

## GSM SIM Activation / Status

Pages 1 to 9: Standard GSM Radio

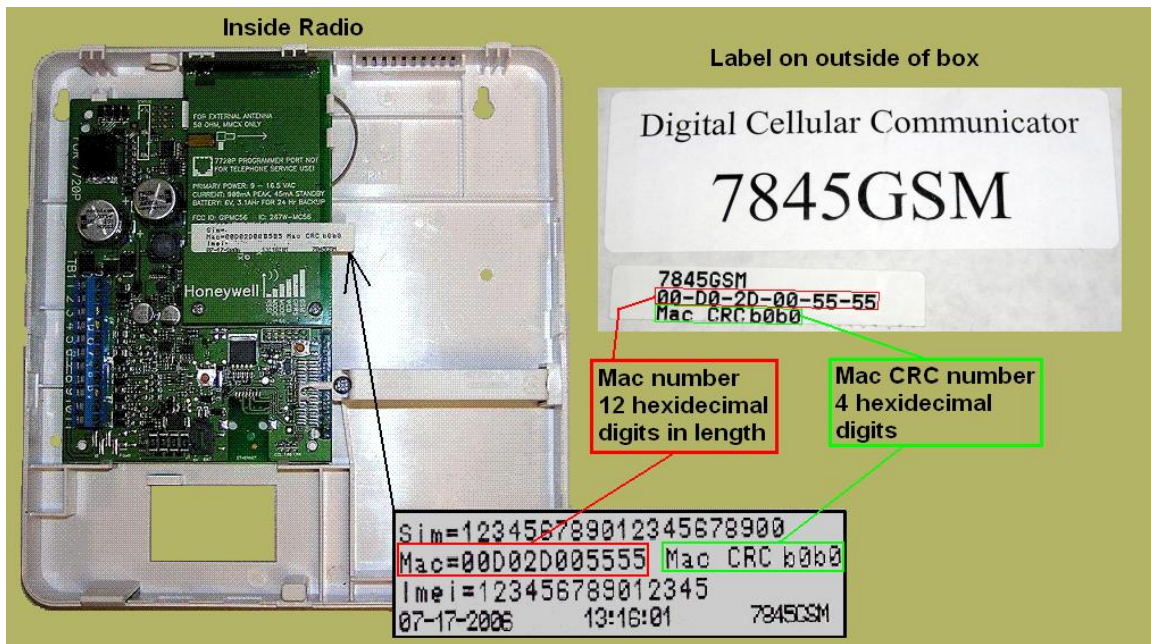
Pages 10-16: Vista-GSM with AID

Page 17: Vista-GSM without AID

1. You will require the following information:

- **MAC** number. It will start with 00-D0-2D and will be a 12 digit hexadecimal number.
- **CRC** number. It will be a 4 digit hexadecimal number.

NOTE: The MAC number and CRC number are located inside the radio and on the outside of the cardboard box.

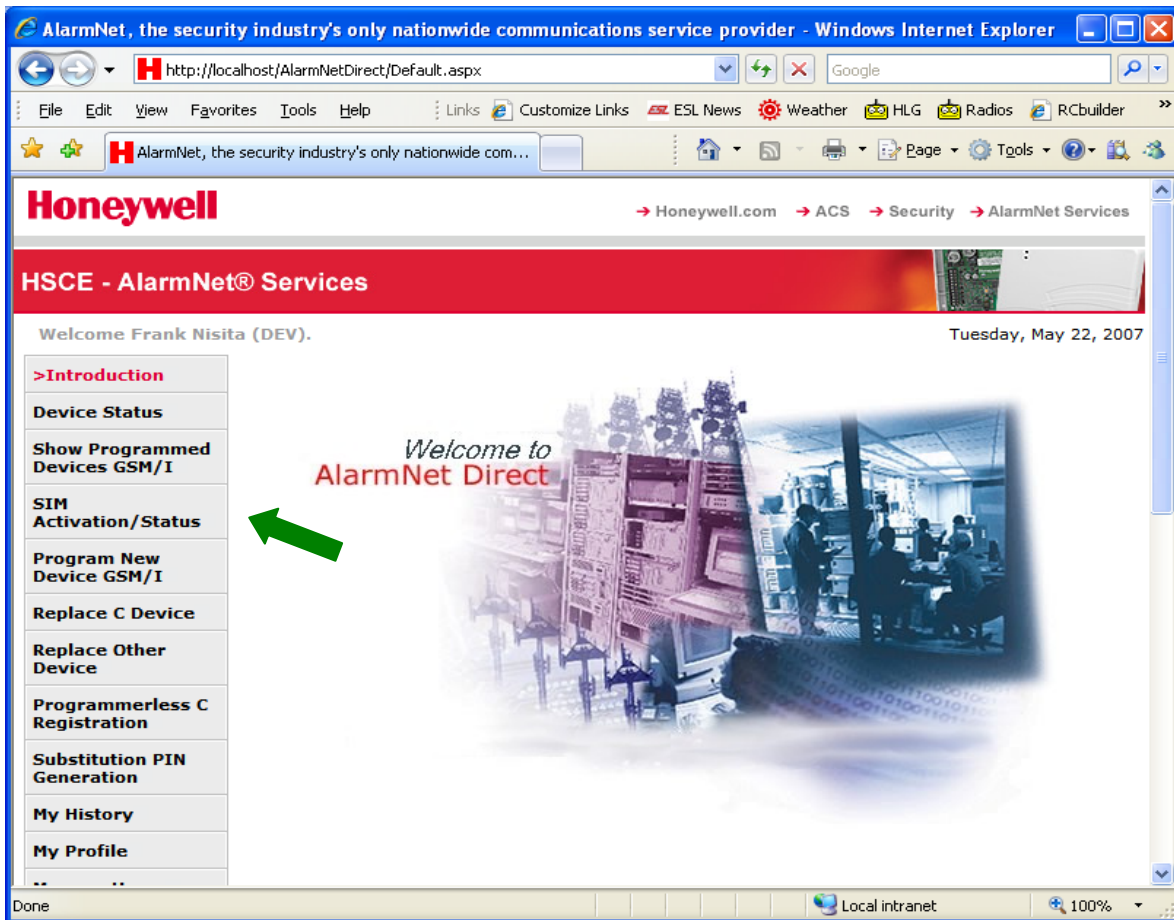


2. Go to: <https://services.alarmnet.com/AlarmNetDirect>

Enter your User Name and Password.



