

## S03 – Quick Start Guides New Operator Setup

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# Contents

Contents .....	2
1. Login to SIMPLer .....	3
2. SIMPLer Navigation .....	6
2.1 Introduction .....	6
2.2 SIMPLer Tabs .....	7
3. SIMPLer Settings .....	8
3.1 “Global” WISP Settings .....	8
3.2 “Global” WISP Settings Examples .....	9
3.3 SIMPLer Templates .....	13
3.4 Logo Upload.....	14
Annex A: References .....	22
A.1 Document References .....	22
A.2 Link References.....	22
Annex B: Definitions and abbreviations .....	22
B.1 Definitions .....	22
B.2 Abbreviations .....	22
Annex C: Change history .....	23

# 1. Login to SIMPLer

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

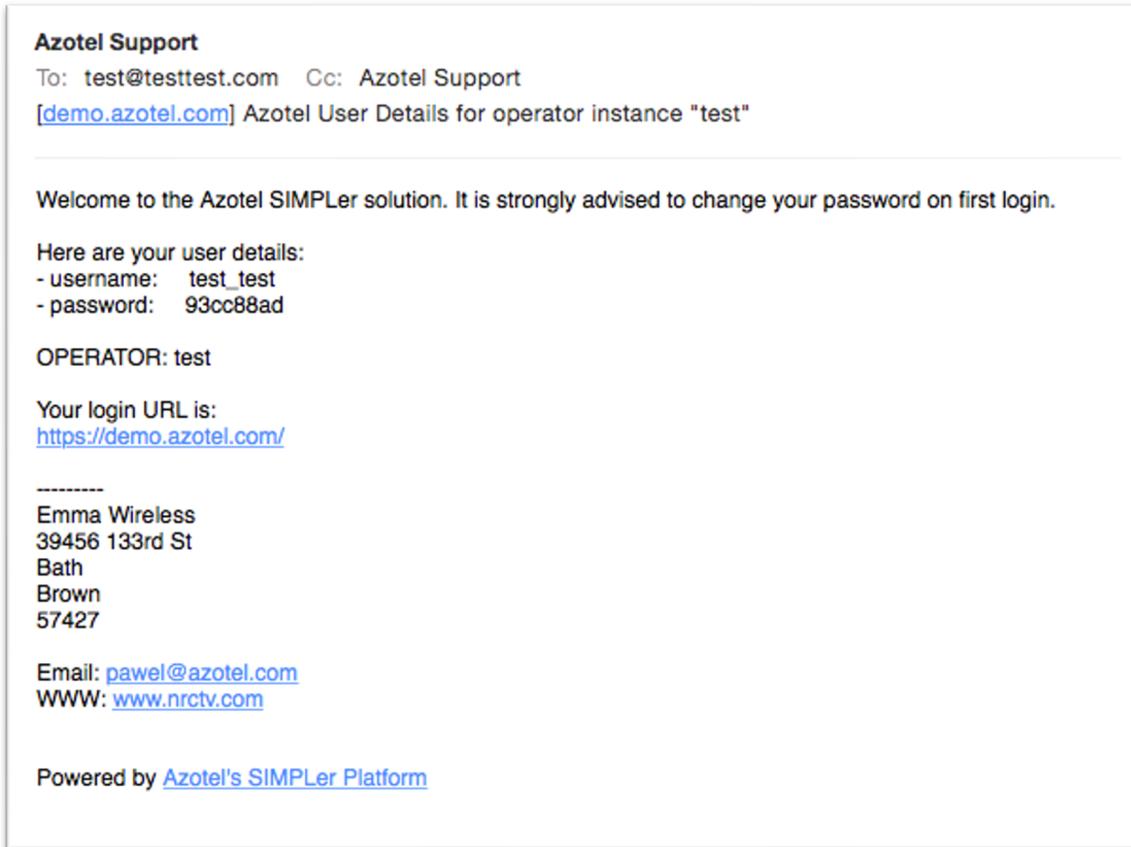


Fig. 1-1 SIMPLer Access Email

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

**Authentication required**

Username

Password

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.

