



# **COS Pro Portal**

## **User's Manual**








# Foreword

## General

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

## Safety Instructions

The following signal words might appear in the manual.

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

## Revision History

Version	Revision Content	Release Time
V1.5.0	<ul style="list-style-type: none"> <li>Updated "3 Home", "2 Business Process", "5 Sites Management", "6 Entrusting Tasks", "7 Company Management" and "8 Health Center".</li> <li>Updated images.</li> </ul>	September 2021
V1.4.0	<ul style="list-style-type: none"> <li>Updated "4.1 Signing Up", "2 Business Process", "3 Home", "5 Sites Management", "8 Health Center", and "9 Service Packages".</li> <li>Added "6.1 Applying to Customers to Entrust Devices", and "9.2 Requesting Invoices".</li> </ul>	May 2021
V1.3.0	<ul style="list-style-type: none"> <li>Added "2 Business Process", "7 Company Management", and "5 Sites Management".</li> <li>Updated "6 Entrusting Tasks", and "8 Health Center".</li> <li>Updated images.</li> <li>Updated name to COS Pro Portal.</li> </ul>	April 2021

Version	Revision Content	Release Time
V1.2.0	<ul style="list-style-type: none"><li>• Added "1 Introduction".</li><li>• Updated "4.2 Changing Password", and "7 Company Management".</li><li>• Updated images.</li></ul>	January 2021
V1.1.0	<ul style="list-style-type: none"><li>• Added device management and entrust review.</li><li>• Updated images.</li></ul>	October 2020
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.

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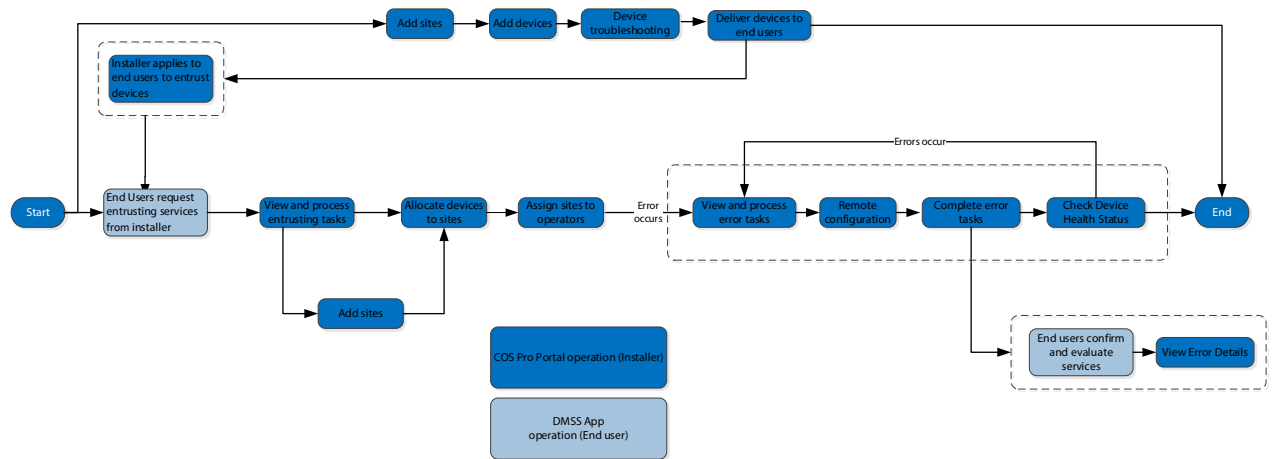
# 1 Introduction

COS Pro Portal is designed to help installers by providing professional operation and device health management services for end users. It supports functions, including company management, operator management, site management, device entrusting review, operation and device health management, and more.

## 2 Business Process

Following is the operation process of the Portal. You can follow the process to perform various operations and manage the health of devices entrusted by end users.

Figure 2-1 Business process



# 3 Home

You can view the device number, customer number, entrusting service information, operation and device health management information, and other training information on the **Home** page.

Figure 3-1 Home

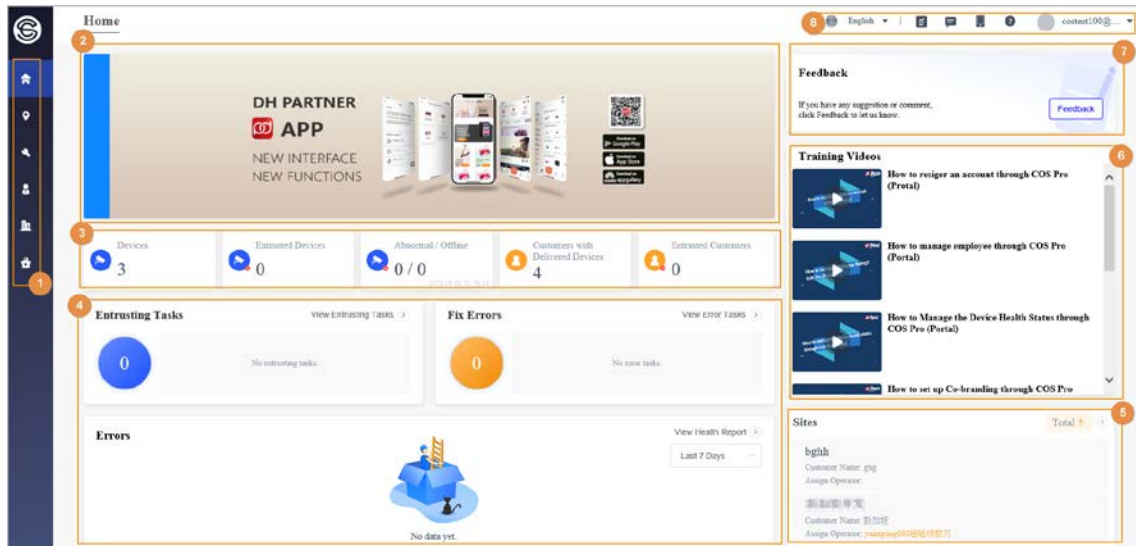













Table 3-1 Home

No.	Name	Description
1	Navigation bar	Six tabs: <b>Home</b> , <b>Sites</b> , <b>Health Center</b> , <b>Entrusted Customers</b> , <b>Company</b> , and <b>Services</b> .
2	Related app info	Displays QR codes of related apps, including the DMSS app, COS Pro app, and DH Partner app. <ul style="list-style-type: none"> <li>DMSS app aims to help end users entrust their devices to the COS Pro Portal and COS Pro app. For details, see <i>DMSS App_User's Manual</i>.</li> <li>COS Pro app is a supplement for the COS Pro Portal. It provides operation and device health management services for end users. For details, see <i>COS Pro App User's Manual</i>.</li> <li>DH Partner app aims to help installers by providing them with more device information.</li> </ul>
3	Device info	Displays the total number of devices, entrusted devices and abnormal devices.
	Customer info	Displays the total number of customers and customers with entrusted devices.
4	Entrusting Tasks	Displays entrusting tasks to be handled. Click <b>View Entrusting Tasks</b> to handle entrusting tasks. For details, see "6 Entrusting Tasks".

