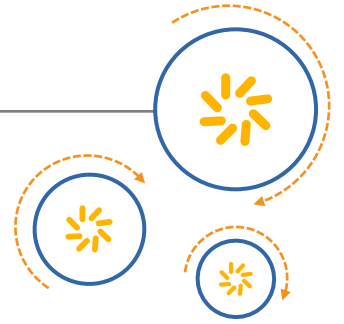




Qualcomm Technologies, Inc.



Lost & Stolen Device Subsystem 1.0.0

User Guide

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Revision history

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A		Initial release

Contents

1. Introduction	5
1.1. Purpose	5
1.2. Supported Desktop Browsers	5
1.3. Supported Mobile Browsers.....	6
1.4. Definitions, Acronyms, and Abbreviations	6
 2. System Description.....	 7
 3. System Navigation	 9
3.1. Log-In Screen	9
3.2. Portal Overview	10
3.3. Register New Case.....	11
3.3.1.IMEI Known	12
3.3.1.1.Adding Incident & User Information	17
3.3.2.IMEI Unknown	19
3.4. Search Cases	22
3.5. View All Cases.....	23
3.5.1.View Pending Case	23
3.5.1.1.Update Case	26
3.5.1.2.Block Case	29
3.5.1.3.Recover Case.....	31
3.5.2.View Blocked Cases.....	33
3.5.3.View Recovered Cases	34

Figures

Figure 1–Login Screen	9
Figure 2–Portal Sections	10
Figure 3–New Case	11
Figure 4–IMEI Known	12
Figure 5–Add MSISDN	12
Figure 6–Affected IMEI(s)	13
Figure 7– Add IMEI(s).....	14
Figure 8–Get Details.....	15
Figure 9–Show Device Details.....	15
Figure 10–Show Device Details.....	16
Figure 11–Personal Details	17
Figure 12–View Registered Case	18
Figure 13–Unknown IMEI(s)	19
Figure 14–Add MSISDN(s)	20
Figure 15–Fetch IMEI(s)	20
Figure 16–Verify Associated IMEI(s)	21
Figure 17–Device Details.....	21
Figure 18–Search Cases	22
Figure 19–Pending Cases	23
Figure 20–Case Identifier	24
Figure 21–Reported Case Details page.....	25
Figure 22–Update Case.....	26
Figure 23–Update Personal Detail.....	27
Figure 24–View Updated Case	28
Figure 25–Block Case	29
Figure 26–Update Comments of Pending Case	29
Figure 27–View Blocked Cases.....	30
Figure 28–Recover Case.....	31
Figure 29–Add Comments.....	32
Figure 30–Recovered Case Status.....	32
Figure 31–List of Blocked Cases	33
Figure 32–List of Recovered Cases.....	34

Tables

Table 1- Supported Desktop Browsers	5
Table 2- Supported Mobile Browsers.....	6
Table 3-Definitions, Acronyms, and Abbreviations	6
Table 4-System Description.....	7

1. Introduction

Lost & Stolen Device Subsystem (LSDS) is the subsystem of the Device Identification, Registration and Blocking System (DIRBS). It provides a platform for an authorized entity, to register a report for lost/stolen device(s) of an affected consumer and generate a unique case identifier.

The Device Identification, Registration & Blocking System (DIRBS) is a country-wide system deployed in cooperation between the country regulator, operators in that country, and a technology partner that supports deployment. The system checks, identifies, and discourages non-compliant devices by verifying the installed base of devices currently active in a market and continuing to monitor as new devices are activated.

DIRBS can verify that:

- Devices have properly allocated identifiers and type approval
- Devices are not duplicated or stolen
- Device importation takes place through legal channels

1.1. Purpose

This document is intended to give assistance to the user to use the Lost & Stolen Device Subsystem (LSDS)

1.2. Supported Desktop Browsers

Table 1-Supported Desktop Browsers

Name	Version
Internet Explorer	11.0
Firefox 52.5 ESR	57.0
Chrome	63.0
Safari	11.0
Edge	41.16299

1.3. Supported Mobile Browsers

Table 2-Supported Mobile Browsers

Name	Version
Chrome	63.0
UC Browser	11.5
Opera(Android)	44.1
Opera(iOS)	16.0.7
Safari	11.1
Samsung Internet	6.2
Android	4.1.x - 4.3

1.4. Definitions, Acronyms, and Abbreviations

Table 3-Definitions, Acronyms, and Abbreviations

Term	Definition
IAM	Identity Access Management
DIRBS	Device Identification, Registration and Blocking System
LSDS	Lost & Stolen Device Subsystem
MSISDN	Mobile Subscriber Integrated Services Directory Number
IMEI	International Mobile Equipment Identity

2. System Description

Table 4-System Description

Feature	Explanation
Login Screen	<ul style="list-style-type: none">• To access the system, authorized user first needs to enter his/her credentials on login page, this login page authenticates user from the IAM and redirects user to LSDS
Portal Sections	<p>The portal is divided into following sections:</p> <ul style="list-style-type: none">• Header Header section displays the name of the system, name of the logged in user with logout functionality• Navigation Panel Navigation Panel contains main navigation menu through which user can navigate the whole system• Main Content Area Main Content Area contains all the content to be displayed and actions to be performed for respective feature• Breadcrumbs Breadcrumbs allows user to keep track of their location within the system• Footer Footer contains the software version and copyright statement
New Case	<ul style="list-style-type: none">• Facilitate the user to report the affected IMEI(s) and generate a Unique Case Identifier

Feature	Explanation
Required Input(s) for New Case Registration	<ul style="list-style-type: none"> • Brand Takes brand name of the device as input. Enter the brand name of the lost/stolen device • Model Name Takes the Model name of the device as input. Enter model name of the lost/stolen device • Physical description The other relevant details related to the device (i.e. color etc.) • IMEI known (radio button) A control element allows to choose only one of a predefined set of mutually exclusive options • Affected MSISDN Takes the affected MSISDN as input. Enter the associated MSISDN of lost/stolen device • Affected IMEI Takes the affected IMEI as input. Enter IMEI of lost/stolen device
Search Case	<ul style="list-style-type: none"> • Allows user to search a particular case by applying different filters i.e. case identifier, last updated, case status, affected IMEIs/MSISDNs, date of incident, brand, model Name
All Cases	<ul style="list-style-type: none"> • Display the details of all reported cases i.e. pending cases, blocked cases, recovered cases
Pending Case	<ul style="list-style-type: none"> • Display pending cases along with all possible actions which could be taken on pending cases i.e. update, recover, and block.
Blocked Cases	<ul style="list-style-type: none"> • Display blocked cases along with possible actions which could be taken on pending cases i.e. recover
Recovered Case	<ul style="list-style-type: none"> • Display all recovered cases

3. System Navigation

3.1. Log-In Screen

1. Enter your credentials i.e. Username and Password
2. Click on the “Log in” button



Figure 1–Login Screen

3.2. Portal Overview

The portal screen is divided into following section

1. **Header** section displays the name of the system, name of the logged in user with logout functionality
2. **Main Navigation Panel** helps user to navigate the system
3. **Breadcrumbs** is a navigational aid in UI
4. **Main Content Area** contains all relevant information related to the respective feature/option
5. **Footer** contains the version and copyrights of the system

