

# ThingSpace Manage Help





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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 →

## Accessing ThingSpace Manage

① Here's a tip

Continue →

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ready**

# Overview


## Getting help

① Here's a tip


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

Continue →


# ThingSpace Help




API  
Credentials



Frequently  
Asked Questions



Device  
Identifiers



Device List  
Properties

## How can we help you today?

Select a topic. ▾

Overview

ThingSpace Manage home

Devices

Location services

Software management

IoT security

Device diagnostics

Transactions

Reports

Alerts

Downloads

Administration

**verizon**<sup>✓</sup> **business ready**

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---

# 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 →

verizon

WirelessIn HomeBusiness

SolutionsProductsResourcesWhy VerizonSupportSign in

Simply reach out.

Please answer a few questions to help us connect you with the right specialist.

Step 1

Step 2

Country

United States

Size of Company (employees)

1000 - 5000

Area of Interest

-- Select --

Industry

-- Select --

Privacy Policy

Required Field

Next

Select a country to speak with a sales consultant.

United States

1-877-297-7816

Customer Support

Sign inAll support

Popular

Discover

Support

Quick Tasks

News

Solutions

Contact Us

Select a task...

Executive Briefing Program

Public Sector

Sign In / Manage Account

Small & Medium Business

Next Gen Network

Internet and Wired

Wireless for Small Business

Wireless Deals & Offers

Wireless

Verizon Partner Program

Industries

Customer Enablement Tools

Wholesale

Products

Service Guide

Careers

Resources

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Events

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Verizon Foundation

Connect with Us

Report a Security Vulnerability

My Verizon for Enterprise App

USA (eng)

verizon

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# 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

verizon Manage Account Support

ThingSpace Manage 

Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin

All devices 456

Active 2 All

Active 0 Connected

Active 2 Not connected

Deactivated 432

Suspended 6

Devices

Enter up to 250 comma-separated IDs of the same type: device ID, 10-digit wireless number, or static IP address

Q

⚙

Transactions

ThingSpace Manage Last 7 days

Success 0

Partial success 0

Failed 0

On Hold 0

Cancelled 0

Request a transaction

Transactions log

Alerts

Last 7 days

Received alerts 3

Unacknowledged 3

Acknowledged 0

Alerts log

Alert rules

Default alerts

Reports

Last 7 days

New downloads available 2

Run report

Downloads

Saved reports

Support

See online help for tutorials, task instructions, and answers to frequently asked questions.

Online help

Developer program

Contact us

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Continue →

# ThingSpace Manage home

## Customizing the home page

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

Continue →

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Manage Account

Support

ThingSpace Manage

Devices

Location

Software

Security

Diagnostics

Transactions

Reports

Alerts

Downloads

Admin

All devices

457

Active

3

All

Active

1

Connected

Active

2

Not connected

Deactivated

432

Suspended

6

Devices

Enter up to 250 comma-separated IDs of the same type: device ID, 10-digit wireless number, or static IP address

Q

⚙

Transactions

ThingSpace Manage

Last 7 days

Success

5

Partial success

0

Failed

4

On Hold

0

Cancelled

0

Request a transaction

▼

Transactions log

Alerts

Last 7 days

Received alerts

3

Unacknowledged

3

Acknowledged

0

Alerts log

Alert rules

Default alerts

Reports

New downloads available

Run report

Downloads

See reports

Customize page layout

☐ Select all

☒ Alerts

☒ Support

☐ Cost center

☐ Make & Model

☒ Transactions

☒ Reports

☐ Rated unbilled usage

☐ Device groups

☐ Device status

Cancel

Default Layout

Apply >

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# 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 →

verizon

Manage Account

Support

ThingSpace Manage

Devices

Location

Software

Security

Diagnostics

Transactions

Reports

Alerts

Downloads

Admin

New

Devices

All devices457

Active3All

Active1Connected

Active2Not connected

Deactivated432

Suspended6

Device groups

Add devices or attributes

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Search

Advanced +

Advanced search

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Settings

Close

Accounts

All

0542062667-00001

Device groups

All

abbytest

AutomationGroup

CarveG

Default: 0542062667\_00001

Close

Reset

Search >

## View Device list

Highlighted clickable link indicates current search

Displays up to 500 devices at once





# 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

<input type="checkbox"/>	Device ID	Activated by	MDN/MSISDN	Device status
<input type="checkbox"/>	01518100131045	Verizon, User	19254125885	ACTIVE
<input type="checkbox"/>	355615090179769	Verizon, User	19254945564	ACTIVE
<input type="checkbox"/>	990003422126047	Verizon, User	19254909440	ACTIVE

Continue →

verizon

Manage Account

Support

ThingSpace Manage

Devices

Location

Software

Security

Diagnostics

Transactions

Reports

Alerts

Downloads

Admin

Device ID 355615090179769

Request a transaction

Status

StatusActive

ConnectionNot Connected

SIM ID8914800000...

MDN9254945564

MIN9252774961

SKU4G

Activation ByUser Verizon

Activation11/14/2019 10...

Usage

Data

No data available

SMS

No data available

Billing

Cycle status

25

Days left

Account #0542062667-00001

Cycle start11/14/2019

Cycle end12/13/2019

Contract term24 Months

Service Plan

\$50.00

MACHINE TO MACHINE 5GB ACCT SHARE \$.015/MB \$50.00 0813

CAT M1 Private Static 24 Months

Transactions

Change Wireless Number

11/14/2019 11:38 PM

Transaction IDM88693372

Submitted by3474716AD2

StatusSuccess

Change Price Plan

11/14/2019 11:36 PM

Transaction IDM88693369

Submitted by3474716AD2

StatusSuccess

Device

SAMSUNG SMARTTHING TRACKER

Attributes

Device group

Default: 0542062667\_00001

Custom fields

good

BBBB

CCCC

DDDD

EEEE

User

Name

SHALINI MEDIPALLY

Address

230 DEL NORTE DR SAN BRUNO, CA 94066

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# Devices

Save and schedule, download, and customize view

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Manage Account

Support

ThingSpace Manage

Devices

Location

Software

Security

Diagnostics

Transactions

Reports

Alerts

Downloads

Admin

New

Devices

All devices

457

Active

3

All

Active

1

Connected

Active

2

Not connected

Deactivated

432

Suspended

6

Device groups

Add devices or attributes

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Advanced

457 Devices

0 Selected

Show selected

Actions

Save and schedule

Name\*

Schedule

Any date ranges entered on the previous page will not be saved. Changes to a report's name will cause an interrupt and restart of that report's schedule.

Cancel

Save

Download

This report will be available in ThingSpace Manage Downloads.

A confirmation email will be sent to [anisha.sharma@verizonwireless.com](mailto:anisha.sharma@verizonwireless.com)

Do you want to download this report?

Cancel

Ok

Select table view

System Default

New View

My saved views

View from September

Create view

Continue →

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# 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 →

verizon

Manage AccountSupport

ThingSpace Manage

DevicesLocationSoftwareSecurityDiagnosticsTransactionsReportsAlertsDownloadsAdminNew

Devices

All devices457

Active3All

Active1Connected

Active2Not connected

Deactivated432

Suspended6

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Advanced+

457 Devices3 SelectedShow selected

Actions

Device ID

☐ 015181001131045

☒ 355615090179769

☒ 990003422326047

☐ A000002253CFCA

☐ A000002334CFCA

☐ A100004381C211

☐ A10000438608D6

☐ A1000043860DA9

Transactions

Activate new service

Deactivate service

Change service plan

Suspend service

Resume service

Change wireless number

Swap device

Run report

Daily usage

Aggregated device usage

Connection history

Connected session history

Data usage trending

Other actions

Assign custom fields

Assign to device group

Send SMS

	Verizon, User	SUSPEND	A10000438608D6	2/14/2018 2:09:29 AM	0542062667-00001
	Verizon, User	SUSPEND	A1000043860DA9	2/14/2018 2:09:33 AM	0542062667-00001



## 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.

① 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 →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below it, the 'Devices' section is highlighted. The 'Devices' summary shows 457 All devices, 3 Active (All), 1 Active (Connected), 2 Active (Not connected), 432 Deactivated, and 6 Suspended. A search bar is present with a red 'Advanced +' button. Below the summary, there's a table of devices. A modal window is open, showing actions for the selected devices. The modal has three tabs: 'Transactions', 'Run report', and 'Other actions'. The 'Transactions' tab is active, showing options like 'Activate new service', 'Deactivate service', 'Change service plan', 'Suspend service', 'Resume service', 'Change wireless number', and 'Swap device'. The 'Run report' tab shows options like 'Daily usage', 'Aggregated device usage', 'Connection history', 'Connected session history', and 'Data usage trending'. The 'Other actions' tab shows options like 'Assign custom fields', 'Assign to device group', and 'Send SMS'. Arrows indicate the flow from the 'Devices' section to the 'Actions' menu and then to the modal window.

**Verizon** Manage Account Support

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

**Devices**

Device groups Add devices or attributes

All devices **457**

Active **3** All

Active **1** Connected

Active **2** Not connected

Deactivated **432**

Suspended **6**

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Advanced +

**457 Devices** **3 Selected** [Show selected](#)

**Actions**

**Transactions**

- Activate new service
- Deactivate service
- Change service plan
- Suspend service
- Resume service
- Change wireless number
- Swap device

**Run report**

- Daily usage
- Aggregated device usage
- Connection history
- Connected session history
- Data usage trending

**Other actions**

- Assign custom fields
- Assign to device group
- Send SMS

Device ID	Device Name	Status	Last Update	Update ID
<input type="checkbox"/> 015181001131045				
<input checked="" type="checkbox"/> 355615090179769				
<input checked="" type="checkbox"/> 990003422326047				
<input type="checkbox"/> A000002253CFCA				
<input type="checkbox"/> A000002334CFCA				
<input type="checkbox"/> A100004381C211				
<input type="checkbox"/> A10000438608D6	Verizon, User	SUSPEND	2/14/2018 2:09:29 AM	0542062667-00001
<input type="checkbox"/> A1000043860DA9	Verizon, User	SUSPEND	2/14/2018 2:09:33 AM	0542062667-00001

# 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.

① 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 →

verizon

Manage AccountSupport

ThingSpace Manage

DevicesLocationSoftwareSecurityDiagnosticsTransactionsReportsAlertsDownloadsAdminNew

Devices

All devices457

Active3All

Active1Connected

Active2Not connected

Deactivated432

Suspended6

Enter up to 250 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Advanced+

457 Devices3 SelectedShow selected

Actions

Device ID

☐

015181001131045

☒

355615090179769

☒

990003422326047

☐

A000002253CFCA

☐

A000002334CFCA

☐

A100004381C211

☐

A10000438608D6

Verizon, User

SUSPEND

A10000438608D6

2/14/2018 2:09:29 AM

0542062667-00001

☐

A1000043860DA9

Verizon, User

SUSPEND

A1000043860DA9

2/14/2018 2:09:33 AM

0542062667-00001

Transactions

Activate new service

Deactivate service

Change service plan

Suspend service

Resume service

Change wireless number

Swap device

Run report

Daily usage

Aggregated device usage

Connection history

Connected session history

Data usage trending

Other actions

Assign custom fields

Assign to device group

Send SMS

# Devices

## Manage device groups

Edit or delete group

Run a report on this group

Start a service provisioning transaction for the group

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Manage AccountSupport

ThingSpace Manage

DevicesLocationSoftwareSecurityDiagnosticsTransactionsReportsAlertsDownloadsAdminNew

Manage device groups

DevicesAdd devices or attributes

23 Device groups

Search+

Group name	Description	Account	Devices	Actions
abbytest		0542062667-00001	3	<div><div></div><div></div><div></div><div></div></div>

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 →

verizon

Manage AccountSupport

ThingSpace Manage

DevicesLocationSoftwareSecurityDiagnosticsTransactionsReportsAlertsDownloadsAdmin

Console

DevicesReports

Location console

Device location status

All457

Known0

Unknown457

Disabled0

Enter up to 10 comma-separated IDs of the same type device ID, wireless number...

Advanced

Location update allowance

0542062667-00001

Billing cycle end date12/15/2019

Purchase date6/26/2018

Location SKU

TS-LOC-COARSE-CELLID-10K

0%Used

Used0

Available10,000

Allowance10,000

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# Location services

## Locate devices

You can also search for devices

Continue →

Device location status

All457

Known0

Unknown457

Disabled0

Enter up to 10 comma-separated IDs of the same type: device ID, wireless number...

