

## Product End-of-Life Notification

# MultiModem<sup>®</sup> iSMS – Intelligent SMS Servers

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Date: March 8, 2017

### I. Summary

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

### MultiConnect<sup>®</sup> 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<sup>®</sup>.

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

EOL Ordering Part Numbers	UPC
	
SF100-G	789407348570
SF100-G-EU	789407348587
SF100-G-GB/IE	789407348594

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EOL Ordering Part Numbers	UPC
	
SF400-G	789407345845
SF400-G-EU	789407348174
SF400-G-GB/IE	789407348198
SF800-G	789407346019
SF800-G-EU	789407348181
SF800-G-GB/IE	789407348204

### Extended Warranties

EOL Ordering Part Numbers	Description
EW1-SF100-G	One-year extended warranty (Three-year total)
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	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	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	Two-year extended warranty (Four-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	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	Two-year extended warranty (Four-year total)
EW2-SF800-G-EU	Two-year extended warranty (Four-year total)

EOL Ordering Part Numbers	Description
EW2-SF800-G-GB/IE	Two-year extended warranty (Four-year total)
EW3-SF100-G	Three-year extended warranty (Five-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	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	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)
EN1-SF100-G	One-year extended warranty and three-year overnight replacement (Three-year total)
EN1-SF400-G	One-year extended warranty and three-year overnight replacement (Three-year total)
EN1-SF800-G	One-year extended warranty and three-year overnight replacement (Three-year total)
EN2-SF100-G	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN2-SF400-G	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN2-SF800-G	Two-year extended warranty and four-year overnight replacement (Four-year total)
EN3-SF100-G	Three-year extended warranty and five-year overnight replacement (Five-year total)
EN3-SF400-G	Three-year extended warranty and five-year overnight replacement (Five-year total)
EN3-SF800-G	Three-year extended warranty and five-year overnight replacement (Five-year total)

### III. Key Dates

**Near-End-of-Life (NEOL) Date for North America Models:** July 30, 2015

**Near-End-of-Life (NEOL) Date for European Models:** May 25, 2016

**Last Time Buy Date:** While supplies last

**Last Ship Date (North America Models):** May 2, 2016

**Last Ship Date (European Models):** December 30, 2016 or while supplies last

**End-of-Life (EOL) Date – All Models:** March 8, 2017

#### 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:

- Forward this announcement to others within your organization who are actively involved in the sale or support of the devices listed in this announcement.
- Note that the models listed in this end-of-life notification are no longer available.
- Remove discontinued/EOL models from your pricing system and website.

#### VI. 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.**

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