

# **Verizon Wireless Activation Procedure**

#### Introduction:

This document explains the procedures for activating and installing your **MultiModem MTC-C2-B08 CDMA modem**. The enclosed modem has been pre-configured to operate on the Verizon Wireless network. However, before you can begin to use the modem, you will need to set up a wireless account with Verizon Wireless. An unlimited text message plan is recommended.

#### Verizon Wireless Account Setup:

1) Contact Verizon Wireless to obtain an account.

2) Provide the Verizon Wireless agent with the modem's MEID number printed on the bottom of the modem.

**3)** You may be asked to provide the modem's model number. If asked for this number, give the modem's Order P/N, which is **MTC-C2-B08**.

**4)** Every wireless modem will have its own unique phone number. This phone number will be given to you by Verizon Wireless.

### **Preinstalling the Modem Drivers:**

**1)** Before connecting the modem to the USB port, navigate to the Multitech website, and in their search bar, search for MTC-C2-B08-N2-Kit, the URL is as follows: <u>http://www.multitech.com/models/92506907LF#gsc.tab=0</u> Download the driver, which will save as EV3-C2-USB zip file

2) Extract the folder, navigate to the Driver folder and run the TelitUSBInstaller\_Qc\_U8.00.04.exe

**3)** Windows may pop-up a User Account Control window. Select the Yes button to continue with the driver installation.

4) There will be a transitory screen, then the process will complete. Click the **Finish** button.

| Telit USB driver Installer    |  |   |  |  |
|-------------------------------|--|---|--|--|
| Telit<br>Communications Sp.A. | Congratulations! You are finished installing your Telit device.    |   |  |  |
|                               | The drivers were successfully in                                   | stalled on this computer.                               |  |  |
|                               | You can now connect your devi<br>came with instructions, please re | ice to this computer. If your device<br>and them first. |  |  |
|                               | Drives News  | Ortu  |  |  |
|                               | Talit Wireless Solutions (   | Beady to use  |  |  |
|                               | <ul> <li>Telit Wireless Solutions (</li> </ul>                     | Ready to use  |  |  |
|                               | < Back   | Finish Cancel   |  |  |

5) Next, continue with installing the modem driver.

### Installing the Modem:

1) Connect the modem to the USB port on your PC.

2) Navigate to your Device Manager and unfold your Modem option



You should see your modem availble as Telit CDMA USB Modem

3) Double-click on the modem to check the COM Port that we will open with a terminal connection

| Telit CDMA USB N           | 1odem #2 Prope        | rties    |           |            | 23   |
|----------------------------|-----------------------|----------|-----------|------------|------|
| Driver                     | Details               |          | Power     | Management |      |
| General                    | Modem                 | Dia      | agnostics | Advanc     | ed   |
| Port: COM9<br>Speaker volu | me                    |          |           |            |      |
| Of                         | f , , ,               | '        | ligh      |            |      |
| Maximum Por                | t Speed               |          | •         |            |      |
| Dial Control -             | Vait for dial tone be | fore dia | ing       |            |      |
|                            |                       |          | ОК        | Car        | ncel |

**4)** If you do not have a terminal service on your machine, you can download one by searching for putty, and the download URL is as follows:

http://the.earth.li/~sgtatham/putty/latest/x86/putty.exe

**5)** Once putty is running, select Session at the top of your category, click the "Serial" radio button, type in your COM port in the Serial Line, and change the Speed to 115200.

| Category:   |   |  |  |  |  |
|---|---|--|--|--|--|
| - Session   | Basic options for your PuTTY session  |  |  |  |  |
| Logging     Terminal     Keyboard     Bell     Features     Window     Appearance     Behaviour     Translation     Selection | Specify the destination you want to connect to<br>Serial line Speed<br>COM9 115200<br>Connection type:<br>Raw Telnet Riogin SSH Serial<br>Load, save or delete a stored session<br>Saved Sessions |  |  |  |  |
| Connection  Data  Proxy  Telnet  SSH  Serial  | Default Settings Load Save Delete   |  |  |  |  |
| ···· Senai  | Close window on exit:<br>Always Never Only on clean exit  |  |  |  |  |

When you are ready, you can click open and a black dialog box will appear. This is where you will activate your modem.

## **Activating Your Wireless Modem:**

1) First you will need to enable echo using the command ate1

2) Next, you will need to enable text mode and new message indication by entering the commands AT+CMGF=1 then AT+CNMI=1

**3)** Confirm that the modem is registered to the Verizon Wireless Home network, enter: **AT+CREG?** If the modem is registered on the Home Network it should respond with: **+CREG: 0,1** NOTE: First time activation may not work if the modem is roaming (CREG:0, 5). If anything other than the noted two comes in, your modem is most likely not registered.

**4)** Now you can start your Over-the-air Service Programming (OTASP) session, enter: **ATD\*22899;** NOTE: Ensure there is a semi-colon ";" after the dial string entered above, or the call made will be a circuit-data call.

