

## Frequently Asked Questions

### European Union & United Kingdom 3G Sunset

**Q1: General**

**My customers have made the changes recommended in [PCN 04092024](#) (gateways), [PCN 04102024](#) (modems and routers), or [PCN 04172024](#) (custom applications) and they continue to experience 4G-LTE service interruptions. How should I advise them to proceed?**

**A1:** This issue was also observed in the United States when the AT&T 3G network was sunset. In these cases, we learned that the customer's wireless account or SIM cards were still associated with 3G services by the network operator. MultiTech is unable to overcome these issues and the customer should contact their wireless network operator account representative and ask 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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**Q2: Gateway Devices**

**I have upgraded my gateways to mPower 6.3.4, do I still need to install the custom application?**

**A2:** No. The custom applications are an alternative to mPower 6.3.4. Customers that have received gateways upgraded to mPower 6.3.4 or have performed the upgrade to mPower 6.3.4 themselves do not need to install the custom application.

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**Q3: Gateway Devices**

**We have a fleet of gateways running mPower 6.3.0 and are deployed in an area where 3G services have already been sunset. We are not experiencing any 4G-LTE service disruptions due to the 3G network sunset. Do we still need to upgrade the gateways with mPower 6.3.4 or the custom application?**

**A3:** The 3G sunset across the European Union and United Kingdom is challenging to fully define, as different network operators are adopting different paths to enable the change.

Typically, 4G networks use one mechanism to attach and authenticate to the network where 3G networks attach and authenticate separately. If a network operator is not using authentication and or supports attach and authenticate separately, you should not experience any 4G-LTE service disruptions. However, should the network operator update these processes in the future, you may experience a disruption.

MultiTech recommends upgrading gateways to mPower 6.3.4 or with the custom applications to future proof deployments from unexpected network updates.

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**Q4: Modem and Router Devices**

**Are there plans to update devices in Mounds View manufacturing before they are shipped to customers?**

**A4:** The devices that ship from Mounds View have not been updated with the software configuration changes recommended in [PCN 04102024](#). Engineering and product management are working with our module manufacturers to understand their plans to update the module default settings before we decide if Mounds View manufacturing updates are required.

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**Q5: Modem and Router Devices**

**When should customers add these AT Commands to their modem configuration sequence? Should they be added while the 3G network is still available or after the 3G network is sunset?**

**A5:** MultiTech recommends adding these AT Commands prior to the 3G sunset to avoid any unexpected service disruptions. The cellular configuration changes enabled by the AT Commands will not impact device operation while the 3G network is available.

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**Q6: Modem and Router Devices**

**What is the impact of adding these AT Commands on modems used outside the European Union and United Kingdom?**

**A6:** These changes are not needed in countries or regions outside of the European Union or United Kingdom. Using these modem configuration changes on modems outside the European Union and United Kingdom has no impact on device operation.

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**Q7: Conduit 300**

**What plans are in place to update MTCDT3AC-L4G1 models to overcome service interruptions when 3G networks are sunset?**

**A7:** In late 2024, mPower 6.3.X will be available for MTCDT3AC-L4G1 models. This version of mPower will include the same cellular module software configuration updates made in mPower 6.3.4:

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

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**Q8: Conduit AP 300 Series**

**Are updates needed for MTCAP3-LEU7 models to overcome service interruptions when 3G networks are sunset?**

**A8:** MTCAP3-LEU7 models do not experience a 4G-LTE service interruption when 3G service is sunset. No updates are required.

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**Q9: MultiConnect® eCell and MultiConnect® rCell 500 Series**

**Are updates needed for MTE-LEU2 models and MTR5-LEU2 models to overcome service interruptions when 3G networks are sunset?**

**A9:** There are no service interruptions to 4G-LTE when 3G service is sunset, so the MTR5-LEU2 and MTR5-LEU2 models require no updates.

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**Q10: LTE Category 3 radio (MTXXX-LEU1 models)**

**What options are available for MTR-LEU1, MTCDT-LEU1, and MTCDTIP-LEU1 devices considering the EU/GB 3G sunset?**

**A10:** These devices were announced as End-of-Life from the MultiTech portfolio in 2020 and are no longer supported by current versions of the mPower operating system. MultiTech recommends upgrading to a new router or gateway using an updated cellular module and updated version of mPower.

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**Q11: How is MultiTech tracking direct inquiries from customers?**

**A11:** Customer inquiries should be directed to the MultiTech Product Support Portal <https://support.multitech.com/support/login.html>