AZOTEL S03-07 v003 (2016-05)

S03 – Quick Start Guides
New Operator Setup

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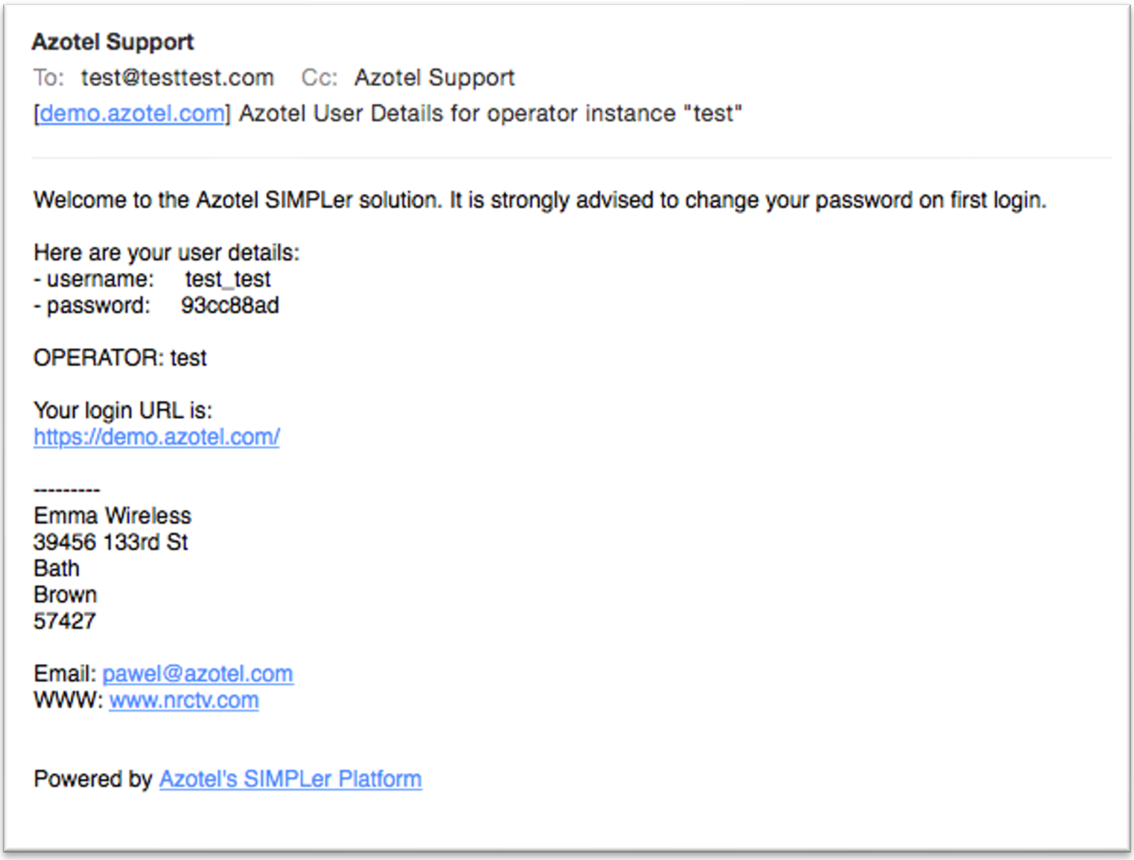
Contents

1. Login to SIMPLer

An email granting access to the system will have been sent, similar to the email shown in Fig. 1-1.



Azotel Support
To: test@testtest.com Cc: Azotel Support
[demo.azotel.com] Azotel User Details for operator instance "test"

Welcome to the Azotel SIMPLer solution. It is strongly advised to change your password on first login.

Here are your user details:
- username: test_test
- password: 93cc88ad

OPERATOR: test

Your login URL is:
https://demo.azotel.com/

Emma Wireless
39456 133rd St
Bath
Brown
57427

Email: pawel@azotel.com
WWW: www.nrctv.com

Powered by Azotel's SIMPLer Platform

Fig. 1-1 SIMPLer Access Email

By clicking on the link provided at the bottom of the email, access to SIMPLer will be granted as per Fig. 1-2.

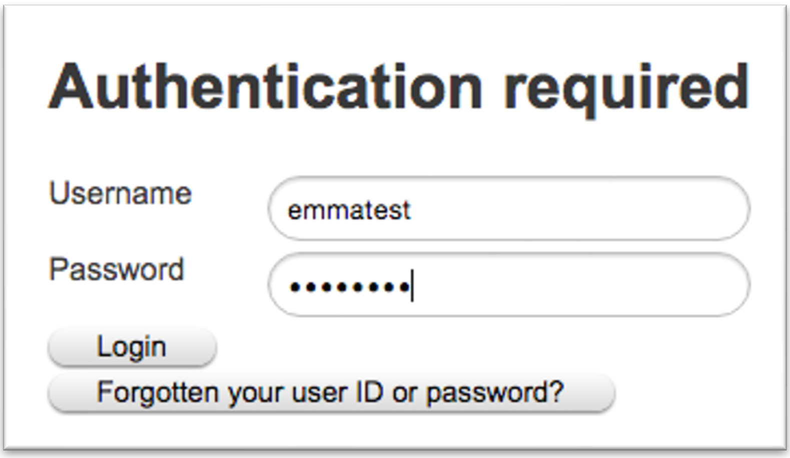


Fig. 1-2 SIMPLer Access Email

Note that a new password will need to be set, as shown in Fig. 1-3, before proceeding to perform one final login with the new credentials before gaining access to the system.

Fig. 1-3 Password Change

SIMPLer will now take you to your new instance. The default-landing page is the “customers” tab, see Fig. 1-4.

