



GETTING STARTED

with Mobile Workplace Connect

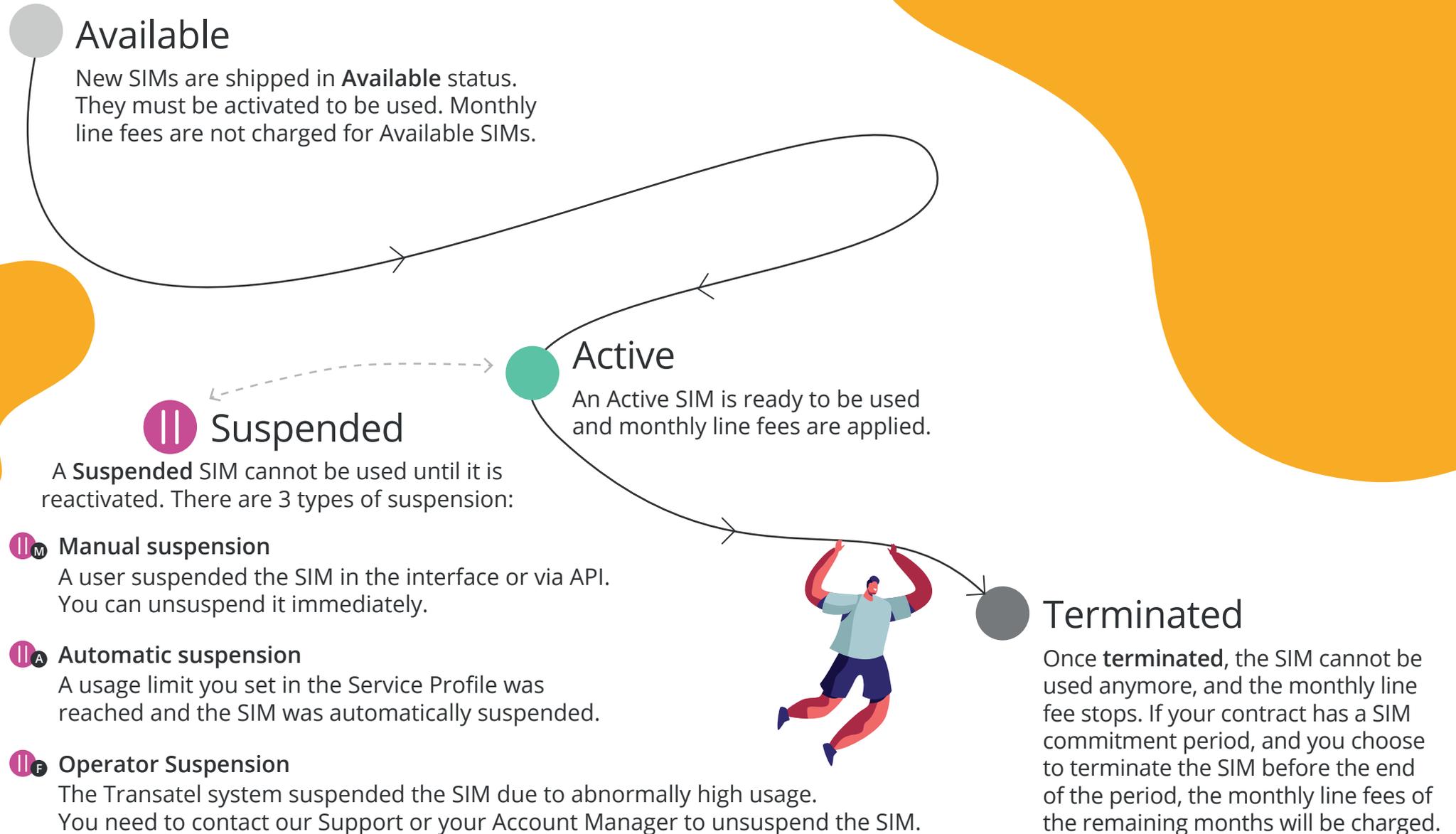
In this Quick Start Guide you will learn:

- 1# What are the SIM statuses and how they work
- 2# How to create your first Service Profile
- 3# Activating your first SIM cards
- 4# How to switch between pay per use/capped bundles
- 5# How to add a capped bundle to a SIM

Let's get started!



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



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.



