JANITOR

Authenticate then Navigate

JANITOR NETWORK PVT LTD

Internet Management and Billing System

Version 2.0

USER MANUAL

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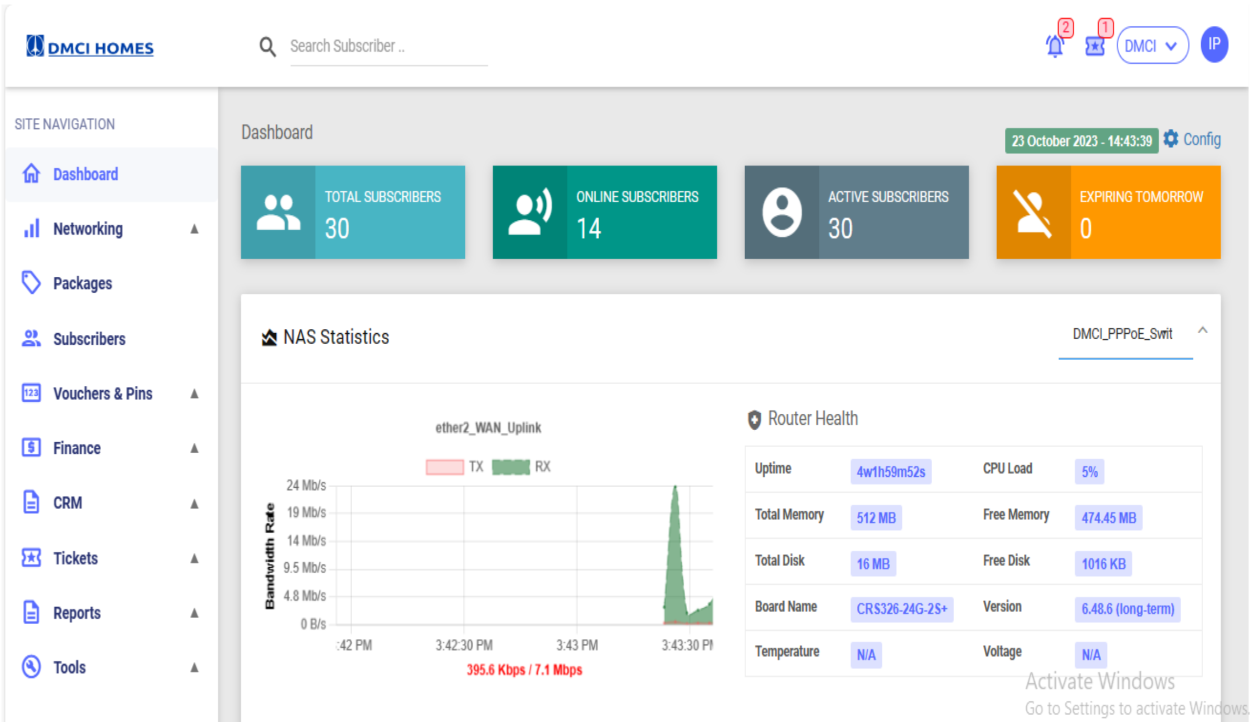
FLOWCHART

I. DESCRIPTION

IMBS – is a comprehensive user-friendly management and monitoring system for Internet + Cable TV service provider through a variety of Network Access Servers using Coaxial Cable, Fiber Optic and Wireless network infrastructure. It provides centralized authentication, authorization, accounting (AAA), billing, customers service and technical support ticketing through cloud or on premise access control system.



II. FEATURE OVERVIEW

- RADIUS (AAA) management and billing solution
- Customize Service/Plan Setup System
- Prepaid Card, postpaid and recurring invoice billing
- Flexible Invoice management
- Traffic Accounting and monitoring
- Real-time Network Monitoring
- Payment Tracking
- Financial and Accounting Report
- CTS/NAT Monitoring
- Prepaid Card system
- Online payment Gateway
- Virtual Bank System

- Trouble ticket alert and management
- Account Self Registration
- Automatic Expired Account Disconnection

III. ABOUT THE USER MANUAL

This manual helps the user to navigate and operate the online web base (GUI) Control panel with "How to" options and flow chart for basic commands.

IV. MANUAL CONVENTIONS

This manual uses several typeface conventions for special terms and actions. Technical changes to the text are indicated by a vertical line to the left of the change. These conventions have the following meanings:

Information Type	Style Convention	Example
Commands	All capital letters	CREATE
References in the text to fields on panels	All capital letters	QUANTITY
Input you should type in panel fields	Courier New	MYAPPLICATION
First time new term included	Italics	*Application*
Required Fields to Input	(*) Asterisk Symbol	*Full Name:

Table 1. Manual Conventions

V. ABBREVIATIONS

Abbreviations is a shortened form of a written word or phrase. This are the following abbreviations used for the manual.

NAS	Network Attached Storage
App	Application
IP	Internet Protocol
AAA	Authentication, Authorization, Accounting
MAC Address	Media Access Control Address
COA	Course of Action
API	Application Programming Interface
LAN	Local Area Network
CTS	Cognizant Technology Solutions
NAT	Network Address Translation

UCP	Universal Communications Processor
URL	Uniform Resource Locator
ID	Identification
ZIP	Zone Improvement Plan
KYC	Know Your Customer
TTI	Transmission Time Interval
iGATE	Dedicated Internet Access
IMBS	Internet Monitoring and Billing System
PPPoE	Point-to-point Protocol over Ethernet
URI	Uniform Resource Identifier
DL	Download
UL	Upload
DHCP	Dynamic Host Configuration Protocol
KBPS	Kilo Bytes per Second
SMS	Short Message Service
OLT	Optical Lime Terminal
CAF	Common Application Form
GUI	Graphical User Interface

Table 2. List of Abbreviations

VI. HOW TO INSTRUCTIONAL MANUAL

This will guide the user on commands in the program.

VII. NAS /NETWORKING OPTION

1. How to add, edit and delete NAS?

    1.1. Go to “NETWORKING” option

    1.2. The “NAS” window will appear

    1.3. Click “NAS” the list NAS will appear [Fig.1]

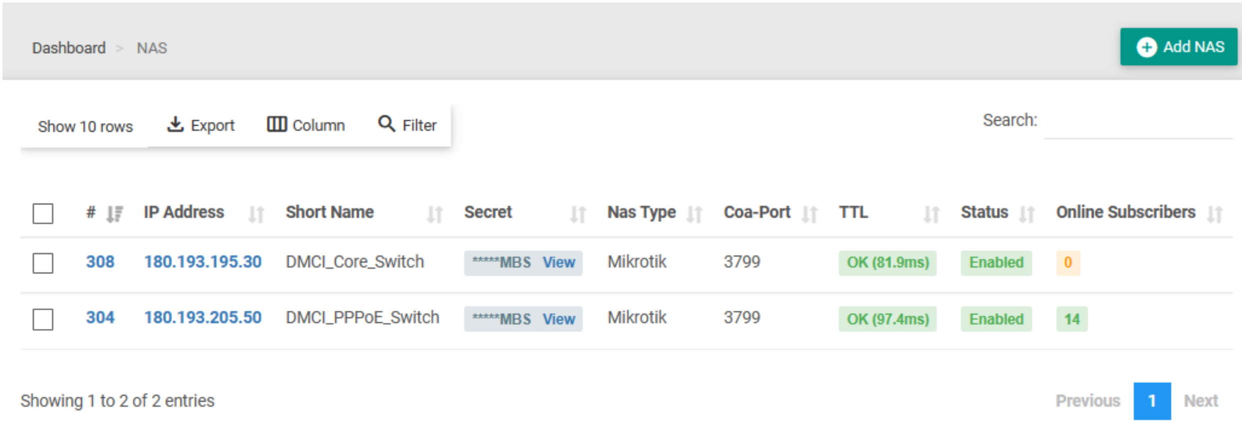


Figure 1. NAS List

1.3.1. To add a NAS, click on "Add NAS"

1.3.1.1. Create NAS Window will appear [Fig. 2]

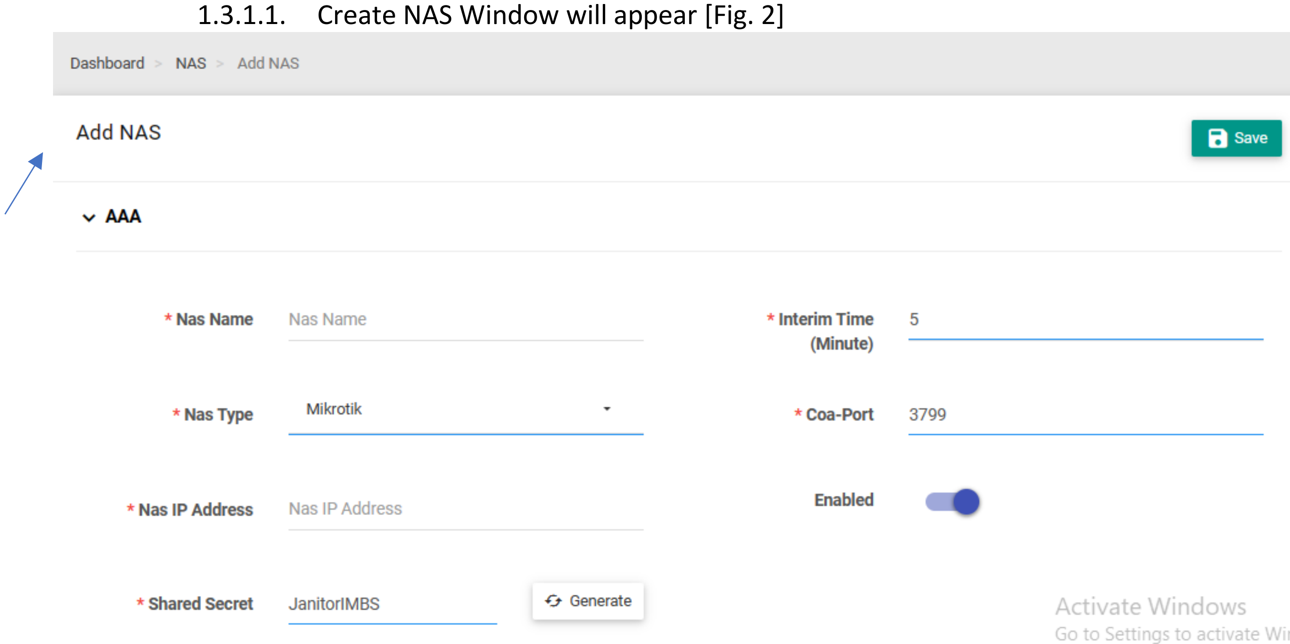


Figure 2. Create NAS

1.3.1.2. Input all the necessary information required.

1.3.1.3. Short Name – desired identity name

1.3.1.4. NAS Type – kind of Server Appliance (eg. Mikrotik, Cisco)

1.3.1.5. IP Address – Server Ip Address

1.3.1.6. Secret – password (manual or Generate Automatically)

1.3.1.7. COA Port – Radius Change of Authorization port (default:3799)

1.3.1.8. Interim Time – time interval of authentication

1.3.1.9. API Username – Application Programming Interface Username

1.3.1.10. API Password – Application Programming Interface password

1.3.1.11. API Port – Application Programming Interface Port (default:8728)

1.3.1.12. Interface 1 – Server interface 1 for network monitoring

1.3.1.13. Interface 2 – Server interface 2 for network monitoring

1.3.1.14. LAN IP-Pool – Server IP-pool assignment.

1.3.1.15. Log Server – Log server assignment

1.3.1.16. Prefix Directory – Prefix Directory Assignment

1.3.1.17. Block Unwanted Request – Enable/Disable Block Unwanted Request

1.3.1.18. Blocked IP-Pool – define Block NAS IP-pool

1.3.1.19. Block Address List – define Blocked NAS Address List

1.3.1.20. Catch Username – IMBS Catch Username of NAS

1.3.1.21. Catch Password – IMBS Catch Password of NAS

1.3.1.22. Save –Click save to create the NAS Account

1.3.2. To edit a NAS, click on “Edit”

1.3.2.1. Redirection to NAS Window [Fig. 1]

1.3.2.2. Edit the desired parameters

1.3.3. To delete a NAS, click on “Delete”

2. How to add, edit and delete IPv4 Pool?

2.1. Go to “NETWORKING” option
2.2. Click “IPv4 Pool” then click add”
2.3. The “Add IPv4 Pool” window appears
2.4. Input “Pool Name”
2.5. Input “Pool Description”
2.6. Input “From IP”
2.7. Input “To IP”
2.8. Click “Save” to Add [Fig.3]

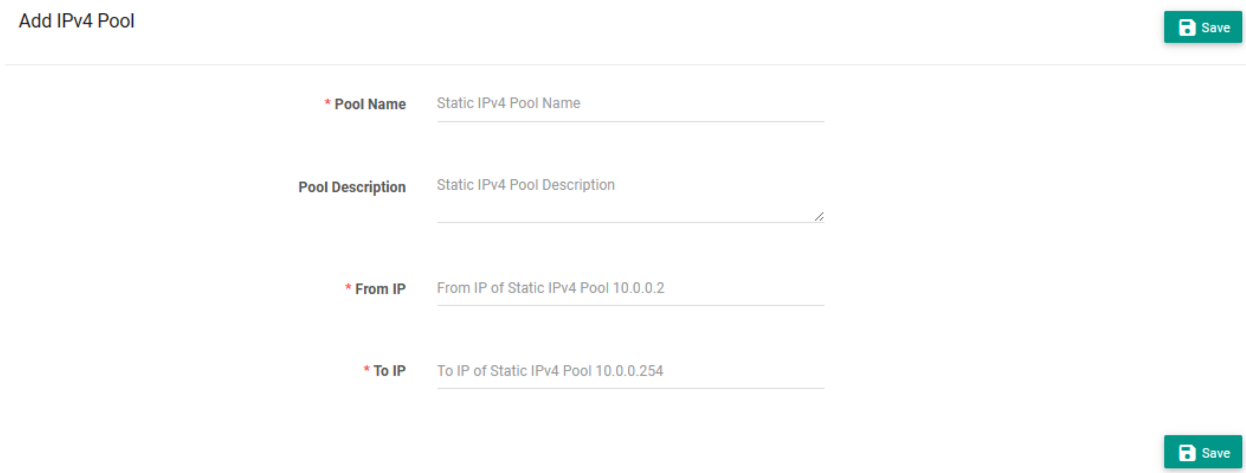


Figure 3. Add IPv4 Pool

3. How to edit an Ipv4 Pool?

   3.1. Go to "IP Pool", click "Ipv4"

   3.2. Choose if "Static" or "DHCP", then corresponding Pool List appears.

   3.3. Choose or find the specific IP pool for editing, then click "Edit".

   3.4. The "Edit Static/DHCP IPV4 Pool" window appears [Fig.3]
   3.5. Do the editing, then click "Update" to save the changes.

   3.6. Click "Add Pool" then the "Create Static/DHCP Ipv4 Pool" window appears. [Fig.3]

   Input the required information, then click "+Create" to save transaction

4. How to Delete an Ipv4 Pool?

   4.1. Go to "IP Pool", click "Ipv4"

   4.2. Choose if "Static" or "DHCP", then corresponding Pool List appears.

   4.3. Choose or find the specific IP pool for editing, then click "Delete".

   4.4. The confirmation prompt will appear.

5. How to add an Ipv6 Pool?

   5.1. Go to "IP Pool", click "Ipv6"

5.2. The “Static Ipv6 Pool List” window appears.
5.3. Click “Add Pool” then the “Create Static Ipv6 Pool” window appears
5.4. Input the required information

5.4.1. Pool Name – Static Ipv6 pool name

5.4.2. Description – Static Ipv6 pool description

5.4.3. Network – network of Static Ipv6 pool

5.4.4. Prefix Length – select prefix length

5.5. Then click “+ Create” to save transaction.

6. How to Edit an Ipv6 Pool?

6.1. Go to “IP Pool”, click “Ipv6”

6.2. Choose or find the specific IP pool for editing, then click “Edit”.

6.3. The “Edit Static Ipv6 Pool” window appears.

6.4. Input the required information, then click “+Create” to save transaction.

7. How to Delete an Ipv6 Pool?

7.1. Go to “IP Pool”, click “Ipv6”

7.2. Choose or find the specific IP pool for editing, then click “Delete”.

7.3. The confirmation prompt will appear.

8. How to Add Zone/Node?

8.1. Go to “Networking” click Zone/Node
8.2. Click “Add Zone” add Zone window appears
8.3. Input all information
8.4. Click Add to save [Fig.4]

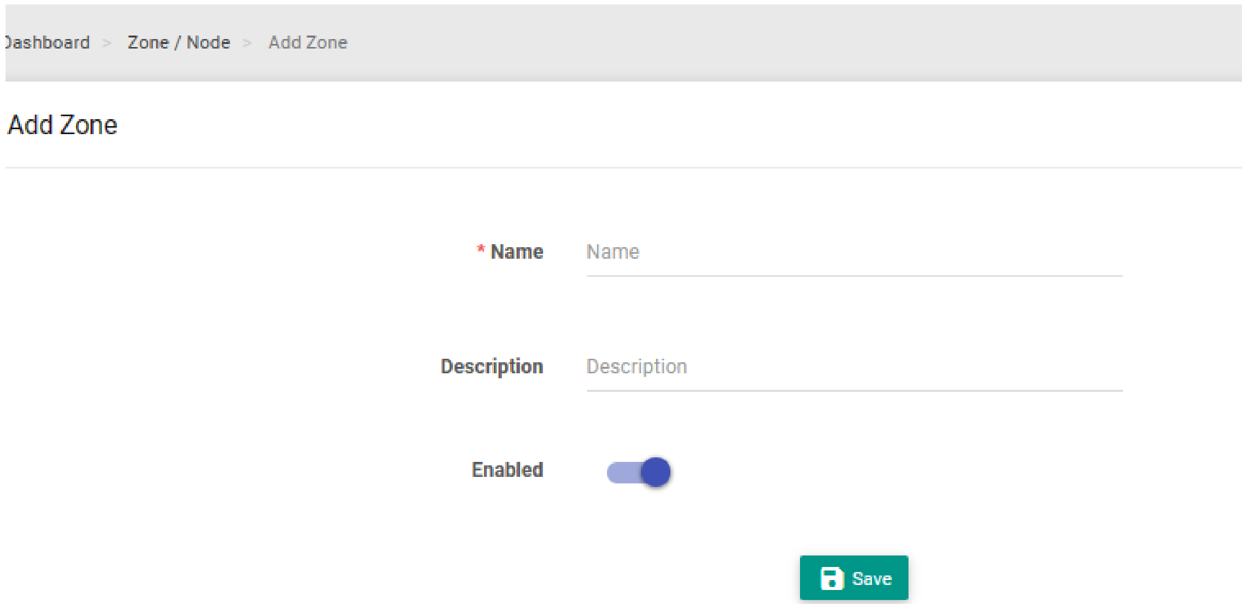


Figure 4. Add IPv4 Pool

9. How to Delete Zone/Node?

   9.1. Go to “Networking” click Zone/Node
   9.2. Click the “Zone” List Zone window appears
   9.3. Click the “Specific zone’’ and then delete
   9.4. Click “ok” to delete

10. How to Edit Zone/Node?
    10.1. Go to “Networking” click Zone/Node
    10.2. Click the “Zone” Edit Zone window appears

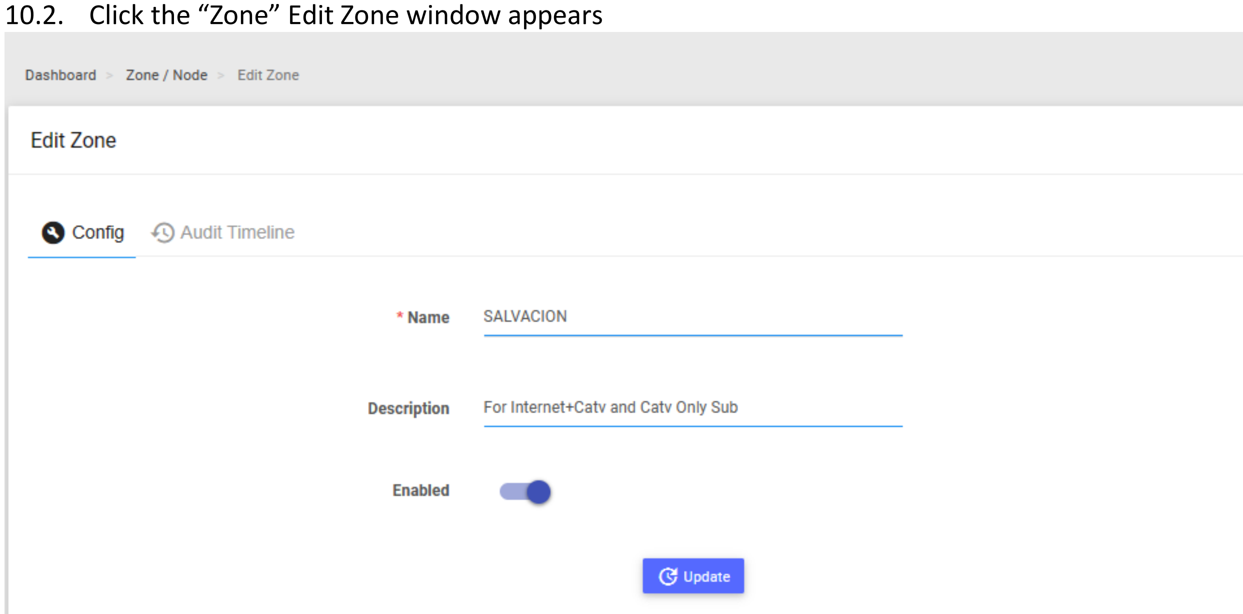


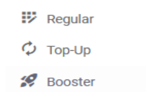
Figure 5. Edit Zone

1.1. Input all the information
1.2. Click “update” to change

VIII. PACKAGES OPTION

1. How to add, list, edit, delete packages and change operator assignment?

1.1. To Add Services, go to “PACKAGES” option



1.1.1. It shows Regular, Top-up & Booster

1.1.2. Choose the service, description, package group, price, speed, limitation and then save

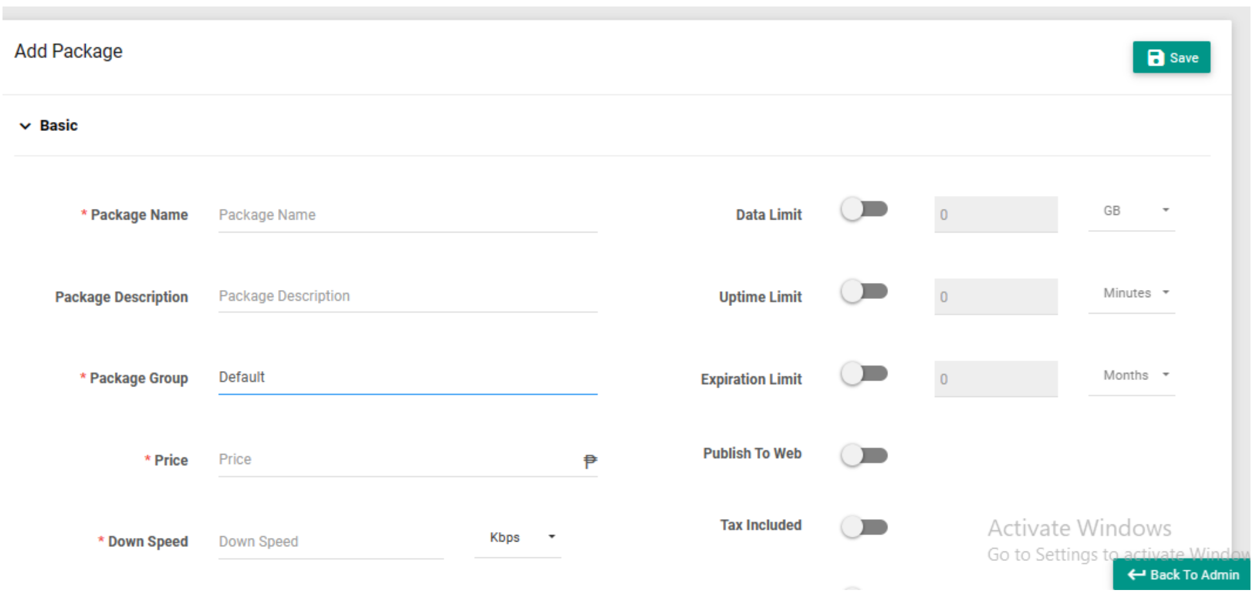


Figure 3. Create Service

1.1.3. Package Name **–** define service plan base on the internet speed and specification

1.1.4. Description – define other basic information of the plan specified

1.1.5. Service Group – define service group plan specified for cluster identification

1.1.6. Service Type – define if regular (Post Paid) or card (Prepaid) and booster plan.

1.1.7. Price – define amount of service plan specified.

1.1.8. Publish to Web – To enable/disable the account accessible to the web

1.1.9. With All Taxes – To enable/disable all the necessary taxes of a service

1.1.10. Enable UCP – To enable/disable the User Control Panel of a service

1.1.11. Down Rate – To set the internet download rate for a service

1.1.12. Up Rate – To set the internet upload rate of a service

1.1.13. Data Limiter – To specify the bandwidth limit of a service

1.1.14. Up Time Limiter – To specify the limit up time of a service

1.1.15. Expiration Limiter – To specify the monthly limit of a service

1.1.16. Data Carry – To enable/disable the service speed based on data carry

1.1.17. Uptime Carry – To enable/disable the service based on uptime carry

1.1.18. Date Carry – To enable/disable the service based on date carry

1.1.19. Service Mode – To specify the service mode if normal, FUP (Fair Usage Policy), Daily Usage or Dynamic.

1.1.20. Redirect URL (For Hotspot Only) – To specify the redirection URL of a service

1.1.21. Adv. URL (For Hotspot Only) – To specify the advertisement URL of a service

1.1.22. Adv. Interval (For Hotspot only) – To specify the advertisement interval of a service

1.1.23. Custom Attribute – define custom attribute for server

1.2. To list a Packages, go to “List “option

1.2.1. Table of list Window for current services appear [Fig.3]

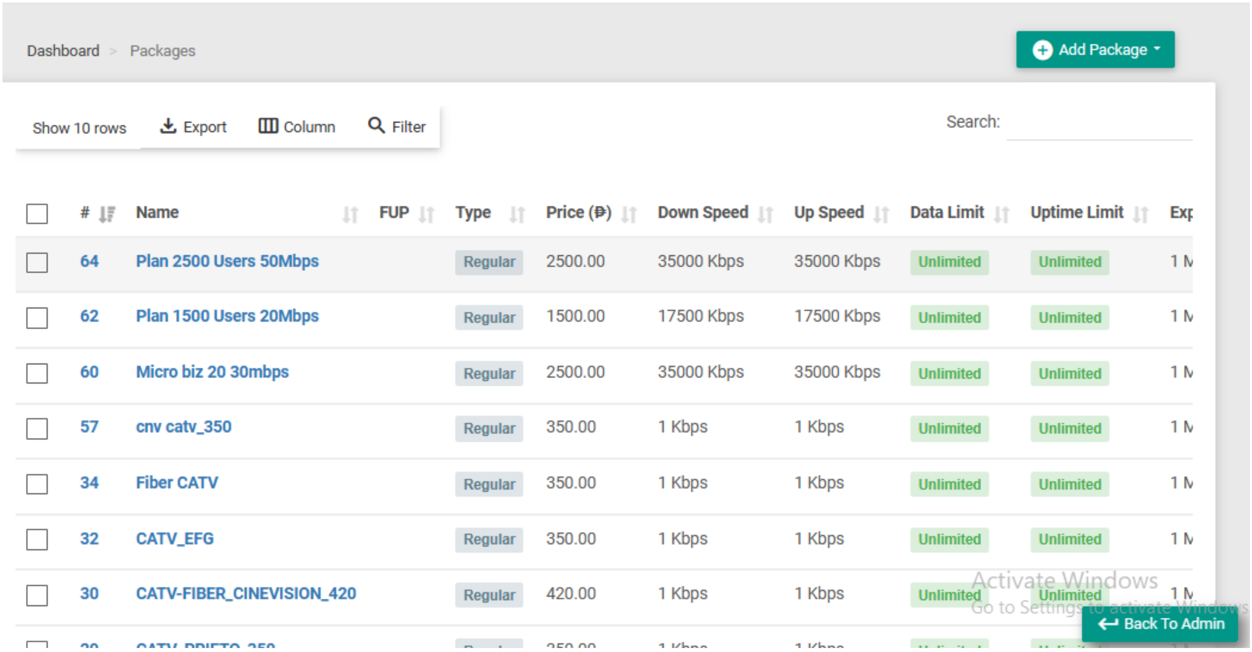


Figure 4. Services List

1.3. To Edit Service, go to Packages, “then click the certain plan that you want to change” option on “Packages List” window [Fig.4]

1.3.1. The Edit Package Window appears.

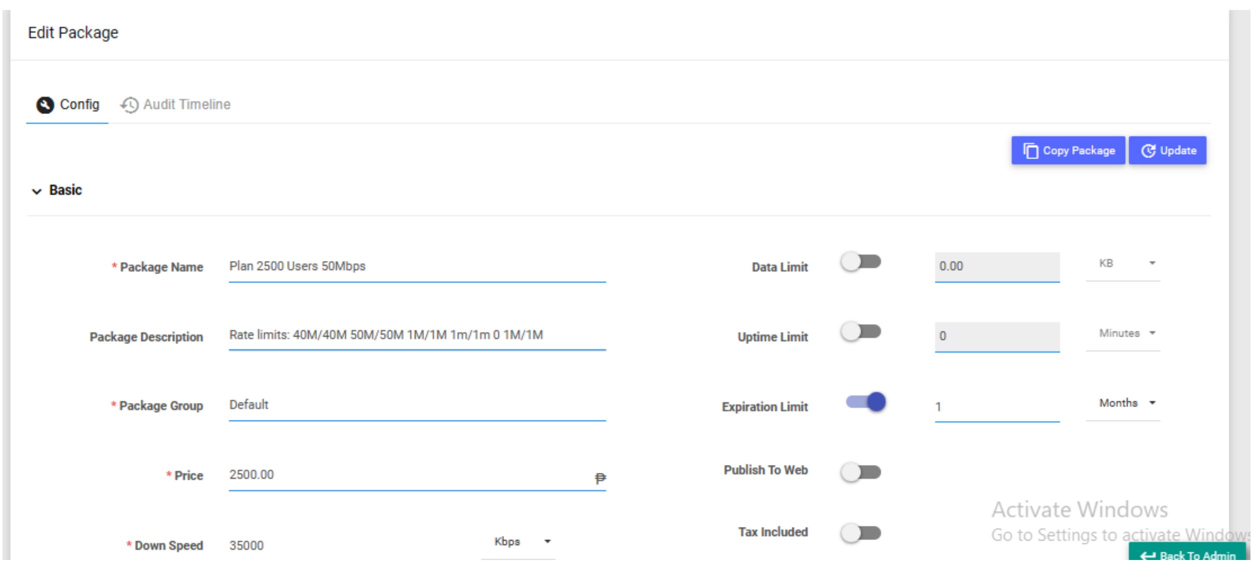


Figure 5. Edit Services

1.3.2. Edit the desired parameters.

1.3.3. To save press “Update”

1.4. To Delete Service, go to “List” option

1.4.1. Table of list Window for current services appear [Fig.4]

1.4.2. Choose the desired service then press “Delete”

IX. GENERAL OPTION

2. How to show, copy, and export to excel, print, add table columns and filter? (IMBS General Application Procedure to all List of Report in Table form [Fig.7]

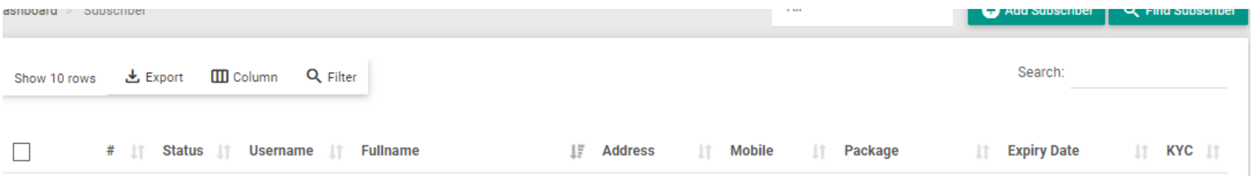


Figure 6. General Option

2.1. To expand the number of rows on a table, press “Show” then input the desires number of rows.

2.2. To copy the active table to clipboard, press “Copy” then paste on the desired location.

2.3. To export the active table to excel form, press “Excel” to create the file.

2.4. To print the active table, press “Print” to activate printing.

2.5. To expand the number of Columns with corresponding parameters, press “Column” to view and choose the parameters available.

