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Honeywell Announces Software Update for CT37 Mobile Computers to Help Maximize Product Availability

To increase product availability and minimize lead times, Honeywell qualified more readily available components for use in our CT37 mobile computers.

These include the following hardware updates:

- New front facing and rear facing cameras

While CT37 configurations with the new components share the same form, fit and function as existing configurations, they require updated software.

To support seamless integration with customers' existing applications, new software maintenance releases (MR) are available. The new MR will be compatible with both existing and new hardware components.

Users of CT37 configurations with new hardware do not need to take any special action. Customers who already have existing devices deployed on older versions of software and want previously deployed and new units running on the same software version, a maintenance release (MR) will be provided to update existing units.



OPTIONAL OPERATING SYSTEM UPDATE FOR PREVIOUSLY SHIPPED DEVICES

CT37 Product Family Changes	Android 14 (U)		Factory change plan**
	Minimal Kernel	Web Availability *	
New camera	Android 14 MR04 GMS: HON4490-U-514.00.04.0067-G Non-GMS: HON4490-U-514.00.04.0067-N	February 2025	January 2025

*New firmware for web releases is available via the Software Downloads page of the Honeywell public website at the following link: <https://hsmftp.honeywell.com>

**The factory cut-in date for new hardware is an estimate and may be subject to change.

AFFECTED SKUS

All CT37 SKUs are affected by this update.

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ABOUT THE CT37 HANDHELD COMPUTER

The CT37 is a durable, all-purpose business tool that helps ensure reliable data access and communications for front-line mobile workers. The CT37 combines the elegant design and usability of a high-end mobile phone without compromising the durability, manageability, or business functionality that serious business requires.

Based on the Mobility Edge™ platform, the CT37 is designed for businesses that invest in powerful solutions to help gain a competitive advantage in their segments. The Mobility Edge platform is a durable, stable, secure foundation to build these solutions. Mobility Edge helps enable a longer productive life, enhanced security and performance, and accelerated deployments. With the optional powerful, cloud-based Operational Intelligence asset optimization solution, IT leaders can empower operations to help increase productivity and reduce TCO, all with a user experience that keeps frontline workers productive and engaged.

Users will appreciate the design of the CT37, which packs a vivid, 6.0-inch, full-high-definition (FHD) screen into a slim, lightweight, yet durable package. Gentle curves meet the aesthetic demands of customer-facing, top-tier retail and hospitality environments while making the device easy to hold and hard to drop.

The CT37 is released with Wi-Fi® 6E technology, which extends the Wi-Fi 6 (802.11ax) wireless standard into the 6-GHz radio-frequency band. The CT37 supports 2nd BLE location technology and upgrades Bluetooth® to version 5.3, which includes various power-saving features and angle-of-arrival-based direction-finding capabilities.

The CT37 is compatible with powerful software for soft goods retail and healthcare applications. The Operational Intelligence suite of solutions delivers deep operational insights, enables workflow automation that helps prevent issues before they happen, and helps manage issues in real time to help reduce IT support costs. Smart Talk Unified Communications overcomes the problem of fragmented communications and empowers teams with increased security for voice calls, text and media messaging, and user presence – all from one device. The Honeywell Smart Talk solution helps retail, delivery, and hospitality businesses process secure, PCI-compliant payments, including simple tap-to-pay and pin-on-glass without bulky hardware add-ons.

The CT37 comes with a complete set of accessories, including Universal Dock chargers that can be field upgraded by the end-user without tools to support multiple Honeywell field mobility computers now and in the future. Other accessories include an easy-to-replace, true hot swap battery, a wearable accessory for hands-free use, an IH45 RFID handle for fast cycle counting, a ruggedizing boot, and a low-profile belt clip.

For additional information, please visit the CT37 handheld computer product page [HERE](#).

REGIONS AFFECTED

- ☒ Asia Pacific (APAC)
- ☒ Europe (EU)
- ☒ Greater China (GrCH)
- ☒ Middle East, Turkey, Africa (META)
- ☒ Latin America (LATAM)
- ☒ North America (NA)

KEY DOCUMENT LINKS

- [Product datasheet](#)
- [Product webpage](#)

TIMELINE OF EVENTS

PRODUCT	ACTIVITY	DATE*
CT37	First Ship Date with Build Version: MR04 of Android 14	Jan, 2025

* Factory cut-in date is subject to the date of software maintenance releases (MR) by Honeywell

PROTECT YOUR INVESTMENT

With Honeywell Repair Services, it's easy to get the level of repair coverage and protection that makes the most sense for your business. Honeywell repair service programs not only protect your device investment, but also provide predictable repair costs for the duration of your agreement. In addition to repairs, with every depot service we also provide required preventative maintenance, as well as relevant engineering, software, and firmware updates.

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.

Mobility Edge is a trademark of Honeywell International Inc. in the United States and other countries.

Wi-Fi is a registered trademark of Wi-Fi Alliance, registered in the United States and other countries.

Bluetooth is a registered trademark of the Bluetooth Special Interest Group (SIG) in the United States and other countries.