

Invoices and Mobile Services user manual

User Manual for Corporate Customers



TELEMATRIX USER MANUAL

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Introduction

Telematrix is an application developed by Hungarian Telekom Plc. This document contains only the description of web-selfcare.

This web interface offers complex self-care service options for our contract partners having Telematrix service. The functions are the following:

- Mobile services,
- Invoices,
- Documents,
- Phonebook,
- Settings of user authorizations.

Users can modify settings on their contracts having Telematrix service.

The services are available based on the agreement for our customers. For the terms and conditions and the order (if they do not already have one of the services) customers can contact their dedicated customer representative. Some services are not available in Roaming situation. Further information is available about the Service settings for Roaming situation in the [Services and definitions](#) chapter.

The target audience for this user document is customers with Telematrix service. The user manual provides guides and tutorials for new users who have just started to use the application, and it also helps experienced users to find answer for a specific question or request. Basic computing skills are required to understand this document.

For technical assistance please call 1430 or 1400.

Please do not use Back and Forward buttons. Using these buttons may result in error messages, and you might have to restart the browser.

Also please note that you will be logged out automatically after 5 minutes of inactivity.



Services and definitions

This chapter contains the overview of the available services, and some definitions.

Telematrix Services

Telematrix is the name of a service package for a virtual private network, which offers subscriptions having this service package a discounted tariff within the group, and a web admin interface.

The precondition for the service is (active) Telematrix service on the given subscription(s).

The following service activation, modification, deletion and settings can be performed:

- By the Subscriber on the web admin interface, free of charge. Our company is not responsible for incorrect settings.
- By an administrator at Magyar Telekom, which service has a fee. This service can be ordered at Telekom and Partner shops or at 1435 Customer Service phone number. Customer Service charges are included in Appendix No 2 to the GCT.

If the Subscriber Card is suspended for any reason and reactivated, Telematrix Services are only available, if the Subscriber activates them and performs the necessary settings on the admin interface. This means that Telematrix discounts are not applicable until services are activated again, and they have to be reactivated on the admin interface.

Services that can be set online are the following:

- Internal number
- Discounted Landline Area
- Partners company
- Virtual group member
- Call filtering for outgoing and incoming calls
- Limit notification
- Downloading Telematrix invoices

The Provider assumes no liability or responsibility for the incorrect phone numbers, and incorrect or missing settings performed by the Administrator, or any other possible related damages. The Administrator can execute modifications only on phone numbers administrated by him/her.

Services that cannot be activated on the web interface:

- Private account service
- Telematrix SMS service
- Telematrix call discount within the group

The following Telematrix services are available inland:

- discounted Landline Area
- filter for outgoing calls
- filter for incoming calls
- limit notification
- internal number
- virtual group member
- partners option
- private account

Out of these services the following are available abroad too (in Domino roaming partner* networks):

- filter for outgoing calls
- filter for incoming calls
- limit notification
- internal number
- using an internal international provider
- private account - based on limit

*The Domino partner list is available at

<http://www.t-mobile.hu/lakossagi/tarifak/nemzetkozi/roaming/domino>.



Private Branch Exchange (PBX) Connection

PBX is an IP-based business network service, where calls initiated from the customer's PBX get directly to the selected switching center via micro wave or leased lines, and calls from the switching center are received directly to the PBX. The phone numbers of PBXs are also available on the web interface.

Use of Internal Numbering System

With this service Magyar Telekom offers subscribers having PBX to connect to their personal local international providers by subscriptions with Telematrix service, using the local numbers used by their personal local international providers. Telematrix provides this service on a phone number (Btransfer) of the PBX at a provider chosen by the customer. (With the use of an international internal numbering system, the call is terminated at a number selected by the company. These calls are forwarded to the appointed extensions of the PBX using internal call.)

The service is only available in Hungary.

Internal Number

Group members with the same prefixes can call each other using three or four digit short numbers. Prefixes can be numbers between 12 and 99, while short numbers can be numbers between 100 and 9999, with the exception that the numbers 104, 105, 107, 112, 1400, 1412, 1430, 1730, 188, 197 and 198 can only be used together with the prefixes.

Further criteria:

- the group prefix cannot start with 0, and cannot be 10 or 11,
- internal numbers starting with 0 and 1 can only be called by dialling both the prefix, and the short number,
- the three digit emergency numbers can be dialled as usual.

Call Transfer within a Group

Call transfer service makes it possible for the customers to connect two of their ongoing phone calls into one phone call, and to leave the call. Then the mobile device of the transferring party goes to standby mode. How the call transfer works:

1. The cost of the call is always charged to the caller.
2. After the call transfer, the original caller is charged for the call initiated by him/her, until the end of the transferred call.
3. Subscriptions having Telematrix service can transfer:
 - Any two incoming calls,
 - Any single incoming call and a phone call initiated by the caller within Telematrix,
 - Two phone calls within the Telematrix initiated by the caller.

One-time Password

One-time Security Password.

Call Filter

Calls to subscriptions having Telematrix service can be filtered: incoming and outgoing calls can be filtered, and it can be combined with the cost splitting private account service, according to the following structure:

Filtering of Outgoing Calls and SMS Traffic

It is possible to filter outgoing calls per admin groups. Rules can be set on time-basis which outgoing calls to permit and which calls to prohibit. It can be specified further with Private Account service, which means that if the phone call is permitted, it is either the company account or the private account where the costs will be charged.

Filter for outgoing calls function is now also available in roaming situation; the rules set for the group is valid in foreign networks as well. Since 2008 outgoing SMSs can also be filtered, but SMS traffic as a whole cannot be limited.

The filtering of SMS traffic requires the existence of Telematrix SMS service.

	Company		Private	
	Within Company Zone	Outside Company Zone	Within Company Zone	Outside Company Zone
Within Working hours	Permitting and prohibiting lists	Permitting and prohibiting lists	Permitting and prohibiting lists, postfix option	Permitting and prohibiting lists, postfix option



After hours	Permitting and prohibiting lists	Permitting and prohibiting lists	Permitting and prohibiting lists, postfix option	Permitting and prohibiting lists, postfix option
During Holidays	Permitting and prohibiting lists		Permitting and prohibiting lists, postfix option	

Filtering of Incoming Calls

It is possible to set filtering rules for incoming calls per admin group, based on working time, location (if having a company zone; in Hungary: within or outside the company zone, or in roaming situation). Incomings calls can be received or redirected to another Magyar Telekom phone number according to these settings. Two types of lists can be applied to each group as filter for incoming calls in case of domestic and roaming calls:

- a list of calls that are permitted to be received on the phone number (phone numbers, ranges),
- a list of calls that are not permitted to be received on the given phone number, but they are redirected to another subscription owned by the company (phone numbers, ranges, and an additional phone number, which is the phone number of the subscription owned by the company).

The prohibited incoming call can be terminated at a public phone number selected by the customer. This phone number has to be a Magyar Telekom number with a subscription or with Domino prepaid package. If this option is selected, the phone call will be terminated at a public phone number; and if no phone number is set, the phone call will redirect to voicemail ('The number you have dialled is not available at the moment, please try again later').

Fees of filter for incoming calls are charged to all subscriptions included in the admin group, and the monthly fee is charged to each phone number in the admin group.

Call Filter Rules

The rules can be started by 'e:' (permit) or 't:' (prohibit). It is followed by the phone number, which can end with a '*' sign (numbers ending with a '*' sign mark a masked range, e.g. 3630123* stands for all the numbers which start with 3630123), or it can be entered using a 'from – to' range. E.g. 36301234500-36301234613.

It is possible to use macro-definitions, such as:

- restricting directions:
 - ONNET,
 - OFFNET ,
 - TELENOR,
 - VODAFONE,
 - MAGYAR TELEKOM;
- names of saved Carts, e.g.: cashiers, call-centers etc.

Examples:

e:ONNET

all phone numbers within the company group (included in the Telematrix) are permitted

t:OFFNET

all phone numbers within the company group (not included in the Telematrix) are prohibited

e:cashiers

dialling the members of the group named cashiers is permitted

The system determines whether a phone number is permitted by processing all the rules starting from the first one. The first rule that matches the phone number decides whether the phone call is permitted or not.

Example 1: The first rule permits the phone numbers starting with 3630123. All other numbers are prohibited in accordance with the second rule:

e:3630123*

t:*

Example 2: In accordance with the first rule, the whole of area 22 is prohibited; the second rule determines that all other numbers are permitted:

t:3622*, e:*

Limit Notification

Maximum 3 limits and maximum 2 notification addresses (SMS, e-mail) can be set. The system will send a notification message to these addresses when the call cost limits are exceeded. The Limit Notification is based on the call traffic report. The displayed data are for information purposes only, and do not contain the monthly fees, discounts and VAT.

Limit Notification Service fees are charged to all subscriptions included in the admin group. The monthly fee is charged to each phone number in the admin group separately.



Discounted Landline Area

Companies using Telematrix can set a Discounted Landline Area per each subscription. These subscriptions can call the numbers in the Discounted Landline Area at a discounted fee.

Only one landline area can be set per each admin group. The discounted rate of the Discounted Landline Area is applicable for only those subscriptions where the subscriber has previously subscribed for the service i.e. the ones which are members of the admin group which uses the service.

It is possible to change area codes on the web interface any time, but fees will apply each time when changes are made.

Private Account Service

With the Private Account Service, business and private calls can be separated both in usage and at the billing processes. The purpose of Private Account Service is to separate the voice, fax and the circuit-switched data calls for the user to private and company accounts, based on the type of the calls. The fees of the SMSs, MMSs, forwarded calls, the calls initiated from voice mail, and calling the voice mail and fax mails are always charged to the company account.

A/ Administered on the Interface**A/1. Postfix Option**

- When a call is initiated, the system checks whether the phone call is made in / out of working hours, or within / outside company zone. If the dialled number is permitted on the company list, the call is executed, and it is charged to the company account.
- If private calls are permitted with postfix at the given time from the given location, then dialling postfix (*#*) after the phone number will charge it as private call.
- In any other case, the call is not executed.

A/2. List Option

	Company		Private	
	Within Company Zone	Outside Company Zone	Within Company Zone	Outside Company Zone
Within Working hours	Permitting and prohibiting lists	Permitting and prohibiting lists	Permitting and prohibiting lists, postfix option	Permitting and prohibiting lists, postfix option
After hours	Permitting and prohibiting lists	Permitting and prohibiting lists	Permitting and prohibiting lists, postfix option	Permitting and prohibiting lists, postfix option
During Holidays	Permitting and prohibiting lists		Permitting and prohibiting lists, postfix option	

- If Holiday profile is set, then regardless the location and working hours, the system checks whether the phone call is permitted as business call or not. If it is not, the system checks whether it is permitted as a private call. The phone call is charged as business or as private based on this, if the call is permitted.
- When initiating a call, the system checks (using the above described table) whether the phone call is initiated in / out of working hours, and within / outside the company zone. If the dialled number is permitted on the company list, the call is executed, and fees will be charged at the company account.
- If it is not permitted as a business call, the system checks whether the call is permitted as a private one. If it is, the call is executed as private call.

In the event of roaming, the charging will be based on the rate plan of the subscriber. Private account service is not available abroad, all calls will be charged to the company account.

B / Not administered on interface**B/1. Separate Billing Based on the Limit**

For each subscription included in the Telematrix, the traffic above the limit set by the company is charged to the current user of the subscription, who has contracted for the Private Account Service.



A+B / Mixed

Use of both post-fix and/or List Options and separate billing based on the limit. During the month, calls will be charged to the private account as defined at Filter for outgoing calls, and if the previously set limit is exceeded, the amount above the limit is charged over as well.

Business customer (the Company)

The subscriber and invoice payer of the Contract on the physical SIM Card of Hungarian Telekom Plc., and the subscriber of the Contract of the Private customer, and business customer who signed to Telematrix service.

Private customer (the Worker)

The invoice payer of the Contract of the Virtual SIM Card which is separated from the Physical SIM card of Hungarian Telekom Plc., (i.e. the subscriber of the virtual card is the business customer /company/, and the invoice payer is the worker), the person employed by the business customer who has contracted for the Private Account Service.

Cart

The set of phone numbers which the given setting applies for.

Partners Option

Partners Option offers an option for companies using Telematrix service, to call their most frequently called partners at a discounted rate. Each subscription of the company included in the Telematrix service can call the same, maximum 5 phone numbers at discounted Partners Options prices. The discount only applies for domestic Magyar Telekom phone numbers. The phone numbers included in the option can be changed on the web interface at any time. There is no extra event fee for including a new Partner Number if the addition of a new member results in exceeding the maximum number of Partner Numbers set for the given month – considering the 5 number limit. Deleting a Partner Number is free of charge.

Public Number

The private phone number at Magyar Telekom of the person, who uses a company phone number. It is available in a 36301234567 format, and it is the phone number which can be called if someone would like to contact the private person. For further information see Filter of Incoming Calls.