2.6. To filter the active table, press “Filter” then choose the parameters filter reference.

X. SUBSCRIBER OPTION

3. How to add and activate a subscriber?

3.1. To add a new subscriber, go to “Subscriber”

3.2. Create Subscriber Window will appear

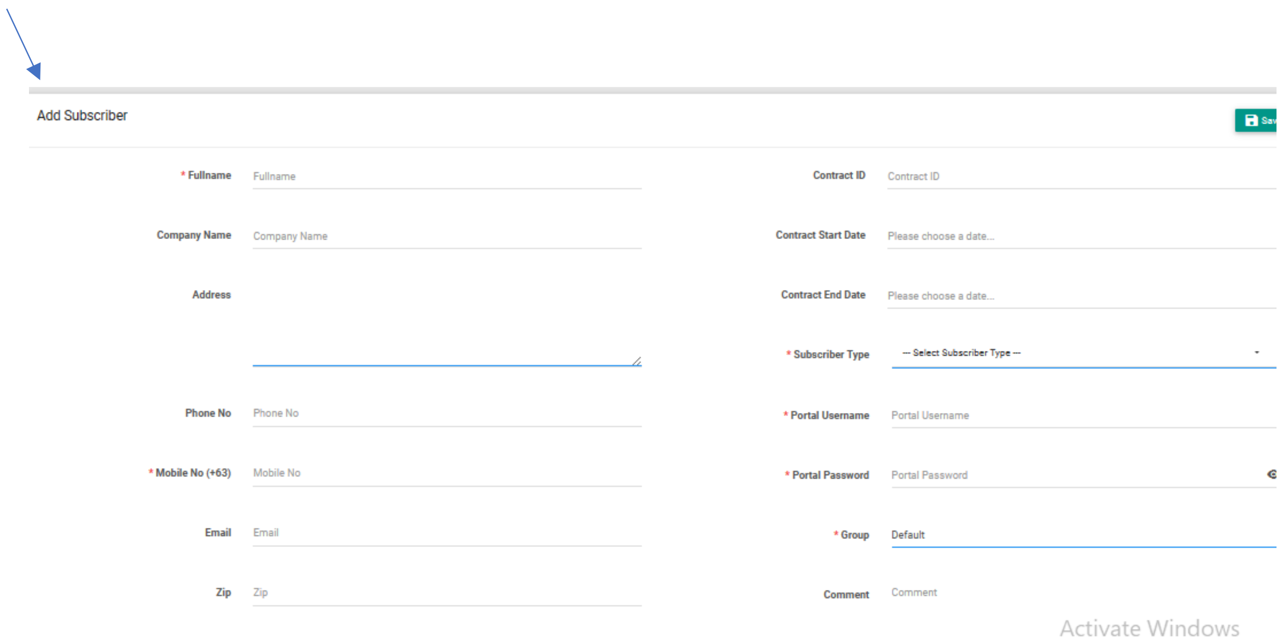


Figure 7. Create Subscriber

3.2.1. Input the General Information Parameters

3.2.1.1. Full Name – Subscribers full name

3.2.1.2. Company Name – Subscribers company/individual name

3.2.1.3. Address – current building/house, number, street, Floor and room

3.2.1.4. City/Town/Barangay – current City/town/barangay

3.2.1.5. ZIP – district postal code

3.2.1.6. State/Province – current State or province.

3.2.1.7. Country – current country

3.2.1.8. Phone No – landline contact number

3.2.1.9. Mobile No – mobile contact number

3.2.1.10. Email – email address (use for alarm and notification)
3.2.1.11. Contract ID
3.2.1.12. Contract Start and end date

3.2.1.13. User Type – Type of user for Regular or MAC authentication.

3.2.1.14. Portal Login – subscriber web portal login.

3.2.1.15. Portal Password – subscriber web portal password.

3.2.1.16. Operator – Designated operator for the specific subscriber.

3.2.1.17. Comment – subscriber additional information for operator reference.
3.2.1.18. Click same as above

3.2.1.19. Create – to save the subscriber

3.2.2. The account shows to activate, see picture below.

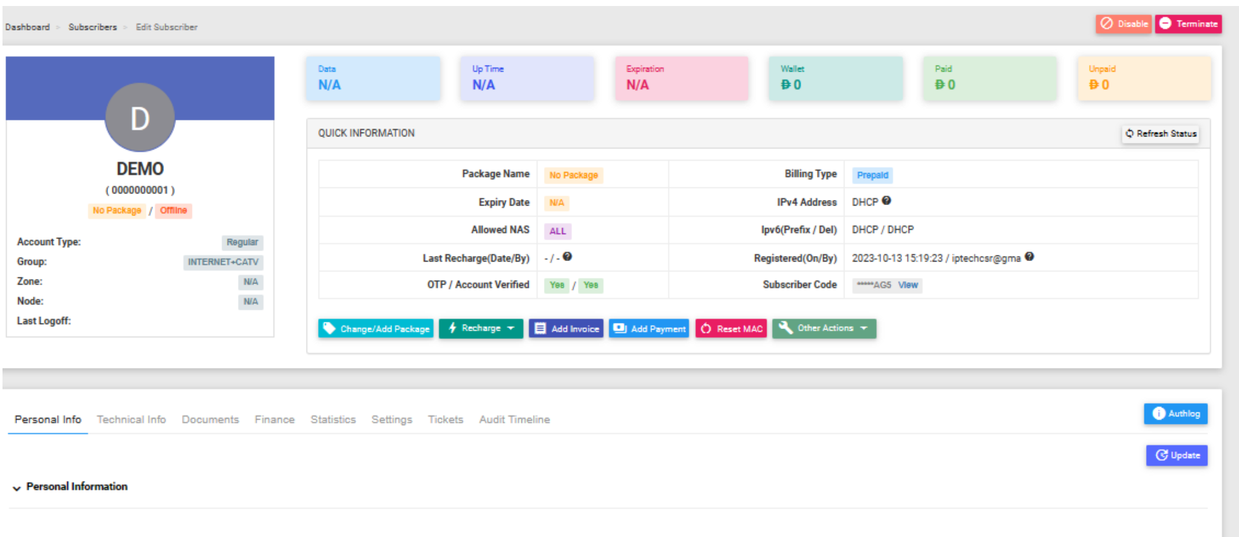


Figure 8. Edit General Subscriber Information

3.2.2.1. To setup up the account press “Add/Change Packages”

3.2.2.2. “Packages” Window will appear [Fig.10]

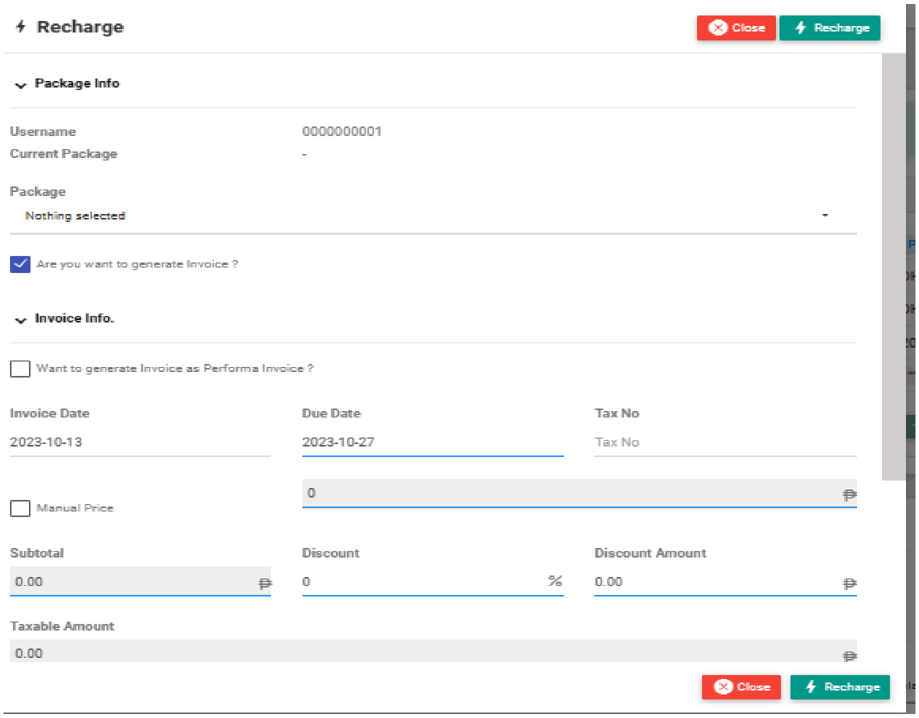


Figure 9. Edit Subscriber Packages

3.2.2.3. Select Packagges as specified on the services created on item #2 (Packages)

3.2.3. Select the NAS as specified on the NAS created on item #1 (NAS)

3.2.3.1. Select the number of con current user who can simultaneously use the account.

3.2.3.2. Select the allowed CPE Mac/s who can login in this account.

3.2.3.3. Select the IPV4 Mode if Static IP or DHCP IP Pool (*if Applicable, Default: None)

3.2.3.4. Enable/Disable Ipv6 (if Applicable, Default: Disable)

3.2.3.5. Input Ipv6 Prefix and Pool

3.2.3.6. Enable /Disable Ipv6 Delegation (*if Applicable. Default: Disable)

3.2.3.7. Input Ipv6 Prefix and Pool Delegation

3.2.3.8. Input Ipv6 Prefix Expiry Date

3.2.3.9. Enable/Disable Billing (*Default: Enable, this function is disabled only to adjust the system predefined expiration/deactivation or Setup Data and uptime limit of this account.)

3.2.3.10. Update to save the account information entered or change.

3.2.4. Edit setting to setup other required information before account activation.

3.2.4.1. Click on “Settings”, the Settings window appears [Fig.11]

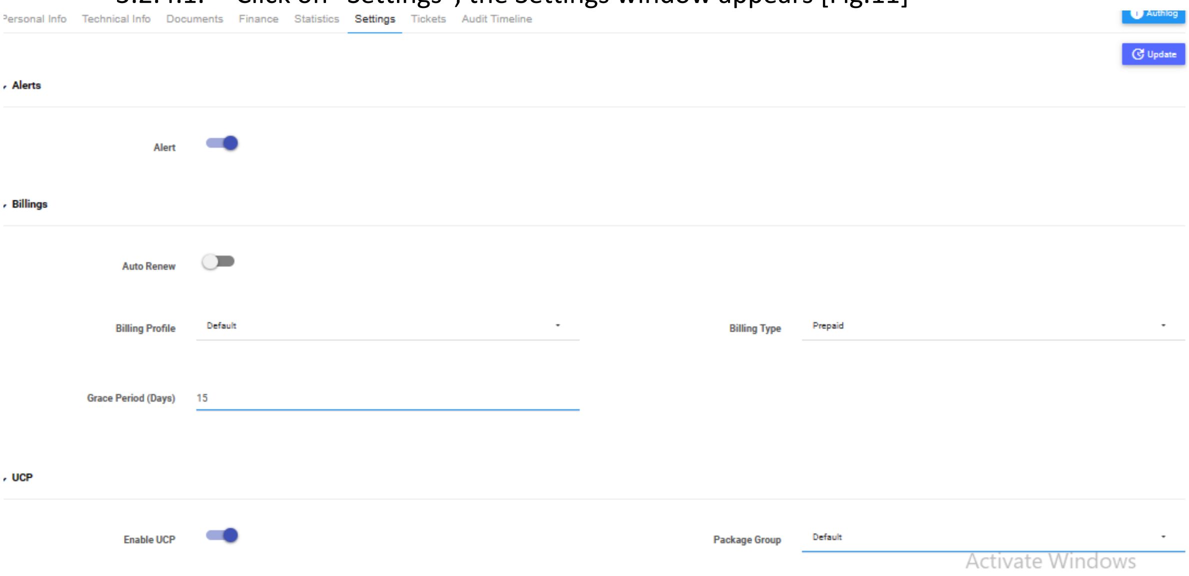


Figure 10. Edit Subscriber Setting

3.2.4.2. Enable/disable SMS alert for alarm and notification

3.2.4.3. Enable/disable Email Alert for alarm and notification

3.2.4.4. Enable/disable Auto renew account by passing system expiration

3.2.4.5. Enable/disable Auto renew account by checking and drawing amount from wallet.

3.2.4.6. Select billing type if Prepaid, Postpaid or Recurring

3.2.4.7. Specify Grace period after account due date

3.2.4.8. Specify the Deactivation Period after Grace period

3.2.4.9. Specify type of invoice if with tax or no tax

3.2.4.10. Enable/disable Check Last Invoice Status if settled to determine disconnection and invoices creation. (*This function is only disable for Cable TV only service.)

3.2.4.11. Enable/Disable User Control Panel (UCP)

3.2.4.12. Choose Service Group as defined on Item 2.1.4 (Service Group)

3.2.4.13. Enable/Disable Catch password of remote modem of subscriber.

3.2.4.14. Update to Save changes

3.2.5. To upload proof of Subscriber Identification for verification, click “Documents”

3.2.5.1. The “Documents” window appears, add custom field[Fig.11]

3.2.5.2. Choose the file applicable document then click upload. (If Applicable)

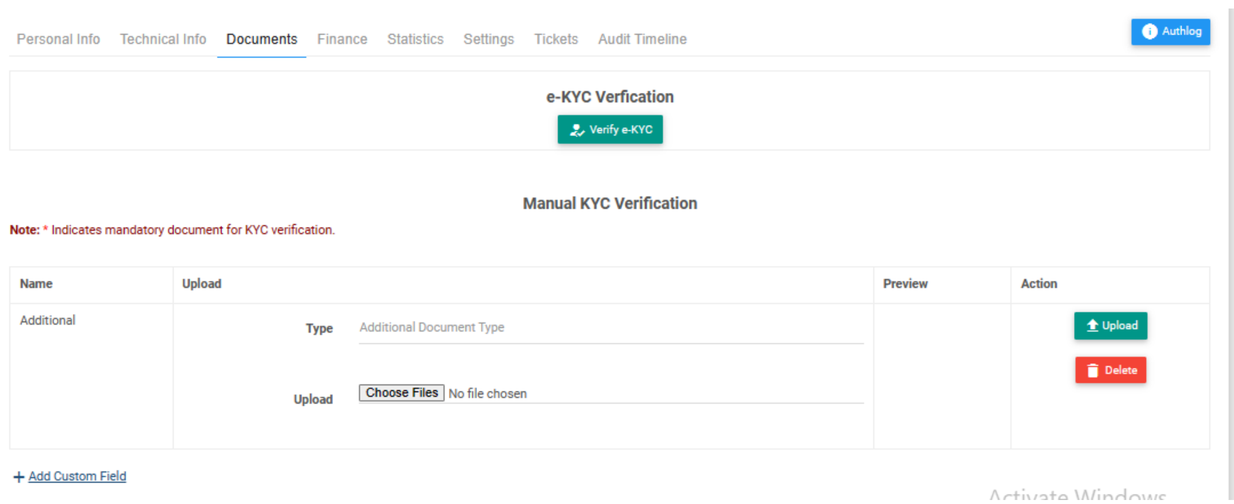


Figure 11. Edit Subscriber Document

3.2.6. To display the subscriber account online statistics and Daily Usage, go to “Statistics”.

3.2.6.1. The statistics Window interface appears. [Fig.13]

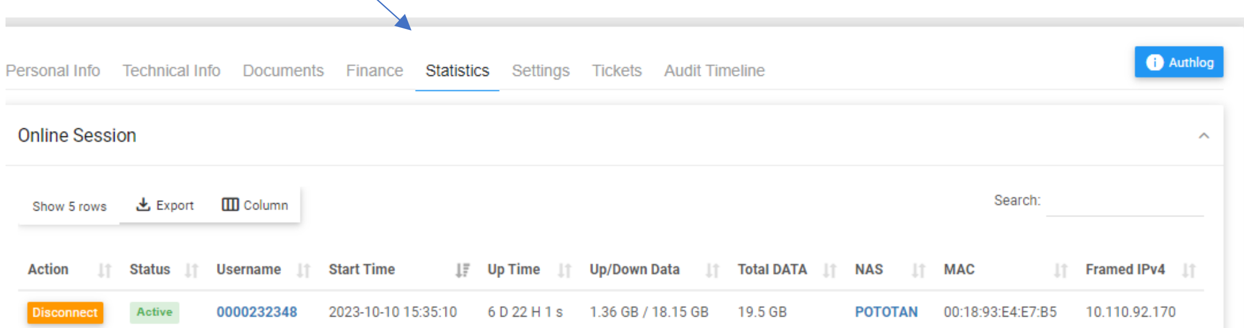


Figure 12. Edit Subscriber Statistics

3.2.6.2. To view the bandwidth traffic network graph of the subscriber, click “Statistic”

3.2.6.2.1. The Traffic (TX/Rx) Graph Window appears with the actual live traffic.

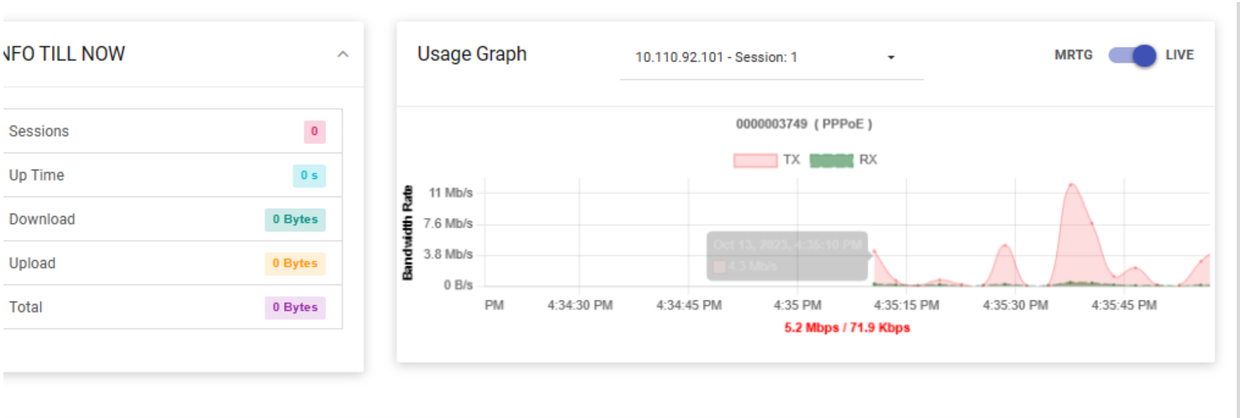


Figure 13. Interface Traffic Graph

3.2.6.3. To temporary disconnect the account online connection, click "Disconnect"

3.2.7. To display the subscriber financial account summary, go to "Financial"

3.2.7.1. The Finance Summary Window appears [Fig.15]

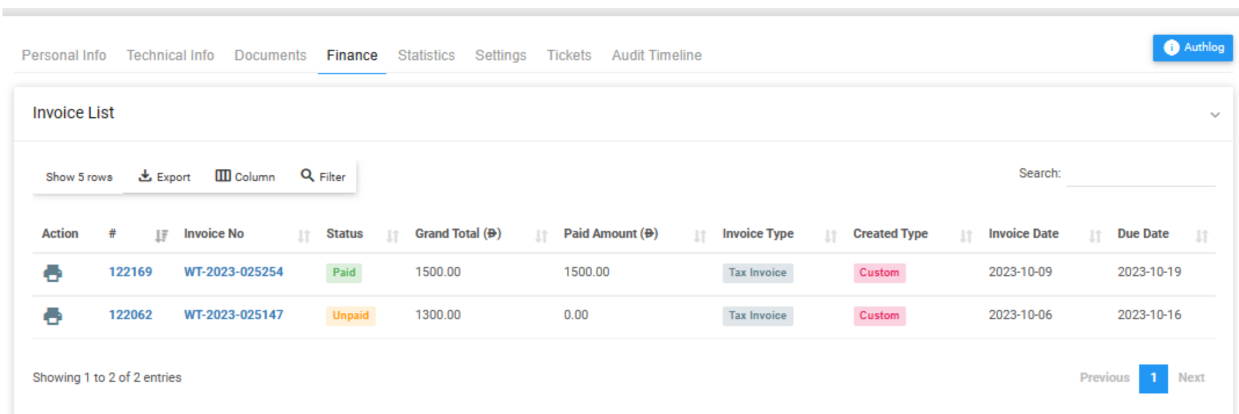


Figure 14. Invoice List

3.2.7.2. To edit a particular invoice, click edit to redirect to "invoice edit window".

3.3. To activate the account, go to "Services"

3.3.1. The "Edit Subscriber" Window appears [Fig.10]

3.3.2. To add additional invoice for other consumable charges, click "Add Invoice"

3.3.2.1. The "add invoice" window appear [Fig.15], then input the required information's

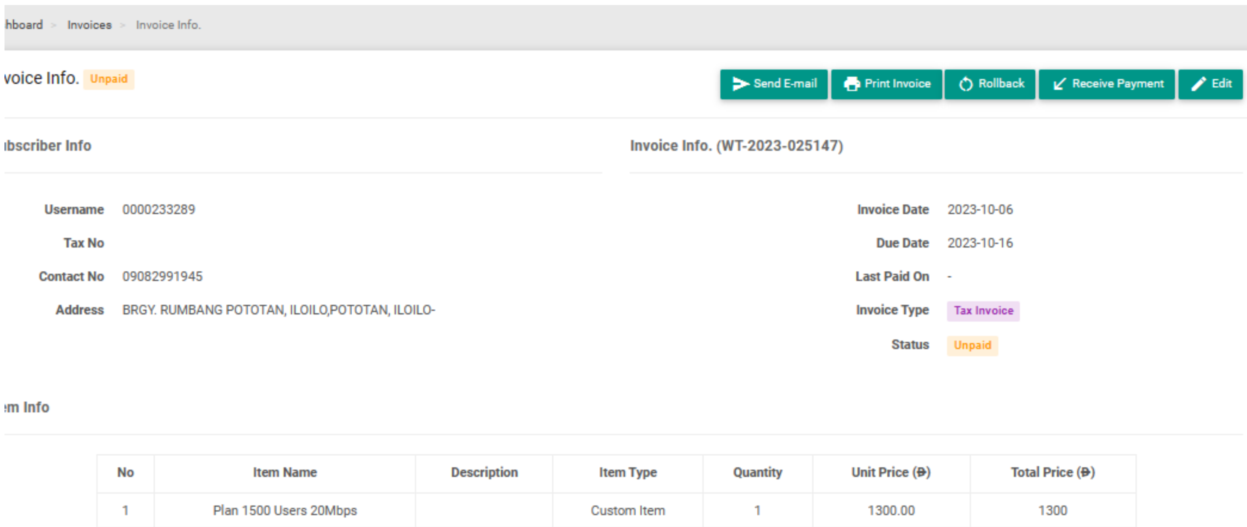


Figure 15. Add Invoice

3.3.2.1.1. To preview the created invoice, click “preview” to view invoice.

3.3.2.1.2. Press Add to save changes.

3.3.2.2. To activate account, click “Activate” then a prompt appears with the prorated invoice depending on the current day of the month.

4. How to list subscriber for editing?

4.1. Go to “Subscriber”

4.2. The Subscriber table list window appear. [Fig.16]

4.3. You can modify the sub by clicking all.

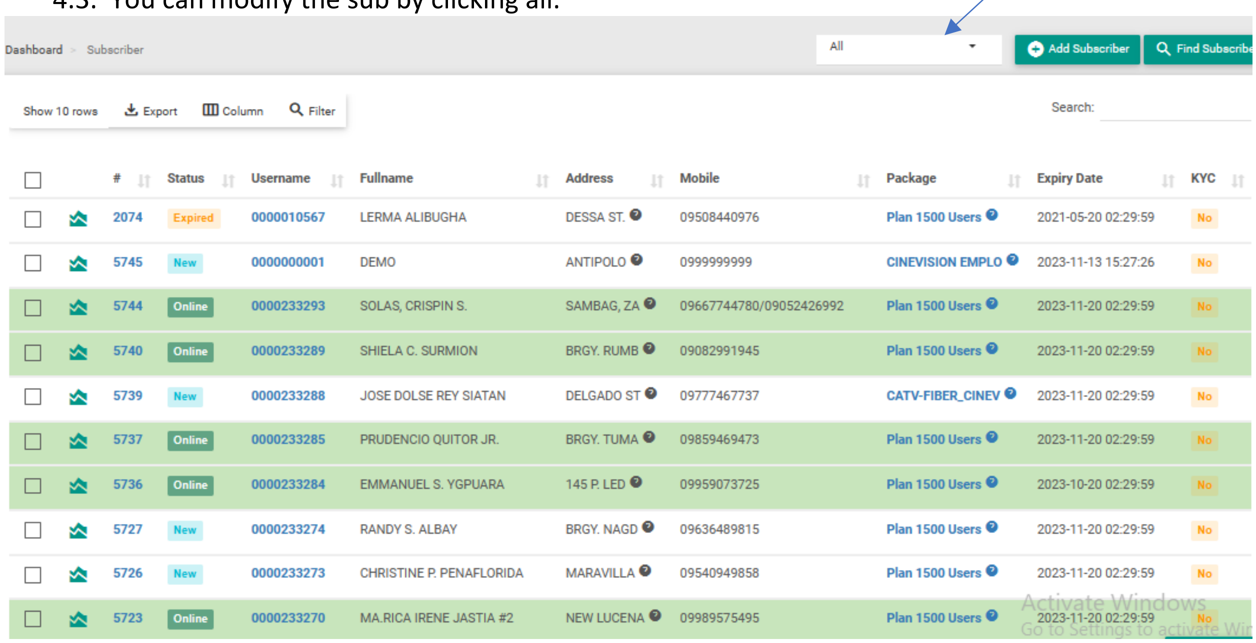


Figure 16. Subscriber List

4.4. To view or edit a particular subscriber click the account or press “Personal Info”.

4.5. The “Personal Info” window appear for editing. [Fig.9]

5. How to find subscriber for editing?

5.1. Go to “Subscriber”, then click “Find”

5.2. The “Find Subscriber” window appear. [Fig.17]

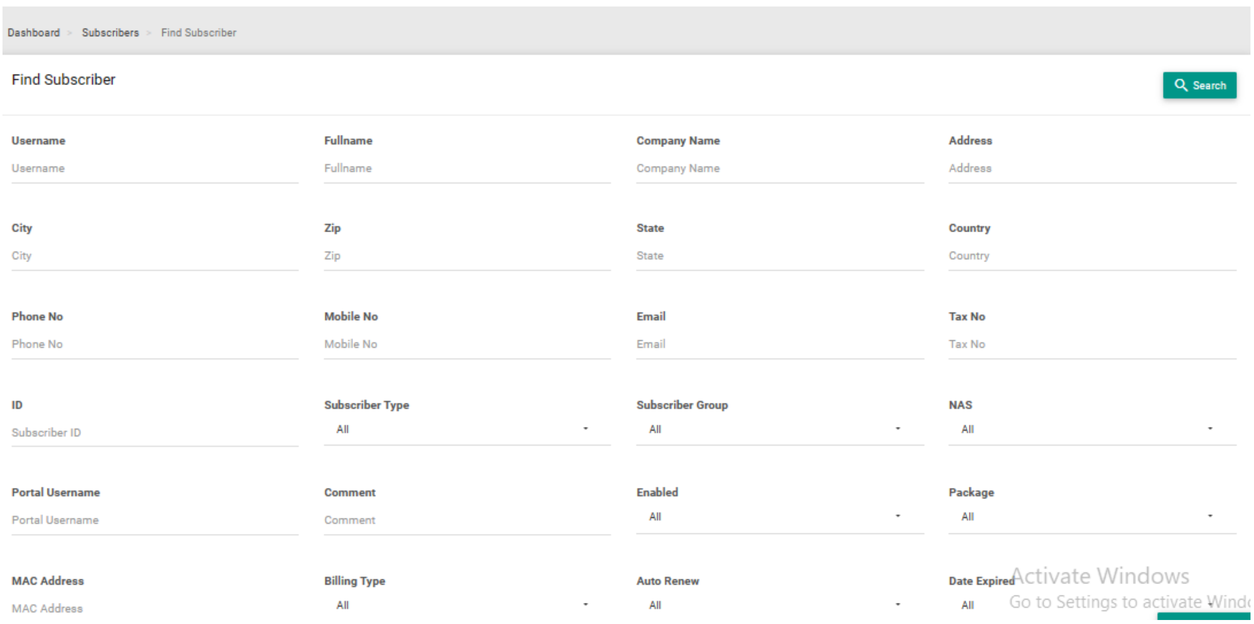


Figure 17. Find Subscriber

5.3. Input the account parameters to search, then the account will appear if account is present on the database.

5.4. To view or edit a particular subscriber click the account or press “Edit”.

5.5. The “Edit Subscriber” window appear for editing. [Fig.9]

6. How to deactivate an account?

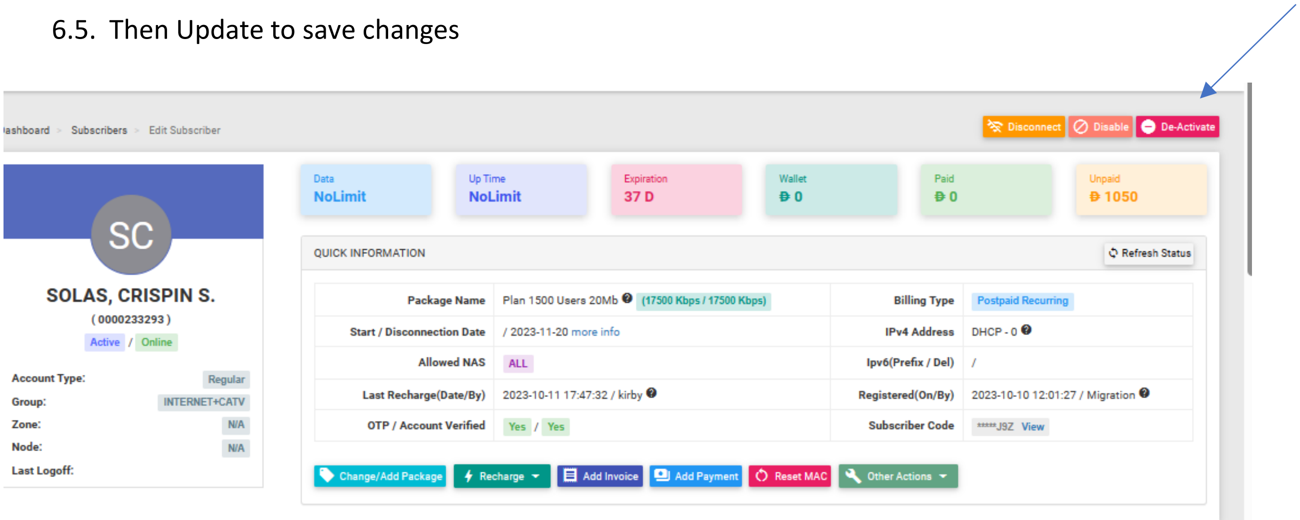
6.1. Go to “Subscriber”, click list or find.

