

Product Near-End-of-Life Notification

MultiModem[®] iSMS – Intelligent SMS Servers

Date: May 25, 2016

I. Summary

Due to critical component end-of-life, the status of the [MultiModem[®] iSMS](#) family of intelligent SMS servers for high frequency text message delivery is changing status from **Active to Near-End-of-Life (NEOL)** effective immediately.

MultiConnect[®] rCell – Excellent Option for SMS Applications


The [MultiConnect rCell 100 series cellular router](#) requires a SIM card and Ethernet network to send notifications and alerts to mobile phones or other systems. Ideal for sending updated information to customers and employees, notifying user groups of schedule changes, building shut downs and emergency announcements.

The MultiConnect rCell provides a built-in SMS gateway application similar to the MultiModem iSMS that can send/receive bulk SMS messages to single or multiple recipients. Messages can be sent through the easy-to-use user interface for time scheduled delivery, via a remote telnet interface or using native API integration. The MultiConnect rCell router boasts support for not only 2G-GSM as the MultiModem iSMS, but also 3G-HSPA+, CDMA2K and 4G-LTE in a secure platform supporting certificate management, private tunneling, over the air firmware updates and data usage alert features, included as standard remote device management features of DeviceHQ[®].

Please consult with your [MultiTech sales](#) representative to see if the MultiConnect rCell will meet your needs.

Reference key dates in Section III for last time buy information.

II. Part Numbers Impacted

NEOL Ordering Part Numbers	UPC
	
SF100-G-EU	789407348587
SF100-G-GB/IE	789407348594
SF400-G-EU	789407348174

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NEOL Ordering Part Numbers	UPC
	
SF400-G-GB/IE	789407348198
SF800-G-EU	789407348181
SF800-G-GB/IE	789407348204

Extended Warranties

NEOL Ordering Part Numbers	Description
EW1-SF100-G-EU	One-year extended warranty (Three-year total)
EW1-SF100-G-GB/IE	One-year extended warranty (Three-year total)
EW1-SF400-G-EU	One-year extended warranty (Three-year total)
EW1-SF400-G-GB/IE	One-year extended warranty (Three-year total)
EW1-SF800-G-EU	One-year extended warranty (Three-year total)
EW1-SF800-G-GB/IE	One-year extended warranty (Three-year total)
EW2-SF100-G-EU	Two-year extended warranty (Four-year total)
EW2-SF100-G-GB/IE	Two-year extended warranty (Four-year total)
EW2-SF400-G-EU	Two-year extended warranty (Four-year total)
EW2-SF400-G-GB/IE	Two-year extended warranty (Four-year total)
EW2-SF800-G-EU	Two-year extended warranty (Four-year total)
EW2-SF800-G-GB/IE	Two-year extended warranty (Four-year total)
EW3-SF100-G-EU	Three-year extended warranty (Five-year total)
EW3-SF100-G-GB/IE	Three-year extended warranty (Five-year total)
EW3-SF400-G-EU	Three-year extended warranty (Five-year total)
EW3-SF400-G-GB/IE	Three-year extended warranty (Five-year total)
EW3-SF800-G-EU	Three-year extended warranty (Five-year total)
EW3-SF800-G-GB/IE	Three-year extended warranty (Five-year total)

III. Key Dates

Near-End-of-Life (NEOL) Date: May 25, 2016

Last Time Buy Date: While supplies last

Last Ship Date/End-of-Life (EOL) Date: December 30, 2016 or while supplies last

Last Time Buy Information

- A limited supply of critical components needed to build the SFx00 series of SMS servers are still available. We will continue to accept orders while supplies last.
- Submit confirmed order quantities for guaranteed availability with a Non Cancellable, Non Returnable (NCNR) order.

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. 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.

V. Suggested Action Plan

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 the devices listed in this announcement.
- Notify existing customers who have been using these devices to see if they wish to purchase any additional units.

VI. 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:

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