M2M Dealers Portal

User Guide
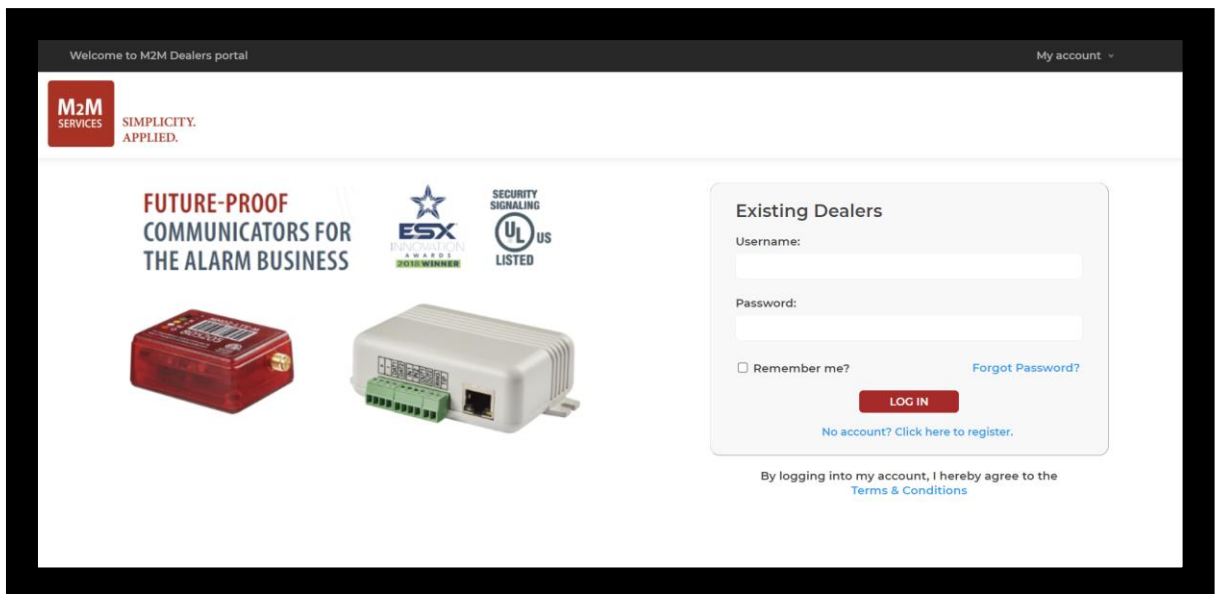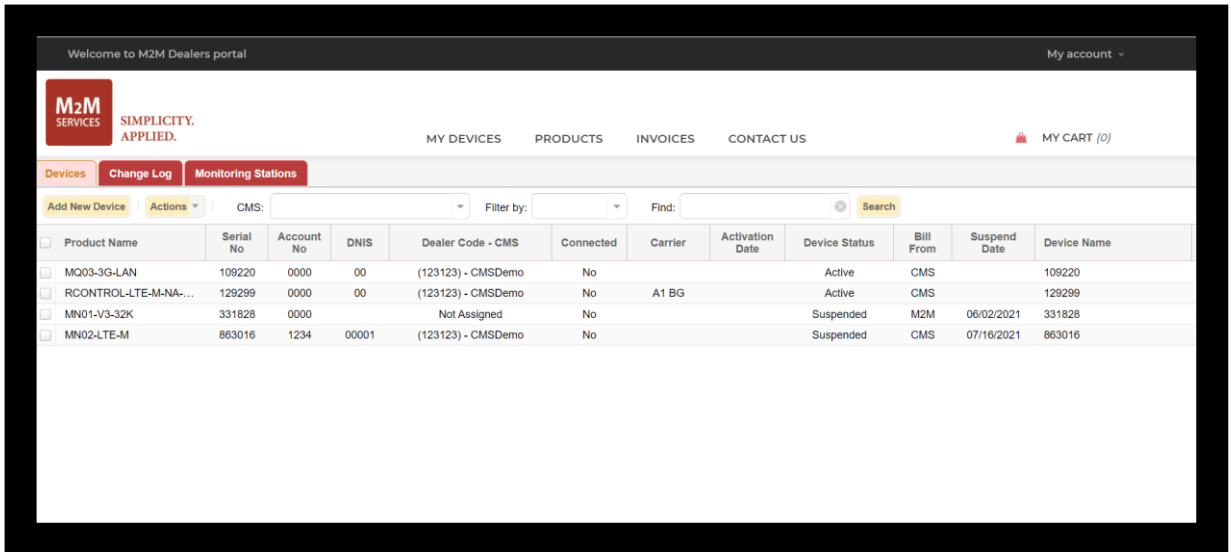

Updated: August 2021

Contents

1. M2M Dealers Portal Basics

What is M2M Dealers?

M2M Dealers is a web portal that allows dealers to manage M2M Services devices, choose a billing method and pay directly for cellular service.

Manage devices:

- Manage all M2M devices from a single place.
- Easily assign devices to one or more monitoring stations or self-monitor.
- Add a software modem for remote UDL.
- Release and suspend devices and reactivate them at any time.
- Set a billing method – from your preferred monitoring station or from M2M Services.
- Remove devices from your list should you transfer them to another dealer.
- User device dashboard for device diagnostics and event monitoring.
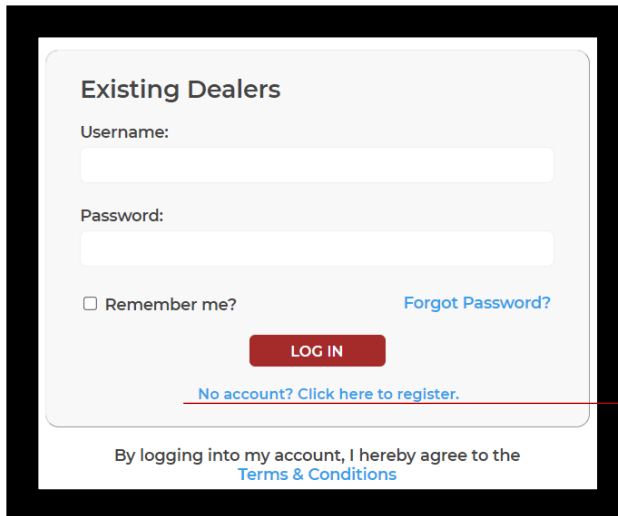
Pay for cellular service:

- Get billed for monthly cellular connectivity directly from M2M Services.
- Add a credit card to avoid missed or late monthly payments.

Admin features:

- Create accounts and assign permissions to other users from your team.
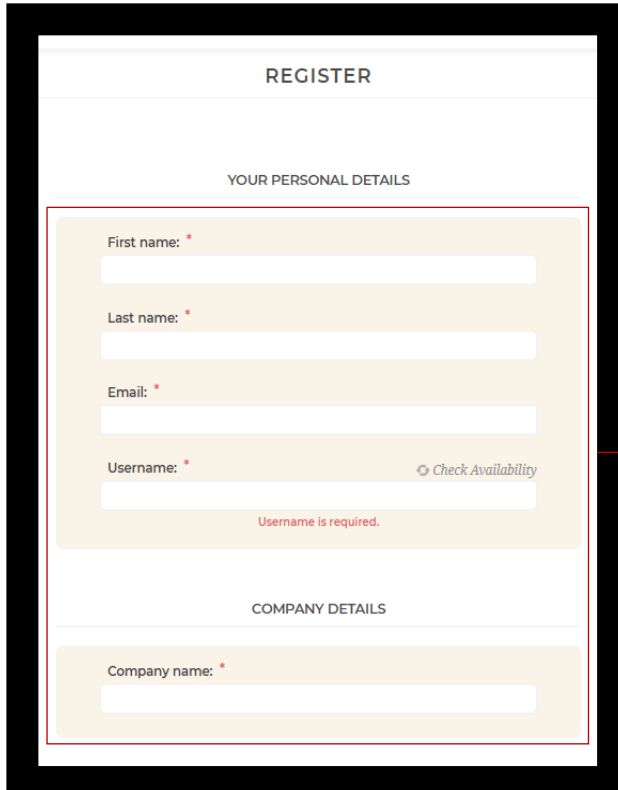
2. Register a New Dealer Account

Go to www.m2mdealers.com and follow the link No account? Click here to register to open the registration form.