3. Click “SIM Activation / Status” from the AlarmNet Direct main page.

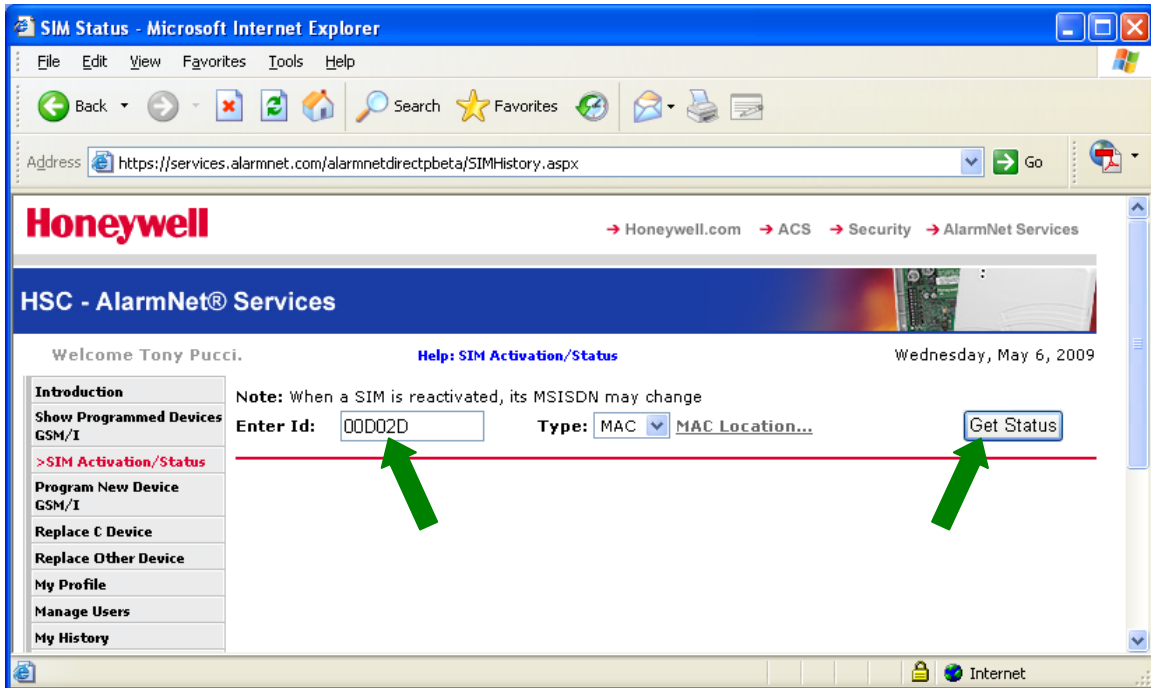


4. Enter the radio's information:

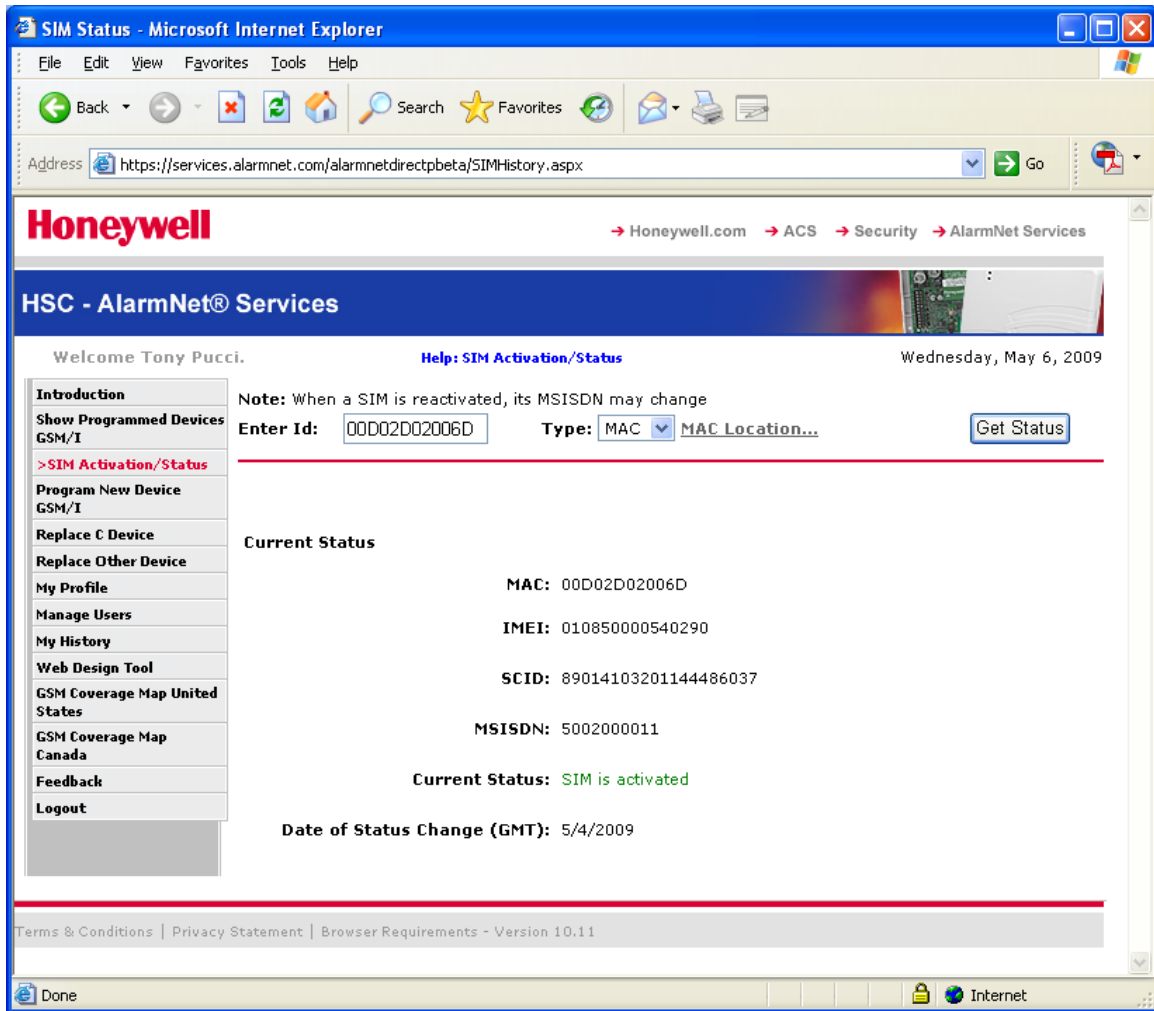
