

Cloud Platform for Partners Web User Manual

Notes

- Please read this user manual carefully to ensure that you can use the product correctly and safely.
- There may be several technically incorrect places or printing errors in this manual. The updates will be added into the new version of this manual. The contents of this manual are subject to change without notice.
- In this manual, the trademarks, product names, service names, company names, products that are not owned by our company are the properties of their respective owners.
- All examples and pictures used in the manual are only for reference purpose.

Disclaimer

- With regard to the product with internet access, the use of product shall be wholly at your own risks. Our company shall be irresponsible for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, virus inspection, or other internet security risks; however, our company will provide timely technical support if necessary.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations. In the event of any conflicts between this manual and the applicable law, the later prevails.

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1 Introduction

1.1 Features

License Subscription

- Supports the cloud storage and channel license subscription
- Supports the configuration of free trial for a non-renewable product
- Supports price setting for installers
- Supports the customization of the cloud storage and channel license display pages

Organization Management

- Supports member management
- Web domain, login background and logo can be customized for partners/installers/teams/individuals

Info Management

- Supports the modifications of personal data
- Supports authorization for superior-level users to access
- Supports audit logs query
- Supports organization orders and associated customer orders query
- Supports inviting subordinate distributors and installers
- Supports custom tools for NVR/DVR/IPC
- Supports cloud upgrade, including the ability to create multiple release plans, view or download firmware packages, etc.
- Supports points mall maintenance

1.2 Login Environment

Available web browser: Firefox/Edge/Chrome

1.3 Partner Permission

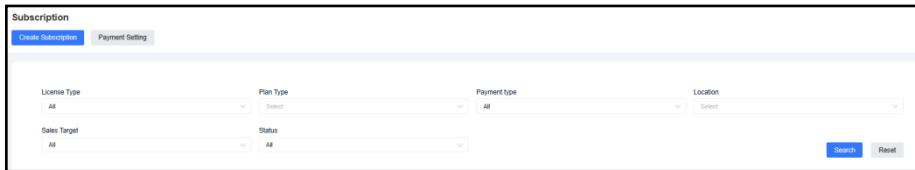
Here the partners include the dealer enterprise and its subordinate dealer enterprises. If the subordinate dealers log in the partner web, they can only view or edit organization information/personal information, invite their members/subordinate dealers/installers and view messages.

2 Service Market

2.1 Subscription

2.1.1 Create Subscription

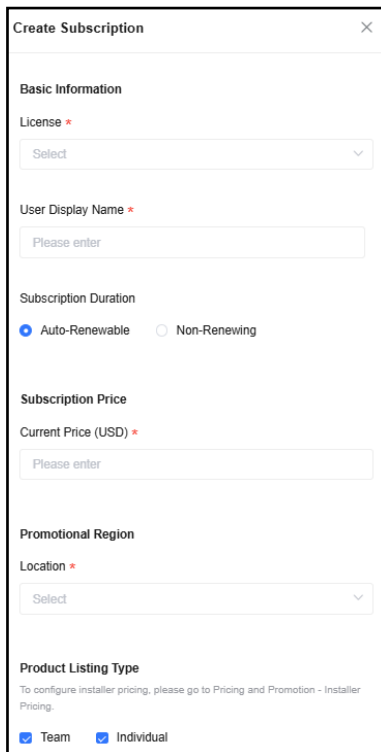
After you obtain the cloud storage services, you can click **Service Market** → **Subscription** to create products for the Team/end users.



The screenshot shows the 'Subscription' page with two tabs: 'Create Subscription' (active) and 'Payment Setting'. Below the tabs are several dropdown menus for filtering: 'License Type' (All), 'Plan Type' (Select), 'Payment type' (All), 'Location' (Select), 'Sales Target' (All), and 'Status' (All). At the bottom right are 'Search' and 'Reset' buttons.

In the subscription page, click “Create Subscription”.

You can subscribe cloud storage service and channel license service. Here we take Cloud Storage Subscription as an example to introduce.