Existing Dealers

Username:

Password:

☐ Remember me?   Forgot Password?

LOG IN

No account? Click here to register.

By logging into my account, I hereby agree to the
Terms & Conditions

Follow this link to open the registration form

Fill in your personal and company details, including address, etc. All fields marked with an asterisk (*) are mandatory.
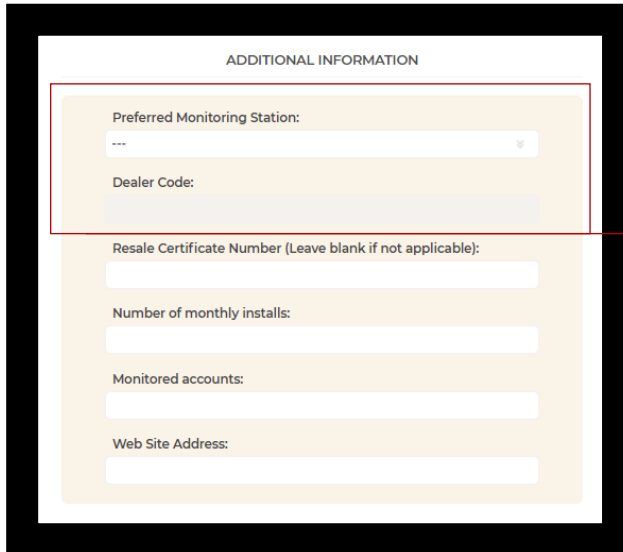
REGISTER

YOUR PERSONAL DETAILS

First name: *

Last name: *

Email: *

Username: *   ⟳ Check Availability

Username is required.

COMPANY DETAILS

Company name: *

Fill in your personal and company details

Choose a Preferred Monitoring Station and add your Dealer Code. You can obtain the Dealer Code only from your monitoring station.

You can register without specifying a Monitoring station and do that after registration from My Devices>Monitoring Stations>Add a CMS. See 4. Add/Remove a Monitoring Station for more information.


Fill in the Dealer Code provided by the Monitoring Station

Note: Upon registration, you will receive an email with an activation link from M2M Services. If you have added a preferred monitoring station at this step, you should receive an email with an approval (or rejections) from your preferred monitoring station.

3. Add a Device

Go to My Devices>Devices and click the Add New Device button. To add a device, you will need the device's serial number and config key printed on the Quick Installation Guide.

If you do not see your preferred monitoring station in the list, you could add it from the tab Monitoring stations>Add CMS.
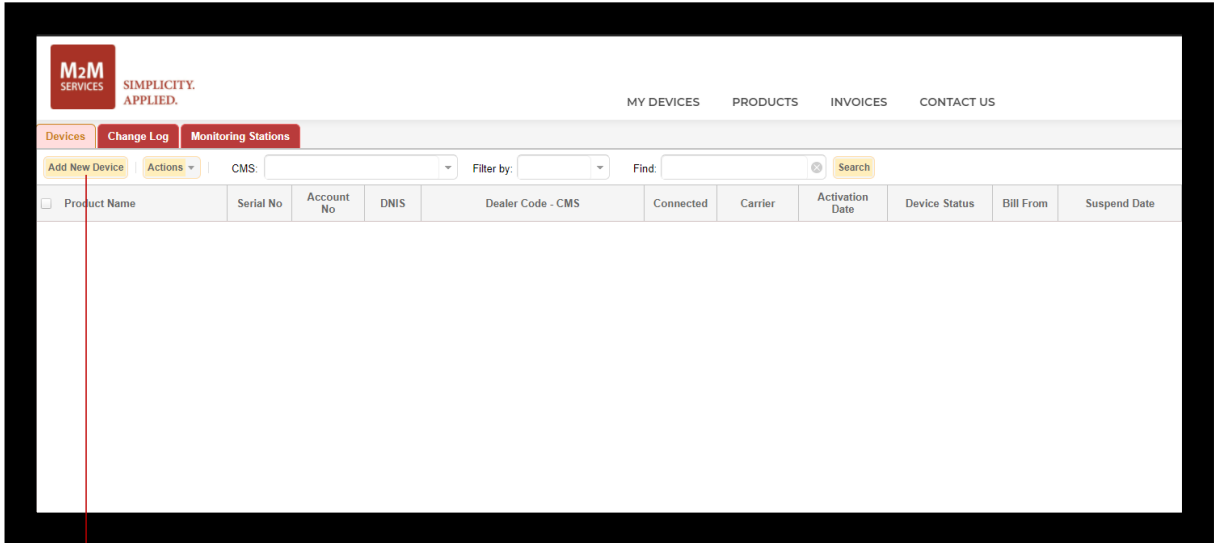
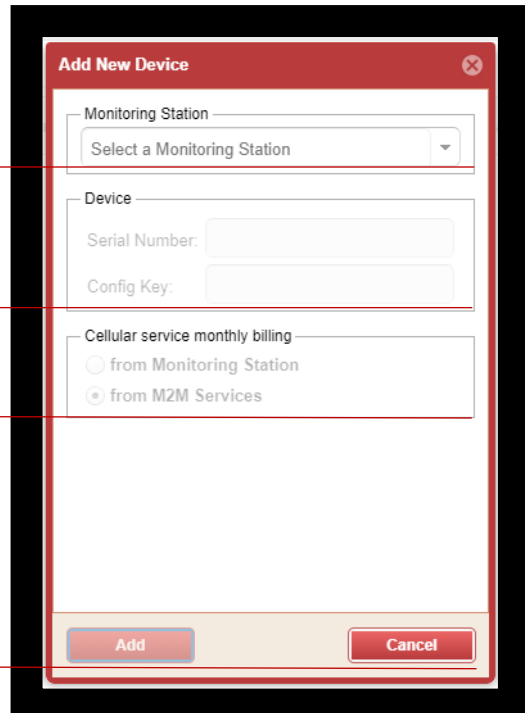Click the Add New Device button in tab Devices

Choose a Monitoring Station from the list or leave None

Fill in the device Serial Number and Config Key

Choose who will bill you for this device

Click Add to confirm

If you have purchased a device with a 12-month Prepayment, you could see when the prepaid period expires as well as how many prepaid months are left directly from the Device List.

Note: Suspending a device does not extend its prepaid period.

See Prepayment End Date and Prepaid Months left

Product Name	Serial No	Account No	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name	Prepayment End Date	Prepaid Months
MN02-LTE-M-AV	857618	1509	01001	(219001) - CMS - Critic...	Yes	AT&T	07/03/2021	Active	CMS		857618		0
MQ03-LTE-M-FIRE-AV	173328	1497	01001	(219001) - CMS - Critic...	Yes	Verizon	05/27/2021	Active	CMS		173328	05/01/2022	9
MQ03-LTE-M-FIRE-AV	173512	1497	01001	(219001) - CMS - Critic...	No	AT&T	12/30/2020	Active	CMS		173512		0
MQ03-LTE-M-AV-R1	176978	1508	01001	(219001) - CMS - Critic...	Yes	AT&T	06/06/2021	Active	CMS		176978	06/01/2022	10
MQ03-LTE-M-FIRE-AV	190260	1511	01001	(219001) - CMS - Critic...	No	Verizon		Active	CMS		190260		0
MQ03-LTE-M-FIRE-AV	190375	1510	01001	(219001) - CMS - Critic...	Yes	AT&T	07/29/2021	Active	CMS		190375		0

4. Add/Remove a Monitoring Station

In My Devices, go to tab Monitoring Stations, click Add CMS to add a new monitoring station.

Note: You will need a Dealer Code provided by your monitoring station. Adding a new monitoring station is pending approval.

