



M2M Platform User Guide

Version 2.4

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M2M Platform

The M2M Platform is a fully featured M2M Mobile Virtual Network Operator (MVNO) SIM Management and Billing solution.

The M2M Platform is very feature rich and can be configured to address a variety of business requirements. This help guide addresses basic features that are common to all implementations.

Main Features:

- Add attributes (Custom Fields) to specific SIM cards
- Browse, filter and search your SIM card portfolio
- Activate/Suspend SIM Cards
- Update Location of SIM Cards on HLR to restart roaming
- Custom reporting allowing you to export XML tables from the platform
- Order more SIM cards
- Send SMS to a specific SIM
- View advanced information from SIM card

Note: The portal is in frequent development so occasionally the screenshots may not look precisely as they look in this document.



Login

Login at the link provided during account setup.
Login is case sensitive

Login

Login

Username

Password

[Lost Password](#)

Portal Operations

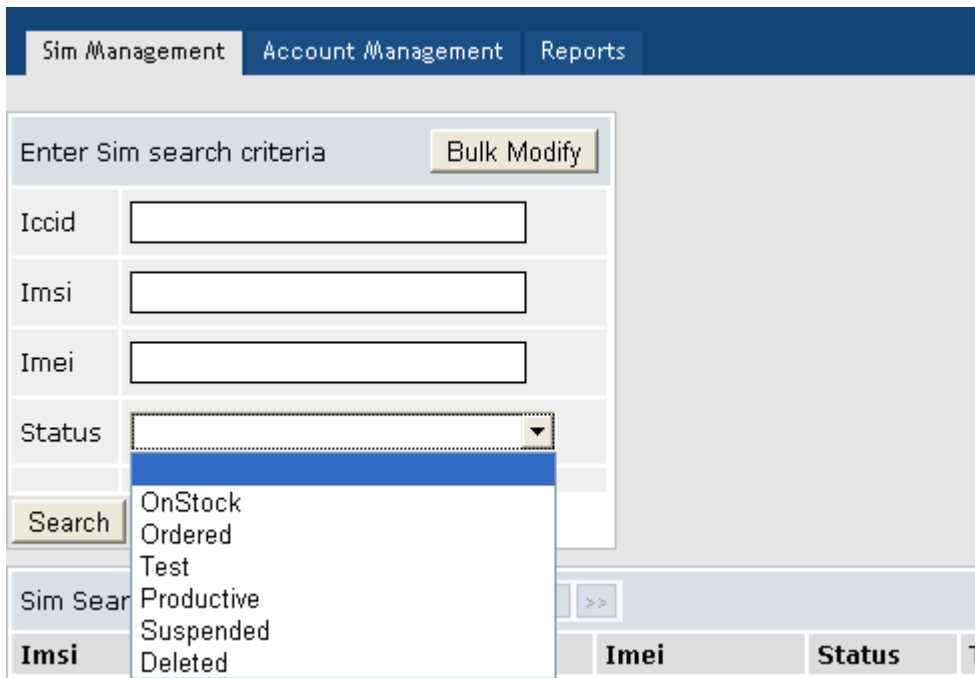
Main Screen after Login:



SIM Management

The SIM Management tab allows you to browse through your SIM estate. There are customized filtering and search tools that will allow you to find specific individual or groups of SIMs. You can search by ICCID, IMSI, IMEI or SIM Status.

Search for SIM(s)



Enter Sim search criteria Bulk Modify

Iccid	<input type="text"/>
Imsi	<input type="text"/>
Imei	<input type="text"/>
Status	<input type="text"/> <ul style="list-style-type: none"> OnStock Ordered Test Productive Suspended Deleted

Search Sim Search >>

Imsi	Imei	Status	T
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By entering your criteria and clicking Search, your SIM Estate will be filtered for further actions.


