



MegaPortal Manual

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Revision History

Rev	Iteration	Description	Incorporated By	Date
1	1	Initial Release	Lorenzo Porchas	2/2/2024
1	2	With firmware version release 2.4.95 and above, and the subsequent release of version 2.5.0, this manual includes improvements to GPS, Mapping, and the new Remote Management VPN feature	Lorenzo Porchas	8/6/2024
1	3	MegaPortal release 4.5.0 relocates the Device Actions buttons to a drop-down menu labeled Options and other improvements	Lorenzo Porchas	1/23/2025
1	4	MegaPortal release 4.5.2: ability to export list of devices; Map data points retention extended; number of Map data points displayed increased.	Lorenzo Porchas	2/10/2025
1	5	MegaPortal release: 4.5.4:	Lorenzo Porchas	7/10/2025

			ability to upload multiple devices, Read Only role, other fixes and improvements	
1	6	MegaPortal release 4.5.5: downloadable files renamed for easier distinction.	Lorenzo Porchas	3/13/2025
1	7	MegaPortal release 4.5.6: Read Only role added; Data flow is now expressed in MB; status column added to list of devices in Pool.	Lorenzo Porchas	5/13/2025
1	8	MegaPortal release 4.6.2: Update Available indicator; Change to NAT mode before update message.	Lorenzo Porchas	10/21/2025
1	9	MegaPortal release 4.6.4: Bulk device software update; remote password and factory default reset options	Lorenzo Porchas	1/20/2026

1 | Introduction

This manual will show the user how to set up, manage, monitor, and maintain their Nextivity High Power User Equipment (HPUE) device on Nextivity's cloud portal also known as MegaPortal.

1.1 Prerequisites

Before using this manual, please make sure you have setup, installed, and pre-configured your HPUE device per the appropriate user manual and/or quick start manual. For more information on your particular HPUE device, please Nextivity's Products www.nextivityinc.com/products or Support page: www.nextivityinc.com/support.

1.2 Related Documents

MegaFi or also known as **MegaFi 1**:

- ▀ The *MegaFi User Manual*: <https://nextivityinc.com/wp-content/uploads/2024/01/SHIELD-MegaFi-User-Manual.pdf>
- ▀ The *MegaFi Software Manual*: <https://nextivityinc.com/wp-content/uploads/2024/03/SHIELD-MegaFi-Software-Manual.pdf>
- ▀ The *MegaFi Software Update Manual*: <https://nextivityinc.com/wp-content/uploads/2023/11/SHIELD-MegaFi-Software-Update-Manual.pdf>

MegaFi 2:

- ▀ The *MegaFi 2 User Manual*: <https://nextivityinc.com/wp-content/uploads/2025/04/SHIELD-MegaFi-2-User-Manual.pdf>
- ▀ The *MegaFi 2 Software Manual*: <https://nextivityinc.com/wp-content/uploads/2025/06/SHIELD-MegaFi-2-Software-Manual.pdf>

1.3 Support

Nextivity's support desk is always ready to help you with any support issues or requests. If you encounter any problems, need clarification, or have feedback, recommendations, or suggestions then feel free to contact us at support@nextivityinc.com.

For additional assistance: +1 (858) 485-9442 **OPTION 1**

Support Business Hours: 6:00 AM – 5:00 PM PST

We look forward to being of service.

2 | Cloud Access via the Nextivity MegaPortal and User Management

Once the HPUE device has been setup, installed, and pre-configured to minimum requirements, it is time to register, create user accounts, and connect the device to Nextivity's Cloud Portal also known as MegaPortal.

2.1 Create Account and Sign In

1. To enable cloud management, open your computer browser window and enter <https://megaportal.nextivityinc.net>.
2. The MegaPortal sign-in dialog box will appear.



Figure 1: Mega Portal login screen dialog box

- A. If your organization already has an account, contact your organization's administrator to create a user account.
- B. If your organization does not yet have an account, contact support@nextivityinc.com to create an administrative account for your organization. Click on **Create an account**.

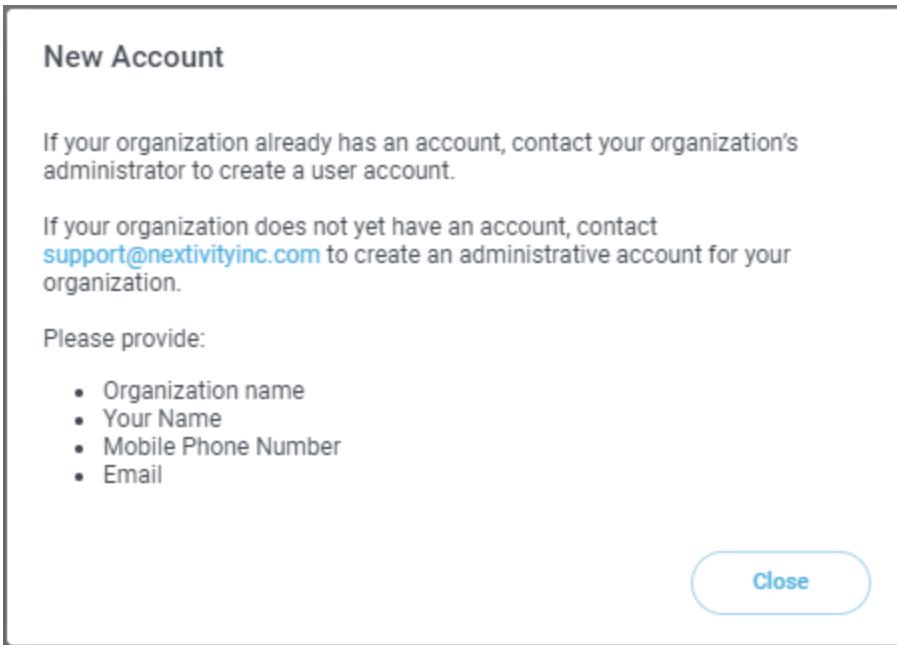


Figure 2: New Account notification message

C. To create the first administrative account for your organization, you'll need to provide the following information:

- Organization Name
- Your Name
- Mobile Phone Number (Enter a mobile number to receive texts if you enable MFA)
- Email

D. If you already have an account, enter the email and the password for your account and click **Sign In**. If MFA has been enabled on your account, enter the MFA code sent to you and click on **Submit** to complete the log in process.

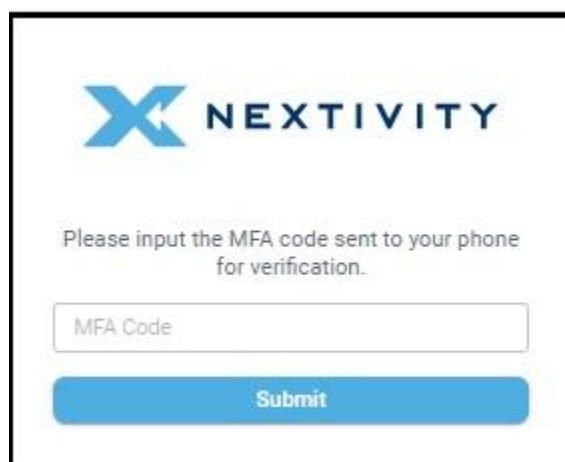


Figure 3: MFA Code verification screen

E. If you have forgotten your password, please contact your organizations' administrator for assistance or click on **Forgot password?**, enter your email address, and click on **Send Email** to reset your password.



Figure 4: Password Reset page

2.2 Creating User Accounts

After the administrative account has been created, the administrator can then create accounts for users.

To create users:

1. After login, you are in the **Devices** page by default. Click on **Users** on the left menu. If there are users already created, they will be listed as shown below, otherwise it will be empty.
2. **Note:** **Web User** and **Read Only** will not have access to this page as they do not have rights to manage users.

Name	Email	Mobile Phone Number	Organization	Role	Created	Updated
John Goocher	jgoocher@megafinc.com	+1 (704)123-4567	Nextivity-Inc	admin	11/03/2022 4:18 PM	10/24/2023 4:23 PM
Tim Lewis	tlewis@megafinc.com	+1 (619)123-4567	Nextivity-Inc	admin	12/14/2023 3:47 PM	12/14/2023 3:47 PM

Figure 5: Users page – New User button

2. On the top right-hand side of the screen, click on the **New User** icon to add a new user.

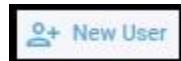


Figure 6: Users page – New User button closeup

3. Enter the following information for the new user:

- **Full Name**
- Choose **Web User**, **Admin**, or **Read Only** from the drop-down menu for this user's role.
 - **Web User** – this user will have restrictive rights which includes the ability to create devices, manage their own devices, create their own pools.
 - **Admin** – will have all Web User privileges including the ability to administer users.
 - **Read Only** - Organizational members with this role will have the ability to view all organizational devices via the Devices menu. Members with this role will not have the ability to change device settings from the MegaPortal.
- **Email**
- **Mobile Phone Number** field – if MFA is enabled, enter a valid mobile phone number to receive texts for authentication codes.

- Choose the appropriate country from the flag drop-down menu.

4. Click **Create** – to create the new user

The screenshot shows a 'New User' creation form. The form is titled 'New User' and contains the following fields:

- 'Full Name' input field
- 'Role' dropdown menu
- 'Email' input field
- 'Mobile Phone Number' input field, which includes a country code selector (USA flag) and a value '+1'.

At the bottom of the form are two buttons: 'Cancel' and 'Create'.

Figure 7: New User screen

5. The newly added user will receive an email with a temporary password and a link to login and change their password.

➲ **Note:** If you do not receive the invitation email, please check your Spam folder or contact your IT department to have them validate and make sure that emails coming from no-reply2@nextivityinc.com are not being blocked by their servers.

- Retrieve the temporary password from your email and follow the instructions
- Follow the link provided in the email
- Enter the temporary password to sign in
- The user will be prompted to enter a new password and confirm

➲ **Note:** Password length must be at least 8, it must include at least one uppercase, at least one lowercase, and at least one special character.

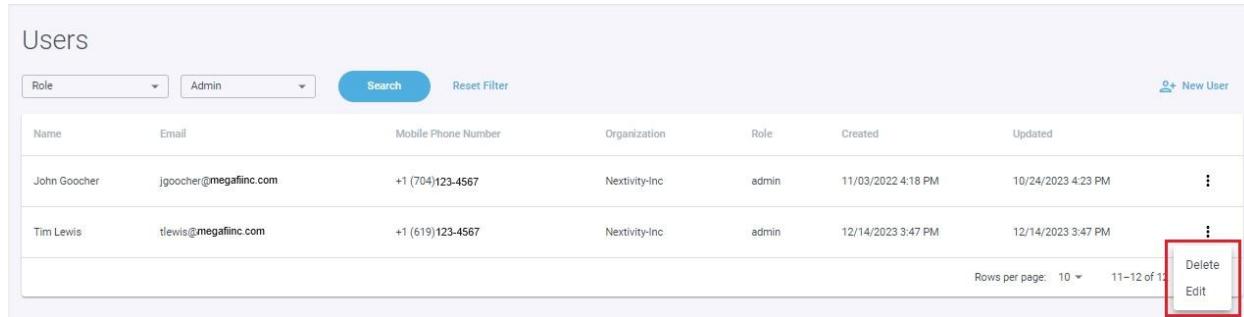
6. Click on **Submit** to confirm and proceed to login.

2.3 Deleting Users

As an administrator, users can be deleted from the Users page as follows.

To delete a user:

1. Click on the 3 dots to the right of the user to be deleted. A drop-down menu will appear.



Name	Email	Mobile Phone Number	Organization	Role	Created	Updated
John Goocher	jgoocher@megafinc.com	+1 (704)123-4567	Nextivity-Inc	admin	11/03/2022 4:18 PM	10/24/2023 4:23 PM
Tim Lewis	tlewis@megafinc.com	+1 (619)123-4567	Nextivity-Inc	admin	12/14/2023 3:47 PM	12/14/2023 3:47 PM

Figure 8: Users page – Options menu for selected user

2. Select **Delete**.

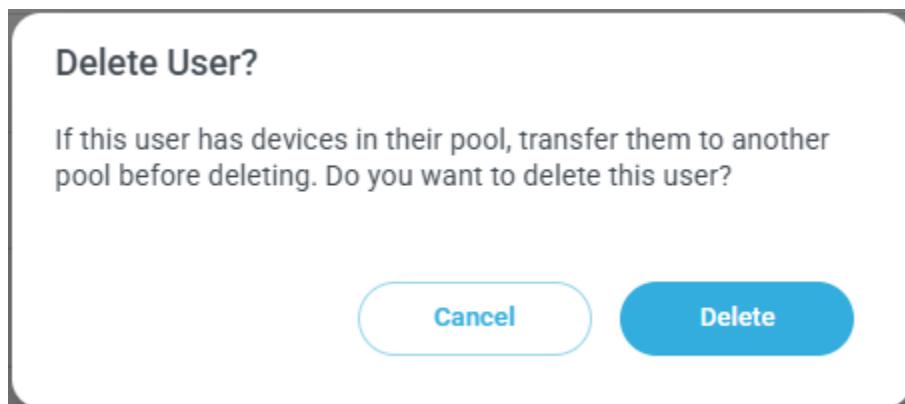


Figure 9: Delete User confirmation message

3. Click on **Delete** to apply the action.

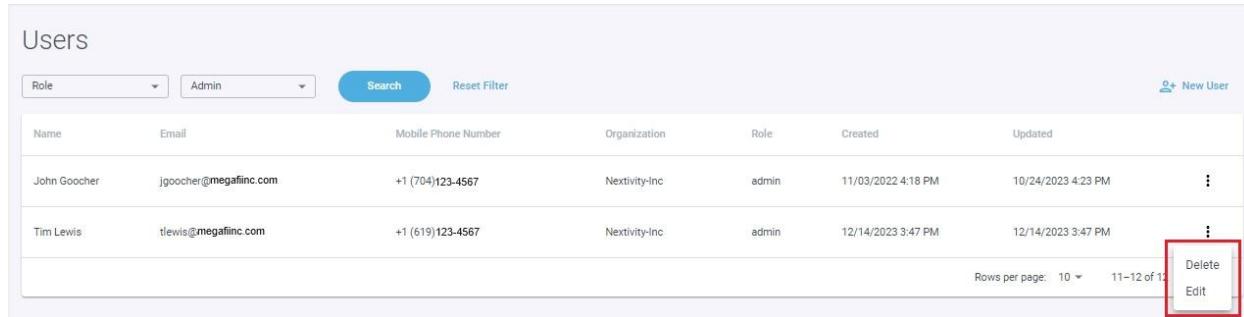
- ➲ **Note:** If a user to be deleted has devices on their account, the devices need to be first transferred to another user. Once all devices under the user to be deleted have been transferred, the user can now be deleted. See section 4.4 Transfer a Device to Another Pool for more details.

2.4 Editing Users

As an administrator, users can be edited from the Users page as follows.

To edit a user:

1. Click on the 3 dots to the right of the user to be edited. A drop-down menu will appear.

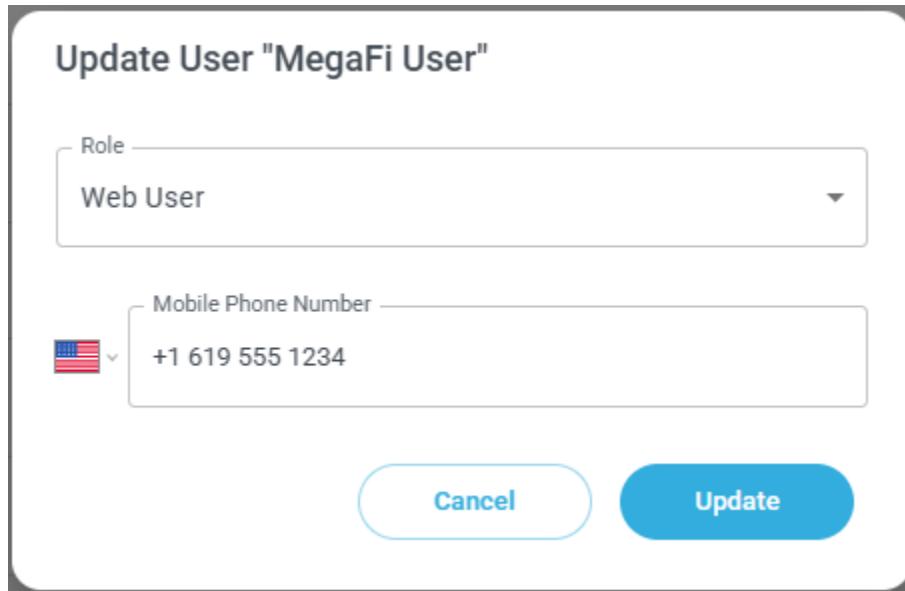


Users						
Role	Email	Mobile Phone Number	Organization	Role	Created	Updated
Admin	jgoocher@megafinc.com	+1 (704)123-4567	Nextivity-Inc	admin	11/03/2022 4:18 PM	10/24/2023 4:23 PM
Admin	tlewis@megafinc.com	+1 (619)123-4567	Nextivity-Inc	admin	12/14/2023 3:47 PM	12/14/2023 3:47 PM

Rows per page: 10 ▾ 11-12 of 12

Figure 10: Users page – Options menu for selected user

2. Select **Edit**.
3. There are only two fields that can be edited. The users' role/privilege (**Web User**, **Admin** or **Read Only**) and the users' mobile phone number. Edit as needed.



Update User "MegaFi User"

Role: Web User

Mobile Phone Number: +1 619 555 1234

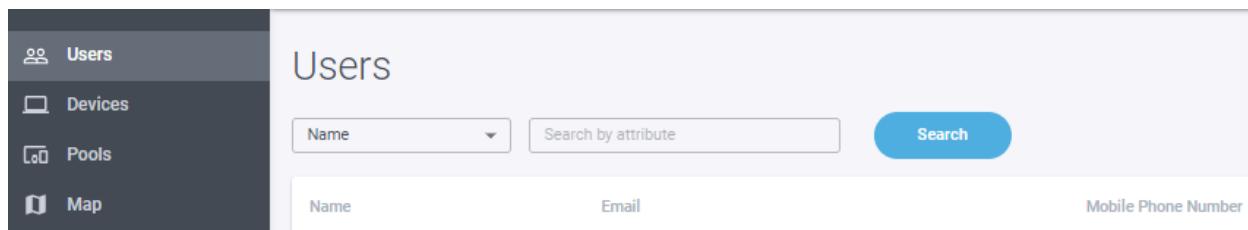
Cancel Update

Figure 11: Update User screen – Update User's role and phone number

4. Click on **Update** after completing edits.

2.5 Users Filter and Search Fields

As an administrator, there is a field to filter and search for users.



The screenshot shows the 'Users' page in the Nextivity MegaPortal. On the left, a sidebar menu includes 'Users' (selected), 'Devices', 'Pools', and 'Map'. The main area is titled 'Users' and contains a search bar with dropdown menus for 'Name' and 'Search by attribute', and a 'Search' button. Below the search bar, there are columns for 'Name', 'Email', and 'Mobile Phone Number'. The 'Name' column is currently selected.

Figure 12: Users page – filter and search options

To search by user attribute:

1. Pull down the drop-down menu on the left to reveal the filters to search users by. Then choose a filter. The search options are:

- Name
- Email
- Mobile Phone Number
- Organization
- Role
- Created
- Updated

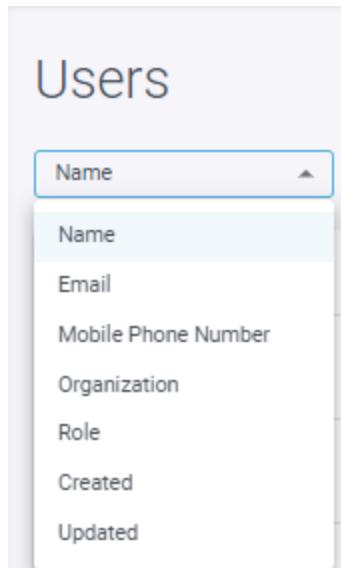


Figure 13: Users page – filtering options

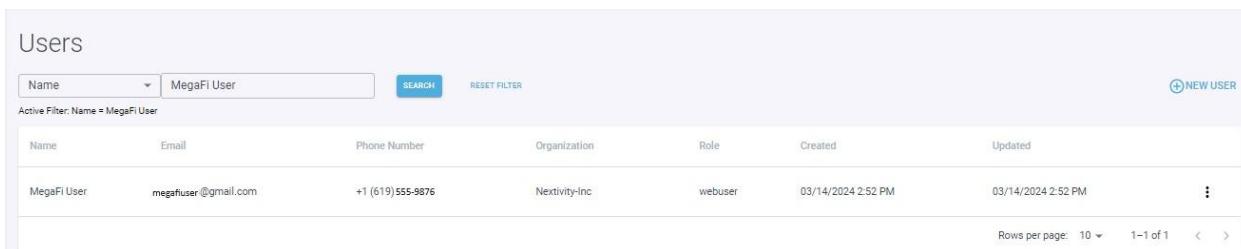
2. In this example we chose **Name**, then entered a known users' name: MegaFi User.



The screenshot shows the 'Users' page with a search interface. A dropdown menu is open, showing 'Name' as the selected filter. To its right is a text input field containing 'MegaFi User'. To the right of the input field are two buttons: a blue 'Search' button and a light blue 'Reset Filter' button.

Figure 14: Users page – filter users by name

3. Click on **Search** – in this example it will list the only user by that name typed in the search field.



The screenshot shows the 'Users' page with search results. The search bar at the top has 'Name' selected and 'MegaFi User' typed in. Below the search bar is a table with columns: Name, Email, Phone Number, Organization, Role, Created, and Updated. One row is visible, showing 'MegaFi User' as the name, 'megafuser@gmail.com' as the email, '+1 (619) 555-9876' as the phone number, 'Nextivity-Inc' as the organization, 'webuser' as the role, '03/14/2024 2:52 PM' as the created date, and '03/14/2024 2:52 PM' as the updated date. At the bottom of the table, there are buttons for 'Rows per page' (set to 10), '1-1 of 1', and navigation arrows.

Figure 15: Users page – Search results from the filter users by name option

4. Click on **Reset Filter** to reset back to the default view of all users.



The screenshot shows the 'Users' page with the search interface. The 'Reset Filter' button, located to the right of the search button, is highlighted with a red box.

Figure 16: Users page – Reset Filter button

5. To view more than 10 users per page (default), this can be changed at the bottom-right corner of the **Users** view page. Use the drop-down menu next to **Rows per page** to adjust between 10, 25, or 100 users per page.

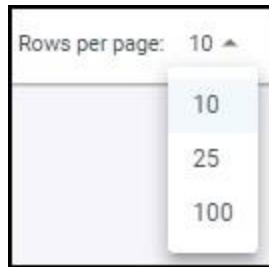


Figure 17: Rows per page options

6. If you have more users than can be shown in one page, there are left and right arrows to move between pages to view your users. These are located at the bottom right corner of the **Users** page next to **Rows per page**.



Figure 18: Number of users to display per page options

2.6 User Multi-Factor Authentication (MFA)

Any user can enable or disable MFA.

To modify a user's MFA:

1. Click on the users' profile drop-down menu and select **User Profile**.

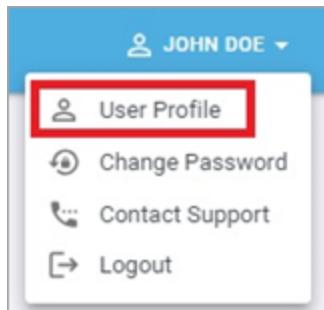


Figure 19: User options menu – User Profile option

2. Toggle the MFA button to **Enabled** or **Disabled**.

➲ **Note:** If enabling MFA, a valid mobile number needs to be associated with this profile otherwise you can be locked out of this account.

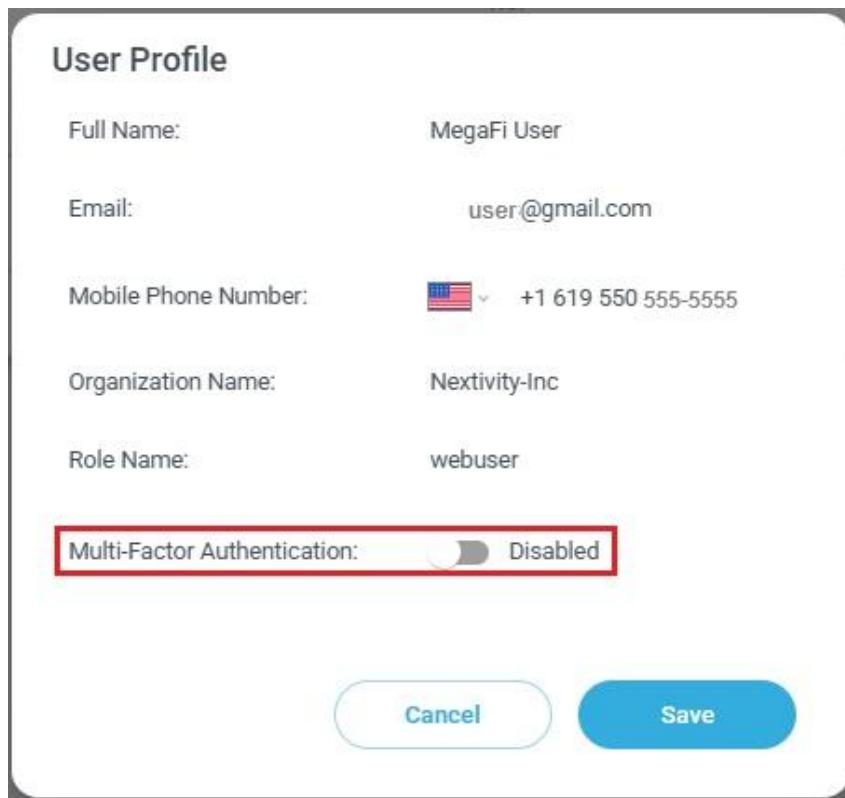
A screenshot of the User Profile edit screen. The form fields are: Full Name (MegaFi User), Email (user@gmail.com), Mobile Phone Number (+1 619 550 5555, with a USA flag icon and a dropdown arrow), Organization Name (Nextivity-Inc), and Role Name (webuser). At the bottom, there is a section for Multi-Factor Authentication with a toggle switch set to "Disabled". Below the form are "Cancel" and "Save" buttons.

