

# 1GLOBAL IOT SIM

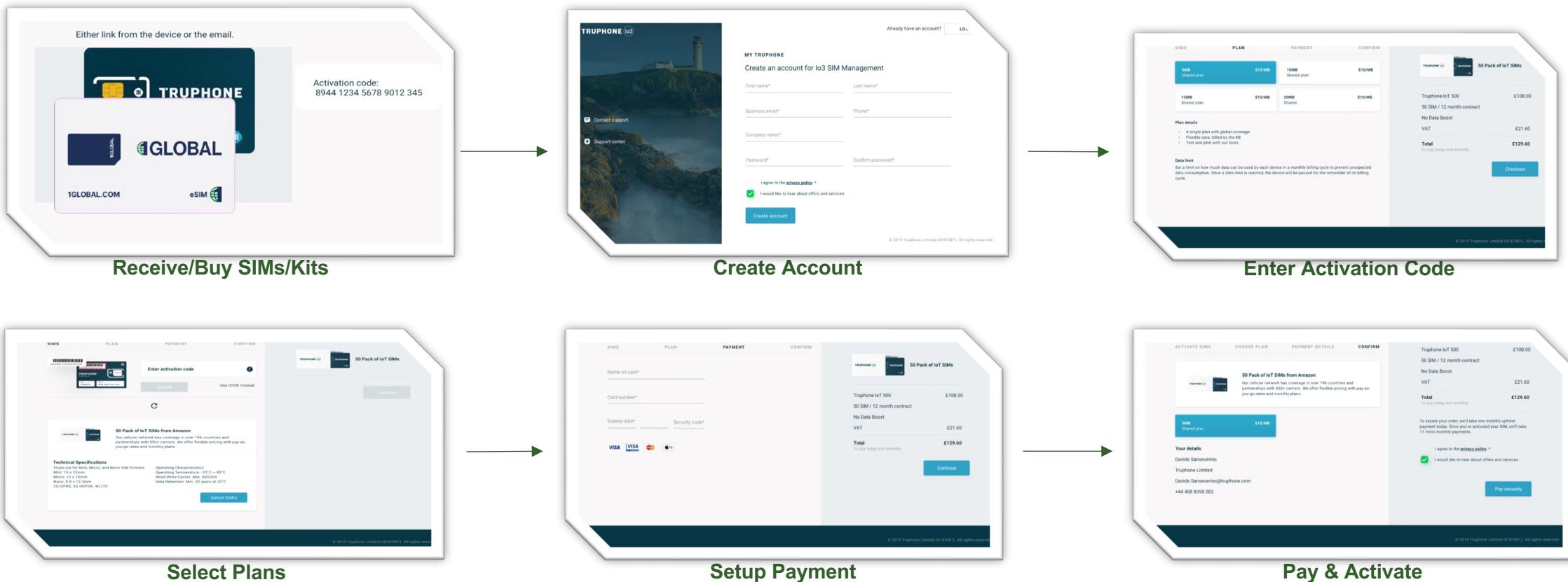
## Activation & Plan top-up (Prepaid) Guideline

