

Subject: GPRS Connectivity Issues after 3G Shutdown

Bulletin No: 38

Hardware: Ingenico DESK 5000 & MOVE 5000

Bulletin Date: 27th July 2026

Effective Date: Immediately

Software Version: All

Bulletin Message:

Skyzer has undertaken extensive testing of both terminal hardware and software and has been unable to replicate the reported issue in our testing environment.

When affected terminals are returned to Skyzer for investigation, they are tested using a range of SIM cards and network providers. In all cases tested, the terminals have connected and operated normally, and we have been unable to reproduce the reported fault.

Working with Ingenico, we have identified a potential contributing factor affecting some early release V5 terminals (HV DES50BB and MOV50JC) following the closure of the Spark 3G network.

These terminals utilise an ELS61-AUS communication module that supports 3G Band 1 (2100 MHz) but does not support LTE Band 1.

Prior to the 3G network shutdown, terminals could utilise the 3G Band 1 coverage layer where available. Following the shutdown, these terminals are limited to LTE Bands 3, 5, 8 and 28.

As a result, **some** terminals may experience reduced signal strength or connectivity in specific locations where Band 1 previously provided significant coverage.

The impact is location-specific rather than widespread, as **many sites continue to have adequate coverage across the supported LTE bands.**

It is important to note that signal strength and connectivity can be influenced by several factors, including local network coverage, terminal location, environmental conditions and the cellular bands available in a particular area.

If you are experiencing ongoing signal strength or connectivity issues with an affected terminal at a specific site, we recommend moving the device to a more central location or replacement with a terminal equipped with the EC21AUXGR communication module as installed in the latest PCI V6.x devices, which supports LTE Band 1 and provides access to a broader range of network coverage options.

If you require assistance determining whether your terminal is affected, please contact the Skyzer Support Team.

