

# MOBILE MANAGER



---

## USER GUIDE – EU AND ROW ROAMING

---

# TABLE OF CONTENTS

INTRODUCTION .....	3
OVERVIEW.....	3
ROAMING REPORTING AROUND EU & ROW.....	3
Call destination report.....	4
Using Report Wizard .....	5
DISCLAIMER .....	9

## INTRODUCTION

This guide will help you get started with Mobile Manager and provides an overview on generating reports for EU and ROW roaming. You'll also find supporting information on each page within Mobile Manager via help hints.

Head to: Mobile Manager > Help Menu (on the top right-hand corner)

It's worth noting that not everything in this guide is relevant to all types of users, due to different access permissions. If there's something here you think you need to use, but you don't have the correct user rights to access, please talk to your company's main administrator.

## OVERVIEW

Mobile Manager ([www.mobilemanager.ee.co.uk](http://www.mobilemanager.ee.co.uk)) provides you with the ability to view and analyse your mobile billing information online, and amongst other services, it also enables you to:

- Create and update a company structure to organise your phones
- Set up other users within your company to use the service
- Create reports based on billing information
- Change user-names
- Change Network Features (Simple Service)
- Change SIM cards
- Request PAC/STAC Codes
- Download Equipment and Airtime invoices
- Order online

Full itemisation for every user is available, many reports and summaries are available to cover every aspect of usage and spend. Reports can be downloaded in a variety of formats, including .csv and .pdf. Phone users can also easily tag their personal calls (if user access permits) and submit the results for recharging centrally.























## ROAMING REPORTING AROUND EU & ROW





There are two main ways of obtaining roaming information in Mobile Manager to assist with EU & ROW. Depending on the level of detail you need will dictate which report to use and any presentation criteria you may need to set.


## Call destination report

Once logged into Mobile Manager go to 'Reporting' and then 'call destination'. Once in this report you will see a list of destination categories such as Roaming, International & On Net.

Showing data for: Demo Account ([Show structure](#))

Totals		2,506	424.08 MB	2,681	101:30:55	£1,037.386
Destination category ▾		Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
Other mobile network  		847	0 bytes	0	34:42:29	£0.000 →
On Net  		706	0 bytes	0	26:41:51	£0.000 →
Landline  		338	0 bytes	0	17:40:08	£2.657 ↓
Answer phone  		264	0 bytes	0	03:14:00	£0.000 →
Roaming  		243	12.16 MB	317	12:49:52	£840.416 ↑
International  		82	0 bytes	0	04:39:50	£121.452 ↓
Other  		26	0 bytes	59	01:42:45	£39.260 →
Text message  		0	0 bytes	2,305	00:00:00	£33.601 ↓
Premium rate  		0	0 bytes	0	00:00:00	£0.000 →
GPRS  		0	411.92 MB	0	00:00:00	£0.000 →
Mobile voice VPN  		0	0 bytes	0	00:00:00	£0.000 →

Totals
Sub category ▾
Zone 1 Ireland & Channel Islands  
Zone 2 Europe 1  

By clicking the folder icon  next to 'Roaming', the site will drill down to a list of Roaming Countries that have been used in the last billing period. This will provide you a split of usage via Roaming Zones.

You can then click into further details to see each country as required. Please note countries may appear more than once depending on the type, direction and place called of the traffic.

This information can be exported from Mobile Manager by clicking the cog



icon above the report. Selecting 'Save' will download the report in the format you choose.

Destination ▾		Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
#outgoing EMTel Mauritius		120	0 bytes	158	08:26:02	£688.933
outgoing Orange France		60	0 bytes	50	01:54:58	£52.456
incoming Orange France		17	0 bytes	0	00:34:44	£5.232
outgoing I TIM Italy		15	0 bytes	90	00:36:54	£21.366
#incoming EMTel Mauritius		10	0 bytes	0	00:50:48	£25.966
incoming I TIM Italy		6	0 bytes	0	00:06:38	£1.061
#outgoing orange CH Switz.		5	0 bytes	0	00:04:22	£2.321
#outgoing du UAE		4	0 bytes	2	00:00:21	£4.600
#incoming orange CH Switz.		2	0 bytes	0	00:04:32	£0.681
outgoing I WIND Italy		2	0 bytes	3	00:05:25	£2.070
#incoming ETISALAT UAE		1	0 bytes	0	00:00:39	£0.500
#outgoing CELL + Mauritius		1	0 bytes	12	00:04:29	£14.750
#outgoing ETISALAT UAE		0	0 bytes	2	00:00:00	£0.600

### Using Report Wizard

If you need a report in more detail, the 'Report Wizard' menu can be used.