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May 2024

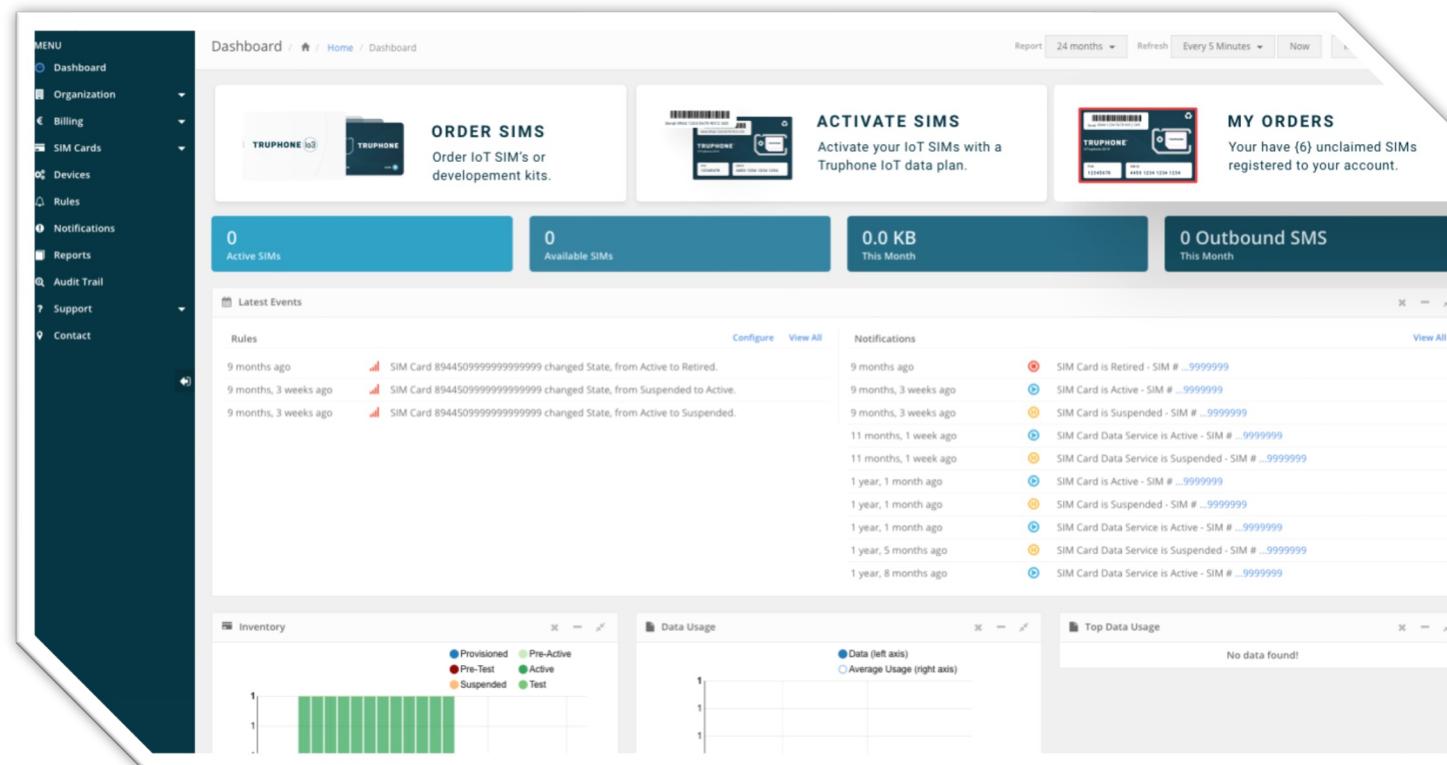
# EAST ACTIVATION PROCESS

Please visit our IoT management portal as <https://iot.truphone.com/>



# IOT MANAGEMENT PORTAL

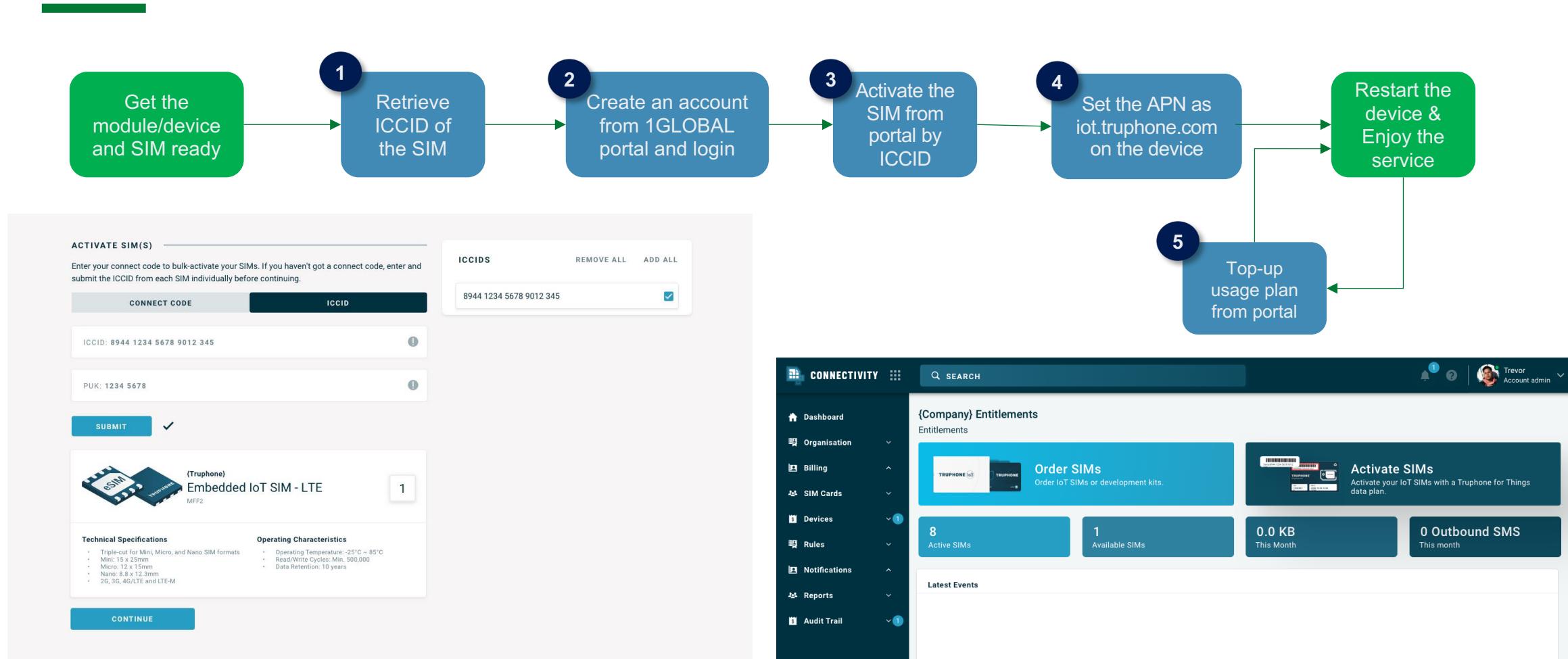
- Manage your plans in-life via a comprehensive and intuitive platform
- Order or activate more plans through the same environment



The screenshot displays the IoT Management Portal's dashboard. On the left, a dark sidebar menu lists various management functions: Dashboard, Organization, Billing, SIM Cards, Devices, Rules, Notifications, Reports, Audit Trail, Support, and Contact. The main dashboard area features several key components:

- Order Sims:** A section to order IoT SIMs or development kits.
- Activate Sims:** A section to activate IoT SIMs with a Truphone IoT data plan.
- My Orders:** A summary showing 6 unclaimed SIMs registered to the account.
- Metrics:** Real-time data summary cards: 0 Active SIMs, 0 Available SIMs, 0.0 KB This Month, and 0 Outbound SMS This Month.
- Latest Events:** A table of recent events, including state changes for SIM cards (e.g., Active to Retired, Suspended to Active).
- Notifications:** A list of notifications related to SIM card states and data services.
- Inventory:** A bar chart showing the count of SIMs in different states: Provisioned (blue), Pre-Active (light blue), Active (green), Pre-Test (red), Suspended (orange), and Test (light green).
- Data Usage:** A chart showing data usage over time, with the left axis for Data and the right axis for Average Usage.
- Top Data Usage:** A section indicating 'No data found!'.

# GETTING THE CONNECTIVITY ON (PREPAID)



# PLAN TOP-UP (AUTO RENEW)

- To enable the auto top-up, customer have to fill up the payment information (billing address, credit card details) for the proceed the payment when auto top-up being triggered

