

PRODUCT BULLETIN

Date	Rev3 28/02/2022
PRODUCTS AFFECTED	
Part Number	101-800
Description	NESS G1 ZWAVE GATEWAY
ITEM 1	iOS Compatibility
ITEM 2	IP232 Interface Compatibility, See page 2
ITEM 3	D8/D16 Compatibility, See page 2
DETAIL	<p>Incompatibility with Apple devices with iOS 14+ and using Telstra as the service provider.</p> <p>zComms app warns that G1 gateway appears " Not connected to internet"</p> <p>This is caused by service providers provisioning IPv6 addressing for network access.</p> <p>This currently only affects iPhone & Telstra combinations at the moment;</p> <ul style="list-style-type: none"> - Possibly affecting more devices in the near future - Telstra and Android is known to be working (Different APN) <p>See the Network Compatibility table below.</p>
CONCLUSION	101-800 G1 ZWave Gateway is not recommended for use with iOS 14 and later.

zComms app NETWORK COMPATIBILITY

	Mobile Data			
	WiFi	Telstra	Optus	Vodafone
iOS devices (iPhone)	OK	Not compatible ¹	OK ²	OK ²
Android devices	OK	OK ²	OK ²	OK ²

zComms app requires IPv4 addressing.

¹ Telstra mobile does not support IPv4 addressing

² Subject to the network supporting IPv4 addressing

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ITEM 2	IP232 Interface Compatibility
DETAIL	<p>101-800 G1 ZWave Gateways with firmware version between v040208 and V50035 may not recognise the IP232 module on the network and preventing connection to D8/D16 alarm panel.</p> <p>Firmware versions v040207 and earlier are compatible with IP232 Firmware versions v50036 and later are compatible with IP232</p> <p>All versions are still subject to ITEM 1 above.</p>
CONCLUSION	Ensure that your 101-800 G1 ZWave Gateway has v50036 or later firmware for D8/D16 compatibility.
ITEM 3	D8/D16 Compatibility
DETAIL	<p>Compatible with D8/D16 V6.0 and above.</p> <p>Control of D8/D16 outputs via zComms app requires D8/D16 V7.8 and above.</p>

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