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CTR500 - Support

This page contains information and downloads that you can use to resolve problems with your CTR500.

Our [Frequently Asked Questions](#) section has common problems and solutions that can help you fix simple problems.

For problems or questions, please feel free to e-mail our support group.

support@cradlepoint.com



Supported Devices

These devices are supported on the latest version of firmware. Please ensure you are running the most recent firmware to ensure device compatibility.

1- The user experience with devices running Windows Mobile is less robust than other phones and modems. Windows Mobile devices connected to either a PC or a CradlePoint router have exhibited erratic behavior while using data sharing capabilities. Issues include frequent disconnects for no apparent reason and remedies entail frequent rebooting the phone and or removing the phone's battery. This problem is not something that can be resolved by CradlePoint Technology and will need to be addressed by the phone manufacturer. Please refer to our [FAQ](#) section as well as our [release notes](#).

Firmware 1.2.0 Compatibility List

Sprint	Verizon	AT&T	Alltel
USB: Franklin CDU-550 Franklin CDU-680 Novatel U720 Novatel U727 Sierra Wireless 595U Sierra Wireless C597 (Compass 597) ExpressCard: Kyocera KPC680 Sierra Wireless 597E Phones: Blackberry 8703e Blackberry 8130 Blackberry 8830 1 HTC Touch 1 HTC Mogul (6800) 1 HTC Apache (6700) LG Muziq Motorola KRZR Motorola RAZR V3c Motorola RAZR2 Motorola Q	USB: Novatel USB720 Novatel USB727 Sierra Wireless 595U UTStarcom UM150 (Pantech UM150) ExpressCard: Kyocera KPC680 Novatel V740 Phones: Blackberry 8703e Blackberry 8130 Blackberry 8830 LG VX7200 LG VX8000 LG VX8300 Motorola RAZR V3c Palm 700p	USB: Sierra Wireless 881U Sierra Wireless 875U USBConnect 881 ExpressCard: Option GT Max 3.6 Express Phones: Motorola Q v9h Motorola RAZR v3xx Samsung SGH-A707 Samsung Blackjack	USB: UTStarcom UM150 (Pantech UM150)

Motorola Q9c
Palm Centro
Palm 700w
Palm 755p
Samsung A900
Samsung A900M
Samsung A920
Samsung i830
Sanyo SCP-8400
Sanyo Katana
Sanyo Katana 2
Sanyo M1

Firmware Download

You can download new versions of the CradlePoint Firmware by selecting one of the links below. It is recommended that you update to the newest firmware.

Look at our [Frequently Asked Questions](#) section for help on updating your firmware and more.

Release Date	Version	Download Link	Release Notes
Product Release	1.2	Available June 2008	Available June 2008

Quickstart Guide

The Quickstart guide contains the basic steps and information to get your router connected to your modem or handset. [Download Here \(PDF Format\)](#)

*You may need to right click and select "save file as" to prevent your browser from opening this file directly.