

KARE+TITAN



User manual

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1 Document History

DOCUMENT HISTORY

Date	Version	Document Revision Description	Document Author
17/03/2026	1.0	First version	VDC

1 Introduction

The KARE IoT Platform is a cloud-based management system designed to monitor, configure and control fleets of routers, modems and connected devices. It centralizes communication, diagnostics and configuration tasks, allowing users to manage their deployments remotely and efficiently.

The platform supports both individual device supervision and large-scale fleet operations, offering real-time visibility, configuration tools and bulk command execution.

1.1 What is the KARE IoT Platform

KARE is a remote device management platform that provides:

- Real-time monitoring of routers and modems
- Remote configuration and firmware updates
- Communication quality metrics and historical performance data
- Event tracking and troubleshooting tools
- Bulk operations for large deployments
- Secure, cloud-based access from any browser

It is designed to simplify device lifecycle management and reduce field intervention by enabling remote actions and centralized supervision.

1.2 Key Features

Key capabilities of the KARE platform include:

- **Device registration and onboarding**
- **Remote configuration editing**, individually or in bulk
- **Command and script execution** (including AT commands and custom scripts)
- **Firmware update management**
- **Network quality monitoring** (RSSI, RSRP, RSRQ, last connection)
- **Real-time dashboard with device status and location**
- **Event logging and audit history**
- **Group and client management** for large deployments
- **CSV-based bulk import** of devices
- **Map-based device visualization**

These features help technical teams maintain full visibility over their fleets and reduce maintenance time.

1.3 System Requirements

To access and operate the KARE IoT Platform, the following requirements apply:

Supported Web Browsers

KARE is compatible with all major modern browsers, including:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari (macOS)

Using an outdated browser may result in limited functionality or loading issues.

Internet connectivity

A stable internet connection is required to:

- View live device information
- Send commands
- Load historical charts
- Apply configuration changes

Device compatibility

Devices must support the KARE protocol and have **KARE Enabled** in their local web interface.

1.4 Terminology

To ensure clarity throughout the manual, the following terms are used consistently:

- **Device:** Any modem or router connected to the KARE platform.
- **Client:** The customer or organization associated with a device.
- **Group:** A user-defined grouping of devices for easier management.
- **KARE Enabled:** A setting in the device web interface that activates communication with the platform.
- **Commands & Scripts:** Tools used to perform remote operations on devices.
- **Events:** Historical logs showing device activity, alerts, updates and command execution.
- **Firmware Update:** Remote installation of a new firmware version.
- **Bulk Action:** A command sent to multiple devices at once.

2 Getting Started

2.1 How to access the Platform

2.1.1 Login procedure

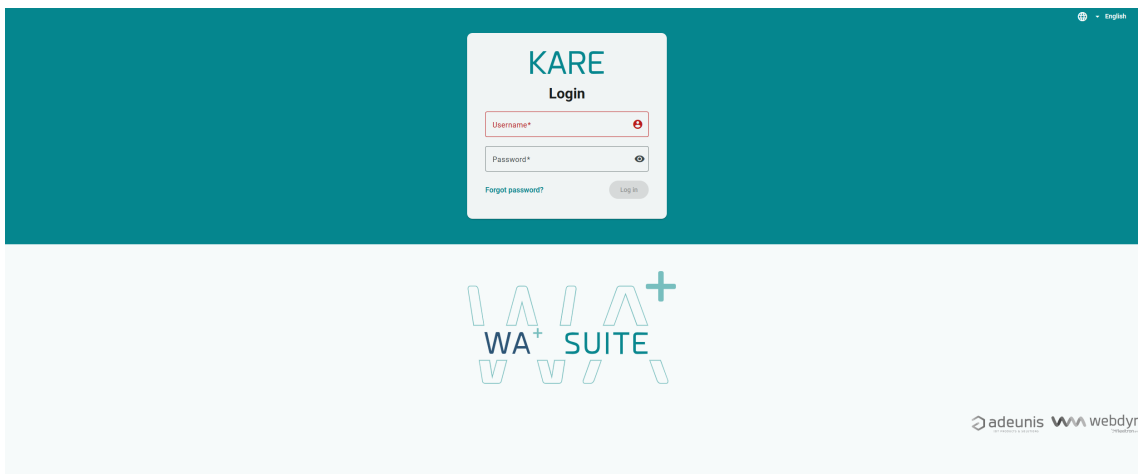
To access the KARE IoT Platform, open your web browser and navigate to the official login page.

Enter your username and password in the corresponding fields.

Click “Login” to access your account.

If the credentials are correct, the system will authenticate the user and redirect to the Dashboard.

For security reasons, the session will automatically expire after a period of inactivity. When this happens, you will be prompted to log in again.



Tip: Always verify that the website URL is the official KARE domain before entering your credentials.

2.1.2 Password reset

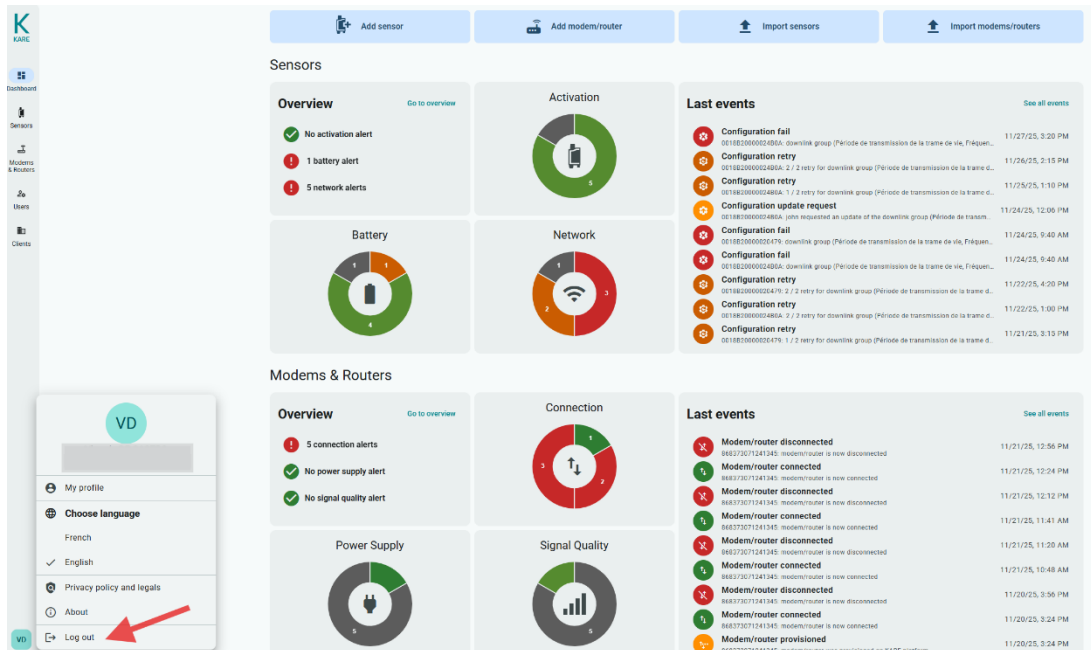
If you forget your password, select the “**Forgot password?**” link on the login screen.

You will receive an email with instructions to reset your credentials.

Follow the link provided to create a new password and regain access to your account.

2.1.3 Logout

To log out, click on the **user icon** located in the bottom-left corner of the interface and select “**Log out.**” This ensures that your session is securely closed, especially when using shared or public devices.



2.2 Navigating the interface

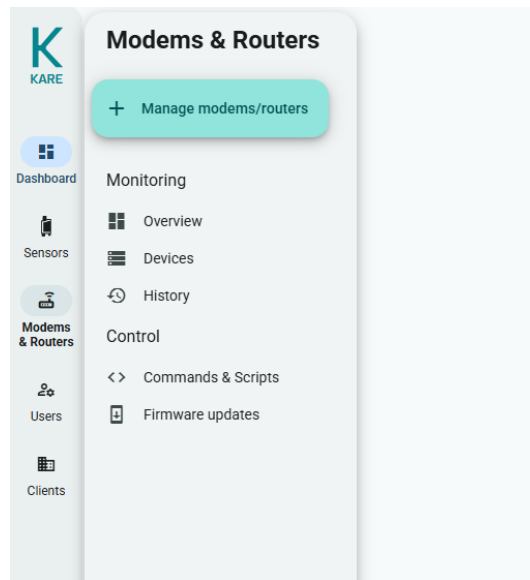
The KARE IoT Platform presents a clean and intuitive interface designed to make device management simple and efficient. The main elements of the interface are organized as follows:

2.2.1 Left-Side Navigation Menu

A vertical menu on the left provides access to the core areas of the platform:

- **Dashboard** – Global overview of sensors and modems/routers, including alerts and last events.
- **Sensors** – Access to all registered sensors and related tools (if enabled).
- **Modems & Routers** – Full device management, configuration, commands, firmware updates and fleet operations.
- **Users** – User accounts and role management.
- **Clients** – Client profiles, device assignments and organizational settings.