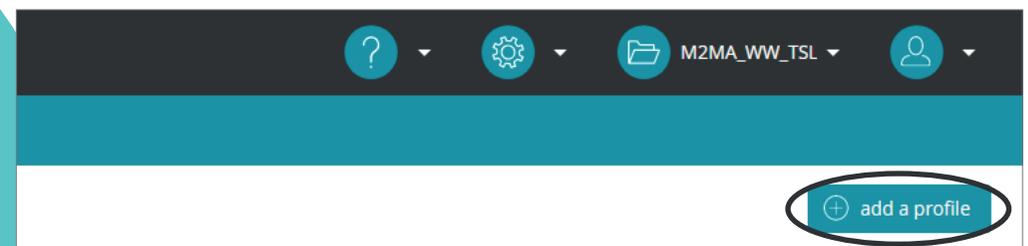
IMPORTANT NOTES

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** (i.e. 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

① 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

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

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...*)

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](#).

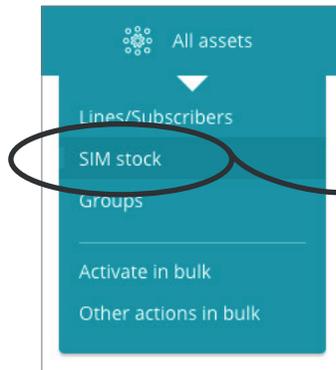


3# Activating your first SIM cards

Step ① Selecting one or multiple SIM cards



Activation of a single SIM



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

Then click on the SIM card to activate.

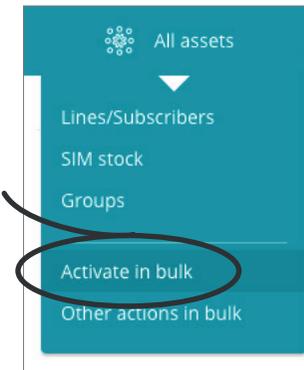
<input type="checkbox"/>	8988 2470 0001 3954 475	+882 4704 0027 4448	● Available
<input type="checkbox"/>	8988 2470 0001 3954 483	+882 4704 0027 4449	● Available
<input checked="" type="checkbox"/>	8988 2470 0001 3954 491	+882 4704 0027 4450	● Available
<input type="checkbox"/>	8988 2470 0001 3954 509	+882 4704 0027 4451	● Available
<input type="checkbox"/>	8988 2470 0001 3954 517	+882 4704 0027 4452	● Available



In the detailed SIM view, click on **Activate**.

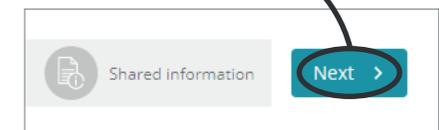
Activation of multiple SIMs

Click on **Activate in Bulk**.

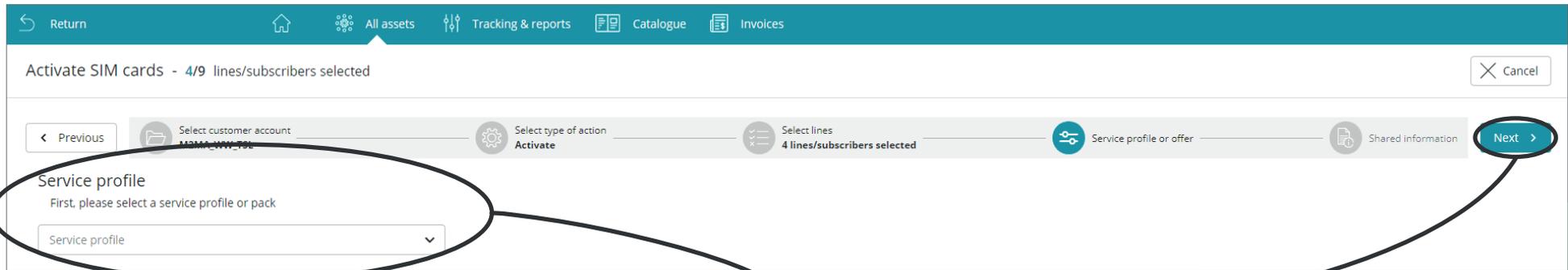


Then select multiple SIM cards and click on **Next**.

	ICCID	MSISDN
<input type="checkbox"/>	8988 2470 0001 1084 341	-
<input checked="" type="checkbox"/>	8988 2470 0001 3954 459	+882 4704 0027 4448
<input checked="" type="checkbox"/>	8988 2470 0001 3954 467	+882 4704 0027 4449
<input checked="" type="checkbox"/>	8988 2470 0001 3954 475	+882 4704 0027 4450
<input checked="" type="checkbox"/>	8988 2470 0001 3954 483	+882 4704 0027 4451



Step ② Selecting the Service Profile



Activate SIM cards - 4/9 lines/subscribers selected

Return All assets Tracking & reports Catalogue Invoices

Previous Select customer account Select type of action Select lines Service profile or offer Shared information Next

