


<b>Product Quality Advisory</b>		<b>Date</b> 5/26/2021
<b>Product</b>	IX20 – 4 part numbers	

<b>Audience</b>	All Digi International partners and customers
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The following Digi Part Numbers could be affected	Part Number	Description
	IX20-WAG4	IX20W - 1002-CMG4, CAT-4, WiFi, LTE/3G/2G, ACCY, GLOBAL
	IX20-WOG4	IX20W - 1002-CMG4, CAT-4, WiFi, LTE/3G/2G, NO ACCY, GLOBAL
	IX20-OAG4	IX20 - 1002-CMG4, CAT-4, LTE/3G/2G, ACCY, GLOBAL
	IX20-00G4	IX20 - 1002-CMG4, CAT-4, LTE/3G/2G, NO ACCY, GLOBAL

<b>Timing of Change</b>	Effective immediately
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<b>Product Quality Notice</b>	<p>Users of the Digi International IX20 parts listed may notice that a greater force is required to insert a SIM into SIM slot 1 than SIM slot 2. In certain cases, it might not be possible to push the SIM card out of slot 1.</p> <p>Affected units function correctly and present no long term risk of failure.</p> <div style="text-align: center;">  </div> <p>Not all units will experience the problem. Potentially affected units were manufactured prior to October of 2020. Customers may experience issues with some SIM card manufacturers and not others.</p>
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<b>Customer Action</b>	<p>Available workarounds:</p> <p>If customer does not use dual SIM cards, moving your SIM from SIM1 to SIM2 slot should resolve the issue.</p> <p>If using extra force results in a successful insertion and device connectivity, no further action should be required.</p> <p>If you are experiencing this issue and the workarounds are not possible or ineffective, please contact Digi International Tech Support at <a href="mailto:tech.support@digi.com">tech.support@digi.com</a> for a return authorization to initiate the repair process for your affected devices.</p>
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<b>Authorization</b>	Digi International Technical Support Team
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