certain models, they are not feature-for-feature compatible. **It is important to note that the MT5656ZDX is not a drop in replacement for Out of Band Management applications.**

If a recommended replacement model is available, we suggest placing a sample order so you can begin testing compatibility with your application. It is very likely that you will have to make changes to your host application, as the AT commands sets are not 100% compatible between models. In addition, you should plan for a last time buy to cover the transition time needed to qualify and deploy the new model into production.

For cases where a replacement is not available, or if it is not practical to update your application, you should immediately start planning for a last time/life time buy.

II. Part Numbers Impacted

NEOL Ordering Part Numbers	UPC
MT9234ZBA-NPS	789407345654
MT9234ZBA-NAM	789407344039
MT9234ZBA-NAM-CP	789407345340
MT9234ZBA-EU	789407344916
MT9234ZBA-EU-CP	789407345364
MT9234ZBA-GB/IE	789407344923
MT9234ZBA-IEC	789407349959
MT9234ZBA-USB-CDC-XR	789407354175
MT9234ZBA-USB-CDC-XR-CP	789407354397
MT9234ZBA-IEC-OBM	789407351693
MT9234ZBA-AT&T-NAM	789407350337
MT9234ZBA-AT&T NO CORD	789407350344
MT9234MU-CDC-XR	789407354038
MT9234MU-CDC-XR-CP	789407354380
ISI9234HPCIE/4	789407356810
ISI9234PCIE/4	789407344879
ISI9234PCIE/4-EU	789407345326
ISI9234PCIE/4-GB	789407345333
ISI9234PCIE/8	789407344886
ISI9234PCIE/8-EU	789407345302
ISI9234PCIE/8-GB	789407345319
MT200A2EW-H5-WW	789407363993
MT200A2W-H5-US	789407356377
MT200A2W-H5-US-CP	789407356384
MT200A2W-H5-EU	789407356575
MT200A2W-H5-GB	789407356568
LK-ZBA-AT	789407026669
LK-ZBA-AU	789407026676
LK-ZBA-BE	789407026683
LK-ZBA-CH	789407026690
LK-ZBA-CN	789407026706

NEOL Ordering Part Numbers	UPC
LK-ZBA-DE	789407026713
LK-ZBA-DK	789407026720
LK-ZBA-FI	789407026737
LK-ZBA-FR	789407026744
LK-ZBA-GB/IE	789407026751
LK-ZBA-IN	789407026775
LK-ZBA-IT	789407026782
LK-ZBA-NL	789407026799
LK-ZBA-NZ	789407026805
LK-ZBA-SE/IS	789407026812
LK-ZBA-US/NAM	789407026829
LK-ZBA-JP	789407342318
LK-ZBA-EURO	789407026836

III. Recommended Replacement Models

NEOL Ordering Part Numbers	Description	Recommended Replacement*	Description
MT9234ZBA-NPS	V.92 Data/V.34 Fax World Modem w/o Power Supply	MT5656ZDX-NPS	V.92 Data/Fax Modem w/o Power Supply
MT9234ZBA-NAM	V.92 Data/V.34 Fax World Modem w/US Accessory Kit	MT5656ZDX	V.92 Data/Fax Modem w/US Accessory Kit
MT9234ZBA-NAM-CP	V.92 Data/V.34 Fax World Modem w/US Accessory Kit (25 Pk)	MT5656ZDX-CP	V.92 Data/Fax Modem w/US Accessory Kit (25 Pk)
MT9234ZBA-EU	V.92 Data/V.34 Fax World Modem w/EU Accessory Kit	MT5656ZDX-EU	V.92 Data/Fax Modem w/EU Accessory Kit
MT9234ZBA-EU-CP	V.92 Data/V.34 Fax World Modem w/EU Accessory Kit (25 Pk)	MT5656ZDX-EU-CP	V.92 Data/Fax Modem w/EU Accessory Kit (25 Pk)
MT9234ZBA-GB/IE	V.92 Data/V.34 Fax World Modem w/UK Accessory Kit	MT5656ZDX-GB/IE	V.92 Data/Fax Modem w/UK Accessory Kit
MT9234ZBA-IEC	V.92 Data/V.34 Fax World Modem w/IEC-320 Power Supply	None	
MT9234ZBA-USB-CDC-XR	V.92 Data/Fax World Modem (USB CDC-ACM compliant)	None	
MT9234ZBA-USB-CDC-XR-CP	V.92 Data/Fax World Modem (USB CDC-ACM compliant) (25 Pk)	None	
MT9234ZBA-IEC-OBM	V.92 Data/V.34 Fax World Modem, OBM w/IEC-320 Power Supply	None	
MT9234ZBA-AT&T-NAM	V.92 Data/V.34 Fax World Modem w/US Accessory Kit	None	

