



## Global SIM

ADS is introducing a global SIM in new equipment starting in late October 2024. These SIMS are not activated upon arrival of the equipment.

Please contact Client Services to activate the SIM. Client Services will need the number string at the bottom of the card in order to activate the card. Take a picture of the card/s and send via e-mail or text message listed below.

The Global SIM uses a private VPN to keep the data connection secure. ADS uses FortiClient VPN software for this connection. This VPN requires a user name and password for login. New customers will need to download the FortiClient VPN software and obtain a user name and password. Please reach out to Client Services to get access to the software and the setup of credentials.



Client Services Contact information:

E-mail: [adssupportcenter@idexcorp.com](mailto:adssupportcenter@idexcorp.com)  
Phone: 1-877-237-9585 or 256-430-6242  
Text: 1-877-237-9934