

Cradlepoint MA-MC400-1200M-B

Cradlepoint MA-MC400-1200M-B Cellular Modem User Manual

Model: MA-MC400-1200M-B

1. PRODUCT OVERVIEW

The Cradlepoint MA-MC400-1200M-B is an advanced LTE Advanced Pro cellular modem designed for high-speed mobile connectivity. This modem is intended as an upgrade module for compatible Cradlepoint devices, specifically mentioning IBR1700 and COR Dock doors. It provides robust and reliable internet access in mobile environments, supporting data transfer rates up to 1200 Mbps.

This module integrates seamlessly into existing Cradlepoint router systems, enhancing their cellular capabilities without requiring external antennas (as indicated by "no antennas" in the description, implying it uses the host device's antenna system or internal antennas).

2. SETUP AND INSTALLATION

Before installing the MA-MC400-1200M-B modem, ensure your Cradlepoint host device (e.g., IBR1700 or COR Dock) is powered off and disconnected from all power sources.

2.1 Inserting SIM Cards

The modem requires one or two active Nano-SIM cards for cellular connectivity. Locate the SIM card slots on the modem module.



Figure 2.1: Rear view of the MA-MC400-1200M-B modem, highlighting the two Nano-SIM card slots (SIM 1 and SIM 2).

1. Gently insert the Nano-SIM card(s) into the designated SIM slots (SIM 1 and/or SIM 2) with the gold contacts facing down and the notched corner oriented correctly.
2. Push the SIM card until it clicks into place.

2.2 Module Installation into Host Device

Refer to the specific installation guide for your Cradlepoint IBR1700 or COR Dock host device for detailed instructions on how to insert the MA-MC400-1200M-B modem module. Generally, this involves:

- Opening the modem bay or dock door on the host device.
- Aligning the MA-MC400-1200M-B module with the internal connector.
- Gently pushing the module into place until it is securely seated.
- Securing the module with any provided screws or latches, and closing the bay/door.



Figure 2.2: Front view of the MA-MC400-1200M-B modem, displaying the MAIN, AUX, and GPS antenna ports. Note: This module is designed to integrate with the host device's antenna system.

Once the module is installed, reconnect power to your Cradlepoint host device and power it on.

3. OPERATION

After successful installation and powering on the host device, the MA-MC400-1200M-B modem will initialize and attempt to connect to the cellular network. The status of the modem is typically indicated by LEDs on the host Cradlepoint router.

3.1 Understanding LED Indicators

Refer to your Cradlepoint host device's user manual for specific LED indicator meanings related to cellular modem status. Common indicators include:

- **Solid Green:** Connected to cellular network, good signal strength.
- **Flashing Green:** Attempting to connect to cellular network.
- **Solid Amber:** Connected to cellular network, weak signal strength.
- **Flashing Amber:** SIM card error or no SIM detected.
- **Off:** Modem is not powered or not recognized by the host device.

3.2 Accessing Modem Settings

Modem settings, such as APN configuration, network selection, and data usage monitoring, are managed through the administrative interface of your Cradlepoint host router. Access the router's web interface using its IP address (e.g., 192.168.0.1 or 192.168.1.1) from a connected device.

Consult your host router's documentation for detailed instructions on navigating its administrative interface and configuring cellular modem settings.

4. MAINTENANCE

The MA-MC400-1200M-B modem is designed for reliable operation with minimal maintenance. Adhering to the following guidelines will help ensure its longevity and performance:

- **Firmware Updates:** Ensure your Cradlepoint host router's firmware is kept up-to-date. Firmware updates often include performance enhancements and bug fixes for integrated modem modules.
- **Physical Inspection:** Periodically inspect the modem module and its connection within the host device for any signs of damage or loose connections.
- **Cleaning:** If necessary, gently clean the exterior of the modem module with a soft, dry cloth. Do not use liquid cleaners or solvents.
- **Environmental Conditions:** Operate the device within the recommended temperature and humidity ranges specified in your host router's documentation.

5. TROUBLESHOOTING

If you encounter issues with your MA-MC400-1200M-B modem, consider the following troubleshooting steps:

Problem	Possible Cause	Solution
No cellular signal / Modem not connecting.	<ul style="list-style-type: none"> • SIM card not inserted correctly or faulty. • No active data plan on SIM. • Poor cellular coverage in current location. • Incorrect APN settings. • Modem not recognized by host device. 	<ul style="list-style-type: none"> • Power off host device, re-insert SIM card(s) firmly. • Contact your cellular provider to verify data plan. • Relocate the host device to an area with better signal. • Verify and correct APN settings in the host router's admin interface. • Ensure modem module is securely seated in the host device. Restart host device.
Slow cellular speeds.	<ul style="list-style-type: none"> • Weak cellular signal. • Network congestion. • Data plan throttling. 	<ul style="list-style-type: none"> • Check signal strength via host router's interface; relocate if necessary. • Speeds may vary based on network traffic. • Contact your cellular provider regarding data plan limits.
Modem LED is off.	<ul style="list-style-type: none"> • Modem not powered. • Modem not detected by host device. 	<ul style="list-style-type: none"> • Ensure host device is powered on. • Power off host device, re-seat the modem module, then power on.

For more advanced troubleshooting, consult the comprehensive documentation for your Cradlepoint host router or visit the Cradlepoint support website.