The 'Create Subscription' form is divided into several sections:

- Basic Information**
 - License ***: A dropdown menu with 'Select' as the placeholder.
 - User Display Name ***: A text input field with 'Please enter' as the placeholder.
- Subscription Duration**
 - ☒ Auto-Renewable
 - ☐ Non-Renewing
- Subscription Price**
 - Current Price (USD) ***: A text input field with 'Please enter' as the placeholder.
- Promotional Region**
 - Location ***: A dropdown menu with 'Select' as the placeholder.
- Product Listing Type**
 - To configure installer pricing, please go to Pricing and Promotion - Installer Pricing.
 - ☒ Team
 - ☒ Individual

You can set the current price for “Auto-Renewable” or “Non-Renewing” cloud storage service as needed.

Non-renewing subscription: the cloud storage service will stop after the purchased product expires.

Auto-Renewable Subscription: the cloud storage service will automatically renew after the purchased product expires.

After selecting the subscription period, enter the subscription price according to actual needs. This price is the amount to be paid by end users for online purchases.

Then choose the promotional region as needed.

Product Listing Type: Choose “Team” or “Individual”.

Note: Only “Team” can be selected for Channel License service.

See Installer Pricing for configuring installer pricing.

After the cloud storage plan of the dealer hit store shelves, the cloud storage function can be enabled and purchased for the bound devices of the APP account as needed. After the cloud storage service of the device is purchased by the APP user, the recorded videos triggered by events/alarms will be automatically uploaded to the cloud. The cloud will automatically store them according to the subscribed service. Users can play back or download recorded videos as needed.

2.1.2 Payment Setting

Click **Service Market**→**Subscription**→**Payment Setting** to set the receiving account of Stripe. After it is successfully set, the payment amount of the end/team user purchasing the product will be deposited to the receiving account.

- Stripe account settings

Click “stripe” to display a setup window. Enter the secret key and verification code as needed.

Note: You can go to the official website of Stripe to get the secret key.
(<https://dashboard.stripe.com/>)

2.2 Pricing and Promotion

2.2.1 Configure Free Trial

The dealer can set a free trial service for the subordinate merchants in the specified time to promote your products.

Pricing and Promotion

Free Trial

Installer Pricing

Configure Free Trial

License	User Display Name	Activation Authorization	Free Remaining/Total	Subscription Price	Effective Date	Duration	Location	Status	Operation
Cloud Storage_30 Day Loop_Month...	A	Installer	144 / 144	\$11	2025-01-31	3 Months	China	Listed	

Click [Add] to add a camera service usage strategy for the specified installer.

Configure Free Trial

This free trial is for devices that have not used the service, with one trial per user only.

Basic Information

Subscription *

Select

Only for non-renewing products

Promotion Period

Effective Date *

Please select

Free trial starts from the set time.

Duration *

Select

Promotion Limit

Quantity

—

1

+

Promotional Region

Countries or regions eligible for the free trial.

Location *

Select

Activation Authorization

After configuration, this role will be granted the permission to activate the free trial service.

The free trial product is only for non-renewing products. Please set the promotion period, promotion limit and promotional region as needed.

2.2.2 Installer Pricing

Click *Service Market*→*Pricing and Promotion*→*Installation Pricing* to go to the following interface. The dealer can set the discount for the specified installers as needed. The installer price is the amount that installers need to pay when purchasing the service online on behalf of end users whose devices are managed by installers.

Pricing and Promotion

Free Trial

Installer Pricing

Discounts *

25%

Edit

License	End-User Price	Installer Price	Discounts	Location
Cloud Storage_30-Day Loop_Monthly Plan	\$12	\$9	-25%	China

4

2.3 View License Information

2.3.1 License Pool

Go to **Service Market**→**License Pool**. You can view the available quantities for each license type in this page.

2.3.2 Purchase History

Click **Service Market**→**Purchase History** on the left panel. In this interface, you can view the purchased cloud storage services and purchased channel license services, including purchased items, date, order ID, license key, location, etc.