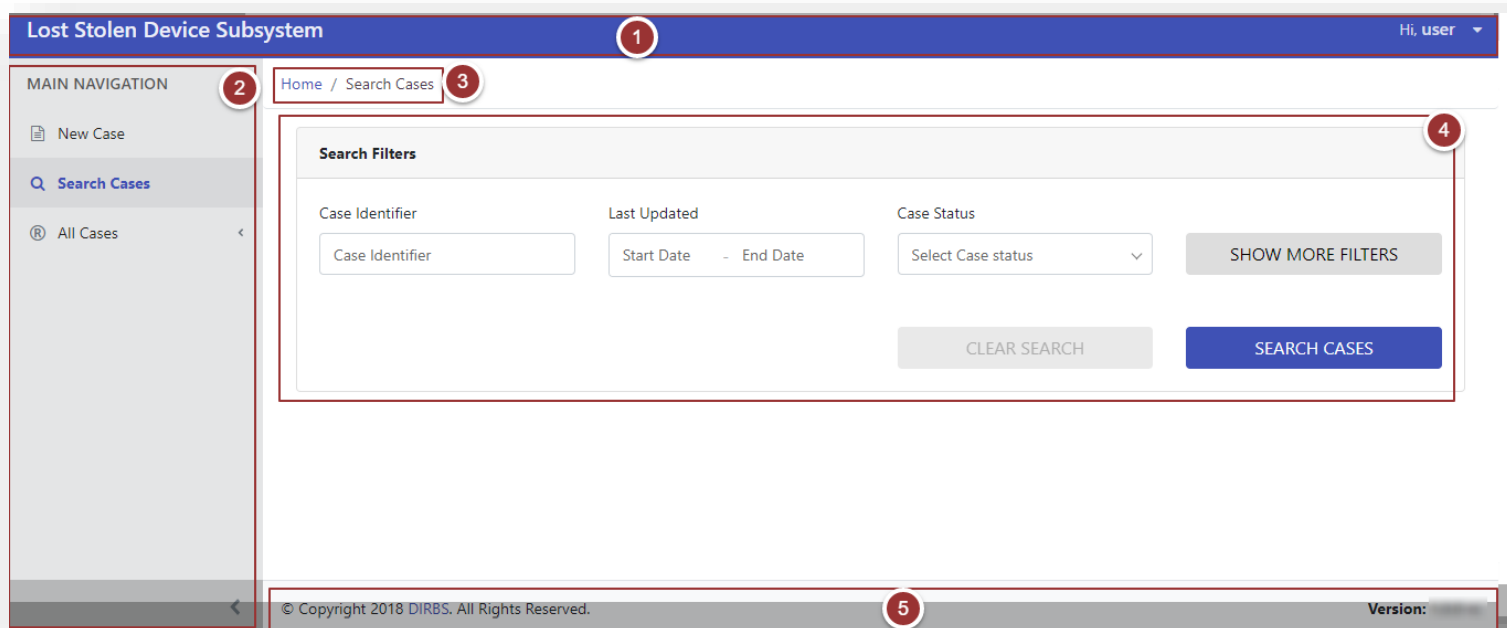


Figure 2–Portal Sections

3.3. Register New Case

1. To report the incident, click on “New Case” tab
2. Enter the affected device description (i.e. Brand name, Model name, Physical description)
3. Select the option “Yes” or “No” depending upon the information you have

Home / New Case

1 **New Case**

Q Search Cases

® All Cases

2 **Device Description**

Brand *

Model Name *

Physical Description *

Please specify Device color or condition

3 **IMEI Known**

☐ Yes ☐ No

Figure 3–New Case

3.3.1. IMEI Known

4. If affected IMEI is known, select “Yes” option
5. To add affected MSISDN(s) click on “Add New” button

MAIN NAVIGATION: Home / New Case

Device Description

Brand *

Model Name *

Physical Description *

Please specify Device color or condition

IMEI Known

4 ☒ Yes ☐ No

Affected MSISDN(s)

5

Affected IMEI(s)

Figure 4–IMEI Known

6. The system prompts to enter MSISDN, enter the affected MSISDN
Note: MSISDN should be numeric and of 7-16 digits long.
7. Re-enter the affected MSISDN
8. Click the “Save” button
Note: For multiple MSISDNs perform steps 5- 8

Lost Stolen Device Subsystem

Hi, user

MAIN NAVIGATION: Home / New Case

Add an MSISDN

6

7

8

Device Description

Brand *

Model Name *

IMEI Known

☒ Yes ☐ No

Affected MSISDN(s)

Affected IMEI(s)

Figure 5–Add MSISDN

9. To add affected IMEIs, click on the” Add New “button

MAIN NAVIGATION

New Case

Search Cases

All Cases

Home / New Case

Device Description

Brand *

Model Name *

Physical Description *

Please specify Device color or condition

IMEI Known

Yes

No

Affected MSISDN(s)

ADD NEW

Affected IMEI(s)

ADD NEW

Figure 6–Affected IMEI(s)

10. The system prompts to enter IMEI, enter the affected IMEI

Note: IMEI can be of alphanumeric characters (0-9, A-F, a-f). The length of the IMEI should be between 14-16 characters.

11. Re-enter the affected IMEI

12. Click on the “Save” button

Note: For multiple IMEIs repeat steps 9- 12

The screenshot displays the 'Add an IMEI' modal window. It contains two text input fields: 'Type IMEI' and 'Retype IMEI'. Red circles with numbers 10 and 11 point to these fields respectively. At the bottom of the modal, there are two buttons: 'SAVE' (highlighted with a red circle and number 12) and 'CANCEL'. The background is a dimmed view of the 'New Case' form, which includes sections for 'Device Description' (Brand, Model Name), 'IMEI Known' (Yes/No radio buttons), 'Affected MSISDN(s)' (with an 'ADD NEW' button), and 'Affected IMEI(s)' (with an 'ADD NEW' button).

Figure 7– Add IMEI(s)

13. To verify associated MSISDNs with the device description click on “Get Details” button

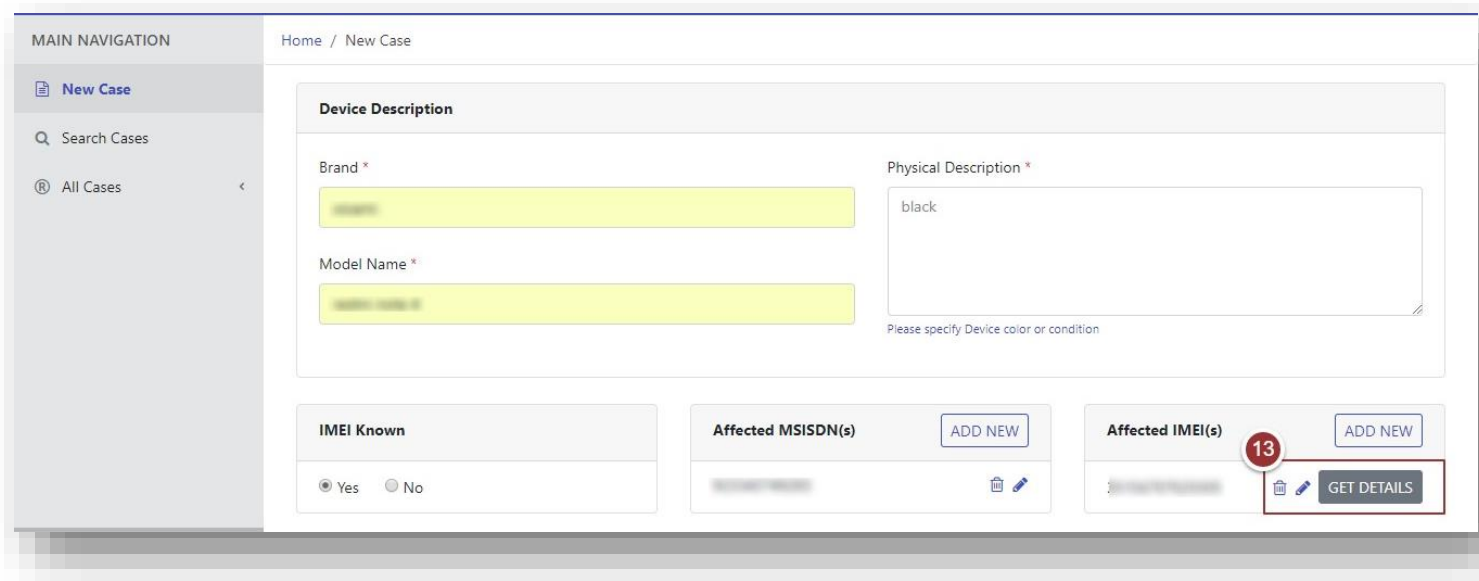


Figure 8–Get Details

14. A popup will appear containing device description and MSISDN, to see the device details, click on the “Show Device Details” button