By clicking into 'Reports' > 'Report wizard' > 'Call reports – New', you can build a report at the level of information you need.

Once in the Report Wizard an additional set of tabs will be displayed. In the 'How' tab, select hover over 'Destination category' and then select 'Roaming' in the dropdown. At this point you may also wish to setup additional criteria such as Roaming GPRS using the 'Roaming category' dropdown or under the 'Cost Tab', you may wish to return only the VAT Exempt costs (as this will often be ROW only (note: Some EU Roam Zone countries can also be VAT Exempt).

The screenshot shows the 'Call reports - New' report wizard interface. At the top, there are navigation tabs: Home, Costs, When, Where, How, and Report wizard. Below these are sub-tabs: Who, Where, When, How, Duration, Cost, and Sort by. The 'How' sub-tab is active, displaying several filter options:
 

- Transmission type: dropdown menu
- Destination category: dropdown menu with 'Roaming' selected
- Destination subcategory: dropdown menu
- Mobile voice VPN: dropdown menu
- Roaming category: dropdown menu
- Data volume criteria: Radio buttons for 'Data volume between' (selected) and 'Data volume greater than', with two input fields and an 'And' label.
- Events criteria: Radio buttons for 'Events between' (selected) and 'Events greater than', with two input fields and an 'And' label.
- Bundle: dropdown menu

 At the bottom of the main form area are two buttons: 'Run' and 'Save and run'. To the right of the main form is a 'Your selected criteria' summary box containing:
 

- Group: Demo Account
- Destination category: Roaming
- Sort on: Date, Descending

Once you have selected the criteria you'd like to generate your report using, you can then either 'Run' the report (this will run as a one off), or 'Save and Run' the report. If the latter is selected, Mobile Manager will ask you to give the report a name. The report will then be saved to your 'Report Wizard' menu so that it can be run in the future if required, for both previous and new billing periods.

Once a report is run, you will be presented with various options to present and viewing the report.

## Call reports - New

Home	Costs ▾	When ▾	Where ▾	How ▾	Report wizard ▾
------	---------	--------	---------	-------	-----------------

### Summary of search results

Total call volume: 243  
Total Data vol: 12.16 MB  
Total events: 317  
Total duration: 12:49:52  
Total cost: £840.416

[View detail](#)

### Reporting criteria

Company structure: Demo Account  
Destination category: Roaming  
Bill selection: No  
Sort order: Date Descending

[Edit reporting criteria](#)

### Presentation criteria

Adjust the presentation criteria to display only the results you require, for example, top 50 most expensive

Group by:  And sort:  +

Order by:  And sort:

Max rows:

[View report using criteria](#)

- The 'View Detail' option will take you to the Call Data Records (Itemisation) for your selected criteria.
- The 'Edit Reporting Criteria' option will allow you to adjust the reporting options.
- 'View Report Using Criteria' will allow you to present the report in different ways.

The most likely option you'll use will be the 'View Report Using Criteria' option. Please note that before clicking this button, you have the option of sorting the report into a format for presenting IE a summary by number by country.

<h3>Summary of search results</h3> <p>Total call volume: 243 Total Data vol: 12.16 MB Total events: 317 Total duration: 12:49:52 Total cost: £840.416</p> <p><a href="#">View detail</a></p>	<h3>Reporting criteria</h3> <p>Company structure: Demo Account Destination category: Roaming Bill selection: No Sort order: Date Descending</p> <p><a href="#">Edit reporting criteria</a></p>
--	--

### Presentation criteria

Adjust the presentation criteria to display only the results you require, for example, top 50 most expensive

Group by:  And sort:

And:  And sort:

And:  -

Order by:  And sort:

Max rows:

[View report using criteria](#)

With the above criteria selected, below is the outcome of that selection.