Q

Advanced+

Advanced search

Enter up to 10 comma-separated IDs of the same type: device ID, wireless number, or state IP address

Accounts

All

0042062667-00001

Last location

All

Valid lat-long coordinates

Unknown

Last location update status

All

Successful

Failed

Disabled for this device

Account not subscribed to service

Last location update

Update

Start date

Start/End date

End date

End/Start date

Update attempt

Start date

Start/End date

Location service plan

All

TS-LOC-COARSE-CELL-ID-NOK

Device groups

All

elby/test

AutomationGroup

Carve0

Default: 0042062667\_00001

Custom fields

prod

8888

0000

Close

Reset

Search

# 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 →

verizon

Manage Account

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Downloads

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Console

Devices

Reports

Device location

Location status

All457

Known0

Unknown457

Disabled0

Enter up to 10 comma-separated IDs of the same type: device ID, wireless number, or static IP address

Advanced

<input type="checkbox"/>	A000002334CFCA			SUSPEND	A000002334CFCA	1/24/2017 2:07:18 PM	0542062667-00001
<input type="checkbox"/>	A100004381C211	Verizon, User		SUSPEND	A100004381C211	6/26/2018 6:56:09 AM	0542062667-00001
<input type="checkbox"/>	A10000438608D6	Verizon, User		SUSPEND	A10000438608D6	2/14/2018 2:09:29 AM	0542062667-00001
<input type="checkbox"/>	A10000438	Verizon, User		SUSPEND	A1000043860DA9	2/14/2018 2:09:33 AM	0542062667-00001
<input type="checkbox"/>	A10000438	Verizon, User		SUSPEND	A10000438CE88	2/14/2018 2:09:49 AM	0542062667-00001
<input type="checkbox"/>	096128621	Verizon, User		DEACTIVE		9/7/2017 1:24:43 AM	0542062667-00001

Show per page

123456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100101102103104105106107108109110111112113114115116117118119120121122123124125126127128129130131132133134135136137138139140141142143144145146147148149150151152153154155156157158159160161162163164165166167168169170171172173174175176177178179180181182183184185186187188189190191192193194195196197198199200201202203204205206207208209210211212213214215216217218219220221222223224225226227228229230231232233234235236237238239240241242243244245246247248249250251252253254255256257258259260261262263264265266267268269270271272273274275276277278279280281282283284285286287288289290291292293294295296297298299300301302303304305306307308309310311312313314315316317318319320321322323324325326327328329330331332333334335336337338339340341342343344345346347348349350351352353354355356357358359360361362363364365366367368369370371372373374375376377378379380381382383384385386387388389390391392393394395396397398399400401402403404405406407408409410411412413414415416417418419420421422423424425426427428429430431432433434435436437438439440441442443444445446447448449450451452453454455456457458459460461462463464465466467468469470471472473474475476477478479480481482483484485486487488489490491492493494495496497498499500

Next >

verizon business ready

24



# Location services

## View more location information

Drill down to device details

☐

Device ID

Activated by

MDN/MSISDN

Device status

☐

015181001131045

Verizon, User

19254125885

ACTIVE

☐

355615090179769

Verizon, User

19254945564

ACTIVE

☐

990003422126047

Verizon, User

19254909440

ACTIVE

Continue →

verizon

Manage Account

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Admin

Device ID 355615090179769

Request a transaction

Status

StatusActive

ConnectionNot Connected

SIM ID8914800000...

MDN9254945564

MIN9252774961

SKU4G

Activation ByUser Verizon

Activation11/14/2019 10...

Usage

Data

No data available

SMS

No data available

Billing

Cycle status

25 Days left

Account #0542062667-00001

Cycle start11/14/2019

Cycle end12/13/2019

Contract term24 Months

Service Plan

\$50.00

MACHINE TO MACHINE 5GB ACCT SHARE \$.015/MB \$50.00 0813

CAT M1 Private Static 24 Months

Transactions

Change Wireless Number

11/14/2019 11:38 PM

Transaction IDM88693372

Submitted by3474716AD2

StatusSuccess

Change Price Plan

11/14/2019 11:36 PM

Transaction IDM88693369

Submitted by3474716AD2

StatusSuccess

Device

SAMSUNG SMARTTHING TRACKER

Attributes

Device group

Default: 0542062667\_00001

Custom fields

good

BBBB

CCCC

DDDD

EEEE

User

Name

SHALINI MEDIPALLY

Address

230 DEL NORTE DR SAN BRUNO, CA 94066

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Help

---

# 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 →

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0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.0...

Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All

Scheduled

Completed

Cancelled

In Progress

Incomplete

Failed

98

0

23

26

0

0

49

Campaigns

Campaigns

Campaigns

Campaigns

Campaigns

Campaigns

Campaigns

Last campaign

Created 09/05/2019

Campaign ID

2031268f-def3-4b1c-8652-7d939f2f8c29

Make & model

Sierra Wireless-MC7354

New firmware version

1103925\_9902266\_SW19X15C\_05.05.58.0...

Devices in campaign

1

Status

UpgradeFailed

Date occurred

09/05/2019

View more campaign details

Licenses

17% Attached

Purchased

6

Attached

1

Unattached

5

Refresh licenses

View device list

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# 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 →

① 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.

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0242078689-00001

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Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All

98

Campaigns

Scheduled

0

Campaigns

Completed

23

Campaigns

Cancelled

26

Campaigns

In Progress

0

Campaigns

Incomplete

0

Campaigns

Failed

49

Campaigns

Last campaign

Created 09/05/2019

Campaign ID

2031268f-def3-4b1c-8652-7d939f2f8c29

Make & model

Sierra Wireless-MC7354

New firmware version

1103925\_9902266\_SW19X15C\_05.05.58.0...

Devices in campaign

1

Status

UpgradeFailed

Date occurred

09/05/2019

View more campaign details

Licenses

17% Attached

Purchased

6

Attached

1

Unattached

5

Refresh licenses

View device list

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# Software management

## Viewing and managing licenses

### Viewing licenses from the Devices list

- 1

Navigate to Devices within the *Software management* tab.
- 2

View the Licenses pod, which provides a snapshot of all 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 →

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Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view457 Devices0 SelectedShow selected

Actions

	Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
<input type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
<input type="checkbox"/>	990003422326047	Not Eligible	ACTIVE				N
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND				N

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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 →

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Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...SIERRA WIRELESS-MC7354

View all firmware

Create campaign>

All devices

457

Licenses 0

Attached1Licenses

Locked0Licenses

Available1Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced+

Software view457 Devices0 SelectedShow selected

Actions+

<input type="checkbox"/>	Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
<input type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
<input type="checkbox"/>	990003422326047	Not Eligible	ACTIVE				N
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND				N

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# 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 →

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Device groups

Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view

457 Devices

0 Selected

Show selected

Actions

	Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
<input type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
<input type="checkbox"/>	990003422326047	Not Eligible	ACTIVE				N
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND				N

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# 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 →

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Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses 0

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view

457 Devices

2 Selected

Show selected

Actions

Assign custom fields

Assign to device group

	Device ID	FOTA eligibility	Device status	Firmware campaign	Software	Other actions
<input checked="" type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		Create new campaign	Assign custom fields
<input checked="" type="checkbox"/>	990003422326047	Not Eligible	ACTIVE		Attach license	Assign to device group
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND		Remove license	
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND			
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND			

# 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 →

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DashboardDevicesFirmwareCampaignsReports

Devices

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Saved reports

Device groups

Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view457 Devices0 SelectedShow selected

Actions

<input type="checkbox"/>	Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
<input type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
<input type="checkbox"/>	990003422326047	Not Eligible	ACTIVE				N
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND				N
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND				N

# 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 →

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View all firmware

Create campaign

All devices

457

Licenses

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view457 Devices0 SelectedShow selectedActions

Device ID

FOTA eligibility

Device status

Firmware campaign status

Last firmware update

License status

L

015181001131045

Not Eligible

ACTIVE

12/31/1899 7:00:00 PM

Unattached

N

990003422326047

Not Eligible

ACTIVE

N

A000002253CFCA

Not Eligible

SUSPEND

N

A000002334CFCA

Not Eligible

SUSPEND

N

A100004381C211

Not Eligible

SUSPEND

N

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# Software management

## Viewing and managing licenses

### Removing licenses from devices from Devices list

- 3
- Use the checkboxes on the left of the device to select the device to which you want to remove licenses.
- 4
- Click the *Actions* button.
- 5
- Select *Attach license*.
- 6
- 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 →

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Device groups

Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses 0

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view457 Devices2 SelectedShow selected

Actions

Device ID

FOTA eligibility

Device status

Firmware campaign

☐

015181001131045

Not Eligible

ACTIVE

☒

990003422326047

Not Eligible

ACTIVE

☐

A000002253CFCA

Not Eligible

SUSPEND

☐

A000002334CFCA

Not Eligible

SUSPEND

☐

A100004381C211

Not Eligible

SUSPEND

Software

Create new campaign

Attach license

Remove license

Other actions

Assign custom fields

Assign to device group



# 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 →

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Software management0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.0...  
Sierra Wireless-MC7354

View all firmware

Create campaign>

Campaign status and history

All98Campaigns

Scheduled0Campaigns

Completed23Campaigns

Cancelled26Campaigns

In Progress0Campaigns

Incomplete0Campaigns

Failure49Campaigns

Last campaign

Created 09/05/2019

Campaign ID2031268f-def3-4b1c-8652-7d939f2f8c29

Make & modelSierra Wireless-MC7354

New firmware version1103925\_9902266\_SW19X15C\_05.05.58.0...

Devices in campaign1

StatusUpgradeFailed

Date occurred09/05/2019

View more campaign details>

Licenses

17% Attached

Purchased6

Attached1

Unattached5

Refresh licenses

View device list

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# 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 →

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Create campaign

Schedule

Device confirmation

Select devices

License confirmation

Confirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version

1102788\_9902266\_SW19X15C\_05.05.1

Make & model

SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date

Start date

31

Campaign process will be initiated at 12 AM UTC

Cancel

Continue

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# 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 →

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DashboardDevicesFirmwareCampaignsReports

Create campaign

Schedule

Device confirmation

Select devices

License confirmation

Confirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version

1102788\_9902266\_SW19X15C\_05.05.1

Make & model

SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date

Start date

31

Campaign process will be initiated at 12 AM UTC

Cancel

Continue

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# 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 →

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Create campaign

ScheduleDevice confirmationSelect devicesLicense confirmationConfirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version

1102788\_9902266\_SW19X15C\_05.05.1

Make & model

SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date

Start date

Campaign process will be initiated on

DECEMBER 2020

mon tue wed thu fri sat sun

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

Cancel

Continue

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# Software management

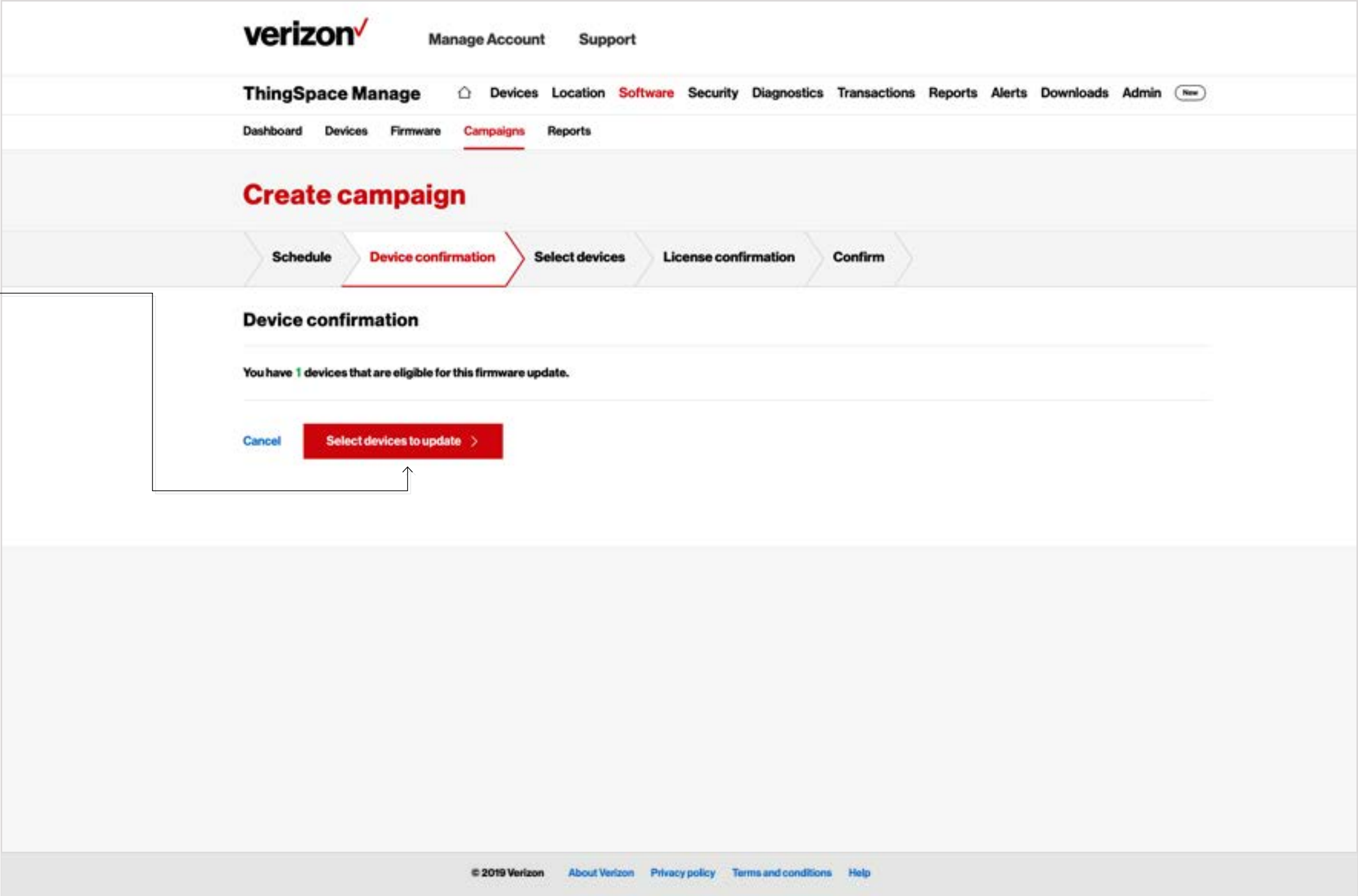
## Schedule a campaign

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 →

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Campaigns

Reports

Create campaign

Schedule

Device confirmation

Select devices

License confirmation

Confirm

Select devices

Firmware version

1103925\_9902266\_SW19...

