

【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.

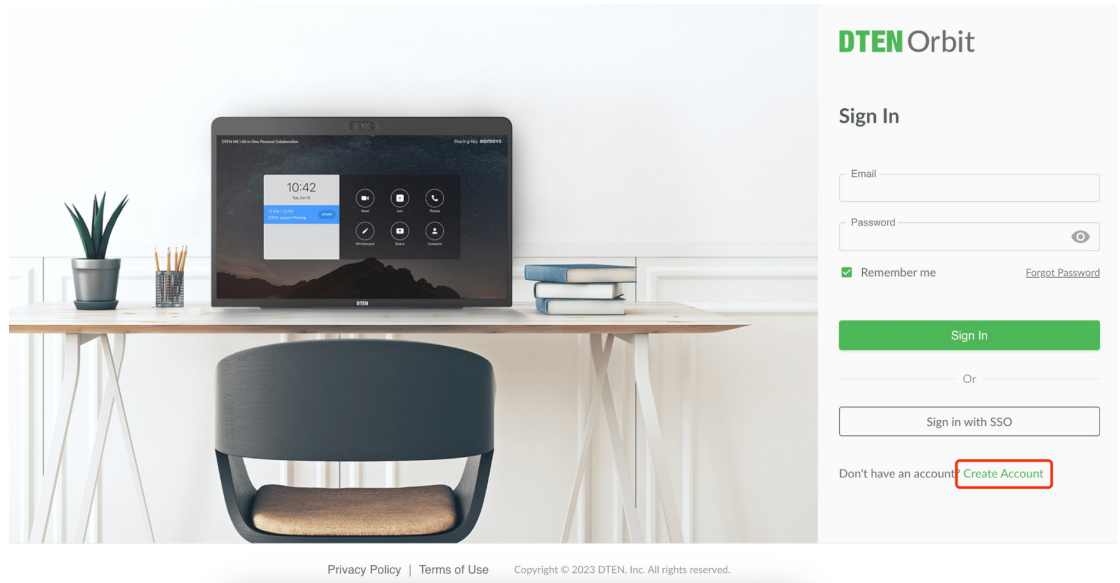
After becoming a DTEN service partner, customers can then search for partners and signed up via Orbit to work with you. After successfully authorizing a partner to view a customer's Orbit account/devices, Partners can operate Orbit customers' systems and devices based on the authorization (functions,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

3 Feature Introduction

3.1 Sign up & Login & Forget Password

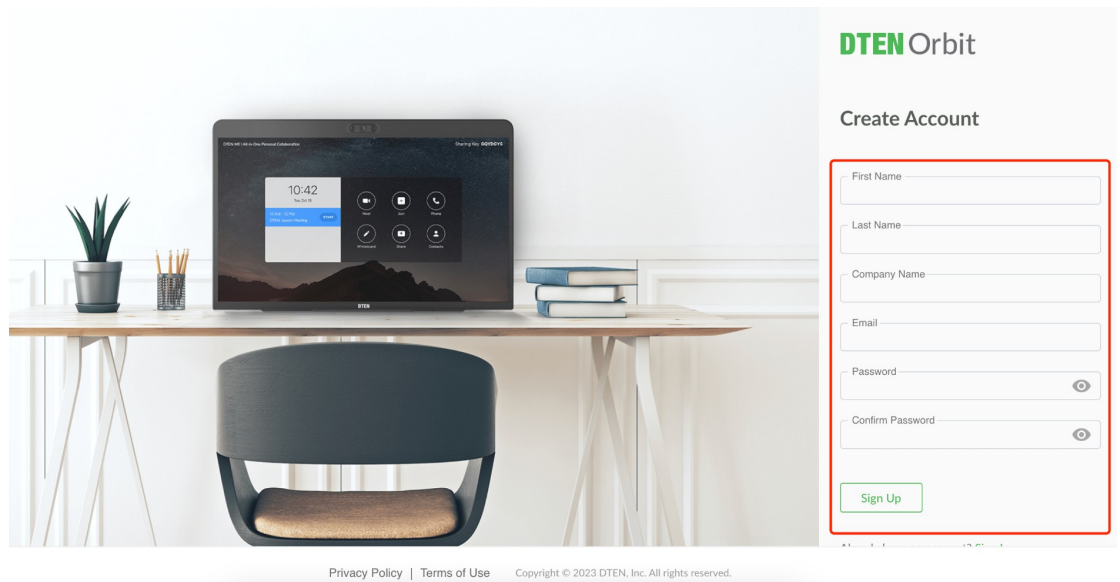
3.1.1 Sign up for an Orbit account

Open a web browser and navigate to [HERE](#) then Click "Create Account" to go to the registration page.

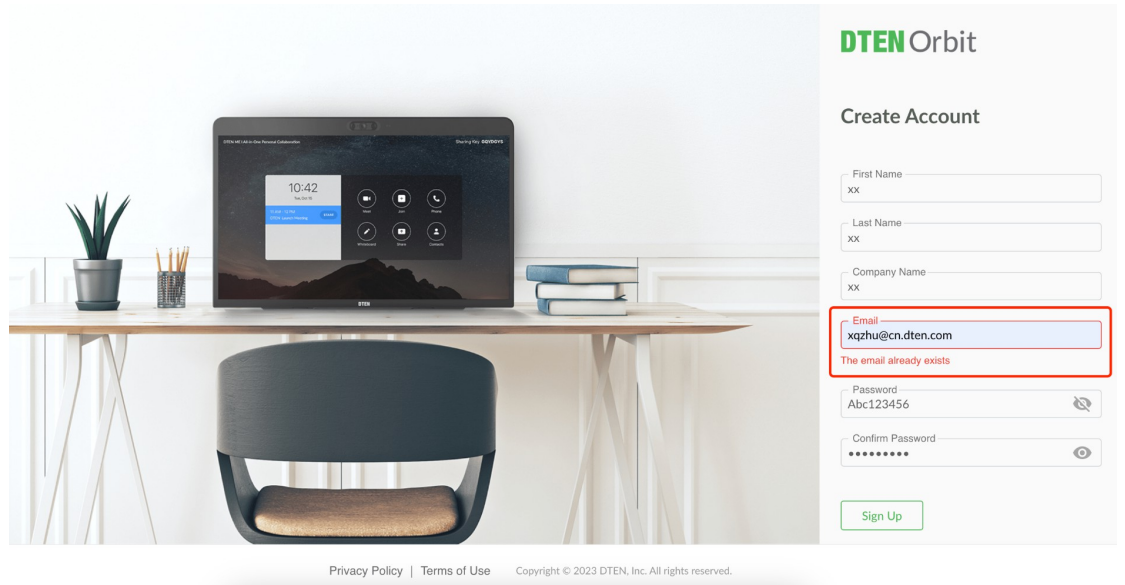


On the registration page, enter your First Name, Last Name, Company Name, Email, Password and Confirm Password, and click "Sign Up". The system will send an activation email to the registered email address.

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.)

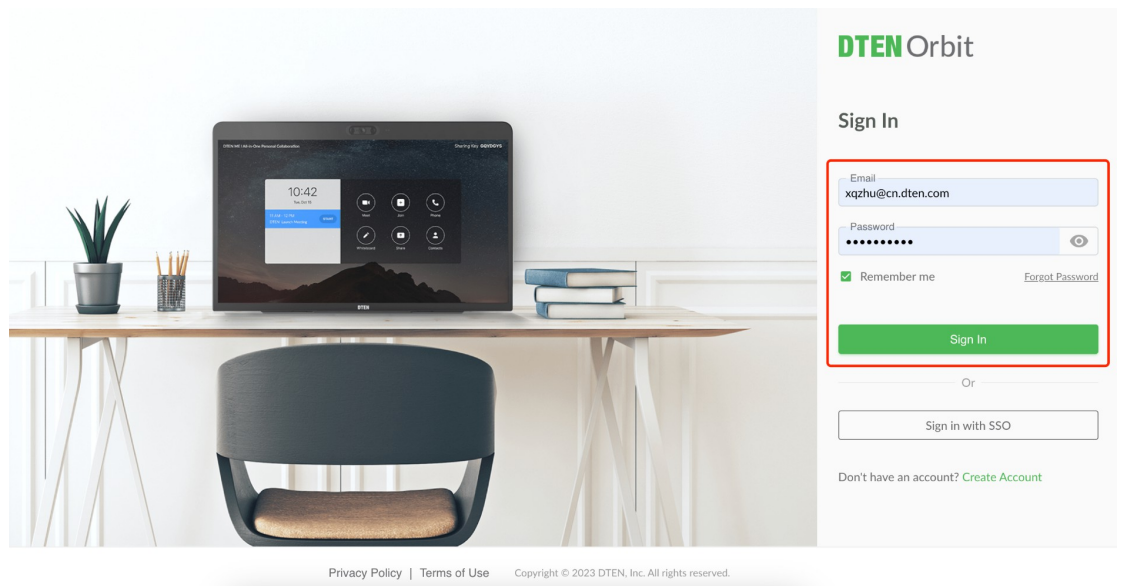


If the entered email already exists, the system will prompt that the email has been registered.

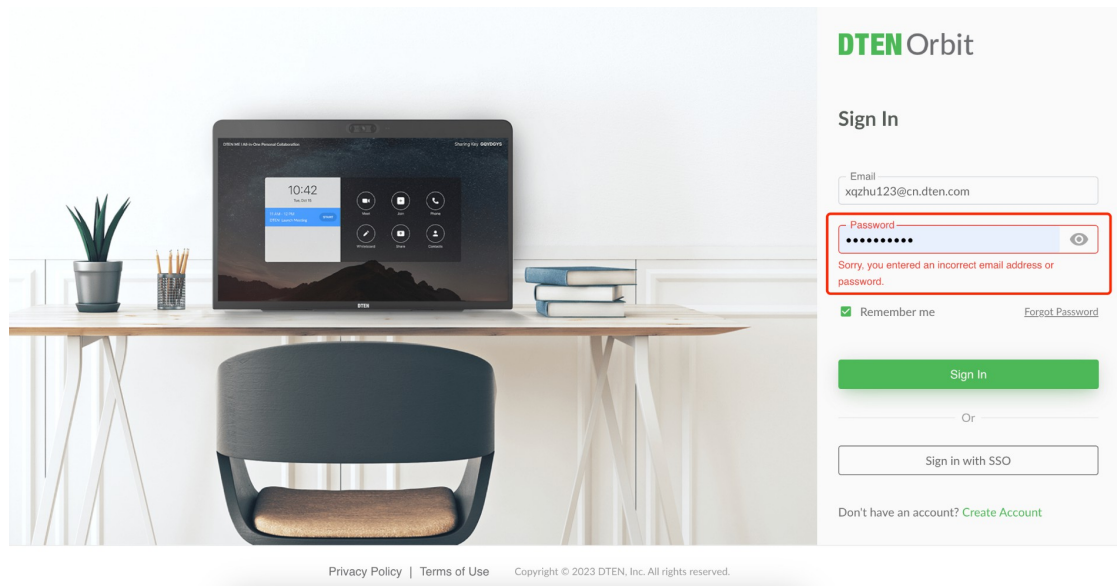


3.1.2 Login

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

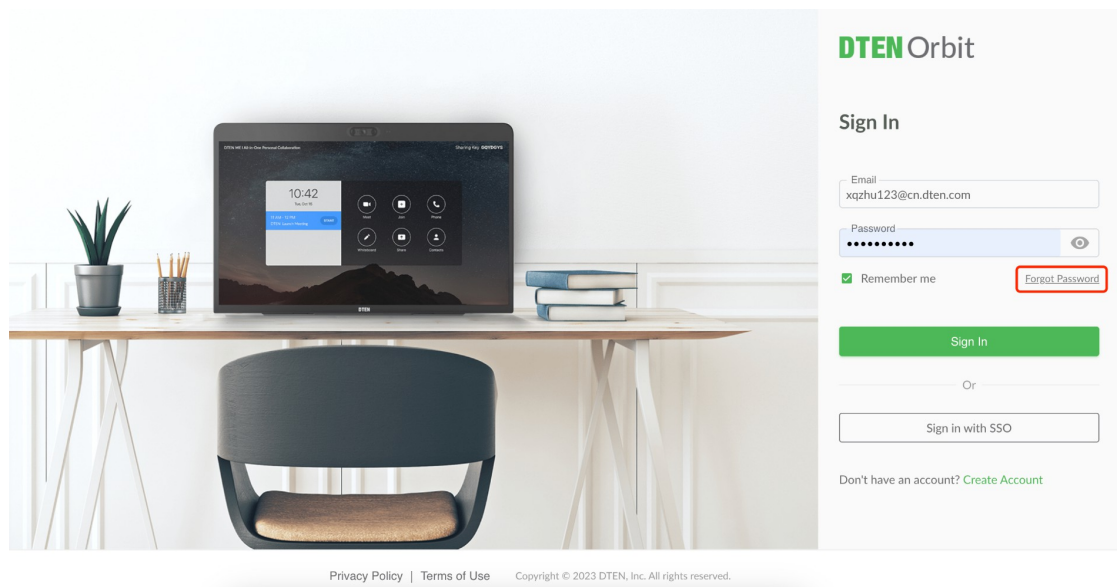


When the entered Email or Password is incorrect, it will prompt that the Email or Password is incorrect.

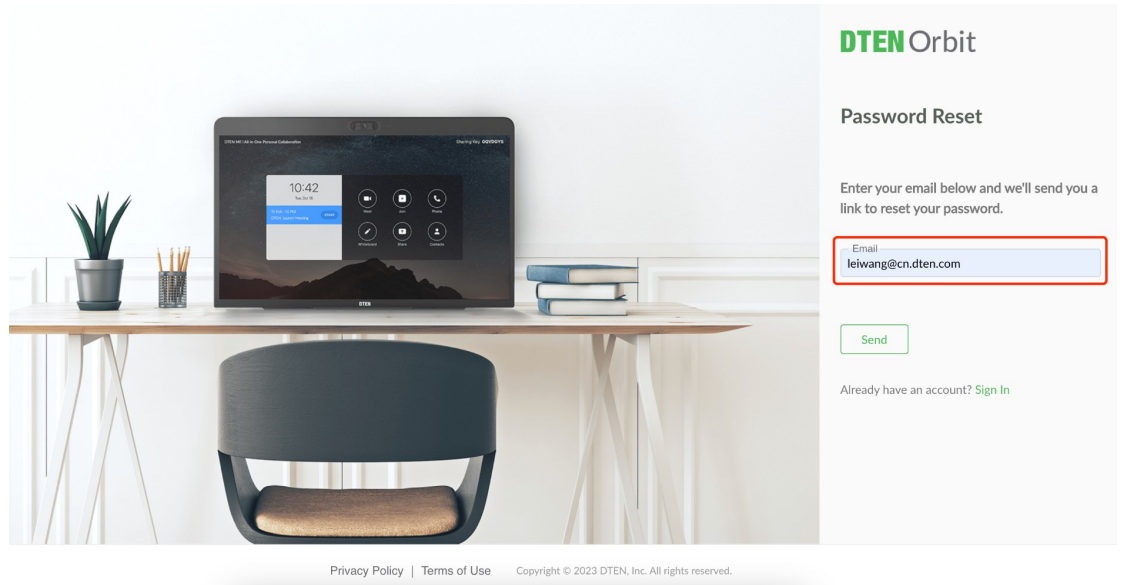


3.1.3 Forget Password

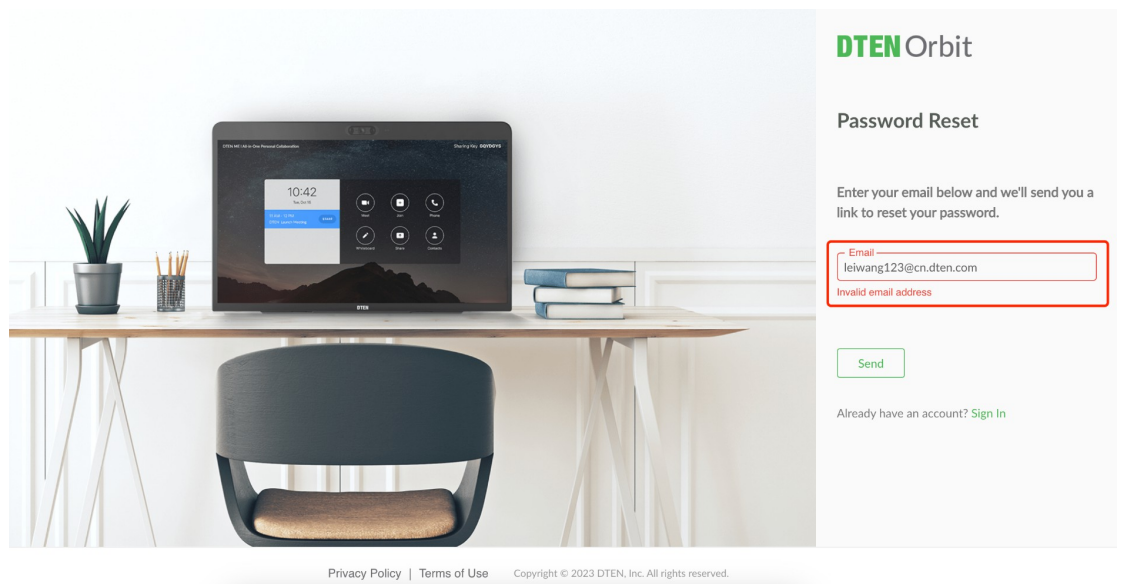
On the login page, click "Forgot Password" to go to the forget password page.



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.



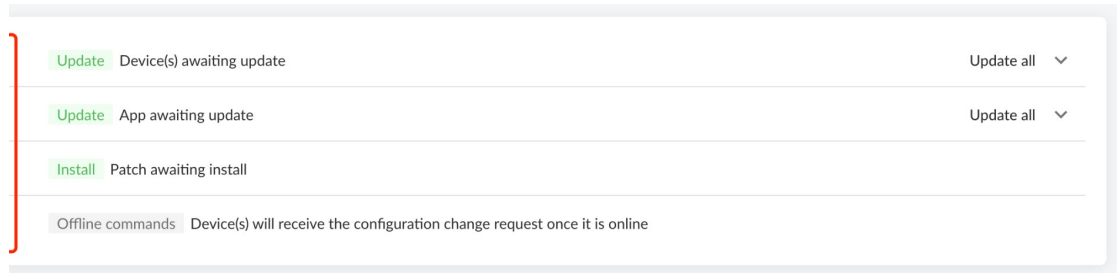
When the entered email is incorrect or does not exist, it will prompt "Invalid email address".



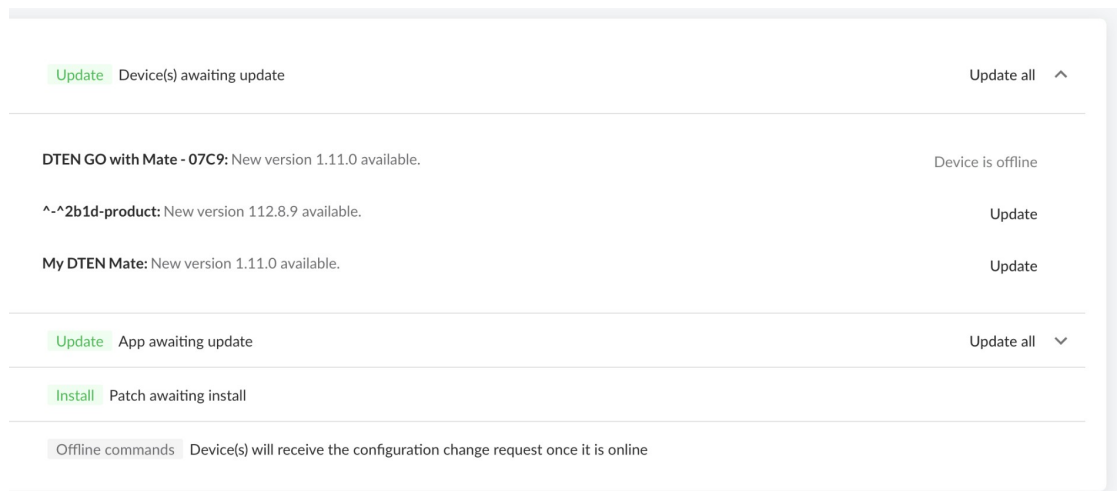
3.2 Dashboard

3.2.1 Activity Overview

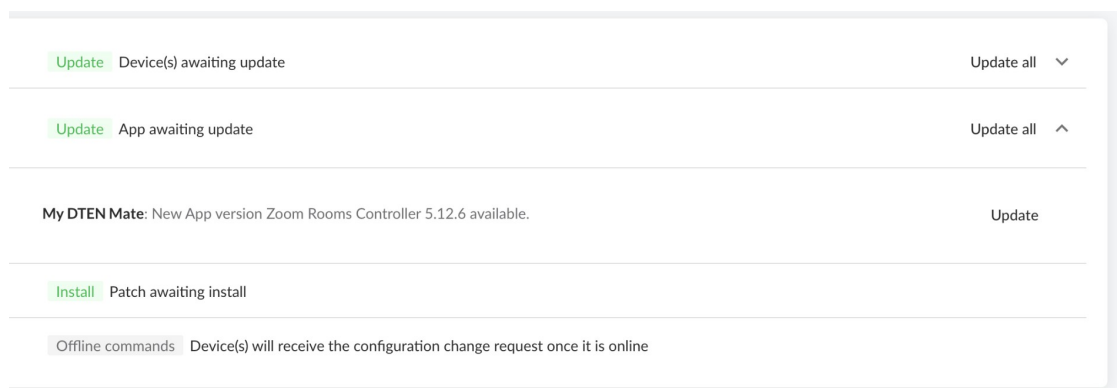
The Activity Overview will display the number of devices, apps, or patches waiting for an update, along with offline commands.



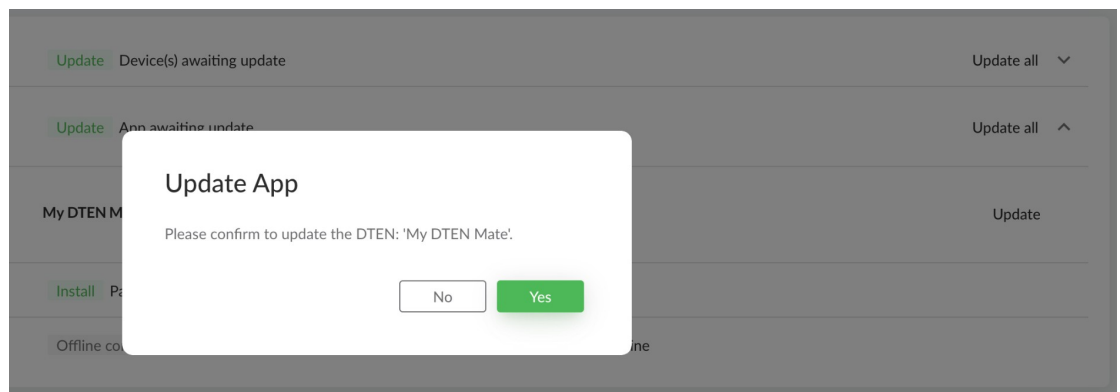
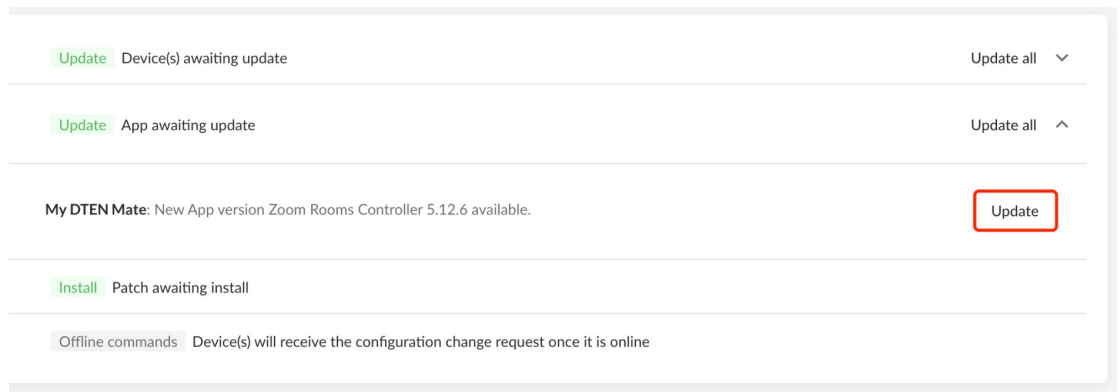
Click on "Device(s) awaiting update", expand the dropdown, and you can view information about the available OS updates. You can choose to update a single device or update all devices.



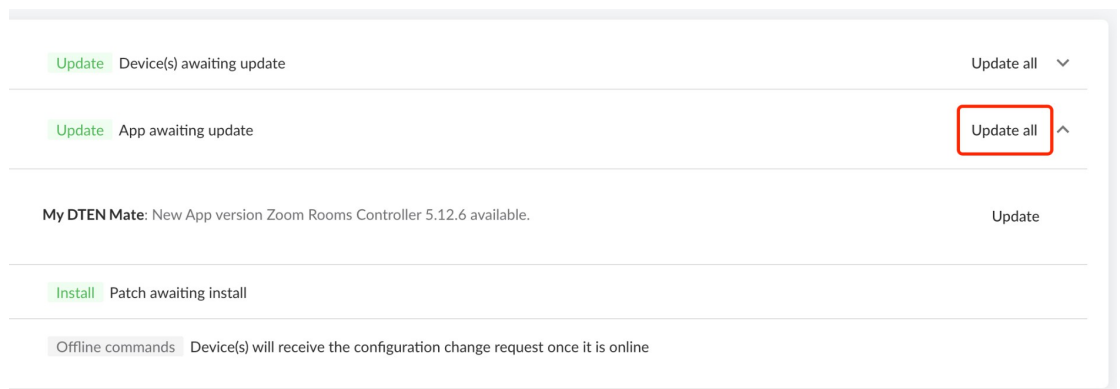
Click on "App awaiting an update", expand the dropdown, and you can view the specific update content.



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.



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



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

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.

<p>3 Online</p> <p>Busy: 0 Available: 3</p>	<p>5 Offline</p>	<p>5 Basic license Upgrade</p>
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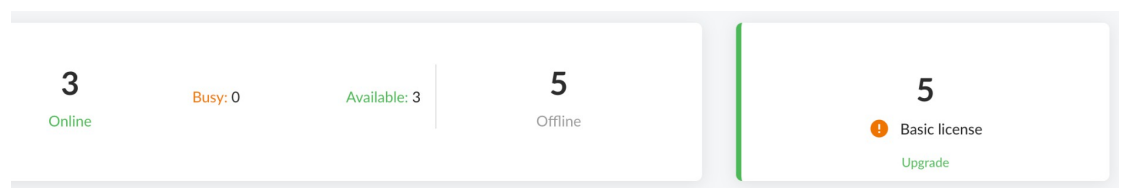
Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

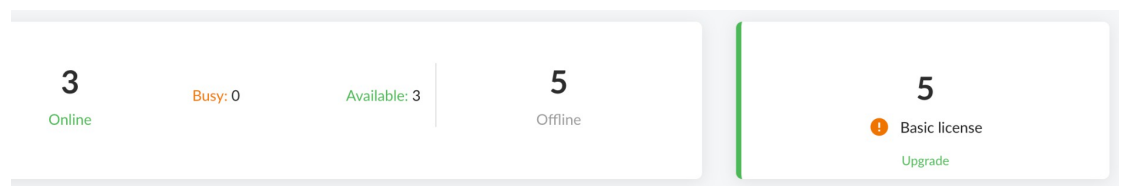
us Device Group

All	Status	Os Version	App Version	DTEN ID	
Online	• Offline	DTEN 1.10.0	Zoom Rooms Controller 5.8.0	CCA219DC57B9	...
Offline	• Available	DTEN 0.3.4	Zoom Rooms 5.2.0.243	50DE19E00BCH	...
	• Available	DTEN 1.4.0	Zoom Rooms 5.3.0.562	50DE19E00D3E	...
	• Offline	DTEN 2.0.0	5 Apps	50DE19E004FC	...
	• Offline		--	LZGMATE00001	...
	• Available	DTEN 3.0.0	5 Apps	50DE19E00565	...
	• 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).

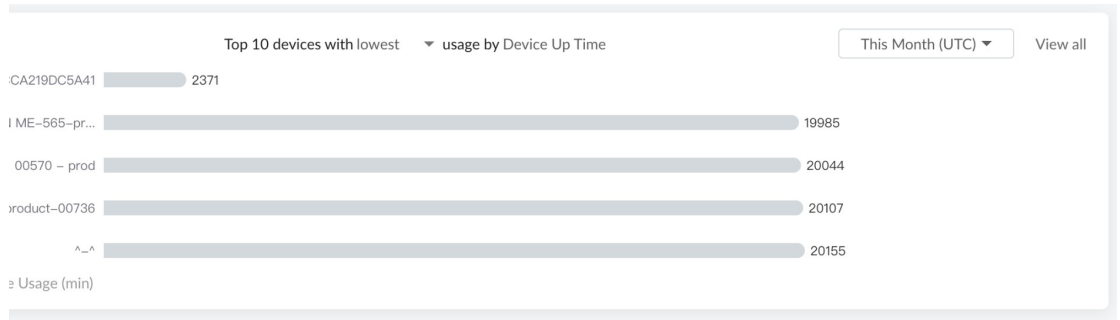


Click Upgrade to jump to the paid license purchase page online. You can choose to purchase the paid version of the license. You will be able to pick which devices get the license when buying online.



3.2.3 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.



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.

Showing All DTEN Devices

Search by Device Name or DTEN ID | Location | Product | System

Status | Device Group

Device Name	Status	Os Version	App Version	Group	Orbit Platform
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		Premium
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0	2 Apps		Premium
^_^	Offline	DTEN 1.14.64	Zoom Rooms --	group1	Premium
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premium
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Premium
^_^2b1d-product	Offline	DTEN 112.7.8	Zoom Rooms 5.11.3.1634		Premium

1.1 Search for devices based on different criteria.

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ving All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

us Device Group

Device Name	Status	Os Version	App Version	Group	Orbit P
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.

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ving All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

us Device Group

Device Name	Status	Os Version	App Version	Group	Orbit P
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.

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ring All DTEN Devices Export Add devices

Search by Device Name or DTEN 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 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
50DE19E...duct	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premiu
My DTEN...product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Pro
^_^2b1d...	Offline	DTEN 112.7.8	Zoom Rooms 5.11.3.1634		Premiu

per page: 20 9 results Page 1 of 1

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

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ring All DTEN Devices Export Add devices

Search by Device Name or DTEN 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 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

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

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Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

us Device Group

Device Name	Status	Os Version	App Version	Group	Orbit Plan
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		Premium
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0	2 Apps		...
^~^	Offline	DTEN 1.14.64	Zoom Rooms --	group1	Premium
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premium
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Premium
^~^2b1d-product	Offline	DTEN 112.7.8	Zoom Rooms 5.11.3.1634		Premium

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

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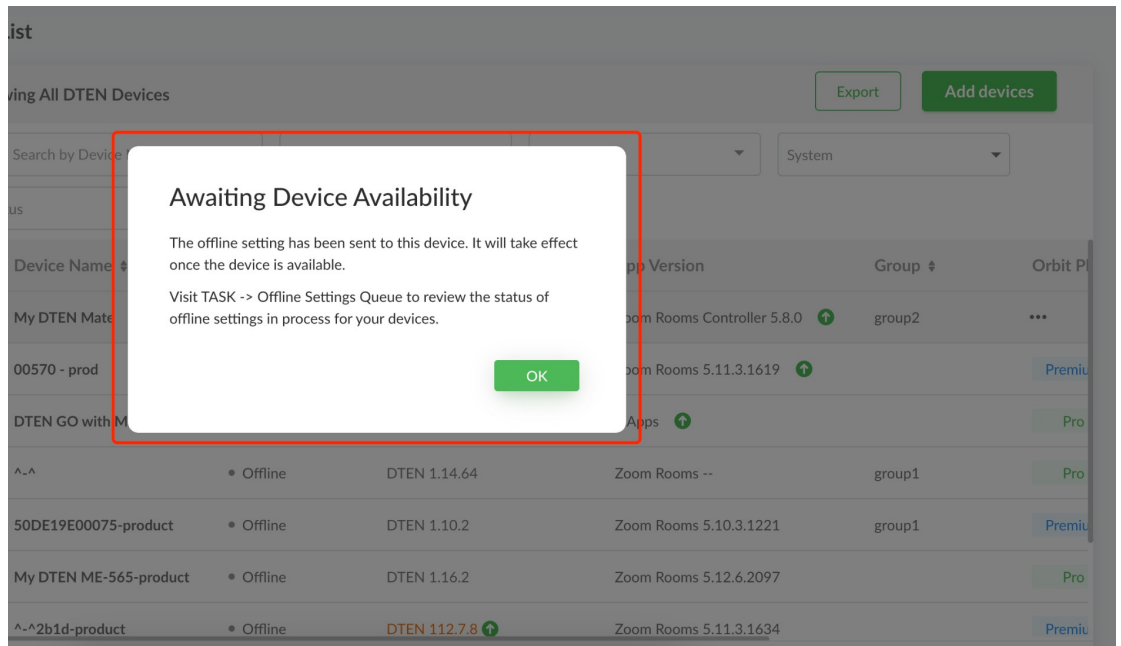
Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

us Device Group

Device Name	Status	Os Version	App Version	Group	Orbit Plan
My DTEN Mate	Offline	DTEN 1.10.0	Zoom Rooms Controller 5.8.0	group2	...
00570 - prod	Available	New version 1.11.0 is available. Please update.	Zoom Rooms 5.11.3.1619		Premium
DTEN GO with Mate - 07C9	Offline	DTEN 1.10.0	2 Apps		...
^~^	Offline	DTEN 1.14.64	Zoom Rooms --	group1	Premium
50DE19E00075-product	Offline	DTEN 1.10.2	Zoom Rooms 5.10.3.1221	group1	Premium
My DTEN ME-565-product	Offline	DTEN 1.16.2	Zoom Rooms 5.12.6.2097		Premium
^~^2b1d-product	Offline	DTEN 112.7.8	Zoom Rooms 5.11.3.1634		Premium

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.