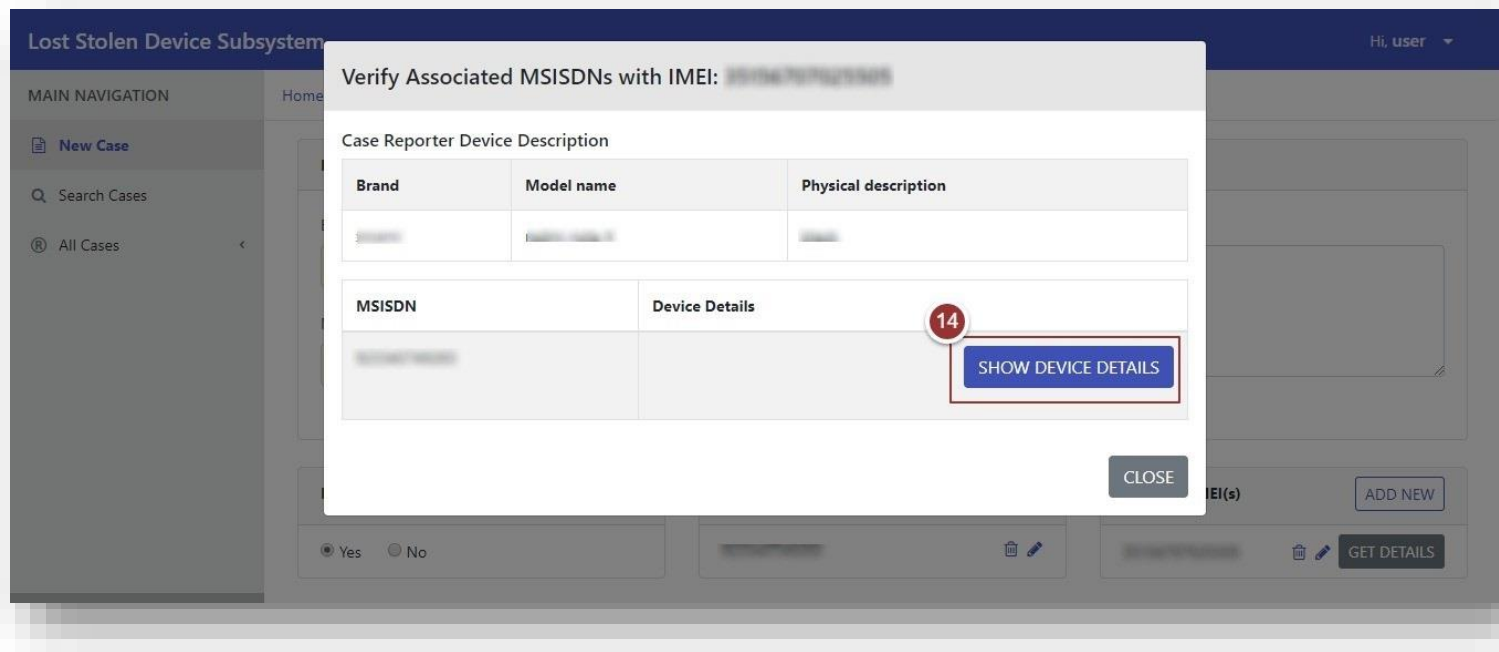


Figure 9–Show Device Details

15. The system displays device details, click on the “Close” button to proceed further

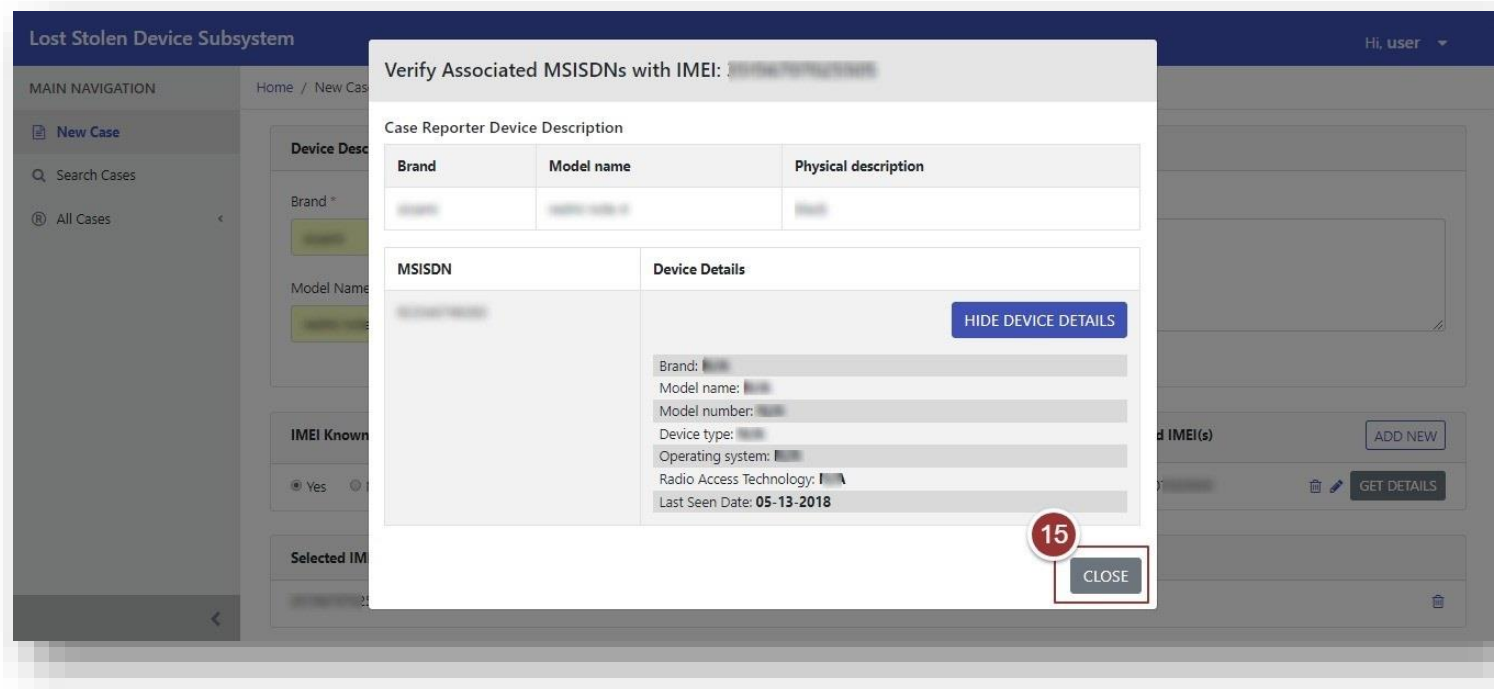


Figure 10–Show Device Details

3.3.1.1. Adding Incident & User Information

16. Enter "Incident Details" i.e. Date and Nature of incident
17. Enter affected consumer's "Personal Information" i.e. Full Name, Date of Birth (DOB), Address, Govt. Identification Number, Alternate Phone Number, Email Address
Note Full Name of the consumer is mandatory. From rest of the information any single information is required.
18. Click the "Submit" button

Home / New Case

Device Description

Brand *

Model Name *

Physical Description *

Please specify Device color or condition

IMEI Known
☒ Yes ☐ No

Affected MSISDN(s) ADD NEW

Affected IMEI(s) ADD NEW GET DETAILS

Selected IMEIs

16 Incident Details

Date of Incident * Nature of Incident *

17 Personal Details

Full Name *

Date of Birth * Govt. Identification No. *

Alternate Phone No. * E-mail Address *

Address *

* One of the fields is required

CANCEL **18 SUBMIT**

Figure 11–Personal Details

On submission of case, a page will appear that display the details (Confirmation message, Tracking ID, Status)

