SIMFALCON

SIM Setup Guide

For customers and installers of gates, GSM intercoms, alarms, CCTV, routers and trackers

Start here

Most installs work first time if you follow the **5-step quick start on page 2**. If you're the customer and an engineer is fitting the SIM, send them this guide before the visit.

The one thing to know before you start

The device has to be set up for the new SIM. Most gate openers, intercoms and alarm panels need to be programmed when a new SIM goes in: the numbers to call or text, how the unit reports and, for data, the APN. Until that is done, a working SIM can look faulty. SimFalcon SIMs send and receive text messages (SMS) and carry mobile data on every plan, and make and receive calls on gate, intercom and alarm plans. Pages 4 to 6 give the set-up for each type of device.

In this guide

1. Quick start in 5 steps — page 2
2. What your plan does and your two numbers — page 3
3. Gates and GSM intercoms — page 4
4. Alarm panels — page 5
5. CCTV, routers, trackers and other data devices — page 6
6. Is it the SIM or the device? Fault finder — page 7
6b. Fault tree by symptom, including your own phone — pages 8-11
7. Getting help, support hours and charges — page 12
8. Pre-installation checklist — page 12

WhatsApp (preferred)
Message us on WhatsApp
or use the WhatsApp button on simfalcon.ie

Phone
UK 0141 489 1425
Ireland 01 254 8367

Activate your SIM
install.simfalcon.com
Set-up help by make and model:
simfalcon.com/guides/device-setup

Edition November 2026 (revised 23 November). Replaces the October 2026 guide. SimFalcon is a trading name of Lynsco Group Limited (Company No. 570133), Unit 25B Willsborough Industrial Estate, Clonshaugh, Dublin 17, D17 KC94, Ireland.

1 · Quick start

Set up your SIM in 5 steps

Do these in order. Each one avoids a common call to support.

1 Check your plan suits the device

Gate and intercom plans: calls, texts and data, plus a local number. Alarm plans: voice dialling, texts and data. Data plans: data and texts, no calls. If the device needs something its plan doesn't include, contact us before installing (see page 3).

2 Activate the SIM when you're ready to fit it

Go to **install.simfalcon.com**, create a free account (or log in), enter the SIM number printed on the card and choose **Activate**. It takes about two minutes. Wait for the **"your SIM is live"** email before you test anything. On gate and intercom plans, that email also gives you your **local number**. The SIM does nothing until it's activated.

3 Power the device off, then fit the SIM

Use the SIM size your device takes (mini, micro or nano), the right way round, fully seated, without forcing the tray. If the unit has a backup battery, disconnect that too. Clear any numbers or APN left over from a previous SIM. Then power on and give it a few minutes to find a network.

4 Set up the device

Data devices (routers, CCTV, trackers, alarm apps): APN `fleetatom.m2m`, username and password **blank** (if the device forces a value, enter **0** in both). Turn **mobile data on** and **data roaming on** if the device has that setting. Leave network selection on **automatic**. Restart once.

Gates and intercoms: store the authorised callers' numbers in **full international format** (+44… or +353…) unless the manual says otherwise. **The right format depends on the product:** some units only work with 0044… or with 07… / 08…, so if one format fails, try the others.

5 Test where the device is actually installed

First check the **device's own signal reading** in its fitted position. Your phone showing signal nearby proves nothing. Then test the real job: call to open the gate, send a test alarm call, or check the router shows an IP address. Note the time of any failed test; we'll need it.

"Roaming" on the screen is normal

SimFalcon SIMs connect through partner networks, so many devices show **roaming** or **R**. Leave it, and make sure data roaming is allowed in the device. With data roaming off, the device shows signal but has no internet.

Engineer visiting?

Send us the **date and time of the visit** beforehand. We'll confirm the SIM is live on the right plan and have the numbers ready, so the engineer isn't standing at the gate waiting.

2 · Your plan and your numbers

What your plan does

Plan type	Incoming calls	Outgoing calls	Mobile data	Text messages (SMS)	Local number
Gate and intercom	**Yes**	**Yes**	**Yes**	**Yes**	**Included**
Alarm	**Yes, to the SIM's own number**	**Yes (voice dialler)**	**Yes**	**Yes**	Not included
Data (CCTV, routers, trackers)	**No**	**No**	**Yes, per plan allowance**	**Yes**	Not included

If the device needs something its plan doesn't include, tell us before the visit and we'll move the SIM to the right plan.