Purchase History				
Order ID		Collection Date		
Please enter		Please select		Search
License	Collection Date	Order ID	License Key	Location
[Cloud Storage_30 Day Loss_Monthly Plan] (303copies, Permanent)	2025-12-27	927994401ee68b991401996d95ca107	568ca5d410194008b3b6d9d9572a0df	China
[Cloud Storage_7 Day Loss_Quarterly Plan] (790copies, Permanent)	2025-12-27	115e109a3e408eadd7704c80c3e69	16a2bc10e63e44118b3d3ca39e884c	China, United States
[Cloud Storage_7 Day Loss_Monthly Plan] (730copies, Permanent)	2025-12-27			

2.4 Promotion Content

2.4.1 Cloud Storage

- Graphic Description

You can add and maintain graphic information of cloud storage products in different languages for your app users to view. You can also select a language to set the preferred default language that is used when the app language is not matched.
After that, you can edit, view and delete the settings.

Cloud StorageChannel License

Graphic Information

You can add and manage multilingual cloud storage product details for your users. You can select a preferred default language (to be used when no client language version matches).

Multilingual Graphics and Text

English

Traditional Chinese

Set preferences

Add

Delete

Edit

View

- Terms of Services

Set the service terms shown on the APP as needed. Click “Add” to add the country or area. Then set the language of multilingual terms of service as needed.

Terms of Service

You can select an area to add and maintain cloud storage product service terms in different languages. And select a certain option to set preferences for use when the language is not matched.

Location

AddDeleteEditView

☒ 2/250 Country (Region)

☐ 2/250 Country (Region)

Multilingual Terms of Service

Set preferencesAddDeleteEditView

English

Traditional Chinese

2.4.2 Channel License

- **Web Customization**

You can select a region to add and maintain CloudVMS service protocols in different languages. And select a certain option to set preferences for use when the language is not matched.

Promotion Content

Cloud Storage

Channel License

Web Customization Configuration

You can select a region to add and maintain CloudVMS service protocols in different languages. And select a certain option to set preferences for use when the language is not matched.

Location

☒ 5/250 Country (Region)

☐ 3/250 Country (Region)

Add

Delete

Edit

View

Multilingual Terms of Service

Set preferences

Add

Delete

Edit

View

Simplified Chinese

Traditional Chinese

English

German

Italian

Russian

French

Croatian

3 Organization Management

3.1 Organization Information

Click **Organization Management** → **Organization Information** on the left panel. In this interface, you can modify organization name, contact, telephone, country, and detail address and view the creator and number of members.

3.2 Member Management

● Invite Members

Go to **Organization Management** → **Member Management**. In the member management interface, you can invite members to manage this platform. Click “Invite Members” and then enter the email address. After the invited user receives your Email, click “Register” to skip to the registration interface. Fill out the relevant information to register.

Having registered successfully, the invited user can log onto the platform.

Enter the registered e-mail address and password and then click “Login”. Now, no application permission has been given.

Go back to the member management interface. You can view the information of the created account, such as email, phone number, etc. Click “

3.3 Roles and Permissions

Click “Roles and Permissions” to view the permissions of different roles.

3.4 Brand Management

Click **Organization Management** → **Brand Management**. You can customize the web domain name, login background image and logo for partners/team users/ individual users as needed. The setting steps are as follows.

1. Apply for a domain name first.

2. Click “Edit” to edit the top-level domain name and upload the corresponding certificate which can be gotten from the domain registration website.

Then click “Add domain name” to add external sub domain name for partner/team user/individual user.

Domain name: for example: dealer web domain name is camera-show-customer.domaintest. com; “domaintes.com” is the first level domain name.

3. Click [Apply] to wait for the approval. After the application is approved by the supplier, you can use the custom web domain name to log in the corresponding web.

4. Click “Partner/Team User/Individual User” to upload the background image and logo.

4 Information Management

4.1 Personal Data

4.1.1 Basic Information

Click **Me →Personal data**. In this interface, you can modify the personal information, such as Email, cell-phone number, nickname and password.