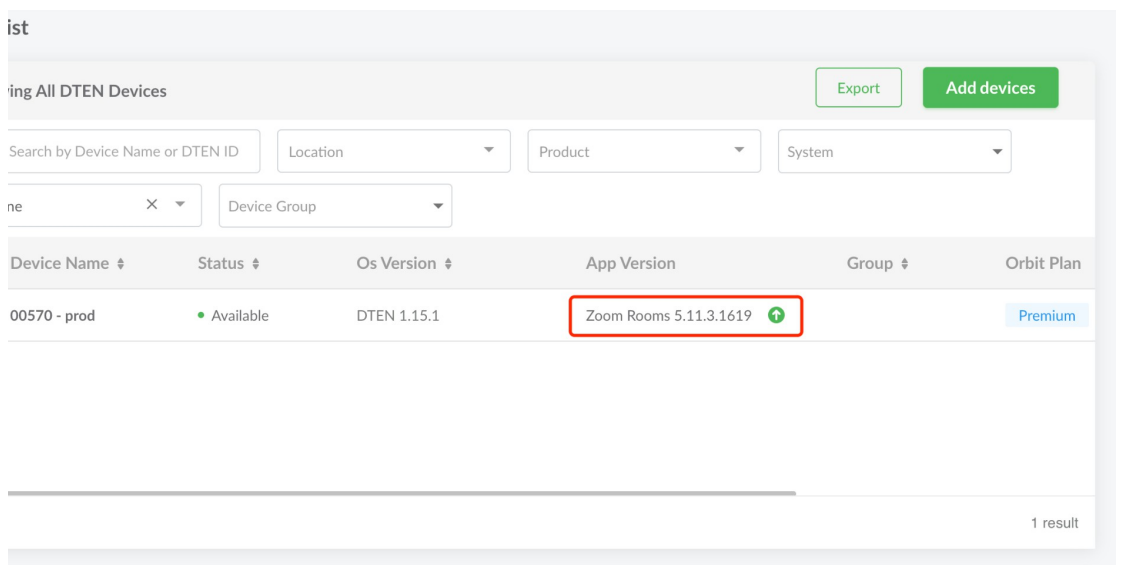


When the device is online, click the upgrade button to start sending the upgrade command, the device receives the upgrade command to download and install, and the installation status is displayed during installation.

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	DTEN 1.2.0	ZOOM 5.6.3	Basic License	DTEN ID
Name	Offline	DTEN 1.2.0	ZOOM 5.6.3	Unchecked	DTEN ID
Name	Offline	DTEN 1.2.0	ZOOM 5.6.3	Unchecked	DTEN ID

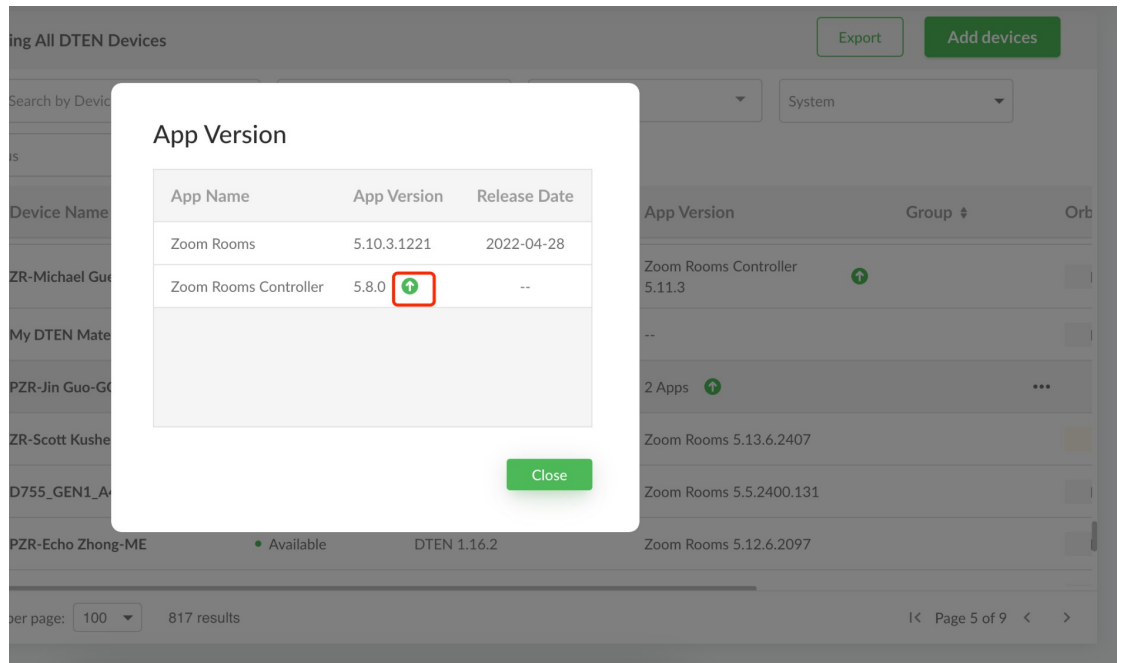
1.6 App Version

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



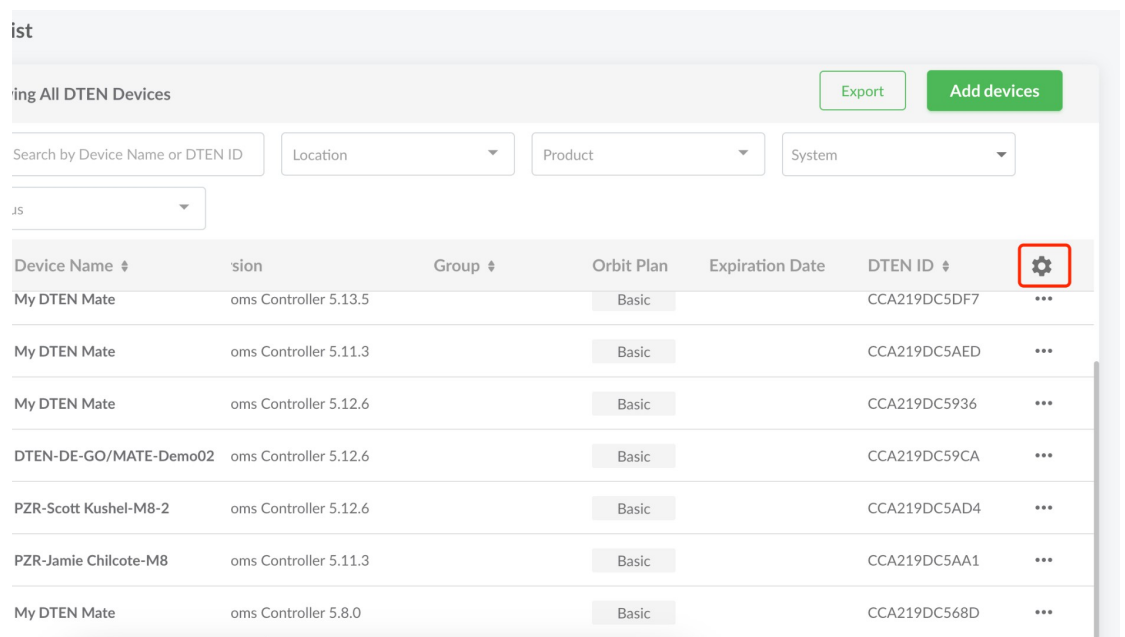
Click on the number of App to show App and upgrade, and then click on the upgrade button to give the upgrade command.

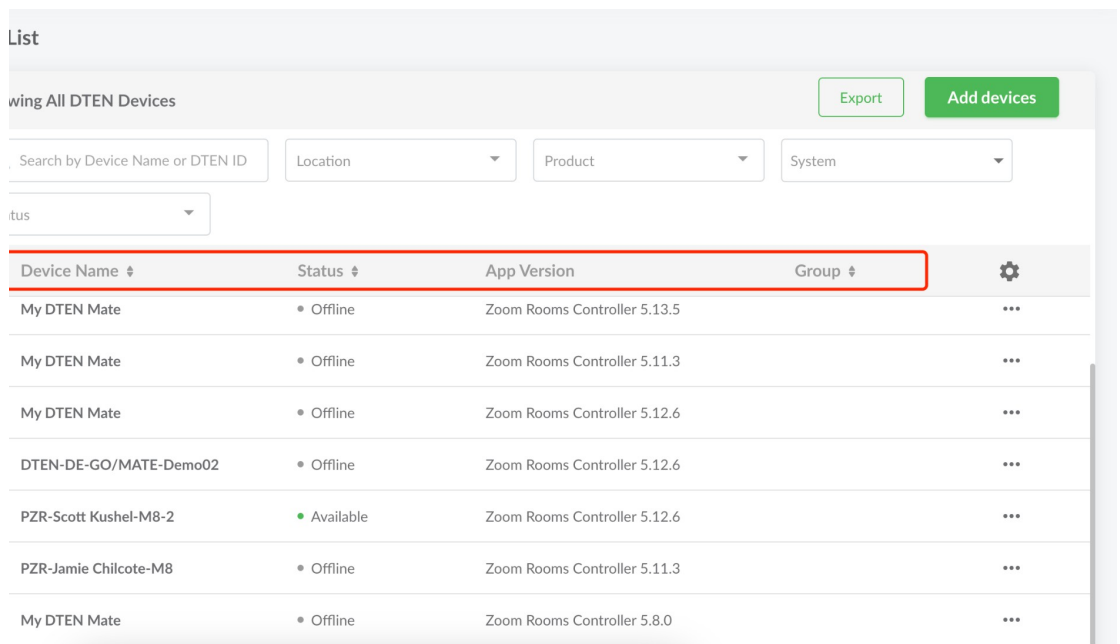
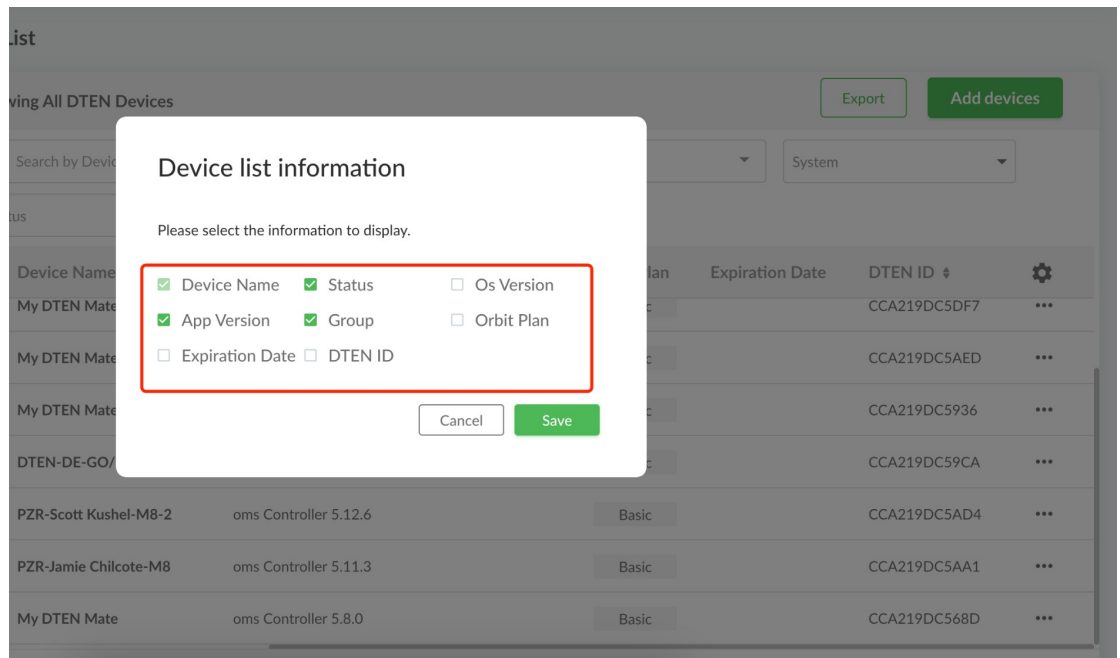
The offline and online upgrade of the App upgrade is the same as 1.5.



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.





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.

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ving All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

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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		...

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ving All DTEN D Export Add devices

Search by Device System

us

Device Name Group

My DTEN Mate 5.13.5 ...

My DTEN Mate 5.11.3 ...

My DTEN Mate 5.12.6 ...

DTEN-DE-GO/M 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 ...

Add devices

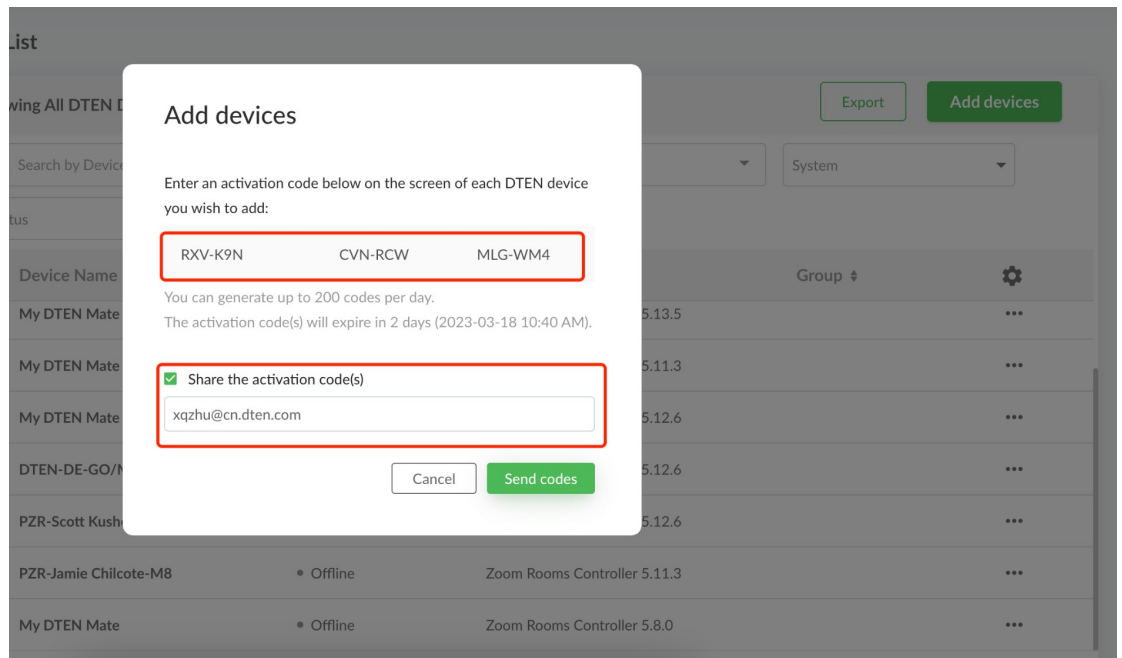
Please select or enter the number of device activation code(s) you wish to generate:

+ -

197 code(s) remain today. Up to 200 codes per day.

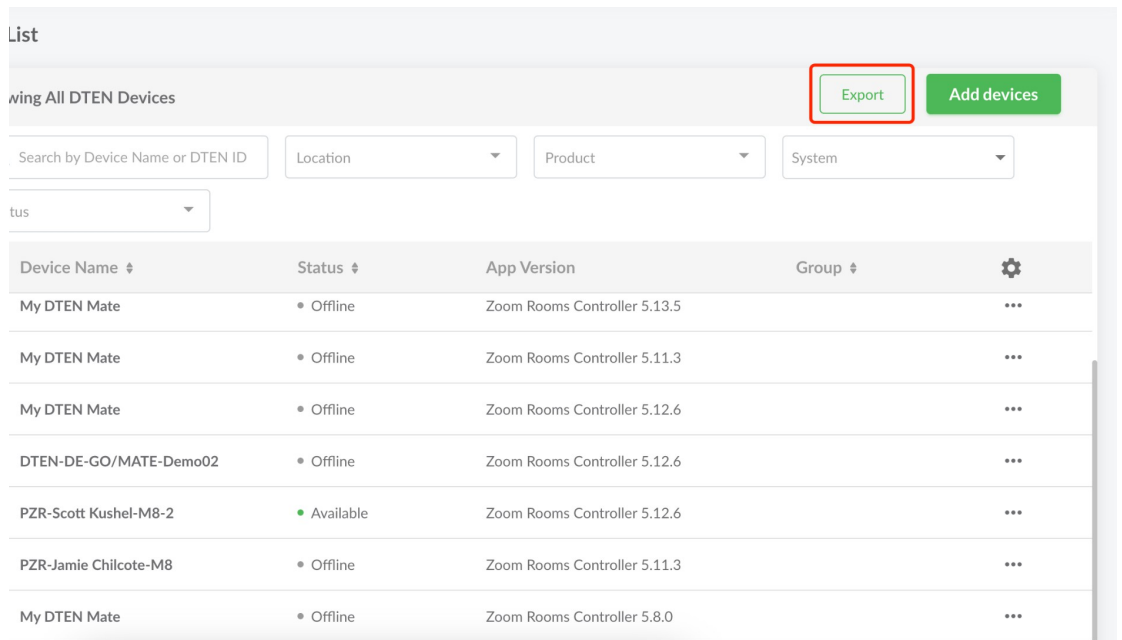
The activation code(s) will expire in days.

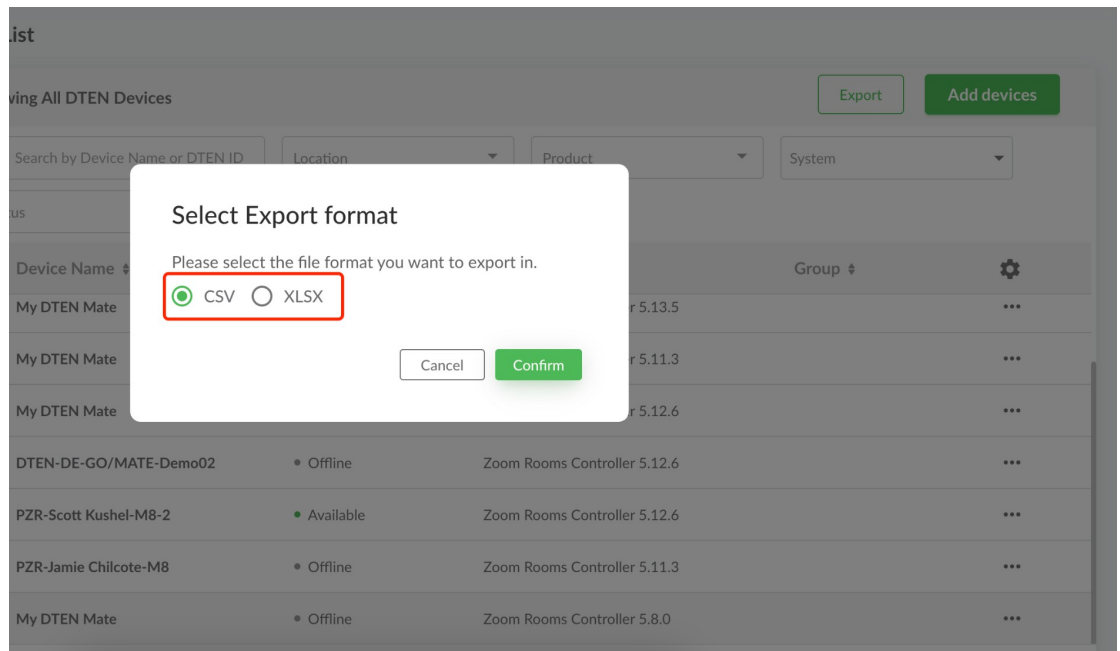
Cancel Next



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.





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.

List

9 devices selected

Restart OS update App update Assign to group

Search by Device Name or DTEN 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 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

5.1 Click the Restart button to reboot the device remotely.

List

9 devices selected

Restart OS update App update Assign to group

Search by Device Name or DTEN 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 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

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

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9 devices selected

Restart OS update **App update** Assign to group

Search by Device Name or DTEN 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 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

5.3 Assign to group

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

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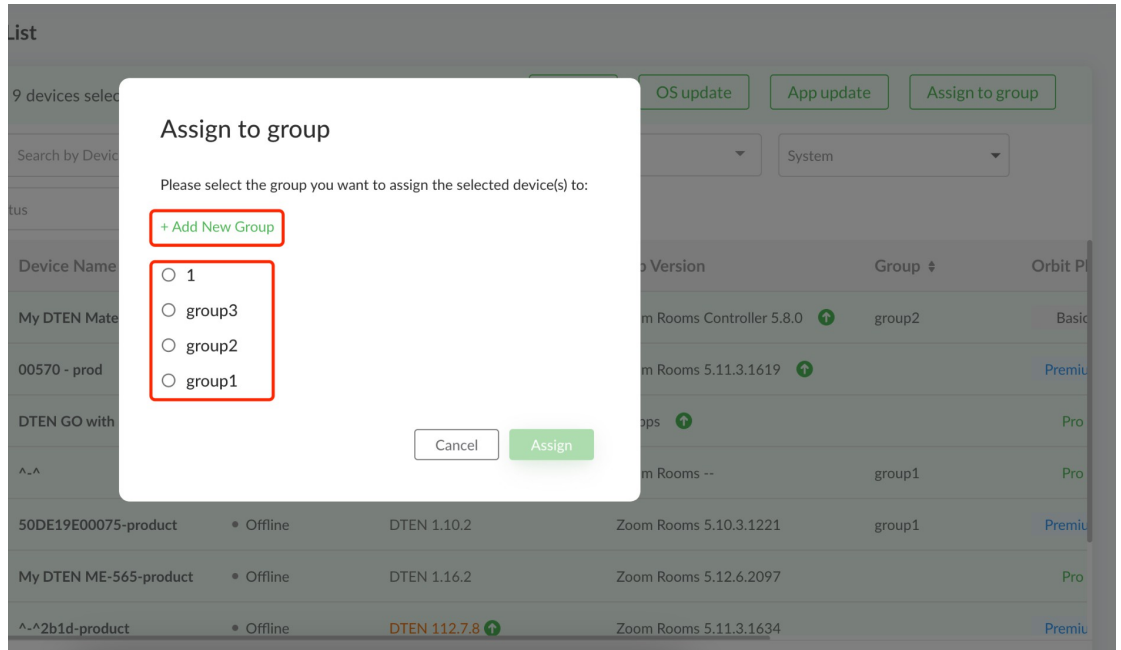
9 devices selected

Restart OS update App update **Assign to group**

Search by Device Name or DTEN ID Location Product System

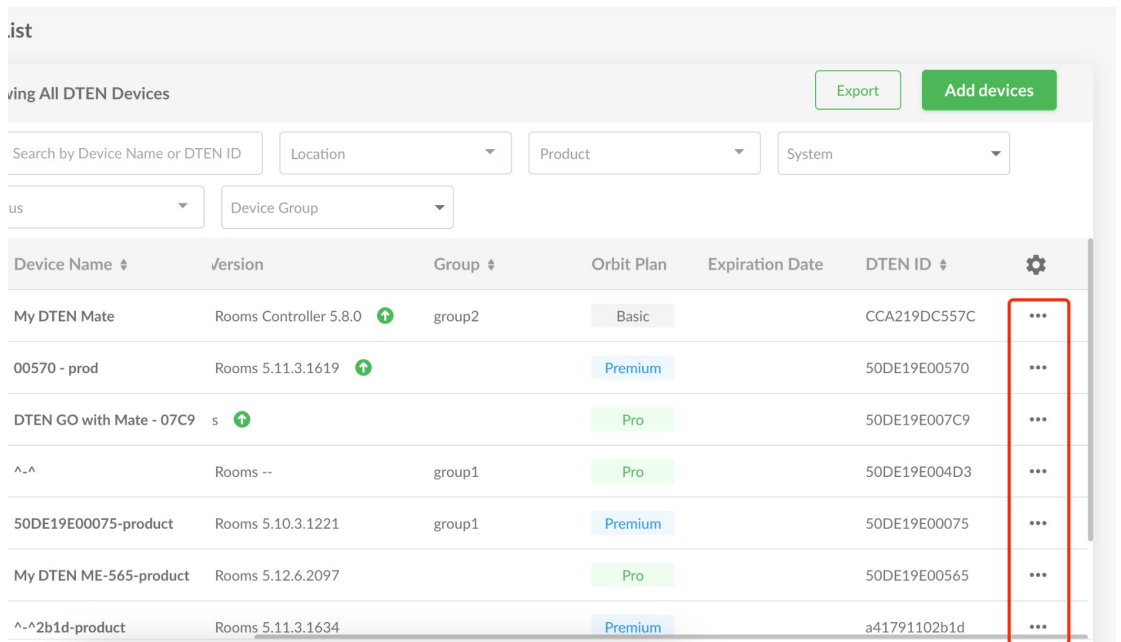
us Device Group

Device Name	Status	Os Version	App Version	Group	Orbit Pl
My DTEN Mate	Offline	DTEN 1.10.0	Zoom Rooms 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



6. Operation bar

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



ist

ing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

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		50DE19E00	<ul style="list-style-type: none"> Assign to group Ticket Restart Assign to user Remove
DTEN GO with Mate - 07C9	s		Pro		50DE19E00	
^^^	Rooms --	group1	Pro		50DE19E00	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	...
^^^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

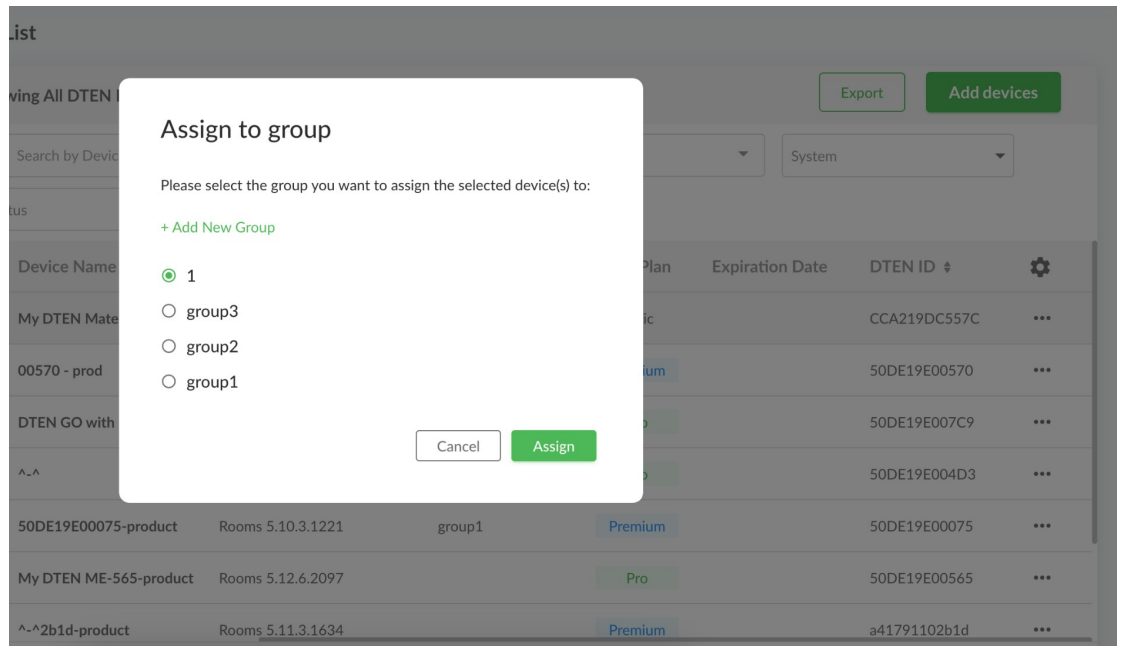
ist

ing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

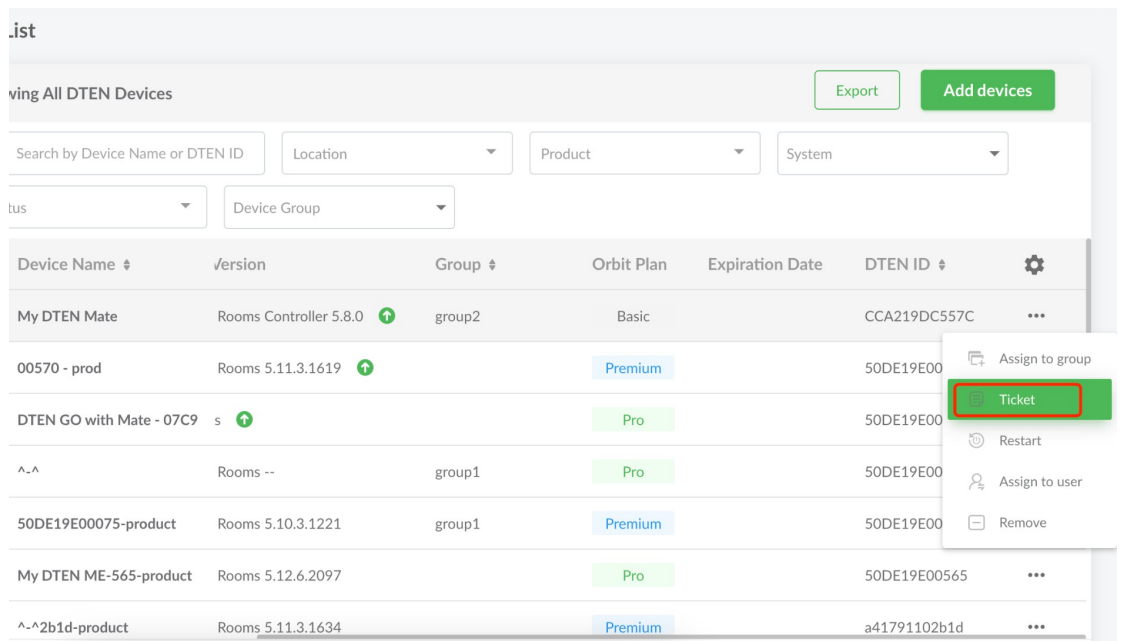
us Device Group

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		50DE19E00	<ul style="list-style-type: none"> Assign to group Ticket Restart Assign to user Remove
DTEN GO with Mate - 07C9	s		Pro		50DE19E00	
^^^	Rooms --	group1	Pro		50DE19E00	
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	
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.



6.3 Restart

Click the Restart button to reboot the device remotely.

ist

Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

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		50DE19E00	...
DTEN GO with Mate - 07C9	s		Pro		50DE19E00	...
^..^	Rooms --	group1	Pro		50DE19E00	...
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	...
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	...
^..^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	...

- Assign to group
- Ticket
- Restart
- Assign to user
- Remove

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

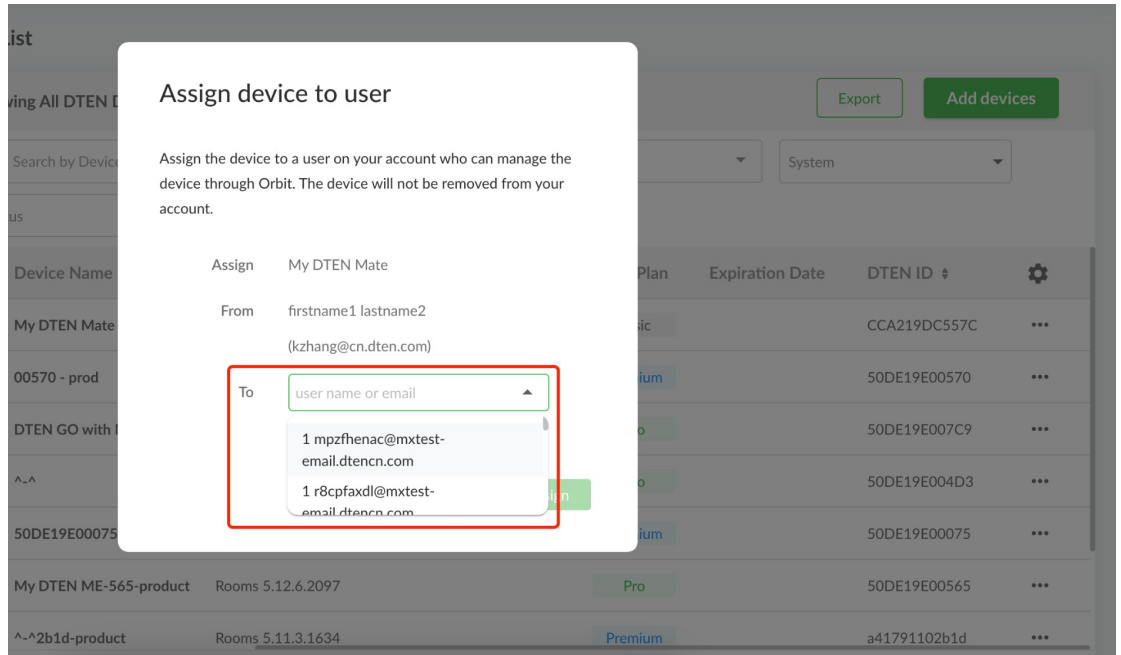
Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

us Device Group

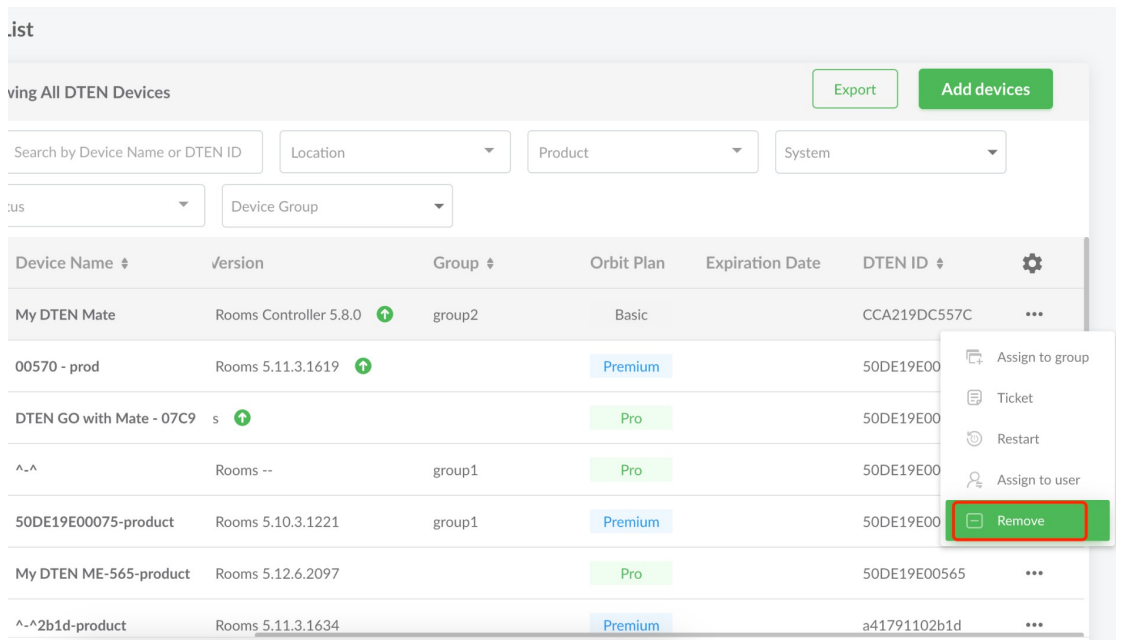
Device Name	Version	Group	Orbit Plan	Expiration Date	DTEN ID	
My DTEN Mate	Rooms Controller 5.8.0	group2	Basic		CCA219DC557C	...
00570 - prod	Rooms 5.11.3.1619		Premium		50DE19E00	...
DTEN GO with Mate - 07C9	s		Pro		50DE19E00	...
^..^	Rooms --	group1	Pro		50DE19E00	...
50DE19E00075-product	Rooms 5.10.3.1221	group1	Premium		50DE19E00	...
My DTEN ME-565-product	Rooms 5.12.6.2097		Pro		50DE19E00565	...
^..^2b1d-product	Rooms 5.11.3.1634		Premium		a41791102b1d	...

