Vodafone Business Managed IoT Connectivity Platform

USER GUIDE



Version 59.1.0

Together we can

vodafone business

Contents

Chapter 1: Getting started **1**

Logging in 4

Logging out 8

Training 8

Introducing Vodafone IoT Assistant 9

One Charge Capability (One Charge enabled only) 12

Chapter 2: Administration **15**

Using the Dashboard 16

SIMs 26

Profiles & Tariffs 74

Access Control Lists 85

Reporting 101

Troubleshoot 124

Configuration 129

Users 147

API users 157

Manufacturer Orders 160

Organisations 162

Accessing the Legacy M2M Portal 169

Chapter 3: More **170**

Notifications 171

Settings 171

Glossary 174

Chapter 1: Getting started

The Vodafone Internet of Things (IoT) service offers a future-proof solution for all your IoT-managed connectivity needs. The service enables IoT devices to communicate with your central system, mainly using packet-switched data, but also supporting messaging services, circuit-switched data, and voice calls. Additionally, IoT services can use location-based information provided by mobile networks.

The core elements of the Vodafone IoT service are:

- Subscriber Identity Modules (SIMs)
- IoT network
- IoT platform, including:
  - Vodafone Managed IoT Connectivity Platform
  - External APIs

Recommended Internet Browser

- Google Chrome

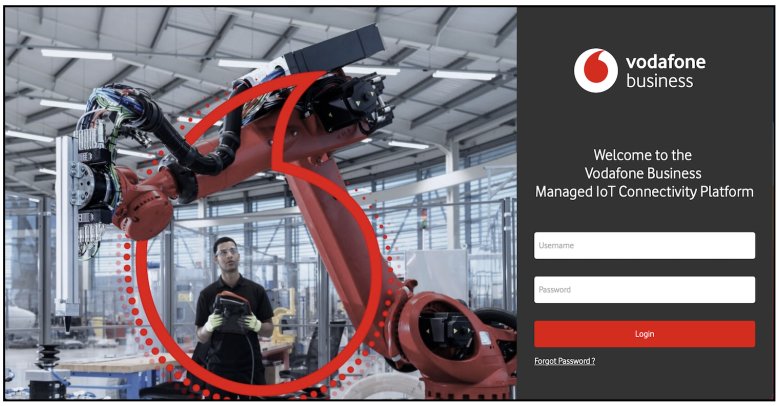
Roles that can access the Vodafone Managed IoT Connectivity Platform at the moment:

1. (Customer) Administrator
2. (Customer) Operations Management
3. (Customer) Operations
4. (Customer) Administrator Security
5. (Customer) Logistics
6. (Customer) Management
7. (Customer) Operations Limited
8. (Customer) Read Only
9. (Customer) SME Advanced
10. (Customer) SME Professional
11. (Sub Customer) Administrator
12. (Sub customer) Operations Management
13. (Sub Customer) Support Operations
14. (Sub Customer) Read Only
15. Platform Administrator
16. Platform Implementation
17. Platform Logistics
18. (Operator) Administrator
19. (Operator) Operations Management
20. (Operator) Support
21. (Operator) IITC Only
22. (Operator) Management
23. (Operator) Read Only
24. (Operator Group) Administrator
25. (Operator Group) Operations Management
26. (Operator Group) Logistics

27. (Operator Group) Support
28. (Operator Group) Support & IITC Implementation
29. (Operator Group) Read Only
30. (Reseller) Administrator
31. (Reseller) Operations Management
32. (Reseller) Support
33. (Reseller) Read Only

Logging in

1. Navigate to: **https://iotportal.vodafone.com**



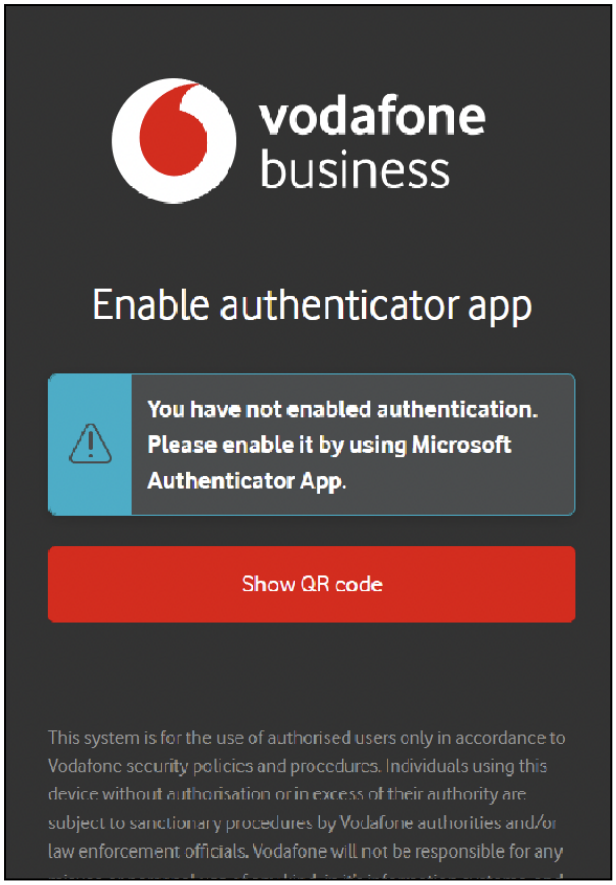
2. Enter your username and password, then click **Login**.

3. You will then be offered the choice between two **Authenticator methods** you can use to validate your login request:

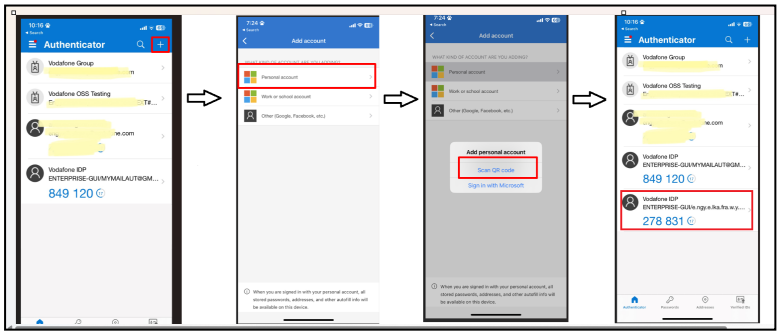
a) **SMS** – you receive an SMS with a code to access the Vodafone Business Managed IoT Connectivity Platform

b) **Microsoft Authenticator** – you download the Microsoft Authenticator application from Google Play or the App Store then use the app on your phone to confirm you are the person trying to access your account

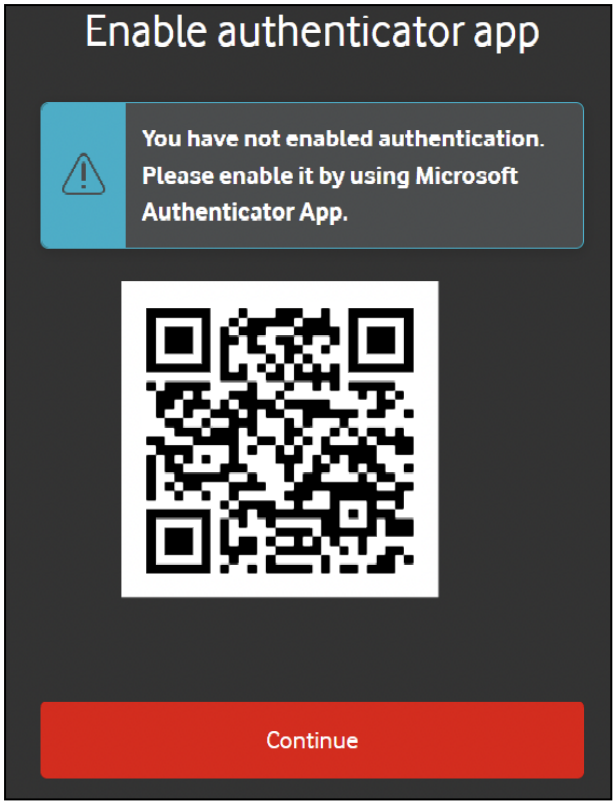
I. On first use, you will need to choose **Show QR code**:



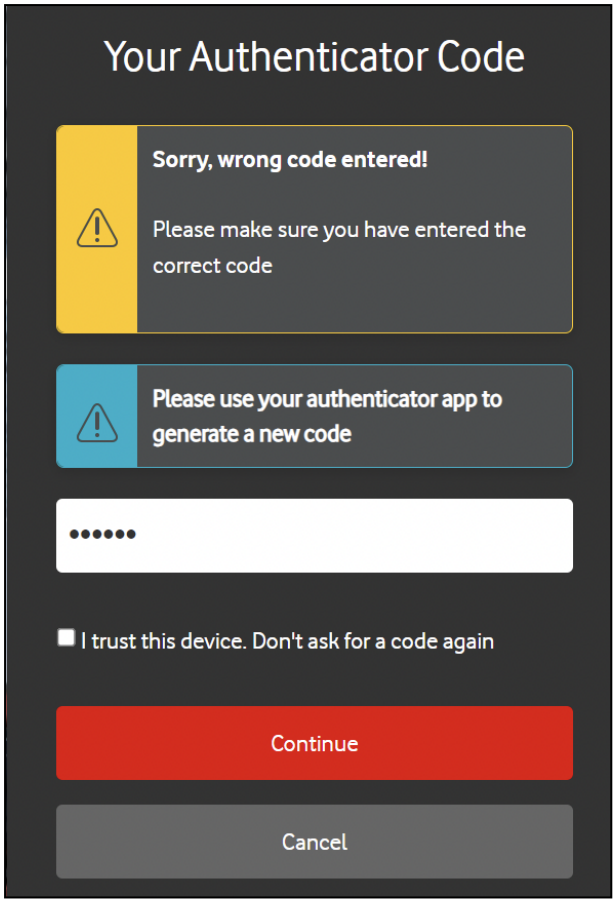
II. Open the **Microsoft Authenticator** app on your phone. Click on the **+** icon then select **Personal account** followed by **Scan QR code**:



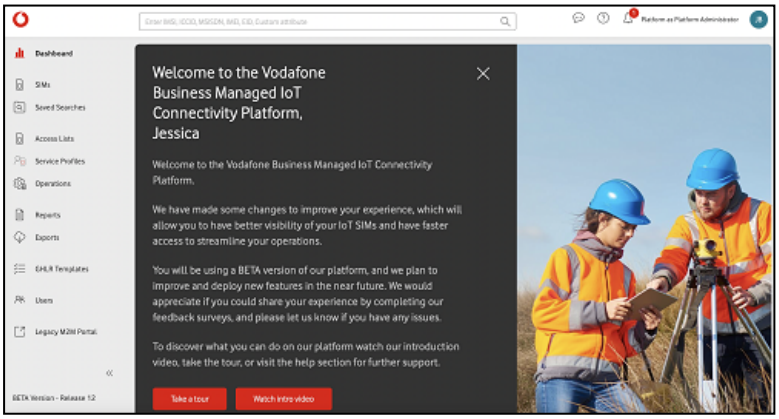
III. Then scan the **QR code** in the app, which will generate a six-digit passcode to be entered on the Vodafone Managed IoT Connectivity Platform login page:



IV. Thereafter, you can either log in using a code generated by the app or tick the box for **I trust this device. Don't ask for a code again** to bypass the app for future logins:



4. Once you have typed in the code received by SMS or entered the one generated by the app, you will be directed to the Vodafone Managed IoT Connectivity Platform **Dashboard**:

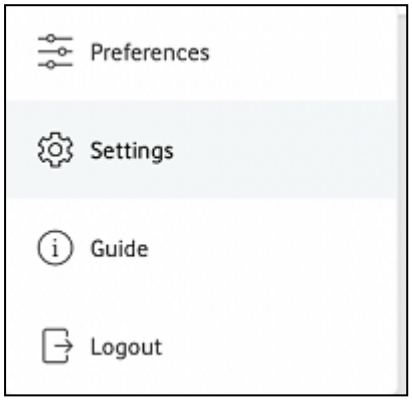


Your Authenticator method preference should be retained if you tick the box to **remember this device**.

Users with the appropriate authorisation can also reset their – or another user's – Authenticator method via both the Users and the User Settings pages.

Logging out

You should log out when you have finished using the Vodafone Managed IoT Connectivity Platform . On any page in the portal, click the profile icon at the top right, and then click **Log out**.



The Vodafone Managed IoT Connectivity Platform logs you out within a few seconds. Once you have been logged out, the portal takes you to the Login page again.

Best practice is to sign out when you have finished using the Vodafone Managed IoT Connectivity Platform .

If you close the browser before logging out, then the portal will not release your active session until the scheduled timeout, 15 minutes later. However, if you try to log back in, then you will see a message giving you the opportunity to release the session at that time. To do so, click **OK**.

Training

Welcome to the Digital Learning Journey!

This interactive training is designed to help you get the most out of the Vodafone Managed IoT Connectivity Platform. Explore key features like dashboards, SIM management, service profiles and reporting through easy-to-follow articles and videos.

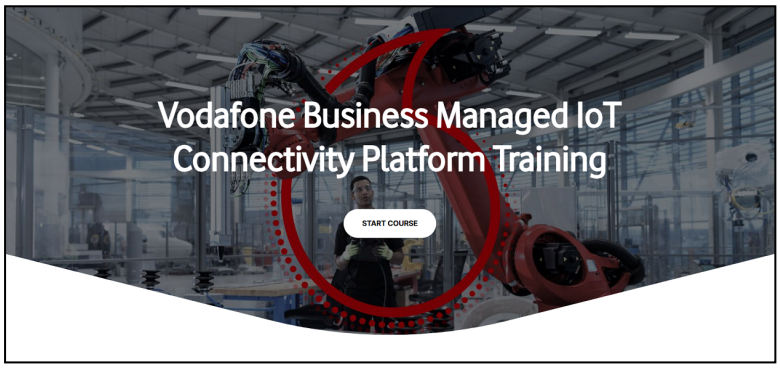
Please note:

We are continuously improving the platform to provide a better experience. As part of these enhancements, you may notice some training articles show slightly different user journeys compared to the current platform interface – this simply reflects the exciting new features we are adding regularly.

The core training functionality remains the same, so you can learn with confidence.

For now, the training is available in English only. We are working on adding more languages soon to make it accessible for everyone.

To access the training click here:



Introducing Vodafone IoT Assistant

We're rolling out Vodafone IoT Assistant in phases, with access becoming available to different groups of customers over time. If you don't see the assistant yet, it will be coming to your account as part of an upcoming rollout phase.

Designed to help you get the support you need more smoothly and quickly, IoT Assistant is available directly within the platform. Simply open the widget in the bottom right of the dashboard, ask your question in your own words, and follow the guidance provided. There's no need to change how you work, the assistant fits naturally into your existing platform experience.

What can it do?

- Find clear answers from Vodafone IoT documentation without searching across multiple pages.
- Give guidance on common questions and support topics.
- Share key information with your Support team through a simple, guided process, reducing back-and-forth discussion and helping issues get resolved more efficiently (phased rollout).

What can't it do yet?

- The IoT Assistant cannot currently access your account, data or SIM estate. This means it cannot yet complete connectivity management actions on your behalf.

Helping us improve your experience

Your feedback helps us make the IoT Assistant smarter and more useful for everyone. Please try it out, ask questions, and explore what it can do.

Then tell us how it went, what worked well, and what could be better.

- React to a response with a "thumbs up" or "thumbs down" to share feedback.
- Add written feedback at the end of the conversation.

Our Support Teams are still here!

If it can't fully resolve your query, our dedicated support teams can still step in to help. You can do this by raising a support ticket through the IoT Assistant.

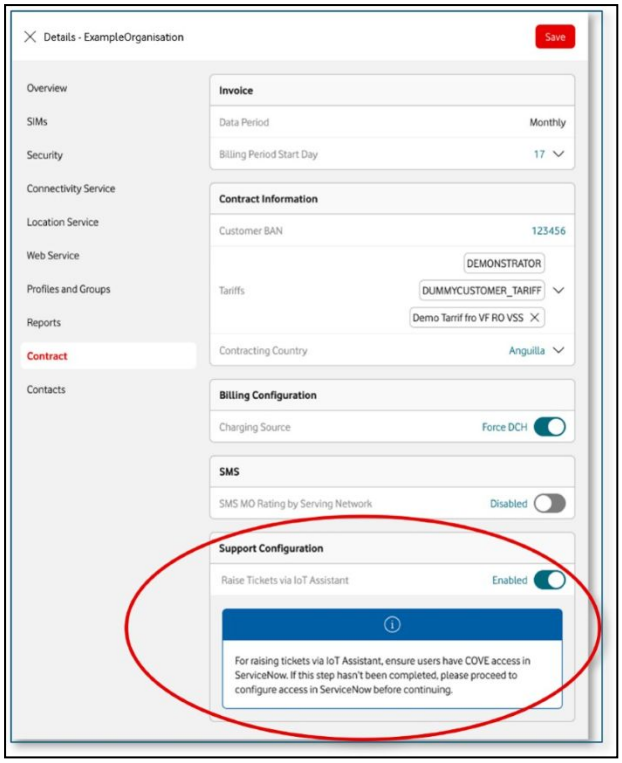
Ticket raising function

! Please note that to raise a support ticket through the IoT Assistant:

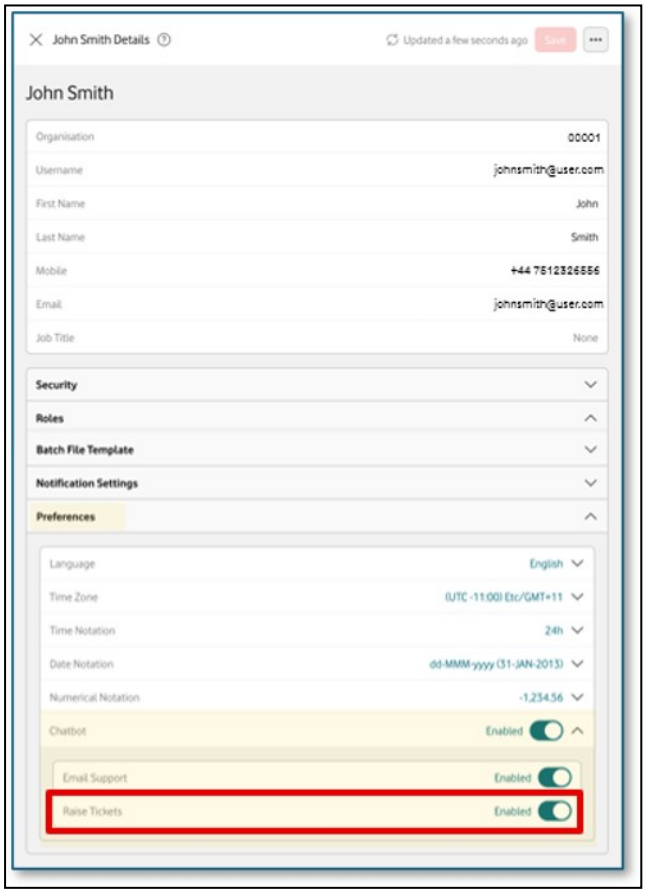
- **You must be a fully managed customer (FULL_SUPPORT), and**
- **You must have the appropriate ServiceNow permissions.**

Ticket raising is only available where it is included in your contracted support service, so not all users will be able to raise support tickets through the IoT Assistant.

To check if you have this function in your contracted services, you can check your organisation contract details where you will see if the Support Configuration toggle is switched on or disabled:



and your user details where you can see if your account is able to raise tickets:



Good to know

- Once enabled, ticket raising is quick and guided, with no manual forms to complete.
- The IoT Assistant captures the required details upfront, reducing follow-up questions.
- You'll receive a ticket ID immediately, so you can track progress in COVE.

If something doesn't work as expected

Our Vodafone IoT Assistant can help with a wide range of topics on the Managed IoT Connectivity Platform, but it's still learning. It may not always understand your question or provide the answer you need.

If this happens, please use the built-in feedback options to let us know, so we can keep improving the experience.

Please contact your Vodafone Support team through your usual route if:

- You can't see the IoT Assistant widget on the Managed IoT Connectivity Platform
- You can't access or use the IoT Assistant

One Charge Capability (One Charge enabled only)

Please note: If you do not have One Charge tariffs enabled on your account, you can skip this section.

One Charge is a managed connectivity offering with a one-off upfront charge per SIM, including a predefined data/SMS allowance and a specified usage period.

Voice capability is not available for One Charge subscriptions. Therefore, all voice-related sections of the portal and this guide are not applicable to One Charge SIMs.

As a One Charge customer, the one-off charge per SIM is billed only when the Test/Grace Offering (allowance and/or validity) is depleted, allowing you to test your connectivity first and pay only when it is effectively in use.

You can use the Vodafone Business Managed IoT Connectivity Platform to manage your One Charge Service Profiles and view status and data consumption about SIMs assigned to the One Charge offering, including real-time allowance and threshold information for each SIM.

One Charge Terminology

Term	Definition
Market Offering	Market Offering refers to the Offering that is presented for transfer or use to the customer.
Base Offering	The Base Offering is the Offering that is assigned to an IMSI upon initial provisioning into a One Charge Service Profile, e.g. Offering type combinations: Grace & Initial or Test & Initial.
Test Offering	Test Offerings are specifically designed to facilitate various types of testing, such as factory testing. Test Offerings are allowance and time-based offerings that form part of a Base Offering, provided that the IMSI meets the relevant eligibility criteria at the time of instantiation. While Test Offerings are conceptually similar to the Active.Test concept, they are implemented differently
Grace Offering	Grace Offerings are time-based offerings that permit a customer to delay the start of the Initial Offering for a predefined period. Grace Offerings form part of a Base Offering.
Initial Offering	Initial Offerings are allowance and time-based chargeable offerings. Initial Offerings form part of the Base Offering. In the case of a Base Offering with Test, the transition to the Initial Offering either occurs upon depletion of the Test Offering and first usage reported on OCS (balance is altered) against the Initial Offering or upon expiry of the Test Offering, whichever comes first. In the case the IMSI is no longer eligible for a Test Offering, the Initial Offering is activated immediately. In the case of a Base Offering with Grace, the transition to the Initial Offering either occurs upon first usage reported on OCS (balance is altered) or upon expiry of the Grace Offering, whichever comes first. The transition into / activation of an Initial Offering (if no preceding Offering) also triggers a charge notification event towards the Billing System.

Term	Definition
Booster Offering	Booster Offerings are allowance and time-based chargeable offerings. A Market Offering may come with none, one or more Booster options. Boosters are activated immediately, and a charge notification event is generated. Boosters can be applied prior to the expiry of an 'Initial' or 'Booster' Offering, timed so it aligns with the expiry of the 'Initial' or 'Booster' offering, or post expiry assuming the IMSI is still eligible for Boosters.
Allowance	Allowance refers to the entitlement associated to an Offering. Allowances are typically measured in MB or GB or Events in the case of SMS.
Validity Period	Validity Period refers to the time that the offering is valid for, typically defined in month(s) or year(s).

Chapter 2: Administration

Within the Vodafone Managed IoT Connectivity Platform , you have access to tools that enable you to manage your account and create reports.

Whatever you want to do, you can use the Global Search bar to search by IMSI, ICCID, IMEI, EID or Custom attribute. Its functionalities allow you to search for multiple values and see a preview of the number of results (up to 9,999 for customer users) a particular search will return by, for example, IMSI or Custom Attribute (1-5).

The list of searches you can perform using the Global Search bar includes:

1. One IMSI with full record
2. One IMSI with partial record (suffix only)
3. One ICCID with full record
4. Non-numeric and alphanumeric values
5. A range of numeric values
6. A range of text
7. Text with wildcard on prefix and suffix
8. Partial text
9. Multiple terms (comma separated values)
10. Text between double quotes (single term)
11. Partial text with different values

However, as elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see. And if there is only one result for your MSI, ICCID, or IMEI search, the corresponding SIM Details page will open automatically in a new screen.

1. Access Dashboard Widgets
2. Manage SIMs
3. Manage Profiles & Tariffs
4. Manage Access Control Lists

5. Manage Reporting
6. Troubleshooting
7. Manage Users
8. Manage API Users
9. Manage Manufacturer Orders
10. Manage Organisations
11. Manage Configuration
12. Access the legacy M2M Portal

Using the Dashboard

Welcome to the Vodafone Internet of Things (IoT) service, which enables IoT devices to communicate with your central system, mainly using packet-switched data, but also supporting messaging services, circuit-switched data, and voice calls.

On the Vodafone Managed IoT Connectivity Platform **Dashboard** or home page, you will find the main platform menu, from where you can navigate to sections such as SIMs, Saved Searches, Operations, and Exports, as well as the Legacy M2M Portal and the Release Notes for the current version of the platform.

You can also order a SIM/Device and see different widgets displaying relevant information on:

- Total SIMs
- Service usage*
- Active Service Profiles
- Saved searches
- Operations

- Top Serving Networks*
- Top 5 Serving Countries Data Usage*
- SIM Details

*Note: For One Charge subscriptions, this widget is visible; however, the associated data is not currently available, and therefore no information will be displayed. Data will be available soon.

For each Dashboard widget – except the Saved searches widget – you will need to select the organisation for which you wish to view data. You can do this via the dropdown menu in the top right corner of the widget:



The organisation you select for each of the widgets will then be saved for future use, even if you log out or navigate away to a different page. However, this selection is linked to the user role you are using at the time. So, if you have multiple user roles, you will need to select an organisation for each of your roles. This will then also be saved for future use, meaning you will see the relevant organisational data for the role you are using at the time.

It is also from the Dashboard that you can access the Legacy M2M Portal/Device Management Portal and change your user preferences to view the platform in the language of your choice. At present, the languages available are English, Italian, German, French, Portuguese, and Spanish.

As elsewhere on the platform, you will only see the data your User Service Profile allows you to see.

Total SIMs widget

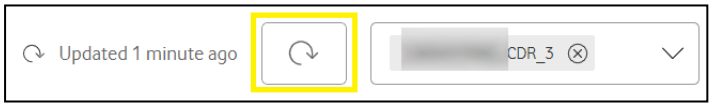
The **Total SIMs** widget enables you to view the number of all the SIMs that the organisation uses, together with their connectivity status:

- **Connected**
- **Not connected in the past 24 hours**
- **Not connected**

To view the number and status of the SIMs used, you must first select an organisation from the dropdown menu in the top right corner. In the example below, none of the 103 SIMs linked to the selected organisation is connected



You can see more information about the relevant SIMs by clicking on View SIMs and you can upload the latest data in real time by clicking on the Refresh data button.



As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Service usage widget

The **service usage widget** gives you a high-level view of the **Voice, SMS and/or Data usage** across all the SIMs in your organisation.

Data usage

Data usage is the default setting and is always available.

When checking Data usage, you can see the following chart indicators:

1. Total
2. Download
3. Download zero rated
4. Upload
5. Upload zero rated

SMS usage

SMS usage will only be shown if this service has been selected at organisational level. When checking SMS usage, you can see the following chart indicators:

1. Total
2. MO (mobile originated)
3. Payload
4. Wakeup

Voice usage

Voice usage will only be shown if this service has been selected at organisational level.

When checking Voice usage, you can view the total **number of calls** made.

Filters

The organisation filter allows you to select an organisation that your role has access to. If you have access to a single organisation this will be preselected for you.

You can also use the time filters to refine your search to show usage during the last 30 days (the default period), 7 days, current month or last 24 hours. Alternatively, you can set your own date range, up to a maximum of 30 days.

For 'Last 24 hours' the chart will display usage in 1 hour intervals. For other periods, you will see usage displayed in 1 day intervals.

The most recent filters you apply will become your pre-set filters, unless the filters become invalid, for example if a custom period falls outside the maximum of the 30 days limit.

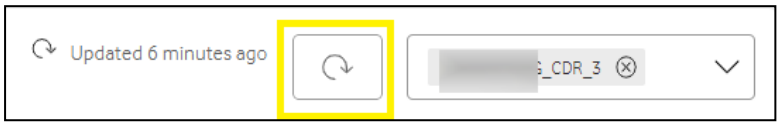
Chart

When you hover on specific day or hour intervals a tooltip will display information for the current selected usage for that interval.

Clicking on the **Legend** indicators at the bottom of the chart will toggle visibility of that specific indicator. The chart may update the view depending on which indicators are active and inactive.

If there is no data to display, you will see the message: "For the selected period there was zero usage".

To upload the latest data in real time, click the **Refresh data** button:



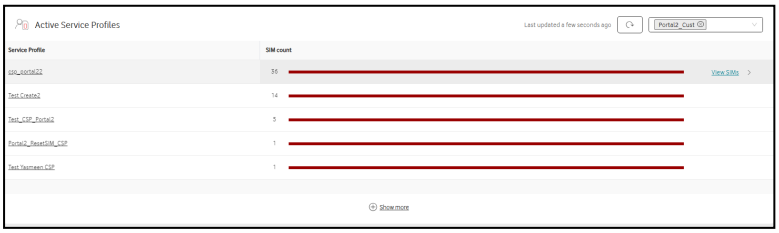
As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Active service profiles widget

The **Active Service Profiles** widget enables you to view the SIM status of all active service profiles within your organisation. The SIM status shown will be one of the following:

- **Connected**
- **Not connected in the past 24 hours**
- **Not connected**

To view the data of a specific organisation, you must first select a customer or a sub-customer in the top right corner of the widget. You will then be shown information relating to all that customer's active service profiles.



To view the latest data, click the **Refresh data** button.



As elsewhere on the platform, you will only see the data your User Service Profile allows you to see.

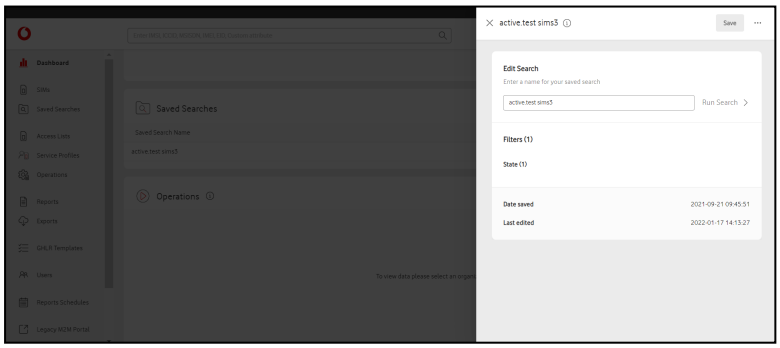
Saved searches widget

With the **Saved Searches** widget, you can both view your saved SIM searches and run them again when necessary.

To do this, click **Run Search** for the search you want to repeat.



This will then open a window where you can view information about and edit the search before running the operation with the appropriate Saved Search criteria already applied.



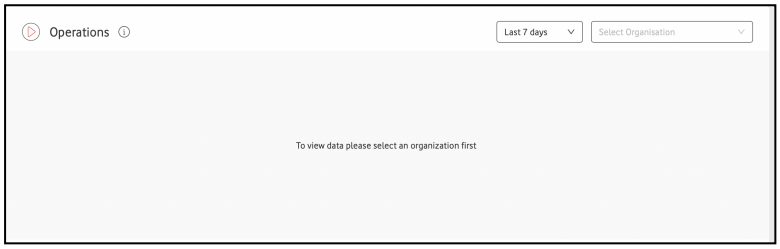
As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

You can manage and run your saved searches from either this widget or from the Saved Search Management window, accessed by selecting **Saved searches** from the lefthand menu on the Dashboard page.

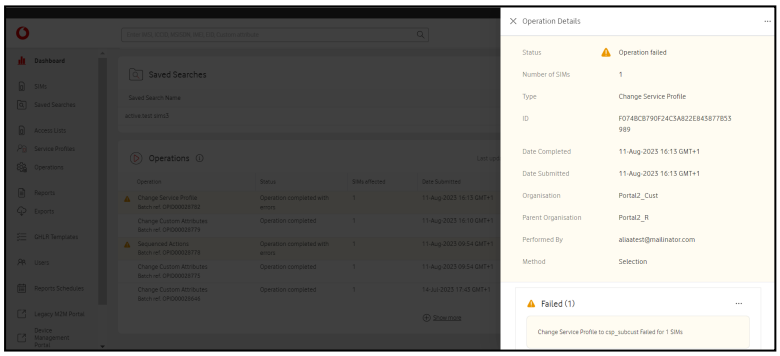
Operations widget

Use the **Operations** widget to see all operations that have been performed for up to two months within a selected organisation.

The organisation selected will be remembered even if you log out and back in again and you can refine your search by selecting the time frame that interests you. The available options are **Today, Last 7 days, Last 30 days**, and **Last 2 months**.



To view the details of an operation, click on the relevant SIM customer order reference number to open the Operation Details window showing information such as the operation status and type.



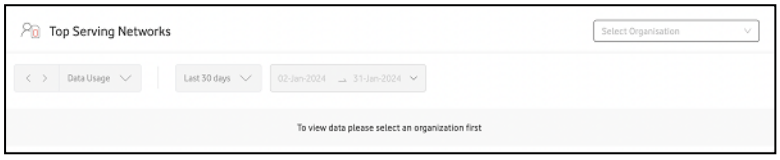
As elsewhere on the platform, you will only be able to see the data your user role and organisation allows you to see.

Organisations can be changed only for higher roles that can see multiple organisations.

Top Serving Networks widget

Located on the Vodafone Managed IoT Connectivity Platform **Dashboard**, the **Top Serving Networks** widget allows you to get a quick high-level view of organisational data and voice usage across up to 10 serving networks.

To view the results, you must first select an **Organisation** from the dropdown menu in the top right corner:



You can then search for: **Data Usage, Data Sessions, Voice Calls** or **Voice Duration**.

You can also refine your by choosing a timeframe: **Last 7 days, Last 30 days** (default), **This month, Custom date range** displaying up to 30 days of data.



If there is no data to show, you will see a message stating: **For the selected period there was zero usage.**

As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Top 5 Serving Countries Data Usage widget (last 24 hours)

Located on the Vodafone Managed IoT Connectivity Platform **Dashboard**, the **Top 5 Serving Countries Data Usage** widget allows you to get a quick high-level view of organisational data and voice usage across up to five serving countries over the last 24 hours.

To view the results, you must first select an **Organisation** from the dropdown menu in the top right corner:



The results will be shown as a graph depicting the usage per country. If there is no data to show, no countries will be shown and you will see a message stating: **For the selected period there was zero usage.**

As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Our New SIM/Device Ordering Tool is Now Live!

About the New SIM/Device Ordering Tool

The new SIM/Device Ordering tool marks an important step in making our SIM and device order process digital. Instead of relying on manual Excel templates and email-based order handling, you can now place orders through a guided online form in the Vodafone Managed IoT Connectivity Platform.

By moving ordering into the digital portal, the process becomes simpler, more consistent and easier to manage from start to finish. The form includes standardised fields, built-in validation checks, and, where available, pre-populated customer, product and pricing information to help reduce incomplete or incorrect orders.

The new digital ordering experience helps you:

- Reduce the need for rework and follow-up communications.
- Improve visibility of your order progress and status.
- Make it faster and more convenient for you to submit and manage your orders.
- Access support FAQs and raise tickets directly through the platform.

The tool is initially available to the customer groups that have been notified as part of this rollout.

