

Usage of the Global SIM card for REX routers (700-879-SIM01)

Version 2 | Status: October 2015

The information contained in this document enables you to activate a new Global SIM card and carry out the corresponding adjustments in the REX router. The required basic knowledge for using the REX routers and the myREX24 portal application is presumed.

The contents of this white paper have been checked to ensure that they match the hardware and software described. However, Systeme Helmholz GmbH can assume no liability for any existing differences, as these cannot be fully ruled out. When using your purchased products, please make sure to use the latest version of the manual, which can be viewed and downloaded on the Internet at www.helmholz.de.

The Global SIM prepaid card acquired through Systeme Helmholz GmbH must be activated prior to usage by the customer or the end user in his/her name. The cards are delivered with a prepaid volume of 15 Euro. The balance can be topped up by the user with various payment methods.



Configuration, execution, and operating errors can interfere with the proper operation of the REX devices and result in personal injury, as well as property or environmental damage. Only adequately qualified personnel may operate the REX devices!

Modem settings in the REX device configuration

Go to the system administration of the REX mobile communications router that is equipped with the Global SIM. The Access Point Name (APN) of the mobile communications provider is:

Public4.m2minternet.com

The preset entry can be found in the selection menu under: *Germany - easyM2M* (as of FW version: 3.6.0).

The screenshot shows the 'Device Administration' web interface. The 'Internet' tab is selected. Under 'Monitoring Internet Connection', the 'Test-Address' is '8.8.8.8' and 'Test-Interval (s)' is '60'. The 'Modem Settings' section is highlighted with a red rectangle. It contains the following fields:

- Mobile APN (Provider): **Germany - easyM2M** (selected from a dropdown)
- APN: **Public4.m2minternet.com**
- User: **dummy**
- Password: *********
- SIM Pin: (empty text field)

Below 'Modem Settings' is the 'VPN Settings' section with 'VPN Port' set to **TCP:1194**. At the bottom right are 'Save' and 'Cancel' buttons.

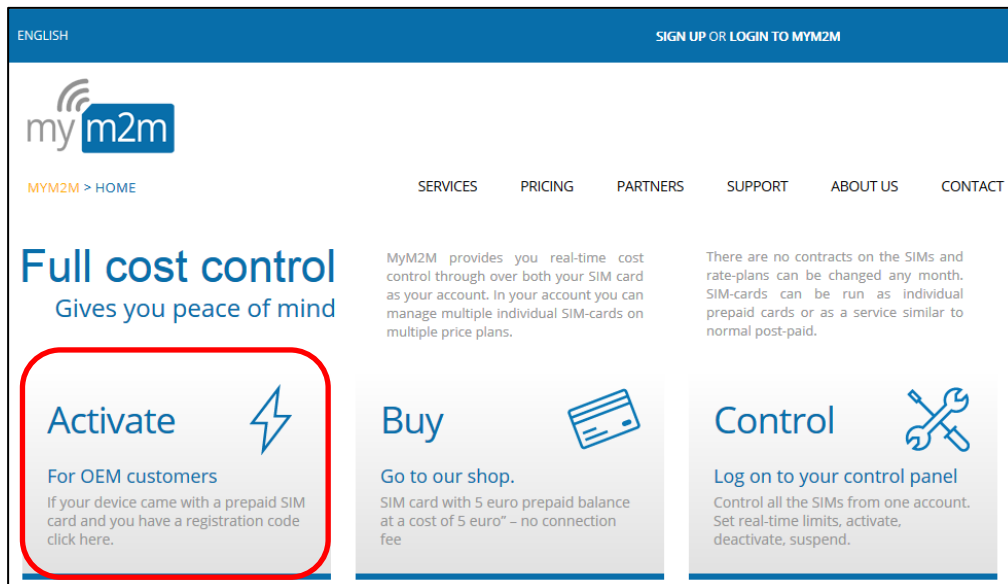
Online activation with MyM2M

An account with the service provider MyM2M is required to use the Global SIM cards. An Internet connection with the WWW is presumed.