Figure 20: User Profile – enable/disable MFA

3. Click on **Save** to apply MFA setting.

➲ **Note:** A user's mobile number can also be modified in this area.

4. You will be asked for confirmation. You will be immediately logged off upon clicking on **Continue**. Only continue if the mobile number is correct and that it can accept text messages.

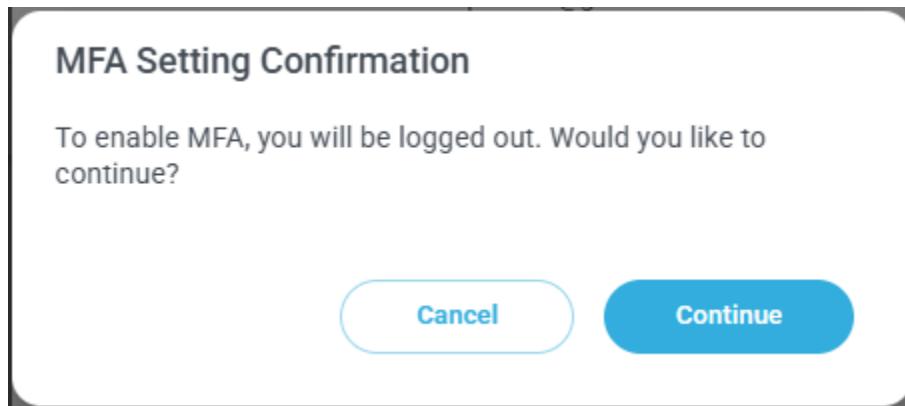


Figure 21: Enable MFA confirmation message

5. If MFA was enabled, and upon relogging back in (entering your credentials), a text message will be sent to your mobile phone. Enter the MFA authentication code into the field and click on **Submit** to log back in. Authentication will be required at every log in unless this feature is disabled.



Figure 22: MFA Code verification screen

6. MFA can be disabled by following the steps above and toggling the setting to **Disabled** and clicking on **Continue**.

2.7 Change Password

The user can change their password as follows.

To change the password:

1. Click on the users' profile drop-down menu and select **Change Password**.



Figure 23: User options menu – Change Password

2. Enter the current password, the new password and confirm the new password into the provided fields.
⌚ **Note:** Password length must be at least 8, it must include at least one uppercase, at least one lowercase, and at least one special character.

A screenshot of a 'Change Password' dialog box. The title 'Change Password' is at the top. Below it are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom are two buttons: 'Cancel' (light blue) and 'Change' (dark blue).

Figure 24: Change Password screen

3. Click on **Change** when completed.
4. The new password will take effect next time you log in.

2.8 Logout

The user can logout as follows.

To log out:

1. Click on the users' profile drop-down menu and select **Logout**.

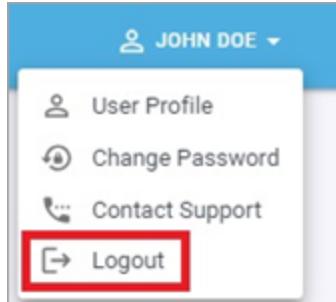


Figure 25: User options menu – Logout option

2. The user will be logged out and returned to the **Sign In** screen.

3 | Devices

This section describes how to add and remove devices, view device details and statistics, edit devices, perform software update to devices, perform actions on devices such as Refresh Values, Reboot, enable/disable Location Tracking, Remote VPN management, and the device search functions.

3.1 Add Devices

From the **Devices** menu, you can add a device as shown below.

- ⌚ **Note:** A user cannot add a device that is already claimed by another user. If a user wants to claim a device that is already claimed by another user, that device will first have to be unclaimed/deleted from the other user's Devices list. However, an administrator of an organization will have access to all devices from all its users and they will show up in the administrators' Devices list.
- ⌚ **Note:** For new accounts, it is strongly advisable to first create a Pool or Pools before adding device(s). In some cases, creating a pool(s) first will make it easier to add and manage devices for a new account. Skip to Section 4.1 Add a Pool, to create a device pool(s) then proceed with this section and steps below to add devices.

To add a device to your account:

1. On the upper right-hand side of the screen of the **Devices** menu, click **New Device**.

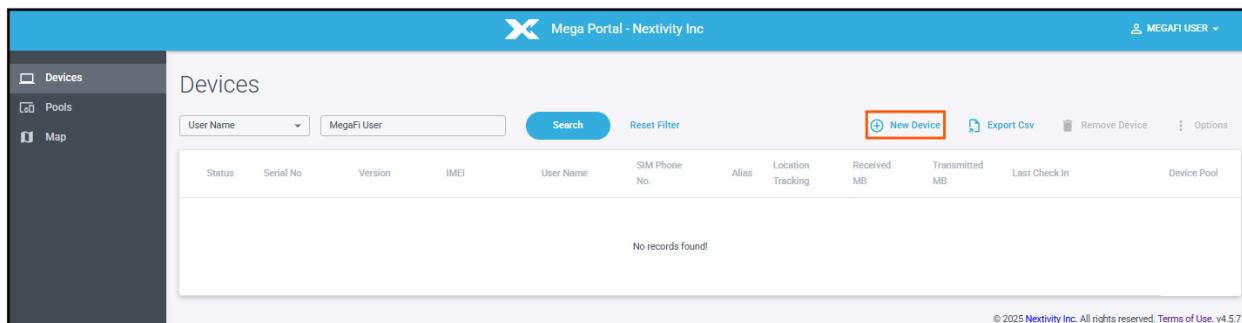


Figure 26: Devices page – New Device button

2. In the **New Device** dialog box, enter the following information for the new device.
 - **Serial Number** - from the label on the bottom of the HPUE device or label included in the box packaging
 - **MAC address** - (no special characters required) from the label on the bottom of the HPUE device or label included in the box packaging

- **Pool** – For a new user account, there will be no pools defined, only the default pool. Choose the default pool or choose the desired pool from the drop-down menu if one already exists. Devices can be transferred to another pool as shown later in this document
- ➲ **Note:** New accounts will have default pools with have very unfriendly names. These can be renamed or simply create a new pool with a meaningful name.
- **Save** – to save the new device to the selected pool. Refresh the web browser to see the changes.

The image shows a modal dialog titled "New Device". At the top right is a button labeled "Multiple Devices" with a plus sign icon. The form contains three input fields: "Serial Number", "MAC Address", and a dropdown menu labeled "Pool". At the bottom are two buttons: "Cancel" (in a light blue rounded rectangle) and "Save" (in a blue rounded rectangle).

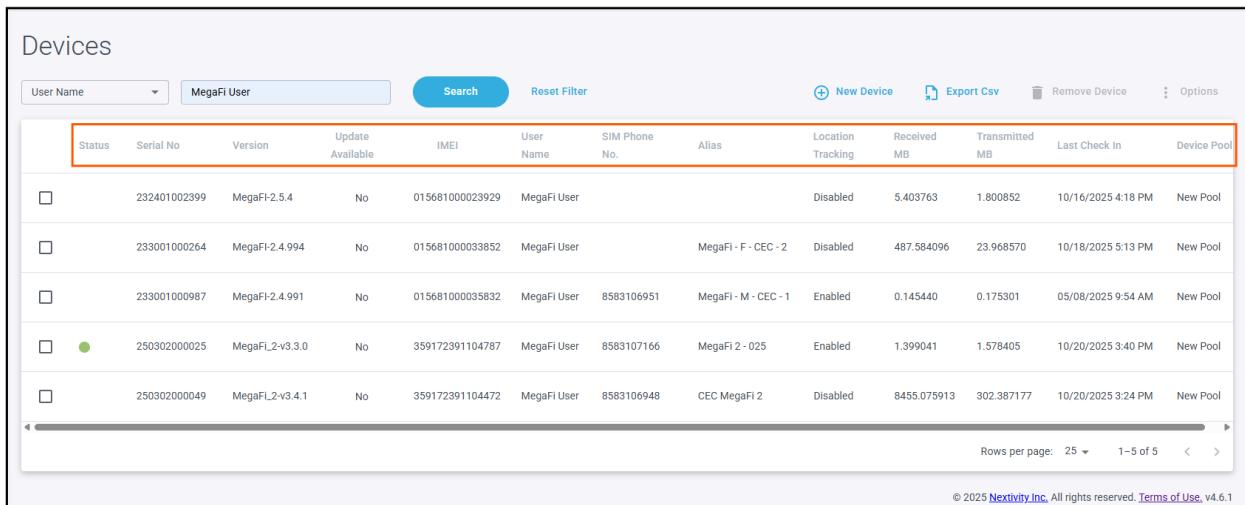
Figure 27: New Device screen

3. After adding a new device, the following device information is available in Devices view.

- **Status** – Green dot if device is online. No dot if the device is offline
- **Serial No.** – Serial number of the device
- **Version** – Current software version of the device
- **Update Available** – Whether there is a device update available to load
- **IMEI** – unique IMEI number of the device
- **User Name** – the user associated with the device
- **SIM Phone No.** – the SIM phone number associated to the device
- **Alias** – the alias given to the device
- **Location Tracking** – States if this feature is enabled or disabled

- **Received MB** – Received data in megabytes
- **Transmitted MB** – Transmitted data in megabytes
- **Last Check In** – Last date and time the device reported to the portal
- **Device Pool** – The pool the device belongs to

⇒ **Note:** As devices under your management grow, you may sort the devices by clicking on any of these fields.



Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool
☐	233001000264	MegaFi-2.4.994	No	015681000033852	MegaFi User		MegaFi - F - CEC - 2	Disabled	487.584096	23.968570	10/18/2025 5:13 PM	New Pool
☐	233001000987	MegaFi-2.4.991	No	015681000035832	MegaFi User	8583106951	MegaFi - M - CEC - 1	Enabled	0.145440	0.175301	05/08/2025 9:54 AM	New Pool
☐	250302000025	MegaFi_2-v3.3.0	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	1.399041	1.578405	10/20/2025 3:40 PM	New Pool
☐	250302000049	MegaFi_2-v3.4.1	No	359172391104472	MegaFi User	8583106948	CEC MegaFi 2	Disabled	8455.075913	302.387177	10/20/2025 3:24 PM	New Pool

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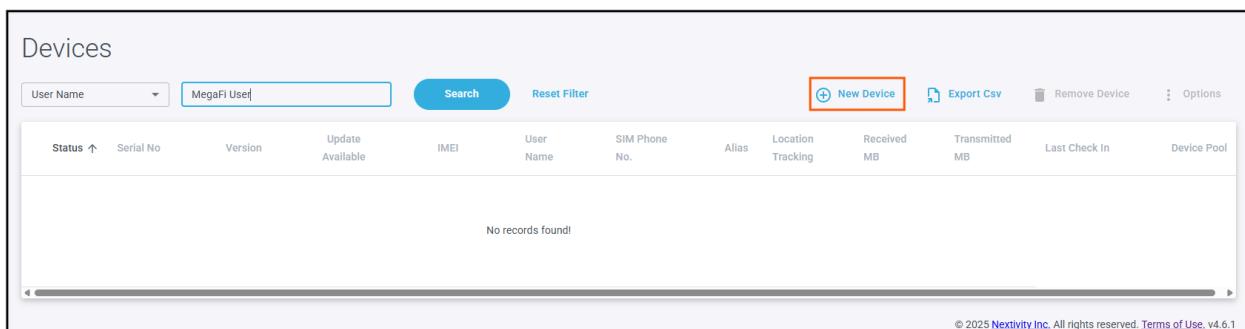
Figure 28: Devices page – sorting options

3.1.1 Adding Multiple Devices

The user has the ability to add up 100 devices to their account at once using a csv file. These devices can only go into one Pool when using this feature.

To add multiple devices to your account:

1. On the upper right-hand side of the screen of the **Devices** menu, click **New Device**.



Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
No records found!												

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Figure 29: Devices page – New Device button

2. In the **New Device** dialog box, click on the **Multiple Devices** link at the top right corner.

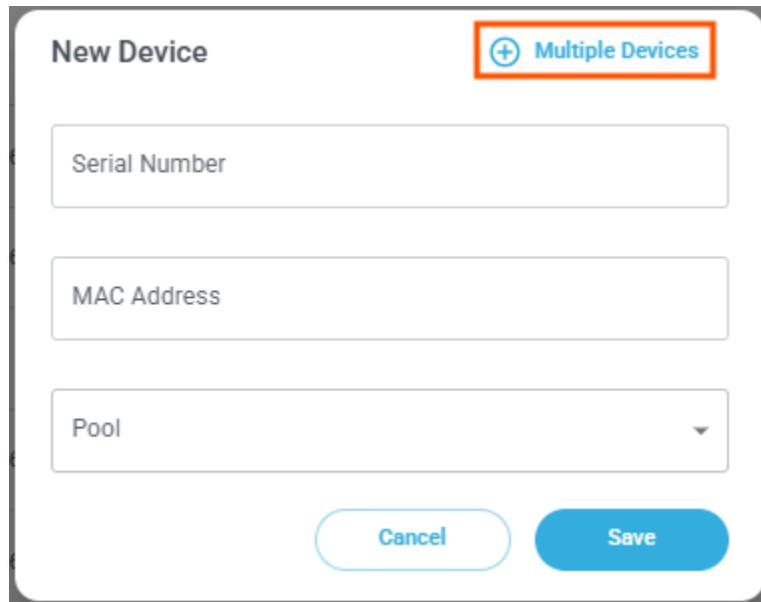


Figure 30: New Device button – Add Multiple Devices link

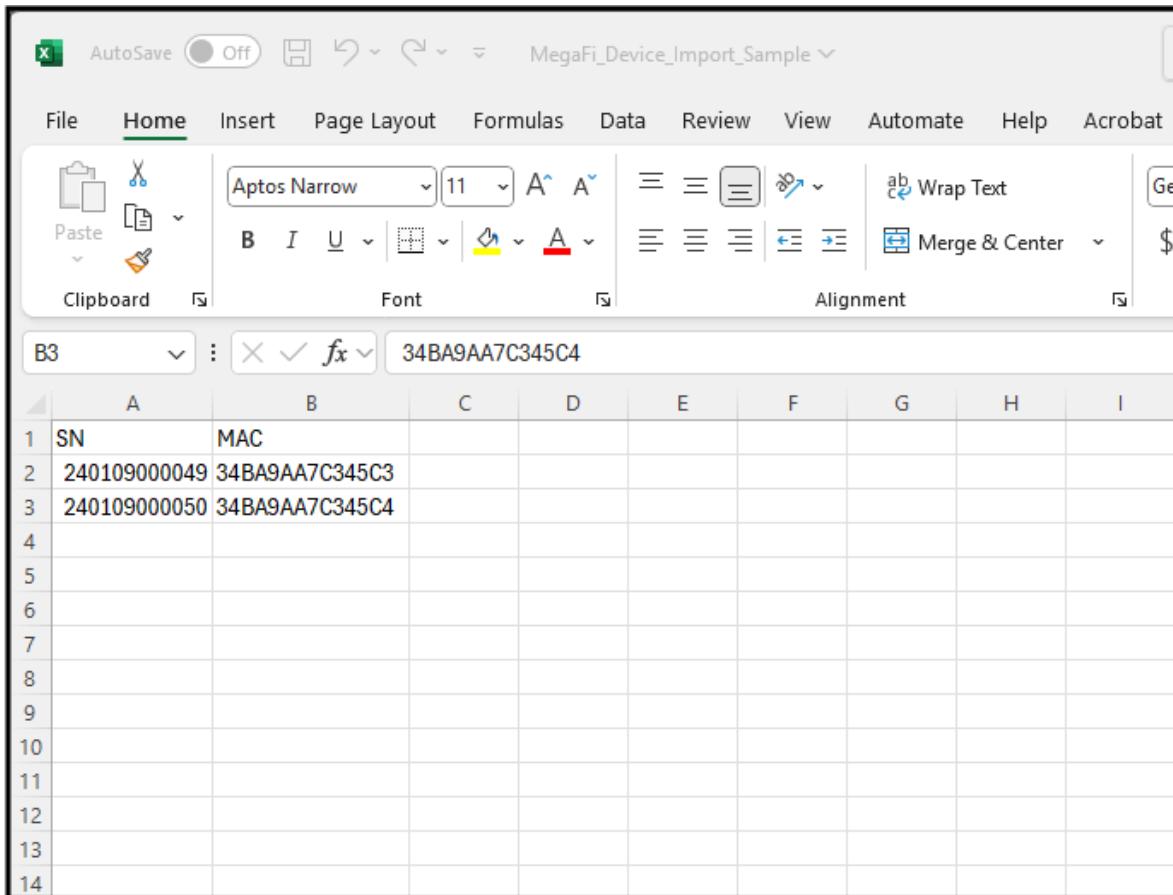
3. The user will be taken to a new **Add Multiple Devices** page.

Figure 31: Add Multiple Devices page

4. Download the **Sample CSV** file from the top right corner and open the csv spreadsheet file.

Figure 32: Download Sample CSV file

5. Add the device serial numbers and MAC addresses one per line and up to 100. Save and close the csv file when done.



	A	B	C	D	E	F	G	H	I
1	SN	MAC							
2	240109000049	34BA9AA7C345C3							
3	240109000050	34BA9AA7C345C4							
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

Figure 33: Sample CSV file

6. Click on the **Select CSV** button on the top left and locate the modified CSV file, then select **Open**.

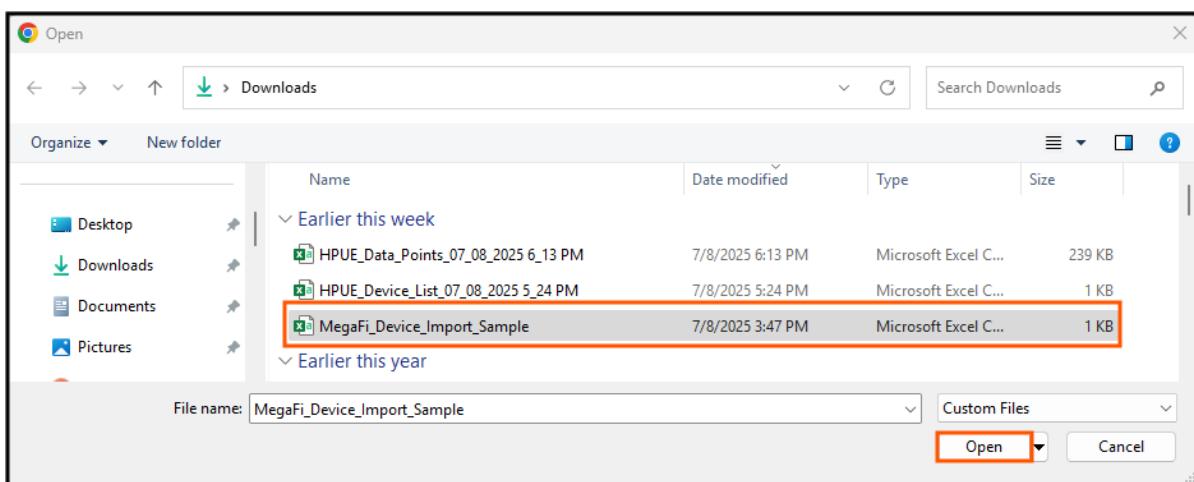
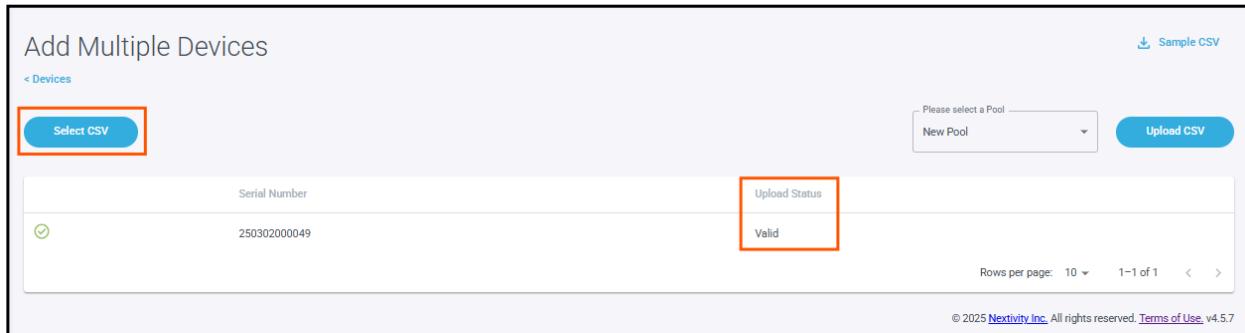


Figure 34: Locate CSV file and Open

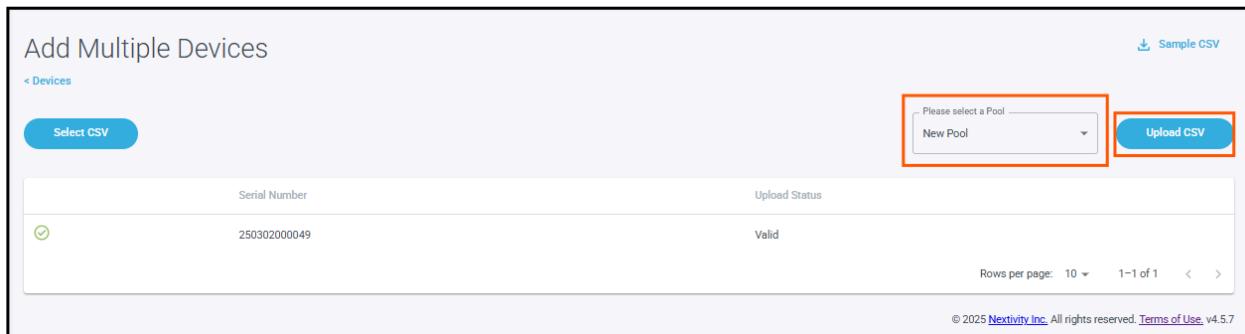
7. If the device data is correctly formatted, the **Upload Status** will indicate **Valid**. Otherwise, it will say **Rejected**, **Invalid Data**, in which the data or formatting needs to be corrected or **Serial Number** is already claimed.



The screenshot shows the 'Add Multiple Devices' interface. At the top, there is a 'Select CSV' button (highlighted with a red box) and a 'Sample CSV' link. Below this, a table displays a single device entry. The 'Serial Number' column shows '250302000049' with a green checkmark. The 'Upload Status' column shows 'Valid' (highlighted with a red box). At the bottom right, there are pagination controls and a copyright notice: '© 2025 Nextivity Inc. All rights reserved. [Terms of Use](#) v4.5.7'.

Figure 35: Select CSV file and Upload Status

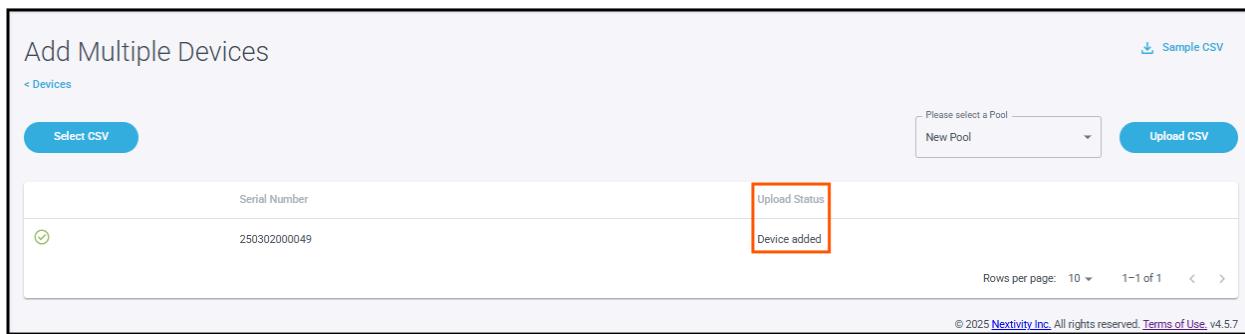
8. If the device data is valid, select the **Pool** from the drop-down menu where the devices will be placed in to and select **Upload CSV**.



