ThingSpace Manage Help

verizon business ready

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Overview

ThingSpace Manage is Verizon's portal for managing IoT device connectivity on the Verizon Wireless network.

ThingSpace IoT-specific connectivity management functions include viewing and monitoring connectivity status, data usage, dashboards, device lists, reports, and alerts. You can also use near real-time usage data to choose service plans, suspend devices, troubleshoot connectivity, and more.

Continue →

Overview

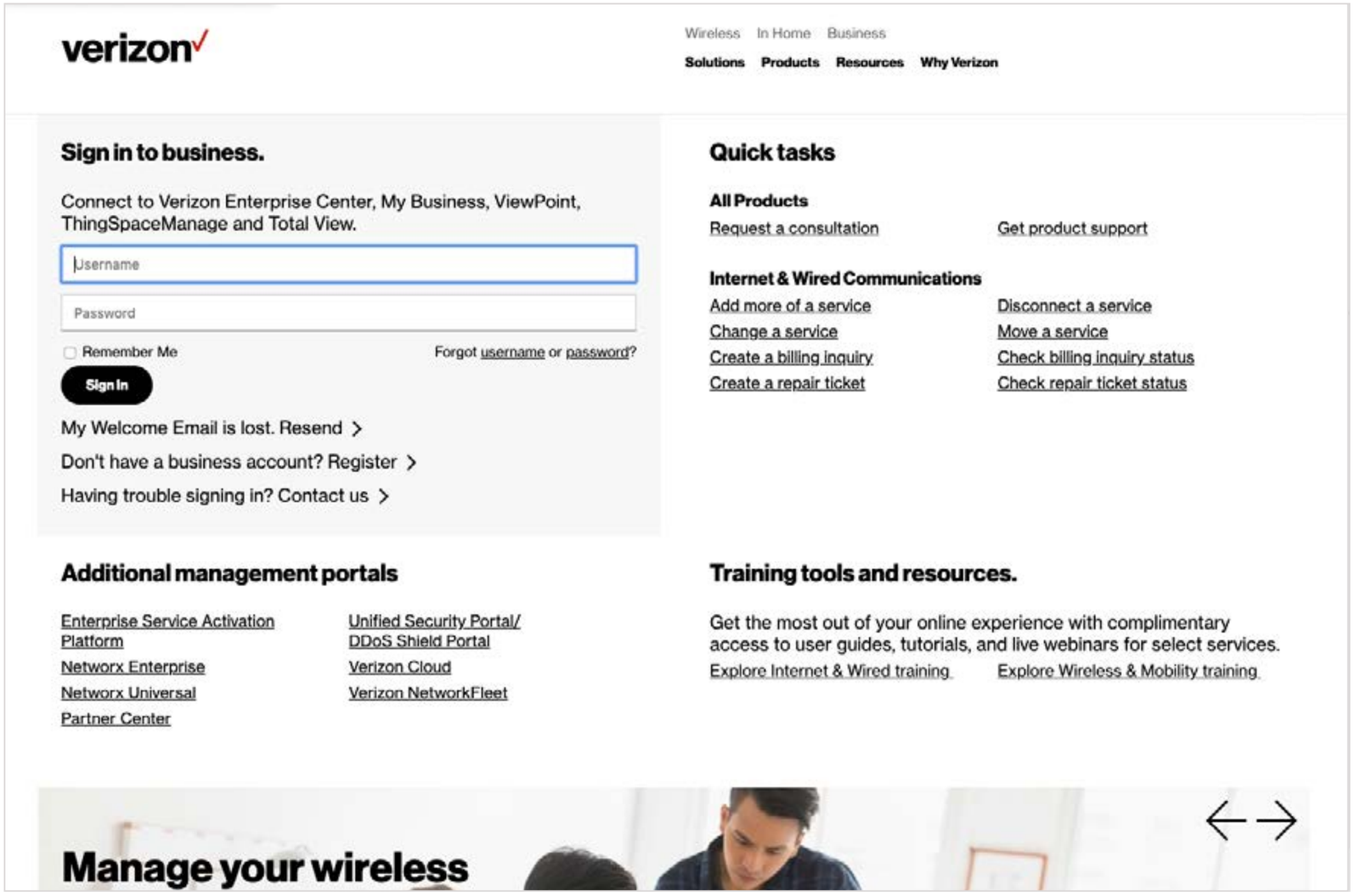
Accessing ThingSpace Manage

Customers access ThingSpace Manage directly when they login to MyBiz/VEC or on m2m.verizonwireless.com

ⓘ Here's a tip

If you need to manage devices, run a report, or set alerts, the Manage Account menu in the global navigation can quickly get you where you need to go.

Continue →



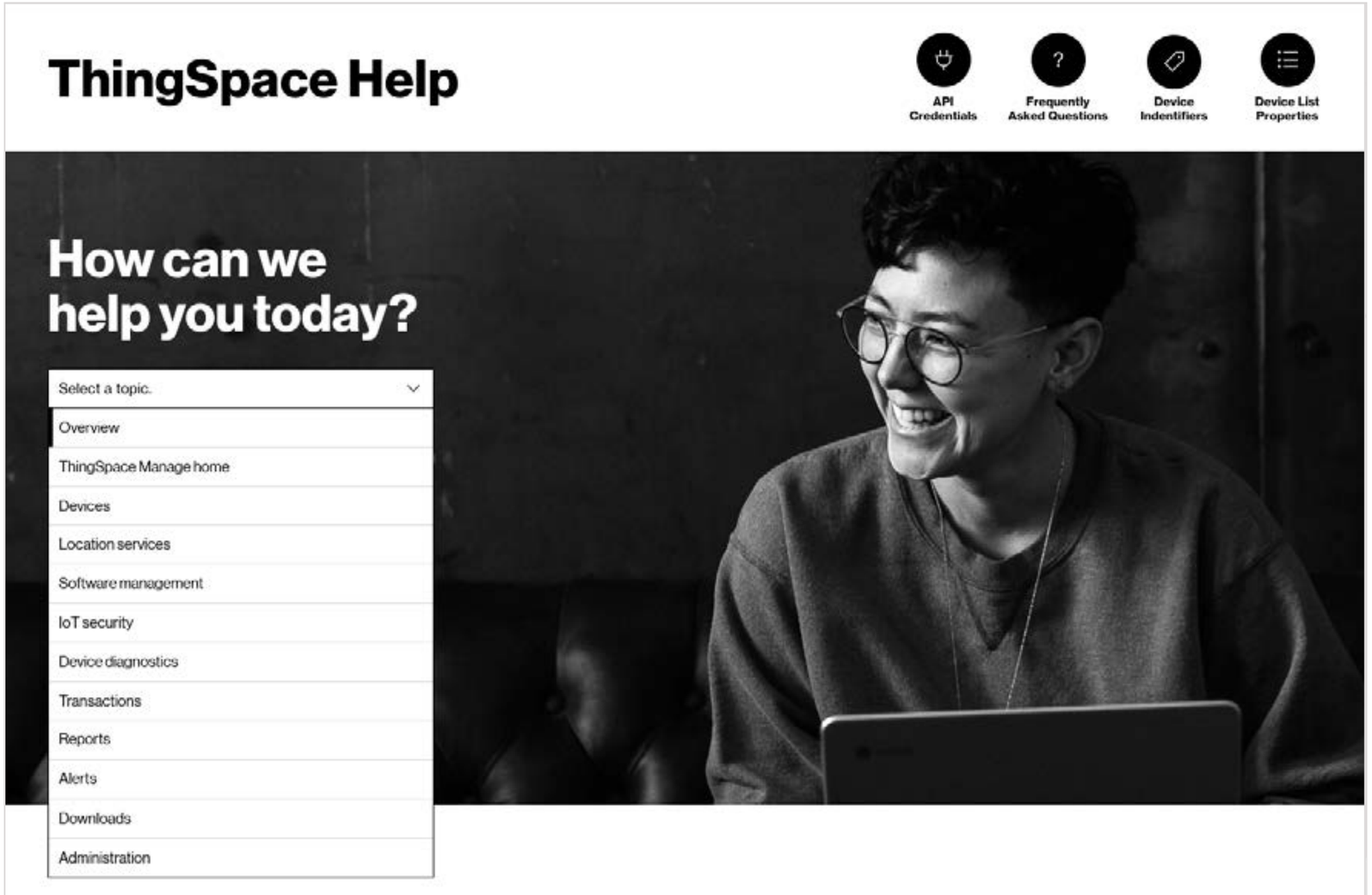
Overview

Getting help

ⓘ Here's a tip

You can bookmark online help at
https://thingspace.verizon.com/resources/thingspacemanagehelp

Continue →



Overview

Special Features

ThingSpace Manage allows you to provision, monitor, and control service, connectivity, and device usage.

- 24/7 access to activate, suspend, restore, or deactivate service, and adjust your IoT service plans
- Real-time monitoring of connectivity, activity, and status from the system level down to the individual device
- Real-time monitoring, and control of devices, data usage, and costs
- Device naming, grouping, and tracking by custom properties
- Configurable notifications for provisioning events, maximum and minimum threshold violations, abnormal disconnects, unauthorized equipment relocations, and more
- On-demand reports
- Ability to detect an overly chatty device, and either suspend it or change its service plan
- Ability to detect devices that fail to deliver data
- Bulk and SKU-based operations

Continue →

Overview

Integrating specialized features

ThingSpace Manage has rich features that can easily be integrated with enterprise applications using RESTful APIs. This capability allows you to improve operational efficiencies by automating high-volume service provisioning, as well as monitoring and controlling wireless IoT devices.

The Connectivity Management APIs allow you to integrate IoT connectivity management with your enterprise software systems, such as enterprise resource planning (ERP), supply chain, and customer service management.

In this way, you can add, activate, monitor, and analyze your devices, as well as perform many other connectivity management tasks.

Continue →

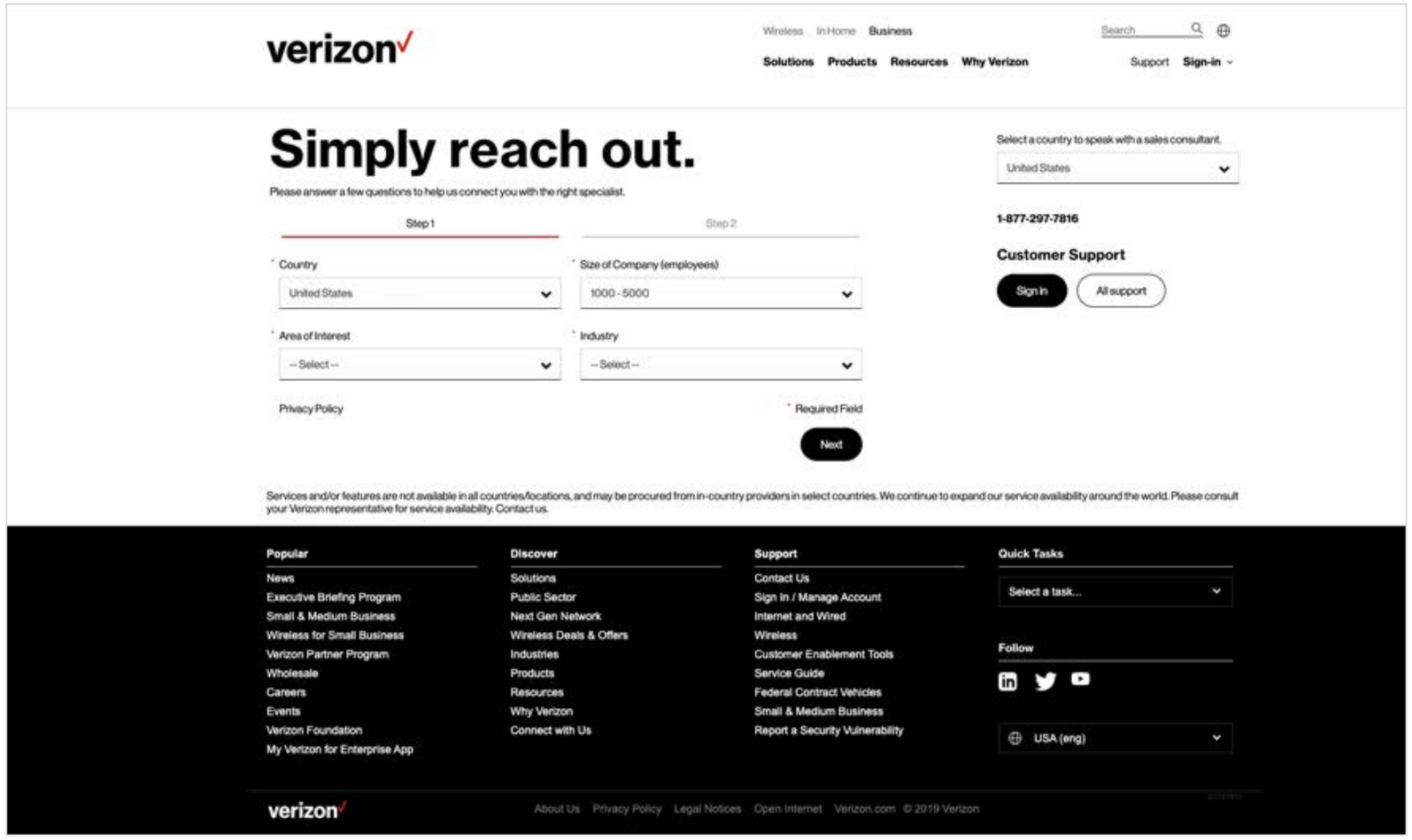
Overview

What you need

To access ThingSpace Manage, you need a My Business Account that is set up for M2M connectivity.

This account can be set up with the help of your account rep, or by filling out our contact form.

Continue →



ThingSpace Manage home

The Home page provides a system overview, quick searches, filters, and handy navigation links. Use this page to get a snapshot of your account, total number of devices, and all connected, suspended, or deactivated devices.

For convenience, customizable and configurable pods can be arranged specifically to your business needs.

Continue →

ThingSpace Manage home

Customizing the home page

Local navigation

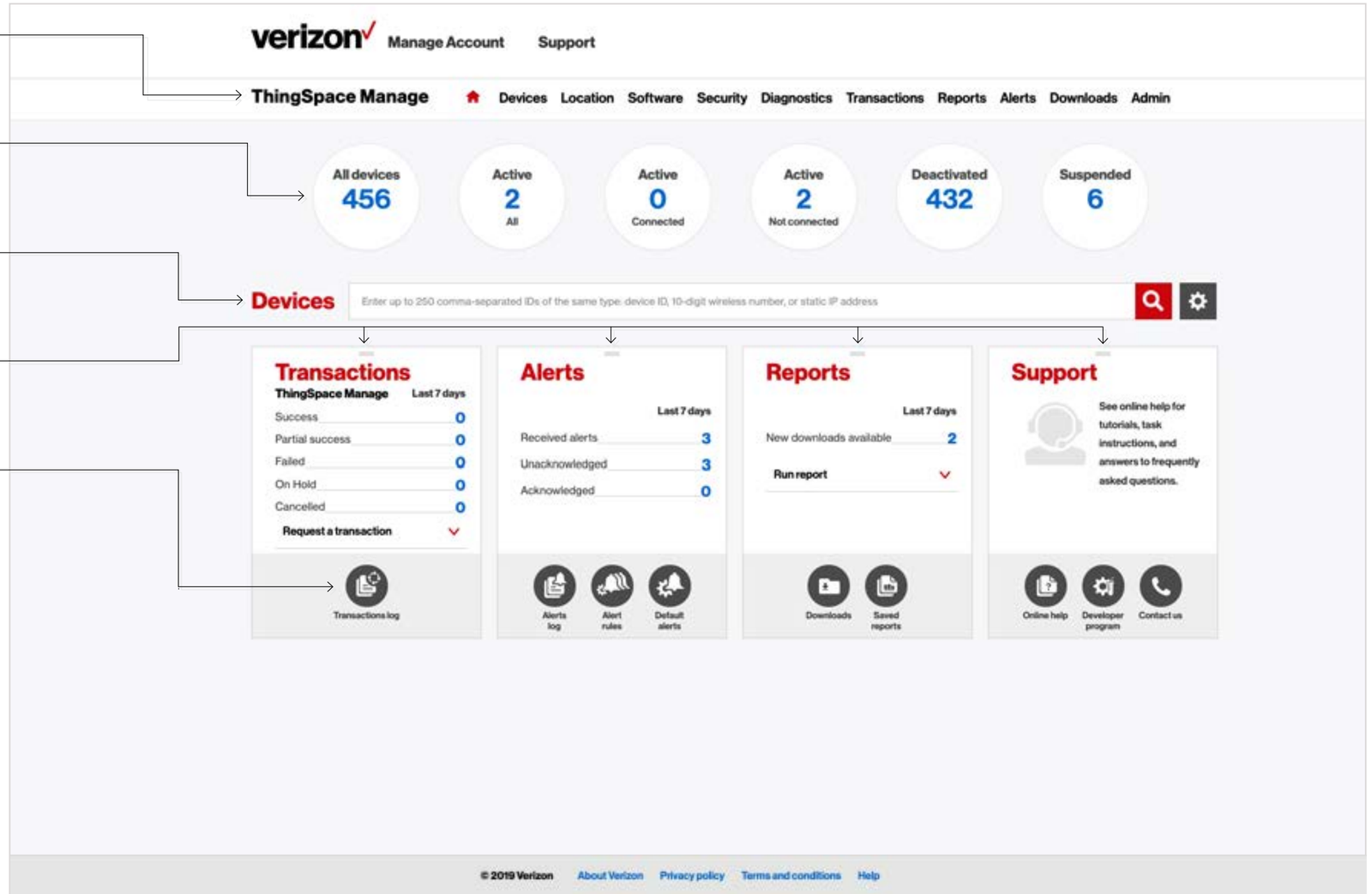
View status and clickable links to Devices page

Search device ID to preload Devices page

View status and clickable links to filtered lists

Clickable links for quick navigation

Continue

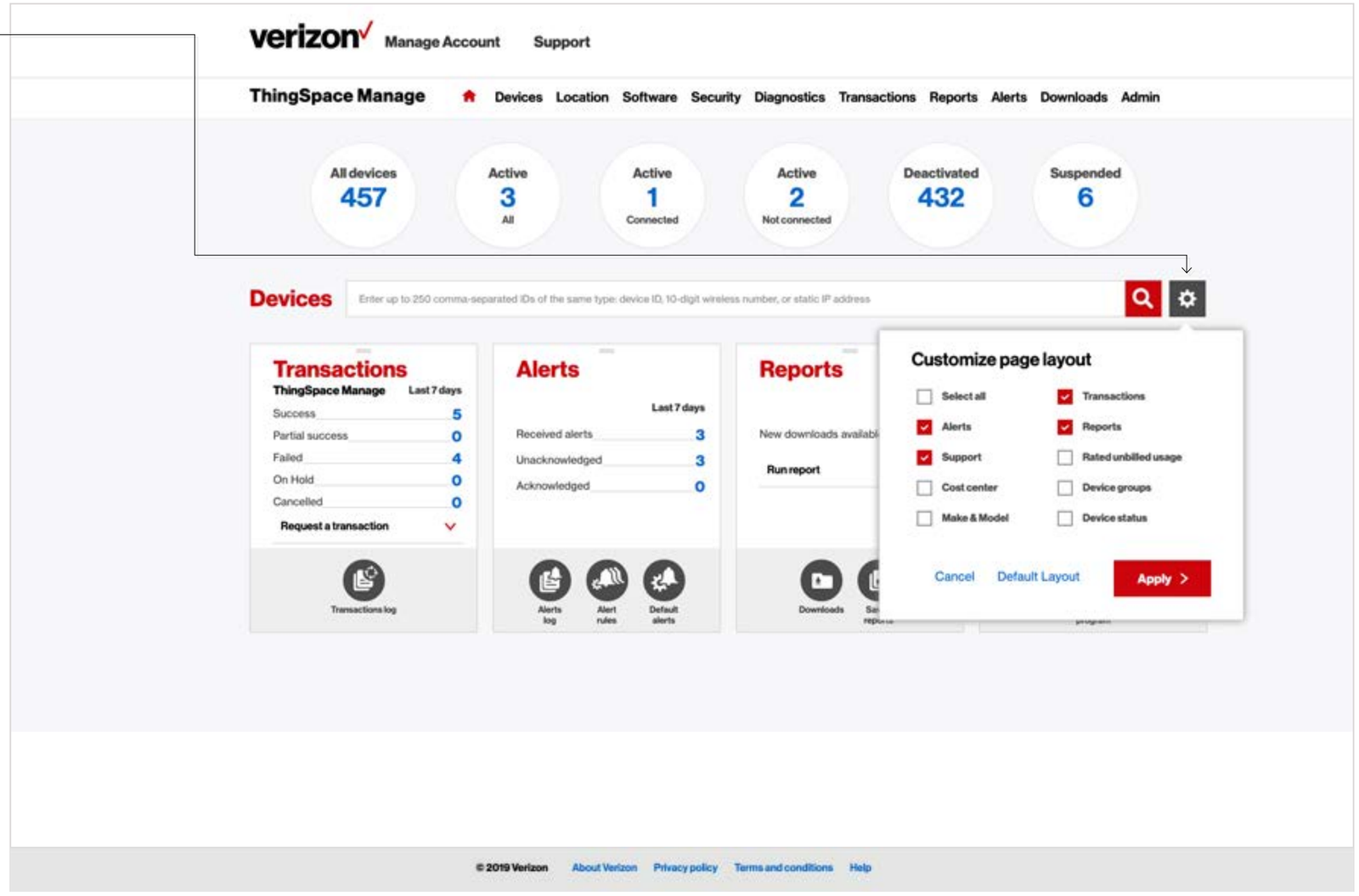


ThingSpace Manage home

Customizing the home page

Check which pods you want to display and click *Apply*

Continue →



Devices

Devices page

The Devices page allows you to quickly search for the devices you want to manage.

Continue →

Devices

Find devices

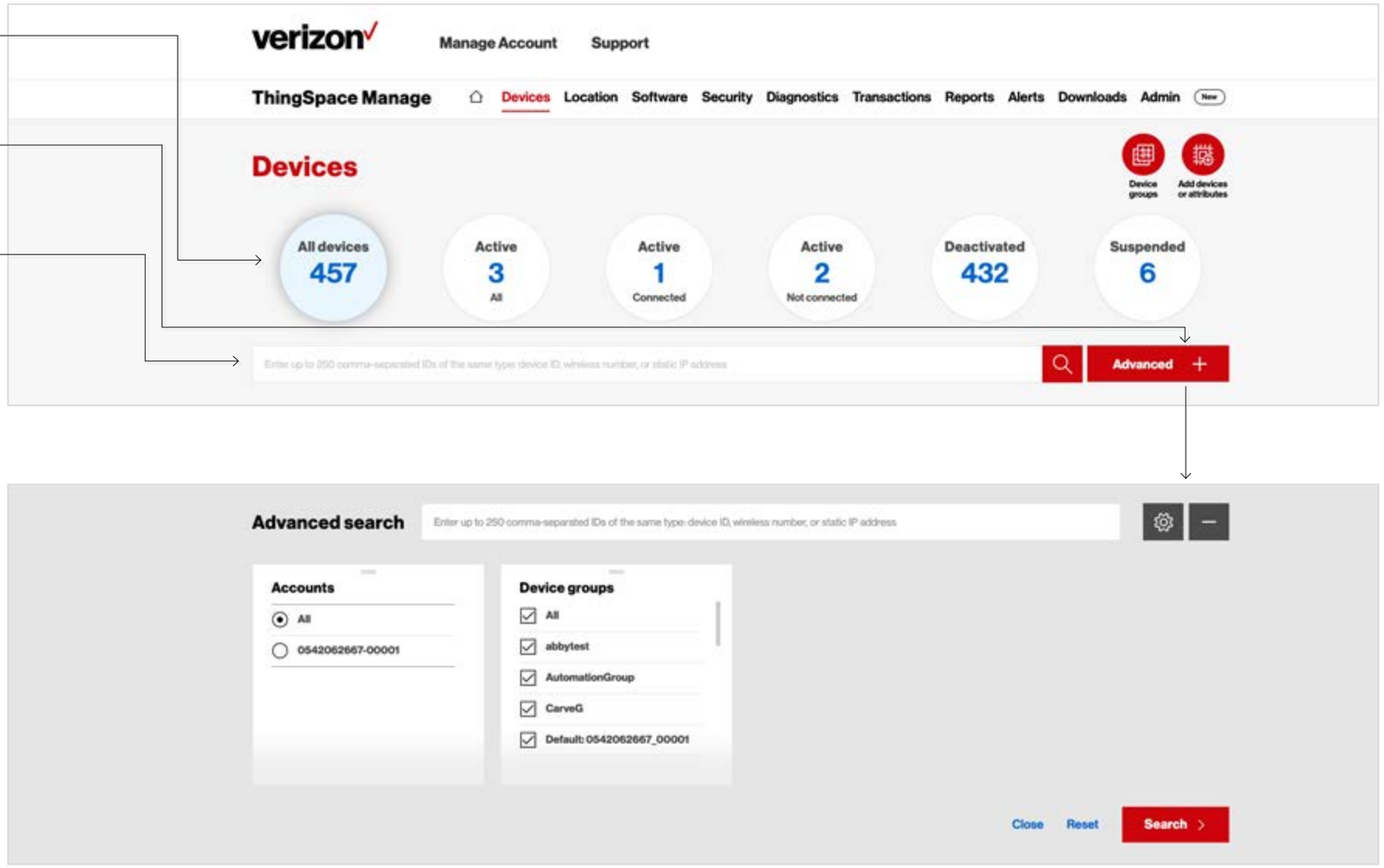
There are several ways to find devices.

Clickable links filter devices

Advanced search for additional devices

Basic search for devices

Continue →



Devices

View Device list

The Devices page allows you to view information about your currently connected devices, perform an advanced search, as well as save and create reports.

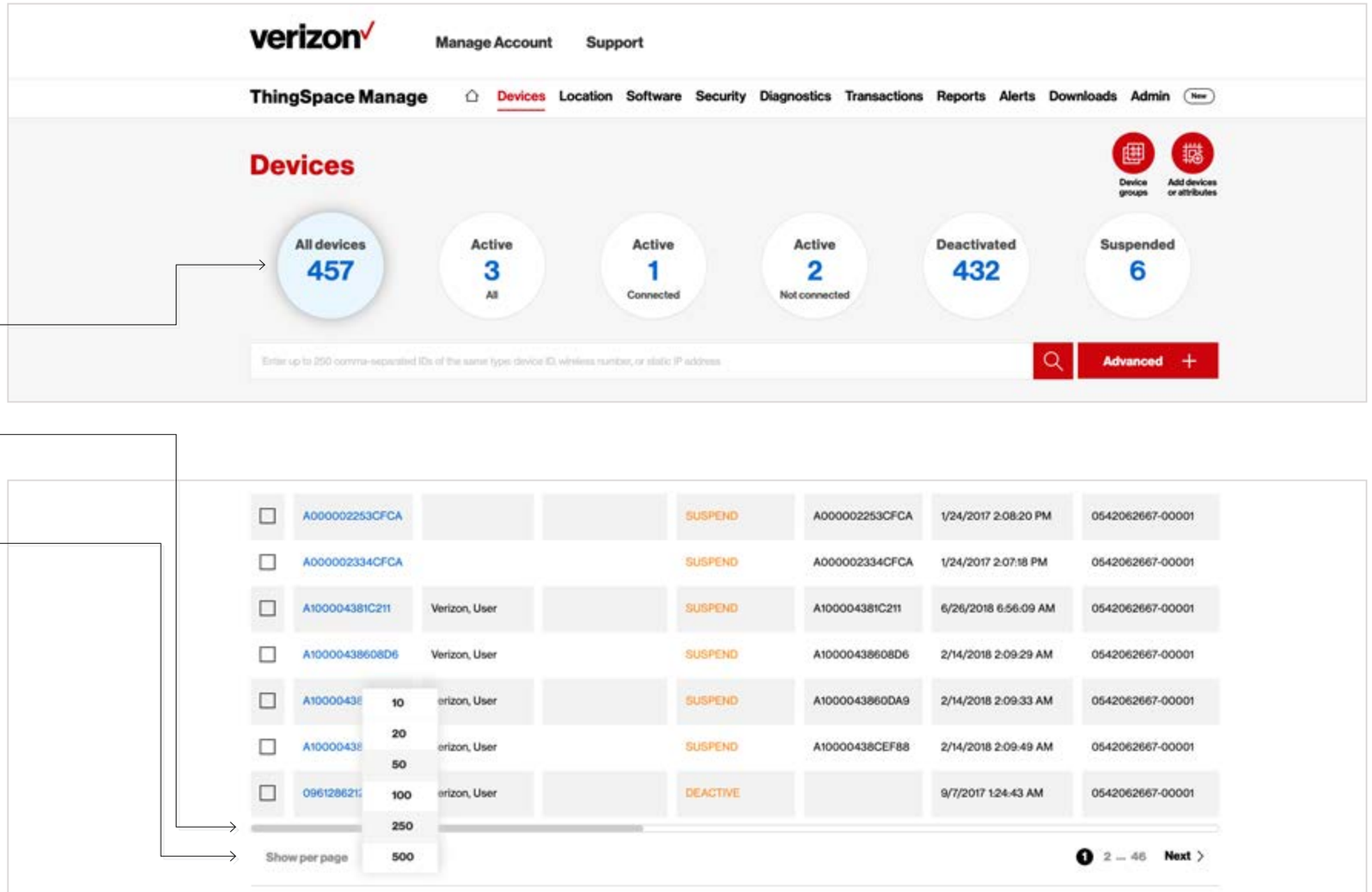
You can view all related metadata about a device, choose the columns that you want displayed, and perform actions on one or more devices.

Highlighted clickable link indicates current search

Table scrolls left to right to accommodate many columns

Displays up to 500 devices at once

Continue →



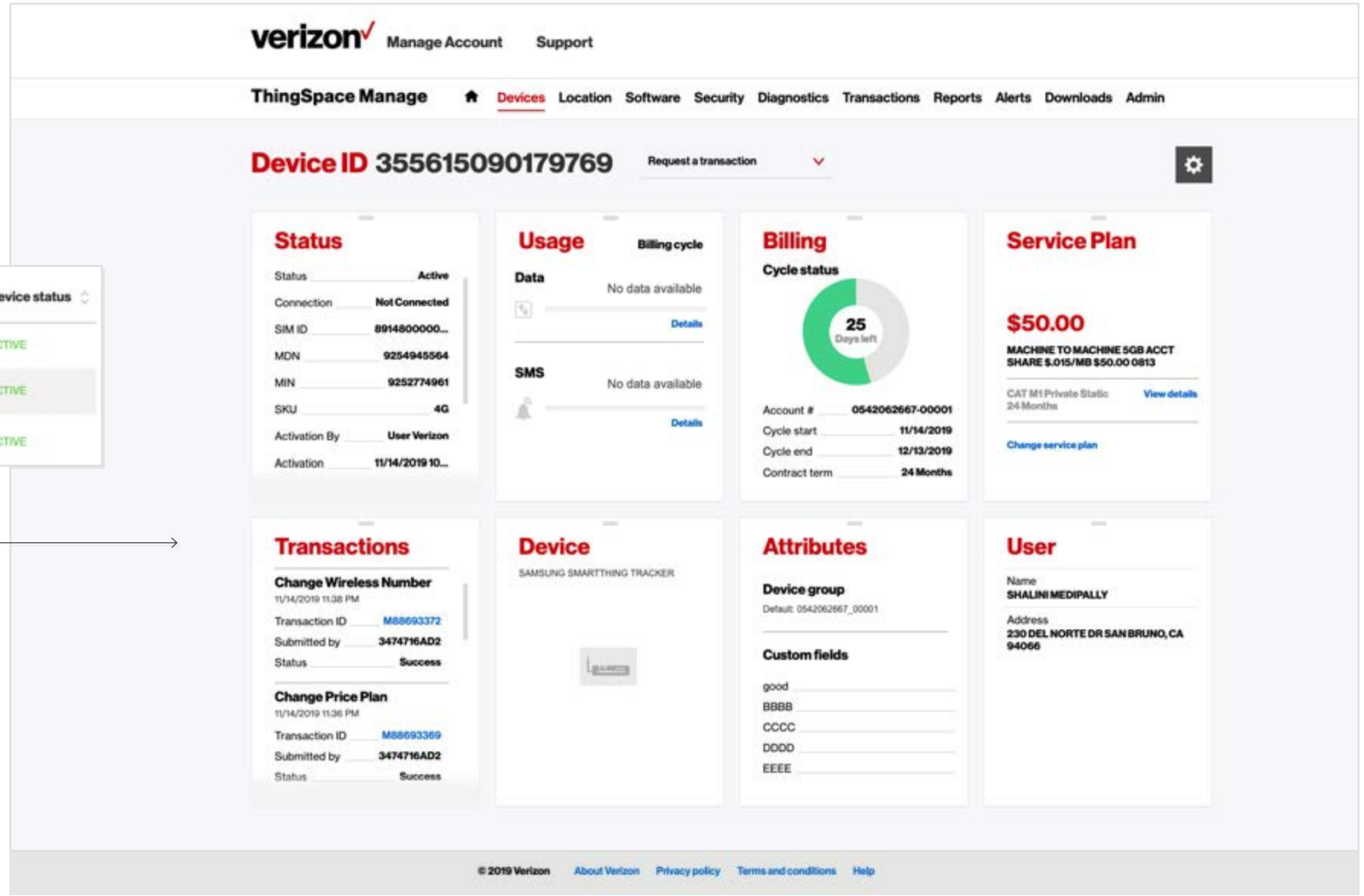
Devices

View more device info

You can drill down into device details by clicking on the *Device ID*. There you will be able to view device attributes, behavior, usage, and other associated information.

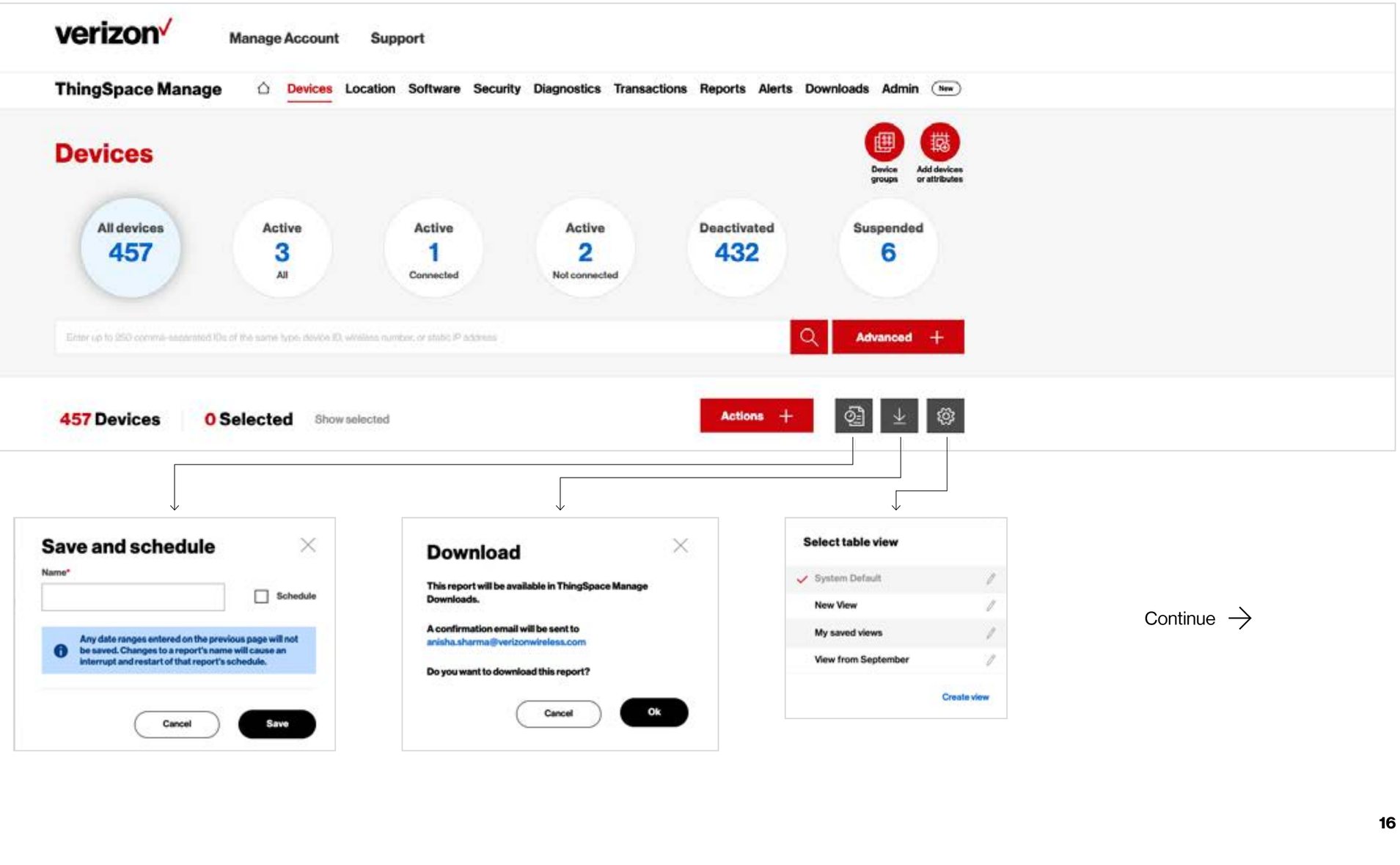
Drill down to device details

Continue →



Devices

Save and schedule, download, and customize view



Continue →

Devices

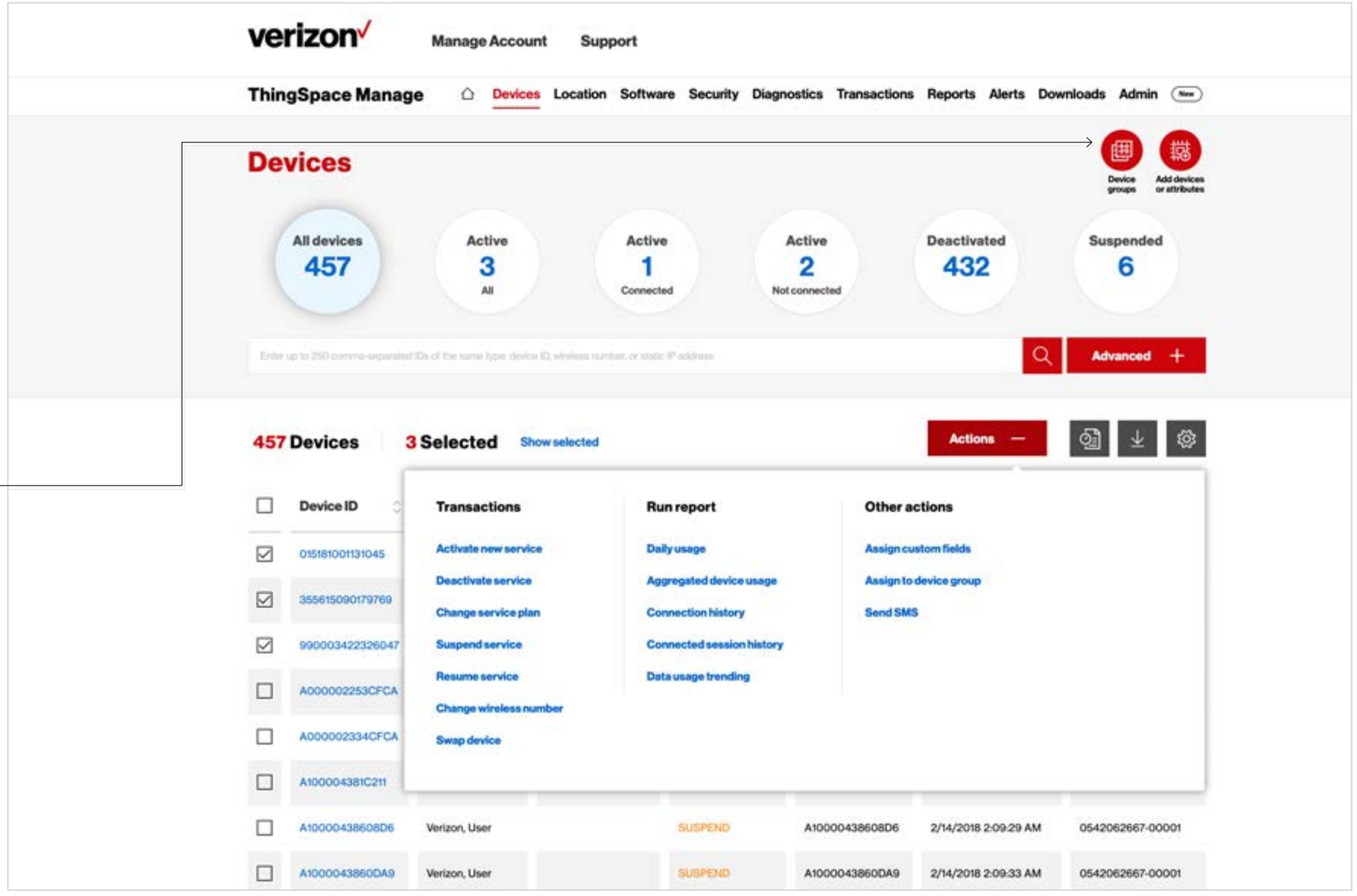
Perform actions on devices

Once you have selected a device or many devices, there are several types of actions you can perform:

- A provisioning transaction such as suspend, resume, or change service plan
- Assign custom fields or assign the device to a group
- Choose many reporting options for usage and session information
- View the connection history report

Device groups enable you to perform actions on groups of devices or create alerts based on aggregate data.

Continue →



Devices

Perform actions on devices

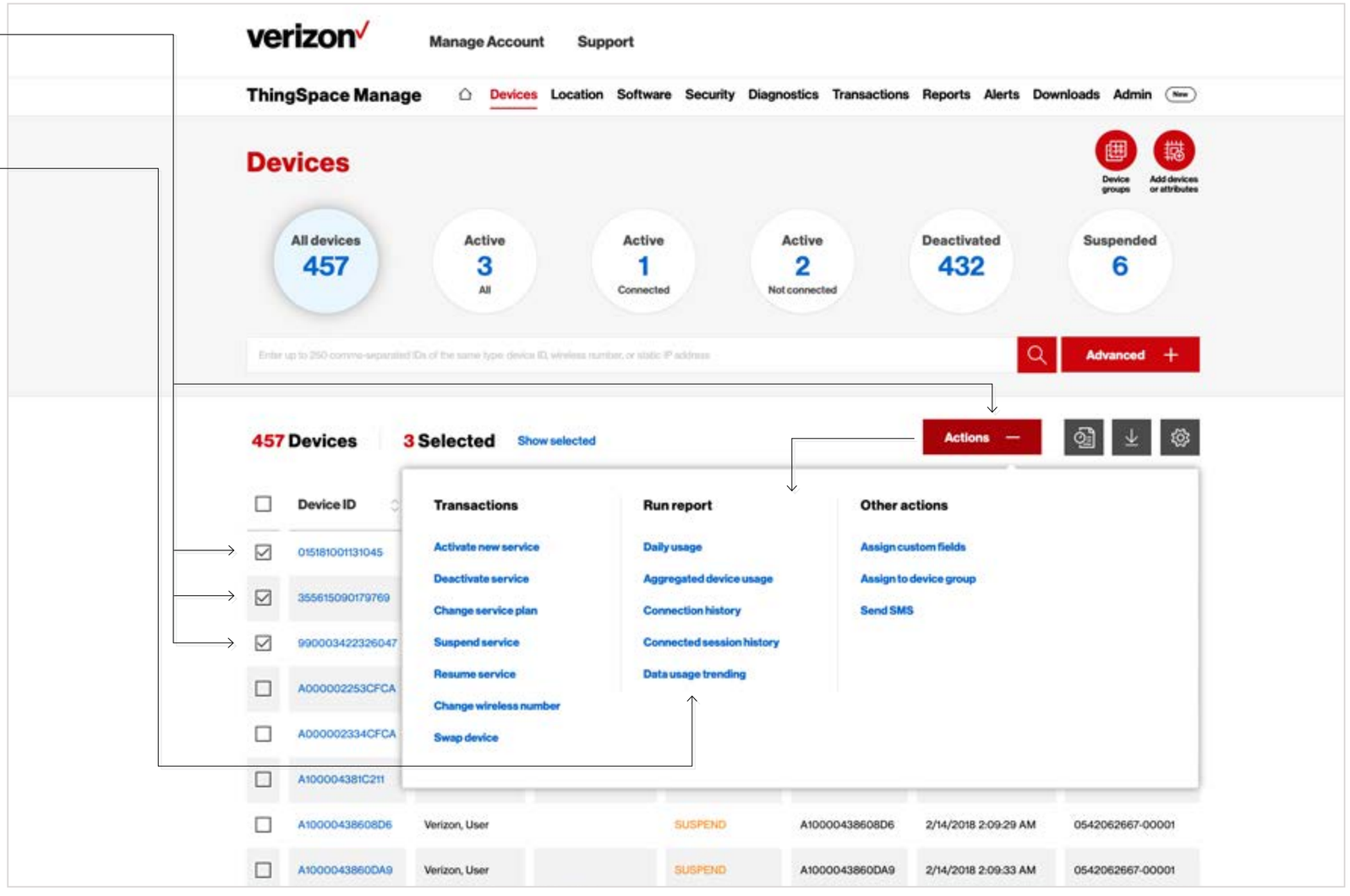
Select one or more devices and then choose *Actions*

You can run standard reports on up to 10 devices at once. If you select more than 10 devices, the reports actions will be unavailable.

ⓘ Here are a couple of tips

- To run reports on more than 10 devices, go directly to the Reports page
- You can select only devices on one page at a time (up to 500 devices).

Continue →



Devices

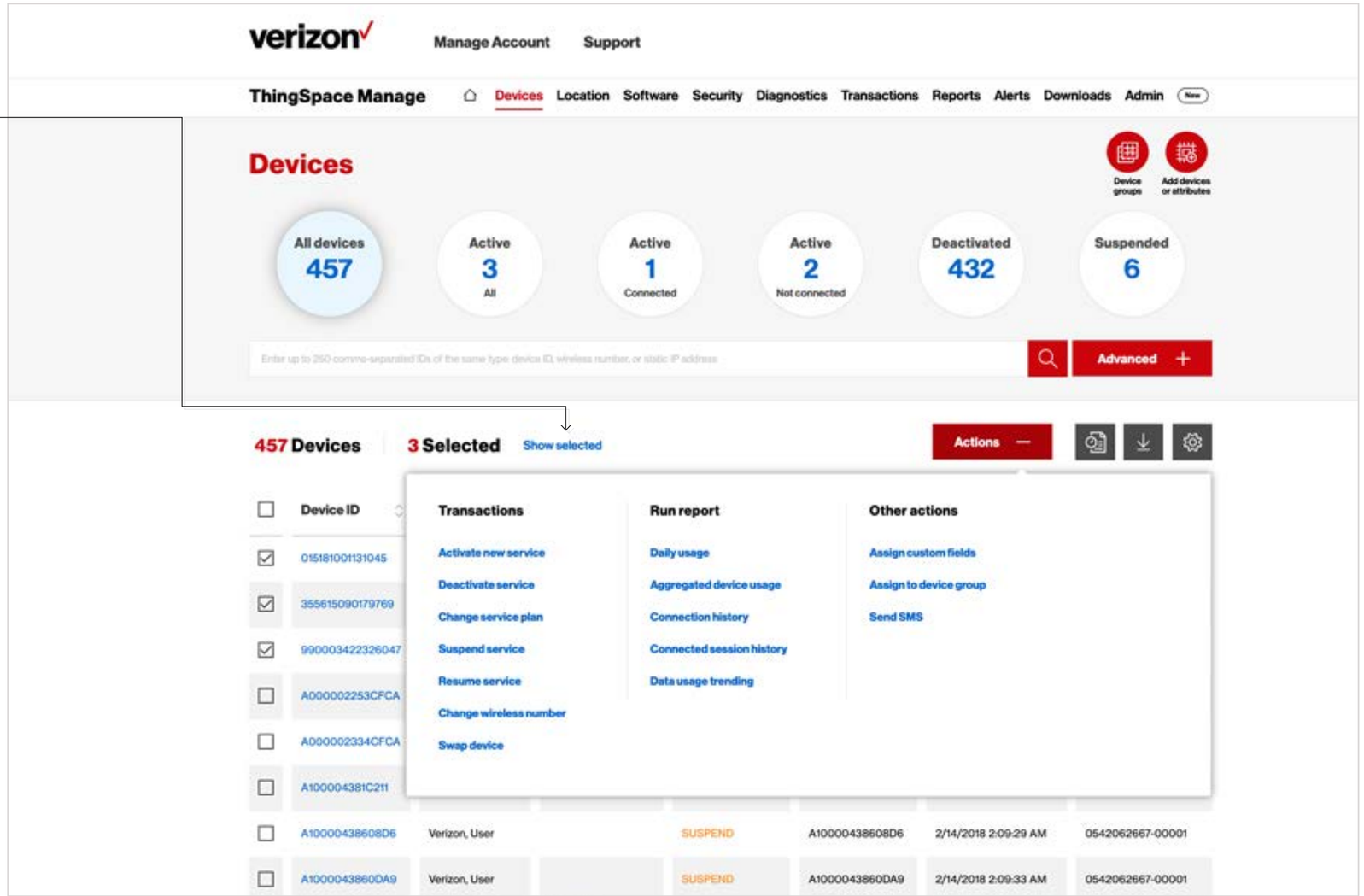
Perform actions on devices

Normally, when you navigate away from Devices and then return, the page loads a fresh list of devices based on your latest search criteria.

ⓘ Here's a tip

To perform multiple actions on a particular set of 1-10 devices, click *Show selected*, and then *Remember selected*. Your list will be available until you perform another search.

