

Verizon Activation Process

Activate Verizon SIMs using SKU (UI)

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Introduction

The purpose of this document is to show the reader how to activate Verizon SIMs on Telit's platform using Telit's IoT Portal (UI) and the Verizon SKU of the device.

The Verizon SKU is an identifier assigned by Verizon to a device when the device is certified by Verizon to operate on their network.

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 understands 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>

Verizon Activation Process (single SIM/device)

The first step to activate a Verizon SIM is to look up the SIM in the IoT Portal and verify that the SIM has a status of Inventory. Inventory is the state that Verizon SIMs are set to when ordered from Telit.

Viewing 8914800000363285XXXX

Custom: Status: **Inventory** Carrier: Verizon Wireless Session: Not in session

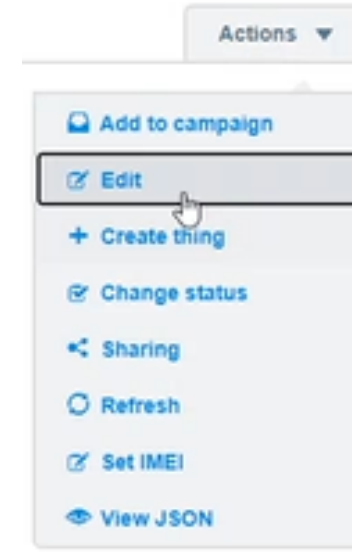
Details Usage History SMS Remote AT

Id		Date added	2020-09-21 15:26:32 +0000
CDP name	Verizon	Date activated	
Rate plan		Last synced	
Status	Inventory	Month to date data	
IP address		Month to date SMS	
ICCID	8914800000363285XXXX	Month to date voice	
IMSI		Custom 1	
MSISDN		Custom 2	
SKU		Custom 3	
Tags	not set	Custom 4	
Security tags	not set	Carrier custom 1	
		Carrier custom 2	
		Carrier custom 3	
		Carrier custom 4	

Verizon Activation Process (single SIM/device)

The next step is to determine the Verizon SKU* of the device you plan on using with the SIM.

To set the SKU in the IoT Portal click on the Actions drop down menu and select “Edit”.



* The Verizon SKU is an identifier assigned by Verizon to a device when the device is certified to operate on their network. Verizon device certifications are managed through Verizon’s ODI portal (<https://opendevdevelopment.verizonwireless.com/>).

Verizon Activation Process (single SIM/device)

After selecting “Edit” an edit screen will pop up. This is the screen where you need to enter in the SKU and click the update button to save it to Telit’s platform.

Editing 8914800000363285XXXX

Rate Plan
Select Rate Plan

Terminal ID

SKU
VZW0800002XXXX

Verizon Custom 1

Verizon Custom 2

Verizon Custom 3

Custom 1

Custom 2

Custom 3

Custom 4

Billing plan code
None

VAS package code
None

Tags
+

Security tags
+

Update Cancel

Verizon Activation Process (single SIM/device)

After clicking update, you will be taken back to the Details screen. The SKU field should now be populated with the SKU you just entered and saved. Verify that the SKU is correct before proceeding.

Viewing 8914800000363285XXXX

Custom:

Status: Inventory

Carrier: Verizon Wireless

Session: Not in session

Details

Usage

History

SMS

Remote AT

Id

CDP name

Rate plan

Status

IP address

ICCID

IMSI

MSISDN

SKU

Tags

Security tags

Verizon

Inventory

8914800000363285XXXX

VZW0800002XXXX

not set

not set

Date added

Date activated

Last synced

Month to date data

Month to date SMS

Month to date voice

Custom 1

Custom 2

Custom 3

Custom 4


Carrier custom 1

Carrier custom 2

Carrier custom 3

Carrier custom 4

2020-09-21 15:26:32 +0000

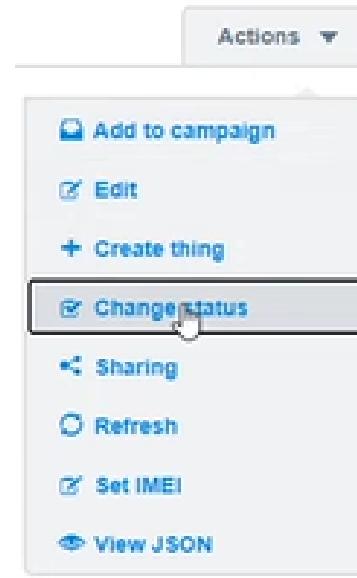


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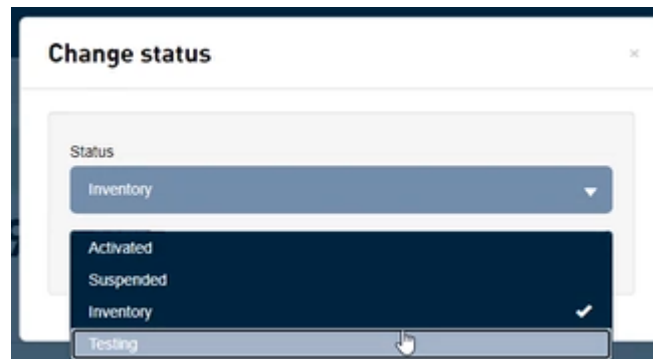
Verizon Activation Process (single SIM/device)

Once you confirm that the SKU 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)

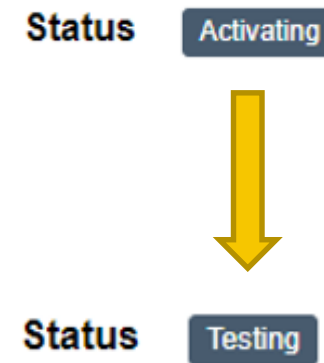
After clicking on “Change Status” a Change Status screen will pop up. To activate the SIM, you can either choose a status of Testing or Activated. Note that no matter what option you choose, the state will go into a Testing state once the SIM is activated. The Testing state is an active state that will 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:



Verizon Activation Process (single SIM/device)

At this point, you will be taken back to the Details screen. The top of the screen will show a message that states that the Status was updated and that it may take up to 2 hours to complete. This is not typical. Verizon SIM activations usually take a couple of minutes to complete.

While you are waiting for your SIM to activate, you will notice that the Status on the details screen shows “Activating”. If you choose to wait on the Details screen, you will see the Status change from “Activating” to “Testing”. When the status shows “Testing”, you know the SIM is active.



Verizon Activation Process (single SIM/device)

You now have an active SIM that can be installed in a Verizon device that has the same SKU that you set earlier in this procedure. If your application only requires Internet Direct (device 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. 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).

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 must set the SKUs for those SIMs in Telit's platform. Setting the SKUs for the SIMs can also be accomplished by using the bulk edit tool in the IoT Portal.

The pages that follow explain the two bulk processes (setting the SKUs and activating the SIMs).

Verizon Activation Process (multiple SIMs/devices)

The very first thing you need to do is verify that the SIMs that you want to activate are currently in an “Inventory” status. The easiest way to check this is to navigate to the table view of connections, copy/paste the ICCIDs into the search bar and hit enter. The Status* column will show you the state.

The screenshot shows the 'Connections' interface. At the top, there is a search bar containing the text '8914800000363285XXX1 8914800000363285XXX2'. Below the search bar, there are tabs for 'in_session', 'not_in_session', 'carrier', and 'status'. Underneath these tabs are buttons for 'Dashboard', 'Realtime (Last 5h)', 'Table', and 'Map'. The 'Table' button is selected. Below the buttons, there is a dropdown menu set to '50' and the text '2 connections found.'. The table has columns: Identity, Imei, Terminal id, Customer, In session, Ip address, Usage month data, and Status. There are two rows of data, both with 'Not in session' in the 'In session' column and 'Inventory' in the 'Status' column. The 'Identity' column shows ICCIDs: 8914800000363285XXX1 and 8914800000363285XXX2.

Identity	Imei	Terminal id	Customer	In session	Ip address	Usage month data	Status
ICCID: 8914800000363285XXX1				Not in session			Inventory
ICCID: 8914800000363285XXX2				Not in session			Inventory

* If you do not see the Status column, you can add it to your view by customizing your columns. To customize columns, click on the set of gears (⚙️) on the left-hand side of the screen. A “Customize Columns” window will pop up. It is here that you can add the Status column.

