

PRODUCT SUPPORT

CSL IoT Platform

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CSL IoT Platform is an all-in-one solution that streamlines the management of SIMs from leading mobile operators through a single interface. Its advanced technology enables real-time, autonomous SIM administration and monitoring—regardless of the operator—eliminating the need to access multiple platforms and significantly improving operational efficiency.

Our platform supports traditional cellular technologies such as 2G, 3G, and 4G, as well as next-generation networks designed for IoT, including NB-IoT and LTE-M, ensuring stable and secure connectivity. In addition, it offers advanced tools for control, analysis, and decision-making, allowing for reduced operational costs and optimised resource management.

Latest information<https://www.csl-group.com/support/csl-iot-platform/>

Useful Information

Accessing the CSL IoT Platform

To access the CSL IoT Platform, simply, [click here](https://platform.csl-group.es/) (<https://platform.csl-group.es/>), enter your username and password, and start managing your IoT connectivity. If you've forgotten your password, you can easily reset it by clicking on "Forgot password".

You can access the platform anytime, from your mobile, tablet, or computer—no matter where you are.

Don't have an account yet?

If you don't have an account, register now to start managing your IoT connectivity efficiently. Contact our team at csl@csl-group.es to request your login credentials and start enjoying all the benefits of centralised, streamlined IoT management.

Platform Languages

The CSL IoT Platform is available in six languages: Spanish, English, Italian, French, Portuguese, Swedish, and Dutch.

This multilingual feature makes it easy for companies and users across different regions to use the platform without language barriers. With multiple language options, users can manage and monitor their IoT SIMs intuitively and comfortably—wherever they are.

Quick Guide

What is an Offline Router Alarm and How Is It Configured?

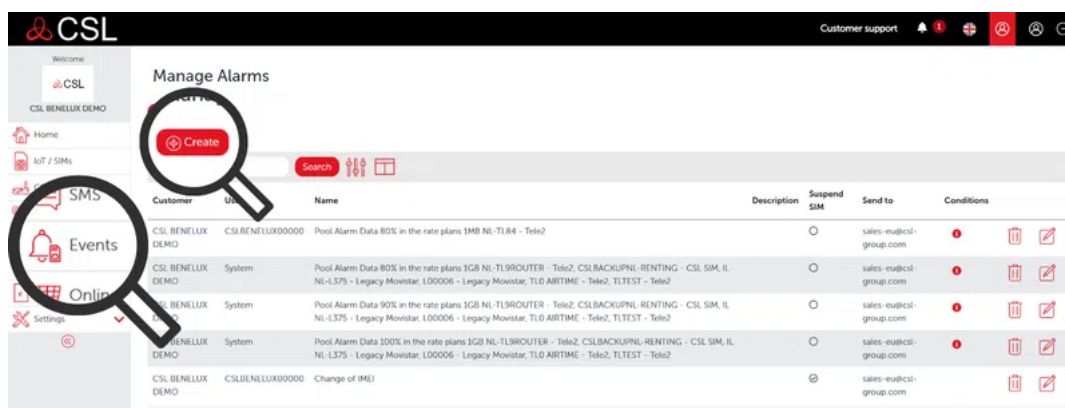
For customers with a fleet of installed IoT routers, a monitoring feature has been developed to automatically detect when a device loses connectivity. This allows you to configure an alarm that sends an email notification if a router remains unresponsive for a set period of time. This helps reduce downtime, improve network management, and ensure operational continuity.

The CSL IoT Platform periodically checks router status using SNMP calls. If a device does not respond, it is marked as **NOK** (Not OK), and the date and time of the incident are recorded. Once the configured time has passed, the alarm is triggered and an email is sent notifying the loss of connectivity.

