

<b>Product Quality Advisory</b>		Date March 18, 2021
<b>Product</b>	Cellular Router WR31 Notice #20180318-01	

<b>Audience</b>	All Digi partners and customers	
<b>Product Notice</b>	<p>Certain models of the Digi WR31 router operating in 2G mode under select conditions may experience one time or continuous reboots after installation.</p> <p>Not all WR31's with a 2G capable modem will experience the problem. Driving factors:</p> <ul style="list-style-type: none"> <li>- Power supply used</li> <li>- Distance to the cell tower (signal strength)</li> <li>- Frequency Band</li> <li>- Carrier/SIM card</li> <li>- Date of manufacture</li> </ul> <p>WR31s with a 2G capable modem that only connect in LTE mode or that are configured to use LTE\4G as the preferred system are not be subject to the issue.</p> <p><b>Affected device identification</b></p> <p>The problem will only occur if 2G mode is being used. For example, if there is no 2G coverage at the WR31's location or the WR31 never connects in 2G mode the problem will not occur.</p> <p>Potentially affected WR31s were manufactured between May 2020 and September 2020 and are identified with hardware revision <b>3203a</b>.</p> <p>The hardware revision can found via the web interface under <b>Administration &gt; System Information</b></p> <div style="text-align: center; border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p><b>Administration - System Information</b></p> <hr/> <p>Model: TransPort WR31              Part Number: WR31-M72A-DE1-TB              Firmware Version: 7.0.1.3 (Dec 13 2018 12:19:48)              SBIOS Version: 7.66u              Build Version: 3W  <span style="border: 1px solid red; padding: 2px;">HW Version: 3203a</span></p> </div>	

	<p>Alternatively, via Command Line Interface using the <b>HW</b> command:</p> <pre>hw Serial Number: 635555 HW Rev: 3203a Model: TransPort WR31 Part#: WR31-M72A-DE1-TB Hardware Version: WR31M7 RAM: 128 MB OK</pre>
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<p><b>Issue Mitigation and Work Around</b></p>	<p>Digi has identified a hardware revision to address the issue. This fix requires a rework of the WR31 router at Digi’s North America facility.</p> <p>Alternatively, the problem can be prevented by locking the WR31 to a radio technology other than AUTO or 2G. In order to make this change please follow the steps below.</p> <ul style="list-style-type: none"> <li>• For <b>LTE/4G</b> routers such as the <b>WR31-M2</b> or <b>WR31-M7</b> <ul style="list-style-type: none"> <li>○ <u>Via the web interface:</u> <ul style="list-style-type: none"> <li>▪ <b>Configuration - Network &gt; Interfaces &gt; Mobile</b></li> <li>▪ Set “Preferred system” to <b>4G</b></li> <li style="padding-left: 20px;">Preferred system: <input type="text" value="4G"/></li> <li>▪ <b>Apply and save the configuration change</b></li> </ul> </li> <li>○ <u>Via the command line:</u> <ul style="list-style-type: none"> <li>▪ <b>modemcc 0 psys 4G</b></li> <li>▪ <b>config 0 save</b></li> </ul> </li> </ul> </li> <li>• For <b>3G</b> routers such as the <b>WR31-U9</b> <ul style="list-style-type: none"> <li>○ <u>Via the web interface:</u> <ul style="list-style-type: none"> <li>▪ <b>Configuration - Network &gt; Interfaces &gt; Mobile</b></li> <li>▪ Set “Preferred system” to <b>3G</b></li> <li style="padding-left: 20px;">Preferred system: <input type="text" value="3G"/></li> <li>▪ <b>Apply and save the configuration change</b></li> </ul> </li> <li>○ <u>Via the command line:</u> <ul style="list-style-type: none"> <li>▪ <b>modemcc 0 psys 3G</b></li> <li>▪ <b>config 0 save</b></li> </ul> </li> </ul> </li> </ul>
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<b>The following Digi Part Numbers could be affected</b>	<b>Part Number</b>	<b>Description</b>
	WR31-M22A-DE1-TB	TransPort WR31, LTE 450MHz
	WR31-M72A-DE1-TB	TransPort WR31 – LTE EMEA/APAC (800/900/1800/2100/2600MHz)
	WR31-U92A-DE1-TB	TransPort WR31, Global HSPA+

<b>Customer Action</b>	<p>If your application uses one of the WR31 SKUs listed above AND your product uses the 2G network, please contact Digi Technical Support at <a href="mailto:tech.support@digi.com">tech.support@digi.com</a> to confirm if your devices are affected. If the workaround is not feasible, we will initiate the repair process for your affected devices. We encourage customers to take action quickly to avoid a product failure while on the 2G network.</p>
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<b>Authorization</b>	Tracy Roberts, VP, Technology Services, Digi International
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