The screenshot shows the 'Add Multiple Devices' interface. The 'Select CSV' button and 'Sample CSV' link are visible at the top. Below, a table shows a single device entry. The 'Serial Number' column is '250302000049' with a green checkmark. The 'Upload Status' column is 'Valid'. To the right of the table, a 'Please select a Pool' dropdown menu is open, showing 'New Pool' (highlighted with a red box). Next to it is an 'Upload CSV' button (also highlighted with a red box). The bottom right corner includes pagination and a copyright notice: '© 2025 Nextivity Inc. All rights reserved. [Terms of Use](#) v4.5.7'.

Figure 36: Select Pool and Upload CSV file

9. Upon successful uploading the **Upload Status** will indicate **Device added**.



The screenshot shows the 'Add Multiple Devices' interface. The 'Select CSV' button and 'Sample CSV' link are at the top. A table shows a single device entry with 'Serial Number' '250302000049' and a green checkmark. The 'Upload Status' column shows 'Device added' (highlighted with a red box). The 'Please select a Pool' dropdown and 'Upload CSV' button are also visible. The bottom right corner shows 'Rows per page: 10' and a copyright notice: '© 2025 Nextivity Inc. All rights reserved. [Terms of Use](#) v4.5.7'.

Figure 37: Device(s) added successfully

10. Click on either of the **Devices** link at the top left to go back to the Devices page.

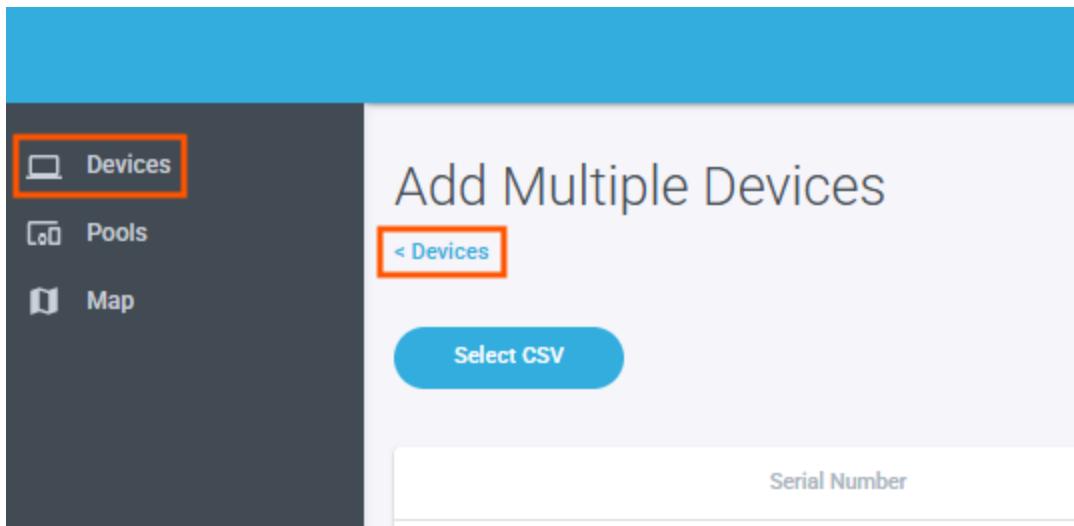


Figure 38: Go back to Devices links

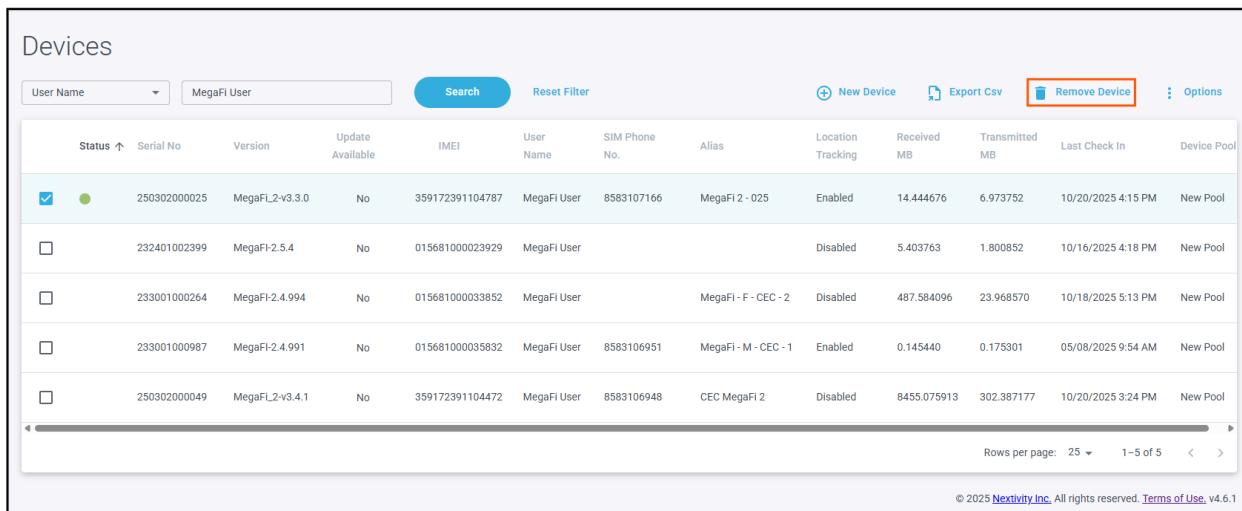
3.2 Remove Devices

From the **Devices** menu, you can remove a device as shown below.

To remove a device from your account:

1. Click on the **Devices** menu.
2. Check the box to the device you would like to remove from device management. Only one device at a time can be deleted.
3. The upper right-hand side of the screen will then make **Remove Device** clickable. Click on **Remove Device** to remove the device from your list of managed devices.

⌚ **Note:** A device can be removed if it is online, denoted by a green dot, or removed if it is offline, denoted by no dot in this view.



The screenshot shows a table with columns: Status, Serial No, Version, Update Available, IMEI, User Name, SIM Phone No., Alias, Location Tracking, Received MB, Transmitted MB, Last Check In, and Device Pool. The 'Remove Device' button in the top right is highlighted with a red box.

Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input checked="" type="checkbox"/>	250302000025	MegaFi-2-v3.3.0	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	14.444676	6.973752	10/20/2025 4:15 PM	New Pool
<input type="checkbox"/>	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool
<input type="checkbox"/>	233001000264	MegaFi-2.4.994	No	015681000033852	MegaFi User		MegaFi - F - CEC - 2	Disabled	487.584096	23.968570	10/18/2025 5:13 PM	New Pool
<input type="checkbox"/>	233001000987	MegaFi-2.4.991	No	015681000035832	MegaFi User	8583106951	MegaFi - M - CEC - 1	Enabled	0.145440	0.175301	05/08/2025 9:54 AM	New Pool
<input type="checkbox"/>	250302000049	MegaFi-2-v3.4.1	No	359172391104472	MegaFi User	8583106948	CEC MegaFi 2	Disabled	8455.075913	302.387177	10/20/2025 3:24 PM	New Pool

Rows per page: 25 ▾ 1–5 of 5 < >

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Figure 39: Devices page – Remove Device link

4. Click on **Delete** to confirm deletion.

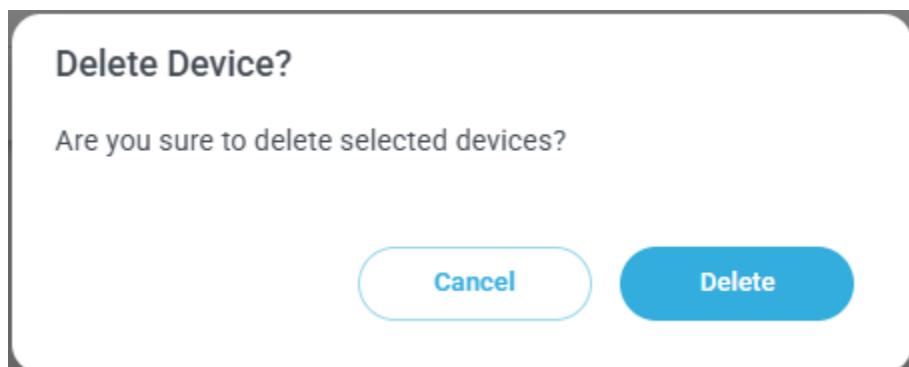


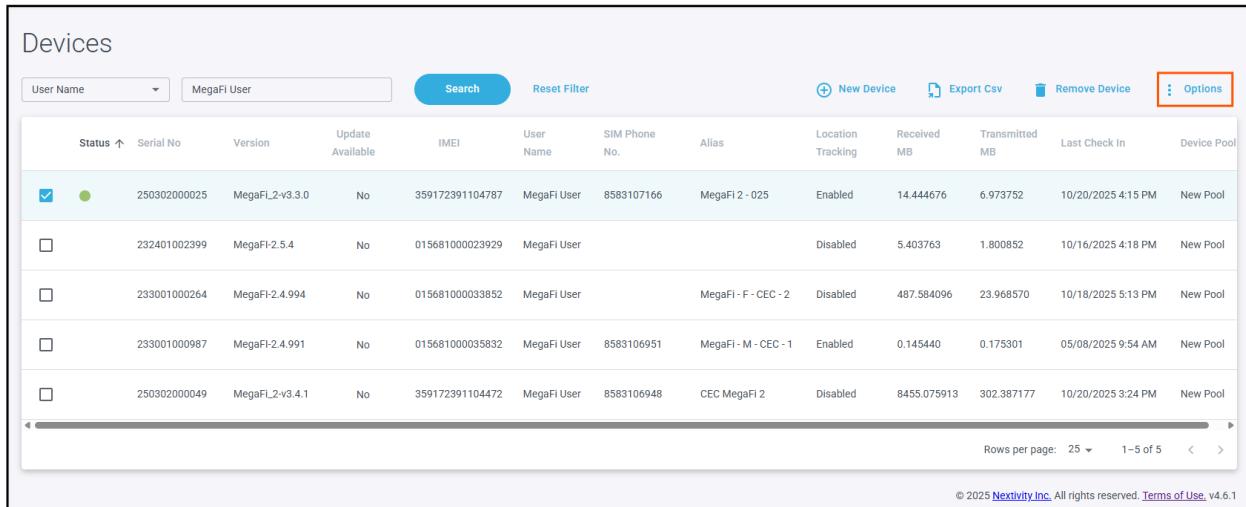
Figure 40: Delete Device confirmation message

3.3 Options

From the **Devices** menu, you can apply options to a device(s). These options include **Disable Location Tracking**, **Enable Location Tracking**, **Refresh Values**, **Reboot Device**, and **Update Device Software**.

To apply an Option to a device(s):

1. Click on the **Devices** menu.
2. Check the box to the device(s) you would like to apply an action to.
3. Click on **Options** located on the top right-hand side of the screen.

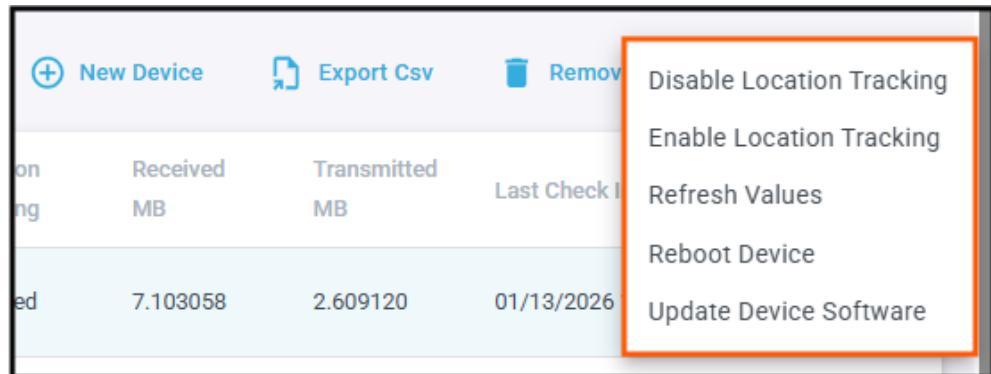


The screenshot shows a table of device information. The columns include: Status, Serial No, Version, Update Available, IMEI, User Name, SIM Phone No., Alias, Location Tracking, Received MB, Transmitted MB, Last Check In, and Device Pool. The 'Options' button is located in the top right corner of the table header. A row of devices is selected, indicated by a checked checkbox in the first column.

Figure 41: Devices page - Options button

4. A menu will pop-up over the **Options** button with the available options. Choose one of the available **Options**: **Disable Location Tracking**, **Enable Location Tracking**, **Refresh Values**, **Reboot Device**, and **Update Device Software**.

⇒ **Note:** Some of these and other **Options** are available for a selected device and further discussed in Section 3.7 **Device Options**.



The screenshot shows the 'Options' menu with a list of actions: Disable Location Tracking, Enable Location Tracking, Refresh Values, Reboot Device, and Update Device Software. The menu is displayed as a dropdown over the 'Options' button on the Devices page.

Figure 42: Devices page - Options menu

5. For **Disable Location Tracking, Enable Location Tracking, Refresh Values, or Reboot Device**, click on the corresponding confirmation button to confirm the action selected or click on **Cancel** to abort the action.

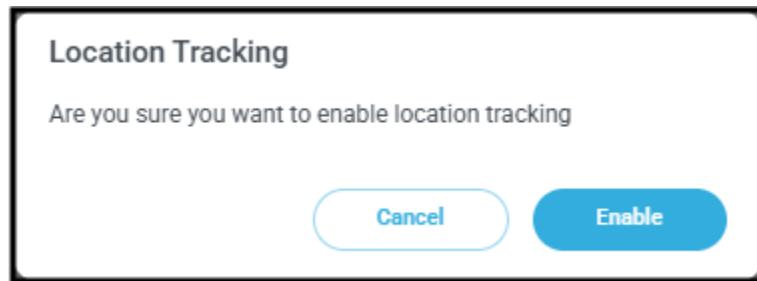


Figure 43: Options confirmation message

3.3.1 Updating Multiple Devices using Update Device Software

In **Devices**, users can now update one or multiple devices at once using the **Update Device Software** in **Options**. An update needs to be available for the device(s) to select this option. If a device is not currently online, it will update as soon as it comes online.

Devices												
Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input type="checkbox"/>	250601000629	MegaFI_2-v3.4.1.99	Yes	359172391092602	John Doe	8589147941		Disabled	46.547308	9.078510	01/13/2026 1:51 PM	My New Pool
<input type="checkbox"/>	250302000049	MegaFI_2-v3.4.1.99	Yes	359172391104472	John Doe	8589148261		Disabled	2.190134	2.128234	01/13/2026 1:50 PM	My New Pool
<input type="checkbox"/>	243902000070	MegaFI_2-v1.1.1.46	Yes	359172391104720	John Doe	8584329374	MegaFI 2	Disabled	72.745536	11.528899	02/19/2025 6:54 PM	My New Pool

Figure 44: Device Update Available

1. From **Devices**, check the box for the devices you want to update.

Devices												
Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input checked="" type="checkbox"/>	250302000049	MegaFI_2-v3.4.1.99	Yes	359172391104472	John Doe	8589148261		Disabled	2.720870	2.378962	01/13/2026 2:04 PM	My New Pool
<input checked="" type="checkbox"/>	250601000629	MegaFI_2-v3.4.1.99	Yes	359172391092602	John Doe	8589147941		Disabled	78.502684	11.176701	01/13/2026 2:04 PM	My New Pool
<input checked="" type="checkbox"/>	243902000070	MegaFI_2-v1.1.1.46	Yes	359172391104720	John Doe	8584329374	MegaFI 2	Disabled	72.745536	11.528899	02/19/2025 6:54 PM	My New Pool

Figure 45: Select Devices to Update

2. Click on Options and select Update Device Software.

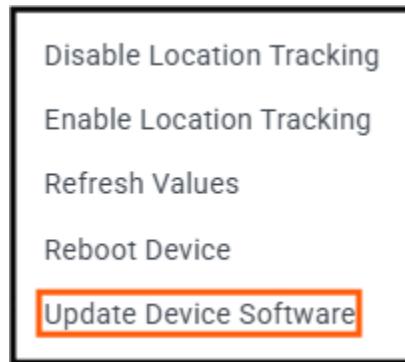


Figure 46: Update Device Software from Options

3. On the **Update Device Software** dialog box, select from **Apply now** or **Schedule for a later time** options.

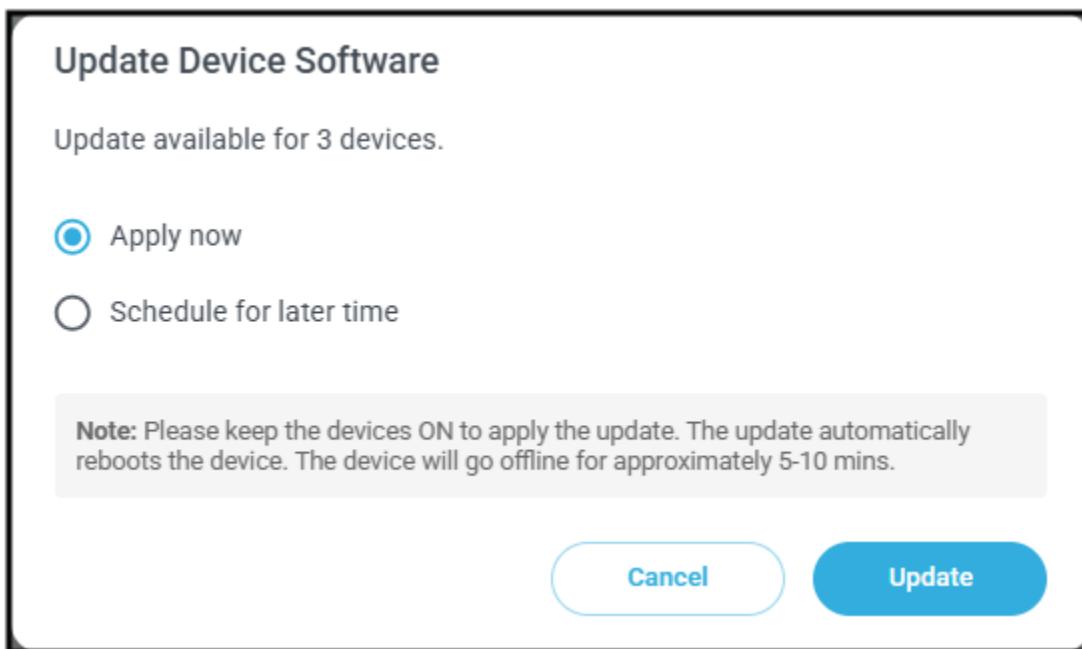


Figure 47: Update Device Software Apply now selection

If you choose to **Schedule for a later time**, you may select from todays' date or from the next 7 days along with the hour of the day or night you wish for the update to begin.

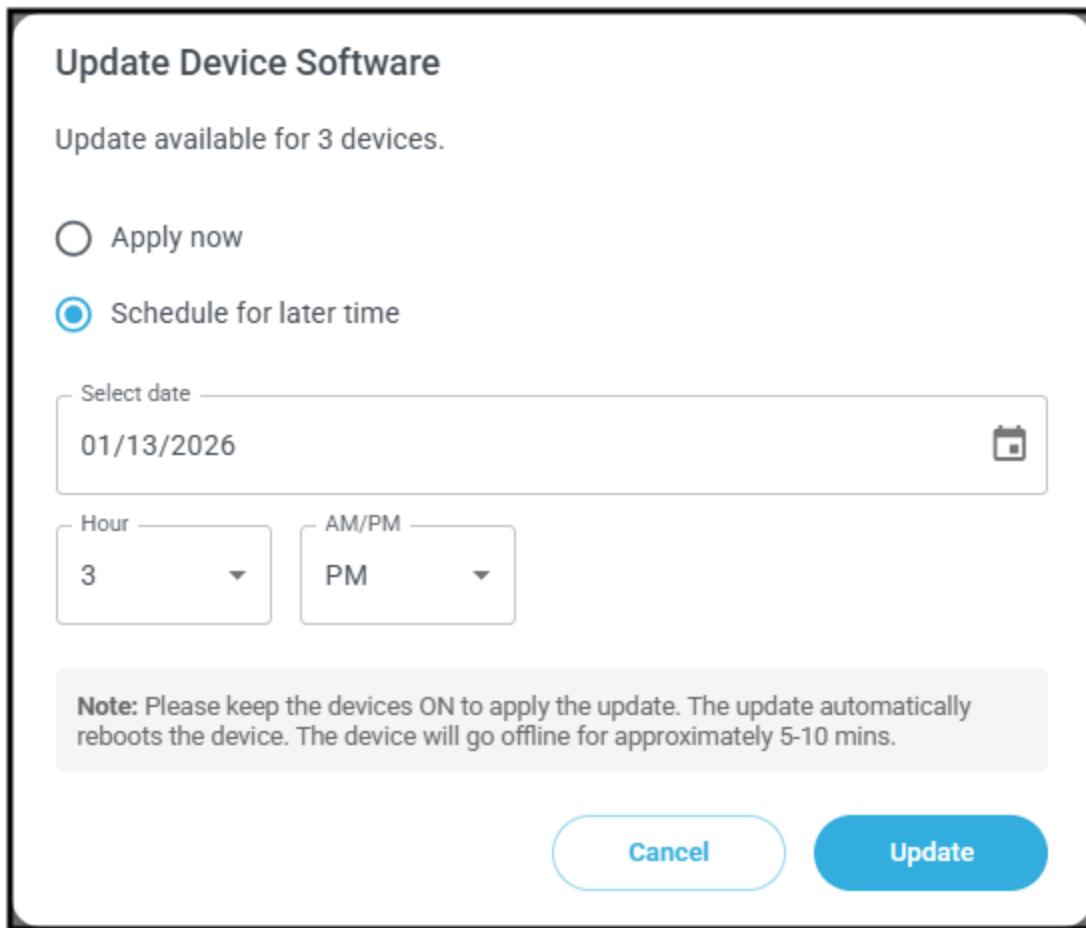


Figure 48: Update Device Software Schedule for a later time selection

- ⌚ **Note:** Please keep the devices **ON** to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

4. Click on the **Update** button to begin the update to the selected device(s). A message at the top right corner will indicate that the software update initiated.

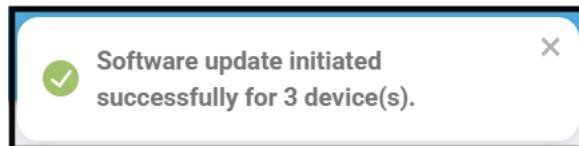


Figure 49: Software update initiated

5. The **Update Available** column will indicate the status as either **In Progress** or **Pending** and will indicate **No** when completed.



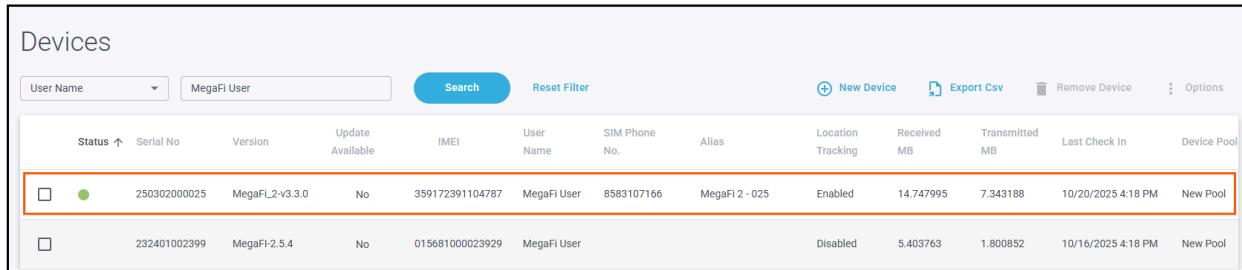
Figure 50: Update Available status

3.4 Device Details

After your device is added to the portal, it will appear listed on the **Devices** menu screen.

