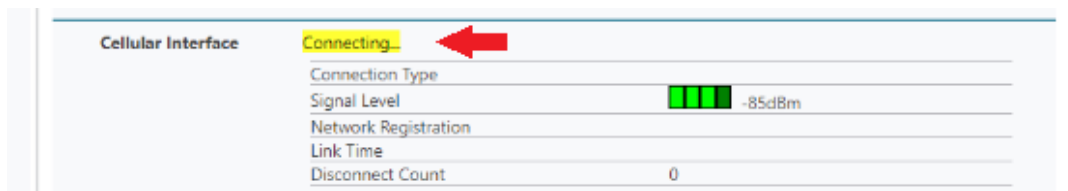


## Notice to ICX35-HWC-A Customers

Customers using the ICX35-HWC-A may experience connectivity problems with AT&T SIM cards from some 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-A GENNA 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.