

Verizon Partner Solutions

Fixed Wireless Access (FWA)

General Navigation User Guide

Customer Experience Training Team
July 2024



This Training Session will cover....

1.	Available Fixed Wireless Access Service Plans
2.	Hardware Options
3.	MyBusiness: Company User Administration IP Management Address Eligibility & Ordering Add a Static IP MyBusiness Reports

4.	ThingSpace: Dashboard 5G Address Eligibility View Your Service Plans Device Activation Order SIM Cards Device List & Groups Create Device Alerts ThingSpace Reports
5.	Business Internet Portal: Router Management Security Options
6.	Customer Support

Things to Know...

- Use Google Chrome Browser
- To comply with Security Guidelines, users must have their own User ID's
- Login Regularly (we recommend logging in every 30 days)

Key Highlights...

- Easy Navigation
- Simple Menu Structure
- User Friendly Order Process
- Variety of Reports
- VPSC Support Center

Fixed Wireless Access | Available Service Plans

4G LTE & 5G C-Band FWA Back-Up Plans

Best Effort



Four Domestic Data Allowance Options Available for Pooling

1GB	2GB
5GB	10GB

Mix & Match 4G & 5G Plans to create a single pool

4G LTE
Up to 70 Mbps downlink and 20 Mbps uplink.

5G UWB
Typically 200 Mbps downlink and 30 Mbps uplink.

Verizon pooled data plans allow you to share or 'pool' your end users' usage allowances. Any individual user who exceeds his individual usage allowance is covered by other user's unused allowance in that pool. Even though you may opt to charge that end user for overage, the potential for you to pay overage charges to Verizon is reduced.

FWA Back-Up Plan

- 4 Pooled Plans: 1GB, 2GB, 5GB, 10GB
- IE: 1 device on each plan is a collective of 18GB (share usage allowance)
- Grow the pool as large as you like
- No Usage Carryover
- Change Plans When You Want
- Each router must be tied to a plan

VPS Tiered Signature Pooled Plans

20GB 30GB 50GB

Mix & Match to Build Your Data Pool

- Lower cost plans
- Requires a data plan on every device
- All data adds to the pool
- No limits on pool size
- You own the breakage
- Unused data offsets any potential overages
- Usage monitoring via Thingspace

Price Reductions at Tier Attainments of 5K, 10K devices

Tiered Plan

- 3 Plans: 20GB, 30GB, 50GB
- IE: 1 device on each plan is a collective of 100GB (share usage allowance)
- Grow the pool as large as you like
- No Usage Carryover
- Change Plans When You Want
- Each router must be tied to a plan

Fixed Wireless Access | Service Plans

4G - 300GB Custom Plans

Overage applies after data allowance

25 Mbps	50 Mbps
Few users	More users
Remote worker Mobile office/retail	Small business office
50GB Premium Data 250GB Managed Data	150GB Premium Data 150GB Managed Data

Future Proof your Deployments for 5G

- Transition Plans
- Used when 5G currently unavailable in area
- Upgrade to 5G when it becomes available
- 5G transition will require hardware reboot

5G Business Internet

100 Mbps	200 Mbps
More users	Many users
Secondary internet/Small business office	Medium business office
100Mbps down 20Mbps up	200Mbps down 30Mbps up

Unlimited Data – No Network Throttling
True **'All You Can Eat'** Plan

Custom Plan

- Plan for one Device (Use when 5G is not avail)
- Speed Dependent (used for small offices)
- No Usage Carryover, Change Plans When You Want
- Each router must be tied to a plan
- Premium- prioritize first 50GB and 150GB of data
- Managed- data managed with regular traffic

5G Plan


- Plan available on C-Band only
- Must use C-Band equipment (router)
- Unlimited Data Allowance
- Each router must be tied to a plan

Login to [My Business](#)

FWA Hardware Options | Routers

Verizon Internet Gateway for Business Routers

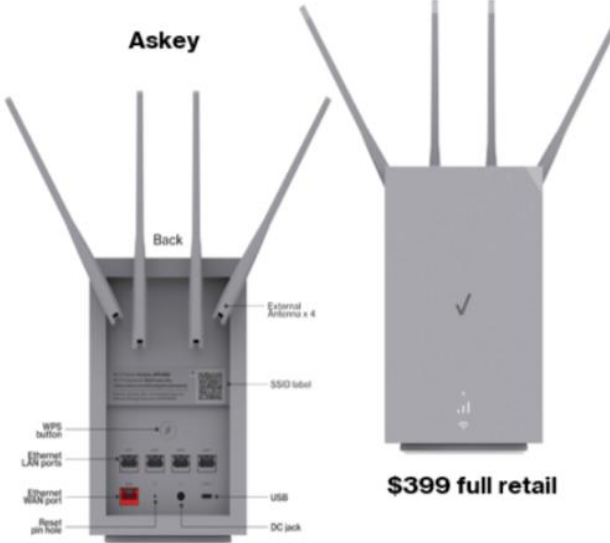
FoxConn



\$349 full retail

- 12 Month Defective equipment replacement
- Must be ordered with service activation
- Available for activation on existing 4G and 5G plans
- VZ SIM is pre-installed
- Two-Day shipment to your location included

Askey



\$399 full retail

Back

External Antenna x 4

SSID label

WPS button

Ethernet LAN ports

Ethernet WAN port

Reset pin hole

USB

DC jack

*This summary is for general informational purposes only; applicable terms and conditions are set forth in agreements between Verizon and its customers and govern over any inconsistent information herein. Verizon provides no warranties for this equipment.

Things to Know:

- This **Router** must be ordered in My Biz
- Sold at **Full Retail Price Only**
- Standard **2 day Shipping**
- The **SIM Card** is already in the router

Plug & Play:

- Turn on the router
- Wait 2 mins to register the router on the network
- Router is ready to push traffic

Login to [My Business](#)

MyBusiness

MyBusiness | Dashboard

The screenshot shows the MyBusiness dashboard interface. At the top left, there is a red checkmark and a 'Wireless' button with a red circle '2' next to it. The top navigation bar contains 'Shop', 'Manage', 'Billing', 'Reports', 'Support', and 'Deals', with a red circle '1' above it. On the right of the navigation bar, there is a 'Welcome,' greeting and notification icons. The main content area features a large heading 'Need Some Help?' with a subtext: 'Visit My Business Support for step-by-step instructions, FAQs, and videos for quick, efficient DIY account Management.' Below this is a 'Learn more' button. At the bottom left, there is a 'Billing' section with a 'Make Payment' button. In the center, there is a search bar with a red circle '3' above it, and three summary cards: '39 Total lines >', '37 Upgrade eligible >', and '0 Orders >'.

