FREQUENTLY ASKED QUESTIONS

MARS is conceived, designed and developed by GRADIENT NETWORKS Bangalore

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What does MARS comprise of?

MARS is a complete product comprising of hardware and software to run a SIM based recharge aggregation system for Mobile phones and DTH recharges.

Software or hardware is not sold separately. It is only sold together as a product

What else is needed to run MARS apart from what you provide?

1) A PC with the following minimum configuration

   For stand- alone systems and nodes

   Dual core / Core 2 duo or above

   4 GB + RAM

   500 GB + Hard disk

   OS - Windows XP with Service pack 3 (service pack 2 will not work)

   10/100 Ethernet switch with 5+ ports

   For Server system

   I5 system
   8 GB + RAM
   1 TB + Hard disk
   Windows 2003 Server Enterprise Edition SP2

   10/100 Ethernet switch with 16 or 24 ports

2) LAPU/DEMO/EC SIMS

How many SIMs can be used simultaneously in MARS?

MARS supports up to 32 SIMs in a Single Computer and 72 SIMs in Server mode (3 MARS systems of 24 ports connected to a common server in LAN)

Does MARS maintain accounts and balances of all retailers?

Yes.

Can I have a distributor / Sub distributor/Retailer structure?

Yes

How many recharges can be done in a minute through MARS?

On an average 2 -3 recharges can be done per minute per SIM

What happens when multiple recharges come at the same time?

Recharges will be queued in the system and recharged one after another

Is it possible to use more than one SIM of the same operator and share the load?

Yes. Multiple SIMs of the same operator can be grouped and load shared across the SIMs

Do I need Internet to run MARS?

Internet is not needed to run the system. For Installation and support Internet would be needed.

However for certain facilities like SMS gateway and On-line recharge, Internet is required

Should requests for different operators be sent to different numbers?

No. Retailers will be provided with one number to which they will send recharge requests for all operators

How many incoming numbers can be provisioned in MARS to receive incoming request?

One SIM or all the 12 SIMs can be provisioned to receive requests.

How many outgoing numbers can be provisioned in MARS to send response SMS messages?

One SIM or all the 12 SIMs can be provisioned to send responses

Can SIMs used for incoming/outgoing SMS be used for recharges?

Yes

Can I receive recharge requests through an SMS gateway using long code / Short code

No. All recharge requests can only be sent to one or more SIMs connected to MARS

Can I send outgoing SMS through Internet (SMS gateway) ?

Yes. Response SMS can be sent through SMS gateway. Any gateway that supports HTTP API can be used. Internet connection is needed to use this option. It is possible to use Outgoing SMS through SIM and SMS gateway together.

Can retailers recharge through Web and see reports through Web?

Online module needs to be installed in MARS to avail this feature. MARS will be connected to a central server. Recharges can be done and reports seen through a website hosted by us. Internet connection is required for this option

Can this website be changed as per my need?

Website design is based on a common template for all MARS installations. Company name, header footer and a picture (image) can be configured for each MARS. All other formats will however be common.

I am already doing online recharge through my website. Can I integrate MARS with my system?

MARS accepts requests and sends response to a domain name / IP address in specified HTTP API format. Web based systems supporting online recharge can send request to MARS through this format

Please note that in this case the accounting and balance maintenance will be done by your system for individual retailers. MARS will maintain a common account and balance for all web requests. In other words website is a single retailer account for MARS.

Land line broad band internet connection is required at MARS end to enable this option

How is DTH recharge done?

Some Operator like Airtel DTH EC (LAPU) SIM is provided. In such cases recharge is carried out similar to Mobile operators. In most cases DTH recharge is done by sending SMS to the operator. A mobile number needs to be registered with the operator (through their distributors). SMS requests sent from this mobile will be processed by the DTH operator. MARS users can register any mobile number of MARS with the operator and map the DTH service to the corresponding mobile. It is possible to map more than one DTH to a SIM.

Can we buy recharge balances from you?

No. We only provide the equipment. Recharges balances have to be bought from local distributors of respective mobile and DTH operators

Does MARS support recharge through API?

Yes. MARS can recharge a request through API of operator or third party. API should be accessible through a HTTP URL

What is switching Modem and how is it used?

Due to regulatory constraints number of SMS that can be sent per SIM is 100. MARS has a unique product called switching modem where 8 SIMs can be connected per port. If number of outgoing SMS on one SIM crosses 100, the modem automatically switches to the second SIM and so on. Switching modems are available in 2x16 and 4x32 models.