

# Urgent Technote

## ACCESS firmware and UML295 locking on 3G

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The **UML295** is the flagship LTE USB modem from Verizon. Many customers are using it with ACCESS portable codecs. This technote advises of an urgent issue in firmware 2.8p22 and below when using these modems.

New **UML295** firmware has been delivered by Verizon. This firmware is **L0295VWD821F.B1** (the problem will likely exist with later modem firmware as well). The firmware can only be downloaded with the modem attached to a PC, and the user must agree to the update (modems do not update automatically over-the air)

When ACCESS first negotiates with this firmware, two network devices will appear in the device list on ACCESS. One is a WWAN device and one is an LTE device. Enabling the LTE device the first time will result in a successful LTE connection.

But the new firmware also takes a command from ACCESS and make it non-volatile (permanent) that locks the modem into 3G mode for all subsequent connections. The modem will connect only on 3G regardless if it is connected to ACCESS, a PC or any other device.

**The easiest work-around is to update your ACCESS portable to 2.8p23 or later firmware.**

When the modem is first applied, this firmware will “fix” the sticky command on the **UML295** and return the modem to normal operation.

There is an alternate way to restore the **UML295** to 4G operation. This work-around requires you to go to a hidden diagnostic menu on a PC which can make permanent changes to your modem.

All of the following steps require that you attach your **UML295** to a computer USB port, and run the **Enhanced Mobile Broadband Manager** tool that can be downloaded via the modem menu system. Windows operation is described here.

With the modem attached and the **Mobile Manager** running, press <CTRL> D on the computer to gain access to the diagnostic menu. This menu is password protected. User name is “vzw” and password is “mbbdiag”.

Once in the diagnostic menu, you can reset your modem to factory default and restore 4G operation.

Click the **Settings** tab, and scroll to the bottom and choose **Reset to Factory Default**.

Your modem will restart and be restored to 4G operation. Keep in mind if the modem is again applied to ACCESS running 2.8p22 or below, the “3G only” issue will return.