**This is your first login. Please change your password to continue.:**

**Password**

**Confirm**

**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.

The screenshot shows the SIMPLer web interface. At the top left is the 'azotel' logo with 'outside' underneath. The user is logged in as 'emma' with WISP 'Test: New label'. A search bar is present. The navigation menu includes: Dashboard, Map, Customers, Maintenance, Invoices, Products, Network, Hotspots, VOIP, RADIUS, Tools, Settings, and QuickSearch. The 'Customers' tab is active. The main content area is titled 'Manage Customers' and contains several buttons: 'Add a new customer', 'Change customer monitoring status', 'Change customer invoicing status', 'Customer Survey Tool', 'Display customers by status', 'Change customer marketing emails status', and 'Sub-Accounts'. Below these are search and view options. The main panel is divided into several sections: 'Colour' (Amahle - AP016), 'Site' (Amahle, Bheka, CV001), 'Basestation' (AP001, AP002, AP003), 'Assigned Site' (Amahle, Bheka, CV001), 'Gateway' (Noda - wib 100[14 active sub(s)], RADIUS - wib 300[5 active sub(s)]), 'Status' (dropdown), 'Network Status' (dropdown), 'Type' (competitor, customer business, customer home, government), 'Group' (dropdown), 'Status Change Date' (From: [calendar], To: [calendar]), 'Installation Date' (From: [calendar], To: [calendar]), 'Tracking' (dropdown), and 'Product' (2Mb TEST Service - 2Mb/1Mb Broadband Internet 25 GB).

