

***** Technical Bulletin #304 – February 21, 2022 *****

Subject: Validating AT&T VoLTE Network Operation

Model(s) Affected:

ETP-CI-4G-GSM (cellular interface for the AT&T 4G LTE network)

Overview:

AT&T has provided notification that some AT&T plans for the ETP-CI-4G-GSM may not have been provisioned to the AT&T VoLTE (Voice over LTE) network. This bulletin outlines how to check if the contracted plan is affected and provides resolution options.

Issue:

AT&T has advised that some AT&T plans for the ETP-CI-4G-GSM may not have been provisioned to the AT&T VoLTE (Voice over LTE) network. As a result, the ETP-CI-4G-GSM unit would go offline coinciding with the 3G network sunset.

Solution:

Step (1):

An AT&T representative should verify if the contracted plans are properly provisioned to the AT&T VoLTE network.

If the **plan is properly provisioned and the blue light phones are fully operational**, no further action is needed.

If the **plan is not properly provisioned**, please take one of the following options for Step (2).

Step (2):

Option (A):

The settings for the ETP-CI-4G-GSM can be reconfigured locally—please follow instructions here:

https://talkaphone.com/hubfs/Technical%20Bulletins/ETP-CI-4G-GSM_ATT_Setting_Update_Instructions_2022_02_21.pdf

Option (B):

ETP-CI-4G-GSM units can be RMAed and exchanged. Talkaphone will change the AT&T VoLTE network settings in the factory.

Contact:

For any questions regarding this bulletin, please contact:

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IMPORTANT NOTE:

Timeline and details are subject to change without notice.

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