Make & model

Sierra Wireless MC73...

4 Available devices

1 Selected

Show selection

<input checked="" type="checkbox"/>	Device ID	Make and model	FOTA eligibility	Security compliance	Current firmware version	New firmwa
<input checked="" type="checkbox"/>	353968094984615	SIERRA WIRELESS MC7354	Eligible	Not Compliant	1103925_9902266_SW19X15C_05...	1103925_9902266_SW19X15C_05...

Show per page

1000

Cancel

Continue

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# Software management

## Schedule a campaign

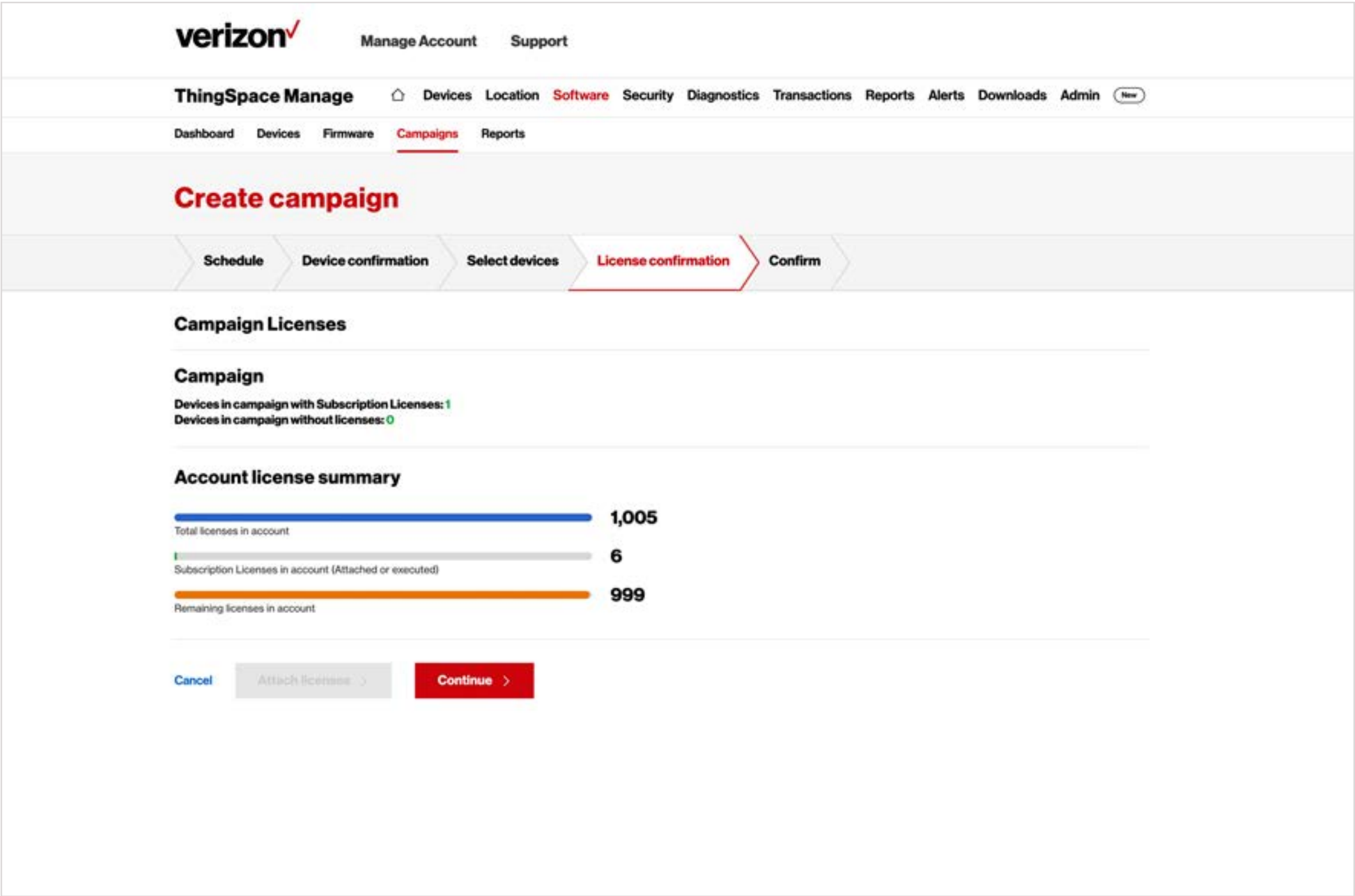
Schedule a campaign from Dashboard, Campaigns, or Firmware tab

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 →

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DashboardDevicesFirmwareCampaignsReports

Create campaign

Schedule

Device confirmation

Select devices

License confirmation

Confirm

Confirm campaign

1 devices will be updated in this campaign.

Your campaign will be scheduled. You may make updates to this campaign up until it starts.

Firmware version

1103925\_9902266\_SW19X15C\_05.05.58.05\_00\_1

Start date

Fri, 11/22/2019

Make & model

Sierra Wireless MC7354

Cancel

Complete

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# 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 →

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Devices

0542062667-00001

Saved reports

Device groups

Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses

1

Attached Licenses

0

Locked Licenses

1

Available Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view

457 Devices

2 Selected

Show selected

Actions

Software

Create new campaign

Attach license

Remove license

Other actions

Assign custom fields

Assign to device group

<input type="checkbox"/>	Device ID	FOTA eligibility	Device status	Firmware campaign	
<input checked="" type="checkbox"/>	015181001131045	Not Eligible	ACTIVE		N
<input checked="" type="checkbox"/>	990003422326047	Not Eligible	ACTIVE		N
<input type="checkbox"/>	A000002253CFCA	Not Eligible	SUSPEND		N
<input type="checkbox"/>	A000002334CFCA	Not Eligible	SUSPEND		N
<input type="checkbox"/>	A100004381C211	Not Eligible	SUSPEND		N



# 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 →

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Devices0542062667-00001

Saved reports

Device groups

Latest firmware available

1102788\_9902266\_SW9X15C\_05.05.58.99\_00\_...  
SIERRA WIRELESS-MC7354

View all firmware

Create campaign

All devices

457

Licenses

Attached  
1  
Licenses

Locked  
0  
Licenses

Available  
1  
Licenses

Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or static IP address

Advanced

Software view457 Devices2 SelectedShow selected

Device ID

FOTA eligibility

Device status

Firmware campaign

☐

015181001131045

Not Eligible

ACTIVE

☒

990003422326047

Not Eligible

ACTIVE

☐

A000002253CFCA

Not Eligible

SUSPEND

☐

A000002334CFCA

Not Eligible

SUSPEND

☐

A100004381C211

Not Eligible

SUSPEND

Actions

Software

Other actions

Create new campaign

Attach license

Remove license

Assign custom fields

Assign to device group

# 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 →
- verizon

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Create campaign

ScheduleDevice confirmationSelect devicesLicense confirmationConfirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version1102788\_9902266\_SW19X15C\_05.05.1

Make & modelSIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date

Start date31

Campaign process will be initiated

DECEMBER 2020

mon	tue	wed	thu	fri	sat	sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Cancel

Continue >

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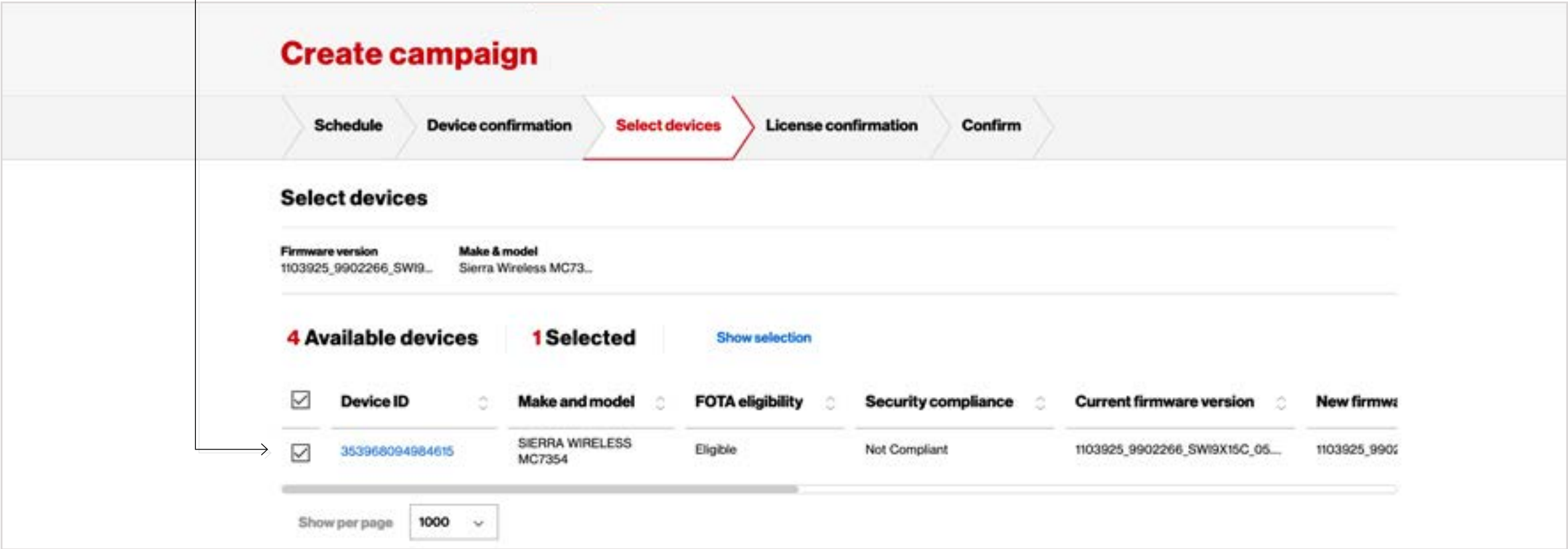
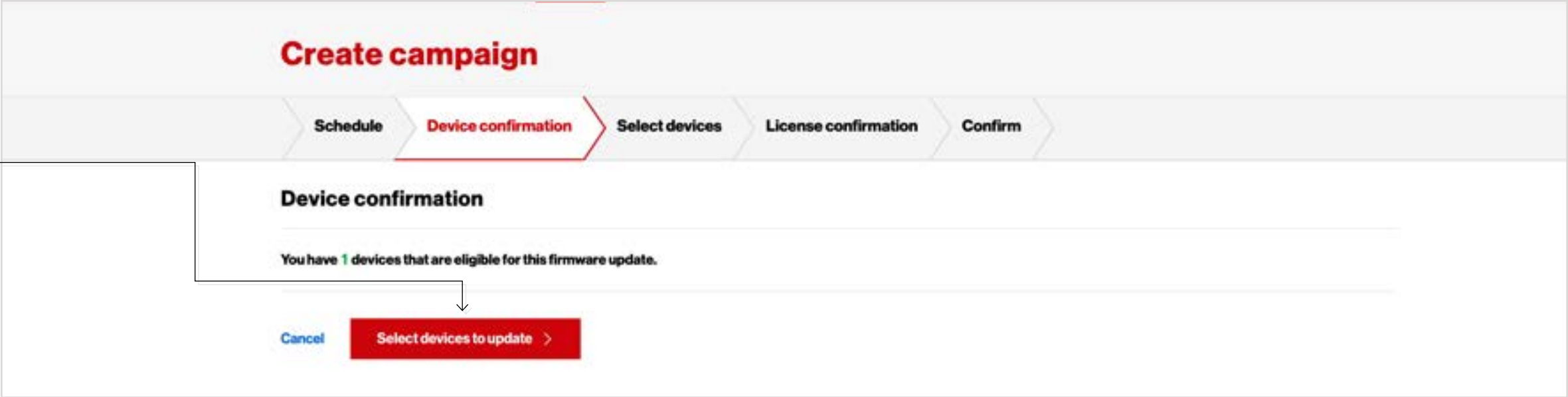
# Software management

