NOTIFIER® by Honeywell

Product Discontinuation Notice: IPDACT and VISORALARM PLUS

Dear Valued Partner,

The existing IP dialer capture solution using IPDACT-2/2UD and VisorAlarm 2U commercial central station and proprietary central station receiver has been a successful product line for Honeywell over the past 12 years. Due primarily to the obsolescence of component parts and changes in router technology to gigabit speeds, we can no longer source the parts listed below from our Supplier.

Fortunately, NOTIFIER has spent the last several years building out its communicator portfolio to provide alternatives for you, including many incentives by Connected Life Safety Services (CLSS) for moving from IP dialer capture only to cellular sole path (cellular only) or cellular dual path (cellular plus IP backup). From a technology standpoint, cellular is easier and faster to implement versus IP and, since most of our cellular capture devices can be powered directly from the fire alarm panel, there is no requirement for UL listed UPS backup for routers and other IT equipment on the customers' networks. The CLSS platform enables users to obtain real-time information on event generation, enabling diagnosis before dispatch and so much more. At the end of this notice you will find a complete listing of our communicator offerings to assist you with this transition.

As of November 1, 2021, we will not accept any new orders for the following SKUs and any orders received must be shipped by December 1, 2021. Please note that due to the limited amount and inability to source components for these products, we can only accept and ship orders while supplies last. Upon depletion of current inventory & materials these models will all be permanently discontinued:

Part Number	Description
IPBRKT	USED FOR MOUNTING IP COMMUNICATORS IN COMMON ENCLOSURE FOR SFP-5UD, SFP-10UD, NFW2-100 AND NFW-50
IPDACT-2	IPDACT COMMUNICATOR
IPDACT-2UD	INCLUDES IPDACT-2 AND 2UD DAUGHTER BOARD
IPENC	IP COMMUNICATOR EXTERNAL MOUNTING ENCLOSURE, INCLUDES IPBRKT, RED
IPENC-B	IP COMMUNICATOR EXTERNAL MOUNTING ENCLOSURE, INCLUDES IPBRKT, BLACK
IPSPLT	SPLITTER: DUAL 8TPC TO SINGLE 8TPC "Y" SPLITTER WITH 2 EA. 9" CABLES FOR COMBINING PANEL PHONE JACKS TO ONE IPDACT INPUT
VISORALARM-PLUS	CENTRAL STATION RECEIVER UL FOR FIRE AND SECURITY

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We appreciate your cooperation during this change and apologize for the inconvenience this may cause. We encourage you to review our newer cellular communicator products listed below:

Part Number	Description	Communication Path	Features / Benefits

HON-CGW-MBB	Honeywell CLSS – Fire Alarm Gateway	• Cellular
		• IP
		• [Coming soon] Dual path (Cellular + IP)
			• 1st year of services included with hardware purchase
			• Direct connection to panel enables faster installation, communication, and more advanced features
			• CLSS functionality
			  • Site Manager
			  • Facility Manager
			  • Remote Programming
			  • Test and Inspect
			(*Note: Central Station Alerting not yet available for all central stations*)

HW-TG7L Series:
 	
HW-TG7LVF02 for Verizon
HW-TG7LAF02 for AT&T
	CLSS-ENABLED LTE COMMERCIAL FIRE ALARM COMMUNICATOR	• Cellular
		• Telco
		• Dual Path (Cellular + Telco)
			• Dual path communication
			• CLSS functionality (included with the price of Telguard service)
			  • Site Manager
			  • Facility Manager

HWF2 Series: HWF2V-COM for Verizon HWF2A-COM for AT&T	FIRE ALARM COMMUNICATOR	• Cellular • IP • Dual Path (Cellular + IP)	• LTE and IP connection tested daily • Requires no change to existing FACP configuration

Please contact your Regional Sales Manager for NOTIFIER or Customer Service Representative at fire.custserv.us@honeywell.com or call 1-800-289-3273 if you have any questions regarding this notice.

Sincerely,
Cortlan White
Business Operations Manager – CLSS

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Frequently Asked Questions

This FAQ is designed to provide answers to three different customer types: Commercial Central Stations, Proprietary Network Customers (closed network and self-monitored) and Non-Proprietary Network (use third-party monitoring).

Disclaimer, both the IPDACT and VISORALARM PLUS are extremely reliable. Thus, while they are discontinuing this year, they may last for several years thereafter. Please remind customers that replacing these products will only be necessary once they begin to fail. In some cases, these products may be repaired.

Commercial Central Stations

Q: Will other communicators besides the IPDACT-2 and IPDACT-2UD work with my VISORALARM PLUS?
A: No, IPDACTs only communicate with VISORALALARM PLUS.

Q: How long will I have customer support on my current receivers?
A: Per Terms & Conditions with the Supplier, the Supplier will provide support for 3 years with the best effort. For the Engineering Support team email to support@teldat.com or visit (http://support.teldat.com/cgs/)

Q: What are my options for replacing the VISORALARM PLUS?
A: The VISOALARM PLUS has been extremely reliable and may last for many years. However, when it does fail it typically requires a firmware repair. If the unit cannot be repaired, then you may do any of the following:

1. You can have the dealer switch to a cellular capture card compatible with any of your existing receivers
2. You can purchase any IP Receiver and have the dealer replace the IPDACT-2/2UD communicator with one compatible with that specific IP receiver.

Q: I'm receiving calls from dealers regarding the IPDACT-2 and IPDACT-2UD discontinuation. What should I communicate as their options to replace?
A: Move the installing dealer and subscriber to a different technology capture card compatible with one of your existing receivers. We also encourage you to review our newer cellular communicator products such as the CLSS Gateway, AlarmNet HWF2-COM series, and Telguard HWTG7 series.

Proprietary Networks

Q: How long will I receive customer support on my current inventory of communicators?
A: Per Terms & Conditions with the Supplier, the Supplier will provide support for 3 years with the best effort. For the Engineering Support team email to support@teldat.com or visit (http://support.teldat.com/cgs/)
Q: What are my options for replacing the discontinued products?
A: There is not a direct one-to-one replacement. However, you may

1. Install a different IP capture communicator and connect to a different IP receiver

Non-Proprietary Networks

Q: How long will I receive customer support on my current inventory of communicators?
A: Per Terms & Conditions with the Supplier, the Supplier will provide support for 3 years with the best effort. For the Engineering Support team email to support@teldat.com or visit (http://support.teldat.com/cgs/)

Q: What are my options for replacing the discontinued products?
A: We encourage you to review our newer cellular communicator products such as the CLSS Gateway, Alarmnet HWF2-COM series, and Telguard HWTG7 series.

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