Product Change Notification

MultiConnect® rCell
100 Series Cellular Routers

MTR-LEU7 Models
Updated Cellular Radio Firmware

Date: December 7, 2021

Product Change Notification (PCN) Number
PCN 12072021-001 (MTR-LEU7)

I. Overview
MultiTech announces updated cellular radio firmware for MTR-LEU7 devices.

The purpose of this Product Change Notification is to inform customers that updated cellular firmware will begin shipping from MultiTech and that a delta file update is available for upgrading current device fleets.

New cellular radio firmware version: **EG95EFBR06A07M4G 01.001.01.001**

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 EG95-E-FB firmware version
EG95EFBR06A07M4G 01.001.01.001. It describes major changes compared to EG95-E-FB firmware version
EG95EFBR06A06M4G 01.005.01.005. For a detailed listing of all changes, refer to the EG9X AT Command Set.

https://www.multitech.com/documents/publications/sales-flyers/Quectel_EG95-E-
FB_Firmware_Release_Notes_V0607.01.001.01.001.pdf
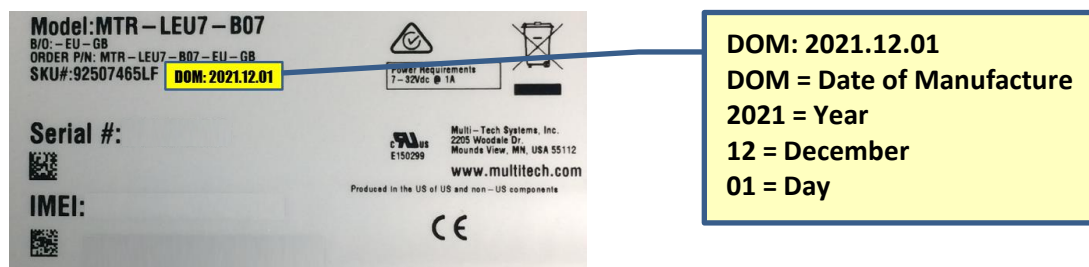
IV. Schedule

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 December 2021
- Date of Manufacture: 2021.12.01 and later
- See part numbers impacted for details

Identifying Date of Manufacture
The chassis label (located on the back of each MTR-LEU7 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-LEU7-B07	MTR-LEU7-B10
MTR-LEU7-B07-EU-GB	MTR-LEU7-B10-EU-GB
MTR-LEU7-B07-HZ	MTR-LEU7-B10-HZ

VI. Radio Firmware Upgrades – Deployed Devices

Due to space restrictions, full firmware image upgrades are not available on MTR-LEU7 models. Your device can perform a **Delta Firmware Upgrade** of the radio firmware. The delta upgrade file contains **DELTA** in the upgrade filename. When applied, the current firmware image is updated with the differences between it and the new version, and effectively becomes the new version of firmware.

There are two methods for updating the cellular firmware offered:
1. Upgrading using DeviceHQ® (Remote Management)
2. Upgrading using the device User Interface

Upgrading Cellular Firmware Using DeviceHQ (Remote Management)

DeviceHQ can manage the Radio Firmware upgrade to your device when annex-client checks in.

**NOTE: You must first enable and properly configure
Remote Management in the device user interface**

1. Open **DeviceHQ**.
2. Select **Device > Your Device Name > Schedule > Upgrade Radio Firmware**.
3. DeviceHQ provides a list of eligible module firmware that a particular device can queue for download and install. Select the appropriate firmware.
4. The device checks in, downloads the firmware, automatically verifies the MD5 sum of the firmware to check the integrity of the upgrade file, and applies it to the modem module.
   Note: Allow at least 10 minutes after the device has downloaded the firmware file before taking any action. The system should reboot on its own after a successful download. Otherwise, after 10 minutes, the device may be rebooted manually.
5. Once DeviceHQ has been refreshed or the device checks in again, verify that the cellular radio firmware has been updated in DeviceHQ.

Upgrading Cellular Firmware using User Interface (UI)

The device UI can also be used to upgrade radio firmware. First, obtain the appropriate binary upgrade file for the cellular radio in your device.

