

PHOTOSENTINEL STILL NOT CONNECTING AT INITIAL SETUP

If, after installing the APN, the photoSentinel still doesn't connect to the 3G network, here are some possible reasons and solutions.

CAUSE	DESCRIPTION	SOLUTION
SIM card has a PIN lock	Some SIM cards have a PIN lock which needs to be disabled for the photoSentinel to use the SIM card.	You can remove a PIN by inserting the SIM card into a mobile phone and disabling the PIN in your settings, or ask to have it removed at purchase.
SIM card hasn't been activated	Some SIM cards require activation before they can be used.	Contact your network provider to activate the SIM card.
3G network is not WCDMA	photoSentinel uses the most common 3G technology worldwide – WCDMA (aka UMTS/HSDPA). Some providers use a different, incompatible 3G technology.	Check that your network is WCDMA. If not, you'll need to change your network to one that is WCDMA.
Provider needs IMEI number	The network provider may have locked the SIM card to a certain device and it needs to be unlocked.	Contact photoSentinel Headquarters to get your photoSentinel's IMEI, then contact your network provider to get the SIM associated with that IMEI.
SIM card is device-locked	Some network providers lock their SIM cards to particular devices.	Contact your network provider to get the SIM card unlocked.
SIM card requires username and password	Very occasionally, an APN will require a username and password, particularly if the SIM card is on a corporate plan.	Find out the username and password and contact photoSentinel Headquarters to arrange for these to be added to your photoSentinel.

APN QUICK GUIDE



LONG TERM TIME-LAPSE FOR THE PRO

Set the 3G network APN

The Access Point Name (APN) allows a SIM card to connect to the internet. To find your APN, either do an online search (your SIM card provider + APN) or call your network provider's help desk. As one provider can have multiple APNs, make sure you get the APN for your particular network plan. If it's unclear which APN is for your service, you may have to try multiple APNs to find the right one.

There are two ways two ways to set the APN

SMS the APN to the photoSentinel

Make sure photoSentinel is Off and insert SIM card.

Using your phone, send an SMS to the photoSentinel SIM card with the following format: APN=your.APN (where "your.APN" is replaced by the relevant APN)

Turn photoSentinel On and check LED indicator sequence for successful connection (see opposite).

Export APN via web configuration and microSD card

Insert microSD card into your computer (using microSD-to-SD card converter).

Login to setup.photosentinel.com.au and click on Config.

Scroll down to **Advanced Settings** and enter the relevant APN.

Click on **Export settings to file** at the bottom of the page.

Save the downloaded file (default.xml) to root directory of the microSD card.

Ensure photoSentinel is Off and insert the microSD card.

Switch photoSentinel On (Normal mode) and it will install the new APN. Check the LED indicator sequence for successful connection (see opposite).

LED INDICATOR SEQUENCE

Insert SIM card and turn on photoSentinel.

LED cyan - system start up.

LED yellow - a photo will be triggered.

LED blue - trying to connect to the internet.

LED flashing green - determining APN indicating the unit is trying to determine APN.

1.0S

Successful connection

LED flashing blue - APN identified and photoSentinel has connected to the internet.

1.0S

LED fast flashing blue - photo uploading to the photoSentinel server.

0.2S

LED green - photo has been successfully uploaded. After two minutes photoSentinel will go to sleep until next scheduled activity.

If LED indicates successful connection, login to setup.photosentinel.com.au and check photo has been uploaded.

Unsuccessful connection

LED fast flashing green - cannot determine APN; APN needs to be configured manually.

0.2S

LED red - failed to connect to internet or failed to complete file upload. photoSentinel will sleep for two minutes and then try again.

If left on, photoSentinel will repeat this process indefinitely until it receives APN information, so turn it off until the APN can be configured.

If LED indicates unsuccessful connection, try another APN or check the guide on the back page for other initial SIM card issues.