Roles

- (SIM) USER – For each subscription belonging to the company, the phone number of the subscription is a dedicated user as well. The user name belonging to the customer is the phone number of the subscription, and it allows USER level authorization for the given phone number by default. For each subscription included in the service, a 'onenumber@companyname' named user is created. The company ADMINISTRATOR can upload the parameters of the user (either individually or by bulk upload), request for the initial password, or generate a new one. If the USER uses a generated password at login, he/she will be forced to change it. USERS can log in only if the ADMINISTRATOR previously enabled USER level access.
- ADMINISTRATOR – Each company has at least one ADMINISTRATOR user. ADMINISTRATOR users automatically have access to all functions available on the interface, their privileges cannot be set on the user interface available for the customers. ADMINISTRATORS can enable other users to access data (Subscriptions, Accounts).
- GROUP MANAGER – The GROUP MANAGER role can be given to existing users by an ADMINISTRATOR. A group can only be assigned to a user if the user has the required GROUP MANAGER role.
- ACCOUNT MANAGER – ACCOUNT MANAGER role can be given by an ADMINISTRATOR, to existing users. The access to accounts can also be set: which accounts, and for a full term, or from MM-YYYY. If the ACCOUNT USER role is assigned when creating a new user, the authorization is valid from the creation time by default.

TelematrixPlus

Hungarian Telekom Plc. offers discounted rate plans for the calls made between the mobile phone numbers of Magyar Telekom involved in the service, in a group, and the landline phone numbers of Hungarian Telekom Plc., regardless the time of the phone call. The service requires a valid contract at Hungarian Telekom Plc., having Telematrix Plus Service. Telematrix Plus is only available in Hungary. In case of roaming, charges will be based on the rate plan of the subscriber. See Appendix Telematrix Plus for details.

TelematrixSMS

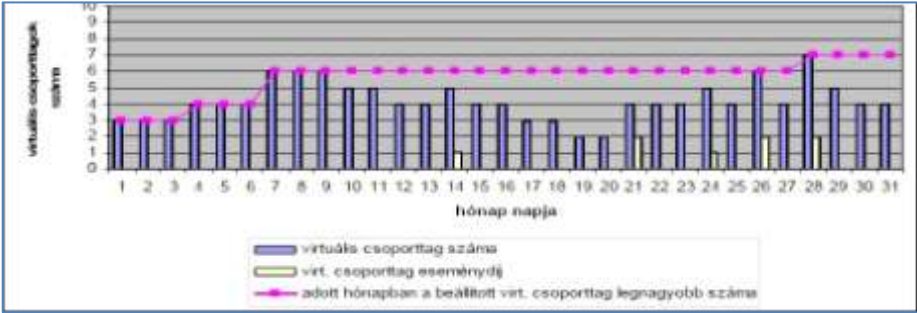
Telematrix SMS service offers an option to separate the charges of SMS traffic within the Telematrix Group from the ones to other directions.

Virtual Group Members

A Virtual Group Member is a phone number which is not included in the subscriptions of the company using the Telematrix service, but it is dialled on a regular basis, and therefore it is wished to be treated as a member of the group. Internal numbers can be applied to Virtual group members, just like in case of a normal group member, with the same conditions. The members belonging to the admin group having Virtual group members service can call these phone numbers at a discounted rate. There is no restriction on the number of Virtual group members, but the monthly fee is paid per group member and per subscription. Any phone number can be set as Virtual group member, but the discount only applies for the domestic Magyar Telekom and domestic landline subscriptions.

Fees will be applied for Virtual group member service for each subscription in the admin group if the service was turned on for even the shortest period of time in the current month. Adding a new Virtual group member (apart from the monthly fee) is free of charge only if the new number of the Virtual group members in the current month exceeds the maximum number of the group members in the same month. Otherwise a modification fee is to be paid when adding a new virtual group member.

Deleting a Virtual group member is free of charge.



SIM/Contract/Subscription/MSISDN/Phone number

The ordered services are valid for subscriptions (SIMs), and they are also the basis of the groups. Their properties are:

- Contract Number: the contract number belonging to the subscription,
- Phone Number: the phone number belonging to the subscription,
- Invoice Payer: the invoice payer belonging to the subscription,

- Its format: 36 20 30 1234567 31 70



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

Mobile services
Invoices
Documents
Phone Book
Settings of user authorizations

Mobile services

Generally Mobile services menu is available for users having Group manager or Administrator role.

The submenus are the following:

- Subscriptions
- Group management
- Status of ordered services
- Profile management
- M2M services

Several screens at Subscriptions slightly vary depending on the number of subscriptions belonging to the given user. This serves to make subscription management equally easy with

- few
- or many of subscriptions.

Generally the displayed tables can be ordered by clicking on the column header. Some / all items in the table can be easily selected where necessary.

Subscriptions can be managed one by one or in a group. When managing a single subscription, the most important data are available in the subscription “boxes” on several tabs.

Services that are already ordered or available for order are also listed and grouped in the subscription “boxes”. The current status of the services can be viewed, and services can be easily ordered or turned off.

When managing multiple subscriptions, services can be ordered or turned off to all of the selected subscriptions the same way. To ensure transparency, it is both displayed on how many subscriptions the selected service can and cannot be ordered.

Most service orders and modifications, and the report requests can be further followed at Status of service orders. The description of this screen is available in a separate chapter.

Simple users cannot view the previously listed submenus by clicking on Mobile services main menu, but can only reach My subscription submenu and its screen, which lists their own subscription “box” and its tabs.



SIM USER

Mobile services

Mobile services
Invoices
Documents
Phone Book
Settings of user authorizations

My subscription

Simple users can only view their own subscription “box” and its tabs.

In case of a non M2M subscription, three tabs may appear in the subscription box:

- Phone number tab (this is the active tab by default)
- Current balance tab
- Customer information tab

The latter is only available if there is available information.

+36 30 123 4567

UNTIL NOW
10 MINUTES
HAVE BEEN DISTRIBUTED

DATA USED
500 MB
FROM 500 MB

Employee Name	Example Name	Rate plan	Next Business 150 hang- internet díjcsomag
Organization	Not specified	Loyalty time	-
Cost center	Not specified	Inner number	Not specified
Contract number	123456	PIN and PUK	View
		Groups	Test Group

Features and Options

Details

Regardless of the selected tab, Features and Options section is available at the bottom of the page, with an expandable list about the available services, in a grouped form.

The detailed description of the tabs and the M2M subscription boxes (with no tabs) is available at the Subscriptions chapter.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

Mobile services
Invoices
Documents
Phone Book
Settings of user authorizations

Mobile services

Subscriptions

The content of Subscriptions menu depends on the number of subscriptions belonging to the logged in user.

Few subscriptions

In case of a user with a limited number of subscriptions, Subscription details screen is displayed. This screen offers the individual management of subscriptions.

In this case, the following search / information section is available above the list of the boxes. If subscriptions are listed on several pages, there is a page turning option.

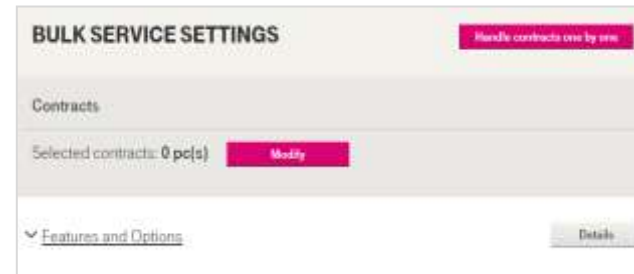


The number of total subscriptions is listed in this section. Below that there is a phone number search section, where phone numbers can be searched by entering a phone number. There is a Set service for multiple subscriptions button on the top right side, which is a switch from single subscription management to multiple subscription management.

Many subscriptions

In case of a user with many subscriptions, Bulk service settings screen is displayed, which offers management to multiple subscriptions.

Individual subscription management is available by clicking on Individual subscription management button on the top right side.



This screen has no subscription boxes. By clicking on Modify button, a search area is displayed. By selecting subscriptions, the user can define on which subscriptions the bulk services are to be applied.

Once selected, the number of subscriptions is listed, and at Features and Options expandable list, a list of available services can be found in a grouped form.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

Mobile services

Invoices

Documents

Phone Book

Settings of user authorizations

Mobile services

Subscriptions

Subscription box data

Phone number tab

EMPLOYEE NAME +36 30 123 4567	UNTIL NOW 17 MINUTE(S) HAVE BEEN DISTRIBUTED	DATA USED 1.00 GB FROM 1.00 GB
Employee Name	Employee Name	Modify
Organization	Not specified	Loyalty time
Cost center	Not specified	Inner number
Contract number	12345	PIN and PUK
View bills and call details		

The subscriber's name and phone number are displayed on this tab.

The tab's screen displays:

- Employee's name (modify)
- Organization unit (modify)
- Cost center (modify)
- Contract number
- Rate plan
- Loyalty time
- Internal number (modify)
- PIN and PUK (view)
- Group
- Fax number (only displayed if there is)
- Car card number (only displayed if there is)
- View bills and call details

Current balance tab

+36 30 123 4567	UNTIL NOW 40 MINUTES HAVE BEEN DISTRIBUTED	DATA USED 500 MB FROM 500 MB
CALLS		
Within the network	40 minutes	
To other mobile networks	20 minutes	
To landline phones	10 minutes	
International calls	0 minutes	
Roaming calls	0 minutes	
MESSAGES		
Sent	10 pieces	
Sent MMS	0 pieces	
THE REMAINING OF		
500 MB		
Features and Options		

The tab displays the total of voice call traffic.

The tab's screen displays:

- Calls: sum of minutes
 - Within the network: minutes
 - To other mobile networks: minutes
 - To landline phones: minutes
 - Roaming calls: minutes
 - International calls: minutes
 - Relax talked minutes
 - Relax international voice call traffic
- Messages: sum of pieces
 - Sent messages: pieces
 - Sent MMS: pieces

- Data usage: sum of traffic
 - NetStart balance: traffic
 - CSD data calls: traffic
- Sum of mobile purchases: HUF

Only those rows are displayed, which have relevant data. Only those categories are displayed, which have rows.

Data traffic left tab

+36 30 123 4567	UNTIL NOW 40 MINUTES HAVE BEEN DISTRIBUTED	DATA USED 500 MB FROM 500 MB
Általános beállítások internetgyorsítógépe		
Díjmentes internetgyorsítógépe		
500 MB		
Díjmentes internetgyorsítógépe		
Features and Options		

It displays the subscriber's current data balance; in a detailed graphical format.

This tab is only visible if it has minimum one data type.

Features and Options expandable list

Features and Options expandable list is available at the subscription box, below the tabs' screen, and contains the list of available services and reports, in a grouped version. The detailed description is available in a separate chapter.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

Mobile services
Invoices
Documents
Phone Book
Settings of user authorizations

Mobile services

Subscriptions

Subscription box for M2M contracts

In case of M2M contracts, there are no tabs. The data on phone number tab (described in the previous chapter) is listed, and supplemented by the following:

- ICCID number
- IMSI number
- Contract status

TESZT			
+36 30 123 4567			
Munkavállaló neve	név: Módosítom	Előfizetéshez tartozó díjcsomag	díjcsomag
Szervezeti egység	Nincs megadva Rövidítő	Díjcsomag hűségideje	-
Kötséghely	Nincs megadva Rövidítő	Belső szám	Nincs megadva Rövidítő
Szerződés szám	1231234	PIN és PUK	Módosítom
ICCID	123212321234321	IMSI	1234565432123
	Szerződés státusza	ACTIVE	
Statisztika és levozatások megtekintése			
Szolgáltatások és beállítások			
Részletek			

Features and Options expandable list

It is located in Subscription box, under the screen of tabs, and lists the available services and reports in a grouped form. The detailed description is available in a separate chapter.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options in case of a single subscription

At the bottom of Subscription box there is a Features and Options expandable list including the available services and reports. The entire section can be closed by clicking on "Close" button.

The groups can be expanded individually, and the listed services can be ordered or turned off regarding that subscription.