Steps to Configure the Alarm:

Step 1: Create a New Alarm

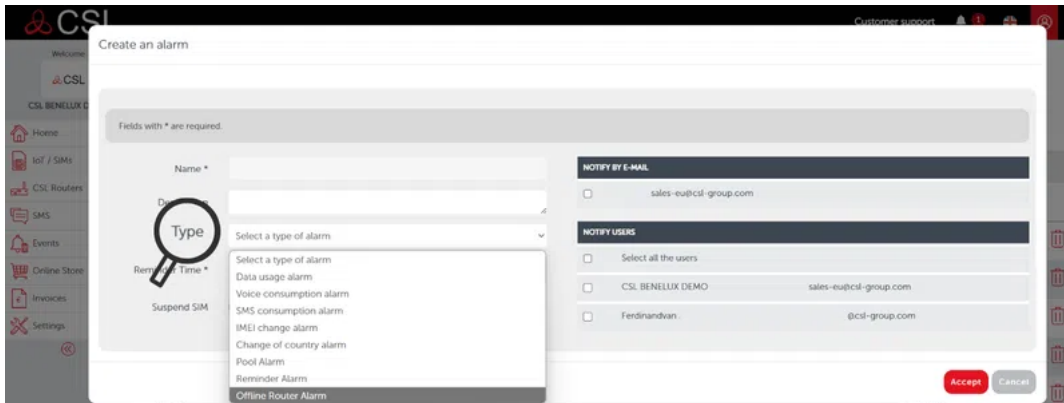
Go to the “Events” menu and click the “Create” button to add a new monitoring alarm.



Step 2: Set Alarm Type and Recipients

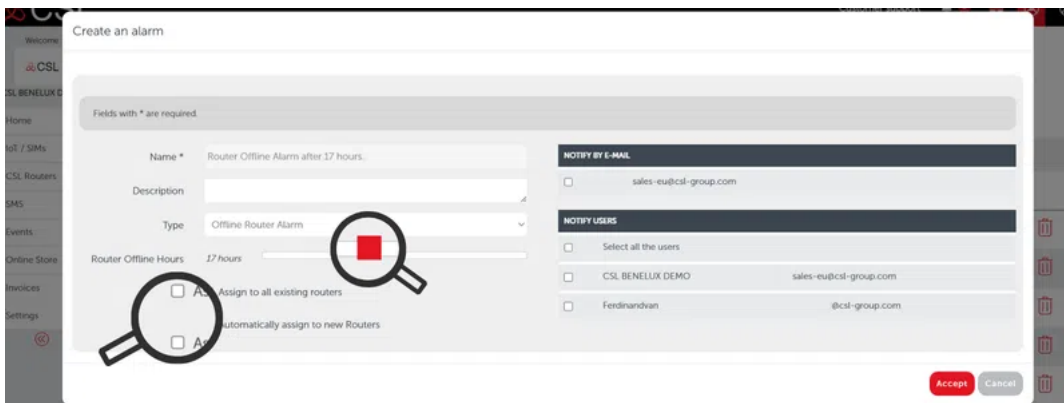
After clicking “Create,” a pop-up window will appear:

- In the “Type” field, select “**Offline Router Alarm.**”
- On the right panel, enter the email addresses of the recipients who should receive notifications.



Step 3: Set the Disconnection Time

Use the slider to define the maximum offline period. You can configure the alarm to activate if a router remains offline between 3 and 48 hours, depending on your operational needs.

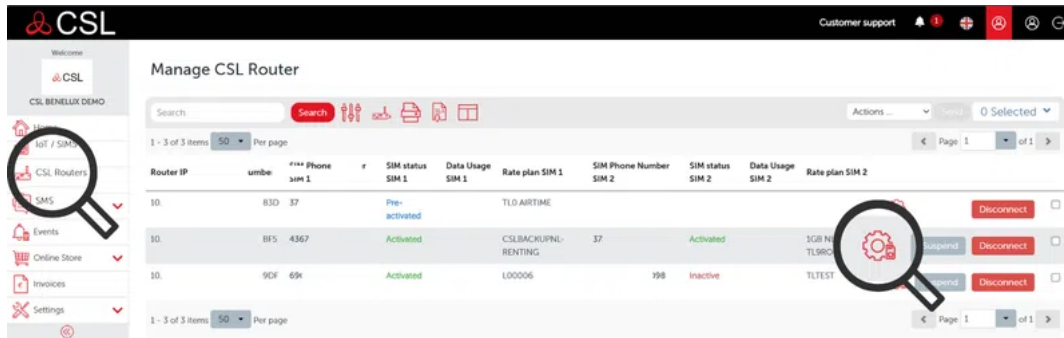


Step 4: Automatic Assignment Options

- **Assign to all existing routers:** When you save the alarm, it will automatically apply to all current routers.
- **Automatically assign to new routers:** Each time a new router is added to the account, the alarm will be automatically applied.

