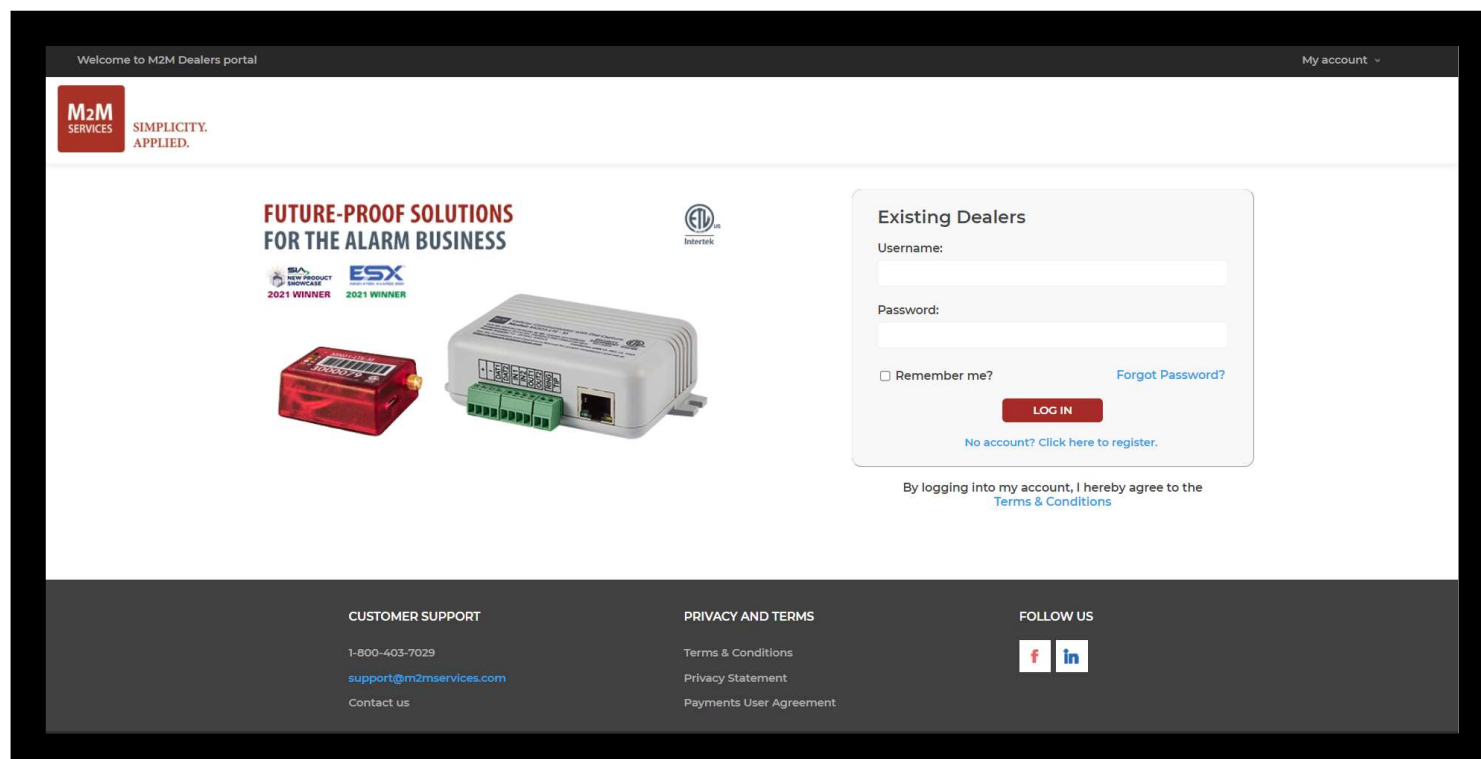


M2M Dealers Portal

User Guide - EU

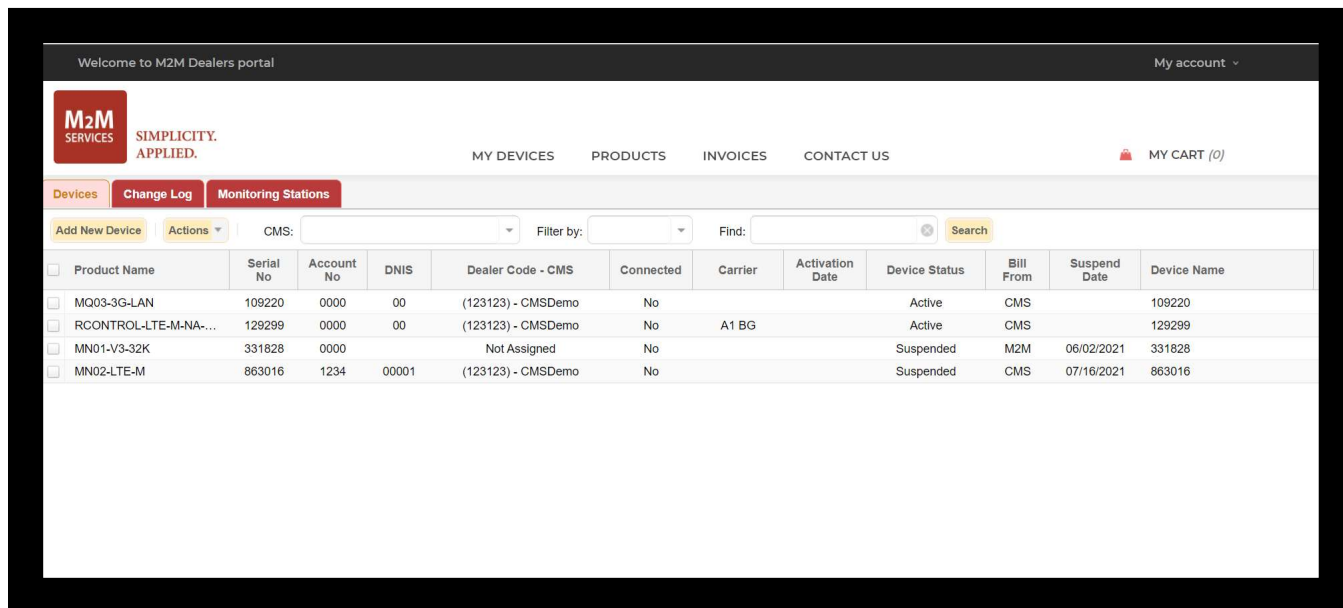


Contents

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4. [Add/Remove a Monitoring Station](#)
5. [Change Monitoring Station and Billing](#)
6. [Release a Device from a Monitoring Station](#)
7. [Use Device Dashboard](#)
8. [Add a Software Modem](#)
9. [Reactivate a Device](#)
10. [Suspend a Device](#)
11. [Remove a Device From Your Dealer Portal](#)
12. [Add a Credit Card to Your Payment Methods](#)
13. [Add/Remove Assistant Users](#)
14. [Change Log](#)

1. M2M Dealers Portal Basics

What is M2M Dealers?



M2M Dealers is a web portal that allows dealers to manage M2M Services devices, choose a billing method and pay directly for cellular service.

Manage devices:

- Manage all M2M devices from a single place.
- Easily assign devices to one or more monitoring stations or self-monitor.
- Add a software modem for remote UDL.
- Release and suspend devices and reactivate them at any time.
- Set a billing method – from your preferred monitoring station or from M2M Services.
- Remove devices from your list should you transfer them to another dealer.
- User device dashboard for device diagnostics and event monitoring.

Pay for cellular service:

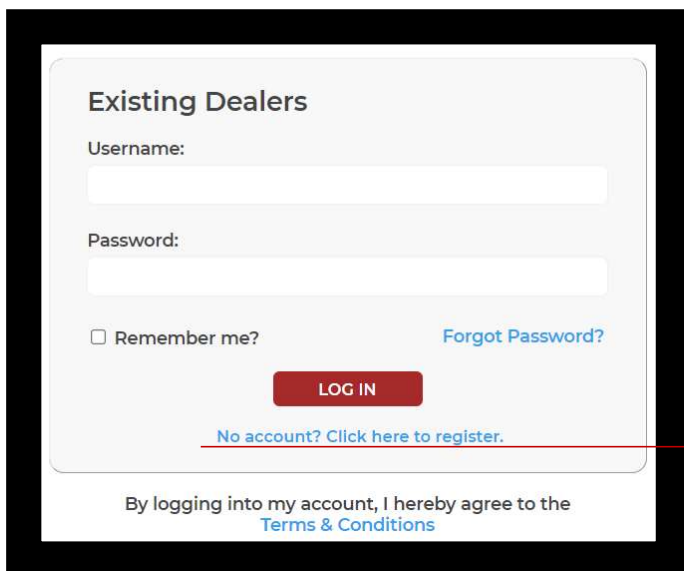
- Get billed for monthly cellular connectivity directly from M2M Services.
- Add a credit card to avoid missed or late monthly payments.

Admin features:

- Create accounts and assign permissions to other users from your team.

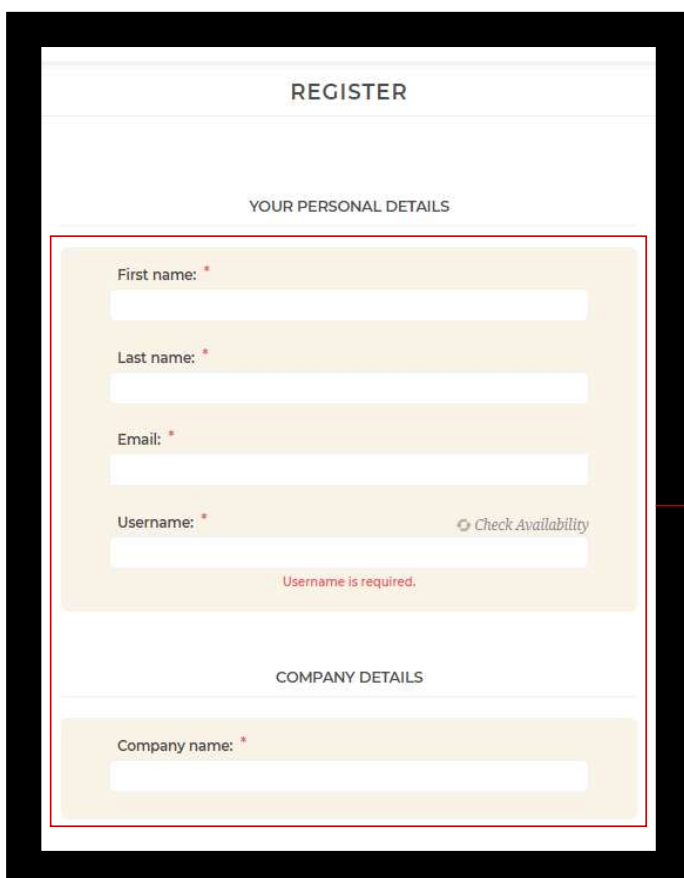
2. Register a New Dealer Account

Go to www.m2mdealers.com and follow the link **No account? Click here to register** to open the registration form.