Your two numbers: don't mix them up

Local number

The **UK or Irish number people call** to open the gate or reach the intercom. It comes with gate and intercom plans, in your "SIM is live" email. Save it in each user's phone. It normally does **not** need programming into the gate.

SIM's own number

The SIM card's own mobile number. It's an international number, so callers dialling it directly pay international rates. Only use it if the device manual or your installer needs it. Ask us if you need it.

If your device uses text messages

SimFalcon SIMs send and receive ordinary text messages to and from phones, so programming texts, SMS alerts and SMS "open" commands work once the device is set up for them. Every SIM includes 10 texts a month.

- **Gate openers and intercoms:** how they are programmed depends on the product. Some are set up mainly by text message, others by an app. Send programming texts to the **SIM's own number** (the local number is for calls), exactly as the manual shows them. The commands for many makes and models are at **simfalcon.com/guides/device-setup**.
- **Store every number in the unit, including your own, as +44… or +353… with the leading 0 dropped, unless the product needs another format.** The unit sends its replies and alerts to the number it holds for you. Without the country code that reply can go to the wrong country and you never see it, so a unit that is answering every command looks dead. **The format depends on the product:** most units need +44… / +353…, some need 0044… / 00353…, and some diallers only call out with the national format (07… / 08…). If calls or texts don't go through in one format, try the next.
- **Alarms that alert by text:** enter the mobile numbers to alert in full international format (+44… or +353…), then send a test alert. If the test doesn't arrive, try 0044… / 00353… or the national format (07… / 08…): it depends on the panel.
- **Trackers that send SMS alerts:** these work. For regular reporting, the platform's data reporting uses far fewer texts.
- **Texts not arriving?** Check the number format and the signal at the device, and leave the SMS centre number as the SIM sets it. Some earlier SimFalcon SIMs were set up without text messages: if texts still fail, contact us and we'll check the SIM.

Gates, GSM intercoms and dial-to-open units

Have ready before the visit

- Device make and model, and its programming manual
- The local number (from the "SIM is live" email)
- The list of phone numbers allowed to open the gate
- The unit's admin password or programming PIN
- Visit date and time sent to SimFalcon

Set-up order

1. Activate the SIM and wait for the "live" email.
2. Power off, fit the SIM, power on.
3. Check the unit's signal reading in the cabinet.
4. Add the authorised callers, the way the product's manual describes.
5. Call the **local number** from an authorised phone and check the relay opens.

Caller number format

When someone calls the local number, the gate usually sees the caller's number in international form. Store authorised numbers as **+44…** (UK) or **+353…** (Ireland). Some units want **0044…** / **00353…** instead, and some older ones want the national format (07… / 08…). If it rings but won't open, check the unit's call log to see the exact format it receives, and store the numbers that way. **The installer's and owner's own numbers, the ones the unit texts back to, must always carry the country code (+44… / +353…), whatever format the caller list uses.**

Gate and intercom troubleshooting

What happens	What it means	What to do
It rings or answers but doesn't open	The SIM and network are working. The fault is in the gate's set-up.	Check the caller is authorised, the number format, caller ID isn't withheld, the relay output, open time and pulse/latch setting.
Rings once, then hangs up	The unit is rejecting the caller.	The number isn't on its list, or it's stored in a different format. Check the unit's call log for the format it sees.
Works from some phones but not others	Authorised-caller list.	Look for missing or mistyped numbers, withheld caller ID, or a full user list (many units have a limit).
The call never connects, or the status light says "no network"	The unit isn't on the network yet.	Power the unit fully off (mains and any battery), reseat the SIM, power on and **wait a full 3 minutes**; a second power cycle is sometimes needed. To test, ring the SIM's own number: if the unit answers or rings, it is registered and texts will reach it. Texts sent while it was off the network arrive together once it registers. See page 7.
Programming texts get no reply	Usually the unit *is* replying, to a number stored without the country code. Otherwise the number the text was sent to, or the command format.	**Store your own number in the unit as +44… / +353… (no leading 0)**, then send the manual's status or version query again. Send texts to the SIM's own number, exactly as the manual shows (password, capitals, spaces). See page 3.
Phone shows signal, the gate doesn't	Phone signal isn't proof of signal inside a metal cabinet.	Use the unit's own signal reading. Move the antenna outside the metal enclosure, and use an external antenna if needed.
Worked with the old SIM, not the new one	Old settings are still stored in the unit.	Clear old numbers and settings, re-add the authorised callers, and power the unit off and on.
Drops off when the gate motor runs	The power supply dips and resets the GSM unit.	Check the supply under load. Give the GSM unit a stable supply.

