NetMotion Diagnostics - Network Adapter and GPS Receiver Matrix

Network Adapters

The following tables show the network adapters that work with NetMotion Diagnostics. They also identify devices that have not been tested by NetMotion, but that customers have reported are compatible with Diagnostics. Each time we release a new version of the Diagnostics client that supports additional adapters, we update this document—the most current version of the matrix is always available on our web site:

http://www.netmotionwireless.com/support/docs/Diagnostics/matrix/NetMotion-Diagnostics_Network-Adapter-and-GPS-Receiver-Matrix.pdf

Adapters are organized as follows:

- Supported Network Adapters — Carrier: AT&T
- Supported Network Adapters — Carrier: Sprint
- Supported Network Adapters — Carrier: Verizon
- Supported Network Adapters — Carrier: Vodafone
- Supported Network Adapters — Carrier: FirstNet
- Supported Network Adapters — Canadian Carriers (All)
- Supported Network Adapters — Android Devices (All Carriers)
- Supported Network Adapters — Apple iOS Devices (All Carriers)
- Supported Routers — Miscellaneous (All Carriers)
- Supported Routers — Cradlepoint (All Carriers)
- Supported Routers — Rocket (All Carriers)
- Supported Routers — Sierra Wireless AirLink - ALEOS (All Carriers)
- Supported Mobile Hotspot Devices for WiFi-Enabled Devices (All Carriers)
- Untested Network Adapters Reported to be Compatible with Diagnostics — Windows Laptops (All Carriers)
- Untested Routers Reported to be Compatible with Diagnostics — Cradlepoint (All Carriers)
- Untested Mobile Hotspot Devices for WiFi-Enabled Devices (All Carriers)
- Diagnostics Compatibility with Chipsets in Embedded Modems

On Windows devices, Diagnostics supports these network adapters only when they are operated in NDIS mode. GPS receivers vary in reliability and quality from model to model. Customers are responsible for the operation and performance of the GPS receivers used in their deployments. An integrated GPS receiver is only supported by Diagnostics when the GPS is supported by the adapter manufacturer, the carrier, and the OEM.

If your network adapter is not in this document, please submit a feature request through your NetMotion sales representative, or (if you are an existing customer) through our Customer Portal. NetMotion will review your request, but cannot guarantee that Diagnostics will be able to support it.

Diagnostics Client Version Column

The value in this column identifies when Diagnostics client support for this network adapter was added.

- When one number is shown, this is the minimum Diagnostics client version that can support the adapter.
- When a range is shown, these are the minimum and maximum Diagnostics client versions that can support the adapter.

GPS Receivers

On Windows devices, Diagnostics is compatible with most NMEA 0183 and Trimble ASCII Interface Protocol (TAIP) standards-compliant GPS receivers that use or emulate serial communications. Diagnostics shares the serial port, which means that existing location-based applications do not need to be reconfigured. For additional assistance, contact NetMotion Technical Support.

On Android devices, Diagnostics is compatible with the GPS service provided on the device.

GPS Support Column

The value in this column does not apply to external GPS receivers or to Android devices:

- *Yes* means that Diagnostics will automatically enable the integrated GPS receiver when the adapter is turned on.
- *No* means that Diagnostics will not automatically enable the integrated GPS receiver when the adapter is turned on.
- *None* means that either a GPS receiver is not available in this adapter, or it is not supported by the adapter manufacturer, carrier, or OEM.

For mobile hot spots on WiFi-enabled devices:

- *None* means that either a GPS receiver is not available in this mobile hotspot device, or it is not supported by the hotspot manufacturer, carrier, or OEM.
- *Tethered* means that Diagnostics will automatically enable the integrated GPS receiver if the laptop is tethered to the mobile hotspot device
- *Over WiFi* means that Diagnostics will automatically enable the integrated GPS receiver if the laptop is connected to the MiFi device over WiFi.

Carrier Connection Managers Supported

The connection managers listed must also be supported by the adapter manufacturer, carrier, and OEM. If both the carrier and the manufacturer provide a connection manager, use whichever one you prefer:

- AT&T Communication Manager
- Sierra AirCard Watcher (Sierra devices)
- Sprint SmartView
- Verizon VZAccess Manager and VZAccess Manager Enterprise
- Windows Mobile Broadband
- - (a dash) means that no connection manager is available from this carrier. Use the connection manager provided by the manufacturer (OEM).

Manufacturer Connection Managers Supported

If both the carrier and the manufacturer provide a connection manager, use whichever one you prefer:

- Dell Mobile Broadband Utility (sometimes called *Dell ControlPoint* or *Mobile Broadband Manager*)
- HP Connection Manager
- Lenovo Access Connections
- Motion Broadband Connection Manager
- OneClick Internet Connection Manager
- - (a dash) means that no connection manager is available from this manufacturer. Use the connection manager provided by the carrier.

About Gobi 5000

"Gobi 5000" is not an official name designated by Qualcomm. However, a number of manufacturers use this terminology. Any laptop or tablet using the Sierra 7355 embedded module (sometimes listed as "Gobi 5000" or "Gobi5000") is likely to be supported.

