

## Product Change Notification

### MultiTech<sup>®</sup> Conduit<sup>®</sup>

#### Family of Programmable Gateways:

- Conduit IoT Programmable Gateway
- Conduit IP67 Base Station
- Conduit AP Access Point



## Updated Cellular Radio Firmware

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Date: July 1, 2020

### Product Change Notification Number

PCN 07012020-001

#### I. Overview

MultiTech announces updated cellular radio firmware for the MultiTech<sup>®</sup> Conduit<sup>®</sup> family of products, including:

- MultiTech Conduit<sup>®</sup> AP Access Point
- MultiTech Conduit<sup>®</sup> IoT Programmable Gateway
- MultiTech Conduit<sup>®</sup> IP67 Base Station

The purpose of this Product Change Notification is to inform customers of the upcoming change and minimize the impact on current and future deployments.

#### Current Cellular Radio Firmware Version: 25.20.673

- Used on all ordering part numbers manufactured prior to June 18, 2020 (DOM 2020.06.18)

#### New Cellular Radio Firmware Version: 25.20.676

- Used on all ordering part numbers manufactured after June 19, 2020 (DOM 2020.06.19)
- Software Release Notes: [https://www.multitech.com/documents/publications/sales-flyers/Telit\\_LE910Cx-EU\\_Delta-SW\\_25.20.xx2-25.20.xx6\\_r1.pdf](https://www.multitech.com/documents/publications/sales-flyers/Telit_LE910Cx-EU_Delta-SW_25.20.xx2-25.20.xx6_r1.pdf)

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## II. Suggested Action Plan

The purpose of this Product Change Notification is to inform customers of the upcoming change and minimize the impact on current and future deployments.

If your application is using a hosted LoRaWAN Network Server, contact your provider and understand if this cellular firmware change impacts your deployment.

### mPower Models

- MultiTech has successfully tested the updated cellular radio firmware with a variety of mPower firmware versions
- mPower versions supported:
  - mPower 5.1.6
    - Shipping today
  - mPower 5.2.1
    - Available for download [www.multitech.net](http://www.multitech.net)
    - Shipping in August 2020
- Visit MultiTech Knowledge Base or Developer Portal for procedures to upgrade –L4E1 firmware to version 25.20.676
  - Knowledge Base: <https://www.multitech.com/support/resolutionid/5102844>
  - Developer Portal: <http://www.multitech.net/developer/products/multiconnect-conduit-platform/l4e1-cellular-radio-firmware-update/>
  - Visit <https://support.multitech.com> if you are facing issues or need assistance. Please provide logs from /var/log/messages or downloaded logs from the user interface.
- Future versions of mPower and DeviceHQ<sup>®</sup> will include support for the new cellular firmware version 25.20.676

### mLinux Models

- New cellular radio firmware may impact cellular connection. Please retest your application against the new firmware version and make updates if required.
- mLinux versions supported:
  - mLinux 5.1.8
    - Shipping today
  - mLinux 5.2.7
    - Available for download [www.multitech.net](http://www.multitech.net)
    - Shipping in September 2020
- Visit MultiTech Knowledge Base or Developer Portal for procedures to upgrade –L4E1 firmware to version 25.20.676
  - Knowledge Base: <https://www.multitech.com/support/resolutionid/5102844>
  - Developer Portal: <http://www.multitech.net/developer/products/multiconnect-conduit-platform/l4e1-cellular-radio-firmware-update/>
  - Visit <https://support.multitech.com> if you are facing issues or need assistance. Please provide logs from /var/log/messages or downloaded logs from the user interface.
- Future versions of mLinux will include support for the new cellular firmware version 25.20.676

**Customers**

- Please review the information in this PCN and forward to others within your organization who are actively involved with the development of IoT applications using the Conduit<sup>®</sup> AP Access Point, Conduit<sup>®</sup> IoT Programmable Gateway, or Conduit<sup>®</sup> IP67 Base Station.
- If your application is using a hosted LoRaWAN Network Server, contact your provider and understand how mPower 5.3 may impact your deployment

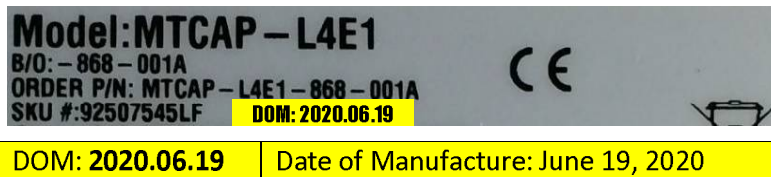
**Distributors**

- Forward this announcement to others within your organization who are actively involved in the sale or support of programmable IoT gateways
- Notify existing customers of this upcoming change and encourage them to evaluate the new radio firmware within their custom application