My Business Dashboard Features:

1. Main **Landing Page**
2. Use **Wireless** to access MyBusiness
3. Leverage the **Search Bar**

My Business Functionality:

- Add New Users
- Manage Users
- View IPs
- Download Reports
- Order Hardware

Login to [My Business](#):

MyBusiness | Company Administration

The screenshot shows the MyBusiness Company Administration interface. At the top, there is a navigation bar with a red checkmark on the left and a welcome message 'Welcome, Stan Chuprin' on the right. The navigation bar includes links for Shop, Manage (highlighted with a red circle 1), Billing, Reports, Support, and Deals. Below the navigation bar, there are two main sections: 'Manage' and 'Company'. The 'Manage' section has a red circle 2 next to the 'Company' link. The 'Company' section has a red circle 3 next to the 'Company users' link. A modal window titled 'Company users' is open, showing a table of users. The modal has a red circle 4 next to the 'Add new user' button. The table has a red circle 5 next to the 'Registered users' tab and a red circle 6 next to the search bar. The table has a red circle 7 next to the 'Actions' column. The table contains four rows of user data.

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
<input type="checkbox"/> Customer Four	Administrator	2125551215	customer4@verizon.com	CUSTFOUR202	Edit Delete Reset Password
<input type="checkbox"/> Customer Three	Administrator	2125551214	customer3@verizon.com	CUSTTHREE23	Edit Delete Reset Password
<input type="checkbox"/> Customer Two	Administrator	2125551213	customer2@verizon.com	CUSTTWO2023	Edit Reset Password
<input type="checkbox"/> Customer One	Analyst	2125551212	customer1@verizon.com	CUSTONE2023	Edit Delete Reset Password

Under Manage Users, Select:

1. Manage
2. Company
3. Company users

Establish User Access:

4. Add **New User**
5. View **Worklist (Registered Users), Unregistered (resend Welcome email) or Pending**
6. Use **Search** to locate a User
7. Select Action to **Edit, Delete or Reset Password**

**Note: Use My Business to add New Users Only
Use ThingSpace add API B2B Users Only**

Login to [My Business](#):

MyBusiness | Company Administration

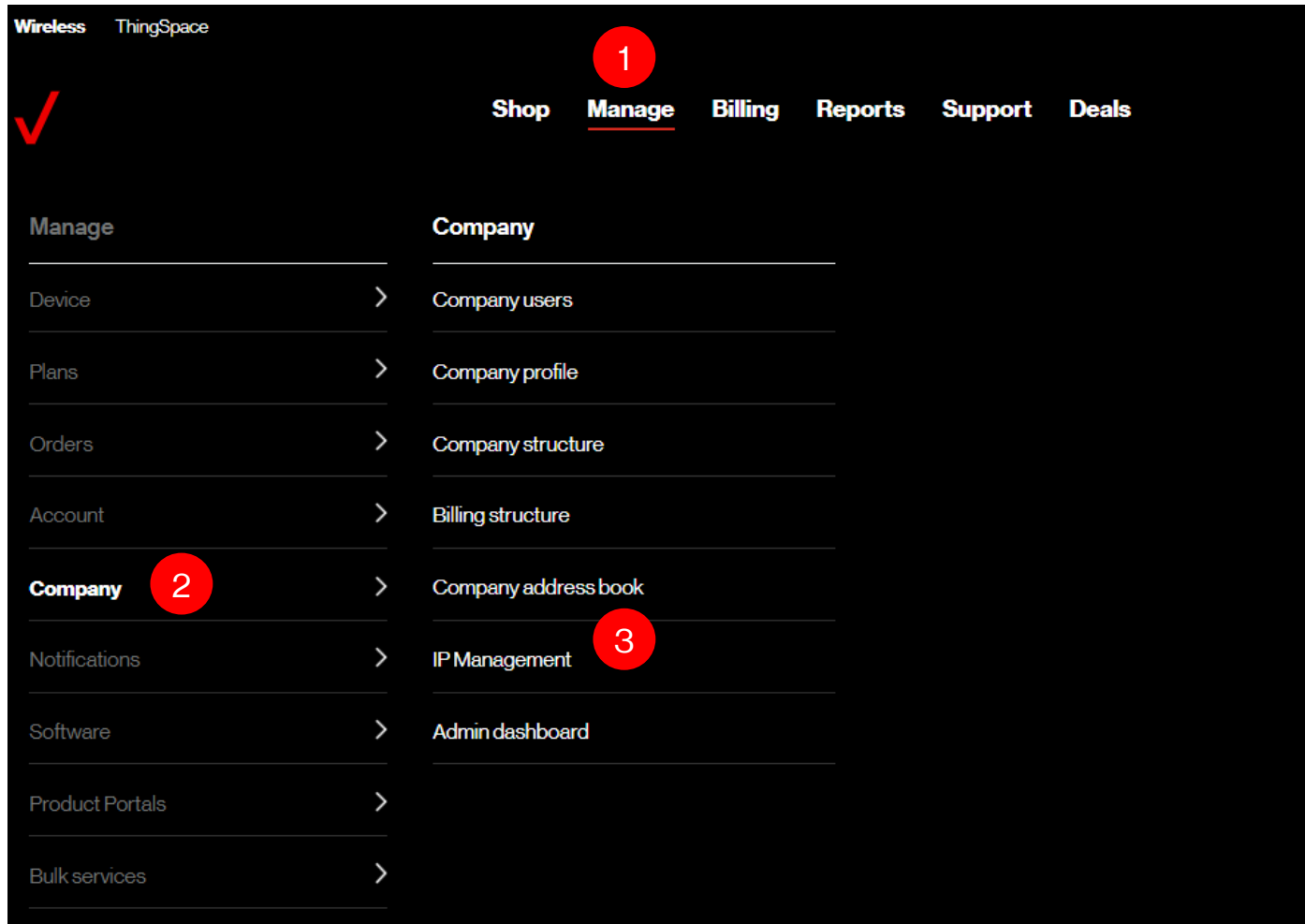
The screenshot shows the 'Create New Users' interface. At the top right, a red circle with the number '1' is positioned above the main form area. On the left side, a red circle with the number '2' is positioned next to the 'Account manager' radio button. At the top left, a red circle with the number '7' is positioned above the 'Select user type.' heading. Below this heading, a red circle with the number '3' is positioned above the 'First name*' input field. To the right of the first name field, a red circle with the number '4' is positioned above the 'Contact number*' input field. Further right, a red circle with the number '5' is positioned above the 'Email address*' input field. At the bottom left, a red circle with the number '6' is positioned above the 'Administrator' role card. The form includes a search bar for roles, a list of 13 roles, and a 'Continue' button at the bottom right.

