# SWITCHING CARRIERS ON THE MXD-LTE

Section 1 Making your unit dual carrier ready.

Before attempting to change carriers, the following conditions must be met.

1. MUST HAVE an MXD-LTE with firmware 2.0 or greater. This information can be found in the unit details page. IF your unit is NOT 2.0 or greater contact Dealer support.
2. MUST HAVE the correct ClearComm Firmware (2.3.19). Updating ClearComm firmware will require a bridge connection. If you are unsure of how to use the bridge, more information can be found here: https://downloads. mytrexinc.com/myLink_Bridge_Technical_Guide_TG602-0.pdf.
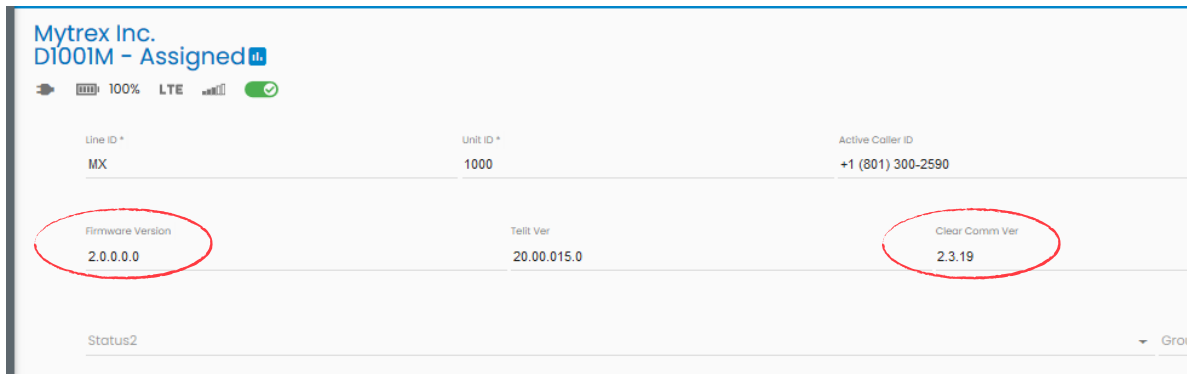
3. MUST HAVE an MXD-LTE with 2 Sim cards installed. (Check in myLink Unit management\SIM Management tab to verify Sim 2 slot is populated). If your unit does NOT have a secondary SIM please contact Dealer support.
4. Both SIMS MUST be active. If not, proceed to steps 5 thru 8 to activate the second SIM.
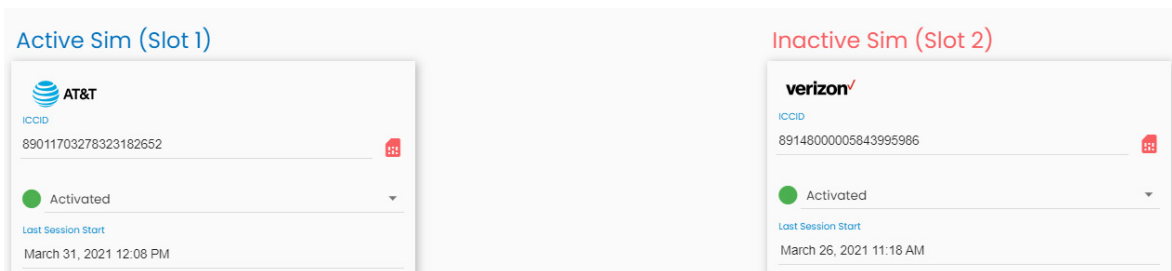
5. In myLink select the Unit management tab.
6. Once you have found the correct unit, navigate and click the "SIM Management" tab.
   a. Within the SIM Management tab you will see Slot 1 and Slot 2. On the inactive SIM click the drop-down menu and select "Activated".
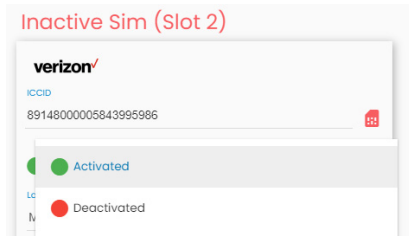
7. A pop-up window will appear with the following message. Select the box that acknowledges that you will incur an activation fee. Then click "Yes".


8. A message "SIM state updated successfully" will appear in green at the top right of the screen.
9. Go to the "Settings" tab and find the communications box. Verify your screen looks the same as the picture shown here. You may need to refresh your screen several times.
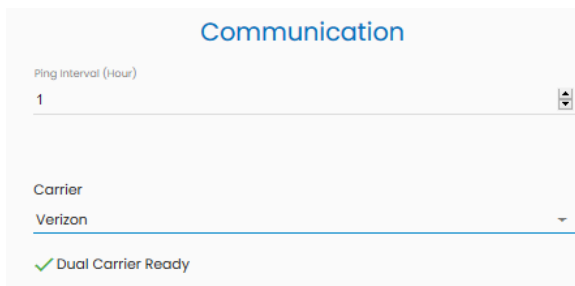

Once the communications box shows a green check and "Dual carrier ready" you can now proceed to sections 2, 3, or 4.
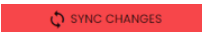
Section 2 How to switch carriers remotely on the MXD-LTE.