Hovering the cursor over the “Sensors” or “Modems & Routers” section displays a **submenu** with the available sub-options, making it easy to navigate directly to specific tools or views.

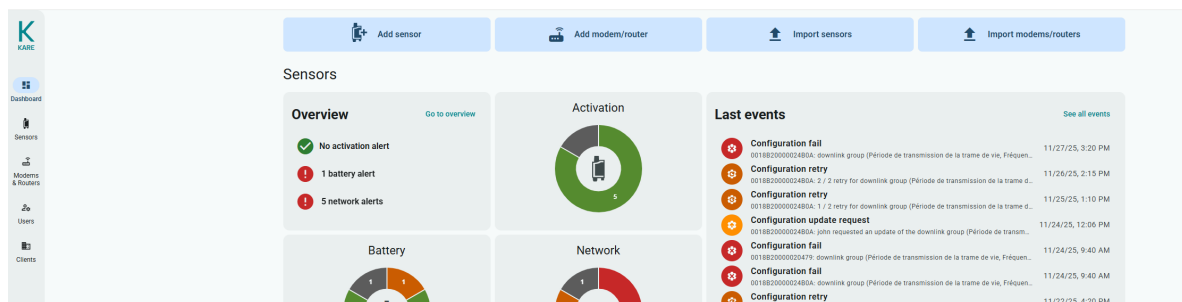


2.2.2 Top Action Bar

At the top of the dashboard, the platform displays several quick-action buttons, such as:

- **Add Sensor** (if enabled)
- **Add Modem/Router**
- **Import Sensors** (if enabled)
- **Import Modems/Routers**

These shortcuts allow users to register new devices or perform bulk imports quickly from any page.



2.2.3 User Menu (Bottom-Left Corner)

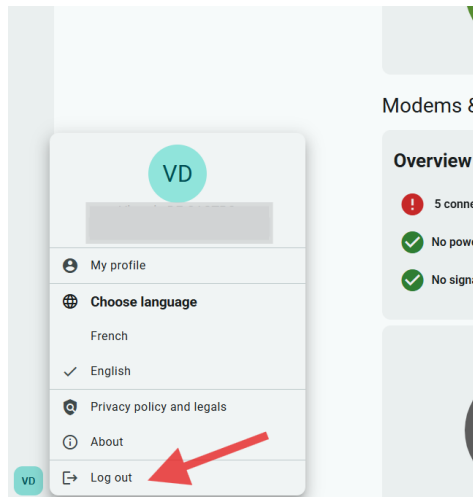
At the bottom-left corner of the screen, the user avatar opens the personal menu.

Clicking it reveals:

- **My profile** – User details and personal settings
- **Choose language** – Switch between available languages
- **Privacy policy and legals**
- **About** – Platform information

- **Log out** – Safely end the session

This menu also allows changing the interface language instantly.



2.2.4 Main Content Area

The central part of the screen displays the selected section.

For example:

- The dashboard shows **global alerts, network status, power supply indicators, and recent events.**
- Device lists show sortable tables with status indicators.
- Device detail pages display overview, configuration, network charts, commands, and event history.

This layout ensures that key information is always visible, while the navigation menu provides quick access to all platform features.

3 Devices, concepts, and Quick Actions

3.1 Understanding devices in KARE

The Devices section provides centralized access to all routers and modems registered in the KARE IoT Platform. From this module, users can monitor connection status, check communication health, and access detailed operational information for each device.

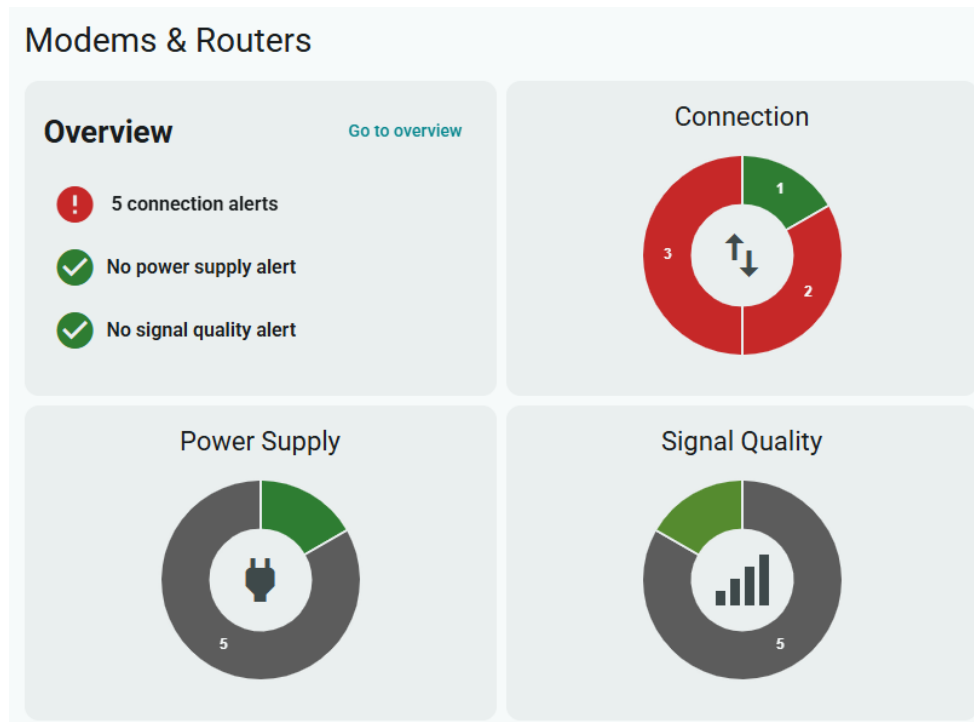
Each device entry displays essential identifiers such as the Device Name, Model, Status, Last Communication Time, and associated Group. The color indicators offer immediate visual awareness of the device's current state.

Devices can be organized into Groups to simplify supervision in larger deployments.

3.2 Device States (online/offline/error)

The KARE platform displays different device states depending on the type of information being shown.

Each category uses its own color logic, so the meaning of the colors changes depending on what metric is being viewed.



Below are the real color states used in the platform:

Power Supply

Indicates whether the device has an active power source.

- **Green** – The device is powered and functioning normally.
- **Grey** – The device has no power information available, or the power state cannot be determined.

Connection

Shows the connectivity status of the device.

There are **three possible states**:

- **Green** – The device is properly connected and communicating with the platform.
- **Red** – The device is disconnected.
- **Grey** – The device has been registered in KARE (data entered), but **provisioning has not been completed**.
In this state, the device cannot send data to the platform.

Signal Quality

Reflects the radio signal quality available to the device.

- **Green** – Excellent signal / maximum coverage.
- **Orange** – Medium or unstable signal / regular coverage.

- **Red** – No signal or very poor signal quality.

3.3 Device list and filters

The **Device List** provides a complete overview of all Modems & Routers registered in the KARE platform. In addition to basic information such as device name or model, this table includes visual indicators, editable fields, and multiple filtering options to manage the fleet efficiently.

The Device List presents all registered routers and modems in a structured table. Columns typically include:

- Device Name
- Serial Number / IMEI
- Connection Status
- Firmware Version
- Last Data Received




Users can apply filters to narrow down the list by group, device type, or connectivity status. The search bar allows direct lookup by name, ID, or serial number. Filters remain active while navigating through the interface, making comparative analysis easier.

Selecting any device opens its Overview tab within the Detailed Device View.