Create New Users:

1. Click **Add New User**
2. Retain **User Type: Account Manager**
3. Enter **First and Last Name**
4. Add **Mobile Contact Number**
5. Provide Valid **Corporate Domain Based Email Address**
6. Select **Role** (there are 13 different roles but the Administrator role is most frequently used)
7. Click to **Learn more about roles**

Click **Continue**

MyBusiness | IP Management



How to View IPs:

1. Click **Manage**
2. Select **Company**
3. Select **IP Management**

MyBusiness | IP Management

IP Management

Reserved IP's | Assigned IP's

Billing Account: EHA Pool

Account number: 242077182-00001 | View by: Select | View

Showing 20 records

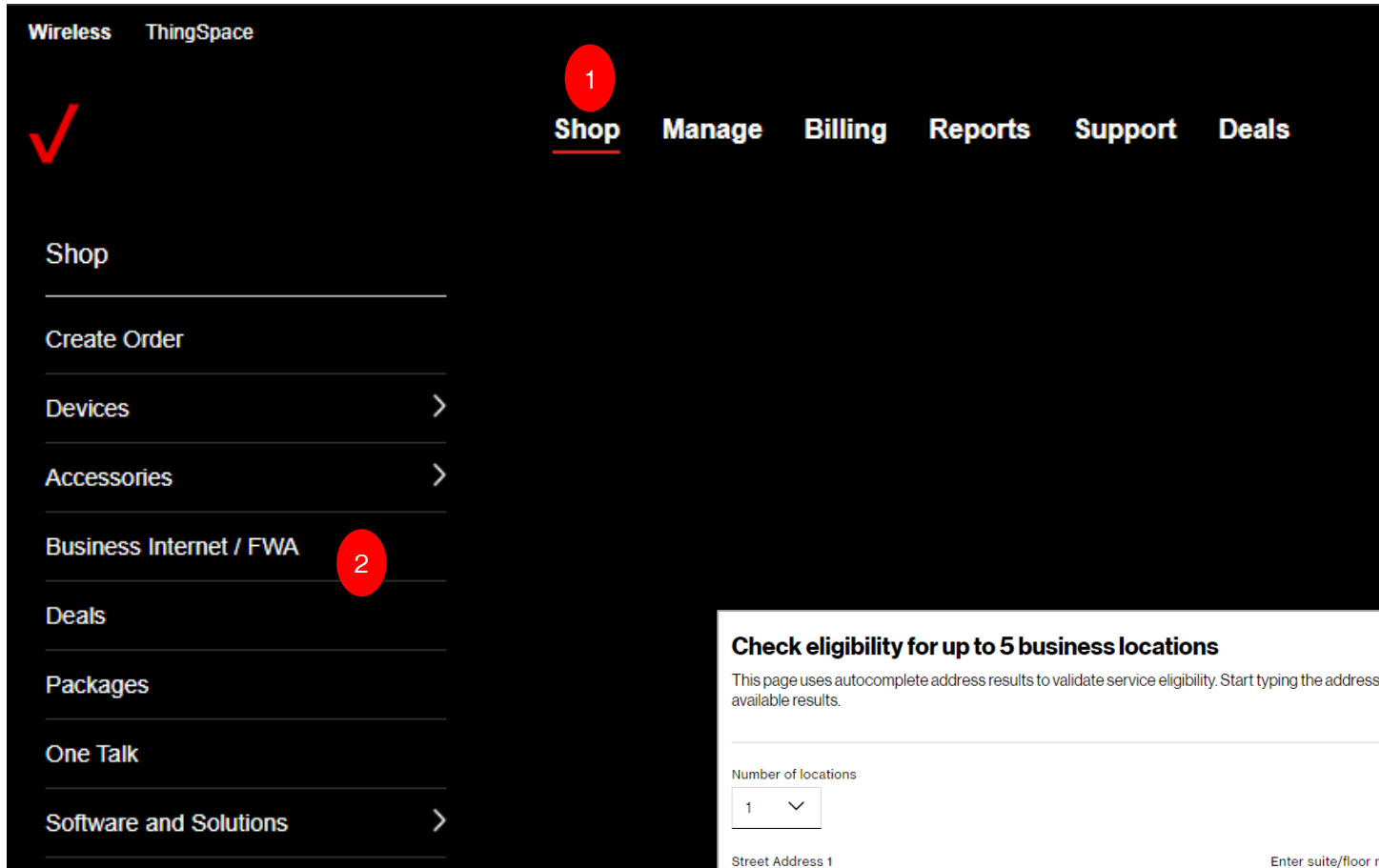
Billing account	IP Address	IP Type
242077182-00001	063.044.172.058	Un-Restricted
242077182-00001	063.044.172.059	Un-Restricted
242077182-00001	063.044.172.060	Un-Restricted
242077182-00001	063.044.172.061	Un-Restricted
242077182-00001	063.044.172.062	Un-Restricted
242077182-00001	063.046.146.233	Un-Restricted

Things to Know:

- Has an **Initial load of 250 static IP addresses**
- If you attach a static IP to a router, the **IP will be pulled from the reserved IP list**
- If you **need more static IPs**, contact the VPSC Center at: vp-sc-mobilesvc-durham@verizon.com or 1 888-346-5705 Option #1
- Currently, **No extra charge for additional IPs** (if payment for initial set up fee is complete)
- Reserved IPs are used **to associate an IP address to a particular device (router)**
- Assigned IPs are **already associated to a router**



MyBusiness | Address Eligibility & Ordering



Check Address Eligibility:

1. Choose **Shop**
2. Select **Business Internet/FWA** (perform up to 5 address validation checks at a time)
3. Enter **Address Location** or use Bulk Upload
4. Click **Eligibility**

A screenshot of the address eligibility form. The form is titled 'Check eligibility for up to 5 business locations'. Below the title, there is a paragraph: 'This page uses autocomplete address results to validate service eligibility. Start typing the address and select from available results.' The form has several fields: 'Number of locations' with a dropdown menu showing '1', 'Street Address 1' with the text '1 WASHINGTON PARK, NEWARK, NJ, 07102', and 'Enter suite/floor number' with the text 'UNIT 17TH'. There is a 'Check eligibility' button at the bottom left. On the right side, there is a section titled 'Have more than 5 locations?' with a paragraph: 'From our bulk services, you will be able to order or activate routers when purchasing business internet for up to 10K business location.' Below this text is a 'Purchase for bulk' button. Red circles with numbers 1 through 4 are placed over the 'Shop' link, 'Business Internet / FWA' menu item, the address field, and the 'Check eligibility' button respectively. A red circle with the number 3 is placed over the 'Purchase for bulk' button.

MyBusiness | Ordering a Device

Select a plan.

5G Business Internet LTE Business Internet

Experience a fast and reliable connection that can change the way you work. Work more efficiently with fast download speeds and unlimited latency.


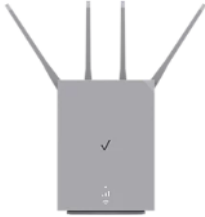

Select a plan.

Custom

5G Business Internet VPP - 100MBPS	5G Business Internet 200MBPS
\$69.00 /mo Plus taxes, fees and Economic Adjustment Charge, if applicable.	\$99.00 /mo Plus taxes, fees and Economic Adjustment Charge, if applicable.
Plan selected	Select
*Promotion details	*Promotion details

*5G Business Internet speed and plan details

Included with your order

 Verizon Internet Gateway - Business \$349.99 Covers up to 2000 sq. ft. Wi-Fi 6 capable Seamless plug-and-play, self set-up Verizon tech support included	 Verizon Business Internet Gateway \$399.99 Covers up to 3000 sq. ft. Wi-Fi 7 capable Includes paddle antennas for enhanced reception Seamless plug-and-play, self set-up Verizon tech support included	 Bring your own router/receiver \$0.00 We'll help you check it for compatibility with our network. Your router/receiver may not deliver the speed you expect and is not eligible for Verizon tech support.
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Select payment option

Monthly payments Yearly contracts **Full retail price**

[Continue](#)

Which account will you be adding lines to?

