



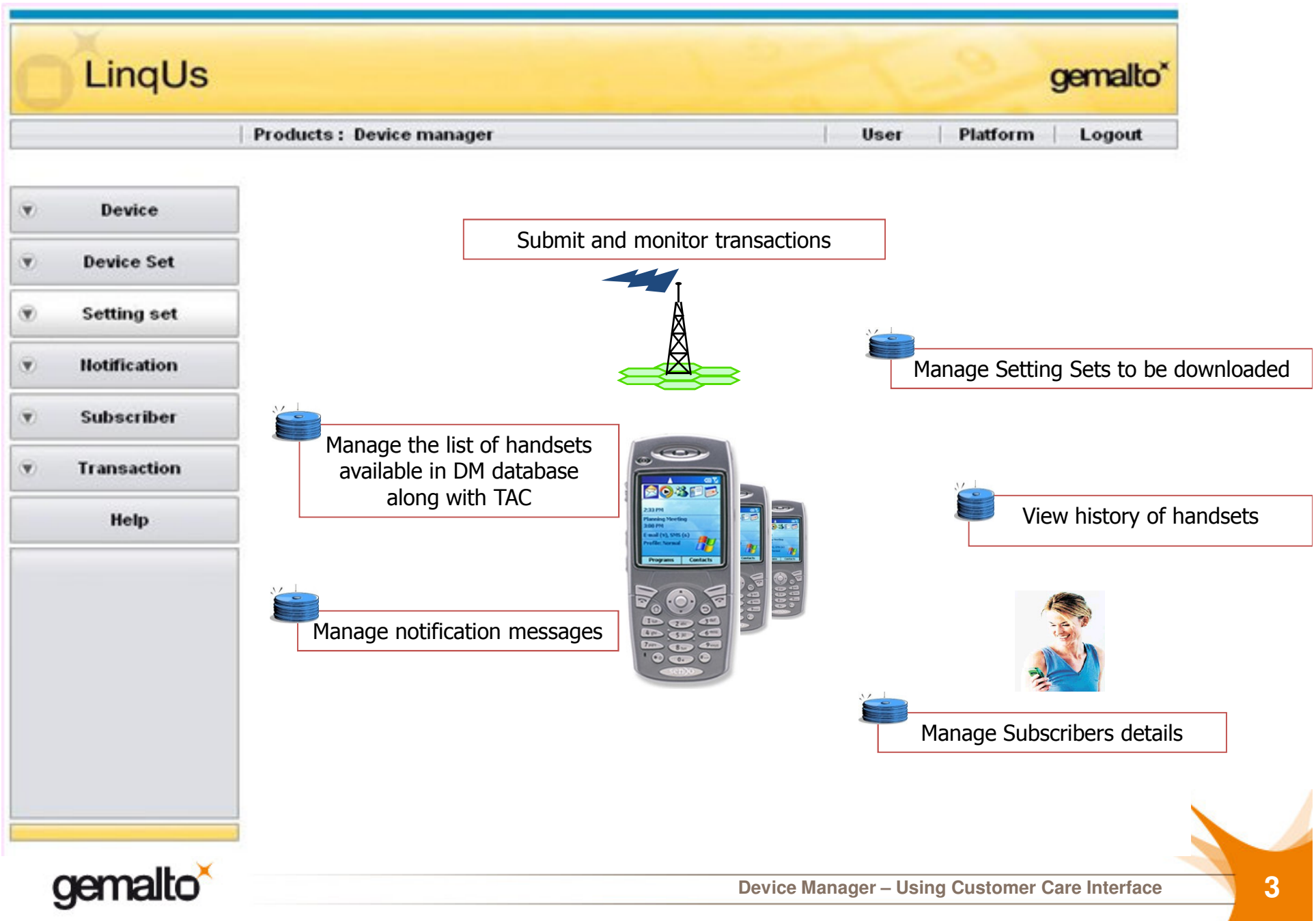
LinqUs Device Management 5.0

Customer Care Interface

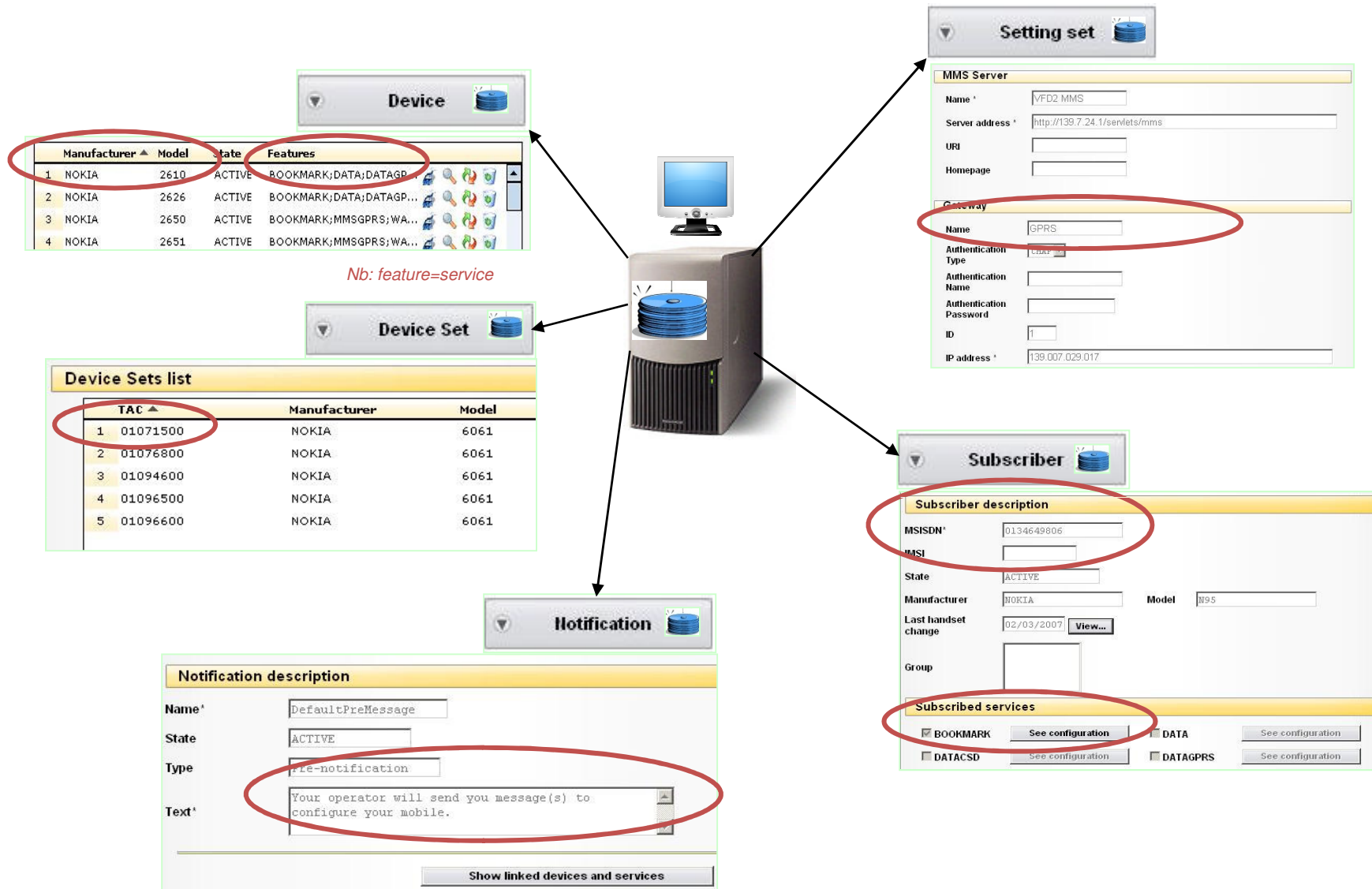
Agenda

- 1 Customer Care overview
- 2 Devices
- 3 Device Set
- 4 Setting Set
- 5 Notification
- 6 Subscribers
- 7 Transactions