Continue →



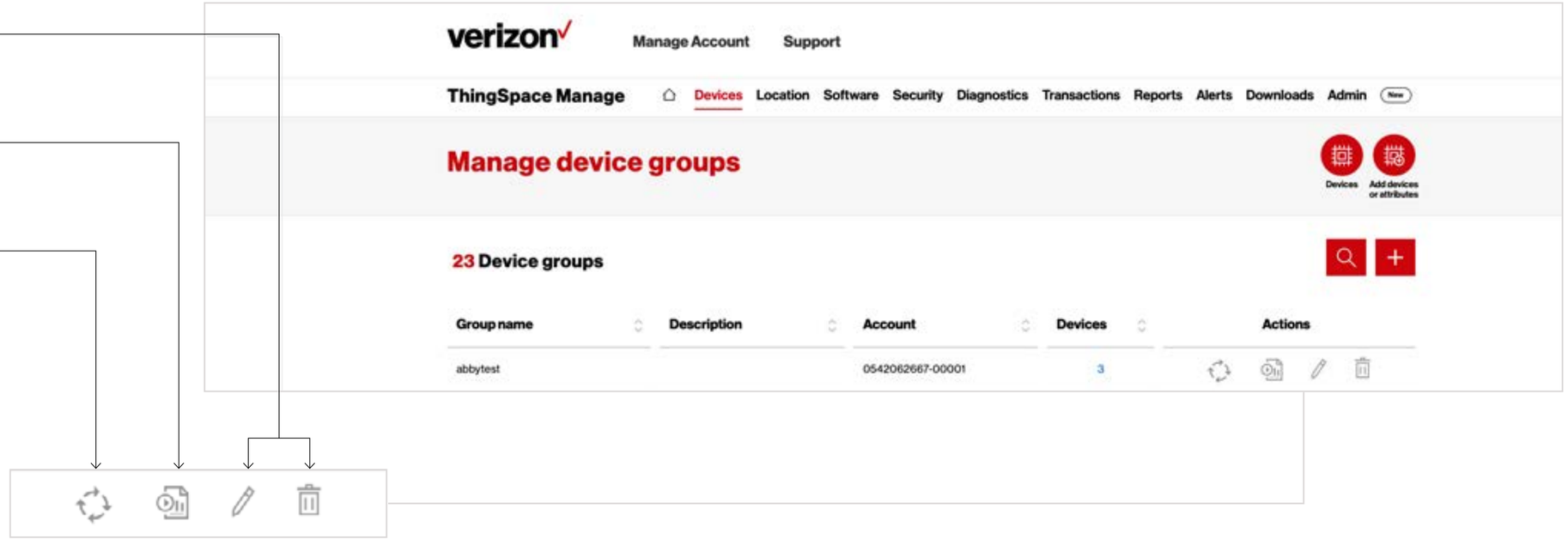
Devices

Manage device groups

Edit or delete group

Run a report on this group

Start a service provisioning transaction for the group



Continue →

Location services

Location page

The Location page is where you locate your devices anywhere on our network, view location history, receive alerts when they move outside of their expected location, and more.

Continue →

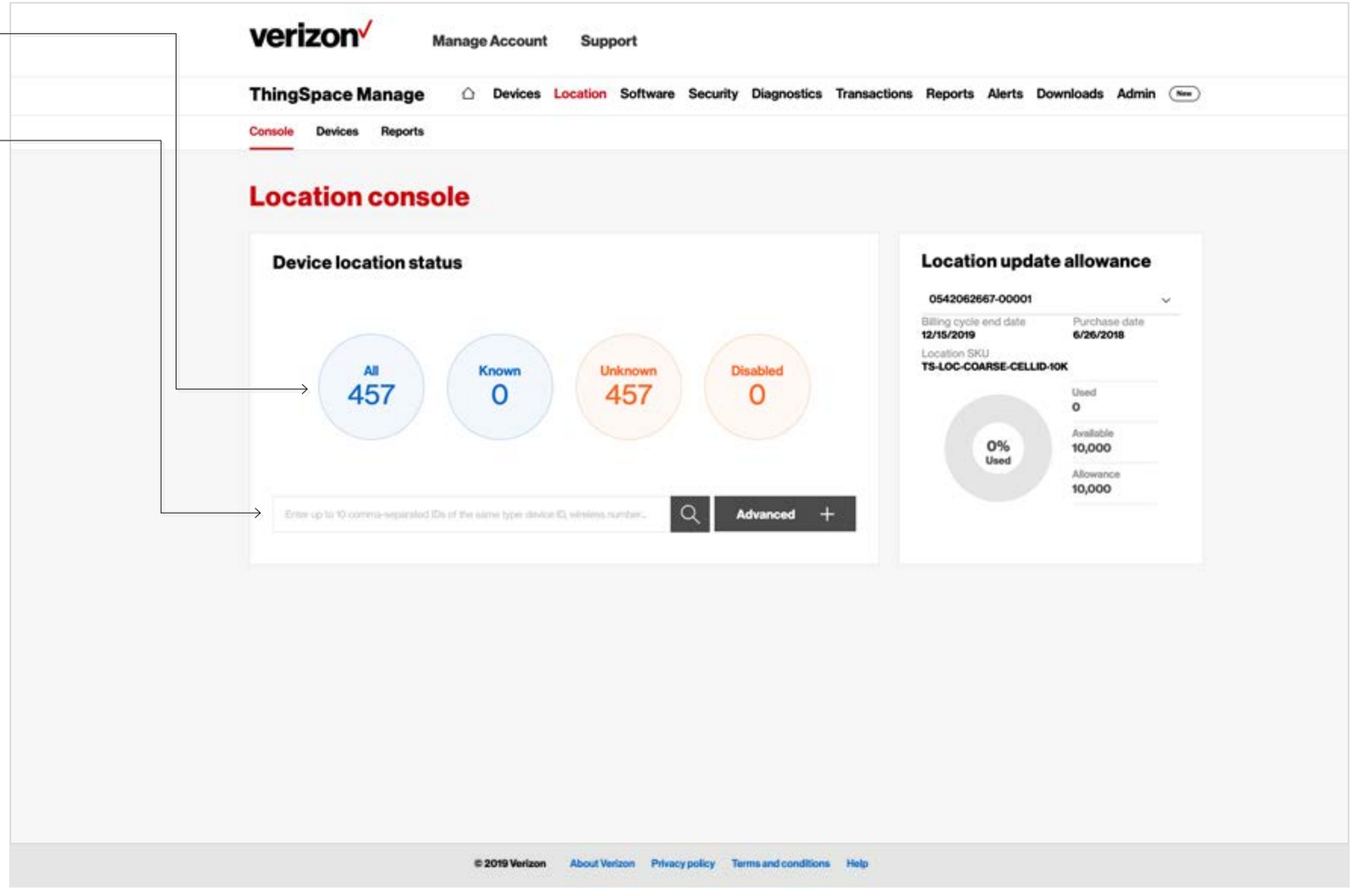
Location services

Locate devices

Clickable links filter devices

Advanced search for additional filters

Continue

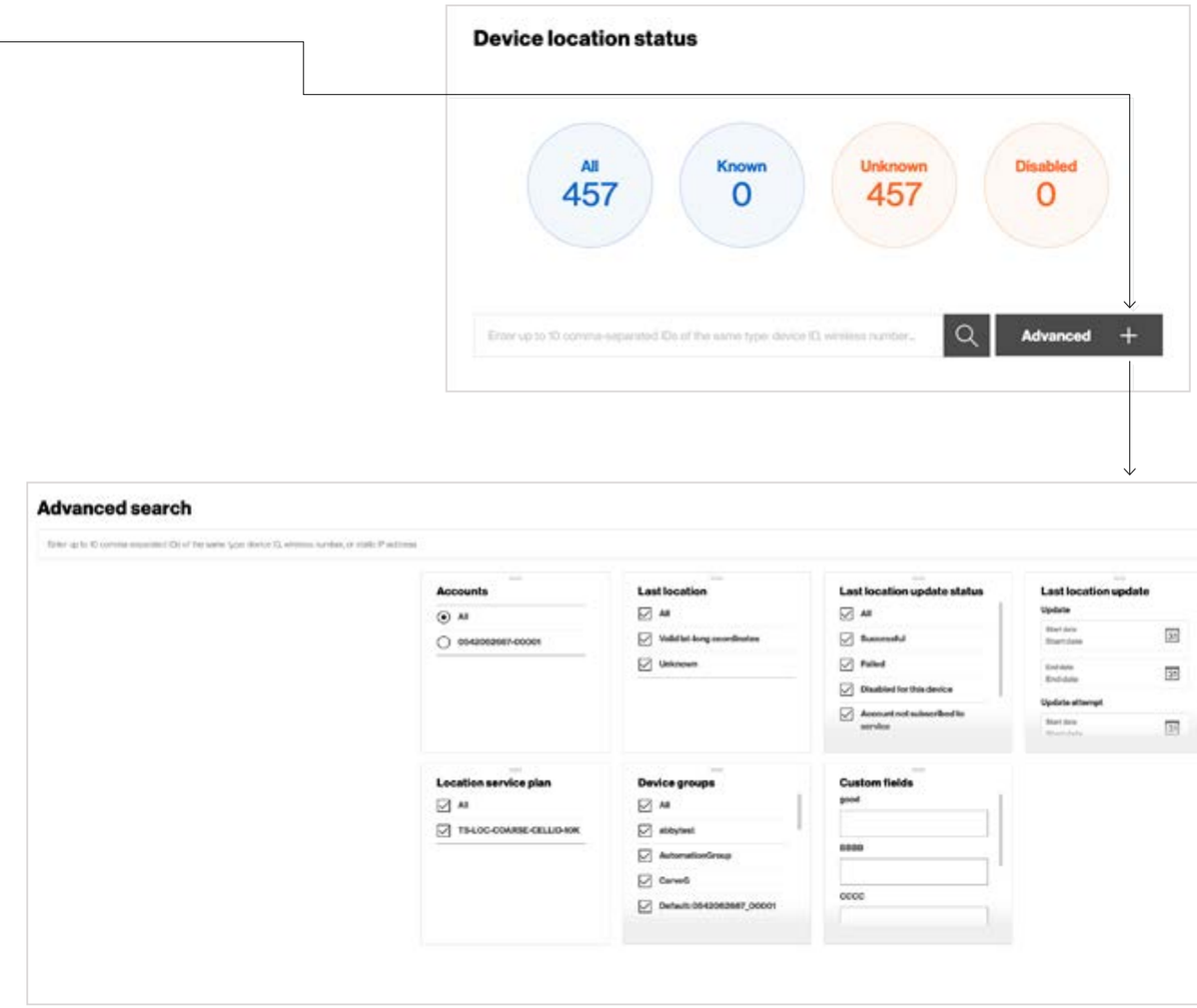


Location services

Locate devices

You can also search for devices

Continue



Location services

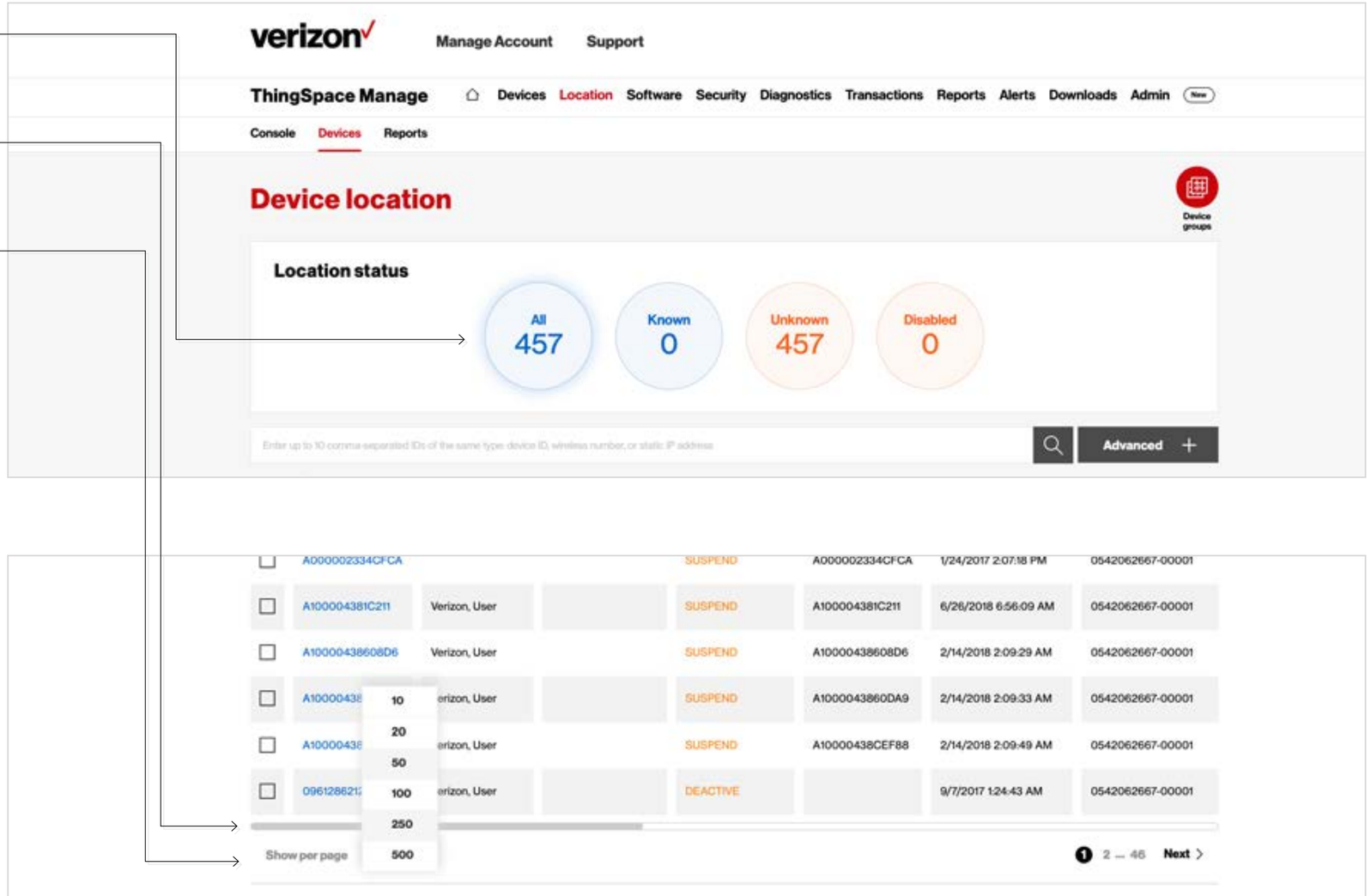
View location list

Highlighted clickable link indicates current search

Table scrolls left to right to accommodate many columns

Displays up to 500 devices at once

Continue →

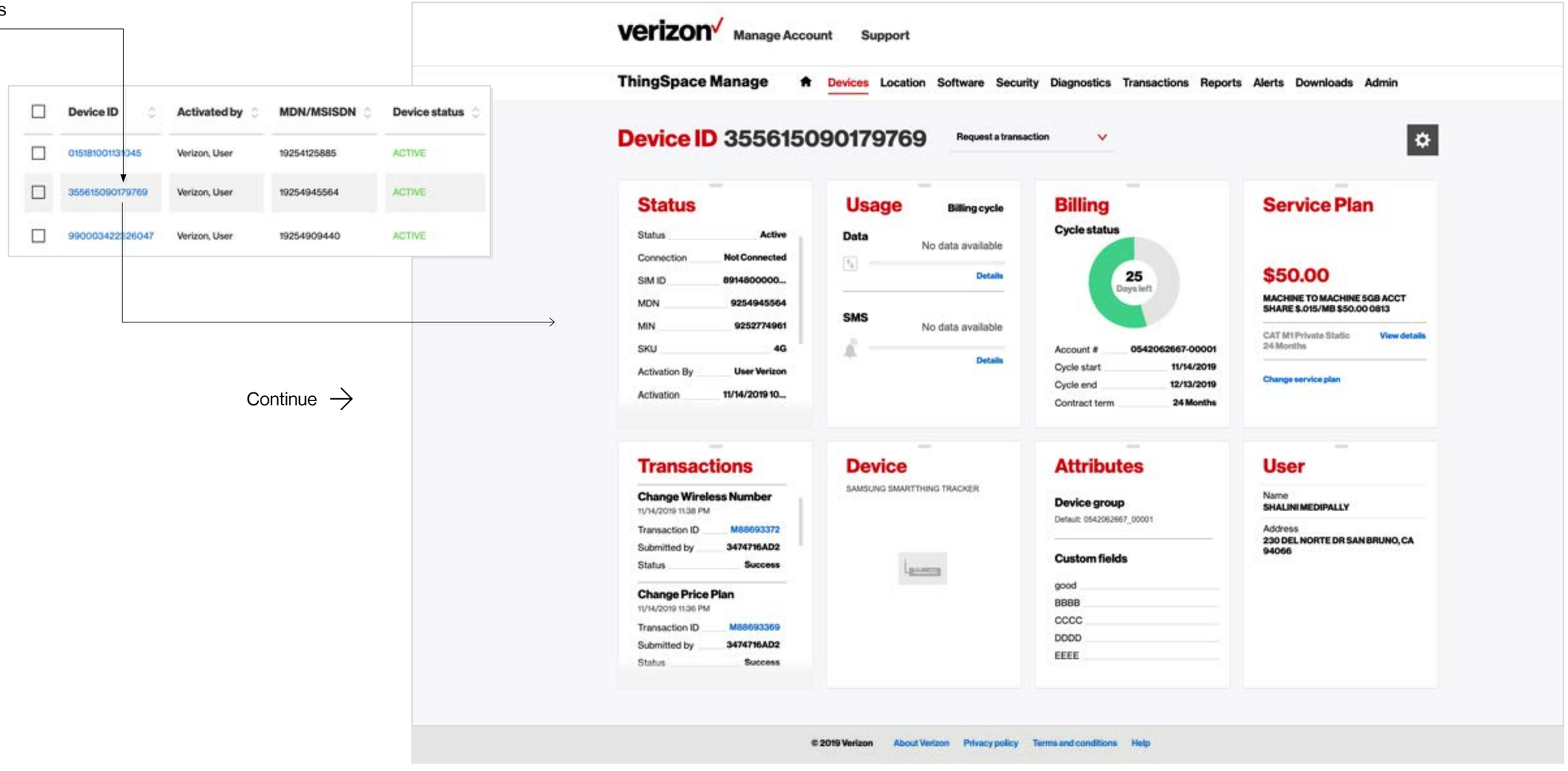


Location services

View more location information

Drill down to device details

Continue



Software management

Software page

The Software page is where you keep your IoT device software current with the latest firmware using our firmware-over-the-air (FOTA) services.

Continue →

Software management

Prerequisites

For new firmware packages to appear in the ThingSpace portal, the following prerequisites must be in place:

1. **Account eligibility**

   The user must have an existing ThingSpace account with an Enterprise ID and Unified Web Service credentials.

   You can get these from your Verizon account representative.

2. **License availability**

   The user must have ThingSpace software management licenses (bundled or a la carte) available on their account.

   You can get these from your Verizon account representative.

3. **Device eligibility**

   The user must have certified devices on their account that have qualified FROM firmware version loaded.

4. **Certified package**

   Verizon must have certified a qualified FROM version —

   TO version upgrade path package and published it for use .

5. **Ready for campaign**

   The user will see that FOTA campaign is available for eligible firmware on eligible device(s).

Continue →

Software management

Viewing and managing licenses

Viewing licenses from the Dashboard

1. Navigate to the Dashboard within the *Software management* tab.

2. View the “Licenses” pod, which provides a snapshot of the licenses in the account:

Purchased

The number of purchased licenses in the account

Available

Licenses that are available to attach to devices

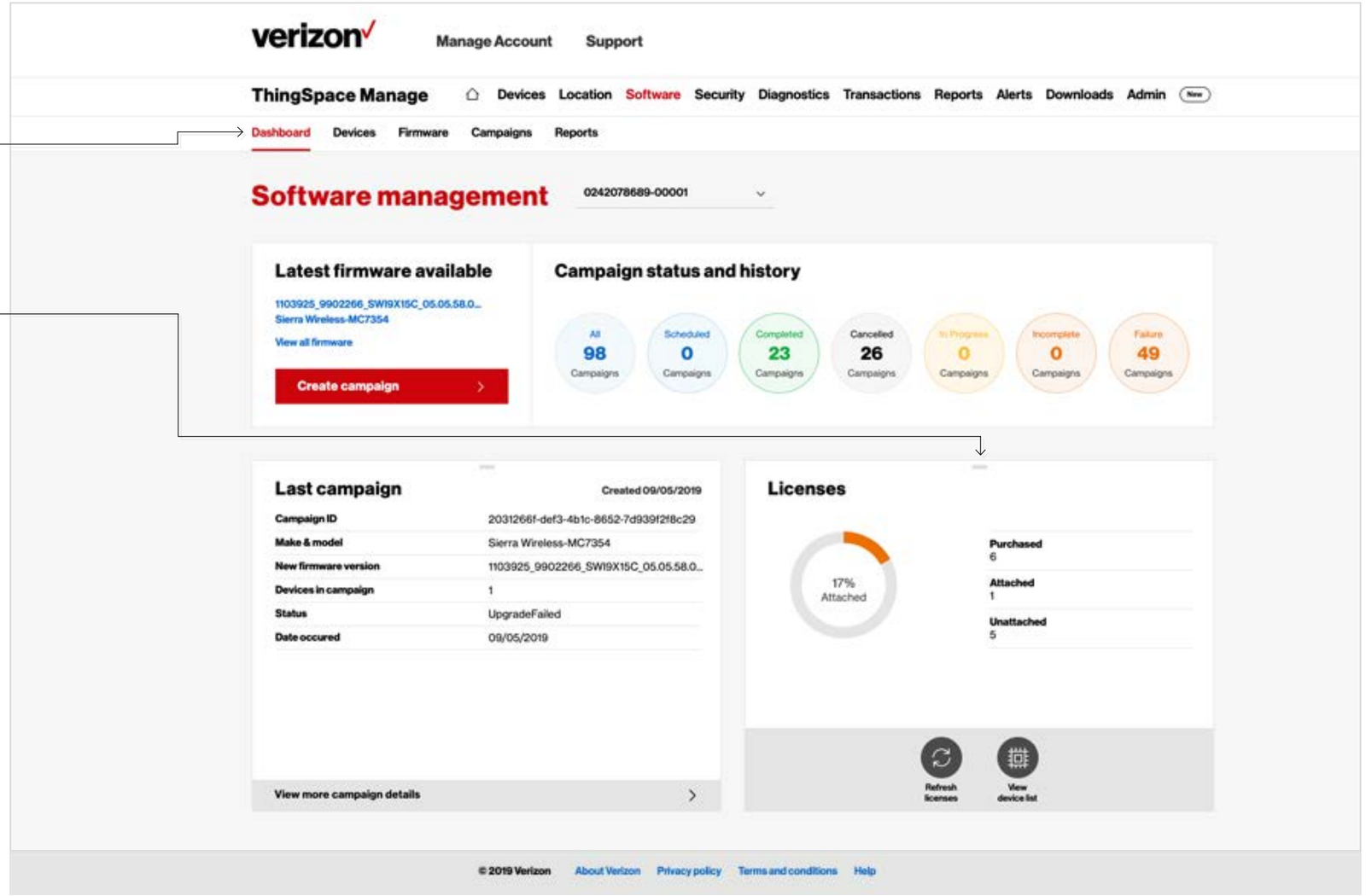
Attached

Licenses that are attached to devices

Locked

Licenses that have been used in an update. These licenses cannot be transferred to other devices.

Continue →



Software management

Viewing and managing licenses

Refresh license count from the Dashboard

1. Navigate to the Dashboard within the *Software management* tab.

2. View the “Licenses” pod, which provides a snapshot of all the licenses in the account.

3. Click the *Refresh licenses* button.

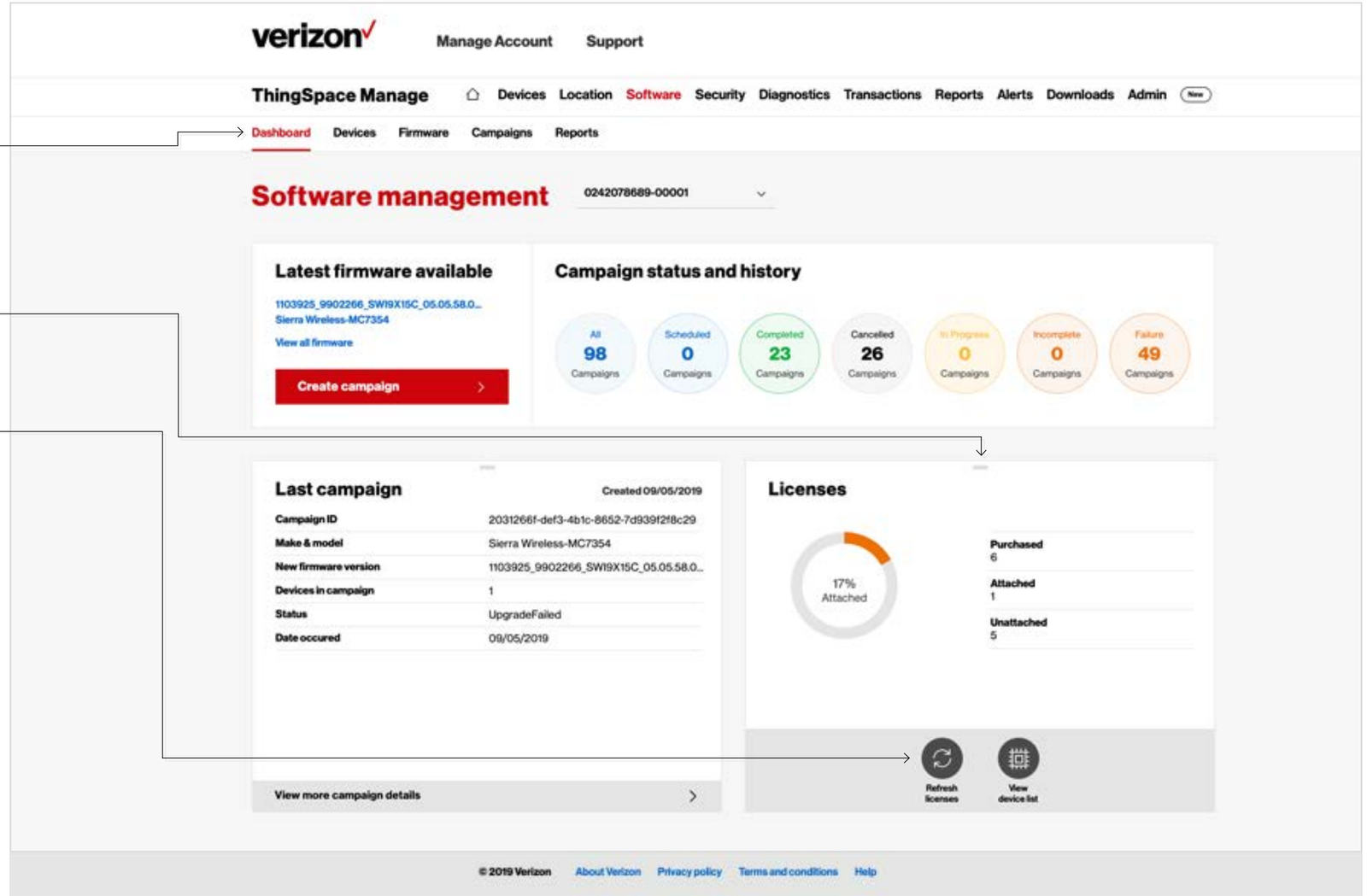
- License status is updated

Continue →

ⓘ Here’s a tip

If you are reviewing licenses within the Dashboard, click the *View device list* button within the Licenses pod.

You will land on Devices within the Software management page.



Software management

Viewing and managing licenses

Viewing licenses from the Devices list

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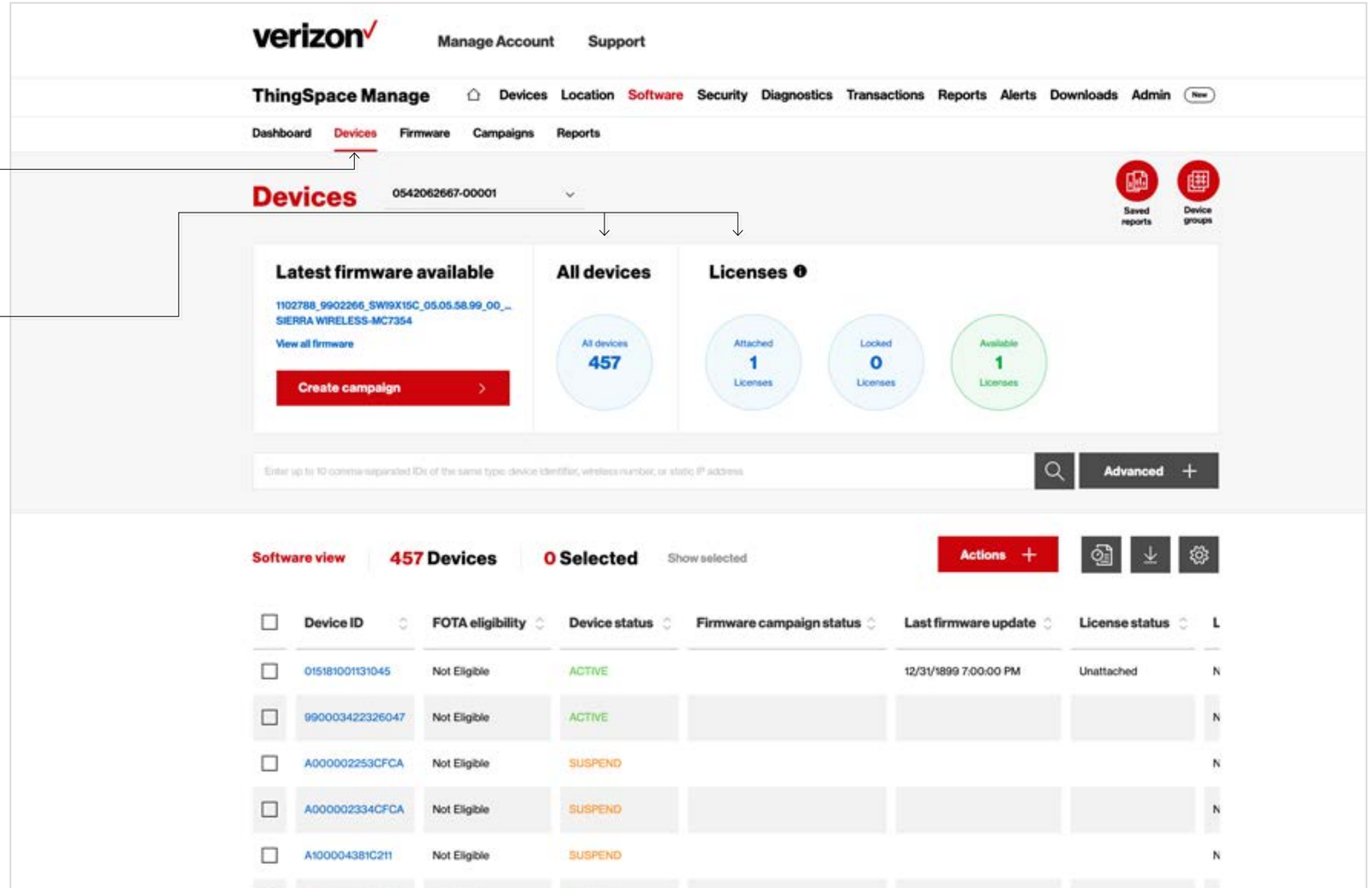


Software management

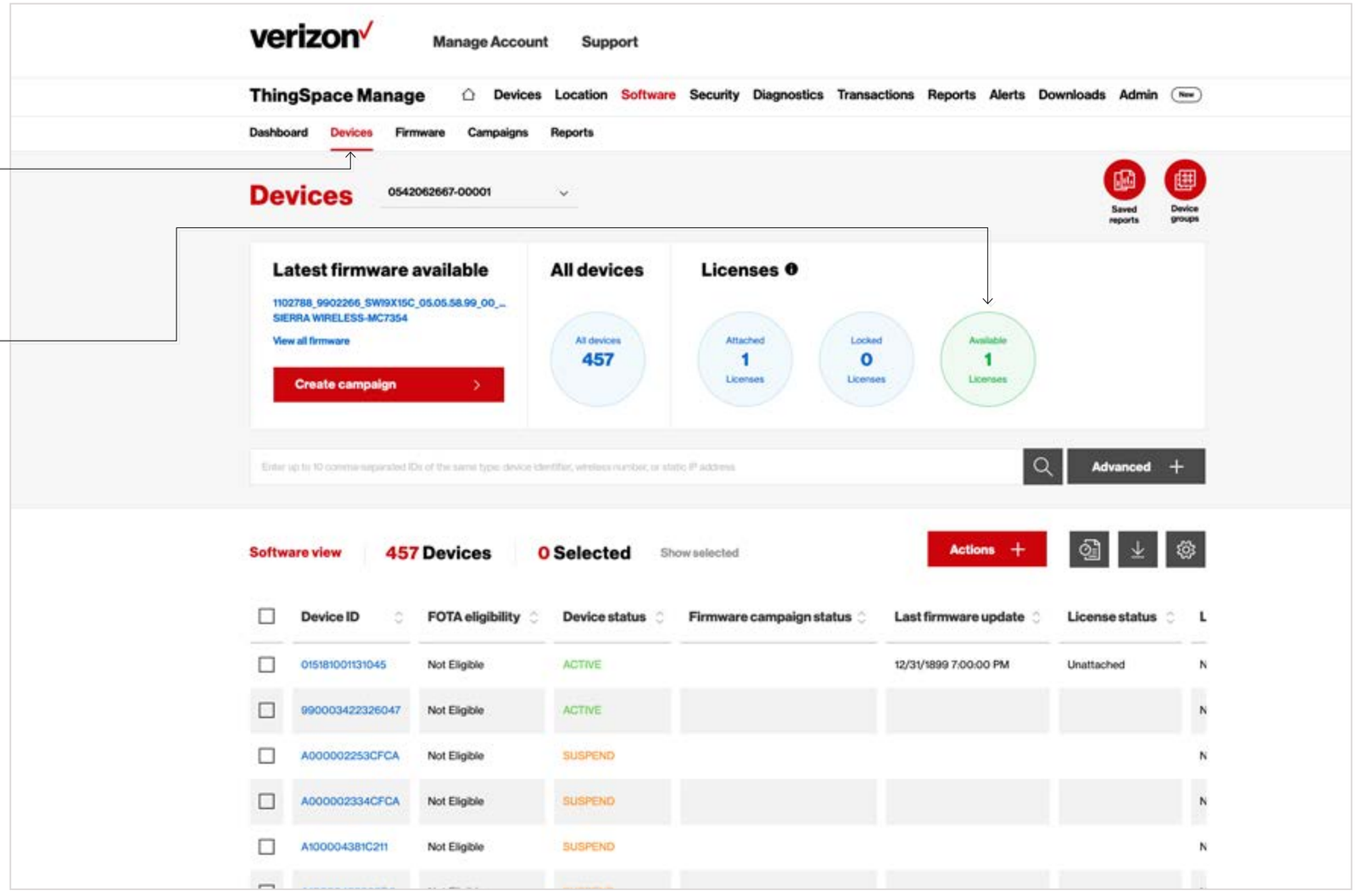
Viewing and managing licenses

Attaching licenses from the Devices list

1. Navigate to Devices within the *Software management* tab.

2. View the Available Licenses circle to see whether there are any to attach (a value should be present in the “Available” circle if there are licenses available).

Continue →



Software management

Viewing and managing licenses

Attaching licenses from the Devices list

3 Select the devices to which you want to attach licenses using one of these methods:

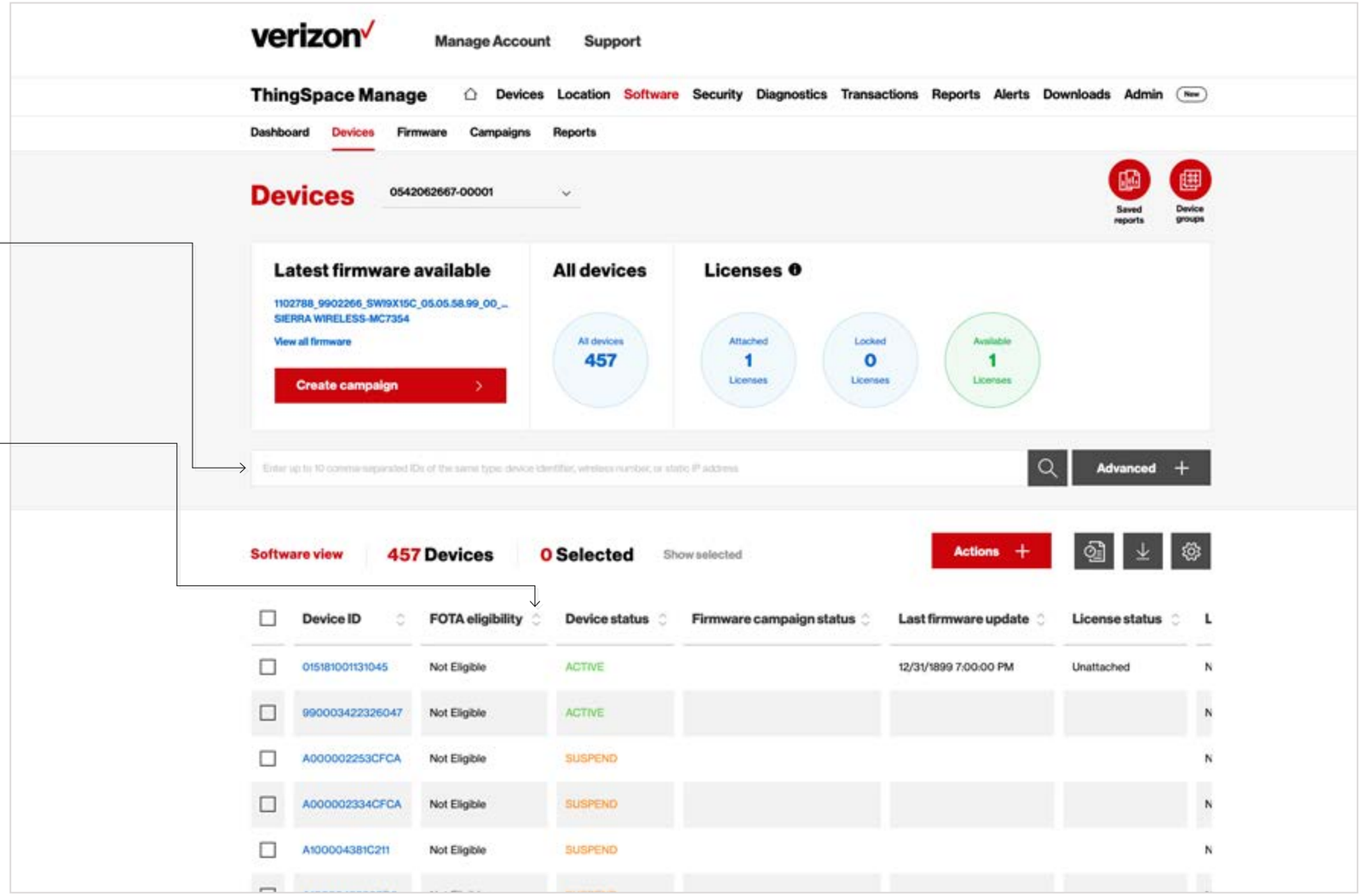
A. If you know the devices IDs to which you need to attach licenses:

1. Enter up to 10 device IMEIs, ICCIDs, or MDNs in the search bar, separated by a comma.
2. Click on the search icon. This will display the selected devices in the list below.

B. Search for available devices from the list:

1. Click the arrows in the FOTA eligibility column to sort by devices that are eligible.
2. Click the arrows in the License status column to sort by status type. This should put all eligible devices that do not have licenses attached at the top of the list.

Continue →



Software management

Viewing and managing licenses

Attaching licenses from the Devices list

4. Use the checkboxes on the left of the device to select the device to which you want to attach licenses.

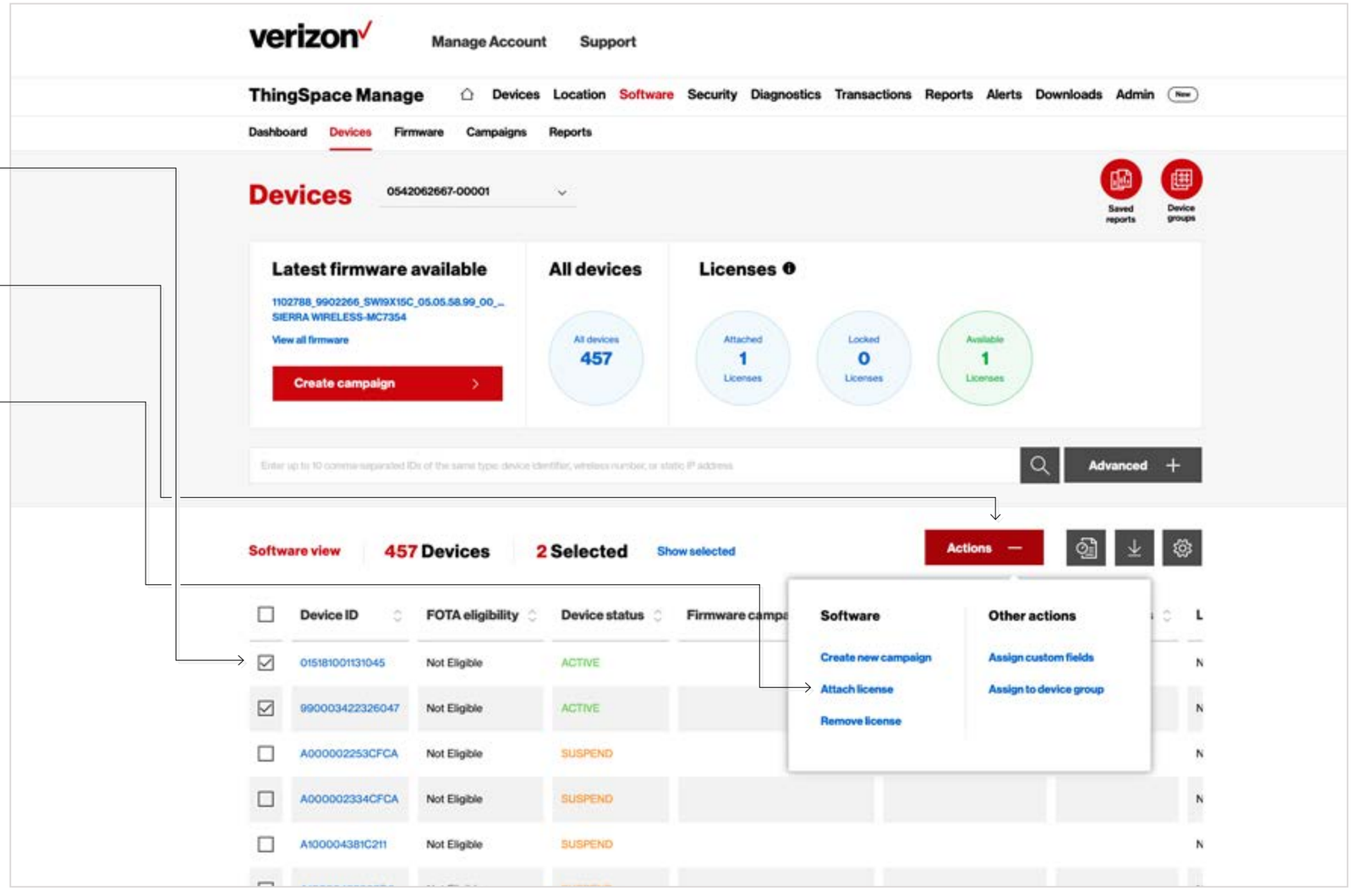
5. Click the *Actions* button.

6. Select *Attach license.*

7. A pop-up will confirm the action. Click the Confirm button if the information is correct. Licenses are now attached to the devices.

Note: Licenses can only be attached to FOTA eligible devices. If you select devices that are not FOTA eligible, you will receive an error message and will not be able to continue with those devices.

Continue →



Software management

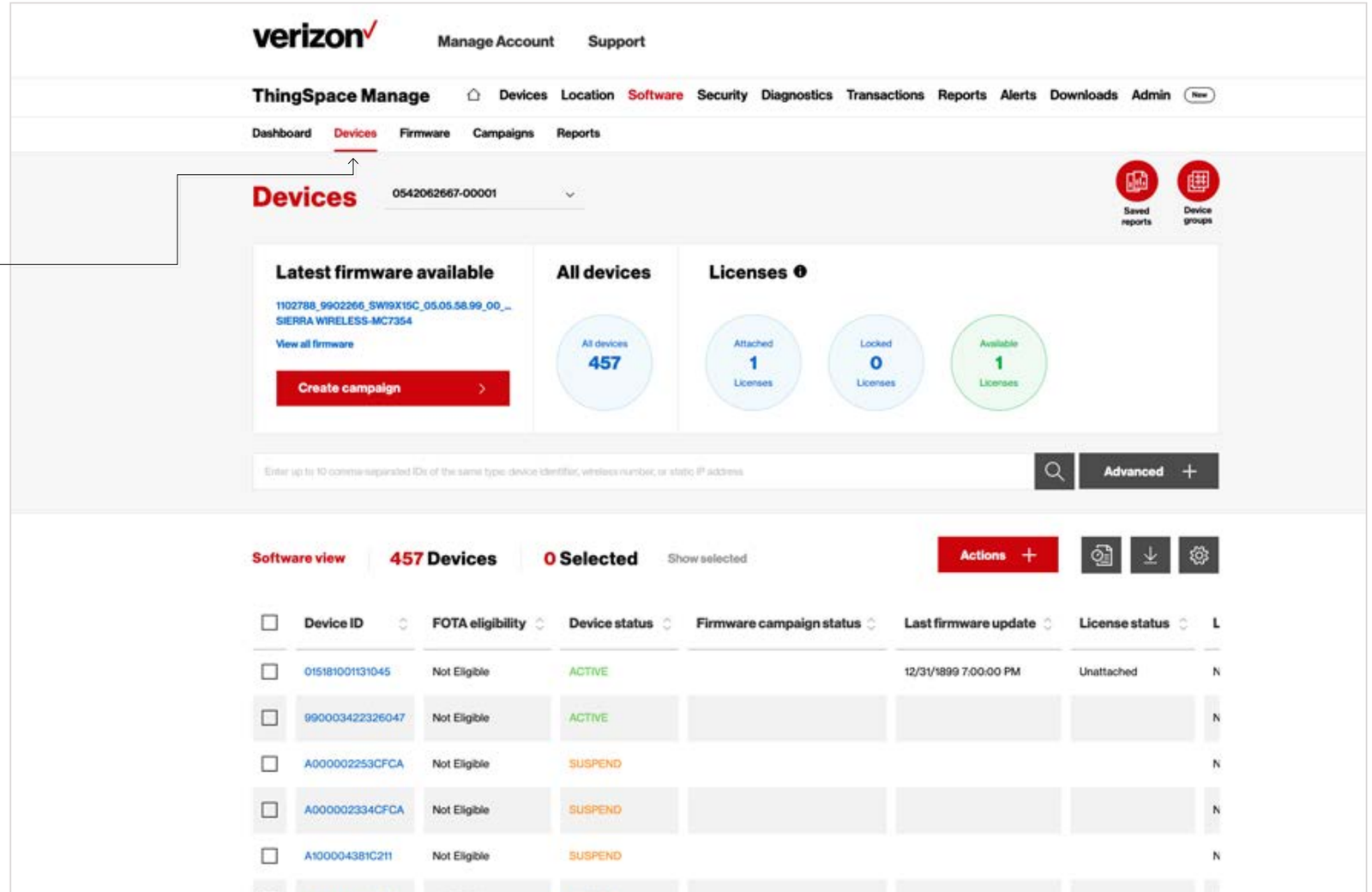
Viewing and managing licenses

Removing licenses from devices from the Devices list

Note: Licenses can only be removed from devices that have NOT received a firmware update. Once a campaign is executed on a device with an attached license, the license cannot be removed from the device.

1 Navigate to *Devices* view within the Software management page.

Continue →



Software management

Viewing and managing licenses

Removing licenses from devices from the Devices list

2 Select the devices from which you want to remove licenses using one of these methods:

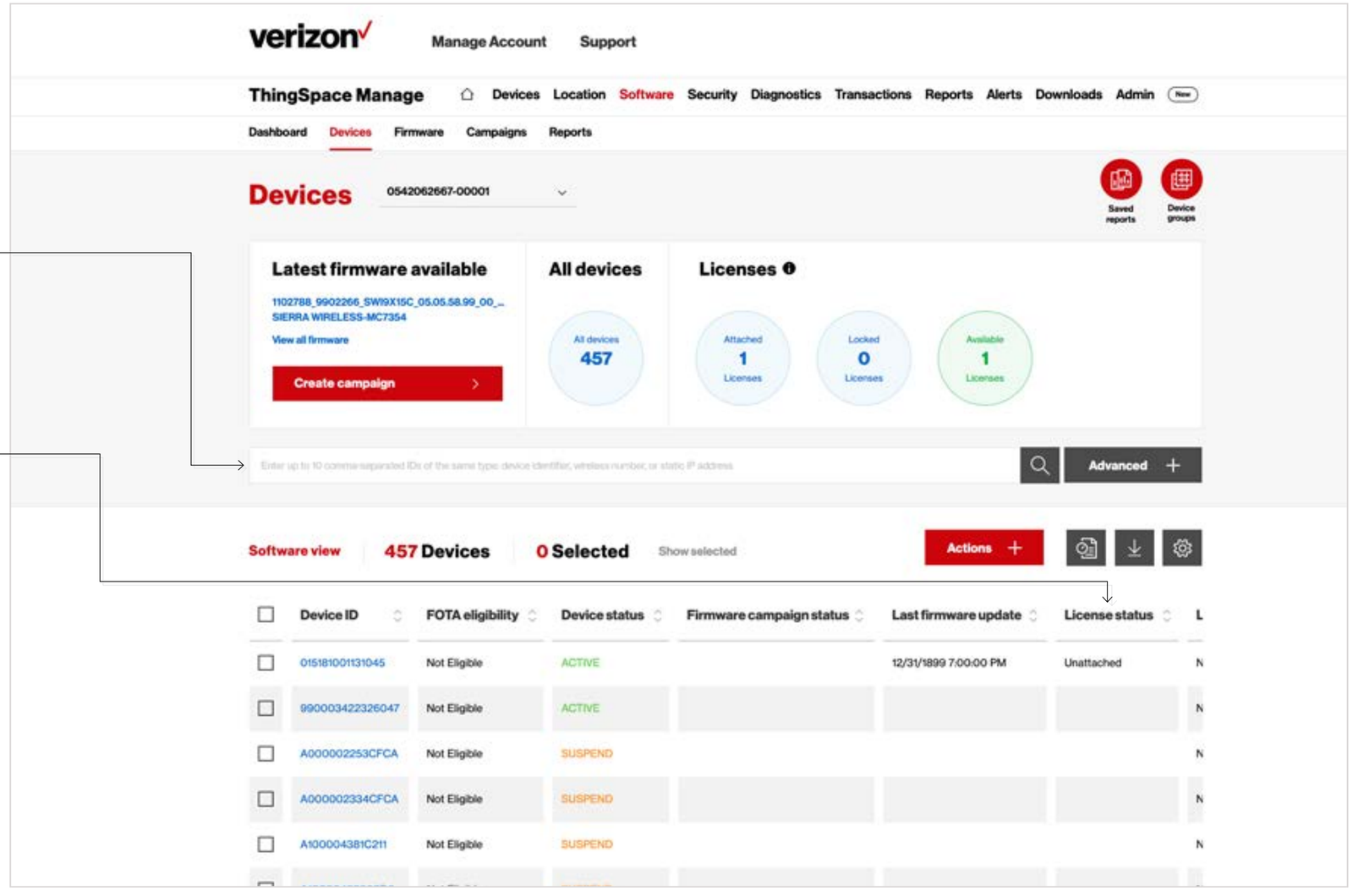
A. If you know the devices IDs to which you need to remove licenses:

1. Enter up to 10 device IMEIs, ICCIDs, or MDNs in the search bar, separated by a comma.
2. Click on the search icon. This will display the selected devices in the list below.