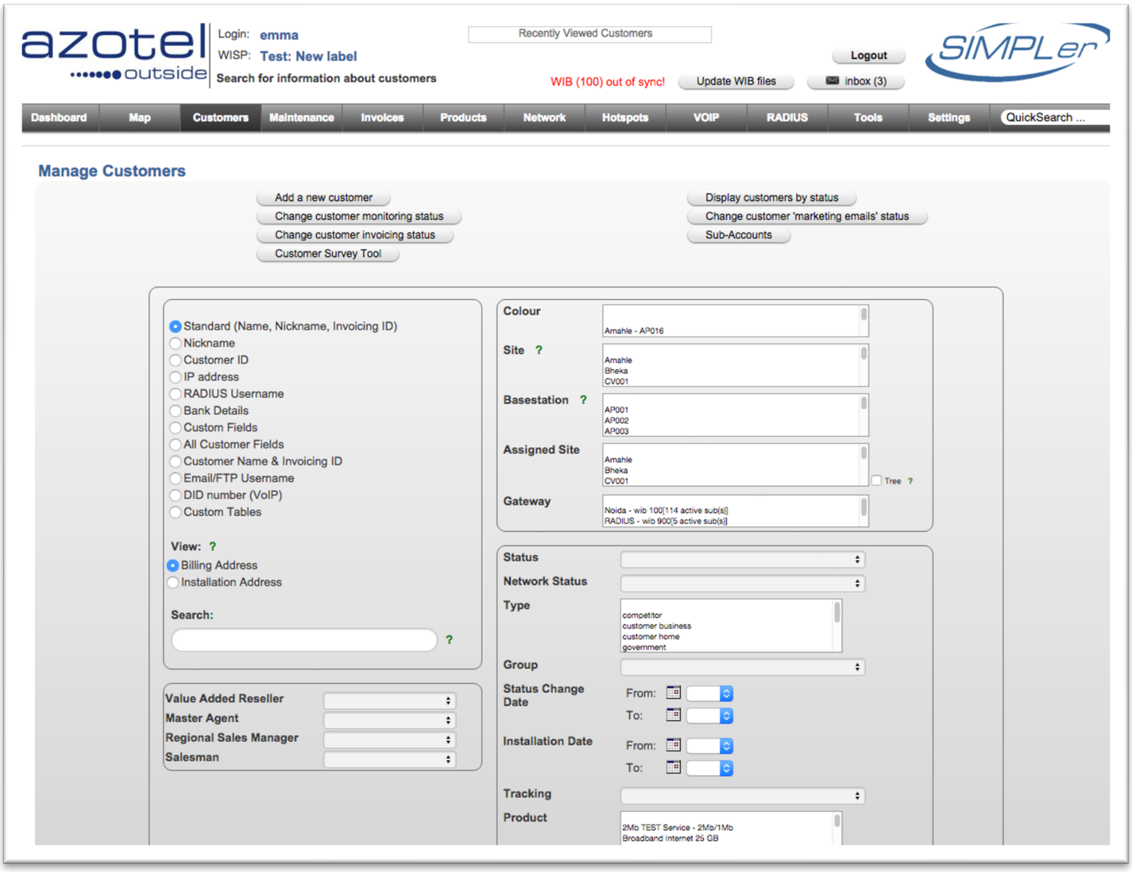


Fig. 1-4 Default Landing Page

Note that the landing preferences can be changed at any time by hovering over the Settings tab and clicking [username] Account as shown in Fig. 1-5. Any changes made on this page must be followed by clicking “update” (Fig. 1-5).

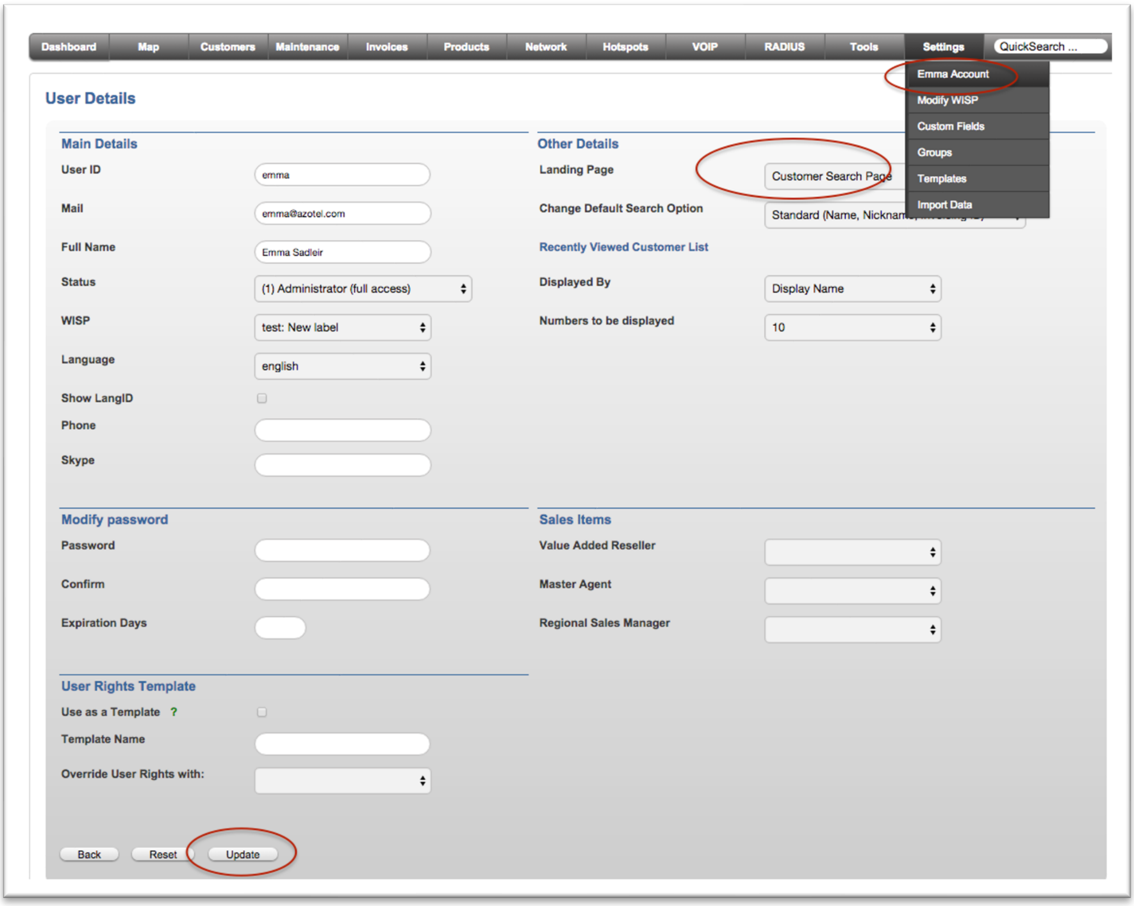


Fig. 1-5 SIMPLer User Account

Further "SIMLer Users" can be added to the system, by following the instructions at the following link: http://wiki.azotel.com/adding-a-user-in-simpler or alternatively, contact Azotel Support (support@azotel.com) providing details of the users including email address, role and any information on desired permission allocation.

2. SIMPLer Navigation

2.1 Introduction

SIMPLer works with a number of top level tabs shown in dark grey in Fig. 2.1-1. If you click on the tab, it will bring you to a new page with further details on that function and new links to sub areas of the main function. For your convenience we have also included the most commonly used functions when you hover over a tab, a drop-down menu will appear with these options (See Fig. 2.1-2)

