

October 13, 2020

SUBJECT: Required Firmware Update – Pinnacle 100 & Sentrius MG100 products
REFERENCE: 'LCI_FWv4.4.14.0'

To our Distribution Partners:

Laird Connectivity (LCI) has identified a requirement to improve the connectivity performance of our Pinnacle™ 100 and Sentrius™ MG100 products that are in your stock and we would like to update any items in your current inventory. The performance improvements are only associated with older revisions of the products; the table below highlights the part numbers and revisions in question.

LCI can provide technical support to assist customers who have already purchased these products and we would encourage you to reach out to those customers, asking them to contact support <https://www.lairdconnect.com/resources/support> and then 'Open a Support ticket' for upgrade assistance.

LCI is requesting that you review and sort the stock of these parts, for the older revisions, and request an RMA on the quantity of parts that you need to return to be re-flashed. LCI will return the parts once they have been re-flashed. Alternatively, please advise LCI on all your current stocking levels per product and we will RMA all devices and take the appropriate actions before returning.

Laird Connectivity Part #	Revision Requiring Upgrade
453-00010	Rev 5.0 or below
453-00011	Rev 5.0 or below
450-00011-K1	Rev 1.0 only
450-00038-K1	Rev 2.0 or below
450-00039-K1	Rev 2.0 or below
450-00054-K1	Rev 3.0 or below
455-00120	Any in stock

The revision number of the products can be identified visually on the Pinnacle™ 100 via the product label and on the Sentrius™ MG100 on the external package label. Examples for a Pinnacle™ 100 Modem label and a Sentrius™ MG100 package label are documented below. The location is the same for all respective SKUs in that product family.

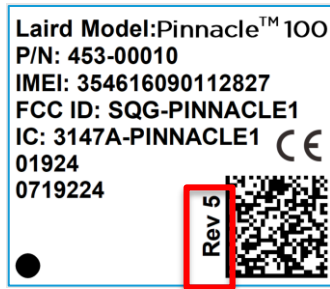


Figure 1: Pinnacle 100 label – Rev highlighted

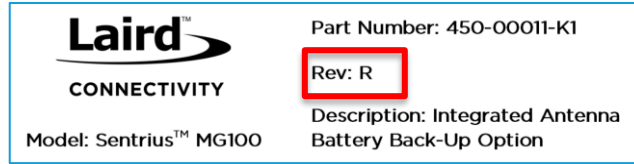


Figure 2: Sentrius MG100 – External box label inset

Please respond to customercomplaints@lairdconnect.com with your requirements for RMA # per part number and reference 'LCI_FWv4.4.14.0'.

Any questions, please contact your local sales contact or sales@lairdconnect.com

Regards,

A handwritten signature in black ink, appearing to read "Jonathan Kaye".

Jonathan Kaye
Senior Director, Product Management
Laird Connectivity