B. Search for available devices from the list:

1. Click the arrows in the License status column to sort by status type.
2. Look in the “License status” column for the status “Attached” to view devices that have subscription licenses attached.

Continue →



Software management

Viewing and managing licenses

Removing licenses from devices from Devices list

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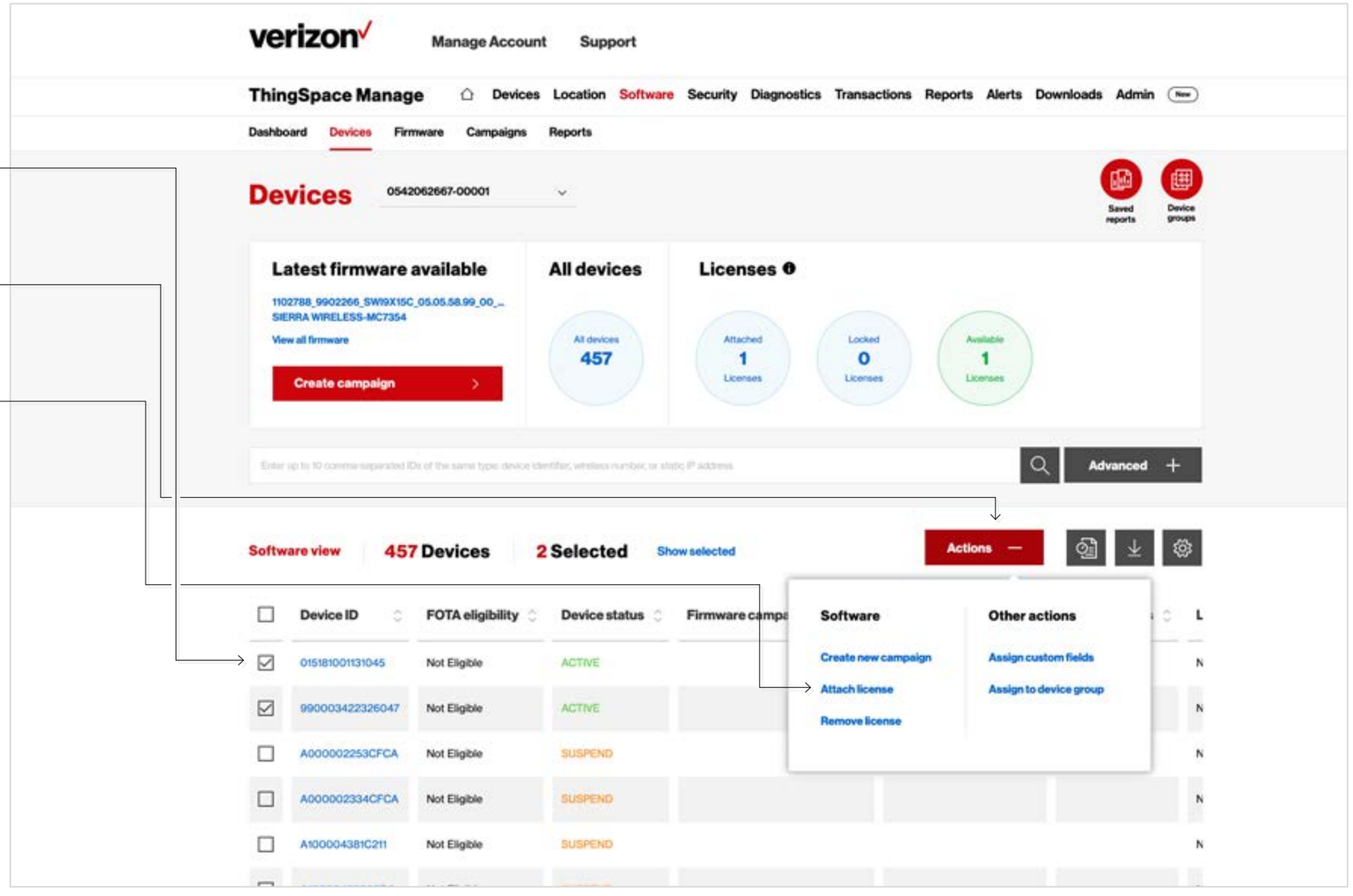
Continue →



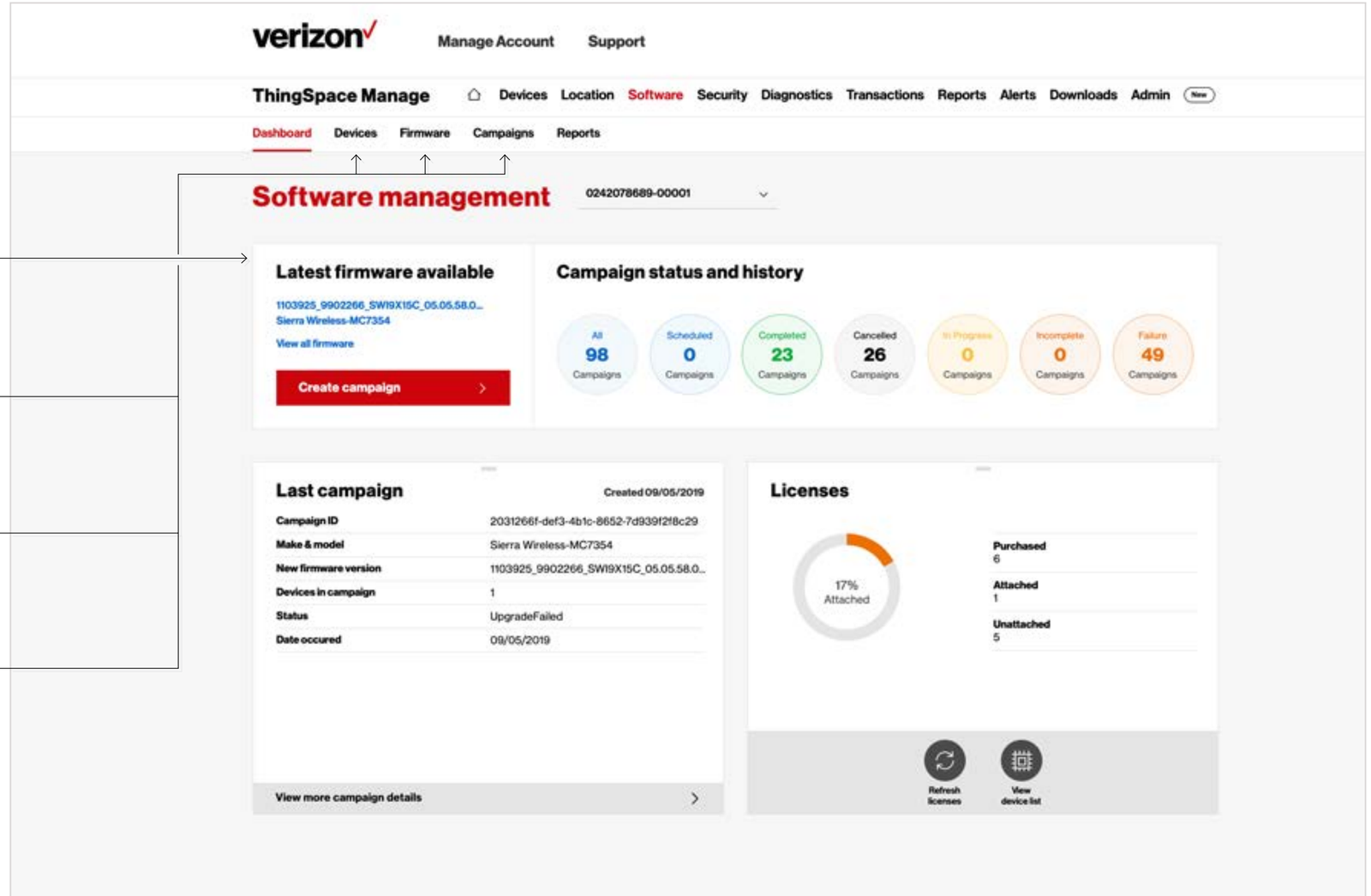
Software management

Schedule a campaign

There are a number of ways to schedule a software campaign, depending on the view from which you are starting:

- From the “Latest firmware available” pod on the Dashboard view: Allows you to quickly create a campaign to update devices with the most recent software release.
- From the Devices view: This is the best path if you have specific devices you know you want to update.
- From the Firmware view: This view allows you to search for specific firmware to update, view the details and create an update campaign.
- From the Campaigns view: This view also allows you to quickly create a campaign to update devices with the most recent software release.

Continue →



Software management

Schedule a campaign

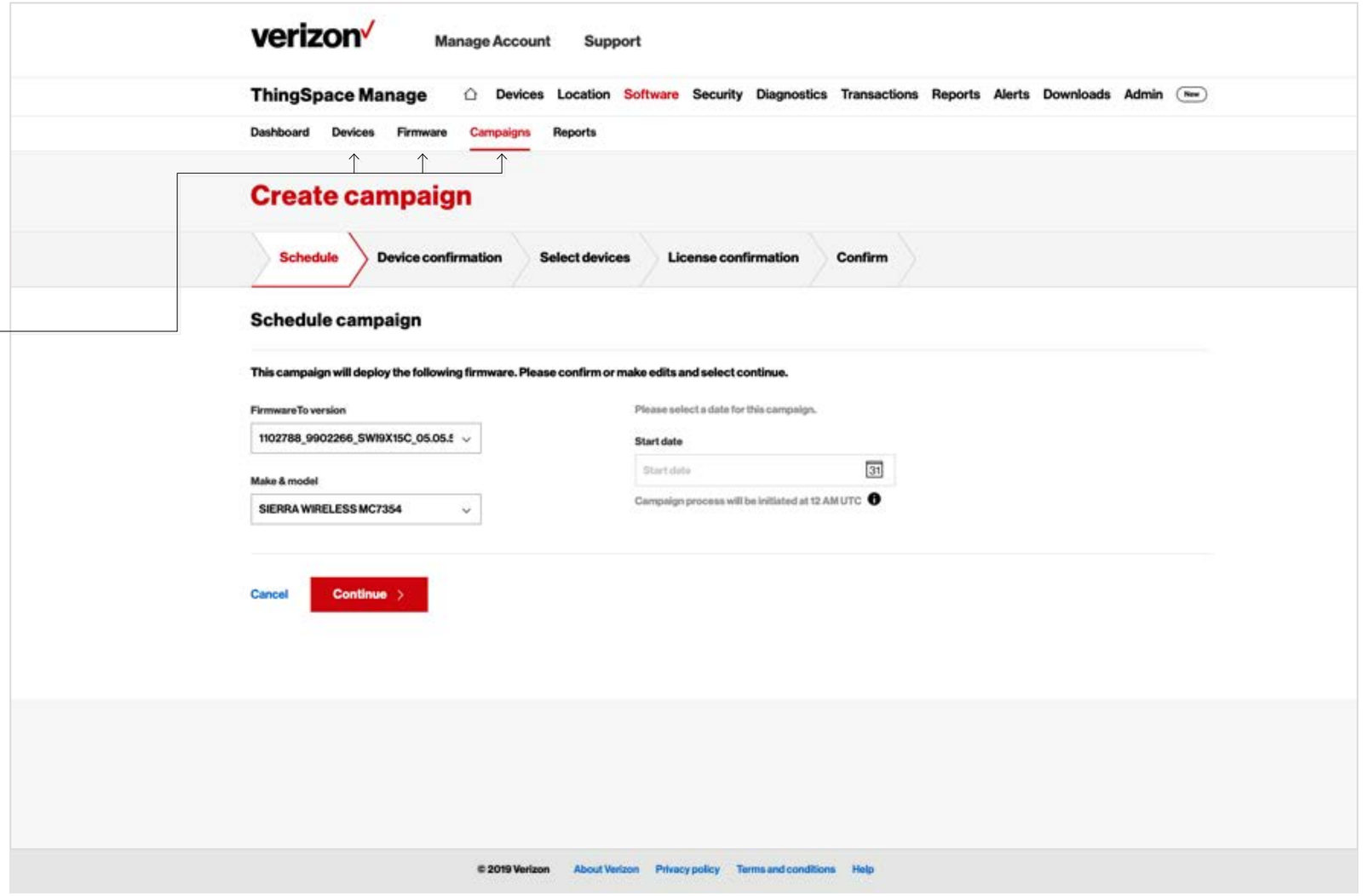
Schedule a campaign from Dashboard, Campaigns or Firmware tabs

Note that instructions for scheduling a campaign from the Devices tab is provided separately below.

1. Navigate to the Dashboard, Campaigns or Firmware view. No matter which view you start from, you should be presented with a button to create a campaign if a software update is available for devices in the account.

2. Click *Create campaign*

   - This will open the campaign widget (shown right)



Continue →

Software management

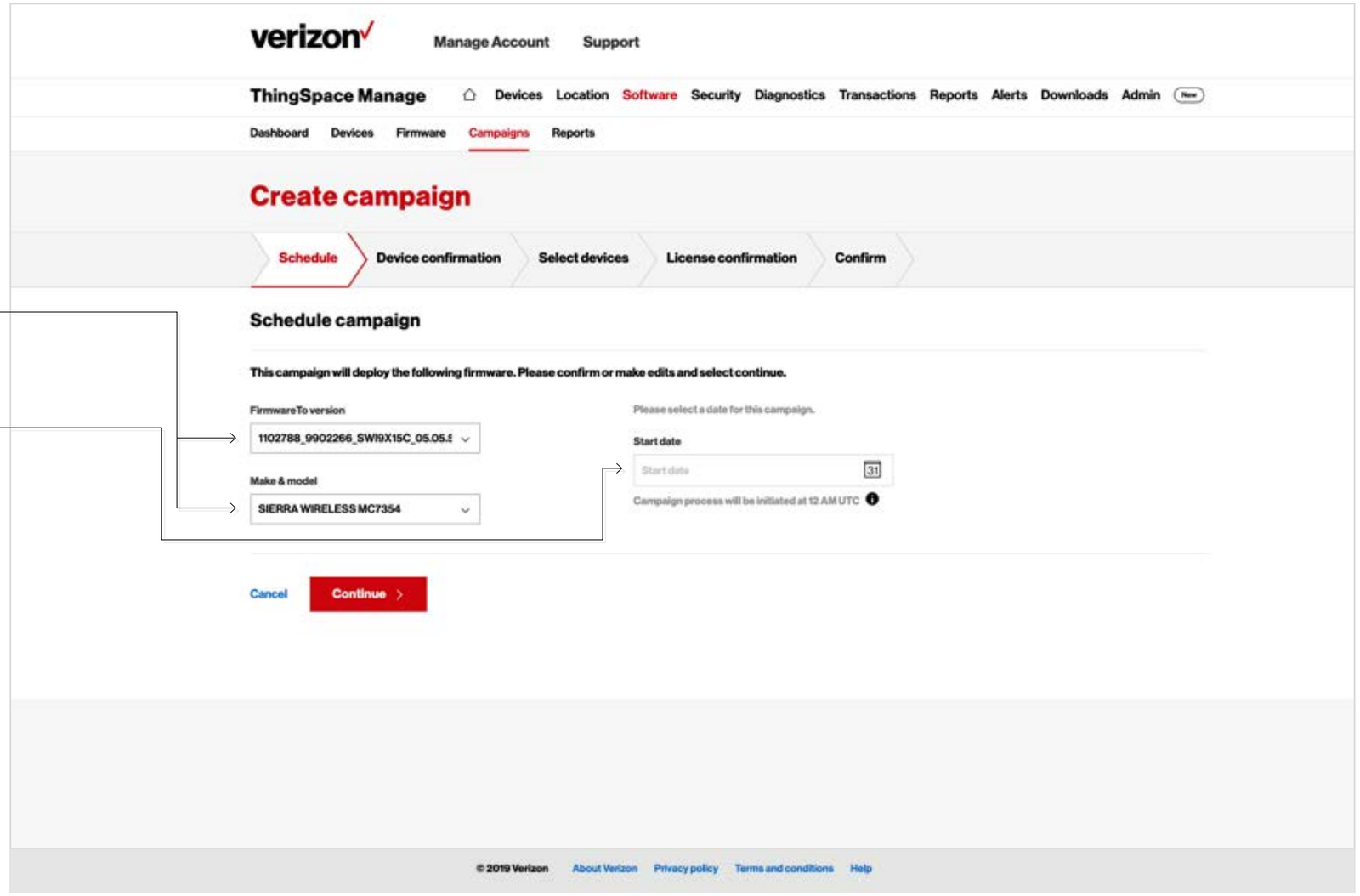
Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

3 The most recent firmware version update that is available will be automatically populated. If this isn't the desired firmware for the update, select another from the dropdown. Or select the make and model of the devices that should be updated. These dropdowns correspond and one is automatically updated when a new value is selected in the other.

4 Click in the start date field. A calendar dropdown appears.

Continue →



Software management

Schedule a campaign

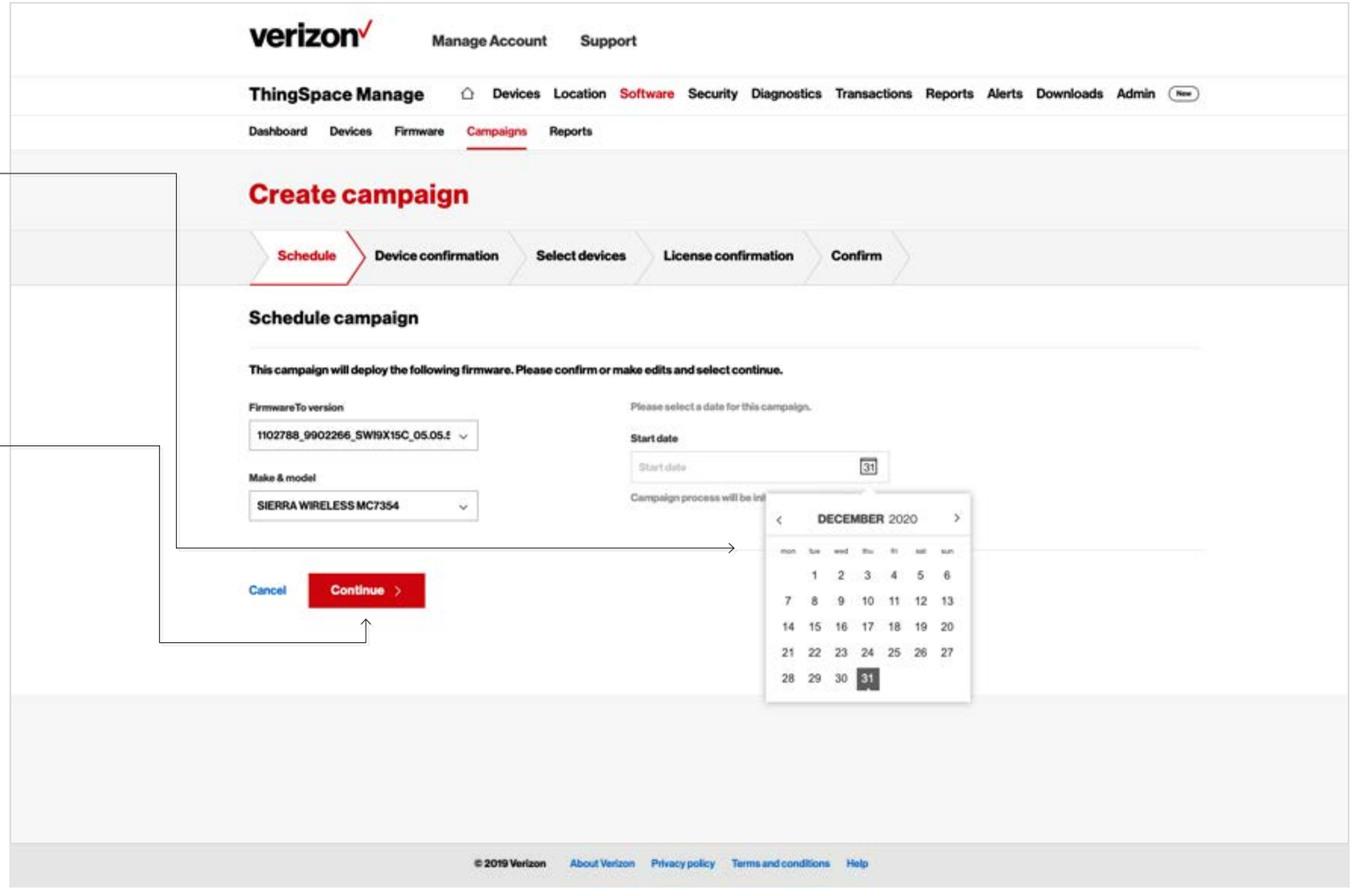
Schedule a campaign from Dashboard, Campaigns, or Firmware tab

5 Select a *start date* for the campaign.

"Note: Campaign schedule is based on 12 AM UTC. The system converts this time to CST. Campaigns are deployed at 6 PM CST on the the day preceding the date you select. Ex: To deploy your campaign on Saturday at 6 PM CST, schedule your campaign for a Sunday. Or you can start it "immediately" (i.e., within the hour), so long as 12 AM UTC has not passed. If it has passed, schedule it for "tomorrow" and it may start within the hour, based on system capacity."

6 Click *Continue*.

Continue →



Software management

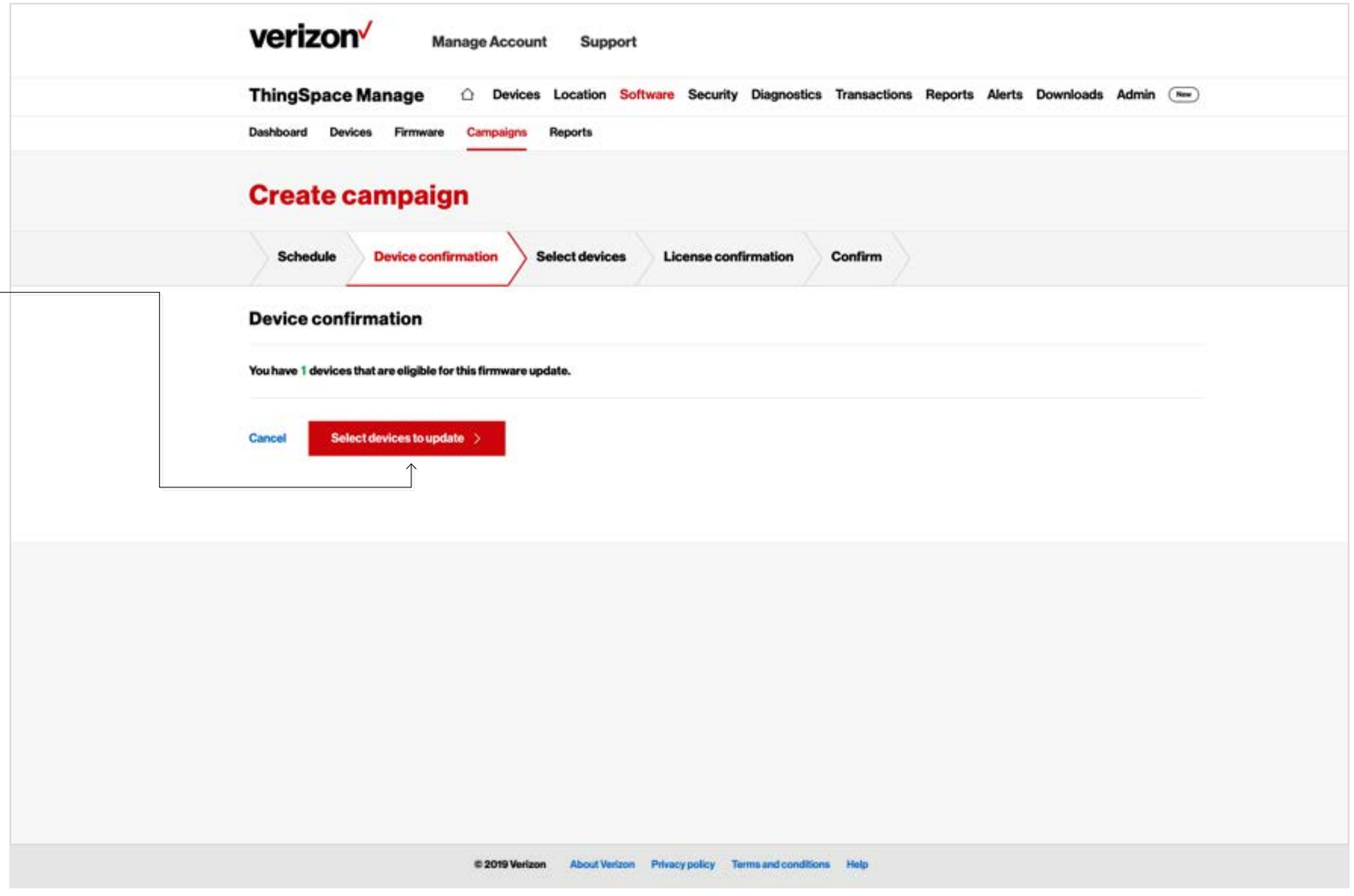
Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

This screen will confirm the number of devices in the account that are eligible for this firmware update campaign.

7 Click *Select devices to update*.

Continue →



Software management

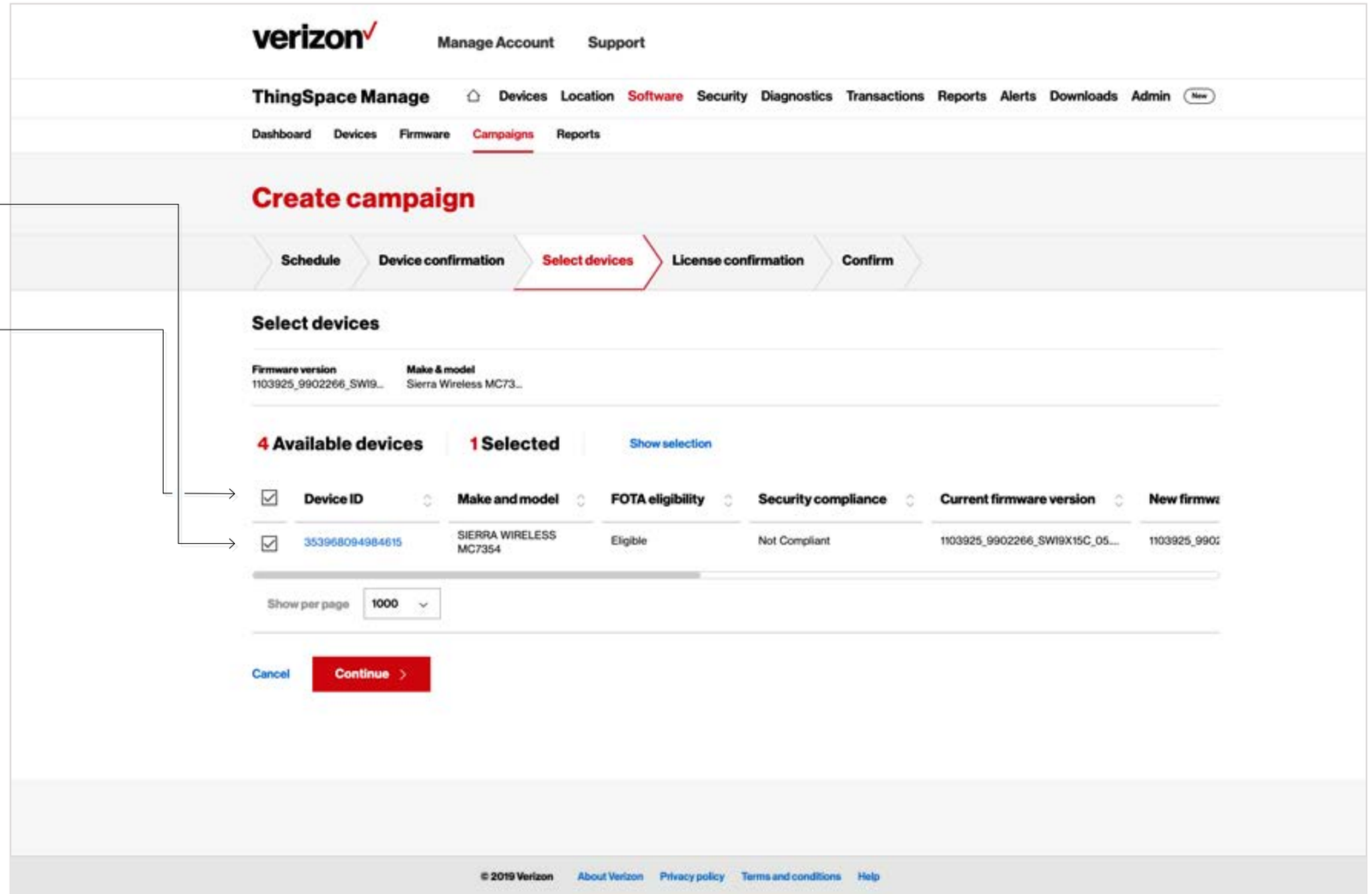
Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

8 Use the checkboxes on the left side of the devices list to select the devices to include in the campaign.

- Use some of the headers with top and bottom arrows to help filter
- Click the box at the top of the list to select all eligible devices

Continue →



Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

9 Click *Continue*.

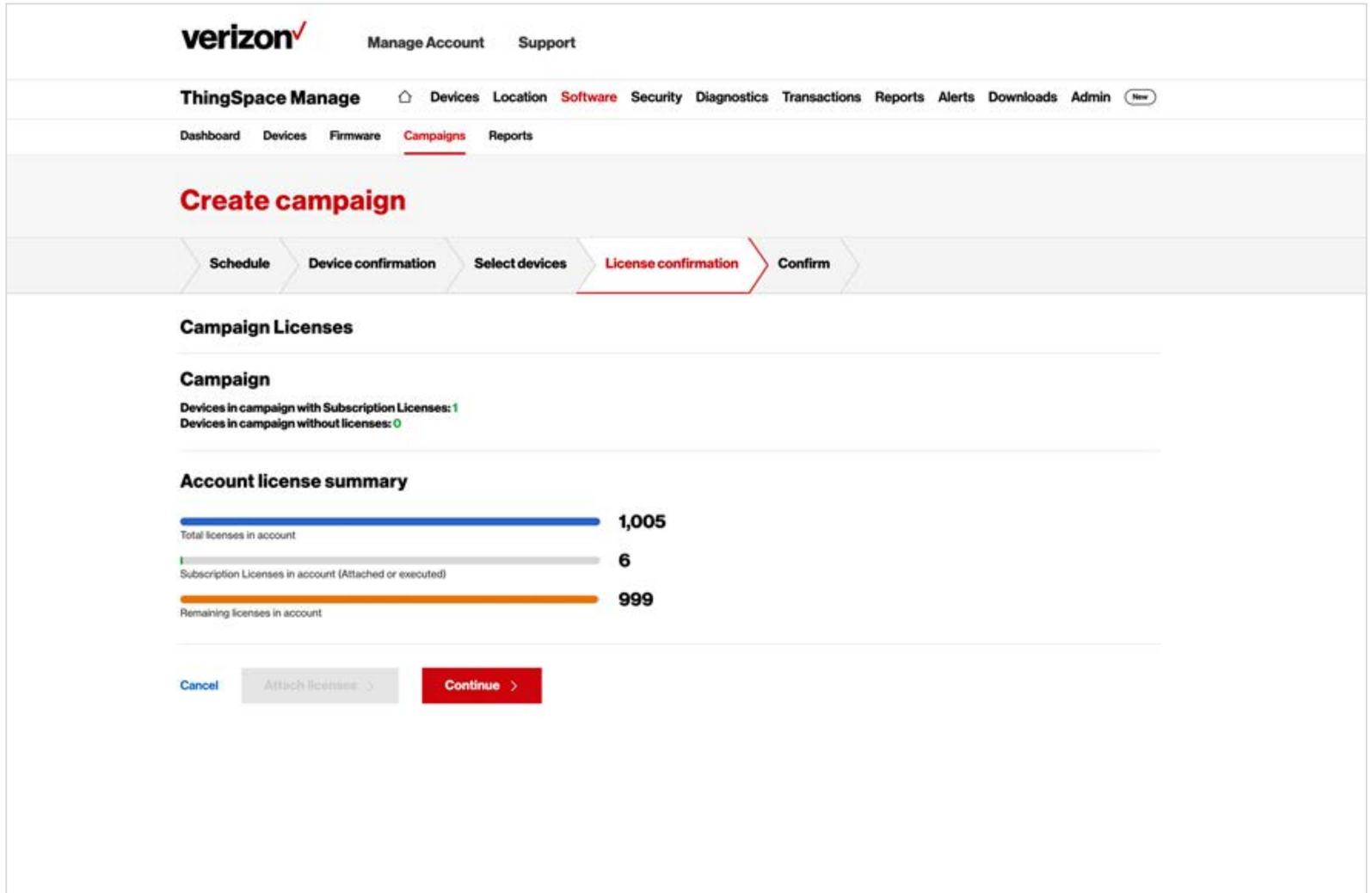
- If all devices in the campaign have subscription licences attached, click *Continue*.

- If all or some of the devices in the campaign do not have subscription licences attached it means licences are available in the account. Click *Attach licences* and a pop up will confirm the license summary and attachment. Click *Confirm*.

- If all or some of the devices in the campaign do not have subscription licenses attached, it means the licenses are not available in the account. Contact your account rep to secure additional licenses in the account. When additional licenses have been secured, return to the app to continue scheduling the campaign.

  Note: If the last two scenarios above apply, you may elect to continue without attaching subscription licenses to devices. This will result in a premium software update Event Licenses charge for each device. If you want to elect this option, check the acknowledgement box and click *Continue*.

Continue →



Software management

Schedule a campaign

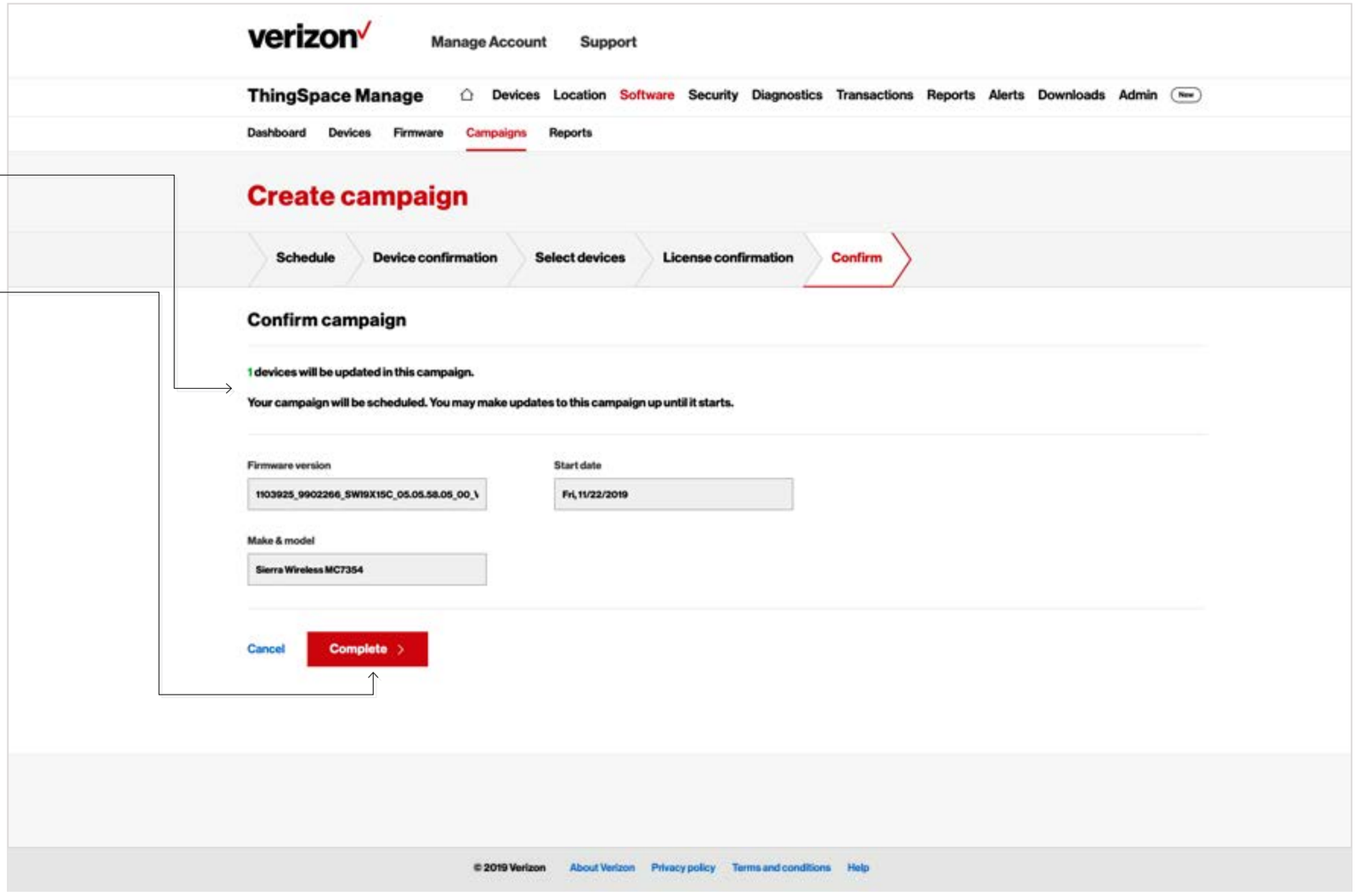
Schedule a campaign from Dashboard, Campaigns, or Firmware tab

10 Review the details of the campaign.

11 Click *Complete*.

- The campaign is scheduled. Changes can be made to the campaign until it starts to execute.

Continue →



Software management

Schedule a campaign

Schedule a campaign from the Devices page

1. Navigate to *Devices*.

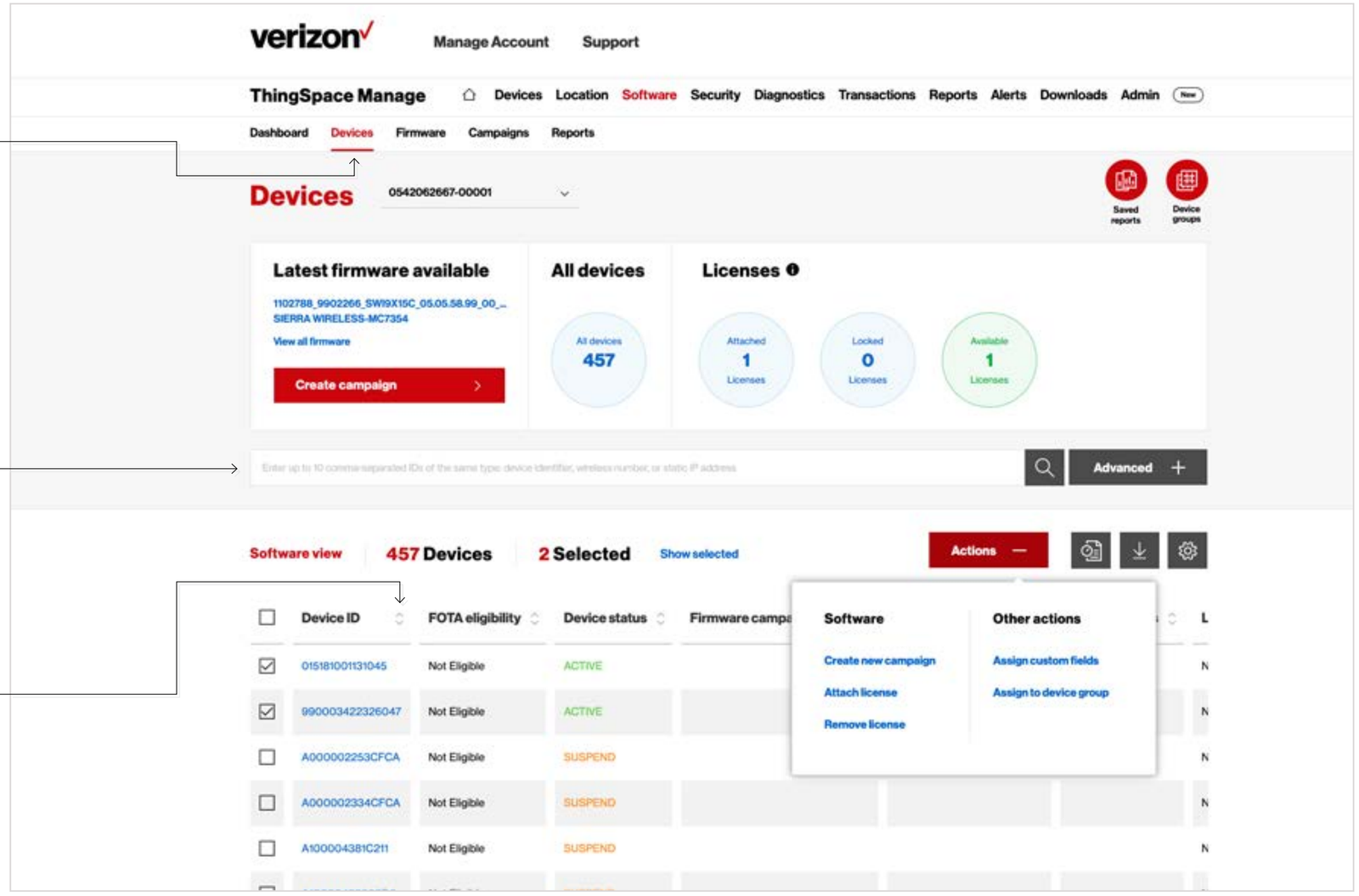
2. Select the devices that you want to update using one of these methods:

   A. If you know the device IDs you want to update:

   1. Enter up to 10 device IMEIs, ICCIDs or MDNs in the search bar, separated by a comma.
   2. Click on the search icon. This will display the selected devices in the list below.

   B. If you want to search for devices within the devices list:

   1. Use the arrows in each column to sort the list below to find the devices for which you are searching by looking for a specific make and model, firmware version, or other criteria.
   2. Use the checkboxes to the left of the devices to select devices to update.



Continue →

Software management

Schedule a campaign

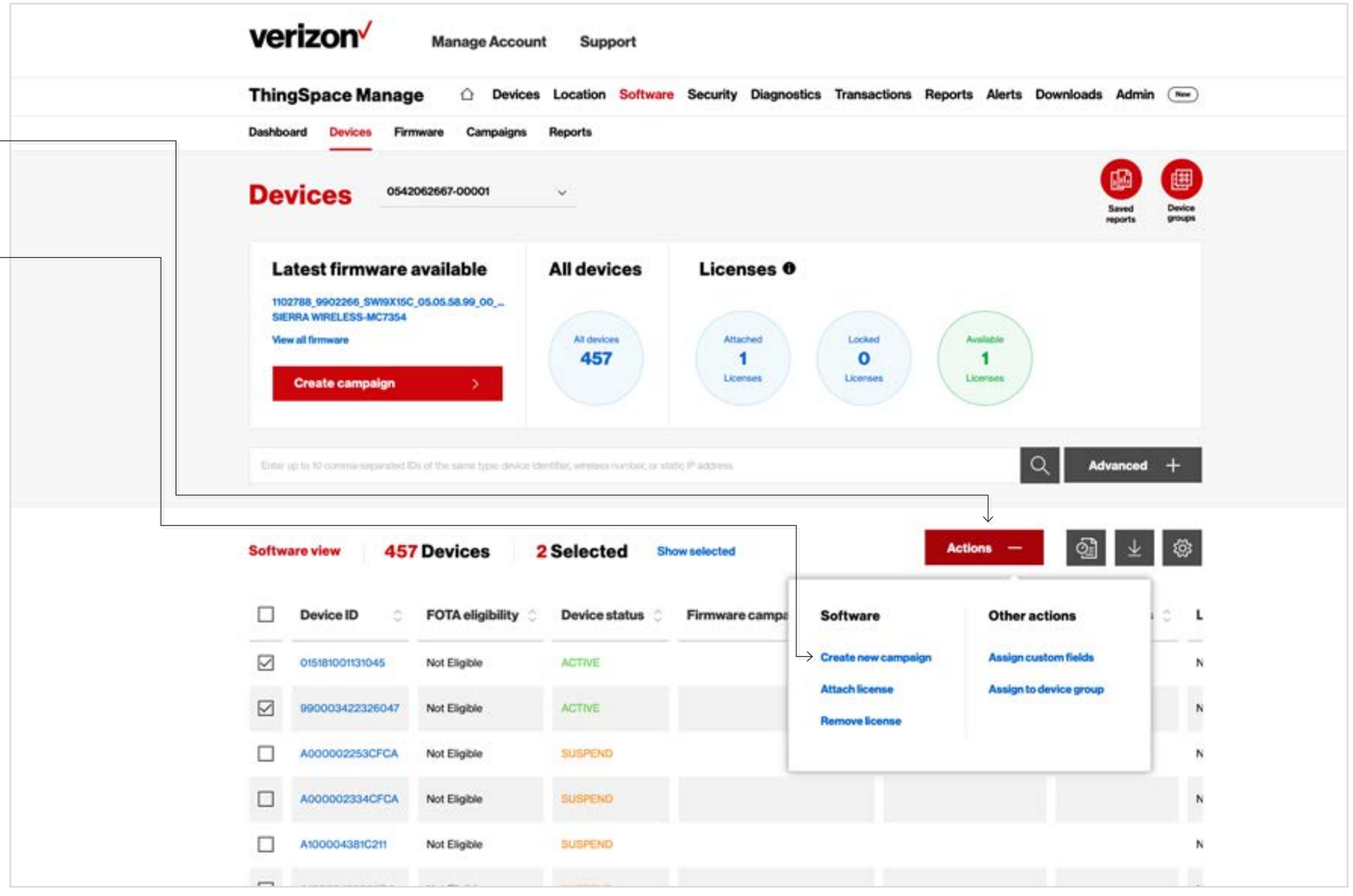
Schedule a campaign from the Devices page

3 Click on *Actions*.

4 Click on *Create new campaign*.

- This opens the Campaign widget

Continue →



Software management

Schedule a campaign

Schedule a campaign from the Devices page

5. Based on the device make and model you selected, the correct firmware version will be automatically populated.

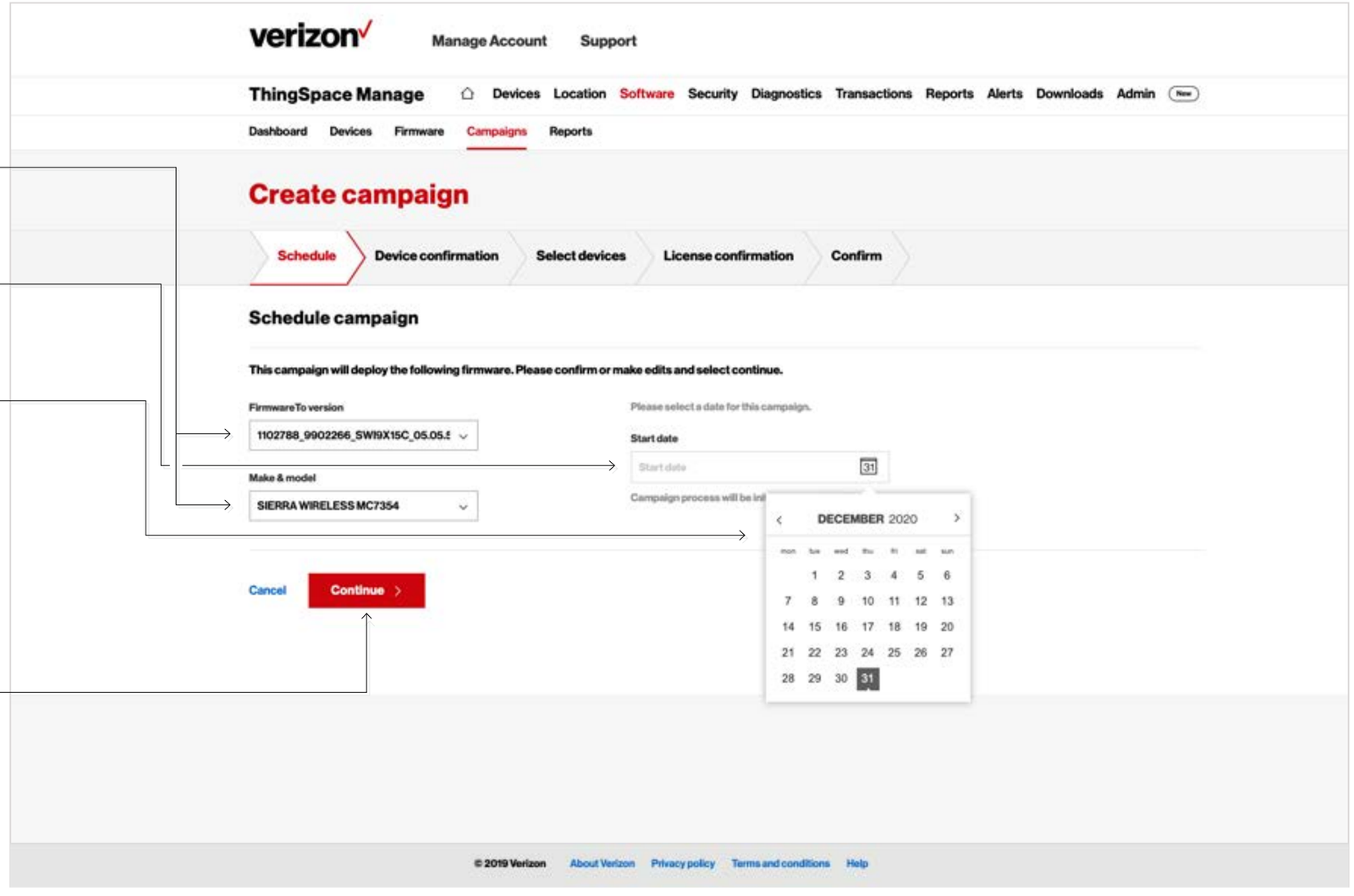
6. Click in the *start date* field. A calendar dropdown will appear.