A screenshot of the 'Existing Dealers' login form. It features a title 'Existing Dealers' at the top. Below it are two input fields: 'Username:' and 'Password:'. There is a checkbox labeled 'Remember me?' and a blue link 'Forgot Password?'. A red 'LOG IN' button is centered below the password field. At the bottom, there is a blue link 'No account? Click here to register.' and a line of text: 'By logging into my account, I hereby agree to the Terms & Conditions'.

Follow this link to open the registration form

Fill in your personal and company details, including address, etc. All fields marked with an asterisk (*) are mandatory.

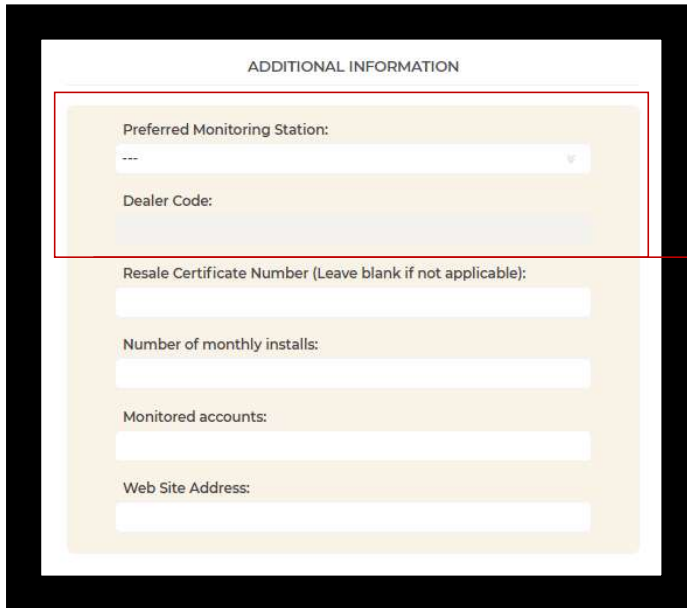
A screenshot of the 'REGISTER' form. The title 'REGISTER' is at the top. Below it is a section titled 'YOUR PERSONAL DETAILS' which contains four input fields: 'First name: *', 'Last name: *', 'Email: *', and 'Username: *'. The 'Username' field has a 'Check Availability' link and a red error message 'Username is required.' below it. Below the personal details section is a section titled 'COMPANY DETAILS' which contains one input field: 'Company name: *'. A red box highlights the 'YOUR PERSONAL DETAILS' section.

Fill in your personal and company details

Register a New Dealer Account

Choose a **Preferred Monitoring Station** and add your **Dealer Code**. You can obtain the **Dealer Code** only from your monitoring station.

You can register without specifying a Monitoring station and do that after registration from **My Devices>Monitoring Stations>Add a CMS**. See [4. Add/Remove a Monitoring Station](#) for more information.



ADDITIONAL INFORMATION

Preferred Monitoring Station:

Dealer Code:

Resale Certificate Number (Leave blank if not applicable):

Number of monthly installs:

Monitored accounts:

Web Site Address:

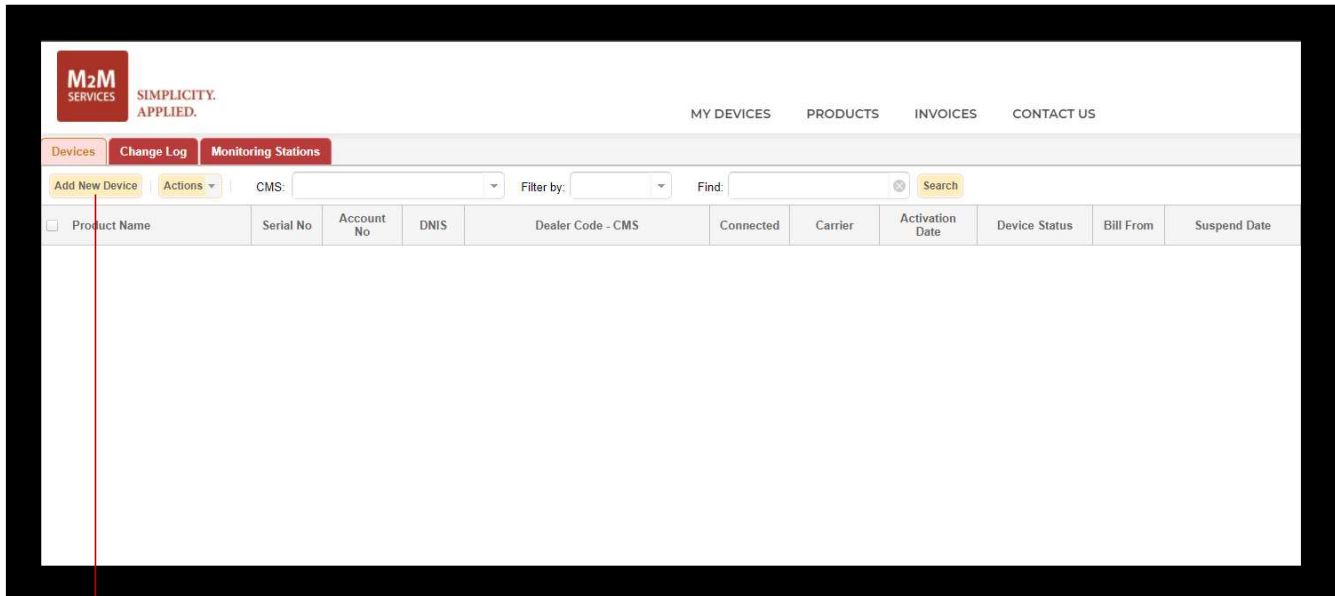
Fill in the Dealer Code provided by the Monitoring Station

Note: Upon registration, you will receive an email with an activation link from M2M Services. If you have added a preferred monitoring station at this step, you should receive an email with an approval (or rejections) from your preferred monitoring station.

3. Add a Device

Go to **My Devices>Devices** and click the **Add New Device** button. To add a device, you will need the device's serial number and config key printed on the Quick Installation Guide.

If you do not see your preferred monitoring station in the list, you could add it from the tab **Monitoring stations>Add Reporting Channel**.



Click the **Add New Device** button in tab **Devices**

Choose a **Monitoring Station** from the list or leave None

Fill in the device **Serial Number** and **Config Key**

Choose who will bill you for this device

Click **Add** to confirm

Add a Device

If you have purchased a device with a 12-month **Prepayment**, you could see when the prepaid period expires as well as how many prepaid months are left directly from the **Device List**.

Note: Suspending a device does not extend its prepaid period.

See **Prepayment End Date**
and **Prepaid Months** left

Welcome to M2M Dealers portal

My account

M2M SERVICES

SIMPLICITY.
APPLIED.

MY DEVICESPRODUCTSINVOICESCONTACT US

MY CART (0)

DevicesChange LogMonitoring Stations

Add New DeviceActions

CMS:

Filter by:

Find:

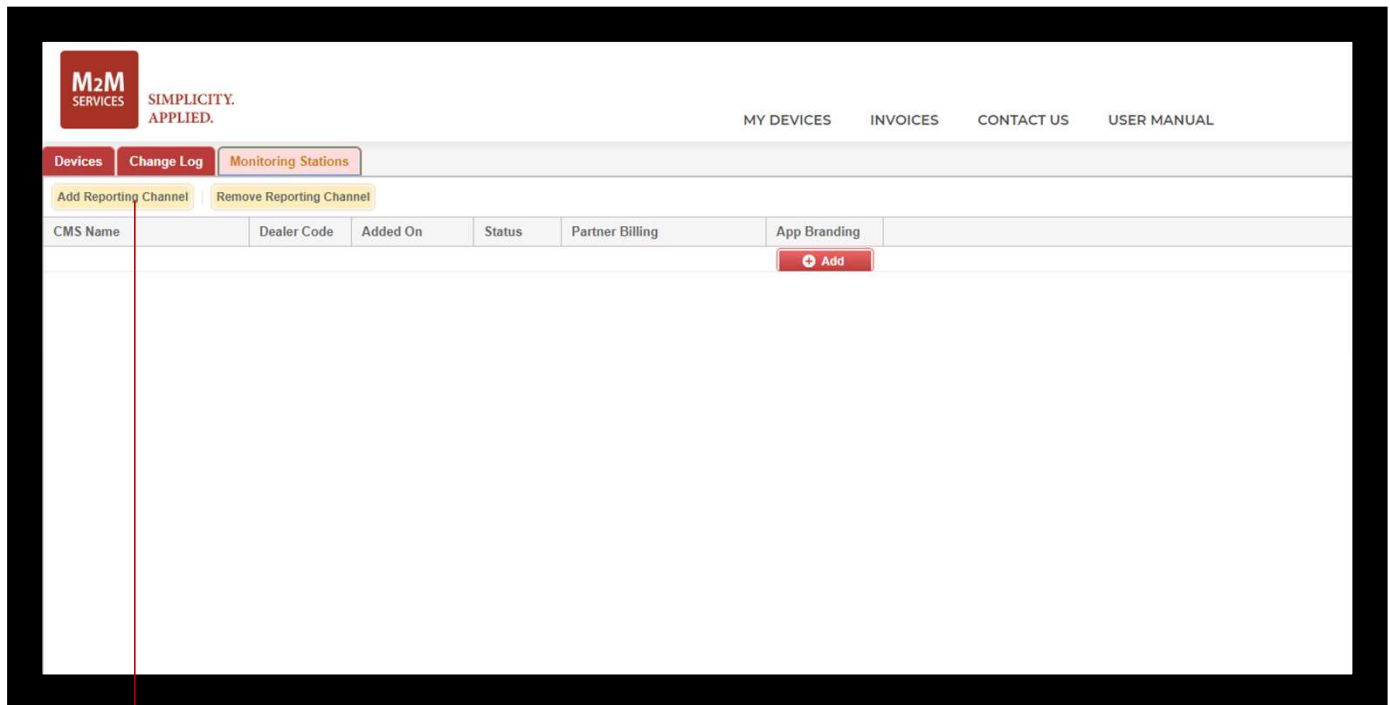
Search

	Product Name	Serial No	Account No	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name	Prepayment End Date	Prepaid Months
☐	MN02-LTE-M-AV	857618	1509	01001	(219001) - CMS - Critic...	Yes	AT&T	07/03/2021	Active	CMS		857618		0
☐	MQ03-LTE-M-FIRE-AV	173328	1497	01001	(219001) - CMS - Critic...	Yes	Verizon	05/27/2021	Active	CMS		173328	05/01/2022	9
☐	MQ03-LTE-M-FIRE-AV	173512	1497	01001	(219001) - CMS - Critic...	No	AT&T	12/30/2020	Active	CMS		173512		0
☐	MQ03-LTE-M-AV-R1	176978	1508	01001	(219001) - CMS - Critic...	Yes	AT&T	06/06/2021	Active	CMS		176978	06/01/2022	10
☐	MQ03-LTE-M-FIRE-AV	190260	1511	01001	(219001) - CMS - Critic...	No	Verizon		Active	CMS		190260		0
☐	MQ03-LTE-M-FIRE-AV	190375	1510	01001	(219001) - CMS - Critic...	Yes	AT&T	07/29/2021	Active	CMS		190375		0

4. Add/Remove a Monitoring Station

In **My Devices**, go to tab **Monitoring Stations**, click **Add Reporting Channel** to add a new monitoring station.