## 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

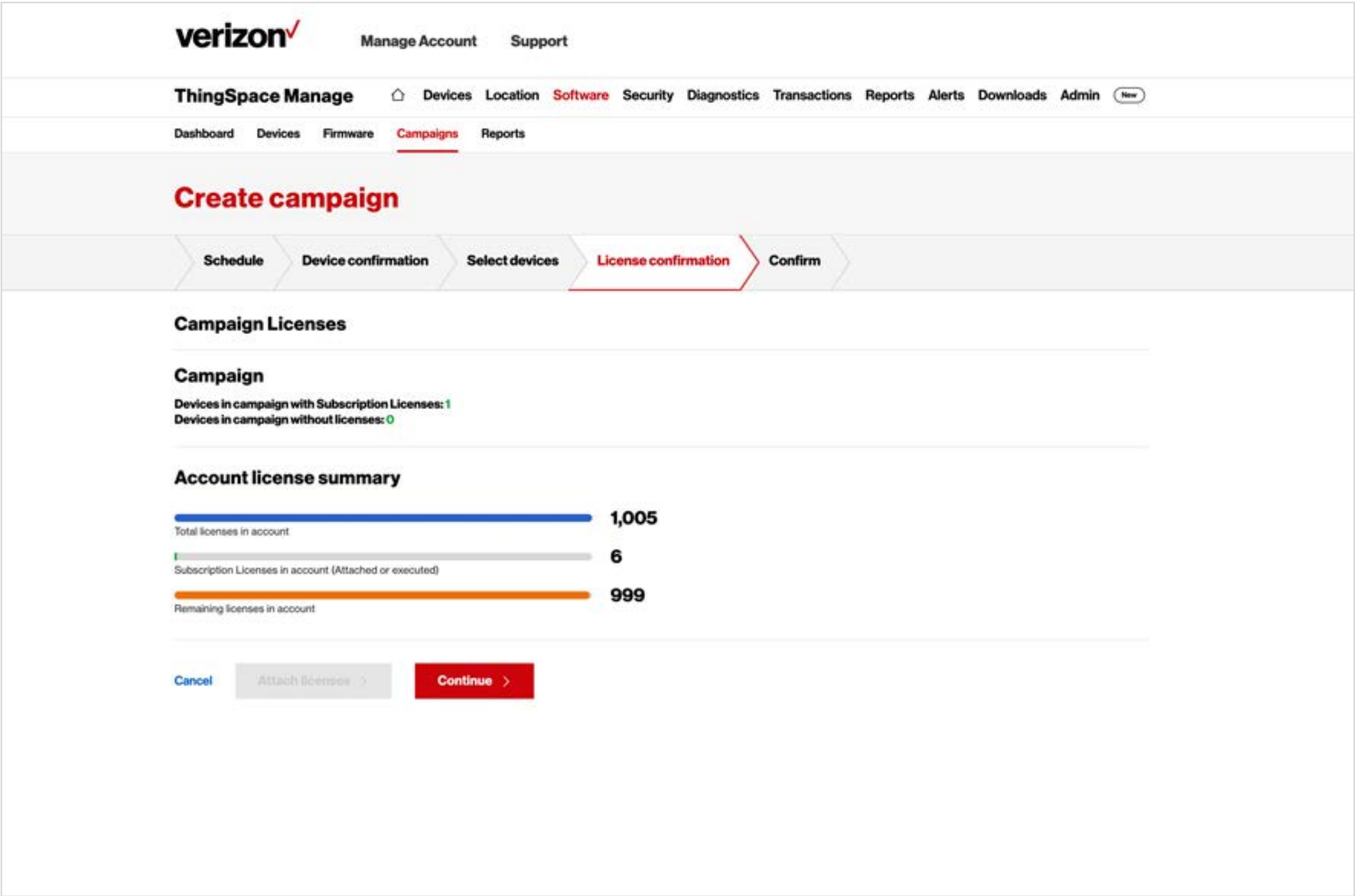
### Schedule a campaign from the Devices page

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 →

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Create campaign

Schedule

Device confirmation

Select devices

License confirmation

Confirm

Confirm campaign

1 devices will be updated in this campaign.

Your campaign will be scheduled. You may make updates to this campaign up until it starts.

Firmware version

1103925\_9902266\_SW19X15C\_05.05.58.05\_00\_1

Start date

Fri, 11/22/2019

Make & model

Sierra Wireless MC7354

Cancel

Complete >

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# 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

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Campaigns

0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.00\_...  
Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All

99

Campaigns

Scheduled

0

Campaigns

Completed

23

Campaigns

Cancelled

26

Campaigns

In Progress

0

Campaigns

Incomplete

0

Campaigns

Failure

50

Campaigns

99 All campaigns

0 Selected

🔍

⬇

🗑

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input type="checkbox"/>	11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SW19
<input type="checkbox"/>	09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SW19
<input type="checkbox"/>	08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdde-95b2f0b3caa1	1	1103925_9902266_SW19
<input type="checkbox"/>	07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a96-bdee-15eeef4b7a7c0	1	1102788_9902266_SW19
<input type="checkbox"/>	07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SW19
<input type="checkbox"/>	07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SW19
<input type="checkbox"/>	06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-61b5e4ccb849	1	1103925_9902266_SW19
<input type="checkbox"/>	05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SW19

# 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 →

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Campaigns

0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.00\_...  
Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All  
99  
Campaigns

Scheduled  
0  
Campaigns

Completed  
23  
Campaigns

Cancelled  
26  
Campaigns

In Progress  
0  
Campaigns

Incomplete  
0  
Campaigns

Failed  
50  
Campaigns

99 All campaigns0 Selected

SearchDownloadTrash

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input type="checkbox"/>	11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SW19
<input type="checkbox"/>	09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SW19
<input type="checkbox"/>	08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdda-95b2f0b3caa1	1	1103925_9902266_SW19
<input type="checkbox"/>	07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a95-bdee-15eef4b7a7c0	1	1102788_9902266_SW19
<input type="checkbox"/>	07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SW19
<input type="checkbox"/>	07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SW19
<input type="checkbox"/>	06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-61b5e4ccb849	1	1103925_9902266_SW19
<input type="checkbox"/>	05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SW19

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# 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 →

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Your campaign details

Completed

Campaign ID	192c2c8f-b939-4c3b-8a8c-220e9d0ed95d
Campaign date and time	2/22/2019, 12 AM UTC
Last day to cancel campaign	2/21/2019, 12 AM UTC
Firmware name	Sierra_Wireless_MC7354_1103925_9905302_mc7354_05-05-58-05_005-032-001To1103925_9905302_mc7354_05-05-58-99_005-032-099_HF
New firmware version	1103925_9902266_SW19X15C_05.05.58.05_00_VZW_005.032_099
Make & model	-

1 Devices

0 Selected

Actions +

<input type="checkbox"/>	Device ID	Date	Update status	Failure notes
<input type="checkbox"/>	353968094984615	2019-02-23	UpgradeFailed	Firmware update to device failed

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# 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 →

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Campaigns

0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.06\_00\_...  
Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All99Campaigns

Scheduled0Campaigns

Completed23Campaigns

Cancelled26Campaigns

In Progress0Campaigns

Incomplete0Campaigns

Failure50Campaigns

23 All campaigns1 Selected

SearchDownloadTrash

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input checked="" type="checkbox"/>	02/23/2019	02/23/2019	Completed	192c2c8f-b939-4c3b-8a8c-220e9d0ed95d	1	1103925_9902266_SW19
<input type="checkbox"/>	02/07/2019	02/07/2019	Completed	8ed38a1d-c4df-40db-9259-a6445d6d52b4	1	1103925_9902266_SW19
<input type="checkbox"/>	01/25/2019	01/24/2019	Completed	25c223fc-7765-4ad6-967a-0ee3f0755dc7	0	1103925_9902266_SW19
<input type="checkbox"/>	01/24/2019	01/24/2019	Completed	c03d1763-d9db-49b4-9690-4250a4021a26	0	1103925_9902266_SW19
<input type="checkbox"/>	01/24/2019	01/23/2019	Completed	21fad6b4-6dca-4175-9e5e-49bc08896717	0	1103925_9902266_SW19
<input type="checkbox"/>	01/23/2019	01/23/2019	Completed	d0cf009d-991d-4438-af3a-329b94a51b6e	0	1103925_9902266_SW19
<input type="checkbox"/>	01/19/2019	01/18/2019	Completed	74cc1ccc-4e80-4b50-b77f-27c0ff8da337	0	1103925_9902266_SW19
<input type="checkbox"/>	12/29/2018	12/29/2018	Completed	01d98317-8628-48f7-8916-2bb5034c065b	1	1103925_9902266_SW19

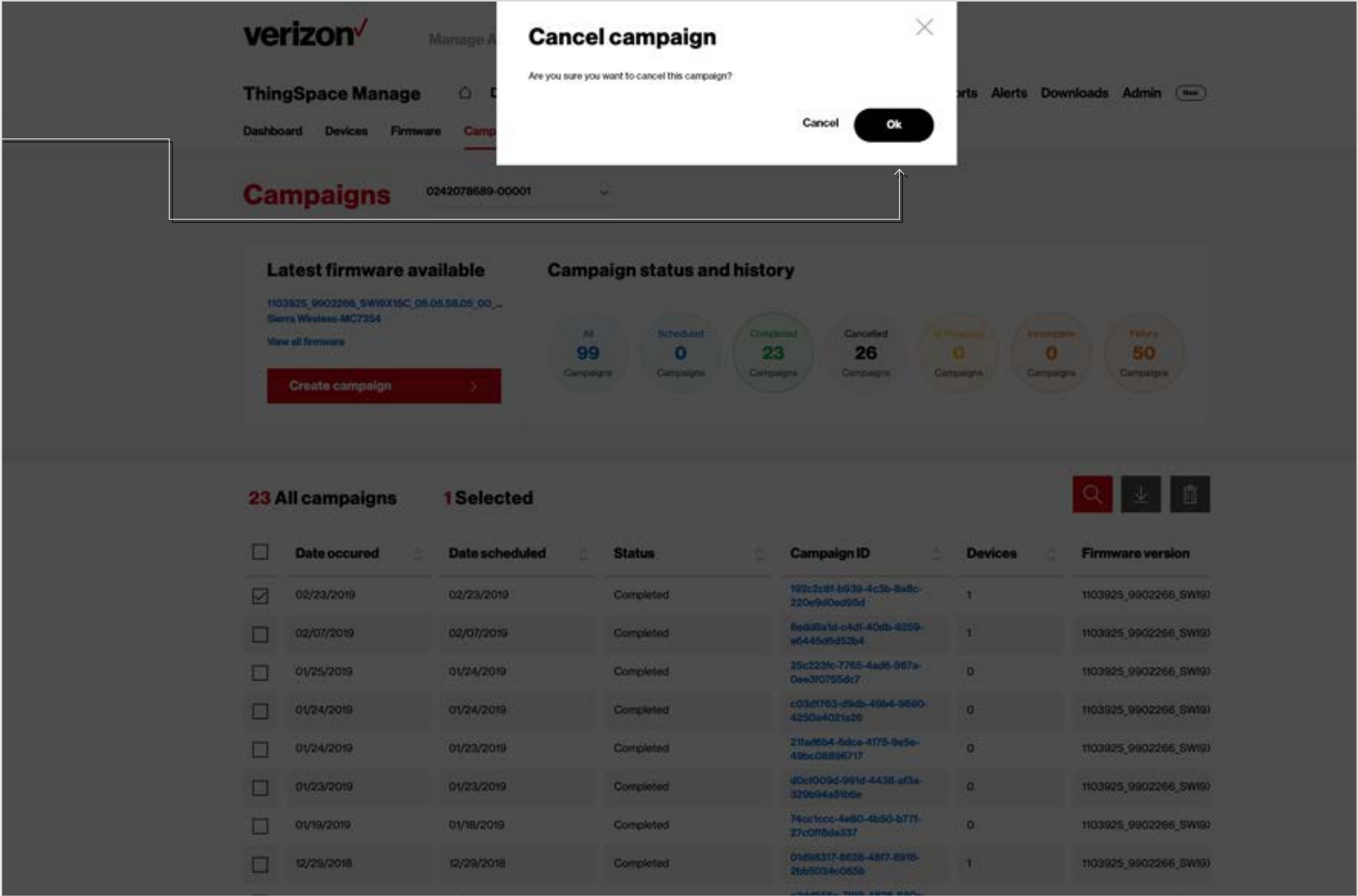
# Software management

## 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 →

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Campaigns

0242078689-00001

Latest firmware available

1103925\_9902266\_SW19X15C\_05.05.58.00\_...  
Sierra Wireless-MC7354

View all firmware

Create campaign

Campaign status and history

All  
99  
Campaigns

Scheduled  
0  
Campaigns

Completed  
23  
Campaigns

Cancelled  
26  
Campaigns

In Progress  
0  
Campaigns

Incomplete  
0  
Campaigns

Failed  
50  
Campaigns

99 All campaigns0 Selected

SearchDownloadTrash

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input type="checkbox"/>	11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SW19
<input type="checkbox"/>	09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SW19
<input type="checkbox"/>	08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdda-95b2f0b3caa1	1	1103925_9902266_SW19
<input type="checkbox"/>	07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a96-bdee-15eef4b7a7c0	1	1102788_9902266_SW19
<input type="checkbox"/>	07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SW19
<input type="checkbox"/>	07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SW19
<input type="checkbox"/>	06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-61b5e4ccb849	1	1103925_9902266_SW19
<input type="checkbox"/>	05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SW19