Alarm panels and communicators

Alarm plans include **voice dialling** (the panel rings you), **text alerts** and **mobile data** (app, cloud or monitoring-centre reporting). The panel has to be programmed for the new SIM before any of these work.

Tell us before set-up

- Panel or communicator make and model
- How it reports: voice calls, app/cloud, monitoring centre
- Roughly how many calls or reports a month

Set-up order

1. Activate, wait for the "live" email, then fit the SIM with the power off.
2. For app or cloud reporting, enter APN `fleetatom.m2m` (username and password blank).
3. Set the numbers the panel calls or texts, in full international format (+44… or +353…). Some diallers only call out with the national format (07… / 08…): the right format depends on the panel, so make a live test call to every number before you leave.
4. Send a test alarm and confirm the call or app alert arrives.

Alarm troubleshooting

What happens	What it means	What to do
No text alerts	The panel's text settings, the number format or the signal.	Check the panel is set to report by text, enter the numbers in full international format and send a test. If it fails, try 0044… / 00353… or 07… / 08… (it depends on the panel). If texts still fail, contact us.
Panel calls but no message plays	The call path works. The dialler set-up is wrong.	Check the dialler number, message recording, call format and whether the panel needs acknowledgement tones.
App or cloud not connecting	Usually the APN or data settings.	APN fleetatom.m2m, username and password blank (0 if forced), mobile data and data roaming on. Then restart the panel.
Worked, then stopped after a reset or service visit	The reset wiped the settings.	Re-enter the APN, dialler numbers and reporting settings.
Low signal inside the panel	The cabinet or building is blocking the signal.	Use an external antenna if the panel supports one. Test signal where the panel actually is.
Panel shows a communication fault	Usually the old SIM's settings are still in the panel.	Clear the old settings, re-enter the numbers and the APN, then test calls, texts and data one at a time.

5 · Data devices

CCTV, routers, trackers and other data devices

Data settings

APN	`fleetatom.m2m` (lower case, no spaces)
Username / password	Leave blank. If the device won't accept blank, enter 0 in both. Don't make up other values.
Authentication	None or automatic
Mobile data / data roaming	Both on
Network selection / mode	Automatic. Don't lock it to one network or to 3G.

Save, then restart once. The status page should show a network, a signal reading and an IP address on the mobile connection.

CCTV and routers: before the visit

- Admin passwords for the router, camera and recorder
- How the cameras will be viewed (live view, cloud recording, motion clips): video uses far more data than anything else
- Remote viewing through the manufacturer's cloud/P2P app or a VPN. Port forwarding usually doesn't work on mobile networks.

Trackers and telemetry: before set-up

- The platform's server address and port
- Reporting interval and sleep settings
- Whether the device reports by data, by SMS, or both
- That it isn't locked to another provider

Data troubleshooting

What happens	What it means	What to do
Signal but no internet	The data session isn't starting.	Check the APN for typos or capitals, mobile data and data roaming are on, the plan has allowance left, then restart once.
Stopped after a factory reset	The reset wiped the APN.	Re-enter the APN settings above and restart.
Works on site, no remote viewing	Remote access is the issue, not the SIM.	Use the manufacturer's cloud/P2P service or a VPN. Test from a phone on mobile data, not the site Wi-Fi.
Recorder offline, router online	Local network settings.	Check the recorder's gateway and DNS point to the router, it's on the router's subnet, and its date and time are correct.
Data used up fast	Video streaming, cloud upload, or firmware updates.	Record on motion, use the sub-stream for remote viewing, limit cloud upload, and tell us if you need a bigger plan.
Tracker offline on the platform	The device isn't making a data session.	Check the APN, server address and port, power, antenna, and the sleep or reporting settings.
SIM works in a phone, not the router	A phone test doesn't prove a data install.	Put the APN in the router, enable data roaming, and check its supported bands and network mode.

6 · Fault finder

Is it the SIM or the device?

When a SimFalcon SIM is live on the right plan and the device shows network registration, the fault is almost always in the device's set-up, signal, power or wiring. Work down this list and change **one thing at a time**.

