



Frequently Asked Questions

Technical Questions:

Q: What is the correct APN for both AT&T and Verizon?

A: The AT&T APN is *zipitwireless.com.attz* and the Verizon APN is *VZWINTERNET*. You can also leave the Verizon APN field blank.

Carrier	APN
AT&T	<i>zipitwireless.com.attz</i>
Verizon	<i>VZWINTERNET</i>

Q: My SIM card appears to be active, but my device is not connecting. What is going on?

A: There are multiple reasons a device might not connect. The errors could range from improper device configuration to a lack of cellular service at your location. Please reach out to HMS technical support team for assistance at support.hms-networks.com or visit hms.how.

Q: I need to update my firmware. Can I do this over a cellular connection?

A: While you can update firmware over a cellular connection, firmware updates often require high data usage which can lead to cellular data overage charges. To avoid this, HMS recommends updating firmware over a local connection (Wi-Fi or wired ethernet).

Portal Questions:

Q: Where do I find the serial number, ICCID, and IMEI numbers?

A: The ICCID is found on the SIM card. Here's an example photo of where to find the ICCID:



The Serial Number and IMEI number are found on the HMS hardware that the SIM card plugs into. This is typically on a printed tag/label on the hardware. For the Cosy and Netbiter, this can be found on the side of the unit. For the Flexy extension cards, this is on the card's PCB. Here's an example photo:



Q: For Flexy activations, do I use the serial number on the Flexy base unit or the Flexy 4G extension card?

A: Use the serial number on the 4G extension card. You will also need the IMEI from the extension card.

Q: Can I activate a non-HMS device on the HMS SIM Card Activation and Management portal?

A: No, HMS SIM Card solutions are specifically optimized for HMS devices and we have not verified functionality of our SIM cards with other devices not listed on our portal.

Q: Can I have more than one SIM Card on a single account?

A: Yes, there is no limit to the number of SIM cards on a single account.

Q: Can a SIM be moved from one device to another?

A: To move a SIM card to a new device, you should deactivate the SIM on the current device and reactivate with a new device with a different IMEI number. Data remaining on the previous plan will not transfer to the new device.

Q: Can I use SIM cards from elsewhere?

A: No, the HMS SIM Card Activation and Management Portal will only work with SIM cards provided by HMS.

Q: I keep running into errors when activating a SIM card. What is going on?

A: Please check that there is not a typo in the ICCID, IMEI, serial number, credit card number, etc. Typo's account for most activation issues. If you still have an error, please reach out to HMS directly.

Q: On activation, I receive an error stating "This device is already claimed, contact the owner and have them release it." What is going on?

A: This is likely caused by either a typo or a device with the same serial number, IMEI, or ICCID has already been claimed by another customer. Please check this is not a typo and make sure this device or ICCID is not already activated. If it is already activated on your account, you will need to "Unclaim" the device in the HMS SIM Card Activation and Management Portal. Contact HMS if you need help tracking down this information.



Q: How can I view my devices data usage?

A: Login to your account on the HMS SIM Card Activation and Management Portal and click on the "devices" tab to see your devices. You can click on the devices to see further details including data usage.

Billing and Plan Information Questions:

Q: How does overage data pooling work?

A: All devices on the same data plan will have their data pooled. This means that the data between devices on the same data plan is shared between all the devices on that plan. As such, one device that exceeds its data allotments can "use" data allotments from other devices on the same plan. For example, if you have five devices on a \$10 per month 10 MB AT&T plan, you will be charged \$50/mo and will have 50 MB of allowable data shared between all five devices. Any data usage above 50 MB will be charged an overage fee.

Q: If I am responsible for overage charges, when will I be charged?

A: You will be charged on the 2nd month following the data overage. For example, if you had overage data in January, those overage charges would show up on your March billing date.

Q: I used SMS messages this month, but it did not appear on my bill. When will I be charged?

A: You will be charged on the 2nd month following the SMS usage. This is similar to how overage data is charged.

Q: When will my credit card be charged? What is my billing date?

A: Your billing date is the day that you activate your first SIM card. All subsequent activations are set to the same date. For example, if you activate your first SIM card on the 20th of the month, you will be billed on the 20th of every month for as long as you have an active subscription with us. If you add more SIMs cards to your account, they are also billed on the same date. You can find your billing date by logging in to your account.

Q: Does HMS offer any international cellular data plans?

A: Currently, HMS only offers AT&T plans for USA, Canada, and Mexico. Please contact HMS directly with any additional plan requests.

Q: Does HMS offer any other plan sizes other than those mentioned?

A: All our current plan sizes are on the SIM Card Activation and Management Portal. Please contact HMS directly with any additional plan requests.

Q: What is the activation fee?

A: There is a one-time activation fee to activate a SIM card for the first time. This fee does not apply to subsequent months or any re-activations of the same card.



Q: Does HMS provide any 3G cellular data plans?

A: No, HMS does not offer any 3G data plans as most cellular providers are phasing it out and/or no longer supporting their 3G networks.

Q: Do HMS's cellular plans come with SMS messaging capabilities?

A: Currently, only Verizon data plans include SMS capabilities. Each SMS message is charged at the rate defined in the plan description. HMS plans to add SMS support for AT&T data plans later in 2020. If you are on an AT&T plan and would like to implement SMS messages, HMS encourages you to look at the email-to-SMS relay that is part of Talk2M or the email-to-SMS relays provided by the carriers themselves. These alternatives are often less expensive than traditional SMS.

Q: Where can I get an HMS SIM card?

A: SIM cards are generally shipped with every compatible HMS IoT device listed on our portal. If you need more SIM cards, please reach out to us-orders@hms-networks.com.

Q: Can I change my plan at any time?

A: Yes, you can upgrade or downgrade a plan at any time. However, you cannot move between a AT&T and Verizon plan as they have different SIM cards. To change plans, login to your account on the HMS SIM Card Activation and Management Portal and click on the "devices" tab. Click the device you want to change and click "Change Plan".

Q: How does changing plans affect my bill?

A: If a plan is upgraded during a billing cycle, there will be a pro-rated charge to your credit card for the monetary increase in plan. The pro-rated charge is calculated with the amount of days left in the billing cycle. If a plan is downgraded during a billing cycle, there will be no credit issue for any un-used data and the plan change will take affect the next billing cycle.

Q: How do I deactivate a device or cancel a subscription?

A: Login to your account on the HMS SIM Card Activation and Management Portal and click on the "devices" tab. Click the device you want to deactivate and click "Cancel Plan". If you are moving this device to a new SIM card, you will also want to go to "Device Actions" then "Unclaim device" (this step is especially important for Verizon devices). Billing will stop on this device at the next billing cycle. There will be no credits issued for any unused data left in the billing cycle.

Q: I have a billing issue or question, who do I contact?

A: Please contact HMS directly during business hours. We can be reached at 312-829-0601. Alternatively, you can email us-orders@hms-networks.com.

Q: If I have multiple active cellular data subscriptions, will the billing be consolidated so that all the plans are billed on the same date?

A: Yes, your subscriptions will be consolidated. New subscriptions added after the bill date will be pro-rated to allow for billing consolidation.