**mPower™ Edge Intelligence Software
Lifecycle Management**

mPower™ Edge Intelligence is the embedded operating system available on MultiTech Conduit® gateways and MultiConnect® rCell 100 series devices. mPower delivers programmability, network flexibility, enhanced security, and management for scalable Industrial Internet of Things (IIoT) solutions.

mPower simplifies integration with a variety of popular upstream IoT platforms to streamline edge-to-cloud data management and analytics, while also providing the programmability and processing capability to execute critical tasks at the edge of the network to reduce latency; control network and cloud services costs; and ensure core functionality – even in instances when network connectivity may not be available.

LIFECYCLE PHASES
MultiTech strives to continually innovate and evolve its solutions to provide customers with richer functionality, more robust products, and the security and resilience that the ever-changing landscape presents. To achieve these objectives, older versions of mPower must be retired as newer versions become available. The mPower release schedule is designed to help customers more effectively manage their infrastructure and plan for upgrades, with the goal of keeping solutions and investments continuously optimized.

Development 1	Released 2	Shipping 3	Maintenance 4	Retirement 5

MultiTech plans regular releases of the mPower operating system to provide major updates to the operating system and add new functionality. Interim releases to resolve issues or respond to security vulnerabilities are also included in the planning process. MultiTech customers may be required to upgrade to the latest mPower version to continue receiving technical support for their solution.

Development
- Market requirements have been defined and engineering resources have been assigned
- Focus: New features, feature enhancements, security updates, bug fixes

Released
- A new mPower version has been tested and is approved for use on ACTIVE and NEOL (Near-End-of-Life) devices.
- Available for download and evaluation for 90 days.
- Bugs and improvements identified in the released version will be considered in development.
- Downloadable: Yes
- Technical Support: Yes

Shipping
- Following the 90-day evaluation period, ACTIVE devices that ship from MultiTech are updated to the latest mPower version. Customers can choose to update NEOL devices if needed.
- Bugs and improvements identified in the shipping version may already be addressed in the released version. Otherwise, they will be considered in development.
- Downloadable: Yes
- Technical Support: Yes

Maintenance
- When a new version of mPower begins shipping, the previous shipping version changes status to maintenance. Maintenance versions are not recommended for customer use. Instead, customers are encouraged to begin evaluating the released or shipping versions.
- Bugs and improvements identified in the maintenance version may already be resolved in the shipping version or the released version. Otherwise, they will be considered in Development.
- Downloadable: Yes (18-months)
- Technical Support: Yes

Retirement
- Retired versions of mPower are not recommended for customer use. MultiTech customers using a retired mPower version are required to upgrade to the latest mPower version to continue receiving technical support for their solution.
- Downloadable: No
- Technical Support: No

EXCEPTIONS
1. Occasionally, mandatory updates to the mPower operating system are required due to cybersecurity threats, critical bugs, or supply chain disruptions. When these updates are considered mandatory, ACTIVE and NEOL devices will be updated to the latest version of mPower immediately.
2. Product Management may decide to extend or reduce the evaluation period for an individual mPower version based on customer feedback or best business practices.

DEVICES IMPACTED
Devices with an ACTIVE and NEOL status are impacted by updated versions of mPower
- ACTIVE devices follow the 90-day evaluation period outlined above
- NEOL devices are not updated by MultiTech, customers can update devices to the latest version of mPower on their own

EOL (End-of-Life) devices are not included in updated versions of mPower.

CUSTOMER COMMUNICATION
Customers are informed about updates to the mPower operating system, as well as known behaviors and feature deprecations, in Software Release Notes and Product Change Notifications.
- Software Release Notes are published under the NOTIFICATIONS tab at https://www.multitech.com/brands/mpower.
- Product Change Notifications are distributed to customers electronically.

RELEASE ACTIVITY
For information and status of specific mPower releases, refer to the mPower Software Release Notes published under the NOTIFICATIONS tab at https://www.multitech.com/brands/mpower

Please contact your MultiTech sales representative for updates on mPower and the status of a specific mPower version.

Regards

MultiTech Product Management