To view the device details:

1. Click anywhere on the line for your device as shown below.



Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input type="checkbox"/>	250302000025	MegaFi_2-v3.3.0	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	14.747995	7.343188	10/20/2025 4:18 PM	New Pool
<input type="checkbox"/>	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 51: Devices page displaying details of device

2. A new page opens up where the top area shows the following **Device Details**:

- **Serial No.** - Serial number of the device
- **IMEI** – unique IMEI number of the device
- **Device Alias** – the alias given to the device
- **Device Description** – description of the device
- **Device Pool** – The pool the device belongs to
- **Current Status** – Either ONLINE with a green dot, or OFFLINE with a red dot
- **Last Checkin** – Last date and time the device reported to the portal
- **Uptime** – current uptime of the device. This field will be blank if the device is offline
- **SIM Phone Number** – phone number associated with the SIM card
- **Software Version** – Current software version of the device
- **APN** – The APN (Access Point Name) of the SIM card
- **LAN IP Address** – The LAN IP address assigned to the device
- **WWAN IP Address** – The WWAN IP Address assigned to the device by the carrier. Either a private IP address or public IP address will be shown
- **TX Power** – current transmit power of the device in dBm
- **RX Power** – current receive power (RSRP - Reference Signal Received Power) in dBm

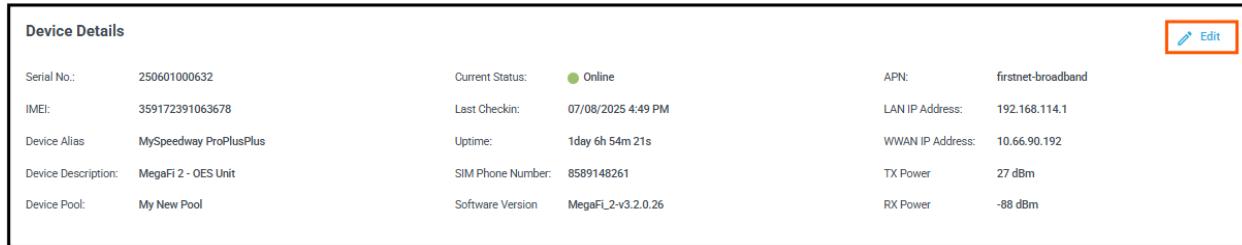
Device Details				 Edit
Serial No.:	250302000025	Current Status:	 Online	APN: firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/20/2025 4:11 PM	LAN IP Address: 192.168.113.1
Device Alias	MegaFi 2 - 025	Uptime:	37m 55s	WWAN IP Address: 10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power 13 dBm
Device Pool:	New Pool	Software Version	MegaFi_2-v3.3.0	RX Power -89 dBm

Figure 52: Device Details area

3.5 Edit Device Details

To edit Device Details:

1. From the **Devices** menu, select a device by clicking on it.
2. Click the pencil icon on the top right corner of **Device Details**.



The screenshot shows the 'Device Details' page with the following data:

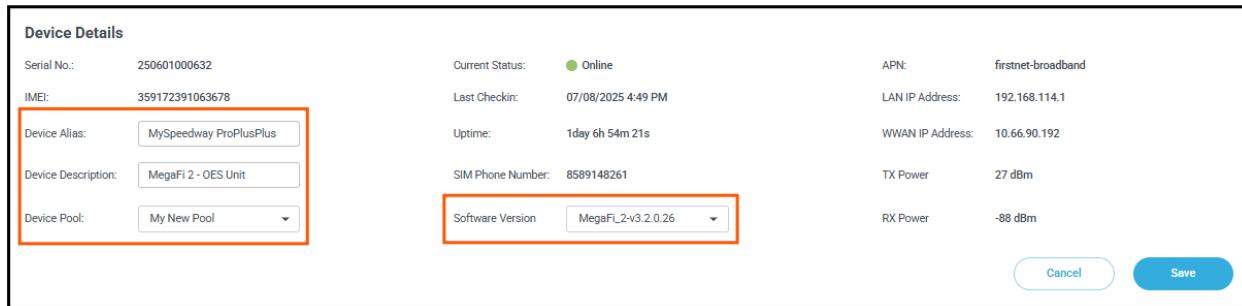
Device Details		Edit	
Serial No.:	250601000632	Current Status:	Online
IMEI:	359172391063678	Last Checkin:	07/08/2025 4:49 PM
Device Alias:	MySpeedway ProPlusPlus	Uptime:	1day 6h 54m 21s
Device Description:	MegaFi 2 - OES Unit	SIM Phone Number:	8589148261
Device Pool:	My New Pool	Software Version:	MegaFi_2-v3.2.0.26
		APN:	firstnet-broadband
		LAN IP Address:	192.168.114.1
		WWAN IP Address:	10.66.90.192
		TX Power	27 dBm
		RX Power	-88 dBm

Figure 53: Device Details – Edit icon

3. Editable fields are:

- **Device Alias** – add a device alias. See section 3.5.1 for more details.
- **Device Description** – add a device description. See section 3.5.1 for more details.
- **Device Pool** – select a pool to assign a device to or transfer the device to another pool. See section 4 for more details about Pools.
- **Software Version** – upgrade device if a new version is available from the drop-down menu. See section **Error! Reference source not found.** for more details.

4. **Cancel** or **Save** – cancel or save to apply changes to any of these settings.



The screenshot shows the 'Device Details' page with the following data, with specific fields highlighted:

Device Details		Cancel		Save	
Serial No.:	250601000632	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391063678	Last Checkin:	07/08/2025 4:49 PM	LAN IP Address:	192.168.114.1
Device Alias:	MySpeedway ProPlusPlus	Uptime:	1day 6h 54m 21s	WWAN IP Address:	10.66.90.192
Device Description:	MegaFi 2 - OES Unit	SIM Phone Number:	8589148261	TX Power	27 dBm
Device Pool:	My New Pool	Software Version:	MegaFi_2-v3.2.0.26	RX Power	-88 dBm

Figure 54: Device Details – Device Alias, Device Description, Device Pool, Software Version

3.5.1 Edit Device Alias and Device Description

It is highly recommended to assign a **Device Alias** and a **Device Description** to devices to help keep track of them. By default, these fields are blank.

⌚ **Note:** Both **Device Alias** and **Device Description** will have to be defined at the same time for this field to be saved and only use alphanumeric characters, spaces, underscores, and hyphens for both fields.

To edit the Device Alias and Device Description:

1. From the **Devices** menu, select the device to edit its' alias and description.

User Name	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input type="checkbox"/>	250302000025	MegaFi_2-v3.0	No	359172391104787	MegaFi User	8583107166		Enabled	15.210395	7.710550	10/20/2025 4:26 PM	New Pool
<input type="checkbox"/>	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 55: Devices page – Select device to edit

2. In **Device Details**, select the pencil icon to edit the device.

Device Details					
Serial No.:	250302000025	Current Status:	● Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/20/2025 4:25 PM	LAN IP Address:	192.168.113.1
Device Alias		Uptime:	52m 4s	WWAN IP Address:	10.26.164.114
Device Description:		SIM Phone Number:	8583107166	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFi_2-v3.0	RX Power	-89 dBm

Figure 56: Device Details – Edit icon

3. Enter a **Device Alias** and a **Device Description** in the designated fields.

Device Details					
Serial No.:	250302000025	Current Status:	● Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/21/2025 10:50 AM	LAN IP Address:	192.168.113.1
Device Alias:	<input type="text"/>	Uptime:	17h 45m 2s	WWAN IP Address:	10.26.164.114
Device Description:	<input type="text"/>	SIM Phone Number:	8583107166	TX Power	15 dBm
Device Pool:	New Pool	Software Version	MegaFi_2-v3.3.0	RX Power	-87 dBm
<input type="button" value="Cancel"/> <input type="button" value="Save"/>					

Figure 57: Device Details – Device Alias and Device Description fields

4. Click on **Save** to commit the edits. Refresh the web browser to see the changes.

Device Details			
Serial No.:	250302000025	Current Status:	● Online
IMEI:	359172391104787	Last Checkin:	07/09/2025 11:46 AM
Device Alias	MegaFi 2 - 025	Uptime:	1h 40m
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8589147941
Device Pool:	New Pool	Software Version	MegaFi_2-v3.2.0.26
		APN:	broadband
		LAN IP Address:	Nil
		WWAN IP Address:	10.109.3.180
		TX Power	6 dBm
		RX Power	-86 dBm

Figure 58: Device Details showing updated properties

3.5.2 Update Device Software

The software of the device can be updated through the portal and is the recommended method to update your device. When available, new software versions contain fixes to known bugs and introduce new features to the device. If there is a new software version available (indicated under the **Update Available** column), please follow these steps to update your device.

- ⦿ **Note:** If the device is in Passthrough mode, it is recommended that it is temporarily changed to NAT mode before updating the software. Refer to the MegaFi Software Manual to change the mode. After a successful update, the mode can be changed back to Passthrough mode.

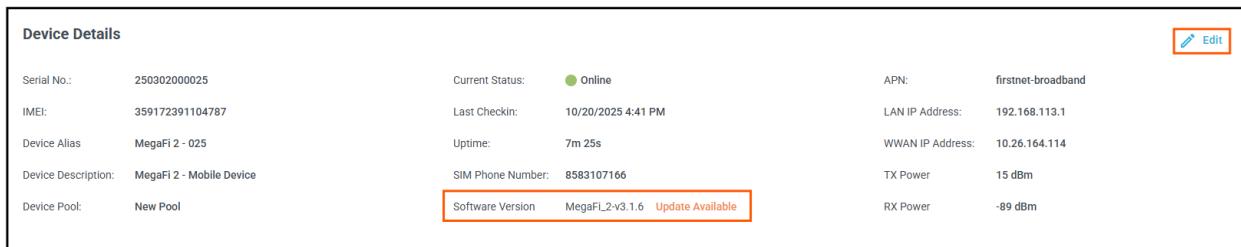
To update your device software version:

1. From the **Devices** menu, select the device you wish to update its software version by clicking anywhere in the area as shown below.

Devices													
		User Name	Search		Reset Filter		New Device		Export Csv		Remove Device		Options
Status	Serial No.	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool	
●	250302000025	MegaFi_2-v3.1.6	Yes	359172391104787	MegaFi User	8589107166	MegaFi 2 - 025	Enabled	1.429035	0.743039	10/20/2025 4:36 PM	New Pool	
□	232401002399	MegaFi_2-v3.1.6	No	01568100002399	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool	

Figure 59: Devices page – Selection of device to update software

2. In **Device Details**, select the pencil icon to update this device's software version. Notice that this device is currently on software version 3.1.6 and there is an indication that there is an update available.

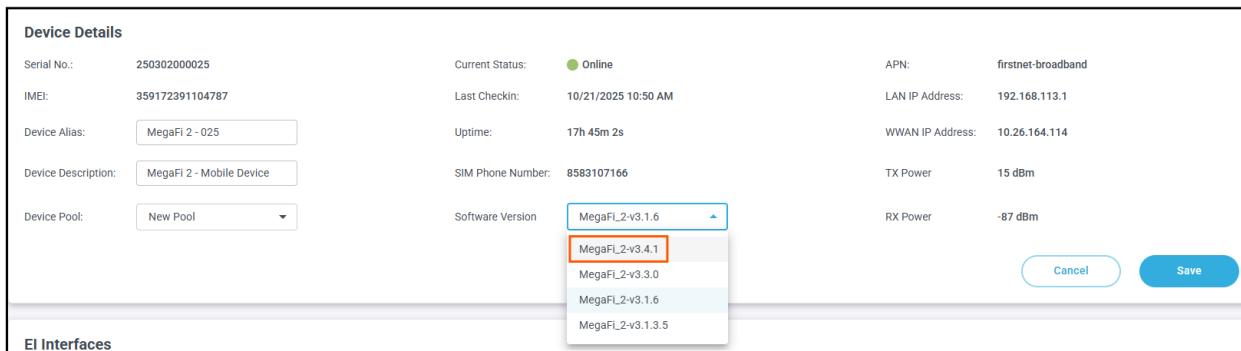


Device Details

Serial No.:	250302000025	Current Status:	● Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/20/2025 4:41 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 025	Uptime:	7m 25s	WWAN IP Address:	10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power	15 dBm
Device Pool:	New Pool	Software Version	MegaFi_2-v3.1.6 Update Available	RX Power	-89 dBm

Figure 60: Device Details – Software Version

3. Via the **Software Version** drop-down menu, select the desired software version. In this example, we will choose software version 3.4.1.



Device Details

Serial No.:	250302000025	Current Status:	● Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/21/2025 10:50 AM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 025	Uptime:	17h 45m 2s	WWAN IP Address:	10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power	15 dBm
Device Pool:	New Pool	Software Version	<div style="border: 1px solid #ccc; padding: 2px;">MegaFi_2-v3.1.6</div> <div style="border: 2px solid red; padding: 2px; margin-top: 2px;">MegaFi_2-v3.4.1</div> <div style="background-color: #e0f2f1; padding: 2px; margin-top: 2px;">MegaFi_2-v3.3.0</div> <div style="background-color: #e0f2f1; padding: 2px; margin-top: 2px;">MegaFi_2-v3.1.6</div> <div style="background-color: #e0f2f1; padding: 2px; margin-top: 2px;">MegaFi_2-v3.1.3.5</div>	RX Power	-87 dBm

Figure 61: Device Details – Software Version menu options

4. A warning message will pop-up, asking the user to change the mode of the device to NAT mode from Passthrough mode before proceeding with the update. If the device is in Passthrough mode, skip to the next step. Otherwise, refer to the MegaFi Software Manual for instructions on checking and changing the device mode.

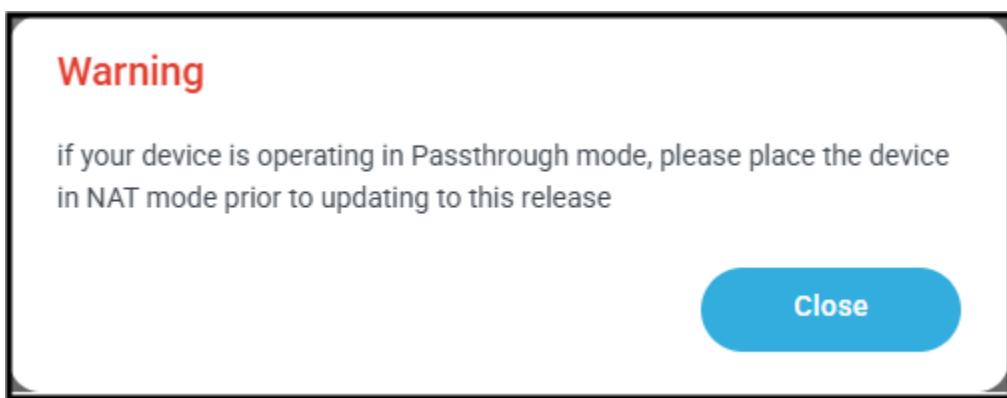


Figure 62: Passthrough mode Warning message

5. Once you have selected the correct software version, click on **Save**. A window pops up at the top right corner letting you know that the software update is in progress.

⌚ **Note:** The update process takes between 5-15 minutes to complete.

! WARNING: Do not power off your device while the device is updating its software. Doing so may damage the device.

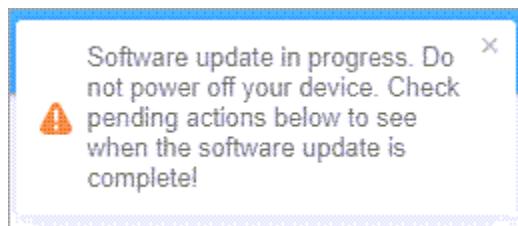


Figure 63: Software update progress notification

5. Check **Pending Actions** below to see if the software update has completed. Also see Section 3.8 for more details about **Pending Actions**.

Pending Updates				
Serial No.	Completed	Attempts	Max Attempts	Pending Action
232401002594	Yes	1	3	software.update
232401002594	No	1	3	software.update

Figure 64: Pending Updates showing updated software for device

6. Once the update is complete, confirm the software version in **Device Details**.

Device Details				
Serial No.:	250302000025	Current Status:	● Online	APN: firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/20/2025 5:06 PM	LAN IP Address: 192.168.113.1
Device Alias:	MegaFi 2 - 025	Uptime:	1m 12s	WWAN IP Address: 10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power 16 dBm
Device Pool:	New Pool	Software Version	MegaFi_2-v3.4.1	RX Power -88 dBm

Figure 65: Device Details showing updated software version for device

3.6 EI Interfaces

The **EI Interfaces** area displays statistics for the WAN and LAN interfaces.

To view EI Interfaces:

1. From the **Devices** menu, choose a device.
2. **EI Interfaces** will be displayed in the middle of the page. The following informational fields for the WAN and LAN interfaces are shown:
 - **Type** – WAN or LAN interface
 - **Port** – 0 for WAN, 1 for LAN
 - **Received MB**
 - **Transmitted MB**
 - **Enabled** - port status where a checkmark will appear if the port is enabled

EI Interfaces				
Type	Port	Received MB	Transmitted MB	Enabled
WAN	0	10.060005	12.539508	✓
LAN	1	10.065165	12.556791	✓

Figure 66: *EI Interfaces*

3.7 Device Options

The user can select options on a specific device from the **Device Details**. The options are similar to the options described earlier in section 3.3, with the addition of **Launch Mission Control**.

- ⌚ **Note:** Beginning with firmware version release **2.4.95**, a new feature will become available that will allow a user to gain remote access to the device with a click of a button to **LAUNCH MISSION CONTROL** from here.

To select an option:

1. From the **Devices** menu, choose a device.
2. Above **Device Details**, click on **Options** located on the top right-hand side of the screen.

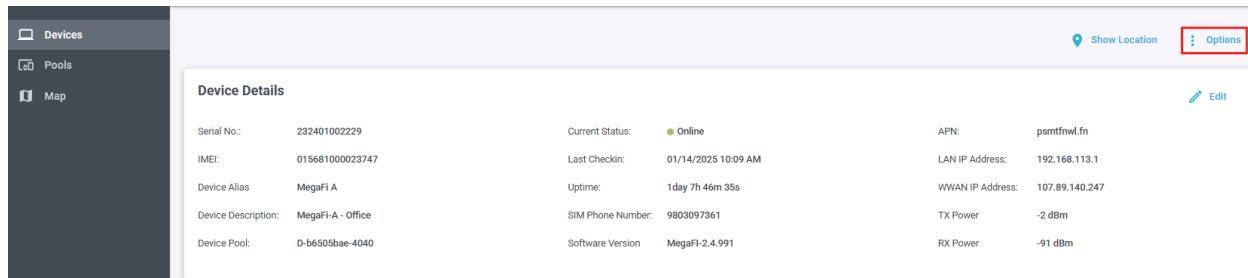


Figure 67: Device Options

3. There are four options a user can select on a device.

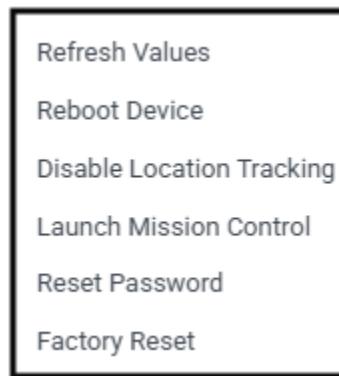


Figure 68: Device Options drop-down menu

- **Refresh Values** – This feature is used to kick-off retrieval processes for **TX** and **RX Power** values if they are not initially shown in the **Device Details** area. After which it is not needed. To refresh **TX** and **RX Power** values, click on this button and select **Refresh** to confirm.

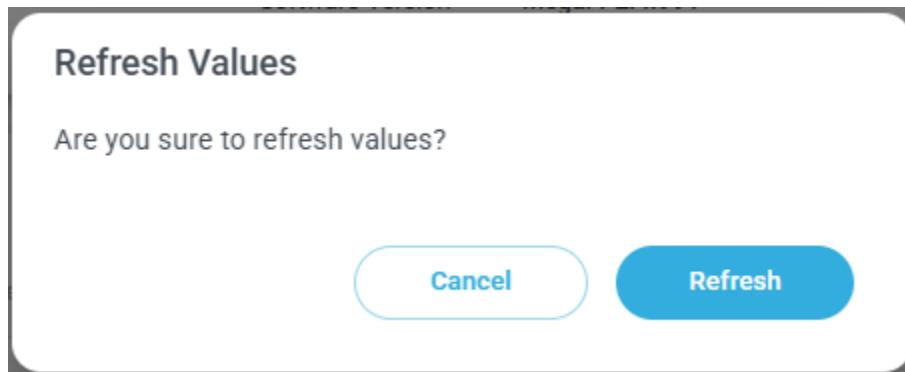


Figure 69: Refresh Values confirmation message

- **Reboot Device** – To reboot a device, click on this button and select **Reboot** to confirm. The device will reboot almost immediately after taking this action.

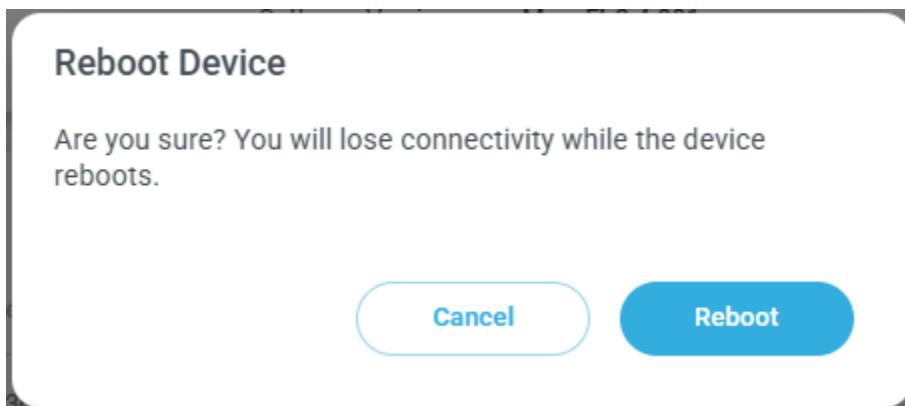


Figure 70: Reboot Device confirmation message

- **Enable Location Tracking** – For mobile devices, and when enabled, this feature will track where the device has been, denoted by colored dots on the map.
 - To enable this feature on a device, click on this button and select **Enable** to confirm. To disable this feature, click the **Disable Location Tracking** button and then select **Disable** to confirm. This feature can be enabled/disabled for online or offline devices. See section 4.3 for more details on Location Tracking.

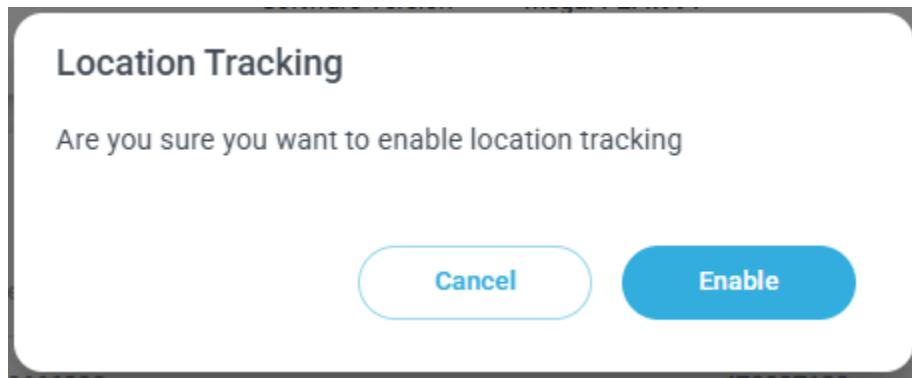


Figure 71: Location Tracking confirmation message

- **Launch Mission Control** – Click on this button to start a remote VPN connection to a device. Once you gain access to the device via Mission Control, the user will have the same local management privileges for configuration and monitoring of the device. Please allow a minute or more for the connection to be fully established.

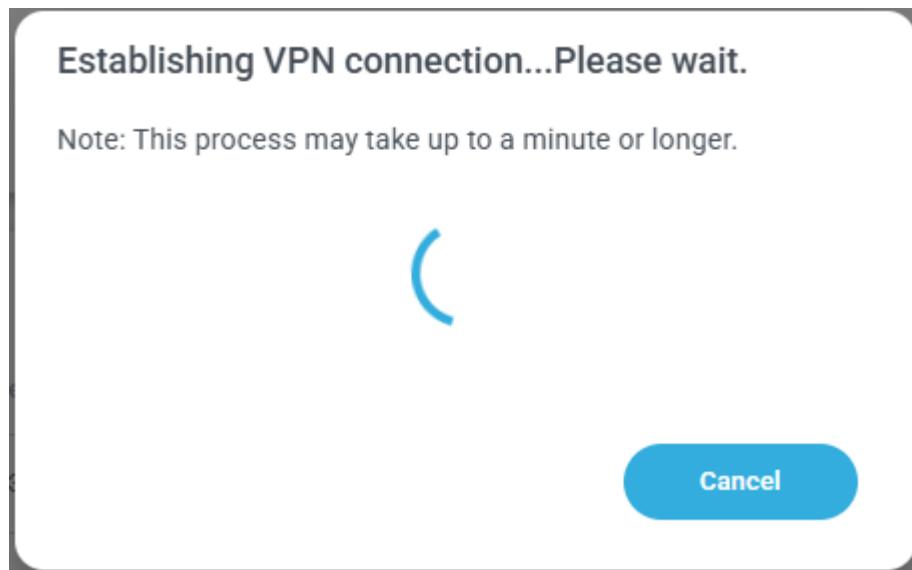


Figure 72: Launch Mission Control – Establishing VPN connection...Please wait

The user will then be presented with the Mission Control log-in screen within the Portal. Enter the device admin password to proceed.

