SIAM R3.0 USER GUIDE

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Version Number	Date	Author	Changes
1	Mar 2015	John Lindsay	
2	Jun 2016	Sam Smith	Unsuspending a SIM card description updated.
3	Sep 2016	Sam Smith	Clarified the finance user profile.

Contents

1   Quick Guide

1.1   Commonly requested functions

1.1.1   Viewing and editing SIMs

SIMs List page, found at SIMs > SIMs List. Explanation of SIAM icons can be found at 2.12.1. This page includes the function to sort SIMs by data usage.

1.1.2   Activating SIMs

Activate page, found at SIMs > Activate, or Bulk Activate page, found at SIMs > Bulk Activate.

1.1.3   Bulk Activation and Bulk Update using .csv file (coming soon)

Bulk Activate and Bulk Update using .csv file are coming soon.

1.1.4   Creating Alerts and Limits

Alert Profiles page, found at Settings > Alert Profiles.

1.1.5   Viewing Notifications, Alerts, and Reports

All are found at Activity > Notifications, Alerts, or Reports.

1.1.6   Record of changes to account

Audit logs are run for available for the following sections: Admin, Finance, Settings, SIMs, and your account.

Admin Audit Log, found at Admin > Audit Log. Finance Audit log, found at Finance > Audit Log. Settings Audit Log, found at Settings > Audit Log. SIMs Audit log, found at SIMs > Audit Log. Your Account Audit Log, found at 'Your account name' > Audit.

1.1.7   Suspend/terminate SIMs

1.1.7.1   Individual

Suspension and termination of individual SIMs can be done through either Network Settings (found at SIMs > SIMs List > Networks Settings [📶] and 2.4.2.1.2) or Contract Settings (found at SIMs > SIMs List > Contract Settings [📄] and 2.4.2.1.3).

1.1.7.2   Multiple

Suspension and termination of multiple SIMs can be done through Perform Bulk Action, found at SIMs > SIMs List > tick boxes > Perform Bulk Action and 2.4.2.2.

1.1.8   Create new users

Users page, found at Admin > Users.

1.1.9   Create Sub Account

Referral Codes page, found at Admin > Users.

1.1.10 Copying, printing and saving data

The top right hand corner of the page has the following options, if applicable:

Icon	Description
PDF	Save a PDF file of the page.
CSV	Save a CSV file of the page.
(printer)	Print the page.

1.2   Location of SIAM pages within guide

2 Further Explanation

2.1 Getting started

2.1.1 To create an account

Account details are assigned and given upon purchase of SIM cards.

2.1.2 Login

Enter your username.

Enter your password. If you have set but forgotten your password click 'Request password'. If you have not set your password find the email from support@eseye.com with the subject 'Your Eseye SIM management account' and follow the instructions.

Click 'Sign in'.

2.1.3 Logout

Found at 'Your username' > logout. The username on the following example is TEST USER.
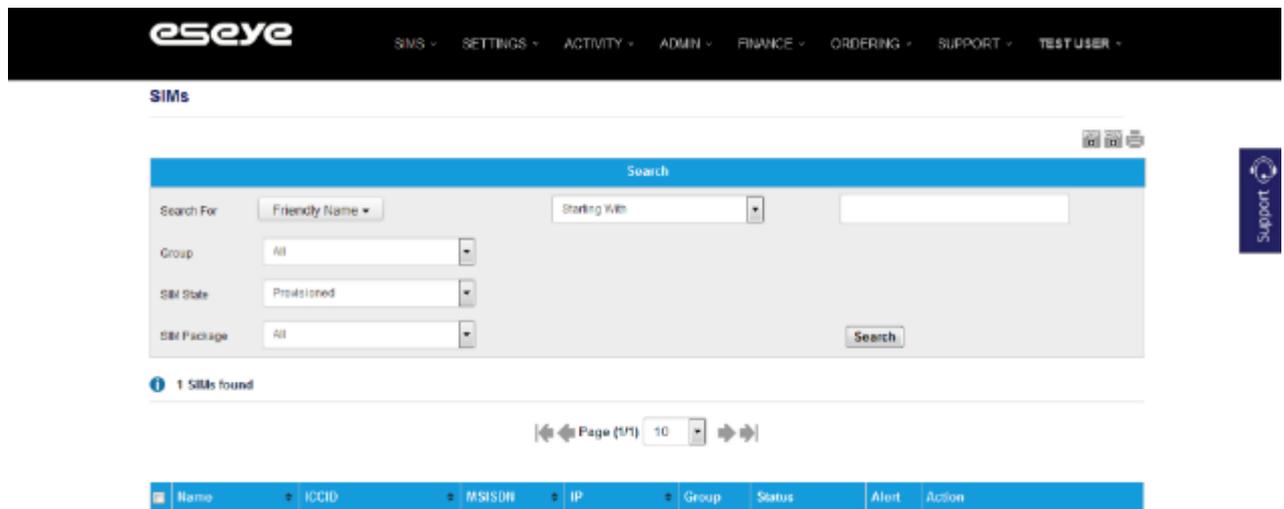
2.1.4 Dual menu

SIAM has a menu bar at the top of the page, and a menu at the bottom of the page. Logout is the only activity that has to be performed via the top of the page, the rest of the layout is identical.

2.1.4.1 The menu bar

2.1.4.2 The menu at the bottom of the page
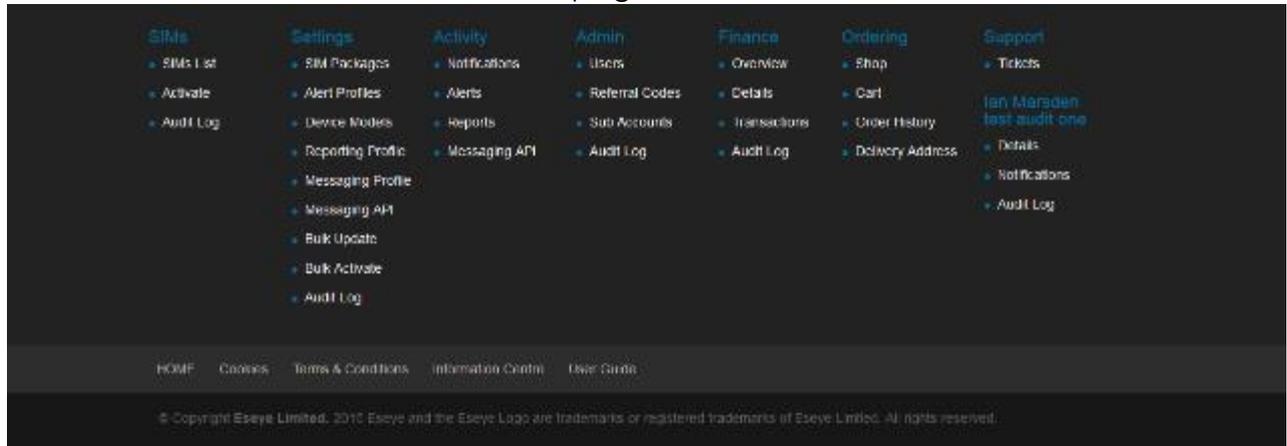
2.2 Your Account

2.2.1 Updating your details

This is found at 'Your username' > Details, you can change your: Username, Salutation, Forename, Surname, Job Title, Business Sector, Email Address, and Phone Number. Click 'Edit Details'. Once you have finished click 'Update' to save your changes.

Updating your password requires clicking on the 'Change Password' button. Enter the requested details and click 'Update' to save your changes.

2.2.2 Setting up notifications

Notifications can be set up so that you are emailed when certain events happen. To set up notifications use 'Your username' > Notifications and to view previous notifications use Activity > Notifications.

You can set up notifications for:

- New Products and News Updates.
- Orders – These are set for 'OnEvent', every time there is a new order on your account.
- Invoices – These are set for 'OnEvent', every time there is a new invoice available for your account.
- SIM Admin Reports, to inform you of new admin reports.
- SIM Usage Reports, to inform you of new usage reports.
- Alert Notification, to inform you of any changes to the ICCIDs' SIM Settings.
- Network Events, to inform you of any reported network issues.
- Application Events, to inform you of any reported application-based issues (e.g. with the Web Portal).
- Management Events, to inform you of any reported management issues.
- User Permission Changes, to inform you of any changes to user permissions.