4.1.2 Access Authorization

The dealer can allow the system administrator to remotely access to the partner web as an administrator and the subordinate dealer can allow its superior/upstream dealer to access to the partner web as an administrator. The setting steps are as follows.

1. The subordinate dealer logs in the partner web. Enable “Allow superior access” by clicking **Me →Personal Data**.
2. The (superior-level) dealer logs in the partner web. Go to **Me →Customer**. Click  to remotely access to the partner web of the subordinate dealer.



4.1.3 Audit Logs

Click **Me →Personal** to search the logs of different models and functions in the specified date.

4.2 Order Information

Go to **Me →Order**. You can view organization orders and statement of accounts.

4.2.1 Organization Order

In the organization order interface, you can view orders of team users and individual users.

Order

Organization Order

Statement of Account

Order Time

2025-01-19 00:00:00

to

2025-01-19 23:59:59

Order Status

All

Order ID

Please enter

Product Name

Please enter

Creator

Please enter

User Account

Please enter

Search

4.2.2 Statement of Account

Click “Statement of Account” to view the order information by filtering time, order ID, associated customers and so on. You can also export the searched data as needed.

Order

Organization Order

Statement of Account

Order Time

2025-01-19 00:00:00

to

2025-01-19 23:59:59

Associated Customer

Select

Order ID

Please enter

Product Name

Please enter

Search

Reset

Export

Associated Customer	Associated Customer Type	Order ID	Product Name	Payment Amount (Tax Included) (\$)	Order Time	Installer Account
--	--	149792432959973376	11	12.00	2025-01-19 14:31:25	--
--	--	1495481547045246976	11	12.00	2025-01-15 17:13:05	--

4.3 Customer Management

4.3.1 Invite Dealers

Go to **Me** ➔ **Customer**. Click [Invite Dealers] and then enter the username, E-mail, and country (region) to invite a dealer.

After receiving the email, the dealer account (subordinate dealer of the current dealer) can be activated via the email and then log in the partner web client.

For the activated subordinate dealer, click “✎” to modify its name. For the unactivated subordinate dealer, click “⚙” to invite again.

4.3.2 Invite Installers

Go to **Me** ➔ **Customer** ➔ **Installer**. Click [Invite installer] and then enter the username, E-mail, and country (region) to invite an installer.

After receiving the email, the installer account can be activated via the email and then log in the partner web client.

For the activated installer user, click “✎” to modify its name. For the unactivated installer, click “⚙” to invite again.

4.4 Tools

4.4.1 Custom Tool

● Custom Tool for NVR/DVR

Go to **Me →Support Tools →Custom Tool**.

The setting steps are as follows:

1. In this interface, add the relevant logos and information as needed. Click “Help” at the top right hand corner to view the format of the imported image. You can customize device logo, web logo, channel log, IPC protocol, product model, and so on.
2. After the above-mentioned information is set successfully, click “Download” to down the config file.
3. Put the downloaded config file to the USB flash drive and then insert it to the USB port of DVR/NVR.
4. In the DVR/NVR, click **Start →Settings →Backup and Restore**. Double click the config file and then click “Apply”. Then the customization information will be imported to the device.

Note: only some versions support this function.

● Custom Tool for IPC

The setting steps are as follows:

1. Set the custom items in the custom tool for IPC interface, like default device name, default IP address, customer product model name, custom log, AI capability, etc.
2. Click “Download” to download the configuration file.
3. Click “Batch Import Tool” to export the batch import tool.
4. Run the batch import tool, select the devices and configuration file, enter the username and password of IPCs and then click “Import”.

Note: When importing in batches, the password of the selected IPCs must be the same, so must the username of the selected IPCs, or the import will fail.

4.4.2 Retrieve Password

This function is mainly used to reset the password of admin by dynamic password for DVR/NVR. The operation steps are as follows.

