![MULTITECH logo]

Product Change Notification

3G Sunset – Impacts on 4G-LTE Devices European Union and United Kingdom Deployments

Custom Applications for Retired mPower™ Versions

Date: April 17, 2024

Product Change Notification (PCN) Number
PCN 04172024-001

Overview

In the European Union and United Kingdom, 4G-LTE devices may no longer attach to the cellular network after their 3G network is sunset. Configuration changes are required by the cellular module used in these devices to avoid a service disruption.

MultiTech provides custom applications, designed to make the software configuration changes needed, to help avoid service disruptions.
- Custom applications are for use with select versions of the mPower™ operating system used in Conduit® gateways.
  - mPower 6.3.0, mPower 6.3.1, mPower 6.3.2
  - mPower 6.0.0, mPower 6.0.1, mPower 6.0.2, mPower 6.0.4
  - mPower 5.3.8s-s1
- Custom applications are available on MultiTech DeviceHQ® and on the MultiTech website.

MultiTech has also released an updated version of the mPower operating system for use on Conduit Gateways.
- mPower 6.3.4 includes the same software configuration changes as the custom applications referenced in this PCN.
- Updating devices to mPower 6.3.4 is an alternative to using these custom applications.
- See MultiTech PCN 04092024 for more information on mPower 6.3.4.

The cellular modem configuration changes are necessary on a limited set of Conduit gateways.
- See model numbers impacted for details.

Contents

Custom Application Overview

In the United Kingdom and European Union, 4G-LTE devices may no longer attach to the cellular network after their 3G network sunset. Custom applications include software configuration changes for the cellular module to help avoid service disruptions:

- Cellular default mode changed to LTE-only
- Cellular module default changed to CEMODE=2 (Data Centric)
- Voice call function is disabled
- SMS-only registration

DeviceHQ Custom Applications

Impacted devices can be updated using DeviceHQ. The DeviceHQ User Guide can be downloaded at:
https://multitech.com/wp-content/uploads/S000755_DeviceHQ_User_Guide.pdf

DeviceHQ Login: https://www.devicehq.com/sign_in#/ Custom Application Title: **mP63x_UK-GB_3G_Sunset** Version: 1.1.0 Description: For use on gateway devices using an **mPower 6.3.x version**. This application makes software configuration changes to the cellular module to help avoid 4G-LTE service disruptions when network operators sunset their 3G networks.	mP63x_UK-GB_3G_Sunset Version: 1.1.0 Type: custom app ★★★★★ (0) Add to My Apps
DeviceHQ Login: https://www.devicehq.com/sign_in#/ Custom Application Title: **mP538_60x_UK-GB_3G_Sunset** Version: 1.2.0 Description: For use on gateway devices using **mPower 5.3.8s-s1 or mPower 6.0.x versions**. This application makes software configuration changes to the cellular module to help avoid 4G-LTE service disruptions when network operators sunset their 3G networks.	mP538_60X_UK-GB_3G_Suns Version: 1.2.0 Type: custom app ★★★★★ (0) Add to My Apps

Downloadable Custom Applications

Custom applications are downloadable from the MultiTech website.

Link to Download: https://multitech.com/wp-content/uploads/mP63x_UK-GB_3G_Sunset.zip

Version: 1.1.0

Description:
For use on gateway devices using an **mPower 6.3.x version**. This application makes software configuration changes to the cellular module to help avoid 4G-LTE service disruptions when network operators sunset their 3G networks.

Link to Download: https://multitech.com/wp-content/uploads/mP538_60x_UK-GB_3G_Sunset.zip

Version: 1.2.0

Description:
For use on gateway devices using **mPower 5.3.8s-s1 or mPower 6.0.x versions**. This application makes software configuration changes to the cellular module to help avoid 4G-LTE service disruptions when network operators sunset their 3G networks.

Suggested Action Plan

Customers
1. Contact your wireless network operator and understand how their 3G network sunset plans impact your current and future gateway deployments.
2. Update devices using custom applications available on DeviceHQ or www.multitech.com.
3. Additional information
   - Technical inquiries: https://support.multitech.com/support/login.html
   - Sales inquiries: email sales@multitech.com

Distributors
1. Forward this announcement to others in your organization who are actively involved in the sale or support of programmable IoT gateways.
2. Notify existing customers that 3G network sunset plans in the European Union and United Kingdom may impact their 4G devices.
3. Notify customers that custom applications are available that configure the cellular module and help avoid service disruptions.