**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).

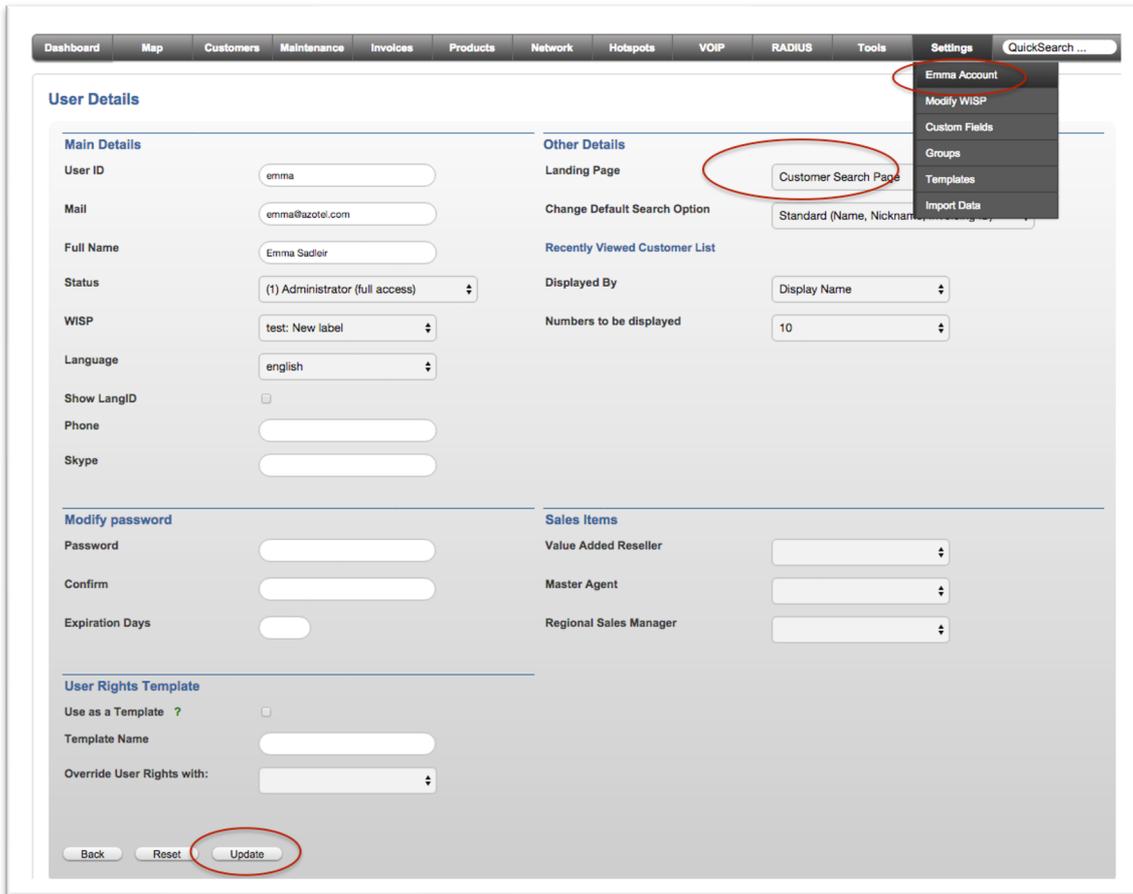


Fig. 1-5 SIMPLer User Account

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)

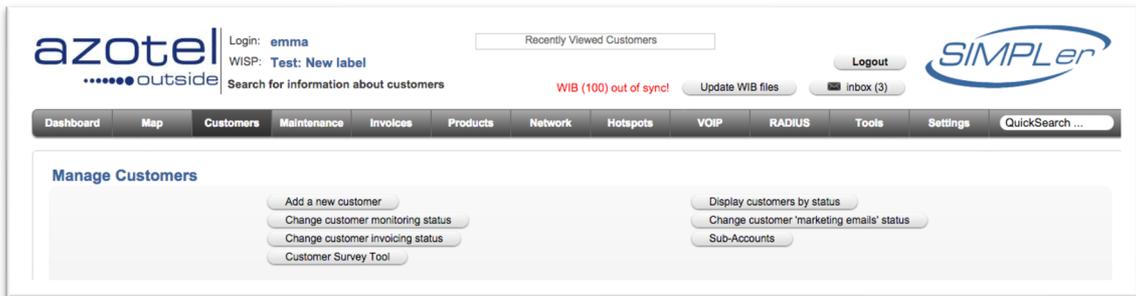


Fig. 2.1-1 SIMPLer Tabs

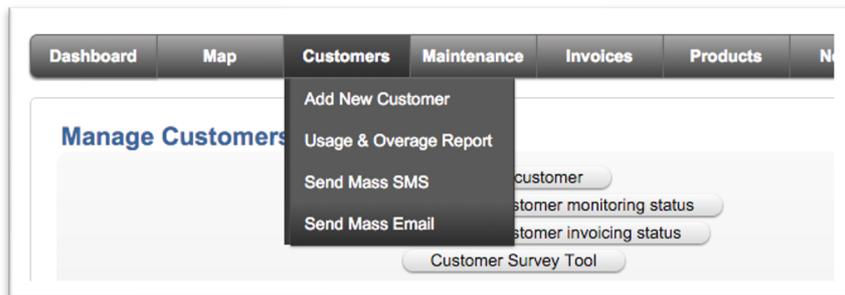


Fig. 2.1-2 SIMPLer Drop-Down

## 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”).

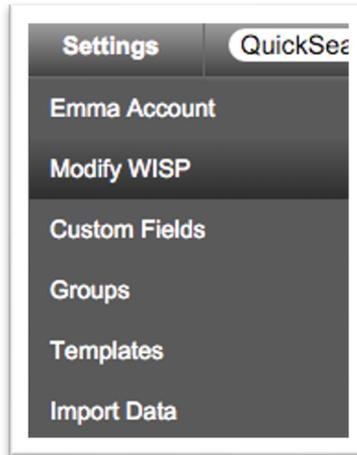


Fig. 3.1-1 Settings -> Modify WISP

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.