Device	Type	Connection Status	Power Supply	Signal Quality	Last connection	Last IP	Group	Comment	Client
123456789012353 EasyTunnel 4G					-	-		-	TITAN Client
123456789076543 EasyRouter 1					-	-	EasyRouter Group	-	TITAN Client
865583042275932 With antenna	EasyTunnel AU/LATAM				11/29/25, 9:58 PM	10.241.50.102	4G	Placed near the wall, beside Jean's office	TEST NMT
865583042308899 SVQ_Pepito	EasyTunnel AU/LATAM				10/9/25, 5:03 PM	10.98.89.90	SVQ	-	TEST NMT
868373071241345 SVQ_EASYDOT	EasyDot				11/21/25, 11:24 AM	176.82.237.76	TEST	-	TEST NMT
987654321123456 EasyRouter 2					-	-	EasyRouter Group	Awesome product!	TITAN Client

Connection Status Icons

Each device shows a status icon indicating its current connectivity state:

- 
 - **Not Provisioned**
The device has been added to KARE but provisioning is not completed, so it cannot yet send data.
- 
 - **Connected**
The device is communicating normally with the platform.
- 
 - **Disconnected**
The device is not currently sending data.

These icons make it easy to identify devices that may require attention.

Power Supply Indicator

The Power Supply column shows whether the device reports valid power information:

- **Green** – The device is powered correctly.
- **Grey** – No power supply information is available.

This helps differentiate between powered devices and those whose status cannot be confirmed.

Signal Quality Indicator

Signal quality is displayed with a **bar icon** showing between **one and four bars**:

- More bars = better coverage
- Fewer bars = poor or unstable signal

This indicator allows a quick evaluation of radio performance without opening the device details.

Editing Device Information

When selecting any device in the list, a pencil icon appears on the right side.

Clicking this icon opens a small form where you can edit:

- **Device Name**
- **Client**
- **Group**

The **IMEI cannot be modified**, as it is tied to the device's registration.

This quick-edit option helps maintain updated naming and organization without entering the device's detailed view.

Filtering Devices

At the top of the Device List, filtering tools allow narrowing the displayed devices:

- **Filter by Client** – Shows only devices associated with a selected client.
- **Filter by Connection Status** – For example: Connected, Disconnected or Not Provisioned.

These filters make it easier to locate specific devices, troubleshoot issues, or prepare bulk actions.

3.4 Searching, sorting and quick actions

Depending on the display resolution, quick-action elements may appear on the right side of the list or above the table:

- **Add Device** – registers a new device into the platform.
- **View Details** – opens the selected device's detail view.
- **Filters / Sorting** – reorganizes the device list by name, status, last communication, or group.

These tools help users quickly identify devices of interest and perform common management tasks.

3.5 Groups

When devices are registered in the KARE platform, they can optionally be assigned to a **Group**. Groups allow organizing devices based on any user-defined criteria, such as location, customer site, project, or functionality.

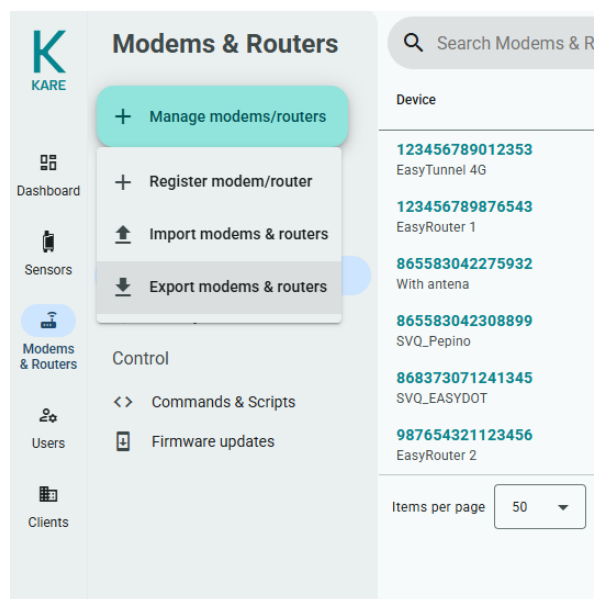
Assigning devices to groups provides two key advantages:

- **Easier management:** Devices belonging to the same group can be viewed and filtered together.
- **Bulk actions:** Certain operations—such as sending commands, scripts or configuration files—can be applied to all devices in a group at once.

Groups are defined during device registration, but they can also be changed later from the device's quick-edit menu.

3.6 Exporting device lists

The KARE platform allows exporting a complete list of devices associated with a specific client.



To export the list:

1. Go to **Modems & Routers**.
2. Click the **Manage Modems & Routers** button.
3. Select the **Export** option.
4. Choose the **Client** whose device list you want to export (if it is a multi-client)
5. Click **Export** to download the file.

The platform generates a **CSV file** containing all relevant information for the selected client's Modems & Routers.

4 Working with Devices

4.1 How to make the provisioning

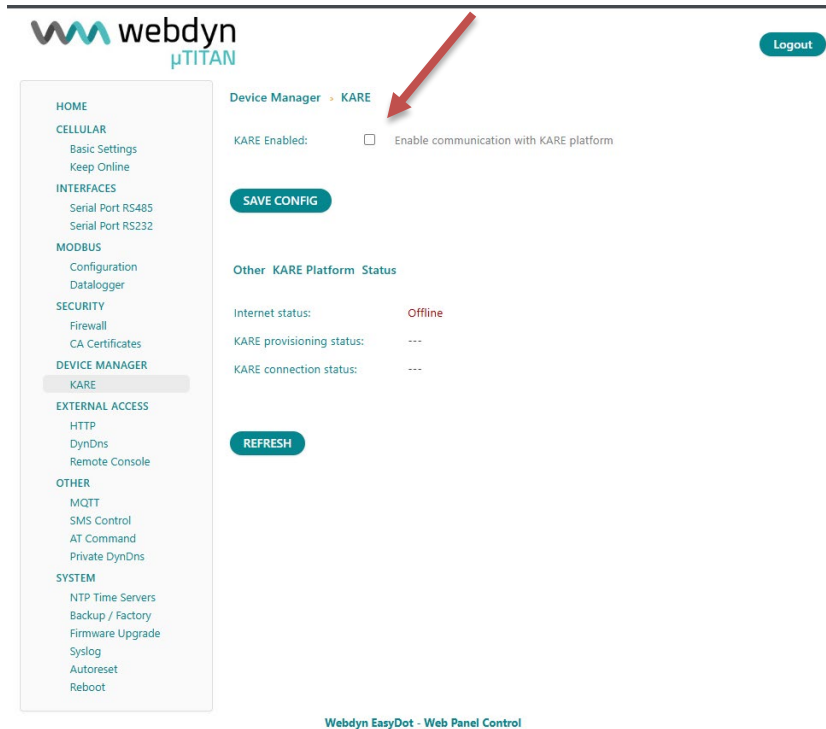
Before a device can be located and managed from the KARE IoT Platform, **two steps are required**:

1. **Enable the KARE service on the device itself**
2. **Register the device in the KARE platform**

Once both actions are completed, the device will appear in the Modems & Routers list and can be managed normally.

Step 1: Enable KARE on the Device

Each device must have the KARE communication service enabled from its local web interface.



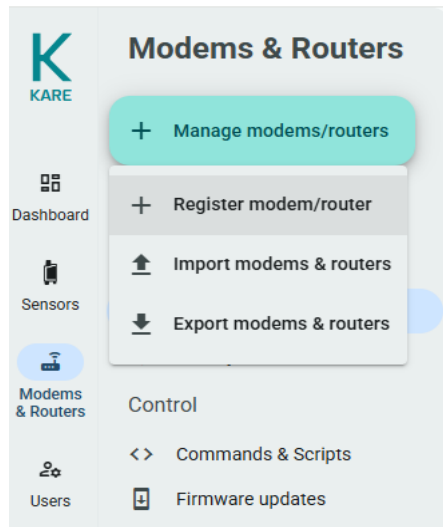
1. Connect to the device's **web server**.
The access port may vary depending on the model.
2. Once inside the web interface, look for the **KARE** management screen:
 - On **EasyDot**, this appears under **Device Manager KARE**
 - On **TITAN**, there is also a **Device Manager KARE** section
3. Open the KARE settings screen and locate the checkbox **KARE Enabled**.
4. Activate the checkbox. Once enabled, the device starts communicating with the KARE platform
5. No additional configuration is required on the device.

With KARE enabled, the device is ready to be registered on the platform.