NEOL Ordering Part Numbers	Description	Recommended Replacement*	Description
MT9234ZBA-AT&T NO CORD	V.92 Data/V.34 Fax World Modem w/o Power Cord	None	
MT9234MU-CDC-XR	V.92 Data/V.34 Fax World Modem (USB)	None	
MT9234MU-CDC-XR-CP	V.92 Data/V.34 Fax World Modem (USB)(25 Pk)	None	
ISI9234HPCIE/4	V.92 Data/V.34 Fax 4-Modem Card (1/2 Height PCI Express)	None	
ISI9234PCIE/4	V.92 Data/V.34 Fax 4-Modem Card (PCI Express)	None	
ISI9234PCIE/4-EU	V.92 Data/V.34 Fax 4-Modem Card (PCI Express) w/EU Kit	None	
ISI9234PCIE/4-GB	V.92 Data/V.34 Fax 4-Modem Card (PCI Express) w/UK Kit	None	
ISI9234PCIE/8	V.92 Data/V.34 Fax 8-Modem Card (PCI Express)	None	
ISI9234PCIE/8-EU	V.92 Data/V.34 Fax 8-Modem Card (PCI Express) w/EU Kit	None	
ISI9234PCIE/8-GB	V.92 Data/V.34 Fax 8-Modem Card (PCI Express) w/UK Kit	None	
MT200A2EW-H5-WW	HSPA+ Analog-to-Ethernet/Wireless Converter w/Accessory Kit	None	
MT200A2W-H5-US	HSPA+ Series 200 A-to-W Converter w/US Accessory Kit	None	
MT200A2W-H5-US-CP	HSPA+ Series 200 A-to-W Converter w/US Accessory Kit (25 Pk)	None	
MT200A2W-H5-EU	HSPA+ Series 200 A-to-W Converter w/EU Accessory Kit	None	
MT200A2W-H5-GB	HSPA+ Series 200 A-to-W Converter w/UK Accessory Kit	None	
LK-ZBA-AT	Telco Kit w/Adaptor & IEC-320 Power Cord - Austria	None	
LK-ZBA-AU	Telco Kit w/Adaptor & IEC-320 Power Cord - Australia	None	
LK-ZBA-BE	Telco Kit w/Adaptor & IEC-320 Power Cord - Belgium	None	
LK-ZBA-CH	Telco Kit w/Adaptor & IEC-320 Power Cord - Switzerland	None	
LK-ZBA-CN	Telco Kit w/Adaptor & IEC-320 Power Cord - China	None	
LK-ZBA-DE	Telco Kit w/Adaptor & IEC-320 Power Cord - Germany	None	
LK-ZBA-DK	Telco Kit w/Adaptor & IEC-320 Power Cord - Denmark	None	

NEOL Ordering Part Numbers	Description	Recommended Replacement*	Description
LK-ZBA-FI	Telco Kit w/Adaptor & IEC-320 Power Cord - Finland/Norway	None	
LK-ZBA-FR	Telco Kit w/Adaptor & IEC-320 Power Cord - France	None	
LK-ZBA-GB/IE	Telco Kit w/Adaptor & IEC-320 Power Cord - United Kingdom	None	
LK-ZBA-IN	Telco Kit w/Adaptor & IEC-320 Power Cord - India	None	
LK-ZBA-IT	Telco Kit w/Adaptor & IEC-320 Power Cord - Italy	None	
LK-ZBA-NL	Telco Kit w/Adaptor & IEC-320 Power Cord - Netherlands	None	
LK-ZBA-NZ	Telco Kit w/Adaptor & IEC-320 Power Cord - New Zealand	None	
LK-ZBA-SE/IS	Telco Kit w/Adaptor & IEC-320 Power Cord - Sweden/Iceland	None	
LK-ZBA-US/NAM	Telco Kit w/Adaptor & IEC-320 Power Cord - North America	None	
LK-ZBA-JP	Telco Kit w/Adaptor & IEC-320 Power Cord - Japan	None	
LK-ZBA-EURO	Telco Kit w/Adaptor & IEC-320 Power Cord - Europe	None	

*Please note, the recommended replacement models are not feature-for-feature compatible. One of the key differences is the fax capabilities of each modem. See the table below for a comparison of fax and other capabilities. If the MT9234ZBA modem was used for standard dial up data communications and not for Out of Band Management, the MT5656ZDX will likely be a suitable replacement.

IV. Feature Comparison

Models	MT9234ZBA	MT5656ZDX
Maximum Data Rate		
V.92/56K	X	X
Fax Capability		
V.34 Fax	X	
V.17 Fax	X	X
V.29/V.27ter/V.21 Fax	X	X
Fax Class 1	X	X
Fax Class 1.0	X	X
Fax Class 2	X	
Fax Class 2.0/2.1	X	

Models	MT9234ZBA	MT5656ZDX
Fax Compression (MH, MR, MMR)	X	
Error Correction Mode (ECM)	X	
Features		
Out of Band Management	X	
11-bit Mode	X	
U.S. Caller ID	X	X
Leased Line (2-wire)	X	
V.22bis Fast Connect	X	X
FastPOS (V.29)		X
Callback Security	X	
Extension Pickup Detection		X
Remote Hang-up Detection		X
Line-in-use Detection		X
Digital PBX Detection & Protection		X
Voice Record & Playback (TAM)	X	X

The MT5656ZDX is suitable for use in the US, Canada, Mexico, Australia and the EU.

V. Key Dates
Near-End-of-Life (NEOL) Date: August 1, 2019
Last Time Buy Date: October 31, 2019 (or while supplies last)
Last Ship Date/End-of-Life (EOL) Date: August 31, 2020

Last Time Buy Information
- By October 31, 2019, submit confirmed order quantities with a Non Cancellable, Non Returnable (NCNR) order.

VI. 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.

VII. Suggested Action Plan

We recommend the following actions be taken:

- Work with your MultiTech sales representative if you are 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 the devices listed in this announcement.
- Order sample product if you wish to migrate to one of the recommended replacement models.

VIII. Additional Information

If you have any questions or require additional information on this Product Bulletin, please contact your MultiTech sales representative:

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