OPTION 1 – AUTO-RENEW

Payment Information / [Home](#) / Payment Information

Billing information

EDIT

Payment information

Name on card\*  
John Doe

Card number\*  
4111 1111 1111 1111

Expire Date\*  
04 2020 464\*  
VISA MasterCard AMERICAN EXPRESS

Save CANCEL

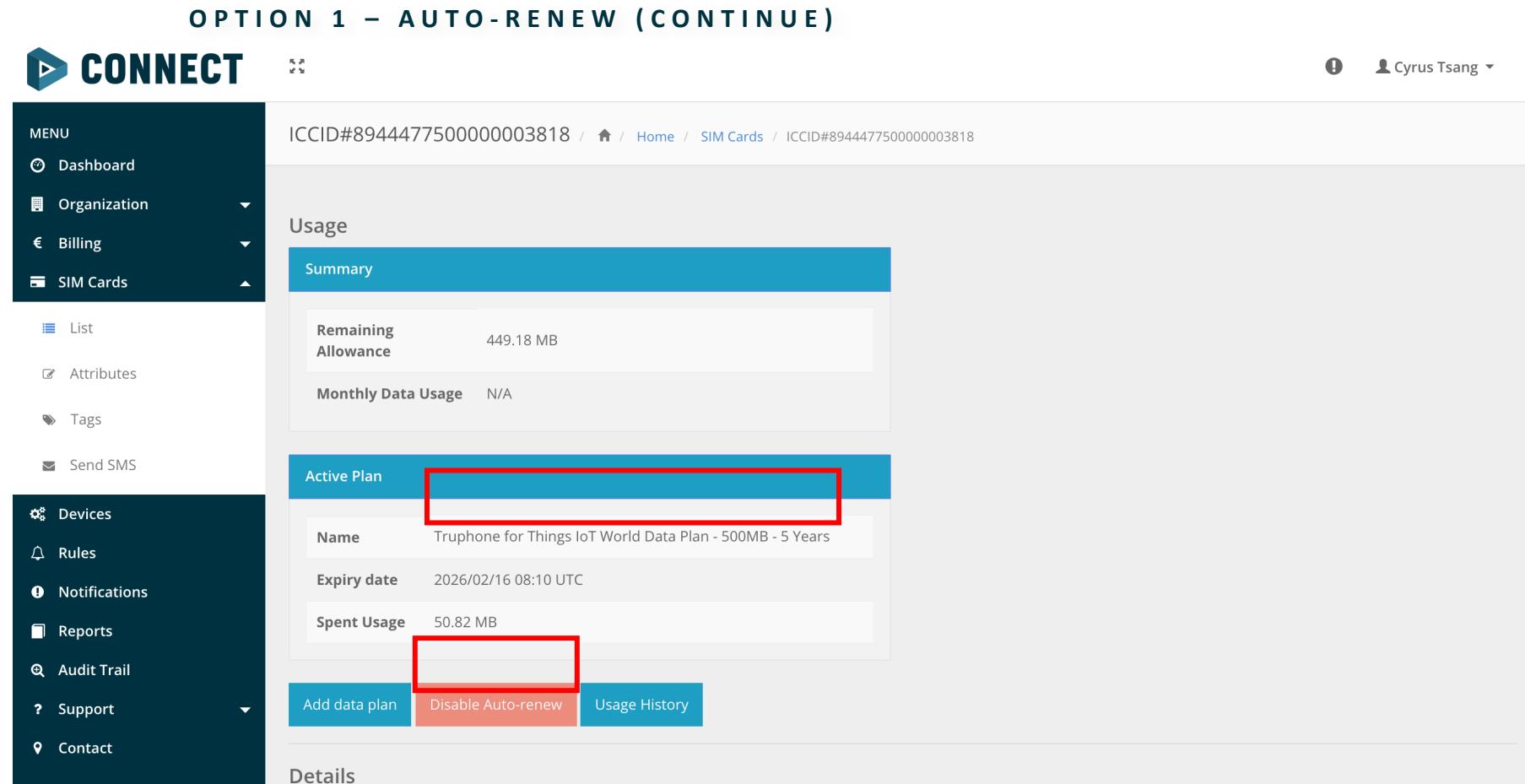
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<https://iot.truphone.com/payment-information/>

# PLAN TOP-UP (AUTO RENEW)

- Customer may enable the Auto-renew function from an specific SIM card (default enable)
- Once the entitle data usage for current data plan are used up, it will trigger the data plan auto-renewal to sustain the service

OPTION 1 – AUTO-RENEW (CONTINUE)