To update, check the boxes of the notifications you wish to receive, and click 'Update'.

2.2.3 Viewing past changes in the Your Account section

This is found at 'Your username' > Audit.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or by clicking on the calendar icon [🗓] and selecting the desired dates.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⏮] and final page [⏭] buttons.

2.3 Admin

2.3.1 User profiles

These are found at Admin > Users. This page displays a list of the current profiles on the account, and the permissions they have enabled.

2.3.1.1 Create new users

Click 'Add user' and fill in the new user's details in the new window.

- Username, must be between 6 and 32 characters in length, and should contain only letters, digits, '-', '_', or be a valid email address.
- Email Address, must be a valid email address as it will need verifying before use.
- Password, must be a minimum of 6 characters, and contain at least one lower case letter, one upper case letter, and a numeric digit.
- Forename, must be a minimum of 2 characters.
- Surname, must be a minimum of 2 characters.
- Job Title, dropdown menu to help identify the account.
- Phone number, select the appropriate international code for your phone number. The phone number must be a minimum of 7 digits.
- At the bottom of the window there are four check boxes: Admin, Finance, Logistics and Engineering. Selecting these applies permissions to the account, at least one and up to all four account permissions can be selected. The permissions of the different user types are as follows:
    a. Admin: An account with admin permission can access and edit the all sections: Activity, Admin, Finance, Ordering, Settings, SIMs and Support.
        i. Only a user with admin permission can access the Admin menu, which enables creating/editing/deleting users, creating and sending referral codes, managing and using sub accounts.
        ii. Note: All Eseye accounts must have at least one SIAM user with admin permissions.
    b. Finance: An account with finance permission can access and edit the Finance, Ordering and Support sections. The user will also receive an emailed copy of all invoices.
    c. Logistics: An account with logistics permission can access and edit the Ordering section, and can view (but not edit) the Activity, Settings and SIMs sections.
    d. Engineering: An account with engineering permission can access the Activity, Settings, SIMs and Support sections.
  For a complete list of which pages can be accessed by each user type, please consult the table in section 2.12.3.
- Click 'Save' to create the new account.
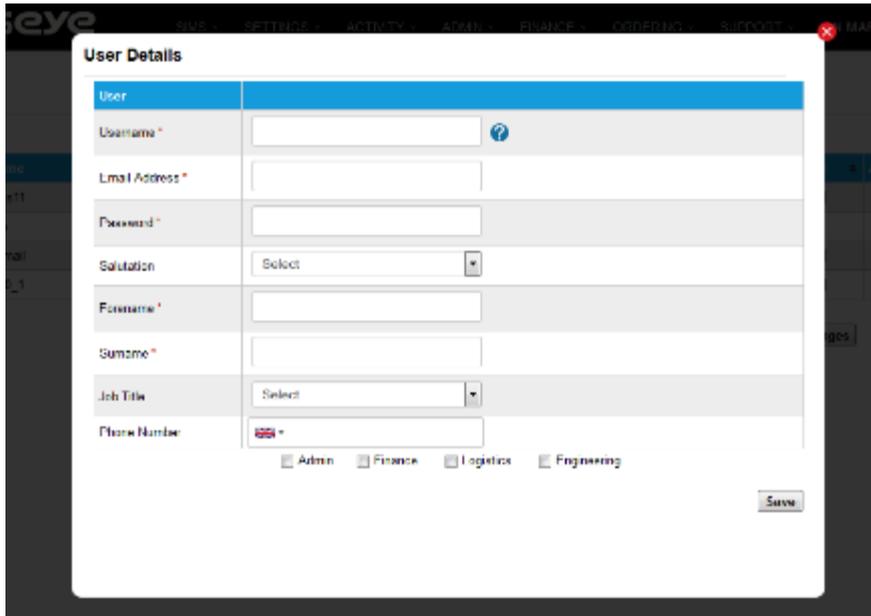
2.3.1.2 Manage users

The icons on the right of your users list allow you to delete [✖] and edit [✎] user profiles.

Editing a user brings up the same window as creating a new user. Enter the desired details, and click 'Save'.

Please note that it is not possible to edit a user until the user has verified their account.

2.3.1.3 Editing Permissions

The 'Save Changes' button can be used to update user permissions and whether the account is enabled. The user's existing permissions will be displayed through the check boxes. To add or remove permissions, change which boxes are selected, then click the 'Save Changes' button.

Note: It is not possible to disable the account currently logged in.

2.3.2 Sub Accounts

Sub Accounts can be created by SIAM users who have one or more customers who wish to use SIAM's functionality. SIMs which are moved to a Sub Account will be separate from those in the Parent Account, and any other Child Accounts. Sub Accounts can be used to give customers access to a select number of SIMs, rather than the entire portfolio.

2.3.2.1 Creating and managing sub accounts

To add sub accounts; generate a referral code (see next section) then send it to the sub account user(s).

A referral code is a code or password you create to give a user access to a sub-account. We recommend a secure password of a mixture of characters.

2.3.2.1.1 Create Referral Codes

This is found at Admin > Referral Codes. Click 'Add Sub Account Referral Code', in the new window, create a referral code. Select the type of code desired; 'Single', 'Tie' or 'Perpetual'. A 'Tie' code will create a new user on your account. A 'Perpetual' code will create a re-usable code for sub-accounts. A 'Single' will create a code that will only work once for a sub-account.

In the billing field, you can select whether to assign the billing to your account ('Parent') or to the 'Sub Account'.
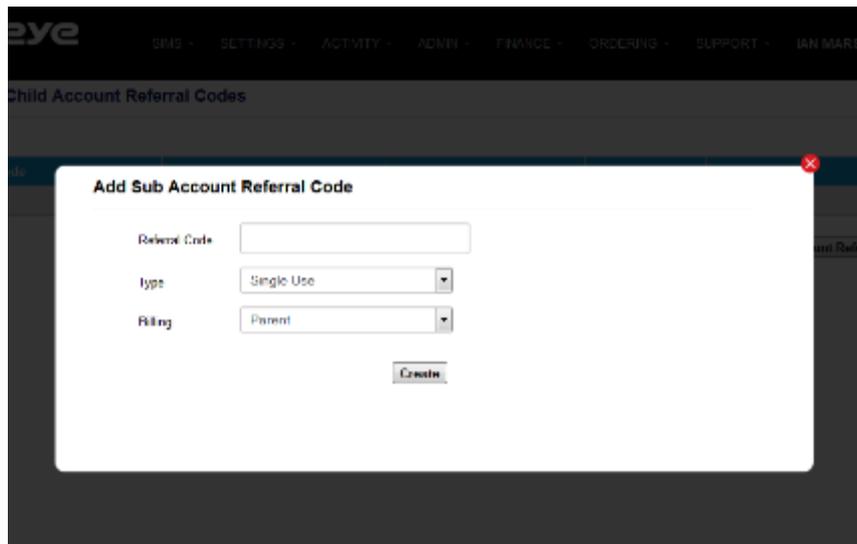
2.3.2.1.2 Editing Referral Codes

In the row of the referral code you wish to edit click the edit icon [✎], which is in the 'Action' column. Editing a referral code brings up the same window as when creating a new referral code. Enter the desired details, and click 'Update'.

2.3.2.1.3 Deleting Referral Codes

In the row of the referral code you wish to delete click the delete icon [✖], which is in the 'Action' column.

2.3.2.1.4 Send Referral Codes

In the row of the referral code you wish to email, click the email icon [✉], which is in the 'Action' column. Type in the user's email address and click 'Send Email'. If you wish to send this email to more than one email address, please separate email addresses with a comma [,] or semi-colon [;]. SIAM will email the referral code and instructions to the entered email address(es).

2.3.2.1.5 Signing up for an account after being sent a referral code

In the email that the sub-user receives there is a link for setting up the account. When the user clicks on the link they will be taken to the 'Sign up account' page.