Hereinafter elements of the groups are detailed as follows:

- Cost control services
- Other services
- Reports

^ Features and Options Close

▼ APN szolgáltatások
APN szolgáltatások

▼ EN Telefonos és üzenetküldés
EN_Nemzetközi híváskezelés, SMS csomagok, hívásbeszélgetések

▼ Internetes hozzáférés
EN_Egyenleg bővítés, korlátozott internetezés

▼ Zene, TV
Zenehallgatás, TV-als mobil eszközökön

▼ Internetes és telefonos hozzáférés
Bőngészés, levelezés, telefonos hozzáférés kizárható módon

▼ EN Kedvezményes hívások, hívás számlák
EN_Futóval kapcsolatos költségek kontrollálása

▼ Szolgáltatások titka
Telefonálathoz és mobilinternetezéshez kapcsolódó titkok

▼ Mobilhívások
Mobil eszközökön történő hívások

▼ Hívások, forgalmi statisztikák
Előzetesek, adatok, igények, megtekintés



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Mobile services

Features and Options / Cost control

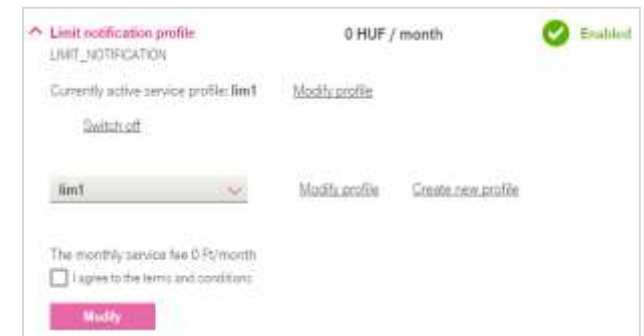
Cost control services group contains the following services (with profile):

- Discounted landline area
- Partners option
- Partners inland option
- Virtual group member
- Filter of incoming calls
- Filter of outgoing calls
- Filter of outgoing SMSs
- Private account
- Limit notification
- Work order

If the service is turned off, it can be ordered with a selected profile (after accepting terms and conditions). Both links “Modify profile” and “Create new profile” lead to the screens of Profile management (it is further described in Profile management chapter).



If the service is currently active, the name of the service profile is displayed. The profile can be modified and the service can be turned off. Both “Modify profile” and “Create new profile” links lead to the screens of Profile management (it is further described in Profile management chapter).



The rest of the services with profiles are displayed similar to the two examples above, depending on their current status. In the following, there is a short summary about the cost control services.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

Mobile services

Features and Options / Cost control

Discounted landline area

Companies with Telematrix subscription have an option to define a landline area per phone number. Phone numbers belonging to the selected landline area will be dialled at a discounted rate, which is included in details in the cooperation agreement.

Discounted landline area rate is only valid for the contracts, on which the service is activated by the customer.

The area can be modified at the web interface any time, but it has a fee, which is included in details in the cooperation agreement.

Partners option

Partners Option allows companies using Telematrix service to call their most frequently called partners at a discounted rate. All of the subscriptions of the company included in the Telematrix service can call the same (a maximum of 5) phone numbers at the discounted rate of Partners Option. The tariff is included in 'To the Partner 4 Package with Business Discount' agreement.

The discount applies only for domestic Magyar Telekom numbers. The phone numbers included in the option can be changed any time on the web interface.

Fees do not apply on adding a new partner number if the new number of partner numbers exceeds the maximum of the Partner Numbers set for the actual month, in compliance

with the maximum of 5 phone numbers.

Deleting a Partner Number is free of charge.

Partners Inland Option

Partners inland option allows companies using Telematrix service to call their most frequently called partners at a discounted rate. All of the subscriptions of the company included in the Telematrix service can call the same (a maximum of 5) phone numbers at the discounted rate of the Partners Inland Option.

The discount only applies to inland and non-premium rate phone numbers. The phone numbers included in the option can be changed any time on the web interface. Fees do not apply on adding a new partner number if the new number of PIO exceeds the maximum number of the Partner Numbers set for the actual month, in compliance with the total maximum of 5 phone numbers.

Deleting a Partner Number is free of charge.

Virtual group member

Virtual group members is a phone number which does not belong to the subscriptions of the company using the Telematrix service, but it is frequently dialled, so the company wants to manage it as a member of the group, call it by dialling an internal number, at a discounted rate. Virtual group members can be assigned with an internal number just like normal group members, with the same conditions. Virtual group members can be saved with a maximum of a 21 character name. The number of Virtual group members is not limited.

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Virtual group members can have an internal number which consists of a 2 digit prefix and a 3 or 4 digit short number. Monthly fees will be applied on each Virtual group member and on each subscription. Virtual group members can only be domestic Magyar Telekom and Magyar Telekom domestic landline subscriptions, because the discount only applies for these directions. The switch center checks the provider, and in case of other directions (e.g. in case of a transferred number) offnet pricing will be applied.

Filter of incoming calls

For each admin group it is possible to set whether the incoming call is permitted to be received based on the working hours, or the call should be forwarded to another Magyar Telekom number.

Fees of Filter for incoming calls will be applied on all subscriptions in the admin group; monthly fees will be charged per each phone number in the admin group.

For each group, two types of rules can be assigned for Filter for incoming calls in case of both domestic and roaming calls:

- a list of permitted incoming calls (phone numbers, ranges),
- a list of prohibited calls, which are forwarded to another subscription owned by the company (phone numbers, ranges and an extra phone number, which is a phone number of a subscription owned by the company).



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options / Cost control

Filter for outgoing calls

Filter for outgoing calls function is available in case of roaming service too; rules set for the group can be applied in foreign networks as well. Since 2008, filtering for outgoing SMSs is also available.

The filtering rule list can consist of one or more lines. Each line contains a command and a rule. There are two types of rules in the system: Permitting and prohibiting. Each line contains a rule, which can be a phone number or a range of numbers, or a command and an identifier.

Filter for outgoing SMSs

The Filter of outgoing calls can also be applied to SMSs. The interface sends a warning whether the SMS filter can be applied or not for the available subscriptions. Roles can be set only if Telematrix SMS service is included in the contract of the mobile.

Private account

The purpose of Private Account Service is to separate the voice, fax and the circuit-switched data calls into two different accounts,

- based on the type of the calls (private or business calls),
- and when exceeding a pre-determined cost limit.

Technically, the separation of private and business calls can be done by using of a code line (postfix) after the dialled phone number, or it can be based on a list.

The fees of SMS, MMS, forwarded calls and the calls initiated from voice mail, and calling the voice mail and fax mails will always be charged on the company account.

There are 4 ways to separate traffic:

- Postfix Option,
- List Option,
- Limit-based Billing,
- Mixed.

Limit notification

It is possible to set maximum 3 limits and maximum of 2 notification addresses (SMS, Email), to which the system sends a notification if the pre-determined costs are exceeded. The displayed data are for information purposes only, and they do not contain the monthly fees, discounts and the VAT.

The monthly fee is available in the Contract.

Work order

Work order can be described by a periodically recurring pattern; its duration can be 1 to 28 days (4 weeks) long. The pattern consists of working hours (intervals), which describe the certain work-periods. The recurring pattern can be defined by selecting a starting date, where the cycle starts, and it keeps recurring without stopping until a new work order is defined. The date can be selected from a calendar.

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Features and Options / other services

The following self-care service groups belong here:

- Mobile shopping
- Road toll
- Mobile internet services
- Phone number services
- EFT Plus
- Prohibition services

The services of these service groups are displayed for group managers and simple users only if they are authorized by the administrator. Administrators can authorize group managers and simple users at "Self-care services access rights" screen.

Jogosultságok

☐ Groupuser számára elérhető

☐ Simuser számára elérhető

Vissza **Mentés**

If enabled by the administrator, the certain services are displayed bellow the expandable list of the relevant Subscription box.

They can be ordered only after accepting the terms and conditions by marking the checkbox.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options / Reports

The reports are as follows:

- User activity
- Activity in invoices
- Pin-Puk
- Active services
- Discounts to phone number
- Unbilled traffic
- List of phone number properties
- Service history
- Voice call traffic
- Top10 statistics

By clicking on the bellow listed reports, a “Get the report” button is displayed. When clicking on is, a message is displayed: “The preparation of the report has begun. Further information about its status can be found at Status of service orders page.”

- Active services
- Discounts to phone number
- Unbilled traffic
- List of phone number properties
- Pin-Puk
- Voice call traffic

The Status of service orders page is discussed in a separate chapter.

To run the bellow listed reports, please enter search criteria.

- User activity
- Activity in invoices
- Service history
- Top10 statistics

In the following these reports will be explained.

User activity

The following information is required: User, Date (from and to), Type, and Message. By clicking the “Get the report” button, the preparation of the report begins. A “Download CSV” link appears soon, and by clicking on it, the report can be downloaded.

^ User activity 0 HUF / month

USER_ACTIVITIES

User

From date 2015. August 07., Friday

To date 2015. September 07., Monday

Type Aktiválás

Message

Description

Get the report

Activity in invoices

This report works the same way as User activity report.

Service history

Enter the service name, date and time (hour, minute).

By clicking the “Get the report” button, a message is displayed: “The preparation of the report has begun. Further information about its status can be found at Status of service orders page.”

^ Service history 0 HUF / month

SERVICE_HISTORY

Service name Incoming

Date 2015. September 07., Monday

Time 00.00 hour:minute

Get the report



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options / Reports

User activity

User Activity Report contains data about when and what type of service actions were performed by users, and what was the result.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group. When performing a search, you can use '*' wildcard to represent a string of characters.

Activity in invoices

Activity in invoices Report allows the user to see when and what type of invoice activation were performed by users, and what were the results.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group. When performing a search, you can use '*' wildcard to represent a string of characters.

Pin-Puk

Pin-Puk reports allows the user to get the Pin-Puk codes belonging to the subscriptions. ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

Active services

Active Services report lists the active services on the subscriptions.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

Discounts to phone number

Discounts to Phone Numbers Report allows the user to view all unexpired customer discounts of the subscription.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

Unbilled traffic

Unbilled Traffic report allows the user to view the unbilled traffic on a contract level.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

List of phone number properties

Phone Number Properties List report allows the user to view the properties of the agreements on phone number, group, and account level

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

Service history

Service history report allows the user to view the actual status of a service on the selected subscriptions at a specified time.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.

Voice call traffic

Voice call traffic report allows the user to view the current amount of voice call traffic of the selected subscriptions (having the specified services activated).

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, GROUP MANAGERS can only access it for the ones in their own group.



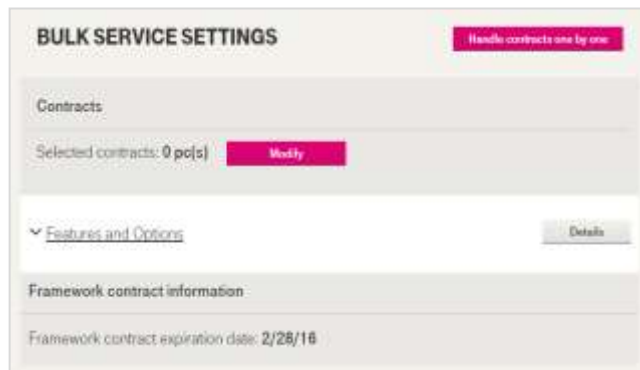
Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options – Bulk service settings

Bulk service settings screen is available by clicking on „Bulk service settings” at Subscriber information screen.

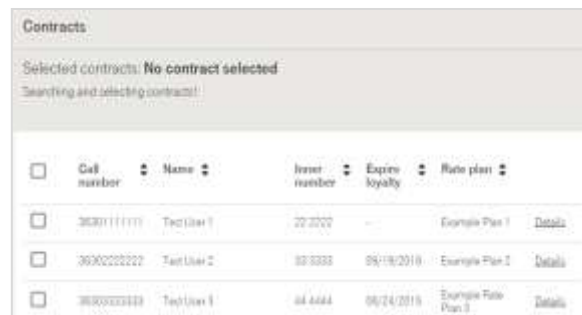


Search and select subscriptions

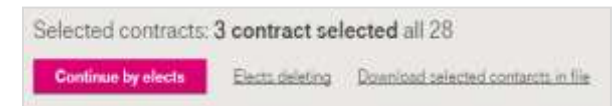
A select screen is displayed when clicking Modify button. Subscriptions can be selected here. Having a few subscriptions, this interface does not contain filtering criteria. They are only displayed for users having many subscriptions.

Selecting subscriptions with a user having a few subscriptions

Checkboxes offer an option to select subscriptions individually or to select them all. The columns of the table are: Phone number, Name, Internal number, End of loyalty program, Rate plan and Details. By clicking on Details, the corresponding Subscription box is displayed.



After selecting subscriptions by using the checkboxes, the number of selected subscriptions, “Unselect”, “Download selected subscriptions in file” links and “Continue” button are displayed.



Clicking Continue button redirects to Bulk service settings screen, where the number of selected subscriptions is displayed (instead of a 0, as previously displayed). Services can be activated and reports can be requested for the selected subscriptions at Features and Options expandable list.

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Features and Options – Bulk service settings

Selecting subscriptions with a user having many subscriptions

The difference between users having a few and the ones having many subscriptions is that by clicking Modify button, the search area contains more filtering options.

Contracts

Selected contracts: **No contract selected**

Searching and selecting contracts!

Name Service

Short number Organization

Account number Group name

Call number Contract type

[Reset search parameters](#)

Found 107 contract [Select all](#)

The filtering options are:

- Name (text field)
- Short number (text field)
- Account number (text field)
- Phone number (text field))
- Service (expandable list, with service and profile names)
- Organization (expandable list)
- Group name (expandable list)
- Contract type (expandable list)

Checking the currently active services and service profiles on the subscriptions is also available by using Service expandable list as a search option.