7. Select a *start date* for the campaign.

"Note: Campaign schedule is based on 12 AM UTC. The system converts this time to CST. Campaigns are deployed at 6 PM CST on the the day preceding the date you select. Ex: To deploy your campaign on Saturday at 6 PM CST, schedule your campaign for a Sunday. Or you can start it "immediately" (i.e., within the hour), so long as 12 AM UTC has not passed. If it has passed, schedule it for "tomorrow" and it may start within the hour, based on system capacity."

8. Click *Continue*.

- The next screen confirms the number of devices in the account that are eligible for this firmware update campaign



Continue →

Software management

Schedule a campaign

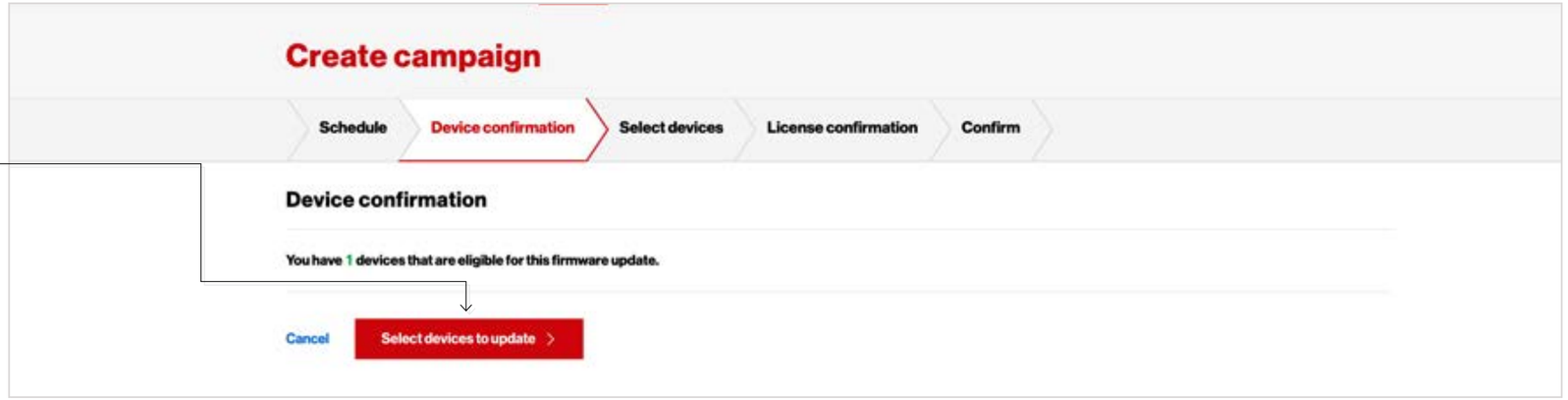
Schedule a campaign from the Devices page

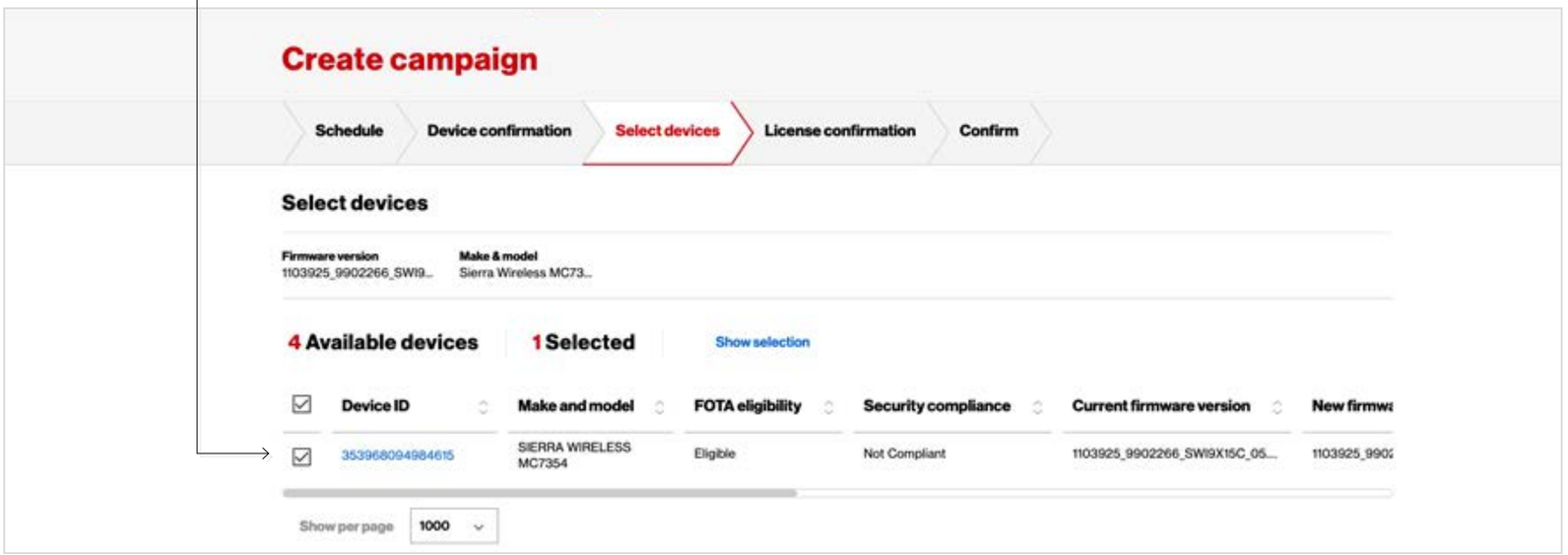
9 Click *Select devices to update*.

- A list of eligible devices will be displayed

10 Use the checkboxes on the left side of the devices list to select the devices to include in the campaign. Click the box at the top of the list to select all eligible devices.

Continue →





Software management

Schedule a campaign

Schedule a campaign from the Devices page

11 Click *Continue*.

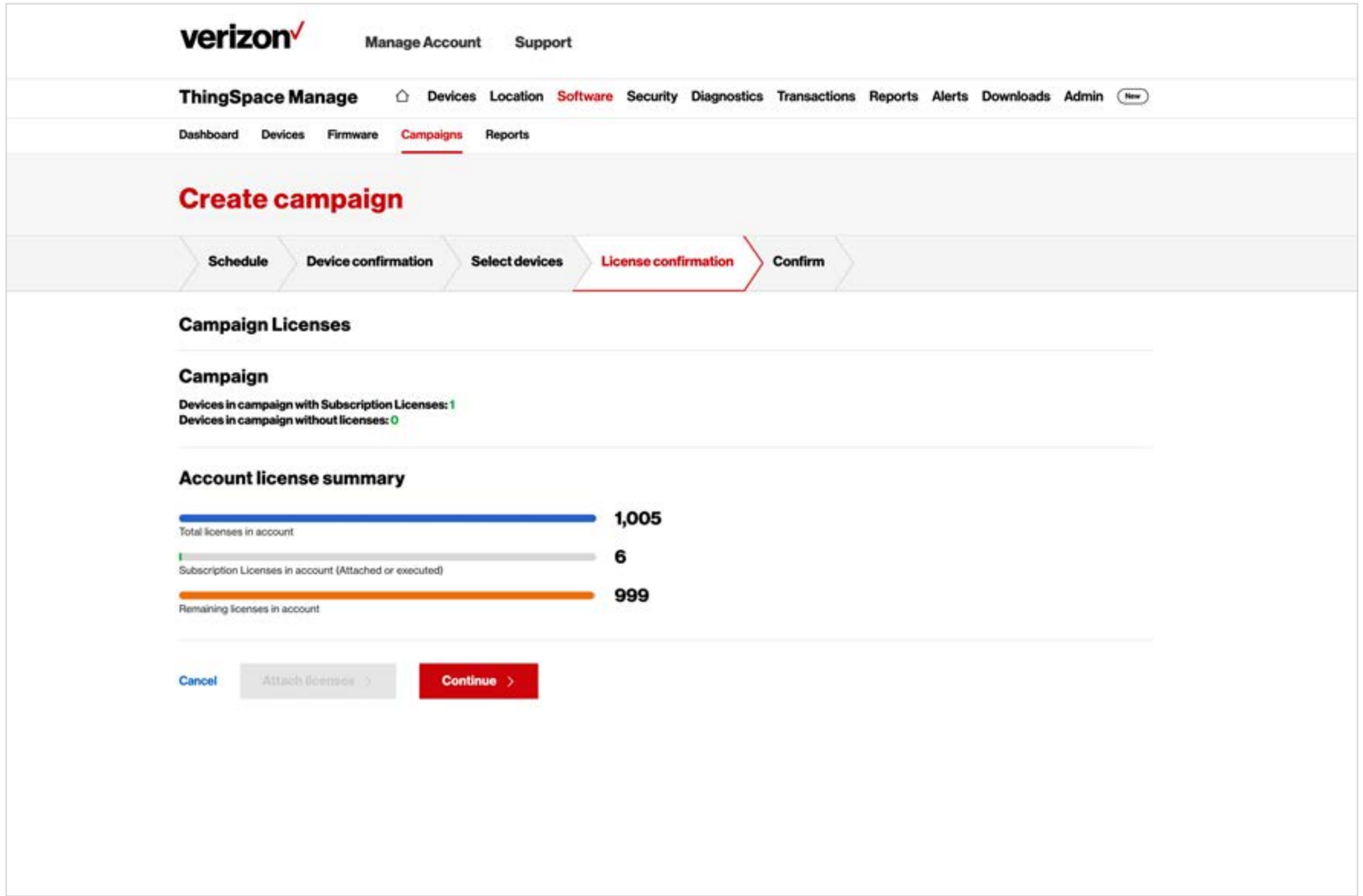
- If all devices in the campaign have subscription licences attached, click *Continue*.

- If all or some of the devices in the campaign do not have subscription licences attached it means licences are available in the account. Click *Attach licences* and a pop up will confirm the license summary and attachment. Click *Confirm*.

- If all or some of the devices in the campaign do not have subscription licenses attached, it means the licenses are not available in the account. Contact your account rep to secure additional licenses in the account. When additional licenses have been secured, return to the app to continue scheduling the campaign.

  Note: If the last two scenarios above apply, you may elect to continue without attaching subscription licenses to devices. This will result in a premium software update Event Licenses charge for each device. If you want to elect this option, check the acknowledgement box and click *Continue*.

Continue →



Software management

Schedule a campaign

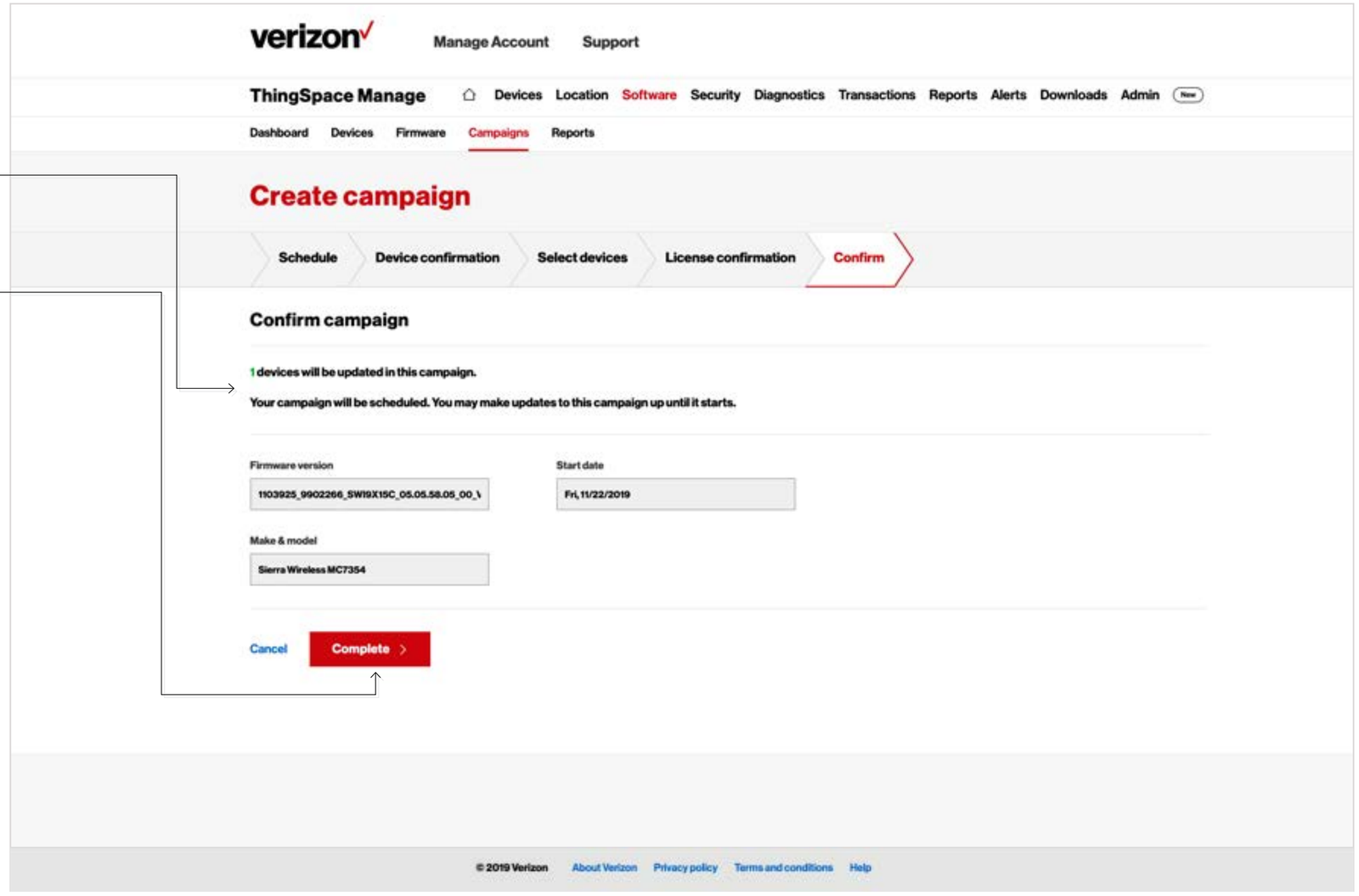
Schedule a campaign from the Devices page

12 Review the details of the campaign.

13 Click *Complete*.

- The campaign is scheduled. Changes can be made to the campaign until it starts to execute.

Continue →



Software management

View campaigns

View all campaigns

1 Navigate to the Campaigns view.

- A list of your campaigns is displayed by status:

All

All campaigns in the history of this account

Scheduled

Campaigns that are scheduled in the future

Completed

Update campaign (attempt) is completed. Note that some devices may not have successfully received update.

Canceled

Campaigns that were manually canceled

Incomplete

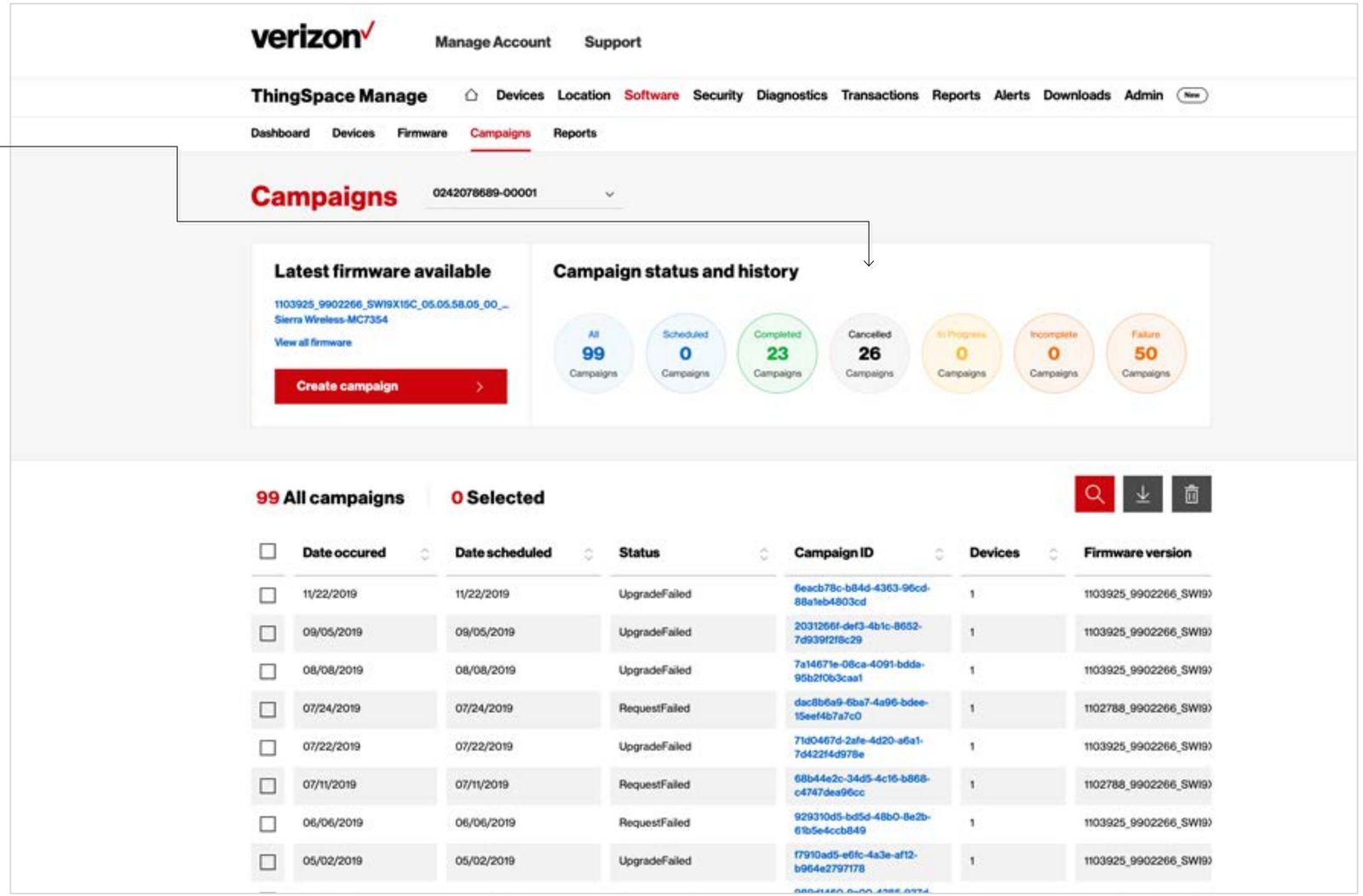
Campaign has stopped the update process, but not all devices were able to be updated

In Progress

Campaigns that have started delivering firmware to devices

Failure

Campaigns with devices that did not successfully respond to firmware updates



Continue →

Software management

View campaigns

View campaigns by type

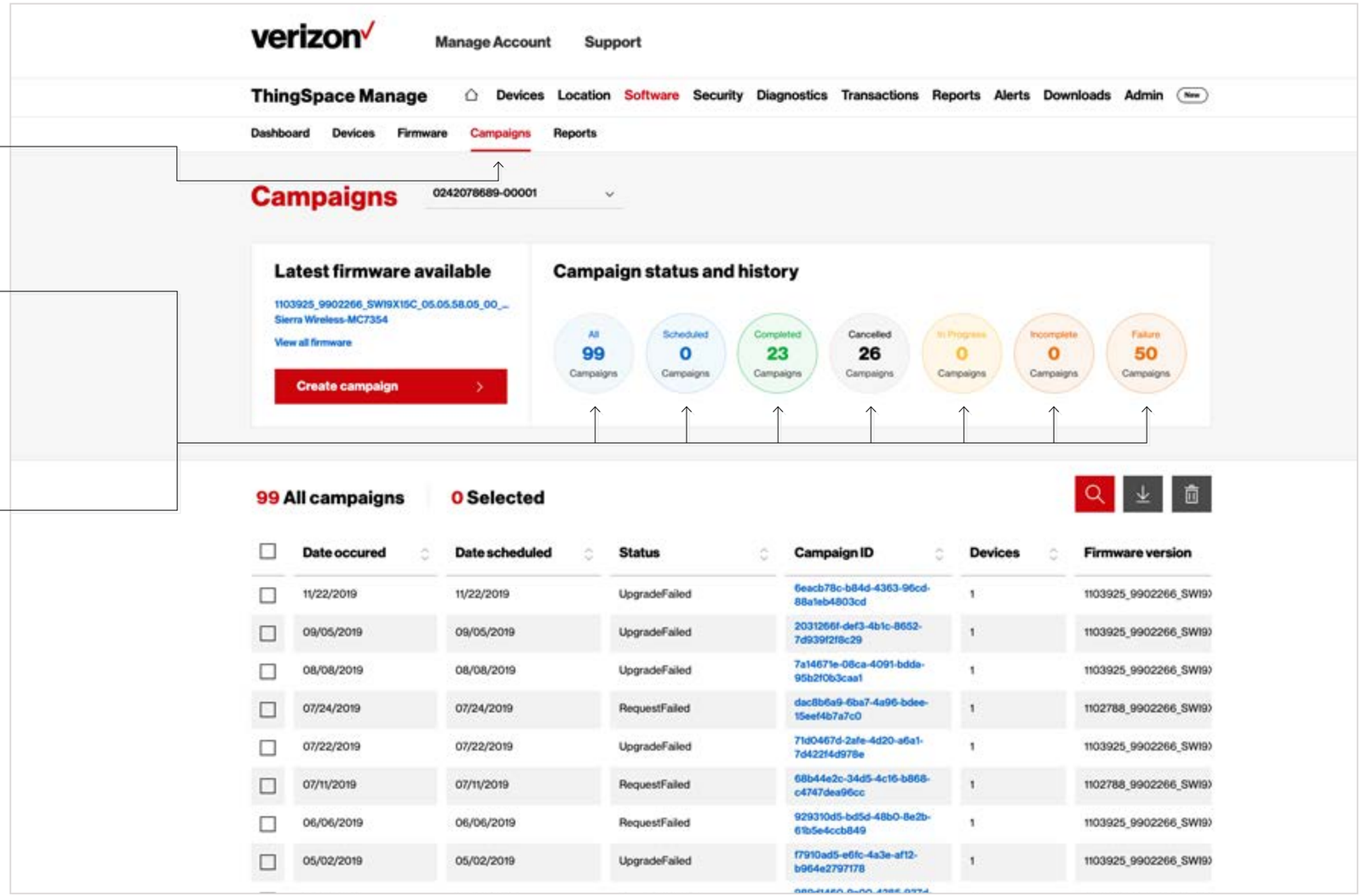
1. Navigate to the *Campaigns*.

2. Click on the desired circle in the Campaign status and history panel.

   - A list of campaigns in the selected status category are displayed

3. To view a different status category, click on the desired circle in the Campaign status and history panel.

   - The campaign list will now display campaigns in the newly selected category



Continue →

Software management

View campaigns

View campaign detail

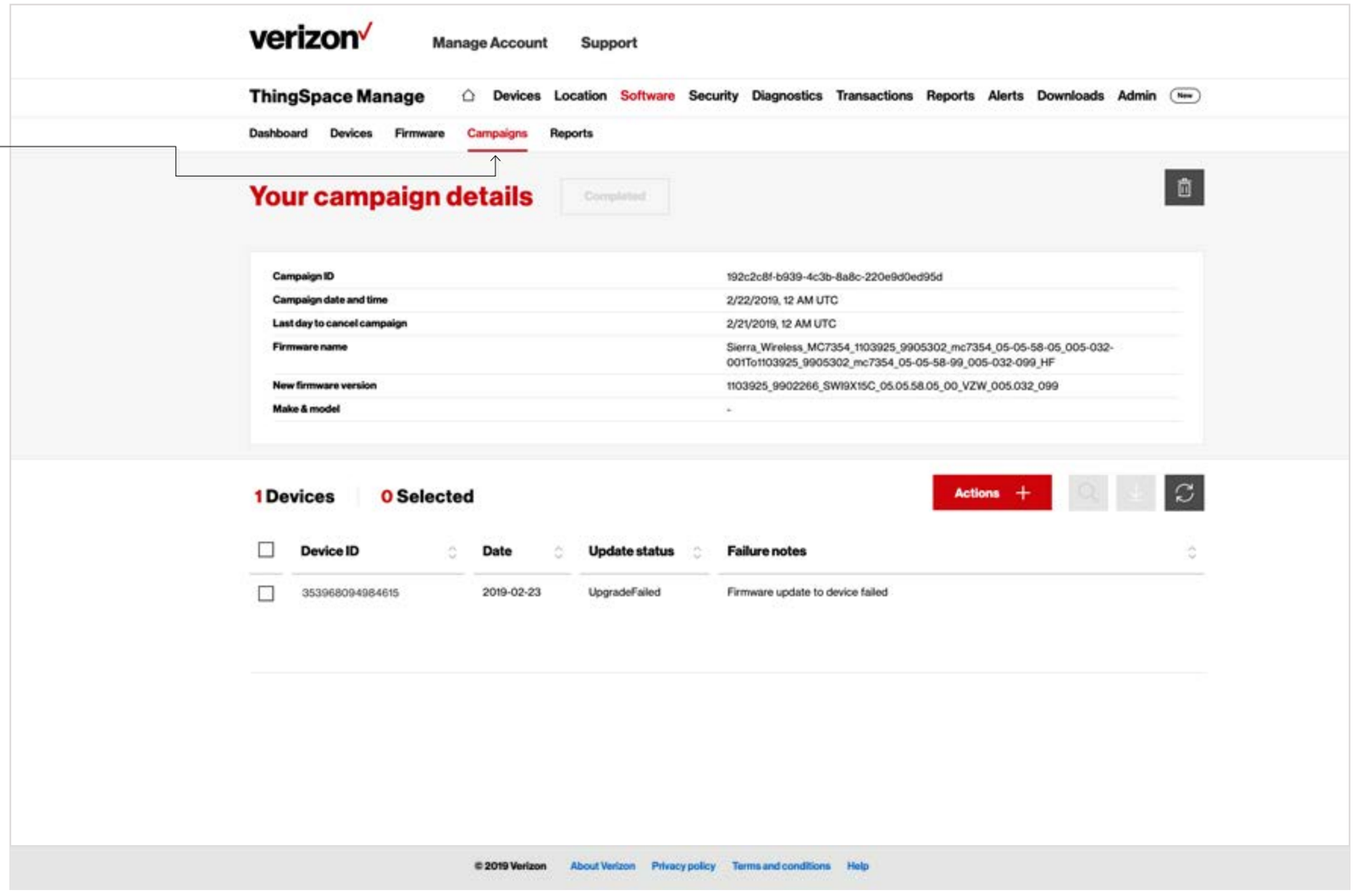
1. Navigate to the *Campaigns*.

2. Click on the Campaign ID you want to view.
   - A screen shows the details of your campaign. (shown right)

Note: If your campaign status is In progress, Incomplete, or Failure, you may update the status of specific devices in your campaign by clicking the Refresh button on the top right of the devices list in the campaign detail.

- A Complete status includes both successful and failed updates

Continue →



Software management

Cancel a scheduled campaign

Cancel a scheduled campaign from campaign list

Note: Only scheduled campaigns may be cancelled. Campaigns that have already started or are complete may not be edited or cancelled.

1 Navigate to the Campaigns list one of these ways:

A. Click on Campaigns within the Software navigation

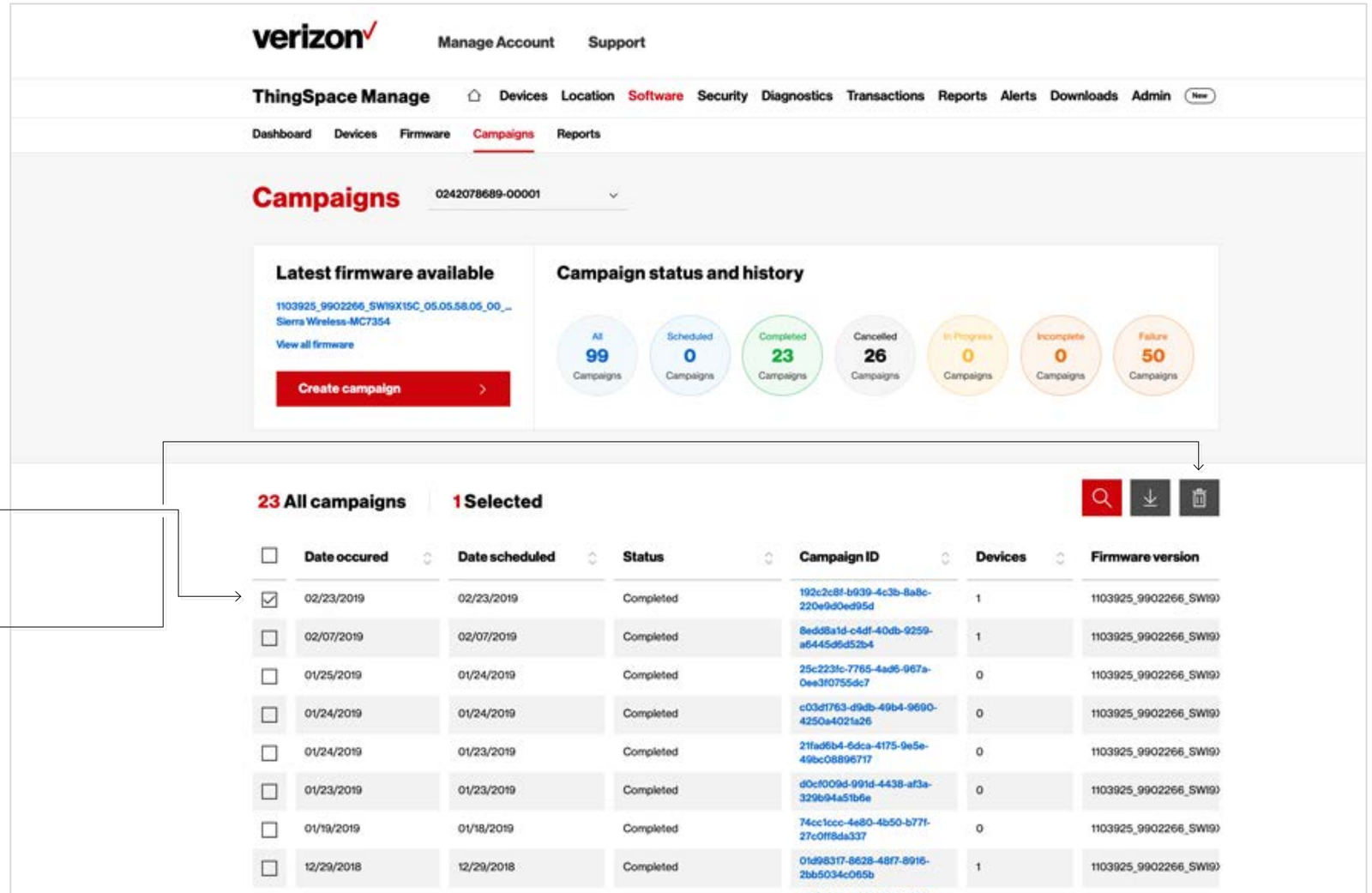
B. From the Dashboard, click on the *Scheduled Campaigns* link.

- A summary of the campaign status and history and a list of all campaigns is presented

2 Using the checkbox to the left of the campaign list, select the campaign you want to cancel.

3 Click the *Delete (Trash)* icon.

- A pop-up will confirm the cancellation



Continue →

Software management

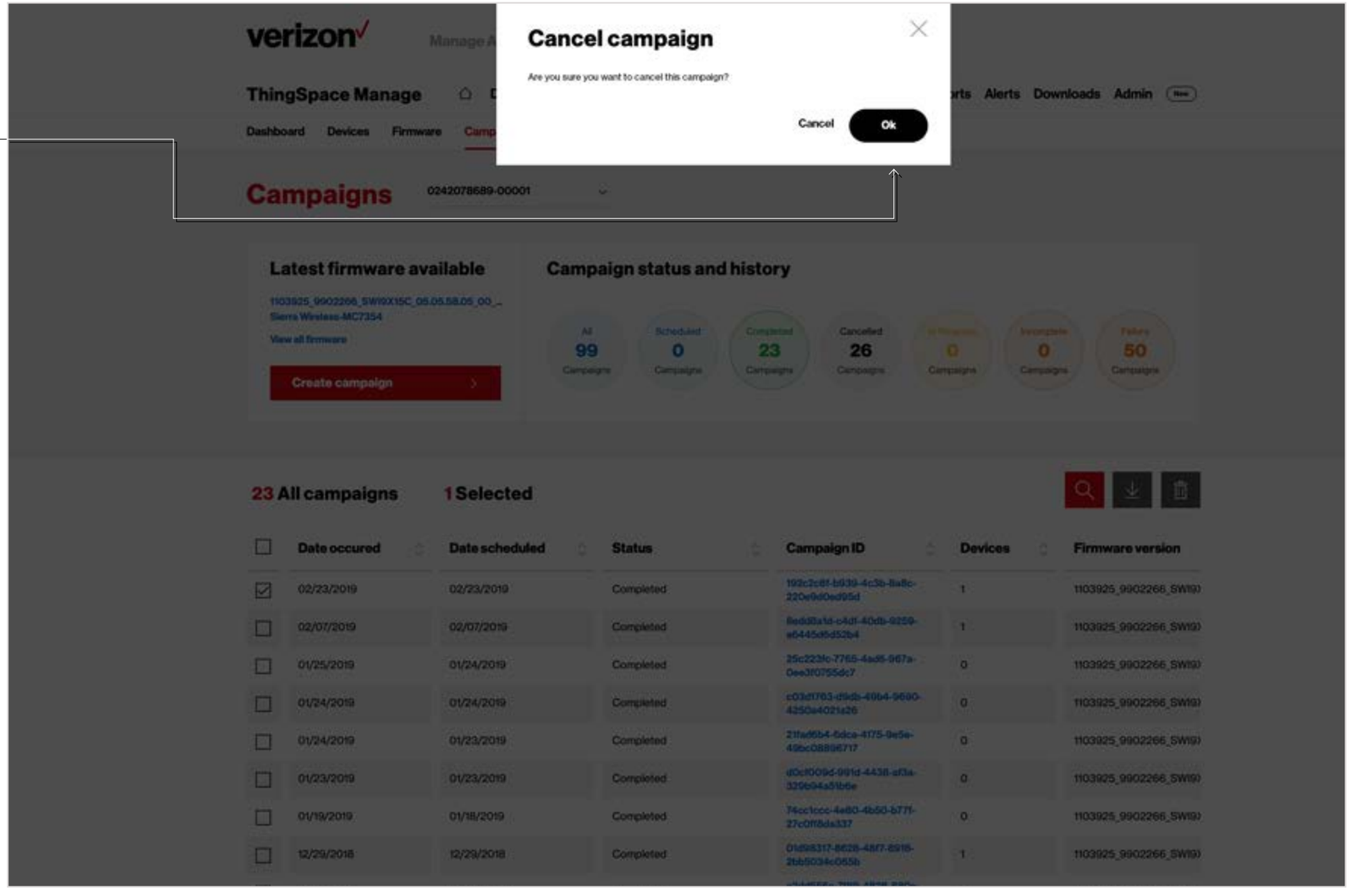
Cancel a scheduled campaign

Cancel a scheduled campaign from campaign list

4 Click *Ok* to confirm the cancellation.

- The campaign will be cancelled

Continue →



Software management

Create campaign report

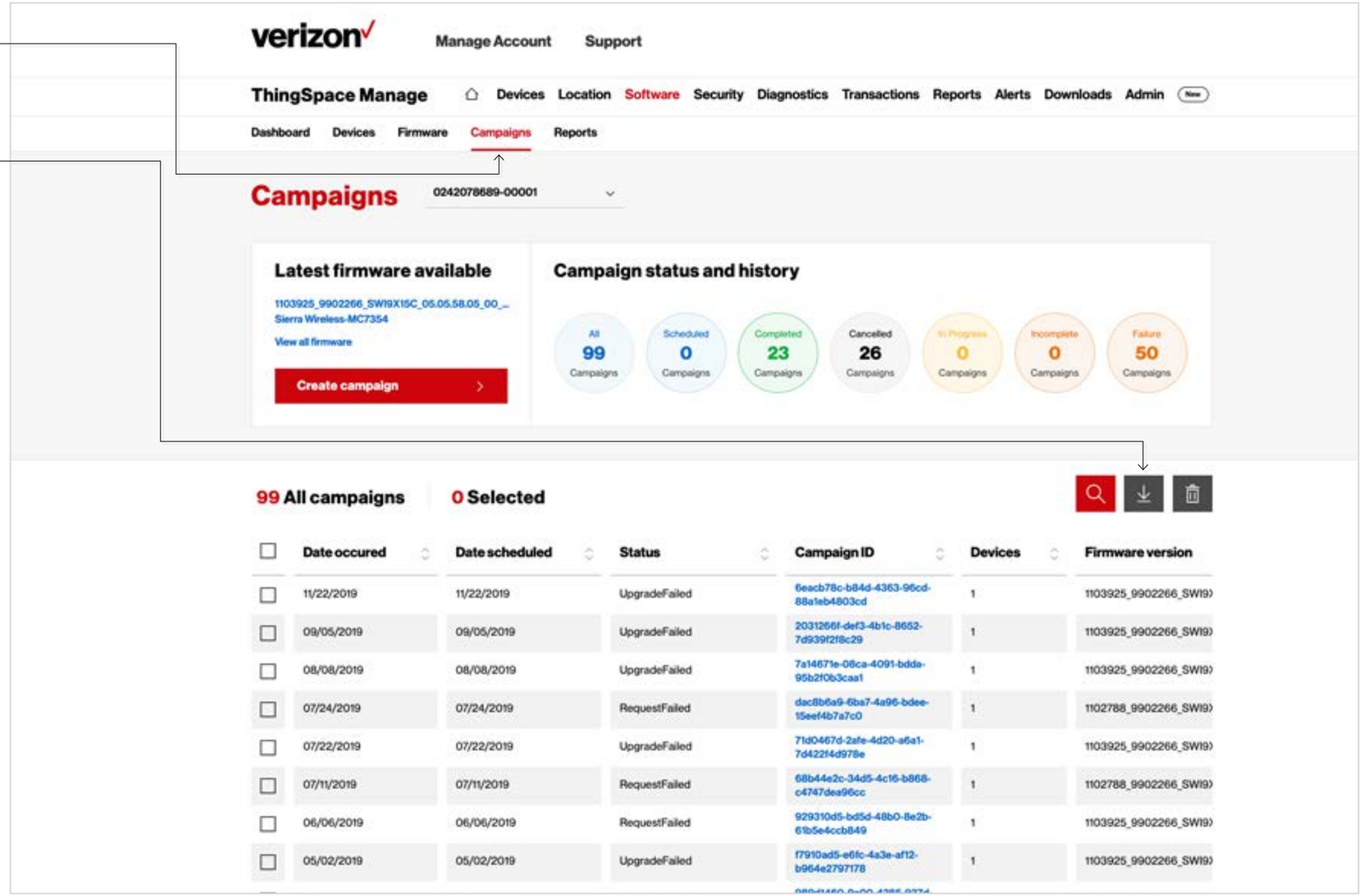
1. Navigate to the *Campaigns*.

2. Click the *Download* button.
   - A pop-up confirms the download and you will receive an email notification

3. Navigate to the *Downloads*.

4. Click on the Report name you want to download.
   - The CSV report will download to your computer

Continue →



Software management

Viewing and managing firmware

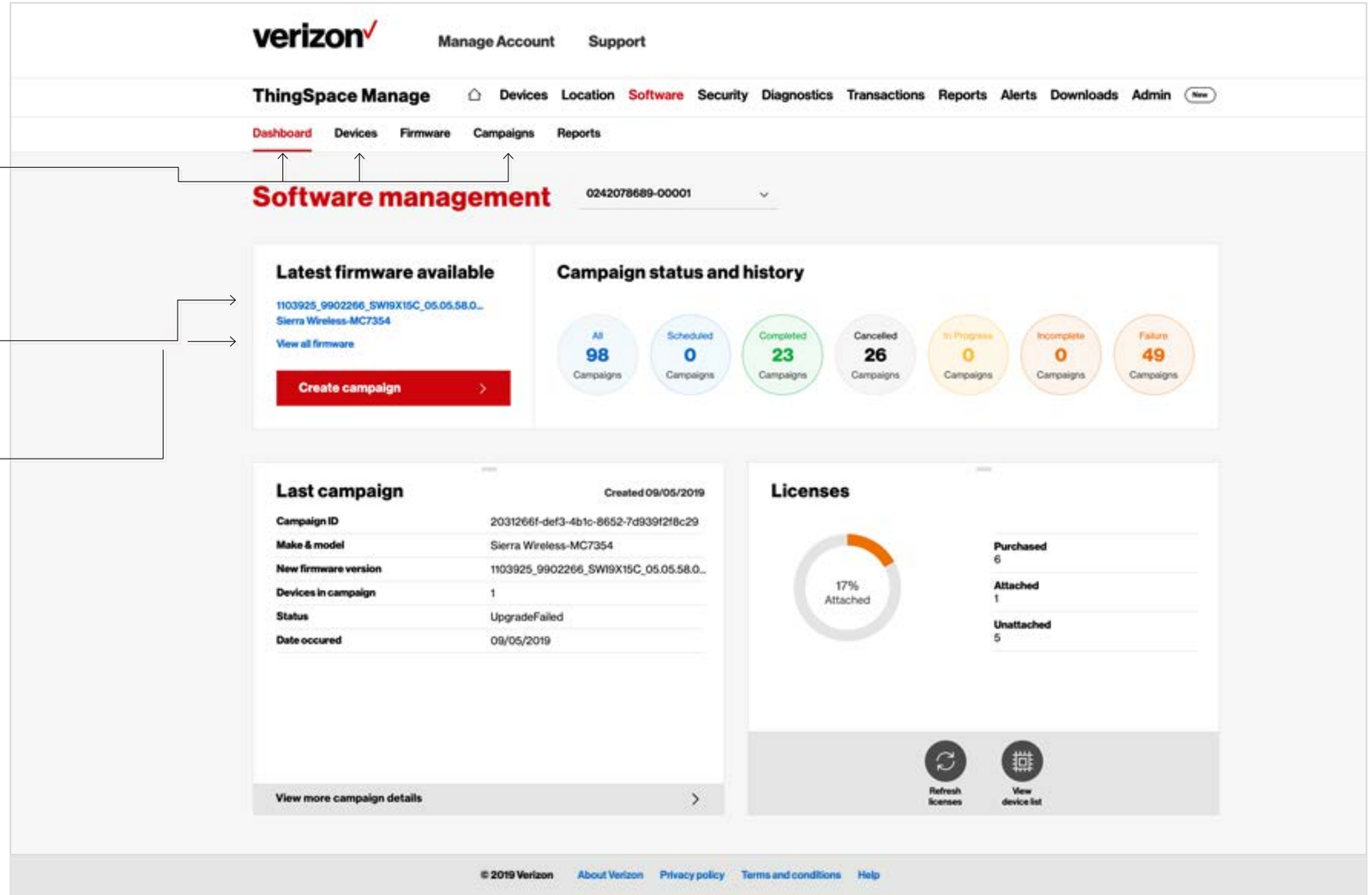
Notification via the Latest firmware available pod

1. Navigate to either *Dashboard, Devices or Campaigns* within the Software tab.

2. View the “Latest firmware available pod.” This details the most recent firmware version available that has not yet been deployed to all devices in the account.

3. To view a list of all available firmware, click *View all firmware*.

Continue →



Software management

Viewing and managing firmware

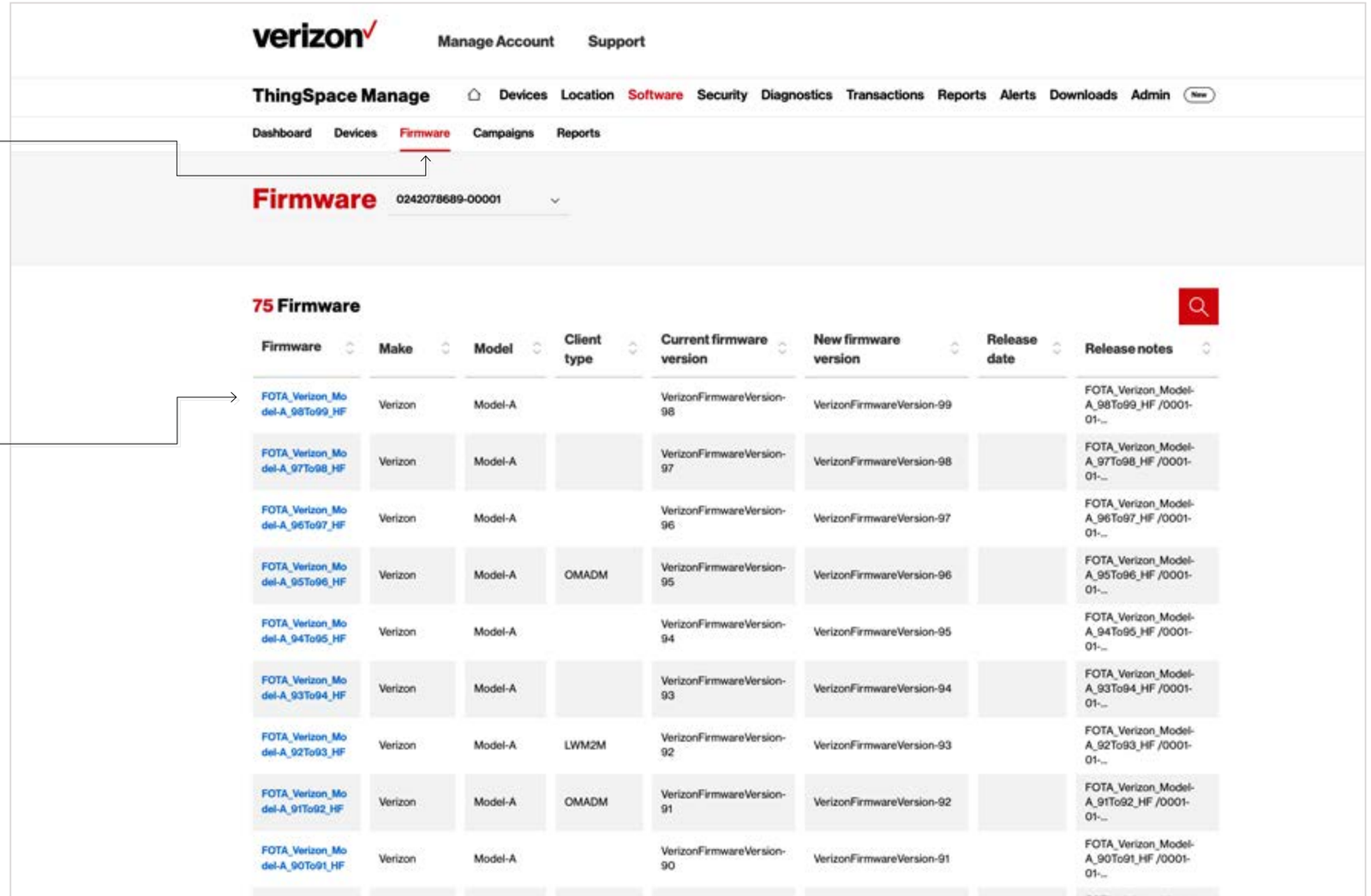
Viewing firmware from Firmware page

1. Navigate to the *Firmware* within the Software tab.

2. This view details the firmware available for devices in the account, associated device make and model, the version of software required on the device in order to receive the most current version, and release date and notes.

3. To view details about the firmware, click on the *firmware name*.

Continue →



Firmware	Make	Model	Client type	Current firmware version	New firmware version	Release date	Release notes
FOTA_Verizon_Model-A_98To99_HF	Verizon	Model-A		VerizonFirmwareVersion-98	VerizonFirmwareVersion-99		FOTA_Verizon_Model-A_98To99_HF /0001-01-...
FOTA_Verizon_Model-A_97To98_HF	Verizon	Model-A		VerizonFirmwareVersion-97	VerizonFirmwareVersion-98		FOTA_Verizon_Model-A_97To98_HF /0001-01-...
FOTA_Verizon_Model-A_96To97_HF	Verizon	Model-A		VerizonFirmwareVersion-96	VerizonFirmwareVersion-97		FOTA_Verizon_Model-A_96To97_HF /0001-01-...
FOTA_Verizon_Model-A_95To96_HF	Verizon	Model-A	OMADM	VerizonFirmwareVersion-95	VerizonFirmwareVersion-96		FOTA_Verizon_Model-A_95To96_HF /0001-01-...
FOTA_Verizon_Model-A_94To95_HF	Verizon	Model-A		VerizonFirmwareVersion-94	VerizonFirmwareVersion-95		FOTA_Verizon_Model-A_94To95_HF /0001-01-...
FOTA_Verizon_Model-A_93To94_HF	Verizon	Model-A		VerizonFirmwareVersion-93	VerizonFirmwareVersion-94		FOTA_Verizon_Model-A_93To94_HF /0001-01-...
FOTA_Verizon_Model-A_92To93_HF	Verizon	Model-A	LWM2M	VerizonFirmwareVersion-92	VerizonFirmwareVersion-93		FOTA_Verizon_Model-A_92To93_HF /0001-01-...
FOTA_Verizon_Model-A_91To92_HF	Verizon	Model-A	OMADM	VerizonFirmwareVersion-91	VerizonFirmwareVersion-92		FOTA_Verizon_Model-A_91To92_HF /0001-01-...
FOTA_Verizon_Model-A_90To91_HF	Verizon	Model-A		VerizonFirmwareVersion-90	VerizonFirmwareVersion-91		FOTA_Verizon_Model-A_90To91_HF /0001-01-...

