

Important Customer Notice - 3G Cellular Network Retirement

Some mobile wireless carriers in Canada have announced the retirement of 3G network in favour of newer technology (4G LTE & 5G). This process has already been started or completed in many other countries. The 2G network was previously retired several years ago.

What is the concern regarding farm livestock facilities?

Any device relying on the 3G cellular network will no longer be able to make/receive calls or text messages when 3G is phased out. This will include any barn alarms setup with cellular dial out on 3G. Possible alarm systems could be a Sensaphone, Agri-Alert or Skov DOL2400 (2022 and older). Most alarm systems do not have the built-in capability of directly connecting to the cell network and use a go-between device such as an X-Link Gateway, CELL2JACK, Dock-N-Talk, ZTE device or OEM service provider equipment. Some devices may be compatible with 4G but may be utilizing a 3G SIM card which is not capable of connecting to 4G. In any case you will no longer receive notifications from your alarm system once the phase-out is completed.

What is the timing?

To date, Rogers/Fido have announced an end date of July 31, 2025. Others have not made an official announcement, however it is expected that they will in the near future.

How do I tell if my alarm system is affected?

Your wireless carrier should be notifying you if you are currently using the 3G network and when they plan to retire it. It is important to be proactive, especially for Rogers & Fido customers since the date has been announced.

Some things you can do to follow up:

- Review your alarm system setup if it is using any of the mentioned devices.
- Call your service provider and inquire the details of your account & SIM card with regards to 3G service.
- If you are using a device purchased from the cellular service provider, inquire with them on 4G capabilities of the device or options they may have for replacement.

What are the upgrade options if my system uses 3G?

- Skov DOL24000 with 4G Modem
- Agri-Alert Data Gateway
- 4G device supplied by your cellular service provider (sometimes called a "Wireless Home Phone"). These may have limited functionality with alarm systems.

For more information on these options, please contact our office or your County Line salesrep.

3G Cellular Network Retirement – Devices Affected

Skov DOL2400 (2022 & older running less than Version 4 software)



Affected units will be installations from 2022 and older and not using a fixed landline. Our sales team will be reaching out to discuss upgrade options for units we have on record. To see if your unit requires an upgrade you can check this by navigating in the menu:

Under Details -> System Status-> CPU Module-> Software Version

Software versions less than 4.0 will be running on 3G, and you will likely need to upgrade both hardware and software.

Sensaphone 400 & 800, Agri-Alert Models 800, 2400, 9600, 800eZe, AA128

These alarm systems do not connect directly to the cell network. If your alarm is using the cell network it is likely connected with a 3rd party device, which may have come from your service provider. This list is **not** exhaustive, if you do not see yours listed here then it is best to contact your service provider for further information.



X-Link BTTN Gateway, CELL2JACK, Dock-N-Talk

This device links a regular cell phone via Bluetooth technology, and is hard-wired to the alarm system. The device itself does not contain the SIM card, rather this is accomplished through the connected cell phone. To see if your setup is compatible with 4G you will need to investigate the phone model & SIM card. Most phones will display the network they are connected on near the signal strength status bar. If you see H+ or 3G then you will be affected.



ZTE WF720, WF721, WF723

These devices are hardwired to the alarm system and take a SIM card directly.

Models WF720 & 721 are not 4G compatible.

Model WF723 is compatible with 4G, but it is important to note that if the status bars are orange, then it is connected on 3G. If the status bars are green, it is connected on 4G/LTE.

NOTE – this device will allow the alarm unit to make calls when connected on 4G/LTE, but button pushes are not transferred in a way the alarm can recognize. This means it is impossible to enter a password or navigate the menu when on-line with the alarm.

Your cell service provider may have options for 4G/5G dial-out devices or configurations. These may be described as “Wireless Home Phone” plans or all-in-one internet and cell service. Note that County Line is not able to provide technical service with these devices, but they may be a viable option for you. It is always important to keep these things in mind

- Does the device have an internal battery backup? If not, an external one will need to be provided for power outage situations.
- Does the device provide dial tone? Some alarms may not be able to dial out if tone is not detected.
- From our experience, most 4G devices do not pass through a button push in the correct way to the alarm unit. This means the alarm can call out, but you will not be able to enter your password or navigate the menu when on-line with the alarm unit. It will be functional but can be frustrating.