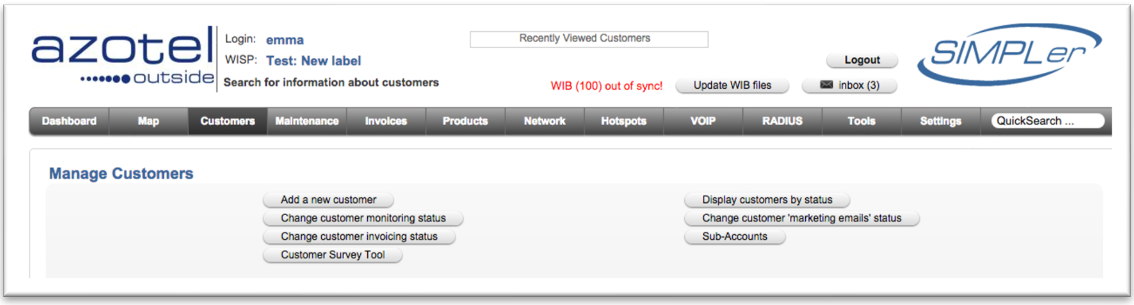


Fig. 2.1-1 SIMPLer Tabs

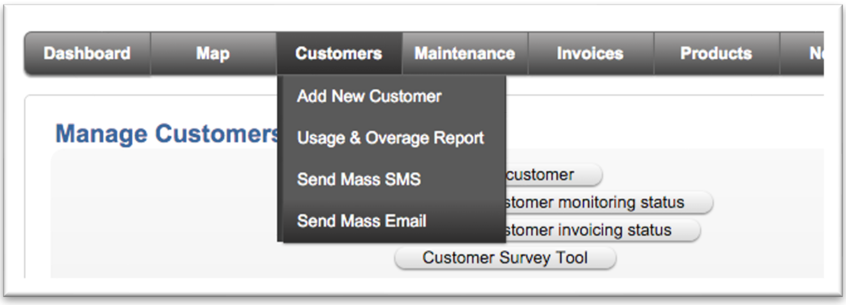


Fig. 2.1-2 SIMPLer Drop-Down

2.2 SIMPLer Tabs

Fig 2.2-1 below shows the main SIMPLer TABs.

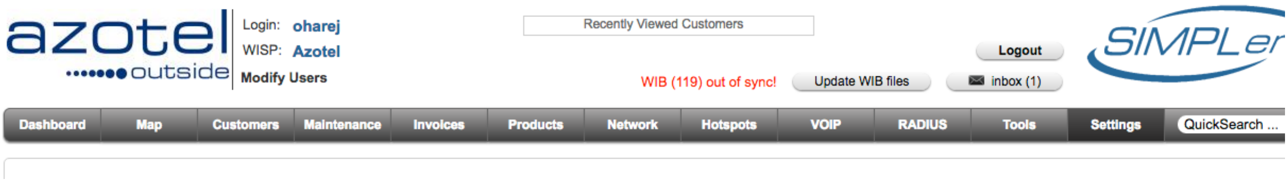


Fig. 2.2-1 SIMPLer Tabs

1) **Dashboard:** Contains a summary and overview of key statistics based on the database of customers. Examples are average revenue per user, top 20 users, etc.
2) **Map:** Contains mapping features such as the ability to view customers / sites / tickets on a map, coverage maps, point to point analysis, etc.
3) **Customers:** Contains all customer related functions such as a detailed search engine, mass email etc.
4) **Maintenance:** Contains ticketing functions and a detailed ticket search engine.
5) **Invoices:** All functions for generating and clearing invoices and financial reporting.
6) **Products:** A list of the operator products and services currently being sold to customers.
7) **Network:** Sites (towers), Equipment, Base Stations, Interfaces and WIB details.
8) **Hotspots:** All hotspot related information, tokens, etc.
9) **RADIUS:** Network Access Server details and RADIUS groups.
10) **Tools:** Network health monitor, some reports.
11) **Settings:** WISP Settings, invoice templates, operator configurable options.

3. SIMPLer Settings

3.1 "Global" WISP Settings

The SIMPLer system is customizable based on the operator's own preferences. For this reason, there are a number of configurable options and templates in SIMPLer, primarily located under the "global" Settings Tab.

The primary customizable settings are located on the settings tab, by hovering over the Settings tab and clicking "modify WISP" as per Fig. 3.1-1. This page is also known as the "WISP Settings" page (or sometimes referred to the "Global WISP Settings").

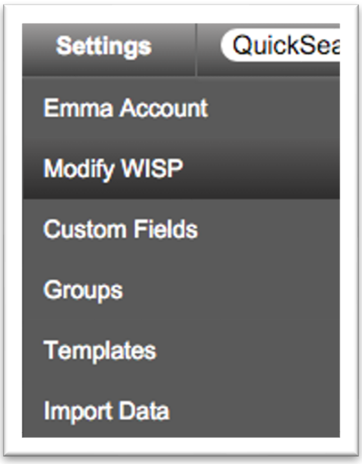


Fig. 3.1-1 Settings -> Modify WISP

Any changes made to this page must be confirmed by clicking on the "update WISP" button on the top or bottom of the page, as per Fig. 3.1-2 below.

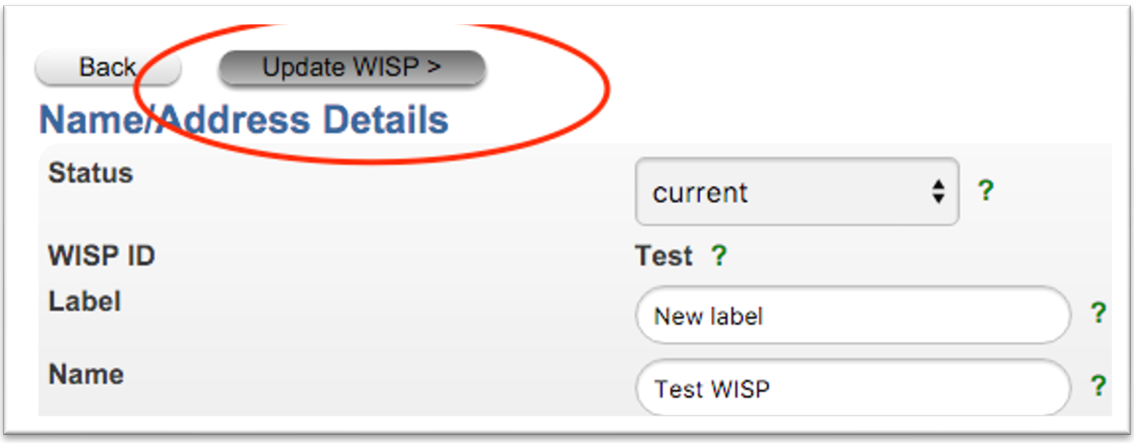


Fig. 3.1-2 Settings -> Modify WISP

3.2 "Global" WISP Settings Examples

Examples of typical changes made to this page would be:

1) Updating the operator address to appear on the invoice template. (See Fig. 3.2-1).

