

Information Service Applications of Pepwave Surf and InControl

Communicating System Announcements and Subscriber Notifications

Overview

This application note describes a method of dispersing system announcements and notifications to subscribers by employing Pepwave Surf and InControl – the Central Management System.

“Captive Portal” technology incorporated into Pepwave Surf facilitates the communication of critical information via the re-direction of end-users’ web browsers; while PCMS enables service providers to remotely tailor and disseminate the information.

Context and Challenge

To maintain customer satisfaction, service providers must keep subscribers informed on relevant current system events and subscriber status, such as scheduled maintenance, forthcoming system enhancements, and payment due dates.

In order to effectively do so, the challenge is to devise a system that actively pushes the information onto the screens of the subscribers.

The Solution: Pepwave Surf and InControl

Together, Pepwave Surf and InControl address the challenge, with the Captive Portal Technology of Pepwave Surf, and the remote management capabilities of InControl.

Pepwave Surf and Captive Portal Technology

Pepwave Surf, with Captive Portal Technology, enables pushing information to subscribers through the following methods:

Web Browser Re-direction

- When a subscriber browses the web through Pepwave Surf, Captive Portal forcefully re-directs the web browser to a pre-configured Internet website.
- The service provider utilizes the re-directed website to notify subscribers on things such as planned maintenance, upcoming enhancements, and payment due dates.



On-board Webpage

- Service providers have a means of pushing critical information to subscribers, even during periods when network service is unavailable.
- Pepwave Surf is also capable of storing and serving a webpage on-board.
- If a subscriber attempts to access the web through Pepwave Surf during a period of system outage due to maintenance, Captive Portal can re-direct the web browser to its own on-board webpage to inform the subscriber of the reasons and/or duration of the outage, as well as other relevant information.

Pepwave InControl – a Central Management System

InControl

To complement Captive Portal technology on Pepwave Surf, InControl enables the remote administration of the Captive Portal settings:

- InControl enables the remote configuration of Captive Portal webpage re-direction by Pepwave Surf.
- The on-board webpage on Pepwave Surf can also be remotely configured through InControl.
- Through InControl, Captive Portal can be flexibly and simultaneously configured on a group of Pepwave Surf units with the same settings; or at a per-unit granularity with different settings for each Pepwave Surf unit.



Other Considerations and Benefits

The content pushing Captive Portal technology, in addition to the aforementioned uses, can also be used for pushing information for other purposes, such as advertisement, public announcements, etc.

For further details on the applications and benefits of Pepwave Surf and PCMS, as well as other Pepwave products, please visit our website at www.pepwave.com.