

HyperPulse NTN

SIM Migration Guide

Purpose

This guide details the steps to replace the existing SIM cards with a new Myriota SIM. The process ensures that the devices 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 new HyperPulse SIM
- Access to the Myriota [Device Manager](#)

Important information

- The old SIM will stop working on the official changeover date.
- The new SIM has a different ICCID and will be pre-registered and visible on your Device Manager account.
- Any destinations set on the old SIM may need to be recreated on the new SIM.
- If you use TagIO, you may also need to update the token or destination settings there.

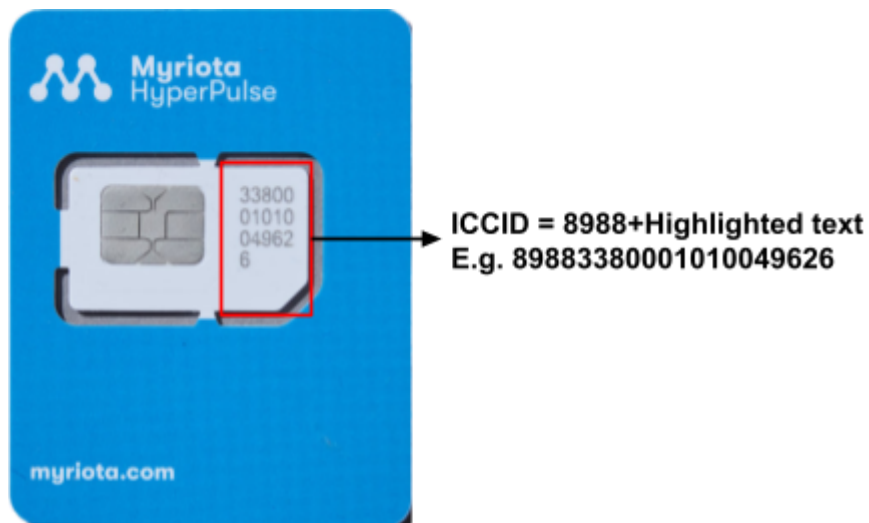
Step 1: Record the new ICCID

For all SIM cards currently inserted in your devices, note the current ICCID and the new ICCID, which will be placed in the device.

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**

You will need this mapping later to:

- Update the destinations of the new SIMs in the Device Manager.

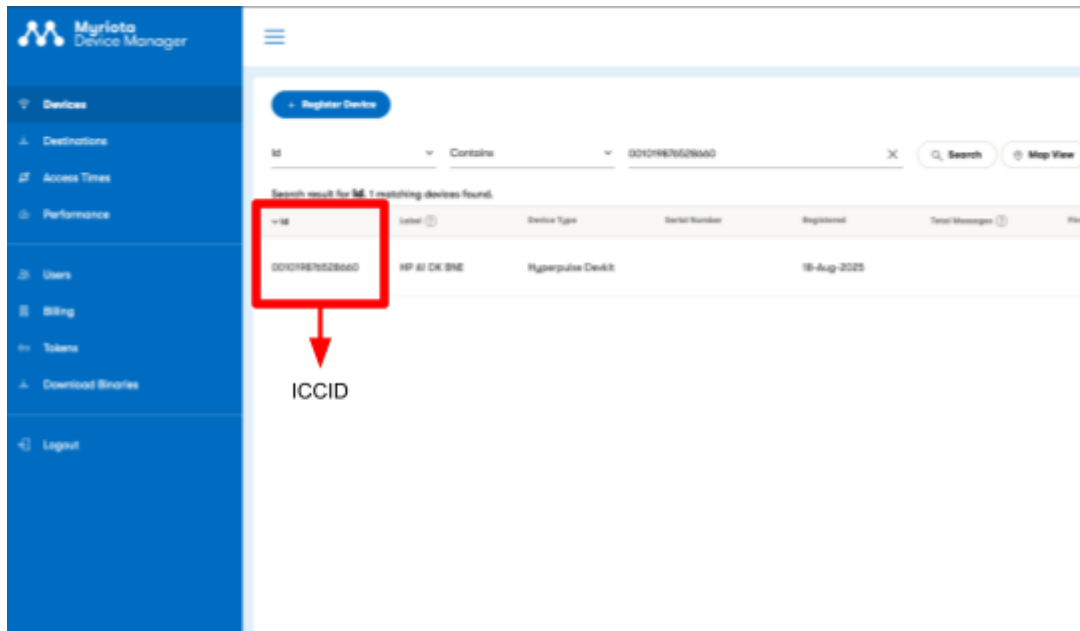


Step 2: Replace the SIM

1. Remove the old SIM from your devices.
2. Insert the new Myriota SIM into the tray.
3. Check that the SIM is seated correctly.

