

Document Title: <b>Em50G SIM card Sheet</b>		Part # <b>14653</b>	
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**Decagon and Vendor Production File Name:**  
[http://manuals.decagon.com/Inserts/14653\\_EM50GSIM\\_Print.pdf](http://manuals.decagon.com/Inserts/14653_EM50GSIM_Print.pdf)

**Dimensions:** 8 1/2 in x 11 in

**Material:** White Long Grain 80 lbs or 216 g/m<sup>2</sup>

**Finish:** Score down center

**Colors:** Full Color

**Finish:** None

**Adhesive:** None

**Serialization:** None

**Serial Number Example:** NA

**Serial Number Text:** NA

**Special Notes:** Illustrations are Ref Only

**\*\* Not to Scale \*\***

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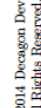


**Using Em50G with a User Supplied SIM**

Follow steps 1 through 10 to operate a user-supplied SIM in the Em50G data logger. See the troubleshooting issues after step 10 if you need assistance.

1. Obtain a standard-sized SIM from your local GSM cellular carrier to enable EM50G internet data service without needing a proxy setting. The Em50G does not use voice, SMS (texting), or WAP protocols and typically uses less than 500 KB data per month. The cellular carrier must supply the APN setting to access internet data and may also provide a user name and password. The Em50G does not require a public or fixed IP address and does not use mobile-terminated services.
2. To install the SIM, first unscrew the four screws on the Em50G printed circuit board (PCB). Carefully tilt the PCB up and forward to expose the back while leaving the antenna cable connected to the cellular module. Do not unscrew the antenna connector from the Em50G case or disconnect the antenna cable from the cellular module.
3. Slide the top of the SIM holder back towards the cellular module to unlock the SIM. Insert the new SIM into the holder with the correct orientation. Close the holder and slide the top of the holder away from the cellular module to lock the SIM in place. Put the PCB back in the Em50G case.
4. Launch the latest version of ECH2O Utility from: <http://www.decagon.com/support/ecth2o-utility-download/>
5. Connect the Em50G to ECH2O Utility, choose "Show Terminal" to view the serial commands sent between the Em50G and ECH2O Utility. Type commands in the lower left text box (Figure 1)
6. Type the following command in the command box: set -apn <apn-setting> where <apn-setting> is the APN setting provided by the cellular carrier.

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**Using Em50G with a User Supplied SIM**

Follow steps 1 through 10 to operate a user-supplied SIM in the Em50G data logger. See the troubleshooting issues after step 10 if you need assistance.

- (a) A. Try the Em50G Communication Test again. Move the Em50G a short distance to see if there is better cellular signal at a different location.
  - (b) Use the "List Cellular Carriers..." feature of ECH2O Utility (Action menu). This feature lists the cellular carriers within range of your Em50G. If no carriers are listed, then the Em50G is not within range of a cell tower or there is a hardware problem with the Em50G.
  - (c) Use the coverage maps published by the local carrier to see if the location of your Em50G should have cellular signal for data communication.
- Issue 3.** Internet connect failure indicates the Em50G successfully attach to the local cellular network but is unable to access the internet for transmitting data. This error typically indicates a problem with the APN configuration of the. Revisit steps 6 to 8 in the instructions above to make sure you have the correct SIM settings.
- If Problems Persist.** Note the specific ECH2O Utility error message (screen shots or call phone pictures are helpful), then contact a Decagon representative with the following information:
1. Device ID (serial number) of your Em50G
  2. Specific error messages from Cellular Connection Test
  3. List from "List Cellular Carriers..." test (if applicable)
  4. The carrier for your user-supplied SIM
- Select "Send Feedback to Decagon..." in ECH2O Utility (Help menu) to send this information to Decagon or email it to Decagon customer support at [support@decagon.com](mailto:support@decagon.com).
- Note: Decagon cannot always troubleshoot the cellular connection with third party SIM. You may have to contact the service provider.*