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



Instruction Sheet #69-2003-730

Revision A, July, 2021

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-firmwareupdates) 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.

*	Bluetooth	
	Discover	💉 Connec
	Serial	
	Select a serial port	💉 Connec
	COM6 (TUSB3410 Device) V	
()	TCP/IP	
0	IP Address	
	127.0.0.1	💉 Connec
	Port	
	1700	

4. Once the unit is connected, click on the "Change Service-Provider" section.

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	Change Service-Provider									
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Print detail connectivit	ed modem info and detect p y issues.	otential								
	Direct Diagnostics									
Manually ru	un modem-diagnostic routin	es.								
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Model/Rev:	Network Interface Module	1623231189	E7	01.26.9	«	🖋 Cor	nnected	🖈 D	isconne	ect

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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.

Toolbox	Change Service-Provider	C Refres						
Change Service-Provide	Service Provider	Service Provider Cannot change service provider until the following configuration changes are made (via Teledyne ISCO Flowlink software):						
Change modem's configured service provider (e.g. from Verizon to ATT).	Cannot change service provider u configuration changes are made Flowlink software):							
Auto Diagnostics	Set Primary and Secondary Off. Disable Wireless Power Co	Set Primary and Secondary pushed data intervals to Off. Disable Wireless Power Control call window.						
Print detailed modem info and deter potential connectivity issues.	t Configured provider: Verizon	✓ Update						
Direct Diagnostics	tines							
Manually run modem-diagnostic rou	tines.							

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".

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Manually r	Direct Diagnostics un modem-diagnostic routin	es.				
Model/Rev:	Network Interface Module	1623231189	E7 01.26.9	« 🖋 Con	nected 🤸 Disco	onnect

7. Once switching has been completed, the *ModemUtility* will disconnect from the unit and provide instructions on how to proceed (steps 1-6 below).

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9/IP Addres: 27.0.0.1	6. The unit is now r	eady to program.	ОК			
	al al ct a sr oddres:	Annec Switching Service Pre- tooth Modem utility has bee card. Please follow th 1. Disconnect pow 2. Install the new S 3. Reconnect pow back up. 4. Connect to the u configure the AF 5. Re-Enable data- window). 6. The unit is now r 7.00.1	 Switching Service Providers Modem utility has been disconnected to all card. Please follow the instructions below Disconnect power to the unit. Install the new SIM card. Reconnect power to the unit and wait back up. Connect to the unit with Teledyne ISCC configure the APN. Re-Enable data-pushing and/or wirelwindow). The unit is now ready to program. 	Introduction Modern utility has been disconnected to allow changing the SIM card. Please follow the instructions below. Introduction Introduction Introduction Introduction	Introduction Modern utility has been disconnected to allow changing the SIM card. Please follow the instructions below. Introduction I. Disconnect power to the unit. Introduction I. Disconnect power to the unit. Introduction I. Disconnect power to the unit and wait 3 minutes for it to start back up. Introduction I. Reconnect power to the unit and wait 3 minutes for it to start back up. Introduction I. Re-Inable data-pushing and/or wireless power schedule (call window). Interview I. The unit is now ready to program. Interview OK	Introduction Modern utility has been disconnected to allow changing the SIM card. Please follow the instructions below. Introduction I. Disconnect power to the unit. I. Install the new SIM card. I. Reconnect power to the unit and wait 3 minutes for it to start back up. Introduction I. Reconnect to the unit and wait 3 minutes for it to start back up. I. Reconnect to the unit with Teledyne ISCO Flowlink software and configure the APN. IMB I. Re-trable data-pushing and/or wireless power schedule (call window). II. The unit is now ready to program. II. OK

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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