

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
- Do you require **IMEI lock**? (This locks the SIM card to your router so it cannot be used in any other device)

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.

1NCE SIM – Router Setup Quick Guide

TP-Link TL-MR105 shown as an example. Other routers may use slightly different menu names.

1. **Connect to the router:** Find the router in your Wi-Fi list and connect using the Wi-Fi password shown on the router label.
2. **Open the router settings:** Open a web browser and enter: **tplinkmodem.net** or **192.168.1.1** and Log in or create an admin password if requested.
3. **Find the mobile network settings:** On the TL-MR105 go to: Advanced → Network / Internet. Make sure **Mobile Data is ON** and **Data Roaming is ON**. Then select **Create Profile**.
4. **Enter the 1NCE settings**

Setting	Enter
Profile Name	1NCE
PDP Type	IPv4
APN Type	Static
APN	iot.1nce.net
Username	Leave blank
Password	Leave blank
Authentication	PAP

5. **Save:** Select Save/Apply and make sure the new 1NCE profile is selected. If required, restart the router.

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]