# 2103LTE/2105LTE Firmware Switch to Non-Verizon Service

Overview

The 2103LTE/2105LTE modem modules come from the factory setup to run Verizon service. If you need to change the internal firmware to run AT&T, Bell, Telus or Roger service, follow the below instructions to change the configured provider to "Other".

1. Download Modem Diagnostic Utility (*ModemUtility.exe*) from the Teledyne ISCO website (TeledyneISCO.com/en-us/water-and-wastewater/software-and-firmware-updates) and place in a folder on your PC.

2. Connect a USB communications cable (ISCO part# 60-2004-507) to the port on the top of the 2103LTE/2105LTE and power the unit via a 2191 battery box or Teledyne ISCO power adapter (part# 602004057). Make sure you have an LTE antenna plugged into the antenna port on the right side of the 2103LTE/2105LTE.
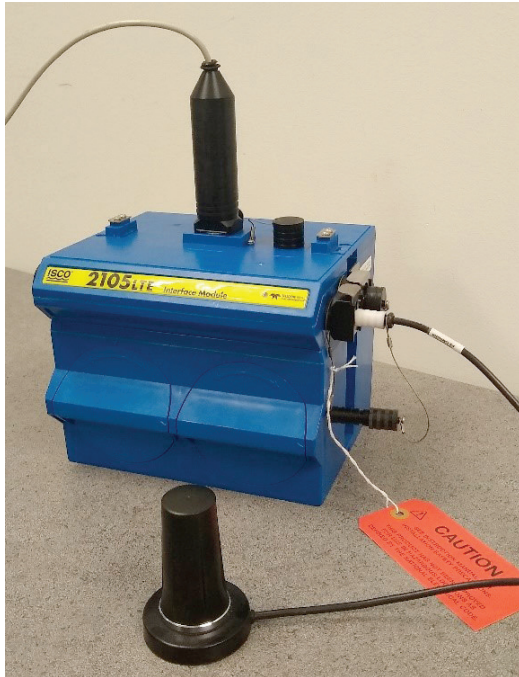

3. Open *ModemUtility.exe* and select the proper serial port from the drop-down menu to correspond to your device. Click on "*Connect*" button.
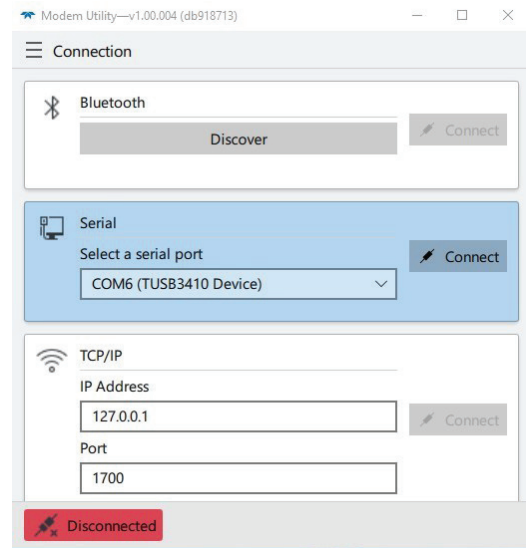