Note: You will need a **Dealer Code** provided by your monitoring station, or by M2M Technical support at support@m2mservices.com.



Click **Add Reporting Channel** in tab Monitoring Stations

Select **Partner Monitoring Station** as Reporting Channel Type

Use **Find** to narrow down the list of monitoring stations

Select the monitoring station from the list

Click **Add** or cancel with the **X** icon on the top-right

Name	Address
Alarm Meldnet	Wilhelminasingel 2-A, 6...
Alert Group	Parabool 150, 3364 DH ...
C24	Apeldoorn,
Chubb Fire and Safety	Ingberthoeveweg 3/G, B...
CMS Netherlands test	,
CMSDemo	Dupnica,
Connexcenter	Edingen, BE-7850
EuroPac Alarmcentrale	Batavenweg 2, 5349 BB...
G4S Belgium	, OT
G4S Netherlands	Hogehilweg 12, 1101 C...
Hofland Electronica B.V.	Rotterdam, GE
LAM Beveiliging	Amersfoortseweg 121, ...
MPL Alarm & Communication Central BV	Barneveld, MS

Fill in your **Dealer Code**

Add/Remove a Monitoring Station

If your monitoring station is not part of the list, select **Report to DC09 Receiver** and manually enter Channel name, Primary and Secondary IP Channels

Select **Reporting to DC09 Receiver** as Reporting Channel Type

Enter **Channel Name**

Enter **Primary IP** and **Port***

Enter **Secondary IP** and **Port***

*NOTE: If you have been provided with only one IP and Port, you need to use them for both the Primary and the Secondary channels.

Enter **Monitoring Station name** and **Email**

Optional: Select **Enable Billing** only if you will be billed by the monitoring station for cellular services

Select a **Monitoring Station** from the dropdown and enter the **Dealer Code** provided by the CMS or M2M Technical Support

Click **Add** to save

Add Reporting Channel

Reporting Channel Type
Report to DC09 Receiver

Add DC09 Receiver

Channel Information
Channel Name:

Primary IP
Primary Channel: Port:

Backup IP
Secondary Channel: Port:

Encryption(Optional)
Key:

Monitoring Station Contact Information
Monitoring Station Name:
Monitoring Station Email:

Billing from Monitoring Station
Additional Information
If you want to use billing from Monitoring Station, you should request a dealer code from the station in order to enable it.
☐ Enable Billing
Select a Monitoring Station

Add

☒ Enable Billing

Select a Monitoring Station

Your Dealer Code:

Add

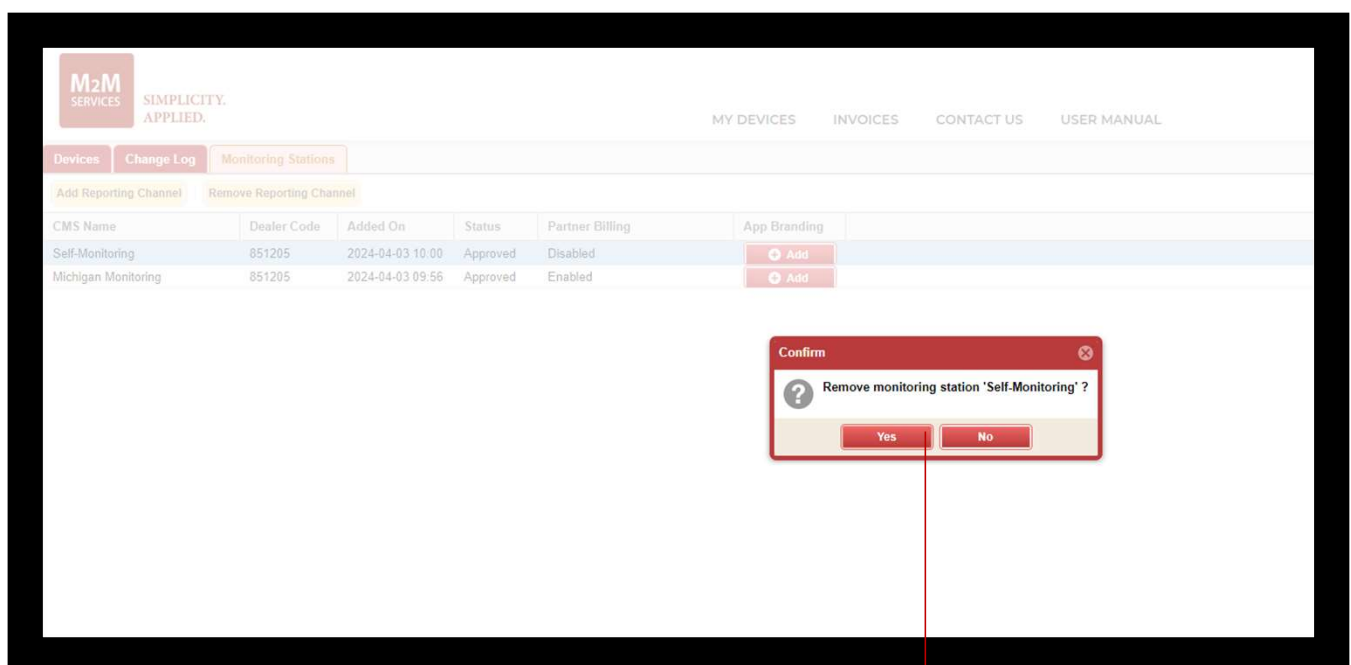
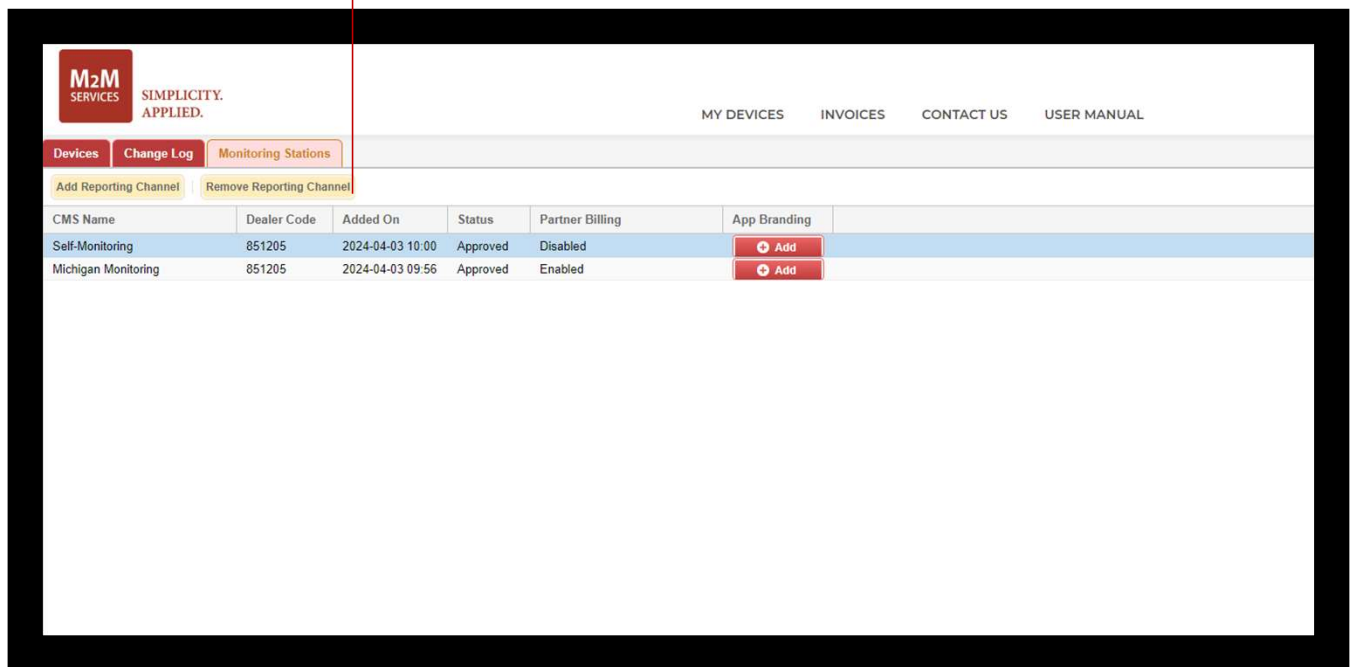
Add/Remove a Monitoring Station

To remove a monitoring station from your list, select the one that you wish to remove from the list and click **Remove Reporting Channel**.

You will need to confirm your selection in the next step.

NOTE: You need to release all devices from the monitoring station before you can delete it.

Select the monitoring station and
click **Remove Reporting Channel**



Click **Yes** to confirm

5. Change Monitoring Station and Billing

In **My Devices**, go to tab **Devices** and select the device you want to change the billing for.

Then, from the dropdown **Actions** , select **Change CMS and Billing**.

