

Cabinet

Operation manual



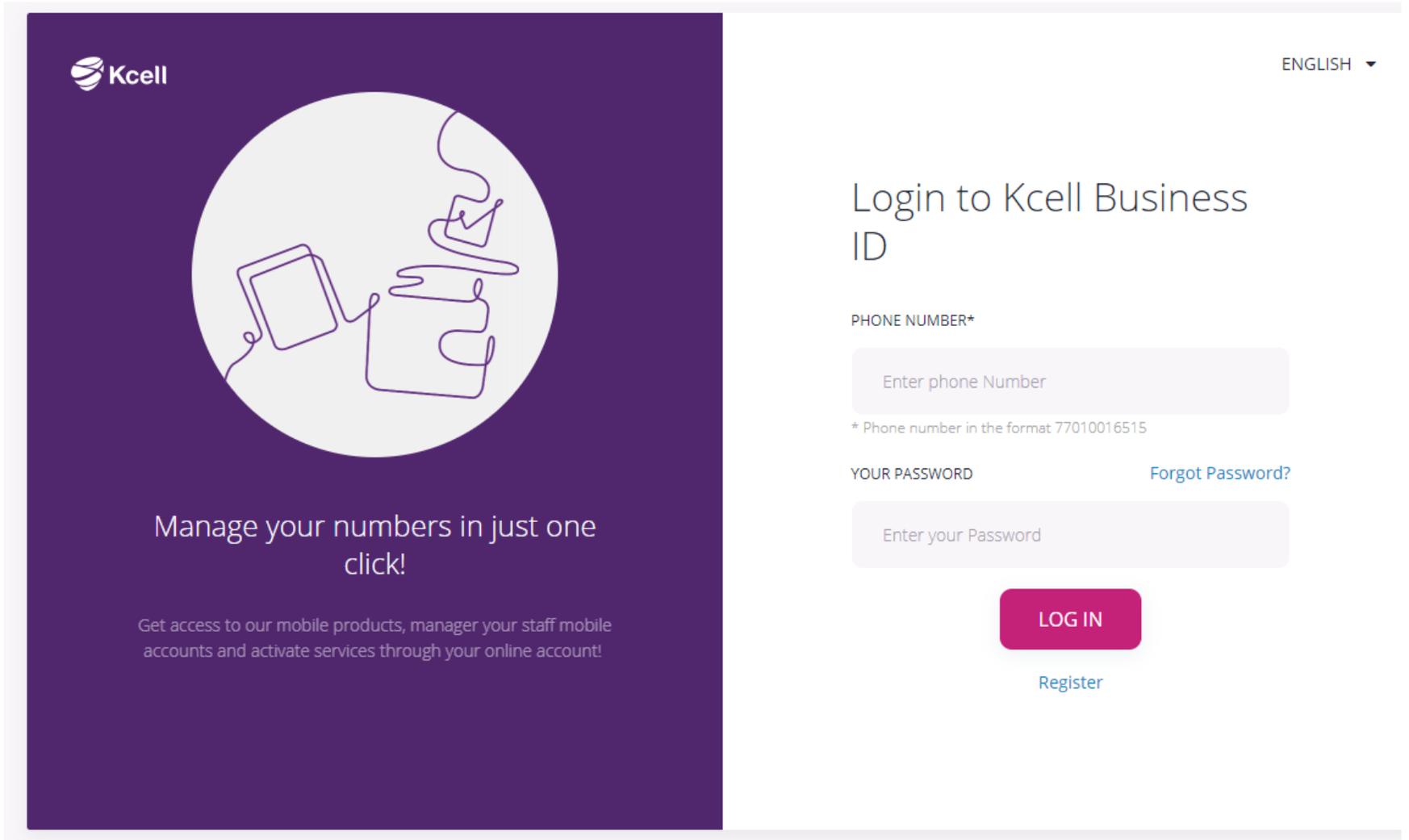
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Log-in

Use telephone number and password to log in.

Please use [Forget password](#) function to log in for the first time.



 Kcell

ENGLISH ▾

Login to Kcell Business ID

PHONE NUMBER*

* Phone number in the format 77010016515

YOUR PASSWORD

[Forgot Password?](#)

LOG IN

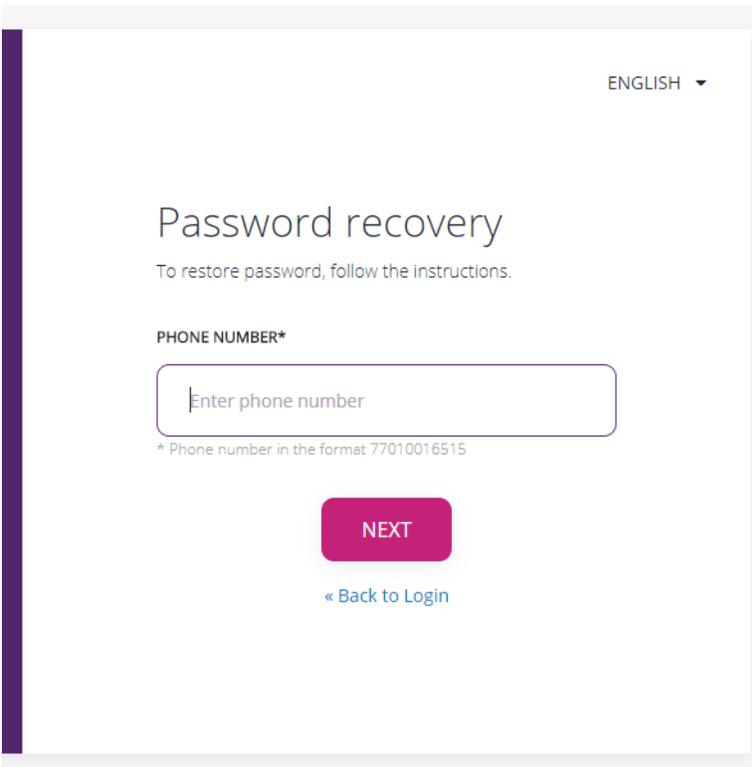
[Register](#)

Manage your numbers in just one click!