Customer Care Interface Overview

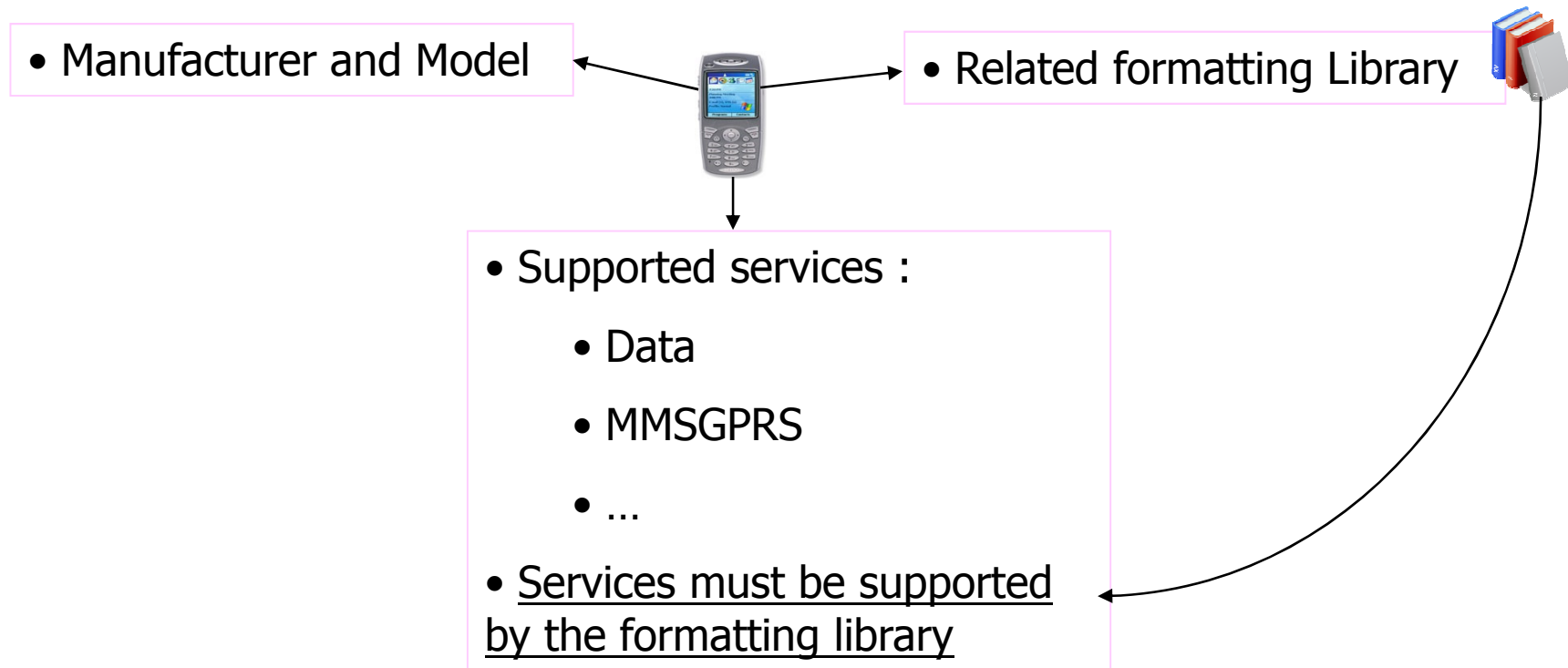


CCI overview – Data Required



Managing Devices

Device characteristics include the following information :



Managing Devices - Screenshots

Device search











☒ Manufacturer Model

☐ Manufacturer Feature




☐ BOOKMARK
☐ DATA
☐ DATACSD
☐ DATAGPRS
☐ EMAIL

Select either a manufacturer/model or manufacturer/service(s) for a refined search.

Search...

Device list					
	Manufacturer	Model	State	Features	Type
1	NOKIA	3330	ACTIVE	BOOKMARK;WAPC...	    
2	NOKIA	3350	ACTIVE	BOOKMARK;WAPC...	    

✧ In Type you can identify:

-  Standalone device
-  Referent device
-  Variant device.

Managing Devices - Screenshots

Device description

Manufacturer

NOKIA

Band

2G

Display On

☒

Type

PRODUCT REFERENCE

Category

Supported

State


ACTIVE

Security On

☒

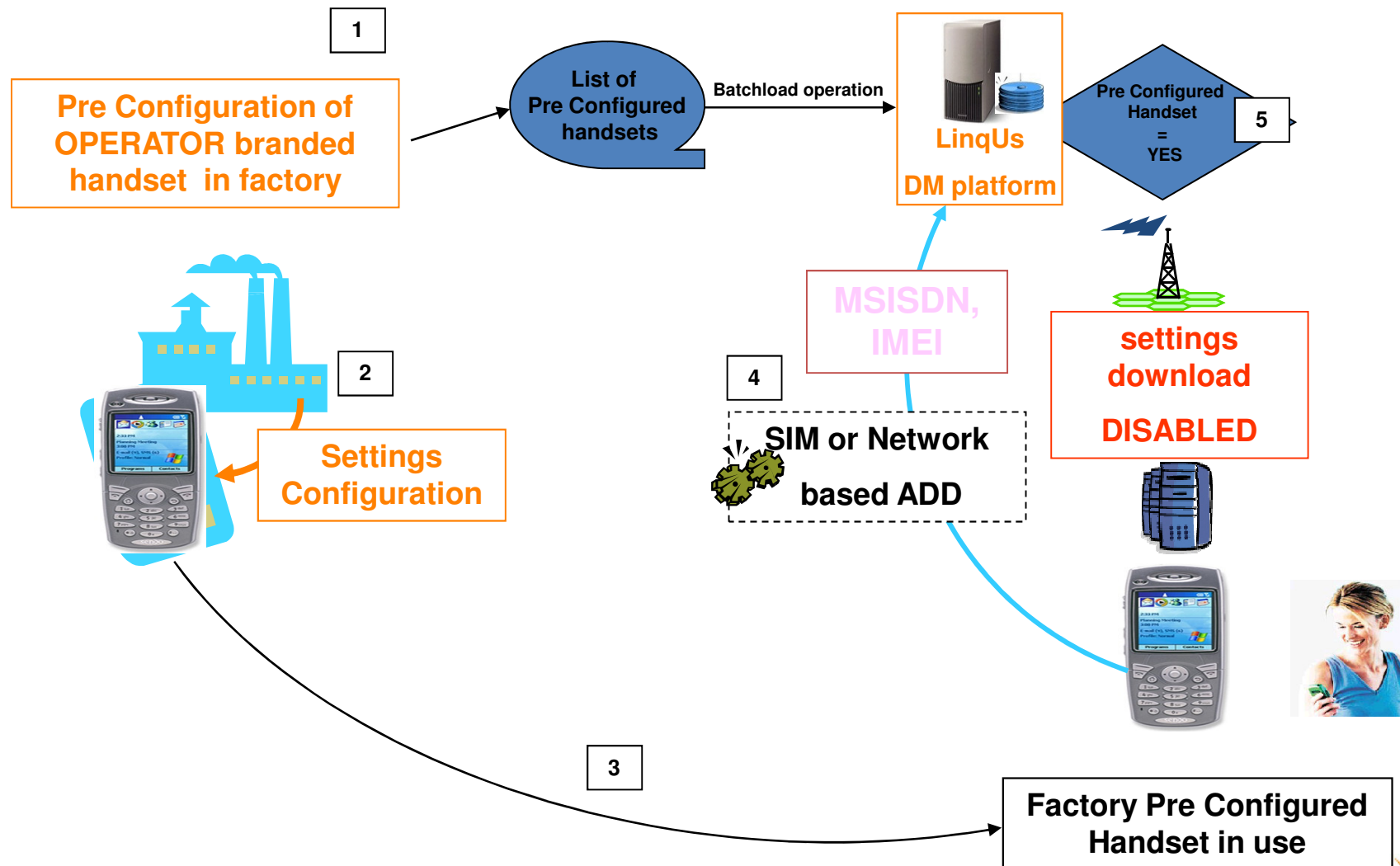
Model

3330



Services	Type	Library	Notifications	Security
<input checked="" type="checkbox"/> BOOKMARK	SMS	WDSGLOBALE		
<input type="checkbox"/> DATA	SMS			
<input type="checkbox"/> DATACSD	SMS			
<input type="checkbox"/> DATAGPRS	SMS			
<input type="checkbox"/> EMAIL	SMS			
<input type="checkbox"/> IMGPRS	SMS			
<input type="checkbox"/> MMSCSD	SMS			
<input type="checkbox"/> MMSGPRS	SMS			
<input type="checkbox"/> OMADMBS	SMS			
<input type="checkbox"/> POCGPRS	SMS			
<input type="checkbox"/> STREAMING	SMS			
<input type="checkbox"/> SYNCML	SMS			

Device Sets – Pre-configured Handsets



Device Set - Screenshots
















Device Set search ?