Activate/Suspend/GeoLocate/SMS


Once you've found the SIM(s) you want to work with you'll see a screen like this:

Imsi	Iccid	Imei	Status	Type	Product	Usages	Action	View
234507093012975	8944501007130129752	447509029470	Productive	Direct Plastic Sim	50 MB Bundle	0.00:0.00 Mb 0.00:0.00 €	  	
234507093012976	8944501007130129760	447509029471	OnStock	Direct Plastic Sim		0.00:0.00 Mb 0.00:0.00 €		
234507093012977	8944501007130129778	447509029472	OnStock	Direct Plastic Sim		0.00:0.00 Mb 0.00:0.00 €		
234507093012978	8944501007130129786	447509029473	OnStock	Direct Plastic Sim		0.00:0.00 Mb 0.00:0.00 €		
234507093012979	8944501007130129794	447509029474	OnStock	Direct Plastic Sim		0.00:0.00 Mb 0.00:0.00 €		

Clicking on the  button will activate the SIM. The selectable buttons then change.

Clicking on the  button will suspend the SIM.


Clicking on the  button will show you where in the world the SIM is and has been. (This functionality is sometimes limited by the visited network).

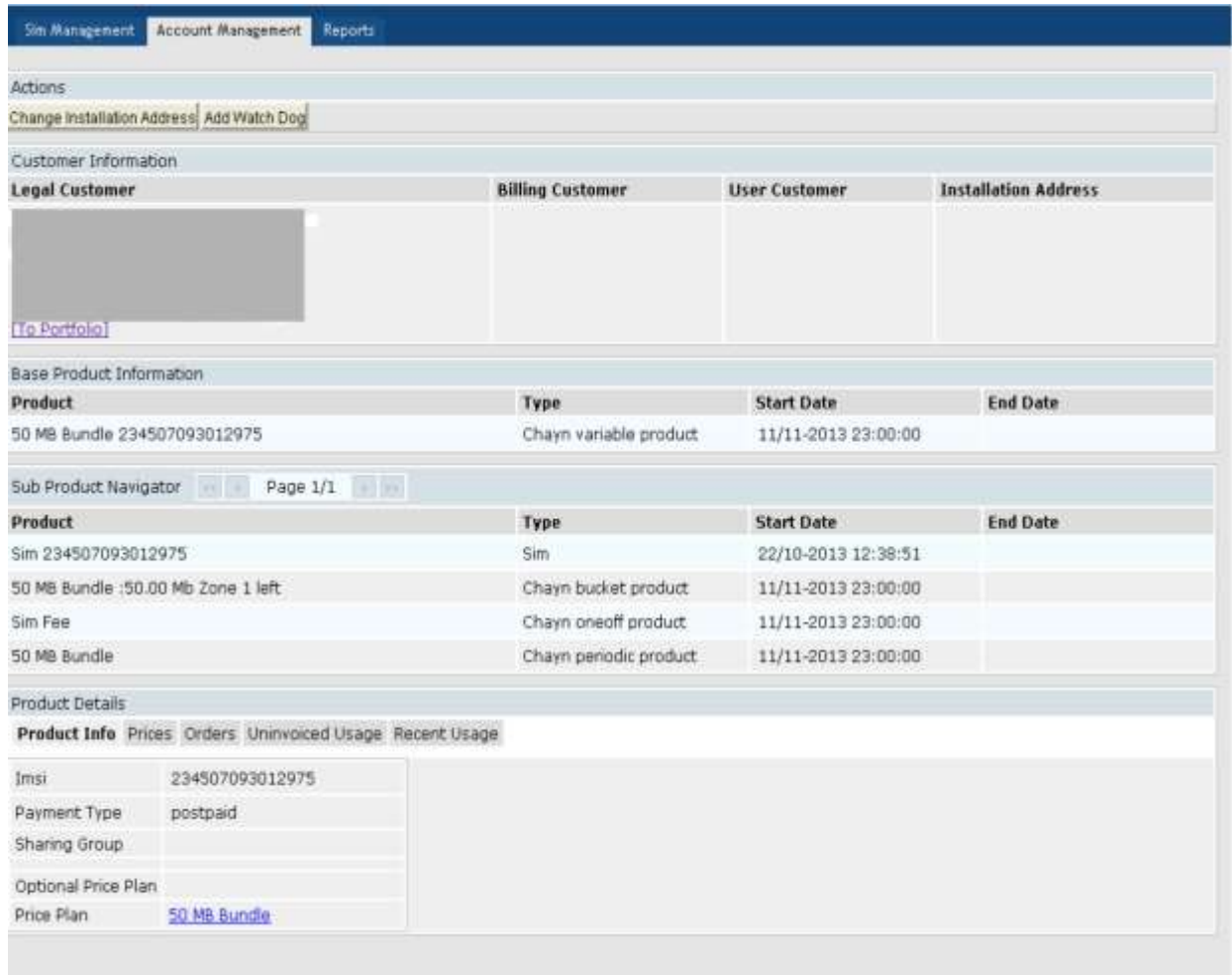
Clicking on the  button takes you to a screen to send SMS to the SIM. The screen looks like this:

Enter Sms Text	
Data	<input type="text"/>
Smstype	<input type="text" value="Text"/>
Udh	<input type="text" value="No"/>
Replaceifpresent	<input type="text" value="No"/>
Smsvaliditydays	<input type="text" value="0 Days"/>
Smsvalidityhours	<input type="text" value="0 Hours"/>
Smsvalidityminutes	<input type="text" value="5 Minutes"/>
<input type="button" value="Send SMS"/>	

You can type or cut and paste the SMS content you want to send, select a few other variables, and click Send SMS.

SIM Information


By clicking on  button beside the relevant SIM, you are taken to a screen that contains rich SIM data. It looks like this:



The screenshot shows a web interface for SIM management. At the top, there are navigation tabs: 'Sim Management', 'Account Management', and 'Reports'. Below this is an 'Actions' section with buttons for 'Change Installation Address' and 'Add Watch Dog'. The main content area is divided into several sections:

- Customer Information:** A table with columns for 'Legal Customer', 'Billing Customer', 'User Customer', and 'Installation Address'. The content is mostly obscured by a grey box, with a '[Go Portfolio]' link at the bottom left.
- Base Product Information:** A table with columns for 'Product', 'Type', 'Start Date', and 'End Date'. It shows a '50 MB Bundle 234507093012975' of type 'Chayn variable product' starting on 11/11-2013 23:00:00.
- Sub Product Navigator:** A table with columns for 'Product', 'Type', 'Start Date', and 'End Date'. It lists several sub-products including 'Sim 234507093012975', '50 MB Bundle :50.00 Mb Zone 1 left', 'Sim Fee', and another '50 MB Bundle', all with their respective start dates.
- Product Details:** A section with tabs for 'Product Info', 'Prices', 'Orders', 'Uninvoiced Usage', and 'Recent Usage'. The 'Product Info' tab is active, showing details for 'Imsi' (234507093012975), 'Payment Type' (postpaid), 'Sharing Group', 'Optional Price Plan', and 'Price Plan' (50 MB Bundle).

This screen offers all details on recent usage, uninvoiced usage, prices, orders, and in many instances, rich technical HLR data about the SIM.

Here, you can also add what we call a “Watchdog” to ensure SIM consumption does not breach limits. By clicking on  you are taken to this screen:

Add Watch Dog

Sim Management		Account Management	Reports
Modify bucket properties			
Add Watch Dog			
50 MB Bundle		234507093012975	
Watch Type		service ▼	
Response Type		email ▼	
Amount	*	<input type="text"/>	
Service	*	<input type="text"/>	
Unit Type		▼	
Email	*	<input type="text"/>	
<input type="button" value="Add"/>			

Here you can setup alerts based on either amount of data consumed or cost thresholds, whichever suits your business. By entering the “Amount” or “Service” variables, you create a threshold that you will be alerted on.