242054632-00001

[Continue](#)

Order a Device:

1. Choose **Plan**
2. Select **Router Option**
3. Choose **Full Retail Price (bypass if bringing your own router)**
4. Click **Continue**
5. Choose Appropriate **Bill Account**
6. Click **Continue**

Login to [My Business](#):



MyBusiness | Address Eligibility & Ordering

Shopping cart 1

Save Cart? OFF
[Clear cart](#)

Account

	Due monthly	Due today
— 242054632-00001 (1 line)	\$71.98	\$349.99
— 5G Business Internet VPP Edit Remove	\$69.00	\$349.99
<hr/>		
Plans		
5G Business Internet VPP - 100MBPS Change plan	\$69.00	-
<hr/>		
Verizon Internet Gateway - Business Physical SIM Edit Remove	\$0.00	\$349.99
<hr/>		
⊕ Add accessories		
5G Business Internet VPP	\$69.00	
Economic Adjustment Charge	\$2.98	
<hr/>		
Location Address: 1 WASHINGTON PARK, NEWARK, NJ, 07102		
Features Included features Manage Features		
<small>You may be eligible for Mobile Private Network and Static IP. Go to Manage features to enable/add them.</small>		

Recommended for you [See more accessories](#)

Mounting Bracket For Verizon Internet Gateway \$29.99

[Buy now >](#)

Check out 2

	Due monthly	Due today
Order total*	\$71.98	\$373.18
<hr/>		
Have a promo code? Apply promo code		
<hr/>		
Subtotal	\$71.98	\$349.99
<hr/>		
Economic Adjustment Charge	\$2.98	-
<hr/>		
Estimated tax* for [NEWARK, NJ] Change		\$2319
<hr/>		
Cart Number		72020527

*Shipping cost and taxes are subject to change during checkout. Activation/upgrade fee (up to \$35), restocking fee per device up to \$50. An Economic Adjustment Charge (line/mo) may also apply: \$0.99 for basic phones & tablets, \$6.99 or \$3.97 for smartphones & data devices and for wireless business internet plan lines. Subject to business agreement, Calling Plan & credit approval. Either an Offer Recovery Fee or up to \$500 Early Termination Fee may apply. If applicable, your line's Offer Recovery Fee will be the sum of device discounts plus device credits you receive. Offer & coverage, varying by svc, not available everywhere; see vzw.com. Monthly charges are shown before taxes, and VZW purchases line/mo (including 32.8% Fed. Univ. Svc. \$1.95 (voice) \$0.06 (data-only) Admin Chrg. \$0.95 (voice) \$0.02 (data-only) Regulatory Chrg). Your organization may qualify for better pricing when the final price is calculated upon checkout. In some states, sales tax is calculated on the full retail price or the VZW cost of the device you purchase, and not on the discounted price you pay. Some users may not be permitted to bill charges to their account, purchase order, and/or credit card. This may prevent you from completing your order online today. CA and NV calculate tax based on full retail value of the item(s) purchased. MA calculates tax on whichever is greater: full retail value or Verizon's cost of the item(s) purchased.

Submit Order:

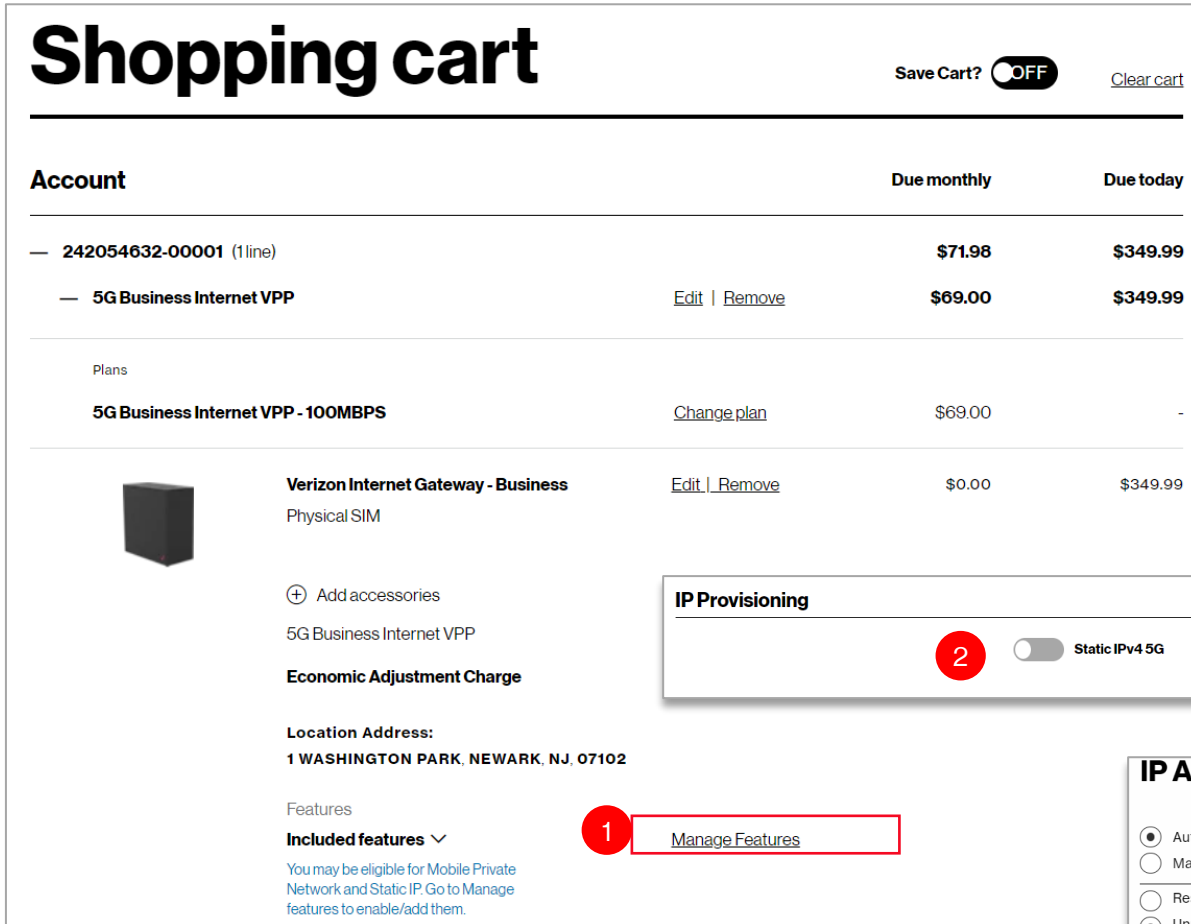
1. View **Shopping Cart Details**
2. Click **Check Out (if you do not need to add a static IP to your order)**