Models Impacted

The custom applications are only required for European Union, United Kingdom, and Global Gateway Models.
- MultiTech Conduit® Gateway: MTCDT-L4E1, MTCDT-L4G1-868 models
- MultiTech Conduit® IP67 Base Station: MTCDTIP-L4E1, MTCDTIP-L4G1-868 models
- MultiTech Conduit® IP67 200 Series Base Station: MTCDTIP2-L4E1 models
- MultiTech Conduit® AP Access Point: MTCAP-L4E1, MTCAP2-L4E1 models
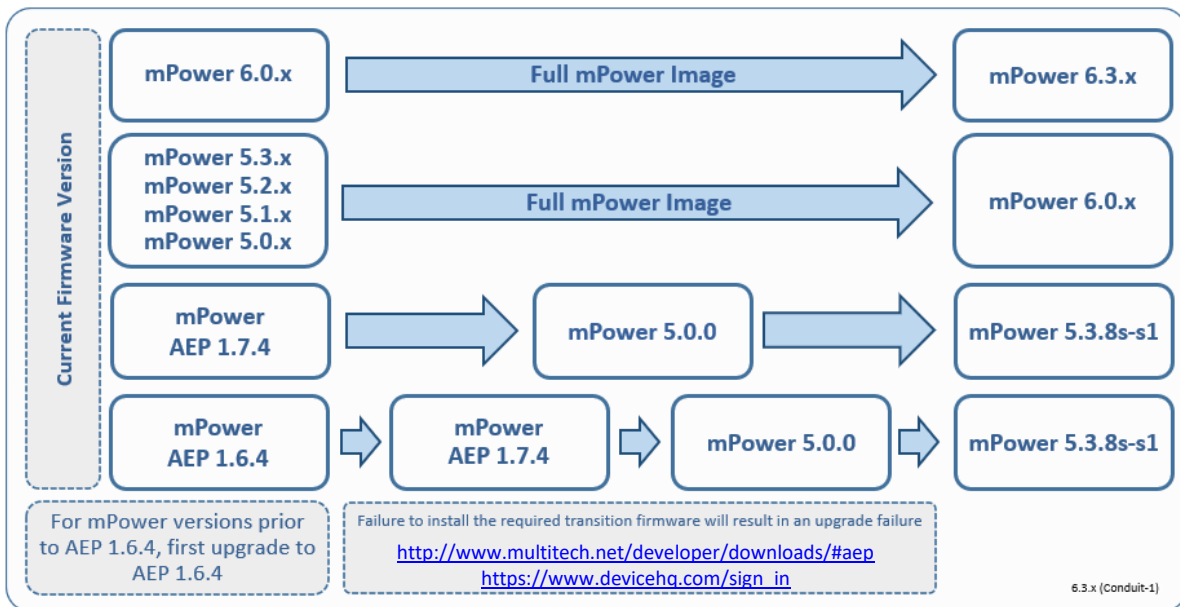
mPower Operating System Upgrade Process

To install one of the custom applications, the mPower operating system running on the gateway must be one of the versions listed above.

Gateways using a different mPower version should be upgraded as follows:

Upgrading Conduit Gateway to mPower 6.0.x or 6.3.x Versions

Upgrading Conduit Gateway to mPower 5.3.8s-s1

mPower Operating System Upgrade Process (continued)

Using an old configuration file on new Conduit devices may result in the new devices becoming non-functional.
To successfully update Conduit devices, create separate configuration templates for each type of Conduit device:
- Hardware model (MTCDT, MTCDTIP)
- Hardware version (MTCDT-0.1, MTCDT-0.2, MTCDTIP-0.0, MTCDTIP-0.1)
- Cellular radio (-L4G1, -L4E1)
- mPower version (mPower 5.3.7, mPower 5.3.8s-s1, mPower 6.0.4)

When upgrading a device fleet:
1. Upgrade the mPower version on one device
2. Modify the user-specific configuration settings
3. Perform in-house testing and adjust settings if necessary
4. Use the newly developed configuration file as part of field updates when the new version of mPower is widely deployed

mPower Edge Intelligence Overview

mPower™ Edge Intelligence is MultiTech's embedded software offering delivering programmability, network flexibility, enhanced security, and manageability for scalable Industrial Internet of Things (IIoT) solutions. mPower Edge Intelligence simplifies integration with a variety of popular upstream IoT platforms to streamline edge-to-cloud data management and analytics, while also providing the programmability and processing capability to execute critical tasks at the edge of the network to reduce latency, control network and cloud services costs, and ensure core functionality – even in instances when network connectivity may not be available.

DeviceHQ Overview

MultiTech DeviceHQ® is a cloud-based tool set for managing the latest generation of MultiTech devices. It incorporates all the functionality of MultiTech Device Manager, on which so many M2M and IoT applications already rely for remote monitoring, upgrades and configuration of entire device populations – whether one or 1 million. DeviceHQ takes remote device management and maintenance to a new level, by providing an application marketplace, allowing users to browse applications or build their own then easily deploy them to and customize them for remote devices from anywhere.

Additional Information

For customers who have implemented the changes posted in this PCN and continue to experience 4G-LTE service interruptions, MultiTech suggests contacting your wireless network operator account representative with the following questions:

- Is my cellular service still active?
- Are my SIM cards LTE enabled?
- Is my device IMEI linked to a 3G account?

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DeviceHQ
https://multitech.com/all-products/software-management/devicehq/
Cloud-Based application store and IOT device management

mPower Software Downloads
http://www.multitech.net/developer/downloads/

MultiTech Developer Resources
https://www.multitech.net/
An open environment where you can ask development related questions and hear back from MultiTech engineering or a member of this community.

MultiTech Support Portal
https://support.multitech.com/support/login.html
Create an account and submit a support case directly to our technical support team.

MultiTech Website
htp://www.multitech.com

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Revision History

Version	Author	Date	Change Description
-001	DT	04/17/2024	Original version