The following messages will display:

| Modem Respo | nse |
|-------------|-----|
| #OTASP: 0   |     |
| #OTASP: 1   |     |
| #OTASP: 2   |     |
| NO CARRIER  |     |

# **Configuring WIN-911**

1) With your modem now registered, open the SMS Definition in your WIN-911 configurator and input your settings

| SMS Definition  |  |
|---|--|
| Port       Message Format       Ack Format         SMS Device Settings         Port:       COM9       Data Bits:       8         Baud:       115200       Stop Bits:       1       •         Parity:       None       Flow Control:       None       •         Modem Response Time-out:       60 - Seconds       Seconds         Use '+' character orefix for Country Codes       1       •     | <ul> <li>COM – Select the COM port the cellular modem is assigned to</li> <li>Network Type – GSM e.g AT&amp;T, T-Mobile</li> </ul> |
| Network Type: O GSM 	C CDMA C HSPA  | CDMA e.g Verizon, Sprint   |
| Modem Initialization:   | HSPA e.g Rogers, Telus   |
| +CMGF=1;+CMGD=1,4;+CNMI=1;e0 Reset Defaults   |  |
| SMS Notification Options         Image: Send Inactive Unacknowledged Messages         Image: Send Inactive Acknowledged Messages | <ul> <li>Modem Initialization – A string of AT+ commands that will<br/>initialize the modem's protocol</li> </ul>                  |
| OK Cancel Help  |  |

You will also have to change the Modem Initialization string to include text mode, delete SMS messages, and new message indication, +CMGF=1;+CMGD=1,4;+CNMI=1;e0

**2)** Once the modem has been configured, you can open the Phone Book definitions to configure a User with an SMS Connection. Remember to save your settings when you have completed making your changes

**3)** You can now test the modem by starting Scan & Alarm. First, select History on the top left of the WIN-911 Alarm Monitor window, you are looking for a good response from your Modem. Next, click the Manual Message button to send a test SMS to the SMS connections you have defined.

| 📦 WI  | N911 Alarm Mo | onitor *** ACTIVE ***      |          |  |       |       |       |       |          |         |
|-------|---------------|----------------------------|----------|--|-------|-------|-------|-------|----------|---------|
| Ack   | nowledge      | History (Record<br>Summary | 0 of 12) | Manual Message Display Lock                              |       |       |       |       |          |         |
| Date  | Time          | Group                      | Tagname  | Description  | Value | Event | Units | Limit | Priority | Acked   |
| 01/14 | 04:24:27 PM   | Scan and Alarm             | Event    | SMS CDMA Modem Initializing                              |       |       |       |       | Event    | WIN-911 |
| 01/14 | 04:24:27 PM   | Scan and Alarm             | Event    | SMS Modem initialization received good response: ' OK '. |       |       |       |       | Event    | WIN-911 |

**4)** Select an SMS Connection and enter a message in the Message To Send field. Type in a message to send to an operator that you have created and click send. If you get a response of "Succeeded", then the message was successfully sent to the modem

| Name                                | Connection                     | Phone Number          | Identifier                         |                  |
|-------------------------------------|--------------------------------|-----------------------|------------------------------------|------------------|
| Operator                            | SMS                            | 5127394699            | 1                                  |                  |
| fessage                             | To Send :                      |                       |                                    |                  |
| est                                 | Zhakuo :                       |                       |                                    | Message Size : 4 |
| iessaye.                            | 26:10 Manua                    | al Message to Operato | rator<br>r (15127394699) Initiated | incode o to the  |
| Jan 14 16<br>Jan 14 16<br>Jan 14 16 | 3:26:10 Manua<br>3:26:17 Manua | al SMS to Operato     | r (15127394699) Succeeded.         |                  |

## **Conclusion/Troubleshooting**

If you were unsuccessful at installing the modem, here are a few things you can try

- Make a connection to PuTTY and type in the commands to send a test message. Make sure Scan & Alarm is not running. If the message failed, run the **AT+CREG?** Command, you may receive the following responses:
  - 0,1 Register 0,2 – Searching for Signal 0,5 - Roaming

If you receive a response of something other than (0,5) or(0,1) your modem is most likely not registered with your cellular provider. You will have to contact Verizon and register your device.

- Check the Initialization String and confirm that is correct. Ensure there is a semi-colon ";" inbetween the AT commands.
- Send a manual message using PuTTY by entering the command
   AT+CMGS="<country code><phone>"
   >Test
   Send the message by hitting (ctrl+z)
   Make sure that Scan & Alarm is closed before opening up your connection with Putty
- Check your Phonebook Definition and confirm that you have the correct SMS number and Country Code.

If you are still experiencing any issues with your modem, please contact Specter Instruments' Technical Support Department at 512-326-1011 x3 or toll free in the US and Canada at 1-800-331-8740 x3