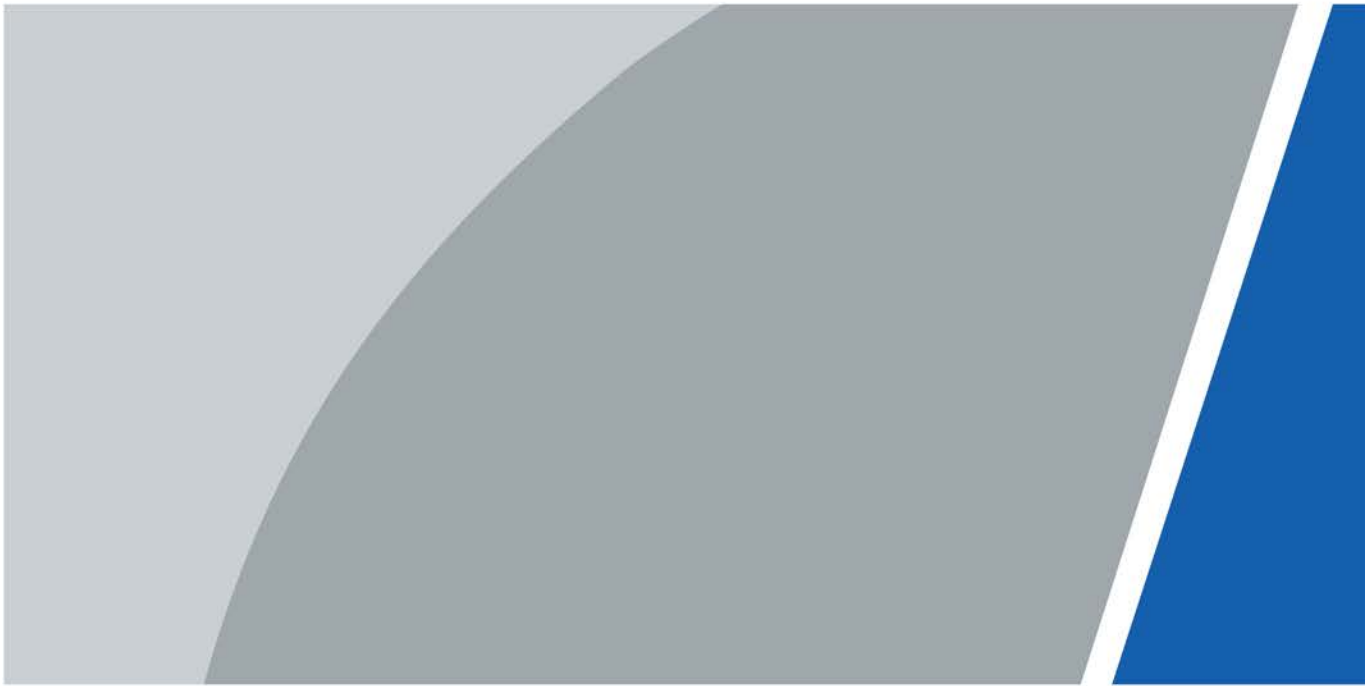


COS Pro App

User's Manual








Foreword

General

This manual introduces the functions and operations of the COS Pro app (hereinafter referred to as "the app").

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.4.0	<ul style="list-style-type: none">Added "5 Managing Switches", "6 Managing Other Devices".Updated "2.1 Signing Up", "3 Home", "8.2 Fixing Errors", "9 Message" and "10 Me".Updated images	September 2021
V1.3.0	<ul style="list-style-type: none">Added "4.2 Adding Devices".Added "7.1 Applying to Customers to Entrust Devices".Updated "2 Login", "4 Adding Devices and Sites", "7 Entrusting Tasks", "8 Operation and Device Health Maintenance", "9 Message", and "10 Me".Updated images.	July 2021
V1.2.0	<ul style="list-style-type: none">Updated "2 Login", "4 Doing Maintenance";Added "3 Managing Site and Device";Updated images.	April 2021

Version	Revision Content	Release Time
V1.1.0	<ul style="list-style-type: none"> Updated "2.2 Home screen", "2.3 Adding Device", "2.4 Live View", "2.5 Playback", "2.6 Favorites", "2.7 Message". Updated images. 	January 2021
V1.0.0	First Release.	August 2020

Privacy Protection Notice

As the device user or data controller, you might collect the personal data of others such as their face, fingerprints, and license plate number. You need to be in compliance with your local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures which include but are not limited: Providing clear and visible identification to inform people of the existence of the surveillance area and provide required contact information.

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.
- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Table of Contents

Foreword	I
1 Overview	1
1.1 Introduction	1
1.2 Applicable OS	1
2 Login	2
2.1 Signing Up.....	2
2.2 Changing Password.....	4
3 Home.....	5
4 Adding Devices and Sites	7
4.1 Adding Sites	7
4.2 Adding Devices	8
4.2.1 Adding by SN/QR Code	8
4.2.2 Adding through AP Configuration.....	12
4.2.3 Adding by LAN Searching.....	14
4.3 Delivering Devices	15
5 Managing Switches.....	17
5.1 Viewing Running Status	17
5.2 Viewing Network Topology.....	18
5.3 Configuring Switches.....	18
6 Managing Other Devices	20
6.1 Viewing Device Details	20
6.2 Live View	20
6.3 Playback.....	23
7 Entrusting Tasks.....	26
7.1 Applying to Customers to Entrust Devices	26
7.2 Handling Entrusting Applications.....	27
8 Operation and Device Health Maintenance.....	31
8.1 Checking Device Health Status.....	31
8.1.1 Checking Device One by One.....	31
8.1.2 Checking Devices in Batches.....	32
8.2 Fixing Errors	33
8.3 Remote Device Configuration.....	34
8.4 Viewing Evaluations.....	35
9 Message.....	36
10 Me	38

1 Overview

1.1 Introduction

As a supplement to COS Pro portal, COS Pro app is designed to help installers by providing professional operation and maintenance services for end users. COS Pro app supports products such as cameras, storage devices, video intercoms, alarm devices, and switches. It provides functions including site management, operation and device health management, device entrusting review, and more.

1.2 Applicable OS

- Android 6.0 or later.
- IOS 10.0 or later.

2 Login

For first-time use, you need to create an account. This user manual uses the operations on iOS as an example.



You can use this account to log in to the COS Pro portal.

2.1 Signing Up

Step 1 Search for COS Pro in App store, and then download the app.



For Android users, you can go to Google Play to download COS Pro.


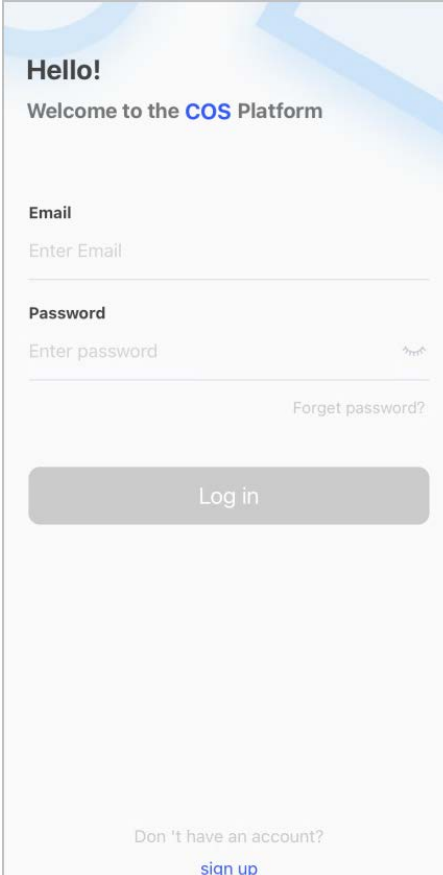
Step 2 On your phone, tap  to start the app.

Figure 2-1 Login



Step 3 Create an account.

1. On the **Login** screen, tap **sign up**.
2. On the **Register** screen, fill in the information for the required fields.
If the country/region that you select is from North America, then the **Dealer Registration Number** will appear on the **Register** screen. For all other countries and regions, **Company Name** will appear.

Figure 2-2 Register

- **Email:** Enter your email address.
- **Country/Region:** Select country/region, province/state, and city of your company.
- **Address:** Enter detailed address of your company.
- **Company Name:** Enter your company name.
- **Dealer Registration Number:** Enter dealer registration number.



For customers in North America, enter dealer registration number.

- **Invitation Code:** Enter the invitation code, which can be obtained from the inviter.
- **Password and Confirm Password:** Enter password and confirm it again.
- **Verification Code:** Tap **Send**, check your email box to receive a verification code, and then enter the code in **Verification Code**.

3. Read the **Privacy Policy** and **Service Protocol**, and then select the **I have read and agree to Privacy Policy and Service Protocol** checkbox.
4. Tap **Register**, and then the app returns to the **Login** screen.

Step 4 Enter your email address and password, and then tap **Log in**.

- For new customers, account application approval is needed. It will take 1-3 days to receive an account approval email. After that, you can log in to the app with your account.
- Some affiliated customers do not need to be approved to register for a COS Pro account. They can directly log in to the app after registration.

2.2 Changing Password

Click **Forgot password?** on the login screen to reset your password if you forget it.


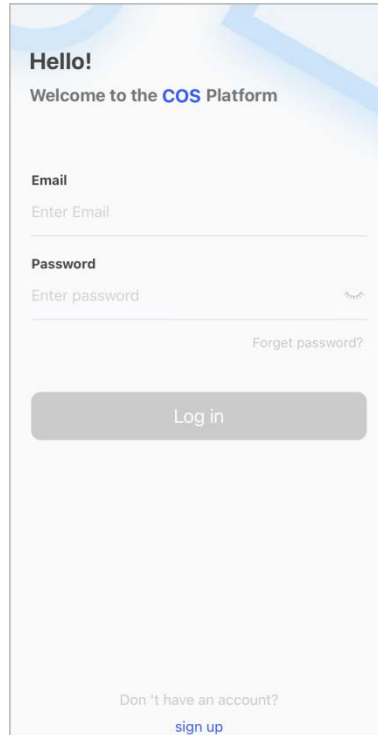
Step 1 On your phone, tap  to start the app.

