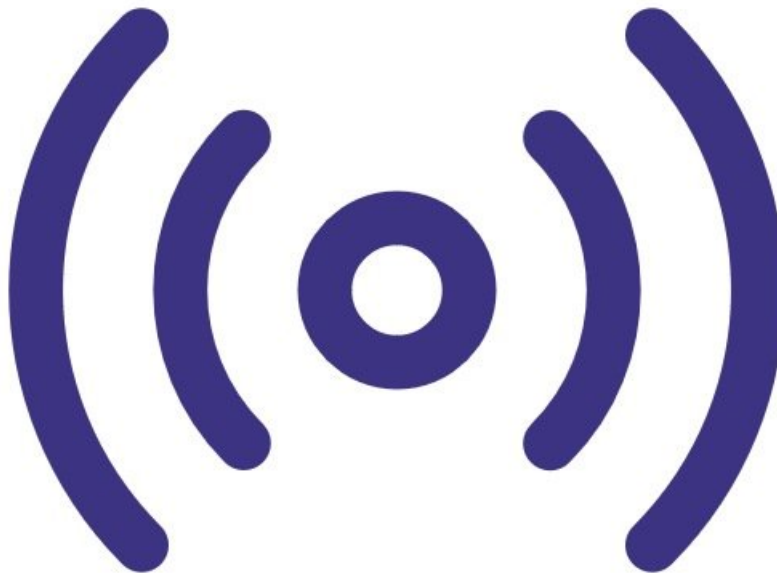




Connect monitor to Aeroqual Cloud using Zoomtel modem

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INTRODUCTION

Use this method of communication to give users remote access to all your monitors and allow Aeroqual to provide remote technical support.

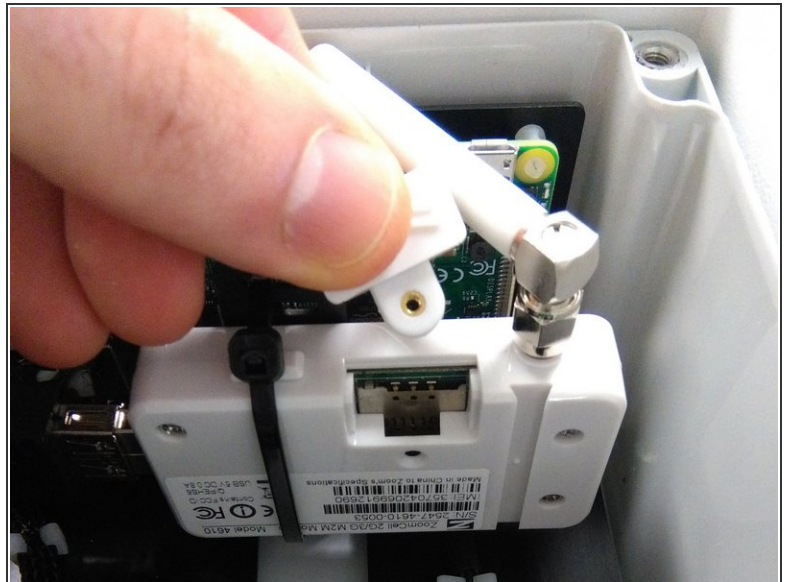
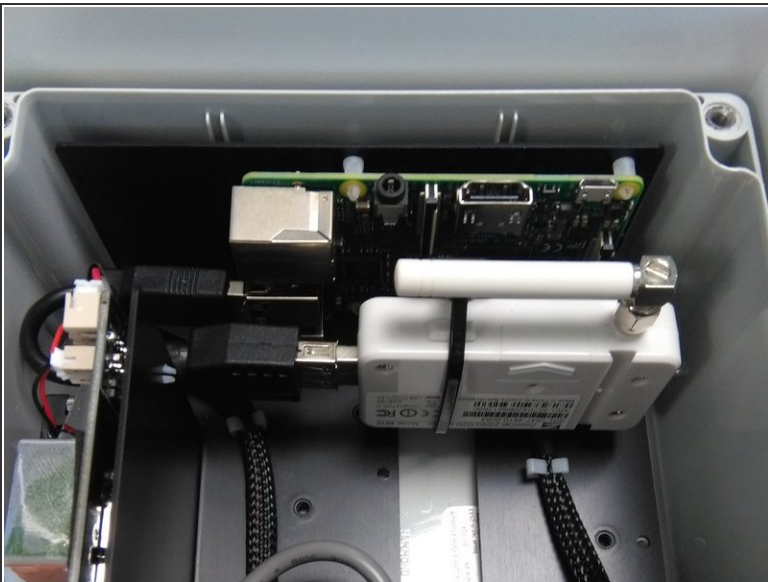
It is commonly used by data analysts who need to download data but don't need to visit the installation site.

Step 1 — The modem



- Your monitor may come fitted with a Zoomtel cellular modem for remote communication. The 3/3.5/4G cellular modem is configured to work with most cellular networks.
- ⓘ 4G is only available in the US.
- The Zoomtel modem takes a Micro SIM (12 x 15mm).
- To ensure your monitor automatically connects to Aeroqual Cloud at start up, insert the SIM card before powering up the monitor.

Step 2 — Remove cover



- Remove the monitor's front cover by loosening all 4 screws (they won't come out of the casing).
- Rotate the modem's aerial so it is out of the way.
- Slide the SIM card cover up and remove it (it has no retaining screw).

Step 3 — Insert SIM



- Push in the SIM with the connector face facing up and bevelled corner on the right.
- Replace the SIM card cover.

Step 4 — Replace cover



- Rotate the aerial back to its original position.
- Replace the monitor's front cover, ensuring the vent is at the top with the opening facing down.

Step 5 — Configure modem

The screenshot shows the Aeroqual configuration interface for an AQY-BA instrument. The 'Communications' tab is selected, and the 'Cellular APN' field is highlighted with a red box, containing the text 'internet'. Other visible fields include 'Aeroqual Sensor Port' (COM 1), 'Poll interval' (Every 5 seconds), 'Poll time-out' (1.5 seconds), 'Remote config interval' (Every minute), 'Remote config server' (Production server), 'VPN Server' (Production), 'Offline reboot interval' (24 hours), 'Ethernet mode' (Direct (DHCP server)), 'Ethernet IP address' (10.10.1.1), 'WiFi mode' (Access point), 'WiFi SSID' (Aeroqual AQM), 'WiFi password' (Aeroqual), 'WiFi IP address' (10.10.0.1), and 'VPN IP Address' (10.9.1.176).

- If your AQY 1 doesn't become available in Aeroqual Cloud after inserting your SIM and powering on, you may need to change the access point name (APN).
- To change the APN, you need to [connect to your AQY 1 using Aeroqual Connect](#).
- Once logged in, select **Configure** from the Aeroqual Connect home screen.
- Go to **Settings** and in the **Communications** column, change the **Cellular APN** to match that of your cellular provider. The default is **internet**.
- A list of cellular providers APNs is available at the website: wiki.droam.com.

For further support, contact [Technical Support](#).