The screenshot shows the M2M Services interface. At the top, there's a navigation bar with 'MY DEVICES', 'PRODUCTS', 'INVOICES', and 'CONTACT US'. Below this is a tabbed interface with 'Devices', 'Change Log', and 'Monitoring Stations'. The 'Devices' tab is active, showing a table of devices. A dropdown menu is open for the first device, 'MQ03-3G-LAN', showing options: 'Change CMS and Billing', 'Release from CMS', 'Device Dashboard', 'Add Software Modem', 'Reactivate', 'Suspend', and 'Remove'. A red line points from the 'Change CMS and Billing' option in the dropdown to the text below.

Product Name	Account ID	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name
☒ MQ03-3G-LAN	000	00	(123123) - CMSDemo	No			Active	CMS		109220
☐ RCONTROL-LTE	000	00	(123123) - CMSDemo	No	A1 BG		Active	CMS		129299
☐ MN01-V3-32K	000		Not Assigned	No			Suspended	M2M	06/02/2021	331828
☐ MN02-LTE-M	234	00001	(123123) - CMSDemo	No			Suspended	CMS	07/16/2021	863016

Select the device and click Change CMS and Billing

M2M Dealers presents dealers with the following options regarding monitoring and billing for cellular service:

1. Monitor with your preferred monitoring station and be billed for cellular service from them.
2. Monitor with your preferred monitoring station and be billed for cellular service from M2M Services (note: this option is available only when you have NOT purchased the device from the selected monitoring station).
3. Self-monitor and be billed for cellular service from M2M Services.

On the next page, you will find a step-by-step guide how to navigate to each of the above options.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Change Monitoring Station and Billing

Option 1: Both Monitoring and Billing from a Monitoring station

Select the monitoring station

Make sure you read the **Billing details** before you confirm

The screenshot shows a dialog box titled "Change CMS and Billing" with a red header and a close button. It contains three main sections: "Monitoring Station" with a dropdown menu showing "(123123) - CMSDemd"; "Cellular service monthly billing" with two radio buttons, "from Monitoring Station" (which is selected) and "from M2M Services"; and "Billing details" which contains the text: "You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions." At the bottom are "Save" and "Cancel" buttons.

Tick **from Monitoring Station** in the field **Cellular service monthly billing**

Click **Save** to confirm

Option 2: Monitoring with a Monitoring Station and Billing from M2M Services

Select the monitoring station

Make sure you read the **Billing details** before you confirm

The screenshot shows the same "Change CMS and Billing" dialog box. The "Monitoring Station" dropdown is still "(123123) - CMSDemd". In the "Cellular service monthly billing" section, the "from M2M Services" radio button is now selected. The "Billing details" section contains more specific information: "MN01-V3-32K – You will be billed \$3.00/month starting in on September 2021. Cellular service continues until cancelled." followed by "By selecting to be billed from M2M Services, you agree to our [Terms and Conditions](#) and [Payments User Agreement](#) and authorize us to charge card ending in ***1936, exp. 12/22." The "Save" and "Cancel" buttons are at the bottom.

Tick **from M2M Services** in the field **Cellular service monthly billing**

Click **Save** to confirm

Change Monitoring Station and Billing

Option 3: Self-monitoring and Billing from M2M Services

Select **None** in the field
Monitoring station

Make sure you read the
Billing details before you
confirm

Change CMS and Billing

Monitoring Station
-None-

Cellular service monthly billing
☐ from Monitoring Station
☒ from M2M Services

Billing details
MQ03-3G-LAN – You will be billed \$3.00/month starting in on September 2021. Cellular service continues until cancelled.
By selecting to be billed from M2M Services, you agree to our [Terms and Conditions](#) and [Payments User Agreement](#) and authorize us to charge card ending in ***1936, exp. 12/22.

Save Cancel

Tick **from M2M Services** in
the field **Cellular service
monthly billing**

Click **Save** to confirm

6. Release a Device from a Monitoring Station

In **My Devices**, go to tab **Devices** and select the device you want to release.

Then, from the dropdown **Actions**, select **Release from CMS**.

The screenshot shows the M2M Dealers portal interface. At the top, there's a header with the M2M Services logo and navigation links: MY DEVICES, PRODUCTS, INVOICES, CONTACT US, and MY CART (0). Below the header, there's a tabbed interface with 'Devices', 'Change Log', and 'Monitoring Stations'. The 'Monitoring Stations' tab is active, showing a table of devices. The table has columns: Product Name, Account ID, DNIS, Dealer Code - CMS, Connected, Carrier, Activation Date, Device Status, Bill From, Suspend Date, and Device Name. A dropdown menu is open under the 'Actions' column, showing options: Change CMS and Billing, Release from CMS (highlighted), Device Dashboard, Add Software Modem, Reactivate, Suspend, and Remove. A red line points from the 'Release from CMS' option to the text below.

Product Name	Account ID	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name
MQ03-3G-LAN	000	00	(123123) - CMSDemo	No			Active	CMS		109220
RCONTROL-LTE	000	00	(123123) - CMSDemo	No	A1 BG		Active	CMS		129299
MN01-V3-32K	000		Not Assigned	No			Suspended	M2M	06/02/2021	331828
MN02-LTE-M	234	00001	(123123) - CMSDemo	No			Suspended	CMS	07/16/2021	863016

Select the device and click Release from CMS

In the dialogue, choose between the following options:

1. Release the device from the monitoring station and suspend it temporary or indefinitely.
2. Release the device from the monitoring station and continue billing from M2M Services.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Also note that Reactivating a once suspended device may incur a fee from your monitoring station. Please contact the monitoring station for the applicable terms and conditions.

Release a Device from a Monitoring Station

Release from CMS

Monitoring Station
(123123) - CMSDemo

Cellular service monthly billing

☒ Release and suspend
☐ Release and start billing from M2M

Billing details

You are releasing this device from (123123) - CMSDemo and suspending cellular service.

Note that you can reactivate the device for free within the current billing period (8/1/2021 .. 8/31/2021) and from the next billing period onward, you may be charged reactivation fee by your central monitoring station.

Release Cancel

Make sure you read the **Billing details** before you confirm

Select one of the options:
Release and suspend or **Release and start billing from M2M**

Click **Save** to confirm

7. Use Device Dashboard

Device Dashboard can be accessed by double-clicking on any device added to your list ([My Devices > Devices](#)).

Double-click on any device to open the **dashboard**

The screenshot shows the M2M Dealers portal interface. At the top, there's a header with 'Welcome to M2M Dealers portal' and 'My account'. Below this is a navigation bar with 'M2M SERVICES' and 'SIMPLICITY. APPLIED.' followed by links for 'MY DEVICES', 'PRODUCTS', 'INVOICES', and 'CONTACT US'. A 'MY CART (0)' link is also present. The main content area has tabs for 'Devices', 'Change Log', and 'Monitoring Stations'. Under the 'Devices' tab, there's a section for 'Add New Device' and 'Actions'. Below this is a table with columns: Product Name, Serial No, Account No, DNIS, Dealer Code - CMS, Connected, Carrier, Activation Date, Device Status, Bill From, Suspend Date, and Device Name. The table contains four rows of device data.

☐	Product Name	Serial No	Account No	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name
☒	MQ03-3G-LAN	109220	0000	00	(123123) - CMSDemo	No			Active	CMS		109220
☐	RCONTROL-LTE-M-NA-...	129299	0000	00	(123123) - CMSDemo	No	A1 BG		Active	CMS		129299
☐	MN01-V3-32K	331828	0000		Not Assigned	No			Active	M2M		331828
☐	MN02-LTE-M	863016	1234	00001	(123123) - CMSDemo	No			Suspended	CMS	07/16/2021	863016

The **Device Dashboard** is divided into two tabs:

1. **Settings** - provides access to device diagnostics and configuration
2. **Events** - shows 12-month history of events registered via the device on the customer's premises.

Individual configuration options are explained on the next page.

Tab Settings

Settings | Events | Auto Sync | Reload | Close

19 | 13.73V | IN1

Device Details:

Name:	000000	IMEI:	866425034906000
Serial No:	000000	Version:	9.1.30
Last Comm:	8/25/2021 15:46:19	Sync State:	Confirm: 7/8/2019 20:17:31
Prepayment:	None		

Reporting Settings:

Account No:	From Panel: RS-39 9083, 9083	Report to:	Monitoring Station	Release from Monitoring
Dealer:	M2M Dealer	Online Date:	None	
RRLLL:	00000			
Dial capture:	Auto(CID/SIA/FF)			

SIMs Settings:

Slot:	Slot 1	Backup Slot:	Slot 2	Deactivate device
In Use:	YES	Backup In Use:	NO	
MSIS:	+467191202497007	Backup MSIS:	89430103218247271544	
ICCID:	89462038008000838834	Backup ICCID:	89430103218247271544	
APN:	m2m.tele2.com	Backup APN:	mbb-world.com	
Mode:	MANUAL (AT&T)	Backup Mode:	MANUAL (AT&T, T-Mobile USA)	

End User Accounts:

Users:	u000000	Notifications:	Allowed: Push, Email	End User Accounts...
--------	---------	----------------	--------------------------------------	--------------------------------------

The fields that can be configured are:

1. **Name** – You can customize the name of the device. The new name will be visible in the **Device list** and the RControl mobile app and becomes searchable.
2. **Account No** – By default, the M2M radios report the account number set in the alarm panel. You can overwrite this number with another one that you configure on the device.
3. **End user accounts** – here you can create new, add existing or delete end user accounts on the M2M device. By default, the devices are manufactured with one predefined master user account for the end user app whose credentials are printed on the device's manual.

