

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

Version 3 | Status: November 2016

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

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

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



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

### Modem settings in the REX device configuration

The Access Point Name (APN) of the mobile communications provider is: *Public4.m2minternet.com*

Portal V1: → Device administration --> Internet. The preset entry can be found in the selection menu under: *“Germany - easyM2M”*

Portal V2: → Dashboard → Projects → Devices → Interfaces → Modem. The preset entry can be found in the selection menu under: *„Germany → Global-SIM easyM2M“*.

The image shows two overlapping screenshots of the REX device configuration web interface. The left screenshot is titled 'Device Administration' and shows the 'Internet' tab. Under 'Modem Settings', the 'Mobile APN (Provider)' dropdown is set to 'Germany - easyM2M' (indicated by a red arrow). The 'APN' field contains 'public4.m2minternet.com'. The right screenshot is titled 'Modem Settings' and shows a detailed view of these settings. The 'Mobile APN (Provider)' dropdown is set to 'Global-SIM easyM2M' (indicated by a red arrow). The 'APN' field contains 'public4.m2minternet.com', the 'User' field contains 'dummy', and the 'SIM Pin' field is empty. There are 'Cancel' and 'Save' buttons at the bottom right of the 'Modem Settings' window.

In the web interface of the REX 300, the APN selection is only available as of version FW: 3.6.0.

## Online activation with MyM2M

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

### Activation of the Global SIM card

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

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

The screenshot shows the MyM2M website interface. At the top, there is a navigation bar with 'ENGLISH' on the left and 'SIGN UP OR LOGIN TO MYM2M' on the right. Below the navigation bar is the MyM2M logo and a breadcrumb trail 'MYM2M > HOME'. A main menu contains links for 'SERVICES', 'PRICING', 'PARTNERS', 'SUPPORT', 'ABOUT US', and 'CONTACT'. The main content area features three columns: 'Full cost control' with a sub-headline 'Gives you peace of mind', 'Buy' with a sub-headline 'Go to our shop.', and 'Control' with a sub-headline 'Log on to your control panel'. The 'Activate' button, located under the 'Full cost control' section, is highlighted with a red rounded rectangle. It includes a lightning bolt icon and the text 'For OEM customers' and 'If your device came with a prepaid SIM card and you have a registration code click here.'

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

The screenshot shows a registration progress bar with five steps: '1 - Register your SIM', '2 - Check your SIM cards', '3 - Personal Data', '4 - Confirm your registration', and '5 - Registration finished'. The first step is active. Below the progress bar, the text 'Hello! Are you our customer?' is displayed. Two buttons are shown: 'No' (with the sub-text 'I am a New Customer') and 'Yes' (with the sub-text 'I am a Customer'). The 'No' button is highlighted with a red rounded rectangle.

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

The screenshot shows the same registration progress bar as the previous image. Below it, the text 'Hello! How many SIM cards would you like to activate?' is displayed. Two buttons are shown: 'Single SIM card' (with a green SIM card icon) and 'Multiple SIM cards' (with a red shopping cart icon). The 'Single SIM card' button is highlighted with a red rounded rectangle.

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

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

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

ICCID	Activation Code	Initial Balance
891039000004025946	jo7ms600t4t	15€

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

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

The screenshot shows a registration progress bar at the top with five steps: 1 - Register your SIM, 2 - Check your SIM cards, 3 - Personal Data, 4 - Confirm your registration (highlighted in blue), and 5 - Registration finished. Below the progress bar is a form titled "Register in MyM2M - Confirm" with a sub-header "General Information". The form contains several input fields: First Name, Job Title, Last Name, Number of employees, Company Name, Contact Phone 1, VAT Number, and Contact Phone 2. Below these fields is a confirmation section with the text "Please check your data. Is this correct?". There are two buttons: "Yes" (highlighted with a red box) and "No". To the right of the "Yes" button is a checked checkbox (also highlighted with a red box). Below the checkbox is a paragraph of text: "Yes, I accept the Terms and Conditions of MyM2M. ASPIDER M2M will not use my data for various marketing purposes; however I do wish that ASPIDER M2M keeps me informed about new products ASPIDER M2M may have to offer to me." At the bottom right of the form is a "SUBMIT" button (highlighted with a red box).

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

The screenshot shows a confirmation message titled "Thank you!". The text reads: "Your request has been added in our system. However, action is still required on your side to activate your account. In a few minutes, you will receive an email confirming the account creation. In order to successfully register, you must click on the link in the email. If you do not receive an email, please contact us at info@myrm2m.com." The progress bar at the top shows five steps: 1 - Register your SIM, 2 - Check your SIM cards, 3 - Personal Data, 4 - Confirm your registration, and 5 - Registration finished (highlighted in blue).

## Logging in with the new MyM2M access data

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

The screenshot shows the MyM2M login page. At the top left is the language "ENGLISH" and at the top right is "SIGN UP OR LOGIN TO MYM2M". The MyM2M logo is on the left, with "MYM2M > LOGIN" below it. The main content area is titled "Login in MyM2M" and contains two input fields: "E-mail:" and "Password:". Below the password field is a link that says "Did you forget your password?". At the bottom right is a "SUBMIT" button.