6.2. Choose or search the desired account to deactivate

6.3. The “Edit subscriber” windows appears. [Fig.9]

6.4. Then click “Deactivate”, a confirmation prompt appears.

6.5. Then Update to save changes



7. How to create an invoice for other expenses on a specific account?

7.1. Go to “Subscriber”, click list or find.

7.2. Choose or search the desired account to add invoice

7.3. The “Edit Subcriber” windows appears. [Fig.9]

7.4. Go to “+Add Invoice”, a confirmation prompt appears.

7.5. The “Add Custom Item” window appears. [Fig.1]

7.6. Input the required information’s

7.6.1. Item Name – Invoice name

7.6.2. Item Desc. – Item Description

7.6.3. Unit Price – item price

7.6.4. Quantity – item quantity

7.6.5. Invoice Type – With/without tax

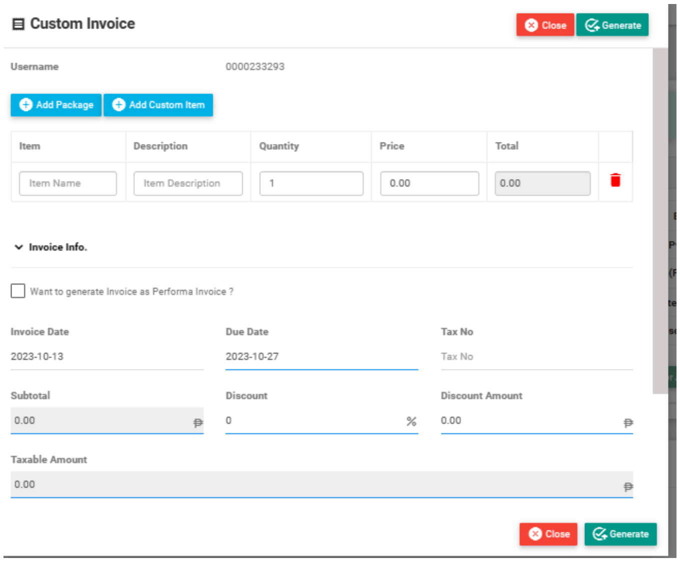
7.6.6. Invoice Date – invoice date

7.6.7. Due Date – Date of expiration

7.6.8. Comment – additional information

7.7. Then click “Preview” to view invoice.

7.8. Click “+Add” to save invoice



8. How to add deposit for other payment?

8.1. Go to “Subscriber”, click list or find.

8.2. Choose or search the desired account to add deposit

8.3. The “Edit Subscriber” windows appears. [Fig.9]

8.4. Go to ‘Services” then click “+Add Deposit”, a confirmation prompt appears.

8.5. The “+Add Deposit” window appears. [Fig.19]

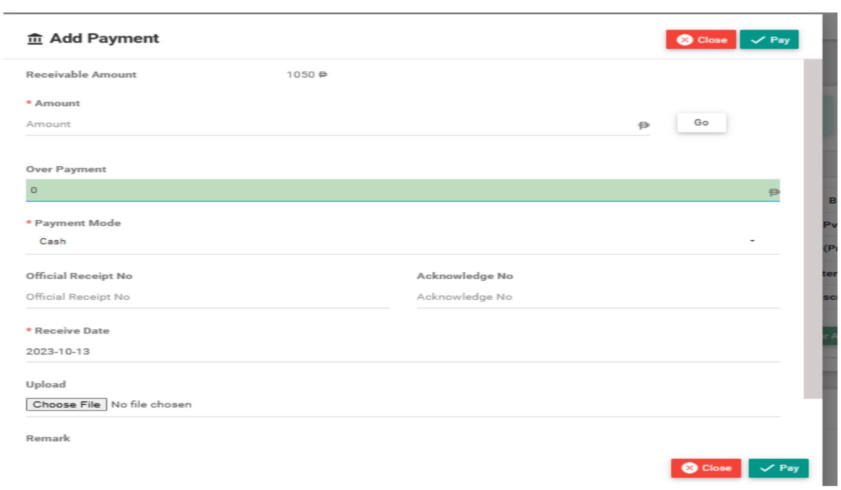


Figure 18. Add Deposit

8.6. Input the required information’s

8.6.1.Amount – deposit amount

8.6.2.Official Rec. No – Official Receipt number of the amount deposited

8.6.3.Acknowledge Rec. No. – Acknowledgement Receipt of the amount deposited

8.6.4.Deposit Date – Date of deposit

8.6.5.Comment – Additional information

8.7. Click “+Deposit” to save transaction

9. How to override bandwidth for a particular subscriber?

9.1. Go to “Subscriber”, click list or find.
9.2. Click other actions

9.3. Choose or search the desired account to override bandwidth

9.4. The “Override Bandwidth” window appears. [Fig.20]

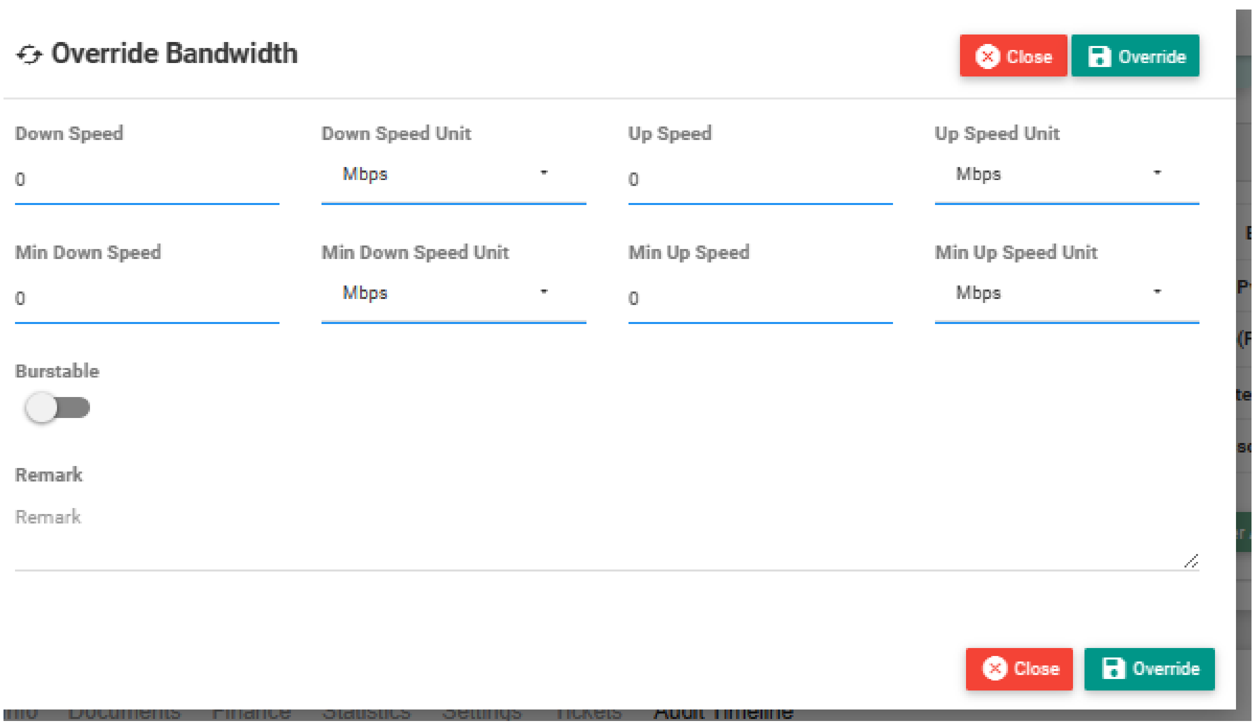


Figure 19. Override Bandwidth

9.5. Input the required information’s

9.5.1.Data Rate (kbps) – Download/Upload data rate

9.5.2. Enable Burst Mode –Enable/Disable Burst Mode

9.5.3. Burst Limit (kbps) – Download/Upload burst limit

9.5.4. Threshold Limit (kbps) – Download/Upload Threshold limit

9.5.5. Burst Time (seconds) – Download/Upload burst time

9.5.6. Priority – level of priority (1-10)

9.6. Click "Override" to save changes

10. How to receive payment against invoice for a specific account?

10.1. Go to "Subscriber", click list or find.

10.2. Choose or search the desired account to view invoice

10.3. Click Add Payment, click amount the list invoice will appear

10.4. Click certain invoice and then input amount.

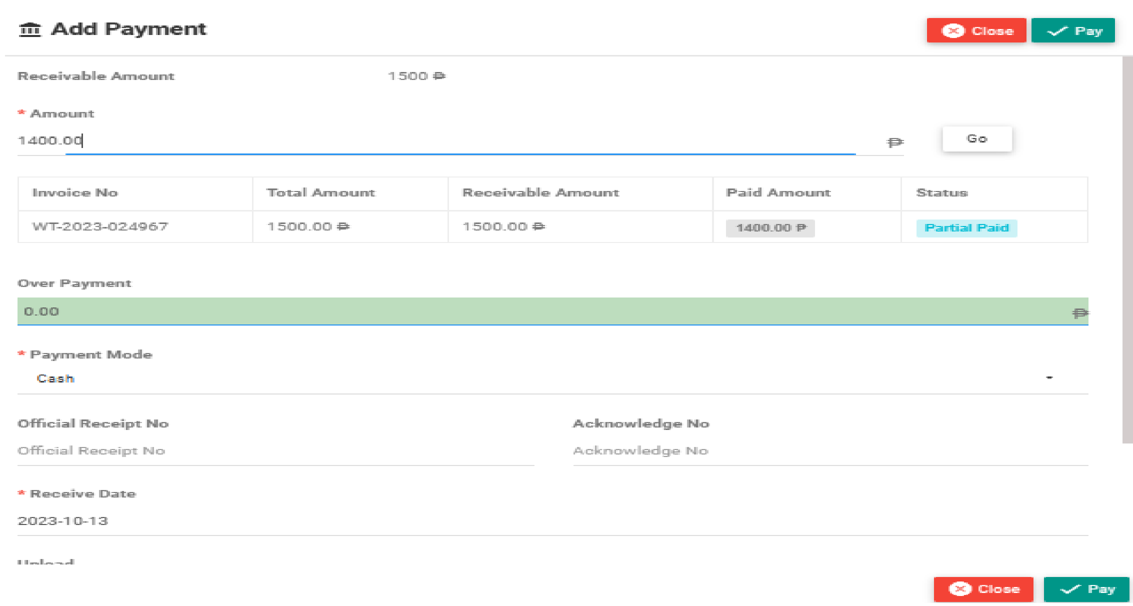


Figure 20. Edit Generated Invoice

10.5. Click "Pay" to receive the payment

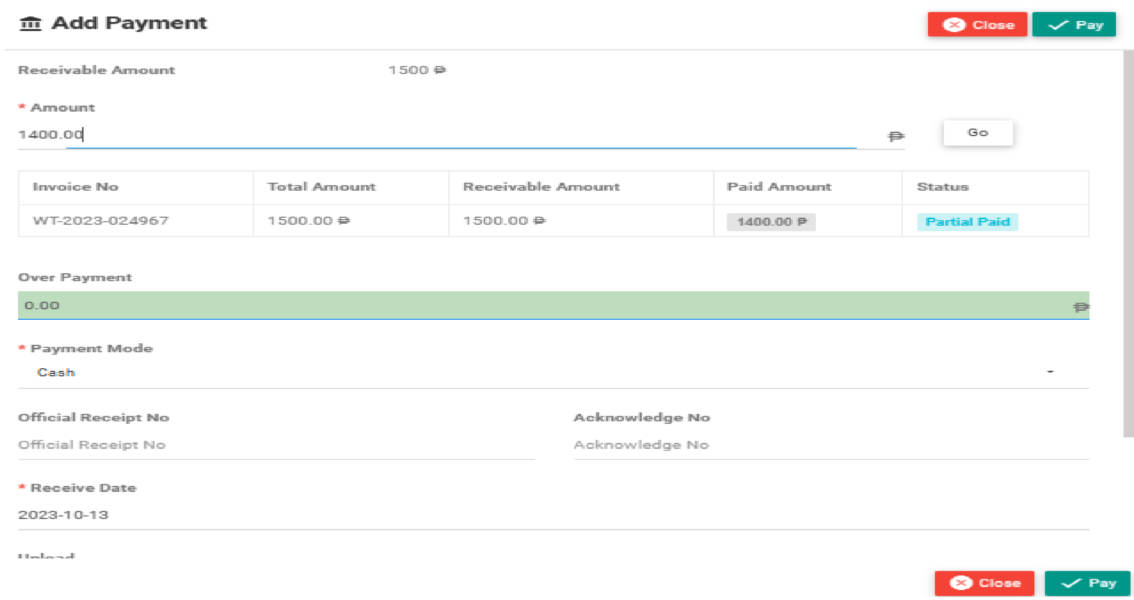


Figure 21. Receive

10.6. Input the required information's.

10.6.1. Amount – payment amount

10.6.2. Mode – Mode of payment

10.6.2.1. Cash –Cash Currency on Hand

10.6.2.2. Cheque – bank check

10.6.2.3. Direct Deposit Cash – Cash currency deposit on bank

10.6.2.4. Direct Deposit Cheque – Check deposit on bank

10.6.2.5. Bank Transfer – Bank to bank transfer

10.6.3. Official Rec. No – Official receipt of payment

10.6.4. Acknowledgement Rec. No – Acknowledgement receipt of payment

10.6.5. Receive Date – Date of payment

10.6.6. Comment – additional information

10.6.7. Upload – upload supporting documents (if Applicable)

10.7. Click "Receive" to complete the transaction

11. How to edit an invoice of a specific account?

  11.1. Go to “Subscriber”, click list or find.

  11.2. Choose or search the desired account to view invoice

  11.3. The “Edit Subscriber” windows appears, click “Services”

  11.4. Go to ‘Finance” then click “Edit”

  11.5. The “click invoice id num” and then click edit

  11.6. Click “Change” the change window appears.

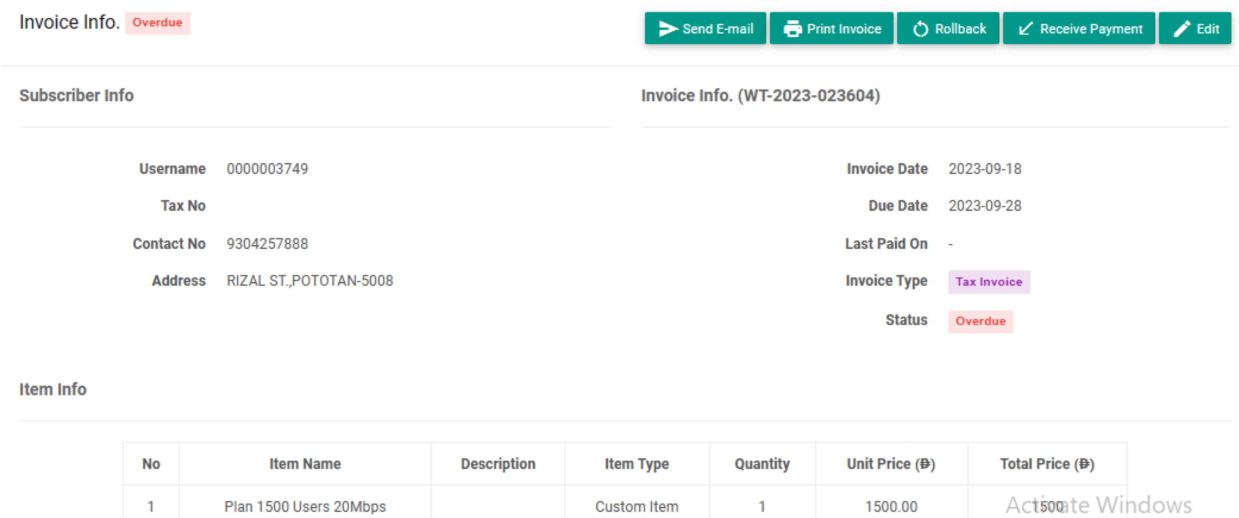


Figure 22. Change

  11.7. Change the desired information’s.

    11.7.1. Grand Total – desired amount of invoice

    11.7.2. Tax/Discount Mode – tax/discount mode of change (Percentage/Amount)

    11.7.3. Tax/Discount Per/Amount – desired tax/Discount percentage or amount

    11.7.4. Discount Per. – Discount value in percentage

    11.7.5. Discount Amount – Discount value in amount

    11.7.6. Total After Discount – total amount after the discount/tax

  11.8. Click “Update” to complete the transaction

12. How to rollback an invoice?

    12.1. Go to “Subscriber”, click list or find.

    12.2. Choose or search the desired account to view invoice

    12.3. The “Edit Subscriber” windows appears, click “Finance” [Fig.9]

    12.4. Go to ‘List Invoice” then click “Edit”

    12.5. The “Edit Generated” window appears. [Fig.21]

    12.6. Click “rollback”, a confirmation will appear.

    12.7. Press ok to complete the transaction

13. How to print an invoice?

    13.1. Go to “Subscriber”, click list or find.

    13.2. Choose or search the desired account to view invoice

    13.3. The “Edit Subscriber” windows appears, click “Services” [Fig.9]

    13.4. Go to ‘List Invoice” then click “Edit”

    13.5. The “Edit Generated” window appears. [Fig.21]

    13.6. Click “Print”, to preview invoice

14. How to view service history?

    14.1. Go to “Subscriber”, click list or find.

    14.2. Choose or search the desired account to view invoice

    14.3. The “Edit Subscriber” windows appears, Click “Services”
    14.4. Click “Finance”

    14.5. The “The Recharge Report” window appears. [Fig.24]

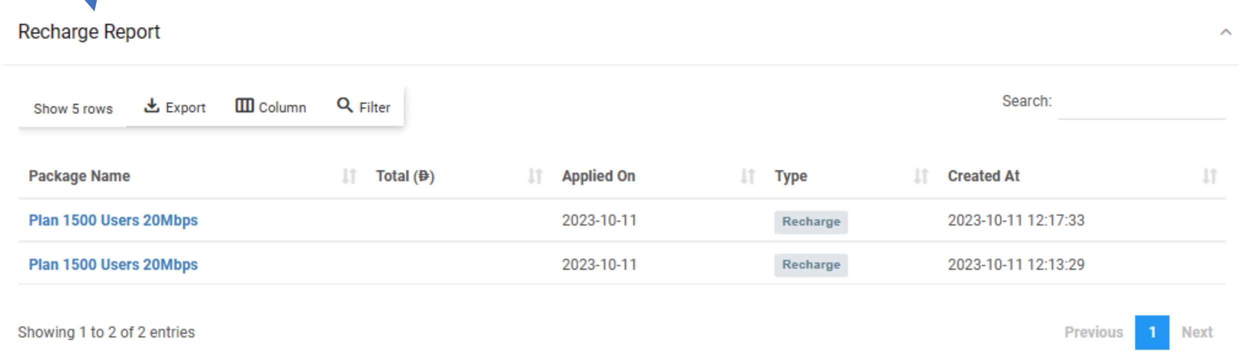


Figure 23. Service History

15. How to edit or delete wallet amount?

    15.1. Go to “Subscriber”, click list or find.

    15.2. Choose or search the desired account to view invoice

    15.3. The “Finance” windows appears,

    15.4. Go to ‘Wallet”, the “Wallet Info(s)” appears [Fig.24]

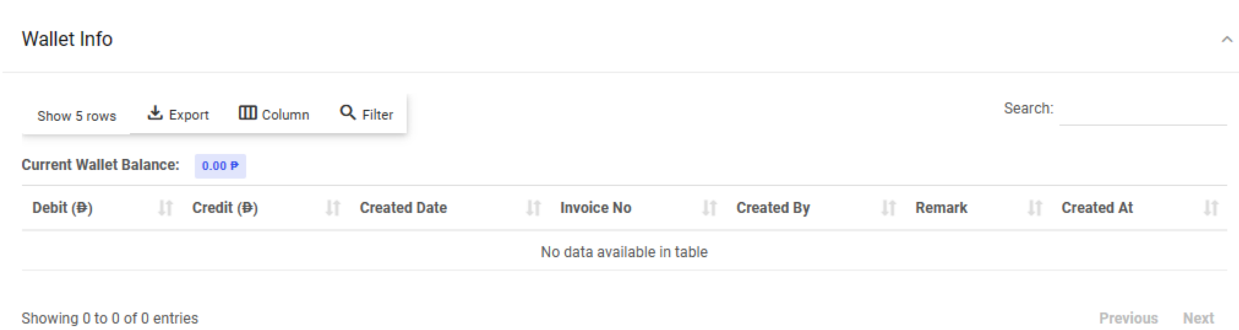


Figure 24. Wallet Info

    15.5. Then choose the entry to be edited

    15.6. Edit/Delete the entry

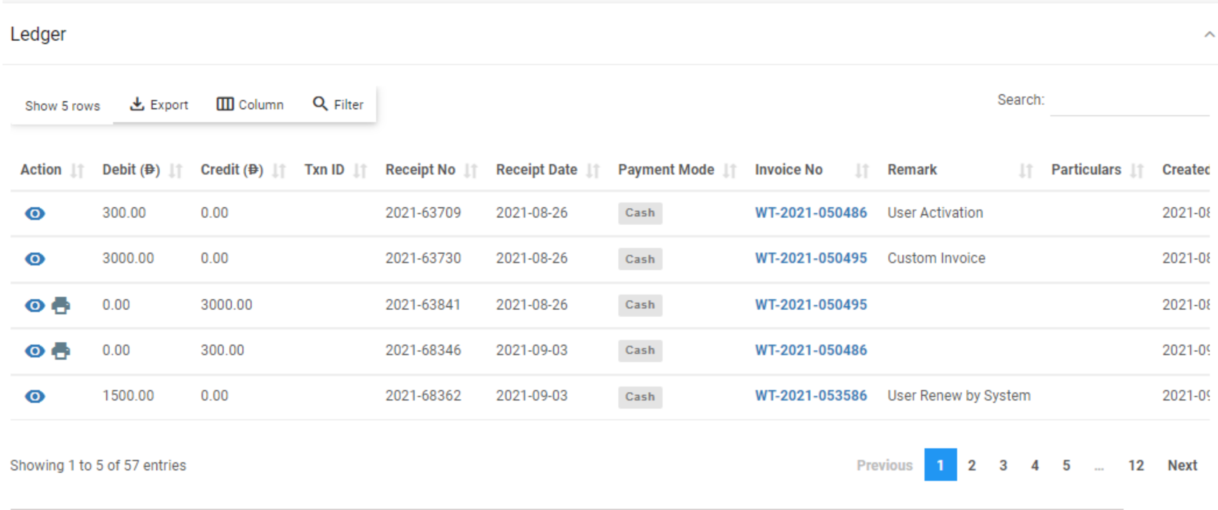
16. How to view the ledger report?

    16.1. Go to “Subscriber”, click list or find.

    16.2. Choose or search the desired account to view invoice

    16.3. The “Edit Subscriber” windows appears, click “Finance” [Fig.9]

    16.4. Go to ‘Finance” then table list ledger of entries appears [Fig.26] (With edit invoice option)


Ledger

Show 5 rows | Export | Column | Filter | Search:

Action	Debit (฿)	Credit (฿)	Txn ID	Receipt No	Receipt Date	Payment Mode	Invoice No	Remark	Particulars	Createc
	300.00	0.00		2021-63709	2021-08-26	Cash	WT-2021-050486	User Activation		2021-0
	3000.00	0.00		2021-63730	2021-08-26	Cash	WT-2021-050495	Custom Invoice		2021-0
	0.00	3000.00		2021-63841	2021-08-26	Cash	WT-2021-050495			2021-0
	0.00	300.00		2021-68346	2021-09-03	Cash	WT-2021-050486			2021-0
	1500.00	0.00		2021-68362	2021-09-03	Cash	WT-2021-053586	User Renew by System		2021-0

Showing 1 to 5 of 57 entries

Previous 1 2 3 4 5 ... 12 Next

Figure 25. General Statement

17. How to upload supporting documents for an account?

    17.1. Go to “Subscriber”, click list or find.

    17.2. Choose or search the desired account to upload the document

    17.3. The “Edit Subscriber” windows appears, click “Documents” [Fig.9]

    17.4. Choose the applicable document listed, then click upload

18. How to view the account online statistics?

    18.1. Go to “Subscriber”, click list or find.

    18.2. Choose or search the desired account to view

    18.3. The “Edit Subscriber” windows appears, click “Statistics” [Fig.9]

    18.4. The Statistics window will appear with all the online information of the account [Fig.13]

19. How to view the account financial summary?

    19.1. Go to “Subscriber”, click list or find.

    19.2. Choose or search the desired account to view invoice

    19.3. The “Edit Subscriber” windows appears, click “Financial”

    19.4. The Financial window will appear (with account edit/delete option) [Fig.15]

20. How to change the service plan of a subscriber?

20.1. Go to “Subscriber”, click list or find.
20.2. Choose or search the desired account to view invoice

20.3. The “Edit Subscriber” windows appears, click “Packages” [Fig.9]

20.4. The “Packages” Window appears, click “Deactivate”, a confirmation prompt appears.

20.5. Click “OK”, then change the desired Service/Plan or other parameters.

20.6. Then click “Update” to save changes.

20.7. Click “Activate” option, a prorated invoice window will appear with an amount based0020on current date/Month

20.8. Click “Activate” to complete the transaction

21. How to adjust the disconnection date of a particular account?

21.1. Go to “Subscriber”, click list or find.

21.2. Choose or search the desired account to view invoice

21.3. The “Edit Subscriber” window appears, click “Services” [Fig.9]

21.4. The “Service” window appears, click “Enable Billing” to disable [Fig.10]

21.5. Change “Expiration Date” to desired date

21.6. Then click “Update” to save changes. (After the due date this option will return to enable mode)

22. How to check the network status summary of an account?

22.1. Go to “Subscriber”, click list or find.

22.2. Choose or search the desired account to upload the document

22.3. The “Edit Subscriber” windows appears, click “General” [Fig.9]

22.4. The “General” window will appear with all the online status/information displayed:

22.4.1. Account Status: Active (Updated)/Expired (Disconnected)/Disable (Temporary)

22.4.2. Connection Status: Offline/Online

22.4.3. Account Statement

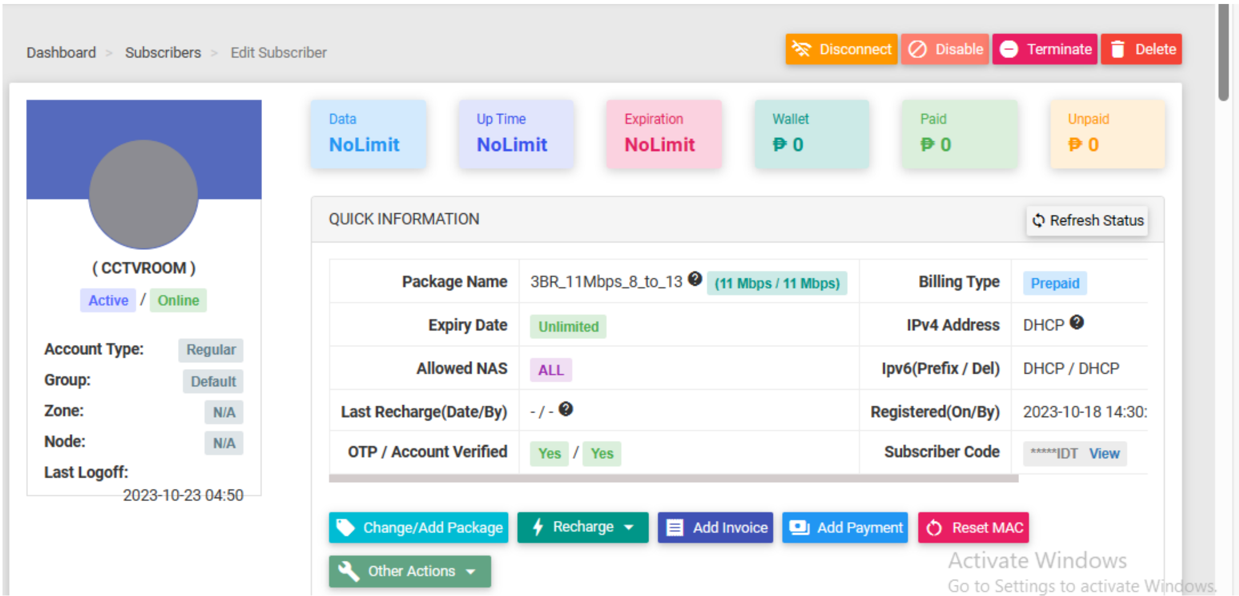


Figure 26. Edit Subscriber

22.4.3.1. To setup up account setting click “add/change package”

22.4.3.2. “Packages” Window will appear [Fig.29]

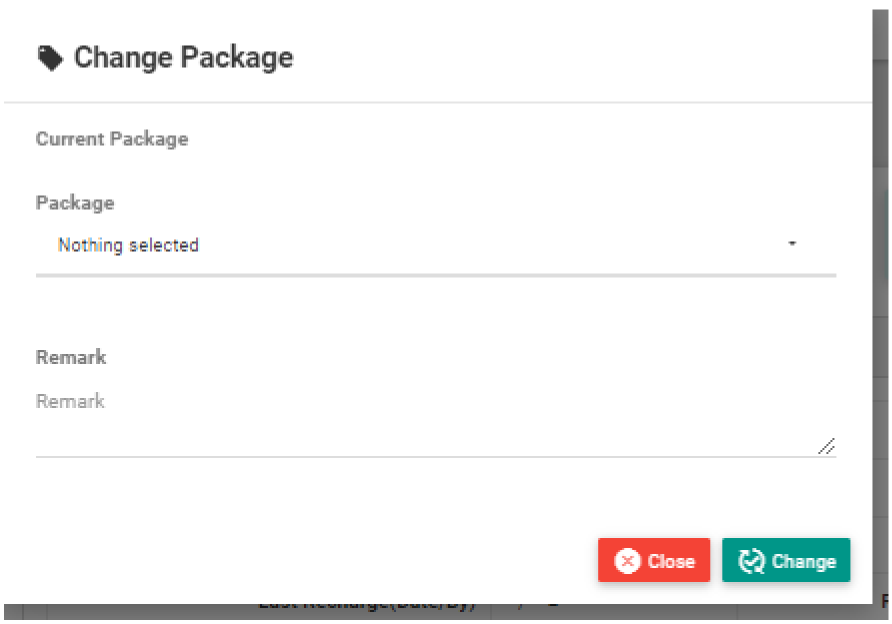


Figure 27. Edit Service Lease

22.4.3.3. Select service/plan as specified on the services created on item #2 (Services)

22.4.4. Select the NAS as specified on the NAS created on item #1 (NAS)

22.4.4.1. Enable/Disable Billing (*Default: Enable, this function is disabled only to adjust the system predefined expiration/deactivation or Setup Data and uptime limit of this account.)

22.4.4.2. Update to save the account information entered or change.

22.4.5. Edit setting to setup other required information before account activation.

22.4.5.1. Click “Settings” on “Edit Lease” windows to show setups info [Fig.30]

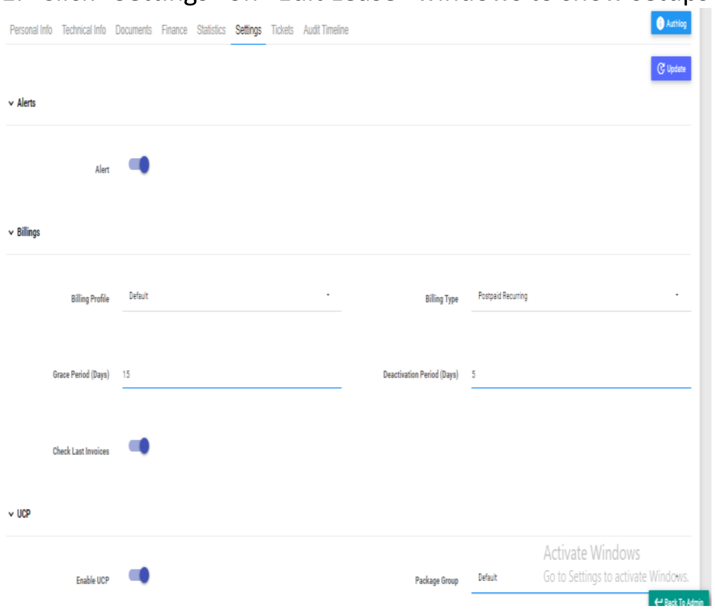


Figure 28. Edit Setting Lease

22.4.5.2. Enable/disable SMS alert for alarm and notification

22.4.5.3. Enable/disable Email Alert for alarm and notification

22.4.5.4. Enable/disable Auto renew account by passing system expiration

22.4.5.5. Enable/disable Auto renew account by checking and drawing amount from wallet.

22.4.5.6. Select billing type if Prepaid or Postpaid

22.4.5.7. Enable/Disable User Control Panel (UCP)

22.4.5.8. Choose Service Group as defined on Item 2.1.4 (Service Group)

22.4.5.9. Update to Save changes

22.4.6. To upload proof of Subscriber Identification for verification, click “Documents” then The “Documents” window will appear [Fig.31] choose the file applicable document then click upload. (If Applicable)

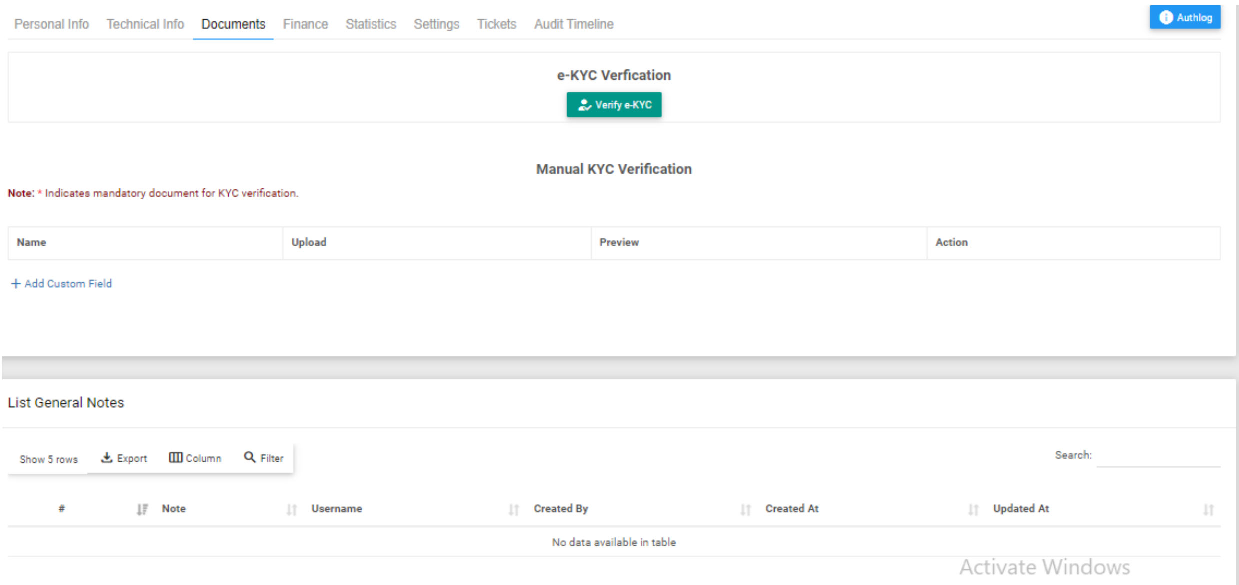


Figure 29. Edit Document Lease

22.4.7. To display the subscriber account online statistics and Daily Usage, go to "Statistics".

22.4.7.1. The statistics Window interface appears. [Fig.32]

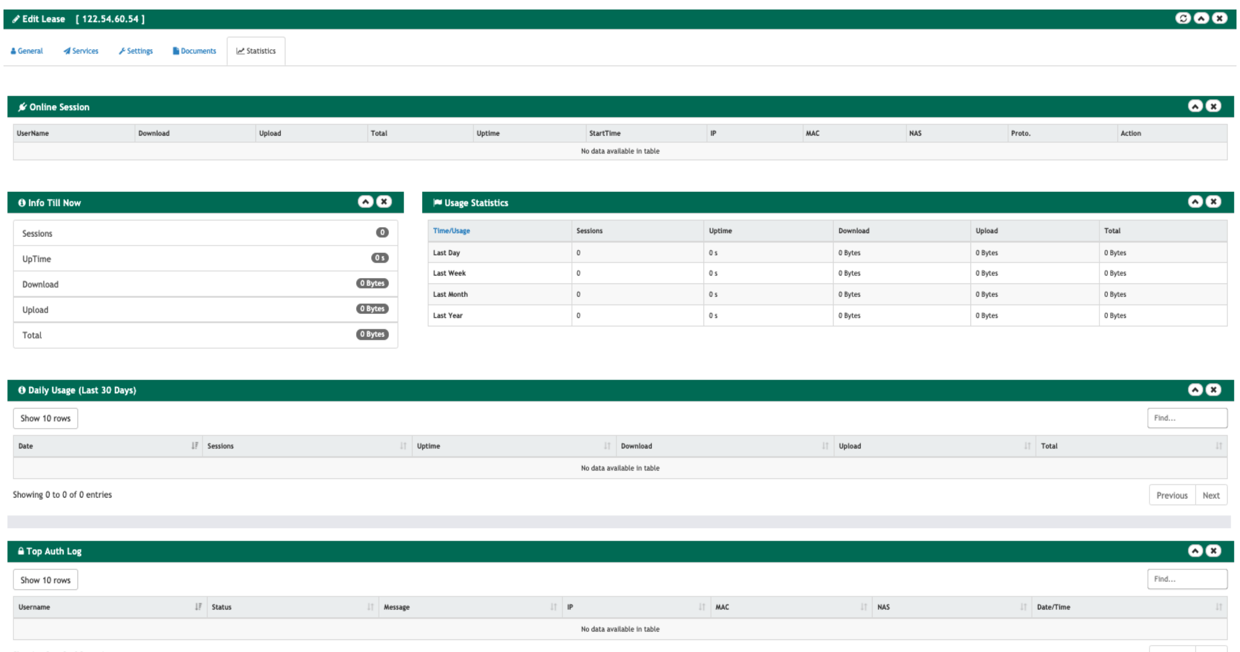


Figure 30. Edit Statistics Lease

22.4.7.2. To view the bandwidth traffic network graph of the subscriber, click "Traffic"

22.4.7.2.1. The Traffic (TX/Rx) Graph Window appears with the actual live traffic

22.4.7.3. To temporary disconnect the account online connection, click "Disconnect"

22.5. To activate the account, go to “Services”?

22.5.1.1. The “Edit Lease” Window appears [Fig.28]

22.5.1.2. To activate account, click “+ Add Credit” then a prompt appears with the prorated invoice depending on the current day of the month.