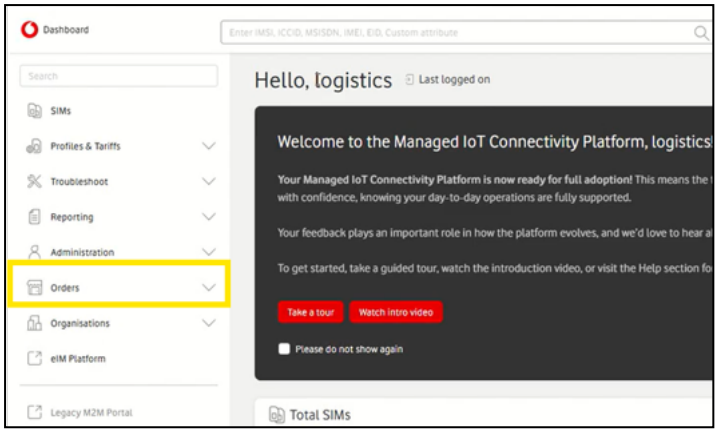
Getting Started

It's easy to order a new SIM or device via the Vodafone Managed IoT Connectivity Platform.

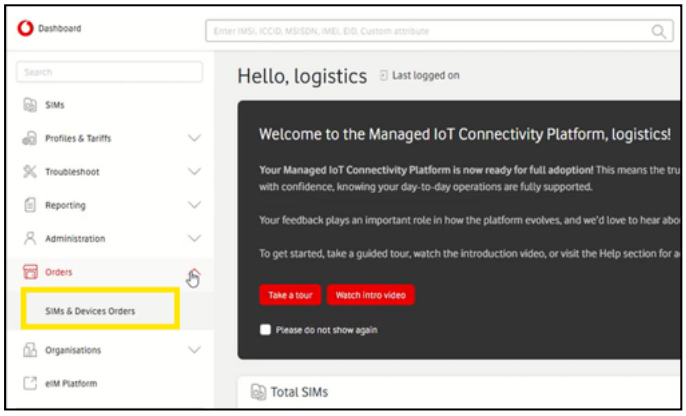
However, as with other areas of the platform, you can only perform the actions for which you have the appropriate authorisation level.

To order a SIM/Device:

1. Log in to the Vodafone Managed IoT Connectivity Platform.
2. Select the **Orders** drop-down menu on the left-hand side of your dashboard.



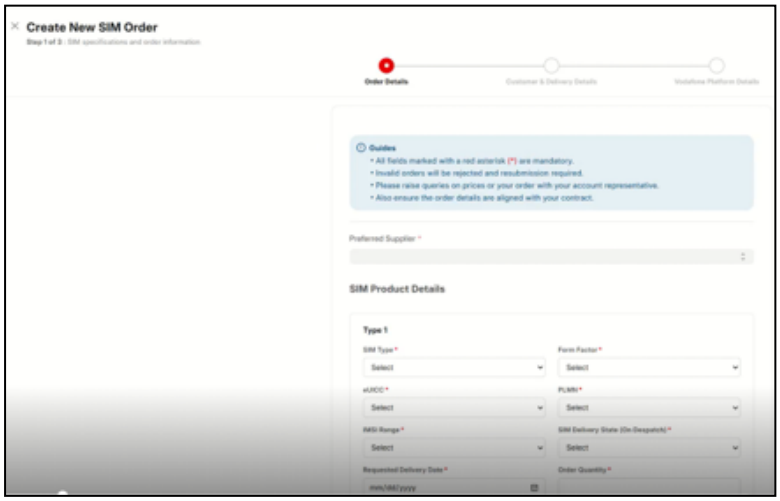
3. Click on **SIMs & Devices Orders**.



4. Once in the digital portal, select **New SIM Order** or **New Device Order** in the top-right corner.

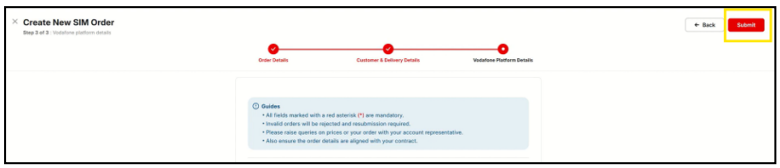


5. Complete the online form with the required information.



6. Review the information entered and correct any validation errors if displayed.

7. Submit the order for processing



If You Need Support

The SIM and device ordering tool has been designed to provide a simple and efficient ordering experience.

However, if you encounter any issues while using the tool, support is available through the self-service portal.

To find answers to common questions, select 'Support' from the top navigation menu and review the available FAQs.

If you are still unable to resolve your query, you can raise a support ticket directly through the portal and provide the required information. A member of the team will review your request and get back to you.

SIMs

Within the Vodafone Managed IoT Connectivity Platform , each individual SIM can be identified using two numbers, which function as unique keys:

1. International Mobile Subscriber Identity (IMSI) is a unique number that identifies each device or SIM card on the network. It works across the various generations of wireless mobile phone technology. IMSI allows the SIM to access the network and identifies the device location. The IMSI number is usually 15 digits long. The first three digits are the country code, followed by two or three digits identifying the particular mobile network.

2. Integrated Circuit Card Identifier (ICCID) is unique for each SIM. You can use it for SIM identification and tracking purposes. Up to 20 characters are reserved for the ICCID. The coding of the ICCID is operator-specific. If the IMSI is hidden, the ICCID becomes the primary identifier.

You can use the portal to manage the SIMs in your organisation thanks to a range of features designed to help you find the data you need. When searching for data on your SIMs, you can also refine your search or save it for later use.

As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Here, we run through the various features you can use to make light work of managing your SIMs.

1. Viewing SIMs
2. Filtering SIMs
3. Saving search results
4. Exporting search results
5. Changing SIM List view
6. Managing SIMs
7. SIM details
8. Single SIM operations
9. Multiple SIM operations

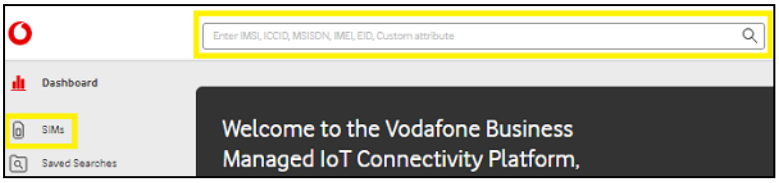
Viewing SIMs

The Vodafone Managed IoT Connectivity Platform enables you to see the list of all SIMs within your organisation. However, as elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

To search for SIMs

To access a list of SIMs from the Vodafone Managed IoT Connectivity Platform Home page, simply click on **SIMs** in the menu on the left of the page.

You can also search for the SIMs you want to view using the global **Search** bar.

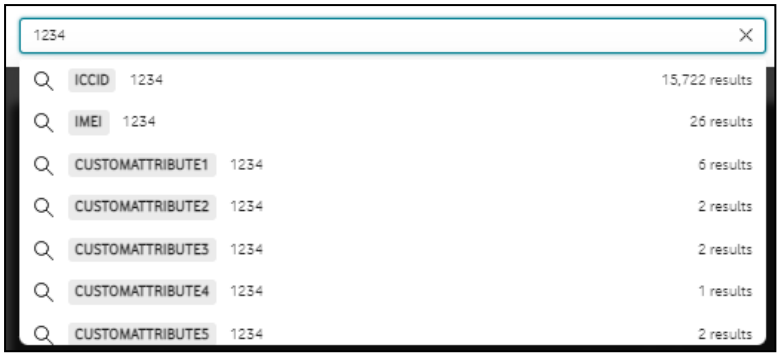


While searching for data within the Vodafone Managed IoT Connectivity Platform , you can enter the following data:

- IMSI. **Note**: you can provide only 100 IMSIs in the search box and this number may be reduced if you apply other filters for the search.
- ICCID
- MSISDN
- IMEI
- EID
- A Custom Attribute

The search suggests a matching SIM value as you type. The suggestion will show you how many results will be returned by that auto-complete search, to help you decide if you want to further refine your search at this stage. The system also displays previous searches as you type, so that you can select the one you need.

If your MSI, ICCID, or IMEI search returns just one result, the relevant SIM Details page will open automatically in a new screen. And for searches with no results, you will see the message: *No results found.*



You can perform more complex searches by using these wildcards:

- **Asterisk** (*****): searches for any numbers prior to or after the search value. For example, searching **1234*** could return **12345**, **12346**, **12347** and even **1234444**; alternatively, searching ***2345** could return **12345**, **22345**, **32345**, **42345**, and even **555552345**.

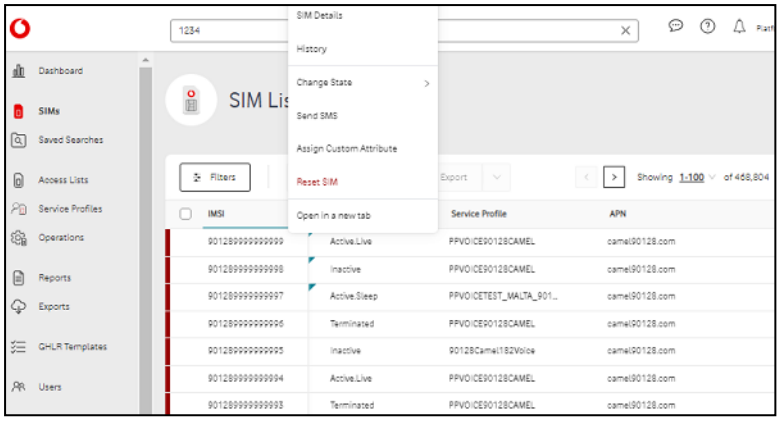
- **Dash** (**-**): searches for all SIMs within a range. For example, search **1234567890123** - **1234567890245** will return all SIMs that fall inside that range.

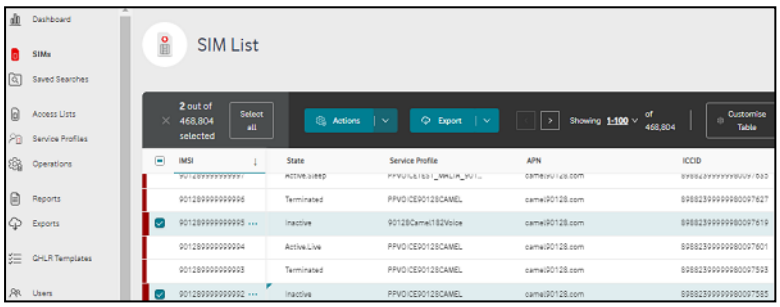
- **Comma** (**,**): searches for multiple SIMs, if you know the exact ID you are looking for. For example, **51074296183**, **23541096187**, **62411079358** would return all three SIMs to the Search Results. This functionality can be used to paste a large number of SIMs from other sources (such as Excel) into the **Search** field and quickly find them within the Portal.

You can then share the results by copying the link in your browser URL bar. Just remember that the recipient must have the required Authorisation levels to view the page.

To use the Pro feature mode

This mode enables you to quickly perfrm operations such as change SIM state or Service profile a lot faster from the SIM List. The Pro feature mode is accessible via the 3 dots when hovering over a single SIM or via the **Actions** button when you select one or more SIMs.





Filtering SIMs

To filter the SIM List

By default, all your organisation's SIMs are displayed in the SIM List you see when you select SIMs from the Vodafone Managed IoT Connectivity Platform home page. You can further narrow your results using the SIM List **Filters**, some of which are displayed by default:

Fliter Criteria	Options	Comments
Identifier	IMSI, MSISDN, IMEI, EID, or a customer attribute	Filter field displayed by default. Check the Glossary for the options descriptions.
State	Active.Test; Active.Ready; Active.Live; Active.Suspend; Active.Standby; Active.Sleep; Inactive.Stopped; Terminated; Migrated from other GDSP Environment; Inactive.transformed; Not provisioned; Migrated to other GDSP Environment; Suspend.Regulatory; Inactive	SIM status. Filter field displayed by default.
Service profile		Filter field displayed by default.
APN profile		Access Point Name. Filter field not displayed by default.

To refine your search

You can refine your search by selecting a range of other filters such as IP address, SIM group, Fallback, Home country, and OTA status, as well as up to five Custom attributes. As long as your User Service Profile has the required authorisation level, all you have to do is follow these steps:

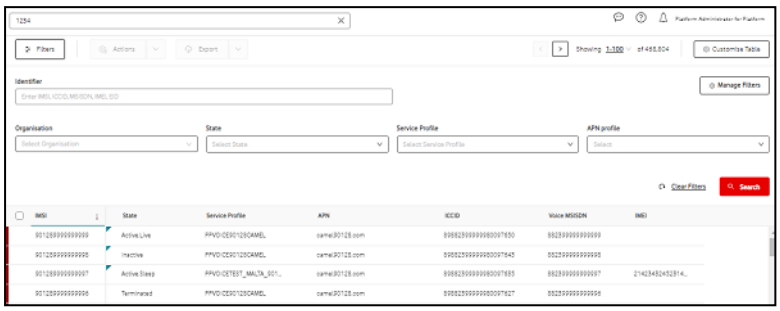
1. In the **Filters** section, select **Manage filters**: 

2. Select the extra filters you want to use to refine your search.
3. Click on **X** in the top left corner to return to the **Filters** section or click on 

to return to the default filter set.

To customise the SIM search results

Once you have configured the filters to narrow your SIM search, the Vodafone Managed IoT Connectivity Platform displays by default a number of columns, as seen in the following screenshot:

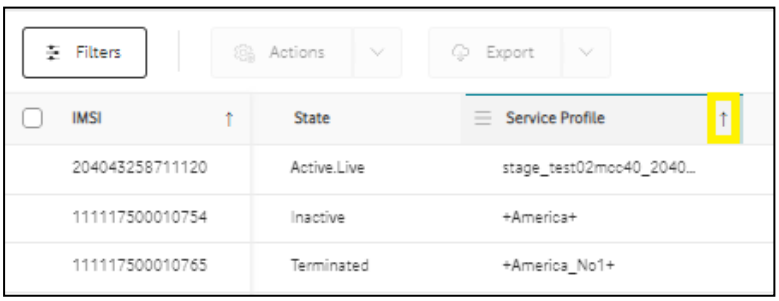


1. To add or remove columns, click on the Customise Table icon.

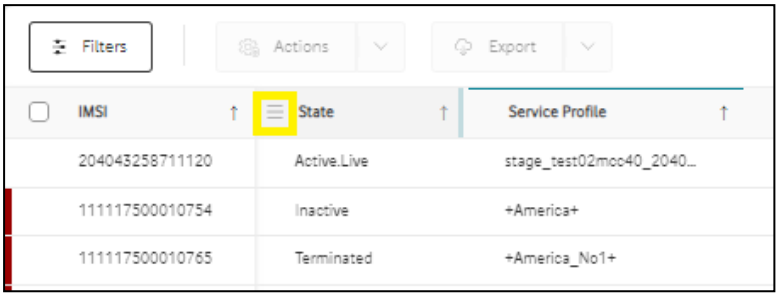


2. On the Customise Table page, select or clear the check boxes next to the columns that you want to display, and then click the **Close X** button. You have configured the columns display.

3. To sort the column results go to the column you wish to sort and click the drop-down arrow.



4. To move a whole column left or right, click and hold the 3-line icon on the left of the column title, then drag the column to the position you want it to appear.



Saving search results

To save the search results

Once you have applied at least one filter, you can use the **+** button next to the **Saved Searches** and **Manage Filters** button. Click it to save the current search and apply a name to it for a later use. To view and rerun the searches on the Dashboard, use the Saved Searches widget. As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

The **+** button can only be used after you have applied at least one filter.

To manage saved search

The Saved Search window enables you to view and rerun the searches that you have saved. When clicking any of the searches saved previously, the system retrieves the latest data that meets the predefined search criteria. Click the expand arrow to see the details about the search: the filters that are used, the date it was saved on as well as the date when it was last updated. You can further edit the saved search or delete it altogether.



You can then share the results by copying the link in your browser URL bar. Just remember that the recipient must have the required Authorisation levels to view the page.

Exporting search results

To export search results

You can also export the search results. To use the **Export** option, select which SIMs you want to include. You can download selected SIMs in **CSV**, **XLS** or **PDF** format.

The **Select All** function is not currently compatible with the SIM Export

When using **Export** from the Search Results, by default the download will contain the columns for have displayed on the Search Results. To add or remove a specific column, use the column selector; alternatively you can use the check box under the file selector to have all columns included in the download.

Changing SIM list view

Its easy to tailor how you view the SIM list in the Vodafone Managed IoT Connectivity Platform to meet your needs by following the steps below.

To configure the search

You can configure the search by:

- Setting up how many results you can see per page. To do this, use the selector 

on the right of the page controls. You can display 100, 300, 500 or 1000 results per page. The system also displays the number of results that have been returned in a search. In this example, the number is **130221718**.

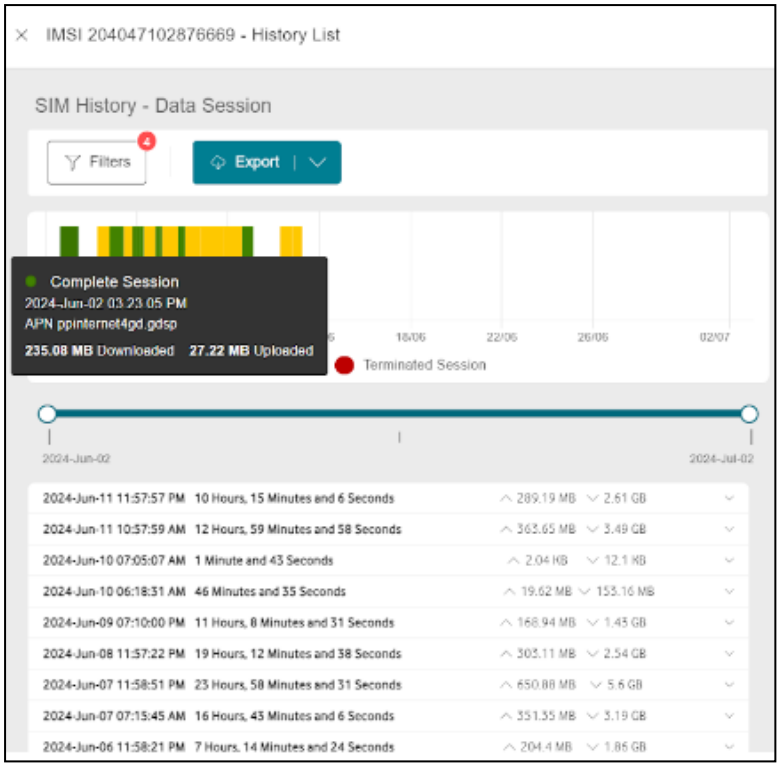
- Setting up the columns to be displayed. You can add or remove columns as required by accessing the **Column Configuration** icon  or the **Customise Tables** icon 

on top right of the results.

- Reordering the results per column. You can order the results in each column in ascending or descending mode. You can also order the columns in the results table by holding a left-click on the left side of a column and dragging it to the left or to the right, as needed.

SIM History List

You can view historical SIM usage* and administrative operation data quickly and easily within the Vodafone Managed IoT Connectivity Platform by checking the SIM History List.

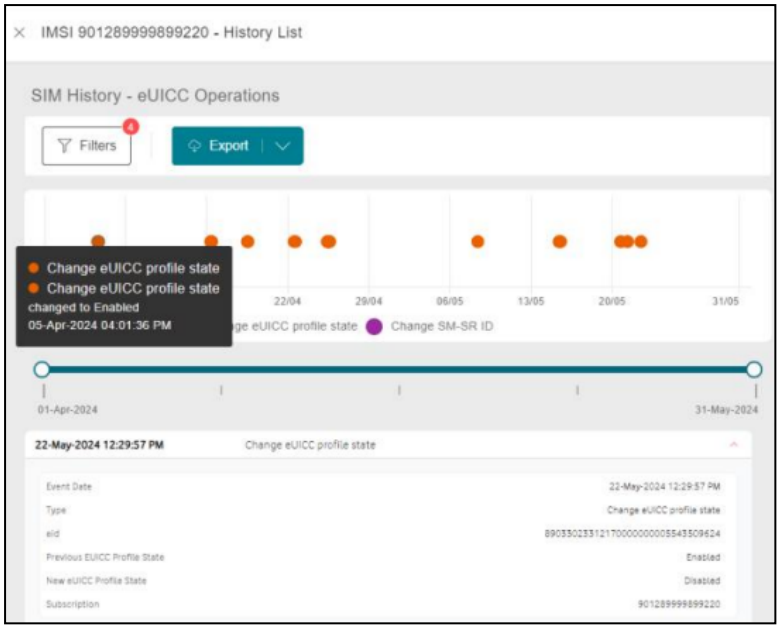


The data, which includes VoLTE Voice calls and SMSs as well as previously implemented administrative operations, can be filtered both by type and the date range of your choice.

The date range options available are: Last 7 days (default), Last 30 days, Current month, and Custom range (of up to one year).

So, the SIM History List is a handy troubleshooting tool, for example if a SIM is not working as you would expect.

The types of data you can search for are Data Usage, SMS Usage, Administrative Operations, Voice Usage, eUICC Operations, and RADIUS authentication failures.



Administrative Operations that will be included in your search results are:

- Change SIM State
- Change Service Profile
- Set IMEI
- Set Home Country
- Change Customer
- Swap ICCID
- SIM Transformation Status
- Set IP Address
- Framed IPv6 Prefix changed
- Delegated IPv6 Prefix changed
- Change eUICC profile state
- Change POL1
- Change POL2
- Change PYP

And when investigating RADIUS authentication failures, you will be given a reason for the failure from the following list:

- Bad Password
- Bad User Name
- Out of IPS
- DBU Queue Full
- Failed to queue response

- No such IMSI
- Rejected Externally
- Bad Authentication Method
- Bad Password Encryption
- External RADIUS Server Down
- Bad TAC
- Bad IMEI

Whatever you are searching for, usage units will be rounded up or down to make the information easier to digest; so 1024KB will be shown as 1MB.

If you have the necessary authorisation, you can also export the data in the SIM History List for use outside the platform. As elsewhere in the Vodafone Managed IoT Connectivity Platform there are three possible formats: CSV, PDF, and XLSX.

*Note: For One Charge subscriptions, SIM History section is visible; however, the associated data usage is not currently available, and therefore no information will be displayed. Data usage will be available soon.

SIM History Charts*

The SIM History Charts present the same information you can find in the SIM History List in a graphic format, as long as the date range selected is no longer than three months.

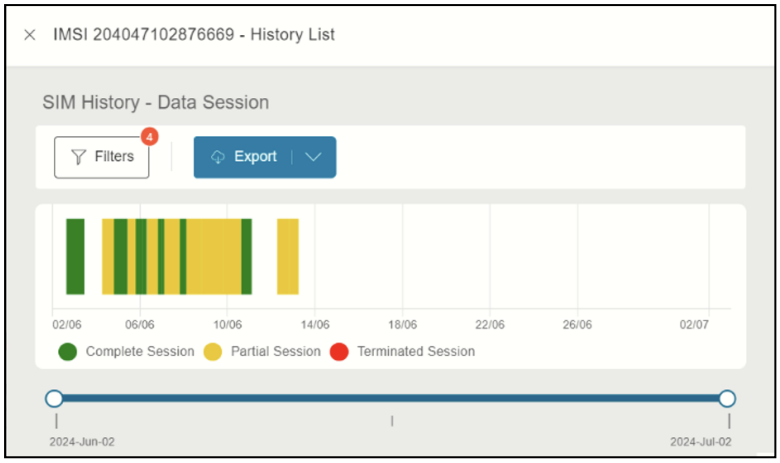
The types of data you can view in this way include Data Usage, SMS Usage, Administrative Operations, Voice Usage, eUICC Operations, and RADIUS Authentication Failures.

When displaying Data Session usage, the SIM History Charts show data for complete, partial, and terminated sessions.

Completed Sessions - in green - have been completed successfully and closed by the device.

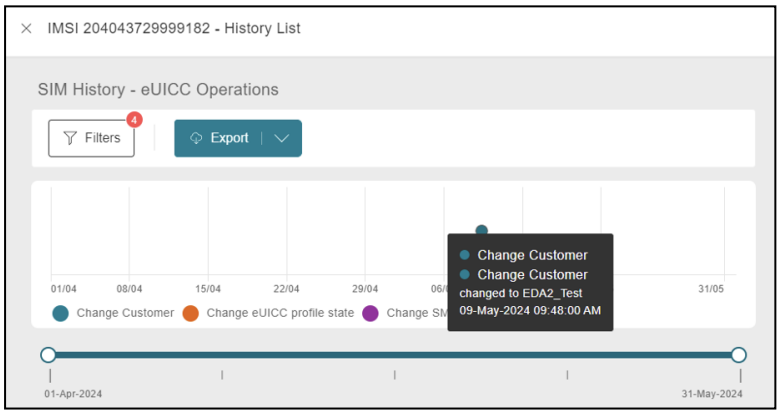
Partial sessions - in yellow - are for connections of over a month, they are split into monthly sessions to be billed.

Terminated sessions - in red - are those terminated by the network due to an error.

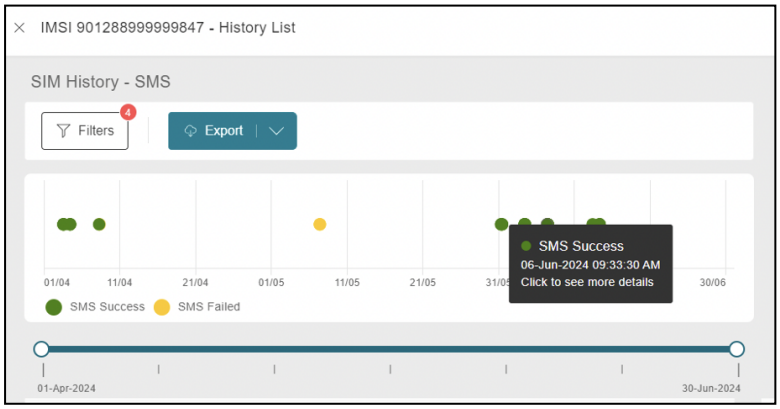


Other forms of data are depicted using different coloured dots.

For SMS usage, for example, SMS success is shown using a green dot and SMS failure is shown using a yellow dot. So, you can see at a glance whether an operation was successful or not.



An explanation of what each colour represents is given at the bottom of each chart.



To access the SIM History List/Charts

1. Select **SIMs** on the Vodafone Managed IoT Connectivity Platform home page or Dashboard.
2. Choose the SIM you want to check from the SIM List by clicking on the **IMSI**. This will open the **Details** window where you can see more information about the relevant SIM.
3. Scroll down and select SIM History to see the SIM History List/Charts.
4. Use the **Filters** to find the information you need.

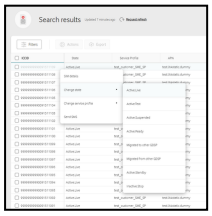
*Note: For One Charge subscriptions, the SIM History Charts are currently not displayed because the history data to populate them is not yet available. The charts will be available soon.

Changing SIM state

Each individual SIM and each group of SIMs in a Service Profile has a designated SIM state. This SIM state can be changed quickly and easily within the Vodafone Managed IoT Connectivity Platform by following the steps below. However, to conduct this operation, you will need the relevant Allowed Service Profiles set against your login. This is to ensure the user performing the operation only sees the data he or she is allowed to view.

To change a SIM state

Use the **Change state** quick access menu to select a new SIM State.



Once you have selected a new state, you will be shown a confirmation panel where you can save the change. You can select any available state based on the SIM's current state and state history. You can also choose to receive an email notification when the action has completed.

Here is a breakdown of each SIM state*:

*Note for One Charge subscriptions: Some of the SIM states shown below also apply to One Charge. Where One Charge behaviour differs from Recurring Charge connectivity, additional notes are provided against the relevant SIM states. SIMs are delivered in the Active-Ready state and automatically move to Active-Live when they first connect to the network. The SIM state lifecycle and the charging rules operate independently and should be considered separately.

For offerings that include a Grace Offering, the One Charge fee is triggered at the earlier of:

- the expiry of the Grace period; or
- the first network usage event.

For offerings that include a Test Offering, the One Charge fee is triggered at the earlier of:

- the expiry of the Test period; or
- exhaustion of the available Test allowance.

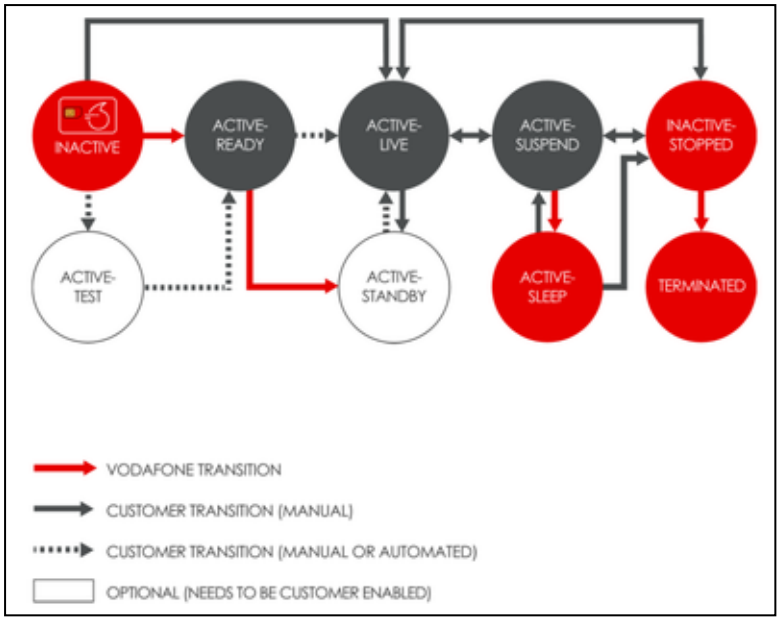
State	SIM in a recurring charge CSP	SIM in a One Charge CSP
Inactive	No access to the service and no charging.	No access to the service
Active-Test	Limited access to the service, for testing purposes only.	Limited access to the service, for testing purposes only.
Active-Ready	The service is enabled, but no charging will happen until the service is used.	The service is enabled. SIMs are delivered and provisioned in Active-Ready state.

State	SIM in a recurring charge CSP	SIM in a One Charge CSP
Active-Live	The service and charging are fully enabled.	The service is fully enabled. The SIMs move automatically to Active-Live when connected
Active-Stand-by	The service can be transitioned from Active-Live to Active-Standby. Active-Standby is not available to customers by default. If the customer wants to use this status, they must make a service change request.	Not available.
Active-Suspended	The service is blocked, but charging for the SIM continues.	The service is blocked.
Active-Sleep	This state is applied to the SIM when the service has been in Active-Suspended for over two months.	Not available.

State	SIM in a recurring charge CSP	SIM in a One Charge CSP
Inactive-Stopped	The SIM is no longer required, and has been made inactive in a controlled manner. SIMs in this state are automatically moved to Terminated after one month. Notifications will be sent at the following times: • Three days before termination • When termination occurs	The SIM is no longer required, and has been made inactive in a controlled manner. SIMs in this state are automatically moved to Terminated after one month. Notifications will be sent at the following times: • Three days before termination • When termination occurs
Terminated	Both the service and charging have ceased and the SIM identity has been removed from the network.	The service has ceased and the SIM identity has been removed from the network.

Below is a visual guide to the permitted state transitions*:

*Note for One Charge subscriptions: The diagram below is not valid for One Charge SIMs. One Charge SIMs are delivered in Active-Ready and automatically move to Active-Live on first network attachment.



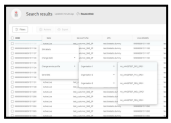
Changing SIM service profile

You can change the service profile for a SIM quickly and easily by following the steps below.

To change a SIM service profile*

*Note for One Charge subscriptions: A SIM can be migrated between One Charge service profiles or from a One Charge service profile to a Recurring Charge connectivity service profile. Migration from a Recurring Charge connectivity service profile to a One Charge service profile is not supported.

Click the **More** icon next to the SIM displayed, and then click **Change service profile** to select a new service profile for the SIM.



You can have one or more service profiles assigned to you. The service profile controls the following items:

- Provisioning-profile: the services provisioned on the network for a SIM
- Service-Control attributes are primarily associated with the APN in the provisioning profile
- Configuration for outgoing Web-service APIs
- Service Monitoring attributes (such as usage-thresholds and IMSI-IMEI locking)

Your Service Profiles are initially created by Vodafone or one of our partners but you can modify them. You may have a special type of Service Profile, known as an **Unassigned Service** Profile. You can use this to hold SIMs for which you don't yet know the final service profile. SIMs under an **Unassigned Service** Profile can only be in the **Inactive** state. Once you have selected a new Service Profile, you will be shown a confirmation panel where you can save the change. The process to change the Service Profile works in the background, allowing you to continue with other work within the portal. You can choose to receive an email notification of when the change of Service Profile has been completed.

Sending SMS

Sending an SMS to a SIM is easy on the Vodafone Managed IoT Connectivity Platform - simply follow the steps below.

To send an SMS

This quick access menu enables you to send an SMS to the SIM. There are currently 2 types of SMS types that you can send:

- Wake-up
- Payload

The Wake-up SMS can be given settings for the below by using the **Advanced Configuration**



- Validity Period
- Priority1023px
- Overwrite permission

The Payload SMS can be given settings for the below by using the **Advanced Configuration**



- Encoding
- Validity Period
- Priority
- Message UDH
- Overwrite permission

In addition, the Payload SMS can contain a 160 character free-text message.

If the Vodafone Managed IoT Connectivity Platform fails to send the SMS, you can resend it. This will attempt to send the same SMS instead of requiring the creation of a new SMS. However, this is not available for SIMs in the **Inactive** state.

Sequenced Actions

You can save time by using our handy **Sequenced Actions** (Change SIM State + Service Profile) feature to perform two operations at the same time.

To change SIM State and Service Profile at the same time

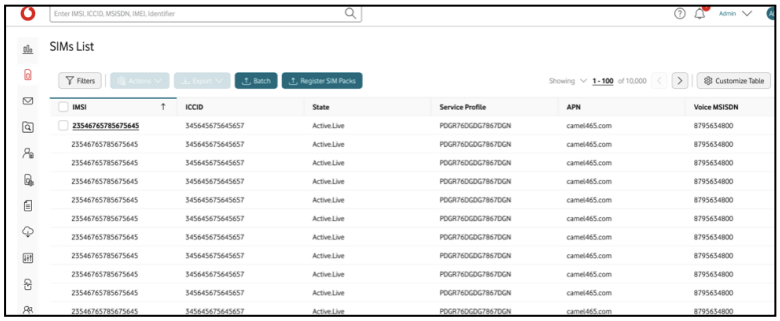
1. From the SIM List, select the **SIM** or SIMs you want to change.
2. From the Actions menu, choose **Sequenced Actions**.
3. You can then change both the **State** and the **Service Profile** via the window that appears.

Sequenced Actions can be performed via the SIM Details page and the Pro feature mode, as well as the SIM List. However you perform a **Sequenced Action**, there is also an option to add a reason for the change if you wish.

You can find out more about changing SIM States and changing Service Profiles in the relevant sections of the Online Help and Customer User Guide.