**MAC number (12 digit hexadecimal)**

(note: the first 6 characters are already entered for you)

5. Click "Get Status"



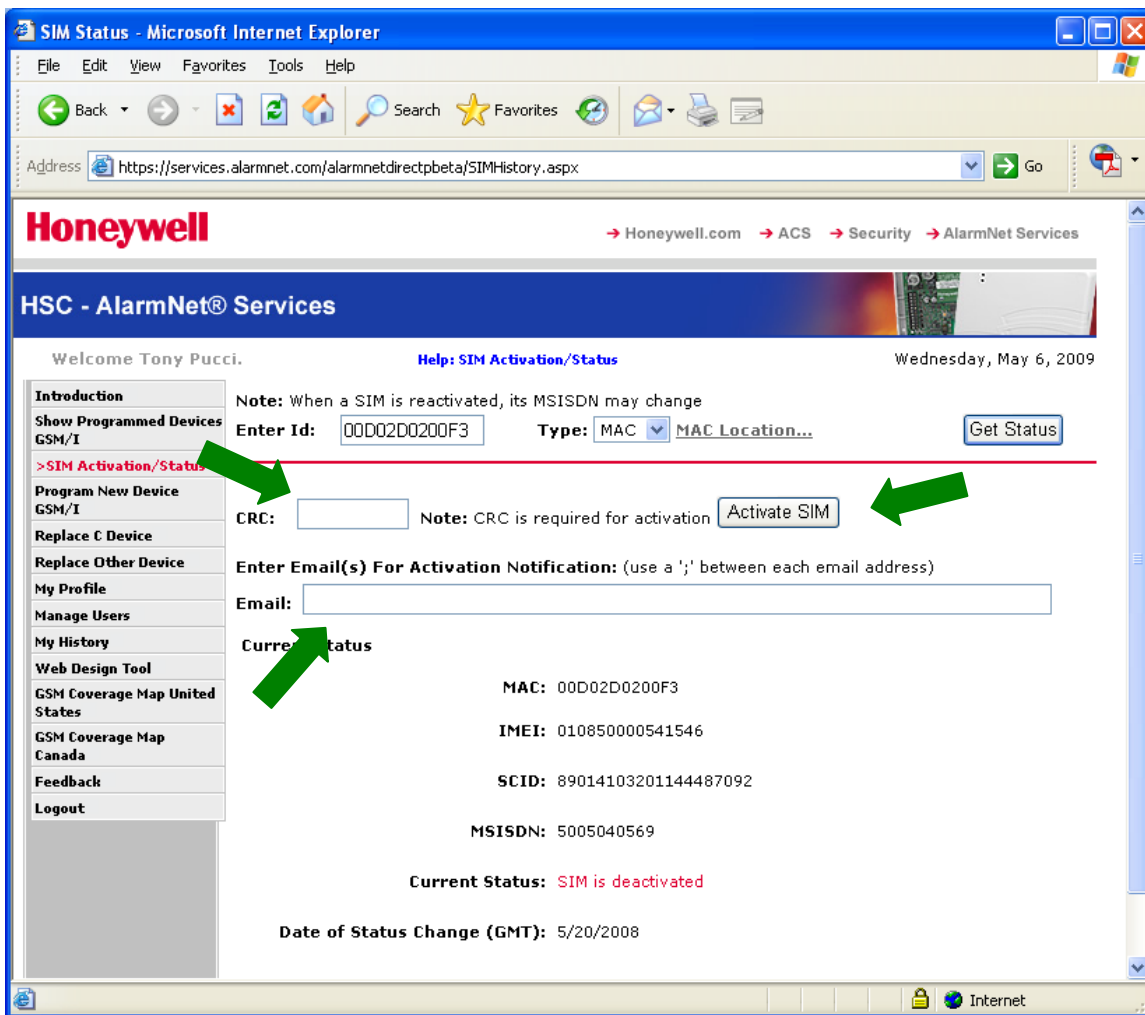
6. If the SIM has been activated, you will see this information:



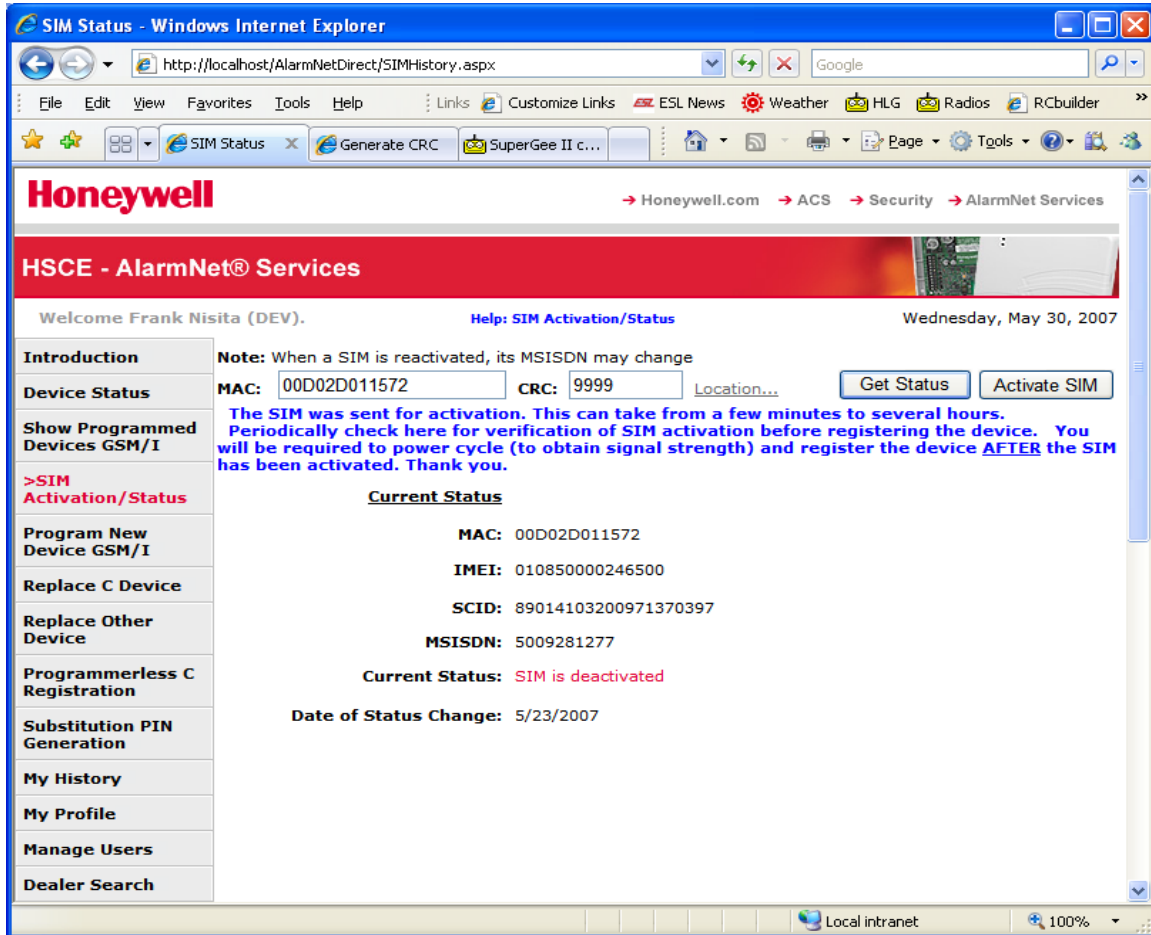
If you see the SIM is NOT activated, please continue on to the next page.

If the SIM is activated, as shown above, please power-cycle the unit and skip to page 9.

7. If the SIM is deactivated you will see this information:
8. Enter the CRC. enter email address or addresses, and click “**Activate SIM**” to start the activation process.
9. You will be prompted to enter an email address: highly recommended but not required.
  - If you wish to enter multiple email addresses, separate each with a semi-colon (;).
  - By entering an email address, you will receive a confirmation email.
10. Click “**Activate SIM**”



11. If you did not enter an email address, you will see the following information:



You will be required to verify SIM activation by periodically checking this site.

After the CURRENT STATUS says "Activated", you must power-cycle the radio to obtain signal strength and complete the activation process.

NOTE:

These are the possible SIM Status States:

- SIM is Deactivated
- SIM Activation Requested
- SIM is Activated
- SIM Deactivation Requested

12. If you entered an email address you will see the following information:



After you receive the email confirming SIM activation, sample shown below, power-cycle the radio to obtain signal strength and complete the activation process.

Dear valued customer,

To complete the activation process for MAC number XX-XX-XX-XX-XX-XX, please do the following:

- 1) Power-Cycle the device by removing the input power and battery.
- 2) Apply input power and plug in the battery.

To program and register the radio logon to <https://services.alarmnet.com/AlarmnetDirect>, or use a 7720p programmer, or call AlarmNet Technical Support at 800-222-6525: Select "Technical Support" (Option 1) followed by "AlarmNet GSM Device Activation (Option 1)".

Monday-Friday 8:00amET to 10:00pmET, and Saturdays 9:00amET – 5:30pmET.

If device is already programmed registration can be completed as follows:

- Triple clicking the tamper switch on the device
- Using a 7720P programmer, press the 'SHIFT' key then the 'UP ARROW' key

Sincerely Yours,

AlarmNet Direct Activation System

\*\*\*\* THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY \*\*\*\*



13. Please make sure the radio has been power cycled: remove the input power and disconnect the battery, then reapply the input power and reconnect the battery.