1. Open the **Radio Firmware Upgrade** page under **Cellular**.
2. Enter the MD5 Check Sum or hash under **File MD5**.
3. Place the downloaded binary or delta file on your local computer. Browse for the file and select it.
4. Click **Start Upgrade**. The system should reboot automatically after a successful download. Otherwise, after ten minutes, the device may be rebooted manually.
5. Check that the cellular radio firmware has been updated. Refer to the **Current Radio Firmware** on the **Radio Firmware Upgrade** page or see the firmware version on the **Radio Status** page under **Cellular**.

**NOTE: If a timeout failure occurs while upgrading cellular firmware using the UI and a cellular connection, first try to boost the signal strength and attempt it again.
Otherwise, update via an Ethernet connection or use DeviceHQ.**

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.
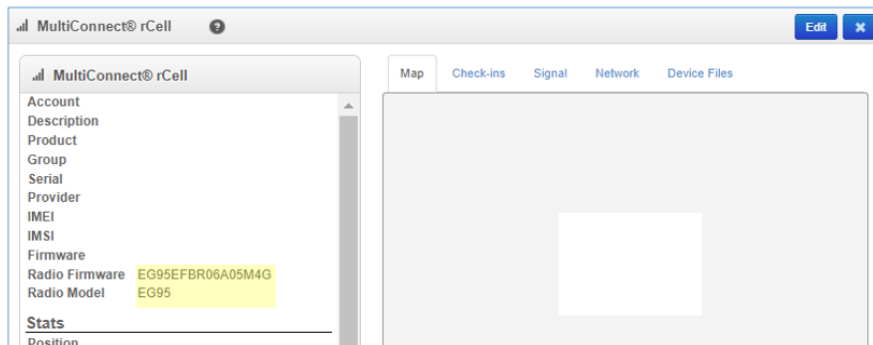
MultiTech Website:
www.multitech.com

ATTACHMENT I
Identifying Cellular Radio Firmware Version

There are multiple ways of identifying the cellular radio firmware version on an MTR-LEU7 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-LEU7 devices. The device overview that appears will show the current **Radio Firmware** version and **Radio Model**.
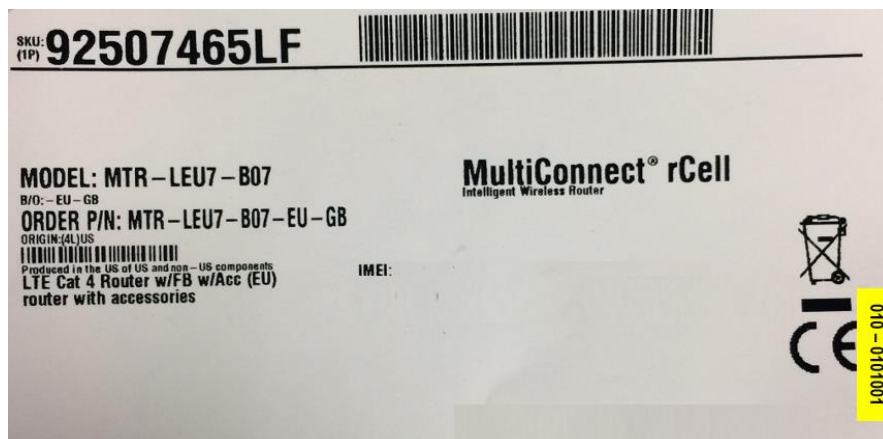

2. **mPower User Interface**
   - The Radio Status page displays a summary of the configuration settings for the cellular module in the MTR device
   - Module Information – Firmware Version: Module firmware version

3. **Product Packaging**
   The carton label for each MTR includes the version of cellular radio firmware included.

010 – 0101001	EG95EFBR06A07M4G 01.001.01.001	Current Firmware Shipping in December 2021
010 – 0501005	EG95EFBR06A06M4G 01.005.01.005	Original Firmware Shipping in February 2020

Revision History

Version	Author	Date	Change Description
-001	DT	12/06/2021	Original content