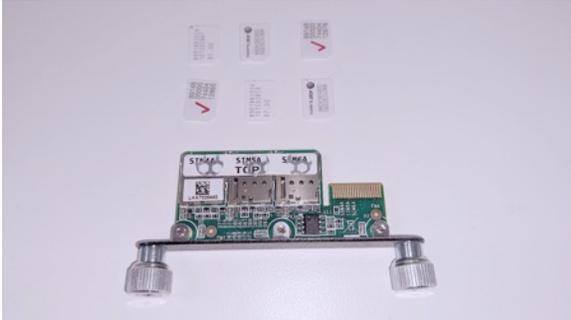


Thank you for your cooperation in upgrading the SIM cards for your Dejero device. Please follow the instructions below to complete the upgrade. If you have any questions, reach out to our support team at: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

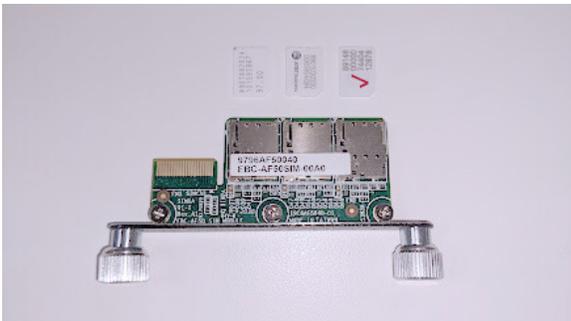
### How to replace the SIM cards on your Dejero EnGo 260

1. Locate the SIM Module on your EnGo 260, located just above the SDI barrel, and undo the two thumbscrews.
2. Remove the module and place it in front of you with the gold connector on the right.
3. Punch out the nano-sized SIMs from the included cards we sent you and align the loose SIMs to their proper location in the SIM module, as shown in the below image.



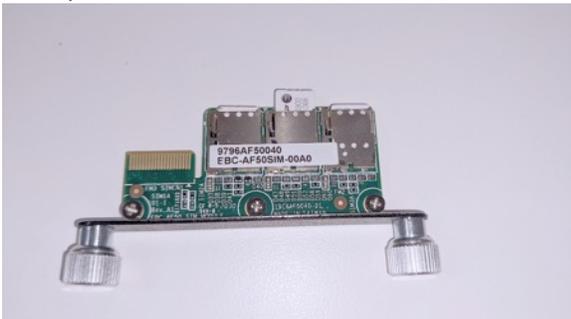
**SIM 1 - T-Mobile**  
**SIM 2 - AT&T**  
**SIM 3 - Verizon**

4. Insert the bottom row of SIMs into the slots facing the SIM module.
5. Flip the SIM module over so the gold connector is on the left and repeat the insertion process with the other three SIMs.



**SIM 4 - Verizon**  
**SIM 5 - T-Mobile**  
**SIM 6 - AT&T**

Example of an incorrect insertion:



6. Insert the new SIM module, with the gold connector orientated to the bottom of your EnGo 260.



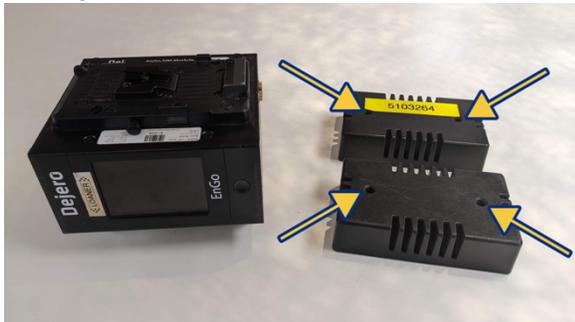
7. Fasten the thumbscrews hand-tight.
8. Update the settings in your EnGo to secondary SIM:
  1. Access the Settings of the EnGo
  2. Tap on 'Connections'
  3. Select 'SIM Set' and change to 'Secondary'
9. Place the 'Secondary SIMs in use' sticker on your device.



10. Contact Dejero Support to activate the new SIMs at: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

## How to replace the SIM cards on your Dejero EnGo 1.x

1. Power off your EnGo 1.x.
2. Place the EnGo on its side for the duration of the SIM swap.
3. Using the #2 Phillips screwdriver, remove the top cap by unscrewing the two screws and place it to the side. **It's important to note that the screws do not fully come out of the caps.**



4. Remove the bottom cap and place it to the side. **Ensure that the exposed gold contacts are not damaged by putting the EnGo upright on the table.**
5. Orient the EnGo so the EnGo SIM Module faces the ceiling.