Note:

- An economic adjustment charge is a fee that covers increases in taxes, regulatory fees, and network maintenance costs.
- Use MyBusiness to Purchase a Device
- Use ThingSpace activation if you are bringing your own device


Login to [My Business](#):

MyBusiness | Add a Static IP



Shopping cart Save Cart? OFF [Clear cart](#)

Account Due monthly Due today

— 242054632-00001 (1 line)		\$71.98	\$349.99
— 5G Business Internet VPP	Edit Remove	\$69.00	\$349.99
Plans			
5G Business Internet VPP - 100MBPS	Change plan	\$69.00	-
 Verizon Internet Gateway - Business	Edit Remove	\$0.00	\$349.99

Physical SIM

+ Add accessories

5G Business Internet VPP

Economic Adjustment Charge

Location Address:
1 WASHINGTON PARK, NEWARK, NJ, 07102

Features

Included features ▼ 1 [Manage Features](#)

You may be eligible for Mobile Private Network and Static IP. Go to Manage features to enable/add them.

IP Provisioning 2 Static IPv4 5G

IP Address assignment 3 Automatically assign 4 Manually assign Restricted Unrestricted 5

Add a Static IP to Your Order:

1. Within the Shopping Cart, Click **Manage Features**
2. Move **Static IPV4 slider** to the right (until its green)
3. Choose **Automatically assign**
4. Retain the **Unrestricted** selection (if you select restricted the static IP assigned will not be able to access the public internet)
5. Click **Assign** (the system will pull from the list of your reserved IP's)

Note: After you click assign the IP assignment gets attached to the mobile number on the router

Login to [My Business](#):



MyBusiness | Reports



Access **Reports** to Easily Manage your Devices:

1. Click **Reports**
2. Access **Raw Data Download (most frequently used report)**
3. Select **other Reports from the Menu**
4. Create your own Report
5. View Scheduled Reports

Things to Know

- You have to be an admin to request the raw data download report
- If you recently enrolled for this report. Please allow up to two bill cycles for the report to populate.

MyBusiness | Reports | Raw Data Download

Access **MyBusiness Reports**:

1. Click **Reports**
2. Click **Raw Data Download (most frequently used report)**
3. Select **Date Range**
4. Click **Download**
5. Retrieve **Downloaded Report**
6. Either **Customize or Schedule a Report**

Things to Know

- You have to be an admin to request the raw data download report
- If you recently enrolled for this report. Please allow up to two bill cycles for the report to populate.

Login to [My Business](#):

ThingSpace

ThingSpace | Dashboard

The dashboard displays the following metrics:

- Total devices:** 451 (1)
- Total active:** 114 (2)
- Active & Connected:** 17 (3)
- Active & Disconnected:** 97
- Deactivated:** 337
- Suspended:** 0
- Pending:** 0

Device status charts:

- Connection:** Connected: 17 (14.91%), Disconnected: 97 (85.09%)
- Provisioning status:** Active: 114 (25.28%), Deactivated: 337 (74.72%), Suspended: 0 (0%), Pending: 0 (0%), Other: 0 (0%)

Check 5G Business Internet availability: Find out what business internet services are available at your address. Enter or upload your business address. Address 1, Address 2.

Access **ThingSpace** to:

1. View **Total Devices**
2. View **Total Active Lines**
3. View **Total Active and Connected Devices** (is pushing traffic)
4. Click **Device Identifier** to view Device Details

Manage / Devices

Devices

Search by IMEI, ICCID, MDN, or IP Address | Bulk search | Filter

451 Results | Map | List | Connectivity

Device identifier	MDN/MSISDN	Raw data usage	Raw data usage update date	IP address	Device status	Connection	Device group
359072064207539	16026479694	0			Active	(+) Disconnected	Default: 0242054632-0
359072064207604	16028269201	0		100.90.71.76	Active	(+) Connected	Default: 0242054632-0

ThingSpace | Device Details

Manage / Devices

Devices

Search by IMEI, ICCID, MDN, or IP Address | Bulk search | Filter

451 Results

- 1 Device identifier
 - 3590720
 - 3590720

Device details

Active (**) Disconnected

Device identity	
IMEI	3590720
MDN / MSISDN	6026479...
Modem generation	4G
Model	PEPWAVE MAX-HD2-LTEA-W-T
ICCID	8914800000
Device name	Device 602...
Make	ODI
Verizon SKU	--

Network	
Connection	(**) Disconnected
Last connection date	--
Network identity	--
IP address	0.0.0.0
Last disconnection date	--

Access **ThingSpace** to View Device Details:

1. Click **Device Identifier**
2. View **Configuration Details**

ThingSpace | Address Eligibility

verizon ThingSpace

Monitor / Dashboards

Dashboard

Check 5G Business Internet availability

Find out what business internet services are available at your address.

Enter or upload your business address

Address 1 1

1 WASHINGTON PARK

Address 2

City

NEWARK

State

New Jersey

Zip code

07102

Clear

Upload 5

Submit 2

[Download template](#) 4

For the upload option, click the Upload button and select your CSV or XLSX file. Include a maximum of 10,000 addresses.

Check Address Eligibility:

1. Enter **Address**
 2. Click **Submit**
 3. View **Eligibility Results**
- or
4. Download **Template for Bulk Address Eligibility**
(template cannot be modified)
 5. Use **Upload** if Bulk Template is used

Great news!

Business Internet is available at this address!

5G UW (C-Band) 5G UW (mmWave)

Speed: Business Internet is an 'up to' bandwidth service. The maximum bandwidth allowed will be associated with the speed tier service level selected for your service (e.g. 200 Mbps). Speed Tier Limit represents the maximum download speed but may be lower in the event of network congestion. Upload speeds may be lower than download speeds. There is no minimum bandwidth level.


Ok 3

ThingSpace | View Your Service Plan

The screenshot shows the Verizon ThingSpace interface. On the left is a navigation sidebar with 'Service plans' highlighted (marked with a red circle 3). The main content area shows the 'Settings' dialog box with the 'Price plans' section selected (marked with a red circle 4). The 'Price plans' section contains a table of service plans with columns for 'Show' (toggle) and 'Plan description'. A user profile dropdown menu is visible in the top right corner, with 'Settings' selected (marked with a red circle 2) and a profile icon (marked with a red circle 1).