Click on Search to start the search. Clicking Continue link redirects to Bulk service settings screen, where the number of selected subscriptions is displayed (instead of 0, as previously displayed).

Services can be activated and reports can be requested for the selected subscriptions at Features and Options expandable list.

Bulk service settings

Features and Options expandable list with bulk service settings works the same way as with managing subscriptions one by one, but quantitative information is also available about the selected subscriptions and the given services.

An example for a service (with profile):

Out of the selected 5 subscriptions, the service profile is currently:

- activated on 5 subscriptions,
- can be activated on 0 subscription,
- cannot be activated on 0 subscription,
- is in progress on 0 subscription.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Group management

The existing groups are listed in a table on the screen, with the following columns:

- Group name
- Group description
- Number of subscriptions in the group

The existing groups can be searched based on group name by filling the Group name form and clicking Search.

The selected groups can be deleted by clicking on Delete selected button. New groups can be created by using Create new group button. Group data screen is available by clicking on “Details” link below the group name.

Group name	Group description	Contracts
Test Group 1	Example description.	3
Test Group 2	Second example description.	0

Create new group

Users with a few subscriptions may see the following screen:

Phone number	Name	Internal number	End of loyalty time	Rate plan
38301234567	Example Name 1	---	---	AAA
38307894321	Example Name 2	---	---	BBB
38301218100	Example Name 3	11 0000	---	ABC

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The following information can be filled when creating a new group:

- Group name
- Brief description of the group
- Default group
- Group owners
- Subscriptions

Users with many subscriptions may see a detailed search area for selecting subscriptions (described in Subscriptions chapter).

Chosen contracts: 3 contracts chosen, total number 107

☒ Add selected contracts to group

☐ Remove from every group

☐ Remove selected contracts from group

☐ Remove from every group

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Status of service orders

The screen contains information about the status of different background processes.

The 3 parts of the screen:

- Notification settings
- Expandable search area
- Search results in a table format

Notification settings

This section contains two checkboxes and a Save button.

The checkboxes are: "Request e-mail notification" and "Request SMS notification". When ticking the checkboxes, the system sends a notification about all operations regarding the user.

Expandable search area

It implements a search based on the following filtering options:

- Phone number
- Operation ID
- Operation type
- Date (from)
- Date (to)
- Username
- Status

When displaying the screen, the default date is the past 1 month, and the search results are already listed.

Search results in a table format

The table fields are:

- Operation ID (link)
- Operation type
- Creation date
- Username
- Status
- Number of items
- Download ("Download" link is available at certain operations)

When clicking on the Operation ID hyperlink, Details of Service Settings screen is displayed.

Operation Id	Operation type	Created date	Username	Status	Item count	Download
27438	Active services	09-07-2015 13:54	testuser@telematrix	On	1	Download

Details of ordering the services

The following information is available:

- Operation ID
- Operation type
- Creation date
- Username
- Status
- Number of items

The list can be downloaded in a file format by clicking on Download SIM list button. If there was a Download link for the given operation at Status of service orders screen, the Download button is also available here, at Details.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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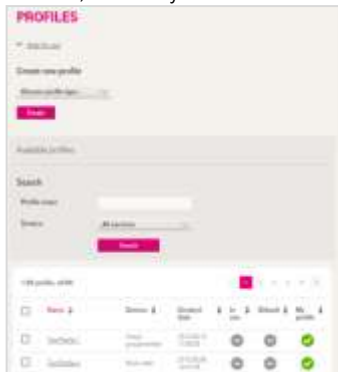
Mobile services

Profile management

A service profile is the saved configuration of the parameters of a certain service. Setting a service for the items in the Cart is possible by creating new profiles or by selecting existing ones. The latter can be done by choosing a service type and entering a 'profile name', or by entering the 'profile name'. (In this case, all of the services will be activated where the selected profile name is set). The parameters of a profile can be modified later too. By modifying an existing profile, the settings for the given service will be modified on all contracts and internal numbers associated to that profile.

Profile management

By clicking on Profile management submenu, service profiles are listed. These profiles are defined under the domain, and they are available for the user to view or modify.



GROUP MANAGERS can edit the properties of the subscriptions within their own group. In case of their own profiles and with authorization to perform profile actions, GROUP MANAGERS can delete/modify profiles which also apply to subscriptions outside their group.

The list of service profiles can be filtered by entering a Profile name, a Service type or both, as search criteria.

Creating a new service profile

To create a new profile, click on the expandable list bellow Create New Profile title. Select a service type from the expandable list, and then click Create button. Profiles can be modified on the pages, corresponding to the service.

The same actions can be performed here as described in Services chapter.

A service profile can be deleted or modified:

- If the user is an administrator user,
- If the user has the GROUP MANAGER role, and the affected subscriptions all belong to his/her group, or the GROUP MANAGER has a special authorization by the administrator.

Closing service profiles

To deactivate a service profile, select the profile on Profiles page, click Delete selected button, and Delete again, to confirm action.

Modifying a service profile

To modify a service profile, click on the name of the profile on Profiles page. Profiles can be modified on Profile Data page. Profiles can be modified on the page corresponding to the service. Actions which are listed here are partly identical to the ones described in Services chapter, adding that the terms of service modification are to be accepted as well.

By clicking Save and next button:

- The modification will be applied to all subscriptions on which the profile is already activated,
- Fees might apply on the modification.

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Creating a new service profile – based on service type

When creating a new profile, the following basic information is required for all profiles:

- Profile name
- Brief description of the profile
- If it is to be a default profile
- Profile owners

Discounted landline area

To create a new Discounted landline area profile, please select a landline area and click Save.

Partners option

To create a new Partners option profile, enter the following information about the partner, at the Add new item section:

- Phone number,
- Internal number (Prefix and Short number),
- Name,

and click Add. To save profile, click Save.

Partners inland option

New Partners Inland profiles can be created the same way as a new Partners option.

Virtual group member

Virtual group member profiles can be created the same way as a new Partners option.

Filter for incoming calls

Profile settings can be found on two tabs, below the basic information.

- 1st tab: Permit and prohibit incoming calls
- 2nd tab: Permit and prohibit incoming calls, that are forwarded to the call center number

Save the profile by clicking save at the bottom of the page.

Rule parameters can be set on the 1st tab by clicking create filtering rule. The parameters are: Rule type, Phone number, Command, Location, and Time). Click Add to save the rule(s). Rules can be downloaded in a file format and rules can be uploaded from file.

The phone number of the call center can be added on the 2nd tab. By clicking on Create filtering rule, rule parameters (Rule type, Phone number and Command) can be added. Click Add to save the rules. Rules can also be uploaded from file. The entered filtering rules can be tested here, by Test call filtering option.

Named lists can be modified or new named lists can be created at Call filtering – Named list screen.

Filter for outgoing calls

To create a new Filter for outgoing calls, define rules at Create filtering rule section, below the basic information. The parameters are the following:

- Type of call,
- Command,
- Rule type,
- Phone number,
- Date,

and click Add to save the rule(s). The entered filtering rules can be tested here, by Test call filtering option. Click Save to save the profile.

Named lists can be modified or new named lists can be created at Call filtering – Named list screen.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Creating a new service profile – based on service type 2.

Filter outgoing SMSs

To create a new Filter for outgoing SMSs, define rules at Create filtering rule section, below the basic information. The parameters are the following:

- Type of call,
- Command,
- Rule type,
- Phone number,
- Date,

and click Add to save the rule(s). Rules can be downloaded in a file format and rules can be uploaded from file.

The entered filtering rules can be tested here, by Test call filtering option. Click Save to save the profile. Named lists can be modified or new named lists can be created at Call filtering – Named list screen.

Private account

To create a new Private account profile, besides the basic information, please enter the following information about the private account at Private account limit section:

- Base of private account limit (The complete monthly invoice or Traffic fees),
- Limit of private account (sum)
- Including roaming traffic,

and click Save to save the profile.

Limit notification

To create a new limit notification, define limits. If the monthly traffic exceeds the limit on that subscription, the system sends a notification. Please add the following information at Contact information section:

- First phone number,
- First e-mail address,
- Second phone number,
- Second e-mail address,
- Use the SIM user's phone number as Second phone number (checkbox).

If the user doesn't add a phone number or an e-mail address, but marks the checkbox, the notification will be sent to the phone number that exceeded the limit. Click Save to save the Limit notification profile.

Work order

To create a new profile, add basic information, define the Duration of work order, and following at Periods in work order section:

- Date, time (hour, minute) *from*
- Date, time (hour, minute) *to*

The hour and the minute can be selected from a calendar by clicking, and the minute can be typed, if necessary. Click Save to save the profile.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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M2M Services

M2M Services menu is available only for Administrators, and in some cases for Group managers. APN subscriptions can be managed here.

Homepage

There is a Search subscriptions area on the Main page, where search options can be saved by clicking Save button. If there is a saved Search, next time the user will see the search results here for those specific parameters, instead of the search area.

Search criteria for Corporate APNs:

The Search area is similar to the one introduced at Subscriptions chapter, but includes some extra search criteria (Search criteria for corporate APNs)

The search criteria for corporate APNs are:

- ICCID range: you can search a specific number or a number range, in different ways
1st search mode: number1-number2
(results all numbers between these two numbers)
2nd search mode: number*
(results all numbers starting from this number)

- Network status: "Connected", "Offline" or "Inactive"
- APN: select a name from the list
- Contract status: New, Active, Suspended or Deactivated
- Display type: ICCID or MSISDN. The default is ICCID.



Save, search and Cart

By clicking on Save button, search criteria are saved, and next time you click on Homepage, the search results will be displayed.

Search and Cart functions work as described in Subscriptions chapter.

Subscription information on the main page

The result for the saved search criteria is displayed. The default view is APN view, but there is an option to switch to Telematrix view.



By clicking on Operations button, general and APN operations are available to the selected subscriptions (use the checkboxes to select subscriptions). By clicking on New search, Search subscriptions screen is displayed.

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Subscription information on the Main page, with APN view

The table displayed on the page is the search result for a saved Search, which might affect that not all subscriptions are listed. The default view for the Main page is APN view, and the default order for the search results is by ICCID.

The columns in the table are the following:

- ICCID: ICCID code for SIM card
- IMSI: IMSI code for SIM card
- MSISDN: Phone number
- APN : APN name
- IP address: IP address of the device
- Network status: “traffic lights”, that indicates if the SIM is online
- Contract status: the status of the contract (New, Active, Suspended, Deactivated)
- Domestic limit: limit for domestic data traffic
- Status for domestic limit: „Bellow limit” / „Over limit” (2 types available: blocked and reduced bandwidth)
- Roaming limit: limit for the roaming traffic
- Status for roaming limit: “Bellow limit” / „Over limit” (2 types available: blocked and reduced bandwidth)
- SIM group: name(s) of group(s), where the SIM user is a member

The meaning of Network status “traffic signals”:

- Green: Online status - the SIM is connected to the network
- Red: Offline – the SIM is not connected to the network
- Grey: Inactive – the SIM has never been online (since the activation)
- Blue: Suspended – the SIM is not connected to the network and is unable to connect

Buttons bellow the table:

By clicking on Operations button, general and corporate APN operations are available to the selected subscriptions (use the checkboxes to select subscriptions). By clicking New search, Search subscriptions screen is displayed. Click on Telematrix view to view the results in Telematrix view.

Subscription data on Main page, in Telematrix view

The following data is listed for subscriptions, in table format, in Telematrix view:

- Phone number,
- Group,
- Internal number,
- Contract properties: icons. If the mouse is above the icon, a tooltip appears displaying the description of the selected service.

- Cost control services: icons. If the mouse is above the icon, a tooltip appears displaying the description of the selected service.
- Employee name,
- Organization unit

Buttons bellow the table:

This view has some extra buttons, compared to the ones available at APN view.

To reach a detailed view, please click Detailed view button. New text information will be available next to Cost control service icons. To return to simple view, click Simple view button.

Data can be downloaded in a CSV format by clicking Export data button.

The rest of the buttons work the same as described at APN view.