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# Software management

## Viewing and managing firmware

### Notification via the Latest firmware available pod

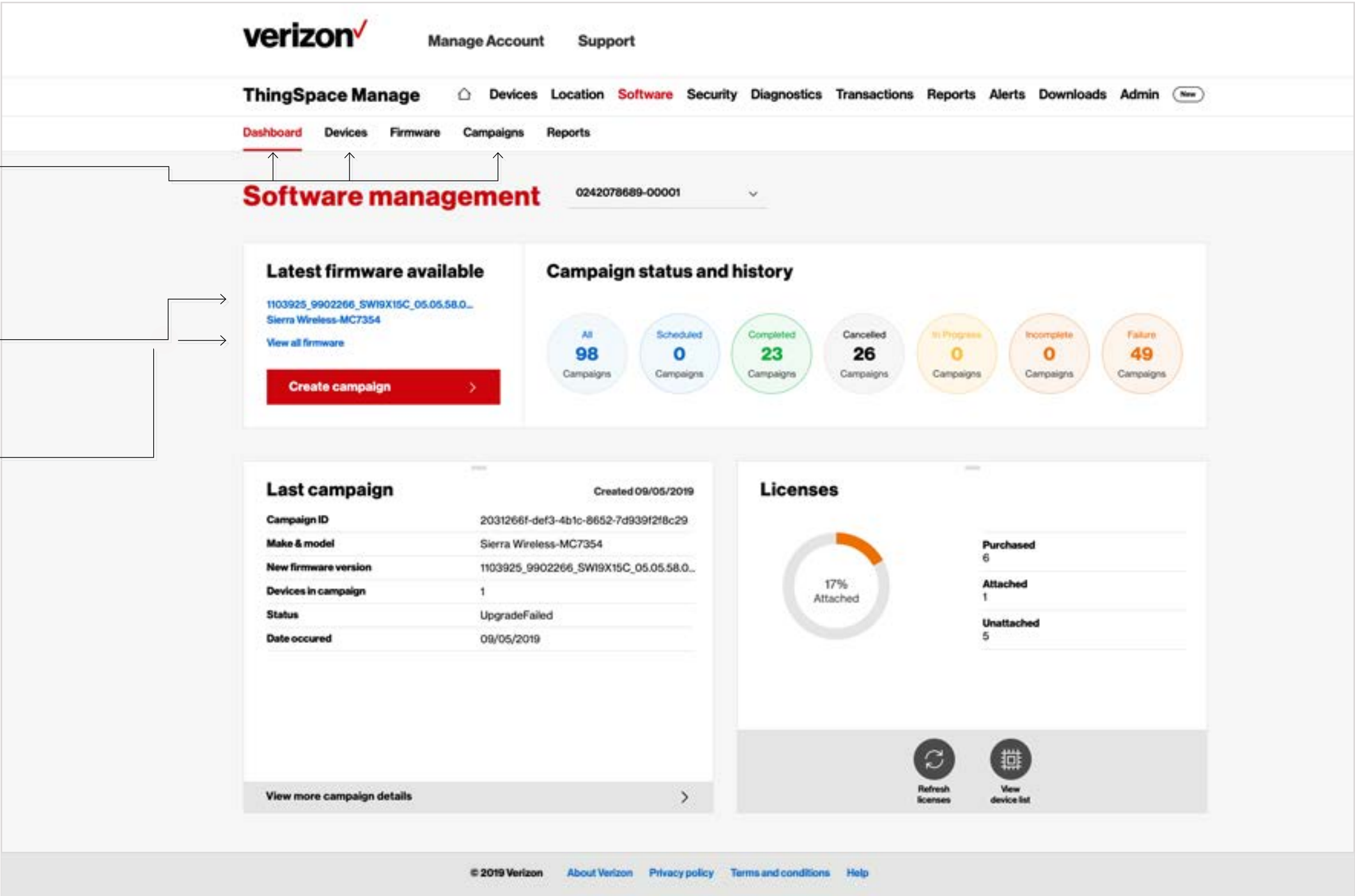
- 1

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 →

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Firmware

0242078689-00001

75 Firmware

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

# Software management

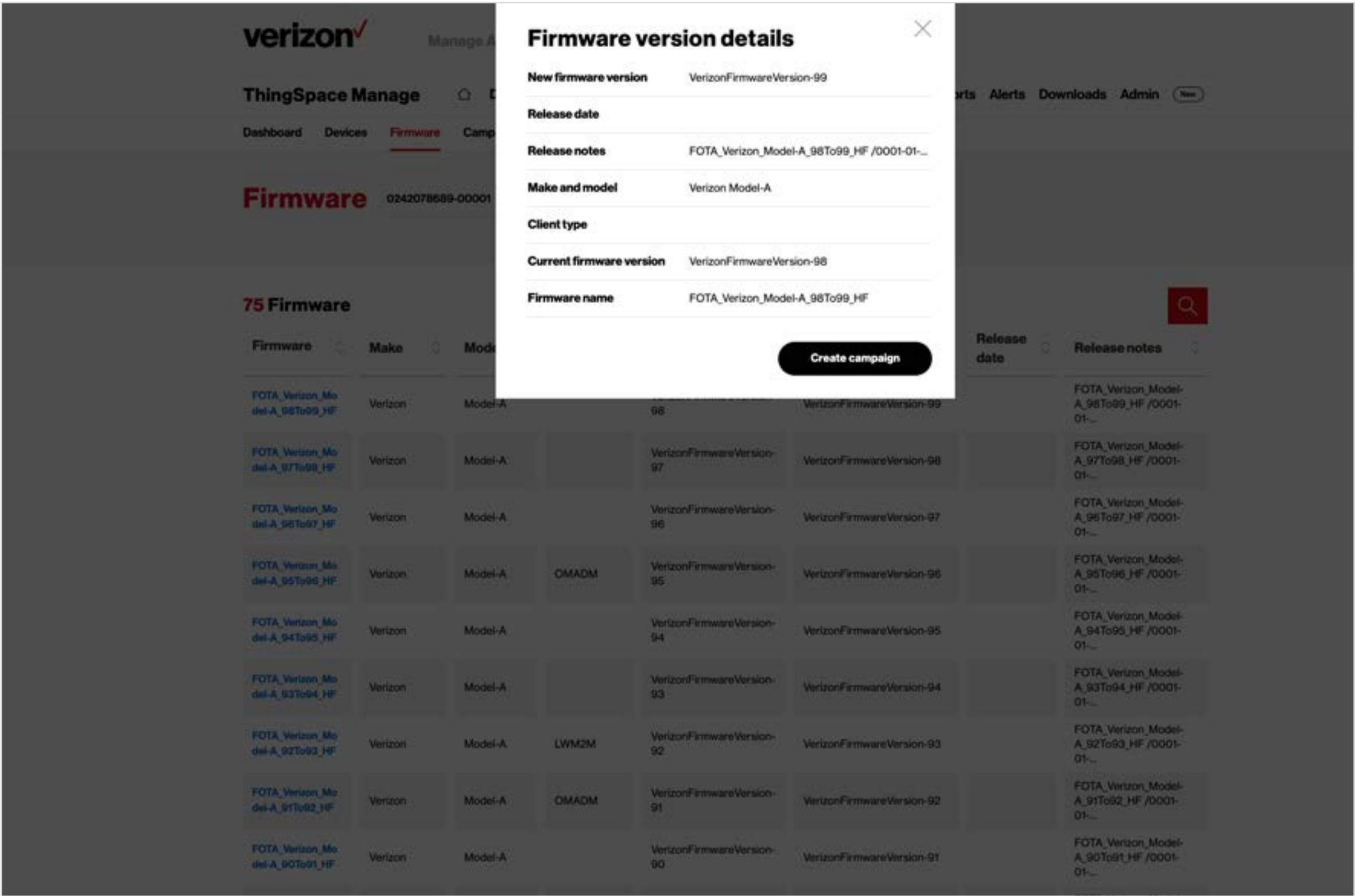
## Viewing and managing firmware

### 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 →

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SIM Secure

Assign SIM secure licenses0242078689-00001Capable devices: 62

Lifetime licenses

Purchased

Assigned

Available

0204060

Flexible bundle licenses

Purchased

Assigned

Available

0246810

Flexible licenses

Purchased

Assigned

Available

0246810

Enter up to 10 comma-separated IDs.

Advanced+

Device management63 Devices0 SelectedShow selected

	Device ID	ICCID	Connectivity status	Device status	License attached
<input type="checkbox"/>	352753090061795	89148000003637519146	(i+)	ACTIVE	Assigned
<input type="checkbox"/>	359416090527826	89148000004701633169	(i+)	ACTIVE	
<input type="checkbox"/>	990004800340907	89148000001078469755	(i+)	ACTIVE	
<input type="checkbox"/>	865264040066692	89148000003850052544	(i+)	ACTIVE	Assigned

# 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 →

Assigned  
Available

0 20 40 60

Assigned  
Available

0 2 4 6 8 10

Assigned  
Available

0 2 4 6 8 10

Enter up to 10 comma-separated IDs.

Advanced +

Device management 63 Devices 0 Selected Show selected

Show per page

20  
50  
100  
250  
500  
10

1 2 ... 7 Next &gt;

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# 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 →

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Devices

Device diagnostics0242078689-00001

Device groups

Add devices or attributes

All devices131

Active106All

Active8Connected

Active98Not connected

Deactivated22

Suspended1

Enter up to 250 comma-separated device IDs

Advanced+

131 Devices0 SelectedShow selected

Actions+DownloadSettings

	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input type="checkbox"/>	357812090011625	12/03/2019 04:06:23 AM			18623253837	891480000X
<input type="checkbox"/>	990000696107012	12/03/2019 04:06:13 AM			18623253813	891480000X
<input type="checkbox"/>	A000003088DEFB	12/03/2019 04:05:53 AM				
<input type="checkbox"/>	359692051248293	12/03/2019 04:05:53 AM			18623253062	891480000X
<input type="checkbox"/>	99000020902198	12/03/2019 04:05:43 AM				
<input type="checkbox"/>	A000003088DEFA	12/03/2019 04:05:12 AM				
<input type="checkbox"/>	357812090011849	12/02/2019 04:06:01 AM			15886813482	891480000X
<input type="checkbox"/>	A100001574B991	12/02/2019 04:05:51 AM				



# Device diagnostics

## Viewing device diagnostics

Click *Advanced* for an advanced search.