No.	Name	Description
	Error Tasks	<ul style="list-style-type: none"> <li>Error tasks to be handled. Click <b>View Error Tasks</b> to go to <b>Health Center</b> to handle tasks. For details, see "8.2 Fixing Errors".</li> <li>Click <b>View Error Task</b> to go to <b>Health Center</b>.</li> </ul>  <p>You can also select <b>Health Center &gt; Health Center</b> to go to <b>Health Center</b> directly.</p>
	Errors	<ul style="list-style-type: none"> <li>Displays error types and numbers within the selected days in a pie chart. You can select from 7 days, 30 days, 6 months and a year.</li> <li>Click <b>View Health Report</b> to view health reports by week, month, year, and customized date and perform other operations, such as exporting and searching for health reports.</li> </ul>  <p>You can also view health reports by selecting  <b>&gt; Health Report</b>.</p>
5	Recent History	Displays the recent operation history of sites. You can also click the <b>Sites</b> tab to go to <b>Sites</b> . For more details on <b>Sites</b> , see "5 Sites Management".
6	Videos	Click to view training videos.
7	Feedbacks	Click <b>Feedback</b> to submit your comments and suggestions.
8		Select languages, including Chinese, French and English.
		Click  to go to <b>Health Report</b> and <b>Operator Evaluation Form</b> .
		Display personal and system messages. <ul style="list-style-type: none"> <li><b>Personal Message:</b> Displays messages about entrusting application and error details.</li> <li><b>System Message:</b> Displays messages about the Portal.</li> </ul>
		Displays the QR code of COS Pro mobile client.
		Displays the user manual, datasheet, FAQ, device troubleshooting guide and wizard.

No.	Name	Description
	Account	<p>Manage account information, such as changing password, and providing feedback.</p> <p></p> <p>For more details on changing the password, see "4.2 Changing Password".</p> <p></p> <p>You can also provide feedback by clicking <b>Feedback</b> on the <b>Home</b> page.</p>

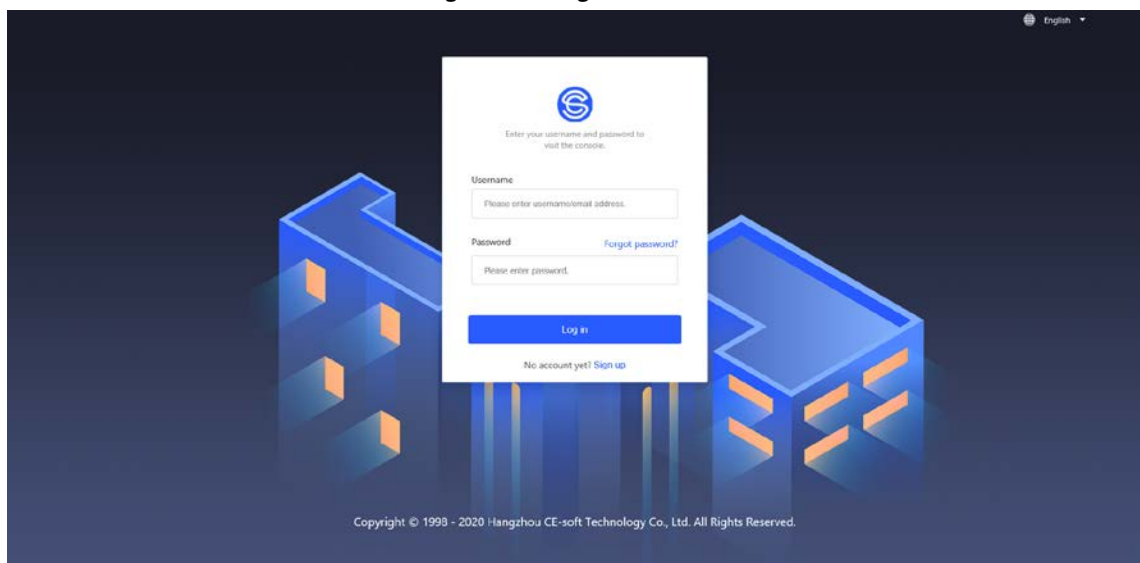
## 4 Login

### 4.1 Signing Up

For first-time use, you need to create an account. We recommend using IE 11 or Chrome 76 to log in to the Portal.

**Step 1** Open the browser, enter <https://www.pro.cossecurity.com> in the browser address bar, and then press the Enter key.

Figure 4-1 Login



**Step 2** Create an account.

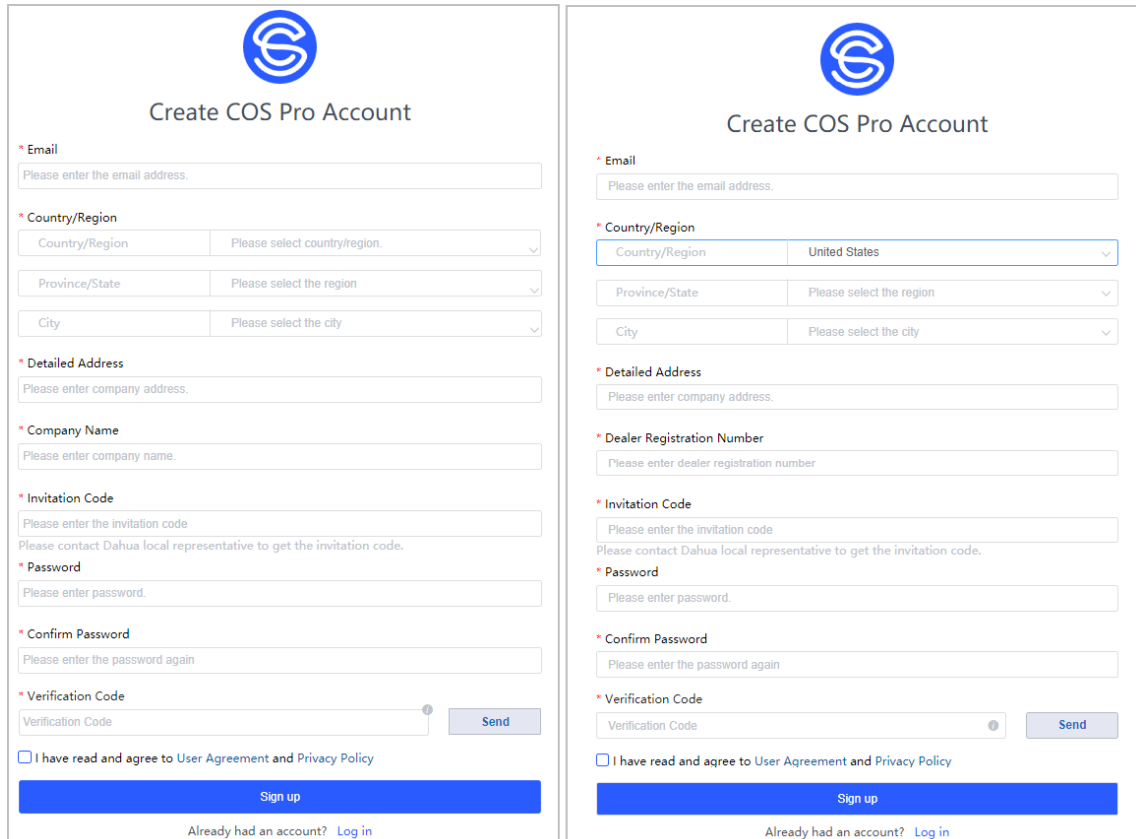


**Skip this step if you already have an account.**

- 1) On the login page, click **Sign up**.
- 2) In the **Sign up** window, 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 **Sign up** window. For all other countries and regions, **Company Name** will appear.