CONNECT

ICCID#8944477500000003818 / Home / SIM Cards / ICCID#8944477500000003818

Usage

Summary

Remaining Allowance 449.18 MB

Monthly Data Usage N/A

Active Plan

Name Truphone for Things IoT World Data Plan - 500MB - 5 Years

Expiry date 2026/02/16 08:10 UTC

Spent Usage 50.82 MB

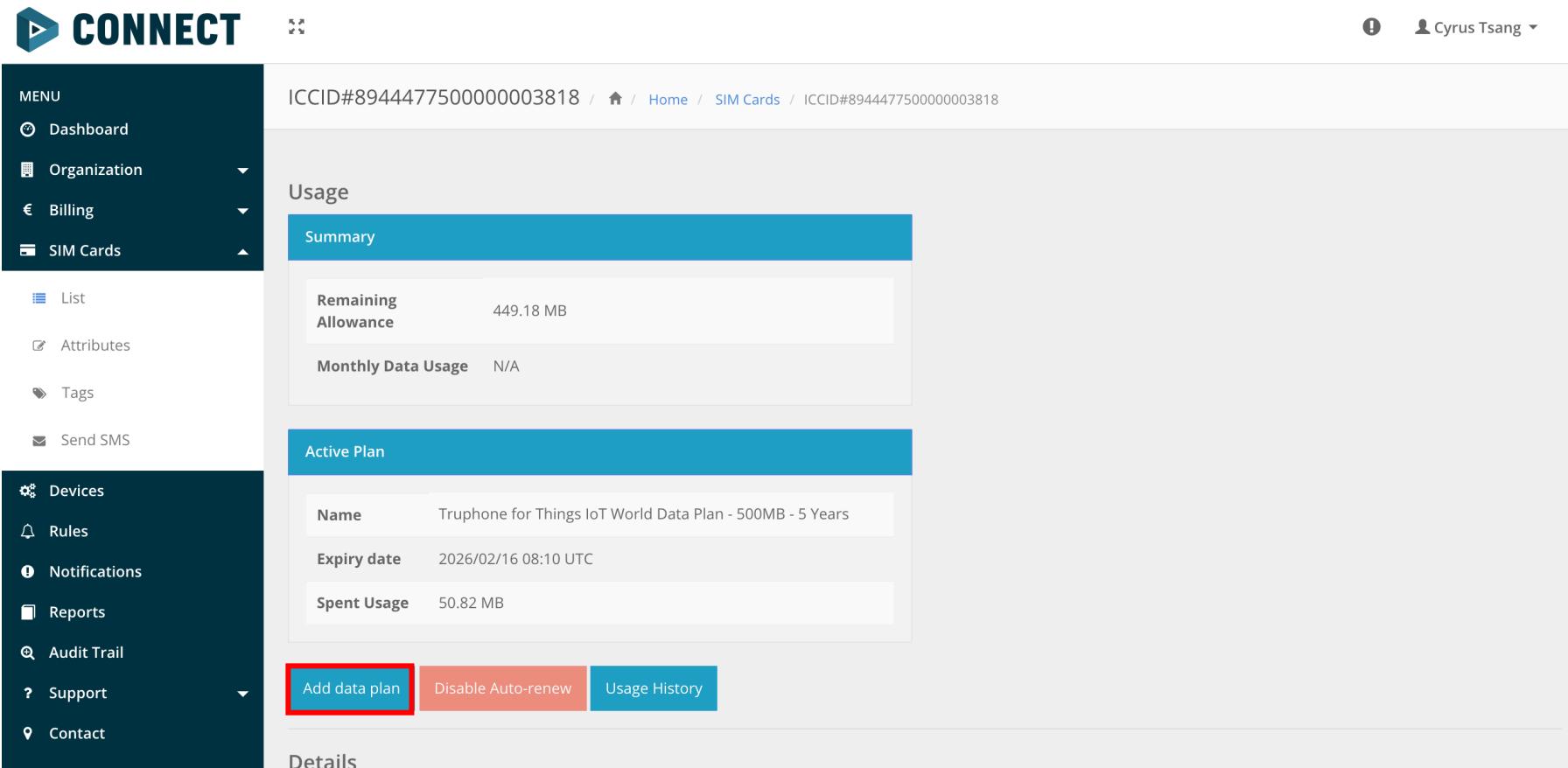
Add data plan Disable Auto-renew Usage History