Get access to our mobile products, manager your staff mobile accounts and activate services through your online account!

Password recovery

To recover the password, enter your administrator number in the following format: 77010016515 (sample) and click Next. Afterwards, message with code will be sent to your number. You must enter new password and confirm it. After that you will be directed to the page with the numbers.



ENGLISH ▾

Password recovery

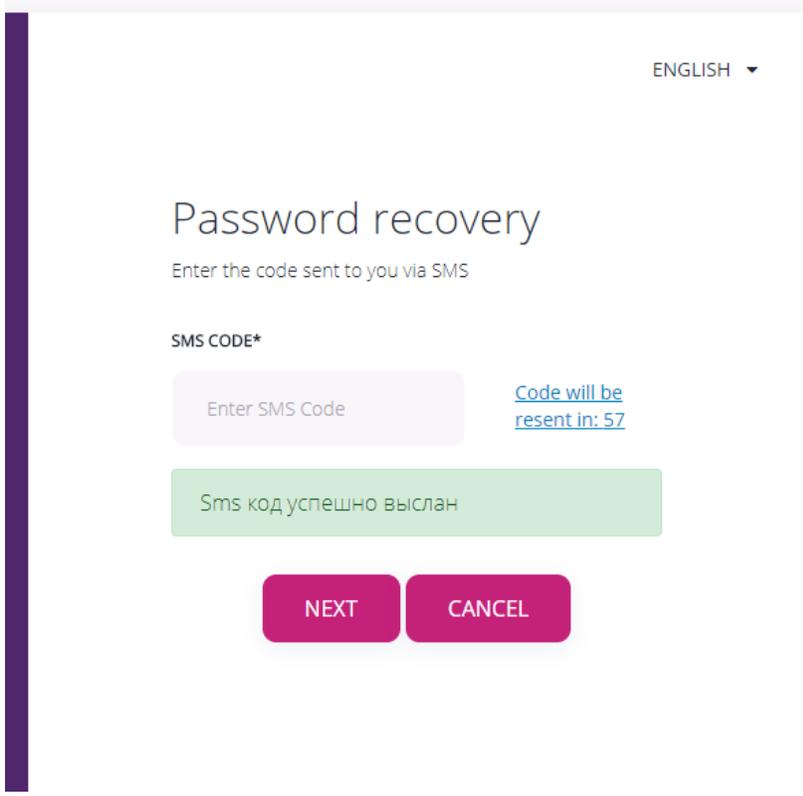
To restore password, follow the instructions.

PHONE NUMBER*

* Phone number in the format 77010016515

NEXT

[« Back to Login](#)



ENGLISH ▾

Password recovery

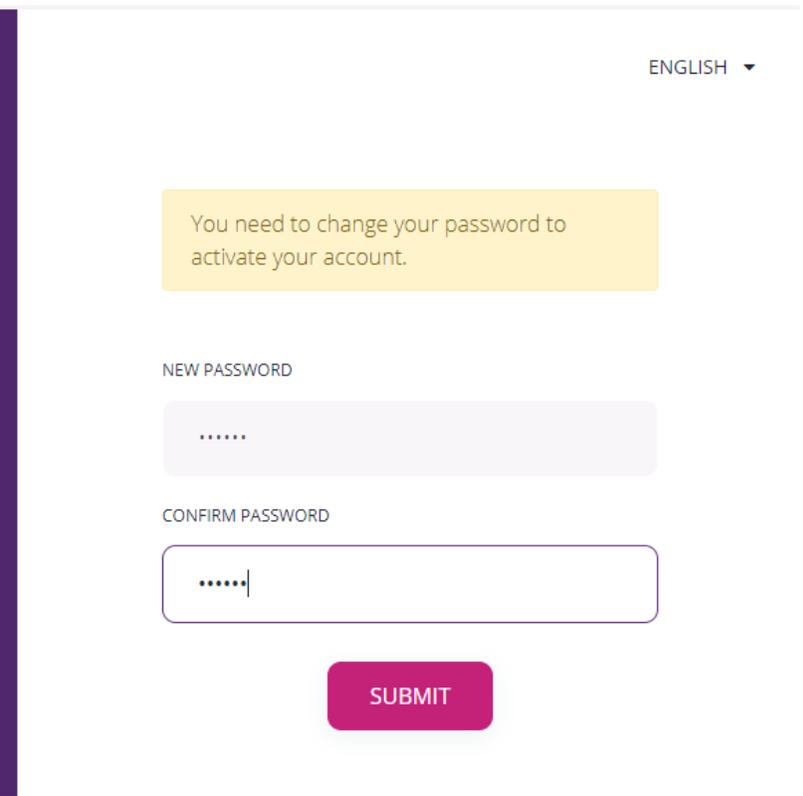
Enter the code sent to you via SMS

SMS CODE*

 [Code will be resent in: 57](#)

Sms код успешно выслан

NEXT CANCEL



ENGLISH ▾

You need to change your password to activate your account.