Continue →

Enter up to 250 comma-separated device IDs

🔍

Advanced +

Advanced search

Roaming

Country of roaming

All countries

Status

☒ All

☒ Roaming

☒ Not roaming

Connection status

☒ All

☒ Connected

☒ Not connected

Primary place of use

Cost center

Enter Cost center code

User names

Select type

Device groups

☒ All

☒ NiveditaDG

☒ Test

☒ WilliamDevGrip

☒ text notification test

Custom fields

TestField1

testfield2

CustomLabel3

Service plans

☒ All

☒ Test (Verizon)

☒ Test1 (Verizon)

☒ Chintan\_Dynamic (Verizon)

☒ Tablet5GB (Verizon)

Provisioning status

☒ All

☒ Active

☒ Suspend

☒ Pre-Active

☒ Deactive

Close

Reset

Search

<input type="checkbox"/>	367812090011625	12/03/2019 04:06:23 AM	18623253837	891480000X
<input type="checkbox"/>	990000696107012	12/03/2019 04:06:13 AM	18623253813	891480000X
<input type="checkbox"/>	A0000000880EF8	12/03/2019 04:05:53 AM		

verizon business ready

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# Device diagnostics

## Viewing device diagnostics

Shows up to 500 devices at once

Continue →

All devices  
131

Active  
106  
All

Active  
8  
Connected

Active  
98  
Not connected

Deactivated  
22

Suspended  
1

Enter up to 250 comma-separated device IDs

Advanced +

131 Devices0 SelectedShow selected

Actions +

Download

Settings

<input type="checkbox"/>	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input type="checkbox"/>	357812090011625	12/03/2019 04:06:23 AM			18623253837	8914800000
<input type="checkbox"/>	990000696107012	12/03/2019 04:06:13 AM			18623253813	8914800000
<input type="checkbox"/>	A000003088DEF8	12/03/2019 04:05:53 AM				
<input type="checkbox"/>	359692051248293	12/03/2019 04:05:53 AM			18623253062	8914800000
<input type="checkbox"/>	99000020902198	12/03/2019 04:05:43 AM				
<input type="checkbox"/>	A000003088DEFA	12/03/2019 04:05:12 AM				
<input type="checkbox"/>	357812090011840	12/02/2019 04:06:01 AM			15886813482	8914800000
<input type="checkbox"/>	A10000157	12/02/2019 04:05:51 AM				
<input type="checkbox"/>	352753090	12/02/2019 04:05:49 AM			18482304081	8914800000
<input type="checkbox"/>	A10000217	12/02/2019 04:05:49 AM				

Show per page

205010025050010

1

2 ... 14

Next >

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# Device diagnostics

## Viewing device diagnostics

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

Continue →

Device identifier

Activation date

Make

Model

MSISDN

ICCID

352753090036441

10/22/2019 09:07:29 AM

13329993274

8914800000

verizon

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New

Devices

Diagnostic details

352753090036441

Connection status: (●●)

Identity

MDN3329993274

IMEI/MEID/ESN352753090036441

MakeODI

Model4G000ITestDevice\_JMS-less

Radio firmware versionC\_05.05.58.05\_00\_VZW\_005.032\_001

Verizon SKUVZW080000000027

ICCID89148000003637519856

Modem generation4G

Usage

Current billing cycle

Rated

Data0B

SMS0

Last update date11/30/2019

Unrated

Data--

Last update date--

Billing

Cycle status

20 Days left

Account#0242078689-00001

Cycle start11/24/2019

Cycle end12/23/2019

Service plan

Service plan codeM2M250MB

Service plan descriptionMACHINE TO MACHINE 250MB

Service plan typePrivate Static

Feature codes (SFO)81186, 81143, 81158, 73733, 76193, 73584

Network Public feature code--

Network Private feature code76193

Status

VZ provisioning statusActive

4G device detection date11/04/2019 10:23:24 AM

Suspend date11/14/2019

Attributes

Cost center code--

Device group--

Location

Turn on service to view device location

User

First namePRASUNA

Middle name--

Last nameTHATHA

Address line 1--

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# Device diagnostics

## Downloading device diagnostic reports

- 1

Click one or more devices.
- 2

Click the *Download* icon.

Continue →

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Devices

Device diagnostics0242078689-00001

Device groups

Add devices or attributes

All devices131

Active106All

Active8Connected

Active98Not connected

Deactivated22

Suspended1

Enter up to 250 comma-separated device IDs

Advanced+

8 Devices8 SelectedShow selected

Actions+DownloadSettings

<input checked="" type="checkbox"/>	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input checked="" type="checkbox"/>	352753090036441	10/22/2019 09:07:29 AM			13329993274	891480000X
<input checked="" type="checkbox"/>	865284040066692	09/09/2019 03:25:29 PM			15237270620	891480000X
<input checked="" type="checkbox"/>	359416090527826	08/15/2019 02:58:26 PM			15236131308	891480000X
<input checked="" type="checkbox"/>	352653090122334	07/18/2019 01:31:32 PM			15236130618	891480000X
<input checked="" type="checkbox"/>	990004800340907	11/28/2018 06:25:20 PM			16193599588	891480000X
<input checked="" type="checkbox"/>	352753090061795	09/06/2018 08:02:12 AM			13329994539	891480000X
<input checked="" type="checkbox"/>	09613596555	06/29/2017 05:11:12 PM				
<input checked="" type="checkbox"/>	A10000048E2E16	10/07/2015 03:47:11 PM				



# Device diagnostics

## Performing device diagnostic actions

- 1

Click one or more devices.
- 2

Click the *Actions* button.

Continue →

verizon

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Devices

Device diagnostics0242078689-00001

Device groups

Add devices or attributes

All devices131

Active106All

Active7Connected

Active99Not connected

Deactivated22

Suspended1

Enter up to 250 comma-separated device IDs

Advanced+

7 Devices7 SelectedShow selected

Actions

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Resume service

Change wireless number

Swap device

Run report

Daily usage

Aggregated device usage

Connection history

Connected session history

Data usage trending

Other actions

Assign custom fields

Assign to device group

Send SMS

<input checked="" type="checkbox"/>	Device identifier	Activation date
<input checked="" type="checkbox"/>	352753090036441	10/22/2019 09:07:29 AM
<input checked="" type="checkbox"/>	865284040066692	09/09/2019 03:25:29 PM
<input checked="" type="checkbox"/>	359416090527826	08/15/2019 02:58:26 PM
<input checked="" type="checkbox"/>	352653090122334	07/18/2019 01:31:32 PM
<input checked="" type="checkbox"/>	352753090061795	09/06/2018 08:02:12 AM
<input checked="" type="checkbox"/>	09613596555	06/29/2017 05:11:12 PM
<input checked="" type="checkbox"/>	A10000048E2E16	10/07/2015 03:47:11 PM

# Device diagnostics

## Create table views

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

Continue →

131 Devices0 SelectedShow selected

Actions +DownloadSettings

verizon  
ThingSpace Manage

Devices

Device diagnosis

All devices  
132

Create table view

Name\*  
Enter view name

Description  
Enter view description

☐ Make this view default

Select fields

Drag and drop rows up or down to change the order.

☒ Device Identifier

☐ Activated By

☐ Activation Date

☐ Active Timer

☐ APN1

☐ APN2

☐ Account

☐ IP address

☐ Battery Level

Cancel

Save

DownloadsAdminNew

Device groups

Add devices or attributes

Suspended  
1

Advanced +

6 Devices0 SelectedShow selected

Actions +DownloadSettings

<input type="checkbox"/>	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input type="checkbox"/>	352753090036441	10/22/2019 09:07:29 AM			13329993274	891480000
<input type="checkbox"/>	855284040066692	08/09/2019 03:25:29 PM			15237270620	891480000
<input type="checkbox"/>	359416090527826	08/15/2019 02:58:26 PM			15236131308	891480000

---

# 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 →

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Request a transaction

610 Results

ThingSpace Manage

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Refresh

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 →

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Request a transaction

Activate new service

Change service plan

Suspend service

Resume service

Deactivate service

Change wireless number

Swap device

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API

Other Channels

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

# Transactions

## Initiate transactions

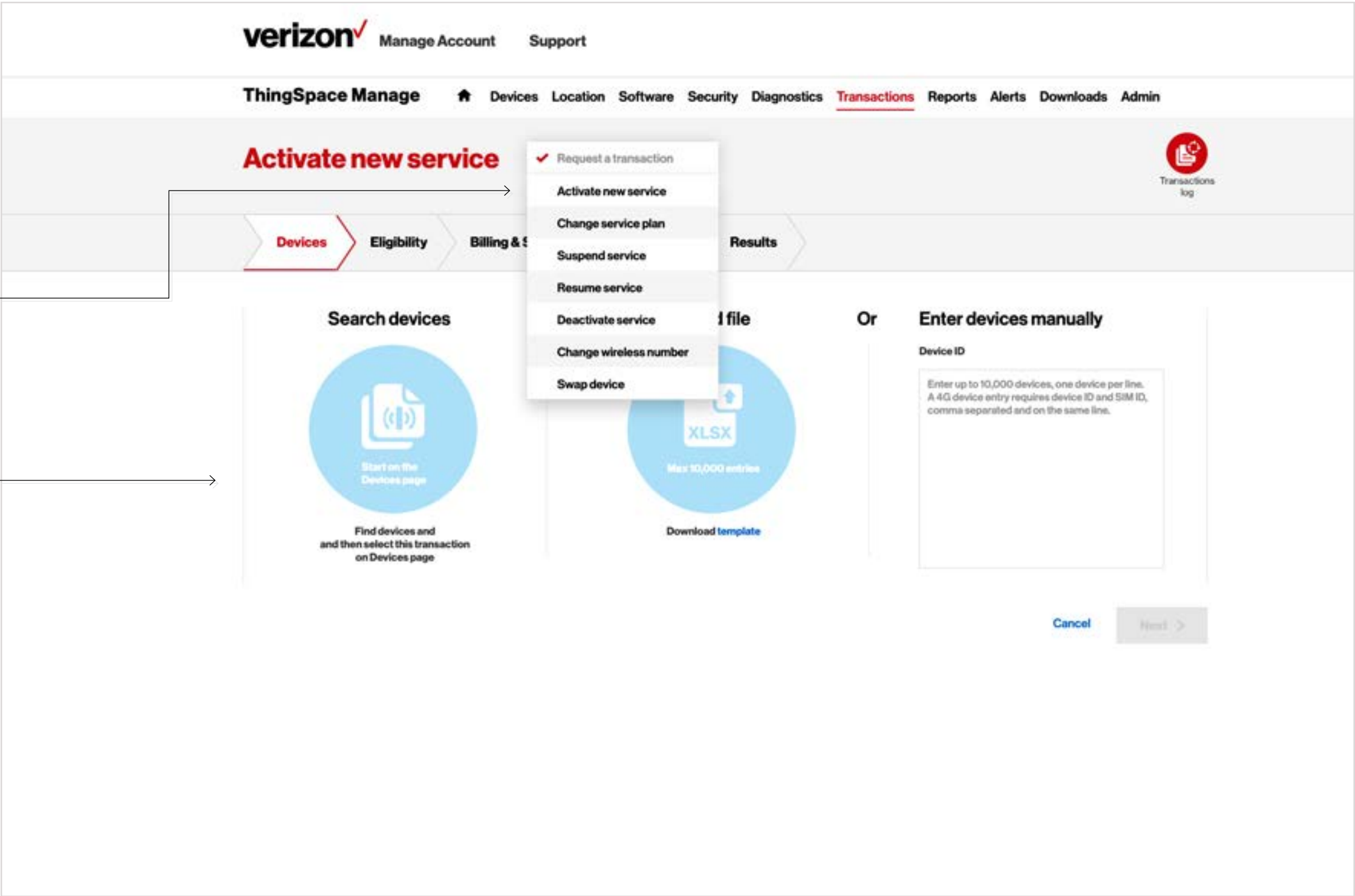
ThingSpace Manage supports a full suite of provisioning transactions. For example, customers who want to activate new ThingSpace Ready devices can upload a file, enter devices manually, or select from a list of uploaded pre-active devices - up to 10,000 at a time.

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 →

verizon

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Activate new service

Activate new service

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Devices

Eligibility

Billing & Services

Addresses

Results

Eligibility: 1 devices checked

Submitted

Eligible

Ineligible

Device ID	ICCID	Eligibility Details
324096585412876	35261890000086431836	

Click Next to proceed with eligible devices only.

Cancel

Back

Next

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# Transactions

## Activate new service

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

Continue →

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Activate new service

Activate new service

Transactions log

Devices

Eligibility

Billing & Services

Addresses

Results

Billing account

Billing account number \*  
0242078689-00001

Assignment zip code \*  
10036

Effective date \*  
12/03/2019

Select a service plan

MACHINE TO MACHINE 250MB \$0.03/MB \$25.00...  
\$25.00  
MACHINE TO MACHINE 250MB \$0.03/MB \$25.00-0311  
Month to Month  
View Details

MACHINE TO MACHINE 5GB \$50 0811  
\$50.00  
MACHINE TO MACHINE 5GB \$50 0811  
Month to Month  
View Details

MACHINE TO MACHINE SHARE 25MB...  
\$10.00  
MACHINE TO MACHINE SHARE 25MB \$0.0029296/KB \$10.00  
Month to Month  
View Details

MACHINE TO MACHINE SHARE 50MB...  
\$15.00  
MACHINE TO MACHINE SHARE 50MB \$0.0029296/KB \$15.00  
Month to Month  
View Details

Compare plans

Cancel

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# Transactions

## Activate new service

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

Continue →

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Activate new service

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Addresses

Results

User

First name \*

Jane

Last name \*

Doe

Cost center code

Address

Saved location \*

Select saved location

Address 1 \*

700 Hidden Ridge

Address 2

City \*

Irving

State \*

TX

Zip code \*

75038

Reset

Confirmation email

Requestor \*

Additional emails

Enter email address

Enter email address

Add email +

Cancel

Back

Submit >

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# 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 →

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Activate new service

Activate new service

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Results

Transaction ID M88799809

Thank you. Your order was submitted on 12/03/2019

Submitted

Success

Partial success

Pending

Failed

On Hold

Service plan

Billing account

Submitted by

Submission date

Effective date

Address

Confirmation email

MACHINE TO MACHINE 250MB \$0.03/MB \$25.00 0311 - 0 Month

0242078689-00001

PRASUNATHATHA

12/03/2019

12/03/2019

Prasuna Thattha, 700 Hidden Ridge, Irving, TX 75038

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok >

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# 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 →

verizon

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Change service plan

Change service plan

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Results

Select a service plan

Compare plans

ACCOUNT LEVEL PLAN

\$50.00

MACHINE TO MACHINE  
5GB ACCT SHARE  
\$0.05/MB \$50.00-0803

24 Months

View Details

MACHINE TO MACHINE 5GB \$50.0001

\$50.00

MACHINE TO MACHINE  
5GB \$50.0001

24 Months

View Details

MACHINE TO MACHINE 5GB ACCT SHARE \$0.05/MB

\$50.00

MACHINE TO MACHINE  
5GB ACCT SHARE  
\$0.05/MB \$50.00-0803

24 Months

View Details

MACHINE TO MACHINE 5GB ACCT SHARE \$0.10/GB \$40.00...

