[Orbit]- User Manual

This document is intended to introduce and explain the features of DTEN's Orbit Portal.

2 Introduction to the Basic Workflow

2.1 Orbit customers

Orbit customers can use all the features introduced except for those in 3.10. If Orbit customers want to experience or use the Service Partner feature, they can follow the instructions in 3.9. Orbit customers with a Partner ID can directly sign up online with service partners. Orbit customers without a Partner ID can apply for a trial through DTEN.

2.2 Partner customers in the Service Partner relationship

Enterprises that want to provide services to Orbit customers as a Partner of DTEN need to become service partners of DTEN first. Please reach out to DTEN to help with setting up this feature.

After becoming a DTEN service partner, customers can then search for partners and signed up via Orbit to work with you. After successfully authorizing a partner to view a customer's Orbit account/devices, Partners can operate Orbit customers' systems and devices based on the authorization (functions, devices) granted by the Orbit customers when they first authorized the partnership.

3 Feature Introduction

3.1 Sign up & Login & Forget Password

3.1.1 Sign up for an Orbit account

Open a web browser and navigate to <u>HERE</u> then Click "Create Account" to go to the registration page.

DTEN Orbit
Sign In
Email
Password Remember me Forsot Password
Sign In
Or Sign in with SSO
Don't have an account? Create Account

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On the registration page, enter your First Name, Last Name, Company Name, Email, Password and Confirm Password, and click "Sign Up". The system will send an activation email to the registered email address.

Users need to follow the instructions in the activation email to verify their email addresses. After completing the verification, the account registration is successful. (If you filled in the registration information on the webpage but did not complete the email verification, you cannot use the account to log in.)

	DTEN Orbit
	Create Account
10:42 Naise 🕑 🔍 🕥	First Name
	Last Name
	Company Name
	Email
	Password
	Confirm Password
	Sign Up
	Al I. I

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If the entered email already exists, the system will prompt that the email has been registered.

	DTEN Orbit
	Create Account
	First Name xx
	Last Name xx
	Company Name xx
	Email xqzhu@cn.dten.com
	The email already exists
	Password Abc123456
	Confirm Password
	Sign Up
Privacy Policy Terms of Use Copyright © 2023 DTEN, Inc	. All rights reserved.

3.1.2 Login

Enter the correct Email and Password, and click "Sign In".

	DTEN Orbit
	Sign In
10:42 North	Email xqzhu@cn.dten.com
	Password
	Remember me Ecreat Password
	Sign In
	Or
	Sign in with SSO
	Don't have an account? Create Account
Privacy Policy Terms of Use	Copyright © 2023 DTEN, Inc. All rights reserved.

When the entered Email or Password is incorrect, it will prompt that the Email or Password is incorrect.

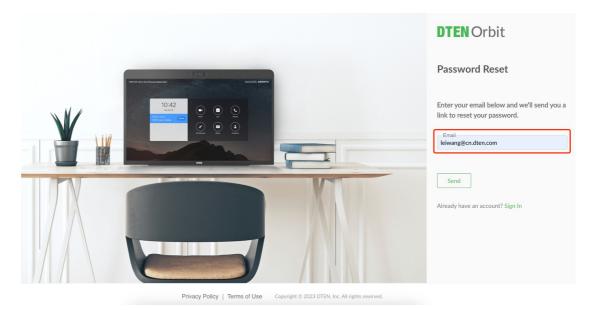
	DTEN Orbit
	Sign In
	Email xqzhu123@cn.dten.com
	Password
	Sorry, you entered an incorrect email address or password.
	Remember me Forgot Password
	Sign In
	Sign in with SSO
	Don't have an account? Create Account
Privacy Policy Terms of Use Convright @ 2023 DTEN Inc. All rights reserved	

3.1.3 Forget Password

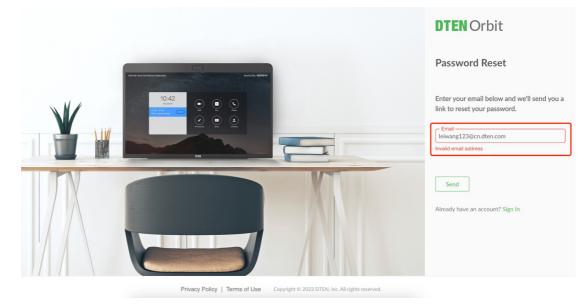
On the login page, click "Forgot Password" to go to the forget password page.

	DTEN Orbit
	Sign In
	Email xqzhu123@cn.dten.com Password
	Remember me
	Sign In
	Or
	Sign in with SSO
	Don't have an account? Create Account
Privacy Policy Terms of Lise Convright © 2023 DTEN, Inc. All rights reserved	

Enter the account email, click "Send", and the system will send a forgot password email to the account email. Follow the instructions in the email to modify the account password.



When the entered email is incorrect or does not exist, it will prompt "Invalid email address".



3.2 Dashboard

3.2.1 Activity Overview

The Activity Overview will display the number of devices, apps, or patches waiting for an update, along with offline commands.

]	Update Device(s) awaiting update	Update all	~
	Update App awaiting update	Update all	~
	Install Patch awaiting install		
J	Offline commands Device(s) will receive the configuration change request once it is online		

Click on "Device(s) awaiting update", expand the dropdown, and you can view information about the available OS updates. You can choose to update a single device or update all devices.

Update Device(s) awaiting update	Update all	^
DTEN GO with Mate - 07C9: New version 1.11.0 available.	Device is offline	
^-^2b1d-product: New version 112.8.9 available.	Update	
My DTEN Mate: New version 1.11.0 available.	Update	
Update App awaiting update	Update all	~
Install Patch awaiting install		
Offline commands Device(s) will receive the configuration change request once it is online		

Click on "App awaiting an update", expand the dropdown, and you can view the specific update content.

Update Device(s) awaiting update	Update all 🛛 🗸
Update App awaiting update	Update all \land
My DTEN Mate: New App version Zoom Rooms Controller 5.12.6 available.	Update
Install Patch awaiting install	
Offline commands Device(s) will receive the configuration change request once it is online	

Click "Update" to pop up a confirmation dialog. Click "Yes" to send the APP update command to the device, and the update prompt will be closed.

Update Device(s) awaiting update	Update all 🛛 🗸
Update App awaiting update	Update all \land
My DTEN Mate: New App version Zoom Rooms Controller 5.12.6 available.	Update
Install Patch awaiting install	
Offline commands Device(s) will receive the configuration change request once it is online	

Update Dev	ice(s) awaiting update	Update all 🛛 🗸
Update App	awaiting undate	Update all
	Update App	
My DTEN M	Please confirm to update the DTEN: 'My DTEN Mate'.	Update
Install Pa	No	
Offline col	ine	

Clicking "Update all" will update all the Apps that have pending updates.

Update all
Update

Offline commands are commands received by the device when in the offline state. It is possible to perform delete operations on individual offline commands.

Update Device(s) awaiting update			Update all	~
Update App awaiting update			Update all	~
Install Patch awaiting install			Install all	~
Offline commands Device(s) will receive the configuration change	Clear completed Clear all	^		
My DTEN D7X Android Edition: Factory Reset	Siqu operated	2023-03-14 04:55:47	Completed ×	
PZR-Charlie Barrell-MEPro: App awaiting update	Charlie operated	2023-03-13 08:19:09	Waiting ×	

Click Clear all to bring up the Clear confirmation box and click Confirm to clear the offline command record.

Update Device(s) awaiting update			Update al	
Update App awaiting update			Update al	
Install Patch awaiting install			Install al	II ~
Offline commands Device(s) will receive the configuration cl	Clear completed Clear al]^		
1y DTEN D7X Android Edition: Factory Reset	Siqu operated	2023-03-14 04:55:47	Completed ×	
ZR-Charlie Barrell-MEPro: App awaiting update	Charlie operated	2023-03-13 08:19:09	Waiting ×	

3.2.2 Total number of DTEN units

Displays the number of devices online, busy, active, and offline.

Click the number to jump to the Device List which will display the corresponding devices. For example, click Online to jump to the Device List page with only Online devices listed. The query condition will show Online.

Upgrade	3 Online	0 Available: 3	5 Offline	5 Basic license Upgrade
---------	--------------------	----------------	---------------------	-------------------------------

ist					
ing All DTEN Devices			E	Add devices	
Search by Device Name or DTEN	N ID Location	▼ Produ	uct 🔹 System	•	
us 🔺	Device Group	•			
All	Status \$	Os Version \$	App Version	DTEN ID \$	۵
Offline	Offline	DTEN 1.10.0	Zoom Rooms Controller 5.8.0	CCA219DC57B9	•••
50DE19E00BCHDTEN_ME	Available	DTEN 0.3.4 🕥	Zoom Rooms 5.2.0.243	50DE19E00BCH	•••
My DTEN ME	Available	DTEN 1.4.0 🕥	Zoom Rooms 5.3.0.562	50DE19E00D3E	•••
ME- 50DE19E004FC	Offline	DTEN 2.0.0	5 Apps	50DE19E004FC	•••
My DTEN Mate	Offline			LZGMATE00001	•••
565test	Available	DTEN 3.0.0	5 Apps	50DE19E00565	•••
Mv GO with Mate	Offline	DTEN 1.11.1	3 Anns	50DF19F0A736	•••

"Basic license" will show you how many devices are registered with Orbit Basic. (free) All DTEN devices can be registered in Orbit to help you manage firmware updates. Some limitations on older devices and firmware versions, please contact support if you have any questions or issues registering the device(s).

3	Busy: 0	Available: 3	5	5
Online			Offline	Basic license
				Upgrade

Click Upgrade to jump to the paid license purchase page online. You can choose to purchase the paid version of the license. You will be able to pick which devices get the license when buying online.

3	Busy: 0	Available: 3	5	5
Online			Offline	Basic license
				Upgrade

3.2.3 Top 10 Devices Usage

This graph shows the number of hours the equipment has been running. You can adjust the timeframe of the devices showing or click view all to see the hours for each device.

	Top 10 devices with lowest	▼ usage by Device Up Time	This Month (UTC) ▼ View all
CA219DC5A41	2371		
I ME-565-pr			19985
00570 – prod			20044
product-00736			20107
^_^			20155
e Usage (min)			

3.3 Device Management

3.3.1 Device List

1. The Device List shows the devices registered to the account.

When logged into the account as the Owner, you can see all the devices under the organization account. If logged in as an admin, you can only see the devices assigned to the admin; and if logged in as a member, you will only see devices registered to you by the Owner or Admin.

		Device I	List					
		Show	wing All DTEN Devices			E	xport Add devie	ces
;ement st	^	٩	Search by Device Name or DTE	N ID Location	▼ Product	▼ System		
roups		Sta	tus	Device Group	•			
lanagement anagement			Device Name \$	Status \$	Os Version \$	App Version	Group \$	Orbit Pl
	~		My DTEN Mate	Offline	DTEN 1.10.0 🕤	Zoom Rooms Controller 5.8.0	group2	Basic
nent	~		00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.1619		Premiu
			DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕥	2 Apps		Pro
			٨_٨	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
gement	~		50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
			My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
			^-^2b1d-product	Offline	DTEN 112.7.8 1	Zoom Rooms 5.11.3.1634		Premiu

1.1 Search for devices based on different criteria.

ist				
ing All DTEN Devices			Export Add device	s
Search by Device Name or DTE	N ID Location	~	Product	
us 💌	Device Group	•		
Device Name \$	Status \$	Os Version 🛊	App Version Group \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕜	Zoom Rooms Controller 5.8.0 🕡 group2	Basic
00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.1619	Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕥	2 Apps 🗿	Pro
^_^	• Offline	DTEN 1.14.64	Zoom Rooms group1	Pro
50DE19E00075-product	• Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221 group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097	Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥	Zoom Rooms 5.11.3.1634	Premiu

1.2 Sorting according to different conditions.

ist						
ving All DTEN Devices					Export Add de	evices
Search by Device Name or DTE	N ID Location	•	Product	▼ Syste	m ·	•
us 🔻	Device Group	•				
Device Name 🗍	Status	Os Version 🗘		App Version	Group	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕜		Zoom Rooms Controller 5.8.0	group2	Basic
00570 - prod	Available	DTEN 1.15.1		Zoom Rooms 5.11.3.1619		Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕥		2 Apps		Pro
^_^	Offline	DTEN 1.14.64		Zoom Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2		Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2		Zoom Rooms 5.12.6.2097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥		Zoom Rooms 5.11.3.1634		Premiu

1.3 Rows per page: Set the number of rows to display per page.

ist					
ing All DTEN Devices				Export	devices
Search by Device Name or DTE	N ID Location	*	Product	1	•
IS *	Device Group	•			
Device Name \$	Status \$	Os Version \$	App Version	Group \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕜	Zoom Rooms Controller 5.8.0	group2	Basic
00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.1619		Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕥	2 Apps		
^_^	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
50DE19El 10 duct	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN ²⁰ moduct	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
^-^2b1c-1 100	Offline	DTEN 112.7.8 🕥	Zoom Rooms 5.11.3.1634		Premiu
per page 20 🔺 9 resul	lts			I< Page 1	of1 <>

1.4 Status: Shows the current status of the device, respectively: Available, Offline, Busy.

ist						
ing All DTEN Devices					Export Add de	vices
Search by Device Name or DTE	N ID Location		Product	▼ Sy	ystem	•
us 🔻	Device Group	•				
Device Name \$	Status \$	Os Version \$	App V	/ersion	Group \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕜	Zoom	Rooms Controller 5.8.0) 🕜 group2	Basic
00570 - prod	Available	DTEN 1.15.1	Zoom	Rooms 5.11.3.1619	0	Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕜	2 Apps	s 🕜		
۸_۸	Offline	DTEN 1.14.64	Zoom	Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom	Rooms 5.10.3.1221	group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom	Rooms 5.12.6.2097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕤	Zoom	Rooms 5.11.3.1634		Premiu

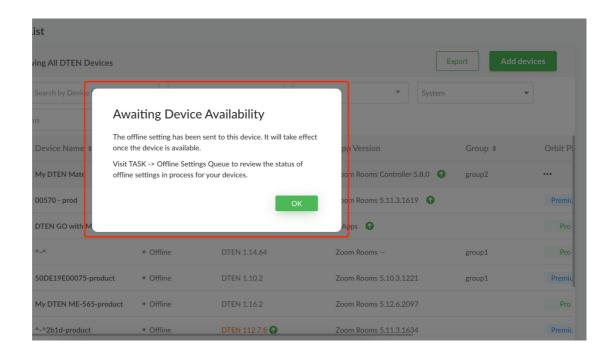
1.5 OS Version: The upgrade button (Green circle with white arrow) will be displayed for OS that need to be upgraded.

ist					
ing All DTEN Devices				Export Add de	vices
Search by Device Name or DTE	N ID Location	•	Product	stem	•
us 💌	Device Group	•			
Device Name \$	Status \$	Os Version \$	App Version	Group ♦	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕜	Zoom Rooms Controller 5.8.0	group2	Basic
00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.1619		Premiu
DTEN GO with Mate - 07C9	• Offline	DTEN 1.10.0 🕜	2 Apps		•••
^_^	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥	Zoom Rooms 5.11.3.1634		Premiu

Mouse over the upgrade button and there will be a text alert for the os version that will be upgraded to.

ist					
ing All DTEN Devices				Export Add d	evices
Search by Device Name or DTE	N ID Location	n •	Product	stem	•
JS 💌	Device Group	•			
Device Name 🛊	Status 🛊	Os Version \$	App Version	Group \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕤	Zoom Rooms Controller 5.8.0	group2	
00570 - prod	Available	New version 1.11.0 is availabl Please update.	le. Zoom Rooms 5.11.3.1619	Ð	Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕤	2 Apps 🕥		
^_^	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥	Zoom Rooms 5.11.3.1634		Premiu

When the device is offline, click the Upgrade button to indicate that an offline task has been assigned. Wait for the device to be online before upgrading.



When the device is online, click the upgrade button to start sending the upgrade command, the device receives the upgrade command to download and install, and the installation status is displayed during installation.

