

# Verizon Activation Process via Telit IoT Portal (UI)

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# Introduction

The purpose of this document is to show the reader how to activate Verizon devices using Telit's IoT Portal (UI). This document has two sections:

Verizon Activation Process (single SIM/device)

Verizon Activation Process (multiple SIMs/devices)

Please note that this document assumes that the reader already has an understanding of how to use Telit's IoT Portal. More information about Telit's IoT Portal can be found at <https://docs.devicewise.com/Content/home.htm>

# Guidelines

1. The device must be a Verizon certified device. This can be verified via <https://opendevelopment.verizonwireless.com/device-showcase>
2. The certified devices IMEI need to be introduced to Verizon via the ODI interface (Verizon owned): <https://opendevelopment.verizonwireless.com/get-certified>
3. The IMEI was not previously paired with any other SIM (ICCID) and been activated
4. The ICCID was not previously paired with any device (IMEI) and been activated
5. Telit's portal (IoTTP) supports activations of Verizon SIMs provided by Telit only

# > Activation of a Single SIM

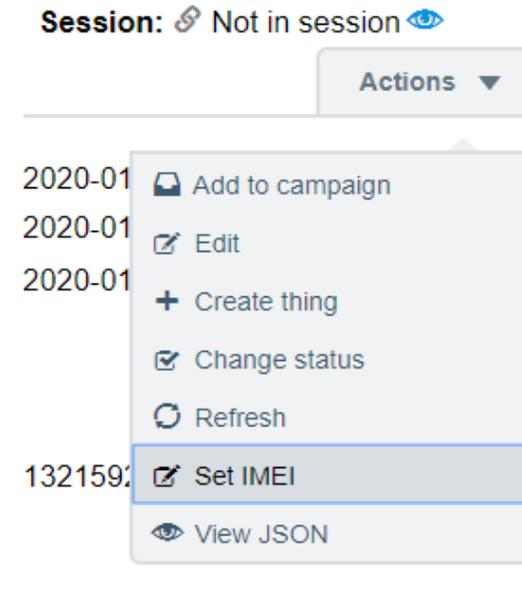




# Verizon Activation Process (single SIM/device)

The next step is to determine the IMEI\* (International Mobile Equipment Identity) of the device and set it in the IoT portal.

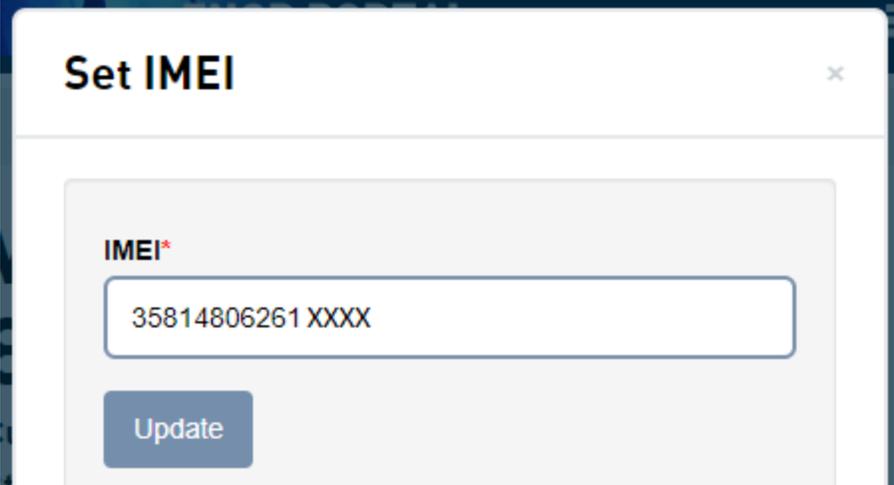
To set the IMEI in the IoT portal, click on the actions drop down menu and select “Set IMEI”



\*Note that the IMEI must be certified to operate on Verizon’s network before attempting to activate it. To get your device certified, you will need to complete the certification process at Verizon’s ODI portal (<https://opendevelopment.verizonwireless.com/>)

# Verizon Activation Process (single SIM/device)

After selecting “Set IMEI” a Set IMEI screen will pop up. It is this screen where you can enter the IMEI and click update to set it:

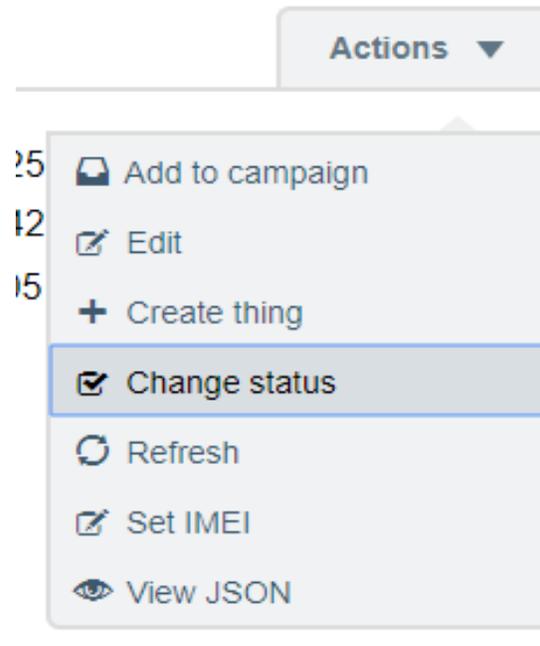


The screenshot shows a window titled "Set IMEI" with a close button (x) in the top right corner. Below the title bar is a light gray box containing the label "IMEI\*" in red. Underneath the label is a text input field with a blue border containing the text "35814806261 XXXX". Below the input field is a blue button with the text "Update".



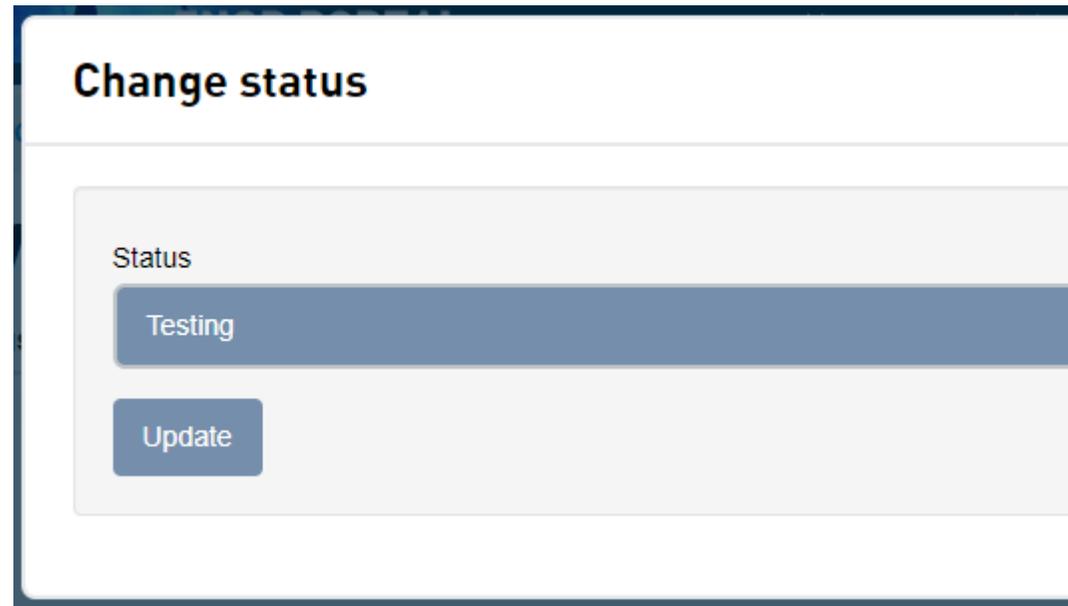
# Verizon Activation Process (single SIM/device)

Once you confirm that the IMEI is set, you can activate the SIM. To activate the SIM, you need to click on the Actions dropdown menu and select “Change Status”:



# Verizon Activation Process (single SIM/device)

After clicking on “Change Status” a Change Status screen will pop up. To activate the SIM, you can either choose a status of Testing or Activated. Note that no matter what option you choose, the state will go into a Testing state once the SIM is activated. The Testing state is an active state that will automatically transition to an Activated (billing) state after 150 days, 60 KBs of data consumption or 15 SMS. For the purposes of this doc, the state of Testing will be chosen from the dropdown. After selecting Testing, click Update:



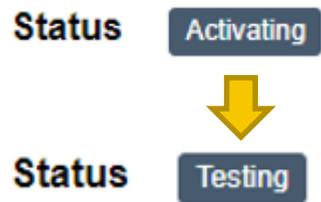
The screenshot shows a web interface titled "Change status". Below the title is a form with a "Status" label and a dropdown menu. The dropdown menu is open, showing two options: "Testing" and "Activated". The "Testing" option is highlighted in blue. Below the dropdown menu is a blue "Update" button.

# Verizon Activation Process (single SIM/device)

You will be taken back to the Details screen. At the top of the screen you will see the following:

Status updated. First activation may take up to 1 hour. Connection will be activated with default plan (Data US only, SMS, No Voice) with a Free Allowance (first of 60KB/15SMS or 150 days).

The first activation typically occurs in a couple of minutes. You will note that the first status that the Details screen shows is “Activating”. It will eventually transition to “Testing”:



Once you see the SIM in a “Testing” state, you know the SIM is activated.

# Verizon Activation Process (single SIM/device)

At this point, you now have an active SIM that is paired for use with the device IMEI that you specified. If your application only requires Internet Direct (where the device is provided with access to the Internet), you can begin device setup as defined by your device manufacturer and start using the device.

If you are a Telit VPN customer, you can also begin device setup as defined by your device manufacturer, but before you can communicate with the device through your VPN, you will first need to ask Telit to associate the SIM(s) you just activated with your VPN. To get this done, send the ICCID(s) that you just activated to [support-iotconnectivity@telit.com](mailto:support-iotconnectivity@telit.com). Doing so will open a case that will be routed to our engineering department. In the body of the email, be sure to include the ICCID(s) and a note asking engineering to associate the SIM(s) with your VPN. Once engineering completes the work, they will send you an email containing the private IP address(es) that you will need to use to access the device(es).

# > Activation of Multiple SIMs

# Verizon Activation Process (multiple SIMs/devices)

Telit provides a method to activate multiple Verizon SIMs at the same time. This is accomplished by using the bulk edit tool in the IoT Portal. Before activating Verizon SIMs in bulk, you have to set the IMEIs. Setting multiple IMEIs can also be accomplished by using the bulk edit tool in the IoT Portal. The pages that follow explain the two bulk process (setting the IMEIs and activating the SIMs).

# Verizon Activation Process (multiple SIMs/devices)

Using the bulk edit tool to set IMEIs:

The first thing you need to do is prepare a csv file. The csv shall have two column headers... one column header is iccid, the other is imei (please note that both of these headers are case sensitive). The ICCIDs need to be underneath the iccid header. The IMEIs need to be underneath the imei header. If using Excel to generate the csv, your spreadsheet (before saving as a .csv file) should look something like this:

	A	B	C
1	iccid	imei	
2	8914800000363285XXX1	35323806568XXX1	
3	8914800000363285XXX2	35323806568XXX2	
4			
5			

Save the csv to a location of your choosing on your computer.

# Verizon Activation Process (multiple SIMs/devices)

Next step is to navigate to the bulk edit tool in the IoT Portal. Bulk edit can be found by going to the table view of connections and then clicking on the Actions dropdown menu on the upper right hand side of your screen:

The screenshot displays the 'Connections' interface in the IoT Portal. At the top, there is a search bar labeled 'Search connections...'. Below it, the page title 'Connections' is followed by filters for 'not\_in\_session', 'carrier', and 'status'. Navigation tabs include 'Dashboard', 'Realtime (Last 5h)', 'Table', and 'Map'. A dropdown menu shows '200' items and '8 connections found.'. The table has columns for 'Identity', 'Imei', 'Terminal id', 'Customer', 'In session', and 'Status'. An 'Actions' dropdown menu is open on the right, listing options: 'Add to campaign', 'Change tags', 'Recruiter', 'Refresh', and 'Bulk edit' (which is highlighted).