NEW PASSWORD

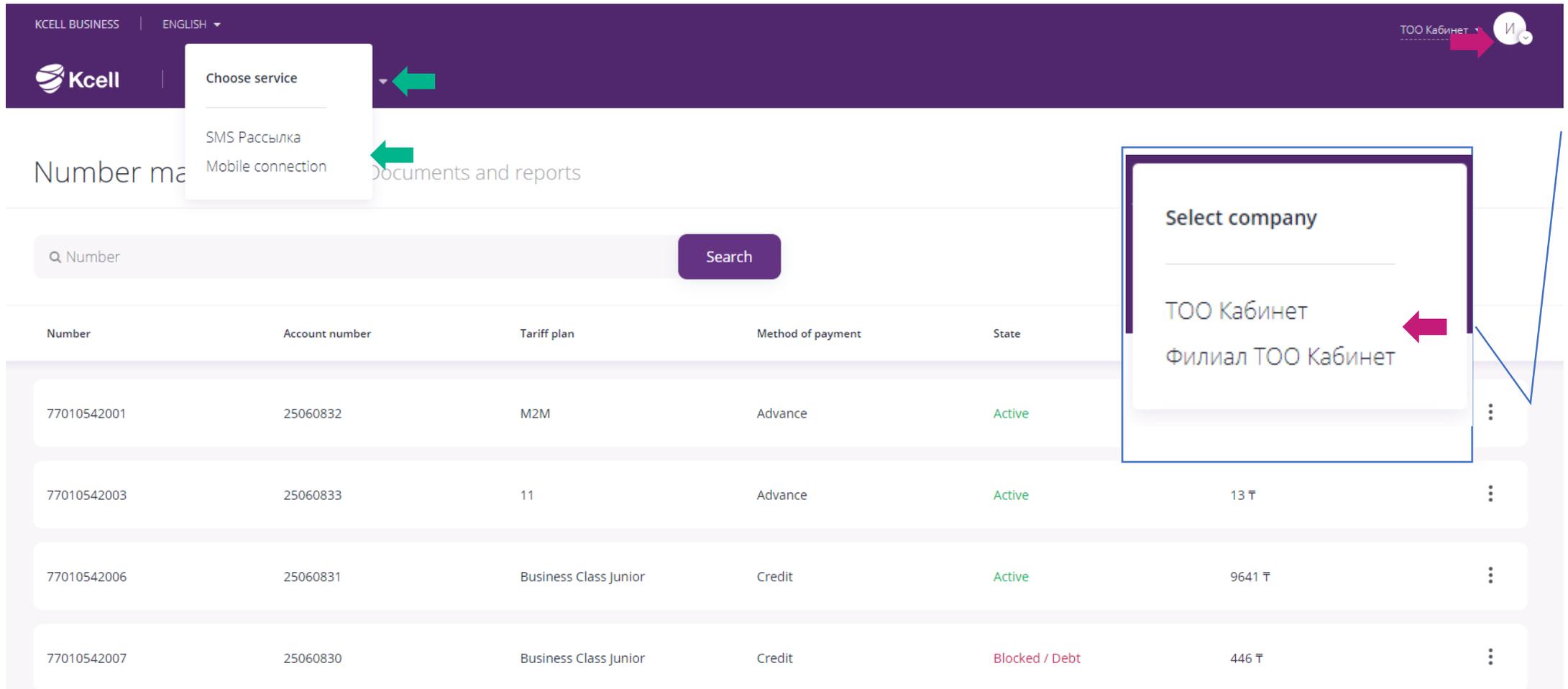
CONFIRM PASSWORD

SUBMIT

If you did not receive the code to your number, please use resend function, which will be available 60 seconds after the first attempt.

Service selection

On the page with Mobile group numbers, you can select a service,  as well as If you manage several groups you can switch between companies. 

