

Release Notes for CradlePoint rev 2.4 Firmware

Products supported/tested:

CradlePoint Travel Router (CTR350)

Personal Hotspot (PHS300)

Phone modems/handsets tested (devices added since 2.3 in blue):

USB Modems

Calcomp a600/Cricket

Clear USB Modem/Clear *

EMOBILE D02HW/EMOBILE

EMOBILE D11LC/EMOBILE

EMOBILE D12LC/EMOBILE

EMOBILE D21HW/EMOBILE

EMOBILE D21LC/EMOBILE

Franklin CDU-550/Sprint

Franklin CDU-680/Sprint and nTelos (GPS - see Known Issues)

Franklin U300/Clear, Sprint & Xohm (3G and 4G support) *

Huawei EC168/Alltel

Huawei EC168C

Huawei E181/T-Mobile & AT&T

Huawei E220/AT&T

Huawei EC228/Alltel

LG L-02A/AT&T and DoCoMo

Novatel MC930D/AT&T

Novatel MC950D/AT&T & Rogers

Novatel U720/Sprint and Verizon (GPS – Sprint only)

Novatel U727/Sprint and Verizon (GPS – Sprint only)

Novatel U760/Sprint and Verizon (GPS – Sprint only)

Option Quicksilver/AT&T * (see Known Issues)

Pantech UM100/Cricket

Pantech UM150/Verizon and Alltel

Pantech UM175/Verizon and Alltel
Sierra Wireless 595U USB/Sprint, Verizon and Telus (GPS – Sprint only)
Sierra Wireless Compass 597U/Sprint (GPS)
Sierra Wireless Compass 598U/Sprint (GPS)
Sierra Wireless 875U USB/AT&T
Sierra Wireless 880U/AT&T
Sierra Wireless 881U USB/AT&T
Sierra Wireless Compass 885U USB/AT&T
Sierra Wireless AT&T USBConnect Mercury/AT&T
[Softbank C01LC/Softbank](#)
[UTStarcom UM100/Cricket](#)
[ZTE MF626 \(b-mobile 3G\)/AT&T](#)
[ZTE MF636/AT&T & Rogers](#)
[ZTE TU25/Xohm *](#)

ExpressCard Modems (Requires an ExpressCard-to-USB adaptor)

Huawei E870/AT&T
Kyocera KPC680/Sprint and Verizon
Novatel EX720/Sprint (GPS)
Novatel V740/Verizon
Novatel X950D/AT&T & Rogers
Option GT Max 3.6 Express/AT&T*
Option GT Ultra Express/AT&T*

Note: Requires an ExpressCard-to-USB adapter that provides 1.2V

[Sierra Wireless 402/Sprint](#)

Sierra Wireless 597E/Sprint and Telus (GPS - Sprint only)
Sierra Wireless 880E/AT&T

Handsets

HP iPaq 910/AT&T
HTC Touch/Sprint
HTC Mogul PPC-6800/Sprint

HTC Apache PPC-6700/Sprint
LG VX8000 and VX8300/Verizon
LG VX7200/Verizon
LG Musiq/Sprint
LG Fusic LX-500/Sprint
Motorola v3c RAZR/Sprint and Verizon
Motorola RAZR2/Sprint
Motorola Q and Q9c/Sprint
Motorola RAZR v3xx/AT&T
Motorola Q v9h/AT&T
Motorola KRZR/Sprint
Palm 700w/Sprint and Verizon
Palm 700p/Verizon
Palm 755p/Sprint
Palm Centro/Sprint *

* Note: Use of the Palm Centro requires Router Rev. 1.1 hardware or use of an external hub.

RIM BlackBerry Pearl 8130/Sprint and Verizon *
RIM BlackBerry Curve 8330/Sprint and Verizon *
RIM BlackBerry 8703e/Sprint and Verizon *
RIM BlackBerry 8830/Sprint and Verizon *
RIM BlackBerry 9530 Storm/Verizon *
Samsung ACE/Sprint
Samsung A900/A900M/A920/Sprint
Samsung SCH-i830/Sprint
Samsung SGH-A707/AT&T
Samsung Blackjack (SGH-i607)/AT&T
Samsung SPH-m520/Sprint
Sanyo M1/Sprint
Sanyo SCP-6600 (Katana)/Sprint
Sanyo Katana 2/Sprint
Sanyo SCP-8400/Sprint

Notes:

- Devices marked as AT&T were tested using the AT&T network in the United States. The device may or may not work with other UMTS/GSM carriers internationally.
- Upgrading to this firmware release will cause a factory reset from previous firmware. Please be sure to save your configuration settings (Tools -> Admin menu) before loading this firmware and then restore your configuration afterward if necessary.