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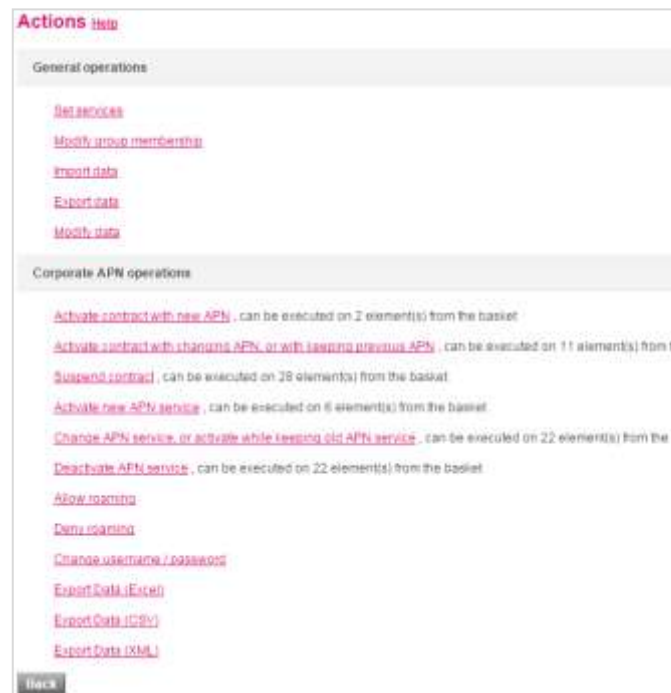
Actions screen

Administrators can view the following at Actions screen:

- General operations
- Corporate APN operations

Group managers can view the menu as the authorization is set by the administrator. Settings are available at Company level authorizations (further information available at Admin / Company level authorization chapter).

Additional information appears next to most names of Corporate APN operations (“can be executed on x element(s) from the cart” – see screenshot).



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Start Corporate APN operations

Operations are performed on the subscriptions currently in the cart. The following main parameters can be set:

Scheduling and Notification

Scheduling and notification can be set for all Corporate APN operations.

Scheduling can be defined by marking the checkbox "Schedule execution". Scheduling can be set in hours. If no scheduling is set, the operation is executed immediately.

The default form of notification is email, and cannot be modified, but additionally SMS notification can also be requested.

Accepting fees

Suspending has fees; consequently the operation can only be executed if the user accepts that Fees apply (by ticking the checkbox).

Parameters

In case of Activating a new APN service, the New APN Profile has to be specified. (It is similar to Activating a contract with new APN.) At "New APN profile" expandable list, APIA, APIB,..., APIE, APCA, APCB,...,APCE values can be selected.

When Deactivating an APN service, you can select which APN profiles to deactivate at Parameters.

At Activating a contract with APN modification, or Activating a contract to APN operations, the following have to be set:

- New APN profile
- APN service activation mode

At Activating an APN service with APN swap or to APN, the following have to be specified:

- New APN profile
- Type of APN service activation

A Username / Password can be set for the selected APN, at Parameters. An APN name has to be selected from the APN expandable menu.



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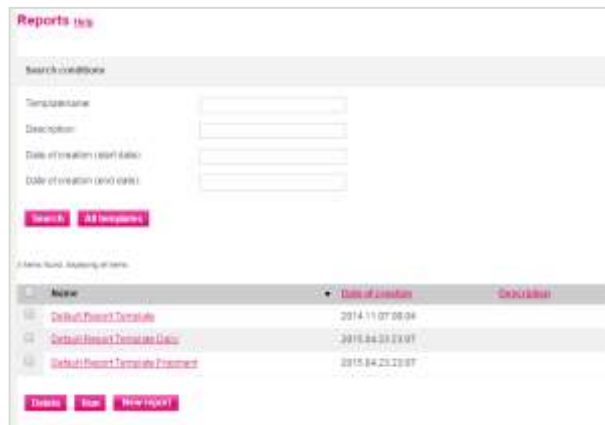
M2M Services

Reports

Reports screen

Reports screen offers an option to:

- search for report templates
- view existing report template settings
- run reports based on existing report templates
- save new report templates
- save new report templates and run reports based on them
- run a new report without saving the report template
- delete report templates



Report templates can be deleted by selecting the checkbox and pressing Delete button.

Steps of creating a new report

While creating new report, users step through the following screens, where they can configure several settings:

1. Display conditions
2. Filter conditions, Display, Change tracking and Report level
3. Display conditions (chart)
4. Save (report template)
5. Reporting period
6. Notification

On Display conditions screen users can select the report fields by checking the available checkboxes.

Filter conditions, Display, Change tracking and Report level are listed on one screen. At Display section, users can choose from several ordering and output formats. At Change tracking, users can define Reference and "Changing" variable fields, to get changes highlighted in the report.

The following reporting levels are available:

-Fragment -Session -Daily -Monthly

Display conditions (chart) screen appears only if the user previously selected "Screen" as output format.

On Save screen, users can save report templates with name and description, resulting that all parameters of the given report will be saved.

On Reporting period screen the starting and the end date of the report are to be defined. The report will be prepared for this specified period, by the previously chosen report level.

Users can request an SMS notification (besides the e-mail notification, which is set by default) at Notification screen.

Managing the requested reports

After requesting a report, users receive a unique request ID. Users can monitor the actual status of the request on Processes screen (available from the Processes menu), using the request ID.

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GROUP MANAGER, ADMINISTRATOR

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Status of background operations

On the Processes screen users can monitor operations and reports executed previously on Actions and Reports screens. These all have unique request IDs. Operations can be cancelled as long as their execution has not been started. Users can search within actions and reports by multiple search criteria. Clicking on a request ID, request details appear, and users can download the SIM list or the Report data.

Processes

Search criteria

Request ID:

2001

Requested by:

Actions:

Report:

Status:

Request date (from):

Request date (to):

Process:

Search

One item found:

Request ID	Requested by	Request date	Scheduled start date	Completed date	Status	Process	Number of REQUESTS	More
2201	admin@myt	2014-10-22 12:45	2014-10-22 12:45	2014-10-22 12:47	Finished	Report	1000	Details



Required role to access function:
ADMINISTRATOR

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Mobile services

Company group selector

If the Administrator has several company groups, after logging in he/she has to select one or all of them in the following menu items: Balances, Services, Profile handling, M2M Homepage, Calendar. This is necessary because some functions are available on company group level.

The selected customer group is saved during the process, until logging out. Users can change company group by clicking on Select company group menu.

Clicking the arrow of the dropdown list users can choose one from the available company groups, or an option with which operations can be performed regarding all company groups.



- If the user selects to manage all company groups, functions which are available only at company level will not be available.
- If the user selects a company group, only the items (e.g. agreements – phone numbers) for that certain company group will be displayed. In this case, company-level settings (Calendar) are also available.
- If Numbers out of caller group option is selected, functions that are not available outside company groups will not be available. (Numbers out of caller group are subscriptions that do not belong to any company group.)

In the event of the latter one, it is also checked whether the logged in user is the owner of the company group. If so, the user has total authority for the company group. In this case, there are two more settings which affect the range of the available agreements:

- the subscriptions of the company group which do not belong to other company IDs are available, and the same kind of actions can be performed on them as it is possible for the user's own subscriptions,
- the subscriptions of the customer group which belong to other company IDs are available, and the same kind of actions can be performed on them as it is possible for the user's own subscriptions.

Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

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Invoices

Manage invoices

Screens under invoice handling are available for Accounts manager and Administrator users.

The following tabs can be seen in Manage invoices:

- Pay Invoices
- Download Invoices
- E-Bill Settings

Pay Invoices and E-Bill Settings tabs are only visible at mobile accounts.

All these above mentioned tabs show slightly different screens according to the number of accounts handled by the actual user. The main purpose behind this is to give a comfortable interface to the user where he/she can make his/her transactions in the most proper way.

So it is easy to navigate or search whether the user has

- only one,
- few,
- or many accounts.

Users can drill down from the three previously mentioned tabs to invoice details, then to contract details.

At the top of each screen users can find a Quick search section. On those screens, where invoices of an account are displayed, users can see Account details box at the bottom.

Generally, tables can be ordered by clicking at the column headers. All rows of tables can be easily selected where it is needed. Tables with many rows can be viewed on more pages. Users can define how many table rows to see on one page (10/20/30/50/100).

Most of Payments, Downloads and E-Bill Setting modifications performed at Manage invoices can be tracked further on the Invoice Processes screen (described in Invoice Processes chapter).

In case of some processes, an invoice log is available at the Invoice logs (described in Invoice Log chapter).

SIM users can't see the previously mentioned Manage invoices tabs. They see My Invoices screen (described in My Invoices chapter).

On screens under Manage invoices, users can see Monthly invoices, Default interest notifications, and the following three invoice types:

- Ancestor invoice (the bill issued right after purchasing a device, which includes the total cost, that is paid in monthly instalments)
- Letter of instalment payment (monthly invoice, based on the bill issued at purchasing)
- Tens collection (If there are more monthly instalments in a month, this invoice includes them)

Letters of instalment payments belonging to a Tens collection are not displayed at Pay invoices tab.

Letters of instalment payment and Tens collections invoices are not displayed on Download Invoices tab.



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Pay Invoices

This tab can show invoice types described in the previous Manage invoices chapter.

The case of one account

Users with one account:

- If the account is a mobile account, the main information of the invoices, that can be paid online are listed in a table, ordered by due date. Invoices can be paid individually or multiple invoices can be paid at a time, by selecting them.
- If the account is a landline account then the Pay Invoices tab is unavailable.

The screenshot shows the 'PAY INVOICES' tab with a search bar and a list of invoice types. Below the list is a table of invoices. The table has the following columns: Invoice number, Due date, Total amount (with VAT), Unpaid amount (with VAT), e-Pack discount (with VAT), and a Select all checkbox. The first row of the table shows an invoice number 123456789, a due date of 12/01/14, a total amount of 13 628 HUF, an unpaid amount of 3 990 HUF, and an e-Pack discount of Not possible. A 'Pay' button is located at the bottom right of the table.

Users must select at least one invoice, and then click the Pay button to start the payment process. Users are redirected to a new page (OTP website) where they can cancel or continue the payment.

At the bottom of the Pay Invoices tab, Account details box can be found. This box contains the following:
MT ID, Invoice payer, Payment method, Last payment, Debit, Balance and Unpaid invoices.

The screenshot shows the 'Account details' box with the following information:

MT ID	123456789
Payer	Test Name, 1234, Test State, Test street
Payment method	Bank: Attila; Bank transfer
Last payment	0 HUF
Debit	26 037 HUF
Balance	26 037 HUF
Unpaid invoices	1 pcs, 26 037 HUF

Table columns:

- Invoice number
- Due date
- Total amount
- Unpaid amount (with VAT)
- E-pack discount (with VAT)
- Select all

There's a search section above the table (collapsed by default). When it is expanded, users can search by Invoice type.

“Instalment invoice” include Tens collections and Letters of instalment payments, while “Other” means Invoices (bills, issued at purchasing the device).



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Pay Invoices

The case of few accounts

The difference to the one account case:

- „Choose an account” expandable menu can be found above the table. The default value is „Unpaid invoices / Invoices payable online”.
- The three tabs of Manage invoices are not displayed at the beginning.
- The table shows invoice level data by accounts.

After one account is selected in the „Choose an account!” dropdown list, the screen is the same as described at the one account case (but the expandable menu will remain on the page).

The case of many accounts case

The difference to the one account case:

- The total of „All unpaid invoices” is listed above the tabs
- Below the tabs, the Account number search field is a text box
- The table has different columns
- The table shows account level data

The columns of the table are the following:

- Account number
- Status
- E-bill
- Unpaid invoices
- Debts (incl. VAT)
- Total of unpaid invoices (incl. VAT)
- Select all

Users must select at least one invoice, then click the **Pay button** to start the payment process. Users are redirected to a new page (OTP website) where they can cancel or continue the payment.



Required role to access function:
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Download Invoices

Shown invoice types are described in Manage invoices chapter.

The case of one account

The table contains the same columns as described at the one account case. The search section above the table is collapsed by default. The search criteria are the following: Period, Paid, Invoice type.

A search can be initiated by setting the parameters and clicking on Search button. The search results always contain the current invoice data.

By default, the table is ordered by descending due date. Invoices can be downloaded individually or multiple invoices can be downloaded at a time, by selecting them (and clicking Download button).

At the Select a file type section, download format and data can be set:

- Invoice items in PDF format
- Authentic invoices in PDF format
- Invoice copy in PDF format
- Invoice items in CSV format
- Call detail in CSV format
- Invoice items in XML format

The download is not made immediately. Users receive a notification if it is complete, and they can choose the form of notification (E-mail, SMS, or both). „The process can be monitored at Invoice Processes.” message is written below.

Account details box can be found at the bottom of the page (detailed in section Pay Invoices).

The case of few accounts

This case is similar to the case of one account, with one exception: Above the download invoices tab, a „Choose an account!” expandable menu appears.

The behaviour of this expandable menu is the same as described in Pay Invoices chapter:

- Choosing one account, users can see the relevant data on Download Invoices tab
- Choosing Unpaid invoices / Invoices that can be paid online” makes the Download Invoices tab (and the other two tabs next to it) disappear and the screen of Unpaid invoices will be displayed.



Required role to access function:
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Download Invoices

The case of many accounts

The search section cannot be collapsed, and it contains the following:

- Account number text box
- Dropdown list for the period

The search results always contain the current account data. The same columns are displayed as at Pay invoices, with many accounts. An extra column is also listed here: 'Payable online'. The table contains account level information.

In further details, this screen works the same way as the previously described similar screens.