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

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

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

**My Data**  
View and edit my personal information

**My Purchases**  
Buy or register my SIM cards

**Order SIM cards**  
Buy new SIM cards directly from MyM2M

**My SIM cards**  
Activate and manage my SIM cards

**My Balance**  
Manage my balance and payments

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

**Account Balance:** €15 +

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

**SIM cards**

Active	0
Suspended	0
Assigned	1
Terminated	0
<b>Total</b>	<b>1</b>

Consumption

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

Oct 2015

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

Legend: Data (blue), SMS (grey), Voice (yellow)

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

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

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

**SIM cards**

Active	0
Suspended	0
Assigned	1
Terminated	0
<b>Total</b>	<b>1</b>

Consumption

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

Oct 2015

Legend: Data (blue), SMS (grey), Voice (yellow)

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

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

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

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

MSISDN:	IMSI	ICCID	SIM Card Name	Status	Priceplan	Consumption	Balance	OEM	Actions
3197004238834	204047930302639	8910390000004025946		Assigned		0 MB	€0	Systeme Helmholz	<a href="#">Activate</a> <a href="#">Change Product</a> <a href="#">Product Overview</a> <a href="#">Terminate</a>

In this dialogue, the desired billing method for the SIM card is selected.

Activate SIM card
✕

You are going to **ACTIVATE** this SIM card.

MSISDN:	3197004238834
IMSI:	204047930302639
ICCID:	8910390000004025946

Current Account Balance: 15.00 €

Select your priceplan:

Low usage
▼

Do you want to receive a notification email when SIM card is activated?

Yes
▼

Are you sure?

Yes
No

The price model can be selected individually here in keeping with user behavior. The following options are available (Status 2015):

Price plan	Monthly recurring charge	Usage price (per MB) Europe	Usage price (per MB) World
Low usage	€1.00	€0.200	€0.45
Medium usage	€2.00	€0.100	€0.45
High usage	€3.00	€0.075	€0.45

Rounding is per kilobyte, starting at the first kilobyte

We recommend to use our low usage product below 10 MB EU/EAA monthly data usage and the high usage product above 40 MB EU/EAA monthly data usage.

The registration and activation of the SIM card is completed by clicking on "Yes".

Activate SIM card
✕

Great!

We have received your activation request.  
You will receive an email when your SIM card is activated.

If you need immediate assistance please contact us at info@mym2m.com

Close window

## Confirmation of the SIM card activation and status

In the "My SIM Cards" menu in the "Activate SIMs" sub-point, the just registered SIM card and its status can be seen as "Pending Activation".

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

☰

🔍

✓

✕

↺

🔔

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

MSISDN:	IMSI	ICCID	SIM Card Name	Status	Priceplan	Consumption	Balance	OEM	Actions
❗ 3197004238511	204047930302316	8910390000004022711		Pending Activation	Low usage	0 MB	€0	ASPIDER M2M Deutschland GmbH	<div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span style="border: 1px solid #ccc; padding: 2px 5px; background-color: #0056b3; color: white;">Change Product</span> <span style="border: 1px solid #ccc; padding: 2px 5px; background-color: #0056b3; color: white;">Product Overview</span> </div> <span style="border: 1px solid #ccc; padding: 2px 5px; background-color: red; color: white;">Terminate</span>

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

Home My Data My Purchases **My SIM cards** My Balance My APN: public4m2minternet.com

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

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

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

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

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

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

**SIM cards**

Active	1
Suspended	0
Assigned	0
Terminated	0
<b>Total</b>	<b>1</b>

**Consumption this month**

Data:	€0.44
SMS:	€0
Voice/CSD:	€0

**Consumption**

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

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

My Messages (2) Contact Support Team

## Topping up the MyM2M account balance



### NOTE

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

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

Date	Description	Receipt	Amount	Balance
11/05/2015 13:35:23	Initial Top-up for 891039000004022711	---	-€5	€0
11/05/2015 13:31:29	Initial Balance	---	€5	€5
07/05/2015 11:25:24	Initial Top-up for 891039000004022703	---	-€5	€0
07/05/2015 11:22:03	Initial Balance	---	€5	€5
07/05/2015 08:46:35	Initial Top-up for 891039000004022695	---	-€5	€0
07/05/2015 08:46:01	Initial Top-up for 891039000004022687	---	-€5	€5
07/05/2015 08:45:27	Initial Top-up for 891039000004022679	---	-€5	€10
07/05/2015 08:44:26	Initial Balance	---	€5	€15

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

Amount	€10
VAT(0%)	€0.00
<b>Total Amount</b>	<b>€10.00</b>

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

**Yes** No

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

**adyen**

Step 1: Please select your payment method

Total payment amount EUR 10.00

Credit Card

PayPal

Next Step: Enter your Payment Details

previous

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

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

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

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

MSISDN:	IMSI	ICCID	SIM Card Name	Status	Priceplan	Consumption	Balance	OEM	Actions
3197004238504	204047930302309	891039000004022646		Active	Low usage	7.66 MB	€2.36	ASPIDER M2M Deutschland GmbH	Top up Suspend Terminate Change Product Product Overview Enable Balance Control

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

**Manage SIMs Balance Control - All SIMs** [X]

Remaining Balance: €5

Do you want to increase the balance of this SIM card?  
Amount (€):

Are you sure?

**Yes** No

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