Other useful indicators:

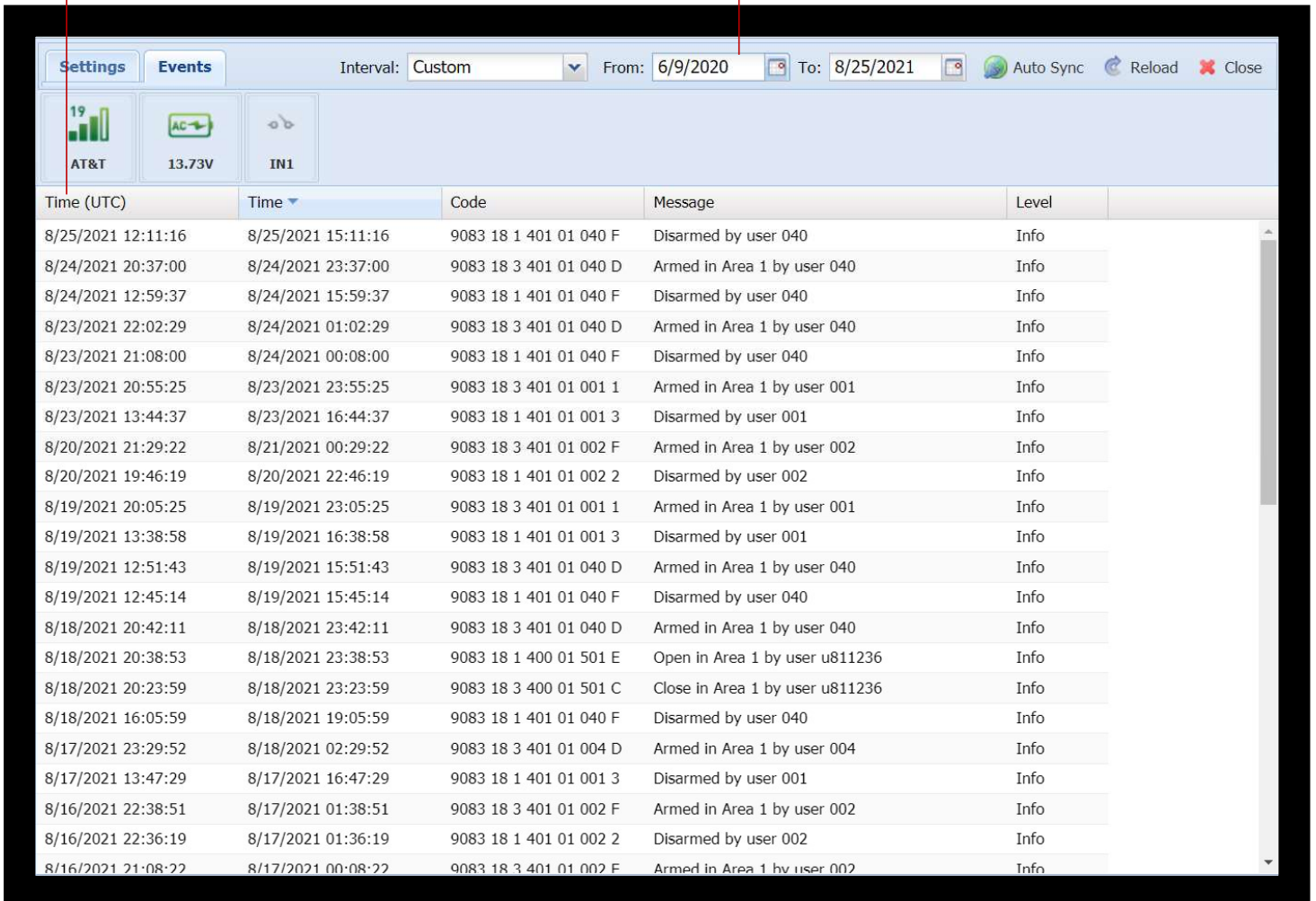
1. The cellular operator to which the device is currently connected (top-left).
2. The signal level and the status of the inputs (also top-left)
3. The device's Serial Number
4. IMEI
5. SIM card details

Use Device Dashboard

Tab Events

Select **Events** to see all events registered on this device on the customer's premises

Define **Time frame** (12-month history) for events to be displayed.

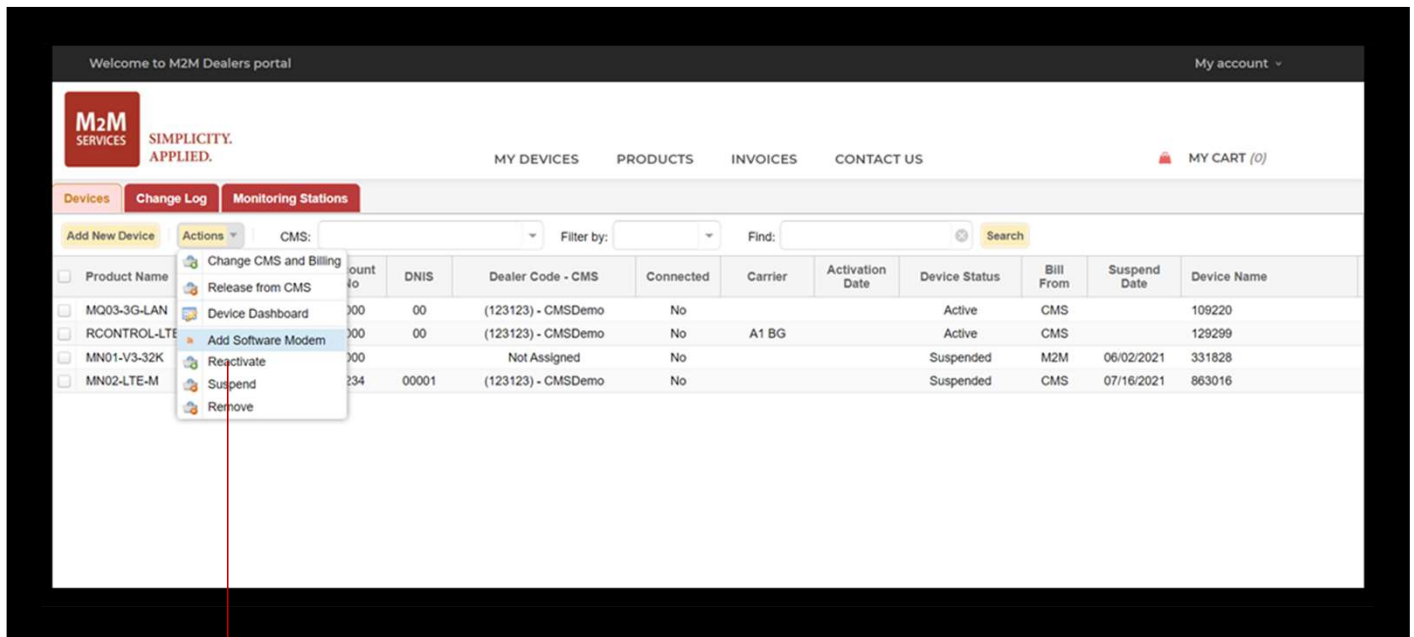


Settings		Events		Interval:	Custom	From:	6/9/2020	To:	8/25/2021	Auto Sync	Reload	Close
19	AT&T	13.73V	IN1									
Time (UTC)	Time	Code	Message	Level								
8/25/2021 12:11:16	8/25/2021 15:11:16	9083 18 1 401 01 040 F	Disarmed by user 040	Info								
8/24/2021 20:37:00	8/24/2021 23:37:00	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info								
8/24/2021 12:59:37	8/24/2021 15:59:37	9083 18 1 401 01 040 F	Disarmed by user 040	Info								
8/23/2021 22:02:29	8/24/2021 01:02:29	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info								
8/23/2021 21:08:00	8/24/2021 00:08:00	9083 18 1 401 01 040 F	Disarmed by user 040	Info								
8/23/2021 20:55:25	8/23/2021 23:55:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info								
8/23/2021 13:44:37	8/23/2021 16:44:37	9083 18 1 401 01 001 3	Disarmed by user 001	Info								
8/20/2021 21:29:22	8/21/2021 00:29:22	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info								
8/20/2021 19:46:19	8/20/2021 22:46:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info								
8/19/2021 20:05:25	8/19/2021 23:05:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info								
8/19/2021 13:38:58	8/19/2021 16:38:58	9083 18 1 401 01 001 3	Disarmed by user 001	Info								
8/19/2021 12:51:43	8/19/2021 15:51:43	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info								
8/19/2021 12:45:14	8/19/2021 15:45:14	9083 18 1 401 01 040 F	Disarmed by user 040	Info								
8/18/2021 20:42:11	8/18/2021 23:42:11	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info								
8/18/2021 20:38:53	8/18/2021 23:38:53	9083 18 1 400 01 501 E	Open in Area 1 by user u811236	Info								
8/18/2021 20:23:59	8/18/2021 23:23:59	9083 18 3 400 01 501 C	Close in Area 1 by user u811236	Info								
8/18/2021 16:05:59	8/18/2021 19:05:59	9083 18 1 401 01 040 F	Disarmed by user 040	Info								
8/17/2021 23:29:52	8/18/2021 02:29:52	9083 18 3 401 01 004 D	Armed in Area 1 by user 004	Info								
8/17/2021 13:47:29	8/17/2021 16:47:29	9083 18 1 401 01 001 3	Disarmed by user 001	Info								
8/16/2021 22:38:51	8/17/2021 01:38:51	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info								
8/16/2021 22:36:19	8/17/2021 01:36:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info								
8/16/2021 21:08:22	8/17/2021 00:08:22	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info								

8. Add a Software Modem

M2M's Software Modem is used for remote Upload and Download (UDL) for selected panels. You can download the device and find detailed installation instructions on support.m2mservices.com/downloads. For a comprehensive list of all currently supported alarm panels, please see our [panel compatibility list](#).

After you have successfully downloaded and installed the modem, go to [m2mdealers.com](#), navigate to **My Devices > Devices** and click **Actions**. From the dropdown, select **Add Software Modem**.



Select **Add Software Modem** from
My Devices > Devices > Actions

M2M Dealers provides dealers with the following options regarding monthly billing for a software modem:

1. Billing from your preferred monitoring station.
2. Billing from M2M Services

On the next page, you will find a step-by-step guide how to navigate to each of the above options. Should you work with more than one monitoring station, you can select the one you want to be billing you for this software modem.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Add a Software Modem

Option 1: Choose Billing from a Monitoring station

Tick **from Monitoring Station** to be billed from your preferred monitoring station

Select the monitoring station you want to be billed from

The screenshot shows the 'Add Software Modem' dialog box. Under the 'Monthly billing' section, the radio button for 'from Monitoring Station' is selected. Below this, a text box displays '(123123) - CMSDemo' as the selected monitoring station. A warning message states: 'You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions.' At the bottom, there are 'Add' and 'Cancel' buttons.

Make sure you read the **Billing details** before you confirm

Click **Save** to confirm

Option 2: Choose Billing from M2M Services

Tick **from M2M Services**

Monitoring station field is disabled for this option

The screenshot shows the 'Add Software Modem' dialog box. Under the 'Monthly billing' section, the radio button for 'from M2M Services' is selected. The text area displays: 'SW-MODEM - You will be billed \$10.00/month starting in August 2021. Cellular service continues until cancelled. By selecting to be billed from M2M Services, you agree to our [Terms and Conditions](#) and [Payments User Agreement](#) and authorize us to charge a card ending in 1936, exp. 12/2022.' The 'Monitoring Station' dropdown menu is disabled and empty. At the bottom, there are 'Add' and 'Cancel' buttons.