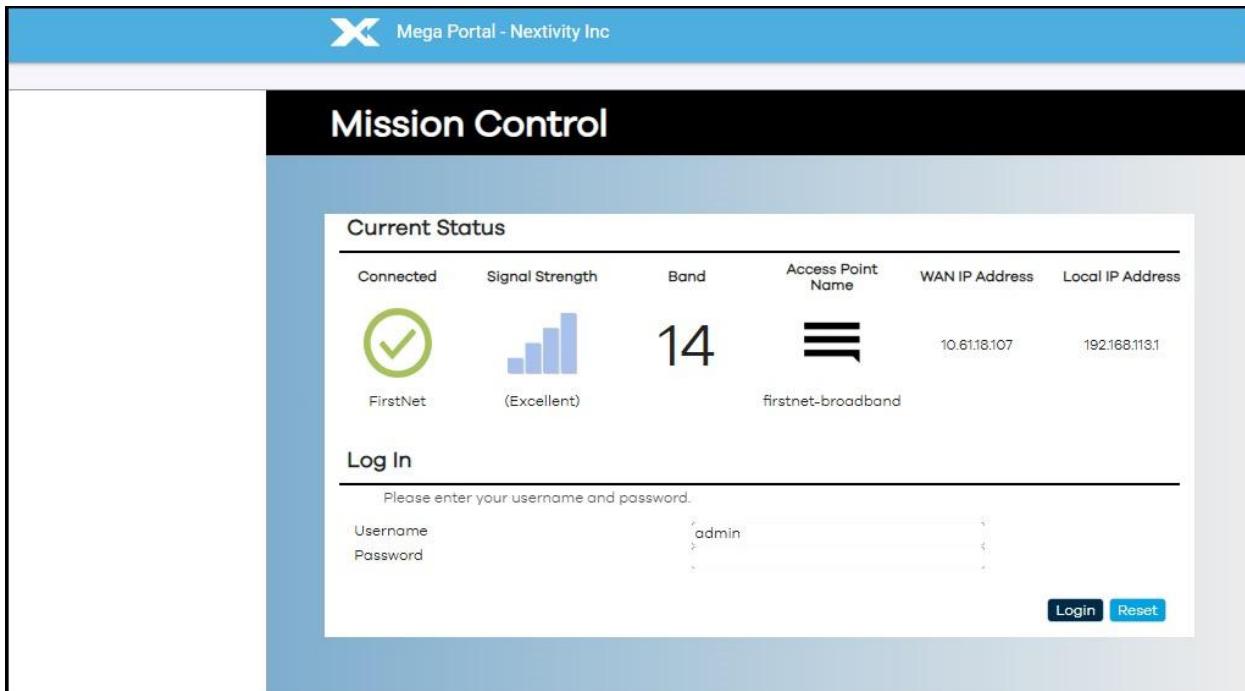


Figure 73: LAUNCH MISSION CONTROL – Log-in screen

- **Reset Password** – In case the device password has been forgotten, this will effectively reset the current admin password of the device. It will then be set to the default password. Select the **Reset** button to confirm this action.

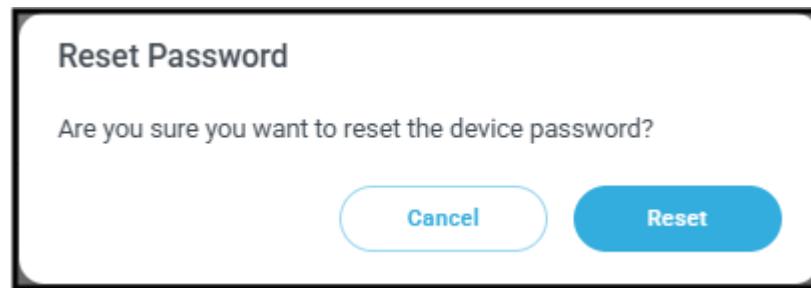


Figure 74: Reset Password confirmation message

- **Factory Reset** – This action will reset the device to factory default settings. The current configuration will be lost, and the device password will be set to the default password. Select the **Reset** button to confirm this action.

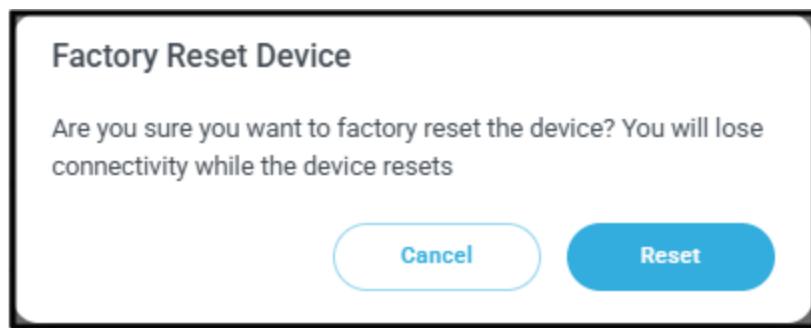


Figure 75: Factory Reset confirmation message

3.8 Pending Updates

This is where you can monitor the status of pending actions taken on a device such as software updates, reboots, and modem status. It will show if a pending action has been completed or not, and how many attempts out of 3 it has tried.

To view Pending Updates:

1. From the **Devices** menu, choose a device.
2. **Pending Updates** will be displayed at the bottom of this page displaying the following information for a device:
 - **Serial No.** – displays serial number of the device. For MegaFi 2, the serial number will be coupled with the Pending Action message (Device connected; refresh values; software update...)
 - **Completed** – Yes or No will be displayed
 - **Attempts** – the number of attempts (0-3) taken on a pending action will be displayed here
 - **Max Attempts** – every pending action has 3 max attempts
 - **Pending Action** – displays the Pending Action message (vpn_enable, get_modem_status, software.update). For MegaFi 2 this column will only display the date and time stamp of the pending action.

Pending Updates				
Serial No.	Completed	Attempts	Max Attempts	Pending Action
250302000025 Message: Device connected	Yes	1	1	06/30/2025 2:04 PM
250302000025 Message: Device connected	Yes	1	1	07/02/2025 9:36 AM
250302000025 Message: Device connected	Yes	1	1	07/02/2025 9:43 AM
250302000025 Message: Device software update from v3.2.0.22 to v3.2.0.23 completed	Yes	1	1	07/02/2025 9:43 AM
250302000025 Message: Device connected	Yes	1	1	07/08/2025 10:06 AM
250302000025 Message: Device connected	Yes	1	1	07/08/2025 10:14 AM
250302000025 Message: Device software update from v3.2.0.23 to v3.2.0.26 completed	Yes	1	1	07/08/2025 10:14 AM
250302000025 Message: Device connected	Yes	1	1	07/09/2025 10:06 AM
250302000025 Message: Device refresh values triggered	Yes	1	1	07/09/2025 10:34 AM
250302000025 Message: Device refresh values triggered	Yes	1	1	07/09/2025 12:06 PM

Figure 76 Pending Updates

3.9 Devices Filter and Search Fields

Within the Devices page, there is a field to filter and search for devices by attribute.

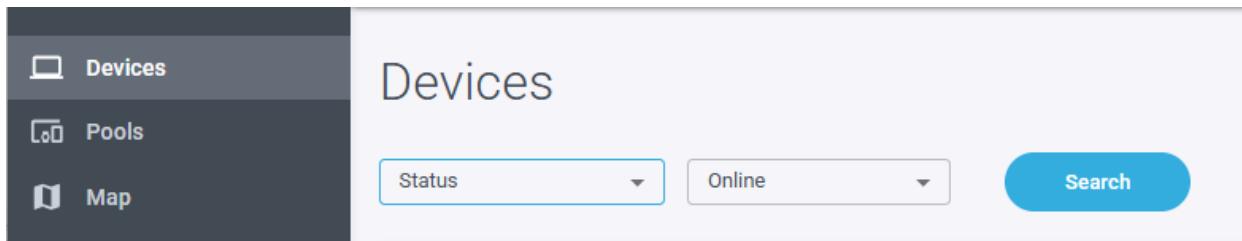


Figure 77: Devices page – filter and search options

To search a device by attribute:

1. Pull down the drop-down menu on the left to reveal the filters to search device by. Then choose a filter. The search options are:
 - Status
 - Serial No
 - Version
 - IMEI
 - User Name
 - SIM Phone No.
 - Alias
 - Location Tracking
 - Received MB
 - Transmitted MB
 - Last Check In
 - Device Pool

Status	Online	Search
Status		
Serial No		Version
Version		IMEI
IMEI	000032	MegaFi_2-v3.1.6
User Name		359172391088147
SIM Phone No.	002437	MegaFi-2.4.96
Alias		015681000023374
Location Tracking	02993	EI-
Received MB		J
Transmitted MB	33253	EI-2.3.55
Last Check In		015681002052140
Device Pool	00222	EI-2.3.56
		015681002000362

Figure 78: Devices page – filtering options

2. In this example, we chose **Version**, then we entered a known version number such as 2.4.991 in the attribute field.

Devices											
Version		2.4.991		Search		Reset Filter		New Device		Remove Device	
Status	Serial No	Version	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	RX Bytes	TX Bytes	Last Check In	Device Pool
<input type="checkbox"/>	<input checked="" type="checkbox"/>	232401002229	MegaFi-2.4.991	015681000023747	MegaFi User	9803097361	MegaFi A	Enabled	1823820666	478478256	01/14/2025 10:35 AM
Rows per page: 25 ▾ 1–2 of 2 < >											

Figure 79: Devices page - filter devices by version and attribute

3. Click on **Search** – in this example it listed one device as shown above.
4. Click on **Reset Filter** to reset back to the default view of all devices.

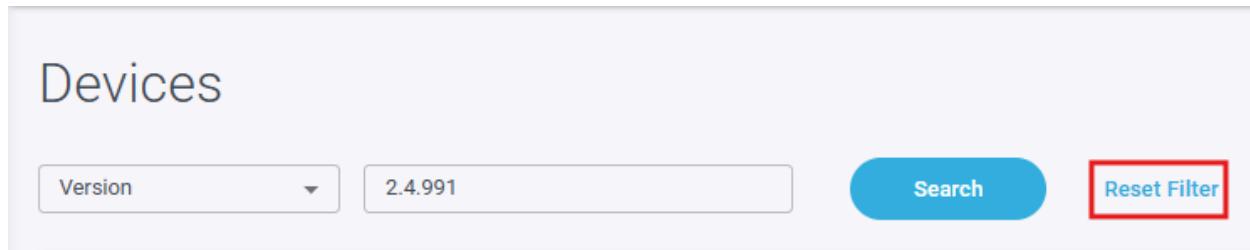


Figure 80: Devices page – Reset Filter button

5. To view more than 25 devices per page (default), this can be changed at the bottom-right corner of the **Devices** view page. Use the drop-down menu next to **Rows per page** to adjust between 25, 50, or 100 devices per page.

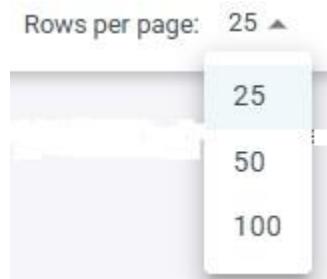


Figure 81: Devices page - Rows per page options

6. If you have more devices than can be shown in one page, there are left and right arrows to move between pages to view your devices. This is located at the bottom right corner of the **Devices** page next to **Rows per page**.



Figure 82: Devices page – change between pages to view more devices

3.10 Show Location

Assuming a device has a GPS antenna attached to it and it is receiving GPS data, this feature will show the device's current location.

To view device location:

1. From the **Devices** menu, choose a device.
2. Click on **Show Location** on top right as shown below.

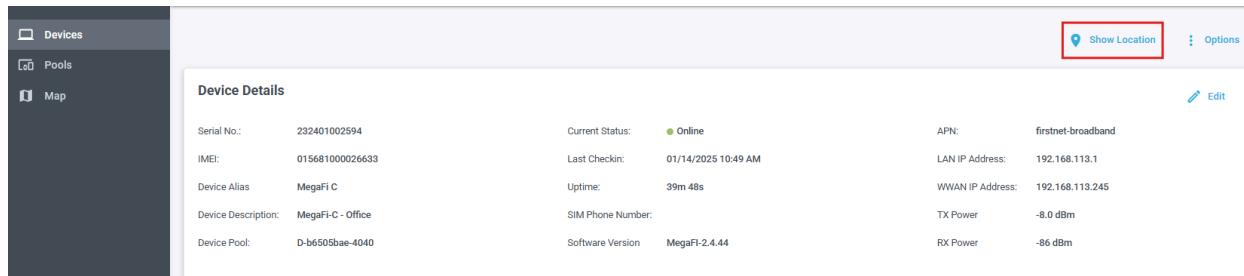


Figure 83: Devices page – Show Location button

3. You will be directed to the **Map** page where you can view the current geo location of your device or a trail of where it has traveled indicated by colored dots.

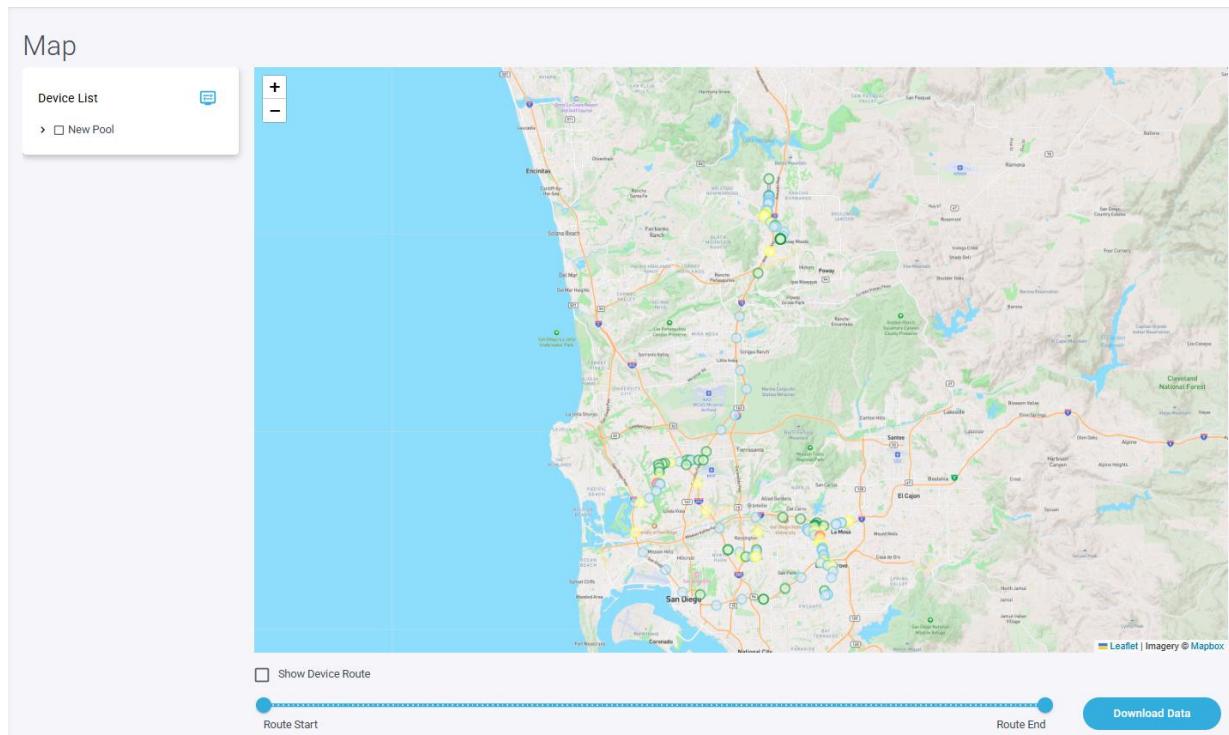


Figure 84: Map page – device location or trail

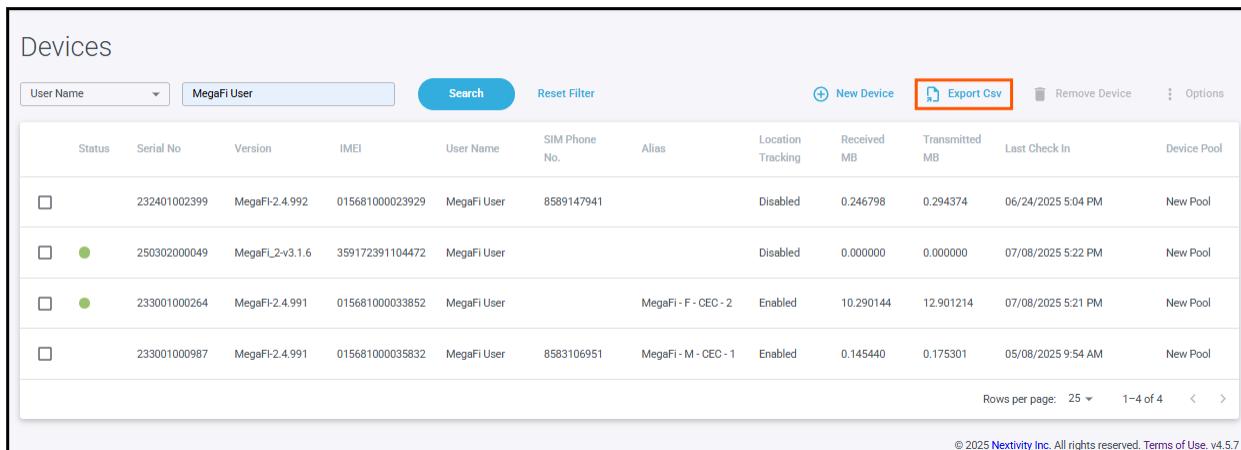
- ⌚ **Note:** See section 5 for more details about the Map.

3.11 Export List of Devices

Users can export the list of their devices into a csv file as follows.

To export the list of devices:

1. From the **Devices** menu, click on **Export CSV** on top as shown below.



The screenshot shows a table of device data with the following columns: Status, Serial No, Version, IMEI, User Name, SIM Phone No., Alias, Location Tracking, Received MB, Transmitted MB, Last Check In, and Device Pool. There are four rows of data. The 'Export Csv' button is located in the top right of the table header, with a red box drawn around it. The table has a light gray background with white rows and a thin gray border. The columns are separated by vertical lines. The data rows contain various device details like IMEI numbers and tracking metrics.

Figure 85: Export CSV – export list of devices

2. A spreadsheet is generated and saved to your local computer.
3. Click on the file named **HPUE_Device_List_date_time** to view the contents.

☞ **Note:** If the Serial Number or IMEI fields are expressed in scientific format, right-click on those columns, select **Format Cells**, and change the **Number** tab **Category** to **Number** and set the **Decimal places** to **0**. Save the file.

4 | Pools

This section describes how to create/add pools, add devices to pools, view devices in pools, move devices between pools, delete pools, and how to use the pool search function.

4.1 Add a Pool

The user can create pools to group devices for ease of management as the number of devices in your organization or account grows.

To add a pool:

1. Click on the **Pools** menu.
2. Select **New Pool** at the top right area of the **Pools** page.

⌚ **Note:** After initially adding device(s) as described above without creating pools, the portal automatically creates a pool and assigns it a very unfriendly name such as **(D-b6505bae-4040)** as shown below. Those devices were also automatically added to this default pool.



Pool Name	User Name	Device Count
D-b6505bae-4040	MegaFi User	0

Figure 86: Pools page – New Pool button

3. Enter the **New Pool** label you would like to use.

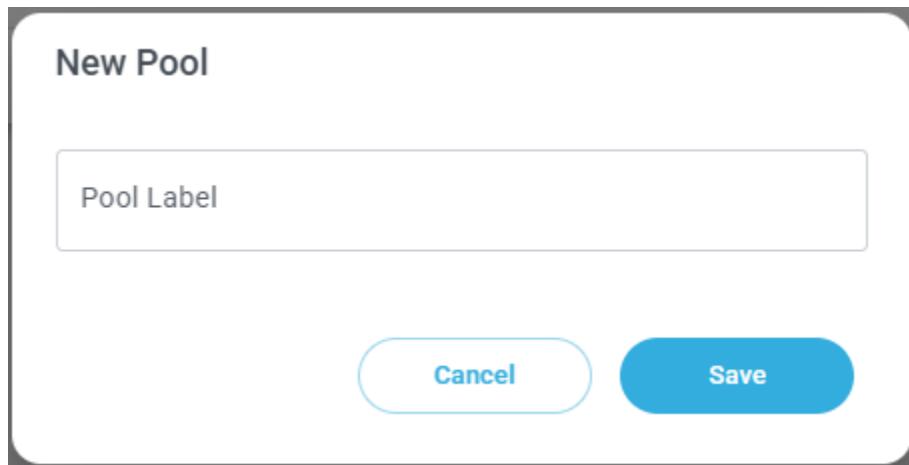


Figure 87: New Pool screen

4. Click on **Save**. You will now see your new pool listed as shown below. **Device Count** will be 0 until devices are added.

Pools		
Pool Name	User Name:	Device Count
Different Pool	John Doe	1
My New Pool	John Doe	0

Figure 88: Pools page - showing newly added pool

4.2 Add a Device to a Pool

There are three ways to add a device to a pool. The first way is when a user first adds a device as shown in section 3.1 Add Devices. The second method is to move or transfer a device from one pool to another as shown in section 3.5 Edit Device Details or in the example shown below. The third method is to transfer a device from one pool to another as shown in section 4.4 Transfer a Device to Another Pool.

To add/transfer a device to a pool:

1. Select the **Devices** menu, then select the device that needs to be added/transferred to a pool by clicking anywhere in the area as shown below.

Status	Serial No	Version	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	RX Bytes	TX Bytes	Last Check In	Device Pool
<input type="checkbox"/>	232401002594	MegaFi-2.4.44	015681000026633	MegaFi User		MegaFi C	Enabled	1333604	1364144	01/14/2025 1:03 PM	D-b6505bae-4040
<input type="checkbox"/>	232401002229	MegaFi-2.4.991	015681000023747	MegaFi User	9803097361	MegaFi A	Enabled	840927	630304	01/14/2025 1:14 PM	D-b6505bae-4040

Figure 89: Devices page – selecting device to add/transfer to pool

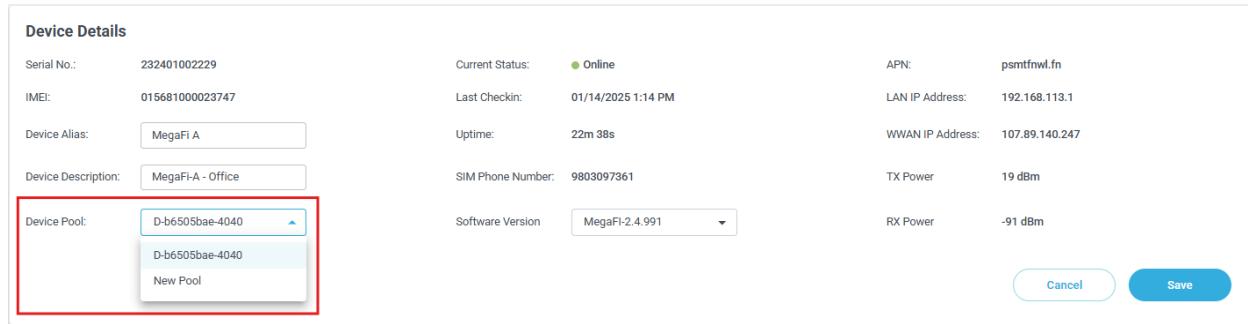
2. In **Device Details**, click on the pencil icon to edit the device.

Device Details					
Serial No.:	232401002229	Current Status:	● Online	APN:	psmtfnwl.fn
IMEI:	015681000023747	Last Checkin:	01/14/2025 1:14 PM	LAN IP Address:	192.168.113.1
Device Alias	MegaFi A	Uptime:	22m 38s	WWAN IP Address:	107.89.140.247
Device Description:	MegaFi-A - Office	SIM Phone Number:	9803097361	TX Power	19 dBm
Device Pool:	D-b6505bae-4040	Software Version	MegaFi-2.4.991	RX Power	-91 dBm

Figure 90: Device Details – Edit icon

3. In the **Device Pool** drop-down menu, choose the pool to place the device in.

- ⌚ **Note:** If the Device Description and Device Alias have not been created, it will be required to do so at this step. All three actions can be done in one step.



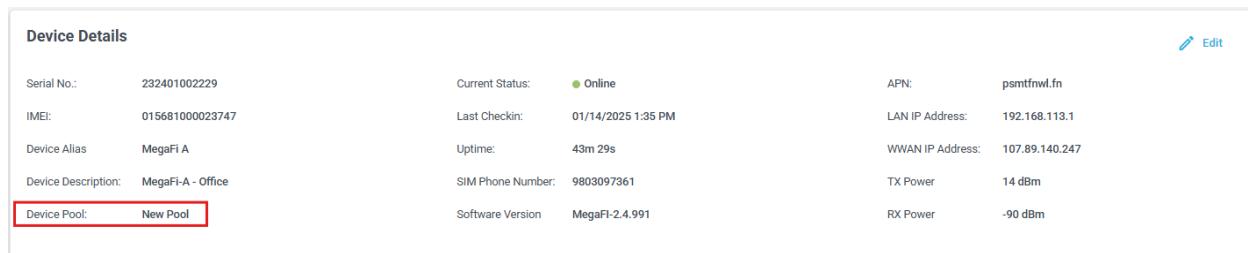
Device Details

Serial No.:	232401002229	Current Status:	● Online	APN:	psmtfnwl.fn
IMEI:	015681000023747	Last Checkin:	01/14/2025 1:14 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi A	Uptime:	22m 38s	WWAN IP Address:	107.89.140.247
Device Description:	MegaFi-A - Office	SIM Phone Number:	9803097361	TX Power	19 dBm
Device Pool:	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> D-b6505bae-4040 D-b6505bae-4040 New Pool </div>	Software Version	MegaFi-2.4.991	RX Power	-91 dBm

[Cancel](#) [Save](#)

Figure 91: Device Details – Device Pool options

4. Click on **Save**. In this example, the device is now part of **New Pool**. Refresh the web browser to see the changes.



