

## Overview

This guide describes the necessary steps to select a mobile network operator and a suitable subscription for use with AvaTrace.

*Please note that installing the SIM card into AvaTrace should only be done in a suitable ESD protected environment.*

## Selecting a mobile network operator

Please always consult with AVA Monitoring before selecting a mobile network operator to ensure that you will get the best performance from your equipment.

The mobile network subscription must support for the following:

- Mobile data through GPRS
- Sending SMS

The subscription's access point name (APN) must be set in the AvaTrace. The AvaTrace contains a list of operators for which it can automatically select a default APN. Consult the AvaTrace Mobile Network Operator List for a list of currently supported mobile network operators. If automatic APN selection is not supported for the operator or if the subscription does not use the default APN, it is possible to set the APN manually using the AvaTrace command line interface (contact us for more information). AvaTrace uses the APN *internet* for other operators when no manual APN is specified.

Some mobile network operators may require that the equipment must be certified by them before being used in their mobile network. Please always consult with AVA Monitoring before using a new mobile network operator.

## Setting up the SIM card

The following criteria must be met by the SIM card:

- Mini-SIM form factor (2FF)
- SMS Service Center specified in the default profile
- PIN disabled or PIN set to 0907

The PIN is easily changed by inserting the SIM card into a standard cell phone and changing the PIN. This can often be changed by dialing the following number:

**\*\*04\*oldPin\*0907\*0907#**

Visit our support site [avamonitoring.com/support](http://avamonitoring.com/support) to get instructions on how to replace the SIM card for your AvaTrace.