\$40.00

MACHINE TO MACHINE  
5GB ACCT SHARE \$0.10/GB  
\$40.00-0418

12 Months

View Details

Effective date

Backdate

Today

Cancel

Back

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# Transactions

## Change service plan

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

Continue →

verizon

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Change service plan

Change service plan

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Details

Eligibility

Results

Eligibility: 1 devices checked

1

Submitted

1

Eligible

0

Ineligible

Device ID	ICCID	Eligibility Details
324098585412876	35261890000086431836	

Click Next to proceed with eligible devices only.

Cancel

Back

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# Transactions

## Change service plan

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

Continue →

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Change service plan

Change service plan

Transactions log

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Results

Transaction ID M88799812

✓ Thank you. Your order was submitted on 12/03/2019

Submitted

Success

Partial success

Pending

Failed

On Hold

Service plan

MACHINE TO MACHINE 250MB \$0.03/MB \$25.00 0311 - 0 Month

Transaction date

12/03/2019

Submitted by

PRASUNATHATHA

Effective date

12/03/2019

Confirmation email

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok >

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# 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 →

verizon

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Suspend service

Suspend service

Transactions log

Devices

Eligibility

Details

Results

Eligibility: 1 devices checked

Submitted

Eligible

Ineligible

Device ID	ICCID	Eligibility Details
324098585412876	35261890000086431836	

Click Next to proceed with eligible devices only.

Cancel

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# 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 →

verizon

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Suspend service

Suspend service

Transactions log

Devices

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Results

Suspension details

Lost/Stolen

With bill

Without bill

Effective date

12/03/2019

Confirmation email

Requestor

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Additional emails

Enter email address

Enter email address

Add email

Cancel

Back

Submit

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# Transactions

## Suspend service

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

Continue →

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Suspend service

Suspend service

Transactions log

Devices

Eligibility

Details

Results

Transaction ID M88799815

✓ Thank you. Your order was submitted on 12/03/2019

Submitted

Success

Partial success

Pending

Failed

On Hold

Transaction date

Submitted by

Effective date

Reason for suspension

Confirmation email

12/03/2019

PRASUNATHATHA

12/03/2019

Lost/Stolen

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok >

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# 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 →

verizon

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Resume service

Resume service

Transactions log

Devices

Eligibility

Details

Results

Eligibility: 1 devices checked

Submitted

Eligible

Ineligible

Device ID	ICCID	Eligibility Details
324098585412876	35261890000086431836	

Click Next to proceed with eligible devices only.

Cancel

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# 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 →

verizon

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Resume service

Resume service

Transactions log

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Resume service date

Effective date \*

12/03/2019

Confirmation email

Requestor \*

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Additional emails

Enter email address

Enter email address

Add email +

Cancel

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Submit >

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# Transactions

## Resume service

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

Continue →

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Resume service

Resume service

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Transaction ID M88799818

Thank you. Your order was submitted on 12/03/2019

Submitted

1

Success

0

Partial success

0

Pending

0

Failed

0

On Hold

0

Transaction date

12/03/2019

Submitted by

PRASUNATHATHA

Effective date

12/03/2019

Confirmation email

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok

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# 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 →

verizon

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Deactivate service

Deactivate service

Transactions log

Devices

Eligibility

Details

Results

Eligibility: 1 devices checked

Submitted

Eligible

Ineligible

Device ID	ICCID	Eligibility Details
324098585412876	35261890000086431836	

Click Next to proceed with eligible devices only.

Cancel

Back

Next >

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# 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 →

verizon

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Deactivate service

Deactivate service

Transactions log

Devices

Eligibility

Details

Results

Deactivation properties

No Signal/Coverage Issue

Effective date

12/03/2019

Confirmation email

Requestor

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Additional emails

Enter email address

Enter email address

Add email

Cancel

Back

Submit

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# Transactions

## Deactivate service

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

Continue →

verizon

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Deactivate service

Deactivate service

Transactions log

Devices

Eligibility

Details

Results

Transaction ID M88799833

✓ Thank you. Your order was submitted on 12/03/2019

Submitted

Success

Partial success

Pending

Failed

On Hold

Transaction date

Submitted by

Effective date

Reason for deactivation

Confirmation email

12/03/2019

PRASUNATHATHA

12/03/2019

No Signal/Coverage Issue

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok >

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# 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 →

verizon

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Change wireless number

Change wireless number

▼

Transactions log

Devices

Eligibility

Details

Results

Eligibility: 1 devices checked

1

Submitted

1

Eligible

0

Ineligible

Device ID	ICCID	Eligibility Details
324098585412876	35261890000086431836	

Download

Refresh

Click Next to proceed with eligible devices only.

Cancel

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# 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 →

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Change wireless number

Change wireless number

Transactions log

Devices

Eligibility

Details

Results

Date & zip code

Effective date \*

12/03/2019

Assignment zip code \*

10036

Confirmation email

Requestor \*

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Additional emails

Enter email address

Enter email address

Add email +

Cancel

Back

Submit >

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# Transactions

## Change wireless number

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

Continue →

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Change wireless number

Change wireless number

Transactions log

Devices

Eligibility

Details

Results

Transaction ID M88799836

✓ Thank you. Your order was submitted on 12/03/2019

Submitted

Success

Partial success

Pending

Failed

On Hold

Transaction date

Submitted by

Effective date

Assignment zip code

Confirmation email

12/03/2019

PRASUNATHATHA

12/03/2019

10038

BARRY.EPSTEIN@VERIZONWIRELESS.COM

Ok >

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# 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 →

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New

Run report

Daily usage report

990000696106956

Aggregated device usage

Daily usage

Data usage trending chart

Connected session history

Connection history

Rated unbilled usage

Start date

Thu, 10/31/2019

End date

Wed, 11/06/2019

Run

Advanced

7 Results

Download

Save

Device ID	MDN	Account	ESN	MEID	IMEI	ICCID	IP Address	Usage date
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/5/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/5/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/4/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/3/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/2/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	11/1/2019
990000696106956	16193469598	0242078689-00001			990000696106956	89148000000579374100	100.127.22.6	10/31/2019

Show per page

10

Usage is updated after a device's connected session ends and approximately every 6 hours for 4G devices that stay connected to the network. Updates are usually immediate, but can take up to two hours, or even longer when the device is roaming. Results may differ from the usage reported on your monthly invoice.

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# 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 →

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Run report

Daily usage

352753090061795,359416090527826,885284040066692,990004821822081,35265309012233

Start dateThu, 11/28/201931

End dateWed, 12/04/201931

Run >

Advanced

Accounts

All

Service plans

All

Test (Verizon)

Test1 (Verizon)

Chintan\_Dynamic (...)

M2MPublicDynamic ...

M2MPublicStatic (...)

Tablet5GB (Verizo...

Device groups

All

DanielLiangTCM512

DanielLiangTCM513

Default: 0242078689-00...

DeviceGroup0904

DeviceGroup1009

Feb2018Prakash

FOTADevices

Gmo4GPublicDevice

Custom fields

TestField1

testfield2

CustomLabel3

CustomF4

Field5

Table view

System Default

TEST VIEW

NewUsageView

testview19

MDNView

Create view

Reset

Download

Save >

29 Results

Device ID

MDN

Account

ESN

MEID

IMEI

ICCID

IP Address

Usage da

352653090122334

15236130618

0242078689-00001

352653090122334

89148000004701633144

100.90.13.211

12/1/2019

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# 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 →



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 →

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New

Alerts log

New rule

Default alerts

Alert rules

User groups

451 received results

November 28 - December 04, 2019

	Type	Account	Device ID	Trigger	Recipients	Sent	Count	Actions
	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	✓
	default Usage	0242078689-00001	99000020902325	Standalone Service Plan M2M50MBSHR has an overage of 100% at 1875562 kb		12/03/2019 05:28 PM	1	✓
	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	✓
	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	✓
	default Usage	0242078689-00001	990004821822081	Standalone Service Plan Test has an overage of 100% at 401855 kb		12/03/2019 05:38 PM	1	✓
	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	✓
	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	✓
	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

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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	<div></div> <div></div>
Usage	20190824092213_Auto_...	Usage > 10KB DAILY	0242078689-00001	All Devices	Automation_Grp	On	<div></div> <div></div>
Network	Abnormal Disconnect0...	Abnormal Disconnect ...	0242078689-00001	DanielLiangTCM513	DanielLiang_Prod	On	<div></div> <div></div>
Network	Abnormal Disconnect1	Abnormal Disconnect ...	0242078689-00001	All Devices	LcUSageProd	Off	<div></div> <div></div>
Network	AbnormalDisconnect51...	Abnormal Disconnect ...	0242078689-00001	All Devices	Prasuna Activations	On	<div></div> <div></div>
Network	AbnormalDisconnect51...	Abnormal Disconnect ...	0242078689-00001	All Devices	Prasuna Activations	On	<div></div> <div></div>
Transaction	Activation Confirmat...	Activate new on Con...	0242078689-00001	All Devices	abc	On	<div></div> <div></div>
Transaction	Activation Failure	Activate new on Fai...	0242078689-00001	All Devices	TomH	On	<div></div> <div></div>
Transaction	Activation Request	Activate new on Req...	0242078689-00001	Default: 0242078689-...	Individual recipients	On	<div></div> <div></div>
Transaction	Activation_0608	Activate new on Con...	0242078689-00001	All Devices	NotificationGrp_depl...	On	<div></div> <div></div>

Show per page10

12...16Next

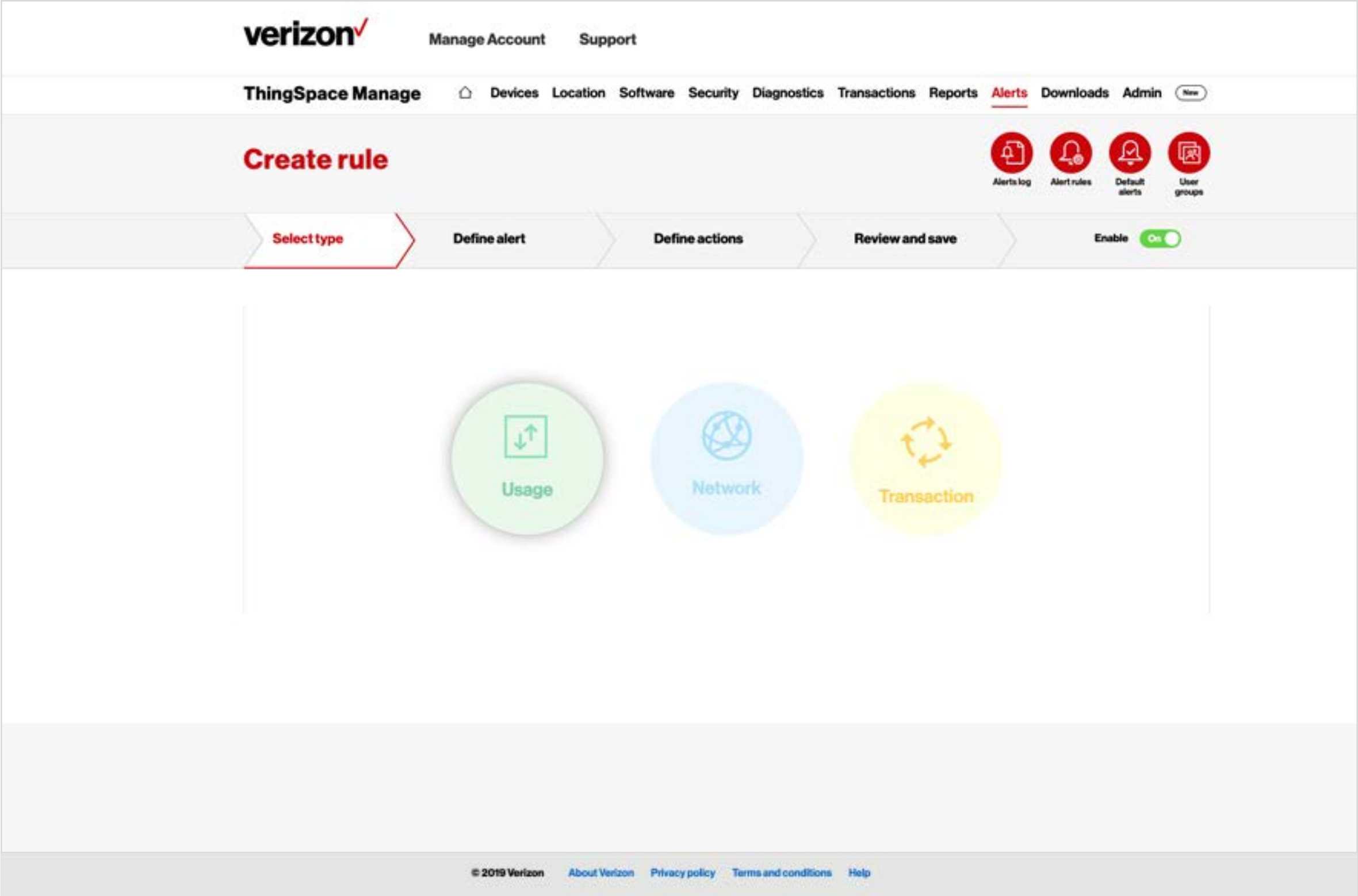
# Alerts

## 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 →

verizon

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Create rule - Usage alert

Alerts log

Alert rules

Default alerts

User groups

Select type

Define alert

Define actions

Review and save

EnableOn

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

12

KB

Monthly

Select severity\*

Critical

Major

Minor

Notice

Cancel

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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