☒ Manufacturer Model

☐ TAC

Select a manufacturer/model or input a TAC for a refined search.

Device Sets list

	TAC ▲	Manufacturer	Model	Status	
1	35013700	NOKIA	3330	SUPPORTED	
2	35013704	NOKIA	3330	SUPPORTED	
3	35013710	NOKIA	3330	SUPPORTED	
4	35013720	NOKIA	3330	SUPPORTED	
5	35013728	NOKIA	3330	SUPPORTED	
6	35013730	NOKIA	3330	SUPPORTED	
7	35013740	NOKIA	3330	SUPPORTED	
8	35013741	NOKIA	3330	SUPPORTED	
9	35013755	NOKIA	3330	SUPPORTED	
10	35013760	NOKIA	3330	SUPPORTED	
11	35013770	NOKIA	3330	SUPPORTED	
12	35013780	NOKIA	3330	SUPPORTED	
13	35013782	NOKIA	3330	SUPPORTED	
14	35013787	NOKIA	3330	SUPPORTED	
15	35013788	NOKIA	3330	SUPPORTED	

Batch Loading Pre-configured Handsets

Device Set definition batch load

1. Upload a definition file

File

2. Process to batch load

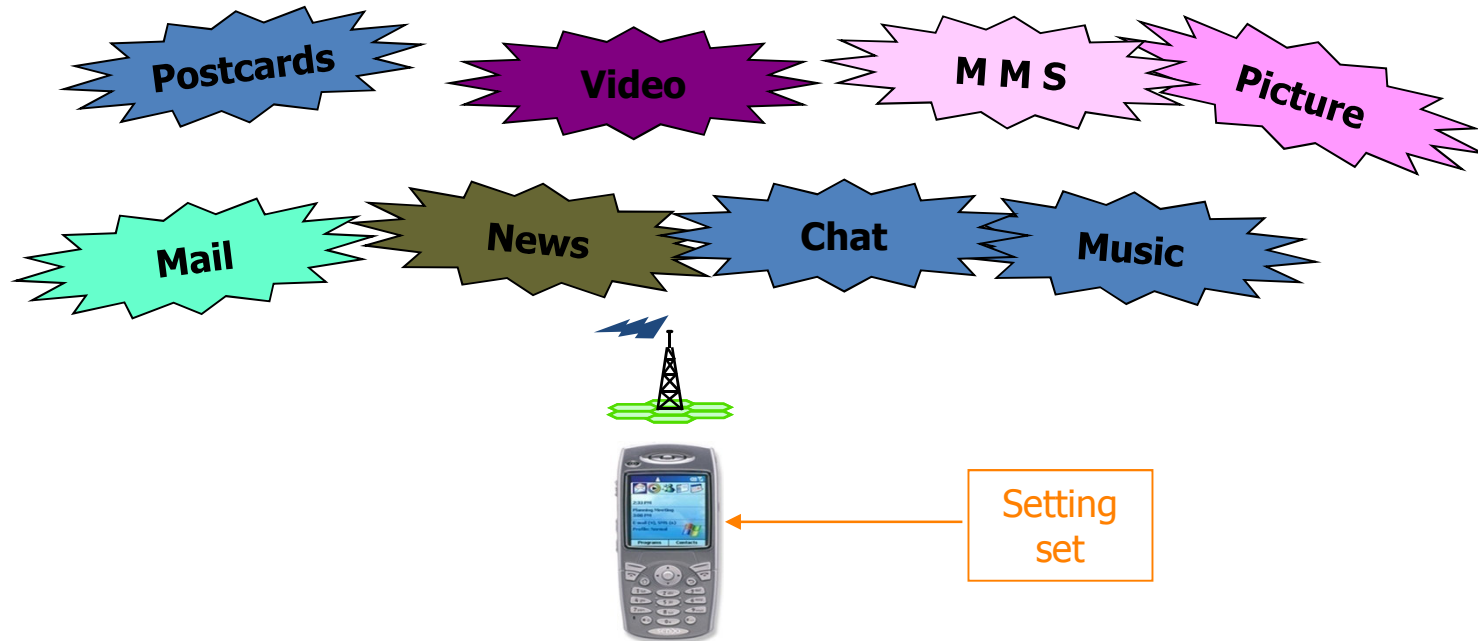
Definition file list

Preconfigured_handset_SE700i.xml

Select the operation type

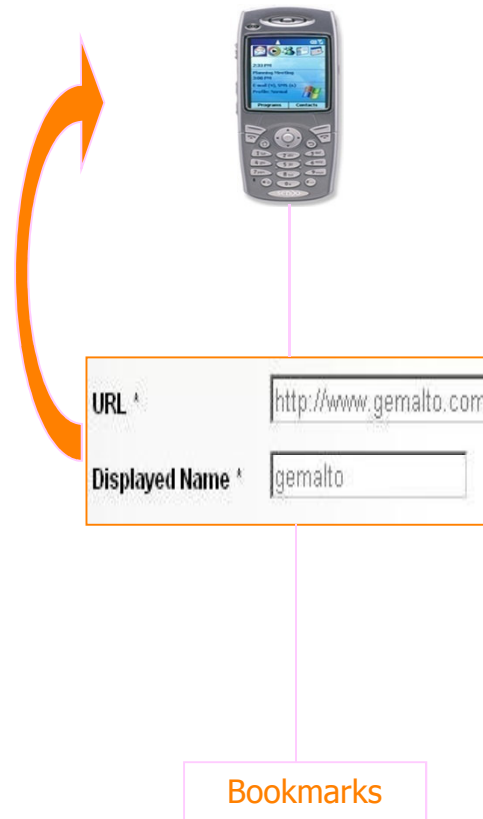
☒ Provision

Setting Sets - Introduction

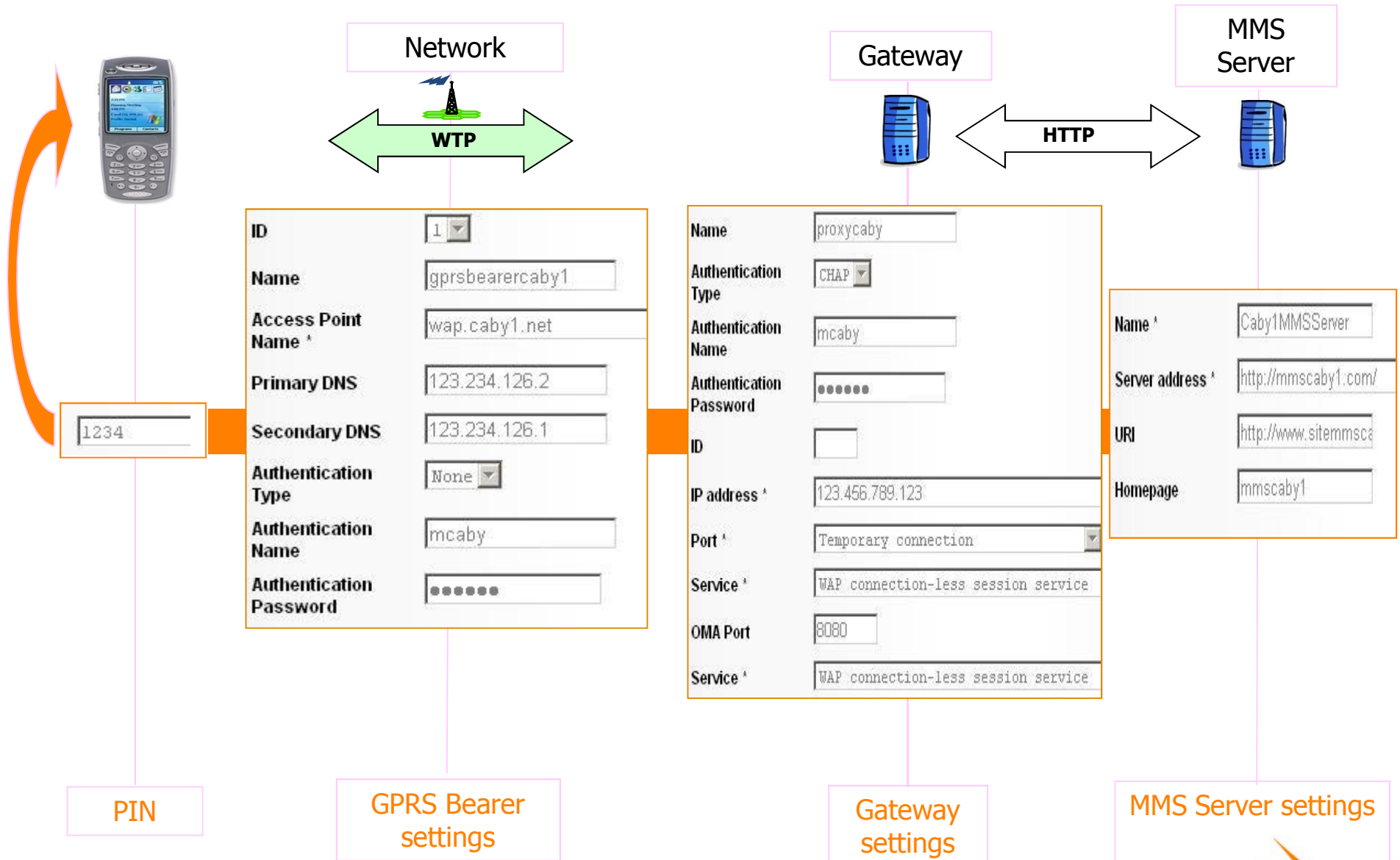


- ✧ Handsets must be set up to access services
 - ✧ A collection of parameters is required
 - ✧ Setting Set includes several parameters related to:
 - service.
 - bearer for wireless access.
 - subscriber-dependent.
- Ex : MMS over CSD, MMS over GPRS, WAP GPRS

Setting Sets Examples: 1 - Bookmark




Setting Sets Examples: 2 – MMS over GPRS



Setting Sets Screenshots

Setting Set creation ?

Name *

Service **BOOKMARK** 

State

Mandatory field by an *

Create

Service List:

- BOOKMARK
- DATA
- DATA_CSD
- DATA_GPRS
- EMAIL
- IMGPRS
- MMSCSD
- MMSGPRS
- OMADMBS
- POCGPRS
- STREAMING
- SYNCML
- SYNCML_CSD
- SYNCML_GPRS
- TV
- WAP_CSD
- WAP_GPRS
- WAP_HSCSD
- WEB

- ✕ List of supported services by DM
- ✕ Up to 19 services can be set up

Setting Sets Screenshots