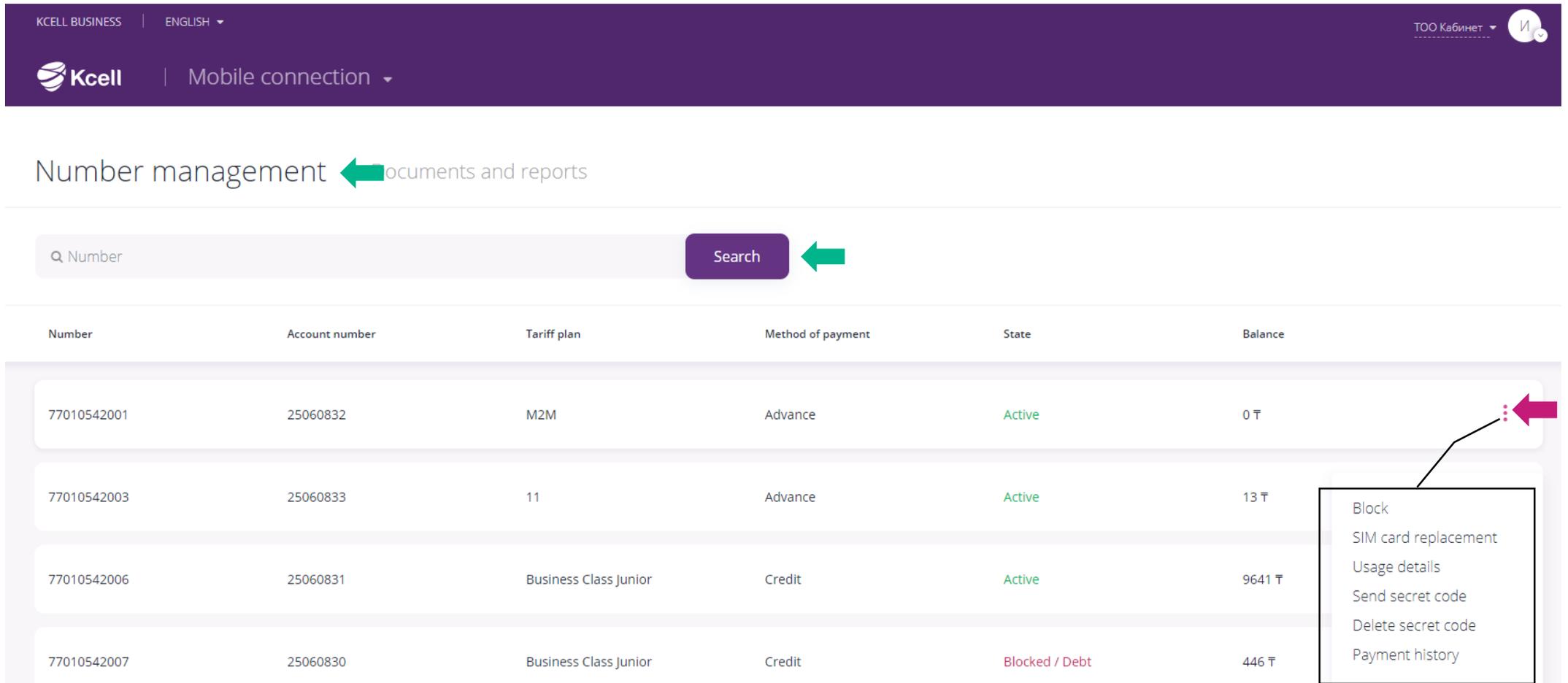


The screenshot displays the Kcell Business portal interface. At the top, there is a navigation bar with the Kcell logo, a language selector set to 'ENGLISH', and a user profile icon labeled 'TOO Кабинет'. A dropdown menu is open under the 'Choose service' button, listing 'SMS Рассылка' and 'Mobile connection'. Below the navigation bar, there are sections for 'Number management' and 'Documents and reports'. A search bar is present with the placeholder text 'Number' and a 'Search' button. The main content area features a table with columns for 'Number', 'Account number', 'Tariff plan', 'Method of payment', 'State', and 'Balance'. A 'Select company' dropdown menu is open, showing options for 'TOO Кабинет' and 'Филиал TOO Кабинет'. A table with 4 rows and 6 columns is visible below the search bar.

Number	Account number	Tariff plan	Method of payment	State	Balance
77010542001	25060832	M2M	Advance	Active	
77010542003	25060833	11	Advance	Active	13 ₸
77010542006	25060831	Business Class Junior	Credit	Active	9641 ₸
77010542007	25060830	Business Class Junior	Credit	Blocked / Debt	446 ₸

Section «Number management»

In the section "Number Management" you can see minimum information about numbers, use search function  to find necessary number for further moving to the profile, or perform quick operations upon the number 



KCELL BUSINESS | ENGLISH ▾

TOO Кабинет 

 | Mobile connection ▾

Number management Documents and reports

Q Number 

Number	Account number	Tariff plan	Method of payment	State	Balance
77010542001	25060832	M2M	Advance	Active	0 ₸
77010542003	25060833	11	Advance	Active	13 ₸
77010542006	25060831	Business Class Junior	Credit	Active	9641 ₸
77010542007	25060830	Business Class Junior	Credit	Blocked / Debt	446 ₸

- Block
- SIM card replacement
- Usage details
- Send secret code
- Delete secret code
- Payment history

Number information

Moving to the **Number profile** allows you to see detailed information:

- Balance, Limit and Bonus
- Tariff plan and payment system
- Registration data
- Connect services and available services to connect on the Number
- Status of number**

Besides, from this window the following can be performed:

- Activation / deactivation of services
- Put/remove block of numbers
- SIM-card replacement
- Send/Delete of secret code
- Go to Usage details page
- Go to payment history (Advance)
- Go to the site for detailed information about the product.

NUMBER INFORMATION
+7 701 054 20 06 Active

Usage details Block

TARIFF	AVAILABLE BALANCE	CREDIT LIMIT
Business Class Junior	9641 ₸	12000 ₸

TARIFF BONUS

Service	Available	Total
Calls to other KZ mobiles	400 min 0 sec	400 min 0 sec
Calls within Kcell/activ network	Unlimited	
SMS	400 SMS	400 SMS
International calls	10 min 0 sec	10 min 0 sec
Calls to KZ landlines	50 min 0 sec	50 min 0 sec
Anytime data allowance	15360 MB	15360 MB

GENERAL INFORMATION

Method of payment: Credit
Registration form: 300014697190-132
Account number: 25060831

SIM CARD AND DEVICE

PIN1: 0000
PIN2: 6818
PUK1: 92485563
PUK2: 94113812
ICCID: 89997020056483061023
IMEI: 35367807651155

This is the last IMEI of the device that

*POST paid numbers - in "Available balance" column attracts sum that is available to use. PRE paid numbers – attracts available sum on the balance.