Figure 4-2 Create an account



The figure displays two versions of the 'Create COS Pro Account' form. The left version is the initial form with all fields empty. The right version shows the form after some information has been entered: 'Country/Region' is set to 'United States', and a 'Dealer Registration Number' field has been added below the 'Detailed Address' field. Both forms include fields for Email, Country/Region (with sub-fields for Province/State and City), Detailed Address, Company Name, Invitation Code, Password, Confirm Password, and Verification Code. A 'Send' button is next to the Verification Code field. At the bottom of each form is a 'Sign up' button and a link for 'Already had an account? Log in'.

- **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 the dealer registration number.



For customers in North America, enter the dealer registration number.

- **Invitation Code:** Enter the invitation code, which can be obtained from the inviter.
- **Password** and **Confirm Password:** Enter the password and confirm it.
- **Verification Code:** Click **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) Click **Sign up**, and then the portal returns to the **Login** page.

**Step 3** Enter your email address and password, and then click **Log in**.



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

## 4.2 Changing Password

Click **Forgot password?** on the login page to reset your password when you forget it, or click **Change Password** on the **Home** page to change your password after login. The method for carrying out both operations is similar, this section uses **Change Password** as an example.

Step 1 Log in to the Portal.

Step 2 Click account icon on the upper-right corner of the Portal.

Step 3 Click **Change Password**.

Step 4 Enter your old password, new password, and confirmed password, and then click **Next**.

Step 5 Click **Go to**, and then on the login page, use your new password to log in.

## 5 Sites Management

Add sites and devices, and then you can deliver devices to customers. By creating sites, operators can manage devices by sites.

- Only one device can be allocated per site, but one site can be allocated with multiple devices.
- Devices in the site are not allowed to be transferred to other sites.

### 5.1 Adding Sites

You need to create sites first before managing devices.

**Step 1** Log in to the Portal page, and then click **Sites**.

Figure 5-1 Sites

Site Name	Customer Name	Address	Assign Operator	Entrusted	To be Delivered	Delivered	Operation
...	...	Singapore	...	0	1	0	[Edit] [Delete]
...	...	Singapore	...	0	2	1	[Edit] [Delete] [Add]
...	...	Singapore	...	0	0	0	[Edit] [Delete]
...	...	Singapore	...	0	0	0	[Edit] [Delete]
...	...	Singapore	...	0	0	0	[Edit] [Delete]

**Step 2** Click **+ Add Site** on the upper-left corner of **Sites**, specify site information, and then click **Complete**.

Figure 5-2 Add a site

**Add Site**

\* Site Name:

\* Time Zone:

Customer Name:

Email:

Assign Operator:

Address:

- Country/Region:
- Province/State:
- City:
- Address:

- **Site Name:** Customize a site name.
- **Time Zone:** Select a time zone, which follows inviter's address by default.
- **Customer Name** and **Email:** Enter customer name and email address.







The customer name and email address will automatically be recorded when you deliver the devices to the customer.

- **Assign Operator:** Select an operator to whom you will assign the devices.
- **Address:** Select country/region, province/state, and city, and enter the detailed address

of the customer.

## Related Operations

- To search for a site, enter the site name, customer name or operator name in .
- To edit the information of a site, click .
- To delete a site, click .
- To deliver the devices to the customers, click . For detailed operations, see "5.3 Delivering Devices".
- To apply for customer's authorization to entrust their devices to you, click . For detailed operations, see "6.1 Applying to Customers to Entrust Devices".

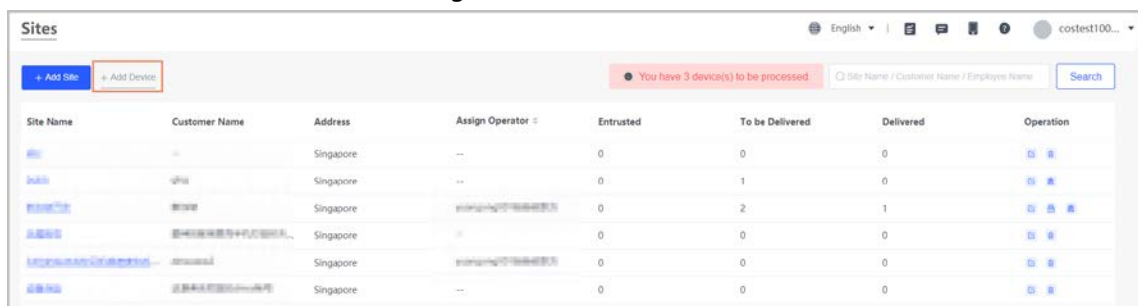
## 5.2 Adding Devices














Add devices to the portal for management and maintenance. You can add devices such as cameras, storage devices, alarm devices, video intercoms, and switches. You can add devices one by one or import them in batches.


- Devices can be added directly to the Portal or through COS Pro app.
- Make sure that the devices have been initialized before they are added to the Portal.
- Uninitialized devices can only be added through the app. For device initialization, see *COS Pro App User's Manual*.

**Step 1** Log in to the Portal page, and then click **Sites**.

Figure 5-3 Sites



Site Name	Customer Name	Address	Assign Operator	Entrusted	To be Delivered	Delivered	Operation
		Singapore	--	0	0	0	 
	qhs	Singapore	--	0	1	0	 
	新加坡	Singapore	admin@mg.com	0	2	1	  
	新加坡海峽發展有限公司	Singapore	--	0	0	0	 
	amassad	Singapore	admin@mg.com	0	0	0	 
	新加坡海峽發展有限公司	Singapore	--	0	0	0	 

**Step 2** Click  on the upper-left corner of the **Sites**.

**Step 3** Select a site that you are allocating devices to, and then click **Complete**.


You need to add a site first if there is no appropriate site available. To add a site, click . For detailed operations on adding a site, see "5.1 Adding Sites".

Figure 5-4 Select a site

**Step 4** Add devices.

- Add a device.  
Enter device name, device SN, and password, and then click **Complete**.

Figure 5-5 Add device one by one

- Add devices in batches.  
1) On the **Add Device** window, click **Import Device**.

Figure 5-6 Import device

- 2) Click **Download Template** and fill in the form with device information.
- 3) After completing the form, drag the file to the **Import** dialog box or click **Import** to upload.
- 4) Click **Complete**.

## 5.3 Delivering Devices

You can deliver devices to end users.



Offline and entrusted devices cannot be delivered.

**Step 1** Log in to the Portal page, and then click **Sites**.

Figure 5-7 Sites

Site Name	Customer Name	Address	Assign Operator	Entrusted	To be Delivered	Delivered	Operation
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	1	0	...
...	...	Singapore	...	0	2	1	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...

