

SMSEagle Onboarding Service

Expert-guided remote setup of your SMSEagle gateway, at a fixed price.

Pick the Variant that matches your deployment. Our specialist delivers as many remote Sessions (up to 60 minutes each) as are reasonably needed to complete that Variant's scope, within 30 days of device delivery. No hourly billing and no guessing how many hours to buy.

1. Choose your Variant

	Standard 199 EUR	Advanced 399 EUR	Enterprise / Custom Individual quote
Devices	1 device	2–4 devices, or one HA pair in a single location	5 or more devices, more than one HA pair, or HA across locations
Functional modules see page 2	1 light module (1 point)	Up to 3 points from the module catalogue	More than 3 points, a module outside the catalogue, or SMPP towards a carrier
Accounts & security	Local accounts, MFA for the administrator account	LDAP / Active Directory, MFA for end users, your own SSL certificate	Security questionnaire, penetration test report, your own NDA / DPA, statement of work with acceptance criteria
How to buy	SMSEagle Store / Sales team	SMSEagle Store / Sales team	Sales team (individual offer)

Your Variant is set by your highest requirement: if any single row goes beyond a Variant, the next Variant applies. Prices exclude VAT. Full prepayment activates the service.

Top-up Session 149 EUR

One extra Session of up to 60 minutes. We offer it only if your setup turns out to need more than your Variant covers. Optional, always your choice.

2. Included in every Variant

- **Initial setup:** first-run wizard, network parameters (static IP/DHCP, DNS, gateway, hostname), NTP and time zone
- **Accounts and access:** admin password change, Administrator and User accounts, optional MFA for the admin
- **Firmware:** version check and update to the current release
- **SIM and modem:** APN, SIM PIN, network registration, signal level
- **Phonebook:** contacts, groups, CSV import of recipients
- **Messaging from the Web-GUI:** sending, scheduling, templates, delivery reports, conversation view
- **Verification:** one outgoing and one incoming test SMS, confirmed end to end
- **Handover:** configuration notes, checklist and knowledge base links

In the Advanced Variant the baseline setup is performed for each device covered by the purchase.

3. Not covered by any Variant

- Your network: LAN/WAN, firewalls, VPN, NAT, proxies, routing
- Configuring systems other than SMSEagle (SCADA, NMS, ERP/CRM, mail servers, identity providers). For covered integrations we set up the SMSEagle side and advise on yours
- Debugging your code, custom plugins or bespoke development
- Data migration from another SMS platform
- Carrier-side matters: SIM activation, tariffs, roaming, coverage, operator APN authentication
- Load testing, security audits, penetration tests, security questionnaires
- On-site work, hardware repairs and RMA
- End-of-Life devices and devices with unauthorised modifications

Need something beyond this? We can scope it as a separate paid engagement.

4. Functional modules: pick what you need

Each module has a point value. **Light modules count as 1 point. Heavy modules count as 2 points**, because they depend on your infrastructure: a second unit for HA, a domain controller entry, a certificate from your internal CA, or the hosts to be monitored.

Module	What we configure	Points	Standard	Advanced
Light modules · 1 point				
Multimodem / modem failover	NXS-9750 / MHD-8100: modem strategy, health check, Outbox takeover test	1	✓	✓
Email-to-SMS / SMS-to-Email	SMTP, IMAP/POP3 poller, OAuth2 for M365, routing to contacts/groups	1	✓	✓
API v2	Token, ACL per resource, one test call (curl/Postman); no app code	1	✓	✓
Integration plugin	One plugin from smseagle.eu + test alert; NMS/SCADA side advisory	1	✓	✓
Automation	Workflow Builder, SMS Forward, Autoreply, Subscriptions, Periodic SMS	1	✓	✓
Alternative channels	MQTT, WhatsApp, Signal (Rev.4 and later), Voice / TTS add-on	1	✓	✓
Digital I/O and sensors	Digital inputs and outputs, temperature and humidity thresholds	1	✓	✓
Reporting	Filters, PDF/CSV export, recurring reports by e-mail	1	✓	✓
MFA rollout	MFA for end users, recovery codes, policy	1	–	✓
Heavy modules · 2 points				
HA failover cluster	Configuration of a pair of devices, failover test	2	–	✓
LDAP / Active Directory	Contact synchronisation, optionally LDAP authentication	2	–	✓
SSL and certificates	Installation of a certificate you supply, including a private CA	2	–	✓
Network Monitoring	ICMP/TCP/UDP/SNMP/Modbus TCP, alerts, SNMP trap	2	–	✓

Standard

Baseline setup + **one light module**.
e.g. 1 device with Email-to-SMS

Advanced

Baseline setup per device + **up to 3 points**.
e.g. HA cluster (2) + API v2 (1), or three light modules

Enterprise / Custom

More than 3 points, a module not listed above, or SMPP towards a carrier.
Scope agreed in your individual offer

5. How it works

1. Purchase

Standard or Advanced in the SMSEagle Store or via our Sales team. Enterprise / Custom through a Sales offer.

2. Book

Via the link in your purchase confirmation or support@smseagle.eu.

3. Sessions

Remote, via Microsoft Teams with screen sharing, up to 60 minutes each.

4. 30 days

Sessions are used within 30 days of device delivery (or purchase, if later).

5. Need more?

A Top-up or upgrade is offered only if your setup turns out bigger.

6. Before your first Session

Please have ready

- The device powered on, Ethernet connected, antennas attached, active SIM card(s) inserted
- SIM cards activated, unlocked, with a suitable plan
- Admin login to the device and screen sharing
- A technical person with admin rights to make changes
- Backups and internal approvals completed

Good to know

- When booking, send: company name, device model and serial number, Variant, preferred dates and attendees
- One reschedule per Session, at least 24 hours ahead
- More than 15 minutes late or absent: the Session counts as used
- Sessions not used within the 30-day window expire
- Sessions are recorded only with your consent

This guide summarises the SMSEagle Onboarding Service Terms and Conditions, v2.0 (11.09.2026), available at www.smseagle.eu. In case of any difference, the Terms and Conditions apply.