

Product Bulletin

Verizon LTE Cat 1 Devices

Date: February 14, 2019

Overview

Dear valued customer:

We were recently notified by Verizon Wireless of the urgent need for a software patch to cellular devices integrating certain Intel chipsets, possibly including:

SocketModem® Cell	MultiConnect® Dragonfly™	MultiConnect® Conduit® AP
MTSMC-LVW3	MTQ-LVW3-B01	MTCAP-LNA3-915-001A
MTSMC-LVW3-SP	MTQ-LVW3-B01-SP	MTCAP-LNA3-915-001L
MTSMC-LVW3-U	MTQ-LVW3-B02	
MTSMC-LVW3-U-SP	MTQ-LVW3-B02-SP	
MTSMC-LVW3.R1	MTQ-LVW3-B02.R1	
MTSMC-LVW3.R1-SP	MTQ-LVW3-B02.R1-SP	

Verizon has indicated that in order to support future network updates and related certifications, impacted devices will need to be patched by March 30, 2019 in order to ensure uninterrupted operation. They further indicate that failure to implement a timely patch could render your ability to patch an impacted device via remote communication impossible.

Upon further research, MultiTech has discovered that this update affects Band 4 only. Verizon uses Band 13 as their primary and Band 4 as a back-up. When Verizon executes its network update, un-patched devices may not be able to connect to Band 4. If this happens, the radio will seek another band to connect to. Again, Band 13 is Verizon’s primary band. Verizon has not identified where, if anywhere, Band 4 may be the only available band.

We will continue to work through this issue with our suppliers and Verizon and we are here to assist you in understanding these and future changes, if any, to get you the information and tools you need for business continuity in the face of these and potential future network changes.

Suggested Action Plan

- Open a support case [here](#) and a MultiTech support professional will guide you through available options for upgrading your current devices.
- Work with your distribution sales or MultiTech sales representative to start your migration to new ordering part numbers that contain the latest available firmware.



Please note, non-Verizon devices are not affected at this time. It is possible that customers of other carriers could be impacted in the future. If you are using LTE Cat 1 modems for AT&T for example, it is recommended that you update existing devices and move to the latest firmware to minimize possible future exposure to network updates.

Additional Information

If you have any questions or require additional information on this Product Bulletin, please contact your MultiTech distributor sales representative or contact us:

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