NOTIFIER by Honeywell

Product Bulletin

Faster Configuration of IPGSM-4G Fire Communicator!

Now Includes Pre-activated SIM Card to Save Time



December 15, 2014

Dear NOTIFIER Business Partner,

NOTIFIER is pleased to announce that the IPGSM-4G Fire Communicator now includes a pre-activated SIM card, enabling quicker configuration of the unit.

Effective immediately NOTIFIER will be shipping the IPGSM-4G with pre-activated SIM cards reducing time spent programming them at a job site, while also eliminating connectivity issues during provisioning. Pre-activated SIM cards make the end-to-end installation process faster, allowing you to move onto the next job in a timelier manner.

The IPGSM-4G units with pre-activated SIM cards can be easily identified by specially labeled cartons. Labels will indicate the date when the pre-activated SIM was activated at the factory. Any IPGSM-4G communicator SIM card that has not been programmed approximately three months from the date referenced on the label will be deactivated to avoid monthly charges from network carriers. All radios can be reactivated through the traditional processing methods via AlarmNet Direct. For more information on the IPGSM-4G please refer to the datasheet and installation manual. See the 2nd page of this notice for a list of frequently asked questions pertaining to pre-activated SIM cards.

The price of the IPGSM-4G remains the same.

Please contact your NOTIFIER Customer Service Representative at 1-800-289-3473 to place an order for the IPGSM-4G. For any technical questions pertaining to this notice please contact NOTIFIER Technical Service at 1-800-289-3473 or NOTIFIER.Tech@honeywell.com.

Sincerely,

Daniel Corbett
Product Manager, NOTIFIER

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FAQs: IPGSM-4G Pre-activated SIM Cards for Customers in the United States

- **What is a pre-activated SIM card**? A SIM card that is already activated on the carrier network at the time of purchase.

- **How will the SIM cards get pre-activated?** The SIM cards will be activated at our factory as part of the process moving forward. Any IPGSM-4G distributed for sale is capable of communicating over the wireless network.

- **Why are the SIM cards going to be pre-activated?** Speeds up installation times and provides a better overall experience. Eliminates network connectivity issues that may occur during the activation process.

- **When will the pre-activated SIMs be included in the IPGSM-4G?** IPGSM-4G's with pre-activated SIM cards will start shipping on or about December 1, 2014.

- **How will I know if I am purchasing an IPGSM-4G that offers a pre-activated SIM?** There will be a label on the carton indicating that the SIM has been pre-activated.

- **Why is the new pre-activated SIM only active for a certain amount of time?** Activation fees are required by the network carrier after a certain period of time. If an IPGSM-4G is purchased but has not been programmed approximately three months following the manufacturer's date, Honeywell reserves the right to deactivate the card in order to avoid incurring these monthly charges.

- **How do I know what the manufacturer's date is for the pre-activated SIM?** Carton labels will indicate the date in which the pre-activated SIM was activated at the factory. A few months after this date, the IPGSM-4G is subject to being deactivated by Honeywell if it has not yet been installed on the AlarmNet® network.

- **Can I reactivate a SIM card that was initially activated and then deactivated?** Any IPGSM-4G, whether it was supplied with a pre-activated SIM or one that you activated under the existing process, can be activated again through the traditional processing methods via AlarmNet Direct.

- **May I use an IPGSM-4G that was not pre-activated that I purchased before these were available?** Yes. Our IPGSM-4G can always be activated using the existing methods from AlarmNet Direct. However, once you start using the new communicators, you'll start saving time on your installations immediately. Please note that there is a window of time that the SIM card will remain active. After a few months, radios that have not been registered with AlarmNet for services will be deactivated. In the rare occurrence where this might happen, you can easily reactivate the radio via AlarmNet Direct.