Device Details

Serial No.:	232401002229	Current Status:	● Online	APN:	psmtfnwl.fn
IMEI:	015681000023747	Last Checkin:	01/14/2025 1:35 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi A	Uptime:	43m 29s	WWAN IP Address:	107.89.140.247
Device Description:	MegaFi-A - Office	SIM Phone Number:	9803097361	TX Power	14 dBm
Device Pool:	New Pool	Software Version	MegaFi-2.4.991	RX Power	-90 dBm

[Edit](#)

Figure 92: Device Details - device added/transferred to a new pool

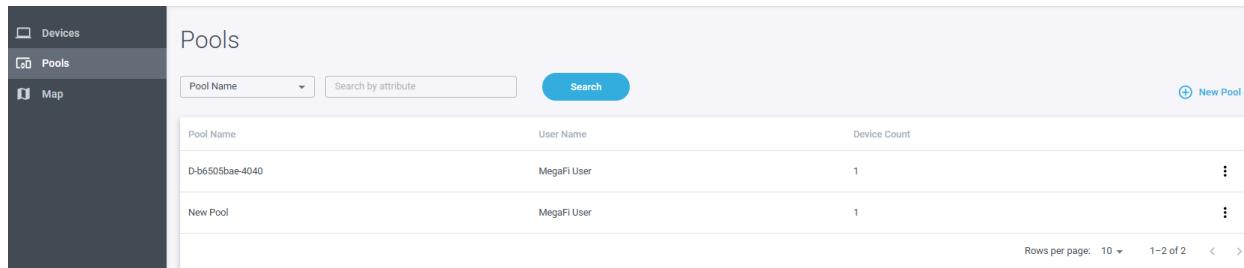
⌚ **Note:** This action is essentially the same as transferring a device from one pool to another.

4.3 View Devices in a Pool

To view devices in a pool:

1. Select the **Pools** menu.
2. Select the pool to view devices inside that pool by clicking anywhere in the area as shown below.

⌚ **Note:** There is now one device associated with **New Pool** and one in the other pool.

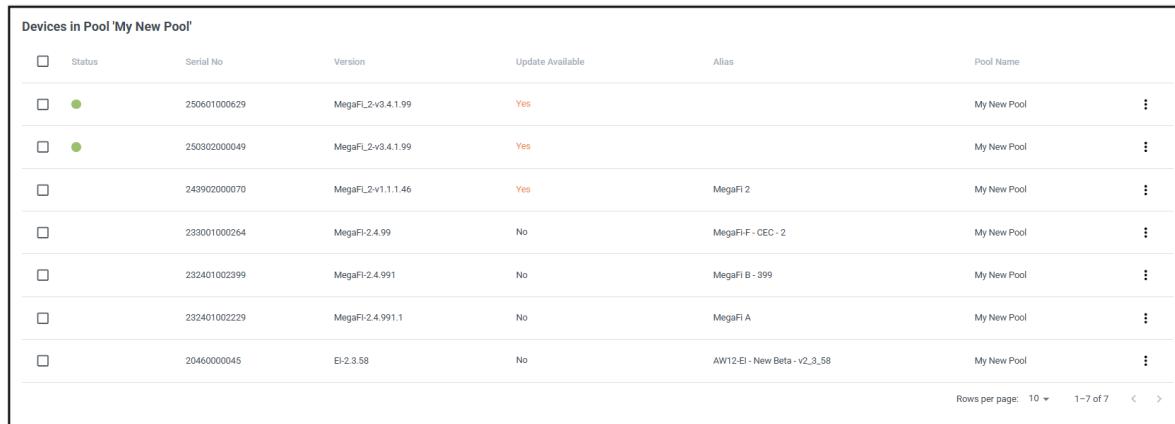


Pool Name	User Name	Device Count
D-b6505bae-4040	MegaFi User	1
New Pool	MegaFi User	1

Figure 93: Pools page - showing devices added to selected pool

3. Display of devices inside a Pool:

- **Status**
- **Serial No**
- **Version**
- **Update Available**
- **Alias**
- **Pool Name**
- **Transfer** to another pool and **Update Device Software** options (three dots link)



Status	Serial No	Version	Update Available	Alias	Pool Name
●	250601000629	MegaFi_2_v3.4.1.99	Yes		My New Pool
●	250302000049	MegaFi_2_v3.4.1.99	Yes		My New Pool
□	243902000070	MegaFi_2_v1.1.1.46	Yes	MegaFi_2	My New Pool
□	233001000264	MegaFi_2.4.99	No	MegaFi_F - CEC - 2	My New Pool
□	232401002399	MegaFi_2.4.991	No	MegaFi_B - 399	My New Pool
□	232401002229	MegaFi_2.4.991.1	No	MegaFi_A	My New Pool
□	20460000045	EI-2.3.58	No	AW12-EI - New Beta - v2_3_58	My New Pool

Figure 94: Devices in selected pool

4.4 Transfer a Device to Another Pool

To transfer a device to another Pool:

1. Select the **Pools** menu.
2. Select the pool where the device is located, and you would like to transfer out of.

Devices in Pool 'My New Pool'						
<input type="checkbox"/>	Status	Serial No	Version	Update Available	Alias	Pool Name
<input type="checkbox"/>	●	250601000629	MegaFI_2-v3.4.1.99	Yes	MegaFI 2 - 629	My New Pool
<input type="checkbox"/>	●	250302000049	MegaFI_2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool

Figure 95: Devices in Pool page – selecting device to transfer

3. Click on the 3-dots drop-down menu to the right of the device and select **Transfer**.

Devices in Pool 'My New Pool'						
<input type="checkbox"/>	Status	Serial No	Version	Update Available	Alias	Pool Name
<input type="checkbox"/>	●	250601000629	MegaFI_2-v3.4.1.99	Yes	MegaFI 2 - 629	My New Pool
<input type="checkbox"/>	●	250302000049	MegaFI_2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool

Figure 96: Transfer to another pool option

4. From the **Transfer Device** drop-down menu, choose from the available pools to transfer this device into.

⌚ **Note:** You cannot transfer back into the same pool.

Transfer Device

Please select a pool to transfer device '250601000629'.

Cancel
Save

Figure 97: Transfer Device screen – selecting pool to transfer device to

5. Click on **Save**. The device no longer belongs to the previous pool in this example. If it was the only device in the pool, '**No Records found!**' message appears.

Devices in Pool 'D-b6505bae-4040'		
Alias	Pool Name	Serial No
No records found!		

Figure 98: No records found after transferring last device in pool

- ⌚ **Note:** If the device was transferred to a pool that belongs to someone else, that account owner will have essentially inherited the device by this action.

6. Select the **Pools** menu again. You may now notice by device count that the device transferred is now associated to the transferred pool.

Pools		
Pool Name	User Name	Device Count
My New Pool	John Doe	6
Different Pool	John Doe	1

Figure 99: Pools page - showing number of devices inside pools

7. Click anywhere in the **Different Pool** area as shown above. The device just transferred is now associated with **Different Pool** as shown below.

Devices in Pool 'Different Pool'						
<input type="checkbox"/>	Status	Serial No	Version	Update Available	Alias	Pool Name
<input checked="" type="checkbox"/>	●	250601000629	MegaFL_2-v3.4.1.99	Yes		Different Pool

Figure 100: Pools page - showing transferred device to Different Pool

4.5 Update Device Software within a Pool

In **Pools**, users can now update one or multiple devices at once using the **Update Device Software** option. An update needs to be available for the device(s) to select this option. If a device is not currently online, it will update as soon as it comes online.

Devices in Pool 'My New Pool'						
	Status	Serial No	Version	Update Available	Alias	Pool Name
<input type="checkbox"/>	●	250601000629	MegaFi_2-v3.4.1.99	Yes		My New Pool
<input type="checkbox"/>	●	250302000049	MegaFi_2-v3.4.1.99	Yes	MegaFi 2 - CEC	My New Pool
<input type="checkbox"/>		243902000070	MegaFi_2-v1.1.1.46	Yes	MegaFi 2	My New Pool

Figure 101: Devices in Pool page – Update Available

To update device(s) in a pool:

1. Select the **Pools** menu.
2. Select the **Pool** where the device(s) you wish to update is/are located in.

Pools		
Pool Name	User Name	Device Count
My New Pool	John Doe	7
Different Pool	John Doe	0
Rows per page: 10 ▾ 1-2 of 2 < >		

Figure 102: Pools page – Pool to select device(s) to update

3. Click on the checkbox(es) for the device(s) to be updated, then click on any of the 3-dot menu and select **Update Device Software**.

Devices in Pool 'My New Pool'						
	Status	Serial No	Version	Update Available	Alias	Pool Name
<input checked="" type="checkbox"/>	●	250601000629	MegaFi_2-v3.4.1.99	Yes		My New Pool
<input checked="" type="checkbox"/>	●	250302000049	MegaFi_2-v3.4.1.99	Yes	MegaFi 2 - CEC	My New Pool
<input checked="" type="checkbox"/>		243902000070	MegaFi_2-v1.1.1.46	Yes	MegaFi 2	My New Pool

Figure 103: Pool page – 3-dot menu - Update Device Software

Alternatively, after selecting the device(s) by clicking on the checkboxes, **Options** will appear on the top right corner, then select **Update Device Software**.



Devices in Pool 'My New Pool'					
Status	Serial No	Version	Update Available	Alias	Pool Name
<input checked="" type="checkbox"/>	250601000629	MegaFi_2-v3.4.1.99	Yes		My New Pool
<input checked="" type="checkbox"/>	250302000049	MegaFi_2-v3.4.1.99	Yes	MegaFi 2 - CEC	My New Pool
<input checked="" type="checkbox"/>	243902000070	MegaFi_2-v1.1.1.46	Yes	MegaFi 2	My New Pool

Figure 104: Pool page – Options - Update Device Software

4. On the **Update Device Software** dialog box, select from **Apply now** or **Schedule for a later time** options.

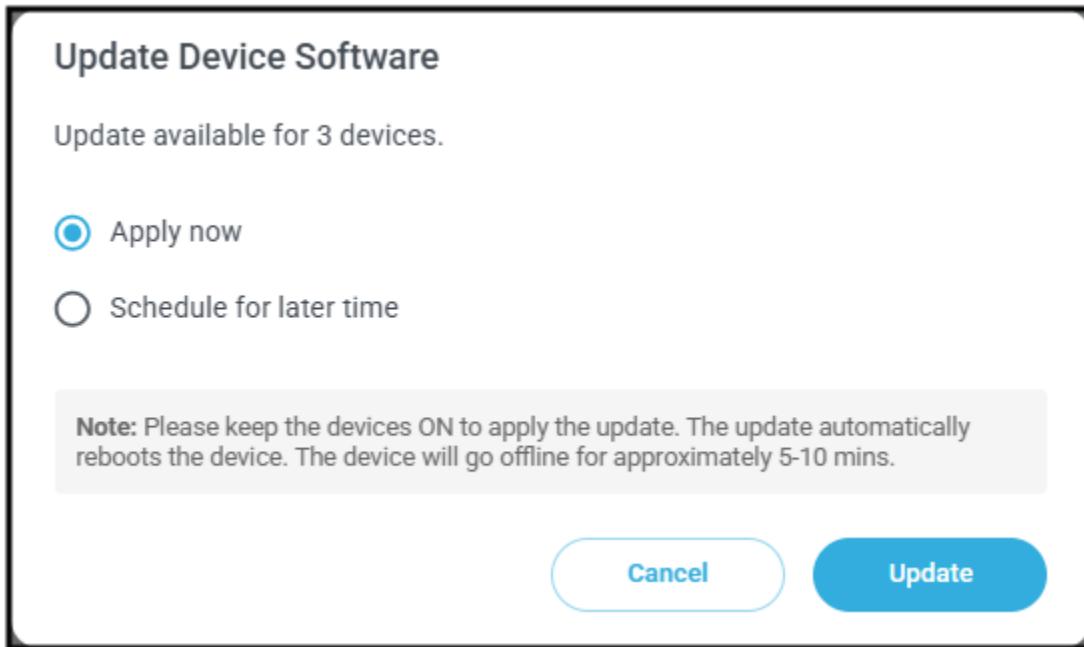


Figure 105: Update Device Software Apply now selection

If you choose to **Schedule for a later time**, you may select from todays' date or from the next 7 days along with the hour of the day or night you wish for the update to begin.

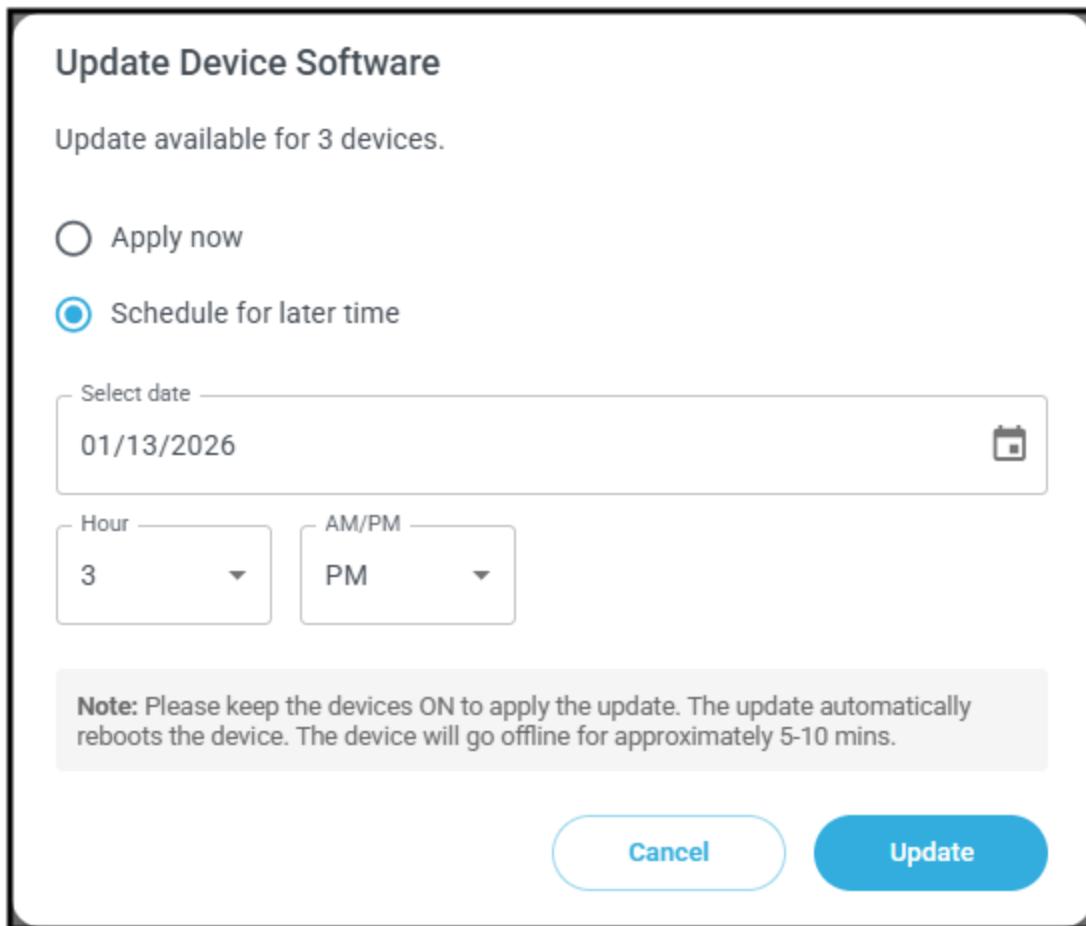


Figure 106: Update Device Software Schedule for a later time selection

- ⌚ **Note:** Please keep the devices **ON** to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

5. Click on the **Update** button to begin the update to the selected device(s). A message at the top right corner will indicate that the software update initiated.

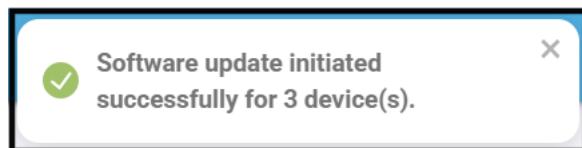


Figure 107: Software update initiated

6. The **Update Available** column will indicate the status as either **In Progress** or **Pending** and will indicate **No** when completed.



Figure 108: Update Available status

4.6 Delete a Pool

To delete a pool:

1. Select the **Pools** menu.
2. To delete a pool, click on the 3-dots drop-down menu to the right of the pool to delete and select **Delete**.

⌚ **Note:** A pool can only be deleted when there are no devices associated with it (**Device Count** = 0). Remove/transfer all devices from the pool to delete first before deleting the pool.

Pool Name	User Name	Device Count	
D-b6505bae-4040	MegaFi User	0	⋮
New Pool	MegaFi User	2	⋮ Delete

Figure 109: Pools page – pool selected to delete

3. Select **Delete** to confirm **Delete Pool** action.

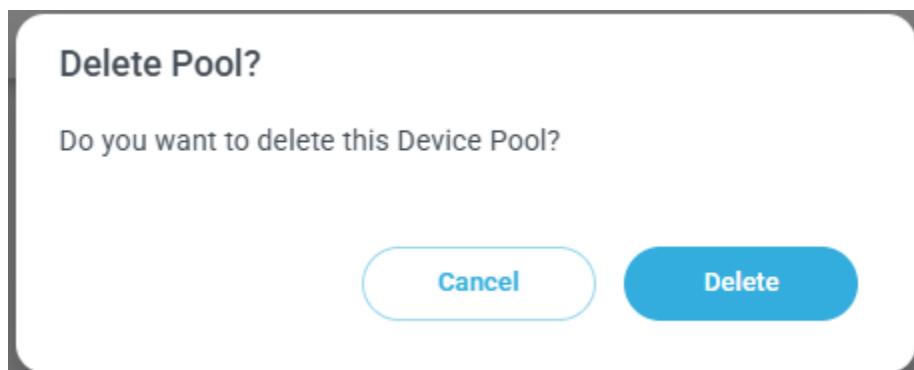


Figure 110: Delete Pool confirmation message

4.7 Pools Filter and Search Fields

Within the Pools page, there is a field to filter and search for pools.

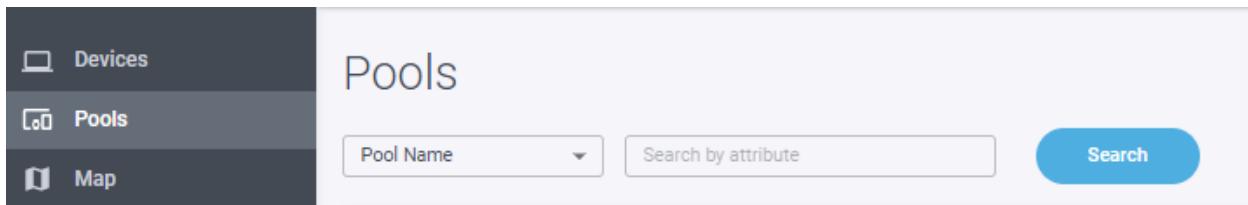


Figure 111: Pools page – search and filter options

To search by pool attribute:

1. Pull down the drop-down menu on the left to reveal the search filters. Then choose a filter. The search options are:
 - **Pool Name**
 - **User Name**
 - **Device Count**

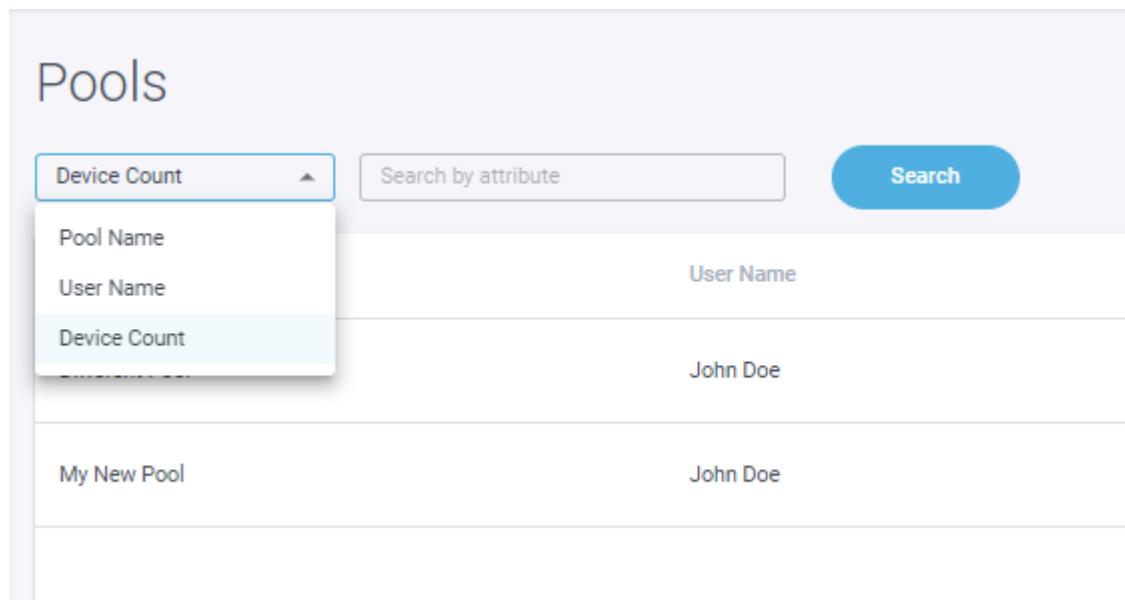


Figure 112: Pool page – Search filter options

2. In this example, we choose to search for pools by **Device Count**, and then we entered 2 in the attribute field.

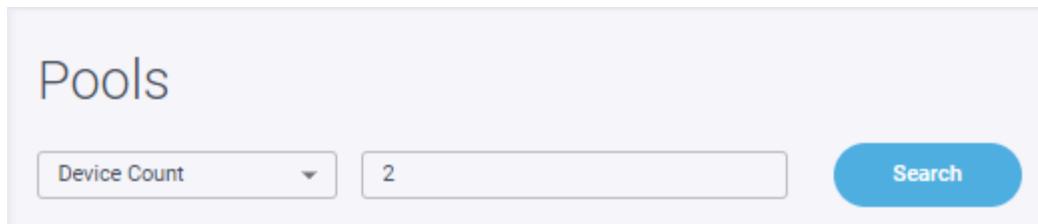


Figure 113: Pools page – filter by Device Count

3. Click on **Search** – in this example it will list any pools with Device Count of 2.

Pools		
Device Count	2	Search
Pool Name	User Name	Device Count
New Pool	MegaFi User	2
Rows per page: 10 ▾ 1-1 of 1 < >		

Figure 114: Pools page showing results of applying filter Device Count

4. Click on **Reset Filter** to reset back to the default view of all pools.

Pools		
Device Count	2	Search
Pool Name	User Name	Device Count
New Pool	MegaFi User	2
Rows per page: 10 ▾ 1-1 of 1 < >		

Figure 115: Pools page – Reset Filter button

5. To view more than 10 pools per page (default), this can be changed at the bottom-right corner of the **Pools** view page. Use the drop-down menu next to **Rows per page** to adjust between 10, 25, or 100 pools per page.

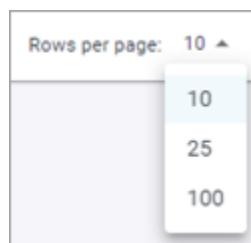


Figure 116: Rows per page options

6. If you have more pools that cannot be shown in one page, there are left and right arrows to move between pages to view your pools. These are located at the bottom right corner of the **Pools** page next to **Rows per page**.



Figure 117: Pools page - change between pages to view more pools

5 | Map

This section describes how to view devices on the **Map**, where you can readily view where devices are physically located, track device location, as well as get some device details.

- ⌚ **Note:** A GPS antenna needs to be attached to the device and must have a clear view of the sky to receive GPS location data. The data will then be sent to the portal's **Map**.

5.1 View Devices on the Map

To view devices on the Map:

1. Click on **Map** in the menu. Your pools will be listed under the Device List and if the pools are expanded, your devices will be listed by Serial Number (default).