There are a series of fields to fill. Required fields are indicated by a red star [*] after the field name. Most fields are free text fields or dropdown menus, the only fields with text rules are:

- Username*, it must be between 6 and 32 characters in length, and should contain only letters, digits, '-', '_', or be a valid email address.

- Password*, it must be between 6 and 32 characters in length, and contain at least one lower case letter, one upper case letter, and a numeric digit.
- You should select the appropriate international code for your phone number.

2.3.2.1.6 Viewing sub accounts

Sub accounts can be viewed at Admin > Sub Accounts. This page displays a list of sub accounts, the date they were created, and the number of SIMs on each Sub Account.

2.3.2.1.7 Using sub accounts from parent account

Found at Admin > Sub Accounts. This page displays a list of sub accounts. To login as a sub account click the login button [👤] in the row of the relevant account.

Confirm that you wish to log out of the parent account, and into the Sub Account.

While viewing the sub account you can access the following headings: Activity, Admin, Settings, SIMs, and Support.

To log out of the sub account, 'your account name' > Return to Parent Account.

2.3.2.1.8 Editing and deleting Sub Accounts

Sub accounts can only be edited or deleted by contacting Eseye's support team.

2.3.3 Record of changes to Admin Section

This is found at Admin > Audit Log.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [📅] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

2.4 SIM Management

2.4.1 Activating SIMs

2.4.1.1 SIM Activation
This is found at SIMs > Activate. Note that you cannot activate Orange and AnyNet SIMs at the same time.

2.4.1.1.1 SIMs which have been pre-provisioned by Eseye

If Eseye have pre-provisioned SIMs to the account there will be a link at the top of the page which you can click to load these SIMs.

To remove any SIMs from the list of SIMs to be activated click the check box on the left of the table and use the dropdown menu below the table to select 'Delete line' and click 'Perform Action'.

Once the table is ready either click the 'Activate Selected SIMs' to activate the checked SIMs or the 'Activate All SIMs' to activate all of the SIMs in the table.

2.4.1.1.2 SIMs which have not been pre-provisioned by Eseye

2.4.1.1.2.1 Automatic Entry
This is found at SIMs > SIMs List.

Use the search functions in the top table, in the SIM State dropdown menu select 'Available' or 'Unprovisioned' and click 'Search'. Use the checkboxes on the left side of the lower table to select the SIMs that are to be activated. Use the dropdown menu below the table select 'Change Settings', and click 'Perform Bulk Action'.

The 'Bulk change SIM Settings' form will appear and change the 'State' dropdown menu is altered to 'Activate SIM', enter the rest of the form and click 'Save'.

2.4.1.1.2.2 Manual Entry
This is found at SIMs > Activate.

Fill in the following three fields for each SIM to be activated:

- ICCID (the long number across your SIM card). Conventional ICCIDs must be between 19 and 22 characters long, but MFF SIMs can be activated by the 6 digits printed on the chip. The system will check whether the SIM is available for activation on your account when you click activate.
- Friendly name, a user defined field for easy identification of the SIM later.
- IMEI, International Mobile Equipment Identity, for easy identification of the SIM later.

Each SIM needs to be entered into its own row. To add, delete or duplicate a row check box and use the dropdown menu below the table and click 'Perform Action'.

Once you are ready, press either the 'Activate All SIMs' button to activate all the SIMs listed, or 'Activate Selected SIMs' to only activate the checked SIMs.

The Activate SIM form will request the following:

- Select Compatible Package, mandatory, dropdown menu, this is the tariff of the SIM card.
- Group, optional, user defined, for easy identification of the SIM card later.
- User Field 1- 5, user defined fields for easy identification of the SIM card later.
- Device Model, dropdown menu, for easy identification of the SIM card later.
- Alert Profile, user defined to set up an alert package on the SIM card.

Click 'Activate Request'.

2.4.1.1.3 Responses

If the activation request has been successful you will see one of the following responses:

- "The SIMs will be live on the network within 5 minutes"
- "The SIMs have been activated - please allow up to 60 minutes for it to be live on the network"
- "Provisioning of SIM XXX is held pending receipt of a payment from you"

If the last response appears you are redirected to the cart, with the required payments added.

2.4.1.2 Bulk Activate by box
This is found at SIMs > Bulk Activate. Enter the first and the last ICCID in the box of 200 SIM cards and click 'Activate'.

2.4.1.3 Bulk Activation using csv file (Coming Soon)

This will be found at Settings > Bulk Activate. The bulk activation requests are sent using a csv file which is uploaded via the 'Browse' button. An example csv file can be downloaded.

2.4.2 Altering SIMs

2.4.2.1 Individual SIMs

The editable settings are explained below, these are found at SIMs > SIMs List.

2.4.2.1.1 SIM Settings [⚙]

This button will display the following editable and read-only fields.

To edit click 'Edit', after editing click 'Save'.

Note: To bulk edit SIM settings (i.e. to assign them to multiple SIMs) consult 2.4.2.2.

2.4.2.1.1.1 Friendly Name

A text box for easy identification of the SIM later – we recommend the site location or the purpose of the data connection.

2.4.2.1.1.2 User Fields 1-5

These are text boxes for easy identification of the SIM later.

2.4.2.1.1.3 Group

A text box for increased sorting functionality.

If selecting a previously used Group then use the field as a dropdown menu, if creating a new group use it as a text box.

2.4.2.1.1.4 IMEI

This is for easy identification of the SIM later. The International Mobile Equipment Identity is the Modem Serial Number of your device.

2.4.2.1.1.5 Device Model

This is a dropdown menu. The selection will be the Device Model(s) that have been created on your account. For guidance on adding further Models, please consult section 2.6.3.

2.4.2.1.1.6 Alert Profile

For information about Alert Profiles, including how to create, edit and delete them, please consult section 2.6.1.

2.4.2.1.2 Network Settings [📶]

The following read only information is displayed; IMSI(s), MSISDN(s), and IP address(es) of the device(s) the SIM is inside.

Individual SIM's states can be changed through; Activation, Suspension and Termination. Click 'Change State' button in the 'Action' column. The 'SIM change state' form will display the ICCID and current State of the SIM, it will give a 'Requested State' dropdown menu select the desired option and click 'Request'.

Note: Clicking the 'Back' button will not request a change to the SIM state. Unsuspending a SIM card can only be achieved after at least two hours of suspension.

2.4.2.1.3 Contract Settings [📄]

The following read only information is displayed:

- Activation Date, the date of the most recent activation.
- Termination Date, the date it is due to be terminated (if applicable).
- Contract Start, the date the contract started.
- Contract End, the date the contract is due to be terminated.
- Billing Interval, how the frequency of invoices.
- Billing date, the next billing date.
- The Package Identifier, the Eseye code for the tariff.
- The Package Description, which is a brief summary of the package contents.
- The Package Name, which is the friendly name you've assigned to the package.

Individual SIM's states can be changed through; Activation, Suspension and Termination. Click 'Change State' button in the 'Action' column. The 'SIM change state' form will display the ICCID and current State of the SIM, it will give a 'Requested State' dropdown menu select the desired option and click 'Request'.

Note: Clicking the 'Back' button will not request a change to the SIM state. Unsuspending a SIM card can only be achieved after at least two hours of suspension.

2.4.2.2   Multiple SIMs

2.4.2.2.1   Changing Settings

It is possible to edit settings for multiple SIMs at a time. This is found at SIMs > SIMs List.

Select the SIMs you wish to edit by checking the box on the left of the SIM's row. To select all the SIMs, check the box in the title row.

Use the dropdown menu below the table to select 'Change Settings' and click 'Perform Bulk Action'. Enter the information into fields to be altered. To delete all entries in a row use the 'Clear' checkbox. Click Save.

The following settings can be edited for multiple SIMs:

2.4.2.2.1.1   State
If you wish to Activate, Suspend or Terminate the SIMs, select the relevant option from the dropdown box.