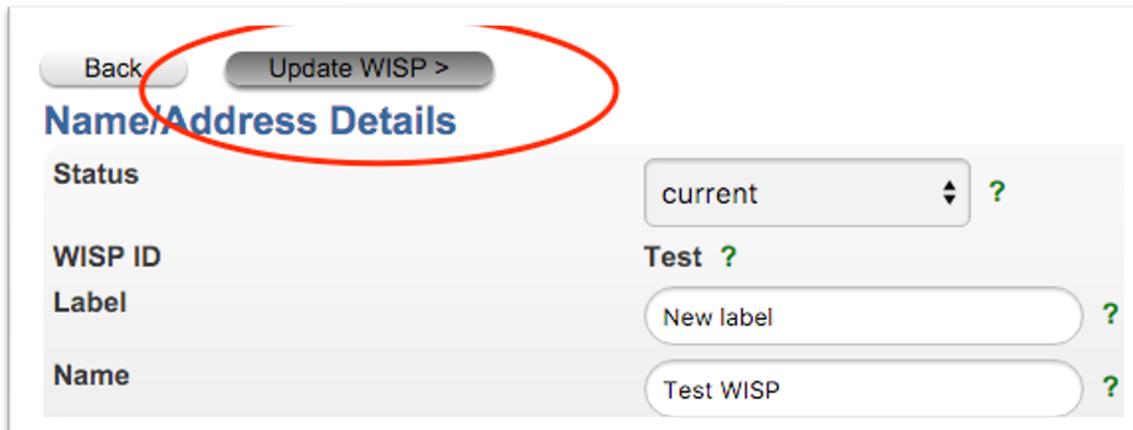
A screenshot of a web form titled 'Name/Address Details'. At the top left, there is a 'Back' button. At the top right, there is an 'Update WISP >' button, which is circled in red. Below the title, there are several fields: 'Status' with a dropdown menu showing 'current' and a question mark; 'WISP ID' with a 'Test ?' button; 'Label' with a text input field containing 'New label' and a question mark; and 'Name' with a text input field containing 'Test WISP' and a question mark.

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).

The screenshot shows a web form titled "Name/Address Details". At the top left, there are two buttons: "Back" and "Update WISP >". The "Update WISP >" button is circled in red. Below the title, the form is organized into several sections:

- Status:** A dropdown menu showing "current".
- WISP ID:** A section with a "Test ?" label.
- Label:** A text input field containing "New label".
- Name:** A text input field containing "Test WISP".
- Timezone:** A dropdown menu showing "GB-Eire".
- Address Scheme:** A dropdown menu showing "US".
- Address - Street1:** A text input field containing "1 Main Street", which is circled in red.
- Street2:** An empty text input field.
- Town:** A text input field containing "San Francisco".
- County:** An empty text input field.
- Post Code:** A text input field containing "94402".
- State:** A dropdown menu.
- Country:** A dropdown menu showing "United States".
- Website:** A text input field containing "www.azotel.com".
- Language:** A dropdown menu showing "english".

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).

**Contact details**

Phone	<input type="text"/>	?
Mobile	<input type="text"/>	?
Fax	<input type="text"/>	?
Email	<input type="text" value="none@none.com"/>	?
<b>Accounts Email</b>	<input type="text"/>	?
Supports Email	<input type="text"/>	?
Sales Email	<input type="text"/>	?
Maintenance Email	<input type="text"/>	?
Master Franchise Support email	<input type="text"/>	?
Remit Advice Email	<input type="text"/>	?
Dispatch Email	<input type="text"/>	?
<b>Customer Portal Email</b>	<input type="text"/>	?
Bcc Email Address	<input type="text"/>	?

Tooltip for Supports Email: Email for accounts contact and billing related purposes.

**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).

**Operator Emails ?**

Email	- New Type	<input type="text"/>	Add new type ?
	- Type	test	?
	- Subject	Invoice Email	?
	- Body	Blah	?
	- Footer		?

Delete ?

**Fig. 3.2-3 Customizable Operator eMails**

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

<b>Global TAX rate</b>	21.00	?
<b>Global Flat TAX amount</b>	0.00	?
<b>Setup TAX rate</b>	21.00	?

