

Frequently Asked Questions (FAQs) – Cellular IP Services

Which carrier should I use?

Our cellular hardware is compatible with a number of common providers, including Verizon Wireless, AT&T, T-Mobile, U.S. Cellular, Rogers Wireless, Telus and Bell.

Check wirelessadvisor.com for listings in your area.

What size data plan do I require per phone?

A 1GB data plan is recommended for VoIP calling services (voice calls).

Can Code Blue provide SIM cards and data plans for me?

Yes, we have several options available from multiple carriers. Email insidesales@codeblue.com for pricing.

How do I order SIM cards and data plans from Code Blue?

Please send a quote request to insidesales@codeblue.com.

Which cellular service plan should I order?

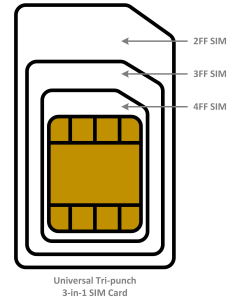
Select the M2M application; no voice or texting services required.

Where do I install my SIM card?

The SIM card(s) will be installed in the cellular radio/router supplied by Code Blue.

What size SIM card do I need to order?

SIM cards come in various sizes. Since some routers require Micro and others support Nano SIMs, a 3-in-1 SIM card is recommended, so you can pop out the size that fits your device.



4G LTE or 5G?

4G LTE kits are most common. While growing in popularity, 5G networks are not widely available in all service areas and the hardware is more costly than 4G LTE. Furthermore, Code Blue devices do not need the mass volume of data throughput that 5G provides, making 4G LTE and its high-level availability the best solution. If 5G is desired, Code Blue can provide the hardware components and cellular data plans.

In addition, most 4G LTE routers will support 5G SIM cards and operate on the carrier's 4G LTE network.

What is my International Mobile Equipment Identity (IMEI) number?

IMEI numbers assigned to cellular routers may be required for SIM activation by the carrier. This information will be provided during the installation process. Some carriers do not lock IMEI numbers to specific SIM cards, while others do.