The screenshot displays the LinqUs Device Manager interface. The top header includes the LinqUs logo, the Gemalto logo, and navigation links for Products (Device manager), User, Platform, and Logout. A left sidebar contains a menu with options: Device, Device Set, Setting set, Create, Search for... (highlighted with an orange box), Batch load..., Notification, Subscriber, Transaction, and Help. The main content area is divided into two sections: 'Setting set search' and 'Setting set list'.

Setting set search

Search criteria:


- Name: -- All --
- State: UNTESTED
- Service: BOOKMARK

Select a field for a refined search. Search...

Setting set list

	Name ▲	State	Service	
1	bookmark_caby1	ACTIVE	BOOKMARK	
2	bookmark_caby2	ACTIVE	BOOKMARK	
3	email_vd2	UNTESTED	EMAIL	
4	email_yahoo	UNTESTED	EMAIL	
5	gemalto_bookmark	ACTIVE	BOOKMARK	
6	Google_bookmark	ACTIVE	BOOKMARK	
7	MMSGPRS_caby1	ACTIVE	MMSGPRS	
8	mms_csd_vd2	ACTIVE	MMSCSD	
9	mms_gprs_vd2	ACTIVE	MMSGPRS	
10	nico_bookmark	UNTESTED	BOOKMARK	
11	Trng_MMS	ACTIVE	MMSGPRS	
12	Trng_WAPGPRS_0	ACTIVE	WAPGPRS	
13	VoxSyncIoT_SyncML	ACTIVE	SYNCML	
14	wapgprscaby1	ACTIVE	WAPGPRS	
15	wap_csd_vd2	UNTESTED	WAPCSD	

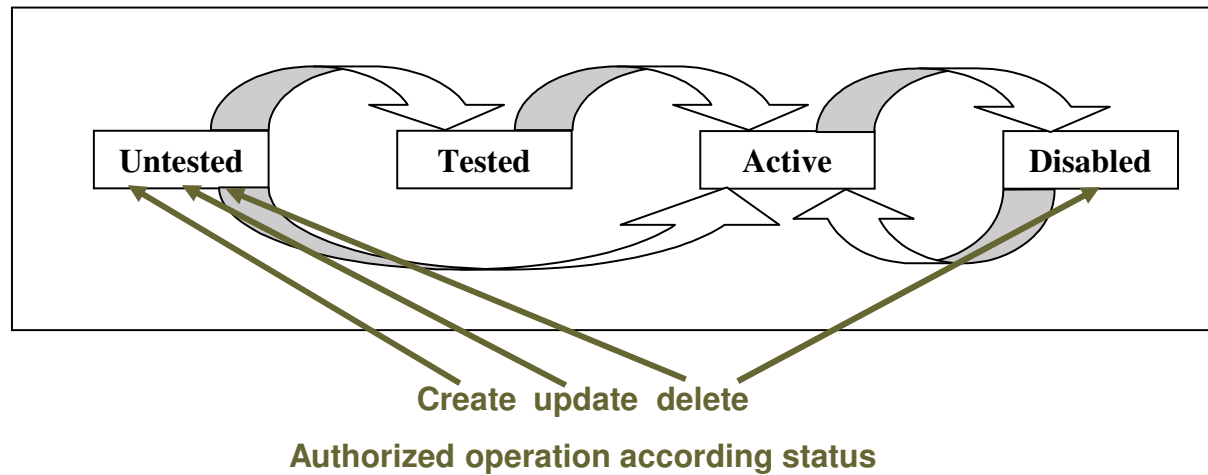
One Service – Lots of Setting Sets

Setting set list		
Name	State	Service ▲
1 nico_bookmark	UNTESTED	BOOKMARK
2 bookmark_caby2	ACTIVE	BOOKMARK
3 YahooWAP_bookmark	ACTIVE	BOOKMARK
4 bookmark_caby1	ACTIVE	BOOKMARK
5 Google_bookmark	ACTIVE	BOOKMARK
6 gemalto_bookmark	ACTIVE	BOOKMARK
7 email_vd2	UNTESTED	EMAIL
8 email_yahoo	UNTESTED	EMAIL
9 mms_csd_vd2	ACTIVE	MMSCSD
		
13 VoxSyncIot_SyncML	ACTIVE	SYNCML
14 wap_csd_vd2	UNTESTED	WAPCSD
15 wap_gprs_vd2	ACTIVE	WAPGPRS

Several Setting Sets per Service

One generic Service

Setting Sets Life Cycle



- ✧ Contains subscriber dependent parameters overwritten at
 - subscriber creation
 - transaction definition.