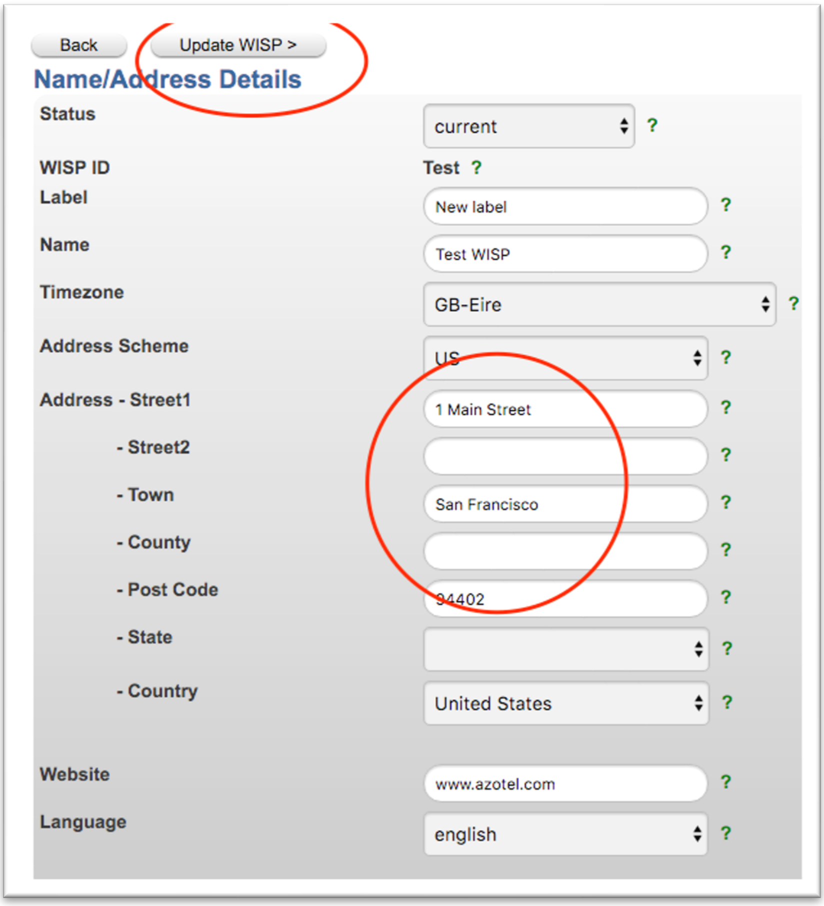


Fig. 3.2-1 Address Details

2) Changing the email address as the sending email for invoices / End User Portal details etc. (See Fig. 3.2-2).

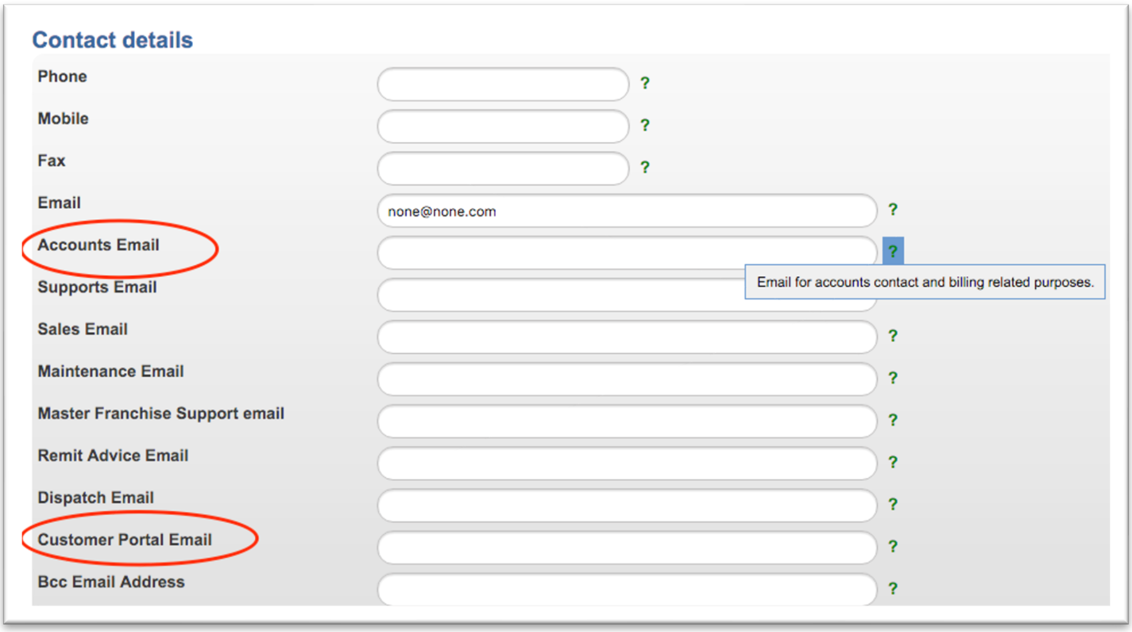


Fig. 3.2-2 eMail Details

3) Customizing the automated emails that are sent to customers from the SIMPLer system i.e. non payment notices, etc. (See Fig. 3.2-3).

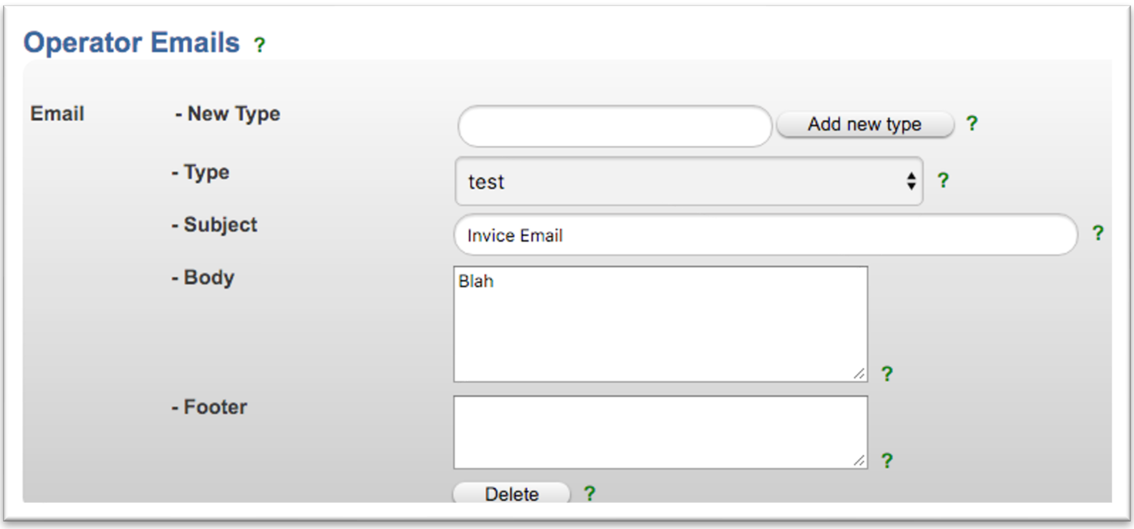


Fig. 3.2-3 Customizable Operator eMails

4) Updating the global tax rate. (See fig. 3.2-4).

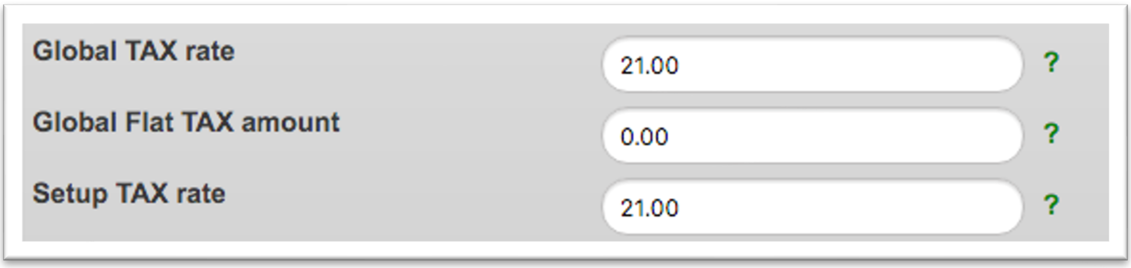


Fig. 3.2-4: Tax Settings

5) Changing the default option showing in a drop-down menu for NEW customers. (See Fig, 3.2-5).

