



Product Change Notification		Date
		April 5, 2021
Products	1002-CM04/1002-CMG4/1002-CMF4 ConnectPort X4 H Connect Sensor+ EX12/IX10/IX14/IX15 WR11/WR21/WR31 XBee Industrial Gateway	

Description of change	AT&T announced that they will be shutting down their 3G network in February 2022. The sunset of the 3G network may impact some 4G LTE devices. This situation could cause certain 4G LTE devices using voice centric modems to stop working after the 3G network sunset due to the combined 4G & 3G network used by AT&T. Digi has identified the list of modems affected, and the corresponding Digi products that have incorporated these modems. See below part numbers for a full listing. Digi will provide firmware updates for the affected devices to avoid any issues when the 3G network sunset occurs. Customers are encouraged to update their devices as soon as they are able to when updated firmware becomes available. It is critical that you take action to update firmware on your Digi products to avoid service interruption after the AT&T 3G sunset in February 2022 For more information and ongoing updates, please refer to the following knowledgebase article from Digi: AT&T 3G Network Sunset February 2022
-----------------------	--

Reason for Change	AT&T is transitioning their nationwide network in the United States to enhance their 4G and 5G capacity. Below are articles from AT&T detailing their 3G sunset: https://www.business.att.com/content/dam/attbusiness/briefs/3G-faq-messaging.pdf https://www.att.com/support/article/wireless/KM1324171 If the below affected Digi products are not updated before AT&T sunsets the 3G network in February 2022, the devices will no longer be able to Register on the AT&T network. The SIM cards within the hardware will act as if they are deactivated if the firmware update is not applied.
-------------------	---

Part Numbers	Product Line	Part Numbers
	Connect Sensor +	CSENSE-E300A CSENSE-A310-N CSENSE-A310
	ConnectPort X4 H	X4H-Z1U-L301-US
	CORE modems	1002-CM04 1002-CMG4-GLB 1002-CMF4-OUS NOTE: The affected CORE modems can be used in multiple Digi products. The following products could be affected if using one of these CORE modems and would need a firmware upgrade:

		6310-DX , 6330/6335-MX , 6350/6355-SR , 5400RM , IX20/IX20W , EX15/EX15W , AnywhereUSB 8 Plus , AnywhereUSB 24 Plus , Connect IT 4 , Connect IT 16 , Connect IT 48
	EX12	EX12-R004-OUS EX12-0004-OUS
	IX10	IX10-00G4
	IX14	IX14-M601
	IX15	IX15-00G4-XBP2
	WR11	WR11-M600-DE1-XB
	WR21	WR21-M52B-DE1-SB WR21-M52A-DE1-TB
	WR31	WR31-M52A-DE1-TB
	XBee Industrial Gateway	X4H-Z1U-L301-US

Timing of Change	Product Line	Firmware Availability
	Connect Sensor +	By May 31, 2021
	ConnectPort X4 H	By September 30, 2021
	CORE modems	June 15, 2021

	EX12	June 15, 2021
	IX10	June 15, 2021
	IX14	June 15, 2021
	IX15	June 15, 2021
	WR11	By April 30, 2021
	WR21	By April 30, 2021
	WR31	By April 30, 2021
	XBee Industrial Gateway	By September 30, 2021

Authorization	Nate Pleasant Product Manager Digi International
----------------------	--