Fuelfix **FMS**

Measure, Control & Conserve Fuel

Cellular Connection: Network – Check SIM card / SIM not detected

	Cellular Network Services
Link:	Successful
Network:	Check SIM card / SIM not detected
Internet:	
Website:	
CLR Exit	ENT More

This screen means the Fuelfix **FMS** unit is physically working, there is no hardware fault. The issue is, the Fuelfix **FMS** unit has failed to read or detect a SIM card.

The network status screen can be checked by holding down the <**4**> key on the Fuelfix **FMS** unit, you can also press <**ENT**> from this screen to see more details. Try the following steps to troubleshoot the issue.

1. Check the SIM

- Ensure that the SIM card is correctly installed in the cellular module, it should
- say "SFM2050" and "4G/5G Communications"
- Remove the SIM card and ensure it is clean and free from any corrosion or dirt.
- Insert the SIM card back into the cellular module.

2. Restart the Fuelfix FMS Unit

- Hold <**CLR**> and <**ENT**> until the display reads "Enter admin or installer PIN"
- Enter your Admin or Installer PIN number and press <**ENT**>
- Press <**5**> for unit
- Press <**3**> for restart

3. Test SIM

If the Fuelfix **FMS** unit still is not connecting, try the following:

- Remove the SIM card from the cellular module
- Insert the SIM card into a mobile phone
- Verify that the SIM card has an active data plan by attempting to load a website, temporarily disable Wi-Fi on your phone to verify this.

4. Contact Support

If there are no problems with the SIM card, contact support to further troubleshoot the issue.