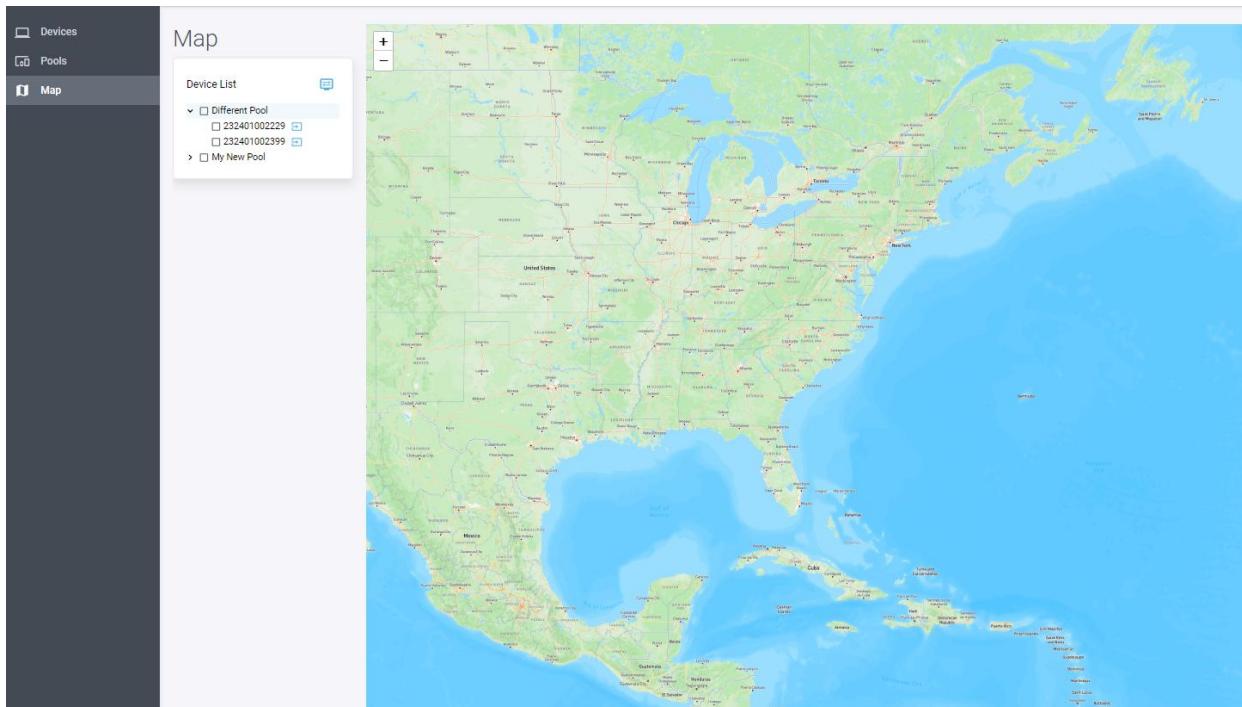


Figure 118: Map page

- ⌚ **Note:** You can choose within the **Display Value** icon  to display devices by either Serial Number, SIM Phone No (Phone number associated to the SIM card), or Device Alias by pulling the drop-down menu and choosing one of value options.



Figure 119: Map Device List – Display Value menu

2. Click on any of your pool drop-down arrows to reveal the devices within that pool. In this example we chose the **Display Value: Device Alias**, which will list devices by their alias.

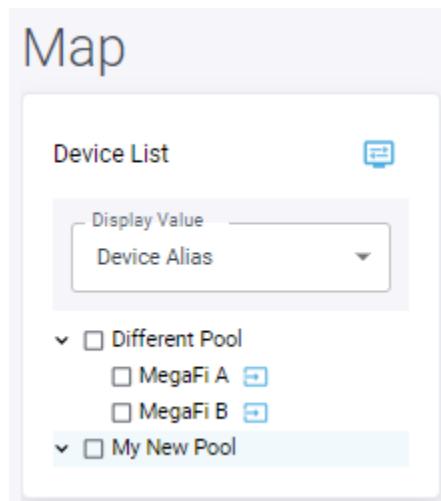


Figure 120: Map Device List – Display Value menu with Device Alias selected

- ⌚ **Note:** If you have many pools, click on the **Load More...** button to display more pools.

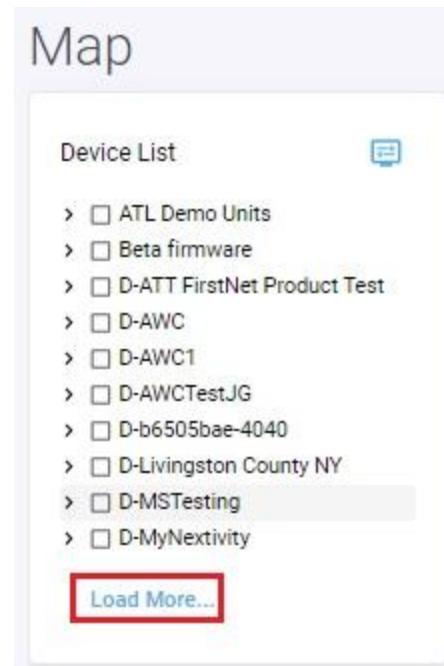


Figure 121: Map Device List – Load More pools button

3. To view the last known or current location of your device, expand the pool the device is in, and check on the box next to the device.

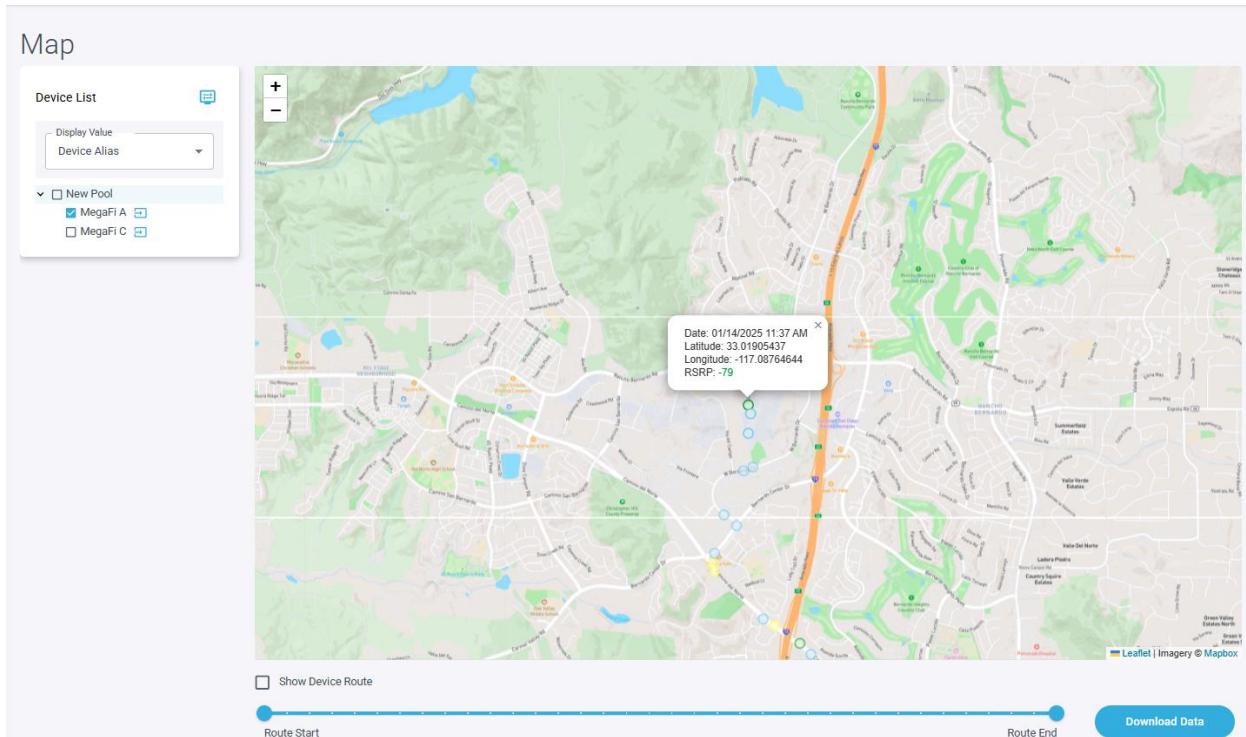


Figure 122: Map page showing device location

4. To see multiple devices inside a particular pool, check the box next to the pool and it will automatically select all devices inside that pool and show their current or previous location.

➲ **Note:** Route tools can only be displayed when a single device is selected and contains mapped location points.

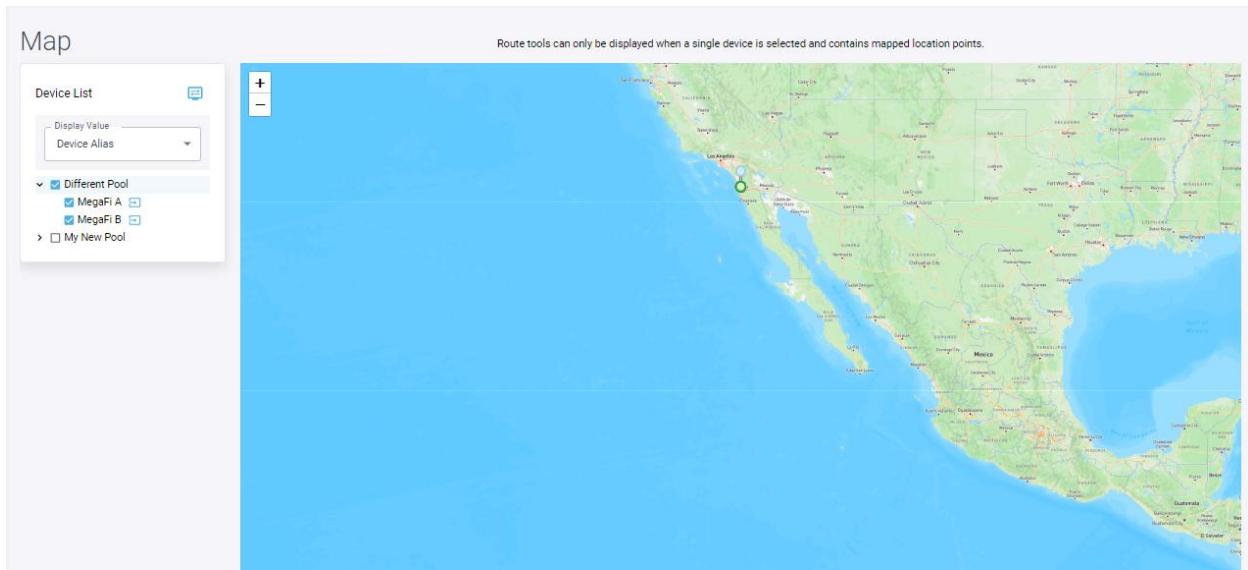


Figure 123: Map page showing multiple device locations in a pool

5. The  icon link to the right of a device will redirect you to the details page of that device.

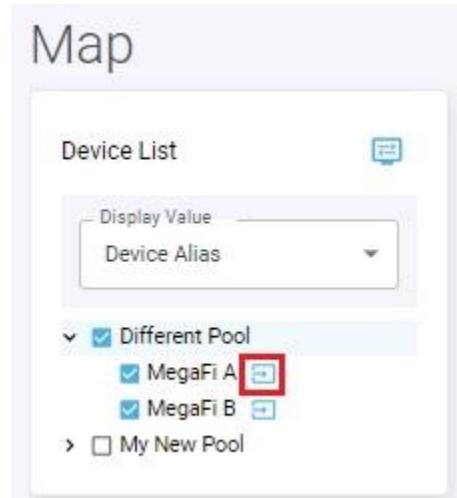


Figure 124: Map device list – Device Details link

5.2 View Device Details on the Map

The user can view device details at a particular point in time with serial number, date and time, precise latitude and longitude coordinates, and RSRP signal strength.

To view Device Details on the Map:

1. Point and click on any of the available dots on the **Map** for a device. The device details will pop up in a small window.

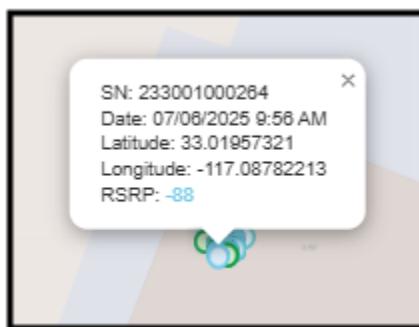


Figure 125: Map – Viewing device details

2. Point and clicking on a different dot will give you information about the device in that moment in time and location.

➲ **Note:** Up to 2000 map data points can be displayed per device.

5.3 Location Tracking

The **Location Tracking** feature will show “breadcrumbs” of a mobile device. This feature is disabled by default.

⇒ **Note:** The portal collects data every minute and stores 2 weeks' worth of data.

To enable Location Tracking:

1. From the **Devices** menu, select a device to enable the **Location Tracking** feature for and check its box as shown below.

User Name	Search	Reset Filter	New Device	Export Csv	Remove Device	Options						
Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
<input checked="" type="checkbox"/>	250302000025	MegaFi_2-v3.4.1	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Disabled	1.683944	1.160957	10/20/2025 5:17 PM	New Pool
<input type="checkbox"/>	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 126: Devices page – Selection of device to enable Location Tracking

2. Click on the **Options** button at the top right and select **Enable Location Tracking**.

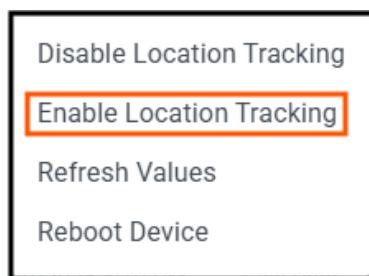


Figure 127: Devices page – Enable Location Tracking button

3. Click on **Enable** to confirm.

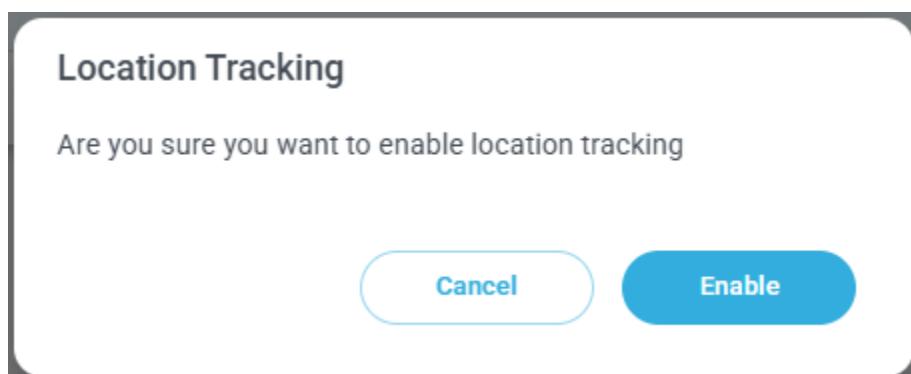


Figure 128: Enable Location Tracking confirmation message

- ⌚ **Note:** This option is similar to what was described in section 3.3 Options and section 3.7 Device Options.
- 4. Going back to the **Map** view of device, colored dots will appear on the map of where the device has been.

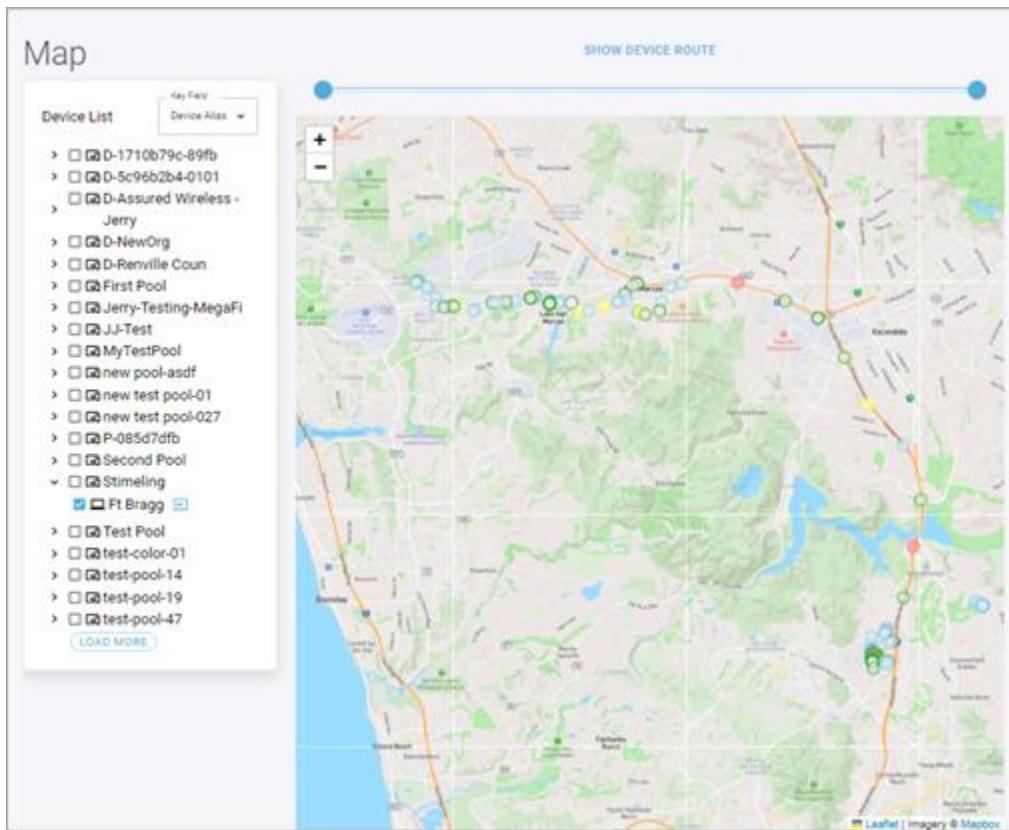


Figure 129: Map showing colored dots depicting location tracking of device

- ⌚ **Note:** The color of the dots corresponds to RSRP power. Below is a color code chart of the ranges.

RSRP	High	Low	Fill Color	Outside Line Color	Solid
	= >	-84			
RSRP	-85	-100			
RSRP	-101	-114			
RSRP	-115	-140			
RSRP	Not Available or <= -140				

Figure 130: Color code depicting RSRP power on map

5.4 Show Device Route

If the **Location Tracking** feature has been enabled for a mobile device, the user can enable this feature and view the route a device took.

To Show Device Route:

1. Within **Map**, select a device from any pool.
2. By default, **Device Route** is disabled. At the bottom of the screen, check the box for **Show Device Route** to enable the feature and view the route the device took in the map below. Essentially, this feature connects the dots that you see in **Location Tracking**.

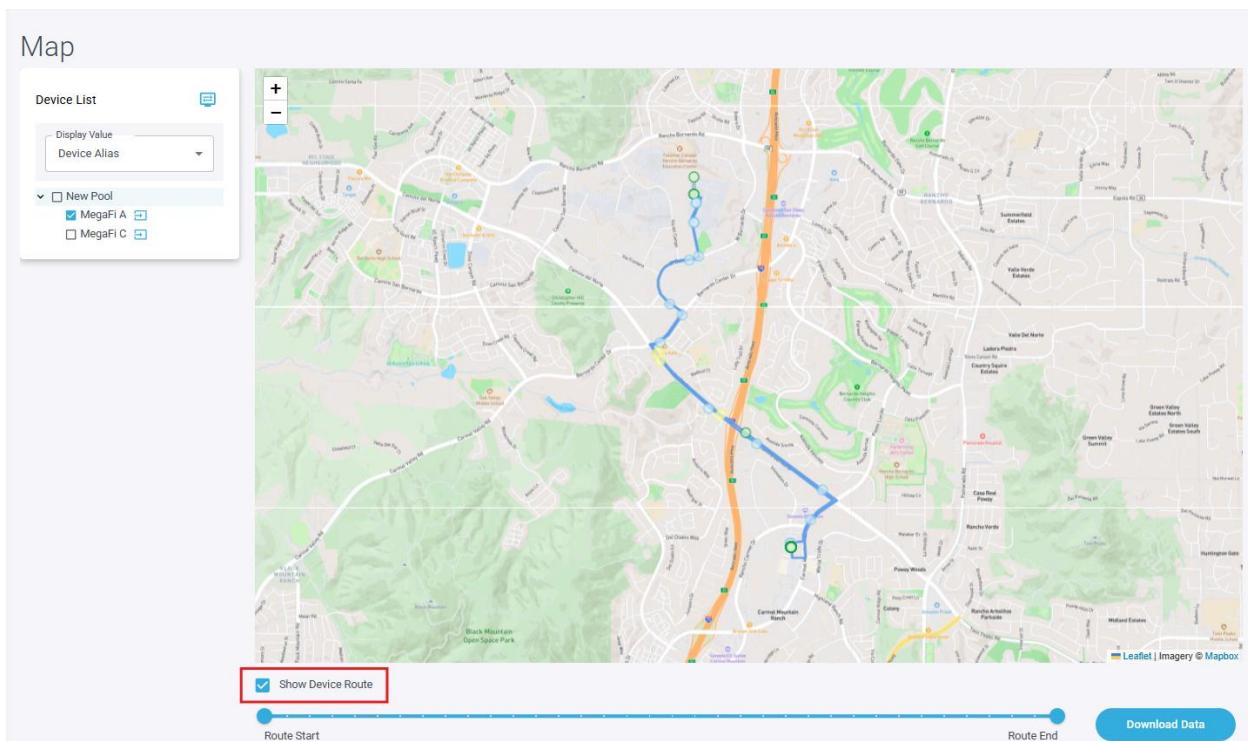


Figure 131: Map – Show Device Route button

3. If the device was mobile, a route will be drawn out in the map.
4. To undo and hide the drawn route, uncheck **Show Device Route**.

5.5 Device Route or Location Slider Bar

The slider bar will narrow the view of a route or locations of a device during a certain timeframe. The slider bar is located at the bottom of the map with two sliding dots on either side of the bar.

To narrow the route a device took (If Location Tracking and Show Device Route are both enabled):

1. Within **Map**, select a device from any pool.
2. Click and drag either dot on either side of the bar (Route Start and Route End) to view the route of the device at a particular moment in the past, narrowing down the time-frame of travel.

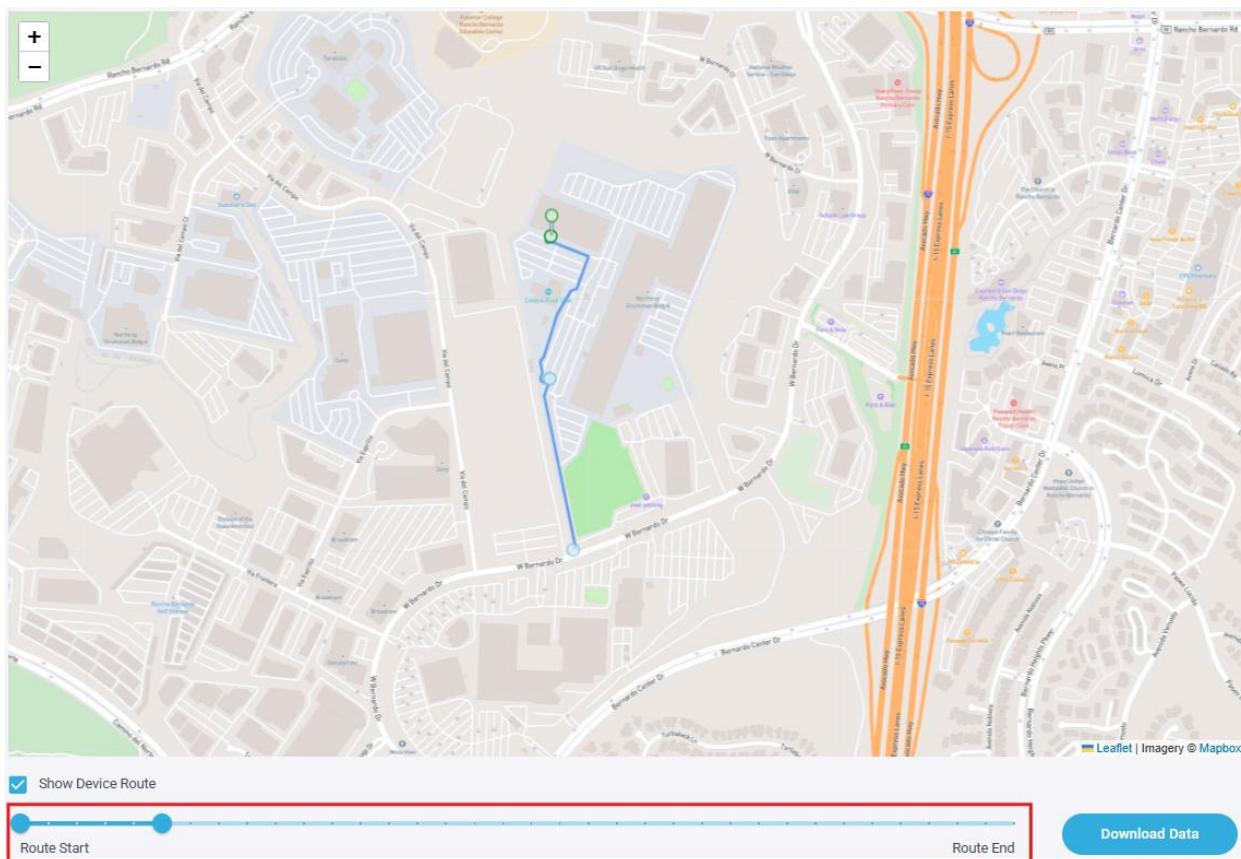


Figure 132: Map page – Location slider bar

➲ **Note:** You will notice a date and timestamp as well as the corresponding location of the device change on the map as you move the slider back and forth.



Figure 133: Map page – Location slider bar showing time/date history of device location

To narrow the locations of a device only (If Location Tracking is enabled and Show Device Route is disabled):

3. Within **Map**, select a device from any pool.
4. Make sure **Show Device Route** is disabled. If not, uncheck **Show Device Route**.



Figure 134: Show Device Route checkbox

5. Click and drag either dot on either side of the bar to view the locations of the device at a particular moment in the past.

