GETTING STARTED

with IoT Connect Connect

Get more information on how to use your services on the Transatel Knowledge Center
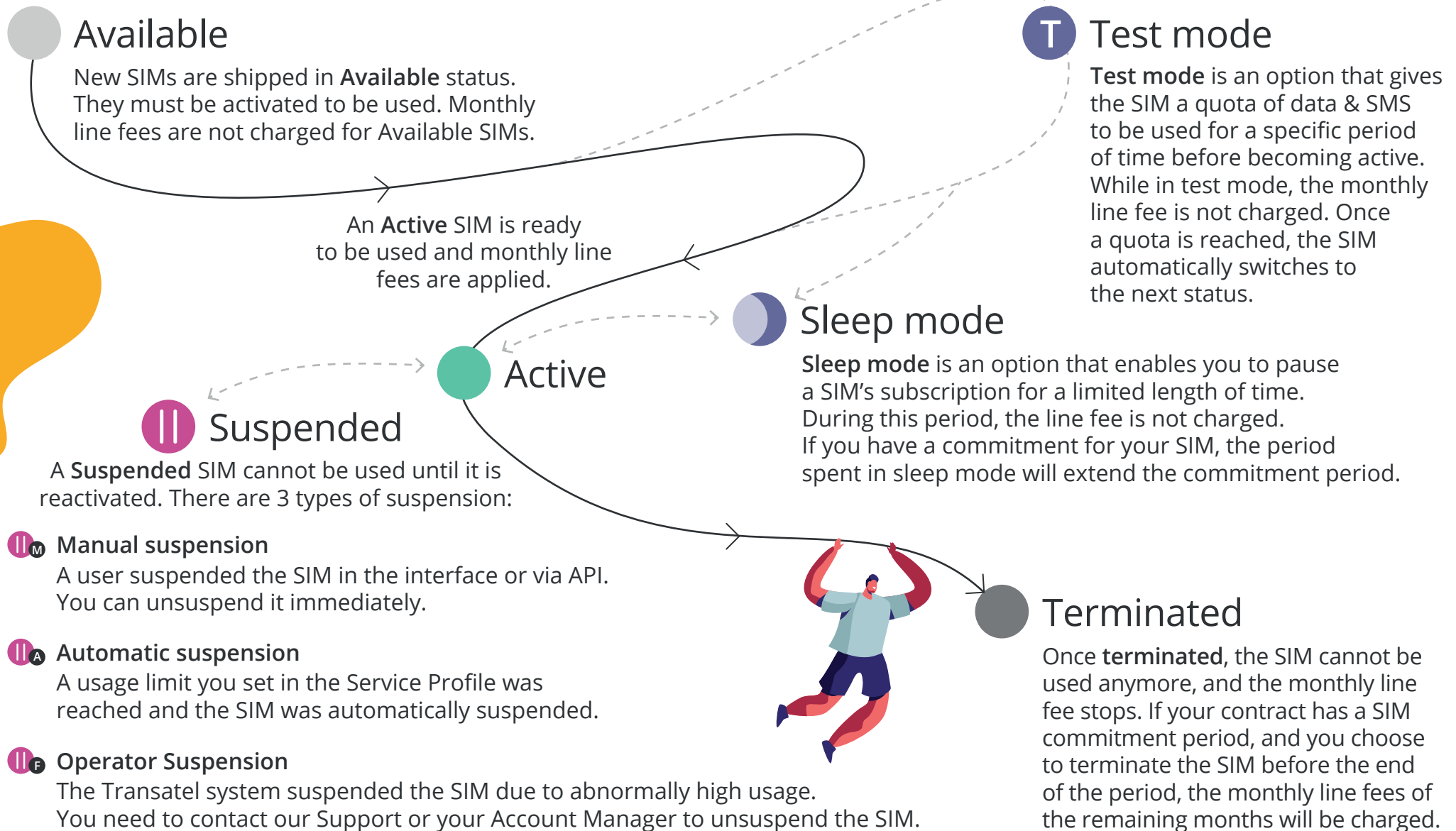
In this Quick Start Guide your will learn:

1# What are the SIM statuses and how they work

2# How to create your first Service Profile

3# Activating your first SIM cards

Let's get started!

1# What the SIM statuses, and how do they work?

Available

New SIMs are shipped in **Available** status. They must be activated to be used. Monthly line fees are not charged for Available SIMs.

T Test mode

Test mode is an option that gives the SIM a quota of data & SMS to be used for a specific period of time before becoming active. While in test mode, the monthly line fee is not charged. Once a quota is reached, the SIM automatically switches to the next status.

