AlarmNet 360™

Rogers™ Communications 2G Network Sunset

Frequently Asked Questions

1. What is the purpose of the information being provided?	The information provided is intended to help you understand the Rogers Communications 2G network sunset so you can prepare for a smooth transition and continue to service your customers between now and December 31, 2021.
2. How often should I anticipate updated information on the Rogers 2G sunset?	Rogers has not yet provided this timeline. Updates will be made available to you as soon as the information is shared with us.
3. Can I upgrade 2G customers to 3G?	We recommend you upgrade 2G customers to LTE. 3G communicators are no longer produced.
4. What devices can I use to replace my Rogers 2G devices?	AlarmNet® offers several choices to replace 2G devices. See table below:

Device type	2G Device	LTE Device	IP/Wi-Fi®	Notes
GSM Only				
	7845GSMCN	LTE-IC	7847i	
	7845GSMRCN	LTE-IC	7847i	
	GSMCN	LTE-IC	7847i	
	GSMXCN	LTE-XC	7847i	
	GSMLCN	LTE-L57C		Panel replacement required to L5210-CN/L7000-CN
	GSMVLPCN	LTE-L3A	ILP5	
	GSMVLP5CN		ILP5 or L5100 WIFI	
IP/GSM Combo				
	IGSMVCN	LTE-IC		
	7845i-GSMCN	LTE-IC		
	VISTA-GSMCN	LTE-XC		External ECP Communicator (move Jumper)

5. How can I determine what 2G devices I must replace?	You can get a list of your company's 2G-based devices by using "Insights" on the AlarmNet 360 website. Use filters "2G" and "2G combo devices."
6. Can my L5000 be upgraded to a LTE communicator?	The L5000 cannot support LTE technology, and would require either an ILP5 (IP communicator) or a replacement panel of the L5200/L7000 type.
7. What will happen to my 2G cellular only devices after December 31, 2021?	Your central station will receive a communication failure message on the account at the end of the supervision rate programmed into the device (daily, monthly, etc.) The device will stop sending Alarm messages to the central station.
8. What will happen to my 2G cellular/IP devices after December 31, 2021?	If the IP connection is connected and working, your central station will continue to get alarm signals. The central station will also receive a secondary path failure signal indicating that the 2G path is no longer operating. If the IP connection is disconnected or stops working, alarm signals will not be sent to your central station. The central station will receive a communication failure message based on the supervision rate programmed into the unit.
9. What will my customers see on the local keypad after December 31, 2021?	On 2G cellular devices, only the keypad will go into trouble mode and beep. This will not prevent the system from being armed or trigger an alarm. The end user can enter a code to "off" and silence the beeping. Some panels can be programmed by Compass Downloader to remove the radio from panel programming. VISTA low end = *29 set to 0 VISTA high end = change radio ECP address from type 6 to type 0 VISTA-21iP version date code S300+ cannot be upgraded to 4G, the panel will need to be replaced or radio disabled locally. • L3000 and L5000 panels: The radio or panel will need to be replaced or disabled locally. • Combo 2G and IP devices: The keypad may indicate trouble and beep based on how the panel and communicator were programmed. The end user can enter a code to "off" and silence the beeping.
10. Will my two-way voice continue to operate?	Two-way voice over GSM will no longer operate. 2G/IP combo devices also do not support VoIP so they will not function.

11. **Can I contiue to use a 2G/IP device for communication or does it need to be replaced?**	We recommend that you upgrade the unit to fully benefit from dual-path technology. If the device has internet/IP that is working, it will continue to function. However, there will be no rollover feature to GSM as that technology will be shut down.
12. **Can my VISTA-GSMCN be swapped for VISTAGSM4GCN on a VISTA-21IP panel?**	The VISTA-21IP can be used for IP only or set up to use an external AlarmNet communicator. Older VISTA-21IP panels using VISTA-GSMCN (2G) will need to change to a VISTA-21IP with date code S300+ to use the VISTAGSM4GCN module.
13. **How will the 2G shutdown affect the network today?**	While the shutdown is not scheduled until December 31, 2021, we do not expect any coverage changes now. It is possible that due to obsolete parts there may be some impact to coverage in the 2019 to 2021 time frame. We will provide you with any additional information we receive from Rogers about any changes in coverage.
14. **If I don't fully understand this information, who do I contact?**	Please contact your local Resideo District Manager or email Support3@Resideo.com

Pour plus de détails

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