14. The radio can now be programmed using one of the following sites:

- “Program New Device GSM/I”
- “Replace Other Device”



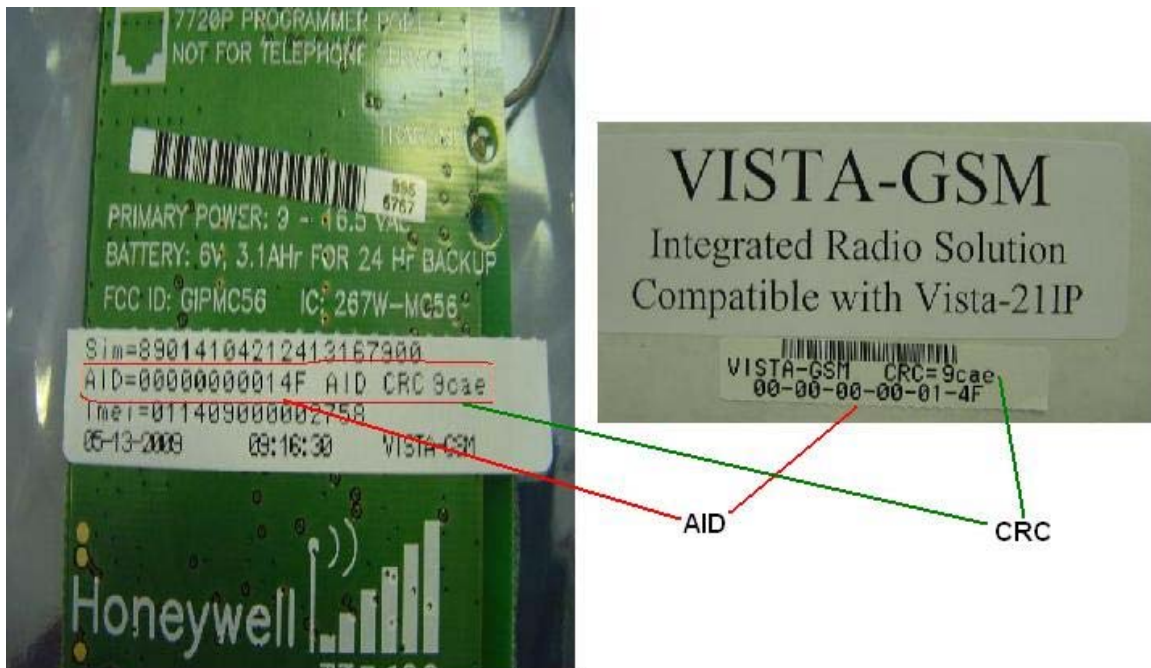
## GSM SIM Activation

Vista-21iP & Vista-GSM manufactured on or after date code M114

1. You will require the following information:

- **AID** number. It will start with 00-00-00 and will be a 12 digit hexadecimal number.
- **CRC** number. It will be a 4 digit hexadecimal number.

NOTE: The AID number and CRC number are located inside the radio and on the outside of the cardboard box.

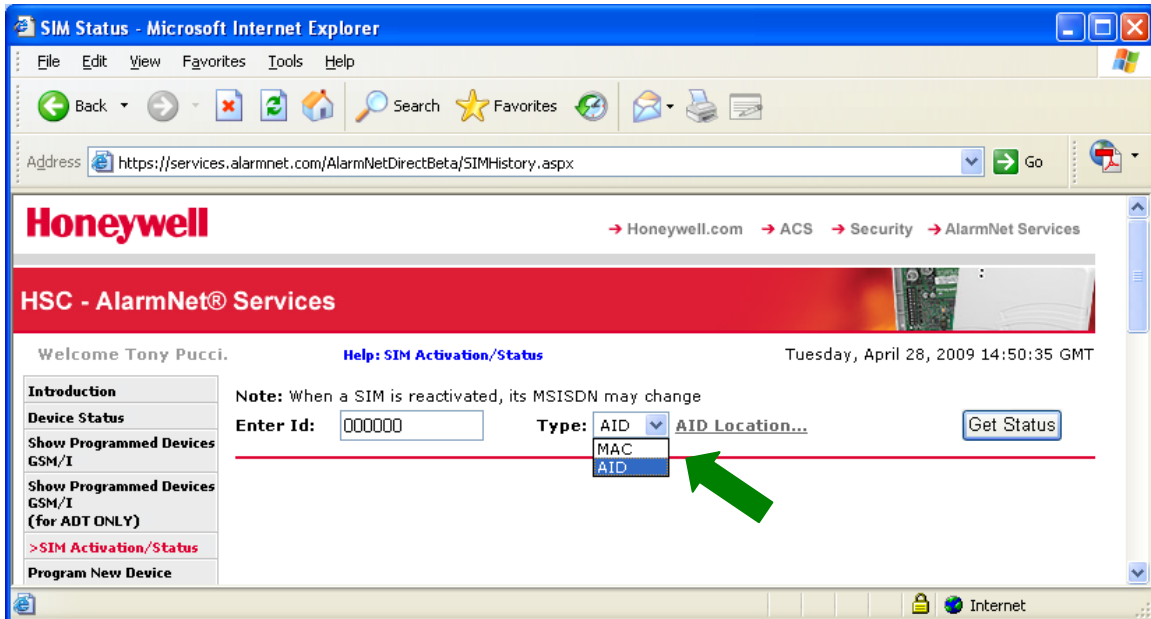


2. Go to: <https://services.alarmnet.com/AlarmNetDirect>

Enter your User Name and Password.

