



Where Automation Connects.



ICX35-HWC

Industrial Cellular Gateway

3G/4G LTE

April 29, 2016

RELEASE NOTES

Your Feedback Please

We always want you to feel that you made the right decision to use our products. If you have suggestions, comments, compliments or complaints about our products, documentation, or support, please write or call us.

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April 29, 2016

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1 Start Here

This document highlights the new features, fixes, enhancements and known issues for the ICX35-HWC radios.

1.1 Special Notes

This section contains information regarding special procedures and potential limitations that may be required for this release.

1.2 About the ICX35-HWC Products

| Model | Standards | LTE Bands |
|-------------|-----------|----------------|
| ICX35-HWC-A | FCC | 2,4,5,13,17,25 |
| ICX35-HWC-E | ETSI | 1,3,7,8,20 |

The ICX35-HWC Industrial Cellular Gateway provides secure wireless Ethernet and serial connectivity to remote devices over 4G LTE cellular service with fallback to 3G. These devices include PAC/PLCs, RTUs, DCS systems, instruments, electronic billboards and communication towers. Remote devices can be accessed using secure VPN tunnels over Internet connections.

The ICX35-HWC is ideal for programming and maintenance of remote equipment, remote data collection, SCADA, and machine-to-machine (M2M) applications.

1.3 Release Enhancements

| Release Version | Release Date | Description |
|-----------------|--------------|---|
| 1.1a | 4/29/16 | <ul style="list-style-type: none">Fixes a firmware update issue with ProSoft Connect |
| 1.1 | 3/31/16 | <ul style="list-style-type: none">Port Forwarding feature enabled – Max 10 entriesProSoft Connect integration feature enabled |
| 1.0 | 2/5/16 | <ul style="list-style-type: none">Data Loss Transferring Large Files in Serial Generic Mode - Transferring packets exceeding 1024 bytes in length in Serial Generic mode may result in a loss of data.Serial DF1 Full Duplex using UDP does not transfer data properly |

2 Support, Service & Warranty

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2.1 Contacting Technical Support

ProSoft Technology, Inc. is committed to providing the most efficient and effective support possible. Before calling, please gather the following information to assist in expediting this process:

- 1 Product Version Number
- 2 System architecture
- 3 Network details

If the issue is hardware related, we will also need information regarding:

- 1 Module configuration and associated ladder files, if any
- 2 Module operation and any unusual behavior
- 3 Configuration/Debug status information
- 4 LED patterns
- 5 Details about the serial, Ethernet or Fieldbus devices interfaced to the module, if any.

Note: For technical support calls within the United States, an emergency after-hours answering system allows 24-hour/7-days-a-week pager access to one of our qualified Technical and/or Application Support Engineers. Detailed contact information for all our worldwide locations is available on the following page.

| | |
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