Verizon Activation Process (multiple SIMs/devices)

Using the bulk edit tool to set SKUs:

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 cdp.sku (please note that both headers are case sensitive). The ICCIDs need to be underneath the iccid header. The SKUs need to be underneath the cdp.sku 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	cdp.sku	
2	891480000363285XXX1	VZW0800002XXXXXX	
3	891480000363285XXX2	VZW0800002XXXXXX	
4			
5			

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

Verizon Activation Process (multiple SIMs/devices)

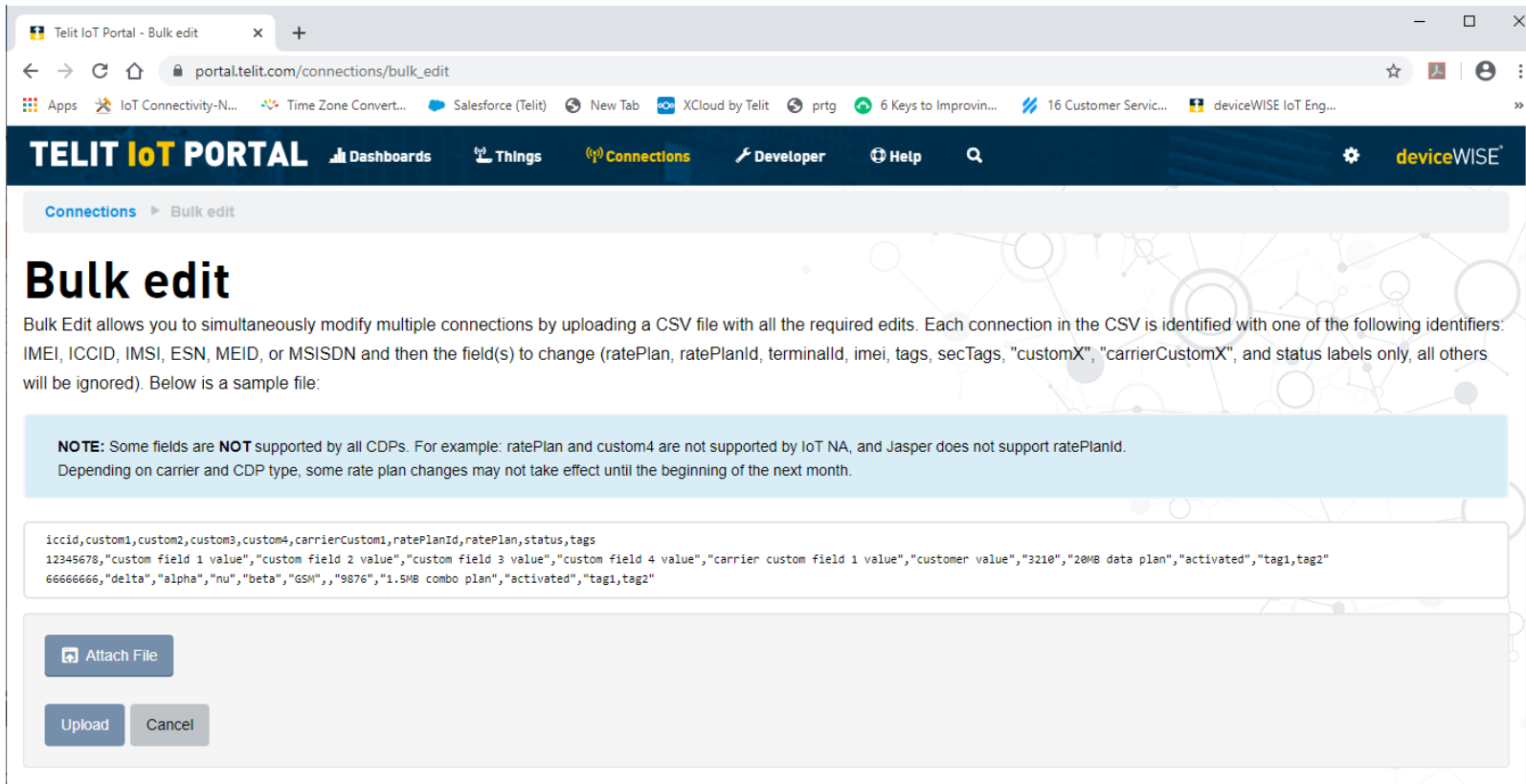
Next step is to navigate to the bulk edit tool in the IoT Portal. Bulk edit can be found by going to the table view of connections and then clicking on the Actions dropdown menu on the upper right-hand side of your screen:

The screenshot displays the 'Connections' page in the Verizon IoT Portal. At the top, there is a search bar containing the text '8914800000363285XXX1 8914800000363285XXX2'. Below the search bar, there are tabs for 'in_session', 'not_in_session', 'carrier', and 'status'. The 'Table' tab is selected, showing a list of connections. The table has columns for Identity, Imei, Terminal id, Customer, In session, Ip address, Usage month data, and Status. Two connections are listed, both with the status 'Not in session'. On the right side of the table, there is an 'Actions' dropdown menu. The menu is open, showing options: 'Add to campaign', 'Change tags', 'Recruiter', 'Refresh', and 'Bulk edit'. The 'Bulk edit' option is highlighted with a mouse cursor.

Identity	Imei	Terminal id	Customer	In session	Ip address	Usage month data	Status
ICCID: 8914800000363285XXX1				Not in session			Inventory
ICCID: 8914800000363285XXX2				Not in session			Inventory

Verizon Activation Process (multiple SIMs/devices)

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



The screenshot shows a web browser window with the URL `portal.telit.com/connections/bulk_edit`. The page title is "Telit IoT Portal - Bulk edit". The navigation bar includes "Dashboards", "Things", "Connections", "Developer", and "Help". The "Connections" menu is expanded, showing "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"
```

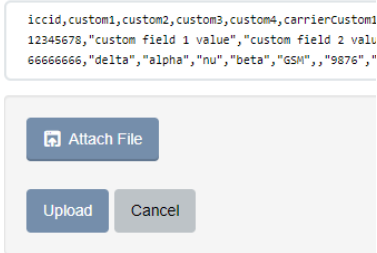
Attach File

Upload Cancel

Verizon Activation Process (multiple SIMs/devices)

Click on Attach File button:

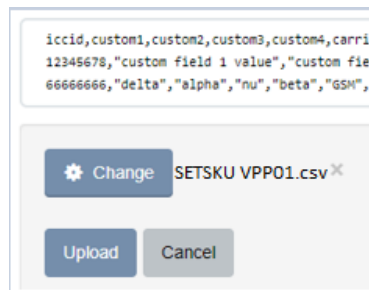
```
iccid,custom1,custom2,custom3,custom4,carrierCustom1
12345678,"custom field 1 value","custom field 2 valu
66666666,"delta","alpha","nu","beta","GSM",,"9876","
```



The screenshot shows a text area with a CSV header and two data rows. Below the text area is a button labeled 'Attach File' with a file icon. At the bottom are 'Upload' and 'Cancel' buttons.

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:

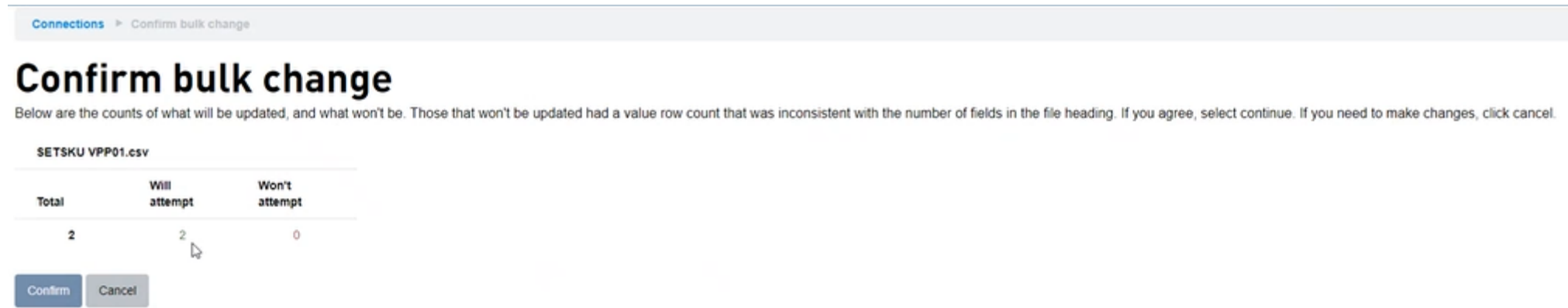
```
iccid,custom1,custom2,custom3,custom4,carri
12345678,"custom field 1 value","custom fie
66666666,"delta","alpha","nu","beta","GSM",