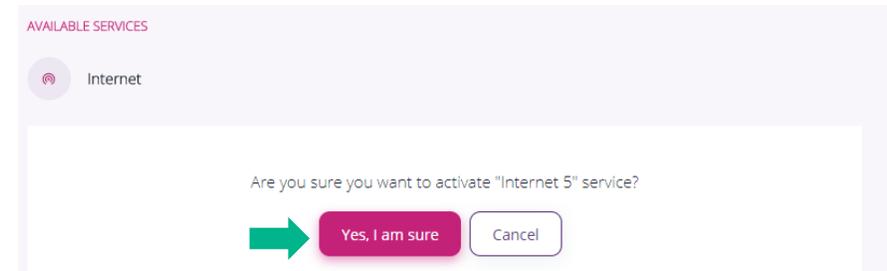
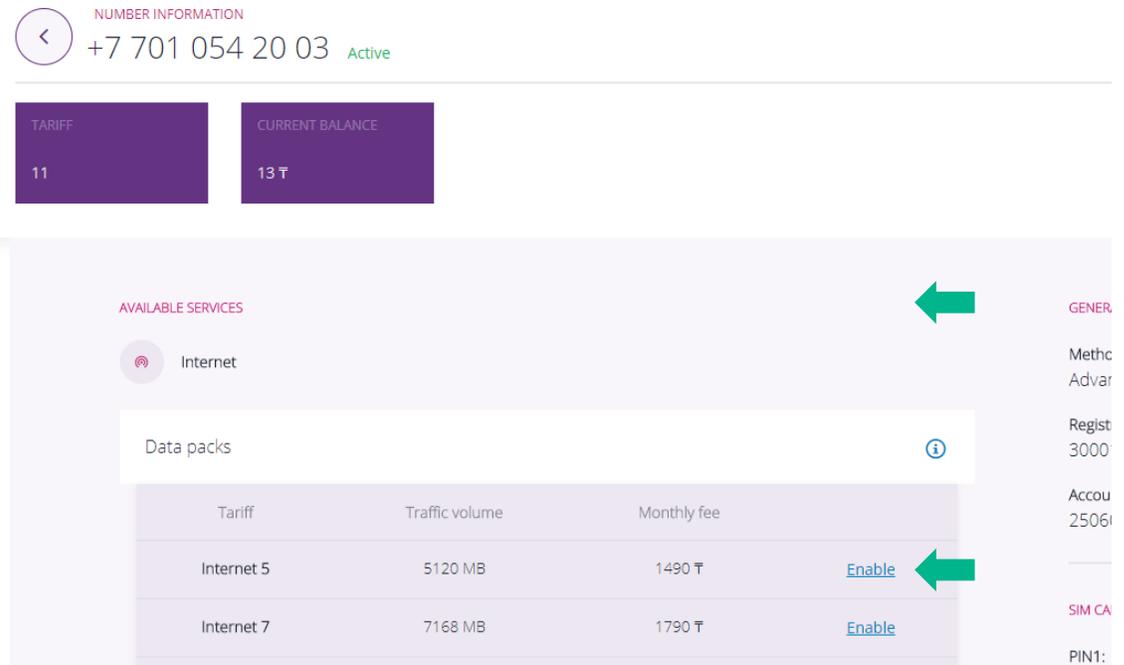
** Status of the number "Blocked/Debt means that there is unpaid debt for the previous period. To remove block from this number is not available in that case.

Activation / deactivation of services

Activation of the service from the "Available services" list is performed on the page of the number. To do this, just click on the link [Connect](#) and after confirm the action.

Services are disconnected in the same way from the list of "Connected services".

* All actions are performed only on numbers with the **Active** status.



Usage details obtainment

In order to get Call Detail Record in the number profile, click on the [Detail](#) button, page for selecting the period and type of data receipt will be opened. By default, the period is the last month.

Mobile connection ▾

NUMBER INFORMATION

◀ +7 701 054 20 01 Active

Usage details Block ...

TARIFF	CURRENT BALANCE	OUTSTANDING AMOUNT FOR ROAMING
M2M	0 ₸	2338.48 ₸

Usage details

+7 701 054 20 01

Select period and method to display usage details. Data is available for the past 90 days, including current day. Today's call details may be incomplete, as they do not appear in your account immediately.

BEGINNING AND END OF PERIOD

➔ 06-07-2018 → 06-08-2018

DISPLAY

On screen PDF file XLS file

➔ Request itemized bill

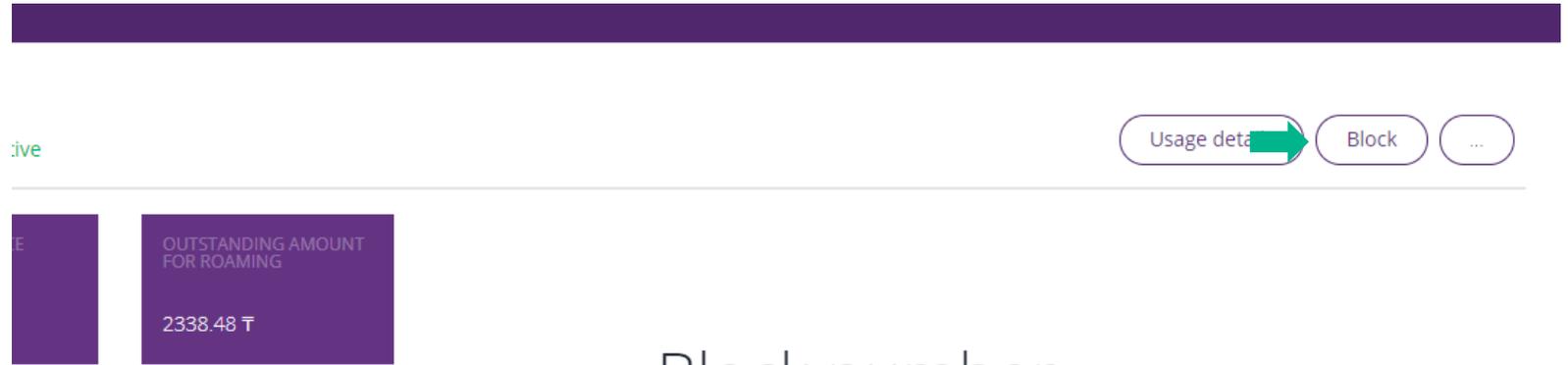
Send and remove secret code

Secret code is use to provide self service to the User to get information, Call Detail Record included, in Cabinet for Consumer persons.

The screenshot displays the Kcell mobile connection cabinet interface. At the top, there is a navigation bar with 'KCELL BUSINESS', 'ENGLISH', and 'ТОО Кабинет'. Below this, the Kcell logo and 'Mobile connection' are visible. The main content area shows 'NUMBER INFORMATION' with a back arrow, the phone number '+7 701 054 20 01', and the status 'Active'. Three summary cards are displayed: 'TARIFF' (M2M), 'CURRENT BALANCE' (0 ₸), and 'OUTSTANDING AMOUNT FOR ROAMING' (2338.48 ₸). A dropdown menu is open, listing options: 'Usage', 'SIM card replacement', 'Send secret code', 'Delete secret code', and 'Payment history'. A green arrow points to 'Delete secret code'. Below the summary cards, there are sections for 'CONNECTED SERVICES' (Smart Roaming, Roaming) and 'GENERAL INFORMATION' (Method of payment: Advance).

