

AssetHawk™

SIM Migration Guide



Purpose

This guide details the steps to replace the existing SIM card in an AssetHawk with a new Myriota SIM. The process ensures that AssetHawk can connect to the network after the **19th of May 2026, ACST (GMT+9:30)** HyperPulse Network upgrade.

Before you start

Make sure you have:

- The AssetHawk
- The new HyperPulse SIM
- Access to the Myriota [Device Manager](#)
- The latest AssetHawk firmware downloaded from the [Support Site](#)
- A Phillips #1 Screwdriver

Important information

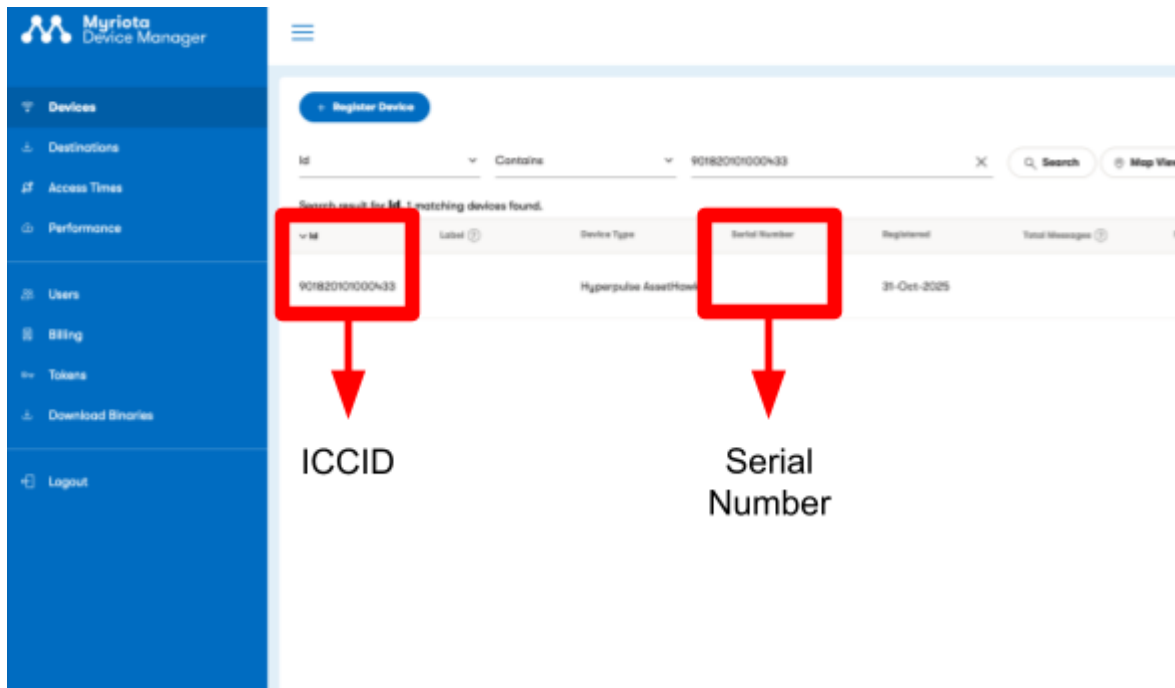
- The old SIM will stop working on the official changeover date - the 19th of May 2026.
- The new SIM has a different ICCID and will be pre-registered and visible on your Device Manager account.
- Any destinations created for your AssetHawk may need to be added again in the Device Manager.
- If you use TagIO, you will need to update the token or destination settings to receive data from the new SIM.
- A device firmware update is required to support the new SIM, and it includes improvements to battery life and device configurability.

Device Manager Changes

AssetHawk devices are currently identified by their Serial number in the Device Manager, as shown below.



As part of the network improvements, the Primary ID in the Device Manager will change to the ICCID, and the device Serial number will be visible in the Serial number column, highlighted below.



Step 1: Record the new ICCID

Before opening AssetHawk, record the ICCID printed on the new Myriota SIM.

NOTE: The ICCID is the text printed with the prefix 8988 added. For example, if the text on the SIM is 3380001010049626, then the ICCID is **89883380001010049626**



The Serial number will be automatically populated once the device connects to the network. However, if you wish to update your destination settings before deploying your AssetHawk with the new SIM, you will need the ICCID to locate the device in the Device Manager.

Step 2: Open AssetHawk

On the back of your AssetHawk device, remove the Phillips-head battery door screws (using a Philips #1 screwdriver) and lift the battery door.