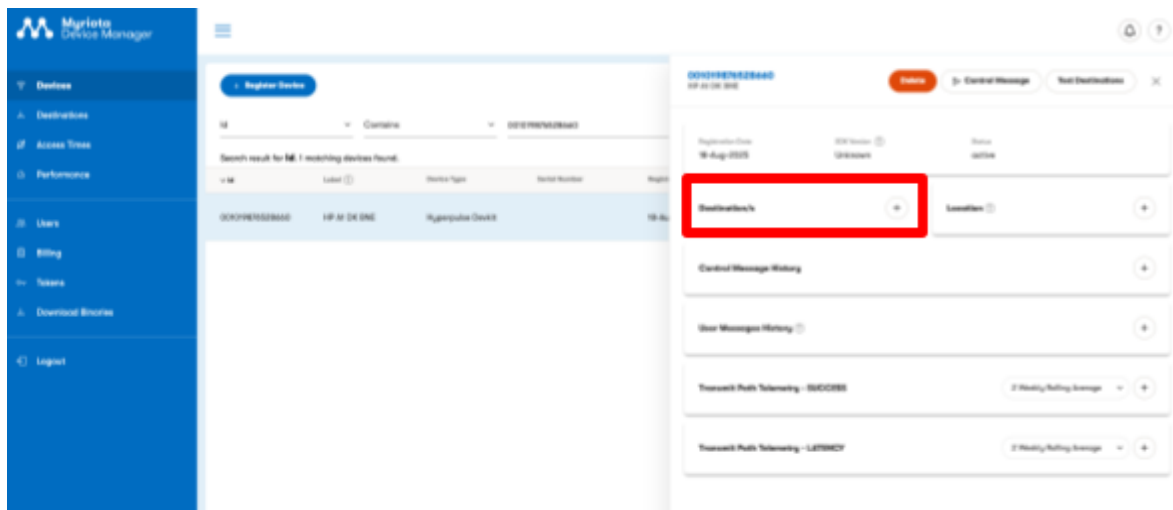
Step 3: Check the new SIM in Myriota Device Manager

1. Sign in to Myriota Device Manager.
2. Confirm the new SIM is registered to your account.
3. If the new SIM is not visible, contact Myriota support.



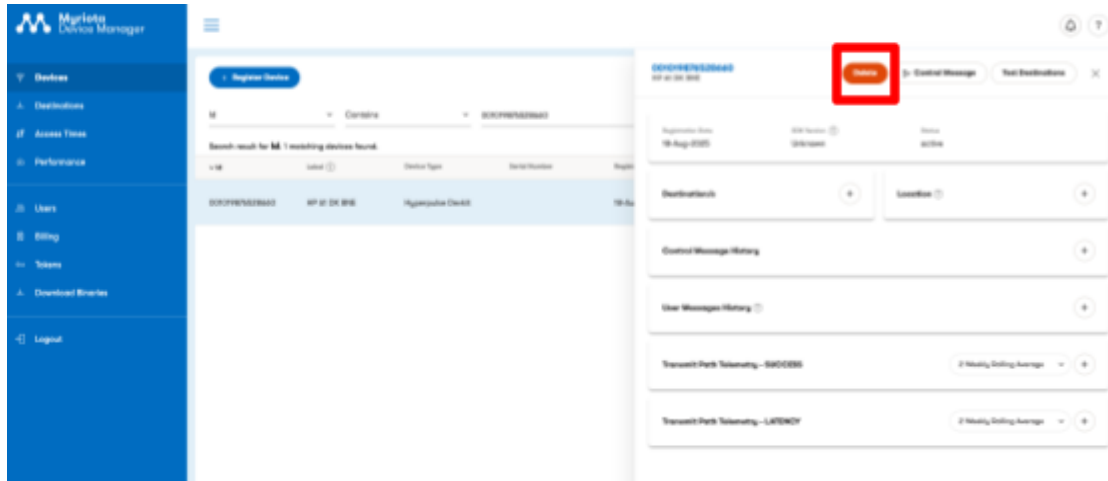
Step 4: Recreate destinations

If the old SIM had destinations configured, copy them to the new SIM.



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.



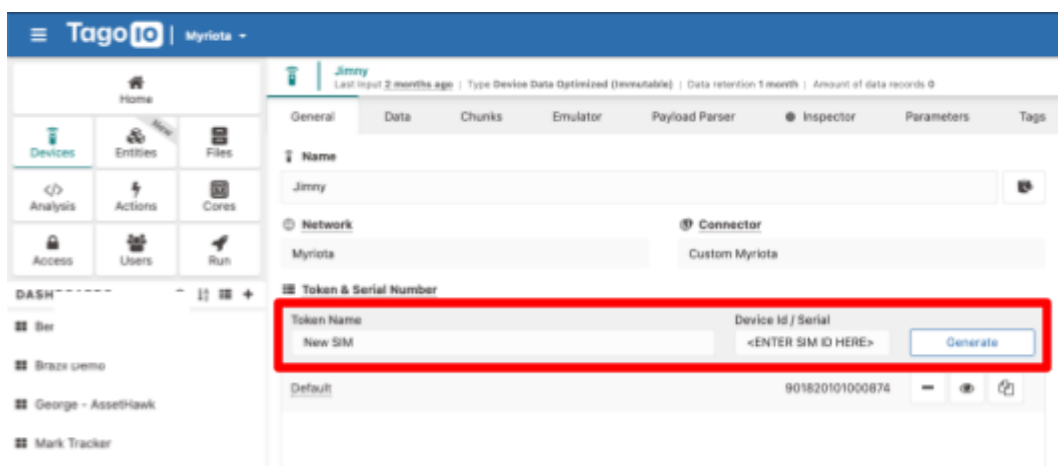
Step 5: Confirm data is arriving

Confirm that data is arriving at the expected destination

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 that new data is arriving in TagIO.

Troubleshooting

The new SIM is not visible in Device Manager

- Check that you recorded the correct ICCID.
- Contact Myriota support if it does not appear.

The device 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.

Notes

- Older SIMs should be discarded to avoid accidental future use.