23. How to list a LEASE for editing?

23.1. Go to “LEASE”, then click list

23.2. The “LEASE list” window appears. [Fig.33]

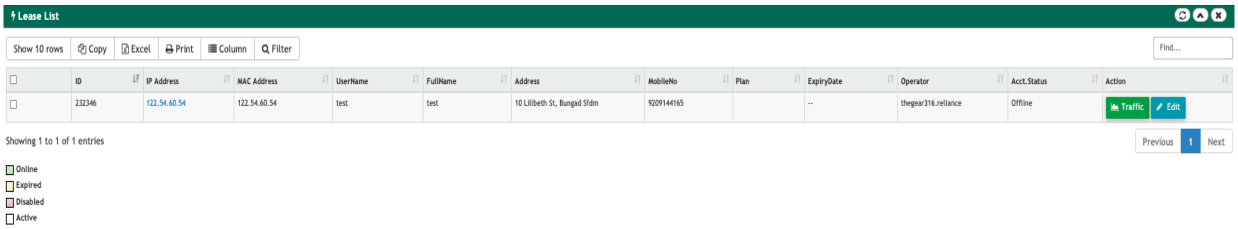


Figure 31. Lease List

23.3. To view or edit a particular lease click the account or press “Edit”.

23.4. The “Edit Lease” window appear for editing. [Fig.28]

24. How to find a LEASE for editing?

24.1. Go to “Lease”, then click “Find”

24.2. The “Find Lease” window appear. [Fig.34]

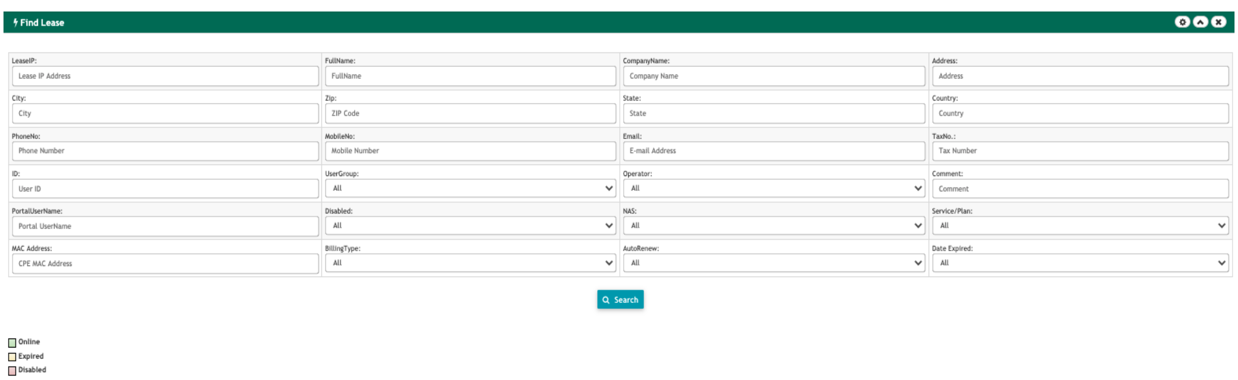


Figure 32. Find Lease

24.3. Input the account parameters to search, then the account will appear if account is present on the database.

24.4. To view or edit a particular lease click the account or press “Edit”.

24.5. The “Edit Lease” window appear for editing. [Fig.28]

25. How to override bandwidth for a particular subscriber?

25.1. Go to “Lease”, click list or find.

25.2. Choose or search the desired account to view invoice, click “Edit”

25.3. The “Edit Lease” windows appears. [Fig.28]

25.4. Go to “other actions” then click “Override Bandwidth”.

25.5. The “Override Bandwidth” window appears. [Fig.35]

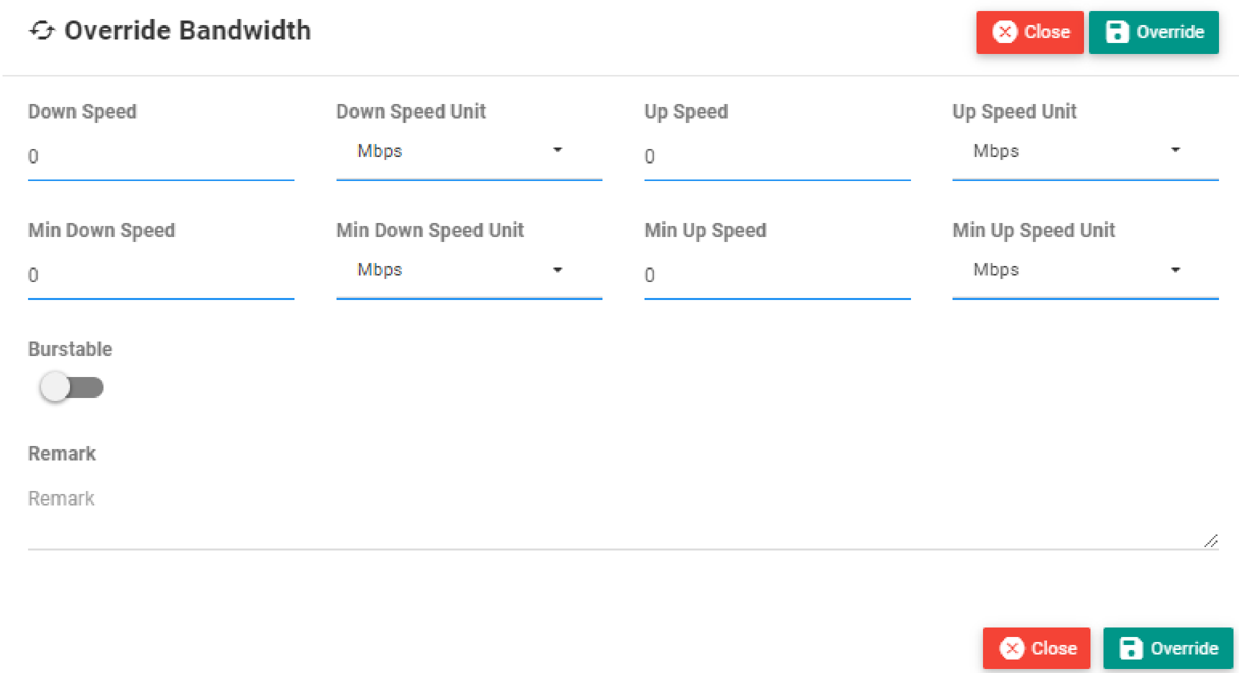


Figure 33. Override Bandwidth

25.6. Input the required information’s

25.6.1. Data Rate (kbps) – Download/Upload data rate

25.6.2. Enable Burst Mode – Enable/Disable Burst Mode

25.6.3. Burst Limit (kbps) – Download/Upload burst limit

25.6.4. Threshold Limit (kbps) – Download/Upload Threshold limit

25.6.5. Burst Time (seconds) – Download/Upload burst time

25.6.6. Priority – level of priority (1-10)

25.7. Click “override” to save changes

26. How to edit an invoice of a specific lease?

26.1. Go to “Subscriber”, click list or find.

26.2. Choose or search the desired account to view invoice, click “Finance”

26.3. The “Finance” windows appears [Fig.28], click “Services” [Fig.29]

26.4. Click “List Invoice” the invoice List window appears. [Fig.37]

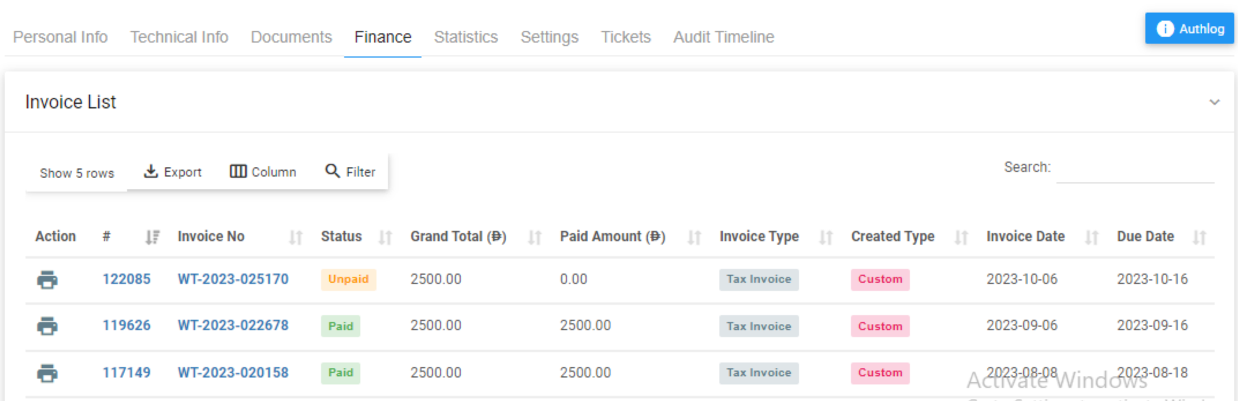
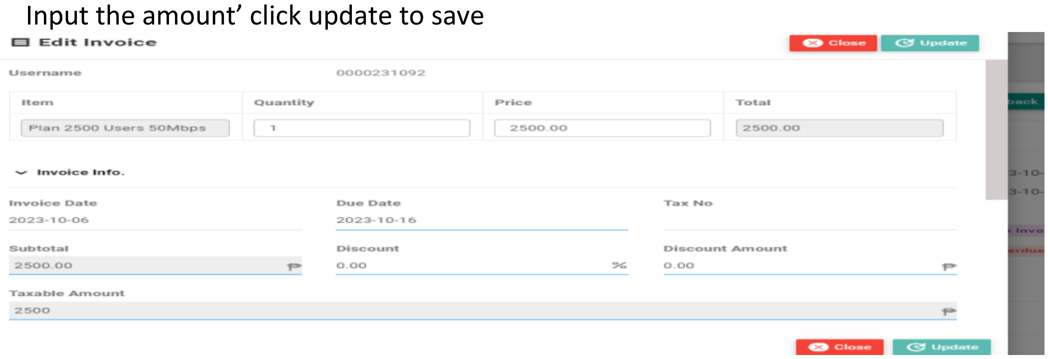


Figure 34. Invoice List

26.5. Choose the account then click “Invoice no.”

26.6. The “Invoice detail” window appears
26.7. Click ’’edit’’
26.8. Edit invoice will appear
26.9. Input the amount’ click update to save



26.10. Change the desired information’s.

26.10.1. Full Name – Subscribers full name

26.10.2. Address – current building/house, number, street, Floor and room

26.10.3. Tax No.-Buyer Tax Number

26.10.4. Other Charge Name – Other Change

26.10.5. Manual – Enable/Disable manual amount over ride

26.10.6. Discount – additional discount

26.10.7. Other Charges – any additional charges

26.10.8. With Holding – Withholding tax by percentage or amount

26.10.9. Grand Total – Grand Total Amount

26.11. Click “Update” to complete the transaction

27. How to generate a lease invoice?

27.1. Go to “subscriber”, click list or find.

27.2. Choose or search the desired account to view invoice, click “Edit”

27.3. The “Edit subscriber” windows appears [Fig.28], click “Finance” [Fig.29]

27.4. Click “List invoice” the invoice List window appears. [Fig.37]

27.5. Choose the account then click “Edit”

27.6. The “Edit Invoice” window appears [Fig.38]

27.7. Click “Generate Invoice” to generate the invoice

27.8. Click “Generate” to complete the transaction

28. How to Print a Proforma Invoice?

28.1. Go to “Subscriber”, click list or find.

28.2. Choose or search the desired account to view invoice, click “Edit”

28.3. The “Edit subscriber” windows appears ‘’click finance’’

28.4. The “List Invoice” the invoice List window appears. [Fig.37]

28.5. Choose the account then click “Add Invoice”

28.6. The “Custom Invoice” window appears [Fig.38]
28.7. Want to generate invoice as performa invoice?
28.8. Click check ‘generate “performa” invoice appears

28.9. Click “Print Proforma” to print the invoice

29. How to view Recharge Report?

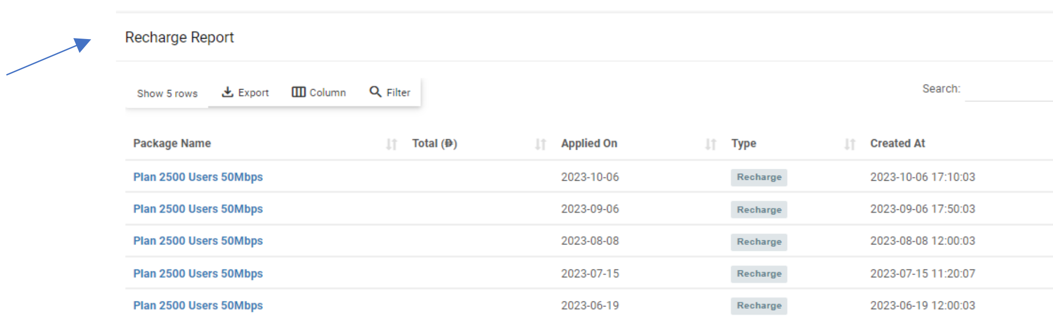
29.1. Go to “subscribers”, click list or find.

29.2. Choose or search the desired account to view invoice, click “Finance”

29.3. The “Edit Subscriber” windows appears [Fig.28]

29.4. Go to ‘Recharge Report”

29.5. The “Recharge Report” window appears. [Fig.36]



Package Name	Total (฿)	Applied On	Type	Created At
Plan 2500 Users 50Mbps		2023-10-06	Recharge	2023-10-06 17:10:03
Plan 2500 Users 50Mbps		2023-09-06	Recharge	2023-09-06 17:50:03
Plan 2500 Users 50Mbps		2023-08-08	Recharge	2023-08-08 12:00:03
Plan 2500 Users 50Mbps		2023-07-15	Recharge	2023-07-15 11:20:07
Plan 2500 Users 50Mbps		2023-06-19	Recharge	2023-06-19 12:00:03

Figure 35. Recharge Report

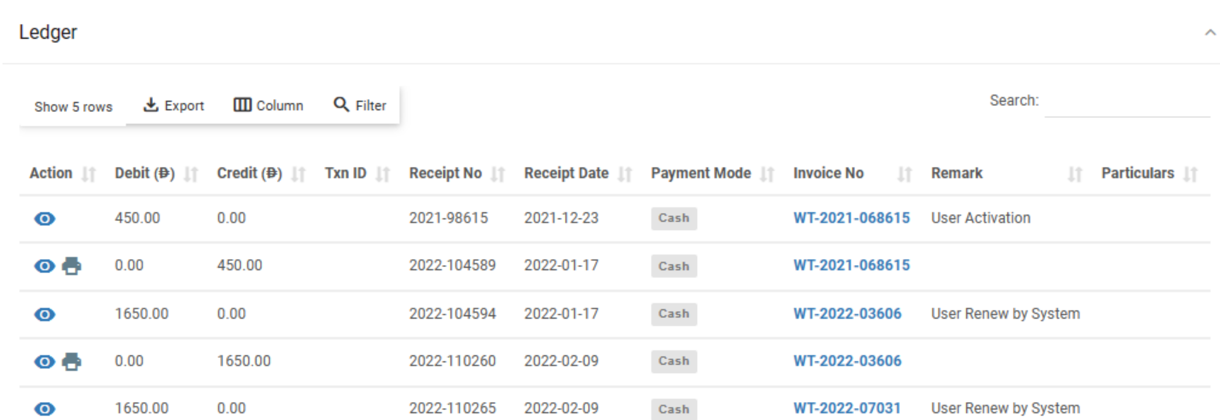
30. How to view “ledger” report?

30.1. Go to “Subscriber”, click list or find.

30.2. Choose or search the desired account to view invoice, click “Finance”

30.3. The “Invoice List” windows appears [Fig.28]

30.4. Scroll down the ledger window appears. [Fig.37]



Ledger

Show 5 rows | Export | Column | Filter | Search:

Action	Debit (฿)	Credit (฿)	Txn ID	Receipt No	Receipt Date	Payment Mode	Invoice No	Remark	Particulars
	450.00	0.00		2021-98615	2021-12-23	Cash	WT-2021-068615	User Activation	
	0.00	450.00		2022-104589	2022-01-17	Cash	WT-2021-068615		
	1650.00	0.00		2022-104594	2022-01-17	Cash	WT-2022-03606	User Renew by System	
	0.00	1650.00		2022-110260	2022-02-09	Cash	WT-2022-03606		
	1650.00	0.00		2022-110265	2022-02-09	Cash	WT-2022-07031	User Renew by System	

Figure 36. Legder report

30.5. Input the required information

30.5.1. Service – service plan

30.5.2. Schedule On – set the date of recharge

30.5.3. Comment – additional information

30.5.4. Discount – discount amount (if applicable)

30.5.5. Other Charges – other charges amount

30.5.6. Invoice Type – Tax/No tax invoice

30.5.7. Paid – paid status

30.6. Click “Schedule” to complete the transaction.

31. How to edit or delete wallet info?

31.1. Go to “subscriber”, click list or find.

31.2. Choose or search the desired account to view invoice

31.3. The “Edit subscriber” windows appears [Fig.28], click “Finance” [Fig.29]

31.4. Go to ‘Wallet” the “Wallet Infos(s)” appears. [Fig.42]

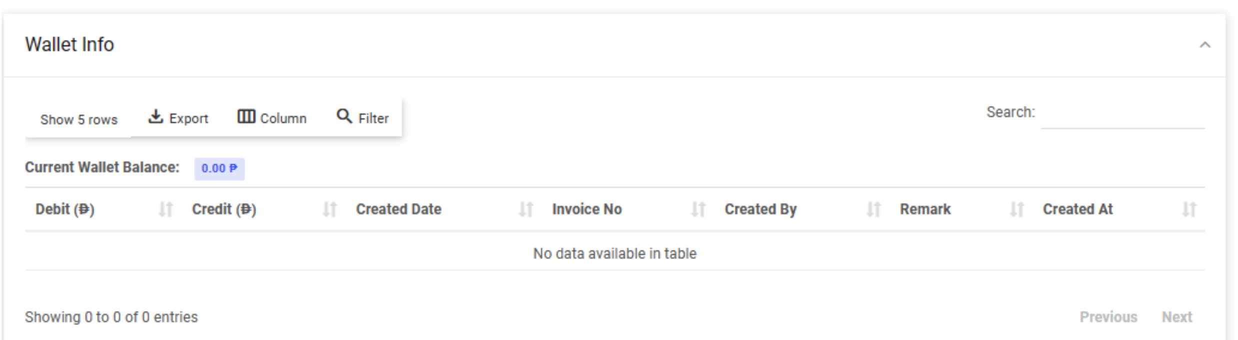


Figure 37. Wallet Info

31.5. then choose the entry to be edited

31.6. Edit/Delete the entry

32. How to view the account statement of a particular subscriber?

32.1. Go to "subscriber", click list or find.

32.2. Choose or search the desired account to view invoice

32.3. The "Edit subscriber" windows appears [Fig.28], scroll down

32.4. The "list General Notes" window appears [Fig.38]

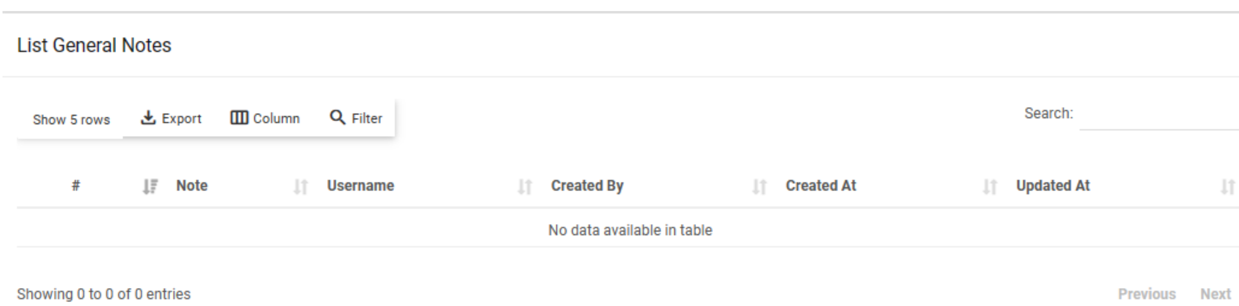


Figure 38. List General Notes

33. How to upload supporting documents for an account?

33.1. Go to "subscriber", click list or find.

33.2. The "Edit subscriber" windows appears [Fig.28], click "Documents" [Fig.29]

33.3. The "Documents" window appears [Fig.39]

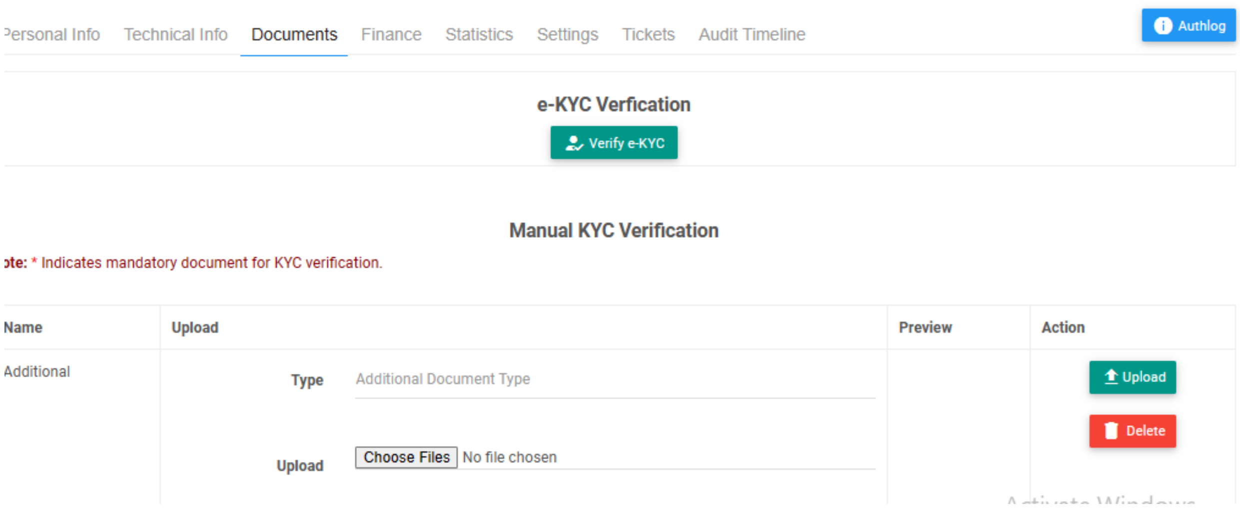


Figure 39. Edit Document Lease

33.4. Choose the applicable document listed, then click upload

34. How to view the statistics?

34.1. Go to "subscriber", click list or find.

34.2. The "Edit subscriber" windows appears, click "Statistics"

34.3. The Statistics window will appear with all the online information of the account [Fig.45]

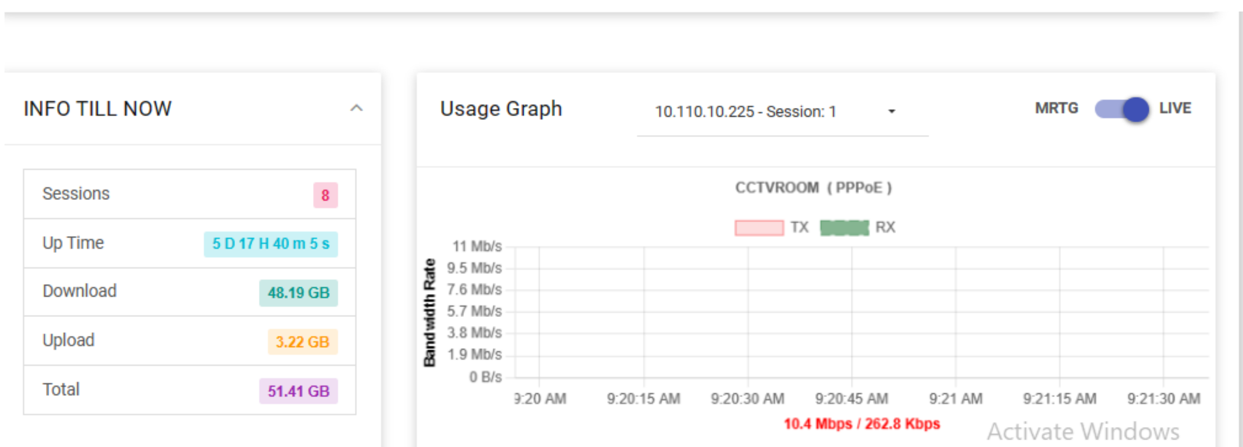


Figure 40. Edit Statistics Lease

XI. IP POOL

Ipv4

35. How to add an Ipv4 Pool?

    35.1. Go to “IP Pool”, click “Ipv4”

    35.2. Choose if “Static” or “DHCP”, then corresponding Pool List appears. [Fig.53]

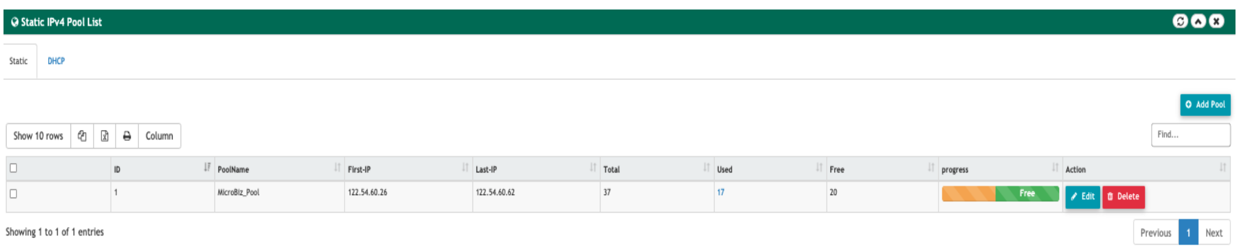


Figure 41. Static Ipv4 Pool List

    35.3. Click “Add Pool” then the “Create Static/DHCP Ipv4 Pool” window appears

XII. VOUCHER & PINS

36. How to “Add voucher”?
    36.1. Go to “Voucher & Pins”, click “Voucher”
    36.2. Click “Add Voucher”
    36.3. The “Add Voucher” windows appears
    36.4. Input “voucher quantity”
    36.5. Input “Valid date until”
    36.6. Input “Prefix”
    36.7. Input “OTP verification require”- yes/no
    36.8. Select “Packages”
    36.9. “Login limit”-1
    36.10. Select “enabled
    36.11. Select “Mac”
    36.12. Nasport Id check
    36.13. Select “All NAS”

36.14. Click “Add” [Fig.54]

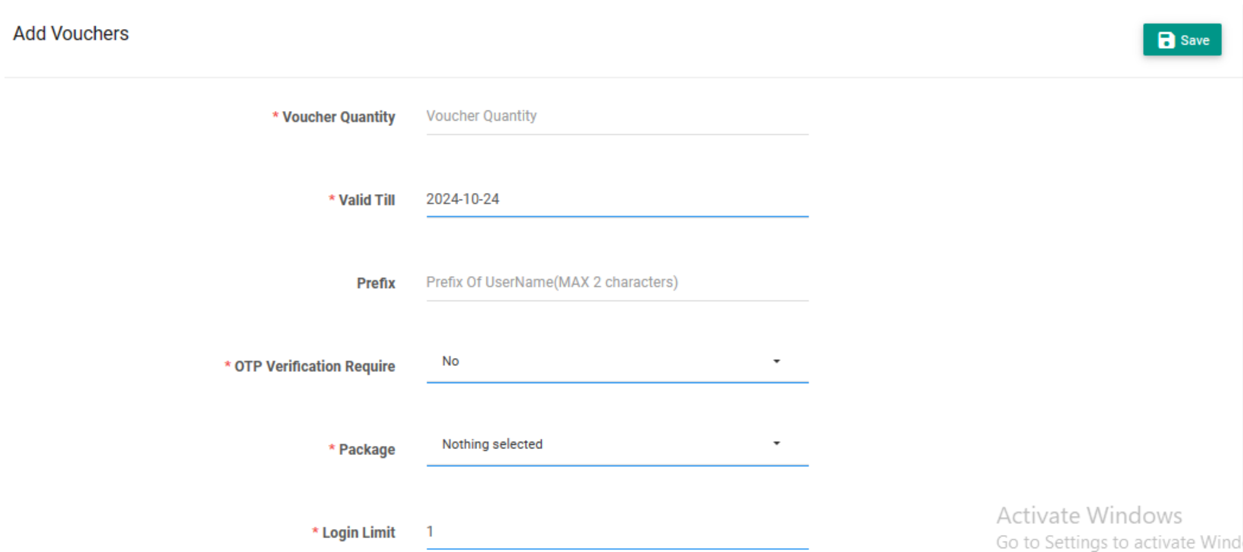


Figure 54. Add Voucher

37. How to “find voucher”?

    37.1. Go to “Voucher & Pins”, click “Voucher”
    37.2. The “voucher” window appears
    37.3. Click “find voucher”
    37.4. Input all the information and then “click search”

38. How to “Add Pins”?
    38.1. Go to “Voucher & Pins”, click “Pins”
    38.2. The “Pins” window appears
    38.3. Click “Add Pins” [Fig. 55]
    38.4. Input “ Pin Quality]
    38.5. Input “Valid date”
    38.6. Prefix
    38.7. Select “Packages”
    38.8. Select “enabled”
    38.9. Click “save” to add pins

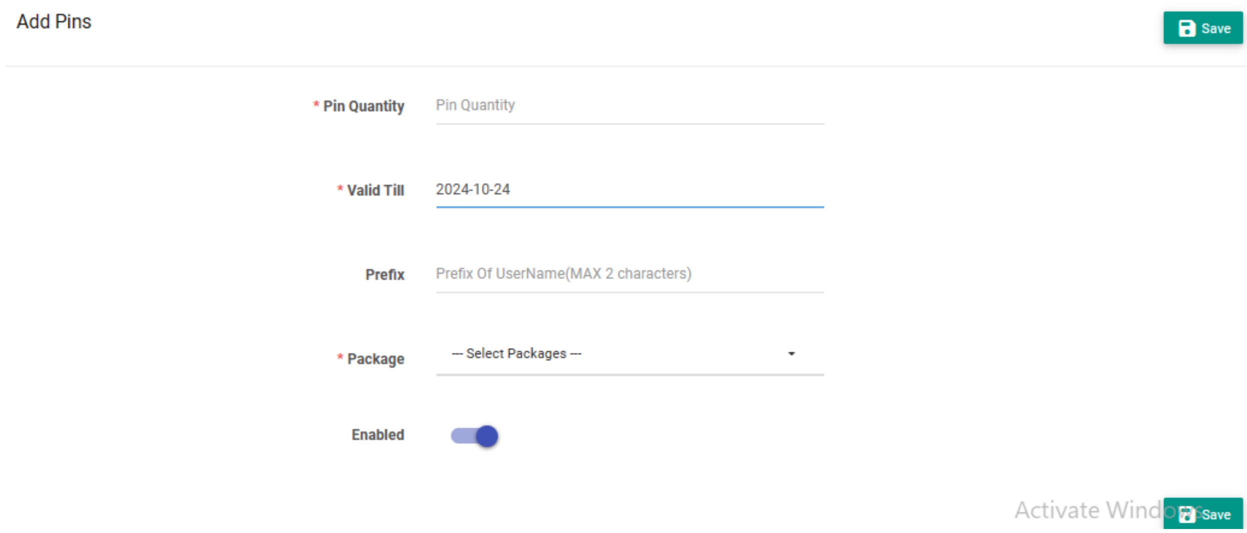


Figure 55. Add Pins

XIII. FINANCE

39. How to "view" a "Finance Dashboard?

    39.1. Go to "Finance" then click "dashboard"

    39.2. The "Finance Dashboard(s)" list window appears. [Fig.54]

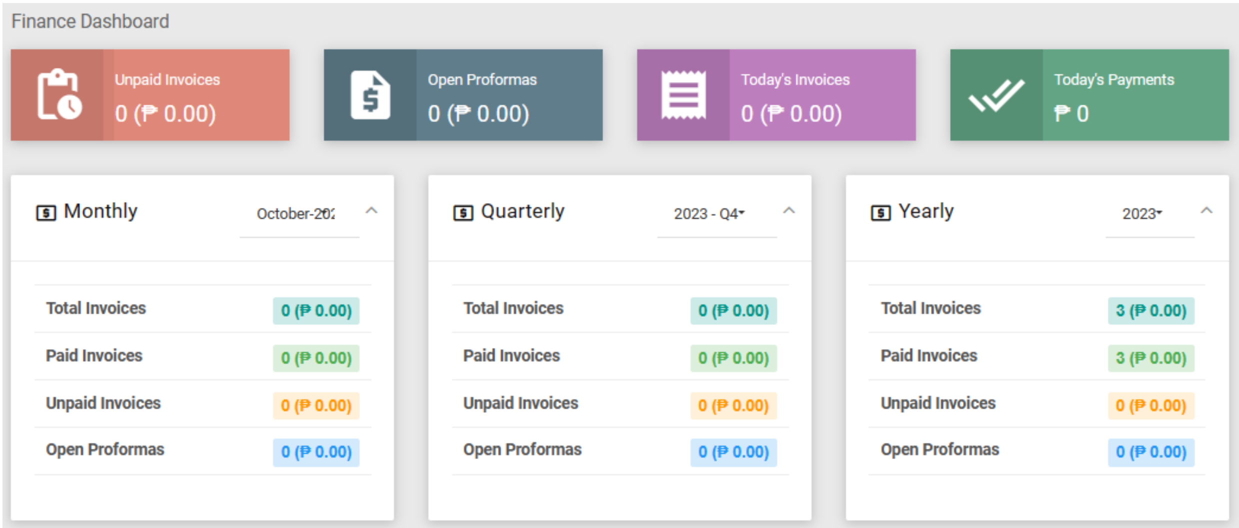


Figure 42. Finance Dashboard

40. How to "Add Invoice?
    40.1. Go to "Finance" then click "Invoice"
    40.2. The "Add Invoice" windows appears
    40.3. Input "Subscriber" click "Add Custom"
    40.4. Input "Item name"
    40.5. Input "Description"
    40.6. Input "quantity"
    40.7. Input "Price"
    40.8. Click "Generate" to add. [Fig.55]