**Step 2** Click .

**Step 3** Check device information, and then click **Continue**.

Figure 5-8 Check device information

Deliver devices. ✕

The devices of bggh will be delivered. Please check device information.  
Only not delivered devices can be delivered. All devices not delivered on the site have already been selected automatically.

<input checked="" type="checkbox"/>	Device Name	Device SN	Device Model	Device Status	Entrustment Status
<input checked="" type="checkbox"/>	4H07DA2YAZ[REDACTED]	[REDACTED]DA2YAZ5880B	NVR	Online	To be Delivered

**Step 4** Enter the customer's email address, and then click **OK**.

Figure 5-9 Enter customer's email address

Deliver Device ✕

Customer Name

Customer Email

**Step 5** Confirm customer's information, and view delivery results.

**Step 6** If delivery failed, select **You have X device(s) to be processed > Not Delivered Devices** to deliver again.

Figure 5-10 Not delivered devices

Sites - Devices to be Processed English | [Icons] | costest100...

Devices not Allocated with Sites [Search Device Name / Device SN]

Not Delivered Devices	Device Name	Device SN	Delivery Time	Customer Email	Reason	Operation
	[REDACTED]	[REDACTED]	2021-09-04	[REDACTED]	Device offline.	[Refresh]
	[REDACTED]	[REDACTED]	2021-08-23	[REDACTED]	Device binding failed.	[Refresh]

## 5.4 Allocating Devices to Sites

You can allocate devices to sites before managing devices. But an error can occur while a device is being allocated to a site, such as the browser suddenly closing down. If this happens, click **Devices not Allocated with Sites** to reallocate the device.

**Step 1** Log in to the Portal, and then click **Sites**.

Figure 5-11 Sites

Site Name	Customer Name	Address	Assign Operator	Entrusted	To be Delivered	Delivered	Operation
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	1	0	...
...	...	Singapore	...	0	2	1	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...

**Step 2** Click **You have X device(s) to be processed**.

Figure 5-12 Devices not allocated with sites

Device Name	Device SN	Customer Name	Entrusting Period
...	7E0...3F6	...	2021-09-06

**Step 3** Click **Devices not Allocated with Sites**.

**Step 4** In the device list, select the device, and then click **Assign Site**.

**Step 5** Check device details, and then click **Complete**.

Figure 5-13 Check device details

Device Name	Device SN	Device Model
...	7E0...3F6	NVR

**Step 6** Select a site, and then click **Complete**.

You need to add a site first if there is no appropriate site available. To add a site, click [Add Site](#). For details on adding a site, see "5.1 Adding Sites".

Figure 5-14 Select a site

Assign Site ✕

Please select site. + Add Site

Site Name	Address	Assign Operator	Devices
<input type="radio"/> 1122313	American Samoa	tianzhen-operator	0 / 1
<input type="radio"/> QWEQEQWR	American Samoa	wenchao1	0 / 0
<input type="radio"/> 123456	American Samoa	tianzhen-operator	0 / 0
<input type="radio"/> wen[REDACTED]	American Samoa	tianzhen-operator	0 / 0
<input type="radio"/> chen[REDACTED]	American Samoa	wenchao1	0 / 0

Complete

## 6 Entrusting Tasks

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

### 6.1 Applying to Customers to Entrust Devices

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

**Step 1** Log in to the Portal, and then click **Sites**.

Figure 6-1 Sites

Site Name	Customer Name	Address	Assign Operator	Entrusted	To be Delivered	Delivered	Operation
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	1	0	...
...	...	Singapore	...	0	2	1	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...
...	...	Singapore	...	0	0	0	...

**Step 2** Click .

**Step 3** Check device information, and then click **Continue**.

Figure 6-2 Check device information

Apply for Permissions

Application will be sent to the customer [redacted]. Please confirm device information.  
 You can only apply for permissions of delivered devices. All delivered devices in the site have been automatically selected for you.

Device Name	Device SN	Device Model	Device Status	Entrustment Status
5D06D48F[redacted]F6	5D06D4[redacted]7F6	NVR	--	Delivered

Continue

**Step 4** On the **Apply for Permissions** pop-up window, click **OK**.

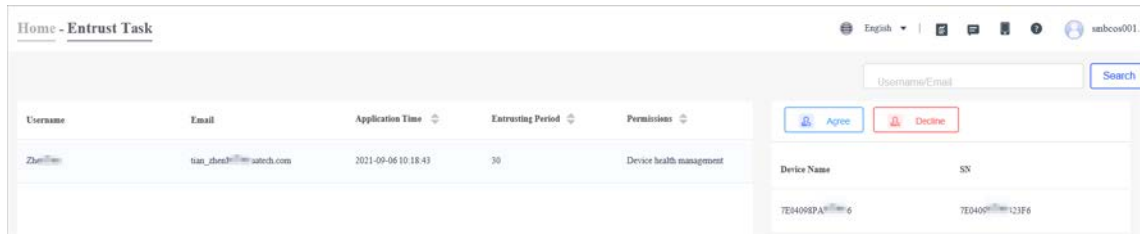
After successfully sending an entrusting request, a message will pop up on the **Home** page, and then you need to wait for a response from the customer, which will be displayed on the > **Personal Message** page.

## 6.2 Reviewing Entrusting Applications

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

**Step 1** Log in to the Portal, and then select **Home > Entrusting Tasks > Viewing Entrusting Tasks** to view entrusting details.

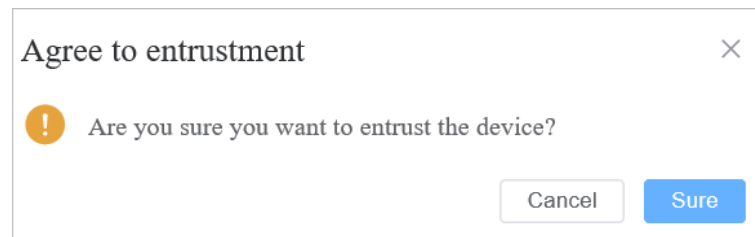
Figure 6-3 Entrusting task



**Step 2** Click **Agree** or **Decline** to approve or reject device entrusting applications.

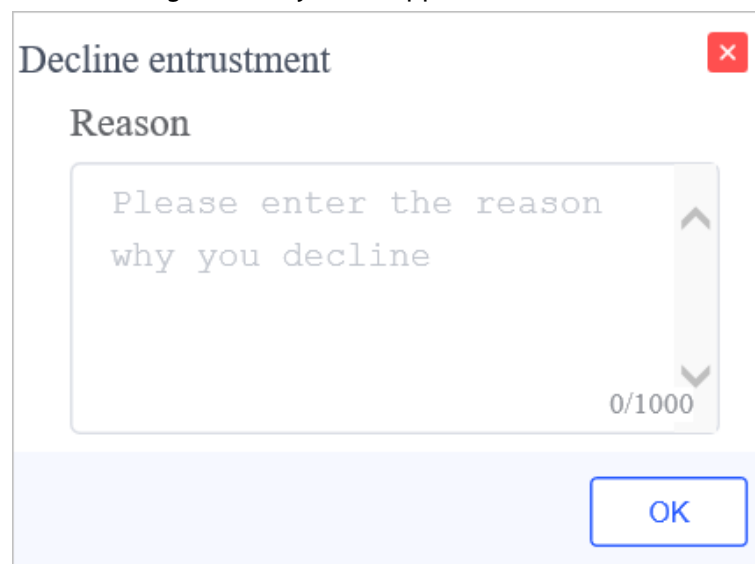
- If you want to approve the application:
  - 1) Click **Agree**.
  - 2) On the **Agree to entrustment** window, click **Sure**.