Service profile

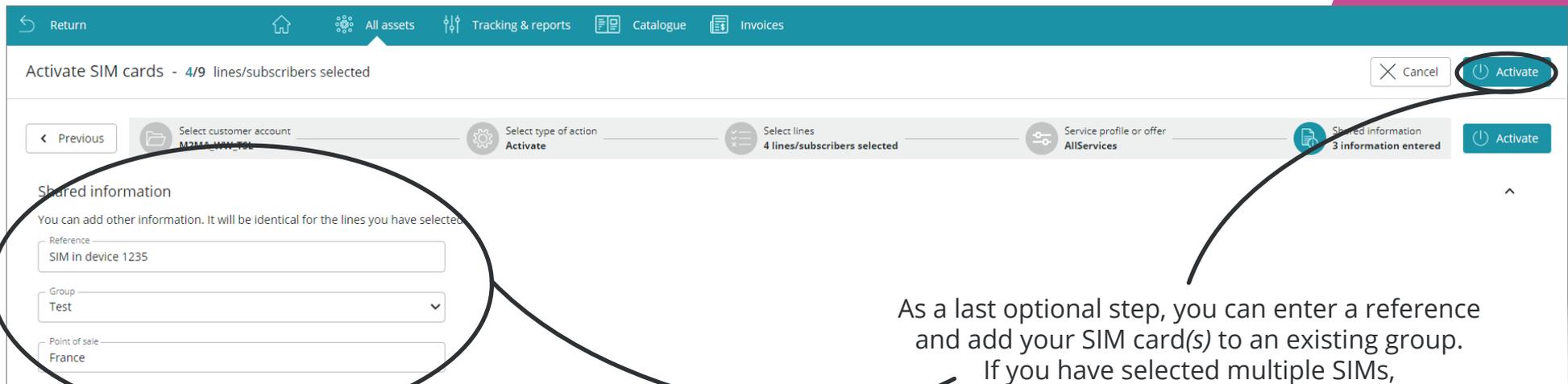
First, please select a service profile or pack

Service profile

Select the Service Profile then click on Next.



Step ③ Selecting a group and reference



Activate SIM cards - 4/9 lines/subscribers selected

Return All assets Tracking & reports Catalogue Invoices

Previous Select customer account Select type of action Select lines Service profile or offer Shared information Activate

Shared information

You can add other information. It will be identical for the lines you have selected.

Reference
SIM in device 1235

Group
Test

Point of sale
France

Activate

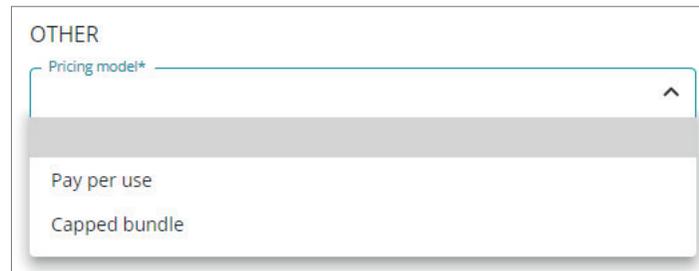
As a last optional step, you can enter a reference and add your SIM card(s) to an existing group. If you have selected multiple SIMs, it will be applied to all of them. Finally, click on **Activate**.

4# How to switch between pay per use/capped bundles

The pricing model (*pay per user or capped bundle*) is defined in the Service Profile. Therefore we recommend you to create 2 Service Profiles, each one using a different pricing model. You can then easily switch the SIMs from one Service Profile to the other.

① How to set the Pricing model in the Service Profile

Go to **Catalogue > Service Profile** and click on the Edit icon of the profile you want to modify



OTHER

Pricing model*

Pay per use

Capped bundle

In the **Pricing Model** field, select the desired model.

② How to Change the Service Profile of a SIM card

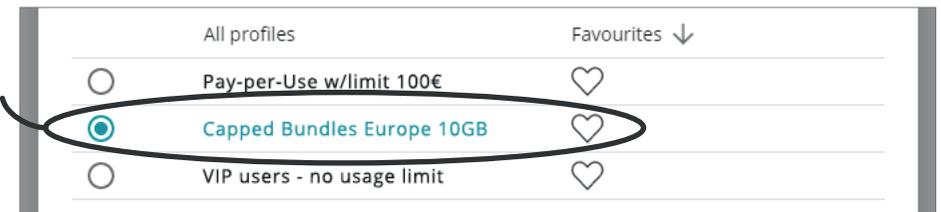


Line/Subscriber Usage Plans and options **Configured services** Log

ⓘ A profile has been applied: **Pay-per-Use w/limit 100€** [SEE PROFILE](#) [CHANGE SERVICE PROFILE](#)

Go to the SIM view, then in the **Configured Services** tab, click on **Change Service Profile**. (This action can also be done in bulk.)