```



The screenshot shows the same text area as before. The 'Attach File' button has been replaced by a 'Change' button with a gear icon. To the right of the 'Change' button, the filename 'SETSKU VPP01.csv' is displayed with a close icon. 'Upload' and 'Cancel' buttons remain at the bottom.

Verizon Activation Process (multiple SIMs/devices)

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



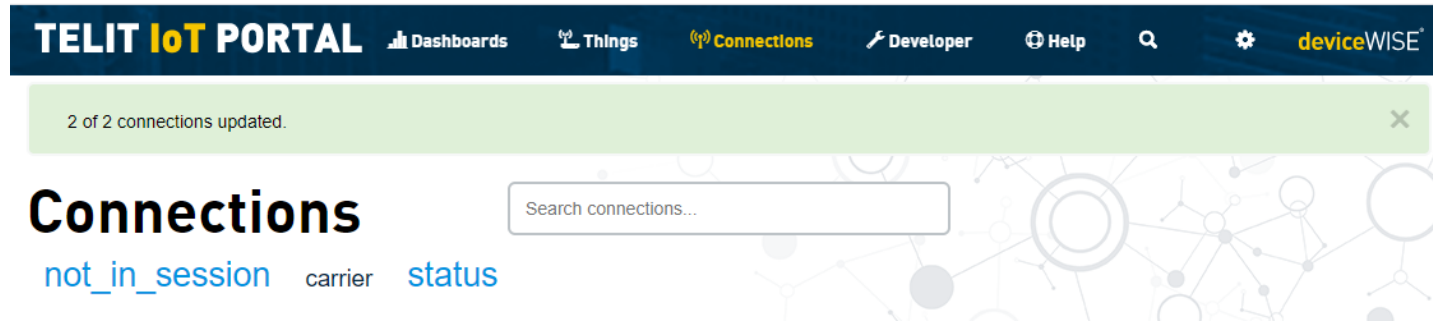
The screenshot shows a web interface for confirming a bulk change. At the top, there is a breadcrumb trail: "Connections > Confirm bulk change". Below this is the heading "Confirm bulk change". A message states: "Below are the counts of what will be updated, and what won't be. Those that won't be updated 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." Below the message, the filename "SETSKU VPP01.csv" is displayed. A table shows the counts: "Total" is 2, "Will attempt" is 2, and "Won't attempt" is 0. At the bottom, there are "Confirm" and "Cancel" buttons.


Total	Will attempt	Won't attempt
2	2	0

If ready to set the SKUs, click on the Confirm button.

Verizon Activation Process (multiple SIMs/devices)

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 SKUs are set, but you should spot check a few SIMs to verify the SKUs were set correctly. To spot check, search on a SIM or SIMs of your choice, click on the , and verify SKU is correct.

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	891480000388312XXX1	testing
3	891480000388312XXX2	testing

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

Verizon Activation Process (multiple SIMs/devices)

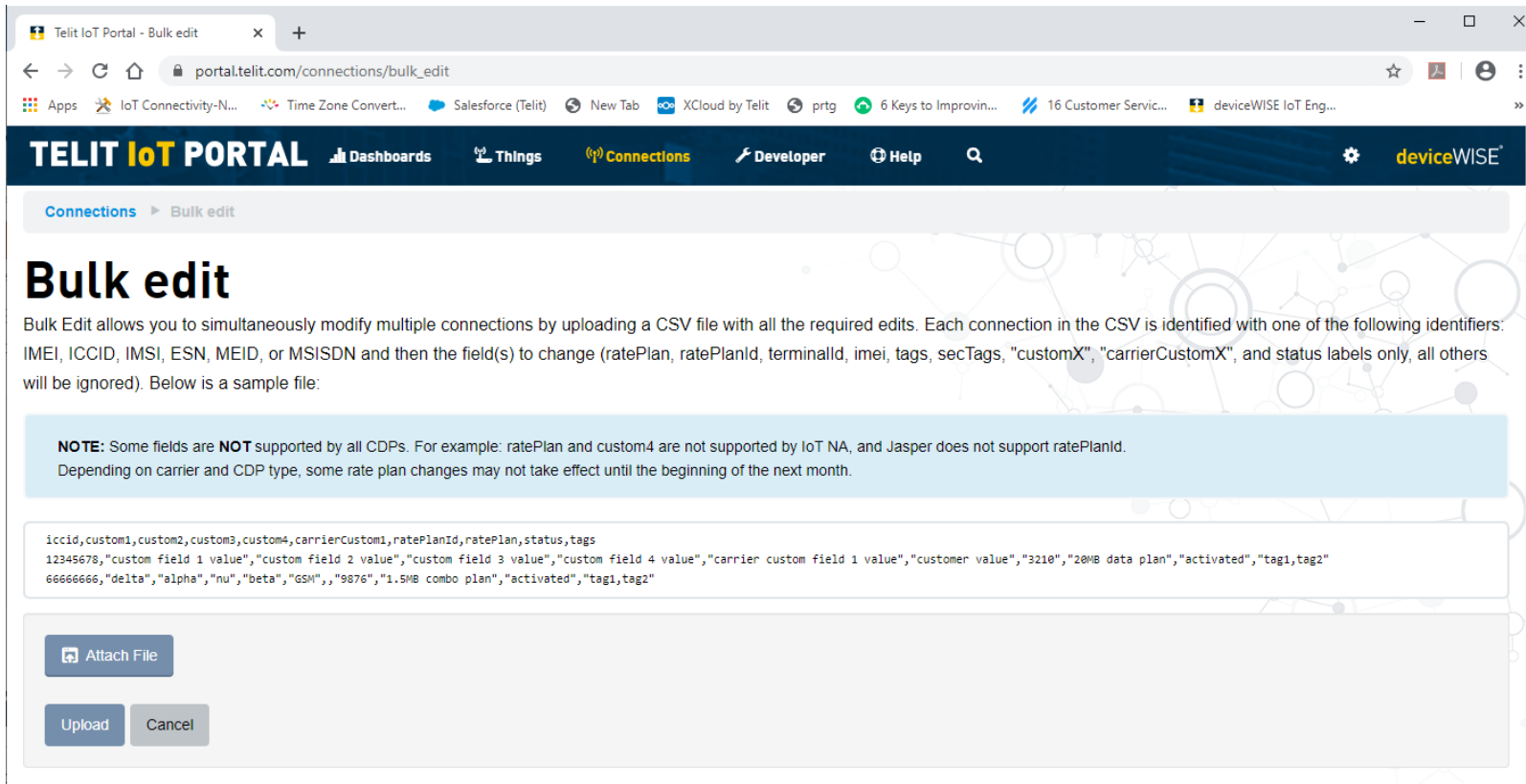
Next step is to navigate to the bulk edit tool in the IoT Portal. Bulk edit can be found by going to the table view of connections and then clicking on the Actions dropdown menu on the upper right-hand side of your screen:

The screenshot shows the 'Connections' page in the Verizon IoT Portal. At the top, there is a search bar containing the text '8914800000363285XXX1 8914800000363285XXX2'. Below the search bar, there are tabs for 'in_session', 'not_in_session', 'carrier', and 'status'. The 'Table' tab is selected, and the 'Map' tab is also visible. On the left side, there is a dropdown menu showing '50' and '2 connections found.' Below this, there is a table with the following columns: Identity, Imei, Terminal id, Customer, In session, Ip address, Usage month data, and Status. The table contains two rows of data. The first row has the Identity 'ICCID: 8914800000363285XXX1' and the In session status 'Not in session'. The second row has the Identity 'ICCID: 8914800000363285XXX2' and the In session status 'Not in session'. On the right side, there is an 'Actions' dropdown menu. The menu is open, showing options: 'Add to campaign', 'Change tags', 'Recruiter', 'Refresh', and 'Bulk edit'. The 'Bulk edit' option is highlighted with a mouse cursor.

Identity	Imei	Terminal id	Customer	In session	Ip address	Usage month data	Status
ICCID: 8914800000363285XXX1				Not in session			Inventory
ICCID: 8914800000363285XXX2				Not in session			Inventory

Verizon Activation Process (multiple SIMs/devices)

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



The screenshot shows the Telit IoT Portal interface. The browser address bar displays 'portal.telit.com/connections/bulk_edit'. The navigation bar includes 'Dashboards', 'Things', 'Connections', 'Developer', and 'Help'. The 'Connections' section is active, and the 'Bulk edit' page is loaded. The page title is 'Bulk edit'. Below the title, a paragraph explains that Bulk Edit allows simultaneous modification of multiple connections via a CSV file, listing identifiers like IMEI, ICCID, IMSI, ESN, MEID, and MSISDN, and fields like ratePlan, ratePlanId, terminalId, imei, tags, secTags, customX, carrierCustomX, and status labels. A note specifies that some fields are not supported by all CDPs, with examples like ratePlan and custom4 not being supported by IoT NA, and Jasper not supporting ratePlanId. A sample CSV file is provided with columns: iccid, custom1, custom2, custom3, custom4, carrierCustom1, ratePlanId, ratePlan, status, tags. The sample data includes two rows of connection information. At the bottom, there is an 'Attach File' button, an 'Upload' button, and a 'Cancel' button.

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"
```