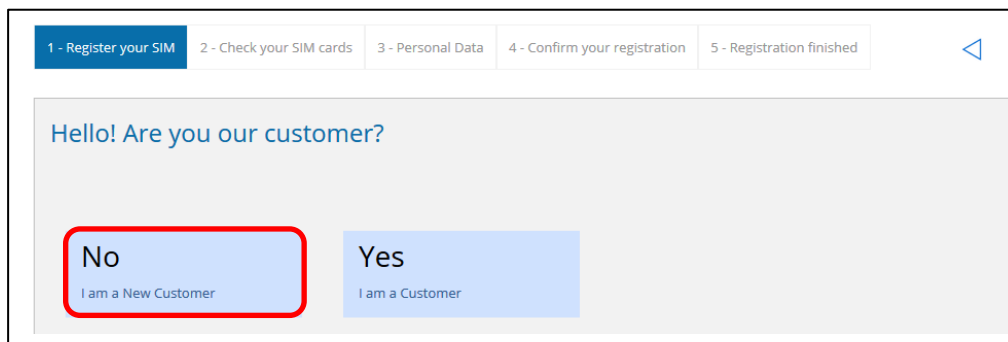
Activation of the Global SIM card

Enter the following address into the address line (URL) of the browser: **www.MyM2M.com**.

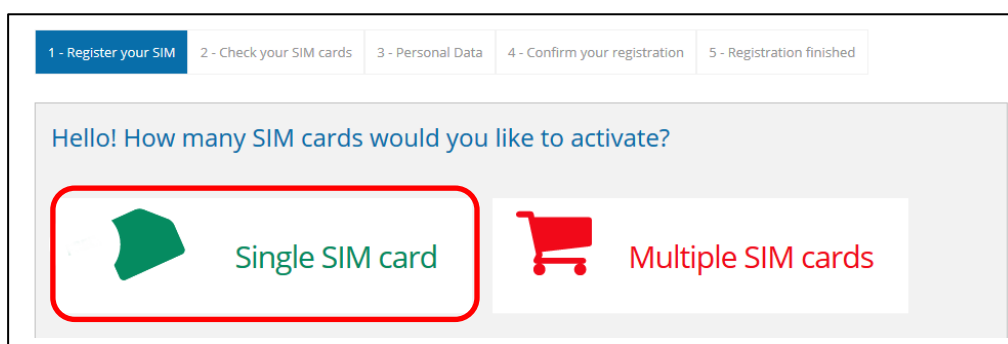
In this example it is assumed that you don't yet have any LOGIN data. You should therefore press the "Activate" button in the start page.



On the following page you must indicate that you are a new customer:



In this example, the standard application case is described, in which only one SIM card is to be activated. To this purpose choose the "Single SIM card" field.



In the following dialogue, enter the last four digits of the ICCID number of the SIM card and the activation code. You received both together with the Global SIM card. The values entered in the image are only examples and must be replaced by your own.

1 - Register your SIM 2 - Check your SIM cards 3 - Personal Data 4 - Confirm your registration 5 - Registration finished

Single SIM card

(*) ICCID (Last 4 digits): (*) Activation Code:

Through this process you will register your SIM card. After you have completed the process, you are able to activate and manage your SIM within your MyM2M selfcare environment.

VALIDATE

The data is accepted with "VALIDATE". Prior to this, the following dialogue must be confirmed with "OK".

Are you sure?

OK **Abbrechen**

In step "2 - Check your SIM cards", check the *validity* of the card again and confirm with "Yes".

1 - Register your SIM 2 - Check your SIM cards 3 - Personal Data 4 - Confirm your registration 5 - Registration finished

Multiple SIM cards

ICCID	Activation Code	Initial Balance	
8910390000004025946	jo7ms600t4t	15€	Valid

Correct Codes: 1
Incorrect Codes: 0

You are going to register with 1 SIM cards.
Are you sure?

YES **NO**

General information is requested for registration in "3 -Personal Data". Fill out all relevant fields carefully and confirm with "SUBMIT"

1 - Register your SIM 2 - Check your SIM cards 3 - Personal Data 4 - Confirm your registration 5 - Registration finished

Register in MyM2M

General Information

Company Name: (*) Contact First Name: (*) Contact Last Name: (*) Contact Phone 1: Job title:

Purchase

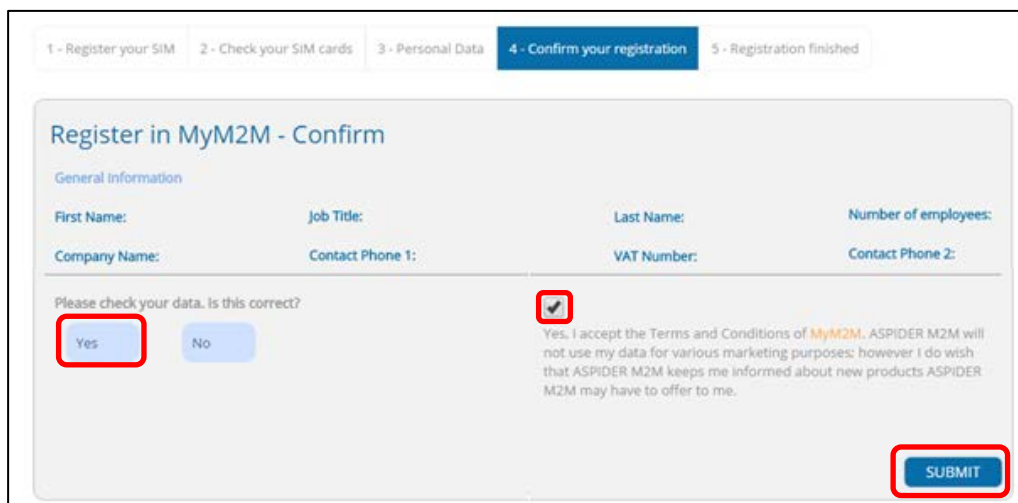
OEM: Systeme Helmholz

Requested SIM cards: 1

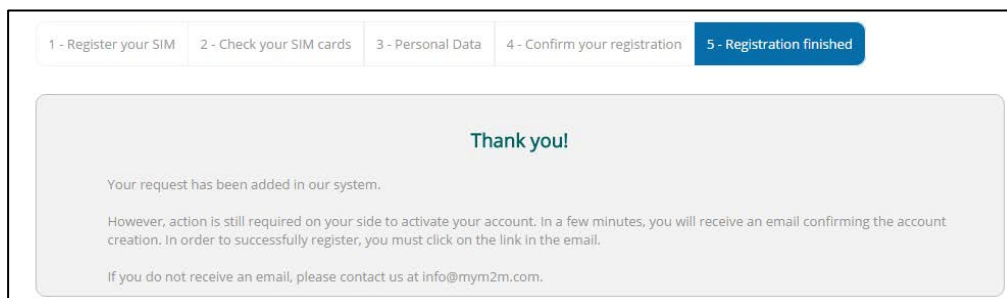
Initial Amount: 15 € (15 € per SIM)

SUBMIT

The previously entered data can now be counterchecked once again. Before you can send the data with "SUBMIT", the "Yes" button and the check in the checkbox must be confirmed to accept the MyM2M terms and conditions.

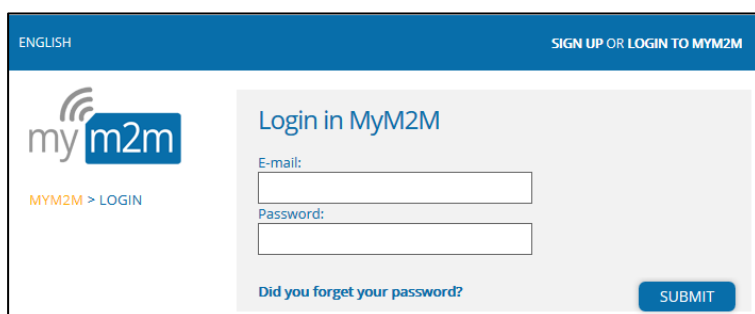


When you reach the field "5 - Registration finished", the "Welcome to MyM2M - Thanks for confirming your account" message will be sent instantly to the previously entered e-mail address.



Logging in with the new MyM2M access data

The start balance of 15 Euro is an account balance and not an SIM card balance. In the following we will describe how the account balance (or a portion thereof) is allocated to the SIM card to be used and activated.



After you log in with your new access data, the administration page of your MyM2M account opens.

Here you can also see the status of the "Account Balance" and the SIM card balance "Total SIM cards Balance". Now click on "My SIM cards"

Home My Data My Purchases **My SIM cards** My Balance My APN: public4.m2minternet.com

My Data
View and edit my personal information

My Purchases
Buy or register my SIM cards

Order SIM cards
Buy new SIM cards directly from MyM2M

My SIM cards
Activate and manage my SIM cards

My Balance
Manage my balance and payments

Register SIM cards
Register new SIM card(s) with your registration code(s)

Account Balance: €15 +

Total SIM cards Balance: €0
Last update: 11/11/2014 12:09:31

SIM cards

Active	0
Suspended	0
Assigned	1
Terminated	0
Total	1

(*) Please note that the automatic top up functionality has been disabled for this account. If a SIM card does not have funds to cover usage, it will be disabled and service will be interrupted. To enable top up functionality, go to the Manage Cost Control.

