

## Product End-of-Life Notification

### MultiModem® ZDX Analog Desktop Modems MT5656ZDX Models

### No Direct Replacements Available

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Date: September 5, 2024

(Updated: February 25, 2025)

#### I. Summary

[MultiModem® ZDX analog desktop modems](#) are End-Of-Life (EOL) effective December 31, 2024.

#### II. Part Numbers Impacted

The following part numbers are impacted by this notification.

End-of-Life (EOL) Models (effective December 31, 2024)		
Ordering Part Number	UPC Code	Description
MultiModem ZDX Analog Desktop Modems		
MT5656ZDX	789407030901	V.92 Data/Fax Modem w/US Accessory Kit
MT5656ZDX-NPS	789407335969	V.92 Data/Fax Modem w/o Power Supply
MT5656ZDX-EU	789407031090	V.92 Data/Fax Modem w/EU Accessory Kit
MT5656ZDX-GB/IE	789407031113	V.92 Data/Fax Modem w/GB Accessory Kit

#### III. Key Dates

**Near-End-of-Life (NEOL):** September 14, 2021

**Last-Time-Buy (LTB):** October 3, 2024 (or while supplies last)

Non-Cancellable, Non-Returnable (NCNR) Agreement Required

Shipments prior to December 31, 2024

**End-of-Life (EOL):** December 31, 2024

#### IV. Suggested Action Plan

To help facilitate this transition, we recommend the following actions be taken:

- Forward this notification to others in your organization who are actively involved in the sale or support of the devices listed in this notification.
- Remove End-of-Life (EOL) models from pricing system, quoting tools, and websites.



## V. Warranty and Support

MultiTech will provide technical support and repair or exchange of the products listed in this notification through the warranty period of the installed device.

## VI. Additional Information

If there are questions or if additional information is required regarding this notification, please contact your MultiTech sales representative or visit the resources listed below:

### World Headquarters – U.S.

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### EMEA – United Kingdom

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MultiTech Website: [www.multitech.com](http://www.multitech.com)

MultiTech Support Portal: <https://support.multitech.com/support/login.html>