

Sierra Wireless Services Status Page

Sierra Wireless offers a free online service - the Services Status Page - to inform our service users the real-time operational status and service disruptions.

Introduction

To receive notifications when a service is experiencing disruption or a planned maintenance :

Navigate to "<https://status.sierrawireless.com>" this will redirect you to the Sierra Wireless Services Status Page

Click "Subscribe to Updates" on the top right.



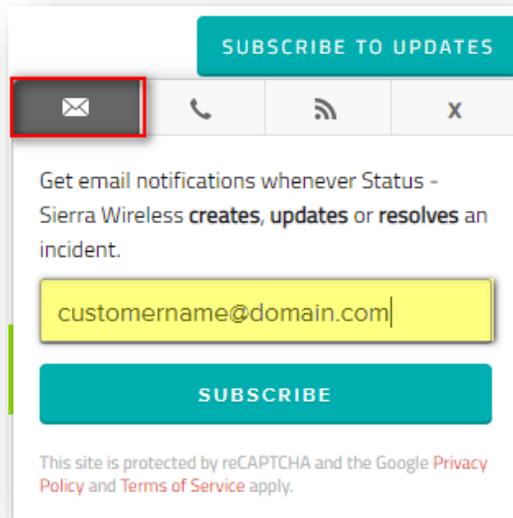
The screenshot shows the Sierra Wireless Services Status Page. At the top left is the Sierra Wireless logo. To its right is the text 'Services Status'. In the top right corner, there is a blue button labeled 'SUBSCRIBE TO UPDATES' with a red arrow pointing to it. Below the header is a green bar with the text 'All Systems Operational'. Underneath is a table with five rows, each representing a service and its status.

Global IoT MVNO Connectivity	Operational
Classic SIM / MSO	Operational
AirVantage	Operational
ALMS	Operational
Managed Connectivity Services	Operational

- You can receive notifications via email, SMS or RSS. Email and RSS notifications will give you an update each time one is sent out. SMS notifications will only give you an alert when a new incident is created and when it has been resolved.
- If you initially subscribe to a single type of notification and you wish to add another type of subscription, simply navigate back to the status page and click "Subscribe to updates" and select the desired type.

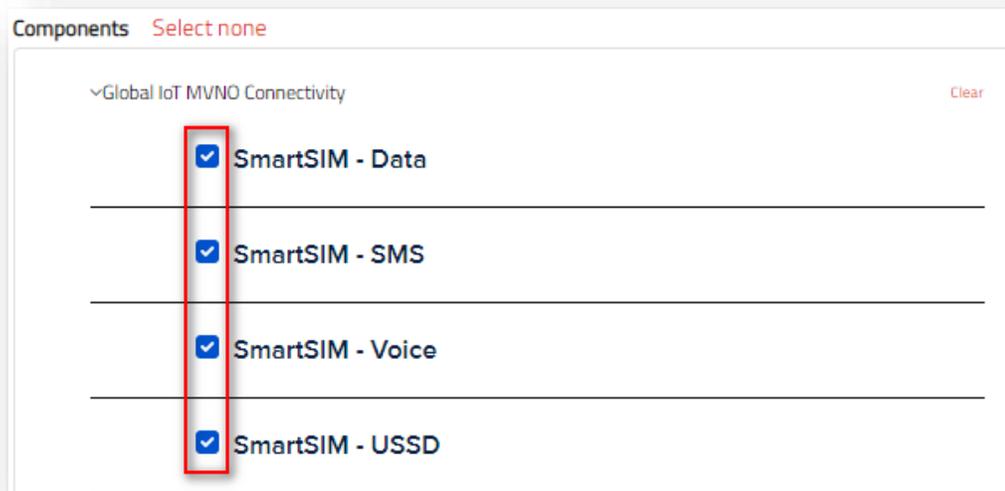
How to subscribe?

1. To subscribe to **email notifications**, enter your email address and click “Subscribe”



The screenshot shows a web form titled "SUBSCRIBE TO UPDATES". At the top left, there is a navigation bar with icons for email, phone, RSS, and a close button (X). The email icon is highlighted with a red box. Below the navigation bar, the text reads: "Get email notifications whenever Status - Sierra Wireless **creates, updates** or **resolves** an incident." Below this text is a yellow input field containing the email address "customername@domain.com". Underneath the input field is a teal "SUBSCRIBE" button. At the bottom of the form, there is a small disclaimer: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply."

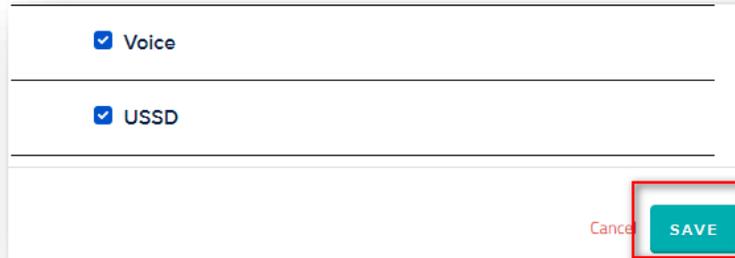
2. You will be taken to a page where you can Subscribe to one or many components as you desire. Please select each component related to product and service.



