

### Dear FreeWave Customer,

It has come to our attention that using older versions of the Tool Suite software platform to interact with FGR3 radios can render the radio hardware inoperable.



#### Impacted Software:

Tool Suite prior to 2.11 versions

#### Impacted Hardware:

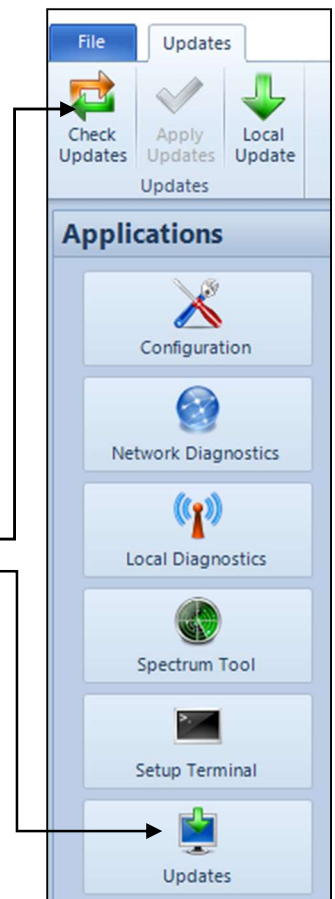
FGR3-\*

#### Issue & Symptoms:

Writing to a new FGR3 product with an older version of Tool Suite can inadvertently write to a memory location for the radio transmitter. This can disrupt the radio's ability to transmit. This issue may manifest itself in problems with a radio linking/transmitting to a network despite correct configuration.

#### Prevention & Resolution:

- **Do not** use Tool Suite versions prior to 2.11 to interact with the FGR3 product family
- To update Tool Suite click **Updates > Check Updates**
  - Internet connection required
- If you've been impacted by this issue contact FreeWave Technical Support for further assistance
  - Remote and in-house factory resolutions are available



## FreeWave Technical Support

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