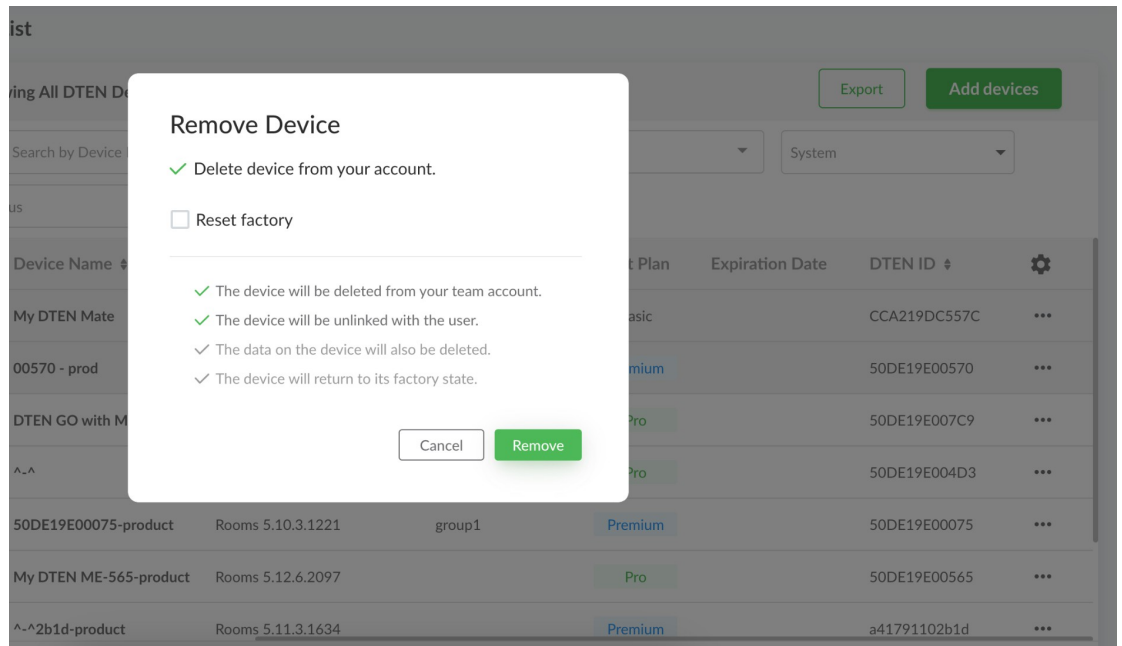
- Assign to group
- Ticket
- Restart
- Assign to user
- Remove



6.5 Remove

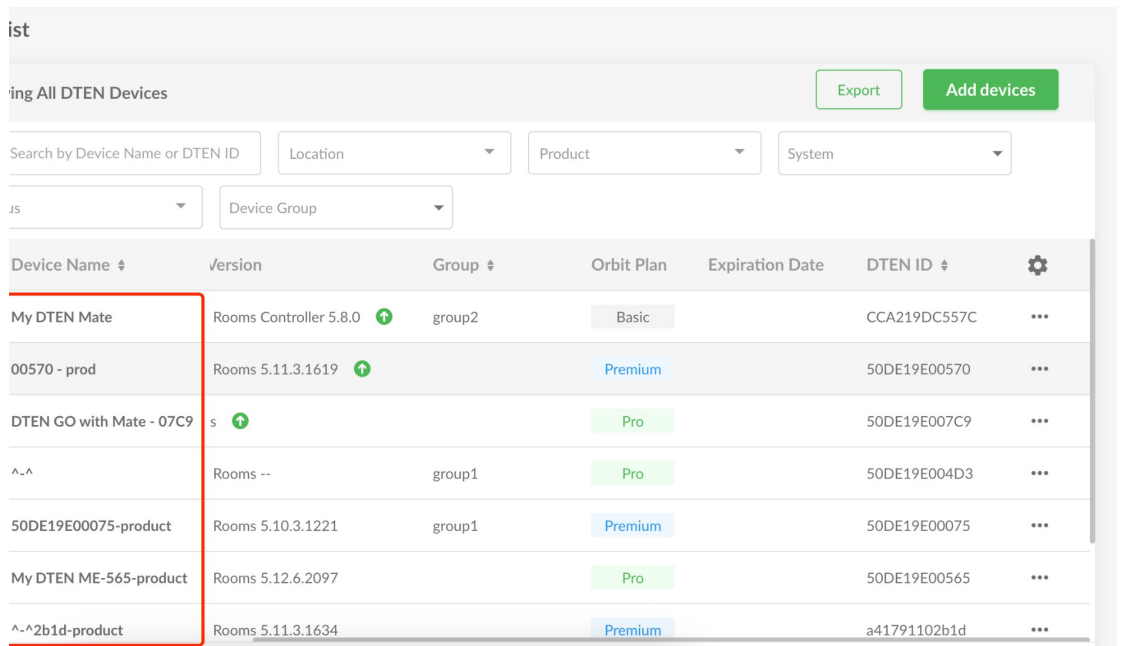
Click remove to remove the device from your current Orbit account. If this fails, please enter a support ticket asking for it to be removed for you. We do recommend doing a factory reset of the device (if possible) to delete any saved settings on the device.





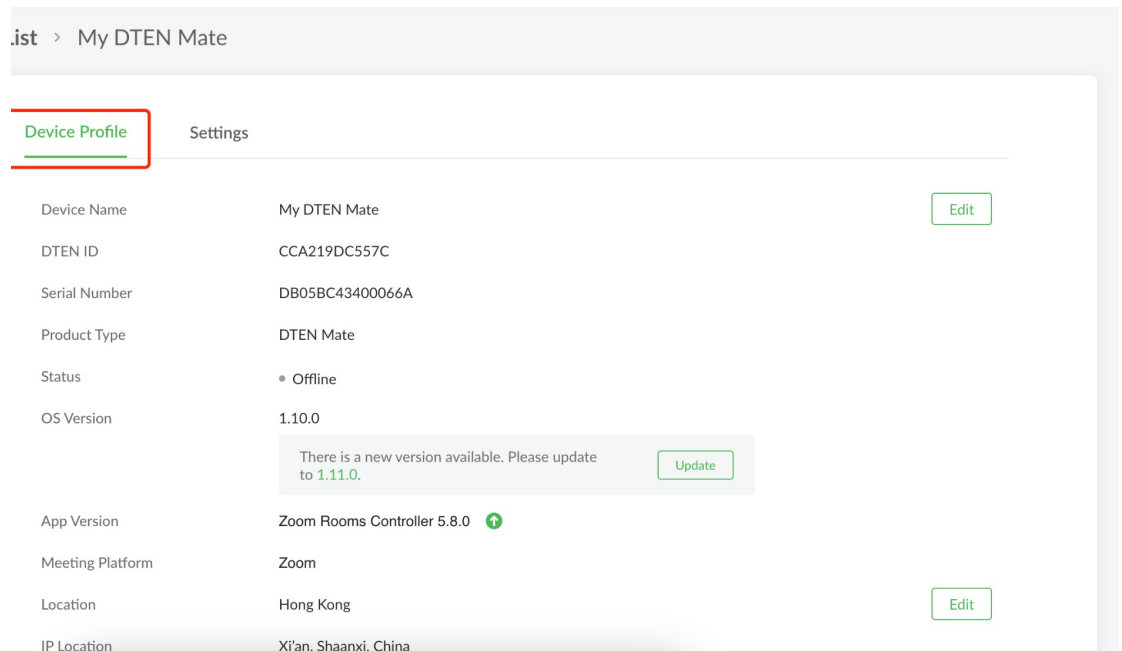
7. Device details

Click the device name to enter the device details.

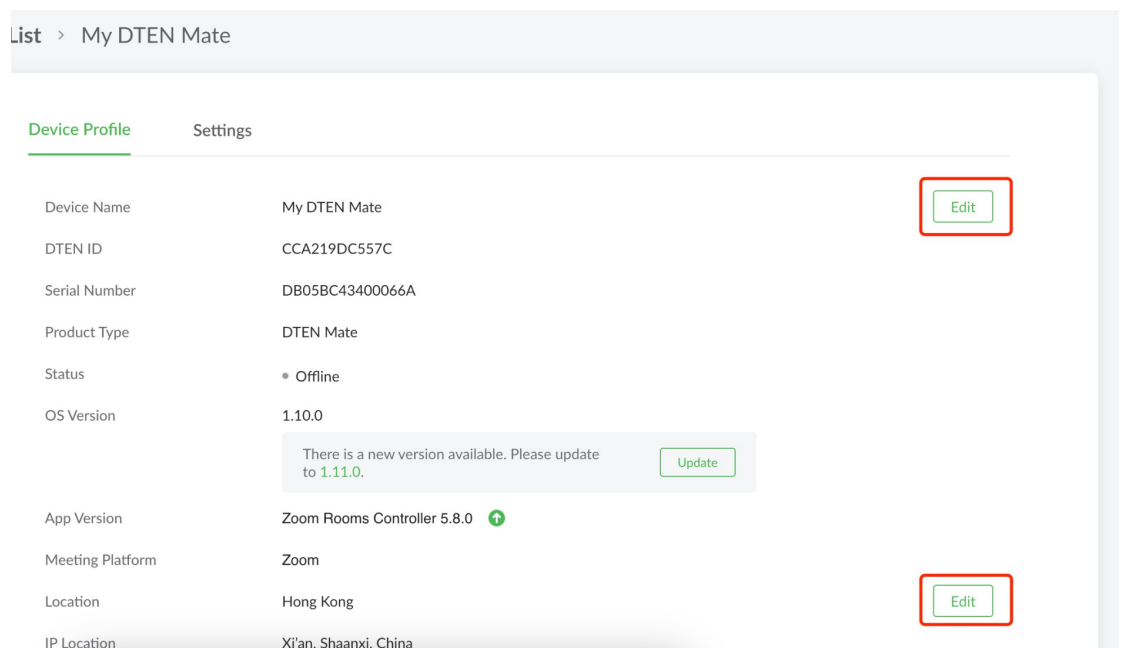


7.1 Device Profile

Displays the details of the device.



7.2 The device name and location can be edited.



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	
	<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">There is a new version available. Please update to 1.11.0.</div>	<button>Update</button>
App Version	Zoom Rooms Controller 5.8.0 ↑	
Meeting Platform	Zoom	
Location	Hong Kong	<button>Edit</button>
IP Location	Xi'an, Shaanxi, China	
License	Basic(Free) ?	
User	firstname1 kzhang@cn.dten.com	<div style="border: 2px solid red; padding: 2px;"><button>Reassign</button></div>
Device Group	group2	<button>Reassign</button>

Assign device to user

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

From: firstname1 lastname2 (kzhang@cn.dten.com)

To:

Cancel Assign

7.4 Assign this device to a group of devices.

The screenshot shows a device configuration page with the following details:

Device Name	^~^2b1d-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 to 112.8.9.		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

The screenshot shows a dialog box titled "Assign to group" with the following content:

Please select the group you want to assign the selected device(s) to:

+ Add New Group

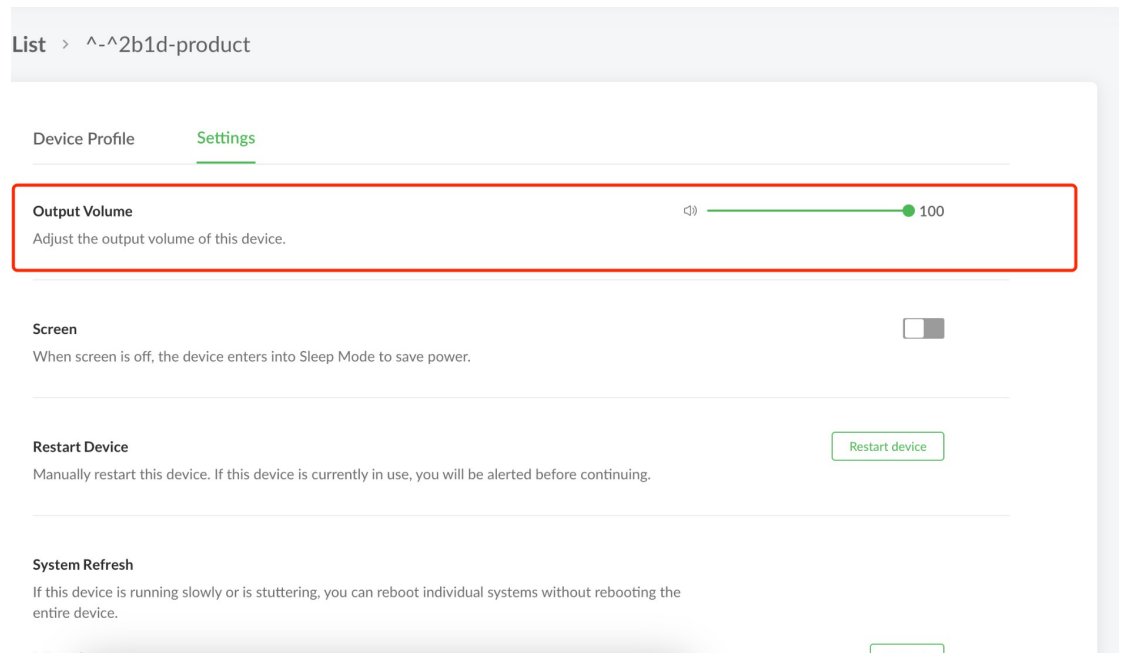
- 1
- group3
- group2
- group1

Buttons: Cancel, Assign

8. Settings

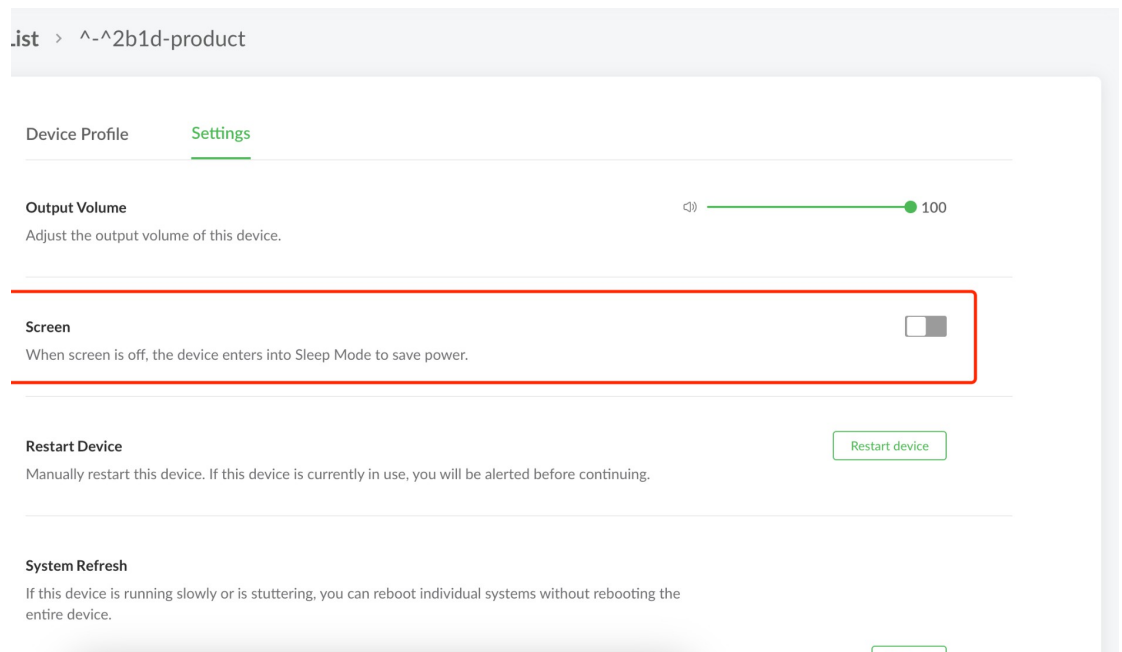
8.1 Output Volume

Adjustment of the output volume of the device.



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.

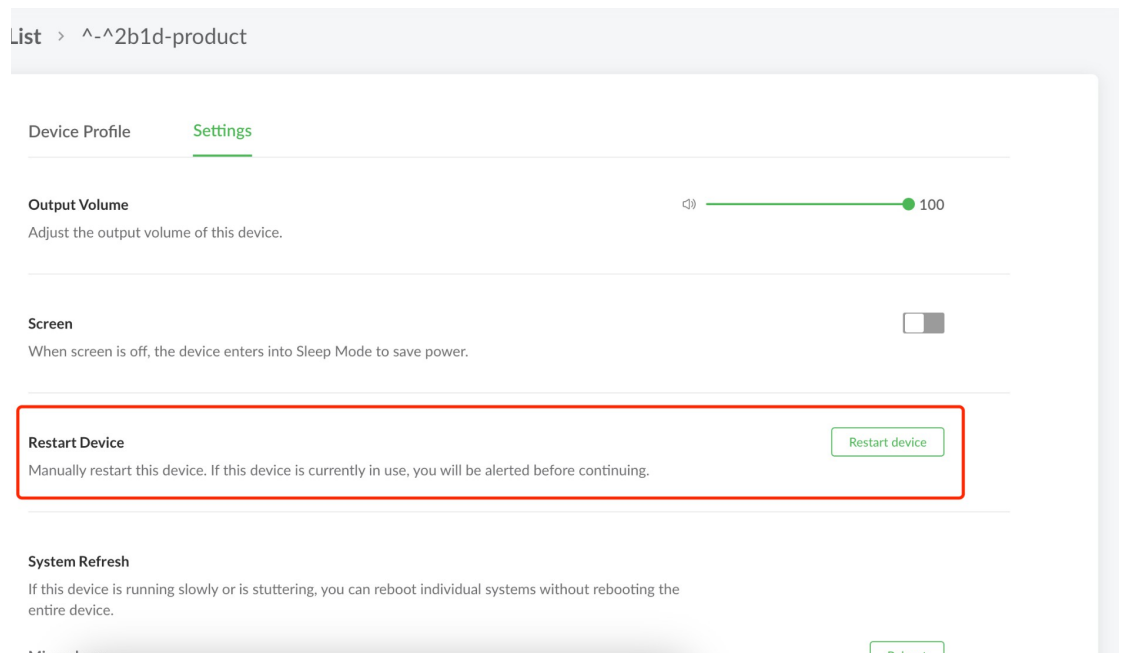


8.3 Restart Device

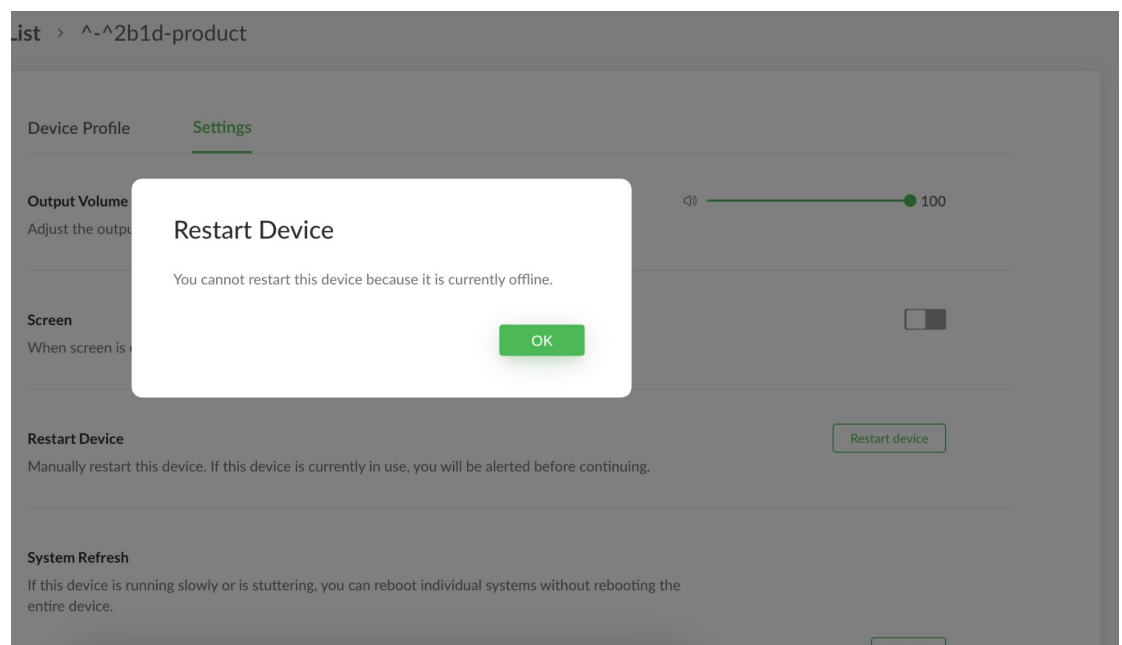
Clicking restart device when the device is not busy and is already showing online will restart the device.

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.

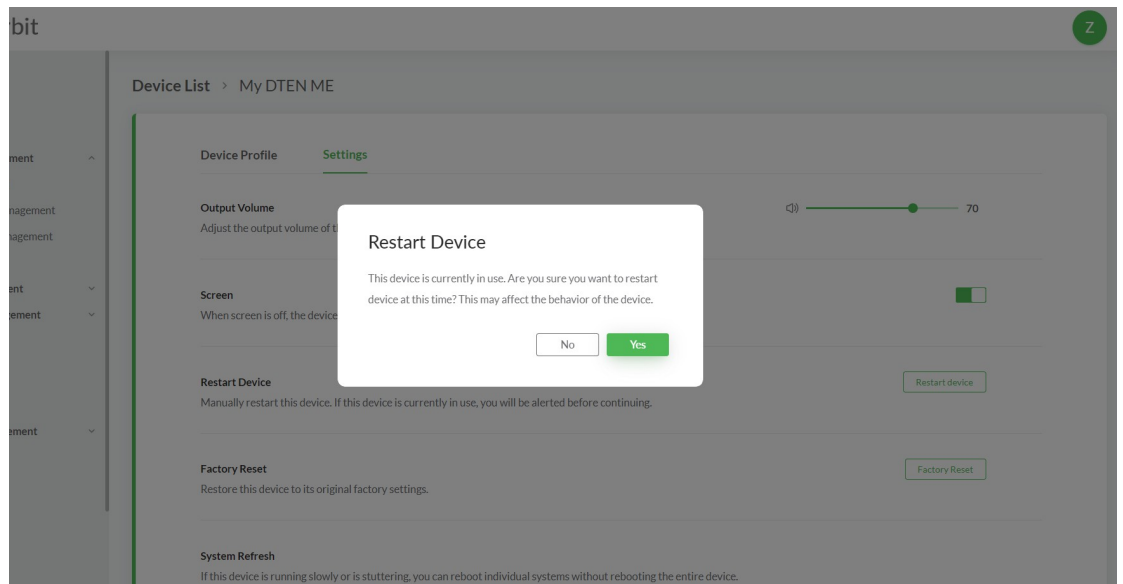
If the device is busy, you will see a prompt stating the device is currently in use. Are you sure you want to restart this device at this time? This may affect the behavior of the device and may interrupt a meeting.



When the device is offline, the following figure.

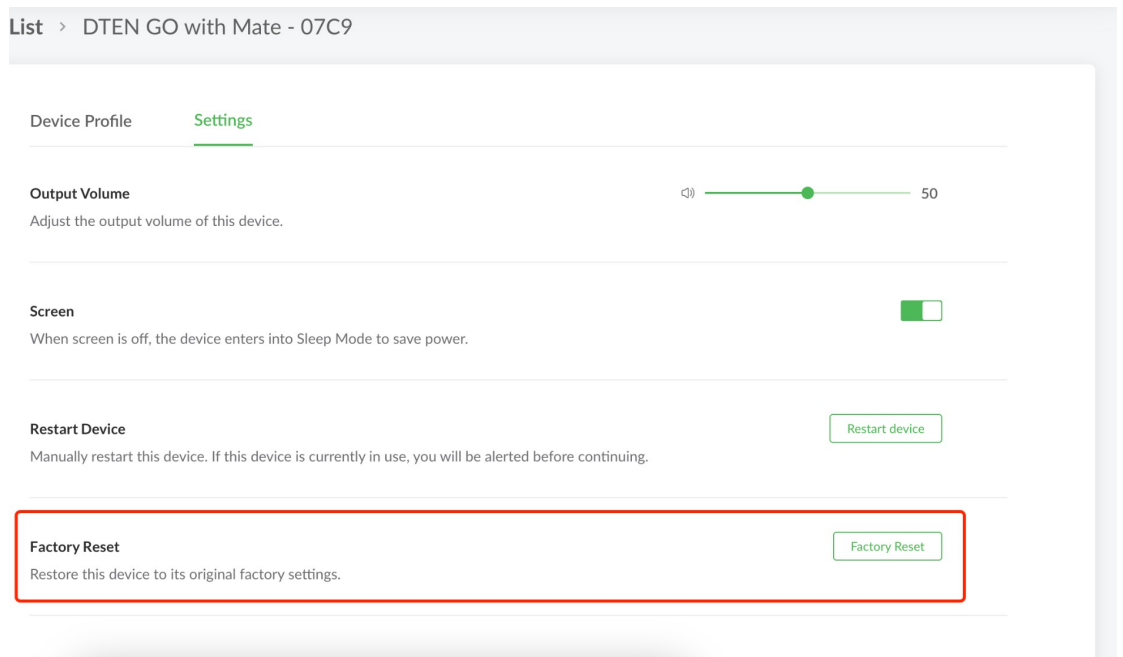


When the device is busy, the following figure.



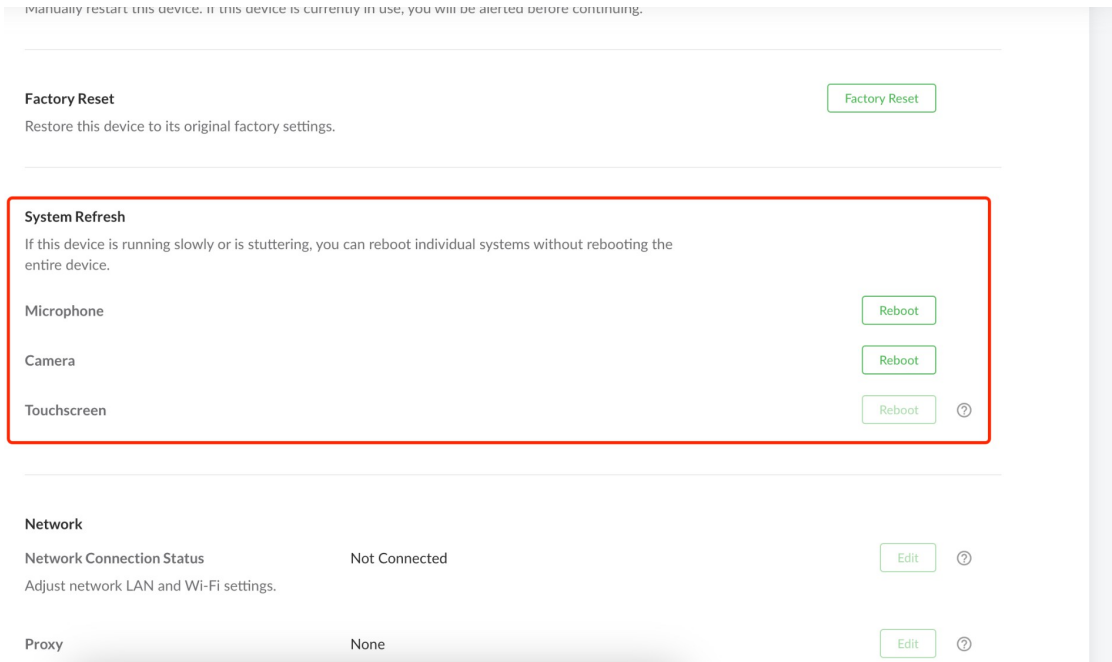
8.4 Factory Reset

Device online, offline, busy (same as 8.3)



8.4 System Refresh

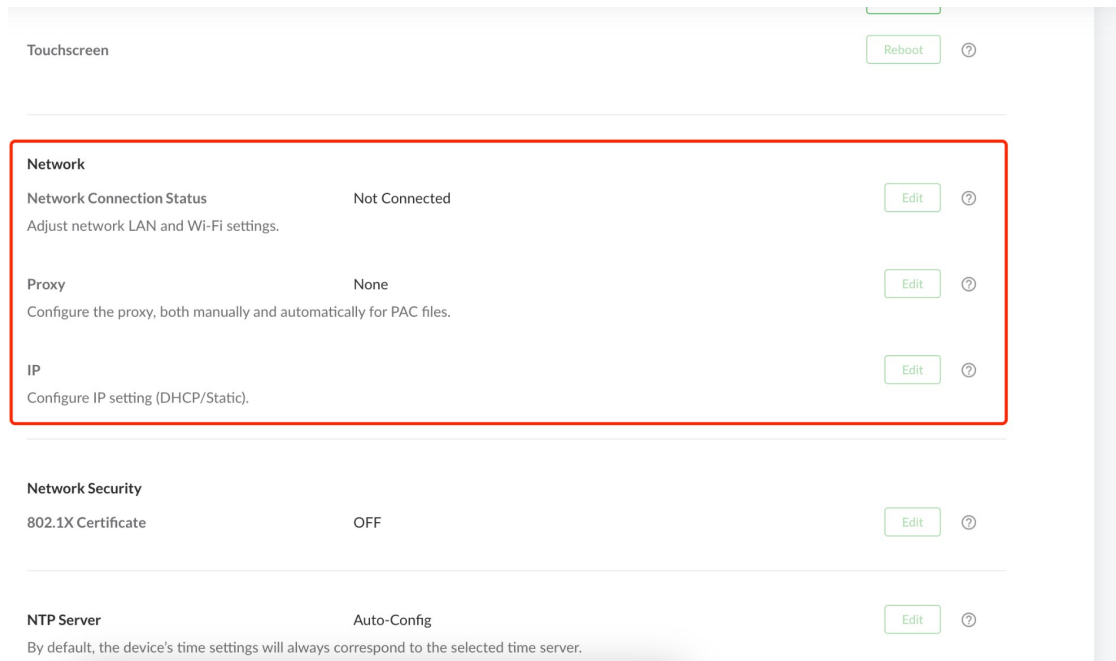
When the microphone, camera, or touch screen is running slow or stuck, you can click reboot to reboot that specific option.



