Introduction to the M2M Management Center
## What’s in this tutorial?

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<td>Your overview Dashboard</td>
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<tr>
<td>Managing your Device List</td>
<td>overview, searches, customizations, and working with devices</td>
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How do I access the M2M Management Center?

Log into your *My Business* account or *Verizon Enterprise Center*. Then:

Click any *Machine to Machine Management Center* link within *My Business* or *Verizon Enterprise Center*.
What can I do from the menu tabs?

Get a quick, comprehensive view of the state of your M2M devices on the Verizon network.

Find and display specific devices and perform actions on them such as:
- Naming
- Grouping
- Provisioning Service (links to pages for provisioning)
What can I do from the menu tabs?

- Research usage per device
- Obtain rated, unbilled usage per device for the current billing cycle
- Analyze device connectivity patterns
- Examine service provisioning history
- Retrieve exported files from the Download Center

Evaluate patterns of data usage trends
What can I do from the menu tabs?

All Users: Customize Dashboard
Administrators: Create and/or maintain…
  • User records
  • Groups of users for notification
  • Notifications
  • More

All Users: View and acknowledge notifications
Administrators: Additionally view past system and user events
What can I do from the menu tabs?

- Find a link for the M2M Management Center wiki help pages
- Find contact info for Customer Support
Can I see my account status at a glance?

The Dashboard provides a quick, comprehensive view of the state of your M2M devices on the Verizon Network.

<table>
<thead>
<tr>
<th>This Dashboard chart...</th>
<th>shows...</th>
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<tbody>
<tr>
<td><strong>Active Device Service Plan</strong></td>
<td>Distribution of all active devices by service plan name</td>
</tr>
<tr>
<td><strong>Active Device Connection Status</strong></td>
<td>How many devices are connected and how many are disconnected</td>
</tr>
<tr>
<td><strong>Current Period Data Usage and Current Period SMS Usage</strong></td>
<td>Number of devices whose accumulated data or SMS usage in the current billing cycle falls into each data bucket</td>
</tr>
<tr>
<td><strong>Device Alarm Status</strong></td>
<td>How many times each alarm has been triggered in the current billing cycle and has not been acknowledged</td>
</tr>
<tr>
<td><strong>Device Carriers</strong></td>
<td>Active devices with the corresponding carrier</td>
</tr>
<tr>
<td><strong>Device State Status</strong></td>
<td>How many devices are active, suspended, etc.</td>
</tr>
</tbody>
</table>
Can I see more details about specific Dashboard chart data?

Click in this chart... to drill-down and view...

| Active Device Connection Status | Details on the corresponding devices (Device List) |
| Active Device Service Plan      |                                                   |
| Device Carriers                |                                                   |
| Device State Status            |                                                   |
| Current Period Data Usage      | Summaries of Data & SMS Usage (Aggregated Device Usage Report) |
| Current Period SMS Usage       |                                                   |
| Device Alarm Status            | Notification Log                                 |

Click a slice of a pie chart to see details about that data.

Click a bar of a bar chart to see details about that data.
Can I select which devices to include in each Dashboard chart?

Select a chart filter to include only specific devices in each chart display.
How can I customize my Dashboard display?

Configure your Dashboard via this menu tab: Admin > Dashboard Config

1) Select All or an account name

Select “All” or a specific account to assign to this Dashboard configuration.

You can save a unique configuration for each account.

2) Choose chart types and formats

3) Define usage bucket settings and Save

Save all selections, from steps 1 to 3, with the Save button below Additional Settings.

4) Define Filters*

*Create Device Groups first, or apply to all devices.

Note: See help pages for additional details.
Can I change other settings such as time zone or start page?

Change your personal profile settings via this menu tab: Admin > Contact Setup

Search for your Contact record. Select Edit Contact. Configure settings:

Admin > Add/Edit Contact

Organization: SDP 2 1 Retail
User Role: VZW Customer Admin

Description:

First Name: Test
Last Name: Admin

Email: 
SMS: 

Time Zone: (GMT-08:00) Pacific Time

Portal Landing Page: Dashboard

Save Cancel
Where can I go to work with devices?

The **Device List** provides a detailed view of the state of your M2M devices on the Verizon Network.

Things you can do from the Device List:

- Search for and view more info about specific devices
- Find links to complete provisioning actions, such as device activations and deactivations
- Define and assign device groups
- Define your own custom Device List view
- Export device-related data
How do I find devices to display in the list?

**Search Tips:**
- Populate as many fields as possible to target your searches
- Combine multiple search values with the word “and”
- Use the wildcard character (%) to broaden your results
- Click Advanced Search to display additional search fields

Click Advanced Search to display more search fields
How do I view details about one specific device?

Click the View Info link next to a device to pop up its detail screen.
Can I customize my Device List display?

Create and change your view of the Device List in 3 easy steps:

1) Click Edit View or Create View
2) Build and Save the View in the pop up screen
3) Select the edited or new view for display

Note: You can use these same steps to customize Reports.
Where do I provision service for M2M devices?

From the Device List, click: 
*Bulk Account Maintenance* or an individual *MDN/MSISDN*

[Diagram of Device List with highlights on Bulk Account Maintenance and Wireless Number Center buttons]
How can I track devices with common attributes?

Select Device List entries and choose one of the available grouping Actions:

**Assign Custom Fields**

- **Geographic Region**
  - Value: Chicago

Example: These three selected devices will all have their “Geographic Region” field set to the value: “Chicago”

**Assign to Device Group**

- **Device Group Name**: Chicago Device Group
  - Device Group Description: All devices currently located in Chicago

Example: These three selected devices will be assigned to a new Device Group entitled: “Chicago Device Group”

Use Case: Group devices by service plan and set a notification to monitor usage.
Can I include my own device fields in my account data?