If you still do not see your monitoring station in the list, please contact support@m2mservices.com.
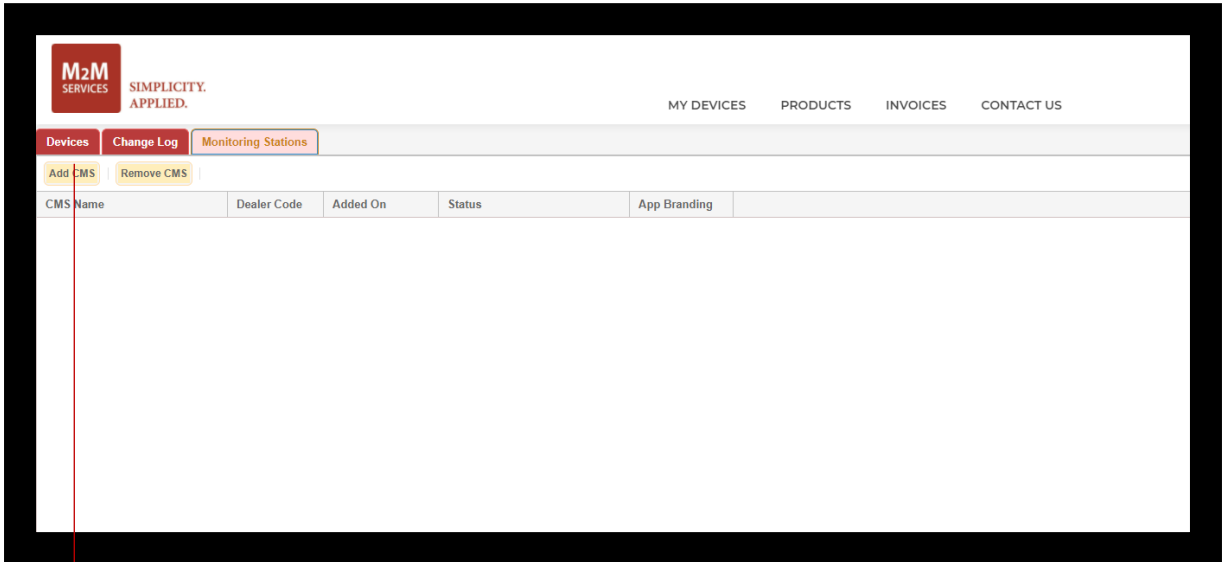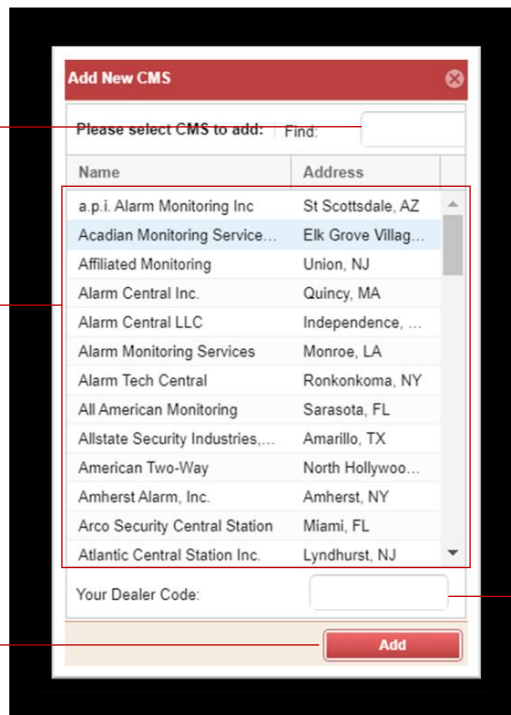

Click Add CMS in tab Monitoring Stations

Use Find to narrow down the list of monitoring stations

Select the monitoring station from the list.

Click Add or cancel with the X icon on the top-right.

Fill in your Dealer Code

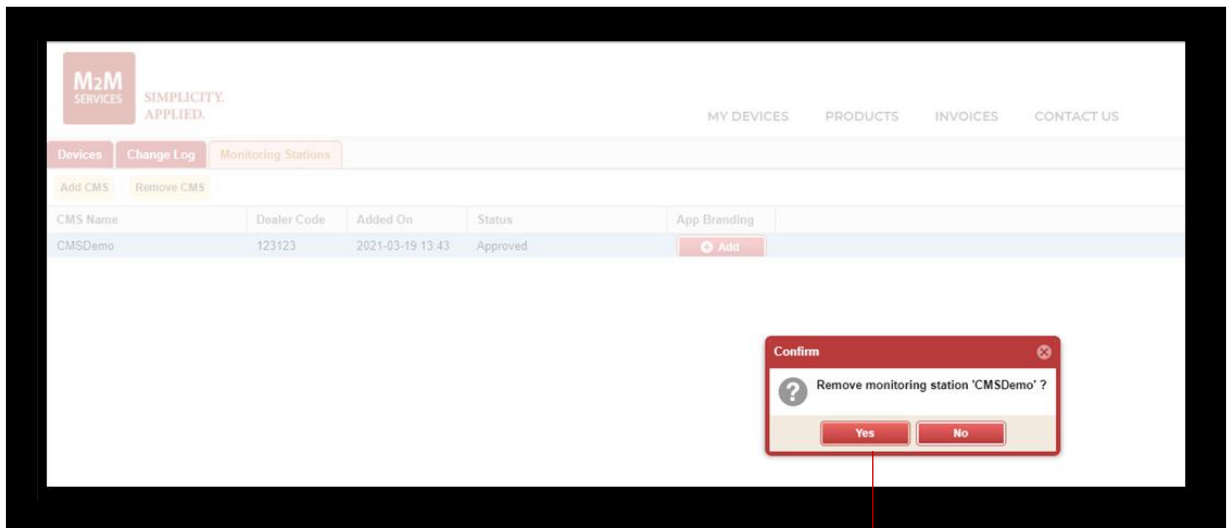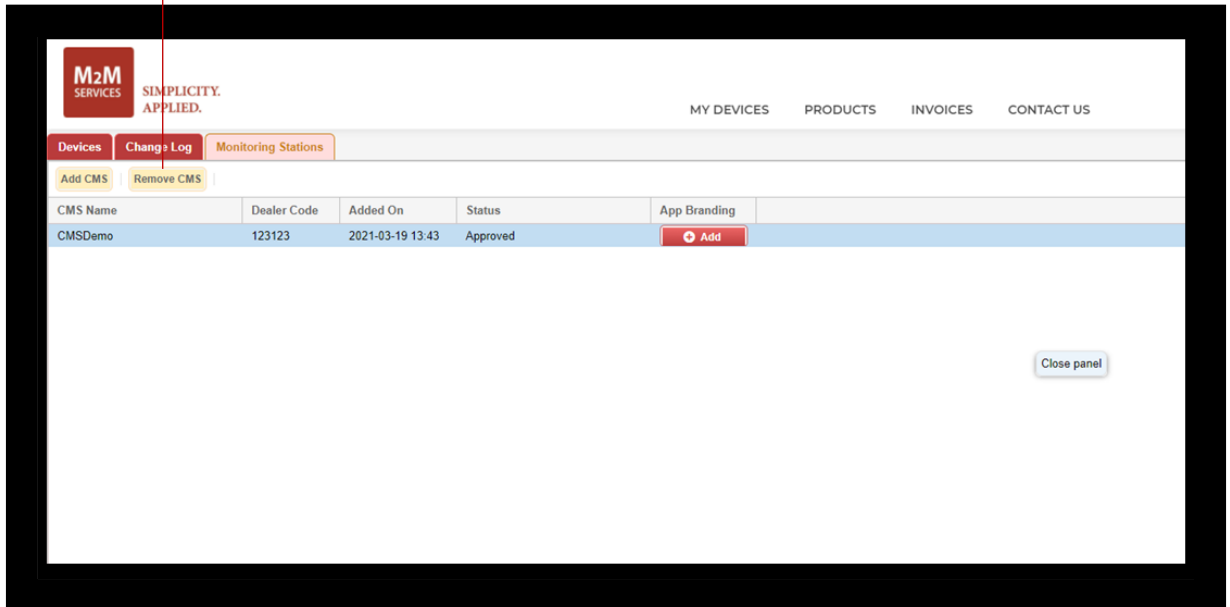# Add/Remove a Monitoring Station

To remove a monitoring station from your list, select the one that you wish to remove from the list and click Remove CMS.

You will need to confirm your selection in the next step.