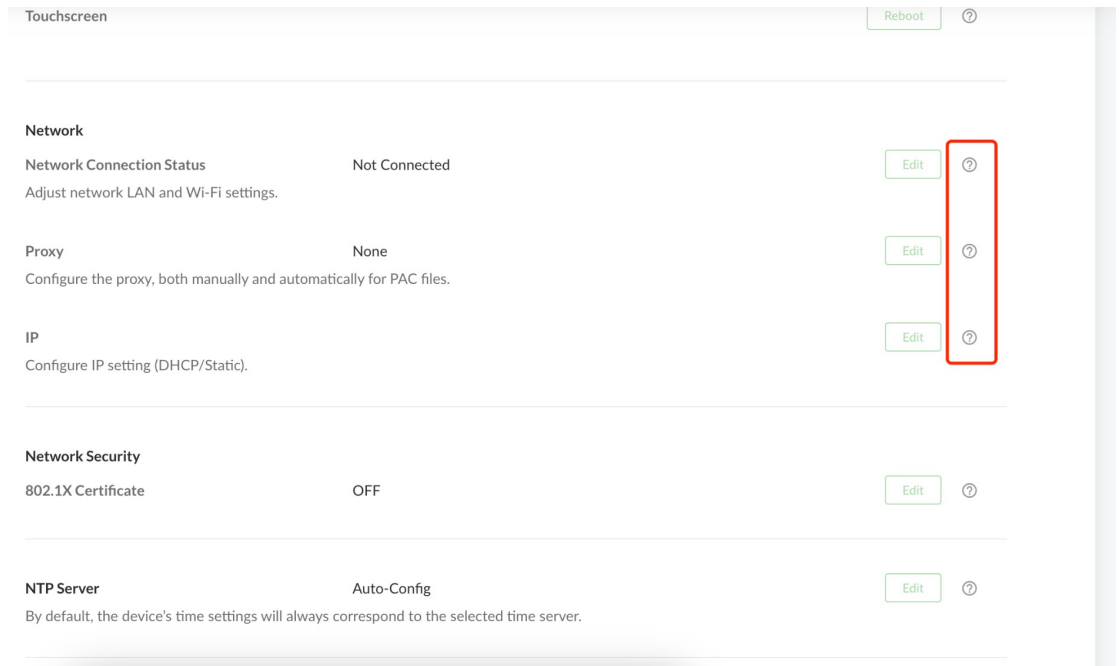
8.5 Network

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

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



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

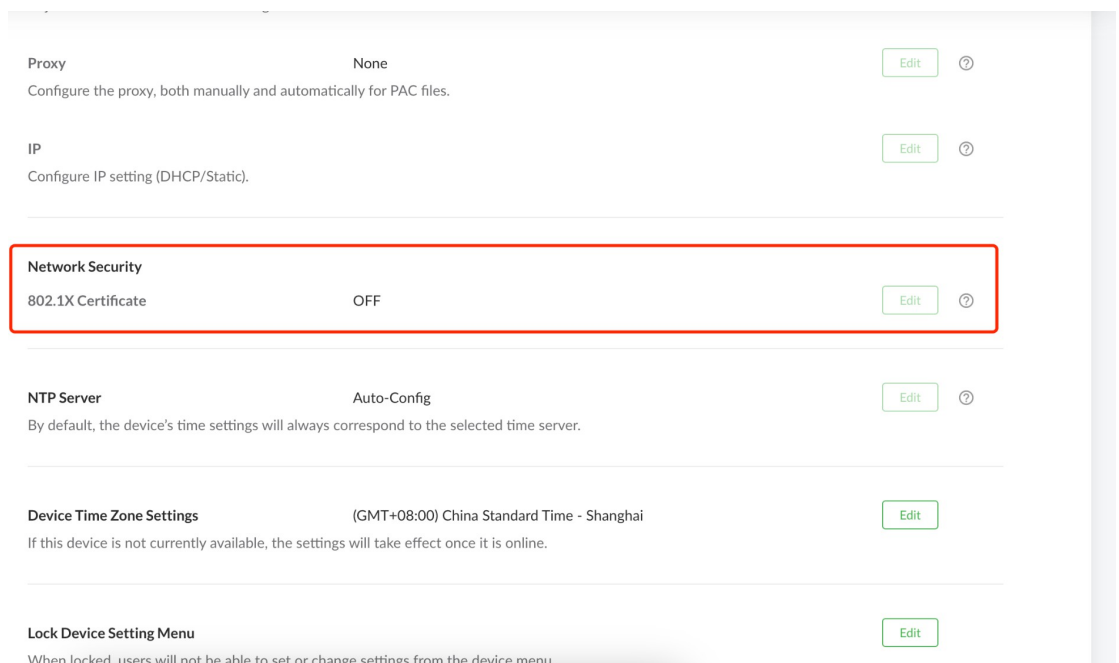


8.6 Network Security

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.



Security
 802.1X Certificate for the network connection OFF

2.1X Certificate for the network connection

Ethernet WiFi

Certificate Choose file
 Certificate 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
 By default, the device's time settings will always correspond to the selected time server.

Device Time Zone Settings (GMT+08:00) China Standard Time - Shanghai Edit
 If this device is not currently available, the settings will take effect once it is online.

Lock Device Setting Menu Edit
 When locked, users will not be able to set or change settings from the device menu.

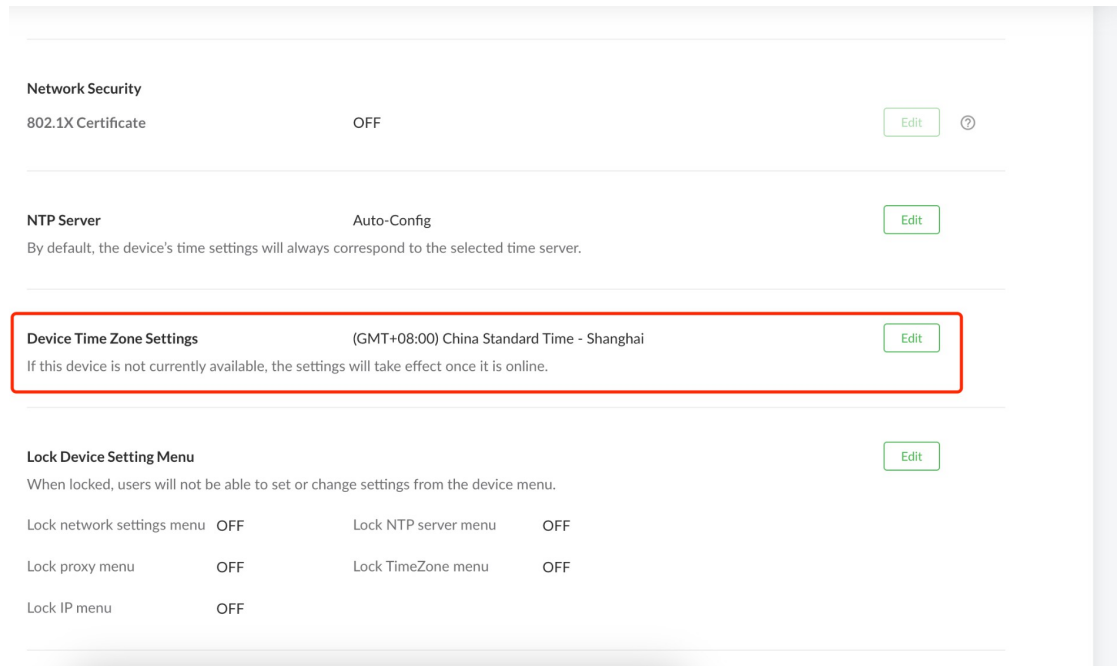
Lock network settings menu	OFF	Lock NTP server menu	OFF
Lock proxy menu	OFF	Lock TimeZone menu	OFF
Lock IP menu	OFF		

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.

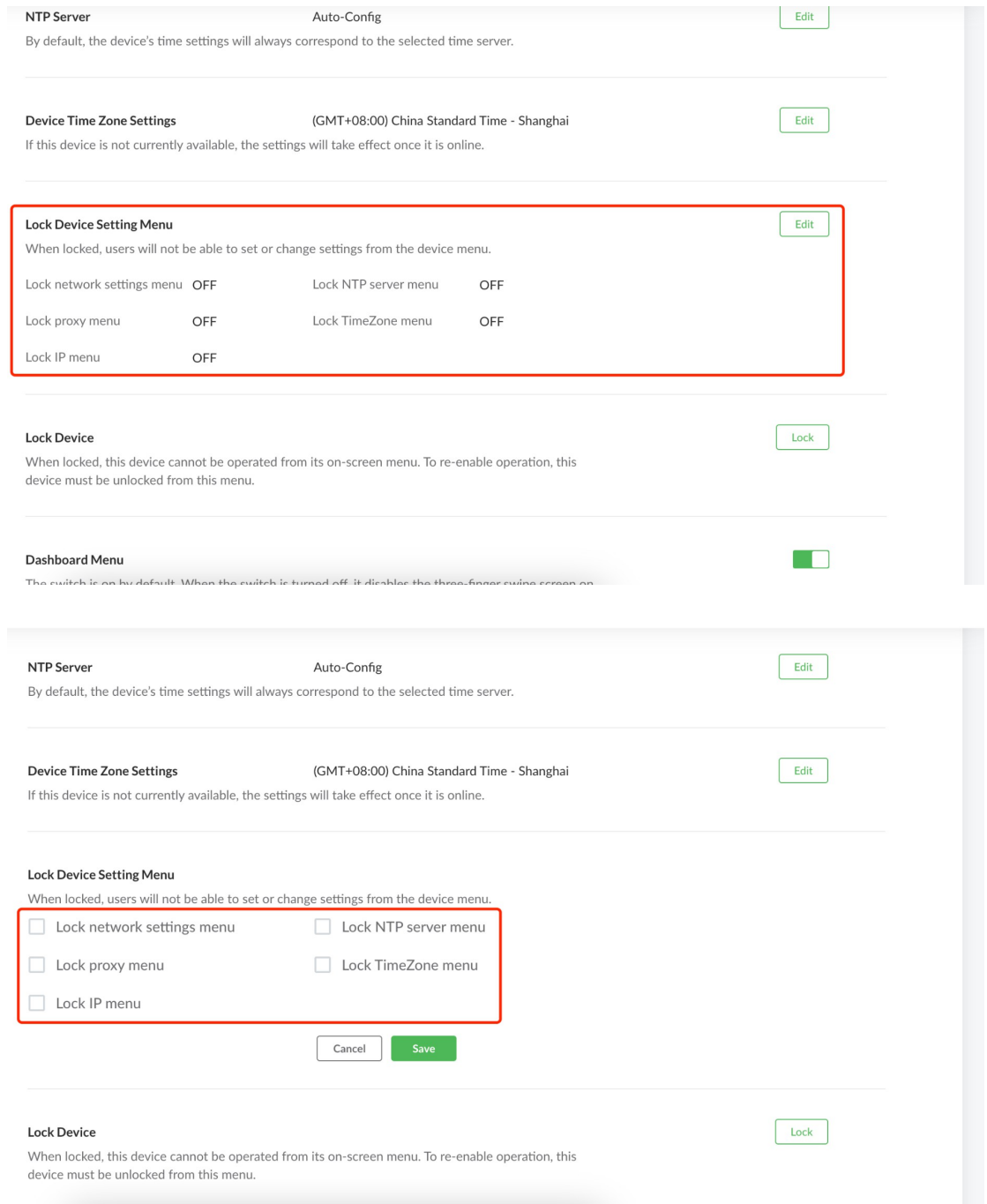
When the device is offline, you may make changes and wait for the time changes to take effect when it is online next time.



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.

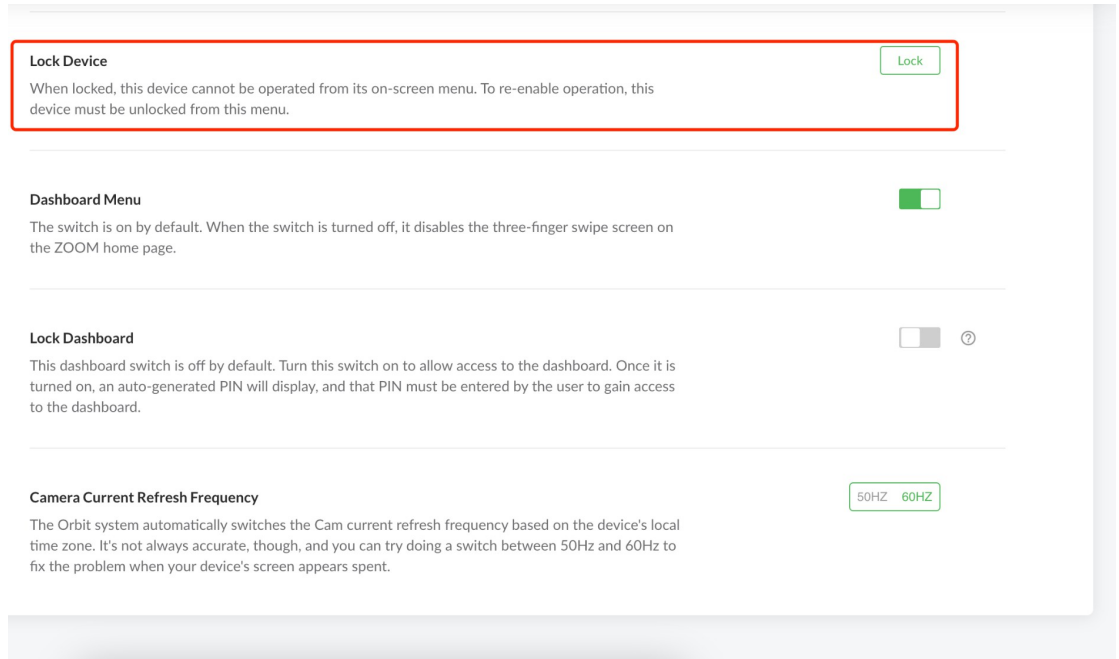
By locking the device settings, which are closed by default, end users will not be able to set or change settings from the device menu directly on the device.



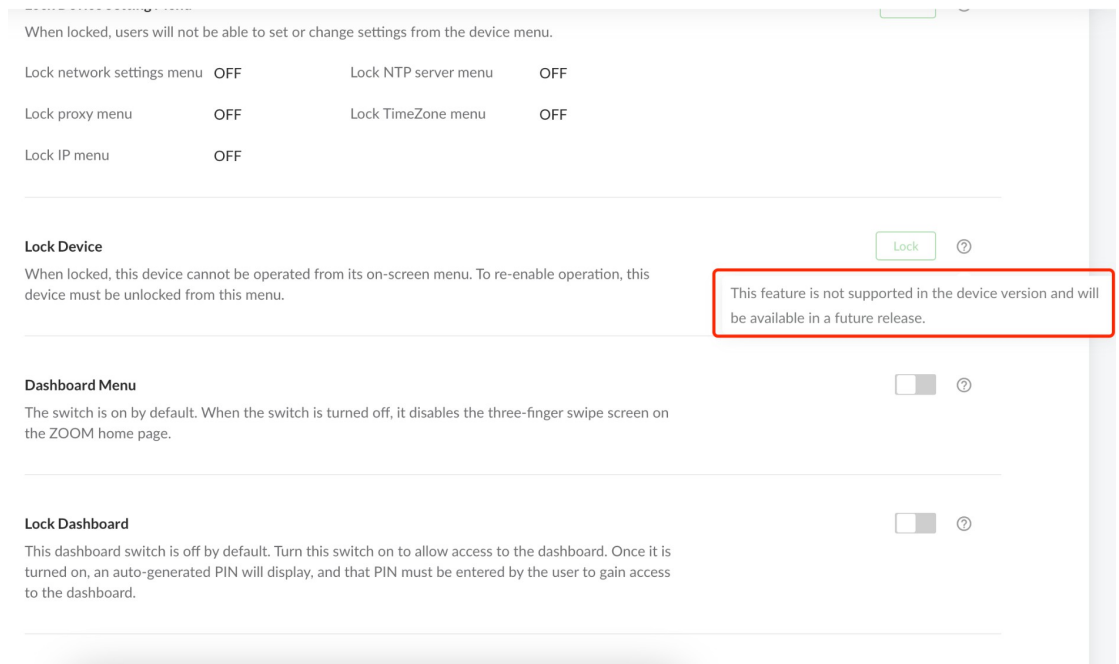
8.10 Lock Device

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.

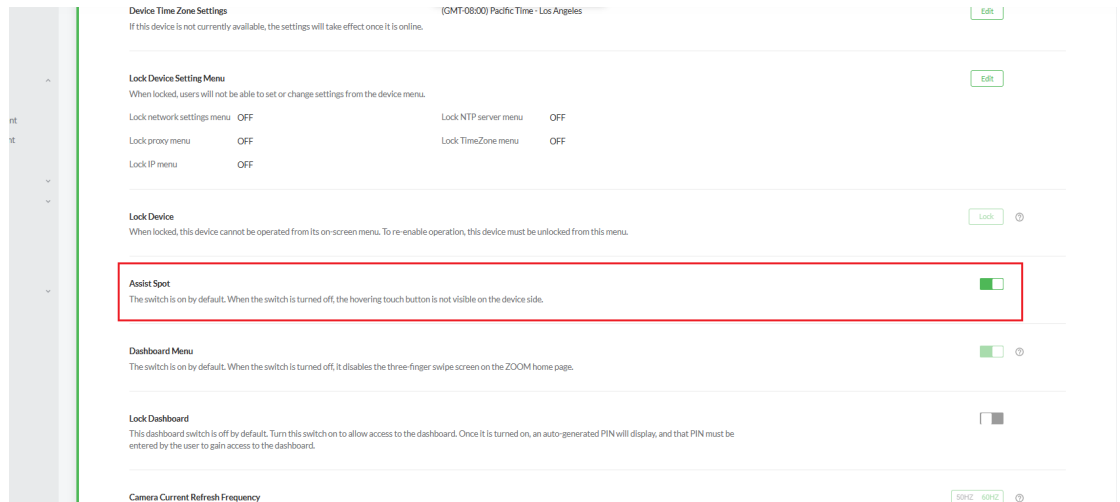


When the device version is not supported, the button is not clickable and a message is prompted after clicking the button.



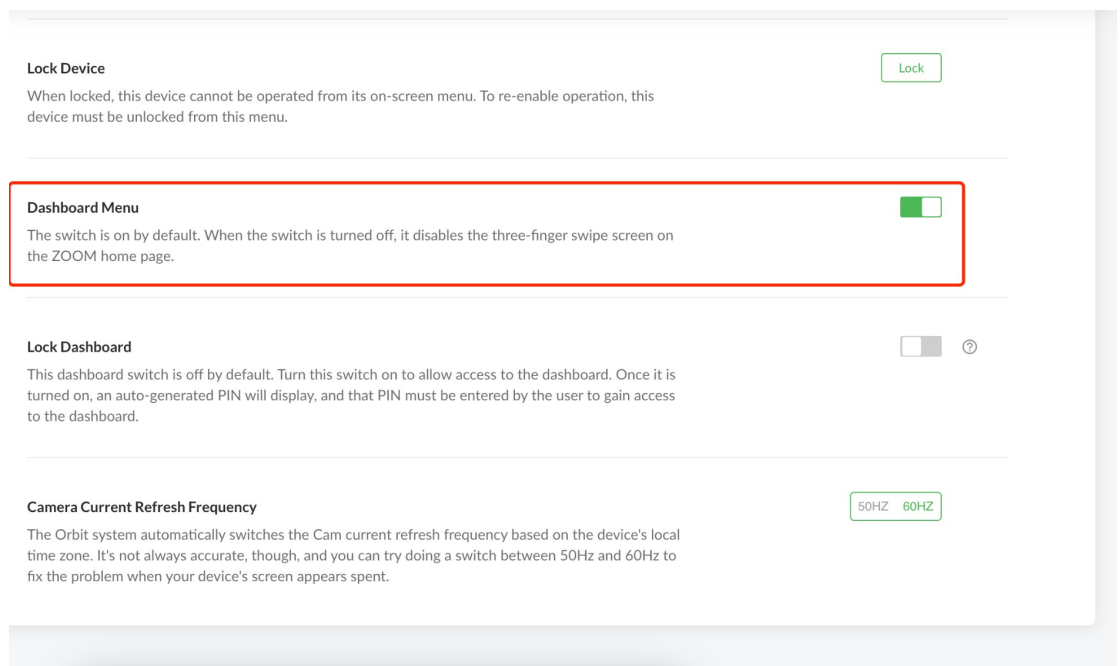
8.11 Assist Spot

The hover touch button is on by default.



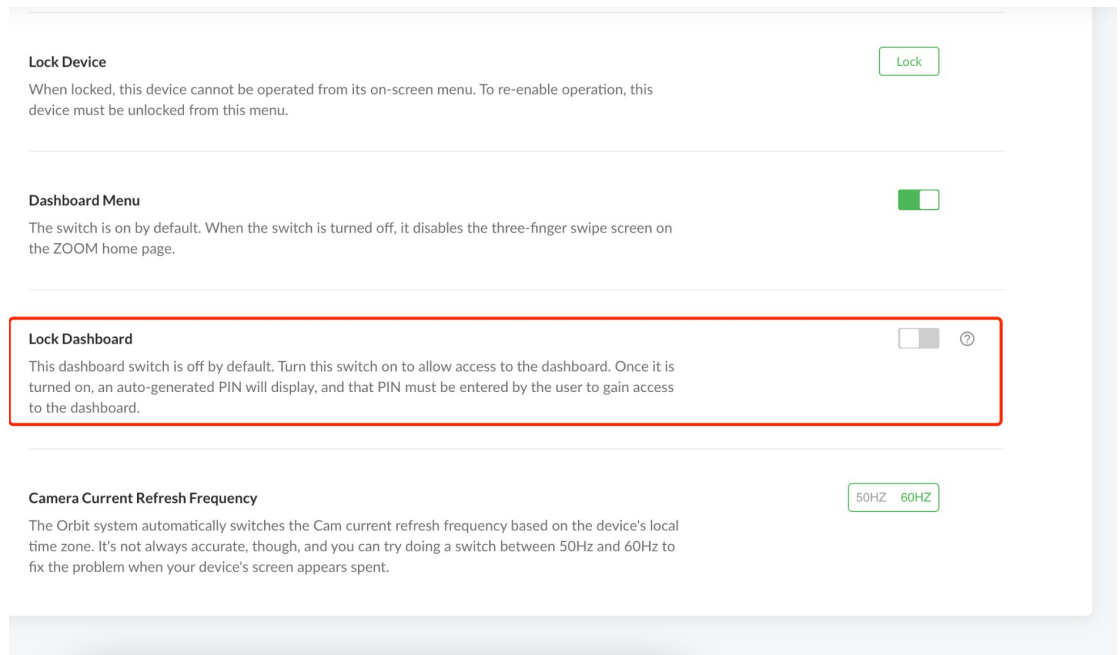
8.12 Dashboard Menu

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



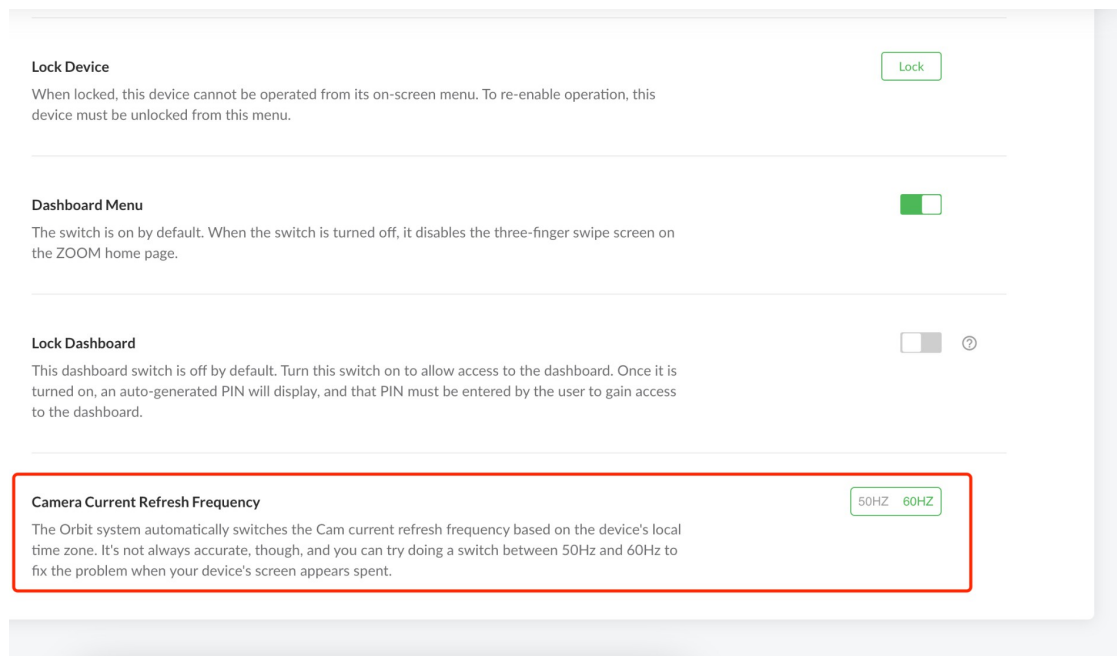
8.13 Lock Dashboard

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.



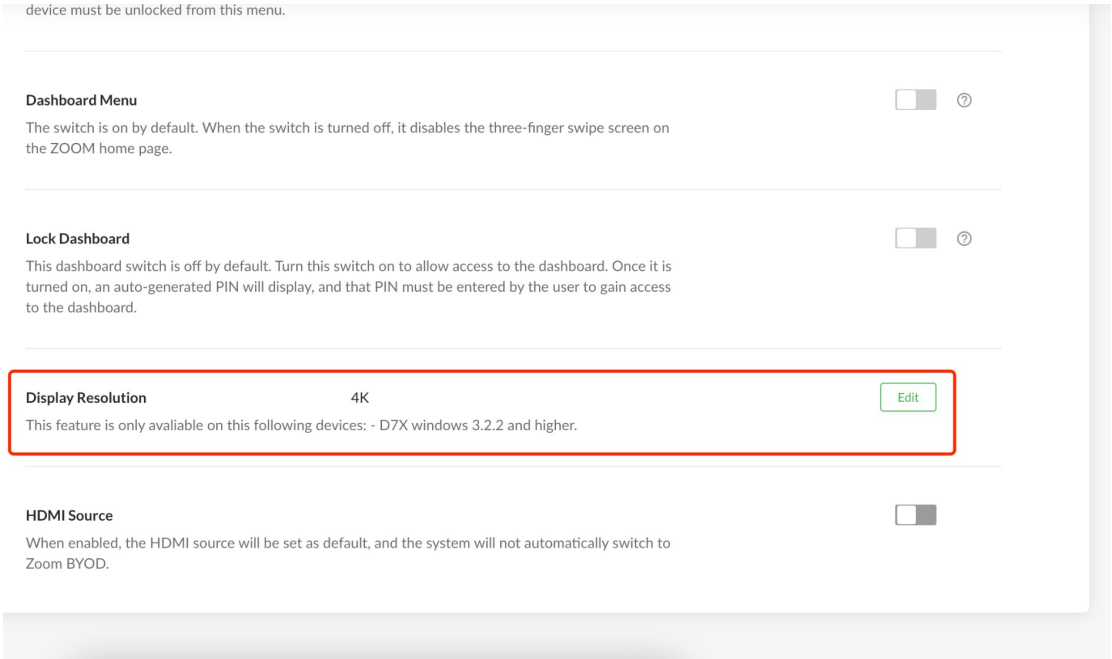
8.14 Camera Current Refresh Frequency

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.



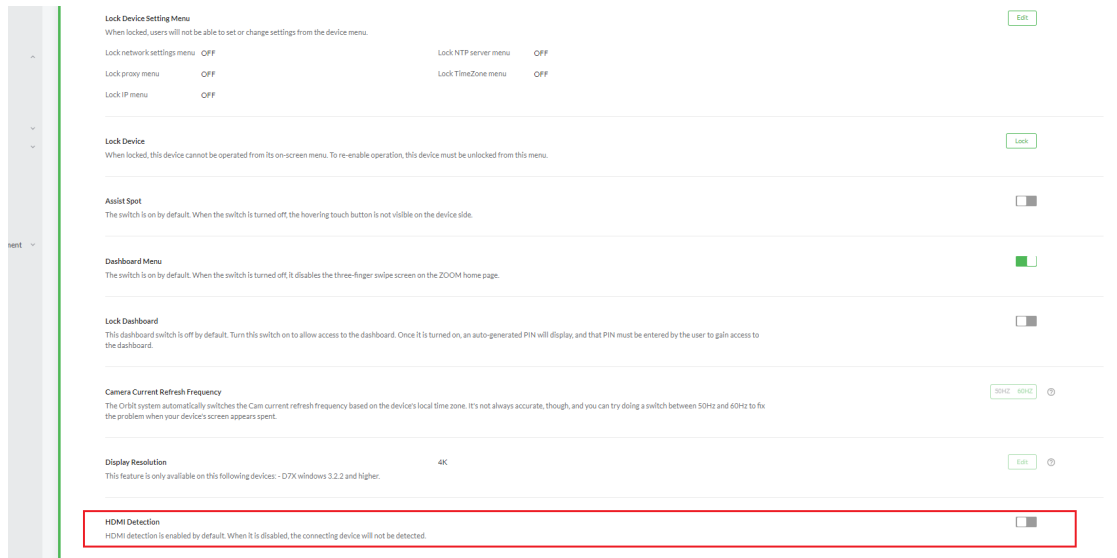
8.15 Display Resolution

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



8.16 HDMI Detection

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



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.

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.

Display Resolution 4K Edit

This feature is only available on this following devices: - D7X windows 3.2.2 and higher.

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

Add device group

Search by Group Name

<input type="checkbox"/>	Group Name	Description	Number of Devices	Created by	Creation Time
<input type="checkbox"/>	1		0	firstname1	2022-11-03 15:26:36
<input type="checkbox"/>	group3		0	firstname1	2022-10-13 15:41:04
<input type="checkbox"/>	group2	group2, test	1	firstname1	2022-08-18 16:41:20
<input type="checkbox"/>	group1		2	firstname1	2022-08-18 16:41:03

Rows per page: 20 4 results Page 1 of 1

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 results Page 1 of 1

Groups

of All Device G Add device group

Search by Group

Group Name

1

group3

group2

group1

s per page: 20

Add New Group

Group Name

Description

Group Admin
Add group administrator email address(es)

Creation Time

2022-11-03 15:26:36

2022-10-13 15:41:04

2022-08-18 16:41:20

2022-08-18 16:41:03

Page 1 of 1

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.

Add New Group

Group Name: 1111

Description: Add description (optional)

Group Admin: Add group administrator email address(es)
James ylli@cn.dten.com × ysren@cn.dten.com ×

Buttons: 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.

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 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	

Items per page: 20 4 results Page 1 of 1

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

Groups

of All Device G Add device group

Search by Group

Group Name

1

group3

group2

group1

Items per page: 20

Edit Group

Group Name

Description

Group Admin
 Add group administrator email address(es)

Cancel Save

Creation Time

2022-11-03 15:26:36

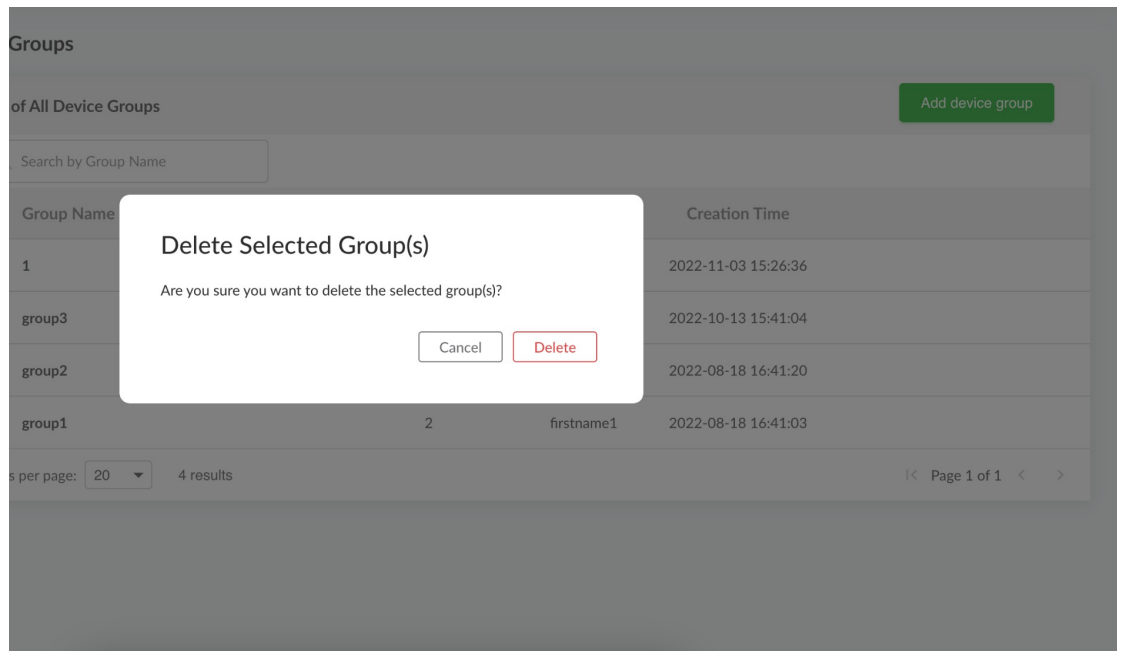
2022-10-13 15:41:04

2022-08-18 16:41:20

2022-08-18 16:41:03

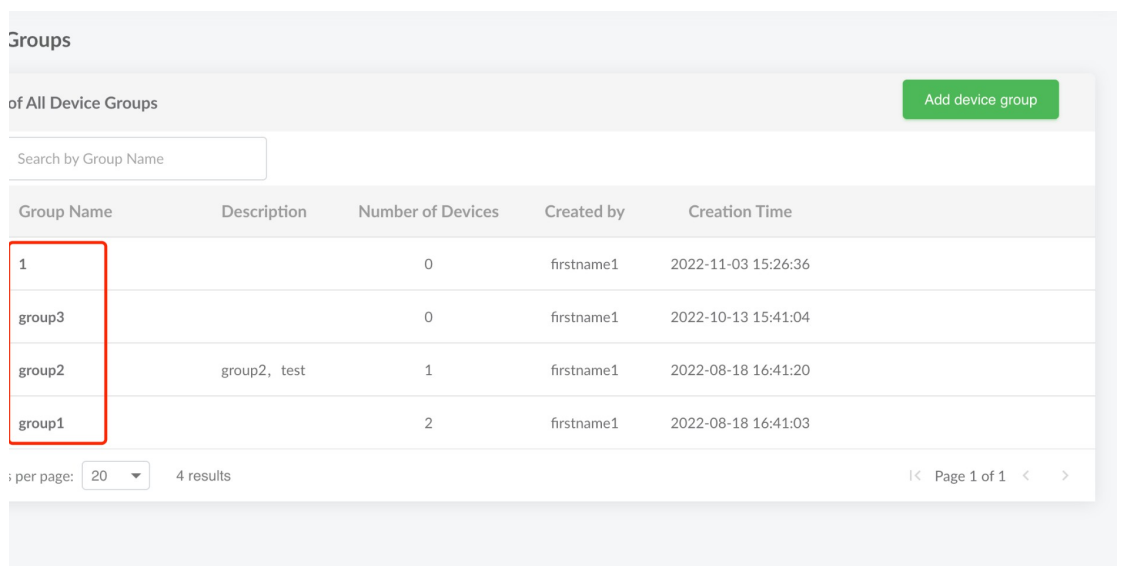
Page 1 of 1

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



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.