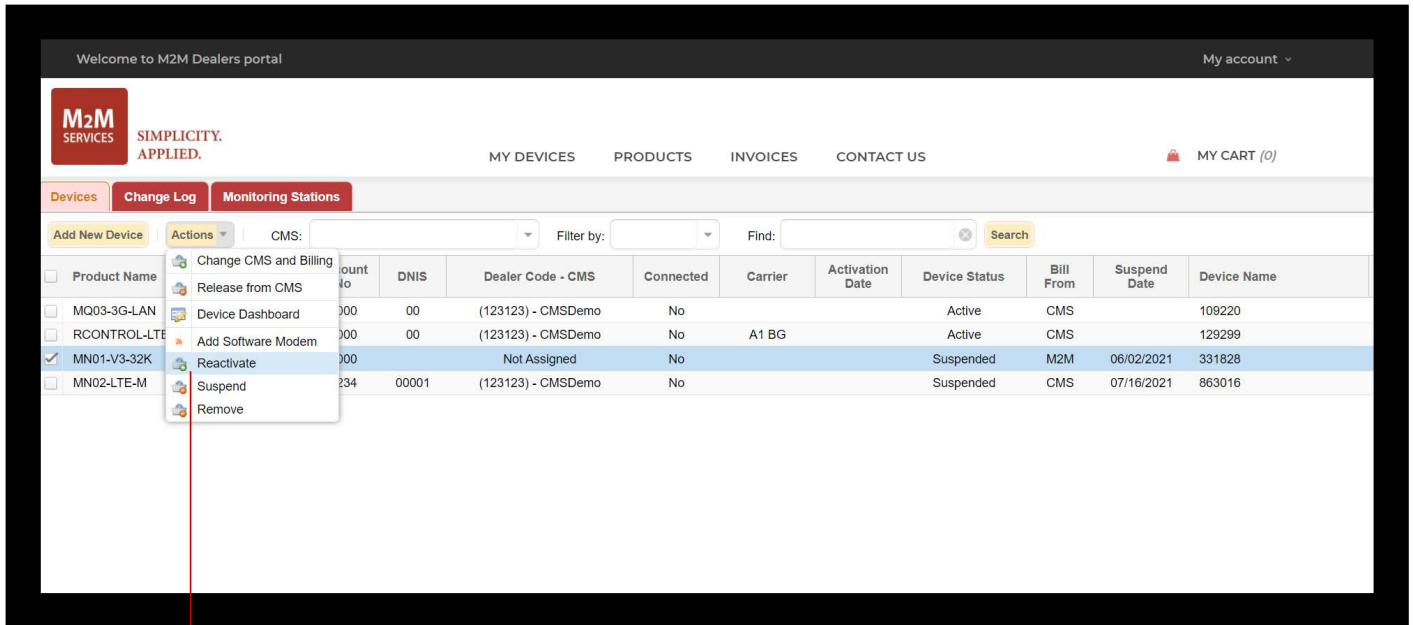
Make sure you read the **Billing details** before you confirm

Click **Save** to confirm

9. Reactivate a Device

In **My Devices**, go to tab **Devices** and select the suspended device you want to reactivate.

Then, from the dropdown **Actions**, select **Reactivate**.

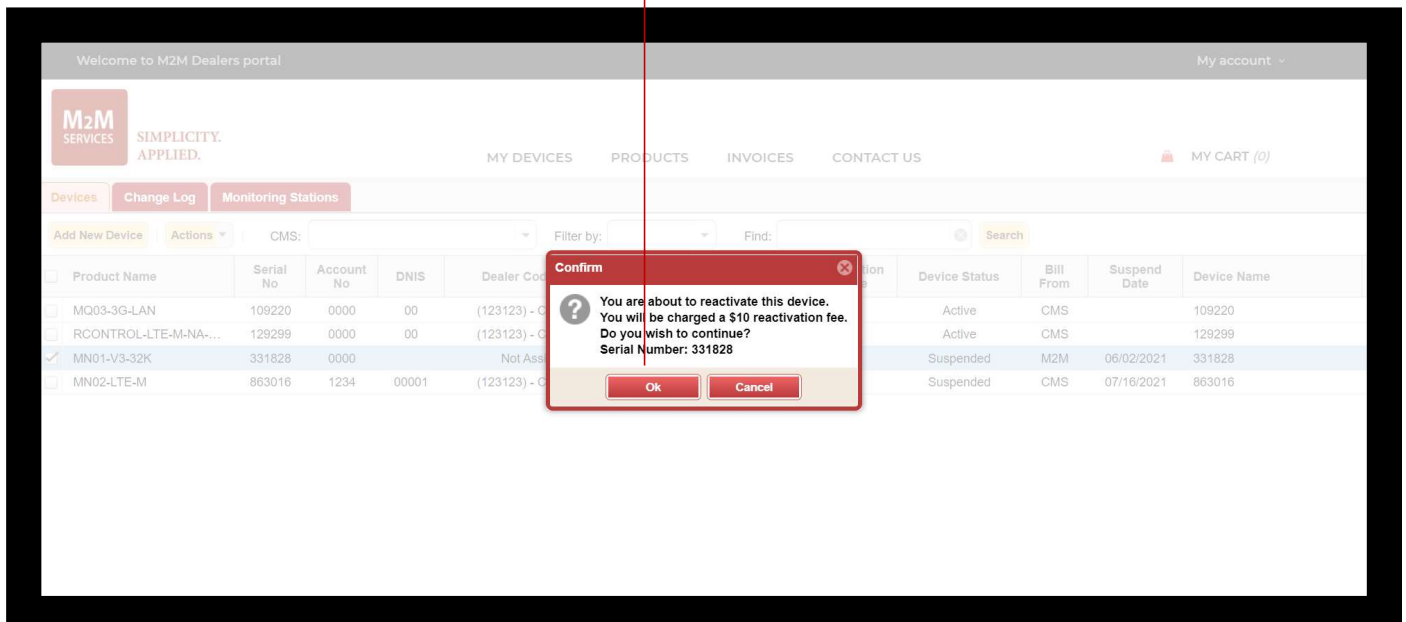


Select **Reactivate** from **My Devices>Devices>Actions**

As a next step, you will need to confirm your selection. Bear in mind that a reactivation fee may apply.

Note: In order to reactivate a device with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers Portal. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

