

## Vx610 CDMA - Unable to Connect to Network

Vx610 CDMA terminals require an “Over the Air Activation” (OTA) to complete the Activation of the terminal.

Some of the reasons a terminal may need to be reactivated are:

- OTA was not performed in deployment after the mobile numb was assigned.
- Terminal activation is requested while terminal is in the field.
- OTA was performed in deployment but there a data session was not established or a test transaction was not performed to lock in the process.
- Terminal was deactivated and reactivated/assigned a new phone numb, etc..

The terminal must have a successful OTA after a phone number is assigned to the ESN in order for the terminal to connect to the network.

Check to make sure antenna is securely attached.

The following are Activation steps with VMAC 3.3.0 and CommServer 3.71 loaded. The steps may vary slightly with different versions but are basically the same.

From the main idle screen terminal boots up to-

- Press F2 next to CommServer.
- Press the purple key all the way to the right (should bring you to the CDMA config screen)
- Press the purple key all the way to the left (under the down arrow on screen) until you see an option for “Maintenance” on the screen.
- Choose F4 for Maintenance.
- Terminal will ask: “Maintenance- Are you sure?”
- F1- Yes
- Press F2 for Activation
- Terminal will say Activation/ Pilot Acquired/ Modem Registered.
- After about 30 seconds, the terminal will say Processing, please wait and will begin to count down from 75 to 0.
- Once the countdown has completed, the terminal should read Activated.
- Exit; the terminal reboots.

If you go back into CommServer and the terminal is still not connected, run the CommServer Repair function

The repair should be successful and the terminal shows that it is connected