**Fig. 3.2-4: Tax Settings**

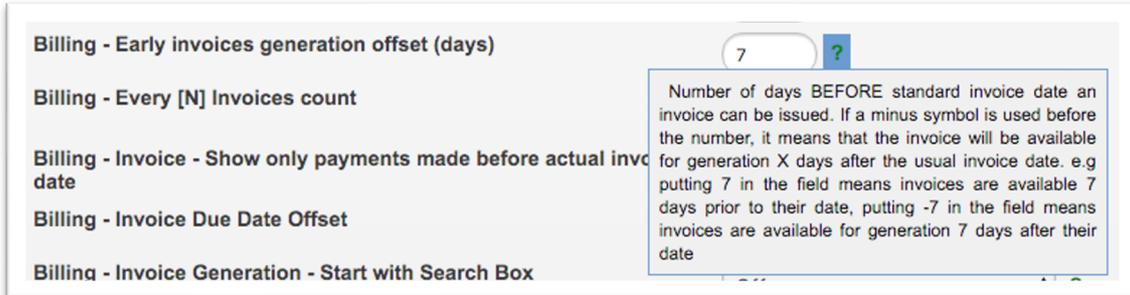
5) Changing the default option showing in a drop-down menu for NEW customers. (See Fig, 3.2-5).

<b>New Customer "Auto Payment - Send Payment Receipt"</b>	off	?
<b>New Customer "Auto Provision - CPE: Activate CPE IP"</b>	No	?
<b>New Customer "Auto Provision - CPE: Activate NAT"</b>	No	?
<b>New Customer "Auto Provision - CPE: Set PPPoE on WAN interface"</b>	No	?
<b>New Customer "Auto Provision - Generate Customer IP Address(es)"</b>	No	?
<b>New Customer "Auto Provision - IP Type"</b>	Private	?
<b>New Customer "Auto Provision - Generate Radius Accounts(s)'</b>	Yes	?
<b>New Customer Billing Frequency [Months]</b>	1	?
<b>New Customer Equipment Graphs</b>	off	?
<b>New Customer Exempted Period Allowed</b>	off	?
<b>New Customer Importance</b>	3	?
<b>New Customer Marketing Emails</b>	off	?
<b>New Customer Monitor status</b>	Monitor (Email Alerts)	?

**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.

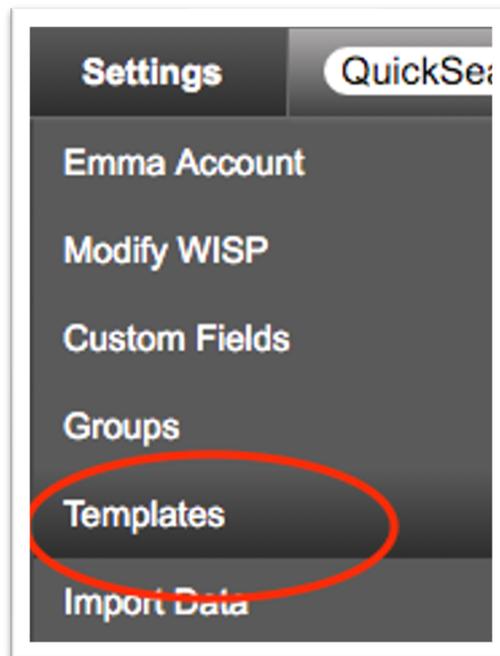
**Note** that many of the fields in SIMPLer are explained using a “help link” as shown in Fig. 3.2-6. Hover the mouse over the question mark icon (?) to see the explanatory text.