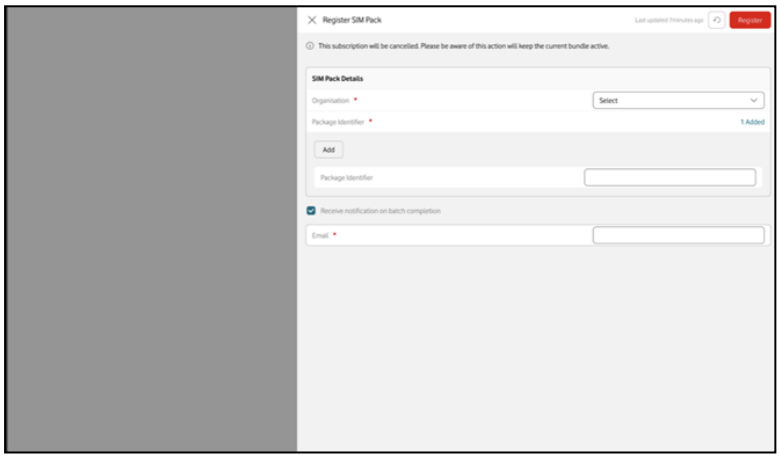
Registering SIM packs

In the Vodafone Managed IoT Connectivity Platform, you can register a SIM pack by navigating to the SIM List and following the steps below. However, as elsewhere on the platform, your ability to do this depends on your authorisation level.



To register a SIM pack

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**.
3. Click on **Register SIM Packs** at the top of the SIM List.
4. This opens the Register SIM Pack window, where you can enter the details of the SIM pack you want to register and save your changes by selecting **Register** in the top right corner. You will then be asked to enter a **two-factor authentication code** received by SMS to confirm the changes.



SIM Details

In the Vodafone Managed IoT Connectivity Platform you can view detailed information about the SIMs in your organisation - as long as you have the required authorisation.

1. Viewing SIM details
2. Network Registration
3. Setting the IP address
4. Setting custom attributes
5. Resetting SIMs
6. Checking last activity status

7. Viewing IP address values
8. Viewing recent usage
9. Setting P2P SMS ACLs
10. Viewing allowance (available only for One Charge SIMs)

In the **SIM Details** section, you can view the following details:

- **Network Registration**
  View the 2G/3G, 4G/5G and LTE registration details.

- **Data Session**
  View connection and packet switch details.

- **General Settings**
  View details, such as the organisations, the tariff or the groups the SIM is added to.

- **SIM Identifier**
  View the IMSI, ICCID and MSISDN numbers,the home country, and the state of the SIM.

- **Packet Data**
  View the details of the APN or IP address of the SIM.

- **SMS**
  View the default sender's number and the SMPP status.

- **Voice**
  View the eCall mode and the VPN group.

- **Enabled Services and Radio**
  View the connectivity services and the radio bearer.

- **eUICC & OTA**
  View the eUICC identifier and the OTA details.

- **Device Identifier**
  View the IMEI number of the device the SIM is used with.

- **SIM Lifecycle**
  View the creation and first use dates, and order references.

- **SIM Hardware**
  View hardware details, such as the SIM profile or type

- **Service Profile Type**
  View whether the SIM is One Charge or Recurring Charge (available via the Customise Table section).
-
- **Allowance**
- Users with One Charge Service Profiles can also view real-time data on the status of the selected SIM at a glance via the SIM Details allowance and threshold widget.

Hover your cursor over these sections and a tooltip will appear with further information. You can then click to be taken to the SIM History List for extra details. You can export this information or share it by copying the link in your browser URL bar. Just remember that the recipient must have the required Authorisation levels to view the page.

To view the latest voice call, SMS, or data session activity per APN, you can also click on **Voice**, **SMS**, or **Data Session** to open the Recent Usage screen.

Viewing SIM details

In the Vodafone Managed IoT Connectivity Platform , you can view the details of all SIMs in your organisation. For example, you can view general settings, SMS settings, or hardware details. As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

To view SIM details

1. From the menu, select **SIMs**.

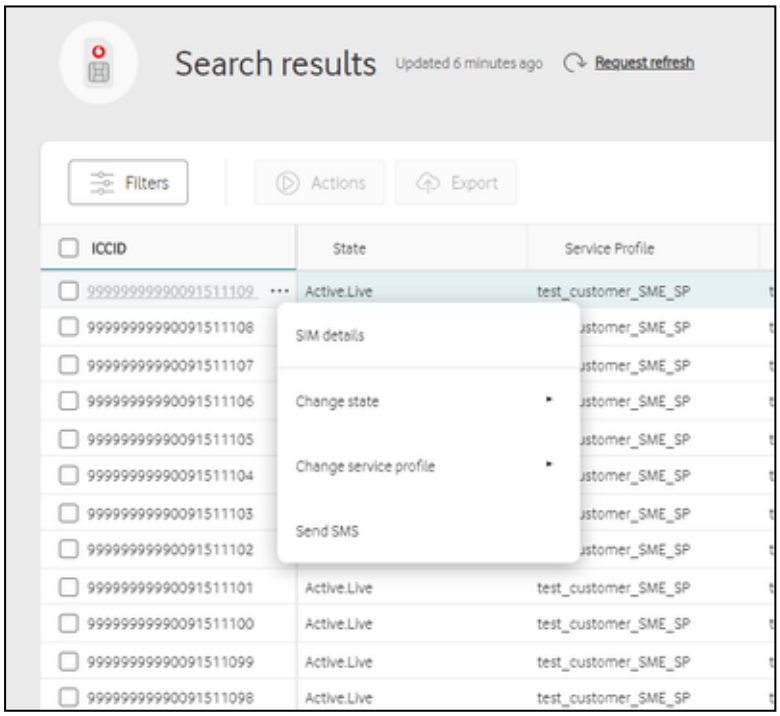
2. On the **SIM List** page, select the SIM you want to view.
   The **Details** window is displayed.

3. In the **Details** window, select ⋯.

4. Hover over **SIM Details**.
   Additional options are displayed: Network Registration, General Settings, SIM identifier, Packet Data, SMS, Voice, Enabled Services and Radio, eUICC, & OTA, Device Identifier, SIM lifecycle, SIM hardware and Service Profile Type (for One Charge SIMs).

5. In the **SIM Details** menu, select the SIM details you want to view.
   For example, to view hardware details, select **SIM Hardware**.

You can also use the quick access menu to view **SIM details**, as well as perform other tasks such as changing a SIM state or changing a Service Profile.



Resetting SIMs

In the Vodafone Managed IoT Connectivity Platform , you can reset the SIMs in your organisation.

When you reset a SIM, your device might become unreachable.

To reset a SIM

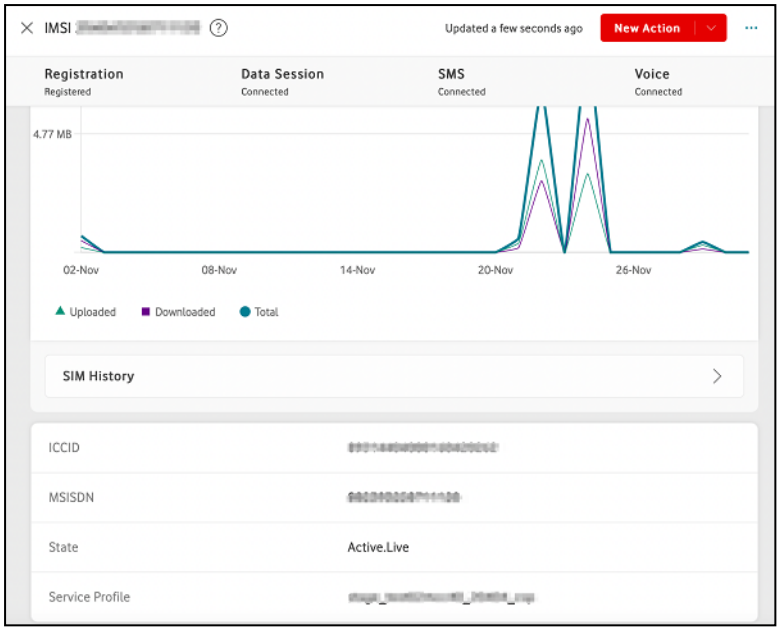
1. From the menu, select **SIMs**.
2. On the **SIM List** page, select the SIM you want to reset.
   The **Details** window is displayed.
3. In the **Details** window, select **New Action**.
4. In the **Select Action** window, select **Reset SIM**.
5. Select **Check box to confirm**.
6. Select **Yes, proceed**.

Checking last activity status

It's easy to check the last activity of the SIMs in your organisation via the Vodafone Managed IoT Connectivity Platform - whether you want to check the most recent voice calls or find out when Registration details were last received from the device.

To check the last activity status of a SIM

1. From the menu, select **SIMs**.
2. On the **SIM List** page, select the SIM you want to check.
   The **SIM Details** window is displayed. You can now view the recent activity of the relevant SIM.



We've split the information into sections to make it easier for you to see the SIM's last activity status at a glance: **Registration** and **Data Session** are always present and **SMS** and **Voice** are shown if applicable. By hovering over a section, you can also see tooltips offering more detailed information.

The **Registration** panel is always present, and shows 2G/3G, 4G/5G or LTE.

The **Data Session** panel shows the recent connection status.

If applicable, you will also see a panel showing **Voice** and/or **SMS** (MO/MT) usage.

The graph below these panels displays the SIM usage by type (select the type you want from the first dropdown menu; the default value is Data usage).

Data usage records the total data usage, as well as uploaded, downloaded, including zero rated.

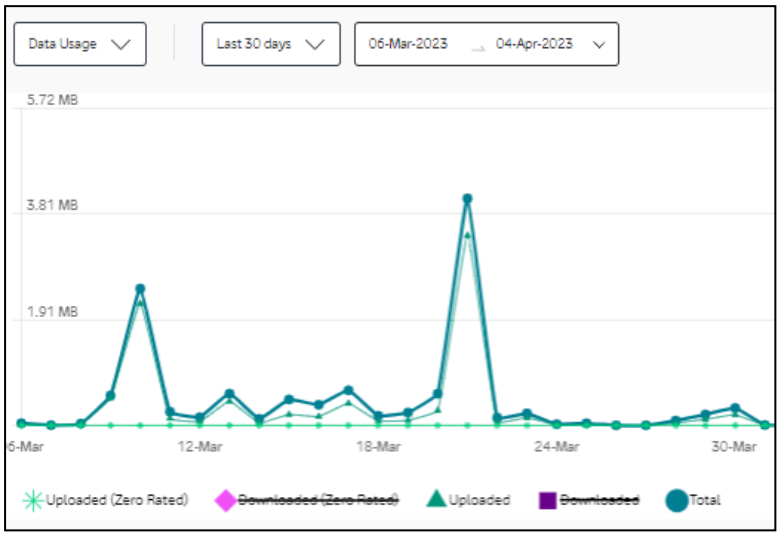
If **Voice** is shown as an option, you can select this to see the number of calls and the duration. And if the SIM is VoLTE enabled, you can also filter your results by **CS**, **VoLTE**, or **Mixed**.

If **eUICC Operations** is shown, you can select this to view the relevant operations data.

And if **SMS** data is shown, you can filter the results by Total, MO, Wake-up or Payload.

You can also set the time period displayed on the graph by using the second dropdown menu; the default value is Last 30 days and the other options are Last 24 hours, Last 7 days, This month, or a Custom range of your choice. The selected time periods will be displayed on the x-axis of the graph.

If you only wish to see one type of data, click on the data type you don't require and this will be hidden from view. A dotted line indicates that no data was recorded for that time frame. To see extra detail about a period, meanwhile, hover over the date and a tooltip will appear with relevant information.



The **Recent Changes** panel also displays any recent action along with the date completed.

Other types of information you can see via the SIM details window include **Network Registration, Enabled Services and Radio, SIM Lifecycle** and **SIM Hardware**.

*Note for One Charge subscriptions: Data Sessions, Data Usage and SMS usage information are not yet available. As a result, the corresponding sections will be visible but will not display any data. These capabilities will be available soon.

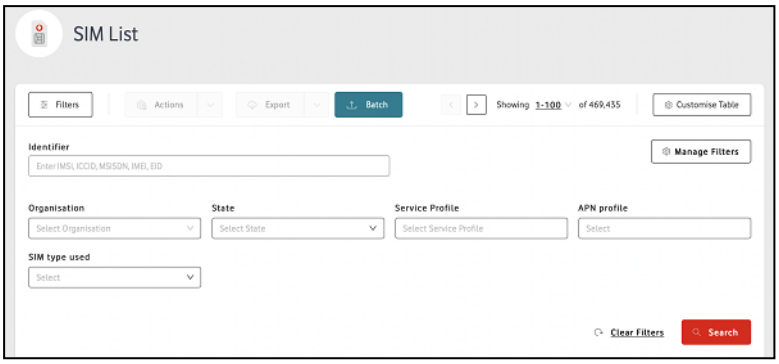
Viewing IP address values

You can search by and view **IP address values** for your SIMs within the Vodafone Managed IoT Connectivity Platform via both the **SIM List** and the **SIM Details** pages.

To view IP address values

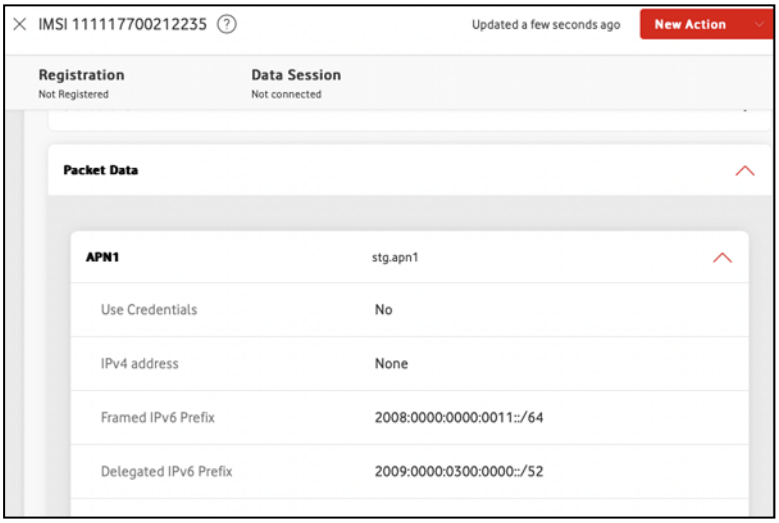
1. Navigate to the SIM List by selecting **SIMs** from the lefthand menu on the Vodafone Managed IoT Connectivity Platform Dashboard.

2. Click on **Filters** then select **IP address** from the **Manage Filters** dropdown menu:



3. You can then search for several IP addresses simultaneously (by separating each entry with a comma – **,** – or by using the wildcard ***).

4. To view the results for a specific SIM, simply click on **More** and you will be shown the **Packet Data** section of the SIM Details window:



You can also view the IP address(es) linked to a SIM by clicking on the relevant **SIM** in the SIM List to open the **SIM Details** window and scrolling down to **Packet Data**.

Viewing recent usage

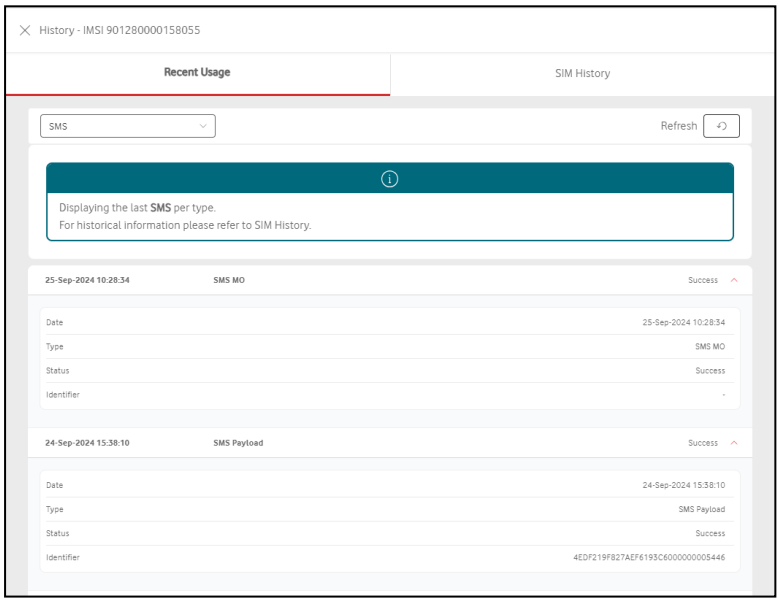
It's easy to view the latest voice call, SMS, or data session activity per APN for each SIM in your organisation on the Vodafone Managed IoT Connectivity Platform.

The Recent Usage screen allows you to check the relevant SIM's latest data, SMS, or voice call activity at a glance, so you can troubleshoot any connectivity issues as quickly as possible.

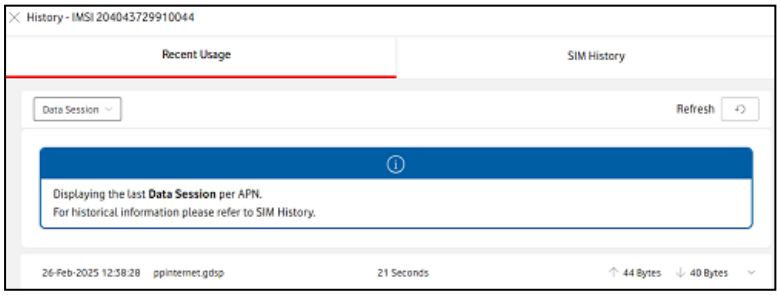
To view recent usage

1. From the menu, select **SIMs**.
2. On the **SIM List** page, select the SIM you want to view. The **Details** window is displayed.
3. In the **Details** window, click on **Voice**, **SMS**, or **Data Session** to open the **Recent Usage** screen.
4. You will be shown the last SMS, Data Session, or voice call per APN. For prior activity, simply switch to the **SIM History** screen to the right of **Recent Usage**

The screenshot below shows what you can expect to see if you click on SMS. You can click on the arrow in the box positioned in the top left corner to change the type of usage shown without leaving the Recent Usage screen.



If you choose Data Session, you will see the table shown below, which is designed to help you quickly and easily identify the related APN when viewing recent SIM data usage.



*Note for One Charge subscriptions: Data Sessions, Recent Usage, SMS and Voice usage information are not yet available. As a result, the corresponding sections will be visible but will not display any data. These capabilities will be available soon.

Single SIM Operations

You can perform a number of single SIM operations via the SIM Details window opened when you click on a SIM in the SIM List.

Simply click on **New Action** to see a dropdown menu of the operations available.

Contents

1. Setting APN credentials
2. Setting IMEIs
3. Setting home countries
4. Setting P2P SMS ACLs
5. Setting custom attributes
6. Setting groups
7. Setting IP addresses
8. Setting voice access lists
9. Sending commands
10. Stopping voice sessions
11. Stopping data sessions
12. Setting eCalls
13. Collecting summaries
14. Changing eUICC profile states
15. Diagnosing connectivity
16. Diagnosing trace operations
17. Configuring framed routes
18. Transferring SIMs between Service Profiles belonging to different customers
19. Updating POL 1/2 attributes

Setting APN credentials

Access Point Name (APN) is the name for the settings the mobile device reads to establish a connection between a mobile network and another network, set are at the provisioning profile level.

You can configure an APN username and password for a specific SIM within the Vodafone Managed IoT Connectivity Platform by following the steps below. Once set, the credentials will work with all the APNs to which the device can connect.

To set APN credentials

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.
3. Choose **Single SIM Operation - Set APN credentials** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)
4. Once you have chosen a username and a password for the SIM, simply click on **Save** in the top right corner of the window to save your changes.

Setting IMEIs

You can manually link a SIM to a specific device (identified by its IMEI (International Mobile Equipment Identity) serial number within the Vodafone Managed IoT Connectivity Platform by following the steps below.

To set an IMEI

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.
3. Choose **Single SIM Operation - Set IMEI** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)

Setting home countries

In the Vodafone Managed IoT Connectivity Platform, each specific device is assigned a home country. You can set a new home country for a single SIM by following the steps below. As elsewhere on the platform, your ability to do this depends on your authorisation level.

To set a home country

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.
3. Choose **Single SIM Operation - Set Home Country** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)
4. Once you have chosen a new home country for the SIM, simply click on **Save** in the top right corner of the window to save your changes.

Setting a P2P SMS ACL

P2P (peer-to-peer) is a communication model that allows computers and hardware devices to exchange files. To manage the access control for P2P SMSs, an Access Control System is responsible for ensuring that SMS is only transacted between non-IoT SIMs which are specifically permitted through Access Control Lists (ACLs).

ACLs are created, owned, and updated by the customer under Administration in the Access Lists tab. You can associate ACLs with a SIM or a CSP. To create an Access Control List, request assistance from your operator administrator or refer to the appropriate user guide.

You can both view a list of summary information about the P2P SMS ACLs linked to your SIMs and edit their details within the Vodafone Managed IoT Connectivity Platform.

You can also set a P2P SMS Access Control List to link a single SIM to a specific device by following the steps below.

To set a P2P SMS ACL

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.

3. Choose **Single SIM Operation - Set P2P access list** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)

Setting custom attributes

In the Vodafone Managed IoT Connectivity Platform , you can create custom attributes to identify and describe the SIMs in your organisation.

To set a custom attribute

1. From the menu, select **SIMs**.
2. On the **SIM List** page, select the SIM you want to set a custom attribute for.
   The **Details** window is displayed.
3. In the **Details** window, select **New Action**.
4. In the **Select Action** window, select **Assign Custom Attribute**.
5. In the **Assign Custom Attribute** window, enter a new attribute.
6. Select **Continue**.
7. Select **Yes, proceed**.

Setting groups

In the Vodafone Managed IoT Connectivity Platform, you can attach a specific device to one or more of the preconfigured groups linked to your organisation. However, as elsewhere on the platform, your ability to do this depends on your authorisation level.

To set a group

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.
3. Choose **Single SIM Operation - Set Group** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)

Setting the IP address

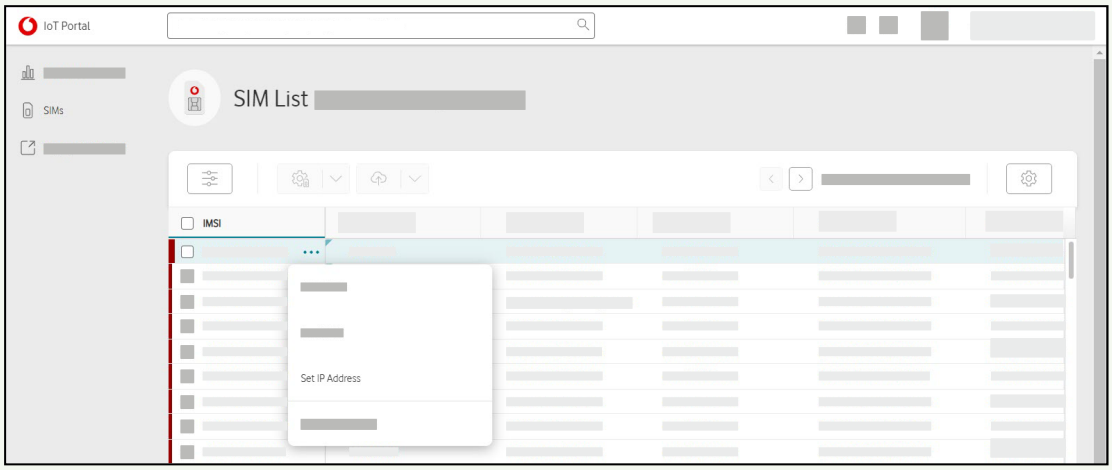
In the Vodafone Managed IoT Connectivity Platform , you can set IP addresses of the SIMs in your organisation.

To set the IP address

1. From the menu, select **SIMs**.
2. On the **SIM List** page, select the SIM you want to set the IP address of.
   The **Details** window is displayed.
3. In the **Details** window, select **New Action**.
4. In the **Select Action** window, select **Set IP Address**.
5. In the **IPv4 Address (Optional)** field, enter the IP address.
6. In the **Framed IPv6 prefix (Optional)** field, enter the IP address.
7. In the **Delegated IPv6 prefix (Optional)** field, enter the IP address.
8. Select **Continue**.
9. Select **Yes, confirm**.

You can also use this feature to assign an IPv6 to your SIMs.

You can also use the Pro feature mode to set the IP address.



Setting voice access lists

Voice access lists (ACLs) enable secure voice communication by allowing customers to define access lists that restrict calls to and from specific numbers, ensuring compliance, preventing misuse, and supporting emergency use cases across 2G, 3G, and VoLTE networks.

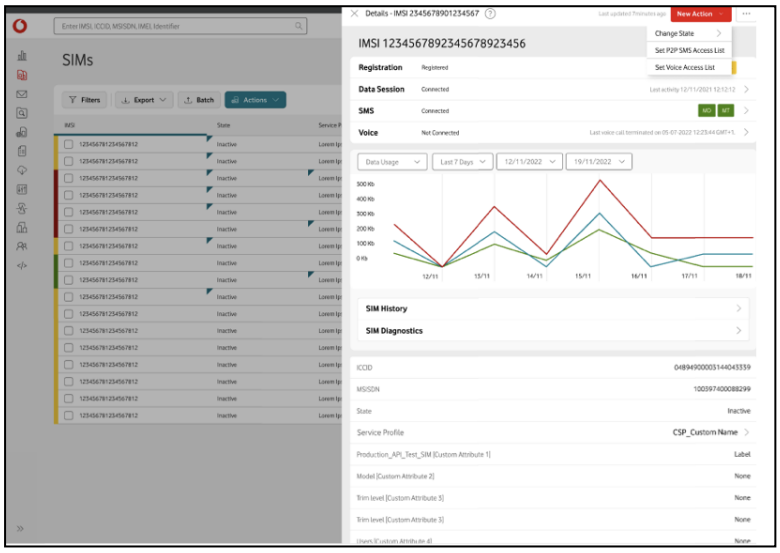
You can link a Voice ACL to a specific device by following the steps below – as long as you have the required authorisation level.

To set a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.

3. Choose **Single SIM Operation - Set Voice Access List** from the dropdown menu that appears when you click on **New Action** in the top righthand corner of the SIM Details window. (This action can also be performed by clicking on **...** next to the name of the SIM in the SIM List.)

4. Edit the details in the **Set Voice Access List** screen as required. Then click on **Save** to save any changes. You will receive a pop-up message telling you whether the action was successful.



Sending a command

In the Vodafone Managed IoT Connectivity Platform, you can send an SMS command to a single SIM by following the steps below. This feature allows you to send SMS commands like **Reboot** or **APN switch** to a device.

As elsewhere on the platform, your ability to do this depends on your authorisation level. To enable this feature, you must also first enable the device TAC on the platform (only works on devices with IMEI).

To send a command to a single SIM

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.

2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.

3. Choose **Single SIM Operation – Send Command** from the dropdown menu that appears when you click on **New Action** in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)

4. Once you have chosen the command you want to send, simply click on **Save** in the top right corner of the window to save your changes.

Stopping Voice Sessions

The Stop Voice Session feature allows you to terminate an active voice connection on a specified SIM, providing users with direct control over voice connectivity.

You can only perform this action when the SIM selected has an active voice session to abort.

To stop a voice session

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.

2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.

3. If the SIM in question has an active voice session, you can then click on **Stop Voice Session** to abort it. (The next window will show a warning that stopping all active voice sessions may cause unexpected behaviour, including the SIM's device becoming unreachable for voice services.)

4. Choose **Stop** or **Cancel**. If you choose Stop, any active voice sessions will be aborted, and you should receive confirmation of this – or of a failure to abort – via a pop-up window.

Stopping Data Sessions

The Stop Data Session feature allows you to terminate an active data connection on a specified SIM, providing users with direct control over data connectivity.

You can only perform this action when the SIM selected has an active data session to abort.

To stop a data session

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a **SIM** to view the **SIM Details** window.
3. If the SIM in question has an active data session, you can then click on **Stop Data Session** to abort it. (The next window will show a warning that stopping all active data sessions may cause unexpected behaviour, including the SIM's device becoming unreachable for data services.)
4. Choose **Stop** or **Cancel**. If you choose Stop, any active data sessions will be aborted, and you should receive confirmation of this – or of a failure to abort – via a pop-up window.

Setting eCalls

The eCall emergency call system automatically contacts emergency services in the event of a serious vehicle accident. It can be triggered by onboard sensors (e.g., airbag deployment) or manually by the driver.

The system transmits the vehicle's location and other critical data to the nearest Public Safety Answering Point (PSAP) using mobile networks.

Vodafone Managed IoT Connectivity Platform users can manage eCall configuration for individual SIMs via the platform – unless the eCall mode for that SIM is set to "No eCall supported".

To set an eCall

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select SIMs.
2. This takes you to the SIM List, where you can select a SIM to view the SIM Details window.
3. Choose Set eCall. A window showing the existing eCall attributes of that SIM appears. You can then change these settings to meet your requirements.
4. Select Next to continue or Cancel to cancel your changes. If you choose Next, you will then be taken to a confirmation screen summarising the changes made.
5. Select Previous to modify your changes or Change to continue. You should receive confirmation of your changes (or their failure) via a pop-up window. If you checked the box to receive a notification email, this will also be sent at this point.

Collecting Summaries

The Collect Summary feature allows you to request a summary of SIM details, status, service, and usage information, thus facilitating diagnostic analysis of an individual SIM with communication issues.

The types of information you can request in this summary are:

1. SIM Information
2. Last Communication Status
3. Connectivity Services
4. Recent Data Usage
5. Mobility

To collect a summary of SIM information

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a SIM to view the **SIM Details** window.
3. Choose **Collect Summary** then select at least one category of information (they are all selected by default).
4. Select **Collect** to generate the summary or **Cancel** to cancel your changes. If you choose Collect, you will be taken to a confirmation screen from where you can download a **.txt** file including the information requested. (If this file cannot be generated for any reason, you will be notified of this via the same screen.)

Changing EUICC Profile States

The Change eUICC Profile State feature allows you to change the state of the eUICC profile of one of your SIMs within the Vodafone Managed IoT Connectivity Platform.

As elsewhere on the platform, you can only perform the actions allowed by your user profile.

To change an eUICC profile state

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the **SIM List**, where you can select a **SIM** to view the relevant **SIM Details** window.
3. If the SIM in question has an eUICC profile, you can then click on **Change eUICC Profile State** to modify it. The changes you can make will depend on the current state of the SIM's eUICC profile.
4. If the current state is N (not downloaded), you can download it by entering the **EID** of the relevant eUICC profile before choosing whether it is **Enabled** or **Disabled**. If the current state is D (disabled), you can change it to **Enabled** or **Deleted**. If the current state is E (enabled), you can change it to **Disabled** or **Deleted**.
5. To confirm your changes, select **Next** then **Change** (or **Cancel** if you do not want to go ahead). If you ticked the **Notification Email** box, you will then receive an email confirming your changes.

Diagnosing Connectivity

The Diagnose Connectivity feature allows you to execute a set of diagnostic checks regarding the Connectivity state of a particular SIM. The checks you can perform are: IMSI-type, SIM state, Provisioned services, Active session, Authentication failure, Session IP-address, Device wake-up notification, Data transfer directions, SMS usage, and Mobility info.

To diagnose connectivity

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select a SIM to view the SIM Details window.
3. Choose **Diagnose connectivity** to open a window showing the connectivity diagnostic tool.
4. Upon completion of the diagnostic checks, you will receive a summary of information about the connectivity of the SIM.
5. You can then select **Export** to export the information displayed on the Diagnose Connectivity screen, or **Go to operations** to troubleshoot any issues.

Diagnosing trace operations

This single SIM feature allows you to initiate or extend a specific type of trace of traffic for the selected SIM for a specific period, as long as you have the required authorisation level.

To diagnose trace operations

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select a SIM to view the SIM Details window.
3. Choose **Diagnose trace operations**. This opens a window where you can tailor the trace using filters such as Type (Diameter, SMS, Radius, or All – which is the default option) and Duration (from 30 minutes to 72 hours).
4. Then select **Submit** to start the operation or **Cancel** if you no longer want to go ahead.
5. Upon completion of the diagnostic checks, you will receive a summary of information about the trace operations on the SIM.
6. You can then select **Export** to export the information displayed or **Go to operations** to troubleshoot any issues.

Configuring framed routes

A framed route configuration provides a connectivity mode that allows IoT applications to reference multiple individual devices connected to a network behind a single SIM.

This makes it a useful tool for businesses requiring multiple static IPs (e.g., servers, VoIP systems) and for IoT applications where a single SIM connects to multiple devices.

This single SIM feature enables you to configure Framed Routes for a single IMSI (device) per APN within the Vodafone Managed IoT Connectivity Platform.

As elsewhere on the platform, you will only see the operations your user role allows you to perform.

To configure framed routes

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.

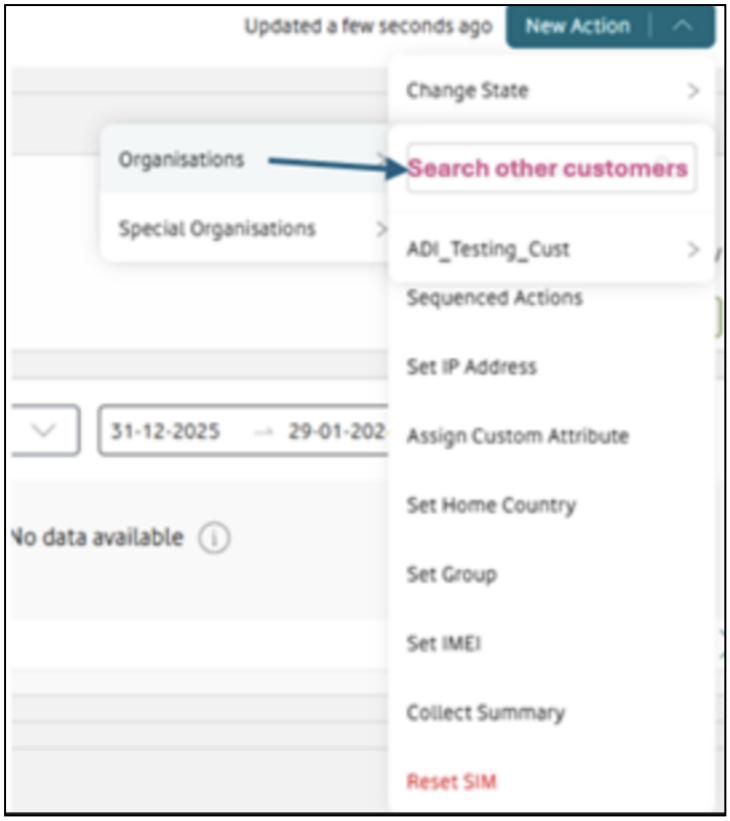
2. This takes you to the SIM List, where you can select a SIM to view the SIM Details window.
3. Choose **Set framed route** to open a window showing the configuration options available to you.
4. Make the required changes and select **Submit** to save them or **Cancel** if you no longer want to go ahead.
5. You can then select **Export** to export the information displayed or **Go to operations** to troubleshoot any issues.

Transferring a SIM between service profiles belonging to different customer organisations

You can transfer a SIM between Service Profiles belonging to different customer organisations within the Vodafone Managed IoT Connectivity Platform, as long as you have the required authorisation level.

To transfer a SIM between Service Profiles belonging to different customer organisations

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select a SIM to view the relevant SIM Details window.
3. In the SIM Details window, select **New Action**.
4. In the New Action window, select **Change Service Profile**, then **Organisations**.
5. Then select **Search other customers** to see the customers to which you can move the SIM.
6. Select the relevant customer and **Save** your changes. You should receive a confirmation message telling you the operation was completed successfully.



Updating POL1 and POL2 attributes

POL1 and POL2 attributes are internal policy attributes that define the operational rules and restrictions governing SIM behaviour across Vodafone systems.

Users with the required authorisation can update these attributes for a single SIM by navigating to the Vodafone Managed IoT Connectivity Platform SIM List and following the steps below.

To update POL1 and POL2 attributes

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.