2.4.2.2.1.2   User Field 1-5
These are free text boxes that can be used to help users identify the SIMs.

2.4.2.2.1.3   Group
A field for increased sorting functionality.

2.4.2.2.1.4   Device Model
This is a dropdown menu. The selection will be the Device Model(s) that have been created on your account. For guidance on adding further Models, please consult section 2.6.3.

2.4.2.2.1.5   Alert Profile
For information about Alert Profiles, including how to create, edit and delete them, please consult section 2.6.1.

2.4.2.3   Multiple SIMs – Bulk Update for Friendly Name and Group (Coming Soon)
This is found at Settings > Bulk update. The bulk update requests are sent using a csv file, which is uploaded via the 'Browse' button. An example csv file can be downloaded.

Any Entry will be updated, so leaving a field blank will result in the removal of any previous entry.

2.4.3 Contacting/Testing SIMs[ ]

This is found at SIMs > SIMs List.
You can send an SMS or USSD to a selected SIM card.
Click on 'Send via SMS' or 'Send via USSD'. If these options are not available it will be because they have not been configured.

2.5 SIM Monitoring

2.5.1 View all SIMs

This is found at SIMs > SIMs List. By default you will be shown a list of provisioned SIMs on your account. The following fields will be displayed; Friendly Name, ICCID, MSISDN, IP Address, Data Usage, Group (if any), Status (Available, Provisioned and Unprovisioned), and Alert. It is possible to sort by the first five columns.

Note: If a SIM has been assigned an alert profile, the alert column will show the % of data used (100% would be the amount specified as the alert limit). Alerts are assigned to SIMs via SIM Settings (2.4.2.1.1) and profiles are configured on the Alert Profiles page (2.6.1).

If you wish to view all SIMs after having used the search feature, simply set the dropdown boxes for Group, SIM State and SIM Package to 'All', ensure the search box (the unlabelled text box on the right) is blank, and click search.

The number of records displayed per page can be changed between 10, 20, 50 and 100, and the pages are navigable using the next page [ ], previous page [ ], first page [ ] and final page [ ] buttons.

2.5.2 SIM Search and Filter

The full benefit of SIAM's search and filter function only accessed when all fields are filled (i.e. Friendly Name and IMEI).

This is found at SIMs > SIMs List. By default you will be shown a list of provisioned SIMs on your account.

The 'Search For' dropdown box allows you to search by ICCID (the SIM number), MSISDN (the phone number), IP, Friendly Name and IMEI. If you select more than one of these results will only be returned for SIMs which have the search criteria in both categories. E.g. If Friendly Name and MSISDN are selected, and a search for containing 8 is made, the only results will be for SIMs which have an 8 in their Friendly Name and MSISDN.

Select one of 'starting with', 'ending with', 'containing' or 'matches'.

If desired, you can also filter by Group (including 'none' to search for SIMs which have not been allocated a group), SIM State, and SIM Package. To select any of these, click on the relevant dropdown box and select the desired group, state or package. More than one of these may be applied.

Click 'Search'.

2.5.3 Monitoring SIM Activity

All of the following SIM information is found at SIMs > SIMs List:

Description	Icon
Summary of activity	
Settings (view and edit)	

Network settings (edit state)	
Contract settings	
Billing	
Messaging	
Radius	
Netflow	
Control panel	
Audit (record of every action to that SIM)	

Of these, the following can be edited (See 2.4.2 for further information):

- Settings
- Network Settings
- Contract Settings

To contact or test a SIM using this page, use the Control Panel [🎛] (See 2.4.3 for further information).

2.5.3.1 Summary of activity [▭]
This is found at SIMs > SIMs List.

This displays information covering the following sections: Network Events, Device Events, Data Events, and Messaging Events.

This displays the following read-only information:
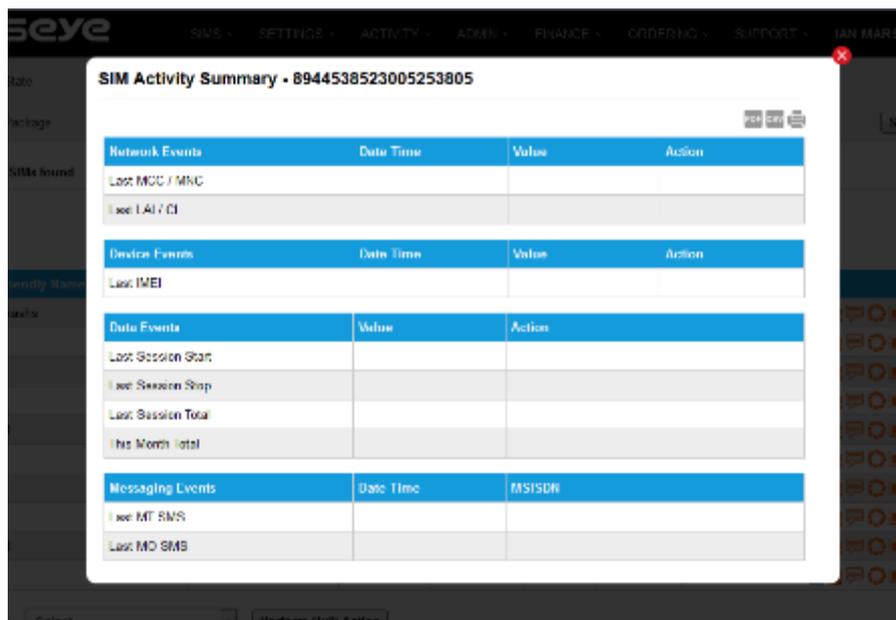
2.5.3.1.1 Network Events – Date Time, Value, Action

2.5.3.1.1.1 Last MCC / MNC
The 'Date Time' of the last connection. The 'Value' column will display the Mobile Country Code (MCC) and Mobile Network Code (MNC), with the network name shown in brackets.

2.5.3.1.1.2 Last LAI / CI
The 'Date Time' of the last connection. The 'Value' column will display the last Location Area Identifier (LAI) and Cellular Identifier (CI). The 'Action' column will display a map icon if LAI and CI data is present. Clicking on this will show the information in map form.

2.5.3.1.2 Device Events – Date Time, Value, Action

2.5.3.1.2.1 Last IMEI
The 'Date Time' of the last IMEI connection. The 'Value' column will display the last IMEI (International Mobile Equipment Identity) that the SIM connected to.

2.5.3.1.3 Data Events

2.5.3.1.3.1 Last User Name
This displays the last user of the device.

2.5.3.1.3.2 Last Session Start
This displays the start time of the last session

2.5.3.1.3.3 Last Session Stop
This displays the end time of the last session.

2.5.3.1.3.4 Last Session Total
This displays the quantity of the last session in bytes, unless a large amount of data has been used when a unit is specified, e.g. 1.5G.

2.5.3.1.3.5 This Month Total
This displays the total amount of data used in this month. The unit is bytes, unless a large amount of data has been used when a unit is specified, e.g. 1.5G.

2.5.3.1.4 Messaging Events – Date Time, MSISDN

2.5.3.1.4.1 Last MT SMS
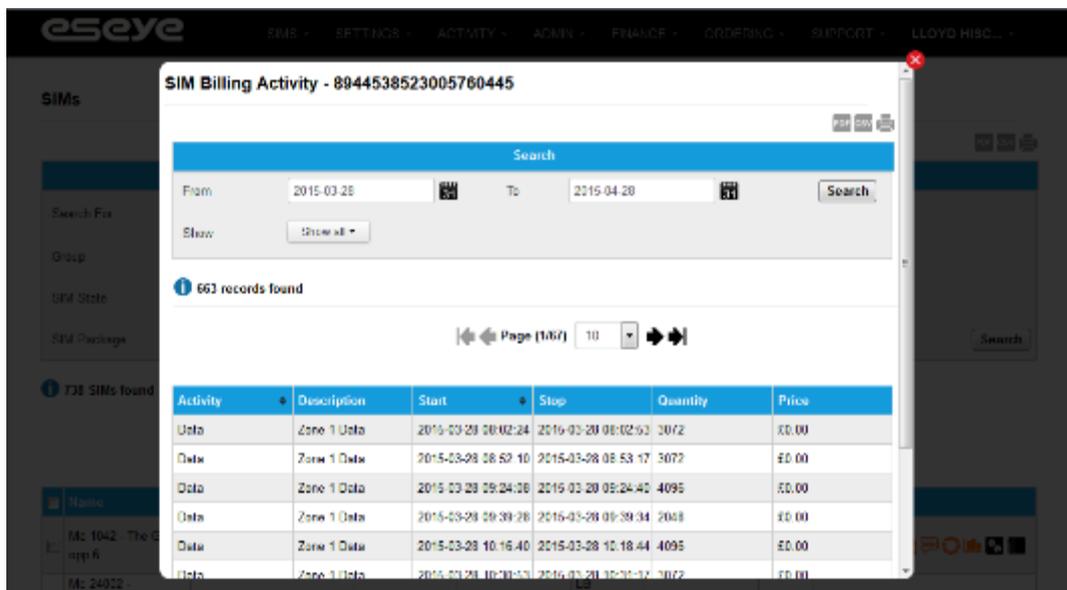This displays the 'Date Time' of the last received SMS. The 'MSISDN' column displays the MSISDN of the device that sent the SMS.

