

Dear user:

If you insert the SIM card into the SRTK device, the SIM card position on the APP shows an error (Fig.1)

Please check the troubleshooting method first, and then provide the corresponding data if you can't solve the problem.

1. Troubleshooting SIM card error.

2. Data to be provided for SIM card error.

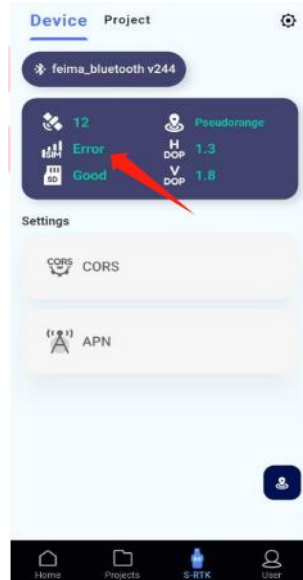


Fig.1

1. Troubleshooting SIM card error.

1. Check the firmware of SRTK100, APP version, please use the online official version.
2. Check whether SRTK100 has inserted the SIM card, there are two limit sensations when inserting, and the SIM card is flush with the slot after inserting (the metal side of the SIM card is facing the front of S-RTK100 device to insert it correctly).
3. Check whether there is any foreign matter in the SIM card slot, if there is any foreign matter, please clean it up in time.
4. Check the SIM card used, please make sure that the SIM card is activated, you can not use the private network card, IOT card, if you are not sure what type of SIM, please consult the operator.

SRTK100 Support 4G	SRTK120-127 and before device supports 4G.
SRTK100A Support 3G, 4G	After SRTK120-127 number (including 127) support 3G, 4G

5. Please check whether the network condition of your environment is compatible with the network supported by SRTK.

6. APN Settings.

After SRTK is connected to the APP, the APP will check whether the APN of the current SIM card matches our APN preset list, if it does not, it will prompt the APN parameter abnormality (Fig. 2), you can set the APN according to the following steps. if you confirm that the APN shown on the APN page matches the operator settings, you can ignore the prompt.

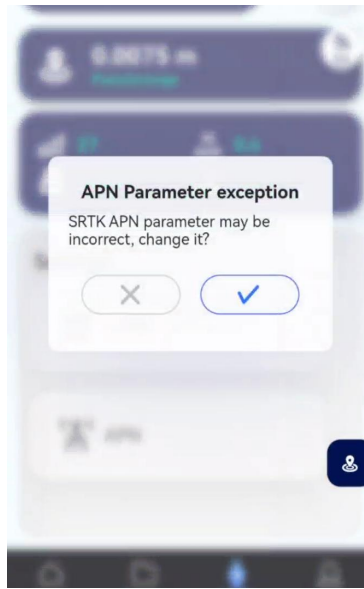


Fig.2

6.1 Click APN (Fig.3)

6.2 APN information filling page, you can see the access point name, user name, password setting information (Fig. 4)

6.3 You can consult the local operator to get the APN setting parameters, or you can select the corresponding operator's APN in the preset list (the preset list is for reference only, please consult the operator for details), and then fill in the APN in the corresponding box, some operators only need the name of the access point, do not need to fill in the user name and password, fill in the end of the click on the bottom of the Save button, after successful saving, the top of the saved information (Fig.5)