6. Using the #2 Phillips screwdriver, remove the four screws shown in the above picture.
7. Lift the modem panel from the EnGo approximately a quarter-inch as there is a cable connecting the two parts. It is not necessary to remove the cable.



8. Flip the modem panel over and rest it on the chassis. This exposes the SIMs along the bottom edge.



9. Orient the new SIM cards as shown in the picture below. The SIMs vary in design and may not have logos. It is important that this order is followed to ensure your device functions correctly.  
**Remove any existing SIM cards if you have the requisite replacement.**



- SIM 1 - T-Mobile**
- SIM 2 - AT&T**
- SIM 3 - Verizon**
- SIM 4 - Verizon**
- SIM 5 - T-Mobile**
- SIM 6 - AT&T**

10. Once correctly placed, the SIMs will look like the picture shown below.



11. Reverse the disassembly instructions carefully placing the modem panel as shown so there are no exposed wires. Tuck them in before replacing the four screws.



12. Place the caps back on the EnGo 1.x ensuring that the gold contacts are orientated correctly.
13. Return the caps to their original place with the two screws on either side.
14. Once these steps are complete please contact Dejero Support to activate the new SIMs by calling: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

## How to replace the SIM cards on your Dejero GoBox

1. Power off your GoBox.
2. Orient your GoBox, so the lid opens towards you and the screen is face down on the table.



3. Locate the modems on the lid. The SIM cards will be visible under the modems.



4. Press gently inwards on each SIM card to remove it. They are spring-loaded and will pop out halfway when pressed.



5. Replace each SIM by removing it gently, ensuring that the wires are not disturbed and become detached. If they become detached, they can be put back on and affixed with a small amount of hot glue.

- Each SIM should be replaced with the same carrier (T-Mobile, AT&T, Verizon) in the same slot. The SIMs are installed above the PCB board (there are two slots possible – one above and one below. Use the slots above.)



**SIM 1 - T-Mobile**  
**SIM 2 - AT&T**  
**SIM 3 - Verizon**  
**SIM 4 - Verizon**  
**SIM 5 - T-Mobile**  
**SIM 6 - AT&T**

- Depress each SIM until you hear a click and only the top edge is visible.
- Close the GoBox and power the unit on to check connectivity on each SIM.
- Contact Dejero Support to activate the new SIMs at: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

## How to replace the SIM cards on your Dejero PathWay EC

- Power down your PathWay EC.
- Remove the five screws holding down the top lid. There are two screws on either side and one screw located on the top.



- With the lid removed, locate the SIM cards on the left side of the PathWay EC. They are in a DIMM module, oriented vertically.



4. Swap the existing SIMs with the new ones we sent you. Ensure that each SIM is inserted into the proper SIM slot:

**SIM 1 - AT&T**

**SIM 2 - Verizon**

**SIM 3 - T-Mobile**

**SIM 4 - T-Mobile**

**SIM 5 - Verizon**

**SIM 6 - AT&T**

A SIM that is not inserted properly will look like SIM 3, shown here:



5. Place the lid back on the PathWay EC and replace the five screws.
6. Power up the PathWay EC and ensure that all six SIMs are appearing in the GUI.
7. Contact Dejero Support to activate the new SIMs at: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

## How to replace the SIM cards on your Dejero GateWay M6E6

1. Power down your GateWay.
2. Remove the five screws holding down the top lid. There are two screws on either side and one screw located on the top.



3. With the lid removed, locate the SIM cards on the left side of the GateWay. They are in a DIMM module, oriented vertically.



4. Swap the existing SIMs with the new ones we sent you. Ensure that each SIM is inserted into the proper SIM slot:

**SIM 1 - AT&T**

**SIM 2 - Verizon**

**SIM 3 - T-Mobile**

**SIM 4 - T-Mobile**

**SIM 5 - Verizon**

**SIM 6 - AT&T**

A SIM that is not inserted properly will look like SIM 3, shown here:



5. Place the lid back on the GateWay and replace the five screws.
6. Power up the GateWay and ensure that all six SIMs are appearing on the OLED display.
7. Contact Dejero Support to activate the new SIMs at: 1 866 808 3665 x2 or [support@dejero.com](mailto:support@dejero.com).

# Dejero

**Technical Support:**

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