Details

# PLAN TOP-UP (MANUAL)

- Customer may enable the Auto-renew function from an specific SIM card
- Once the entitle data usage for current data plan are used up, it will trigger the data plan auto-renewal to sustain the service

OPTION 2 – MANUAL TOP-UP



CONNECT

ICCID#8944477500000003818 / Home / SIM Cards / ICCID#8944477500000003818

Usage

Summary

Remaining Allowance	449.18 MB
Monthly Data Usage	N/A

Active Plan

Name	Truphone for Things IoT World Data Plan - 500MB - 5 Years
Expiry date	2026/02/16 08:10 UTC
Spent Usage	50.82 MB

Add data plan

Disable Auto-renew

Usage History

Details

# PLAN TOP-UP (MANUAL)

- Select plan from the Plan list

OPTION 2 – MANUAL TOP-UP (CONTINUE)

**PLAN SELECTION**

**GLOBAL**   **ASIA**   **EUROPE +**   **NORTHAMERICA**

<b>125 MB</b>	Renews every year	6.00 EUR / SIM	<input type="checkbox"/>
<b>500 MB</b>	Renews every year	10.00 EUR / SIM	<input type="checkbox"/>
<b>1 GB</b>	Renews every year	15.00 EUR / SIM	<input checked="" type="checkbox"/>
<b>5 GB</b>	Renews every year	45.00 EUR / SIM	<input type="checkbox"/>

**Plan details**

- 1 year recurring prepaid plan
- No contract or minimum usage requirements
- Works in 116 countries (see below)
- Management portal access
- Access to Technical Support

**ORDER SUMMARY**

Truphone for Things LTE SIM (Truphone)	1		
1 GB prepaid data plan	15.00 EUR	1	15.00 EUR
Renews 19 Aug 2022			
All sales tax included			0.00 EUR
<b>Total</b>	<b>15.00 EUR</b>		

**SCROLL TO CONTINUE ▾**

**Feedback** 

# PLAN TOP-UP (MANUAL)

- Fill up the payment information (billing address, credit card details)

**OPTION 2 – MANUAL TOP-UP (CONTINUE)**

**Coverage**  
Seamless connectivity in 116 countries and destinations.

**PAYMENT DETAILS**

Name on card \*  Card number \*

Expiry date \*  Month  Year  CVC \*

Save card details

**BILLING ADDRESS**

Country \*  Hong Kong  Address line 1 \*  Hong Kong

Address line 2  City \*  NA

State  Post code \*

Save billing address as shipping address

**ORDER SUMMARY**

Truphone for Things LTE SIM (Truphone)	1
1 GB prepaid data plan	15.00 EUR
Renews 19 Aug 2022	15.00 EUR
All sales tax included	0.00 EUR
<b>Total</b>	<b>15.00 EUR</b>

**SCROLL TO CONTINUE ▾**

Feedback

GLOBAL

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# PLAN TOP-UP (MANUAL)

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- The purchased plan will show in Purchase history section of SIM card details
- Once the current data plan expired or data usage are used up, the purchased plan will activate automatically.

## OPTION 2 – MANUAL TOP-UP (CONTINUE)



Usage			
Summary			
Last Call Detail Record	Type	Date	Duration
	Data	2021/06/24 11:16 UTC	958.0 KB
Monthly Data Usage	0.0 KB		
Monthly Number Of Connections	0		
Monthly Outbound SMS	0 SMS		
Usage Since First Activation	DATA	SMS IN	SMS OUT
	59.83 MB	N/A	N/A
Usage On Current Rate Plan	59.83 MB	N/A	N/A
Purchase history			
Attributes			
Truphone for Things IoT World Data Plan - 500MB - 5 Years		2021/02/17 08:10 UTC	Purchased
Configuration			
APN Name	iot.truphone.com		

# PLAN TOP-UP (MANUAL)

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- The purchased plan will show in Purchase history section of SIM card details
- Once the current data plan expired or data usage are used up, the purchased plan will activate automatically.