Step 5: Manually Assign the Alarm to Specific Routers

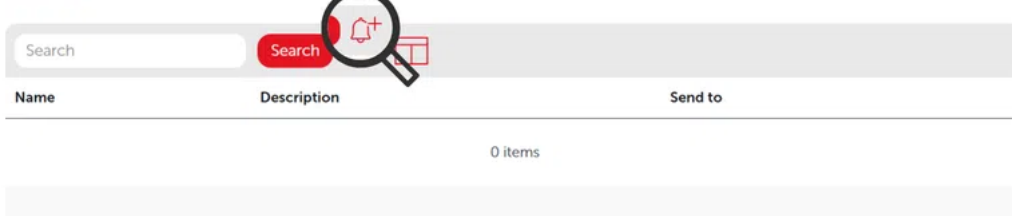
- To manually assign the alarm, leave both assignment checkboxes unchecked.
- Then, go to the side menu and click on “CSL Routers” to manage routers individually.
- Select the desired router and click the gear icon to access its configuration settings.



Step 6: Link the Alarm to the Router

Inside the router configuration page, scroll down to the “**Alarms**” section. Click “**Add Alarm**” and select the alarm you want to assign.

Alarms



Step 7: Confirmation

The alarm has now been successfully assigned manually to the selected router.

FAQs

How can I access the CSL IoT Platform?

You can access the CSL IoT Platform from any device—mobile, tablet, or computer. Just enter your username and password on the web portal to manage your services quickly and securely.

If you've forgotten your password, don't worry. You can easily reset it from the login page by clicking "Forgot password" and following the steps provided. Within minutes, you'll receive a link to create a new password and regain access to your account.

How can I manage my SIMs to avoid overusage?

CSL has set consumption thresholds to help prevent unnecessary charges caused by misconfigurations or system errors. If a SIM exceeds its defined limits for data, voice, or SMS, you'll receive a notification via email and in the platform's notification panel. If the high usage persists, our Technical Support team will contact you to review the situation and offer a solution.

What do the SIM statuses mean on the CSL IoT Platform?

SIM statuses on the platform include:

- **Inactive:** The SIM cannot transmit.
 - **Pre-activated:** The SIM is ready to transmit, but no charges are applied.
 - **Activated:** The SIM has transmitted for the first time and is now billed monthly.
 - **Deactivated:** The SIM is out of service and no longer billed.
 - **Suspended:** The SIM cannot transmit, but it continues to be billed.
 - **Blocked:** The SIM is unable to transmit due to excessive consumption and has been locked.
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What happens if I deactivate a SIM?

If you deactivate a SIM, the deactivation is permanent and it cannot be reactivated through the platform. If deactivation was done by mistake, you have until the end of the month to request reactivation by contacting soporte@csl-group.es.

Can I change my SIM plan?

Yes, you can change your SIM plan directly through the CSL IoT Platform.

- Log in to the CSL IoT Platform and go to the **“IoT/SIMs”** section.
- Use the search bar to locate the SIM you want to modify.
- In the SIM’s control panel, go to the **“Plan”** section.
- Click **“Select Plan”** to view the available options based on your customised offer.
- Confirm your selection, and the new plan will be applied automatically.

Note: If you wish to downgrade your plan, please contact us at soporte@csl-group.es to ensure your current usage does not exceed the limits of the new plan.

How can I place an order for IoT SIMs and CSL Devices?

To place an order, follow these steps within the CSL IoT Platform:

1. Access the store: Go to the **“Store”** section in the left-hand menu and click on **“Products.”**
2. Check available stock: A new page will open displaying available products. Select the items you wish to order.
3. Select your SIMs: Browse the available IoT SIMs and choose the quantity and SIM type (Trio, Mini, Micro, or Nano).
4. Add CSL devices: Below the SIM options, you’ll find the current list of available CSL devices—select the ones you need.

Once your selection is complete, follow the on-screen instructions to finalise your order. If you need assistance, don’t hesitate to contact our support team.