6. SPECIFICATIONS

Feature	Detail
Model Number	MA-MC400-1200M-B
Brand	Cradlepoint
Modem Type	Cellular modem (LTE Advanced Pro)

Feature	Detail
Maximum Upstream Data Transfer Rate	1200 Megabits Per Second
Compatibility	Designed for Cradlepoint IBR1700 & COR Dock host devices
SIM Card Type	Nano-SIM
Package Dimensions	3.94 x 1.97 x 0.79 inches
Item Weight	2.2 pounds
UPC	810007800912
Date First Available	August 19, 2019

7. WARRANTY INFORMATION

Cradlepoint products typically come with a limited hardware warranty. The exact terms and duration of the warranty for your MA-MC400-1200M-B modem are dependent on your region and the point of purchase. Please refer to the warranty card included with your product or visit the official Cradlepoint website for detailed warranty information and registration procedures.

Keep your proof of purchase for warranty claims.



8. CUSTOMER SUPPORT

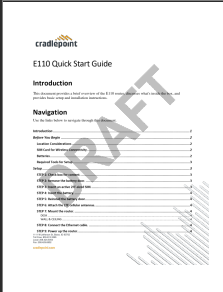
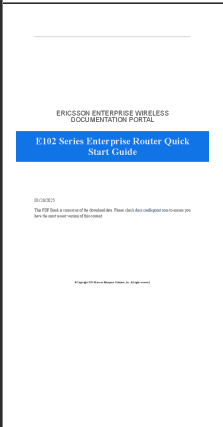


For technical assistance, product inquiries, or further support, please visit the official Cradlepoint support website:

[Cradlepoint Support Website](#)

You may also find helpful resources, FAQs, and community forums on their website.

Related Documents - MA-MC400-1200M-B

	<p>Cradlepoint COR IBR1700 Mobile Router Quick Start Guide</p> <p>Quick start guide for the Cradlepoint COR IBR1700 mobile router, covering setup, hardware, connectivity, LED indicators, and troubleshooting for business-class 3G/4G mobile networking.</p>
	<p>Cradlepoint E100 Quick Start Guide: Setup and Operation</p> <p>Get started quickly with the Cradlepoint E100 router. This guide covers unboxing, essential setup steps, mounting, and understanding LED indicators for seamless connectivity.</p>

 The image shows the cover page of the 'Cradlepoint E110 Quick Start Guide'. It features the Cradlepoint logo at the top left. Below the logo, the title 'E110 Quick Start Guide' is displayed. The page includes an 'Introduction' section with a brief overview of the guide's purpose and a 'Navigation' section with a table of contents listing various topics such as 'Getting Started', 'Before You Begin', 'Unboxing', 'SIM Card Insertion', 'Battery Installation', 'Mounting', 'Connectivity', and 'LED Status Indicators'. A large 'DRAFT' watermark is visible across the center of the page.	<p>Cradlepoint E110 Quick Start Guide - Setup and Installation</p> <p>Concise guide for setting up and installing the Cradlepoint E110 router, covering unboxing, SIM card insertion, battery installation, mounting, connectivity, and LED status indicators.</p>
 The image shows the cover page of the 'Ericsson E102 Series Enterprise Router Quick Start Guide'. It features the Ericsson logo at the top left. Below the logo, the title 'E102 Series Enterprise Router Quick Start Guide' is displayed. The page includes an 'Introduction' section with a brief overview of the guide's purpose and a 'Navigation' section with a table of contents listing various topics such as 'Getting Started', 'Before You Begin', 'Unboxing', 'SIM Card Insertion', 'Battery Installation', 'Mounting', 'Connectivity', and 'LED Status Indicators'. A large 'DRAFT' watermark is visible across the center of the page.	<p>Ericsson E102 Series Enterprise Router Quick Start Guide</p> <p>Quick start guide for the Ericsson E102 Series Enterprise Router, covering setup, installation, LED indicators, and troubleshooting. Includes model information and connectivity setup.</p>
 The image shows the cover page of the 'Cradlepoint A2415 Series Cellular Access Point Installation Guide'. It features the Cradlepoint logo at the top left. Below the logo, the title 'A2415 Series Cellular Access Point Installation Guide' is displayed. The page includes an 'Introduction' section with a brief overview of the guide's purpose and a 'Navigation' section with a table of contents listing various topics such as 'Getting Started', 'Before You Begin', 'Unboxing', 'SIM Card Insertion', 'Battery Installation', 'Mounting', 'Connectivity', and 'LED Status Indicators'. A large 'DRAFT' watermark is visible across the center of the page.	<p>Cradlepoint A2415 Series Cellular Access Point Installation Guide</p> <p>This guide provides comprehensive instructions for installing the Cradlepoint A2415 Series Cellular Access Point (CAP). It covers product overview, installation preparation including tools and materials, step-by-step installation procedures for pole and wall mounting, cable connections, grounding, weatherproofing, and troubleshooting common issues.</p>
 The image shows the cover page of the 'Cradlepoint COR IBR1100 Series Manual: Ruggedized Cloud-Managed LTE Networking'. It features the Cradlepoint logo at the top left. Below the logo, the title 'COR IBR1100 Series Manual' is displayed. The page includes an 'Introduction' section with a brief overview of the guide's purpose and a 'Navigation' section with a table of contents listing various topics such as 'Getting Started', 'Before You Begin', 'Unboxing', 'SIM Card Insertion', 'Battery Installation', 'Mounting', 'Connectivity', and 'LED Status Indicators'. A large 'DRAFT' watermark is visible across the center of the page.	<p>Cradlepoint COR IBR1100 Series Manual: Ruggedized Cloud-Managed LTE Networking</p> <p>Explore the Cradlepoint COR IBR1100 Series Manual for detailed information on this ruggedized, cloud-managed 3G/4G/LTE networking solution. Ideal for mission-critical, in-vehicle, and demanding environments, it offers high availability and advanced connectivity features.</p>