Notes

Refer to the following footnotes throughout this document:

(1) This adapter is supported using the Windows Mobile Broadband service that is part of Windows 7 and later. To configure it, refer to the Diagnostics help.

(2) For optimal results using this adapter with Diagnostics, Sprint SmartView 2.6 or later is required.

(3) This adapter is supported in Diagnostics only for WWAN modem driver revisions 3.0.32 and later.

(4) GPS sharing is not available.

Supported Network Adapters — Carrier: AT&T

Manufac-turer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Carrier Connection Manager ATT Communication Manager (ATTCM)	Manufacturer Connection Manager
Laptops with Integrated Mobile Broadband Adapters						
Acer	Gobi 1000 Module	Gobi 1000 Mobile Broadband Module	1.0	Yes	ATTCM v7.2	-
Dell	Gobi 1000 DW5600 Broadband Module	Dell Wireless DW5600 Gobi 1000 Mobile Broadband Module	1.0	Yes	ATTCM v7.2	Dell Mobile Broadband Utility v1.4
Dell	Gobi 2000 DW5620 Broadband Module	Dell Wireless DW5620 Gobi 2000 Mobile Broadband Module	1.0	Yes	ATTCM v7.2	Dell Mobile Broadband Utility v1.4
Dell	Gobi 3G Mini Card DW5630	Dell Wireless DW5630 Gobi 3000 Mobile Broadband Minicard	1.3	Yes	-	Dell Mobile Broadband Utility v3.0
Dell (1)	DW5550	Dell Wireless DW5550 HSPA+ Mobile Broadband Module	1.3	No	-	Dell Mobile Broadband Utility v7.0
Dell	DW5560	Dell Wireless DW5560 (Ericsson F5321)	2.20	-	-	Windows Mobile Broadband
Dell	DW5808e	Dell Venue 11 Pro tablet with Dell Wireless DW5808e (Sierra Wireless EM7355)	3.20	No	-	Windows Mobile Broadband
Dell (1)	Ericsson C5621	Dell Wireless DW5565 HSPA+ Mobile Broadband Module	2.0	Yes	-	Windows Mobile Broadband
Dell	Gobi 4G LTE Mini Card DW5804	Dell Wireless DW5804 4G (LTE-3G) Mobile Broadband Minicard	1.51	Yes	-	Dell Mobile Broadband Utility v3.0
Dell	Sierra Wireless EM7455	Sierra Wireless DW5811E	4.0	Yes	-	Dell Mobile Broadband Utility
Fujitsu	Integrated Mobile Broadband (Sierra Wireless MC8355 - Gobi 3000)	Fujitsu tablet Q702	1.5	-	-	Windows Mobile Broadband
Fujitsu	Gobi 3000 Mobile Broadband Module	Sierra Wireless MC8355 - Gobi3000 Mobile Broadband modem	1.5	Yes	-	AirCard Watcher R12.0.1203.6
Getac	Sierra Wireless EM7355	Getac Windows 8.1 tablet with Gobi modem	2.20	Yes	-	Getac
HP	un2400 Gobi 1000	HP un2400 Gobi 1000 Mobile Broadband Module	1.0	Yes	ATTCM v7.2	HP Connection Manager v2.0
HP	un2420 Gobi 2000	HP un2420 Gobi 2000 Mobile Broadband Module	1.0	Yes	ATTCM v7.2	HP Connection Manager v2.0
HP (1)	hs2340 HSPA+ Module	HP hs2340 HSPA+ Mobile Broadband Module	1.3	No	-	HP Connection Manager v4.1
HP (4)	lt2523 LTE/HSPA+ Broadband Module	HP lt2523 LTE / HSPA+ Mobile Broadband Module	1.51	Yes	-	HP Connection Manager v4.1
HP (1)	Huawei MU733	HP hs3121 HSPA+ Mobile Broadband Module	2.0	Yes	-	Windows Mobile Broadband
Lenovo	Gobi 1000 Module	Qualcomm Gobi 1000 HS-USB modem 9202	1.0	Yes	ATTCM v7.2	HP Connection Manager v5.62
Lenovo	Gobi 2000 Module	Qualcomm Gobi 2000 HS-USB modem 9205	1.0	Yes	ATTCM v7.2	Lenovo Access Connections v5.83
Lenovo	Integrated Mobile Broadband (Sierra Wireless MC8355 - Gobi 3000)	Sierra Wireless MC8355 - Gobi3000 HS-USB Mobile Broadband modem 9013	1.3	Yes	-	Lenovo Access Connections v5.85
Lenovo (1)	Lenovo Mobile Broadband Module	F3507g Mobile Broadband Module	1.3	No	ATTCM v7.2	Lenovo Access Connections v5.95 Mobile Broadband Manager 6.1
Lenovo	Integrated Mobile Broadband (Sierra Wireless MC7700 - Gobi 4000)	Sierra Wireless MC7700 - Gobi4000 Mobile Broadband modem	1.51	Yes	-	Lenovo Access Connections v5.97
Lenovo	Sierra Wireless EM7700	Sierra Wireless EM7700 - Gobi 4G LTE - AT&T	1.51	Yes	-	Windows Mobile Broadband
Microsoft	Surface 3 LTE	Surface 3 Modem Device	3.20	No	-	Windows Mobile Broadband
Motion Computing Tablet	Gobi 3000 Mobile Broadband Module	Sierra Wireless MC8355 - Gobi3000 Mobile Broadband modem	1.5	Yes	-	Motion Broadband Connection Manager 3.2.39
Panasonic	4G LTE Mobile Broadband Module (GSM / HSPA+ fallback)	Sierra Wireless WWAN modem (Sierra Wireless MC7700)	1.51	Yes	-	AirCard Watcher R12.0.1201.2
Panasonic(1)	Ericsson F5521gw	F5521gw Mobile Broadband Module	2.01	No	-	Windows Mobile Broadband
Panasonic	Gobi 1000 Module	Panasonic Gobi 1000 modem	1.0	Yes	ATTCM v7.2	-
Panasonic	Gobi 2000 Module	Panasonic Gobi 2000 modem	1.0	Yes	ATTCM v7.2	-
Panasonic	Gobi 3000 Module	Panasonic FZ-G1 Tablet with Gobi 3000 modem	2.10	Yes	-	Windows Mobile Broadband
Panasonic	Sierra Wireless MC7355	Panasonic FZ-G1 Toughpad with Gobi modem	2.10	Yes	-	Windows Mobile Broadband
Samsung	Option GTM382	Option Globe Trotter MO40X	1.5	Yes	ATTCM v7.2	-
Samsung	Sierra Wireless EM7700	Sierra Wireless EM7700	2.0	Yes	-	Windows Mobile Broadband
Xplore Tablet	Option GTM689W	Option GTM689W Gobi 3000 Mobile Broadband Module	1.5	Yes	-	OneClick Internet v2.0