**Fig. 3.1-8: Help Links**

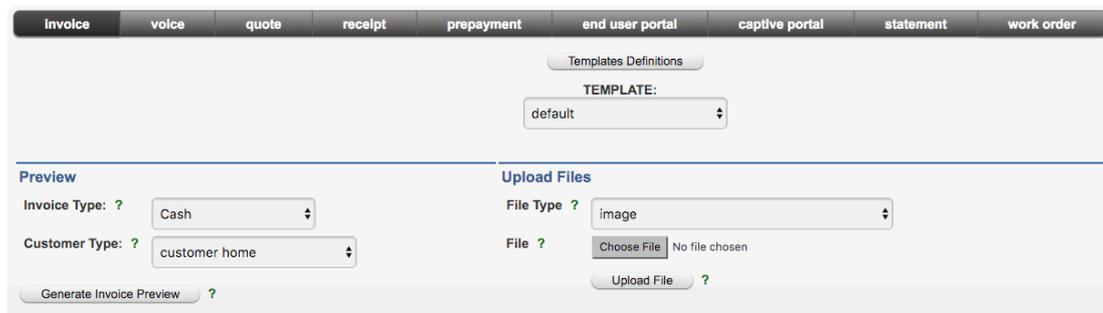
### 3.3 SIMPLer Templates

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**

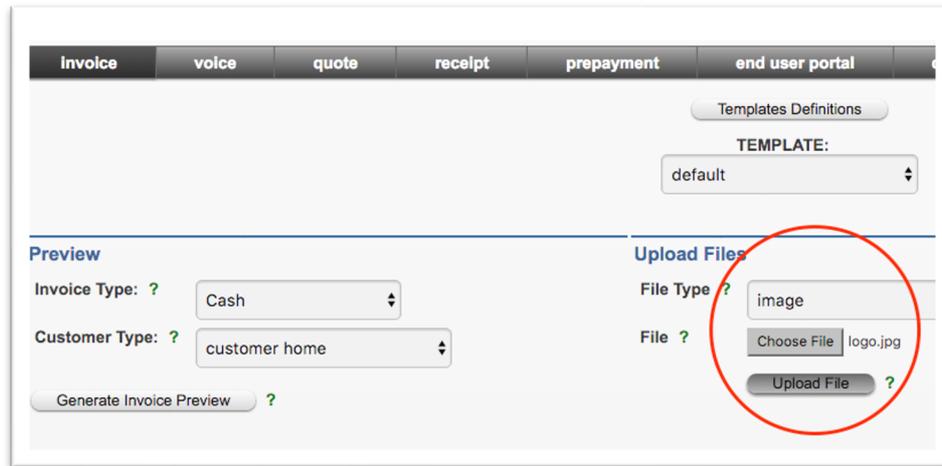
These are described as follows:

- 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.

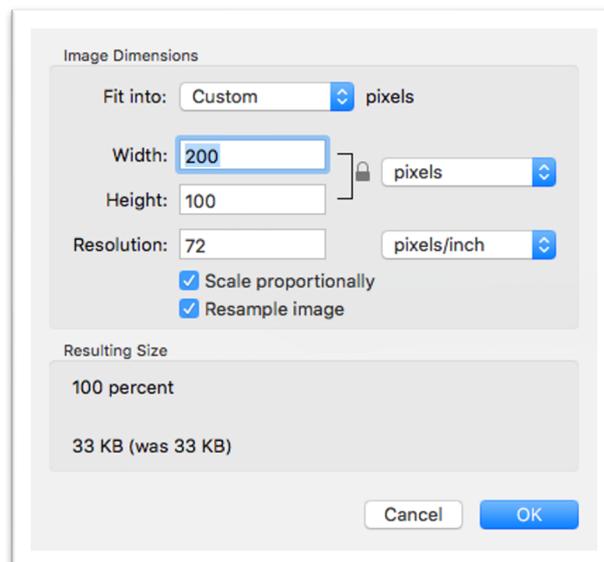
## 3.4 Logo Upload

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.