19. To view the case details, click on the “View Case” button

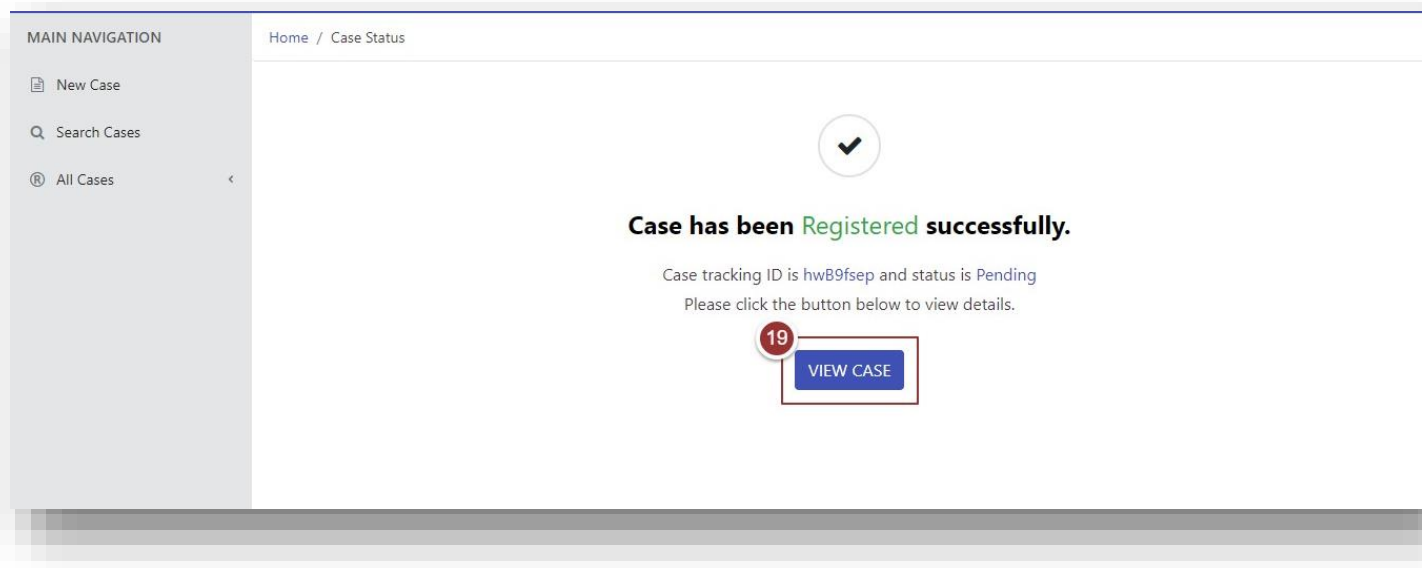


Figure 12–View Registered Case

3.3.2. IMEI Unknown

Note: Perform step 1-3 as per [section 2.3](#)

4. If IMEI is unknown, select “No” option

5. Click on” Add New” button to add affected MSISDN(s)

The screenshot shows the 'New Case' form in the Lost & Stolen Device Subsystem. The form is divided into several sections:

- MAIN NAVIGATION:** Includes 'New Case', 'Search Cases', and 'All Cases'.
- Home / New Case:** The current page title.
- Device Description:** Contains fields for 'Brand *' and 'Model Name *', both highlighted in yellow. A 'Physical Description *' text area is also present, with a note below it: 'Please specify Device color or condition'.
- IMEI Known:** A section with two radio buttons: 'Yes' and 'No'. The 'No' button is selected and highlighted with a red box and a red circle containing the number 4.
- Affected MSISDN(s):** A section with an 'ADD NEW' button highlighted with a red box and a red circle containing the number 5.

Figure 13–Unknown IMEI(s)

6. The system prompts to add MSISDN, enter the affected MSISDN

Note: MSISDN should always be numeric and of 7-16 digits long.

7. Re-enter the affected MSISDN

8. Click on the “Save” button

Note: For multiple MSISDN(s) perform steps 5-8

Figure 14–Add MSISDN(s)

9. To see associated IMEI(s) with MSISDN, click on the “Fetch IMEI” button

Figure 15–Fetch IMEI(s)

10. A popup window will display device description and associated IMEIs of the device with MSISDN. To see the device details click on the “Show Device Details” button

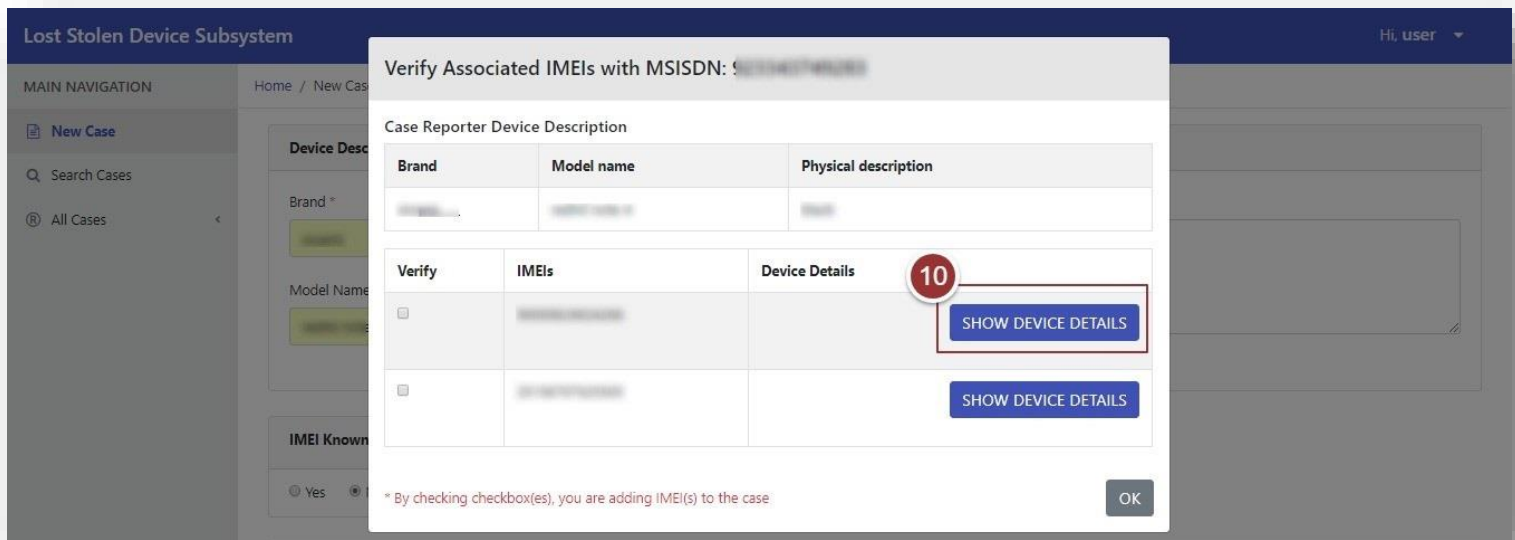


Figure 16–Verify Associated IMEI(s)

11. Verify the information and check the check box against the correct device details
12. Click on “OK” button, the device details would be added in the report

