

PUN 26 – 02

20-January, 2026

Honeywell Announces Software Update for the CT47

This announcement is to create awareness of the availability of the CT47 maintenance release (MR) that solves a system bug presented in a small subset of CT47 devices.

DESCRIPTION OF THE ISSUE

Honeywell has identified a small number of customers experiencing a boot loop issue when their device unexpectedly shuts down, freezes, or slows down. These cases are rare—only about 0.31% of devices in use have shown this behavior. The issue impacts a subset of units purchased between November, 2024 and December, 2025, with serial numbers ranging from 24341Bxxxx to 25325Bxxxx.

ROOT CAUSE OF THE ISSUE

Following a thorough investigation, the Honeywell team and our vendor determined the root cause was a process control problem on the vendor's side within a specific production range. Corrective actions have been implemented since December, 2025 for units with a serial number beginning with 25336B225A.

RECOMMENDED ACTIONS

Although the failure rate is low, Honeywell recommends that all devices within the serial number range 24341Bxxxx to 25325Bxxxx be upgraded with the latest firmware. Devices that fail to boot should be returned under warranty or a service contract for repair. The firmware update is optional for customers whose devices do not fall within this serial number range.

OPERATING SYSTEM UPDATE FOR THE AFFECTED DEVICES

DEVICE	ANDROID™ 12 (S)		ANDROID 13 (T)	
	MINIMAL KERNEL	WEB AVAILABILITY*	MINIMAL KERNEL	WEB AVAILABILITY*
CT47	MR19 412.00.19.XXXX	February, 2026	MR11 413.00.11. 0093-G.zip	January, 2026

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

ABOUT THE CT47

The CT47 is built on the newest generation of the Mobility Edge™ platform, a durable, stable, secure foundation for effective, long-lasting solutions. The CT47 delivers the lifecycle, security, and durability required by serious businesses. The CT47 harnesses the latest Qualcomm® QCM6490 processor and memory technology for high performance with planned support through Android 16.

The CT47 is released with the latest 5G and Wi-Fi® 6E technology to stay connected in both indoor and outdoor environments. 5G offers the high bandwidth and low latency available for transport and delivery workers, and within a warehouse, to always stay connected. Whether you are on a private 5G or CBRS network, or a Wi-Fi 6E environment, your workers can continue their workflows with reliable uptime.

The CT47 is designed to endure the most challenging environments. Transport, logistics, and warehouses are as busy as ever and customers need to keep their operations and workflows up and running. Workers in the field can rely on the CT47's ultra-rugged design, as it withstands up to 8-foot drops and 3,500 real-world tumbles. With a higher capacity standard 4775 mAh battery, coupled with the powerful analytics from the Operational Intelligence platform (license required), you can count on the CT47 remaining online throughout the demanding shifts. Built upon a sleek form factor, the CT47 is optimally designed with screen visibility and ruggedness in mind.

Fitted with secure authentication technology, the CT47 helps keep your data and mobile computer safe. The fingerprint sensor is ideal for one-handed operation and easy-to-access biometric authentication. Multiple templates can be stored locally for multiple-user login access. Facial recognition can be accessed from the front-facing camera to access the device quickly and securely. Registration is quick and user data is encrypted and stored locally.

For additional information, please visit the CT47 product page [HERE](#).

REGIONS AFFECTED

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

KEY DOCUMENT LINKS

- [CT47 Datasheet](#)
- [CT47 Webpage](#)

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.

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