2. This takes you to the SIM List, where you can select a SIM to view the SIM Details window.

3. Choose **Single SIM Operation – Update POL1/2 attributes** from the dropdown menu that appears when you click on New Action in the top right corner of the SIM Details window. (This action can also be performed by clicking on ... next to the name of the SIM in the SIM List.)

4. Once you have updated the details as required, simply click on **Save** in the top right corner of the window to save your changes.

Multiple SIM Operations

You can perform a number of multiple SIM operations via the SIM Details window opened when you select multiple SIMs in the SIM List.

Simply click on Actions to see a dropdown menu of the operations available.

Contents

1. Managing eUICC states
2. Setting home countries
3. Adding to groups
4. Updating PLMN lists
5. Changing POL 1/2 attributes

Managing eUICC profile states

The Manage eUICC Profile State feature allows you to change the state of the eUICC profile of multiple SIMs within the Vodafone Managed IoT Connectivity Platform.

As elsewhere on the platform, you can only perform the actions allowed by your user profile.

To manage an eUICC profile state

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select **several SIMs**.
3. Click on **Actions** then choose **Change eUICC Profile State**.The changes you can make will depend on the current state of the SIMs' eUICC profile.
4. If the current state is N (not downloaded), you can download it by entering the EID of the relevant eUICC profile before choosing whether it is Enabled or Disabled.If the current state is D (disabled), you can change it to Enabled or Deleted.If the current state is E (enabled), you can change it to Disabled or Deleted.

5. To confirm your changes, select **Next** then **Change** (or Cancel if you do not want to go ahead).If you ticked the Notification Email box, you will then receive an email confirming your changes.

Setting home countries for multiple SIMs

In the Vodafone Managed IoT Connectivity Platform, each specific device is assigned a home country.You can set a new home country for multiple SIMs by following the steps below.As elsewhere on the platform, your ability to do this depends on your authorisation level.

To set a home country

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select **multiple SIMs**.
3. Choose **Set Home Country** from the dropdown menu that appears when you click on **Actions** in the top right corner of the SIM Details window.
4. Once you have chosen a new home country for the SIMs, simply click on **Save** in the top right corner of the window to save your changes.

Adding to Groups

In the Vodafone Managed IoT Connectivity Platform, you can assign your SIMs to different groups. You can add multiple SIMs to a group by following the steps below. As elsewhere on the platform, your ability to do this depends on your authorisation level.

To add multiple SIMs to a group

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select **multiple SIMs**.

3. Choose **Add to group** from the dropdown menu that appears when you click on **Actions** in the top right corner of the SIM Details window.
4. Once you have added the SIMs to the relevant group, simply click on **Save** in the top right corner of the window to save your changes.

Updating PLMN lists

PLMN stands for Public Land Mobile Network: a discrete, licensed mobile phone network in a country. Changing the PLMN allows you to select a list with preferred networks that can be used automatically or for roaming.

This multi-SIM feature allows you to update the PLMN List for two or more SIMs (with the same Service Profile) in one go.

However, as elsewhere on the platform, you can only perform the actions allowed by your user profile.

To update PLMN lists

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.
2. This takes you to the SIM List, where you can select several SIMs.
3. Click on **Actions** then choose **Update PLMN list**.
4. To confirm your changes, select **Next** then **Change** (or Cancel if you do not want to go ahead). If you ticked the Notification Email box, you will receive an email confirming your changes.

Changing POL1 and POL2 attributes

POL1 and POL2 attributes are internal policy attributes that define the operational rules and restrictions governing SIM behaviour across Vodafone systems.

Users with the required authorisation can update these attributes for multiple SIMs by navigating to the Vodafone Managed IoT Connectivity Platform SIM List and following the steps below.

To update POL1 and POL2 attributes

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **SIMs**.

2. This takes you to the SIM List, where you can select multiple SIMs.

3. Choose **Change POL Attributes** from the dropdown menu that appears when you click on Actions in the top right corner of the SIM Details window.

4. Once you have updated the POL attributes as required, click on **Save** in the top right corner of the window to save your changes.

Profiles & Tariffs

You can view and manage detailed information about your service profiles and tariffs within the Vodafone Managed Business IoT Connectivity Platform. Find out more about the features available in the sections below.

Contents

1. Tariffs*
2. Service Profiles
3. SIM Profiles

*Note: For customers with only One Charge Service Profiles, the Tariffs section is not available.

Tariffs*

*Note: For customers with only One Charge Service Profiles, the Tariffs section is not available.

Tariffs define how you are charged for your Vodafone IoT services. You can check information about the tariffs linked to your Vodafone Managed IoT Connectivity Platform customer organisation and service profile quickly and easily by visiting the Tariffs section of the platform.

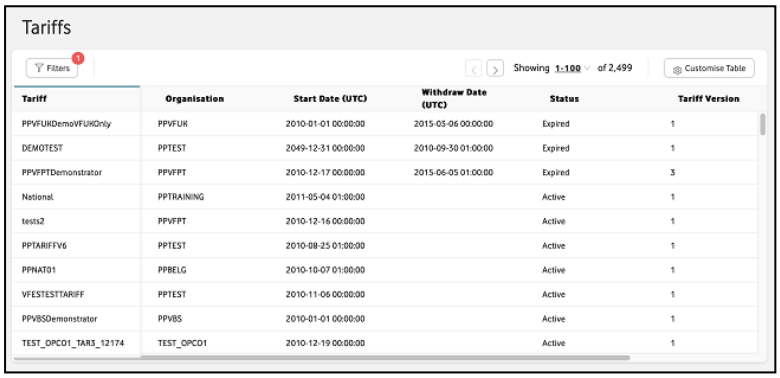
To view the Tariffs section

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Profiles & Tariffs** then choose **Tariffs** from the dropdown menu that appears.

2. You will then be taken to the **Tariffs** section, where you can search for all the tariffs available to your organisation and any linked organisations. If required, you can also select **Export** to export information about tariffs to share outside the platform.

3. To view more detailed information about a particular tariff, simply click on the name of the tariff in question.

4. If you have the required permissions, you can edit this information when necessary. You can also create a new tariff by selecting **Create**.



Service profiles

A service profile is a grouping of SIMs. With service profiles, you can use the same SIM configuration for multiple SIMs. In the Vodafone Managed IoT Connectivity Platform you can view and export detailed information about the service profiles in your organisation.

As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

1. Viewing a service profile
2. Exporting a service profile
3. Editing a service profile
4. Creating a service profile

5. Enabling/disabling a service profile

Viewing service profiles

In the Vodafone Managed IoT Connectivity Platform , you can view details of all service profiles in your organisation.

You can do this via the **Service Profiles** page or in the **Top service profiles** widget.

In each service profile, you can:

- View the number of SIMs in a service profile and the status of the available SIMs.
- View all the SIMs in a service profile.

- View general details of a service profile:
  - **Name**
  - **Status**
  - **Description**
  - **Service Profile ID**
  - **Service Profile Type**
  - **Offering Name (available only for One Charge Service Profile. It shows the name of the Offering)**
  - **Organisation**
  - **Parent Organisation**
  - **Provisioning Profile**
  - **Services Supported**
  - **APN**
  - **IMSI Prefix**

- View the **SIM and IMEI** details:
  - **SIM State** View the states in which all the SIMs in the service profile are.
  - **SIM Test Mode** View the SIM test mode limits.
  - **IMEI Matching** View the match rule status.
  - **SIM Trust Service** View the SIM Trust status.

- View the **Connectivity Services** details:
  - **SMS MT Service** View the SMS Mobile-Terminated (SMS MT) service settings.
  - **SMS MO Service** View the SMS Mobile-Originated (SMS MO) service settings.
  - **Voice Service** View the **VPN Group** for the voice service.

- View the **Billing** details:
- Billing View whether the SIMs in the service profile are One Charge or Recurring Charge.

To view a service profile

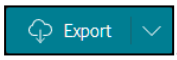
1. From the menu, select **Service Profiles**.

2. On the **Service Profiles** page, select the service profile you want to view.
   The **Details** window is displayed. You can view the details of the service profile.

Exporting service profiles

In the Vodafone Managed IoT Connectivity Platform , you can export the details of service profiles. You can use this feature to show the details of the service profiles to users who may not have access to the Vodafone Managed IoT Connectivity Platform .

To export service profiles

1. From the menu, select **Service Profiles**.
2. On the **Service Profiles** page, select the checkboxes next to the service profiles you want to export.
3. Select 

.
The **Export** window is displayed.
4. In the **Export** window, select the file format you want for your export.
5. Select **Export**.
The file is downloaded to your device.

Editing service profiles

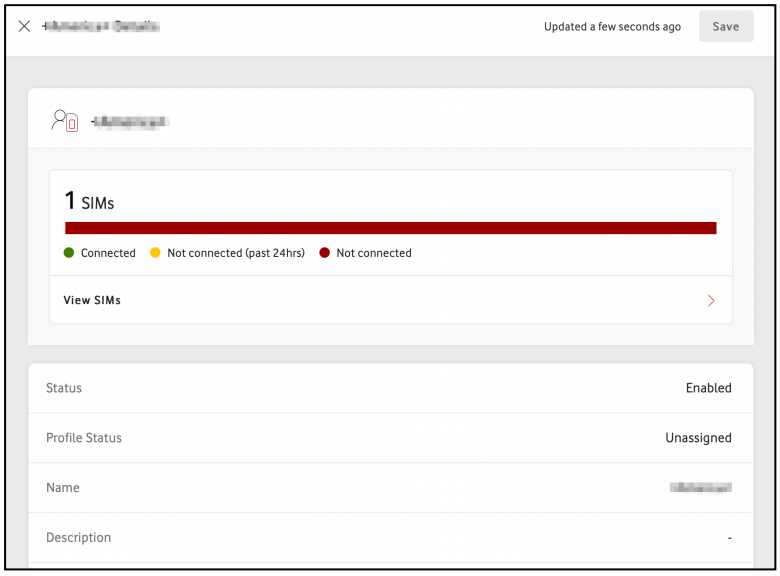
As long as you have the necessary authorisation, you can edit your organisation's service profiles within the Vodafone Managed IoT Connectivity Platform . Details you can change include Status, Name, SIM State, Billing Tariff, Service Profile Type, and Offering Name. Please note, however, that not all fields can be edited by all users.

To edit a service profile

1. From the menu to the left of the home page, select **Service Profiles**.

2. Select the **Service Profile** you want to edit. This will allow you to see that Service Profile's details, including its Name and Description, SIM and IMEI settings, Connectivity Services, and Contract type.

3. Not all fields can be edited. You can see which ones you can change by clicking somewhere in the relevant line:



4. Click on Save to save your changes or Cancel to discard them.

Creating service profiles

It's easy to create a service profile within the Vodafone Managed IoT Connectivity Platform - as long as you have the authorisation permissions required to do so.

To create a service profile

1. From the menu to the left of the home page, select **Service Profiles**.
2. Click on the **Create** button at the top of the Service Profiles page. If you can't see this button, you do not have the required authorisation level to create a new service profile.
3. In the Create Service Profile page, you can give it a Name and Description, as well as setting its **Basic Information**, including the Organisation, Tariff, Status, Service Profile Type, Offering Name, and its **SIM & IMEI** and **Service** details.
4. Then click on the **Create** button in the top right corner of the page to save your changes and create the new service profile.

Enabling/disabling Service Profiles

You can enable or disable a Service Profile quickly and easily via the Vodafone Managed IoT Connectivity Platform. However, for security reasons, these actions are only possible under certain conditions and for certain platform users.

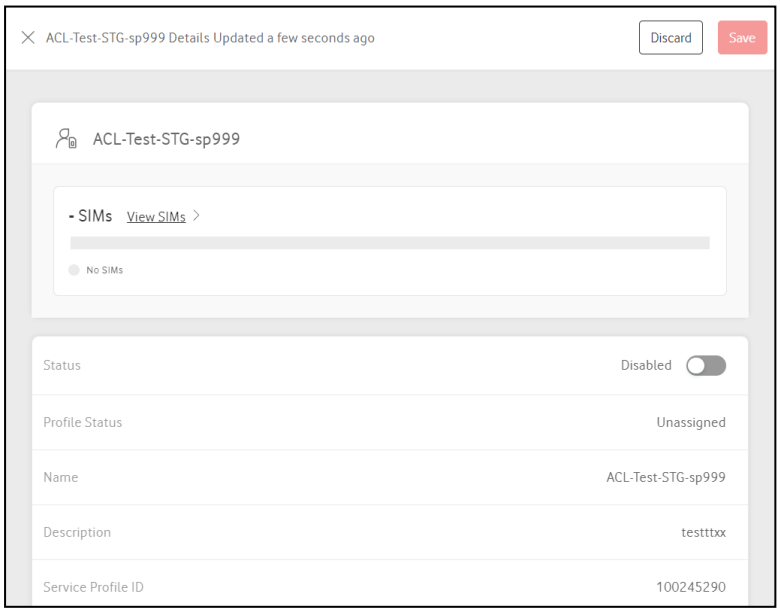
Platform users who can perform these actions include:

1. **Active Operator roles**
2. **Active Operator Group roles**
3. **Active Reseller roles**

But these actions are not available for Customer, Customer Group, or Sub Customer roles.

To enable/disable a Service Profile

1. From the menu to the left of the home page, select **Service Profiles**.
2. On the **Service Profiles** page, click on the relevant Service Profile to open the **Details** window for the Service Profile in question.
3. The **Status** of the Service Profile will be marked as **Enabled** or **Disabled**.
4. If you have the required permissions to disable a Service Profile, you can do this by sliding the button to the left, changing the status from **Enabled** to **Disabled**. However, you will only be able to disable an enabled Service Profile if **there are no SIMs assigned to it**.



As only Service Profiles with no SIMs assigned to them can be disabled, this action must be completed by all users before following the steps above.

Customer, Customer Group, and Sub Customer users who need to disable a Service Profile should also move all the SIMs assigned to that Service Profile to an enabled one before contacting their Administrator or the Vodafone support team to complete the action.

SIM Profiles

SIM Profiles identify the intrinsic characteristics of SIM cards, including electric, graphic and eCall profiles.

A SIM Profile can be configured to be available for Customers of a specific Operator/Reseller; if configured to an Operator, the SIM Profile will be available only for Customers directly under this Operator (it will not be available for Customers of the Resellers under the Operator hierarchy).

Customers are associated with a list of SIM Profiles, which are used to place Manufacturer Orders. A Manufacturer Order can only be placed for SIM profiles associated with the selected Customer. Each Device is therefore associated with a SIM Profile that is in turn associated with its Customer.

SIM Profiles can be active or inactive. Both active and inactive SIM Profiles can be associated with a Customer and a Manufacturer Order.

You can view a list of the SIM Profiles linked to your user role and organisation by following the steps below.

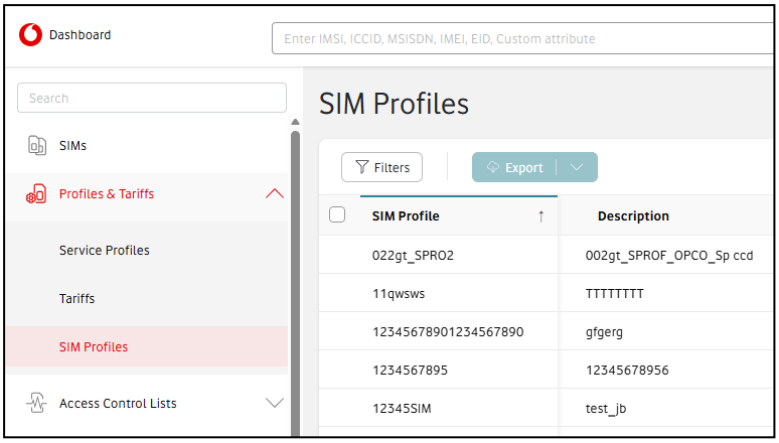
Contents

1. Viewing SIM Profile Details
2. Creating SIM Profiles
3. Editing SIM Profiles
4. Exporting SIM Profiles

To view SIM profiles

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Profiles & Tariffs** then choose **SIM Profiles** from the dropdown menu that appears.

2. You will then be taken to the SIM Profiles section, where you can search for all the SIM profiles linked to your user role and organisations.



If required, you can also select **Export** to export information about SIM profiles to share outside the platform.

Exporting SIM profiles

You can export information about SIM profiles from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data with colleagues who do not have access to the platform.

To export SIM profiles

1. Select **Configuration** then **SIM profiles** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.

2. This takes you to the IMSI Ranges section, where you can select the IMSI Range you want to export by clicking in the box on the far left of the relevant row in the table; this will activate the Export button.

3. You can then either click on the **little arrow** to the right of the Export button to choose the format of your Export.

a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to Export all columns and/or receive an email when the Export is ready. Then click on the red Export button in the top right of the window.

Viewing SIM Profile Details

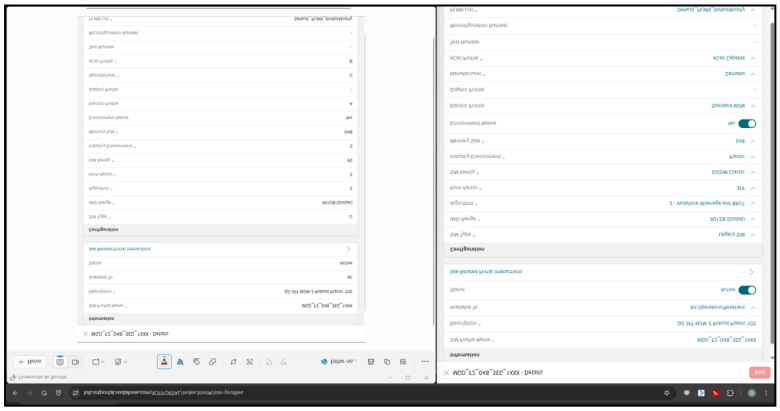
SIM Profiles identify the intrinsic characteristics of SIM cards, including electric, graphic and eCall profiles. You can view detailed information about the SIM Profiles linked to your user role and organisations by following the steps below.

To view SIM profile details

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Profiles & Tariffs then choose SIM Profiles from the dropdown menu that appears.

2. You will then be taken to the SIM Profiles section, where you can search for SIM profiles linked to your user role and organisations.

3. Select the SIM profile about which you want to view detailed information. This opens the Details window where you can see details such as SIM Type, Algorithm, and Manufacturer.



Editing SIM Profiles

SIM Profiles identify the intrinsic characteristics of SIM cards, including electric, graphic and eCall profiles. It's easy to edit the service profile parameters of the SIM profiles linked to your user role and organisations by navigating to the SIM Profiles section of the Vodafone Managed IoT Connectivity Platform.

To edit SIM profiles

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Profiles & Tariffs then choose SIM Profiles from the dropdown menu that appears.

2. This takes you to the SIM Profiles section, where you can use the filters to search for the SIM profile you want to update.

3. Select the SIM profile you want to edit. This opens the Details window where you can edit fields such as IMSI Range, SIM Family, and Memory Size.

Creating SIM Profiles

SIM Profiles identify the intrinsic characteristics of SIM cards, including electric, graphic and eCall profiles.

You can onboard new profiles and support customer expansion by creating new SIM profiles in the SIM Profiles section of the Vodafone Managed IoT Connectivity Platform – as long as you have the required authorisation level. To do this, follow the steps below.

To create SIM profiles

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Profiles & Tariffs then choose SIM Profiles from the dropdown menu that appears.

2. You will then be taken to the SIM Profiles section, where you can select Create to open the Create SIM Profile window.

3. Enter the necessary information, such as the SIM Profile Name and Description, then click on Create in the top right corner.

Access Control Lists

Access Point Name (APN) is the name for the settings the mobile device reads to establish a connection between a mobile network and another network. Access Control Lists (ACL) contain the rules that control the input and output data flow between the mobile device and the access point.

If the feature is enabled for your organisation, you can manage the lists of access points with which your devices can operate. You can also view ACL members and search them using various filters.

As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.

Contents

There are three different types of ACLs on the Vodafone Managed IoT Connectivity Platform: APN Access Lists, P2P SMS Access Lists, and Voice Access Lists.

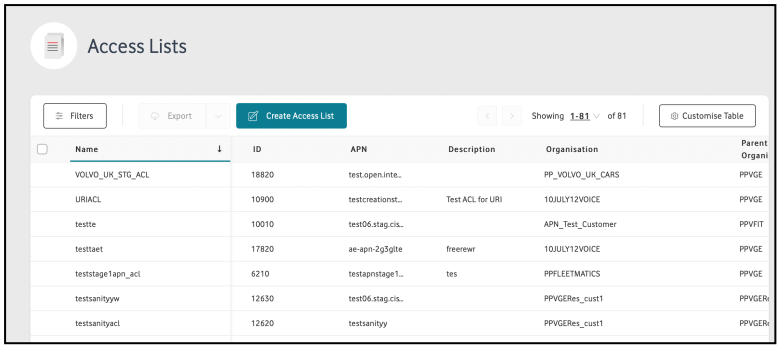
1. APN Access Lists
2. Voice Access Lists
3. P2P SMS Access Lists

APN access lists

In the Vodafone Managed IoT Connectivity Platform , you can view details, such as the description, the access point names, the ID and the configuration settings, of the APN access lists in your organisation. You can also edit and export these details and delete or create new access lists - as long as you have the required authorisation level.

Contents

1. Editing APN Access Lists
2. Creating APN Access Lists
3. Deleting APN Access Lists
4. Exporting APN Access Lists



To view an APN access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform home page, select **Access Control Lists**.

2. On the **Access List** page, select the access list you want to view.

3. The **Details** window is displayed. You can view the details of the relevant access list.

Editing APN Access Control Lists

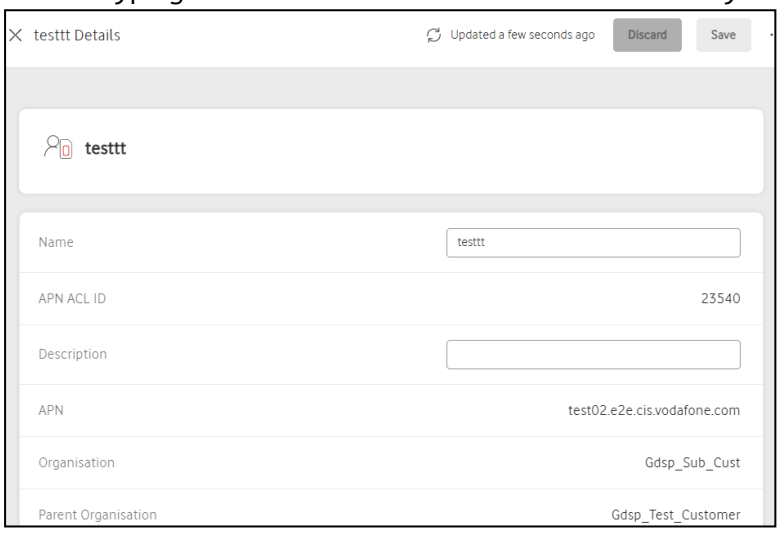
You can edit the Name and Description of an APN Access Control List within the Vodafone Managed IoT Connectivity Platform - as long as you have the necessary authorisation level. You do this via the Access Lists page, which can be accessed from the platform home page.

To edit an APN Access Control List

1. On the Vodafone Managed IoT Connectivity Platform home page, select **Access Lists** from the list on the left of the page.

2. Select the Access List you want to edit. This will bring up the **Details** window, showing the Name, APN ACL ID, Description, APN, Organisation, and Parent Organisation.

3. Change the Name and/or the Description of the Access List by clicking on **Name** or **Description** and typing in the new details. Then **Save** (or **Discard**) your changes.



You can also manage an Access List's members via the Details page that comes up when you click on an Access List in the table. Again, however, you'll only be able to do this if your User profile has the required authorisation permissions.

To manage APN Access Control List members

1. On the Vodafone Managed IoT Connectivity Platform home page, select **Access Lists**.

2. Click on the Access Control List you need to bring up the **Details** window.

3. Scroll down to the Members section and click on **Manage Members**. You can then add a new Member to the Access Control List.



Creating APN Access Control Lists

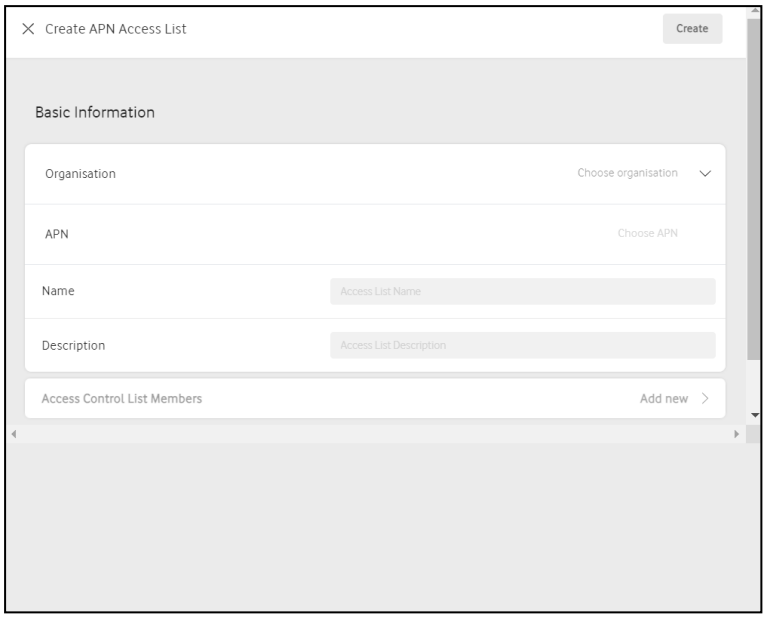
You can create a new APN Access Control List within the Vodafone Managed IoT Connectivity Platform - as long as you have the required authorisation level.

To create an APN Access Control List

1. On the Home page, select **Access Control Lists**.
2. Click on the Create Access List button at the top of the table: 

3. In the window that comes up, you will need to input certain information, such as the Name of the new List and the relevant Organisation. You can choose to add a new member by selecting the type of member from IPv4, IPv4 subnet or FQDN. You can also use wildcards as part of the FQDN member value

4. Once you have provided all the necessary information, click on Create in the top right corner of the window. You will then receive a pop-up message confirming the new List has been created.



Deleting APN Access Control Lists

It's easy to delete an APN Access Control List in the Vodafone Managed IoT Connectivity Platform - as long as you have the authorisation to do so.

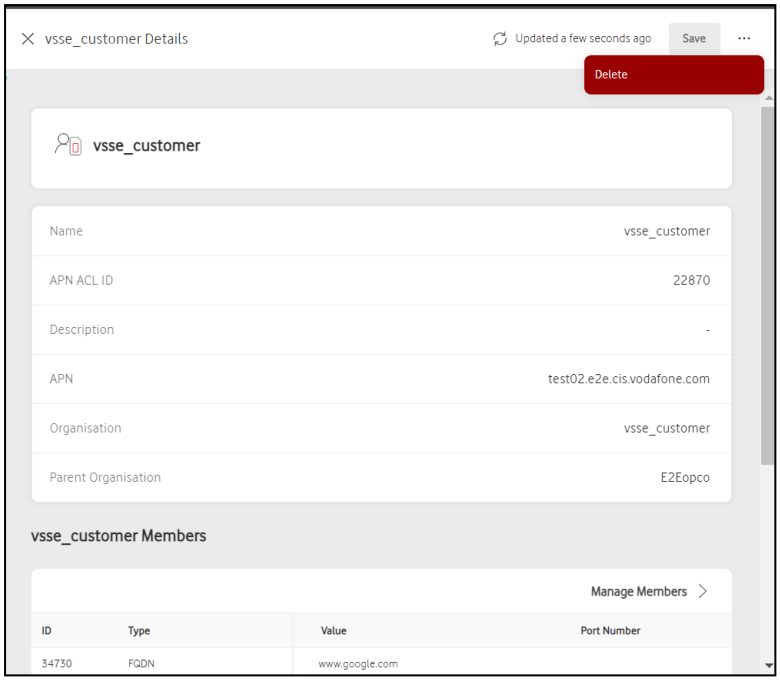
To delete an APN Access Control List

1. On the Vodafone Managed IoT Connectivity Platform home page, select **Access Lists**.

2. Click on the **Access Control List** you want to delete; this brings up the **Details** window.

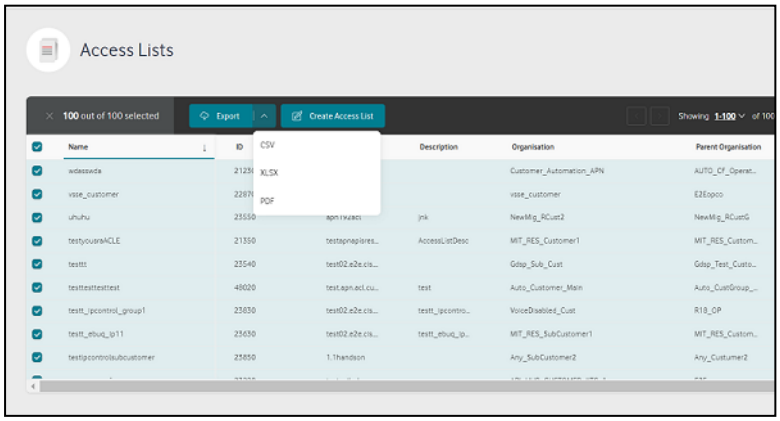
3. In the top right corner, you will see three little dots. If you are authorised to delete the Access Control List in question, clicking on these dots will offer you the option **Delete**.

4. Click on that, then choose **Yes, proceed** to complete the action.



Exporting APN Access Control Lists

You can export an APN Access Control List from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data contained in the Access Control List with colleagues who do not have access to the platform.



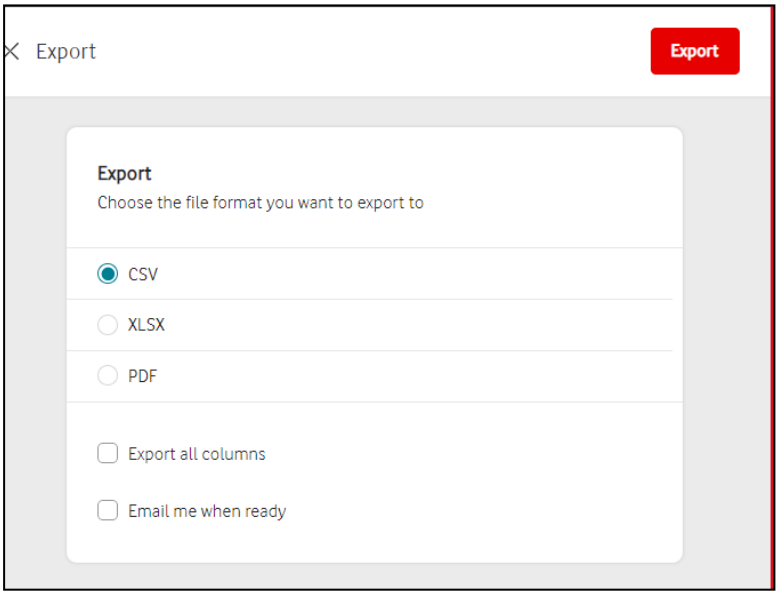
To export an APN Access Control List

1. On the Vodafone Managed IoT Connectivity Platform home page, select Access Lists.

2. Select the **Access Control List** you want to export by clicking in the box on the far left of the relevant row in the table; this will activate the **Export** button.

3. You can then either click on the little arrow to the right of the **Export** button to choose the format of your Export.

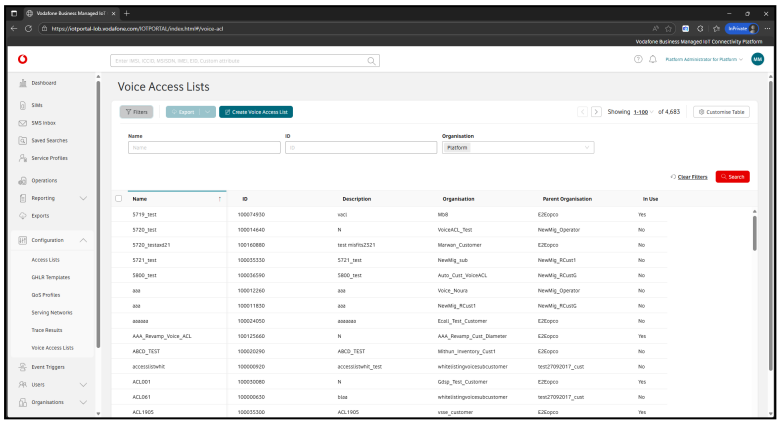
    a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to Export all columns and/or receive an email when the Export is ready. Then click on the red **Export** button in the top right of the window.



Whichever method you choose, you will then receive a pop-up message telling you your Export request has been received.

Voice access lists

Voice access lists (ACLs) enable secure voice communication by allowing customers to define access lists that restrict calls to and from specific numbers, ensuring compliance, preventing misuse, and supporting emergency use cases across 2G, 3G, and VoLTE networks.



Contents

1. Viewing voice access lists
2. Editing voice access lists
3. Creating voice access lists
4. Exporting voice access lists
5. Deleting voice access list

Editing voice access lists

Voice access lists (ACLs) enable secure voice communication by allowing customers to define access lists that restrict calls to and from specific numbers, ensuring compliance, preventing misuse, and supporting emergency use cases across 2G, 3G, and VoLTE networks.

In the Vodafone Managed IoT Connectivity Platform, you can edit the details of a voice ACL linked to a specific SIM by following the steps below.

To edit a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Voice Access Lists** from the dropdown menu that appears.

2. This takes you to the **Voice Access Lists** section, where you can select a list by clicking on its name and edit its details in the window that appears. Actions available include deleting a voice access list you no longer need - by clicking on **Delete** - and exporting the information shown by selecting **Export**.

Viewing voice access lists

Voice access lists (ACLs) enable secure voice communication by allowing customers to define access lists that restrict calls to and from specific numbers, ensuring compliance, preventing misuse, and supporting emergency use cases across 2G, 3G, and VoLTE networks.

In the Vodafone Managed IoT Connectivity Platform, you can view the details of a voice ACL linked to a specific SIM by following the steps below.

To view a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Voice Access Lists** from the dropdown menu that appears.
2. This takes you to the **Voice Access Lists** section, where you can view the details of a voice access list by clicking on its name.

Creating voice access lists

Voice access lists (ACLs) enable secure voice communication by allowing customers to define access lists that restrict calls to and from specific numbers, ensuring compliance, preventing misuse, and supporting emergency use cases across 2G, 3G, and VoLTE networks.

As long as you have the required authorisation level, you can create a new voice access list when required within the Vodafone Managed IoT Connectivity Platform. You can also delete one you no longer need.

To create a voice access list

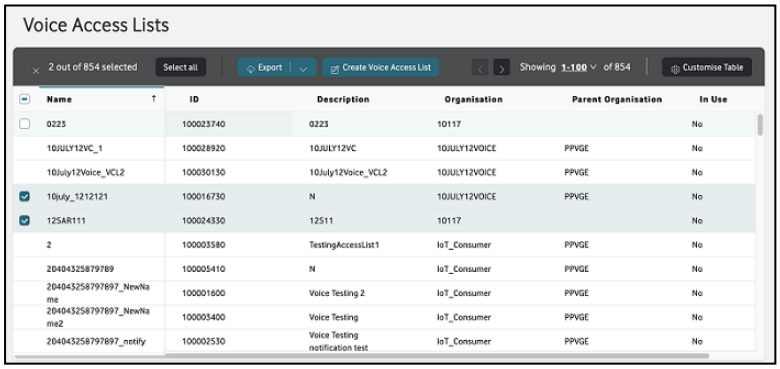
1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Voice Access Lists** from the dropdown menu that appears.
2. Then simply select **Create** at the top right of the page and enter the required details.