Software management

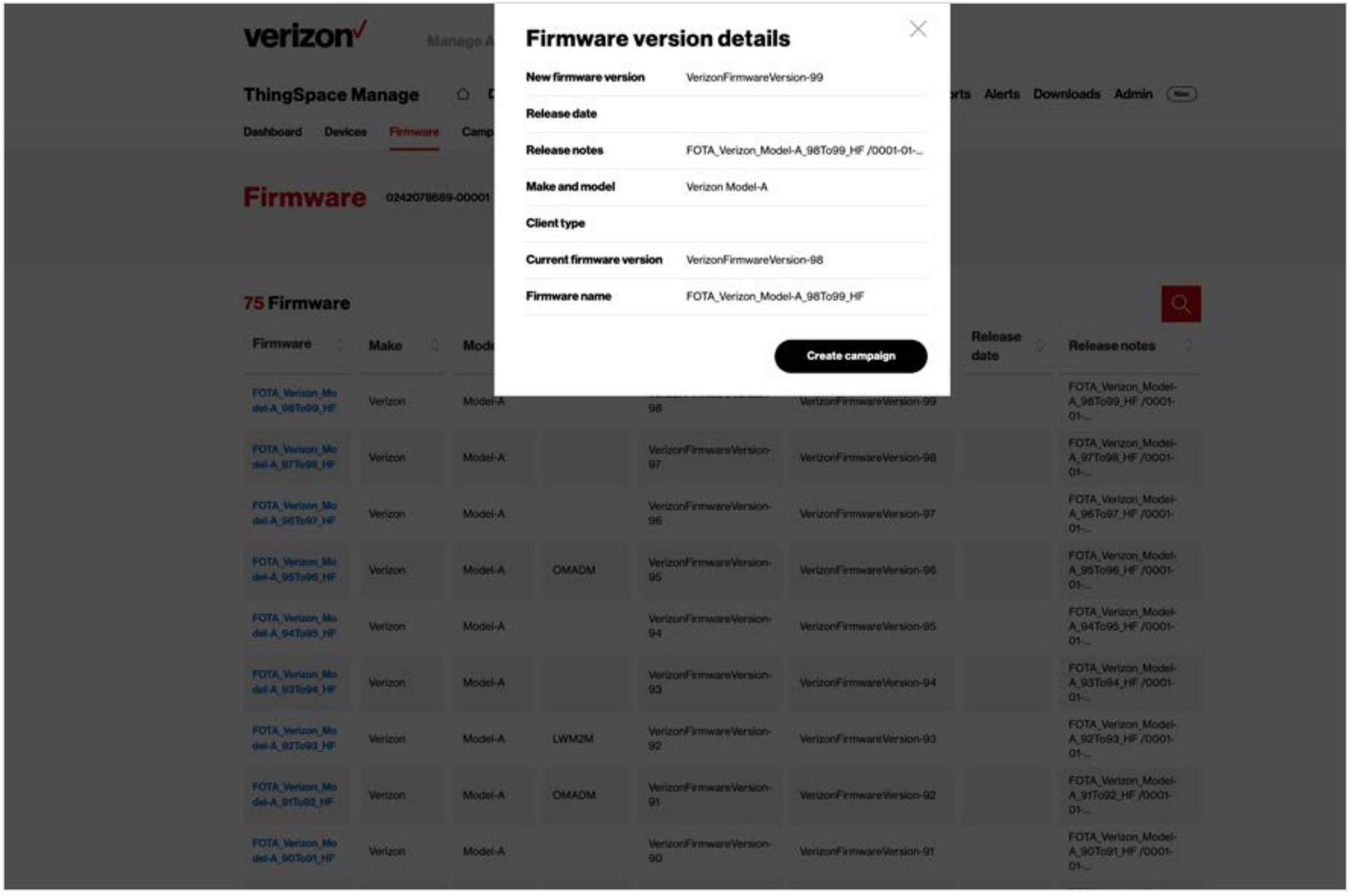
Viewing and managing firmware

Viewing firmware from Firmware tab

This will present a pop-up with the firmware details.

1. To create a campaign for this firmware, click *Create campaign*.
2. To exit, click the *X* in the top right of the box.

Continue →



IoT security

Security page

The Security page is where you can proactively enable security features to protect your IoT devices.

Continue →

IoT security

Before you get started

The following are required to apply the SIM-Secure feature to SIMs on your IoT devices.

- A Verizon business account provisioned for ThingSpace Manage. If you don't have an account, contact your Verizon account representative.
- Credentials that authorize you to provision from ThingSpace Manage
- The SIMs that you want to apply SIM-Secure must be inserted in the devices, and the devices must be on and connected to the network
- 4G devices provisioned and activated in your ThingSpace Manage account
- Purchase of SIM-Secure licenses. Contact your Verizon account representative. One SIM-Secure license is required for each SIM
- It is recommended that SIMs be newer than two years

Continue →

IoT security

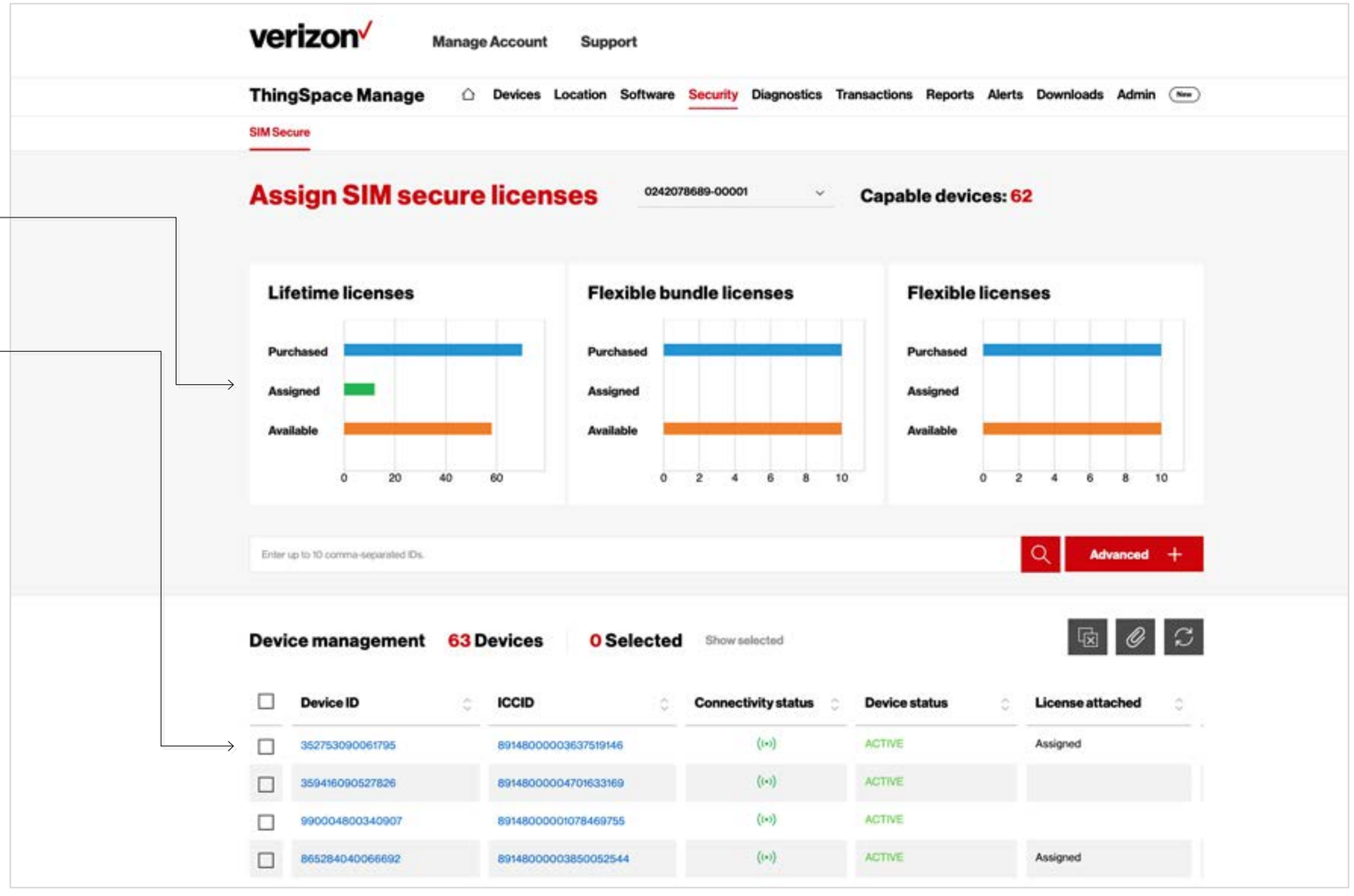
SIM secure

SIM-Secure assumes the task of securing the SIM of each device that connects to your network.

Displays the number of devices capable of supporting the SIM-Secure feature. Also, finds the number of licenses available to be purchased, assigned and available to assign.

Table displaying SIM-Secure—capable devices. These are devices that are assigned to your account, are activated, and support 4G.

Continue →



IoT security

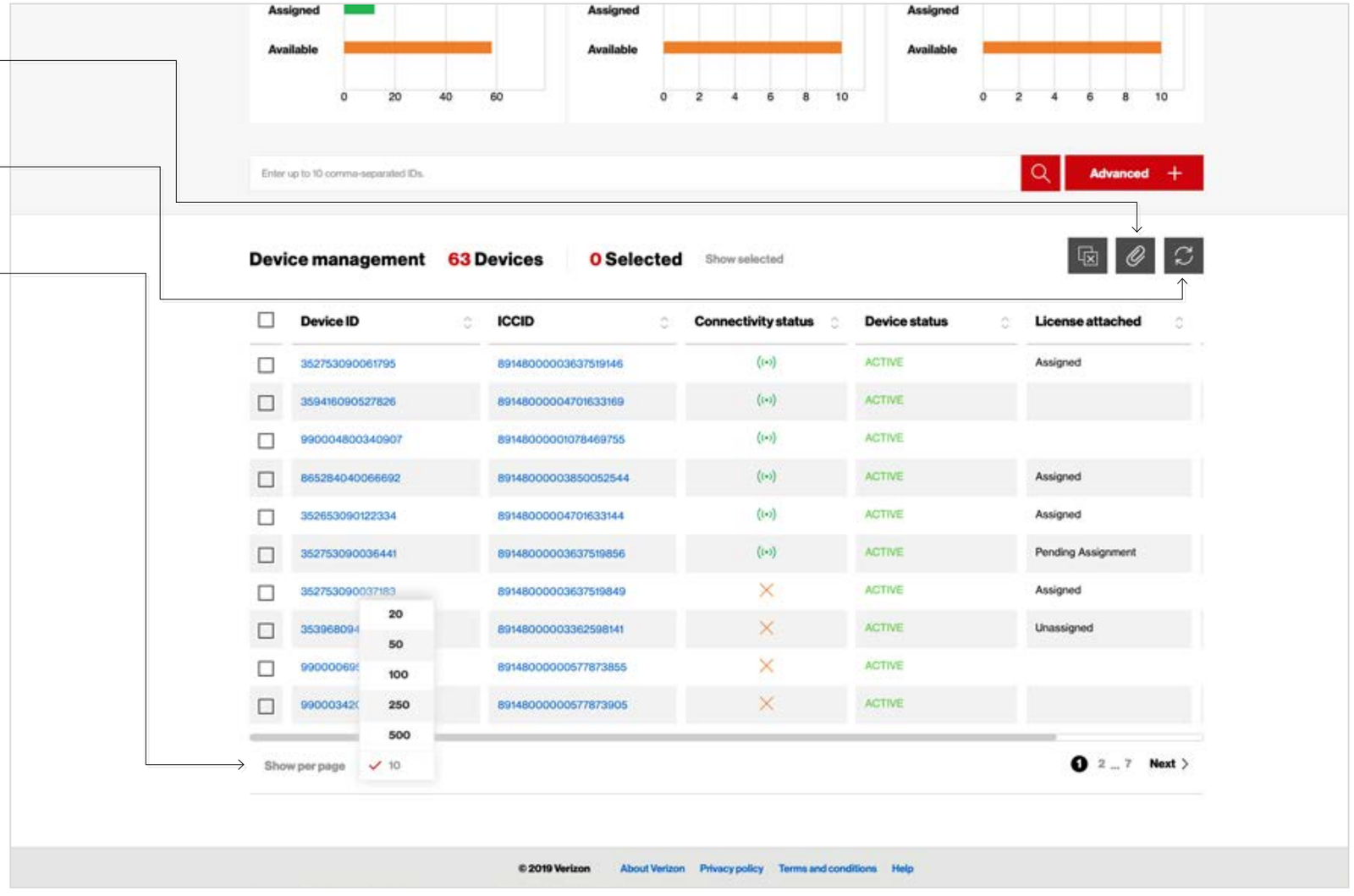
Assigning a SIM secure license

Select your devices from the list and then click the *Paper Clip* button to assign a license.

Click the *Refresh* button to update the list of devices.

Shows up to 500 devices at once.

Continue →



Device diagnostics

Diagnostics page

The Diagnostics page is where you troubleshoot device connectivity issues and find solutions quickly.

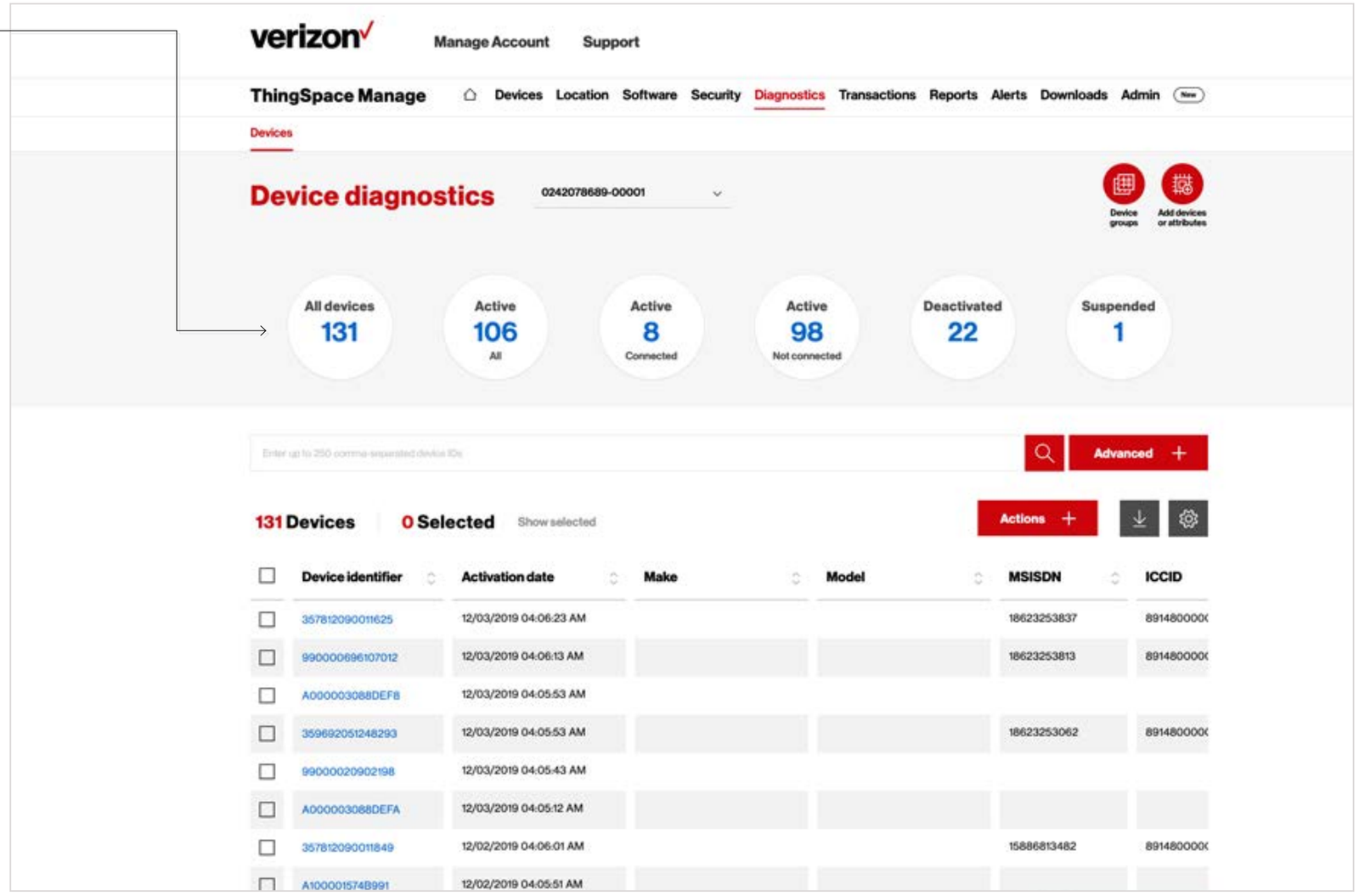
Continue →

Device diagnostics

Viewing device diagnostics

Click the desired link.

Continue →

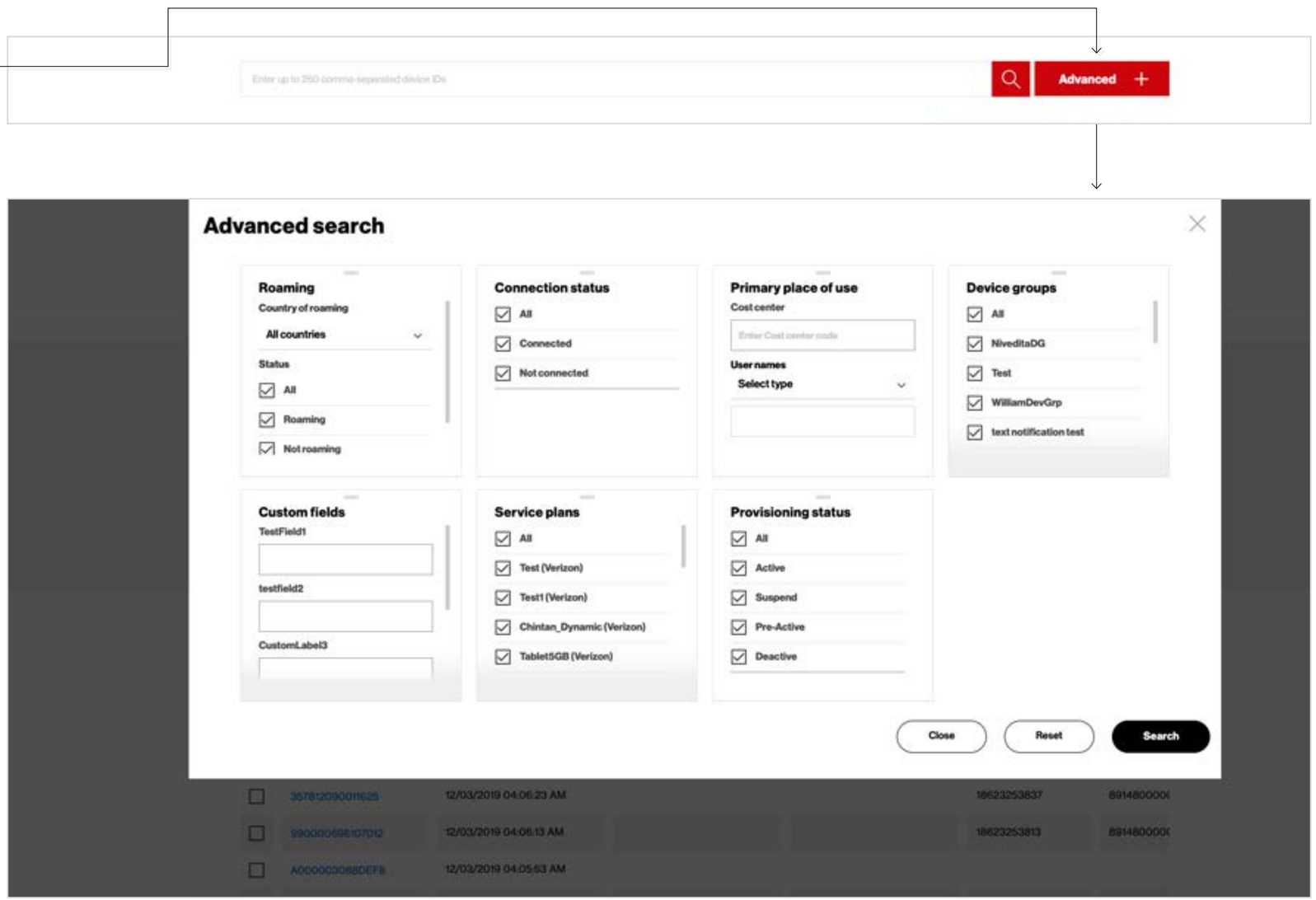


Device diagnostics

Viewing device diagnostics

Click *Advanced* for an advanced search.

Continue →

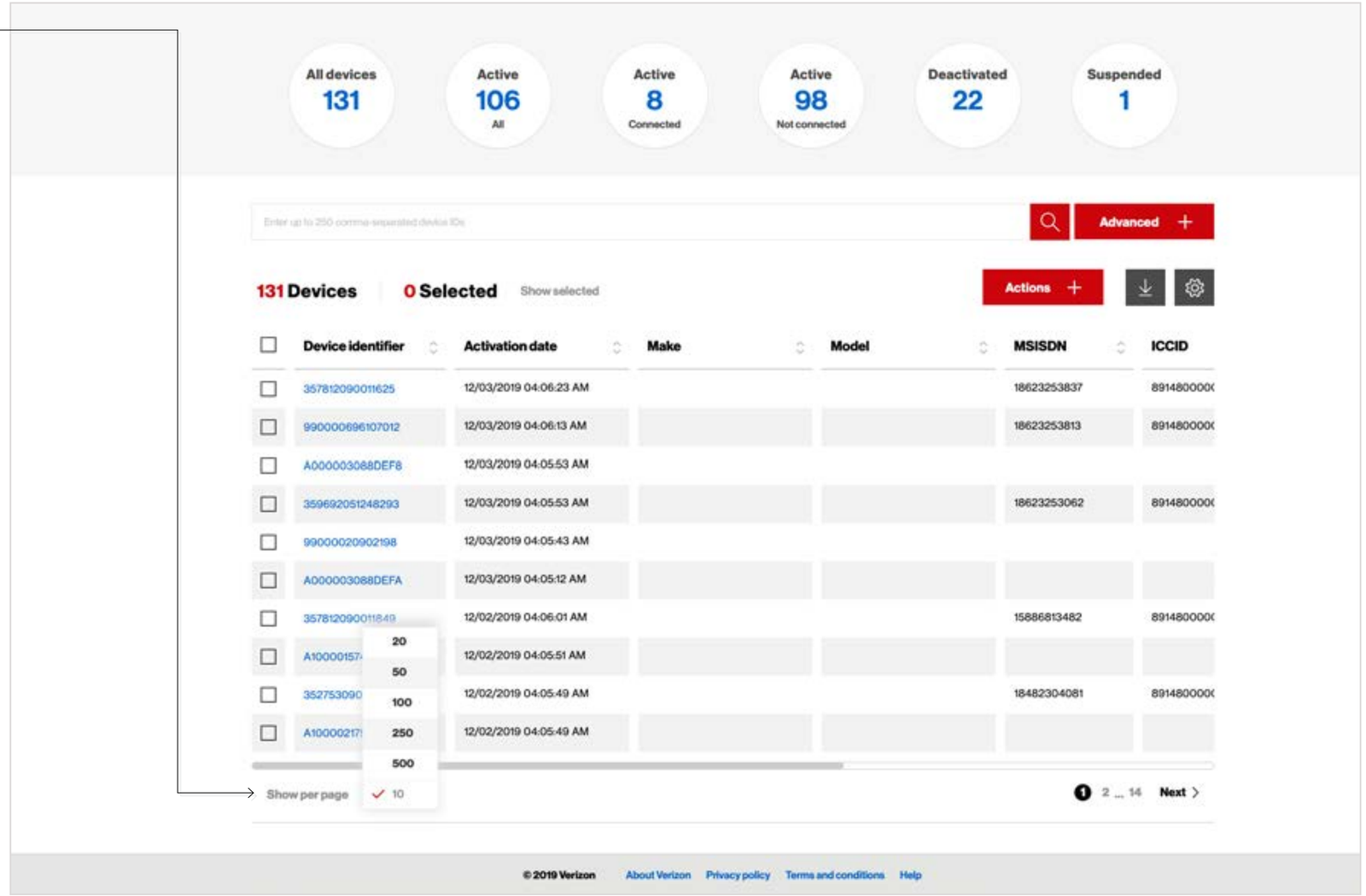


Device diagnostics

Viewing device diagnostics

Shows up to 500 devices at once

Continue →

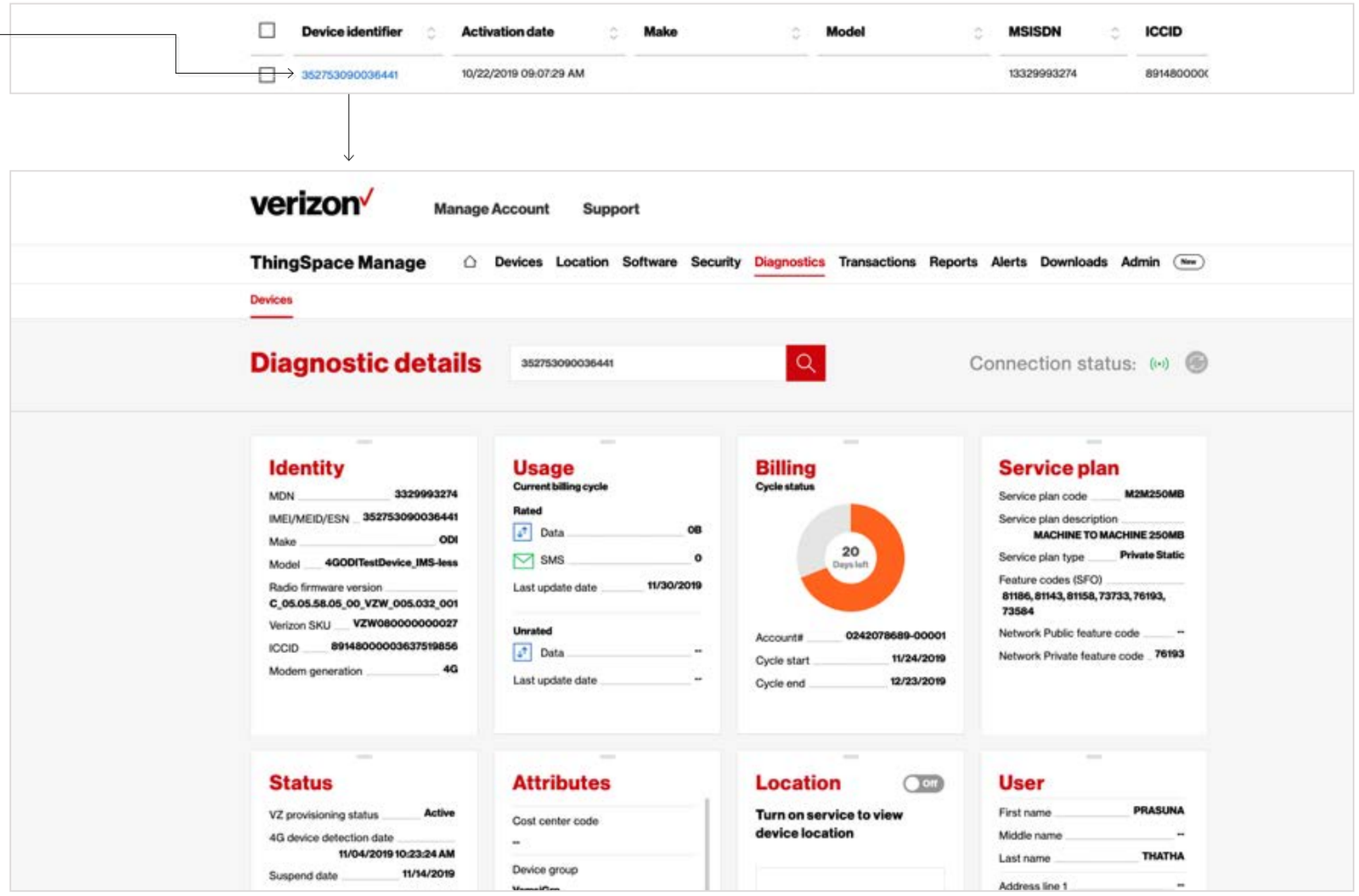


Device diagnostics

Viewing device diagnostics

Click the *Device* Indentifier to view the Diagnostic details.

Continue →

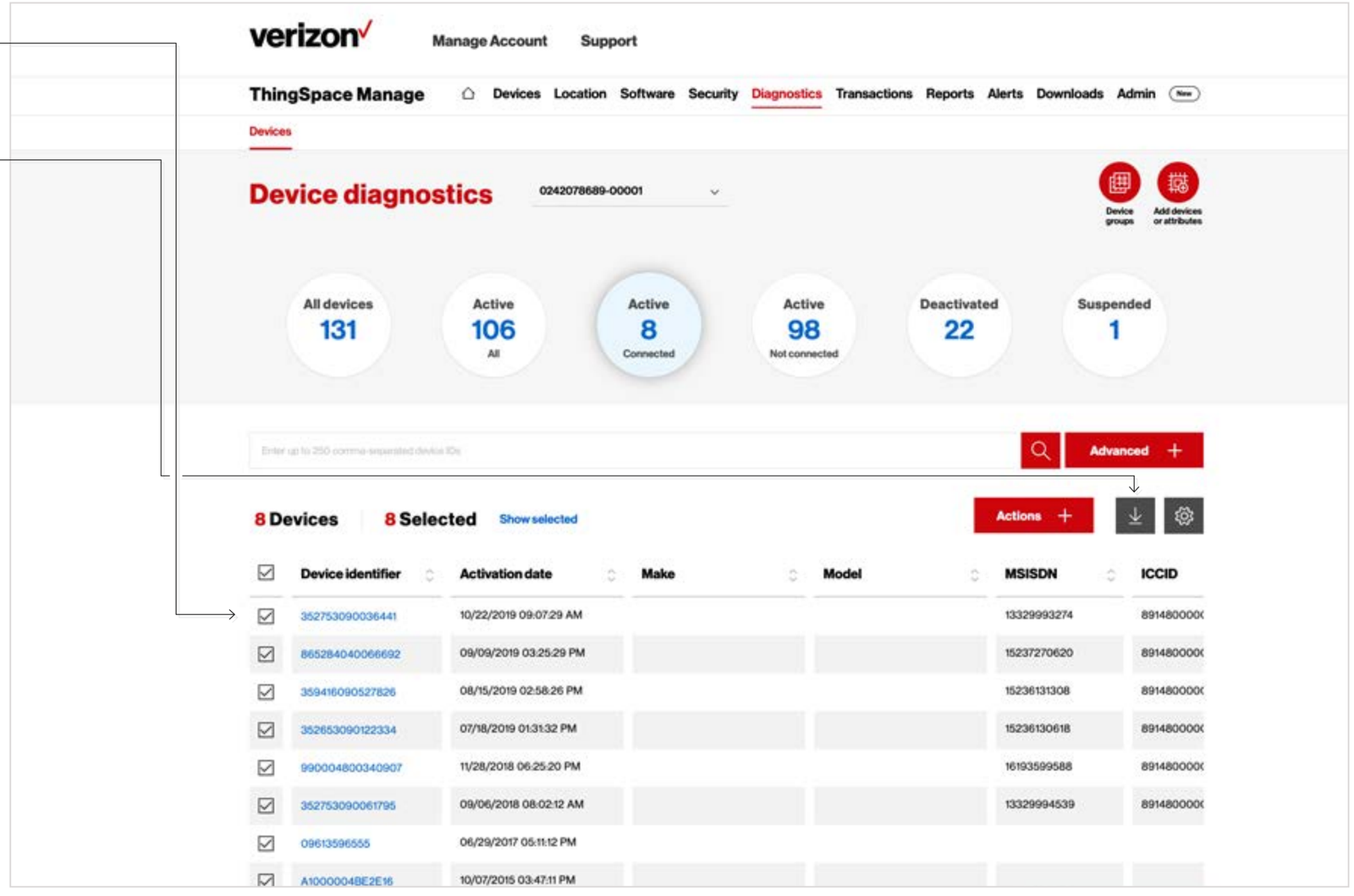


Device diagnostics

Downloading device diagnostic reports

1. Click one or more devices.
2. Click the *Download* icon.

Continue →

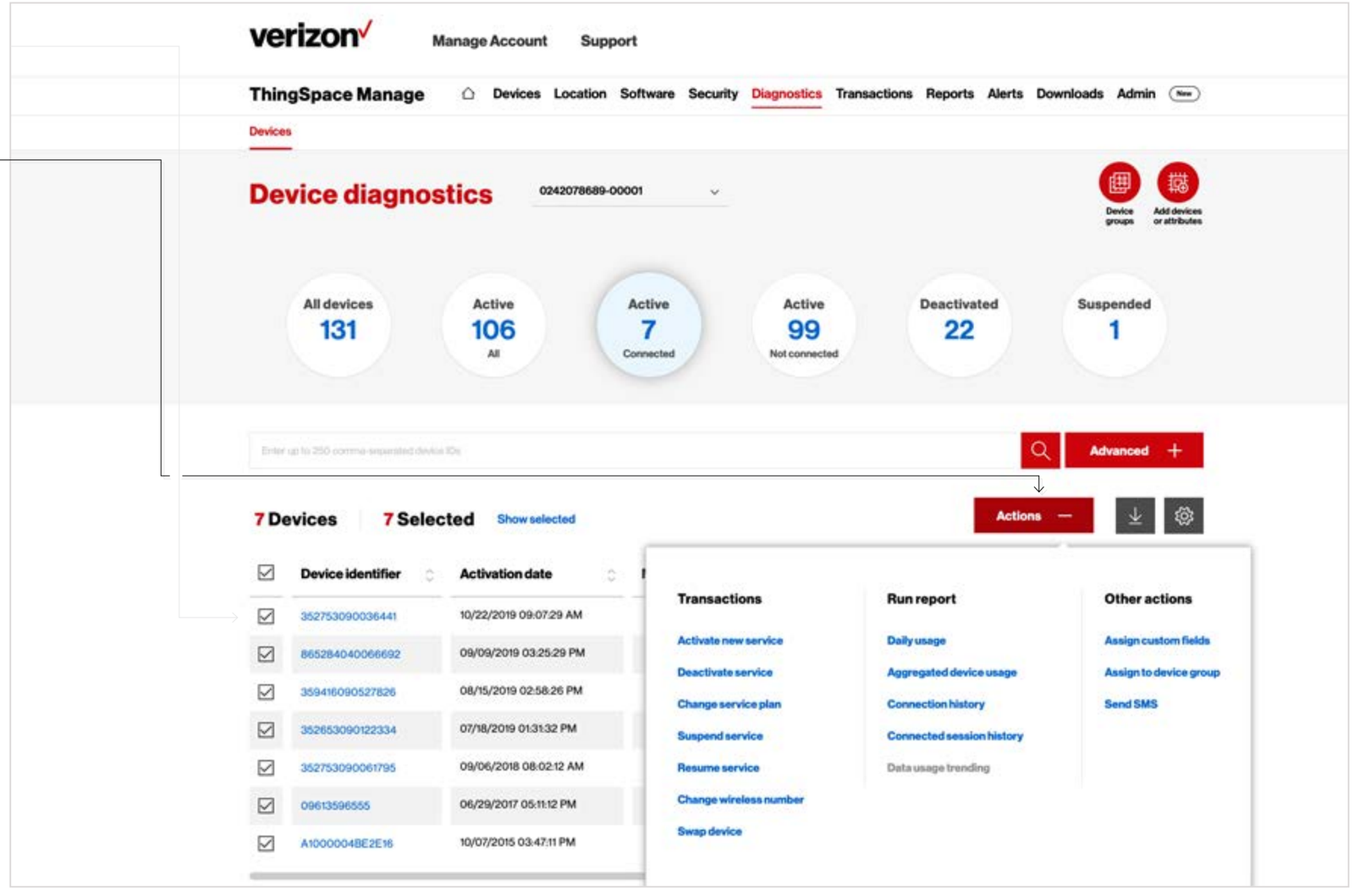


Device diagnostics

Performing device diagnostic actions

1. Click one or more devices.
2. Click the *Actions* button.

Continue →

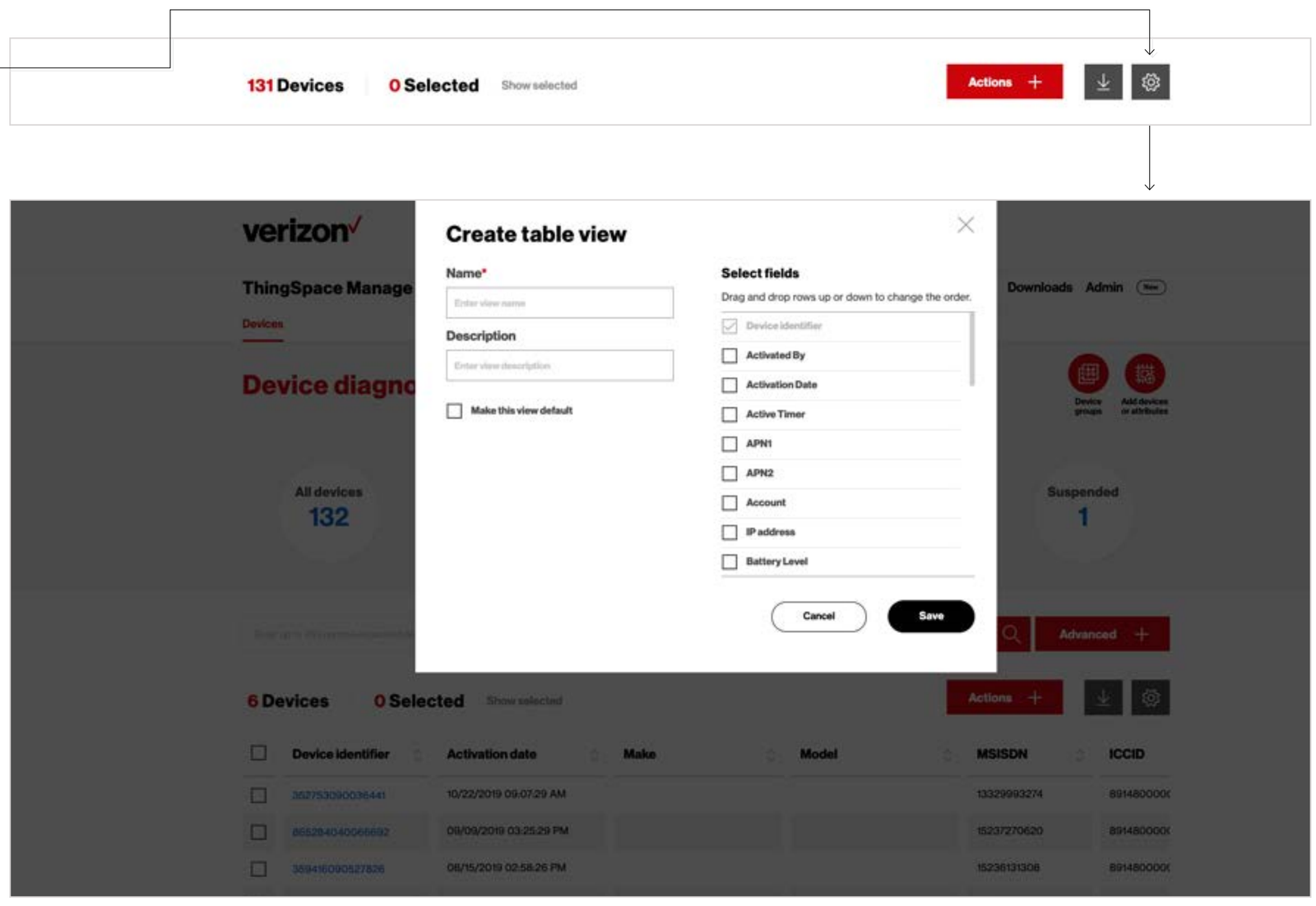


Device diagnostics

Create table views

Click the *Settings* icon to create a new table view.

Continue



Transactions

Transactions page

ThingSpace Manage supports a full suite of provisioning transactions. For example, customers who want to activate new devices can upload a file, enter devices manually, or select from a list of uploaded pre-active devices - up to 10,000 at a time.

The Transactions page is where you find the status of provisioning transactions that you ordered.

Continue →

Transactions

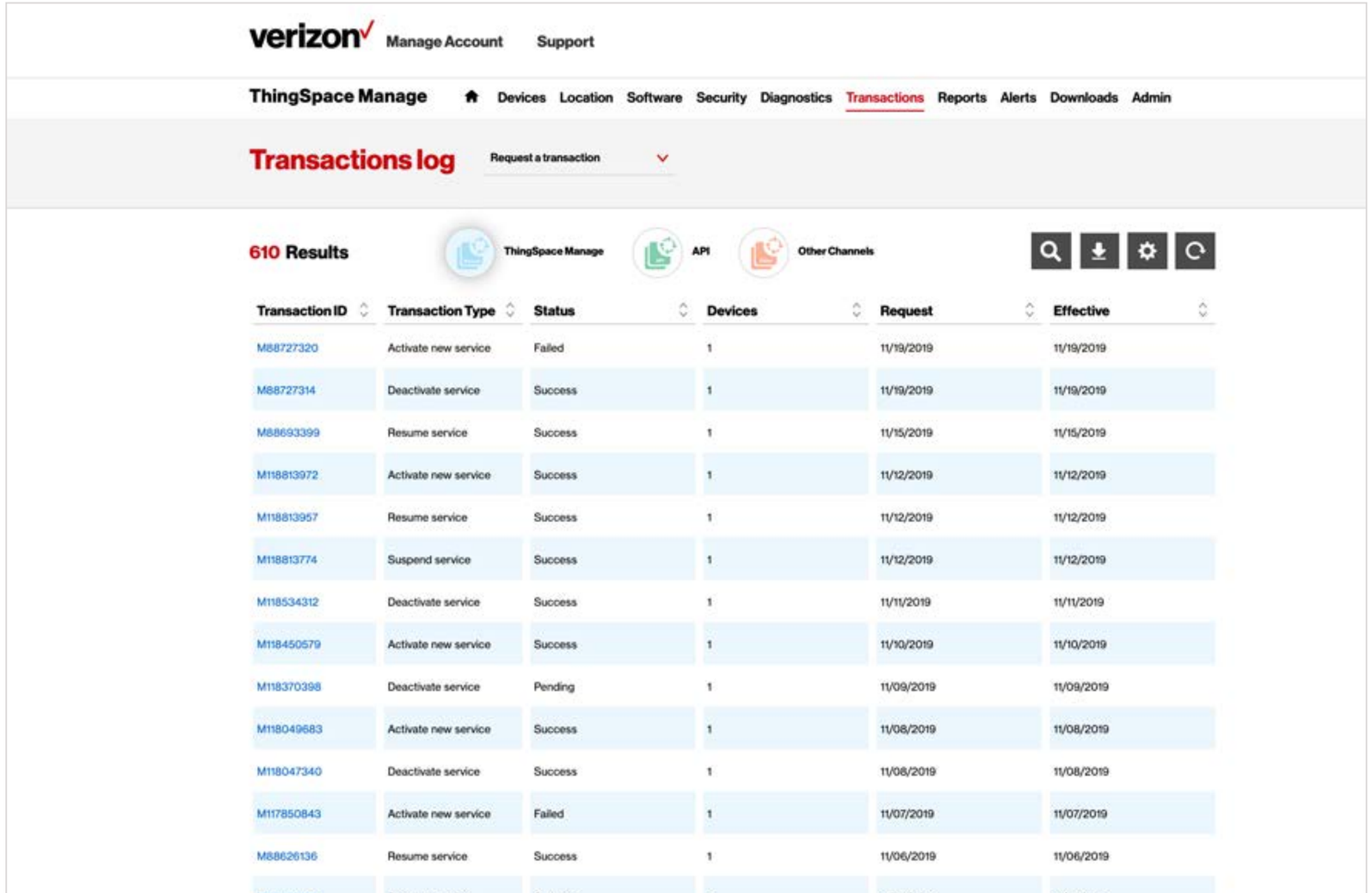
Transactions page

The Transactions page shows the status of transactions that were submitted through the portal.

Using this page, you can view transaction types, the status of the order, how many lines were submitted, who submitted it, and when a request was submitted.

After transactions have been completed, you can use the Devices list to view the devices.

Continue →



Transaction ID	Transaction Type	Status	Devices	Request	Effective
M88727320	Activate new service	Failed	1	11/19/2019	11/19/2019
M88727314	Deactivate service	Success	1	11/19/2019	11/19/2019
M88693399	Resume service	Success	1	11/15/2019	11/15/2019
M118813972	Activate new service	Success	1	11/12/2019	11/12/2019
M118813957	Resume service	Success	1	11/12/2019	11/12/2019
M118813774	Suspend service	Success	1	11/12/2019	11/12/2019
M118534312	Deactivate service	Success	1	11/11/2019	11/11/2019
M118450579	Activate new service	Success	1	11/10/2019	11/10/2019
M118370398	Deactivate service	Pending	1	11/09/2019	11/09/2019
M118049683	Activate new service	Success	1	11/08/2019	11/08/2019
M118047340	Deactivate service	Success	1	11/08/2019	11/08/2019
M117850843	Activate new service	Failed	1	11/07/2019	11/07/2019
M88626136	Resume service	Success	1	11/06/2019	11/06/2019
M88626133	Suspend service	Success	1	11/06/2019	11/06/2019

Transactions

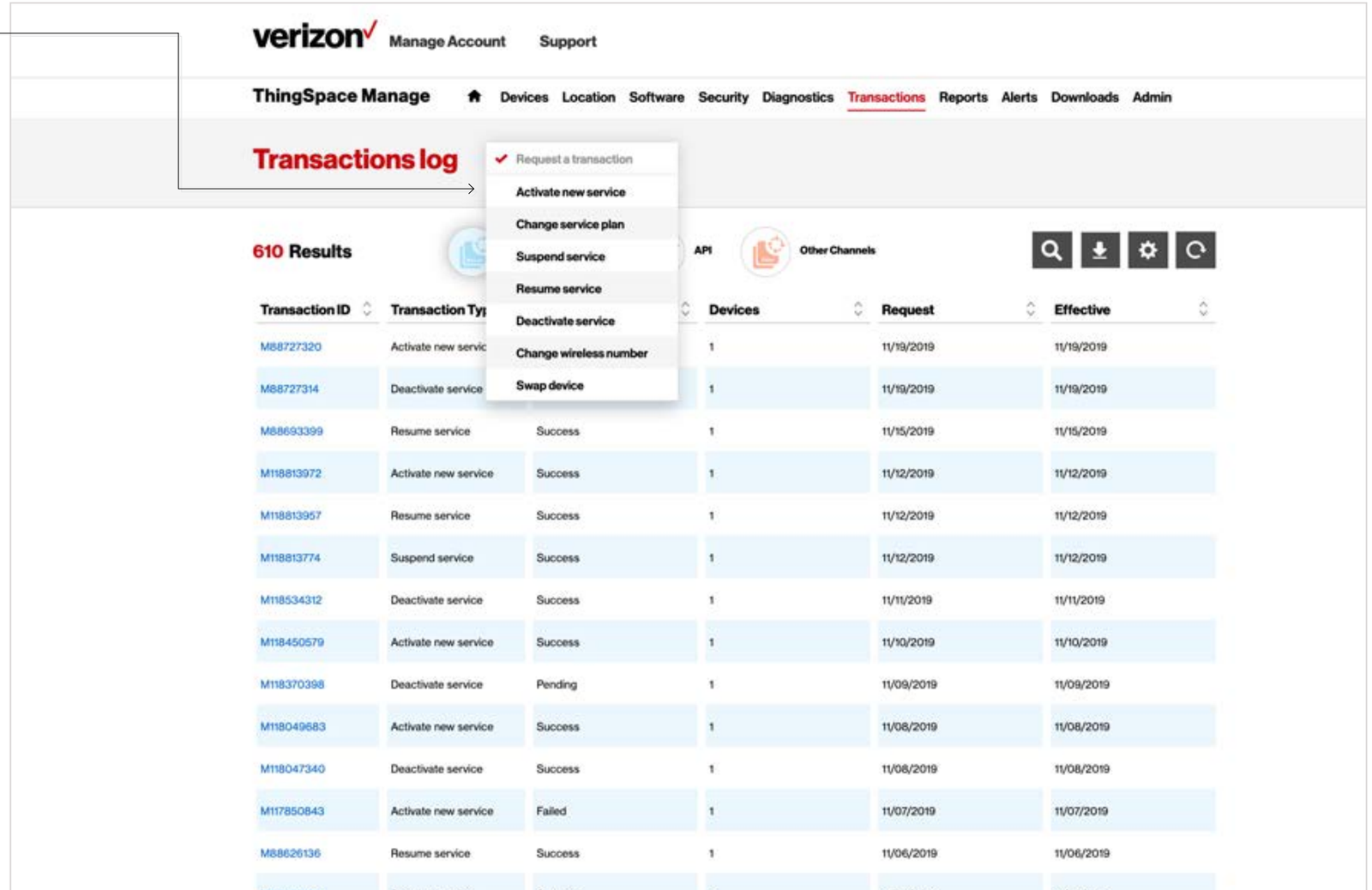
View service provisioning transactions

Use the menu to initiate a service change.