## OPTION 2 – MANUAL TOP-UP (CONTINUE)



Usage			
Summary			
Last Call Detail Record	Type	Date	Duration
	Data	2021/06/24 11:16 UTC	958.0 KB
Monthly Data Usage	0.0 KB		
Monthly Number Of Connections	0		
Monthly Outbound SMS	0 SMS		
Usage Since First Activation	DATA	SMS IN	SMS OUT
	59.83 MB	N/A	N/A
Usage On Current Rate Plan	59.83 MB	N/A	N/A

Purchase history		
Attributes		
Truphone for Things IoT World Data Plan - 500MB - 5 Years	2021/02/17 08:10 UTC	Purchased
Configuration		
APN Name	iot.truphone.com	

# PLAN TOP-UP (BULK MANUAL)

- Customer can check the SIM cards need to be top-up and select “Add data plan” from Bulk action pull down menu and click “Go”.

## OPTION 3 – BULK MANUAL TOP-UP

The screenshot shows the Truphone Connect interface. The left sidebar has a 'SIM Cards' section with 'List' and 'Send SMS' options. The main area is titled 'SIM Cards' and shows a table of SIM cards. A 'Bulk Actions' dropdown menu is open, with 'Add data plan' highlighted. The table columns include Label, MSISDN, Rate Plan, Organization, SIM Status, Data Status, Session Status, and Data (from, to). Two SIM cards are listed: one for 'Truphone for Things IoT World Data Plan - 500MB - 5 Years' and another for 'Truphone for Things Trial IoT Data Plan - 50MB - 90 days'. Both cards show 'Offline' status and have blue circular icons in the status column.

Label	MSISDN	Rate Plan	Organization	SIM Status	Data Status	Session Status	Data (from, to)
-	-	-	-	Truphone for Things IoT World Data Plan - 500MB - 5 Years	Offline	N/A	
894447750000003818	Cyrus Tsang	447552094851591	cyrus.tsang.truphone@gmail.com	Truphone for Things Trial IoT Data Plan - 50MB - 90 days	Offline	N/A	

# PLAN TOP-UP (BULK MANUAL)

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- Select plan from the Plan list
- Fill up the payment information (billing address, credit card details)

## OPTION 3 – BULK MANUAL TOP-UP (CONTINUE)

**PLAN SELECTION**

**GLOBAL**   **ASIA**   **EUROPE +**   **NORTHAMERICA**

<b>125 MB</b>	Renews every year	6.00 EUR / SIM	<input type="checkbox"/>
<b>500 MB</b>	Renews every year	10.00 EUR / SIM	<input type="checkbox"/>
<b>1 GB</b>	Renews every year	15.00 EUR / SIM	<input type="checkbox"/>
<b>5 GB</b>	Renews every year	45.00 EUR / SIM	<input checked="" type="checkbox"/>

**Plan details**

- 1 year recurring prepaid plan
- No contract or minimum usage requirements
- Works in 116 countries (see below)
- Management portal access
- Access to Technical Support

**Coverage**

**ORDER SUMMARY**

Truphone for Things LTE SIM (Truphone)	2		
5 GB prepaid data plan	45.00 EUR	2	90.00 EUR
Renews 19 Aug 2022			
All sales tax included	0.00 EUR		
<b>Total</b>	<b>90.00 EUR</b>		

**SCROLL TO CONTINUE ▾**

**Feedback** 

# PLAN TOP-UP (BULK MANUAL)

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- The purchased plan will show in Purchase history section in each SIM card details
- Once the current data plan expired or data usage are used up, the purchased plan will activate automatically.

Usage			
Summary			
Last Call Detail Record	Type	Date	Duration
	Data	2021/06/24 11:16 UTC	958.0 KB
Monthly Data Usage	0.0 KB		
Monthly Number Of Connections	0		
Monthly Outbound SMS	0 SMS		
Usage Since First Activation	DATA	SMS IN	SMS OUT
	59.83 MB	N/A	N/A
Usage On Current Rate Plan	59.83 MB	N/A	N/A
Purchase history			
Attributes			
Truphone for Things IoT World Data Plan - 500MB - 5 Years	2021/02/17 08:10 UTC	Purchased	
Configuration			
APN Name	iot.truphone.com		

# Thank you

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