



**SUBSCRIBER'S
USER MANUAL FOR THE iWAY
SUBSCRIBER MANAGEMENT SYSTEM
(SMS)**

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1 Purpose of this Manual

The **Subscriber's User Manual** explains in detail how Subscribers may access their Subscriber Account and volume usage information on iWay's web based **Subscriber Management System (SMS)**, via the Internet.

Customer Support

If you have any problems with the instructions in this manual, please contact the Customer Care Department of your iWay service provider.

Pre-Requisites

1.1 Internet Browser software

To be able to use the iway SMS, it is necessary that the Subscriber's Pc's are already loaded with an Internet Browser and have access to the internet.

1.2 Network Configuration

The software assumes that Internet connectivity is configured on all PC's designated to log onto the SMS Web Console and that network connectivity is confirmed.

1.3 Document Organization

The SMS Subscriber's User Manual provides:

1. Procedures to Log on and View Account information, Activity and Reports.
2. Supplementary information about the SMS

2 Access to SMS features

The procedure to log on and use the SMS is as follows:

1. Using your mouse, click on your web browser, such as Internet explorer TM.
2. In the “address” row, type <https://sms.iwayafrica.com/webconsole>
3. The log-on window will be displayed, and you will be required to input the User name and password supplied by your iWay service provider.

Tip: The password must be typed EXACTLY as given to you, and that it is **case-sensitive**. For example, “tzug2” is not considered the same as “Tzug2”. For this reason, it may be better to cut and paste the password onto the log-on window.
4. If you click in the box “Remember my password”, your password will be saved by your operating system. However, any person with access to your PC will then be able to access your SMS account.
5. The iWay Africa logo appears on the screen and the main SMS Menu is displayed on the left hand, grey side, of the screen. A white section also appears on the right hand side of your screen.
6. You can save the URL above, by clicking on “Favourites” in the main menu of your browser, and then clicking on “Add to favourites”. Edit the name if necessary, and then click on “OK”. The next time you want to access the SMS, simply launch your browser, click on Favourites, and then click on the name of the URL. This will take you to the log-on screen.
7. If you can not get to a menu, recheck steps 1 and 2 above. If the problem persists, call your iWay service partner.
8. The Menu contains two bullet choices: **Administration** and **Reports**.

Click on the “+” sign to the left of either one of these choices. This action reveals submenus under each item.
9. If “**Administration**” is selected, a submenu with the word “Accounts” is displayed. When you click on this, your account number will appear in a box on the canvas. Click once on the Account number displayed, and then click on **View**. (the other options are greyed out and are for use by your iWay Service partner only)
10. Once the Account record opens there will be several fields for viewing. These are:
 - Account Number - This is your unique account number.
 - Salesperson - This is the Salesperson assigned by your iway service partner
 - Deposit - This field is for future use
 - Company Name - Contains your company’s name, or your site ID
 - Service Plan - The name of the Service Plan purchased from your iWay service partner
 - Primary Contact – This will be amended to the name of the principal contact person at your iWay site.
 - Time Zone - Your Local Time Zone.

11. The additional selections available from that screen are:

Account Activity

By clicking on this, the SMS generates and displays a chart that shows inbound and outbound usage within each day for the **current month**.

Plan Details

Clicking on this reveals details of the Service plan purchased from the iWay service partner, including the types of transactions that may go through the account.

Go Back

Clicking on this button takes you back to the main **Account** screen

Company

Once this button is clicked, it displays information about your Company or site ID, as input by your iWay service provider, who can also update it with current information.

Users

This screen lists the id's of the authorized users for the account selected. The first user id has been set up for administration purpose, and may not be edited. The subsequent users' details may be edited, by first clicking on the user id and then clicking on the **Edit** button. You may then either **Save** or **Cancel** the changes by clicking on the appropriate button displayed.

Routes

When clicked, the Routes button displays your site ID, the IP address of your iWay terminal and the related subnet mask.

