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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.

#### Option 1

Have your customers call 125 111 and when prompted say "faults". When answered by a live operator advise them you want to be transferred to "Wireless Data Customer Support" or advise them that you require a terminating data number and they should transfer you to "Wireless Data Customer Support". This group will then apply the terminating data number.

#### Option 2,

Advise your customers to have the Telstra Shop or Dealer to ring the Retail Support group on 1300 550 528 and have them request a "non-transparent data number". The Retail Support group is only for Telstra Shops and Dealers.

It is believed that these are the correct codes to set up.

- a. \$0 Telemetry data GSM Flexiplan
  - i. Code DATTEL00
- b. Telemetry Data Pack
  - i. Code H00T005
- c. Add on following
  - i. Code TSDB
- d. Standard setup for other parameters.

Request both the voice number and data telephone numbers for the account. In other words 2 mobile numbers e.g. Voice 0412 345 678, Data 0412 987 654

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 start-up
  - 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 still be problems with Remote Communications, please contact Aquarius Technologies on **07 3274 4750**