

# Re-provisioning a Windlinx CDMA iPack Following an Account Reset

## Introduction

This process may only be completed within a Verizon Wireless Home Network Area (identified by the device reporting 'registered home'); it should not be attempted on devices operating in Canada. The following process should be completed using NRG Phone Diagnose function from within the SDR software (if you do not have the software, it may be downloaded from the Technical Support section of the Renewable NRG Systems website) – if you are not familiar with the phone diagnose function, please contact Renewable NRG Systems or Wireless Innovation for further support prior to attempting this process.

Throughout the process, it is recommended that the responses from the modem to each action are recorded for reference.

Throughout this procedure, AT Commands to be sent to the modem are shown in italics.

## The Procedure

- 1) From the SDR software, open the Phone Diagnose window by typing *nrgphone* on your keyboard, and then select CDMA v3.
- 2) Connect to the device using the Unlock SPC command. This will send *AT+WSPC=1,000000* which will unlock provisioning mode on the modem.
- 3) From the prompt, send the following command: *AT+WMDN?* This command will verify the current MDN (phone number) stored within the modem – for reference, take a note of the number reported back by the modem.
- 4) Reset the MDN stored within the modem using the following command: *AT+WMDN=0000002562*
- 5) Verify that the MDN has been correctly modified by sending: *AT+WMDN?* For reference make a note of the response; the MDN reported should now be 0000002562.
- 6) Send the following command: *AT+WPRL?* This will provide the current PRL setting, which may be used by Wireless Innovation and NRG for support and diagnostic purposes. Please make a note of the number reported by the modem.
- 7) Send the following command: *AT+WIMI* This command will request the 15 digit IMSI value from the modem. Please make a note of the number.
- 8) Enter the following command: *AT+WIMI=310000000002562* This will reset the IMSI to a default value. Upon successful completion the modem will respond with: OK
- 9) Verify the IMSI has correctly been reset by sending: *AT+WIMI* The modem should respond with: +WIMI 310000000002562 OK

10) Commit the changes made to the modem by sending: ***AT+WCMT=1*** (Or use the commit changes button). The modem will respond with OK to verify the changes have been correctly stored.

11) From the front panel of the Logger/iPack, perform an 'Antenna Test' - note the results obtained.

12) From the SDR software 'Initialize iPack' (found via Modify iPack Settings/Setup Phone/CDMA). Note the results and verify that a new MDN has been obtained. Note that the iPack must pass an antenna test with greater than 60% signal strength to be able to complete the Initialize iPack function.

13) Verify the iPack is now functioning correctly by disconnecting the SDR software and forcing a call directly from the front panel of the logger using the 'Call Now' function. Upon completion, the iPack should report the call was successful.

**If you experience any configuration issues, please contact either Renewable NRG Systems Technical Support or the Wireless Innovation helpdesk, either by phone or email:**

**Renewable NRG Systems Tech Support: 802-482-2255 (ask for Tech Support)**

**Renewable NRG Systems Tech Support Email: [support@nrgsystems.com](mailto:support@nrgsystems.com)**

**Wireless Innovation Support Telephone Number: +1 978 286 1015 or +44 1452 751 940**

**Support Email: [msat@wi-ltd.net](mailto:msat@wi-ltd.net)**