Figure 6-4 Approve the application



- If you want to reject the application, click **Decline**, enter your reason, and then click **OK**.

Figure 6-5 Reject the application



## 6.3 Viewing Entrusting Records

After reviewing and replying to entrusting applications, you can view device entrusting records and

application results.

**Step 1** Log in to the Portal, and then click **Entrusted Customers** tab.

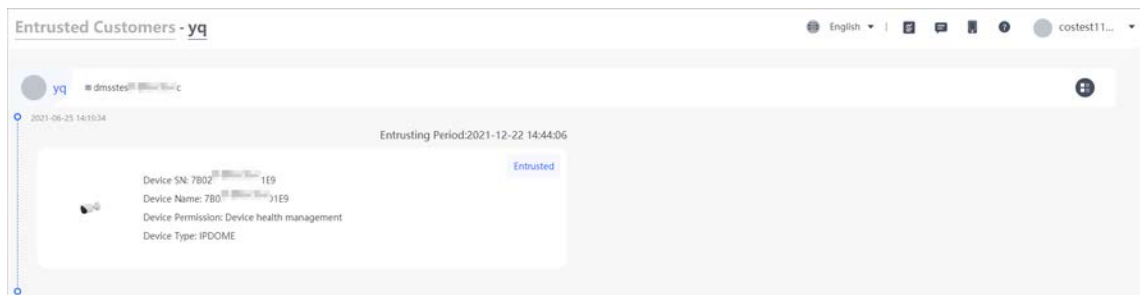
Figure 6-6 Entrusted customers

Client	Email	Entrusting Period	Application Time	Entrusted Devices	Operation
yq	dmsstest@msmcc	2021-12-22 14:44:06	2021-06-25 14:19:34	1	

**Step 2** Click to view entrusting application results.

Click or to switch between displaying application results in list mode or picture mode.

Figure 6-7 Entrusted customers



## 7 Company Management

Figure 7-1 Manage company



Table 7-1 Company management description

No.	Name	Description
1	Company section	View and edit basic information of the company. For more details, see "7.1 Company Information".
2	Inviter section	View inviter's invitation code and email, and change email. For more details, see "7.2 Changing Inviter".
3	Operator section	Manage operator accounts, view their evaluation forms and operation logs. For more details, see "7.3 Managing Operators".

### 7.1 Company Information

You can view company information, such as company address, email and logo, and edit details such as tax number and the company logo.



You can provide the entrusting code for the end user on the **Company** tab.

- Step 1** Log in to the Portal, and then click **Company** tab.
- Step 2** Click **Edit** on the company section.
- Step 3** Fill in the required information, and then click **Complete**

Figure 7-2 Company information



- **Company Name:** Enter the company name.
- **Detailed Address:** Enter the company address.
- **Tax No.:** Enter the tax number.
- **Company Logo:** Click +, and then upload the company logo picture.

Step 4 Click **On** on the company section to enable the **Co-Branding** function, and then our company logo will appear on the end user's DMSS app screen.

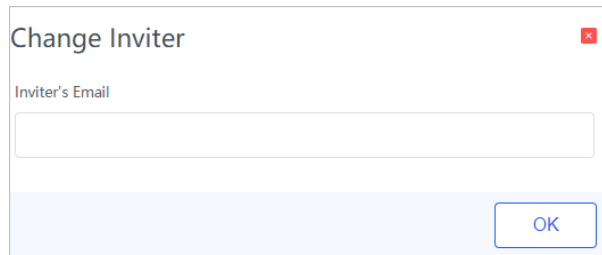
## 7.2 Changing Inviter

You can change your inviter.

Step 1 Log in to the Portal, and then click **Company** tab.

Step 2 Click **Edit** next to **Local Representative Info** on the inviter section, enter inviter's email address, and then click **OK**.

Figure 7-3 Enter inviter's email



## 7.3 Managing Operators

You can manage operators by managing operator accounts, selecting operation permissions for them, viewing their evaluation forms and operation logs, and more.

### 7.3.1 Creating Operator Accounts

You can create operator accounts, specify account information and select permissions for the account as needed.

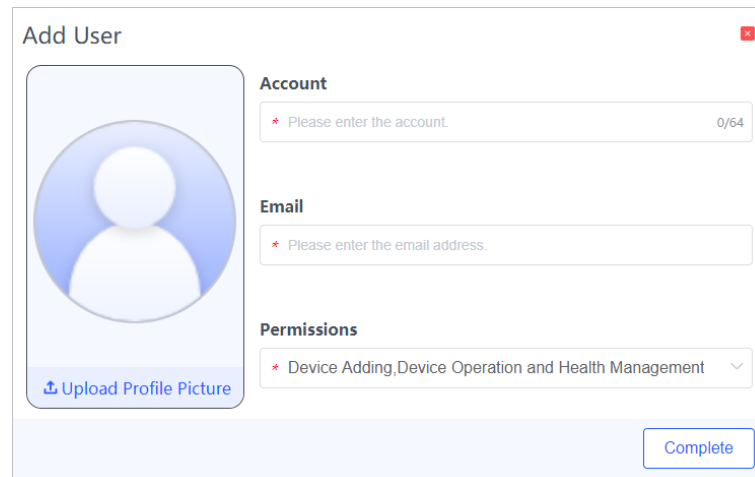


Three free operator accounts can be created in a Portal account. To add more accounts, you need to purchase service packages. For details, see "9 Service Packages".

## Procedure

- Step 1 Log in to the Portal, click **Company** tab.
- Step 2 Click **Add** on the operator section, and then fill in required information.



Figure 7-4 Add an account



- **Account:** Enter the operator account name.
- **Email:** Enter the email address of the operator.
- **Permissions:** Select permissions for the operator account.
  - ◇ **Device Add:** Permissions of adding devices.
  - ◇ **Device Operation and Health Management:** Permissions of performing operation and device health management.
  - ◇ **View Report:** Permissions of viewing health reports.
- **Upload Profile Picture:** Click **Upload Profile Picture**, and then upload your profile picture.

- Step 3 Click **Complete**.

## Related Operations

- To edit account information, click .
- To delete an account, click .

## 7.3.2 Managing Operator's Sites

After creating operator accounts, you can assign, deliver and remove sites, and more.

- Step 1 Log in to the Portal, and then click **Company** tab.



- Admin account is displayed in the first place by default.
- Admin account do not support **Managed Sites** function.