Put/remove block of number

In order to block the number, click on the "Block" button, confirm the action, receive a notification on sending to processing.



Block number

+7 701 054 20 01

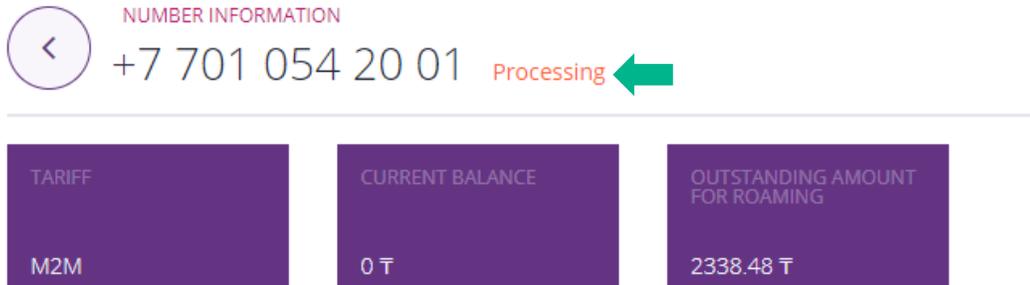
Are you sure you want to block this account?

Yes, I am sure

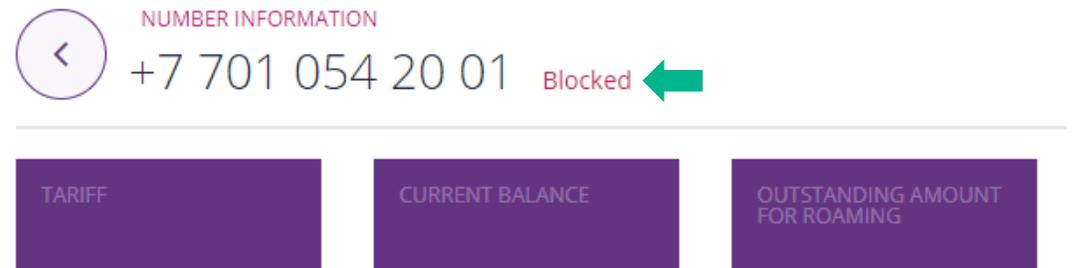
Cancel



Before the operation is completed, the status "In process" will be indicated.



In order to update the status, please go to the main page with the numbers, and go back to the number profile. Put/ remove block operation can take 1-2 minutes.

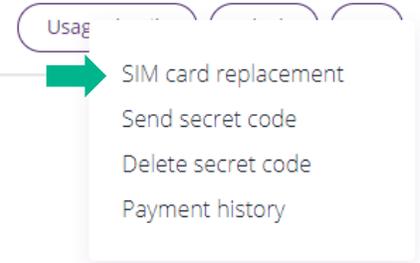


SIM card replacement

You need **new** SIM-card to conduct this operation!

20 03 Active

CURRENT BALANCE
13 ₺



SIM card replacement

+7 701 054 20 03

To replace SIM card enter 20-digit new SIM card number

ENTER NEW SIM CARD NUMBER

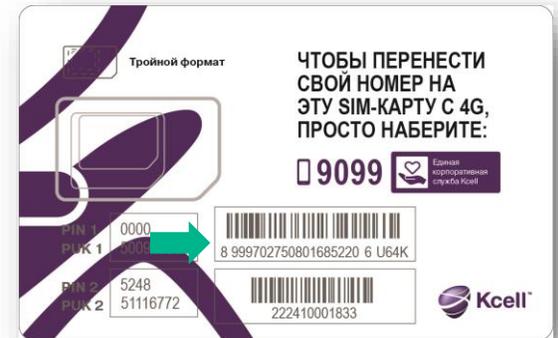
8999 7026 4654 6746 4867|

Yes, I am sure

Cancel

For replacement:

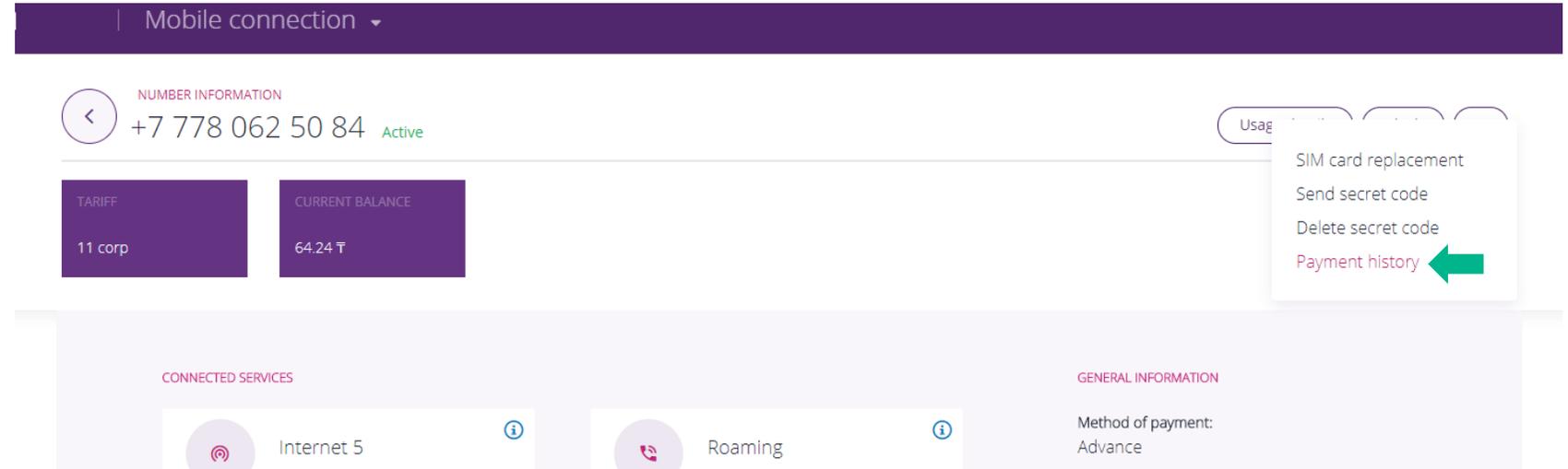
- Click the "SIM-card replacement" button in the number profile
- In the appeared window, enter the code specified on the back of the card that you want to attach to the number
- Confirm the action
- Receive notification