Check	How to tell	What to do
1. Is the SIM live?	You've had the "your SIM is live" email.	If not, activate at install.simfalcon.com. Nothing works before that.
2. Is the device powered properly?	Status lights are steady, and the unit doesn't reset when a motor or siren runs.	Fix the supply first. A dipping supply stops it registering.
3. Is the SIM seated, with no PIN?	The device sees a SIM and doesn't ask for a PIN.	Power off and re-seat it the right way round, then allow 3 minutes to register; a unit showing "no network" after a SIM change usually needs this done once more. If it asks for a SIM PIN, contact us.
4. Is there signal at the device?	The device's own signal reading, in its final position.	Move the antenna clear of metal and away from motors and cables, use an external antenna, and leave network selection on automatic.
5. Is the device too old for the network?	It only supports 3G.	3G has been switched off in many areas, so a 3G-only device may never connect. See our 2G/3G switch-off guide.
6. Does it need data?	Router, CCTV, tracker, alarm app or cloud.	APN fleetatom.m2m, username and password blank, data roaming on.
7. Is it using SMS?	Programming texts, SMS alerts, SMS commands.	Texts work. Send them to the SIM's own number, follow the manual exactly, and **store your own number in the unit as +44… / +353…** or its replies go astray (page 3).
8. Is the final function set up?	Calls, data or both reach the device, but it doesn't do its job.	That's the device set-up: relay, whitelist, app, panel or camera settings.
9. Was it factory reset?	Settings are missing after a reset or service visit.	Re-enter the APN, numbers and server details.

When you contact us about a fault, include

- Customer name and site address
- Last 5 digits of the SIM number (printed on the card)
- Device make and model
- What you're testing: calls, data, or the gate/relay
- The exact time of the failed test
- What happened (no signal, rings but no open, no internet…)
- A photo of the device's signal or network screen and its APN settings
- Whether the device was reset or changed recently

Set-up help for your make and model (where the SIM goes, number format, the manufacturer's text commands and default code, APN, and problems we've seen on real jobs): simfalcon.ie/guides/device-setup and simfalcon.com/guides/device-setup.

Step-by-step web guides: simfalcon.ie/guides and simfalcon.com/guides. They cover SIM not connecting, weak or no network, APN set-up, gates that won't open, CCTV routers with no internet, replacing a SIM and the 2G/3G switch-off.

6b · Fault tree by symptom

Find the fault from what you see

Pick what is happening, then work down the checks in order, one change at a time. The same checks, with the set-up notes for many makes and models, are at **simfalcon.com/guides/device-setup** and **simfalcon.ie/guides/device-setup**. When you contact us, send the last 5 digits of the SIM number (the long number printed on the card, starting 8931).

No signal, or not registering on the network (every device)

Check	How to tell
Make sure the SIM is activated.	You have had the "your SIM is live" email. If not, activate it at install.simfalcon.com first.
Power the unit fully off, mains and any backup battery, reseat the SIM the right way round, power on and wait a full 3 minutes.	The unit's network or GSM light or screen changes to registered. A second power cycle is sometimes needed.
Check the antenna is screwed on and outside any metal box.	Read the unit's own signal reading in its fitted position. Your phone showing signal nearby proves nothing.
Leave network selection on automatic. "Roaming" or "R" on the screen is normal for SimFalcon SIMs.	With data roaming off, data devices show signal but no internet: turn data roaming on.
Check the unit isn't 3G-only.	The manual or label lists 2G/4G. 3G has been switched off in many areas, so a 3G-only unit may never connect.
Check the power supply holds up.	The unit doesn't restart when a motor, siren or charger starts. A dipping supply stops it registering.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; photo of the unit's signal or network screen; what the lights are doing.

Calls don't connect (Gate opener, GSM intercom or door entry, Alarm panel or dual-path communicator, Fire panel or fire dialler, Lift emergency line, Telecare or social alarm)

Check	How to tell
Check the unit is registered first (see "No signal").	Ring the SIM's own number: if the unit rings or answers, it is on the network.
Check the plan has calls.	Gate, intercom and alarm plans include calls; data plans don't. If yours is a data plan, WhatsApp us before going further.
For calls the unit makes out: check each number is stored in the format the unit needs.	Try +44… / +353…, then 0044… / 00353…, then 07… / 08…: some diallers only call out with one of them. Make a live test call to every number.
For calls to the unit: the caller's own network may block +31 numbers.	If the caller hears "this service doesn't allow calls to this number", they must ring the local number instead (gate and intercom plans).