# Verizon Activation Process (multiple SIMs/devices)

Click on Bulk edit. You will see the following screen:

**TELIT IoT PORTAL** Dashboards Things Connections Developer Help deviceWISE

Connections > Bulk edit

## Bulk edit

Bulk Edit allows you to simultaneously modify multiple connections by uploading a CSV file with all the required edits. Each connection in the CSV is identified with one of the following identifiers: IMEI, ICCID, IMSI, ESN, MEID, or MSISDN and then the field(s) to change (ratePlan, ratePlanId, terminalId, imei, tags, secTags, "customX", "carrierCustomX", and status labels only, all others will be ignored). Below is a sample file:

**NOTE:** Some fields are **NOT** supported by all CDPs. For example: ratePlan and custom4 are not supported by IoT NA, and Jasper does not support ratePlanId. Depending on carrier and CDP type, some rate plan changes may not take effect until the beginning of the next month.

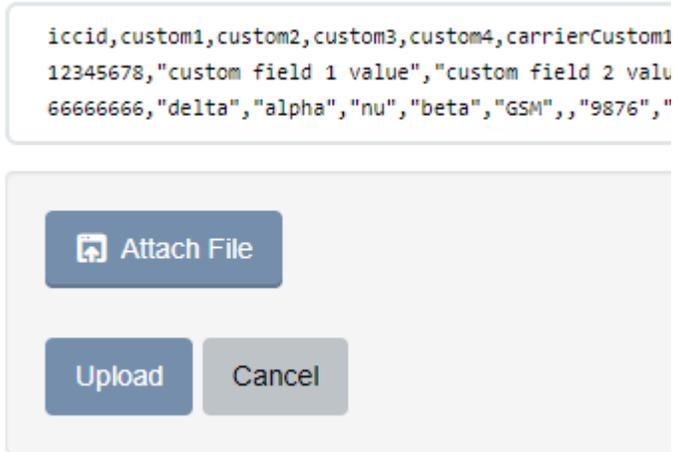
```
iccid,custom1,custom2,custom3,custom4,carrierCustom1,ratePlanId,ratePlan,status,tags
12345678,"custom field 1 value","custom field 2 value","custom field 3 value","custom field 4 value","carrier custom field 1 value","customer value","3210","20MB data plan","activated","tag1,tag2"
66666666,"delta","alpha","nu","beta","GSM",,"9876","1.5MB combo plan","activated","tag1,tag2"
```

Attach File

Upload Cancel

# Verizon Activation Process (multiple SIMs/devices)

Click on Attach File button:



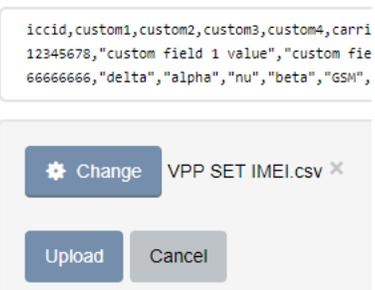
You will see a systems window pop up (if using Windows). You need to find the .csv file that you saved earlier and double click it.

# Verizon Activation Process (multiple SIMs/devices)

Click on Attach File button:

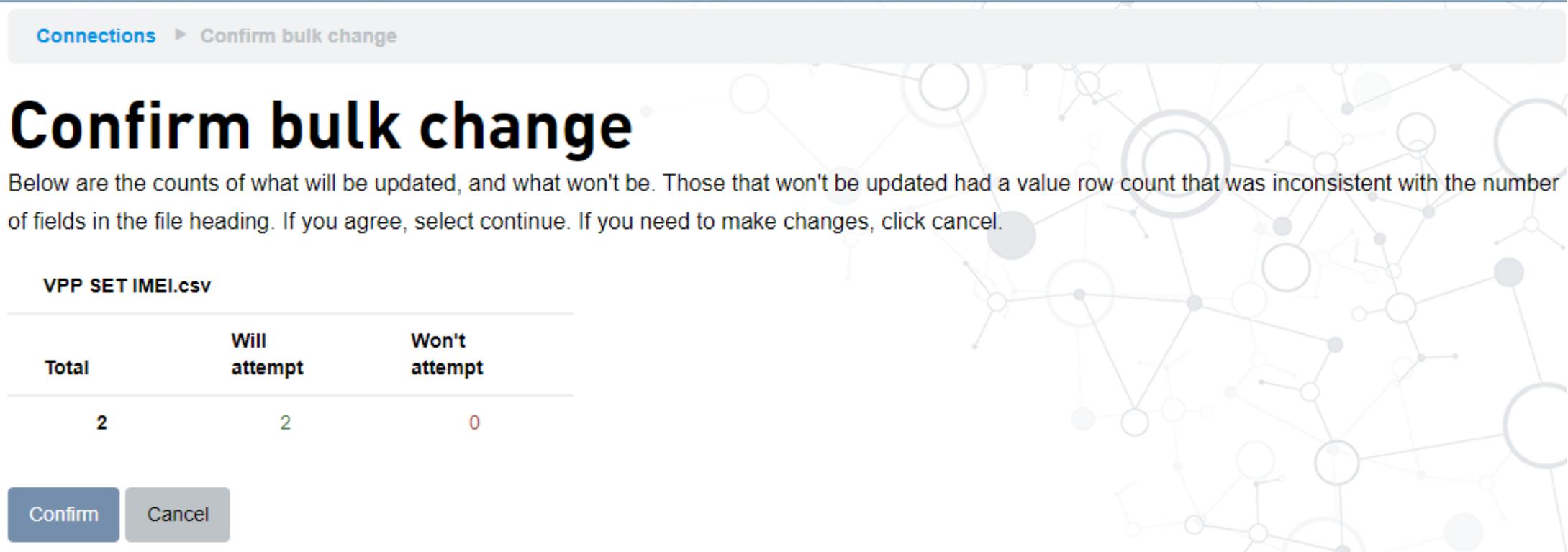


You will see a systems window pop up (if using Windows). You need to find the .csv file that you saved earlier and double click it. You will see that the Attach File button changed to a Change button and your .csv file name will be shown to the right of the Change button:



# Verizon Activation Process (multiple SIMs/devices)

Click on Upload button. If your csv file was formatted correctly, you will see the following confirmation page:



The screenshot shows a web interface for confirming a bulk change. At the top, there is a breadcrumb trail: "Connections > Confirm bulk change". Below this is a large heading "Confirm bulk change". A paragraph of text explains that the counts below indicate what will be updated and what won't be, due to inconsistent field counts in the file heading. It instructs the user to click "continue" if they agree or "cancel" if they need to make changes. A table displays the counts for a file named "VPP SET IMEI.csv". The table has three columns: "Total", "Will attempt", and "Won't attempt". The values are 2, 2, and 0 respectively. At the bottom of the table area are two buttons: "Confirm" and "Cancel".

Connections > Confirm bulk change

## Confirm bulk change

Below are the counts of what will be updated, and what won't be. Those that won't be updated had a value row count that was inconsistent with the number of fields in the file heading. If you agree, select continue. If you need to make changes, click cancel.