Figure 2-3 Login



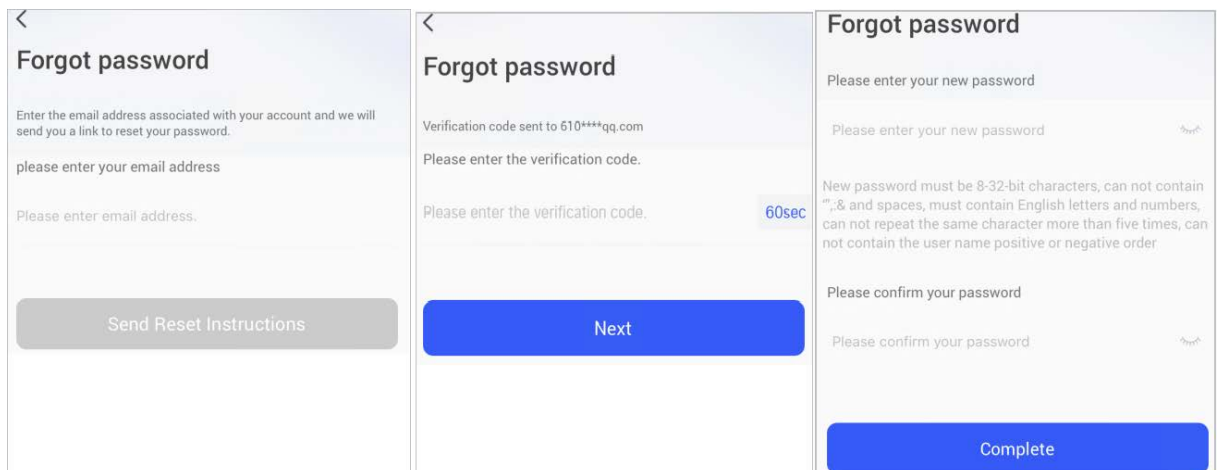
Step 2 Tap **Forgot password?**.

Step 3 On the **Forgot password** screen, enter email address that you set during registration, and then tap **Send Reset Instructions**.






Step 4 Enter the verification code obtained from the email, and then tap **Next**.

Step 5 Enter password and confirm it again, and then tap **Complete**.

Figure 2-4 Password



Step 6 On the **Login** screen, use your new password to log in.

No.	Name	Description
3	Customer	The total number of customers, customers with entrusting devices, and customers with delivered devices.  Tap  to search for a specific customer.
	Tool	Some frequently used tools during operation and device health management.
	Partner	Partner app helps installers by providing them with more device information. On Partner screen, tap Download Now to download the app.
	ConfigTool	Helps installers configure devices when troubleshooting on sites.  Make sure the phone is connected to the same Wi-Fi as the device.
4	Pending Task	Entrusting tasks to be handled and errors to be fixed.  You can also tap  to handle pending tasks.
5	Data Overview	The total number of sites and devices, and the total number of offline and abnormal devices.
6	Health Report	Errors occurred in the last week. Tap More to view errors by week, month, year or by customized dates.
7	Training Video	Training videos for app users. Tap More to see more training videos.
8	Navigation bar	Four tabs: Home, Sites, Messages and Me .

4 Adding Devices and Sites

Add sites and devices, and then you can deliver devices to customers.

4.1 Adding Sites

In COS Pro, devices are managed in sites. If there are no sites in your account, then you need to create a site before adding devices.

Step 1 On the **Home** screen, tap  , and then it goes to **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Site mode**.


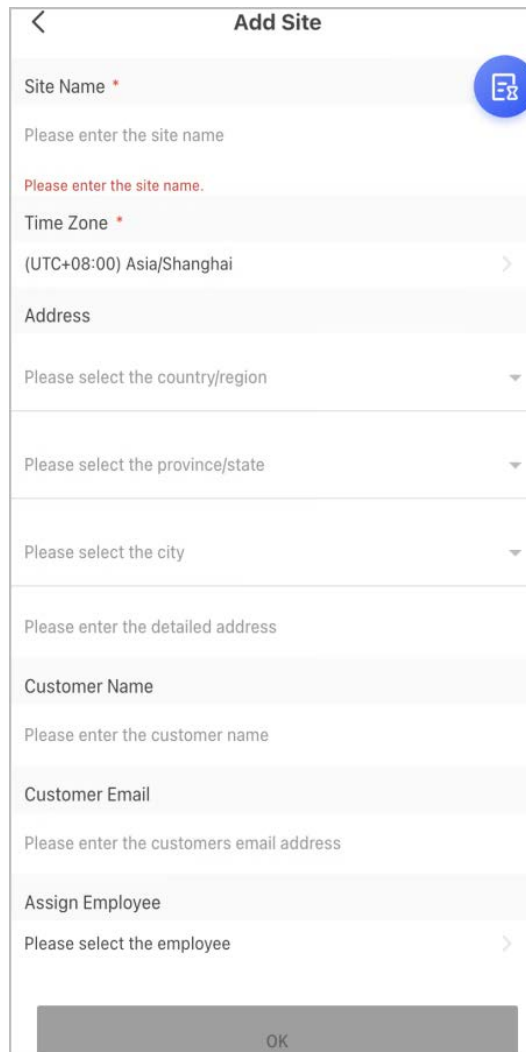
Step 3 Tap  on the upper-right corner to add a new site, enter site information, and then tap **OK**.

Figure 4-1 Add a site



The screenshot shows the 'Add Site' form with the following fields and options:

- Site Name ***: Text input field with a blue 'Add' icon.
- Time Zone ***: Dropdown menu with '(UTC+08:00) Asia/Shanghai' selected.
- Address**: Three dropdown menus for 'country/region', 'province/state', and 'city'.
- Customer Name**: Text input field.
- Customer Email**: Text input field.
- Assign Employee**: Dropdown menu.
- OK**: Button at the bottom.



- **Site Name**: Customize the name of the site that you created.
- **Time Zone**: Select a time zone.
- **Address**: Enter detailed address information of the site that you created.
- **Customer Name** and **Customer Email**: Enter name and email of the end user.

- **Assign operator:** Select an operator to whom you want to assign this site.



Before assigning an operator on the COS Pro app, you need to create and manage operator accounts on COS Pro portal. For details, see *COS Pro Portal_User's Manual*.

Related Operations

- To modify information of a site, select a site on the **Sites** screen, and then tap .
- To delete a site, select a site, tap , and then tap **Delete** on the **Modify Site** screen.



Sites with devices cannot be deleted.

4.2 Adding Devices

Add devices to the app for management and maintenance. You can add devices such as cameras, storage devices, alarm devices, video intercoms, and switches.

Devices can be added either in **Site mode** or **Device mode**. If you add devices in the **Device mode**, you need to select a site first. The operations for these two modes are similar. This section uses configurations in **Device mode** as an example.

- Before adding devices, make sure that the device is connected to power and the network.
- Make sure that your phone has enabled Wi-Fi function.

4.2.1 Adding by SN/QR Code

You can add devices by scanning the QR code of the device or manually entering device SN in the wireless or wired network. Switches can only be added by scanning QR code and through wired connection.

Procedure




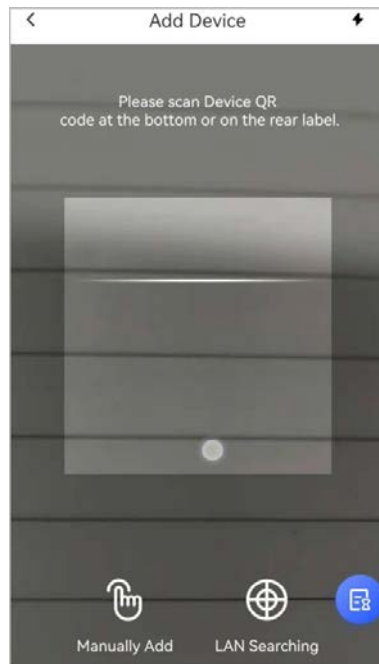
- Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Device mode**.
- Step 3 Tap  to add a device.

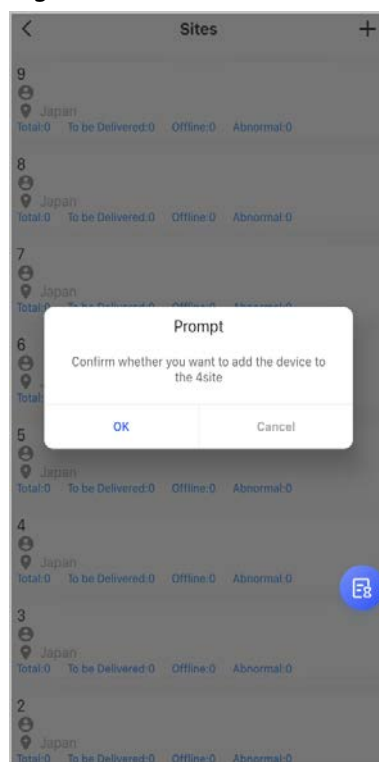
Figure 4-2 Add a device



Step 4 Scan device QR code, or tap **Manually Add** to manually enter device SN.

Step 5 Select a site, and then tap **OK**.

Figure 4-3 Select a site



Step 6 On the **Add Device** screen, select a device type.

Figure 4-4 Device type



If you select alarm station as device type, you can add through AP configuration. For details, see "4.2.2 Adding through AP Configuration".

Step 7 Connect to wireless or wired network.

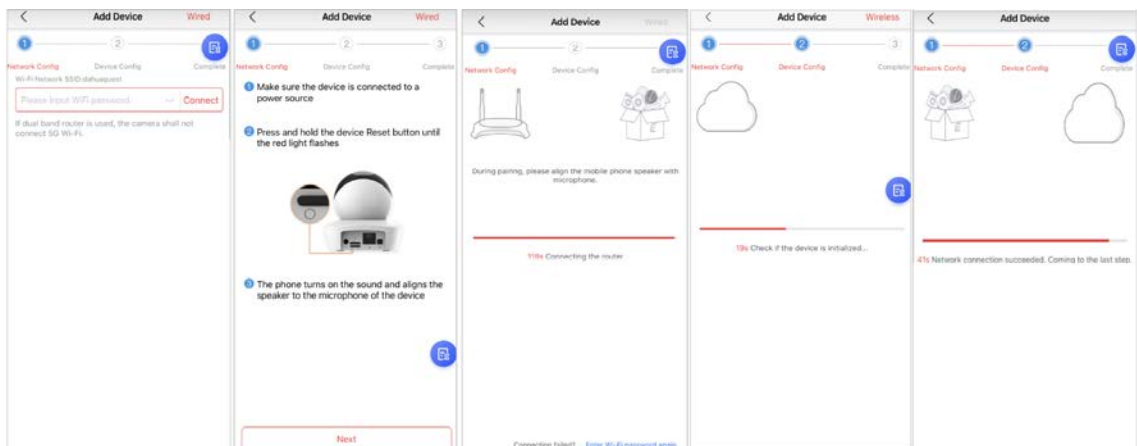
- **Wireless**

- 1) Tap **Wireless** on the upper-right corner, and then **Wireless** becomes **Wired**.
- 2) Enter the password for the Wi-Fi that your phone is connected to, and then tap **Connect**.
- 3) Follow the on-screen instructions, and then tap **Next**.
- 4) Wait for the pairing.



