

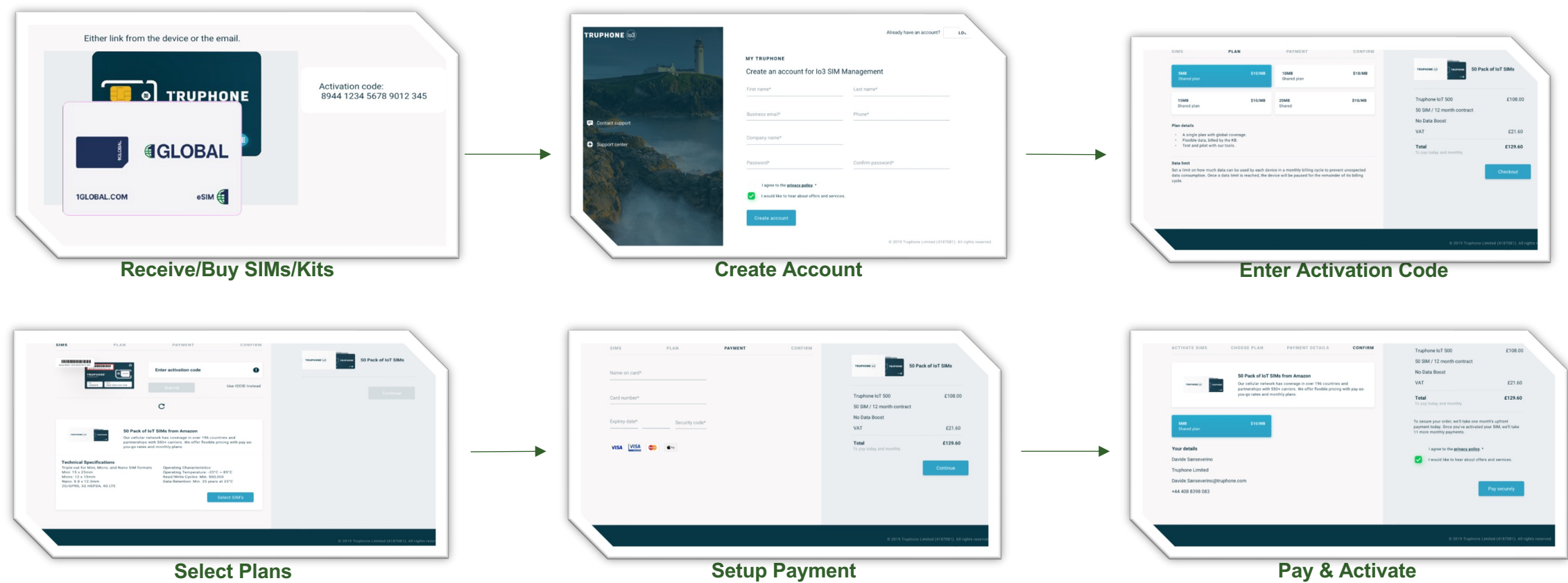
1 GLOBAL IOT SIM

Activation & Plan top-up (Prepaid) Guideline

May 2024

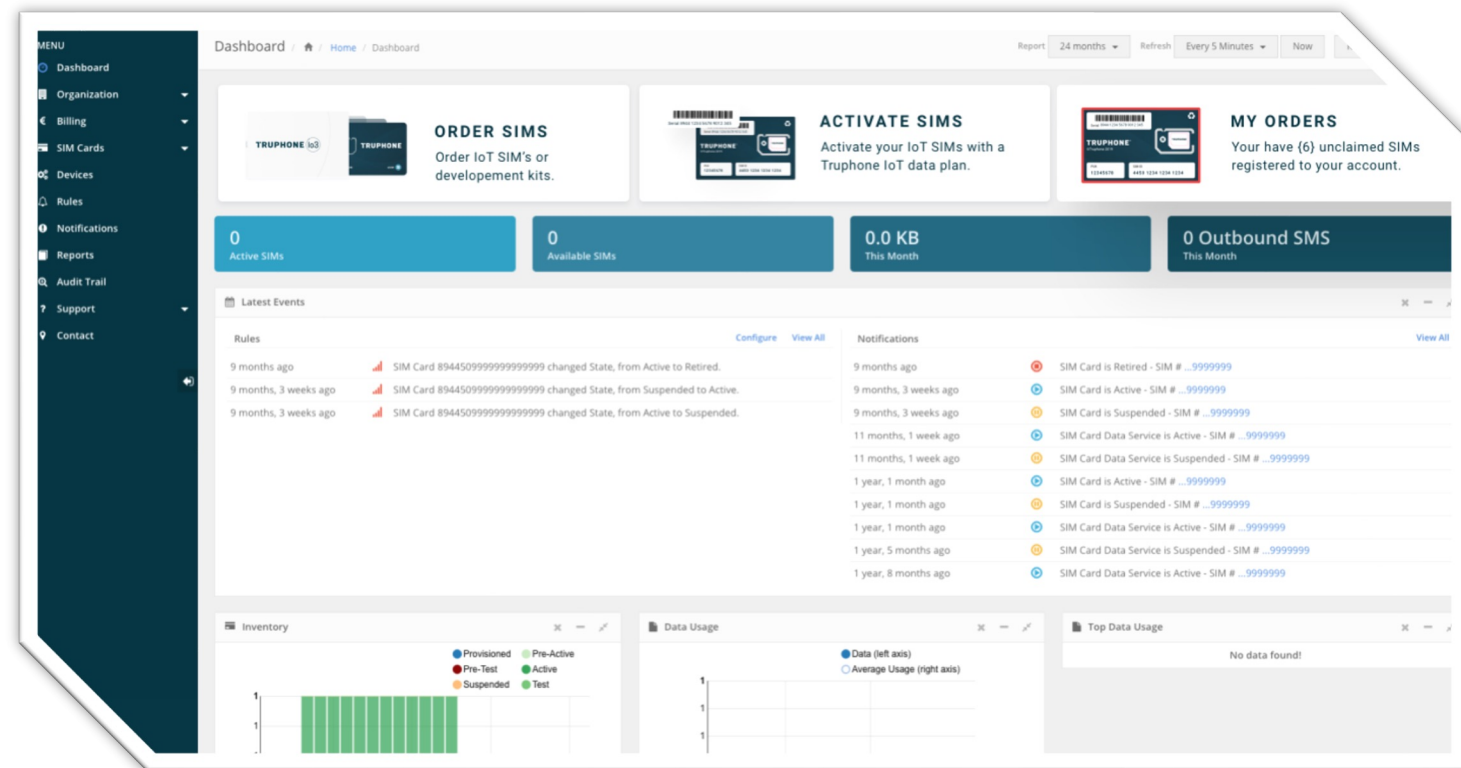
EAST ACTIVATION PROCESS

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

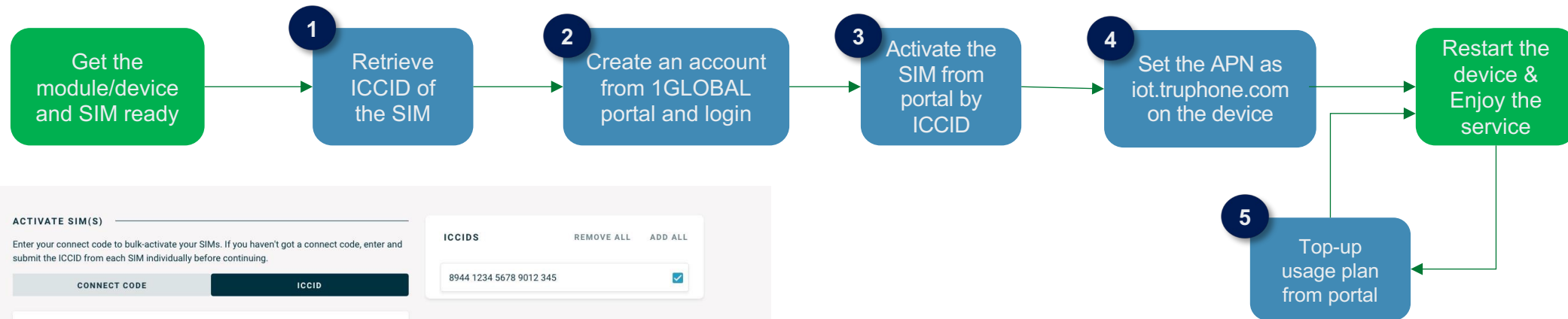


IOT MANAGEMENT PORTAL

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



GETTING THE **CONNECTIVITY** ON (PREPAID)



ACTIVATE SIM(S)

Enter your connect code to bulk-activate your SIMs. If you haven't got a connect code, enter and submit the ICCID from each SIM individually before continuing.

