

SIM Card Installation & Activation in the USA

To set up a cellular module call your LTE Carrier and request the following:

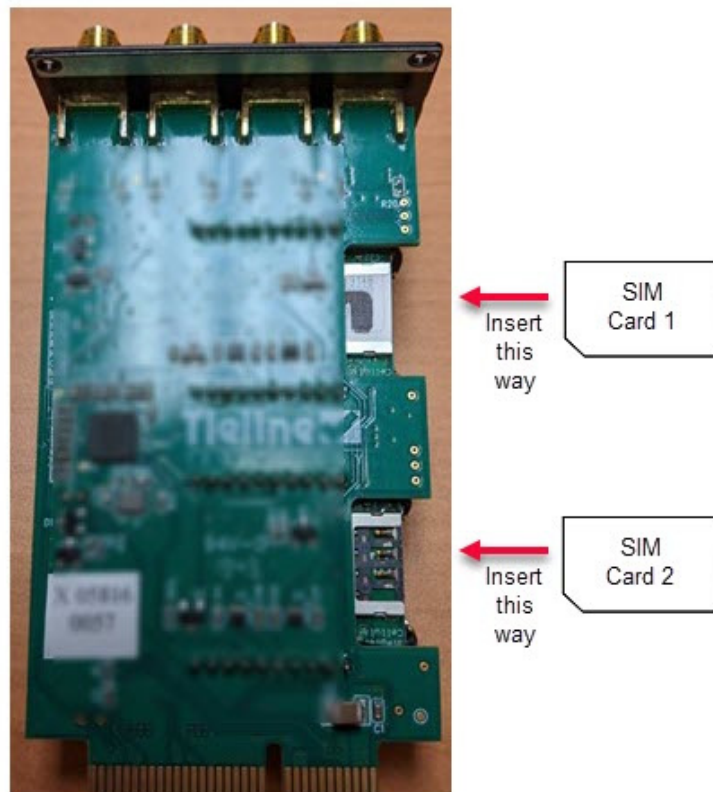
- Your carrier may request the IMEI Number(s) of your modems on the module. To find the IMEI number navigate to **[Menu] > [About & Firmware] > [Unit Details] > Cell Module #**
- An APN must always be set for the Request the APN information from your carrier for this new account. You must determine the:
 - APN Name
 - Protocol Type
 - Authentication Type
 - If authentication is required you will need the Username and Password

Tieline Dual Active SIM Module TL4GDUALMULTI:

SIM Size: Micro Size (3FF)

Carrier 1 - IMEI Number: _____

Carrier 2 - IMEI Number: _____



1. Ensure the codec is turned off.
2. Insert the SIM cards in the module and then insert the module into the ViA.

3. Power up the unit and navigate to **Settings > Transport Interfaces > Cellular > Profiles**.
4. Select a “Not Configured” profile to configure it for the cellular carrier.
5. Populate the profile with the required information provided by the carriers. When finished tap the **Save** button in the top right-hand corner of the screen.
 - Name: This can be anything you’d like to reference this carrier
 - APN: Provided by the carrier. *Note: search for the APN for your carrier and region. The APN can differ in various regions of the US.*
 - Protocol: Provided by the carrier. *Note: the protocol you configure must be correct. Tieline notes that IPv4 is the protocol often used by Verizon over US networks.*
 - Authentication Mode: Provided by the Carrier
 - If Authentication Mode is enabled:
 - Username: Provided by the Carrier
 - Password: Provided by the Carrier
6. Once the APN is configured, tap the **Back Arrow** in the top left-hand corner of the screen (or press the **Home button** and navigate to **Settings > Transport Interfaces > Cellular > Cellular Module**: then select the Cellular Module for which you are configuring the SIM card.
7. Configure the following settings:
 - a. Enable Radio [Disabled]: this must be disabled initially to change the APN settings for the module.
 - b. Enable data [Enabled]
 - c. Overwrite APN [Enabled]
 - d. Insert the SIM PIN if provided by the Carrier, or the account administrator.
8. Once you have enabled **Overwrite APN** a new **APN Profile** appears. Select the Profile created in step 4.
9. Once the **Profile** has been selected, tap **Save** in the top right-hand corner.
10. Navigate back to **Settings > Transport Interfaces > Cellular > Cellular Module > Enable Radio** and tap the button to turn this setting **ON**.
11. Press the **Power button** and select the **Reboot** option.
12. After rebooting, navigate to **Settings > Transport Interfaces > Cellular** to observe the status of the Cellular Modules. Cellular Module 1 or 2 will change its status to **Connected** when it connects to the network.