

SPECIAL OFFER: Reduced Rate for 1.8.2 OTA Upgrades – Submit Request to 2GIG by November 28, 2011

2GIG Technologies announces a great one-time opportunity to upgrade your customers' Go!Control panels to software release version 1.8.2 at a reduced price. This offer is available for all Go!Control panels running software versions 1.5 or 1.6 and connected to the Alarm.com service. Software release version 1.8.2 provides support for the new Wireless Touch Screen Keypad (2GIG-TS1), the French language and also includes several new features and enhancements outlined in the "2GIG Go!Control V1.8 Software Release Notes" found on www.2gig.com.

Dealers must submit the Alarm.com Customer IDs for all of their customers' Go!Control panels to be updated to 1.8.2 by Monday, November 28, 2011 via email to techsupport@2gig.com. When submitting the Customer IDs, please also designate whether the update to be applied be the English or the French version. The Customer IDs will then be submitted to Alarm.com for processing. Alarm.com will be upgrading panels on Monday, December 5, 2011.

Pricing

Please contact your sales representative or 2GIG Technologies technical support for pricing details. Pricing varies depending on the carrier used.

System Requirements

Any Go!Control panel running version 1.5 or 1.6 with a currently active GSM connection to Alarm.com is able to receive the OTA upgrade to 1.8.2.

NOTE: If the GSM module in the panel is subject to the GSM module recall announced October 20, 2011, the GSM module must be swapped out before Alarm.com can perform the OTA upgrade to 1.8.2.

Frequently Asked Questions

Question: Why should I upgrade my customer to version 1.8.2?

Answer: Software version 1.8.2 is required if you are going to install a TS1 for your customer or if your customer would like to use the French language on the Go!Control panel. Please refer to the Release Notes for 1.8 (found on www.2gig.com) for other features that may be useful to your customers. If none of these items are required, you do not need to upgrade your customer's panel.

Question: When will my customer's panel be upgraded?

Answer: The upgrades will begin Monday, December 5th and will continue until all panels to be upgraded as a part of this special offer are upgraded to version 1.8.2.

Question: How long does the OTA upgrade take?

Answer: The software must be first downloaded before the upgrade takes place. The download can take up to 5 hours to complete. The panel will remain fully operational during the entire download and upgrade process except for the final few minutes of the upgrade process when the panel restarts. If the panel is in the armed state when the upgrade process takes place, the panel will reset at the end of the update process and restart in the armed state.

Question: How will I know when my customer's panel is upgraded to version 1.8.2?

Answer: You can look up the software version of your customer's panel by looking at their account on the Alarm.com dealer website. The version is listed in the top left corner under "Current Record". Your customer will be able to tell that their panel has been upgraded by looking at the home screen and finding the new "Mute" and "Display" buttons on the main menu next to the Security and Home Services buttons respectively. Alternatively, the version can be found on the panel under the "Version" button in the Toolbox.

Question: When will dealers be billed for customer's 1.8.2 OTA updates?

Answer: Alarm.com will bill all dealers for these OTA updates during the December billing cycle.

Question: Is this special offer OTA pricing retroactive for OTAs that have already been done?

Answer: This offer is only available as described in this document and is not retroactive or applicable to any OTAs that take place outside of this window and prescribed process.

Question: If I miss the deadline to submit Customer IDs (November 28, 2011), will there be another opportunity to take advantage of a reduced price for the 1.8.2 OTA?

Answer: This pricing is only available for this special offer. You will need to pay the regular price for the OTA if you need to upgrade a panel to 1.8.2 outside of this window. Alternatively, 2GIG is in the process of beta testing a new update cable and update software tool that enables you to directly upgrade a Go!Control panel. If you are interested in participating in this beta testing, please send an inquiry to beta@2gig.com.

Question: When will 1.8.2 be available for normal OTA from Alarm.com?

Answer: Alarm.com will continue to provide version 1.8.1 for OTA upgrades until 1.8.2 is available from Alarm.com on or around Monday, November 21, 2011. If you have an immediate need to update to 1.8 to install a TS1, there is no need to wait for 1.8.2. Proceed with your installation using the version of 1.8 that is available to you. All Go!Control panels running a version of 1.8 and connected to Alarm.com will automatically be upgraded to 1.8.2.

Question: What changes are included in 1.8.2 over the initial 1.8 release?

Answer: Version 1.8.2 improves 2-way voice clarity on the Go!Control panel when an XCVR2 is installed. Version 1.8.2 also includes the resolution of an issue addressed in version 1.8.1, which eliminates a potential issue encountered when a failed z-wave device is present during an upgrade.

For additional information, contact us at 855-2GIGTECH (855-244-4832) or email techsupport@2gig.com.