If failed, repeat the above procedures.

Figure 4-5 Add through wireless network



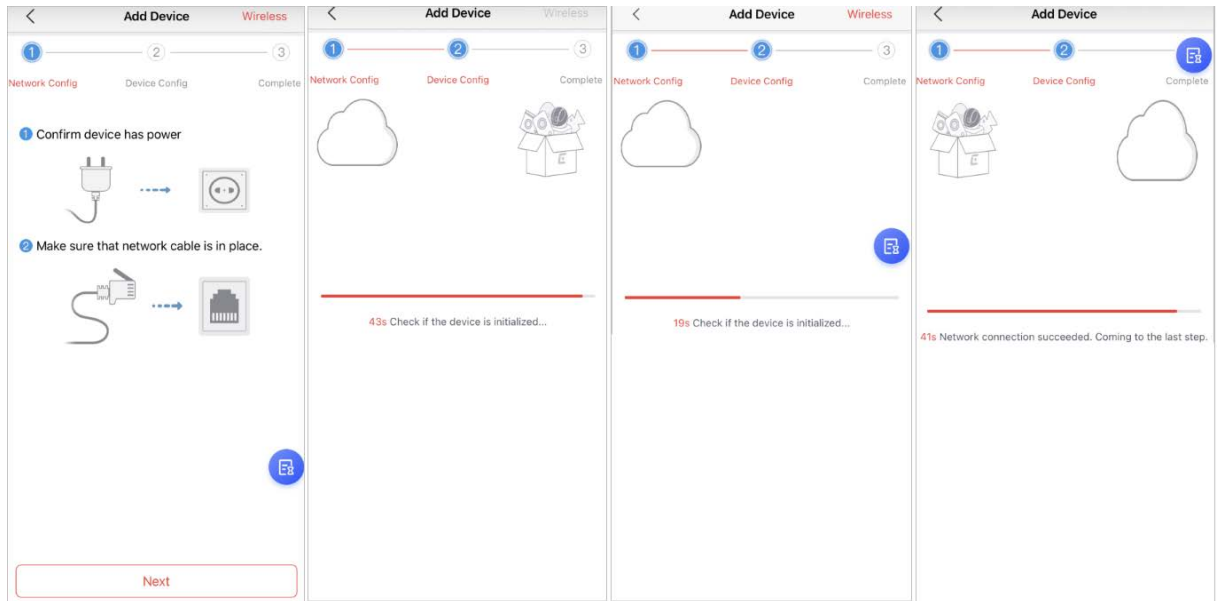
- **Wired**

- 1) Tap **Wired** on the upper-right corner, and then **Wired** becomes **Wireless**.
- 2) Connect the device to power and the network, and then tap **Next**.



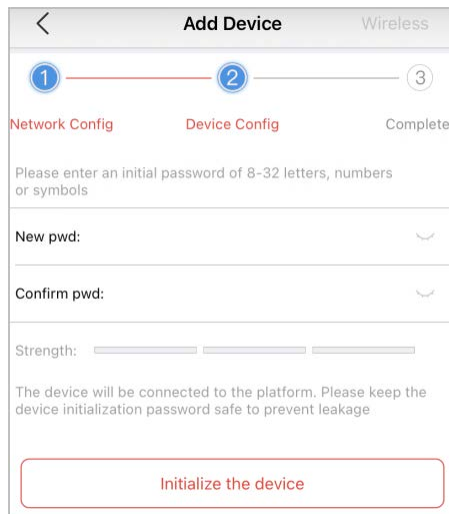
If failed, repeat the above procedures.

Figure 4-6 Add through wired network



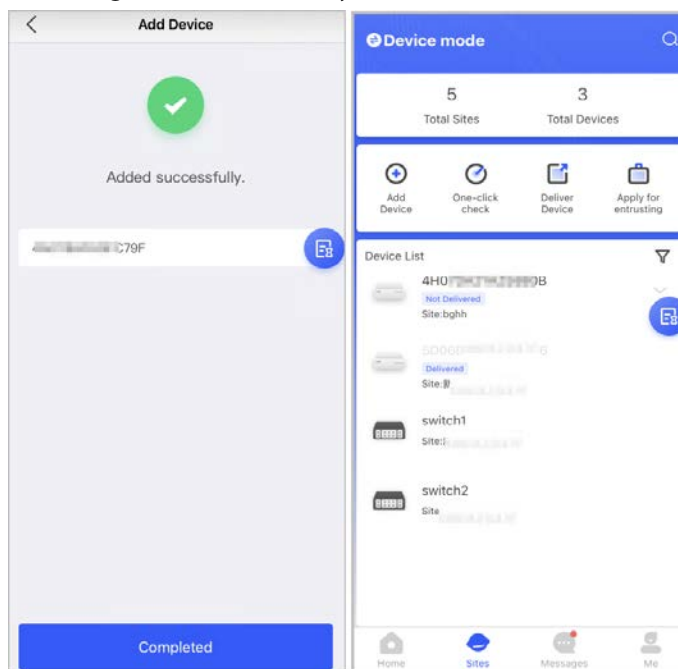
Step 8 If the device you are adding is uninitialized, enter password and confirm it again, and then tap **Initialize the device** to complete initialization.

Figure 4-7 Initialize the device







Step 9 Tap **Completed**, and then you can view the device in the device list.

Figure 4-8 Successfully add devices




Related Operations

- To filter devices, tap  on the right corner of the  screen, and then filter by device type (storage, camera, video intercom, and switch), device status (online, offline and abnormal) and entrusting status (entrusting, pending delivery, and delivered).
- To search for a device, channel or a site, tap  on the upper-right corner of the  screen, and then enter keywords.

4.2.2 Adding through AP Configuration

You can add alarm devices through AP configuration.

Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Device mode**.

Step 3 Tap  to add a device.

Figure 4-9 Add a device



Step 4 Scan device QR code, or tap **Manually Add** to manually enter device SN.

Step 5 On the **Add Device** screen, select **Alarm Station**.

Figure 4-10 Select alarm station

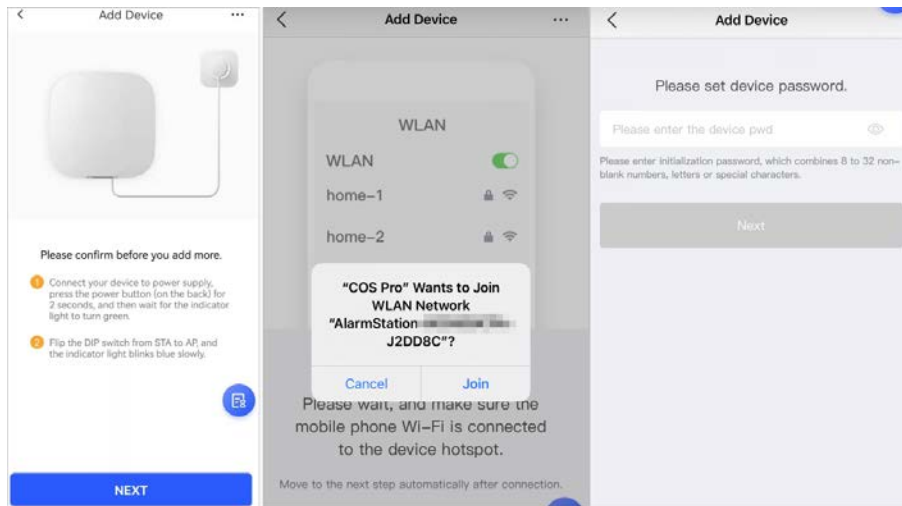


Step 6 Follow the on-screen instructions and flip the DIP switch from STA to AP.

Step 7 Tap **Join** to connect to the device hotspot.

Step 8 Set device password to initialize the device, and then tap **Next**.

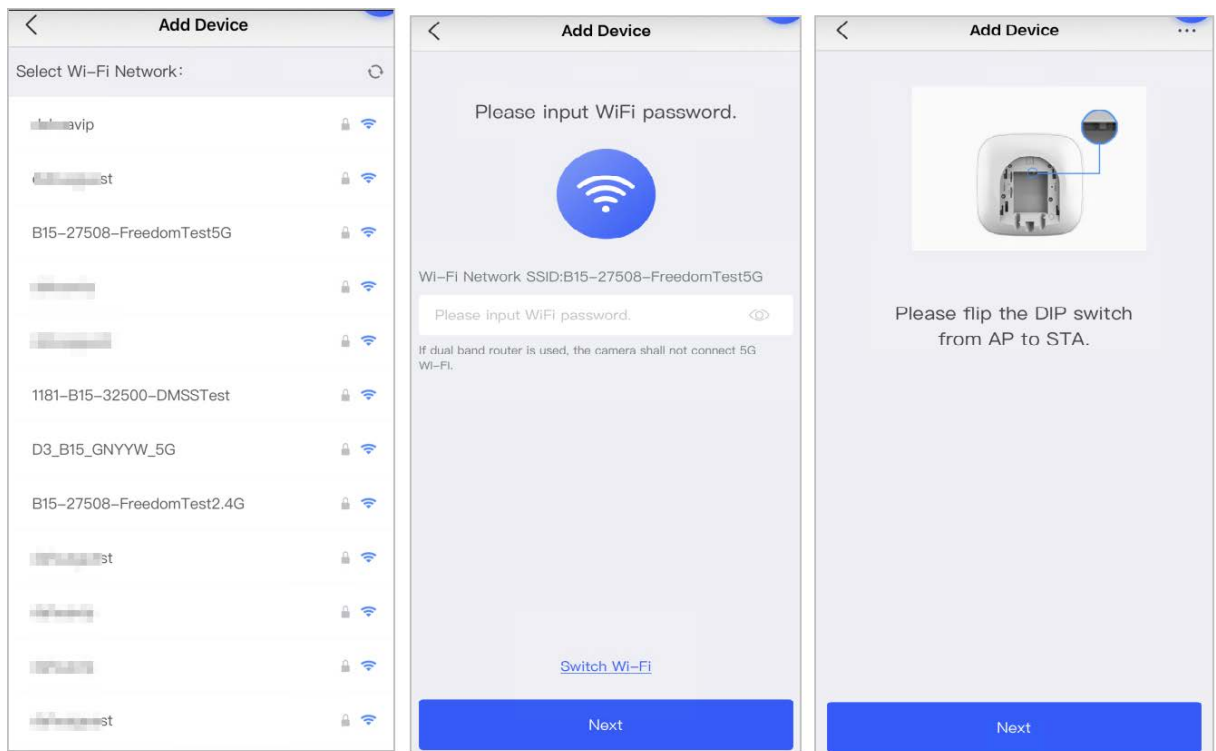
Figure 4-11 Add through AP configuration



Step 9 Connect to the network.

