SHC6400 Supported Cellular Data Network Providers

List of supported cellular network providers for the SHC6400 Field Controller

SHC6400 Windows (Sierra Wireless EM7590 Global)

- Certified with Verizon, AT&T Network Ready

- 4G LTE Advanced Pro Cat-13 with 3G fallback

- LTE Global Bands 1-5, 7, 8, 12-14, 18-20, 25, 26, 28, 29, 32, 38-41, 66, 71

- WCDMA/HSPA Global Bands 1, 2, 4, 5, 6, 8, 9, 19

Cellular Network Compatibility

- The SHC6400 is AT&T Network Ready and Verizon certified.

- Consumer data plans of any cellular network, many (but not all) cellular networks are now limiting those plans to only function on specific pre-qualified device models. To ensure the best network compatibility, carriers prefer that devices be purchased directly through their official store. Even though carriers still state that they allow you to Bring Your Own Device (BYOD), it is not unusual to find that the actual device models you can bring are limited. (You may discover this when you enter the IMEI number of your device and are told that it is not compatible because it is not a model on their limited pre-qualified list.)

- When contacting a cellular network provider to activate your device, it may be helpful to specify that the device is for a post-paid data plan or even a business account (instead of a pre-paid consumer data plan). You may need to specify that the business data plan is for a "laptop modem" or "USB adapter" even though the SHC6400 is more similar in appearance to a consumer tablet.

- In some cases, you may even need to obtain an inactive SIM card from a local store for the carrier, insert the SIM card, restart the device, and then contact the carrier's customer service to obtain a provisional ID to activate the service.

Cellular Network Compatibility

- If a cellular network carrier requests specifications of the device for compatibility, the following information may be helpful.

- SHC6400 Windows (Sierra Wireless EM7590 Global)

- Certified with Verizon, AT&T Network Ready, and PTCRB

- 4G LTE Advanced Pro Cat-13 with 3G fallback

- LTE Global Bands 1-5, 7, 8, 12-14, 18-20, 25, 26, 28, 29, 32, 38-41, 66, 71

- WCDMA/HSPA Global Bands 1, 2, 4, 5, 6, 8, 9, 19

- In general, our devices work with global PTCRB (historically GSM) compatible networks.

Be prepared when you contact your service provider

- To expedite the activation process, the following tips are recommended:

- Have the device details ready, including the IMEI number.

- Include billing information and Business ID, such as your Federal Tax ID or VAT number.

- Note the specifications of the device for compatibility as listed above.

- Ensure that all SHC6400 firmware and Windows updates have been installed.

- Carrier data plans are continuously changing and may change at any time without our knowledge.