: Name	• Offline	DTEN 1.2.0	ZOOM 5.6.3	Issues Found	DTEN ID	
: Name	Online	DTEN 1.2.0	ZOOM 5.6.0 🕥	Unchecked	DTEN ID	
Name	• Offline			Basic License		
Name	Offline	DTEN 1.2.0 🕜	ZOOM 5.6.3	Unchecked	DTEN ID	
9 Name	Offline	DTEN 1.2.0	ZOOM 5.6.3	Unchecked	DTEN ID	

1.6 App Version

When there are multiple apps, the number of apps is displayed.

ist					
ing All DTEN Devices				Export	Add devices
Search by Device Name of	or DTEN ID	tion	• Product •	System	•
ne ×	Device Group	•			
Device Name \$	Status 🛊	Os Version \$	App Version	Group \$	Orbit Plan
00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.1619	0	Premium
					1 result

Click on the number of App to show App and upgrade, and then click on the upgrade button to give the upgrade command.

ing All DTEN Device	es			Expo	Add devices	
Search by Devic	App Version			• System	•	
Device Name	App Name	App Version	Release Date	App Version	Group \$	Orb
	Zoom Rooms	5.10.3.1221	2022-04-28			
ZR-Michael Gue	Zoom Rooms Controller	5.8.0 🕢		Zoom Rooms Controller • 5.11.3		
My DTEN Mate						
PZR-Jin Guo-G(2 Apps		•
ZR-Scott Kushe			_	Zoom Rooms 5.13.6.2407		
D755_GEN1_A			Close	Zoom Rooms 5.5.2400.131		
PZR-Echo Zhong-ME	Available	DTEN 1	16.2	Zoom Rooms 5.12.6.2097		
per page: 100 🔻	817 results				I< Page 5 of 9 <	>

The offline and online upgrade of the App upgrade is the same as 1.5.

2. Query result customization setting

Click the Customize Settings button, check the columns you want to display, then click the Save button. The columns on the interface will display the checked columns.

st						
ng All DTEN Devices				E	Export Add de	vices
Search by Device Name or DTEN	Location	▼ F	roduct	▼ System		-
s Device Name \$	sion	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	oms Controller 5.13.5		Basic		CCA219DC5DF7	•••
My DTEN Mate	oms Controller 5.11.3		Basic		CCA219DC5AED	•••
My DTEN Mate	oms Controller 5.12.6		Basic		CCA219DC5936	•••
DTEN-DE-GO/MATE-Demo02	oms Controller 5.12.6		Basic		CCA219DC59CA	•••
PZR-Scott Kushel-M8-2	oms Controller 5.12.6		Basic		CCA219DC5AD4	•••
PZR-Jamie Chilcote-M8	oms Controller 5.11.3		Basic		CCA219DC5AA1	•••
My DTEN Mate	oms Controller 5.8.0		Basic		CCA219DC568D	•••

st						
ing All DTEN Devices				E	kport Add dev	vices
	t information			▼ System	•	
Please select the	information to display.					
Device Name My DTEN Mate App Version		Os VersionOrbit Plan	lan c	Expiration Date	DTEN ID \$ CCA219DC5DF7	\$
My DTEN Mate Expiration [Date 🗆 DTEN ID		c		CCA219DC5AED	•••
My DTEN Mate		Cancel Save			CCA219DC5936	•••
DTEN-DE-GO/			:		CCA219DC59CA	•••
PZR-Scott Kushel-M8-2 oms	Controller 5.12.6		Basic		CCA219DC5AD4	•••
PZR-Jamie Chilcote-M8 oms	Controller 5.11.3		Basic		CCA219DC5AA1	•••
My DTEN Mate oms	Controller 5.8.0		Basic		CCA219DC568D	•••
ing All DTEN Devices				Ex	Add dev	ices
Search by Device Name or DTEN ID	Location	Product		▼ System	•	
IS 💌						
Device Name 🛊	Status \$	App Version		Group 4		2
My DTEN Mate	Offline	Zoom Rooms Cor	ntroller 5.13.5			••
My DTEN Mate	Offline	Zoom Rooms Co	ntroller 5.11.3		•	••
My DTEN Mate	Offline	Zoom Rooms Co	ntroller 5.12.6			••
DTEN-DE-GO/MATE-Demo02	• Offline	Zoom Rooms Co	ntroller 5.12.6			••
PZR-Scott Kushel-M8-2	Available	Zoom Rooms Co	ntroller 5.12.6			••
PZR-Jamie Chilcote-M8	Offline	Zoom Rooms Cor	ntroller 5.11.3			••
My DTEN Mate	Offline	Zoom Rooms Co	ntroller 5.8.0			••

3. Add devices

Click Add Device, select the number of devices to be added and the expiration date of the activation code, click Next, enter your email address, and click Send codes.

On the Enter Email page, you will see the six-digit device activation code; click Send codes and the six-digit device activation code will be sent to the email address you filled in.

ist			_	
ving All DTEN Devices			Export	Add devices
Search by Device Name or DTEN ID	Location	▼ Product	▼ System	•
tus				
Device Name \$	Status \$	App Version	Group \$	\$
My DTEN Mate	Offline	Zoom Rooms Controller 5.13.5		
My DTEN Mate	Offline	Zoom Rooms Controller 5.11.3		
My DTEN Mate	Offline	Zoom Rooms Controller 5.12.6		•••
DTEN-DE-GO/MATE-Demo02	Offline	Zoom Rooms Controller 5.12.6		•••
PZR-Scott Kushel-M8-2	Available	Zoom Rooms Controller 5.12.6		•••
PZR-Jamie Chilcote-M8	Offline	Zoom Rooms Controller 5.11.3		•••
My DTEN Mate	Offline	Zoom Rooms Controller 5.8.0		

.ist				
ving All DTEN [Add devices		Export	Add devices
Search by Device			▼ System	•
us	Please select or enter the number of device activation co wish to generate:	ode(s) you		
Device Name	3 +		Group \$	\$
My DTEN Mate	197 code(s) remain today. Up to 200 codes per day.	5.13.5		•••
My DTEN Mate	The activation code(s) will expire in 2 - days.	5.11.3		
My DTEN Mate	the activation code(s) will expire in 2 v days.	5.12.6		
DTEN-DE-GO/N	Cancel	Next 5.12.6		
PZR-Scott Kusher		- Koonis controller 5.12.6		
PZR-Jamie Chilcote-N	M8 • Offline Zoom	n Rooms Controller 5.11.3		
My DTEN Mate	Offline Zoom	n Rooms Controller 5.8.0		•••

Add dev	/ices			Export	Add devi
Enter an activ you wish to a	vation code below on the scree dd:	en of each DTEN device		▼ System	*
RXV-K9N	CVN-RCW	MLG-WM4		Group \$	0
You can gene	rate up to 200 codes per day. n code(s) will expire in 2 days (5.13.5		•
Share the	activation code(s)		5.11.3		••
xqzhu@cn.c	ten.com		5.12.6		•
·r	Can	cel Send codes	5.12.6		••
h		_	5.12.6		••

4. Export

Click export, select CSV or XLSX, and click confirm. This will export the current query results of the device list information. Export result columns do not support customization; the default is all columns.

ist				
ving All DTEN Devices			Export	Add devices
Search by Device Name or DTEN ID	Location	▼ Product ▼	System	•
tus 💌				
Device Name \$	Status \$	App Version	Group \$	\$
My DTEN Mate	• Offline	Zoom Rooms Controller 5.13.5		
My DTEN Mate	Offline	Zoom Rooms Controller 5.11.3		***
My DTEN Mate	Offline	Zoom Rooms Controller 5.12.6		
DTEN-DE-GO/MATE-Demo02	Offline	Zoom Rooms Controller 5.12.6		***
PZR-Scott Kushel-M8-2	Available	Zoom Rooms Controller 5.12.6		***
PZR-Jamie Chilcote-M8	Offline	Zoom Rooms Controller 5.11.3		***
My DTEN Mate	Offline	Zoom Rooms Controller 5.8.0		

ist				
ving All DTEN Devices			Export	Add devices
Search by Device Name or DTEN ID	Location	▼ Product	System	•
us Select E	xport format			
Device Hume V	ct the file format you wa	ant to export in.	Group \$	\$
My DTEN Mate	⊖ xlsx	r 5.13.5		•••
My DTEN Mate		Cancel Confirm r 5.11.3		
My DTEN Mate		r 5.12.6		•••
DTEN-DE-GO/MATE-Demo02	Offline	Zoom Rooms Controller 5.12.6		
PZR-Scott Kushel-M8-2	Available	Zoom Rooms Controller 5.12.6		
PZR-Jamie Chilcote-M8	Offline	Zoom Rooms Controller 5.11.3		•••
My DTEN Mate	Offline	Zoom Rooms Controller 5.8.0		

5. Batch operation

If you select one or more lines, Restart, OS update, App update, and Assign to group buttons will be displayed in the upper right corner. The buttons available for operation are based on the current display of the device.

If you select an offline device, only the Assign to group button is available by default. If the offline device has an OS update and App update, the OS update and App update buttons become available.

If you select online or busy device, by default, the Restart and Assign to group buttons are available, and if the online or busy device has an OS update and App update, the OS update and App update buttons will become available.

ist					
9 devices selected			Restart OS update	App update Assign	n to group
Search by Device Name or DTE	N ID Location	~	Product	System	•
tus 💌	Device Group	•			
Device Name \$	Status \$	Os Version \$	App Version	Group \$	Orbit P
My DTEN Mate	Offline	DTEN 1.10.0 🕜	Zoom Rooms Control	ler 5.8.0 🕤 group2	Basic
00570 - prod	Available	DTEN 1.15.1	Zoom Rooms 5.11.3.	1619 🕥	Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕜	2 Apps 🕥		Pro
٨_٨	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.	l221 group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2	2097	Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥	Zoom Rooms 5.11.3.	1634	Premiu

5.1 Click the Restart button to reboot the device remotely.

ist							
9 devices selected			Restart	OS update	App update	Assign to gro	oup
Search by Device Name or DTE	N ID Location	~	Product	•	System	•	
us 💌	Device Group	•					
Device Name \$	Status \$	Os Version \$		App Version	Gr	oup \$	Orbit P
My DTEN Mate	Offline	DTEN 1.10.0 🕜		Zoom Rooms Controller 5.8	3.0 🕜 gro	up2	Basi
00570 - prod	Available	DTEN 1.15.1		Zoom Rooms 5.11.3.1619	0		Premi
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕜		2 Apps			Pro
٨_٨	Offline	DTEN 1.14.64		Zoom Rooms	gro	up1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2		Zoom Rooms 5.10.3.1221	gro	up1	Premi
My DTEN ME-565-product	Offline	DTEN 1.16.2		Zoom Rooms 5.12.6.2097			Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕜		Zoom Rooms 5.11.3.1634			Premi

5.2 Click the App update button to remotely upgrade the app, as with the OS update.

.ist							
9 devices selected			Restart	OS update	App upda	te Assign	to group
Search by Device Name or DTE	N ID Location	~	Product	~	System		•
us 💌	Device Group	•					
Device Name \$	Status \$	Os Version \$		App Version		Group \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕥		Zoom Rooms Controlle	er 5.8.0 🕥	group2	Basic
00570 - prod	Available	DTEN 1.15.1		Zoom Rooms 5.11.3.1	619 🕜		Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕜		2 Apps 🕜			Pro
^_^	Offline	DTEN 1.14.64		Zoom Rooms		group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2		Zoom Rooms 5.10.3.1	221	group1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2		Zoom Rooms 5.12.6.2	097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥		Zoom Rooms 5.11.3.1	634		Premiu

5.3 Assign to group

Click Assign to group, then select an existing group or a new group, and to finish click Assign.

.ist							
9 devices selected			Restart	OS update	App update	Assign to gro	up
Search by Device Name or DTE	N ID Location	•	Product	•	System	•	
us 💌	Device Group	-					
Device Name \$	Status \$	Os Version \$		App Version	Gr	oup \$	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0 🕥		Zoom Rooms Controller 5.8	3.0 🕜 gro	pup2	Basic
00570 - prod	Available	DTEN 1.15.1		Zoom Rooms 5.11.3.1619	0		Premiu
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0 🕤		2 Apps			Pro
^_^	Offline	DTEN 1.14.64		Zoom Rooms	gro	pup1	Pro
50DE19E00075-product	• Offline	DTEN 1.10.2		Zoom Rooms 5.10.3.1221	gro	pup1	Premiu
My DTEN ME-565-product	Offline	DTEN 1.16.2		Zoom Rooms 5.12.6.2097			Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕥		Zoom Rooms 5.11.3.1634			Premiu

_ist					
Search by Devic		ant to assign the selected device	System (s) to:	ate Assign to	• group
My DTEN Mate	 + Add New Group 1 group3 group2 		o Version m Rooms Controller 5.8.0 📀	Group \$	Orbit Pl Basic
00570 - prod DTEN GO with	⊖ group1	Cancel Ass	m Rooms 5.11.3.1619 •	group1	Premiu Pro Pro
50DE19E00075-prod	uct • Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN ME-565-pr	oduct • Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
^-^2b1d-product	Offline	DTEN 112.7.8 🕤	Zoom Rooms 5.11.3.1634		Premiu

6. Operation bar

Click ... to display the operation functions that can be performed on the current device.

ist						
ving All DTEN Devices				E	xport Add dev	ices
Search by Device Name or DI	FEN ID Location	•	Product	▼ System	Ŧ	
us 🔻	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557C	
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00570	
DTEN GO with Mate - 07C9	s 🕥		Pro		50DE19E007C9	
^_^	Rooms	group1	Pro		50DE19E004D3	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00075	
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	

ist						
ing All DTEN Devices				E	xport Ad	d devices
Search by Device Name or DT	Location	-	Product	▼ System		•
JS 🔻	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557	'C •••
00570 - prod	Rooms 5.11.3.1619 🕥		Premium		50DE19E00	Assign to group
DTEN GO with Mate - 07C9	s 🗿		Pro		50DE19E00	 Ticket Restart
^_^	Rooms	group1	Pro		50DE19E00	Assign to user
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	 Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	5 •••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	•••

6.1 Assign to a group

Assign the device to a device group. Same as 5.3

ist						
ing All DTEN Devices				E>	kport Add d	levices
Search by Device Name or DT	Location	-	Product	▼ System		•
JS 💌	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557C	•••
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00	
DTEN GO with Mate - 07C9	s 🕡		Pro		50DE19E00	
^_^	Rooms	group1	Pro		50DE19E00	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00 🖃] Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	•••

ist							
Search by Devic		gn to group			▼ System	xport Add dev	ices
15		select the group you want to New Group	assign the selected device(s) to:			
Device Name	• 1			Plan	Expiration Date	DTEN ID 🛊	\$
My DTEN Mate		pup3		ic		CCA219DC557C	•••
00570 - prod	⊖ gro			ium		50DE19E00570	
DTEN GO with						50DE19E007C9	
^_^			Cancel Assi	gn		50DE19E004D3	•••
50DE19E00075-pro	oduct	Rooms 5.10.3.1221	group1	Premium		50DE19E00075	•••
My DTEN ME-565-	product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product		Rooms 5.11.3.1634		Premium		a41791102b1d	•••

6.2 Ticket

Enter a support ticket that will populate the Device information automatically for you.

ng All DTEN Devices				E	xport Add de	evices
earch by Device Name or DT	EN ID	•	Product	▼ System		•
s 🔻	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557C	•••
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00	Assign to grou
OTEN GO with Mate - 07C9	s 🗿		Pro		50DE19E00	Ticket Restart
_^	Rooms	group1	Pro		50DE19E00	Assign to user
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00 🖃	Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	

6.3 Restart

Click the Restart button to reboot the device remotely.

ist						
ing All DTEN Devices				E	kport Add d	evices
Search by Device Name or DT	EN ID Location	•	Product	▼ System		•
JS 🔻	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕜	group2	Basic		CCA219DC557C	•••
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00	Assign to grou
DTEN GO with Mate - 07C9	s 💽		Pro		50DE19E00	Ticket
^_^	Rooms	group1	Pro		50DE19E00	Assign to user
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00 🖃	Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	

6.4 Assign to user

Use to transfer the device to someone else's name.

Click Assign to user, then select or enter their email, click Assign, and the device is successfully transferred.