An **Active** SIM is ready to be used and monthly line fees are applied.

Active

Sleep mode

Sleep mode is an option that enables you to pause a SIM's subscription for a limited length of time. During this period, the line fee is not charged. If you have a commitment for your SIM, the period spent in sleep mode will extend the commitment period.

II Suspended

A **Suspended** SIM cannot be used until it is reactivated. There are 3 types of suspension:

II M Manual suspension
A user suspended the SIM in the interface or via API. You can unsuspend it immediately.

II A Automatic suspension
A usage limit you set in the Service Profile was reached and the SIM was automatically suspended.

II F Operator Suspension
The Transatel system suspended the SIM due to abnormally high usage. You need to contact our Support or your Account Manager to unsuspend the SIM.

Terminated

Once **terminated**, the SIM cannot be used anymore, and the monthly line fee stops. If your contract has a SIM commitment period, and you choose to terminate the SIM before the end of the period, the monthly line fees of the remaining months will be charged.

2#

How to create
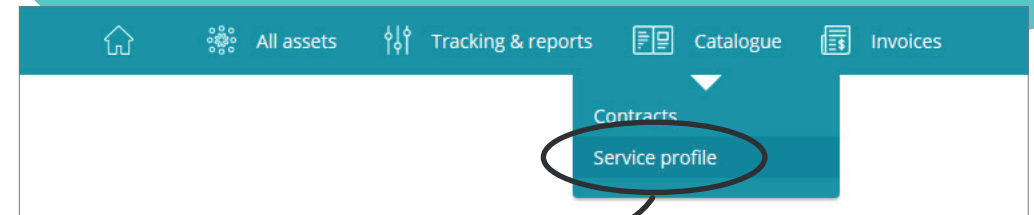## your first Service Profile?

- A Service Profile is a configuration that will be applied to your SIMs to:
  - Define the Service Pack & Rate Plan to be used
  - Allow or deny certain types of usages, select services…
  - Set usage limits & decide what should happen if they're reached
- To activate a SIM card, you must select a Service Profile but you can change the profile during the SIM's lifecycle.
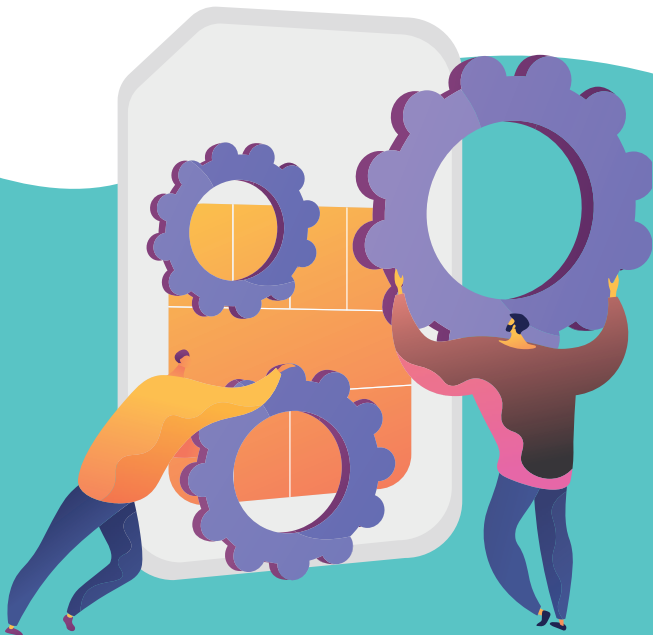
IMPORTANT NOTES
regarding the modification Service Profiles, Rate plans or options:

- You can change the connectivity services of the Service Profile anytime, and **it will apply to all the SIMs using this profile** *(ie: allow or bar SMS…)*

- **The rate plan and Service Pack of a Service Profile cannot be changed**. If you want to change the rate plan or Service Pack of your SIM, you must apply another Service Profile

- Switching a SIM card to a Service Profile with a different Rate Plan *(i.e. changing from pay per use to a pooled bundle)* will be effective the following month.

