Product Change Notification

**MultiConnect® rCell
100 Series Cellular Routers**

**MTR-MNG2 Models
Updated Cellular Module and
Cellular Radio Firmware**

Date: February 4, 2022

Product Change Notification (PCN) Number
PCN 02042022-001 (MTR-MNG2)

I. Overview
MultiTech announces updated cellular module and updated cellular radio firmware for MTR-MNG2 devices.

The purpose of this Product Change Notification is to inform customers when these models will begin shipping from MultiTech.

New cellular module: **ME910C1-WW HW1**
New cellular radio firmware version: **M0B.800005/30.00.xx8**

II. Suggested Action Plan
We recommend that the following actions be taken.

Customers
- Please review the information in this PCN and forward to others within your organization who are actively involved with the deployment of the MultiConnect rCell.

Schedule
- Review the Ordering Part Numbers Impacted
- Technical inquiries: support.multitech.com
- Sales inquiries: email sales@multitech.com

Distributors
- Forward this announcement to others within your organization who are actively involved in the sale or support of cellular routers
- Notify existing customers of this upcoming change

III. Cellular Radio Firmware Release Notes

The document below provides the release notes for the **ME910C1-WW HW1 M0B.800005/30.00.xx8** firmware.

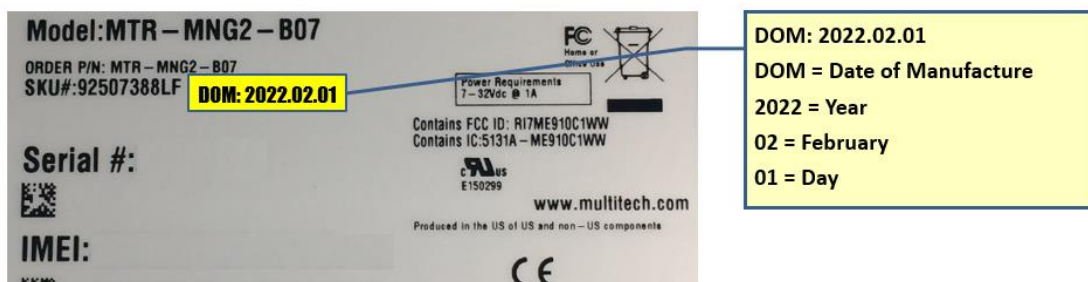https://www.multitech.com/documents/publications/sales-flyers/Telit_ME910C1_ML865C1_Delta_SW_r8.pdf

IV. Schedule

All devices shipping from MultiTech with a date of manufacture (DOM) of December 2021 and later will include the latest cellular radio firmware

- Availability: Starting February 2022
- Date of Manufacture: 2022.02.01 and later
- See part numbers impacted for details

Identifying Date of Manufacture

The chassis label (located on the back of each MTR-MNG2 device) includes critical device information, including date of manufacture.

V. Ordering Part Numbers Impacted

The following ordering part numbers are impacted by these updates:

Model Name Ordering Part Numbers	
MultiConnect® rCell 100 Cellular Routers	
Status: Active	**Status: Active**
MTR-MNG2-B07 MTR-MNG2-B07-WW	MTR-MNG2-B10 MTR-MNG2-B10-WW

VI. Radio Firmware Upgrades – Deployed Devices

The new cellular radio firmware is not backward compatible with earlier MTR-MNG2 devices. Deployed devices cannot be upgraded to this version of radio firmware.

VII. MultiConnect® rCell 100 Series Cellular Routers

The MultiConnect rCell is a compact, intelligent and fully-featured communications platform that provides cellular capabilities for fixed and mobile applications. It is intended for use in settings such as:

- Remotely monitoring solar micro-inverters, tanks, pipelines, meters, pumps and valves in any energy, utility, or industrial application.
- The MultiConnect rCell 100 series family has also been successfully deployed by professionals in emergency services, vending, remote patient monitoring, renewable energy systems, process automation and mobile applications (truck, rail, and boat).

The MultiConnect rCell 100 series (MTR-xx) of cellular routers are a part of the MultiTech comprehensive portfolio of cellular connectivity products optimized for M2M (machine-to-machine). The MultiConnect rCell comes with no cost access to DeviceHQ® which is MultiTech's cloud platform service to monitor and manage deployed MultiConnect rCell cellular routers in the field.

VII. Additional Information

If you have any questions regarding this Product Change Notification, please contact your MultiTech sales representative or visit the technical resources listed below:

World Headquarters – USA
+1 (763) 785-3500 | sales@multitech.com

EMEA Headquarters – UK
+(44) 118 959 7774 | sales@multitech.co.uk

MultiTech Developer Resources:
www.multitech.net
An open environment where you can ask development related questions and hear back from MultiTech engineering or a member of this community.