NOTE: You need to release all devices from the monitoring station before you can delete it.
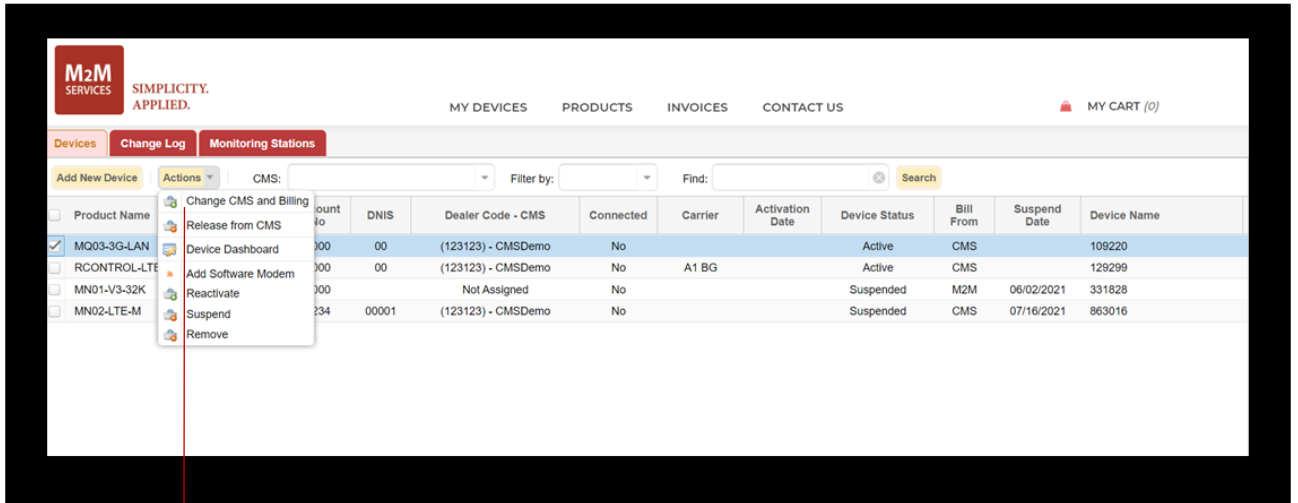
Select the monitoring station
and click Remove CMS

Click Yes to confirm removal

5. Change Monitoring Station and Billing

In My Devices, go to tab Devices and select the device you want to change the billing for.

Then, from the dropdown Actions , select Change CMS and Billing.

Select the device and click Change
CMS and Billing

M2M Dealers presents dealers with the following options regarding monitoring and billing for cellular service:

1. Monitor with your preferred monitoring station and be billed for cellular service from them.

2. Monitor with your preferred monitoring station and be billed for cellular service from M2M Services (note: this option is available only when you have NOT purchased the device from the selected monitoring station).

3. Self-monitor and be billed for cellular service from M2M Services.

On the next page, you will find a step-by-step guide how to navigate to each of the above options.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see 11. Add a Credit Card to Your Payment Methods for more information.

Change Monitoring Station and Billing

Option 1: Both Monitoring and Billing from a Monitoring station

Select the monitoring station

Make sure you read the Billing details before you confirm

Change CMS and Billing

Monitoring Station
(123123) - CMSDemo

Cellular service monthly billing
● from Monitoring Station
○ from M2M Services

Billing details
You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions.

Save   Cancel

Tick from Monitoring Station in the field Cellular service monthly billing

Confirm selection by clicking Save

Option 2: Monitoring with a Monitoring Station and Billing from M2M Services

Select the monitoring station

Change CMS and Billing

Monitoring Station
(123123) - CMSDemo

Cellular service monthly billing
○ from Monitoring Station
● from M2M Services

Billing details
MN01-V3-32K – You will be billed $3.00/month starting in on September 2021. Cellular service continues until cancelled.

By selecting to be billed from M2M Services, you agree to our Terms and Conditions and Payments User Agreement and authorize us to charge card ending in ***1936, exp. 12/22.

Save   Cancel

Make sure you read the Billing details before you confirm

Tick from M2M Services in the field Cellular service monthly billing

Confirm selection by clicking Save

Change Monitoring Station and Billing

Option 3: Self-monitoring and Billing from M2M Services

Select None in the field
Monitoring station

Make sure you read the
Billing details before you
confirm
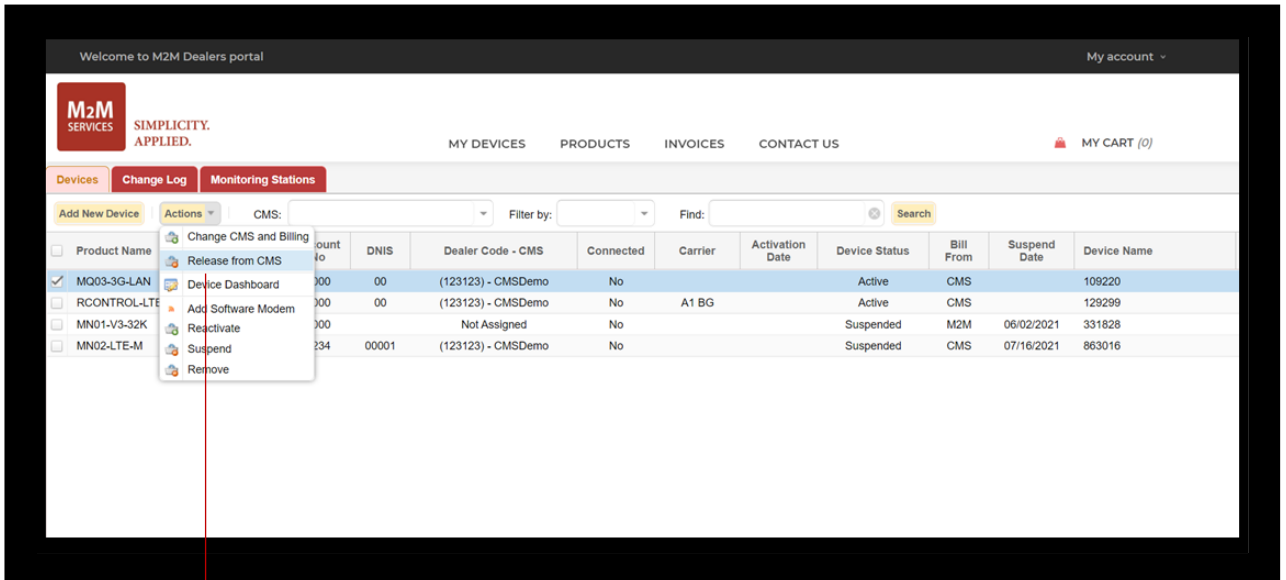
Tick from M2M Services in
the field Cellular service
monthly billing

Confirm selection by
clicking Save

6. Release a Device from a Monitoring Station

In My Devices, go to tab Devices and select the device you want to release.

Then, from the dropdown Actions , select Release from CMS.

Select the device and click Release
from CMS

In the dialogue, choose between the following options:

1. Release the device from the monitoring station and suspend it temporary or indefinitely.

2. Release the device from the monitoring station and continue billing from M2M Services.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see 11. Add a Credit Card to Your Payment Methods for more information.

Also note that Reactivating a once suspended device may incur a fee from your monitoring station. Please contact the monitoring station for the applicable terms and conditions.

Release a Device from a Monitoring Station

Release from CMS

Monitoring Station
(123123) - CMSDemo

Cellular service monthly billing
◉ Release and suspend
○ Release and start billing from M2M

Billing details

You are releasing this device from (123123) - CMSDemo and suspending cellular service.

Note that you can reactivate the device for free within the current billing period (8/1/2021 .. 8/31/2021) and from the next billing period onward, you may be charged reactivation fee by your central monitoring station.

