

Product Change Notification

AT&T 3G Sunset - Impacts on 4G Devices LTE Category 1, Category 3 and Select Category 4 Models

Date: March 9, 2021 (Updated June 29, 2022)

I. Product Change Notification Number (PCN)

PCN 03092021-03

II. Overview

The purpose of this PCN is to avoid service interruption for certain MultiTech 4G products impacted by the impending AT&T 3G network sunset.

4G/LTE Category 1, 3 and 4 devices in the U.S. may no longer attach to the AT&T network after their 3G network sunset, scheduled for late February 2022. Voice-capable cellular modules integrated into several MultiTech products are configured for voice-centric signaling by default. These devices are likely to arrive at a *No Service* condition after 3G sunset -- even for data-only applications. This is a result of the module requiring a voice signal to connect to networks configured to leverage a combined attach (3G and LTE) for LTE device registration.

The MultiTech products detailed in this PCN will be impacted by the 3G sunset. A software configuration change in the cellular module in these products is required in order to avoid a *No Service* condition. The only exception is for products with cellular modules supporting the IMS service Voice over LTE (VoLTE) and an accompanying VoLTE subscription from your service provider.

MultiTech will immediately implement a software configuration change in our manufacturing process to include the required AT command to set a new permanent module default for its User Equipment ("UE") settings. Note: future module firmware updates may impact this setting.

Current default:CEMODE=1 (Voice centric)

New default: CEMODE=2 (Data centric)

For devices already deployed in the field, you must implement the above mentioned software-configuration change in each device to ensure continued service following the 3G sunset. See Suggested Action Plan in Section III for additional details.

Software change command: AT+CEMODE=2

Check setting: AT+CEMODE?

Note: The SIM must be in the device prior to sending these commands.

Please watch your inbox. As additional information becomes available, MultiTech will communicate via Product Bulletins distributed via email.

III. Suggested Action Plan

- Review the impacted products list below and identify the ones used in your deployment.
- Identify any new devices received and not yet deployed.
- For devices that support VoLTE (see table below) you have the option to:
 - Add VoLTE service to your existing carrier plan **or**
 - Change the default UE setting to Data Centric by issuing AT+CEMODE=2
- For devices that do not support VoLTE (see table below):
 - Change the default UE setting to Data Centric by issuing AT+CEMODE=2
- Continue this process until you start receiving new inventory that has been preconfigured from the factory with the AT+CEMODE=2 setting.
- Establish a plan now to update all impacted devices currently deployed per above options no later than February 2022.
- MultiTech also recommends updating your host device application to query the UE setting. If AT+CEMODE? returns a value other than 2, your host application should issue AT+CEMODE=2 as part of your initialization sequence.

New content added 06/29/2022

What to do if you are experiencing connectivity issues post 3G sunset and you have implemented the changes listed in this PCN.

Based on direct customer feedback we suggest asking your carrier account representative the following questions when troubleshooting connectivity issues post 3G sunset.

- Is my service still active?
- Does my SIM have LTE enabled?
- Is my SIM capable of having the 'LAPDAP5' plan?
- Is my device IMEI linked to a 3G account?

IV. Impacted Products

Model Numbers	VoLTE Support
MultiConnect® Cell Models	
MTC-LNA4-xx	
MTC-LAT1-xx	
MultiConnect® microCell Models	
MTCM-LNA3-B03-xx*	
MTCM-LAT3-B03-xx*	
MultiTech Conduit® Models	
MTCDT-L4N1-xx	√
MTCDT-LAT1-xx	
MultiTech Conduit® IP67 Models	
MTCDTIP-L4N1-xx	√
MTCDTIP-LAT1-xx	

Model Numbers	VoLTE Support
MultiTech Conduit[®] AP Models	
MTCAP-LNA3-xx	
MultiConnect[®] rCell 100 Series Models	
MTR-LAT1-xx	
MultiTech Dragonfly[™] Models	
MTQ-LAT3-xx	
SocketModem[®] Cell Models	
MTSMC-L4N1-xx	√
MTSMC-LAT3-xx	
MTSMC-LAT1-xx	

Note: -xx means all models that include the prefix preceding the -xx.

*These models with a DOM of 12/31/2020 or later have CEMODE=2 preconfigured from the factory.

V. Additional Information

If you have any questions regarding this Product Change Notification, please contact your MultiTech sales representative.

For technical questions, you may wish to open a support case at the following link:

<https://support.multitech.com/support/login.html>

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