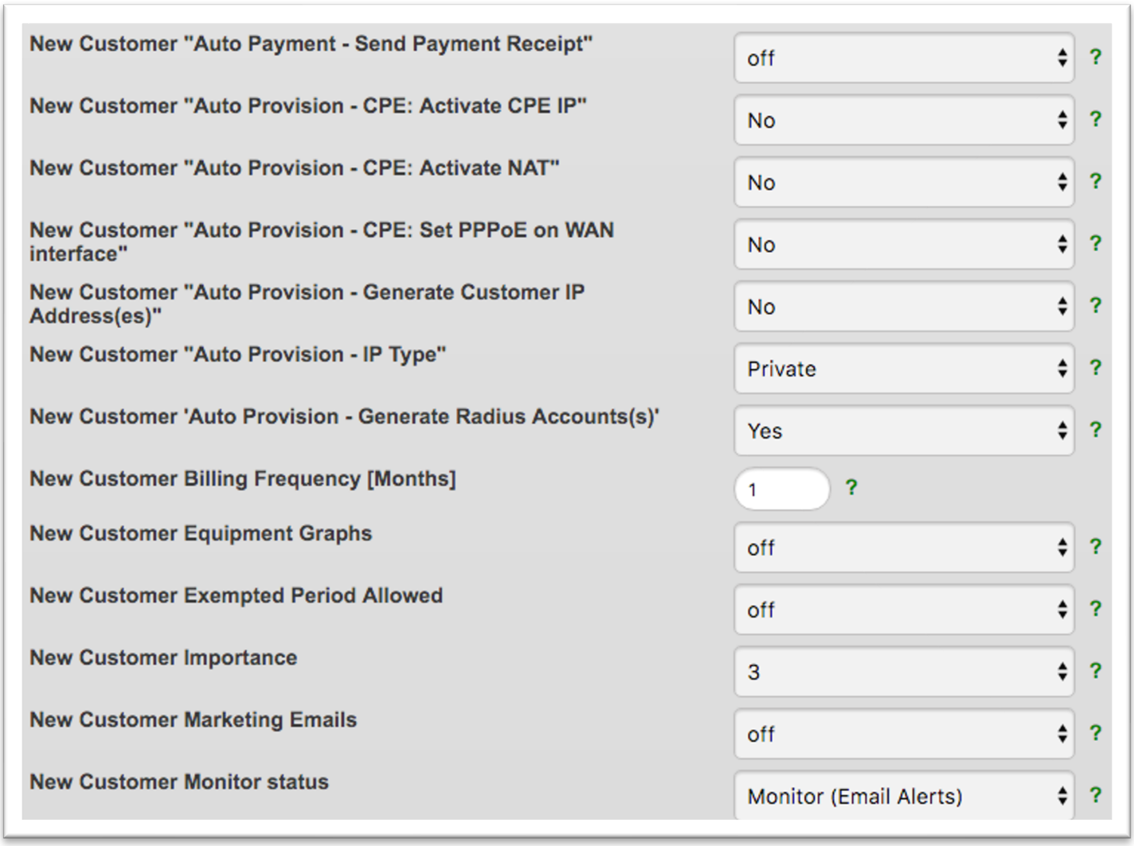


Fig. 3.2-5: New Customer default Settings

6) Enabling a new feature. The SIMPLer platform is continuously improving. Consequently there are new features constantly being released and for backwards compatibility reasons, these are often disabled by default. Hence, the control switch for enabling many new features is contained under the "global" WISP Settings.

Note that many of the fields in SIMPLer are explained using a "help link" as shown in Fig. 3.2-6. Hover the mouse over the question mark icon (?) to see the explanatory text.

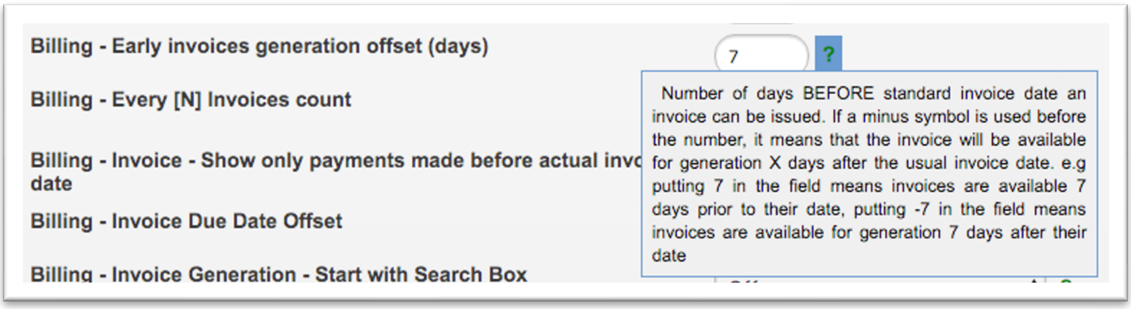


Fig. 3.1-8: Help Links

3.3 SIMPLer Templates

SIMPLer templates are located under the Settings ->Templates page as shown in Fig. 3.3-1.

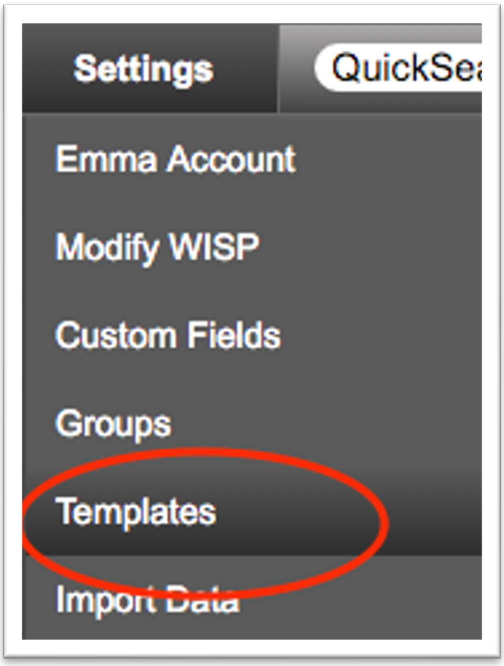


Fig. 3.3-1: Settings -> Templates

There are a number of sub-tabs on the templates page as shown in Fig. 3.3-2.