Step 3: Updating Software

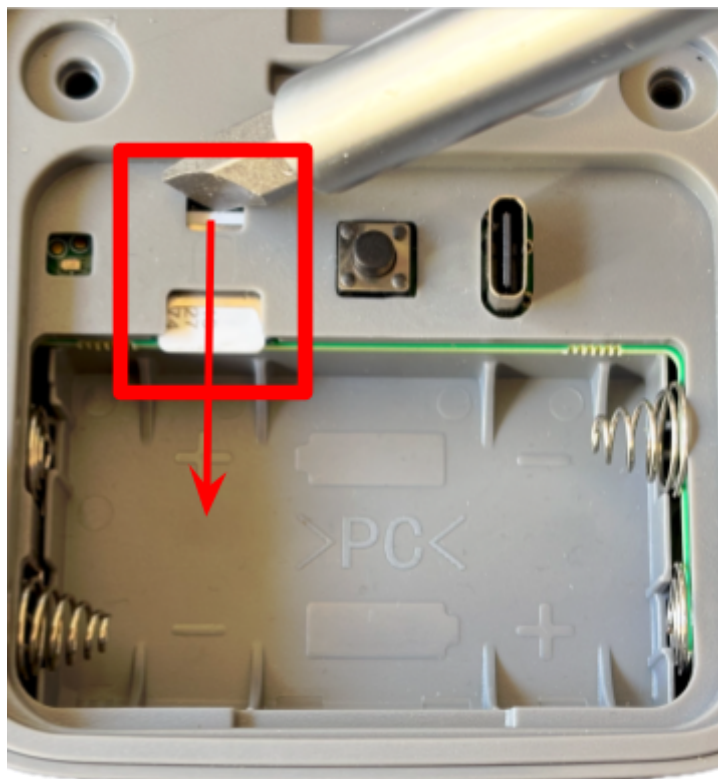
Firmware updates can be performed via Myriota's AssetHawk Desktop app, available for Windows. Please refer to the [AssetHawk Tools](#) page on the support site to download the app alongside its user manual.

1. The Device firmware, Bluetooth (BLE) firmware and modem firmware should all be updated, starting with the device and BLE firmware.

2. These files are available for download on the [Support Site](#) under the “Download Binaries” Tab.

Step 4: Replace the SIM

1. Remove the batteries to make room for the SIM card.
2. Remove the SIM Card located to the left of the button by pushing it down and out. This is achieved by using a small flat screwdriver or similar tool, which can be placed at the top of the SIM in the opening provided.



3. Insert the SIM Card with the orientation shown below, matching the diagram on the device with the text facing out of the AssetHawk Device.



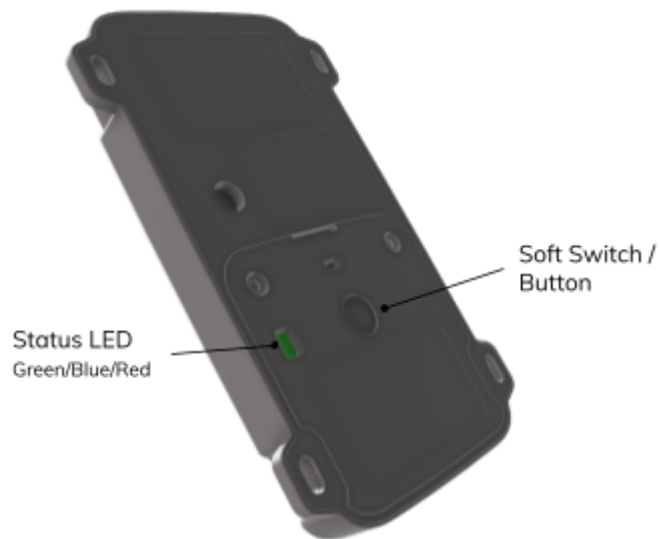
Step 5: Reassemble AssetHawk

1. Reinstall the batteries, taking note of the +/- Indicators for correct polarity.
2. Replace the battery door and fasten it with the Phillips-head battery door screws, being careful not to over-tighten.

