

Notice to ICX35-HWC-E Customers

Customers using the ICX35-HWC-E may experience connectivity problems with some service providers.

Detecting the problem:

In the *Status* tab of the ICX35-HWC local user interface, the **Cellular Interface** status remains as “Connecting...” and will not transition to the “Connected” status.



Correcting the problem:

Download and install the **ICX35-HWC-E TELSTRA 05.05.58.00** (Internal Radio Software) file from the *Downloads* tab of the ICX35-HWC [product page](#). The firmware installation instructions are found in the ICX35-HWC User Manual.