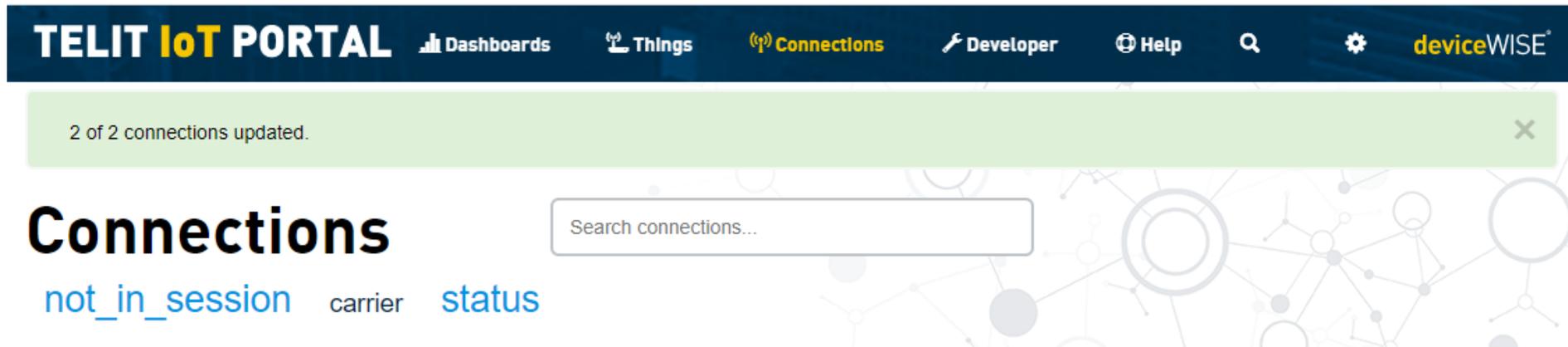
VPP SET IMEI.csv

Total	Will attempt	Won't attempt
2	2	0

Confirm Cancel

# Verizon Activation Process (multiple SIMs/devices)

If ready to set the IMEIs, click on the Confirm button. You will be taken back to the Connections page and see a message at the top of the screen that states that X of X connections have been updated:



Click on the X (right hand side of connections updated message) to clear the message. At this point your IMEIs are set. The next step is to activate the SIMs.

# Verizon Activation Process (multiple SIMs/devices)

Using the bulk edit tool to activate the SIMs:

The first thing you need to do is prepare a csv file. The csv shall have two column headers... one column header is iccid, the other is status (please note that both of these headers are case sensitive). The ICCIDs need to be underneath the iccid header. The word **testing** or **activated** needs to be underneath the status header (for each ICCID that you have in the iccid column). If using Excel to generate the csv, your spreadsheet (before saving as a .csv file) should look something like this:

	A	B
1	iccid	status
2	8914800000363285XXX1	activated
3	8914800000363285XXX2	activated

Save the csv to a location of your choosing on your computer.

# Verizon Activation Process (multiple SIMs/devices)

Next step is to navigate to the bulk edit tool in the IoT Portal. Bulk edit can be found by going to the table view of connections and then clicking on the Actions dropdown menu on the upper right hand side of your screen:

The screenshot shows the 'Connections' page in the IoT Portal. At the top, there is a search bar labeled 'Search connections...'. Below it, there are filters for 'not\_in\_session', 'carrier', and 'status'. The page has tabs for 'Dashboard', 'Realtime (Last 5h)', 'Table', and 'Map', with 'Table' selected. A dropdown menu shows '200' and '8 connections found.'. The table has columns for 'Identity', 'Imei', 'Terminal id', 'Customer', 'In session', and 'Status'. Two rows are visible, both with 'Not in session' status. An 'Actions' dropdown menu is open on the right, listing options: 'Add to campaign', 'Change tags', 'Recruiter', 'Refresh', and 'Bulk edit' (which is highlighted).

# Verizon Activation Process (multiple SIMs/devices)

Click on Bulk edit. You will see the following screen:

**TELIT IoT PORTAL** Dashboards Things Connections Developer Help deviceWISE

Connections > Bulk edit

## Bulk edit

Bulk Edit allows you to simultaneously modify multiple connections by uploading a CSV file with all the required edits. Each connection in the CSV is identified with one of the following identifiers: IMEI, ICCID, IMSI, ESN, MEID, or MSISDN and then the field(s) to change (ratePlan, ratePlanId, terminalId, imei, tags, secTags, "customX", "carrierCustomX", and status labels only, all others will be ignored). Below is a sample file:

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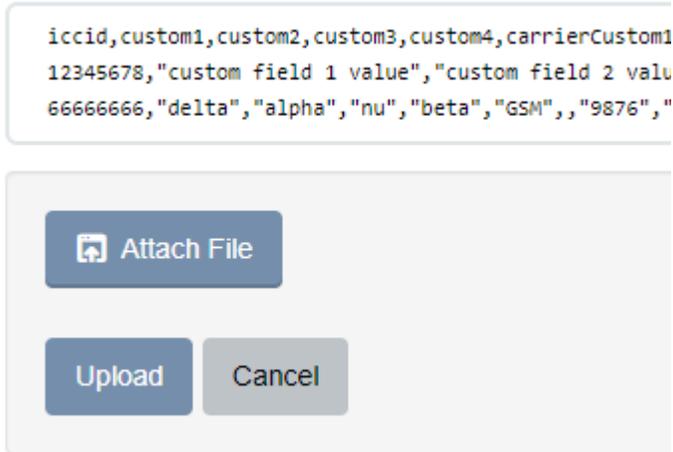
```
iccid,custom1,custom2,custom3,custom4,carrierCustom1,ratePlanId,ratePlan,status,tags
12345678,"custom field 1 value","custom field 2 value","custom field 3 value","custom field 4 value","carrier custom field 1 value","customer value","3210","20MB data plan","activated","tag1,tag2"
66666666,"delta","alpha","nu","beta","GSM",,"9876","1.5MB combo plan","activated","tag1,tag2"
```