Knowledge Base:
http://www.multitech.com/kb.go
Immediate access to support information and resolutions for all MultiTech products.

MultiTech Support Portal:
https://support.multitech.com
Create an account and submit a support case directly to our technical support team.

MultiTech Website:
www.multitech.com

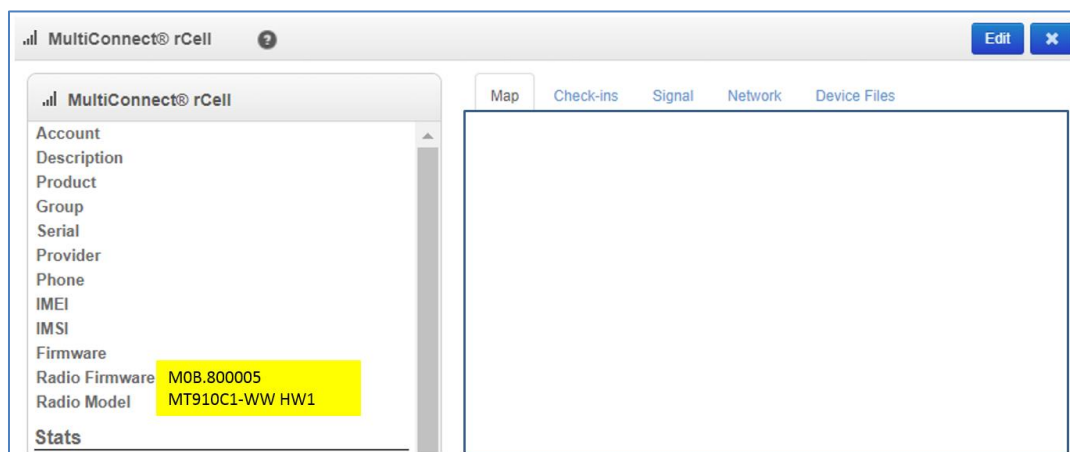**Identifying Cellular Radio Firmware Version**

There are multiple ways of identifying the cellular radio firmware version on an MTR-MNG2 device:

1. **DeviceHQ**:
   MultiTech DeviceHQ® is a cloud-based tool set for managing the latest generation of MultiTech devices, including the MTR devices. On the **DeviceHQ Device Page**, select one of the MTR-MNG2 devices. The device overview that appears will show the current **Radio Firmware** version and **Radio Model**.

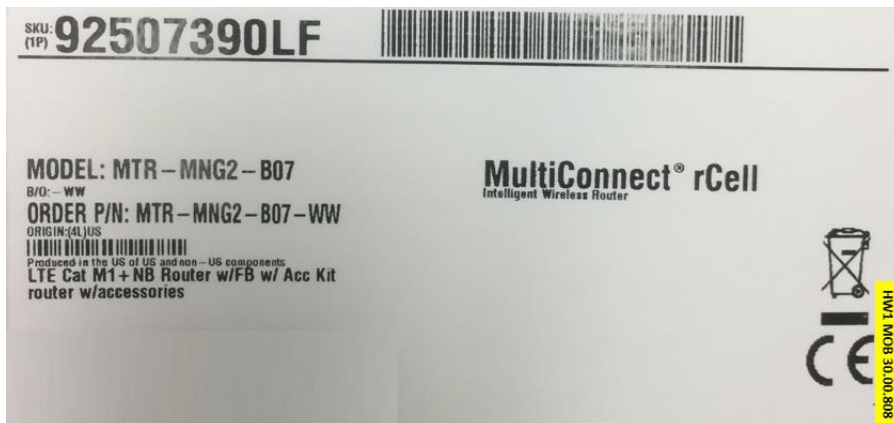| Radio Firmware	Radio Model	Date of Manufacture
M0B 800005 (M0B.XX0005/30.00.xx8)	ME910C1-WW HW1	Current Firmware Shipping in February 2022
M0B 800004 (M0B.XX0004/30.00.807)	ME910C1-WW	Original Firmware Shipping in September 2019

2. **mPower User Interface**
   - The Radio Status page displays a summary of the configuration settings for the cellular module in the MTR device
   - Module Information – Firmware Version: Module firmware version

3. Product Packaging

The carton label for each MTR includes the version of cellular radio firmware included.

Label Information	Radio Model	Radio Firmware	Date of Manufacture
HW1 MOB 30.00.808	ME910C1-WW HW1	M0B.800005/30.00.008	Current Firmware Shipping in February 2022
815/ - 825/805	ME910C1-WW	M0B.800004/30.00.007	Original Firmware Shipping in September 2019

Revision History

Version	Author	Date	Change Description
-001	DT	02/04/2022	Original content