

Best practices when changing phones

When switching to a different phone for any reason, there are a few things to be aware of to ensure minimal disruption of your service. The following are suggestions for information and features that should be verified when the swapping to a different phone.

Primary phone contact

When swapping to a different phone that was associated with the primary login, the primary phone contact on the account should be updated if the number is different. This ensures that the primary contact is up to date in case the primary contact needs to be reached for any reason.

Rules and notifications

The rules and notification on the account should be updated to reflect any phone swaps that are performed. The new phone should be added to the contact recipients for any desired rules and notifications, and the old phone should be removed from any rules or notifications. This ensures minimal disruption in system usage and notifications.

Geo-Services

When swapping to a different phone, update the Geo-Service's list of phones that are attached to the account. In this case, delete the old phone from the Geo-Devices list on the account and add the new phone to the list.

Monitoring station contact information

When changing phones, the monitoring station needs to know if the location of the number changes, or if any of the Emergency Contact phone numbers have changed.

If the option to change the monitoring station contact information is not available on the website, then it is necessary to contact your service provider for more information.