

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 some older devices are not capable of connecting to 4G or 5G networks.

If you have a 3G device

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 two main options available to you:

1. Use mobile broadband

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.

2. Upgrade your device

Some providers can upgrade the tablet in your device to one enabled for 4G/5G. See the following pages for more information; costs for this vary.

If you currently use your device with a multi-network SIM and have reception for different mobile networks, you may be able to keep using device as is for a while longer. But you will eventually need to take action.

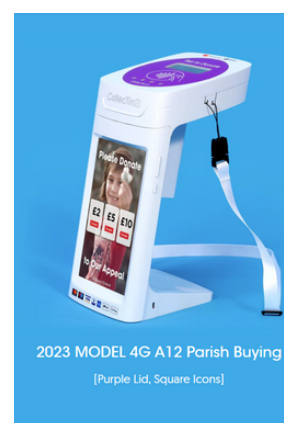
CollecTin

How can I tell if my CollecTin More is only enabled for 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.



If you are not sure which model you have, **please contact CollecTin for further support by emailing support@collectin.com**.

Upgrade options

To order a new tablet for your CollecTin More, please email support@collectin.com and indicate that you want to replace a 3G tablet. This option costs £200. 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.

Payaz GivingStation

How can I tell if my Payaz GivingStation is only enabled for 3G?



If your GivingStation was purchased **before January 2022**, you will most likely be using a 3G model. Any GivingStation purchased after January 2022 is 4G-enabled and will not be affected. If your GivingStation tablet is mounted by the lid, and has a wooden casing like the left-hand image, then it is mostly likely a 3G model.

To double check, on the tablet go to 'settings', 'network settings', and select 'preferred network settings'. This allows you to select the preferred network type: 4G/3G/2G. If 4G isn't available as an option then your device is not enabled for 4G.

If your GivingStation tablet is locked to the body and looks like the right-hand image, you have a 4G model and **do not** need to take any action. If you are not sure which model you have, **please contact Payaz for further support on support@payaz.com**.



Upgrade options

Tablet upgrades can be ordered directly from Payaz ([click here](#)) at a cost of £120+VAT (excludes postage costs). The upgrade includes installation of the new tablet and internal cabling and will require you to send your device to Payaz.

Payaz Passbox

If you have a Passbox you will need to manually check if your device is a 3G or 4G model. The best way to identify the device's network capability is to Google the model of the handset. The model information can be found in the device settings on all handsets. The PassBox is no longer being manufactured, therefore there are no provided upgrade options, but you could use with mobile broadband or purchase an alternative Android device.

Digital Giving

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GoodBox

GoodBox is not affect by the 3G Switch Off and you can continue to use your device as normal.

GWD

GWD is not affect by the 3G Switch Off and you can continue to use your device as normal.

PayaCharity

PayaCharity is not affect by the 3G Switch Off and you can continue to use your device as normal.