ACCOUNTS

PAY INVOICES **DOWNLOAD INVOICES** E-BILL SETTINGS

Account number

Period

Account number	Status	E-bill	Downloadable invoices	Payable online	Select all
1234567 Details	active	inactive	1	✓	<input type="checkbox"/>
2345678 Details	active	inactive	1	✓	<input type="checkbox"/>

Select a file type and click the download button

The download does not happen right away. You can follow this process on the Invoice Processors. Want to be notified when its finished?

☐ Notify me in E-mail about the execution format@inetadministrator.hu

☐ Notify me in SMS about the execution: +36301234567



Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

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E-Bill Settings

The following services can be ordered or cancelled on this tab:

- E-invoice
- Electronic call detail
- Electronic traffic notification

Some general comments on these services:

- Ordering a service does not result in an immediately active service, but the status on this page will be listed as active (which can be turned off)
- Cancelling a service does not result in an immediately cancelled service, but the status on this page will be listed as active (which can be ordered)
- The current status of the services can be monitored at Invoice Processes screen
- Ordering services in E-Bill Settings will have their effect in the next invoice period.

A detailed description is available for all three services. Users cannot order E-invoice service without accepting the e-invoice statement, which is also available here. Similarly at electronic traffic notification they must accept fees before ordering the service.

The case of one account

Users can order / cancel the previously mentioned three services for their account.

When the service is inactive the Order button is displayed. Otherwise „Active” text and „Cancel” button can be seen.



At the bottom of the screen, account details box can be found (further information is available at Pay invoices chapter).

The case of few accounts

The same data is available as at one account. The only difference is that above the e-bill settings tab there is a „Choose an account!” dropdown list. The behaviour of this dropdown menu is exactly the same as described in Pay Invoices chapter:

- Choosing one account, users can see the relevant data for this account on E-Bill settings tab
- Choosing Unpaid invoices / Invoices that can be paid online” makes the E-Bill settings tab (and the two tabs next to it) disappear, and the screen of Unpaid invoices will be displayed.



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E-Bill Settings

The case of many accounts

The case of many accounts is slightly different to the previously described pages:

- Above the tabs, the total of „All unpaid invoices“ is displayed
- The three e-bill services are located at the bottom of the screen. Order and cancel buttons also appear next to each service.
- The search section is above the table, and it contains an account number text box
- The table is a cross table, where
 - o column headers are the names of the three services (plus one extra column: “Select all”)
 - o row headers are account numbers
 - o at each intersection „active“ / „inactive“ values can be found that shows the state of the given service on the given account

Users can order / cancel service(s) for more accounts by selecting more accounts with the checkboxes.

In further details, this screen works the same way as the previously described similar screens.

ACCOUNTS

All unpaid invoices: 40 481 HUF

PAY INVOICES | DOWNLOAD INVOICES | **E-BILL SETTINGS**

Account number: **Search**

Account Number	Bill	Electronic call detail	EFTP	Select all
11345678	Active	Active	Active	<input type="checkbox"/>
11345677	Inactive	Inactive	Active	<input type="checkbox"/>

E-bill free ☒ With ordering this service you accept the e-bill free agreement. **Order** **Cancel**

Electronic call detail ☐ **Order** **Cancel**

Electronic traffic notification ☒ The monthly fee for our services is 1000 HUF. **Order** **Cancel**



Required role to access function:
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Quick Search and requesting call details

At the top of each screen users can find a Quick search section that is collapsed by default. After expanding, users can search by phone number.

The prefix can be selected from a dropdown list, and the 7-digit phone number should be filled in a text box (spaces are allowed here).

After clicking Search button, if any result exists, a new screen will appear.

This screen has two main parts:

- The list of invoices from the last 12 months is located on the left side of the screen. Invoice numbers are links, which redirect to the summary tab of Invoice details screen (described in a separate chapter).
- Requesting call details is located on the right side of the screen. Users can request a call detail list for a given period in online or offline format. At both formats, the relevant fees are displayed. For the period “actual” (current) only “Online” format can be requested. The “Order” button is only clickable if the user accepts the fee obligation (if there is a fee).

The ordering process can be initiated by clicking the Order button. The state of a particular order request can be tracked further on Invoice Processes screen (described in Invoice Processes chapter).



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Invoice Details (for monthly invoices and default interest notifications)

Summary tab

Most of the screens at Manage invoices contain a “Details” link next to the account numbers. The details of the given account are available by clicking on it.

Invoice details tab contains the following:

- Quick search at the top of the screen, invoice and account data and IDs beneath
- below this, a box can be found with two tabs - “Summary” and “Subscriptions”. By default Summary is the active tab.
- below this, on the summary tab authentic invoice request (by post) and download options can be found.

Beneath quick search, the invoice and account identifiers are the following: Invoice payer, Payment method, Invoice type, Invoice number, Account number.

On Summary tab, the following are displayed:

- Date of payment
- Payment due date
- Amount of E-pack discount (incl. VAT)
- Total amount (incl. VAT)
- Unpaid amount (incl. VAT)

Quick search	+36 123456789	Search
12345678912345678 INVOICE DETAILS		
Invoice payer	Test Co.	
Payment method	Kézzel/átviteli/ megfizetői/Postai payment	
Invoice type	Monthly	
Invoice number	12345678912345678	
Account number	1234567	Link to the account details
SUMMARY CONTRACTS		
Entry date	03/01/2015	
Fulfillment date	03/16/2015	
Due date - EXPIRED!	03/16/2015	
e-Pack discount amount (with VAT)	0 HUF	
Total amount (with VAT)	40 552 HUF	
Unpaid amount (with VAT)	40 552 HUF	
Complain Pay in		

„Complain” button redirects to Invoice complains screen. Clicking the Pay button users can pay the invoices, as detailed at Pay invoices chapter.



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Invoice Details (for monthly invoices and default interest notifications)

Summary tab

Options for downloads and requesting invoice by post:

- Download authentic invoice (PDF)
- authentic invoice via post
- Invoice summary (PDF)
- Invoice items (PDF)
- Invoice items (CSV)
- Invoice items (XML)
- Call details (CSV)

Comments to the above mentioned options:

- Authentic invoice via post has a fee, and users cannot request one without accepting the fees.
- Unlike the other downloads listed above, downloading invoice items in PDF format is not performed immediately.

The state of the above mentioned two types of requests can be tracked at Invoice Processes screen, and invoice items in PDF format can be downloaded also from there.

The invoice and its attachments are downloadable

Authentic invoice

 I request authentic invoice via post

☐ I accept that the price for authentic invoice is 180 HUF+VAT/page

[Apply](#)

Invoice summary

 [Download in format PDF](#) It is necessary to pay the fee Apple App Store Reader's agreement

Invoice items

 [Download in format CSV](#) You can open this file with your spreadsheet (for example: Microsoft Excel)

 [Download in format XML](#) You can open this file with your browser (for example: Internet Explorer)

 [Download in format PDF](#)

The download does not happen right away. You can follow this process on the [Invoice Processes](#) screen to be notified when its finished!

☐ Gmail notification

☐ SMS +24 90 133 4357

[Apply](#)

Call details

 [Download in format CSV](#) You can open this file with your spreadsheet (for example: Microsoft Excel)



Required role to access function:
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Invoice Details (for monthly invoices and default interest notifications)

Contracts tab

Users can see the contracts belonging to the given account by clicking on Subscriptions. This tab is only available if the invoice has at least one contract.

Table columns are:

- Contract number
- MSISDN
- Amount (excluding VAT)

The contract numbers in the table are links, and they redirect to Contract details screen.

SUMMARY		
CONTRACTS		
Contract number	MSISDN	Amount (without VAT)
▼	▼	▼
12345678 06000	+36 30 123 4567	7 990 HUF



Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

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Contract Details (for monthly invoices and default interest notifications)

Contract level data of a given contract are displayed at Contract details.

Contract details screen contains:

- Quick search at the top of the screen, invoice / account / MSISDN identifiers beneath.
- Below that three tabs can be found: “Summary”, “Invoice Items” and “Call Details”. By default Summary is the active tab.

Summary tab

On summary tab, the displayed main information is:
Entry date, Fulfilment date, Due date, Total of invoice detail (net).

They can be downloaded in the following formats:



- Invoice items (PDF)
- Invoice items (CSV)
- Call details (CSV)


Downloads immediately start after clicking on the download link.

The screenshot shows the 'SUMMARY' tab of the Invoices interface. It features a top navigation bar with three tabs: 'SUMMARY' (active), 'INVOICE ITEMS', and 'CALL DETAILS'. Below the tabs, there is a table with contract details:

Entry date	11/1/14
Fulfillment date	11/17/14
Due date	11/17/14
Invoice Detail total (net)	7 990 HUF

Below the table, there is a section titled 'The invoice attachments and download your own PC'. It contains two main sections: 'Invoice items' and 'Call details'. Each section has a download link and a note about the file format and opening application.

Invoice items	
 Download in CSV format	The file can be opened using a spreadsheet handler (i.e., Microsoft Excel)
 Download in PDF format	To open the file you need the Free Adobe Acrobat Reader software

Call details	
 Download in CSV format	The file can be opened using a spreadsheet handler (i.e., Microsoft Excel)



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Contract Details (for monthly invoices and default interest notifications)

Invoice Items tab

On Invoice items tab users can see the invoice items for a given contract.

The columns of the table are:

- Device
- Rate Plan
- Period
- Units
- VAT
- Total value

Total value column contains the following data:

- Net price per units
- Net amount
- Gross amount

At the top of the tab a Search section can be found that is collapsed by default, but can be expanded. The search criteria are the following:

- Fee zone
- Period
- Discount name
- Service
- Rate plan
- Net value
- Fleet call

SUMMARY		INVOICE ITEMS		CALL DETAILS	
SEARCH					
Charge zone	All				
Period	All				
Discount name	All				
Service	All				
Rate plan	All				
Net value	from				
<input type="checkbox"/> Fleet call					
Search					
Device	Rate plan	Period	Units	VAT	Total value
▼	▼	▼	▼	▼	▼
(36) 123 4567	Partner 3 Díjcsomag Választás kedvezményei	1 Month	ST	Net price per units: 4,300 HUF Net amount: 4,300 HUF Gross amount: 5,461 HUF	
(36) 123 4567	Partner 3 Díjcsomag Választás kedvezményei	5-24	540 d/mo	ST Net price per units: 15 HUF Net amount: 3,800 HUF Gross amount: 4,572 HUF	



Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

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Invoices

Contract Details (for monthly invoices and default interest notifications)

Call Details tab

On Call details tab users can see the call details for a given contract.

- The columns of the table are:
- Device
- Date
- Units
- Called number
- Direction
- Total value

Total value column contains the following data:

- Net price per unit
- Net amount

At the top of the tab a Search section can be found that is collapsed by default, but can be expanded. The search criteria are the following:

- Charge zone
- Period
- Phone number
- Service
- Rate plan
- Net value
- Fleet call

SUMMARY	INVOICE ITEMS	CALL DETAILS			
SEARCH					
Charge zone: All					
Period: All					
Calling number: All					
Service: All					
Rate plan: All					
Net value: from					
<input type="checkbox"/> Fleet call					
Search					
Device	Date	Units	Called number	Direction	Total value
▼	▼	▼	▼	▼	▼
(30) 123 4567	10.11.11 20:00	2 min	301234567	GENTEL	Net price per unit: 15 HUF Net amount: 45 HUF
(30) 123 4567	10.03.11 20:00	1 min	301234567	GENTEL	Net price per unit: 30 HUF Net amount: 30 HUF



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Invoices

Invoice Details (for invoice/instalment/tens collection invoices)

This screen is very similar to the Invoice details screen of Monthly invoices and Default interest notifications.

The differences are:

- There is a Summary tab, but no Subscriptions tab
- Besides Invoice type
 - in case of Invoice (bill) „Invoice” is displayed,
 - in case of Instalment payment „Instalment payment” is displayed,
 - in case of Tens collection „Tens collection” is displayed.
- There's no E-pack discount on summary tab
- There's no Download section
- Complain button doesn't appear
- In case of Instalment payment and Tens collections „require authentic invoice via post” is not available, but users can request to "Re-send checks by post".

In case of Instalment payment, on top of the page, the invoice (bill) number and the ID for the Tens collection (if there is) are listed, below account number.

In case of tens collections, users can see a table containing the instalment invoices of the given tens collection, at the bottom of the invoice details screen.

Table columns:

- Invoice number
- Invoice number (bill)
- Due date
- Total amount (incl. VAT)
- Unpaid amount (incl. VAT)

Invoice number contains the ID for the given Installment payment and a “Details” link. Invoice number (bill) is the ID for the original bill, to which the given installment payment belongs. It also contains a “Details” link.

These “Details” link redirect to the relevant invoice details.

Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

Mobile services
Invoices
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Settings of user authorizations

Invoices

Invoice Processes

Why is it worth using it?