New features added in this release:

- WiMAX support for PHS-300 (NOT CTR350) devices with [Hardware Version 2.0](#).
- WiMAX support for the Franklin U300 modem, Motorola m100, and ZTE TU25. [To use these modems a driver must be downloaded from the CradlePoint web site after uploading the Revision 2.4 firmware.](#)
- Support for the Franklin u300 modem. This modem can support both WiMAX and EVDO connections, although only one at a time. If this modem is installed, the router will attempt to use its WiMAX mode. If that mode is not available or if the WiMAX connection drops, the router will fail over to the modem's EVDO mode. If an EVDO connection is made, the router cannot automatically switch back to WiMAX mode. The modem cannot provide WiMAX connectivity status while an EVDO connection is established. If the EVDO connection drops, or if the modem is either replugged or disconnected using the menu, then the router will attempt to use the WiMAX mode of the modem again. Connecting CDMA or WiMAX is controlled on the Status -> Device Info page.
- The Modem -> Settings page has a menu that allows the user to select or enter a WiMAX realm. The router will automatically select a realm based on the WiMAX carrier connection, but this gives the user the ability to select a realm if roaming.
- Automatic Configuration Saving. When uploading future firmware versions, the router attempts to save off any configuration changes the user has made and then adds those settings to the new firmware's configuration. For safety, it is recommended that you save a copy of your modified configuration to a host PC just in case this does not work correctly for your specific configuration. Note that transitioning from a firmware version < 2.3 to 2.4 will still require a manual save/restore configuration step.

Additional UI/usability changes:

- None noted

Defects fixed:

- Workaround for problem when CTR/PHS had a low power condition and attempted to write flash during a processor brownout. Greatly lessens the chance of resetting to factory defaults in a low power condition.
- The AT&T USBConnect 885U Mercury had an issue where doing a soft reset (reboot) of the router while it is in a data call will make it unresponsive. This should be improved now.

Known issues:

GPS

- GPS and Mapquest. When using Mapquest, the default zoom is out too far to be really useful. While you can zoom in, if you use auto-refresh the loaded page will be zoomed out again. Workaround is to either use one of the other map sites, or do not use auto-refresh with Mapquest.
- GPS, Internet Explorer 7.0, and Yahoo maps. When using IE 7.0 and Yahoo maps, the position on the map would not refresh. The Latitude and Longitude change on the address bar, so this is likely an IE 7.0 issue.
- GPS, Safari 3.04, and Windows Vista. Safari and Windows Vista would not load any of the map sites. Safari worked fine on an Apple Mac.

Carrier

- nTelos. These modems appear to block incoming ports. That affects the ability to use features such as Remote Management, GPS Network port on WAN, and responding to a WAN ping.
- AT&T. These modems appear to block some incoming ports. That affects the ability to use features such as Remote Management.

Modem/Phone

- Option GT and Ultra Express modem support. These modems can take up to 2.5 minutes to make a data connection. In our tests, they appear to spend a long time attempting to get a signal before they can make a data connection. The Ultra seems to connect more quickly in our tests. [Note that the the Ultra Express' performance in the router is not as good as in the PC. This modem works with the router, but if you have a choice any of the other GSM modems such as the Novatel or Sierra Wireless are more compatible.](#)
- Franklin CDU-680 and GPS. If the modem is plugged into the router and a data connection is made, the modem may not provide an initial GPS position fix. If a data connection is not made, then the modem can get its initial GPS fix. After that, it can provide both GPS position and a data connection. A simple way to accomplish this is to go to the router's Status -> Device Info page and press the "Disconnect" button. Then go to Tools -> GPS and get a position. Then go back to the Status -> Device Info page and press "Connect". You should continue to get GPS updates.
- RIM BlackBerry. BlackBerry firmware less than version 4.5 is supported. Version 4.5 and later does not work with the router.

WiMAX

- Best performance of the router and modem occur with the router's WiFi channel set to a low number (1 or 2). At higher frequencies the WiFi and WiMAX radios may interfere with each other, which you may see as lower network performance.

- If a router firmware update is applied and the U300 is connected, when the router reboots the U300 will not reconnect automatically. Please unplug and replug the modem in these cases.