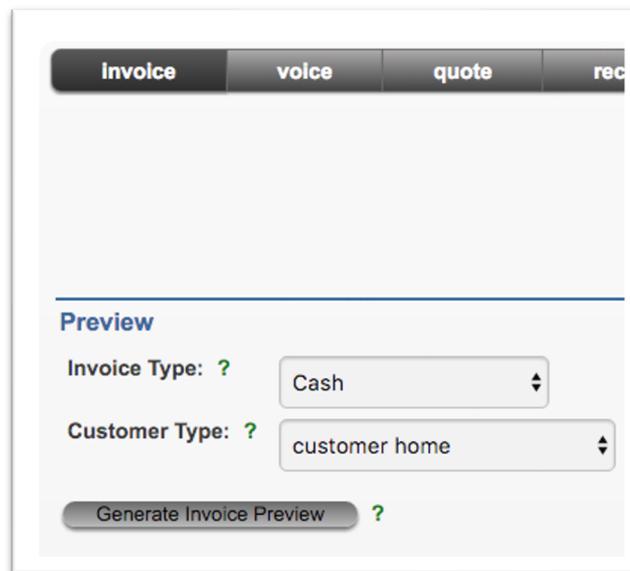
**Fig. 3.4-1: Settings -> Upload Logo**

**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**

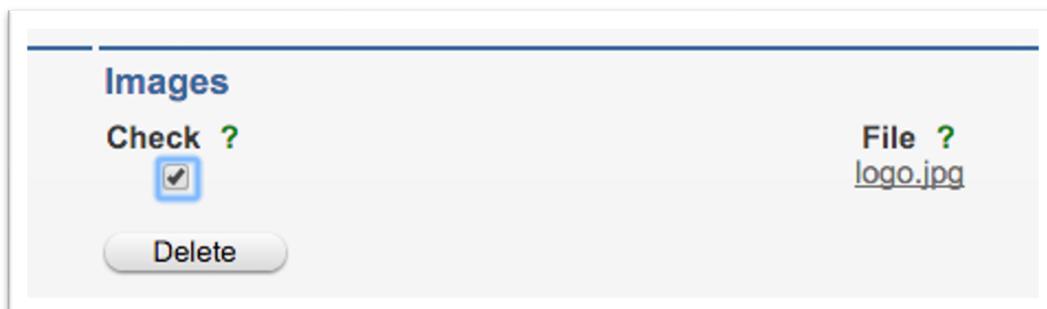
To preview your changes click the generate preview button which will generate a PDF of the template. (See Fig. 3.4-3).



The screenshot shows a navigation bar with tabs for 'Invoice', 'voice', 'quote', and 'rec'. Below the navigation bar is a 'Preview' section containing two dropdown menus: 'Invoice Type: ?' with 'Cash' selected, and 'Customer Type: ?' with 'customer home' selected. At the bottom of the preview section is a button labeled 'Generate Invoice Preview' with a question mark icon.

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.



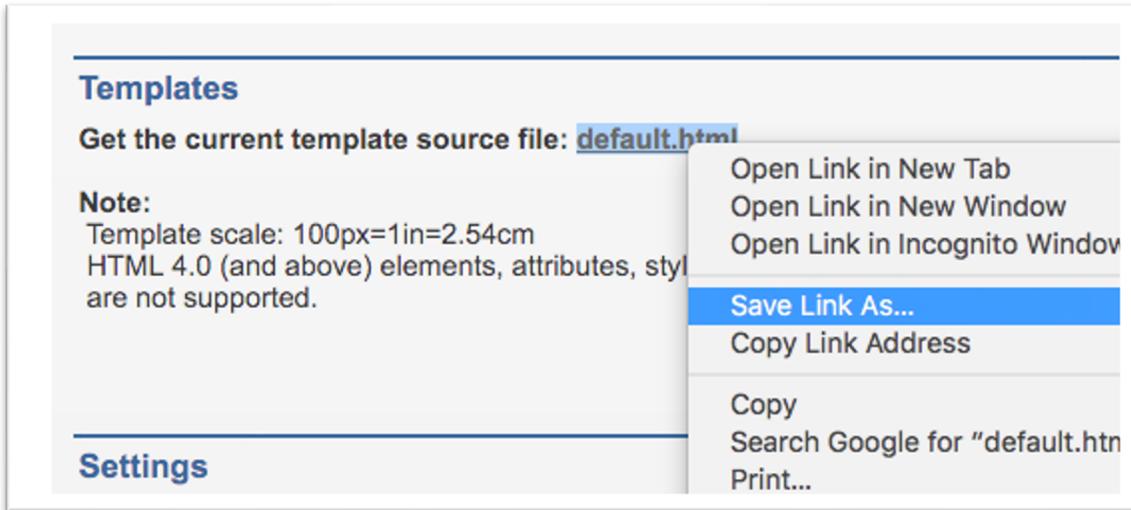
The screenshot shows the 'Images' section of the template settings. It includes a 'Check ?' label with a checked checkbox, a 'Delete' button, and a 'File ?' label with the filename 'logo.jpg' displayed below it.