- 1) Select Wi-Fi.
Make sure that your phone and the device are connected to the same network.
- 2) Enter Wi-Fi password, and then tap **Next**.
- 3) Flip the DIP switch from AP to STA, and then tap **Next**.
- 4) Wait for device to complete network configuration.

Figure 4-12 Connect to the network



Step 10 Tap **Completed**.

4.2.3 Adding by LAN Searching

You can search for devices and add them. Make sure that your phone and the devices are connected to the same network.




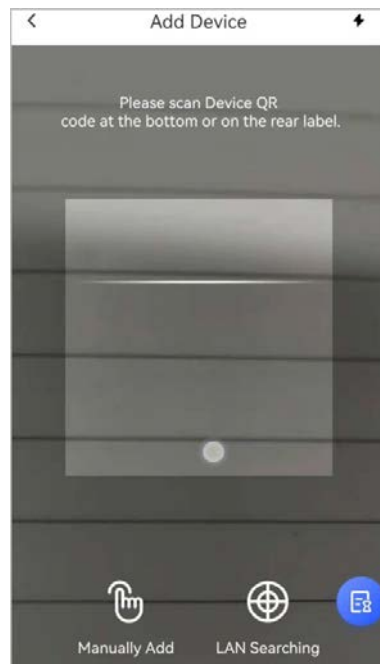
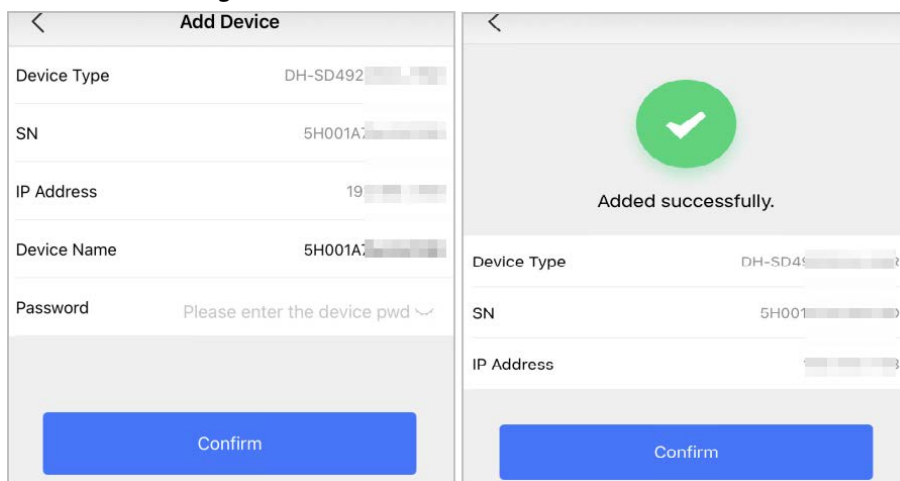
- Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Device mode**.
- Step 3 Tap  to add a device.

Figure 4-13 Add a device



- Step 4 Tap **LAN Searching**.
- Step 5 On **Add Device** screen, enter device password, and then tap **Confirm**.

Figure 4-14 Confirm to add a device



4.3 Delivering Devices


You can deliver devices to the customers. Offline and entrusted devices cannot be delivered.



You can only deliver devices in **Site mode**.

- Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Site mode**.

Step 3 On the site list, select a site with devices that need to be delivered to customers.

Step 4 Tap , and then it goes to **Deliver devices** screen.



No more than 5 devices can be delivered at a time.

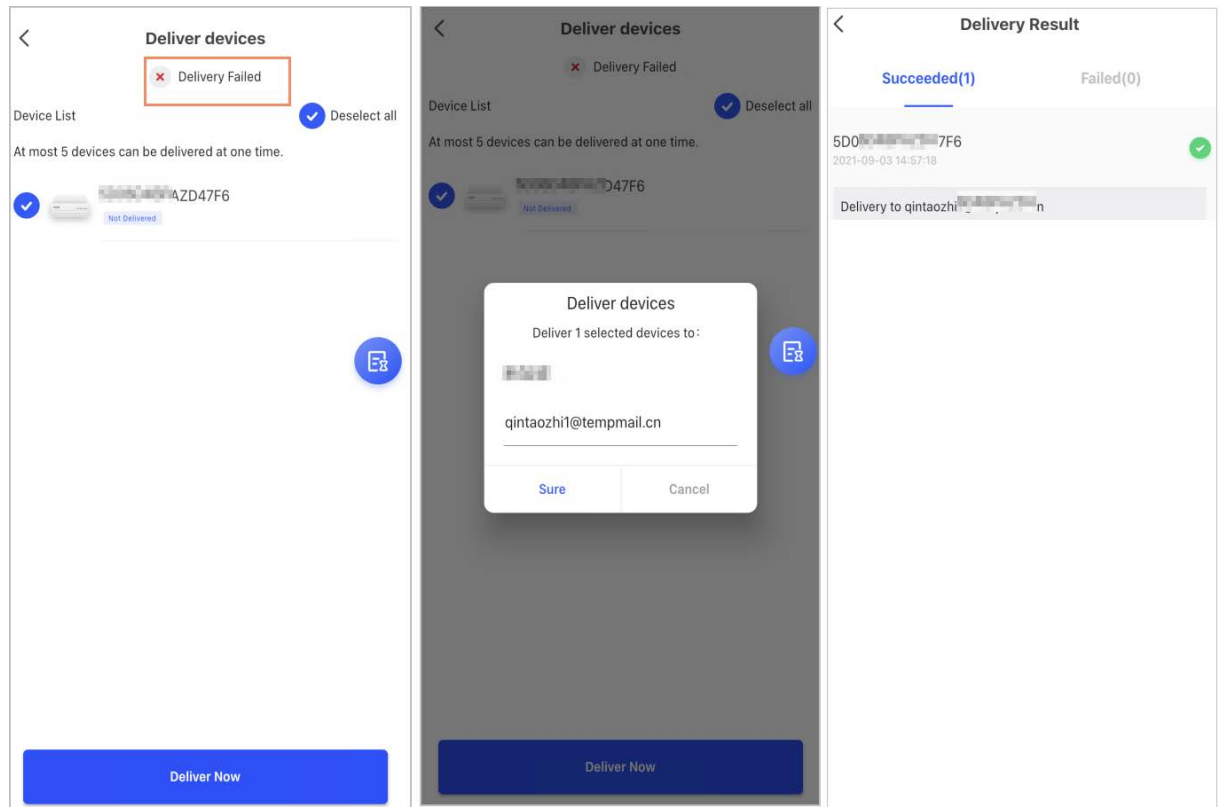
Step 5 Select one or several devices, and then tap **Deliver Now**.



For devices that failed to be delivered to customers, tap **Delivery Failed** to deliver again.

Step 6 Check customer's name and email, and then tap **Sure** to view results.

Figure 4-15 Delivery result



5 Managing Switches

5.1 Viewing Running Status

You can view the running status and port status of the switches.

Procedure



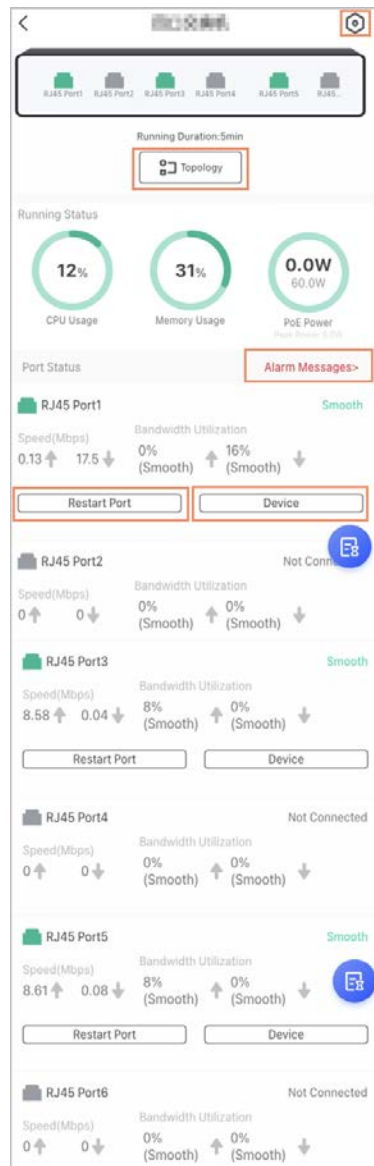

- Step 1** On the **Home** screen, tap , and then it goes to the **Sites** screen.
- Step 2** Tap  on the upper-left corner to switch to **Site mode**.
- Step 3** Select a site with the switch.
- Step 4** In the device list, select a switch to view its running status, such as its CPU usage, memory usage and PoE power. You can also see the port status such as speed, and bandwidth utilization.

Figure 5-1 Switch status



- To configure the switch, tap . For details, see "5.3 Configuring Switches".

- To view network topology information, tap **Topology**.
- To view alarm messages, tap **Alarm Messages**.
- To restart the port, tap **Restart Port** on the switch screen.
- To view device details, tap **Device**. You can view details on port No., device name, model and IP.

5.2 Viewing Network Topology



If you want to display the device on the switch topology, enable the LLDP function on the device web.

Step 1 On the **Home** screen, tap , and then it goes to the **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Site mode**.

Step 3 Select a site with the switch.

