

# 3G Network Switch Off

3G – the ‘third generation’ of mobile technology – is being phased out across 2024 and 2025. Different providers are switching off their 3G networks at different times: you can read more about the switch off on Ofcom’s website ([click here](#)).

If your contactless donation device connects to the internet using a SIM card, you may be affected by this change. This is because older devices using 3G are not capable of connecting to 4G or 5G networks.

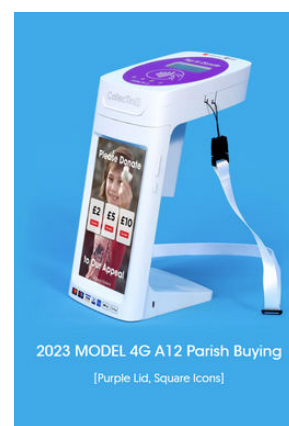
**If your church has Wi-Fi you do not need to take any action.**

## How can I tell if my CollecTin is using 3G?



If your CollecTin More was purchased before November 2021, you will be using a 3G model. Any CollecTin More purchased after November 2021 is 4G-enabled and will not be affected. 3G models have a grey or Parish Buying background, square Give A Little icons, and an orange or green support icon (see left-hand image).

If your CollecTin looks like any of the below images, you have a 4G model and you **do not** need to take any action.



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# If you have a 3G CollecTin

**You can still use your 3G model if your church has Wi-Fi.** However, if your church/building *does not* have Wi-Fi and there are no plans to install it, there are several options available to you:

## 1. Use mobile broadband with a dongle or MiFi

You can purchase a mobile dongle or MiFi router, which use a SIM card to create a Wi-Fi network for your contactless device to connect to. There are lots of different types available: some come with a SIM card and data plan, while others allow you to use your own SIM card. TP-Link have a variety of routers that can be used with your own SIM card; prices start from around £40. (Note: You cannot connect a WiFi device that requires a USB connection)

## 2. Upgrade your tablet

You can order an upgraded tablet for your CollecTin. The new 4G A12 tablet has a faster processor (so it loads videos more quickly) and 5GHz Wi-Fi. The upgrade also includes a new SumUp tray and internal cabling. To order a new tablet for your CollecTin More, please email [support@collectin.com](mailto:support@collectin.com) and indicate that you want to replace a 3G tablet. This option costs £200.

## 3. Daisy SIM - short term solution

The SIM cards provided with a CollecTin are a multi-network SIM (Daisy), meaning they connect to whichever network is available/ strongest. When a specific network no longer provides 3G support, the SIM should connect to another provider who still does (if the signal is strong enough).

Some CollecTin's came with a Daisy SIM card pre-installed. To activate your Daisy SIM card, please click here <https://daisycomms.co.uk/collectin/> (SIM number on bottom of CollecTin). If you need to order a new SIM card, please email Daisy [collectin@daisycomms.co.uk](mailto:collectin@daisycomms.co.uk)

*Presumably, if your church does not have Wi-Fi, you will already have a SIM card. If you are using a SIM card that is not from Daisy, please ensure that it is a multi-network SIM that can connect to a 3G network. **Please note that the SIM card option is limited to as and when 3G is no longer an active network, so this option is a short-term solution.***



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