

CellBounce™ FAQs

Frequently Asked Questions

1. Can a CellBounce unit be deleted off an account, then reactivated and reused on another account?

No, once associated to an account, CellBounce cannot be disassociated and used for another account.

2. Can CellBounce be added to account after 2/22/2022?

Yes, if the 3G/4G communicator was communicating prior to the 3G sunset, it would have been updated and ready to accept the CellBounce unit even after 2/22/2022. If the 3G/4G communicator was in comm fail prior to 2/22/2022, it will not have received the required updates and therefore will not accept a CellBounce device. If the account is cancelled, you will not be able to add CellBounce to it.

3. Can CellBounce be used for High Security or Commercial Fire accounts?

No, Commercial Fire and High-Security Burg/Mercantile communicators are not supported by CellBounce.

4. Is Compass IP Downloading supported with CellBounce?

Yes, Compass is supported.

5. What warranty does CellBounce have?

Our standard warranty applies. However, if any issues arise after we no longer have CellBounce units in stock, the replacement product will need to be an LTE® communicator, not CellBounce.

6. Does CellBounce support accounts with Total Connect 2.0?

Yes, Total Connect 2.0 is supported.

7. Are the signals passed encrypted?

The CellBounce utilizes the same encryption present for all current signals.

8. Can CellBounce be serviced?

There are no service options available currently. Any issues will require the 3G/4G communicator to be replaced with an LTE equivalent communicator and the CellBounce device will need to be removed from the system.

9. Does CellBounce support Two-Way Voice?

No, Two-Way Voice is not supported by CellBounce.

CellBounce™ FAQs (continued)

10. Does CellBounce have 24hr battery backup?

Yes.

11. Can a CellBounce device connect to a Verizon®/CDMA communicator?

No, only AT&T® 3G/4G communicators are supported.

12. Can a CellBounce device be installed in USA Territories, like PR, USVI, etc...?

No, CellBounce devices are not supported in USA territories. Continental US only.

13. Can a CellBounce device be installed in Canada or Mexico?

No, CellBounce devices are not supported in Canada or Mexico.



For more information
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