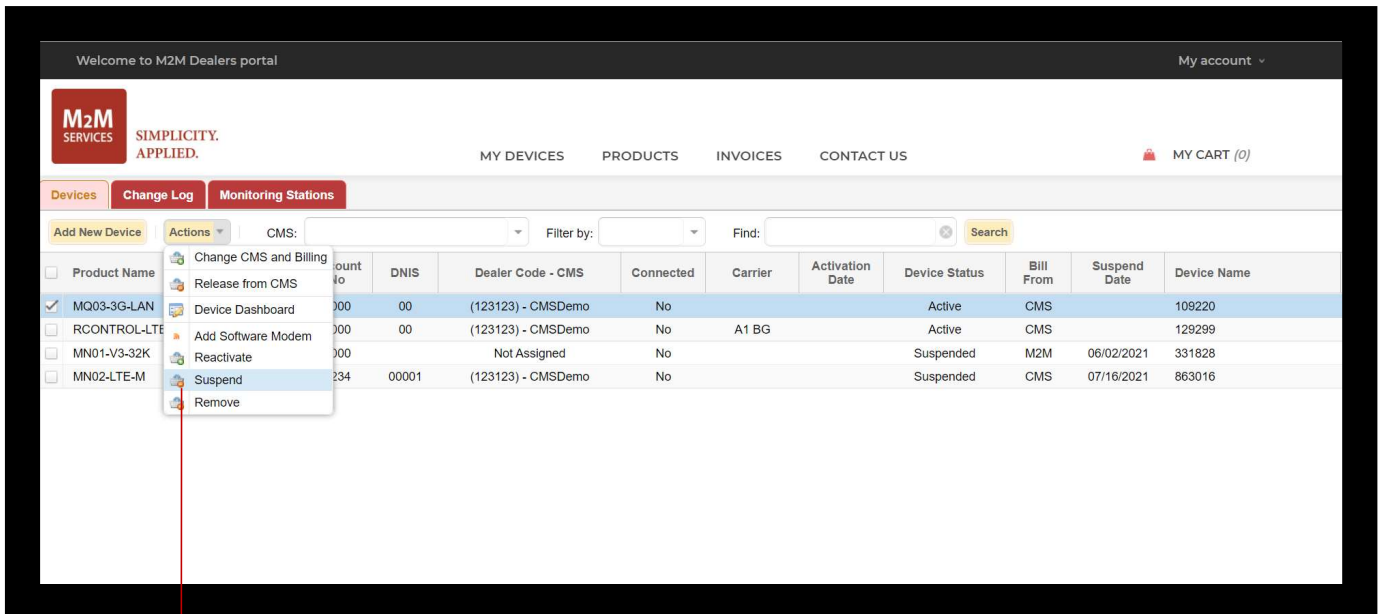
Click **OK** to confirm reactivation



10. Suspend a Device

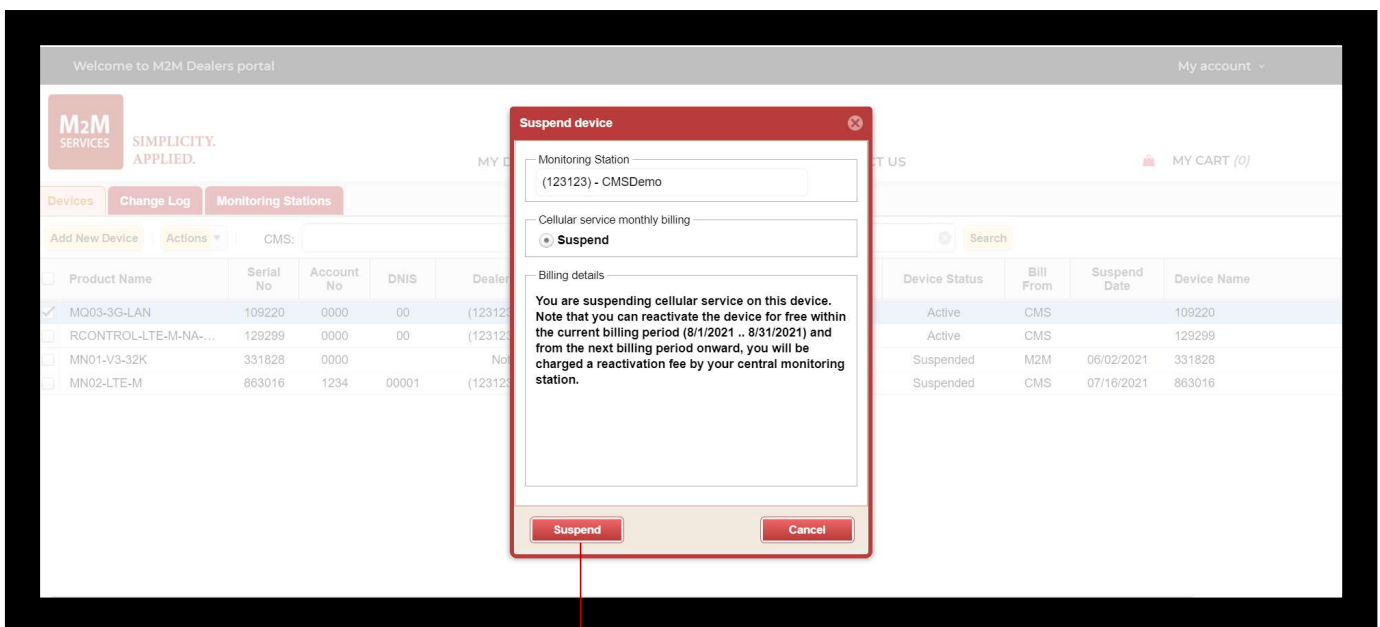
In **My Devices**, go to tab **Devices** and select the device you want to suspend.

Then, from the dropdown **Actions**, select **Suspend**.



Mark the device and select Suspend from the dropdown Actions

Note: In order to reactivate a device, once suspended, and continue with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers Portal. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

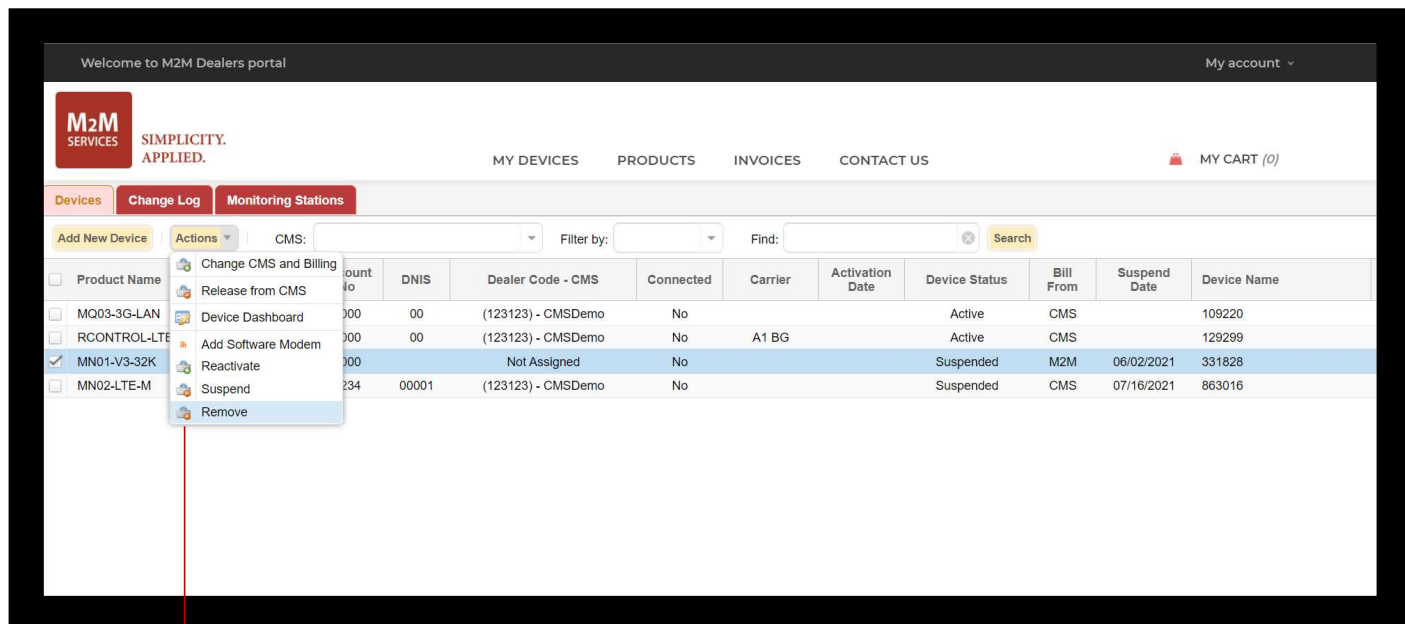


Click **Suspend** to confirm

11. Remove a Device from m2mdealers.com

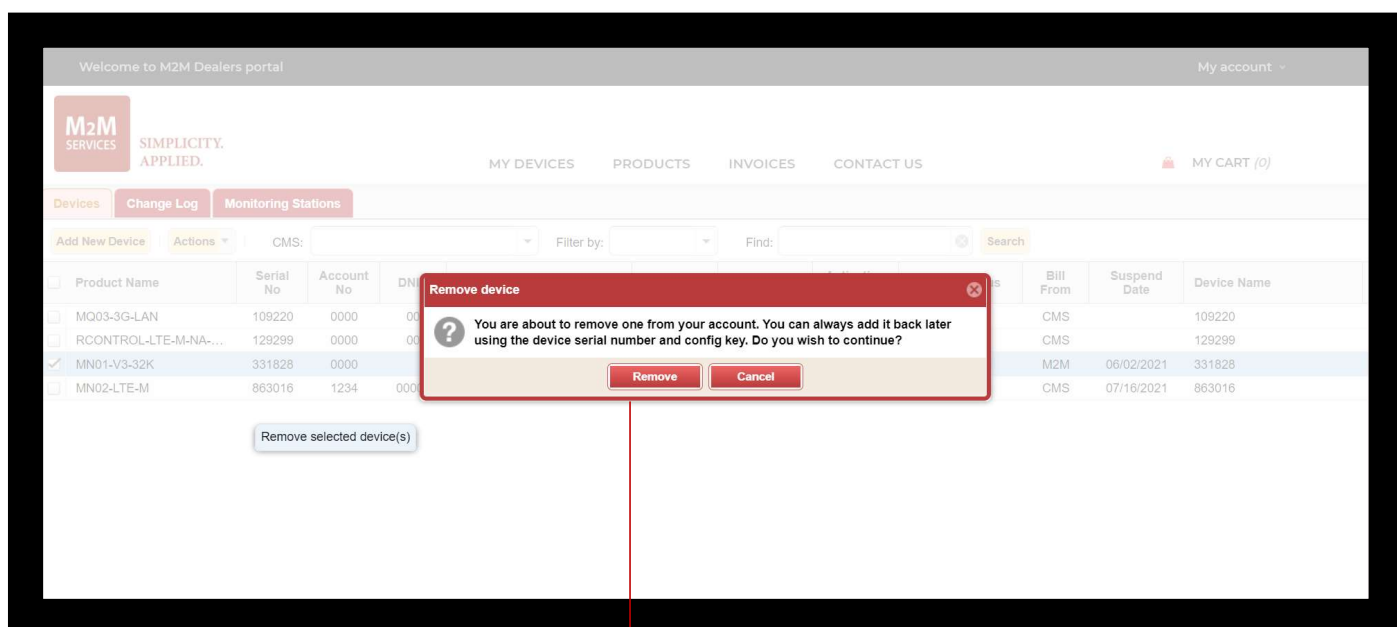
My Devices, go to tab **Devices** and select the device you want to remove. Make sure that the device is with status **Not Assigned** and **Suspended**.

Then, from the dropdown **Actions**, select **Remove**.



Mark the device and then select Remove from **My Devices>Devices>Actions**

As a next step, you will need to confirm your selection. Bear in mind that if you remove a device, you will need the device's **Serial Number** and **Config Key** to add it back.

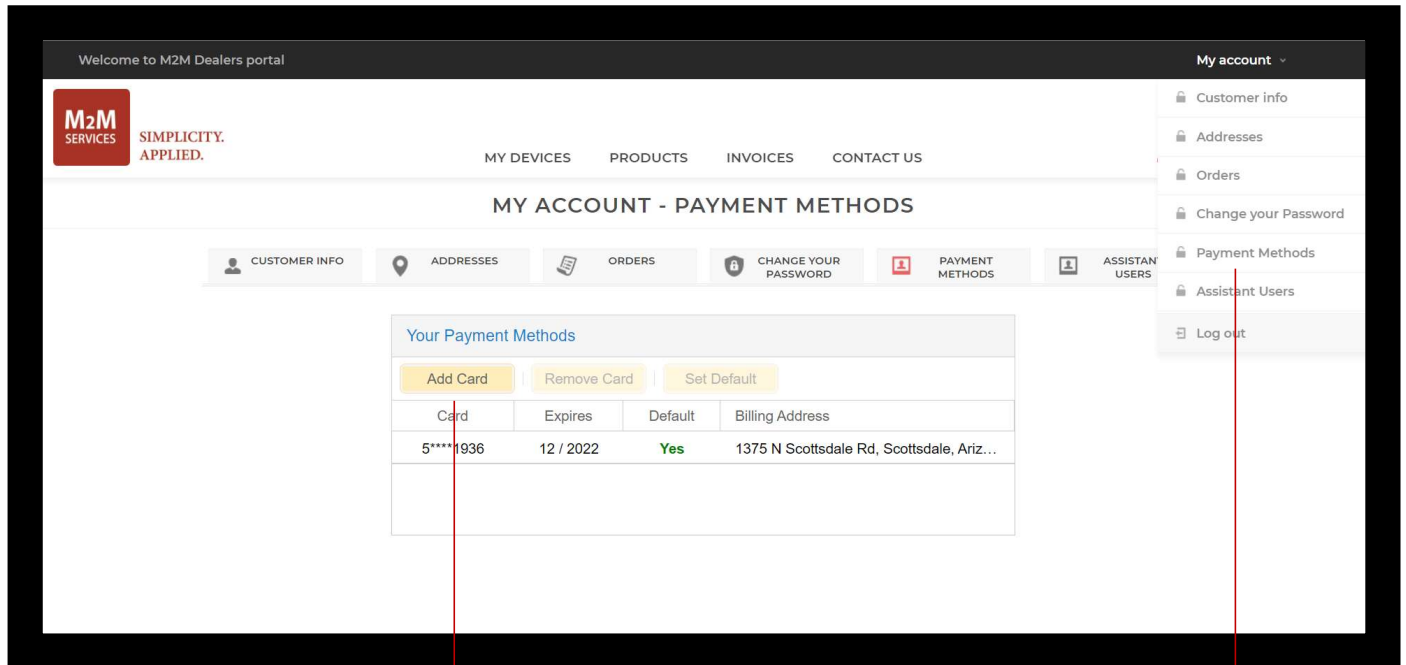


Click **Remove** to confirm

12. Add a Credit Card to your Payment Methods

Go to the **My Account** dropdown and select **Payment Method**.