CONNECT CODE **ICCID**

ICCID: 8944 1234 5678 9012 345

PUK: 1234 5678

SUBMIT ✓

(Truphone) Embedded IoT SIM - LTE 1

Technical Specifications

- Triple-cut for Mini, Micro, and Nano SIM formats
- Mini: 15 x 25mm
- Micro: 12 x 15mm
- Nano: 8.8 x 12.3mm
- 2G, 3G, 4G/LTE and LTE-M

Operating Characteristics

- Operating Temperature: -25°C ~ 85°C
- Read/Write Cycles: Min. 500,000
- Data Retention: 10 years

CONTINUE

CONNECTIVITY SEARCH

Trevor Account admin

{Company} Entitlements

Entitlements

Order SIMs
Order IoT SIMs or development kits.

Activate SIMs
Activate your IoT SIMs with a Truphone for Things data plan.

8 Active SIMs

1 Available SIMs

0.0 KB This Month

0 Outbound SMS This month

Latest Events

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

MENU

- Dashboard
- Organization
- Billing
- Plan management
- Activation history
- Payment Information
- Rate Plans
- SIM Cards
- Devices
- Rules
- Notifications
- Reports
- Audit Trail
- Support
- Contact

Payment Information / Home / Payment Information

Billing information

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

MENU

Dashboard

Organization

Billing

SIM Cards

List

Attributes

Tags

Send SMS

Devices

Rules

Notifications

Reports

Audit Trail

Support

Contact

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

MENU

Dashboard

Organization

Billing

SIM Cards

List

Attributes

Tags

Send SMS

Devices

Rules

Notifications

Reports

Audit Trail

Support

Contact

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

Usage

Summary

Remaining Allowance

449.18 MB

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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

GLOBAL

7

PLAN TOP-UP (MANUAL)

OPTION 2 – MANUAL TOP-UP (CONTINUE)

- Select plan from the Plan list

PLAN SELECTION

GLOBAL

ASIA

EUROPE +

NORTHAMERICA

125 MB

Renews every year

6.00 EUR / SIM

☐

500 MB

Renews every year

10.00 EUR / SIM

☐

1 GB

Renews every year

15.00 EUR / SIM

☒

5 GB

Renews every year

45.00 EUR / SIM

☐

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

Renews 19 Aug 2022

15.00 EUR

1

15.00 EUR

All sales tax included

0.00 EUR

Total

15.00 EUR

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 *

VISA

☐ Save card details

BILLING ADDRESS

Country *

Hong Kong ▼

Address line 1 *

City *

Hong Kong ✓

Address line 2

Post code *

NA ✓

State

☐ Save billing address as shipping address

Continue

ORDER SUMMARY

Truphone for Things LTE SIM (Truphone)

1

1 GB prepaid data plan
Renews 19 Aug 2022

15.00 EUR

1

15.00 EUR

All sales tax included

0.00 EUR

Total

15.00 EUR

SCROLL TO CONTINUE ▼

Feedback

9

PLAN TOP-UP (MANUAL)

- 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
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PLAN TOP-UP (MANUAL)

- 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

CONNECT

MENU

Dashboard

Organization

Billing

SIM Cards

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Tags

Send SMS

Devices

Rules

Notifications

Reports

Audit Trail

Support

Contact

SIM Cards / Home / SIM Cards

Refresh

None selected

Now

Go

Show / hide filters

Show / hide columns

Export

	Label	MSISDN	Rate Plan	Organization	SIM Status	Data Status	Session Status	Data	
<input checked="" type="checkbox"/>	894447750000003818	Cyrus Tsang	447552094851591	Truphone for Things IoT World Data Plan - 500MB - 5 Years	cyrus.tsang.truphone@gmail.com	<div></div>	<div></div>	Offline	N/A
<input checked="" type="checkbox"/>	894447750000003800	Cyrus Tsang	447552094851590	Truphone for Things Trial IoT Data Plan - 50MB - 90 days	cyrus.tsang.truphone@gmail.com	<div></div>	<div></div>	Offline	N/A

Show 10 entries

Previous 1 Next

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PLAN TOP-UP (BULK MANUAL)

- 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

125 MB

Renews every year

6.00 EUR / SIM

☐

500 MB

Renews every year

10.00 EUR / SIM

☐

1 GB

Renews every year

15.00 EUR / SIM

☐

5 GB

Renews every year

45.00 EUR / SIM

☒

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

Total

90.00 EUR

SCROLL TO CONTINUE

Feedback

PLAN TOP-UP (BULK MANUAL)

- 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.

OPTION 3 – BULK 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		

Thank you
