

# MC400

## Integrated 4G LTE Modem



### THANK YOU FOR CHOOSING CRADLEPOINT

Cradlepoint is the leading provider of secure, cloud-managed 3G/4G/LTE networking solutions for the distributed enterprise with hundreds or thousands of locations. Our broad family of high-performance routers are designed for deployment in mission-critical applications that require 24x7 connectivity.

*Always Connected. Always Protected.*

#### MC400 Key Features:

- + Dual integrated modem capability
- + Dual SIM slots in each modem
- + Active GPS (available on most models)
- + Adds support for Verizon XLTE (Band 4 AWS)
- + Adds support for AT&T LTE Band 2 & Band 5
- + Adds support for Sprint LTE

Go to [cradlepoint.com/mc400](http://cradlepoint.com/mc400) to learn more.

## DEVICE DETAILS

### Product compatibility:

With active GPS and additional LTE band support, the MC400 is available with the following products:

- + AER3100 Series
- + AER2100 Series
- + AER1600 Series
- + COR Dual Modem Dock & Extensibility Dock
- + ARC CBA850\*

\*ARC products support a single modem (dual embedded modem only supported on the AER Series.)

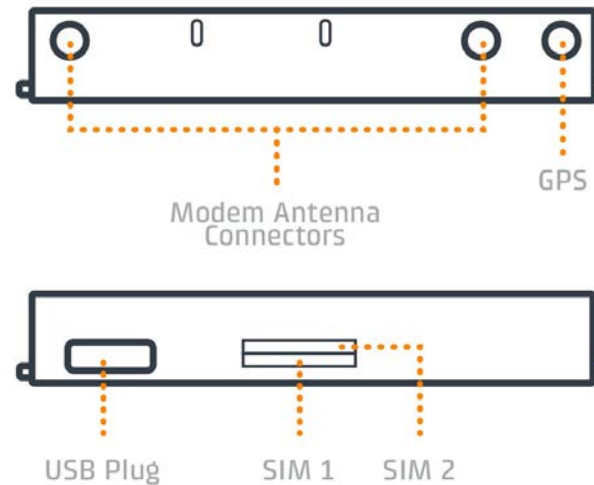
### Model numbers:

MC400LP6	MC400LP4	MC400LP3
MC400LP5	MC400LPE	MC400L2

## GETTING STARTED

### Setting up the Modem

- + Activate your MC400 modem with a mobile broadband data plan.
- + Plug the MC400 modem into a compatible Cradlepoint product.
- + Update your NetCloud OS (firmware), if needed.
- + Fine tune the MC400 location for optimal mobile broadband signal strength.



### Activate the Modem

Purchase a wireless broadband data plan for your MC400. Wireless broadband data plans are available from wireless carriers such as AT&T, Sprint, Verizon, EE, and Vodafone.

To activate the modem from a Cradlepoint router, log into the administration pages (see page 3), and select 'System' from the left navigation bar and then 'System Control > System NetCloud OS' from the dropdown menu. Find and select the Cradlepoint modem and click 'Control'. In the popup window that appears, click 'Activate'.

### SIM Card Setup

For LTE (4G) and HSPA (3G) products, broadband data plans are provided using SIM cards. To activate your MC400, simply insert an activated SIM card into the exposed SIM slot. Press on the SIM until it clicks into place.

## Install the Modem

The MC400 is designed to be used exclusively with compatible Cradlepoint routers and adapters. To install the MC400 to your Cradlepoint product:

1. Switch the Cradlepoint product to the 'Off' position.
2. Align the MC400 USB plug with the appropriate USB port on the Cradlepoint router or adapter.
3. Connect the MC400 to the Cradlepoint product, pressing on both the MC400 and the product.
4. Turn the Cradlepoint product On with the MC400 attached. Watch for the modem LED to illuminate on the router.

With mobile broadband signal coverage, you're now ready to access the Internet.

## UPDATING NETCLOUD OS

You may need to update your Cradlepoint router or adapter NetCloud OS to support the MC400 modem.

### Automatically Update NetCloud OS

Modem must be connected to a Cradlepoint Router.

1. Connect to the router via Ethernet or WiFi. For WiFi, the default SSID is found on the product label on the bottom of the router.
2. Open a browser window and type "cp" or "192.168.0.1" in the address bar and press return/enter.
3. When prompted for your password, type the default password found on the product label on the bottom of the router.
4. Select 'System > System Control > System NetCloud OS'.
5. Look under the 'NetCloud OS Upgrade' section, and check if your 'Available NetCloud OS Version' is up to date.
6. If a newer NetCloud OS version is available, select 'Automatic (Internet)'. *Note: process requires an active data source.*
7. Wait a moment while NetCloud OS is updated and the router reboots (do not close the browser window when updating).



## Deploy and Manage the Intelligent Network with Cradlepoint NetCloud

Cradlepoint NetCloud is a network management and application platform that integrates cloud-based, software-defined networking with your Cradlepoint devices to improve productivity, increase reliability, and reduce costs.

NetCloud includes SD-WAN capabilities and SD-Perimeter to enhance the security and scalability of your network and business operations.

**To learn more and begin a free 30-day trial:**

[cradlepoint.com/netcloud](https://cradlepoint.com/netcloud)  
Sales & Support: +1 855-813-3385

## Manually Update NetCloud OS

Downloading NetCloud OS before updating is only required if your modem doesn't work in the router initially.

1. Navigate to the Cradlepoint Connect Portal at [portal.cradlepoint.com](http://portal.cradlepoint.com).
2. Select your product from the list and download the most recent NetCloud OS version file to your desktop.
3. Follow steps 1-4 under 'Automatically Update NetCloud OS'. Click 'Manual NetCloud OS Upload' and click the 'Browse' button.
4. Select the NetCloud OS file you saved to your desktop and click 'Open' and then 'Begin NetCloud OS Upgrade'.
5. Wait a moment while NetCloud OS is updated and the router reboots (do not close the browser window when updating).

## ROUTER COMMUNICATION / DATA USAGE

The factory default configuration of the router is set to communicate with Cradlepoint and other resources at regular intervals to access the latest NetCloud OS and modem updates, clock synchronization (NTP), and NetCloud Manager membership. Such communication may result in data usage and applicable charges regardless of whether the router uses a wired or wireless Internet connection. To avoid such data usage and potential charges, consult the following Knowledge Base article:

<http://knowledgebase.cradlepoint.com/articles/support/router-communication-data-usage>