Exporting Voice Access Lists

You can export a voice access list from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file, allowing you to share the data with colleagues who do not have access to the platform.

To export a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Voice Access Lists** from the dropdown menu that appears.
2. This takes you to the **Voice Access Lists** section.
3. To export the details of one or more voice access lists, activate the Export button at the top of the page by selecting the list or lists you want included.
4. Then click on **Export** to open the Export window where you can choose the file format and the information you want to export.

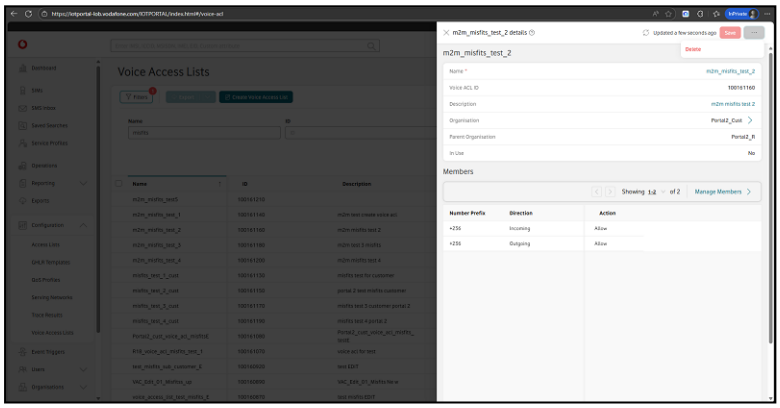


Deleting Voice Access Lists

It's easy to delete a voice access list in the Vodafone Managed IoT Connectivity Platform - as long as you have the authorisation to do so.

To delete a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Voice Access Lists** from the dropdown menu that appears.
2. This takes you to the **Voice Access Lists** section, where you can select a list by clicking on its name.
3. You can then delete the selected voice access list by choosing **Delete** from the dropdown menu of Actions.
4. You will need to confirm the action by clicking on **Yes Proceed** in the window that appears.



P2P SMS ACLs

P2P (peer-to-peer) is a communication model that allows computers and hardware devices to exchange files. To manage the access control for P2P SMSs, an Access Control System is responsible for ensuring that SMS is only transacted between non-IoT SIMs which are specifically permitted through Access Control Lists (ACLs).

ACLs are created, owned, and updated by the customer under Administration in the Access Lists tab. You can associate ACLs with a SIM or a CSP. To create an Access Control List, request assistance from your operator administrator or refer to the appropriate user guide.

Contents

1. Creating P2P SMS access lists
2. Viewing P2P SMS access lists
3. Editing P2P SMS access lists
4. Deleting P2P SMS access lists
5. Exporting P2P SMS access lists

Creating P2P SMS ACLs

It's easy to create a P2P SMS ACL within the Vodafone Managed IoT Connectivity Platform – as long as you have the necessary authorisation level.

To create P2P SMS access lists

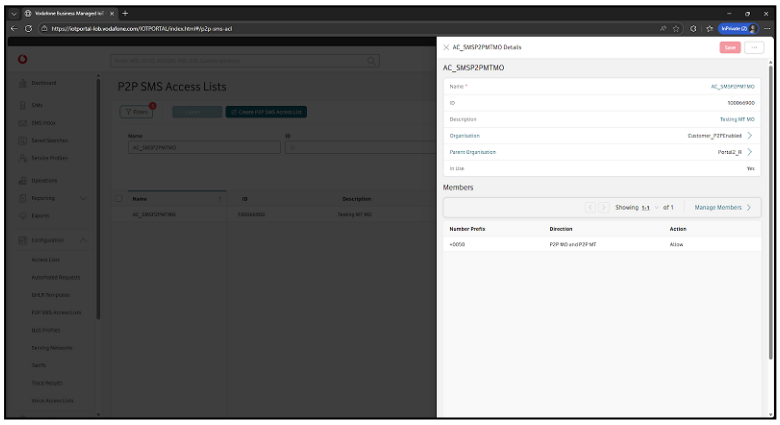
1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **P2P SMS Access Lists** from the dropdown menu that appears.
2. This takes you to the **P2P SMS Access Lists** page.
3. Click on **Create** at the top of the list.
4. In the window that comes up, you will need to input certain information, such as the **Name** and the relevant **Organisation**, as well as any members.
5. Once you have provided all the necessary information, click on **Create** in the top right corner of the window. You will then receive a pop-up message confirming the new P2P SMS access list has been created.

Viewing P2P SMS ACLs

You can see a list of summary information about the P2P SMS ACLs linked to your SIMs and view the details of a specific P2P SMS ACL by following the steps below.

To view P2P SMS access lists

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **P2P SMS Access Lists** from the dropdown menu that appears.
2. This takes you to the **P2P SMS Access Lists** page, where you can view a list of summary information.
3. To view more detailed information, simply select the relevant **P2P SMS Access List**.
4. The **Details** window is displayed. Here, you can view the details of the **P2P SMS Access List** you chose from the list.



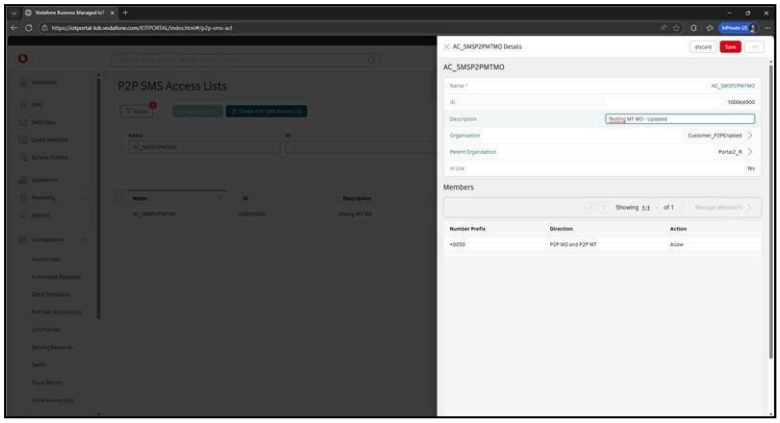
Editing P2P SMS ACLs

It's easy to edit the details of a P2P SMS ACL within the Vodafone Managed IoT Connectivity Platform – as long as you have the necessary authorisation level.

To edit P2P SMS access lists

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **P2P SMS Access Lists** from the dropdown menu that appears.
2. On the **P2P SMS Access Lists** page, select the **P2P SMS Access List** you want to edit.
3. The **Details** window is displayed.

4. Here, you can edit details such as **Name**, **ID**, and **Organisation**. When you have finished, select **Save** to confirm your modifications (or **Discard** if you do not want to save the changes).

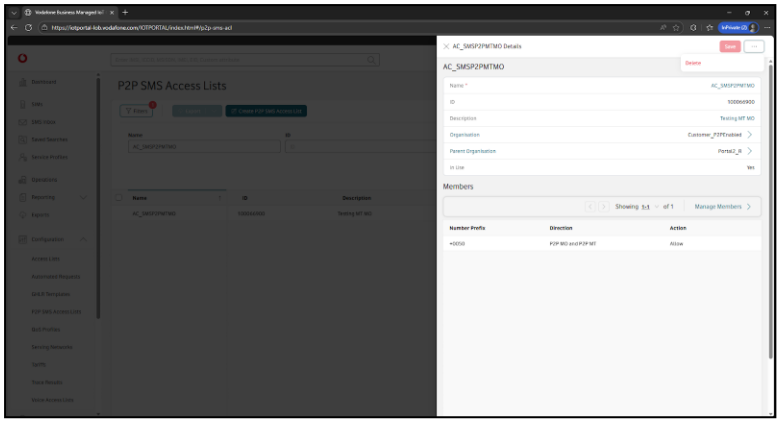


Deleting P2P SMS ACLs

It's easy to delete a P2P SMS ACL within the Vodafone Managed IoT Connectivity Platform – as long as you have the necessary authorisation level.

To delete P2P SMS access lists

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **P2P SMS Access Lists** from the dropdown menu that appears.
2. Click on the **P2P SMS Access List** you want to delete; this brings up the **Details** window.
3. To delete it, simply click on the **three dots** in the top right corner, then on **Delete**.
4. You will need to confirm the action by clicking on **Yes Proceed** in the window that appears.

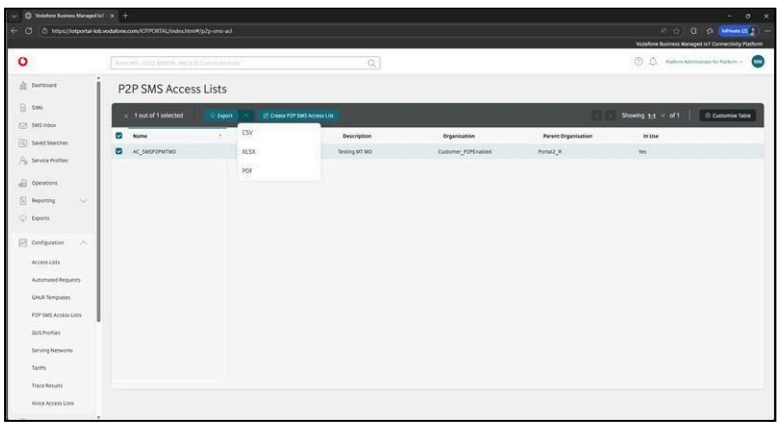


Exporting P2P SMS ACLs

You can export a P2P SMS access list from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file, allowing you to share the data with colleagues who do not have access to the platform.

To export a voice access list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Configuration then choose P2P SMS Access Lists from the dropdown menu that appears.
2. This takes you to the P2P SMS Access Lists section.
3. To export the details of one or more voice access lists, activate the Export button at the top of the page by selecting the list or lists you want included.
4. Then click on Export to open the Export window where you can choose the file format and the information you want to export.



Reporting

It's easy to create, view, schedule, and export reports as PDF, CSV, XML or XLSX files within the Vodafone Managed IoT Connectivity Platform.

You can view a list of existing reports by navigating to the Reports page, while available report templates can be seen via the Report Templates List.

If you have the necessary authorisation level, you can also schedule a report to run automatically as required.

As elsewhere on the platform, you will only be able to see the data your organisation and role allow you to see. If, for example, report access is disabled at organisation level, no reports or templates will be visible in the platform.

Contents

1. Portal Interactions
2. Billing Documents
3. Reports
4. Reports Schedules
5. Reports Templates
6. Event Triggers
7. Exporting Reports

You can also learn more about flexible and scheduled reporting within the Vodafone Managed IoT Connectivity Platform from the Flexible and Scheduled Reporting Feature Guide.

Portal Interactions

You can monitor actions performed within the platform by navigating to the **Portal Interactions** section (under **Reporting** in the Dashboard menu). This area provides visibility into key activities carried out by users.

Currently available actions

At this stage, the Portal Interactions section displays actions related to the following functionalities:

User Management – actions such as creating, editing, or removing users.

CSP Management – changes or updates to Communication Service Provider settings.

APN Management – configuration or modification of Access Point Names.

API Users – create and edit API users.

Devices – actions including change CSP, set IMEI, send SMS...

Report Templates – create, edit, or delete report templates.

Schedules – create, edit, or delete schedules.

Voice Access Lists – create, edit, or delete access lists.

Event Triggers/ High/Rogue Events – edit event triggers and high/rouge event fields.

Serving Networks – create and edit relevant information related to serving networks.

Customer – edit or delete customers.

Customer Group – actions such as editing and deleting customer groups.

Event Triggers – create and delete event triggers.

Devices – send commands to your devices.

P2P SMS access lists – editing, deleting, and creating P2P SMS access lists

Automated Customers – create and edit automated customers.

Tariffs – manage the tariffs linked to your user role.

Roaming Groups – manage the roaming groups available to a device.

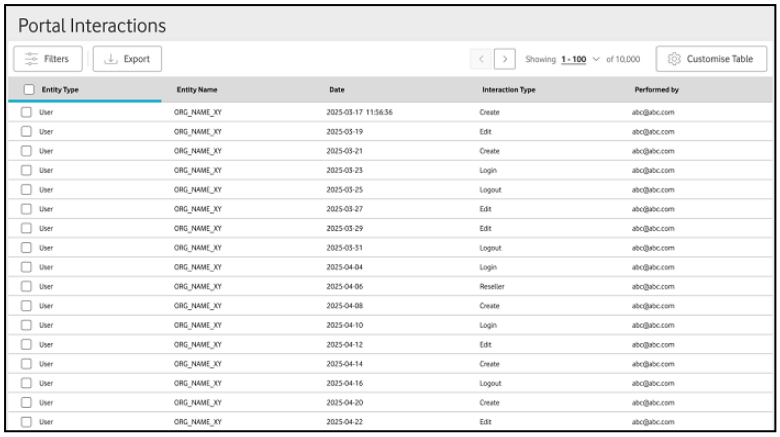
Manufacturer Orders – manage orders of SIMs for your devices.

IMSI Ranges – create, edit and export IMSI Ranges.

SIM Profiles – create, edit and export SIM Profiles.

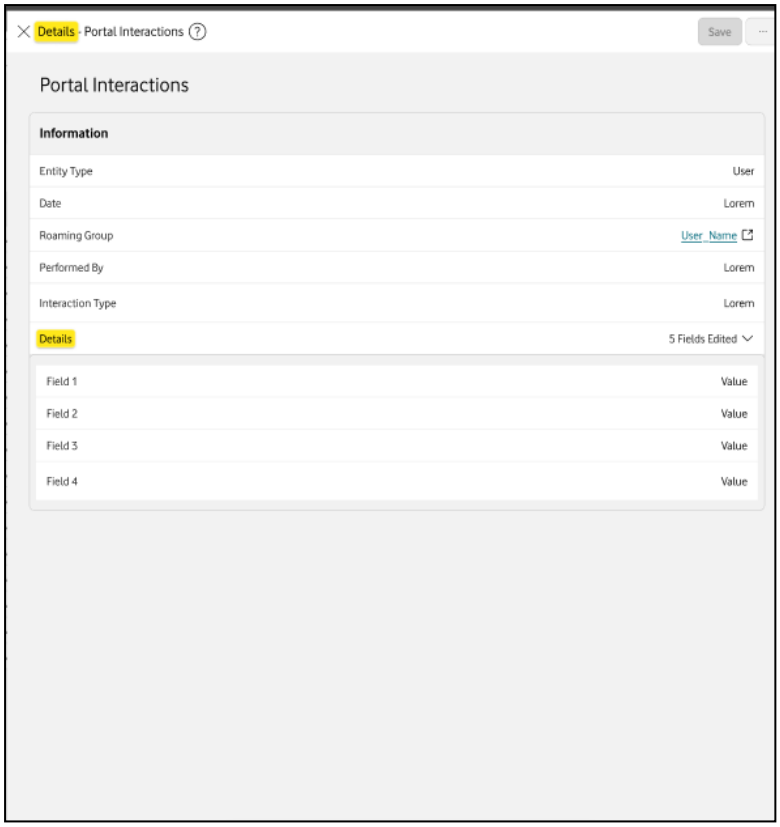
As elsewhere on the platform, what you can see is governed by your user profile authorisation level.

If you have the required authorisation level, you can also export information on portal interactions to share outside the platform.



To view portal interactions

1. From the menu to the left of the home page, select **Reporting** then choose **Portal Interactions** from the dropdown menu that appears.
2. On the Portal Interactions page, use the filters to locate the type of actions or action you want to check. The filters you can use to do this are: **Performed by, Entity type, Entity Type Name, Period, Interaction type,** and **Details.**
3. If required, you can also modify the details included in the table by clicking on **Customise Table**.
4. Select a portal interaction to open the **Details** window, where you can view information such as **Entity type, Date, Roaming group, Performed by,** and **Interaction type**.

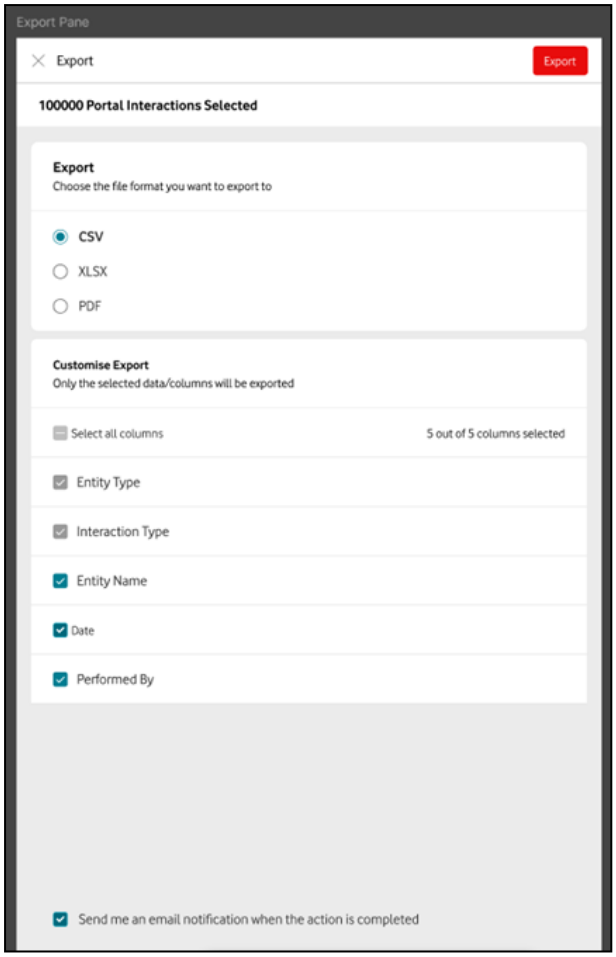


Exporting portal interactions

You can view actions performed within the Vodafone Managed IoT Connectivity Platform by navigating to the Portal Interactions section, where you can also export the information shown – as long as you have the necessary authorisation level.

To export portal interactions

1. From the menu to the left of the home page, select **Reports** then choose **Portal Interactions** from the dropdown menu that appears.
2. On the Portal Interactions page, select **Export.**
3. This will open the Export window, where you can choose the information you want to export and the format to which you want to export it.
4. If you want to receive an email confirmation, simply tick the **Send me an email notification when the action is completed** box at the bottom of the screen.



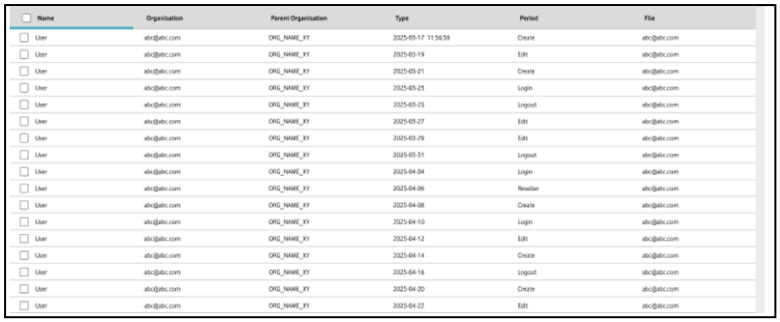
Billing Documents

It's easy to view and export the billing documents linked to your organisation and user profile within the Vodafone Managed IoT Connectivity Platform.

However, as elsewhere on the platform, you will only see the data you are authorised to see.

To view billing documents

1. From the menu to the left of the home page, select **Reporting** then choose **Billing Documents** from the dropdown menu that appears.
2. On the Billing Documents page, use the filters to locate the billing documents you want to check. The filters you can use to do this are: **Organisation, Name,** and **Period**.
3. To export a billing document, simply click on **Export**. You will then be given the option to download it as a **PDF** or **CSV** file.



Reports

You can create new reports and both view and export existing reports linked to your organisation and user profile via the Reports page in the Vodafone Managed IoT Connectivity Platform.

You can also learn more about flexible and scheduled reporting within the Vodafone Managed IoT Connectivity Platform from the Flexible and Scheduled Reporting Feature Guide.

Creating reports

In the Vodafone Managed IoT Connectivity Platform, you can create and download different types of reports as PDF, CSV or XML files. There are five different access levels for reports: Basic, Standard, Organisational, Personal, and Premium.

The types of reports you can create will depend on the configuration of your organisation for legacy reports and the templates created for flexible reports.

Basic reports are legacy reports that can be created to show values such as Data, Devices, VoLTE Voice calls, SMS, Cost and Other.

Standard, Organisational, Personal, and Premium reports, all of which are Flexible reports, can be created using the following baselines:

1. Data Usage
2. SIM Trust usage
3. Combined usage
4. SMS usage
5. Voice usage
6. Messaging usage
7. Barred Calls
8. OTA
9. Rated statement overview
10. IMEI failures for service profile
11. Report usage
12. EUICC Administrative Operations
13. API Transactions
14. SIM Administrative Operations
15. Event Trigger Breaches
16. Service Profile Inventory

When using the API Transactions baseline, you can use both API names and the below values to refine your search using the Operations filter:

ADD_LTE, APN_ACL_DELETE, CANCEL_ECALL_UPDATE, CHANGE_SERVICE_PROFILE, CHANGE_STATE, CHANGE_STATE_AND_SERVICE_PROFILE, CREATE_ACL, CREATE_CS_ACL, CREATEAUCSUBS, DELETE_ACL, DELETE_CREDENTIALS, DELETE_CS_ACL, DOWNLOAD_eUICC_Profile, EXECUTE_TRANSFORM, LBS_GET_LOCK, LBS_TRACK, MANAGE_eUICC_Profile, MOVE_CSP, OTA_CANCEL_OTA, OTA_CHANGE_PLMN, OTA_CREATE_PLMN, OTA_DELETE_PLMN, OTA_UPDATE_CGP, OTA_UPDATE_COE, OTA_UPDATE_ECALL, OTA_UPDATE_PLMN, OTA_UPDATE_POL1, PREPARE_TRANSFORM, REMOVE_LTE, REPROVISION_AUC_SUBS, SET_CREDENTIALS, SET_DEVICE_GROUP, SIMPLE_OTA_UPDATE, SWAP_ICCID, TEAR_DOWN, TRANSFORM_COMPLETE, TRANSFORM_SUBMIT, TRIGGER_ECALL_UPDATE, UPDATE_ACL, UPDATE_CREDENTIALS, UPDATE_CS_ACL, UPDATE_CSP, UPDATE_FRAMED_ROUTES, UPDATE_POL, UPDATE_RSA, UPDATE_SGSN_TO_OM, UPDATE_TIM_ATT, VIEW_SUB, VIEWSUB.

The reports shown should include only the reports created in this portal. However, once downloaded, you can share both legacy and flexible reports with others, whether or not they have access to the platform.

You can also access and export a list of scheduled reports created in the Legacy M2M Portal.

Please note: While there are no limitations on the number of reports you can create, or the time period covered, the flexible and scheduled reporting feature is designed with certain restrictions to ensure it performs successfully. These are:

1. Prior to extracting into a specific file type such as PDF, the Result Set for any one report cannot be more than 1GB – the maximum file size that can be downloaded in the portal.
2. When using Excel, it is possible to extract more than 1 million lines, but these will be displayed on multiple worksheets (subject to the maximum file size of 1GB).
3. If a report takes longer than 4 hours to generate, the process will fail. This is usually due to the number of filters selected.
4. There is a time lag of up to 24 hours between a device sending data and that data being available to be included in a flexible report.

To avoid these issues, users seeking to create reports containing a large amount of information are advised to reduce individual report sizes by generating them over a shorter period or for a specific Service Profile.

To create a report

Depending on the type of report you want to create, the steps may differ. For example, **Period** can be defined for the **Packet-Data Usage by IMSI** report but not for the **Service Profile Details for Customer** report.

1. In the main menu on the home page, click on **Reporting** then select **Reports** from the dropdown menu that appears.
2. On the **Reports** page, select **Create report** to open the Create Report window.
3. Select the report you want to create.
4. Then tailor the report to your needs using **Filters** such as **Organisation**, **Period**, and **Location**. Mandatory fields – such as Organisation – will generally be autocompleted using the predefined values of the report template chosen. However, you will need to enter a date range into the Period field. If, for example, you want to generate an **Itemised** report with a custom date range, the date range can be up to 31 days and must be within the last seven months. For a **Summarised** report, the date range can be up to 365 days and start up to 13 months ago.

5. Select **Create**. You will receive an email when the report is ready if **Email on operation completion** is selected (default) in **Settings**.

6. You can then view the report on the **Reports** page, from where you can also export it if required.

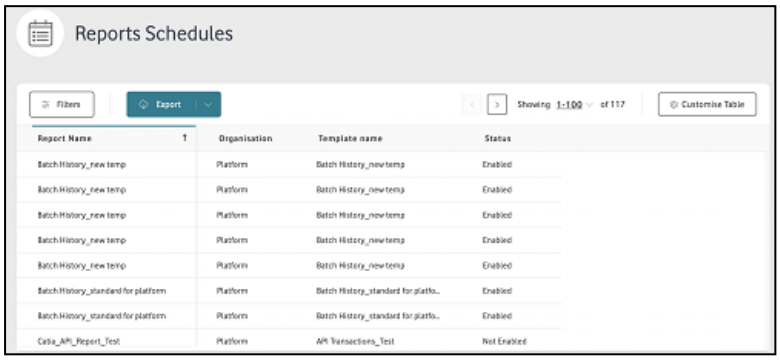
Report schedules

The easiest way to report regularly on data held on the Vodafone Managed IoT Connectivity Platform is to schedule a report to run automatically when required, for example at the end of each week or month.

Details of the flexible reports scheduled to run this way in the Legacy M2M Portal can also be viewed, edited, and exported via the latest version of the platform.

However, as elsewhere, you will only see the data your User Service Profile allows you to see.

You can also learn more about flexible and scheduled reporting within the Vodafone Managed IoT Connectivity Platform from the Flexible and Scheduled Reporting Feature Guide.



Viewing report schedules

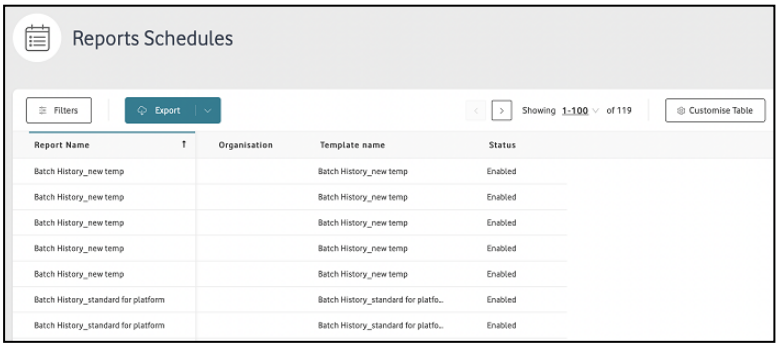
It's easy to view the details of existing report schedules in the Vodafone Managed IoT Connectivity Platform – as long as you have the required authorisation permissions.

You can do this via the Reports Schedules page, which lists information such as the Report Name, the Organisation, and the Status of the report.

To view report schedules

1. Click on **Report Schedules** in the main menu on the Vodafone Managed IoT Connectivity Platform Dashboard page.

2. On the Report Schedules page, use the **Filters** (Organisation, Report name, Template name, Status) to search for the report you need. You will be shown a list of all the reports that match your search requirements. The table listing the reports can also be customised to show just the information you need:



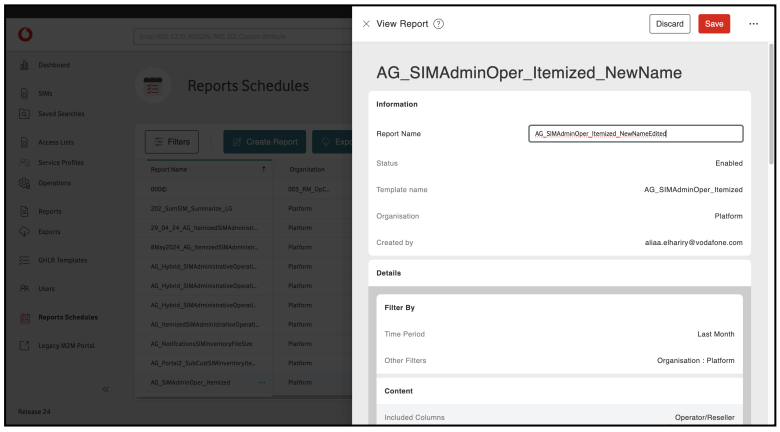
3. To export the list of reports, simply click on the **Export** button. This opens the Exports window from which you can choose to download it as a **PDF, CSV or XML** file.

4. To view the details of a particular report, click on the relevant **Report Name** in the list shown. The **Create Report** panel will then open in read-only mode.

Editing report schedules

It's easy to edit the details and filters of existing report schedules in the Vodafone Managed IoT Connectivity Platform – if you have the required authorisation permissions in place.

You can do this via the Reports Schedules Details panel, which can be accessed via the Reports Schedules page.



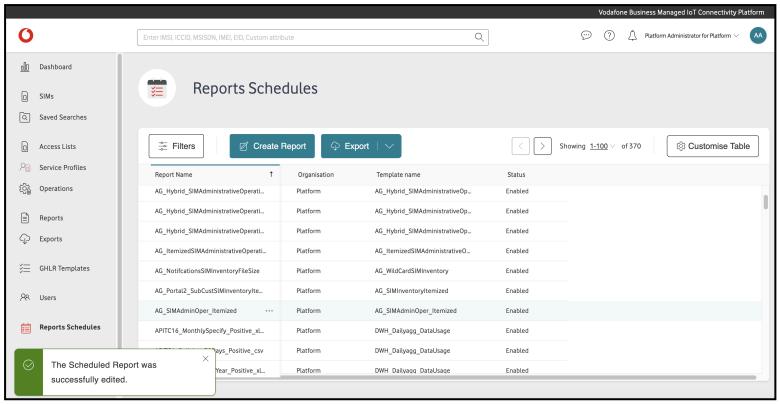
To edit report schedules

1. On the Vodafone Managed IoT Connectivity Platform home page or Dashboard, choose **Report Schedules** from the main menu.

2. Select the report schedule you wish to view by clicking on the **Report Name** in the list shown.

3. The **Create Report** panel will then open, allowing users with the necessary authorisation level to edit the details and filters of the relevant report schedule.

4. Once your changes have been made, you will receive a message telling you that the report was successfully edited.



Creating report schedules

You can schedule reports to automatically quickly and easily in the Vodafone Managed IoT Connectivity Platform – as long as you have the required authorisation permissions.

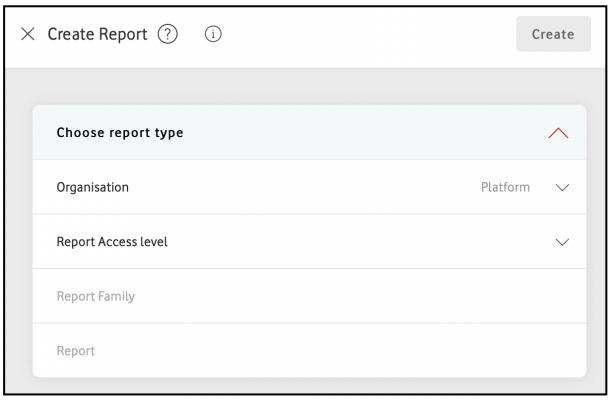
To do this, you need to navigate to the **Reports Schedules** page, which lists information about existing report schedules.

To create a report schedule

1. Click on **Report Schedules** in the main menu on the Vodafone Managed IoT Connectivity Platform Dashboard page.

2. On the **Report Schedules** page, select: 

3. This will open the **Create Report** window from where you can set details such as:
    a. Organisation
    b. Report Access Level - Basic, Standard, Organisational, Personal, Premium (see below for explanation)
    c. Format – PDF, CSV, XML, XLSX
    d. Recurrence – None, Daily, Weekly, Monthly, Yearly
    e. Delivery – None, Notify by email, Attached to email



4. Once you have set up the report schedule according to your requirements, simply click on **Create** in the top right corner of the window to create your report schedule.
5. If the report is created successfully, you will then receive a message saying: "Scheduled report successfully created."

Basic reports are legacy reports that can be created to show values such as Data, Devices, VoLTE Voice calls and SMS.

Standard, Organisational, Personal, and Premium reports, all of which are Flexible reports, can be created using the following baselines:

1. Data Usage
2. SIM Trust usage
3. Combined usage
4. SMS usage
5. Voice usage
6. Messaging usage
7. Barred Calls

8. OTA
9. Rated statement overview
10. IMEI failures for service profile
11. Report usage
12. EUICC Administrative Operations
13. API Transactions
14. SIM Administrative Operations
15. Event Trigger Breaches
16. Service Profile Inventory

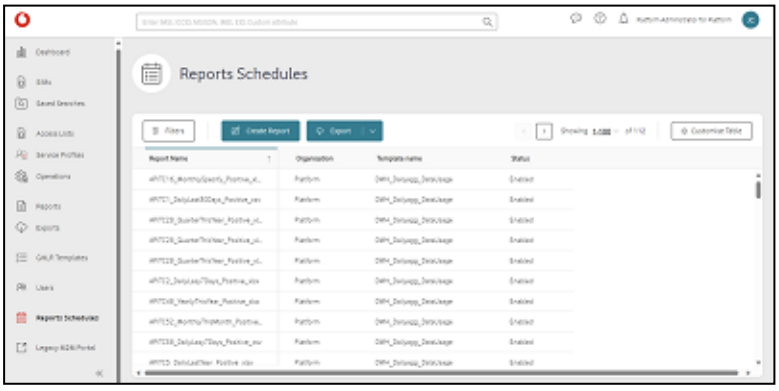
Deleting report schedules

It's quick and easy to delete report schedules in the Vodafone Managed IoT Connectivity Platform – as long as you have the required authorisation.

To do this, you must first navigate to the **Reports Schedules** page, which lists information about existing report schedules.

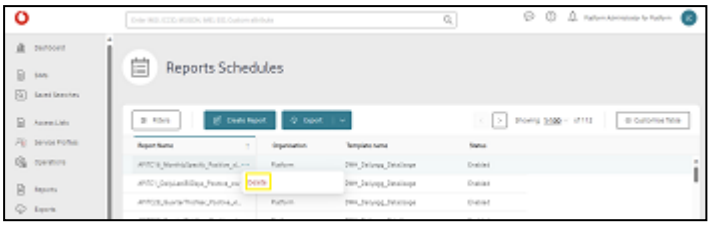
To delete a report schedule

1. Click on **Report Schedules** in the main menu on the Vodafone Managed IoT Connectivity Platform Dashboard page.



2. On the **Report Schedules** page, select the report schedule you want to delete.
3. Then click on the **three dots** next to the name of the relevant report schedule.

4. The **Delete** button will then appear, which you must click to start the action.



5. You will then receive a notification asking you to confirm the action. This notification will read: You are about to delete the Report Schedule 'name'.

6. If the action is successful, you will then receive a notification stating: The Report Schedule 'name' was successfully deleted.

7. Should the action fail for any reason, you'll receive a notification stating: There was an error deleting Report Schedule 'name', please try again.