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; the number called and the number calling; the time of the failed call; what the caller heard.

Caller not recognised, or it rings but doesn't open (Gate opener, GSM intercom or door entry)

Check	How to tell
Check the caller is on the unit's authorised list.	Look for missing or mistyped numbers; many units have a user limit.
Check the number format.	The unit's call log shows the exact format it receives: store the numbers that way (+44… / +353…, or 0044… / 00353…).
Check caller ID isn't withheld on the phone ringing in.	Ring from a phone that shows its number; a withheld number is rejected.
Let it ring and hang up rather than staying on the line.	Most units open on caller ID and reject the call.
Check the relay output, pulse time and latch setting, and listen for the relay click.	If it rings, the SIM and network are working: the fault is the gate set-up.
After adding users, save or "program" the change and power-cycle.	Some units (e.g. CAME) only apply changes after "Program system".

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; the caller's number as stored in the unit; a photo of the unit's call log if it has one; the time of the test call.

Someone ringing the local number hears a Dutch message, or "can't be connected" (Gate opener, GSM intercom or door entry)

Check	How to tell
The local number forwards to the SIM. A recorded message instead of ringing usually means the call couldn't reach the unit.	Check the unit is powered and registered (see "No signal").
Check the SIM is activated and you have had the "your SIM is live" email with this local number.	Ring the number given in that email, not an old one.

Ring the SIM's own number (+3197…) directly from a phone that allows calls to +31.	If that rings the unit but the local number doesn't, WhatsApp us: we check the forwarding.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the local number rung; the number calling; the exact time; what was heard (a recording, in what language).

Programming texts are ignored (Gate opener, GSM intercom or door entry, Alarm panel or dual-path communicator, Fire panel or fire dialler, Lift emergency line, Telecare or social alarm, Tracker, Smart meter, telemetry or pump controller)

Check	How to tell
Send the text to the SIM's own number (+3197…), not the local +44 / +353 number.	The local number does not take texts.
Check the SIM's number is typed right.	+3197… is the usual form; some phones or units want 0031 97…. Don't drop the 97, and no spaces or dashes.
Type the command exactly as the manual: password or default code, capitals, spaces and separators.	Copy it from this page or the manual, then check it on the screen before sending.
Use straight quotes and no emoji or accents.	iPhone Smart Punctuation turns " into curly quotes: turn it off in Settings, General, Keyboard.
Send it from the admin number stored in the unit.	Many units only obey their admin number. A previous installer's number or changed password may still be in it (see "Old installer's settings").
Check the unit is registered.	Texts sent while it is off the network arrive together once it registers: wait 3 minutes after power-up.
Check the SIM's message store isn't full.	Some units stop reading texts when it is full: clear it per the manual, or power-cycle.
Then check your own phone (see "Your own phone").	Send the same text from a different phone on a different network.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; the exact text you sent (copy it); the number you sent it to; the phone number you sent it from; the time you sent it.

No replies or confirmation texts from the unit (Gate opener, GSM intercom or door entry, Alarm panel or dual-path communicator, Fire panel or fire dialler, Lift emergency line, Telecare or social alarm, Tracker, Smart meter, telemetry or pump controller)

Check	How to tell
Store your own number in the unit with its country code: +44… / +353…, leading 0 dropped.	The unit replies to the number it holds. Stored as 07… / 08…, the reply goes to the wrong country and never arrives, so a working unit looks dead.
Check it isn't stored as +44 0… or +353 0… (leading zero kept).	Read the stored number back from the unit or its app.
Some units need 0044… / 00353… instead of +.	If replies still don't come, store it the other way and try again.
Some units send no confirmation by design.	Test the result instead: ring it, or check the setting in its menu.
We can see whether the text reached the SIM and whether the unit replied.	WhatsApp us the last 5 digits of the SIM and the time you sent it.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; your number as stored in the unit; the time of the command.

Texts stopped, or the SIM was barred from texting (Gate opener, GSM intercom or door entry, Alarm panel or dual-path communicator, Fire panel or fire dialler, Lift emergency line, Telecare or social alarm, Tracker, Smart meter, telemetry or pump controller)

Check	How to tell
The unit has probably sent too many texts.	Look for confirmations, arm/disarm, open/close or status texts it sends on every event.
Turn those automatic texts off in the unit.	10 texts a month are included on every SIM.
WhatsApp us to check and re-enable texts.	We see the text history on our side.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; which texts the unit sends and when.