Release   Cancel

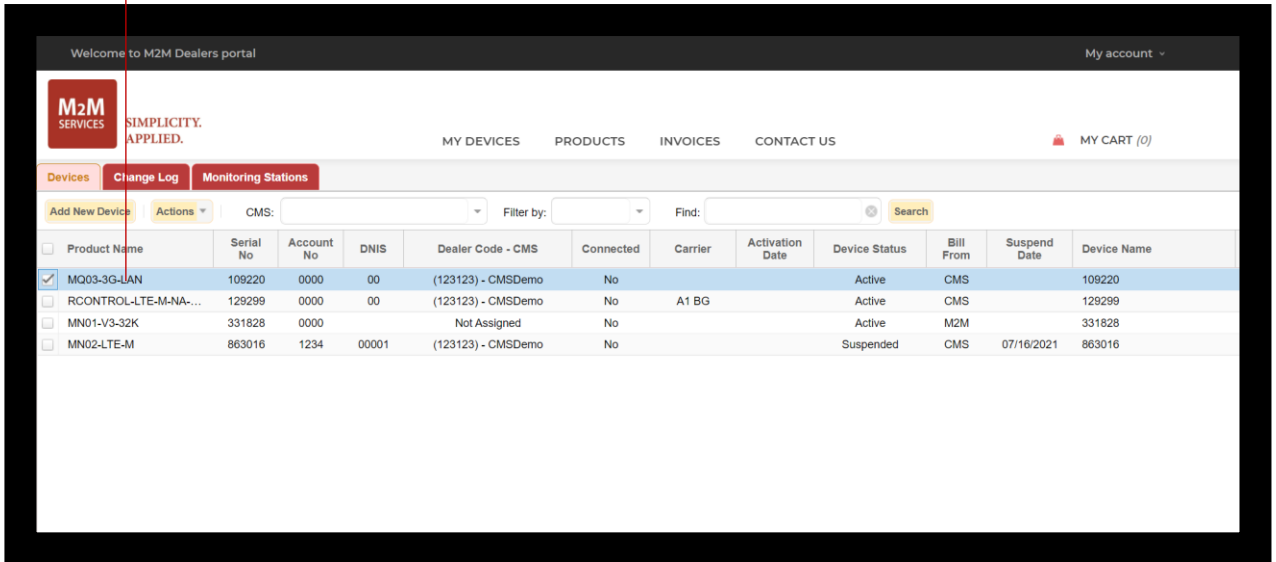Select one of the options: Release and suspend or Release and start billing from M2M

Make sure you read the Billing details before you confirm

Confirm selection by clicking Save

7. Use Device Dashboard

Device Dashboard can be accessed by double-clicking on any device added to your list (My Devices>Devices).

Double-click on any device to
open the dashboard

The Device Dashboard is divided into two tabs:

1. Settings - provides access to device diagnostics and configuration

2. Events – shows events back in time (up to 12 months) registered via the device on the customer's premises.

Individual configuration options are explained on the next page.

Tab Settings

The fields that can be configured are:

1. Name – You can customize the name of the device. The new name will be visible in the Device list and the RControl mobile app and becomes searchable.

2. Account No – By default, the M2M radios report the account number set in the alarm panel. You can overwrite this number with another one that you configure on the device.

3. End user accounts – here you can create new, add existing or delete end user accounts on the M2M device. By default, the devices are manufactured with one predefined master user account for the end user app whose credentials are printed on the device's manual.

Other useful indicators:

1. The cellular operator to which the device is currently connected (top-left).

2. The signal level and the status of the inputs (also top-left).

3. The device's Serial Number

4. IMEI

5. SIM card details

Tab Events

Select Events to see all events registered on this device on the customer's premises

Define Time frame (12 months back in time) for events to be displayed.

Settings	Events		Interval: Custom ▾	From: 6/9/2020	To: 8/25/2021	⟳ Auto Sync	⟲ Reload	✖ Close

📶 19 AT&T	🔋 13.73V	⊙⊙ IN1				

Time (UTC)	Time ▼	Code	Message	Level
8/25/2021 12:11:16	8/25/2021 15:11:16	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/24/2021 20:37:00	8/24/2021 23:37:00	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/24/2021 12:59:37	8/24/2021 15:59:37	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/23/2021 22:02:29	8/24/2021 01:02:29	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/23/2021 21:08:00	8/24/2021 00:08:00	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/23/2021 20:55:25	8/23/2021 23:55:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info
8/23/2021 13:44:37	8/23/2021 16:44:37	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/20/2021 21:29:22	8/21/2021 00:29:22	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info
8/20/2021 19:46:19	8/20/2021 22:46:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info
8/19/2021 20:05:25	8/19/2021 23:05:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info
8/19/2021 13:38:58	8/19/2021 16:38:58	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/19/2021 12:51:43	8/19/2021 15:51:43	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/19/2021 12:45:14	8/19/2021 15:45:14	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/18/2021 20:42:11	8/18/2021 23:42:11	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/18/2021 20:38:53	8/18/2021 23:38:53	9083 18 1 400 01 501 E	Open in Area 1 by user u811236	Info
8/18/2021 20:23:59	8/18/2021 23:23:59	9083 18 3 400 01 501 C	Close in Area 1 by user u811236	Info
8/18/2021 16:05:59	8/18/2021 19:05:59	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/17/2021 23:29:52	8/18/2021 02:29:52	9083 18 3 401 01 004 D	Armed in Area 1 by user 004	Info
8/17/2021 13:47:29	8/17/2021 16:47:29	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/16/2021 22:38:51	8/17/2021 01:38:51	9083 18 3 401 01 002 D	Armed in Area 1 by user 002	Info
8/16/2021 22:36:19	8/17/2021 01:36:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info
8/16/2021 21:08:22	8/17/2021 00:08:22	9083 18 3 401 01 002 E	Armed in Area 1 by user 002	Info

8. Add a Software Modem

Software modems are used for remote Upload and Download (UDL) for selected panels. For a comprehensive list of selected panels, please see our Panel Compatibility List on support.m2mservices.com.

Go to My Devices>Devices and then click Actions. From the dropdown, select Add Software Modem.
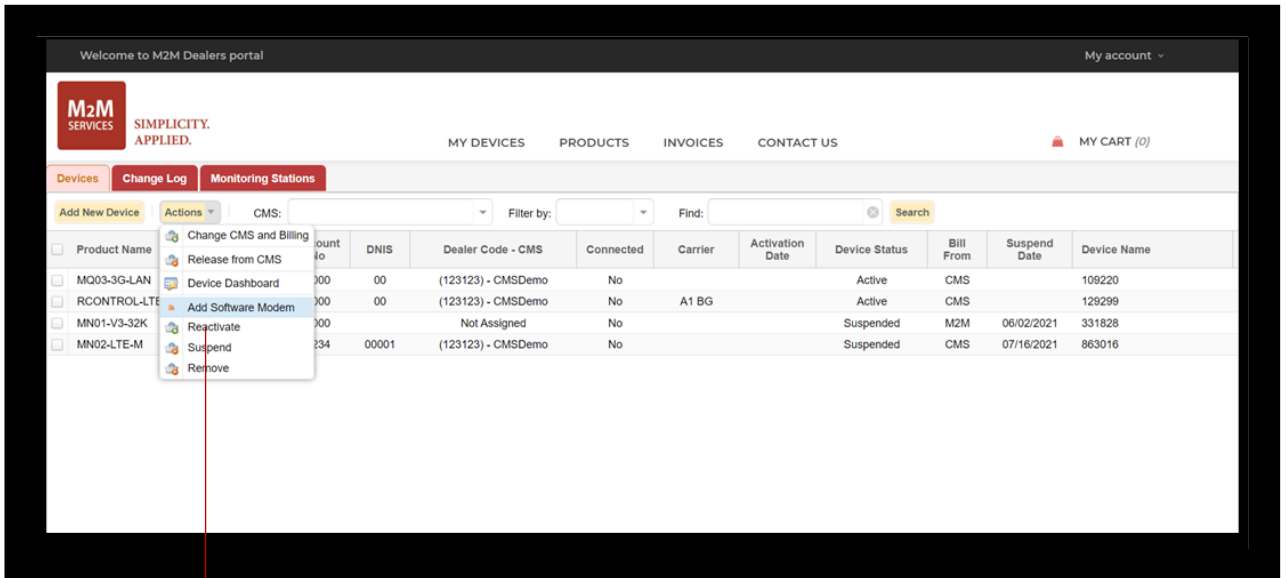
Select Add Software Modem from My Devices>Devices>Actions

M2M Dealers presents dealers with the following options regarding monthly billing for a software modem:

1. Billing from your preferred monitoring station.

2. Billing from M2M Services

On the next page, you will find a step-by-step guide how to navigate to each of the above options. Should you work with more than one monitoring station, you can select the one you want to be billing you for this software modem.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see 11. Add a Credit Card to Your Payment Methods for more information.