The screenshot shows a page titled "Components" with a sub-header "Select none". Below the title, there is a section for "Global IoT MVNO Connectivity" with a "Clear" button. A list of four components is shown, each with a checked checkbox and a red box around it:

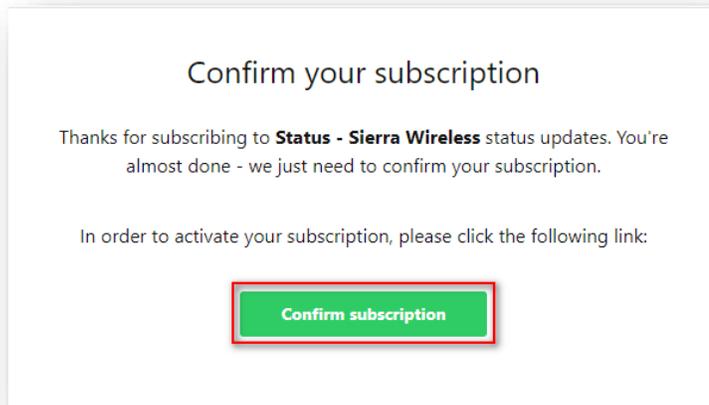
- SmartSIM - Data
- SmartSIM - SMS
- SmartSIM - Voice
- SmartSIM - USSD

3. When you have checked/unchecked the components, click “Update Preferences” at the bottom of the page.



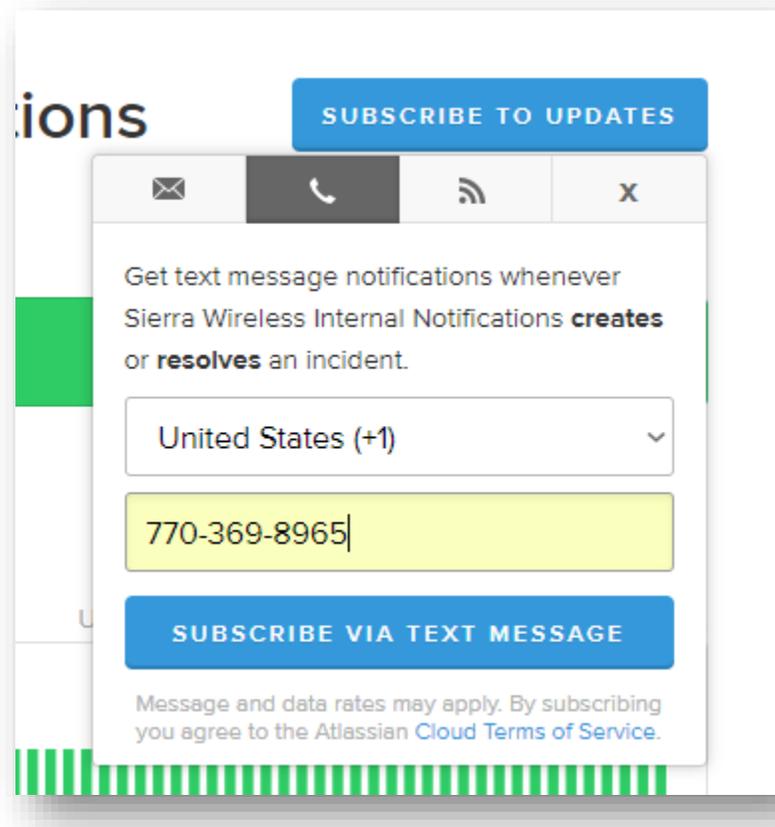
A screenshot of a settings form. It has two rows, each with a checked checkbox and a label: "Voice" and "USSD". At the bottom right, there are two buttons: "Cancel" (in red text) and "SAVE" (in a teal box). The "SAVE" button is highlighted with a red rectangular border.

4. You will now receive an email on the email address you have selected to receive notifications. Please click on “Confirm Subscription”.

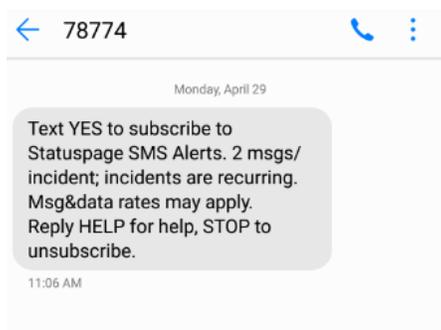


A screenshot of a confirmation page. The title is "Confirm your subscription". Below it, the text reads: "Thanks for subscribing to **Status - Sierra Wireless** status updates. You're almost done - we just need to confirm your subscription." Further down, it says: "In order to activate your subscription, please click the following link:". At the bottom center, there is a green button with the text "Confirm subscription", which is highlighted with a red rectangular border.