Supported Network Adapters — Carrier: AT&T (Continued)

Manufac-turer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Carrier Connection Manager ATT Communication Manager (ATTCM)	Manufacturer Connection Manager
External Mobile Broadband Adapters						
Netgear	Aircard 340U	AirCard 340U - AT&T Beam	2.10	Yes (Windows 7 only)	-	Uses a web-based interface hosted on the modem
Option	iCON 322	USBConnect QuickSilver (iCON 322)	1.0	None	ATTCM v7.2	-
Option	GlobeTrotter GI4xx	USBConnect Velocity (GlobeTrotter GI4xx)	1.0	Yes	ATTCM v7.2	-
Sierra	AirCard 305 USB	AirCard 305 USB (USBConnect Lightning)	1.0	None	ATTCM v7.2	Sierra Watcher Build 2924
Sierra	AirCard 308 USB	AirCard 308 USB (Shockwave HSPA+)	1.0	None	ATTCM v9.1, v9.2	Sierra Watcher Build 3507
Sierra	Momentum 4G 313U AirCard	AirCard 313U	1.5	Yes	ATTCM v9.2	Sierra Watcher Build 3507
Sierra	AirCard 860	AirCard 860	1.0	None	ATTCM v7.2	Sierra Watcher Build 2849
Sierra	AirCard 875	AirCard 875	1.0	None	ATTCM v7.2	Sierra Watcher Build 2849
Sierra	AirCard 881	AirCard 881	1.0	Yes	ATTCM v7.2	Sierra Watcher Build 2849
Sierra	AirCard 890	AirCard 890	1.0	Yes	ATTCM v7.2	Sierra Watcher Build 2849
Sierra	Compass 885	Compass 885 (USBConnect Mercury)	1.0	None	ATTCM v7.2	Sierra Watcher Build 2507