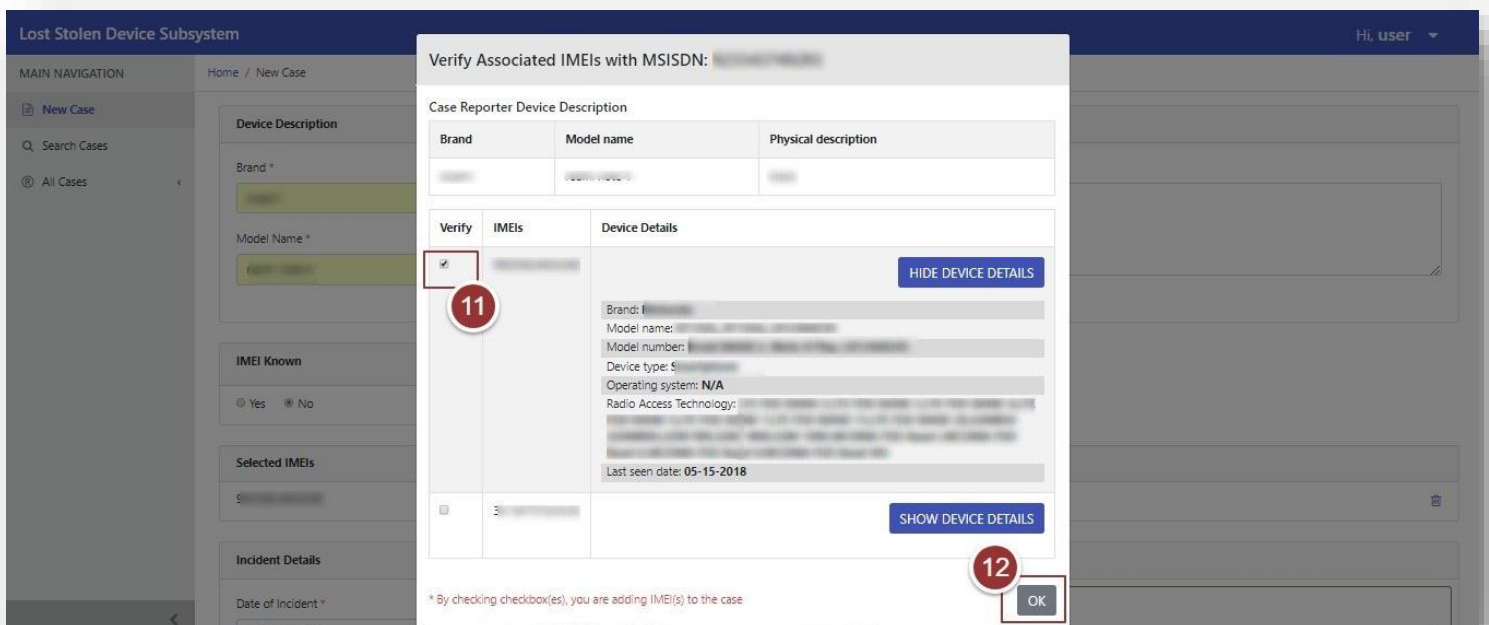


Figure 17–Device Details

Note: Perform Steps 16-19 as per section [2.3.1.1](#)

3.4. Search Cases

1. To search any particular case(s) click on “Search Cases” tab
2. Enter the known information (i.e. Case Identifier, Case Status, Last Updated etc.) for required case, for more search filters click on “Show More Filters” button and enter known information related to the case
3. Click on the “Search Cases” button to display the required case

The screenshot displays the 'Search Cases' interface. On the left, a 'MAIN NAVIGATION' sidebar contains 'New Case' and 'Search Cases' (highlighted with a red box and a red circle with the number 1). Below it is 'All Cases'. The main content area has a breadcrumb 'Home / Search Cases' and a red circle with the number 2 pointing to the 'Search Filters' section. This section includes three input fields: 'Case Identifier' (with a placeholder 'Case Identifier'), 'Last Updated' (with a date range 'Start Date - End Date'), and 'Case Status' (a dropdown menu with 'Select Case status'). A 'SHOW MORE FILTERS' button is to the right of these fields. At the bottom right, there is a 'CLEAR SEARCH' button and a 'SEARCH CASES' button (highlighted with a red box and a red circle with the number 3).

Figure 18–Search Cases

3.5. View All Cases

To view all cases click on “All Case” tab, a drop down menu will appear displaying three options

- Pending Cases
- Blocked Cases
- Recovered Cases

3.5.1. View Pending Case

1. Click on “Pending Cases” tab

System will display all pending cases along with the possible action (Update, Recover and Block) buttons.

Home / All Cases / Pending Cases

67 Pending Cases found

Case Identifier: pYM9cegP UPDATE RECOVER BLOCK
 STOLEN AT 2019-03-06 • STATUS **PENDING** • CREATOR **TEST USER**

Affected MSISDNs	Affected User	Model Name	Last Updated
[REDACTED]	[REDACTED]	[REDACTED]	2018-09-27 06:08:27

Case Identifier: mKbWpOOU UPDATE RECOVER BLOCK
 LOST AT 2018-09-04 • STATUS **PENDING** • CREATOR **IMPORTER USER**

Affected MSISDNs	Affected User	Model Name	Last Updated
[REDACTED]	[REDACTED]	[REDACTED]	2018-09-27 05:09:03

Case Identifier: SQoS4qvY UPDATE RECOVER BLOCK
 LOST AT 2018-09-12 • STATUS **PENDING** • CREATOR **IMPORTER USER**

Affected MSISDNs	Affected User	Model Name	Last Updated
[REDACTED]	[REDACTED]	[REDACTED]	2018-09-26 10:45:47

Figure 19–Pending Cases

2. To view case details click on the “Case Identifier”

The screenshot displays the 'Lost Stolen Device Subsystem' interface. On the left is a 'MAIN NAVIGATION' sidebar with options: 'New Case', 'Search Cases', 'All Cases', 'Pending Cases' (selected), 'Blocked Cases', and 'Recovered Cases'. The top header shows 'Hi, mubashir'. The main content area has a breadcrumb 'Home / All Cases / Pending Cases' and a notification '67 Pending Cases found'. A red circle with the number '2' highlights the 'Case Identifier: pYM9cegP' in the first case entry. Below this, three case entries are visible, each with a table of details:

Case Identifier	Incident Details	Creator	Buttons
Case Identifier: pYM9cegP	STOLEN AT 2019-03-06 • STATUS PENDING	CREATOR TEST USER	UPDATE RECOVER BLOCK
Case Identifier: mKbWpOOU	LOST AT 2018-09-04 • STATUS PENDING	CREATOR IMPORTER USER	UPDATE RECOVER BLOCK
Case Identifier: SQoS4qvY	LOST AT 2018-09-12 • STATUS PENDING	CREATOR	UPDATE RECOVER BLOCK

Each case entry also includes a table with columns: 'Affected MSISDNs', 'Affected User', 'Model Name', and 'Last Updated'.

Figure 20–Case Identifier

All details of the case would be displayed i.e. last updated date, incident details, affected MSISDNs, affected IMEIs, personal details of the affected consumer and creator (the person who registered the case)

- To change the status of the case, click on the required action button (Update, Block or Recover)

Home / View Case

Case Identifier: pYM9cegP - Status Pending

Creator: test user
Last updated: 2018-09-27 06:08:27

Device Description

Brand	Model name	Physical description
Apple	iPhone 6s	Black, 16GB

Affected MSISDN(s)

09876543210
09876543210

Affected IMEI(s)

123456789012345
123456789012345

Incident Details

Date of Incident	Nature of Incident
2019-03-06	Stolen

Personal Details

Full Name	Govt. Identification No.	E-mail address	Alternate Phone Number	Date of Birth	Address
John Doe	123456789012345	john.doe@example.com	09876543210	1990-01-01	123 Main St, New York, NY 10001

Comments

No comments found

3 [UPDATE](#) [RECOVER](#) [BLOCK](#)

Figure 21—Reported Case Details page

3.5.1.1. Update Case

- Perform step 1.
- Click on “Update” button against the required pending case, it will display all details of the particular case in which only personal details and comments section would be editable