Consumption

1,00
0,75
0,50
0,25
0,00

Oct 2015

■ Data
■ SMS
■ Voice

An SIM card is assigned to you "Assigned", which now needs to be activated by clicking on "Activate SIMs".

Home My Data My Purchases **My SIM cards** My Balance My APN: public4.m2minternet.com

All SIMs Search SIM **Activate SIMs** Suspend SIMs Resume SIMs Manage SIMs Balance Control

SIM cards

Active	0
Suspended	0
Assigned	1
Terminated	0
Total	1

Consumption

1,00
0,75
0,50
0,25
0,00

Oct 2015

■ Data
■ SMS
■ Voice

In the case of several assigned SIM cards, these can be selected on the basis of the identification numbers and a balance added. In this case activate the only SIM present with "Activate".

Home My Data My Purchases **My SIM cards** My Balance My APN: public4.m2minternet.com

All SIMs Search SIM **Activate SIMs** Suspend SIMs Resume SIMs Manage SIMs Balance Control

1 SIM cards found
It might take a moment before your balance is updated according to the latest transactions.

MSISDN:	IMSI	ICCID	SIM Card Name	Status	Priceplan	Consumption	Balance	OEM	Actions
3197004238834	204047930302639	8910390000004025946		Assigned		0 MB	€0	Systeme Helmholz	Activate Change Product Product Overview Terminate

In a few minutes, the status should change to "Active" and the SIM card is now automatically sorted under the sub-point "All SIMs".

Home My Data My Purchases **My SIM cards** My Balance My APN: public4.m2minternet.com

All SIMs Search SIM Activate SIMs Suspend SIMs Resume SIMs Manage SIMs Balance Control

1 SIM cards found
It might take a moment before your balance is updated according to the latest transactions.

MSISDN:	IMSI	ICCID	SIM Card Name	Status	Priceplan	Consumption	Balance	OEM	Actions
* 3197004238834	204047930302639	8910390000004025946		Active	low usage	0 MB	€14.06	Systeme Helmholz	Top up Suspend Terminate Change Product Product Overview Enable Balance Control

Under the menu point "My SIM cards" you can now view the most up to date status parameters for this SIM card at any time:

Account Balance: €0 (+)
(*It's too low for the next month.)

Total SIM cards Balance: €5.79
Last update: 05/10/2015 11:52:04

SIM cards

Active	1
Suspended	0
Assigned	0
Terminated	0
Total	1

Consumption this month

Data:	€0.44
SMS:	€0
Voice/CSD:	€0

(*) Please note that the automatic top up functionality has been disabled for this account. If a SIM card does not have funds to cover usage, it will be disabled and service will be interrupted. To enable top up functionality, go to the Manage Cost Control.

Consumption

Bar chart showing consumption (Data, SMS, Voice) from Mar 2015 to Oct 2015. Data consumption is the highest, peaking in September 2015.

(*) Please note that actual usage can take up to a few hours to be registered. This chart should only be taken as a general reference, and never as a real-time reflection of your usage.

[My Messages \(2\)](#) [Contact Support Team](#)

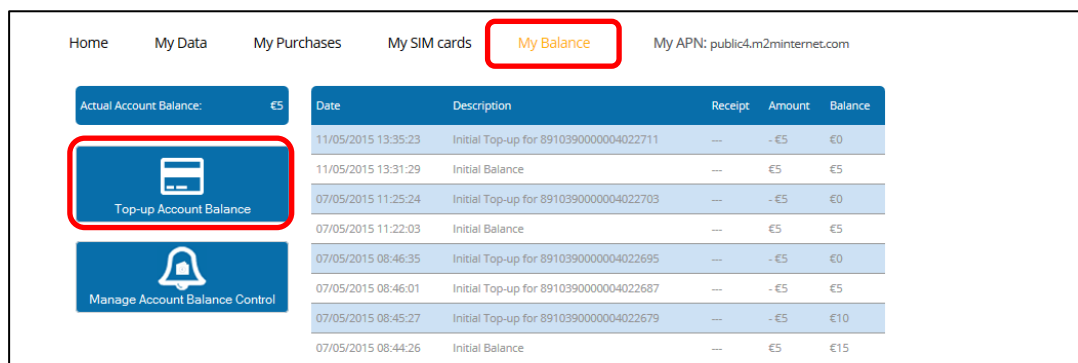
Topping up the MyM2M account balance



NOTE

The balance with mym2m is an account balance and not an SIM card balance. The account balance can be freely distributed to several SIM cards in one customer account.