Supported Network Adapters — Carrier: Sprint

Manufac-turer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Carrier Connection Manager Sprint SmartView (SmartView)	Manufacturer Connection Manager
Laptops with Integrated Mobile Broadband Adapters						
Dell	DW5808e	Dell Venue 11 Pro tablet with Dell Wireless DW5808e (Sierra Wireless EM7355)	3.20	No	-	Windows Mobile Broadband
Dell	Gobi 1000 DW5600 Broadband Module	Dell Wireless DW5600 Gobi 1000 Mobile Broadband Module	1.0	Yes	SmartView v2.50	Dell Mobile Broadband Utility v1.4
Dell	Gobi 2000 DW5620 Broadband Module	Dell Wireless DW5620 Gobi 2000 Mobile Broadband Module	1.0	Yes	SmartView v2.50	Dell Mobile Broadband Utility v1.4
Dell	Gobi 3G Mini Card DW5630	Dell Wireless DW5630 Gobi 3000 Mobile Broadband Minicard	1.51	Yes	SmartView v2.50	Dell Mobile Broadband Utility v3.0
Getac	Sierra Wireless EM7355	Getac Windows 8.1 tablet with Gobi modem	2.20	Yes	-	Getac
HP	un2400 Gobi 1000	HP un2400 Gobi 1000 Mobile Broadband Module	1.0	Yes	See SmartView web site	HP Connection Manager v2.0
HP	un2420 Gobi 2000	HP un2420 Gobi 2000 Mobile Broadband Module	1.0	Yes	SmartView v2.50	HP Connection Manager v2.0
HP	un2430 Gobi 3000	HP un2430 Gobi 3000 Mobile Broadband Module	1.5	Yes	-	HP Connection Manager v4.1
Lenovo	Gobi 1000 Module	Qualcomm Gobi 1000 HS-USB modem 9202	1.0	Yes	See SmartView web site	Lenovo Access Connections v5.83
Lenovo	Gobi 2000 Module	Qualcomm Gobi 2000 HS-USB modem 9205	1.0	Yes	See SmartView web site	Lenovo Access Connections v5.83
Microsoft	Surface 3 LTE	Surface 3 Modem Device	3.20	No	-	Windows Mobile Broadband
Panasonic	Gobi 1000 Module	Panasonic Gobi 1000 modem	1.0	Yes	SmartView v2.50	-
Panasonic	Gobi 2000 Module	Panasonic Gobi 2000 modem	1.0	Yes	SmartView v2.50	-
Panasonic	Gobi 3000 Module	Panasonic FZ-G1 Tablet with Gobi 3000 modem	2.20	Yes	-	Windows Mobile Broadband
Panasonic	Sierra Wireless MC7355	Panasonic FZ-G1 Toughpad with Gobi modem	2.20	Yes	-	Windows Mobile Broadband
External Mobile Broadband Adapters						
Franklin	U770	U770 USB (This adapter supports LTE)	2.20	None	-	Uses a web-based interface hosted on the modem
Franklin	U772	U772 USB (This adapter supports LTE)	4.0	None	-	Uses a web-based interface hosted on the modem
Netgear	AirCard 341U	AirCard 341U USB (web UI mode)	2.20	Yes	-	Uses a web-based interface hosted on the modem
Netgear	AirCard 341U	AirCard 341U USB (IP passthrough mode)	4.0	No	-	Windows Mobile Broadband
Novatel	Ovation U727	Ovation U727 USB	1.0-3.30	None	SmartView v2.6x	-
Novatel	Merlin C777	Merlin C777	1.0-3.30	Yes	SmartView v2.6x	-
Sierra(2)	AirCard 250U	AirCard 250U USB (This adapter is supported in 3G mode only)	1.0	Yes	SmartView v2.6x	-
Sierra(2)	AirCard 402	AirCard 402	1.0	Yes	SmartView v2.6x	-
Sierra(2)	AirCard 597E	AirCard 597E	1.0	Yes	SmartView v2.6x	-
Sierra(2)	AirCard 598U	AirCard 598U USB	1.0	Yes	SmartView v2.6x	-
Sierra(2)	Compass 597U	Compass 597U USB	1.0	Yes	SmartView v2.6x	-

