

Product Change Notification

Dear Valued Customer,

We hope this communication finds you well. We at RAKwireless are committed to continuous improvement and innovation in our products to better serve your needs. In line with this commitment, we have made an important change to the frequency option of our RAK10701 series products.

Change Overview:

Effective immediately, our sales of RAK10701 series products will now operate on a new frequency band option. This change has been implemented to enhance the efficiency of the supply chain and speed up product delivery.

Details of the Change:

Name	Old Frequency	New Frequency	Old PID	Merge PID
Field Tester For LoRaWAN RAK10701-P(Pro)incl.Hard Case	EU868	800MHz for EU868/RU864/IN865	200005	200005
	IN865		200006	
	RU864		200007	
	US915	900MHz for US915/AU915/KR920/AS923	200004	200004
	AU915		200010	
	KR920		200008	
	AS923		200009	
Field Tester For LoRaWAN RAK10701-L(Light)	EU868	800MHz for EU868/RU864/IN865	200012	200012
	IN865		200013	
	RU864		200014	
	US915	900MHz for US915/AU915/KR920/AS923	200011	200011
	AU915		200017	
	KR920		200015	
	AS923		200016	
Field Mapper For Helium pre-registered in RAK Helium Console , comes with DC	EU868	800MHz for EU868/RU864/IN865	A00036	A00036
	IN865		A00037	
	RU864		A00038	
	US915	900MHz for US915/AU915/KR920/AS923	A00035	A00035
	AU915		A00041	
	KR920		A00039	
	AS923		A00040	

- **Affected Products:**
 - B [Helium Field Mapper with Plug&Play and 3rd party mode RAK10701-H](#)
 - B [Field Tester For LoRaWAN®RAK10701-P/RAK10701-L](#)
- **Change Implementation Date:** [June 2024]

Impact on Customers:

- There is no change in the hardware itself, only the ordering system is changing.
- For parts with the new PID, customers need to configure the expected frequency band themselves. For each product, we have related documentation you can check.

- Existing customers should switch to the new PID for purchase orders in the future. But it is possible to use the old PID.

Support and Resources:

To assist you with this transition, we have provided the following resources:

- Updated product description and PID can be found on each product store page.
- Our [documentation center](#) can help setting your modules to expected band.
- Our technical support team is available to answer any questions or concerns regarding the frequency change. Please contact us at [Insert Contact Information].

We understand that you may have questions or require further information about this update. Please feel free to contact our dedicated customer support team at inquiry@rakwireless.com for any inquiries. They are well-equipped to assist you and provide any additional details you may need.

We want to thank you for choosing our product. Your satisfaction is very important to us, and we are committed to providing you with the best possible experience. Thank you for your continued trust and support. We look forward to serving you with our upgraded product and providing you with an even better experience.

Best regards,
RAKwireless Technology Limited