

Product Change Notification

AT&T 3G Sunset - Impacts on 4G Devices Select LTE Category 4 Models Only

Date: May 6, 2021 (Updated June 29, 2022)

I. Product Change Notification Number (PCN)

PCN 05062021-01

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.

The 4G/LTE Category 4 devices listed in this PCN 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 products 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 are 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.

Current software configuration setting: AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",00
(Voice Centric)

New software configuration setting: AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",01
(Data Centric)

Recommended Script for Updating User Equipment (UE) Setting

1. AT+QNVFR="/nv/item_files/modem/mmode/ue_usage_setting" (check current UE setting)
2. "+QNVFR : 01" (example response from the radio)
3. If already 01 then exit
4. If not set to 01 already then set it to 01
5. AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",01 (command stores the new setting)
6. Wait for "OK" response from radio

7. Reset the radio in order for the new setting to take effect upon radio stack startup using the following command:

AT+CFUN=1,1 (a power cycle or physical reset of modem would also work here as well.)

8. Radio restart could take 10 seconds.

Note: The above sequence must be applied with the final SIM card installed. Changing SIM cards can result in the modem resetting to Voice Centric. It is recommended that the above sequence be added to your device as part of its initialization script that is executed on each boot.

Until such a time that MultiTech receives modules with this new UE default setting it is incumbent upon the user to make the changes to all new and previously deployed devices.

III. Suggested Action Plan

- Review the impacted products list below and identify the ones used in your deployment.
- All impacted products in this announcement support VoLTE; therefore you have the option to:
 - Change the default UE setting to Data Centric using the process above **or**
 - Add VoLTE service to your existing carrier plan (must be negotiated with your service provider).
- Continue this process until you start receiving new inventory that has been preconfigured from the factory with the new UE setting of Data Centric.
- Establish a plan now to update all impacted products per above options no later than February 2022.

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
MultiConnect® eCell
MTE-LAT6-xx*
MultiConnect® rCell 100 Series Models
MTR-LNA7-xx
MultiTech Dragonfly™ Models
MTQ-L4G1-xx
MTQ-LNA7-xx

Model Numbers
SocketModem[®] Cell Models
MTSMC-L4G1-xx

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

*Serial numbers 40002566B to 40003065B are impacted and will need to be reconfigured per the instructions in this PCN. Serial numbers greater than 40003065B are not impacted as the default UE mode is data centric.

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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AT&T 3G Sunset Impact on 4G Devices

<https://www.multitech.com/landing-pages/events/3g-sunset>

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

https://www.multitech.com/documents/publications/sales-flyers/PCN%2003092021-02_ATT%203G%20Sunset%20-%20Impacts%20on%204G%20Devices.pdf