2.5.3.1.4.2 Last MO SMS
This displays the 'Date Time' of the last sent SMS. The 'MSISDN' column displays the MSISDN of the device that received the SMS.

2.5.3.2 Billing [ ]
This displays a breakdown of the activity of the SIM. This is the only place to view the SMS activity of a SIM.

The dropdown menu next to 'Show' can be used to select which activities are shown. By default, all activities (Data, SMS and Voice) are shown.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon '[31]' and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

It is possible to sort results by both 'Activity' and 'Start' date.

The 'Quantity' depends upon the 'Activity'. For data this refers to bytes, unless otherwise stated, for SMS this refers to the number, and for voice this refers to seconds.

2.5.3.3 Messaging [💬]

This displays a log of the messaging activity. This is found at SIMs > SIMs List.

This displays a table containing; 'Date Time', 'MSISDN', direction of the message (MT, MO or API) and its status (blocked or delivered).

The dropdown menu next to 'Show' can be used to select which directions are displayed, by default all MT, MO, and API are shown.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [31] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

2.5.3.4 Radius [🔄]

This displays a log of network authentication. This is found at SIMs > SIMs List.

This displays a table containing; 'Session Start', 'Session Stop', 'Data Usage', 'IMSI', and 'MCC MNC (Network Name)'. Sorting is available by all headings.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

2.5.3.5 Netflow [📊]

This displays a breakdown of data transmission over time. The blue bars are MT (received), and the black bars are MO (sent).

The default view displays an entire month of data, with each bar representing one day. Clicking on one bar will update to show a new graph with one bar representing an hour and the whole graph covering a day. Clicking on one bar will update to show a new graph, with one bar representing a minute and the whole graph covering an hour. Examples of these graphs are found at (2.12.4).

Under the bar chart, there will be a breakdown of the data in table form. To scroll through all of the pages use the numbers above the table.

2.5.3.6   Audit (of individual ICCID) [■]

This displays a record of every action taken, and change made. This is found at SIMs > SIMs List.

Each result will display a description of the activity or change, the date, the user, reference (the ICCID of the SIM), and information (which will provide more detail than the description).

It is possible to sort results by Description, Date, User and Reference.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [📅] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅] and final page [➡] buttons.

2.5.3.7   Audit Log (of all SIMs)

This displays a record of every action taken, and change made, to all SIMs associated with your account. This is found at SIMs > Audit Log.

The page displays the following information about each event; a description, the date, the user, and the ICCID of the SIM (in the column labelled 'Ref').

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [📅] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅] and final page [➡] buttons.

2.6   SIM Profiles (Settings)

To assign these profiles to SIMs when you activate them, consult the activation section (2.4.1.1), for guidance on how to assign the profiles to existing SIMs consult 2.4.2.1.1.

2.6.1   Alert Profiles

Alert Profiles can be used to send alerts, or suspend SIMs, when certain limits are reached. Financial, Data and Messaging Alerts can be set. This is found at Settings > Alert Profiles.

This displays any profiles which have been created, whether any of these are the default profile (meaning all new SIMs are assigned this profile, unless otherwise specified), and the number of devices using each profile.

To view previous alerts, consult section 2.7.2.

2.6.1.1 Creating Alert Profiles

Click 'Add New Alert Profile'. The 'Alert Profile' form will request the following information:

- Profile Name, for easy identification later.
- Default Profile, check the box to make is default.
- Financial Alerts, consult 2.6.1.4.1.
- Data Alerts, consult2.6.1.4.2.
- Messaging Alerts, consult 2.6.1.4.3.
- Device Alerts, consult 2.6.1.4.4.

One alert profile can contain multiple alert types.

2.6.1.2 Editing Alert Profiles

In the row of the Alert Profile click the edit icon [✎], it is under the 'Action' header. The 'Alert Profile' form will request the following information:

- Profile Name, for easy identification later.
- Default Profile, check the box to make is default.
- Financial Alerts, consult 2.6.1.4.1.
- Data Alerts, consult 2.6.1.4.2.
- Messaging Alerts, consult 2.6.1.4.3.
- Device Alerts, consult 2.6.1.4.4.

2.6.1.3 Deleting Alert Profiles

In the row of the Alert Profile you wish to delete click the delete icon [✖], it is under the 'Action' header.

2.6.1.4 Types of Alerts

2.6.1.4.1 Financial Alerts

These relate to the amount of money used. Up to three alerts can be set for each profile, with each either returning an alert message or suspending the SIM card.

Level 1 is the lowest level escalating to Level 2 and then Level 3.

Enter the desired amount without using currency symbols, and click 'Save'.

2.6.1.4.2 Data Alerts

These relate to the amount of data used. Up to three alerts can be set for each profile, with each either returning an alert message or suspending the SIM card.

Level 1 is the lowest level escalating to Level 2 and then Level 3.

Enter the desired amount in bytes, and click 'Save'.

2.6.1.4.3 Messaging Alerts

These relate to the amount of SMS used. Up to three alerts can be set for each profile, with each either returning an alert message or suspending the SIM card.

Level 1 is the lowest level escalating to Level 2 and then Level 3.

Enter the desired amount in bytes, and click 'Save'.

2.6.1.4.4 Device Alerts

These relate to the IMEI used by the SIM card. The alert notifies or suspends the SIM card if the device is used in an IMEI number that it is not registered for, then click 'Save'.

2.6.1.5 Viewing Alerts
Please consult 2.7.2.

2.6.2 SIM Packages

This displays the following editable and read-only information:

- Package Id, an Eseye generated unique number.
- Name, a readable description of the package.
- Status, if active or not.

The 'Show' dropdown menu can be used to select the type of packages are shown. By default, all packages (Active, Suspended, Legacy and Pending) are shown. To update the display click 'Search'.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [], previous page [], first page [] and final page [] buttons.

2.6.2.1 Editing Packages

If a package has the edit button [] in its Action column it is possible to edit this package. The friendly name can be edited.

It is possible to activate packages for provisioning, to suspend them, and to make them legacy packages. Pending packages cannot be edited.

2.6.2.2 Activating Packages

To activate packages, click the edit button [✎], in the 'Package' form click 'Download pdf file' in the Download unsigned SIM contract form row.

Use the 'Browse' button to upload a signed version of the form.

The package will now be activated by Eseye.

2.6.2.3 Viewing contract form

To view the current contract form, click the edit button [✎], in the 'Package' form click 'Download pdf file' in the relevant row.

2.6.3 Device Models

This is found at Settings > Device Models. This displays the following editable and read-only information:

- Profile Name, a user defined field for easy identification.
- Default, if the device is set as the default setting for new SIM cards.
- No. of Devices, number of SIM cards assigned to this type of device.

2.6.3.1 Creating Device Models

To create a new device profile, click on 'Add New Device Model'. The 'Device Model' form will ask you for the following information:

- Device Name, a user defined field for easy identification.
- Default Profile, a check box to set this device as the default for all new SIM cards.

