

# AirLink® RV55/MP70 Bell Carrier Connectivity Issue

## OVERVIEW

DATE ISSUED:	15-Jan-2025
ISSUED BY:	Semtech AirLink® Product Management
PRODUCTS AFFECTED:	<p>AirLink® ALEOS Routers:</p> <ul style="list-style-type: none"> <li>• RV55, MP70</li> </ul>
FOR DISTRIBUTION TO:	<p>AirLink® Customers &amp; Channel Partners</p> <p>We have identified an issue where AirLink RV55 LTE-A Pro and MP70 LTE-A Pro routers running ALEOS 4.16 and ALEOS 4.17 may fail to connect to Bell's network.</p> <p>We have addressed this issue in our upcoming ALEOS 4.18 release that will be available in February 2025.</p> <p>A work-around while waiting for the ALEOS 4.18 release is to "Activate" the "Generic" radio module firmware which allows the router to connect to the carrier network.</p> <p><b><u>Work-around</u></b></p> <p>From the ACEmanager <b>Admin</b> tab:</p> <ol style="list-style-type: none"> <li>1. <b>Disable</b> automatic <b>Network Operator Switching</b> by setting <b>Network Operator Switching</b> to <b>Disable</b> in the <b>Options</b> section (see diagram below) and then clicking <b>Apply</b>.</li> <li>2. Select <b>Generic</b> radio module firmware in the <b>Firmware</b> section by clicking the <b>Activate</b> button to the right of the <b>Generic</b> radio module firmware (see diagram below).</li> </ol> <p>When you install ALEOS 4.18.0, revert the <b>Network Operator Switching</b> setting to <b>Enable</b> and allow the router to automatically select the correct radio firmware for your SIM.</p>

Software and Firmware
Template
Refresh All
Reboot
Help
Logout

Status
WAN/Cellular
Wi-Fi
LAN
VPN
Security
Services
Location
Events Reporting
Serial
Applications
I/O
Admin

Expand All
Apply
Refresh
Cancel

Last updated time : 2025-01-14 9:57:38 a.m.

Change Password

Advanced

Reset

Radio Tools

Log

Configure Logging

Remote Logging

View Log

Radio Module Firmware

[-] Current Information

Type	EM7511
Network Operator	BELL
Firmware Version	SWI9X50C_01.14.13.00 883709 jenkins 2022/01/05 07:08:35
SKU PRI ID and Version	9909002, 002.006
Carrier PRI ID and Version	9907257, BELL_000.019_001
Radio String	KSLCMBL2VA2M2C-A NI

[-] Firmware

Active?	Network Operator	Version	Up to date?	Actions
<input checked="" type="radio"/>	BELL	"01.14.13.00_BELL_000.019_001"	Yes	<span style="background-color: #f00; color: white; padding: 2px;">Update</span> <span style="background-color: #f00; color: white; padding: 2px;">Remove</span> <span style="background-color: #f00; color: white; padding: 2px;">Activate</span>
<input type="radio"/>	GENERIC	"01.14.22.00_GENERIC_002.057_000"	Yes	<span style="background-color: #f00; color: white; padding: 2px;">Update</span> <span style="background-color: #f00; color: white; padding: 2px;">Remove</span> <span style="background-color: #f00; color: white; padding: 2px;">Activate</span>

Install

[-] Options

Network Operator Switching

Disable

ALMS Radio Module Firmware Update

Update Current only

1

2



## PRODUCT SUPPORT

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WHEN IS THIS UPDATE AVAILABLE:	ALEOS 4.18 will be available from ALMS/AM/AMM and <a href="#">The Source</a> in early February 2025.
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## CONTACT

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SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none"><li>• <a href="http://www.sierrawireless.com/support">www.sierrawireless.com/support</a></li></ul> <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"><li>• <a href="http://sierrawireless.com/sso/signup">sierrawireless.com/sso/signup</a></li></ul> <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"><li>• <a href="http://www.sierrawireless.com/company/iot-device-security/security-bulletins">www.sierrawireless.com/company/iot-device-security/security-bulletins</a></li></ul>
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## REVISION HISTORY

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15-Jan-2025	Initial Release
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