Add a Software Modem

Option 1: Choose Billing from a Monitoring station

Tick from Monitoring Station to be billed from your preferred monitoring station

Select the monitoring station you want to be billed from

Add Software Modem ⊗

Monthly billing
- ● from Monitoring Station
- ○ from M2M Services

You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions.

Monitoring Station
(123123) - CMSDemo ▼

Add   Cancel

Make sure you read the Billing details before you confirm

Confirm selection by clicking Save

Option 2: Choose Billing from M2M Services

Tick from M2M Services

Monitoring station field is disabled for this option

Add Software Modem ⊗

Monthly billing
- ○ from Monitoring Station
- ● from M2M Services

SW-MODEM – You will be billed $10.00/month starting in August 2021. Cellular service continues until cancelled.

By selecting to be billed from M2M Services, you agree to our Terms and Conditions and Payments User Agreement and authorize us to charge a card ending in 1936, exp. 12/2022.

Monitoring Station
▼

Add   Cancel
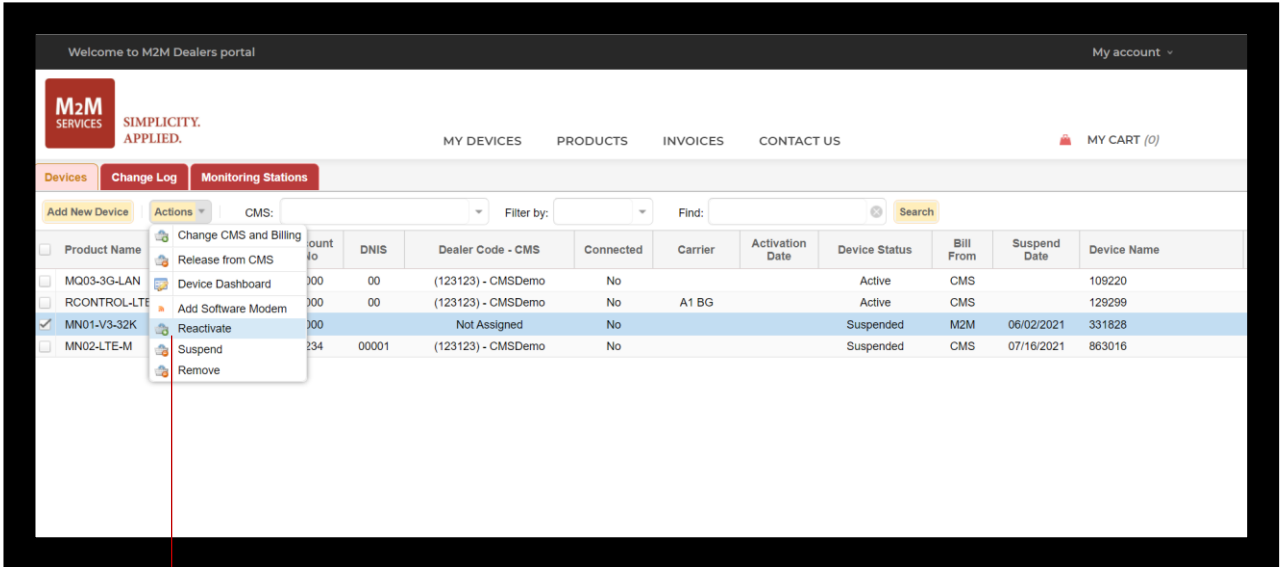
Make sure you read the Billing details before you confirm

Confirm selection by clicking Save

9. Reactivate a Device

In My Devices, go to tab Devices and select the suspended device you want to reactivate.

Then, from the dropdown Actions , select Reactivate.
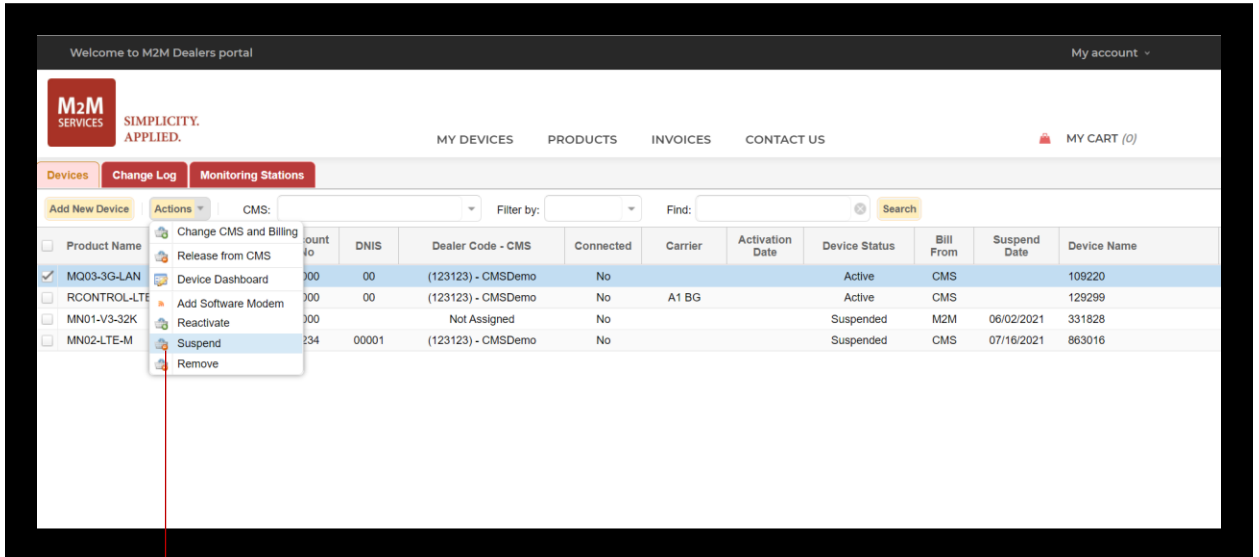

Select Reactivate from My
Devices>Devices>Actions

As a next step, you will need to confirm your selection. Bear in mind that a reactivation fee may apply.

Note: In order to reactivate a device with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers. Please see 11. Add a Credit Card to Your Payment Methods for more information.

Click OK to confirm reactivation
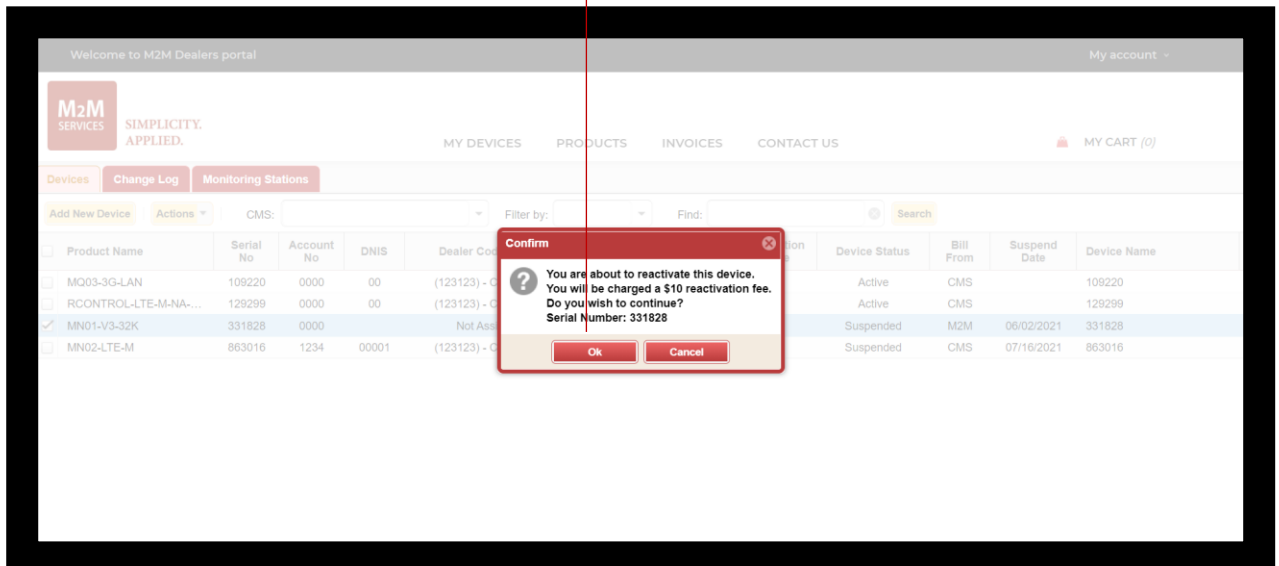
10. Suspend a Device

In My Devices, go to tab Devices and select the device you want to suspend.