Show	Plan description
<input checked="" type="checkbox"/>	MACHINE TO MACHINE 5GB
<input checked="" type="checkbox"/>	MACHINE TO MACHINE 100MB USA/CAN/MEX \$25.00 0815
<input checked="" type="checkbox"/>	4G MACHINE TO MACHINE PAYGO \$.00976562/KB \$.10
<input checked="" type="checkbox"/>	4G MACHINE TO MACHINE 250KB ACCT SHR \$.02/MB 1 TXT \$.019
<input checked="" type="checkbox"/>	MDNLESS PRE-ACTIVATED SIM \$0 DEFERRED BILLING PLAN
<input checked="" type="checkbox"/>	LTE BUSINESS INTERNET 10MBPS
<input checked="" type="checkbox"/>	MACHINE TO MACHINE 250KB ACCT SHARE \$.02/MB 1 TXT \$.30 1015
<input checked="" type="checkbox"/>	MACHINE TO MACHINE ACCOUNT SHARE 1MB \$0.0009765/KB \$5.00 03...

Review Service Plans:

1. Select **Profile** 
2. Choose **Setting**
3. Select **Service Plan**
4. View/Modify **Service Plans** (when applicable)

Q&A

The screenshot shows the Verizon ThingSpace interface. At the top, there is a navigation bar with the Verizon logo and 'ThingSpace' text. To the right of the logo are icons for a star, a headset, a message, a grid, and a user profile. Below the navigation bar is a dark button labeled 'Activate'. A modal window is open over the 'Activate' button, titled 'Let's activate your devices.' The modal contains the following sections:

- Select activation type** (Callout 3): A section with the instruction 'Please select an activation type and options.' and three radio button options: 'Device and SIM' (selected), 'Device only (embedded SIM)', and 'SKU and SIM'.
- Device and SIM** (Callout 4): A section with the instruction 'Please enter any required fields. Select available options if you would like to add them to your activation.' and four checkbox options: '5GBI', '4G with Address', 'IP Address', and 'Upload to Verizon'.
- Enter devices** (Callout 5): A section with the instruction 'You can select devices from your Devices page, enter manually, or upload in a CSV or XLSX file. After manual entry or file upload, click Next below.' and a sub-instruction: 'For the manual option, enter up to 10,000 device IDs for activation, one device per line. For 4G activations, enter IMEI (device ID) and ICCID (SIM ID), separated with a comma.' Below this is a text input field with an example format: 'IMEI, ICCID' and 'IMEI, ICCID'. A 'Next' button is located at the bottom right of the modal. At the bottom of the modal, it says 'You have 10,000 remaining.'

Activate a Device:

1. Click on the **Star**
2. Select **Activate**
3. Select **Activation Type**
4. Choose **Device and SIM** (as applicable)
5. Enter **Device Detail**

Click **Next**

ThingSpace | Activation (continued)

Activate Cancel

1 Eligible (0) Ineligible (1) [View device](#)

Billing account *
Select the account number you wish to be billed. 2

Assignment zip code *
Type the MDN zip code. 3

Service plan *

All **Public dynamic** Public static

4

5

5G BI 100 MBPS DYNAMIC 5g business internet 100Mbps vpp \$69 \$69.00 Month to month Public Dynamic See plan details	5G BI 200 MBPS DYNAMIC 5g business internet 200Mbps vpp \$99 \$99.00 Month to month Public Dynamic See plan details	5G BI 100 MBPS STATIC 5g business internet 100Mbps vpp \$69 \$69.00 Month to month Public Static See plan details	5G BI 200 MBPS STATIC 5g business internet 200Mbps vpp \$99 \$99.00 Month to month Public Static See plan details
--	--	--	--

Activate Device

Activate a Device:

1. Ensure that the Activation Bar is Green not Orange
2. Choose appropriate **Billing Account Number**
3. Add Assignment **Zip Code**
4. Add Contact Details (when applicable)
5. Select applicable **Service Plan**

Click **Activate Device**

Note:

- Activate after the you receive the router.
- If you purchased a cradle point router, you will need to [purchase SIM Cards](#)

Login to [My Business](#):

ThingSpace | Activation (View Logs)

How to View Logs after a Device was Activated:

- 1. Click **Logs**
- 2. View Logs to **determine if Activation was Successful**

verizon ThingSpace

- Dashboard
- Manage
 - Devices
 - Device groups
 - Software
 - Subscriptions
 - Users
 - User groups
- Monitor
 - Alerts
 - Campaigns
 - Downloads
 - Logs** 1
 - Reports

Monitor / Logs

Logs

Search by Request ID, Device ID or MDN 2 Viewing last 7 days Filter

3 Results

Request ID	Date ↓	Order type	Status	Devices	Submitted by	Account
aa67b1af-436f-461f-b9d6-694b7cfc8147	06/07/2024 01:02:58 PM	Activation	Failure	1	Kala Narayanan	0342301460-00008
d13bb1a7-b2b2-44ec-8560-c1918f02ecca	06/07/2024 12:55:20 PM	Activation	Failure	1	Kala Narayanan	0342301460-00008
87c0852e-261a-4d59-abf7-06ab3dd66a51	06/03/2024 08:27:51 PM	Activation	Success	1	Kala Narayanan	0342301460-00008

Action Show application log Download Schedule Reload

ThingSpace | Purchase SIM Cards

verizon ThingSpace

Company: VZW M2MMC UWS TSM INT DEMO

Monitor / Dashboards

Dashboard Analytics dashboards

Order IOT SIM cards

Select SIM card: Standard Triple Punch

This triple-punch removable 4G SIM card is compatible with Verizon-certified 4G IoT devices only, and is available in three form factors: 2FF Mini SIM, 3FF Micro SIM and 4FF Nano SIM.

Download Standard IoT-SIM-spec-sheet

Select target device type: non-CATM1

Quantity: 1

SIMs are bundled in packages of 100. Specify a quantity between 1 to 998
Quantity 1= 100 SIMs

Price			
\$1.5 100 - 5,000 SIMs	\$125 5,100 - 25,000 SIMs	\$11 25,100 - 50,000 SIMs	\$0.99 50,100 - 99,800 SIMs

Total SIMs 100 (1 boxes) Total order value \$150.00
This order value is excluded the tax.

5G Business internet routers 1

Stan Chuprin Administrator

Billing

Purchase SIMs

Settings

Sign out

2FF Mini SIM

3FF Micro SIM

4FF Nano SIM

3 in 1 SIM

Note:

- CATM1 will slow down your throughput for speed
- When you put that SIM card into that router, it's going to drastically slow it down.
- SIM Card quantity comes in boxes of a 100.
- Each SIM card is a \$ 1.50 so it comes out to 150 dollars for the box of 100 sims

Purchase SIM Cards:

1. Select **Profile**
2. Choose **Purchase SIMs**
3. Select **Non-CATM1**
4. Choose **Quantity**
5. Review **Total Price** before proceeding to complete your purchase

ThingSpace | Device List Customization

Customize your Device List:

1. Select **Devices**
2. Click Connectivity to **Open Dropdown**
3. Click **Create New**
4. Select the **Fields you want displayed**
5. Name the **Custom Display**
6. Click **Save**

The screenshot shows the Verizon ThingSpace interface. On the left is a sidebar with a 'Manage' section containing 'Devices' (highlighted with a red box and '1'). The main area displays a table of devices with columns for MDN/MSISDN and Current usage. A 'Customize table view' dialog is open in the center, showing a dropdown menu for 'Connectivity' (with a red circle '2') and a list of fields to be displayed (with a red box and '4'). The fields include: Device identifier/IMEI, MDN/MSISDN, Current usage, Raw data usage update date, IP address, Device status, Connection, Device group, Service plan, Activation date, ICCID, IMEI, and Last connection date. The 'NIKKI' custom display name is entered in the text field (with a red circle '5'). A 'Create new' button is visible in the bottom right of the dialog (with a red circle '3'). The 'Save' button is at the bottom of the dialog (with a red circle '6').