1. Navigate to the unit details page, scroll down to the Communication box. Select the carrier you want the MXD-LTE to use from the drop-down menu.
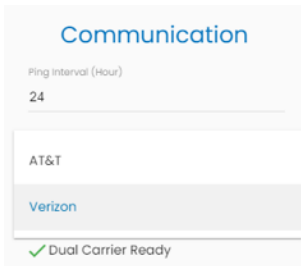
2. A pop up will appear with the following message "Do you want to deactivate the (other SIM) upon activation of the new carrier SIM"? Select Yes or No.
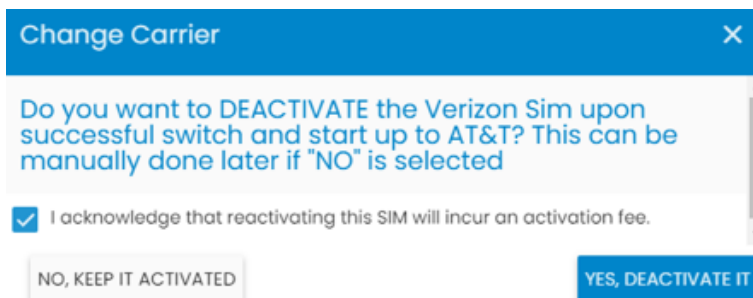
3. The myLink save button will be red, click the save button. [SAVE] A message will display in green "Database successfully updated". myLink is now updated.

4. Click the Sync changes button. [SYNC CHANGES] The unit controller will open up and begin the carrier change process. Note: After the carrier switch process has started the Unit controller will not be able connect to the unit until the carrier switch is completed. It will be necessary to periodically refresh myLink until you see the "active carrier" and "active caller ID" fields, located at the top of the unit details page, have been updated.

Depending on how your monitoring center processes alarms it may be necessary to update this information prior to testing.


Section 3 What to expect during a carrier switch at the unit level.

Listed below is a brief description of what will happen on the MXD-LTE when a carrier switch is performed.

Switching from AT&T to Verizon

1. Once you have performed the steps in Section 2 above, myLink will begin the carrier switch on the MXD-LTE.
2. Initially you should see an orange flashing light, followed by a solid orange light, this pattern will repeat and may take several minutes to complete.
3. After a few minutes you will see the status light turn solid green and the unit will announce "system initializing please wait".

4. The green status light will flash 3 times rapidly, and the message "system initializing please wait" will repeat every minute. At this point myLink and the MXD-LTE are waiting for Verizon to complete the SIM activation process. It is important that you do not try to test at this time as the MXD-LTE has not completed the carrier switch.
5. After Verizon has completed the activation process the status light will turn orange and flash. This is the final reboot of the MXD-LTE and should only take a few seconds.
6. Finally, the status light will turn green and the MXD-LTE will announce "LTE (X) bars system ready".
7. The MXD-LTE is now ready to test on the Verizon network. Note: it is important to remember that the caller ID of the unit has now changed. The new caller ID will be displayed in myLink.

Active Caller ID

+1 (385) 434-9350
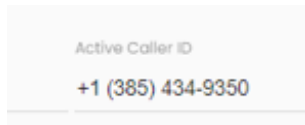
Depending on how your monitoring center processes alarms it may be necessary to update this information prior to testing.

Switching from Verizon to AT&T

1. Once you have performed the steps in Section 2 above, myLink will begin the carrier switch on the MXD-LTE.
2. Initially you should see an orange flashing light, followed by a solid orange light, this pattern will repeat and may take several minutes to complete.
3. Finally the status light will turn green and the MXD-LTE will announce "LTE (X) bars system ready"
4. The MXD-LTE is now ready to test on the AT&T network. Note: it is important to remember that the caller ID of the unit has now changed. The new caller ID will be displayed in myLink.
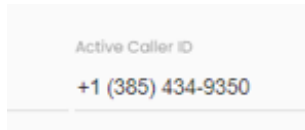
Active Caller ID

+1 (385) 434-9350
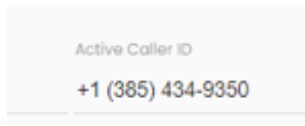
Depending on how your monitoring center processes alarms it may be necessary to update this information prior to testing.

Section 4 How to switch carriers locally on the MXD-LTE.

Before attempting to change carriers on any MXD-LTE locally the following conditions must be met.

1. MUST HAVE an MXD-LTE with firmware 2.0 or greater.
2. MUST HAVE the correct ClearComm Firmware (2.3.19)
3. MUST HAVE an MXD-LTE with 2 Sim cards installed. (Check in myLink Unit management\SIM Management tab to verify Sim 2 slot is populated).
4. Both Sim cards must be activated.
5. Press the mode button 5 times, the MXD-LTE will announce the active carrier.
6. Press the Help button. The MXD-LTE will now announce the inactive carrier. (Additional Help button presses will allow you to toggle back and forth between the two carriers).

7. Once the correct carrier is chosen PRESS and HOLD in the reset button, this will force the MXD-LTE to reboot.
8. You will see an orange flashing light, followed by a orange solid light, this pattern will repeat and may take several minutes to complete.
9. Finally, the status light will turn green and the MXD-LTE will announce "LTE (X) bars system ready"
10. The MXD-LTE is now ready to test on the chosen network. Note: it is important to remember that the caller ID of the unit may have changed. The new caller ID will be displayed in myLink.

Active Caller ID

+1 (385) 434-9350

Depending on how your monitoring center processes alarms it may be necessary to update this information prior to testing.

11. After a successful test into the monitoring center, you may log into myLink and deactivate the previous SIM card. Be careful to only deactivate the SIM that you are not currently using.

Dealer Support
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