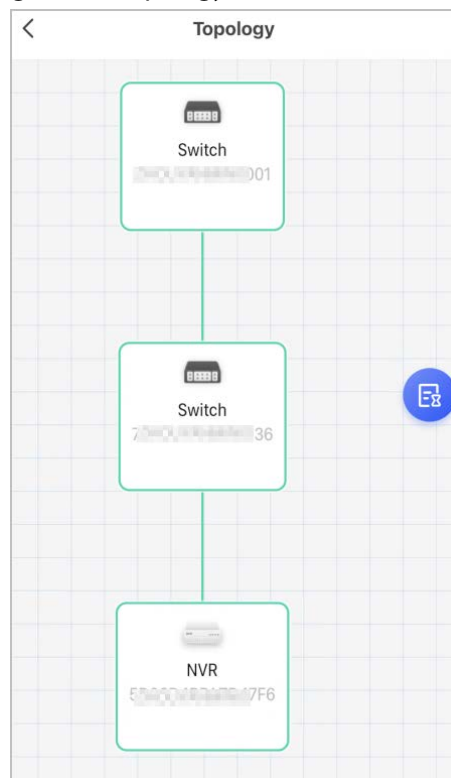


Set root first in the site, and then root switch will be displayed in the topology.

Step 4 In the device list, select a switch.


Step 5 On the switch screen, tap **Topology** to view topology information.

Figure 5-2 Topology information



5.3 Configuring Switches

Step 1 On the **Home** screen, tap , and then it goes to the **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Site mode**.

Step 3 Select a site with the switch.


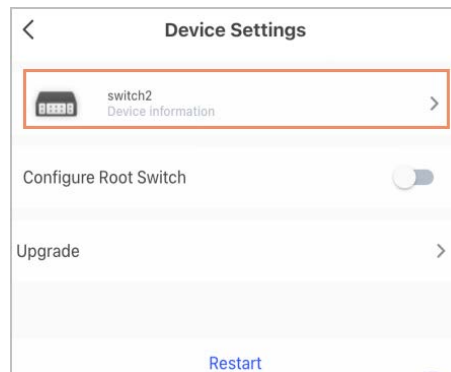

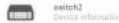



Step 4 On the switch screen, tap  to view and configure settings of the switch.

Figure 5-3 Device settings



- To view basic information of the switch, tap . You can view switch details on device name, SN, device status, model, IP address, MAC address and program version.
- To delete the switch, tap , and then tap **Remove Device**.
- To configure root switch, tap  to enable the root switch function, and set the current switch as root.
After configuration,  becomes .
- To update the switch, select **Upgrade** > **Update Now**.
- To restart the switch, tap **Restart**.

6 Managing Other Devices

You can manage other devices, such as storage, camera, and video intercom.

6.1 Viewing Device Details



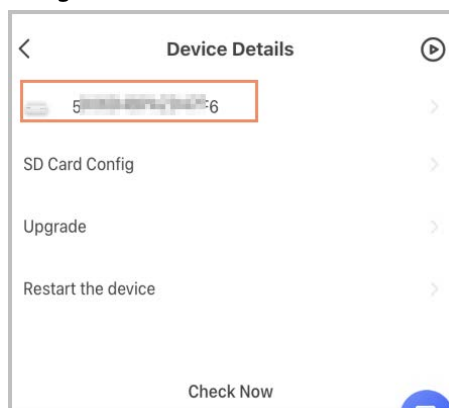
- Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Device mode**.
- Step 3 In the device list, select a camera.

Figure 6-1 Device details



- Step 4 Tap the device icon to view and configure settings of the device.
- View details on the device such as device name, SN, device status and model.
 - To delete the device, tap **Remove Device**.

6.2 Live View

You can view monitoring channels, take snapshots, record videos, add channels to favorites, and more.



You can only perform live view operations on undelivered devices.




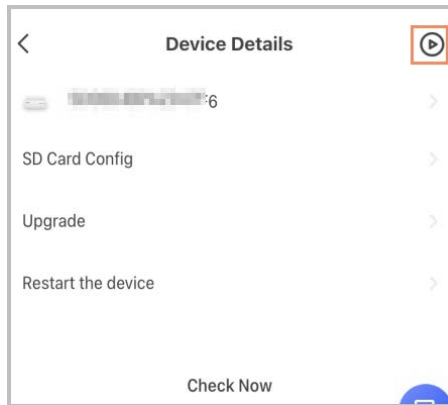
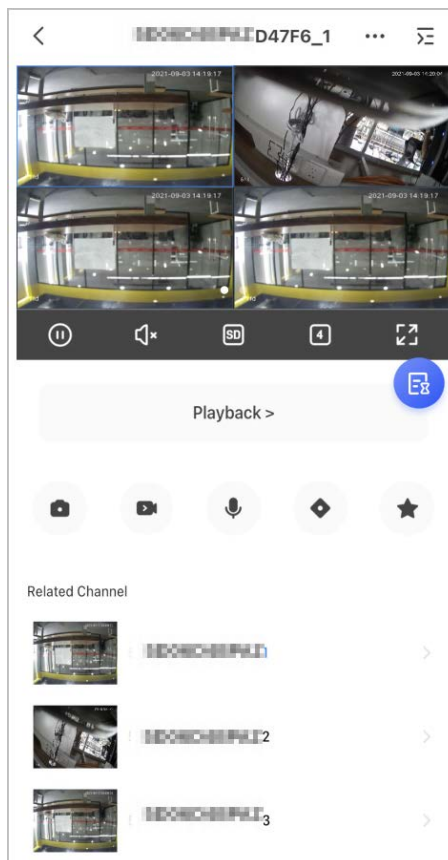
- Step 1 On the **Home** screen, tap , and then it goes to the **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Device mode**.
- Step 3 Select a device from the list, and then go to the **Device Details** screen.
- Step 4 On the **Device Details** screen, tap .



Figure 6-2 Live




Step 5 Add one or several channels.

Figure 6-3 Live screen



- To add one channel, tap .
- To add channels in batches, tap .



- To filter device types (storage, camera, and video intercom), tap **Device Type** on the **Select Device** screen.
- To search for a device, channel or a site, tap  on the upper-right corner of the **Select Device** screen, and then enter keywords.

Step 6 View and perform operations for live videos.

Figure 6-4 Live

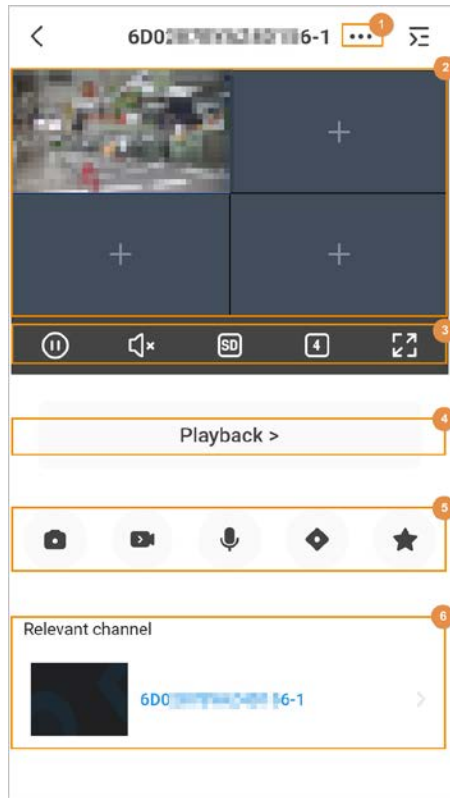















Table 6-1 Live screen description

No.	Function	Description
1	Device details	Goes to the Device Config screen.
2	Live view	Displays the live video of selected channels.  <ul style="list-style-type: none"> • Double-tap the video to zoom in or out. • Swipe left or right to view other added channels. • Tap and hold a video, and then move it to the target place to change the window order.
3		Play/Pause.
		Mute/Unmute.
		SD/HD switch. Change the resolution.
		Split view. Max. 4 views are supported.
		Full screen.
4	Playback	Tap Live to go to the Playback screen. For details on performing operations on the Playback screen, see "6.3 Playback".
5		Snapshot.  Snapshots are saved in Me > My File .
		Video recording.  Recorded videos are saved in Me > My File .

No.	Function	Description
		Audio communication with the camera.
		PTZ control.
		Favorites. Create a favorites folder and add the selected channel to Favorites or to the existing favorites folder.
6	Relevant channel	Displays other channels of the same device (for video recorders).


6.3 Playback

You can search for and play back recorded videos that are saved on the device.



You can only perform playback operations on undelivered devices.

Step 1 On the **Home** screen, tap , and then it goes to the **Sites** screen.

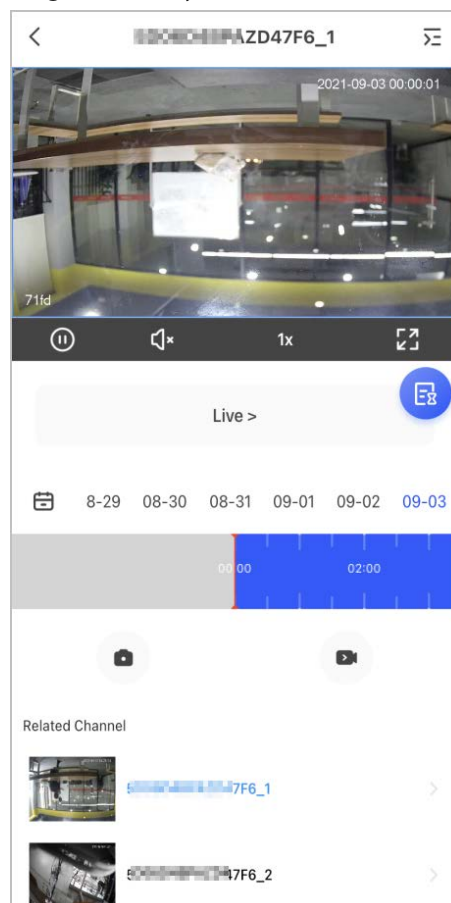
Step 2 Tap  on the upper-left corner to switch to **Device mode**.

Step 3 In the device list, tap a device, and then go to the **Device Details** screen.


Step 4 On the **Device Details** screen, tap .


Step 5 On the **Live** screen, tap **Playback**.

Figure 6-5 Playback screen




Step 6 Select a time, and then play back a channel or multiple channels.

- To add one channel, tap .

- To add channels in batches, tap .



- To filter device types (storage, camera, and video intercom), tap **Device Type** on the **Select Device** screen.
- To search for a device, channel or a site, tap  on the upper-right corner of the **Select Device** screen, and then enter keywords.