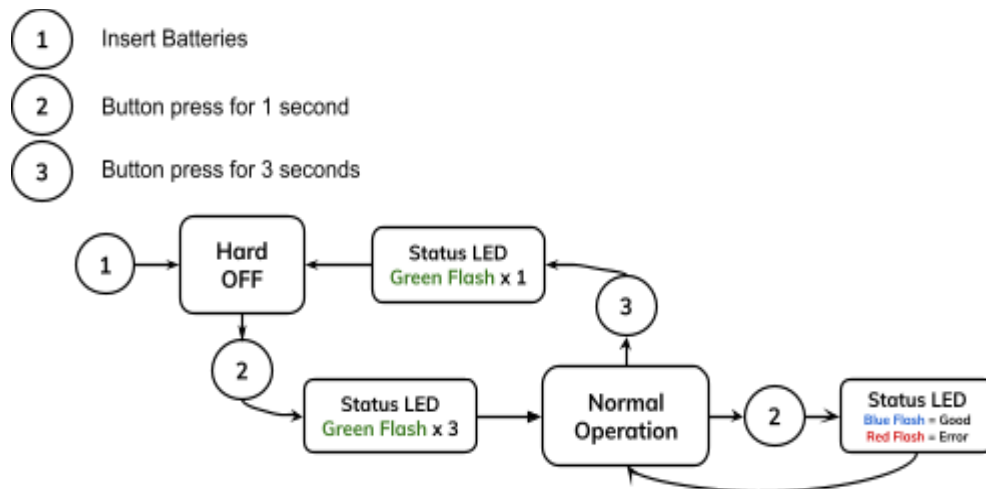
Note: If the original screws are lost, do not use countersunk screws, as these will damage the plastic enclosure.

Step 6: Return AssetHawk to service

Place AssetHawk back in its normal operating environment, ensuring the device is activated by monitoring the status LED:



The button functions, status LED indications, and default startup sequence are illustrated below.

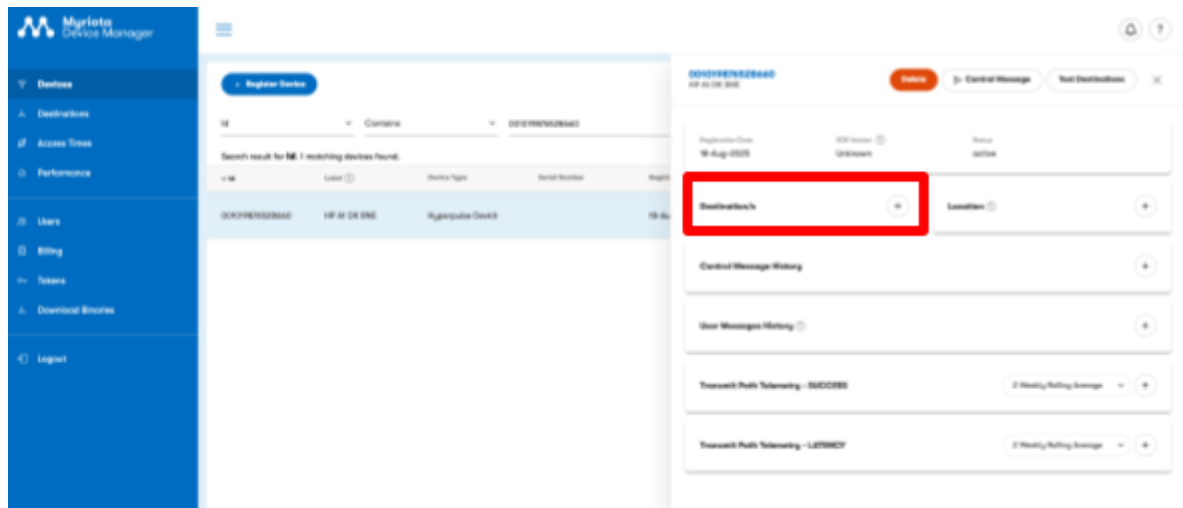


Step 7: Recreate destinations

If the Device had destinations configured, copy them to the new SIM. This is achieved by

