

# E20 Telit Modem Activation Procedure

For Verizon Service Only

## Before You Begin:

Install the E20 Gateway at the location where it will reside during normal operation, then power it to ensure your cellular provider will be able to communicate with it during the activation process.

## Setup

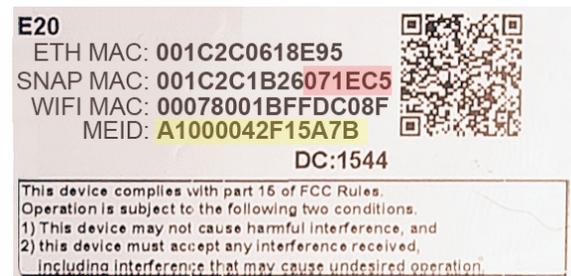
You will need to have the following information available to set up service.

Product Model Number : Synapse E20  
Product Manufacturer. : Synapse  
The modem MEID# : (Unique number located on the E20 label. Highlighted in yellow.)  
Type of Modem : M2M (Note: This isn't a normal cell phone.)

You will also need to know:

- If you will be using PPP connections and if tethering needs to be added to your account options.
- Your data plan usage requirements.
- A contact name for device issues.
- The location (Zip Code/City/ State) where the gateway will reside
- A unique device name for each E20 being activated.

*An example would be E20-071EC5. This uses the unique SNAP address on the unit label, (shown highlighted in red). Using the last 6 hex numbers will ensure each unit is unique and visually traceable.*



## Modem Activation

Contact a Verizon agent at 1-800-837-4966 and set up a contract, or contact your existing corporate Verizon representative if an account already exists.

**Note:** The agent will ask specific questions about the type of plan that will be used. This will depend on your application & related complexity, so be sure to have all information available. The agent will assign a phone number, inform you when activation will be complete, and finalize integration between the Gateway and your system.

**Email confirmations will be required by the designated account owner. If installation is performed away from the designated account owner, consider arrangements for email confirmation and completion of the activation process.**

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