**AIW(EWM) FAQ**

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| **Category** | AIW(EWM) | **Date** | 2022/04/28 |
| **Keyword** | AIW-343FQ,AIW-342FQ,sim card not detect | | |

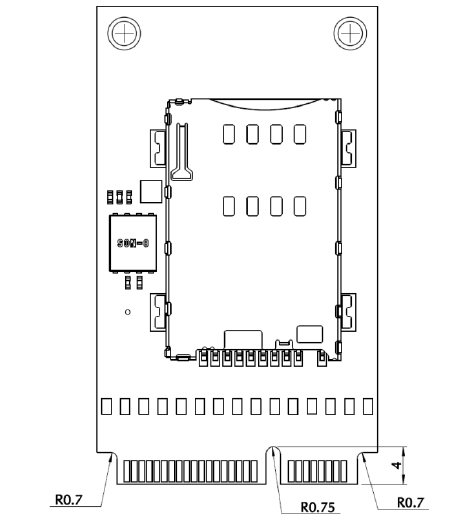
* **Question:**

How to solve sim card not detection when inserting on external sim card slot with AIW-343FQ/AIW-342FQ?

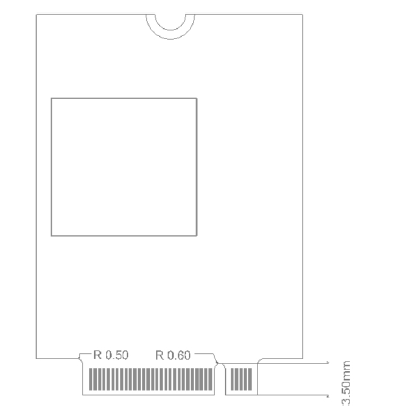
* **Description:**

Both of AIW-343FQ and AIW-342FQ support sim holder at the bottom of module card, but some user is used to inserting sim card on mother board’s original sim holder in their application.

