
Alerts

Alerts page

ThingSpace Manage has several types of alerts based on usage information, network events such as abnormal disconnects, and transaction-based alerts such as being notified anytime a device is suspended.

[Continue](#) →

Alerts

Receive alerts

This is a sample alert email.

ThingSpace Manage lets you configure alert rules and notifies you automatically when the rules are triggered.

Continue →

verizon **ThingSpace Manage**

Dear Jane,

An alert has been triggered for a device on your account. Detailed information is listed below.

Device ID	ABCDEF20036A8A
MDN/MSISDN	50063341556
Rule trigger	Usage > 12 KB monthly
Triggered value	Usage = 19.53 KB
Date	12/31/2021 12:00 AM

This alert may be acknowledged via the [Alerts log](#) in [ThingSpace Manage](#).

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Alerts

Manage alerts

Create and edit alert rules

Acknowledge receipt.

Drill down to device details.

Continue →

The screenshot displays the Verizon ThingSpace Manage Alerts log. At the top, there are navigation links for 'Manage Account' and 'Support'. Below that, the 'Alerts log' section shows '451 received results' for the period 'November 28 - December 04, 2019'. The table below lists several alert events:

Flag	Type	Account	Device ID	Trigger	Recipients	Sent	Count	Actions
Green	Usage	0242078689-00001	N/A	Usage in MB>50.00 DAILY (Usage in MB =340.01 on All Devices)		12/03/2019 05:20 PM	1	✓
Red	default Usage	0242078689-00001	99000020902325	Standalone Service Plan M2M50MBSHR has an overage of 100% at 1875562 kb		12/03/2019 05:28 PM	1	✓
Green	Usage	0242078689-00001	99000020902325	Usage>10.00 KBDAILY (Usage in KB = 155187.70 on device 99000020902325)	Automation_Grp	12/03/2019 05:28 PM	1	✓
Green	Usage	0242078689-00001	99000020902325	Usage>10.00 KBDAILY (Usage in KB = 155187.70 on device 99000020902325)	Automation_Grp	12/03/2019 05:28 PM	1	✓
Red	default Usage	0242078689-00001	990004821822081	Standalone Service Plan Test has an overage of 100% at 401855 kb		12/03/2019 05:38 PM	1	✓
Green	Usage	0242078689-00001	990004821822081	Usage>10.00 KBDAILY (Usage in KB = 101921.57 on device 990004821822081)	Automation_Grp	12/03/2019 05:38 PM	1	✓
Green	Usage	0242078689-00001	990004821822081	Usage>10.00 KBDAILY (Usage in KB = 101921.57 on device 990004821822081)	Automation_Grp	12/03/2019 05:38 PM	1	✓
Red	default Usage	0242078689-00001	990004800340907	Standalone Service Plan M2M50MBSHR has an overage of 100% at 805996 kb		12/03/2019 05:46 PM	1	✓

Alerts

Manage alert rules

Create a New rule.

Edit or delete rule.

Quickly turn rule on and off.

Continue →

verizon Manage Account Support

ThingSpace Manage [Home](#) [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) New

Manage alert rules

Alerts log New rule Default alerts User groups

153 saved alert rules

Type	Name	Trigger	Account	Device group	User group	Enable	Actions
Usage	20190823092225_Auto_...	Usage > 10KB DAILY	0242078689-00001	All Devices	Automation_Grp	On	
Usage	20190824092213_Auto_...	Usage > 10KB DAILY	0242078689-00001	All Devices	Automation_Grp	On	
Network	Abnormal Disconnect0...	Abnormal Disconnect ...	0242078689-00001	DanielLiangTCM513	DanielLiang_Prod	On	
Network	Abnormal Disconnect1	Abnormal Disconnect ...	0242078689-00001	All Devices	LcUSageProd	Off	
Network	AbnormalDisconnect51...	Abnormal Disconnect ...	0242078689-00001	All Devices	Prasuna Activations	On	
Network	AbnormalDisconnect51...	Abnormal Disconnect ...	0242078689-00001	All Devices	Prasuna Activations	On	
Transaction	Activation Confirmat...	Activate new on Con...	0242078689-00001	All Devices	abc	On	
Transaction	Activation Failure	Activate new on Fai...	0242078689-00001	All Devices	TomH	On	
Transaction	Activation Request	Activate new on Req...	0242078689-00001	Default: 0242078689-...	Individual recipients	On	
Transaction	Activation_0608	Activate new on Con...	0242078689-00001	All Devices	NotificationGrp_depl...	On	