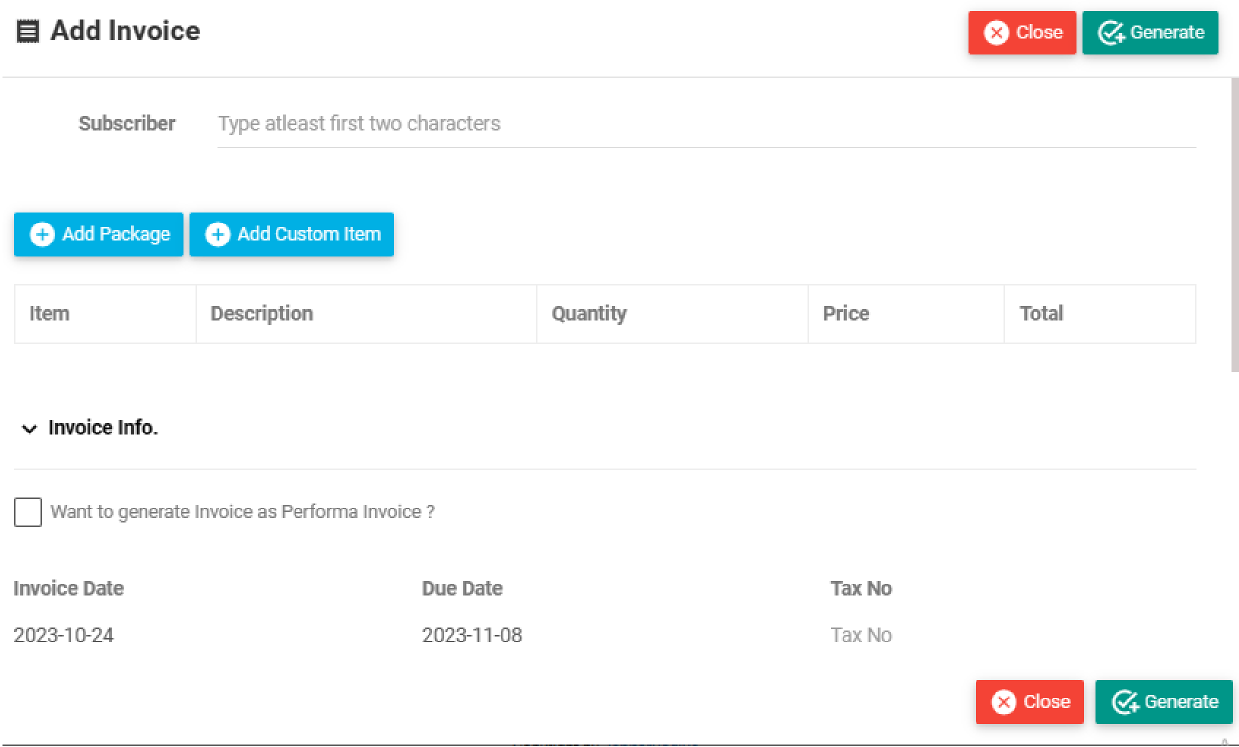


Figure 55. Add Invoice

41. How to View a Proforma Invoice?

41.1. Go to “Finance” then click on “Proforma”.
41.2. The “Proforma dashboard” windows appear
41.3. Input “Information”
41.4. Click “Search”

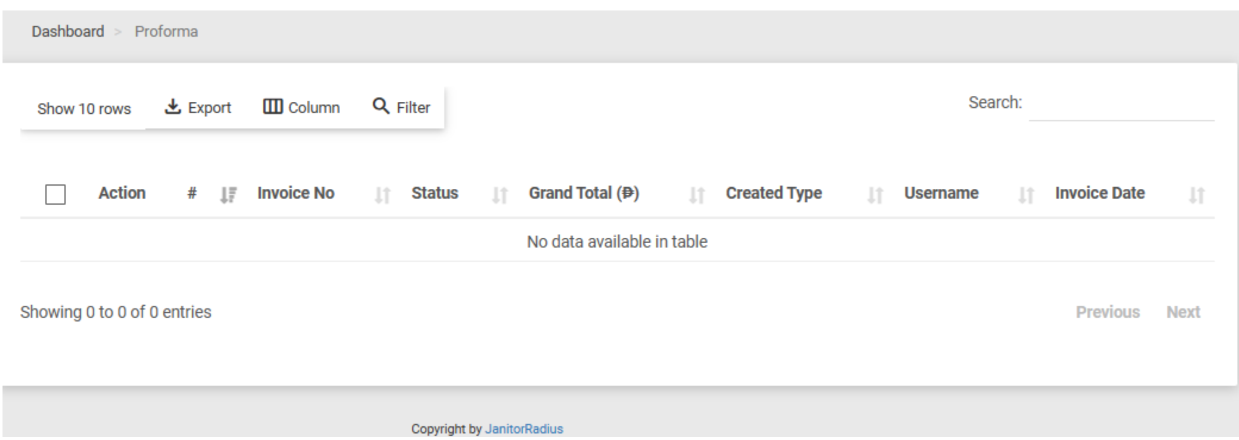


Figure 56. Proforma Dashboard

42. How to Add Payment?

42.1. Go to “Finance” then click on “Payment”.
42.2. The “Payment Dashboard” windows appear
42.3. Click “Add Payment”
42.4. Input “Subscriber”
42.5. Input “Amount”
42.6. Input “Payment method”
42.7. Input “Official Receipt”
42.8. Click “Pay”

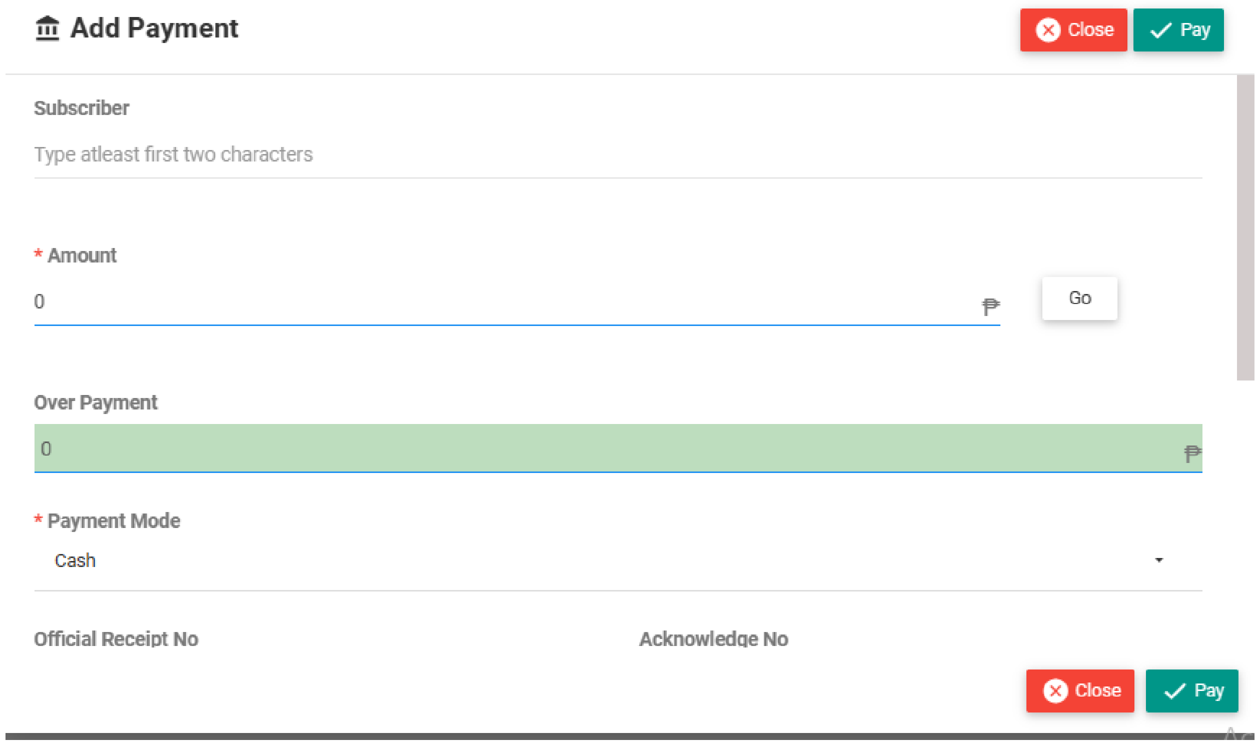


Figure 57. Payment

43. How to delete Payment?
43.1. Go to “Finance” then click on “Payment”.
43.2. The “Payment Dashboard” windows appear
43.3. Search “Particular subscriber that you want to delete”
43.4. Input “Date of posting”
43.5. Click “Search”
43.6. Click “Cancel payment”
43.7. Input “Reason to cancel”
43.8. Click “delete payment”

44. How to view/add Virtual Bank?
44.1. Go to “Finance” then click on “Virtual Bank”.
44.2. The “Add/List Transactions” windows appear
44.3. Click “Add” select virtual bank

44.4. Input “account name”
44.5. Input “Account number”
44.6. Input “Bank name”
44.7. Select “enabled”
44.8. Click “Save” to add [Fig.58]

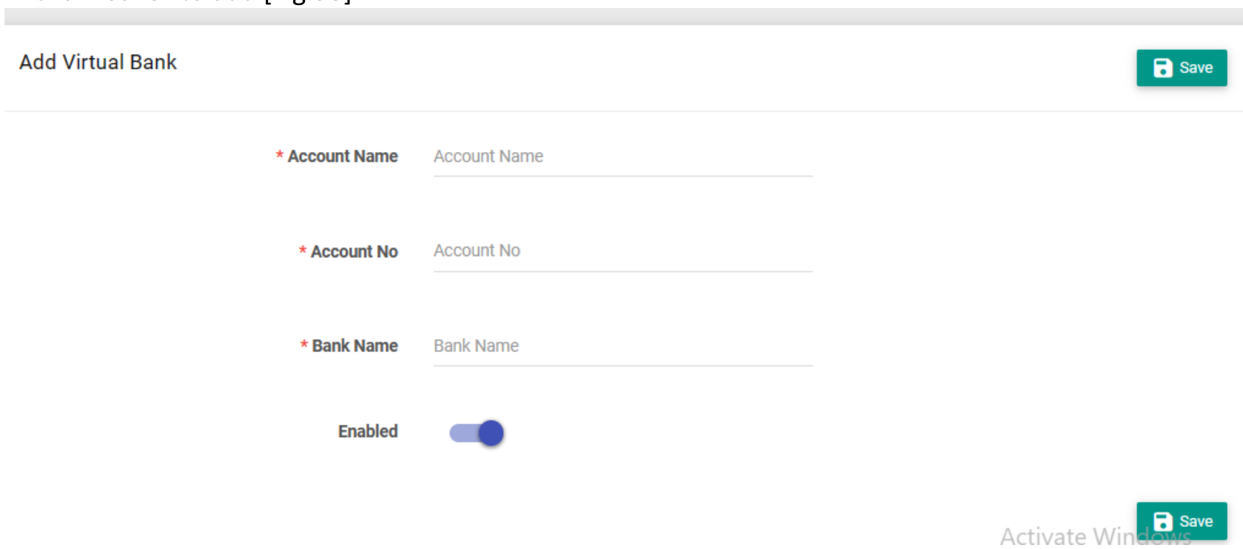


Figure 58. CRM Dashboard

45. How to view transaction list?
    45.1. Go to “Finance” then click on “Virtual Bank”
    45.2. The “Virtual Bank” windows appears
    45.3. Click “List Virtual Bank”
    45.4. The “List Virtual Bank Appears

XIV. CRM

46. How to view “CRM Dashboard”?

    46.1. Go to “CRM” then click on “Dashboard”.

    46.2. The “CRM Dashboard” windows appears [Fig.58]

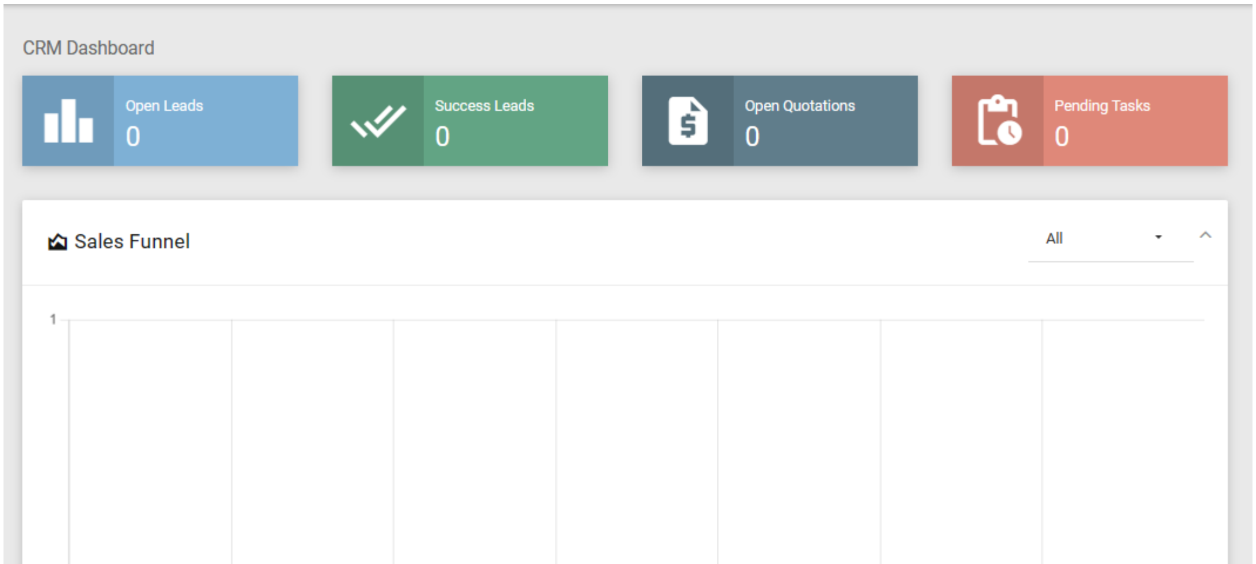


Figure 59. CRM Dashboard

47. How to view “Quotation”?

    47.1. Go to “CRM” then click on “Quotation”
    47.2. The “list quotation” windows appear

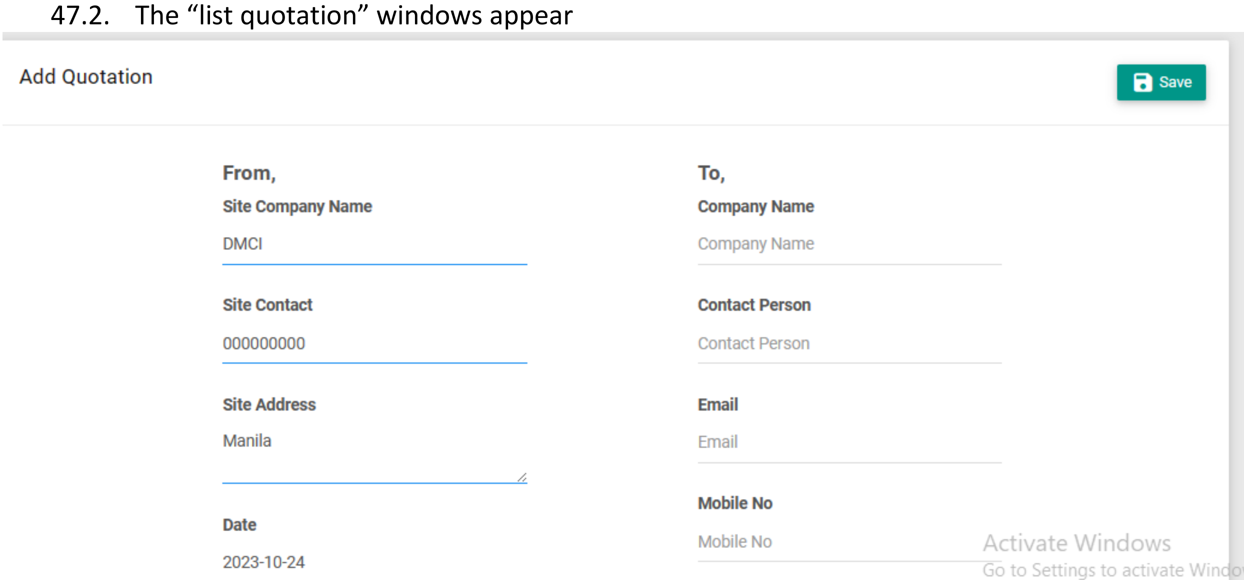


Figure 59. Quotation

48. How to view “Add Quotation”?
    48.1. Go to “CRM” then click on “Quotation”
    48.2. Click “Add quotation” Add quotation window appears

48.3. Input From "Site Company Name"
48.4. Input To "Site Company Name"
48.5. Input "Site Contact Number"
48.6. Input "Site Address"
48.7. Input "Date''
48.8. Choose "Subscriber"
48.9. Choose "Add packages/Custom"
48.10. Input "Tax amount" if applicable
48.11. And the "Click save"

49. How to add "Leads"?
 49.1. Go to "CRM" then click on "Leads"
 49.2. Click "Add Leads"
 49.3. Input "Name"
 49.4. Input "Email"
 49.5. Input "Address"
 49.6. Input "Mobile Number"
 49.7. Input "Packages"
 49.8. Input "Source" website
 49.9. Input "message"
 49.10. Input "Remarks"
 49.11. Click "Save"

Figure 60. Leads

XV. TICKETS

50. How to view the summary, find and edit a “Tickets”?

50.1. Go to “Tickets”, then click “Dashboard”

50.2. The “Ticket Dashboard” window appears. [Fig.64]

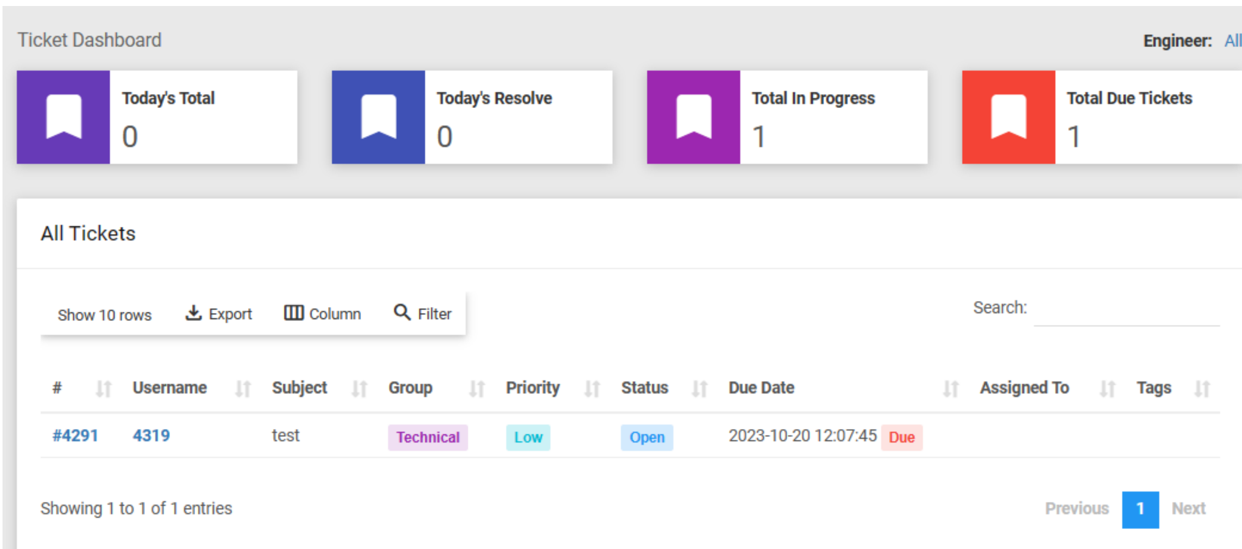


Figure 43. Ticket Dashboard

50.3. To “Find” a ticket, enter the ticket number on the Find Box.

50.4. To “Edit” a ticket, choose the desired ticket, then click “Edit”

50.5. The “Ticket Edit” window appears, then perform the changes. [Fig.65]

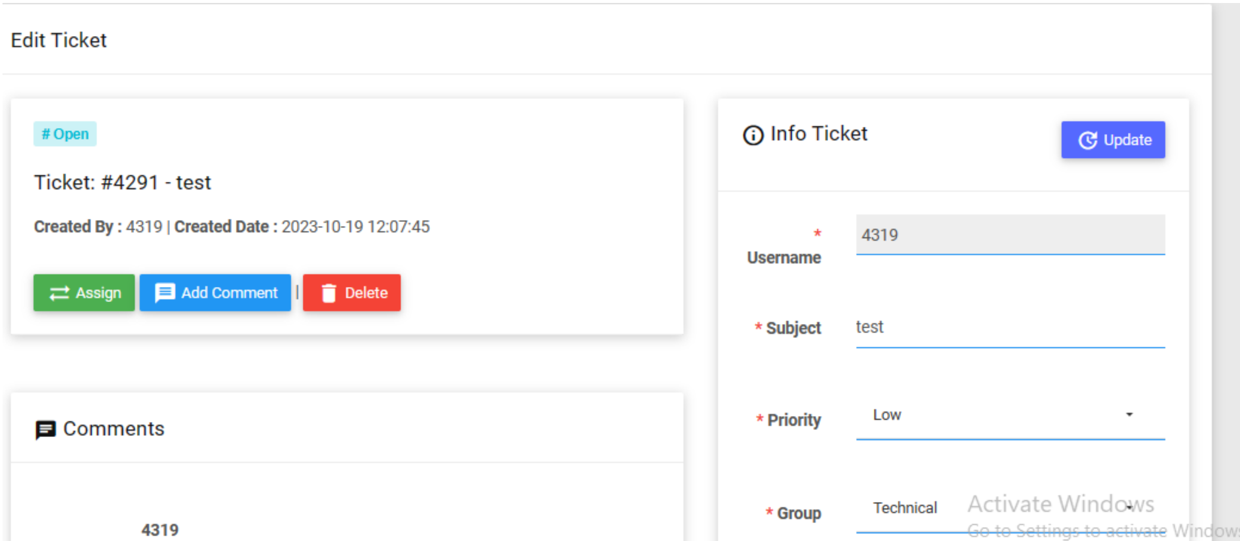


Figure 44. Edit Ticket

50.6. Click “Update” to save changes.

51. How to add a Ticket?

51.1. Go to “Subscriber”, then click “tickets”.

51.2. The “Create Ticket” window appears. [Fig.66]

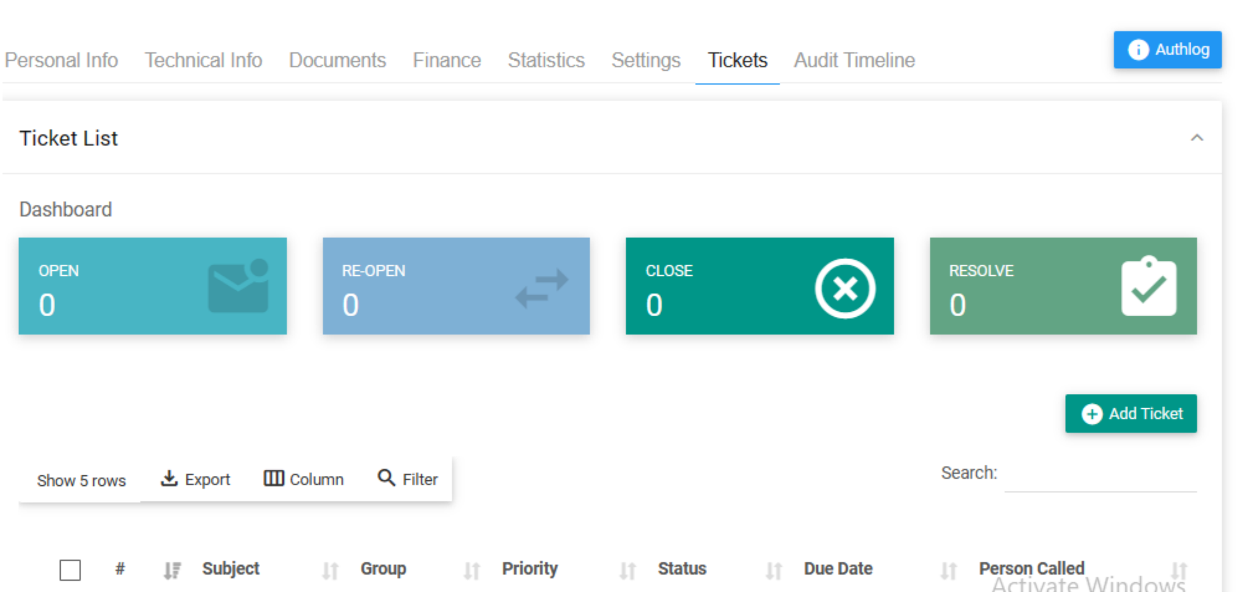


Figure 45. Create Ticket

51.2.1. Portal Username – subscriber account name

51.2.2. Subject – description of trouble or concern

51.2.3. Message – brief information of the ticket

51.2.4. Priority – Type of priority (Low/Medium/High/Urgent)

51.2.5. Group – Department group assign

51.2.6. Due Date – target date to serve and address the trouble

51.2.7. Person Called – subscriber representative

51.2.8. Tags – ticket tags to other ticket

51.2.9. Operator – assigned operator

51.2.10. Employee – employee ticket assignment

51.2.11. OTP Verification – Enable/Disable One Time Password

51.2.12. Upload – Upload supporting documents.

51.2.13. Click “+Create” to save the ticket.

52. How to change the status of a Ticket

52.1. Go to “Tickets”, then click “List”.

52.2. The “Ticket List” window appears [Fig.71]

Figure 46. Ticket List

52.3. Choose the desired account for edit, click “Edit”

52.4. The “Ticket Edit” window appears [Fig.69]

52.5. Edit the desired information as stated on Item# 67.2 (if needed)

52.6. Change the status of Open ticket

52.6.1. Re-Assign – Reassign the department in charge of the ticket

52.6.2. Resolve – click if the ticket is resolved

52.6.3. Add Comment – additional comment

52.6.4. Delete – to delete the ticket

52.6.5. Click the “Update” to save changes

52.7. Change the status of Resolve ticket

52.7.1. Close – Close the ticket permanently

52.7.2. Re-open – reopen the ticket

52.7.3. Add Comment – additional comment

52.7.4. Delete – delete the ticket

52.7.5. Click the “Update” to save changes

XVI. REPORTS

53. How to generate online users report?

53.1. Go to “Reports”, then click “Online subscriber”

53.2. The online subscriber table window appears

	Action	Status	Username	Type	Package	Start Time	Up Time	Up/Down Data
	Acti	All	Username	All	Package	Start Time	Up Time	Up/Down Data
		Online	0000005983	Regular	Plan 1500 Users 25mbps	2023-10-19 14:40:24	40 m	80.6 MB / 267.82
		Online	0000233012	Regular	Plan 1500 Users 25mbps	2023-10-19 14:40:23	40 m	12.92 MB / 274.71
		Online	0000007288	Regular	Plan 1500 Users 25mbps	2023-10-19 14:38:28	40 m	1.23 MB / 4.78 MB
		Online	0000233237	Regular	Plan 1500 Users 25mbps	2023-10-19 14:38:27	40 m	11.54 MB / 37.06
		Online	0000006774	Regular	Plan 4K Users Business Plan 10Mbps	2023-10-19 14:34:56	45 m	28.95 MB / 326.7
		Online	0000006341	Regular	Plan 1500 Users 25mbps	2023-10-19 14:34:33	45 m	759.35 MB / 655.9
		Online	0000005996	Regular	Plan 1500 Users 25mbps	2023-10-19 14:29:18	50 m 1 s	52.1 MB / 894.45
		Online	0000226906	Regular	Plan 1500 Users 25mbps	2023-10-19 14:25:22	55 m	31.45 MB / 656.79