Notification Messages

3 types of message :

- Pre-notification (standard & specific)
- Post-notification (standard & specific)
- Error (ADD & SMS self care)



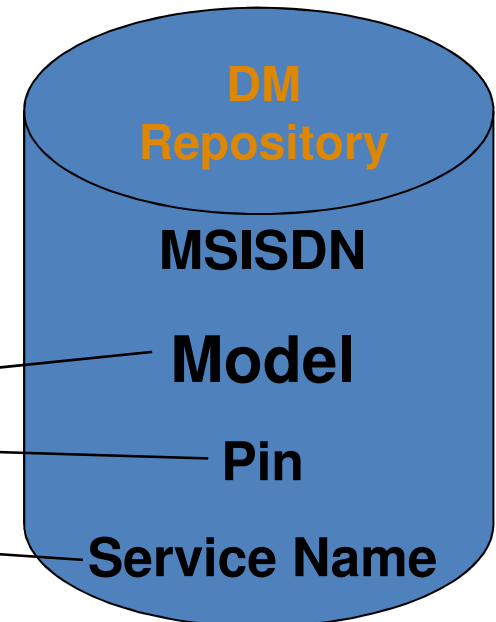
Notification Messages – Dynamic Fields

1. Notification Message creation

your operator will send you message to configure your **%MODEL%** with **%SERVICE%.** **%BEGIN_PIN_MESSAGE%**To install the configuration, use the following code **%PIN%.** **%END_PIN_MESSAGE%**

2. Notification Message dynamic update

your operator will send you message to configure your **NOKIA 7650** with **WAP CSD.** To install the configuration, use the following code **1234**



3. Message sent to Mobile



Notification Messages Screenshots

The screenshot displays the LinqUs Device Manager interface. The top header includes the LinqUs logo, the Gemalto logo, and navigation links for Products (Device manager), User, Platform, and Logout. A left sidebar contains a navigation menu with categories: Device, Device Set, Setting set, Notification, Subscriber, Transaction, and Help. Under the Notification category, there are links for Create, Search for... (highlighted with an orange box), and Batch load... The main content area is titled 'Message search' and features a dropdown menu for selecting a message name. The dropdown is open, showing a list of message names including PreNotification_mc, DefaultErrorMessage, DefaultPostMessage, DefaultPreMessage, PostNotification_mc, SelfCareCapabilityError, SelfCareDeviceNotAvailable, SelfCareParsingError, SelfCareProcessingError, SelfCareServiceBusy, SelfCareServiceNotAvailable, and SelfCareSubscriberNotDefined. Below the dropdown is a 'Search...' button. The 'Messages list' section below shows a table with columns for Name and Status, with one entry: '1 PreNotification_mc A'.

LinqUs

Products : Device manager

User Platform Logout

Device

Device Set

Setting set

Notification

Create

Search for...

Batch load...

Subscriber

Transaction

Help

Message search

Name

Type

Select either a message name or

Search...

Messages list

Name	Status
1 PreNotification_mc	A

Notification Messages Screenshots

The screenshot shows a web application interface for LinqUs, powered by gemalto. The top navigation bar includes the LinqUs logo, the gemalto logo, and links for 'Products : Device manager', 'User', 'Platform', and 'Logout'. A left sidebar contains a menu with 'Device', 'Device Set', 'Setting set', 'Notification', 'Subscriber', and 'Transaction'. The 'Notification' menu item is expanded, showing 'Create', 'Search for...' (highlighted with an orange box), and 'Batch load...'. The main content area is titled 'Notification description' and contains a form with the following fields: 'Name' (PreNotification_mc), 'State' (ACTIVE), 'Type' (Pre-notification), and 'Text' (Settings are to be downloaded to your mobile). At the bottom of the form are two buttons: 'Show linked devices and services' and 'Back'.

LinqUs gemalto[®]

Products : Device manager User Platform Logout

Device
Device Set
Setting set
Notification
Subscriber
Transaction

Create
Search for...
Batch load...

Notification description

Name^{*} PreNotification_mc

State ACTIVE

Type Pre-notification

Text^{*} Settings are to be downloaded to your mobile

Show linked devices and services Back

Global x Device (Notification Messages)

The screenshot shows a web form titled "Notification description" with a help icon. It contains the following fields:

- Name***: SelfcarePreMessage
- State**: ACTIVE
- Type**: Pre-notification
- Text***: This message is a global pre notification for SMS Selfcare.
- Usage**: A dropdown menu with "Global device configuration" selected. Below it, a list shows "Device dependencies" and "Global device configuration" (highlighted).

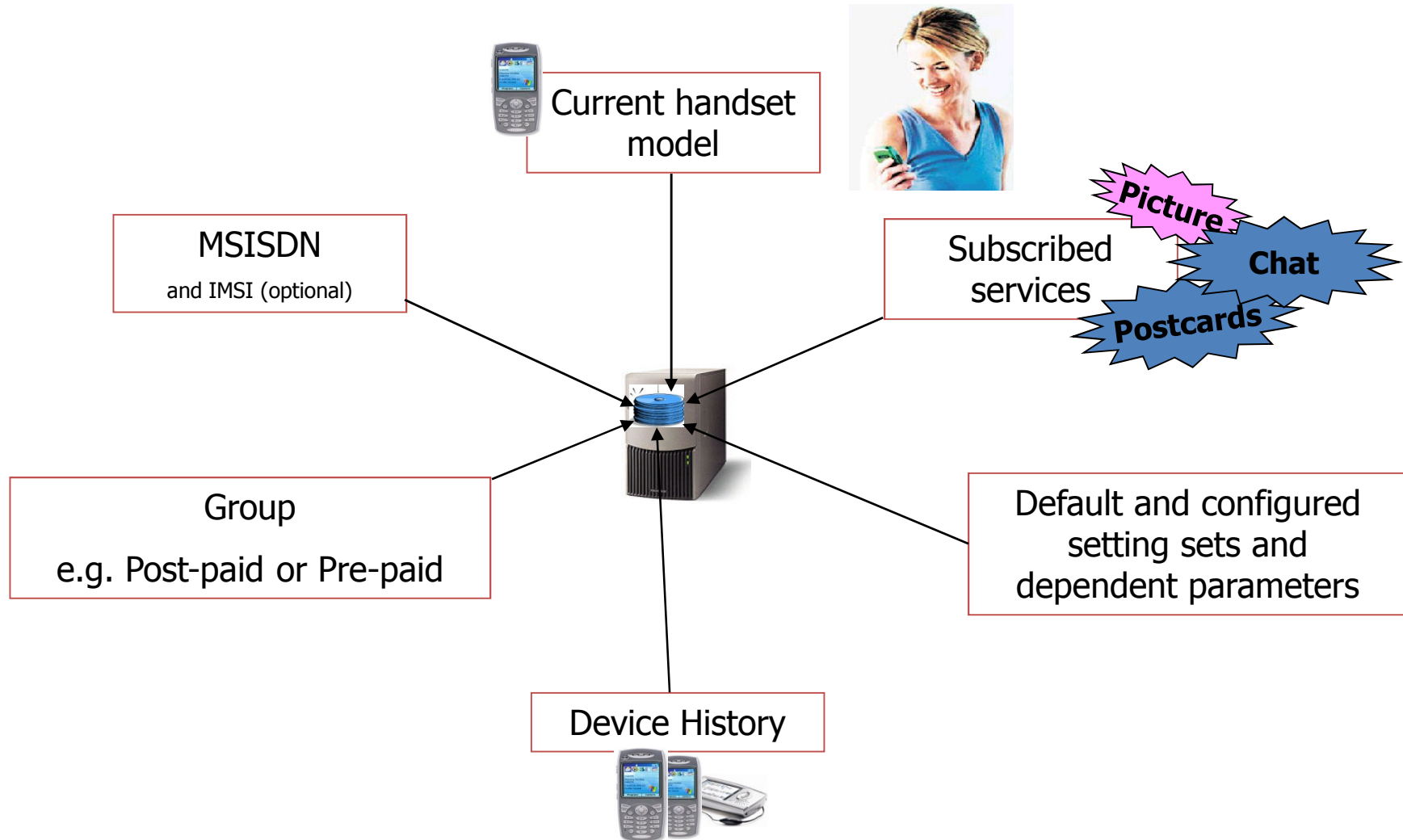
Below the form is a section titled "Global device configuration" with the text "This message is applied to :". It contains two checkboxes:

- ☐ Automatic Transaction
- ☒ Selfcare Transaction

At the bottom right of this section are "Link" and "Back" buttons.

