

The Regional Training Team's (RTT's) Tips and Tricks

Is my Iridium Subscriber Identification Module (SIM) chip activated?

Are you having problems getting your Iridium modem to connect? Have you verified that your SIM chip is activated? The following steps will walk you through how to verify that your SIM is properly activated.

Step 1: Verify that your problem is not hardware related. To do this, you should try using a known working SIM (if available). For additional information on how to test, refer to the November 2010 *PM J-AIT ITV Operations and Training Newsletter Tips and Tricks* article, "Got Iridium SIM chip, now what?"

<http://www.cascom.army.mil/Automation/ITV/newsletter/tips/Nov10tip.pdf>

Step 2: The first step would be to contact the General Dynamics Information Technology (GDIT) Customer Care by email at cs0@gdc4s.com or by phone at (312) 282-1048 (press "1" at the prompt). A customer service representative will then assist you in verifying that your SIM chip has been activated. It should be noted that only SIM chips purchased through the proper channels will be supported. For more information on acquiring a DoD approved SIM chip visit the September 2010 *PM J-AIT ITV Operations and Training Newsletter Tips and Tricks* article, "How to obtain an Iridium Modem SIM Chip" (<http://www.cascom.army.mil/Automation/ITV/newsletter/tips/Sep10tip.pdf>) for instructions.

Note: When emailing GDIT Customer Care with your questions, include the SIM chip serial number that is located on the face of the chip, the Mobile Subscriber Integrated Services Digital Network Number (MSISDN) number if available, and any additional information needed.

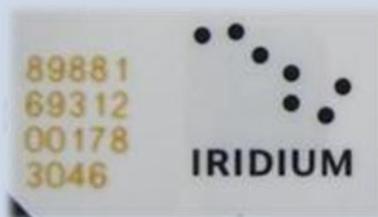


Figure 1. Iridium SIM chip showing a 19 character S/N

Step 3: If your SIM is activated and is still not functioning correctly you will need to verify that it has been properly provisioned on the EMSS Gateway Apollo server. If the SIM is not provisioned on the Apollo server, your Iridium modem will not authenticate on the server. To verify if your SIM has been provisioned, you will need to fill out an online Apollo/Direct NIPRNet Provisioning Request form at https://inah.pac.disa.mil/protected/apollo_order.shtml.

Note: A valid Common Access Card (CAC) is required to access the form which may require a 48 – 72 hour turnaround to get the number provisioned.