Step 7 View and perform operations for recorded videos.

Figure 6-6 Playback

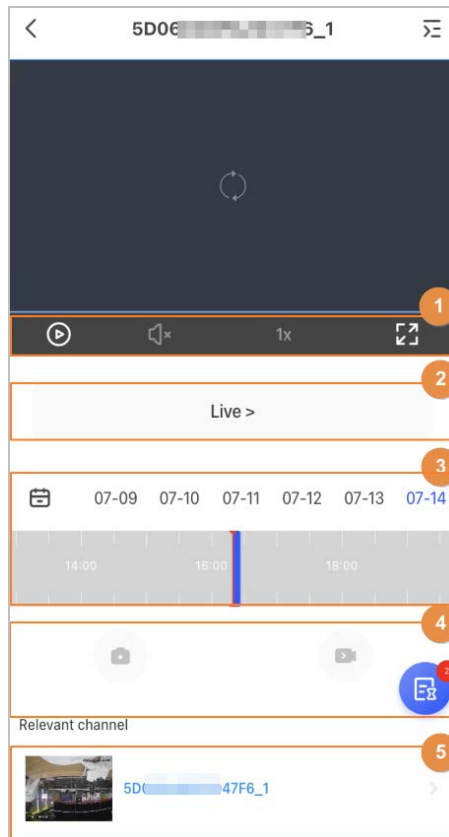










Table 6-2 Playback screen description

No.	Function	Description
1		Play/Pause.
		Mute/Unmute.
		Change the playing speed to 1X, 2X, 4X, 1/2X, or 1/4X.
		Full screen.
2	Live	Tap Playback to go to the Live screen. For details on performing operations on the Live screen, see "6.2 Live View".
3	Recording time	Select the time to play back the video for a specific period.
4		Snapshot.  Snapshots are saved in Me > My File .

No.	Function	Description
		Video recording.  Recorded videos are saved in Me > My File.
5	Relevant channel	Displays other channels of the device.

7 Entrusting Tasks


You can apply for customers' authorization to entrust their devices or handle their entrusting applications directly.

7.1 Applying to Customers to Entrust Devices

After delivering devices to customers, you can apply for their authorization to entrust their devices to you.

The configurations for these can be found in **Site mode** and **Device mode**. The operations for these two modes are similar. This section uses configurations in **Device mode** as an example.

Step 1 On the **Home** screen, tap  , and then it goes to the **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Device mode**.

Step 3 Tap  , and then it goes to **Apply for Authorization**.

Step 4 On the **Apply for authorization** screen, select devices, and then tap **Apply for authorization**.

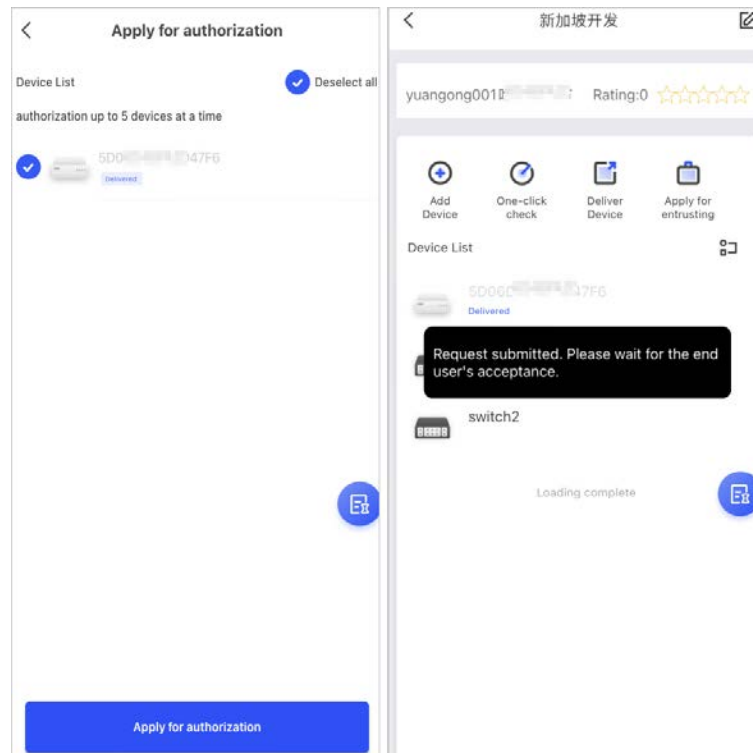


To apply for authorization of all devices, tap **Select all** on the **Apply for Authorization** screen.

Step 5 View the entrusting request message.

After an entrusting request has been successfully sent, a message will pop up on the **Home** screen. You need to wait for a response from the customer, which will be displayed on the **Personal Message** screen.

Figure 7-1 Entrusting request message



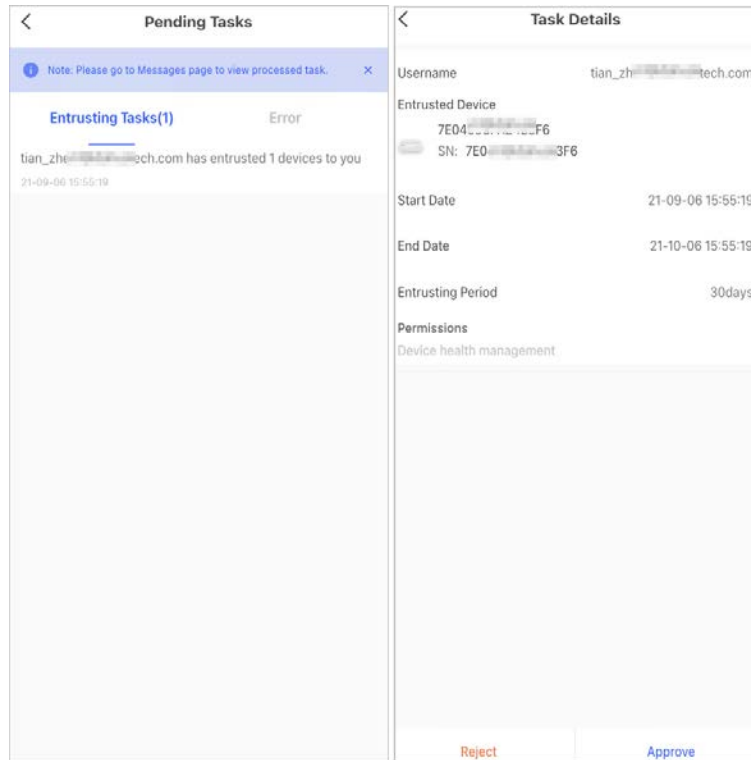
7.2 Handling Entrusting Applications

You can review and reply to customers' applications by approving or rejecting them.

Step 1 On the **Home** screen, select **Pending Task** > **Entrusting Review**.

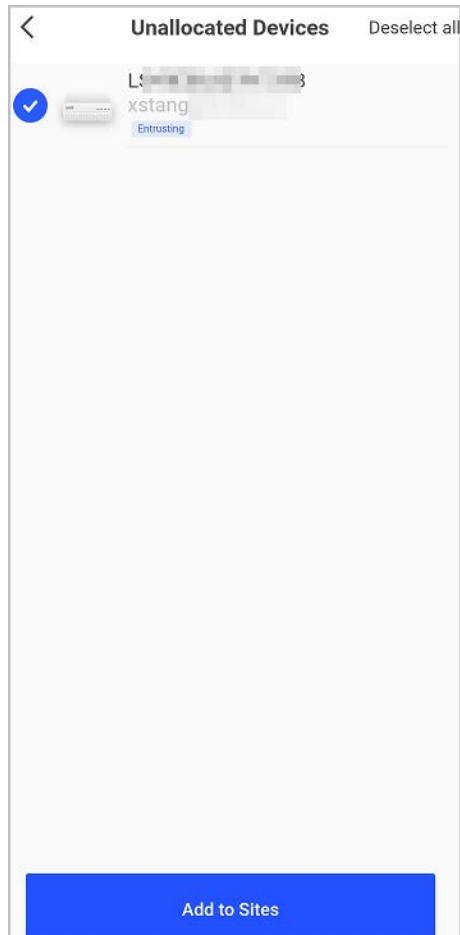
Step 2 On the **Pending Task** screen, select a task to view task details and handle entrusting applications.

Figure 7-2 Handle entrusting tasks



- To approve
 - 1) Tap **Approve**, and then it goes to the **Unallocated Devices** screen.
 - 2) Select devices to be allocated or tap **Select all**, and then tap **Add to Sites**.

Figure 7-3 Add device to sites



- 3) On the **Sites** screen, select a site or add a new site. For details on adding a site, see "4.1 Adding Sites".
- 4) Tap **OK** to confirm move this device to the selected site.
 - To reject: Tap **Reject**, enter reasons for rejection, and then tap **Sure**.

Figure 7-4 Reject

< **Task Details**

Username 5022184

Entrusted Device
qqq
S/N: 7E

Start Date 21-07-15 16:27:30

End Date 21-08-14 16:27:30

Entrusting Period 30days

Entrusted Permissions
Equipment operation and maintenance.

Cancel **Entrusting Rejected** Sure

Please enter rejection reason

[Reject](#) [Approve](#)

8 Operation and Device Health Maintenance

After allocating devices to sites and assigning sites to operator accounts, you can provide operation and device health maintenance services, such as checking the health status of devices, remotely configuring devices, and fixing errors.

8.1 Checking Device Health Status

You can check the online and offline status of devices in real time, and check the health status of devices one at a time or in batches.

The configurations for these can be found in **Site mode** and **Device mode**. The operations for these two modes are similar. This section uses configurations in **Device mode** as an example.

