

IMMEDIATE ATTENTION REQUIRED – PLEASE READ CAREFULLY

DATE: 2/18/2022

TO: All AT&T POTSwap Customers (LTE910PS V1.00)

SUBJECT: AT&T 3G shutdown (Beginning 2-22-22) 4G POTSwap Issues.

Distributors, Integrators, and Resellers please send this information to your 4G AT&T POTSwap Customers.

For AT&T POTSwap LTE910PS V1.00 customers that receive voice service from Janus:

Janus was recently notified by AT&T that the original comm plans assigned to Janus for POTSwap customer voice service will not connect to the AT&T 4G VoLTE network after the 3G shutdown is complete.

We have been issued a new plan that will allow customers to connect to the AT&T 4G VoLTE network and are working to change customer comm plans via our portal. You should see no interruption to service during this change.

For all AT&T POTSwap customers (with and without Janus voice service):

We were also notified of another critical change required for all AT&T POTSwaps in operation. **A modification to the settings of the device is required.** This change will ask customers to connect a computer to their POTSwap devices and follow the instructions provided link below:

[VoLTE Upgrade Link](#)

We expect this change will take less than 15 minutes for an experienced computer user.

NOTE: CUSTOMERS THAT PURCHASE POTSWAP VOICE SERVICE DIRECTLY FROM AT&T SHOULD CONTACT THEIR REPRESENTATIVE TO VERIFY YOUR POTSWAP IS CONNECTED TO THEIR 4G LTE VoLTE NETWORK!

Janus is aware that some customers will not be able to change the setting as outlined above. Those customers can choose to send their units back to Janus for the VoLTE upgrade free-of-charge. Please follow the instructions on this RMA form – link provided below:

[RMA Form Link](#)

We sincerely apologize for any inconvenience caused by this issue. We will do everything we can to resolve these issues ASAP

For general questions, please contact: **Dave Jahr – Direct 630-499-2124 | djahr@janus-rc.com** or **Gordon Olp – Direct 630-499-2120 | golp@janus-rc.com**

For technical questions, please contact: **Steve Overmyer – Direct 630-499-2129 | sovermyer@janus-rc.com**