If you enter a non-existent email, the Assign button will not be clickable.

ist						
ing All DTEN Devices				E	xport Add d	evices
Search by Device Name or DT	EN ID	•	Product	▼ System		•
IS 💌	Device Group	•				
Device Name 🛊	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557C	
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00	Assign to grou
DTEN GO with Mate - 07C9	s 🕜		Pro		50DE19E00	Ticket Restart
^_^	Rooms	group1	Pro		50DE19E00	Assign to user
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00 🖃	Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	

.ist					
/ing All DTEN [Assign device to user		E	xport Add dev	ices
Search by Device	Assign the device to a user on your account who can manage the device through Orbit. The device will not be removed from your account.		▼ System	•	
Device Name	Assign My DTEN Mate	Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	From firstname1 lastname2 (kzhang@cn.dten.com)	sic		CCA219DC557C	
00570 - prod	To user name or email	ium		50DE19E00570	
DTEN GO with I	1 mpzfhenac@mxtest- email.dtencn.com	o		50DE19E007C9	•••
^_^	email.atench.com 1 r8cpfaxdl@mxtest- email.dtencn.com	n		50DE19E004D3	
50DE19E00075		ium		50DE19E00075	•••
My DTEN ME-565	-product Rooms 5.12.6.2097	Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634	Premium		a41791102b1d	

6.5 Remove

Click remove to remove the device from your current Orbit account. If this fails, please enter a support ticket asking for it to be removed for you. We do recommend doing a factory reset of the device (if possible) to delete any saved settings on the device.

ist						
ving All DTEN Devices				E	kport Add	devices
Search by Device Name or DT	EN ID Location	•	Product	▼ System		•
IS 🔻	Device Group	•				
Device Name \$	Version	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	Rooms Controller 5.8.0 🕥	group2	Basic		CCA219DC557C	•••
00570 - prod	Rooms 5.11.3.1619 🕜		Premium		50DE19E00	
DTEN GO with Mate - 07C9	s 🗿		Pro		50DE19E00	
^_^	Rooms	group1	Pro		50DE19E00	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	Remove
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	•••

ist						
Search by Device	Remove Device	ccount.		- System	xport Add dev	
Device Name \$	Reset factory ✓ The device will be deleted	from your toom account	t Plan	Expiration Date	DTEN ID \$	\$
My DTEN Mate	 The device will be unlinked The data on the device will 	d with the user.	asic		CCA219DC557C	•••
00570 - prod	 ✓ The data on the device will ✓ The device will return to it 		mium		50DE19E00570	•••
DTEN GO with M		Cancel	Pro		50DE19E007C9	
^_^			Pro		50DE19E004D3	•••
50DE19E00075-product		group1	Premium		50DE19E00075	
My DTEN ME-565-produ			Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	•••

7. Device details

Click the device name to enter the device details.

ist						
ing All DTEN Devices				E	xport Add dev	vices
Search by Device Name or DT	EN ID Location	•	Product	▼ System	Ŧ	
JS 🔻	Device Group	•				
Device Name \$	/ ersion	Group \$	Orbit Plan	Expiration Date	DTEN ID \$	ф
My DTEN Mate	Rooms Controller 5.8.0 🕜	group2	Basic		CCA219DC557C	•••
00570 - prod	Rooms 5.11.3.1619 🕥		Premium		50DE19E00570	•••
DTEN GO with Mate - 07C9	s 🕜		Pro		50DE19E007C9	•••
^_^	Rooms	group1	Pro		50DE19E004D3	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00075	•••
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	•••
^-^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	•••

7.1 Device Profile

Displays the details of the device.

.ist → My DTEN Mate		
Device Profile Settir	ıgs	
Device Name	My DTEN Mate	Edit
DTEN ID	CCA219DC557C	
Serial Number	DB05BC43400066A	
Product Type	DTEN Mate	
Status	Offline	
OS Version	1.10.0	
	There is a new version available. Please update Update Update	
App Version	Zoom Rooms Controller 5.8.0 🕥	
Meeting Platform	Zoom	
Location	Hong Kong	Edit
IP Location	Xi'an, Shaanxi, China	

7.2 The device name and location can be edited.

t → My DTEN	Mate	
Device Profile	Settings	
Device Name	My DTEN Mate	Edit
DTEN ID	CCA219DC557C	
Serial Number	DB05BC43400066A	
Product Type	DTEN Mate	
Status	Offline	
OS Version	1.10.0	
	There is a new version available. Please update Update Update	
App Version	Zoom Rooms Controller 5.8.0 📀	
Meeting Platform	Zoom	
Location	Hong Kong	Edit
IP Location	Xi'an, Shaanxi, China	

7.3 Assign the device to a user in the organization account or transfer the device from the currently assigned user to another user.

DTEN ID	CCA219DC557C
Serial Number	DB05BC43400066A
Product Type	DTEN Mate
Status	• Offline
OS Version	1.10.0
	There is a new version available. Please update Update Update
App Version	Zoom Rooms Controller 5.8.0 🕥
Meeting Platform	Zoom
Location	Hong Kong
IP Location	Xi'an, Shaanxi, China
License	Basic(Free) 🕜
User	firstname1 kzhang@cn.dten.com
Device Group	group2

DTEN ID	CCA219DC557C		
Serial Numb Product Typ	Assign device to user		
Status OS Version	Assign the device to a user on your account who can manage the device through Orbit. The device will not be removed from your account.		
	Assign My DTEN Mate	fate	
App Version	From firstname1 lastname2		
Meeting Pla Location IP Location	(kzhang@cn.dten.com) To user name or email	Edit	
License User Device Group-	Cancel Assign	Reassign	

7.4 Assign this device to a group of devices.

Device Name	^-^2bld-product	Edit
DTEN ID	a41791102b1d	
Serial Number	-	
Product Type	DTEN D7 55	
Status	• Offline	
OS Version	112.7.8	
	There is a new version available. Please update Update Update	
App Version	Zoom Rooms 5.11.3.1634	
Meeting Platform	Zoom	
Location	Singapore, Singapore	Edit
IP Location	Hong Kong, Central and Western	
License	Business Premium 🔞	
User	Yaoying yyzhu@cn.dten.com	Reassign
Device Group	[Assign

Device Name	^-^2b1d-product	Edit
DTEN ID	ə41791102b1d	
Serial Number		
Product Typ	Assign to group	
Status		
OS Version	Please select the group you want to assign the selected device(s) to:	
	+ Add New Group	
App Versior	0 1	
Meeting Pla	 group3 group2 	
Location	○ group2 ○ group1	Edit
IP Location		
License	Cancel Assign	
User	Yaoying yyzhu@cn.dten.com	Reassign
Device Group	ingluit Hand curaction	Assign
perice or outp		

8. Settings

8.1 Output Volume

Adjustment of the output volume of the device.

st > ^-^2b1d-	product	
Device Profile	Settings	
Output Volume Adjust the output volu	d)	• 100
Screen When screen is off, the	e device enters into Sleep Mode to save power.	
Restart Device Manually restart this d	evice. If this device is currently in use, you will be alerted before continuing.	Restart device
System Refresh If this device is running entire device.	g slowly or is stuttering, you can reboot individual systems without rebooting the	

8.2 Screen

When the switch is off, the device rests on the screen. When the switch is on, the device lights up. The switch state is the same as the device light-up/rest screen state, where the user can finish the light-up/rest screen operation of the device.

Device Profile	Settings		
Dutput Volume Adjust the output volum	e of this device.	حا)	• 100
Screen When screen is off, the	levice enters into Sleep Mode to save power.		
Restart Device Manually restart this dev	ice. If this device is currently in use, you will be alerted before continu	ing.	Restart device
System Refresh f this device is running : entire device.	lowly or is stuttering, you can reboot individual systems without reboo	oting the	

8.3 Restart Device

Clicking restart device when the device is not busy and is already showing online will restart the device.

If the device is offline, you won't be able to restart the device, you will get a message stating you cannot restart this device as it is currently offline.

If the device is busy, you will see a prompt stating the device is currently in use. Are you sure you want to restart this device at this time? This may affect the behavior of the device and may interrupt a meeting.

Device Profile	Settings			
Output Volume			(1))	• 100
Adjust the output volu	ne of this device.			
Screen When screen is off, the	device enters into Sleep Mode to sav	ve power.		
Restart Device				Restart device
	vice. If this device is currently in use,	, you will be alerted before continuing.		Restart device
	vice. If this device is currently in use,	, you will be alerted before continuing.		Restart device
	vice. If this device is currently in use,	, you will be alerted before continuing.		Restart device
Manually restart this de System Refresh		, you will be alerted before continuing.		Restart device

When the device is offline, the following figure.

Device Profile	Settings					
Dutput Volume Adjust the outpu	Restart Device			(1)	• 100	
icreen When screen is i	You cannot restart this de	vice because it is curre	ently offline.			
Restart Device Manually restart th	is device. If this device is curr	ently in use, you will b	e alerted before continuing		Restart device	
ystem Refresh this device is run	ning slowly or is stuttering, yo	u can reboot individua	al systems without rebootin	g the		

When the device is busy, the following figure.

bit		
		Device List → My DTEN ME
ment	~	Device Profile Settings
nagement		Output Volume Adjust the output volume of t Restart Device
ent ;ement	* *	Screen This device is currently in use. Are you sure you want to restart device at this time? This may affect the behavior of the device.
ement		No Yes Restart Device Restart Device Restart device is currently in use, you will be alerted before continuing. Restart device
inent		Factory Reset Restore this device to its original factory settings.
		System Refresh If this device is running slowly or is stuttering, you can reboot individual systems without rebooting the entire device.

8.4 Factory Reset

Device online, offline, busy (same as 8.3)

st > DTEN GC) with Mate - 07C9		
Device Profile	Settings		
Output Volume Adjust the output volu	me of this device.	(1))	50
Screen When screen is off, the	device enters into Sleep Mode to save power.		
Restart Device Manually restart this d	evice. If this device is currently in use, you will be alerted before continuing.		Restart device
Factory Reset Restore this device to i	ts original factory settings.		Factory Reset

8.4 System Refresh

When the microphone, camera, or touch screen is running slow or stuck, you can click reboot to reboot that specific option.

Manually restart this device. If this device is cu	rentiy in use, you will be alerted before continuing.	
Factory Reset Restore this device to its original factory settin	75.	Factory Reset
System Refresh		
If this device is running slowly or is stuttering, y entire device.	ou can reboot individual systems without rebooting the	
Microphone		Reboot
Camera		Reboot
Touchscreen		Reboot
Network		
Network Connection Status	Not Connected	Edit
Adjust network LAN and Wi-Fi settings.		
Proxy	None	Edit

8.5 Network

Set up the network, including network connectivity, proxy, and IP.

If the device is offline the edit button is not clickable.

Touchscreen		Reboot
Network		
Network Connection Status	Not Connected	Edit
Adjust network LAN and Wi-Fi setting	S.	
Proxy	None	Edit
Configure the proxy, both manually an	d automatically for PAC files.	
IP		Edit
Configure IP setting (DHCP/Static).		
Network Security		
802.1X Certificate	OFF	Edit
NTP Server	Auto-Config	Edit

When the device is not satisfied, the question mark is followed by a prompt message.

Touchscreen		Reboot
Network		_
Network Connection Status	Not Connected	Edit
Adjust network LAN and Wi-Fi settings.		
Proxy	None	Edit
Configure the proxy, both manually and	automatically for PAC files.	
IP		Edit
Configure IP setting (DHCP/Static).		
Network Security		
802.1X Certificate	OFF	Edit
	Auto-Config	Edit
NTP Server		

8.6 Network Security

The default is off, when the checkbox is checked, it is to enable this network security setting.

If you use an 802.1X network, select Upload profile and Security mode, click the Save button, the profile is sent to the device, and you can use the 802.1X network normally.

If the device is offline, the Edit button is not available.

Proxy	None	Edit
Configure the proxy, both manually	and automatically for PAC files.	
IP		Edit
Configure IP setting (DHCP/Static).		
Network Security		
802.1X Certificate	OFF	Edit (?)
NTP Server By default, the device's time setting	Auto-Config gs will always correspond to the selected time server.	Edit
Device Time Zone Settings	(GMT+08:00) China Standard Time - Shanghai	Edit
If this device is not currently available	ble, the settings will take effect once it is online.	
Lock Device Setting Menu		Edit

curity				
ificate			OFF	
2.1X Certificate f	or the network connection			
Ethernet	١	WiFi		
tificate	Choose file			
ificate	Choose file			
Key	Choose file			
Key Password				
				Cancel Save

8.7 NTP Server

NTP Server is for the configuration of the device. This feature is available only from an upgraded Orbit Plan, either Orbit Plus or Orbit Pro. Otherwise, the edit button is not available when using Orbit Basic.

From the login as an owner or if you are assigned as an admin, this can be edited; someone who is a member will only be able to view this setting.

IP		192.168.200.54(DHCP)		Edit	
Configure IP setting (DHCP/	Static).				
Network Security					
802.1X Certificate		OFF		Edit	
NTP Server		Auto-Config		Edit	
	a atting a will alw	vays correspond to the selected tir	me server		
	settings will alw		ne server.		
	settings will alw				
Device Time Zone Settings	settings will alw	(GMT+08:00) China Stand		Edit	
-			ard Time - Shanghai	Edit	
If this device is not currently		(GMT+08:00) China Stand	ard Time - Shanghai	Edit	
If this device is not currently	v available, the se	(GMT+08:00) China Stand	ard Time - Shanghai Iline.		
If this device is not currently Lock Device Setting Menu When locked, users will not	v available, the se	(GMT+08:00) China Stand ettings will take effect once it is or	ard Time - Shanghai Iline.		
If this device is not currently	v available, the se	(GMT+08:00) China Stand ettings will take effect once it is or r change settings from the device r	ard Time - Shanghai Iline. menu.		

8.8 Device Time Zone Settings

There are some devices and some firmware versions that will not support changing Time Zone Settings from Orbit. For those devices that do support this, the feature is available only from an upgraded Orbit Plan, either Orbit Plus or Orbit Pro. Otherwise, the edit button is not available when using Orbit Basic.

Edit the device time when the device is online.

When the device is offline, you may make changes and wait for the time changes to take effect when it is online next time.

Network Security				
802.1X Certificate		OFF		Edit
502.1A Certificate		OFF		Edit
NTP Server		Auto-Config		Edit
By default, the device's time	settings will alway	ys correspond to the selected tir	ne server.	
		(CMT: 00.00) CL		
Device Time Zone Settings If this device is not currently	available, the sett	(GMT+08:00) China Standa	-	Edit
-	available, the sett		-	Edit
-	available, the sett		-	Edit
If this device is not currently			line.	
If this device is not currently	pe able to set or cl	ings will take effect once it is on	line.	
If this device is not currently Lock Device Setting Menu When locked, users will not l	pe able to set or cl	ings will take effect once it is on	nenu.	

8.9 Lock Device Setting Menu

The Lock Device Setting Menu will only be visible when logged in as the Owner or as an Admin. Members may be able to see the settings, but will not be able to change Lock Device Settings.

By locking the device settings, which are closed by default, end users will not be able to set or change settings from the device menu directly on the device.

NTP Server		Auto-Config		Edit
	ime settings will alwa	iys correspond to the selected tin	ne server.	Luit
-,				
Device Time Zone Settir	lgs	(GMT+08:00) China Standa	ard Time - Shanghai	Edit
If this device is not curre	ntly available, the set	tings will take effect once it is on	line.	
Lock Device Setting Me	าน			Edit
		change settings from the device r	nenu.	
Lock network settings m	enu OFF	Lock NTP server menu	OFF	
Lock proxy menu	OFF	Lock TimeZone menu	OFF	
Lock IP menu	OFF			
Lock in menu	OFF			
Lock Device				Lock
When locked, this device device must be unlocked		from its on-screen menu. To re-e	nable operation, this	
	from this menu.			
Dashboard Menu				
The switch is on hy defa	It When the switch	is turned off it disables the three	o-finder swine screen on	
NTP Server		Auto-Config		Edit
	ime settings will alwa	ays correspond to the selected tin	ne server.	
Device Time Zone Settin	-	(GMT+08:00) China Standa ttings will take effect once it is on	-	Edit
In this device is not curre	intiy avallable, the set	ungs will take effect office it is off	inne.	
Lock Device Setting Me				
		change settings from the device r		
Lock network se				
Lock proxy menu	I	Lock TimeZone me	nu	
Lock IP menu				
		Cancel		
Lock Device				Lock
		from its on-screen menu. To re-e	nable operation, this	Lock

8.10 Lock Device

Is only available when logged in as the Owner or an Admin. Members can't use this function.