8.1.1 Checking Device One by One



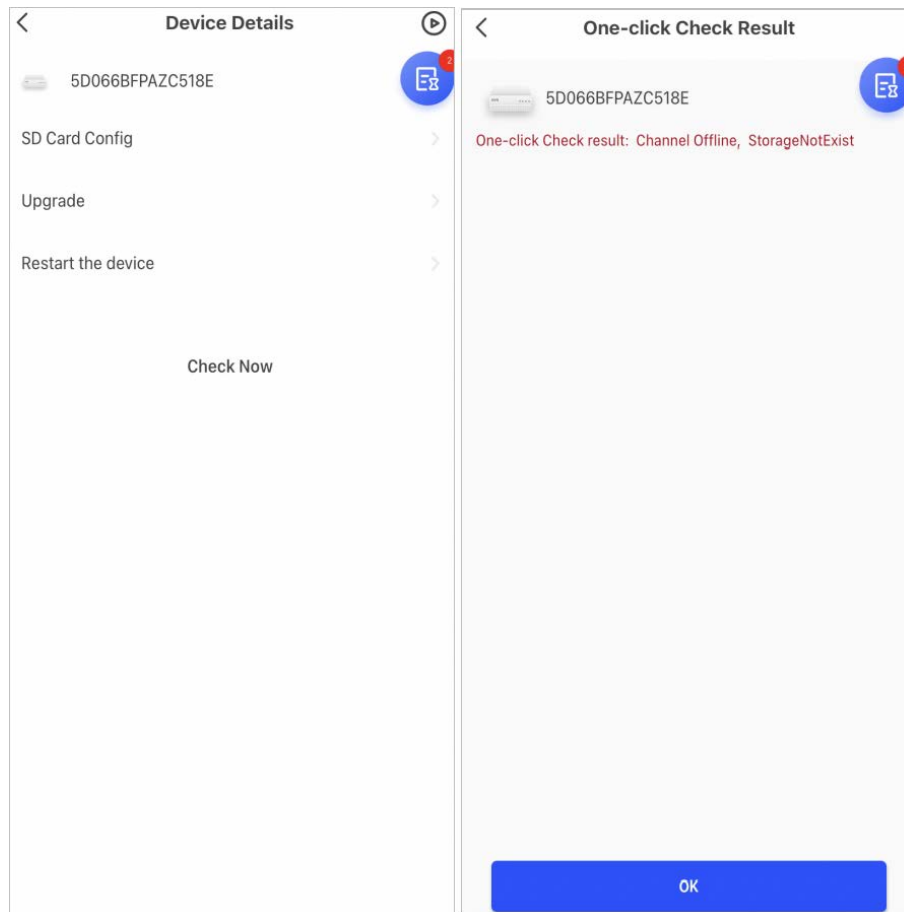



- Step 1 On the **Home** screen, tap , and then it goes to the **Sites** screen.
- Step 2 Tap  on the upper-left corner to switch to **Device mode**.
- Step 3 In the device list, select a device and tap **Check Now** to check the status of the selected device.
- Step 4 View checking results, and then tap **OK**.

Figure 8-1 Check device one by one



Offline devices cannot be checked.

8.1.2 Checking Devices in Batches

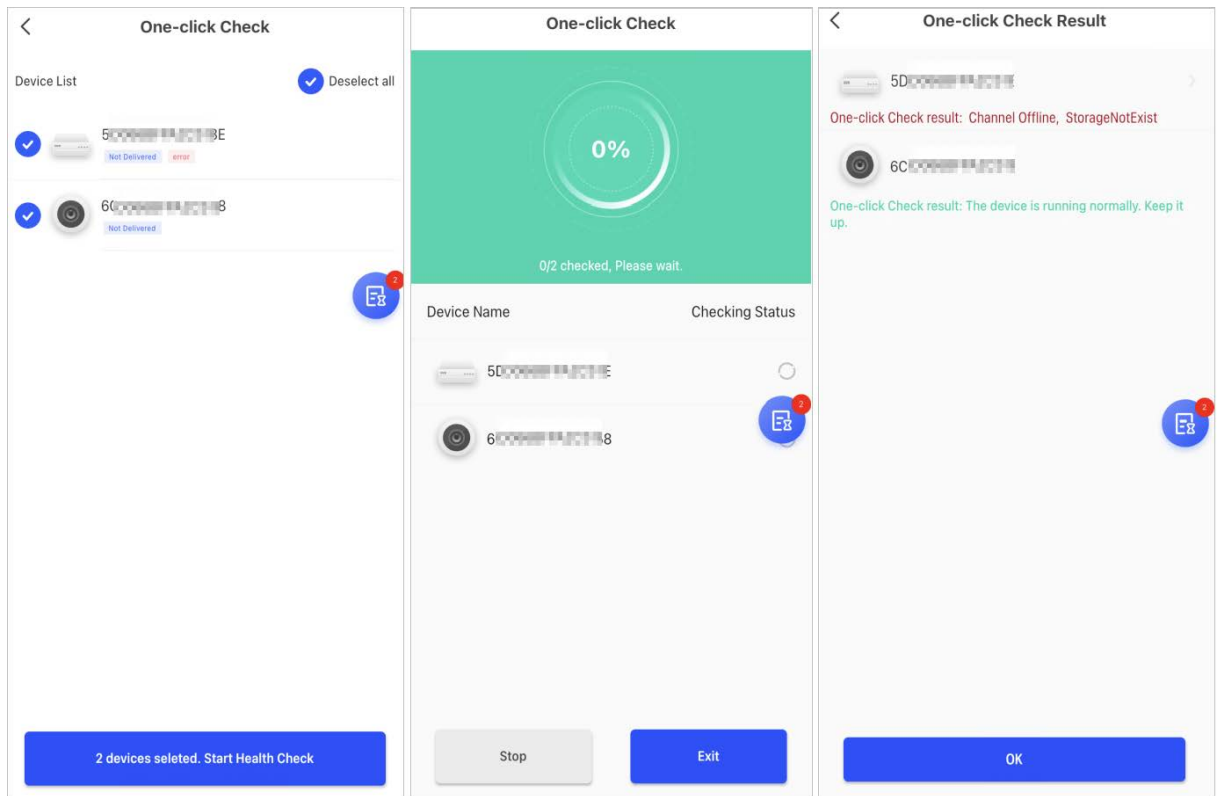
- Step 1** On the **Home** screen, tap  , and then it goes to the **Sites** screen.
- Step 2** Tap  on the upper-left corner to switch to **Device mode**.
- Step 3** Tap .
- Step 4** Select devices you want to check, and then tap **X devices selected. Start Health Check**.



To select all devices, tap **Select all**.

- Step 5** View checking results, and then tap **OK**.

Figure 8-2 Check devices in batches



Offline devices cannot be checked.

8.2 Fixing Errors

You can fix errors after abnormal devices are checked. Errors are found in two ways, including device automatic reporting and manual checking.

Step 1 On the **Home** screen, select **Pending Task** > **Error Fixing**.

Step 2 In the error list, tap an error task, and then tap **Start processing**.

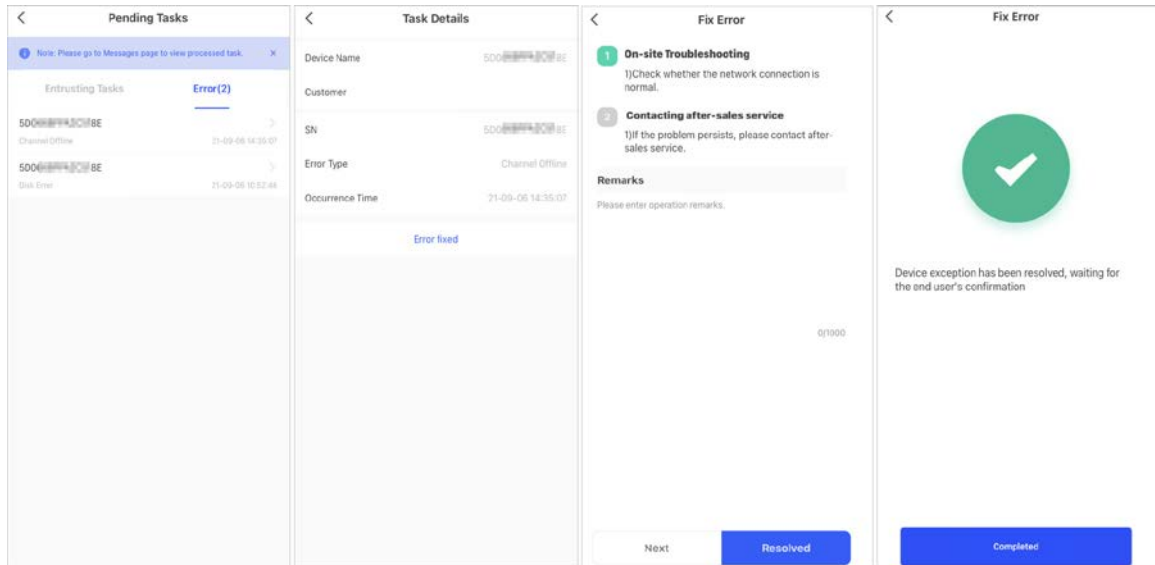
Step 3 Fix the error according to the suggestions.

Step 4 Tap **Resolved** if the error is fixed, and then wait for the customer to confirm it.



Customers will be notified of the fixing status of errors. If they confirm that the error has been fixed, they will be asked to evaluate the service.

Figure 8-3 Fix errors



8.3 Remote Device Configuration

You can configure devices remotely by updating and restarting devices, formatting the SD card, and more.

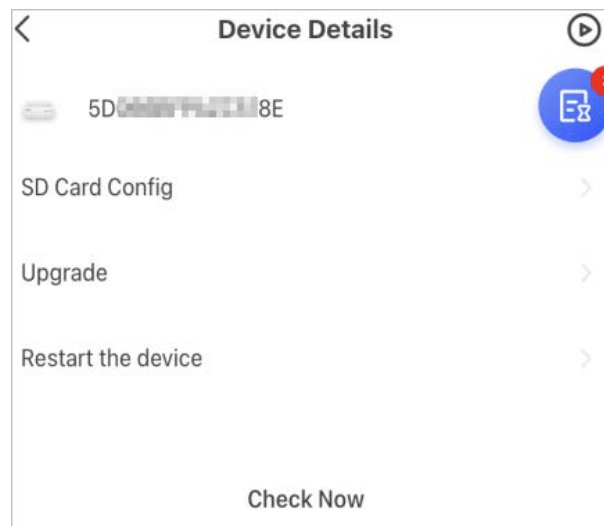
The configurations for these can be found in **Site mode** and **Device mode**. The operations of these two modes are similar. This section uses configurations in **Device mode** as an example.

Step 1 On the **Home** screen, tap , and then it goes to **Sites** screen.

Step 2 Tap  on the upper-left corner to switch to **Device mode**.

Step 3 In the device list, select a device, and then configure the device remotely on **Device Details** screen.

Figure 8-4 Remote device configuration




- To view used capacity, tap **SD Card Config**.