- ✧ For a **Device Notification**, you link the message to a list of settings sets and handsets. When you send various settings sets, you'll send **as many** *pre* and/or *post* notifications as you have configured.
- ✧ For a **Global Notification**, you link the notification to the SMS selfcare and/or Automatic transaction mechanism. This allows you to use **only one** *pre* and/or *post* notification per transaction

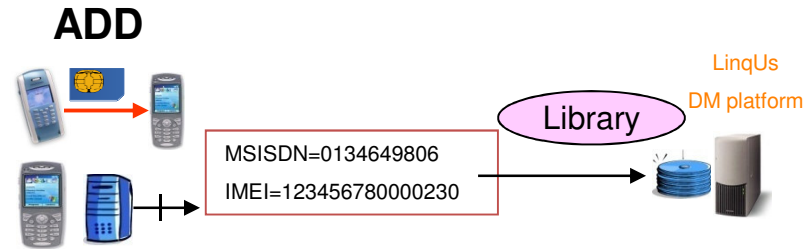
DM Subscriber Management



All information above are stored in LinqUs DM database

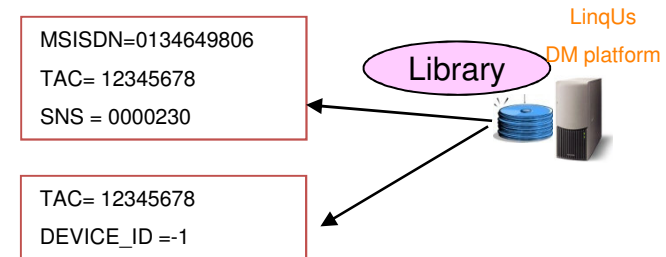
Unknown TACs Subscribers' Management

1. Very old or brand new handset not provisioned in LIBRARY.
If detected via **ADD**, TAC not enable to retrieve Manufacturer/Model info.

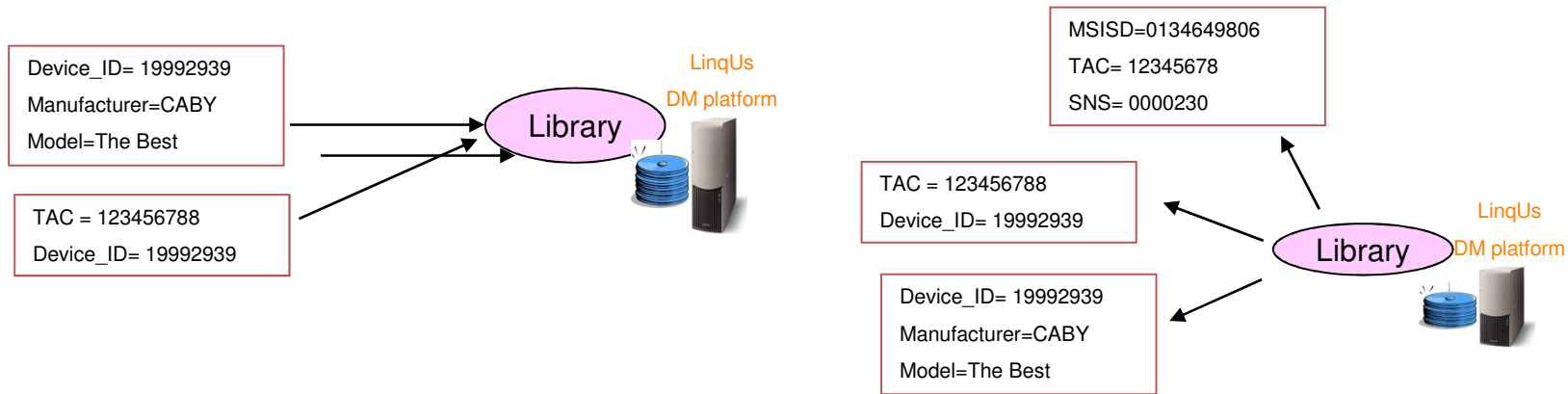


2. Subscriber is saved in database with its IMEI value splitted between TAC and Serial Number.

A new TAC is created in database with Device_ID= -1



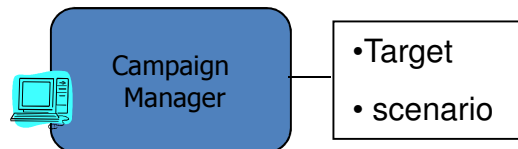
Unknown TACs Subscribers' Management



3. Hot Lib Upgrade provision new TACs and Devices

4. Automatically unknown TACs are updated and the subscriber handset is identified.

5. Configuration Campaign with list of UPDATED subscribers as a target.



Subscribers Screenshots

Subscriber description

MSISDN*	<input type="text" value="5215513535776"/>		
IMSI	<input type="text"/>		
State	<input type="text" value="ACTIVE"/>		
Manufacturer	<input type="text" value="MOTOROLA"/>	Model	<input type="text" value="ROKR Z6"/>
IMEI	<input type="text" value="357724014099653"/>		
Last handset change	<input type="text" value="25/06/2009"/>	<input type="button" value="View..."/>	
Group	<input type="text"/>		

Subscribed services

<input checked="" type="checkbox"/> BOOKMARK	<input type="button" value="See configuration"/>	<input type="checkbox"/> DATA	<input type="button" value="See configuration"/>
<input type="checkbox"/> DATACSD	<input type="button" value="See configuration"/>	<input type="checkbox"/> DATAGPRS	<input type="button" value="See configuration"/>
<input type="checkbox"/> EMAIL	<input type="button" value="See configuration"/>	<input type="checkbox"/> IMGPRS	<input type="button" value="See configuration"/>
<input type="checkbox"/> MMSCSD	<input type="button" value="See configuration"/>	<input checked="" type="checkbox"/> MMSGPRS	<input type="button" value="See configuration"/>
<input type="checkbox"/> OMADMBS	<input type="button" value="See configuration"/>	<input type="checkbox"/> POCGPRS	<input type="button" value="See configuration"/>
<input type="checkbox"/> STREAMING	<input type="button" value="See configuration"/>	<input type="checkbox"/> SYNCML	<input type="button" value="See configuration"/>
<input type="checkbox"/> SYNCMLCSD	<input type="button" value="See configuration"/>	<input type="checkbox"/> SYNCMLGPRS	<input type="button" value="See configuration"/>
<input type="checkbox"/> TV	<input type="button" value="See configuration"/>	<input type="checkbox"/> WAPCSD	<input type="button" value="See configuration"/>
<input checked="" type="checkbox"/> WAPGPRS	<input type="button" value="See configuration"/>	<input type="checkbox"/> WAPHSCSD	<input type="button" value="See configuration"/>
<input type="checkbox"/> WEB	<input type="button" value="See configuration"/>		

Subscribers Screenshots

Device History

Search Criteria

☒ By MSISDN
 ☐ By Manufacture & Model
 ☐ By Date

MSISDN

Manufacturer

-- Select --

Model

Supported model(s)

-- Consult --

Source

Start Date

×

End Date

×

Sort Order by date
☒ Ascending
☐ Descending

Export & Search operations can take several minutes due to potential huge results.