Figure 47. Online User

53.3. Choose the user for traffic display, click “Traffic” then window graph appears [Fig.14]

53.4. Choose the user for deletion, click “Delete” to delete user.

53.5. Confirmation Appear, click yes to complete the transaction

54. How to generate usage/session report?

54.1. Go to “Reports”, then click “Usage/Session”

54.2. The “Find Usage/Session” window appears

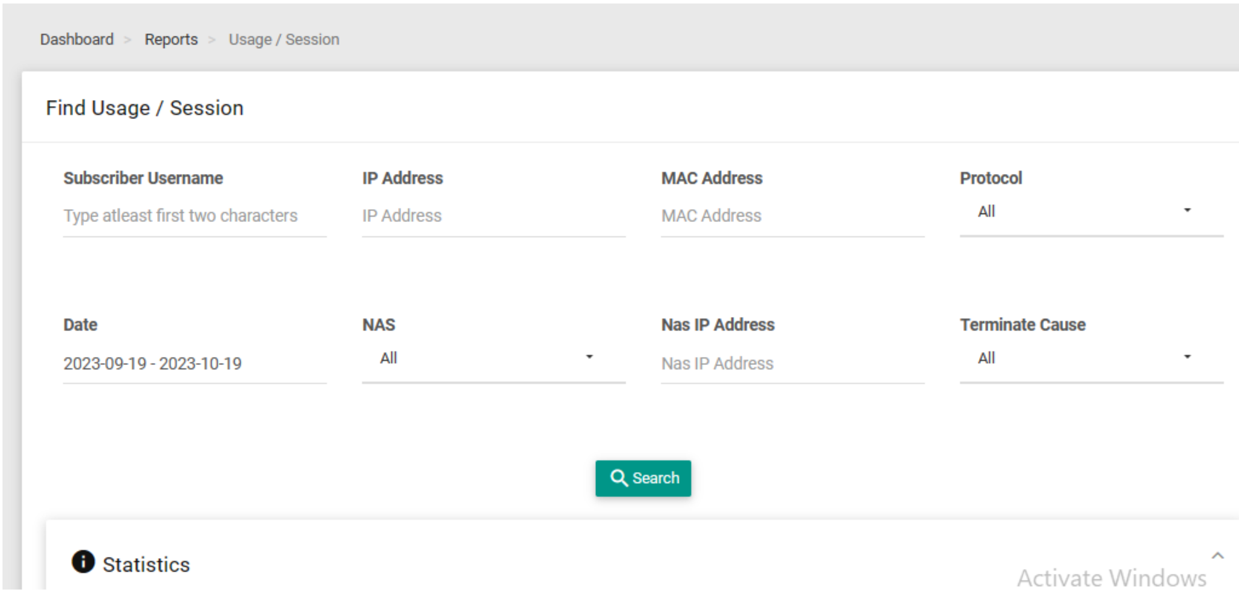


Figure 48. Find Usage/Session

54.3. Input the required information of the user, then click “Search”

54.4. The history of usage/session table appears.

55. How to generate renewal?

55.1. Go to “Reports”, then click “Renewal”

55.2. The “Find Renewal” window appears

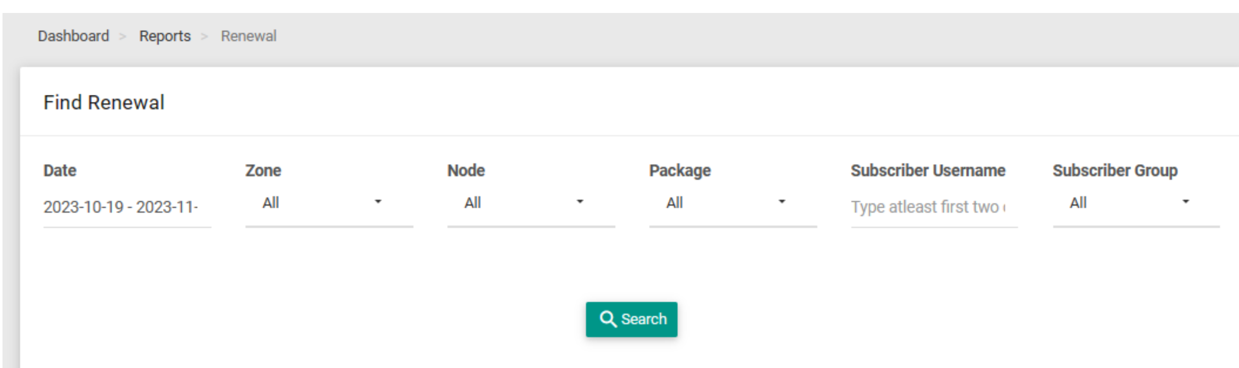


Figure 49. Find Renewal/Expired

55.3. Input the required information, then click “Search”

55.4. The list of information appears.

56. How to generate overdue/disconnected users report?

56.1. Go to “Reports”. Then click” Subscriber due”

56.2. The “Find Subscriber due” window appears [Fig.75]

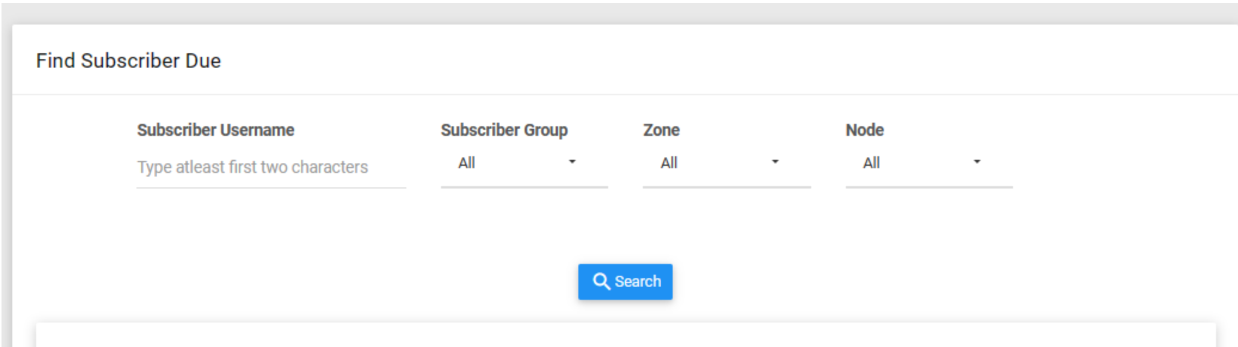


Figure 50. Find Subscriber Due

56.3. Input the require information, then click “Search”

56.4. The list of information appears

57. How to generate new subscriptions report?

57.1. Go to “Reports”. Then click” New Subscription”

57.2. The “Find New Subscription” window appears [Fig.76]

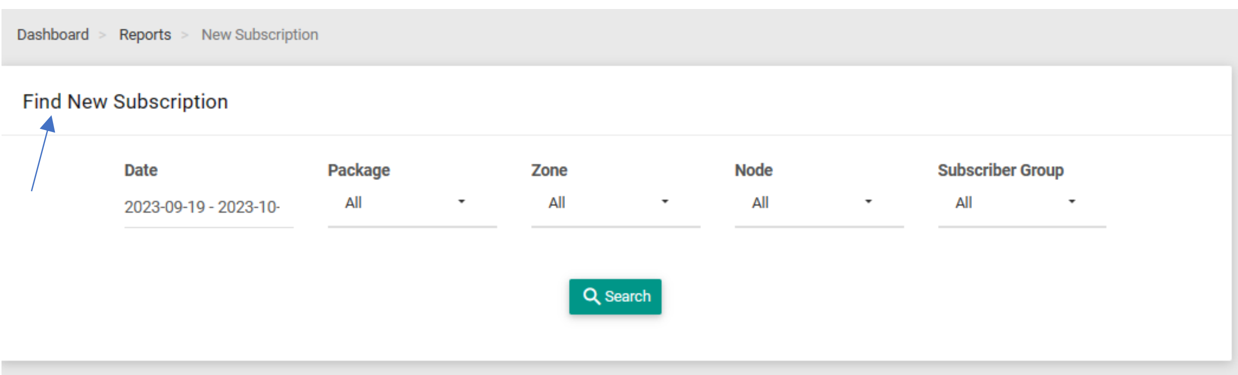


Figure 51. Find New Subscription

57.3. Input the require information, then click “Search”

57.4. The list of information appears

58. How to generate sales report?

58.1. Go to “Reports”. Then click” Sales”

58.2. The “Find Sales” window appears

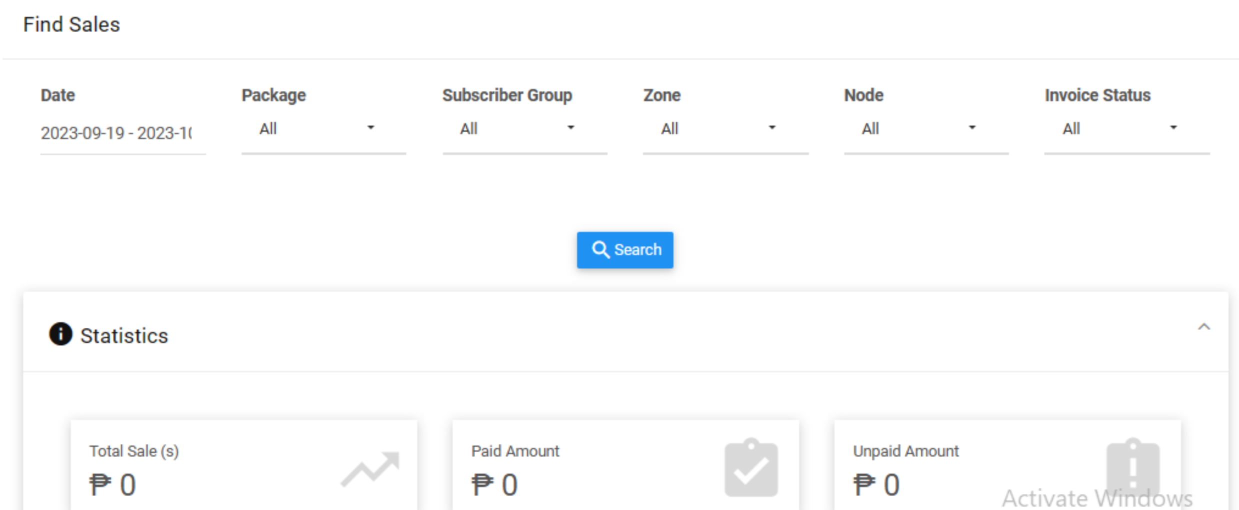


Figure 52. Find Sales

58.3. Input the require information, then click “Search”

58.4. The list of information appears

59. How to generate collections report?

59.1. Go to “Reports”. Then click” Collections”

59.2. The “Find Collection” window appears

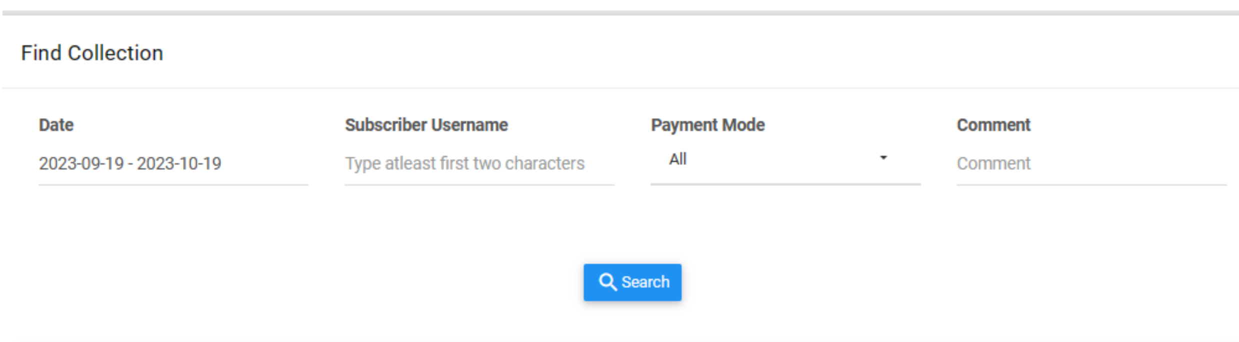


Figure 53. Find Collection

59.3. Input the require information, then click “Search”

59.4. The list of information appears

60. How to generate statement report?

60.1. Go to “Reports”. Then click” Statements”

60.2. The “Find Statement” window appears [Fig.79]

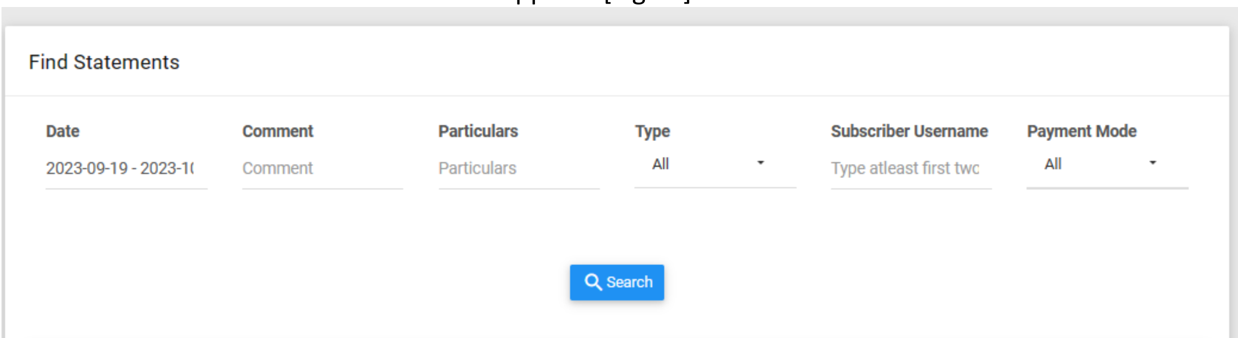


Figure 54. Find Statement

60.3. Input the require information, then click “Search”

60.4. The list of information appears

61. How to generate online payment?

61.1. Go to “Reports”. Then click” Online Payments”

61.2. The “Find Online Payments” window appears

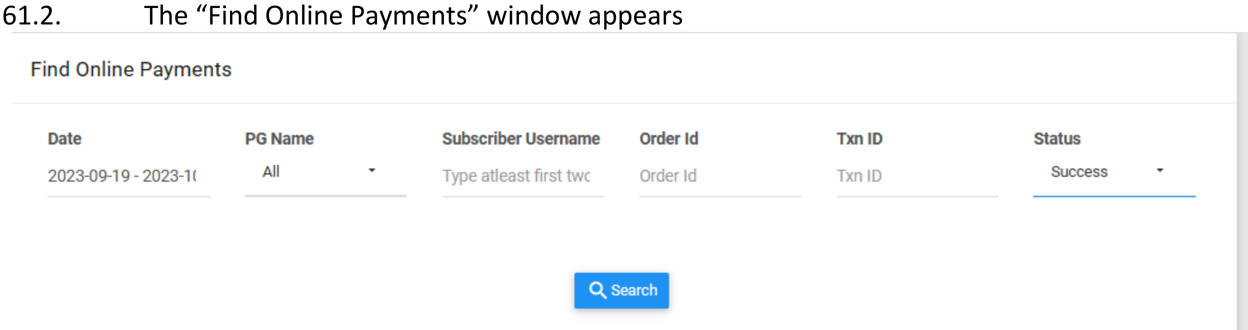


Figure 55. Find Online Payments

61.3. Input the require information, then click “Search”

61.4. The list of information appears

62. How to generate message status report?

62.1. Go to “Reports”. Then click” Notifications”

62.2. The “Find Notification Message” window appears [Fig.81]

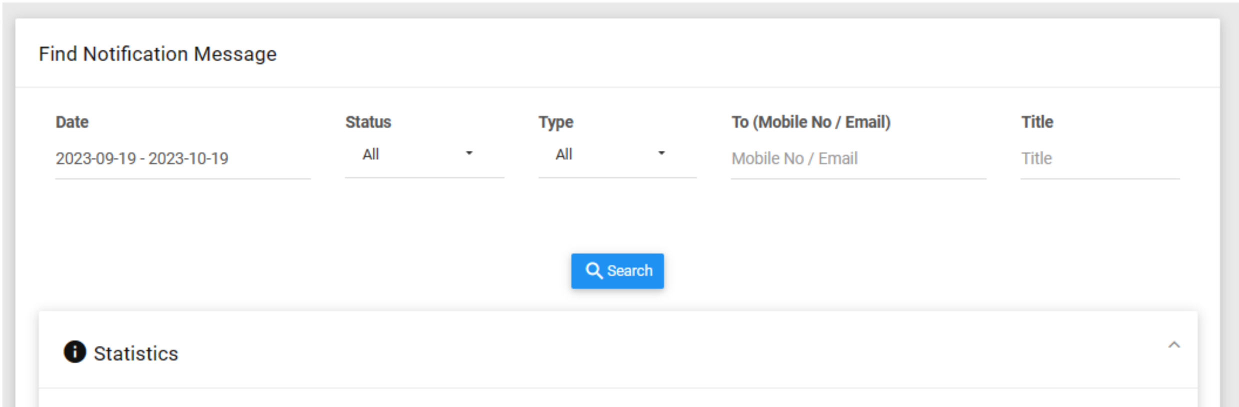


Figure 56. Find Message Status

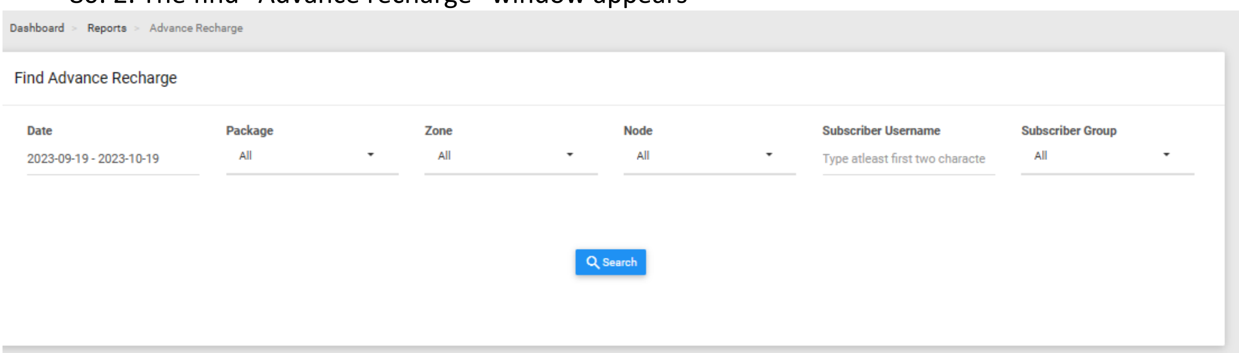
62.3. Input the require information, then click "Search"

62.4. The list of information appears

80. How to generate Advance Recharge?

80. 1. Go to "Reports", then click "Advance recharge"

80. 2. The find "Advance recharge" window appears



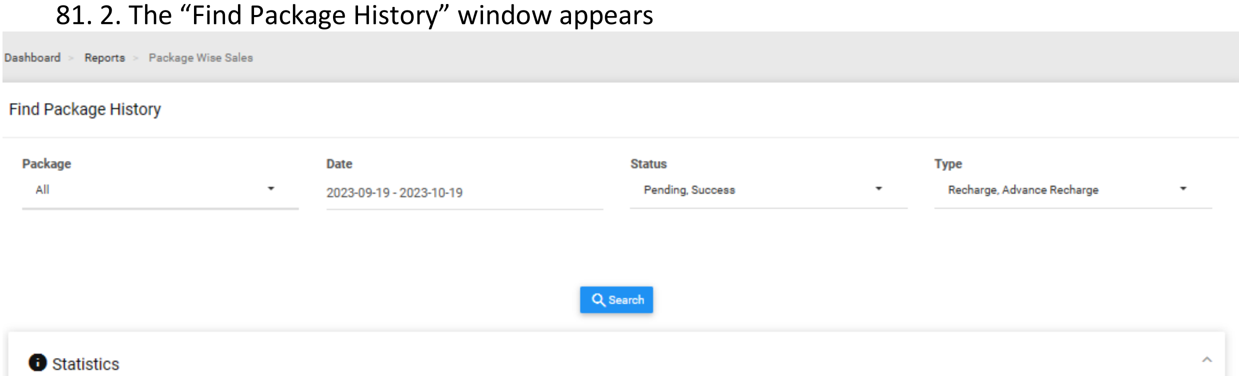
80. 3. Input the require information, then click "Search"

80. 4. The list of information appears [Fig.80]

81. How to generate 'Package History?'

81. 1. Go to "Reports" click "Package History"

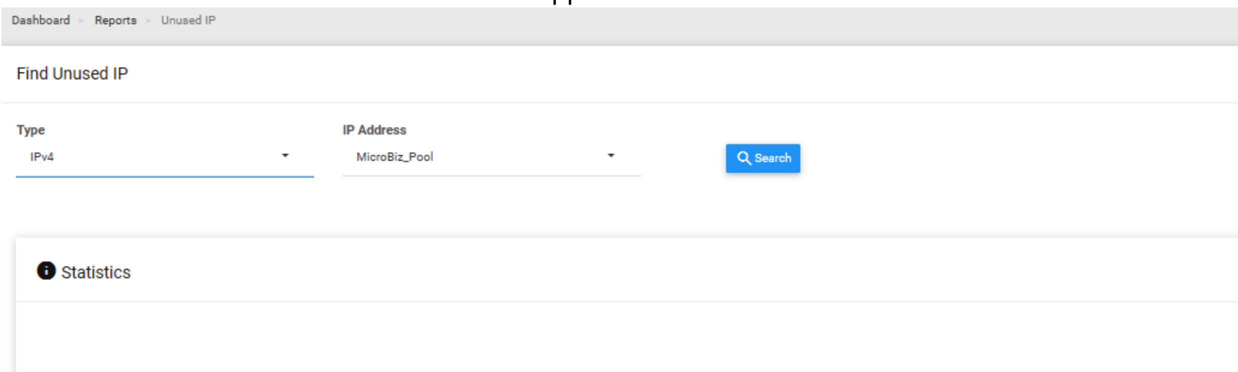
81. 2. The "Find Package History" window appears



81. 3. Input the require information, then click “Search”
81. 4. The list of information appears [Fig.81]

82. How to generate “Unused IP?”

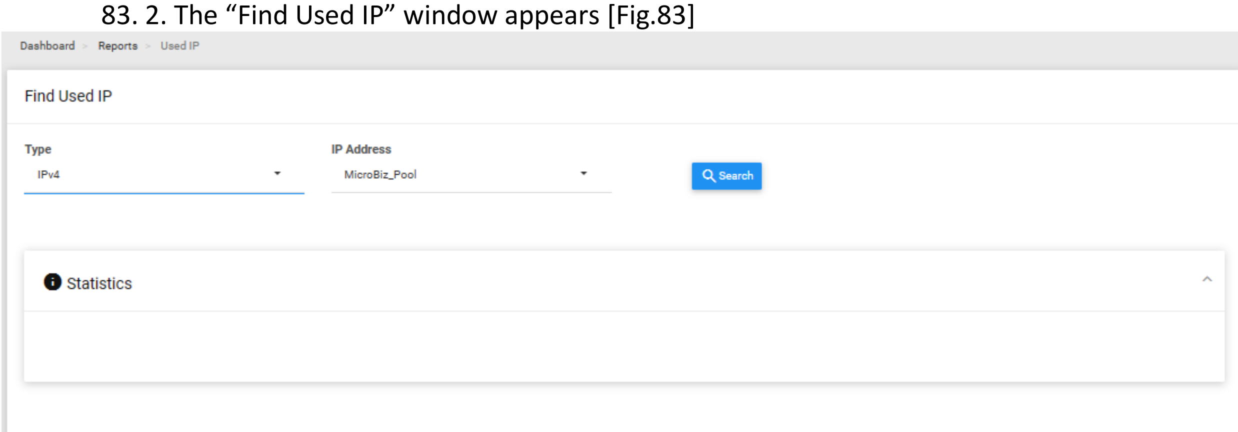
82. 1. Go to “Reports” click “Unused IP”
82. 2. The “Find Unused IP” window appears



82. 3. Input the require information, then click “Search”
82. 4. The list of information appears [Fig.82]

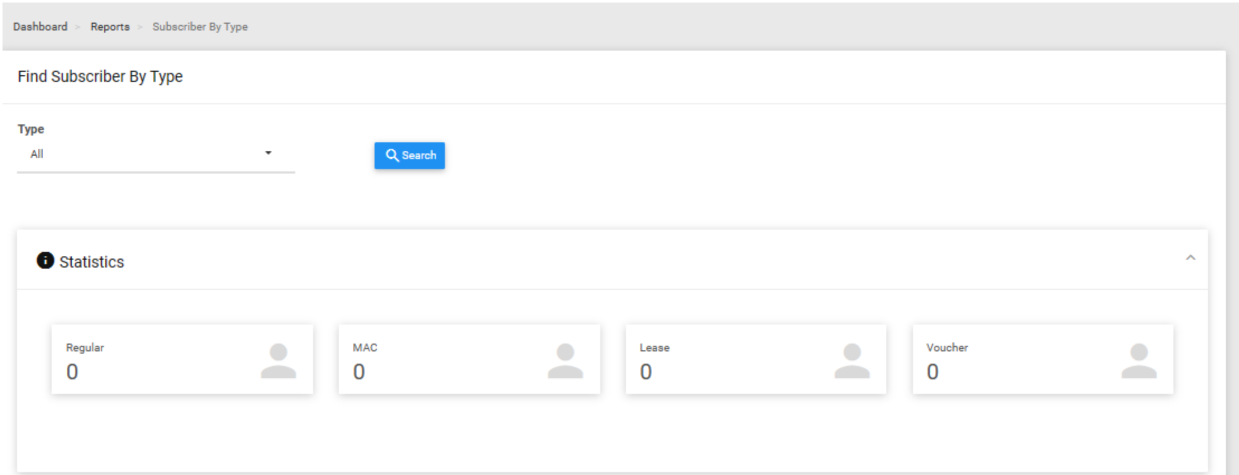
83. How to generate “Used IP?”

83. 1. Go to “Reports” click “Used IP”
83. 2. The “Find Used IP” window appears [Fig.83]



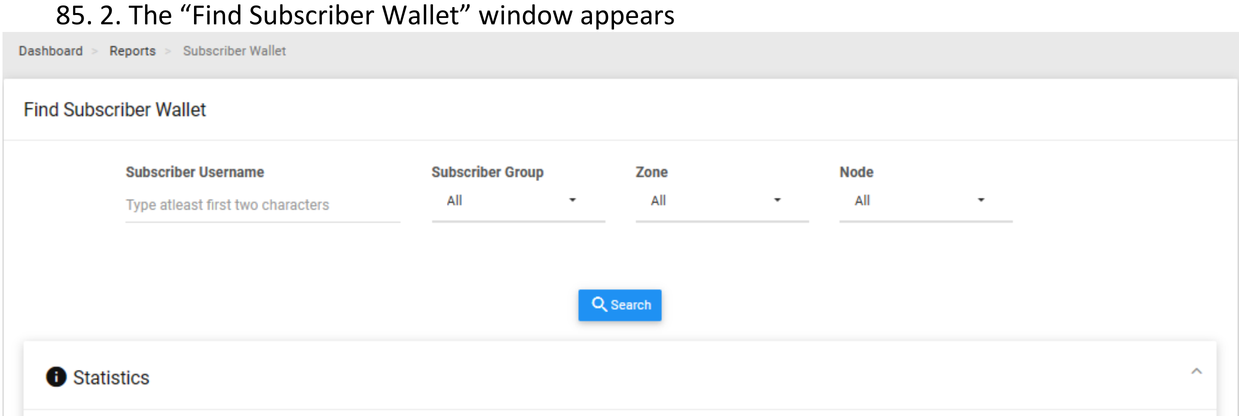
83. 3. Input the require information, then click “Search”
83. 4. The list of information appears [Fig.83]

84. How to generate “Subscriber by Type”?
84. 1. Go to “Reports” click “Subscriber by Type”
84. 2. The “Find Subscriber by Type” window appears



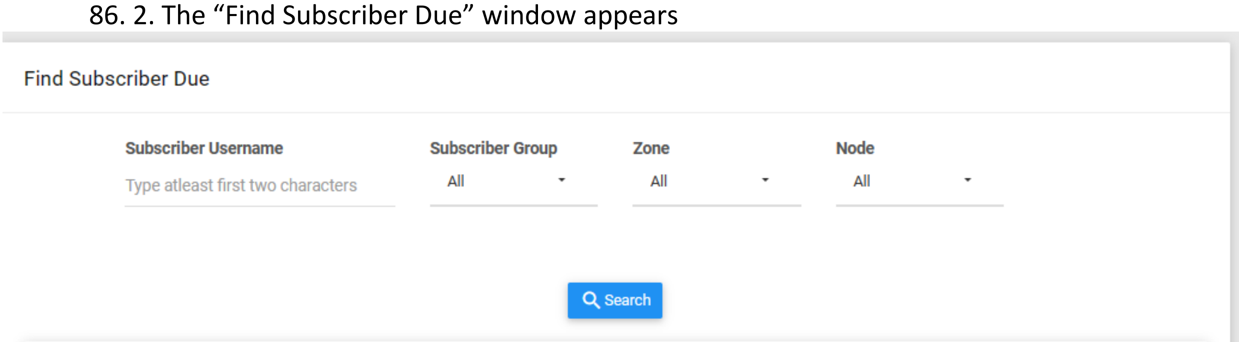
84. 3. Input the require information, then click “Search”
84. 4. The list of information appears [Fig.84]

85. How to find Subscriber Wallet?
85. 1. Go to “Reports” click “Subscriber Wallet”
85. 2. The “Find Subscriber Wallet” window appears



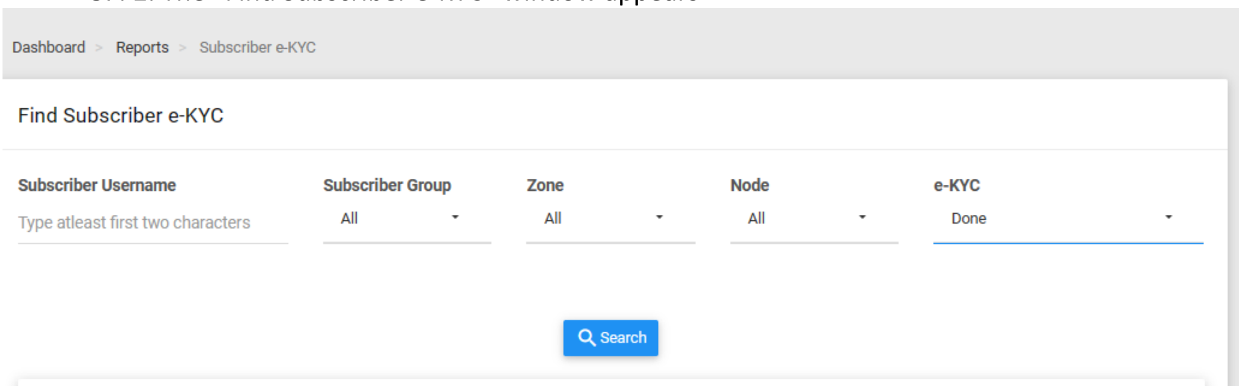
85. 3. Input the require information, then click “Search”
85. 4. The list of information appears [Fig.85]

86. How to find “Subscriber Due”?
86. 1. Go to “Reports” click “Subscriber Due”
86. 2. The “Find Subscriber Due” window appears



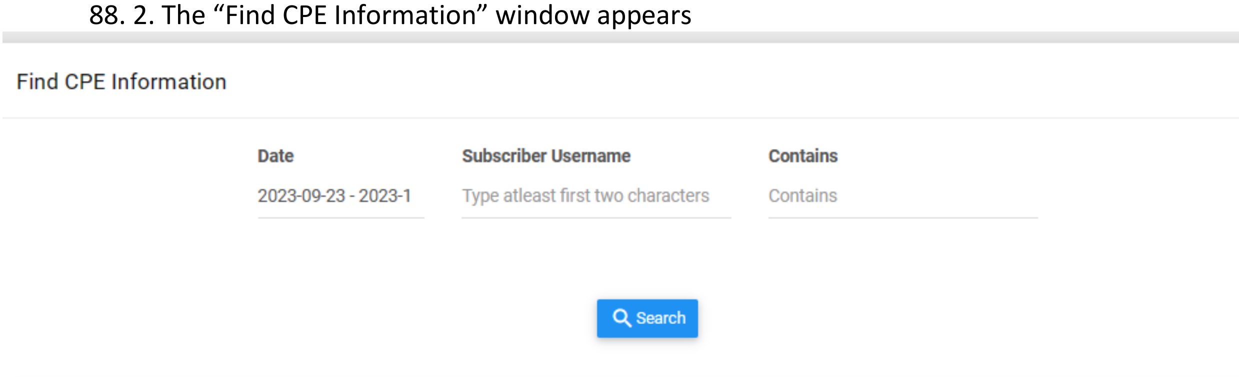
86. 3. Input the require information, then click “Search”
86. 4. The list of information appears [Fig.86]

87. How to find “Subscriber e-KYC”?
87. 1. Go to “Reports” click “Subscriber e-KYC”
87. 2. The “Find Subscriber e-KYC” window appears



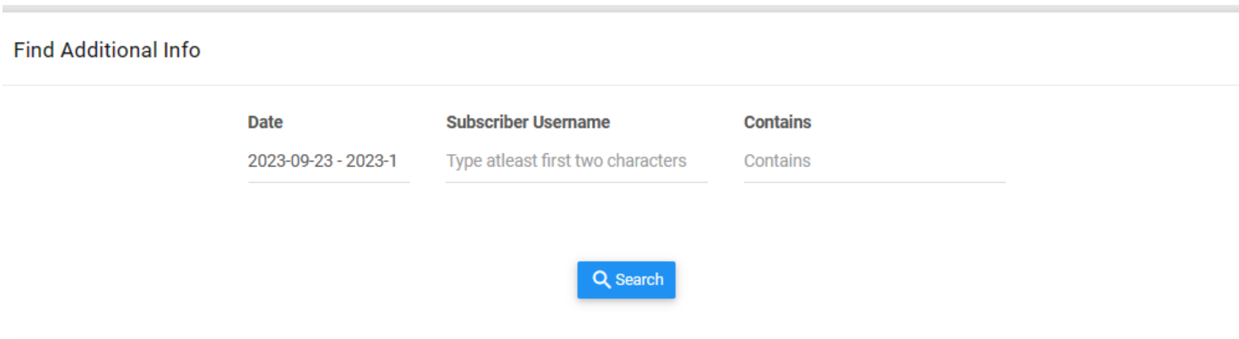
87. 3. Input the require information, then click “Search”
87. 4. The list of information appears [Fig.87]

88. How to Find “CPE Information”?
88. 1. Go to “Reports” click “CPE Information”
88. 2. The “Find CPE Information” window appears



87. 3. Input the require information, then click “Search”
87. 4. The list of information appears [Fig.88]

89. How to find “Additional Info?”
89. 1. Go to “Reports” click “Additional Info”
89. 2. The “Find Additional Info” window appears



89. 3. Input the require information, then click "Search"
89. 4. The list of information appears [Fig.89]

XVII. CONFIGURATION NAVIGATION

1. How to ''Edit Site Setting"?

    1.1. Go to "Config", click "Site"

    1.2. The "Edit Site Setting" window appears
    1.3. Input the required information

        1.3.1. First Name – Site Name

        1.3.2. Company Name – Administrator Company name

        1.3.3. Site Domain- imbs.janitornetwork.com

        1.3.4. Description – Company description

        1.3.5. City – Company City

        1.3.6. Email – Company Email

        1.3.7. Contact – Company Contact number

        1.3.8. Company Tagline – Company Tagline
        1.3.9. Site Currency- Peso
        1.3.10. Site Zone- Ph
        1.3.11. Click update to save

2. How to ''Edit Billing Setting"?

    2.1. Go to "Config", click "billing"
    2.2. The 'Edit Billing setting" windows appears click general
    2.3. Input "site tax"
    2.4. Default Grace Period (For Postpaid Recurring)- 10

2.5. Default Deactivation Period (For Postpaid Recurring- 5
2.6. Default Check Last Invoices (For Postpaid Recurring)- 1
2.7. Default Subscriber Billing Profile- default
2.8. Default Subscriber Billing Type- prepaid
2.9. Tax Field – GST No
2.10. Site Tax Invoice Prefix- TX
2.11. Site Proforma Invoice Prefix- PF
2.12. Financial Month- October
2.13. Invoice Separator-/
2.14. Add Invoice terms & Conditions [Fig.90]
2.15. Click update to save

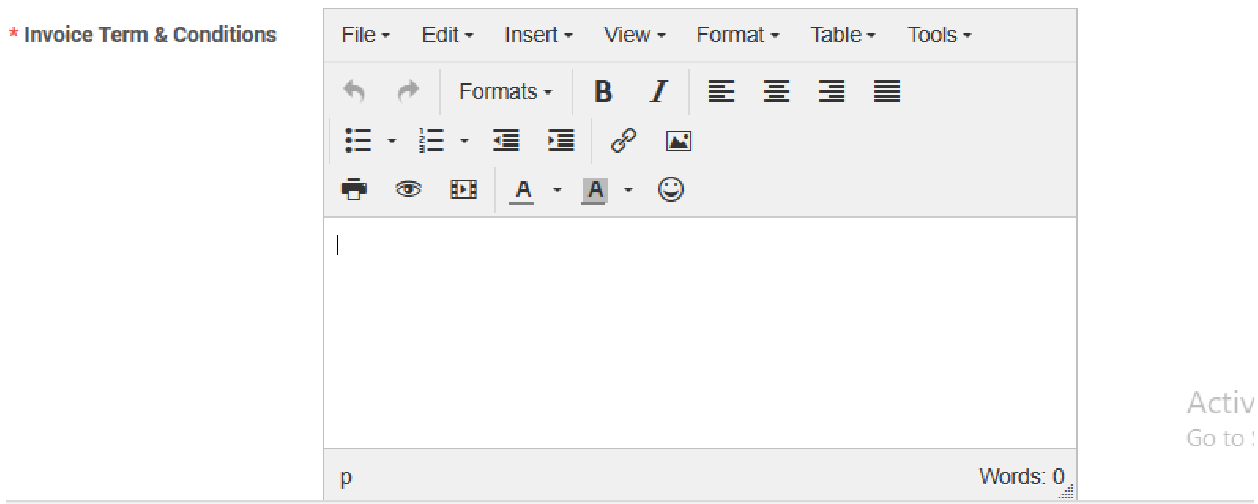


Figure 90. Edit Billing Setting

3. How to ''Edit Billing Setting"?

3.1. Go to "Config", click "KYC"
3.2. The 'edit KYC setting" windows appear'
3.3. Manual Kyc level- Normal
3.4. Subscriber Mandatory Documents- ID, Proof of billing
3.5. KYC Alert
3.6. CAF Template- CAF 1

