

***** Technical Bulletin #305-A – July 19, 2022 *****

Subject: AT&T Voice Plans for ETP-CI-4G-GSM

Model(s) Affected:

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

Overview:

In some regions, an activated AT&T Voice over LTE (VoLTE) plan may not route the calls appropriately or, in some cases, does not provide any dial tone service to the cellular interface.

AT&T has provided internal guidance for AT&T account managers to ensure that the Voice over LTE (VoLTE) plan(s) and SIM card(s) have been appropriately configured and provisioned for the cellular interface.

Issue:

When using an activated VoLTE plan and SIM card, the cellular interface has one of the following issues:

- Issue (A)** There is dial tone and the call station dials. However, there is a period of silence after dialing followed by a fast busy and/or call hang-up.
- Issue (B)** The cellular interface does not provide dial tone and the call station cannot dial to any destination.
- Issue (C)** The call station previously was able to fully operate on the cellular interface. After February 22, 2022, the cellular interface no longer provides dial tone.

Solution:

Issue (A) or (B):

Solution #1:

AT&T should carefully review the following and check the configured plan, provisioning, and SIM cards.

The copper-to-cellular (C2C) interface is an AT&T-certified IoT device -- here is the model information listed in AT&T's Certified IoT Device Catalog:

Manufacturer: Connor-Winfield, D.B.A. Janus Remote Communications
Model: LTE910PS v1.00
Device Type: Voice & Data Modem
Technology: 4G LTE,3G
Technology Category: CAT 1
Certification Type: IoT

On the VoLTE network side, the LTE910PS requires provisioning on the VoLTE network—the provisioning must enable voice capability and it **CANNOT** be blocked or have **ANY** restrictions. Here is guidance on provisioning items to check:

- 1) Make sure the IMEI in TLG matches the device
 - a. Check the IMEI for device type (some Janus devices do not support VoLTE)
 - b. A VoLTE-capable IMEI will provision a feature code “**VOLTE**” which will add the “**ims**” APN / “**IMS**” PDP (will be visible in Torch GPRS/HLR and PDP Settings/EPC HSS)
 - c. Janus has an AT command that will force the device to use **ims**—avoiding an AT command is preferred. Avoiding AT commands makes for an easier process and avoids manual entry of other command codes (e.g., BND10) that will cause other errors.
- 2) Provision with an LTE-capable voice rate plan (ideal situation)—newer plans typically include data which will provision the “**nxtgenphone**” APN the device is requesting.

Issue (C):

Solution:

- (1) If the call station previously fully operated on the cellular interface and entered a non-operational state on or after February 22, 2022, the issue is likely attributed to the provisioning of the original plans and SIM cards. It is highly likely the units are non-operational due to the 3G network shutdown and not being provisioned completely on the VoLTE network for 4G LTE.

AT&T should review and following the guidance provided by the solution for **Issue (A) and (B)** above.

- (2) Also, the settings for the cellular interface need to be reconfigured locally at each unit—please follow the instructions here:

http://janus-rc.com/Documentation/AT&T_POSwap_Fix-Instructions.pdf

For All Issues:

Alternate Solution:

As an alternate solution, Janus Remote Communications offers prepaid VoLTE plans and SIM cards.

To order, complete **p.1 and p.4** of the VoLTE plan and SIM card order form here:

http://janus-rc.com/Documentation/POTSwap_Order_Form_phone-digital.pdf

Specify the number of **AT&T SIM cards** required under “**POTSwap PRODUCT SIM CARD VOICE PLAN OPTIONS**”—make sure to specify the quantity under the appropriate plan duration (12-month, 24-month, or month-to-month).

Please make sure to provide direct billing contact information.

Return the completed order form to:

Gordon Olp
golp@janus-rc.com

Janus Remote Communications will call the billing contact for payment information.

Contact:

For any questions regarding this bulletin, please contact:

Phone: 773-539-1100, Option 2

Email: support@talkaphone.com

IMPORTANT NOTE:

Specifications and details are subject to change without notice.

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