The response type can be:

- **Suspend:** SIM is automatically suspended until you re-activate it
- **SuspendEmail:** SIM is suspended and you get an email telling you it was suspended
- **Email:** SIM is not suspended but you are alerted that a threshold has been breached

The email recipient can be anyone; you, your customer or both.

Update Location Feature

The M2M SIM Management Portal enables you to “Update Location” of a SIM on the network, which disconnects the SIM from our HLR, then normal device behaviour takes over and it looks for a new network, it asks our HLR if it's allowed to connect and our HLR says yes.

When to use this Update Location? If your device is stuck on a network and you are unable to manually reboot your device you can use “Update Location” to help solve the issue of no data connection due to your device not roaming to another network.

- 1) Drill into the SIM which you would like to work on using the > button under ‘View’

Sim Management Account Management Reports

Enter Sim search criteria: Bulk Modify

Iccid:	<input type="text"/>	Reseller Name:	<input type="text"/>
Imsi:	<input type="text"/>	Fleet #:	<input type="text"/>
Msisdn:	<input type="text"/>	Customer #:	<input type="text"/>
Status:	<input type="text"/>	Address:	<input type="text"/>
		Live Date:	<input type="text"/>
		Device Number:	<input type="text"/>
			<input type="text"/>

Search

Sim Search Result Page 1/.. Page size 5

Imsi	Iccid	Msisdn	Status	Type	Product	Usages	Action	View
234507093003983	8944501007130039837	447509020478	● Productive	Plastic Sim	10MB Tariff	0.00:0.00 MB £0.00:£0.00		>
234507093003984	8944501007130039845	447509020479	● Productive	Plastic Sim	10MB Tariff	0.00:0.00 MB £0.00:£0.00		>
234507093100185	8944500109121001809	447937230180	● Productive	Plastic Sim	Base Tariff	0.732:4.031 MB £0.21:£1.72		>
234507093100186	8944500109121001817	447937230181	● Productive	Plastic Sim	Base Tariff	0.00:0.00 MB £0.00:£0.00		>
234507100482680	8944501402124826804	447797792620	● Productive	Plastic Sim	Base Tariff	2012.611:1088.553 MB £985.65:£532.85		>

- 2) Click on the IMSI number under the Sub Product Navigator – the actions menu will change at the top of the screen

Sim Management			Account Management			Reports			
Actions									
Change Installation Address			Add Watch Dog						
Customer Information									
Legal Customer			Billing Customer			User Customer			
GB Test Account Att: Test GB Test Street TS2 66T Test City Email: Tester@test.com [To Portfolio]									
Base Product Information									
Product						Type		St	
Base Tariff 234507093100185						Chayn variable product		14	
Sub Product Navigator << < Page 1/1 > >>									
Product						Type		St	
Sim 234507093100185						Sim		14	
Mrc						Chayn periodic product		14	
Product Details									
Product Info			Prices		Orders		Uninvoiced Usage		Recent Usage
Imsi		234507093100185							
Payment Type		postpaid							
Sharing Group									
Optional Price Plan									
Price Plan		Base Tariff							

3) Click the Update Location button and action the function.

Sim Management Account Management Reports

Actions
 Suspend Sim Resume Sim **Update Location** Modify Sim Attributes Send SMS

Customer Information

Legal Customer	Billing Customer
GB Test Account Att: Test GB Test Street TS2 66T Test City Email: Tester@test.com [To Portfolio]	

Base Product Information

Product	Type
Base Tariff 234507	Chayn variabl
Sub Product Naviga	
Product	Type
Sim 234507093100	Sim
Mrc	Chayn periodi