No data, app offline, or APN problems (Alarm panel or dual-path communicator, Fire panel or fire dialler, Telecare or social alarm, CCTV, 4G camera or router, EV charger, Tracker, Smart meter, telemetry or pump controller)

Check	How to tell
APN fleetatom.m2m, all lower case, no spaces.	Read the APN back from the unit's settings screen; a typo or a capital letter stops data.
Username and password blank (0 in both if the unit forces a value). Authentication none or automatic.	Don't make up other values.
Mobile data on and data roaming on; network selection automatic.	Signal but no internet usually means data roaming is off.

Remove any old APN from a previous SIM, save, and restart once.	The status page shows an IP address on the mobile connection.
Check the server address and port (trackers, telemetry, EV, ARC reporting).	They come from the platform or monitoring centre, not from the SIM.
Remote viewing: use the maker's cloud/P2P app or a VPN.	Test from a phone on mobile data, not the site Wi-Fi. Port forwarding usually doesn't work on mobile networks.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; a photo of the APN settings screen; a photo of the status page (signal, network, IP address).

It worked, then stopped (every device)

Check	How to tell
Was there a power cut, or any work on the electrics?	A unit that loses power can restart and drop its settings. Power-cycle it fully once.
Has anything changed since it last worked?	A tripped breaker, a flat backup battery, someone opened the unit or took the SIM out, a new board, the aerial moved, a new phone ringing it.
Was it factory reset or serviced?	A reset wipes the APN, numbers and server details: re-enter them.
Texts stopped but calls work?	See "Texts stopped, or the SIM was barred".
Data used up fast?	Video, cloud upload or firmware updates on the SIM. Record on motion, use the sub-stream, update on Wi-Fi.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; when it last worked; what changed.

The unit asks for a SIM PIN (every device)

Check	How to tell
SimFalcon SIMs are supplied without a PIN request.	If the unit says SIM PIN or SIM locked, check the SIM is seated properly and power-cycle.
If it still asks, don't guess a PIN.	Wrong PINs can lock the SIM. WhatsApp us with the last 5 digits.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; a photo of the message on the unit.

The previous installer's settings are still in the unit (Gate opener, GSM intercom or door entry, Alarm panel or dual-path communicator, Fire panel or fire dialler, Lift emergency line, Telecare or social alarm, Tracker, Smart meter, telemetry or pump controller)

Check	How to tell
The unit may only obey the old admin number, or have a changed password.	Your commands get no response even though the unit is registered.
Clear old numbers, APN and settings using the manual's reset for that model.	Then add your own number first as the admin, in +44… / +353… format.
Re-add the authorised callers and destinations, and power-cycle.	Test every number.
No reset in the manual you have?	Ask the manufacturer's support line for the reset procedure; we can't supply device codes.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; what the unit does when you text it.

The unit works with another SIM but not ours (every device)

Check	How to tell
The unit still holds settings for the old SIM.	APN, SMS centre or admin numbers from the old network: clear them and enter ours (APN fleetatom.m2m).
Plans differ.	Check our plan includes what the unit needs (calls, texts, data). Data plans have no calls.
SimFalcon SIMs roam onto partner networks, so the unit shows roaming.	Data roaming must be on in the unit; leave network selection automatic.
Prove the SIM.	Put the SimFalcon SIM in an unlocked phone and make a call or text, or WhatsApp us the last 5 digits and we check it live.
Programming texts now go to the new SIM's own number.	+3197…, not the old SIM's number.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the make and model of the unit; what the old SIM was (network); what works with it and what doesn't with ours.