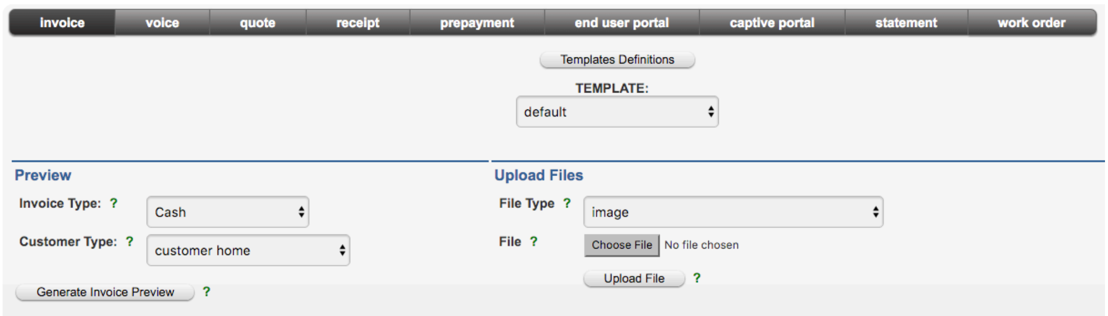


Fig. 3.3-2: Settings -> Templates Sub-Tabs

These are described as follows:

1) **Invoices:** Contains the HTML template and logo for the day to day invoices going out from the system.

2) **Voice:** Contains the HTML template for voice, IF detailed VOIP calls are being tracked on your instance.

3) **Quote:** Contains the HTML template and logo for the sales quotes going out from the system.

4) **Receipt:** Contains the HTML template and logo for the payment receipts going out from the system.

5) **Prepayment:** Contains the HTML template and logo for the statement of prepayments received.

6) **End User Portal:** Contains the HTML template and logo for the portal your end customers will have access to for viewing usage, paying invoices, updating information, etc.

7) **Captive Portal:** Contains the template and logo for the captive portal (for hotspot users).

8) **Statement:** Contains the HTML template and logo for the full financial statement going out to customers from the system.

9) **Work Order:** Contains the HTML template and logo for the various work orders being created for your installers.

3.4 Logo Upload

To update the LOGO many of the template, click on the tab of the template in question, and in the “Upload Files” section please select the File Type as IMAGE, as shown in Fig. 3.4-1. Click the “choose file” button to select the file from your chosen location and click “upload file” to complete.

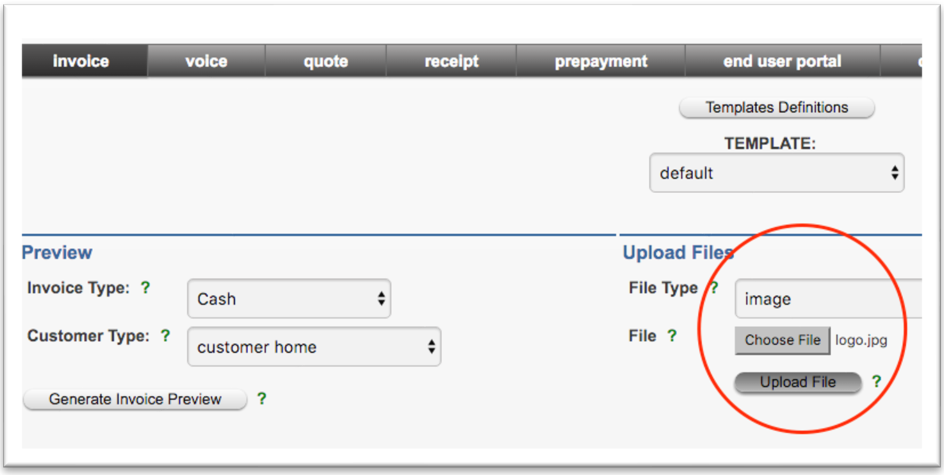


Fig. 3.4-1: Settings -> Upload Logo

NOTE: The file **must** be named logo, and the preferred dimensions are 100 pixels in height by 200 pixels in width. (See Fig. 3.4-2). The preferred format is **JPEG**.

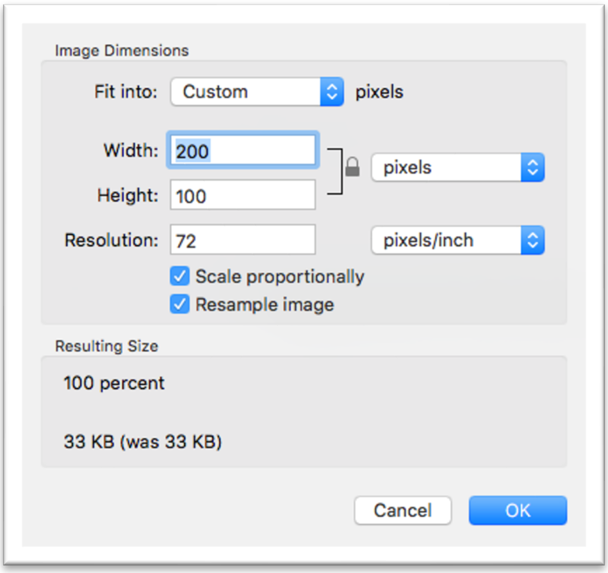


Fig. 3.4-2: Template Settings -> Logo Dimensions

To preview your changes click the generate preview button which will generate a PDF of the template. (See Fig. 3.4-3).

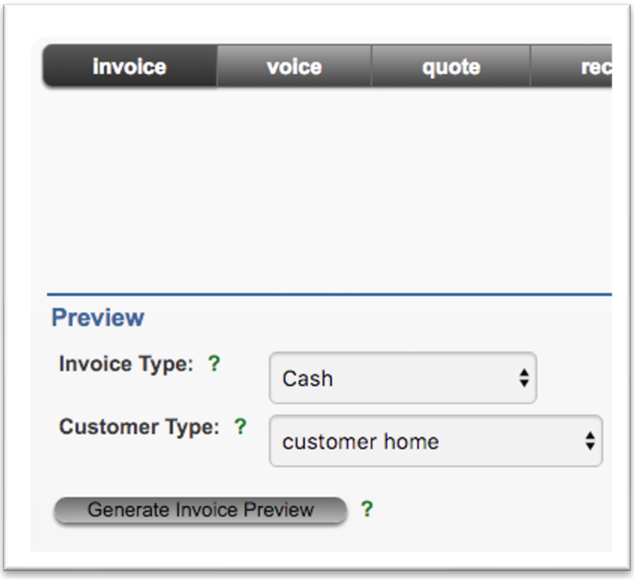


Fig. 3.4-3: Template Settings -> Generate Preview

To delete any logo simply check the box above the delete button and click delete as per Fig. 3.4-4.

Fig. 3.4-4: Template Settings -> Generate Preview

3.5 HTML Upload

Editing the rest of the template required some knowledge of HTML, so care is required.

First, right click and DOWNLOAD the html file that shows as “source file: default.html” as per Fig. 3.5-1. Make sure to save a COPY of this template in case it is necessary o revert to it. Work on a separate file, slowly, and bit by bit verifying each change has the desired impact.

