



## Sierra Wireless Technical Bulletin: LIFENET server FQDN update

### **Product: Physio Control Application for AirLink® oMG and MG series routers**

Date of issue: 28 April 2017

Sierra Wireless has been informed that the current LIFENET server FQDN [www.lifenetexchange.com](http://www.lifenetexchange.com) has been retired. As a result, customers using this FQDN may experience failed connection attempts when sending data to LIFENET.

Please note, support for the oMG1000 ended on December 31, 2014. Further updates to the LIFENET server may result in the Physio Control application on the oMG1000 becoming non-functional. Customers currently using the Physio Control application on an oMG1000 router are advised to consult with their Sierra Wireless representative or authorized AirLink reseller about upgrading to the MG90.

#### **Products covered by this bulletin**

This issue affects the Physio Control application on all AirLink oMG500, oMG1000, oMG2000 and MG90 routers.

### **Recommended Actions**

All customers are advised to update the LIFENET server FQDN to [www.lifenetsystems.com](http://www.lifenetsystems.com), in the Physio Control application on their routers. Customers requiring assistance with the update are advised to contact Sierra Wireless Technical Support.

### **Support Contact Information**

Sierra Wireless Technical Support is available by phone or email from 6:00 to 17:00 PST, Monday to Friday. All requests will be responded to within 2 business hours.

Phone (Toll Free): 1-866-468-2968

Web: [portal.sierrawireless.com](http://portal.sierrawireless.com)