

AES Dealer Guide

Activate multi-carrier sim

<https://gemm.granitenet.com/dashboard>



Granite Telecommunications

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Activate Service

- Service Activation can be accessed from any page within the Dashboard with the Activate Service button located in the top menu bar.



- The first selection required will be the Parent Account that the activation will take place in (there should only be one parent account option available, which will be the AES Dealer)

New Service Activation

1 Account & SIM Configur... — 2 Activation Det... — 3 Validate & Rev...

Account Selection

Parent Accounts

- (04233382) **TEST** MobilityDashboard Team
- (04303766) Granite Test Account CWM 2
- (04838037) Marketplace Demo Parent

Child Accounts Create Account Select Existing

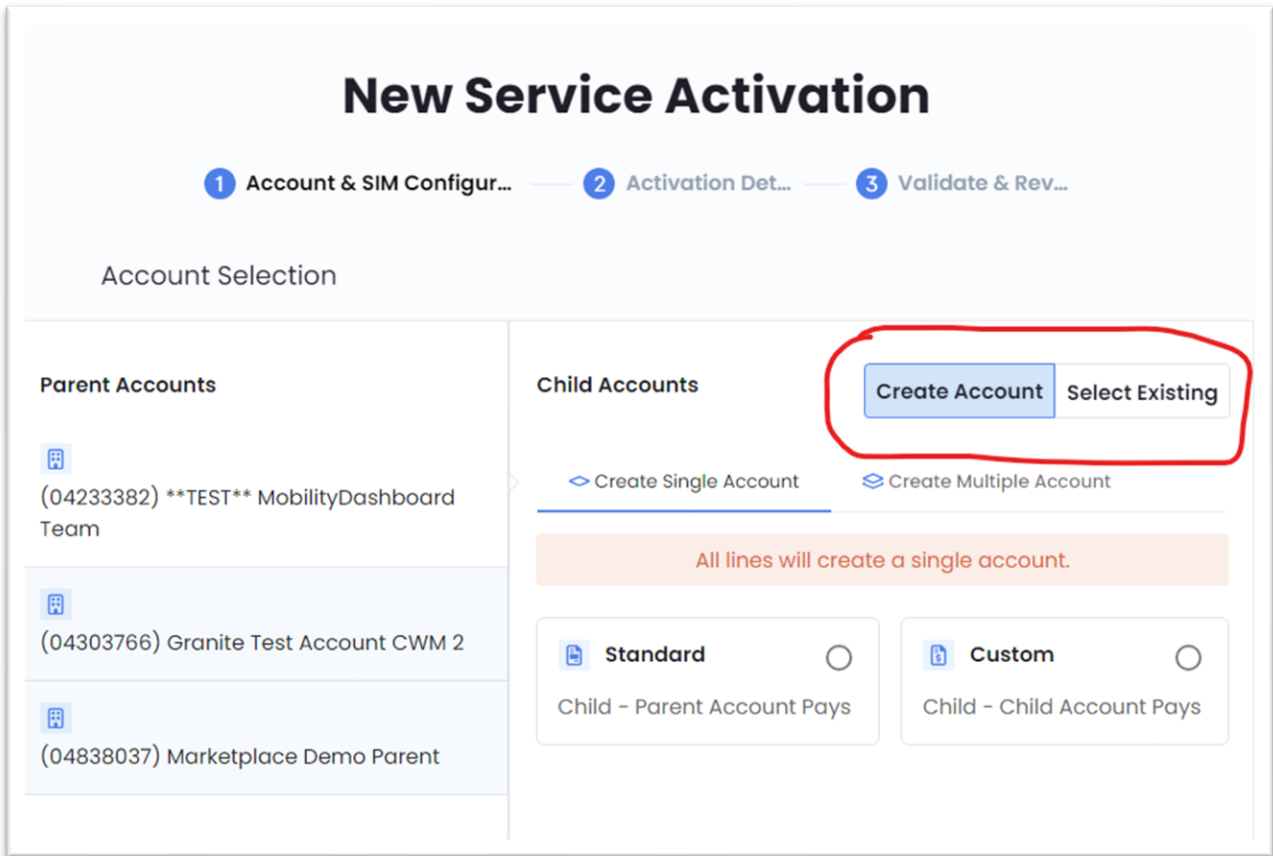
Create Single Account Create Multiple Account

All lines will create a single account.

Standard **Custom**

Child - Parent Account Pays Child - Child Account Pays

- The account that is highlighted in White is the account that has been selected.
- Once the Parent Account has been selected there are two options for the Child Account which will house the new SIM(s)



- **Create Account** = Will allow the user to create a new account for the newly activated SIM(s).
 - Will require the Dealer to provide account detail during the activation process.

Create Account Path

- If the Dealer chooses the Create Account option, there are 2 selections required from this screen, number of Child Accounts and Billing Type.

Create Single Account

- Will create a single child account that all requested SIMs will be housed in

Create Multiple Account

- Will only be used for bulk SIM activations. Will create separate child accounts for each requested SIM. Will require the Dealer to provide account detail for each account.