Supported Network Adapters — Carrier: Verizon

Manufac-turer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Carrier Connection Manager Verizon Access Manager (VZAM)	Manufacturer Connection Manager
Laptops with Integrated Mobile Broadband Adapters						
Dell	DW5808e	Dell Venue 11 Pro tablet with Dell Wireless DW5808e (Sierra Wireless EM7355)	3.20	No	-	Windows Mobile Broadband
Dell	Gobi 1000 DW5600 Broadband Module	Dell Wireless DW5600 Gobi 1000 Mobile Broadband Module	1.0	Yes	VZAM v7.3.7	Dell Mobile Broadband Utility v1.4
Dell	Gobi 2000 DW5620 Broadband Module	Dell Wireless DW5620 Gobi 2000 Mobile Broadband Module	1.0	Yes	VZAM v7.3.7	Dell Mobile Broadband Utility v1.4
Dell	Gobi 3G Mini Card DW5630	Dell Wireless DW5630 Gobi 3000 Mobile Broadband Minicard	1.3	Yes	VZAM v7.6.3.3	Dell Mobile Broadband Utility v3.0
Dell (3)	Gobi 4G LTE Mini Card DW5800	Dell Wireless DW5800 4G (LTE-3G) Mobile Broadband Minicard	1.51	Yes	VZAM v7.6.6.5	Dell Mobile Broadband Utility v3.0
Dell	Gobi 4G LTE Mini Card DW5802	Dell Wireless DW5802 4G (LTE-3G) Mobile Broadband Minicard	1.51	Yes	VZAM v7.6.6.5	Dell Mobile Broadband Utility v3.0
Gateway	Gobi 1000 Module	Qualcomm Gobi 1000 HS-USB 9212Mobile Broadband modem	1.0	None	VZAM v7.2.1.2, v7.3.11.1	-
Getac	Sierra Wireless EM7355	Getac Windows 8.1 tablet with Gobi modem	2.20	Yes	-	Getac
HP	un2400 Gobi 1000	HP un2400 Gobi 1000 Mobile Broadband Module	1.0	Yes	VZAM v7.3.10	HP Connection Manager v2.0
HP	un2420 Gobi 2000	HP un2420 Gobi 2000 Mobile Broadband Module	1.0	Yes	VZAM v7.3.10	HP Connection Manager v2.0
HP	un2430 Gobi 3000	HP un2430 Gobi 3000 Mobile Broadband Module	1.5	Yes	VZAM v7.6.6.0	HP Connection Manager v4.1
HP	lt2522 LTE/EV-DO Broadband Module	HP lt2522 LTE / EV-DO Mobile Broadband Module	1.51	Yes	VZAM v7.7.1.6	HP Connection Manager v4.1
General Dynamics-Itronix	WWAN 4G LTE Radio Module (CDMA / EV-DO Rev A fallback)	Sierra Wireless WWAN modem (Sierra Wireless MC7750)	2.0	Yes	-	Sierra AirCard Watcher R12.0.1201.2
Lenovo	Gobi 1000 Module	Qualcomm Gobi 1000 HS-USB modem 9202	1.0	Yes	VZAM v7.2.1	Lenovo Access Connections v5.83
Lenovo	Gobi 2000 Module	Qualcomm Gobi 2000 HS-USB modem 9205	1.0	Yes	VZAM v7.2.1	Lenovo Access Connections v5.83
Lenovo	Integrated Mobile Broadband (Sierra Wireless MC8355 - Gobi 3000)	Sierra Wireless MC8355 - Gobi3000 HS-USB Mobile Broadband modem 9013	1.3	Yes	VZAM v7.9.1.0 (2810a)	Lenovo Access Connections v5.85
Lenovo	Integrated Mobile Broadband (Sierra Wireless MC7750 - Gobi 4000)	Sierra Wireless MC7750 - Gobi 4000 Mobile Broadband modem	1.51	Yes	VZAM v7.7.8.1 (2765d)	Lenovo Access Connections v5.97
Microsoft	Surface 3 LTE	Surface 3 Modem Device	3.20	No	-	Windows Mobile Broadband
Motion Computing	Gobi 3000 Mobile Broadband	Sierra Wireless MC8355 - Gobi3000 Mobile Broadband modem	1.5	Yes	-	Motion Broadband Connection Manager 3.2.39
Panasonic	4G LTE Mobile Broadband Module (CDMA / EV-DO Rev A fallback)	Sierra Wireless WWAN modem (Sierra Wireless MC7750)	1.51	Yes	VZAM v7.7.8.1 (2780f)	Sierra AirCard Watcher R12.0.1201.2
Panasonic	Gobi 1000 Module	Panasonic Gobi 1000 modem	1.0	Yes	VZAM v6.90	-
Panasonic	Gobi 2000 Module	Panasonic Gobi 2000 modem	1.0	Yes	VZAM v7.2.9.1	-
Panasonic	Gobi 3000 Module	Panasonic FZ-G1 Tablet with Gobi 3000 modem	2.20	Yes	-	Windows Mobile Broadband
Panasonic	Sierra Wireless MC7355	Panasonic FZ-G1 Toughpad with Gobi modem	2.20	Yes	-	Windows Mobile Broadband
Samsung	Gobi 2000 Module	Gobi 2000 Mobile Broadband Module	1.5	None	VZAM v7.2.7.1	-
External Mobile Broadband Adapters						
Novatel	Ovation MC551 4G LTE USB modem	Verizon Wireless 4G LTE USB modem 551L	1.51	None	VZAM 7.9.1.0 (2808b)	-
Novatel	Ovation U727	Ovation U727 USB	1.0-3.30	None	VZAM v7.3.13.1	-
Novatel	Ovation U760	Ovation U760 USB	1.0-3.30	Yes	VZAM v7.3.13.1	-
Novatel	PC770	PC770 PC Express	1.0-3.30	Yes	VZAM v7.3.13.1	-
Novatel	U620L	Verizon MiFi 4G LTE Global USB Modem	3.20	Yes	-	Uses a web-based interface hosted on the modem
Novatel	USB1000	USB1000 modem	1.0	Yes	VZAM v7.3.5.1	-
Pantech	UML290	UML290 USB	1.2	None	VZAM v7.9.1.0 (2807b)	-
Pantech	UML295	UML295 USB	2.10	Yes	-	Uses a web-based interface hosted on the modem
ZTE	AD3700	AD3700 USB	1.0	None	VZAM v7.3.5.1	-

Supported Network Adapters — Carrier: Vodafone

Manufacturer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Manufacturer Connection Manager
Huawei	K5150	K5150 USB	3.10	None	Windows 8: Uses Windows mobile broadband Windows 7: Uses a web-based interface hosted on the modem

Supported Network Adapters — Carrier: FirstNet

The following adapters are supported and tested.

Android

Manufacturer	Model	Diagnostics Client Version	Carriers
Motorola	LEX L10	3.30	FirstNet, AT&T

Routers

Router Model	Model	Manufacturer's Description	Diagnostics Client Version	GPS Support	Carriers
Harris	MBC-200	LTE mobile router	3.20	No	Verizon, FirstNet
Motorola	VML700	LTE vehicle modem	3.21	No	FirstNet
Motorola	VML750 Minimum required firmware version: 05.00.03.00.32L2-F	LTE vehicle modem	3.20	No	AT&T, Verizon, Sprint, FirstNet

Supported Network Adapters — Canadian Carriers (All)

Notes

- Consult your carrier's web site for applicable connection manager software.