The default is Lock state, after it is turned on, the end-user can't do anything from the device side.

ock Device	Lock
When locked, this device cannot be operated from its on-screen menu. To re-enable operation, this levice must be unlocked from this menu.	
Dashboard Menu The switch is on by default. When the switch is turned off, it disables the three-finger swipe screen on he ZOOM home page.	
ock Dashboard	0
This dashboard switch is off by default. Turn this switch on to allow access to the dashboard. Once it is urned on, an auto-generated PIN will display, and that PIN must be entered by the user to gain access o the dashboard.	
Camera Current Refresh Frequency	50HZ 60HZ
he Orbit system automatically switches the Cam current refresh frequency based on the device's local ime zone. It's not always accurate, though, and you can try doing a switch between 50Hz and 60Hz to ix the problem when your device's screen appears spent.	

When the device version is not supported, the button is not clickable and a message is prompted after clicking the button.

When locked, users will not b	e able to set or cha	nge settings from the device r	nenu.		
ock network settings menu	OFF	Lock NTP server menu	OFF		
ock proxy menu	OFF	Lock TimeZone menu	OFF		
Lock IP menu	OFF				
.ock Device				Lock	
When locked, this device can device must be unlocked fron		m its on-screen menu. To re-e	enable operation, this	This feature is not supported in the device version a be available in a future release.	and will
Dashboard Menu				0	
The switch is on by default. V he ZOOM home page.	When the switch is t	urned off, it disables the three	e-finger swipe screen on		
.ock Dashboard				0	
	,	switch on to allow access to t d that PIN must be entered b			

8.11 Assist Spot

The hover touch button is on by default.

Device Time Zone Setting If this device is not current	gs itly available, the settings will take effect or	(GMT-08:00) Pacific Time - noe it is online.	.os Angeles	Edit
Lock Device Setting Menu When locked, users will no	u ot be able to set or change settings from th	ne device menu.		Edit
Lock network settings mer	nu OFF	Lock NTP server menu	OFF	
Lock proxy menu	OFF	Lock TimeZone menu	OFF	
Lock IP menu	OFF			
Lock Device When locked, this device c	cannot be operated from its on-screen mer	nu. To re-enable operation, this device must be t	nlocked from this menu.	Look Ø
Assist Spot The switch is on by default	t. When the switch is turned off, the hoveri			
		ing touch button is not visible on the device side		
Dashboard Menu The switch is on by default		ing touch button is not visible on the device slot s the three-finger swipe screen on the ZOOM hc		0
The switch is on by default	t. When the switch is turned off, it disables	s the three-finger swipe screen on the ZOOM hc		

8.12 Dashboard Menu

The switch is on by default. When the switch is off, it disables the three-finger swipe screen feature on the ZOOM home page.

Lock Device	Lock
When locked, this device cannot be operated from its on-screen menu. To re-enable operation, t device must be unlocked from this menu.	his
Dashboard Menu	
The switch is on by default. When the switch is turned off, it disables the three-finger swipe scre the ZOOM home page.	een on
Lock Dashboard	0
This dashboard switch is off by default. Turn this switch on to allow access to the dashboard. On turned on, an auto-generated PIN will display, and that PIN must be entered by the user to gain a to the dashboard.	
Camera Current Refresh Frequency	50HZ 60HZ
The Orbit system automatically switches the Cam current refresh frequency based on the device time zone. It's not always accurate, though, and you can try doing a switch between 50Hz and 60 fix the problem when your device's screen appears spent.	

8.13 Lock Dashboard

This instrument panel switch is off by default. Turn this switch on to access the dashboard. Once turned on, an automatically generated PIN is displayed, and the user must enter this PIN to access the dashboard.

Lock Device	Lock
When locked, this device cannot be operated from its on-screen menu. To re-enable operation, this device must be unlocked from this menu.	
Dashboard Menu The switch is on by default. When the switch is turned off, it disables the three-finger swipe screen on the ZOOM home page.	
Lock Dashboard This dashboard switch is off by default. Turn this switch on to allow access to the dashboard. Once it is turned on, an auto-generated PIN will display, and that PIN must be entered by the user to gain access	0
to the dashboard.	

8.14 Camera Current Refresh Frequency

The Orbit system automatically switches the camera's current refresh frequency based on the device's local time zone. It's not always accurate, though, and you can try doing a switch between 50Hz and 60Hz to fix the problem when your device's screen appears spent.

Lock Device When locked, this device cannot be operated from its on-screen menu. To re-enable operation, this device must be unlocked from this menu.	Lock
Dashboard Menu The switch is on by default. When the switch is turned off, it disables the three-finger swipe screen on the ZOOM home page.	
Lock Dashboard This dashboard switch is off by default. Turn this switch on to allow access to the dashboard. Once it is turned on, an auto-generated PIN will display, and that PIN must be entered by the user to gain access to the dashboard.	0
Camera Current Refresh Frequency The Orbit system automatically switches the Cam current refresh frequency based on the device's local time zone. It's not always accurate, though, and you can try doing a switch between 50Hz and 60Hz to fix the problem when your device's screen appears spent.	50HZ 60HZ

8.15 Display Resolution

This feature is only available on D7X for Windows with firmware version 3.2.2 and above.

	is menu.	
Dashboard Menu		0
The switch is on by default. Whe the ZOOM home page.	n the switch is turned off, it disables the three-finger swipe screen on	
Lock Dashboard		0
	efault. Turn this switch on to allow access to the dashboard. Once it is \mbox{V} will display, and that PIN must be entered by the user to gain access	
	4К	Edit
Display Resolution		
	his following devices: - D7X windows 3.2.2 and higher.	
This feature is only available on t HDMI Source		

8.16 HDMI Detection

HDMI detection is on by default. When it is disabled, the connected device will not be detected.

Lock Device Setting Mer When locked, users will r	u ot be able to set or change settings from the device menu.			Edit
Lock network settings m	mu OFF	Lock NTP server menu	OFF	
Lock proxy menu	OFF	Lock TimeZone menu	OFF	
Lock IP menu	OFF			
Lock Device When locked, this device	cannot be operated from its on-screen menu. To re-enable c	peration, this device must be unlocked from thi	s mehu.	Lock
Assist Spot The switch is on by defau	It. When the switch is turned off, the hovering touch button	is not visible on the device side.		
Dashboard Menu The switch is on by defau	It. When the switch is turned off, it disables the three-finger	swipe screen on the ZOOM home page.		
Lock Dashboard This dashboard switch is the dashboard.	off by default. Turn this switch on to allow access to the dash	board. Once it is turned on, an auto-generated	PIN will display, and that PIN must be entered by the user to gain access to	
Camera Current Refresi The Orbit system autom the problem when your o		n the device's local time zone. It's not always ac	surate, though, and you can try doing a switch between 50Hz and 60Hz to fix	<u>जिल्</u> य कार्य छि
Display Resolution This feature is only availa	ble on this following devices: - D7X windows 3.2.2 and high	4K #.		Edt
HDMI Detection	ed by default. When it is disabled, the connecting device will			

8.17 HDMI Source

When the DTEN device is connected to the TV BOX and the administrator turns on HDMI Source, the TV mode is automatically displayed on the TV BOX.

device must be unlocked from this menu.	
Dashboard Menu The switch is on by default. When the switch is turned off, it disables the three-finger swipe screen on the ZOOM home page.	Ø
Lock Dashboard This dashboard switch is off by default. Turn this switch on to allow access to the dashboard. Once it is turned on, an auto-generated PIN will display, and that PIN must be entered by the user to gain access to the dashboard.	0
Display Resolution 4K This feature is only available on this following devices: - D7X windows 3.2.2 and higher.	Edit
HDMI Source When enabled, the HDMI source will be set as default, and the system will not automatically switch to Zoom BYOD.	

3.3.2 Device Groups

		Device Groups					
		List of All Device Groups					Add device group
gement st	^	Q Search by Group Name					
roups		Group Name	Description	Number of Devices	Created by	Creation Time	
1anagement Ianagement		. 1		0	firstname1	2022-11-03 15:26:36	
		group3		0	firstname1	2022-10-13 15:41:04	
ment agement	ž	group2	group2, test	1	firstname1	2022-08-18 16:41:20	
agement		group1		2	firstname1	2022-08-18 16:41:03	
		Rows per page: 20 • 4	results				<pre>Page 1 of 1 < ></pre>
gement	~						

1. Add device group-no administrator

Click Add device group, enter the group name and click Save to create a new device group successfully.

Groups					
of All Device Groups					Add device group
Search by Group Name					
Group Name	Description	Number of Devices	Created by	Creation Time	
1		0	firstname1	2022-11-03 15:26:36	
group3		0	firstname1	2022-10-13 15:41:04	
group2	group2, test	1	firstname1	2022-08-18 16:41:20	
group1		2	firstname1	2022-08-18 16:41:03	
s per page: 20 💌 4	I results				<pre>Page 1 of 1 < ></pre>

eG	d New Group		Add device gro
irou			
me Desc	ription	Creation Time	
Ad	ld description (optional)	2022-11-03 15:26:36	
		2022-10-13 15:41:04	
	p Admin	2022-08-18 16:41:20	
Add	group administrator email address(es)		
0	Cancel Save & add another Sav	10	🖂 Page 1 of 1
	Calicer Save & aut allother		

Add device group - with administrator.

Click Add device group, enter the group name, select the administrator of the group, and click Save to create a new device group successfully.

in C	Add New Group		Add device group
evice G	Group Name		Add device gloup
by Group	1111		
p Name	Description Add description (optional)	Creation Time	
		2022-11-03 15:26:36	
3		2022-10-13 15:41:04	
2	Group Admin Add group administrator email address(es)	2022-08-18 16:41:20	
1	James ylli@cn.dten.com × ysren@cn.dten.com ×	2022-08-18 16:41:03	
ge: 20			I< Page 1 of 1 <
	Cancel Save & add another Save		

2. Device Group List

This shows the device groups created by your account Owner and the device groups you are the administrator of. The admins who have been grouped can only view the groups they have been assigned to, but cannot edit them.

f All Device Groups	Add device group				
Search by Group Name					
Group Name	Description	Number of Devices	Created by	Creation Time	
1		0	firstname1	2022-11-03 15:26:36	
group3		0	firstname1	2022-10-13 15:41:04	
group2	group2, test	1	firstname1	2022-08-18 16:41:20	
group1		2	firstname1	2022-08-18 16:41:03	
per page: 20 🔻 4 r	results				I≤ Page 1 of 1 ≤

3. Click [Delete] to delete the selected device group or check multiple device groups and click [Delete] to delete them in bulk.

Groups					
of All Device Groups					Add device group
Search by Group Name					
Group Name	Description	Number of Devices	Created by	Creation Time	
1		0	firstname1	2022-11-03 15:26:36	Edit Delete
group3		0	firstname1	2022-10-13 15:41:04	
group2	group2, test	1	firstname1	2022-08-18 16:41:20	
group1		2	firstname1	2022-08-18 16:41:03	
per page: 20 💌 4	results				<pre>Page 1 of 1 < ></pre>

Click the edit button to bring up the edit page, enter the content to be edited and click save to update successfully.

All Device G	Edit Group		Add device group
	Group Name		
earch by Grou	1		
Group Name	Description	Creation Time	
L	Add description (optional)	2022-11-03 15:26:36	
roup3		2022-10-13 15:41:04	
roup2	Group Admin Add group administrator email address(es)	2022-08-18 16:41:20	
roup1	Add group administrator email address(es)	2022-08-18 16:41:03	
er page: 20	Cancel Save		I< Page 1 of 1 <

Click the delete button to bring up a confirmation page for deletion, and click delete to delete successfully.

Groups				
of All Device Gro	ups			Add device group
Search by Group N				
Group Name			Creation Time	
1	Delete Selected G		2022-11-03 15:26:36	
group3	,,		2022-10-13 15:41:04	
group2		Cancel Delete	2022-08-18 16:41:20	
group1		2 firstname1	2022-08-18 16:41:03	
s per page: 20	✓ 4 results			I ≤ Page 1 of 1 < ⇒

4. Device Group Management

Click [Group Name] or [Number of Devices] to enter the device list of the device group; the operation is the same as Device List.

iroups					
f All Device Groups					Add device group
Search by Group Name					
Group Name	Description	Number of Devices	Created by	Creation Time	
1		0	firstname1	2022-11-03 15:26:36	
group3		0	firstname1	2022-10-13 15:41:04	
group2	group2, test	1	firstname1	2022-08-18 16:41:20	
group1		2	firstname1	2022-08-18 16:41:03	
per page: 20 💌	4 results				<pre> Page 1 of 1 < ></pre>

ing All DTEN Devices				Export Ac	ld devices
Search by Device Name or D	DTEN ID	ion	Product S	ystem	•
S					
Device Name 🛊	Status \$	Os Version 🛊	App Version	Group \$	Orbit Plan
^_^	Offline	DTEN 1.14.64	Zoom Rooms	group1	Pro
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premium

3.3.3 Update Management

Only for devices using a Windows platform. Any devices needing a Windows Security Update will be listed on this page in Orbit. You will be able to verify the Patch that needs to be updated here, select the devices that meet the update conditions, and issue the upgrade patch.

		Up	date Management					
			Windows Security Update					
ment	^		Q Search patch name	Class	ification 🔹			
ups			Patch Name	Classification	Release Date	Unassigned Devices	Installed Status	
nagement nagement			C KB5013941	None	2022-06-02 11:35:53	0	♥ 1/1	•••
nt	~							
ement	×							
nent	~							

Management				
1 patch selected				Assign Devices
Search patch name	Class	ification 🔹		
Patch Name	Classification	Release Date	Unassigned Devices	Installed Status
KB5013941	None	2022-06-02 11:35:53	0	✓ 1/1

Assign Devices			
C Search Device name	×		Assign Device
Device name DTEN ID	Product Type		
		ned Devices	Installed Status
		0	♥ 1/1
Assigned devices are automatically updated	during the		
preconfigured upgrade time. Click here to s schedule.	et a system update		
_			
	Cancel Assign		

Click Patch to view Patch details and by clicking See Details you will be taken to the official Windows patch page.

atch Name	Patch Details	ned Devices	Installed Status
B5013941	KB5013941 Addresses security issues for your Windows operating system See Details Done	0	☑ 1/1
	Done		

3.3.4 Access Management

DTEN provides remote device diagnostic services for customers and requires authorization from the customer before the service can be performed. In this page, customers can process remote service authorization requests initiated by DTEN. Customers can process applications with a pending status (approve or reject), either individually or in bulk.

		Access Management					
		Showing All Device Licensing					
gement st	^	Q Search by Device Name or E	DTEN ID Device A	ccess Status			
roups 1anagement		Device Name	DTEN ID	Device Access Window	Time Zone	Device Access Status	
lanagement			50DE19E004D3	2023-03-06 17:50 - 2023- 03-08 17:50	Asia/Shanghai	Request Expired	
nent	~	00570 - prod	50DE19E00570	2023-03-06 17:50 - 2023- 03-08 17:50	Asia/Shanghai	Request Expired	
agement	ř	^-^2b1d-product	a41791102b1d	2023-03-06 17:50 - 2023- 03-08 17:50	GMT+08:00	Request Expired	
		A-A	50DE19E004D3	2022-11-29 16:43 - 2022- 12-01 16:43	Asia/Shanghai	Request Expired	
gement	~	50DE19E00075-product	50DE19E00075	2022-11-03 17:26 - 2022- 11-03 21:16	Asia/Shanghai	Request Expired	
		Rows per page: 20 🔻 57	results				I ≤ Page 1 of 3 ≤ →

3.3.5 Settings

1. Auto-Updates

The operating system and applications on your device will be automatically updated to the latest version.

Note: Updates are only performed when the device is not in use or when there are no calendar events for 30 minutes. Depending on network speed, updates may take up to an hour to complete.