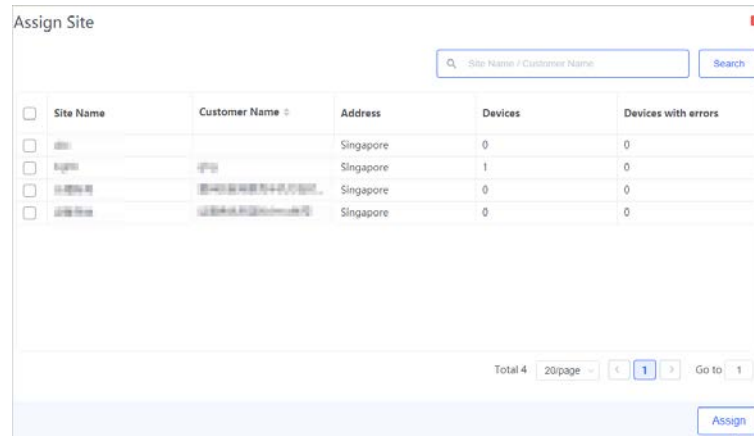
- Step 2 Click **Managed Sites** on the operator section to manage operator's sites.

Figure 7-5 Manage sites



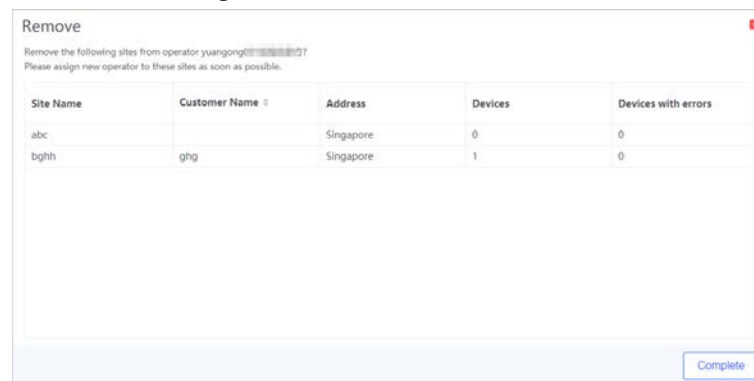
- Assign sites to this operator.
  1. Click **Assign**.

Figure 7-6 Assign sites



2. Select sites that you are assigning to the operator, and then click **Assign**.
- Remove sites from the operator.
    1. Click **Remove**.
    2. Select sites that you are removing, and then click **Complete**.

Figure 7-7 Remove sites



- Deliver one or more sites of the operator to the other operator.
  1. In the site list, select the sites that you are delivering to the other operator, and then click **Delivery**.

Figure 7-8 Deliver sites

Site Name	Customer Name	Address	Devices	Devices with errors
bghh	ghg	Singapore	1	0
abc		Singapore	0	0

2. Select an operator from the drop-down list, and then click **Complete**.

### 7.3.3 Viewing Operator Evaluation Forms

After remotely configuring devices, and having fixed errors, customers will be asked to evaluate how operators performed in error fixing and device health management. You can view operator evaluation details, including the average processing duration and average service evaluation.

**Step 1** Log in to the Portal, and then click **Company** tab.

**Step 2** Click **View Operator Evaluation Form** on the operator section to view evaluation details.



You can select **Operator Evaluation Form** to view operator evaluation forms.

Figure 7-9 View operator evaluation form

Operator Account	Email	Fixed Errors	Entrusted devices	Average Processing Duration	Average Service Evaluation
yuangong00	yuangong00@kulis.cc	0	3	---	☆☆☆☆☆
测试	yuangong00@kulis.cc	0	0	---	☆☆☆☆☆
test20210820	test20210820@163.com	0	0	---	☆☆☆☆☆
dtbagh58017	dtbagh58017@hisco.net	0	0	---	☆☆☆☆☆

- To search for a specific operator evaluation, select time (by week, month, year or customized date), and then enter operator account, or name in the  .
- To sort evaluations by average processing duration or average service evaluation, click

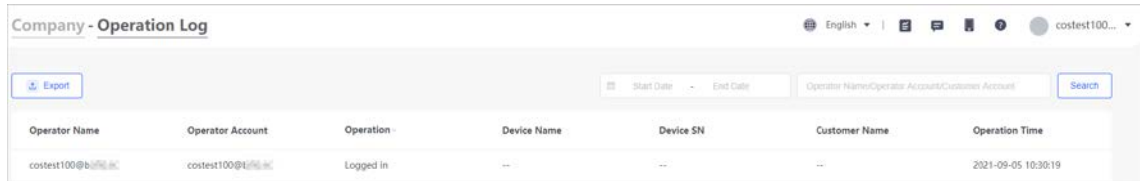
### 7.3.4 Viewing Operator Operation Logs

You can view and export operation logs of operators.

**Step 1** Log in to the Portal, and then click **Company** tab.

**Step 2** Click **Operation Log** on the operator section to view the operation logs.

Figure 7-10 View operator logs



Operator Name	Operator Account	Operation	Device Name	Device SN	Customer Name	Operation Time
costest100@buhua.com	costest100@buhua.com	Logged In	--	--	--	2021-09-05 10:30:19

- To search for an operation log, select start date and end date, or enter operator name, operator account, or customer account in the



- To download operation logs, click **Export**.

## 8 Health Center

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

### 8.1 Health Diagnosis

#### 8.1.1 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.

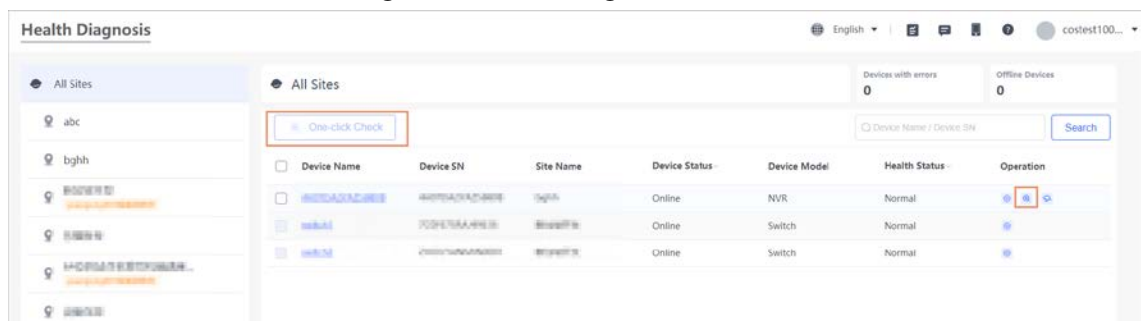


Switches and devices that have been delivered cannot be checked.

#### Procedure

**Step 1** Log in to the Portal, select **Health Center > Health Diagnosis**.

Figure 8-1 Health diagnosis



**Step 2** Check the device health status.

- One by one.

Click .

- In batches.

Click **One-click Check**.