Request to change SIM for account 77010542003 is being dealt with.

Payment history (Advance)

To view payments by advance numbers, on the page of the number, select the section - Payment history



Mobile connection ▾

NUMBER INFORMATION
+7 778 062 50 84 Active

TARIFF: 11 corp | CURRENT BALANCE: 64.24 ₸

CONNECTED SERVICES: Internet 5, Roaming

GENERAL INFORMATION: Method of payment: Advance

Usage menu:
SIM card replacement
Send secret code
Delete secret code
Payment history ←

Payment history

+7 778 062 50 84

BEGINNING AND END OF PERIOD

02-06-2018 → 02-07-2018 ←

DISPLAY

On screen XLS file

Request ←

Date/Time	Type	Comment	Sum	Balance before	Balance after
21.06.2018 04:15	Recharge of balance	Kaspi 200032044427	50	14.24	64.24

In the window, select the necessary period and the way the data is displayed and request data receipt.

Section "Documents and Reports" - Payment history (postpaid)

Section "Documents and Reports" ← included: payment history (postpaid), Actions history and the list of numbers report. To view payment history (the tab is opened by default), please select appropriate period and click "Request" button.

The screenshot shows the Kcell mobile connection interface. At the top, there is a purple header with the Kcell logo and the text "Mobile connection". Below this, there are two main navigation options: "Number management" and "Documents and reports", with a green arrow pointing to the latter. Under "Documents and reports", there are three sub-options: "Payment History", "Actions history", and "List of numbers report", with a green arrow pointing to "Payment History". Below the navigation, there is a light blue informational box that reads: "The payments history includes payments for postpaid numbers only. To view payments history for prepaid numbers, please select appropriate service on the Number Management page." Below this box, there is a section titled "BEGINNING AND END OF PERIOD" with two date input fields: "02-06-2018" and "02-07-2018", connected by a right-pointing arrow. Below the date fields is a red "Request" button with a green arrow pointing to it.

Actions history

In order to get Actions history of Administrators, please select appropriate period and click “Request” button.

Number management Documents and reports

Payment History **Actions history** List of numbers report

BEGINNING AND END OF PERIOD

→ 06-07-2018 → 06-08-2018

→ **Request**

Action	Status	Date/Time	Administrator
SIM replacement on number 77010542003	Success	06.08.2018 10:25:25	Петров Иван (77012112170)
SIM replacement on number 77010542003	Failure	06.08.2018 10:22:47	Петров Иван (77012112170)
Block number 77010542001	Success	06.08.2018 10:08:00	Петров Иван (77012112170)