The balance can be viewed and processed in the "My Balance" menu.



Home My Data My Purchases My SIM cards **My Balance** My APN: public4.m2minternet.com

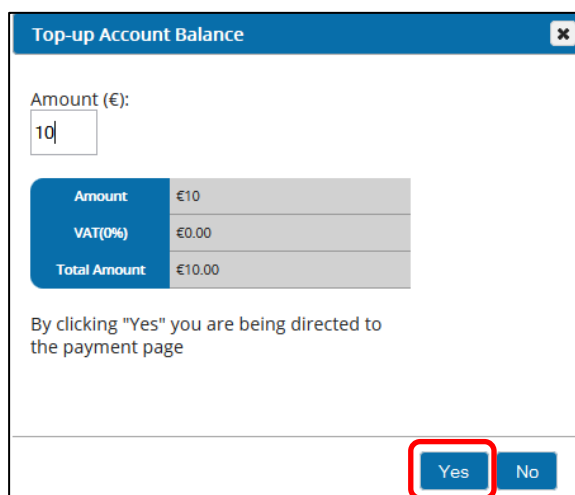
Actual Account Balance: €5

Top-up Account Balance

Manage Account Balance Control

Date	Description	Receipt	Amount	Balance
11/05/2015 13:35:23	Initial Top-up for 8910390000004022711	---	-€5	€0
11/05/2015 13:31:29	Initial Balance	---	€5	€5
07/05/2015 11:25:24	Initial Top-up for 8910390000004022703	---	-€5	€0
07/05/2015 11:22:03	Initial Balance	---	€5	€5
07/05/2015 08:46:35	Initial Top-up for 8910390000004022695	---	-€5	€0
07/05/2015 08:46:01	Initial Top-up for 8910390000004022687	---	-€5	€5
07/05/2015 08:45:27	Initial Top-up for 8910390000004022679	---	-€5	€10
07/05/2015 08:44:26	Initial Balance	---	€5	€15

In order to top up the account balance, select "Top up Account Balance". The top-up amount must then be entered and confirmed with "Yes".



Top-up Account Balance

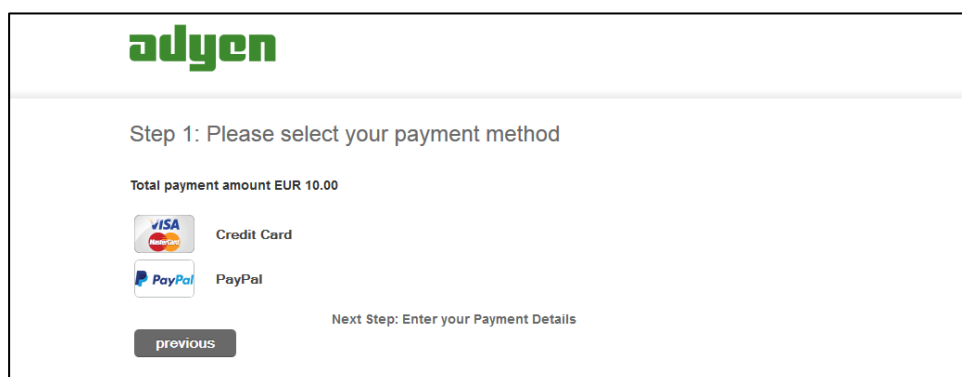
Amount (€):
10

Amount	€10
VAT(0%)	€0.00
Total Amount	€10.00

By clicking "Yes" you are being directed to the payment page

Yes No


In the next dialogue you must select the desired payment method, following which the payment is made.




adyen

Step 1: Please select your payment method

Total payment amount EUR 10.00

 Credit Card

 PayPal

Next Step: Enter your Payment Details

previous

The "Top up" function in the "My SIM Cards" menu is used to transfer balance to individual SIM cards.

The desired amount can be entered in the following dialogue and confirmed.

You can find further information at: <http://www.MyM2M.com/support.php>