Step 2: Register the Device in the KARE Platform

A device can be added to the platform in two different ways:

Option A – Register a Single Device



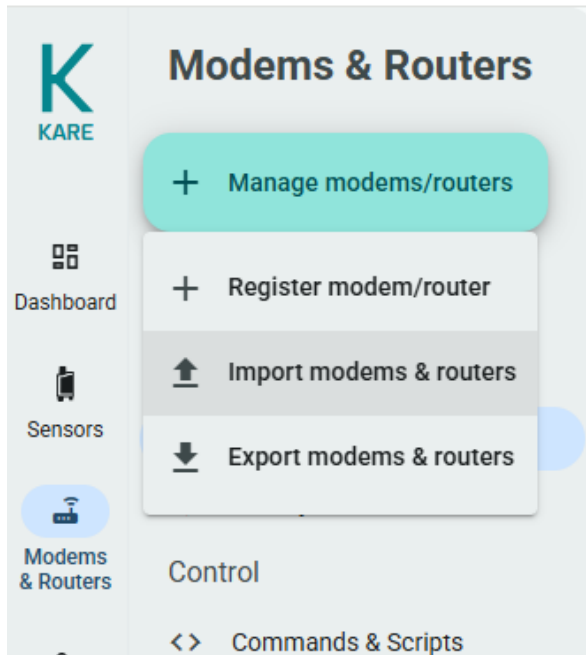
1. From the **main dashboard** or from **Modems & Routers**, click **Add Modem & Router**.
2. A **Registration** pop-up will appear.

3. Fill in the required fields:
 - **IMEI**
 - **Client** (if multi-client)
4. Optional fields may also be added:
 - Device name
 - Group
 - Comment

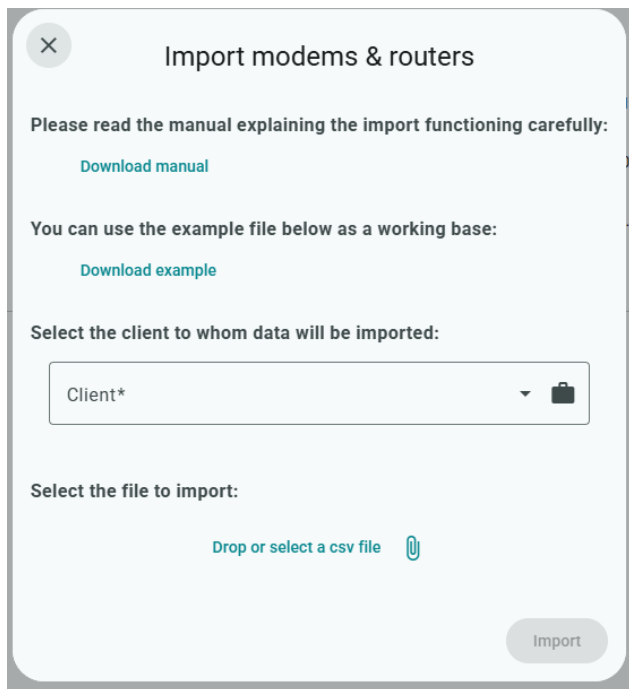
These optional values are useful for filtering devices later when sending commands, updating firmware or performing bulk operations.
5. Confirm the registration. The device will be added to the assigned client.

Option B – Register Multiple Devices (Bulk Import)

1. Go to **Import Modem & Router**.



2. A pop-up window appears with two resources:
 - A **manual** explaining the full import procedure
 - A **CSV template**



3. Download the CSV file and fill in the required fields for each device:
 - IMEI

- Optional fields such as group or comments
4. Upload the completed CSV.
 5. The platform automatically registers all devices for the selected client—no additional actions are needed on the platform or on the devices.

Once KARE is enabled on the device and the registration is completed in the platform, the unit will appear in:

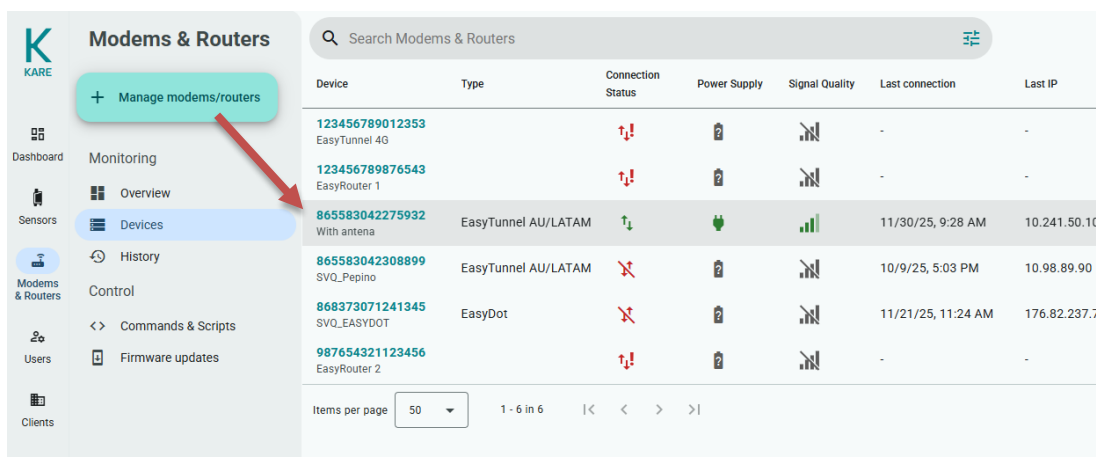
Modems & Routers → Devices

From there you can open its detail page, view its status and access all management options.

4.2 How to View Device Details

To access the details of a specific device:

1. Go to **Modems & Routers** and open the **Devices** tab.
2. A list appears containing all registered units. Select the device you want to inspect.



Device	Type	Connection Status	Power Supply	Signal Quality	Last connection	Last IP
123456789012353 EasyTunnel 4G		🔴	🔋	📶	-	-
123456789876543 EasyRouter 1		🔴	🔋	📶	-	-
865583042275932 With antenna	EasyTunnel AU/LATAM	🟢	🔋	📶	11/30/25, 9:28 AM	10.241.50.10
865583042308899 SVQ_Pepino	EasyTunnel AU/LATAM	🔴	🔋	📶	10/9/25, 5:03 PM	10.98.89.90
868373071241345 SVQ_EASYDOT	EasyDot	🔴	🔋	📶	11/21/25, 11:24 AM	176.82.237.7
987654321123456 EasyRouter 2		🔴	🔋	📶	-	-

3. Once clicked, the platform opens a dedicated page showing the device’s main dashboard. This initial view includes key information such as:
 - Device name and type
 - Client (if multi-client)
 - Last known IP address
 - RSSI (signal strength)
 - Any associated comments
4. The page also displays the device’s **location** on the map and its **most recent events**, providing immediate context about its latest activity.

5. At the top of the device view, four tabs allow access to more detailed information:

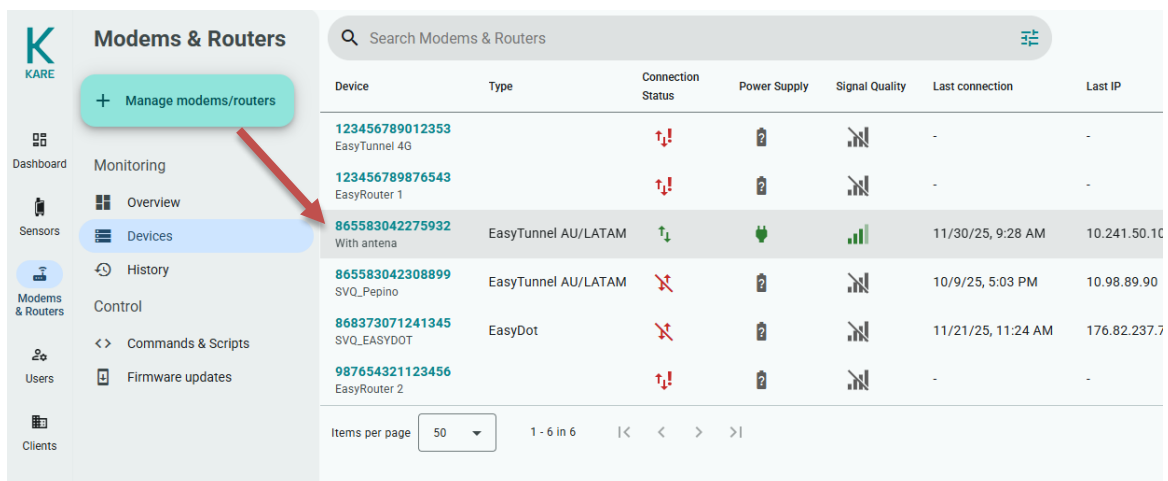
- **Overview**
- **Configuration**
- **Command & Scripts**
- **Network**

Each tab provides a different set of data or controls, making it easy to explore the device's status, adjust settings, run remote actions or check network conditions.