[Back to summary](#)

Showing 1-15 of 21 rows

< 1 2 > Page: Go

Totals			243	12.16 MB	317	12:49:52	£840.416	£0.000
Phone	Username	Location	Call vol	Data vol	Events	Duration	Cost	VAT
08971065865	Username23	outgoing I TIM Italy	15	0 bytes	90	00:36:54	£21.366	£0.000
08971065865	Username23	incoming I TIM Italy	6	0 bytes	0	00:06:38	£1.061	£0.000
08971065865	Username23	outgoing I WIND Italy	2	0 bytes	3	00:05:25	£2.070	£0.000
08971065865	Username23	Orange Internet	0	9.96 MB	0	00:00:00	£14.360	£0.000
08876454101	Username24	#outgoing CELL + Mauritius	1	0 bytes	12	00:04:29	£14.750	£0.000
08876454101	Username24	#outgoing EMTTEL Mauritius	5	0 bytes	78	00:09:34	£61.750	£0.000
08876454101	Username24	#incoming EMTTEL Mauritius	2	0 bytes	0	00:01:08	£1.134	£0.000
08870563688	Username18	outgoing Orange France	16	0 bytes	27	00:16:36	£9.409	£0.000
08870563688	Username18	incoming Orange France	2	0 bytes	0	00:02:13	£0.355	£0.000
08870563688	Username18	Orange Internet	0	2.01 MB	0	00:00:00	£5.128	£0.000
08775622007	Username7	#outgoing EMTTEL Mauritius	115	0 bytes	80	08:16:28	£627.183	£0.000
08775622007	Username7	#incoming EMTTEL Mauritius	8	0 bytes	0	00:49:40	£24.832	£0.000
08775622007	Username7	#incoming orange CH Switz.	2	0 bytes	0	00:04:32	£0.681	£0.000
08775622007	Username7	#outgoing orange CH Switz.	5	0 bytes	0	00:04:22	£2.321	£0.000
08775622007	Username7	outgoing Orange France	44	0 bytes	23	01:38:22	£43.047	£0.000

Showing 1-15 of 21 rows

< 1 2 > Page: Go

Different criteria can be selected to manipulate the results of the report and how they are presented. For assistance and further instruction please feel free to contact the Mobile Manager helpdesk. Details can be found in the Help and Support section of Mobile Manager.

Head to: Mobile Manager > Help Menu (on the top right-hand corner)



## DISCLAIMER

This document has been produced by EE and is furnished to you solely for your information and may not be reproduced or redistributed, in whole or in part, to any other person.

The contents of this document are strictly private and confidential between you and EE and you must keep confidential all information contained herein and shall not disclose any part of such information to any third party, or copy it in any form, without the prior written consent of EE. If you have an agreement with EE, you are bound by the confidentiality and other obligations contained in such agreement in respect of all information contained in this document.

Whilst EE has taken care to try and ensure that the information contained in this document is accurate at the date of publication, EE cannot accept any liability for any error or omission. The Mobile Manager website is under constant development and as additional information becomes available or any inaccuracies become apparent, EE reserves the right, but shall not be obliged, to make alterations to the data contained herein. The up-to-date position should be checked with your EE Account Manager.

This document and all intellectual property in the document and the information and data contained in the document, including without limitation relating to its format and presentation, is and shall remain the sole property of EE.

Nothing in this document is binding on EE or any of its parent or subsidiary undertakings or any of its officers or employees.

No representation or warranty (express or implied) is made as to, and no reliance should be placed on, the fairness, accuracy or completeness of the information contained herein and, accordingly, none of EE or any of its parent or subsidiary undertakings or any of its officers or employees accepts any liability whatsoever (save in respect of fraud or fraudulent misrepresentation, and personal injury or death to the extent that it results from its negligence) arising directly or indirectly from use of this document.

By accepting this document, you agree to be bound by the foregoing limitations.