Then, from the dropdown Actions , select Suspend.

Mark the device and select Suspend
from the dropdown Actions

Note: In order to reactivate a device, once suspended, and continue with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers. Please see 11. Add a Credit Card to Your Payment Methods for more information.
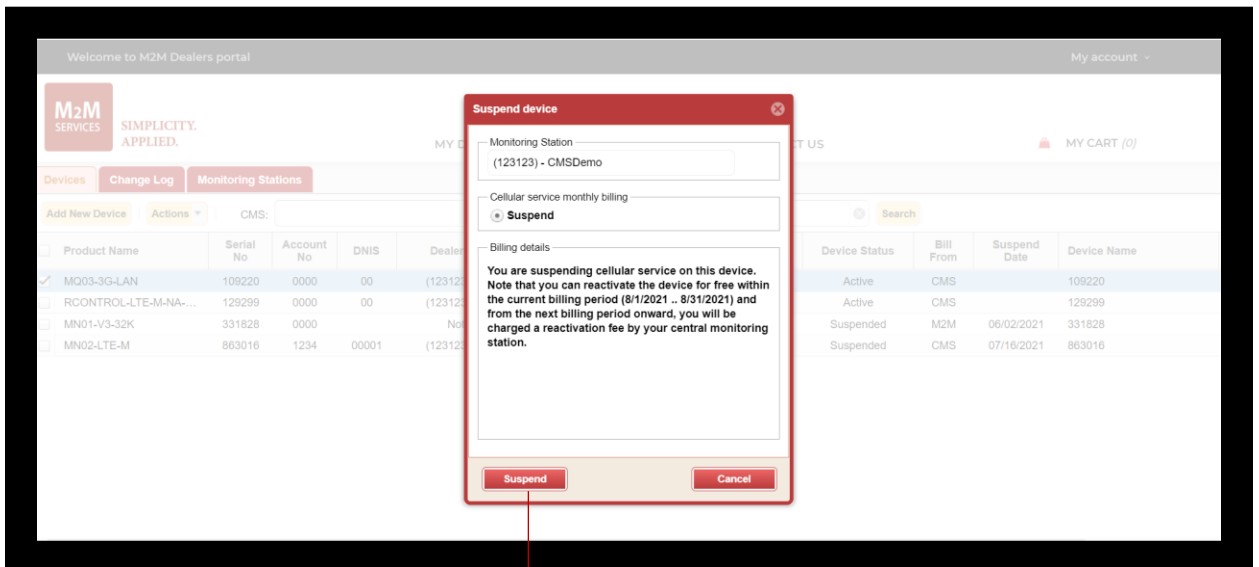
Click Suspend to confirm selection

11. Remove a Device from m2mdealers.com

My Devices, go to tab Devices and select the device you want to remove. Make sure that the device is with status Not Assigned and Suspended.

Then, from the dropdown Actions , select Remove.
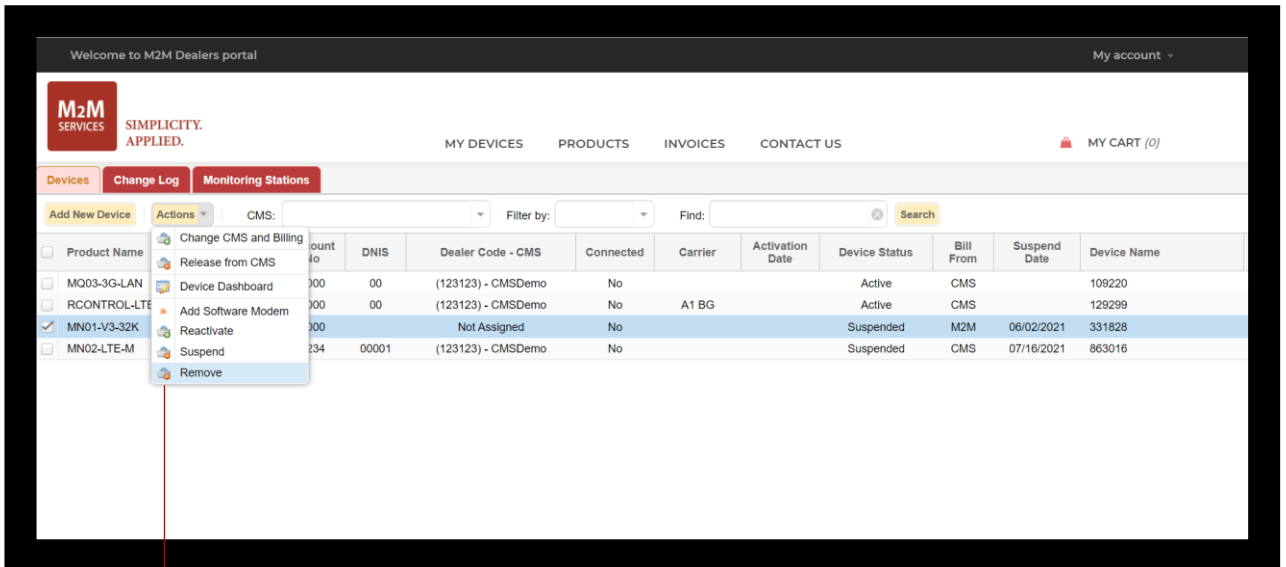
Mark the device and then select Remove
from My Devices>Devices>Actions