4.3 How to edit configuration

To modify the configuration of a device, follow these steps:

1. Go to **Modems & Routers** and open the **Devices** tab.
2. Select the device you want to configure. This opens the device dashboard.



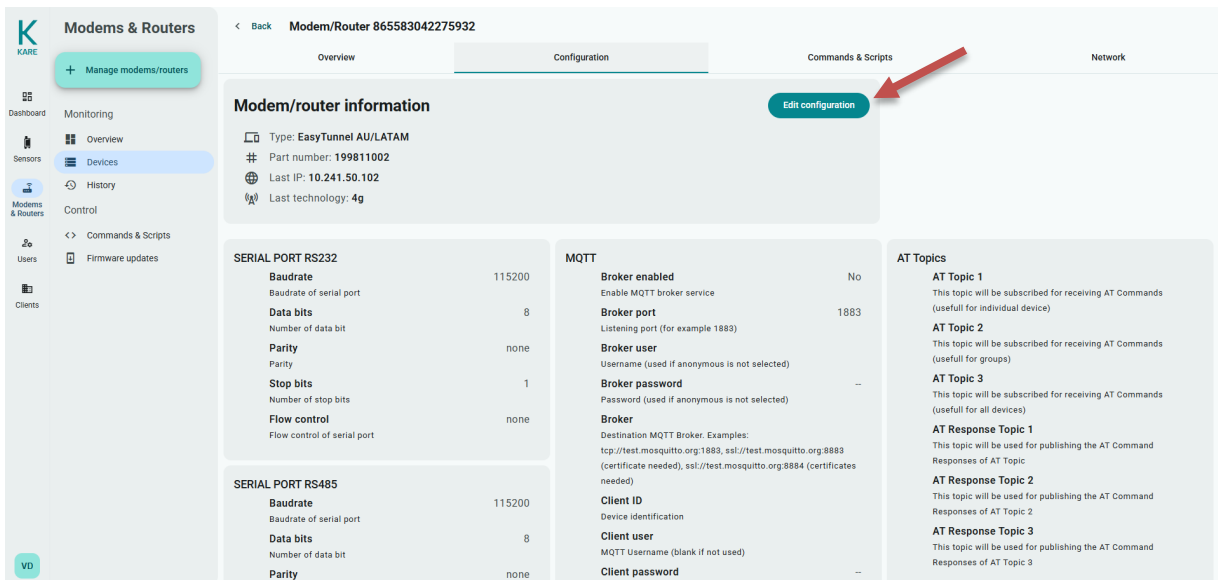
3. At the top of the page, click the **Configuration** tab.

4. The Configuration tab first displays general device information such as:

- Device type
- Part number
- Last known IP address
- Last technology

5. Below this information, a list of configuration parameters appears. These are **informative values showing the device's current settings**.

6. To modify any of these parameters, click **Edit Configuration**.



7. A pop-up window appears containing all the **editable configuration fields**.
8. Select the parameter you want to change and edit its value.
9. When finished, click **Update Configuration** to apply the changes.
10. The platform will process the update and send the new configuration to the device.

After updating, you can verify the result in the **Events** tab, where the system logs configuration changes and their status.

4.4 How to review network performance

To review the network performance of a device:

1. Go to **Modems & Routers** and open the **Devices** tab.
2. Select the device you want to inspect. This opens its main dashboard.
3. At the top of the page, click the **Network** tab.
4. The Network tab displays key connection information, including:
 - **Reception status**
 - **Last connection time**
5. Below this information, three graphs provide detailed historical network metrics:

- **Signal Reception Strength (RSSI)**

Shows the signal strength over time.

You can change the time range to **last week**, **last month**, or a **custom period**.

- **Signal Reception Power (RSRP)**

Represents the power level received by the device.
The graph helps identify periods of weak or fluctuating coverage.

- **Signal Reception Quality (RSRQ)**

Indicates the quality of the radio signal and the amount of interference present. Useful for understanding connection stability and diagnosing issues related to network noise.

These graphs allow users to analyze historical connectivity, detect trends, and evaluate whether signal variations are affecting device performance.

4.5 How to Run Commands and Actions

The KARE IoT Platform allows executing commands on a single device or on an entire fleet. Commands can be used to retrieve information, modify parameters, upload configuration files, execute scripts or reboot the device.

4.5.1 Running Commands on a Single Device

1. Go to **Modems & Routers** and open the **Devices** tab.
2. Select the device you want to control.
3. Click the **Commands & Scripts** tab at the top of the page.
4. In this section, several **Quick Commands** are available:

- **GetConfig**

Retrieves the full configuration of the device. The platform returns all current parameters.

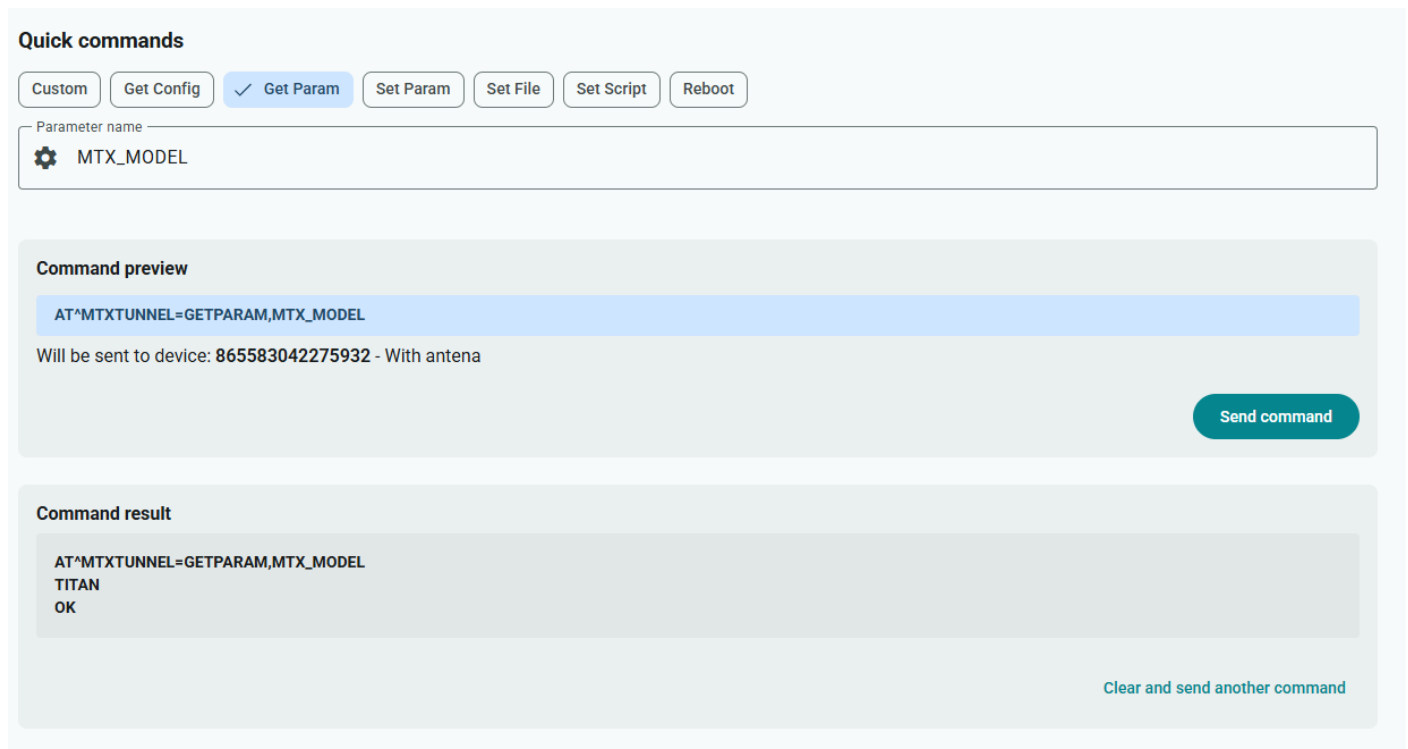
The screenshot displays the KARE IoT Platform interface for managing a specific Modem/Router (ID: 865583042275932). The interface is divided into several sections:

- Navigation Sidebar:** Includes options for Dashboard, Monitoring, Sensors, Modems & Routers, Users, and Clients.
- Quick commands:** A row of buttons for 'Custom', 'Get Config' (selected), 'Get Param', 'Set Param', 'Set File', 'Set Script', and 'Reboot'.
- Command preview:** Shows the command 'AT*MTXTUNNEL=GETCONFIG' and the target device '865583042275932 - With antenna'. A 'Send command' button is located to the right.
- Command result:** A text area displaying the output of the command, including:

```
AT*MTXTUNNEL=GETCONFIG
VERSION: 6.40.RC.1
MTX_CONFIG_CHANGE: 1
MTX_PASSWORD: *****
MTX_USER_PASSWORD: *****
MTX_GUEST_PASSWORD: *****
MTX_LOG_MODE: 1
MTX_LOG_COMS: 0
MTX_LOG_MQTTTOPIC:
MTX_MODEL: TITAN
MTX_PLUGINSDISABLED: 0
MTX_NAMEADMIN: admin
MTX_NAMEUSER: user
MTX_NAMEGUEST: guest
```
- Footer:** A 'Clear and send another command' button is visible at the bottom right of the result area.