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Alerts

Create a usage alert

- 1 On the right side, click Alerts log. Circles appear for creating usage, network, and transaction alerts.

Click the *Usage* circle.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface for creating a rule. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and several menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts' (highlighted), 'Downloads', and 'Admin'. On the right side of the navigation bar are four red circular icons: 'Alerts log', 'Alert rules', 'Default alerts', and 'User groups'. The main heading is 'Create rule'. Below the heading is a progress bar with four steps: 'Select type' (highlighted with a red arrow), 'Define alert', 'Define actions', and 'Review and save'. To the right of the progress bar is an 'Enable' toggle switch, which is currently turned 'On'. The main content area displays three large circular buttons: 'Usage' (green), 'Network' (blue), and 'Transaction' (yellow). The 'Usage' button is highlighted with a white glow. At the bottom of the page, there is a footer with copyright information and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alerts

Create a usage alert

2 Select an individual account, all devices, or the device group.

Select the trigger for the alert.

Select the severity associated with the alert.

Click *Next*.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface for creating a usage alert. The page title is "Create rule - Usage alert". The navigation bar includes "Manage Account" and "Support". The main navigation menu includes "Devices", "Location", "Software", "Security", "Diagnostics", "Transactions", "Reports", "Alerts", "Downloads", and "Admin". The "Alerts" menu item is highlighted. Below the navigation bar, there are four icons: "Alerts log", "Alert rules", "Default alerts", and "User groups". The main content area is divided into four steps: "Select type", "Define alert", "Define actions", and "Review and save". The "Define alert" step is currently active. It contains three sections: "Select account & devices", "Define trigger", and "Select severity".

Select account & devices*

0242078689-00001

All devices Device group

- DanielLiangTCM512
- DanielLiangTCM513
- Default: 0242078689-00001
- DeviceGroup0904

Define trigger*

Individual device usage
 Combined device usage

More than KB

Select severity*

- Critical
- Major
- Minor
- Notice

Cancel Back **Next >**

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Alerts

Create a usage alert

- 3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

Select a group and/or enter up to four email addresses where the alerts will be sent.

Select any optional actions as desired.

Click Next.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin

Create rule - Usage alert

Alerts log Alert rules Default alerts User groups

Select type Define alert **Define actions** Review and save Enable On

Setup reminders*

Frequency: Hourly Max number: 3

Select recipients*

aaaGmoDG New group

And/or enter up to 4 emails

Enter email address

Enter email address

Enter email address

Enter email address

Optional actions

Suspend device

Cancel Back **Next >**

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Alerts

Create a usage alert

- 4 Review your selections. If any need to be changed, click the Back button or appropriate tab until you return to the selection, change it, and then click the *Next* button or the *Review and save* tab until you return to this page.

Enter a name for the alert.

Click Save.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface for creating a usage alert. The top navigation bar includes the Verizon logo, 'Manage Account', and 'Support'. Below this is the 'ThingSpace Manage' header with various menu items: Devices, Location, Software, Security, Diagnostics, Transactions, Reports, Alerts (highlighted), Downloads, and Admin. The main heading is 'Create rule - Usage alert'. On the right, there are icons for Alerts log, Alert rules, Default alerts, and User groups. A progress bar at the top shows four steps: 'Select type', 'Define alert', 'Define actions', and 'Review and save' (the current step). An 'Enable' toggle is set to 'On'. The main content area is divided into two columns. The left column, titled 'Review, name and save', lists the following details: Type: Usage alert; Account: 0242078689-00001; Devices: DanielLiangTCM512; Trigger: Individual device usage, More than 12 KB Monthly; Severity: Critical (indicated by a red square); Reminders: Hourly, Max: 3. The right column, titled 'Recipients', shows: Recipients: aaaGmoDG; User: Prasuna Thatha; Setup: Dec 04, 2019 10:53 AM; and Alert name*: My awesome usage alert (entered in a text box). At the bottom right, there are buttons for 'Cancel', 'Back', and 'Save >'. The footer contains copyright information: © 2019 Verizon, and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alerts