Groups > group1

Viewing All DTEN Devices Export Add devices

Search by Device Name or DTEN ID Location Product System

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

per page: 20 2 results Page 1 of 1

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.

Update Management

Windows Security Update

Search patch name Classification

Patch Name	Classification	Release Date	Unassigned Devices	Installed Status
KB5013941	None	2022-06-02 11:35:53	0	1/1

Management

1 patch selected Assign Devices

Search patch name Classification

Patch Name	Classification	Release Date	Unassigned Devices	Installed Status
KB5013941	None	2022-06-02 11:35:53	0	✓ 1/1

Management

1 patch selected

Search patch name Classification

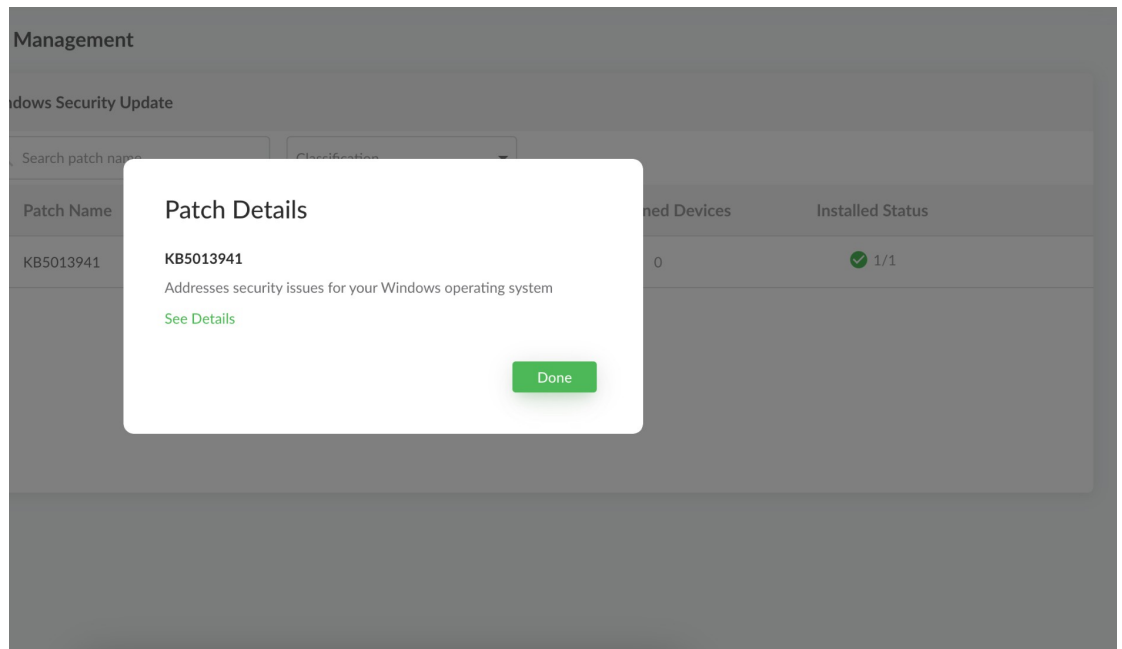
Patch Name	Classification	Release Date	Unassigned Devices	Installed Status
KB5013941	None	2022-06-02 11:35:53	0	✓ 1/1

Assign Devices

<input type="checkbox"/>	Device name	DTEN ID	Product Type
--------------------------	-------------	---------	--------------

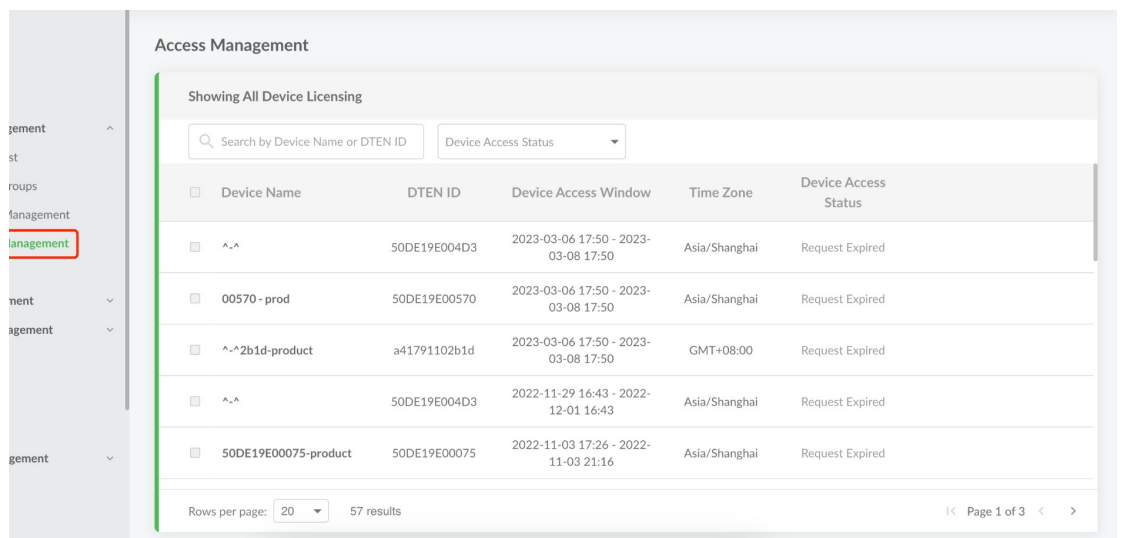
Assigned devices are automatically updated during the preconfigured upgrade time. [Click here](#) to set a system update schedule.

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



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.

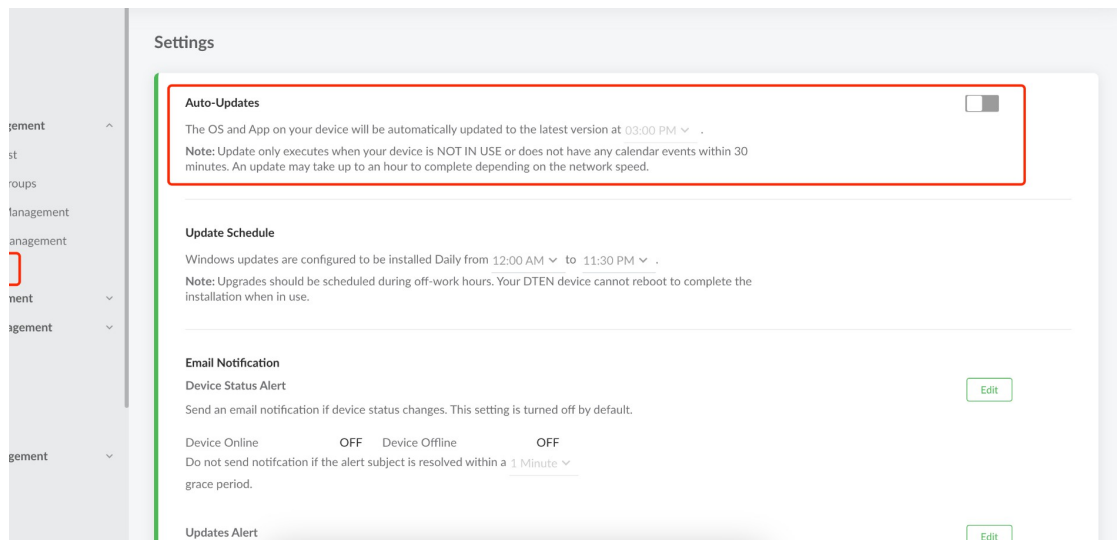


3.3.5 Settings

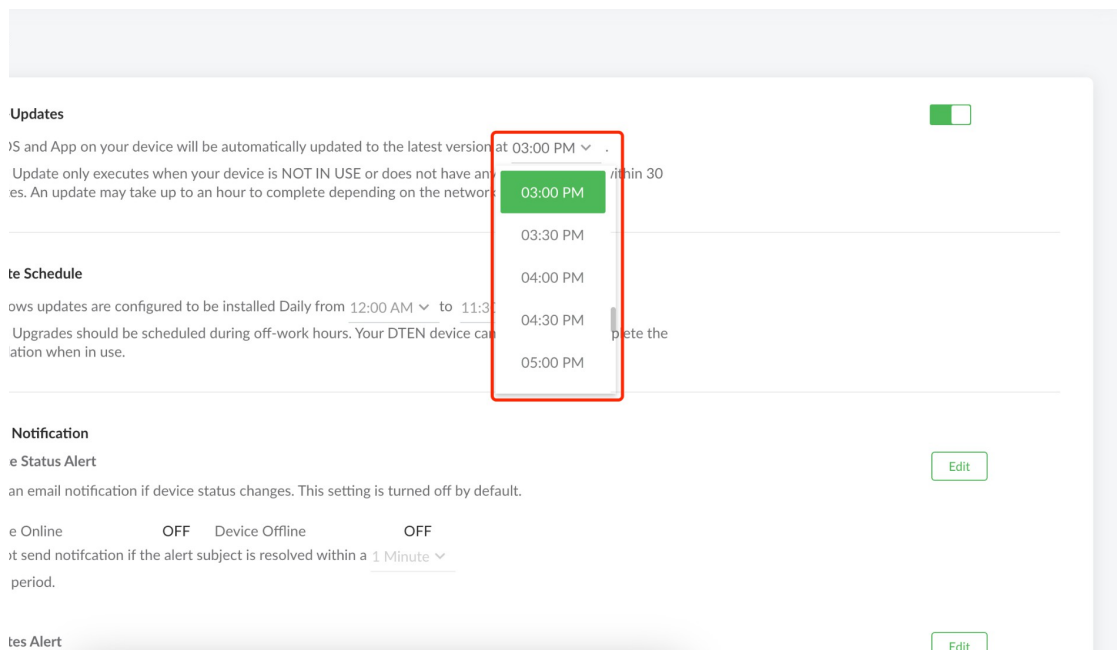
1. Auto-Updates

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.



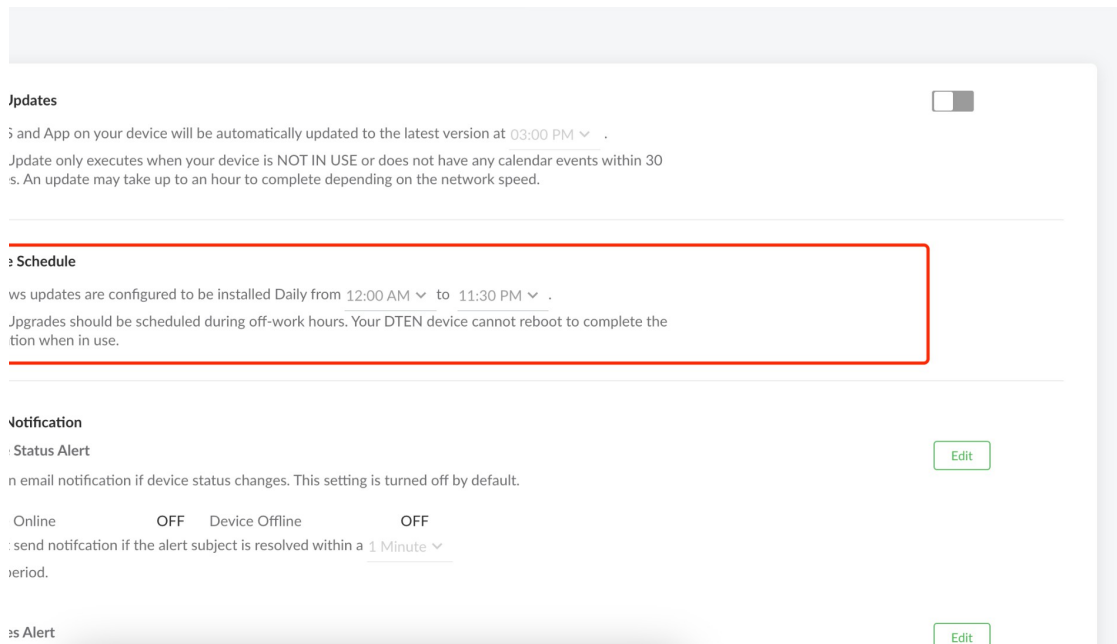
Open the button, select the update time and the device will be updated at the specified time.



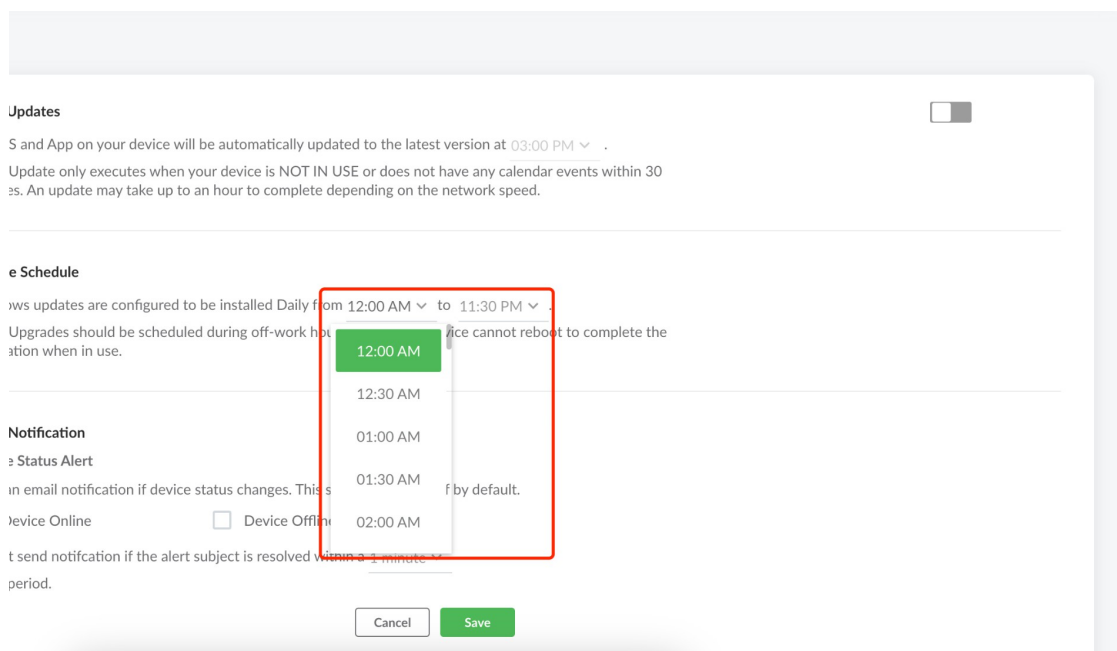
2. Update Schedule

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.



Select the update time.



3. Email Notification

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

OS 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 any calendar events within 30 . An update may take up to an hour to complete depending on the network speed.

Update Schedule

ows updates are configured to be installed Daily from 12:00 AM to 11:30 PM .

: Upgrades should be scheduled during off-work hours. Your DTEN device cannot reboot to complete the lation when in use.

Notification

Device Status Alert

Edit

an email notification if device status changes. This setting is turned off by default.

Device Online Device Offline

Do not send notification if the alert subject is resolved within a 1 Minute period.

Updates Alert

Edit

an email notification when updates are available. This setting is enabled by default.

Version App Version Patch Version

Pending Activities Alert

Edit

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

Update Schedule

ows updates are configured to be installed Daily from 12:00 AM to 11:30 PM .

: Upgrades should be scheduled during off-work hours. Your DTEN device cannot reboot to complete the lation when in use.

Notification

Device Status Alert

an email notification if device status changes. This setting is turned off by default.

Device Online Device Offline

Do not send notification if the alert subject is resolved within a 1 minute period.

Cancel

Save

Updates Alert

Edit

an email notification when updates are available. This setting is enabled by default.

Version App Version Patch Version

Pending Activities Alert

Edit

an email notification when pending tasks are not processed. This setting is enabled by default.

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.

OS 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 any calendar events within 30
tes. An update may take up to an hour to complete depending on the network speed.

Update Schedule

Updates are configured to be installed Daily from 12:00 AM to 11:30 PM .

: Upgrades should be scheduled during off-work hours. : cannot reboot to complete the
operation when in use.

1
5
15
30
60

Notification

Device Status Alert

Send an email notification if device status changes. This setting is enabled by default.

Device Online Device Offline

Do not send notification if the alert subject is resolved within a 1 minute period.

Cancel Save

Updates Alert

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

Edit

OS Version 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.

Device Online Device Offline
Do not send notification if the alert subject is resolved within a 1 minute period.

Cancel Save

Updates Alert

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

Edit

OS Version ON App Version ON Patch Version OFF

Pending Activities Alert

Send an email notification when pending tasks are not processed. This setting is enabled by default.

Edit

Run command OFF

Notification Settings

Choose how you would like to receive emails.

Single event alert

Send an email for each event alert.

Combine event alerts

Combine event alerts into one email and send the alert email every 24 Hours .

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

Device Online
 Device Offline

It will send notification if the alert subject is resolved within a 1 minute period.

Updates Alert

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

OS Version
 App Version
 Patch Version

Pending Activities Alert

Send an email notification when pending tasks are not processed. This setting is enabled by default.

Enable command OFF

Notification Settings

Choose how you would like to receive emails.

Single event alert

Send an email for each event alert.

Combine event alerts

Combine event alerts into one email and send the alert email every 24 Hours.

5. Pending Activities Alert

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

Updates Alert

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

OS Version
 ON App Version
 ON Patch Version
 OFF

Pending Activities Alert

Send an email notification when pending tasks are not processed. This setting is enabled by default.

Enable command OFF

Notification Settings

Choose how you would like to receive emails.

Single event alert

Send an email for each event alert.

Combine event alerts

Combine event alerts into one email and send the 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.

Cancel Save

Updates Alert Edit
 an email notification when updates are available. This setting is enabled by default.

Version App Version Patch Version

Offline Activities Alert Edit
 an email notification when pending tasks are not processed. This setting is enabled by default.
 Off-line command

Cancel Save

Notification Settings
 Choose how you would like to receive emails.
 Single event alert
 Send an email for each event alert.
 Combine event alerts
 Combine event alerts into one email and send the alert email every 24 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.

Cancel Save

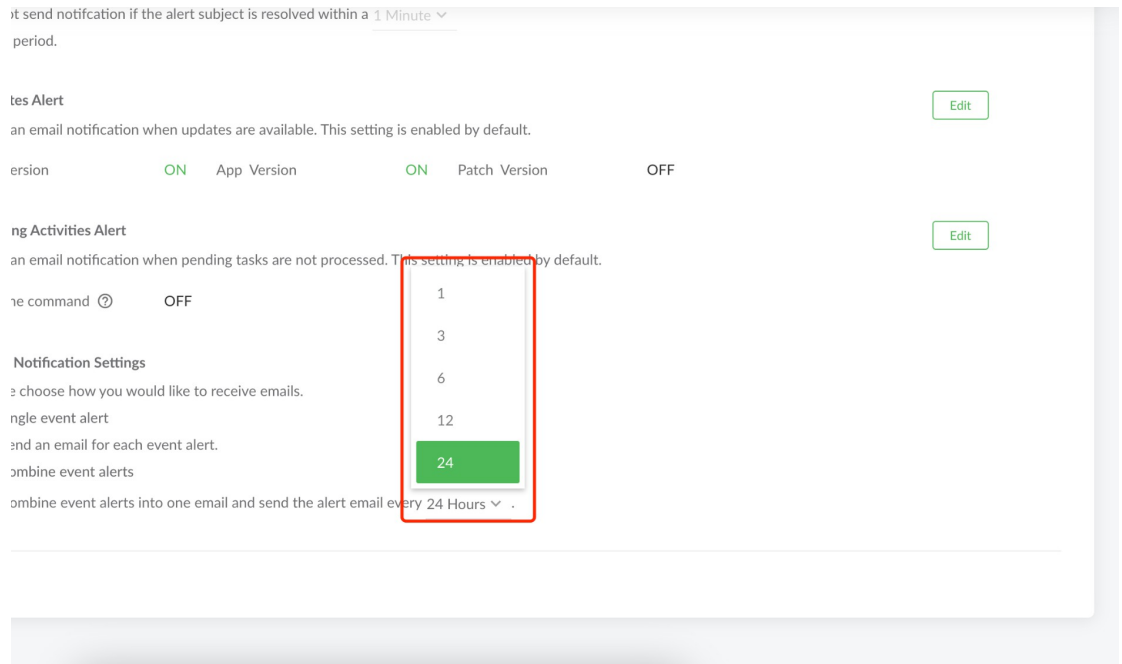
Updates Alert Edit
 an email notification when updates are available. This setting is enabled by default.

Version App Version Patch Version

Offline Activities Alert Edit
 an email notification when pending tasks are not processed. This setting is enabled by default.
 Off-line command OFF

Notification Settings
 Choose how you would like to receive emails.
 Single event alert
 Send an email for each event alert.
 Combine event alerts
 Combine event alerts into one email and send the alert email every 24 Hours .

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



7. Power Saving—only available on the D7X models

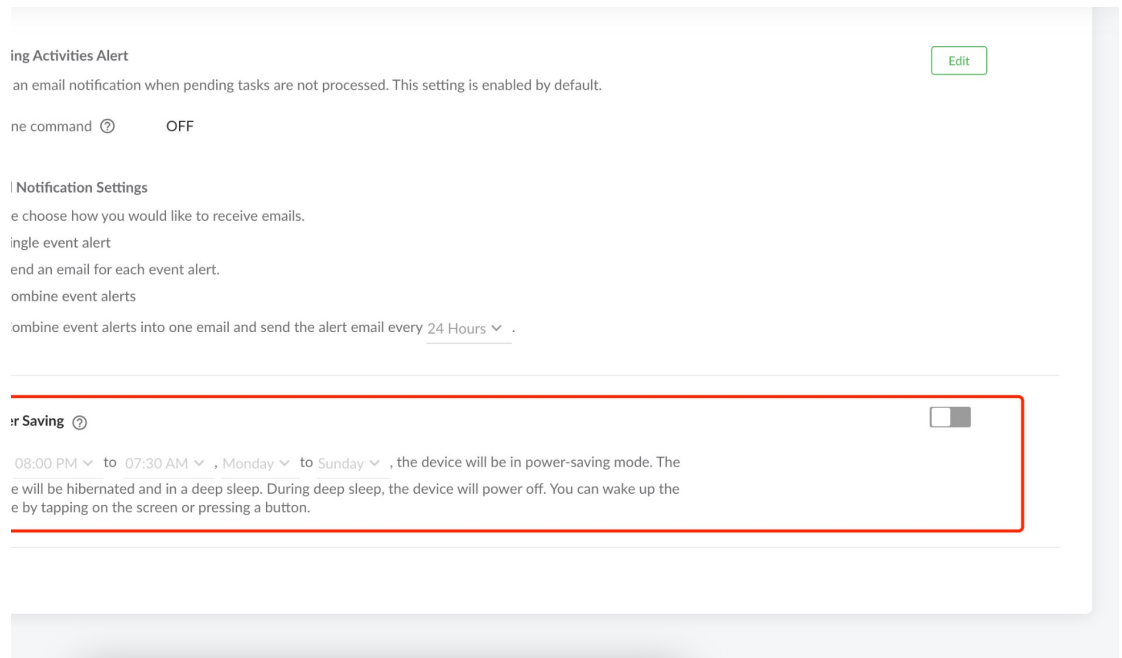
Once you set the power saving mode, the device will be in hibernation and deep sleep states. During deep sleep, the device will power off. You can wake up the device by tapping the screen or pressing the button.

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

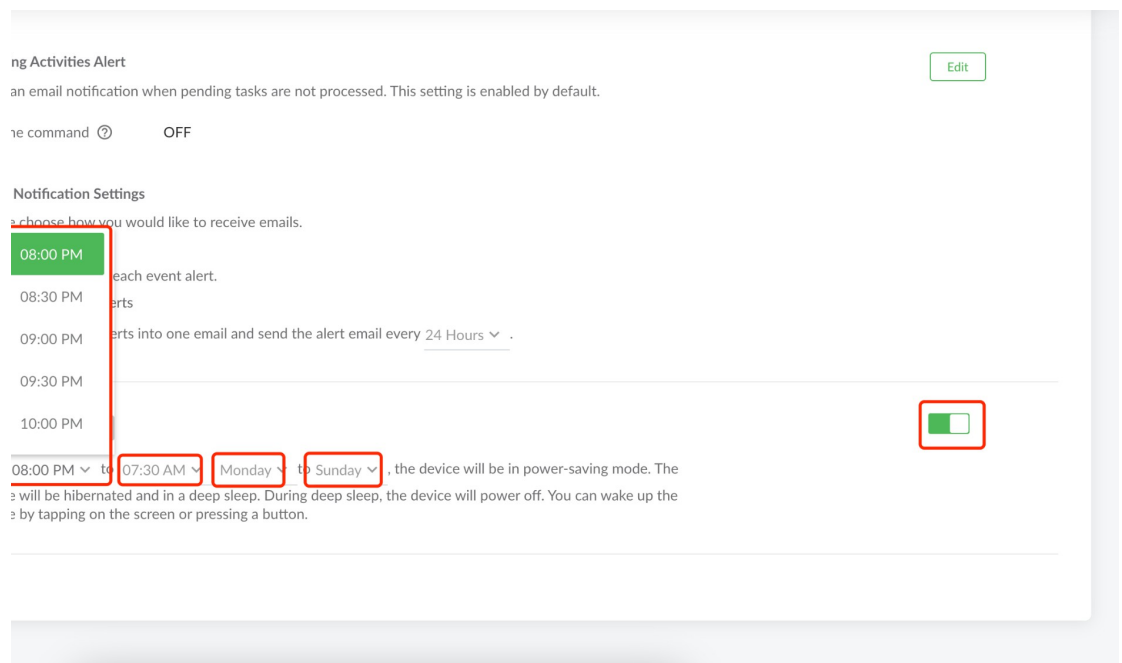
DTEN D7X 55 Windows Edition 3.1.4

DTEN D7X 75 Windows Edition 3.1.4

DTEN D7X 55 Android Edition 2.5.1



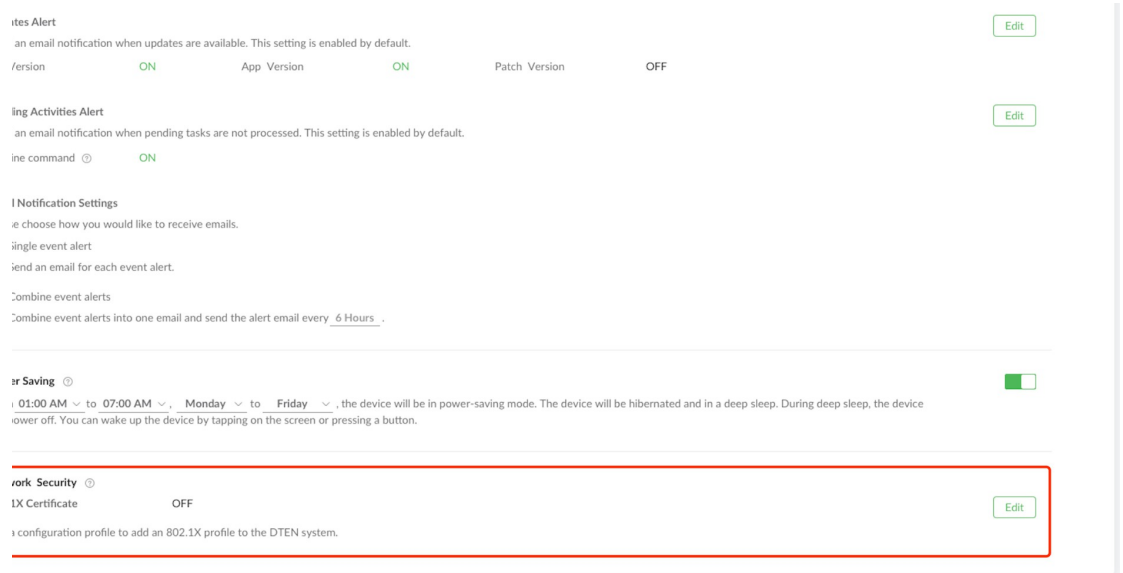
Click the switch, the button turns green, and you can set the time. For example, if the time is midnight to 3 pm, Monday to Wednesday, then the device will be in power saving mode from 12 am to 3 pm, Monday to Wednesday.



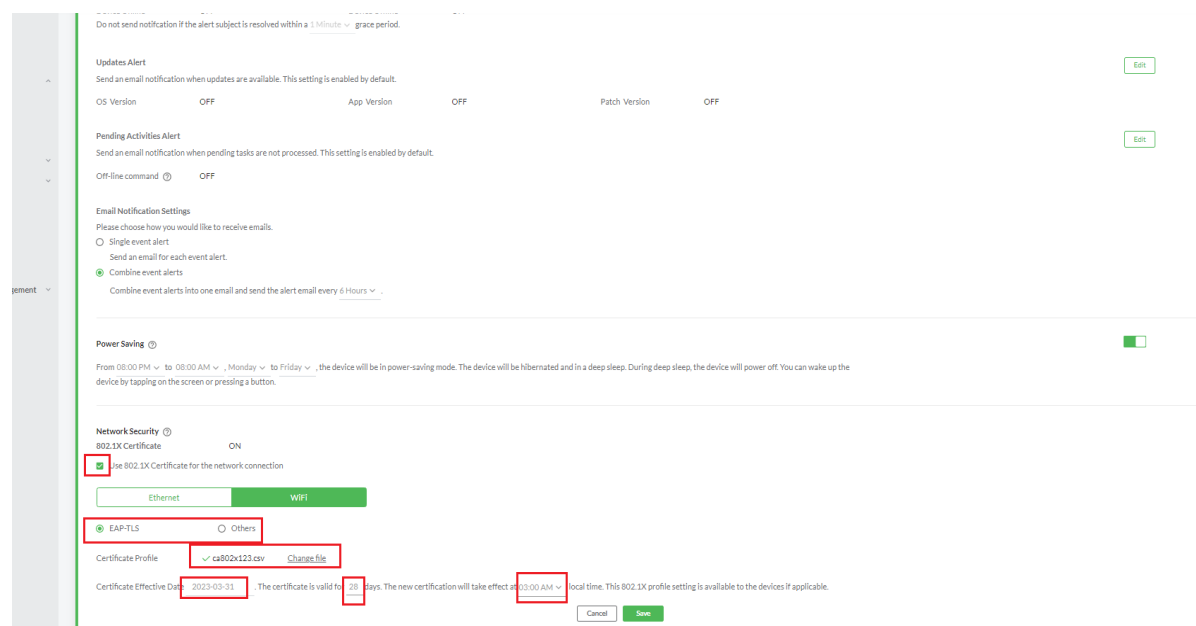
8. Network Security

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@dtен.com



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.



3.4 User Management

3.4.1 Users

The screenshot shows the 'Users' management page in the Orbit interface. The page has a sidebar on the left with navigation options. The main content area is titled 'Users' and 'Pending'. There is a search bar with the placeholder text 'Search user by email, First Name or Last Name' and an 'Invite users' button. Below the search bar is a table with the following columns: User, Role, Status, and Invite by. The table contains the following data:

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
Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
Jin Guo	Admin	Active	dtenmsp@dten.com

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.

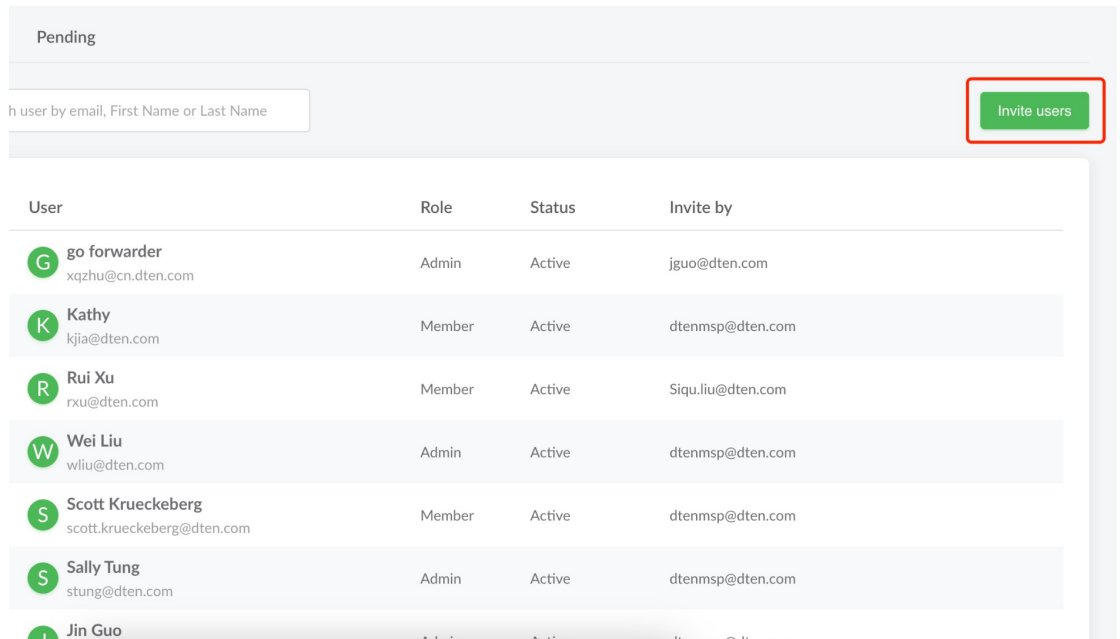
The “Invite by” column shows who invited that member to the account.