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 to revert to it. Work on a separate file, slowly, and bit by bit verifying each change has the desired impact.

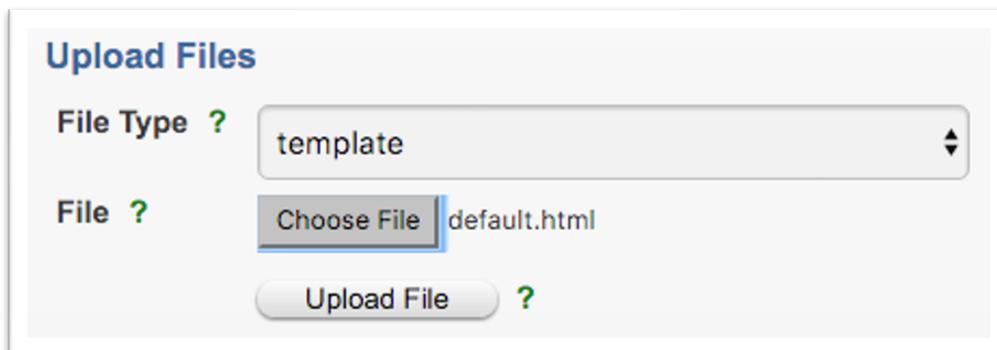


**Fig. 3.5-1: Template Settings -> Download HTML**

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.

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## 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](mailto: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

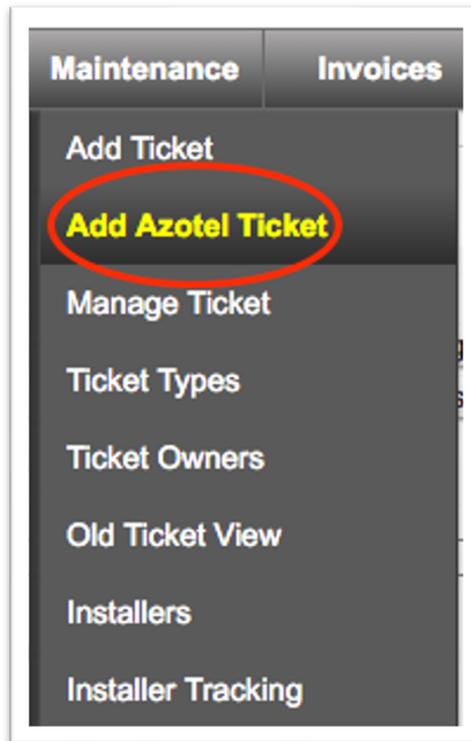
**24 Hour Support Line:** +1 902 539 2665

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.

**Customer Name, Site OR Equipment:** 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).

**Maintenance Ticket**

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**Ticket Assignment ?**

Customer's name ?  ▼

Sites ?  ▼

Equipment ?  ▼

*Note: Start entering customer name, site name or equipment nickname to find it in database.*

**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).

**Ticket Details**

Problem Title ? Brief Description of the Issue

Date Reported ? Apr 4 2016

Reported by ? emma

Type ? azotel

Subtype ?

Ownership ?

Remind User ?

Reminder Time ?

**Ticket Notes**

Description ? Some further details:  
-Customer example  
-When the issue occurred  
-How to contact you  
etc

Resolution ?

Email Customer ?

**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).

The screenshot shows a form for adding tickets. The fields and their values are:

- Priority: 3
- Azotel Owner: (empty)
- Status: open
- Update/Close Ticket With Date: Apr 4, 2016
- Hours Spent: 0
- Discount [%]: 0
- Push to RT:  Selected Ticket Type is not defined as an RT queue
- Ticket Email Recipients: none@none.com

At the bottom, there are three buttons: Back, Reset, and Add. The Add button is highlighted in green.

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 <a href="mailto:support@azotel.com">support@azotel.com</a>	
		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.	

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## 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

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## 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

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## 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