Home / All Cases / Pending Cases

64 Pending Cases found

Case Identifier	Status	Creator	Affected MSISDNs	Affected User	Model Name	Last Updated	Actions
CTZQBh84	PENDING	IMPORTER USER	[REDACTED]	[REDACTED]	[REDACTED]	2018-09-26 06:36:31	UPDATE RECOVER BLOCK
AAiu3UVd	PENDING	IMPORTER USER	[REDACTED]	[REDACTED]	[REDACTED]	2018-09-26 06:00:01	UPDATE RECOVER BLOCK
5lmNhjXh	PENDING	IMPORTER USER	[REDACTED]	[REDACTED]	[REDACTED]	2018-09-26 05:56:17	UPDATE RECOVER BLOCK

Figure 22–Update Case

3. Edit/ change the “Personal Details”
4. Enter comments in “Comment” field (if any)
5. Click on the “Submit” button to save the changes

MAIN NAVIGATION

New Case

Search Cases

All Cases

Home / Update Case

Update Case - CTZQBh84

Creator: importer user

Last updated: 2018-09-26 06:36:31

Device Description

Brand	Model name	Physical description
Samsung	Galaxy S7	Black color

Affected MSISDN(s)

091234567890

Affected IMEI(s)

869876543210

Incident Details

Date of Incident	Nature of Incident
2018-09-04	Stolen

Personal Details

Full Name *

Mr. John Doe

Date of Birth *

2000-01-01

Govt. Identification No. *

1234567890123

Alternate Phone No. *

Alternate Phone No.

E-mail Address *

E-mail Address

Address *

Address

Comment

Comments *

Type your reason for updating

CANCEL

SUBMIT

Figure 23—Update Personal Details

On Submission of case, a page will appear that displays the details (Confirmation Message, Tracking ID, Status)

6. To view the updated case click on the “View Case” button

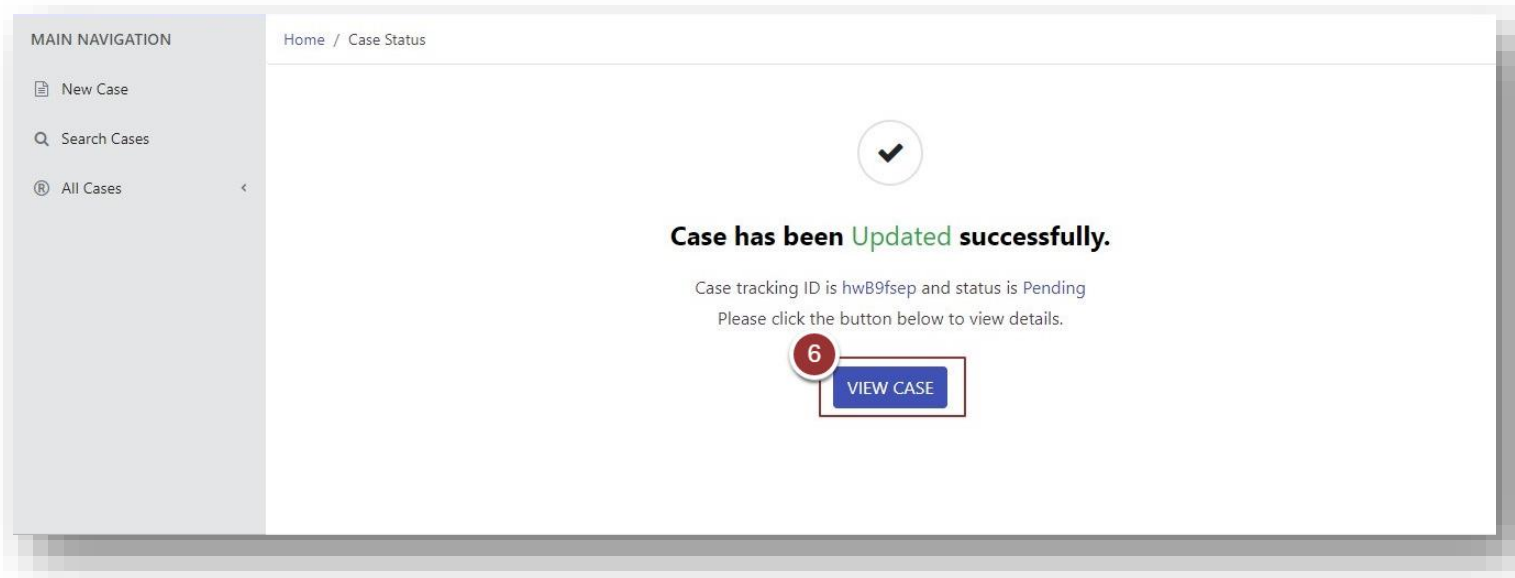


Figure 24–View Updated Case

3.5.1.2. Block Case

Perform step 1.

2. To change the status of registered pending case as blocked case, click on the “Block” button. This will add all reported IMEI(s) in the blacklist

