

Ressources to get help with m2m Cockpit


m2m Cockpit
Quick Guide


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News & Notes

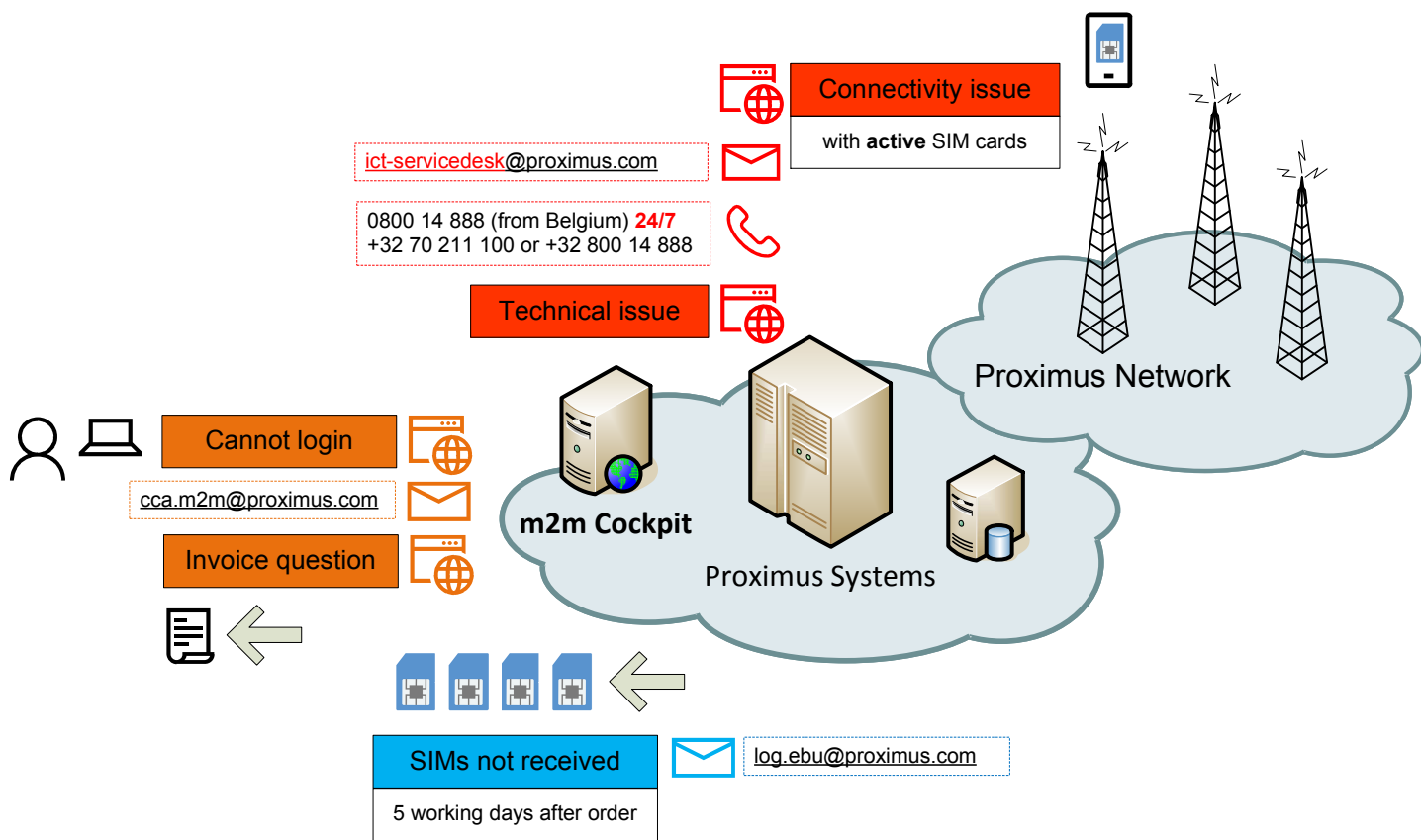

m2m Cockpit
FAQs


m2m Cockpit
User Guide

! Inside m2m Cockpit !!!

Facing a m2m Cockpit trouble you can't solve with above resources ?

Depending on the nature of the issue, you can contact us via phone, mail or webform
Please provide with **requested informations** so that we can help you efficiently !



Please provide requested informations
whatever the way you contact us !

SIMs not received

- Mention your **PO number** to be found in Cockpit Request > Track Request > **Tracking number** of the appropriate stock order
- SSID: Cockpit>Home> My Service Agreement: Account Number

Cannot login


Invoice question

- Company name
- Client number (to be found on your invoice)
- Contact person
- Email address
- Phone number (Mobile or Fixed Line)
- Question or Problem description

Connectivity issue

- SSID: Cockpit>Home> My Service Agreement: Account Number
- day and time the problem was noticed
- location of the problem
- details of the SIM card(s) that is (are) impacted: whole fleet or only a few (then which MSISDNs – 15 digit number of the cards)
- details of the APN showing the problem (private APN or public APN)

Technical Issue

- Cockpit is a self management solution, plz submit only technical troubles and abnormal behaviours deviating from what you configure. Refer to News&Notes for known issues 
- SSID: Cockpit>Home> My Service Agreement: Account Number
 - day and time the problem was noticed
 - location of the problem (Cockpit section)
 - extensive description of the problem
 - screenshot/file showing the trouble (if helpful for understanding)