Product Details

Sim Information	
Imsi	234
Iccid	894
Sim Type	Plastic Sim
Msisdn	447937230180

Confirm Update Location

Imsi 234507093006374

Iccid 8944501007130063746

Sim Type M2M Plastic Sim

Msisdn 447509022869

Ip address

Cell ID

Imei

Status Productive

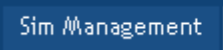
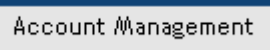

Last Updated

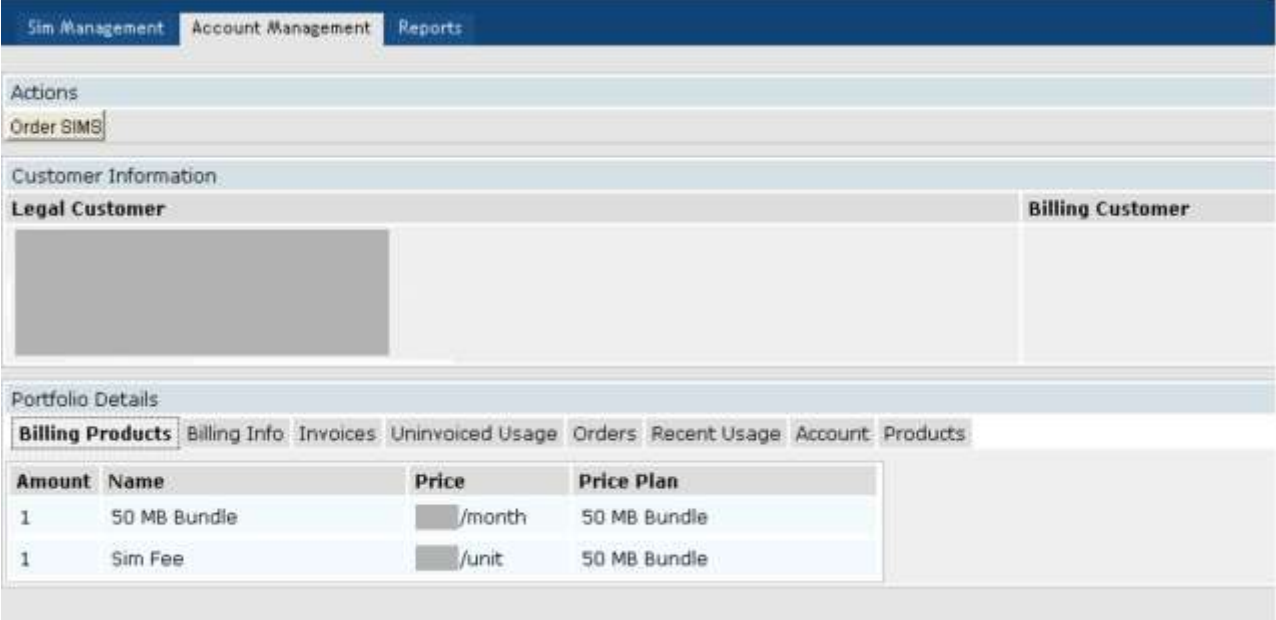
Update

EST SIM
Customer #
Address

Reboot takes about 20 seconds to clear the location of the SIM on our HLR and allows data session to roam again.

Account Management

The Account Management tab    takes you to this screen:

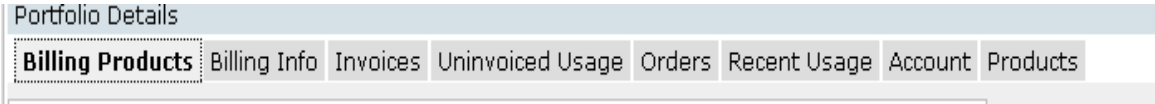


The screenshot shows the Account Management interface. At the top, there are three navigation tabs: "Sim Management", "Account Management", and "Reports". Below the tabs, there is an "Actions" section with a button labeled "Order SIMS". The "Customer Information" section is divided into two columns: "Legal Customer" and "Billing Customer", both of which are currently empty. Below this is the "Portfolio Details" section, which includes a sub-navigation bar with tabs for "Billing Products", "Billing Info", "Invoices", "Uninvoiced Usage", "Orders", "Recent Usage", "Account", and "Products". The "Billing Products" tab is active, displaying a table with the following data:

Amount	Name	Price	Price Plan
1	50 MB Bundle	/month	50 MB Bundle
1	Sim Fee	/unit	50 MB Bundle

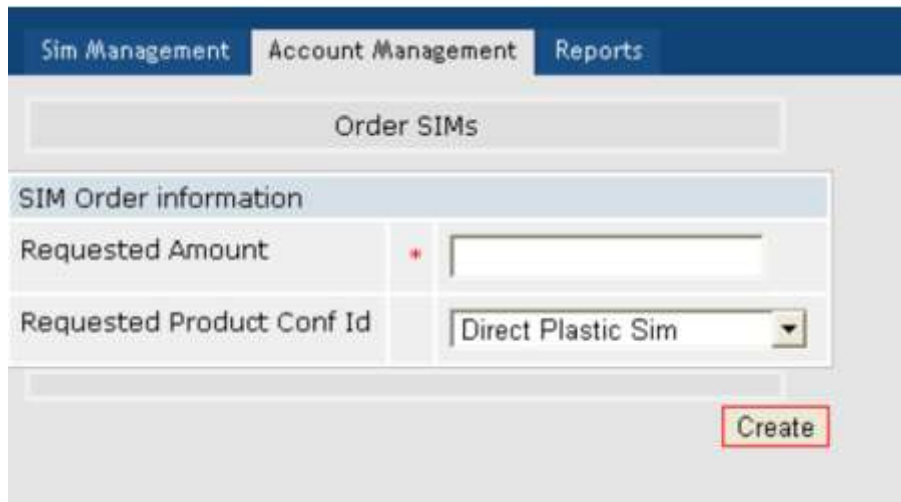
This screen will look different for you. It will contain all the products you've defined rather than the ones you see here.

These tabs will take you to the relevant section details for each product you've defined in the portal.



This image shows a close-up of the "Portfolio Details" navigation bar. The tabs are: "Billing Products", "Billing Info", "Invoices", "Uninvoiced Usage", "Orders", "Recent Usage", "Account", and "Products". The "Billing Products" tab is highlighted with a dashed border, indicating it is the active section.

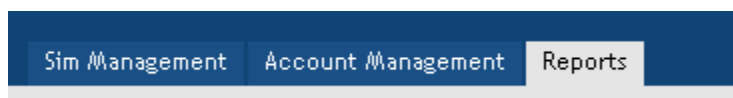
Under Account Management, you can also [Order SIMS](#). The process is as you'd expect. Clicking on [Order SIMS](#) takes you to this screen:



The screenshot shows a web interface with a dark blue header containing three tabs: 'Sim Management', 'Account Management', and 'Reports'. The 'Account Management' tab is active. Below the header is a light grey box with the title 'Order SIMs'. Underneath is a section titled 'SIM Order information' with a light blue background. It contains two rows of form fields: 'Requested Amount' with a red asterisk and an empty text input field, and 'Requested Product Conf Id' with a dropdown menu showing 'Direct Plastic Sim'. At the bottom right of the form is a red-bordered button labeled 'Create'.

By selecting the SIM type and quantity, clicking Create makes an order and begins our fulfilment process for you.

Reports



In this section you can use the standard reports and we can also set up custom reports for you. Standard reports include:

- Invoice Detail
- Usage by Customer and Year
- Usage by ICCID and Period

Other common reports we've set up for customers are:

- Which SIMs have connected in the last 24 hours
- Which networks are SIMs connected to
- Top 10 consumption

The portal's data warehouse is highly flexible so any variable you'd like to report against is possible.