The status of the requests that are not processed immediately (e-invoice, activation/deactivation, Bulk download, mid-month call list) can be monitored at Invoice Processes menu, and the completed files can also be downloaded from there.

At Invoice processes screen a search is run when displaying the screen, resulting the processes from the last month.

Listing / Searching Invoice Processes

Users can search by these fields:

Account Number, Phone number, Invoice Number, Operation ID, Operation Type, Start and End Date, Username, Status.

Under the Search section, the result list columns are the following:

Operation ID, Operation Type, Creation Date, Username, Status, Count, Download.

Operation Id	Operation Type	Create date	Username	Status	Count	Download
	Download invoice	04/07/2015 18:00	test@pact	Ok	1	Download

Invoice Process Details

Click the Operation ID on the Invoice Processes page to go to the Invoice Processes Details page. The download options for the selected operation are available here.

Request identifier:	52294
Process type:	Download invoice
Created date:	04/07/2015 18:00
Created by:	test@pact
Status:	Ok
Detail number:	1

[Download SIM list](#) [Download](#) [Back](#)

Required role to access function:
ACCOUNT MANAGER, ADMINISTRATOR

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Invoices

Invoice Log

If users of the company initiate a downloading of an invoice, then a log entry is created. Log entries can be searched and listed. The default search criterion is the last month, and search results are displayed when loading the page.

When the Log-search screen appears, an immediate search takes place - users can see the logs of the last month.

Searching

Users can enter the following search criteria:

- Download identifier
- User name
- Date of download (Start date)
- Date of download (End date)

The screenshot shows the 'LOG-SEARCH' interface. At the top, it says 'LOG-SEARCH' in red. Below that, a section titled 'SEARCH IN THE DOWNLOAD LOG BY THESE CONDITIONS' contains four input fields: 'Download identifier', 'User name', 'Date of download (Start date)', and 'Date of download (End date)'. Each field has a calendar icon for date selection. A red 'Search' button is below the fields. Below the search section is a table with the following columns: 'Download identifier', 'Download date', 'User', and 'Action'. The table contains one row of data: '1581078', '4/8/15', 'test@hiet', and a long alphanumeric string.

Download identifier	Download date	User	Action
1581078	4/8/15	test@hiet	test@hiet user 2015.04.08 122540mmegwvntekis 1234567890 adamu szamiasa 1234567890 test@hiet log@hiet

List logs

To view the matching results click the 'Search' button. Under the Search section, the columns of the result table are the following:

- Download identifier
- Download date
- User
- Action

Required role to access function:
GROUP MANAGER, ACCOUNT MANAGER, ADMINISTRATOR

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Invoices

Statistics

TOP10 statistics

The user with the required roles can access the business reports and statements from the accounts and call traffic data of the company with a single click.

ADMINISTRATORS can access the report for all phone numbers belonging to him/her, ACCOUNT MANAGERS can only access statistics regarding the accounts accessible by him/her. GROUP MANAGERS can only access it for the phone numbers accessible by him/her. There is no account filtering.

The following report running parameters are necessary:

- What do you want the statistics for?
 - Phone number
 - Account number
 - All subscriptions
- Selecting report type (see Available Top10 statistics)
- Period (engrossment month of invoice)

By clicking the 'Get the report' button, the preparation of the report begins and data are shown on a diagram. A 'Download CSV' and a 'Download PDF' link appear soon, and by clicking on them, the report can be downloaded.

Top10 statistics includes several reports on one form.

Available Top10 statistics:

- 10 longest calls,
- 10 most dialled numbers,
- 10 SIMs with the most seconds,
- 10 most expensive calls,
- 10 subscriptions with the biggest monthly 'bills'.



The data source for the reports is the call list; and it is based on the billed amount, and not the measured amount. Except for '10 subscriptions with biggest monthly bills' statistics, where the data source is the monthly bill.

The TOP10 statistics are based on all available invoices (max 6 last months back).

The program associated with the selected extension will show the statistics (in diagram form as well) with the following data:

- 10 longest calls:
 - Data: Position, Account Number, Phone Number, Dialed Number, Date of Call, Call duration (sec.), Price of Call
 - Diagram (X – Position and Phone Number, Y – Length of Call)
- 10 most dialled number:
 - Data: Position, Dialed Number, Number of Calls (pc.), Call duration (sec.)
 - Diagram (X – Position and Phone Number, Y – Call duration)
- 10 SIMs with the most seconds:
 - Data: Position, Account Number, Phone Number, Dialed Number, Date of Call, Call duration (sec.)
 - Diagram (X – Position and Phone Number, Y - Call duration)

Required role to access function:
GROUP MANAGER, ACCOUNT MANAGER, ADMINISTRATOR

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Statistics

TOP10 statistics 2

- 10 most expensive calls:
 - Data: Position, Account Number, Phone Number, Dialed Number, Date of Call, Call duration (sec.)
 - Diagram (X – Position and Phone Number, Y - Price of Call)
- 10 biggest monthly 'bills':
 - Data: Position, Account Number, Phone Number, Sum of Invoice (HUF)
 - Diagram (X – Position and Phone Number, Y - Sum of Invoice)

Monthly traffic statistics

To enter the criteria for the query, go to Monthly Traffic Statistics in Accounts / Statistics:

- What do you want the statistics for?
 - Phone number
 - Account number
 - All subscriptions
- Type of report (Monthly bill / Monthly bill per fee zones)
- Period (engrossment month of invoice)
- Fee zone

By clicking the 'Get the report' button, the preparation of the report begins and a 'Download CSV' and a 'Download PDF' link appear soon, and by clicking on them, the report can be downloaded.

ADMINISTRATORS can see all phone numbers and accounts belonging to him/her in the report. ACCOUNT MANAGERS can only access statistics regarding the accounts accessible by him/her, GROUP MANAGERS can

access it only for the phone numbers accessible by him/her, there is no account filtering.



The program associated with the selected extension will show the traffic data with the following data:

- Monthly bills:
 - Data: Account Number, Fee zone, Period, Number of Calls (pc.), Invoiced unit, Unit of Measure, NET value (HUF)
 - Diagram (X – Fee Zone - in descending order, maximum the first 20 (overall for fee zones – for NET values), Y – Net Value)

- Monthly bills for fee zones:
 - Data: Account Number, Package, Cost Center, Fee Zone, Period, Number of Calls (pc.), Invoiced unit, Unit of Measure, NET value (HUF)
 - Diagram (X – Phone number - in descending order, maximum the first 20 (overall for phone numbers – for NET values), Y – Net Value)

Outstanding report

With the Outstanding report, balance (sum) of the unpaid invoices belonging to the account can be queried, based on the 'age' of the unpaid amount. This report can be accessed by ADMINISTRATORS. In the report they can see all the phone numbers belonging to them.

^ Outstanding report

EN Folyószámlához kapcsolódó tartozás információ

Get the report

Opening Outstanding report, only the 'Get the report' button is available, and clicking it the following message is received: 'Preparation of the report began, the state of it can be checked on the Service settings status page.' Service settings status page is discussed in a separate chapter.



Required role to access function:

SIM USER

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Invoices

My Invoices

In this menu the user can view the business and private invoices (max 12 months back).

Clicking on any invoice number hyperlink in the list, users can view the details (further description can be found in the chapter of Invoice management, Subscription details / Summary tab).

RESULTS +36 30 123 4567	
COMPANY INVOICES	PRIVATE INVOICES
In the past 12 months invoices:	
10000000000000000000	2014 08 01.
10000000000000000000	2014 07 01.
10000000000000000000	2014 06 01.
10000000000000000000	2014 05 01.
10000000000000000000	2014 04 01.
10000000000000000000	2014 03 01.
10000000000000000000	2014 02 01.
10000000000000000000	2014 01 01.

Company invoices

In this menu users can view information about their own subscription, the current invoice balance and by clicking the link, invoice information and call lists can be downloaded for previous periods.

Company administrators can permit or prohibit access to downloading invoices and call lists on a company level.

Private invoices

In this menu users can view information about their own subscription, the current invoice balance, and by clicking the link, invoice information and call lists can be downloaded for previous periods. Private traffic is only displayed if its costs are not 0 HUF.



Required role to access function:

ADMINISTRATOR

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Documents

Documents

Searching different document types (e.g. contracts, invoices), viewing certain data and downloading documents one by one are possible in Documents menu item.

Availability of documents may be different depending on user roles and document types.

Downloading documents

When the screen appears, Start and End date define the latest one month period by default.

The date can be set using a calendar.

CONTRACTS, DOCUMENTS

A Magyar Telekom 2018. január 1-étől kizárólag elektronikus formában készíti a szerződéseket és kérdőleveleket. Mindegyik dokumentummal, melyeket ezen a felületen keresztül tudunk letölteni, illetve csatolni az ügyintézéshez.

Select date interval
Please select the start and end date of the interval for filtering the creation date of the documents.

Start date * 2018. March 28., Monday

End date * 2018. April 28., Thursday

Select

Clicking the 'Select' button result list appears according to the given interval.

9 document(s)

Search

Child account No filter

Billing profile No filter

Document type Full list

Search

1 - 9 document(s), total number: 9

Reference date	Document name	Download
04/25/2018	Szerződés - P3V1474298-306657516	Download
04/23/2018	Szerződés - P3V1474298-306664311	Download
04/22/2018	Szerződés - P3V1474298-306661802	Download
04/21/2018	Szerződés - P3V1474298-306461794	Download
04/21/2018	Szerződés - P3V1474298-306453041	Download
04/21/2018	Szerződés - P3V1474298-306392463	Download
04/21/2018	Szerződés - P3V1474298-306296191	Download
04/21/2018	Szerződés - P3V1474298-306176357	Download
04/21/2018	Szerződés - P3V1474298-306172164	Download

Result list can be filtered by the following criteria:

- Customer identifier
- Account number
- Document type

After setting search criteria clicking 'Search' button refreshes the list according to the given criteria.



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Phone Book

Upload data to Phone Book

The Phone Book and Organization Units contain all of the subscriptions belonging to the company, plus its partners (virtual group members, partner companies, etc.). The structure of the company phone book is defined by the organizational hierarchy and the subscriptions.

Organization Units – Upload New Organization Unit

Step 1: create new organization units. Click on the 'New organization unit' button on the Organization Unit page. On the Organization Unit Properties page a new unit can be created with the following data:

Organization unit details (Name, Manager, Location, Colleagues),

Contact info (Phone Number, Landline phone number),

Organizational Hierarchy

After filling the form click on 'Save'.

The phone book and organization units can be uploaded per subscriptions/departments, or per ad hoc groups, from file at Bulk Actions menu. Bulk upload is also available from a file template, by grouping the subscriptions and entering the parameter of the organizational unit.

Colleagues – Upload New Colleague

Click 'New colleague' at Colleagues / Colleague Properties to add a new colleague. The following information can be added:

- Personal information (Phone Number, Position, Organization Unit, Direct Manager, Site, Cost Center),
- Contact information (Phone Number, Internal Number, Landline phone number, Email),
- Image (Photos can also be uploaded, this is the avatar for the colleague in the phone book),
- Position in the hierarchy.

After entering the information, click 'Save'.

Add managers to the organization unit

Select the organization unit on the Organization Unit page. On the Organization Unit Properties page click the 'Modify' button. Select the name of the manager from the full list on the Colleagues page. Click 'Select Organization Unit Manager'. To check more information about the unit, go to Organization Unit Properties page, then click 'Save'.



Required role to access function:
SIM USER, GROUP MANAGER, ADMINISTRATOR

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Phone Book

Search the Phone Book data (colleagues or organization units)

Search Colleagues

Enter the search criteria on Phone Book / Colleagues (Account, Phone Number, Name, Internal Number, Organization Unit, Only in Own Agreements). To view the matching results, click 'Full list'.

They results include the following information: Name, Phone Number, Organization Unit, Position, Internal Number, Email, Site, Landline phone number, Manager.

To view the details of the list, click on the Name, and you will be redirected to the Information Sheet. By clicking the name of the manager you will be redirected to the information sheet of the manager.

By clicking the organization unit you will be redirected to its data sheet.
Data can be exported in [CSV](#), [XLS](#) and [XML](#) formats by clicking on the relevant link.



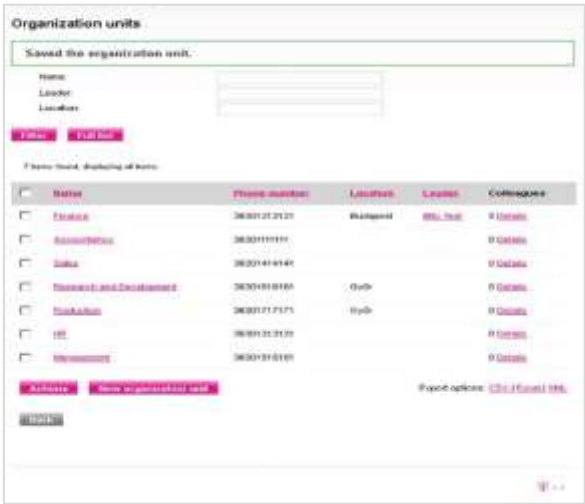
Search Organization Units

To view the matching results on the Phone Book / Organization Unit click the “Filter” button, to view all the organization units click the ‘Full list’ button.