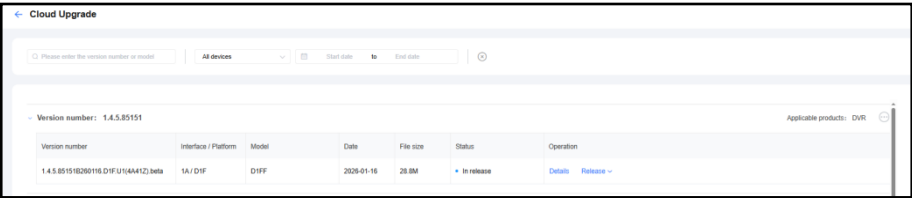
1. In the login interface of the DVR/NVR, click [Retrieve Password] to enter the password retrieval interface. Click the “Dynamic Password” tab to enter the dynamic password interface. Take not of the device model, mac address and current time.
2. Log in the partner web. Click **Management Tool →Retrieve Password**. Enter the above mentioned device model, mac address and current time and click [Get Dynamic Password] to get a dynamic password.
3. In the password retrieval interface of the DVR/NVR, enter the dynamic password and click [OK] to reset the password.

4.4.3 Cloud Upgrade

The distributors/dealers can create a release scheme, release the specified devices or perform canary release as needed, so that the specified end users can perform cloud upgrade in the DVR/NVR. Meanwhile, the distributors also can view the detailed information of the device’s firmware and download the firmware as needed.

After entering the cloud upgrade interface, the dealers can search upgrade files by version No. or product model.

Note: The matched upgrade file information should be upgraded by your supplier in advance. How to get the matched upgrade file information, please contact your supplier.

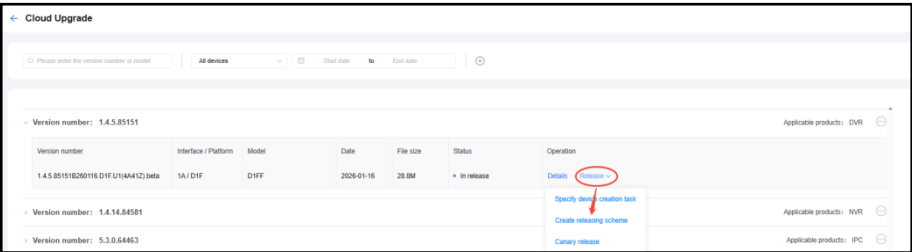
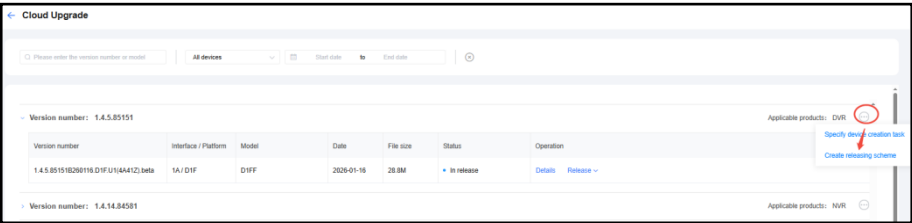


- **Release Upgrade Task**

After searching the software files, click “Release” to select the relevant release scheme.

- **Create Releasing Scheme**

The dealer can create releasing scheme for a specific minor version or a major version.



Create releasing scheme: You can release the new version to a specific country or area as needed and set a phased release. For instant, 7 days, that is to say, this software version will be rolled out within

7 days.
You can fill in the relevant release notes as needed, for example, the newly added features of this releasing software.

Create releasing scheme

Basic Information

Version number:

1.4.5.85151B260116.D1F.U1(4A41Z) beta

Interface / Platform:

1A / D1F

Product model:

D1FF

Phased release

With phased release, you can release the application to users in phases by region within a specified number of days.

0/251 Country (Region) [Edit](#)

Select the number of days to release in phases:

3 Hours

010%0day1hour1hour2hours2hours2hours3hours3hours

10%20%30%50%60%80%100%

Cancel

Confirm

Confirm and release

● Release specific devices

You can select the specific device you want to release the new version by MAC address file entry, MAC address segment entry, SN file entry, SN entry or MAC entry.
Drag the file or click “upload” to add the specified device according to the selected method and the prompt.