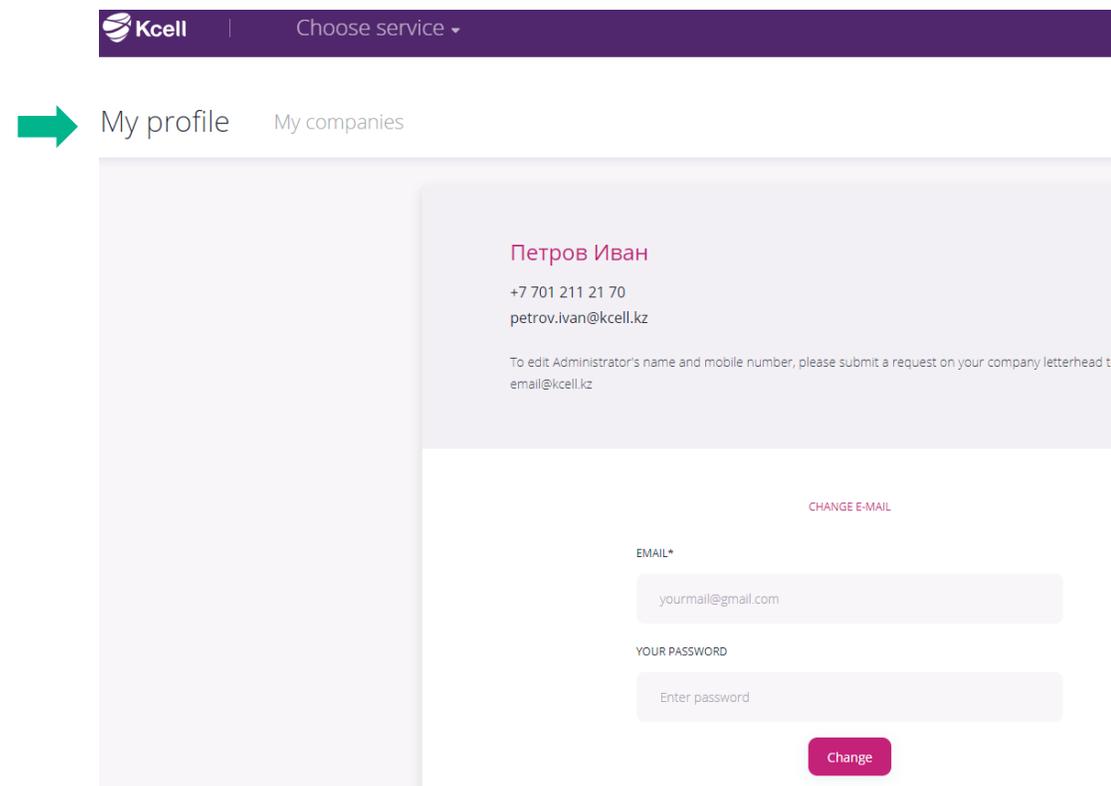
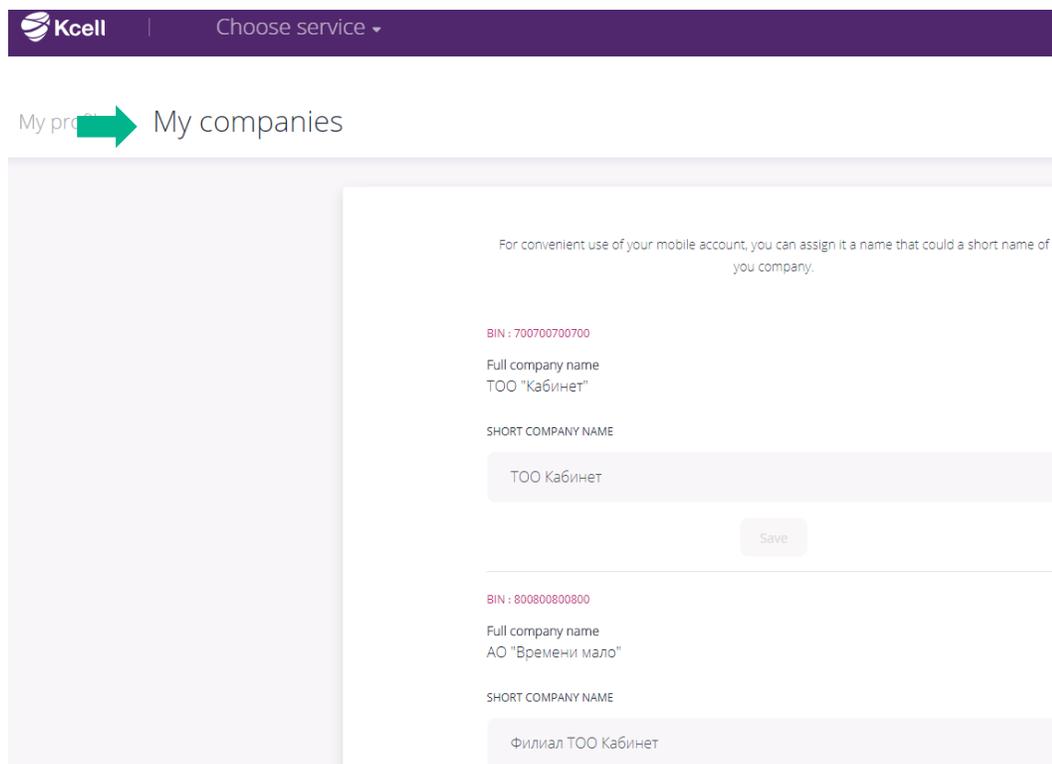
List of numbers report

In the List of numbers reports section you can request to receive the report on Email. The report included such information as the list of numbers that are registered to BIN of the company, method of payments, credit limit and available balance.

The screenshot displays the Kcell Business portal interface. At the top, there is a dark purple header with the text 'KCELL BUSINESS | ENGLISH' and a dropdown arrow, and 'ТОО Кабинет' with a dropdown arrow on the right. Below the header, the Kcell logo is followed by 'Mobile connection' with a dropdown arrow. The main content area features a navigation menu with 'Number management', 'Documents and reports' (highlighted with a green arrow), 'Payment History', 'Actions history', and 'List of numbers report' (highlighted with a green arrow). Below the navigation, a light blue informational message states: 'Data preparation may take some time. The generated report by the list of numbers will be sent to the email you specified. The time at which the data in the report is relevant will be indicated in the report.' Underneath this message, the email address 'petrov.ivan@kcell.kz' is entered in a light gray field, followed by a pink 'Request' button (highlighted with a green arrow).

Administrator profile

Use the button in the upper right corner to go to the administrator profile, where you can change the email specified during registration or change the password. In the My Companies tab you can assign names convenient for you to companies you manage. These names will be reflected only in your profile.



Frequently asked questions

1. How to manage several companies in the Account?

In order to do this, application for access control to particular administrator shall be forwarded from each company.

2. What should I do if I cannot log in the Account?

First of all it is necessary to check the correctness of entered registration details. The first entry must be made through the function - Forget password.

3. Is it possible to use previous version of the Account?

The previous version of the Account will be closed soon.

4. Why does not the list of all services activated on number be reflected?

We have expanded the list of services in comparison with the previous version, and we will continue to work on filling it. Your wishes for the service, please send by e-mail - email@kcell.kz

5. What should I do if the system gives an error during activation / deactivation of the service on the number or performing other operations?

If an error occurs, you should wait 2-3 minutes, refresh the page and try again. If the situation does not change, you should contact the corporate client support department.

6. What does it mean “Send/Delete of secret code”?

Secret code is use to provide self service to the User to get information, Call Detail Record included, in Cabinet for Consumer persons

7. Number is Blocked and there is no “Unblock” button, what to do?

If the status of the number is “Blocked/Debt” unblock service is not available due to unpaid debt for the previous period.

8. I can't replace the SIM card, this function of not available.

SIM card replacement can be provided on the number with “Active” status only.