• GetParam

Allows requesting a specific parameter. You must enter the parameter name, and the device will return only that value.



Quick commands

Custom Get Config **Get Param** Set Param Set File Set Script Reboot

Parameter name
MTX_MODEL

Command preview

```
AT+MTXTUNNEL=GETPARAM,MTX_MODEL
```

Will be sent to device: 865583042275932 - With antenna

Send command

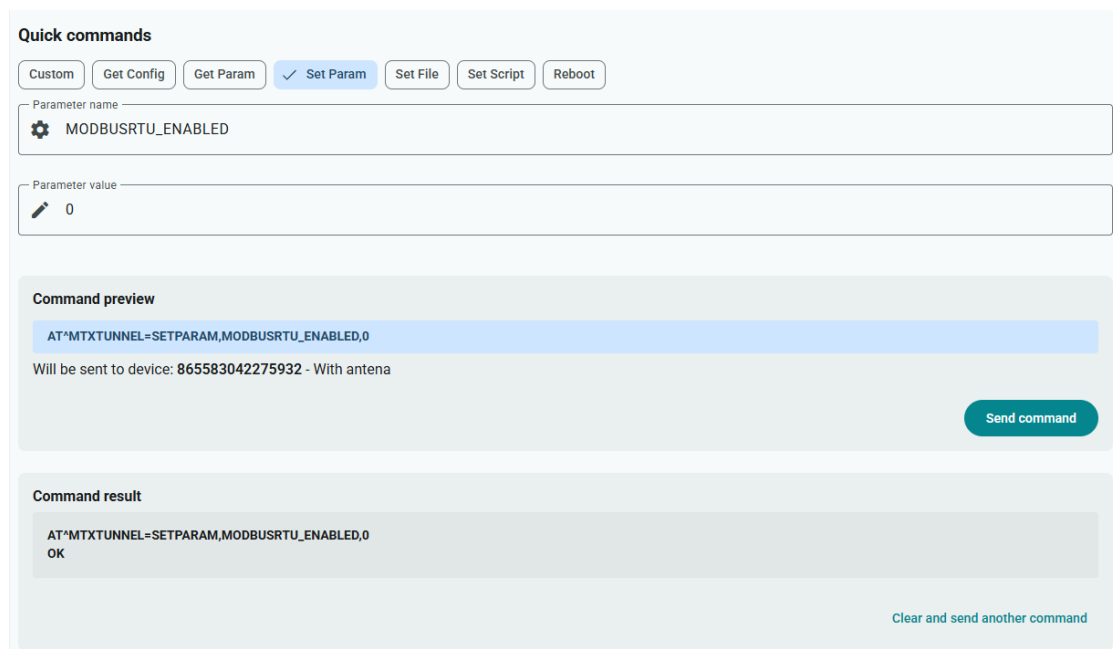
Command result

```
AT+MTXTUNNEL=GETPARAM,MTX_MODEL  
TITAN  
OK
```

Clear and send another command

• SetParam

Used to modify a single parameter. Enter the parameter name and the new value you want to assign.



Quick commands

Custom Get Config Get Param **Set Param** Set File Set Script Reboot

Parameter name
MODBUSRTU_ENABLED

Parameter value
0

Command preview

```
AT+MTXTUNNEL=SETPARAM,MODBUSRTU_ENABLED,0
```

Will be sent to device: 865583042275932 - With antenna

Send command

Command result

```
AT+MTXTUNNEL=SETPARAM,MODBUSRTU_ENABLED,0  
OK
```

Clear and send another command

• SetFile

Uploads an entire configuration file to the device. You can select and send a full config file instead of editing values individually.

- **SetScript**

Opens a textbox where you can write and send a custom script. This option is available only for **EasyTunnel** and **EasyRouter** devices.

- **Reboot**

Sends a reboot command to restart the device remotely.

In addition to these predefined operations, there is a **Custom** button where you can enter and send any AT command supported by the device. A full list of supported AT commands will be included in the appendix.

4.5.2 Running Commands on Multiple Devices (Fleet Execution)

Commands can also be executed on several devices at once:

1. Go to **Modems & Routers**.
2. Open the **Commands&Scripting** tab (this section also manages fleet commands).
3. Use the filters (Client, Type, Group) to refine the list.
4. Select the devices you want to control and click **Next**.
5. The platform will offer the same command options as for a single device:
 - Custom AT Command
 - GetConfig
 - GetParam
 - SetParam
 - SetFile
 - SetScript
 - Reboot
6. Select the desired command, click **Next**, and the platform will send the instruction to all selected devices.

Fleet commands allow administrators to manage large deployments efficiently and ensure consistency across multiple units.

4.6 How to Use Scripting

Scripting allows sending custom instructions to one or multiple devices. Scripts are written in plain text and executed directly by the device.

This feature is available **only for EasyRouter and EasyTunnel devices**.

4.6.1 Using Scripting on a Single Device

1. Go to **Modems & Routers**.
2. Open the **Devices** tab and select the device you want to program.
3. Click the **Commands & Scripting** tab.
4. Choose the **Set Script** option.
5. A text field will appear where you can write your script in plain text.
6. After entering the script, send it to the device.
The platform will deliver the script, and the device will execute it according to its capabilities.

This method is used when you need to run a customised operation on a single unit.

4.6.2 Using Scripting on Multiple Devices (Fleet Scripting)

1. Go to **Modems & Routers**.
2. Open the **Commands & Scripting** section.
3. Select the devices you want to include.
4. Click **Next** to continue.
5. Choose **Set Script** from the available options.
6. Enter the script in the text field.
7. Confirm the action to send the script to the entire selected fleet.

Fleet scripting is useful when you need to perform the same automation or configuration change across multiple devices simultaneously.