This is a close-up view of the 'Users' table from the previous screenshot. The 'Role', 'Status', and 'Invite by' columns are highlighted with red boxes. The data in these columns is as follows:

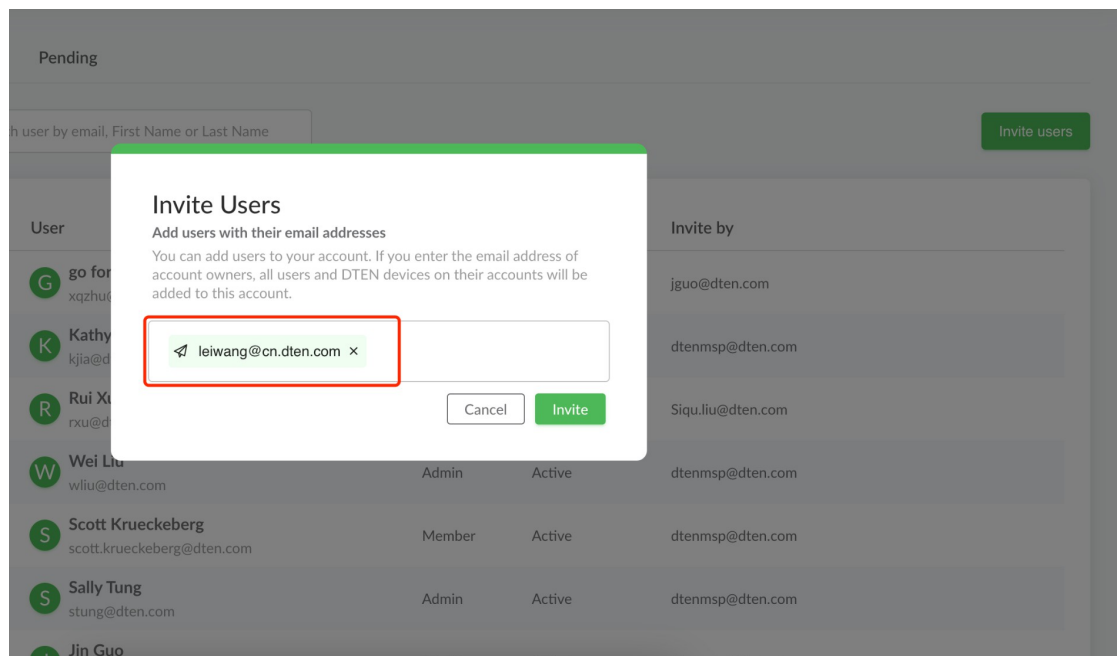
User	Role	Status	Invite by
go forwarder xqzhu@cn.dten.com	Admin	Active	jguo@dten.com
Kathy kjia@dten.com	Member	Active	dtenmsp@dten.com
Rui Xu rxu@dten.com	Member	Active	Siqu.liu@dten.com
Wei Liu wliu@dten.com	Admin	Active	dtenmsp@dten.com
Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
Jin Guo	Admin	Active	dtenmsp@dten.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.



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.

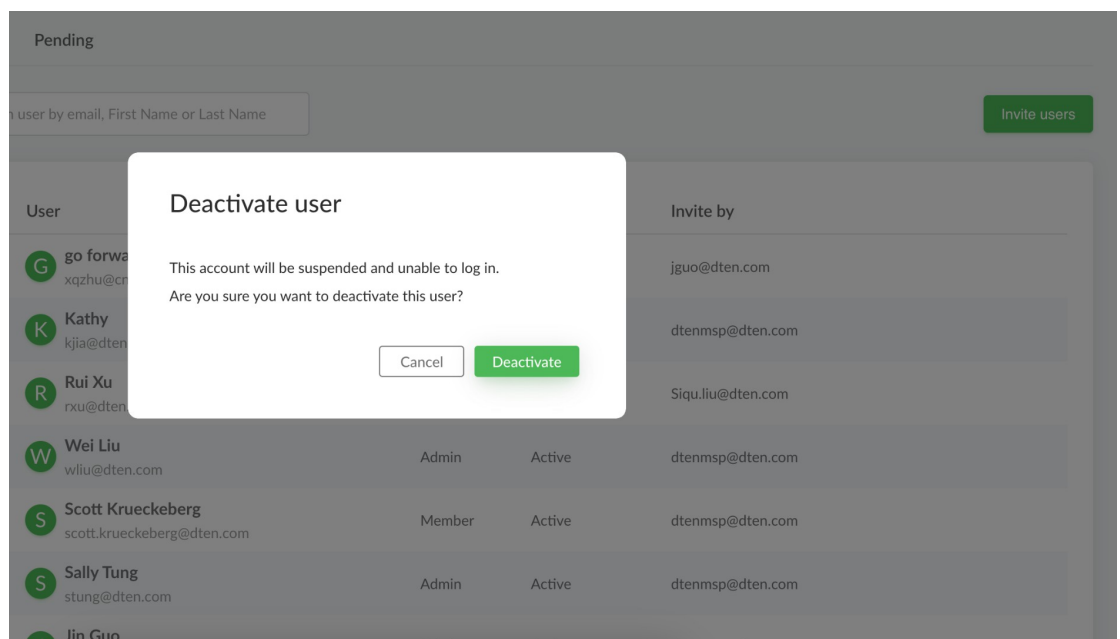


1.3 Deactivate

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.

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
Scott Krueckeberg scott.krueckeberg@dten.com	Member	Active	dtenmsp@dten.com
Sally Tung stung@dten.com	Admin	Active	dtenmsp@dten.com
Jin Guo	Admin	Active	dtenmsp@dten.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

Search 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.

Pending

Search 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 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

Search user by email, First Name or Last Name

Pending users who have not activated will be removed in 30 days.

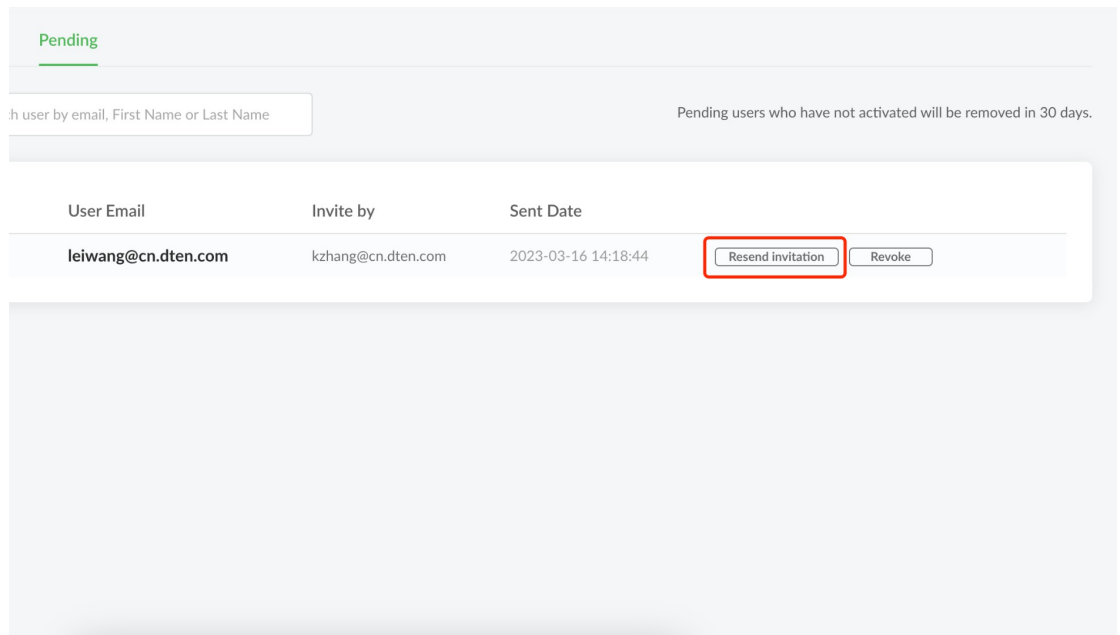
User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	<input type="button" value="Resend invitation"/> <input type="button" value="Revoke"/>

Pending

Search user by email, First Name or Last Name

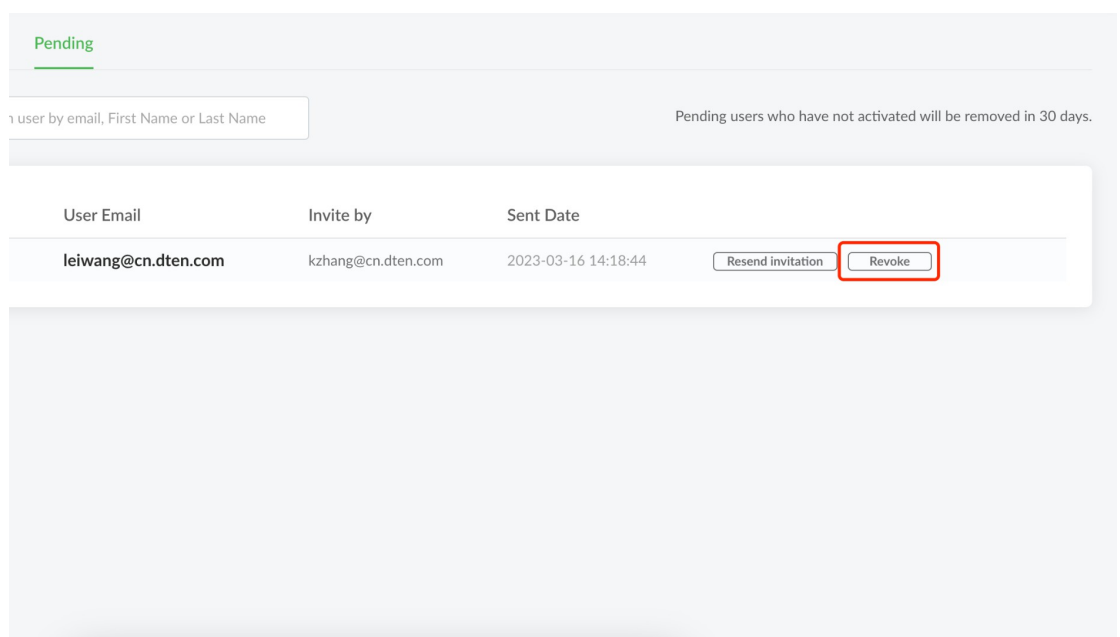
Pending users who have not activated will be removed in 30 days.

User Email	Invite by	Sent Date	
leiwang@cn.dten.com	kzhang@cn.dten.com	2023-03-16 14:17:25	<input type="button" value="Invitation Resent"/> <input type="button" value="Revoke"/>



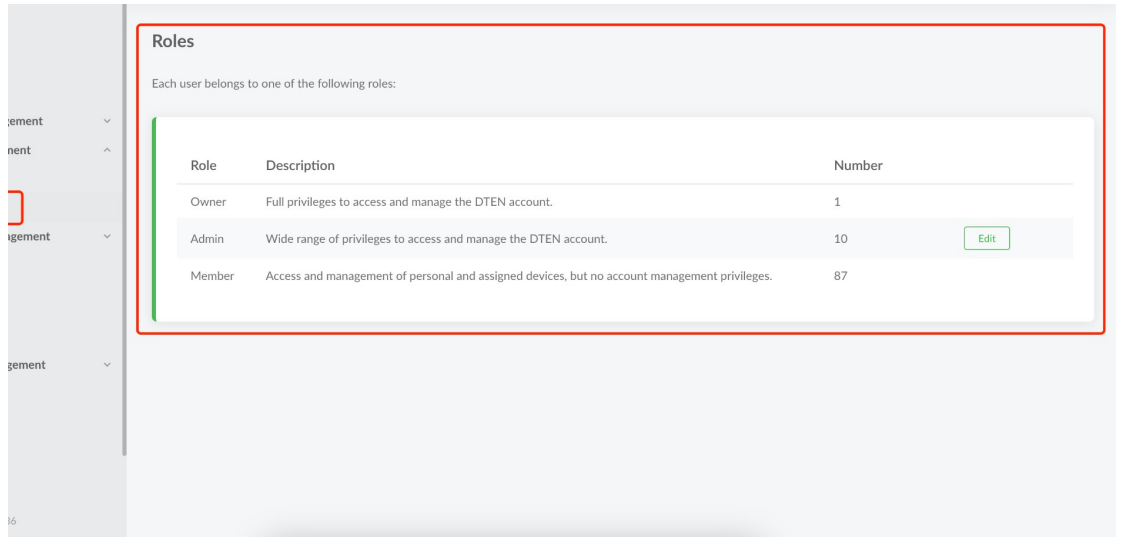
2.2 Revoke

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.

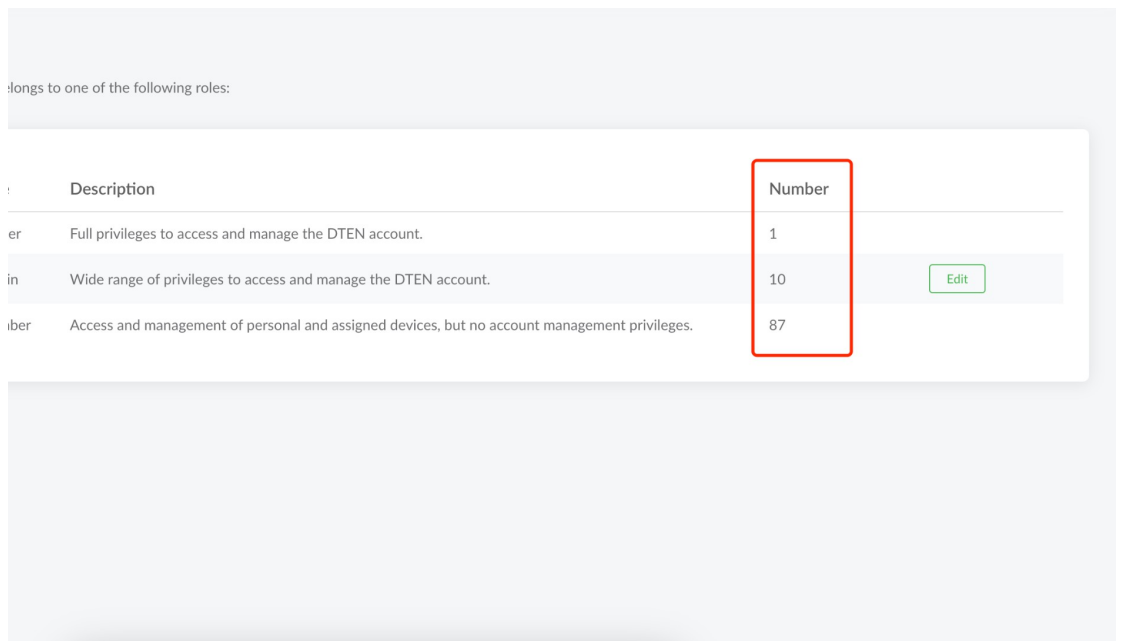


3.4.2 Roles

1. Only the Account Owner role has this module.



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



2. Edit








belongs to one of the following roles:

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

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

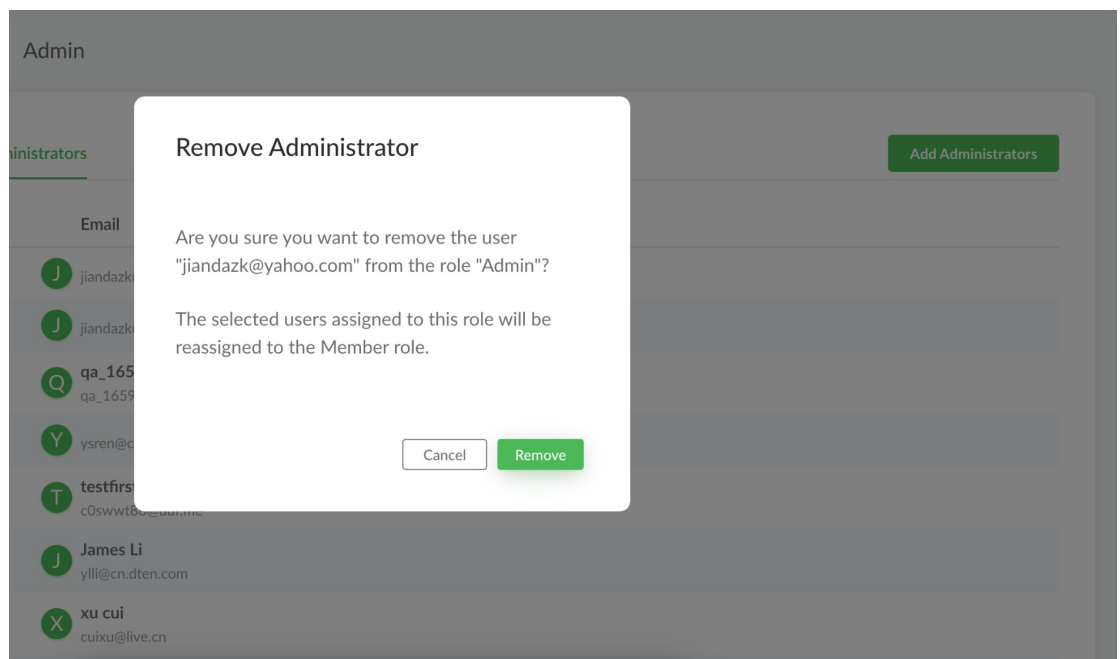
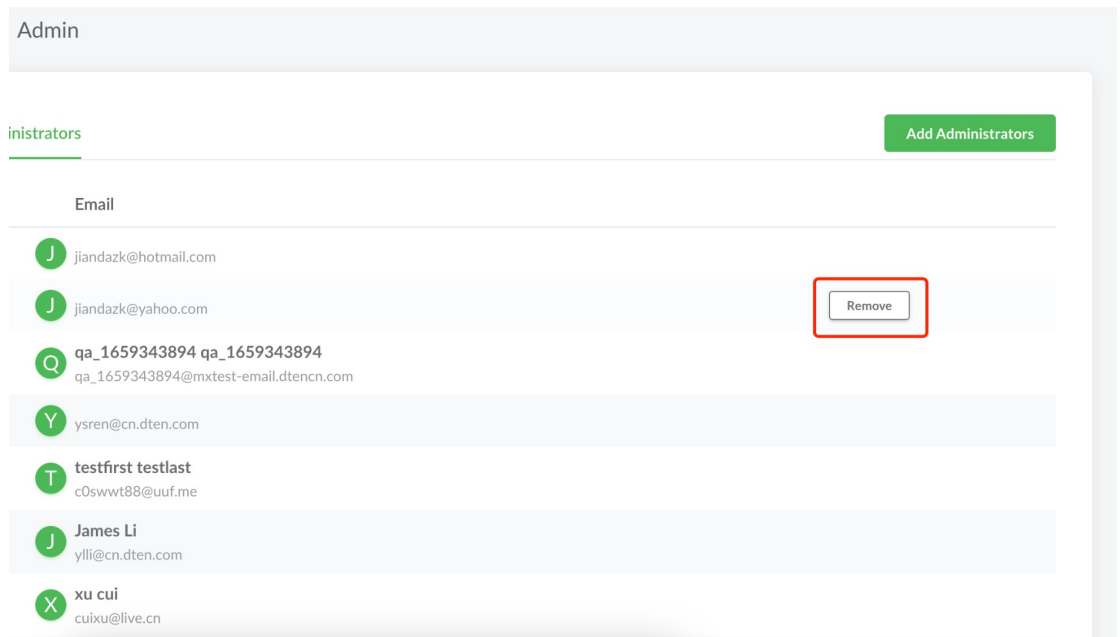
Admin

Administrators [Add Administrators](#)

Email
 jlandazk@hotmail.com
 jlandazk@yahoo.com
 qa_1659343894 qa_1659343894 qa_1659343894@mxtest-email.dten.cn
 ysren@cn.dten.com
 testfirst testlast c0swwt88@uuf.me
 James Li ylli@cn.dten.com
 xu cui cuixu@live.cn

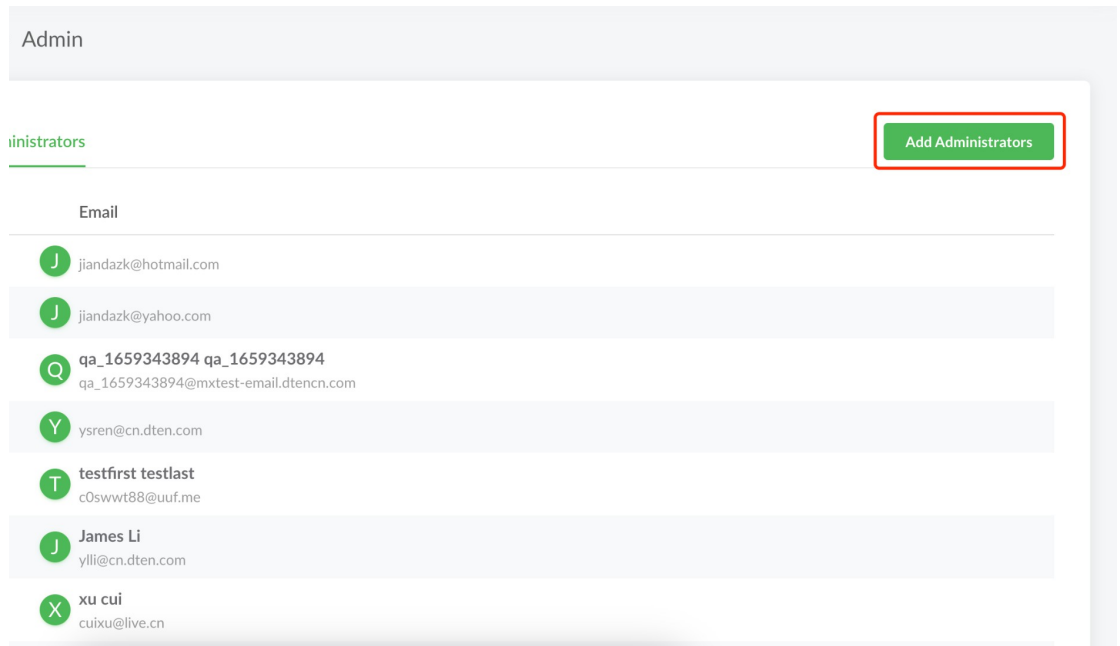
2.2 Remove

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.

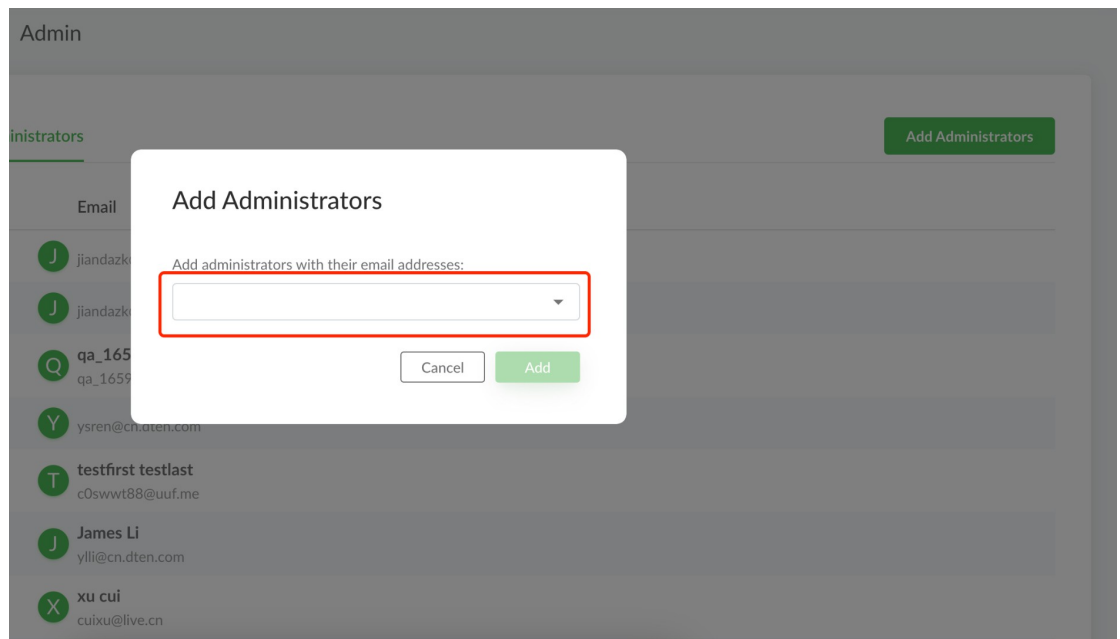


3. Add Administrators

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



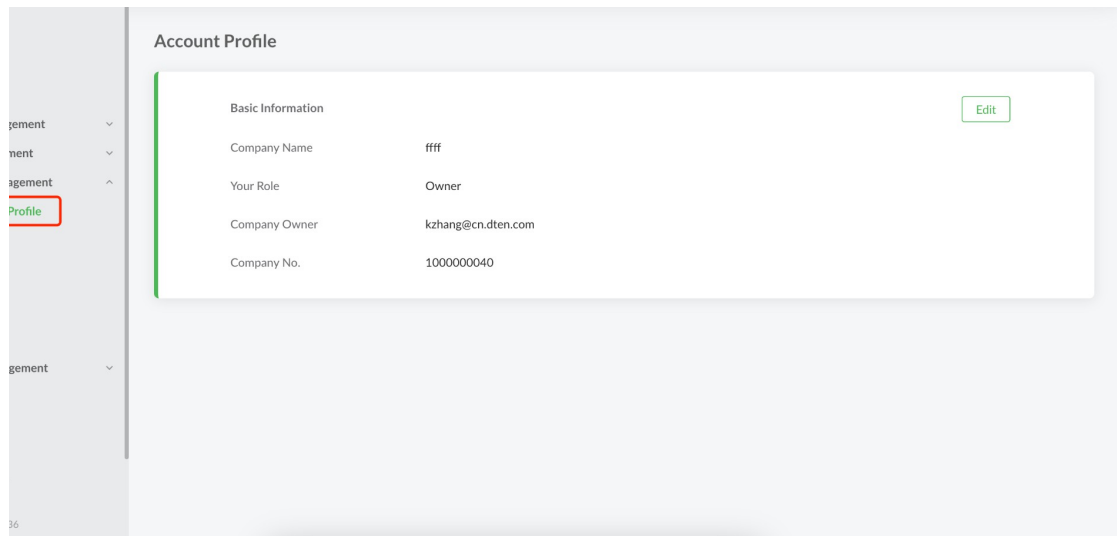
Click Add Administrators to bring up the Add Administrators pop-up. Click on the drop-down, list, and the member role accounts in the group will be available. Select the user by their email, then click Add and Done. The Member is now an Admin.



3.5 Account Management

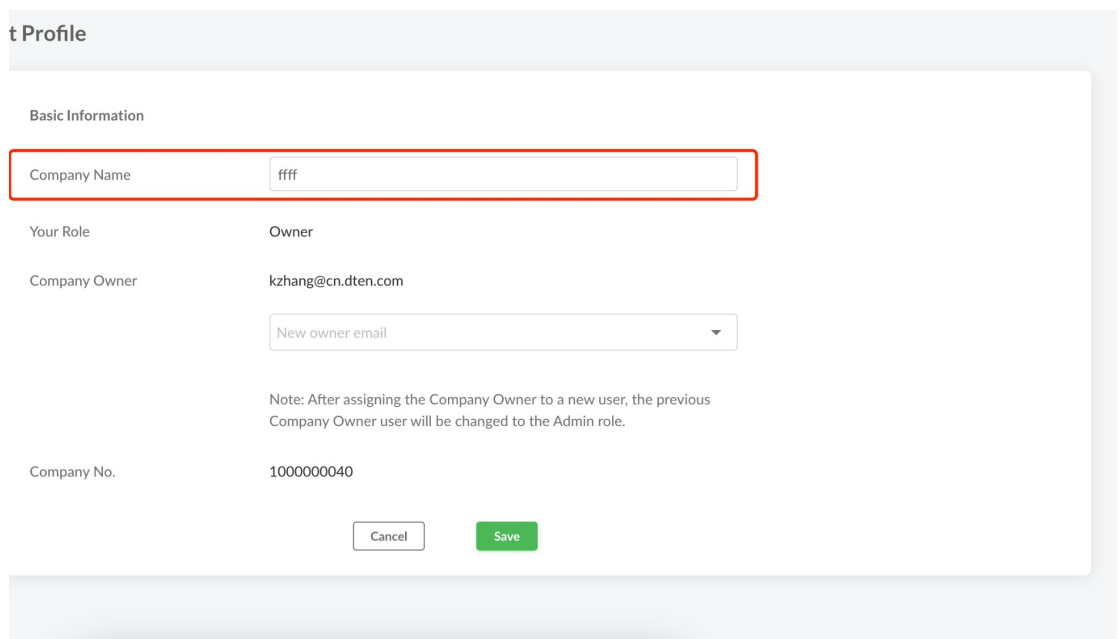
3.5.1 Account Profile

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



1. Edit-Company Name

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



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.

t Profile

Basic Information

Company Name:

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

3.5.2 Billing

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

An expired Orbit Plan cannot be assigned to a device.

Plans

You have 9 licenses that are not being used.

Business Plus Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 1 <input type="button" value="Add licenses"/>
Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 0 <input type="button" value="Add licenses"/>
Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active Licenses: 5 Assigned devices: 1 <input type="button" value="Assign"/> <input type="button" value="Add licenses"/>

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

Add licenses



Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired

Licenses: 5 Assigned devices: 0

Add licenses



Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active

Licenses: 5 Assigned devices: 1

Assign

Add licenses



Plans

You have 4 licenses that are not being used.

Business Pro Service for DTEN D7 55 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 0	Assign Add licenses	▼
Business Pro Service for DTEN D7 55 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 0	Assign Add licenses	▼
Bundle for DTEN D7 55 and Business Pro Service 1-year (Annual Plan) Expires Soon	Licenses: 1 Assigned devices: 0	Add licenses	▼
Business Pro Service for DTEN D7 75 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 0	Assign Add licenses	▼

Assign to devices

You can assign 1 license to devices now.

My DTEN D7 418800up743

You can't undo this action.

Cancel Assign

Rows per page: 20 4 results Page 1 of 1

Plans

You have 3 licenses that are not being used.

Business Pro Service for DTEN D7 55 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 0	Assign Add licenses	▼
Business Pro Service for DTEN D7 55 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 0	Assign Add licenses	▼
Bundle for DTEN D7 55 and Business Pro Service 1-year (Annual Plan) Expires Soon	Licenses: 1 Assigned devices: 0	Add licenses	▼
Business Pro Service for DTEN D7 75 2-year (2-Year Plan) Active	Licenses: 1 Assigned devices: 1	Add licenses	▼

Rows per page: 20 4 results Page 1 of 1

2. Add licenses

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

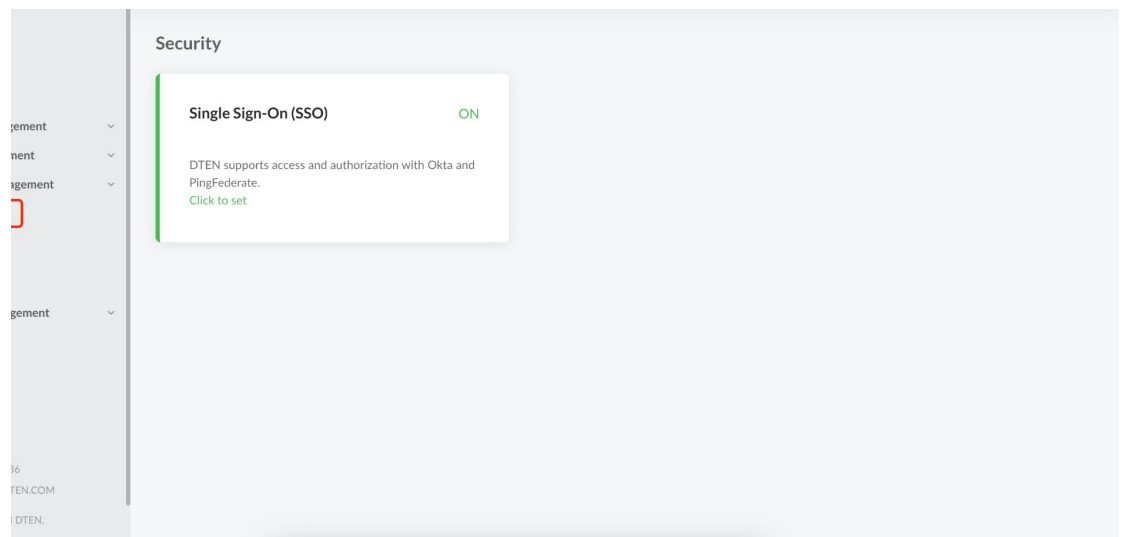
licenses that are not being used.

