

FREQUENTLY ASKED QUESTIONS

Thank you for visiting the RevX / Digi-Key Connectivity site to activate your Digi-Key-purchased-device. We hope you find the following information helpful.

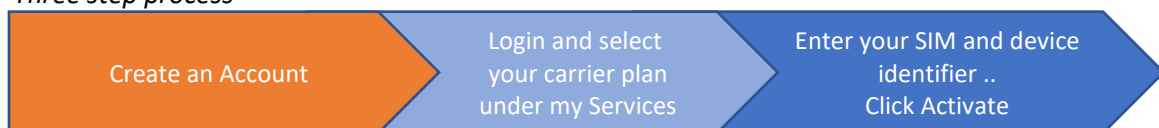
How do I create an account and activate my SIM?

Creating an account is a simple process.

Go to <https://dataplan.digikey.com> and answer the questions under NEW SUBSCRIBER SIGN-UP. There's no charge to create an account. You will not be charged until you add a device to your account.

You may then login to the site and add your device identifier under the data plan and carrier selected. It's that easy.

Three step process



What type of plans do you offer?

[Click here to view networks, data plans, and pricing](#)

Can I activate more than one SIM per Data plan?

More than one SIM can be activated on a plan and the monthly fee is based on the plan rate times the number of active SIMs. Data is pooled or shared by all the SIMs on that plan.

For example, if a customer has five devices on a \$4 per month 1MB plan, they will be charged \$20 and have 5MB of allowable data. Any data usage above 5MB will be charged an overage fee.

Can a SIM be moved from one device to another?

Carriers have different policies on swapping SIMs:

- For Verizon & AT&T the SIM needs to be deactivated on the RevX portal and reactivated (on the same or new data plan) with a new device or IMEI number
- For T-Mobile a SIM can only be used on one device and a new SIM is needed for a 2nd device.

Where can I purchase a SIM card?

You can purchase a SIM card from Digi-Key. [Click here to learn more.](#) Be sure to order the right carrier SIM card. For example, a Verizon data plan will only work with a Digi-Key/Verizon SIM card.

Does my plan include SMS messaging and if so what's the cost?

Plans includes SMS messaging at a cost of \$ 0.05 cents per message (for both originating or terminating messages).

Vodafone is the exception, please inquire if you need international service.

Will my hardware work with this service?

Yes, if your hardware is a carrier certified device purchased from Digi-Key.

What APN should I set my equipment to?

Carrier	APN Setting
AT&T	10569.mcs (for older SIMs Part#1998-1000-ND, 1998-1001-ND, or 1998-1002-ND) iot0119.com.attz (for our Triple SIM Part # 1998-1011-ND)
VERIZON	VZWINTERNET
T-MOBILE	c1.korem2m.com
VODAFONE	vfd1.korem2m.com

What is the geographic coverage?

Carrier Plan	Geographic Coverage
Verizon	U.S.
T-Mobile	U.S.
AT&T	U.S., Canada and Mexico
Vodafone	Refer to link

All plans include roaming within the geographic location, but will not work outside the defined territory. For example, a Verizon plan will not roam in Canada or Mexico.

How do I add a device to my account?

Go to the MY SERVICES and EQUIPMENT section to activate a new device on an existing plan.



MY SERVICES and EQUIPMENT

Manage your equipment here. To Change a Nickname, just edit the text and tab out!

1MB DATA PLANS STARTING AT \$4 PER MONTH

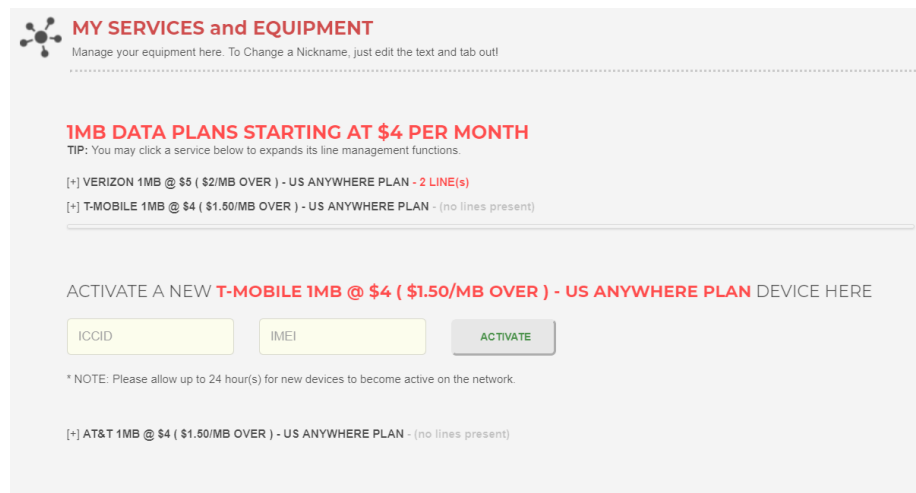
TIP: You may click a service below to expand its line management functions.