Then, from the main window, select **Add Card**.



Click **Add Card** to add a new credit card

Navigate to **Payment Methods** from My Account

Choose a Billing Address from the dropdown or **Add a new Billing Address**

Fill in your **Credit Card Details** and **Cardholder name**

Click **Add** to confirm

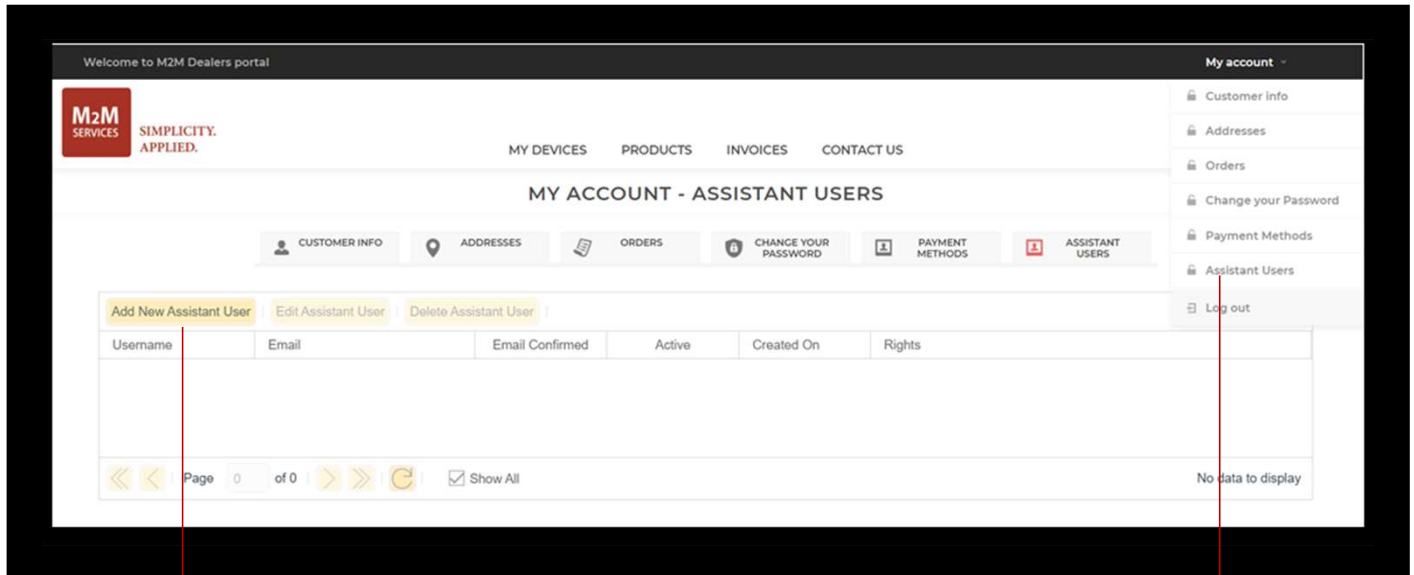
The 'Add new card' form is displayed. It has a title 'Add new card' and a subtitle 'Your billing address'. Below the subtitle is a dropdown menu showing '1375 N Scottsdale Rd, Scottsdale, Arizona, US'. There is a blue button labeled 'Add billing address'. Below this is the 'Credit or debit card' section, which includes a card icon, a 'Card number' field, a 'MM / YY' field, and a 'CVV' field. Below these is the 'Cardholder Name' section with a 'Card Holder Name' field. At the bottom is a blue button labeled 'Add'.

Note: If your credit card expires, is blocked or removed, your active cellular service subscriptions with billing from M2M Services will be affected. Therefore, we advise to add a backup credit card.

13. Add/Remove Assistant Users

Go to the **My Account** dropdown and select **Assistant Users**.

Then, from the main window, select **Add New Assistant User**.



Click **Add New Assistant User** to open the fill-in form

Navigate to **Assistant Users** from My Account dropdown

Note:

1. **Invoices and Payments** gives users permission to see Invoices, add or change Payment Methods.
2. With **ReadOnly** users can see information but not manage devices on the Portal.
3. **Device Control** gives users permission to add, remove and manage Devices but without access to Invoices, Add or Change Payment Methods.

Fill in a **Username** and the **Email Address** of the user you are adding

Select which **modules** will be available to the user

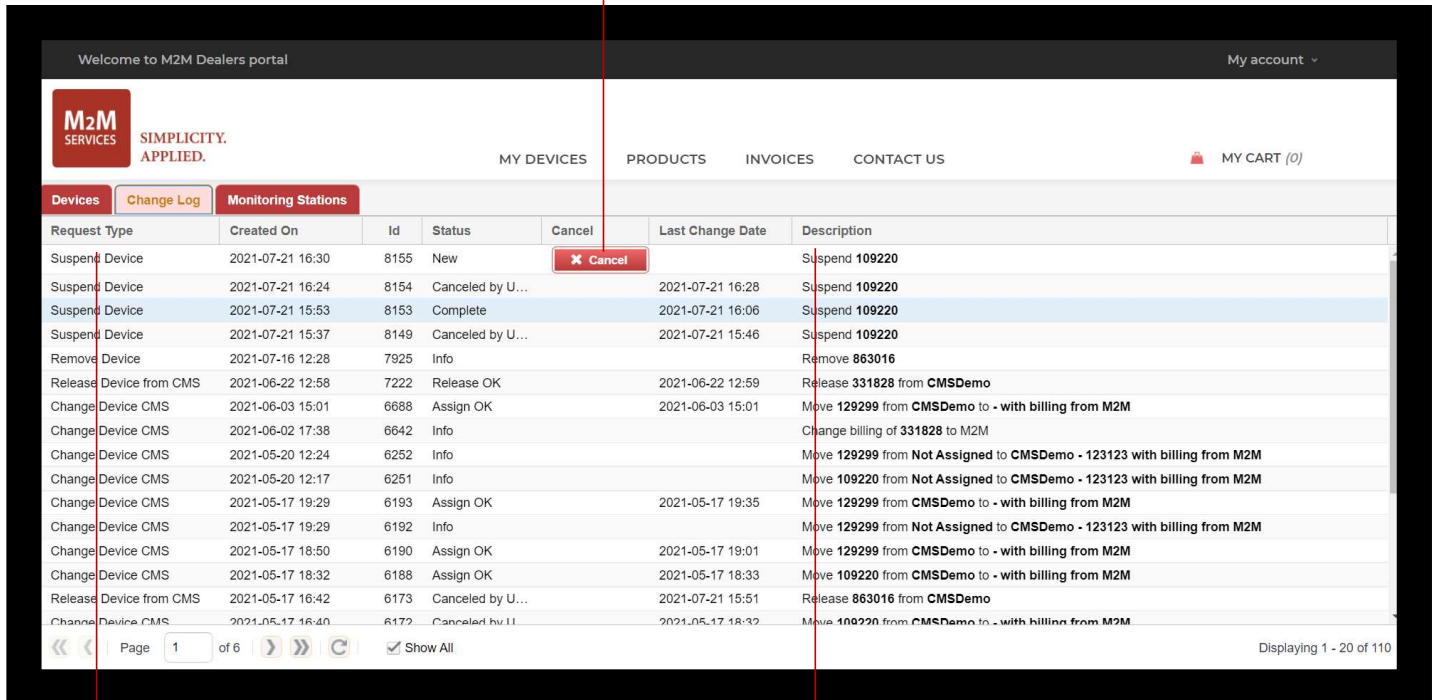
Choose a **Password** for this user

Click **Submit**

14. Change Log

Go to **My Devices>Change Log** to see a detailed list of actions triggered by the Dealer Portal user. Actions that are in process or pending approval can be reverted by clicking the **Cancel** button.

Cancel actions that are in process or pending approval



Request Type	Created On	Id	Status	Cancel	Last Change Date	Description
Suspend Device	2021-07-21 16:30	8155	New	✖ Cancel		Suspend 109220
Suspend Device	2021-07-21 16:24	8154	Canceled by U...		2021-07-21 16:28	Suspend 109220
Suspend Device	2021-07-21 15:53	8153	Complete		2021-07-21 16:06	Suspend 109220
Suspend Device	2021-07-21 15:37	8149	Canceled by U...		2021-07-21 15:46	Suspend 109220
Remove Device	2021-07-16 12:28	7925	Info			Remove 863016
Release Device from CMS	2021-06-22 12:58	7222	Release OK		2021-06-22 12:59	Release 331828 from CMSDemo
Change Device CMS	2021-06-03 15:01	6688	Assign OK		2021-06-03 15:01	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-06-02 17:38	6642	Info			Change billing of 331828 to M2M
Change Device CMS	2021-05-20 12:24	6252	Info			Move 129299 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-20 12:17	6251	Info			Move 109220 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-17 19:29	6193	Assign OK		2021-05-17 19:35	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-05-17 19:29	6192	Info			Move 129299 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-17 18:50	6190	Assign OK		2021-05-17 19:01	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-05-17 18:32	6188	Assign OK		2021-05-17 18:33	Move 109220 from CMSDemo to - with billing from M2M
Release Device from CMS	2021-05-17 16:42	6173	Canceled by U...		2021-07-21 15:51	Release 863016 from CMSDemo
Change Device CMS	2021-05-17 16:40	6172	Canceled by U...		2021-05-17 18:32	Move 109220 from CMSDemo to - with billing from M2M

Type of actions that have been triggered by a user request

Description contains the device Serial Number

Tip:

Use the columns filter to sort descending by **Created On** to allocate the most recent actions.