

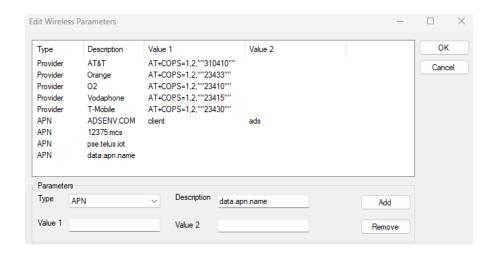
Global SIM

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

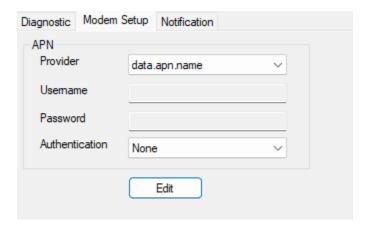
Please contact Client Services to activate the SIM. Client Services will need the number string at the bottom of the card in order to activate the card. Take a picture of the card/s and send via email listed below. Also, please state if you want a public or private IP address. A public IP address does not require the use of the ADS VPN. If you choose a private IP address, you will be asked to download and install Forticlient VPN and given access credentials to the VPN.



The APN for the modem is data.apn.name. An Advanced device will need to be setup on the monitor in QStartXML. Then edit the Advanced device and under the Modem Setup tab, create a type of APN and description is data.apn.name. Then select Add.



No user name or password is required. Authentication is set to None. You will need to activate the monitor with these settings.



Client Services Contact information:

E-mail: adssupportcenter@idexcorp.com Phone: 1-877-237-9585 or 256-430-6242