**Step 3** If errors are detected, click **Fix Errors** to fix errors. For details, see "8.2 Fixing Errors".

Figure 8-2 Check device health status (one by one)

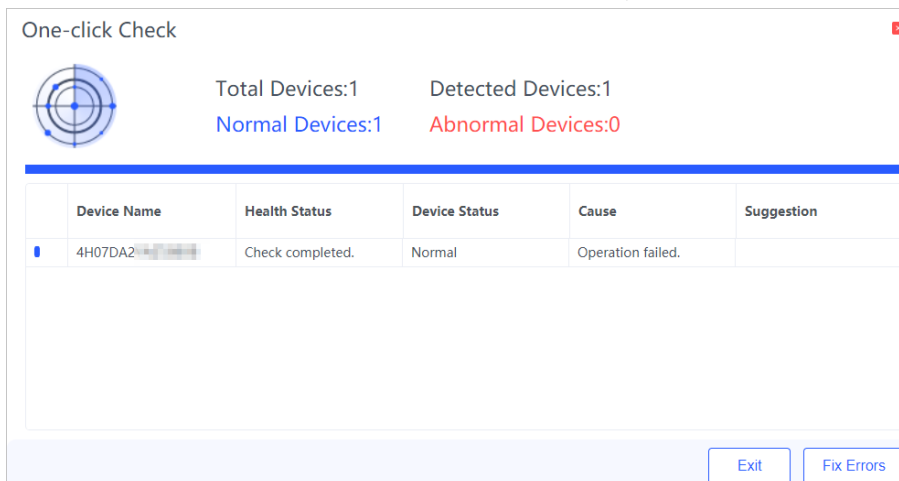
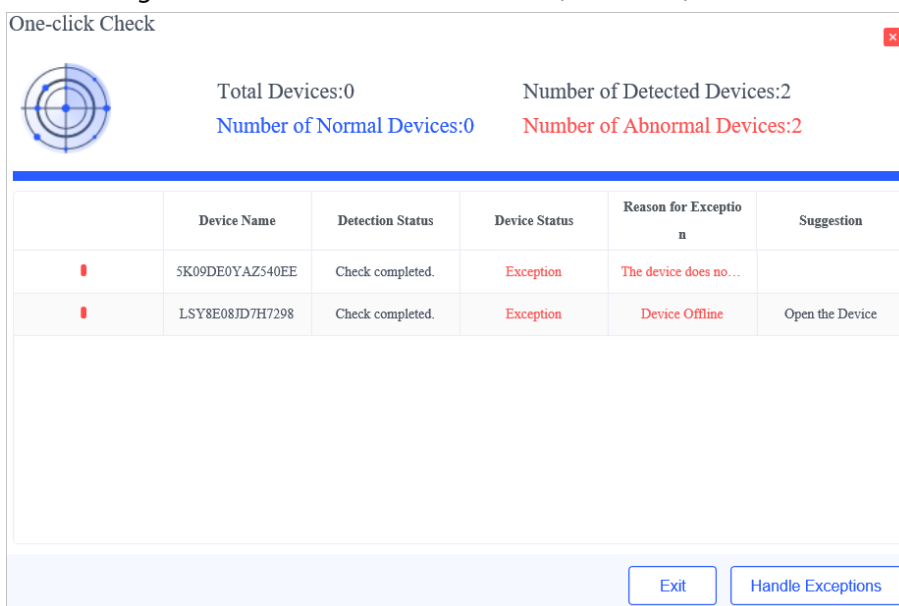


Figure 8-3 Check device health status (in batches)



## Related Operations

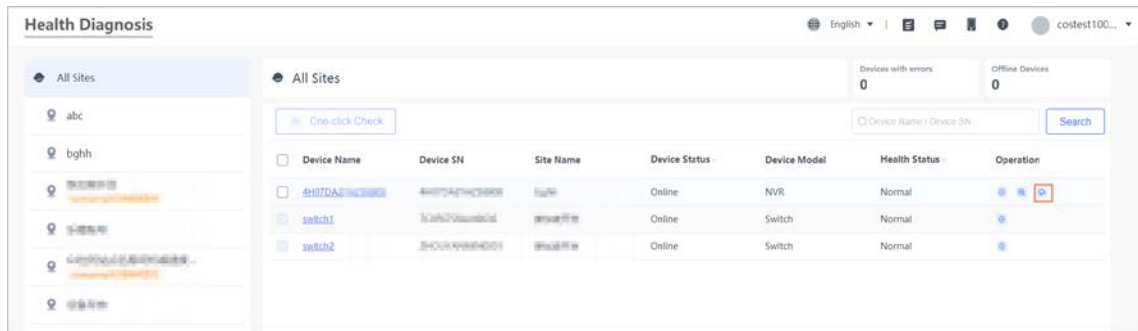
- To stop the checking process, click **Pause**.
- To exit the window, click **Exit**.

## 8.1.2 Remote Troubleshooting

You can configure the devices remotely, such as updating and restarting devices, formatting SD card, and configuring web interface and stream, and more.

**Step 1** Log in to the Portal, select **Health Center** > **Health Diagnosis**.

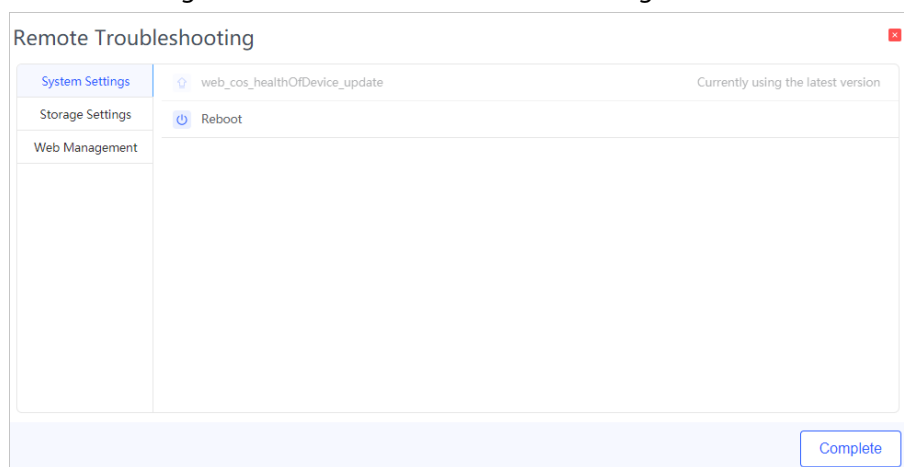
Figure 8-4 Health diagnosis



**Step 2** Click .

**Step 3** Perform remote device troubleshooting, and then click **Complete**.

Figure 8-5 Remote device troubleshooting



- **System Settings:** To restart the device, click **Reboot**.
- **Storage Settings:** To format SD card, click **Format**.
- **Web management:** To configure device, enable **Device Web Interface and Stream Acquisition** first, and then click .