Create a network alert

- 1 On the right side, click Alerts log. Circles appear for creating usage, network, and transaction alerts.

Click the *Network* circle.

Continue →

The screenshot shows the Verizon ThingSpace Manage Alerts creation interface. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and a home icon, followed by links for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts' (highlighted), 'Downloads', and 'Admin'. Under the 'Alerts' link, there are four red circular icons: 'Alerts log', 'Alert rules', 'Default alerts', and 'User groups'. The main heading is 'Create rule'. Below this is a progress bar with four steps: 'Select type' (highlighted with a red arrow), 'Define alert', 'Define actions', and 'Review and save'. To the right of the progress bar is an 'Enable' toggle switch, which is currently turned 'On'. The main content area displays three circular options: 'Usage' (green circle with a square icon containing up and down arrows), 'Network' (blue circle with a globe icon), and 'Transaction' (yellow circle with a circular arrow icon). The footer contains copyright information: '© 2019 Verizon' and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alerts

Create a network alert

2 Select an individual account, all devices, or the device group.

Select the trigger for the alert.

Select the severity associated with the alert.

Click *Next*.

Continue →

The screenshot shows the 'Create rule - Network alert' page in the Verizon ThingSpace Manage interface. The page is divided into three main sections: 'Select account & devices', 'Define trigger', and 'Select severity'. The 'Define alert' step is currently active, indicated by a red arrow in the progress bar at the top. The 'Select account & devices' section shows a dropdown menu with '0242078689-00001' selected, and radio buttons for 'All devices', 'Device group', and a list of device IDs including 'DanielLiangTCM512'. The 'Define trigger' section has radio buttons for 'Abnormal disconnect', 'Base station ID change', and 'Excessive connections'. The 'Select severity' section has radio buttons for 'Critical', 'Major', 'Minor', and 'Notice'. At the bottom right, there are 'Cancel', 'Back', and 'Next >' buttons. The footer contains copyright information and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alerts

Create a network alert

- 3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

Select a group and/or enter up to four email addresses where the alerts will be sent.

Select any optional actions as desired.

Click *Next*.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin New

Create rule - Network alert

Alerts log Alert rules Default alerts User groups

Select type Define alert **Define actions** Review and save Enable

Setup reminders*

Frequency: Hourly Max number: 3

Select recipients*

aaaGmoDG [New group](#)

And/or enter up to 4 emails

Enter email address

Enter email address

Enter email address

Enter email address

Optional actions

Successful device

Cancel Back **Next >**

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Alerts

Create a network alert

- 4 Review your selections. If any need to be changed, click the Back button or appropriate tab until you return to the selection, change it, and then click the *Next* button or the *Review and save* tab until you return to this page.

Enter a name for the alert.

Click Save.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there is a navigation bar with the Verizon logo, 'Manage Account', and 'Support'. Below this is a secondary navigation bar with 'ThingSpace Manage' and various menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts' (highlighted), 'Downloads', and 'Admin'. The main heading is 'Create rule - Network alert'. To the right of the heading are four icons: 'Alerts log', 'Alert rules', 'Default alerts', and 'User groups'. Below the heading is a progress bar with four steps: 'Select type', 'Define alert', 'Define actions', and 'Review and save' (the current step). An 'Enable' toggle is set to 'On'. The main content area is divided into two columns. The left column is titled 'Review, name and save' and contains the following details: Type: Network alert; Account: 0242078689-00001; Devices: DanielLiangTCM512; Trigger: Abnormal disconnect; Severity: Minor (indicated by a yellow square); Reminders: Hourly, Max: 3. The right column is titled 'Recipients' and contains: Recipients: aaaGmoDG; User: Prasuna Thatha; Setup: Dec 04, 2019 10:53 AM. Below this is an 'Alert name*' field with the text 'My awesome network alert'. At the bottom right of the main content area are three buttons: 'Cancel', 'Back', and 'Save >'. The footer contains copyright information: '© 2019 Verizon' and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alerts

Create a transaction alert

- 1 On the right side, click Alerts log. Circles appear for creating usage, network, and transaction alerts.

