

INTERNAL MARKETING BULLETIN

Honeywell | Security and Fire - EMEA

Subject: TAP messaging service discontinuation

Product range: Galaxy G2, Flex(+), Dimension

Product Manager: [Piotr Karpinski](#)

Audience: HSF EMEA

Date: 21st March 2018

Service Discontinuation

TAP 3rd party messaging service - Galaxy G2, Flex, Flex+, Dimension

We wish to advise that Vodafone have announced that they will be closing their wide-area national paging network by 31st March 2018.

If you or your customers still use the Vodafone TAP service, it is likely that this will be shut down and you will need to search for an alternative solution.

We would like to advise some available options which can be offered to your customers:

- 1) Galaxy Dimension
Honeywell provides a free of charge Mobile Application supporting a Push Notification service which is responsible for delivering alarms (and other important events/messages) directly to end users' mobile devices.
To achieve this, each Dimension panel should be equipped with an IP module E080-xx and programmed accordingly to be used with Push Notifications. Please contact sales support for instructions.
- 2) Galaxy Flex/Flex+
First option - Honeywell provides a free of charge Mobile Application supporting a Push Notification service which is responsible for delivering alarms (and other important events/messages) directly to end users' mobile devices.
To achieve this, each Flex or Flex+ panel should be equipped with an IP module A083-00-xx and programmed accordingly to be used with Push Notifications. Please contact sales support for instructions.
Second option - add a GPRS module to the system and use SMS messaging for end user notification (a compatible SIM card will be required).
- 3) Galaxy G2
To sustain the TAP messaging another TAP service will have to be used, i.e. OpenTAP Gateway from FrazCom.
Please visit [OpenTAP](#) for more detailed information.

→ Questions:

For more information, please contact [Piotr Karpinski](#).

Attached to this communication is the external communication, which may be forwarded as appropriate to your customer contacts.