Then select the new profile and apply the change.

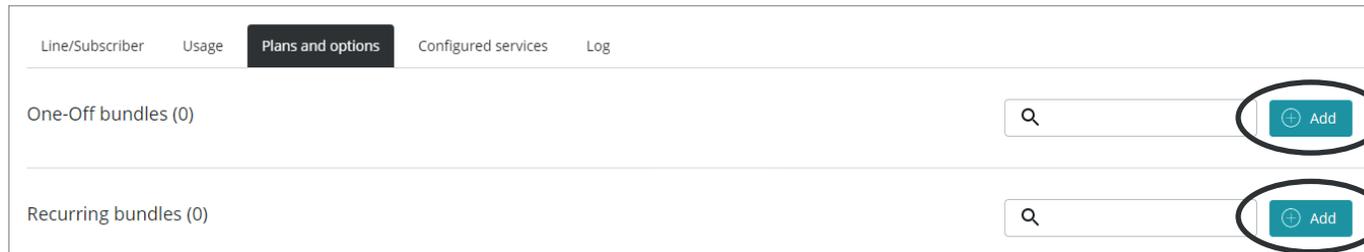


All profiles	Favourites ↓
<input type="radio"/> Pay-per-Use w/limit 100€	♡
<input checked="" type="radio"/> Capped Bundles Europe 10GB	♡
<input type="radio"/> VIP users - no usage limit	♡



5# How to add a capped bundle to a SIM

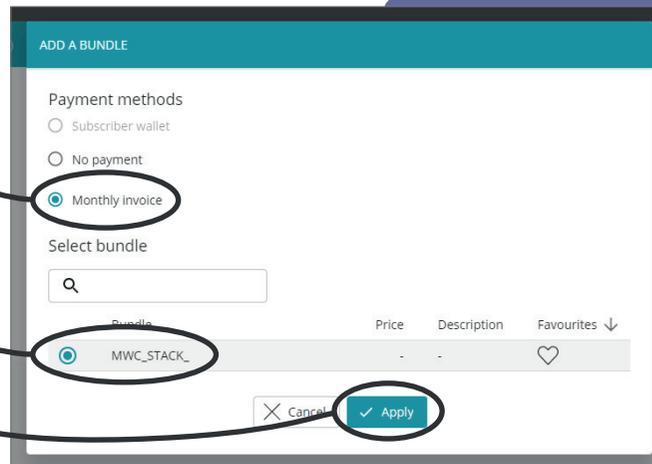
To add a capped bundle, go to the detailed SIM view of the SIM, and go to the **Plans & Options** tab.



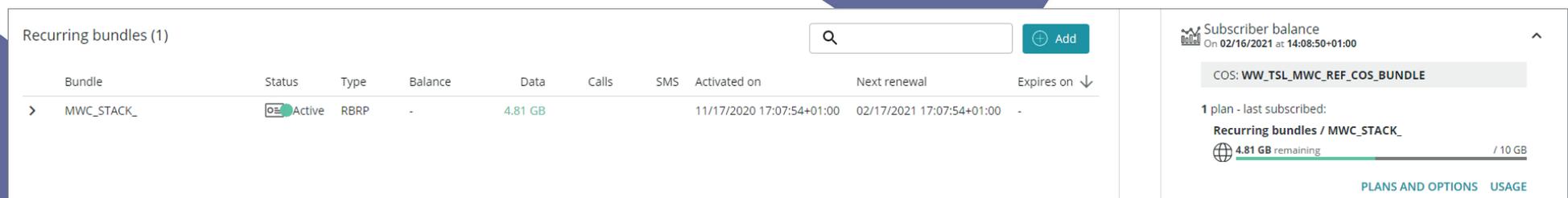
You have the choice to add either a **One Off bundle** or a **Recurring bundle**. Click on **Add** button for the type of bundle you want to add.

The catalogue of bundles will appear. Select:

- 1 The payment method: **Monthly invoice**
- 2 The desired bundle
- 3 Then click on **Apply**



Your added bundle will appear shortly in the inventory, and in the **Check-up** tab as well.



Bundle	Status	Type	Balance	Data	Calls	SMS	Activated on	Next renewal	Expires on
> MWC_STACK_	Active	RBRP	-	4.81 GB			11/17/2020 17:07:54+01:00	02/17/2021 17:07:54+01:00	-

Subscriber balance
On 02/16/2021 at 14:08:50+01:00
COS: WW_TSL_MWC_REF_COS_BUNDLE
1 plan - last subscribed:
Recurring bundles / MWC_STACK_
4.81 GB remaining / 10 GB