12. The second Bullet that can be selected from the main Web Console menu is **Reports**. Click on the "+" on the right hand side of this, and a list of available reports is displayed. Currently, there are three reports that can be selected. These are:

- a) Account Activity.

When this option is clicked, a box appears on the white canvas, which displays a list of periods for which account activity has been recorded. Click on any period listed and then click on Select. The SMS then displays a graph of the transmitted and received volumes for the selected period.

Tip: The dates are in the format mm/dd/yy (month/date/year).

- b) Summary Volume Usage

When this option is clicked, a box appears on the white canvas, which displays a list of periods for which Volume Usage has been recorded. Click on any period listed and then click on Select. The SMS then displays a daily summary of the volume usage during the selected period.

Tip: You can request your iWay Service partner for a Detailed Volume Usage report, which shows details of the volume usage for each half hour during a selected period.

13. Any of the above reports may be printed using the following procedure:

Position your mouse over any part of the report, and click on the right button of your mouse. From the menu displayed, click on Print. Select any one of the printers installed on your PC and click on Print.

SMS Software

Tip: If you have installed Acrobat Writer™ software on your PC, you can “print” the screen and save the file on your PC. This file can then be emailed as an attachment.

14. To exit from the SMS, simply click on the “X” at the top right hand side of your screen.

3 Supplementary Information

3.1 SMS setup

This section has been included for completeness and for those Subscribers who may be interested in an overview of the SMS implementation.

The iWay Subscriber Management System (SMS) is a web-based computer system used by iWay and its service partners, to allow subscribers to monitor the volume usage of their iWay terminals. The SMS measures usage by Subscribers at the iWay Network Operating Centre (NOC), archives traffic statistics in raw usage records in a central database, processes usage statistics based on a number of pre-defined service plan attributes, and creates reports and statements for post-processing by downstream business systems such as accounting and customer invoicing systems. The SMS acts as a mediation device between iWay's service network, business systems, partners and subscribers.

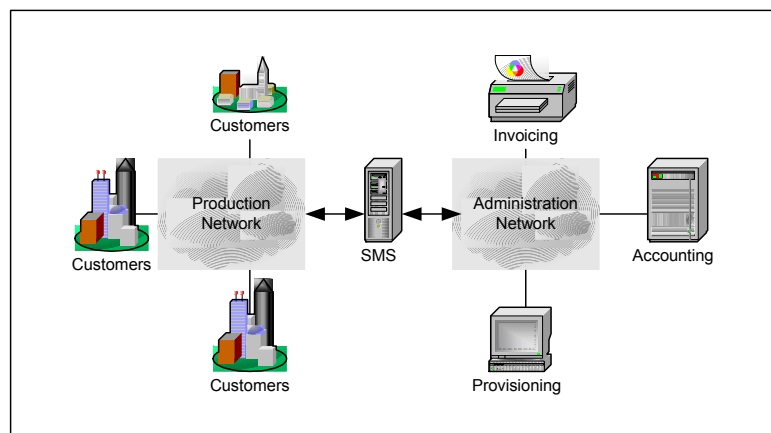


Figure 1.1 SMS Implementation

The SMS is implemented on a combination of servers, each responsible for providing functionalities that collectively provide a comprehensive Subscriber Management Service. The virtual server that holds all of the Subscriber information and Reports is the Web Console Server.

3.2 Web Console Server

The Web Console server provides the user interface for the SMS via a web portal. Subscriber activities are done through this interface using a standard web browser (such as Internet Explorer) loaded on any network accessible client PC. The Web Console authenticates http connection by SMS users and grants access to web pages, content and commands based on privileges associated with the user's role.

There are several privileges associated with being able to log on to the Web console. These permit Subscribers to view their:

- Account details
- Service Plan Details
- Account Activity (which shows a graph of the day-by-day volume usage in the account, for the current month).
- "Routes" (the ip addresses and subnet masks for their iway terminal and LAN) and
- Reports which allow Subscribers access to the current and earlier volume usage reports.