

## GSM Radio Q&A

### **What does activating radios mean?**

Activating is the process of enrolling a radio device with the carrier.

### **Can a radio be registered without activating?**

No. Successful activation is required prior to registering with AlarmNet.

### **How do I activate my radios?**

Go to AlarmNet Direct – <https://services.alarmnet.com/alarmnetdirect>

Or follow the link located at the top of [www.alarmnet.com](http://www.alarmnet.com).

Contact AlarmNet technical support 800-222-6525

- Option 1 Technical Support
- Press 1 for AlarmNet GSM device activation or programmerless registration.
  - o Monday – Friday 8:00 a.m. – 10:00 p.m. EST
  - o Saturday 9:00 a.m. – 5:30 p.m. EST

### **How long will it take to activate a radio?**

The activation process only takes a few minutes. The actual activation of the radio may take anywhere from a few minutes to a couple of hours. There is no need to remain online or on hold. You will receive notification that the process is complete via e-mail or checking AlarmNet Direct. Please plan ahead to minimize installation time.

### **Can I activate a radio prior to going to the job site?**

Yes. A radio can be activated up to 30 calendar days prior to registration with AlarmNet.

### **How do I know if a radio is not activated?**

A non-activated radio will not give any signal indication via RSSI LEDs.

### **Will I be notified when the radio is successfully activated?**

- You can enter an e-mail address (or addresses) on AlarmNet Direct that will be notified upon activation.
- AlarmNet Direct provides activation status.
- If activated, the radio will provide RSSI LEDs after power cycle.
  - o Power cycle is required to complete the activation process.