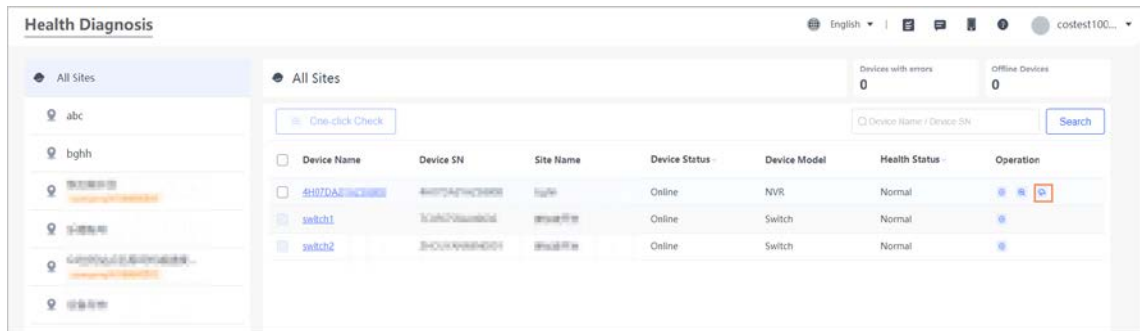
Enabling this function will result in cellular data consumption. You can disable it by clicking if video configuration is not required.

### 8.1.3 Device Web Configuration

You can remotely configure devices on the device web interface.

**Step 1** Log in to the Portal, select **Health Center > Health Diagnosis**.

Figure 8-6 Health diagnosis



**Step 2** Click .



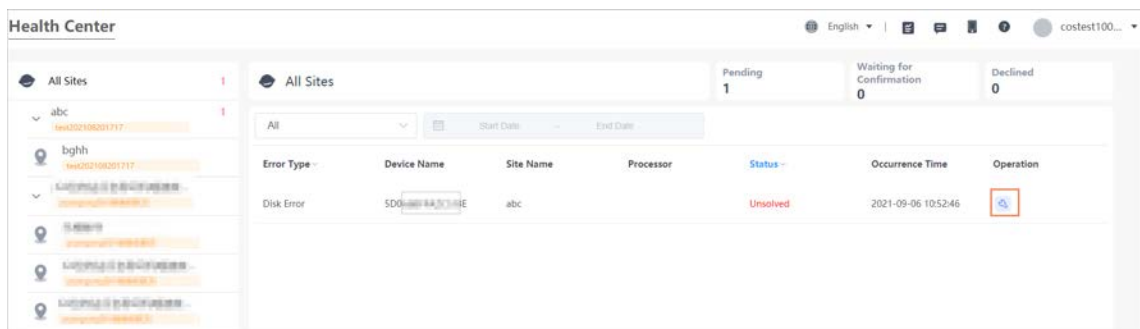
The web interface might be different for other devices. To learn how to use those web interfaces, see the relevant user manual of the device.

## 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** Log in to the Portal, select **Health Center** > **Health Center**.

Figure 8-7 Health Center



**Step 2** Click .



## 9 Service Packages

### 9.1 Purchasing Service Packages

You can purchase service packages to improve service quality and efficiency of operation and device health management. There are three types of service packages.

- **Limited-time Offer (free):** Offers 3 accounts and 256 channels.
- **Basic Package:** Offers 5 accounts and 512 channels.
- **Premium Package:** Offers 6 accounts and 1024 channels.

Step 1 Log in to the Portal, click **Services** tab.

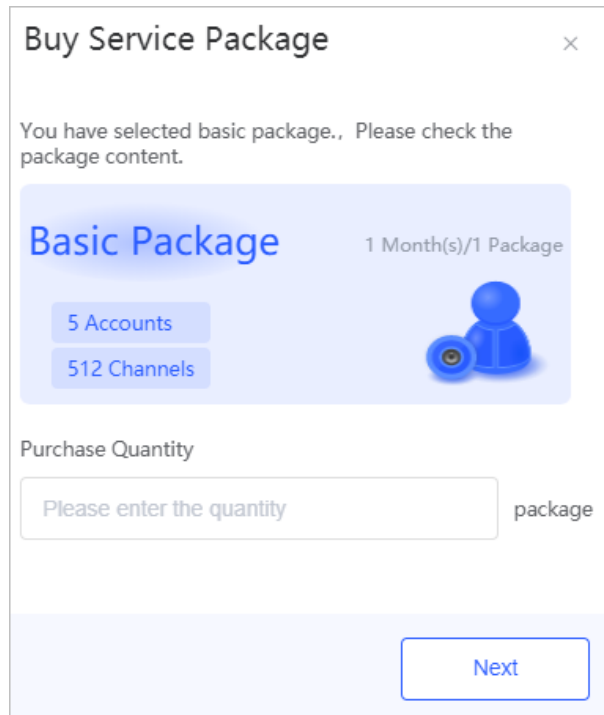
Figure 9-1 Services

The screenshot shows the 'Services' page with three package cards: 'Limited-time Offer' (Suspended), 'Basic Package' (In Service), and 'Premium Package' (Expired). Below the cards is a table of orders.

Order No.	Services	Validity Period	Order Time	Order Status	Amount	Operation
<input type="checkbox"/> 2021070584757	Basic Package	1 Month(s)	2021.07.09	To be Paid		<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> 2021070528216	Basic Package	3 Month(s)	2021.07.05	To be Paid		<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> 2021070176352	Basic Package	4 Month(s)	2021.07.01	To be Paid		<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> 2021062692345	Premium Package	3 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062855676	Basic Package	2 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062659333	Premium Package	1 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062454281	Basic Package	1 Month(s)	2021.06.24	To be Paid		<input type="checkbox"/> <input type="checkbox"/>

Step 2 Select a service package, and then click **Purchase Now**.

Figure 9-2 Service packages






**Step 3** On the **Buy Service Package** window, enter the number of service packages you want to purchase, and then click **Next**.

**Step 4** Follow the on-screen instructions to complete your purchase.



PayPal, debit cards and credit cards are supported.

**Step 5** After completing the purchase, go back to the **Services** page.

- To delete an order, click .
- To purchase again, click .
- To sort orders by service package, validity period, submission time, order status, or amount, click .

## 9.2 Requesting Invoices

You can request invoices for service package orders.

**Step 1** Log in to the Portal, click **Services** tab.

Figure 9-3 Services

The screenshot shows a 'Services' dashboard with the following components:

- Connected Channels:** 0
- Operator Accounts:** 5
- Limited-time Offer:** 3 Accounts, 250 Channels (Suspended)
- Basic Package:** 3 Accounts, 12 Channels (In Service)
- Premium Package:** 9 Accounts, 1024 Channels (Expired)

A 'Request Invoice' button is visible above the table. The table below contains the following data:

Order No.	Services	Validity Period	Order Time	Order Status	Amount	Operation
<input type="checkbox"/> 2021070984757	Basic Package	1 Month(s)	2021.07.09	To be Paid		
<input type="checkbox"/> 2021070528216	Basic Package	3 Month(s)	2021.07.05	To be Paid		
<input type="checkbox"/> 2021070176352	Basic Package	4 Month(s)	2021.07.01	To be Paid		
<input type="checkbox"/> 2021062692345	Premium Package	3 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062655676	Basic Package	2 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062659333	Premium Package	1 Month(s)	2021.06.28	Paid		
<input type="checkbox"/> 2021062454281	Basic Package	1 Month(s)	2021.06.24	To be Paid		

**Step 2** Select orders from the drop-down list, and then click **Request invoice**.

**Step 3** On the **Request Invoice** window, check information, and then click **Complete**.



It will take 1-3 working days to process your invoice requests.

# 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.

ENABLING A SAFER SOCIETY AND SMARTER LIVING

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