

## PRODUCT NOTICE FOR NESS 106-250xx 4G DIALLER

Rev 1.2 06/08/2024

### OVERVIEW

This product has an unexpected compatibility issue which prevents the use of VoLTE over 4G. This means that when the 3G network is shut down in August 2024 the dialler will not be able to make calls on any network.

### PRODUCTS AFFECTED

Ness 106-250NS, 106-250S, K-106-250S 4G Dialler with USB-C port  
Older models with Micro-USB port are affected but cannot be updated.

### SOLUTION

Units with a USB-C port: Update the firmware.  
Bring your device to any Ness branch for an on-the-spot firmware update.

Units with a Micro-USB port: Replace the unit with a new 106-490NS dialler.

### CONTACTS

If you have a large batch of diallers to update it's best to make arrangements in advance with your Ness branch.

Technical queries contact Ness Tech Support, Ph: 1300 551 991  
or email: [techsupport@ness.com.au](mailto:techsupport@ness.com.au)

## CAUTION - NESS SIM CARDS - UNATHORISED USE DETECTION

Ness SIM cards are programmed to detect unathorised use, so once activated can only be used in the authorised device.

If a SIM card is moved to a new dialler it will automatically become deactivated.

### NOT AFFECTED SITUATION

If you are simply flashing the dialler's firmware and **not** moving the SIM to a new dialler, then the SIM remains active.

### AFFECTED SITUATIONS

For example if you're swapping a dialler in the field and moving the SIM card to an updated dialler.

### SOLUTION

Ness can assist by temporarily disabling auto-deactivation on nominated SIMs.

The installer can contact Ness SIM department to request a 'swap-over window.'\*  
Email to [simactivation@ness.com.au](mailto:simactivation@ness.com.au) and provide the SIM card phone number

The 'swap-over window' will be applied same day and provides 14 days during which time the SIM can be moved to a new device without deactivation.

\* Allow up to 1 hour (during business hours) for the SIM to be added to the 'swap over' window list. Plan ahead for the weekend or after hours.

Note. If you don't notify Ness before swapping hardware the person registered on the SIM activation form will receive an automated email and SMS (providing their mobile number in our system) advising that the SIM card has sensed a new device and has been deactivated. In this case the installer should send an email to [simactivation@ness.com.au](mailto:simactivation@ness.com.au) and request reactivation.

### TESTING

Of course the installer should perform a functional test of the device before leaving the site.

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