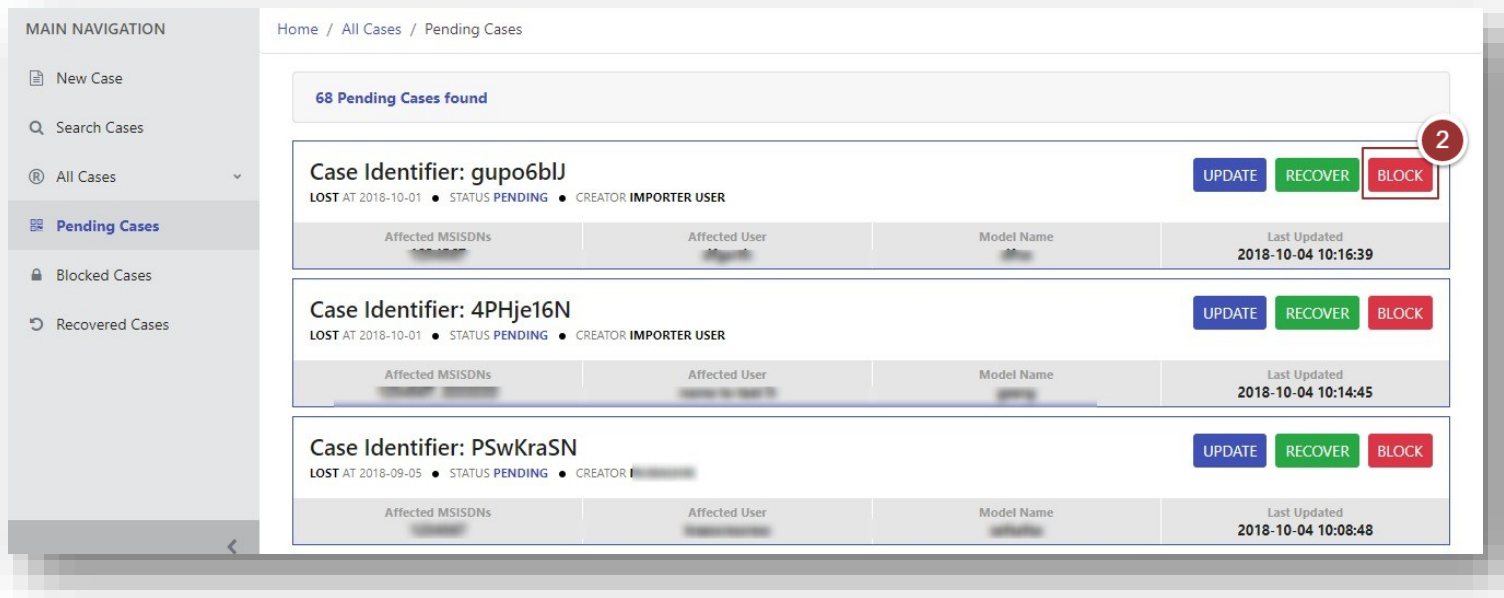


Figure 25–Block Case

3. The system prompts to add comment i.e. reason(s) to block, enter relevant comments
4. Click on the “Submit” button

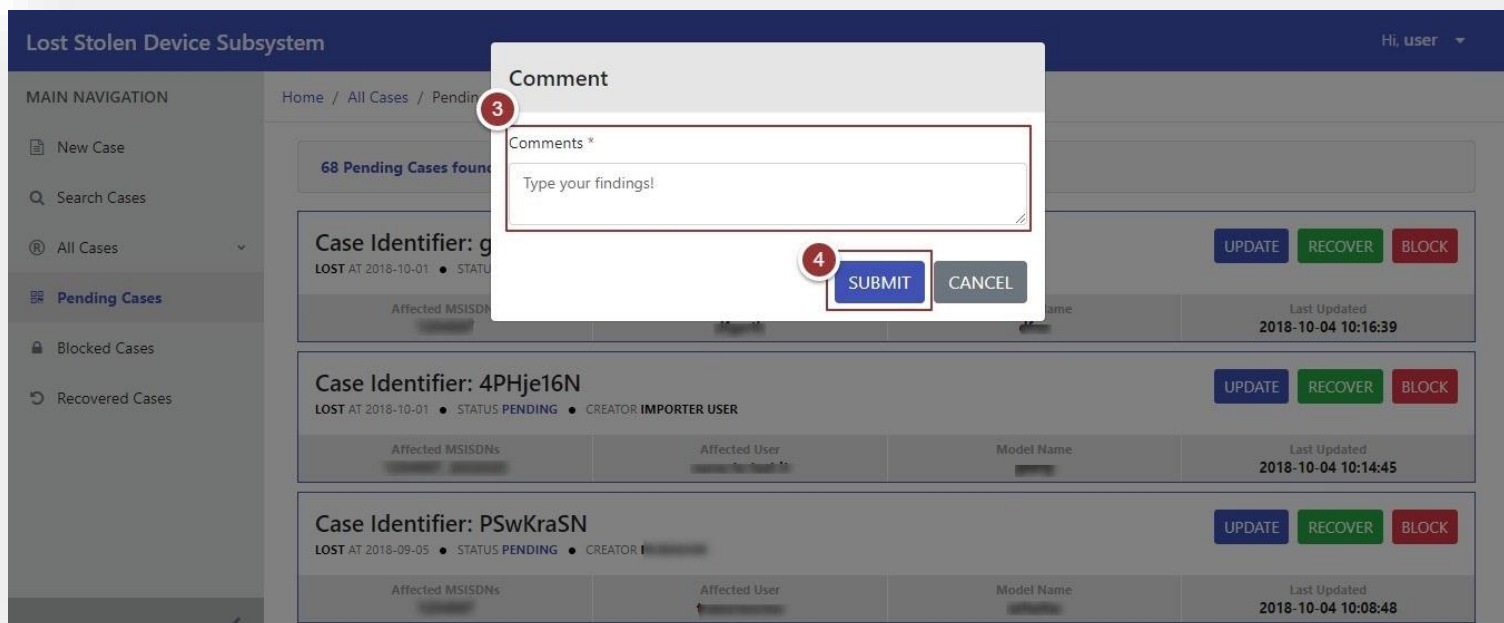


Figure 26–Update Comments of Pending Case

On submission of the case, a page will appear that displays the details (Confirmation Message, Tracking ID, Status)

5. To view the blocked case, click on the “View Case” button

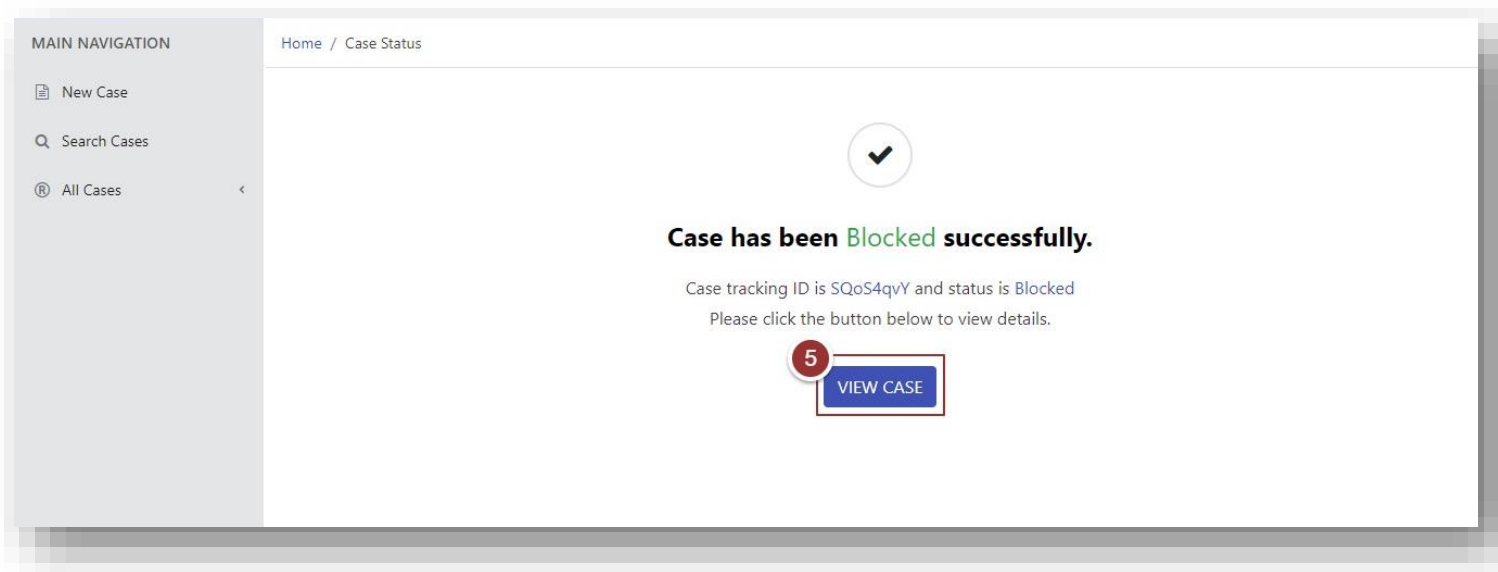


Figure 27–View Blocked Cases

3.5.1.3. Recover Case

Perform step 1.

2. To change status of the case from pending to recover, click on the “Recover” button. This will remove the respective case from pending

Home / All Cases / Pending Cases

67 Pending Cases found

Case Identifier	Status	Creator	Update Buttons
pYM9cegP	STOLEN AT 2019-03-06	STATUS PENDING	CREATOR TEST USER
Affected MSISDNs	Affected User	Model Name	Last Updated
			2018-09-27 06:08:27
mKbWpOOU	LOST AT 2018-09-04	STATUS PENDING	CREATOR IMPORTER USER
Affected MSISDNs	Affected User	Model Name	Last Updated
			2018-09-27 05:09:03
SQoS4qvY	LOST AT 2018-09-12	STATUS PENDING	CREATOR 2
Affected MSISDNs	Affected User	Model Name	Last Updated
			2018-09-26 10:45:47

