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### **SIM Card setup request from Service Provider**

1. Aquarius Technologies recommends using Telstra as a Service Provider for Data Communications between Aquaguard and the Water Treatment Controller.
2. When requesting a new account from your Service Provider, the following information should be given to them in order to receive a SIM card that is data enabled and has the correct phone number.
  - a. Advise the Service Provider that you require a CSD Data enabled SIM Card for the GSM network. Non-Transparent CSD data number
  - b. The account should have no voice message service
  - c. The account should be stripped of all auxiliary services
  - d. Ask for the Data Telephone Number as well as the Voice Number of the account
3. Once you receive your new SIM card perform the following functions
  - a. Remove all password protection from the SIM. i.e. no Pin Numbers to switch on. This can be done by inserting the SIM card into a telephone and removing the PIN activation on startup
  - b. Insert SIM card into the modem by pushing the SIM card into the spring loaded carrier. Ensure Gold fingers are pointing upwards and away from the modem. Once in place, flick the switch over to enable it.
  - c. Record the Data telephone number in a safe place. Aquarius Technologies recommends placing a sticker with the number on the modem itself.
4. All messaging and other features can now be setup via Aquaguard.
5. Should there be any further problems in accessing data or receiving SMS messages from the SIM card, Please contact the Telstra Help Desk on **1800 010 253** Option 2. They are equipped to deal with Data Accounts etc.
6. Should there still be problems with Remote Communications, please contact Aquarius Technologies on **07 3274 4750**