

1NCE IoT SIM Customer Quick-Start

Hardware

- Attach any antennas
- Insert the InstaGen SIM into the SIM slot
- Power on the router; wait for at least two signal bars

You need us to send the verification SMS

Contact InstaGen via either:

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We need:

- SIM ICCID (found on the card)
- Company Name
- Contact Name
- Contact email address
- Site address (Where the SIM will be operating)

We will then send the required SMS to your SIM from the 1NCE portal.

1NCE SIM cards require the APN to be manually configured on the device. **Auto-APN detection is not supported.** This is the most common reason why a SIM card appears online at network level, but the router does not provide internet access.

Please configure the following settings on each of your routers:

1. Log in to the router's web interface (typically at 192.168.0.1 or via the TP-Link Tether app).
2. Navigate to the mobile network or internet settings section.
3. Set the APN manually to: **iot.1nce.net**
4. Leave the Username and Password fields empty.
5. Set the Authentication Method to PAP (Password Authentication Protocol) if the router requires this field.
6. Ensure that **Data Roaming is enabled** on the router.
7. Save the settings and restart the connection.

**After applying these settings, the router should establish a data session, and the internet LED should turn on.

Optional: Tigo Reduced-Data (copy and paste)

Reference Link <https://support.tigoenergy.com/hc/en-us/requests/new>

Product Family You Need Help With

TS4 Flex MLPE

Subject:

Request – Tigo Data-Reduction Package

Detailed Description:

Dear Tigo Support,

Please enable a data-reduction package on my account. I would like to reduce the data logger polling frequency to once per day, limiting monthly usage to approximately 1 MB per device. Reference your Help Centre article on reduced-data operation for conditions.

Thank you,

[Customer Name]

[Account Number / Device ID]