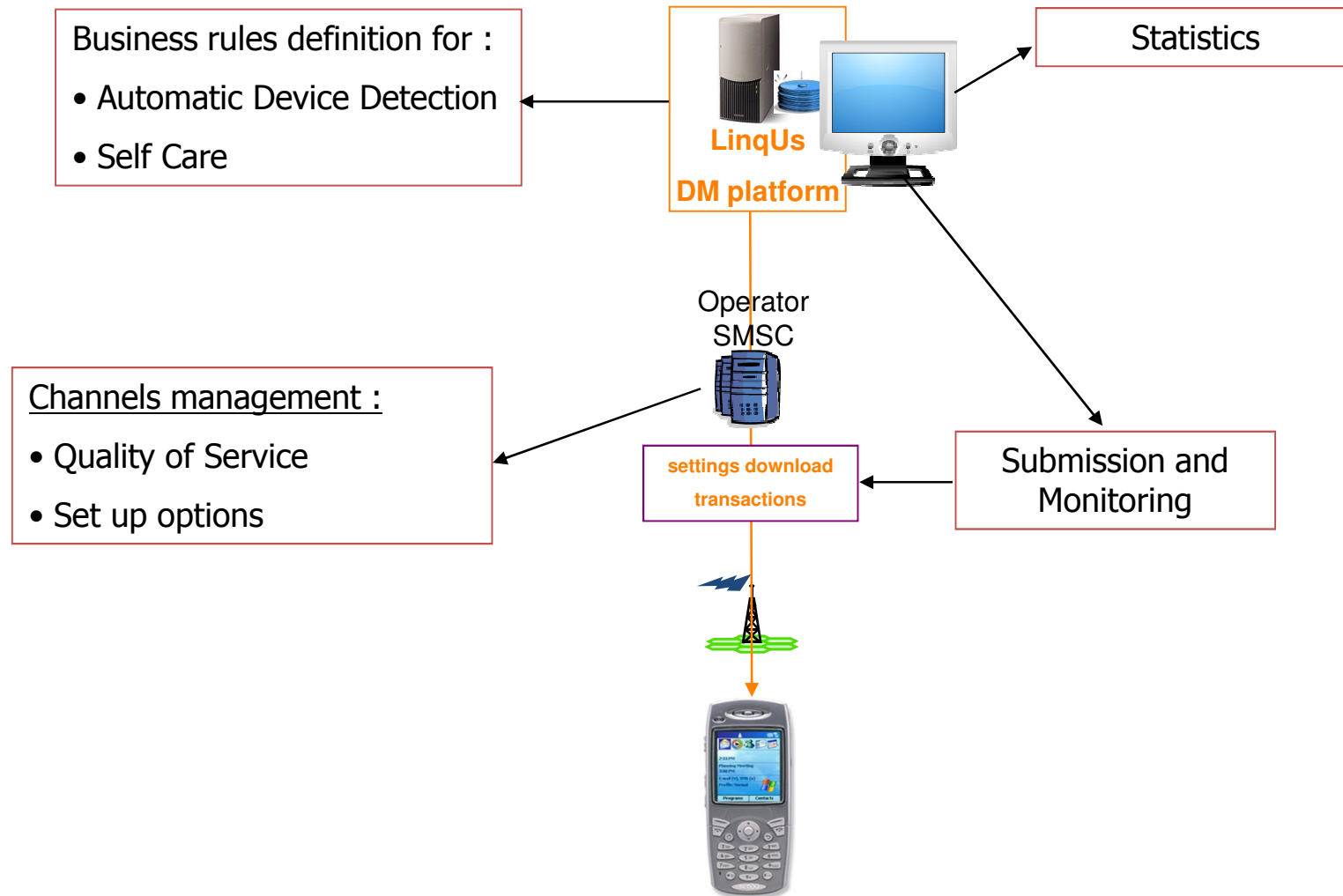
Export

Search...

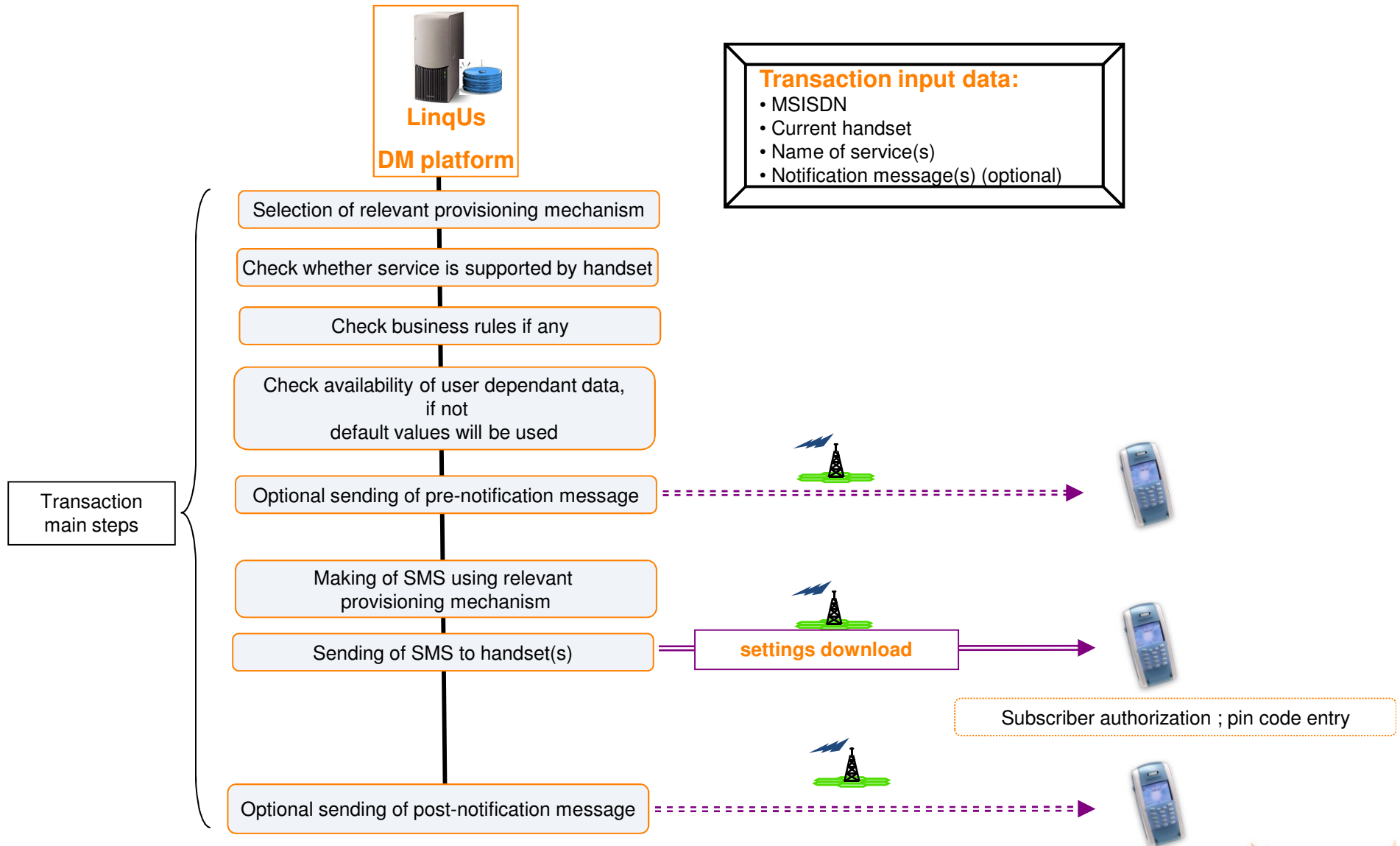
Help

Device Change History List				
MSISDN	Manufacturer	Model	Date	Source
1913	NOKIA	E61	21/02/2007 02:23:37	admngemplus
1913	NOKIA	6111	21/02/2007 02:57:33	admngemplus
1913	NOKIA	6280	22/02/2007 05:40:22	UpdateSubscr...
0134649806	NOKIA	N95	02/03/2007 09:50:15	admngemalto
1913	NOKIA	1101	12/04/2007 10:42:10	admngemplus
1913	NOKIA	5200	12/04/2007 10:42:42	admngemplus
0134649999	NOKIA	8910	12/04/2007 11:48:37	admngemalto
0134649806	MOTOROLA	V3I	13/04/2007 01:22:09	admngemalto
0134649806	NOKIA	3100	13/04/2007 01:23:18	admngemalto
0134649810	BENQ-SIEMENS	C81	13/04/2007 01:50:45	admngemplus

Transaction Management



Transaction Step by Step



Transaction Examples: 1 – Bookmark 1/2

LinqUs

gemalto[®]

Products : Device manager

UserPlatformLogout

Device

Device Set

Setting set

Notification

Subscriber

Transaction

Submission

Monitoring

Options

Automatic

Drivers

Self Care

Statistics

Help

Transaction submission

MSISDN^{*}0134649806New search...?

ManufacturerNOKIAModel3100

Services to configure

Services ▲	Supported	Subscribed	Guide
1 BOOKMARK	✓	✓	✗
2 DATA	✗	✗	✗
3 DATACSD	✗	✗	✗
4 DATAGPRS	✗	✗	✗

Subscriber >>

Click!