3. Click **"SIM Activation / Status"** from the AlarmNet Direct main page.

4. Choose the pull-down for **"AID"**

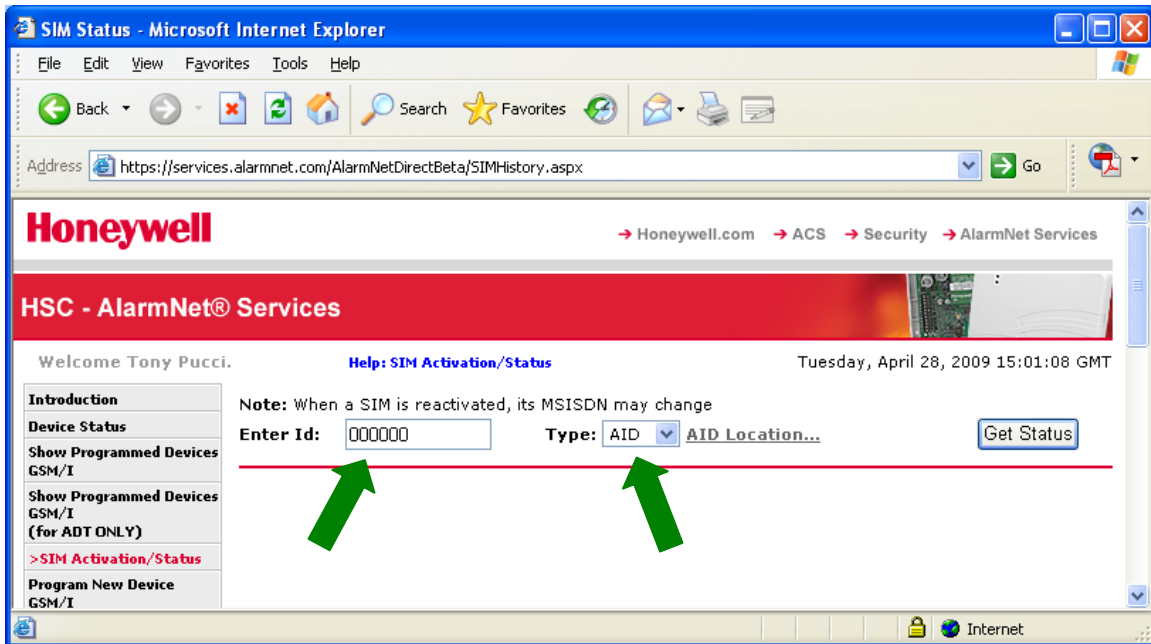


5. Enter the Vista-GSM's information:

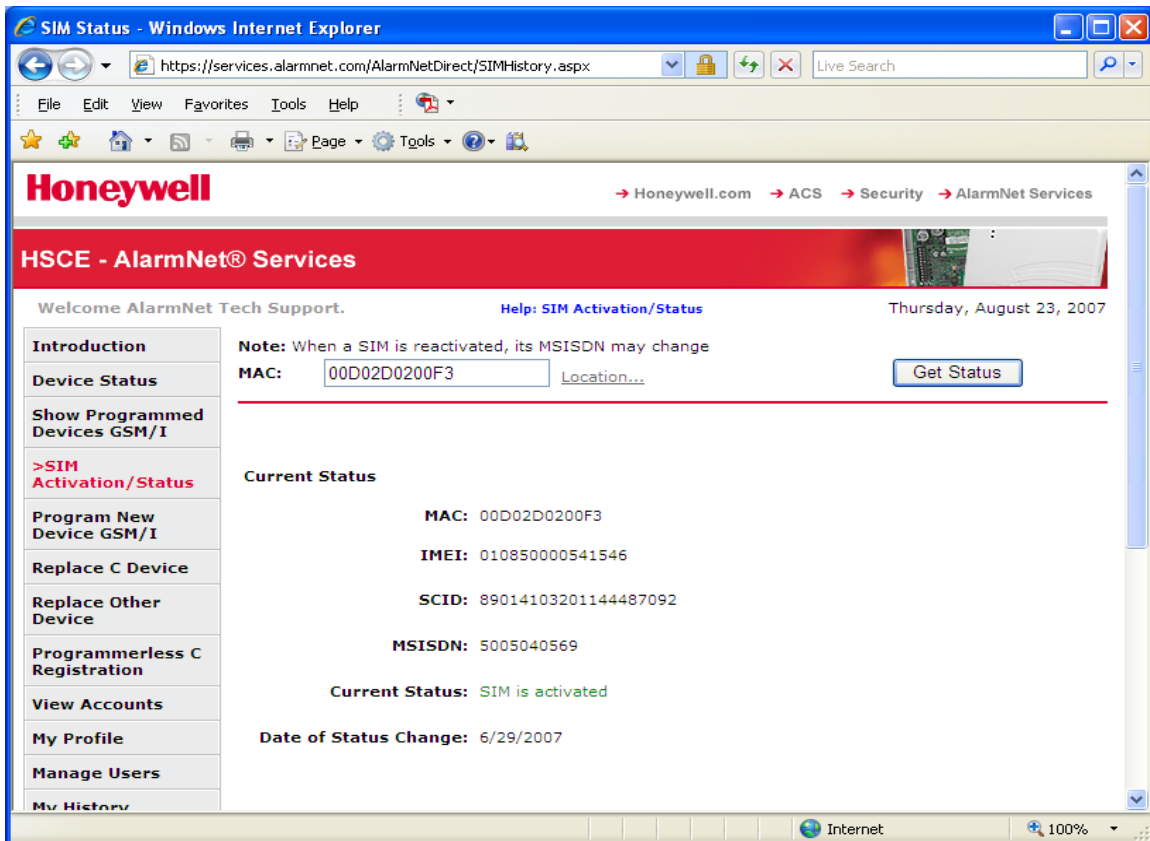
**AID number (12 digit hexadecimal)**

(note: the first 6 characters are already entered for you)