4. How to ''Edit Notifications"?
4.1. Go to "Config", click "Notifications"
4.2. The "edit general setting" windows appears
4.3. Days before expiration- 3
4.4. Days before due- 3
4.5. Daily data usage- 80
4.6. Weekly data usage expire- 80
4.7. Monthly Data usage Expire- 80
4.8. Total Data usage expire- 80
4.9. Click update to save
4.10. Go to "Mail"

4.11. "Mail enabled" click update to save
4.12. Go to "SMS"
4.13. "SMS enabled" click update to save
4.14. Go to "Whatsapp"
4.15. "Whatsapp enable" click update to save
4.16. Go to "Telegram Bot"
4.17. "Telegram Bot enabled" click update to save
4.18. Go to "Push Notifications"
4.19. "Push notifications enabled" click to save [Fig.91]

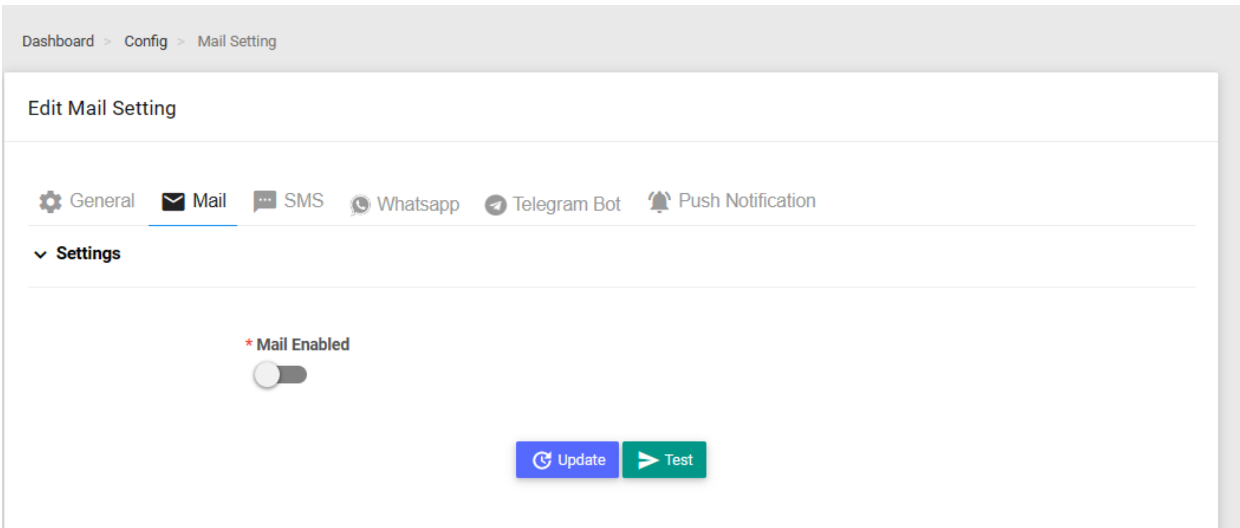


Figure 91. Edit Billing Setting

5. How to ''Payment Gateway"?

5.1. Go to "Config", click "Payments gateway"
5.2. The "Payments gateway" windows appears
5.3. Click "cashfree" click enabled
5.4. Click update to change
5.5. Click "razorpay" click enabled
5.6. Click update to chage
5.7. Click "Paypal" click enabled
5.8. Click update to save
5.9. Click "Paytm" click enabled
5.10. Click update to chage
5.11. Click "Instamojo" Click enabled
5.12. Click update to save
5.13. Click "paymaya" Click enabled
5.14. Click update to change
5.15. Click "payfast" click enabled
5.16. Click update to save
5.17. Click "CCAvenue" click enabled

5.18. Click update to save
5.19. Click “Pastack’ click enable
5.20. Click update to save [Fig.92]

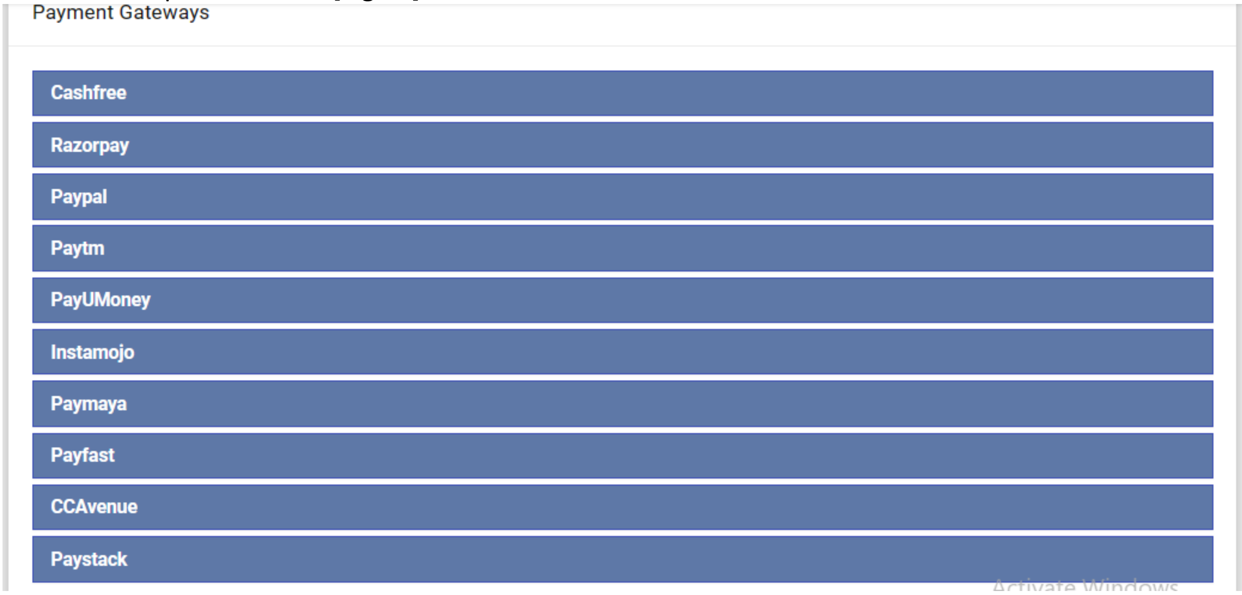


Figure 92. Edit Payment Gateway

5.21. Go to “Config”, click “Subcriber Portal”
5.22. Click “Select/Deselect all” and then update to save [Fig. 93.]

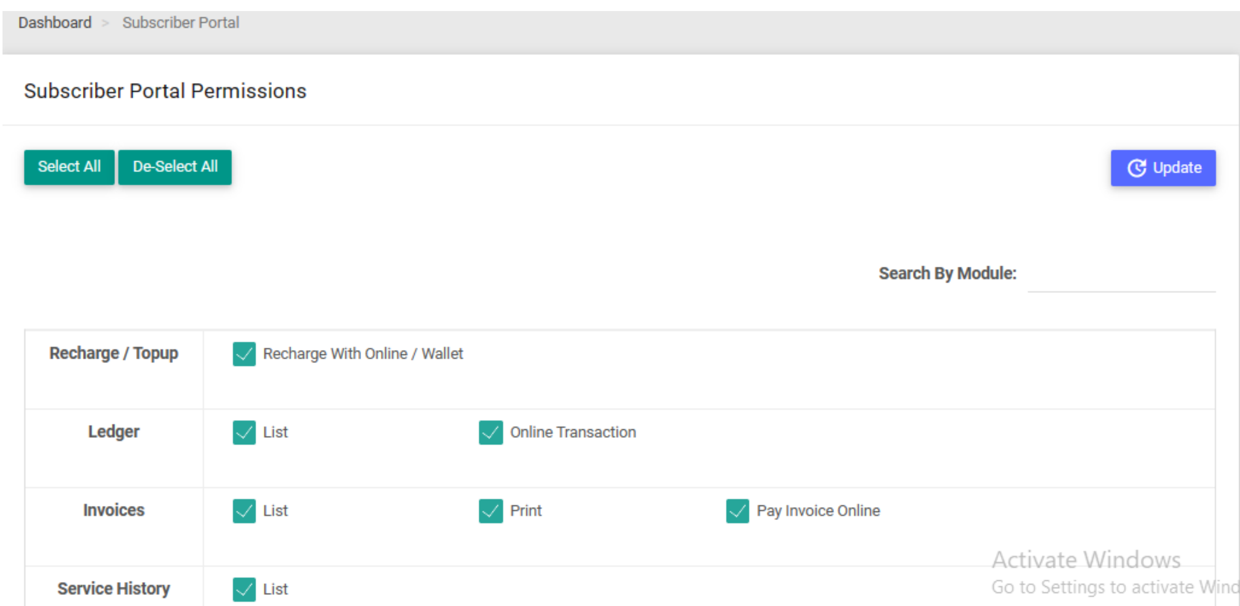


Figure 93. Subscriber Portal

XVIII. PERMISSIONS

6. How to add a role? (Administrator Credential Only)

   6.1. Go to “Permission”, then click “Role”

   6.2. The “Role/Log in Accounts” window appears, then click “Add Role” [Fig.82]

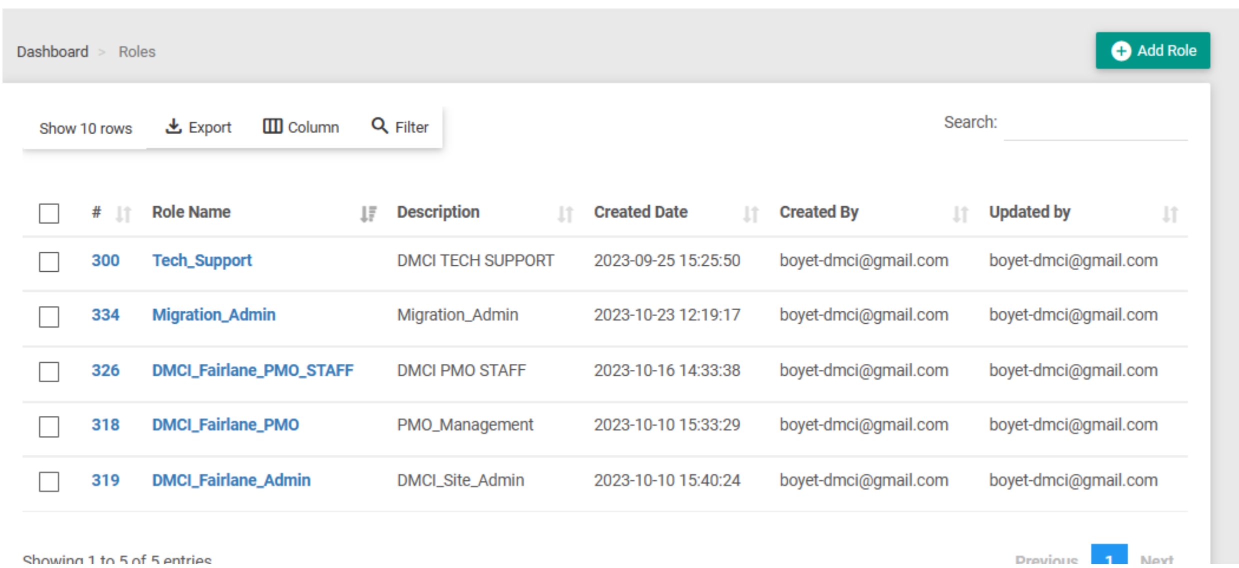


Figure 94. Role List

   6.3. Input the required information on the “Create Role” window [Fig.79]

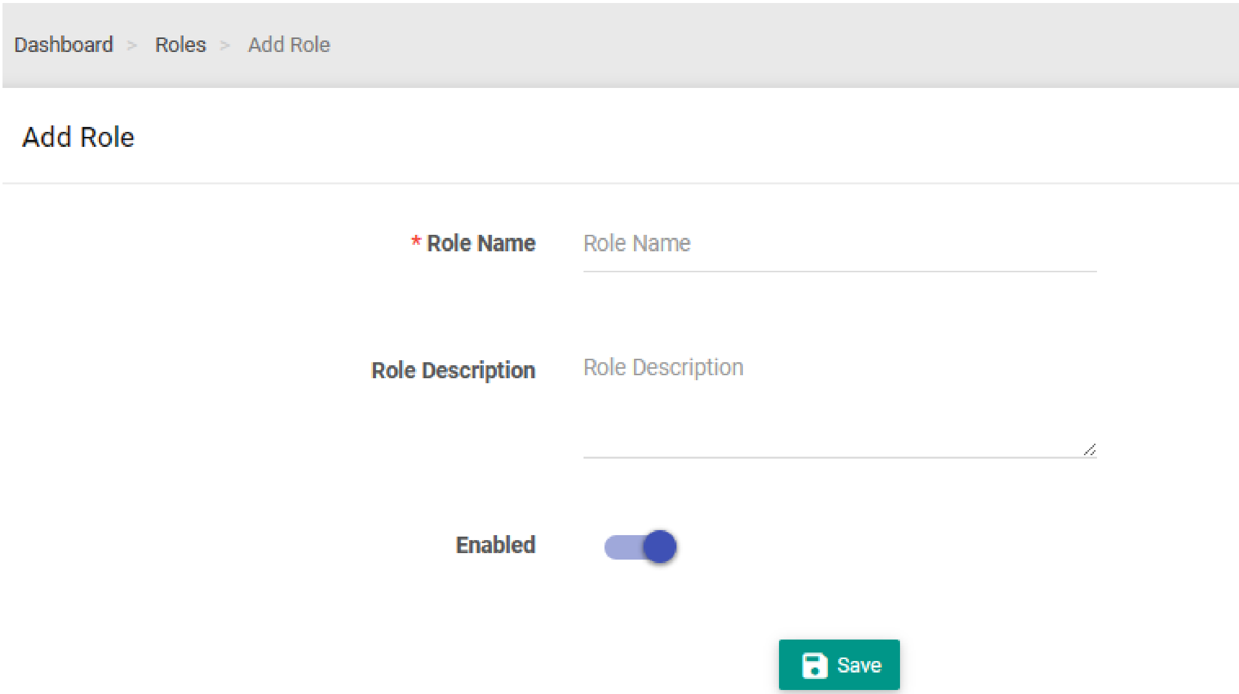


Figure 95. Create Role

6.3.1. Role Name – role identification name

6.3.2. Description – role description

6.4. Then click “Create” to create the role [Fig.79]

6.5. The “Edit Role” window appears

6.6. Enable/Disable the functions desired for a specific role on “Edit Role” window [Fig.80]

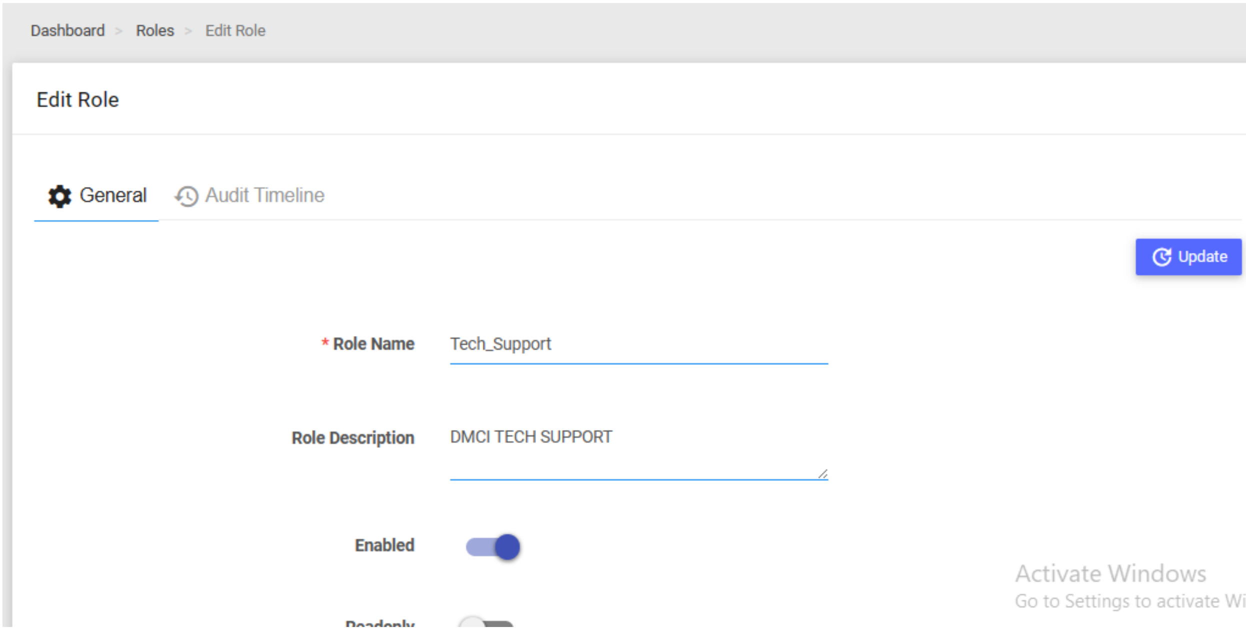


Figure 96. Edit Role

6.7. Click "Update "to save the role.

7. How to edit a role?

   7.1. Go to "Permission", click "Role"

   7.2. The "Role List" window appears, [Fig.78]

   7.3. Choose the desired role, then click "Edit"

   7.4. The "Edit Role" windows appear, perform the desired changes [Fig.84]

   7.5. Click "Update" to save the changes

8. How to delete a role?

   8.1. Go to "Permission", click "Role"

   8.2. The "Role List" window appears, [Fig.82]

   8.3. Choose the desired role, then click "Delete"

   8.4. The confirmation prompt will appear

   8.5. Click "Ok" to delete the role

8.5.1.Expiry Date-operator date of expiration

8.5.2.Billing Type – type of billing prepaid/postpaid

8.5.3.Role – operator role

8.5.4.Disable – enable/disable an operator

8.5.5.Allowed NAS – allowed NAS for the operator

8.5.6.Allowed Services/Plan – allowed services/plan for the operator

8.6. Click “Update” to save changes.

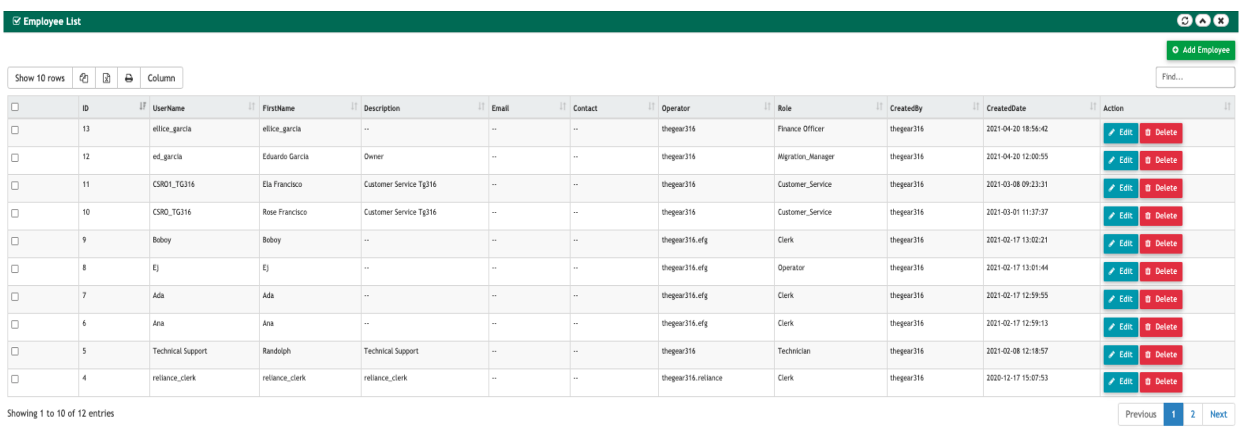
8.7. Click “Update” to save the changes

8.8. Click “Ok” to delete the role

9. How to add an employee? (Administrator/Operator Credential Only)

9.1. Go to “Permissions”, then click “Employee”

9.2. The “Log in accounts” window appears, click on “Add log in account” [Fig.87]



ID	UserName	FirstName	Description	Email	Contact	Operator	Role	CreatedBy	CreatedDate	Action
13	ellice_garcia	ellice_garcia	--	--	--	thegear316	Finance Officer	thegear316	2021-04-20 18:56:42	Edit Delete
12	ed_garcia	Eduardo Garcia	Owner	--	--	thegear316	Migration_Manager	thegear316	2021-04-20 12:00:55	Edit Delete
11	CSRO1_TG316	Ela Francisco	Customer Service Tg316	--	--	thegear316	Customer_Service	thegear316	2021-03-08 09:23:31	Edit Delete
10	CSRO_TG316	Rose Francisco	Customer Service Tg316	--	--	thegear316	Customer_Service	thegear316	2021-03-01 11:37:37	Edit Delete
9	Boboy	Boboy	--	--	--	thegear316.efg	Clerk	thegear316	2021-02-17 13:02:21	Edit Delete
8	Ej	Ej	--	--	--	thegear316.efg	Operator	thegear316	2021-02-17 13:01:44	Edit Delete
7	Ada	Ada	--	--	--	thegear316.efg	Clerk	thegear316	2021-02-17 12:59:55	Edit Delete
6	Ana	Ana	--	--	--	thegear316.efg	Clerk	thegear316	2021-02-17 12:59:13	Edit Delete
5	Technical Support	Randolph	Technical Support	--	--	thegear316	Technician	thegear316	2021-02-08 12:18:57	Edit Delete
4	reliance_clerk	reliance_clerk	reliance_clerk	--	--	thegear316.reliance	Clerk	thegear316	2020-12-17 15:07:53	Edit Delete