[+] VERIZON 1MB @ \$5 (\$2/MB OVER) - US ANYWHERE PLAN - 2 LINE(s)

[+] T-MOBILE 1MB @ \$4 (\$1.50/MB OVER) - US ANYWHERE PLAN - (no lines present)

[+] AT&T 1MB @ \$4 (\$1.50/MB OVER) - US ANYWHERE PLAN - (no lines present)

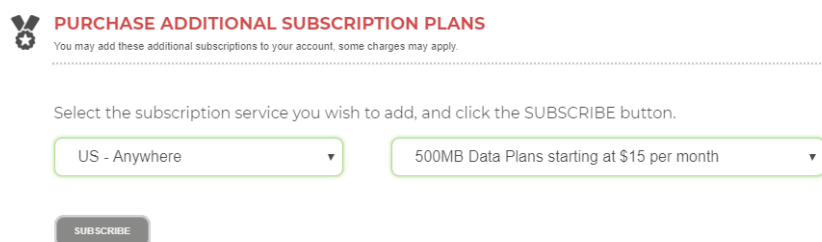
Select your carrier and the screen expands.



Enter the requested SIM and device identifiers. Click ACTIVATE and your device will be added to your account. The activation process typically takes 1-2 minutes but could be longer depending on the network.

Can I purchase additional data plans?

Go to PURCHASE ADDITIONAL SUBSCRIPTION PLANS section. Select the region (for example US – Anywhere) and the data plan (500MB Data Plans). Then, click SUBSCRIBE and a new data plan will be created.



To activate a device on this new plan, scroll down to the MY SERVICES and EQUIPMENT section. For the new plan created select your carrier and enter the necessary information. Click ACTIVATE.

Can I suspend my service?

Yes, if you'd like to temporarily suspend a device simply hover over the ACTIVE status button next to the line of service you'd like to suspend. Once clicked, the button will change to SUSPEND, and your device will be disconnected from the network. Billing will stop on this device at the next billing cycle. No refund or credit will be applied (on the pre-paid fee). Please note that when you suspend service, your device will be required to complete the carrier OTA (Over the Air Activation) procedure.

1MB DATA PLANS STARTING AT \$4 PER MONTH				
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[+] VERIZON 1MB @ \$5 (\$2/MB OVER) - US ANYWHERE PLAN - 2 LINE(s)				
ICCID	IMEI	START DATE	STATUS	NICKNAME
89003993339399191919	878798707778778	07/26/2018	ACTIVE	MY DEVICE NAME

To reactivate a suspended device, click the SUSPEND button and it'll change back to ACTIVE and the device be reactivated. **NOTE:** If you're restoring a Verizon line, it's very possible your MDN will change.

Can I terminate my device?

Yes, to terminate a line please email support@RevXSystems.com.

How can I view data usage during my billing cycle?

To obtain a data usage report please send an email to support@RevXSystems.com. We will be introducing a usage widget for the self-care portal soon.

When will I be charged?

Billing cycles are set when you sign up and activate your first device. You'll be billed that day for the first month of service and each month thereafter. Excess data charges, if any, are billed at your next scheduled billing cycle.

Your next billing date is displayed in the 'Active Subscription' widget.

When is my credit card charged?

Data plans are billed on the day you purchased the subscription and every full month thereafter. Overages are charged in the current month for the previous months' total usage.

Your credit card will be charged on the day a new device is added to an existing data plan and monthly thereafter. The first device on a plan sets the start date and next bill date. Additional devices added to a plan are prorated based on the number of days remaining in the current billing period.

How are overages calculated?

Device data usage is monitored and pooled across all devices on the same plan and carrier service. If data usage exceeds the plan allowance (calculated as plan allowance times number of lines), the excess usage multiplied by the rate equates to the overage charge. To illustrate is below.

Based on a 1MB plan		
Number of units on plan	8	Units
Allowance per unit	1.0	MB
Data allowance	8.0	MB
Data usage	9.5	MB
Data overage	1.5	MB
Rounded up	2.0	MB
Overage rate per MB	\$ 1.50	
Overage fee	\$ 3.00	

Can I upgrade or downgrade my data plan?

To upgrade or downgrade your plan send an email to support@revxsystems.com with your account number and explanation of what you'd like changed.

Billing disputes

If you don't understand certain charges or believe you were over/undercharged, please send an email to support@revxsystems.com with your account number and explanation. We'll promptly review and respond accordingly.

How do I reset my Password?

Click on the Forgot my password link on the login page and follow the instructions on the web site.

If you do not receive an email, check your spam folder. Also, check to make sure you've used the right email address. If you're still having a problem, send an email to support@revxsystems.com.

Having trouble activating your device?

If your device does not activate within 24 hours of activating or your device stops working. It could be hardware or network related.

Please email RF.Support@digkey.com for support.

About RevX Systems

RevX Systems was founded in 2006 to Connect, Monetize, and Manage the Internet of Things. Our solutions help ASPs, MSPs, and companies of all sizes with best in class software designed to accelerate time-to-market and maximize revenue potential.

RevX provides an affordable platform for cellular IOT resellers to automate connectivity, rating, billing, and collections. We greatly simplify operations and enable disruptive subscription and usage-based pricing. As a Verizon, AT&T, T-Mobile and KORE integrated solution RevX empowers you to personalize and deliver packaged and innovative IOT services.

To learn more about RevX Systems, go to www.revxsystems.com.