Attach File

Upload Cancel

# Verizon Activation Process (multiple SIMs/devices)

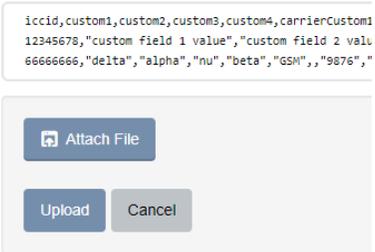
Click on Attach File button:



You will see a systems window pop up (if using Windows). You need to find the .csv file that you saved earlier and double click it.

# Verizon Activation Process (multiple SIMs/devices)

Click on Attach File button:

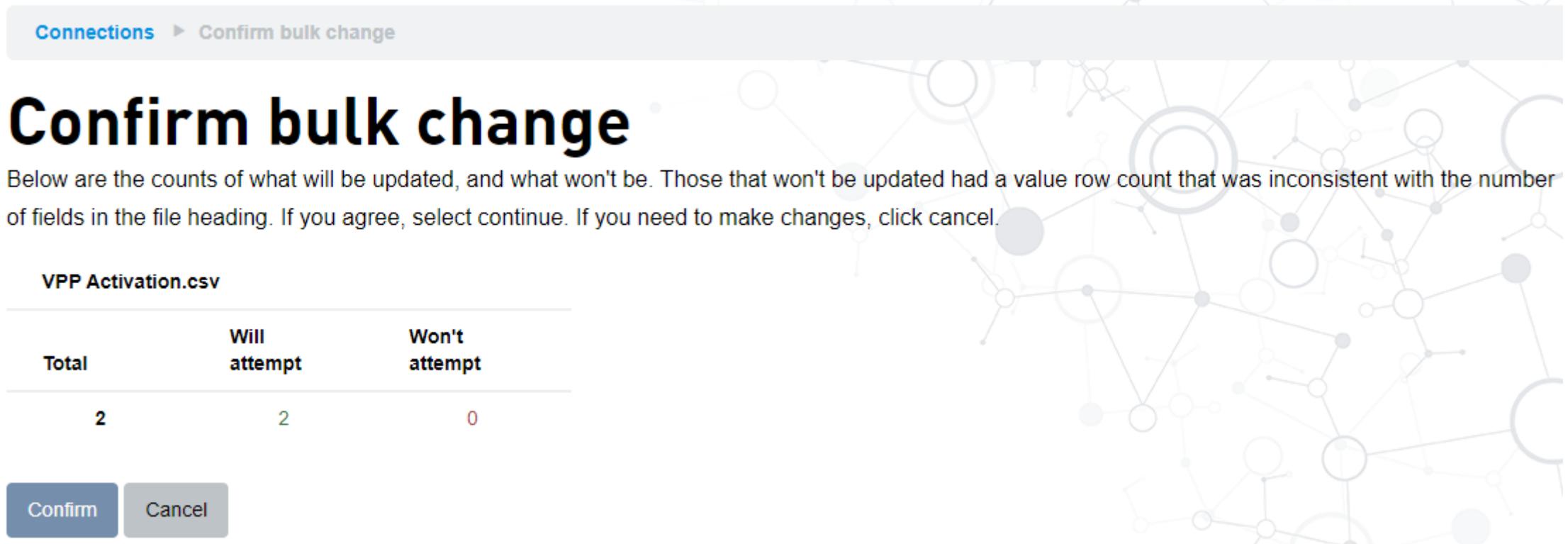


You will see a systems window pop up (if using Windows). You need to find the .csv file that you saved earlier and double click it. You will see that the Attach File button changed to a Change button and your .csv file name will be shown to the right of the Change button:



# Verizon Activation Process (multiple SIMs/devices)

Click on Upload button. If your csv file was formatted correctly, you will see the following confirmation page:



The screenshot shows a confirmation page titled "Confirm bulk change" under the "Connections" menu. Below the title, there is explanatory text about row counts. A table displays the results for "VPP Activation.csv", showing 2 total rows, 2 rows that will be attempted, and 0 rows that won't be attempted. At the bottom, there are "Confirm" and "Cancel" buttons.