6. Click "Get Status"



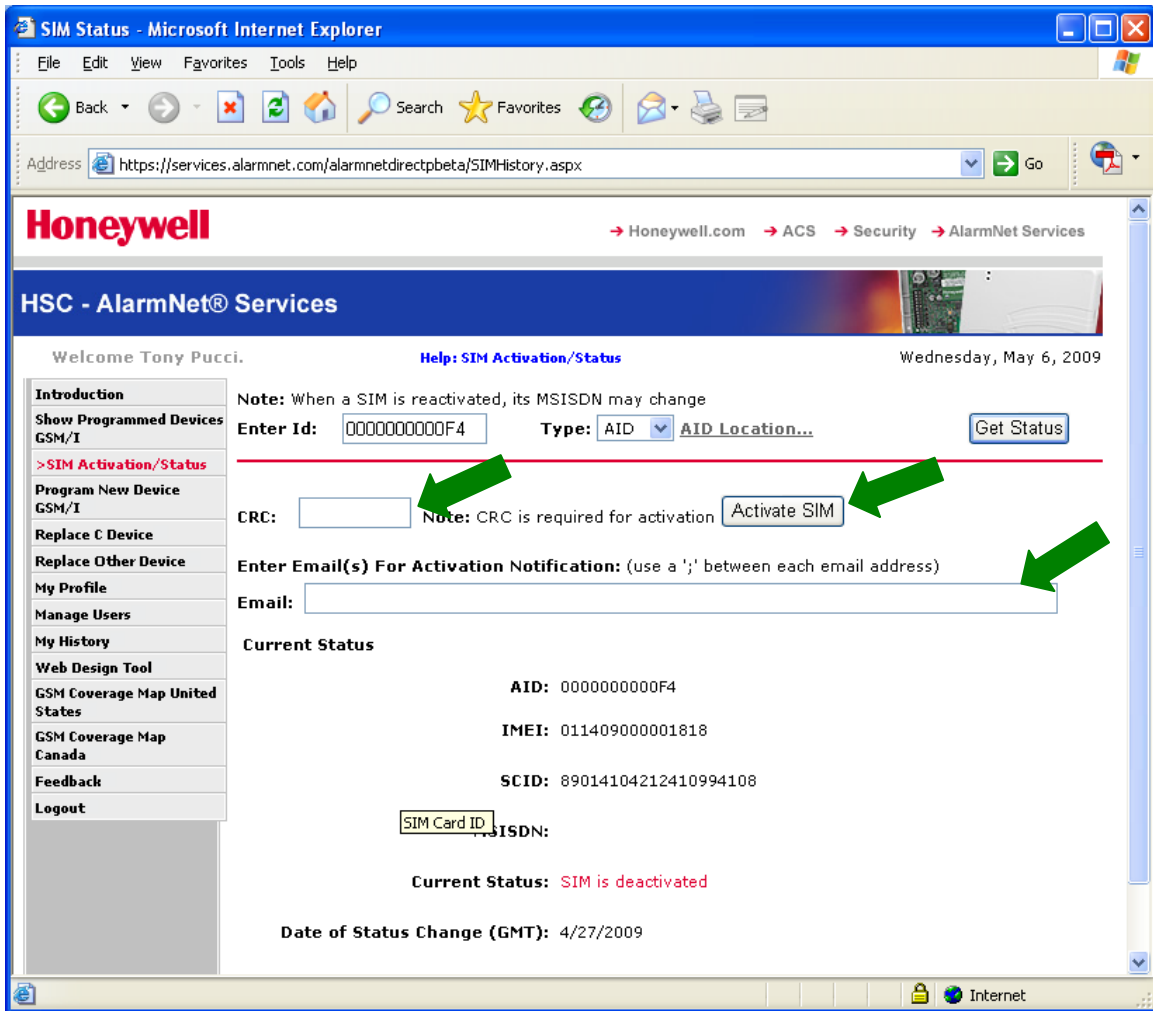
7. If the SIM has been activated, you will see this information:



If you see the SIM is NOT activated, please continue on to the next page.

If the SIM is activated, as shown above, please power-cycle the unit and skip to page 16.

