# BLACKLINE 3G G7 BRIDGE UPGRADE PROGRAM

You have received a new G7 Bridge because telecommunications providers in the USA are decommissioning 3G towers. As such, some older models of Blackline devices will not provide the connectivity needed for monitoring.



### To put your new G7 Bridge into service:



### Step 2: -

Uninstall your old G7 Bridge from its current location, then install your new G7 Bridge in place of the old G7 Bridge.

#### Step 3: -

Have your company's Blackline Live Administrator ensure the new G7 Bridge is showing in your Blackline Live organization with the correct profiles.

#### Step 4: -

Return your old G7 Bridge to Blackline Safety.

## RETURNING OLD DEVICES TO BLACKLINE SAFETY

- 1. Refer to the confirmation email you received from our Customer Care team containing the shipping instructions, RMA number, battery label and commercial invoice for returning your G7 Bridge.
- 2. Prepare your shipment according to the instructions and contact the courier to collect your device(s).

## LEARN MORE

Visit support.BlacklineSafety.com for more information on G7 Bridge and the 3G G7 Device Upgrade Program.

## **CUSTOMER CARE**

For technical support, please contact our Customer Care team.

#### North America (24 hours)

Toll Free: 1-877-869-7212 support@blacklinesafety.com