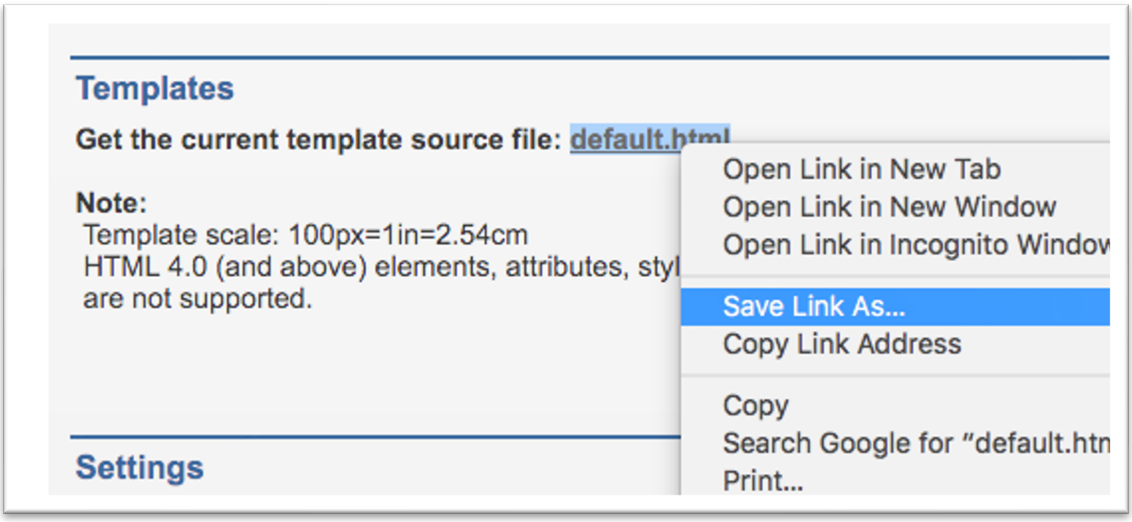


Fig. 3.5-1: Template Settings -> Download HTML

The template may be modified using a simple editor such as wordpad (Windows) or text edit (for MAC). There are a list of accepted variables listed at the following location:

http://wiki.azotel.com/simpler-features/frequently-asked-questions/editing-simpler-templates-variable-lists

Once you are finished with your changes click on the tab of the template in question, and in the “Upload Files” section please select the File Type as TEMPLATE, as shown in Fig. 3.5-2. Click the “choose file” button to select the file from your chosen location and click “upload file” to complete. The file must be named default and be in html format.

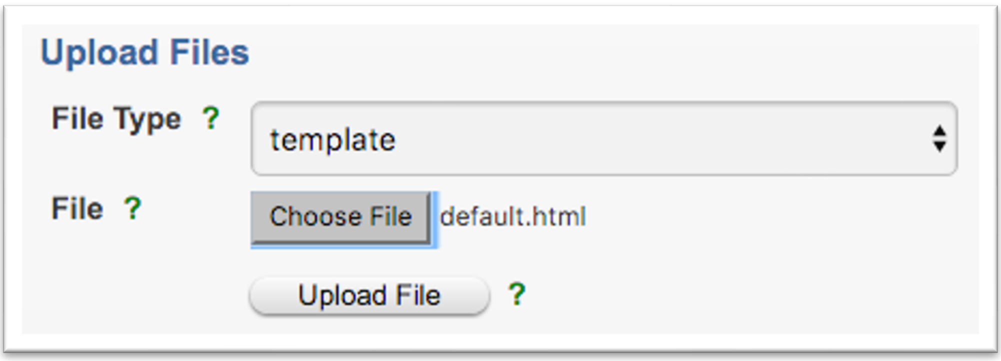


Fig. 3.5-2: Template Settings -> Download HTML

Uploading a new HTML file will wipe the original; so do keep a copy of the original in case of any need to revert.

4. SIMPLer Documentation and Support

4.1 Introduction

There is a substantial amount of documentation available under the following areas:

1) http://www.azotel.com/simpler-handbook/ (Your account manager will provide you with login credentials on the first call). A comprehensive list of SIMPLer manuals can be found here. We will also send a hard copy of these manuals during your setup.

2) http://wiki.azotel.com/ A list of features grouped by release date, or by module.

4.2 Support Process

The following contact methods are available to get in touch with Azotel Support:

1) Opening a CI (customer issue) using the built-in ticketing system.

2) Send an email to support@azotel.com outlining your issue.

3) Phonecall: Azotel Support can be reached by telephone at the following phone numbers:

Office Hours:

Ireland:	+353-21-234-8100
US/CAD:	+1-312-239-0680
Poland:	+48-71-710-1530
UK:	+44-207-193-4170
S. Africa:	+27-11-083-6900

24 Hour Support Line: +1 902 539 2665

Where feasible, it is highly recommended to precede any phone call with a detailed CI or email, where precise details of the issue can be outlined. This will help ensure a speedy resolution of urgent issues.

4.3 Opening a CI (Customer Issue / Ticket)

Azotel's internal project management and engineering works are driven by the CI process. Hence, in order to be certain that issues / requests are properly tracked and addressed, it is necessary to have a CI associated with each issue / request.

To open a CI simply log in to your instance of SIMPLer, hover over the maintenance tab and click on the "Open Azotel Ticket" option as shown in 4.3-1.

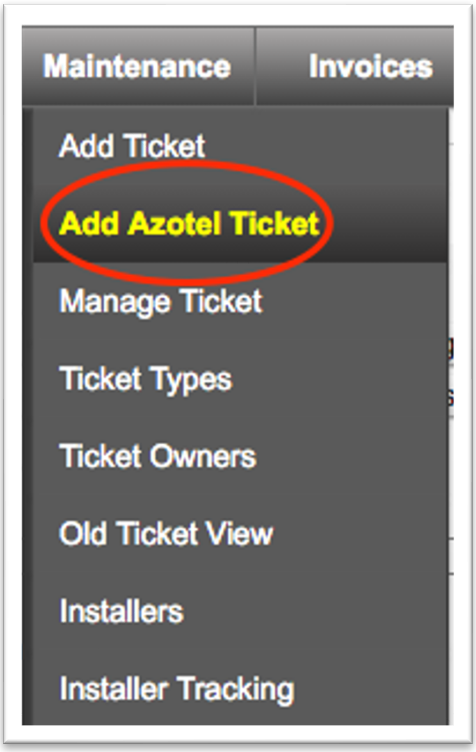


Fig. 4.3-1: Add Azotel Ticket

On the next page, please fill out the following issues about your issue.

<u>Customer Name, Site OR Equipment:</u> Start typing the customer name, site name OR equipment name of the customer/site/equipment the issue involves and arrow down to select the correct one. (See Fig. 4.3-2).

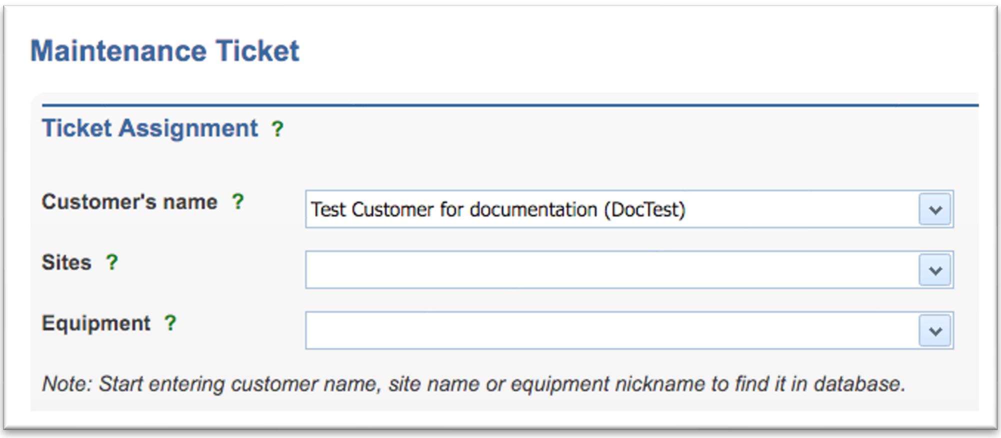


Fig. 4.3-2: Ticket Assignment

Problem Title: Type a brief description of the issue. (Fig. 4.3-3).