- Choose **Standard** = All charges for the account will roll up to the Parent Account
- If creating a Single Account the Address, Contact, and Custom Field Info will be entered thru the Interface.
 - It's worth noting that the Customer Name field will represent the Child Account name

- If creating Multiple Accounts this Account info will be entered on a Spreadsheet template and uploaded to the portal. The template will be available for download at the bottom of the page.

Child Accounts Create Account Select Existing

> Create Single Account Create Multiple Account

Each line will create a new account.

Standard **Child - Parent Account Pays**

Custom **Child - Child Account Pays**

Upload multiple records
Create multiple accounts by filling in information for each account.

[Drag & Drop or upload here](#)

[Download sample file](#)

- Once the account info has been submitted the Next Step button at the bottom of the page will be clickable and will take us to the Activation Detail section.

Custom Field 1
Test 1

Custom Field 2
Test 2

General Ledger Number
Test 3

Branch Number
Test 4

Employer
Test 5

Cancel

Next Step

- There will be 3 initial selections needed for the Activation Detail Section

Account & SIM Configur... — 2 Activation Det... — 3 Validate & Re...

Set-up activation details

Carrier*
Please select carrier.

Device Type*

Access Type*

- o Carrier = Select Granite Multi Carrier Sim
- o Device Type – Wireless Router
- o Access Type
 - Select Wireless Broadband/IoT = Utilized for data only devices such as Wireless Routers, iPads, Tablets, and Hotspots

Roaming Preference*
Domestic

Plan Type*
Individual Pooled

Limit*
1GB 75MB

IP Type*
Dynamic Static

- Roaming Preference: **Domestic** (if being used in the US) or **Global** (if being used in Canada)
- Limit: - ***Choose 1GB**

Plan Type

- Choose **Pooled** = Utilized for Standard data plan options.
 - Initial selections will be most common options with More Values dropdown showing all available options

Limit

- Choose 1GB

IP Type

- **Dynamic** = Will assign dynamic IP address to the SIM
- **Static** = Will assign public static IP address to the SIM
 - **Service ZIP** = Utilized for public static Verizon activations. Will ensure the correct Verizon APN is assigned to the SIM

Primary Carrier Selection

- Dealer's choice

Content Control & Throttle Control

- Leave blank

The screenshot displays a configuration panel with the following sections:

- IP Type***: Two radio buttons, "Dynamic" (selected) and "Static".
- Primary Carrier Selection***: A list box containing three options: "Verizon" (checked), "AT&T", and "T-Mobile", each with a radio button.
- International**: A toggle switch currently turned off.
- Network Settings**: Two dropdown menus. The first is labeled "Content Control" and has "None" selected. The second is labeled "Throttle Control" and has "Enter throttle control" selected.

(The above Primary Carrier Selection* is only available for Domestic use)

If activating for **Canada** usage, please select North America under Region*

The screenshot shows a dropdown menu titled "Region*" with a search bar at the top containing the text "Search Country...". Below the search bar, the following regions are listed: ASIA, CARIBBEAN, EU, LATAM, and NORTH AMERICA. The "NORTH AMERICA" option is highlighted in a light blue color.

- Final section will be specific to the SIM and Device detail

The screenshot shows the "SIM information" section of a form. It features two tabs: "Single SIM" (selected) and "Bulk SIM". Below the tabs, there are two radio buttons for "SIM Type*": "Virtual" and "Physical" (selected). Underneath, there are three input fields: "ICCID*" with the placeholder "Enter ICCID", "IMEI" with the placeholder "IMEI 15 characters", and "User*" with the placeholder "Enter user name".


- Choose "Physical" sim
 - o ICCID = SIM number
 - o IMEI = Not required
 - o User = Username that will be assigned to the SIM.
 - o Tag = Leave blank
- Once SIM, Device, and User detail has been entered Next Step will perform a Validation and bring the Dealer to Validate & Review page.
- Validate & Review page will allow the Dealer to review all previously entered detail for Account, Device, Plan, and SIM information. If information is correct, the Dealer can click Create Activation or if anything is awry Dealer can click Edit to make adjustments.

New Service Activation


✔ Account & SIM Configuration ——— ✔ Activation Details ——— 3 Validate & Review

Validation successful! Review the information and create activation.

Parent Account


(04233382) **TEST** MobilityDashboard
Team

Child Account

 Andrew
Macum: Customer: Address:
Andrew Andrew 100 Newport, Chelsea, MA 02150

Carrier	Device Type	Access Type	Plan Type	Limit
Verizon	MiFi/Hotspot/Aircard	Wireless Broadband/IoT	Pooled	250MB

SIM information

ICCID	IMEI	User	Zip Code	Customer Name	Customer Ph
89148000005165818130	165198136351891	Test		Andrew	19849198191361

Showing 1 records out of 1

Cancel Edit Create Activation

*Any questions or concerns, please reach out to AESDealer@granitenet.com