



End-of-Sale and End-of-Life Announcement

Opengear announces the end-of-sale and end-of-life (EoL) dates for its RIM gateway model IM4004-5. The last day to order the IM4004-5 product is 30th September, 2012. The Opengear Technical Support Team will continue to help customers still using the product until 2016.

Product life-cycles are influenced by many factors including market demands, new technologies, component availability and resource constraints. In this EoL case the new ACM5500 has delivered a number of replacement products that are functional supersets of the IM4004-5. Customers deploying the ACM5504-5-G-I can immediately avail themselves of all the existing features of the IM4004-5 plus significant extended features such as wireless/cellular access. Important information about the product differences (RS-232 cabling) is included below as well as key dates.

EoL Product

Market	DCIM and RIM
Product Type	RIM Gateway
Part Numbers	IM4004-5-US/-UK/-EU/-AU
Features	5x10/100 LAN, 4 x RS-232 serial, 2x USB, 4GB flash Ext PSU
Compatibility	RS-232 RJ-45 classic pinout/adapters, regional power cords
MSRP	USD \$ 495

Replacement Product (s)

Market	DCIM and RIM
Product Type	RIM Gateway
Part Number	ACM5504-5-G-I
Features	Same basic hardware features (5x 10/100 LAN, 4 x RS-232 serial, 2 x USB, 4GB flash Ext PSU) and same basic software.
Additional Features	Cellular /wireless connection & universal AC plus optional +/-48V DC & internal temperature sensor & 4xDIO ports & all serial ports RS-232/422/485 & DIN rail brackets & extended operating temperature W-I)
Compatibility	RS-232 RJ-45 Cisco pinout/adapters , universal power plugs
MSRP	ACM5504-5-G-I = USD \$ 945

Key Dates

End-of-Sale and Last Shipment Date	30 th September, 2012
Last Software Update and End of Support	30 th September, 2016

OEM Customers

Availability of customized EoL products may temporarily be extended on a case-by-case basis by contacting the OEM sales division