

Sprint Activation Failure Corrective Action

The Sprint Modem Activation Corrective Action covers an unsuccessful auto activation process, auto activation failure to start process, and manual activation process to determine if the modem failed or there is a problem with the data connection.

- To determine why the auto activation was unsuccessful, first determine whether the modem is registered on the Sprint Home Network or if roaming is preventing activation.
- Next, if the modem fails to auto start the activation, determine if the modem has a weak signal, defective antenna, the Sprint account is not active, does Sprint see the activation attempt, or preferred roaming needs to be set.
- Finally, initiate manual activation to determine if the modem is defective or if just the data connection is failing.

Unsuccessful Auto Activation

This is what you will see if Auto Activation fails.

Modem Response	Comment
+WDSI: 22,0	HFA begins
+WORG: #777	Initiate data call
+WCNT: 33	1xRTT data call
+WDSI: 4	Modem starts sending data to the server
+WDSI: 6	The authentication has succeeded, a session with the server started
+WDSI: 8,1	The session with the server is finished
+WDSI: 22,10	Provisioning update
+WEND: 0	
+WDSI: 22,1	HFA Fails

1. Verify just what happened by entering **AT+WDSW?** If the modem responds with +WDSW: 12,0 HFA did not complete.
2. Confirm that the modem is registered to the Sprint Home Network, enter **AT+CREG?** The modem should respond with 0,1. If the modem responds with something other than 0,1, then you are not on the home network and the unit will not activate.
3. Set preferred roaming status by entering **AT+WRMP=1**
4. Reset the modem by entering **AT+CFUN=1** and let the modem auto activate again. If the auto activation is successful, the modem will respond with **+WDSI: 22,2** (HFA succeeds). You should now be able to make a data call and verify your account.
5. If the modem fails again, perform the manual activation process to determine if the modem is defective, the data connection is failing due to the Sprint account not being active, Sprint is not seeing the activation attempt, or preferred roaming is not established.

Auto Activation Failure to Start

Failure of auto activation to start could be due to account not active, a weak signal, or Sprint not seeing the activation attempt.

- Verify with your carrier that the account is activated, once the account is active, the modem will automatically restart the activation sequence.
- For a weak signal, move the modem to where you receive a strong signal, once the modem receives a strong signal, the modem will automatically restart the activation sequence.

If you still do not see an indication of auto activation, wait for 2 minutes and try the following sequence to try to start the activation.

1. Start the process by entering **AT+CSQ?** If the modem responds with 99,99 The radio cannot see a signal. Possible issues are either a bad antenna or you need to set preferred roaming.
2. Replace the antenna. If you now have a strong signal, enter **At+WRMP=2** (allow roaming).
3. Wait 10 seconds, if auto activation starts, the modem will automatically restart the activation sequence. If so you are done with your corrective action.
4. If the auto activation still has not started, perform the manual activation process to determine if the modem is defective.

Manual Activation:

Manual activation should be tried if one of these scenarios has taken place.

- If you never see an auto activation sequence, then try manual activation.
- Auto activation appears to have worked, you got the +WDSW:12,1, but modem cannot get a data connection going.

Manual Activation Sequence:

1. Confirm that the modem is registered to the Sprint Home Network, enter **AT+CREG?** The modem should respond with 0,1. If the modem responds with something other than 0,1, then you are not on the home network and the unit will not activate.
2. Set preferred roaming status by entering **AT+WRMP=1** to force the home network.
3. Enter **AT+WDS=1,1** to start the manual activation process. The modem will respond with **OK** and then the manual activation begins. The following modem responses will be displayed:

Modem Response	Comment
+WORG: #777	Initiate data call
+WCNT: 33	1xRTT data call
+WDSI: 4	Modem starts sending data to the server
+WDSI: 6	The authentication has succeeded, a session with the server started
+WDSI: 8,1	The session with the server is finished
+WDSI: 22,10	Provisioning update
+WEND: 0	
OFFLINE	Modem is disconnecting from cell network
RESET	Modem is going to reset
+WIND: 8	Network is lost
+WIND: 3	
+WIND: 7	Network service is available
+WIND: 4	Modem is ready to take commands

- If you did not get the above sequence, then the unit may be defective. Contact Multi-Tech Technical Support at support.multitech.com
- If you did get the above sequence, you can now try a data connection to verify that you are activated.
 - If the data connection fails, then contact Sprint and check on the account status.
 - If you still need assistance, then contact Multi-Tech Support at support.multitech.com