Click 'Save'.

2.6.3.2 Editing Device Models

To edit a profile, click the edit button [✎] in the relevant row. The 'Device Model' form will ask you for the following information:

- Device Name, a user defined field for easy identification.
- Default Profile, a check box to set this device as the default for all new SIM cards.

Click 'Save'.

2.6.3.3 Deleting Device Models

To delete a profile, click the delete button [✗] in the relevant row.

2.6.4 Record of changes to the Settings

This is found at Settings > Audit Log, it displays a record of every action taken, and change made, to the settings associated with your account. Every event has the following information:

- Description, type of event
- Date, date of event
- User, who initiated the event
- Ref, the ICCID that the event refers to if applicable
- Information, detailed description of the event

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [🗓] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [|➡] buttons.

2.7 Activity Records

Notifications, Reports, and Alerts are all found at Activity > 'page'.

2.7.1 Notifications

This is found at Activity > Notifications. This page will display the following read-only information about Network, Management and Application notifications:

- Date Time, the date and time of the notification
- Classification, whether the notification is about network, management or application
- Severity, its importance, the options are: planned, minor, major, and severe
- Message, a description of the notification

2.7.1.1 Searching and Filtering Notifications

It is possible to sort by the first three columns.

The 'Show' dropdown menu is used to select which notification types are shown.

After entering the desired fields click 'Search'.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [🗓] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [|➡] buttons.

2.7.2 Alerts

This is found at Activity > Alerts. This page will display the following read-only information about Finance, Data, Messaging and IMEI Alerts:

- Date Time, the date and time of the alert
- Type, whether the alert is about Finance, Data, Messaging or IMEI
- ICCID, to identify the SIM card the alert refers
- Subject, displays whether reaching this limit triggered an alert or a suspension
- Action, displays any available actions following the alert

2.7.2.1 Searching and Filtering Alerts

It is possible to sort by the first four columns.

The 'Show' dropdown menu is used to select which alert types are shown.

To search by ICCID use the ICCID search box.

After entering the desired fields click 'Search'.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [31] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅] and final page [➡] buttons.

2.7.3 Reports

This is found at Activity > Reports. It will display the following information:

- Date Time
- Type (Usage or Estate)
- Subject
- Any possible Actions

2.7.3.1 Searching and Filtering Reports
It is possible to sort by the first three columns.

The 'Show' dropdown menu can be used to select which types of reports are shown.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [31] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅] and final page [➡] buttons.

2.8 Finance

2.8.1 Overview

This is found at Finance > Overview, it displays the following editable and read-only information:

- Contractual name, to request a change click the edit button [✎] in the Actions column. Download the form, fill it in, use the 'Browse' button to locate the signed form and click 'Upload Form'.
- Payment Method, to request a change click the edit button [✎] in the Actions column. In the 'Payment Settings Change Request' form select the new method of payment and click 'Request Change'. If requesting to make payment by credit card or direct debit Eseye will phone to obtain the relevant details.
- Post Invoices, to receive posted invoices check the box and click the update button [↻]. This option costs £1.50 per invoice.
- Email Statement, to receive emailed monthly statements check the box and click the update button [↻].
- Amount due, this is the amount overdue on the account.
- Account balance, this is the total amount outstanding on the account.

2.8.2 Viewing billing details

This is found at Finance > Details. It displays the following read-only information:

Billing Address Details	Billing Company	View only
	Address line 1	
	Address line 2	
	Town or City	
	State or County	
	Postcode	
	Country	
Billing Contact Details	Contact Name	This should be a finance specific contact. E.g. accounts department.
	Telephone	
	Email Address	
Billing References	VAT reference	Required for VAT free EU
	Company number	
	PO reference	

2.8.3 Editing billing details

This is found at Finance > Details. Click 'Edit' in the bottom right of the page. In the 'Update Finance Details' form make the relevant changes to the following information:

Billing Address Details	Billing Company	View only
	Address line 1	
	Address line 2	
	Town or City	
	State or County	
	Postcode	
	Country	
Billing Contact Details	Salutation	This should be a finance specific contact. E.g. accounts department.
	Forename	
	Surname	
	Telephone	
	Email Address	
Billing References	VAT reference	Required for VAT free EU
	Company number	
	PO reference	

Click 'Save'.

2.8.4 Record of Transactions

This is found at Finance > Transactions. It displays the following information:

- Type of transaction, for a full list of types see 2.8.4.1
- Transaction reference number
- Date of transaction
- Due date, only for invoices
- Amount (the agreed currency)
- Tax
- Balance (the agreed currency) before the transaction

2.8.4.1 Transaction Types
- Credit Note

- Cheque
- DirectDebit
- Bank Transfer
- Credit Card
- Debit Card
- Cash
- Standing Order
- Journal
- Payment
- Invoice

2.8.4.2 Filtering transactions

It is possible to sort by the date of the transaction. The 'Show' dropdown menu can be used to select which transaction types are to be displayed. Click 'Search'.

By default, all transactions are shown.

The date range can also be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [📅] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

2.8.5 Making ad hoc payments

This is found at Finance > Transactions. Under the table is the 'Make Ad-hoc Payment By Credit Card' button and field. In the box and enter the amount to pay, then click 'Make Ad-hoc Payment By Credit Card'.

You will be taken to the Cart page (2.9.2), where you can delete the payment, or continue to the checkout (2.9.2.1).

2.8.6 View changes to the finance section

This can be found at Finance > Audit Log, it displays the following information about each change made to the finance details:

- Description, the type of change made
- Date, of the change made
- User, who made the change
- Ref, reference of the change
- Information, detailed description of the change

It is possible to sort by the first four columns.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [📅] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [➡], previous page [⬅], first page [⬅|] and final page [➡|] buttons.

2.9 Ordering

Ordering involves three steps: Shop, Cart and Checkout.

2.9.1 Shop

This is found at Ordering > Shop, it will display a list of products that can be bought through SIAM (if you wish to order a different product then contact Eseye). To add an item to the cart: enter the desired quantity in the 'Qty' box, then click the cart button [🛒].

The quantity of the order can be altered in the cart page.

2.9.2 Cart

This is found at Ordering > Cart, it will display a list of items selected to order. This is the last place to amend the order before purchase.

To adjust the quantities of an item, in the relevant row, enter the desired quantity in the 'Qty' box and click the update button [🔄].

To delete an item, click the delete button [✖] in the relevant row.

The cart icon [🛒] is displayed to the right of the 'your name' on the main menu. This image and the cart are saved until you log out of SIAM.

To go to the checkout, click the 'Checkout' button.

2.9.2.1 Checkout

This is found at Ordering > Cart > Checkout, this displays the following: Delivery Address, Billing Address, Options and Review Cart.

Delivery Address, this address is automatically set as the default delivery address for this account, to edit click 'Edit this address' (To edit the default address see 2.9.4). Click 'Next Step'.

Billing Address this address is automatically set as the default billing address for this account, to edit click 'Edit this address' (To edit the default address see 2.8.3). Click 'Next Step'.

Options, this displays the delivery method (a dropdown menu), Order summary (for easy identification upon receipt) a PO number (to appear on the invoice), a requested shipping date, and any additional notes needed. Click 'Next Step'.

Review Cart, this displays read-only information on the order. To edit the items ordered go to Ordering > Cart. To submit the order, click 'Place Order'.

2.9.3 Viewing Orders

This is found at Ordering > Order History, it displays the details of previous orders associated with your account. It displays the following information:

- Reference, the reference number of the order. Click on the reference number to display: delivery address, billing address, delivery contact details, order details, shipping details, description, quantity and amount.
- Date, of the order.
- User, who submitted the order.
- Status, either Dispatched, New or Pending.

It is possible to sort by all columns.

It is possible to sort by the type of transaction. The 'Show' dropdown menu can be used to select which transaction types are to be displayed (New, Pending, or Dispatched). Click 'Search'.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [], previous page [], first page [] and final page [] buttons.

2.9.4 Changing account delivery address

This is found at Ordering > Delivery Address, it displays the following read-only information:

- Delivery Address Details, including the company name and address.
- Delivery Contact Details, including contact name and telephone number.

