APIS + Cellular FAQ

Overview

Date: 5/25/2026

We have consistently recommended Simbase third-party cellular provider for our customers at https://igage.com/sim/index.html because it has been a low-cost, low-friction data service. Unlike typical subscriptions, it only charges for used data and there is no monthly loss of data.

Simbase does not work for all customers but it has worked well for a majority of customers. Recently, from 5/18-5/22 (plus or minus a few days) there may have been a period of service interruptions from Simbase or their downstream providers (ATT, T-Mobile, Verizon).

These service interruptions led some customers as well as iGage team members to look at alternative sim providers. We also found the need for an APIS monitoring service which we will launch soon.

It is important to disclose that iGage has no relationship with Simbase other than a simple user account for which we pay full price. We do not receive any compensation in any way or form from Simbase or any other service provider.

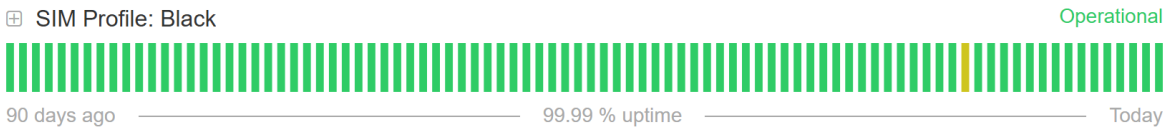
APIS uses several complicated services: the public cell network, the internet, APIS services which are hosted around the world. In addition, local tower congestion and signal coverage can play a large role in backhaul success. There are monthly nation wide service disruptions and daily local outages with all of the carriers. For this reason, we recommend having instrument profiles configured and read for use-just in case.

Cellular + Satellite Providers

In addition to Simbase iGage team or customers have tested and have three new options listed below including Tello, Verizon, and Starlink.

Simbase

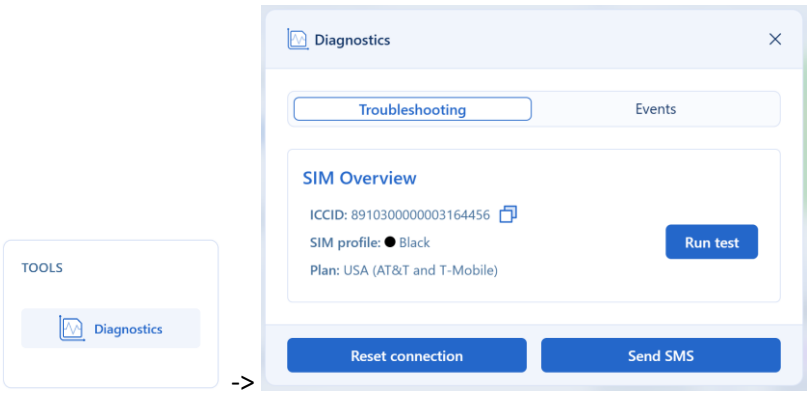
Simbase has a service status page: https://www.simbasestatus.com/ The Simbase service is SIM Profile Black. If you use Simbase bookmark this page, do not subscribe to the email alerts – there are too many. There are status updates and notes at the bottom of the page in addition to the colored bars at the top.



Simbase has a lot of services (VPN, Public IP, card binding) so not all reported outages and problems are significant for your use.