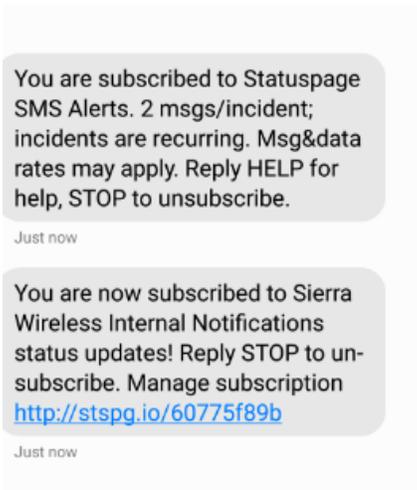
- To subscribe to **SMS notifications**, click the “phone” tab and enter your phone number. If you have a phone number that is outside of the United States, click the country field and select the proper country code prefix.



- You will receive an SMS asking you to Text “YES” to subscribe.

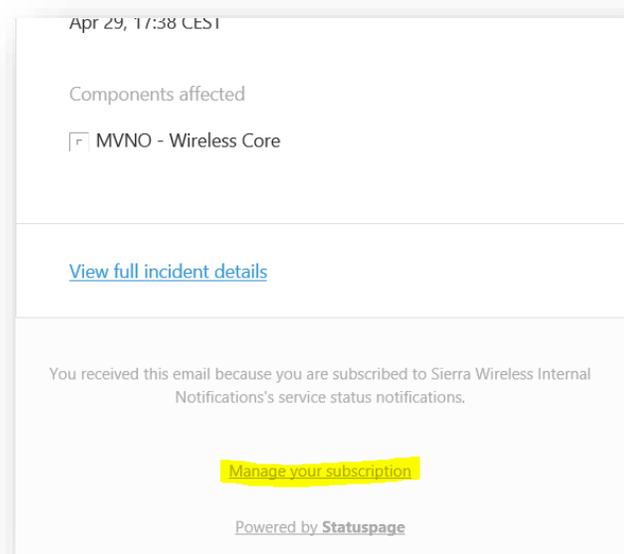


7. When you text “YES”, you will get a confirmation response via SMS with instructions to manage subscriptions or text “STOP” to unsubscribe.

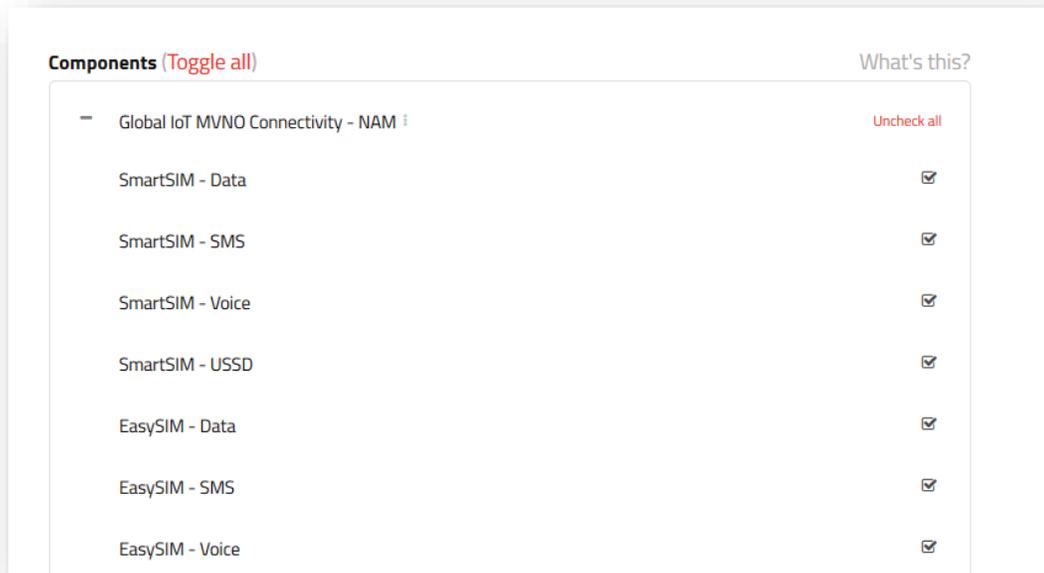


How to change my subscription?

1. If at any time you wish to update your subscriptions, you may repeat steps 3 and 4 of “How to subscribe”. You can also revert to your original welcome email, or any incident alert email, then click on “Manage your subscription”. The same link is also included in each SMS alert.



2. It will take you to the subscription page



3. Check or uncheck the desired components and click "Update Preferences"
4. You are all done!

Question?

Please contact your Sierra Wireless sales contacts, they will be happy to answer any question related to the Status Page.