To edit the information click the 'Edit' button, make the desired changes and click 'Update'.

2.10 Support

2.10.1 Tickets

Support tickets are an easy and efficient way to contact and raise queries with Eseye's support technical support team.

2.10.1.1 Raising Tickets
This is found at Support > Tickets, to raise a new ticket:

1. Click 'Raise New Ticket'.
2. Enter a 'Title' for your ticket. This should be a short summary of the issue.
3. Enter the 'Message'. If applicable, list steps to reproduce the issue, the expected result, and the actual result.
4. Select the type of ticket from the 'Classification' dropdown menu. By default this is set to 'Problem', the other options are 'Incident', 'Question', and 'Task'.
5. Select the importance of the ticket from the 'Priority' dropdown menu. By default this is set to 'Normal', the other options are 'Low', 'High', and 'Critical'.
6. Click 'Create New Ticket'.

2.10.1.2 Viewing existing tickets
This is found at Support > Tickets, it displays the following information:

- Ticket number, an Eseye assigned identification number.
- Created Date, the date and time that the ticket was created.
- Status, the current state, the options are new, pending, on hold, solved, and closed.
- Subject, this is the tickets title, clicking on this field shows the messages and full details of the ticket.
- Priority, the importance of the ticket, the options are low, normal, high, and critical.
- Reported, the name of the user who submitted the ticket.
- Action, actions that can be taken, these include edit ticket [] (which allows the sending and viewing of messages) and close ticket [] (which ends the ticket).

It is possible to sort tickets by the first six columns.

The date range can be changed, either by typing in the desired 'From' and 'To' dates, or clicking on the calendar icon [] and selecting the desired dates from the calendar which appears.

The number of records displayed per page can be changed between 10, 20, 50, 100 and 500, and the pages are navigable using the next page [], previous page [], first page [] and final page [] buttons.

2.10.1.3 Adding comments to existing tickets

Navigate to the ticket you wish to add a comment on, by clicking on the 'Subject' of the relevant ticket, or clicking the Edit Ticket button [] in the Action Column. To add a comment, click the 'Add Comment' button. Enter your comment in the text box, and click 'Add Comment'.

2.11 FAQ

2.11.1 What does suspending a SIM do?

Suspending a SIM disables all services on it (i.e. Data, SMS and Voice), although you will still be charged the agreed monthly tariff. To suspend a SIM use 2.4.2.1.2.

2.11.2 Can a suspended SIM be reprovisioned?

A suspended SIM is still provisioned. To re-enable services (i.e. Data, SMS and Voice), the SIM should be unsuspended. Unsuspending a SIM card can only be achieved after at least two hours of suspension. To unsuspend a SIM use 2.4.2.1.2.

2.11.3 Does terminating a SIM stop it from being billed?

Yes, but you may incur cancellation costs. To request to terminate a SIM use 2.4.2.1.2.

2.11.4 Can a terminated SIM be reprovisioned?

Yes, a terminated SIM can be reprovisioned at any time. To reprovision a SIM use 2.4.1.

2.11.5 Why are only some of the menus visible?

The only menus visible will be those which contain pages which your account has permission to view. For a list of permissions, consult 2.12.3.

2.11.6 Rules associated with forms and pages

If you encounter a rule (for instance, concerning the content of your password) and desire further guidance, consult 1.2 for the correct section of this guide.

2.12 Appendix

2.12.1 The SIAM Icons

These are links on the SIMs list page (sections 2.5 & 2.4.2).

Icon	Description	Guide Section
	Summary of activity	2.5.3.1.
	Settings (view and edit)	2.4.2.1.1.
	Network settings (edit state)	2.4.2.1.2.
	Contract settings	2.4.2.1.3.
	Billing	2.5.3.2.
	Messaging	2.5.3.3.
	Radius	2.5.3.4.
	Netflow	2.5.3.5.
	Control panel	2.4.3.
	Audit (record of every action to that SIM)	2.5.3.6.

2.12.2 Acronyms

| Acronym	Abbreviation of	Description
CI	Cellular Identifier	
ICCID	Integrated Circuit Card Identifier	Every SIM is internationally defined by this number. It is stored in the SIM cards, and will be visible on the SIM card too.
IMEI	International Mobile Equipment Identity	The Modem Serial Number of your device.
IMSI	International Mobile Subscriber Identity	This allows identification of SIM cards on individual operator networks
LAI	Location Area Identifier	
MCC	Mobile Country Code	This indicates which country the device was in when the record was created. For information about the codes, please consult: http://en.wikipedia.org/wiki/Mobile_country_code
MNC	Mobile Network Code	This indicates which network the device was using when the record was created. It is used in combination with the MCC, so MNC 01 will represent different networks in different countries. To find a MNC, first look for the MCC. http://en.wikipedia.org/wiki/Mobile_country_code
MO	Mobile Originated	SMS sent from a mobile phone.
MSISDN	Mobile Station International Subscriber Directory Number	The telephone number to a SIM card in a device.
MT	Mobile Terminated	SMS sent to a mobile phone.
USSD	Unstructured Supplementary Service Data	A Global System for Mobile (GSM) communication technology that is used to send text between a mobile phone and an application program in the network.

2.12.3 List of account type permissions

Area of SIAM	Page	Admin	Finance	Logistics	Engineering
Activity	View Notifications	Permitted		View only	Permitted
Activity	View Alerts	Permitted		View only	Permitted
Activity	View Reports	Permitted		View only	Permitted
Activity	View Messaging API	Permitted		View only	Permitted
Admin	Users	Permitted			
Admin	Referral Codes	Permitted			
Admin	Sub Accounts	Permitted			
Admin	Audit Log	Permitted			
Finance	Overview	Permitted	Permitted		
Finance	Finance Details	Permitted	Permitted		
Finance	Account Transactions	Permitted	Permitted		
Finance	Finance Audit Log	Permitted	Permitted		
Ordering	Shop	Permitted	Permitted	Permitted	
Ordering	Cart	Permitted	Permitted	Permitted	
Ordering	Orders	Permitted	Permitted	Permitted	
Ordering	Delivery Address	Permitted	Permitted	Permitted	
Settings	SIM Packages	Permitted		View only	Permitted
Settings	Alert Profiles	Permitted		View only	Permitted
Settings	Reporting Profiles	Permitted		View only	Permitted
Settings	Device Models	Permitted		View only	Permitted
Settings	Messaging API	Permitted		View only	Permitted
Settings	Bulk Update	Permitted			Permitted
Settings	Bulk Activate	Permitted			Permitted
Settings	Audit Log	Permitted		View only	Permitted
SIMs	SIMs List	Permitted		View only	Permitted
SIMs	Activate	Permitted			Permitted
SIMs	Bulk Action (Change Settings)	Permitted			Permitted
SIMs	SIM Settings	Permitted		View only	Permitted
SIMs	SIM Activity Summary	Permitted		View only	Permitted
SIMs	SIM Network Settings	Permitted		View only	Permitted
SIMs	SIM Contract Settings	Permitted		View only	Permitted
SIMs	SIM Billing Activity	Permitted		View only	Permitted
SIMs	SIM Messaging Activity	Permitted		View only	Permitted
SIMs	SIM Radius Activity	Permitted		View only	Permitted

SIMs	SIM Netflow	Permitted		View only	Permitted
SIMs	SIM Control Panel	Permitted			Permitted
SIMs	SIM Audit Log	Permitted		View only	Permitted
Support	View Tickets	Permitted	Permitted	Permitted	Permitted
Support	Create Tickets	Permitted	Permitted	Permitted	Permitted