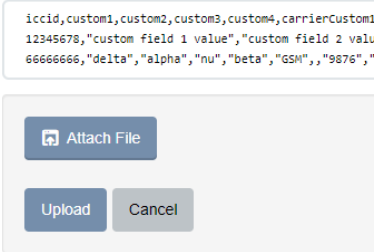
Attach File

Upload Cancel

Verizon Activation Process (multiple SIMs/devices)

Click on Attach File button:

```
iccid,custom1,custom2,custom3,custom4,carrierCustom1
12345678,"custom field 1 value","custom field 2 valu
66666666,"delta","alpha","nu","beta","GSM",,"9876","
```

A screenshot of a web interface for Verizon activation. At the top, there is a text area containing a CSV file with three lines of data. Below the text area, there is a button labeled 'Attach File' with a document icon. Underneath this button are two smaller buttons: 'Upload' and 'Cancel'.

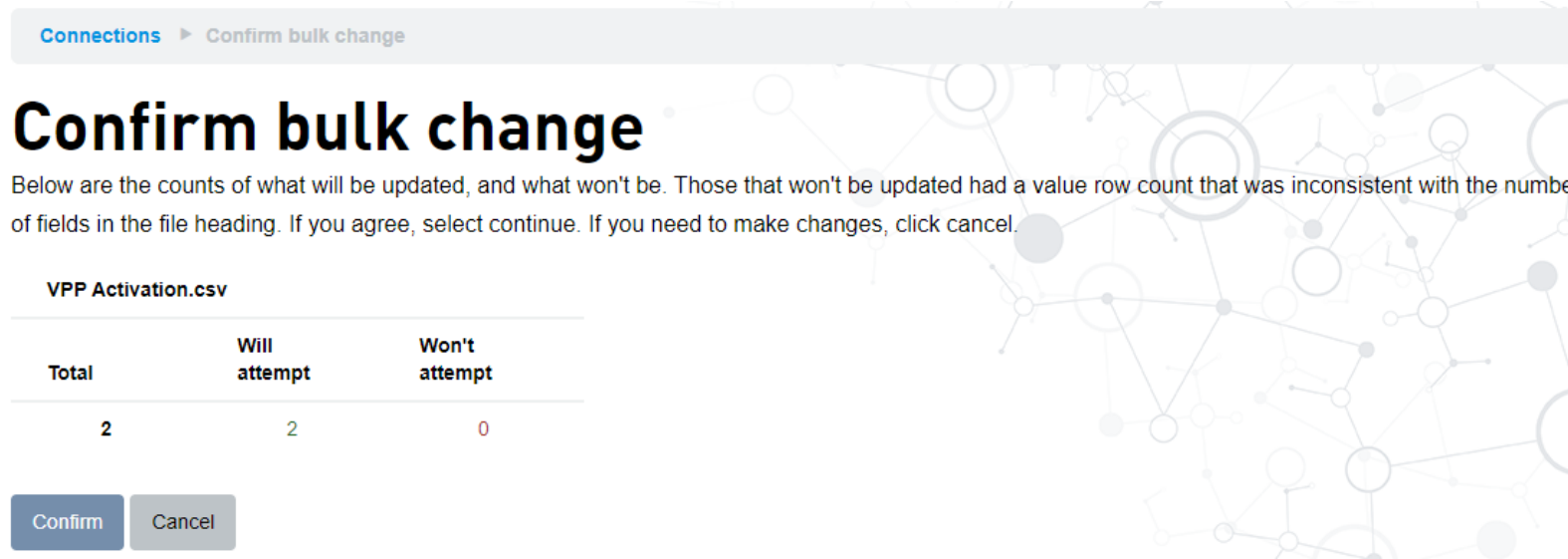
You will see a systems window pop up (if using Windows). You need to find the .csv file that you saved earlier and double click it. You will see that the Attach File button changed to a Change button and your .csv file name will be shown to the right of the Change button:

```
iccid,custom1,custom2,custom3,custom4,carri
12345678,"custom field 1 value","custom fie
66666666,"delta","alpha","nu","beta","GSM",
```