Service Profiles are found in the **Catalogue** menu.
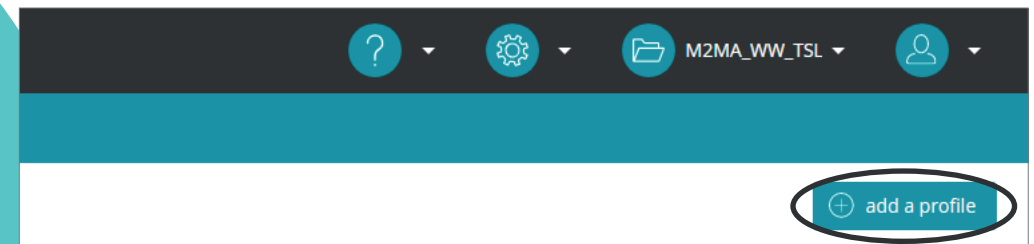
Click here to create a new Service Profile.

How to create a Service Profile?

CREATE A SERVICE PROFILE ✕

ⓘ Profile

Profile name
my profile

Service pack
IoT Connect

Rate plan
Pay Per Use Plan - Advanced High...

⚙ Service and option settings

Enable or disable, allow or block uses to control usage.

Communication services

⚪ Data disabled

Network Type Selection (Radio Access Type)*
All services (2G/3G/4G/5G, LTE-M)

Outgoing SMS*
Enabled

HSS Services

Networks coverage*
Premium network coverage

Network barrings

🔵 Incoming voice disabled

🔵 Outgoing voice disabled

✕ Cancel   ✓ Create

Profile
- Select a name for your Service Profile
- Select the Service Pack *(a Service Pack is the set of services & options available to your SIM)*
- Select a Rate Plan *(pay per use, pooled bundle...)*

Communication services
Enable or disable data, SMS, select advanced options...

Save the profile
To continue to the next step

If you want to monitor your SIMs' usage and spendings, you have the possibility to implement automated rules, to receive alerts or automatically suspend the line.
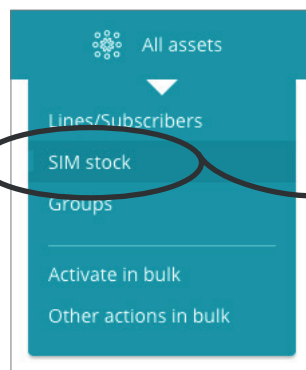
To learn how to create and use rules, click here.

3# Activating your first SIM cards

Step ① Selecting one or multiple SIM cards

Activation of a single SIM

All assets
Lines/Subscribers
SIM stock
Groups
Activate in bulk
Other actions in bulk

Go to **SIM stock** in the Assets menu. All your Available SIMs will be displayed.

Then click on the SIM card to activate.

☐	8988 2470 0001 3954 475	+882 4704 0027 4448	● Available
☐	8988 2470 0001 3954 483	+882 4704 0027 4449	● Available
☐	8988 2470 0001 3954 491	+882 4704 0027 4450	● Available
☐	8988 2470 0001 3954 509	+882 4704 0027 4451	● Available
☐	8988 2470 0001 3954 517	+882 4704 0027 4452	● Available

PIN-PUK | Other actions ⌄ | Activate ⌄
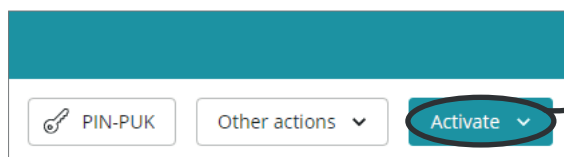
In the detailed SIM view, click on **Activate**.

Activation of multiple SIMs

All assets
Lines/Subscribers
SIM stock
Groups
Activate in bulk
Other actions in bulk

Click on **Activate in Bulk**.
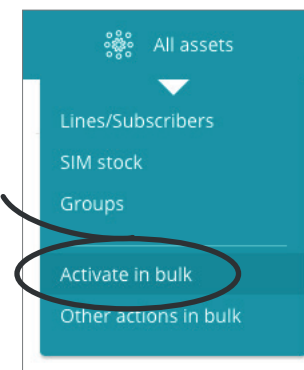
Then ☑ select multiple SIM cards and click on **Next**.

	ICCID	MSISDN
➖		
☐	8988 2470 0001 1084 341	-
☑	8988 2470 0001 3954 459	+882 470
☑	8988 2470 0001 3954 467	+882 470
☑	8988 2470 0001 3954 475	+882 470
☑	8988 2470 0001 3954 483	+882 470

Shared information | Next ❯

Step ② Selecting the Service Profile

Select the **Service Profile** then click on **Next.**

Step ③ Selecting a group and reference

As a last optional step, you can enter a reference
and add your SIM card*(s)* to an existing group.
If you have selected multiple SIMs,
it will be applied to all of them.
Finally, click on **Activate**.