



## Software Update Required: SS450 Site Controllers

Recent updates to the cellular network initiated by the mobile carrier will cause connectivity problems on cellular-enabled SimplySNAP Site Controllers and Central Base Stations. This problem is addressed with a simple upgrade to the cellular-enabled products.

### Problem Statement

The updates to the cellular network cause the internal LTE radio to cyclically reboot and prevent the device from connecting to the updated cellular towers. Non-cellular functions will behave normally, but customers will lose the ability to connect and manage their lights over a cellular connection until the devices are upgraded.

### Affected Products

The SS450-based products shipped prior to May 14, 2018 are impacted by this issue. These assemblies are shipped with a 4-digit date code that indicates the year and the week the unit was produced. The code is in the formal of YYWW, where YY indicates the year and WW indicates the week. Units manufactured prior to date code "1820" are impacted. The part numbers of these assemblies are as follows:

SS450-002

CBSSW-450-001

CBS-450-001

### Resolution

The affected products require a firmware update to accommodate the network changes and enable the devices to reconnect to the cellular network. To complete the firmware upgrade, follow the instructions posted on the SimplySNAP help site.

<http://bit.ly/synapselteupdate>

If you have questions about this notice, please call the Synapse customer support team at (877) 982-7888 or open a support ticket at <http://support.synapsewireless.com>.