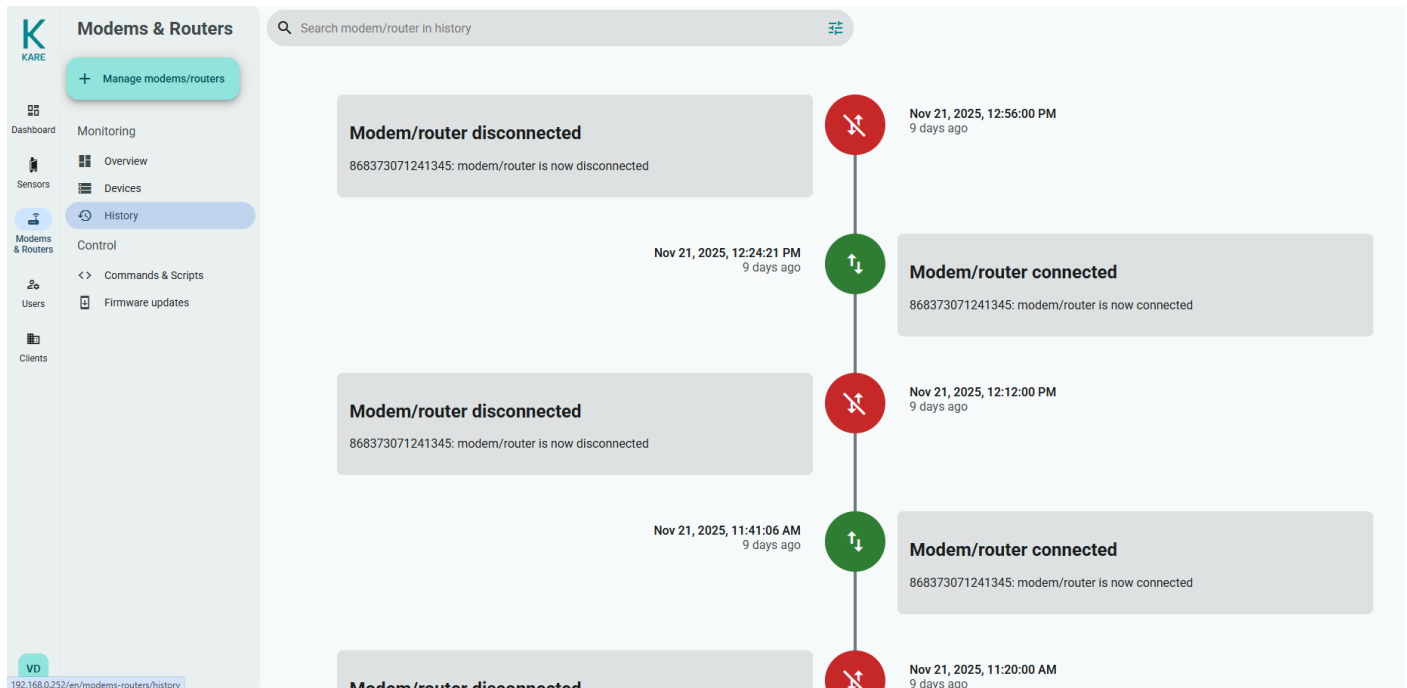


Script-based actions are **only available for EasyRouter and EasyTunnel devices**. Other device types will not display the Set Script option.

4.7 How to View Logs and Events

The KARE IoT Platform provides two ways to review historical activity: global logs for the entire fleet, and individual logs for a specific device.

4.7.1 Viewing Logs for all devices



1. Go to **Modems & Routers**.
2. In the **Overview**, you can already see a small summary of recent actions across all devices.
3. To access the complete history, select the **History** tab.
4. This section displays **all recorded changes and events** affecting your devices, such as:
 - Status transitions
 - Firmware operations
 - Connectivity changes

The History tab provides a global log of everything that has occurred across your fleet.

4.7.2 Viewing Logs for a Specific Device

1. Go to **Modems & Routers**, then open **Devices**.
2. Select the device you want to inspect.
3. In the device's dashboard (Overview), you will see a section showing the **latest events** associated with that device.
4. To view the full history, click **See All Events**.
5. A new screen will open showing **all historical events** for that specific device, including timestamps and detailed messages.

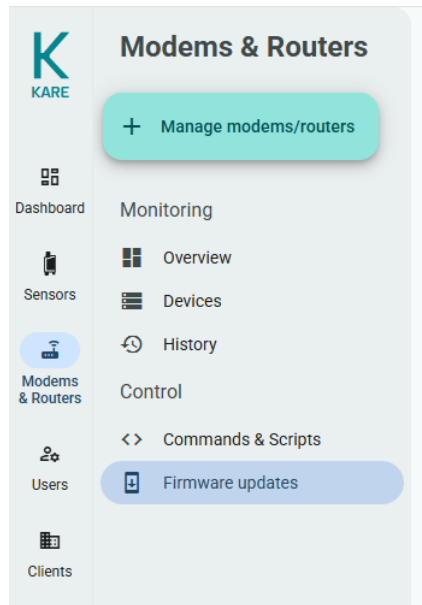
This detailed event history helps diagnose issues, audit changes, and track the behavior of a single device over time.

4.8 How to update Firmware

Firmware updates in the KARE IoT Platform are managed centrally from the **Modems & Routers** section. This allows upgrading multiple devices at once, ensuring they all run the latest stable version.

To perform a firmware update:

1. Navigate to **Modems & Routers** from the main navigation bar.
2. Open the **Firmware Updates** tab.



3. Use the available filters to refine the device list, such as:
 - **Client**
 - **Type**
 - **Group**
4. Select the devices you want to update. You can choose one or multiple devices simultaneously.
5. Click **Next** to continue.
6. The platform will check if a firmware update is available for the selected devices:
 - **If a new version exists**, a list of available firmware packages will be displayed. Select the version you want to install and click **Next** to proceed with the upgrade.
 - **If no update is available**, the platform will show the current version already installed on the devices.
7. Confirm the update to begin the upgrade process.

The platform will then handle the update process automatically. You can monitor progress and results later through the device's Events tab or the general monitoring tools in the Firmware Updates section.

This centralized workflow ensures devices remain secure, compatible and up-to-date with minimal user intervention.

5 Device Detailed Reference

The Device Detailed View provides access to all operational, configuration and diagnostic information for each device.

The interface contains four main tabs:

- **Overview**
- **Configuration**
- **Commands & Scripts**
- **Network**

Each tab offers a different set of tools and data for managing and analyzing a device.

5.1 Overview Tab

The Overview tab provides a summary of the device's current state. This screen includes:

- **Device status** (Online / Offline / Error)
- **Power supply status**
- **Signal quality status**
- **Configuration availability**
- **Commands&scripts availability**
- **Firmware status**
- **Device name and type**
- **Client** (if multi-client)
- **Group**
- **Last known IP address**
- **Last RSSI (signal strength)**
- **Comments**, if added to the device
- **Location** displayed on a map

At the bottom of the page, a “Recent Events” section shows the latest recorded actions and alerts for the device.

This tab gives a quick, high-level view of the device's activity and health.

5.2 Configuration Tab

The Configuration tab shows the device's current settings.

At the top of the page you will find:

- Device type
- Part number
- Last IP address
- Last technology

Below this, a list of configuration parameters appears, each showing its **current value**.

To modify the configuration:

- Click **Edit Configuration**
- A pop-up will open with all **editable parameters**
- Adjust any value and click **Update Configuration**

Once submitted, the platform sends the changes to the device.

5.3 Commands & Scripting Tab

This tab provides all remote execution capabilities for the selected device.

5.3.1 Quick Commands available:

- **GetConfig**

Retrieves the complete configuration of the device.

- **GetParam**

Returns the value of a single parameter. Requires entering the parameter name.

- **SetParam**

Allows modifying an individual parameter. Requires entering parameter name + new value.

- **SetFile**

Uploads a complete configuration file to the device.

- **SetScript**

A text box appears where a script can be written in plain text and sent to the device.

Available only for EasyRouter and EasyTunnel devices.

- **Reboot**

Sends a remote restart command.

5.3.2 Custom AT Command

A **Custom** button is available to send any supported AT command.(A full list of supported AT commands will be provided in the Appendix.)

5.4 Network Tab

The Network tab shows the device's communication performance.

The top section displays:

- **Reception status**
- **Last connection time**

Below, three historical graphs are available:

- **Signal Reception Strength (RSSI)**
Shows signal strength over time. Period can be set to last week, last month, or a custom date range.
- **Signal Reception Power (RSRP)**
Indicates the power level of the received signal.
- **Signal Reception Quality (RSRQ)**
Shows the quality of the radio signal and interference conditions.

These graphs help analyze network stability, identify weak coverage periods, and evaluate connectivity performance.

6 Bulk Commands (Fleet Execution)

Bulk commands can also be executed from the **Commands&Scripting** tab under Modems & Routers. When selecting multiple devices, the following commands can be applied to all selected units:

- Custom AT Command
- GetConfig
- GetParam
- SetParam
- SetFile
- SetScript
- Reboot

This allows managing large fleets efficiently.

7 User and Role Management

The KARE platform includes a flexible user administration system that defines what each user can see and do. All permissions are controlled through **roles**, which can be assigned individually to users. A user may belong to one or more clients and may have different levels of access depending on the assigned role.

7.1 Understanding Roles

KARE distinguishes between two main user profiles:

7.1.1 Administrator

An Administrator has full access to the platform. This includes:

- Managing user accounts (create, edit, disable, delete).
- Assigning roles and permissions.
- Access to all devices associated with the client account.
- Generating API keys when required.

Administrators are typically responsible for global fleet management and onboarding additional team members.

7.1.2 Technician

A Technician has access limited to the **sites, groups, and devices** to which they have been explicitly assigned. Technicians:

- Cannot create or modify users.
- Cannot create sites.
- Typically, have read-only access unless specific roles are assigned.

This profile is used for field teams or customers who only need partial visibility.

7.1.3 Custom Role

KARE allows creating custom permission sets by selecting the exact roles a user should have. This option is useful when technician needs write access to certain features or when a user should only view specific data.