The search results include the following information: Name, Phone number, Location, Leader and Colleagues. To view the details of the search, click on the Name, where you will be redirected to the Information Sheet.

Details link at Colleagues column redirect to Colleagues page.

Data can be exported in [CSV](#), [XLS](#) and [XML](#) formats by clicking on the relevant link. Enter the criteria for the filter (Name, Manager, and Site).



Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Actions for Colleagues (modify, delete)

Search the given colleague on Colleagues page. Select the colleague whose data are to be modified, and then click 'Actions' button. The following actions can be performed on Colleagues / Actions page:

Delete Colleague

To delete a colleague from the phone book click the [Delete](#) link.

Move Colleague to Other Manager

To move a colleague to another manager, select the new manager, then click on the 'Move to leader?' button.

Move Colleague to Other Organization Unit

To move a colleague to another organization unit, select the new organization unit, then click the 'Move to organization unit?' button.

Modify Colleague Information

The actions which can be performed when modifying a colleague's information sheet are identical to ones at 'Add New Colleague'.

Save Colleagues information Sheet to File

Data about the selected colleagues can be exported by clicking the link. The available formats are: [CSV](#), [XLS](#), [XML](#).

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Actions for Organization Units

Select the given organization unit on the Organization Unit page. Click on 'Actions' button. The following actions are available on Organization Units / Actions page:



Delete Organization Unit

To delete an organization unit from the phone book, click the [Delete](#) link.

Move Organization Unit under another Organization Unit

To move an organization unit under another organization unit, select the new organization unit, and click on 'Move to organization unit?' button.

The organizational hierarchy can be viewed by clicking on the name of the given organization unit. The Organizational Hierarchy Chart is displayed on the Organization Unit Properties page.

Save Organization Unit Data Sheet to File

By clicking the link the table containing the selected organization units can be exported in [CSV](#), [XLS](#) and [XML](#) formats.



Organization Units / Properties (Modify)

Click the name of the organization unit on the Organization Unit page to modify the properties. The available actions are identical to the ones at 'Add New Organization Unit'.

Required role to access function:
GROUP MANAGER, ADMINISTRATOR

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Phone Book

Bulk Actions

It is also possible to upload data to the phone book from a file. The format and the structure are pre-defined. By uploading a file, data in the phone book will be replaced by the new, uploaded content.

Bulk Actions

The following actions are available at Phone Book / Bulk Actions menu:

Upload Phone Book Using a Pre-defined Template

The template is in CSV format, and each line represents a subscription of the company. The easiest way to upload data is to download the CSV template to the computer, fill the information and to upload it.

The Structure of the CSV file is: Phone Number, Subscriber's Name, Name of the Organization Unit, Position, Email, Internal Number, Landline phone number, Cost Center, Direct Manager, Phone Number of Manager, Location.

To upload the information please select

- whether the file contains headers,
- the type of separator,
- and the character set of the file.

Choose the file from your computer, and click 'Upload'.

Upload Organization Unit Using a Pre-defined Template

The admin can upload the hierarchy structure from a CSV file. The template is in CSV format, and each line represents an organization unit of the company.

The easiest way to upload the hierarchy is to download the CSV file to the computer, fill the information and to upload the file.

The Structure of the CSV file is: Name (name of the organization unit), Name of the managing organization unit.

To upload the information please select

- whether the file contains headers,
- the type of separator,
- and the character set of the file.

Choose the file from your computer, and click 'Upload'.

Bulk Upload of Images

It is possible to Bulk upload images to colleagues. A zip file is required which contains the images in JPG format. The name of the images must contain the phone number.

Enter the path to the file, and then click the 'Upload' button.

Required role to access function:

ADMINISTRATOR

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Corporate entitlements

After the completion of the Telematrix agreement an administrator user is automatically created. This user can modify the settings, permit or prohibit access on company level. These actions can be performed on this interface.

Corporate entitlements

By clicking Recording, modification of user menu Corporate entitlements can be set at the bottom of the page:

- Enable access rights on a contract level (access to the interface can be permitted / prohibited for SIM users on a company level),
- Enable invoice access rights on a contract level (access to the invoice files can be permitted / prohibited for SIM users on a company level e.g. view, modify),
- Permit access to group level invoices (access to the invoice files can be permitted / prohibited for Group managers on a company level e.g. view, modify),

Enable group managers to access M2M self-care services: Group manager privilege can be set here for the M2M Services menu:

- None: no access to M2M Services menu
- Reader: reader access to M2M Services menu and data export are allowed
- Admin: admin access to M2M Services (activate / suspend, APN activation / deactivation, change a user/password, enable /disable roaming, send Control SMS, export data)

Corporate entitlements

☐ Enable access rights on a contract level on

☐ Enable invoice access rights on a contract level

☐ Permit access to group level invoices

M2M access rights

Authority of group users for M2M selfcare:

☐ None

☐ Reader

☒ Admin

Save Cancel

Corporate entitlements are saved right at the modification of the switches.

To save M2M settings click 'Save'.



Required role to access function:
ADMINISTRATOR

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Assign Account

Accounts can be assigned to account managers in this menu. The user gains control of the account: he/she can perform actions on the account, and can also view the invoice data. Assignments can be listed and searched.

Search, display and delete assignments

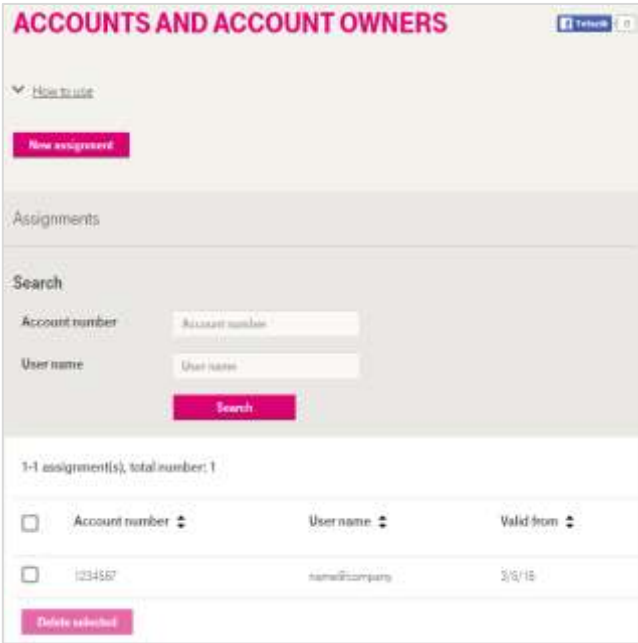
At “Accounts and account managers” screen assignments can be searched based on account number and user name.

The result is a table including the following columns:

- Account number,
- Username,
- Valid from.

If needed, pages can be turned.

A checkbox is displayed at all lines, and by marking it, the line will be selected. When clicking on “Delete selected”, the selected assignments will be deleted.



New assignment

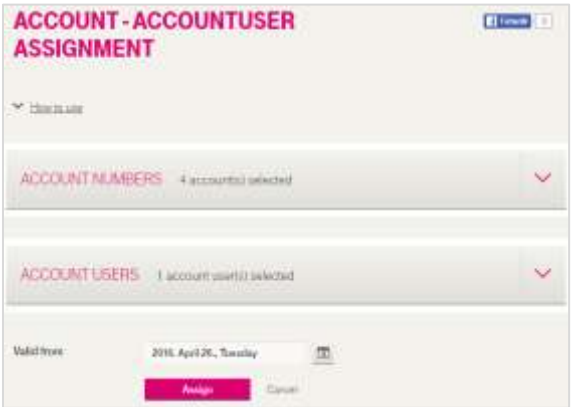
By clicking on “New assignment” at “Accounts and account managers” page, the screen for account and account manager assignment will be displayed.

After expanding Accounts section, accounts can be selected by using checkboxes, and accounts can be searched.

The number of selected accounts will be displayed in the header of Accounts section, e.g. “2 accounts selected”.

Account manager section is similar to Accounts section. After expanding the section, account managers can be selected by using checkboxes, and account managers can be searched. The number the selected account managers will be displayed in the header of Account managers section, e.g. “1 account manager selected”.

After selecting account(s) and account manager(s), click Valid from, select a date from calendar, and click Assign to create new assignment.



Required role to access function:
ADMINISTRATOR

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Assign Service Profile

Group managers can be assigned to (a) service profile(s) in this menu. When assigning, the group manager becomes a manager for the profile, and he/she can view the invoice data.

Search, display and delete assignments, and modify complete editorial rights

Existing assignments can be searched at “Profiles and profile owners” page, by profile name, profile owner and service type.

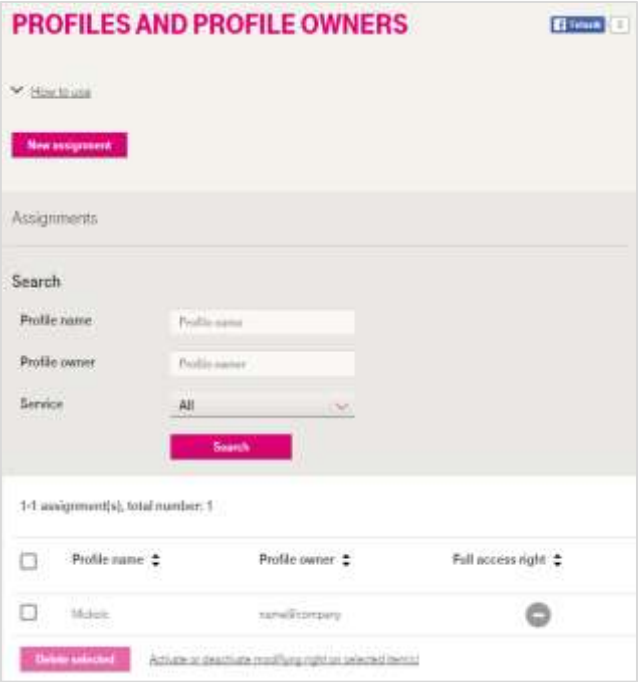
The result is a table including the following columns:

- Profile name,
- Profile owner,
- Complete editorial rights.

If needed, pages can be turned.

A checkbox is displayed at all lines, and by marking it, the line will be selected. When clicking on “Delete selected”, the selected assignments will be deleted.

By clicking on “Enable or disable complete editorial rights for selected items” the values at Complete editorial rights will change accordingly.



New assignment

By clicking on “New assignment” at “Profiles and profile owners” page, the screen for profile and profile owner assignment will be displayed.

After expanding Service profiles section, service profiles can be selected by using checkboxes, and profile names and services can be searched.

The number of selected profiles will be displayed in the header of Accounts section, e.g. “2 service profiles selected”.

Profile owners section is similar to Service profiles section. After expanding the section, profile owners can be selected by using checkboxes, and profile owners can be searched. The number the selected profile owners will be displayed in the header of Profile owners section, e.g. “1 profile owner selected”.

After selecting service profile(s) and profile owner(s), check “Complete editorial rights” checkbox and click Assign to create new assignment.



Required role to access function:
ADMINISTRATOR

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Calendar

The Company Calendar and Day Shift services set at a company level. Only ADMINISTRATORs access this function. If the Administrator is administrator for several company groups, he/she has to select one on the surface.

Calendar

By clicking Calendar submenu, the user is redirected to Public holidays page, which includes the changes to the calendar that have already been added. The following company-level settings can be set on the interface:

- Global holidays, Public holidays and
- Enter, manage and delete substitute working days due to Public holidays.



Example: 20th August is a Thursday, public holiday. 21th August is Friday, public holiday, but instead of this day 15th August Saturday is a working day:

- Work order of 15th August is like 21th August,
- Work order of 21th August is like 15th August,

The setting for this scenario:

- Basis for day shift: 21 August; substitute day: 15 August.
- Basis for day shift: 15 August; substitute day: 21 August.

Add New day off / Public holiday / Substitute day

Click the 'New public holiday' button.

- The following are entered at the global day swap:
 - Public holiday (basis for the day swap): its normal working order is used as template (DD MM YYYY format or from the calendar),
 - Substitute say: its normal working order is used as a template (DD MM YYYY format or from the calendar),
- To define a global holiday, enter the day of holiday in DD MM YYYY format or select a day from the calendar.

After entering the description click 'Save'.



Delete New day off / Public holiday / substitute day

Select the item to be deleted on the Calendar page, then click the 'Delete selected items' button.

Change Day off / Public holiday / substitute day

Click on the name of the holiday on Public holidays page to modify item.

The available actions are identical to the ones described at "Add New day off / Public holiday / Substitute day".