		Settings	
;ement st	^	Auto-Updates The OS and App on your device will be automatically updated to the latest version at 03:00 PM ✓ . Note: Update only executes when your device is NOT IN USE or does not have any calendar events within 30 minutes. An update may take up to an hour to complete depending on the network speed.	
roups fanagement anagement nent	~	Update Schedule Windows updates are configured to be installed Daily from 12:00 AM \sim to 11:30 PM \sim . Note: Upgrades should be scheduled during off-work hours. Your DTEN device cannot reboot to complete the installation when in use.]
agement gement	~	Email Notification Device Status Alert Send an email notification if device status changes. This setting is turned off by default. Device Online OFF Device Offline OFF Do not send notification if the alert subject is resolved within a 1 Minute ~ grace period.	Edit
		Updates Alert	Edit

Open the button, select the update time and the device will be updated at the specified time.

Updates		
S and App on your device will be automatically updated to the latest version	at 03:00 PM 🗸 .	
Update only executes when your device is NOT IN USE or does not have an es. An update may take up to an hour to complete depending on the networ	03:00 PM	
	03:30 PM	
te Schedule	04:00 PM	
ows updates are configured to be installed Daily from 12:00 AM $ arsigma$ to $$ 11:3.	04:30 PM	
Upgrades should be scheduled during off-work hours. Your DTEN device ca	pete the	
ation when in use.	05:00 PM	
Notification		
e Status Alert	ſ	Edit
an email notification if device status changes. This setting is turned off by defa	ault.	
e Online OFF Device Offline OFF		
t send notifcation if the alert subject is resolved within a 1 Minute \sim		
period.		
tes Alert		Edit

2. Update Schedule

Windows Update is configured to install from the set time slot.

Updates should be scheduled during non-business hours. Your DTEN device cannot be rebooted to complete the installation while it is in use.

pdates	
and App on your device will be automatically updated to the latest version at 03:00 PM \sim $$.	
pdate only executes when your device is NOT IN USE or does not have any calendar events within 30 . An update may take up to an hour to complete depending on the network speed.	
Schedule	
, vs updates are configured to be installed Daily from 12:00 AM $\checkmark~$ to $~11:30$ PM $\backsim~~.$	
pgrades should be scheduled during off-work hours. Your DTEN device cannot reboot to complete the ion when in use.	
otification	
Status Alert	
email notification if device status changes. This setting is turned off by default.	Edit
Online OFF Device Offline OFF send notification if the alert subject is resolved within a <u>1 Minute</u> ~ eriod.	
5 Alert	

Select the update time.

Updates		
S and App on your device will be automatically updat	ed to the latest version at 03:00 PM \sim $$.	
Update only executes when your device is NOT IN U es. An update may take up to an hour to complete de		
e Schedule		
ows updates are configured to be installed Daily from	12:00 AM ✓ to 11:30 PM ✓ .	
Upgrades should be scheduled during off-work hou ation when in use.	ice cannot reboot to complete the	
	12:30 AM	
Notification	01:00 AM	
e Status Alert		
n email notification if device status changes. This s	01:30 AM f by default.	
Device Online Device Offline	02:00 AM	
send notifcation if the alert subject is resolved with	n a 1 minute V	

3. Email Notification

Send email notifications when the device status changes. By default, this setting is off.

es. An upuate m	ay take up to an hour to complete de	ISE or does not have any calendar even pending on the network speed.	3 Within 00	
te Schedule				
ows updates are	configured to be installed Daily from	12:00 AM 🗸 to 11:30 PM 🗸 .		
Upgrades should lation when in us		s. Your DTEN device cannot reboot to c	omplete the	
Notification				
e Status Alert				Edit
an email notifica	tion if device status changes. This set	tting is turned off by default.		
e Online	OFF Device Offline	OFF		
ot send notifcatio	on if the alert subject is resolved with	in a 1 Minute 🗸		
period.				
tos Alort				Edit
tes Alert	tion when undates are available. This	setting is enabled by default		
	tion when updates are available. This	s setting is enabled by default.		

Click the Edit button, select the device online, or offline, and click the Save button.

te Schedule					
ows updates are configu	red to be installed Daily	from 12:00 AM 🗸	to 11:30 PM ∨ .		
: Upgrades should be sch lation when in use.	eduled during off-work	hours. Your DTEN o	levice cannot reboot to	o complete the	
Notification					
an email notification if d	evice status changes. T	is setting is turned	off by default		
Device Online	Device O		on by default.		
ot send notifcation if the	alert subject is resolve	within a 1 minute	~		
period.					
		Cancel	Save		
tes Alert					Edit
an email notification wh	en updates are availabl	. This setting is enal	oled by default.		
/ersion	ON App Version	ON	Patch Version	OFF	
ing Activities Alert					Edit
an email notification wh	en pending tasks are no	t processed. This se	tting is enabled by defa	ult.	

Click the Edit button, select a time, click the Save button, and do not send email notifications if the alert topic is resolved within the selected time.

DS and App on your device will be automatically updated : Update only executes when your device is NOT IN USE tes. An update may take up to an hour to complete depe	or does not have any calendar events within 30	
te Schedule		
ows updates are configured to be installed Daily from 1	2:00 AM ∨ to 11:30 PM ∨ .	
: Upgrades should be scheduled during off-work hours. lation when in use.	1 cannot reboot to complete the 5	
Notification	15	
:e Status Alert an email notification if device status changes. This set Device Online Device Offline	30 , default. 60	
ot send notifcation if the alert subject is resolved with n period.	a 1 minute ~	
	Cancel Save	
tes Alert		Edit
an email notification when updates are available. This se	etting is enabled by default.	
'ersion ON App Version	ON Patch Version OFF	

4. Updates Alert

Send email notifications when updates are available. This setting is enabled by default.

Available in OS version, App version, and Patch version.

period.			Cancel	Save		
tes Alert						Edit
an email notificati	ion when upo	dates are available. This	setting is enab	led by default.		
ersion	ON	App Version	ON	Patch Version	OFF	
ne command 🕥	OFF					
Notification Sett	ings					
e choose how you	would like t	o receive emails.				
ngle event alert						
end an email for e		ert.				
2.2	ts					
ombine event aler						

Click the Edit button, click the checkbox, and click the Save button.

Device Online	Device Offlin	ne	
t send notifcation if the	alert subject is resolved w	vithin a 1 minute ~	
period.			
		Cancel Save	
es Alert			
an email notification whe	en updates are available. T	his setting is enabled by default.	
OS Version	App Version	Patch Version	
		Cancel Save	
ng Activities Alert			Edit
	en pending tasks are not p	rocessed. This setting is enabled by default.	Edit
an email notification wh	en pending tasks are not p OFF		Edit
an email notification wh			Edit
an email notification whe	OFF		Edit
an email notification who ne command ⑦ Notification Settings	OFF		Edit
an email notification when the command ⑦ Notification Settings e choose how you would ngle event alert and an email for each even	OFF		Edit
an email notification when ne command ⑦ Notification Settings e choose how you would ngle event alert	OFF		Edit

5. Pending Activities Alert

Send an email notification when a pending task is not processed. This setting is enabled by default.

					Edit
an email notific	ation when updates are available	. This setting is enable	ed by default.		
ersion	ON App Version	ON	Patch Version	OFF	
ng Activities Al	lert				Edit
an email notific	ation when pending tasks are no	processed. This setti	ing is enabled by defaul		
ne command 🤅	OFF				
	,				
Notification Se	ettings				
Notification Se e choose how y ngle event alert	ou would like to receive emails.				
e choose how y ngle event alert	ou would like to receive emails.				
e choose how y ngle event alert	ou would like to receive emails. t r each event alert.				
e choose how y ngle event alert end an email for ombine event a	ou would like to receive emails. t r each event alert.	alert email every 24	Hours 🗸 🗸		
e choose how y ngle event alert end an email for ombine event a	ou would like to receive emails. t r each event alert. lerts	alert email every 24	Hours 🗸 🔸		

Click the Edit button, uncheck the checkbox, and click the Save button to not send email notifications when there are unprocessed tasks.

tes Alert Edit an email notification when updates are available. This setting is enabled by default. ersion ON App Version ON Patch Version OFF ng Activities Alert an email notification when pending tasks are not processed. This setting is enabled by default. Off-line command Cancel Save Notification Settings a choose how you would like to receive emails. ngle event alert and an email for each event alert. ombine event alerts ombine event alerts into one email and send the alert email every 24 Hours \sim .								
ersion ON App Version ON Patch Version OFF ng Activities Alert an email notification when pending tasks are not processed. This setting is enabled by default. Dff-line command Cancel Save Notification Settings e choose how you would like to receive emails. ngle event alert end an email for each event alert. embine event alerts	tes Alert							Edit
ng Activities Alert an email notification when pending tasks are not processed. This setting is enabled by default. Dff-line command Cancel Save Notification Settings 2 choose how you would like to receive emails. ngle event alert and an email for each event alert. publice event alerts	an email notific	cation when up	dates are available. Thi	is setting is enal	bled by default.			
An email notification when pending tasks are not processed. This setting is enabled by default. Dff-line command Cancel Save Notification Settings 2 choose how you would like to receive emails. ngle event alert and an email for each event alert. public event alerts	ersion	ON	App Version	ON	Patch Version	OFF		
Dff-line command Cancel Save Notification Settings a choose how you would like to receive emails. ngle event alert and an email for each event alert. ambine event alerts	ng Activities A	lert]	
Cancel Save Notification Settings e choose how you would like to receive emails. ngle event alert and an email for each event alert. ambine event alerts	an email notific	cation when pe	nding tasks are not pro	ocessed. This se	tting is enabled by default			
Notification Settings 2 choose how you would like to receive emails, ngle event alert and an email for each event alert. ombine event alerts	Off-line comma	and						
Notification Settings 2 choose how you would like to receive emails, ngle event alert and an email for each event alert. ombine event alerts								
e choose how you would like to receive emails. ngle event alert end an email for each event alert. ombine event alerts				Cancel	Save			
e choose how you would like to receive emails. ngle event alert end an email for each event alert. ombine event alerts								
ngle event alert and an email for each event alert. ambine event alerts								
and an email for each event alert. ombine event alerts		-					-	
ombine event alerts	e choose how y	you would like t	to receive emails.				-	
	e choose how y ngle event aler	you would like t					_	
ombine event alerts into one email and send the alert email every 24 Hours \simeq .	e choose how y ngle event aler end an email fo	you would like t t or each event ale					-	
	e choose how y ngle event aler end an email fo	you would like t t or each event ale					_	
	e choose how y ngle event aler and an email fo ombine event a	you would like t t or each event ale alerts	ert.	t email every 2	4 Hours 🗸 🔹		-	
	e choose how y ngle event aler and an email fo ombine event a	you would like t t or each event ale alerts	ert.	t email every 2	4 Hours 🗠		-	

6. Email Notification Settings

Set the way to receive emails.

There are two ways, one is to send a warning email for each event; the other is to combine the events into one warning email, every few hours.

an email notifica ersion	tion when upo	dates are available. Thi App Version	s setting is enab	pled by default. Patch Version	OFF	
ersion	ON	App version	ON	Fatch version	OFF	
ng Activities Ale	ert					Edit
an email notifica	tion when per	nding tasks are not pro	cessed. This set	tting is enabled by default		
ne command ⑦	OFF					
	OIT					
Notification Set	tings					
e choose how yo		o receive emails.				
ngle event alert						
and an email for	each event ale	ert.				
ombine event ale	erts					
ombine event ale	erts into one e	email and send the aler	t email every 24	4 Hours 🗸 ,		

Select the way you wish to receive emails, and this will be saved automatically.

tes Alert						Edit
an email notificat	tion when upo	lates are available. This s	setting is enab	led by default.		
ersion	ON	App Version	ON	Patch Version	OFF	
ng Activities Ale	rt					Edit
an email notificat	tion when per	iding tasks are not proce	essed. T <mark>his set</mark>	ting is enabled by defau	lt.	
ne command ⑦	OFF			3		
Notification Set	tings			5		
e choose how yo	-	o receive emails.		6		
ngle event alert				12		
end an email for e		rt.		24		
ombine event ale						
ombine event ale	erts into one e	mail and send the alert e	email every 24	4 Hours ∽ .		

7. Power Saving—only available on the D7X models

Once you set the power saving mode, the device will be in hibernation and deep sleep states. During deep sleep, the device will power off. You can wake up the device by tapping the screen or pressing the button.

This feature is only available on the following device versions and higher.

DTEN D7X 55 Windows Edition 3.1.4

DTEN D7X 75 Windows Edition 3.1.4

DTEN D7X 55 Android Edition 2.5.1

ng Activities Alert		Edit
an email notification w	hen pending tasks are not processed. This setting is enabled by default.	
ne command	OFF	
Notification Settings		
e choose how you wou	Id like to receive emails.	
ingle event alert		
end an email for each e	vent alert.	
ombine event alerts		
ombine event alerts in	to one email and send the alert email every 24 Hours \checkmark .	
er Saving ⑦		
08:00 PM ~ to 07:3	0 AM ${\sim}$, Monday ${\sim}$ to Sunday ${\sim}$, the device will be in power-saving mode. The	
2011 1.21	d in a deep sleep. During deep sleep, the device will power off. You can wake up the een or pressing a button.	
08:00 PM ~ to 07:3	d in a deep sleep. During deep sleep, the device will power off. You can wake up the	

Click the switch, the button turns green, and you can set the time. For example, if the time is midnight to 3 pm, Monday to Wednesday, then the device will be in power saving mode from 12 am to 3 pm, Monday to Wednesday.

ng Activities Alert		Edit
an email notification when pending tasks are n	ot processed. This setting is enabled by default.	
ne command ⑦ OFF		
Notification Settings		
choose how you would like to receive emails.		
08:00 PM		
each event alert. 08:30 PM erts		
	ae alert email every 24 Hours ∽ .	
09:30 PM		
10:00 PM		
10.00 PM		
08:00 PM → to 07:30 AM → Monday → t		
e will be hibernated and in a deep sleep. During e by tapping on the screen or pressing a buttor	g deep sleep, the device will power off. You can wake up the	
by tapping on the screen of pressing a buttor	L.	

8. Network Security

Users can add an 802.1X profile to the DTEN system via the configuration file.

This feature is only supported on some devices (supported devices and OS versions will be synchronized when determined). If you have questions, please reach out to support@dten.com

es Alert							Edit
n email notification whe	n updates are ava	ilable. This setting is enable	ed by default.				
ersion	ON	App Version	ON	Patch Version	OFF		
ng Activities Alert							
	nending tasks a	re not processed. This setti	ng is enabled by defa	ul+			Edit
		re not processed. This setu	ng is enabled by derat	arc.			
e command ③	ON						
Notification Settings							
choose how you would	ike to receive em	ails					
ngle event alert	inc to receive em						
nd an email for each eve	nt alert						
ombine event alerts							
mbine event alerts into	one email and ser	nd the alert email every 6 H	lours .				
Saving ③							
01:00 AM v to 07:00 /	AM ∨ , Monda	iy \vee to Friday \vee , the second se	ne device will be in po	wer-saving mode. The device w	ill be hibernated and in a deep	sleep. During deep sleep, the device	
		apping on the screen or pre					
ork Security ③							
< Certificate	OFF						Edit
configuration profile to a	dd an 802.1X pro	file to the DTEN system.					

Click the Edit button, check the checkbox, select Ethernet or WIFI, select EAP or PEAP, then select file. The file supports CSV and xls format, enter the certificate effective time and certificate expiration date, local update time, and click the Save button. The certificate will be updated at the set time.

