

# SIM Reactivation

An EN-2000 chassis can use a single SIM. But a problem might occur if a chassis's SIM is temporarily switched for another SIM.

**Development:** Two SIMs are activated for the same device.

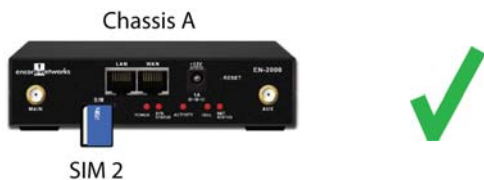
1. The user places SIM 1 into Chassis A.



Chassis A's modem (Modem A) initiates over-the-air (OTA) activation for SIM 1. The SIM works in the chassis.

Note: SIM 1 can be removed from Chassis A and placed back into Chassis A without problems—unless an additional SIM is activated in Chassis A.

2. The user removes SIM 1 from Chassis A, and places SIM 2 into Chassis A.



Modem A activates SIM 2. SIM 2 works in the chassis.

3. The user removes SIM 2 from Chassis A, and places SIM 1 into Chassis A again.

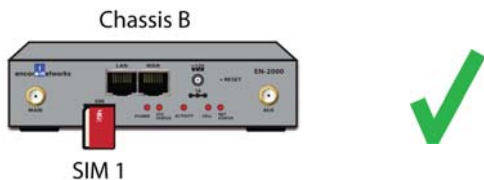


SIM 1 has retained the international mobile equipment identity (IMEI) of its most recently associated device, which is Modem A. When Modem A sees its IMEI associated with SIM 1, it recognizes that it has already activated SIM 1, and does not reactivate SIM 1.

**Problem:** Although SIM 2 is no longer installed in Chassis A, SIM 2 remains the chassis's active SIM. So SIM 1 cannot function in the chassis.

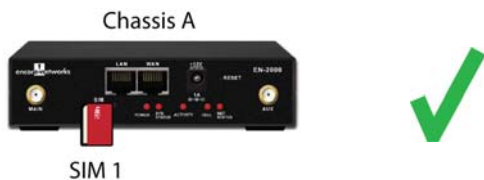
**Resolution:** To use SIM 1 in Chassis A again, SIM 1 needs to be activated in another chassis (Chassis B), so that the IMEI for SIM 1's associated device no longer matches Modem A's IMEI.

1. The user places SIM 1 into Chassis B.



Chassis B's modem (Modem B) activates SIM 1. The SIM works in the chassis.

2. The user removes SIM 1 from Chassis B, and places SIM 1 back into Chassis A.



SIM 1's most recently associated IMEI is for Modem B. Modem A does not recognize SIM 1, so Modem A activates SIM 1. SIM 1 again works in this chassis.