2.12.4 Netflow

2.12.4.1 Netflow day
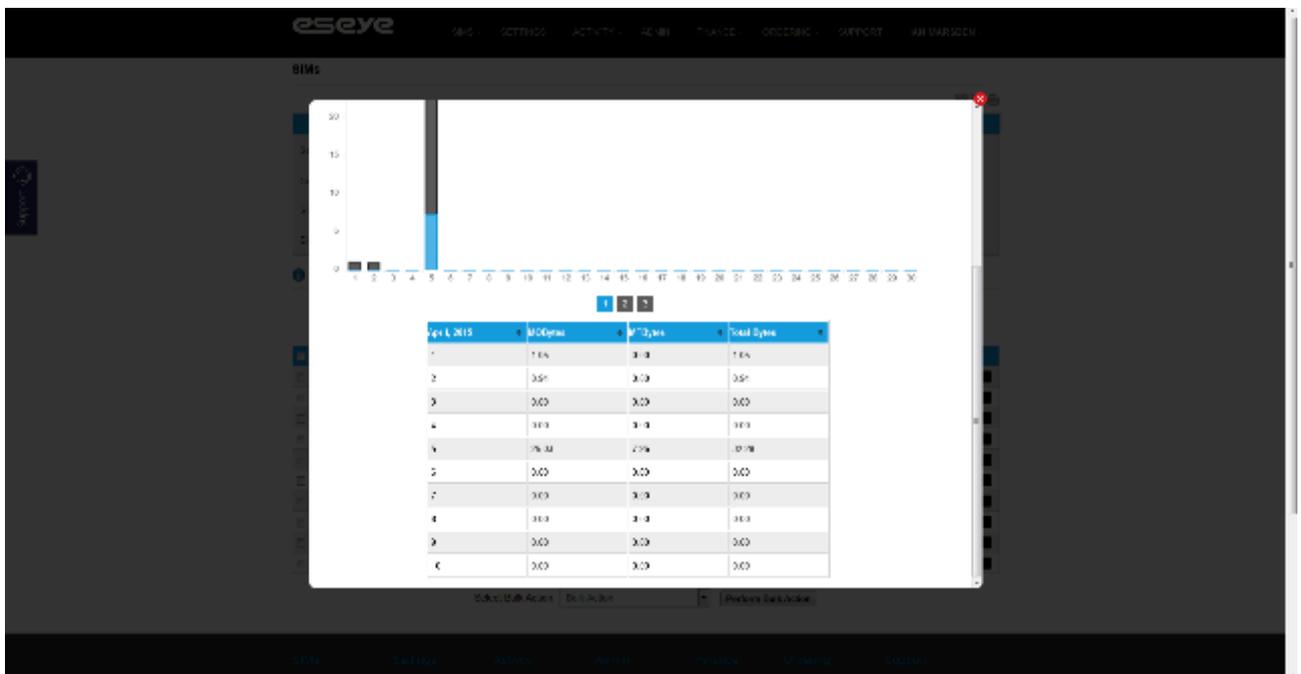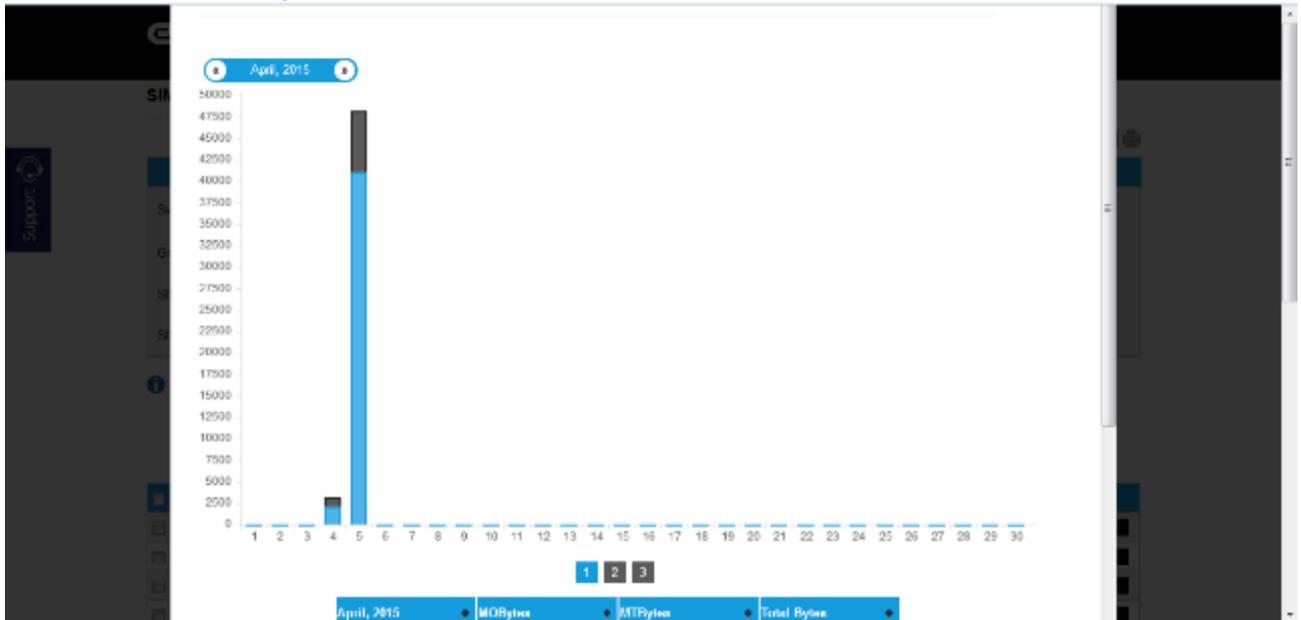
2.12.4.2 Netflow hours (having clicked on 5th April)
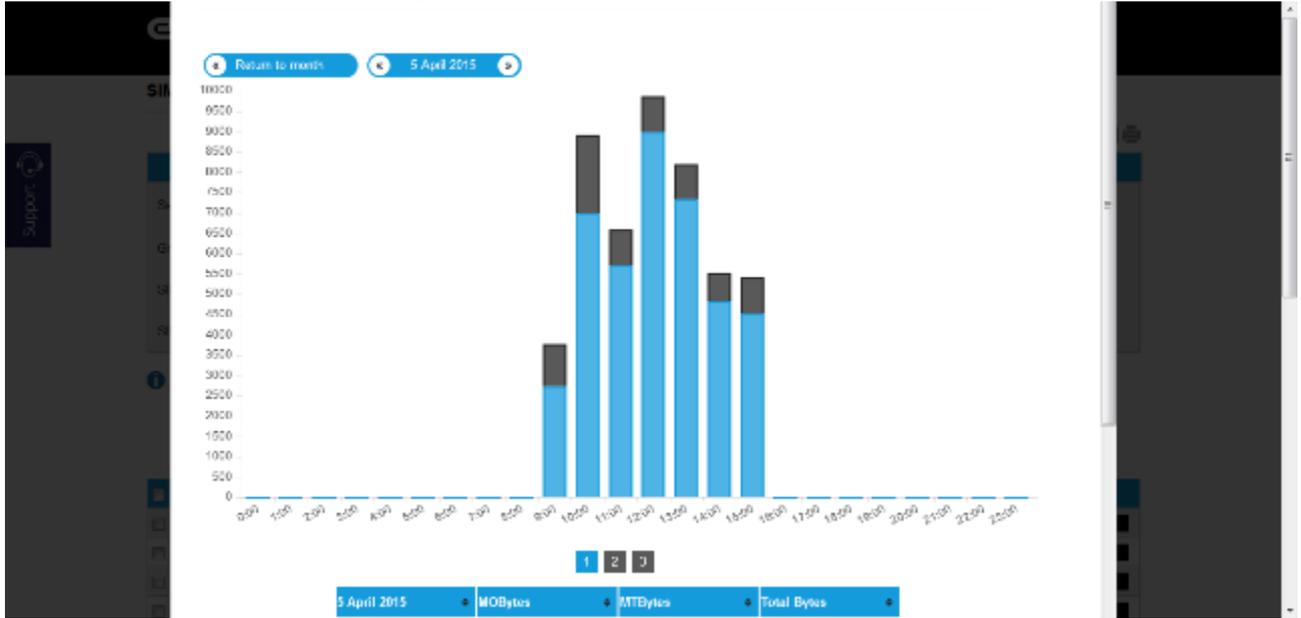
2.12.4.3 Netflow minutes (having clicked on 12:00)