

## 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 October 25, 2021)

### I. Product Change Notification Number (PCN)

PCN 03092021-02

### 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.
  - MultiTech will communicate a first Date-of-Manufacture (DOM) for product with the setting above via Product Bulletins as information becomes available.
- 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.

### IV. Impacted Products

Model Numbers	VoLTE Support
<b>MultiConnect® Cell Models</b>	
MTC-LNA4-xx	
MTC-LAT1-xx	
<b>MultiConnect® microCell Models</b>	
MTCM-LNA3-B03-xx*	
MTCM-LAT3-B03-xx*	
<b>MultiTech Conduit® Models</b>	
MTCDT-L4N1-xx	√
MTCDT-LAT1-xx	
<b>MultiTech Conduit® IP67 Models</b>	
MTCDTIP-L4N1-xx	√
MTCDTIP-LAT1-xx	
<b>MultiTech Conduit® AP Models</b>	
MTCAP-LNA3-xx	
<b>MultiConnect® rCell 100 Series Models</b>	
MTR-LAT1-xx	
<b>MultiTech Dragonfly™ Models</b>	
MTQ-LAT3-xx	
<b>SocketModem® Cell Models</b>	
MTSMC-L4N1-xx	√

Model Numbers	VoLTE Support
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>

#### World Headquarters – U.S.

+1 (763) 785-3500 | [sales@multitech.com](mailto:sales@multitech.com)

#### EMEA Headquarters – UK:

+(44) 118 959 7774 | [sales@multitech.co.uk](mailto:sales@multitech.co.uk)