



## IDENTIFYING CELL RADIO MODEM TYPES

Three types of cell radio modems are available from 2GIG. This Technical Bulletin will aid you in identifying the types of cell radio modems pre-installation and post-installation. The three types of cell radio modems are:

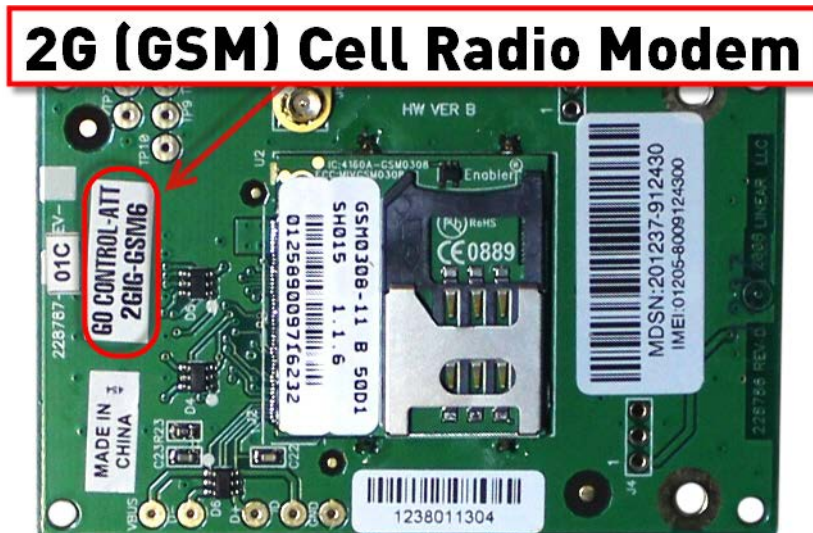
- 2G (GSM)
- 3G
- CDMA

There are two ways to identify the types of radio modem available to install in a 2GIG Go!Control Panel:

- SKU Labels on the module (pre-installation)
- Alarm.com dealer site (post-installation)

## USING SKU LABELS TO IDENTIFY CELL RADIO MODEMS

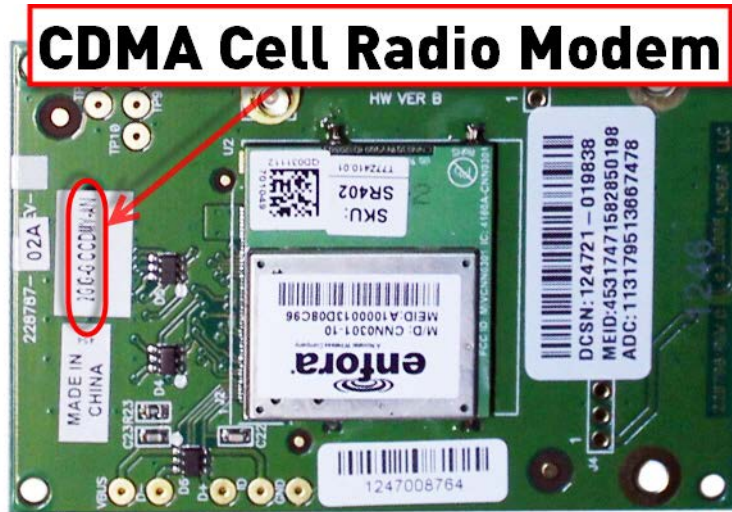
The actual hardware provides a SKU label identifying the type of cell radio modem. When installing, be sure to check the modems themselves because they come labeled according to modem type. For example, the **2G cell radio modem** looks like the following image:



The **3G cell radio modem** looks like the following image:



The CDMA cell radio modem looks like the following image:



## USING ALARM.COM WEBSITE TO IDENTIFY CELL RADIO MODEMS

The following images show screen shots of the Dealer Site's Modem Information page. The Hardware Version displays one of the following:

### 2G = Enfora Enabler 3

Home Customers Dealer Account Support & Sales

Modem Information ⓘ

Modem Serial: 8007800869 ❌

ICCID/MEID:

IMSI:

Modem Serial: 8007800869

Firmware Version: 2GIG v1.9.5

Network: T-Mobile

Activation Date: 9/20/2012 4:35 pm (EDT)

Phone Number: 544-965-1552

IMSI: 310260763083664

ICCID: 890126076223083664

✅ Hardware Version: TwoGig (Enfora Enabler 3)

Daughterboard: Unknown XCVR

Built-In Radios: Z-Wave

Feature Compatibility: Two Way Capable

Modem Serial number does NOT help to identify that this is the 2G module

### 3G = Telit HE910

Home Customers Dealer Account Support & Sales

Modem Information ⓘ

Modem Serial: 8000000816 ❌

ICCID/MEID:

IMSI:

Modem Serial: 8000000816

Firmware Version: 2GIG-Task based: 601127

Network: AT&T

Activation Date: 1/14/2013 4:22 pm (EDT)

Phone Number: 566-282-0424

IMSI: 310410501692456

ICCID: 89014104255016924565

✅ Hardware Version: TwoGig (Telit HE910)

Daughterboard: Transceiver v2

Built-In Radios: Z-Wave

Feature Compatibility: Two Way Capable

Modem Serial number does NOT help to identify that this is the 3G module

### CDMA = Enfora HS3001

Home Customers Dealer Account Support & Sales

Modem Information ⓘ

Modem Serial: 9512839114 ❌

ICCID/MEID:

IMSI:

Modem Serial: 9512839114

Firmware Version: 2GIG-Task based: 601127

Network: Verizon

Activation Date: 8/28/2012 12:50 pm (EDT)  
OTASP not completed

Phone Number: 571-328-9024

IMSI: 113179512839114

MEID DEC/MEID HEX/ESN: 270113179512839114/A10000

✅ Hardware Version: TwoGig (Enfora HS3001 CDMA)

Daughterboard: Transceiver v2

Built-In Radios: Z-Wave

Feature Compatibility: Two Way Capable

Modem Serial number does NOT help to identify that this is the CDMA module