



## AT&T Sunset

Product Affected	CTM-ONE, CTM-200, Oxygen 3 Plus
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## Notice

As AT&T continues to invest in 5G and improve its network, it will be sunsetting the older 3G network on **February 22, 2022**. This notice has been informed to Quectel.

Quectel's LTE Standard EC2x series, EG9x series, EG2x-G modules have the Ue\_Usage\_Setting that informs the network what is more important for the configured User Equipment (Ue) – voice or data. If the user of the device does not support VoLTE after AT&T's sunset, the network service of the device will shut down. Therefore, AT&T requires Quectel and its customers to modify Ue\_Usage\_Setting from Voice Centric to Data-Centric when performing AT&T certification and actual network use.

## Affected Hardware

- CTM-ONE wireless gateway firmware versions: EC21AFAR05A04M4G, EC25AFFAR07A08M4G, EC25AFFAR07A13M4G, and EC25AFFAR07A03M4G
- CTM-200 wireless gateway using an EP06-A with firmware 2.7 and up
- Oxygen 3 wireless gateway using an EP06-A with firmware 5.2.0 and up

## Commands for issue fix

In order to run commands, please SSH onto the device. The expected response is to check if the current mode is 01. If it is not 01, please use the respective command to set it. We recommend verifying if it was set correctly afterwards.

### CTM-ONE

- Command to check current mode
  - `qtel-cli AT+QNVFR="/nv/item_files/modem/mmode/ue_usage_setting"`
- Command to set to the required mode
  - `qtel-cli AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",01`

### CTM-200

- Command to check current mode
  - `cmd radio atcmd AT+QNVFR="/nv/item_files/modem/mmode/ue_usage_setting"`
- Command to set to the required mode
  - `cmd radio atcmd AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",01`

### Oxygen 3

- Command to check current mode
  - `celltool at AT+QNVFR="/nv/item_files/modem/mmode/ue_usage_setting" | grep "+QNVFR"`
- Command to set to the required mode
  - `celltool at AT+QNVFW="/nv/item_files/modem/mmode/ue_usage_setting",01`

## Technical Support

**Cypress Solutions Service  
Support Group**

1.877.985.2878 or 1.604.294.4465

9.00am to 5.00pm PST

support@cypress.bc.ca