**Connections** ▶ Confirm bulk change

## Confirm bulk change

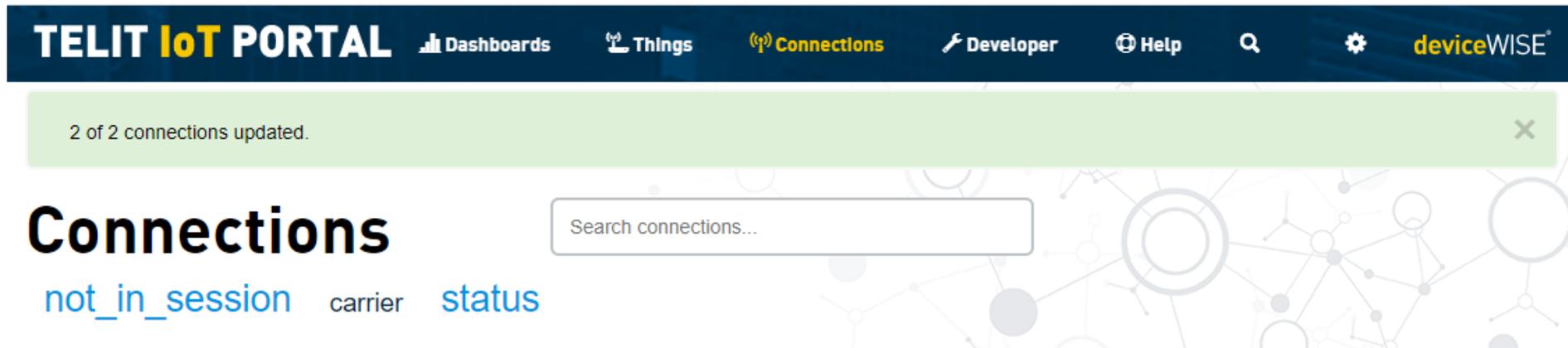
Below are the counts of what will be updated, and what won't be. Those that won't be updated had a value row count that was inconsistent with the number of fields in the file heading. If you agree, select continue. If you need to make changes, click cancel.

VPP Activation.csv

Total	Will attempt	Won't attempt
2	2	0

# Verizon Activation Process (multiple SIMs/devices)

If ready to activate the SIMs, click on the Confirm button. You will be taken back to the Connections page and see a message at the top of the screen that states that X of X connections have been updated:



Click on the X (right hand side of connections updated message) to clear the message. At this point your ICCIDs have been submitted to Verizon for activation. Verizon activations typically complete in a couple of minutes. You can verify the status of your SIMs by searching on them in the IoT portal.

# Verizon Activation Process (multiple SIMs/devices)

Once you determine that your SIMs are activated, you can begin device setup as defined by your device manufacturer and start using the devices if your application only requires Internet Direct (device is provided with access to the Internet).

If you are a Telit VPN customer, you can also begin device setup as defined by your device manufacturer, but before you can communicate with the devices through your VPN, you will first need to ask Telit to associate the SIMs you just activated with your VPN. To get this done, send the list of ICCIDs that you just activated to [support-iotconnectivity@telit.com](mailto:support-iotconnectivity@telit.com). Doing so will open a case that will be routed to our engineering department. In the body of the email, be sure to include the ICCIDs and a note asking engineering to associate the SIMs with your VPN. Once engineering completes the work, they will send you an email containing the private IP addresses that you will need to use to access the devices.

# Thank You!

Any feedback/questions/comments please email [support-iotconnectivity@telit.com](mailto:support-iotconnectivity@telit.com)

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