	Do not send notification if the alert subject is resolved	within a 1 Minute 🗸 grace period.				
	Updates Alert					Edit
~	Send an email notification when updates are available	e. This setting is enabled by default.				
	OS Version OFF	App Version	OFF	Patch Version	OFF	
	Pending Activities Alert					Edit
~	Send an email notification when pending tasks are no	t processed. This setting is enabled by default				
	Off-line command (2) OFF					
	Email Notification Settings					
	Please choose how you would like to receive emails.					
	 Single event alert 					
	Send an email for each event alert.					
	 Combine event alerts 					
gement 🗸	Combine event alerts into one email and send the	alert email every 6 Hours 🗸 .				
	Power Saving ⑦					
		Friday - the device will be in nower-saving	g mode. The device will be hibernated	and in a deep sleep. During deep sleep	p, the device will power off. You can wake up the	
	device by tapping on the screen or pressing a button.					
	device by tapping on the screen or pressing a button.					
	device by tapping on the screen or pressing a button.					
	device by tapping on the screen or pressing a button.					
	device by tapping on the screen or pressing a button.					
	device by tapping on the screen or pressing a button. Network Security ① 802.1X Certificate ON	'n				
	device by tapping on the screen or pressing a button. Network Security ① 802.1X Certificate ON					
	device by tapping on the screen or pressing a button Network Security 802.1X Certificate ON 9 Jee 802.1X Certificate for the network connection Ethernet	'n				
	device by tapping on the screen or pressing a button. Network Security B02.1X Certificate ON B bit 002.1X Certificate for the network connection	'n				
	device by tapping on the screen or pressing a button Network Security ① 802.1X Certificate ON I use 02.1X Certificate for the network connection Ethernet ① EAP-TLS ① Others	in Wild				
	device by tapping on the screen or pressing a button Network Security 802.1X Certificate ON 9 Jee 802.1X Certificate for the network connection Ethernet	'n				
	device by tapping on the screen or pressing a button Network Security (0) 802.1X Certificate ON Bise 802.1X Certificate for the network connection Ethernet (0) EAP-TLS (0) Others Certificate Profile (3) CaBO2x122.cv	n WIR <u>Change for</u>		7	ing is guildlike to the devices if profile-this	
	device by tapping on the screen or pressing a button Network Security (0) 802.1X Certificate ON Bise 802.1X Certificate for the network connection Ethernet (0) EAP-TLS (0) Others Certificate Profile (3) CaBO2x122.cv	in Wild	ication will take effect at 02.00 AM v	7	ing is available to the devices if applicable.	
	device by tapping on the screen or pressing a button Network Security (0) 802.1X Certificate ON Bise 802.1X Certificate for the network connection Ethernet (0) EAP-TLS (0) Others Certificate Profile (3) CaBO2x122.cv	n WIR <u>Change for</u>	ication will take effect at 02.00 AM -	7	ing is available to the devices if applicable.	

3.4 User Management

3.4.1 Users

rbit					
		Users Pending			
ement	~	Q. Search user by email, First Name or Last Name			Invite use
nent	^				
		User	Role	Status	Invite by
agement	Ť	G go forwarder xqzhu@cn.dten.com	Admin	Active	jguo@dten.com
		Kathy kjia@dten.com	Member	Active	dtenmsp@dten.com
gement	~	Rui Xu rxu@dten.com	Member	Active	Siqu.liu@dten.com
		Wei Liu wliu@dten.com	Admin	Active	dtenmsp@dten.com
		S Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
36 Fen.com		Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
		Jin Guo	A alaa ta	A	

1.1 Users list

The "Role" column shows the role of the user, current options are Owner, Admin, and Member.

User role permissions in order of most access in Orbit are Owner, Admin, and Member.

The "Invite by" column shows who invited that member to the account.

Pending			
ser by email, First Name or Last Name			
User	Role	Status	Invite by
G go forwarder xqzhu@cn.dten.com	Admin	Active	jguo@dten.com
Kathy kjia@dten.com	Member	Active	dtenmsp@dten.com
Rui Xu rxu@dten.com	Member	Active	Siqu.liu@dten.com
Wei Liu wliu@dten.com	Admin	Active	dtenmsp@dten.com
Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
Iin Guo	Admin	Astivo	dtanman@dtan.com

1.2 Invite users

Inviting users to your Orbit account is a way to add them to the same organization and if they have their own Orbit account, combine the units into 1 single account once accepted.

Pending			
h user by email, First Name or Last Name			Invite users
User	Role	Status	Invite by
go forwarder xqzhu@cn.dten.com	Admin	Active	jguo@dten.com
Kathy kjia@dten.com	Member	Active	dtenmsp@dten.com
Rui Xu rxu@dten.com	Member	Active	Siqu.liu@dten.com
Wei Liu wliu@dten.com	Admin	Active	dtenmsp@dten.com
S Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
S Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
👝 Jin Guo	Admin	Activo	dtanmen@dtan.com

Click on "Invite Users", and enter the user email, you can also enter multiple emails, click on invite, and an invitation email will be sent to that email.

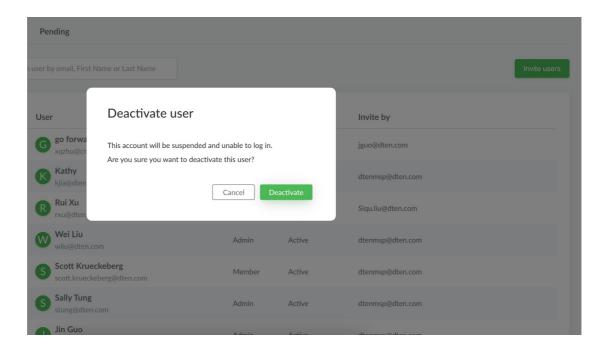
Pending					
h user by email, Firs	t Name or Last Name				Invite users
User go for	Invite Users Add users with their email addresses You can add users to your account. If account owners, all users and DTEN 6			Invite by	
G xqzhu@	account owners, all users and DTEN of added to this account.	levices on their acc	counts will be	jguo@dten.com	
Kathy kjia@d	✓ leiwang@cn.dten.com ×			dtenmsp@dten.com	
Rui Xu		Cance	Invite	Siqu.liu@dten.com	
Wei Liu wliu@dten	.com	Admin	Active	dtenmsp@dten.com	
	eckeberg keberg@dten.com	Member	Active	dtenmsp@dten.com	
S Sally Tung stung@dte		Admin	Active	dtenmsp@dten.com	
Jin Guo		Admin	Activo	dtenmsn@dten.com	

1.3 Deactivate

To deactivate a user, that user must be a member. The Owner or Admin can deactivate Member users only. If the user is an Admin and needs to be deactivated, the Owner login has to change the role to Member, and then the user can be deactivated.

Pending				
h user by email, First Name or Last Name				Invite users
User	Role	Status	Invite by	
G go forwarder xqzhu@cn.dten.com	Admin	Active	jguo@dten.com	
Kathy kjia@dten.com	Member	Active	dtenmsp@dten.com	
Rui Xu rxu@dten.com	Member	Active	Siqu.liu@dten.com	Deactivate
Wei Liu wliu@dten.com	Admin	Active	dtenmsp@dten.com	
S Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com	
S Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com	
👝 Jin Guo	Admin	Activo	dtanman@dtan.com	

Click the Deactivate button, and a confirmation box will pop up. Then click the Deactivate button, and the user will be frozen, the frozen user cannot log in, activate a device, or be invited to other organizations. You will still see users as deactivated in your system. If you need to reactivate them, either an admin or owner can click "activate" and the user will have access to Orbit again.



2. Pending

Pending ch user by email, First Name or Last Name			Pending users who have not activated will be removed in 30 days.
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	

2.1 Pending List

This shows the invitations sent by group members. Once the invited user agrees to join the organization, this invitation will be hidden. Pending records are saved for 30 days and will be automatically cleared after 30 days.

by email, First Name or Last Name			Pending users who have not activated will be removed in 3
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	

2.1 Invitation Resend

Click Invitation Resend to send the invitation email to the user again. The button turns gray and unclickable; after 3 seconds, the button becomes available.

Pending			
h user by email, First Name or Last Name			Pending users who have not activated will be removed in 30 days.
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	Resend invitation Revoke
Pending			
h user by email, First Name or Last Name			Pending users who have not activated will be removed in 30 days.
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	Invitation Resent Revoke

Pending			
h user by email, First Name or Last Name			Pending users who have not activated will be removed in 30 days.
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:18:44	Resend invitation Revoke

2.2 Revoke

Clicking on Revoke will revoke the invitation that has been sent and the invited users will not be able to join the organization as the link in the email will be invalidated.

Pending			
n user by email, First Name or Last Name			Pending users who have not activated will be removed in 30 days.
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:18:44	Resend invitation Revoke

3.4.2 Roles

1. Only the Account Owner role has this module.

		_				
		R	oles			
		Ea	ch user belongs to	o one of the following roles:		
ement	~	ſ				
nent	^		Role	Description	Number	
٦			Owner	Full privileges to access and manage the DTEN account.	1	
agement	~		Admin	Wide range of privileges to access and manage the DTEN account.	10	Edit
			Member	Access and management of personal and assigned devices, but no account management privileges.	87	
gement	~					
36						

This screen will show you how many users are in each role.

	Description	Number	
	Full privileges to access and manage the DTEN account.	1	
	Wide range of privileges to access and manage the DTEN account.	10	Edit
r	Access and management of personal and assigned devices, but no account management privileges.	87	

2. Edit

Description	Number	
Full privileges to access and manage the DTEN account.	1	
Wide range of privileges to access and manage the DTEN account.	10	Edit
Access and management of personal and assigned devices, but no account management privileges.	87	
	Full privileges to access and manage the DTEN account. Wide range of privileges to access and manage the DTEN account.	Full privileges to access and manage the DTEN account. 1 Wide range of privileges to access and manage the DTEN account. 10

2.1 Once you click the Edit button, you will see the edit page.

Admin	
istrators	Add Administrators
Email	
Jiandazk@hotmail.com	
Jiandazk@yahoo.com	
Q qa_1659343894 qa_1659343894 qa_1659343894@mxtest-email.dtencn.com	
ysren@cn.dten.com	
Coswwt88@uuf.me	
James Li ylli@cn.dten.com	
Xu cui cuixu@live.cn	

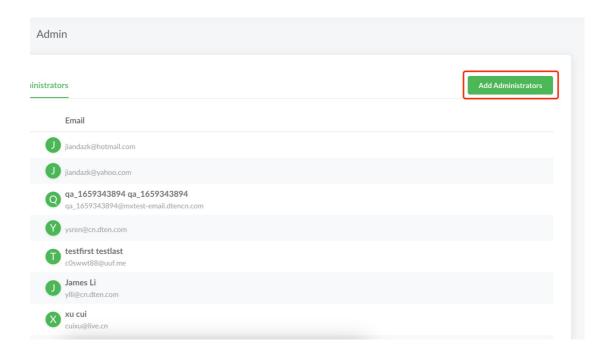
2.2 Remove

Any Admins you want to deactivate must be made a Member to be removed. Once you click on Edit the list of Admins will populate, you can then click on remove, then click on the confirmation box that pops up. This user will now become a Member instead.

ators		
Email		
J jiandazk@ho	otmail.com	
J jiandazk@ya	ahoo.com	Remove
	43894 qa_1659343894 3894@mxtest-email.dtencn.com	
ysren@cn.d	ten.com	
testfirst te c0swwt88@		
James Li		
yill@ch.uter	n.com	
xu cui		
xu cui		Add Administrators
xu cui cuixu@live.c	Remove Administrator	Add Administrators
xu cui cuixu@live.d	cn	Add Administrators
 xu cui cuixu@live.d dmin rators Email jiandazki 	Remove Administrator Are you sure you want to remove the user "jiandazk@yahoo.com" from the role "Admin"? The selected users assigned to this role will be	Add Administrators
xu cui cuixu@live.d dmin rators Email	Remove Administrator Are you sure you want to remove the user "jiandazk@yahoo.com" from the role "Admin"?	Add Administrators
xu cui cuixu@live. dmin rators Email jiandazki jiandazki ga_165	Remove Administrator Are you sure you want to remove the user "jiandazk@yahoo.com" from the role "Admin"? The selected users assigned to this role will be	Add Administrators

3. Add Administrators

The end user must first be a Member. Once added as a Member, the member role can be changed to Admin.



Click Add Administrators to bring up the Add Administrators pop-up. Click on the drop-down, list, and the member role accounts in the group will be available. Select the user by their email, then click Add and Done. The Member is now an Admin.

Admin	
inistrators	Add Administrators
Email	Add Administrators
jiandazka jiandazka	Add administrators with their email addresses:
Q qa_165 qa_1659	Cancel Add
testfirst te c0swwt88@	
James Li ylli@cn.dten	
xu cui cuixu@live.c	

3.5 Account Management

3.5.1 Account Profile

Displays basic information about the user's organization Orbit account. The Owner has editing privileges.

	Account Profile		
rement v nent v agement ^ Profile	Basic Information Company Name Your Role Company Owner	ffff Owner kzhang@cn.dten.com	Edit
gement ~	Company No.	100000040	

1. Edit-Company Name

Click the Edit button, enter the Company Name, and click the Save button to update the Company Name successfully.

asic Information		
Company Name	fff	
our Role	Owner	
Company Owner	kzhang@cn.dten.com	
	New owner email	
	Note: After assigning the Company Owner to a new user, the previous Company Owner user will be changed to the Admin role.	
Company No.	100000040	
	Cancel Save	

Edit-Company Owner

There can only be one Owner of the Orbit account. You can change the owner of the Orbit account by logging in as the current Company Owner. Then use the drop-down list under Company Owner to select the new Owner, and click Save. Only current Admins will be on the list.

Basic Information		
Company Name	ffff	
Your Role	Owner	
Company Owner	kzhang@cn.dten.com	
	New owner email	
	Note: After assigning the Company Owner to a new user, the previous Company Owner user will be changed to the Admin role.	
Company No.	100000040	
	Cancel Save	

3.5.2 Billing

This section will display any purchased Orbit Plan(s).

An expired Orbit Plan cannot be assigned to a device.

	Plans	ve 9 licenses that are not being used.		
gement nent agement Profile	~	Business Plus Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 1	Add licenses	~
]	ľ	Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 0	Add licenses	\sim
gement		Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active Licenses: 5 Assigned devices: 1	Assign Add licenses	\checkmark
16				

1. Assign

Click on assign to add an Orbit Plan to a specific device.

Click Assign, and the Add dialog box pops up, list the available devices, select the device, click Assign, and the Orbit Plan will bind to the device.

9 licenses that are not being used.		
Business Plus Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 1] ~	
Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 0] ~	
Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active Licenses: 5 Assigned devices: 1] ~	
Plans		
You have a floarness that are not being used. Business Pro Service for DTEN D7552-year (prover here) Octower: 1 Assigned devices 0	Asign (Add licenses	~
Business Pro Service for DTEN D7:55:2: year (2) Year Page Active Ukeness: 1 Anigned derbes: 0	Assign Add licenses	~
Assign to devices Bundle for DTEN D7 55 and Business Pro Service 1-year (Annual Pun) Con Bucense: 1 Antiped devices 0 Vou can ade 11 facense to device now Vou can ade 11 facense	Add licenses	~
Business Pro Service for DTEN D7 75 2-year (D/war Plan) Anim Ukenest 1 Astigned device: 0	Assign Add licenses	~
Row per page 10 v 4 results		C Page 1of 1 < >
Plans You have 3 likeness that are not being used.		
Business Pro Service for DTEN D7 55 2-year (2-Year Pan) Anter License: 1 Andgeed device: 0	Assign Add licenses	\sim
Business Pro Service for DTEN D7 55 2-year (2-Year Plan) Anti- License: 1 Audiped device: 0	Assign Add licenses	~
tt Bundle for DTEN D7 55 and Business Pro Service 1-year (Annul Plan) Consiston License: 1 Assigned devices: 0	Add licenses	~
Business Pro Service for DTEN D7 75 2-year (2Mair Plan) Active Licenses 1 Assigned devices 1	Add licenses	~
Rows per page: 20 + 4 results		I⊂ Page1of1 <

2. Add licenses

Click Add licenses to jump to the Orbit Plan purchase page.

Business Plus Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 1 Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 0 Add licenses Add licenses	censes that are not being used.			
Licenses: 5 Assigned devices: 0 Add licenses Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active Assign Add licenses Add licenses		Expired	Add licenses	\checkmark
Assign		Expired	Add licenses	\sim
			Add licenses	\sim

3.6 Security

3.6.1 SSO Settings

DTEN supports Okta and PingFederate SSO access and authorization.