Type: Make sure the type is AZOTEL or it will not be received by Azotel support. Other types are for your internal ticketing. (Fig. 4.3-3).

Description: The description box is for describing the initial issue in more details with some examples for clarification. (Fig. 4.3-3).

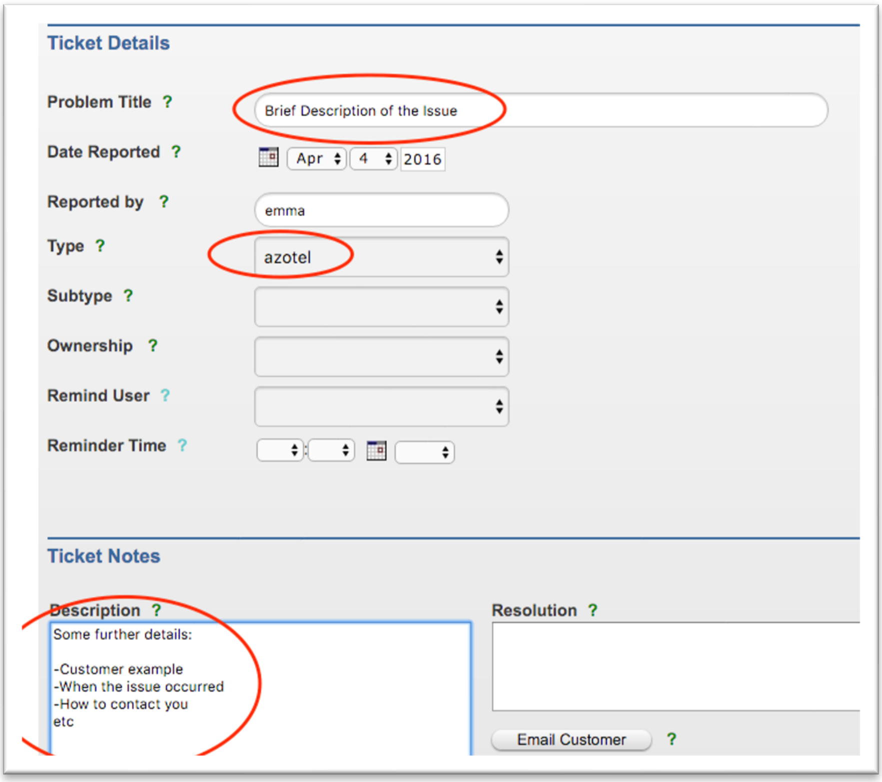


Fig. 4.3-3: Ticket Details

Assign a Priority: P1 is reserved for issues where multiple customers are down and SIMPLer is suspected as a route cause. Most issues will be added as P3. (Fig. 4.3-4).

Ticket Recipients: If you would like the ticket to be received via email by certain folks, just add any emails to the ticket recipients' field, separated by a comma (no spaces required). (Fig. 4.3-4).

Add: Click the GREEN Add button. (Fig. 4.3-4).

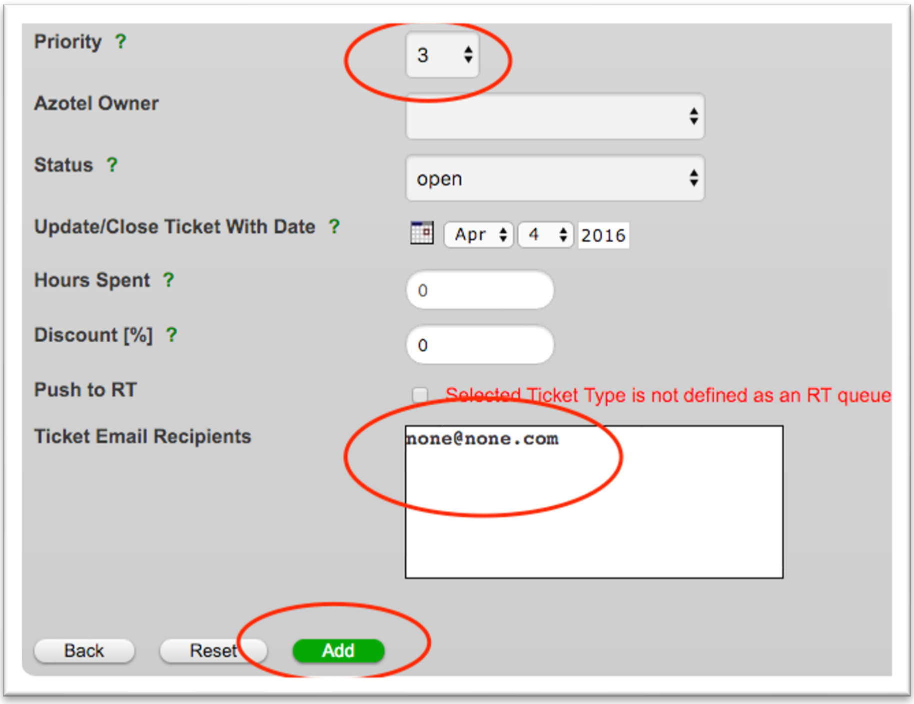


Fig. 4.3-4: Add Tickets

5. SIMPLer Setup Checklist

5.1 Introduction

This following checklist should be completed by the operator, during the setup process.

Date	Owner	Task	Check
		I have sent my latest network diagram to support@azotel.com	
		I have nominated a staff member to drive the SIMPLer setup process from my side.	
		I have logged into SIMPLer and changed my password.	
		I have created user accounts for additional staff members.	
		I have logged in to the WISP Settings and updated the contact details and email addresses.	
		I have uploaded my company logo to the templates page.	
		I have read the Azotel support procedure.	
		I have accessed the Azotel online documentation.	

Annex A: References

A.1 Document References

A.2 Link References

[L1] http://www.azotel.com/
Azotel homepage.

[L2] https://sites.google.com/a/azotel.com/wiki/
WIKI

Annex B: Definitions and abbreviations

B.1 Definitions

B.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

CI Customer Issue / Ticket
SIMPLer Azotel’s integrated Operators platform

Annex C: Change history

Change history				
Date	**Author**	**Subject/Comment**	**Old**	**New**
20 Mar 2016	emma	Original	n/a	001
04 Apr 2016	emma	Updated	001	002
27 May 2016	oharej	Format Changes	002	003