Business Plus Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 1	<input type="button" value="Add licenses"/>	<input type="checkbox"/>
Business Pro Service for DTEN ME Pro 1-year (Annual Plan) Expired Licenses: 5 Assigned devices: 0	<input type="button" value="Add licenses"/>	<input type="checkbox"/>
Business Plus Service for DTEN ME Pro 2-year (2-Year Plan) Active Licenses: 5 Assigned devices: 1	<input type="button" value="Assign"/> <input type="button" value="Add licenses"/>	<input type="checkbox"/>

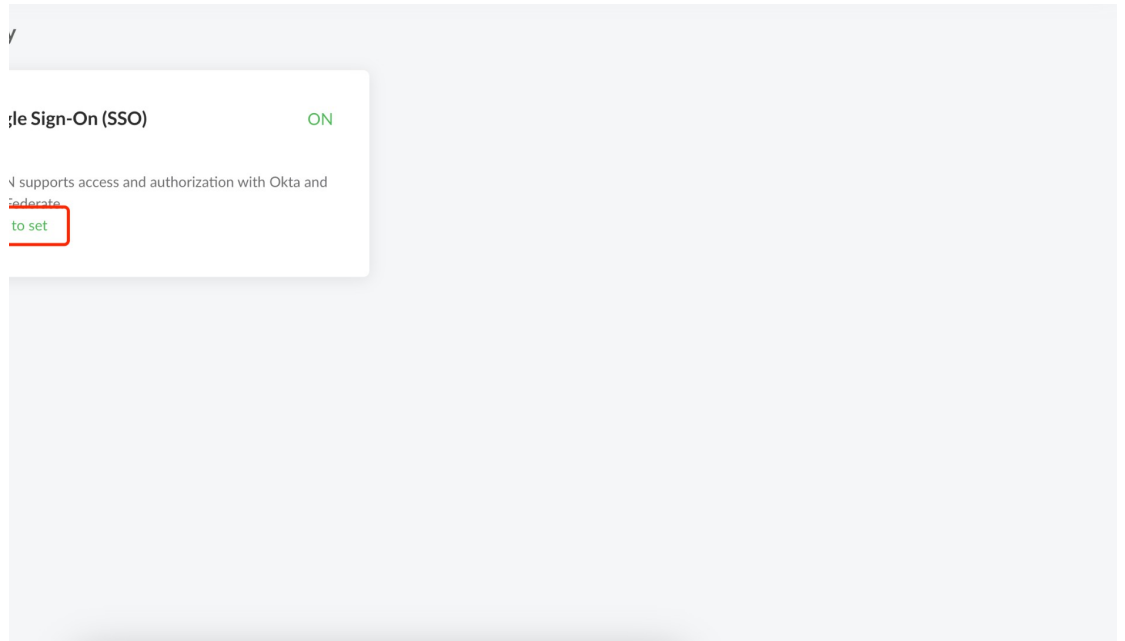
3.6 Security

3.6.1 SSO Settings

DTEN supports Okta and PingFederate SSO access and authorization.



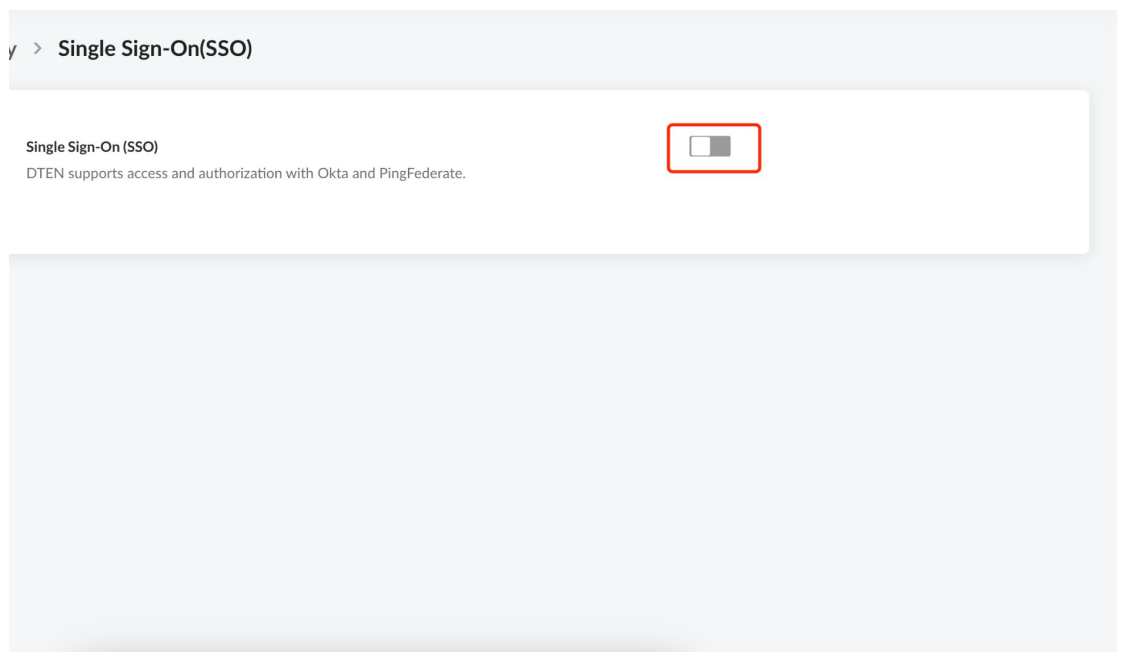
1. Click to set

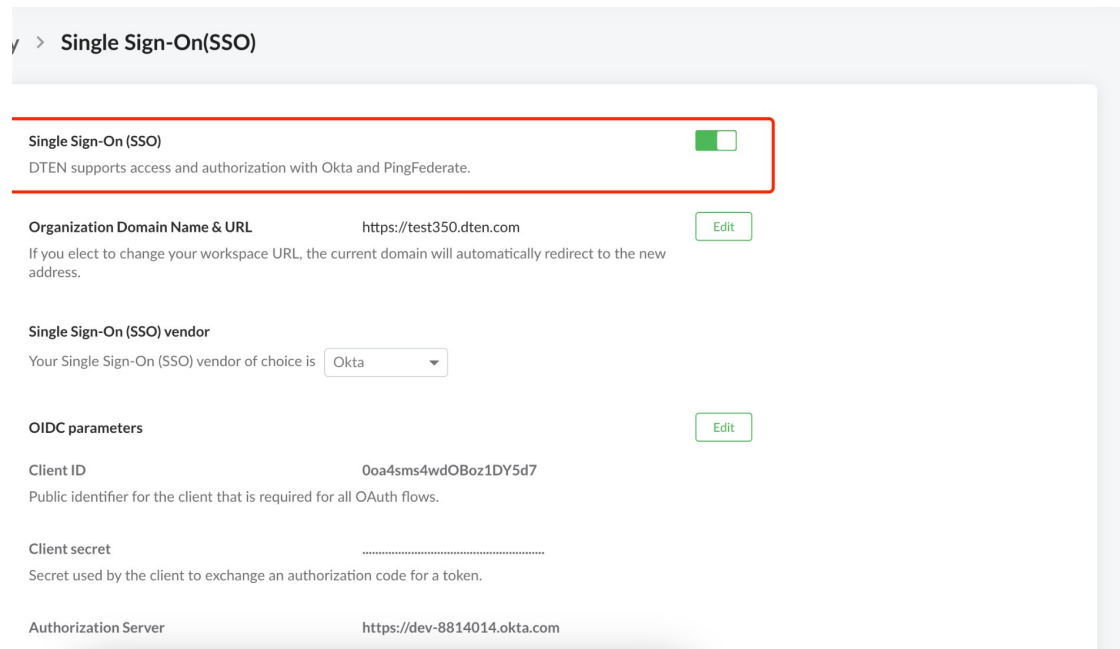


Click “Click to set” to enter the switch page, which is off by default.

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.

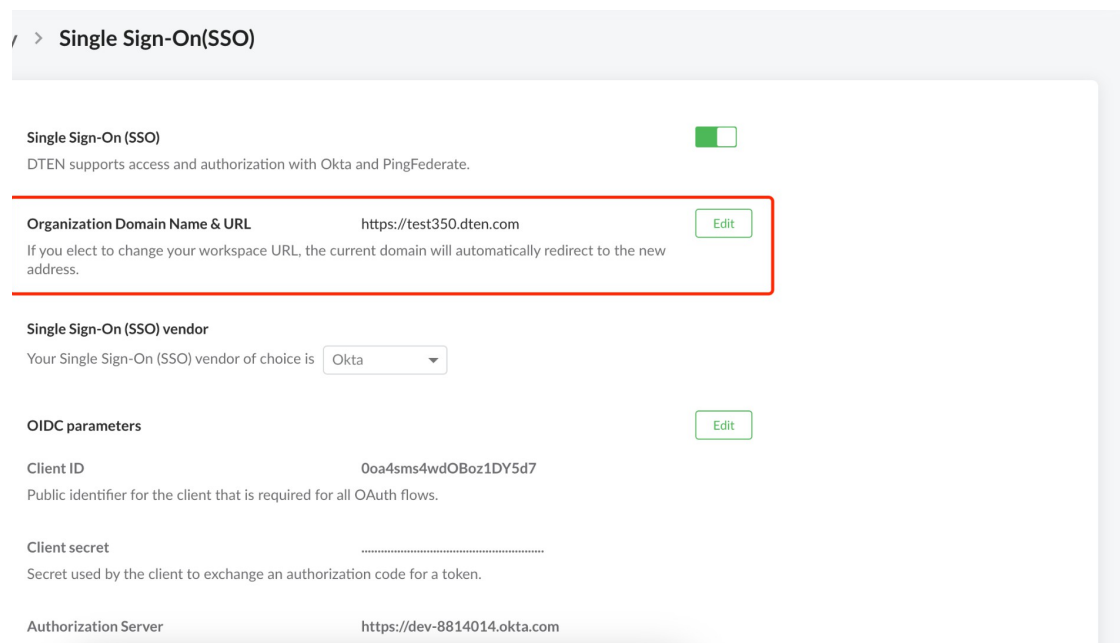




1.1 Organization Domain Name & URL

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.



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).

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>

If you elect to change your workspace URL, the current domain will automatically redirect to the new address.

Please note: changes may require a 48-hour verification period to take effect.

test350 .dten.com

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

Cancel Save

Single Sign-On (SSO) vendor

Your Single Sign-On (SSO) vendor of choice is Okta

OIDC parameters Edit

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)

Single Sign-On (SSO)

DTEN supports access and authorization with Okta and PingFederate.

Organization Domain Name & URL <https://test350.dten.com>

If you elect to change your workspace URL, the current domain will automatically redirect to the new address.

test350 .dten.com

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

Cancel Save

Single Sign-On (SSO) vendor

Your Single Sign-On (SSO) vendor of choice is Okta

OIDC parameters Edit

Client ID Ooa4sms4wdOBoz1DY5d7

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>

1.3 OIDC parameters

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 new address.

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.

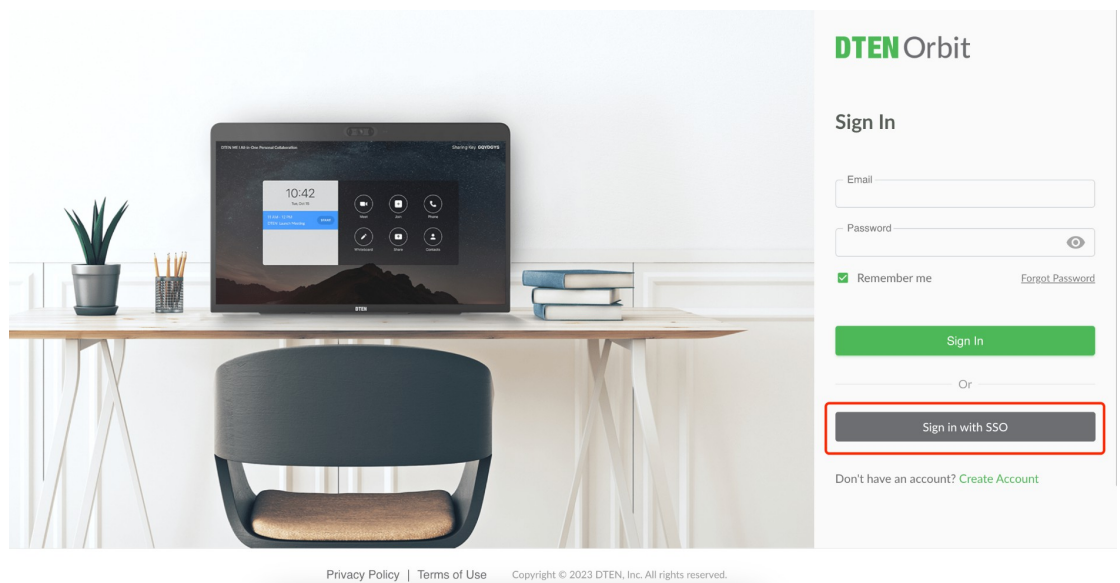
Client secret
Secret used by the client to exchange an authorization code for a token.

Authorization Server https://dev-8814014.okta.com

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.



Sign In with SSO

.dten.com

Continue

[Back](#)

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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

Search by description or Creator Status Priority Add ticket

ID	Subject	Status	Last reply ↓	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
#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

Rows per page: 10 62 results Page 1 of 7

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

Types of Inquiry
General Question

Product *
(None)

Subproduct / Feature
(None)

Priority
Normal

Subject *

Camera/microphone issues Orbit registration
No signal/black screen Touchscreen issues
Update firmware/factory reset

Priority Creator
Normal Firstname1 Lastname2 kzhang@cn.dten.com
Normal Firstname1 Lastname2 kzhang@cn.dten.com
Urgent Firstname1 Lastname2 kzhang@cn.dten.com
Normal Firstname1 Lastname2 kzhang@cn.dten.com

Page 1 of 7

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.

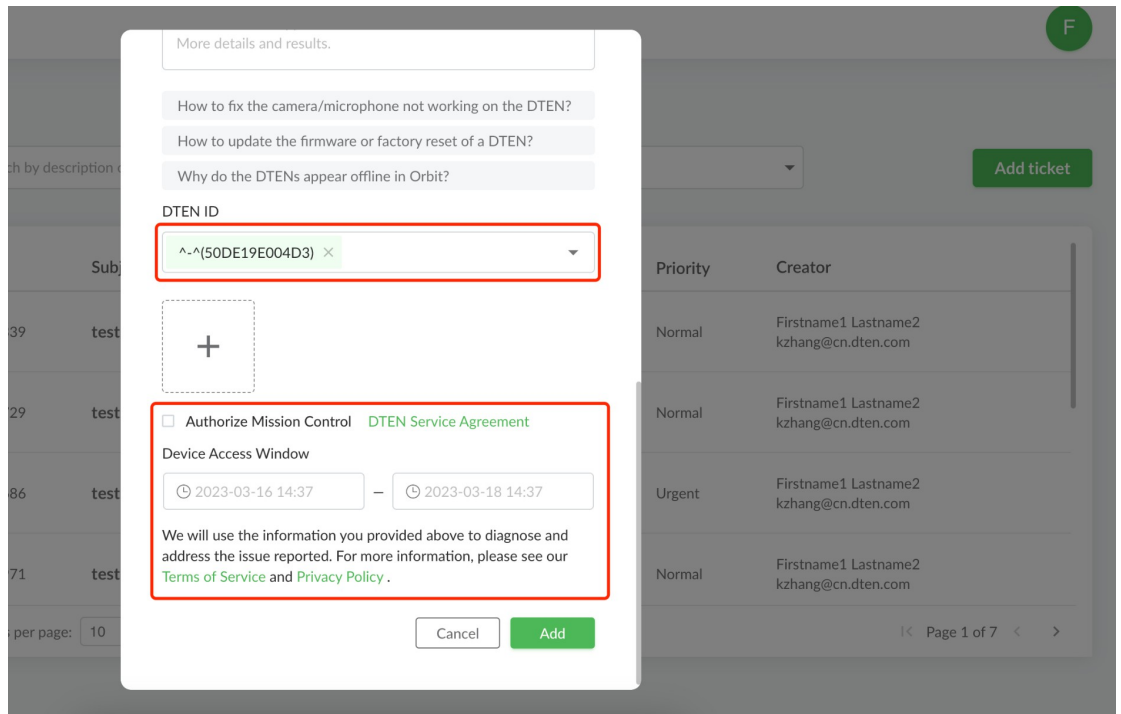
How to fix the camera/microphone not working on the DTEN?
How to update the firmware or factory reset of a DTEN?
Why do the DTENs appear offline in Orbit?

DTEN ID
Please select DTEN device

+

Priority Creator
Normal Firstname1 Lastname2 kzhang@cn.dten.com
Normal Firstname1 Lastname2 kzhang@cn.dten.com
Urgent Firstname1 Lastname2 kzhang@cn.dten.com
Normal Firstname1 Lastname2 kzhang@cn.dten.com

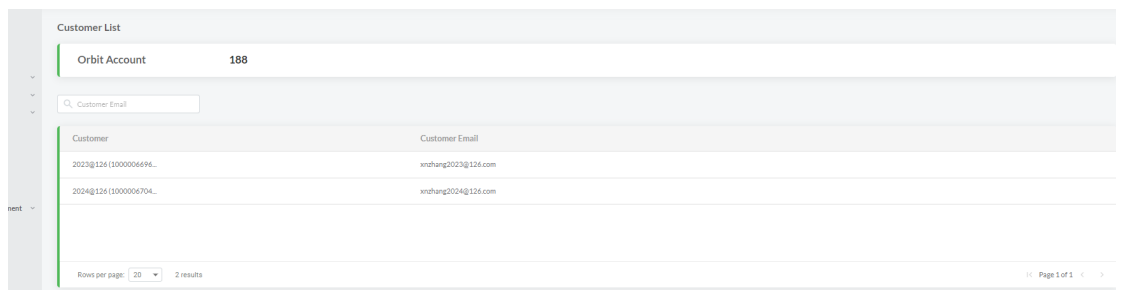
Page 1 of 7



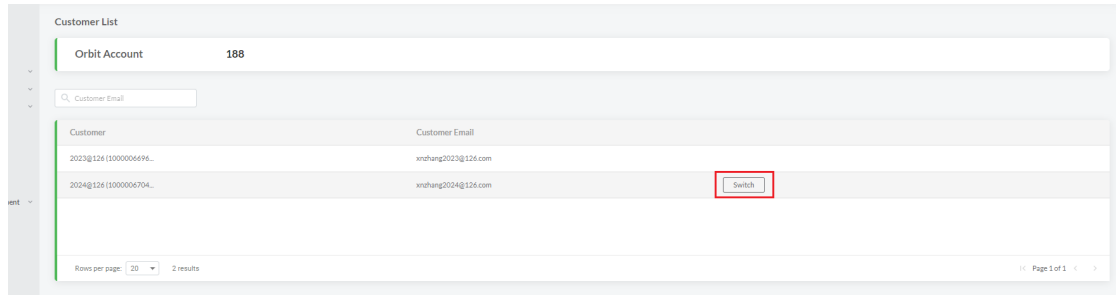
3.8 Customer List

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.

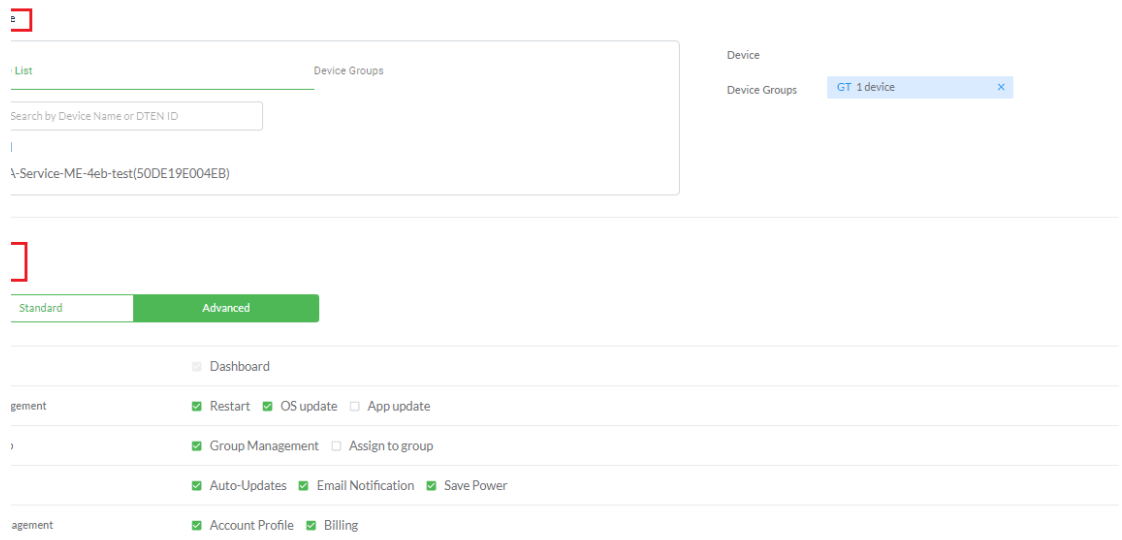


1. Switch View



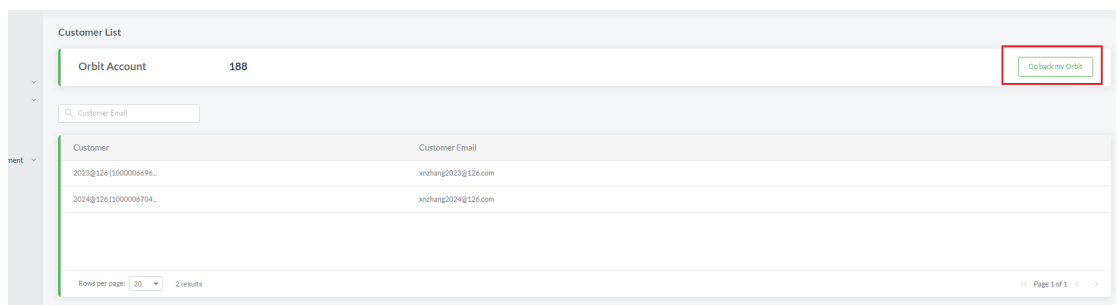
Once you click on Switch, you will then be able to view the devices for that user/customer. From here as a partner, you can view and operate the end user's device, depending on the permission granted.

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



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.

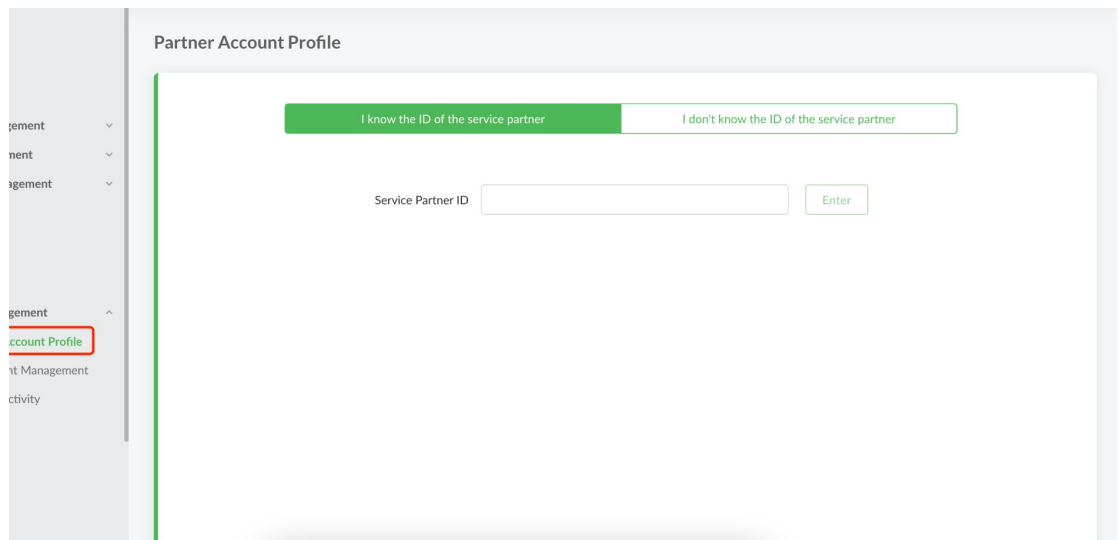


3.9 Partner Management

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

3.9.1 Partner Account Profile

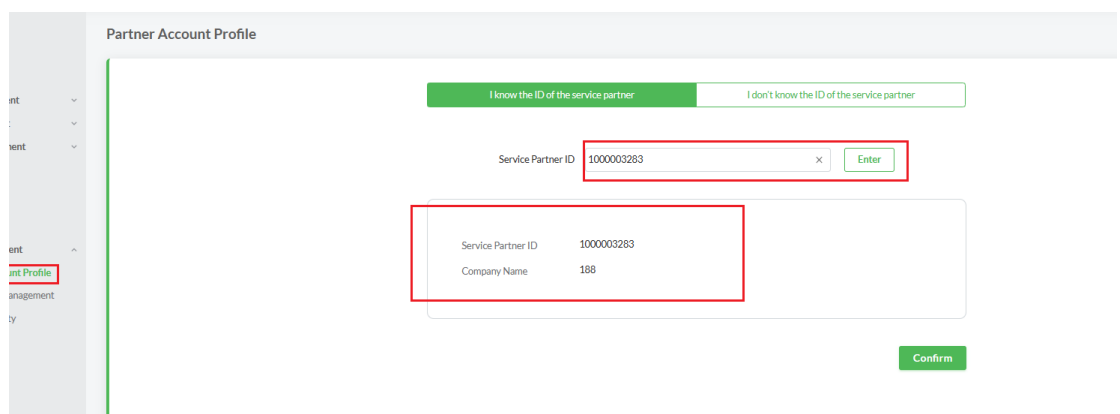
When an Orbit customer does not have a Partner relationship, this page displays as follows.



The screenshot shows the 'Partner Account Profile' page. At the top, there are two tabs: 'I know the ID of the service partner' (which is selected and highlighted in green) and 'I don't know the ID of the service partner'. Below the tabs, there is a text input field labeled 'Service Partner ID' and an 'Enter' button. The left sidebar contains a menu with 'Account Profile' highlighted in red.

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.



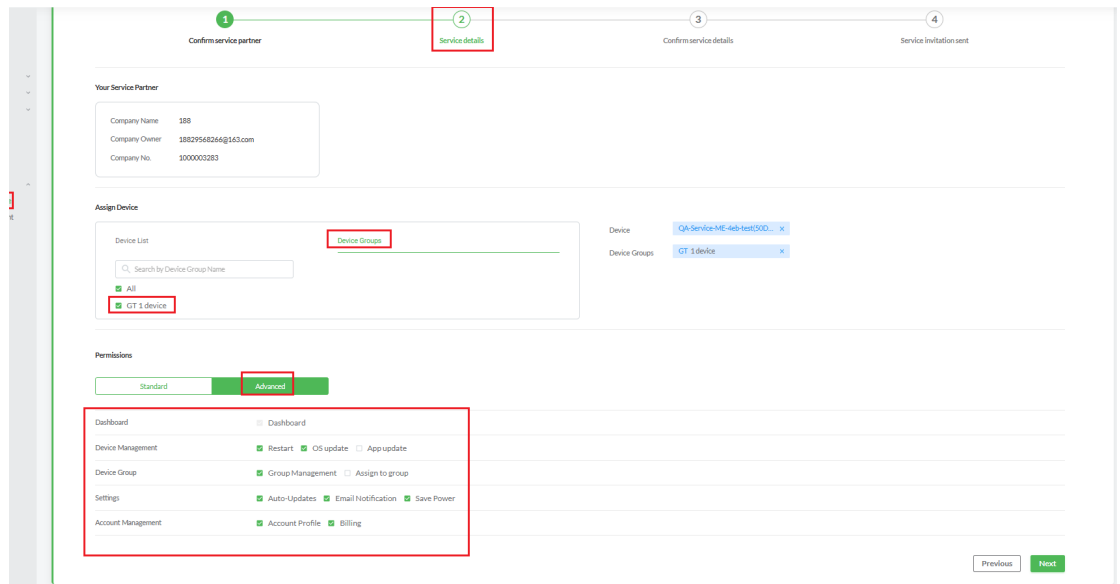
The screenshot shows the 'Partner Account Profile' page with the 'I know the ID of the service partner' tab selected. The 'Service Partner ID' input field now contains the value '1000003283' and is highlighted with a red box. Below it, a table displays the partner information, also highlighted with a red box:

Service Partner ID	1000003283
Company Name	188

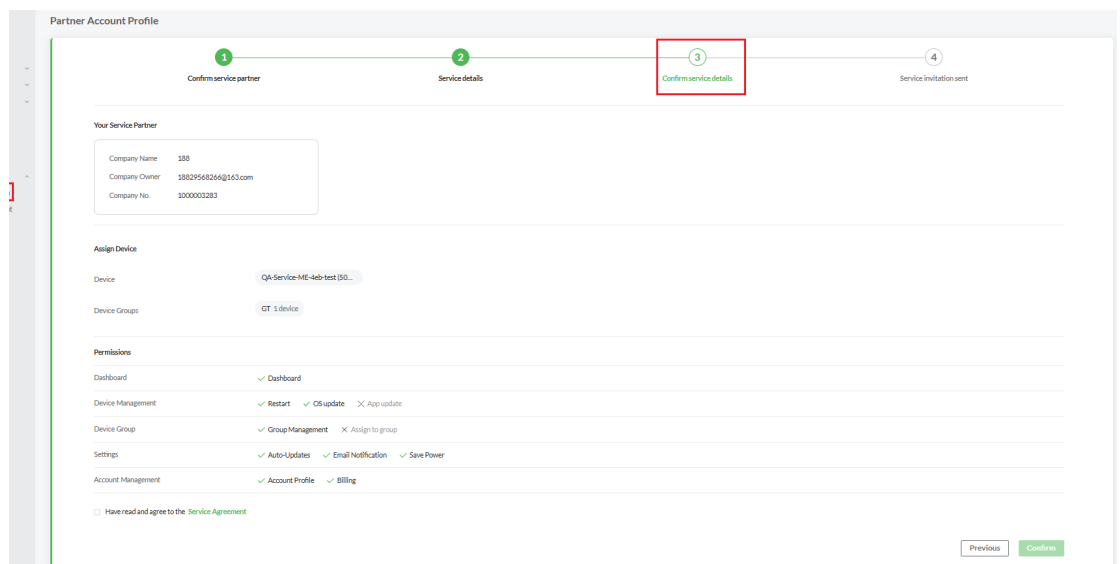
At the bottom right, there is a green 'Confirm' button.

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.

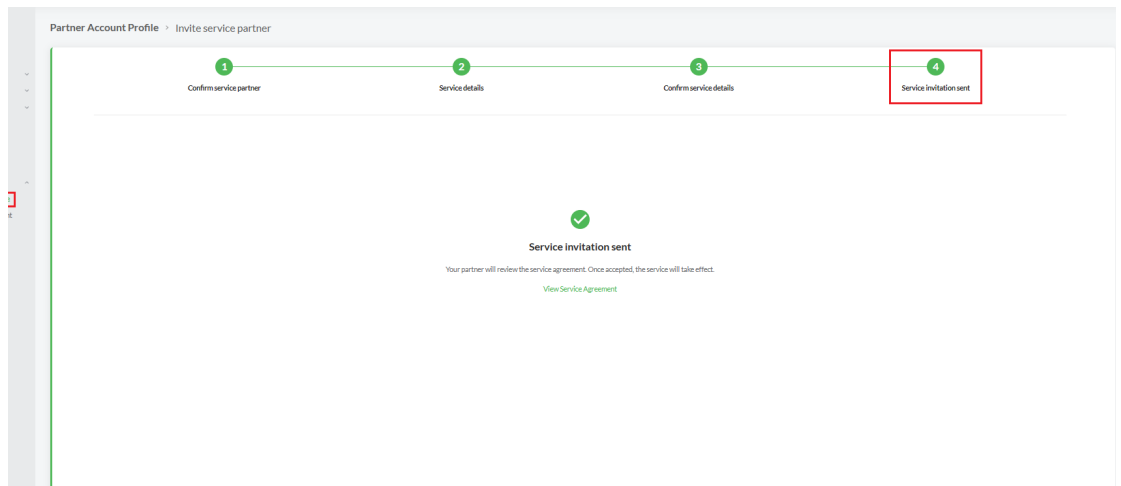
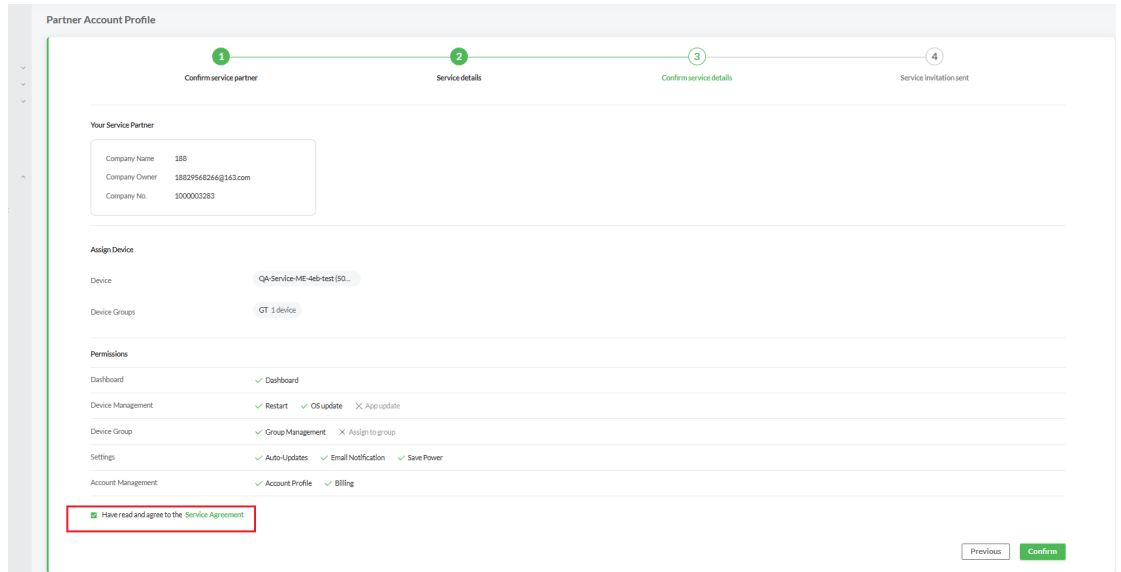


Click Next to jump to the Confirm service details page.