**Date of Manufacture Identification**

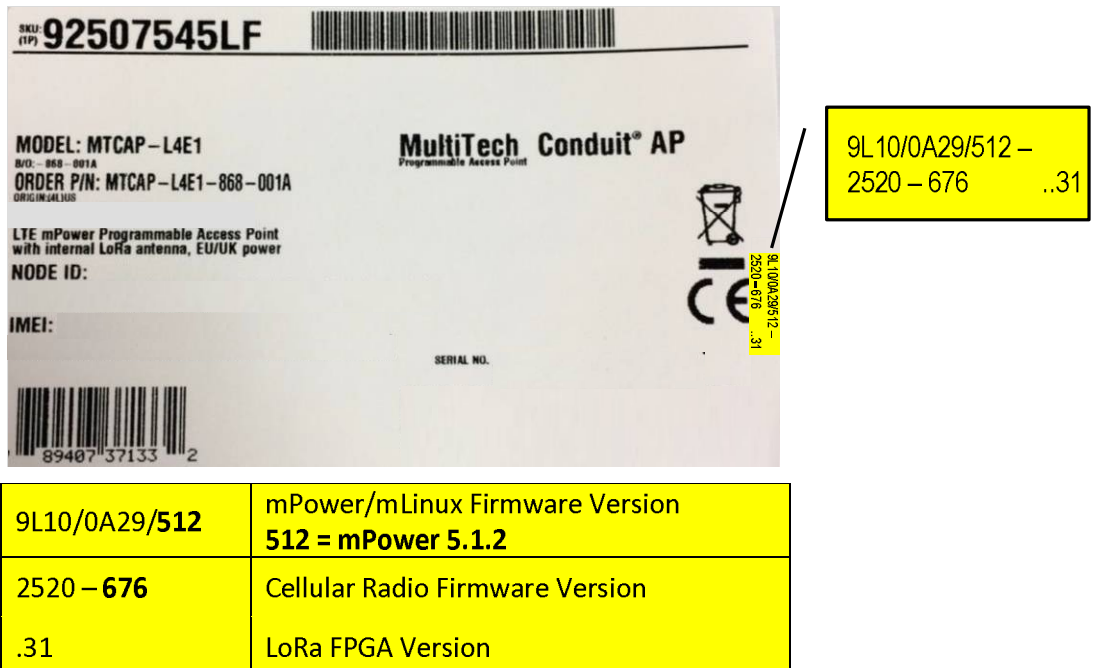
Date of manufacture is identified on the label affixed to the back of the product as identified in the photo below.

- [Ordering part numbers](#) manufactured after June 19, 2020 (DOM 2020.06.19) include cellular firmware version 25.20.676.



**Cellular Radio Firmware Version Identification**

Cellular radio firmware version is identified on the single-pack and over-pack labels for each product as identified in the photo below.



### III. Ordering Part Numbers Impacted

The following ordering part numbers are impacted by this update:

Model Name	mPower™ Ordering Part Numbers	mLinux Ordering Part Numbers
<b>Conduit® IoT Programmable Gateways</b>		
	MTCDT-L4E1-246A-EU-GB MTCDT-L4E1-247A-EU-GB	MTCDT-L4E1-246L-EU-GB MTCDT-L4E1-247L-EU-GB
<b>Conduit® IoT Programmable Gateways with LoRa Accessory Cards</b>		
	MTCDT-L4E1-246A-868-EU-GB MTCDT-L4E1-246A-915-EU-GB MTCDT-L4E1-247A-868-EU-GB MTCDT-L4E1-247A-915-EU-GB	MTCDT-L4E1-246L-868-EU-GB
<b>Conduit® IP67 Base Stations</b>		
	MTCDTIP-L4E1-266A-868/2 MTCDTIP-L4E1-266A-868 MTCDTIP-L4E1-266A-915 MTCDTIP-L4E1-267A-868	MTCDTIP-L4E1-266L-868 MTCDTIP-L4E1-267L-868
<b>Conduit® IP67 Geolocation Base Stations</b>		
	MTCDTIP-L4E1-270A-868	MTCDTIP-L4E1-270L-868 MTCDTIP-L4E1-275L-868
<b>Conduit® AP Access Points</b>		
	MTCAP-L4E1-868-001A MTCAP-L4E1-868-041A	MTCAP-L4E1-868-001L MTCAP-L4E1-868-041L

All ordering part numbers manufactured after June 19, 2020 (DOM 2020.06.19) include New Cellular Radio Firmware Version **25.20.676**

#### IV. Conduit<sup>®</sup> IoT Gateways

Conduit<sup>®</sup> family of products is the industry's most configurable, manageable, and scalable cellular communications gateways for industrial IoT applications. Network engineers can remotely configure and optimize their Conduit performance through DeviceHQ<sup>®</sup>, the world's first IoT Application Store and Device Management platform. The award-winning Conduit series comes in three variants designed to address specific IoT gateway use cases:

- **Conduit IoT Programmable Gateway**: Indoor industrial gateway, ideal for environments that require metal casing for protection against particles and debris and require an industrial temperature range.
- **Conduit IP67 Base Station**: Outdoor IP67-rated gateway ideal suited for performing in harsh environments such as rain, snow, extreme heat, and high winds.
- **Conduit AP**: Indoor access point ideal for commercial environments (e.g., hotels, offices, retail facilities) to deepen LoRa coverage in difficult to reach places where cell tower or rooftop deployments may not perform as well.

#### V. 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](mailto:sales@multitech.com)

**EMEA Headquarters – UK**

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

**MultiTech Developer Resources:**

[www.multitech.net](http://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](http://www.multitech.com)