Reports Templates

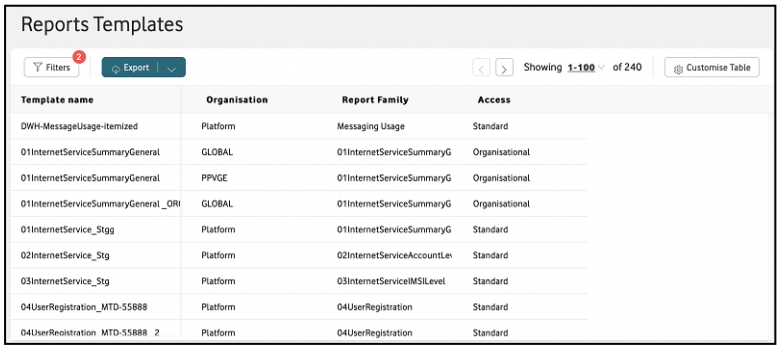
Reporting templates are configurable web form templates that provide a baseline for report families, making it easier for customers to create reports that meet their requirements.

You can view a list of available flexible report templates using the **Reports Templates** Listing and Search feature on the Vodafone Managed IoT Connectivity Platform.

You can also access and edit a **Details** panel for each report template and create and delete reports templates from this page.

However, as elsewhere on the platform, you will only be able to see the data your organisation and role allow you to see.

You can also learn more about flexible and scheduled reporting within the Vodafone Managed IoT Connectivity Platform from the Flexible and Scheduled Reporting Feature Guide.



To view a list of reports templates

1. In the main menu on the home page, click on **Reporting** then select **Reports Templates** from the dropdown menu that appears.
2. You can then search for the report template you need by clicking on **Filters** in the top left corner and entering the relevant information regarding the **Organisation**, **Template name**, **Report family**, or **Report access level**.
3. Once you've found the report template you need, you can access its **Details** panel by clicking on **Template name** – as long as you have the required authorisation level.

Editing reports templates

It's quick and easy to edit reports templates via the Vodafone Managed IoT Connectivity Platform, as long as you have the required authorisation level.

As elsewhere on the platform, your report template editing capabilities will depend on the permissions associated with your user role.

To edit a report template

1. In the main menu on the home page, click on **Reporting** then select **Reports Templates** from the dropdown menu that appears.
2. You can then search for the report template you need by clicking on **Filters** in the top left corner and entering the relevant information regarding the **Organisation**, **Template name**, **Report family**, or **Report access level**.

Once you've found the report template you need, you can access its **Details** panel by clicking on **Template name** and edit the information in this panel as required. The details that can be edited here are:

- Template Name
- Access
- Itemised
- Summary Categories
- Allowed Filters
- Available Columns

- Aggregate Function
- File format
- Machine readable
- Localisation
- Timezone
- Date and time notation
- Numerical notation

Creating reports templates

Looking to streamline the reporting process? A report template makes it easier to create the reports you need – and it's easy to create one in the Vodafone Managed IoT Connectivity Platform. You can create a new report template or copy an existing one by following the steps below.

To create reports templates

1. In the main menu on the home page, click on **Reporting** then select **Reports Templates** from the dropdown menu that appears.
2. Click on the **Create** button to open the Create Report Template panel.
3. Complete the required information – including Name, Access, Report Family, and the period covered (Day, Week, Month, Quarter, or Year) – and click **Save**.
4. You will then receive a pop-up message confirming the new Reports Template has been created.

If you wish, you can also copy an existing report template:

1. In Reports Templates, click on **Copy Settings** to open the Create Reports Template screen.
2. This will pre-fill the new template with the same data as the report template being copied.

Deleting reports templates

No longer need a report template? You can delete it in seconds by following the steps below. Remember though that deleting a report template will mean deleting all associated scheduled reports that use that report template. As elsewhere in the Vodafone Managed IoT Connectivity Platform, you can also only delete a report template if you have the necessary authorisation level.

To delete reports templates

1. In the main menu on the home page, click on **Reporting** then select **Reports Templates** from the dropdown menu that appears.
2. Click on the **Delete** button – or on **...** then **Delete** in the Report Template Details panel for the relevant report template.
3. You will see a message warning you that deleting the report template will also delete the scheduled reports associated with that template.
4. If you choose to go ahead with the action, you will then receive a confirmation message and be redirected back to the Reports Templates page.

Event Triggers

In the Vodafone Managed IoT Connectivity Platform, you can set up an action - or an event - to take place automatically in the event of a predefined threshold, such as a data usage threshold, being reached. This is known as an event trigger.

Event triggers are preconfigured and linked to the relevant Service Profile. However, you can view and export a list of them within the platform.

If you have the necessary authorisation level, you can also view detailed information about each event trigger and edit these details when required.

Contents

1. Editing event triggers
2. Creating event triggers
3. Deleting event triggers

To view a list of event triggers

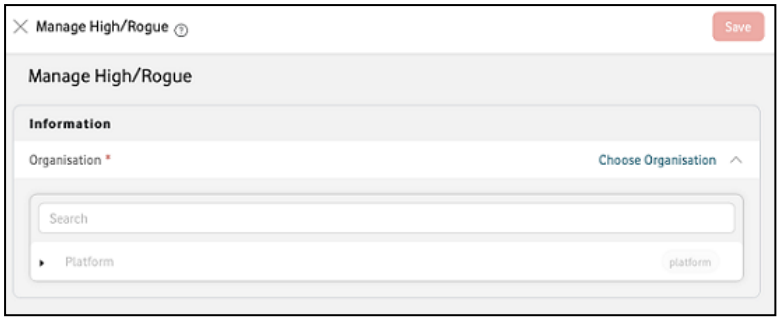
1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Event Triggers**.
2. This takes you to the **Event Triggers** page, where you can search for an event trigger using filters such as **Organisation Name** and **Event Status**.
3. Once you have found the event trigger you need, simply click on it to open the **Details** window, where you can view and edit its details – as long as you are authorised to do so. These details are split into three sections: **Information, Configuration**, and **Actions**.
4. If, on the other hand, you want to export the list, select **Export** in the top left corner.

High/rogue usage event triggers

If you have the necessary authorisation level, you can also manage the Information and Configuration details of high/rogue event triggers via the Event Triggers page. The users concerned will receive notifications if such action is required.

To manage high/rogue usage event triggers

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Event Triggers**. This takes you to the Event Triggers page.
2. Click on **Manage High/Rogue** on the Event Triggers page. This will open the Manage High/Rogue event triggers window.
3. Select the relevant **Organisation**. You will then be able to select the **Service Profile** concerned from a dropdown list.
4. Once you have selected a Service Profile, you will see a **Configuration** section showing a group of pre-defined event triggers that can be configured by default Profile to manage High/Rogue Data, Voice, and SMS usage in the Service Profile selected.
5. You can then edit the **Threshold, Monitoring Period**, and **Action** for the different types of usage shown.



Editing Event Triggers

In the Vodafone Managed IoT Connectivity Platform, preconfigured triggers ensure an action – or event – happens when a predefined metric, such as voice duration or data usage, reaches a predefined threshold. These triggers are known as event triggers. They can be associated with different customer levels or entities, such as an individual SIM, an APN, or even an entire account hierarchy, allowing granular or aggregated control over how and when actions are executed.

You can edit many of the details of these triggers within the platform by following the steps below – as long as you have the required authorisation level.

How to edit event triggers

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Event Triggers**.
2. This takes you to the **Event Triggers** page, where you can search for an event trigger using filters such as **Organisation Name** and **Event Status**.
3. To edit an event trigger, click on it to open the **Details** window, where you update details in three sections: **Information**, **Configuration**, and **Actions**.
4. Click on the relevant line to edit a specific detail of the event trigger. Not all fields can be edited; certain aspects, such as **Event Metric** and **Entity Type**, are shown on a view only basis. And while some details such as **Status** can simply be enabled or disabled, others can be modified using dropdown menus.
5. Once you have finished, select **Save** (in the top right corner) to save your changes or **Discard** to discard them.

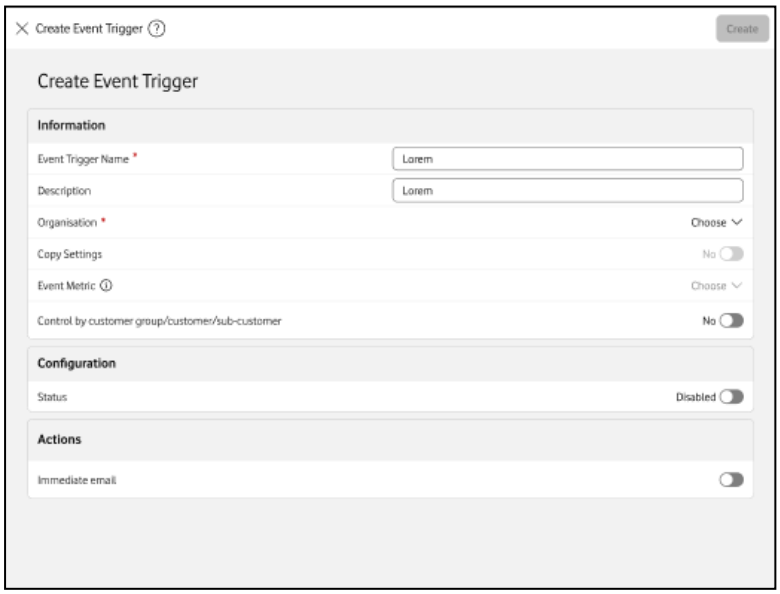
Creating Event Triggers

In the Vodafone Managed IoT Connectivity Platform, preconfigured triggers ensure an action – or event – happens when a predefined metric, such as voice duration or data usage, reaches a predefined threshold. These triggers are known as event triggers. They can be associated with different customer levels or entities, such as an individual SIM, an APN, or even an entire account hierarchy, allowing granular or aggregated control over how and when actions are executed.

You can create these triggers within the platform by following the steps below – as long as you have the required authorisation level.

How to create event triggers

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Event Triggers**.
2. This takes you to the **Event Triggers** page, where you can search for an event trigger using filters such as **Organisation Name** and **Event Status**.
3. Click on **Create**. This will open the Create event trigger window.
4. Enter the details of the event trigger you want to create, including **Information** such as a name and organisation, the **Configuration** status, and whether you want an immediate email notification when it is hit.
5. You will then receive a message saying you have successfully created a new event trigger – or not.



Deleting Event Triggers

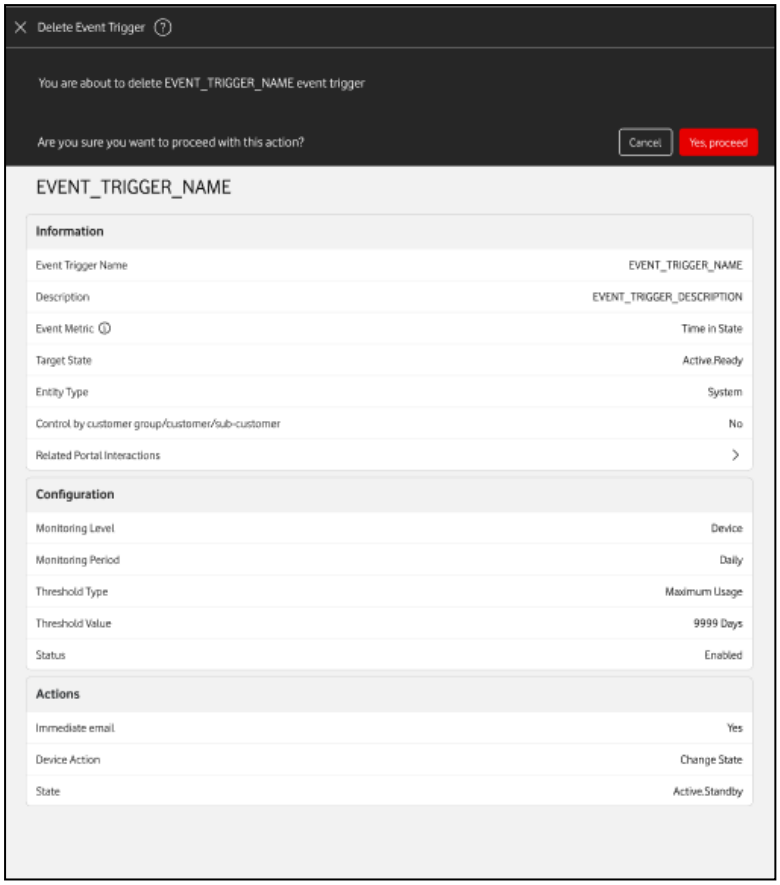
In the Vodafone Managed IoT Connectivity Platform, preconfigured triggers ensure an action – or event – happens when a predefined metric, such as voice duration or data usage, reaches a predefined threshold. These triggers are known as event triggers. They can be associated with different customer levels or entities, such as an individual SIM, an APN, or even an entire account hierarchy, allowing granular or aggregated control over how and when actions are executed.

You can edit delete these triggers within the platform by following the steps below – as long as you have the required authorisation level.

How to delete event triggers

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Event Triggers**.
2. This takes you to the **Event Triggers** page, where you can search for an event trigger using filters such as **Organisation Name** and **Event Status**.
3. To delete an event trigger, click on it to open the **Details** window, then select **Delete** in the top right corner.
4. You can then choose to **Cancel** or **Proceed** with the action.

N.B To delete High/Rogue usage event triggers, you must first select **Manage High/Rogue**.



Exports

You can export a wide range of reports and lists from the Vodafone Managed IoT Connectivity Platform so you can share them with colleagues who do not have access to the platform. However, as elsewhere on the platform, what you can export will depend on your user profile authorisation level.

Exports you have created can be accessed by clicking on **Exports** in the menu on the lefthand side of the main Vodafone Managed IoT Connectivity Platform Dashboard.

You can then search for the **Export** you need using the **File ID**. Alternatively, you can also locate it using the four handy filters: **File Type**, **Export Type**, **Availability**, and **Generation Date**.

You can also highlight the columns you want to export using the checkboxes in each one.

Troubleshoot

It's easy to troubleshoot issues in the Vodafone Managed IoT Connectivity Platform. This section explains how to do that.

Contents

1. Operations
2. Trace Results
3. SMS Inbox

Operations

You can view a list of the **Operations** performed on the Vodafone Managed IoT Connectivity Platform by selecting **Troubleshoot** then **Operations** from the menu on the left side of the main Dashboard.

You can the filter the results of your search by various categories such as **ID**, **Organisation**, **Method**, and **Date Submitted**.

You can also make it easier to find the details you need by customising the table to only show certain attributes, such as **Status**, **Organisation**, and **Type**.

Once you have located the **Operation** you need, you can then simply click on the **ID** to see more information via the Operation Details panel.

Alternatively, if you want to complete a **Batch operation**, simply click on the **Batch** button at the top of the Operations table.

Batch Operations by File

You can modify multiple SIMs quickly and easily within the Vodafone Managed IoT Connectivity Platform using the handy Batch operations by File feature.

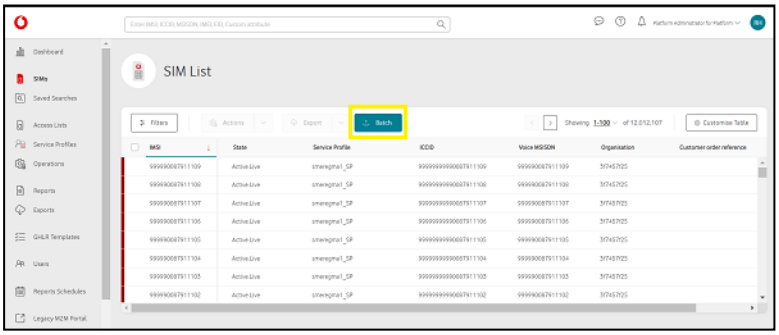
The modifications that can be made this way – by uploading a file that includes the SIMs to be changed and the operation required – include assigning a SIM attribute, changing SIM state, setting Device Group, and changing Service Profile.

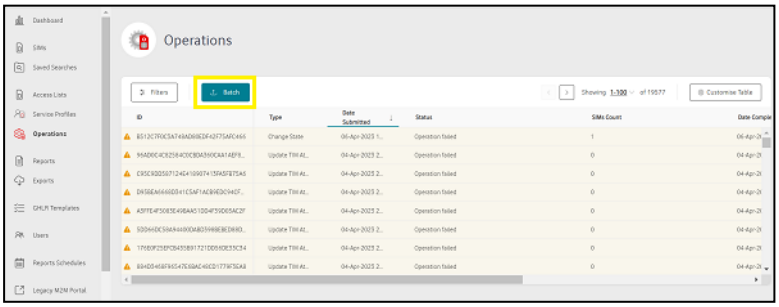
You can use the batch operations functionality to create, edit, and delete both SMS Access Control Lists (ACLs) and CS (Circuit Switched) voice ACLs and to both swap ICCIDs and update framed routes for one or more SIMs; eCall attributes and eUICC profiles can also be managed/downloaded as batch operations, as can PLMN and POL attribute updates, and OTA updates.

As elsewhere on the platform, the batch operation options available depend on the permissions granted by your user role.

To complete Batch Operations by File

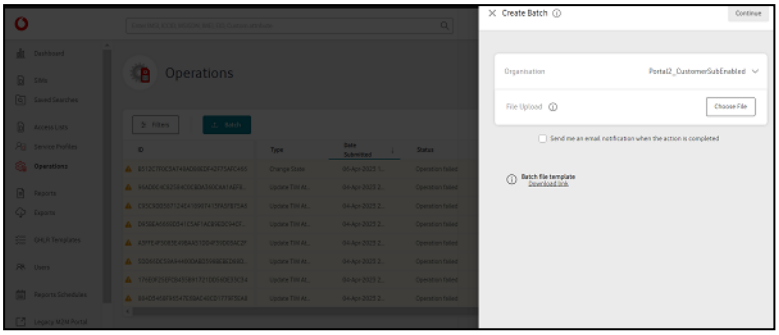
1. On the Vodafone Managed IoT Connectivity Platform home page or Dashboard, select **SIMs** or **Troubleshoot** then **Operations** from the left-hand menu.
2. Click on the **Batch** button:





3. Download the **Batch file template**.

4. Enter the relevant information into the file, then navigate back to the **Batch operations by File** window and upload it to the Vodafone Managed IoT Connectivity Platform.



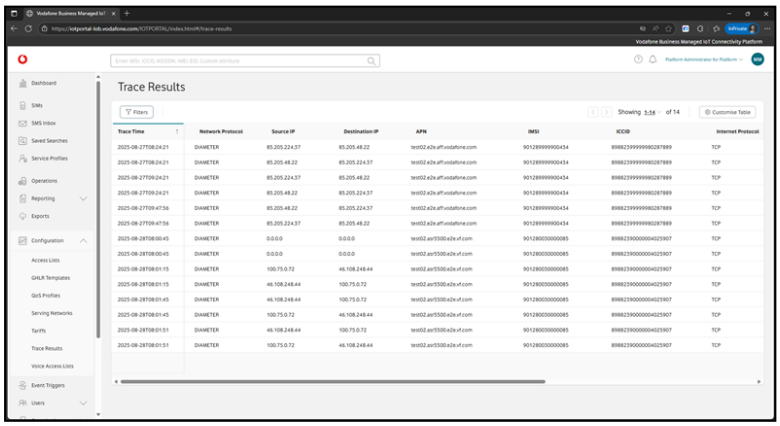
Trace Results

You can monitor platform activity and troubleshoot device issues in the Trace Results section of the Vodafone Managed IoT Connectivity Platform. Trace Results allow users to diagnose device issues via automated checks on SIM state, data usage, IP assignment, SMS activity, and mobility status for faster resolution.

To view the trace results list

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Trace Results** from the dropdown menu that appears.

2. This takes you to the **Trace Results** section, where you can view a list of recent activity. It is also possible to export either this list or more detailed information where necessary.



Viewing trace results

You can view the details of trace results on the Trace Results page of the Vodafone Managed IoT Connectivity Platform.

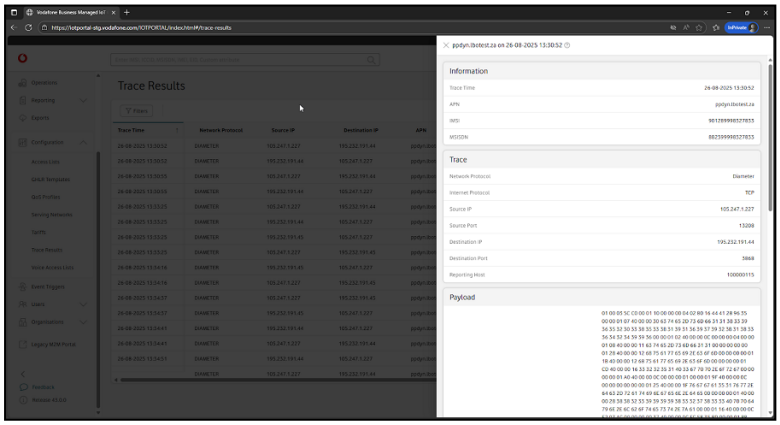
The details you can see are: **Trace Time, Network Password, Destination IP, APN, IMSI, ICCID**, and **Internet Protocol**.

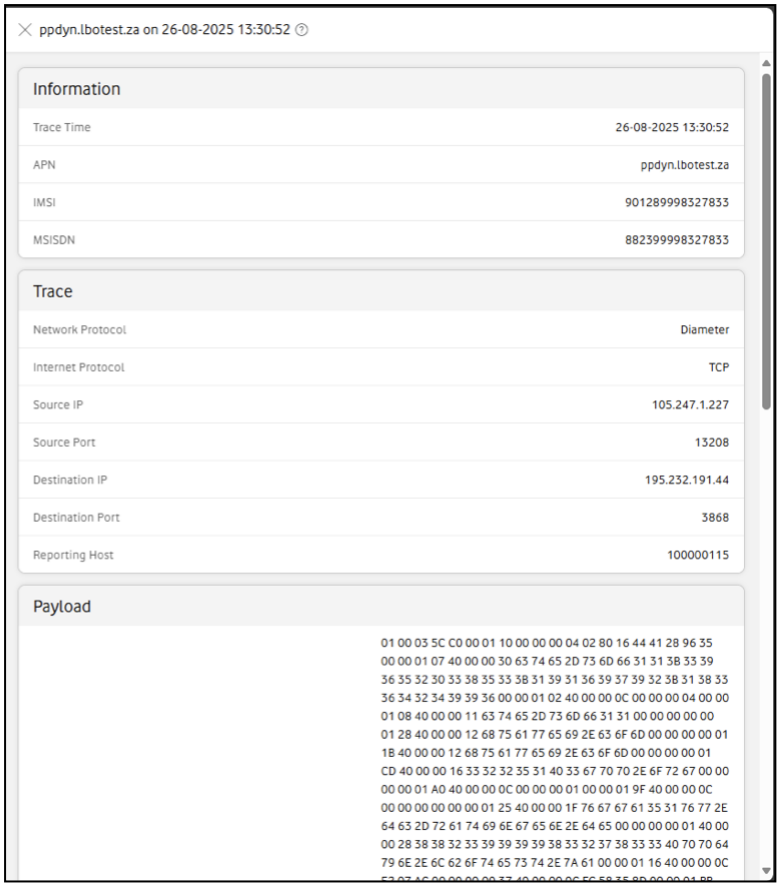
You can use the **Filters** to search for the trace results you want to see. You can also customise the table by choosing the columns you want to be included using the **Customise Table** tab.

And you can view more detailed information about a trace result by following the steps below.

To view trace result details

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Trace Results** from the dropdown menu that appears.
2. This takes you to the **Trace Results** section.
3. Click on a trace result to open the **Details** window, which is split into three sections: **Information**, **Trace** and **Payload**.





SMS Inbox

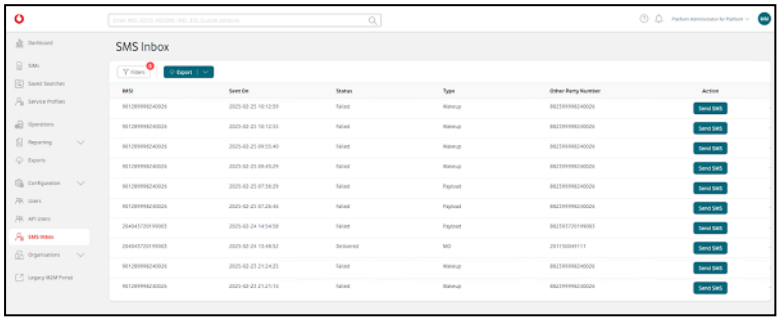
The SMS Inbox allows you to see the details – Date sent/received, Status, Type, and Other Party Number – of all the SMSs sent from and received by your devices at a glance.

These details can be exported if required. You can also use the SMS Inbox to send an SMS from one of your devices.

To view the SMS Inbox

1. You can navigate to your SMS Inbox directly from the **Dashboard** or home page of the Vodafone Managed Business IoT Connectivity Platform.
2. Simply click on **SMS Inbox** in the main menu on the left of the Dashboard, and the SMS Inbox window will open automatically.

3. You can then check the **Details** of all SMSs sent and received, use the **Search** function and filters to find a specific SMS or **Send an SMS** if required. Selecting **Export** will open the Export window where you can choose the best file format for your needs.



Configuration

You can configure serving networks, automated requests, provisioning profiles, and roaming groups within the Configuration menu in the Vodafone Managed IoT Connectivity Platform.

Contents

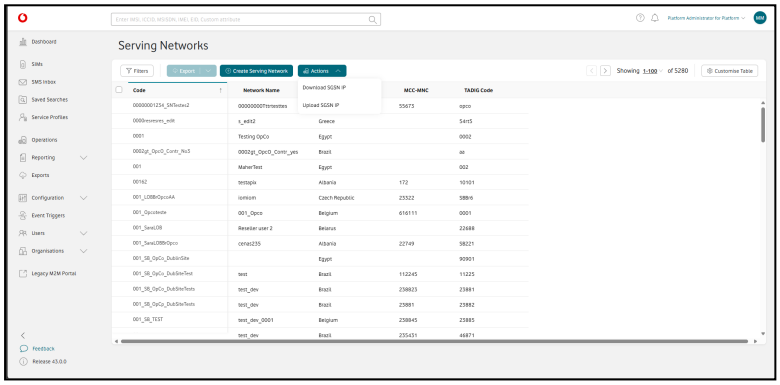
1. Serving networks
2. Automated requests
3. Provisioning profiles
4. Roaming groups
5. APNs
6. IMSI ranges
7. OTA Administration

Serving Networks

A serving network is a radio network you can use to access Vodafone's IoT Services. It can be Vodafone's own network, a partner network or another network used for roaming.

In the Vodafone Managed IoT Connectivity Platform, you can view a list of the serving networks linked to your user profile by selecting **Configuration** then **Serving Networks** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.

To upload or download the IP address for a serving network, simply click on **Actions** then select **Upload** or **Download** from the dropdown menu that appears. As long as you have the necessary authorisation level, you can also create, edit, and export serving networks within the platform.



Contents

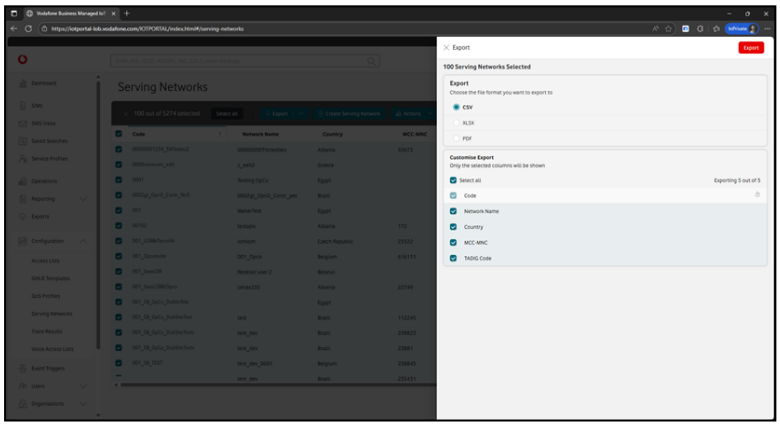
1. Viewing serving networks
2. Editing serving networks
3. Creating serving networks
4. Exporting serving networks

Viewing serving networks

It's quick and easy to view a list of relevant serving networks in the Vodafone Managed IoT Connectivity Platform by following the steps below.

To view a list of serving networks

1. To view a list of relevant serving networks, simply select **Configuration** then **Serving Networks** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. You can then search for available networks by: **Code, Network name, Country, MCC-MNC use**, or **TADIG code**.
3. Once you have found the serving network you need, you can also view, edit, and export its details as required.
4. To export a list of serving networks, select the serving networks required and select **Export** to open the Export window where you can choose the file format (CSV, XLSX, or PDF) and further customise the list using the filters below.



Creating serving networks

Users with the required authorisation permissions can create a serving network – or radio network used to access Vodafone's IoT Services – within the Vodafone Managed IoT Connectivity Platform.

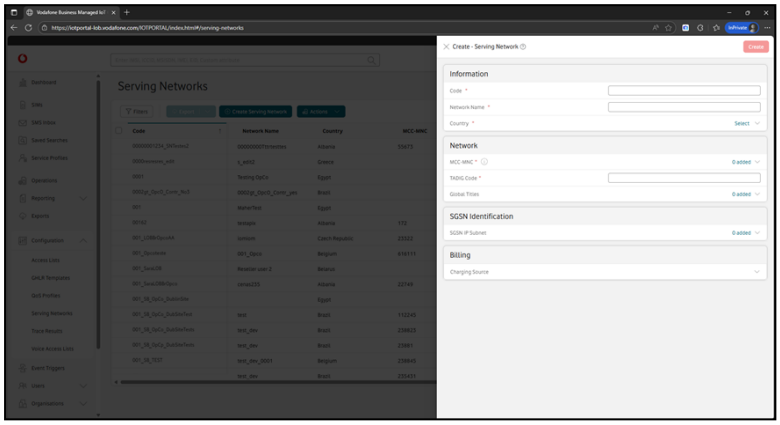
If you have the necessary authorisation level, you can do this by following the steps below.

To create a serving network

1. From the menu to the left of the home page, select **Configuration** then choose **Serving Networks** from the dropdown menu that appears.
2. Click on **Create Serving Network**. (If you can't see this button, you do not have the required authorisation level to create a new service profile.)

3. In the **Create - Serving Network** window, enter the details of your new serving network, including a **Code, Network Name** and **TADIG Code**.

4. Then click on **Create** in the top right corner of the page to save your changes and create the new serving network.



Editing serving networks

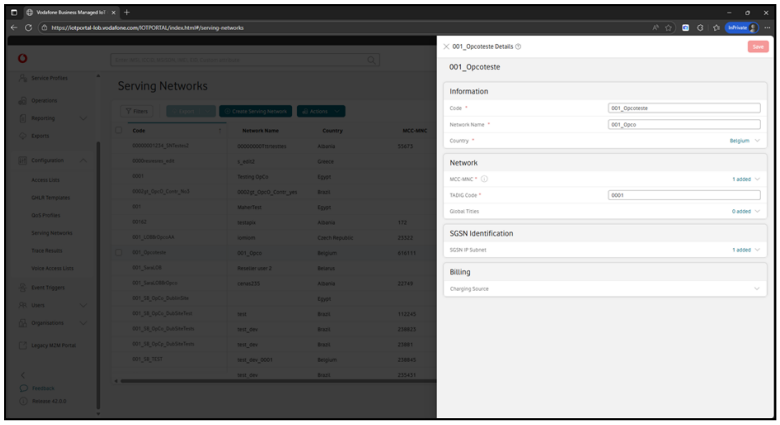
You can edit a serving network – or radio network used to access Vodafone's IoT Services – within the Vodafone Managed IoT Connectivity Platform, as long as you have the required authorisation level.

To edit a serving network

1. From the menu to the left of the home page, select **Configuration** then choose **Serving Networks** from the dropdown menu that appears.

2. Use the filters - **Code, Network name, Country, MCC-MNC use, TADIG code** – to search for the serving network you want to update.

3. Click on the relevant serving network to open the Details window where you can edit the details you need to change before selecting **Save** in the top right corner. Please note, however, that you will only be able to edit these details if you have the necessary authorisation to do so.

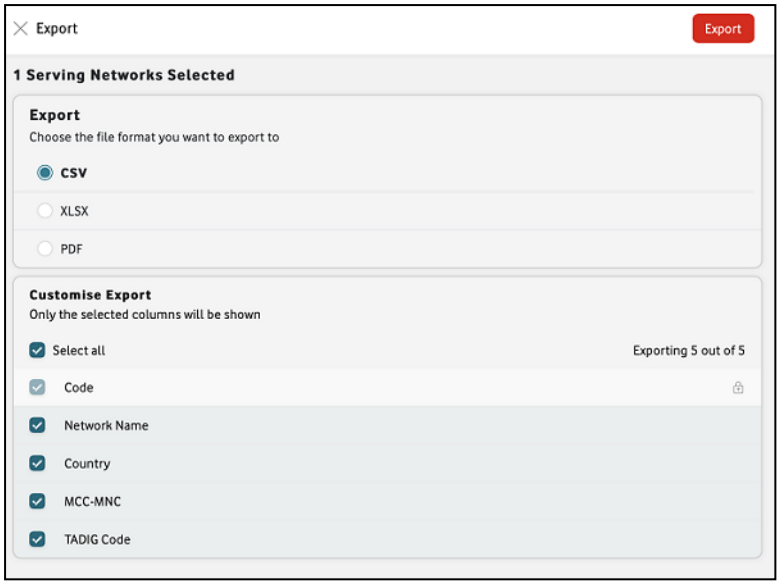


Exporting Serving Networks

You can export the details of a serving network – or radio network used to access Vodafone's IoT Services – within the Vodafone Managed IoT Connectivity Platform, as long as you have the required authorisation level.

To export a serving network

1. From the menu to the left of the home page, select **Configuration** then choose **Serving Networks** from the dropdown menu that appears.
2. Use the filters - **Code, Network name, Country, MCC-MNC use, TADIG code** – to search for the serving network you want to update.
3. Click on **Export Serving Network**.
4. In the **Export** window, select the best file format for your export.
5. Select **Export**. The file will be downloaded to your device.



Provisioning Profiles

Provisioning profiles enable the secure loading of mobile network SIM profiles during the manufacturing and/or order fulfilment process based on characteristics such as the device capabilities or the geographic location into which it is expected to be deployed.

You can view a list of provisioning profiles in the Vodafone Managed IoT Connectivity Platform by following the steps below.

Where required, you can also select a provisioning profile to export the information to share outside the platform.

Contents

1. Viewing provisioning profiles
2. Exporting provisioning profiles
3. Editing Provisioning profiles

Editing provisioning profiles

Provisioning profiles enable the secure loading of mobile network SIM profiles during the manufacturing and/or order fulfilment process based on characteristics such as the device capabilities or the geographic location into which it is expected to be deployed.

You can edit the provisioning profiles linked to your user role and organisation by following the steps below – as long as you have the required authorisation level to do so.

To edit provisioning profiles

1. Select **Configuration** then **Provisioning Profiles** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the Provisioning Profiles section, where you can search for a provisioning profile using filters such as Organisation and Description.
3. Select the provisioning profile you want to edit. This opens a window where you can edit details such as its ID and Description.
4. Select **Save** to save your changes.

Exporting provisioning profiles

You can export information about provisioning profiles from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data with colleagues who do not have access to the platform.

To export provisioning profiles

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Provisioning Profiles** from the dropdown menu that appears.
2. You will then be taken to the Provisioning Profiles section, where you can select **Export** to share the list outside the platform.
3. To export provisioning profile details, select the provisioning profile you want to export by clicking in the box on the far left of the relevant row in the table; this will activate the Export button.
4. You can then either click on the little arrow to the right of the Export button to choose the format of your Export.

a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to export all columns and/or receive an email when the export is ready. Then click on the red **Export** button in the top right of the window.