Applicable products: DVR

Specify device creation task

Create releasing scheme

Status	Operation
In release	Details Release Specify device creation task Create releasing scheme Canary release

Specify device creation task

Basic information

Version number:

1.4.5.85151B260116.D1FU1(4A41Z).beta

Interface / Platform:

1A / D1F

Product model:

D1FF

Device list

Select method:

Select

Documents or records

Drag the file here, or [Click to upload](#). Only xlsx format is supported

Cancel

Confirm

Confirm and release

Click [Confirm] to save the settings or click [Confirm and release] to release.

● Canary Release

Expand one item listed in the cloud upgrade interface, click “Release” and choose “Canary Release” to open the following page.

Canary release

Version number: 1.4.5.85151

Product model: D1FF

Version date: 2025-01-16

Total compatible devices: 0

Total number of notification equipment: 1

Specify device creation task

Create releasing scheme

No	Task ID	Creation time	Operator	Start time	End time	Release type	Target qty / Notice qty	Canary release status	Operation
1	148762567528560786	2025-01-19 14:36:14	chengyingshi@126.com	2025-01-19 14:36:14		Specify SN	0 / 1	in release	Details End release Pause

In the canary release interface, the release details of the previous two release methods can be viewed. Select an unreleased task and click “Release” to release the upgrade task. For the released task, you can end or pause the release.

● Version Details

In the Cloud Upgrade interface, click the “Details” button to view the details of the version, such as version number, version ID, interface/platform, release date, creation date, etc. Additionally, you can also export the releasing data, download the firmware package or view the details of the firmware package.

← Version details	
Export firmware package release data Download firmware package Firmware package details	
Version number	1.4.5.85151
Full version number	1.4.5.85151B260116.D1FU1(4A41Z).beta
Version ID	tmSiPe2LLxKLeV4pFglqKA
Interface / Platform	1A / D1F
Release date	2026-01-16
Creation date	2026-01-19 14:35:45
Period of Validity	Permanent

● Export Firmware Package Releasing Data

In the version details interface, click “Export Firmware Package Release Data” to export the release detail information of cloud upgrade.

● Download Firmware Package

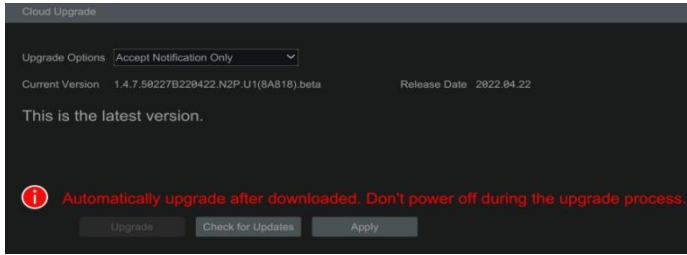
In the version details interface, click “Download firmware package” to download the firmware of the current software files.

● View Details of the Firmware Package

In the version details interface, click “Firmware package details” to view the detail information of the current firmware, including file size, release date, creation time, term of validity, status, etc. In addition, you can also download the firmware by clicking “Download firmware package”.

● Cloud Upgrade via Device

After the software is successfully released, log in the DVR/NVR. Click **Start→Network→NAT** to enable NAT2.0. Then click **Start→Network→Cloud Upgrade** to select “Accept Notification Only”. For network cameras, you can enter the cloud service interface to set.



If new version is detected, click [Upgrade] to upgrade your device.

4.4.4 Points Mall Maintenance

- Application Configuration

Go to **Me**→**Support Tools**→**Points Mall Maintenance**. In this interface, you can set the regions of the points mall and point tasks, or clear points as needed.

Point Task: Activate tasks and set the points rules and languages.

- Installer Points

In the installer points interface, you can view the points of different installers.

- Gifts Management

In the gifts management interface, you can add gifts and set its redemption rules.

- Points Redemption Record

In the points redemption record interface, you can view points redemption details by filtering location, gift name or redemption time.

4.5 Messages

In the partner web, click “Messages” or “ ” to view announcements or maintenance information.