MDN/MSISDN	Current usage
15299587621	0
15275776549	36126
15299411014	0
15284414168	487337
15297406342	0
12068335927	0
896	0

ThingSpace | Create Device Groups

Device groups

Description	Account	Devices	Actions
Default: 0242662370-00001	0242662370-00001	0	[Icons]
Default: 0342301460-00001	0342301460-00001	0	[Icons]
Default: 0342301460-00002	0342301460-00002	0	[Icons]
Default: 0342301460-00003	0342301460-00003	0	[Icons]
Default: 0342301460-00004	0342301460-00004	0	[Icons]
Default: 0342301460-00005	0342301460-00005	0	[Icons]

Device group creation modal:

- Name ***: Please enter a device group name
- Device group type**: Choose device group type
 - Single account device group
 - Multi account device group
- Account ***: Select
- Enter devices manually or upload a file**: Enter up to 10,000 device identifiers, one per line. Example format: ID, ID.
- Upload** button

1

Use the Device Groups to assign devices to individual groups

Device Group Features:

- Use Search Bar
- Filter
- Group Name
- Account
- Devices

Use Actions to:

- Make Changes
- Run a report
- Edit
- Delete

Create a Device Group:

1. Click the Square box to Create Group
2. Name the Device Group
3. Select Group Type
4. Choose Appropriate Bill Acct
5. Enter applicable device details

Click **Upload**

ThingSpace | Change a Device Group

The sidebar contains the following items:

- Dashboard
- Manage**
 - Devices** (1)
 - Device groups
 - Software
 - Subscriptions
 - Users
 - User groups
- Monitor**
 - Alerts
 - Campaigns
 - Downloads
 - Logs
 - Reports

The screenshot shows the 'Devices' management page. A table lists device information with columns: Device identifier/IMEI, MDN/MSISDN, Current usage, Raw data usage update date, IP address, and Device status. Three rows are visible, with the first two selected. A context menu is open over the selected rows, with 'Change device group' highlighted. Red callouts 1-4 indicate the steps: 1. Click Devices, 2. Select the Device Identifiers to be changed, 3. Select the Action Icon, 4. Choose Change Device Group.

Device identifier/IMEI	MDN/MSISDN	Current usage	Raw data usage update date	IP address	Device status
355154081519700	15299587621	0		0.0.0.0	Active
8914800008474836750	15275776549	36126	05/17/2024 05:33:10 PM	100.88.19.165	Active
8914800008887327512	15299411014	0		0.0.0.0	Active

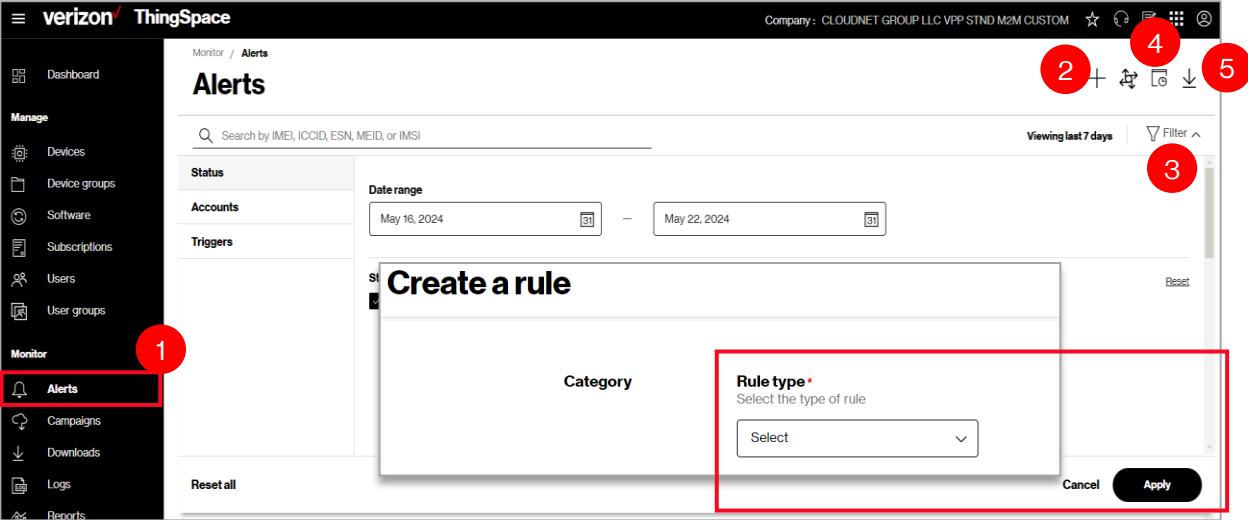
The dialog box titled 'Change device group' has a 'Create new group' option selected. Below it, it says 'Select an existing device group.' with a radio button for 'Default: 0342301460-00008'. Red callout 5 points to the 'Create new group' option.

The 'Change device group' form has a 'New group name' field containing 'TEST 123' (callout 6) and a 'Description' field with the placeholder 'Enter your description' (callout 7). 'Cancel' and 'Save' buttons are at the bottom.

- Change a Device Group:**
1. Click **Devices**
 2. Select the **Device Identifiers to be changed**
 3. Select the **Action Icon**
 4. Choose **Change Device Group**
 5. Select **Create New Group**
 6. Enter New Group Name
 7. Add Group Name Description

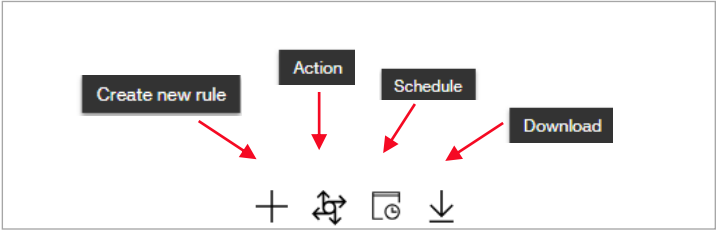
Click **Save**

ThingSpace | Alerts



Create an Alert when a value or status associated with a device has changed:

1. Click **Alerts**
2. Click **(+)**, **Create a Rule**, then click **Apply**
3. Use **Filter** (then click apply) to locate the Alert created
4. Save and **Schedule Alerts**
5. Click down arrow to **Download and Export** alert results



ThingSpace | Reports

Monitor / Reports

Reports

Please confirm your selections below and click Run.