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Create rule - Usage alert

Alerts logAlert rulesDefault alertsUser groups

Select type

Define alert

Define actions

Review and save

EnableOn

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

CancelBackNext

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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 →

verizon

Manage AccountSupport

ThingSpace Manage

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Create rule - Usage alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and saveEnableOn

Review, name and save

TypeUsage alert

Account0242078689-00001

DevicesDaniellLiangTCM512

TriggerIndividual device usage  
More than 12 KB Monthly

SeverityCritical

RemindersHourly, Max: 3

RecipientsaaaGmoDG

UserPrasuna Thatha

SetupDec 04, 2019 10:53 AM

Alert name\*

My awesome usage alert

CancelBackSave

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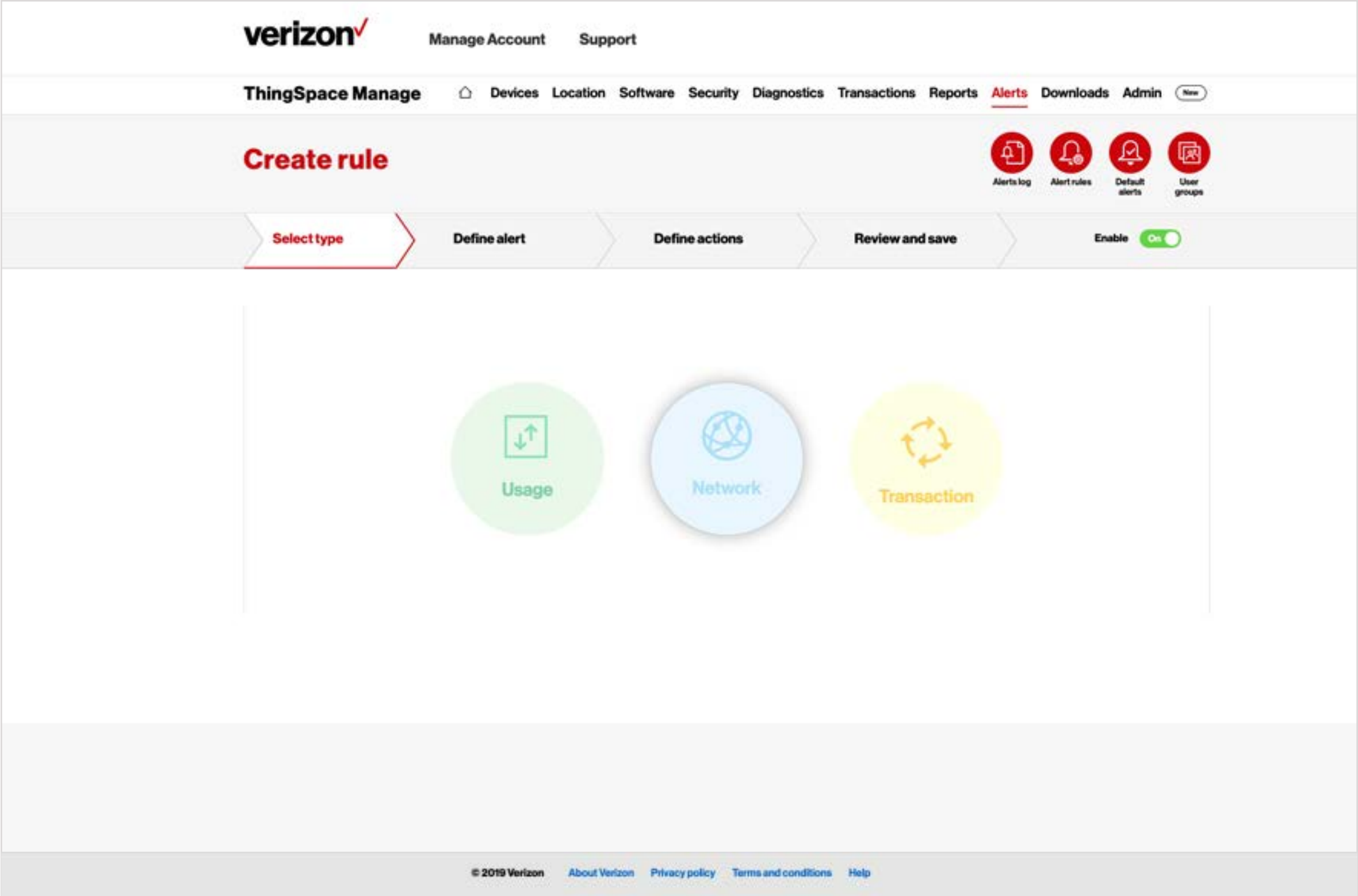
# Alerts

## 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 →

verizon

Manage AccountSupport

ThingSpace Manage

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Create rule - Network alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and saveEnableOn

Select account & devices\*

0242078689-00001

All devices

Device group

DanielLiangTCM512

DanielLiangTCM513

Default: 0242078689-00001

DeviceGroup0904

Define trigger\*

Abnormal disconnect

Base station ID change

Excessive connections

Select severity\*

Critical

Major

Minor

Notice

CancelBackNext

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# 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

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Create rule - Network alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and save

EnableOn

Setup reminders\*

FrequencyMax number

Hourly3

Select recipients\*

aaaGmoDGNew group

And/or enter up to 4 emails

Enter email address

Enter email address

Enter email address

Enter email address

Optional actions

☐ Suspend all devices

CancelBackNext >

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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 →

verizon

Manage AccountSupport

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Create rule - Network alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and saveEnableOn

Review, name and save

TypeNetwork alert

Account0242078689-00001

DevicesDanielLiangTCM512

TriggerAbnormal disconnect

SeverityMinor

RemindersHourly, Max: 3

RecipientsaaaGmoDG

UserPrasuna Thatha

SetupDec 04, 2019 10:53 AM

Alert name\*

My awesome network alert

CancelBackSave

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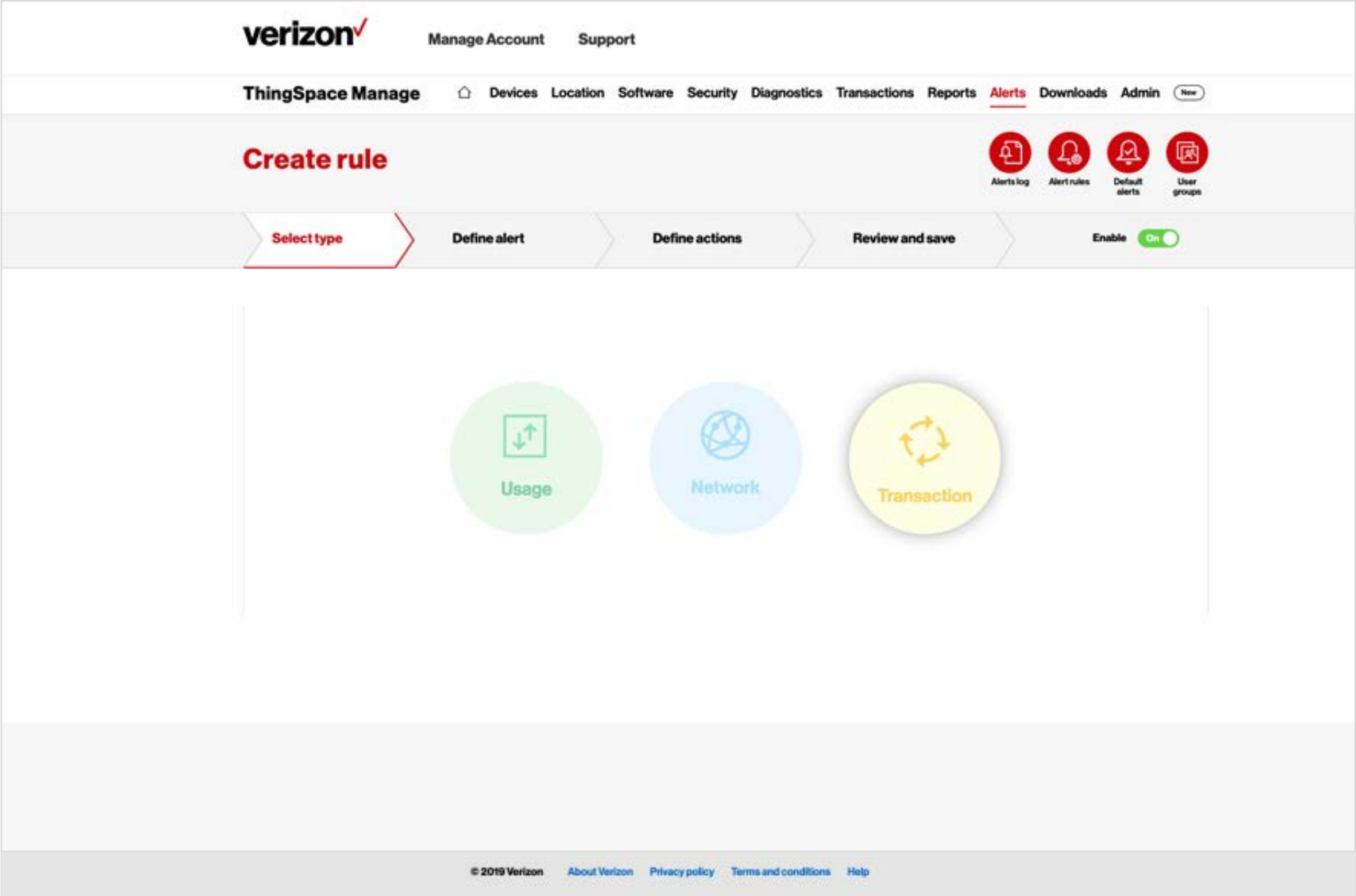
# Alerts

## 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 →

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Create rule - Transaction alert

Alerts log

Alert rules

Default alerts

User groups

Select type

Define alert

Define actions

Review and save

Enable ☒

Select account & devices\*

0242078689-00001

All devices

Device group

DanielLiangTCM512

DanielLiangTCM513

Default: 0242078689-00001

DeviceGroup0904

Define trigger\*

Activate new service

On request

On confirmed success

On failure

On number of requests

Select severity\*

Critical

Major

Minor

Notice

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).

Cancel

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# 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 AccountSupport

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Create rule - Transaction alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and save

EnableOn

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

☐ Suspend device

CancelBackNext >

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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

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Create rule - Transaction alert

Alerts logAlert rulesDefault alertsUser groups

Select typeDefine alertDefine actionsReview and saveEnableOn

Review, name and save

TypeTransaction alert

Account0242078689-00001

DevicesDaniellLiangTCM512

TriggerActivate new service  
On request

SeverityCritical

RemindersHourly, Max: 3

Recipientsabc

UserPrasuna Thatha

SetupDec 04, 2019 11:43 AM

NoteAPI 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\*My awesome transaction alert

CancelBackSave

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# 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 →

verizon

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ThingSpace downloads

Report name	Report type	Date/time created	File size	File status
<a href="#">ConnSessHistthu_1106_12042019_082755</a>	Connected Session History Report	12/04/2019 08:28:05 AM	0.15KB	Complete
<a href="#">ConnSessHist_12042019_062410</a>	Connected Session History Report	12/04/2019 06:25:21 AM	30.61KB	Complete
<a href="#">AggUsagex4th_1003_12042019_PRASUNATHATHA</a>	Aggregated Device Usage Report	12/03/2019 11:02:57 PM	28.94KB	Delivered
<a href="#">LocationReportx4th_1003_12042019_PRASUNATHATHA</a>	Reports	12/03/2019 11:00:34 PM	7913.42KB	Delivered
<a href="#">Auto_Alert_20190807191941_12012019_PRASUNATHATHA</a>	Alerts Log	11/30/2019 11:00:31 PM	0.15KB	Delivered
<a href="#">ConnSessHistthu_1106_11282019_PRASUNATHATHA</a>	Connected Session History Report	11/28/2019 12:00:02 AM	0.13KB	Delivered

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# 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.