Transaction log is arranged in three lists for the three sources of transactions.

- ThingSpace Manage: this portal
- API: From Connectivity Management API (aka UWS)
- Other channels: Verizon portals other than ThingSpace Manage or customer service calls

Continue →



Transactions

Initiate transactions

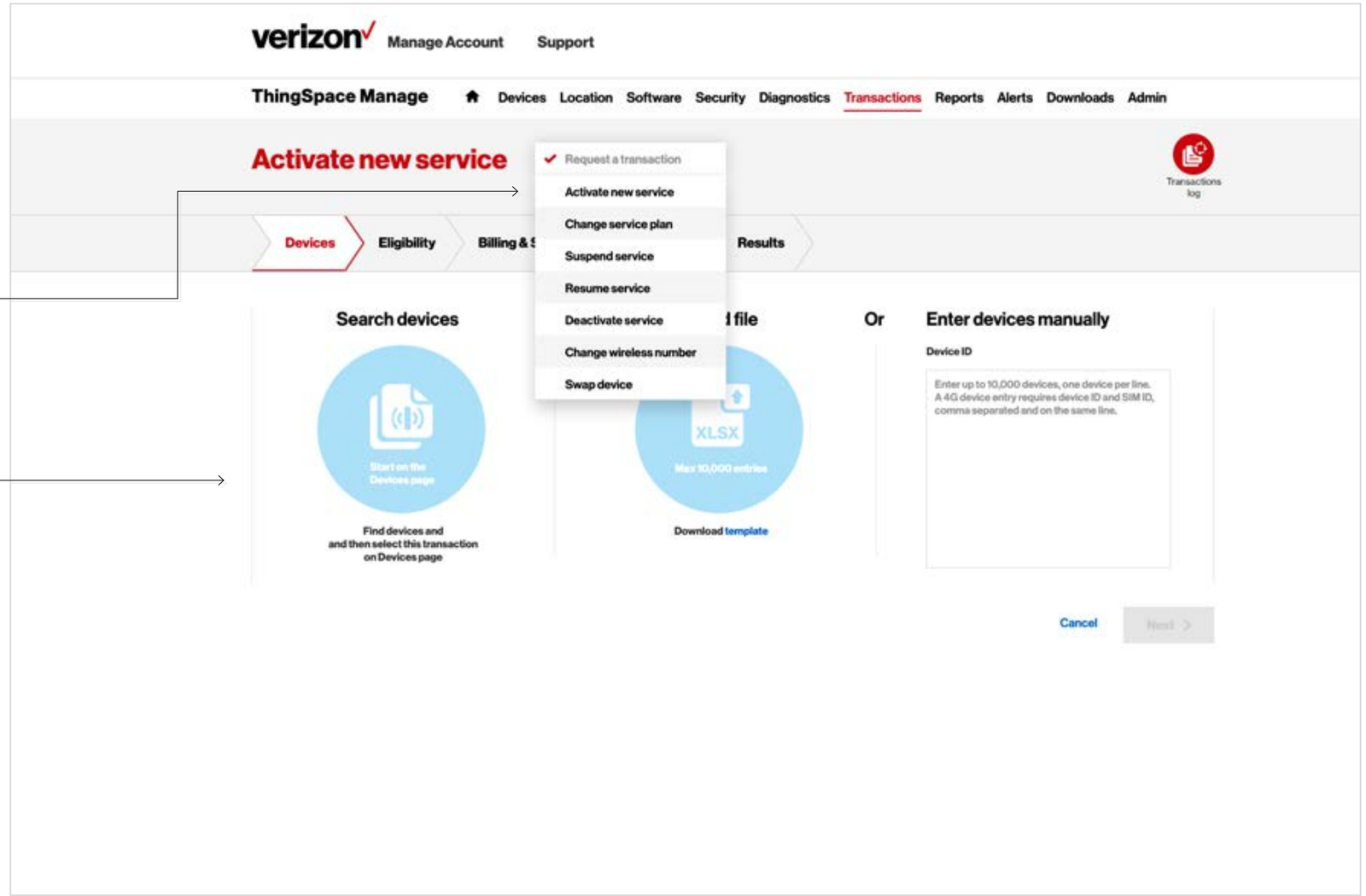
ThingSpace Manage supports a full suite of provisioning transactions. For example, customers who want to activate new ThingSpace Ready devices can upload a file, enter devices manually, or select from a list of uploaded pre-active devices - up to 10,000 at a time.

Use the menu to initiate a service change.

A wizard guides you through each service transaction.

Begin by uploading a file, by searching on the Devices page, or by typing in device IDs.

Continue

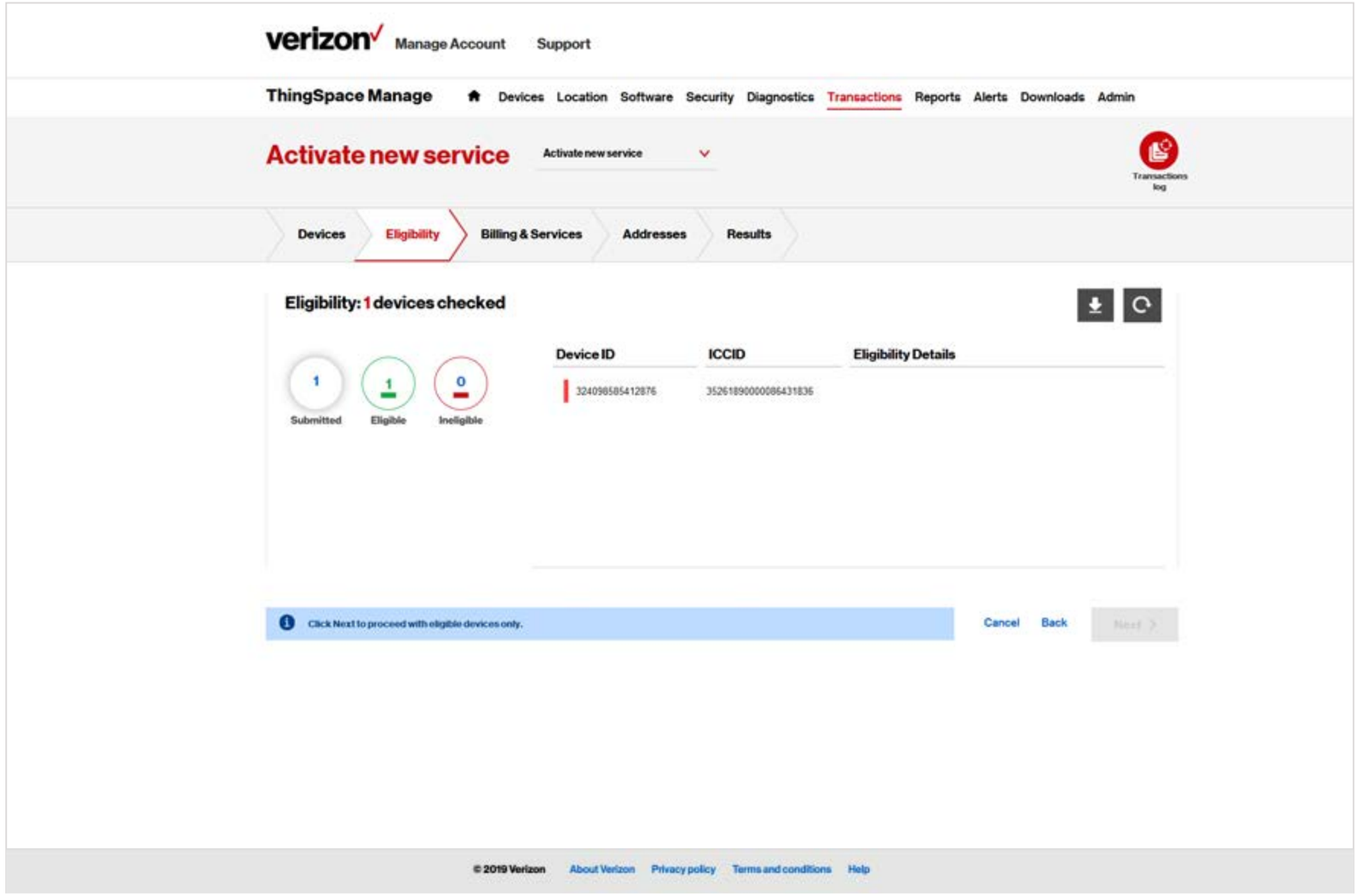


Transactions

Activate new service

1 After uploading your devices, an initial eligibility process checks whether the device is already active, if the IMEI and ICCID are formatted properly, if they are all the same type of device (by DACC code), etc.

Continue →

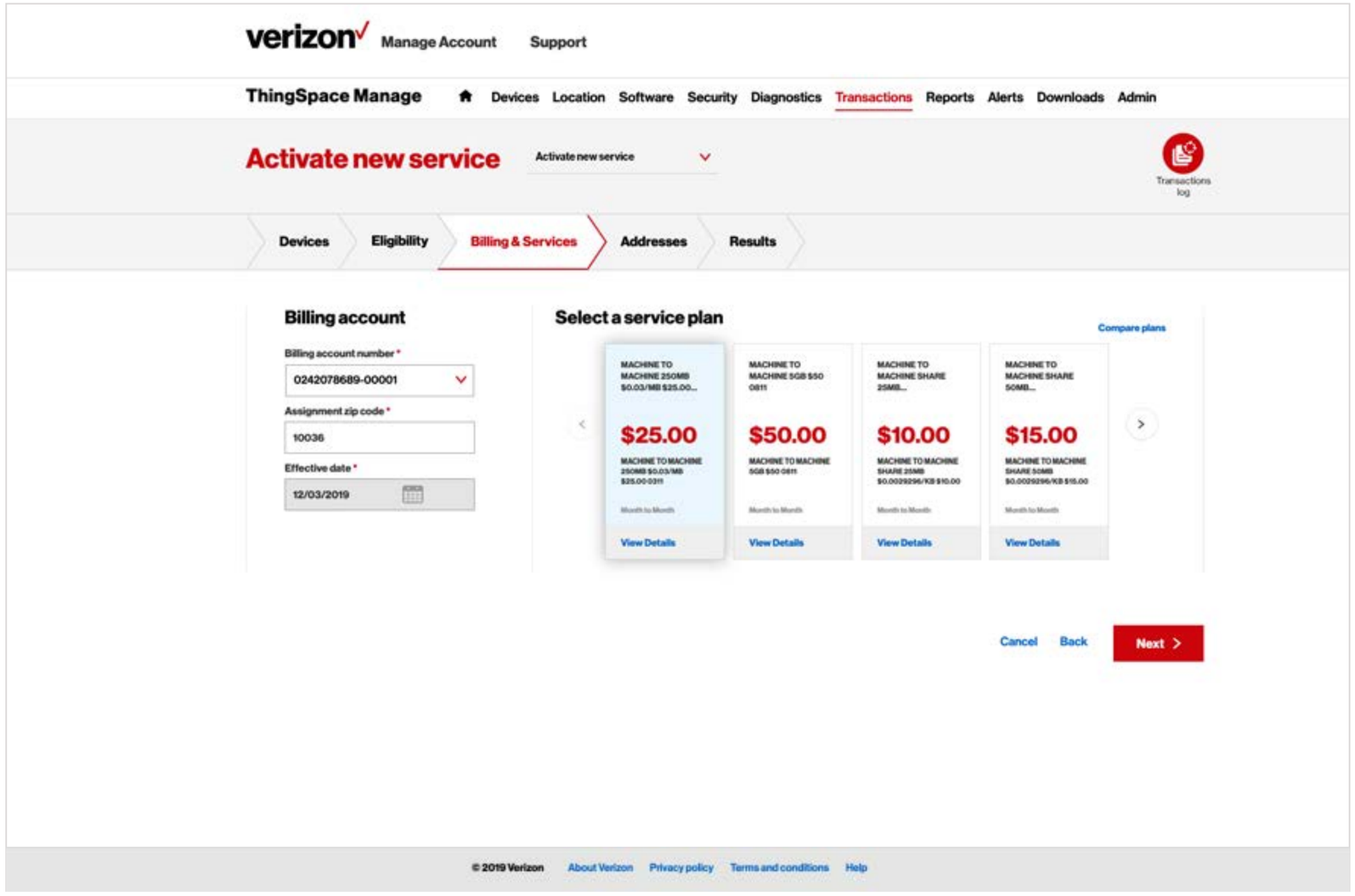


Transactions

Activate new service

2 Allows you to compare service plans and feature sets, and then select the desired plan.

Continue →

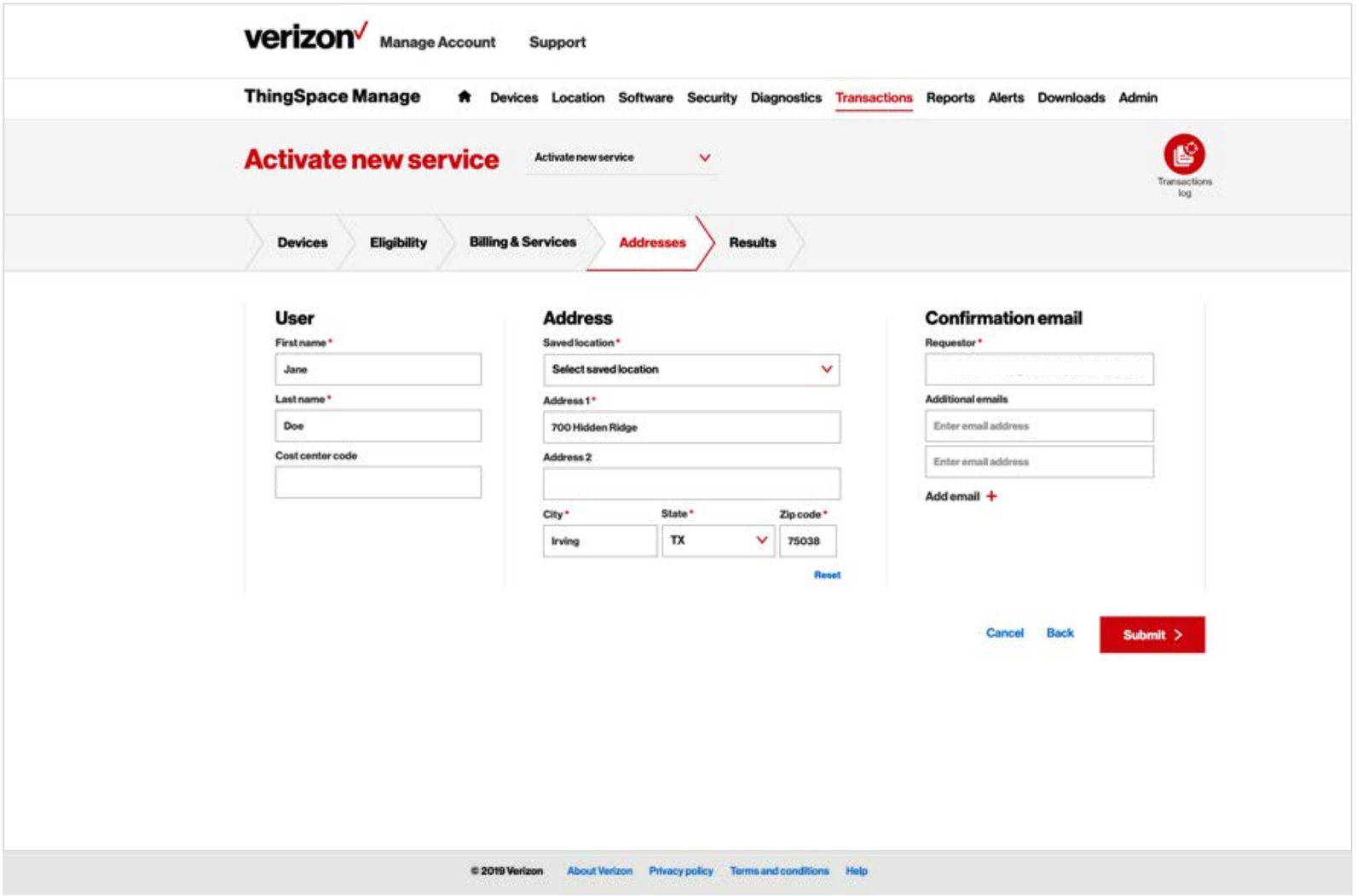


Transactions

Activate new service

3 After choosing a service plan, assign additional information (cost center, billing address, etc.) and then click *Submit*.

Continue →

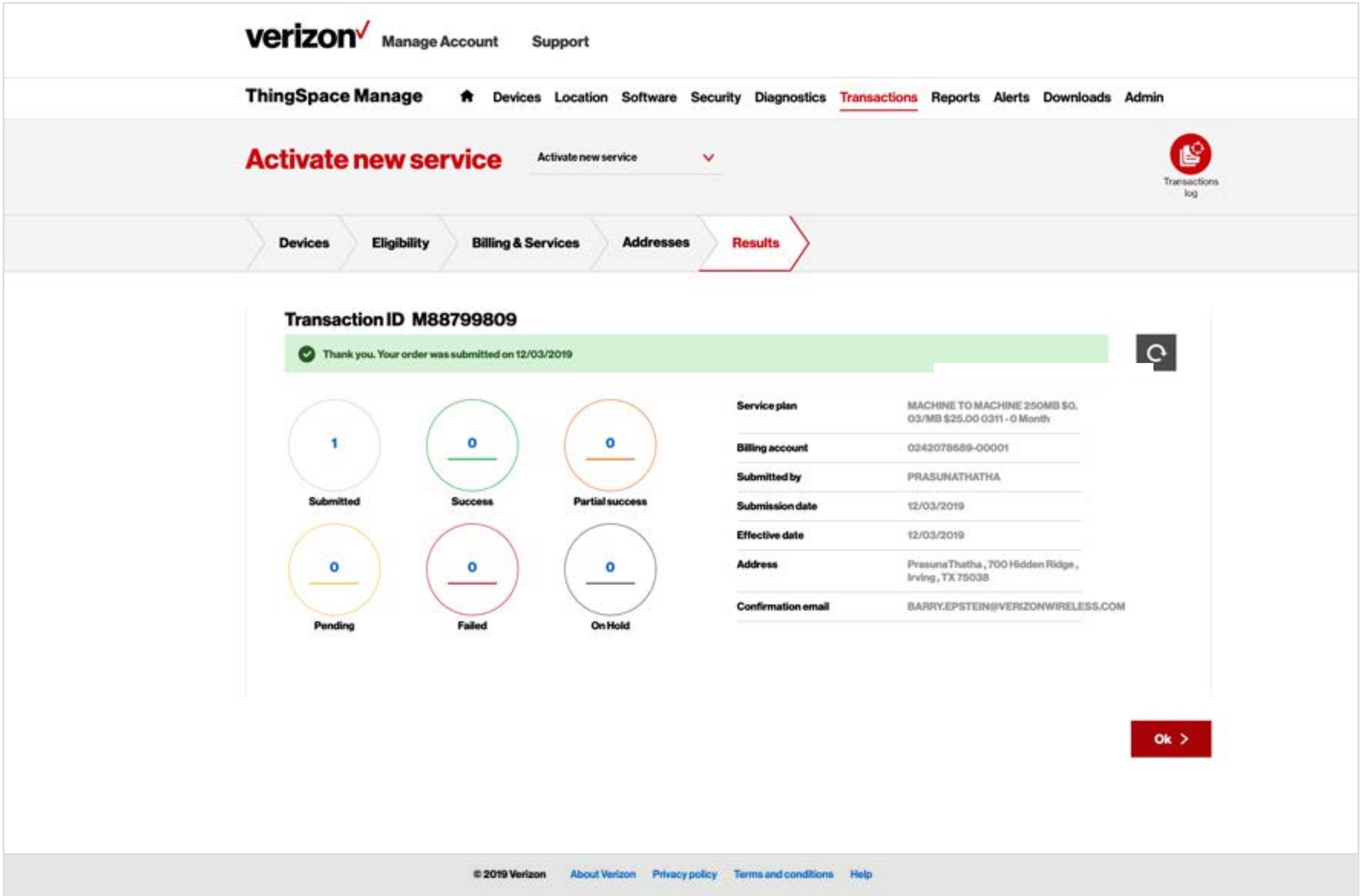


Transactions

Activate new service

4 Once submitted, the order process is fast (e.g., 10,000 lines in under an hour). Successful orders return device status and other pertinent information. Failed orders (e.g., device not in DMD, device already active, or DMD mismatch) have detailed error messages to identify and resolve the problem.

Continue →

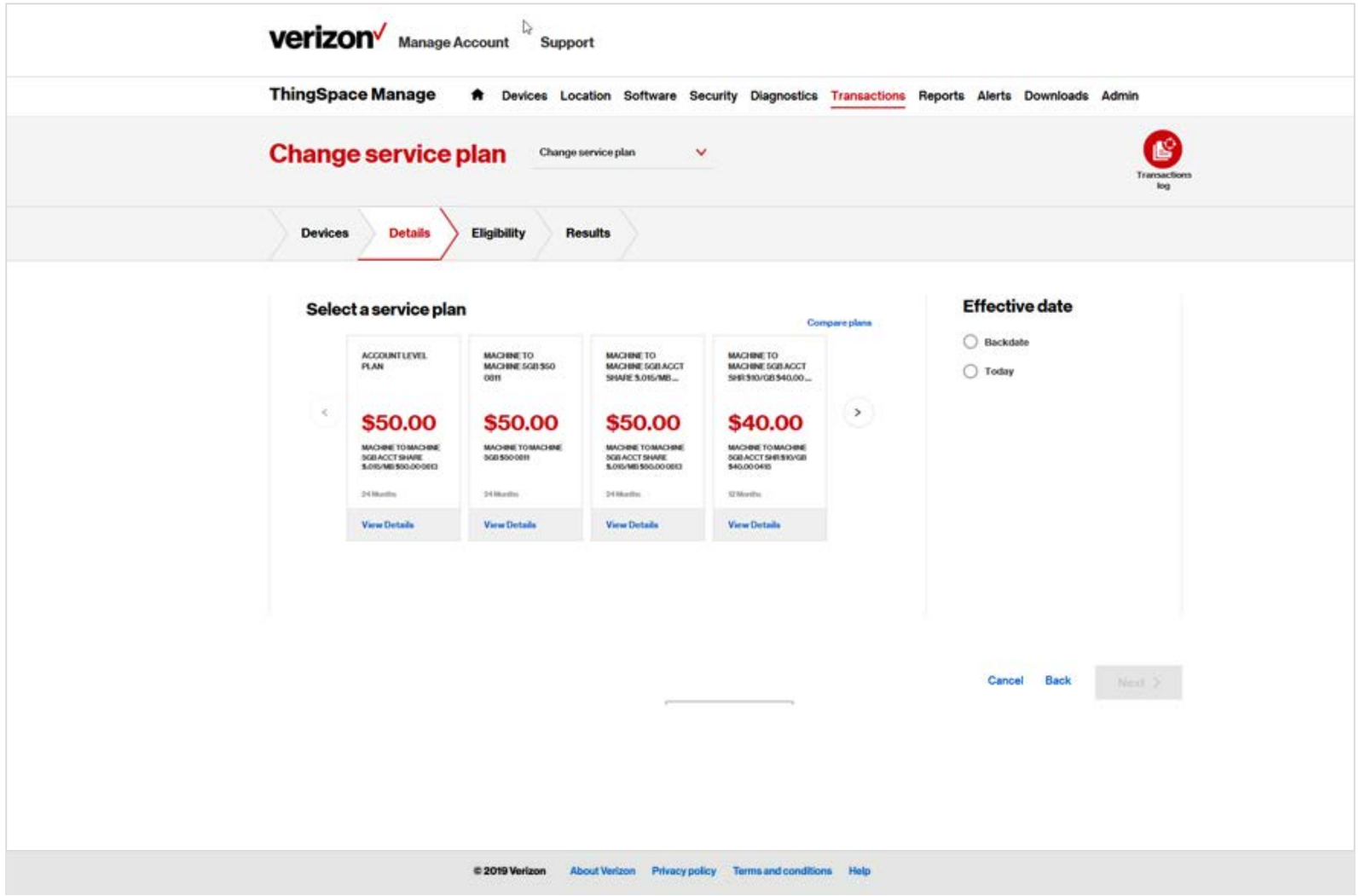


Transactions

Change service plan

1 After selecting Change service plan from the dropdown and uploading devices, compare service plans and feature sets, and then select the desired plan.

Continue →

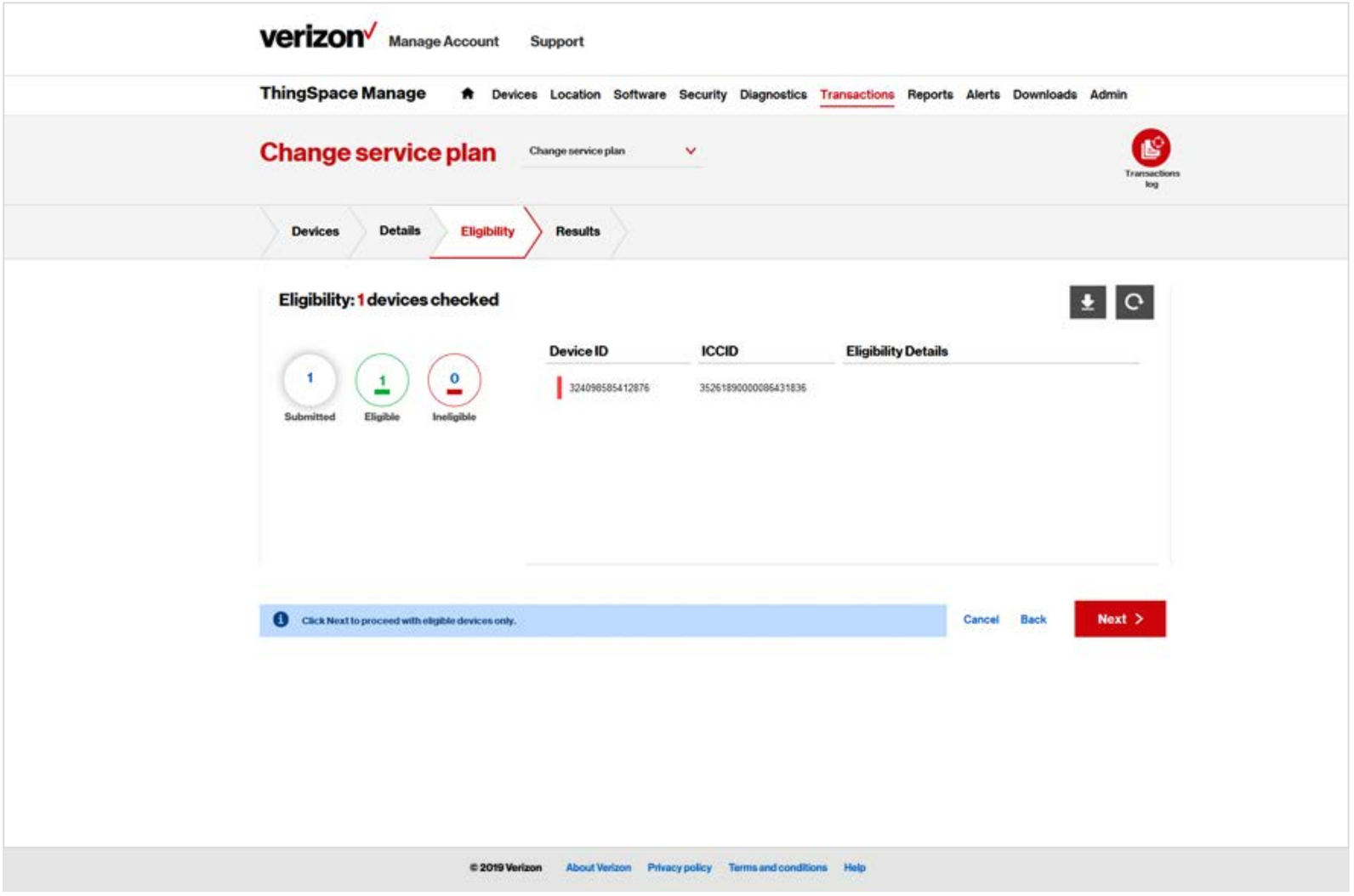


Transactions

Change service plan

2 Review the number of eligible devices, and then click *Next*.

Continue →

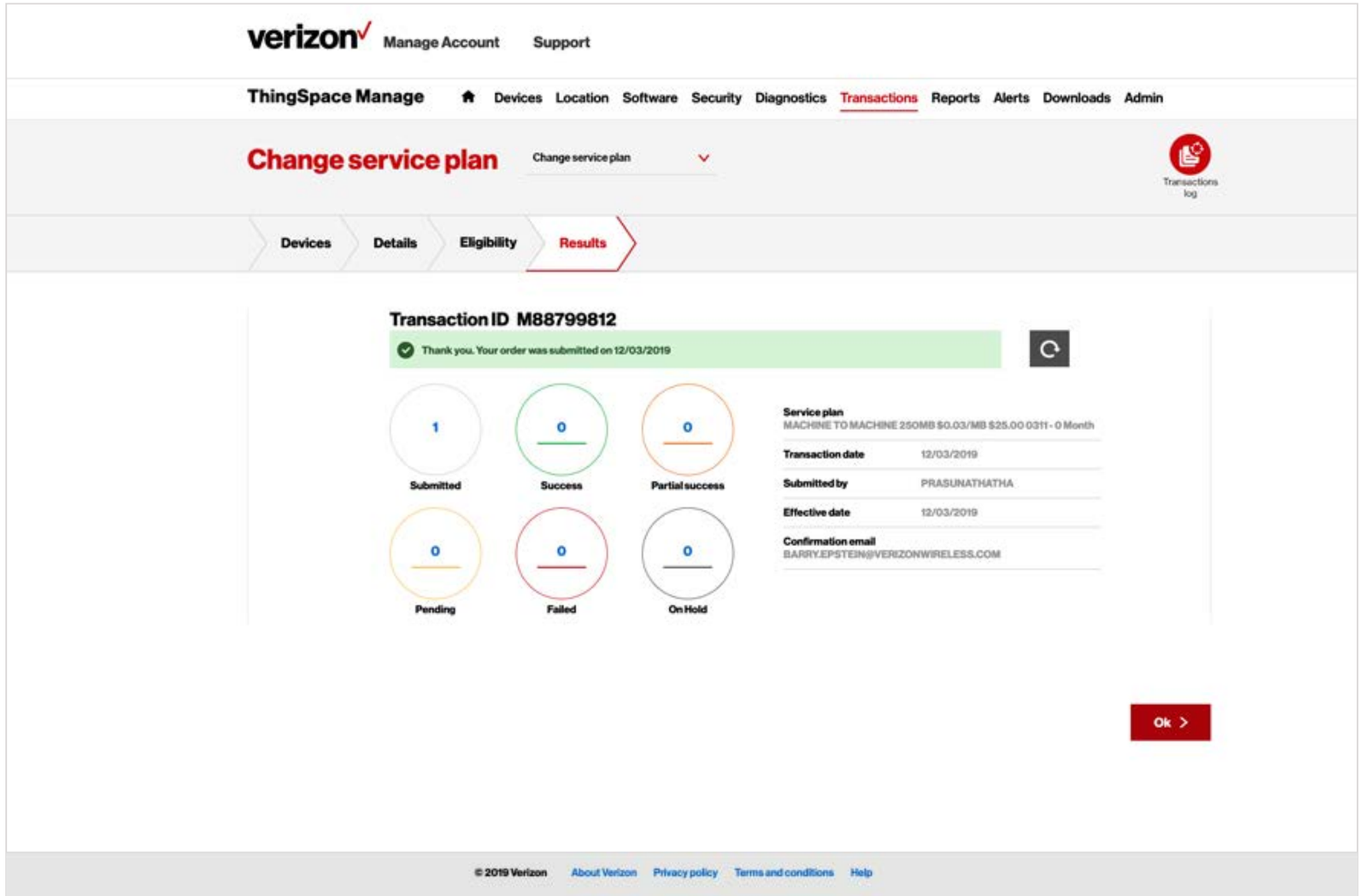


Transactions

Change service plan

3 Confirm that the results were successful, and then click *Ok*.

Continue →



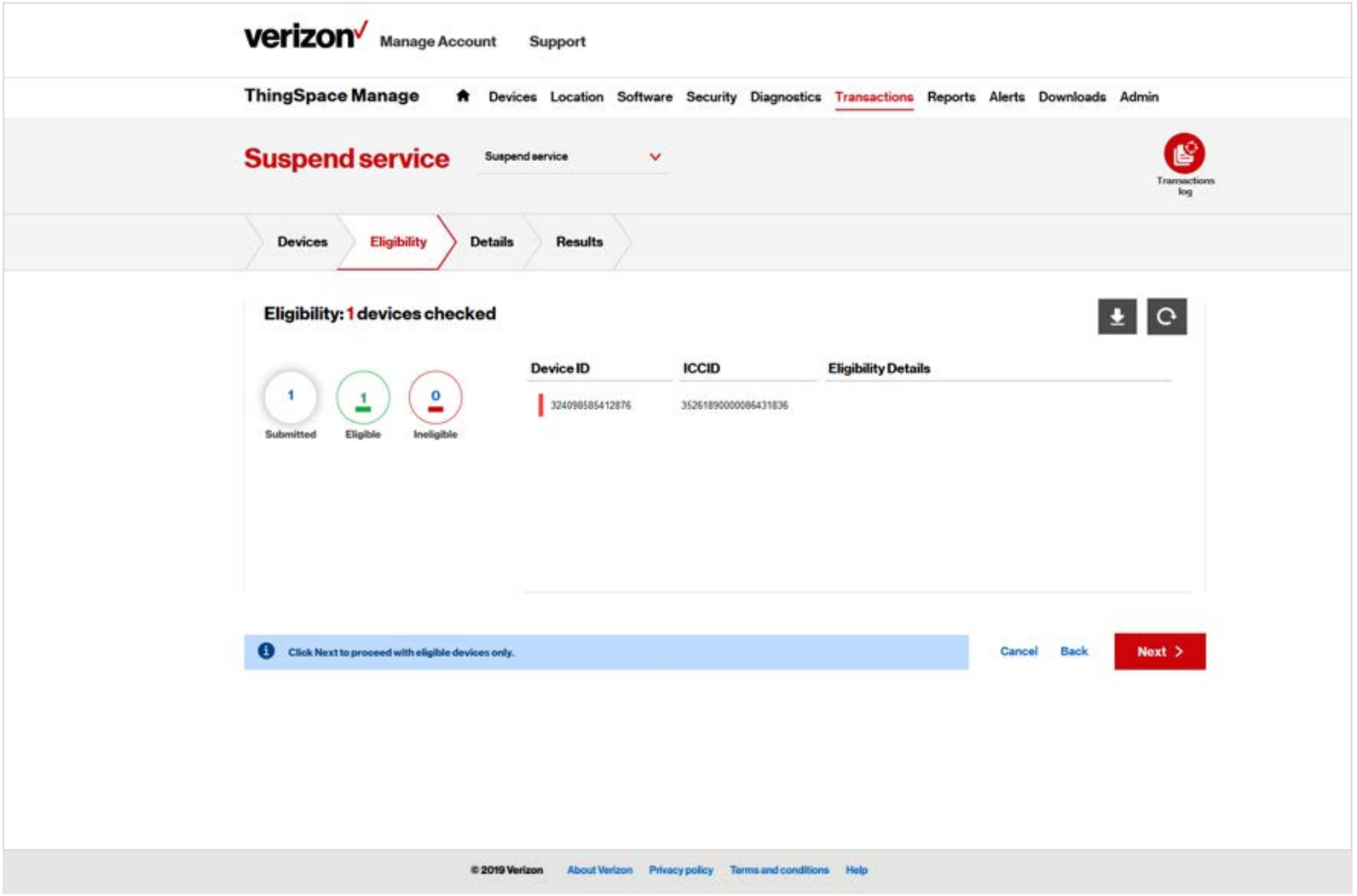
Transactions

Suspend service

1 After selecting Suspend service from the dropdown and uploading devices, confirm that the device(s) shown are eligible to have service suspended.

Click *Next*.

Continue →



Transactions

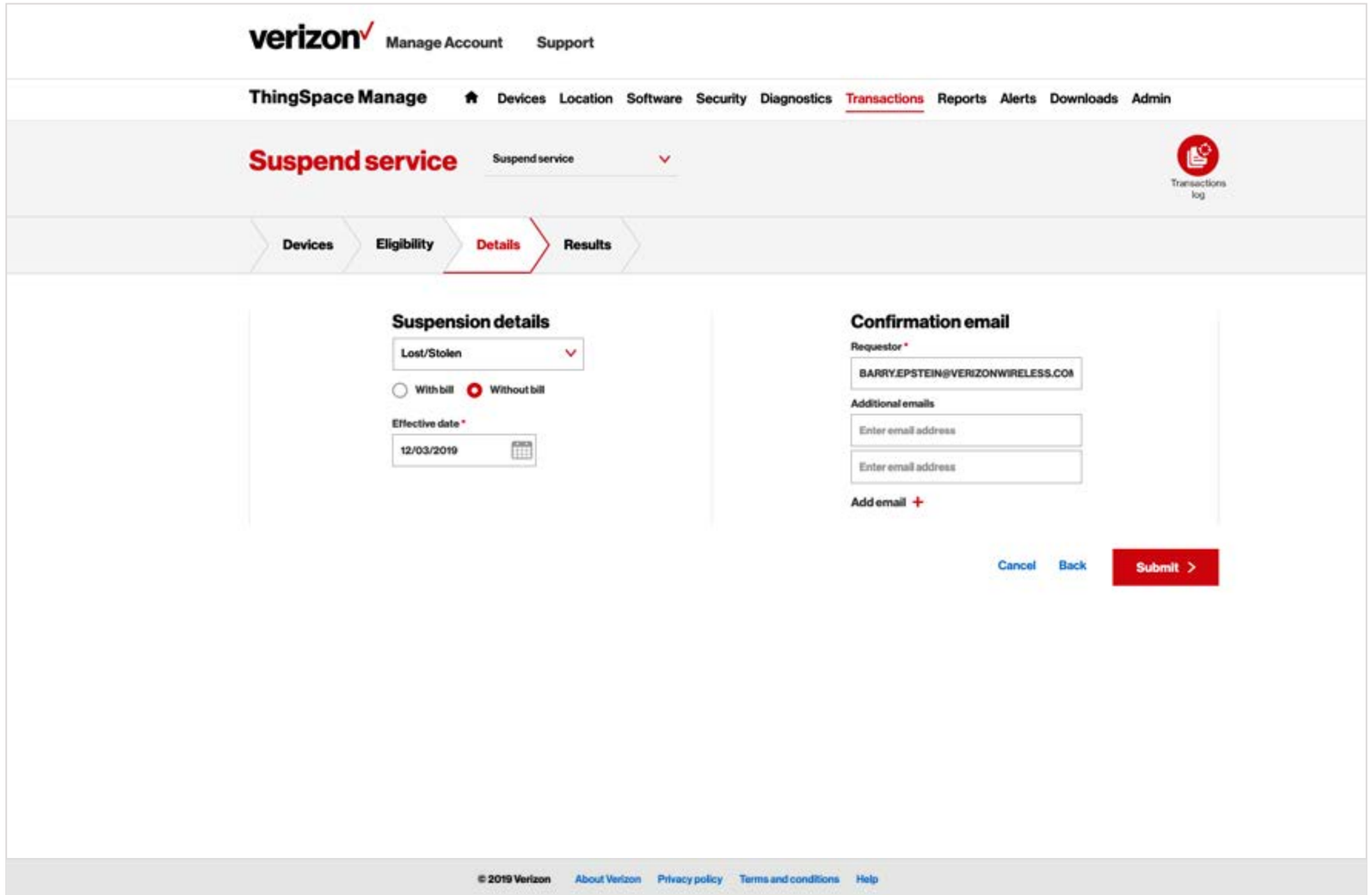
Suspend service

2 Select a reason and a start date for the service suspension.

Specify one or more confirmation email addresses where notification about the suspension will be sent.

Click *Submit*.

Continue →

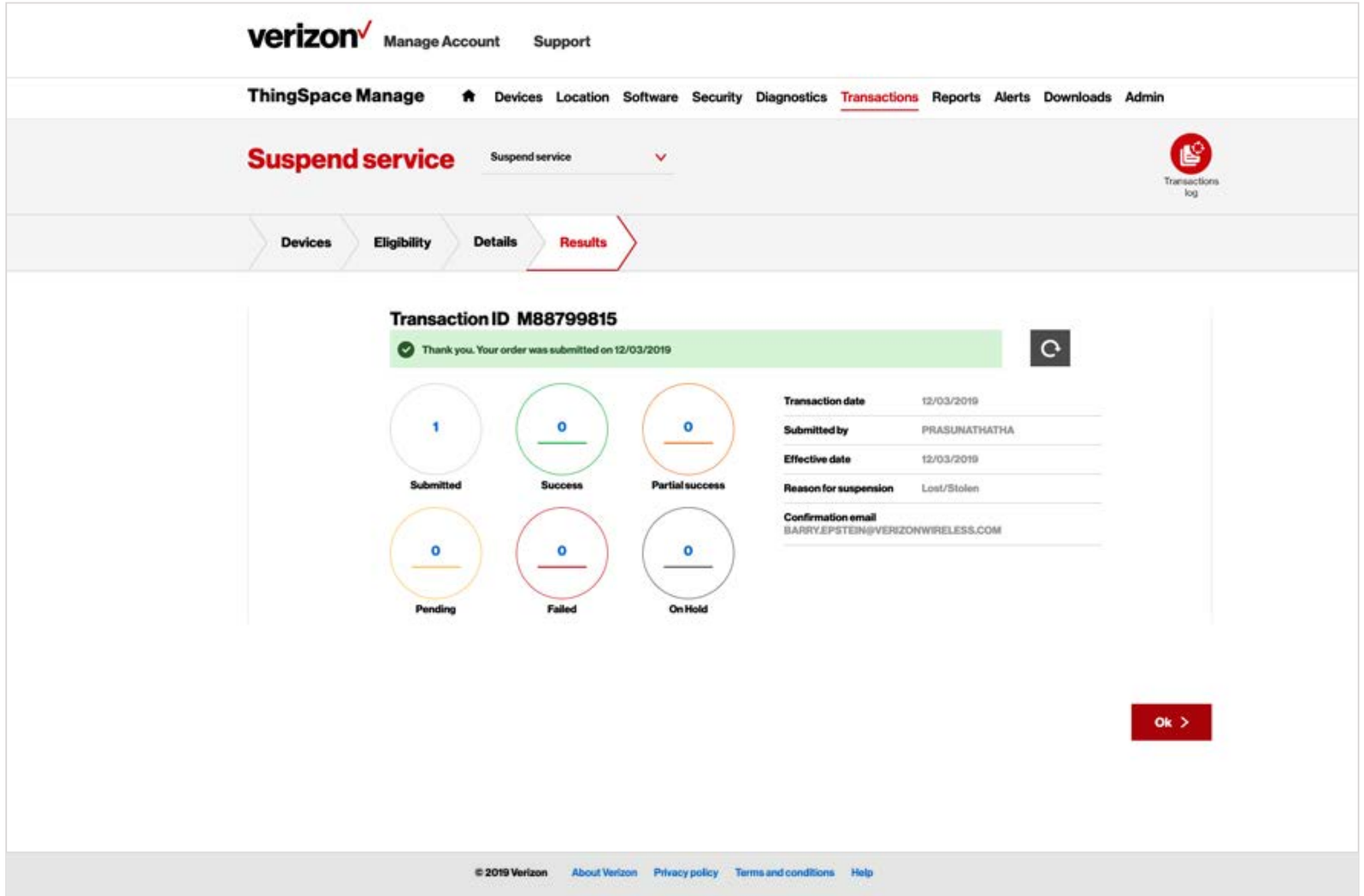


Transactions

Suspend service

3 Confirm that the results were successful, and then click *Ok*.

Continue →



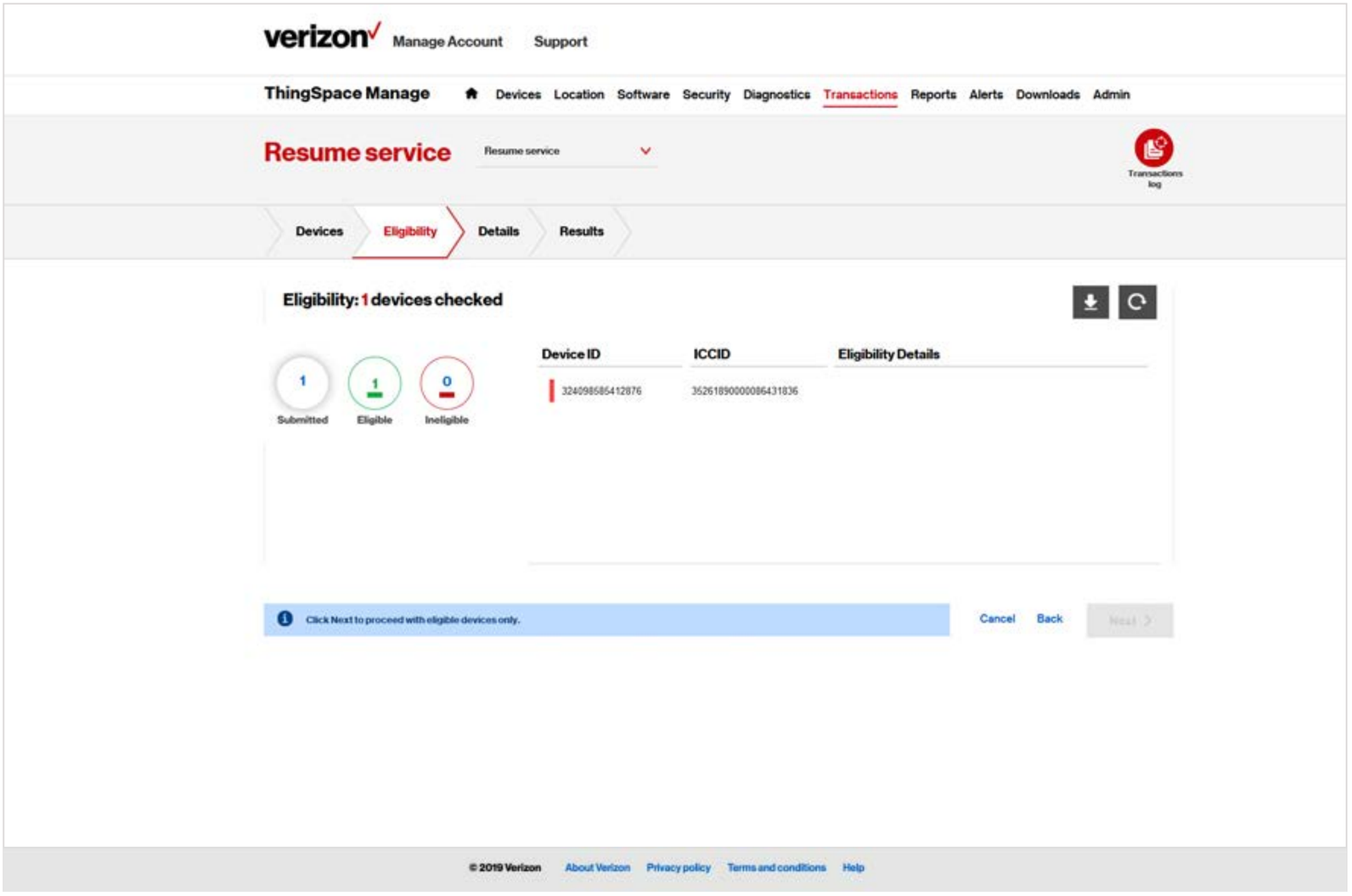
Transactions

Resume service

1 After selecting Resume service from the dropdown and uploading devices, confirm that the device(s) shown are eligible to have service resumed.

Click *Next*.

Continue →



Transactions

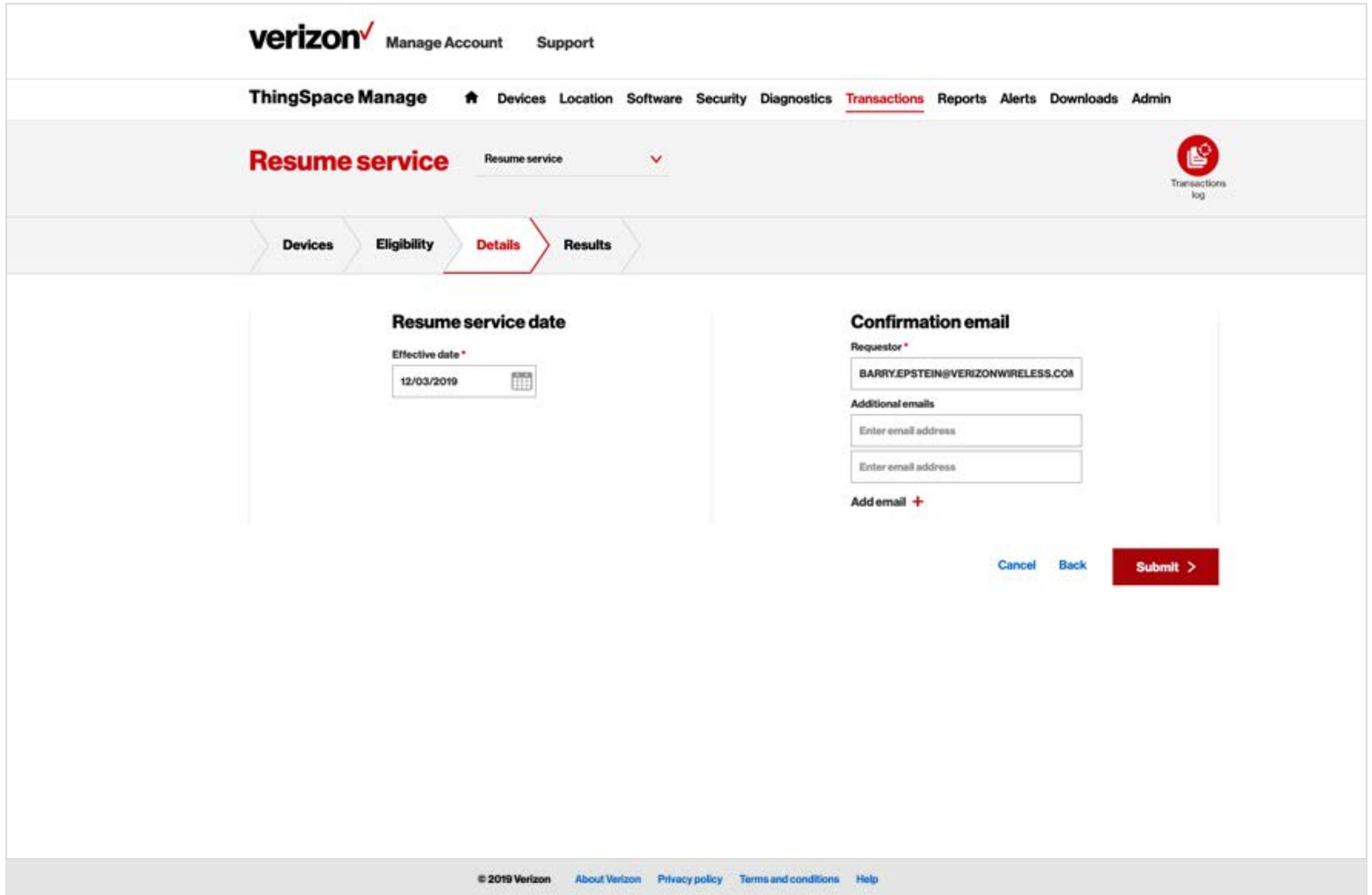
Resume service

2 Select a date when service will resume.

Specify one or more confirmation email addresses where notification about the resumption in service will be sent.