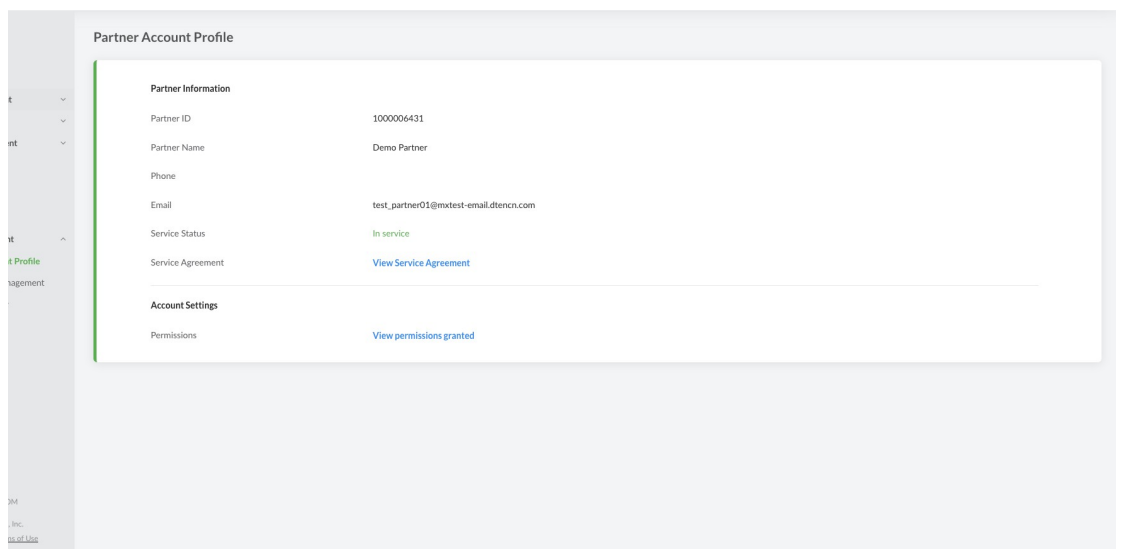


Check the “I have read and agree to the Service Agreement” checkbox, then click the Confirm button to jump to the Service invitation sent page.

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.

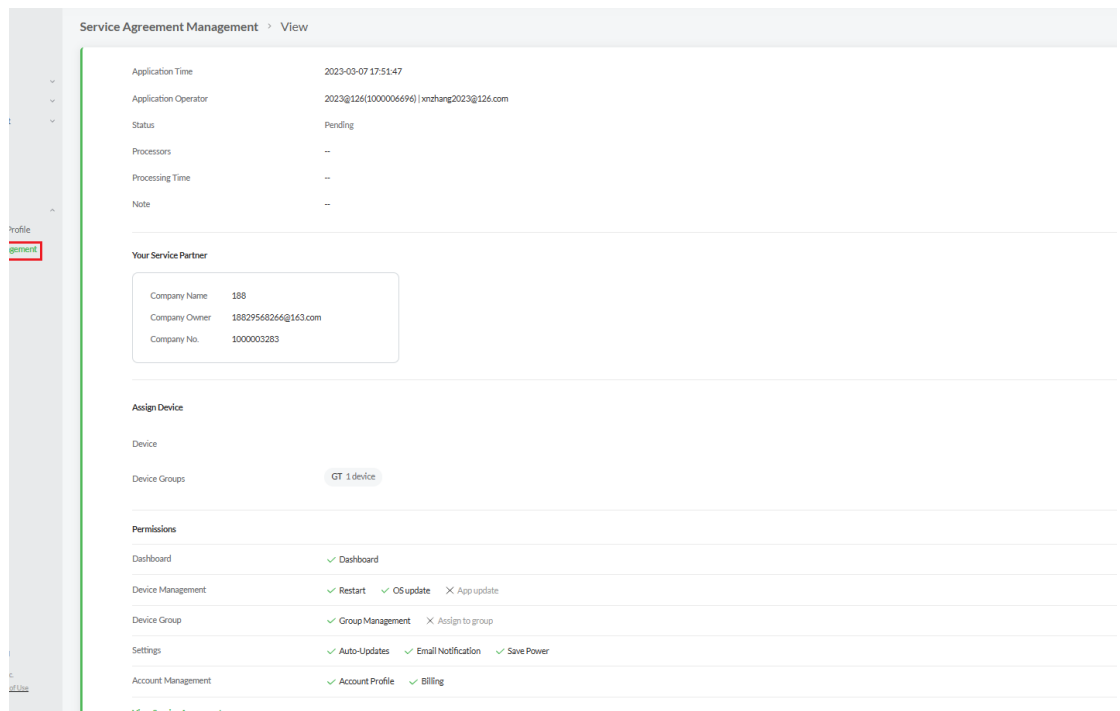
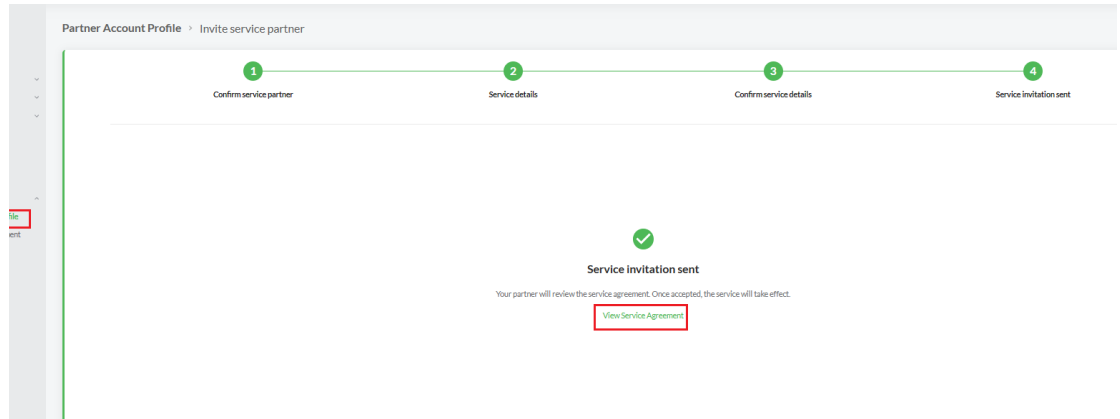


After Partner agrees, the Partner account profile page displays the Partner information and the service status, agreement, and permissions information.



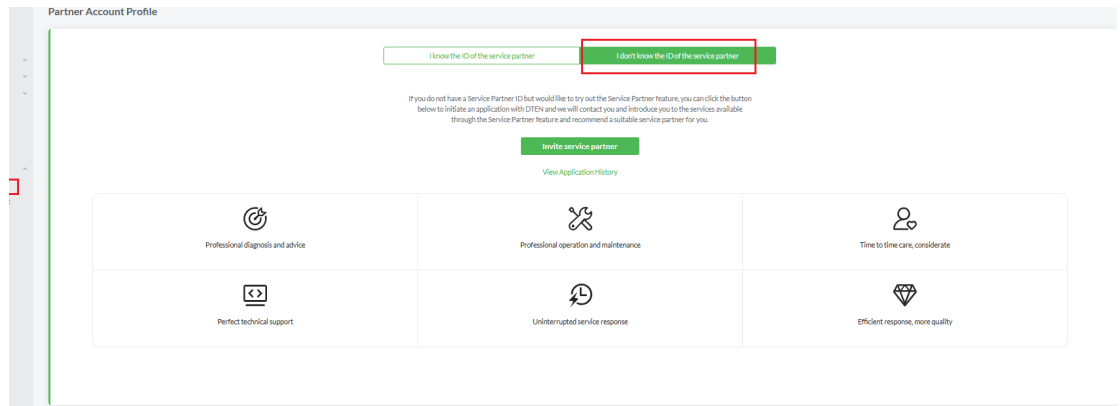
1.1 View Service Agreement

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



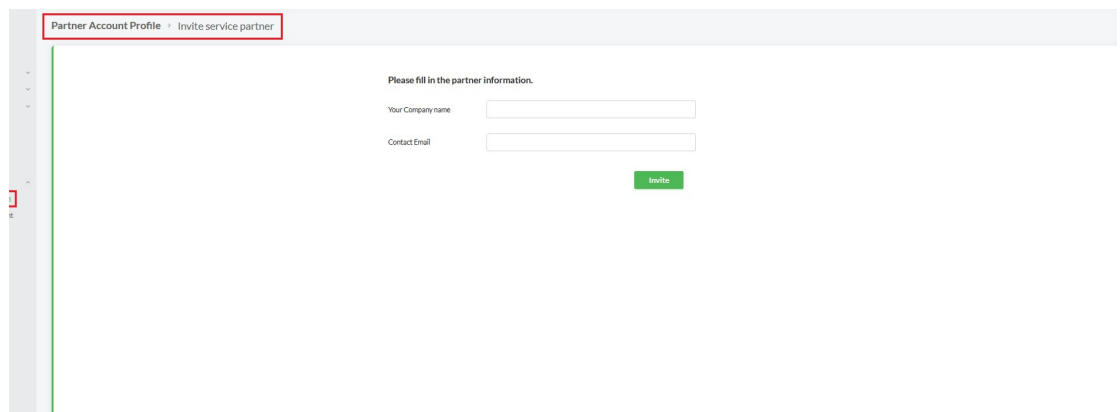
2. I don't know the ID of the service partner

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.

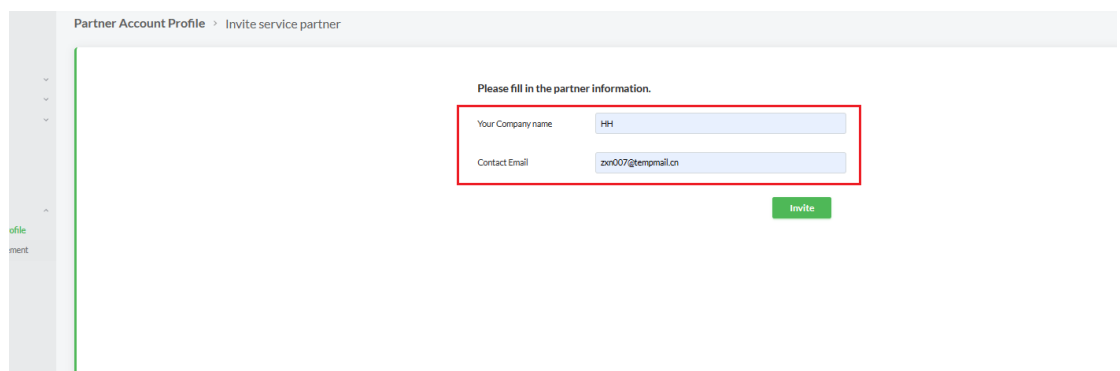


2.1 Invite service partner

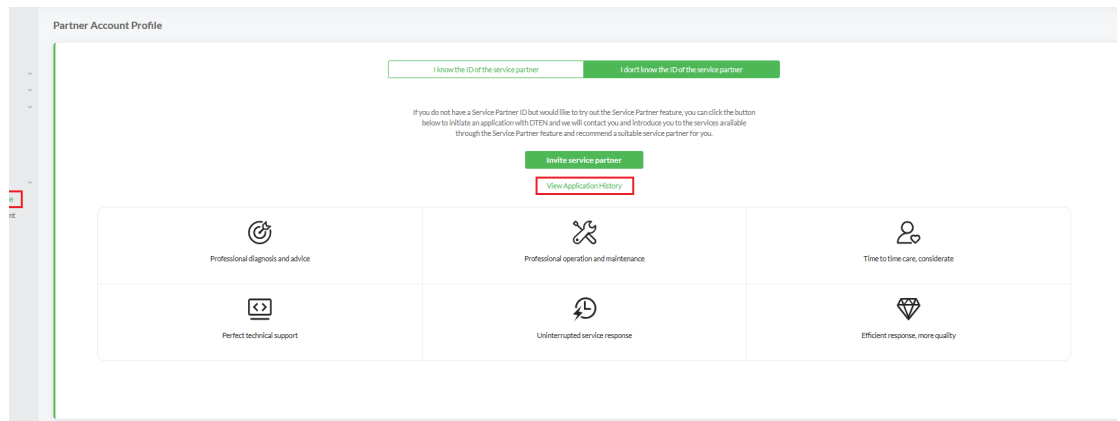
Click Invite service partner, which will then show the page below called Invite Service Partners page.



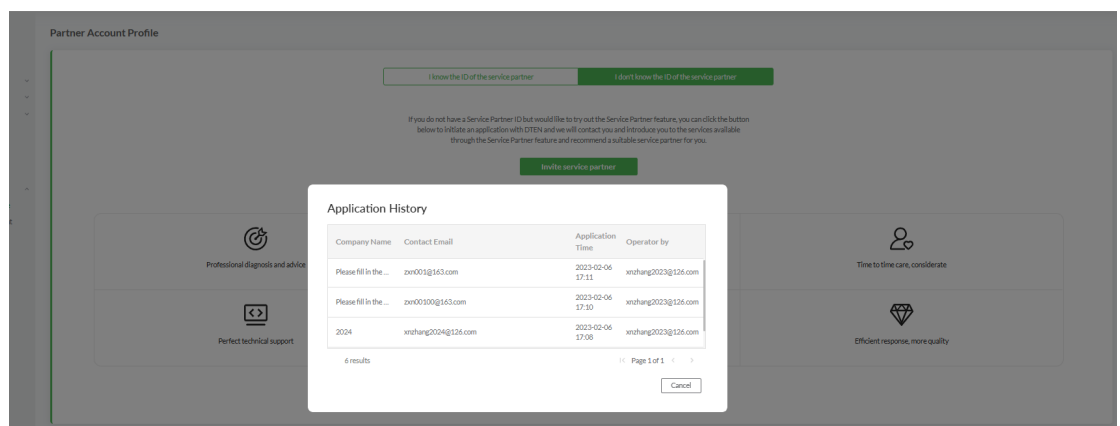
Enter your Company name and Contact Email then click Invite. The system will send your information to DTEN staff, who will contact you after receiving your application.



2.2 View Application History

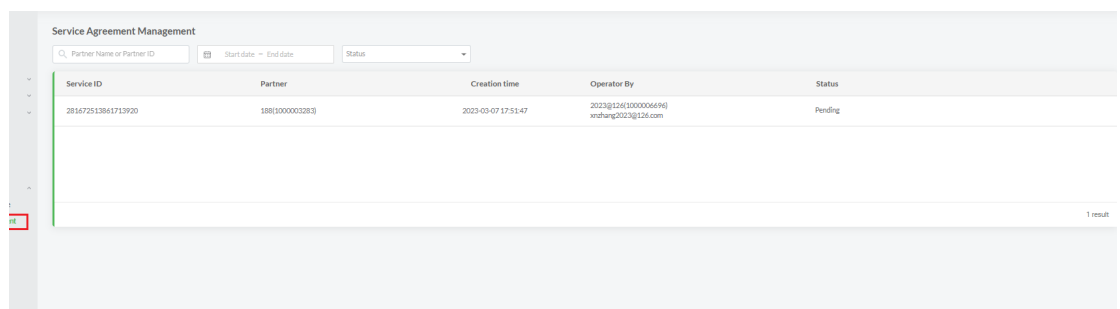


Click View Application History to review the records of applications sent.



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.



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) xzhang2023@126.com	Pending
4	Diren XIAN123(1000000023)	2023-02-14 14:16:40	Diren XIAN123(1000000023) rjling@cn.dten.com	Rejected
6	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 1882958266@163.com	Canceled
2	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) xzhang2024@126.com	Accepted
4	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) xzhang2024@126.com	Rejected

5 results Page 1 of 1

1.1 View

Click View to load the details page.

Service ID	Partner	Creation time	Operator By	Status	
201672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(1000006696) xzhang2023@126.com	Pending	View Cancel

1 result

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	
201672513861713920	188(1000003283)	2023-03-07 17:51:47	2023@126(1000006696) xzhang2023@126.com	Pending	View Cancel

1 result

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

Partner Name or Partner ID Start date - End date Status

Service ID	Partner	Creation time	Operator By	Status
201672513861713920	188(1000002283)	2023-05-07 17:51:47	2023@126(1000006696) xnzhang2023@126.com	Accepted <input type="button" value="View"/> <input type="button" value="Change permission"/>

1 result

Service Agreement Management Change permission

Your Service Partner

Company Name 188
Company Owner 18829568266@163.com
Company No. 1000002283

Assign Device

Device

Device Groups

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 Billing

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(1000000023)	2023-02-14 14:16:40	Dten XIAN123(1000000023) rpjng@cn.dten.com	Rejected
256 2024@126(1000006704)	2023-02-06 19:53:38	188(1000002283) 18829568266@163.com	Canceled <input type="button" value="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

5 results Page 1 of 1

5. Replaced, Expired

DTEN ID	Partner	Creation time	Operator By	Status
1146819264512	Demo Partner(1000006431)	2023-01-13 11:42:59	Demo Partner(1000006431) test_partner01@mxtest-email.dtencn.com	Accepted
1526419591168	Demo Partner(1000006431)	2022-12-14 14:49:48	Demo Partner(1000006431) izk8ocaf@uuf.me	Expired
1995643363328	Demo Partner(1000006431)	2022-11-23 13:20:51	Demo Customer 1(1000000039) kzhang@cn.dten.com	Replaced
1849893728256	Demo Partner(1000006431)	2022-11-23 13:16:18	Demo Customer 1(1000000039) kzhang@cn.dten.com	Canceled
1290072645632	Demo Partner(1000006431)	2022-11-22 19:01:20	Demo Customer 1(1000000039) kzhang@cn.dten.com	Replaced

per page: 20 7 results Page 1 of 1

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.

DTEN ID	Action	Action Description	Operation Time	Operator By
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:ON.ca perm:Website:臺灣3.37.3]版本管理用前:xlxcuser perm:提測單-Skysmp1.19.0.docuser perm:提測單-Mission Control-0.8.7.0.docx	2023-03-01 17:46:04	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:ON.ca perm:Website:臺灣3.37.3]版本管理用前:xlxcuser perm:提測單-Skysmp1.19.0.docuser perm:提測單-Mission Control-0.8.7.0.docx	2023-03-01 17:45:51	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:ON.ca perm:Website:臺灣3.37.3]版本管理用前:xlxcuser perm:提測單-Skysmp1.19.0.docuser perm:提測單-Mission Control-0.8.7.0.docx	2023-03-01 17:45:38	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Use 802.1X Certificate:ON.ca perm:Website:臺灣3.37.3]版本管理用前:xlxcuser perm:提測單-Skysmp1.19.0.docuser perm:提測單-Mission Control-0.8.7.0.docx	2023-03-01 17:45:24	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Use 802.1X Certificate:OFF.ca perm:安通命令.txt]	2023-03-01 17:44:41	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:OFF.ca perm:安通命令.txt]	2023-03-01 17:44:22	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:OFF.ca perm:安通命令.txt]	2023-02-23 20:13:08	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	HDMI Auto OFF	2023-02-23 20:07:17	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	HDMI Auto ON	2023-02-23 20:07:11	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	HDMI Auto OFF	2023-02-23 20:07:08	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	HDMI Auto ON	2023-02-23 20:07:06	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:OFF.ca perm:安通命令.txt]	2023-02-23 20:01:15	1881000003283 18829568266@163.com
S0DE19E004E0	Device Settings	Network Security [Certificate:Ethernet:Use 802.1X Certificate:ON]	2023-02-23 19:58:54	1881000003283 18829568266@163.com

Rows per page: 20 89 results Page 2 of 5

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 ID	Customer	Creation time	Operator By	Status
281472513861713920	2023q1261(1000006696)	2023-03-07 17:51:47	2023q1261(1000006696) xmzhang2023@126.com	Pending
274008233140404224	Dten XIAN123(1000000023)	2023-02-14 14:16:40	Dten XIAN123(1000000023) rsjrq@cn.dten.com	Rejected
271193932682592256	2024q1261(1000006704)	2023-02-06 19:53:38	188(1000003283) 1882956826@163.com	Cancelled
271193085701619712	2024q1261(1000006704)	2023-02-06 19:50:16	2024q1261(1000006704) xmzhang2024@126.com	Accepted
271192872224129024	2024q1261(1000006704)	2023-02-06 19:49:25	2024q1261(1000006704) xmzhang2024@126.com	Rejected

1. List status

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

Service ID	Customer	Creation time	Operator By	Status
281472513861713920	2023q1261(1000006696)	2023-03-07 17:51:47	2023q1261(1000006696) xmzhang2023@126.com	Pending
274008233140404224	Dten XIAN123(1000000023)	2023-02-14 14:16:40	Dten XIAN123(1000000023) rsjrq@cn.dten.com	Rejected
271193932682592256	2024q1261(1000006704)	2023-02-06 19:53:38	188(1000003283) 1882956826@163.com	Cancelled
271193085701619712	2024q1261(1000006704)	2023-02-06 19:50:16	2024q1261(1000006704) xmzhang2024@126.com	Accepted
271192872224129024	2024q1261(1000006704)	2023-02-06 19:49:25	2024q1261(1000006704) xmzhang2024@126.com	Rejected

2. Pending status

Displaying View and Review permission.

Service ID	Customer	Creation time	Operator By	Status
281472513861713920	2023q1261(1000006696)	2023-03-07 17:51:47	2023q1261(1000006696) xmzhang2023@126.com	Pending <input type="button" value="View"/> <input type="button" value="Review permission"/>
274008233140404224	Dten XIAN123(1000000023)	2023-02-14 14:16:40	Dten XIAN123(1000000023) rsjrq@cn.dten.com	Rejected
271193932682592256	2024q1261(1000006704)	2023-02-06 19:53:38	188(1000003283) 1882956826@163.com	Cancelled
271193085701619712	2024q1261(1000006704)	2023-02-06 19:50:16	2024q1261(1000006704) xmzhang2024@126.com	Accepted
271192872224129024	2024q1261(1000006704)	2023-02-06 19:49:25	2024q1261(1000006704) xmzhang2024@126.com	Rejected

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.

The screenshot shows a form titled "Your Service Customer" with several sections: "Your Service Customer" (Company Name, Company Owner, Company No.), "Assign Device" (Device, Device Groups), "Permissions" (Dashboard, Device Management, Device Group, Settings, Account Management), and "Approval". In the "Approval" section, the "Reject" radio button is selected, and a text input field for "Note" is visible. A red box highlights the "Reject" option and the "Note" field. At the bottom right, there are "Cancel" and "Confirm" buttons.

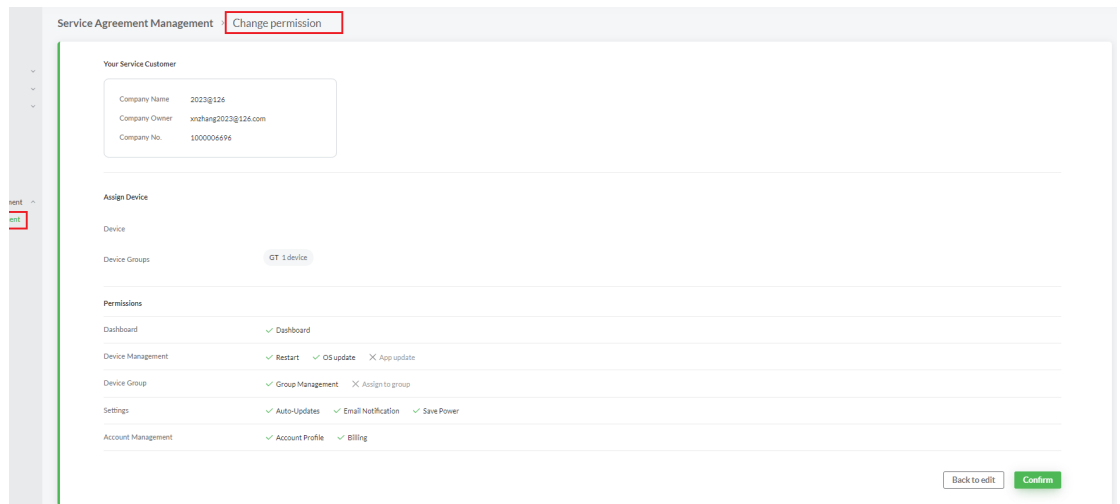
3. Accepted Status

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.

The screenshot shows a table titled "Service Agreement Management" with columns: Service ID, Customer, Creation time, Operator By, and Status. The first row has a status of "Accepted" and buttons for "View" and "Change permission". The second row has a status of "Rejected". The third row has a status of "Canceled". The fourth row has a status of "Accepted". The fifth row has a status of "Rejected". A red box highlights the "Accepted" status and the "View" and "Change permission" buttons for the first row. At the bottom, there is a "Rows per page" dropdown set to 20 and "5 results".

Service ID	Customer	Creation time	Operator By	Status
281672513861713920	2023@126(1000006696)	2023-03-07 17:51:47	2023@126(1000006696) wzhchang2023@126.com	Accepted <input type="button" value="View"/> <input type="button" value="Change permission"/>
274008233140404224	DtenXIAN1231000000023	2023-02-14 14:16:40	DtenXIAN1231000000023 rg9n@den-ftex.com	Rejected
271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	18821000000263 18829548266@126.com	Canceled
271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) wzhchang2024@126.com	Accepted
27119287224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) wzhchang2024@126.com	Rejected



4. Rejected, Canceled state

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

Service Agreement Management

Search: 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) wxshang2023@126.com	Accepted
27400823314040224	Dten XIAN123(1000000023)	2023-02-14 14:16:40	Dten XIAN123(1000000023) rg@ig@cn.dten.com	Rejected View
271193932682592256	2024@126(1000006704)	2023-02-06 19:53:38	188(1000003283) 18829568266@163.com	Cancelled
271193085701619712	2024@126(1000006704)	2023-02-06 19:50:16	2024@126(1000006704) wxshang2024@126.com	Accepted
271192872224129024	2024@126(1000006704)	2023-02-06 19:49:25	2024@126(1000006704) wxshang2024@126.com	Rejected

Rows per page: 5 results Page 1 of 1

3.10.2 Service Activity

Operation log

Service Activity

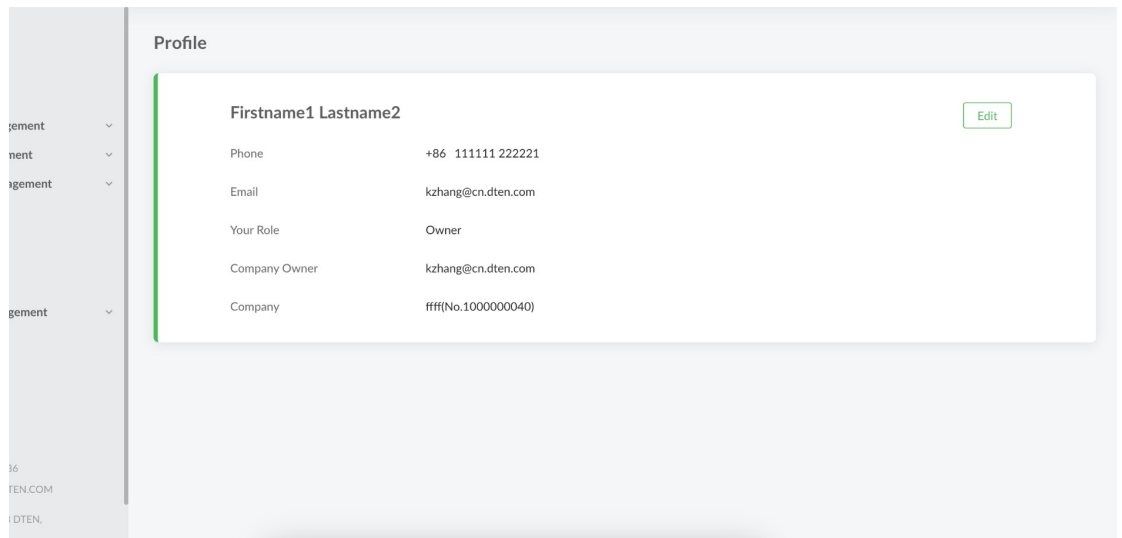
DTEN ID: | Start date: End date:

DTEN ID	Action	Action Description	Operation Time	Operator By
50DE19E004EB	Device Group	Assign Device To Group GT	2023-03-07 17:44:53	2023@126 (1000006696...) wxshang2023@126.com
---	Device Group	Add Group GT	2023-03-07 17:44:05	2023@126 (1000006696...) wxshang2023@126.com

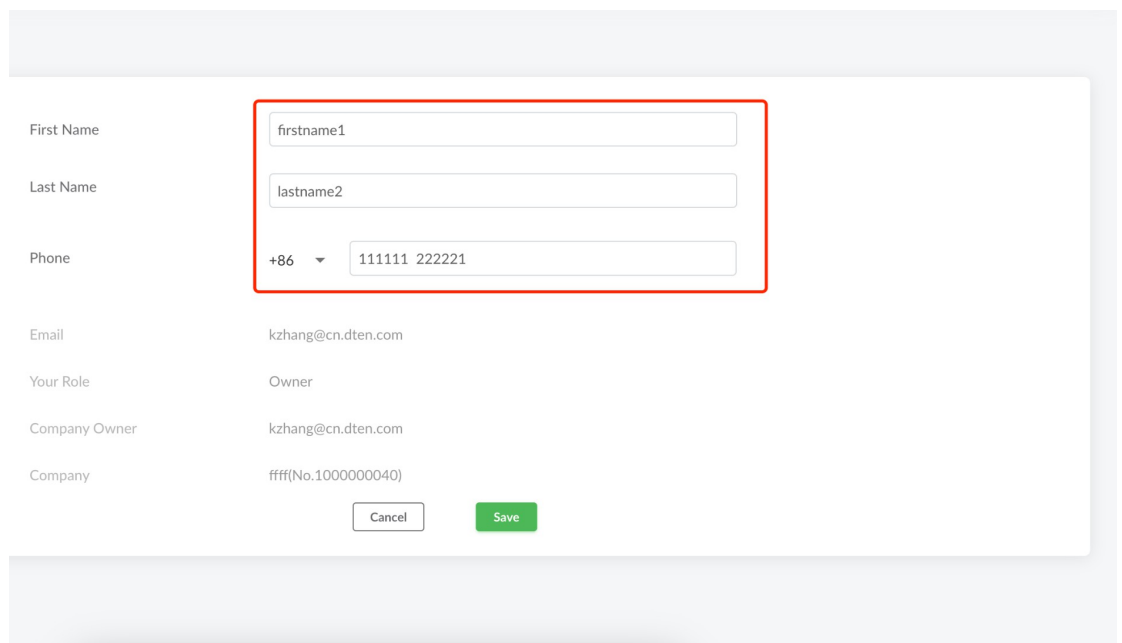
Rows per page: 2 results Page 1 of 1

3.11 Profile

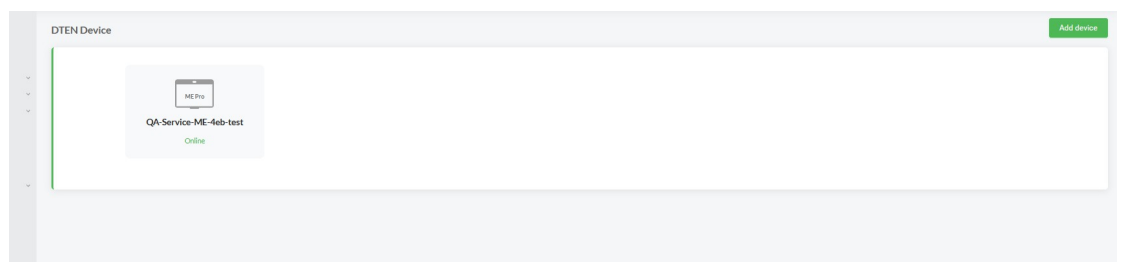
Basic information about your Orbit account.



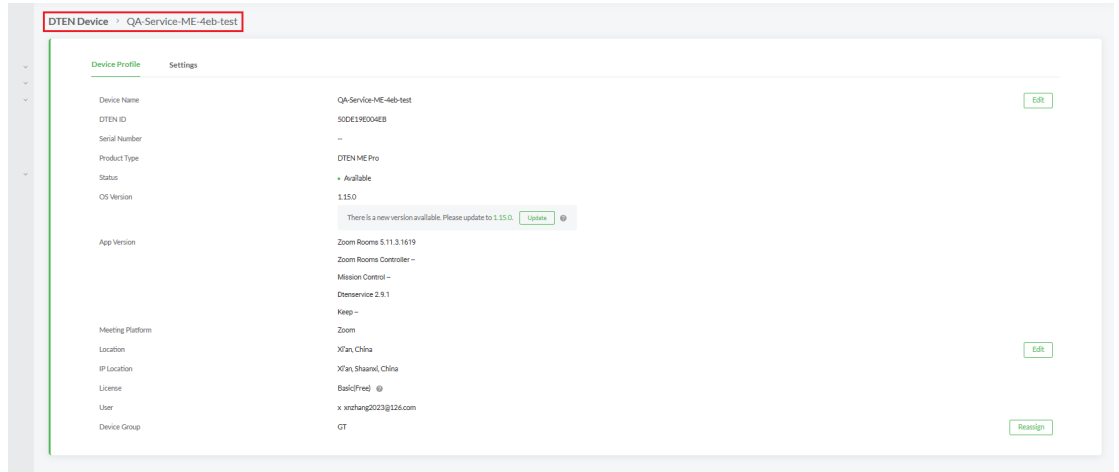
Click the Edit button, enter your First Name, Last Name, and Phone, and click the Save button to update the user information.



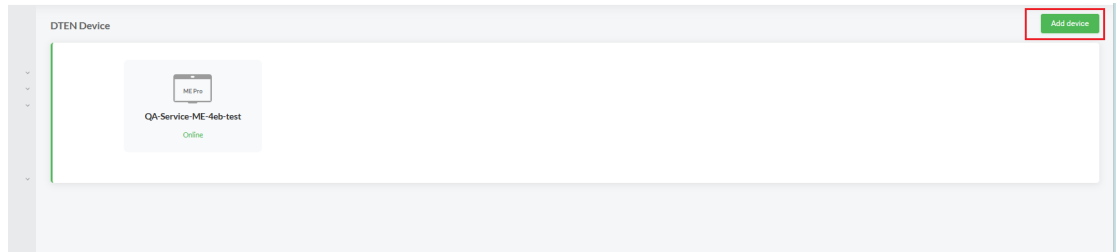
3.12 DTEN Device



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



2. Add device



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.