Click the *Transaction* circle.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and various menu items: Home, Devices, Location, Software, Security, Diagnostics, Transactions, Reports, Alerts (highlighted), Downloads, and Admin. A 'New' button is also present. Under the 'Alerts' menu, there are four icons: Alerts log, Alert rules, Default alerts, and User groups. The main content area is titled 'Create rule' and features a progress bar with four steps: 'Select type' (highlighted), 'Define alert', 'Define actions', and 'Review and save'. An 'Enable' toggle switch is set to 'On'. Below the progress bar, three circular options are shown: 'Usage' (green), 'Network' (blue), and 'Transaction' (yellow, highlighted). The footer contains copyright information and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Alert

Create a transaction alert

2 Select an individual account, all devices, or the device group.

Select the trigger for the alert.

Select the severity associated with the alert.

Click *Next*.

Continue →

The screenshot shows the 'Create rule - Transaction alert' page in the Verizon ThingSpace Manage interface. The page is divided into four main sections: 'Select type', 'Define alert', 'Define actions', and 'Review and save'. The 'Define alert' section is currently active and contains three sub-sections: 'Select account & devices', 'Define trigger', and 'Select severity'. In the 'Select account & devices' section, the account ID '0242078689-00001' is selected, and 'Device group' is chosen. A list of device groups is shown, with 'DanielLiangTCM512' selected. In the 'Define trigger' section, 'Activate new service' is selected, and 'On request' is chosen. In the 'Select severity' section, 'Critical' is selected. At the bottom of the page, there is a blue information box with the following text: 'API transactions: Alert will be sent on request of Activate new service. ThingSpace Manage transactions: Alert will be sent on success of Activate new service (not on failure)'. The 'Next' button is highlighted in red.

Alerts

Create a transaction alert

- 3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

Select a group and/or enter up to four email addresses where the alerts will be sent.

Select any optional actions as desired.

Click *Next*.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin New

Create rule - Transaction alert

Alerts log Alert rules Default alerts User groups

Select type Define alert **Define actions** Review and save Enable On

Setup reminders*

Frequency: Hourly Max number: 3

Select recipients*

abc New group

And/or enter up to 4 emails

Enter email address

Enter email address

Enter email address

Enter email address

Optional actions

Successful device

Cancel Back **Next >**

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Alerts

Create a transaction alert

- 4 Review your selections. If any need to be changed, click the Back button or appropriate tab until you return to the selection, change it, and then click the *Next* button or the *Review and save* tab until you return to this page.

Enter a name for the alert.

Click Save.

Continue →

verizon Manage Account Support

ThingSpace Manage [Home](#) [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) [New](#)

Create rule - Transaction alert

[Alerts log](#) [Alert rules](#) [Default alerts](#) [User groups](#)

Select type Define alert Define actions **Review and save** Enable

Review, name and save

Type	Transaction alert
Account	0242078689-00001
Devices	DanielLiangTCM512
Trigger	Activate new service On request
Severity	<input checked="" type="checkbox"/> Critical
Reminders	Hourly, Max: 3

Recipients	abc
User	Prasuna Thatha
Setup	Dec 04, 2019 11:43 AM
Note	API transactions: Alert will be sent on request of Activate new service. ThingSpace Manage transactions: Alert will be sent on success of Activate new service (not on failure).
Alert name*	<input type="text" value="My awesome transaction alert"/>

[Cancel](#) [Back](#) [Save >](#)

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