Click *Submit*.

Continue →

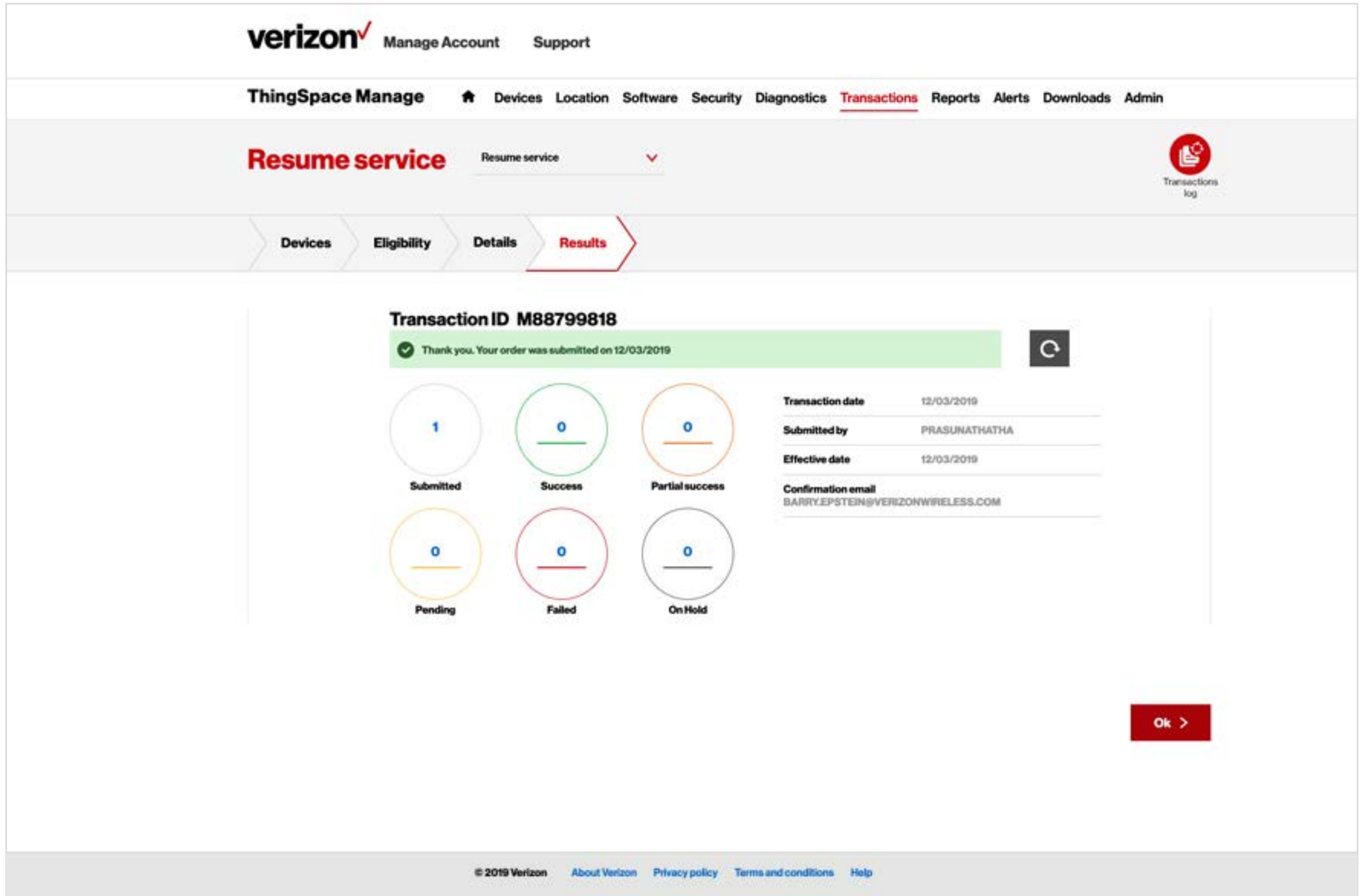


Transactions

Resume service

3 Confirm that the results were successful, and then click *Ok*.

Continue →



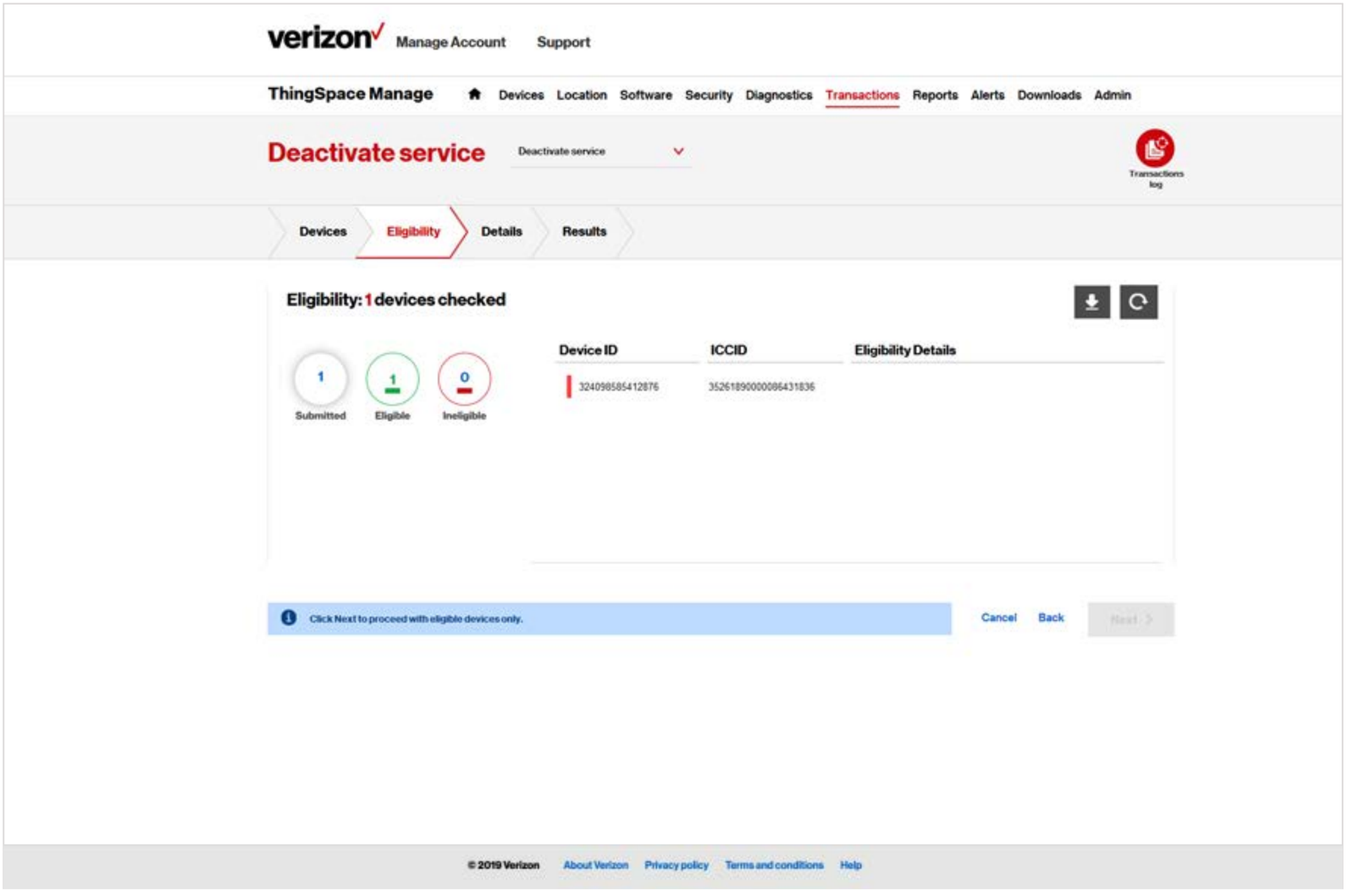
Transactions

Deactivate service

1 After selecting Deactivate service from the dropdown and uploading devices, confirm that the device(s) shown are eligible for service deactivation.

Click *Next*.

Continue →



Transactions

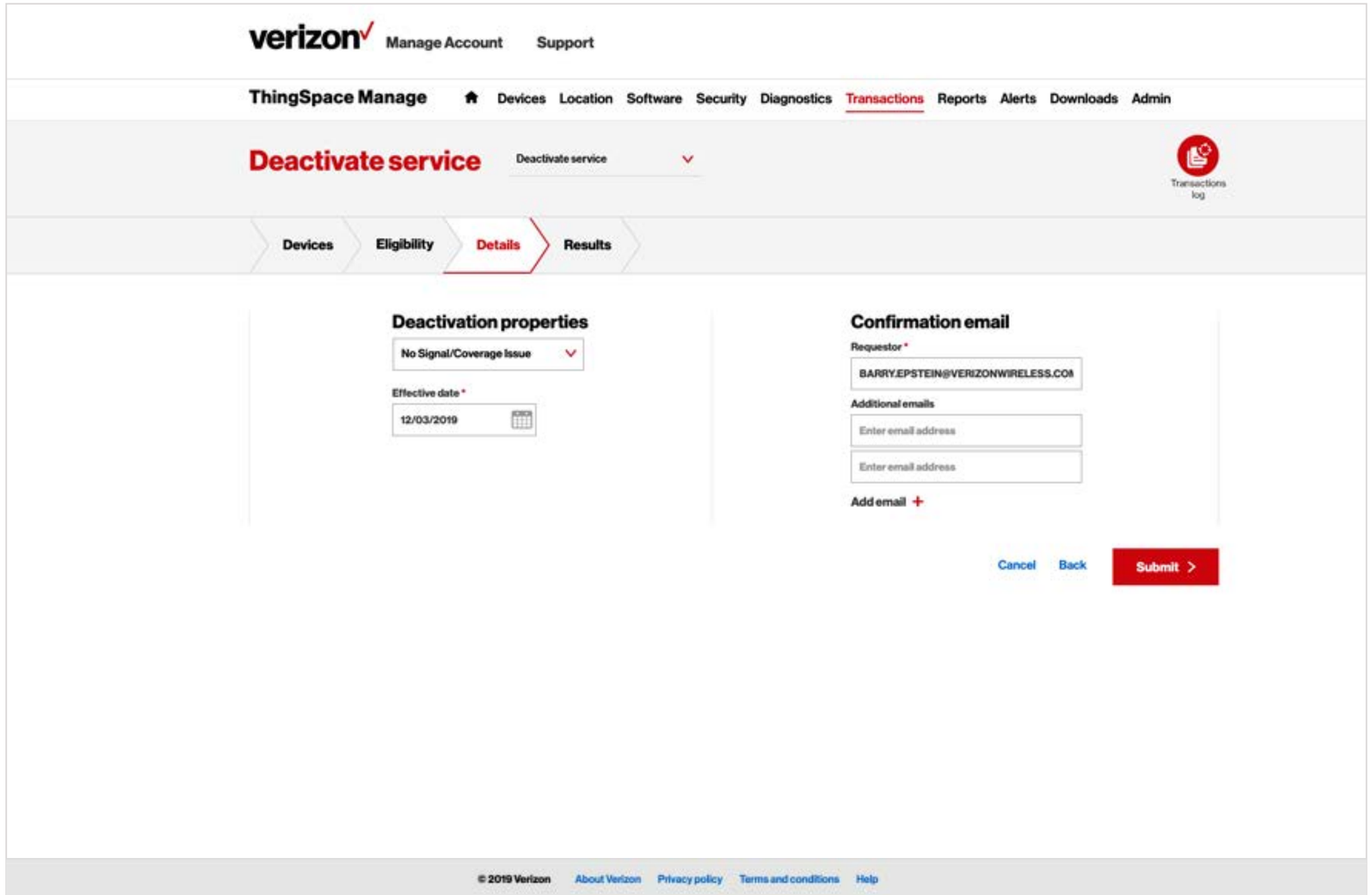
Deactivate service

2 Select a reason and a start date for the service deactivation.

Specify one or more confirmation email addresses where notification about the deactivation will be sent.

Click *Submit*.

Continue →

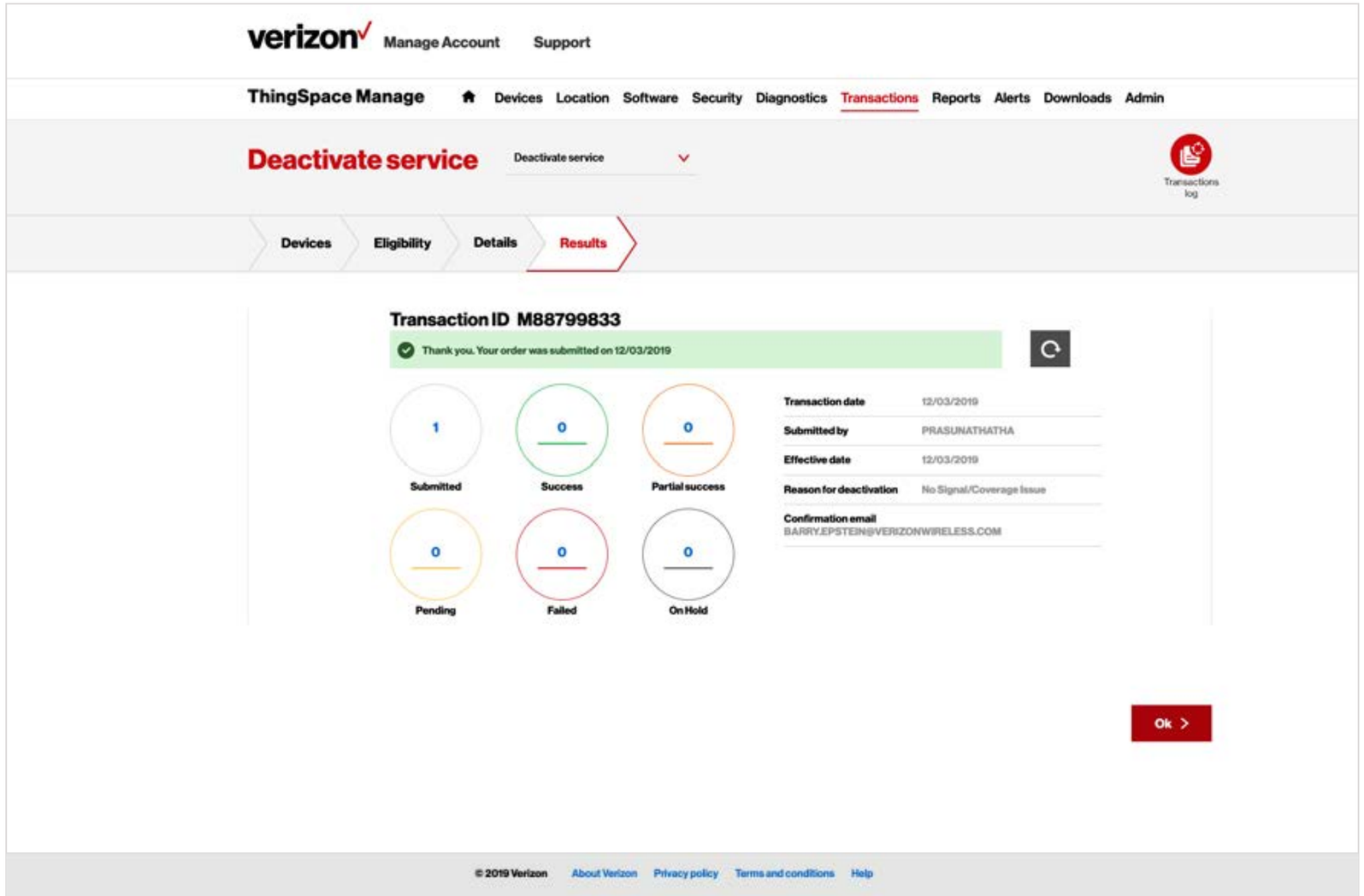


Transactions

Deactivate service

3 Confirm that the results were successful, and then click *Ok*.

Continue →

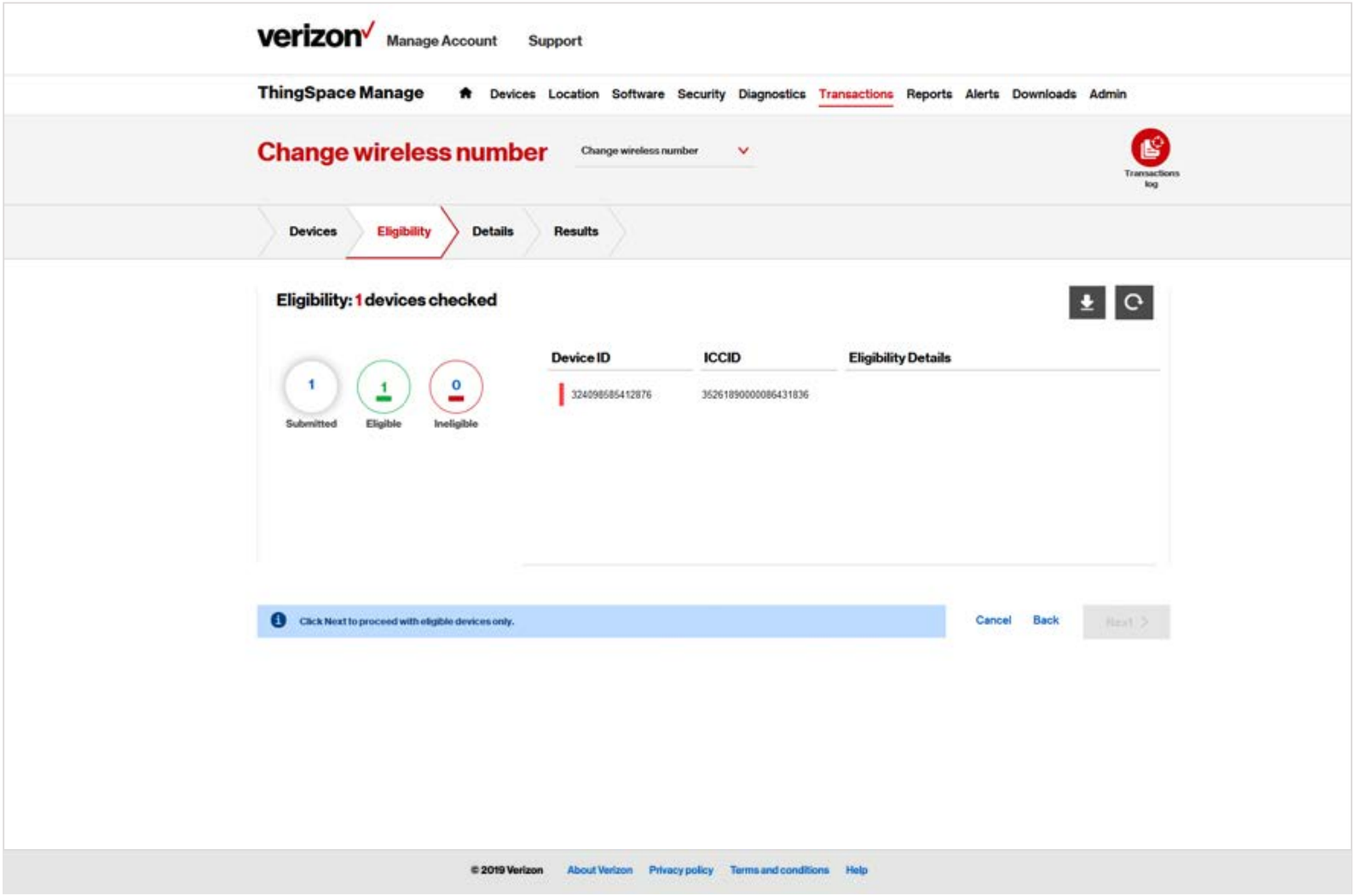


Transactions

Change wireless number

1 After selecting Change wireless number from the dropdown and uploading devices, confirm that the device(s) shown are eligible to have their wireless number changed.

Continue →



Transactions

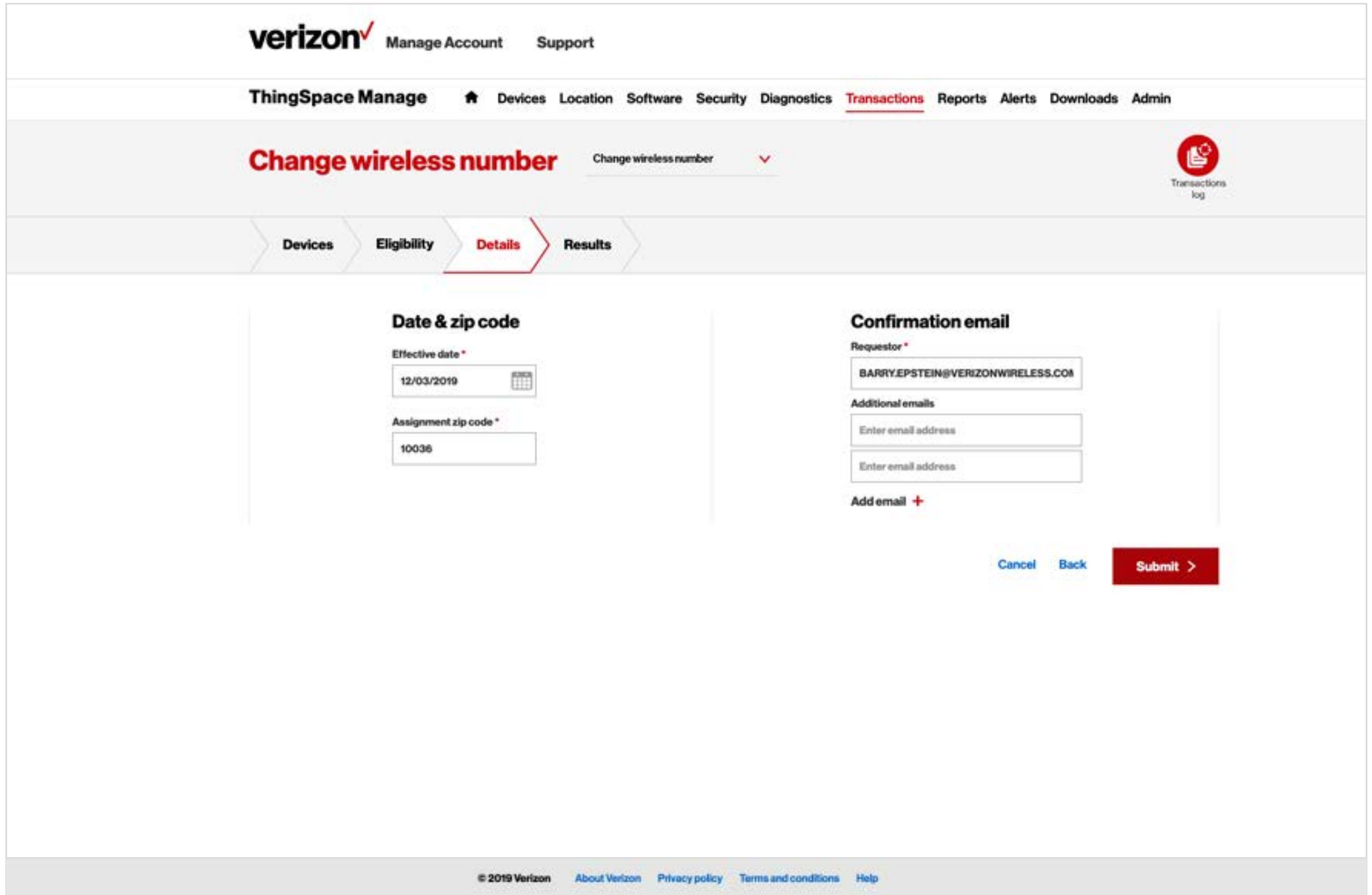
Change wireless number

2 Select a date and zip code associated with the wireless number change.

Specify one or more confirmation email addresses where notification about the wireless number change will be sent.

Click *Submit*.

Continue →

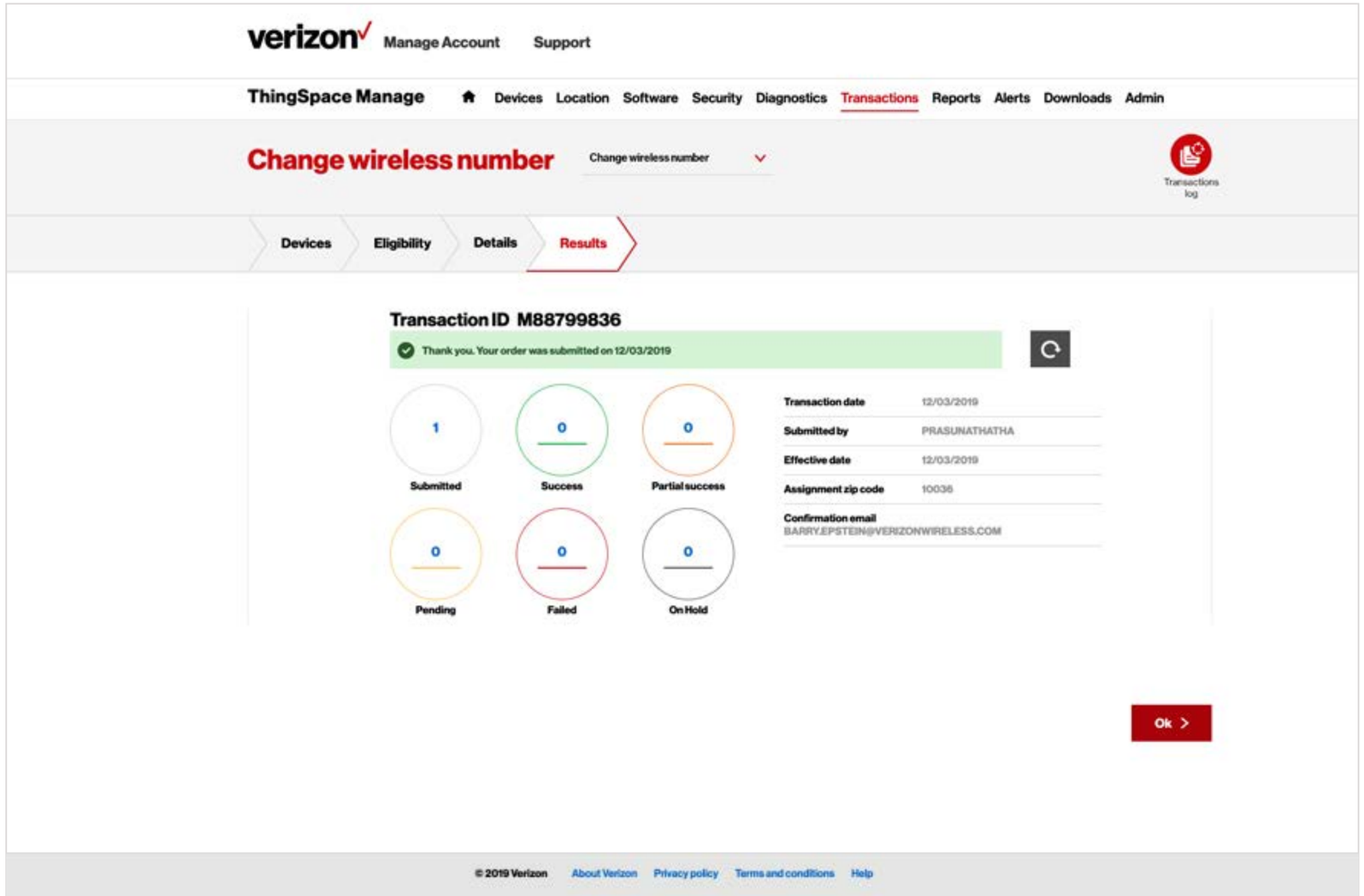


Transactions

Change wireless number

3 Confirm that the results were successful, and then click *Ok*.

Continue →



Reports

Reports page

Use the Reports page to run reports from a selected list of available reports for a set of devices over a period of time.

Continue →

Reports

Run standard reports

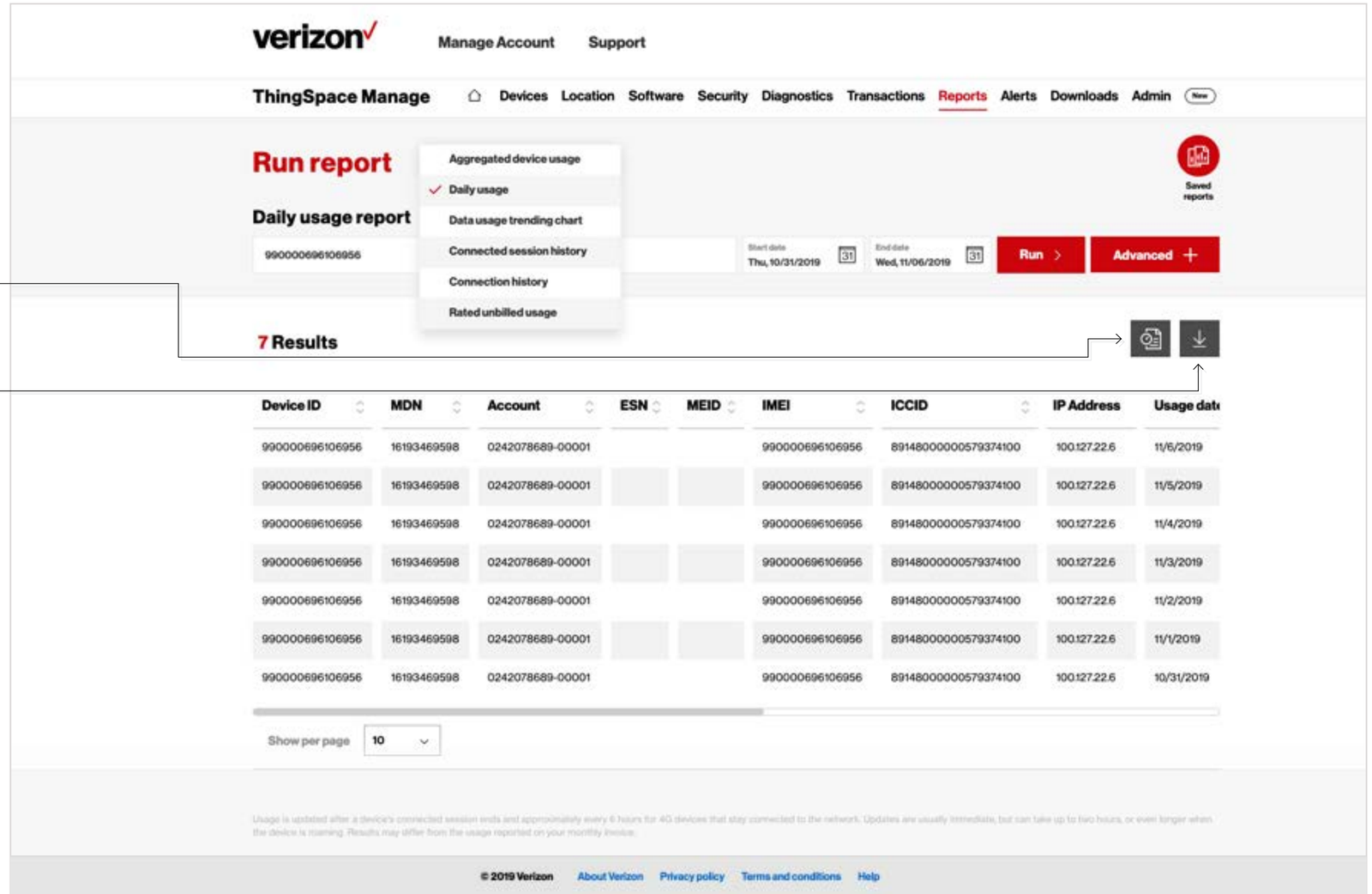
Standard reports have start and end dates, and up to 10 device IDs as the only input criteria.

Standard report results display on the screen in real time.

Save this report criteria so you can run it again in the future. *Schedule* it to run automatically.

Download the results.

Continue →



Reports

Run standard reports

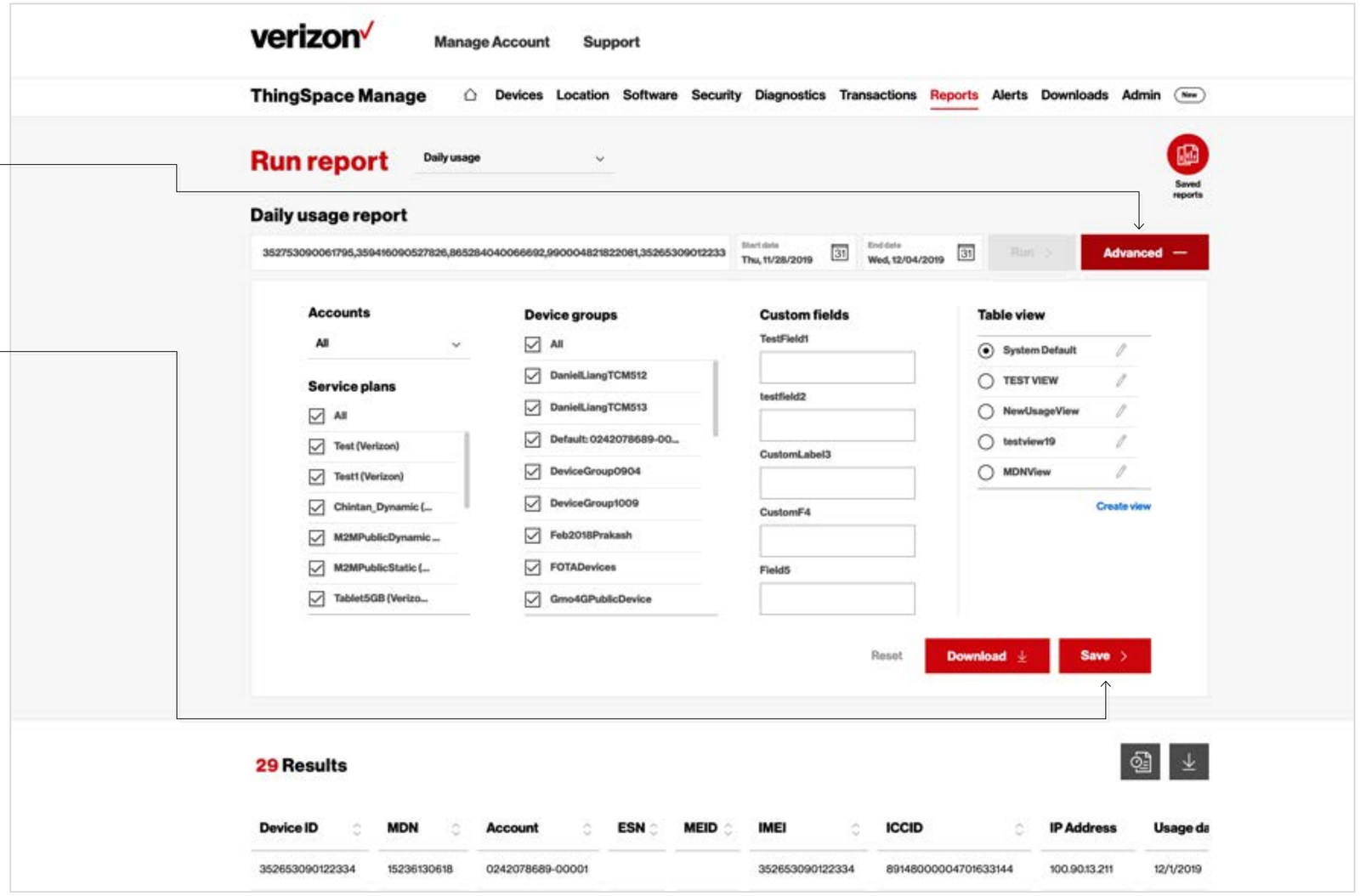
Advanced Reports allow you to modify additional inputs such as account, groups, and custom fields.

Define more input criteria for advanced reports.

- Advanced reports do not appear immediately on the screen
- ThingSpace Manage emails you when a report is ready in Downloads

Save and schedule advanced reports to run again in the future.

Continue →



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

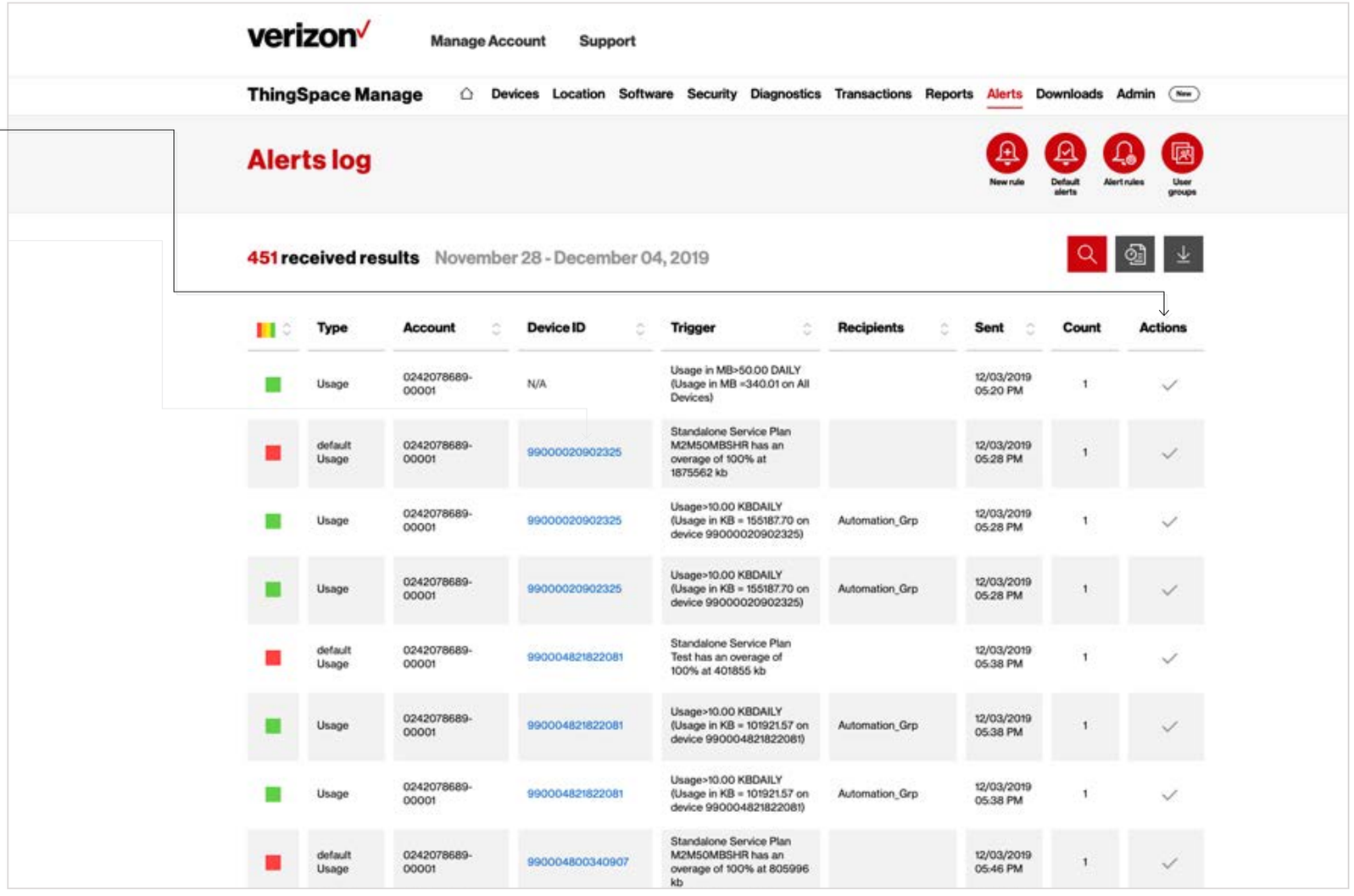
Manage alerts

Create and edit alert rules

Acknowledge receipt.

Drill down to device details.

Continue →



Alerts

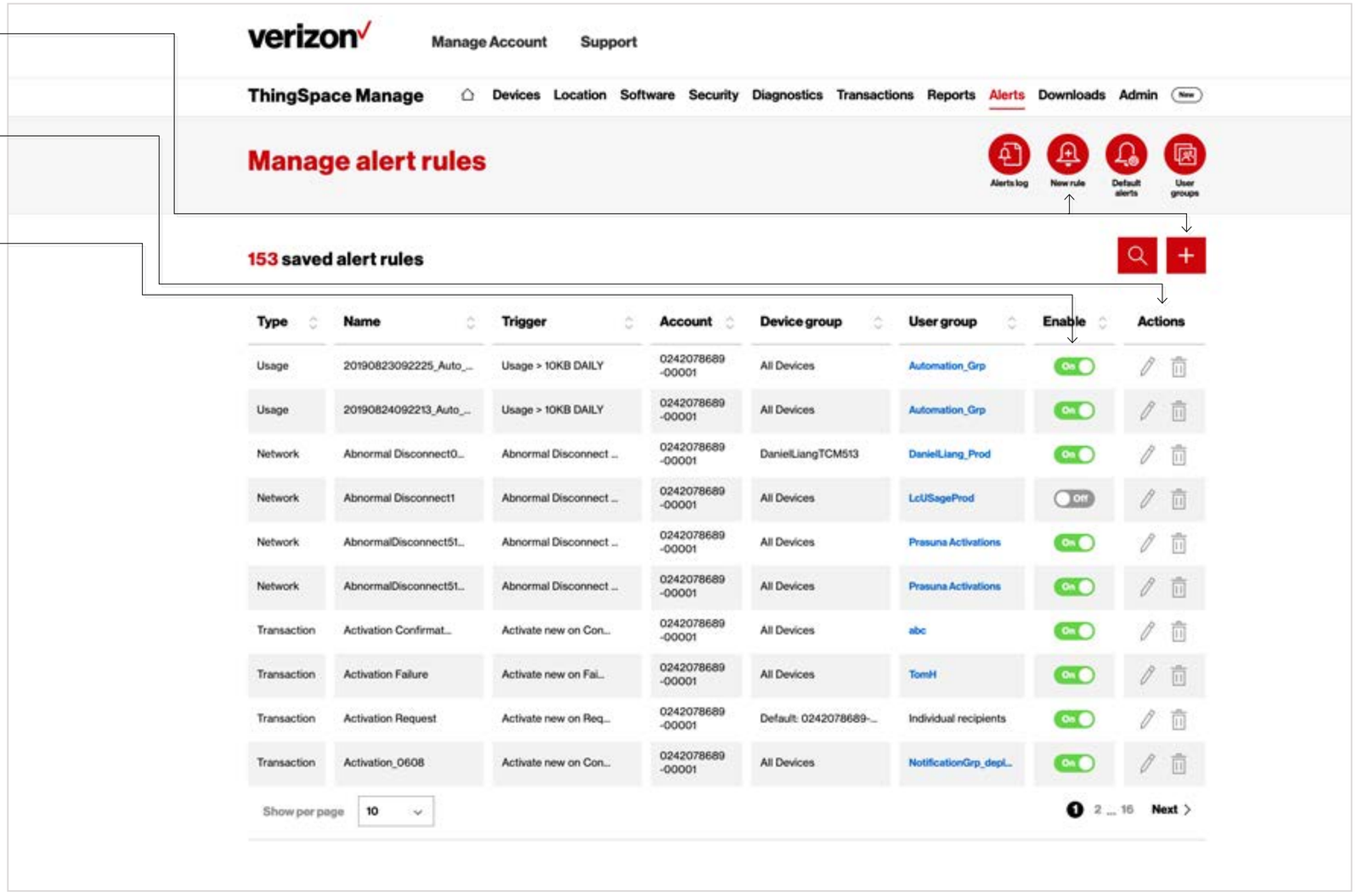
Manage alert rules

Create a *New rule.*

Edit or delete rule.

Quickly turn rule *on and off.*

Continue →



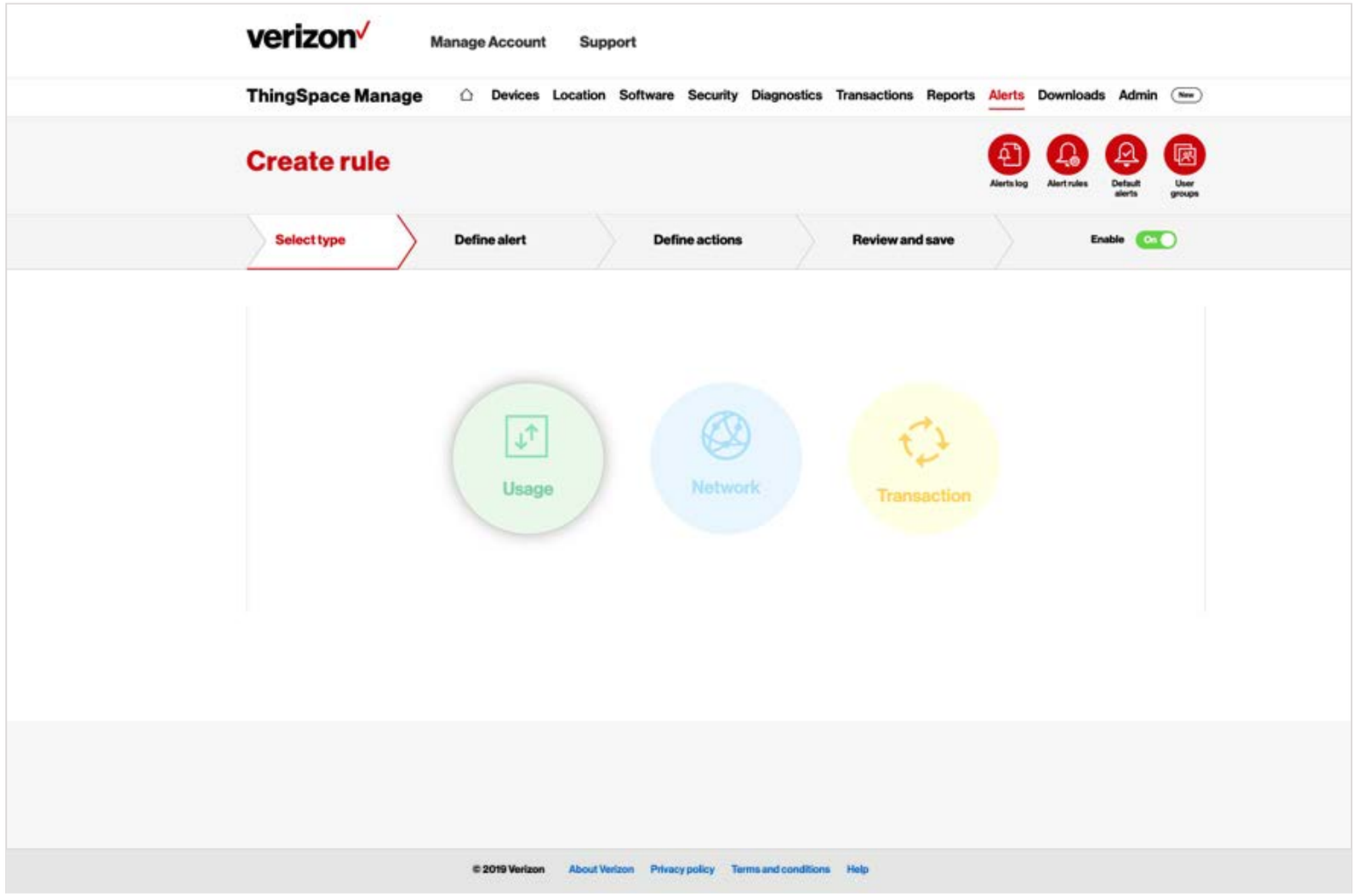
Alerts

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 →



Alerts

Create a usage alert

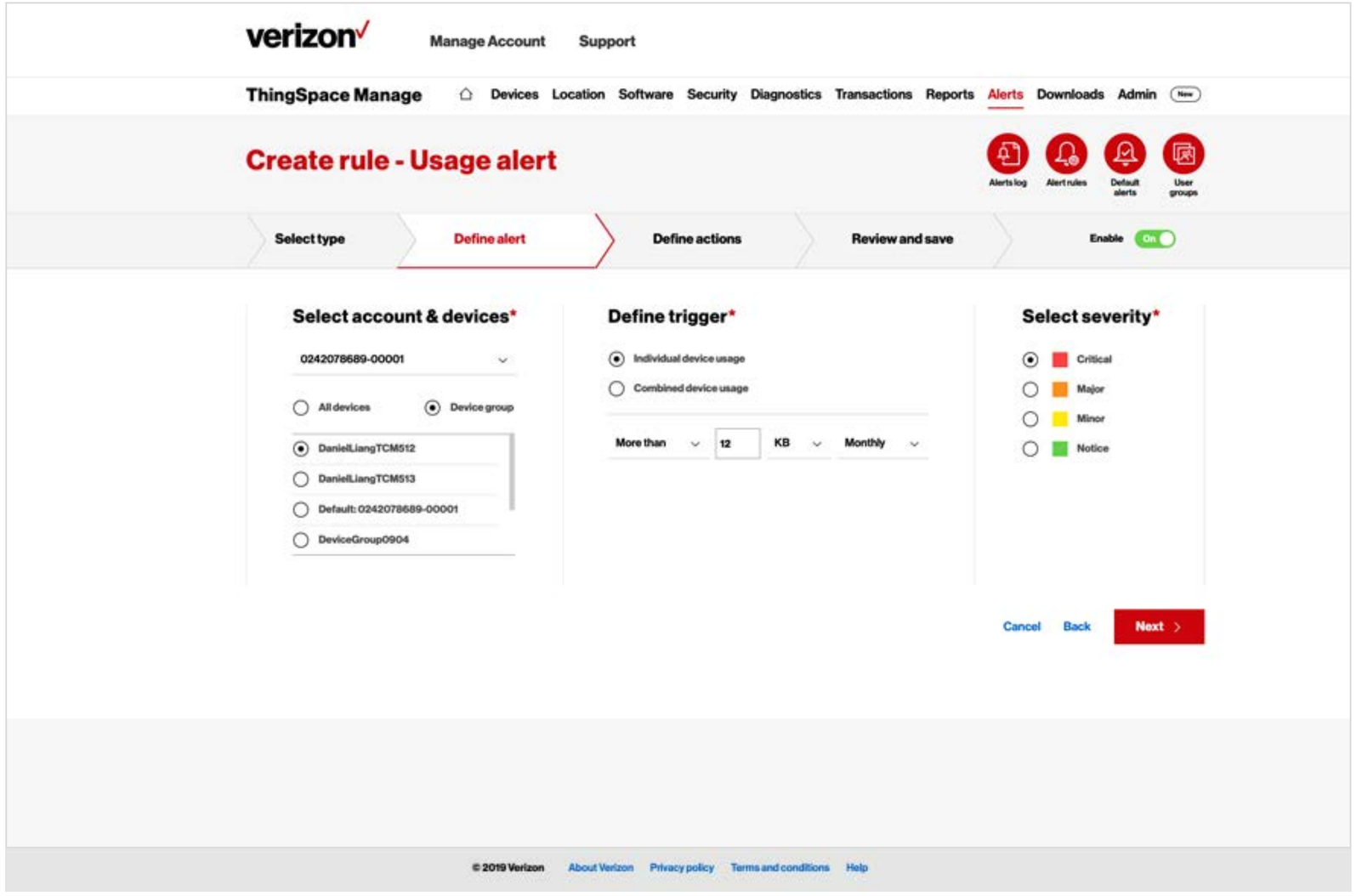
2. Select an individual account, all devices, or the device group.

