Ajax SIM user manual

Updated April 24, 2025



Ajax SIM is a service featuring a pre-installed roaming SIM card. It's designed to integrate seamlessly with an Ajax system to ensure comprehensive control over residential and commercial premises.

The SIM cards come pre-installed in Ajax hubs, configured, and ready to use. With Ajax SIM, there's no need for Ethernet or Wi-Fi to connect the hub to Ajax Cloud — the SIM is active upon installation. It is also pre-activated by the mobile operator, eliminating the need for activation via a smartphone.

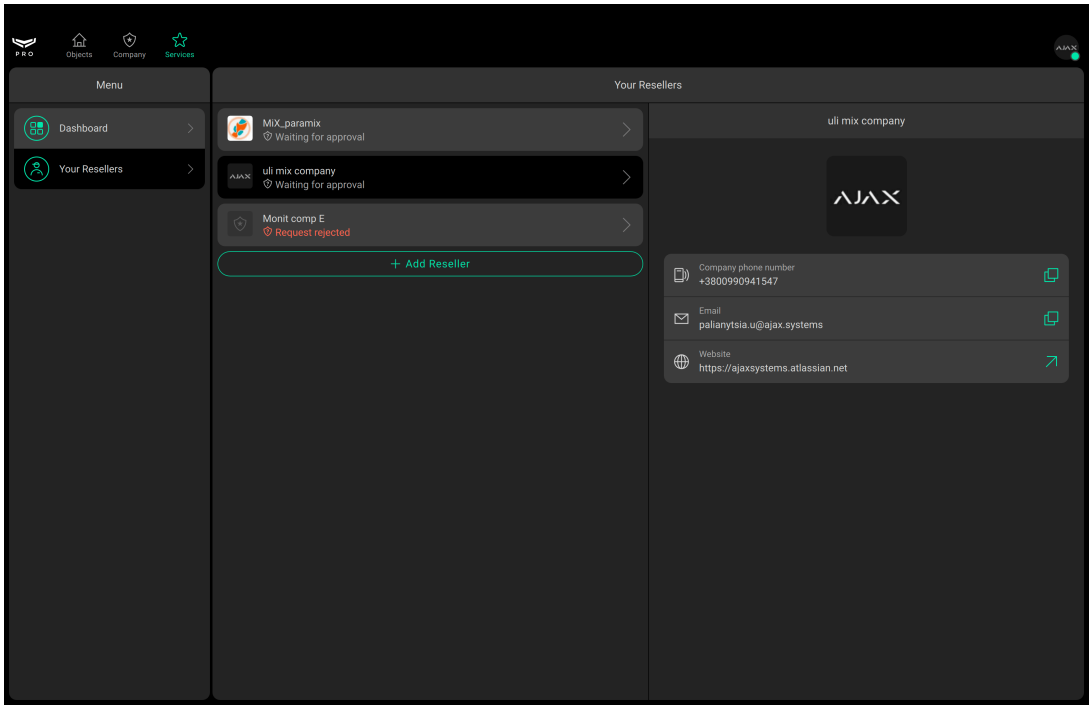
How to send a connection request via PRO Desktop?

The installation company must send a linkage request to the distributor (reseller) by following these steps:

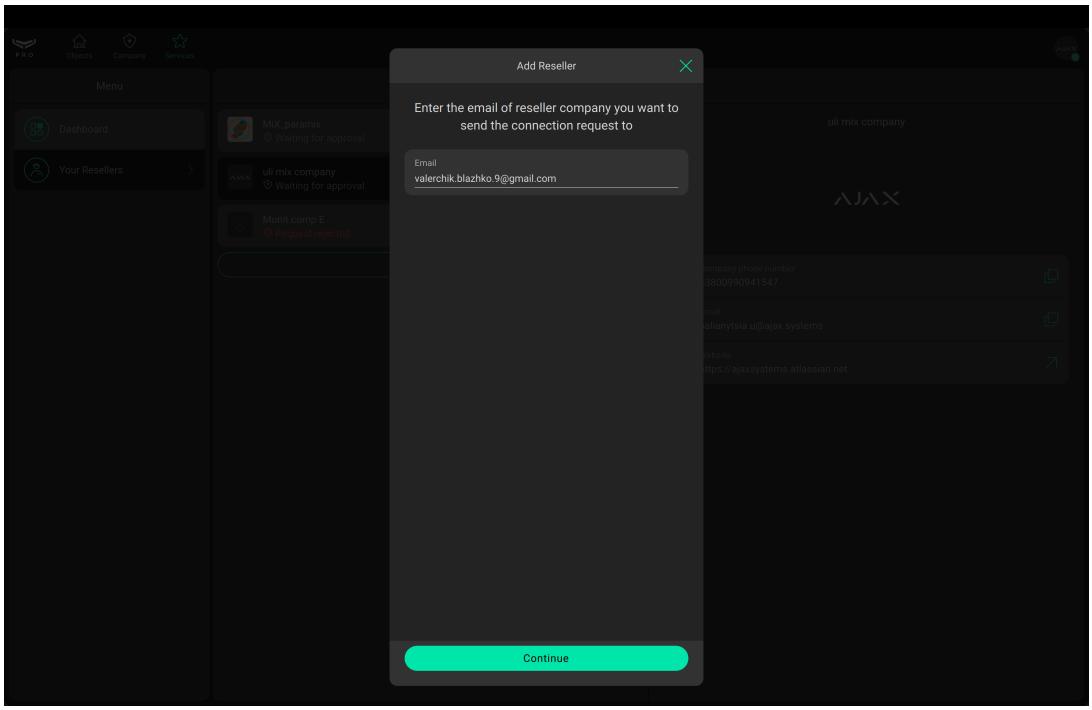
The dealer company must send a linkage request to the reseller by following these steps:

This feature is available for users with **Company accounts** and Service Managers.

1. Go to the **Services module**.
2. Open the **Your resellers** menu.

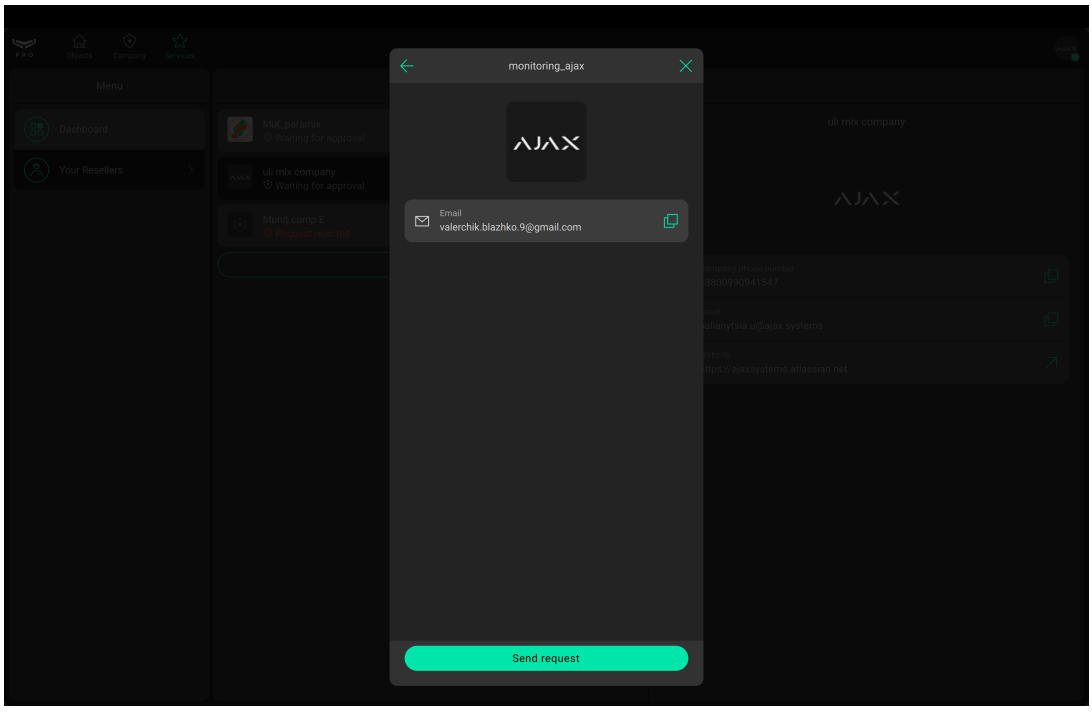


3. Click **Add reseller**.
4. Enter the email of the distributor company you want to send a connection request to, or select your distributor from the list.