		Security		
;ement	~	Single Sign-	-On (SSO)	ON
nent agement	~ ~	DTEN support PingFederate. Click to set	is access and authorizatio	n with Okta and
gement	~			
36 TEN.COM				
DTEN,				

1. Click to set

1	
;le Sign-On (SSO)	ON
I supports access and authorization wi indexate to set	th Okta and

Click "Click to set" to enter the switch page, which is off by default.

Click to turn on this function to set it.

Note: This switch can only be turned on if the user's Billing module has at least one Orbit plan within the validity period.

/ > Single Sign-On(SSO)	
Single Sign-On (SSO) DTEN supports access and authorization with Okta and PingFederate.	

> Single Sign-On(SSO)	
Single Sign-On (SSO)	
DTEN supports access and authorization with Okta and PingFederate.	
Organization Domain Name & URL https://test350.dten.com	Edit
If you elect to change your workspace URL, the current domain will automatically redirect to the ne address.	W
Single Sign-On (SSO) vendor	
Your Single Sign-On (SSO) vendor of choice is Okta	
OIDC parameters	Edit
Client ID 00a4sms4wdOBoz1DY5d7	
Public identifier for the client that is required for all OAuth flows.	
Client secret	
Secret used by the client to exchange an authorization code for a token.	
Authorization Server https://dev-8814014.okta.com	

1.1 Organization Domain Name & URL

If you choose to change the workspace URL, the current domain will automatically redirect to the new address. However, changes may require a 48-hour validation period to take effect.

After successful setup, Okta or PingFederate receives the request, reviews it, and once it is approved, the web page can be opened with this domain name.

> Single Sign-On(SSO)		
Single Sign-On (SSO) DTEN supports access and authorization	on with Okta and PingFederate.	
Organization Domain Name & URL If you elect to change your workspace address.	https://test350.dten.com URL, the current domain will automatically redirect to the new	Edit
Single Sign-On (SSO) vendor Your Single Sign-On (SSO) vendor of ch	noice is Okta 👻	
OIDC parameters		Edit
Client ID Public identifier for the client that is re	0oa4sms4wdOBoz1DY5d7 quired for all OAuth flows.	
Client secret Secret used by the client to exchange a	an authorization code for a token	
Secret used by the client to exchange a	autionzation code for a token.	

Click the Edit button to enter the new URL, and then click the Save button.

URLs can only contain letters, numbers, and dashes (they must start with a letter or number).

y > Single Sign-On(SSO)		
Single Sign-On (SSO) DTEN supports access and authorization v	vith Okta and PingFederate.	
Organization Domain Name & URL	https://test350.dten.com	
	e current domain will automatically redirect to	the new
Iddress. Please note: changes may require a 48-hour ve	rification period to take effect.	
test350 .dten		
	com	
'our URL can only contain letters, numbers and lashes (and must start with a letter or number).		
Cancel	ave	
Single Sign-On (SSO) vendor		
Your Single Sign-On (SSO) vendor of choic	e is 🛛 Okta 👻	
OIDC parameters		Edit
Client ID	Operations Aurol OPerat DVE d7	

1.2 Single Sign-On (SSO) vendor

Select Okta or PingFederate to set up a single sign-on provider from the drop-down list.

Single Sign-On (SSO)		
DTEN supports access and authorizat	tion with Okta and PingFederate.	
Organization Domain Name & URL	https://test350.dten.com	Edit
If you elect to change your workspace address.	e URL, the current domain will automatically redirect to the n	ew
Single Sign-On (SSO) vendor		
	choice is Okta	
Your Single Sign-On (SSO) vendor of c	choice is Okta 👻	Edit
Vour Single Sign-On (SSO) vendor of c OIDC parameters Client ID	choice is Okta Okta Ooa4sms4wdOBoz1DY5d7	Edit
Your Single Sign-On (SSO) vendor of c OIDC parameters Client ID	0oa4sms4wdOBoz1DY5d7	Edit
Your Single Sign-On (SSO) vendor of o OIDC parameters Client ID Public identifier for the client that is re	0oa4sms4wdOBoz1DY5d7	Edit
Your Single Sign-On (SSO) vendor of c	0oa4sms4wdOBoz1DY5d7 equired for all OAuth flows.	Edit

1.3 OIDC parameters

DTEN supports access and authorization wit			
Organization Domain Name & URL	https://test350.dten.com	Edit	
If you elect to change your workspace URL, t address.	he current domain will automatically redirect to the	he new	
Single Sign-On (SSO) vendor			
Your Single Sign-On (SSO) vendor of choice i	s Okta 💌		
OIDC parameters		Edit	
Client ID	0oa4sms4wdOBoz1DY5d7		
Public identifier for the client that is required	for all OAuth flows.		
Client secret			
Secret used by the client to exchange an aut	norization code for a token.		
Authorization Server	https://dev-8814014.okta.com		

Click the Edit button, enter the Client ID, Client secret, and Authorization Server, then click the Save button. (Client ID, Client secret, and Authorization Server are available in Okta or PingFederate.)

3.6.2 SSO Login

After SSO is set up, click sign in with SSO on the Orbit login page. Enter the domain name you entered in step 1.1, and click continue. After successfully verifying in Okta or PingFederate, you can log into Orbit.

DTEN Orbit
Sign In
Email
Password Remember me <u>Forgot Password</u>
Sign In
Or Sign in with SSO
Don't have an account? Create Account

Sign In with SSO	
Your company domain	.dten.com
Continue	
Back	
Drivacy Dolicy Torms of Lico	DTEN Inc. All rights recorded
Privacy Policy Terms of Use Copyright © 2023	DTEN, Inc. All rights reserved.

3.7 Support

You can initiate a support ticket for DTEN on this page. DTEN will contact the customer to deal with the problem after receiving the submitted support ticket details.

		Tickets							
		Q Search by descr	iption or Creator	Status		- Priority		*	Add ticke
ent	~								
ient	× ×	ID	Subject		Status	Last reply \downarrow	Priority	Creator	
		#39339	test		Awaiting Reply	3 days ago	Normal	Firstname1 Lastname2 kzhang@cn.dten.com	
		#38729	test		Closed	11 days ago	Normal	Firstname1 Lastname2 kzhang@cn.dten.com	
nt	~	#37686	test		Closed	1 month ago	Urgent	Firstname1 Lastname2 kzhang@cn.dten.com	
		#36971	test		Closed	2 months ago	Normal	Firstname1 Lastname2 kzhang@cn.dten.com	
		#36427	test		Closed	3 months ago	High	Firstname1 Lastname2 kzhang@cn.dten.com	
ом		Rows per page:	10 • 62 results					I< Pag	e1of7 < 2

1. Add ticket

Click on Add ticket, then on the pop-up screen, select Product, Subject, Description, and DTEN ID at a minimum. Then click Add, and the ticket is created. You can select the Mission Control function after checking the DTEN ID number as you are adding the detail to the ticket.

	Add Ticket 2		
	Types of Inquiry		
	General Question 💌		▼ Add
	Product *		
Sub) (None)	Priority	Creator
tes	Subproduct / Feature	Normal	Firstname1 Lastname2
tes	(None)	Normai	kzhang@cn.dten.com
tes	t Priority	Normal	Firstname1 Lastname2 kzhang@cn.dten.com
	Normal		Kriangeen aten com
tes	t Subject *	Urgent	Firstname1 Lastname2 kzhang@cn.dten.com
			Firstname1 Lastname2
tes	Camera/microphone issues Orbit registration	Normal	kzhang@cn.dten.com
10	No signal/black screen Touchscreen issues		I< Page 1 of 7
10	No signal/black screen Touchscreen issues Update firmware/factory reset		I< Page 1 of 7 ≤
10		-	I< Page 1 of 7 ≤
10	Update firmware/factory reset		I< Page 1 of 7 ≤
10	Update firmware/factory reset	ī	I< Page1of7 <
	Update firmware/factory reset Subject *		
	Update firmware/factory reset Subject Camera/microphone issues Orbit registration		
ption (Update firmware/factory reset Subject * Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description *		Add
	Update firmware/factory reset Subject * Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description *	Priority	
ption	Update firmware/factory reset Subject Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description	Priority Normal	Add Creator Firstname1 Lastname2
ption (Update firmware/factory reset Subject Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description Please provide the following information about this issue: When the issue happened.		• Add Creator
ption (Update firmware/factory reset Subject * Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description * Please provide the following information about this issue: When the issue happened. How the issue happened. How the issue happened. More details and results.		Add Creator Firstname1 Lastname2
Sub test	Update firmware/factory reset Subject * Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description * Please provide the following information about this issue: When the issue happened. How the issue happened. More details and results.	Normal	Add Creator Firstname1 Lastname2 Firstname1 Lastname2
Sub test	Update firmware/factory reset Subject Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description Please provide the following information about this issue: When the issue happened. How the issue happened. More details and results. How to fix the camera/microphone not working on the DTEN?	Normal	Add Creator Firstname1 Lastname2 kzhang@cn.dten.com Firstname1 Lastname2 kzhang@cn.dten.com Firstname1 Lastname2 kzhang@cn.dten.com
Sub test	Update firmware/factory reset Subject * Camera/microphone issues Orbit registration No signal/black screen Touchscreen issues Update firmware/factory reset Description * Please provide the following information about this issue: When the issue happened. How the issue happened. More details and results. How to fix the camera/microphone not working on the DTEN? How to update the firmware or factory reset of a DTEN?	Normal	Add Creator Firstname1 Lastname2 kzhang@cn.dten.com Firstname1 Lastname2 kzhang@cn.dten.com

+

	More details and results.		
	How to fix the camera/microphone not working on the DTEN?		
	How to update the firmware or factory reset of a DTEN?		
cription o	Why do the DTENs appear offline in Orbit?		Add ticke
	DTEN ID		
Subj	^-^(50DE19E004D3) × ▼	Priority	Creator
test	+	Normal	Firstname1 Lastname2 kzhang@cn.dten.com
test	Authorize Mission Control DTEN Service Agreement	Normal	Firstname1 Lastname2 kzhang@cn.dten.com
	Device Access Window		
test	© 2023-03-16 14:37 – © 2023-03-18 14:37	Urgent	Firstname1 Lastname2 kzhang@cn.dten.com
test	We will use the information you provided above to diagnose and address the issue reported. For more information, please see our Terms of Service and Privacy Policy .	Normal	Firstname1 Lastname2 kzhang@cn.dten.com
: 10	Cancel Add		I< Page 1 of 7 < →

3.8 Customer List

There are two user roles in this section, they are Owner and Partner.

In this section, Partners can see customers who have successfully signed up to share data with Partners.

	Customer List		
	Orbit Account 188		
~	Q. Customer Email		
	Customer	Customer Email	
	2023@126 (1000006696	xmihang2023@126.com	
	2024@126(1000006704	xmzhang2024@126.com	
nent ~			
	Rows per page: 20 v 2 results		<pre>Regelofi < rightarrow ></pre>

1. Switch View

	Customer List			
Ŭ	Orbit Account 188			
č	Q. Customer Email			
	Customer	Customer Email		
	2023@126(1000006696	xmzhang2023@126.com		
	2024@126(1000006704	xnzhang2024@126.com	Switch	
ient ~				
	Rows per page: 20			<pre>Page1of1 < ></pre>

Once you click on Switch, you will then be able to view the devices for that user/customer. From here as a partner, you can view and operate the end user's device, depending on the permission granted.

Note: Permissions are per the device(s) and only with authorization from when both parties sign the agreement.

в						
List		Device Groups	Device			
Search by Device Name or DTE	NID		Device Groups	GT 1 device	×	
\-Service-ME-4eb-test(50D	DE19E004EB)					
7						
_						
Standard	Advanced					
	Dashboar	d				
gement	Restart	🛛 OS update 🛛 App update				
,	Group Ma	anagement 🛛 Assign to group				
	Auto-Upo	lates 🛛 Email Notification 🖉 Save Power				
agement	Account F	Profile 🛛 Billing				

3. Go back my Orbit

To view your Orbit account click "Go back my Orbit" to return to your account. You will not see this button from your Orbit account.

	Customer List		
÷	Orbit Account 188		Go back my Orbit
~	Q. Customer Email		
nent v	Customer	Customer Email	
nenc -	2023@126 (1000006696	xnzhang2023@126.com	
	2024@126(1000006704	xnzhang2024@126.com	
	Rowsper page: 20 * 2 results		<pre>I< Page1of1 <</pre>

3.9 Partner Management

How to sign up for Partner Management and use this function.

3.9.1 Partner Account Profile

When an Orbit customer does not have a Partner relationship, this page displays as follows.

		Partner Account	t Profile	
;ement	~		I know the ID of the service partner	I don't know the ID of the service partner
nent	~			
agement	~		Service Partner ID	Enter
ement	^			
count Profile t Management				
tivity				

1. I know the ID of the service partner

If you know the Partner ID, enter the Partner ID here and click Enter. The partner information will be displayed.

	Partner Account Profile		
nt v		I know the ID of the service partner	I don't know the ID of the service partner
nent v		Service Partner ID 1000003283	× Enter
ent ^ Int Profile anagement		Service Partner ID 1000003283 Company Name 188	
tγ			Confirm

Click Confirm to jump to the Service details page. Then select the device or device group(s), and select the permission(s).

When no device is selected, the Next button is not clickable.

	1 ervice partner	2 Service details	Confirm service details	4 Service invitation sent
Your Service Partner				
Company Name 188 Company Owner 1882956822 Company No. 1000003283				
Assign Device				
Device List Q. Search by Device Group Nar a All G GT 1 device	Device Groups		Device Q4-Service-ME-keb-test50 Device Groups GT 1 device	× ×
Permissions Standard	Advanced			
Dashboard	Dashboard			
Device Management	🛛 Restart 🖾 OS update 🗌 App updat	e		
Device Group	Group Management 🛛 Assign to grou	p		
Settings	Auto-Updates Email Notification	Save Power		
Account Management	Account Profile Billing			
				Previous

Click Next to jump to the Confirm service details page.

Cor	1 frm service partner	2 Service details	(3) Confirm service details	(4) Service invitation sent
Your Service Partner				
Company Name 188 Company Owner 18829 Company No. 20000	168266@163.com 13283			
Assign Device				
Device	QA-Service-ME-4eb-test (50			
Device Groups	GT 1 device			
Permissions				
Dashboard	✓ Dashboard			
Device Management	\checkmark Restart \checkmark OS update \times	App update		
Device Group	✓ Group Management × Assig	an to group		
Settings	✓ Auto-Updates ✓ Email Notif	fication 🗸 Save Power		
Account Management	✓ Account Profile ✓ Billing			

Check the "I have read and agree to the Service Agreement" checkbox, then click the Confirm button to jump to the Service invitation sent page.

After completion, the system will initiate a contract application to the Partner and wait for the Partner to process it. The Partner needs to either agree or reject.

1 Confirm service	2 partner Service details	3 Confirm service details	(4) Service invitation sent
Your Service Partner Company Name 188 Company Owner 18825568266@1 Company No. 5000003283	l.com		
Assign Device Device Device Groups	QA-Service-MI-deb-test (90 GT 1.9exics		
Permissions			
Dashboard	✓ Dashboard		
Device Management	✓ Restart ✓ OS update × App update		
Device Group	✓ Group Management × Assign to group		
Settings	✓ Auto-Updates ✓ Email Notification ✓ Save Power		
Account Management	✓ Account Profile		
Have read and agree to the Service Agrees	ent .		

Partner Ac	ccount Profile > Invite service partner			
	Confirm service pirtner	2 Service details	3 Confirm service details	3 Service invitation sent
-				
		Service	invitation sent	
			eement. Once accepted, the service will take effect.	
		ViewS	ervice Agreement	

After Partner agrees, the Partner account profile page displays the Partner information and the service status, agreement, and permissions information.

		Partner	Account Profile	
	~		Partner Information	
	~		Partner ID	1000006431
int	~		Partner Name	Demo Partner
			Phone	
			Email	test_partner01@mxtest-email.dtencn.com
٦t	~		Service Status	In service
t Profile			Service Agreement	View Service Agreement
nagement			Account Settings	
			Permissions	View permissions granted
M				
, Inc. <u>ns of Use</u>				

1.1 View Service Agreement

Click View Service Agreement to jump to the Agreement details page.