Your own phone (the one sending the texts) (every device)

Check	How to tell

Your phone isn't allowed to text this number	
Your tariff or business mobile may block international or +31 texts.	Send the same text from a different phone on a different network.
Pay-as-you-go with no credit won't send.	Check your balance, or use another phone.
Work phones can have text restrictions set by the company.	Try a personal phone.
Some networks don't deliver texts to +3197 numbers.	Try another network. If none works, we can try it from our side (below).
The message isn't going out as a plain text (SMS)	
iPhone: it may go as an iMessage.	Settings, Messages (on newer iPhones Settings, Apps, Messages): turn on Send as SMS, or turn iMessage off while you program. The bubble must be green, not blue.
Android: it may go as a chat (RCS) message.	In Google Messages turn RCS chats off (Settings, RCS chats) while you program, so it goes as a plain text message.
Curly quotes, emoji or accented letters change how the text is sent.	Use straight quotes and plain letters; turn off Smart Punctuation on an iPhone.
A long message can be split in two.	Send long commands in the parts the manual allows.
Text copied from a PDF or web page can carry hidden characters.	If a pasted command fails, type it by hand.
Sending from the wrong line	
A dual-SIM phone may send from the other line.	Check which SIM the message app uses for this conversation.
Caller ID withheld means the unit can't recognise you.	Turn off "hide my number" and use the number stored in the unit.
The SIM's number typed wrong	
Use +3197... (some units or phones want 0031 97...).	Don't drop the 97 and don't add the local number's 0.
No spaces or dashes.	Check the number in the message's "To" field.
The local +44 / +353 number doesn't take texts.	Texts go to the SIM's own number only.
Your number stored wrong in the unit	
07... / 08... instead of +44... / +353....	Store it with the country code and the leading 0 dropped.
+44 0... or +353 0... (leading zero kept).	Remove the 0 after the country code.
Some units need 0044... / 00353... instead of +.	The unit's call or text log shows the format it actually receives: store it that way.
The text reached the SIM but the unit ignored it	
Wrong password or default code, or wrong capitals.	Check the code against the manual or what the last installer set.
Not sent from the admin number.	Send from the number stored as admin.
The previous installer's settings are still in the unit.	See "The previous installer's settings".
Last resort: we can try it from our side	
WhatsApp us the exact command and the last 5 digits of the SIM.	We can try sending it to the SIM from our side. It isn't guaranteed to work for every unit.

Send us: the last 5 digits of the SIM number (starts 8931), so we can check it on the network; the exact text; your phone's network; iPhone or Android.

7 · Help and charges

Getting help

WhatsApp (preferred)
Message us on WhatsApp
+353 87 611 5181. Send photos and screenshots here

Phone
UK 0141 489 1425
Ireland 01 254 8367

Email
info@simfalcon.ie (Ireland)
sales@simfalcon.com (UK)

Support hours

Monday to Friday, 9:00am to 5:30pm. Out of hours (before 8:00am, after 5:30pm, weekends and bank holidays) is not included unless agreed in advance. Engineers working out of hours should have the device manual, the APN and the local number before going to site.

What's included, and what's charged

Included: activation, SIM and plan checks, APN details, usage checks and connection status.

Chargeable at €78 per hour (minimum 30 minutes): help programming the device, working through manufacturer commands, configuring routers, CCTV or alarm panels, and wiring, relay, app or firmware problems. These are the installer's responsibility.

8 · Checklist

Pre-installation checklist

- [ ] The plan suits the device (calls, data, or both)
- [ ] The numbers to call or text are ready in international format (+44… or +353…), and in 07… / 08… form in case the product needs it
- [ ] SIM activated at install.simfalcon.com
- [ ] "Your SIM is live" email received
- [ ] Local number saved in users' phones (gates and intercoms)
- [ ] Engineer visit date and time sent to SimFalcon
- [ ] Device manual and admin password or PIN to hand
- [ ] Device isn't 3G-only (see the 2G/3G switch-off guide)
- [ ] Old SIM settings cleared from the device
- [ ] SIM fitted with the power off, the right size and the right way round
- [ ] APN fleetatom.m2m, username and password blank (data devices)
- [ ] Mobile data and data roaming on, network selection automatic
- [ ] Numbers stored in the format the product needs (usually +44 / +353), and every one tested
- [ ] Signal checked on the device in its final position
- [ ] Real function tested: open, alarm call or router online
- [ ] Time of any failed test noted

This guide helps customers and installers complete common SIM installations. It doesn't replace the device manufacturer's manual, or the installer's responsibility for wiring, programming, device configuration, product compatibility and site-specific set-up.

Refunds. If the SIM is not compatible with your device, a refund is available under our Returns Policy (simfalcon.com/returns-policy and simfalcon.ie/returns-policy). First the device must have been programmed correctly for the SIM, and we must have worked through the fault with you or your installer to find out why it is not working. We cannot refund where the SIM works and the problem is the device's set-up, or where the product was not understood when it was bought. This does not affect your statutory rights.