Viewing provisioning profiles

Provisioning profiles enable the secure loading of mobile network SIM profiles during the manufacturing and/or order fulfilment process based on characteristics such as the device capabilities or the geographic location into which it is expected to be deployed.

You can view detailed information about the provisioning profiles linked to your user role and organisation by following the steps below.

To view provisioning profile details

1. Select **Configuration** then **Provisioning Profiles** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the Provisioning Profiles section where you can search for a provisioning profile using filters such as Organisation, Description, APN
3. Select the provisioning profile about which you want to see more detailed information.
4. This opens the Details window, where you can see information such as Parent Organisation, Organisation, Description, ID

Automated Requests

Automated requests are technical orders orchestrated by Order Management System (OM+).

One the automated requests page, you can see a list of automated requests relating to customer creation, contract changes and renewals, and contract terminations.

To view a list of automated requests

1. To view a list of automated requests, simply select **Automated Requests** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. You can then search for automated requests by: **Organisation**, **Customer**, **ID**, **Status**, **Type**, **SubType**, or **Creation Date (via a dropdown calendar)**.

3. As elsewhere on the platform, you can customise the table using filters such as **Parent Organisation** and **Last Status**. You can also **Export** the list if required.

Roaming Groups

Roaming Groups (Roaming Group Profiles) allow SIMs to access certain networks and are managed outside the Global Data Service Platform (GDSP).

The Roaming Group available to a Device depends on the Operator/Reseller configuration. If the Operator/Reseller is tariff enabled, then the Roaming Group is the one defined on the Tariff associated to its Service Profile.

If the Operator/Reseller is tariff disabled, then the Roaming Group is the one defined on its Provisioning Profile.

Contents

1. Editing Roaming Groups
2. Creating Roaming Groups
3. Exporting Roaming Group details

To view a list of Roaming Groups

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Roaming Groups** from the dropdown menu that appears.
2. You will then be taken to the Roaming Groups section, where you can view the Roaming Groups assigned to your organisation and any linked organisations. If required, you can also select **Export** to share the list outside the platform.

Creating Roaming Groups

You can create a new Roaming Group within the Vodafone Managed IoT Connectivity Platform - as long as you have the required authorisation level.

To create Roaming Groups

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Roaming Groups** from the dropdown menu that appears.
2. You will then be taken to the Roaming Groups section, where you can view the Roaming Groups assigned to your organisation and any linked organisations.
3. In the window that comes up, you will need to input certain information, such as the Name and the relevant GHLR group.
4. Once you have provided all the necessary information, click on **Create** in the top right corner of the window. You will then receive a pop-up message confirming the new List has been created.

Editing Roaming Groups

You can edit the details of the Roaming Groups available to your devices within the Vodafone Managed IoT Connectivity Platform - as long as you have the necessary authorisation level. You do this via the Roaming Groups page, which can be accessed from the platform home page.

To edit Roaming Groups

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Roaming Groups** from the dropdown menu that appears.
2. You will then be taken to the Roaming Groups section, where you can view the Roaming Groups assigned to your organisation and any linked organisations.
3. Select the **Roaming Group** you want to update. This opens a window where you can edit details such as its ID and Description.
4. Select **Save** to save your changes.

Exporting Roaming Group Details

You can export Roaming Group details from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data with colleagues who do not have access to the platform.

To export Roaming Group details

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **Roaming Groups** from the dropdown menu that appears.
2. You will then be taken to the Roaming Groups section, where you can view the Roaming Groups assigned to your organisation and any linked organisations. If required, you can also select **Export** to share the list outside the platform.
3. Select the **Roaming Group** you want to export by clicking in the box on the far left of the relevant row in the table; this will activate the **Export** button.
4. You can then either click on the little arrow to the right of the **Export** button to choose the format of your Export.
    a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to Export all columns and/or receive an email when the Export is ready. Then click on the red **Export** button in the top right of the window.

APNs

An APN - Access Point Name – is a predefined connection point for IoT Devices to establish a packet data protocol context to allow IoT communication.

You can view a list of the APNs associated with your user role and organisation within the Vodafone Managed IoT Connectivity Platform by navigating to the APN Management section, from where you can also export the information shown.

As elsewhere on the platform, you will only be able to see the information your user role allows you to see.

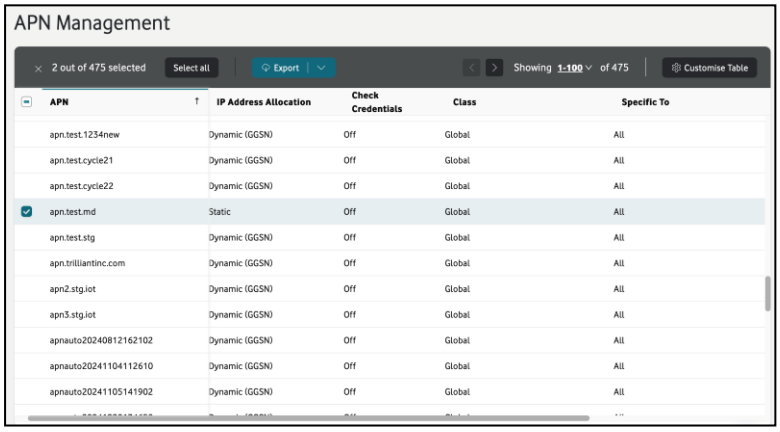
Contents

1. Viewing APN details
2. Exporting APNs

3. Editing APNs

To view a list of APNs

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **APN Management** from the dropdown menu that appears.
2. You will then be taken to the APN Management section, where you can search for APNs using three filters: **APN name, Organisation,** and **Class**.
3. The resulting list will include all APNs that match your search criteria.



Viewing APN details

It's easy to see detailed information about the APNs associated with your Vodafone Managed IoT Connectivity Platform user role.

However, as elsewhere on the platform, you will only be able to see the data your organisation and role allow you to see.

To view APN details

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **APN Management** from the dropdown menu that appears.
2. You will then be taken to the APN Management section, where you can search for APNs using three filters: APN name, Organisation, and Class.
3. Click on the name of the APN about which you want to see more detailed information.

4. This opens the APN Details window, where you can view information such as the class, description, and whether it is currently in use. If you have the required permissions, you can also edit this information within the Details window.

Editing APN details

You can edit the details of the APNs associated with your Vodafone Managed IoT Connectivity Platform user role, as long as you have the required authorisation level.

To edit APNs

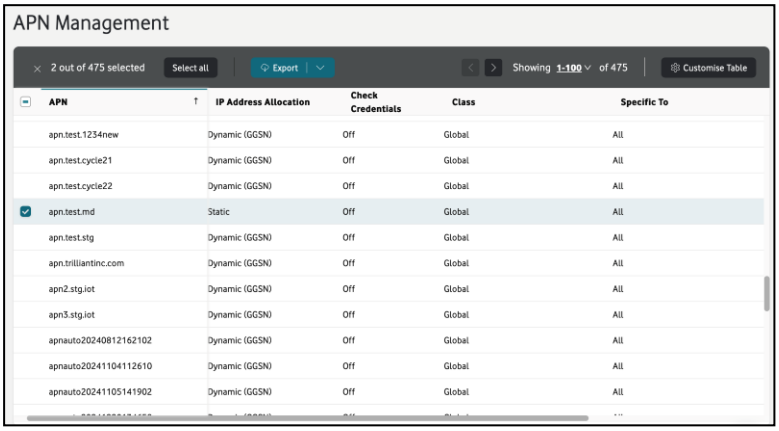
1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **APN Management** from the dropdown menu that appears.
2. You will then be taken to the APN Management section, where you can search for APNs using three filters: APN name, Organisation, and Class.
3. Click on the name of the APN you want to edit.
4. This opens the APN Details window, where you can edit details including whether it is Access List Controlled, as well as its Name, Description, and Class.
5. Select **Save** to save your changes.

Exporting APN details

You can export information about APNs from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data with colleagues who do not have access to the platform.

To export APNs

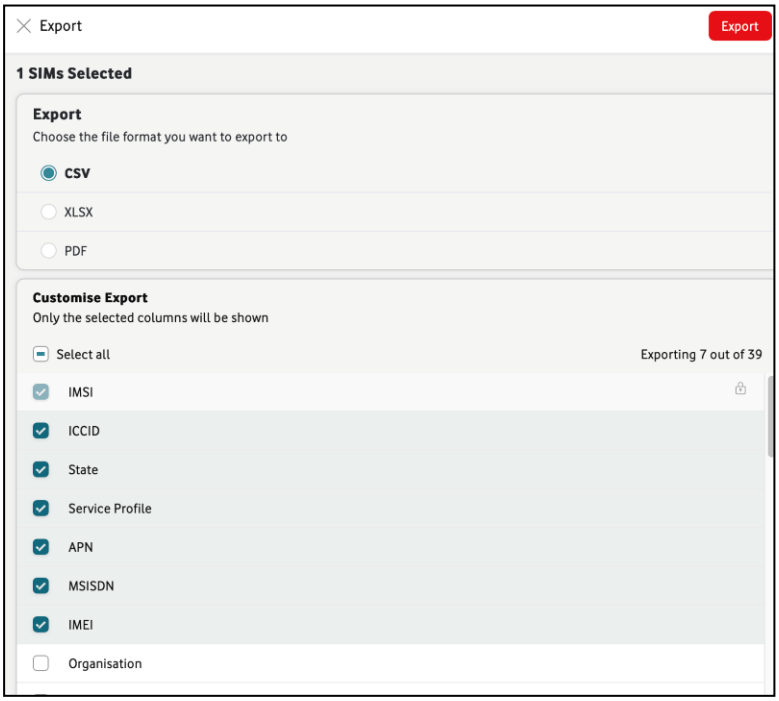
1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select **Configuration** then choose **APN Management** from the dropdown menu that appears.



2. You will then be taken to the APNs section, where you can select **Export** to share the list outside the platform.

3. You can either click on the little arrow to the right of the Export button to choose the format of your Export.

a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to export all columns and/or receive an email when the export is ready. Then click on the red **Export** button in the top right of the window.



IMSI Ranges

It's easy to view and search for summary information about the IMSI (International Mobile Subscriber Identity) ranges assigned to your organisation and user role within the Vodafone Managed IoT Connectivity Platform.

For information, there are four different levels of IMSI ranges available:

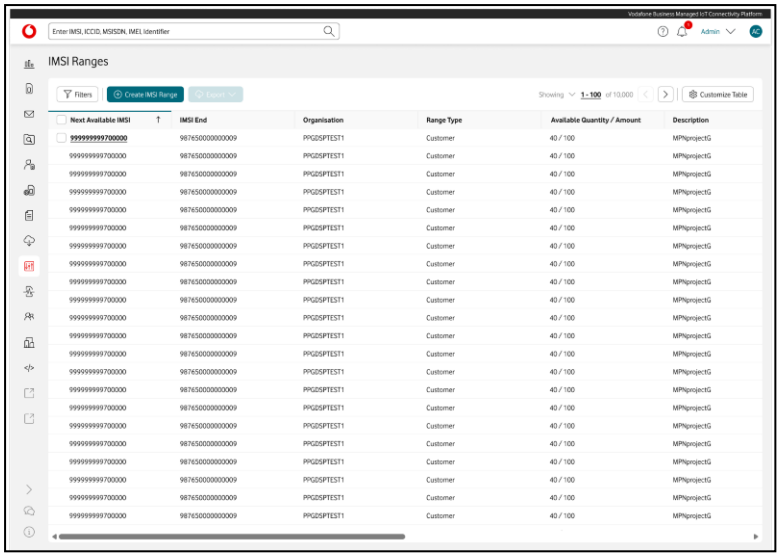
1. Global ranges: assigned to no customer or organisation and only visible for Platform users.
2. Operator/ Reseller ranges: assigned to an Operator or Reseller and visible for Platform, Operator Group, Operator and Reseller users.
3. Customer ranges: assigned to a customer and visible for Platform, Operator Group, Operator and Reseller users.
4. Manufacturer order ranges: assigned to a customer and visible for Platform, Operator Group, Operator and Reseller users. These ranges are generated when a manufacturer order is placed.

Contents

1. Creating IMSI ranges
2. Editing IMSI ranges
3. Exporting IMSI ranges

To view IMSI ranges

1. Select **Configuration** then **IMSI Ranges** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the IMSI Ranges section, where you can search for an IMSI range using filters such as Organisation.
3. You can also view more detailed information about a specific IMSI range by clicking on it. Users with the required permissions can also edit this information when required.



Editing IMSI Ranges

It's easy to edit the IMSI (International Mobile Subscriber Identity) ranges assigned to your organisation and user role within the Vodafone Managed IoT Connectivity Platform.

To edit IMSI ranges

1. Select **Configuration** then **IMSI Ranges** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the IMSI Ranges section, where you can search for an IMSI range using filters such as Organisation.
3. Select the IMSI range you want to edit. This opens the Details window where you can edit fields such as Amount, IMSI End, and Next Available IMSI.
4. You can also delete a specific IMSI range by clicking on **Delete**.

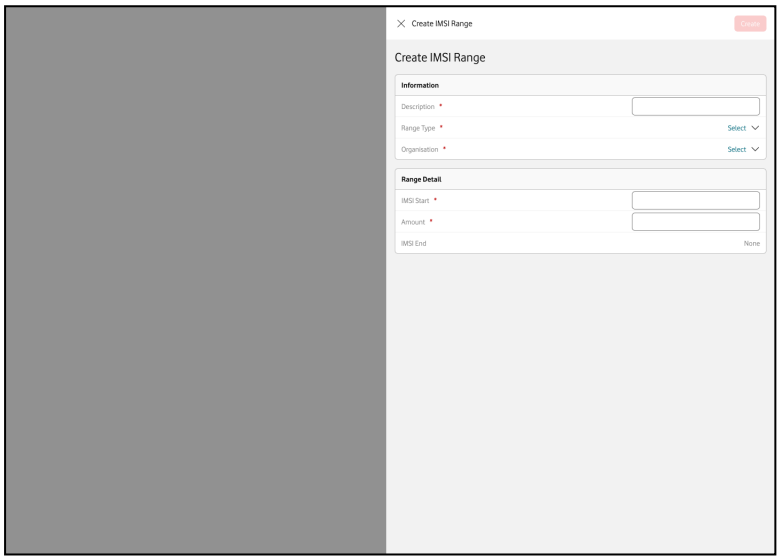
Creating IMSI ranges

It's easy to create IMSI (International Mobile Subscriber Identity) ranges within the Vodafone Managed IoT Connectivity Platform using the Create IMSI Range feature.

This allows you to add more items to four types of IMSI ranges: Global, Operator/Reseller, Customer, and Manufacturer orders.

To create IMSI ranges

1. Select **Configuration** then **IMSI Ranges** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the IMSI Ranges section, where you can select **Create** to open the Create IMSI Range window.
3. Enter the necessary information, such as Range Type and Organisation, then click on **Create** in the top right corner.



Exporting IMSI ranges

You can export information about IMSI Ranges from the Vodafone Managed IoT Connectivity Platform as a CSV, XLSX or PDF file. This allows you to share the data with colleagues who do not have access to the platform.

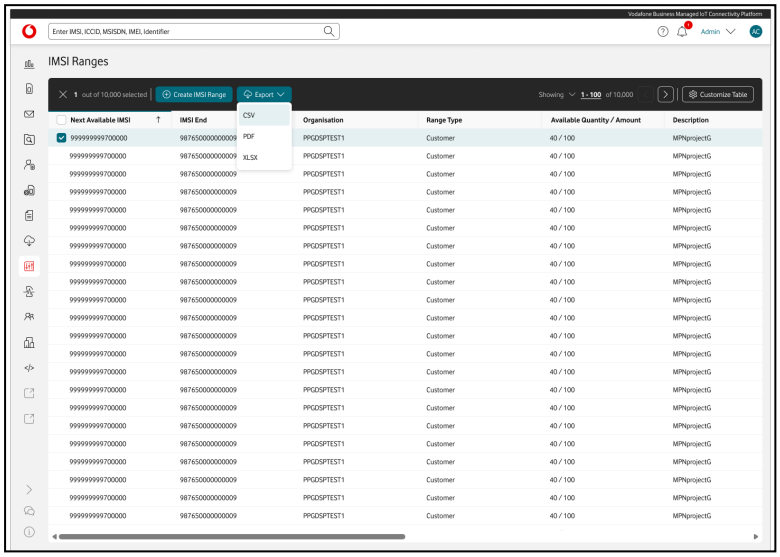
To export IMSI ranges

1. Select **Configuration** then **IMSI Ranges** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.

2. This takes you to the IMSI Ranges section, where you can select the IMSI Range you want to export by clicking in the box on the far left of the relevant row in the table; this will activate the Export button.

3. You can then either click on the **little arrow** to the right of the Export button to choose the format of your Export.

a. Or simply click on **Export** to bring up the Export window, which gives you the same list of options, as well as boxes you can tick if you want to Export all columns and/or receive an email when the Export is ready. Then click on the red Export button in the top right of the window.



OTA Administration

To initiate an OTA Administration operation

1. If you are an authorized user, you can initiate the operation it by navigating to Configurations section, then select OTA Administration. A right-side window will open with the necessary fields which must be completed.

2. In this window you must select the operation type, download the template associated with the selected operation and upload the TXT file with the necessary information's.

There are multiple OTA operations supported in Vodafone Managed Business IoT Connectivity Platform:

- Customer Eligibility
- Dynamic PLMN
- PLMN Lists,
- TAC Blacklists
- OTA update

Users

You can manage your own and other users' accounts on the Vodafone Managed IoT Connectivity Platform - as long as you have the required authorisation level.

M2M Portal User Management decommissioning notice:

As we aim to simplify things, we offer you a single touchpoint to manage users within this portal. You will be able to perform user management related actions (create user, view user details, edit user) in the Vodafone Managed IoT Connectivity Platform only.

All other functionalities still can be used on both platforms (depending on their respective availability). For more information, please visit the FAQ section.

1. Viewing your own user details
2. Editing your own user details
3. Viewing user details
4. Editing user details
5. Resetting user security details
6. Creating a user
7. Deleting a user
8. Exporting a list of users
9. Unblocking a blocked user
10. Managing Device Management user access
11. How to create a valid password

Viewing your own user details

In the Vodafone Managed IoT Connectivity Platform , you can view the details of your user account, for example, your organisation, username, job title, role, and time zone preferences.

To view your user details

1. At the top right, select the icon showing your initials, which will look like this: 

2. Select **Settings**. The **Settings** window is displayed.

3. Choose the **Account** section to view your user details.

Editing your own user details and preferences

Editing your own user settings within the Vodafone Managed IoT Connectivity Platform is easy. You can either follow the steps below, or simply type "Change my..." and the aspect of your account you want to change into the Global search bar. To change your password, for example, just search for: "Change my password" and you will be taken to the Settings page.

To change your preferences, such as what language the platform is in or how you see the date and time, search for: "Change my preferences" or, for example, "Change language". You will then be taken to the User Preferences page.

If you want a regular email summary of your actions on the platform, you can also choose when and how often you receive this, as well as what information it contains on your operations, reports, and exports.

To edit your own user details and preferences

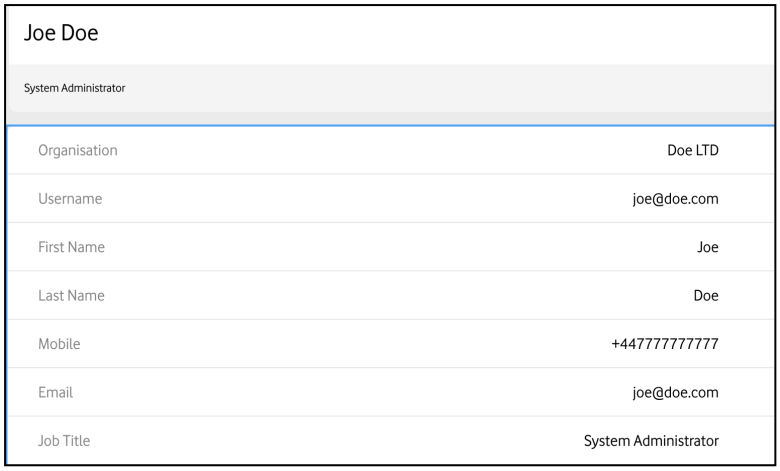
1. Click on the icon showing your initials at the top right of the Dashboard, which looks like this:


2. From the drop down menu that appears, choose **Settings** or **Preferences**, depending on what you want to change.

3. Once you are on the relevant page, simply click on the aspect of your account that you want to change. Details you can change include your preferred language and time zone. There are also checkboxes you can tick to ensure you're always notified by email when you carry out a certain action, such as creating a report.

Viewing user details

In the Vodafone Managed IoT Connectivity Platform , you can view the details of the users in your organisation. The information available includes account details such as username, as well as that user's roles, security details, and notification settings. As elsewhere on the platform, you will only be able to see the data your User Service Profile allows you to see.



To view user details

1. From the menu, select **Users**.
2. On the **Users** page, select the user you want to view.
3. The **User Details** window is displayed.

The account details you can view include the user's organisational details, username, email, and job title; their roles and security details; system details such as account expiration dates, language, and time zone; their notification settings.

Editing a user's details

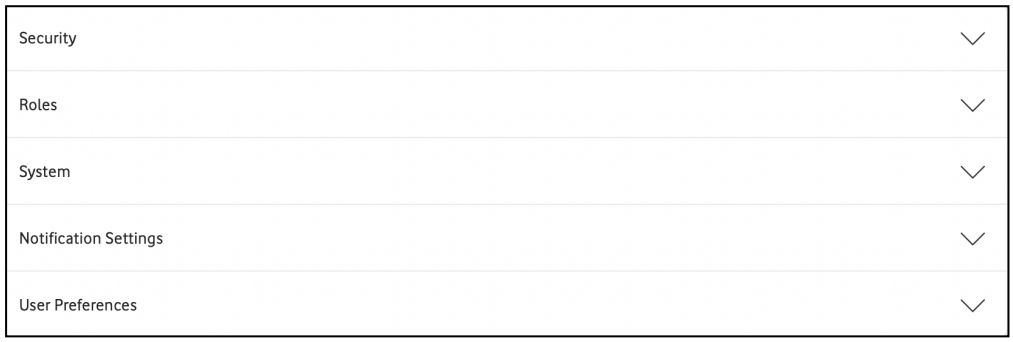
As long as you have the correct authorisation, you can edit a user's details, including their system, roles, and security settings, as well as the frequency with which they receive summary emails, within the Vodafone Managed IoT Connectivity Platform . This feature is available for both active and inactive users including yourself, but not for those whose status is "pending". You can also edit your own preferences via the Settings page.

To edit a user's details

1. From the menu, select **Users**.

2. On the Users page, select the user you want to edit by clicking on the **Username**.

3. You will be shown the **User Details** page for that user. Once there, simply expand the relevant section from the list below the user's name:



4. If a  is displayed on the far right of the field, you can then edit the user's settings as required, before choosing to Save or Cancel your changes. If the settings cannot be edited for any reason, you will see  instead.

Creating a user

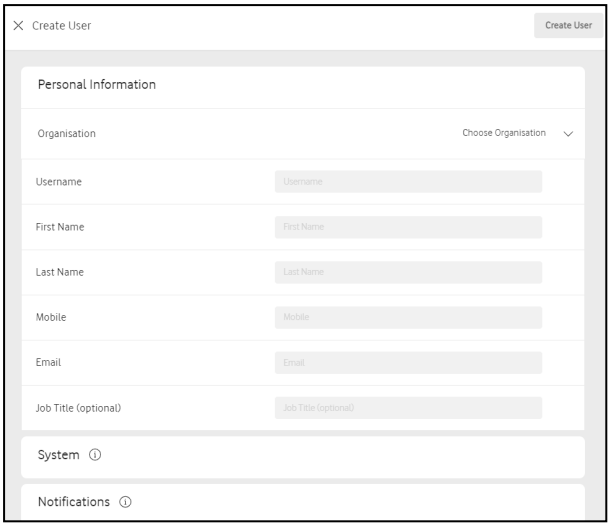
It's easy to create a user within the Vodafone Managed IoT Connectivity Platform - as long as you're authorised to do so. All you have to do is follow the steps below. Once you have completed them, you'll receive a notification confirming the new user has been created.

To create a user

1. Go to the **Users** section and click on the **Create User** button. 

2. Fill in the new User's details in the window that appears. The details you will need to enter include first and last names, mobile number, and email address. You'll also need to create a Username.

3. Click on **Create User** in the top right corner of the screen.



Deleting a user

It's simple to delete a user within the Vodafone Managed IoT Connectivity Platform - as long as you're authorised to do so. All you have to do is follow the steps below. Once you have completed them, you'll receive a notification confirming that the user has been deleted, or asking you to try again should the process fail.

The deleted user's session in the Vodafone Managed IoT Connectivity Platform will end once this process is completed. This is to ensure your company data remains secure even if they are active at the time they are deleted.

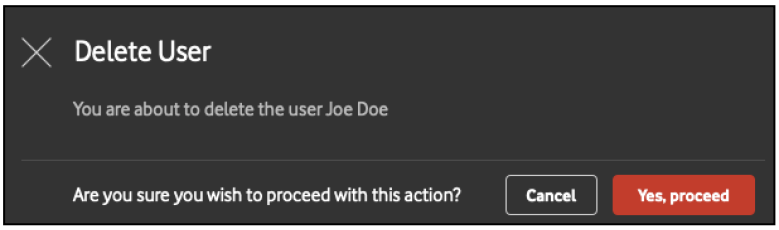
To delete a user

1. From the menu, select **Users**.

2. On the **Users** page, select the user you want to delete.

3. You will be shown the **User Details** page for that user. Click on the three dots in the top right corner: ...

4. In the drop down menu that appears, select **Delete User**. You will then receive a notification asking you to confirm that you want to delete this user:



Exporting a list of users

You can share a list of the Vodafone Managed IoT Connectivity Platform users in your organisation - or a selection of them - with colleagues who do not have access to the portal, as long as you have the necessary authorisation level. Say, for example, you want the HR department to check all the users listed still work for the company, you can export the User List as one of three different file types: CSV (the default option), PDF or XLSX.

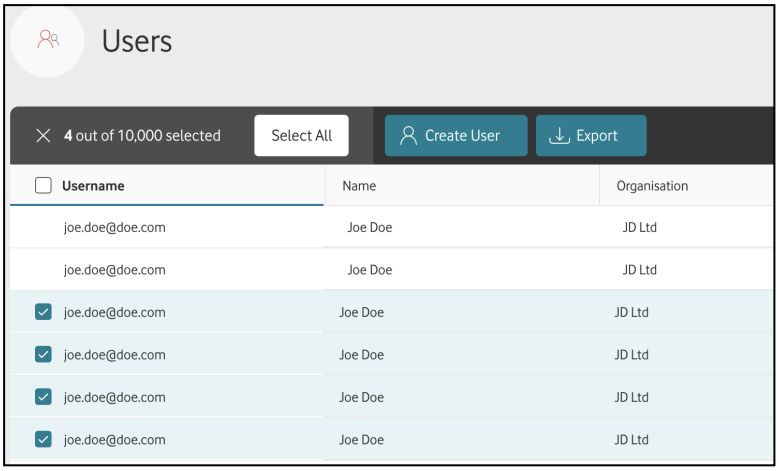
If required, you can also export a list of SIMs from the SIM List. Either way, you'll receive a notification inviting you to download the file once the export request has been completed. If the export fails for any reason, you will also receive a notification asking you to try again.

You can find any exports you have created by clicking on Exports in the menu on the left hand side of the main Dashboard.

To export a list of users

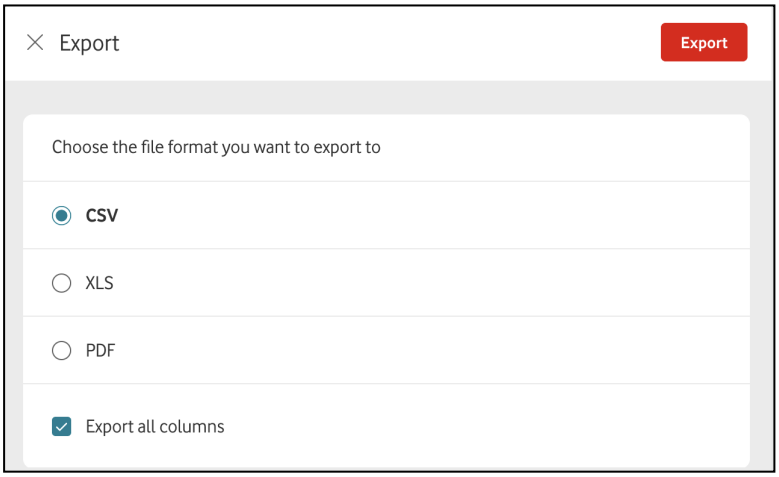
1. From the menu, select **Users**.

2. Select the list of **Users** you want to export. You will not be able to create an export until you have selected the relevant rows:



3. Click on **Export**.

4. Choose the file type you need (**CSV, PDF** or **XLSX**). Whichever one you choose, you can also choose whether or not to **Export all columns**:

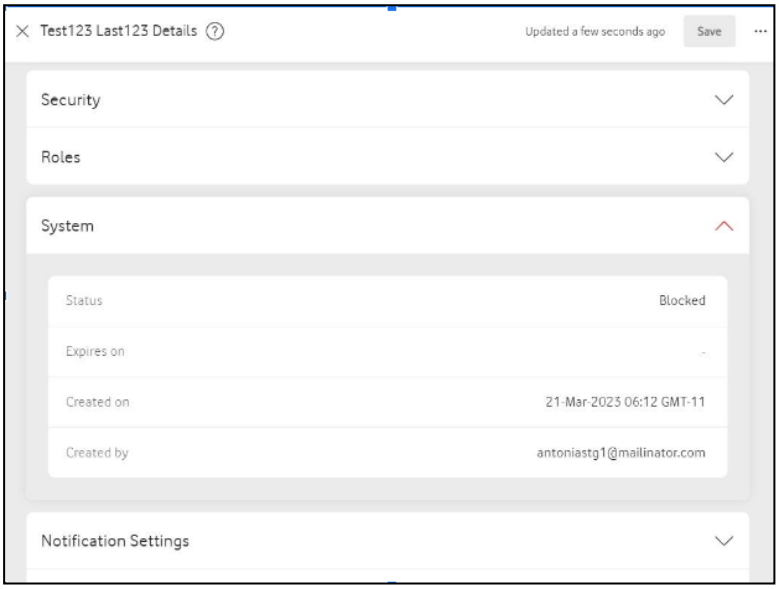


5. Confirm your choice. You can now download the file and share it as required.

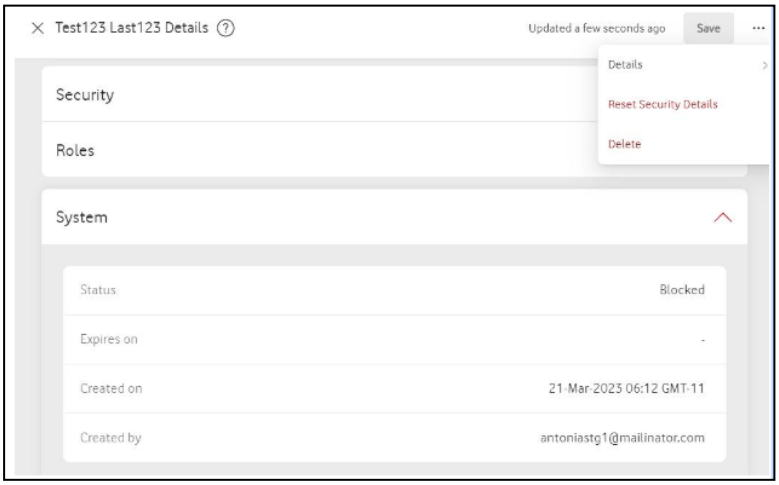
Unblocking a blocked user

Follow the steps below to change a "blocked" user status.

1. Click on **Users** on the left hand menu on the Vodafone Managed Business IoT Connectivity Platform Dashboard or home page.
2. Select the relevant user name and scroll down to **System** in the **Details** window that appears.
3. You can then view and edit the status of that user, to change it from 'Blocked' to 'Active'.
4. Check whether the user's account is set to expire on a certain date. If necessary, you can change this to a future date or select "Account never expires" to keep the account active indefinitely.



5. You can reset the user's security details by clicking on the three dots in the top right corner of the Details window and selecting **Reset Security Details** from the list of options that appears. You will then receive a notification asking you to confirm that you want to proceed with this action, after which you can update the details as required.



Resetting a user's security details

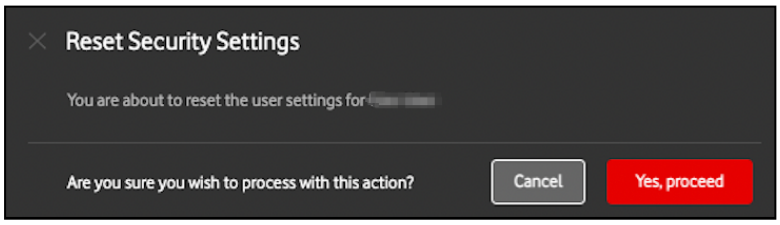
You can reset a user's security settings quickly and easily within the Vodafone Managed IoT Connectivity Platform - as long as you have the required authorisation level. This feature is available for both active and inactive users, but cannot be done for a user whose status is currently "pending".

Once you have completed the steps below, the relevant user will receive an email asking them to reset their own security details. This email will include a link that is valid for the next 24 hours.

Should the process fail for any reason, you will receive a notification inviting you to try again.

To reset a user's security details

1. From the menu, select **Users**.
2. On the **Users** page, select the user whose security details need resetting.
3. Click on the three dots in the top corner: ⋯
4. In the drop down menu that appears, select **Reset Security Details**. You will then receive a notification asking you to confirm that you want to reset this user's security settings:



How to create a valid password

When setting or resetting your portal password, make sure it meets the security requirements below.

Your password must:

- Be at least **8 characters long**
- Contain **one uppercase letter**
- Contain **one number**
- Contain **one special character**
- **Not include personal details** such as your username, first name, or last name
- Be different from your last three passwords

Tips for creating a strong password

- Combine **words**, **numbers**, and **symbols** that are easy for you to remember
- Avoid using common or predictable patterns
- Do not reuse passwords from other systems

Example of a strong password

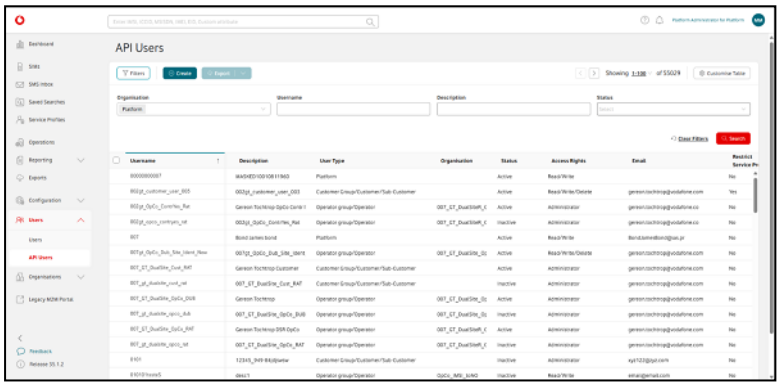
Metering!2026
(This is only an example. Do not use it as your actual password.)