As a next step, you will need to confirm your selection. Bear in mind that if you remove a device, you will need the device's Serial Number and Config Key to add it back.
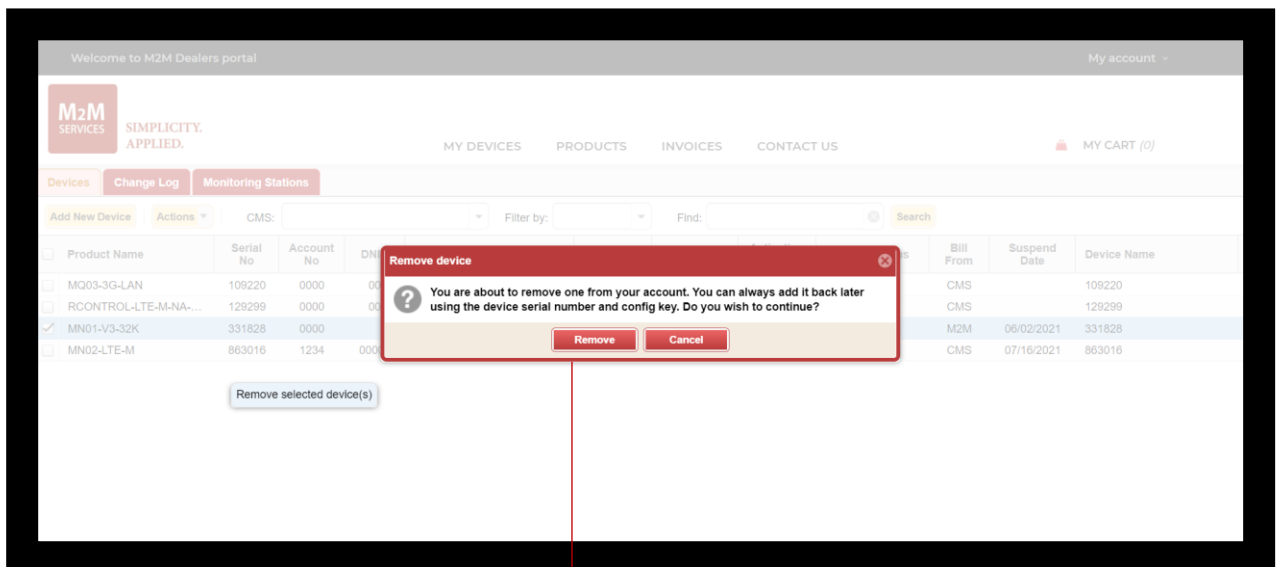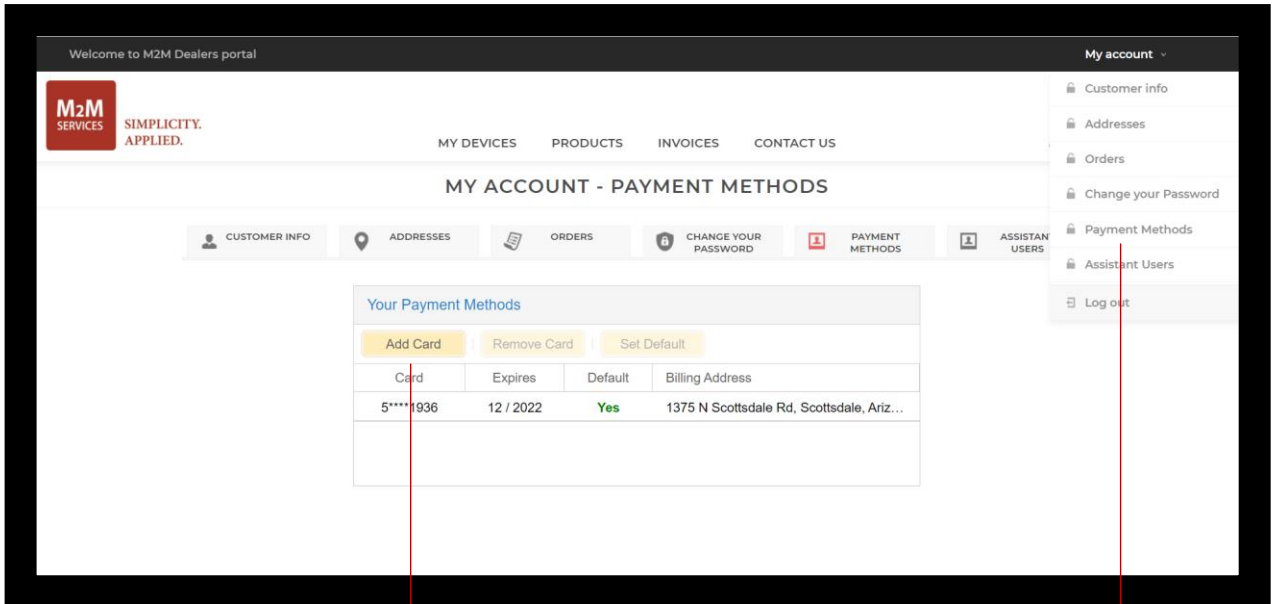

Click Remove

12. Add a Credit Card to your Payment Methods

Go to the My Account dropdown and select Payment Method.

Then, from the main window, select Add Card.

Click Add Card to add a new credit card

Navigate to Payment Methods from My Account

Choose a Billing Address from the dropdown or Add a new Billing Address

Fill in your Credit Card Details and Cardholder name

Click Add to add the new credit card
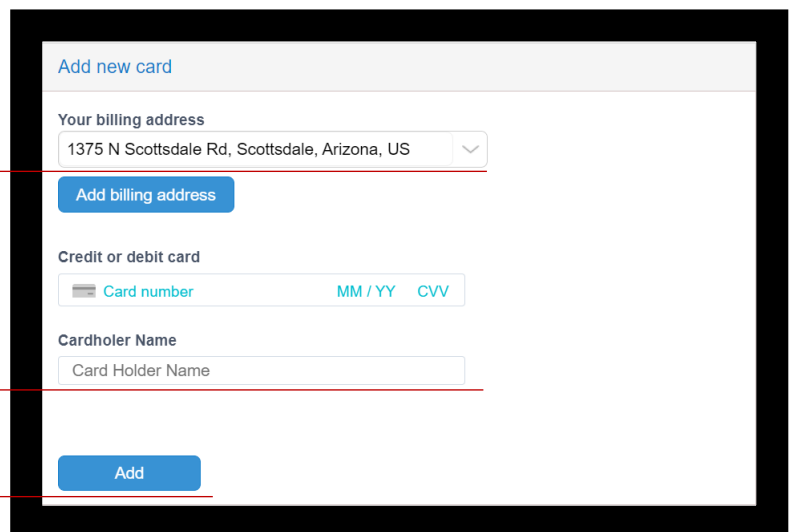
Note: If your credit card expires, is blocked or removed, your active cellular service subscriptions with billing from M2M Services will be affected. Therefore, we advise to add a backup credit card.

13. Add/Remove Assistant Users

Go to the My Account dropdown and select Assistant Users.

Then, from the main window, select Add New Assistant User.
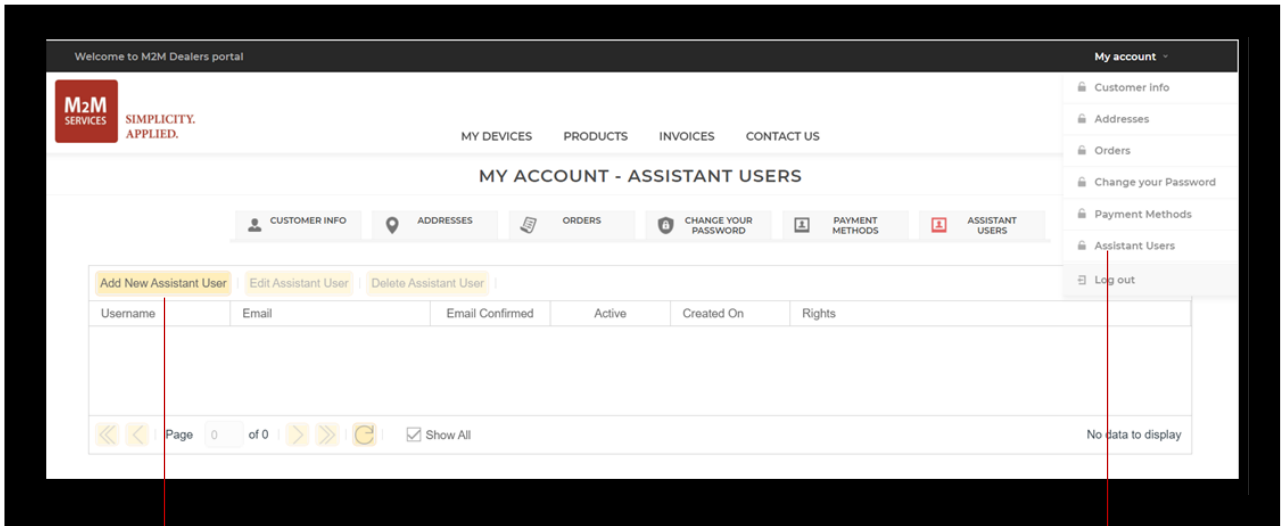
Click Add New Assistant User to open the fill-in form

Navigate to Assistant Users from My Account dropdown

Note:

1. Invoices and Payments gives users permission to see Invoices, add or change Payment Methods.

2. With ReadOnly users can see information but not manage devices on the Portal.

3. Device Control gives users permission to add, remove and manage Devices but without access to Invoices, Add or Change Payment Methods.

Fill in a Username and the Email Address of the user you are adding

Choose a Password for this user

Select which modules will be available to the user

Click Submit to add the user

14. Change Log

Go to My Devices>Change Log to see a detailed list of actions triggered by the Dealer Portal user.

Actions that are process or pending approval can be reverted by clicking the Cancel button.

Cancel actions that are in process
or pending approval

Type of actions that have been
triggered by a user request

Description contains the device
Serial Number

Tip:

Use the columns filter to sort descending by Created On to allocate the most recent actions.