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Limited availability of the USB interface in the CT63 NG

Dear customer

We would like to inform you that the Gemalto BGS5 module, which is assembled on the board of the CEP terminal CT63 NG, shows the following error in the USB interface:

Error situation: If the CT63 NG is connected to an external computer via USB, and a restart of the computer is initiated, the terminal may no longer be recognized at the external computer, i.e., communications between computer and modem is interrupted.

Communication between the computer and the modem can be restored by plugging out and plugging in again the USB connection cable.

Unfortunately, our supplier, Gemalto, could not provide us with a target date for fixing this error in the firmware of the BGS5 module.

As a result, we have to give the status "limited availability" to the "USB 2.0 Interface" feature of the CT63 NG. As a user of the CT63 NG, you are free to use the USB 2.0 feature, but we are currently unable to provide you with a solution to the above described error scenario.

As an alternative, we suggest using either the HT63 E terminal (UMTS terminal with Gemalto module) or one of our numerous Telit terminals.

Best regards

Your Telic Team