API users

You can view a list of the API users linked to your Vodafone Managed IoT Connectivity Platform role quickly and easily via the API Users page – as long as you have the required authorisation level. On this page, you can also export the list, search for the API user or users you require using filters such as Status or Username, and view their details. If you have the necessary permissions, you can also create a new API user and/or edit the details of an existing API user.

To view API users

1. To access a list of the API users linked to your platform role from the Vodafone Managed IoT Connectivity Platform home page, simply hover over **Users** in the menu on the left of the page, then click on **API Users**in the dropdown menu that appears.
2. You can then view the details of the API users listed, search for the information you need using the filters – **Username**, **Description**, and **Status** – or create a new API user to add to the list.
3. Once you have customised the list to your requirements, you can also export this information by selecting **Export** to open the Export window and using the filters to choose the file format and content of your export.



Contents

1. Viewing API user details
2. Creating API users
3. API documentation

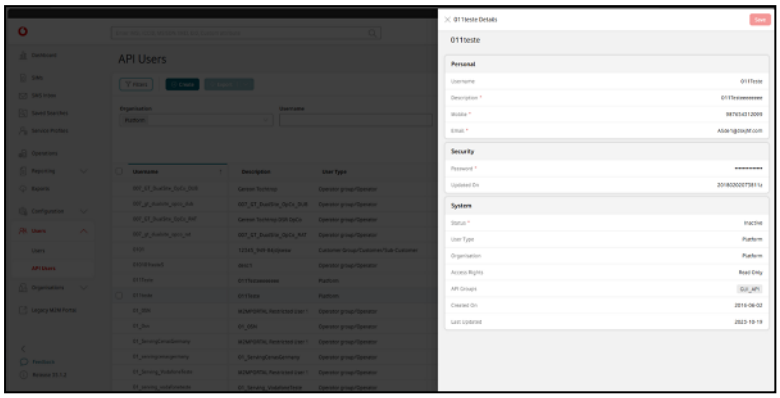
Viewing API user details

Want to check an API user's details? You can view the details of the API users linked to your platform role via the API Users page – as long as you have the required authorisation level.

To view an API user's details

1. Hover over **Users** in the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, then click on **API Users** in the dropdown menu that appears.
2. You can then use filters such as **Username** and **Description** to search for an API user.

3. Then simply click on the **Username** of the relevant API user to open the **Details** panel. If you have the necessary permissions, you can also use this panel to edit the API user's details as required.

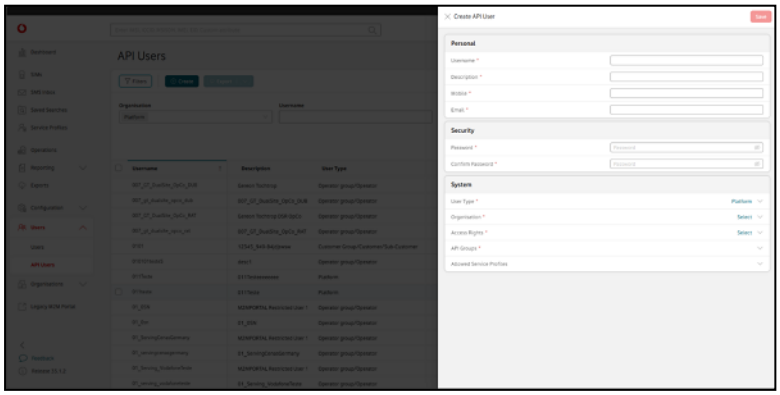


Creating API users

Need to create a new API user? It's easy to create a new API user via the API Users page – as long as you have the required authorisation level. Please note, however, that API users cannot be deleted within the platform.

To create an API user

1. Hover over **Users** in the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, then click on **API Users** in the dropdown menu that appears.
2. Click on the **Create** button to open the **Create API User** panel.
3. Complete the required information and click **Save**.
4. You will then receive a pop-up message confirming the action.



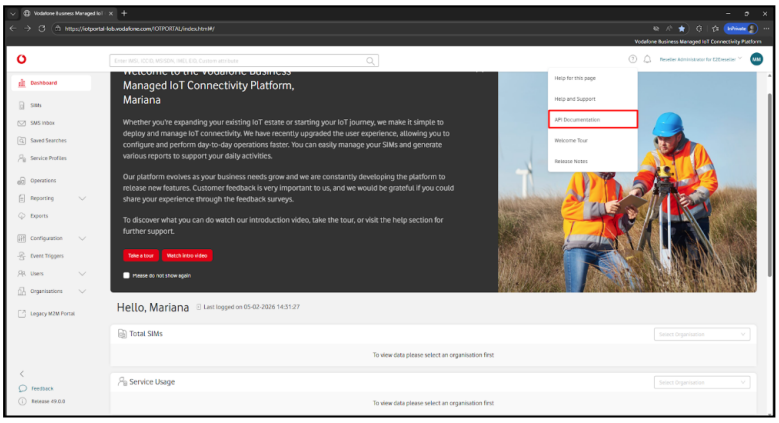
API Documentation

It's easy to view your API documentation on the Vodafone Managed IoT Connectivity Platform, as long as you have the required authorisation level.

The information available is split into three main sections: IoT Connectivity, Data Messaging, and IITC.

To view API documentation

1. On the Vodafone home page or Dashboard, click on the ? in the top right corner of the page. The choose API Documentation from the dropdown list that appears.



2. This takes you to the API Documentation page where you can view information about APIs on the platform. You can also download an API Documentation Guide from this page.

Manufacturer Orders

Manufacturer orders are used to place SIM orders to manufacturers.

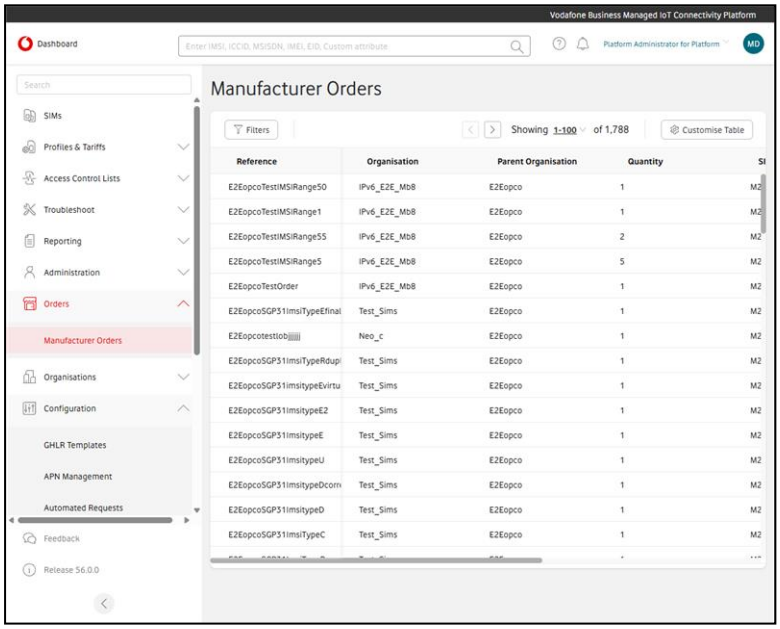
A manufacturer order is linked to a customer order through an IMSI range. (When a customer order is placed with an IMSI range less than or equal to the manufacturer order, these two orders get connected.)

It is also linked to the customer IMSI range. (When a manufacturer order is placed, the available quantity of SIMs and the Next available IMSI of the customer order are updated.)

You can view a list of the manufacturer orders linked to your platform organisation and user role by following the steps below. Users with the required authorisation level can also export this information and create new manufacturer orders within the platform.

To view manufacturer orders

1. Select **Orders** then **Manufacturer Orders** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.
2. This takes you to the Manufacturer Orders section, where you can search for an order using filters such as Reference, Organisation, and Parent Organisation.
3. You can customise the table to only show certain columns if required. Users with the required authorisation can also click on a particular order to view more detailed information about it.



Creating manufacturer orders

Manufacturer orders are used to place SIM orders to manufacturers. You can create a manufacturer order by following the steps below.

To create manufacturer orders

1. Select **Orders** then **Manufacturer Orders** from the menu on the left side of the Vodafone Managed IoT Connectivity Platform Dashboard or home page.

2. This takes you to the Manufacturer Orders section, where you can create a new order by selecting **Create** at the top of the page.
3. Enter the necessary information then click on **Create** in the top right corner.

Organisations

You can view details of all the customer organisations linked to your Vodafone Managed IoT Connectivity Platform role quickly and easily via the **Organisations List** – as long as you have the necessary permissions and are logged in with an organisation that has customer, sub-customer and/or customer group organisations to see.

The **Organisations List** can be opened directly from the Vodafone Managed IoT Connectivity Platform home page.

It allows users to view information on the organisations they need to see on a single screen, which can be filtered to show the information required. You can view more detailed information about an organisation by clicking on the organisation name. You can also export this list if required by clicking on the **Export** button at the top of the screen.

Contents

1. Viewing organisations
2. Viewing organisation details
3. Editing organisations
4. Creating organisations

Viewing organisations

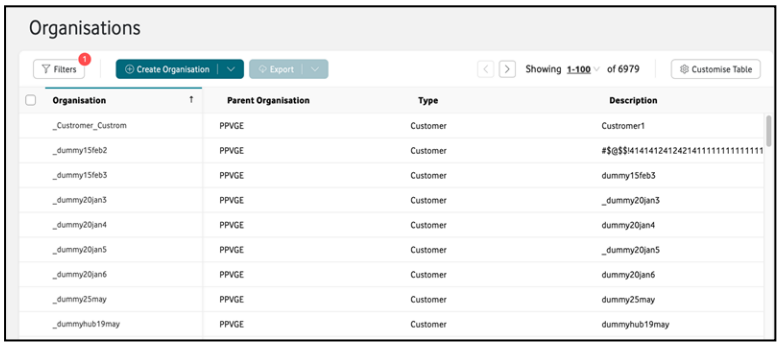
For users with the highest level of permissions, the Organisations List shows multiple organisation types:

- Automated Customer
- Customer
- Customer Group

- GDSP Enabled Operator
- GDSP Enabled Virtual Operator
- Operator Group
- Reseller
- Sub-customer

These can be checked or unchecked to change the types of organisations that appear in the list via the Filters tab in the top left corner.

And you can further tailor the content of the Organisations List by clicking on Filters and entering an Organisation Name, Parent Organisation, Type, Organisation ID, and/or Description.



Another way to control the information presented in the Organisations List is by selecting or deselecting the columns shown using the Customise Table tab in the top right corner.

There are nine columns available, from which you can choose the combination that best suits your needs:

1. Organisation
2. Parent Organisation
3. Type
4. Description
5. Country
6. Organisation ID
7. Customer BAN
8. Data Period
9. Billing Period Start Day

By clicking on the column header, you can also order the columns alphabetically or numerically to make it easier to find the information you seek.

And if you have the necessary permissions, you can select a row to Export or on which to perform an Action by clicking on the checkbox in the relevant row.

If these checkboxes are available, there will also be a checkbox in the column headers that can be used to select all relevant rows in the list.

To view the Organisations List

1. To access the Organisations List from the Vodafone Managed IoT Connectivity Platform home page, simply click on **Organisations** in the menu on the left of the page - then on **All Organisations** in the dropdown menu that appears.
2. If you have the required authorisation level, you can then view customer organisation Details such as **SIMs** and **Connectivity Services** by clicking on the **Name** of the relevant customer organisation then selecting **Details** and expanding a section to show more details.

Viewing organisation details

You can view details of both your own organisation and the customer and customer group organisations linked to your Vodafone Managed IoT Connectivity Platform role via the Organisations List – as long as you have the necessary authorisation level to do so.

If there are no customer/customer group organisations linked to your organisation, you will only see details of that organisation. However, if you do have customer/customer group organisations, you will also see: Customer, Automated Customer, Customer Group, Reseller, Operator, Operator Group, and Sub-customer organisations.

The information you can see about the organisations linked to your user profile is split into the following sections: Basic information, SIMs, Security, Connectivity services, Web services, Profiles and groups, Reports, Contract, and Contacts.

To view organisation details

1. To access the Organisations List from the Vodafone Managed IoT Connectivity Platform home page, simply click on **Organisations** in the menu on the left of the page – then on **All Organisations** in the dropdown menu that appears.

2. Select **My Organisation** to change the details of your own organisation or search for the customer/customer group organisation you want to view in the Organisations List – then click on its **name** to see Details such as **SIMs** and **Connectivity Services**.

Creating organisations

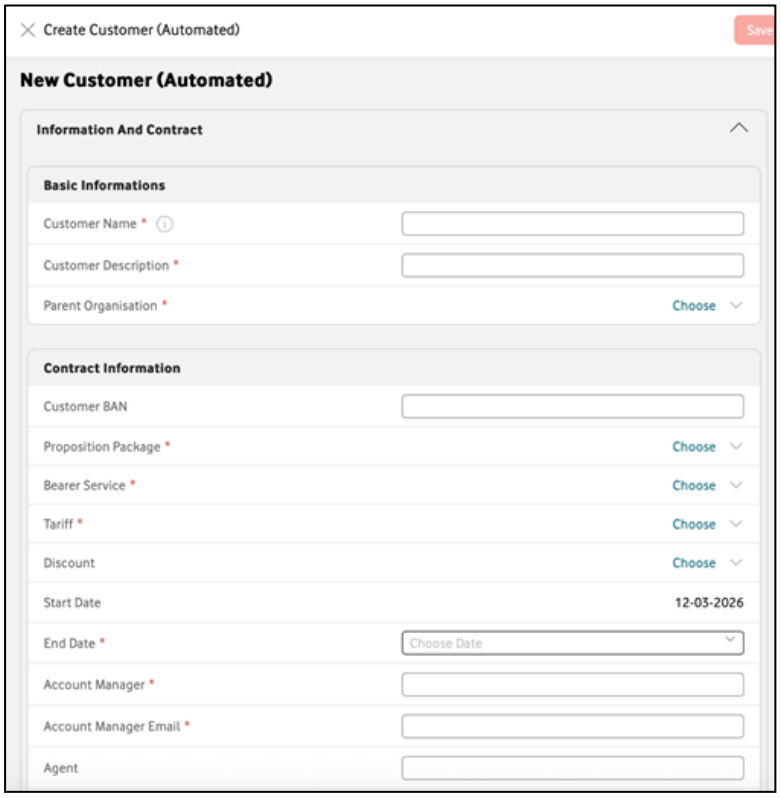
It's easy to create an automated customer organisation within the Vodafone Managed IoT Connectivity Platform – as long as you have the authorisation to do so.

To create an organisation

1. To access the Organisations List from the Vodafone Managed IoT Connectivity Platform home page, simply click on **Organisations** in the menu on the left of the page – then on **All Organisations** in the dropdown menu that appears.

2. Select **Create organisation** at the top of the page. Then select the type of organisation you want to create in the pop-up window that appears.

3. This opens the Create window, where you can enter relevant information such as Customer Name, Parent Organisation, and Customer BAN (in the example below) before selecting **Save** in the top right corner.



Create Operator Group

An Operator Group (Opco Group) is an organisation type that enables authorised users to access multiple Operators within a group, such as 'all Vodafone operators' or 'Vodafone APAC'.

From a hierarchical perspective this organisation type is located above all Operator organisations.

To create an Operator Group organisation

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Organisation then choose Create Organisation > Create Opco Group

2. Enter the necessary information, such as Code, Description, Parent Organisation, then click on Save

Create Operator

An Operator (Opco) is an organisation type that enables authorized users to access multiple Resellers or Customer organisations below it.

Authorised users can view, edit and create Operator organisations.

When you create an Operator organisation, you can choose which functions and services are available to the organisations below it.

In Vodafone Business Managed IoT Connectivity Platform there are two types of Operators:

-GDSP enabled operator (is equivalent to creating an Operator with Reseller flag set to No and Contracting Operator and Serving Operator flags set to Yes);

-GDSP enabled virtual operator (is equivalent to creating an Operator with Reseller flag set to No, Contracting Operator flag set to Yes and Serving Operator flag set to No).

To create an Operator Organisation

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Organisation then choose Create Organisation > Create GDSP enabled operator or Create GDSP enabled virtual operator

2. The main window will show multiple sections and fields which are mandatory, complete all steps and then click on Save or Discard in the top right corner of the window to either save or discard the operation. You will then see a pop-up message confirming your changes have been saved/discarded.

Create Reseller

A Reseller is an organisation type located above the Customer Group, Customer and Sub-customer entities. When you create a Reseller, you can choose which functions and services are available to the organisations below it

To Create a Reseller Organisation

1. From the menu on the left of the Vodafone Managed IoT Connectivity Platform Dashboard or home page, select Organisation then choose Create Reseller

2. The main window will show multiple sections and fields which are mandatory, complete all steps and then click on Save or Discard in the top right corner of the window to either save or discard the operation. You will then see a pop-up message confirming your changes have been saved/discarded. Please note that you can perform this operation if you are authorised to do it.

Editing organisations

You can edit the details of your own organisation, as well as the customer, sub-customer, reseller, operator, operator group, and customer group organisations linked to your Vodafone Managed IoT Connectivity Platform role.

To edit organisation details

1. To access the Organisations List from the Vodafone Managed IoT Connectivity Platform home page, simply click on **Organisations** in the menu on the left of the page – then on **All Organisations** in the dropdown menu that appears.
2. Search for the organisation you want to edit in the Organisations List – then click on its **name** to see an overview of basic information such as the **Status** and **Customer ID**.
3. You can then click on **Details** to see more detailed information split into categories such as **SIMs** and **Connectivity Services**.
4. Select a section to expand it to show more details. Remember though that only those marked in green can be edited. If the section is not marked in green, you do not have the authorisation to change these details.
5. Once you have completed your edits, click on **Save or Discard** in the top right corner of the window to save or discard your changes. You will then see a pop-up message confirming your changes have been saved/discarded.

Edit Operator Group

You can edit the details of an Operator Group organisation as long as you have the required authorisation level to do so.

To edit Operator Group details

1. From the Organisations List from the Vodafone Business Managed IoT Connectivity Platform home page, simply click on Organisations in the menu on the left of the page – then on Operator Group in the dropdown menu that appears.

2. Search for the Operator Group organisation you want to edit then click on its name see the panel which shows two sections: Overview and Web Services. In the Overview tab you can see basic information such as Status, Operator Group ID, Description or Parent Organisation and in the Web Services tab, you can access and edit the Event Notification section where you can configure the Endpoints.

3. Select the desired field to update the information. Note that you can edit only the sections which are marked in blue. If the section is not marked in blue, you do not have the authorisation to change these details.

4. Once you have completed the changes click on Save or Discard in the top right corner of the window to save or discard your changes. You will then see a pop-up message confirming your changes have been saved/discarded.

Edit Operator

Authorised users can view and update Operator details and manage the organisations below an Operator.

To edit an Operator Organisation

1. From the left-hand navigation menu, select an Operator Organisation type (GDSP enabled operator or GDSP enabled virtual operator). A panel opens on the right, where you can use the Overview and Details tabs to view or edit the available information.

2. In the panel you will be able to edit multiple sections like: Information, Devices (SIM's), Network, Connectivity, Web Services, Reports & Contract, Support Configuration or Contacts.

3. Complete the changes and then click on Save or Discard in the top right corner of the window to save or discard your changes. You will then see a pop-up message confirming your changes have been saved/discarded. Remember that you can perform any edits to an Operator organisation if you are authorised to do it. If you don't have the necessary rights, then all sections will appear in read-only.

Edit Reseller

Authorised users can view and edit the details of a Reseller organisation.

To Edit a Reseller Organisation

1. From the left-hand navigation menu, click on Organisations and then select Reseller. Click one of the Reseller organisations from the list, a panel opens on the right, where you can use the Overview and Details tabs to view or edit the available information.

2. In the panel you will be able to edit multiple sections like: Information, Devices (SIM's), Network, Connectivity, Web Services, Reports & Contract, Support Configuration or Contacts.

3. Complete the changes and then click on Save or Discard in the top right corner of the window to save or discard your changes. You will then see a pop-up message confirming your changes have been saved/discarded. Remember that you can perform any edits to an Operator organisation if you are authorised to do it. If you don't have the necessary rights, then all sections will appear in read-only.

Accessing the Legacy M2M Portal

You may need to access the **Legacy M2M Portal**, for example because you want to create an organisation, order or provision a SIM, or create a flexible report template. You can do this easily from the Vodafone Managed IoT Connectivity Platform using the link on the **Dashboard**.

To access the Legacy M2M Portal

1. Click on the **Legacy M2M Portal link** at the bottom of the menu on the left side of the Vodafone Managed IoT Connectivity Platform **Dashboard**.
2. This will open a new tab and take you to the **M2M-Dashboard** page, from where you can navigate around the Legacy M2M Portal as required.

Chapter 3: More

This chapter presents admin information about the Vodafone Managed IoT Connectivity Platform and a Glossary of terms, to facilitate a better understanding of the functionality.

Notifications

At all times, you will be able to access the Notifications panel by clicking the **Notifications** icon, top right of the Vodafone Managed IoT Connectivity Platform .

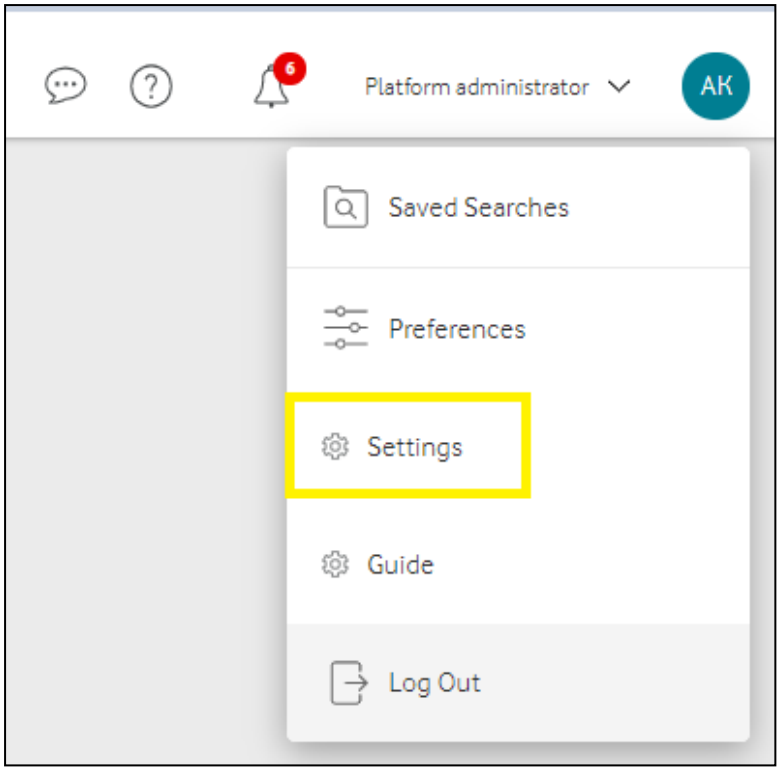


Any notifications you receive can be:

- Marked as Read or Unread
- Flagged (or remove the Flag)
- Grouped by:
  - Date
  - Importance
  - Type of Notification

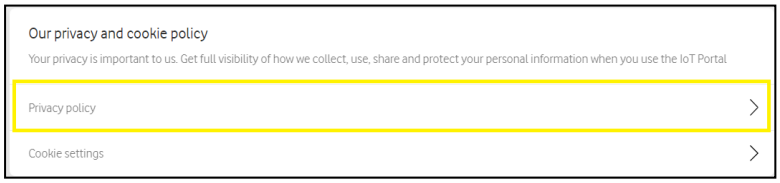
Settings

The Settings page enables you to access the Privacy policy and the Vodafone Managed IoT Connectivity Platform Cookie settings. To access the Settings page, click the user icon top right of any page and select **Settings**.

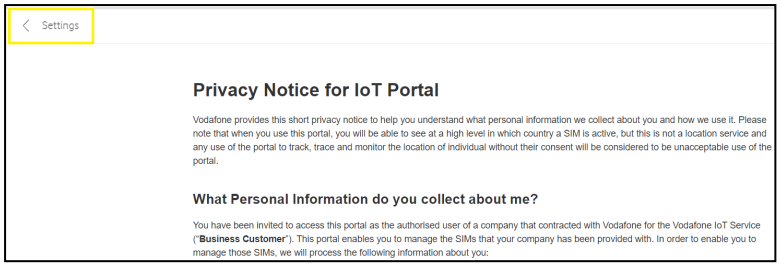


Privacy policy

Click the arrow next to the **Privacy policy** option to open the Privacy Policy for Vodafone Managed IoT Connectivity Platform page, where you find out more details about how your personal information is collected, used, shared, and protected.

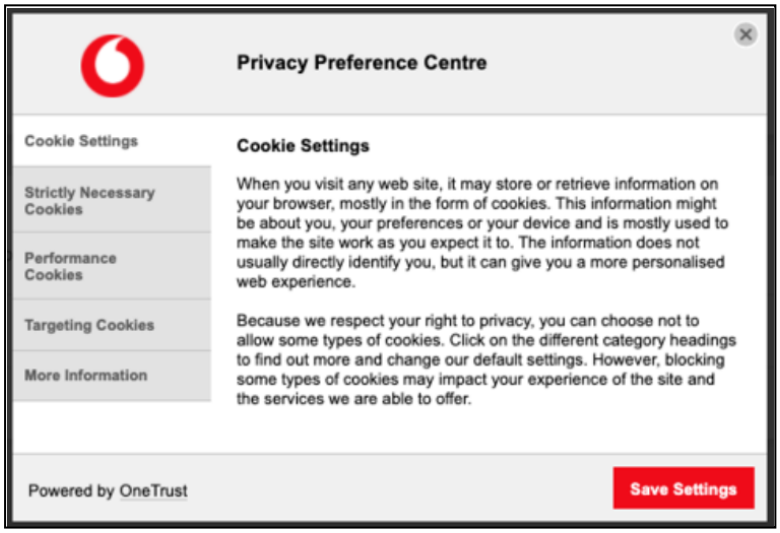


Once you have finished reading the privacy policy, you can go back by clicking Setting, top left of the page.



Cookie settings

Click the arrow next to the **Cookie settings** option to open the Privacy Preference Centre page. You will find out mode details about the cookies used and the list of strictly necessary cookies.



Glossary

TheVodafone Managed IoT Connectivity Platform Glossary provides definitions of the terms you need to know.

Term	Definition
2G	Second generation of cellular networks.
3G	Third generation of cellular networks.
4G (4G LTE)	Fourth generation of cellular networks.
5G	Fifth generation of cellular networks.
AAA	Authentication, Authorisation, Accounting - a framework for intelligently controlling access to computer resources, enforcing policies, auditing usage, and providing the information necessary to bill for services. Within the Vodafone platform, AAA is implemented using the Radius protocol and Radius servers and customers on selected private APNs may manage their own Radius servers. Accounting information is also gathered using the Diameter protocol for use in management and reporting elements.
API	Application Program Interface - capability allowing customer application servers to integrate with the Vodafone M2M platform to execute commands and receive data and reports. See inbound API and outbound API IoT Service Features.
APN	Access Point Name - a predefined connection point for IoT Devices to establish a packet data protocol context to allow IoT communication. Technical Onboarding focuses on delivery of new APNs to customer order.
CDR	Call Data Record - a data record produced by a telephone exchange or other telecommunications equipment that documents the details of a telephone call or other telecommunications transaction (e.g. text message) that passes through that facility or device. It is also used where the 'usage' is not strictly speaking a 'call'.
CSD	Data (Circuit Switched) or CSD - a legacy connection-oriented low-speed data technology.
CSV	Comma Separated Values - an export file format for reports from the Portal.

Term	Definition
eCall/eCall mode	eCall refers to the European Union's automotive calling standard for vehicle eCall emergency. A device with an eCall mode flag has a SIM that supports additional features within the eCall standard.
EID/eUICC	Embedded Universal Integrated Circuit Card Identifier - the unique identifier of the eSIM hardware. The central purpose of the EID is to uniquely identify an individual eUICC. The EID length is 32 digits and must be globally unique to each eSIM. The EID number issue is managed centrally by the GSMA.
External ID	The external ID is a unique identifier of a roaming group in the IoT network core. The external ID is used to reference the list of networks in the network home location register.
Framed routes	A framed route configuration provides a connectivity mode allowing IoT applications to reference multiple individual devices connected to a network behind a single SIM.
GGSN	Gateway GPRS Support Node - a main component of the GPRS network. The GGSN is responsible for the internet working between the GPRS network and external packet switched networks, like the Internet and X.25 networks.
GHLR	Generalised Home Location Register - a function within the Vodafone Global Data Service Platform. It is implemented as a Central Subscriber Database (CSDB) and provides traditional HLR function to IoT subscriber SIMs with advanced features to support customer self-service connectivity management.
GPRS	General Packet Radio Service - a packet oriented mobile data service on the 2G and 3G cellular communication systems global system for mobile communications (GSM). It is a best-effort service, as opposed to circuit switching, where a certain quality of service (QoS) is guaranteed.
GUI	Graphical User Interface - a user environment that uses pictorial as well as textual representations of the input and output of applications and the hierarchical or other data structure in which information is stored. Conventions such as buttons.
ICCID	Integrated Circuit Card Identity - the SIM Card Number.
IMEI	International Mobile Equipment Identity - a 15 or 17-digit code that uniquely identifies mobile phone sets. The IMEI code can enable a GSM (Global System for Mobile communication) or UMTS (Universal Mobile Telecommunications Service) network to prevent a misplaced or stolen phone from initiating calls.

Term	Definition
IMSI	International Mobile Subscriber Identity - the IMSI is used in any mobile network that interconnects with other networks. For GSM, UMTS and LTE network, this number is provisioned in the SIM card and for CDMA2000 in the phone directly or in the R-UIM card (the CDMA2000 analogue to a SIM card for GSM).
IoT	Internet of Things - connects objects such as cars, buildings and machines to the internet, turning them into 'intelligent' assets that can communicate with people, applications and each other. IoT is a broad concept, capable of making all kinds of assets smart and connected, from the smallest wearables and consumer devices to the largest vehicles and industrial installations.
LTE	Long-Term Evolution - a standard for wireless broadband communication for mobile devices and data terminals.
LTE-M/LTE-MTC	Long-Term Evolution Machine Type Communication - a standard that includes eMTC (enhanced Machine Type Communication). LTE-M is a type of low power wide area network (LPWAN) radio technology standard.
LTE (Voice)/VoLTE	Voice over Long-Term Evolution - a high-speed wireless communication standard for mobile phones and data terminals.
M2M	Machine-to-Machine - a broad label that can be used to describe any technology that enables networked devices to exchange information and perform actions without the manual assistance of humans. In Vodafone, M2M is being substituted by IoT (Internet of Things).
MSISDN	Mobile Station International Subscriber Directory Number - a number uniquely identifying a subscription in a GSM mobile network. It is the telephone number to the SIM card in a mobile or cellular phone. The MSISDN is an important number used for identifying a mobile subscriber. It is used for routing calls to the subscriber. MSISDN is the number normally dialled to connect a call to the mobile phone.
MSISDN (CSD)	The Secondary MSISDN - the telephone number in an international format used in data calls to and from the IoT device. Typically, these calls are Circuit Switched Data (CSD). CSD is a legacy connection-oriented low-speed data technology and is deprecated across much of the world. The secondary MSISDN is only required where the device is unable to recognize incoming voice as opposed to data calls and requires a separate line to do so.
MSISDN (Voice)	The Voice MSISDN - the telephone number in an international format used in telephone calls to and from the IoT device using the SIM. Voice services are secondary to IoT data services and are only available where specifically enabled. The MSISDN is also used for certain messaging services.

Term	Definition
NB-IoT	Narrowband Internet of Things - a Low Power Wide Area Network (LPWAN) radio technology standard.
Operator	A Vodafone Operating Company, Partner Market or Affiliate.
OTA	Over the Air - a standard for the transmission and reception of application-related information in a wireless communications system. In IoT, OTA refers to SIM updates.
P2P SMS	Peer-to-Peer SMS - in the Vodafone Managed IoT Connectivity Platform context, SMS Messages sent between IoT devices that operate on public mobile networks.
PDF	Portable Document Format - an export file format for reports from the Portal.
PLMN	Public Land Mobile Network - a discrete, licensed mobile phone network in a country.
PS	Packet Switch - TCP/IP packet data.
Radio bearer	A radio bearer transports the data packets of an evolved packet switched system (EPS) bearer between user equipment (UE) and the evolved node B (eNB).
RAN	Radio Access Network - a part of a mobile telecommunication system. It implements a radio access technology. Conceptually, it resides between a device such as a mobile phone, a computer, or any remotely controlled machine and provides connection with its core network (CN).
Roaming group	A roaming group is a predefined list of cellular networks. When attached to a customer tariff, the roaming group defines which networks customer SIMs may use.
SFTP	Secure File Transfer Protocol - a network protocol that provides file access, file transfer, and file management over any reliable data stream.
SGSN	Serving GPRS Support Node - manages the data connections between the local network and the IoT network core. SGSN handles the secure establishment of the connectivity and the encryption of the connectivity.
SIM	Subscriber Identity Module - an integrated circuit chip that is intended to securely store the international mobile subscriber identity (IMSI) number and its related key, which are used to identify and authenticate subscribers on mobile telephony devices (such as mobile phones and computers).
SIM algorithm	The algorithm identifies the encryption algorithm type and version implemented on the SIM and associated subscriber.
SIM profile	The SIM profile code identifies the type of SIM, manufacturer, configuration and form factor.

Term	Definition
SIM type	The SIM type identifies the capability of the SIM hardware.
SMS	Short Message Service - short messages that are sent as text (text message).
SMS (transactional)	The transactional SMS is a short messaging feature allowing for an SMS to be sent to an IoT device in a synchronous mode. The submission request waits until the device responds with a positive confirmation of message reception and action.
SMPP	Short Message Peer-to-Peer - a standard protocol designed to provide data communication interface for the transfer of short message data between External Short Messaging Entities, Routing Entities and SMSC.
SOA	Service Oriented Architecture - a software design methodology and software architecture design pattern based on discrete pieces of software providing application functionalities as services to other applications.
TCP/IP	Transmission Control Protocol/Internet Protocol - provides dependable communication and multiplexing. It is connection-oriented, meaning it requires a connection be established data transfer. It sits on top of the Internet Protocol (IP), which provides packet routing. This is connectionless, meaning each data packet has its source and destination data embedded, so it can bounce around a network and still get to its destination.
Tariff	Tariffs define how your IoT service is charged.
UDH	User Data Header - a binary structure which may be present at the start of a short message in the Short Message Service in Portal 2.0.
VF Operator	Vodafone Operating Company
Voice (CS)	Voice (Circuit Switched) - the traditional voice telephone call service provided by mobile and fixed telephone networks. These services are circuit switched because an individual radio link and call connection is established for the duration of the call. Modern voice telephone services now use packet switched transmission technologies, such as Voice over IP.
VPN Group	Voice Private Network Group - the VPN group defines a closed voice calling capability to and from IoT connections. The IoT service does not provide open public telephone calling. Instead, VPN Groups record the permitted inbound and outbound telephone numbers that may call and/or receive calls with IoT connections.

Term	Definition
Wake-up notification URL	The wake-up notification URL specifies the address of an API on a customer server. When enabled and configured, the Vodafone IoT service makes an outbound API call to the URL to inform the customer server whenever an IoT device wakes and establishes a data connection in the PDP context over the cellular network.
XLS	Excel Spreadsheet - an export file format for reports from the Portal.