7.2 Adding, Editing, and Removing Users

To create a new user:

1. Go to the **Users** tab in the left-side menu.
2. Click **Create User**.
3. Fill in the user information (email, name, etc.).
4. Select the **role** or combination of roles the user should have.
5. Confirm by clicking **Create**.

Once created, the user receives an activation email prompting them to set their password.

7.3 Editing, disabling, or deleting a user

To manage an existing user:

- Click the user in the main list to open their details.
- The following actions are available:

7.3.1 Disable User

Temporarily suspends access to KARE platform.

7.3.2 Delete User

Permanently removes the account from the platform. This action cannot be reversed.

7.4 Managing users across multiple clients

A single user can be associated with multiple client accounts.

To add a user to another client, or to request creation of a new client account, you must contact Webdyn support or your sales representative.

This feature is useful for integrators, distributors, or service companies managing fleets for different end-customers.

8 API access

KARE provides an API that allows integrating platform functions into external software, dashboards, or automation workflows.

8.1 Generating an API Key

Only **Administrator** accounts can generate API keys.

Steps:

1. Go to the **Users** tab.
2. Click the **pencil icon** to edit the Administrator account that will own the API key.
3. Click **Generate API Key**.
4. Save the key securely before closing the window.
5. Confirm by clicking **Update**.



The platform does not store the API key after you close the window. If lost, it must be regenerated, and all systems using it must be updated.

9 Troubleshooting

9.1 Device Not Appearing in KARE

If the router/modem does not appear in the device list:

- Verify that **KARE Enabled** is turned ON in the device's web interface.
- Ensure the device has an active internet connection (check SIM, APN, Ethernet cable, etc.).
- Confirm the device was registered under the correct **Client**.
- Make sure the device can reach the KARE servers (firewall, proxy or VPN restrictions may block traffic).

If the issue persists, contact support: iotsupport@matrix.es.

9.2 Device Showing as "Not Provisioned"

This state indicates the device was added to KARE but has **not completed the provisioning process**.

Actions:

- Check that the **IMEI / client assignment** is correct.
- Confirm that KARE Enabled is active in the device web interface.
- Reboot the device if needed.
- If provisioning still does not complete, delete the device and register it again.

9.3 Device not sending updated data

If the device is connected but no new data appears:

- Check signal quality in the **Network** tab (poor RSSI / RSRP / RSRQ may prevent updates).
- Send **GetConfig** from Commands & Scripts to check live communication.
- Verify APN or IP settings in the Configuration tab.
- If the device is behind an enterprise firewall, confirm outgoing ports are not blocked.

9.4 Configuration changes not applied

If an edited configuration does not take effect:

- Confirm that the parameter is editable and supported by the device model.
- Ensure the device is online when sending the update.
- Use **GetConfig** to verify the new parameters on the device.
- For bulk operations, ensure the selected devices share the same firmware version.

9.5 Commands Not Executed (SetParam, SetFile, Scripts, etc.)

Possible causes:

- The device is offline at the time of execution.
- The device model does not support scripting (only EasyRouter and EasyTunnel do).
- The AT command format is incorrect.
- For SetFile, ensure the config file format matches the device's firmware version.

9.6 Firmware Update Failure

If a firmware update does not complete:

- Check that all selected devices support the selected firmware version.
- Ensure devices are online before launching the update.
- Avoid mixing different device models in a single update batch.
- If the update gets stuck, reboot the device and retry.

9.7 Poor Signal Quality

If the Network tab shows persistent poor levels (red RSSI/RSRP/RSRQ):

- Move the device to a location with better coverage.
- Check external antennas or antenna connectors.
- Verify the SIM card is enabled for the correct network type (LTE/4G/3G).
- Try forcing network search with specific commands if supported.

9.8 Where to Get Support

If you require assistance with the KARE platform, device configuration, provisioning, connectivity or any other operational issue, please contact the Webdyn support team.

Support email:

 iotsupport@matrix.es

The support team can assist you with:

- Access or login issues
- Device registration or provisioning problems
- Configuration or command execution errors
- Firmware update assistance
- Platform behaviour or interface issues
- General troubleshooting and diagnostics

Make sure to include in your message:

- Device name or IMEI
- Client name
- A short description of the issue
- Screenshots if relevant

This information helps the support team provide faster and more accurate assistance.

10 Appendix

10.1 Glossary

AT Commands

Low-level modem commands used to retrieve information, send SMS messages, manage Modbus communication, modify internal parameters or perform system actions.

Bulk Action

Any command or configuration applied to multiple devices at once, usually from the *Firmware Updates* section.

Client

The customer account under which devices are registered. Each device belongs to exactly one client.

Commands & Scripts

Section in the device view where remote commands (GetConfig, SetParam, Reboot, etc.) can be executed, including custom AT commands and scripts for supported models.

CID (Cell ID)

Identifier of the mobile network cell the device is connected to.

CSQ

Standard signal quality indicator (0–31).

Device

Any router or modem managed through the KARE platform.

Device Group

Optional user-defined category used to organise devices (e.g., by site, customer, or project).

Device Provisioning

Process by which a device becomes active on the platform after KARE communication has been enabled on the device web interface.

Events

Historical list of actions, alerts, commands and connection changes associated with a device.

Export

Function used to download a CSV file containing a list of devices associated with a client.

IMEI

Unique hardware identifier of the cellular modem.

RSRP / RSRQ

4G signal indicators used to measure power level and quality.

RSSI

Received Signal Strength Indicator from the mobile network.

10.2 Supported Devices

10.3 AT Commands

The Routers and Modems supported by KARE (TITAN, EasyRouter, EasyTunnel, EasyDot) allow execution of AT commands.

These commands can be sent through the **Commands & Scripts** tab using the *Custom* option, or included inside *SetScript* when supported.

10.3.1 System Commands

Reboot the device

```
AT^MTXTUNNEL=REBOOT
```

Read firmware version

```
AT^MTXTUNNEL=VERSION
```

Read WAN IP address

```
AT^MTXTUNNEL=GETIP
```

Read IMEI

```
AT^MTXTUNNEL=GETIMEI
```

10.3.2 SMS Commands

Send an SMS message

```
AT^MTXTUNNEL=SMS,<phone_number>,<message>
```

Example:

```
AT^MTXTUNNEL=SMS,+34677123456,Device rebooted
```

10.3.3 Modbus Commands

Read Modbus registers

```
AT^MTXTUNNEL=GETMODBUS,<address>;<start_register>;<word_count>;<command>
```

Write Modbus registers (RTU)

```
AT^MTXTUNNEL=SETMODBUS,<address>;<start_register>;<command>;<values>
```

Write Modbus registers (TCP)

```
AT^MTXTUNNEL=SETMODBUS,<ip@rtu:port>;<start_register>;<command>;<values>
```

10.3.4 Date & Time Commands

Read system time

```
AT^MTXTUNNEL=GETTIME
```

Set system time

```
AT^MTXTUNNEL=SETTIME,YYYY-MM-DDTHH:MM:SSZ
```

10.3.5 Device Parameter Commands

Read a parameter

AT^MTXTUNNEL=GETPARAM,<name>

Write a parameter

AT^MTXTUNNEL=SETPARAM,<name>,<value>

A full list of parameter names can be provided by Matrix Support (iotsupport@matrix.es).

10.3.6 Native Modem AT Commands

Some devices also accept low-level modem commands such as:

AT+CSQ

AT+COPS?

AT+CREG?

10.4 Firmware and Compatibility Notes

This user manual applies exclusively to the Webdyn/MATRIX family of routers and modems integrated into the KARE platform.

The features and procedures described in this document are guaranteed to operate correctly only when the devices run a firmware version that meets or exceeds the minimum levels listed below.

10.4.1 Supported Device Models and Minimum Firmware Versions

Device model	Minimum FW version	Notes
Webdyn EasyDot	V1.5.0 or later	
Webdyn EasyTunnel		
Webdyn EasyRouter		

10.4.2 General Firmware Requirements

- Devices must run a **KARE-compatible firmware** in order to complete provisioning and communicate with the platform.
- Firmware versions **earlier than the minimum versions listed above** may result in limited functionality or missing features.

- All bulk operations—commands, configuration updates and firmware updates—should be performed only on devices running a **homogeneous firmware version**, to ensure consistent behaviour.
- Some features, including scripting and certain AT commands, are restricted to specific device families (e.g., EasyRouter and EasyTunnel only).
- When upgrading firmware, always ensure that:
 - The selected firmware image corresponds to the exact device model,
 - The device remains powered throughout the update process,
 - And the update is performed on devices with stable connectivity.

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