



Modem Card Upgrade FAQs

1. What is a modem card upgrade and what does it mean for my Outdoorlink system?
 - The Outdoorlink units communicate and transfer critical information about your assets via a cellular m2m network. As previous generations of mobile networks are retired, devices such as the modem card in your units must be upgraded in order for the devices to remain connected and communicate with our network.

2. I received an email or call about a modem card upgrade for my system, what should I do?
 - If you received an email or call from Outdoorlink about upgrading your system, it is important to follow the instructions to update your units as soon as possible.

3. What is involved in the upgrade process?
 - Your existing device will receive a firmware update to accept the new modem card. This will be performed over-the-air (OTA) by Outdoorlink staff. The device will reboot after the firmware update is complete. This may result in a brief power outage (less than 3 min) to the display or lighting system based on wiring configuration.
 - The (Red) 3G modem card can be removed and the (Black) LTE card installed in its place.
 - A debug cable and programmer will be provided in case of a firmware/software issue. Instructions for this procedure are included in the modem card swap manual.

4. Why do I need to have my system upgraded?
 - If you do not update your Outdoorlink system from 3G to LTE CATM1, then you risk your system losing connection with our network. If your system losing this connection, you won't receive all of the great benefits of being able to monitor and manage your assets remotely.

5. Who is responsible for upgrading my Outdoorlink system?
 - Australia and New Zealand customers are responsible for completing the upgrades. A detailed instruction manual will be provided on the USB drive to perform the swap.
 - Please email stephen@outdoorlinkinc.com or call (256) 885-9768 to speak with a support tech and determine which option works best for you.

6. How much does upgrading my system cost?
 - The LTE Cat-M1 modem card is \$119. This includes the modem card, upgrade kit and shipping.
 - If you did not receive an email or call with this information, please reach out to us at (256) 885-9768 and a support tech will be happy to assist you.

7. How long do I have to upgrade my system before the 3G sunset?
 - It is recommended that if you have been contacted by Outdoorlink regarding your system, you begin system upgrades as soon as possible.
 - Vodafone 3G sunset scheduled for December 15, 2023.
 - Telstra 3G sunset scheduled for June 1, 2024.
 - Optus 3G sunset scheduled for September 2024.



- 8.** What are the benefits of upgrading my Outdoorlink System?
- New cellular technologies bring us faster connections, easier data transfers and improved reliability. The same goes for upgrading from 3G to LTE CATM1. Your system will be faster, more reliable, and always ready for you when you need it.
 - In the near future, cellular carriers will begin sunsetting outdated networks. By upgrading now, you ensure that your service continues without interruption.