Manufacturer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version	GPS Support	Manufacturer Connection Manager
Laptops with Integrated Mobile Broadband Adapters					
Acer	Gobi 1000 Module	Gobi 1000 Mobile Broadband Module	1.3	Yes	-
Dell	Gobi 1000 DW5600 Broadband Module	Dell Wireless DW5600 Gobi 1000 Mobile Broadband Module	1.3	Yes	Dell Mobile Broadband Utility v1.4
Dell	Gobi 2000 DW5620 Broadband Module	Dell Wireless DW5620 Gobi 2000 Mobile Broadband Module	1.3	Yes	Dell Mobile Broadband Utility v1.4
Dell	Gobi 3G Mini Card DW5630	Dell Wireless DW5630 Gobi 3000 Mobile Broadband Minicard	1.3	Yes	Dell Mobile Broadband Utility v3.0
Dell (1)	DW5550	Dell Wireless DW5550 HSPA+ Mobile Broadband Module	1.3	No	Dell Mobile Broadband Utility v7.0
Fujitsu	Gobi 3000 Mobile Broadband Module	Sierra Wireless MC8355 - Gobi3000 Mobile Broadband modem	1.5	Yes	Sierra AirCard Watcher R12.0.1203.6
Getac	Sierra Wireless EM7355	Getac Windows 8.1 tablet with Gobi modem	2.20	Yes	-
HP	un2420 Gobi 2000	HP un2420 Gobi 2000 Mobile Broadband Module	1.3	Yes	HP Connection Manager v2.0
HP	un2430 Gobi 3000	HP un2430 Gobi 3000 Mobile Broadband Module	1.5	Yes	HP Connection Manager v4.1
HP (1)	hs2340 HSPA+ Module	HP hs2340 HSPA+ Mobile Broadband Module	1.3	No	HP Connection Manager v4.1
Lenovo	Gobi 1000 Module	Qualcomm Gobi 1000 HS-USB modem 9202	1.3	Yes	Lenovo Access Connections v5.62
Lenovo	Gobi 2000 Module	Qualcomm Gobi 2000 HS-USB modem 9205	1.3	Yes	Lenovo Access Connections v5.62, v5.83
Lenovo	Integrated Mobile Broadband (Sierra Wireless MC8355 - Gobi 3000)	Sierra Wireless MC8355 - Gobi3000 HS-USB Mobile Broadband modem 9013	1.3	Yes	Lenovo Access Connections v5.85
Lenovo (1)	Lenovo Mobile Broadband Module	F3507g Mobile Broadband Module	1.3	No	Lenovo Access Connections v5.83
Motion Computing Tablet	Gobi 3000 Mobile Broadband Module	Sierra Wireless MC8355 - Gobi3000 Mobile Broadband modem	1.5	Yes	Motion Broadband Connection Manager 3.2.39
Panasonic	Gobi 1000 Module	Panasonic Gobi 1000 modem	1.3	Yes	-
Panasonic	Gobi 2000 Module	Panasonic Gobi 2000 modem	1.3	Yes	-
Panasonic	Gobi 3000 Module	Panasonic FZ-G1 Tablet with Gobi 3000 modem	2.20	Yes	-
Panasonic	Sierra Wireless MC7355	Panasonic FZ-G1 Toughpad with Gobi modem	2.20	Yes	-
Samsung	Gobi 2000 Module	Gobi 2000 Mobile Broadband Module	1.3	Yes	-
Xplore Tablet	Option GTM689W	Option GTM689W Gobi 3000 Mobile Broadband Module	1.5	Yes	OneClick Internet v2.0

Supported Network Adapters — Android Devices (All Carriers)

Support for Android devices requires Diagnostics client v1.51 or later.

Android devices must meet these requirements:

- The device runs on Android version 4.0 or later.
- The device supports Internet connectivity through a mobile carrier—mobile (cellular) networking. Android devices that support only WiFi are not compatible.
- The following devices have been tested with the FirstNet public safety network and supported commercial carriers:

Manufacturer	Model	Diagnostics Client Version	Carriers
Motorola	LEX L10	3.30	FirstNet, AT&T

If you need additional information, contact NetMotion Technical Support.

Supported Network Adapters — Apple iOS Devices (All Carriers)

There are two main features supported on the iOS platform (version 8 and later):

- Mobile Diagnostics is a separately licensed module that runs built-in and custom tests on Diagnostics clients to diagnose connectivity and performance issues experienced in the field. The Diagnostics client is installed as an app.
- You can include iOS information in inventory reports in the Diagnostics console. Mobile Device Management settings are used to allow Diagnostics to collect data from the iOS device using the Apple Push Notification service (APNS). In terms of what the end user sees on the iOS device, this feature has no interface.

Supported Routers — Miscellaneous (All Carriers)

These devices belong to a class of ruggedized in-vehicle cellular connectivity devices sometimes referred to as "trunk-mounted modems."

