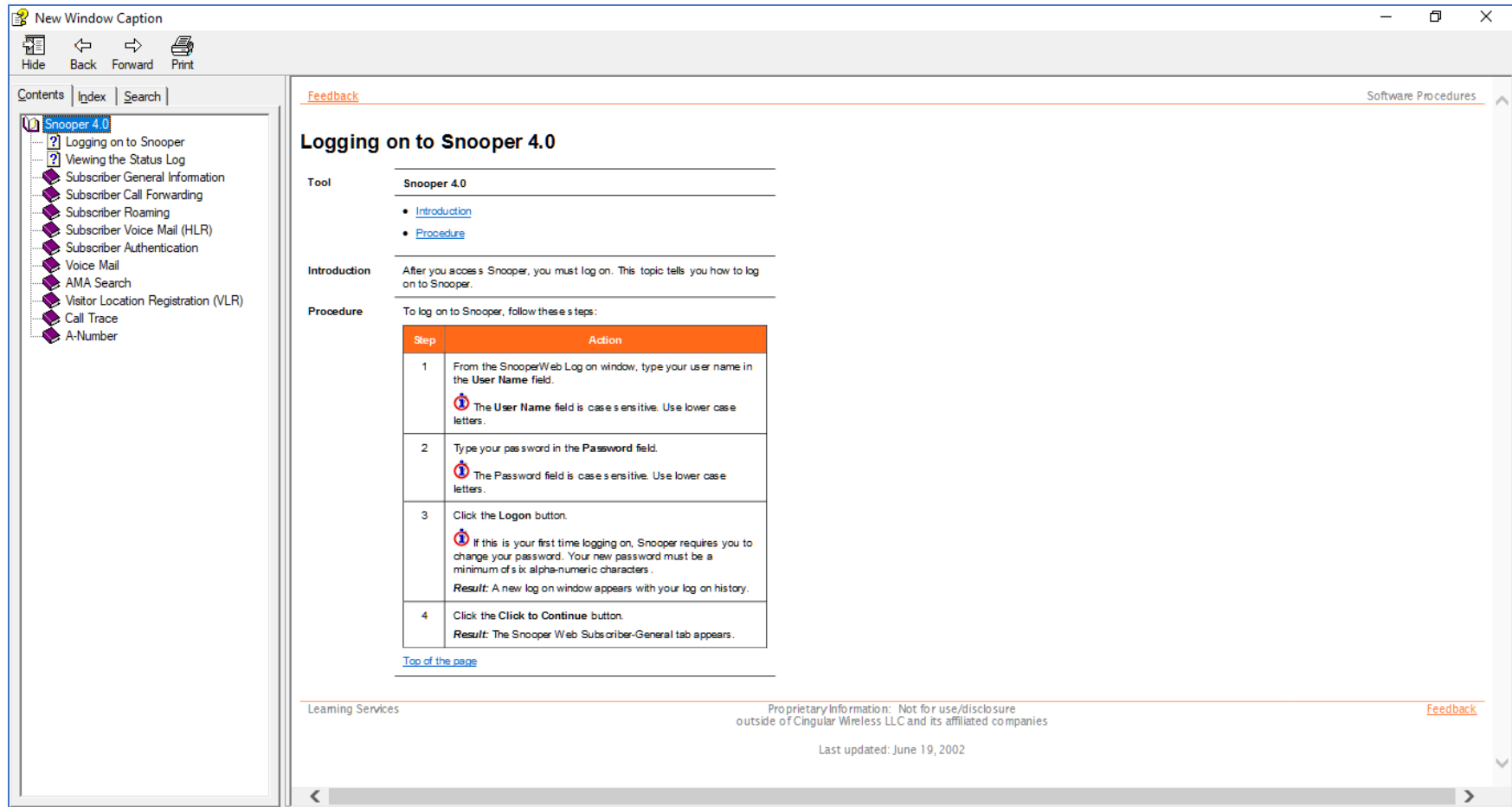


Please scroll through this Word document to look at screen captures of an Online Help project created in RoboHelp.

Please note that these are only screen prints and not the actual help file.



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## Viewing the Status Log

**Tool** Snooper 4.0

- [Introduction](#)
- [Procedure](#)

**Introduction** After you log on to Snooper, you can view the status log. This topic tells you how to display the status log.

**Procedure** To view the status log, follow these steps:

Step	Action
1	<a href="#">Log on to Snooper Web 4.0.</a> <i>Result:</i> The "Main Snooper Web Subscriber" window displays with the General tab selected.
2	Click in the <b>MIN/IMSI</b> field, and type the subscriber number or the IMSI.
3	Press <b>Enter</b> . <i>Result:</i> The general subscriber options appear.
4	Click the <b>View Log</b> button in the lower-right portion of the window. <i>Result:</i> A log displays all of the actions taken since you last logged on to Snooper Web.

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## Subscriber - General Tab

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**Tool** **Snooper 4.0**

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**Description** Use the options on this tab to change general features concerning the mobile number.

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**Fields and Buttons** Click one of the following links for a list of:

- [Fields](#)
- [Buttons](#)
- [Option Lists](#)
- [Display Areas](#)

**Note:** Any hidden or grayed out fields are not applicable for the HLR/Switch you are working with.

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**Window** [Click here to display the picture of General Tab.](#)

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### Subscriber - General Tab

<b>Tool</b>	Snooper 4.0
<b>Description</b>	Use the options on this tab to change general features concerning the mobile number.
<b>Fields and Buttons</b>	Click one of the following links for a list of <ul style="list-style-type: none"><li><a href="#">Fields</a></li><li><a href="#">Buttons</a></li><li><a href="#">Option Lists</a></li><li><a href="#">Display Areas</a></li></ul> <p><b>Note:</b> Any hidden or grayed out fields are not applicable for the HLR/Switch you are working with.</p>
<b>Window</b>	<a href="#">Click here to display the picture of General Tab.</a>

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## Changing the Primary ESN

**Tool** Snooper 4.0

- [Introduction](#)
- [Procedure](#)

**Introduction** After you log on to Snooper, you can change the Primary ESN. This topic tells you how to change the Primary ESN.

**Procedure** To change the Primary ESN, follow these steps:

Step	Action
1	<a href="#">Log on to Snooper Web 4.0.</a> <b>Result:</b> The "Main Snooper Web Subscriber" window displays with the General tab selected. <b>Note:</b> If you are already logged on, click the Clear button in the upper-right portion of the window.
2	Click in the MIN/IMSI field, and type the subscriber MIN or the IMSI.
3	Press <b>Enter</b> . <b>Result:</b> The general subscriber options appear.
4	Click in the Primary ESN field, and highlight the Primary ESN.
5	Type the new Primary ESN.
6	Click the Down Arrow in the format field, and select the desired number format for the new ESN.
7	Click the <b>Update Subscriber</b> button. <b>Result:</b> The Status Log indicates the subscriber update is complete.
8	Click the <b>Clear</b> button to clear the subscriber information.

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