Simbase: Allows reseting the card

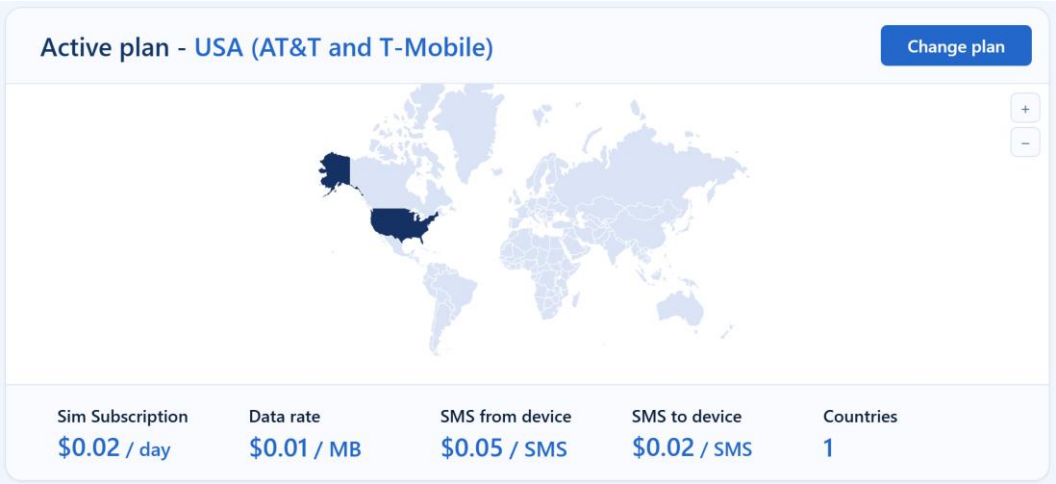
It is possible to reset a Simbase card from the dashboard:



Simbase: use ATT and T-Mobile Service Plan

Do NOT select any Simbase plan which includes Verizon coverage. The EG25 modems are actively rejected by Verizon towers. You may be able to get Verizon to work on some 'contract' towers (one that is owned by a Verizon partner) however, if you move to an area serviced by a true Verizon tower, service will be rejected.

As of 5/26/2026 this is a good plan to choose:

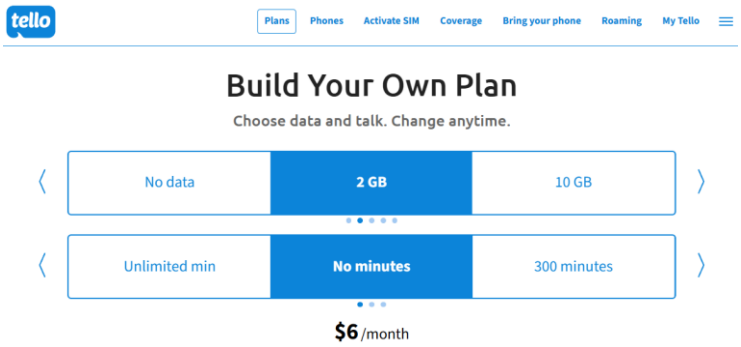


Do NOT select the 'High Data' plan:

It is Verizon only.

Tello, Mint Mobile, T-Mobile

Tello and Mint Mobile both leverage the T-Mobile network. Both offer the ability to buy a SIM card on Amazon or from the provider. Tello has a 2gb data plan available for $6/month:

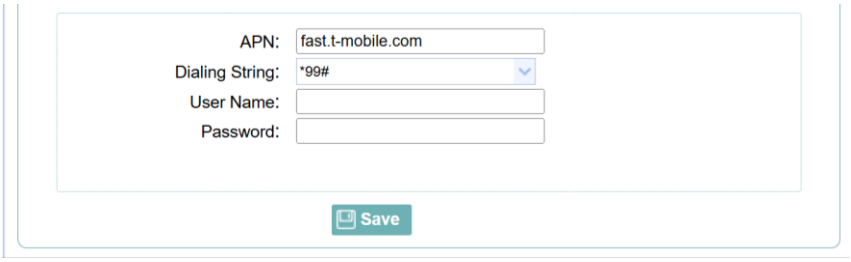


Tello sim cards arrive quickly and are activated and managed through a web dashboard much like simbase.

Tripltek Data Collector APN: A Tello SIM card installed in Tripltek data collector will work immediately without changing any APN settings.

APN Settings for CHC, SG, iG GNSS (for APIS Base station sim):

- APN: fast.t-mobile.com
- Dial String: *99#
- Username: (blank)
- Password: (blank)