Transaction Examples: 1 – Bookmark 2/2

Automatic Drivers
Self Care
Statistics

Help

Services to configure

Services ▲	Supported	Subscribed	Guide
1 BOOKMARK	✓	✓	✗
2 DATA	✗	✗	✗
3 DATAUSD	✗	✗	✗
4 DATAGPRS	✗	✗	✗

Subscriber >>

☐ Pre

Setting set

☐ Post

Subscriber Configuration : BOOKMARK

SELECTED SETTING SET

Name

Modify

Default ☐ (default : gemalto_bookmark)

Configured ☐

Associated Personal Information

General

PIN

Submit

Click!

Transaction Examples: 1 – Bookmark (Ending Status)

The request has been successfully received



Subscriber Configuration : BOOKMARK

SELECTED SETTING SET

Name [Modify](#)

Default ☐ (default : gemalto_bookmark)

Configured ☐

Associated Personal Information

General

PIN

[Submit](#)

Invocation submitted : 16503

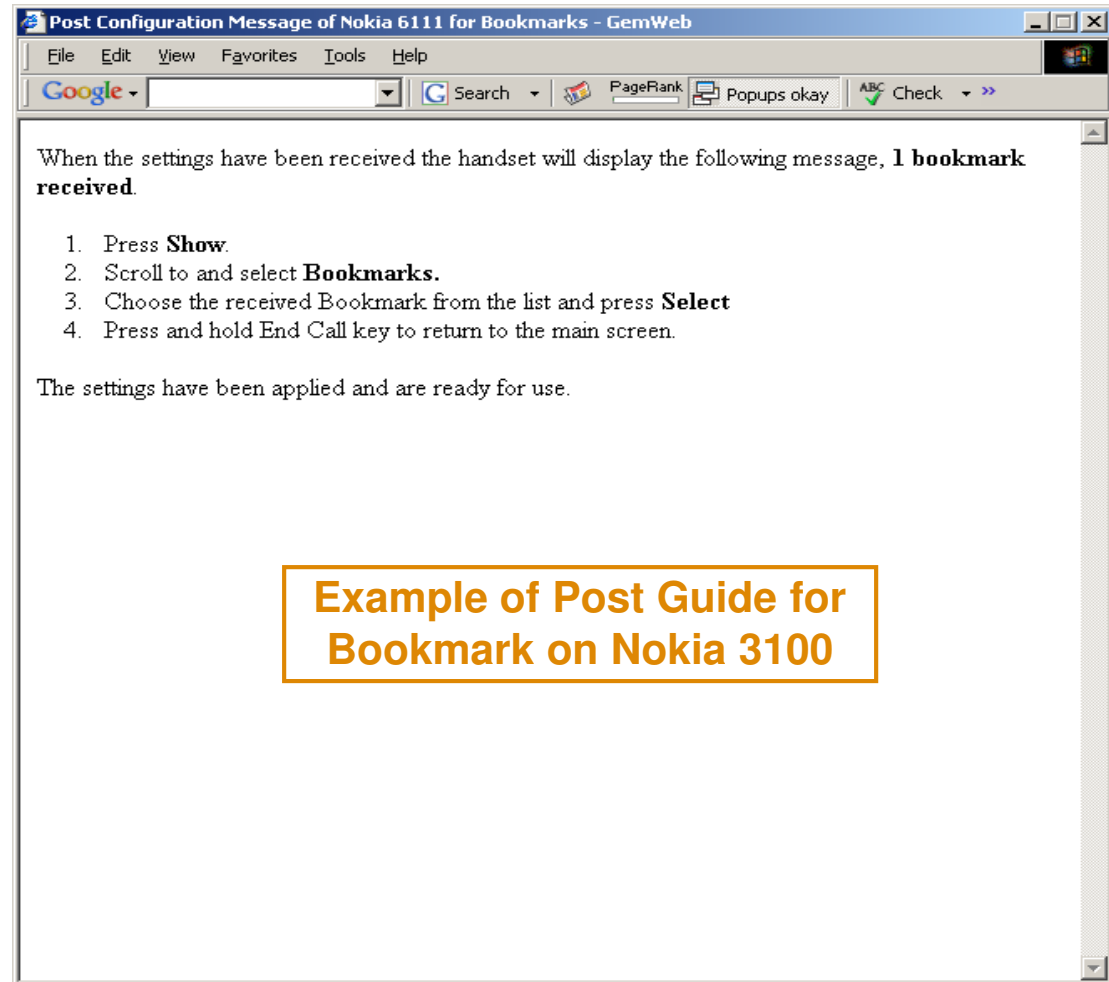
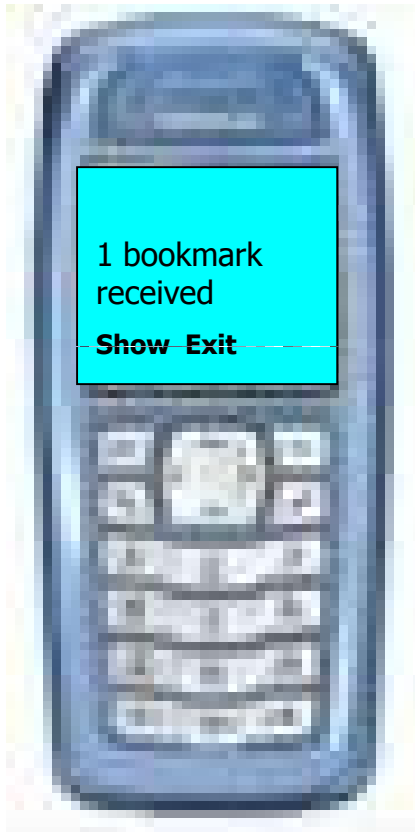
State TERMINATED

Ending Status **SUCCEEDED** [Post Guide](#)

Click!

Transaction Examples: 1 – Bookmark (Post Guide)

1 – Press Show



Example of Post Guide for Bookmark on Nokia 3100

Transaction Monitoring

LinqUs

gemalto[®]

Products : Device manager

UserPlatformLogout

Device

Device Set

Setting set

Notification

Subscriber

Transaction

Submission

Monitoring

Options

Automatic

Drivers

Self Care

Statistics

Help

Invocation Monitoring on product 'GCDM1'

Filtering criteria

State

☐ CREATED
☐ SUBMITTED
☐ IN_PROCESS
☐ TRYING_TO_DEL
☐ TRYING_TO_SUP
☐ TERMINATED
☐ ARCHIVED
☐ COMPLETED
☐ UNKNOWN

Ending Status

☐ NOT_AVAILABLE
☐ SUCCEEDED
☐ FAILED
☐ EXPIRED
☐ DELETED
☐ SUPPRESSED
☐ REJECTED
☐ UNREEXECUTABLE
☐ ABANDONED
☐ MISSING_TARGET

Sorting criteria

Available

Invocation ID
Service
Submit Date
State

Selected

Sorting order : ☒ Ascending ☐ Descending (^ : ascending)

Query creation

Query definition

Invocation ID =

Add/Replace to query

Query

And Replace
Modify
Remove

☐ Only own invocations

Results per page 35

View Clear

gemalto[®]

Device Manager – Using Customer Care Interface

34

Transaction Statistics & Report Files

LinqUs gemalto[®]

Products : Device manager User Platform Logout

▼ Device

▼ Device Set

▼ Setting set

▼ Notification

▼ Subscriber

▼ Transaction

Submission Monitoring

Options

Automatic Drivers

Self Care

► **Statistics**

Help

Statistics report ?

Report Type

Service Report

▼

Service Report

Unknown Handset Tac Report

SettingSet Top Ten Report

Update Method Report

Succeed and Failed Report By SettingSet

Invoker Report

Used Mobile Top Ten Report

Device Report

Updated Mobile Top Ten Report

SettingSet Analysis Report

☒ Start date

End date

☐ Period

Report List

Report List
TopUsedMobileReportWriter_26-05-2007 12h 03m 48s_from01-01-1970_to26-05-2007.csv
TopSettingSetReportWriter_23-05-2007 12h 29m 17s_from23-04-2007_to23-05-2007.csv
TopUpdatedMobileReportWriter_22-02-2007 06h 06m 12s_from01-01-1970_to22-02-2007...

Generate a report or handle a report

Refresh

View...

Download

Delete