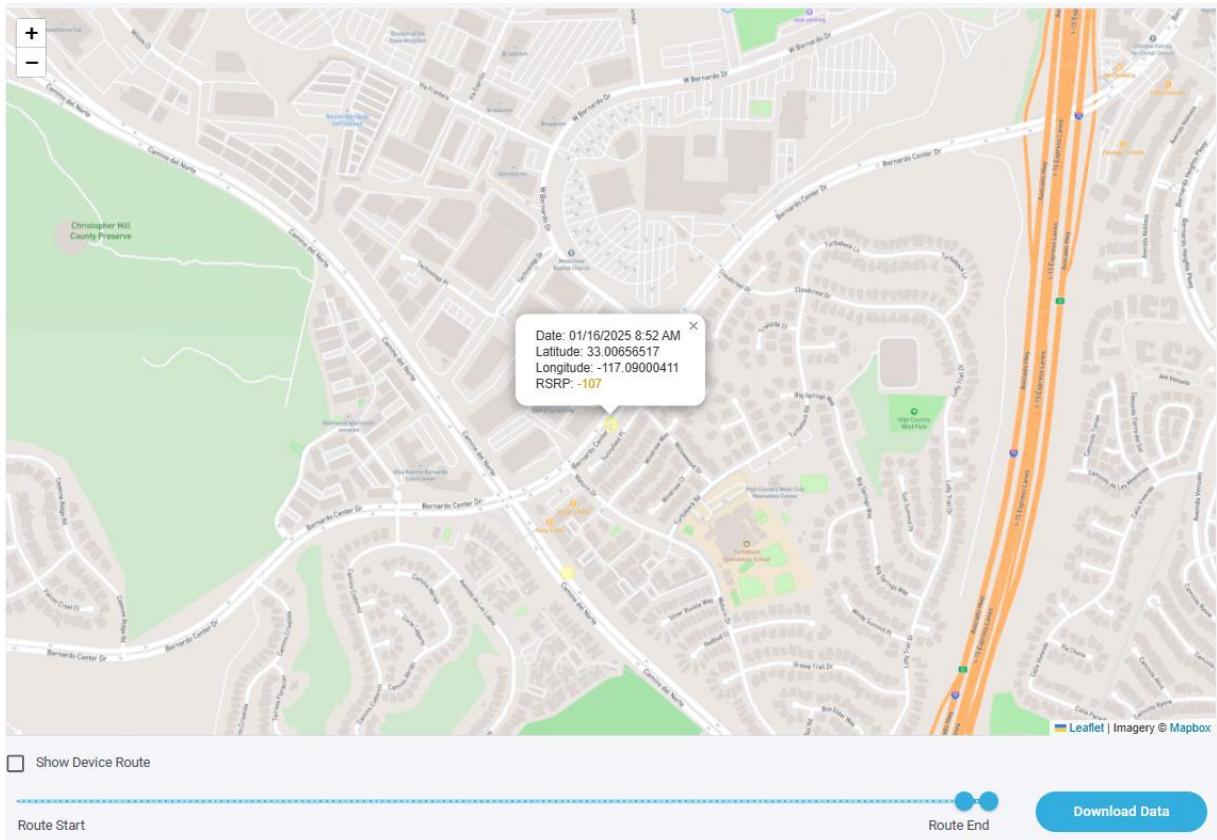


Figure 135: Location slider bar showing specific date/time of device location(s)

5.6 Download Data

This feature will download the location tracking data of a device to a CSV file for future analysis.

To download the location tracking data:

1. Within **Map**, select a device from any pool.
2. Click on the **Download Data** button at the bottom right of the map.

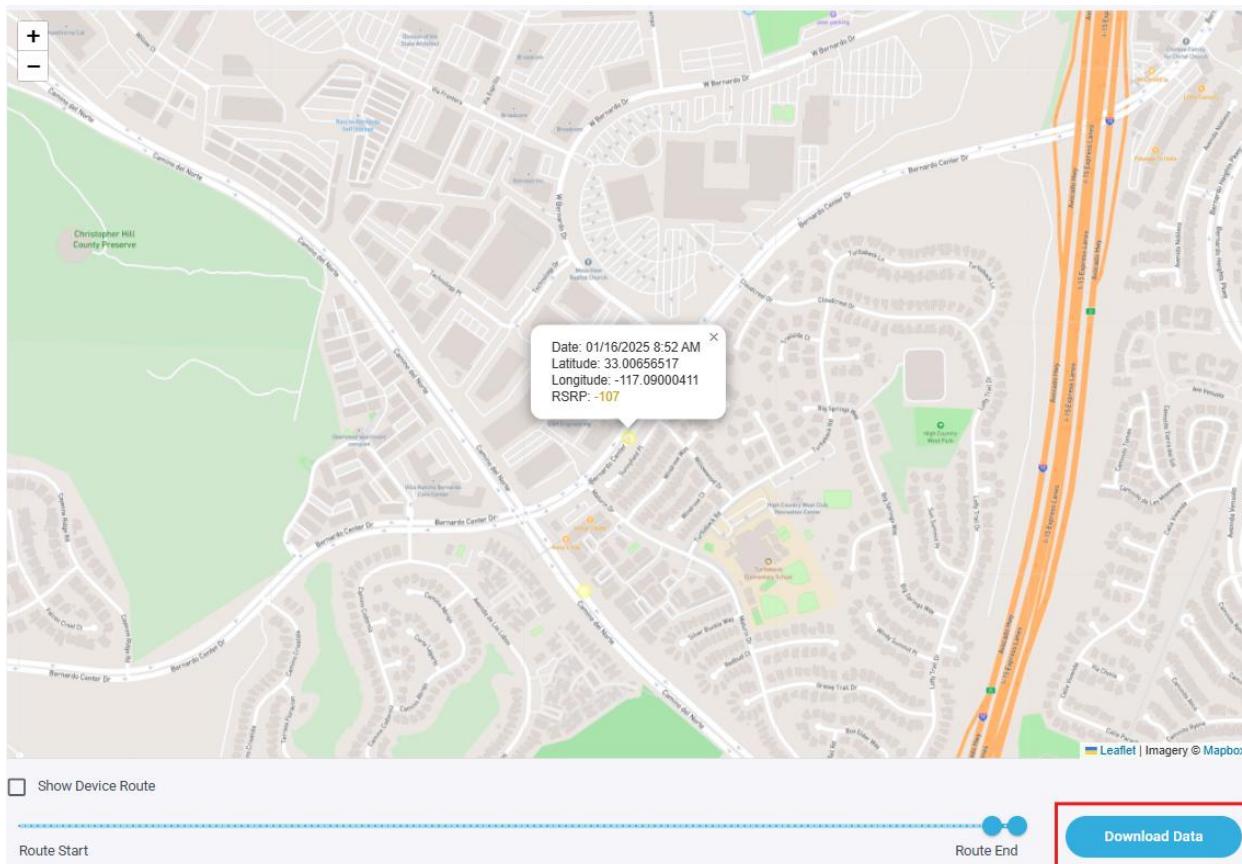


Figure 136: Map page – Download Data button

3. A CSV file will be downloaded to your computer.



Figure 137: Download Data Points - CSV file

4. The following information is captured in the CSV file: Type, Serial Number, IMEI, SIM Phone Number, Device Alias, Date Time GPS, RSSI, RSRP, LAT, and LONG.

	A	B	C	D	E	F	G	H	I	J
1	Type	Serial_Number	IMEI	Phone_Number	Device_Alias	DateTime_GPS	RSSI	RSRP	LAT	LONG
2	Map data points	232401002190	015681000024133	8589147861		45488.58391	-87	-123	33.0188636	-117.0880662
3	Map data points	232401002190	015681000024133	8589147861		45488.58456	-88	-124	33.0188636	-117.0880662
4	Map data points	232401002190	015681000024133	8589147861		45488.58456	-88	-124	33.0188636	-117.0880662
5	Map data points	232401002190	015681000024133	8589147861		45488.5851	-88	-125	33.0188636	-117.0880662
6	Map data points	232401002190	015681000024133	8589147861		45488.5851	-88	-125	33.0188636	-117.0880662
7	Map data points	232401002190	015681000024133	8589147861		45488.58622	-89	-127	33.0188636	-117.0880662
8	Map data points	232401002190	015681000024133	8589147861		45488.587	-89	-124	33.0188636	-117.0880662
9	Map data points	232401002190	015681000024133	8589147861		45488.588	-88	-124	33.0188636	-117.0880662
10	Map data points	232401002190	015681000024133	8589147861		45488.588	-88	-124	33.0188636	-117.0880662
11	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
12	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
13	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
14	Map data points	232401002190	015681000024133	8589147861		45488.59126	-88	-123	33.0188636	-117.0880662
15	Map data points	232401002190	015681000024133	8589147861		45488.59126	-88	-123	33.0188636	-117.0880662
16	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
17	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
18	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
19	Map data points	232401002190	015681000024133	8589147861		45488.59336	-87	-127	33.0188636	-117.0880662
20	Map data points	232401002190	015681000024133	8589147861		45488.59336	-87	-127	33.0188636	-117.0880662
21	Map data points	232401002190	015681000024133	8589147861		45488.59413	-89	-123	33.0188636	-117.0880662
22	Map data points	232401002190	015681000024133	8589147861		45488.59413	-89	-123	33.0188636	-117.0880662

Figure 138: Contents of Data Points CSV file

➲ **Note:** The DateTime_GPS values in column F are in Excel format. Therefore, to translate those values for humans, do the following:

- Open the downloaded CSV file with Excel.
- Excel will ask if you want to 'Convert large numbers into scientific notation' and 'Remove leading zeros'. The other option is 'Don't Convert'. Choose **Convert**.

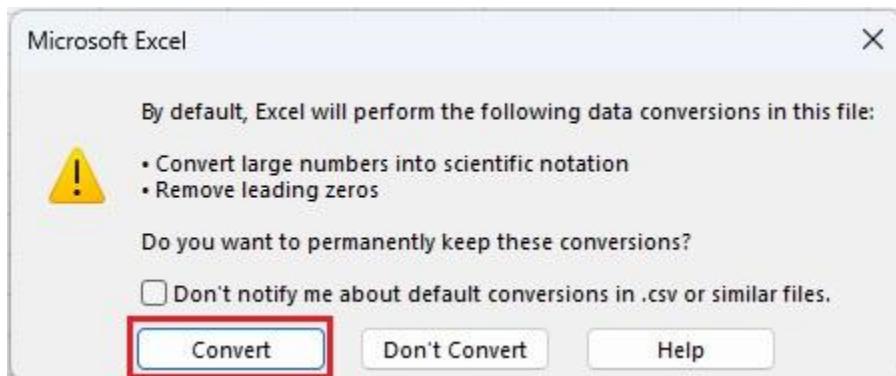
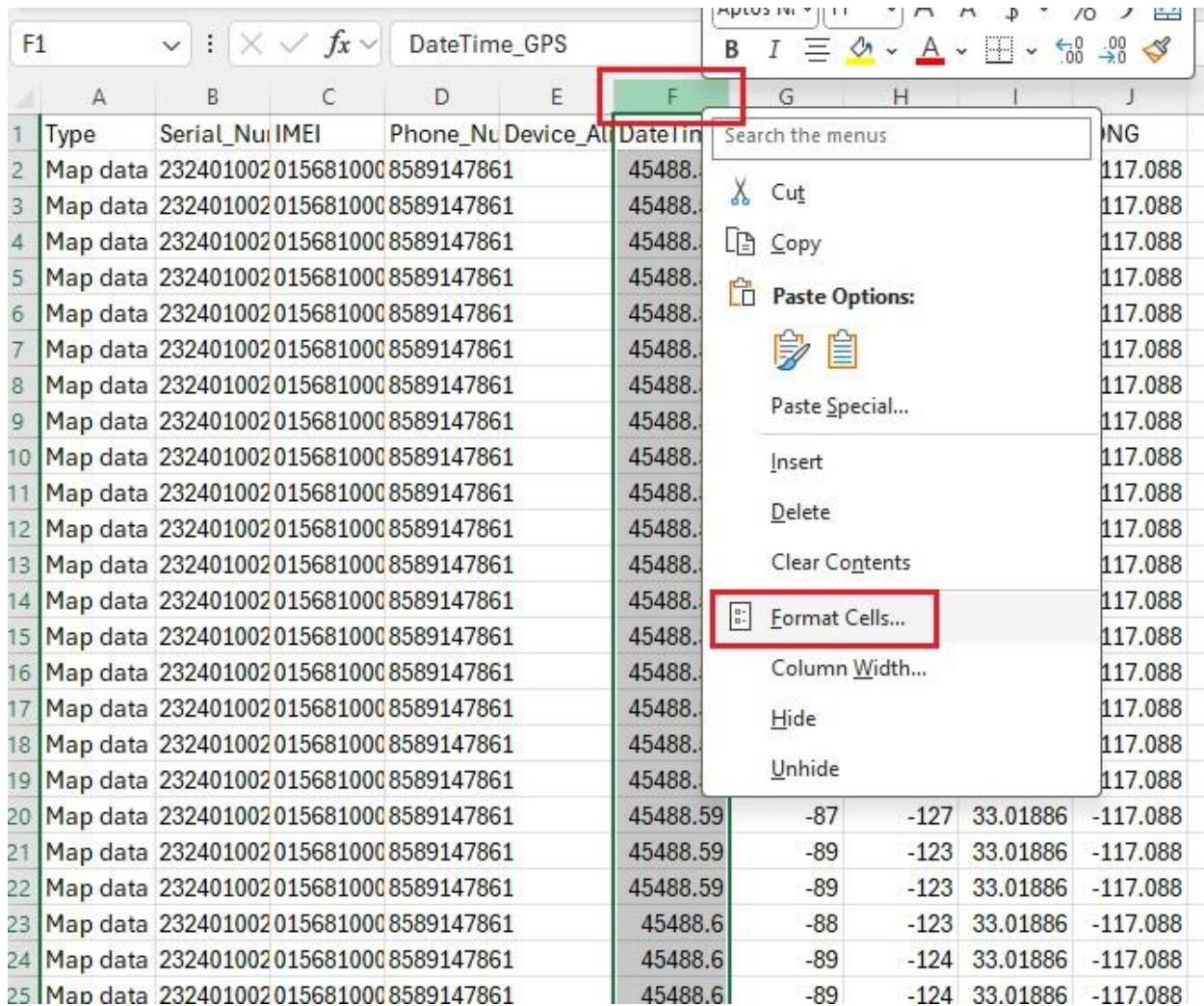


Figure 139: Data Points CSV file - Convert

- Right-select column F and select **Format Cells...**



F1	A	B	C	D	E	F	G	H	I	J
1	Type	Serial_Nu	IMEI	Phone_Nu	Device_Al	DateTime_GPS				NG
2	Map data	2324010020156810008589147861				45488.				117.088
3	Map data	2324010020156810008589147861				45488.				117.088
4	Map data	2324010020156810008589147861				45488.				117.088
5	Map data	2324010020156810008589147861				45488.				117.088
6	Map data	2324010020156810008589147861				45488.				117.088
7	Map data	2324010020156810008589147861				45488.				117.088
8	Map data	2324010020156810008589147861				45488.				117.088
9	Map data	2324010020156810008589147861				45488.				117.088
10	Map data	2324010020156810008589147861				45488.				117.088
11	Map data	2324010020156810008589147861				45488.				117.088
12	Map data	2324010020156810008589147861				45488.				117.088
13	Map data	2324010020156810008589147861				45488.				117.088
14	Map data	2324010020156810008589147861				45488.				117.088
15	Map data	2324010020156810008589147861				45488.				117.088
16	Map data	2324010020156810008589147861				45488.				117.088
17	Map data	2324010020156810008589147861				45488.				117.088
18	Map data	2324010020156810008589147861				45488.				117.088
19	Map data	2324010020156810008589147861				45488.				117.088
20	Map data	2324010020156810008589147861				45488.59	-87	-127	33.01886	-117.088
21	Map data	2324010020156810008589147861				45488.59	-89	-123	33.01886	-117.088
22	Map data	2324010020156810008589147861				45488.59	-89	-123	33.01886	-117.088
23	Map data	2324010020156810008589147861				45488.6	-88	-123	33.01886	-117.088
24	Map data	2324010020156810008589147861				45488.6	-89	-124	33.01886	-117.088
25	Map data	2324010020156810008589147861				45488.6	-89	-124	33.01886	-117.088

Figure 140: Data Points CSV file – Format Cells on column F

- In Format Cells and under the **Number** tab, select **Date** for **Category**, then choose the preferred display of date and time in the **Type** area. We chose the following as shown below and confirmed changes by clicking **Ok** at the end.

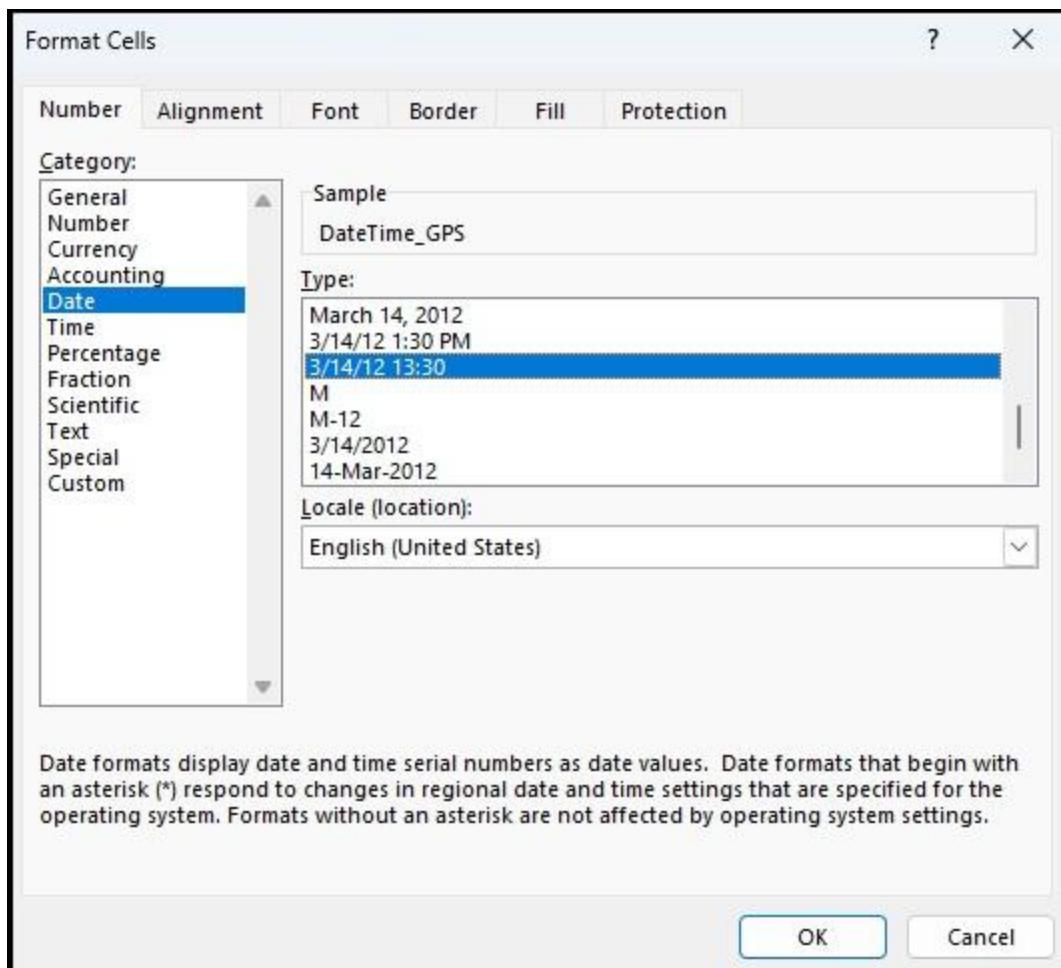


Figure 141: Data Points CSV file – Format Cells – Number tab

- The DateTime_GPS column is now in the selected, human-readable format.

F
DateTime_GPS
7/15/24 14:00
7/15/24 14:01
7/15/24 14:01
7/15/24 14:02
7/15/24 14:02
7/15/24 14:04
7/15/24 14:05
7/15/24 14:06
7/15/24 14:06
7/15/24 14:08
7/15/24 14:08
7/15/24 14:08
7/15/24 14:11
7/15/24 14:11

Figure 142: Data Points CSV file – DateTime_GPS column

- ⌚ **Note:** The values are in UTC.
- ⌚ **Note:** The CSV file can also be imported into Google Maps to create a custom map and add the CSV file as a layer. Please refer to Google Maps for more help on importing a CSV file.

6 | Contact Support

If you have issues, questions or concerns related to MegaPortal, users can contact support directly from the portal.

To contact support:

1. Click on the users' profile drop-down menu and select **Contact Support**.

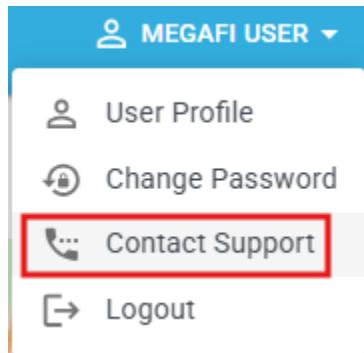


Figure 143: User Profile menu – Contact Support option

2. Clicking on **Contact Support** will automatically pop up a menu to generate an automatic email to support, either by choosing your email preference or automatically opening up an email ready to enter your details to send.

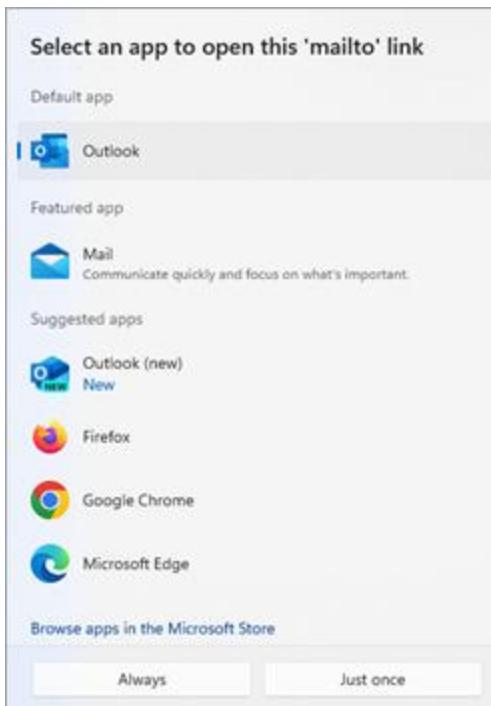


Figure 144: Windows – select app to open email

3. Choose the appropriate method to contact support via email and click on **Just once** below or **Always** if you prefer.
4. Enter a Subject line and enter as many details as possible in the email body about the issue to report, including, **MegaPortal** version number (located at the bottom right of any page), device serial number, device version number, your contact information.

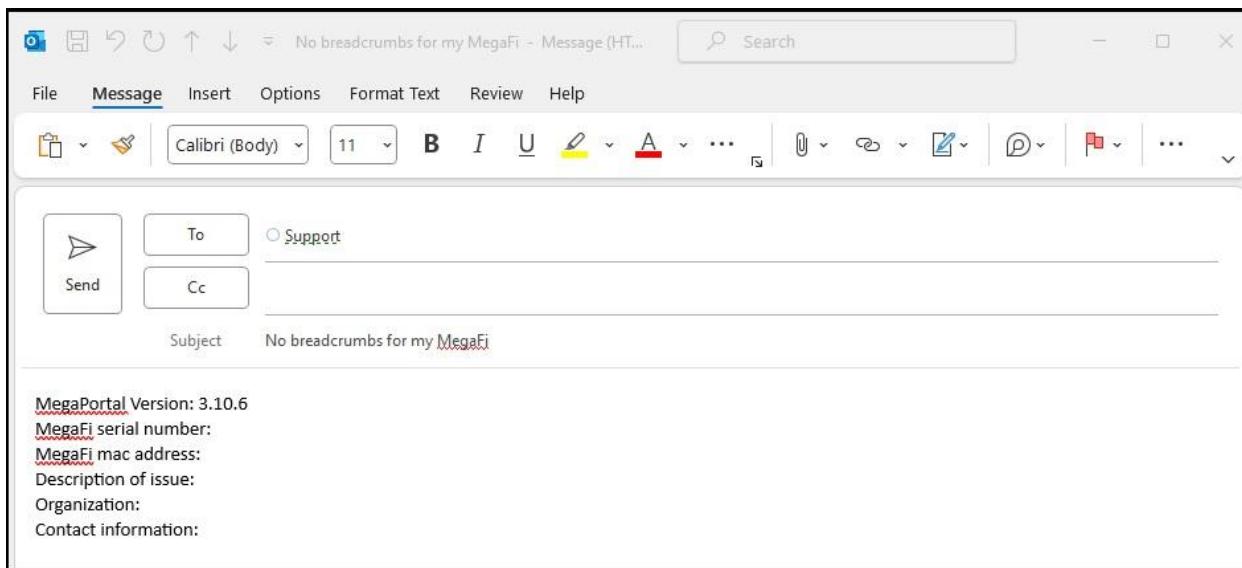


Figure 145: Outlook email – description of issue and details