Start setting up your custom data via this menu tab: Admin > Custom Field Labels

Administrators can name and populate up to five fields of custom data. The defined Custom Field Labels will then appear site-wide.

Include Custom Fields in views and sort by your naming scheme

Use your Custom Fields to enter search criteria in Device List or Reports
What other tools can help me manage my accounts?

**Inside the M2M Management Center**

- **6 standard Device Reports**

**Outside the M2M Management Center**

- Real-time device-related notifications via email or SMS

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From: m2msupport.noreply@verizon.com (Alert)
Device Management Portal Alarm Notification

Type: Status: Usage in KB>100 DAILY
(Usage in KB=4687 on device 03708337444),
5/26/2015 2:03:00 PM

May 26, 2:03 pm
What reports are available?

I need a report with usage data...

Device Usage Report
Establish “normal” usage patterns by examining daily usage

Aggregated Device Usage Report
Track overall usage to date against plan

Rated Usage Report
View rated* usage per device for current billing cycle (to appear on the next bill)

*Rated usage takes into account service plans, day/time, amount of usage, communication endpoints, etc. to help estimate billing
What reports are available?

I need a report with connectivity data…

**Connection History Report**
Research or troubleshoot connectivity by examining the Start and Stop events associated with a device's connections and AAA* data.

**Connected Session History Report**
Monitor a device's “normal” connectivity patterns by examining details of its connected sessions.

*AAA stands for Authentication, Authorization, and Accounting.
What reports are available?

I need service provisioning data...

Transaction History Report
Examine a detailed list of actions requested and completed on a device
Create an export file from any Report or Device List in 4 easy steps:

1) Enter search criteria and Generate Report

2) Click Export

3) Receive email notification

   Subject: [Report] is Available in the Verizon M2M Management Center Download Center

   Dear User,

   The report you requested is now available in the Verizon M2M Management Center Download Center. This report will be available for seven (7) days.
   ...

4) Download from Device Reports > Download Center
How do I save and schedule a report to run again later?

Save and schedule a report for future use in 3 easy steps:

1) Select report type

- Device Reports
  - Connection History Report
  - Transaction History Report
  - Device Usage Report
  - Aggregated Device Usage Report
  - Connected Session History Report
  - Rated Usage Report
- Graphical Analysis
  - Saved Reports

2) Supply report search criteria and click Save and Schedule

3) Enter schedule and name and click Save
## What are notifications?

Notifications alert recipients by email or SMS of conditions or exceptions.

<table>
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<tr>
<th>Exception Category</th>
<th>Alarm Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage</td>
<td>• Usage in KB • Rogue Device</td>
</tr>
<tr>
<td>Account Maintenance</td>
<td>• Activate • Deactivate • Suspend • Resume • Service Plan Change • IMEI Change (for 4G devices only)</td>
</tr>
<tr>
<td>Aggregate of Devices</td>
<td>• Usage in KB • No. of Activate Requests • No. of Deactivate Requests • No. of Suspend Requests • No. of Resume Requests • No. of Service Plan Change Requests</td>
</tr>
<tr>
<td>Network</td>
<td>• Abnormal Disconnect • BSID Change (for 3G devices only)</td>
</tr>
</tbody>
</table>
What are some examples of notifications?

Some examples of exceptions and corresponding alarms:

<table>
<thead>
<tr>
<th>Device-Related Exception</th>
<th>Alarm Type to Create</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device has reached 75% of its usage allowance</td>
<td>Usage in KB</td>
</tr>
<tr>
<td>Fixed asset acquires a new Base Station ID (BSID), which could indicate that it was moved</td>
<td>BSID Change</td>
</tr>
<tr>
<td>without authorization</td>
<td></td>
</tr>
<tr>
<td>More than the usual or expected number of suspended devices in a particular area</td>
<td>No. of Suspend Requests</td>
</tr>
<tr>
<td>Device activation request was not successful</td>
<td>Activate</td>
</tr>
<tr>
<td>Device disconnected abnormally</td>
<td>Abnormal Disconnect</td>
</tr>
</tbody>
</table>
How do I create notifications?

Set up notifications via these menu tabs:
Admin > Notification Group Setup    Admin > Notification Setup

1) Create groups of users to notify
Click Add New. Define group details, assign contacts, and Save.

2) Create Device Groups to monitor (OPTIONAL*)
Use Admin menu option or Device List to create Device Groups.

-- Actions --
-- Actions --
Assign Custom Fields
Wakeup
Remote PRL Update
Diagnostic Summary
Assign to Device Group

*You can select All Devices for your Device Group.

3) Create rules for generating alarms and notifications
Select Account and Submit. Click Add New. Enter notification details and Save.

Note: You must be an administrator to add or edit notifications. See help pages for additional details.
What do I do when I get a notification?

When you receive a notification, let your company’s policies dictate your primary response. Acknowledge a notification in the log when appropriate.

Click in the Device Alarm Status Dashboard chart to jump to details in the Notification Log.

Click Acknowledge in the Notification Log to update the log record.
Can I see a record of all events?

The Master Log is a record of all system and user actions (actions that do and do not generate notifications).

Use search criteria to filter Master Log data for display or export.
What if I want to talk to a person or find more information?

Use the Support tab to learn more:
- Customer Support Contact information
- **M2M Management Center Help Pages**
  - Tips on setting up the system
  - Step-by-step instructions for common tasks
  - Technical details and troubleshooting help