Report type (2) Aggregated usage

Device IDs (3) Enter up to 10 device IDs (IMEI, ICCID, MDN)

Start date (4) May 16, 2024

End date (4) May 22, 2024

Report type (5) Rated unbilled usage

Account (5) 0242054632-00001

Service plan (5) 4G FWA BACKUP 1GB DY

Run (5)

Create and schedule a report

Select report type. Filter and schedule selections are optional.

Report type (7) Daily usage

Device IDs (8) Enter up to 10 device IDs (IMEI, ICCID, MDN or IP Address)

Start date (8) Jun 1, 2024

End date (8) Jun 7, 2024

Reset all

Run

Two Ways to obtain ThingSpace Reports:

1. Select **Reports**
2. Choose **Report Type**
 - Aggregated usage
 - Daily usage
 - Connection history
 - Session history
 - Usage anomaly
 - Rated unbilled usage
 - Usage trending chart
 - Firmware history
3. Enter **Device Details**
4. Choose **Start and End Date**
5. Click **Run**
or
6. Click the **(+)**
7. Choose **Report Type**
8. Select **Date Range**
Click Run

ThingSpace | Schedule Reports

Monitor / Reports

Reports

Please confirm your selections below and click Run.

Report type

- Aggregated usage
- Daily usage
- Connection history
- Session history
- Usage anomaly
- Rated unbilled usage
- Usage trending chart
- Firmware history
- Assigned IPs
- Reserved IPs

Create and schedule a report
Select report type. Filter and schedule selections are optional.

Report type

Aggregated usage

IDs and dates

Accounts

Attributes

View

Schedule

Schedule type

Run as soon as possible Schedule for later

Name
Enter a name to save your report parameters. Name changes will interrupt and restart your report's schedule.

Run

Reset all

Automate / Scheduled reports

Scheduled reports

1 Results

Name	Type	Date created ↑	Schedule	Actions
NIKKI	Aggregated device usage report	6/7/2024 6:40:09 PM	<input checked="" type="checkbox"/>	↗ ✎ 🗑️

How to Schedule Reports in ThingSpace:

1. Select **Reports**
 2. Click the **(+)**
 3. Select **Schedule**
 4. Choose **Schedule Type**
 5. Name the **Report**
- Click Run**
6. Click to view **Schedule Reports**

ThingSpace | Download Reports

Monitor / Reports

Reports

Please confirm your selections below and click Run.

Reporttype (2) Aggregated usage

Device IDs (3) Enter up to 10 device IDs (IMEI, ICCID, MDN)

Start date (4) May 16, 2024

End date (4) May 22, 2024

(5) Download Arrow

Download

Are you sure you want to export these results to a csv or xlsx file? A confirmation email will be sent to khamis.abulgubein@verizonwireless.com and results will be available from the Downloads page.

Cancel Submit

How to Download Reports in ThingSpace:

1. Select **Reports**
2. Choose **Report Type**
3. Enter **Device IDs**
4. Select **Date Range**
5. Click the **Down Arrow** ↓

Click **Submit**

Business Internet Portal

Business Internet Portal | Router Management

Monitor / Dashboards

Dashboard

Routers by service plan Routers by make and model Routers by acc

Manage / Routers

Routers

Router list Router groups

356405433083640

1 Result

Device identifier/IMEI	Router name	Status
<input type="checkbox"/> 356405433083640	router_4244809875	Online

Router details

Router name: router_4244809875

IMEI	MDN	IP address
356405433083640	4244809875	75.237.208.219

Location: 3900 W MANCHESTER BLVD INGLEWOOD CA 90305

Current data usage: 47.57 GB

17 days left in billing period

Online

Speedtest

Reboot

Use ThingSpace to access the Business Internet Portal to manage your customers router:

1. Click **Verizon Apps**
2. Select **Business Internet Portal**
3. Click **routers**
4. Locate Equipment by the **Device Identifier**
5. Conduct a **Speed Test** or **Perform a Device Reboot**

Business Internet Portal | Security Features

The image shows a screenshot of the Verizon Business Internet Portal. A dark sidebar on the left contains navigation options: My Business, Network Event Notification, On Site Network Dashboard, Open Development, ThingSpace Develop, Verizon Partner Program, Wireless Network Performance, and Business Internet Portal. A red checkmark is next to the Verizon logo. A red circle with the number '1' highlights the Verizon Apps icon in the top right of the sidebar. A red circle with the number '2' highlights the Business Internet Portal option at the bottom of the sidebar. A red circle with the number '3' highlights the Overview option in the 'Security' section of the main dashboard. The main dashboard area shows a 'Welcome Khamis Administrator' message, a 'Router Connection Summary' card with a donut chart showing 3 Offline routers (1 Online, 3 Offline), and a 'Top routers by usage' section. A callout box is overlaid on the bottom right of the dashboard, containing text about Verizon Business Internet Security and a 'Click here now' button.

Wireless ThingSpace

✓ VEMO ☆ 📞 📧 ☰

1

verizon Business Internet Portal

Dashboard

Welcome Khamis
Administrator

Router Connection Summary

3 Offline

Online 1
Offline 3

2

3

Overview

Help protect your business against Ransomware, malware, phishing, etc.

Verizon Business Internet Security is a network based solution with zero touch provisioning, nothing to download or install to activate.

- Block devices from going to malicious websites or downloading malicious code.
- Security support for all devices connected to your router
- Manage the content you want users to have access to.

To enhance your security protection and manage content users can see subscribe to Verizon Business Internet Security per month Call 1-800-225-5499 or click the link below

Click here now

The image shows a laptop displaying the Verizon Business Internet Security configuration page. The page title is 'Security Overview - My Router'. It features a 'Custom Filter' section with a 'Block Categories' table. The table has columns for 'Block Category', 'Status', and 'Action'. The rows are: 'All Internet' (Status: On, Action: On), 'All Social' (Status: On, Action: On), 'All Streaming' (Status: On, Action: On), and 'All Downloads' (Status: On, Action: On). There is also a 'Block List' section with a table of blocked items.

Access the Business Internet Portal to learn more about our Security Features:

1. Click **Verizon Apps** ☰
2. Select **Business Internet Portal**
3. Select **Overview**

Things to Know

- Security features that will Block devices from going to malicious websites or downloading malicious code.
- Security support for all devices connected to your router
- Manage the content you want users to have access to

Support

VPSC Customer Support



Support Structure

- Ordering
- Provisioning
- Billing
- Maintenance
- General Questions



Include the following Detail on the Email or by Phone

- Portal Issues: Company Name, User Name and Description of the Issue
- Device Issue: Company Name, User Name, Address, MDN of the device, SIM#(ICCID), Device ID (IMEI) and Description of the Issue
- Something Else: Company Name, User Name, Detailed Description of the Situation



How to Reach Us

- By Phone: 1 888-346-5705: Option #1
- By Email: vpsc-mobilesvc-durham@verizon.com

Hours of Operation

- Monday thru Friday 9:00-4:30 PM CST
- After Hours: 1800-525-0481 the IVR system will require the entry of an active MDN

verizon
business