- To format SD card, select **SD Card Config > Formatted SD card**, and then enter the device password.
- To update the device, tap **Cloud Upgrade**.
- To restart the device, tap **Restart the device**.

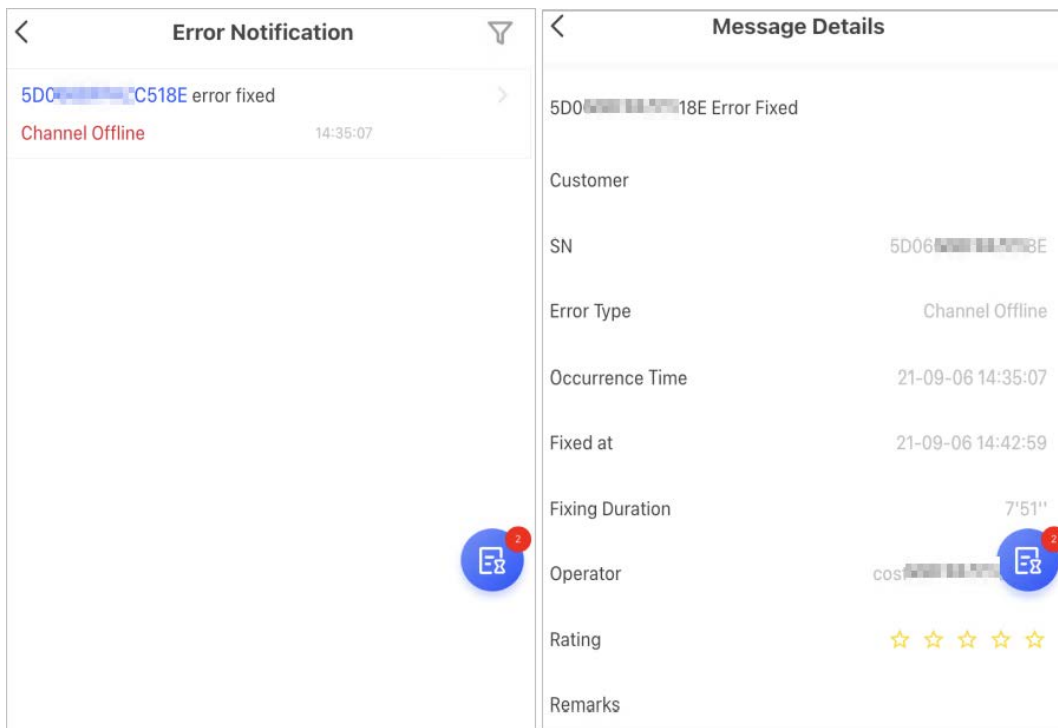
8.4 Viewing Evaluations

After remotely configuring devices, and having fixed errors, customers will evaluate how operators performed in error fixing and device health maintenance. The admin account can view details on errors such as error type, the time the error occurred, suggestions and operation, the name of the operator and ratings.

Step 1 On  screen, tap **Error Notification**.

Step 2 In the message list, tap a message to view message details, including customer username, operator username, device details, error details, error fixing details and rating.

Figure 8-5 Message details



9 Message

On  screen, you can view messages sorted in alarm, personal, error and system.

Figure 9-1 Message

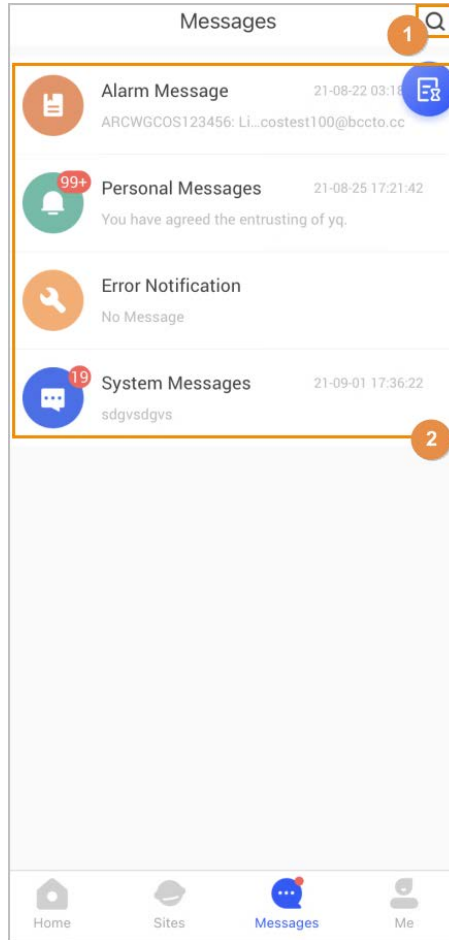






Table 9-1 Message

No.	Message Type	Description
1	Q	Enter keywords to search for alarm, personal, error and system messages.

No.	Message Type	Description
2	Alarm Message	<p>View, search and process alarm messages.</p> <ul style="list-style-type: none"> • To view message details, tap a message. You can view message details on alarm source, time, type, processing status, comments and more. • To search for the alarm messages, tap , and then select time and device. • To process pending messages. <ol style="list-style-type: none"> 1. On the Alarm Message screen, tap  2. Select alarm messages as needed or tap All. 3. Tap Process to go to the Message Processing screen. 4. Select processing type (processed, false alarm and ignore). 5. Enter comments. 6. Tap Done. <p></p> <p>Tap the pending message directly if you want to process at a time.</p>
	Personal Message	Messages for entrusting tasks.
	Error Notification	<p>Messages for error tasks.</p> <p>To search for the error messages, tap , and then select error type and processing status.</p>
	System Message	Messages for the app.

10 Me


On  screen, you can manage account information and configure system parameters.

Figure 10-1 Me

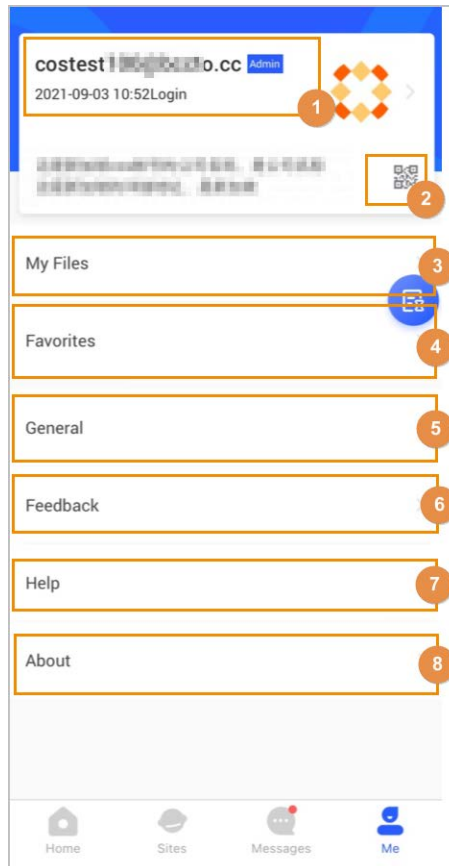



Table 10-1 Me

No.	Message Type	Description
1	Personal Info	Personal information. <ul style="list-style-type: none"> To log in with another account, tap Switch Account. To exit the app, tap Exit.
2	Entrusting Code	Customers can scan entrusting codes to entrust devices to the company.
3	My File	Photos and videos you stored on the Live screen.
4	Favorites	<ul style="list-style-type: none"> Displays channels you added to the Live screen. To add a new favorites folder, tap +.
5	General	<ul style="list-style-type: none"> Region Settings: Select a region. Fingerprint Login/Gesture Login: Enable them, and then you can login with fingerprint and gesture. Change Password: Tap to enter a new password.
6	Feedback	Submit suggestions to the app developer.

No.	Message Type	Description
7	Help	<p>A list of useful resources to help you know better about the COS Pro and relevant operations, such as user manual, datasheet, FAQ, wizard and device troubleshooting guide.</p>  <p>Supports Wizard in French, Chinese and English.</p>
8	About	Information on the COS Pro app.

Appendix 1 Cybersecurity Recommendations

The necessary measures to ensure the basic cyber security of the platform:

1. Use Strong Passwords

Please refer to the following suggestions to set passwords:

- The length should not be less than 8 characters.
- Include at least two types of characters; character types include upper and lower case letters, numbers and symbols.
- Do not contain the account name or the account name in reverse order.
- Do not use continuous characters, such as 123, abc, etc.
- Do not use overlapped characters, such as 111, aaa, etc.

2. Customize the Answer to the Security Question

The security question setting should ensure the difference of answers, choose different questions and customize different answers (all questions are prohibited from being set to the same answer) to reduce the risk of security question being guessed or cracked.

Recommendation measures to enhance platform cyber security:

1. Enable Account Binding IP/MAC

It is recommended to enable the account binding IP/MAC mechanism, and configure the IP/MAC of the terminal where the commonly used client is located as a whitelist to further improve access security.

2. Change Passwords Regularly

We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

3. Turn On Account Lock Mechanism

The account lock function is enabled by default at the factory, and it is recommended to keep it on to protect the security of your account. After the attacker has failed multiple password attempts, the corresponding account and source IP will be locked.

4. Reasonable Allocation of Accounts and Permissions

According to business and management needs, reasonably add new users, and reasonably allocate a minimum set of permissions for them.

5. Close Non-essential Services and Restrict the Open Form of Essential Services

If not needed, it is recommended to turn off NetBIOS (port 137, 138, 139), SMB (port 445), remote desktop (port 3389) and other services under Windows, and Telnet (port 23) and SSH (port 22) under Linux. At the same time, close the database port to the outside or only open to a specific IP address, such as MySQL (port 3306), to reduce the risks faced by the platform.

6. Patch the Operating System/Third Party Components

It is recommended to regularly detect security vulnerabilities in the operating system and third-party components, and apply official patches in time.

7. Security Audit

- Check online users: It is recommended to check online users irregularly to identify whether there are illegal users logging in.
- View the platform log: By viewing the log, you can get the IP information of the attempt to log in to the platform and the key operation information of the logged-in user.

8. The Establishment of a Secure Network Environment

In order to better protect the security of the platform and reduce cyber security risks, it is

recommended that:

- Follow the principle of minimization, restrict the ports that the platform maps externally by firewalls or routers, and only map ports that are necessary for services.
- Based on actual network requirements, separate networks: if there is no communication requirement between the two subnets, it is recommended to use VLAN, gatekeeper, etc. to divide the network to achieve the effect of network isolation.