Router Model	Model	Manufacturer's Description	Diagnostics Client Version	GPS Support	Carriers
CalAmp	Fusion	Multi-network LTE router	3.20	No	AT&T, Verizon, Sprint
Cypress	Chameleon	Mobile gateway	3.20	No	AT&T, Verizon, Sprint, Bell, Rogers, Telus
Harris	MBC-200	LTE mobile router	3.20	No	Verizon, FirstNet
Inseego/Feeney Wireless	Skyus-X	IoT gateway	4.0	Yes	AT&T, Verizon, Sprint, T-Mobile, US Cellular
Motorola	VML750 Minimum required firmware version: 05.00.03.00.32L2-F	LTE vehicle modem	3.20	No	AT&T, Verizon, Sprint, FirstNet

Supported Routers — Cradlepoint (All Carriers)

These Cradlepoint devices belong to a class of ruggedized in-vehicle cellular connectivity devices sometimes referred to as "trunk-mounted modems." External modems supported by Cradlepoint are supported by Diagnostics; refer to the *CradelPoint Modem List* on their web site.

Router Model	Diagnostics Client Version	GPS Support	Technology
COR IBR600E Series	2.20	Yes	LTE
COR IBR900 Series	4.0	Yes	LTE
COR IBR1100 Series	2.20	Yes	LTE
MBR1200B	2.20	No	LTE
MBR1400v2	2.20	Yes	LTE

Supported Routers — Rocket (All Carriers)

These Rocket devices belong to a class of ruggedized in-vehicle cellular connectivity devices sometimes referred to as "trunk-mounted modems." Rocket devices feature an integrated GPS receiver.

Card Manufacturer	Manufacturer Adapter Name	Diagnostics Client Version	Technology	Carrier
Sierra Wireless	AirCard 313	2.10	LTE	AT&T
Novatel	Novatel 551	2.10	LTE	Verizon
Novatel	Novatel 760U	2.10	3G	Sprint
Pantech	Pantech UML295	2.20	LTE	Verizon

Supported Routers — Sierra Wireless AirLink - ALEOS (All Carriers)

Sierra Wireless AirLink devices belong to a class of ruggedized in-vehicle cellular connectivity devices sometimes referred to as "trunk-mounted modems." Diagnostics supports these Sierra Wireless AirLink devices, provided that the device shipped with or was upgraded to use the ALEOS embedded intelligence system. The Diagnostics client requires special configuration to support ALEOS devices; for details, see the Diagnostics help.

Manufacturer	Model	Manufacturer's Description	Diagnostics Client Version	GPS Support	Manufacturer Connection Manager
Sierra Wireless AirLink Devices Supported Directly by Diagnostics					
Sierra Wireless	MP597	Configurable Intelligent Router	1.5	Yes	ALEOS
Sierra Wireless	MP890	Configurable Intelligent Router	1.5	Yes	ALEOS
Sierra Wireless	MP895	Configurable Intelligent Router	1.5	Yes	ALEOS
Sierra Wireless	PinPoint X	Configurable Intelligent Gateway	1.5	Yes	ALEOS
Sierra Wireless	GX400	Configurable Intelligent Gateway	1.5	Yes	ALEOS
Sierra Wireless	GX440	Configurable Intelligent Gateway	1.5	Yes	ALEOS
Feeney Wireless *	CIRA X2	Cellular Internet Routing Appliance	1.51	Yes	ALEOS (supported within Axiom OS)
Sierra Wireless AirLink Devices Supported by Diagnostics ONLY After Conversion to ALEOS by Sierra Wireless					
Sierra Wireless	MP595	Configurable Intelligent Router	1.5	Yes	Converted to ALEOS Embedded Intelligence System
Sierra Wireless	MP875	Configurable Intelligent Router	1.5	Yes	Converted to ALEOS Embedded Intelligence System
Sierra Wireless	MP880	Configurable Intelligent Router	1.5	Yes	Converted to ALEOS Embedded Intelligence System
Sierra Wireless	MP881	Configurable Intelligent Router	1.5	Yes	Converted to ALEOS Embedded Intelligence System

* Feeney Wireless CIRA X2 modems are supported by Diagnostics only when properly configured by Feeney Wireless. Please consult Feeney Wireless for details.

Supported Mobile Hotspot Devices for WiFi-Enabled Devices (All Carriers)

Diagnostics supports the following mobile hotspot devices. Diagnostics requires a network connection in order to communicate with these devices over HTTP using their respective web-based interfaces. If Mobility (or another VPN) is installed, the Diagnostics client will need a special passthrough rule; for more information, see the Diagnostics help.