8. If the SIM is deactivated you will see this information:



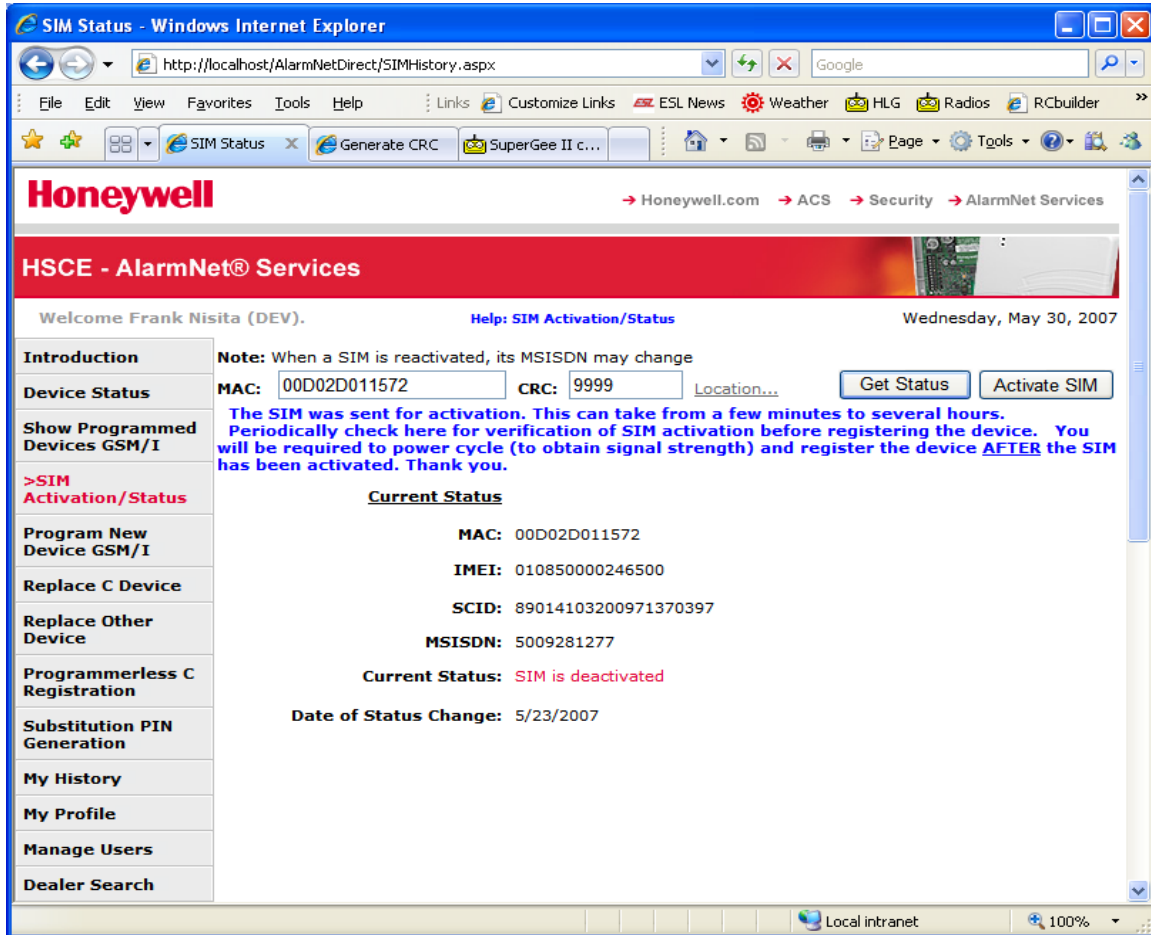
9. Enter the CRC, enter email address or addresses, and click “**Activate SIM**” to start the activation process.

10. You will be prompted to enter an email address: highly recommended but not required.

- If you wish to enter multiple email addresses, separate each with a semi-colon (;).
- By entering an email address, you will receive a confirmation email.

11. Click “**Active SIM**”

12. If you did not enter an email address, you will see the following information:



You will be required to verify SIM activation by periodically checking this site.

After the CURRENT STATUS says "Activated", you must power-cycle the radio to obtain signal strength and complete the activation process.

NOTE:

These are the possible SIM Status States:

- SIM is Deactivated
- SIM Activation Requested
- SIM is Activated
- SIM Deactivation Requested

13. If you entered an email address you will see the following information:



After you receive the email confirming SIM activation, sample shown below, power-cycle the radio to obtain signal strength and complete the activation process.

Dear valued customer,

To complete the activation process for MAC number XX-XX-XX-XX-XX-XX, please do the following:

- 3) Power-Cycle the device by removing the input power and battery.
- 4) Apply input power and plug in the battery.

To program and register the radio logon to <https://services.alarmnet.com/AlarmnetDirect>, or use a 7720p programmer, or call AlarmNet Technical Support at 800-222-6525: Select "Technical Support" (Option 1) followed by "AlarmNet GSM Device Activation (Option 1)".

Monday-Friday 8:00amET to 10:00pmET, and Saturdays 9:00amET – 5:30pmET.

If device is already programmed registration can be completed as follows:

- Triple clicking the tamper switch on the device
- Using a 7720P programmer, press the 'SHIFT' key then the 'UP ARROW' key

Sincerely Yours,

AlarmNet Direct Activation System

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14. Please make sure the radio has been power cycled: remove the input power and disconnect the battery, then reapply the input power and reconnect the battery.

15. The radio can now be programmed using one of the following sites:

- “Program New Device GSM/I”
- “Replace Other Device”





## **GSM SIM Activation**

Vista-21iP & Vista-GSM manufactured before date code M114

**AlarmNet Direct does not provide the ability to activate the original VISTA-GSM via the “Activation/Status” feature.**

### **SIM Activation Process for VISTA-21iP:**

1. Plug an Ethernet cable into Ethernet connector on the VISTA-21iP  
**(Required to Activate the original VISTA-GSM)**  
*\* If the network requires a Static IP, the network information must be programmed via the keypad before proceeding. \**
2. Connect VISTA-GSM to VISTA-21iP (Refer to the VISTA-GSM II for further details)
3. Apply AC power using supplied transformer (Part Number 1361) to the VISTA-21iP
4. If using AlarmNet Direct to program the VISTA-21iP go to the “Program New Device GSM/I” feature.
  - a. Enter in the required fields
  - b. Once that is completed, go to “Advanced Programming” to complete the required programming fields
5. Programming can be accomplished using AlarmNet Direct or by using a 6160 Alpha Numeric keypad or equivalent Alpha Numeric keypad (*Please refer to II for detailed programming instructions*)

***NOTE: The Internal Device option must be set to "IP & GSM" in order to send the SIM ID to AlarmNet when the device delivers the QOS report. Otherwise, the SIM Activation will not be requested.***

6. To register the VISTA-21iP, press the test switch three times.

During the registration process the information that is sent over Ethernet to the AlarmNet Data center will cause the VISTA-GSM to automatically **ACTIVATE** its SIM card and associate the VISTA-21iP to the VISTA-GSM.

Once the SIM has been activated (Deactivated SIM will reflect NO RSSI LEDS), it is recommended to generate an event that will be sent via the VISTA-GSM to confirm its operation.

**Please refer to the Installation Instructions of both products for further details.**