Figure 28–Recover Case

3. The system prompts to add comments, enter relevant comments
4. Click on the “Submit” button

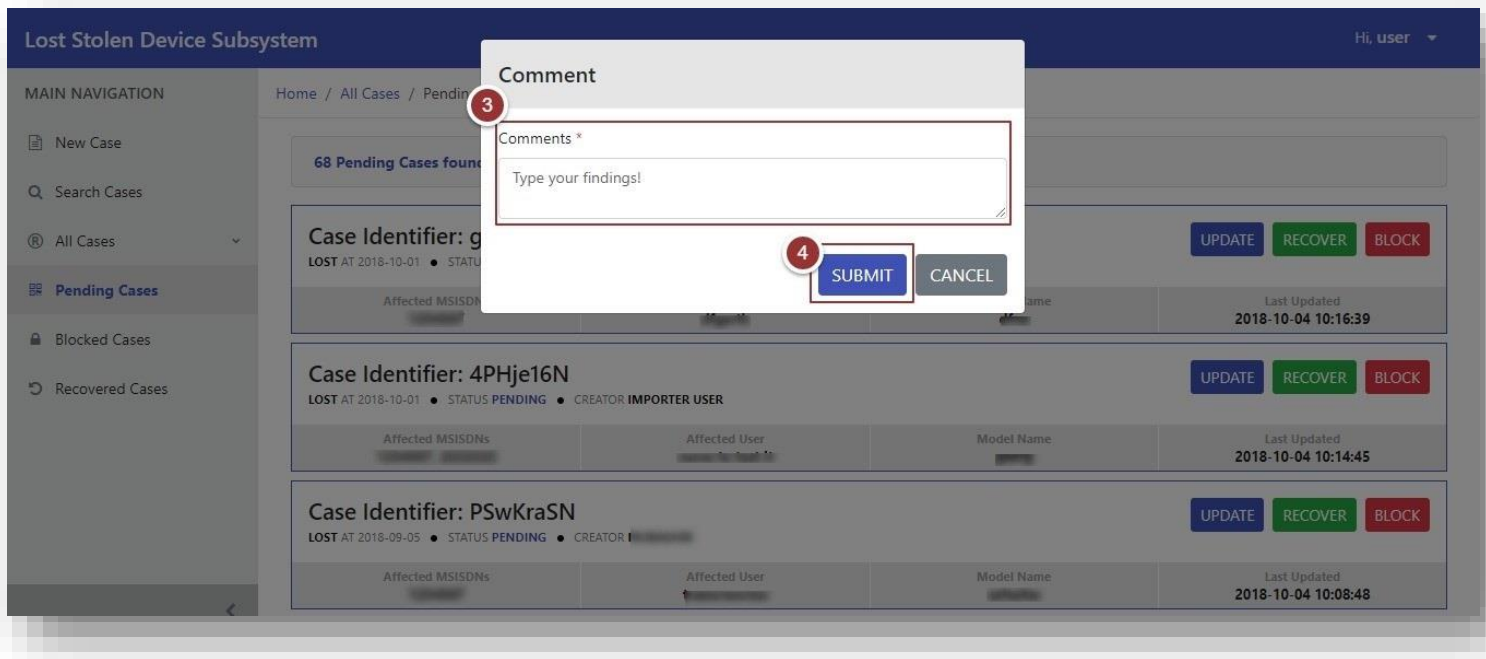


Figure 29—Add Comments

On submission of the case, a page will appear that displays the details (Confirmation Message, Tracking ID, Status)

5. To view the recovered case, click on the “View Case” button

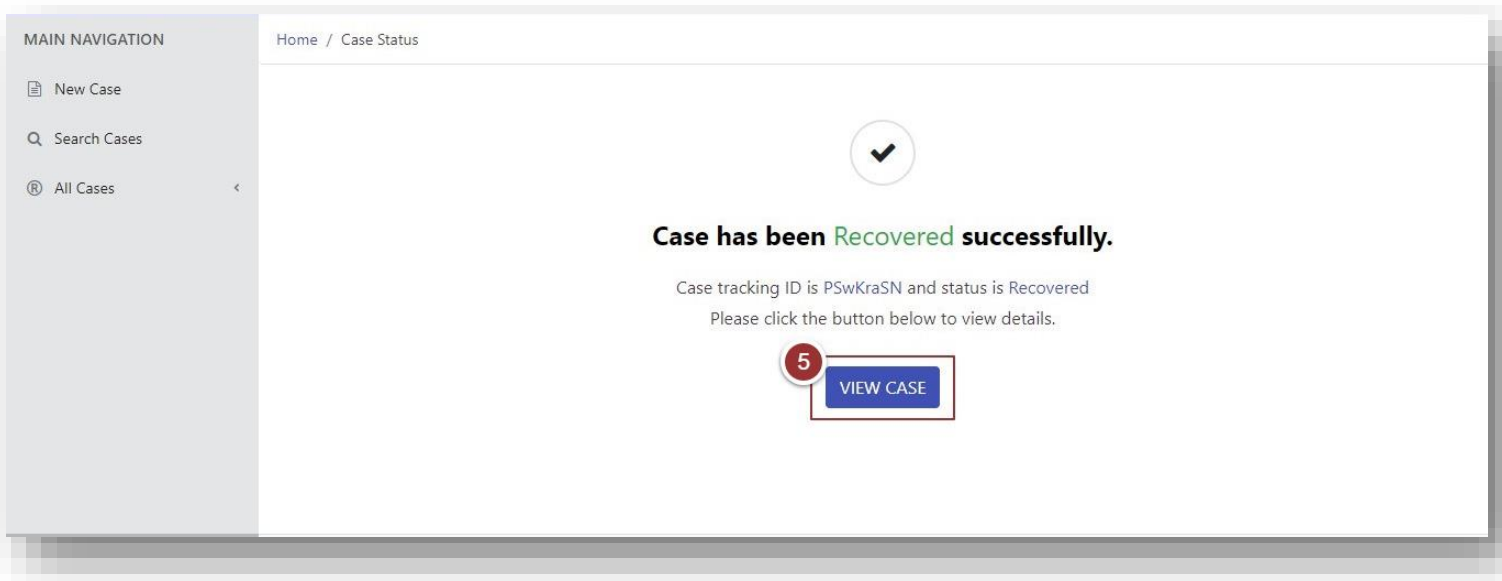


Figure 30—Recovered Case Status

3.5.2. View Blocked Cases

1. Click on “Blocked Case” tab
System will display all blocked cases along with the action (Recover) button.
2. To change the status of the case from blocked to recover, click on the “Recover” button. This will remove all reported IMEI(s) from blacklist

Home / All Cases / Blocked Cases

21 Blocked Cases found

Case Identifier: SQoS4qvY
LOST AT 2018-09-12 • STATUS **BLOCKED** • CREATOR [redacted]

Affected MSISDNs	Affected User	Model Name	Last Updated
[redacted]	[redacted]	[redacted]	2018-10-08 07:55:05

Case Identifier: hwB9fsep
LOST AT 2018-10-01 • STATUS **BLOCKED** • CREATOR [redacted]

Affected MSISDNs	Affected User	Model Name	Last Updated
[redacted]	[redacted]	[redacted]	2018-10-08 06:46:42

Case Identifier: 17Og19FE
STOLEN AT 2018-10-02 • STATUS **BLOCKED** • CREATOR [redacted]

Affected MSISDNs	Affected User	Model Name	Last Updated
[redacted]	[redacted]	[redacted]	2018-10-02 04:28:52

Figure 31–List of Blocked Cases

Note: Perform step 2-4 as per section [2.5.1.3](#)

3.5.3. View Recovered Cases

1. To view recovered cases click on “Recovered Cases” tab, system will display all recovered cases. To view the details of any recovered case click on Case Identifier of that particular case

The screenshot displays the 'Recovered Cases' tab in the system. The main navigation menu on the left has 'Recovered Cases' highlighted with a red box and a red circle containing the number '1'. The breadcrumb trail at the top reads 'Home / All Cases / Recovered Cases'. A summary bar indicates '1747 Recovered Cases found'. Below this, three case details are shown:

Case Identifier	Status	Creator	Affected MSISDNs	Affected User	Model Name	Last Updated
MhCn7ywx	RECOVERED	TEST USER	XXXXXXXXXX, XXXXXXXXXX	XXXXXX	XXXXXX	2018-10-02 16:45:23
VQRTh3iG	RECOVERED	FARHAN	XXXXXXXXXX	XXXX	XXXX	2018-10-02 04:29:02
ofNKUX6i	RECOVERED	FARHAN	XXXXXXXXXX	XXXXXX XXXXXX	XXXX	2018-10-02 04:19:20

Figure 32–List of Recovered Cases