**<AIW-343FQ>**



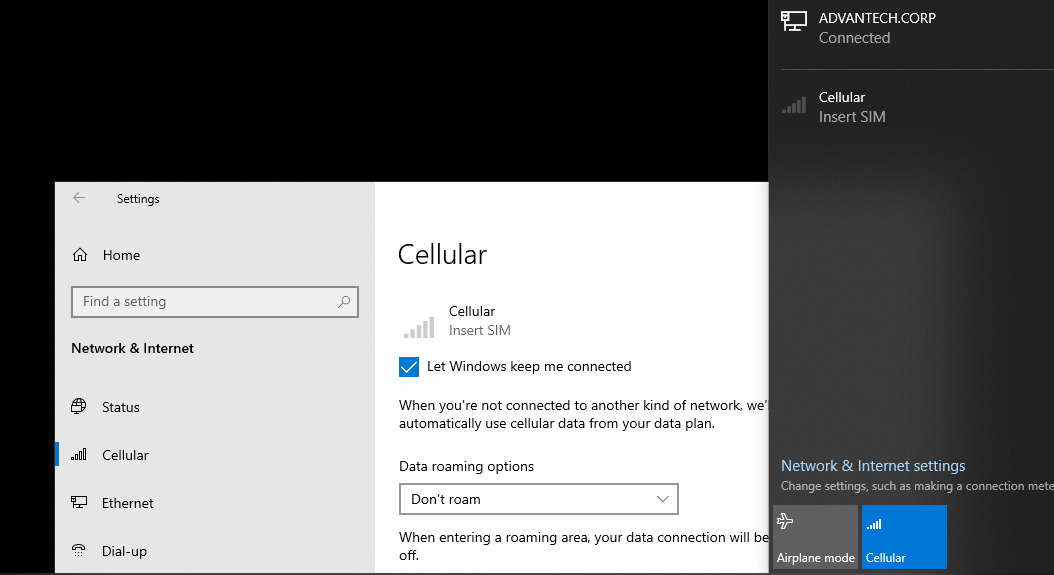
**<AIW-342FQ>**



* **Instructions :**

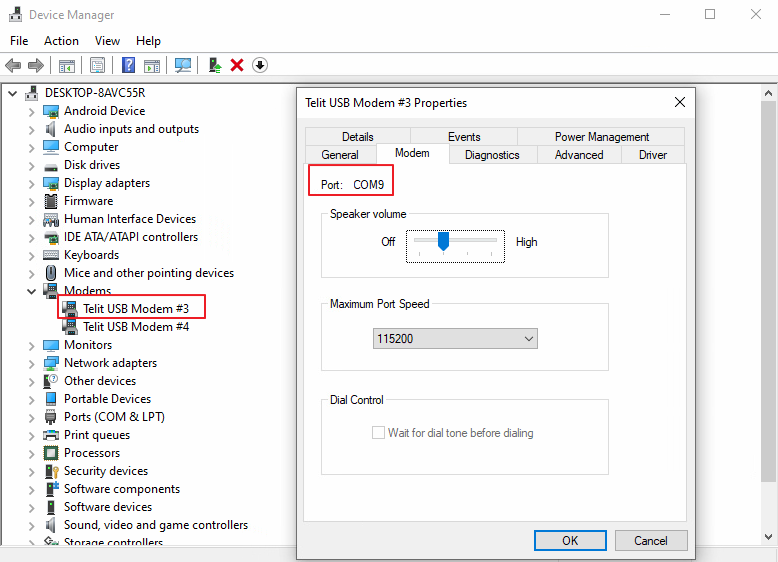
Step 1

Make sure if your sim card is inserted correctly but the prompt message still show “Insert SIM”



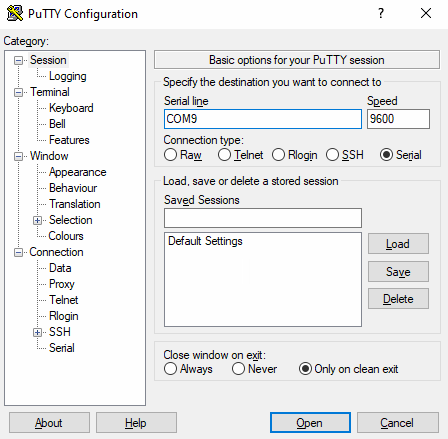
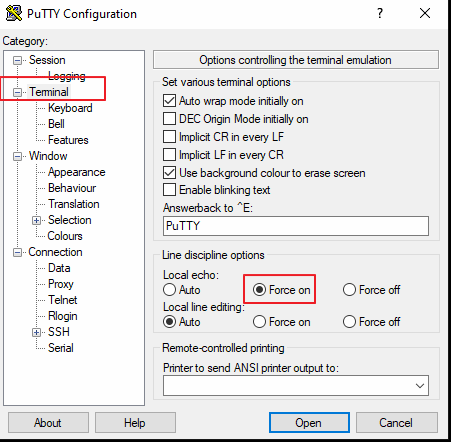
Step 2

Confirm the specific serial port which system assigns



Step 3

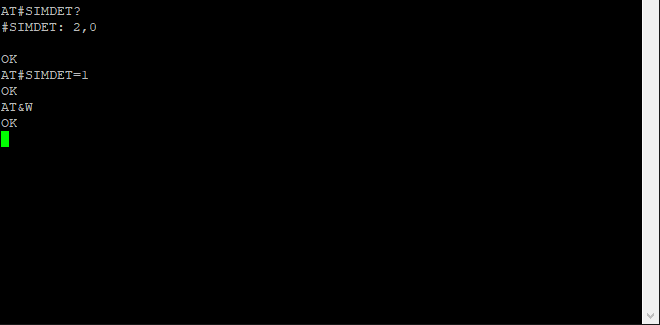
Execute putty utility to enter AT command

Step 4

Enter following AT commands

* **AT#SIMDET=1**
* **AT&W**



Step 5

After setting activating, the sim card can be recognized and the carrier provider will show on the cellular connection

