

## ACTIVATION and PROVISIONING FAQs

1. On which networks is the IBR600LE certified to operate?

The IBR600LE is certified to work on Verizon's LTE network as well as their 3G EVDO network and 2G 1xRTT network. We have other COR products that are certified for Verizon (3G-EVDO only), Sprint (3G EVDO) and Clearwire (WiMAX), with AT&T models coming in the future.

2. What is the price?

\$599.99 MSRP

3. Where do I buy one?

Please see the list of our Diamond partners on the right side of our webpage located at: [www.CradlePoint.com/CORLE](http://www.CradlePoint.com/CORLE)

4. Does the IBR600LE need a SIM card?

Yes, the IBR600LE requires a properly provisioned Verizon LTE SIM card.

5. Does the IBR600LE come with a SIM card?

No.

6. Where do I get a SIM card?

Your Verizon retail sales representative can provide you with a SIM when you sign up for a data plan.

7. What size is the SIM card?

The COR IBR600LE takes a standard 2FF size SIM (NOT a micro SIM that most LTE smartphones use).

8. How do I activate the SIM card?

Your Verizon retail sales representative can provide you with a SIM card when they provision it with a data plan. The provisioning process is done the same as for USB modems. You may be asked for the IMEI identifier from the router.

9. What is an IMEI and where can I find it on my IBR600LE?

The IMEI is a mobile equipment unique identifier. It is equivalent to an ESN or MEID. The IMEI is found on both the side and bottom labels of the IBR600LE.

10. Can I use a SIM I have from another Verizon LTE device?

Yes, if you already have an active LTE SIM from another LTE device (eg. USB modem) you can use it in the IBR600LE.

## ACTIVATION and PROVISIONING FAQs (CONT.)

## 11. How do I insert a SIM into the router?

On the front of the router there is a SIM slot sliding door. The SIM is inserted notch end first and clicks into place. The device must be turned off to remove or insert a SIM. Opening the door physically requires setting the power switch to off. Ensure the sliding door is closed and the power switched is turned back on to operate.

## 12. Can a Static IP Verizon LTE SIM work in the IBR600LE?

Yes, the IBR600LE is certified to use Static IP SIMs. Contact your Verizon sales representative to have the SIM provisioned with a static IP.

## 13. Do I need to set the APN in the router to make my Static IP or Private Network SIM work?

Any needed APN changes are set automatically by Verizon's over-the-air (OTA) systems. You do not need to manually set the APN in the router's interface. The OTA process can take up to 60 minutes. Please be patient for the process to complete.

NOTE: The router's interface allows manual entry of the APN, if needed. If the unit is not passing data after 60 minutes, of being turned on (with a Static IP SIM), the user can manually input the APN. It is recommended to contact your reseller or CradlePoint technical support, with any questions around actively setting the APN.

## 14. I plugged in my Static IP SIM and my router didn't connect within 60 minutes. What should I do?

First, ensure with your Verizon representative that your SIM is properly provisioned with a Static IP address. Ensure that you are in a good LTE coverage area. Signal strength is visible in the web GUI and it is recommended the signal be stronger than -75dBm for activation, (-60dBm is very strong, at -80dBm stability degrades and at -90dBm the signal is unusable). Factory reset the device by depressing the reset button for 15 seconds (all settings and configuration will be lost). Turn on the device and wait 60 minutes. If the router does not come online, we recommend setting the static APN. CradlePoint has little control over the process and multiple Verizon systems have to communicate before the Static IP will be allowed to connect to the network. If the issue persists you may also contact CradlePoint support.

## GENERAL FAQs

1. Does the IBR600LE come with LTE antennas?

Yes, the IBR600LE ships with 2 SMA antennas.

2. Does CradlePoint offer external high gain LTE antennas?

Yes, CradlePoint offers 3 different external high gain LTE antennas (omni-directional, Yagi and Patch). See CradlePoint's antenna ordering and installation guide for more information found at [www.cradlepoint.com/cor](http://www.cradlepoint.com/cor). Additionally, Other vehicle and building antenna options are available. Contact your sales representative for details.

3. Does the IBR600LE support GPS?

Yes, the IBR600LE supports standalone reception for GPS on the aux antenna port.

4. Will the IBR600LE work even if I don't have LTE in my area yet?

Yes. So long as you have Verizon 3G EVDO service the IBR600LE will still work. It is recommended you set the modem to connect to 3G service only so it doesn't spend time looking for LTE service. Make sure you set the router back to LTE when Verizon LTE service is turned on in your area.

5. What kind of download and upload speeds should I be getting on my IBR600LE?

It depends on many factors but speeds are expected to be in line with Verizon guidance for their LTE network at 5-12Mbps DL and 2-5Mbps UL. We have seen DL speeds over 20 Mbps but in weak signal areas or if only 1 LTE antenna is connected performance can degrade. The 700Mhz spectrum Verizon LTE uses is generally very good at covering large areas and penetrating buildings.

6. Does the IBR600LE failover to 3G and 2G?

Yes, the internal LTE modem has a built-in algorithms to handle failing over and back between the supported modes (LTE, EVDO and 1xRTT). CradlePoint devices do not inhibit or prevent this modem behavior. If you discover your modem fails between networks too frequently, you can set the router to force a single mode to stabilize the connection.

7. Can I remotely manage and configure my IBR600LE?

Yes, CradlePoint's WiPipe Central remote configuration and management service offers remote configuration, firmware updates and management. Routers can be managed as both an individual router and within a group. The IBR600LE also supports CLI over SSH, SNMP v1, v2c & v3 and remote advanced troubleshooting.

**GENERAL FAQs (Cont.)**

8. Is there extended service and warranty available for the IBR600LE?

Yes, CradlePoint has an extensive services portfolio with several levels of service support and extended warranty available. Cradlepoint will take care of all your service needs from 24x7 phone support to extensive online resources that are built into three different packages: CradleCare Premier, CradleCare Plus, and CradleCare Standard. These support plans help maintain devices throughout their lifecycle and ensure optimal performance. Please contact your sales representative for more details.