4. Once the unit is connected, click on the "*Change Service-Provider*" section.
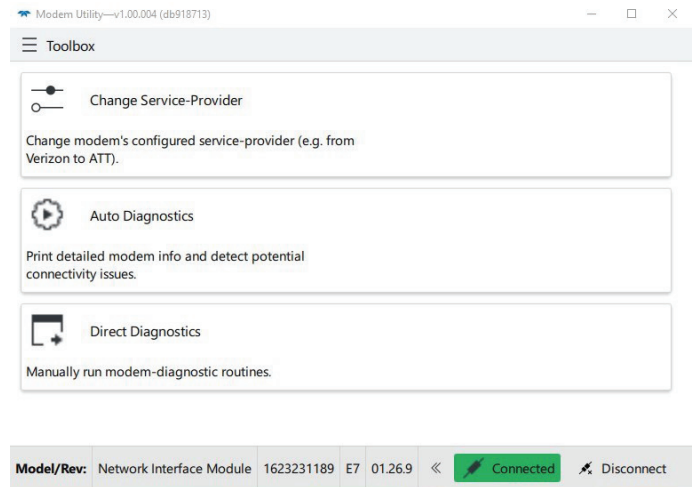
5. If you have Primary or Secondary pushed data intervals setup or a wireless Power Control call window setup, you will receive the below message letting you know that you must first disable them to be able to continue. If you receive this message, disconnect from the *ModemUtility* and open Teledyne ISCO Flowlink® software to turn off all pushed data and disable any call windows. Once this has been completed, start over at step 3.
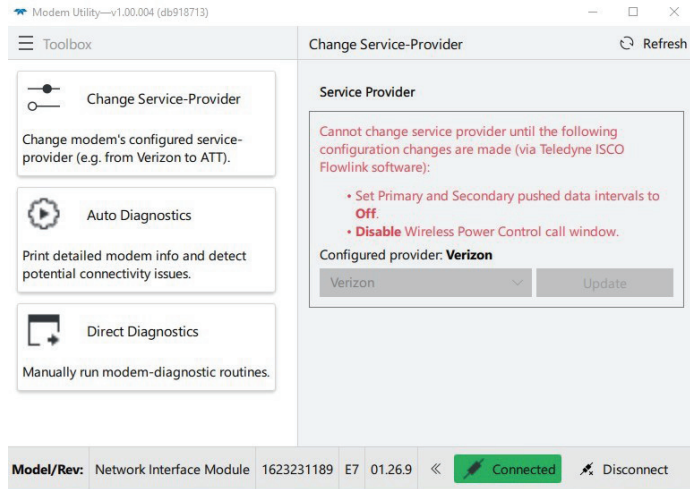
6. The Configured provider should be set to Verizon. If you will be using AT&T, Bell, Telus or Roger service, select "Other" from the dropdown menu and then click "Update".
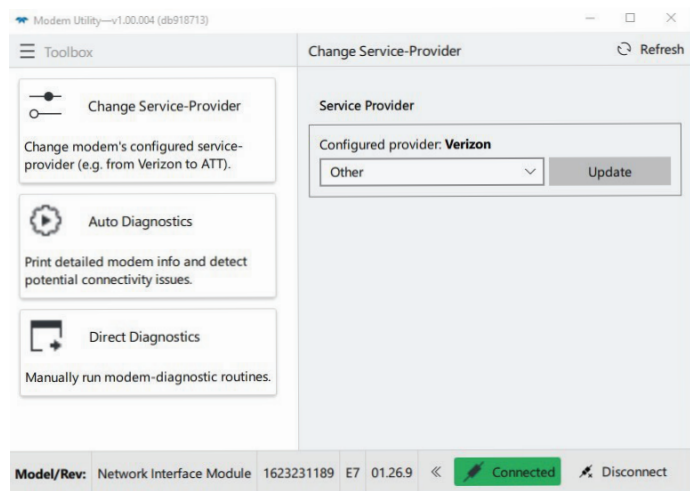
7. Once switching has been completed, the *ModemUtility* will disconnect from the unit and provide instructions on how to proceed (steps 1-6 below).
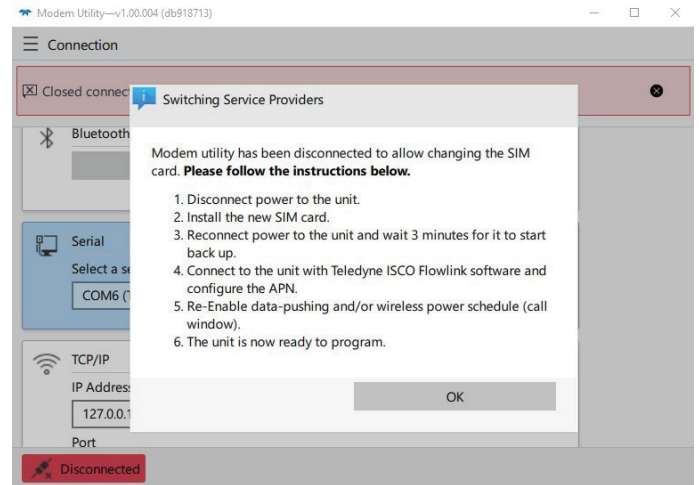
Modem utility has been disconnected to allow changing the SIM card. **Please follow the instructions below**.

1. Disconnect power to the unit.

2. Install the new SIM card.

3. Reconnect power to the unit and wait 3 minutes for it to start back up.

4. Connect to the unit with the Teledyne ISCO Flowlink software and refigure the APN.

5. Re-enable data-pushing and/or wireless power schedule (call window).

6. The unit is now ready to program.

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