ALMS Free Tier F.A.Q.

Frequently Asked Questions

On May 10th 2017, we will be making a significant change to how ALMS is trialed and licensed, and we know this will generate some questions. This document provides answers to some of the questions we've heard most frequently.

Q: Do I have to Do Anything to Take Advantage of the Free Tier?

A: No, this transition will happen automatically the evening of May 9/10th. Customers with less than 15 devices will be transitioned to the ALMS Free Tier product level. Your account will no longer require you to purchase tokens, your devices will not consume tokens and your account will not expire. For customers with 16 or more devices you will remain in the standard ALMS offering. You active devices (i.e. those not in Maintenance Mode) will continue to consume tokens normally.

Q: What Happens When I Register my 16th Device?

As an ALMS Free Tier customer, when you try and register devices that move you beyond the 15 device limit, the ALMS user interface (UI) will warn you that you cannot register the devices until you purchase tokens, and convert your account to the standard ALMS product. Once past the Free Tier threshold, token consumption occurs on all active devices in your account.

Q: How Do I Purchase Tokens for My Account

Please send a purchase order to your Sierra Wireless Partner for an appropriate volume of ALMS Service Packs (1 ALMS Service Pack is $18, and provides 1 year of ALMS access for 1 device). Once received, our team will populate tokens into your account, and convert it from the Free Tier to the standard ALMS offering.

Q: I Have Less Than 15 Devices but Have Tokens in my Account. What Happens to Them?

They will remain in your account, and will not be consumed. Once your account grows to more than 15 devices, we can convert you to a standard ALMS account, and those tokens will start to be used.

Q: The 15 device limit – is That All Devices, or Just Active Devices?

The 15 devices limit is on all devices in your account, regardless of what state they are in. We recommend that you delete any inactive devices that are no longer required in your account. If your account is small, this basic account clean up could be the difference between having free access, and needing to purchase tokens.