Device	Manufacturer	Model	Diagnostics Client Version	GPS Support	Tethering	Manufacturer Connection Manager	Carrier
Fuse	NetGear	AC779S	3.20	None	Yes	Uses a web-based interface	Sprint
Jetpack	NetGear	AC791	3.21	Tethered	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi 4510L	3.00	None	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi 4620L/LE	2.20	None	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi 5510L	2.20	None	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi U620L	3.20	Over WiFi	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi 6620	3.20	Over WiFi	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Novatel	MiFi 6620L	3.10	Over WiFi	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE	Pantech	MHS291L	2.20	Tethered	Yes	Uses a web-based interface	Verizon
Jetpack 4G LTE Ellipsis	Franklin Wireless	MHS700L	3.30	None	None	Uses a web-based interface	Verizon
Jetpack 4G LTE Ellipsis	Franklin	MHS800L	3.20	None	None	Uses a web-based interface	Verizon
Jetpack 4G LTE Ellipsis	Franklin Wireless	MHS815L	3.30	None	None	Uses a web-based interface	Verizon
MiFi 500	Novatel	MiFi 5580	2.20	Over WiFi	Yes	Uses a web-based interface	Sprint
MiFi Liberate	Novatel	MiFi 5792	2.20	Over WiFi	Yes	Uses a web-based interface	AT&T
Unite	Sierra Wireless	AirCard 770S	2.20	None	Yes	Uses a web-based interface	AT&T
Unite Pro	NetGear	AirCard 781S	3.00	None	Yes	Uses a web-based interface	AT&T
AT&T Unite Explore	NetGear	AirCard 815S *	3.30	None	Yes	Uses a web-based interface	AT&T
Velocity	ZTE	MF923	3.20	None	Yes	Uses a web-based interface	AT&T
Zing Mobile	NetGear	AirCard 771S	2.20	Over WiFi	Yes	Uses a web-based interface	Sprint
	NetGear	500	3.20	Over WiFi	Yes	Uses a web-based interface	Sprint

* The AirCard 815S is compatible with Diagnostics only when **IP Passthrough Mode** is disabled.

Untested Network Adapters Reported to be Compatible with Diagnostics — Windows Laptops (All Carriers)

The following devices have not been tested by NetMotion, but customers have reported that they are detected and used by Diagnostics. Because they have not yet undergone our rigorous testing, NetMotion cannot certify the quality or accuracy of the data reported to Diagnostics by these devices.

Notes

- If present, Diagnostics will detect and use these adapters.
- Consult your carrier's web site for applicable connection manager software.

If you need additional information, contact NetMotion Technical Support.

Manufacturer	Manufacturer Adapter Name	Device Manager Adapter /Module Description	Diagnostics Client Version
Laptops with Integrated Mobile Broadband Adapters			
Dell (Australian carriers only)	Sierra Wireless EM7305	Sierra Wireless DW5809E	4.0
Dell	Sierra Wireless MC8805	Sierra Wireless DW5570/DW5570e	3.20
Feeney Wireless	Skyus 3G	Skyus 3G with Sierra Wireless MC5728	3.10
HP	Sierra Wireless EM7355	HP LT4111	3.0
Lenovo	Sierra Wireless EM7355	Sierra Wireless EM7355 - Gobi™ 5000 HS-USB Mobile Broadband Device 901F	3.0
-	Sierra Wireless EM7345	-	3.10
-	Sierra Wireless MC7354	-	3.10

Untested Routers Reported to be Compatible with Diagnostics — Cradlepoint (All Carriers)

Cradlepoint devices belong to a class of ruggedized in-vehicle cellular connectivity devices sometimes referred to as "trunk-mounted modems."

The following have not been tested by NetMotion, but customers have reported that they are detected and used by Diagnostics. Because they have not yet undergone our rigorous testing, NetMotion cannot certify the quality or accuracy of the data reported to Diagnostics by these devices.

Notes

- If present, Diagnostics will detect and use these adapters.
- Consult your vendor's web site for applicable connection manager software.

If you need additional information, contact NetMotion Technical Support.

Router Model	Card Model	Technology	Diagnostics Client Version
Sierra Wireless AirLink GX450	N/A	LTE	3.20

Diagnostics Compatibility with Chipsets in Embedded Modems

NetMotion has tested Diagnostics with one or more modems using each of these chipsets. We expect that Diagnostics will be able to collect data on other modems that we have not tested as long as they use the chipsets in this list. If your embedded modem uses a chipset listed below and Diagnostics does not automatically detect the modem, or if there appears to be a problem with the operation of the modem or the data collected, please contact NetMotion Technical Support for assistance.

The following embedded chipsets passed Diagnostics performance tests and are confirmed to work with designated versions of the Diagnostics client. If your mobile device uses an embedded modem with the same chipset, or from a related family of chipsets, it is likely that Diagnostics can be configured to support it. Contact NetMotion Technical Support for help with testing and deployment of Diagnostics with the chipset that you want to use.

Manufacturer	Chipset	Diagnostics Client Version
Ericsson	F3507g	v1.4
Ericsson	F5521gw	v1.5
Novatel	E362	v1.5
Novatel	E371	v1.5
Novatel	E760	v1.5
Option	GTM689w (Gobi 3000)	v1.3
Qualcomm	Gobi 1000	v1.0
Qualcomm	Gobi 2000	v1.0
Sierra Wireless	MC7355, EM7355	v3.0
Sierra Wireless	MC7455	v4.0
Sierra Wireless	MC7700, EM7700	v1.5
Sierra Wireless	MC7750	v1.5
Sierra Wireless	MC8355	v1.3