

# PELANGI

## Customer Information

## SIM Cards

### Concept of GSM–Monitoring :

SIM cards are used in all GSM monitoring systems provided by Pelangi International Limited. These are identical to the cards used in a standard mobile phone. Our monitoring systems use the same network to send data reports in the form of a text message either directly to a customers mobile phone, or via the internet to the WEBSCADA system. Products we supply using SIM cards include **Smartlink**, **Smartlink Basic** and **PL125 lantern** with the GSM option.

This note is intended to provide sufficient information to enable the customer to choose whether to provide his own SIM card or have Pelangi provide this. Also, in both cases there are a number of details need to be checked in order to set-up the system efficiently and enable a smooth hand over to the end-user. As always, it is the small details which make the whole system work, and this brief note is intended to provide that clarification.

Products requiring these include **Smartlink**, **Smartlink Basic** and **PL125 lantern** with built in GSM option.



Fitting a customer SIM card into a Smartlink

### Option 1 : Customer Supply

Unless specified within the tender these SIM cards need to be free issued to Pelangi International Limited within the time specified in the order Acknowledgement.

These SIM cards should have recorded on them the telephone number and the 4 digit PIN number should be left as the default 0000. The card should also be set with “disable pin request”.

OEM manufacturer, Consultants and dredging contractors should ensure the cards supplied are registered to the ultimate customer and NOT to the supplier responsible for the construction or maintenance within the guarantee period. This is to ensure that subsequent credit limits can be renewed or PUK codes obtained when required.

### Option 2 : Pelangi Supply.

In this case, Pelangi would supply a standard Vodaphone ‘Pay as you go‘ SIM card. Pelangi will confirm the telephone number of the SIM card to the customer. The customer or contractor should then contact 08700-778899 at national rate with a registered valid credit card and apply a given amount of credit to the card.

### Areas of coverage:

Since the SIM card will only use text messaging and not voice communication it will not be necessary for the card to have international dial capability. If in doubt clients should check with their supplier as the cards will be tested in UK with the equipment.

### Reporting to Customer’s engineer:

At time of supplying SIM cards customers should also advise mobile telephone number of the engineer responsible for the care and maintenance of the Aids to Navigation in the event of an alarm.

Without this information Pelangi cannot programme the unit to dial the engineers number in the event of an alarm. This is true wither the system is reporting into **Webscada central system** or as a standalone aid.

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### Marginal areas of coverage:

Customers issuing cards from a given provider should check if the location of the Aid to navigation is consistently within the boundary coverage of the provider issuing the card. Marginal areas on cross country boundaries will jump from a local provider to International connection. Customers should satisfy themselves of the best providers for the station.

### Sleeping SIM cards:

Please note that if the time between test in our workshops exceeds 1 month some service providers will disconnect the card from their network. It may therefore be necessary to remove the card, insert it in a Mobile telephone for the system to re-register the card before re-inserting it in the unit prior to commissioning. This varies from country to country and the end user should again check this.

### Record keeping:

It is extremely important to record telephone numbers prior to free issuing them to Pelangi International Limited and their associated site if the client has a specific preference. This will enable the end client to dial up the Aid directly from his mobile to obtain a status if required.

All equipment supplied by Pelangi will be provided with full documentation at time of despatch but it is however important for the customer to realise that Pelangi International Limited cannot be expected to commission and test the system in full **unless all the above information is provided in a timely manner upon request.**

### Procedure for SIM cards