Showing 1 to 10 of 12 entries

Previous 1 2 Next

Figure 97. Log in accounts List

9.3. The “Create Log in Accounts” window appears [Fig.88]

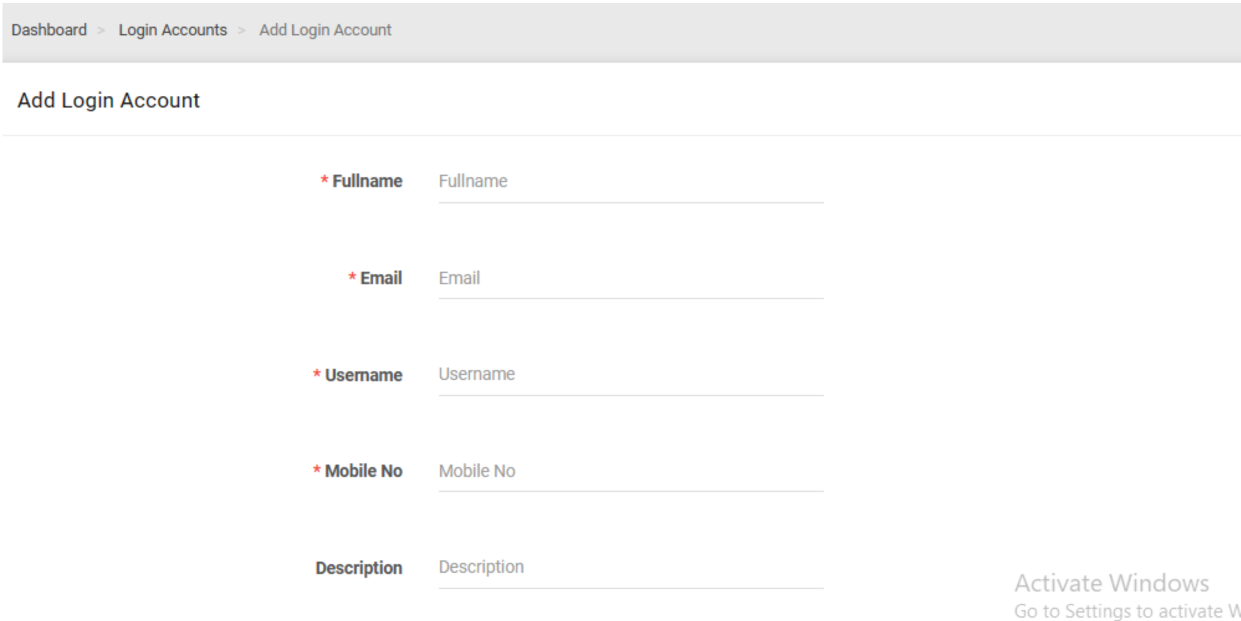


Figure 98. Create Log in Accounts

9.4. Input the required information

9.4.1. Username – employee username
9.4.2. Password – employee password

9.4.3. First Name – employee first name

9.4.4. Description – employee description

9.4.5. Email- employee email

9.4.6. Contact – employee contact number

9.4.7. Operator –employee assigned operator

9.4.8. Role – employee role

9.5. Click “Create” to save the employee account

10. How to edit a log in accounts?

10.1. Go to “Permissions”, then click ‘’Log in accounts”

10.2. The “Log in accounts” window appears [Fig.87]

10.3. Choose the employee for editing, click “Edit”

10.4. The “Edit Log in accounts” window appears [Fig.89]

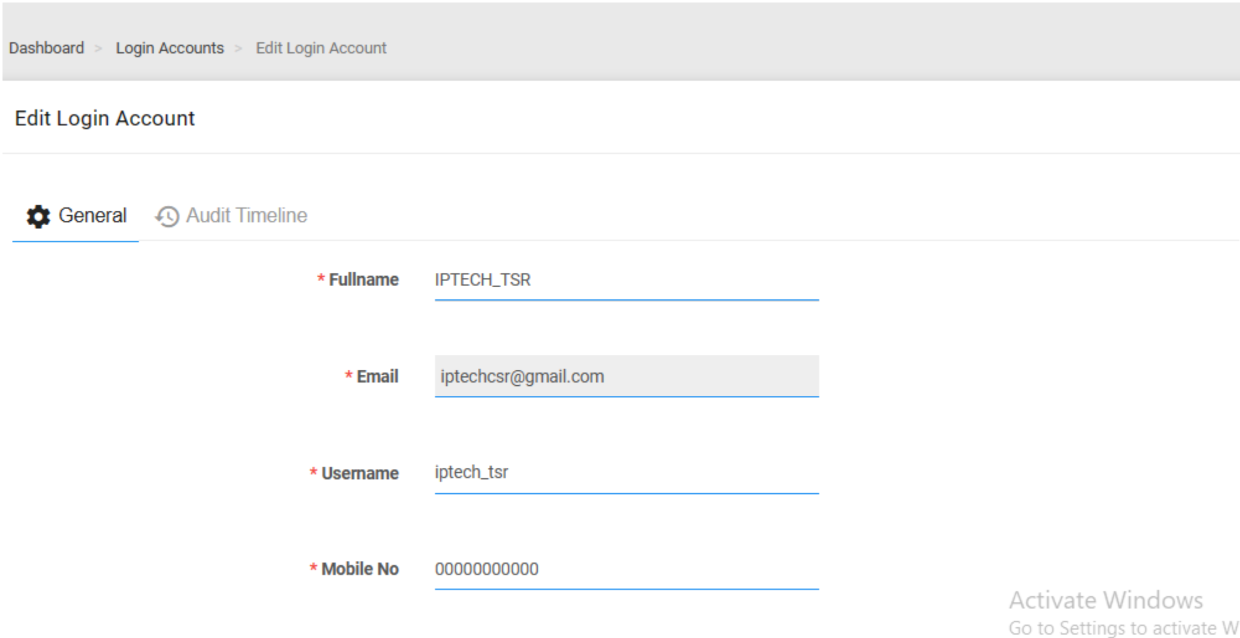


Figure 99. Edit Employee

10.5. Change the desired parameters

10.5.1. Password – employee password

10.5.2. First Name – employee first name

10.5.3. Description – employee description

10.5.4. Email- employee email

10.5.5. Contact – employee contact number

10.5.6. Operator –employee assigned operator

10.5.7. Role – employee role

10.6. Click “Update” to save the changes.

11. How to delete an employee?

11.1. Go to “Permissions”, then click “Log in accounts”

11.2. The “Log in accounts” window appears [Fig.87]

11.3. Choose the employee to delete, click “Delete”

11.4. The confirmation prompt appears

11.5. Click “Yes” to delete the employee account

XIX. ALERT

12. How to view the system alerts occurrence?

12.1. Go to “System”, then click “Alerts”

12.2. The “Alerts List” window appears, with the list of alarms occurred [Fig.107]

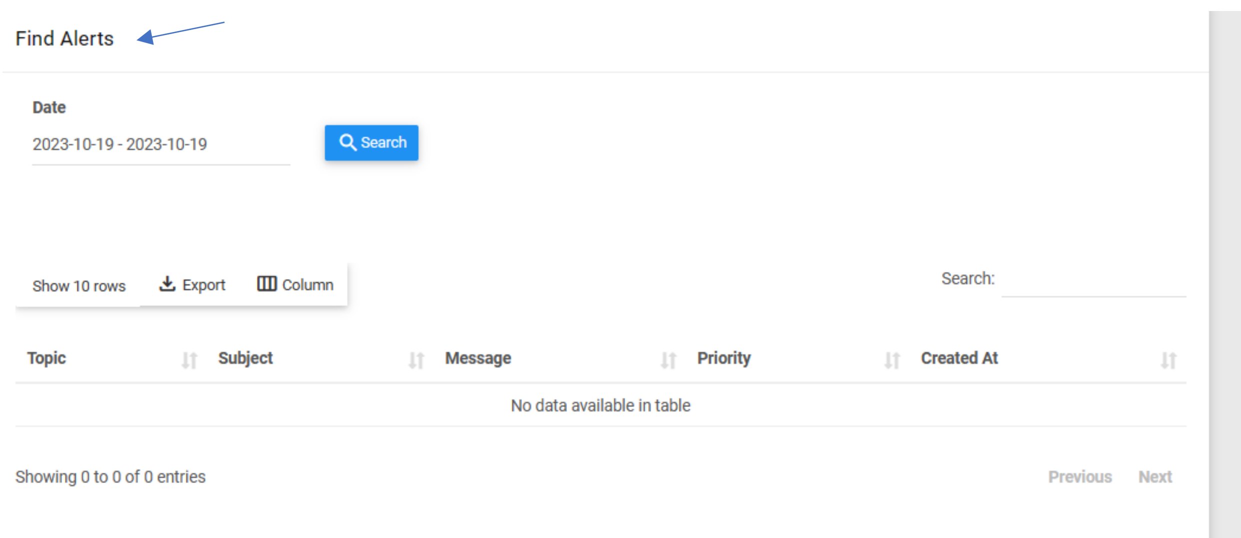


Figure 100. Alerts List

12.3. Choose desired alert, then click “View”

12.4. The “Alert View” window appears with the details. [Fig.108]

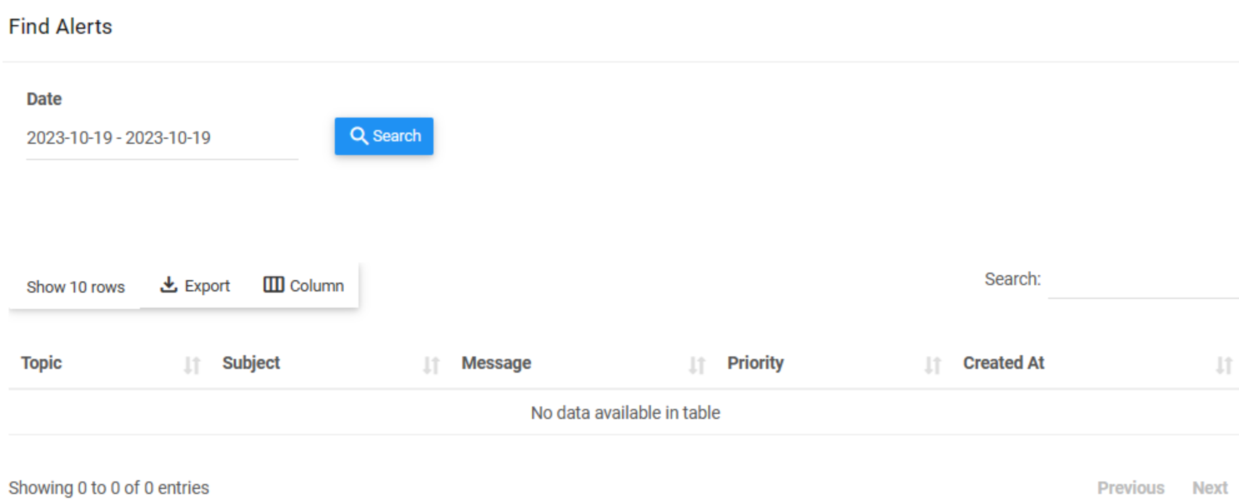


Figure 101 . Alert View

12.5. The “Find Auth log” or “Event log” window appears [Fig.110]

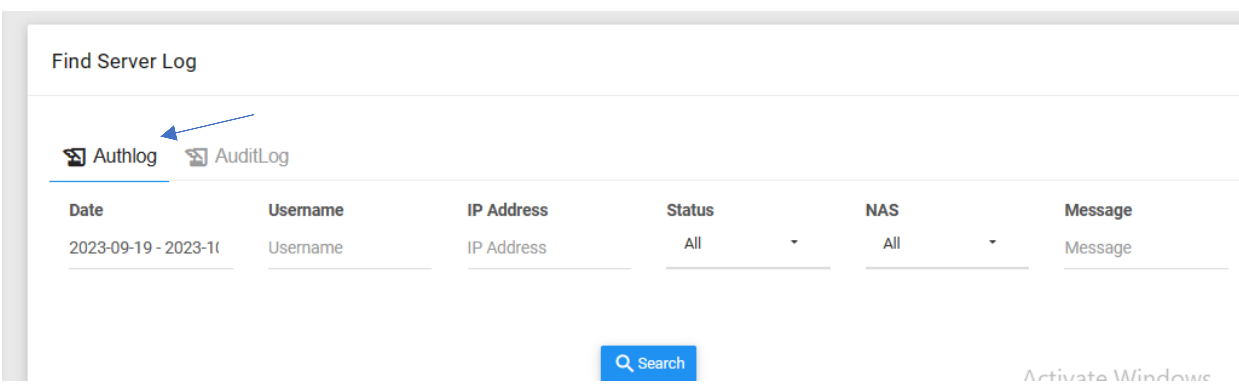


Figure 102. Find Auth Log and Event Log

12.6. Input the desired log parameters to search

12.7. Click “Search” to list the corresponding logs as specified

13. How to view User logs?

13.1. Go to “Reports”, then click “Logs”

13.2. The “Find Auth log” or “CTS/NAT” window appears [Fig.111]

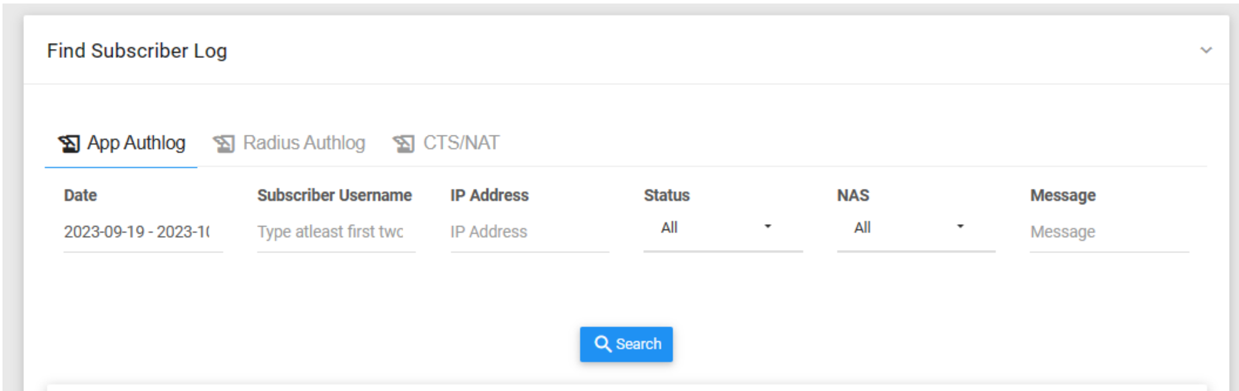


Figure 103. Find Auth Log

13.3. Input the desired log parameters to search

13.4. Click “Search” to list the corresponding logs as specified

14. How to view incoming inquires/comments?

14.1. Go to “Reports” then the “Alerts” window appears [Fig.112]

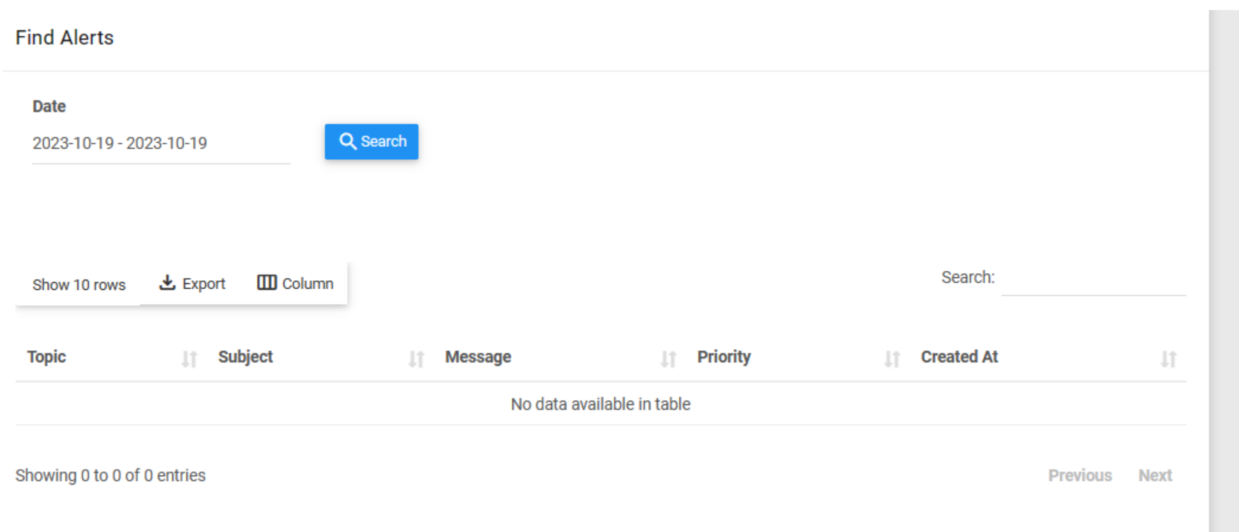


Figure 104. Alerts

14.2. The table list of inquires appears with corresponding information for reference

XX. TOOLS

15. How to add Announcement?
    - 15.1. Go to “Tools”, then click “Announcement”
    - 15.2. Select “Zone”
    - 15.3. Select “Node”
    - 15.4. Select “Subscriber”
    - 15.5. Select “Channel”
    - 15.6. Select “Subscriber group”
    - 15.7. Select “Status”
    - 15.8. Select “Announcement date”
    - 15.9. Input “Title”
    - 15.10. Input “Subject”
    - 15.11. Input “message”
    - 15.12. Input “Remarks”
    - 15.13. Click “Add announcement to save”

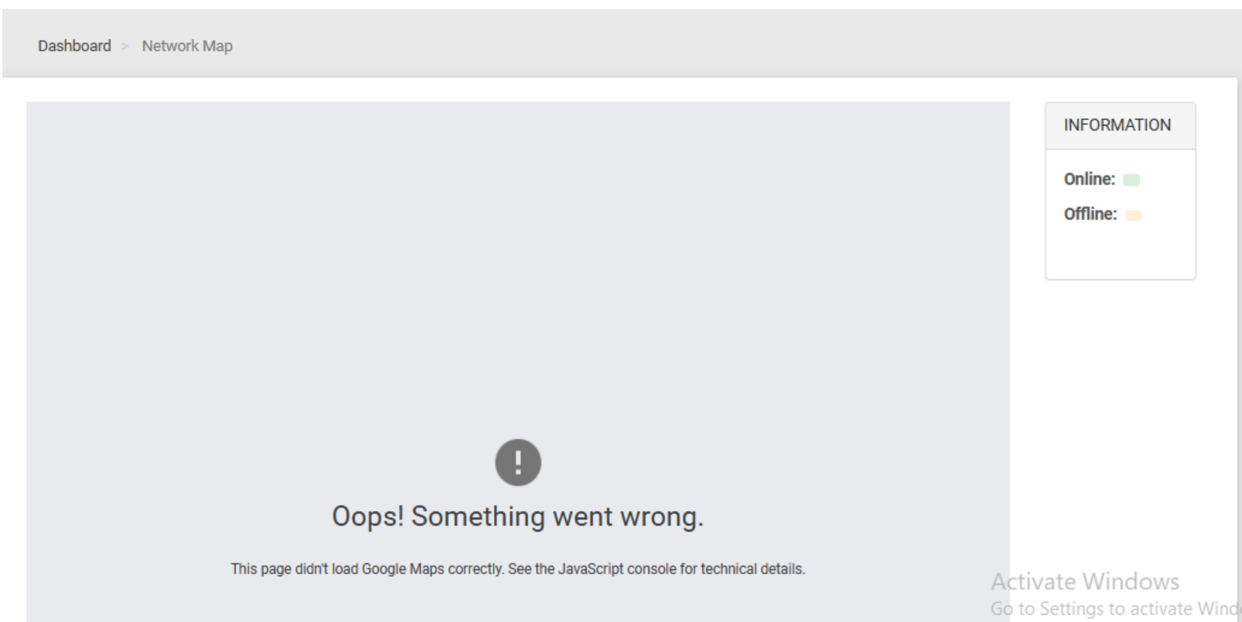


Figure 105. Announcement

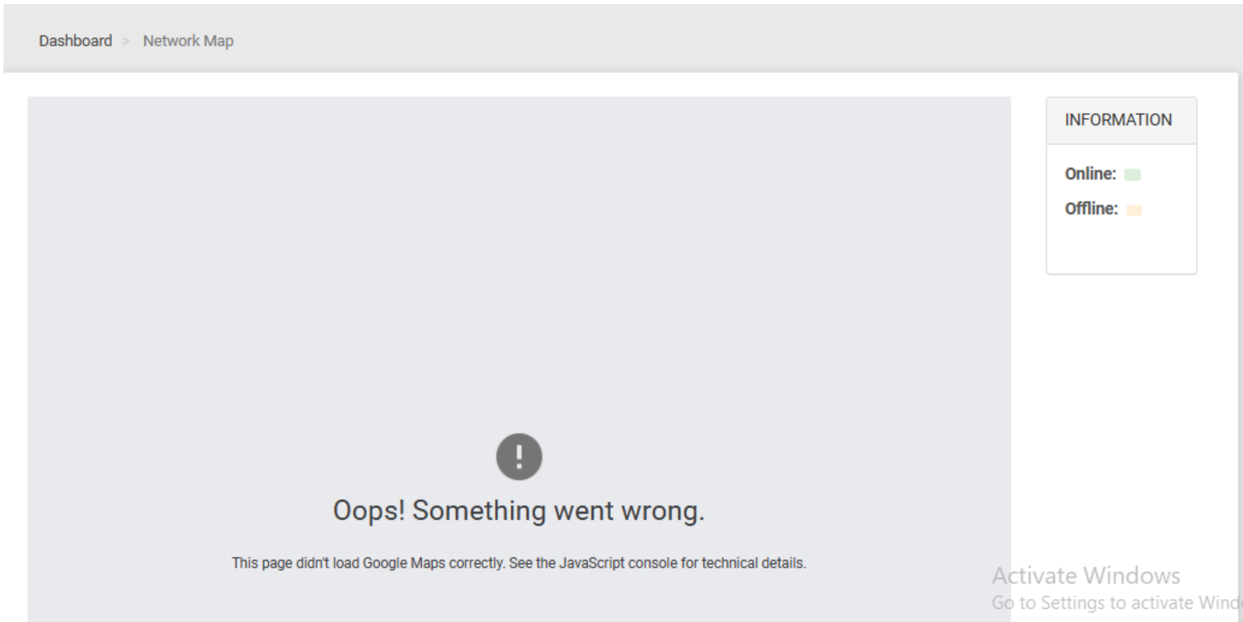


Figure 106. Network Map

16. How to view Network Map?
    16.1. Go to "Tools", then click "Network Map"
    16.2. The "Network Map" info windows appear.

XXI. About

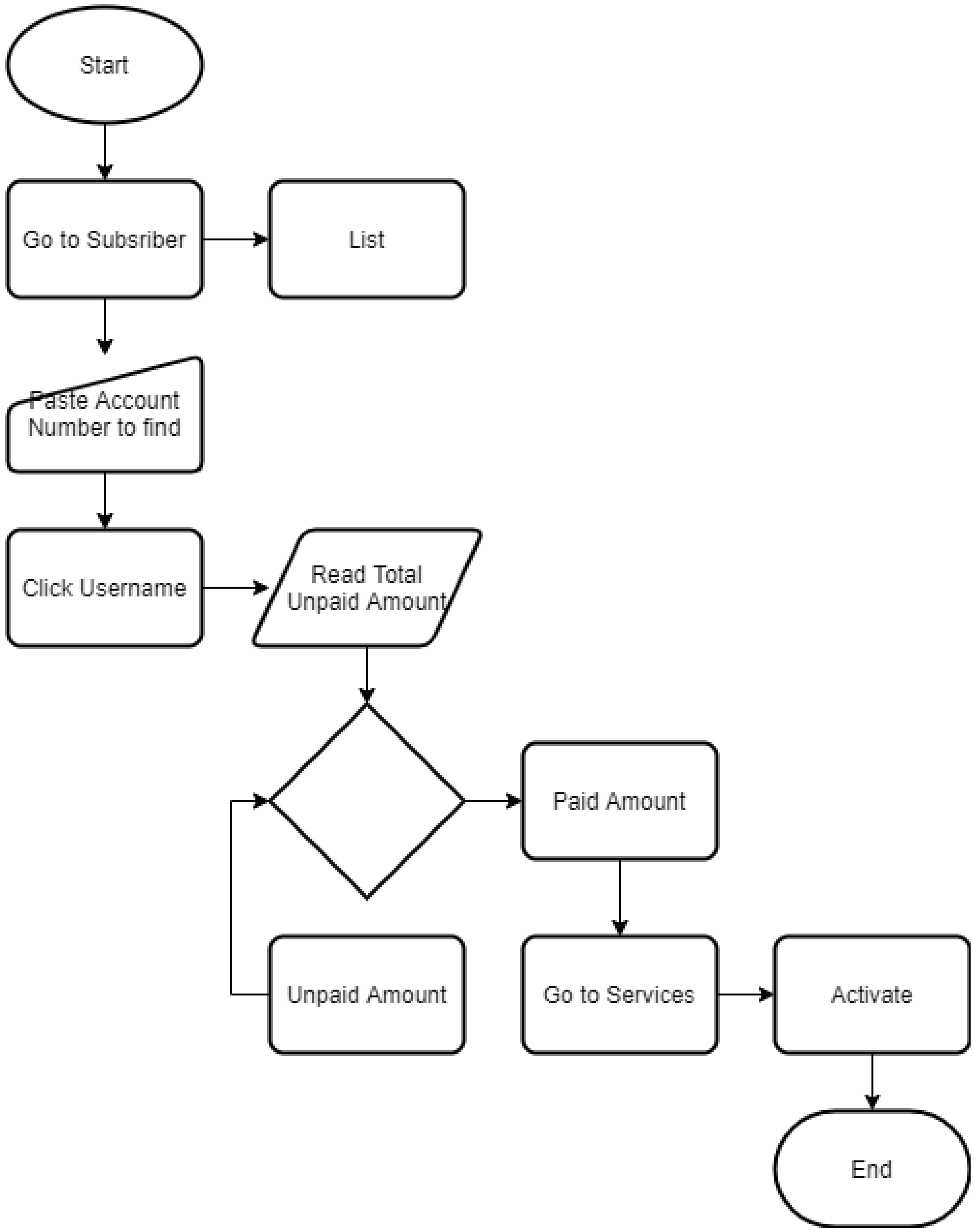
17. How to view the software information?

    17.1. Go to "About"

    17.2. The "About" window appears with Company Logo and current version

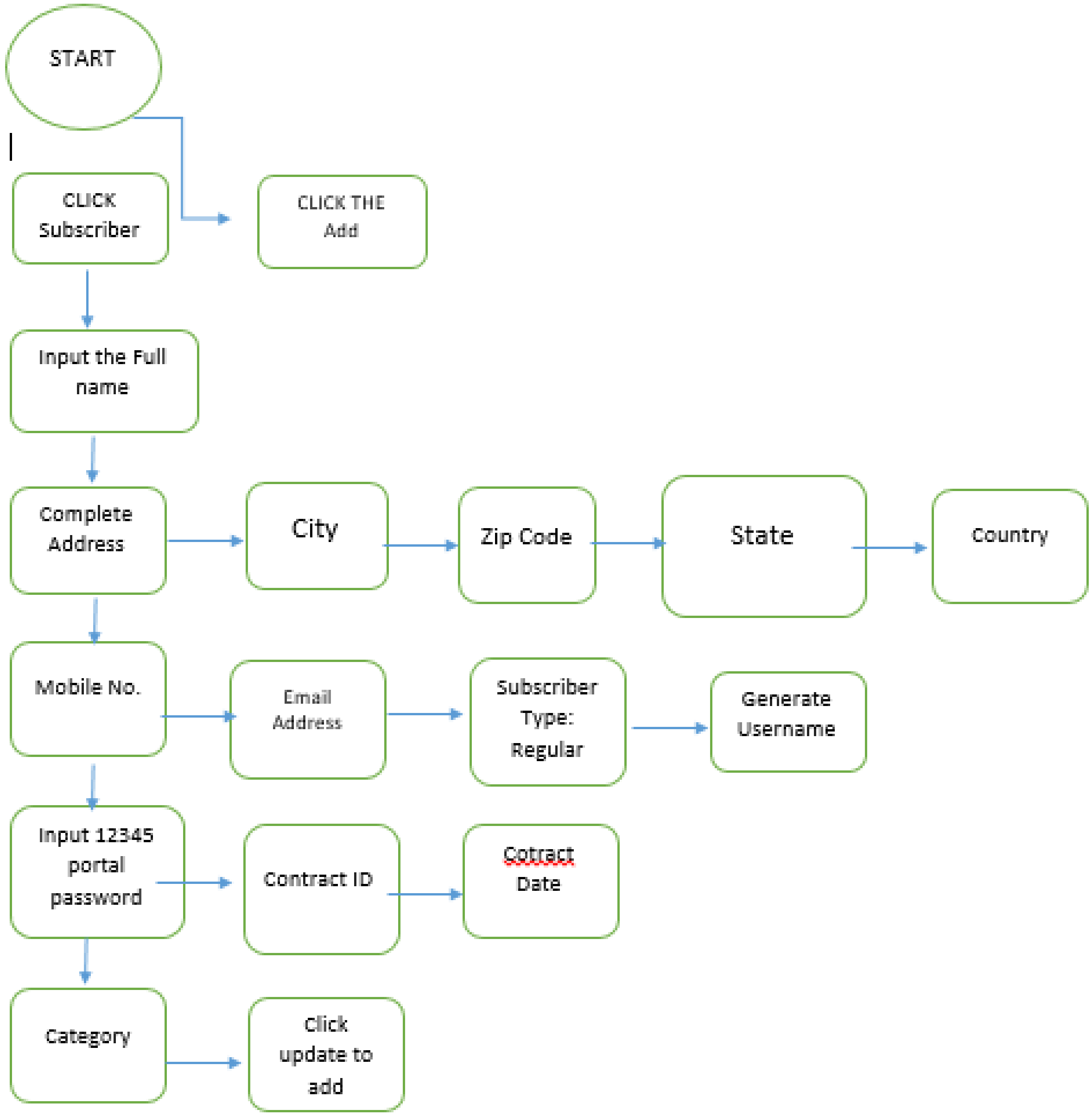
    17.3. To view available new product and feature, click "What's New"

XXII. FLOWCHART

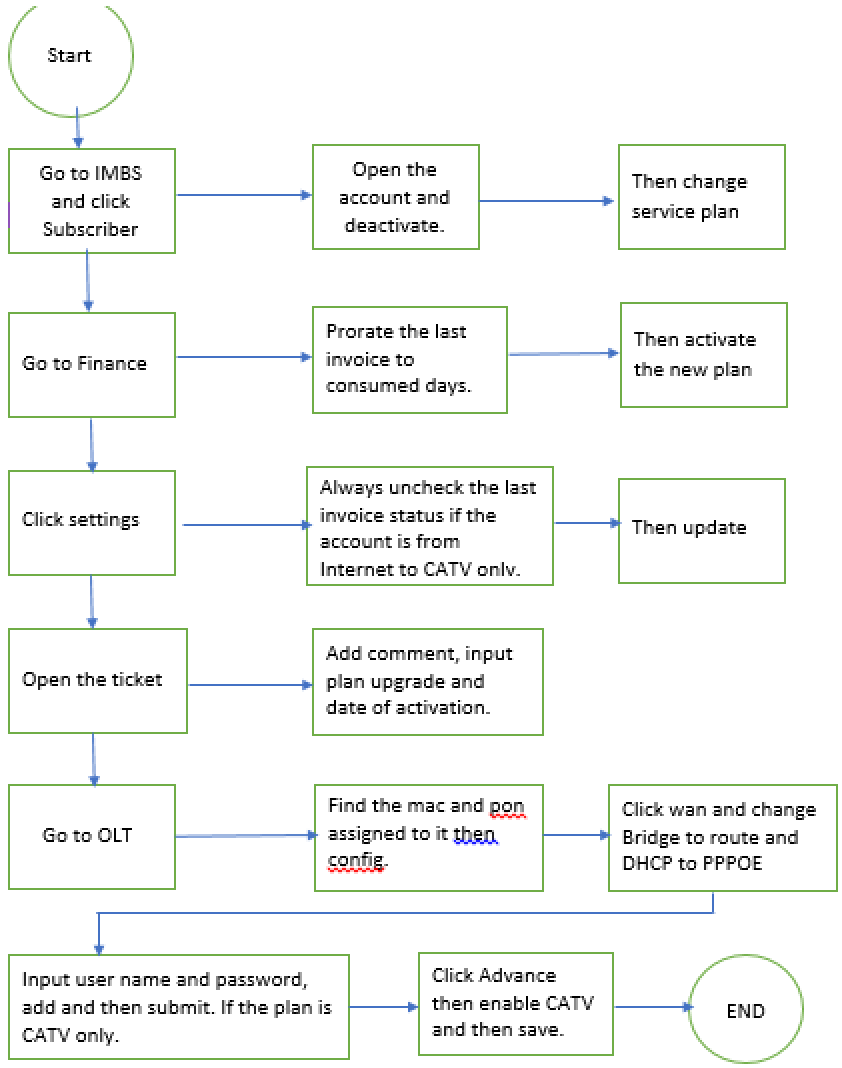


Flowchart 1. For Reactivating or Reconnecting Subscriber Account

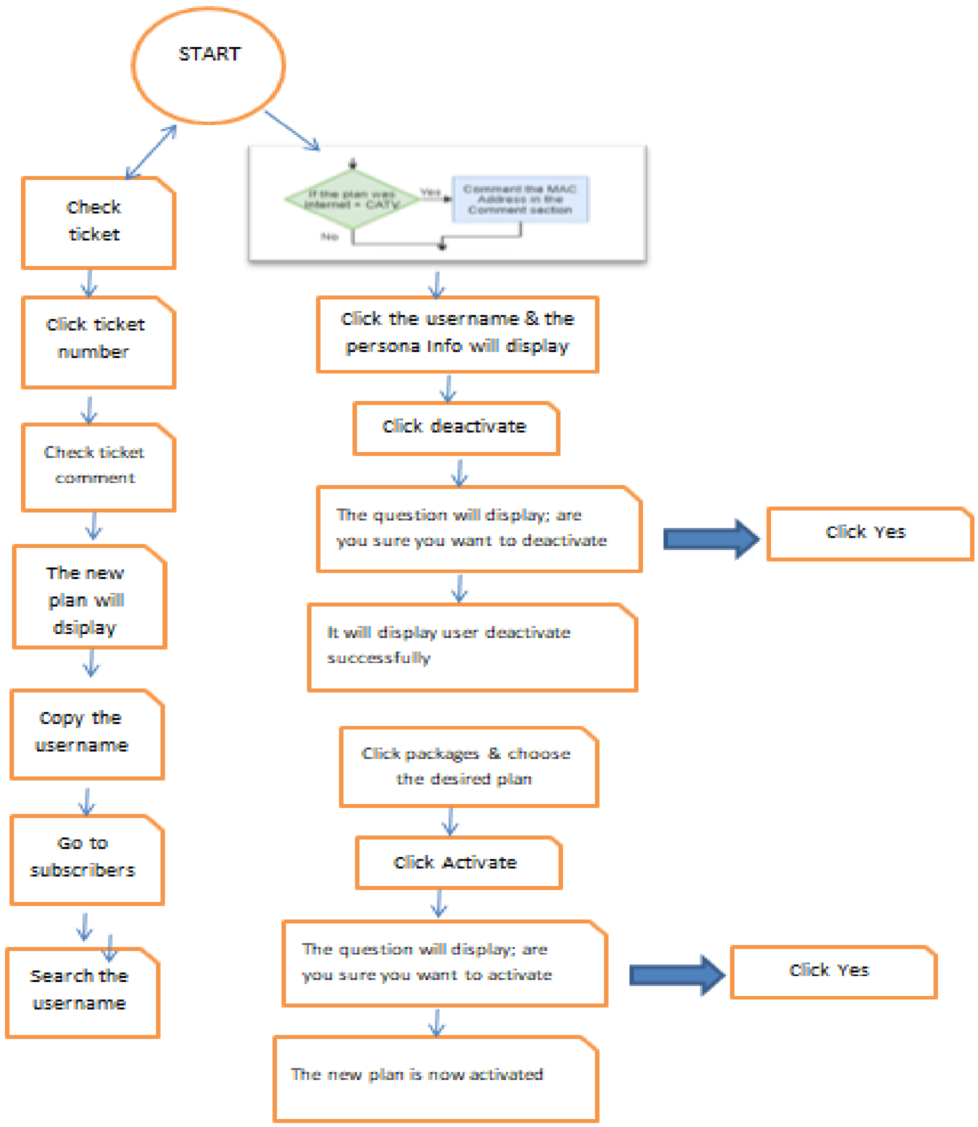
Flowchart 2. Activating Subscriber Account



Flowchart 3. Creating New Subscriber Account



Flowchart 4. Deactivating Subscriber Account



Flowchart 5. Plan Upgrade for the Subscriber Account

XXIII. GLOSSARY

Term	Definition
Abbreviation	A shortened form of a word or phrase
Account	A record or statement of financial expenditure and receipts relating to a particular period or purpose
Activate	To make (something) active or operative.
Administrator	A person responsible for running a business, organization, etc.
Alert	A quick warn or notice
Android	A mobile operating system
Appliance	A device or piece of equipment designed to perform a specific task
Application	A computer software package that performs a specific function directly for an end user
Attribute	A piece of information which determines the properties of a field or tag in a database or a string of characters in a display
Backup	An extra copy of data from a computer
Bandwidth	A range of frequencies within a given band, in particular that used for transmitting signal
Barangay	A small territorial and administrative district forming the most local level of government
Block	Make the movement or flow in a difficult or impossible
Burst Mode	Continuous high speed mode
Burst Time	Refers to the time required in milli seconds by a process for its execution
Cable	A thick rope of wire or nonmetallic fiber, used for contact or send a message to someone by cablegram
Cheque	A document that orders a bank to pay a specific amount of money from a person
Collection	The action or process of collecting someone or something
Command	A directive to a computer program to perform a specific task

Comment	A verbal or written remark expressing an opinion or reaction
Concurrent	Existing, happening, or done at the same time
Configuration	An arrangement of elements in a particular form, figure, or combination or the arrangement or set-up of the hardware and software that make up a computer system
Corresponding	Analogous or equivalent in character, form, or function; comparable
Credential	A qualification, achievement, personal quality, or aspect of a person's background, typically when used to indicate that they are suitable for something
Credit	An agreement to purchase a product or service with the express promise to pay for it later
Currency	A system of money in general use in a particular country
Dashboard	A visual display of all of your data
Data	The quantities, characters, or symbols on which operations are performed by a computer, being stored and transmitted in the form of electrical signals and recorded on magnetic , optical, or mechanical recording media
Deactivate	Make inactive by disconnecting or destroying it
Delegation	The act or process of delegating or being delegated
Deposit	A sum payable as a first installment on the purchase of something or as a pledge of contract, the balance being payable later
Directory	A book listing individuals or organizations alphabetically or thematically with details such as names, addresses and phone numbers
Disconnected	Having a connection broken
Document	A piece of written, printed or electronic matter that provides information or evidence or that serves as an official record
Domain	An identification string that defines a realm of administrative
Down Time	Time during which a machine, especially a computer, is out of action or unavailable for use
Email	Messages distributed by electronics means from one computer user to one or more recipients via a network

Expired	(of a document, authorization, or agreement) cease to be valid, typically after a fixed period of time
Feature	A distinctive attribute or aspect of something
Financial	The finances or financial situation of an organization or individual
Flexible	Capable of bending easily without breaking
Gateway	A network node used in telecommunications that connects two networks with different transmission protocols together
Generate	Cause (something, especially an emotion or situation) to arise or come about
Graph	A diagram showing the relation between variable quantities, typically of two variables, each measured along one of a pair of axes at right angles
Hotspot	A physical location where people can access the internet, typically using Wi-Fi, via a wireless local area network (WLAN) with a router
Identity	The fact of being who or what a person or thing is
Information	Facts provided or learned about something or someone
Interface	A device or program enabling a user to communicate with a computer or connect with (another computer or piece of equipment) by an interface
Internet	A vast network that connects computers all over the world
Interval	An intervening time or space, or a pause or break in activity
Invoice	A time-stamped commercial document that itemizes and records a transaction between a buyer and a seller
IP Address	A unique address that identifies a device on the internet or a local network
IP Pool	A sequential range of IP Addresses within a certain network
Language	The principal method of human communication, consisting of words used in a structured and conventional way and conveyed by speech, writing, or gesture
Lease	A contract by which one party conveys land, property, services, etc. to another for a specified time, usually in return for a periodic payment

License	A permit from an authority to own or use something, do a particular thing, or carry on a trade (especially in alcoholic beverages)
Logo	A symbol or other design adopted by an organization to identify its products, uniform, vehicles, etc.
Management	The process of dealing with or controlling things or people
Mandatory	Required by law or rules; compulsory
Manual	Relating to or done with the hands. A book of instructions, especially for operating a machine or learning a subject; a handbook
Monitoring	The systematic process of collecting, analyzing and using information to track a programme's progress toward reaching its objective and to guide management decisions
Navigate	Plans and direct the route or course of a ship, aircraft, or other form of transportation, especially by using instruments or maps
Network	An arrangement of intersecting horizontal and vertical lines
Occurrence	The face or frequency of something happening
Online User	A person – including intelligent programs – that uses computer or internet services
Operate	(of a person) control the functioning of (a machine, process, or system)
Operator	A person who operates equipment or a machine
Overdue	Not having arrived, happened, or been done by the expecting time
Override	Use one's authority to reject or cancel (a decision, view, etc.) or to interrupt the action of (an automatic device), typically in order to take manual control
Parameter	A numerical or other measurable factor forming one of a set that defines a system or sets the conditions of its operation
Password	A string of characters that allows access to a computer system or service
Payment	The action or process of paying someone or something or of being paid
Pending	Awaiting decision or settlement
Percentage	A rate, number, or amount in each hundred
Permission	Consent; authorization

Pin	A numerical code issued with a payment card that is required to be entered to complete various financial transaction
Policy	A course or principle of action adopted or proposed by a government, party, business, or individual
Portal	A doorway, gate, or other entrance, especially a large and imposing one
Preview	An inspection of viewing of something before it is bought or becomes generally known and available
Print	Produce (books, newspaper, magazines, etc.) especially in large quantities, by a mechanical process involving the transfer of text, images, or designs to paper
Priority	A thing that is regarded as more important than another
Procedure	An established or official way of doing something
Product	An article or substance that is manufactured or refined for sale
Proforma	Done or produced as a matter of form
Programming	The process or activity of writing computer programs
Prorate	Allocate distribute, or assess pro rata
Radius	A straight line from the center to the circumference of a circle or sphere
Real-time	The actual time during which a process or event occurs
Recurring	Occurring again periodically or repeatedly
Redirect	Direct (something) to a new different place or purpose
Registration	The action or process of registering or of being registered
Renewal	An instance of resuming an activity or state after an interruption
Report	A specific form of writing that is organized around concisely identifying and examining issues, events, or findings that have happened in a physical sense, such as events that have occurred within an organization
Roaming	Moving about aimlessly or unsystematically, especially over a wide area
Roll Back	The process of restoring a database or program to a previously defined state, typically to recover from an error

Sales	The exchange of a commodity for money; the action of selling something
Schedule	A plan for carrying out a process or procedure, giving lists of intended events and times
Server	A person or thing that provides a service or commodity
Service History	A record of the work repair or maintenance work that has been carried out on a car and when
Service Plan	A contract to purchasers of products for an additional fee
Session	A meeting or period devoted to a particular activity
Setting	The place or type of surroundings where something is positioned or where an event takes place
Slogan	A short and striking or memorable phrase used in advertising
Software	The programs and other operating information used by a computer
Statement	An official account of facts, views, or plans, especially one for release to the media
Static	Lacking in movement, action, or change, especially in a way viewed as undesirable for uninteresting
Statistics	The practice or science of collecting and analyzing numerical data in large quantities, especially for the purpose of inferring proportions in a whole from those in a representative sample
Subscriber	A person who receives a publication regularly by paying in advance
Tagline	A catchphrase or slogan, especially as used in advertising, or the punchline of a joke
Ticket	A piece of paper or small card that gives the holder a certain right, especially to enter a place, travel by public transport, or participate in an event
Timeout	Time for rest or recreation away from one’s usual work or studies
Tracking	The maintenance of a constant difference in frequency between two or more connected circuits or components
Traffic	The messages or signals transmitted through a communications system
Transaction	An instance of buying or selling something; a business deal
Transfer	The movement of assets, funds, or ownership rights from one place to another

Up Rate	To improve the power output of (a machine, such as an engine)
Up Time	A measure of system reliability, expressed as the percentage of time a machine, typically a computer, has been working and available
Update	Make (something) more modern or up to date
Usage	The action of using something or the fact of being used
Username	An identification used by a person with access to a computer, network, or online service
Verification	The process of establishing the truth, accuracy, or validity of something
Virtual Bank	A financial institution that handles all transactions via the web, email, mobile check deposit and ATM machines
Wallet	A digital wallet are financial accounts that allow users to store funds
Window	A separate viewing area on a computer display screen in a system that allows multiple viewing areas as part of a graphical user interface
Wireless	A term used to define telecommunication and data transmission without wires

Table 3. Glossary