5. Click **Continue**.

6. Review the displayed Information about the distributor found via e-mail.



7. Click **Send request**.

8. Wait for the distributor to approve your request.

9. Once the request is approved, you can activate Ajax SIM

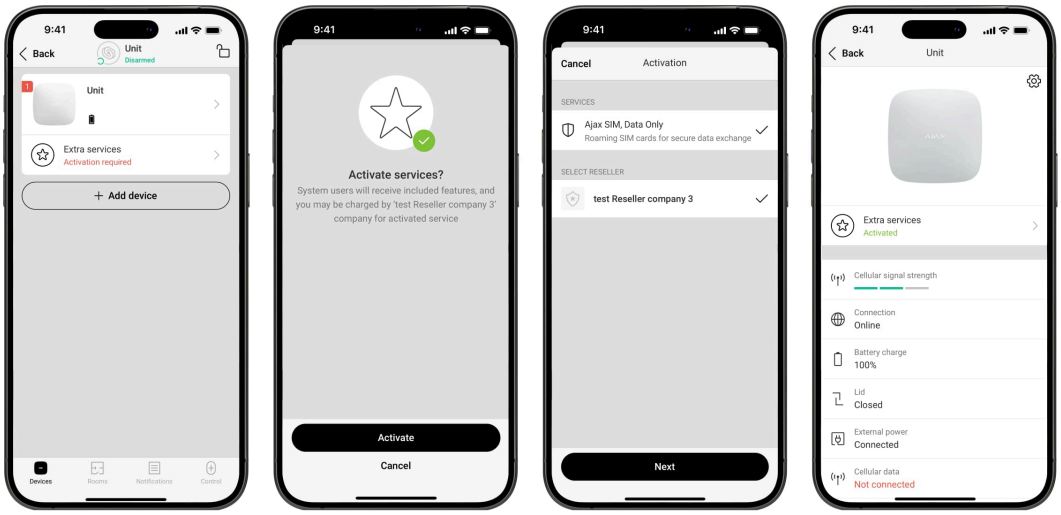
Who are the distributor and the installer?

Distributors or ARCs supply Ajax Services, including Ajax SIM, to installers, while installers provide them to end users. Not all monitoring companies act as distributors.

How to activate Ajax SIM?

1. Add the hub to the required space in the Ajax app.
2. Go to the **Devices** tab.
3. Select the hub from the list. You will see the message **“Activation required”**.

> This activation initiates the Ajax billing process with your distributor.



4. Follow the activation instructions and select your distributor and services from the list. Currently, only one service is available for selection.

> To activate Ajax SIM, you must first send a connection request to your distributor via PRO Desktop.

To activate Ajax SIM, you must first send a connection request to your reseller via PRO Desktop.

Why do I need to activate Ajax SIM?

If you do not activate your SIM card within 3 days, we will deactivate it. This means the hub will no longer be able to send or receive signals via Ajax SIM until you activate it.

Which version of Malevich OS do I need to activate Ajax SIM?

Ajax SIM cards require Malevich OS 2.16 or later for activation.

Can I use another SIM card with an Ajax hub?

Yes, each hub has 2 SIM slots. You can insert your own SIM card into the second slot. However, we recommend using Ajax SIM as an additional backup channel.

What if the SIM card does not work?

Firstly, check the Malevich OS version. Ensure the hub is running Malevich OS 2.16 or later.

If the SIM card does not work after turning on the hub or resetting the settings, follow these steps:

1. Go to the **Devices** tab in the Ajax app.
2. Select the hub from the list.
3. Check the internet connection status of the hub via Ethernet.

Internet connection status of the hub via Ethernet:

- **Connected** — the hub is connected to Ajax Cloud via Ethernet.
- **Disconnected** — the hub is not connected to Ajax Cloud via Ethernet.

4. Check the **Cellular Data** status.

The hub connection status via cellular network:

- **Connected** — the hub is connected to Ajax Cloud via cellular network.
- **Disconnected** — the hub is not connected to Ajax Cloud via cellular network.

5. Go to **Settings** by clicking on the icon ⚙.
6. Go to **Cellular** settings.
7. Turn on the **Roaming** toggle.
8. In the **SIM cards** menu, select SIM 1 (Ajax SIM is usually installed in the first slot).
9. Set the **APN** for Ajax SIM: **internet.gma.iot**.
10. Click **Back** to save the new settings.
11. Wait a minute for the SIM card to connect automatically. If both communication channels are active, the hub LED will light up white. If one channel is active, the LED will light up green.

If the SIM card does not work, please contact our **Technical Support**. They will help you.

Can I use text messages or phone call notifications with Ajax SIM?

Currently, Ajax SIM does not support text messages or phone call notifications. If these are enabled in the app, they will not be sent. We are actively working on adding text messages and phone calls to Ajax SIM.

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