A screenshot of the same web interface as before, but the 'Attach File' button has been replaced by a 'Change' button with a gear icon. To the right of the 'Change' button, the filename 'VPP Activation.csv' is displayed. The 'Upload' and 'Cancel' buttons remain below.

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" followed by a right-pointing triangle and "Confirm bulk change". Below this is the main heading "Confirm bulk change" in a large, bold, black font. Under the heading is a paragraph of text: "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." Below the text is a table titled "VPP Activation.csv". The table has three columns: "Total", "Will attempt", and "Won't attempt". The first row of data shows "2" under "Total", "2" under "Will attempt", and "0" under "Won't attempt". At the bottom of the table are two buttons: "Confirm" (in a blue box) and "Cancel" (in a grey box). The background of the page features a faint, light grey network diagram with nodes and connecting lines.

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

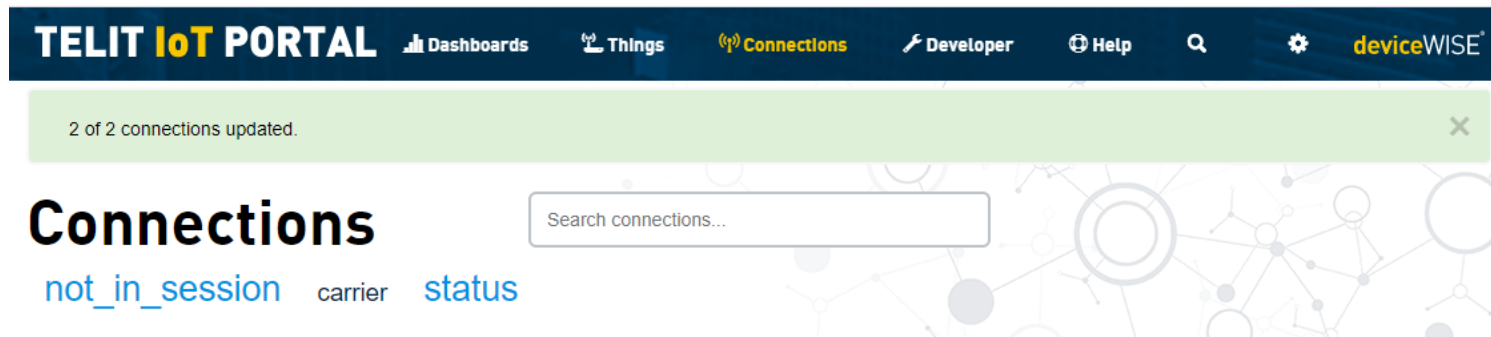
Total	Will attempt	Won't attempt
2	2	0

Confirm Cancel

If ready to activate the SIMs, click the Confirm button.

Verizon Activation Process (multiple SIMs/devices)

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. Remember, you are looking for the SIMs to be in a Testing state. Once you see the SIMs in a Testing state, you know that the SIMs are activated.

Verizon Activation Process (multiple SIMs/devices)

You now have active SIM(s) that can be installed in Verizon devices that have the same SKU that you set earlier in this procedure. If your application only requires Internet Direct (device 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. 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).

Thank You!

Any feedback/questions/comments please email support-iotconnectivity@telit.com

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