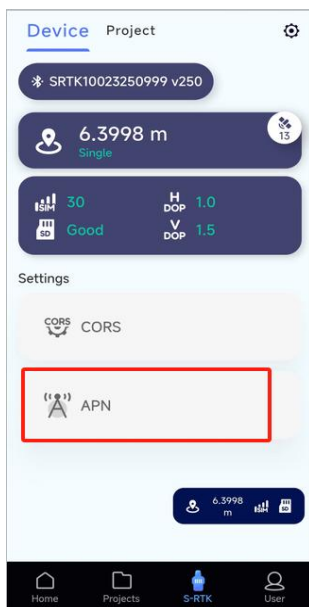


Fig.3

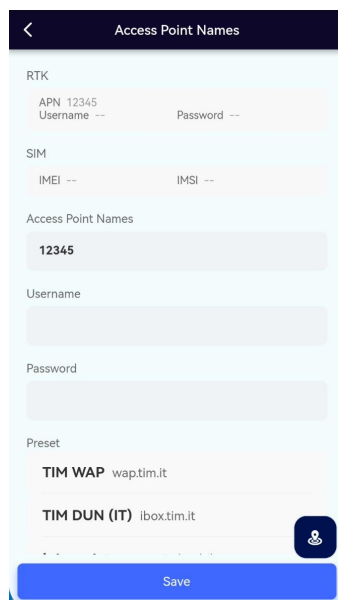


Fig.4

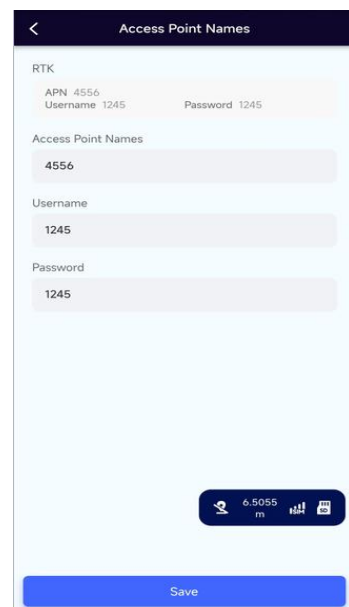


Fig.5

6.4 If you still can't access the Internet after setting, the APN information entered may be wrong or incorrect, you need to re-confirm the information with the operator and re-enter and save, you can try to save the APN and reboot the device, and then check the status of the device is normal.

After the APN is set correctly, the firmware will automatically record the relevant information, and the device will be set automatically after the next power-on without the

need to repeat the operation. You can use it again by logging into your CORS account directly.

Reinstallation of the APP or some software updates may cause the APN settings to be canceled and require customer reconfiguration.

If incorrect APN settings are entered, cellular data connection may be lost and additional charges may be incurred. Please contact the operator providing service for the SIM card in advance or confirm the correct APN settings by other means.

6.5 If you encounter setup failure during the process of setting up APN or CORS.

6.5.1 If the problem occurs after updating the APP you can use the old APP version.

6.5.2 You can try to change another cell phone.

6.5.3 Feedback related problems to our after-sales technicians.

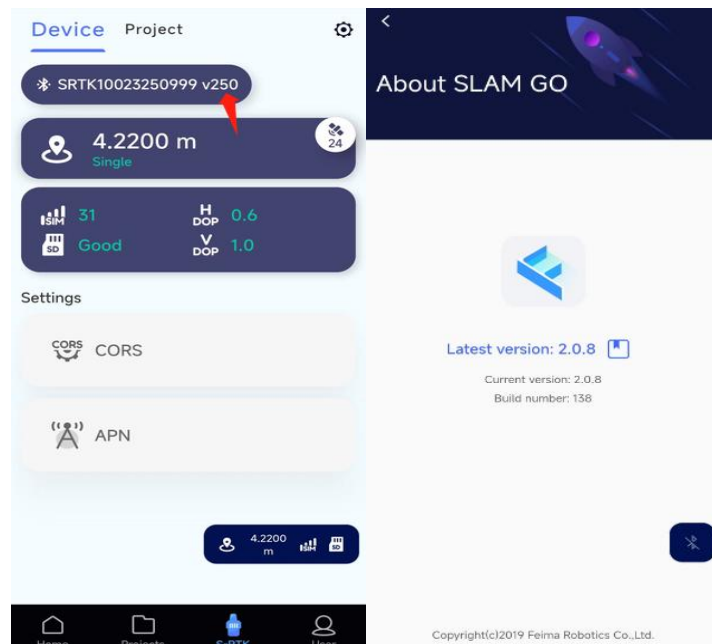
2. SIM Card Error Required Data

If you have tried all the above methods, I hope you can help to provide the following data to Feima after-sales technicians to locate the problem.

1. Provide the SN number of the device, which can be seen on the package and on the device respectively.



2. Firmware version information and APP version (User- About SLAM GO), phone model used.



3. The photo of the SIM card, the name of the provider, the frequency band supported by the provider, the network of the SIM card (e.g. 3G, 4G), whether the SIM card is active or not?
4. Does this SIM card work well with other SRTK devices? If yes, please describe in detail.
5. Is the APN information set?

6. Did you ask the provider for APN information?
7. Provide a screenshot of the APN information input interface.
8. Which city is your current location? Local network coverage, whether there is 3G, 4G, whether the network situation is stable.
9. Provide video recording of all operations on the app.
10. The brand, model, configuration information, and system version number of the cell phone or mobile device used.
11. Does this device work properly elsewhere? If yes, what country is the normal use of the device and what carrier is it using? Have you set up any APN?
12. All the data on the SD card (Zip package method).

