

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 for the devices to remain connected and communicating 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.
- Call (256) 885-9768 to speak with one of our customer support reps and we will be happy to help you decide the best plan for upgrading.

3. Why do I need to have my system upgraded?

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

4. Who is responsible for upgrading my Outdoorlink system?

- We have multiple ways of completing your upgrades to make this transition as hassle free as possible. Upgrades can be completed by you or Outdoorlink technicians.
- Please call (256) 885-9768 to speak with a customer support rep and determine which option works best for you.

5. How much does upgrading my system cost?

- The LTE Cat-M1 modem card is \$75.
- 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.

6. How long do I have to upgrade my system?

- It is recommended that if you have been contacted by Outdoorlink regarding your system, you begin system upgrades as soon as possible.
- AT&T has published the 3G sunset effective February 22, 2022.
- Verizon has published the 3G sunset effective December 31, 2022.

7. What are the benefits of upgrading my Outdoorlink System?

- Just as the switch from 2G to 3G in 2015 brought us faster connections, easier data transfers, and improved reliability, the same goes to upgrading from 3G to LTE. 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- In the near future, cellular carriers will begin sunsetting outdated 3G networks. By upgrading now, you ensure that your service continues without interruption.