   Select the trigger for the alert.

   Select the severity associated with the alert.

   Click *Next*.

Continue →



Alerts

Create a usage alert

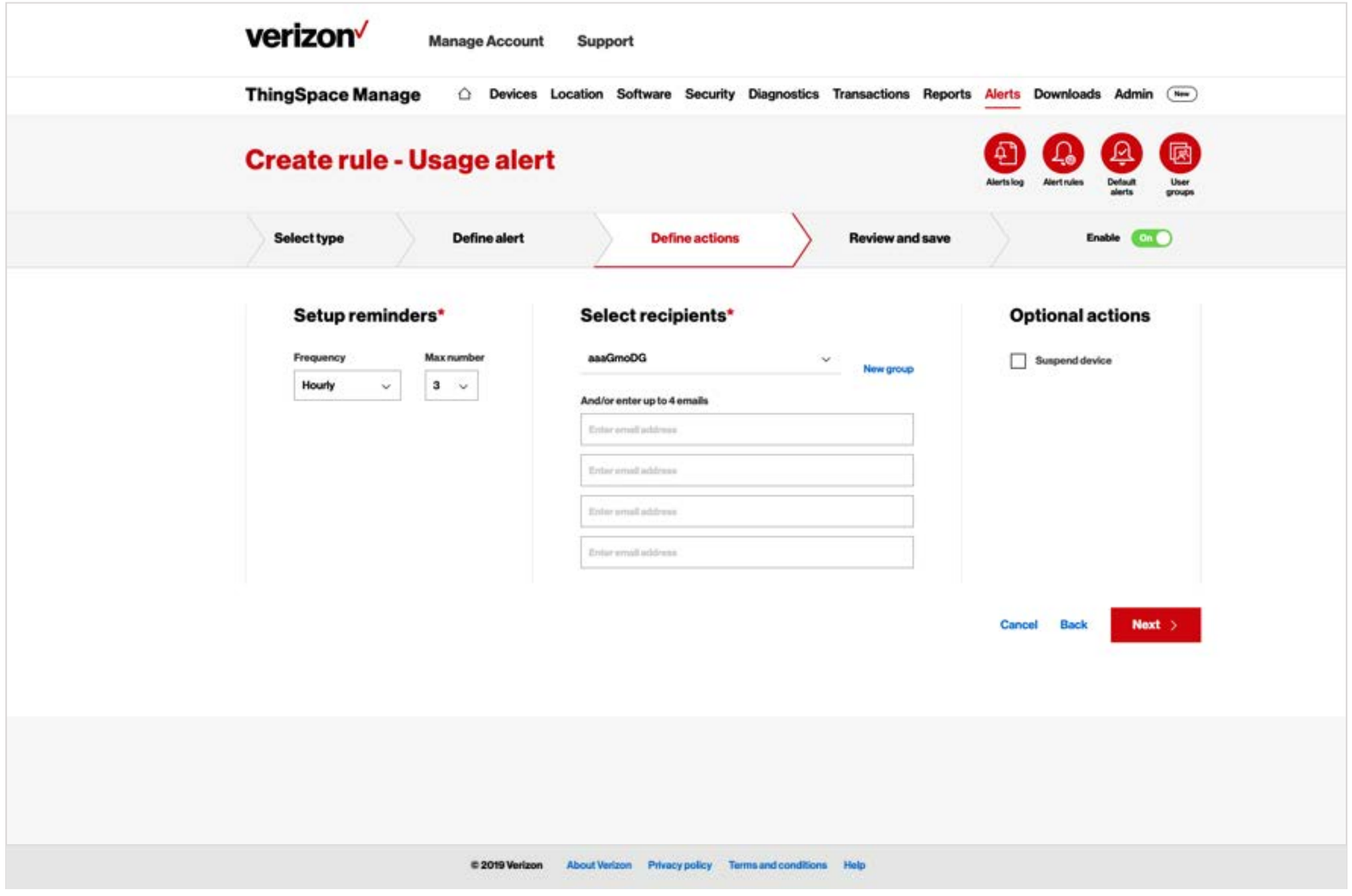
3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

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 →



Alerts

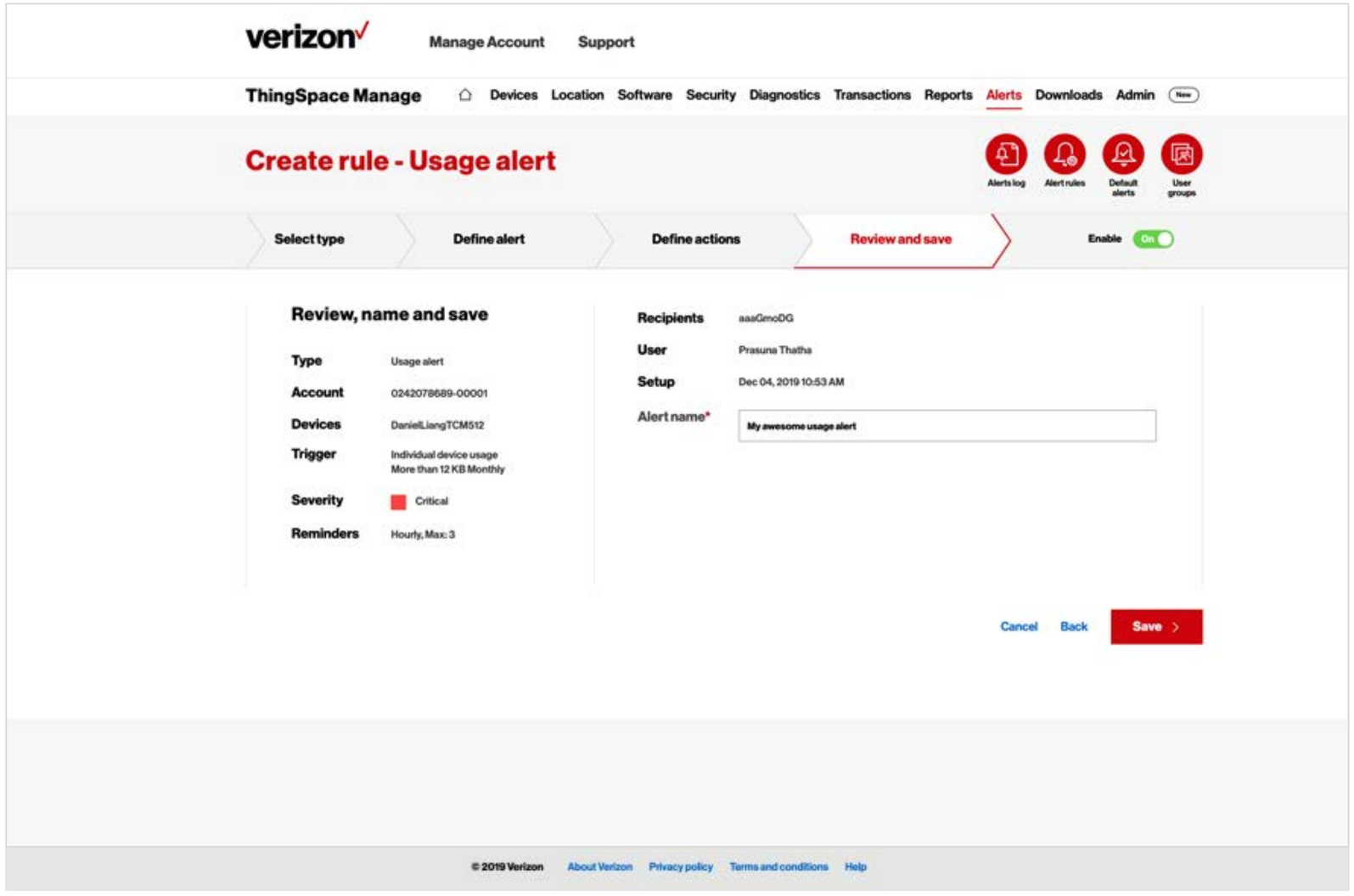
Create a usage alert

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 →



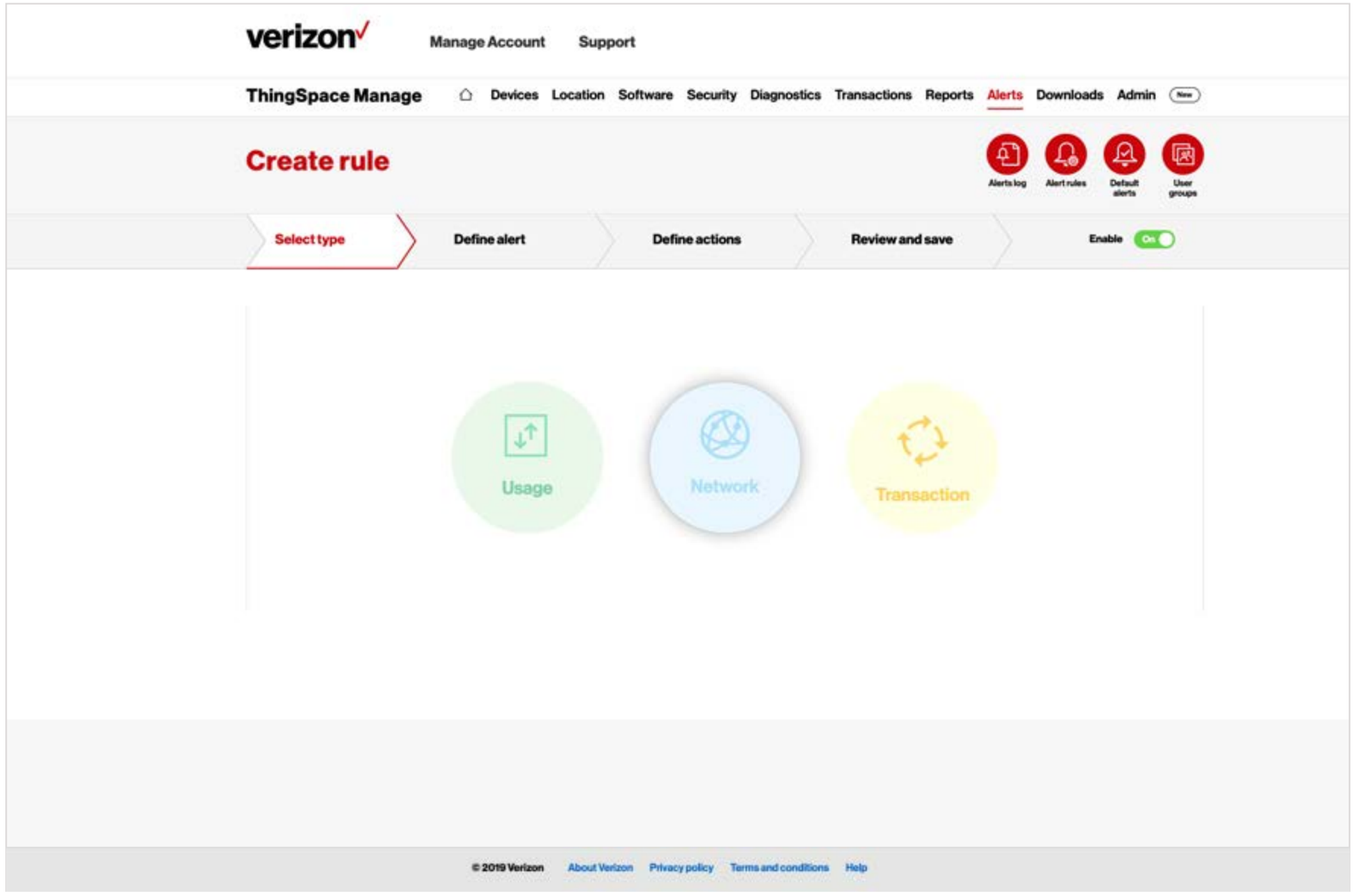
Alerts

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 →



Alerts

Create a network alert

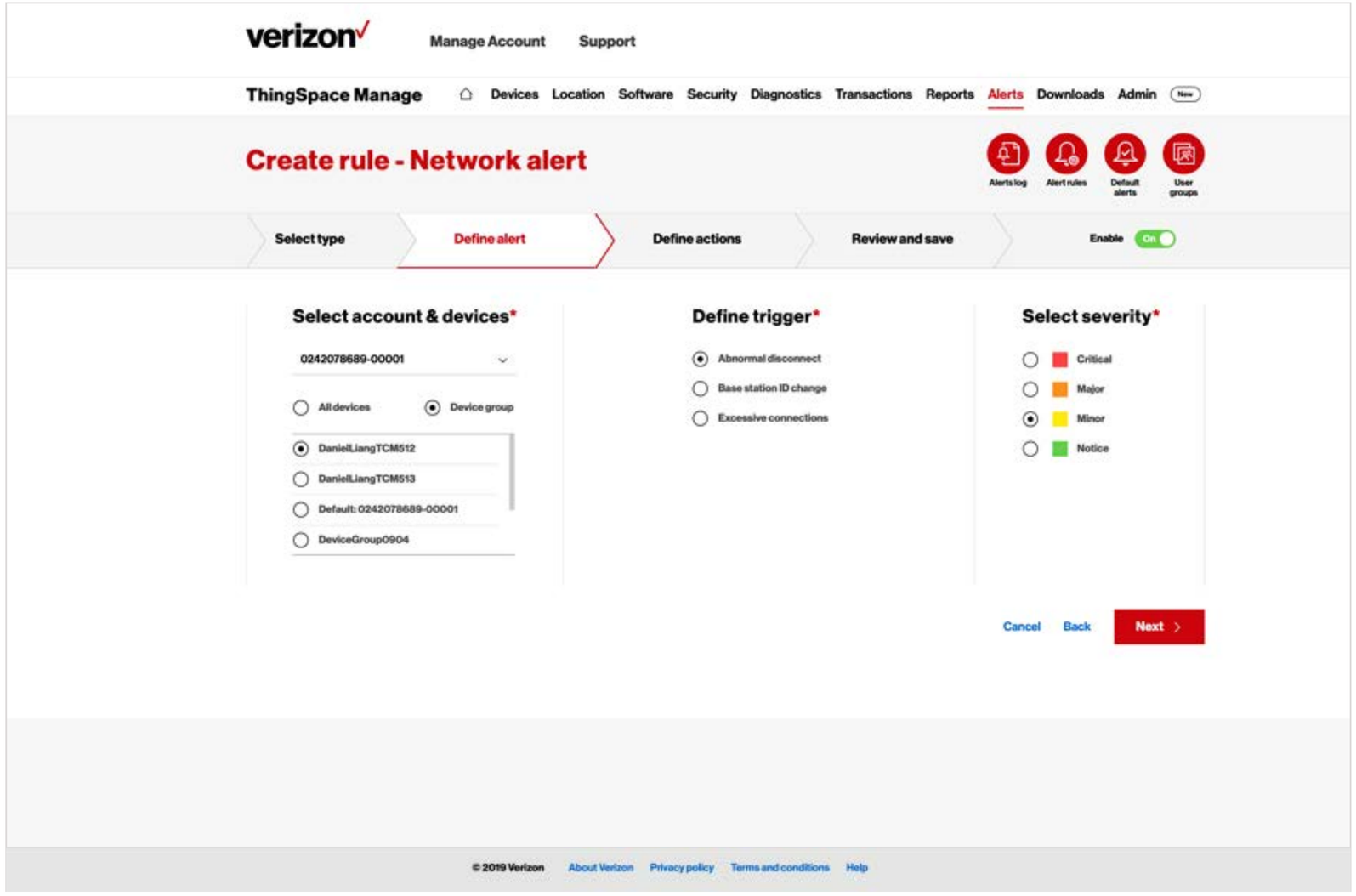
2 Select an individual account, all devices, or the device group.

Select the trigger for the alert.

Select the severity associated with the alert.

Click *Next*.

Continue →



Alerts

Create a network alert

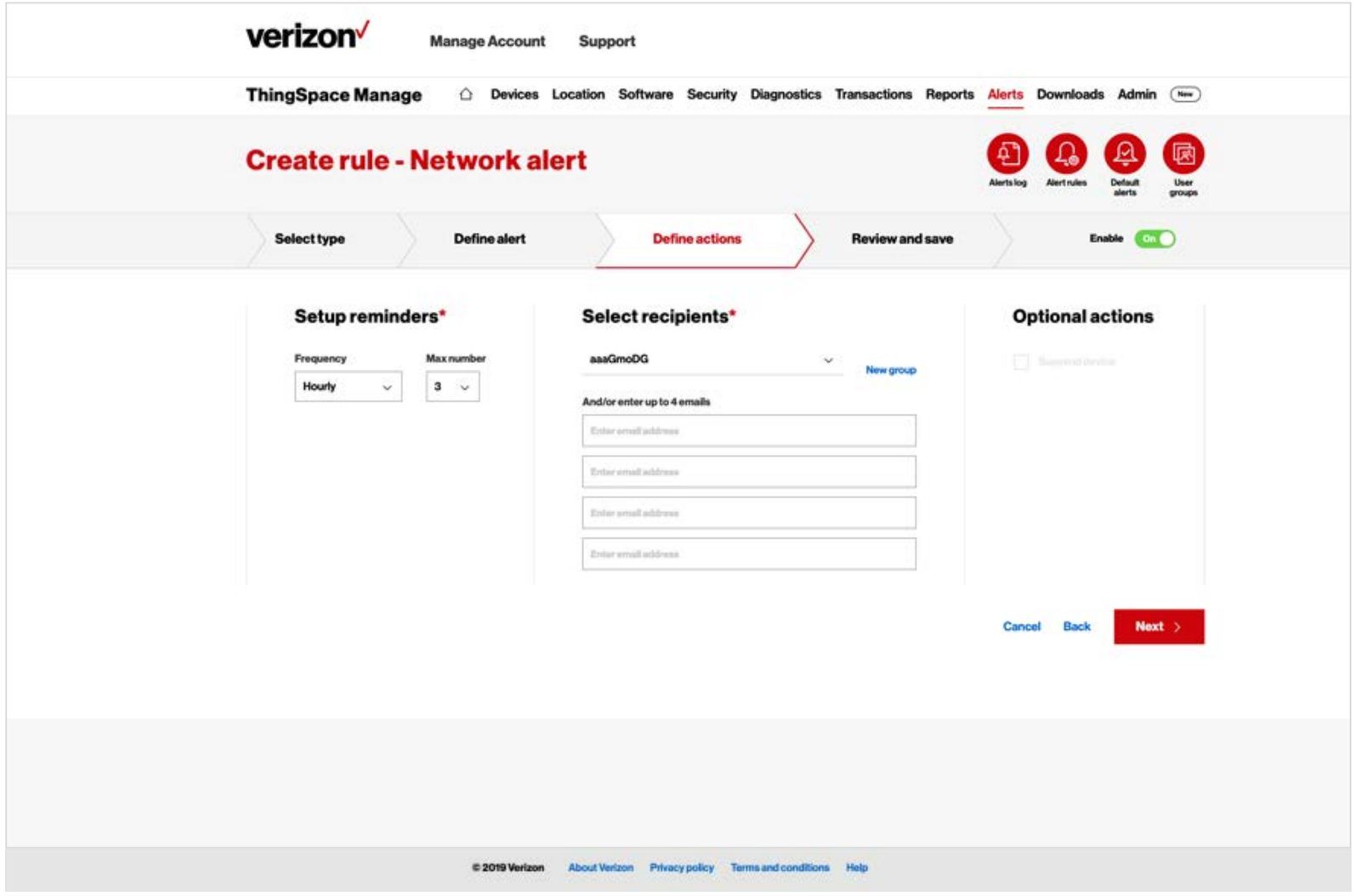
3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

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 →



Alerts

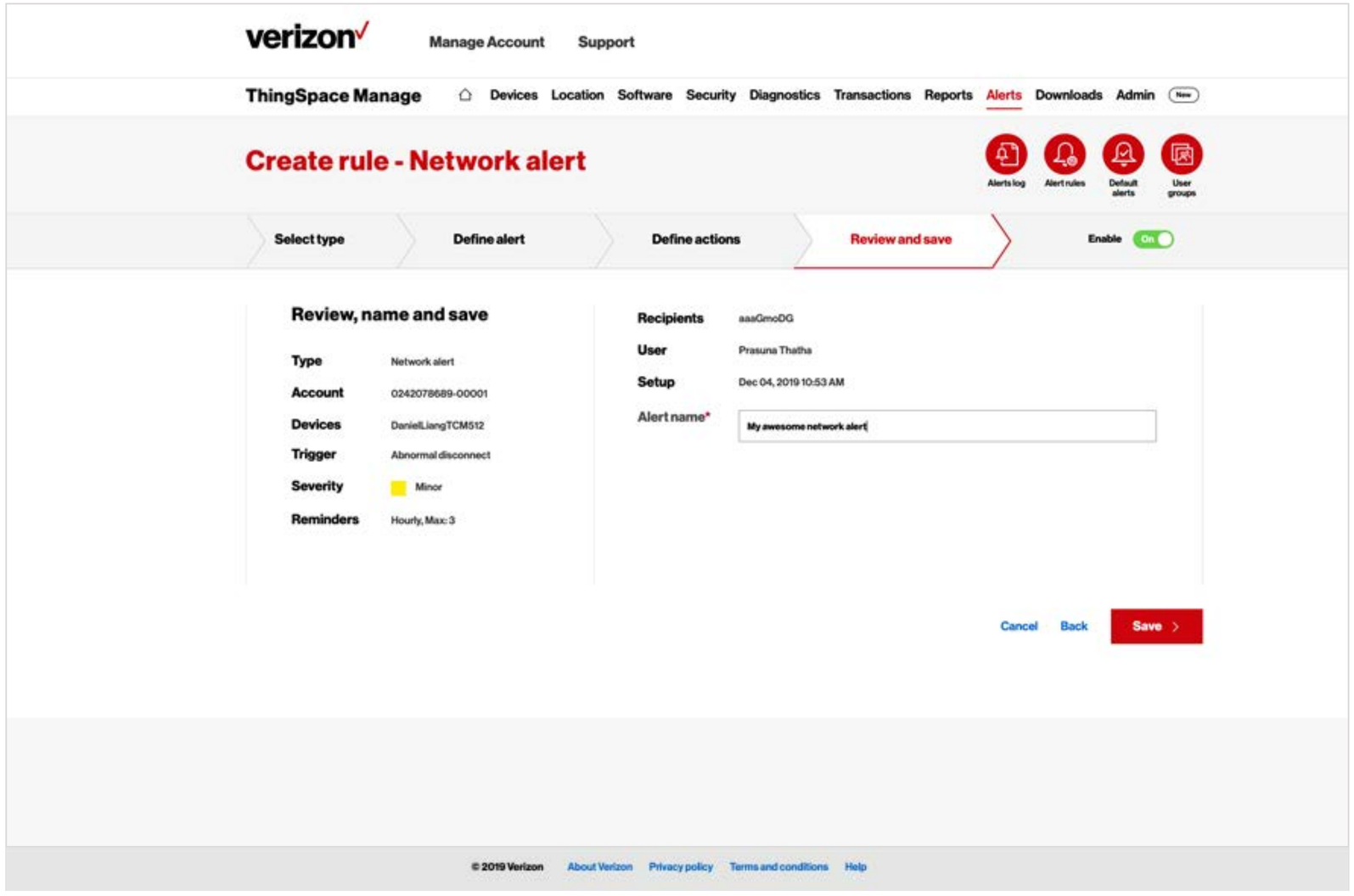
Create a network alert

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 →



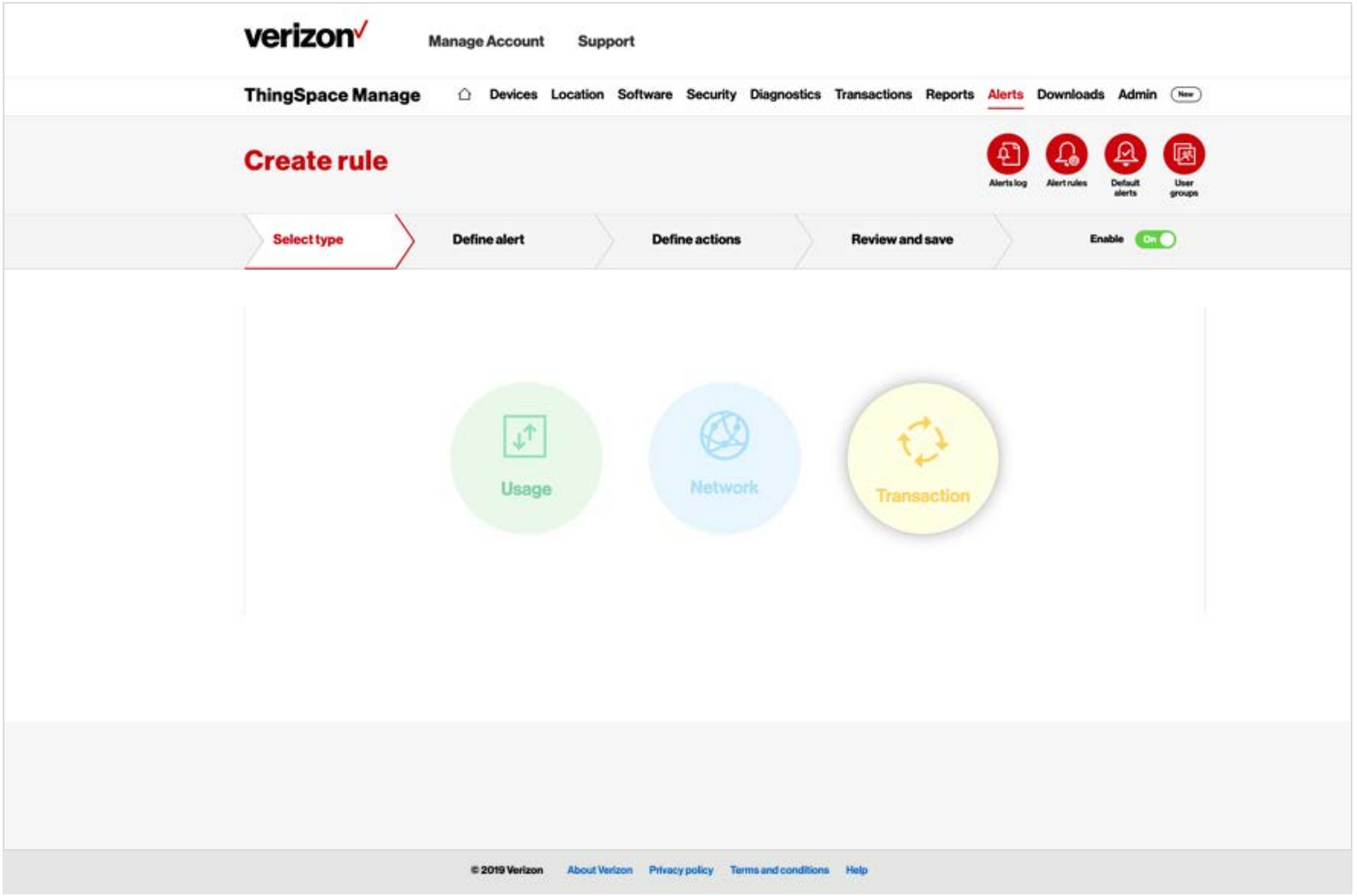
Alerts

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 →



Alert

Create a transaction alert

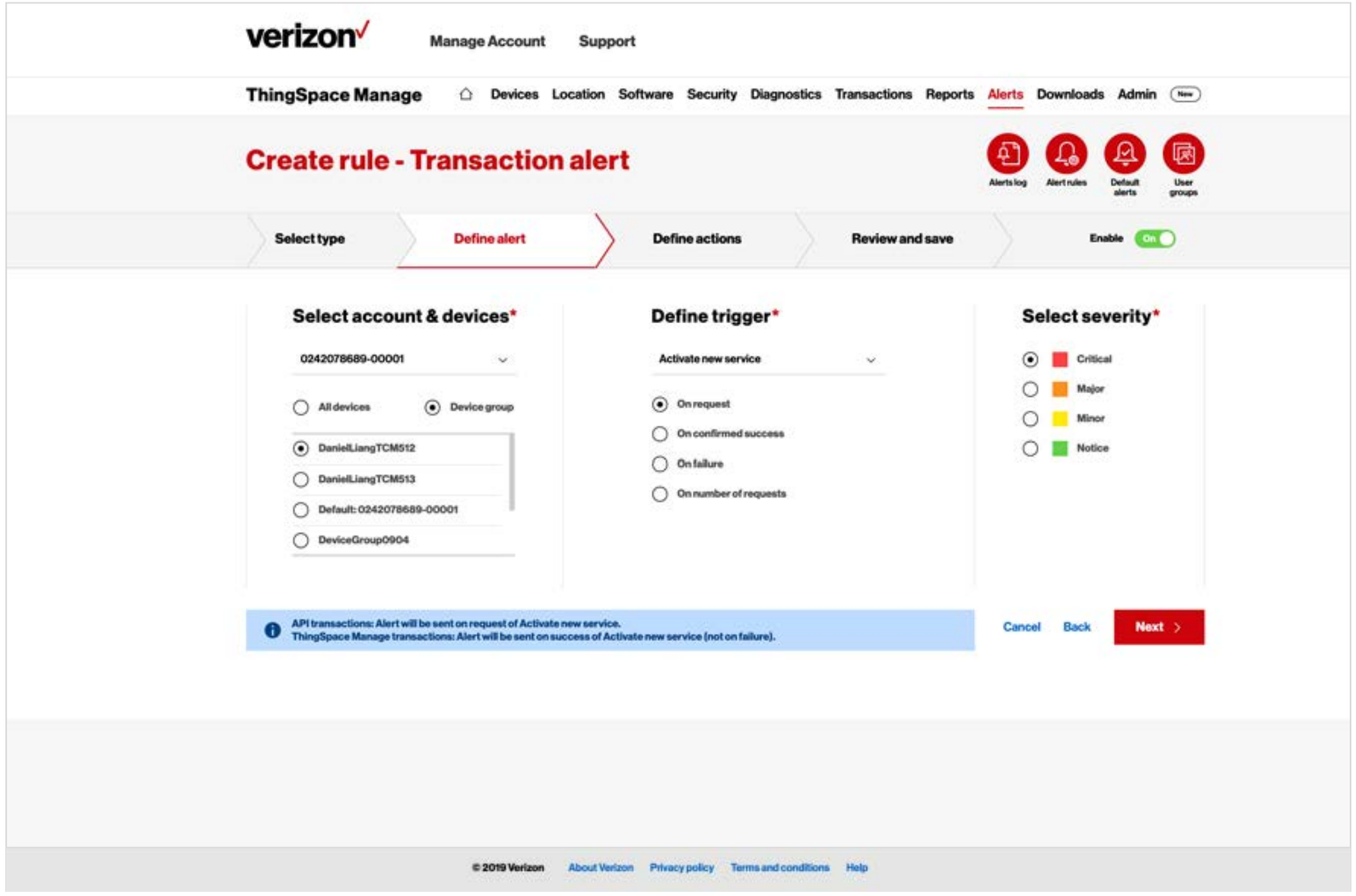
2. Select an individual account, all devices, or the device group.

   Select the trigger for the alert.

   Select the severity associated with the alert.

   Click *Next*.

Continue →



Alerts

Create a transaction alert

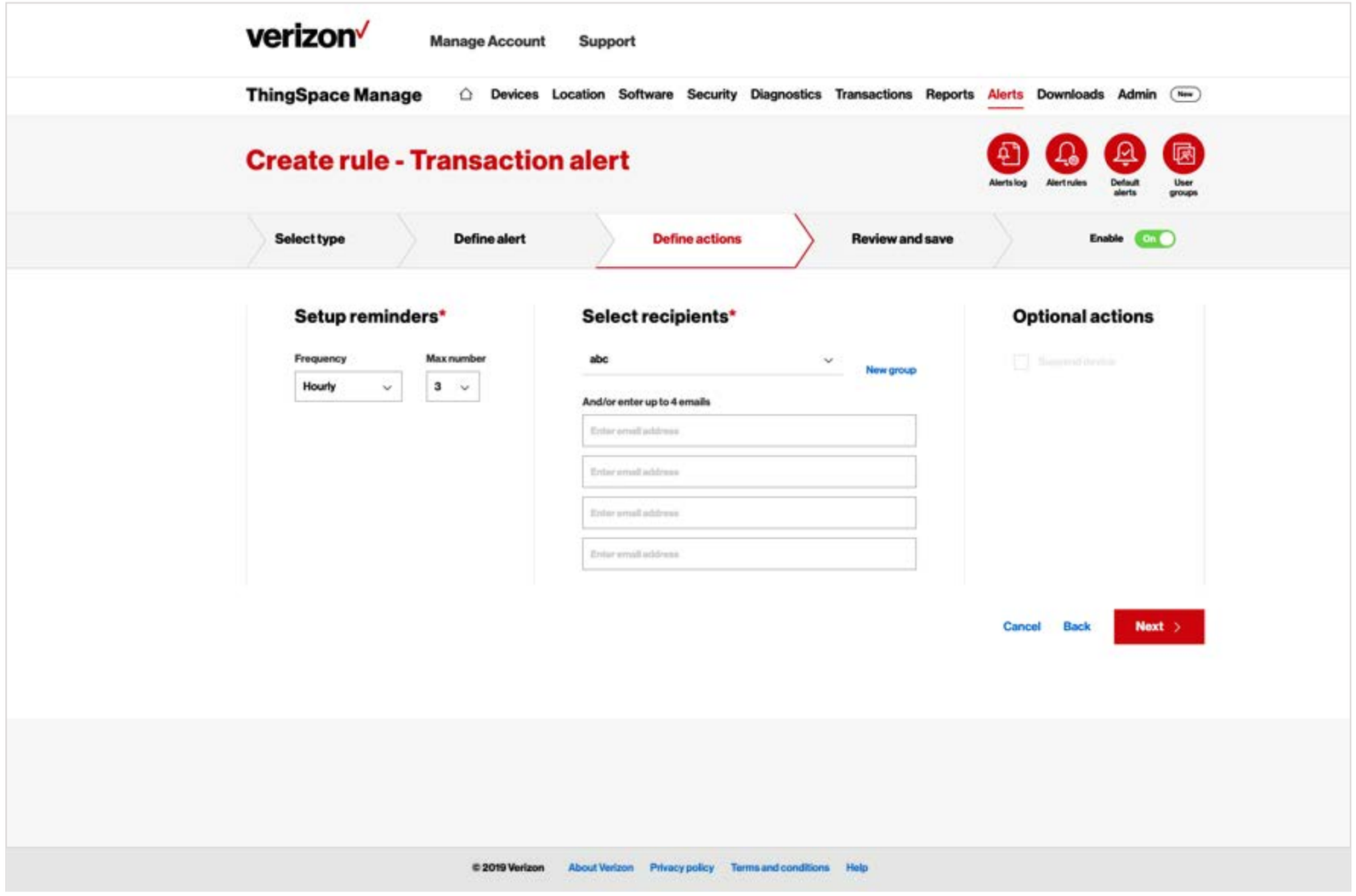
3 Specify how often reminders for the alert are to be sent and the maximum number of alerts to be sent.

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 →



Alerts

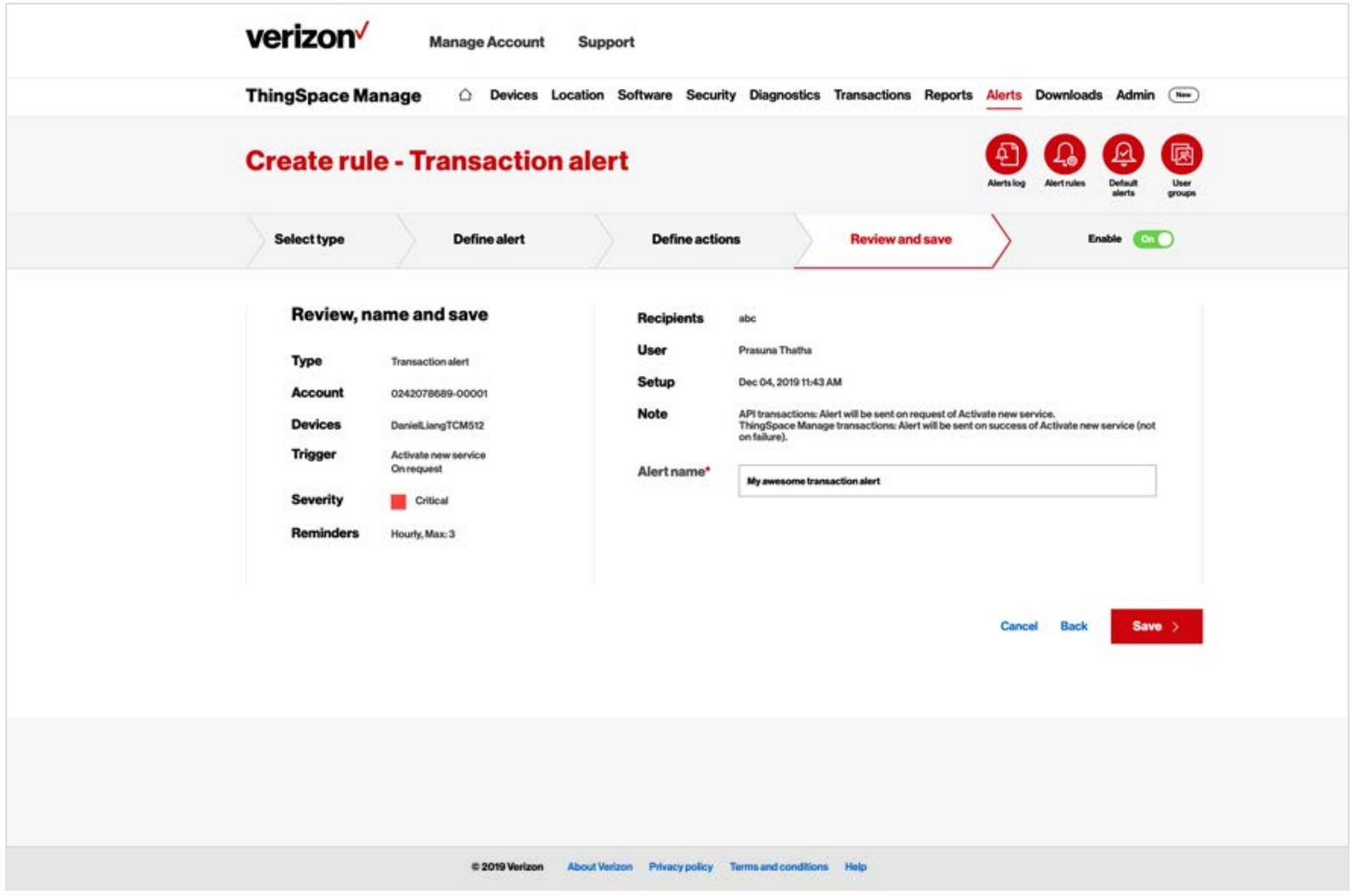
Create a transaction alert

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 →



Downloads

Downloads page

When reports you submit are delivered, they are displayed in this section.

Continue →

Downloads

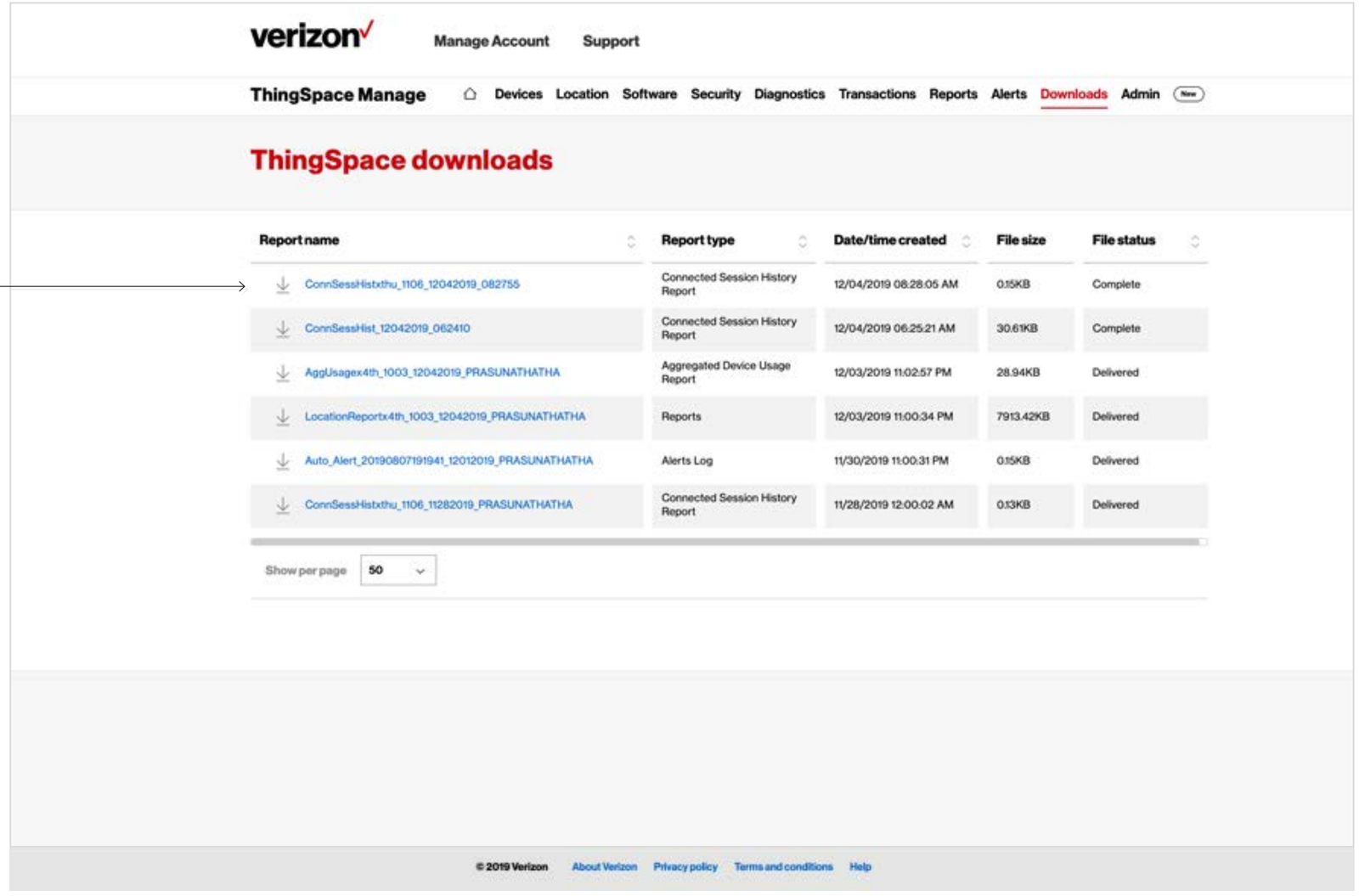
Manage downloads

You can send up to 10 reports per day to ThingSpace downloads, where they will be retained for seven days. After seven days, they are deleted automatically.

Scheduled reports do not count against the daily limit.

Click a *report name* to open or download the report file.

Continue →



Administration

Admin page

This page allows you to administer your account, manage users (including UWS credentials needed for API access), set time zones, configure custom fields/device groups, and perform other system-wide actions.

Continue →

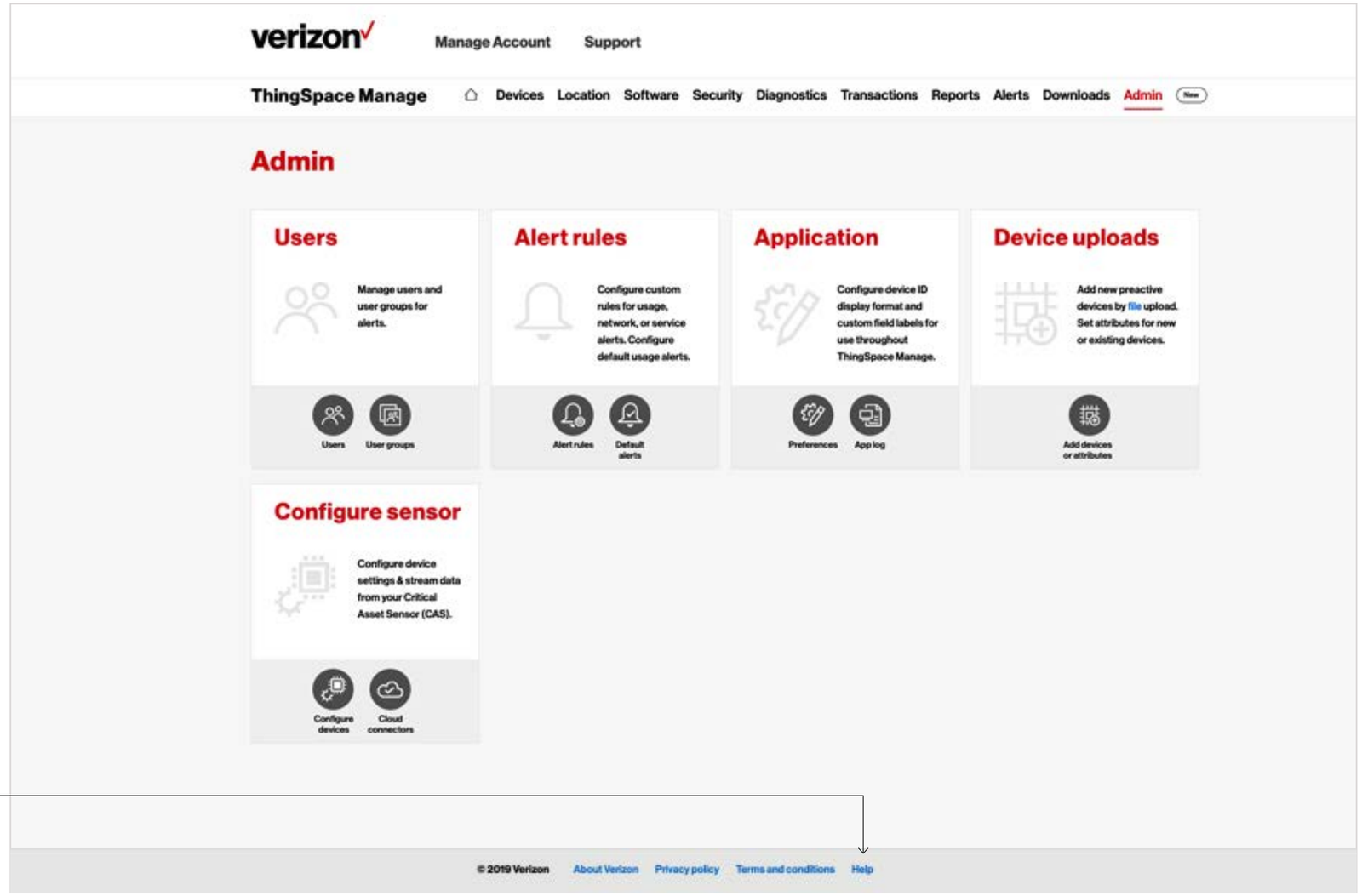
Administration

Administer your account

Administrative users can:

- Set user Time Zones
- Create system-wide labels for custom fields
- Specify how ThingSpace Manage displays Verizon 2G and 3G device identifiers
- Create device groups for devices with common attributes
- Create alerts-only users
- Configure alert rules
- Upload new (not yet activated) devices into ThingSpace Manage

Please see ThingSpace Manage *Help* for more information about administrative functions.



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