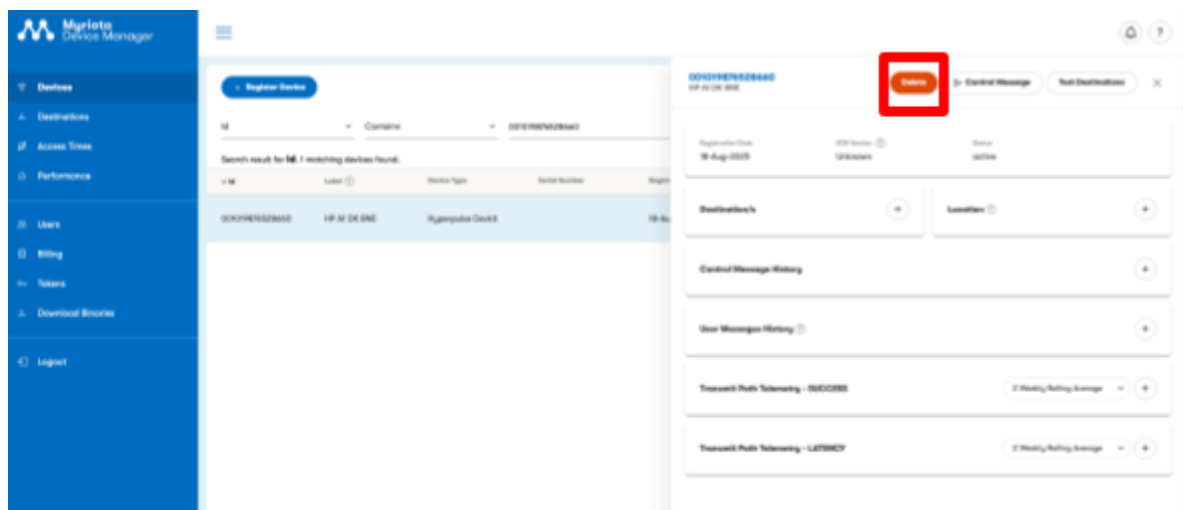


- Clicking on the new ICCID in the Device Manager
- Clicking on Destinations
- Select the previously created destination assigned to the Device record



This step is required to make sure data continues to flow after the SIM swap.

You may delete your old SIMs via the Device Manager, or they will be automatically deleted on 26th May 2026.



Step 9: Confirm data is arriving

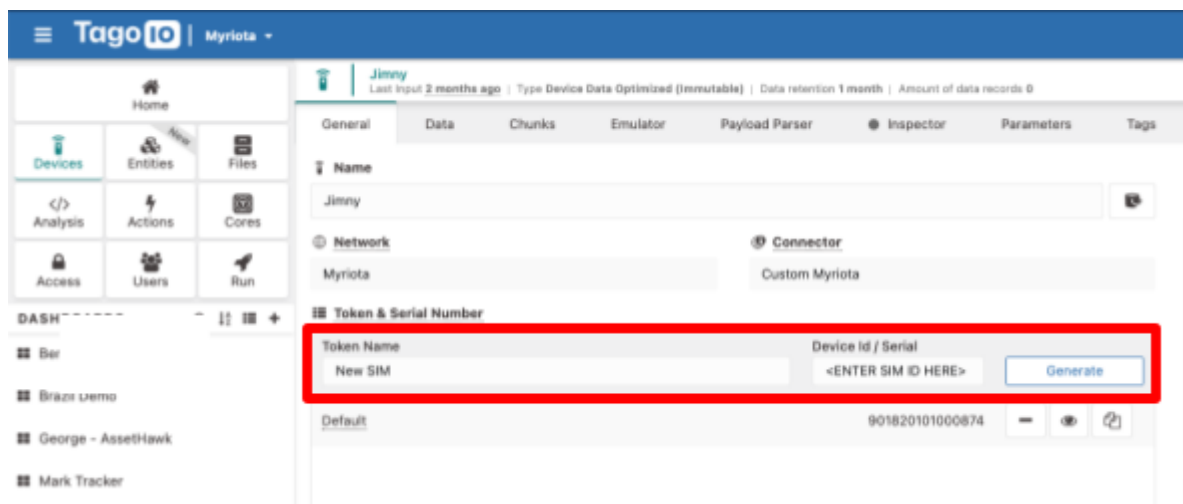
Deploy your kit and confirm that data is being sent from the device to your selected destination.

Old SIMs should be discarded to avoid accidental future use.

If you use TagoIO

If you use TagoIO for visualisation:

1. Navigate to the Devices Screen
2. Select the Device registered with the old SIM, then navigate to the General tab.
3. Click on Generate and provide a name as well as the new ICCID



4. Confirm new data is arriving in TagoIO.
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Troubleshooting

The new ICCID is not visible in Device Manager

- Check that you recorded the correct ICCID.
- Contact Myriota support (support@myriota.com) if it does not appear.

AssetHawk powers on, but no data arrives

- Check that destinations were recreated on the new SIM.
 - Check any integration settings that depend on the ICCID or token.
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- Confirm AssetHawk has been returned to a valid operating environment.

AssetHawk does not start normally

- Reopen the battery door and check the battery connection and polarity.
- Check that the SIM is inserted correctly.