	Partner Ac	count Profile > Invite service partner				
\$ \$ \$		1 Confirm service partner		2 Service details	3 Confirm service details	3 Service invitation sent
n ert				Your partner will review the service agree	Invitation sent enert. Once accepted, the service will take effect. nvice. Agreement	
	Service	e Agreement Management 🔌 View				
		Application Time	2023-03-07 17:51:47			
	~	Application Operator	2023@126(1000006696) xnzhang202	13@126.com		
: · ·	~	Status	Pending			
		Processors	-			
		Processing Time	-			
	~	Note	-			
Profile gement		Your Service Partner				
		Company Name 188 Company Ovmer 18829548266@163.c Company No. 1000003283	com			
		Assign Device				
		Device				
		Device Groups	GT 1 device			
		Permissions				
		Dashboard	✓ Dashboard			
		Device Management	\checkmark Restart \checkmark OS update \times Ap	pp update		
		Device Group	✓ Group Management × Assign t	to group		
		Settings	✓ Auto-Updates ✓ Email Notifica	ation 🗸 Save Power		
c. of Use		Account Management	✓ Account Profile ✓ Billing			
		Manufacture American				

2. I don't know the ID of the service partner

If you do not have a Service Partner ID but would like to try the Service Partner feature, you can click on the option in the red box below.

	Linour the ID of the service partner Lidout Inoue the ID of the service partner Physicis on there a Service Partner ID but would like to ity out the Service Partner Faulture, you can click the but below to hinding an application with OD but would like to ity out the Service Partner Version Strangehot to forsite Hone Takase and application partner for you. In white service partner	
Professional diagnosis and advice	View Application Hotory Professional operation and maintenance.	Zee Time to time care, considerate
Perfect technical support	Childen under Service response	Efficient response, more quality

2.1 Invite service partner

Click Invite service partner, which will then show the page below called Invite Service Partners page.

Partner Account Profile > Invite service partner				
	Please fill in the partner infor	nation.		
	Your Company name			
		Invite		

Enter your Company name and Contact Email then click Invite. The system will send your information to DTEN staff, who will contact you after receiving your application.

	Partner Account Profile > Invite service partner			
~				
×		Please fill in the partner		
×		Your Company name	н	
		Contact Email	zxn007@tempmail.cn	
~			Invite	
ofile				
ment				

2.2 View Application History

Image: Control of the starts device Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patter PD base would like the yeat the Service Patte	Partner Ac	ccount Profile	Hone the Dot the service partner I don't how the Dot the service partner	200						
Professional disgraphics and advices Professional disgraphics and advices Trates to the care, considerate	•	below in Millet an apglication with DTP1 and we will contact you and introduce you to the services available through the Service Partner factore and recommend a suitable service partner for you.								
		۲	600	<u> </u>						
Perfect technical support Uniterrupted service response Efficient response, more quality			<i>*</i> _	¥						

Click View Application History to review the records of applications sent.

Partner Account Profile					
		I know the ID of the service partner		don't know the ID of the service par	nber
		If you do not have a Service Partner ID but would like t below to initiate an application with DTEN and we v through the Service Partner feature and	vill contact you ar	d introduce you to the services ava	
A	pplication F		ervice partner		
(B)	Company Name	Contact Email	Application Time	Operator by	2
Professional diagnosis and advice	Please fill in the	zon001@163.com	2023-02-06 17:11	xnzhang2023@126.com	Time to time care, considerate
	Please fill in the	zon00100@163.com	2023-02-06 17:10	xnzhang2023@126.com	
	2024	xmzhang2024@126.com	2023-02-06 17:08	xnzhang2023@126.com	Efficient response, more quality
	6 results			Pageiofi < >	
				Cancel	

3.9.2 Agreement Management

All service agreements can be viewed and managed from here. This is where users can view and manage all agreements, including those with pending, active, expired, and other statuses.

Service ID	Partner	Creation time	Operator By	Status	
281672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Pending	

1. List status

The statuses are: Pending, Accepted, Rejected, Canceled, Replaced, Expired

	Customer	Creation time	Operator By	Status	
0	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xmzhang2023@126.com	Pending	
4	Dten XIAN123(100000023)	2023-02-14 14:16:40	Dten XIAN123(100000023) rpjing@cn.dten.com	Rejected	
6	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled	
2	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted	
4	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected	
▼ 5 results					<pre>I< Page1of1 < _ ></pre>

1.1 View

Click View to load the details page.

Service ID	Partner	Creation time	Operator By	Status	
281672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(1000006696) xmzhang2023@126.com	Pending View Cancel	

2. Pending status

Displaying View and Cancel.

If you click the Cancel button, the status on the list changes to Canceled.

Service ID	Partner	Creation time	Operator By	Status
281672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Pending View Cancel

3. Accepted status

Once accepted by the Partner, you will see Displaying View and Change permission.

Click Change permission to jump to the Change agreement page, modify the area to be changed, and click the OK button to initiate the agreement change.

	Service Agreement Management	😁 Start date – End date Stat	115 👻				
	(
, i	Service ID	Partner	Creation time	Operator By	Status		
~	281672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(100006696) xnzhang2023@126.com	Accepted	View Change permission	
nt							1 result
-							
5	Service Agreement Managemen	t Change permission					
	Your Service Partner						
× v	Your Service Partner						
÷	Company Name 188						
	Company Owner 18825 Company No. 10000	1568266@163.com					
	Company rec. 2000						
^							
	Assign Device						
-	Device						
	Device Groups	GT 1 device					
	Permissions						
	Dashboard	✓ Dashboard					
	Device Management	✓ Restart ✓ OS update ⇒	< App update				
	Device Group	✓ Group Management × As:	ign to group				
	Settings	✓ Auto-Updates ✓ Email No	tification 🗸 Save Power				
	Account Management	✓ Account Profile ✓ Billing					
						Back to	Confirm

4. Rejected, Canceled

Customer ID	Start date – End date Status	¥		
	Customer	Creation time	Operator By	Status
920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Accepted
224	Dten XIAN123(100000023)	2023-02-14 14:16:40	Dten XIAN 123(100000023) rpjing@cn.dten.com	Rejected
256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled View
712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted
024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected
20 🔻 5 results				<pre>I< Pageiofi < >></pre>

5. Replaced, Expired

e ID	Partner	Creation time	Operator By	Status	
3146819264512	Demo Partner(1000006431)	2023-01-13 11:42:59	Demo Partner(1000006431) test_partner01@mxtest- email.dtencn.com	Accepted	
3526419591168	Demo Partner(1000006431)	2022-12-14 14:49:48	Demo Partner(1000006431) izk8ocaf@uuf.me	Expired	
995643363328	Demo Partner(1000006431)	2022-11-23 13:20:51	Demo Customer 1(1000000039) kzhang@cn.dten.com	Replaced	
849893728256	Demo Partner(1000006431)	2022-11-23 13:16:18	Demo Customer 1(1000000039) kzhang@cn.dten.com	Canceled	
290072645632	Demo Partner(1000006431)	2022-11-22 19:01:20	Demo Customer 1(1000000039) kzhang@cn.dten.com	Replaced	

3.9.3 Service Activity

Operation logs

Customers and Partners see different operation records, customers can see all their own devices, and Partners can only see the operation records of the customer's authorized devices.

	Service Activity				
			Start date - End date		
~	DTEN ID	Action	Action Description	Operation Time	Operator By
~	50DE19E004E0	Device Settings	Network Security [Certificate Ethernet;Use 802.1X Certificate ON;ca.perm Website美国说3.37.3版本實現用例.viscuser.perm 提良等-Skymap1.19.0.doccuser.per/提良等-Mission Control-0.8.7.0.docc)	2023-03-01 17:46:04	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security [Certificate Ethernet, Use 802.1X Certificate ON;caperm Website 奠編站 37.3版本實報用例 viscuster perm 提到单-Skymap1.19.0.doccuster per /提到单-Mission Centrol 0.8.7.0.docc]	2023-03-01 17:45:51	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security [Certificate Ethernet, Use 802.1X Certificate ON caperm Website 義國站 37.3版本實現用別 xiscuster perm 提到单 Skymap 1.19.0.doccuster per /提到单 Mission Centrol 0.8.7.0.doc)	2023-03-01 17:45:38	188 (1000003283) 18829568266@163.com
•	50DE19E004E0	Device Settings	Network Security [Use 802_1X Certificate_ON;caperm Webshe義團結3:373版本智規用例.vfacuser.perm 控制單-Skymap1.19.0.doocuser.prv控制單-Mission Control-0.8.7.0.dooc]	2023-03-01 17:45:24	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security [Use 802.1X Certificate OFF;caperm 安重命令.bxt]	2023-03-01 17:44:41	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security [Certificate_Ethernet_Use 802_DX Certificate_OFF;ca.perm.実達命令.bx]	2023-03-01 17:44:22	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security [Certificate_Efficiene_Use 802_DX Certificate_OFF;caperm:現象会 4:xe]	2023-02-23 20:13:08	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	HDMI AutoOFF	2023-02-23 20:07:17	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	HDMI Auto: ON	2023-02-23 20:07:11	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	HDMI AutoCOFF	2023-02-23 20:07:08	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	HDMI Auto: ON	2023-02-23 20:07:06	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	HDMI Auto: ON	2023-02-23 20:07:06	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security (Certificate Ethernet,Use 802.1X Certificate OFF;ca.perm 完進命令.txt)	2023-02-23 20:01:15	188 (1000003283) 18829568266@163.com
	50DE19E004E0	Device Settings	Network Security (Certificate Ethernet,Use 802.1X Certificate.ON)	2023-02-23 19:58:54	188 (1000003283) 18829568266@163.com
	Rows per page: 2	0 👻 89 results			IC Page 2 of 5 K

3.10 Partner Account Management

The Service Partner identity role in the Service Partner function. You can view and operate the section and the pages under the section.

3.10.1 Agreement Management

As a service partner, this page allows you to view and manage the service agreements of your authorized Orbit customers.

	Service Agreement Management					
	Q, Customer Name or Customer ID	Start date - End date Status	*			
č	Service ID	Customer	Creation time	Operator By	Status	
v	281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Pending	
	274008233140404224	Dten XIAN 123(100000023)	2023-02-14 14:16:40	Dten XIAN123(100000023) rpjing@cn.dten.com	Rejected	
	271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled	
ient ^	271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted	
ent	271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected	
	Rows per page: 20 💌 5 results					<pre>I⊂ Page1of1 < →</pre>

1. List status

The states are: Pending, Accepted, Rejected, Canceled, Replaced, Expired

	Service Agreement Management					
	Q. Customer Name or Customer ID	Start date - End date Status	Ŧ			
č	Service ID	Customer	Creation time	Operator By	Status	
÷	281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Pending	
	274008233140404224	Dten XIAN123(100000023)	2023-02-14 14:16:40	Dten XIAN123(100000023) rpjing@cn.dten.com	Rejected	
	271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled	
ent 🔿	271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted	
nt	271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected	
	Rows per page: 20 💌 5 results					<pre>I< Pageiofi <</pre>

2. Pending status

Displaying View and Review permission.

Q Customer Name or Customer ID	Start date – End date Status	*			
Service ID	Customer	Creation time	Operator By	Status	
281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Pending View Review permission	
274008233140404224	Dten XIAN 123(100000023)	2023-02-14 14:16:40	Dten XIAN123(100000023) rpjing@cn.dten.com	Rejected	
271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled	
271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted	
271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected	
Rows per page: 20 * 5 results					IC Pag

Click on Review permission to go to the Agree or Deny page.

Once there, please Click the Agree option, then click the confirm button. The status on the list will change to Accepted.

Click the Reject option, enter a note, then click the confirm button. The status on the list will be Rejected.

	Your Service Customer	
5 5 5	Company Name 2023@126 Company Owner wmbarg2033@126.com Company Na. 1000006616	
	Assign Device	
	Device	
ent	Device Groups OT 1 Service	
	Permissions	
	Dathbard U Dathbard	
	Device Management V Restart V OSupdate X App update	
	Device Group V Group Management X Assign to group	
	Settings V Auto-Updates V Email Natification V Save Power	
	Account Management v Account Profile v Billing	
	Approval	
	O Agrée Service.Agreement O Reject	
	Note	
2	Canel Confirm	

3. Accepted Status

Displaying View and Change permission.

Click Change permission to jump to the Change agreement page. From there you can modify the area to be changed. Once you click the OK button it initiates the agreement change.

Q. Customer Name or Customer ID	Start date = End date Status	Ŧ		
Service ID	Customer	Creation time	Operator By	Status
281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Accepted View Change permission
274008233140404224	Dten XIAN123(100000023)	2023-02-14 14:16:40	Dten XIAN 123(100000023) rpjing@cn.dten.com	Rejected
271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled
271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted
271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected
Rows per page: 20 💌 5 results				

	Service	Agreement Management > Chai	nge permission	
~		Your Service Customer		
• •		Company Name 2023@126 Company Owner xrzhang2023@126 Company No. 1000006696		
nent ^		Assign Device		
ent		Device		
		Device Groups	GT 1 device	
		Permissions		
		Dashboard	✓ Dashboard	
		Device Management	✓ Restart ✓ OSupdate X App update	
		Device Group	✓ Group Management X Acsign to group	
		Settings	✓ Auto-Updates ✓ Email Notification ✓ Save Power	
		Account Management	✓ Account Profile ✓ Billing	
			Bac	k to edit Confirm

4. Rejected, Canceled state

In these two statuses, only View is displayed. You can't do anything further with these.

Customer Name or Customer ID	Start date - End date Status	· ·			
Service ID	Customer	Creation time	Operator By	Status	
281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Accepted	
274008233140404224	Dten XIAN123(100000023)	2023-02-14 14:16:40	Dten XIAN123(100000023) rpjing@cn.dten.com	Rejected View	
271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Canceled	
271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xnzhang2024@126.com	Accepted	
271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xnzhang2024@126.com	Rejected	
Rows per page: 20 • 5 results					

3.10.2 Service Activity

Operation log

DTENID	聞 Start date = End date				
DTEN ID	Action	Action Description	Operation Time	Operator By	
50DE19E004E8	Device Group	Assign Device To Group GT	2023-03-07 17:44:53	2023@126 (1000006696 xnzhang2023@126.com	
	Device Group	Add Group GT	2023-03-07 17:44:05	2023@126 (1000006696 xnzhang2023@126.com	
Rows per page: 20 👻 2 n	sults				<pre>I< Page1of1</pre>

3.11 Profile

Basic information about your Orbit account.

		Profile			
ement	~		Firstname1 Lastname2		Edit
nent	~		Phone	+86 111111 222221	
agement	~		Email	kzhang@cn.dten.com	
			Your Role	Owner	
			Company Owner	kzhang@cn.dten.com	
gement	~		Company	ffff(No.1000000040)	
36					
TEN.COM					
DTEN,					

Click the Edit button, enter your First Name, Last Name, and Phone, and click the Save button to update the user information.

First Name	firstname1		
Last Name	lastname2		
Phone	+86 👻 111111 222221		
Email	kzhang@cn.dten.com		
Your Role	Owner		
Company Owner	kzhang@cn.dten.com		
Company	ffff(No.100000040)		
	Cancel Save		

3.12 DTEN Device

QA-Service-ME-deb-test

1. Click the device to enter the device details page.

Device Profile Settings		
Device Name	QA-Service-WE-Hest	Edit
DTEN ID	SODE19E004EB	
Serial Number		
Product Type	DTEN ME Pro	
Status	Available	
OS Version	1.150	
	There is a new version available. Please update to 1.15.0.	
App Version	Zoom Rooms 5.11.3.1619	
	Zoom Rooms Controller -	
	Mission Control -	
	Dtenservice 2.9.1	
	Keep -	
Meeting Platform	Zoom	
Location	Xi'an, China	Edit
IP Location	Xl'an, Shaanol, China	
License	Basic(Free)	
User	x xrchang2023@126.com	

2. Add device

DTEN Device	Milve QA-Service ME-4eb-test Orior		

Click on Add device and enter the 4-digit activation code.

Note: Click "Add Now" on the DTEN device to generate the 4-digit activation code.