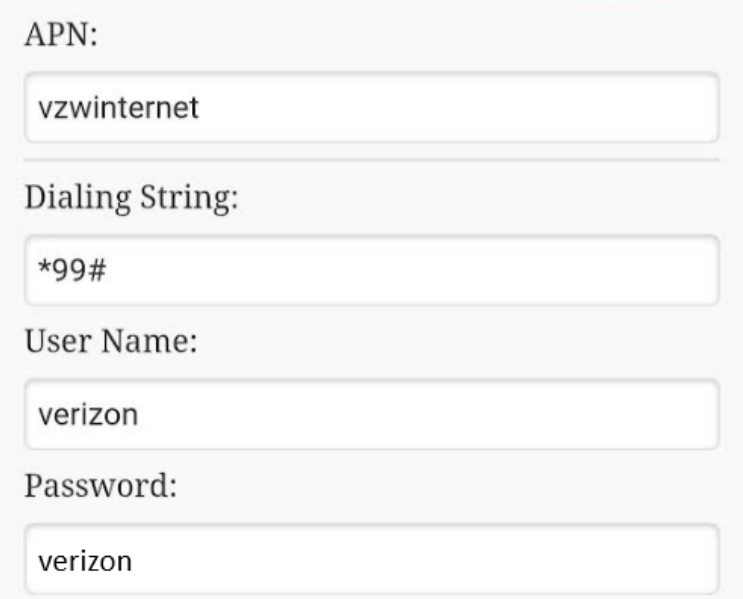


Verizon

Getting a SIM card from Verizon or other major carriers is reported to work by at least one customer.

APN Settings for Verizon:

- APN: vzwinternet
- Dial String: *99#
- Username: verizon
- Password: verizon



Verizon or Major Carrier Warning and Advice: This solution may work and also may be temporary if the carrier stops support. The solution provided here may not work in your area, or at your local store. One customer was able to work with their local Verizon store and Verizon Customer Support to purchase working sims: "[tell Verizon] I have many industrial iot devices that act most like a Hotspot. If you set it up just the same as would work in the jetpack you can make it work from there. They still need the imei # but will force the activation with a call to their corporate customer service. May initially say something to the extent that the devices are too old to work on their network. Just assure them that you're aware they will work and they'll force it."

Starlink Satellite Internet in the Field

A Starlink Mini kit can be purchased for as little as $199 and emits a wi-fi network for nearby rovers. These can be powered by included 110v shore power, 12v->24v car or ATV socket, rechargeable battery case, or even common tool batteries.

These devices can be configured in 'standby mode' or paused service mode. This costs $10 per month (recently increased from $5) and offers .5mbps up/down speeds – more than enough for a network rover or a base station. Some users report installing these units on crew trucks or field ATVs and having a usable wi-fi network within 100-150 feet of the device.

The standby service no longer supports moving operation, so receiver must be stationary to work.

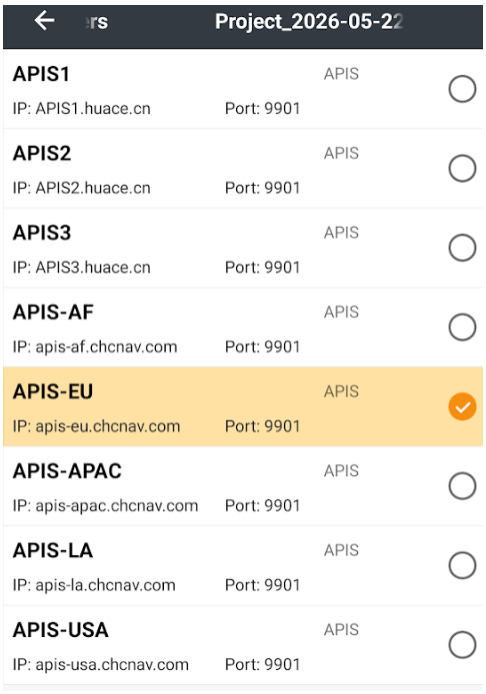
When used with APIS, the rover data collector will be connected to the Starlink receiver with WiFi so visual support is not possible.

APIS Service

The APIS service is hosted worldwide on several servers. Sometimes these servers go down. We can usually send a note to the support guys, and they will remotely restart the services.

If you suspect that there is an issue with an APIS server, drop us a note and switch servers.

Base and rover APIS server address can be changed easily by editing Instrument Profiles and using 'Select a Server':



Because of the low quantity of transferred data and the speed of worldwide networks, there is no advantage to using a nearby or far away server. USA, LA, EU, APIS1, APIS2 should all work equally well.

APIS Uptime Monitoring

We now have a web dashboard available to all customers and team members at the web address: status.igage.com

The service looks like this: