LarkTMS Tenant Role User Manual

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Preface

1. This operation manual is intended to provide users with a comprehensive anddetailed guide to the use of the tenant system of the LARKTMS terminal system.Please read it carefully before use and follow the instructions to ensure thenormal operation of the system and data security.
2. The data, screenshots and related descriptions provided in this manual are forreference only, Please refer to the latest version of product or serviceinformation for actual use.
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Please fully understand and accept the above terms and conditions whileaccepting the contents of this manual, We hope this manual will be helpful to you!If you have any questions or encounter difficulties, please feel free to contactour technical support team for further help and support. Enjoy your use!

Welcome to our app! Here's a brief guide on how to make the most of the key features:

1. App Store: This module provides you with a convenient way to manage and useapplications, You can add your ow apps, categorize existing apps through thecategory management function, and add Dspread shared apps to your own app store.

2. Device operation: This module provides model management, group management,device management, resource management and firmware management functions. You canmanage the models, devices, resources and firmware you own through this module, andcan group the devices you own, so as to better manage them.

3. Lask center: here, you can push tasks, can push firmware, resources,applications to a single or multiple devices, but also through the arrangement oftasks for multi-task push.

4. Remote cooperation: This module provides functions of remote debugging,electronic fence, intelligent inspection, parameter setting and remote operation.

5. Data center: This module is a display of all the data of the whole system, youcan not only see the detailed information of the device, but also the number andtime of activated device and active online device, In addition, you can alsosee the firmware data, resource data, application data and task data that have beensuccessfully pushed and successfully installed to the device

vendor. Finally.you can also see the page views of each user in your organization and sub-organizationto the application center, client and web side.

6. System management: you can add, delete and edit the account of the currentorganization through this menu; You can also add, edit and delete the sub-agencyallocation of the main agency, You can set roles with different permissions andassign them to different accounts through Role management, Notification managementcan publish notifications to all accounts in the current organization andsub-organization, and edit and delete unpublished notifications, Finally, throughlog management, you can view the operation records of the current organization, suchas who performed what behavior and when.

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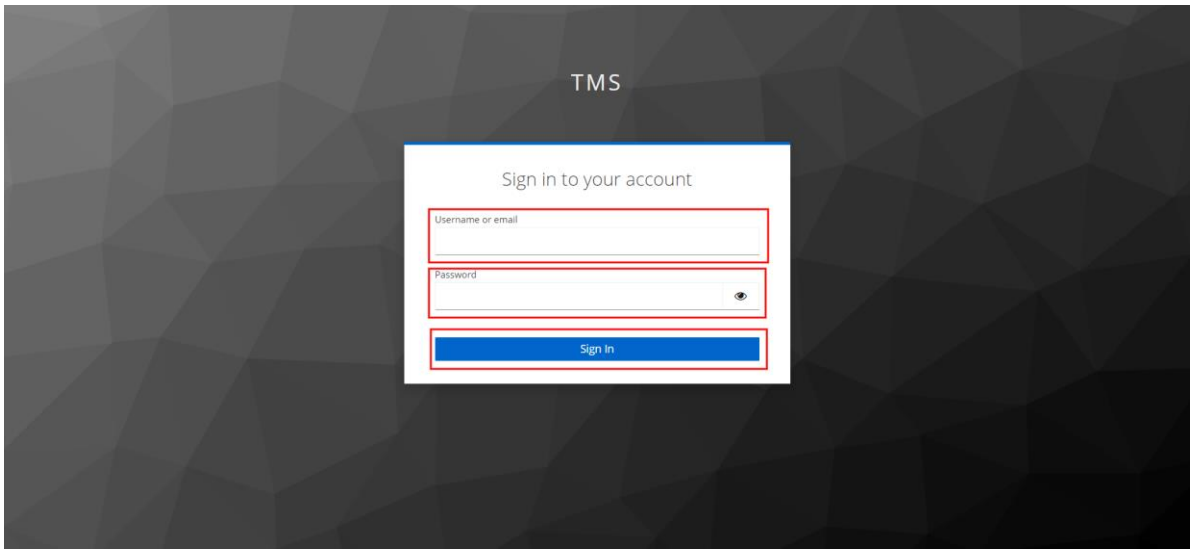
1.Log in and out

Login process, follow these steps:

1. Open the URL **"https://www.dspreadser.net:9010"** in the browser, and the following is the login screen:



2. Fill in the login information:

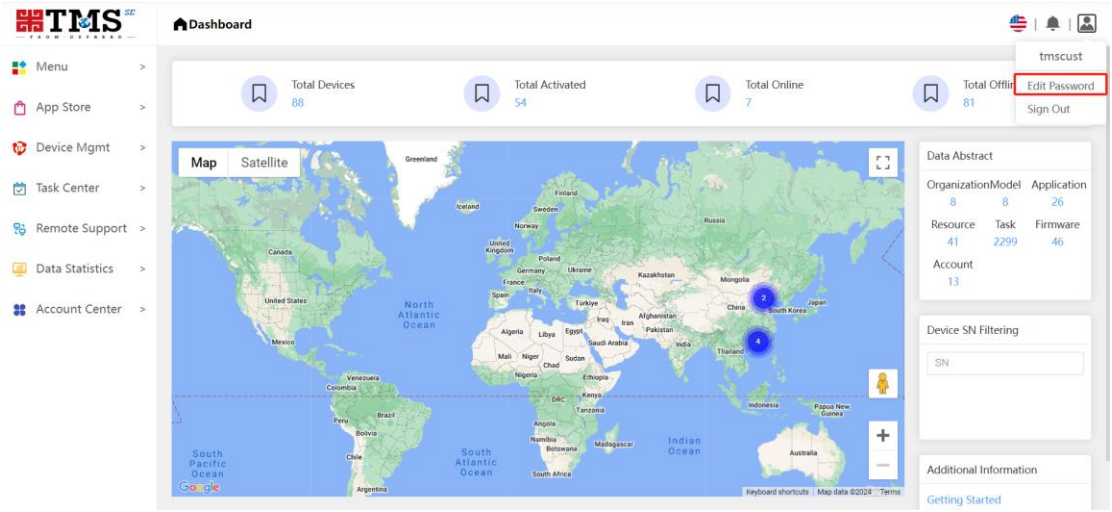
Follow the prompts to enter your account password (the account may be a username or email address).

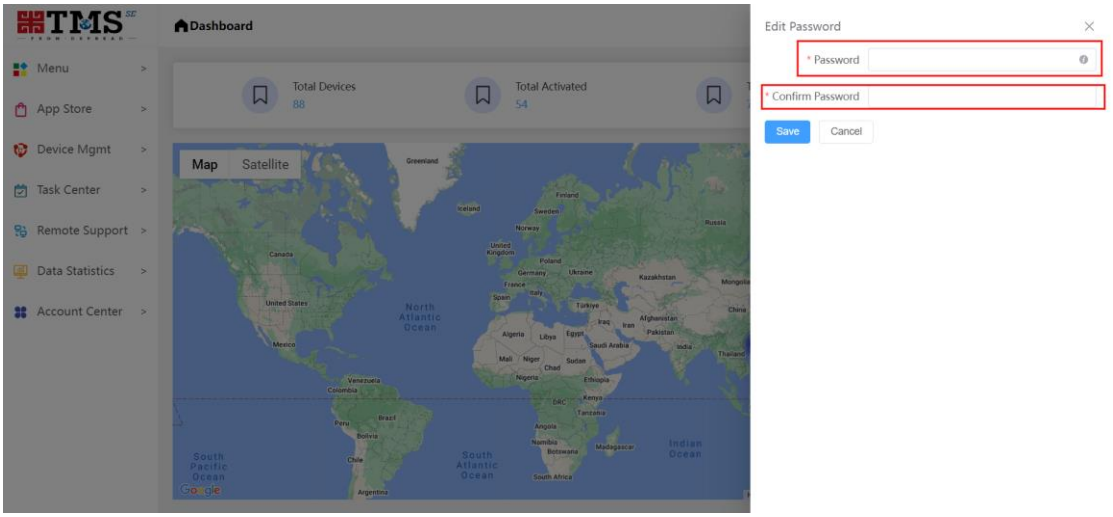
3. Authenticate Login:

Click the "Sign in" button.

Note: After logging in to this system, it will be automatically offline within 24 hours

1.1 Change password



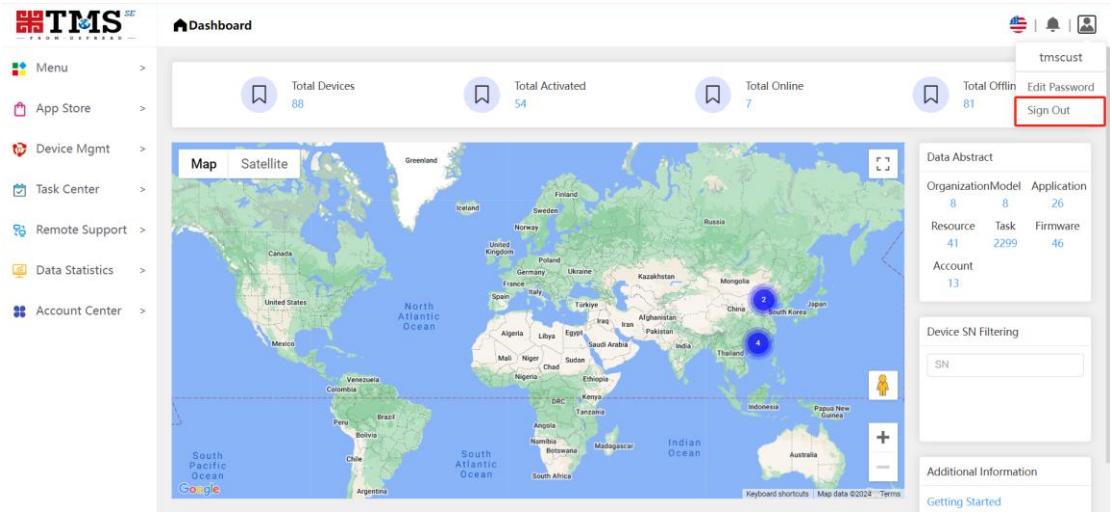


1. After logging in successfully, find the icon in the upper right corner of the Home , click the "Edit Password" option, and enter the password change interface:

- Enter the "New Password" you set
- Re-enter the "New Password" you set

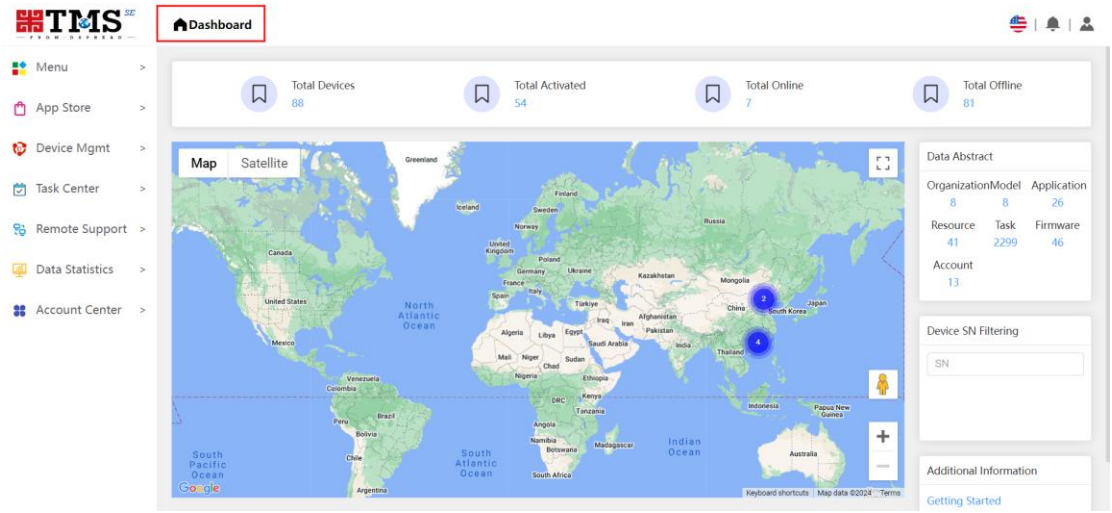
2. Click "Save".

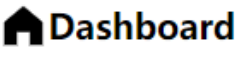
1.2 Sign out



After logging in successfully, find the personal center in the upper right corner of the Home and click the "Sign out" option to log out of the system.

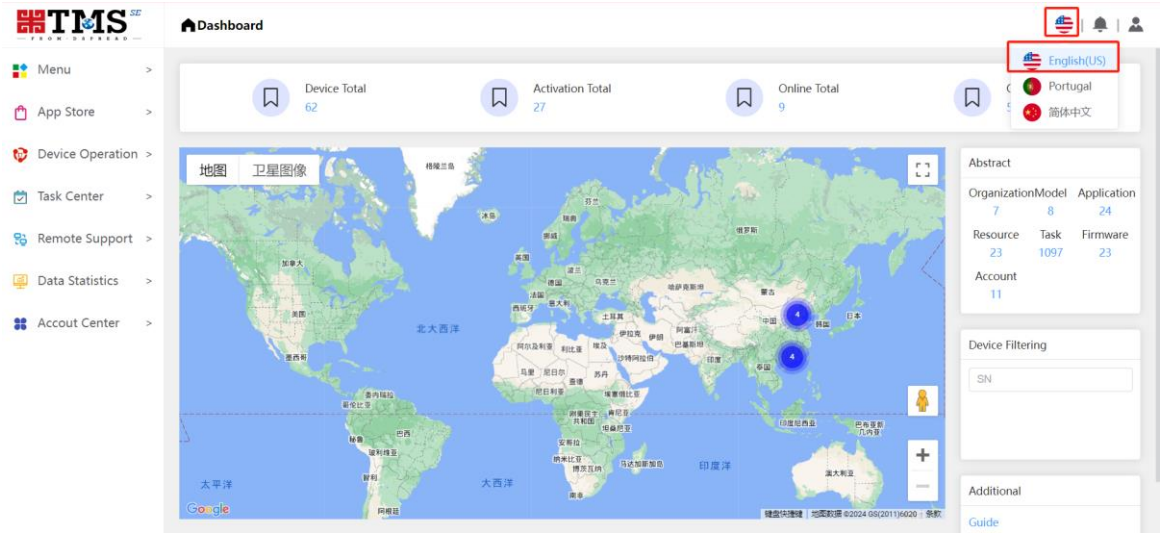
2.Workbench (Home)



Click on the upper left corner 

of the Home to enter the system workbench (Home), where you can view device statistics, data summary, quick device filtering, additional information, device positioning and other information.

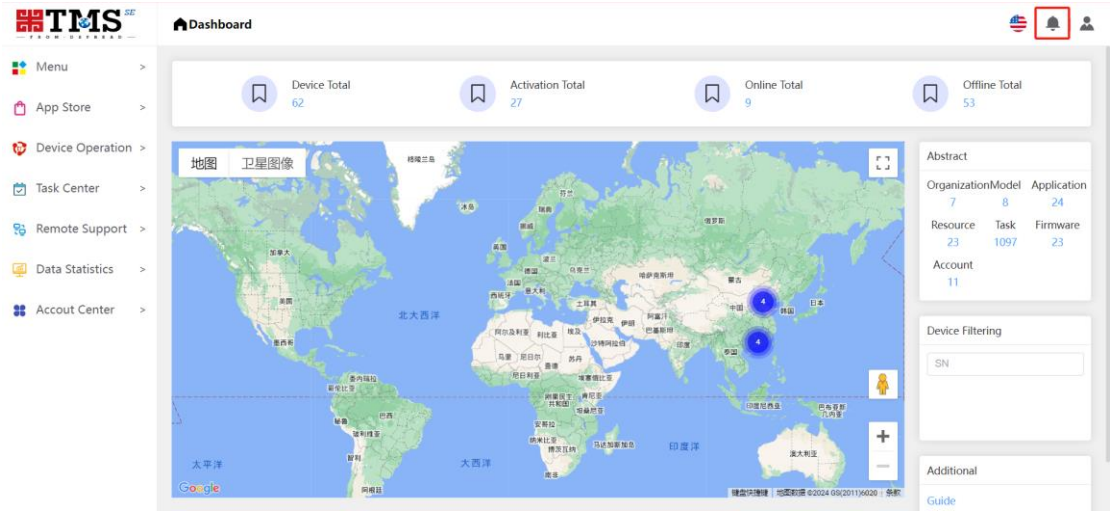
2.1 Language switching

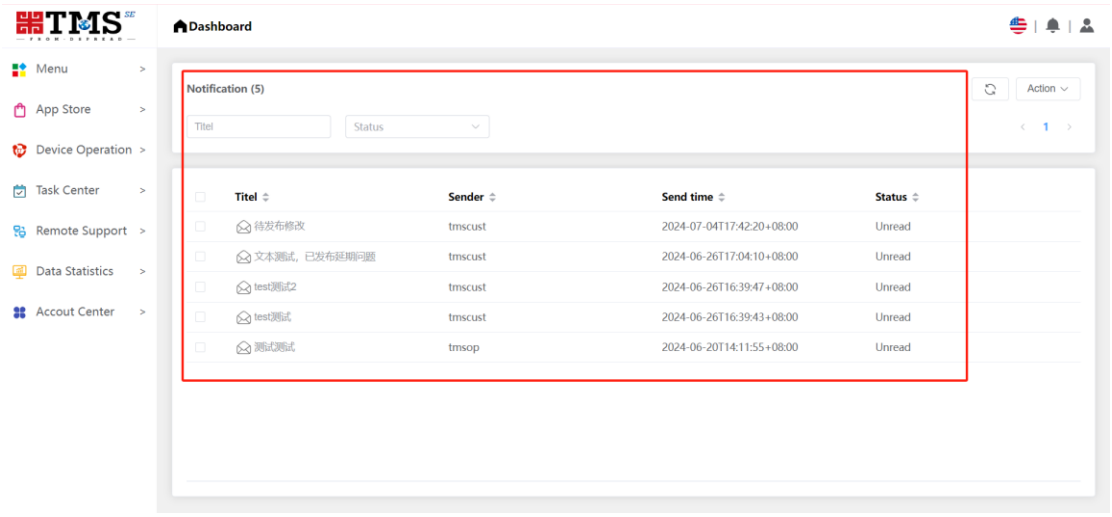


1. After logging in successfully, click the switch language icon in the upper right corner of the Home to enter the switch language drop-down box

2. Select the language type you want to switch

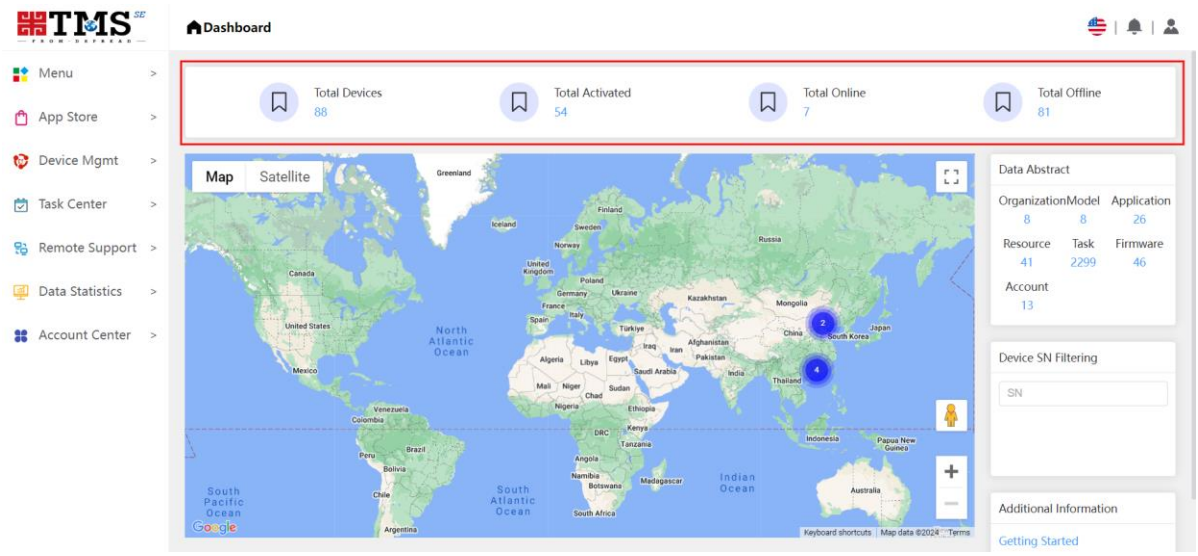
2.2. System notifications





Click the icon in the upper right corner of the Home to enter the system notification interface, where you can view notifications sent by other organizations.

2.3 Device statistics



This page displays the device statistics, and you can click on the number under the corresponding module to jump to the corresponding module, the following fields are introduced:

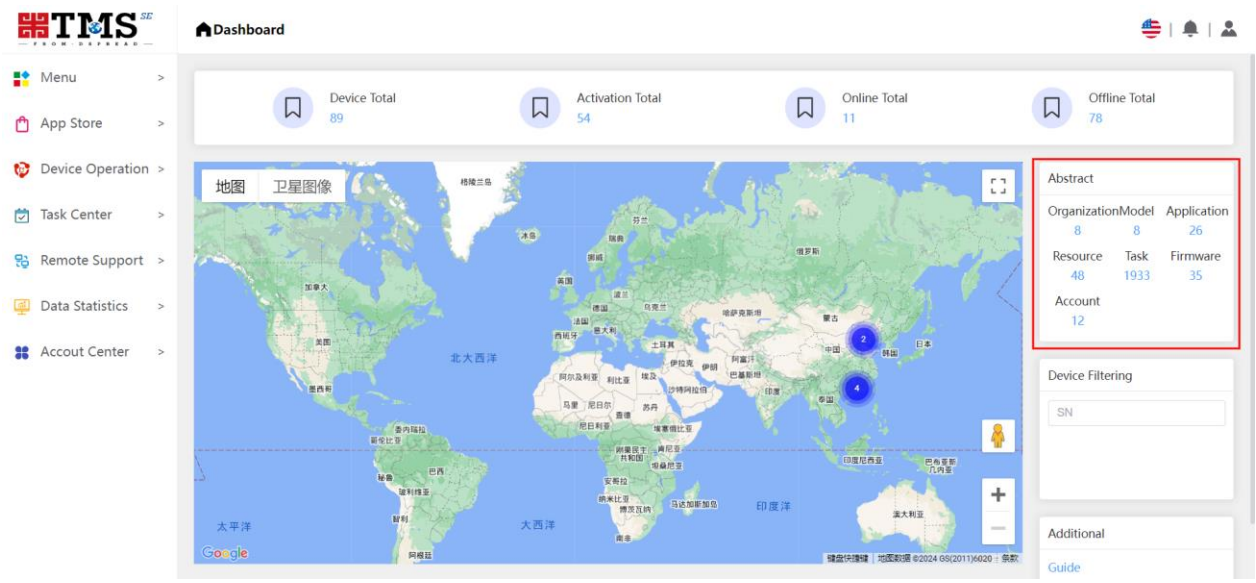
Total Number of Devices: All devices that have been successfully entered in the system.

Activated devices: These devices have been successfully entered in the system and have been successfully connected to the Internet to achieve function activation.

Online devices: These devices have completed the system registration process and have been successfully connected to the Internet, and the connected network is currently online, allowing for interaction and data synchronization.

Offline devices: Although these devices have completed system entry and have been successfully connected to the Internet, they are not currently connected to the network and are offline and cannot interact and synchronize data.

2.4 Data Summary



This page displays the total number of accounts, resources, and tasks under the current organization, and you can click the number under the corresponding data summary to enter the corresponding module, and the fields are described as follows:

Organizations: Statistics on all sub-organizations under the current organization

Models: Collects statistics on all models in the current organization

Applications: Statistics on all applications in the current organization and its sub-organizations

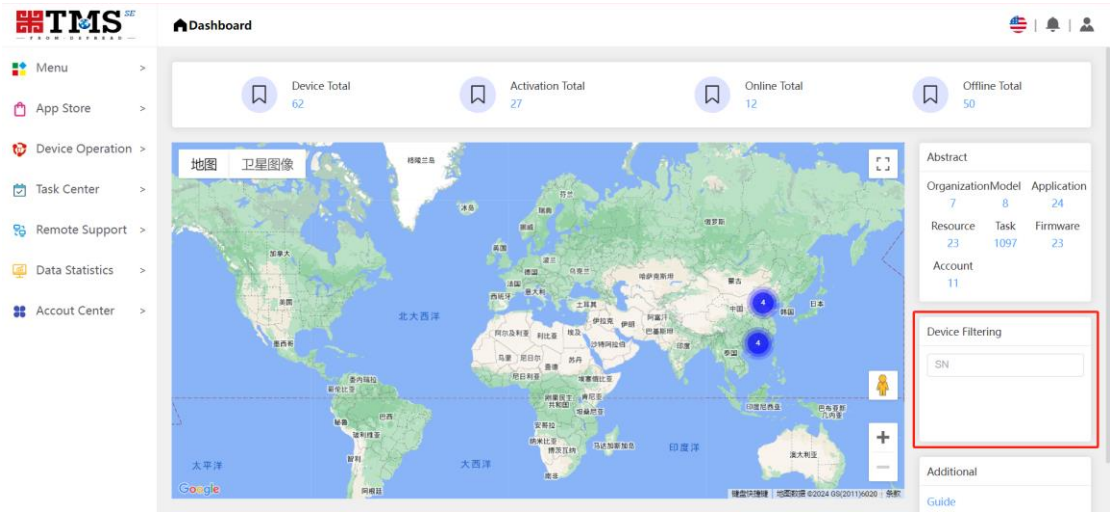
Resources: Collects statistics on all resources under the current organization and its sub-organizations

Tasks: Collects statistics on all tasks under the current organization and its sub-organizations

Firmwares: Collects statistics on all firmware under the current organization and its sub-organizations

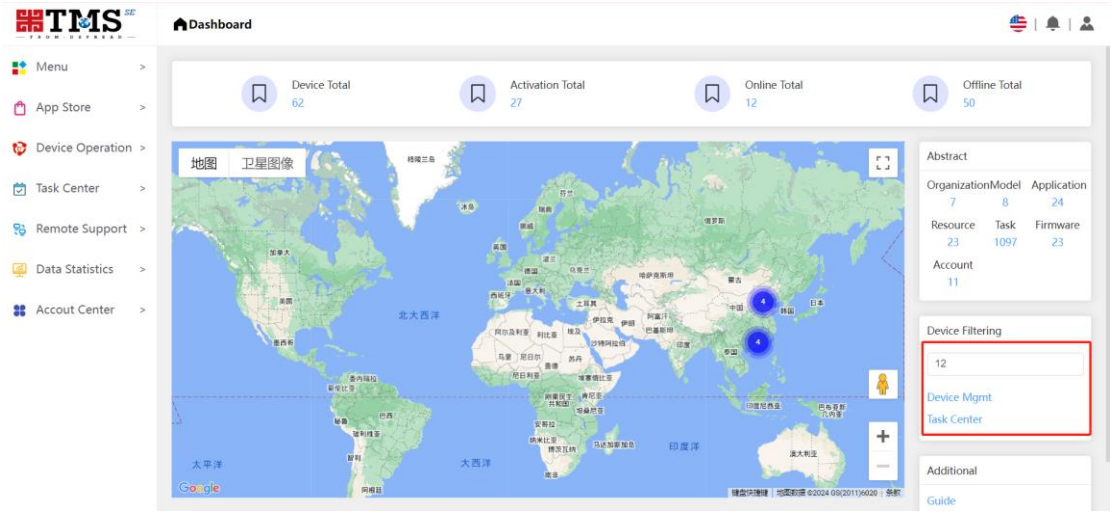
Accounts: Collects statistics on all accounts of the current organization and its sub-organizations

2.5 Quick device screening

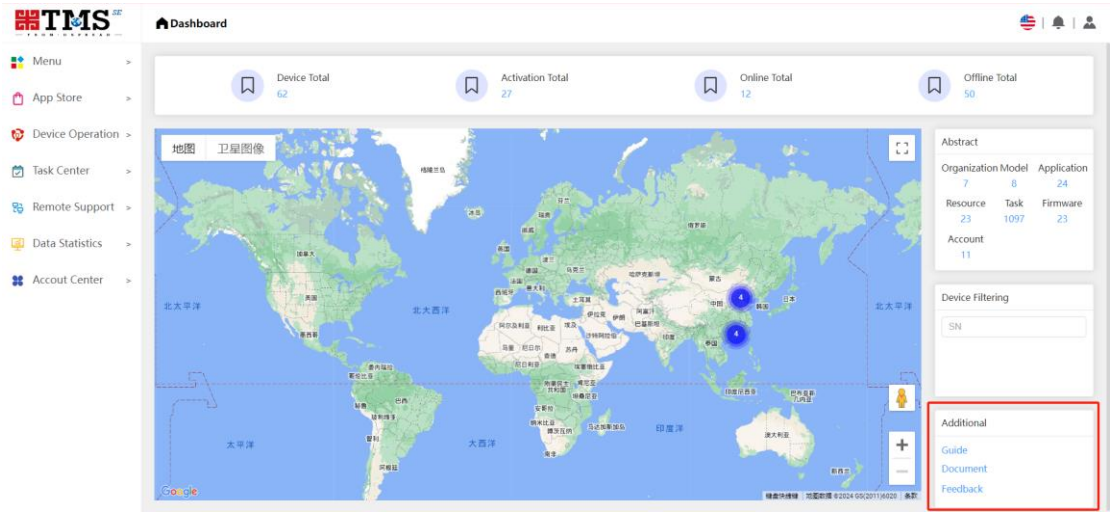


This page allows you to quickly locate the location of the device number you need to search for and check its status:

- Enter the device number you want to query.
- Click the Enter key and the "Device Management" and "Task Center" buttons will appear.
- Click the "Device Management" button, the page will jump to the device management and search for the device number, so that you can find the device more conveniently and quickly.
- Click the "Task Center" button, the page will jump to the task center and search for the device number, so that you can quickly view the tasks and historical tasks that the device is currently pushing.



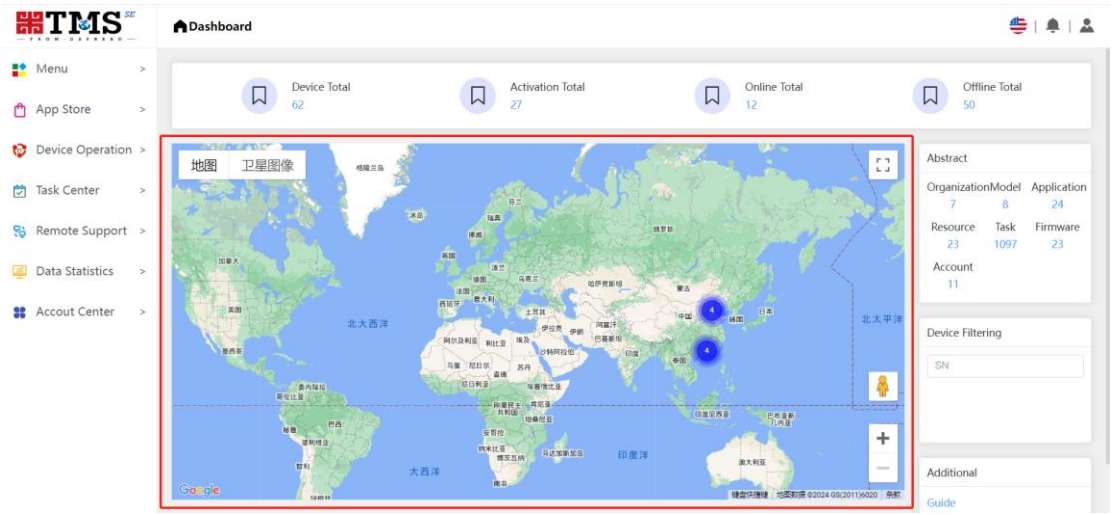
2.6 Additional Information



The additional information includes three buttons: Getting Started, Documentation, and Feedback, which respectively indicate:

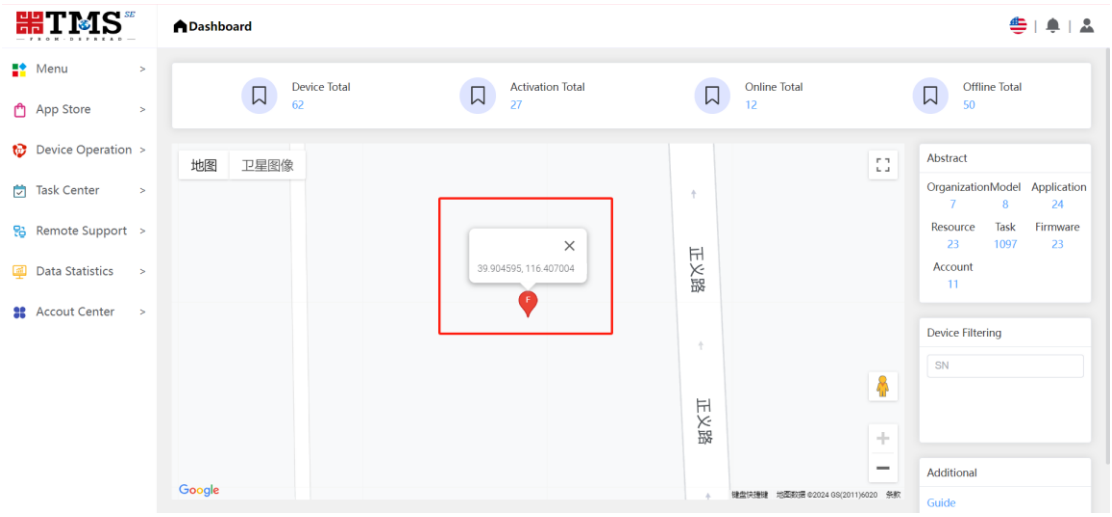
- **Getting Started**: Instructions on how to use the system.
- **Documentation**: This is the user manual of the system, which will include all the module information and how to use the system.
- **Feedback**: Various problems encountered in using this system can be reported through this button.

2.7 Devices Distributed

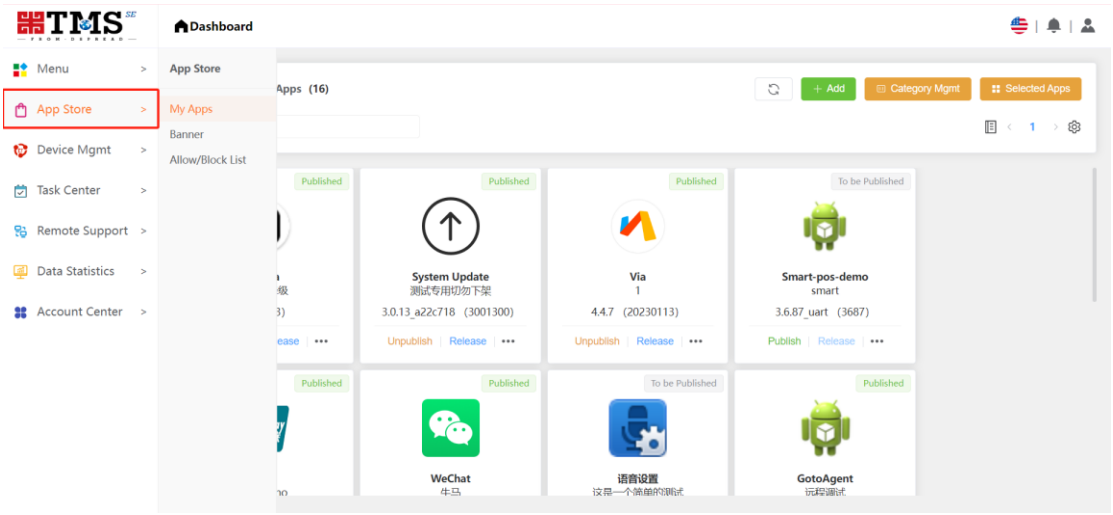


The map will show the geographical location of the device under the current mechanism by longitude and latitude. With a mouse click

, the specific location information will be displayed.



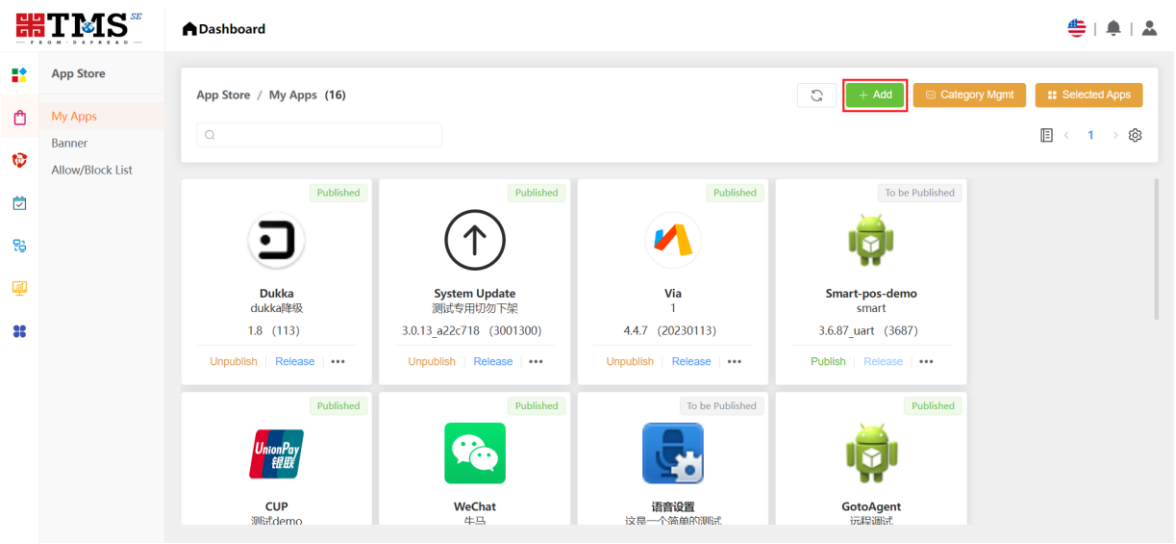
3.App Store

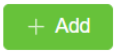


Click the 【APP Store】 -> 【My Apps】 button on the left menu bar to enter the app store.

3.1 My Apps

3.1.1 New applications



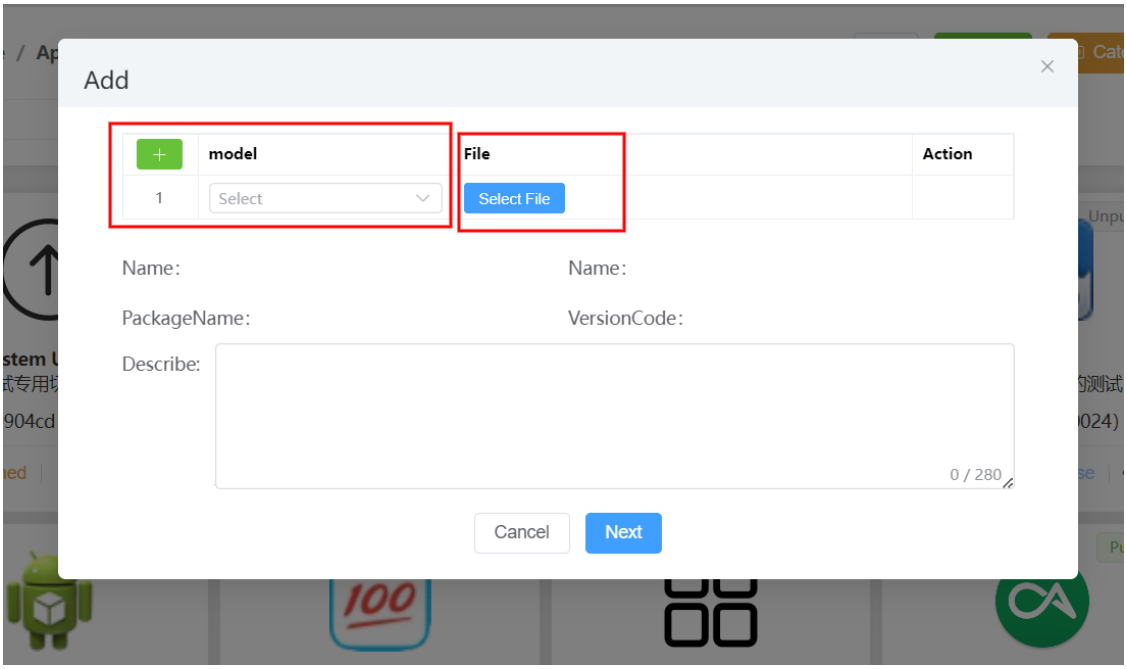
1. Click the new icon at the top right of the 【My Apps】 interface 

to start the process of creating a new application.

a. If the new app is already owned by the current app store, you only need to fill in the following information:

- Select *Model from the Model drop-down list.
- Upload the "*Installation Package" of the application (the installation package is in APK format).
- Enter Update Instructions
- The backend will automatically parse the application name, version name, application package name, and version number of the APK package.

Note: Fields with * are required.

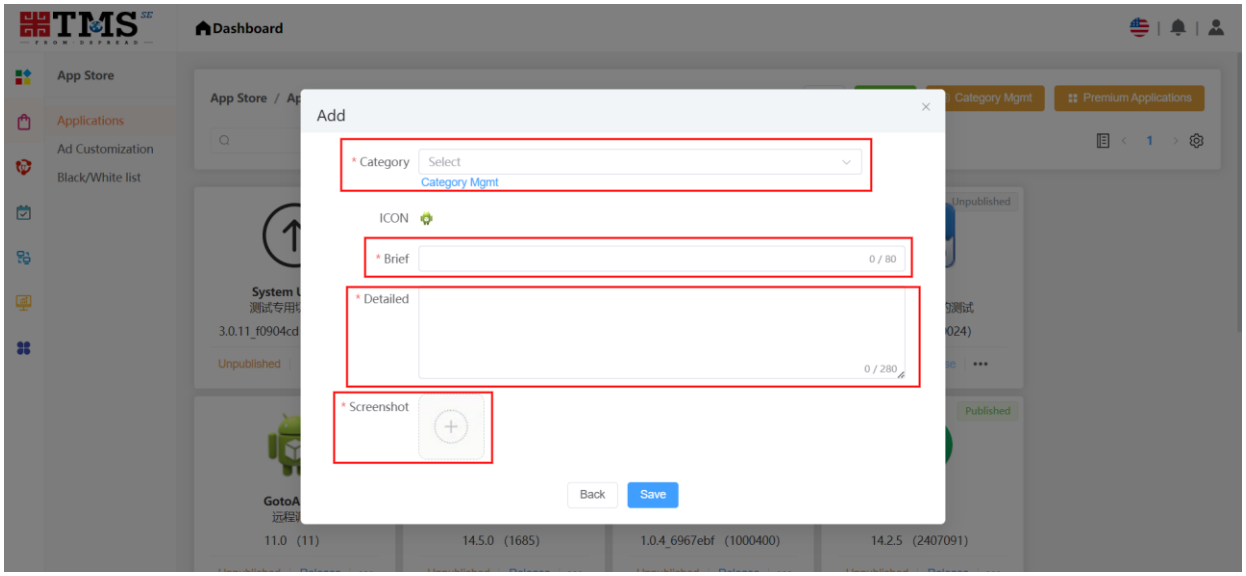


2. After filling in all the information in the above fields, you can click "Next" at the bottom to complete the addition.

b. If the new app does not exist in the current app store, you will need to fill in the following information after clicking the "Next" button in the front:

- Use the Category drop-down box to select the existing "*Category" (up to 10 categories) under the organization
- Enter About
- Enter *Detailed
- Upload *Screenshot (the resolution must be 480 x 800 or 800 x 480 and the size must be less than 1 MB).

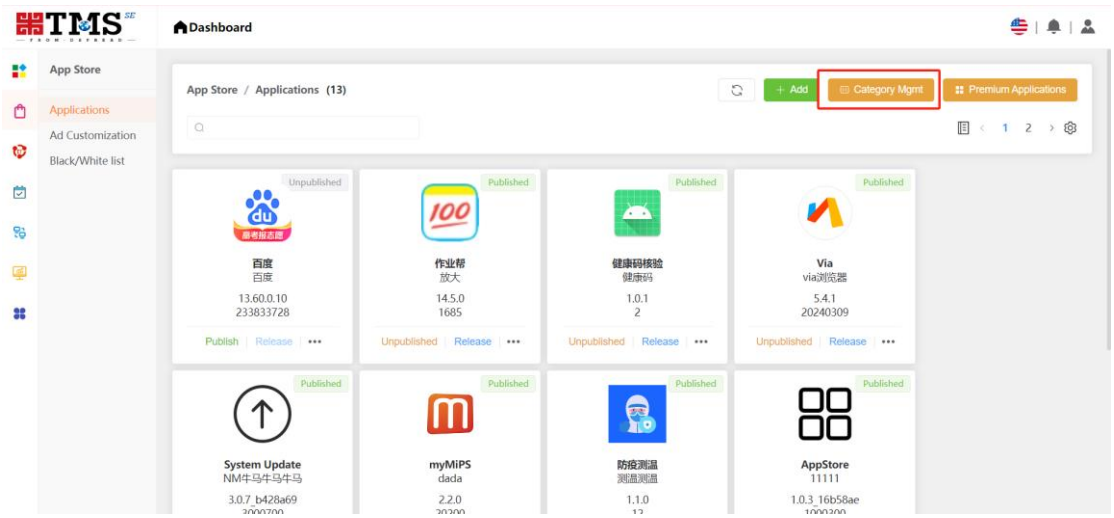
Note: Fields with * are required.

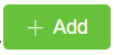


3.1.2. Category Management

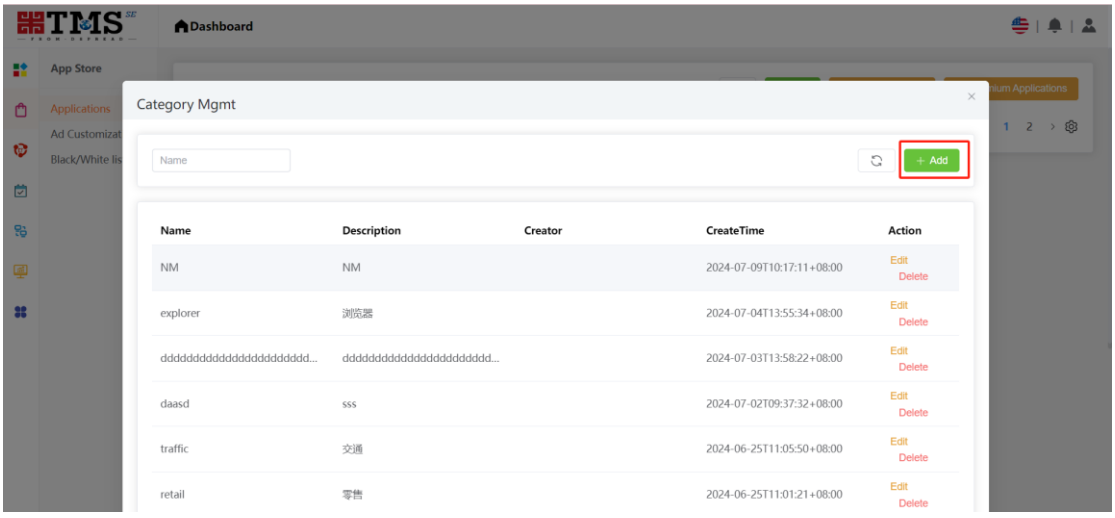
1. Click the yellow button "Category Mgmt" at the top right

of the page to enter the category management page



2. Click the "Add" button in the upper right corner of the category management pop-up window 

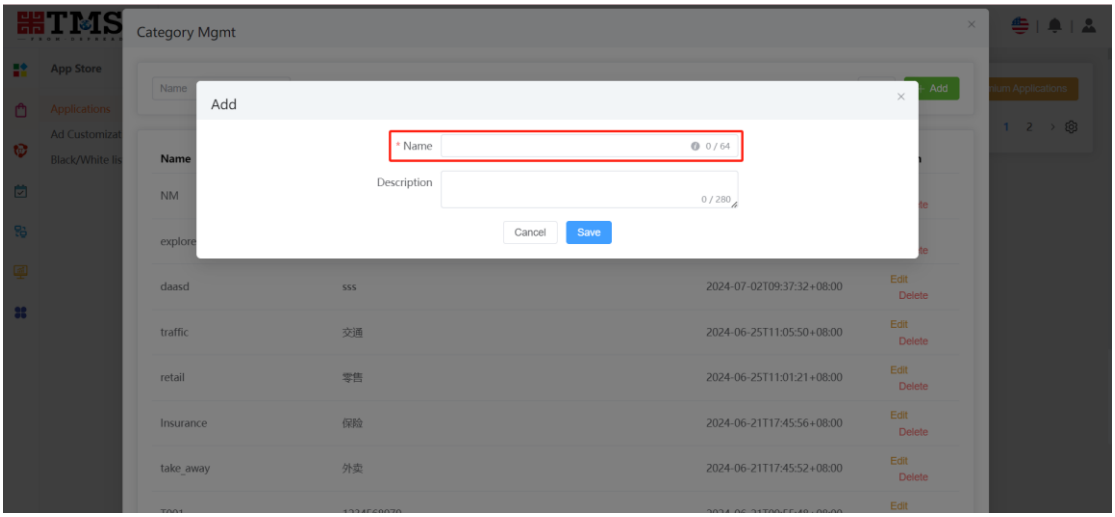
to add a category (there can be a maximum of 10 categories).



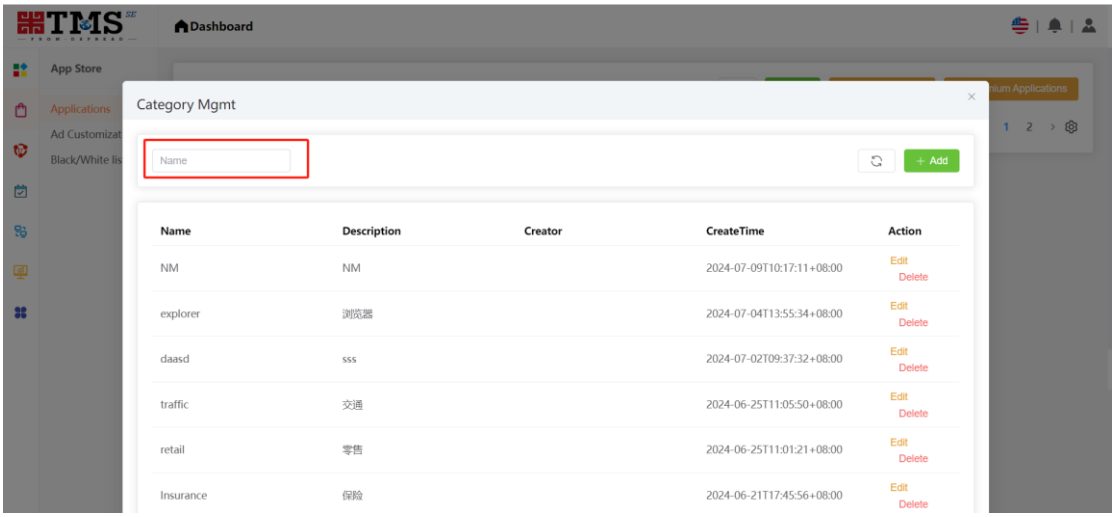
3. On the page to add a category, fill in the following information:

- Enter *Classification Name
- Enter a Classification Description

Note: Fields with * are required.



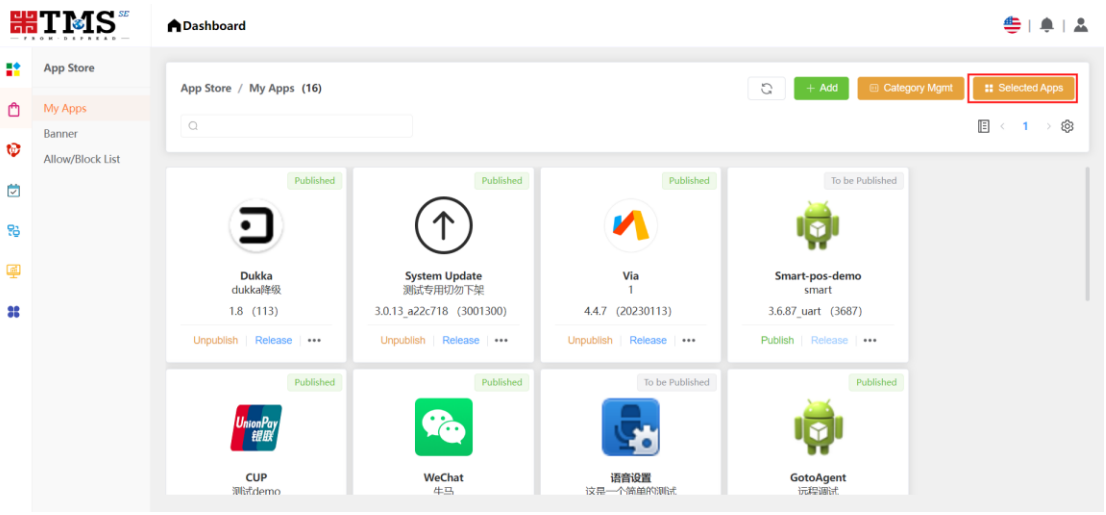
4. Click "Save".
5. You can also search by entering a category name in the category name search box



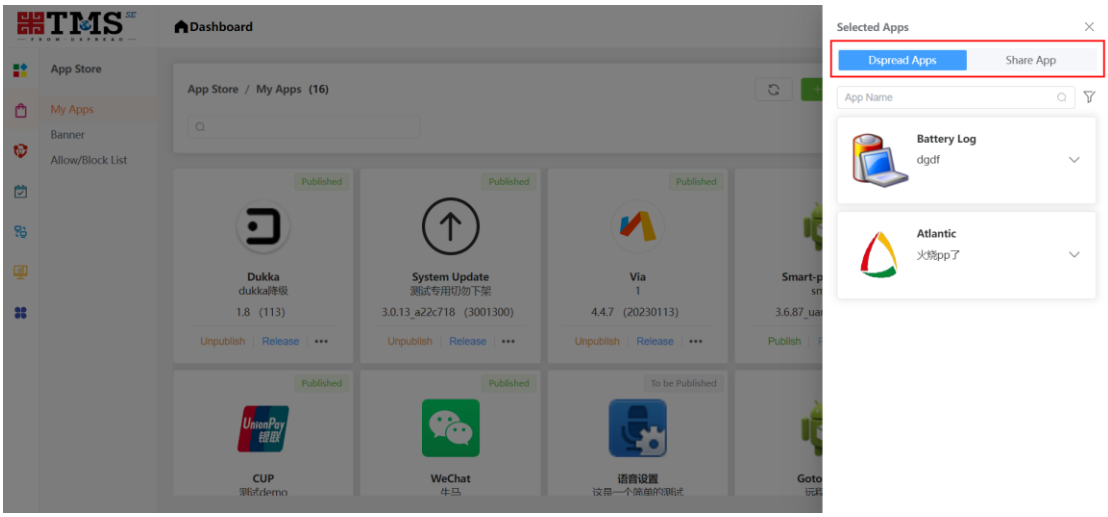
3.1.3. Boutique applications

1. Click the "Selected Apps" icon

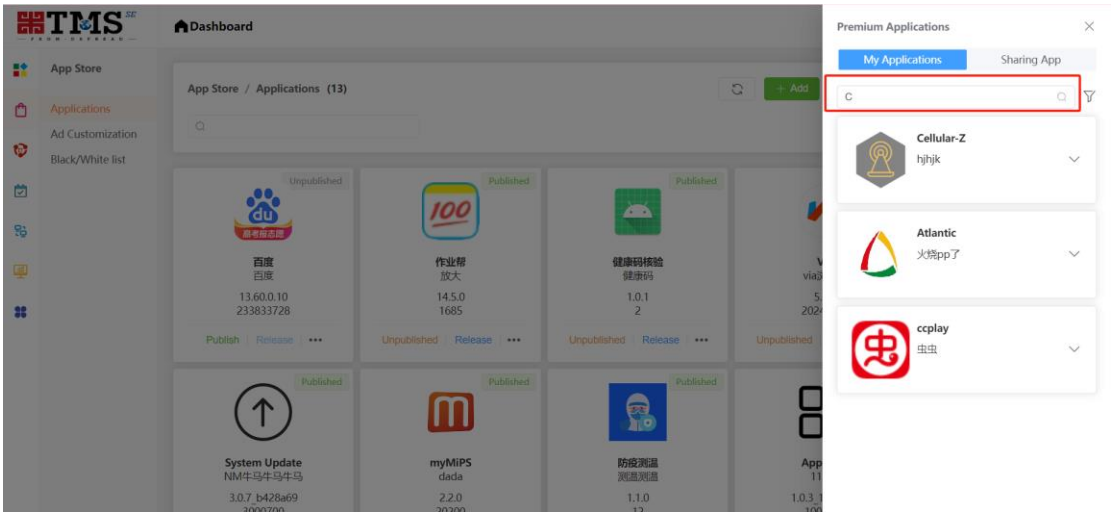
at the top right of the interface



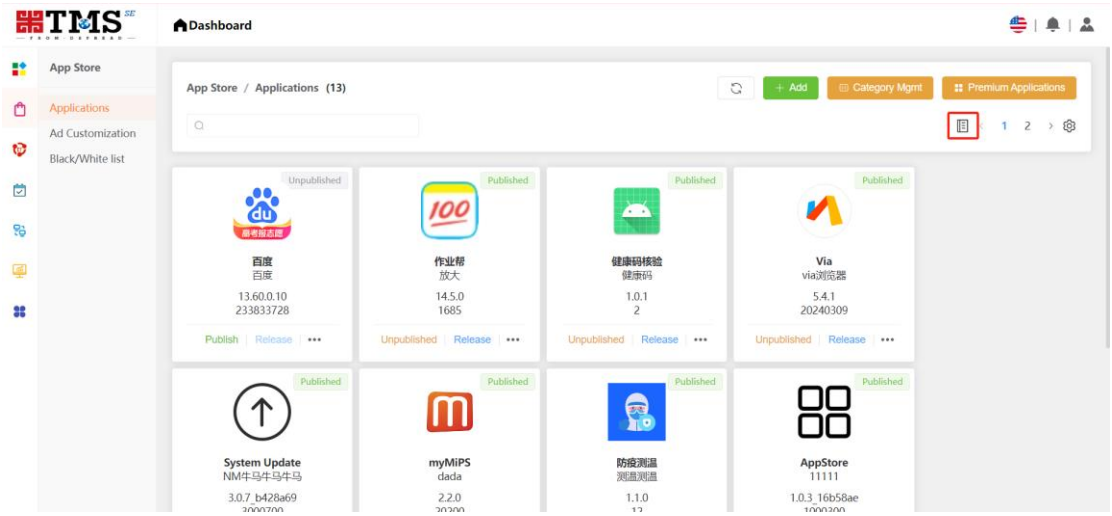
2. In the pop-up window, you can add the Dspread Apps application uploaded by Dspread for the current app store through the button, or you can Share App add the application shared by the parent organization through the button.



3. You can enter the app you want to search for in the search box that comes with the window.

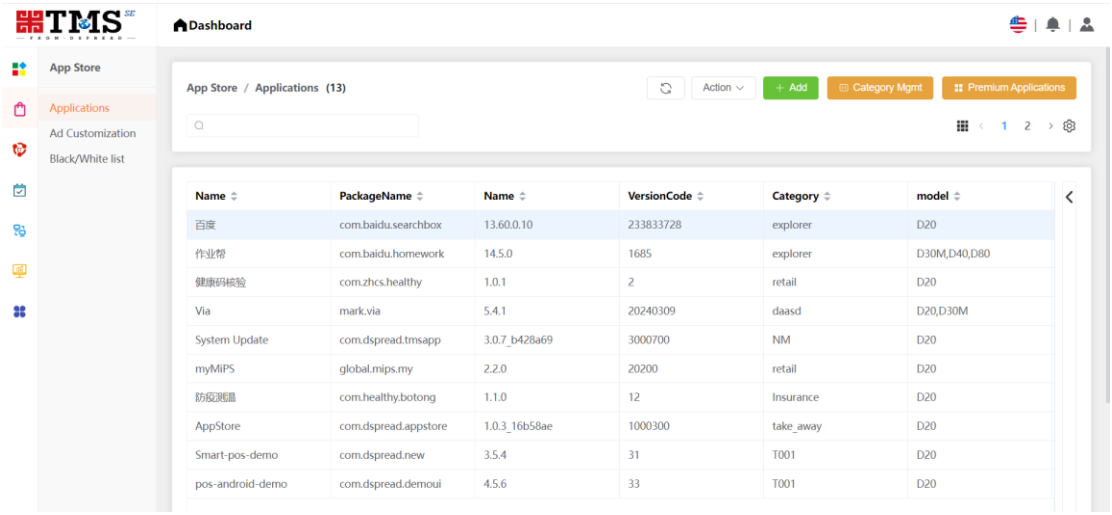


3.1.4 List Mode



1. When you first enter the app store, the display mode defaults to card mode.

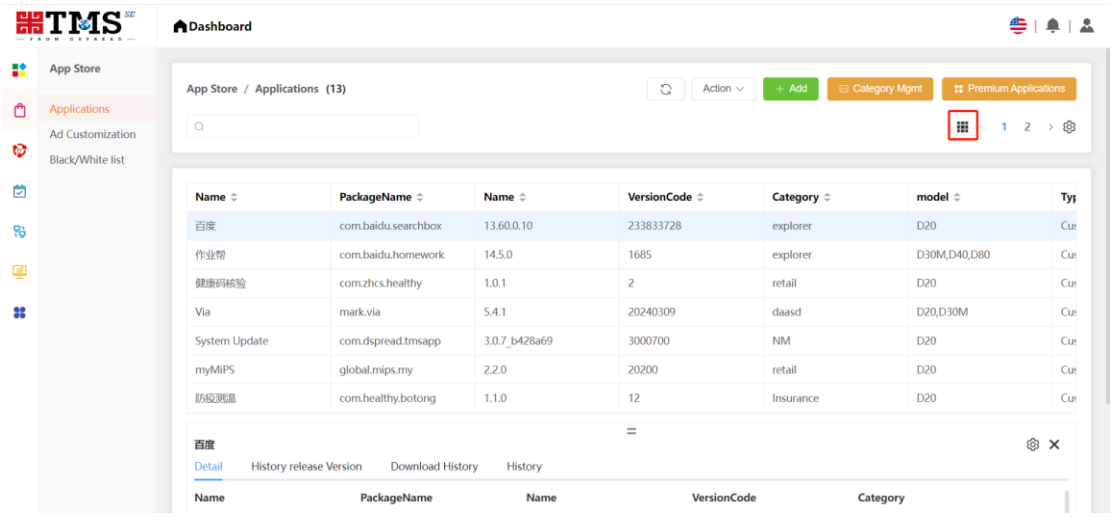
2. Find the icon in the upper right position of the page in card mode , and click it to enter the list mode, which is displayed as shown in the following figure



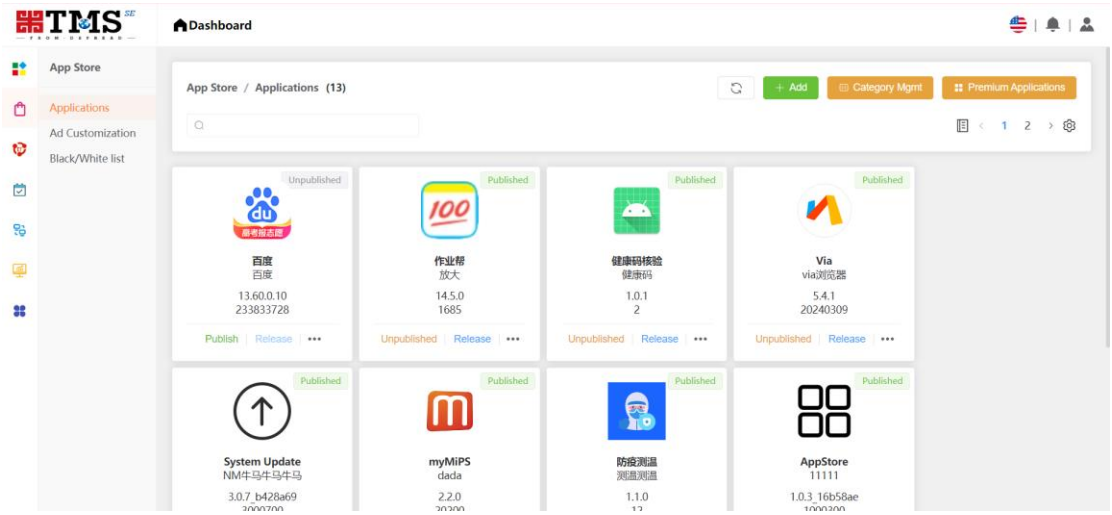
3. In the list mode, you can view the basic information of each application, including the application name, application package name, category, and model.

3.1.5 card mode

1. Find the icon in the upper right corner of the list mode page , and click it to enter the card mode.



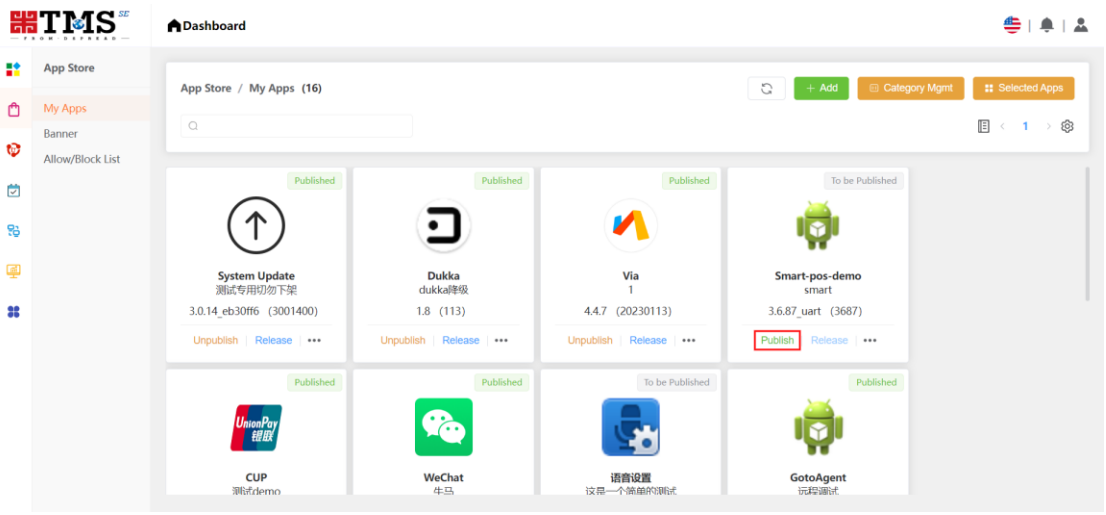
2. The card pattern is shown in the following figure:



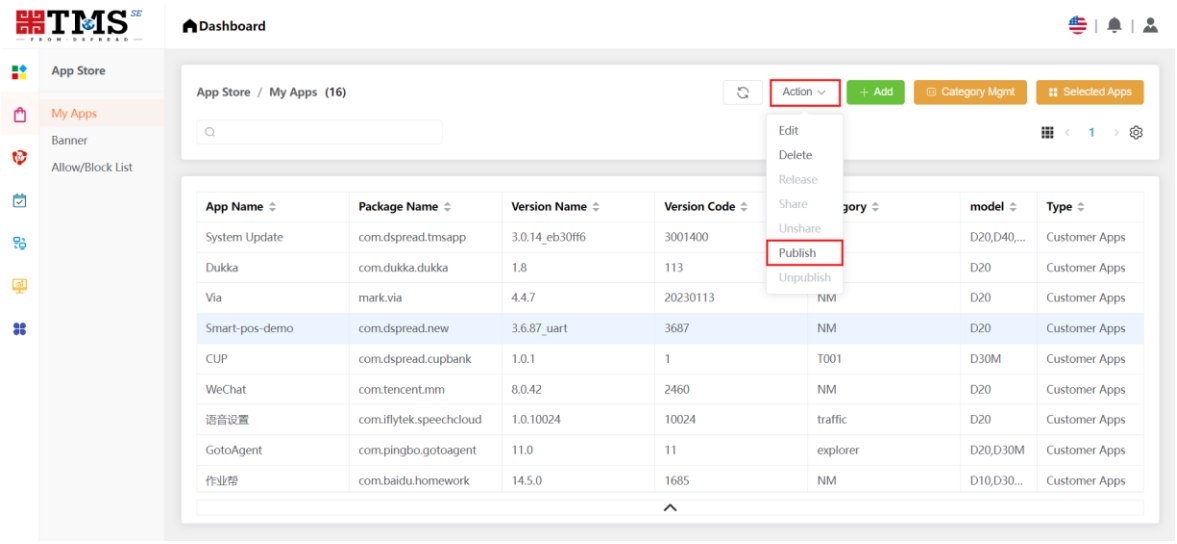
3. In card mode, you can see information such as the icon and version number of each app.

3.1.6 Listing Applications

1. **In card mode**, apps can be listed by clicking the "Publish" button in the bottom left corner of each app card.

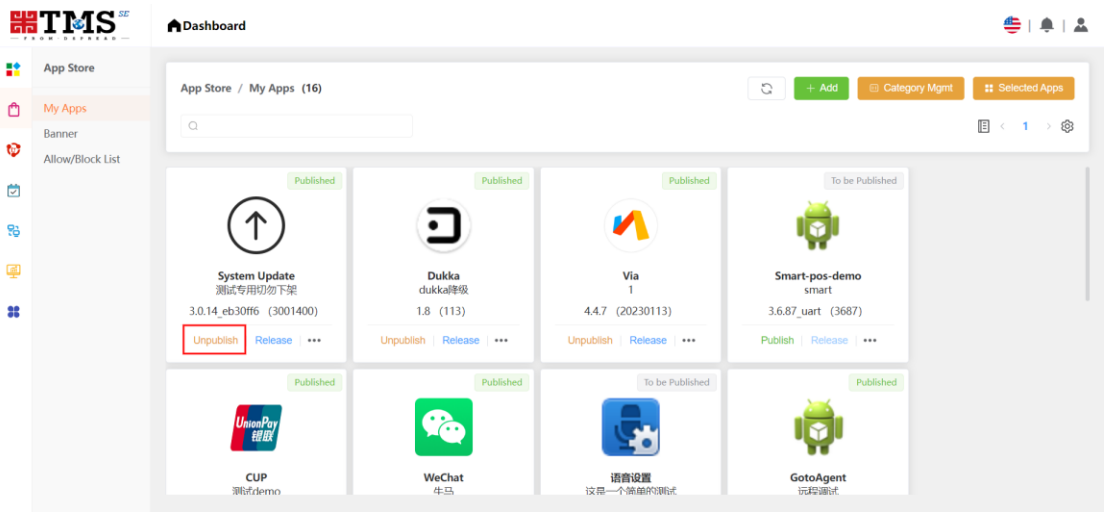


2. **In list mode**, you can use the "Publish" button under the "Action" button to list the shelves.

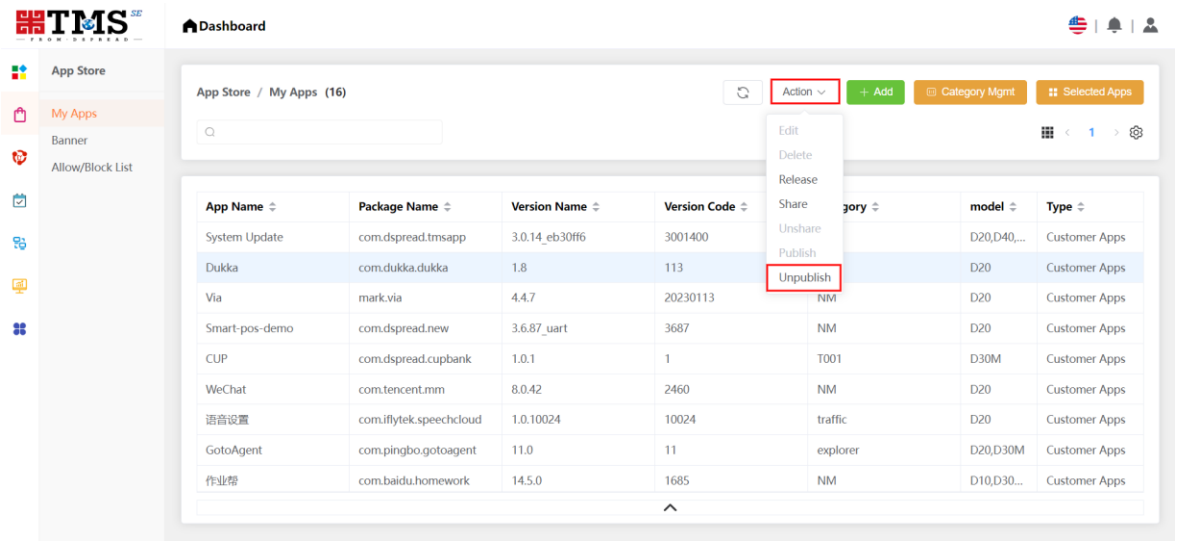


3.1.7 Removal of Applications

1. **In card mode**, you can use the "Unpublished" button to deactivate the app.

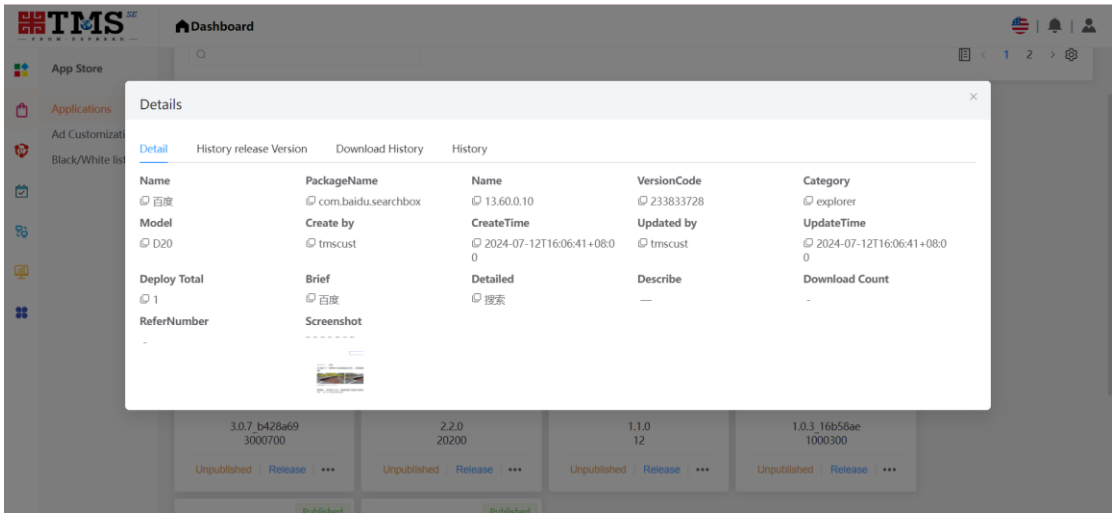


2. **In list mode**, you can use the UnPublished button under the Action button to remove the list.

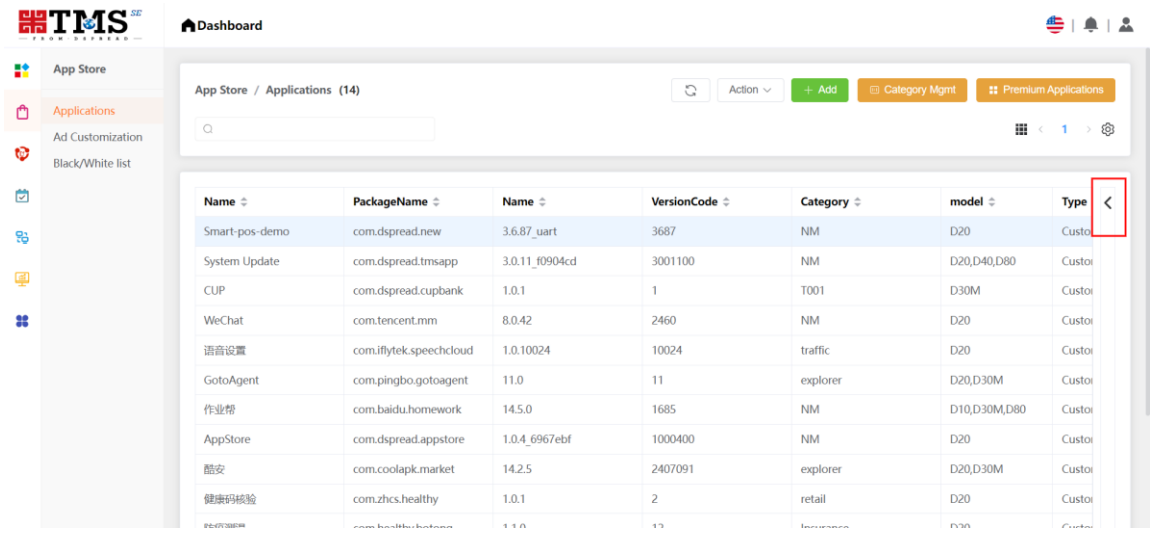


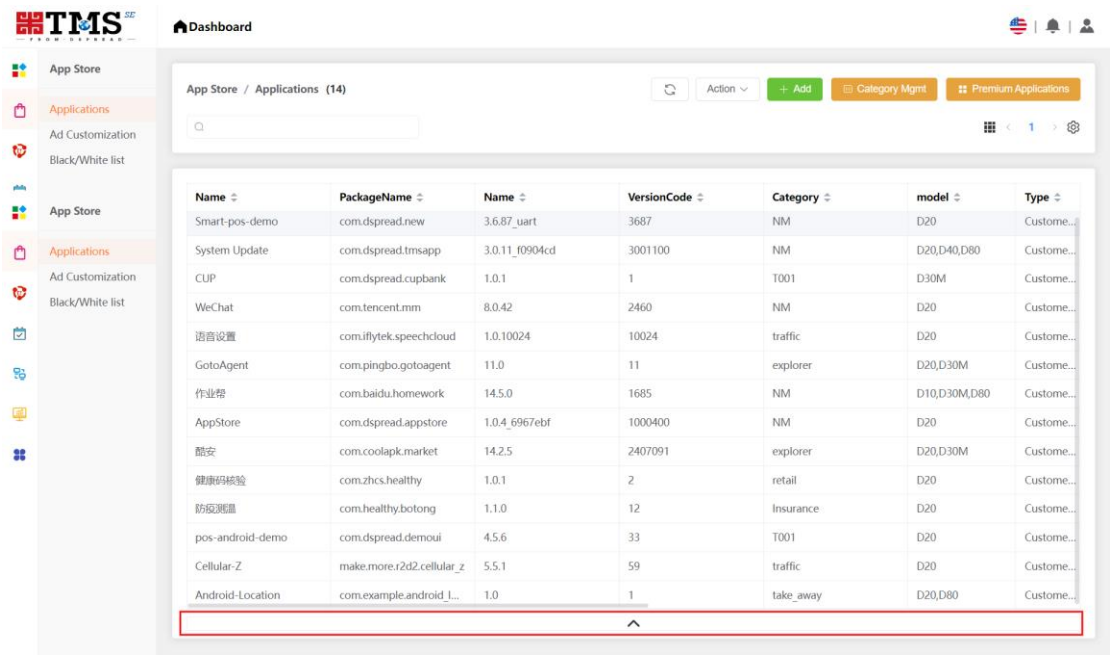
3.1.8 Details

1. In card mode, you can display the details of an app by tapping the app's icon.



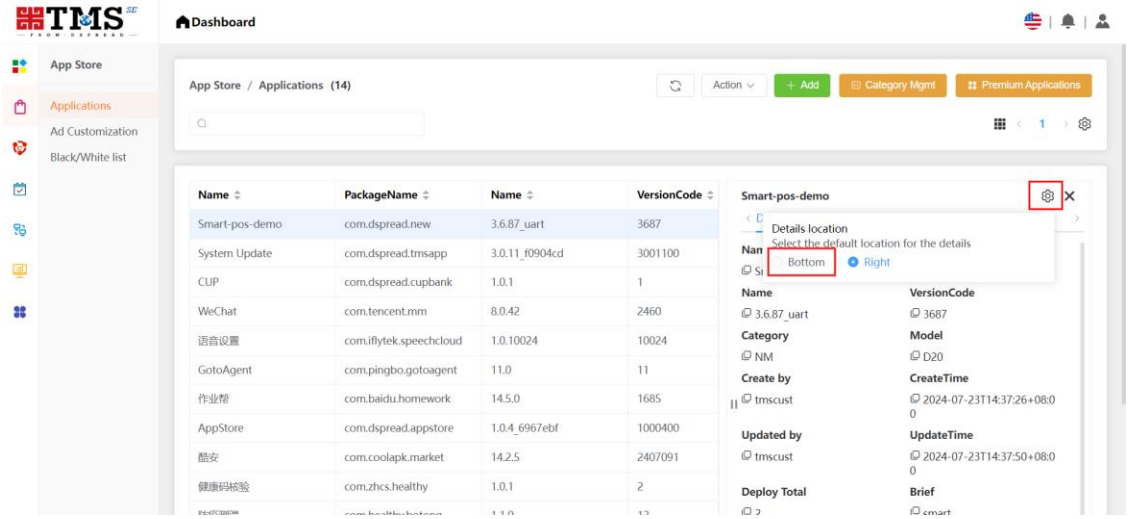
2. In the list mode, the basic information of each application is displayed directly, and the application details are displayed from the bottom by clicking the button on the right side of the page or the button at the bottom of the page .

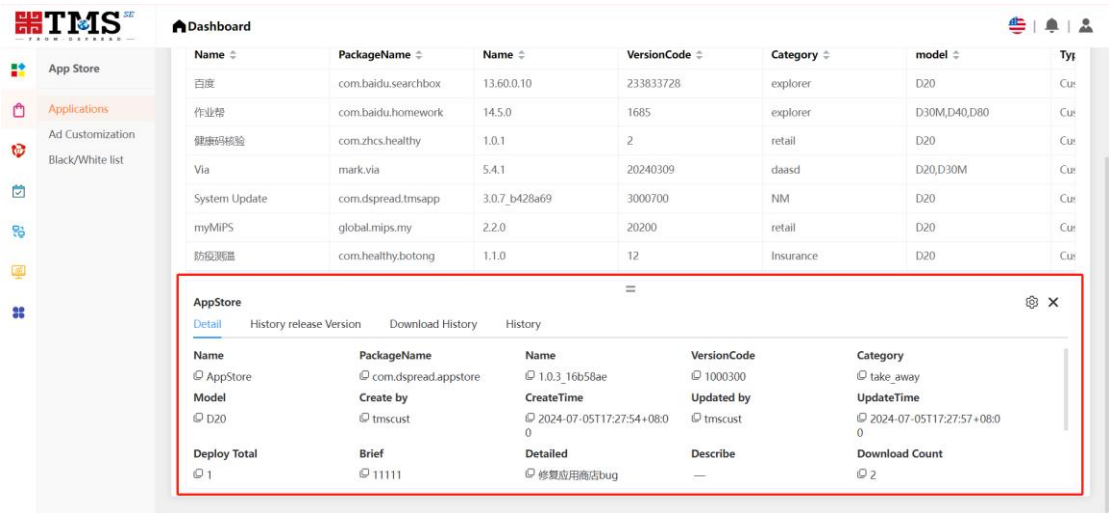




3. You can view the release history, download history, and tasks in the details area

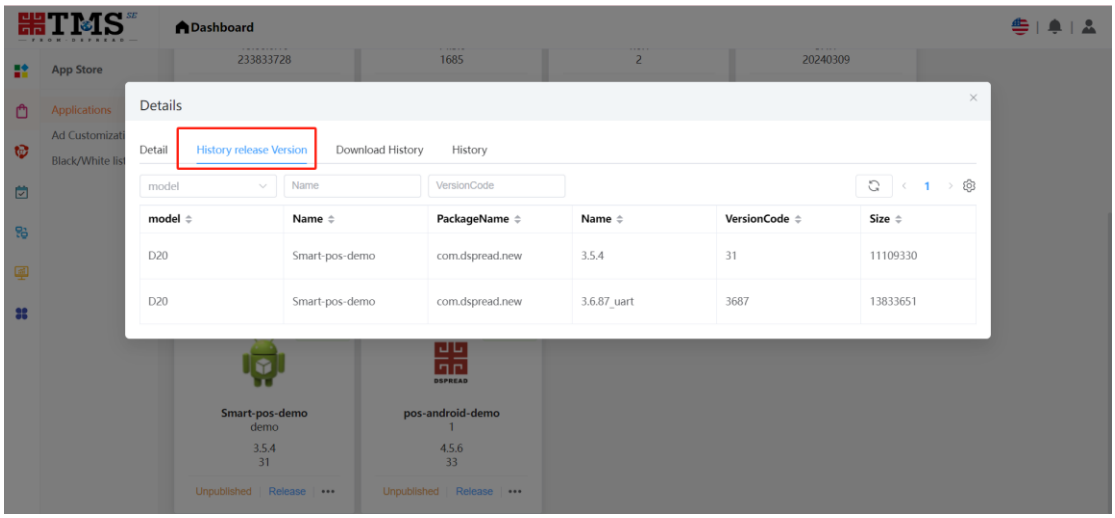
4. You can use the button in the details to move the details to the bottom, and then use the button at the bottom of the page to expand the details.





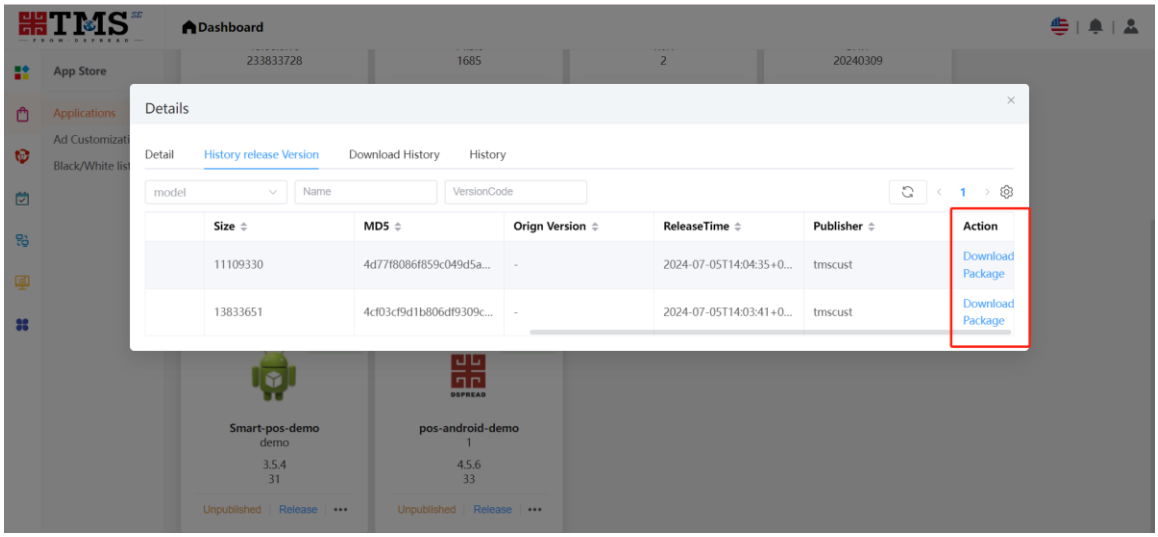
3.1.9 Historical release versions

1. Click “History release Version” in the details window to view and manipulate the release history.

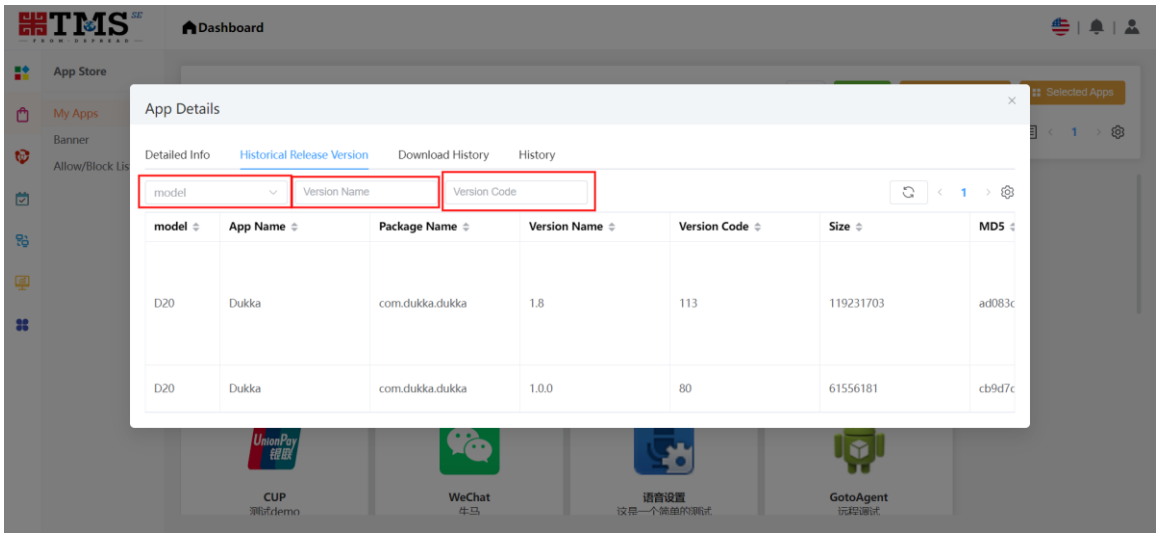


2. You can view information such as the model and application name supported by the application, and can also trace back to the creation history, size, publisher, and other information of the application.

3. On the far-right side of the page, you can download the various versions of the app package.

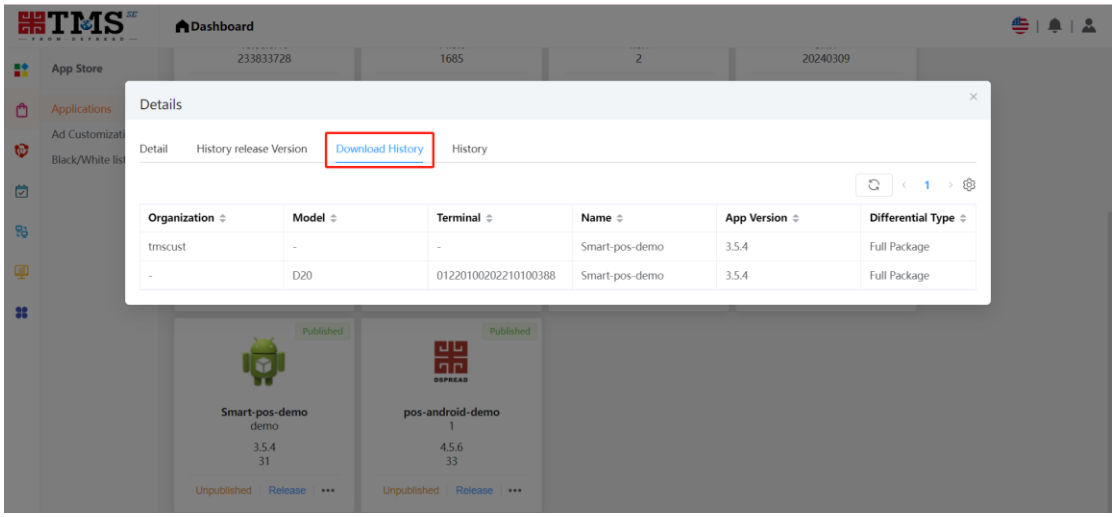


4. You can also search for the app using the search box.



3.1.10 historical download records

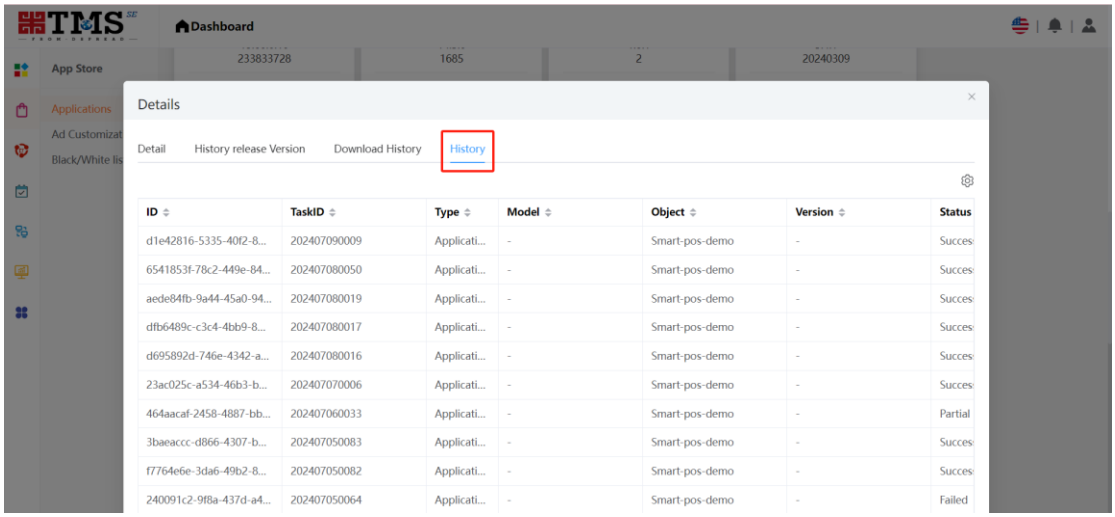
1. Click "Download History" under the details pop-up window to view the download history.



2. Historical download records will record the download records on the web and the download records of the device on the app store.

3.1.11 Historical Missions

1. Click "History" under the pop-up window of detailed information to view the historical tasks.

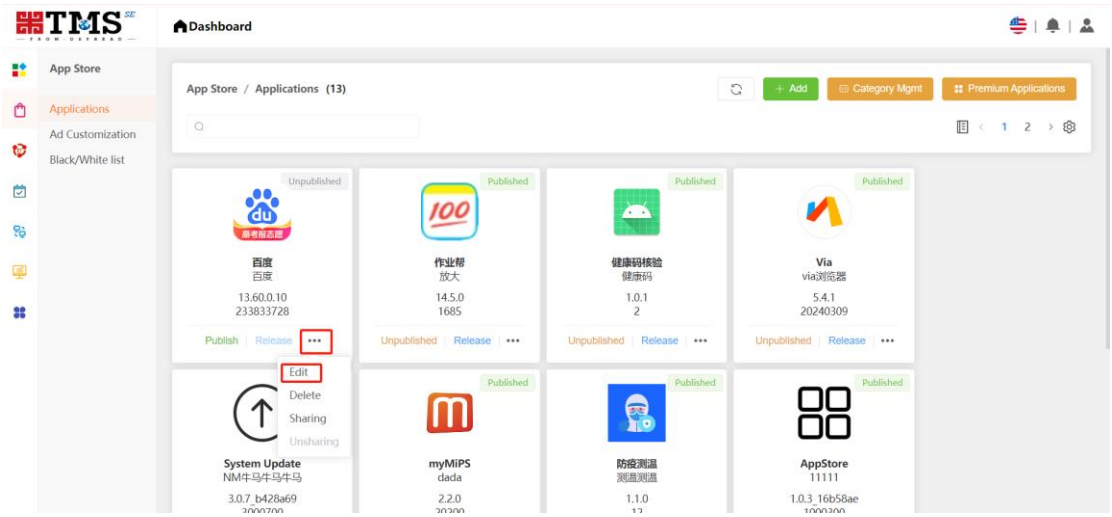


2. Historical tasks record all the tasks that have been pushed to the app in the task center, including the application name, task status, and push device ID.

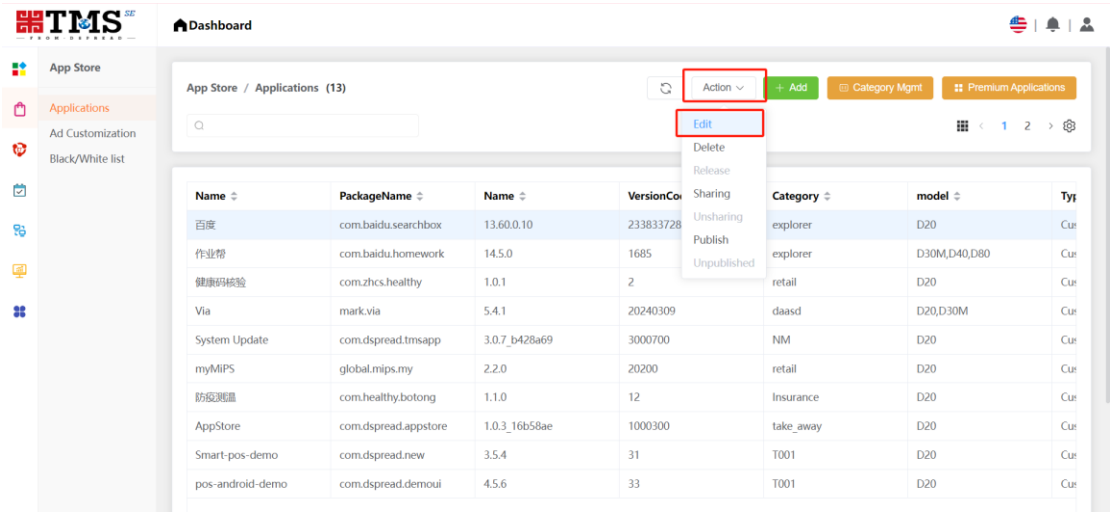
3.1.12 Modify the application

1. **Note:** The prerequisite for modifying an app is that the app is not listed.

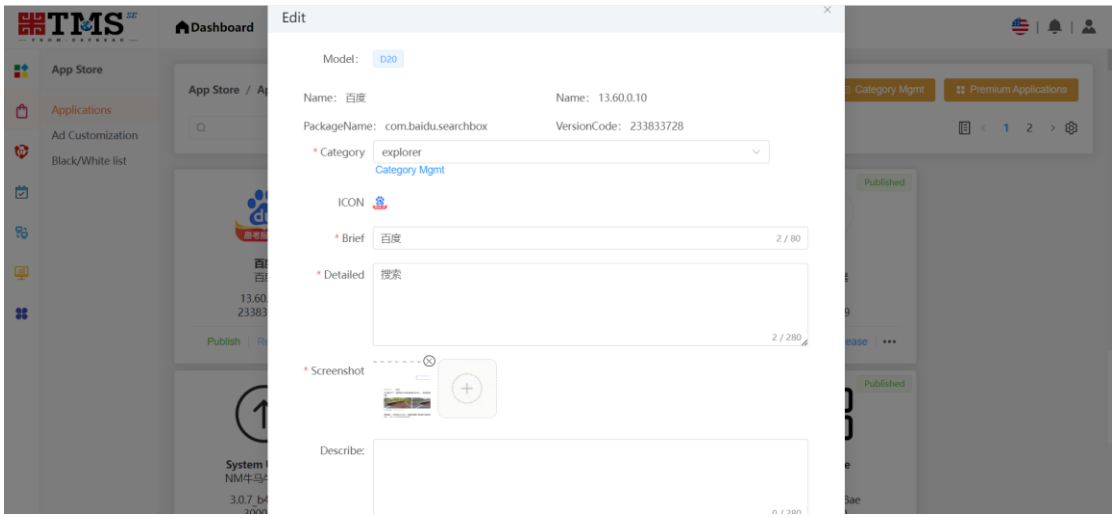
2. In card mode, click the button in the lower right corner of the app card ••• and select the "Edit" button to enter the Modify App page



3. In the list mode, click the "Edit" button under the "Action" button to enter the "Modify Application" page



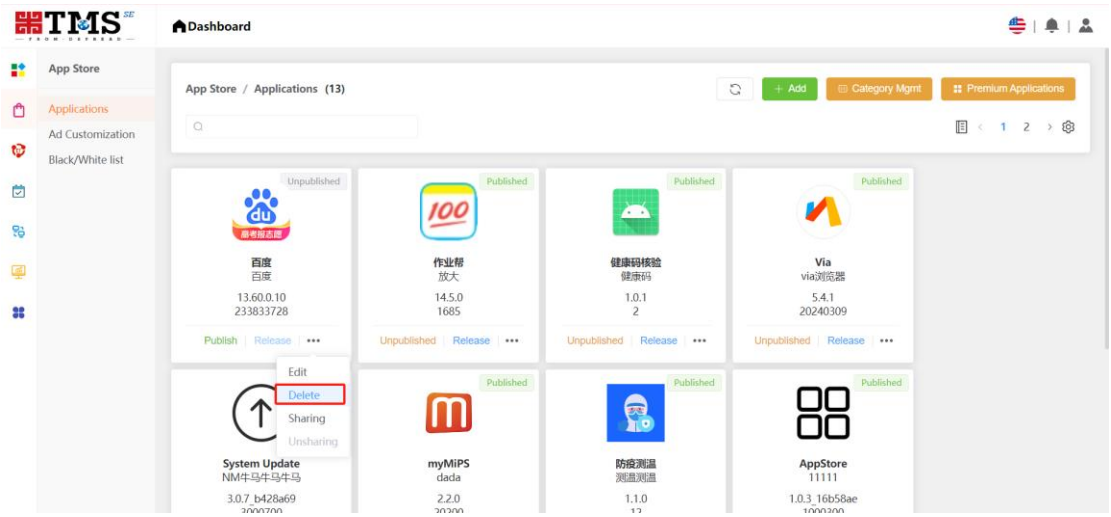
4. On the Modify page, you can modify the application category, details, introduction, screenshots, and update description.



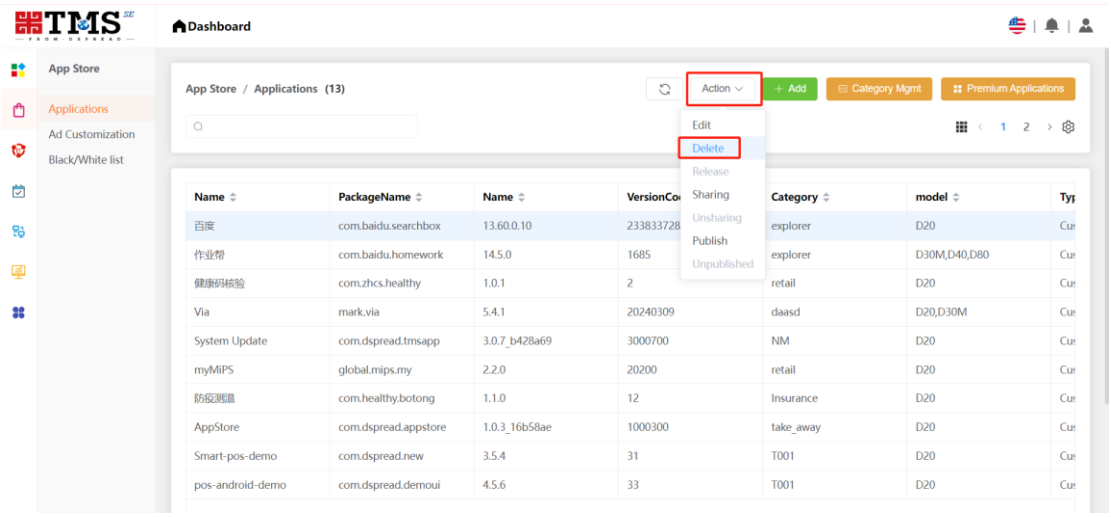
3.1.13 Delete the app

1. **Note:** You can delete an app if it's not live.

2. In card mode, click the button in the lower-right corner of the app card ••• and select the "Delete" button to delete the app.



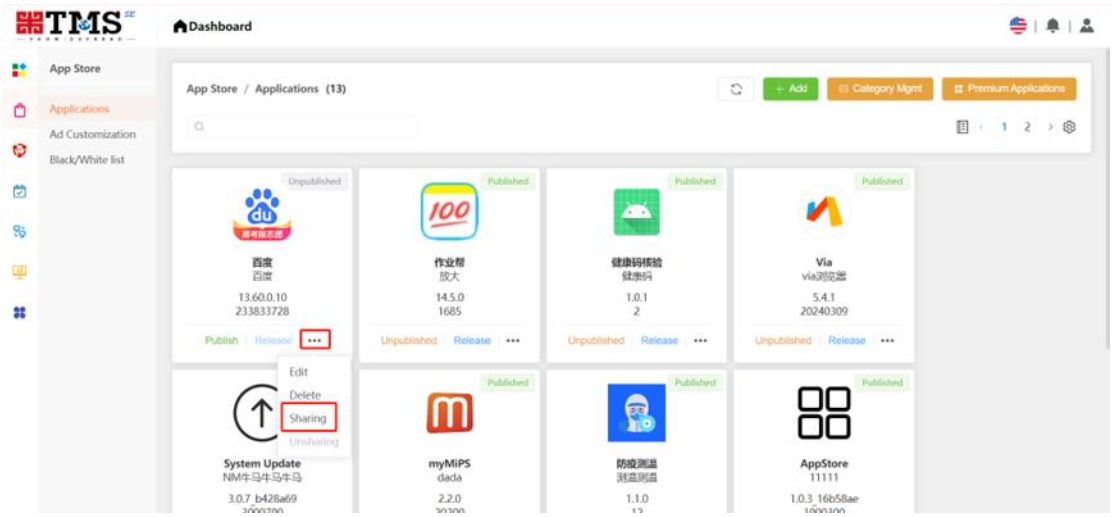
3. In list mode, click the "Detele" button under the "Action" button to delete the app



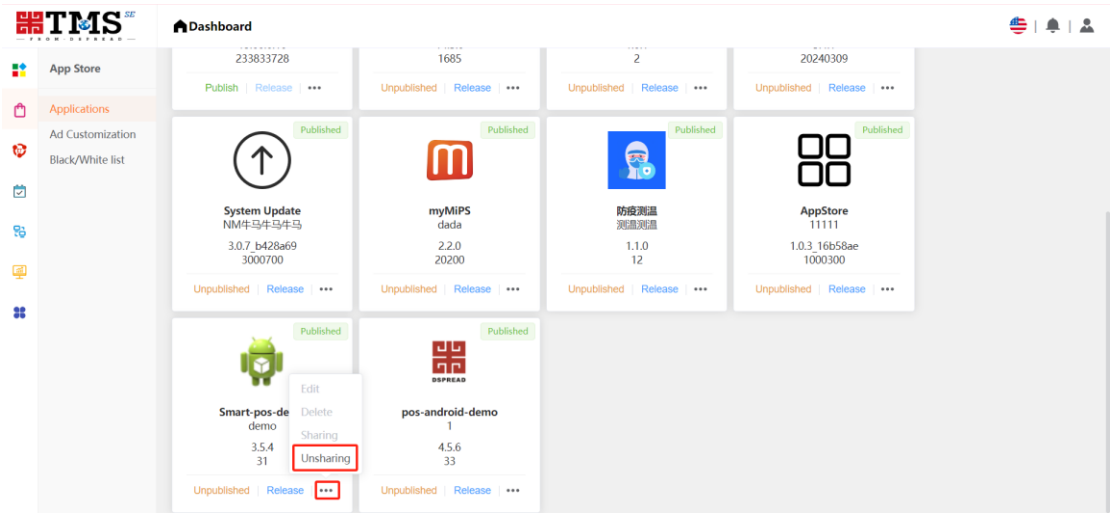
3.1.14 Shared Apps

1. Note: The prerequisite for sharing an app is that the app is live.

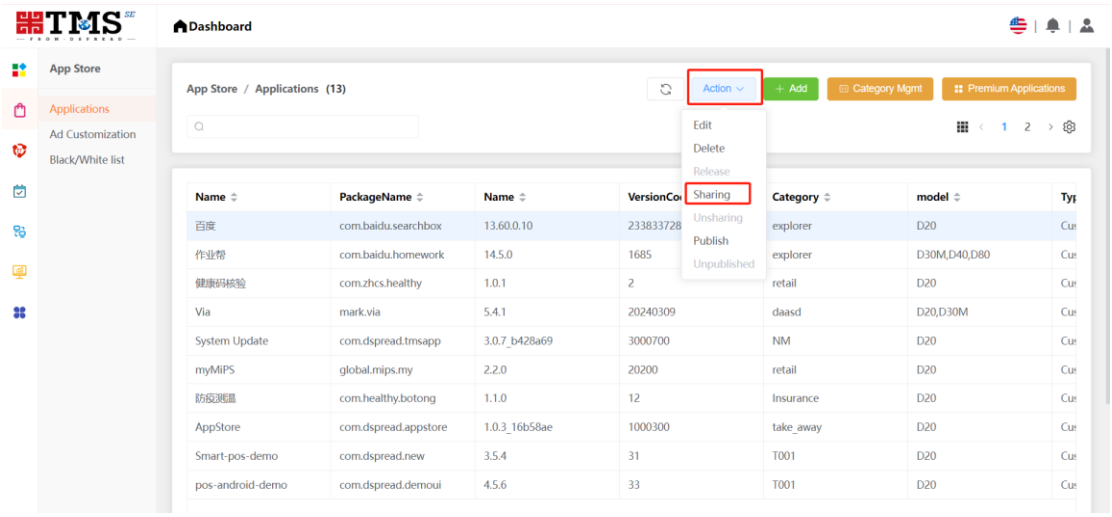
2. In card mode, click the button in the lower right corner of the app card ••• and select the "Sharing" button to share the app, and the app will be displayed under its sub-organizations.



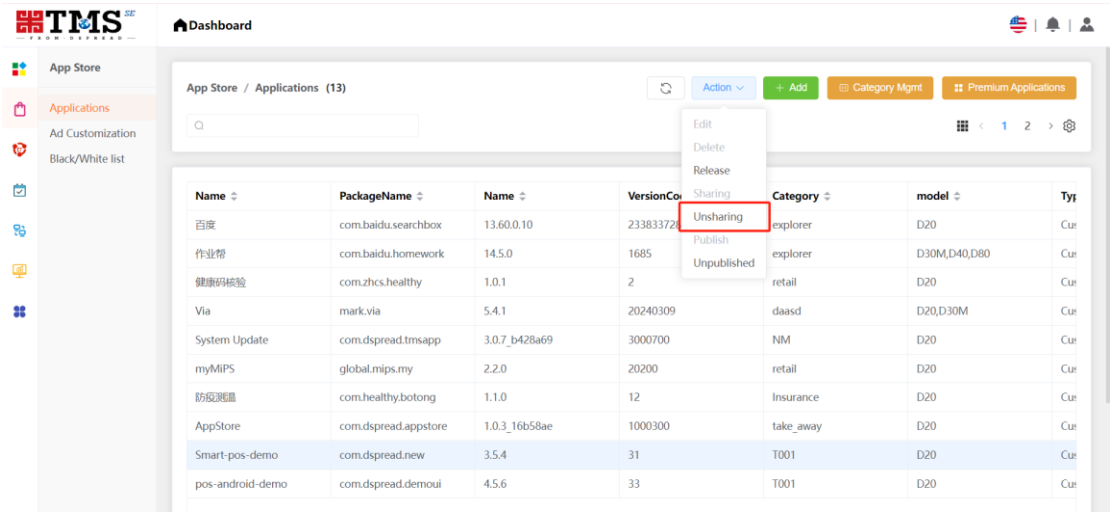
3. In card mode, click the button in the lower right corner of the app card ••• and select the "UnSharing" button to unshare the app, and remove the app from its sub-organizations.



4. In list mode, click the "Sharing" button under the "Action" button to share the app, and its sub-organizations will display the app after sharing.



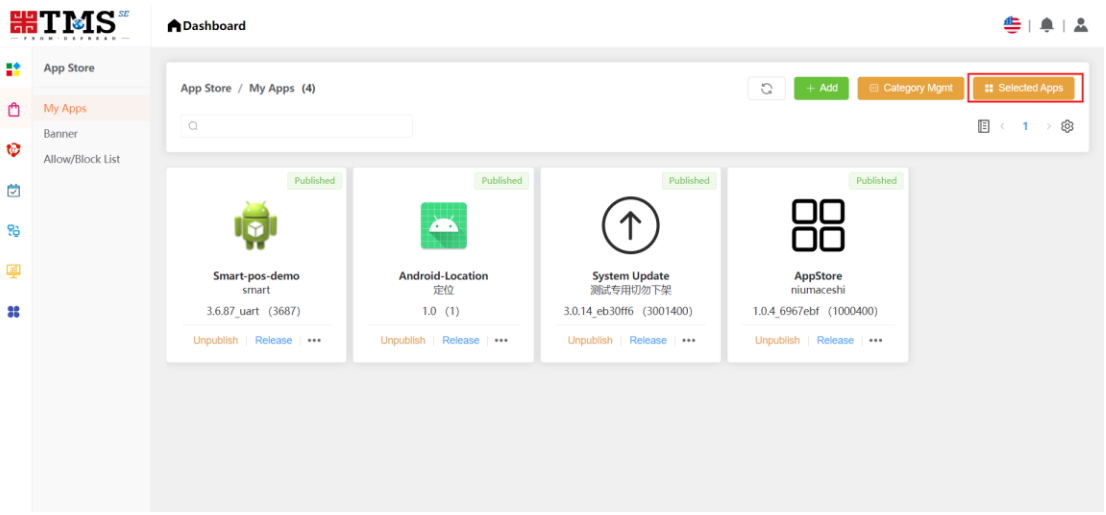
5. In list mode, click the "UnSharing" button under the "Action" button to cancel the sharing of the app, and its sub-organization will remove the app.



3.1.15 Pull Apps

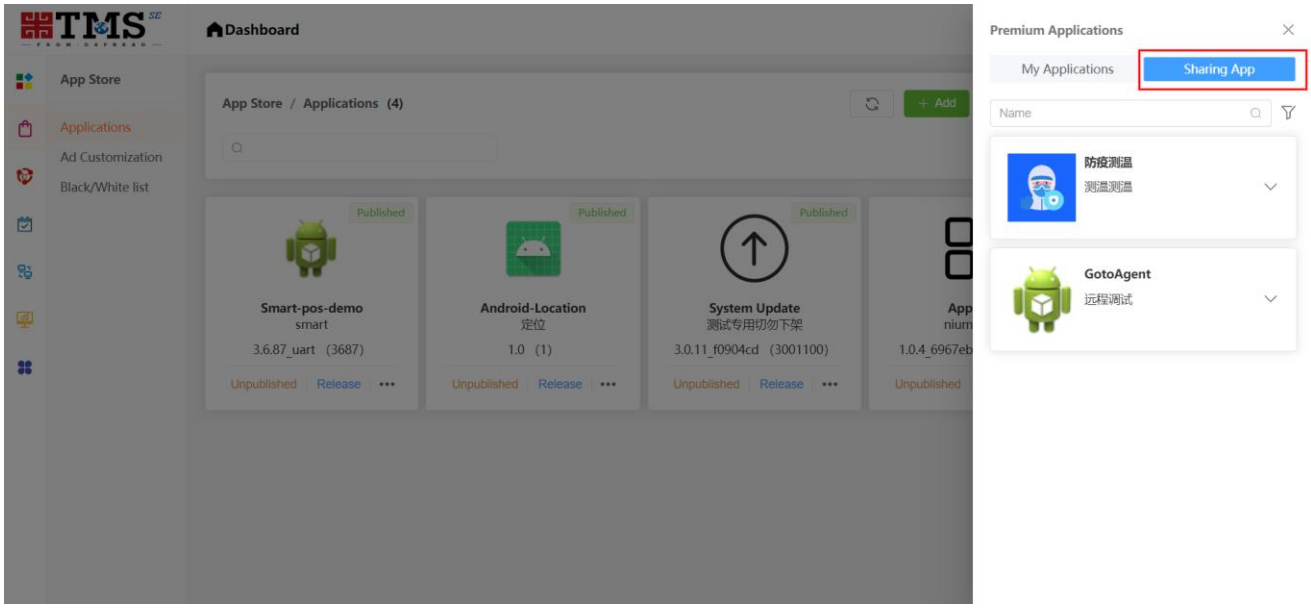
1. Find the "Selected Apps" button

in the top right corner of the sub-institution's app store page.

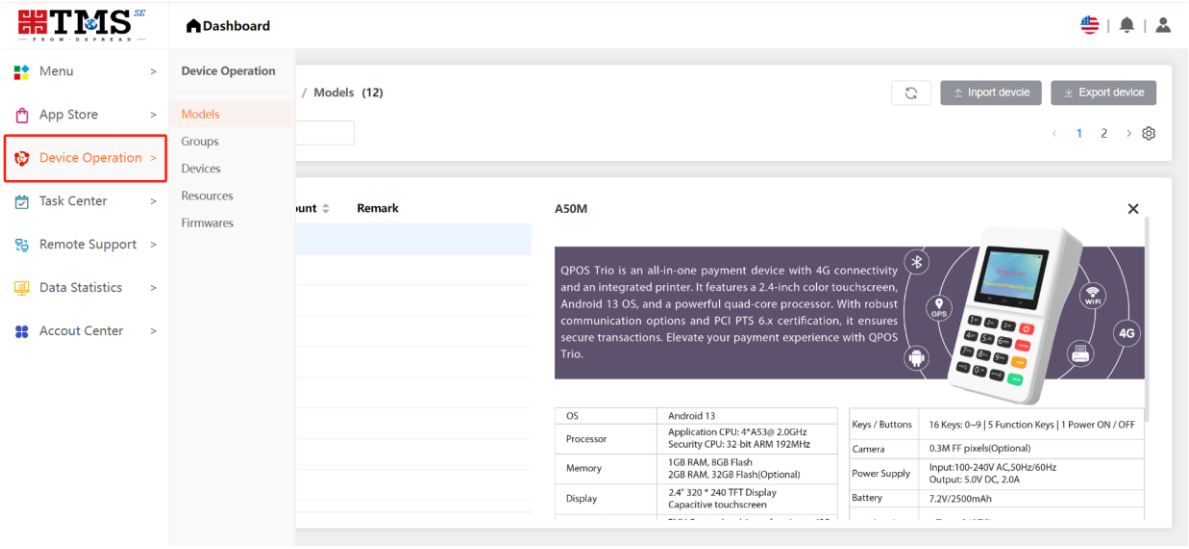


2. By default, apps shared from a parent organization appear in the app store of the parent organization.

3. If the subordinate organization does not display the shared app, you need to click the "Sharing App" button in the pop-up window Sharing App, where you can find the app shared by the parent organization and add it to the sub-organization's app store.



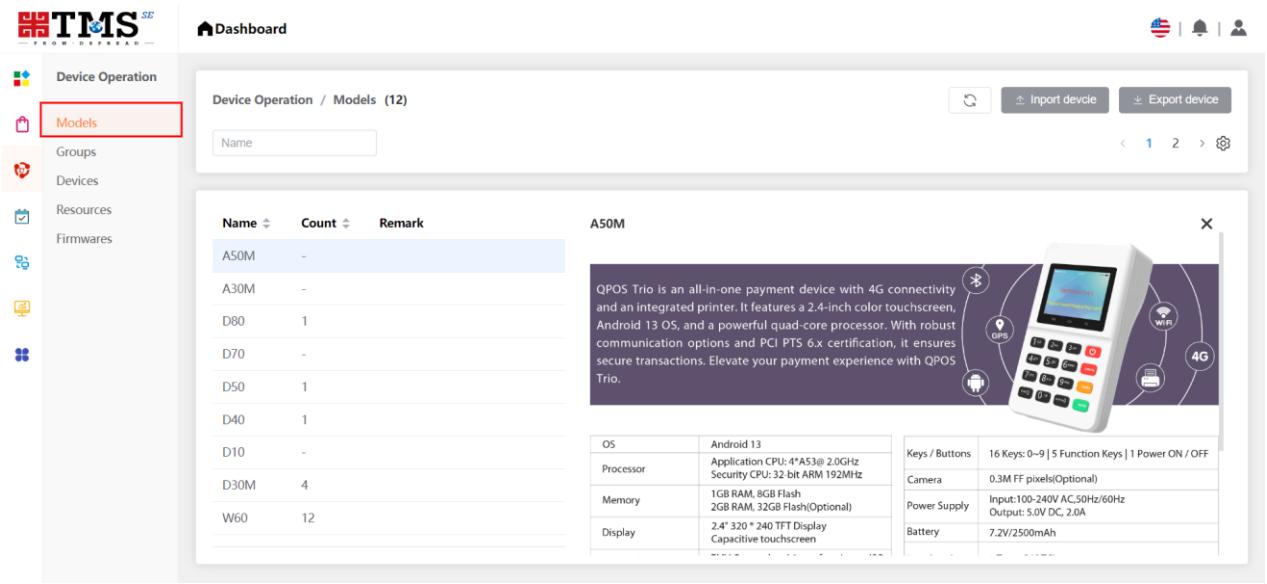
4.Device Operations



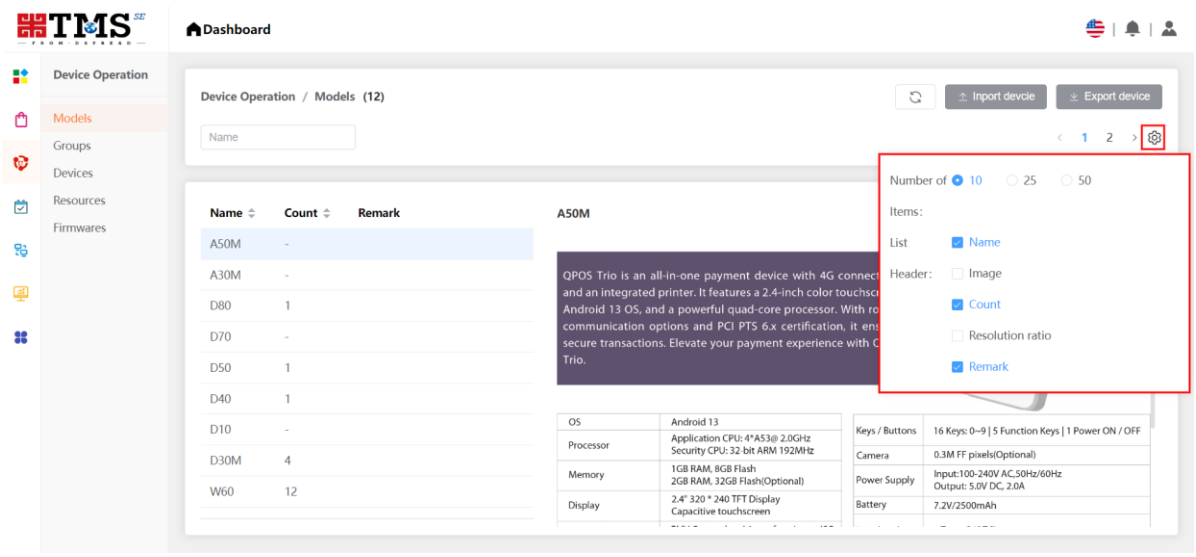
Click the 【Device Mgmt】 button on the left menu bar to enter the device operation page.

4.1 Model management

1.Click the 【Device】-> 【Models】 button on the left menu bar to enter the model management page.

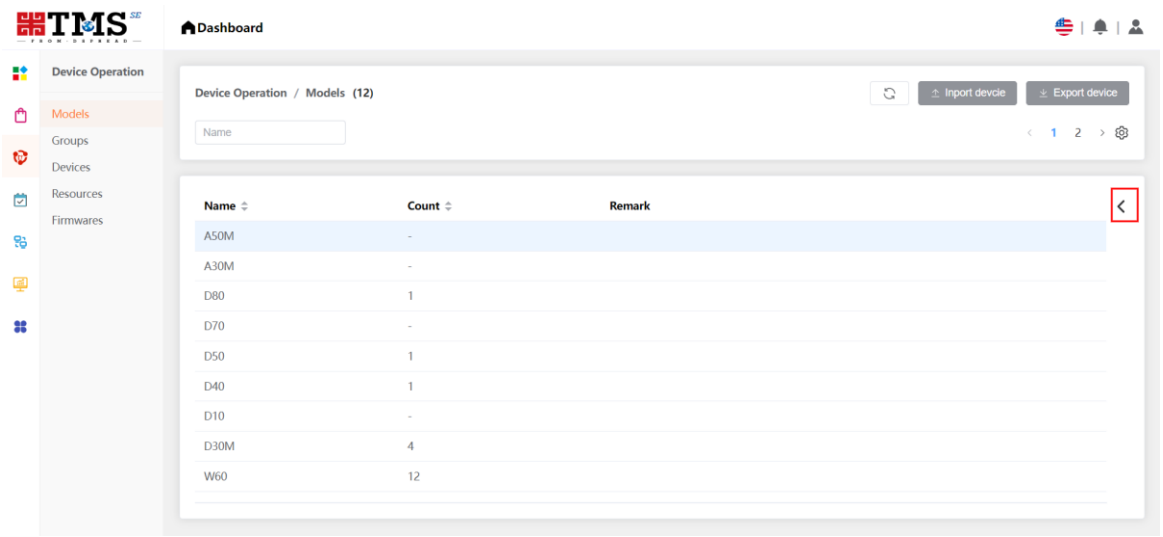


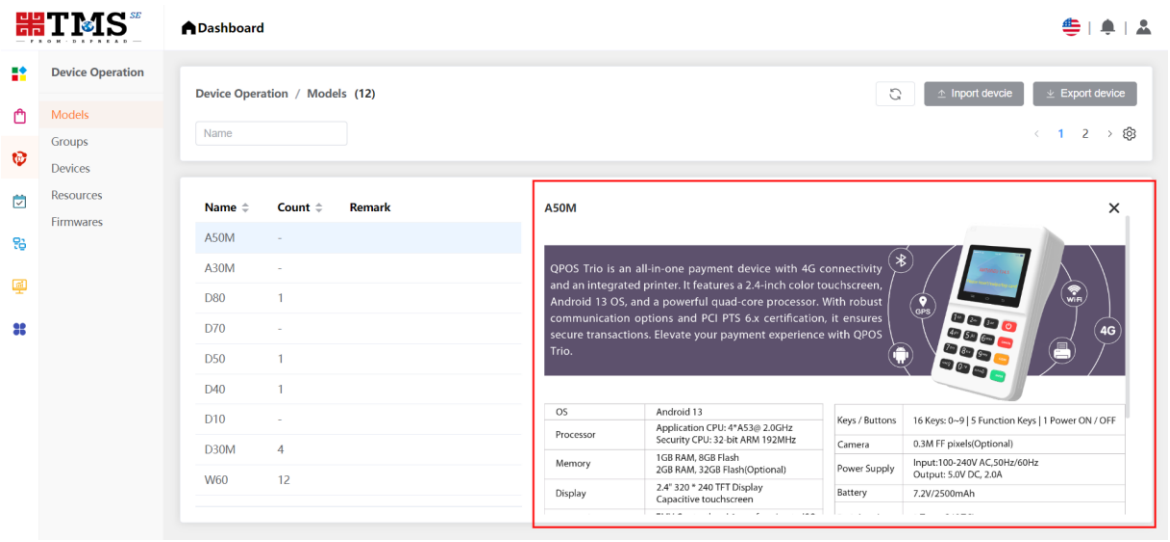
2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



4.1.1 Model Details

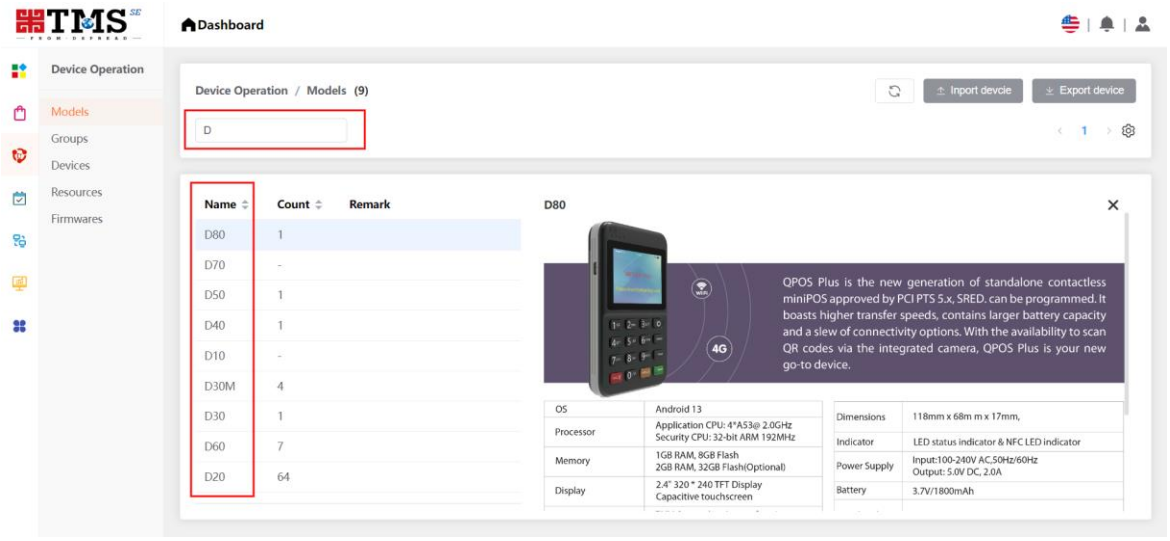
Click the button on the right side of the page < to open the device details image, which displays the display image, device introduction, operating system, detailed parameters, memory and other software and hardware information of the device.





4.1.2 Search for models

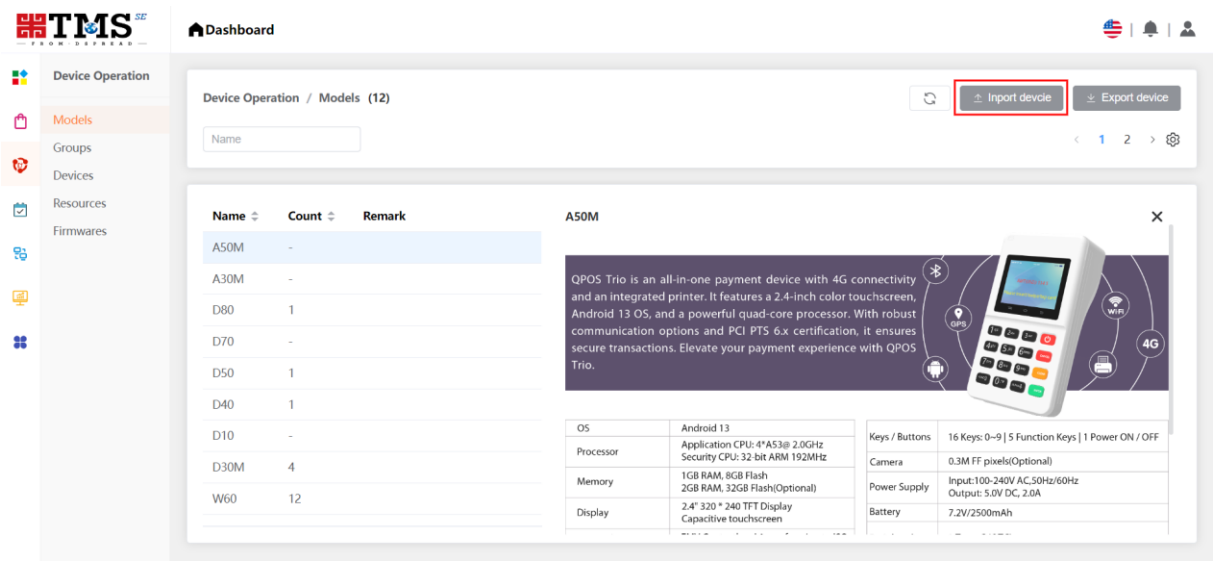
Find the model search box in the upper left corner of the page, enter the name of the model you want to search for in the search box, and click Enter.



4.1.3. Import the device

Find the "Inport device" button in the upper right corner

of the page, click it, and then import the device in the pop-up window.



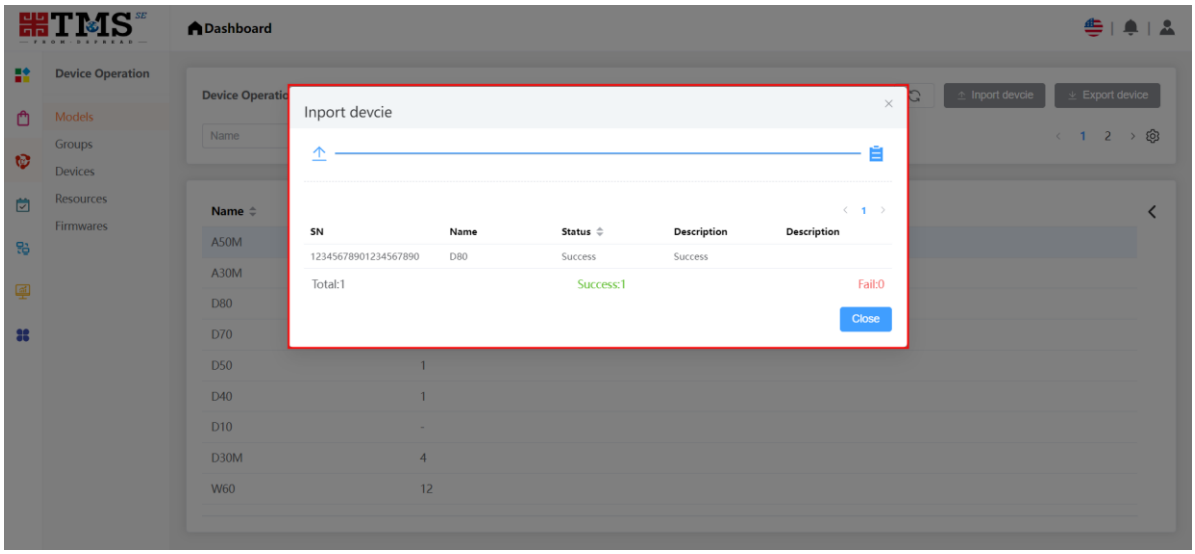
1. In the pop-up page, you need to click the "Template (please download the template file and use it)" button to download the import template, and the template will be displayed as shown in the following figure

	A	B	C	D
1	SN	Model	Remark	
2				
3				
4				
5				
6				
7				
8				
9				
10				

2. Enter the *SN number, *Model, and Remark in the template. (The SN number is 20 digits, and the model must be a model that already exists in the system).

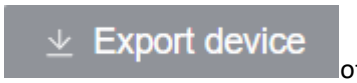
3. Go back to TMS, click "Drag Files Here Click Upload",

upload the completed form in Step 3, and click Next.
4. Click "Submit" to submit the form, and when the interface prompts that the device is successfully imported, the operation is successful.

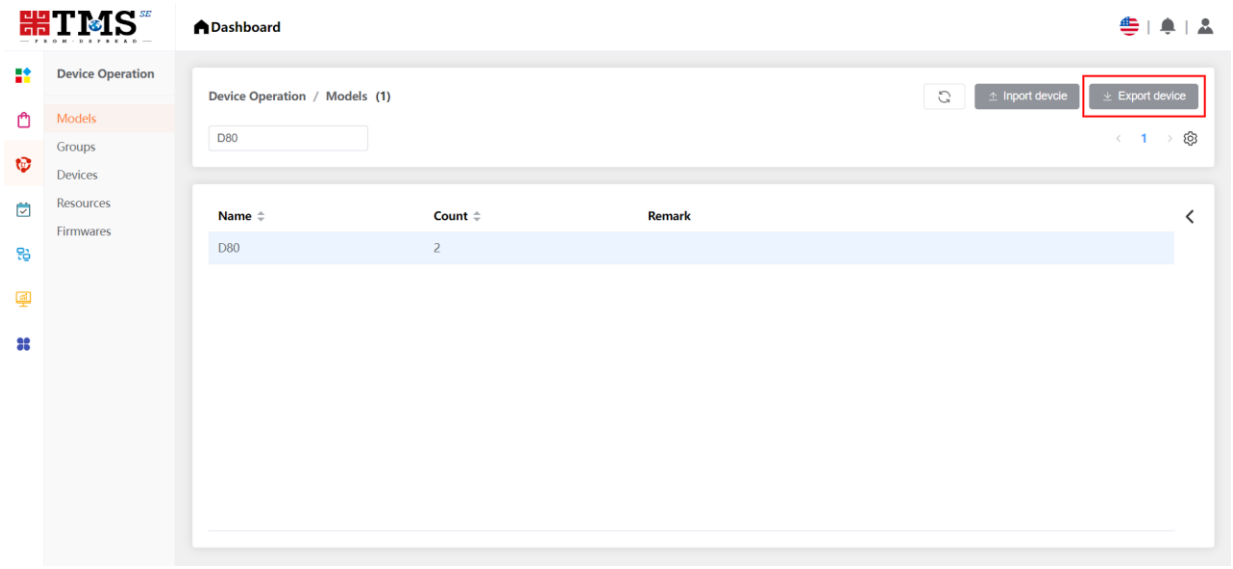


Note: Fields with * are required.

4.1.4. Export the device

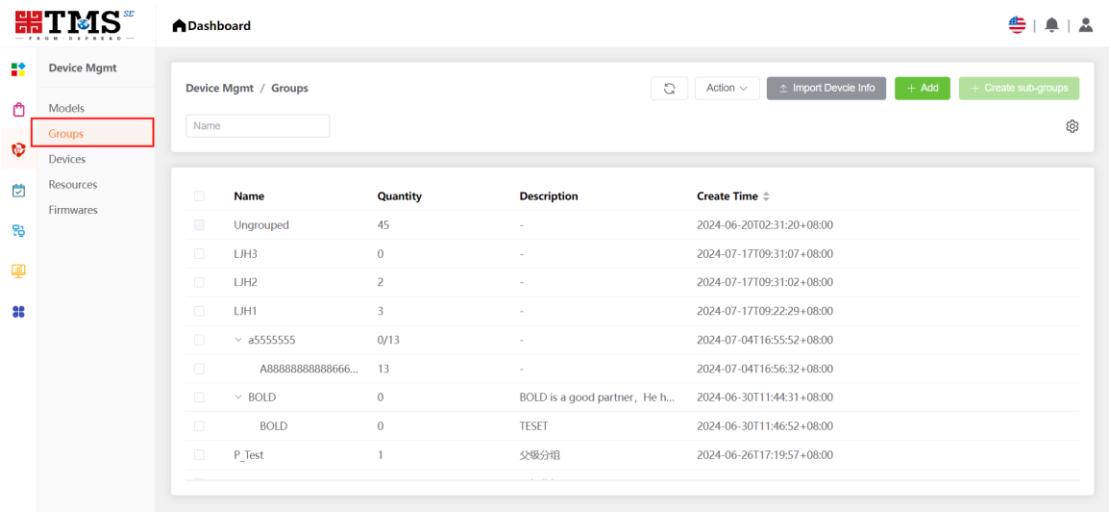
Select the model you want to export, find the "Export device" button in the upper right corner 

of the page, and click this button to export all the devices under the selected model to an excel sheet.

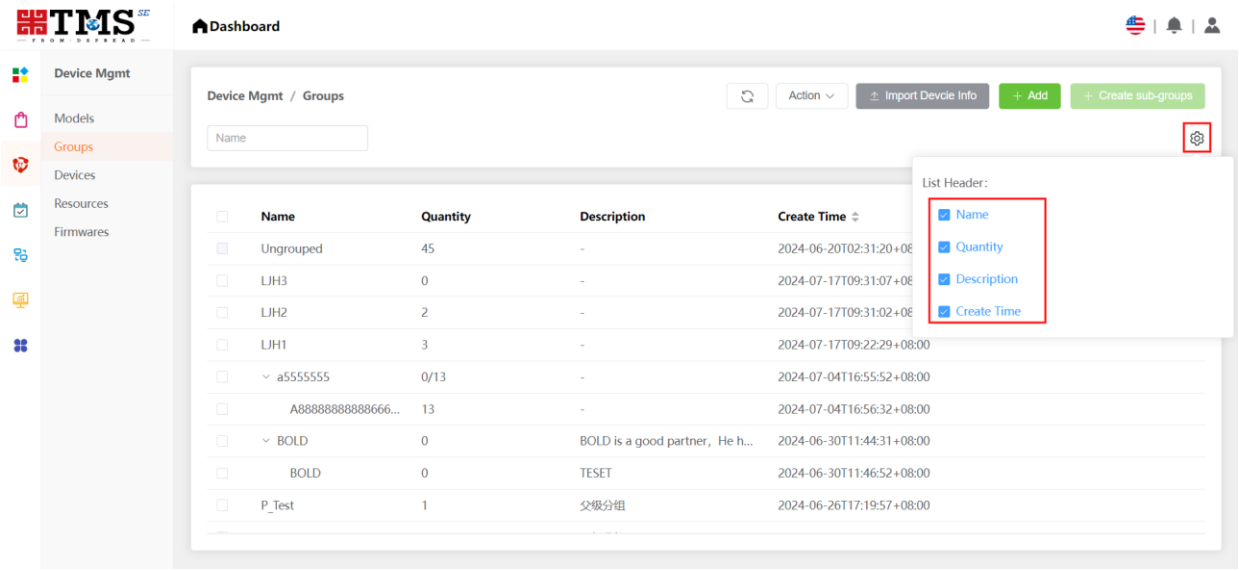


4.2 Group management

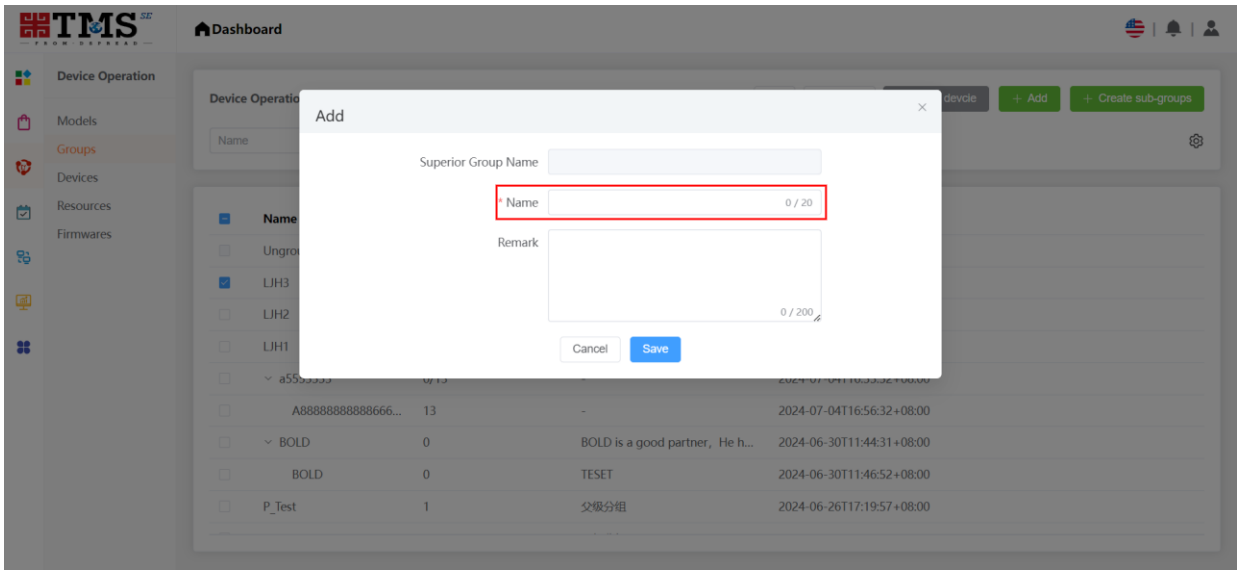
1.Click the 【Device Mgmt】-> 【Groups】 button on the left menu bar to enter the group management page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



4.2.1 Create a new group

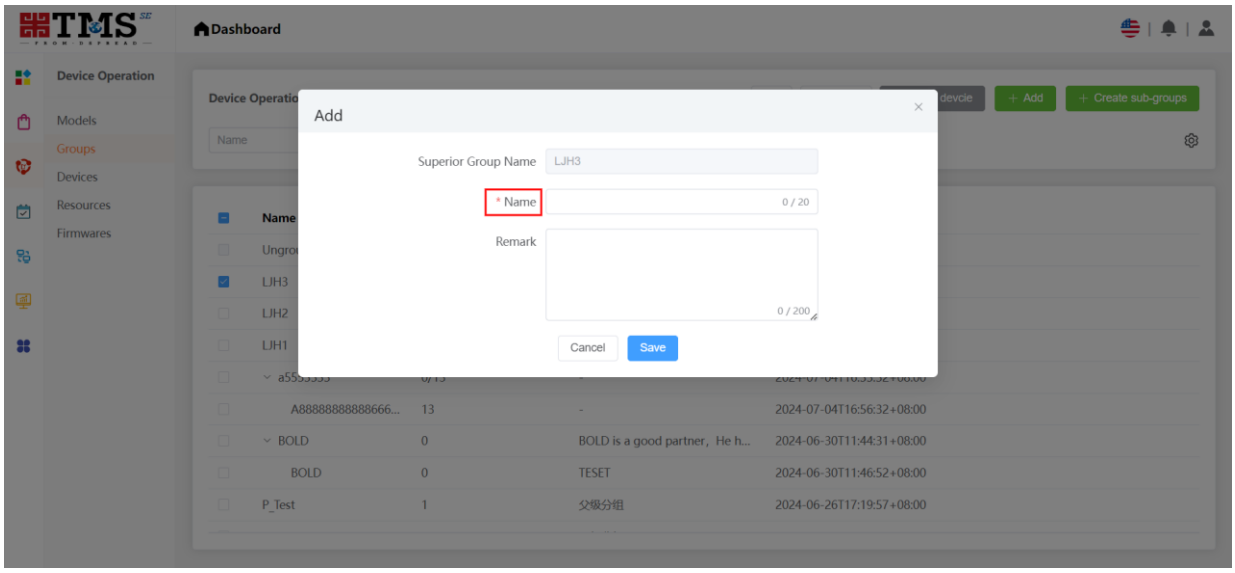


1.Click the Add button in the upper right corner

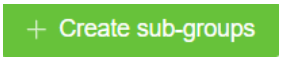
of the page to create a new group in the pop-up window, and you need to fill in the group name and remarks.

2.After confirming that the information is correct, click "Save".

4.2.2Create a new subgroup



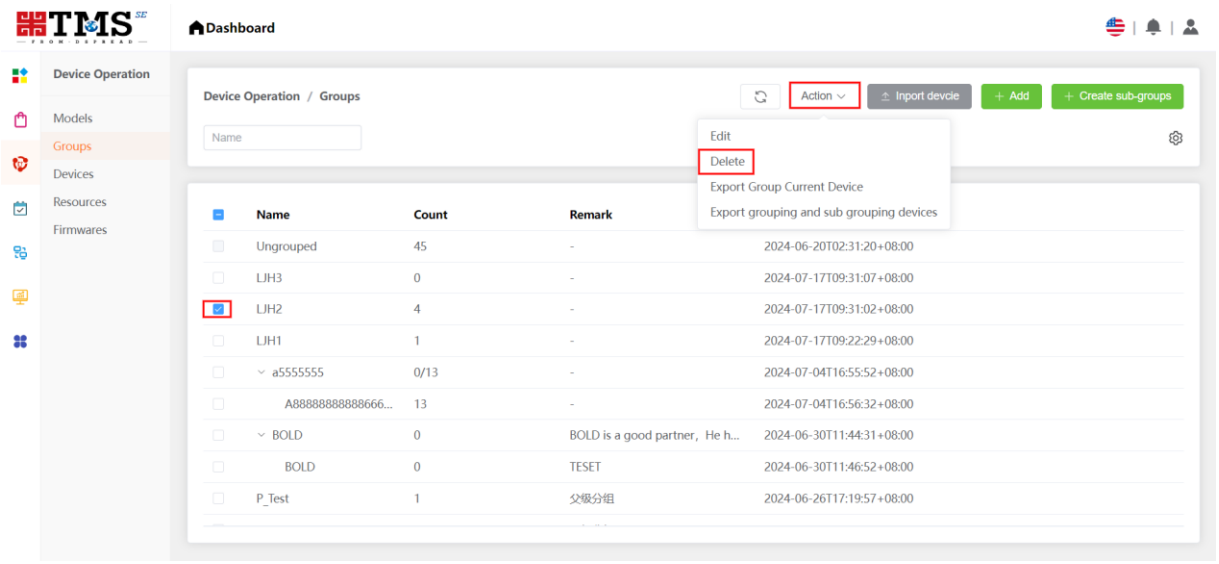
1.Select a group for which you want to create a subgroup.

2.Then click the "Create sub-groups" button at the top right 

of the interface, and the information of the parent group will be displayed in the pop-up window, and then fill in the group "*name" and remarks information.

3. Confirm that the information is correct and click "Save".

4.2.3 Delete a group

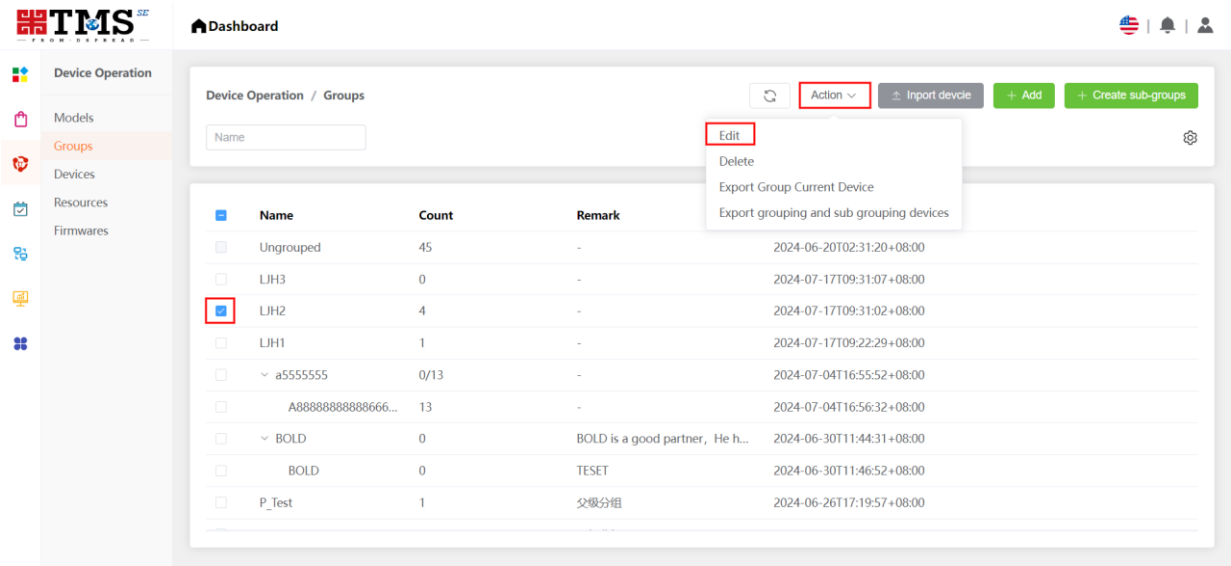


1.Select a group that you want to delete.

2. Click the "Action" button at the top of the interface and click "Delete" in the drop-down box.

3.Click OK in the pop-up window to delete the group.

4.2.4 Modify the group



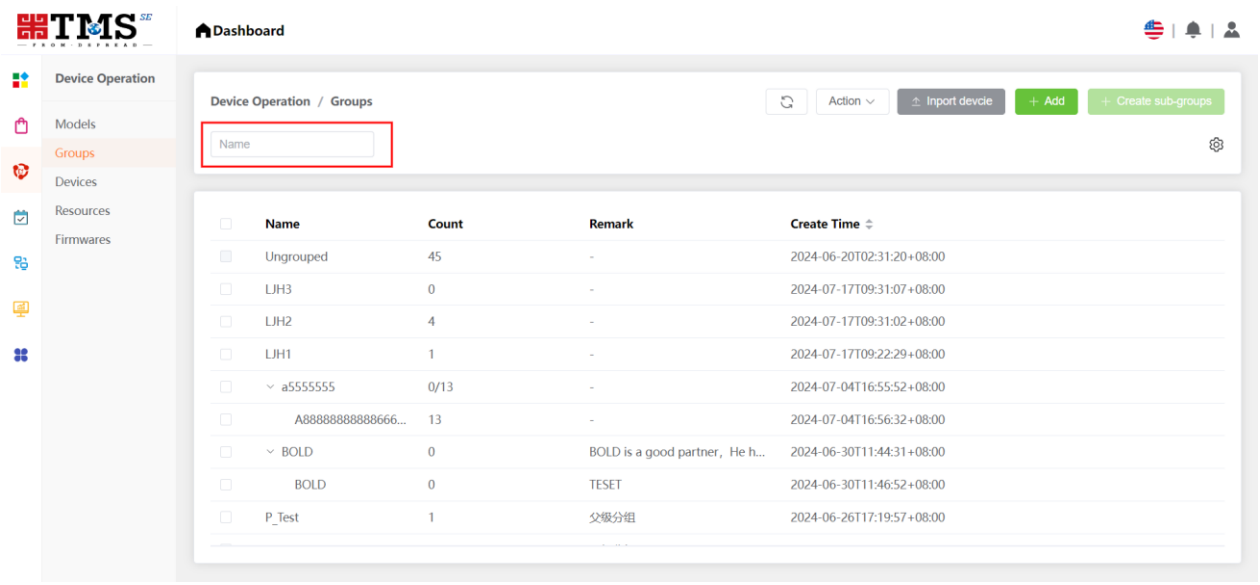
1.Select a group that needs to be modified.

2.Click the "Action" button at the top of the interface and click the "Edit" button in the drop-down box

3.In the pop-up window, modify the *group name and description

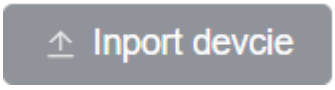
4. Click "Save".

4.2.5 Query grouping

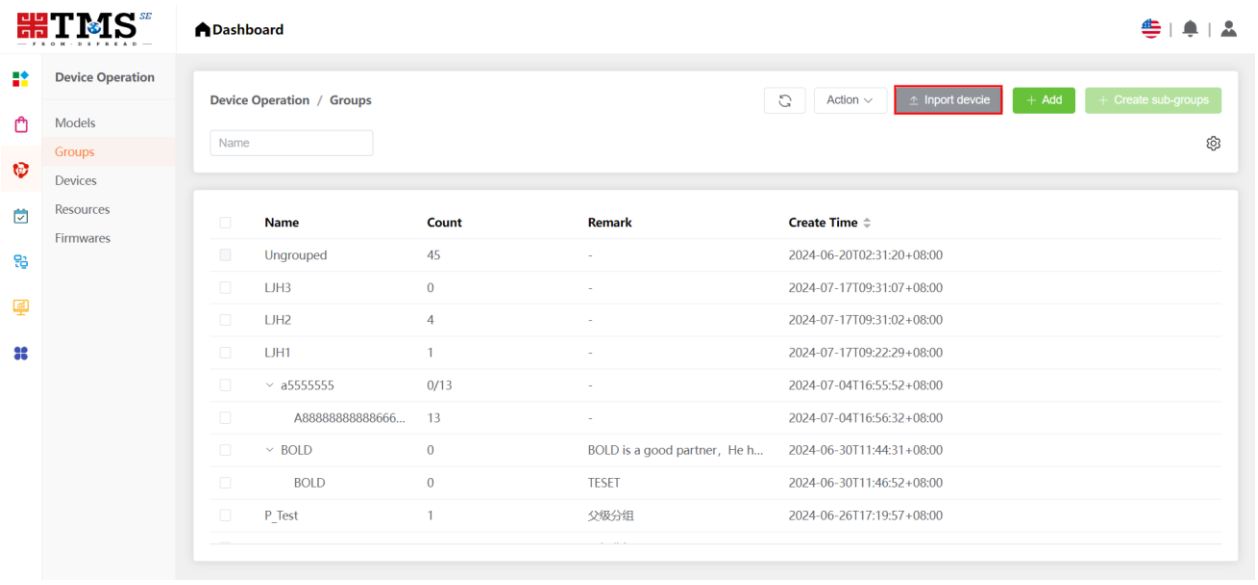


1. Find the input box in the upper left corner of the group management page and enter the full name or part of the keywords to be searched.
2. After completing the input check, click the Enter button to perform the query operation.

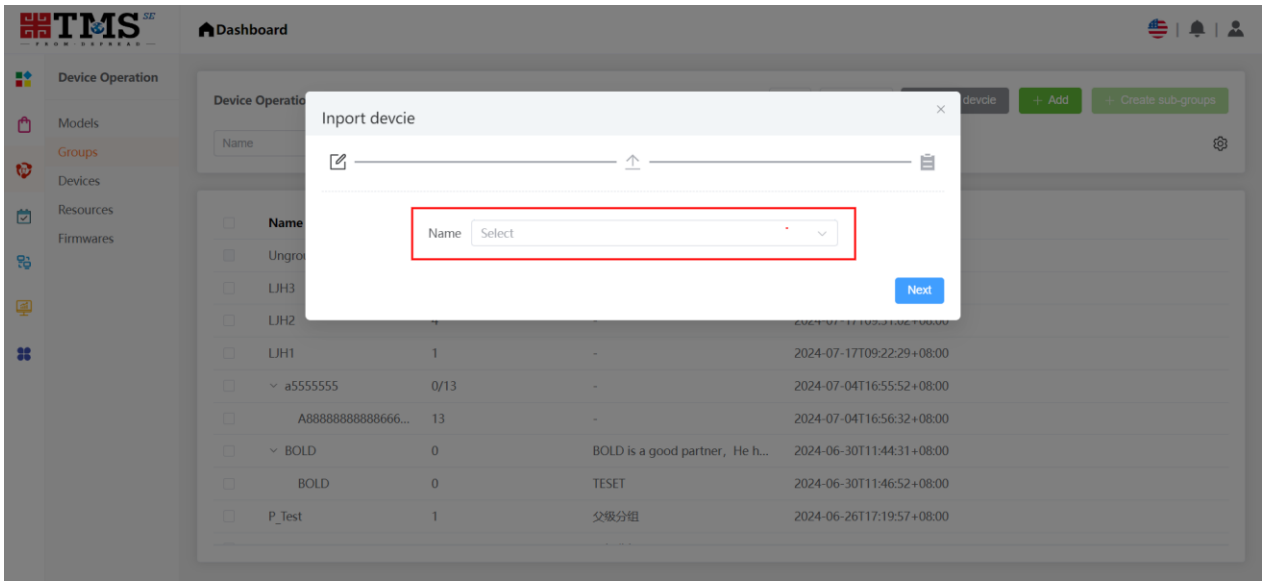
4.2.6 Import devices

Find the "Inport device" button in the upper right corner 

of the page, click it, and then import the device in the pop-up window.



1. On the page that appears, select the group to which the device is imported.



2. After selecting the import location, click Next, you need to click the "Template (please download the template file and use it)" button to download the import template, the template will be displayed as shown in the following figure

	A	B	C	D
1	SN	Model	Remark	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

3. Enter the *SN number, *Model, and Remark in the template. (The SN number is 20 digits, and the model must be a model that already exists in the system).

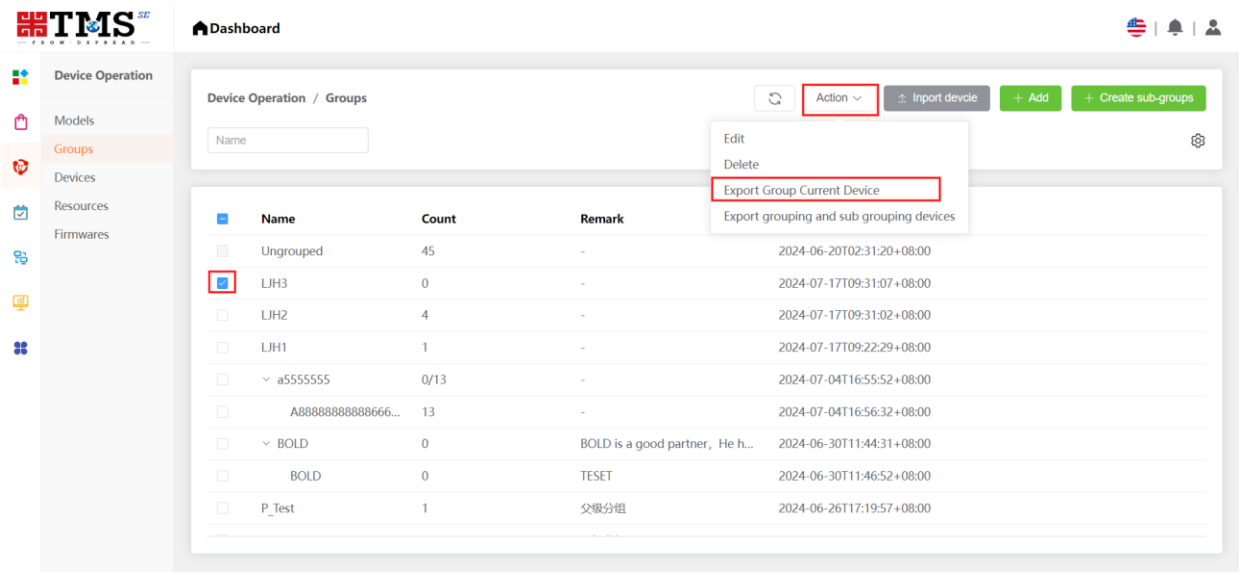
4. Go back to TMS, click "Drag Files Here Click Upload",

upload the completed form in Step 3, and click Next.
5. Click "Submit" to submit the form, and when the interface prompts that the device is successfully imported, the operation is successful.

Note: Fields with * are required.

4.2.7. Export the current device in the group

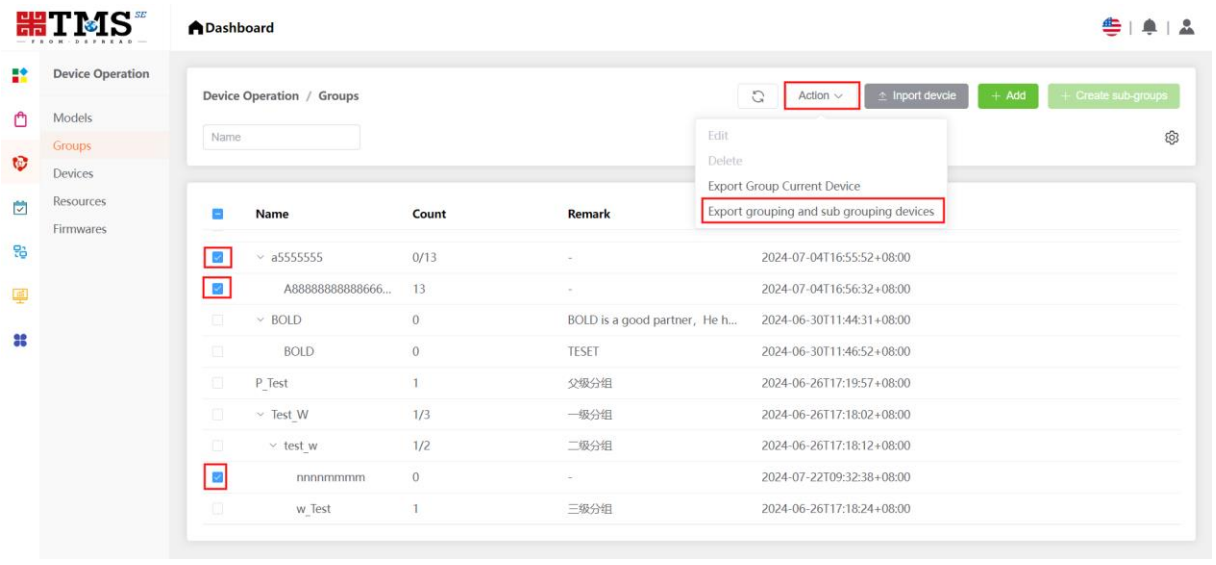
1.Select one or more groups to which you want to export devices
2.Click the Action button at the top of the page and select Export Group Current Device from the drop-down list



3.All devices in the selected group will be exported.

4.2.8. Export grouping and sub-grouping devices

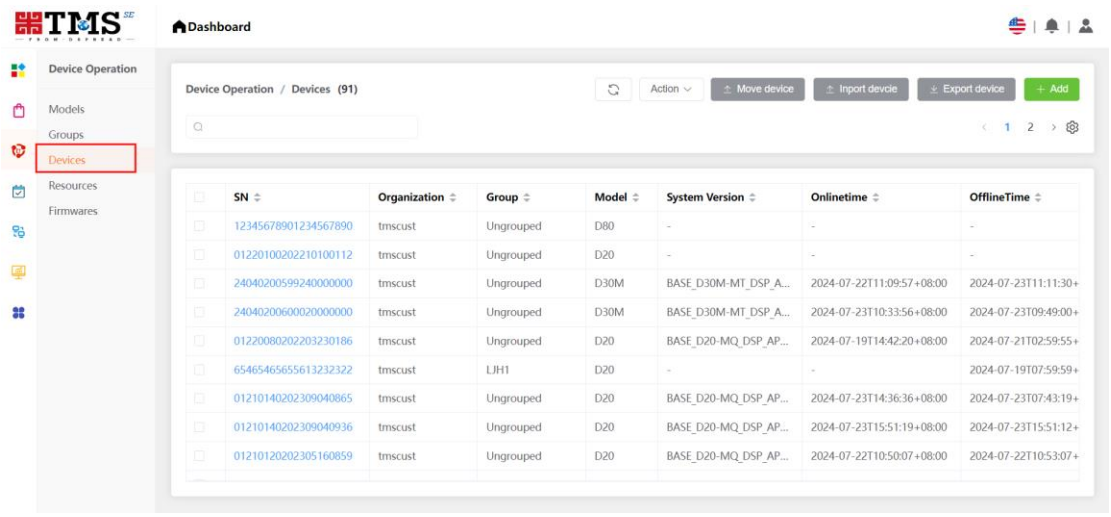
1.Select one or more groups to which you want to export devices
2.Click the Action button at the top of the page and select Export grouping and sub-grouping devices from the drop-down list.



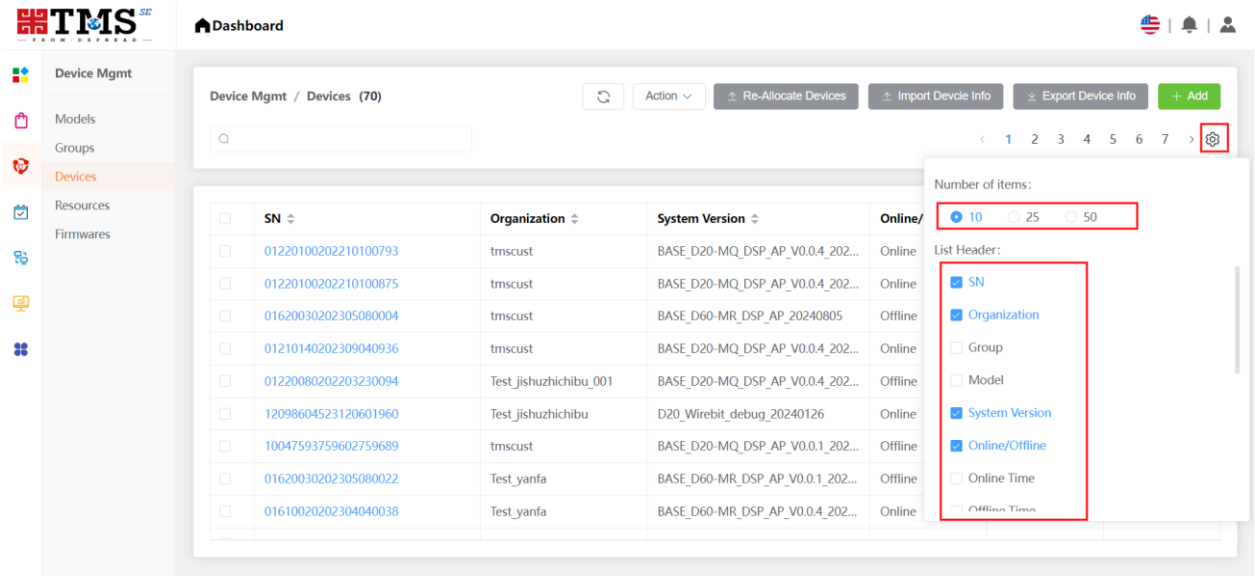
3.Devices that have selected a grouping and all its subgroups are exported.

4.3 Device Management

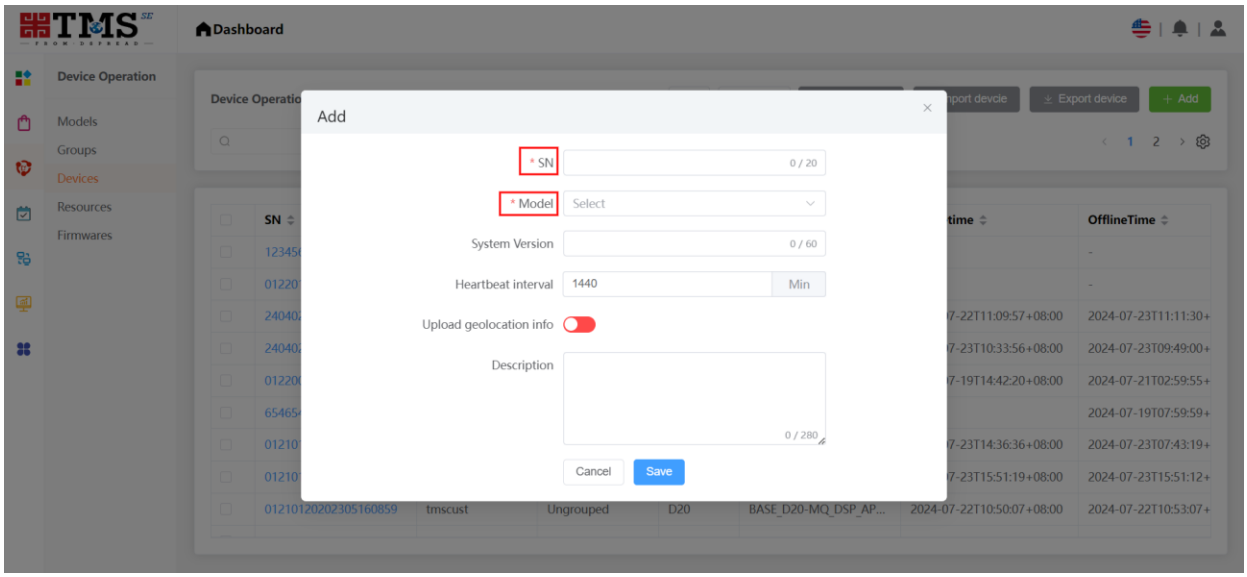
1.Click the 【Device】-> 【Devices】 button on the left menu bar to enter the device management page.

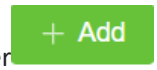


2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



4.3.1 Add new devices



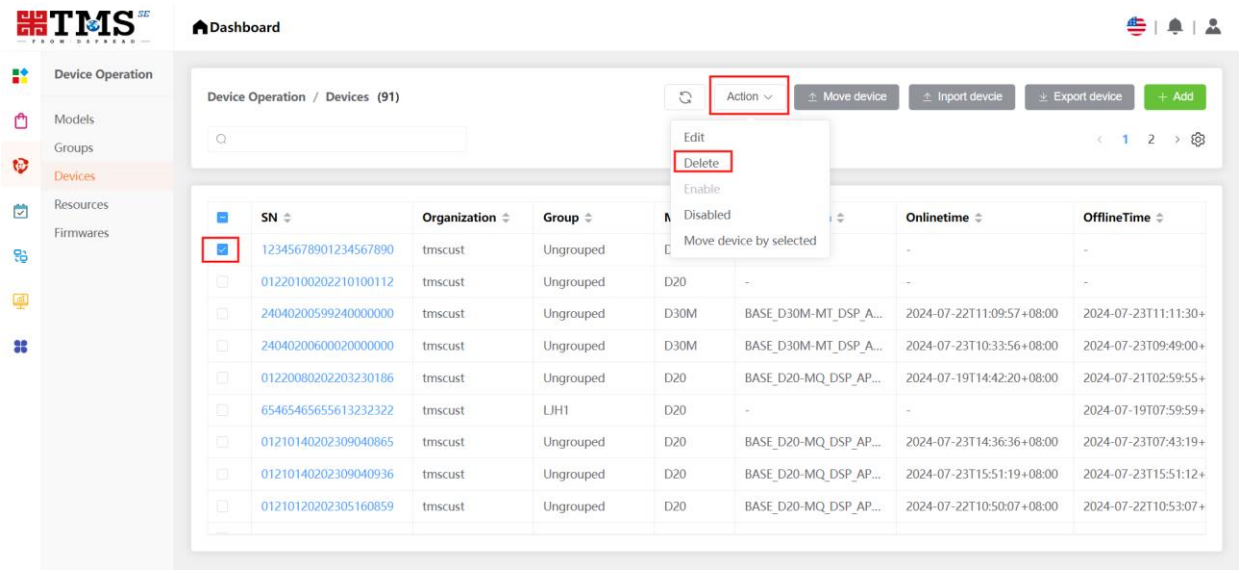
1.Click the Add button in the upper right corner  of the page to add a device in the pop-up window

- Enter the *Device ID of the terminal device (the device number is the 20-digit serial number behind the terminal).
- Select the *model of the device.
- Enter the System Version for the device.
- Enter the Heartbeat Interval for the device.
- Choose whether to report the device location.
- Enter a Note for the device.

Note: Fields with * are required.

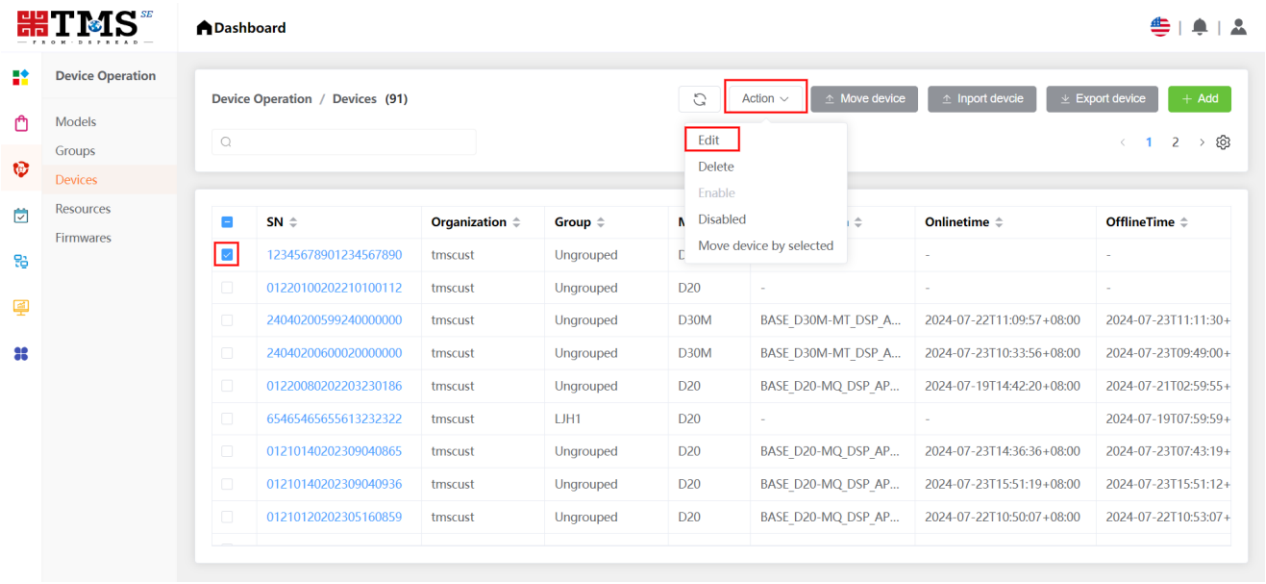
2.After confirming that the information is correct, click "Save" to add the device.

4.3.2 Remove the device

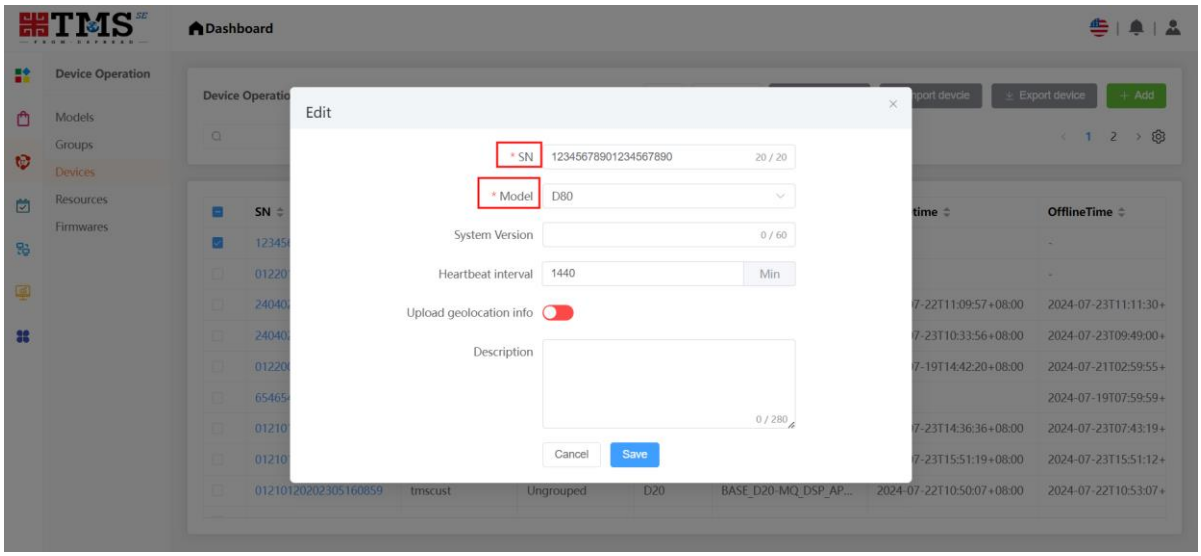


1. Select the device you want to delete, find the "Action" button in the upper right corner of the interface, click the "Delete" button in the drop-down box.
2. Click Confirm in the pop-up window to remove the device.

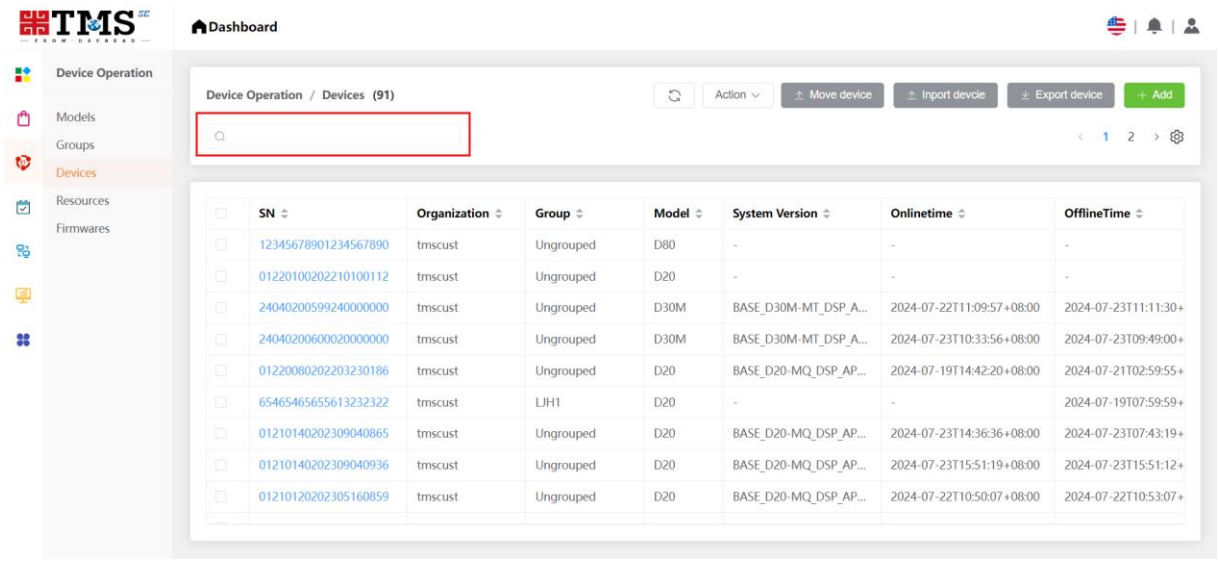
4.3.3 Editing Devices



1. Select the device you want to edit, find the "Action" button in the upper right corner of the interface, click the "Edit" button in the drop-down box.
2. In the pop-up window, the information that can be edited is the same as the information entered when adding a new device.
3. Click "Save" to complete the modification.

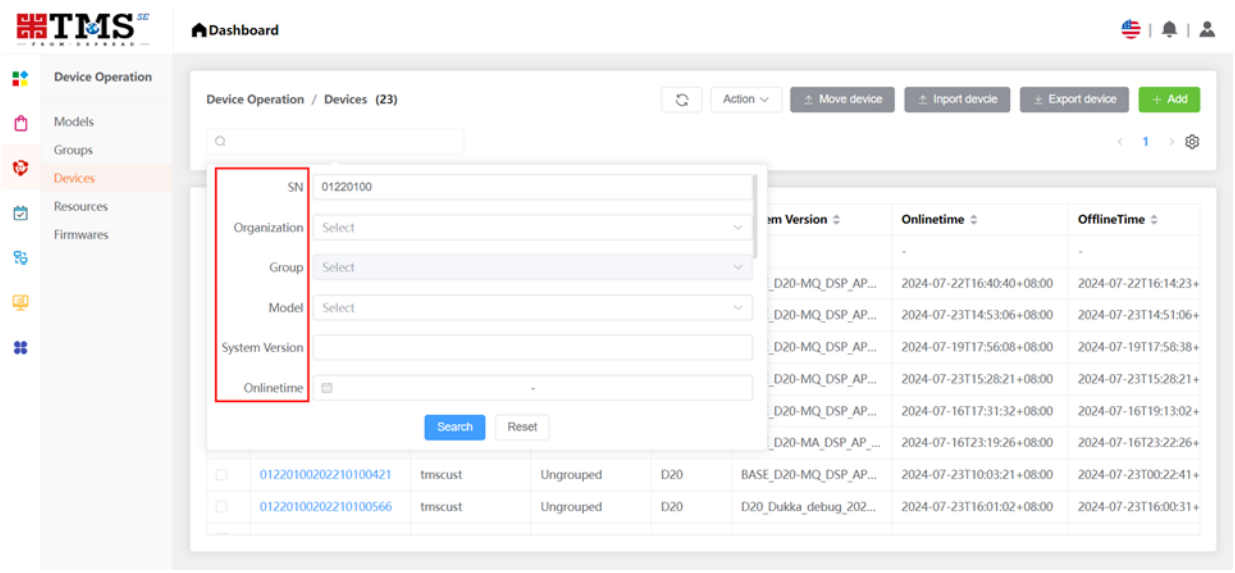


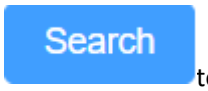
4.3.4 Query device



1.Find the search box in the top left corner of the main interface and click it

2.Based on the keywords displayed in the search drop-down box, select the keywords to be queried and enter or select them. You can select a single conditional query or a federated query with multiple criteria.

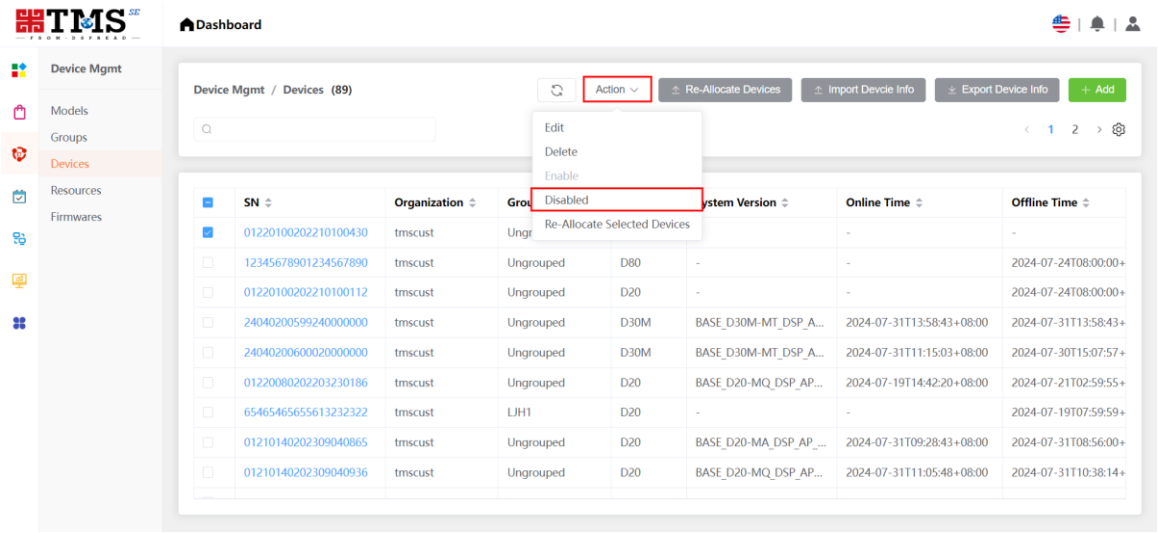


3.Click "Search" 

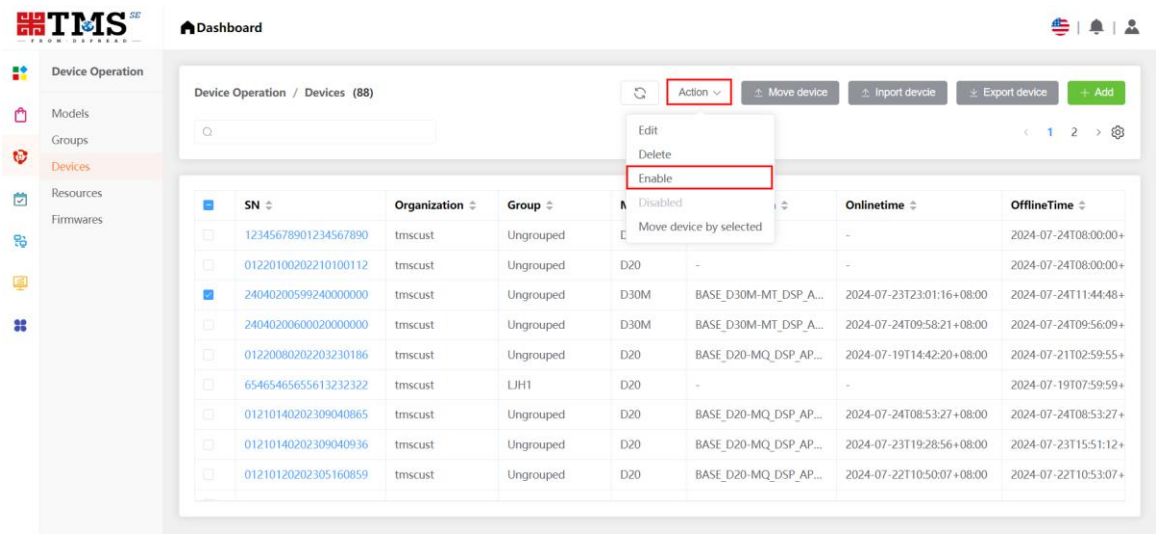
to complete the search

4.3.5 Disable/Enable the Device

1. New devices are enabled by default.
2. Select the device you want to disable, click the "Action" button at the top of the page, and click the "Disabled" button in the drop-down box.

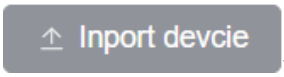


3. In the pop-up window, click OK to disable the device. (Disabled devices cannot receive task pushes).
4. Select the device you want to enable, then click the "Enabled" button in the drop-down box.

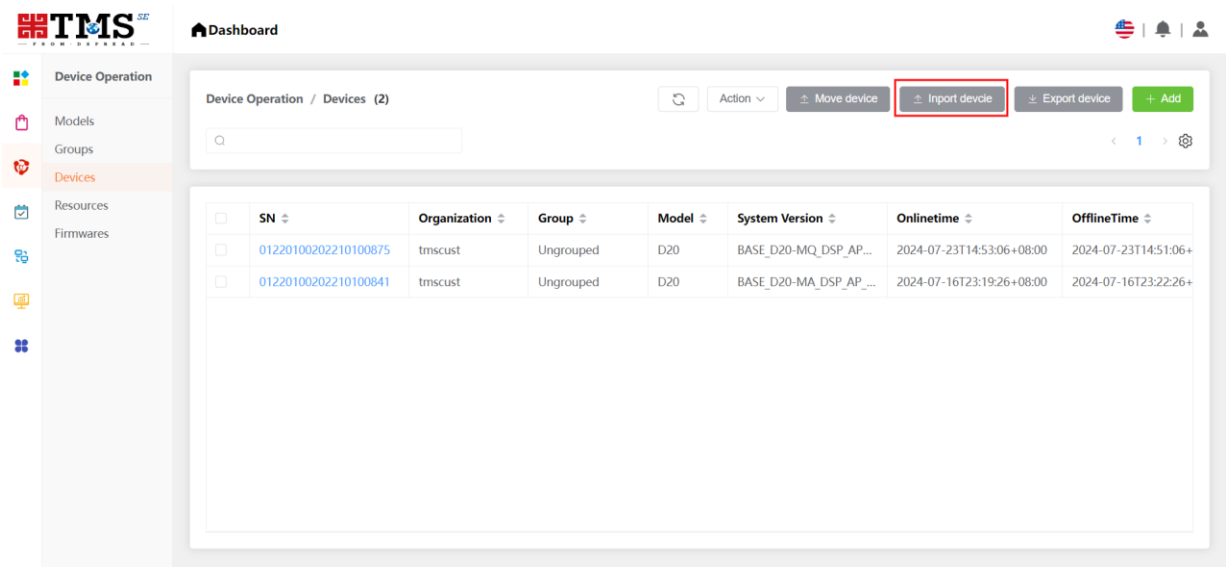


5. In the pop-up window, click OK to enable the device.

4.3.6 Import Devices

Find the "Inport device" button in the button at the top of 

the page, click it and import the device in the pop-up window.



1. In the pop-up page, you can choose to import the device to three locations, namely:
   - Default group of the current organization: Select by clicking the "Current Organization" radio box.
   - Default grouping for other organizations: Select by clicking on the "Organization" radio box.
   - Other groups of the current organization: Select by clicking on the "Group" radio box.
2. After selecting the import location, click Next, you need to click the "Template (please download the template file and use it)" button to download the template, and the template will be displayed as shown below

	A	B	C	D
1	SN	Model	Remark	
2				
3				
4				
5				
6				
7				
8				
9				
10				

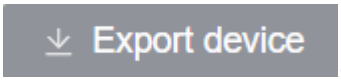
3. Enter the *SN number, *Model, and Remark in the template. (The SN number is 20 digits, and the model must be a model that already exists in the system).

4. Go back to TMS, click "Drag Files Here Click Upload",

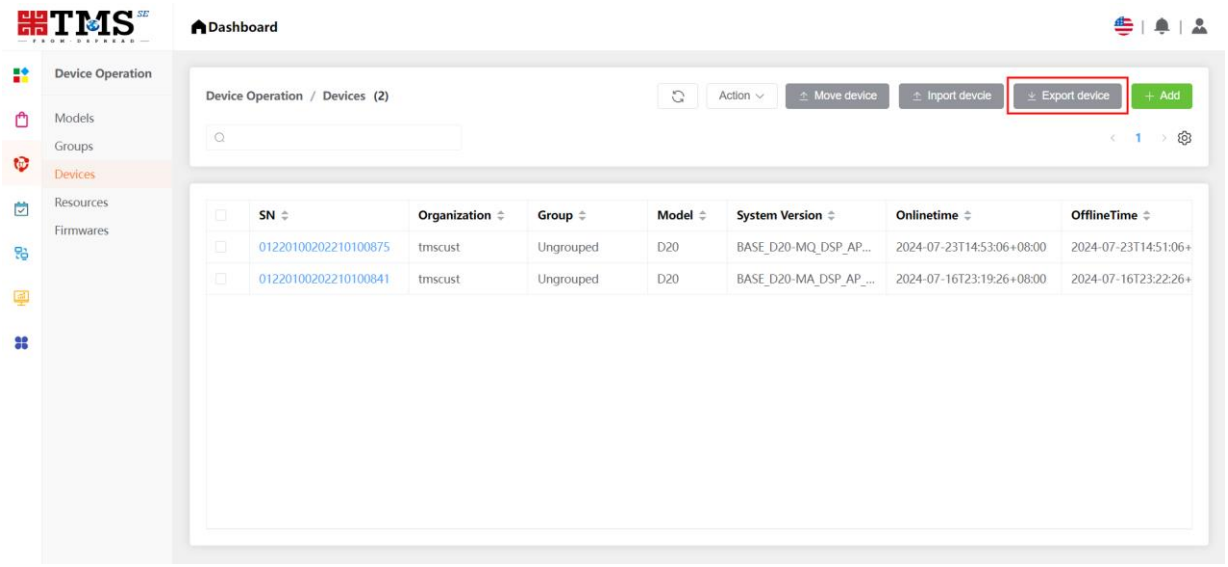
upload the completed form in Step 3, and click Next.
5. Click "Submit" to submit the form, and when the interface prompts that the device is successfully imported, the operation is successful.

Note: Fields with * are required.

4.3.7 Exporting Devices

Find the "Export device" button in the upper right corner 

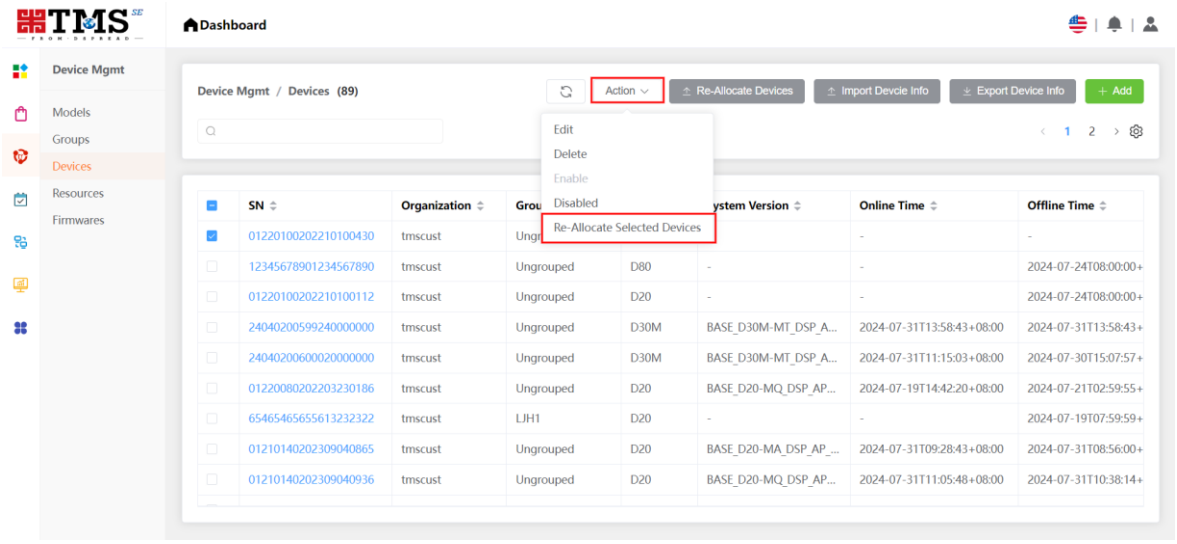
of the page and click it to export all the devices in the current search results to an excel sheet.



4.3.8 Mobile Devices

4.3.8.1 Select Device Movement

1.Select the device that needs to be moved, and support multiple selection
2.After the selection is complete, click the Action button at the top of the page and click Re-Allocate Selected Devices in the drop-down list



3. In the pop-up page, you can choose to import the device to three locations, which are:

- Default group of the current organization: Select by clicking the "Current Organization" radio box.
- Default grouping for other organizations: Select by clicking on the "Organization" radio box.
- Other groupings of the current organization: by clicking on the "Group" radio box.

4.Click "Save".

4.3.8.2 Batch device movement

1.Click the "Move device" button

at the top of the page.

2.In the pop-up page, you can choose to import the device to three locations, which are:

- Default group of the current organization: Select by clicking the "Current Organization" radio box.
- Default grouping for other organizations: Select by clicking on the "Organization" radio box.
- Other groups of the current organization: Select by clicking on the "Group" radio box.

3.After selecting the mobile location, click Next, you need to click the "Template (please download

the template file and use it)" button to download the template

4. Enter the imported *SN number (where the SN number is a 20-digit number) in the template, as shown in the following figure

	A	B	C	D
1	SN			
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Drag Files Here Click Upload

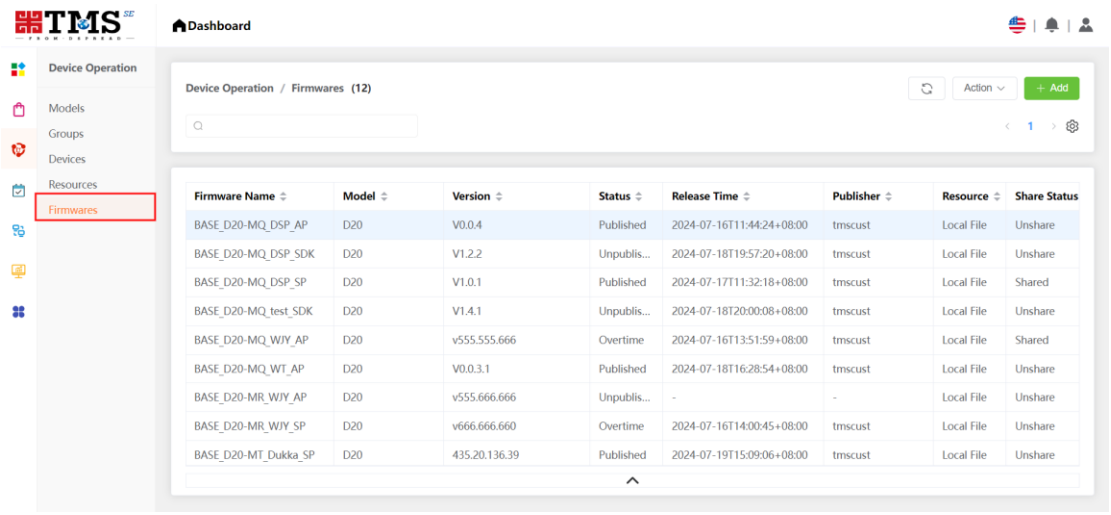
5.Go back to the TMS system, click on "Drag Files Here Click Upload", upload the completed form in step 4, and click Next.

6.Click "Submit" to submit the form.

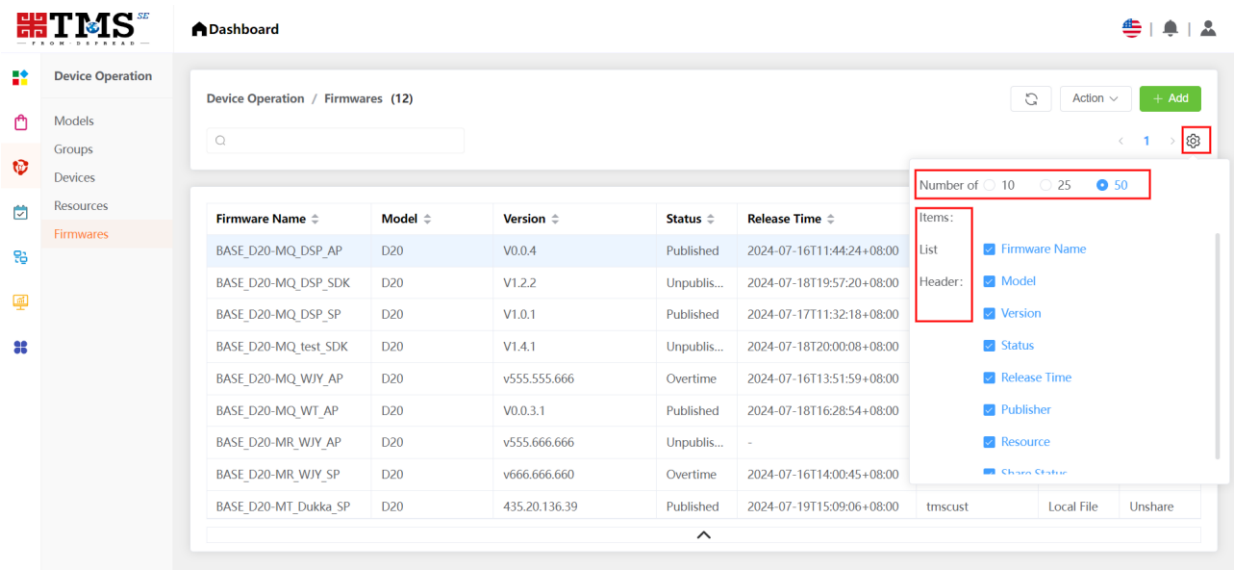
Note: Fields with * are required.

4.4 Firmware Management

1.Click the 【Device】-> 【Firmwares】 button on the left menu bar to enter the firmware management page.

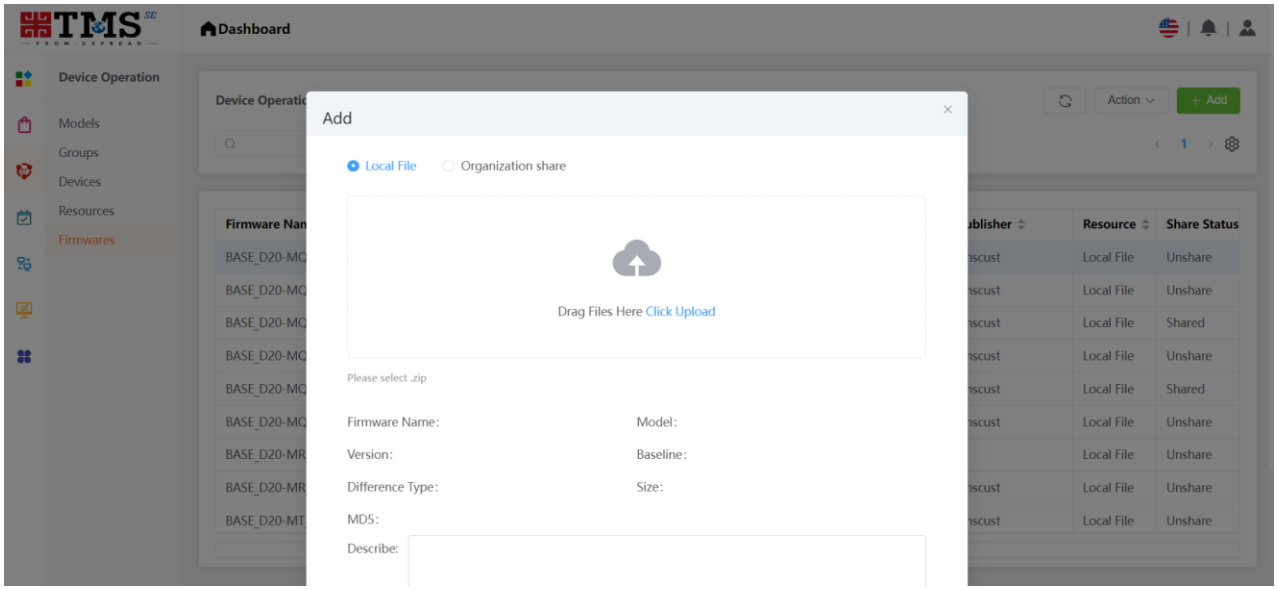


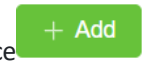
2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



4.4.1 Add firmware

4.4.1.1 Add local firmware



1.Click the "Add" button at the top right of the interface 

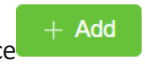
2.In the pop-up window, select "Local"

to add the local firmware

3. Click the icon and select the firmware package to be uploaded, and the system will automatically parse the information of the firmware package.

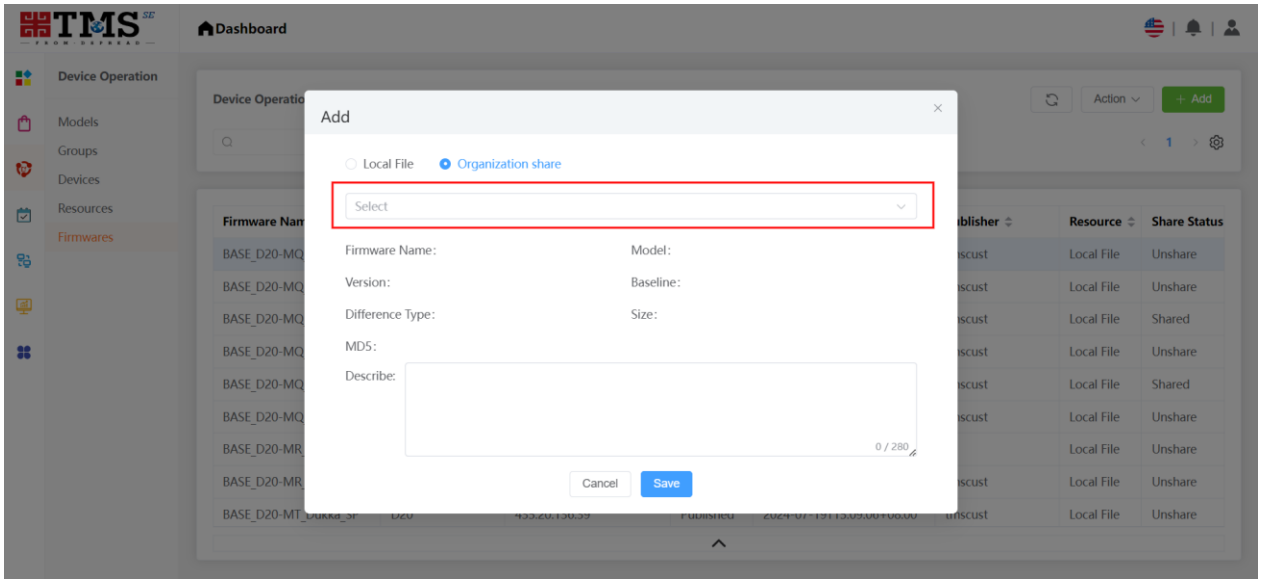
4.Fill in the description of the firmware package, confirm that it is correct, and click Save.

4.4.1.2 Add shared firmware

1.Click the "Add" button at the top right of the interface 

2.In the pop-up window, select Organizations

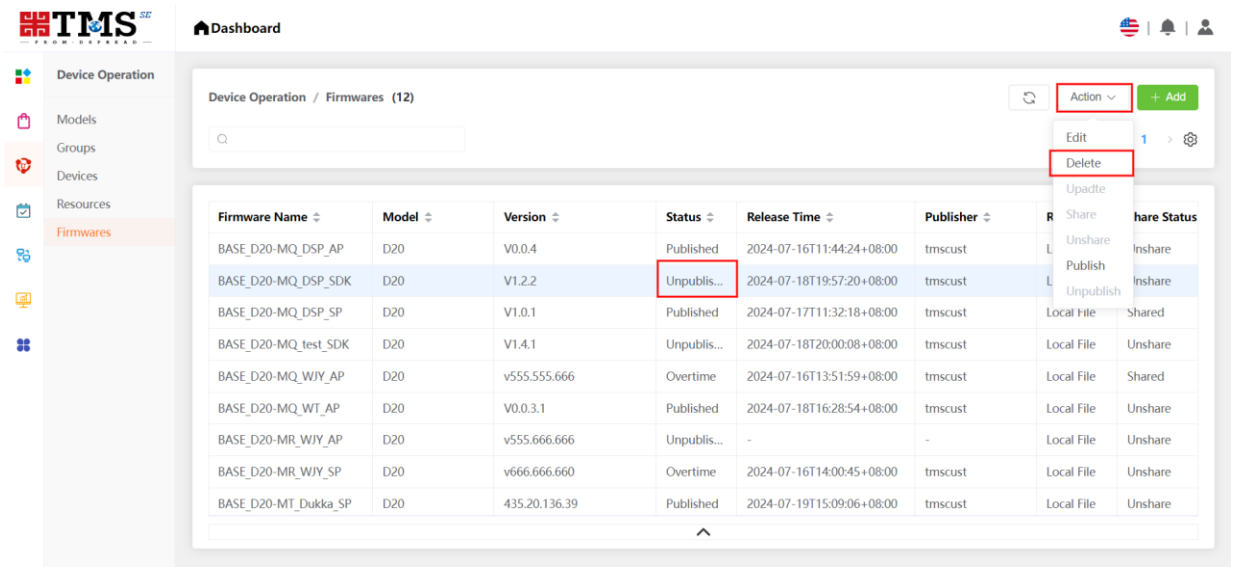
to add the organization's shared firmware



3. Select a firmware shared by the parent organization in the Select selection box.

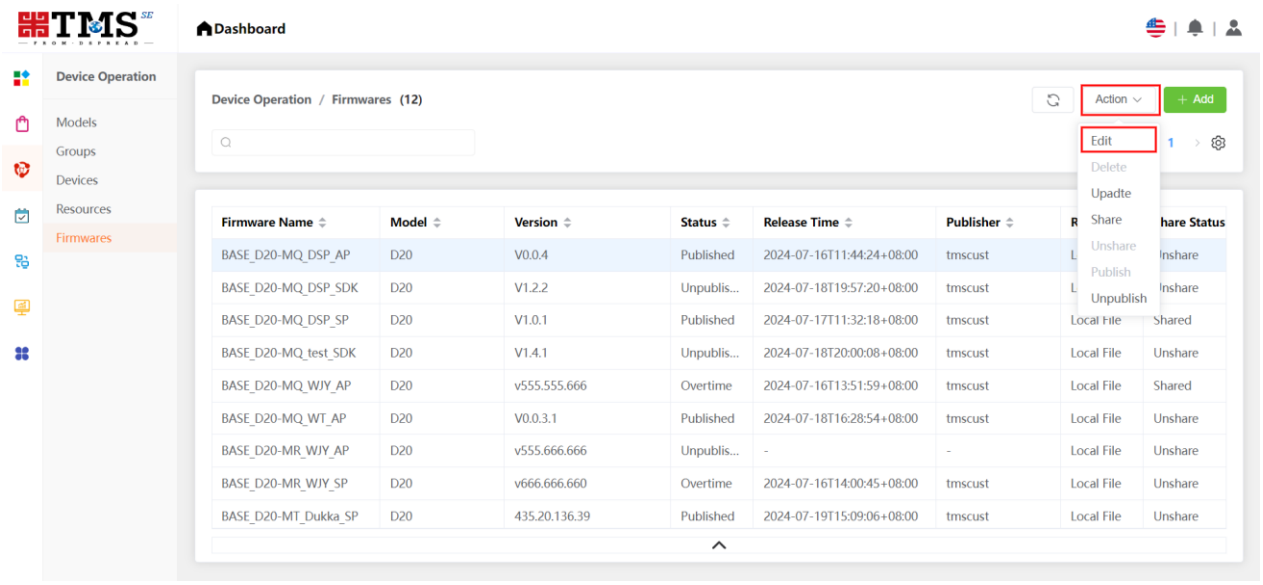
4.The system will automatically parse out the corresponding information and click Save.

4.4.2 Remove the firmware

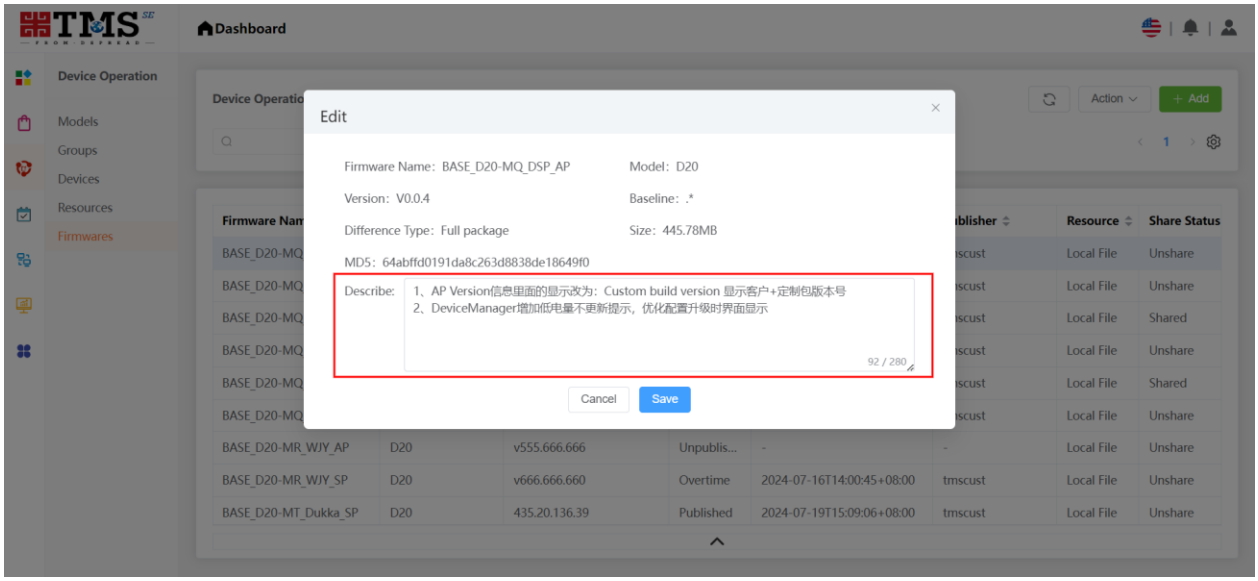


1. **Note**: Firmware can be removed only if it is in a non-release state
2. Click the firmware row you want to remove, click the "Action" button at the top of the page, and click "Delete" in the drop-down box.
3. Click Confirm in the pop-up window to remove the firmware.

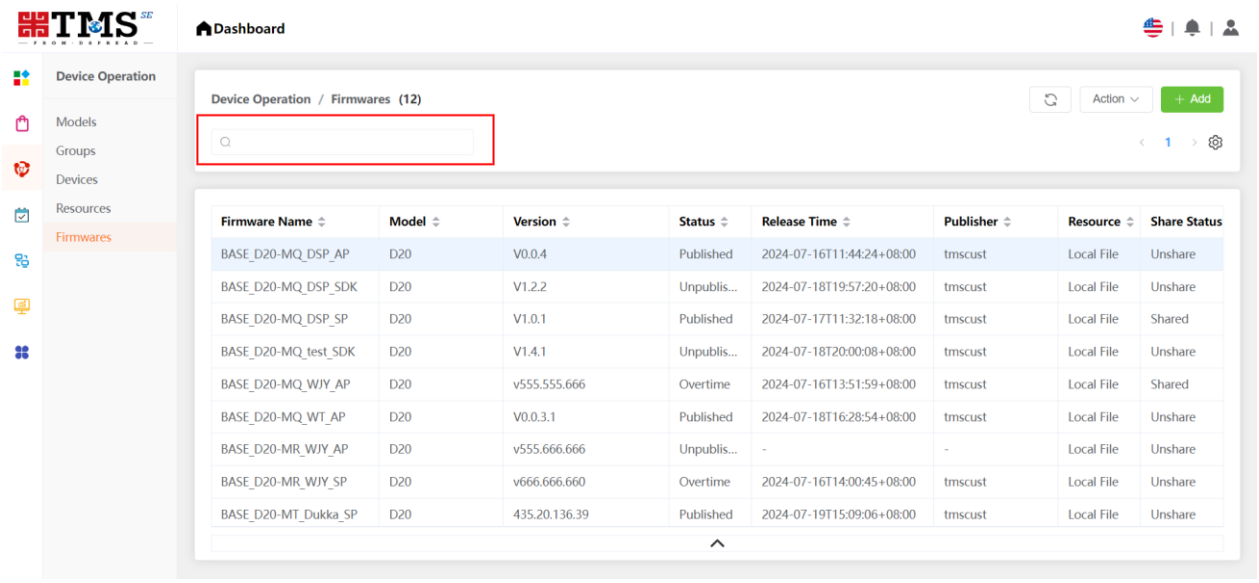
4.4.3 Modify the firmware



1. Click the firmware row you want to modify, click the "Action" button at the top of the page, and click "Edit" in the drop-down box.
2. In the pop-up window, you can modify the description of the firmware package, and click "Save" to complete the modification.

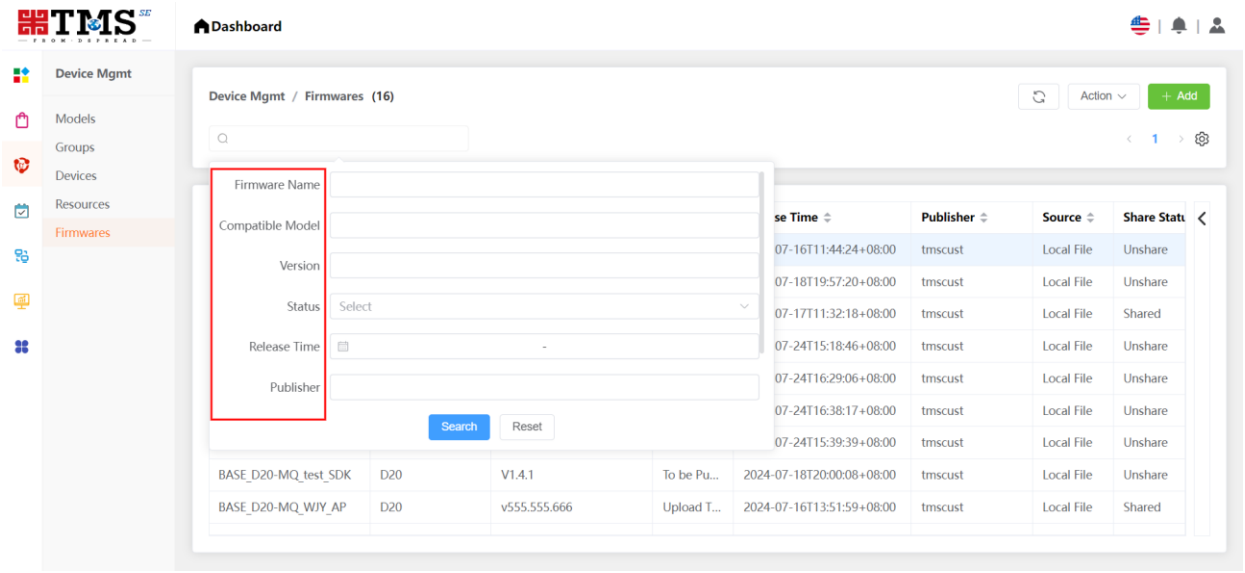


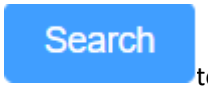
4.4.4 Query firmware



1.Find the search box in the top left corner of the main interface and click it

2.Based on the keywords displayed in the search drop-down box, select the keywords to be queried and enter or select them. You can select a single conditional query or a federated query with multiple criteria.

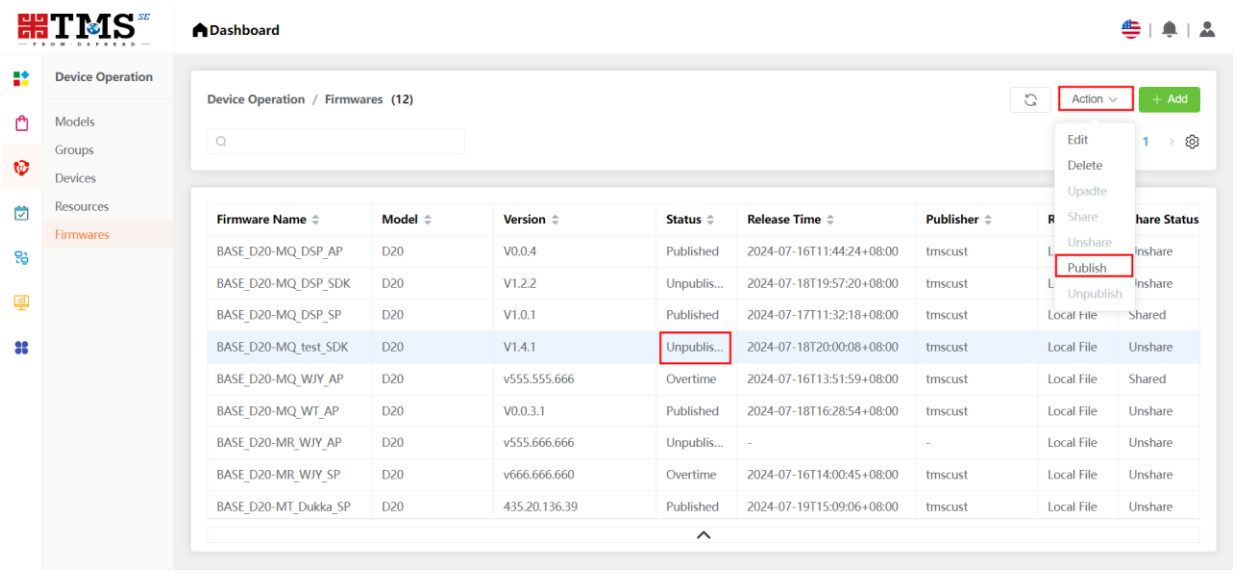


3.Click "Search" 

to complete the search

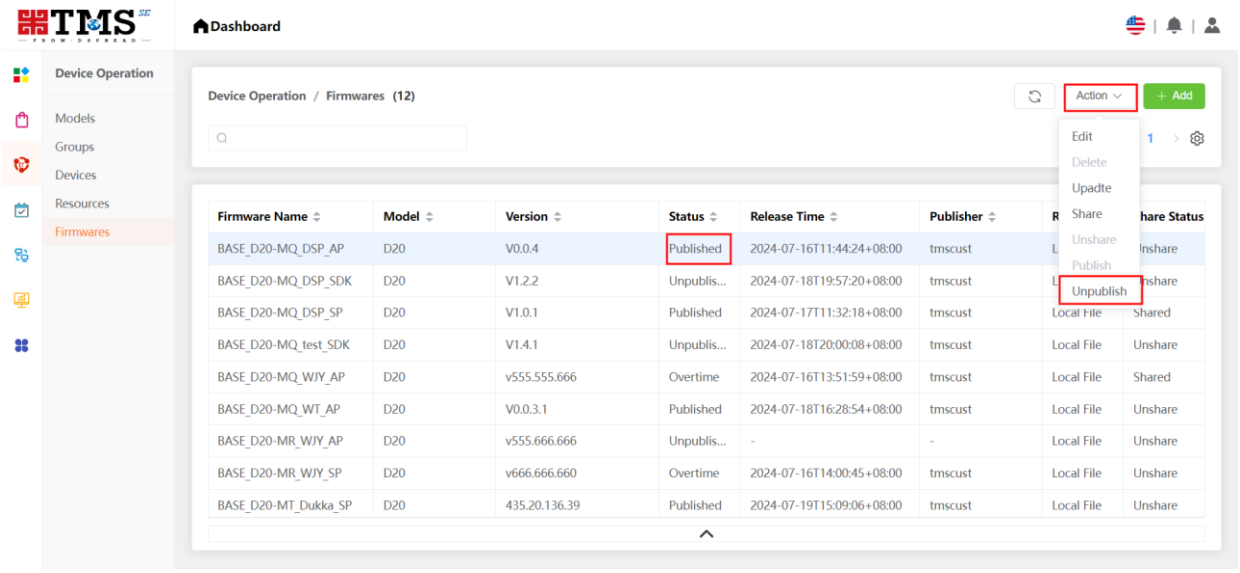
4.4.5 Listed firmware

1.Select the firmware to be listed, click Action in the upper right corner of the page, and select Publish from the drop-down list.



4.4.6 Deactivate the firmware

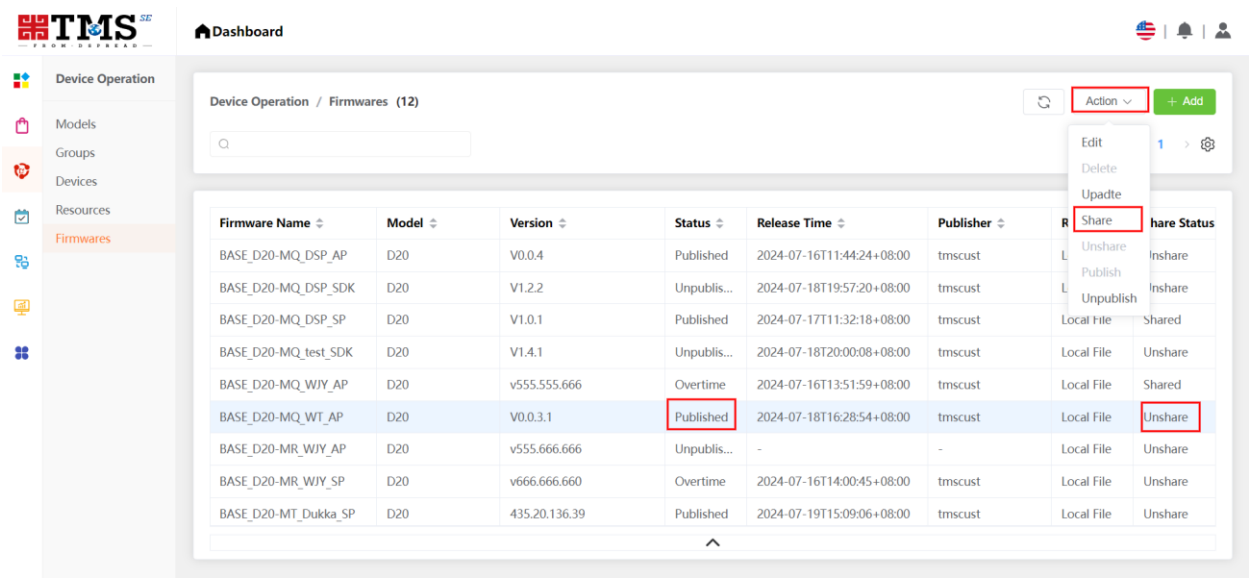
1. Select the firmware row to be removed, click the Action button in the upper right corner of the page, and select UnPublish from the drop-down box to complete the removal of the firmware.



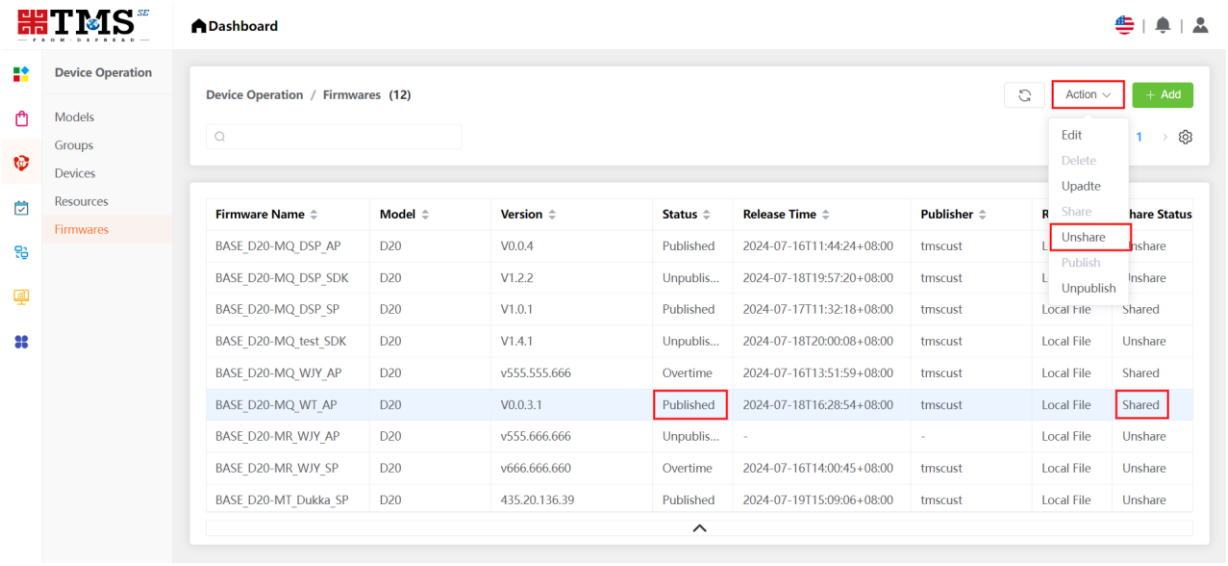
4.4.7 Shared firmware

1. **Note:** The prerequisite for sharing firmware is that the firmware is in a published state.

2. Select the released firmware row to be shared, click the Action button in the upper right corner of the page, and select Share in the drop-down box to complete the firmware sharing.

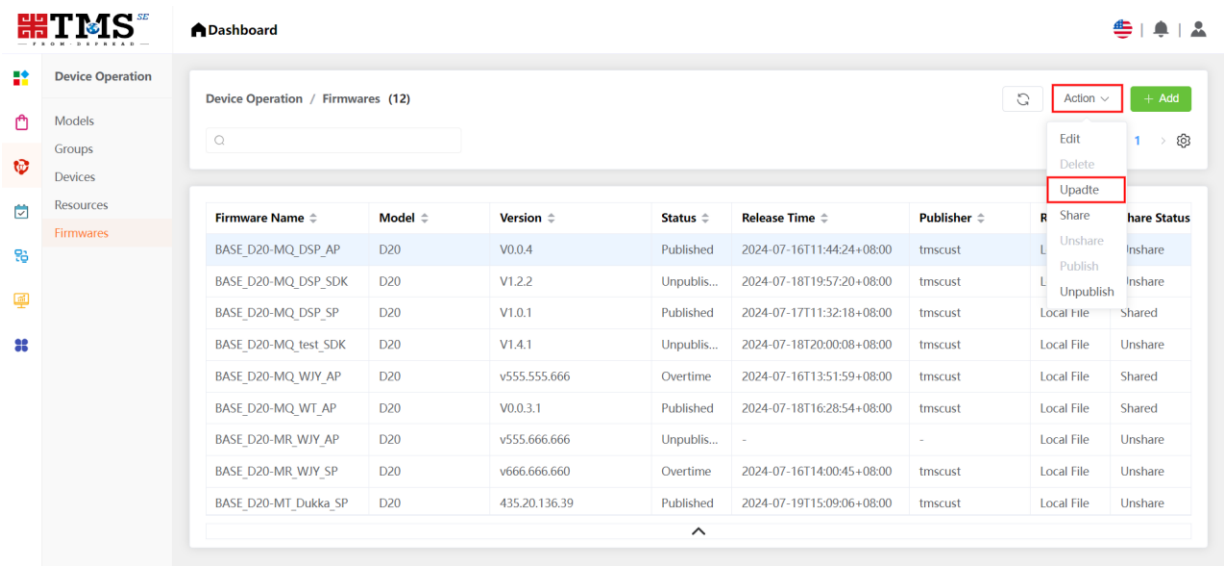


3. Select the published firmware row that you want to unshare, click the "Action" button in the upper right corner of the page, and select "Unshareing" in the drop-down box to unshare the firmware.

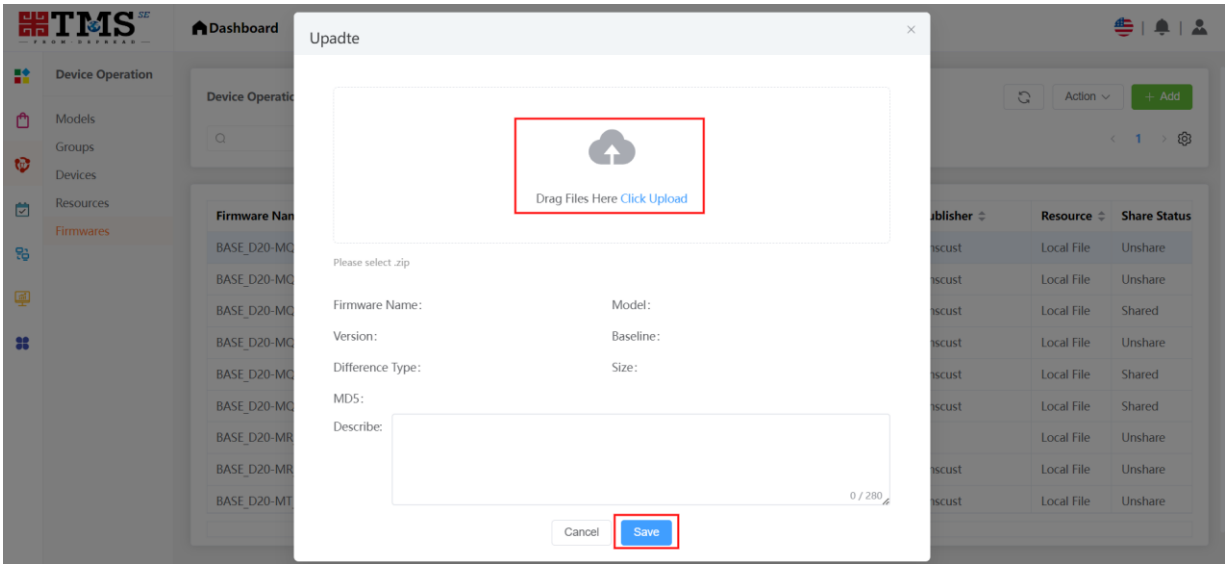


4.4.8 Upgrade the firmware

1. Select the firmware row to be upgraded, click the "Action" button in the upper right corner of the page, and select "Update" from the drop-down list.

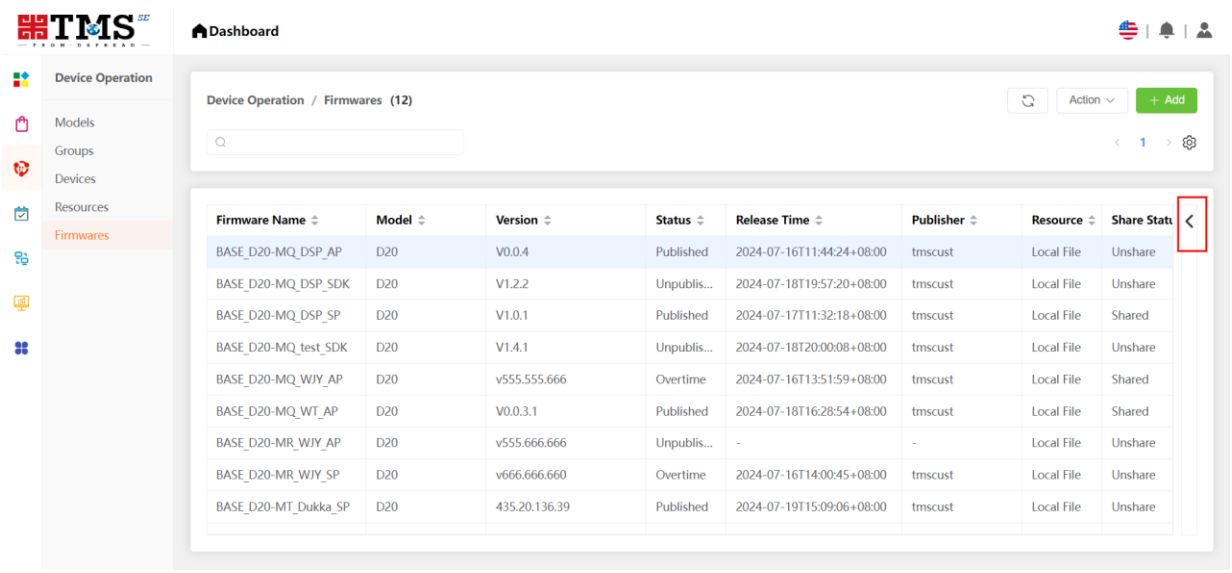


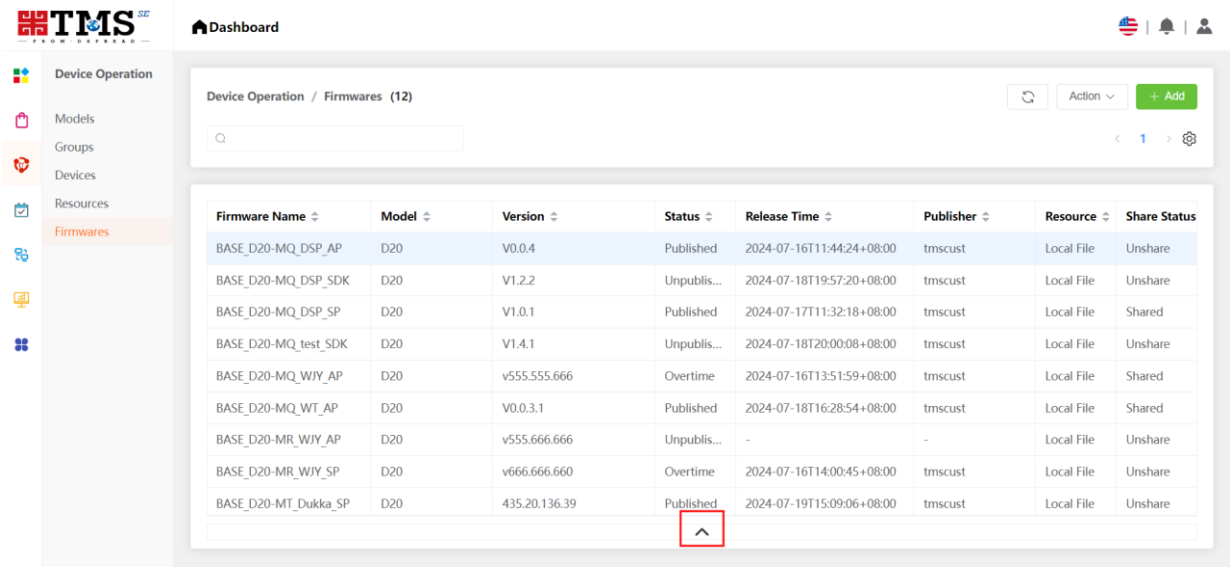
2. In the pop-up window, click the button, select the same firmware package of the new version, and click "Save".



4.4.9 Details

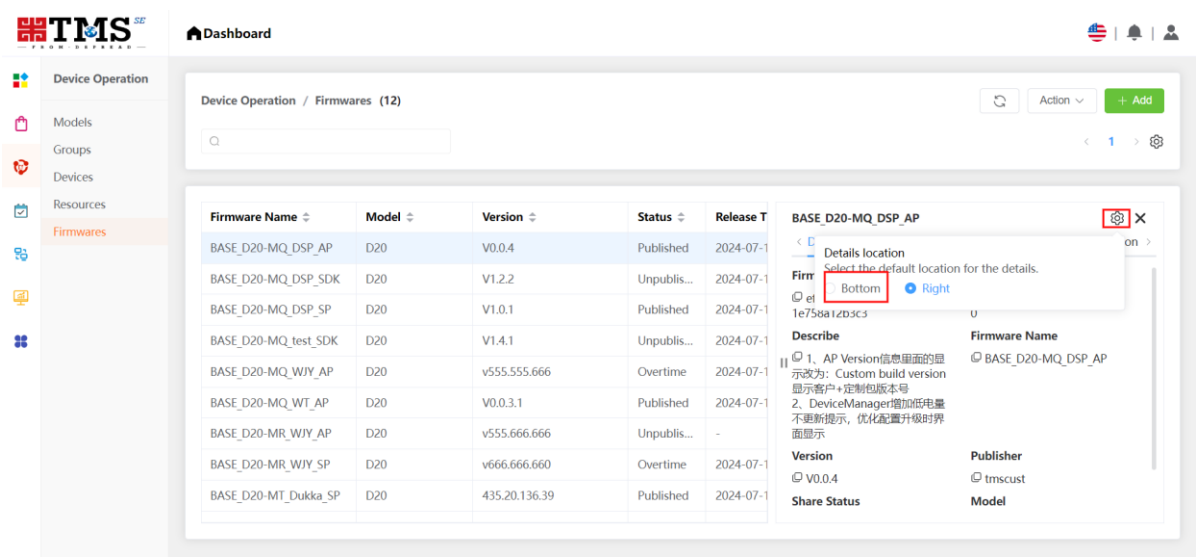
1. Click the button on the right side of the page to display the firmware details from the right or click the button at the bottom of the page to display the firmware details from the bottom.

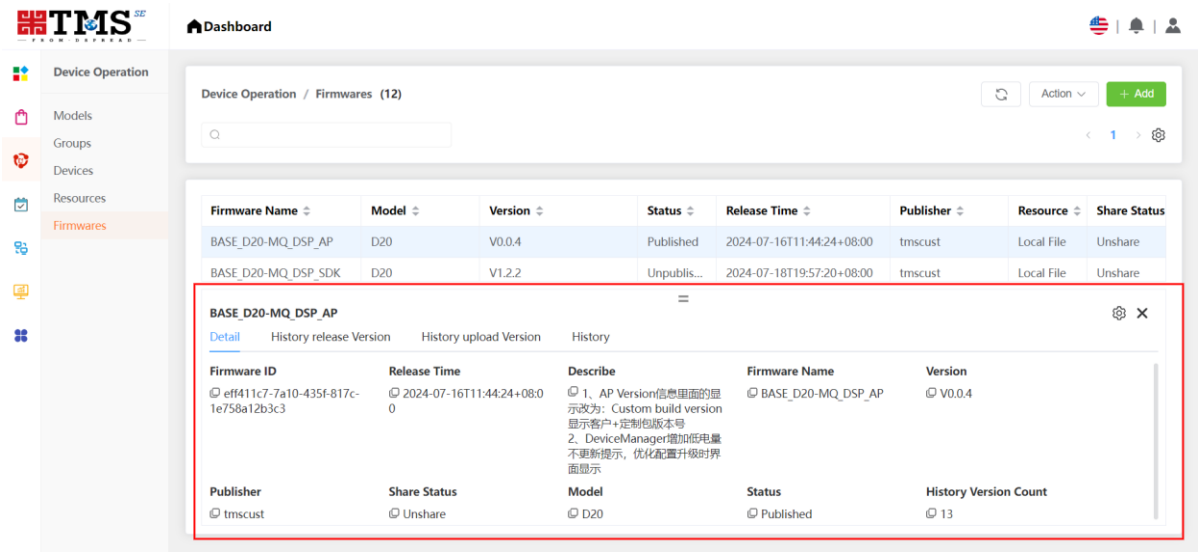




2. After you open the details, you can view the historical release versions, historical upload records, historical tasks, and other information

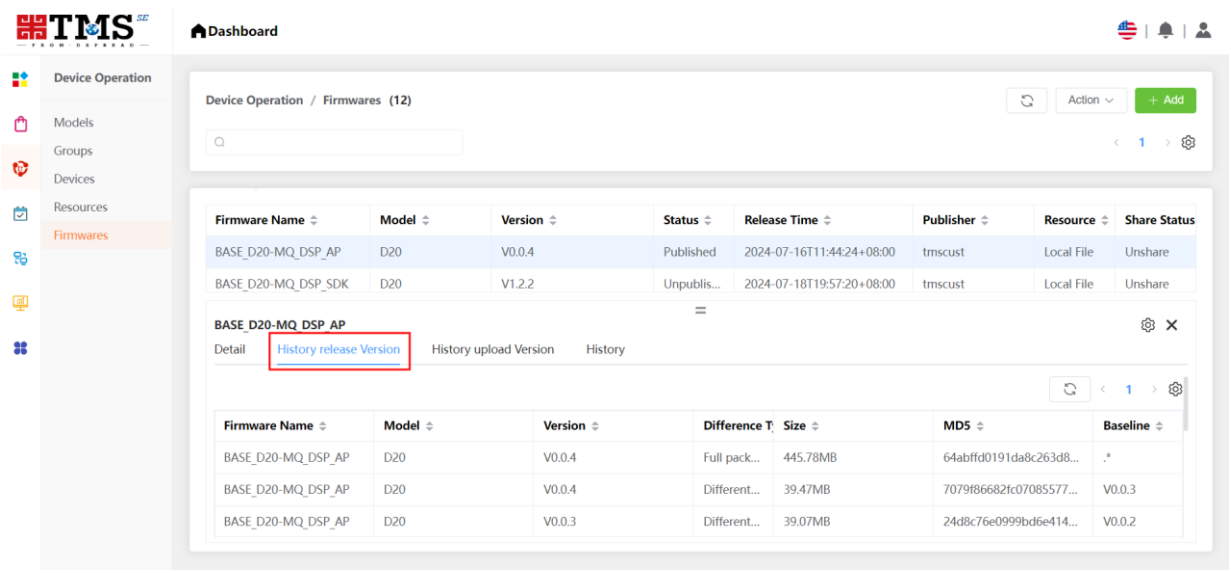
3. You can use the button in the details to move the details to the bottom, and then use the button at the bottom of the page to expand the details.





4.4.10 Historical release versions

1. In the detailed information pop-up window, click "Historical Release Version" to view and operate the historical release version.

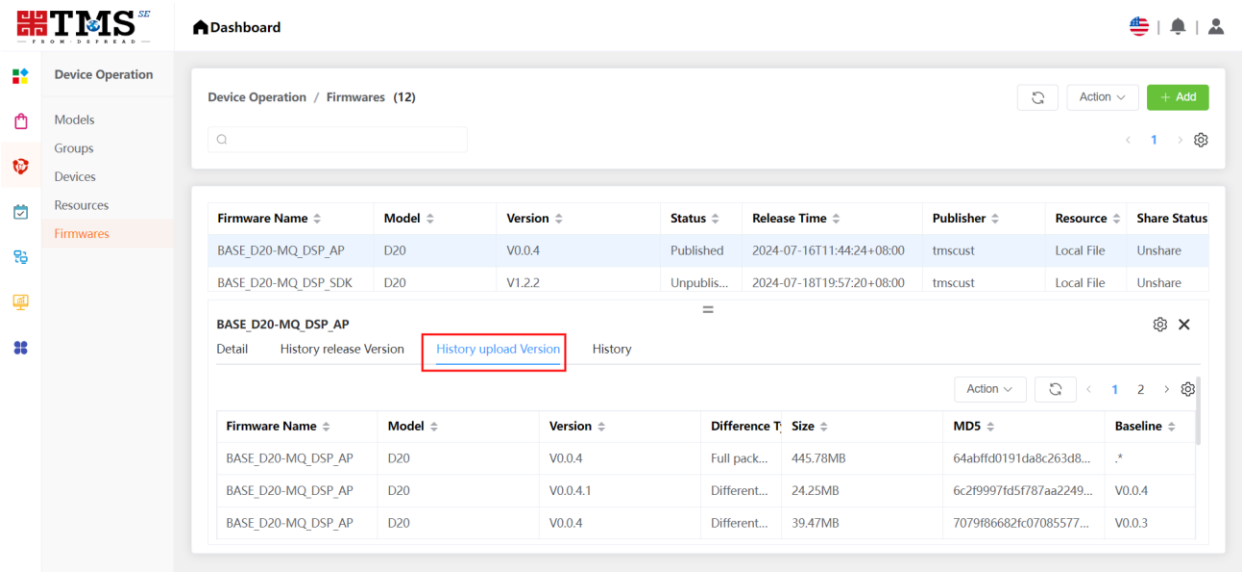


2. You can view details such as the supported models, firmware package name, version number, and firmware package type.

3. On the far right of the page, you can download the firmware packages for each version.

4.4.11. Historical upload records

1. Click "History upload Version" under the details pop-up window to view the upload history.



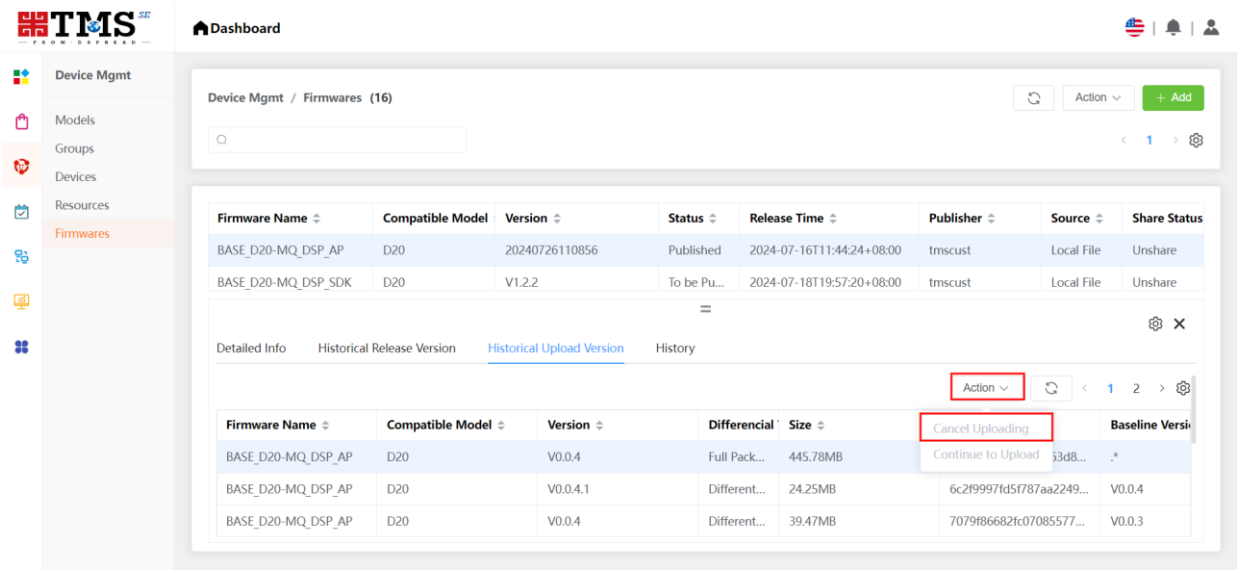
2. Historical upload records record all versions of the firmware package that have been uploaded.

4.4.11.1 Cancel the upload

1. **Note**: The prerequisite for canceling the upload of the firmware is that the firmware is being

uploaded.

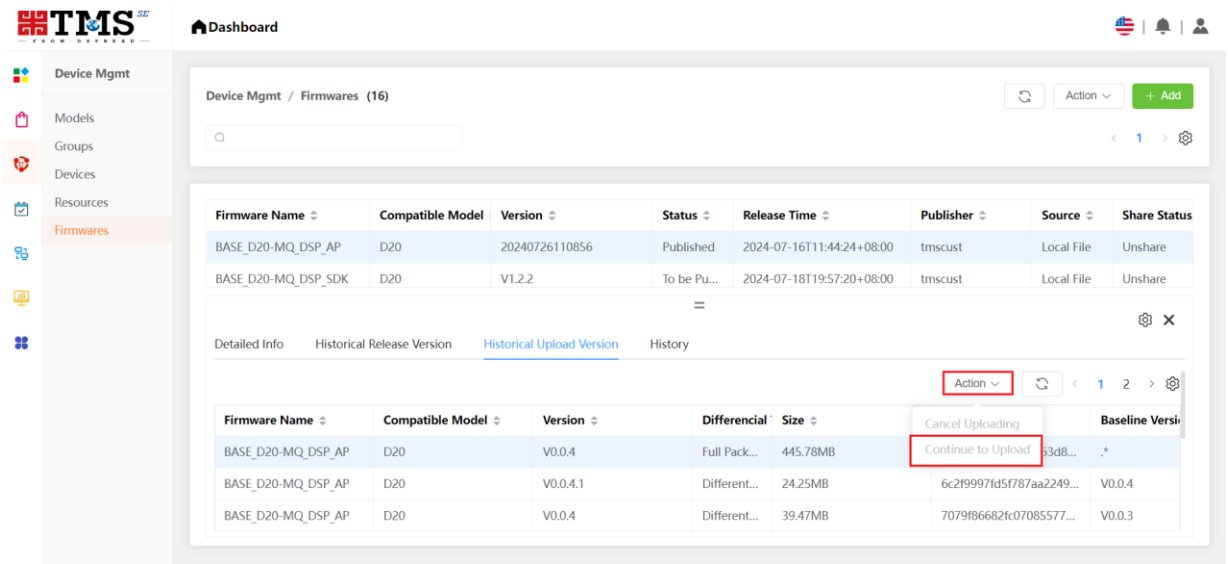
2.Select the firmware to be unuploaded, click the Action button at the top of the Upload History, and select Cancel Uploading from the drop-down list



4.4.11.2 Continuation of transmission

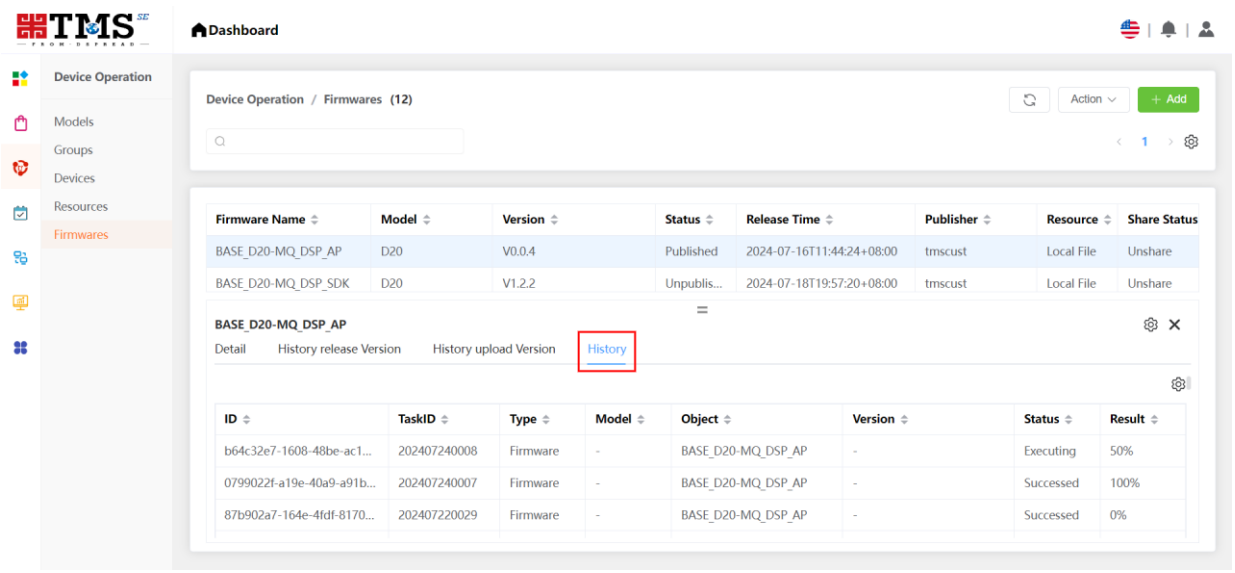
1. **Note**: The prerequisite for resuming the firmware is that the firmware is in the upload failed state.

2.Select the firmware to be unuploaded, click the Action button at the top of the Upload History, and select Continue to Upload from the drop-down list



4.4.12 historical tasks

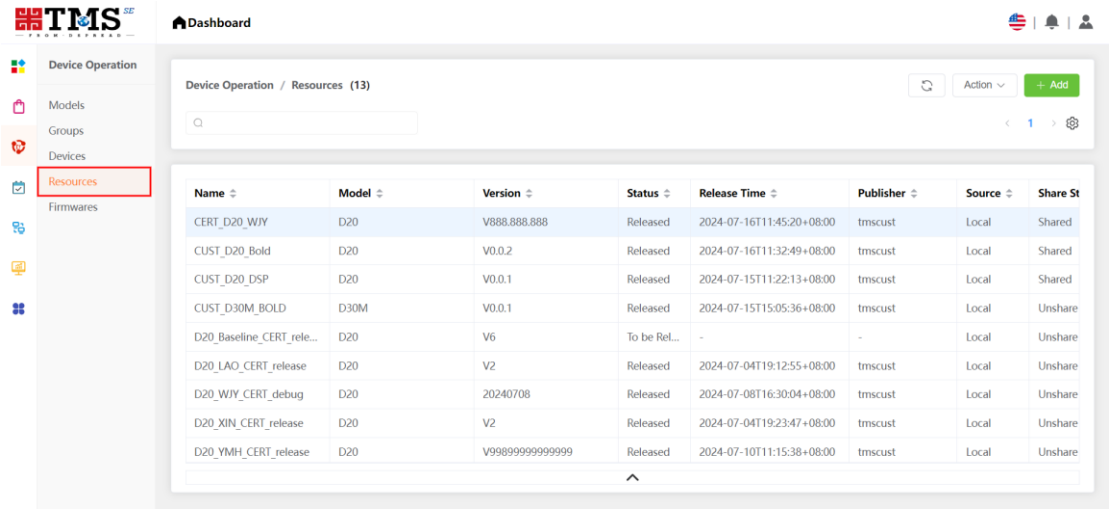
1. Click "History" under the pop-up window of detailed information to view the historical tasks.



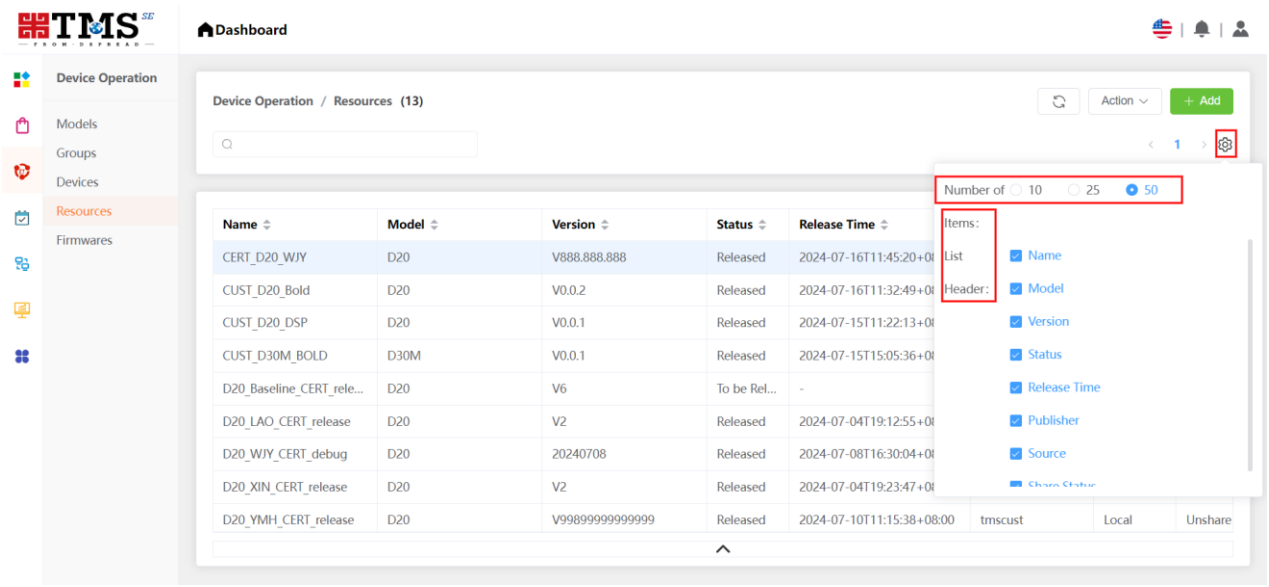
2. Historical tasks record all the tasks in the task center that have pushed the firmware, including the task name, task status, and push device number.

4.5 Resource Management

1.Click the 【Device】-> 【Resources】 button on the left menu bar to enter the resource management page.

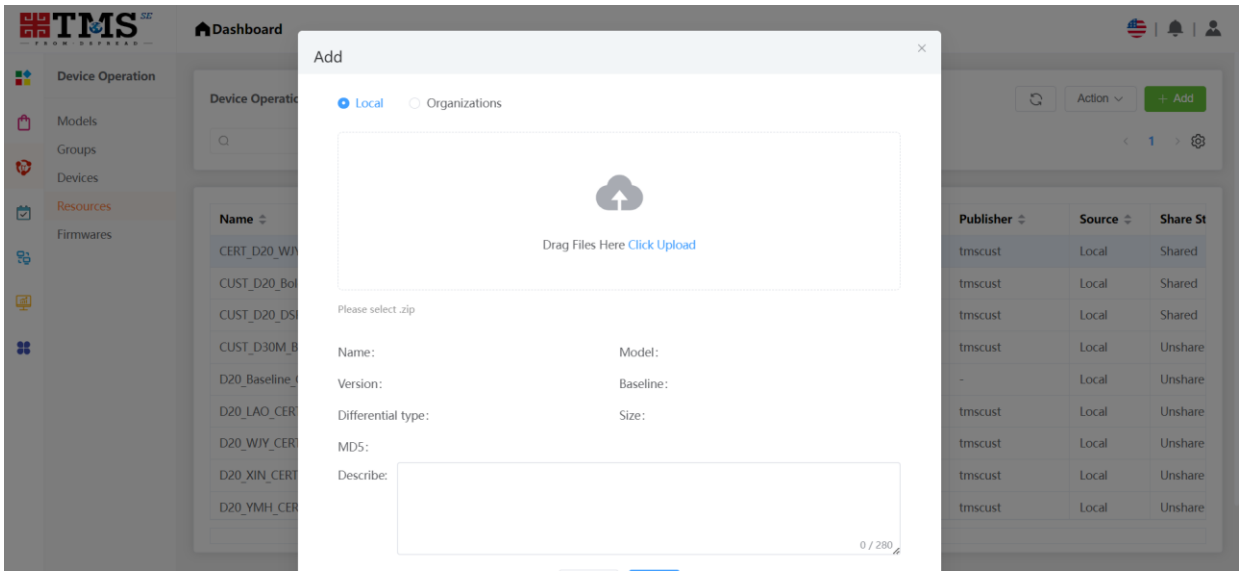


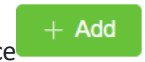
2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



4.5.1 Add resources

4.5.1.1 Add local resources



1.Click the "Add" button at the top right of the interface 

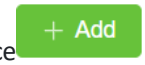
2.In the pop-up window, select "Local"

to add local resources

3. Click the icon and select the resource package to be uploaded, and the system will automatically parse the information of the resource package.

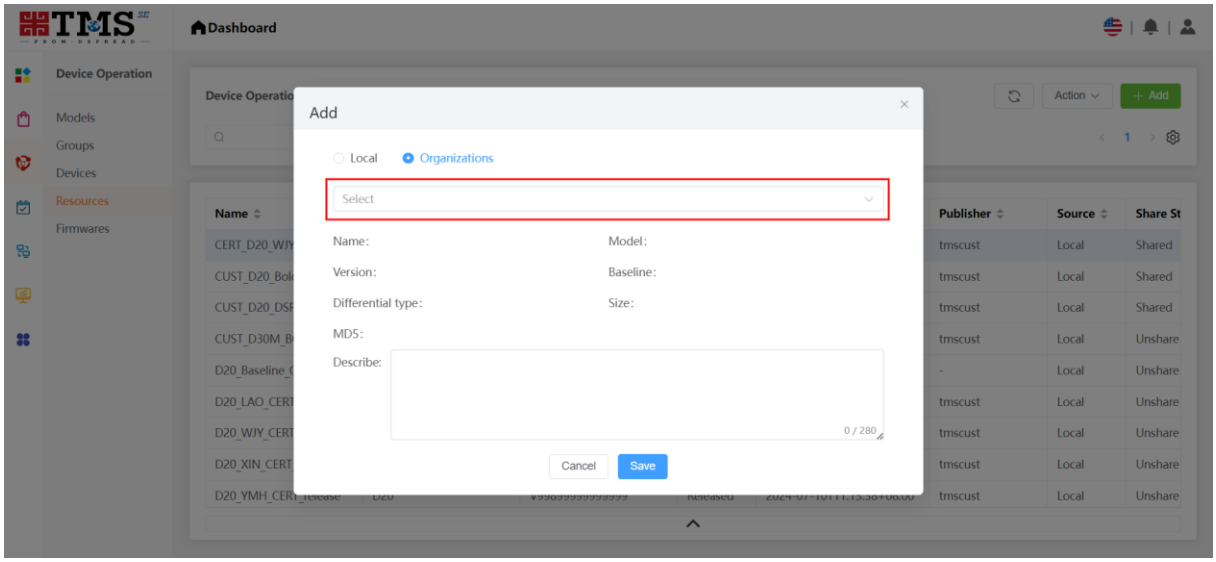
4.Enter the description of the resource package, confirm that it is correct, and click Save.

4.5.1.2 Add a shared resource

1.Click the "Add" button at the top right of the interface 

2.In the pop-up window, select Organizations

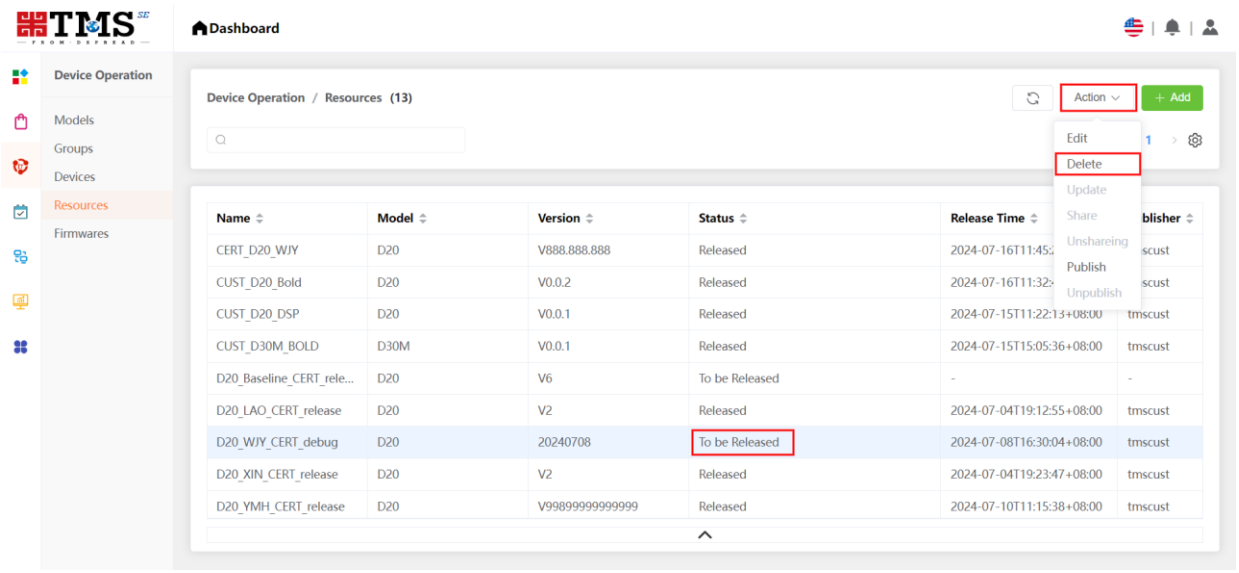
to add organization-sharing resources



3. Select a resource that is shared by the parent organization in the Select selection box.

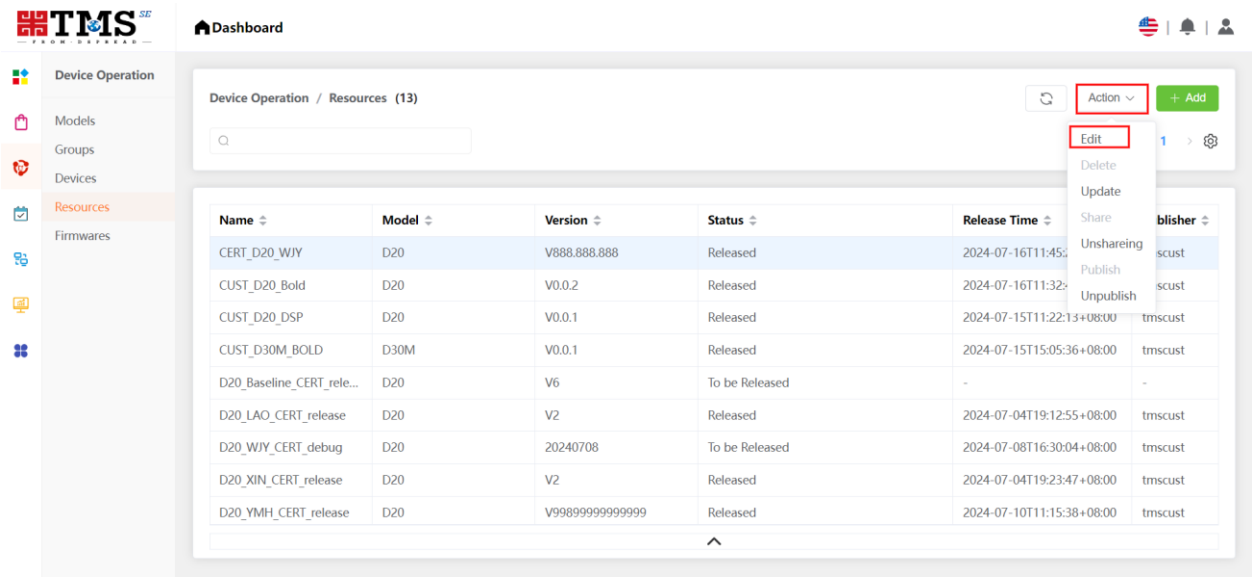
4.The system will automatically parse out the corresponding information and click "Save".

4.5.2 Delete Resources

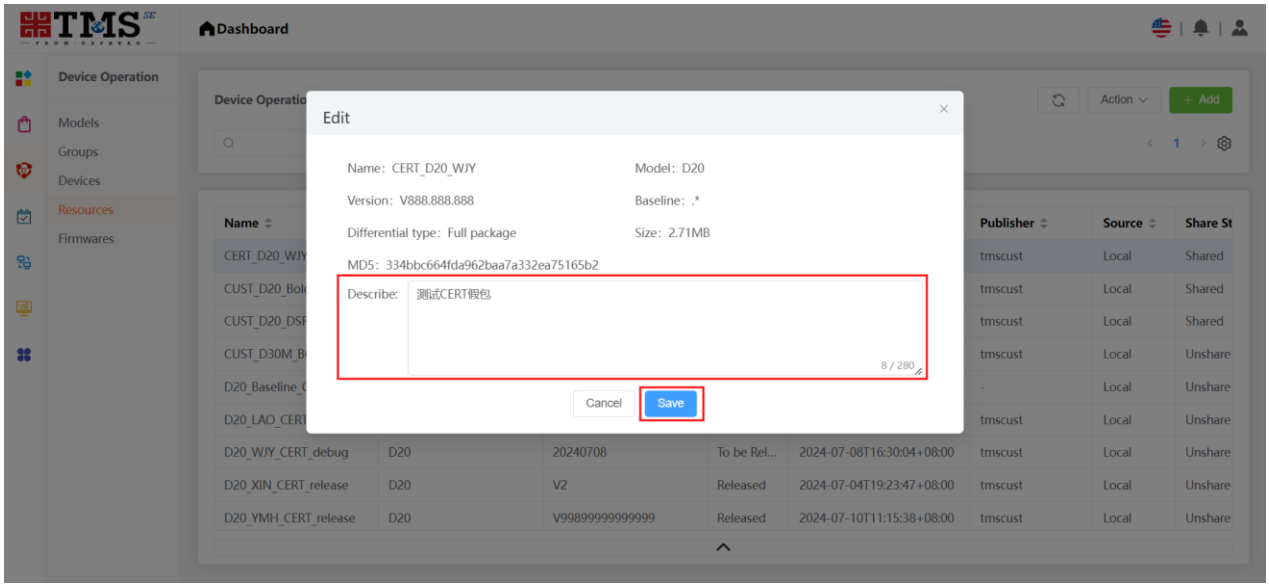


1. **Note**: Deleting an asset is only possible if the resource is in a non-publishing state
2. Click the row of the resource you want to delete, click the Action button at the top of the page, and click Delete in the drop-down box.
3. Click OK in the pop-up window to delete the resource.

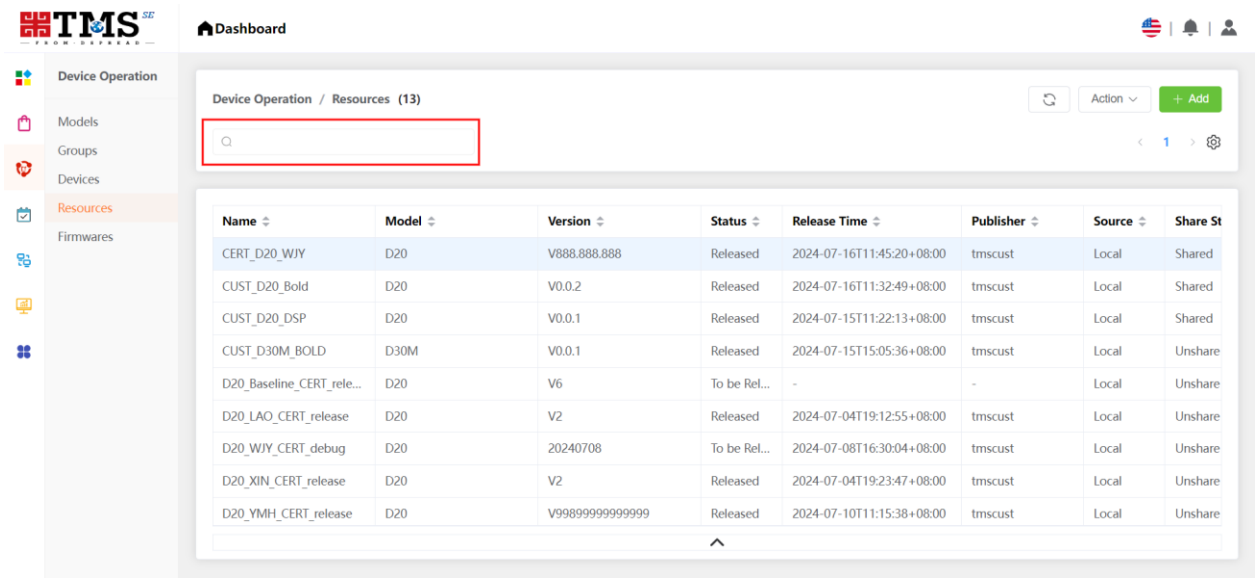
4.5.3 Modify Resources



1. Click the row of resources you want to modify, click the Action button at the top of the page, and click Edit in the drop-down box.
2. In the pop-up window, you can modify the description of the resource pack, and click Save to complete the modification.

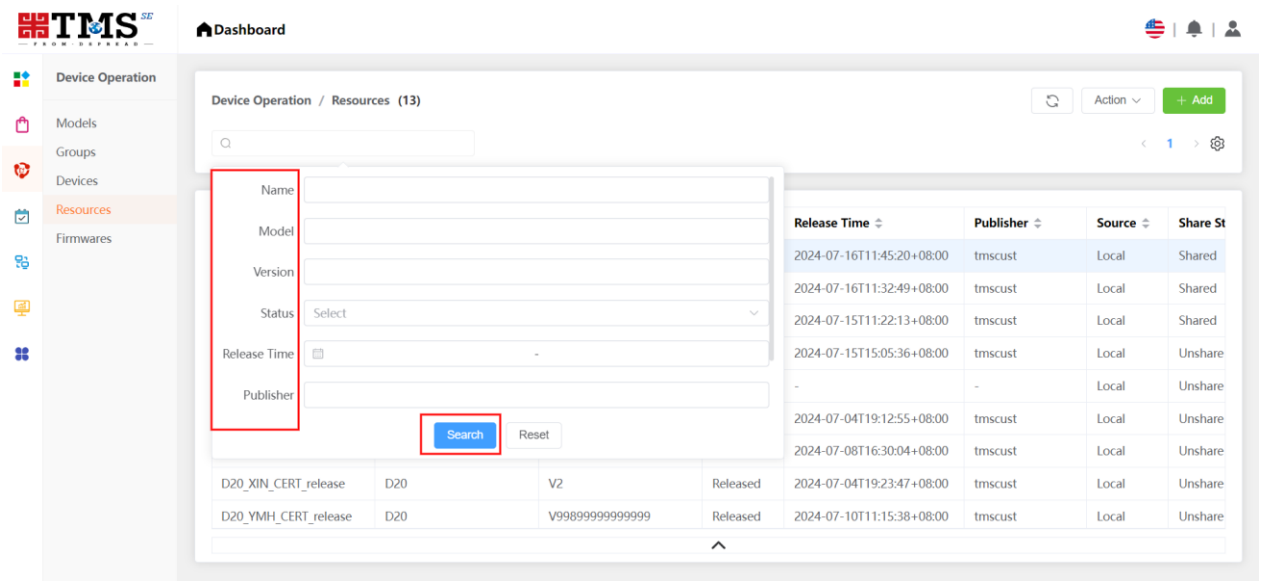


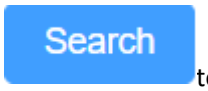
4.5.4 Query resources



1.Find the search box in the top left corner of the main interface and click it

2.Based on the keywords displayed in the search drop-down box, select the keywords to be queried and enter or select them. You can select a single conditional query or a federated query with multiple criteria.

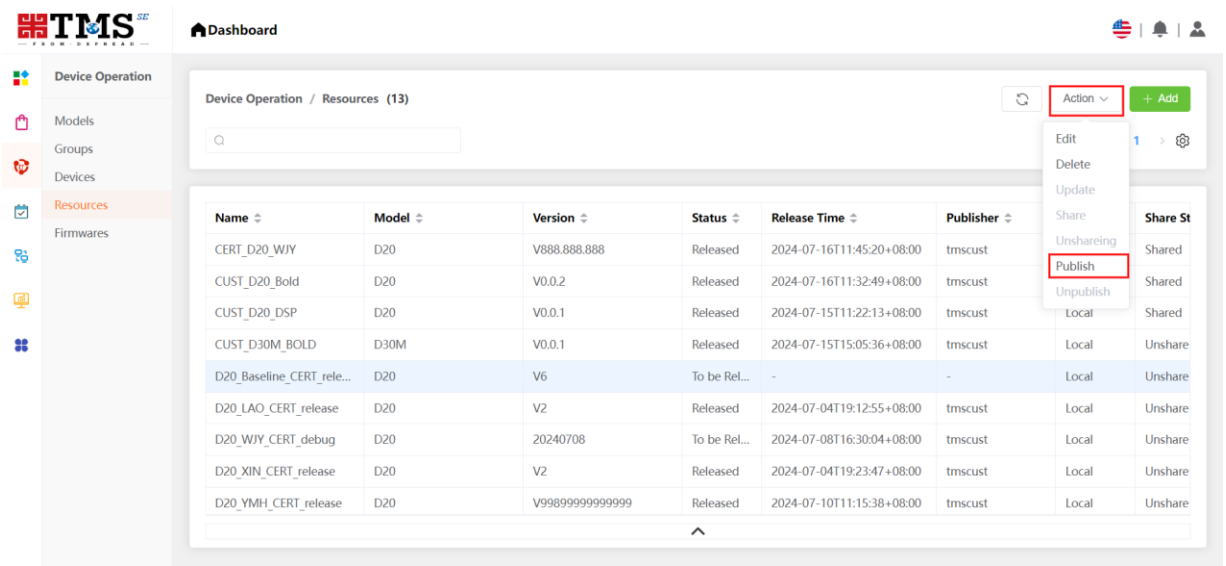


3.Click "Search" 

to complete the search

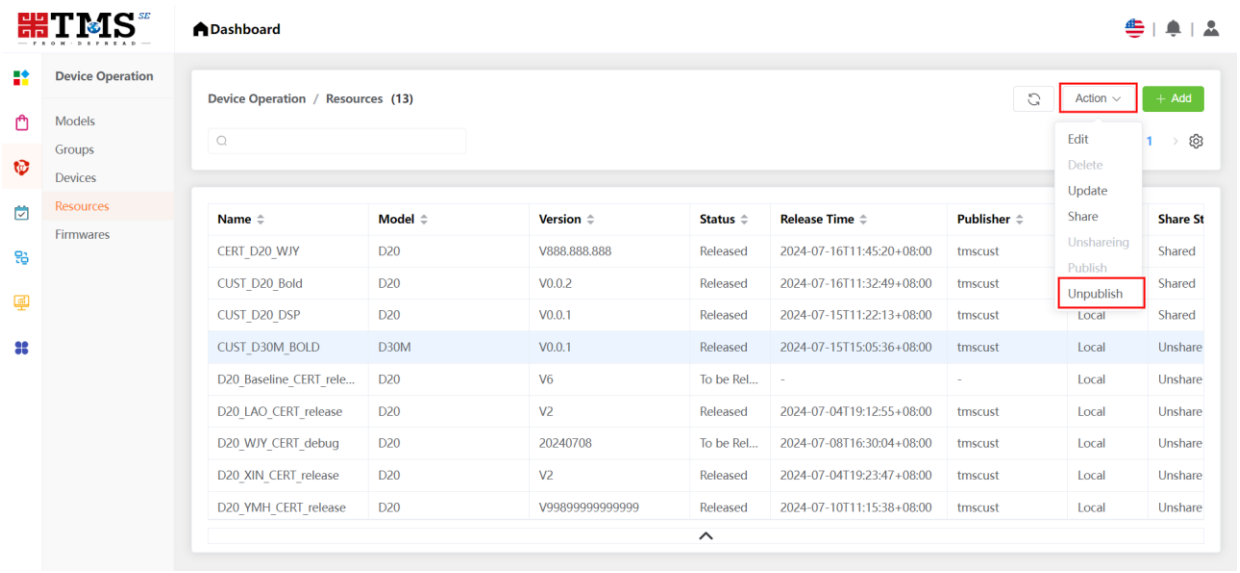
4.5.5 Listing Resources

1.Select the row of resources to be listed, click Action in the upper-right corner of the page, and select Publish from the drop-down list.



4.5.6 Delisting Resources

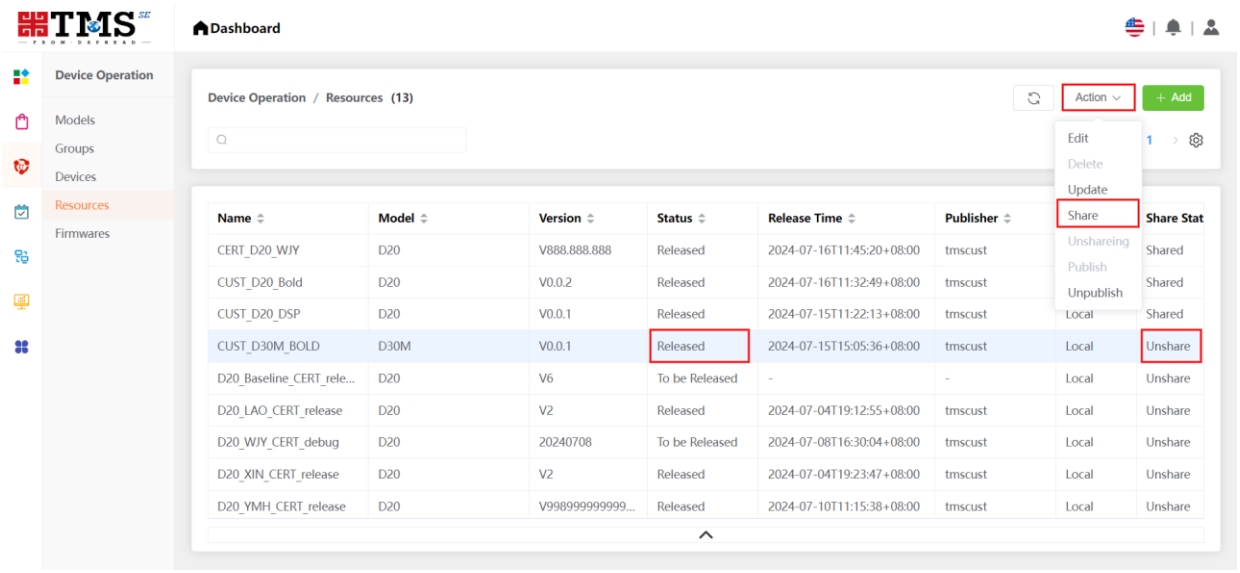
1. Select the row of resources to be removed, click the Action button in the upper right corner of the page, and select UnPublish from the drop-down list.



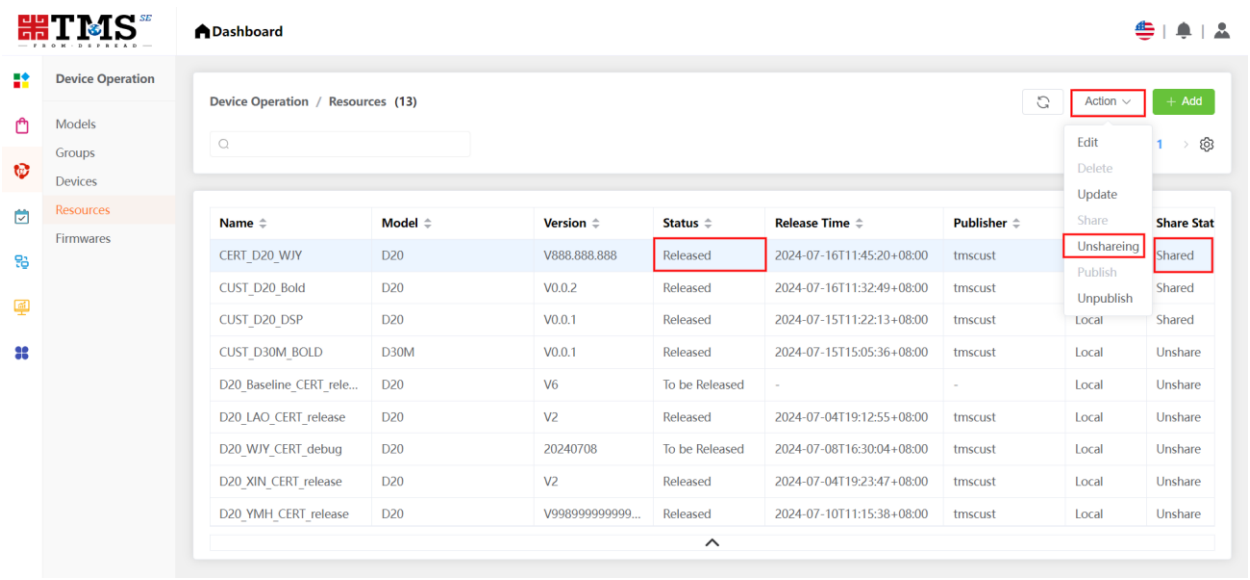
4.5.7 Shared Resources

1. **Note:** The prerequisite for sharing a resource is that the asset is in a published state.

2. Select the published resource row, click the Action button in the upper right corner of the page, and select Share from the drop-down list to complete the resource sharing.

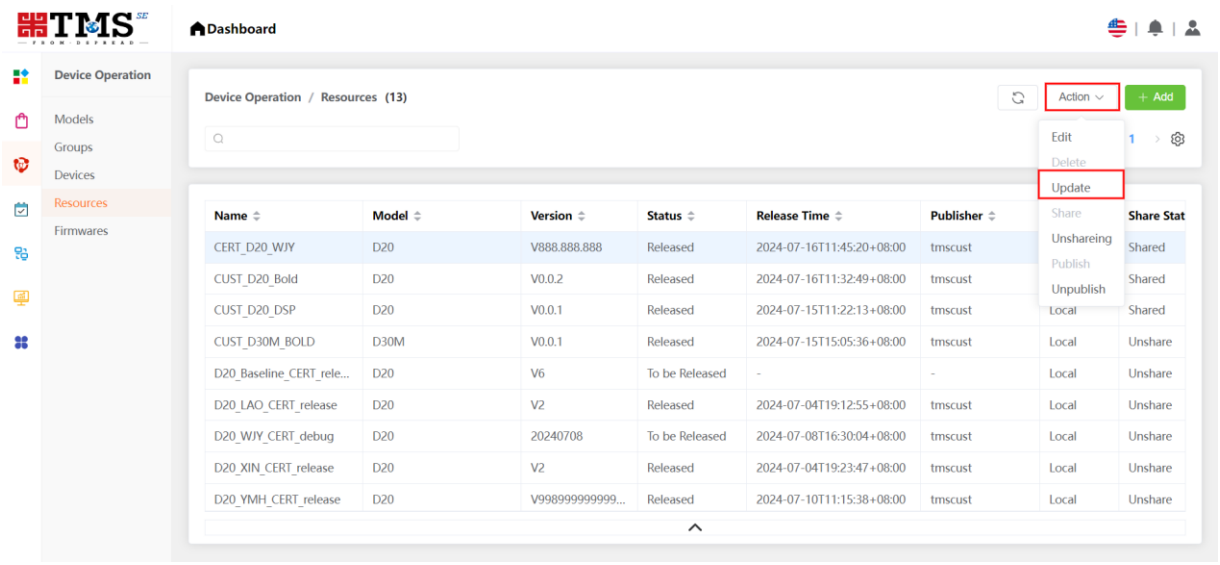


3. Select the published resource row to unshare, click the Action button in the upper right corner of the page, and select Unsharing from the drop-down list.

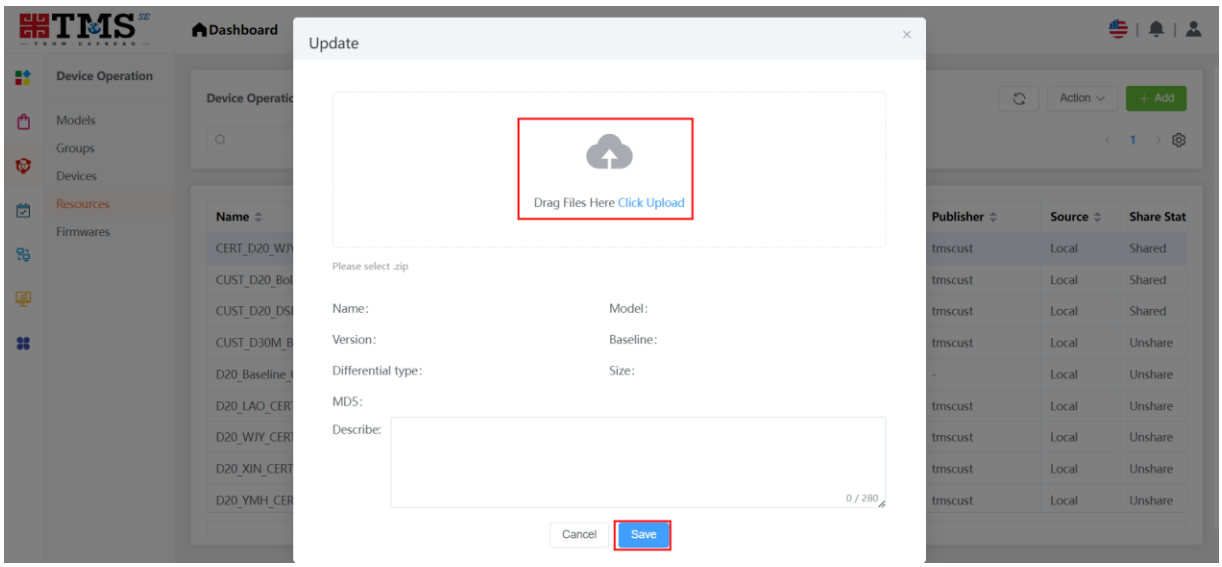


4.5.8 Upgrade Resources

1. Select the resource row to be upgraded, click Action in the upper right corner of the page, and select Update from the drop-down list.

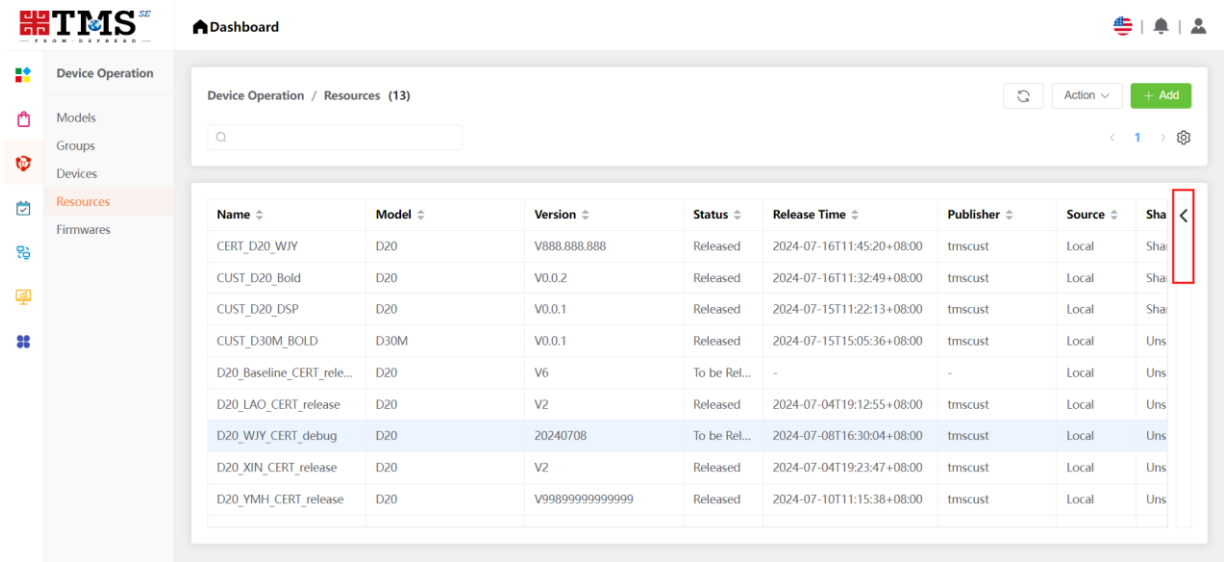


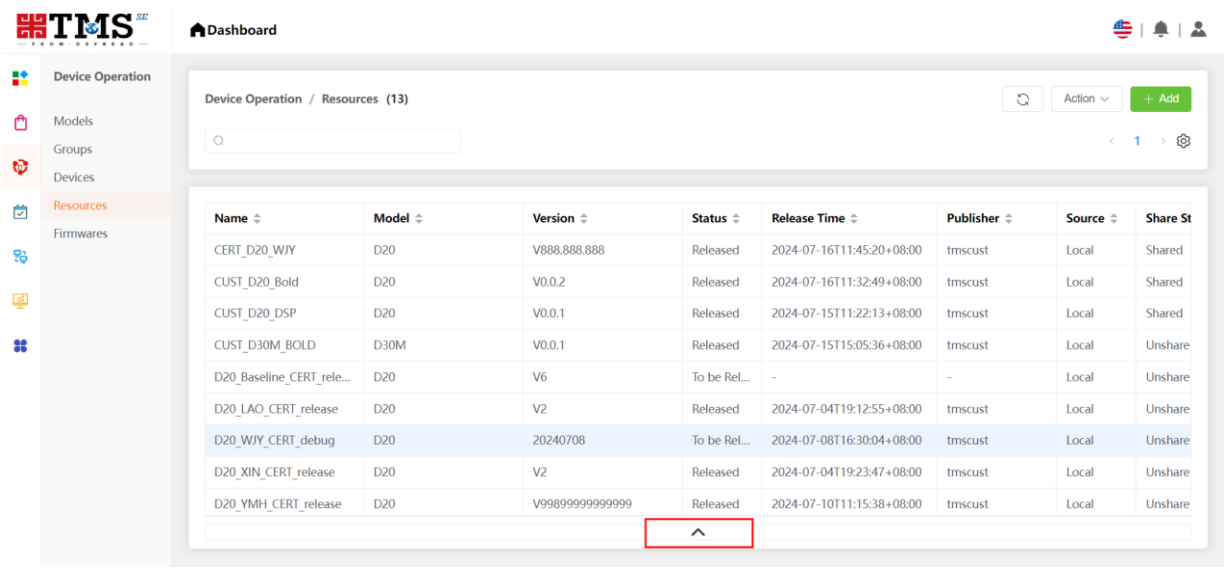
2. In the pop-up window, click the button, select the new version of the same resource pack, and click Save.



4.5.9 Details

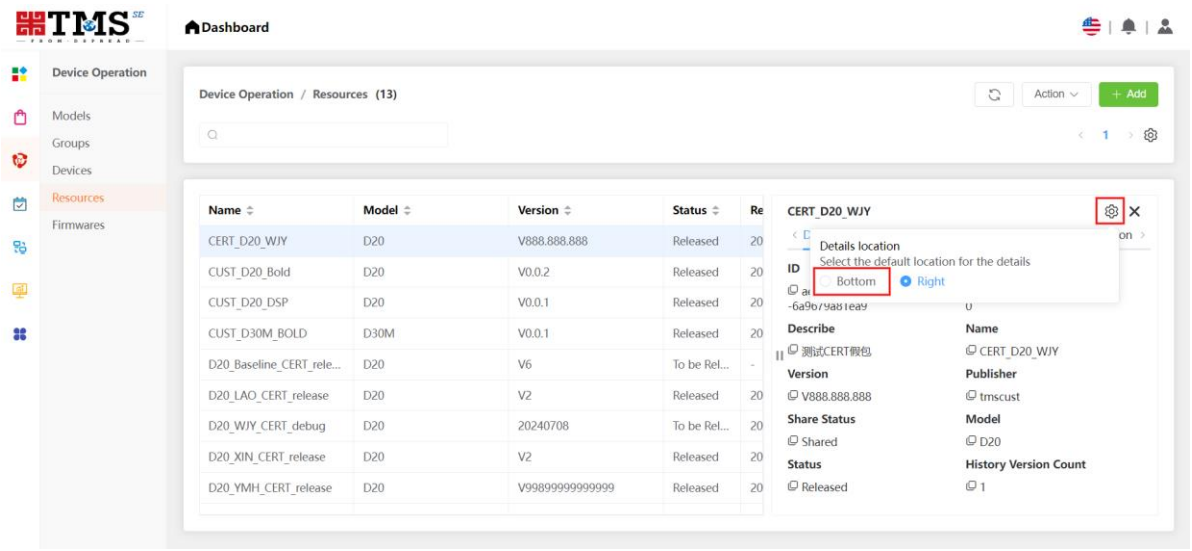
1. Click the button on the right side of the page to display the resource details from the right, or click the button at the bottom of the page to display the resource details from the bottom.

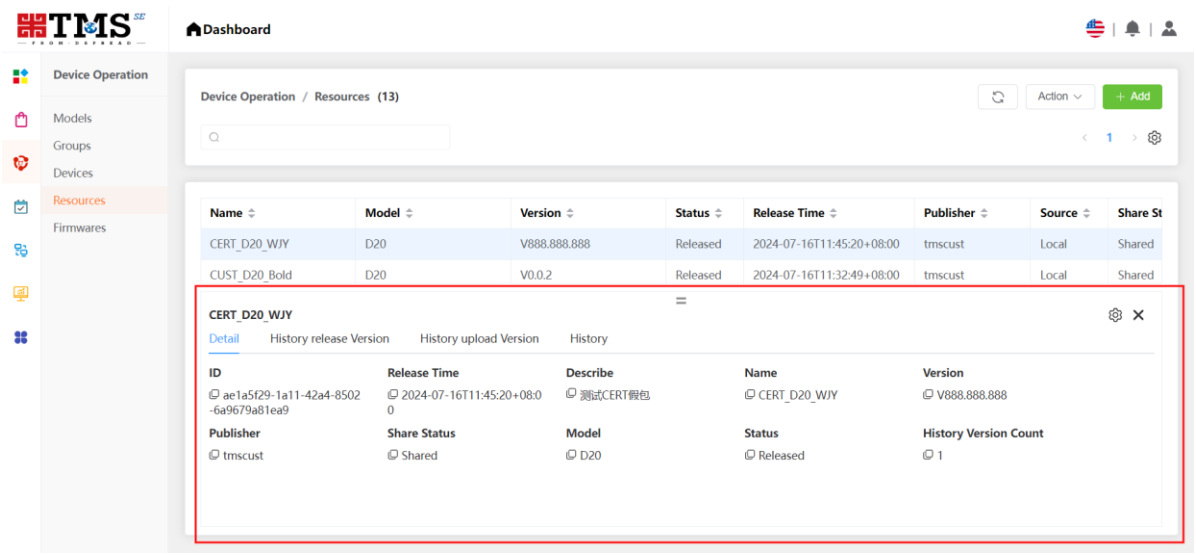




2. After you open the details, you can view the historical release versions, historical upload records, historical tasks, and other information.

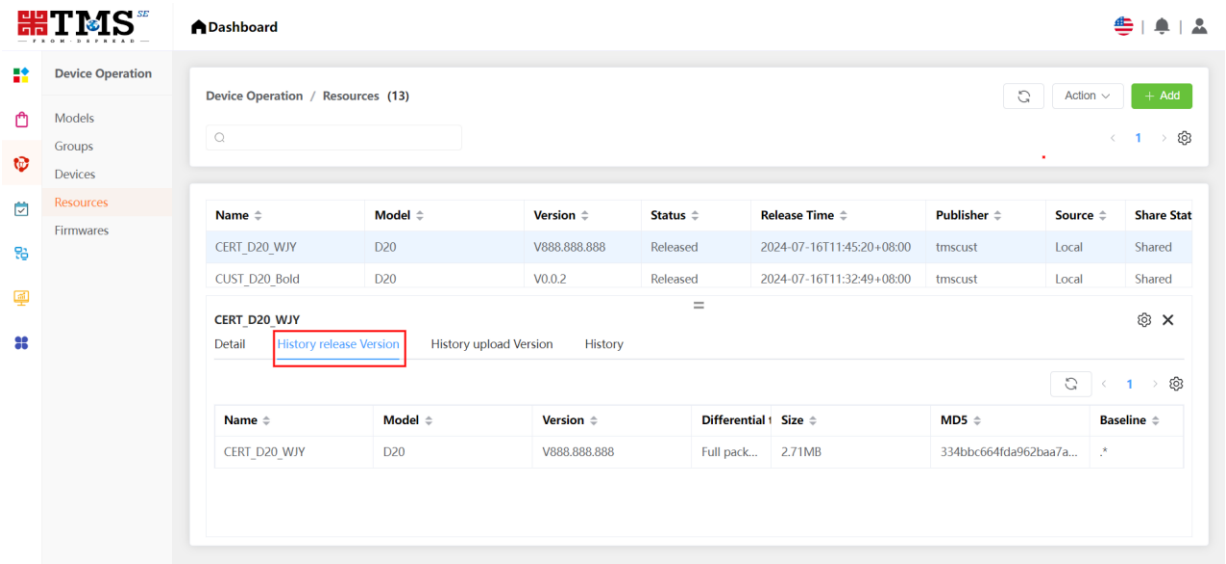
3. You can use the button in the details to move the details to the bottom, and then use the button at the bottom of the page to expand the details.





4.5.10 Historical release versions

1. In the detailed information pop-up window, click "Historical Release Version" to view and operate the historical release version.

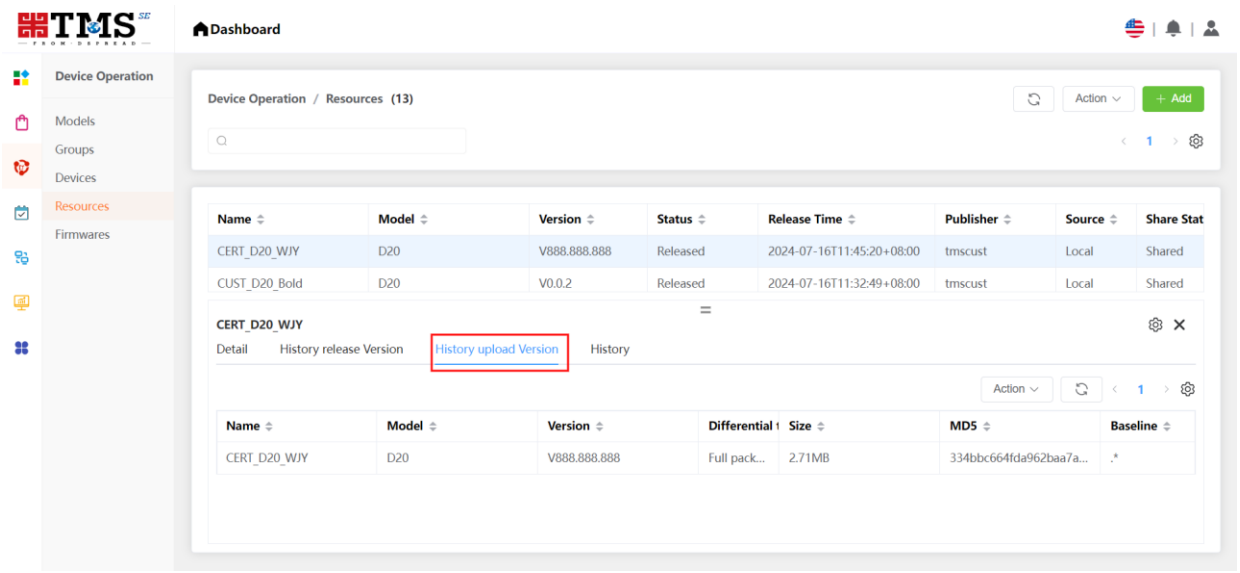


2. You can view the supported models, package names, version numbers, and types of resource plans.

3. On the far-right side of the page, you can download the resource packs of each version.

4.5.11. Historical upload records

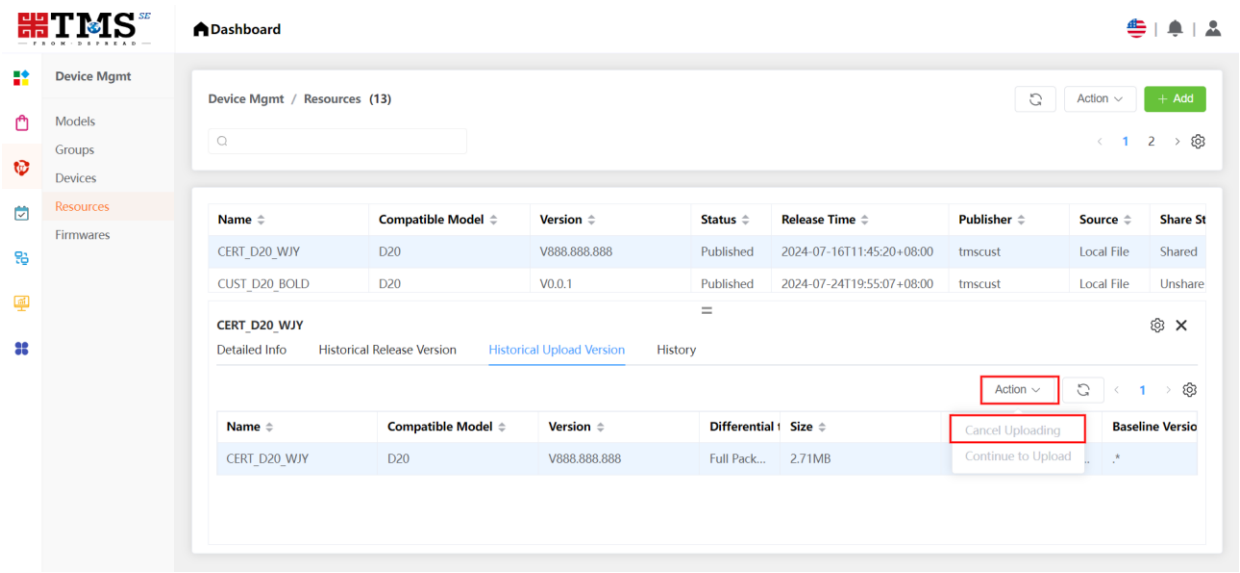
1. Click "History upload Version" under the details pop-up window to view the upload history.



2. Historical upload records record all versions of the resource package.

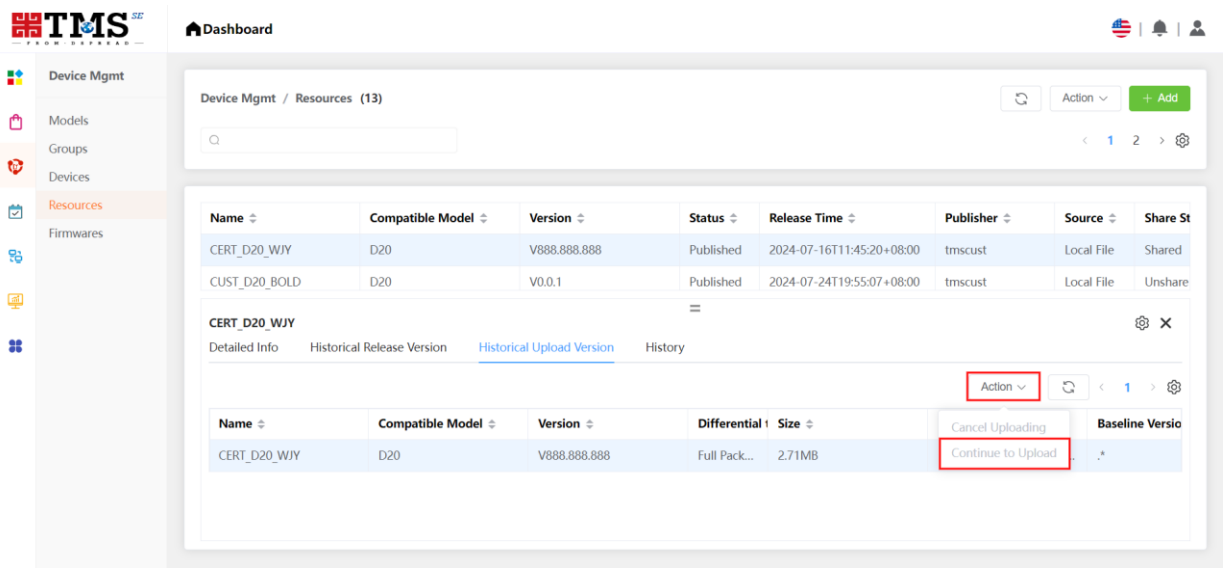
4.5.11.1 Cancellation of Uploads

1. **Note**: The prerequisite for unuploading an asset is that the asset is being uploaded.
2.Select the resources to be unuploaded, click Action at the top of the Upload History, and select Cancel Uploading from the drop-down list



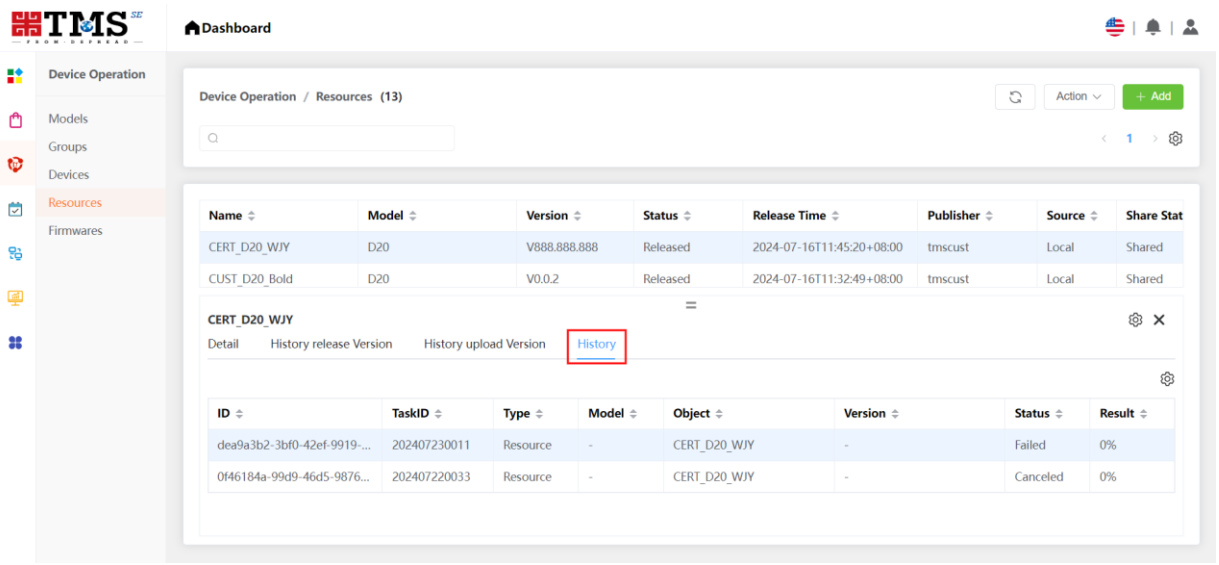
4.5.11.2 Transmission

1. **Note**: The prerequisite for resuming a resource is that the asset is in the Failed Upload state.
2.Select the resources to be unuploaded, click Action at the top of the Upload History, and select Continue to Upload from the drop-down list



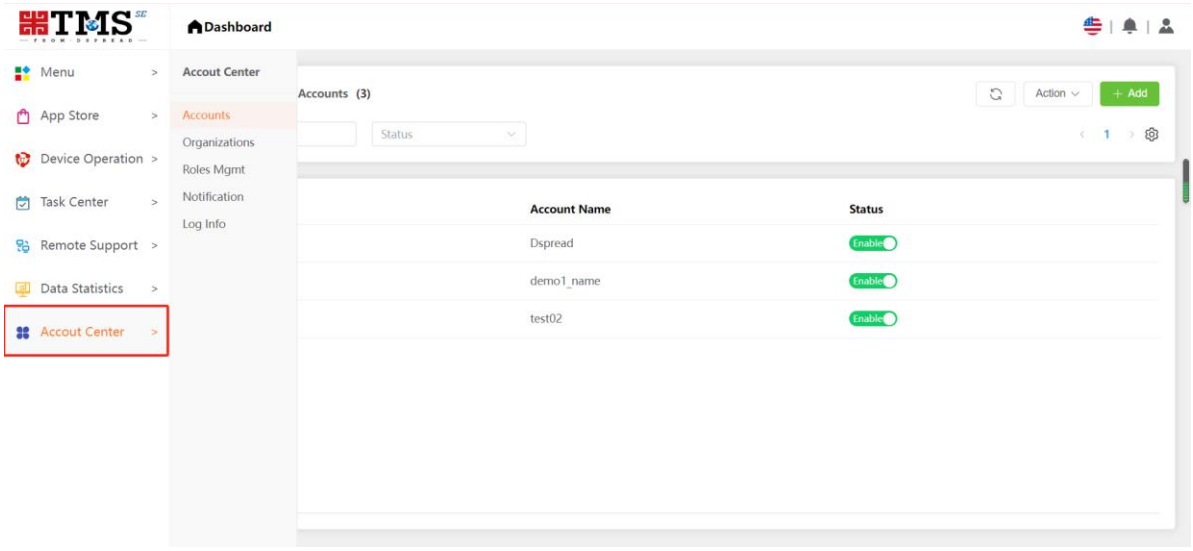
4.5.12 Historical Tasks

1. Click "History" under the pop-up window of detailed information to view the historical tasks.



3. Historical tasks record all the tasks in the task center that have pushed the resource, including the task name, task status, and push device number.

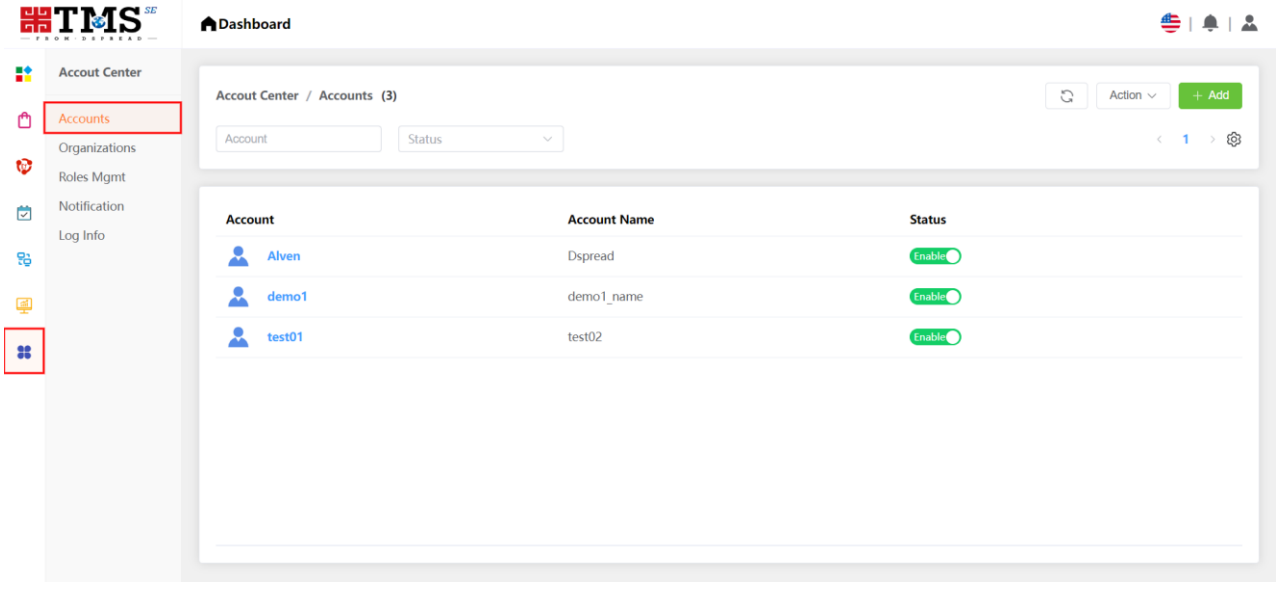
5.System administration



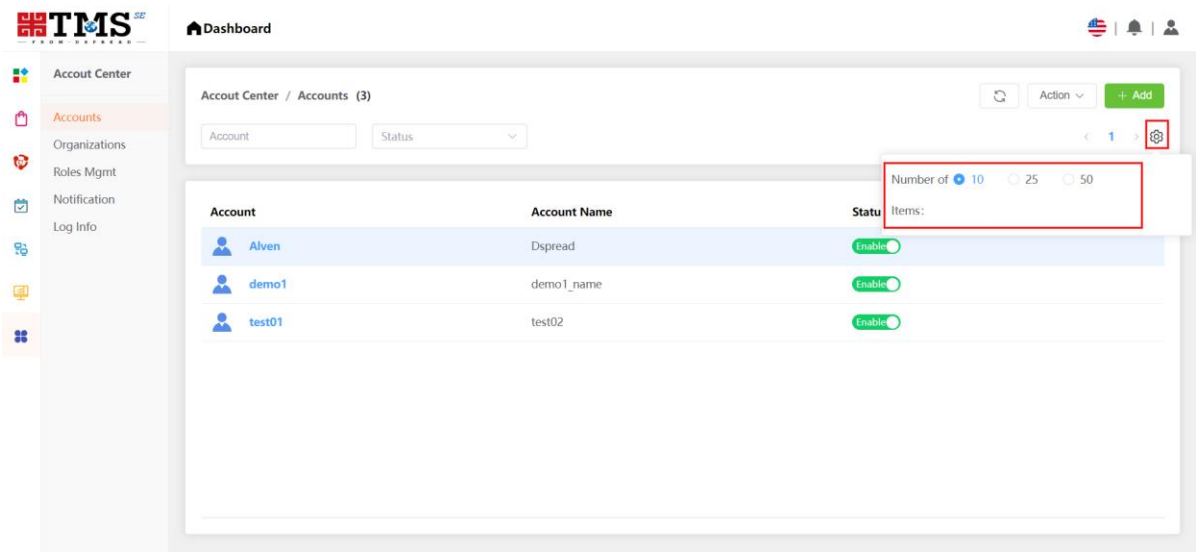
Click the 【Account Center】 button on the left menu bar to enter the system management page.

5.1 Account Management

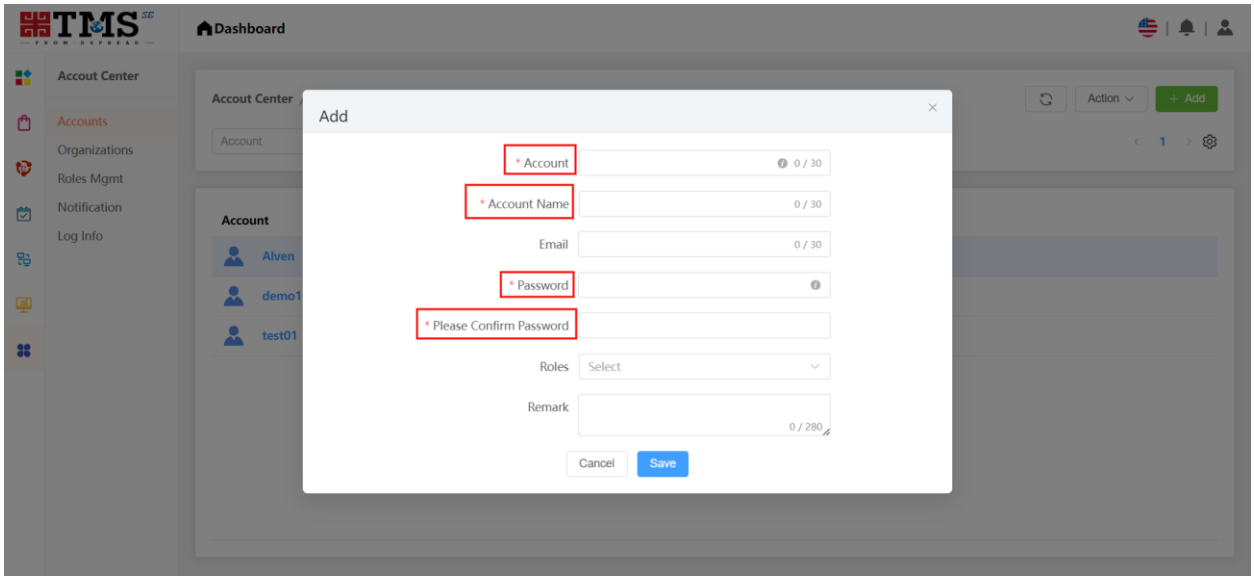
1.Click the 【Account Center】 -> 【Accounts】 button on the left menu bar to enter the account management page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data entries displayed in pagination.



5.1.1 Add an account



1.First, click the Add button at the top right of the account management interface

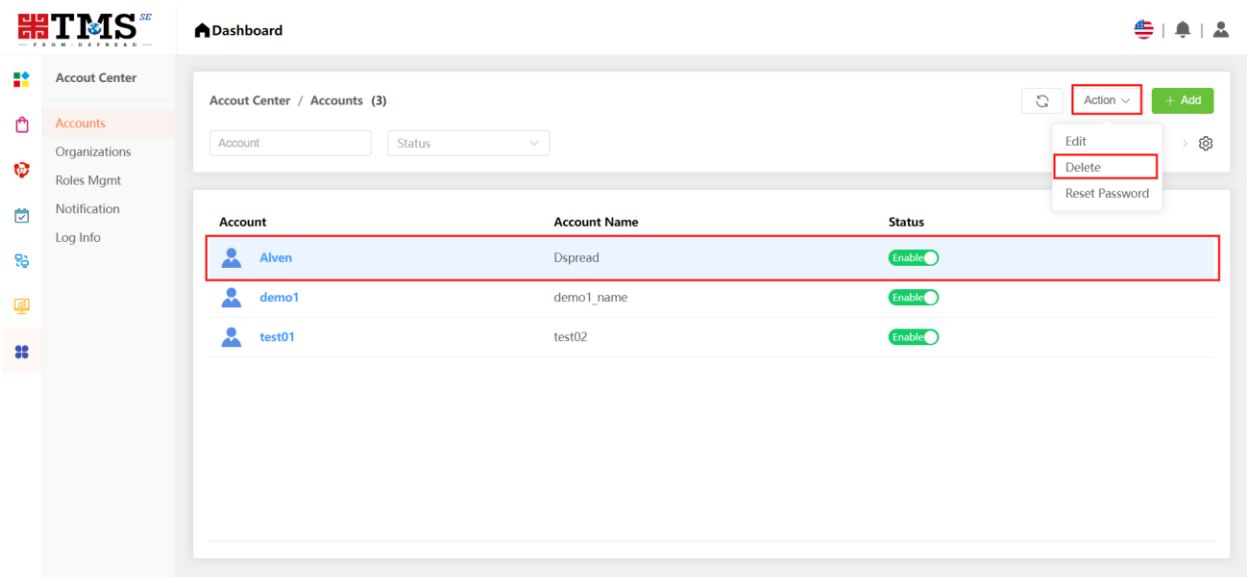
to start adding an account, and you need to fill in the following relevant information in the pop-up window:

- Enter a new *login account
- Enter a new *Account Name
- Enter your email address
- Enter the *password of the new account
- Re-enter *Confirm password
- Select the role permissions of the account
- Enter a brief description of the account

Note: Fields with * are required.

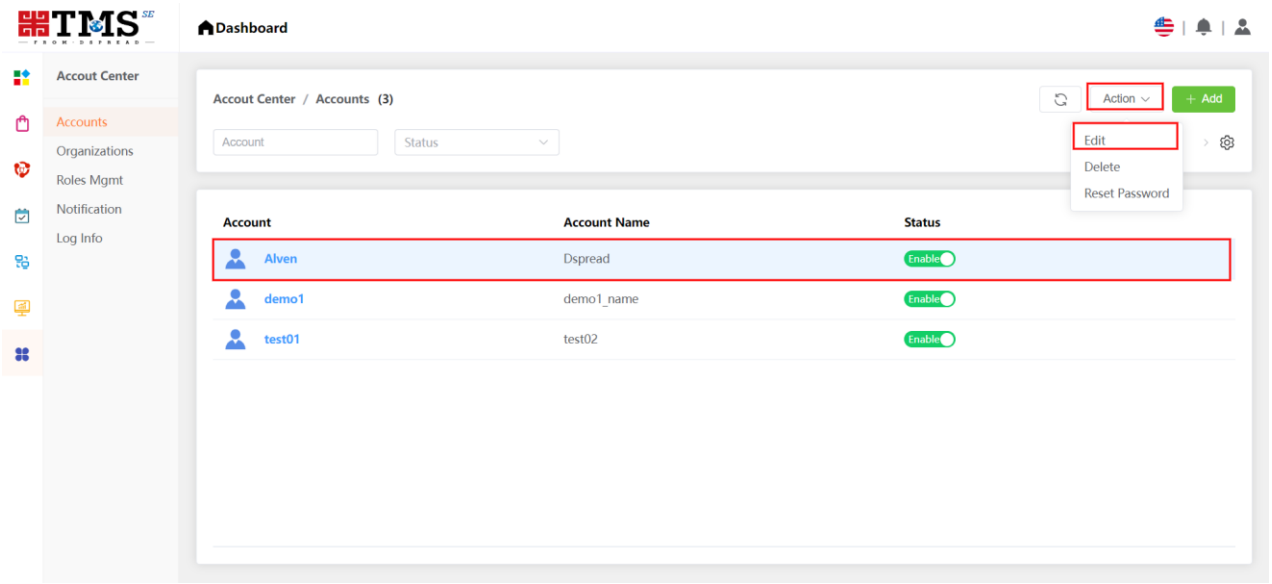
2.After filling in all the information in the above fields, check that everything is correct, and click Save.

5.1.2 Delete Account



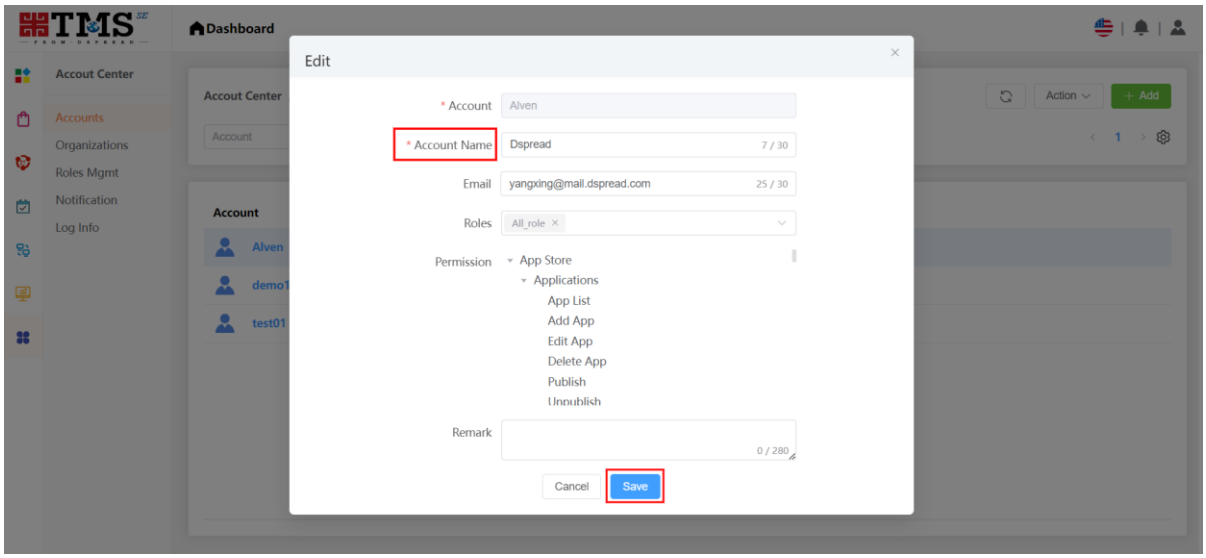
1. Select the account you want to delete (click on the row where the account is located), click the "Action" button at the top of the page, and click "Delete" in the drop-down box.
2. Click Confirm in the pop-up window to delete the account.

5.1.3 Editing Devices

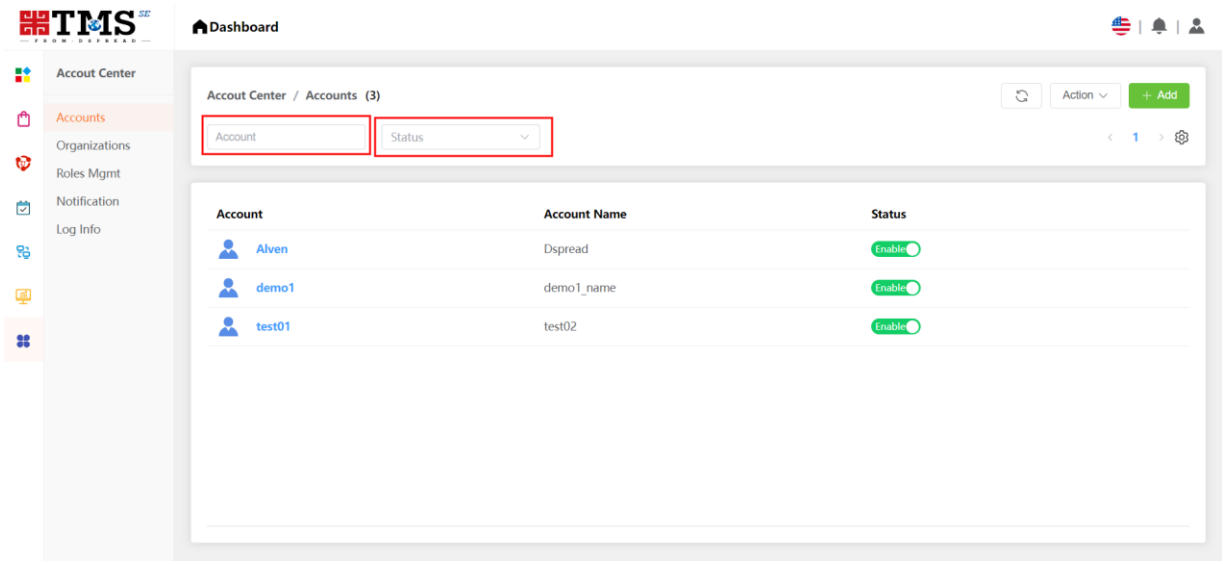


1. Select the account you want to delete (click on the row where the account is located), click the "Action" button at the top of the page, and click "Edit" in the drop-down box.

2. In the pop-up window, you can modify the account name, email address, role permissions, profile, and other information. Once the modification is complete, click "Save" to save.



5.1.4 Query account



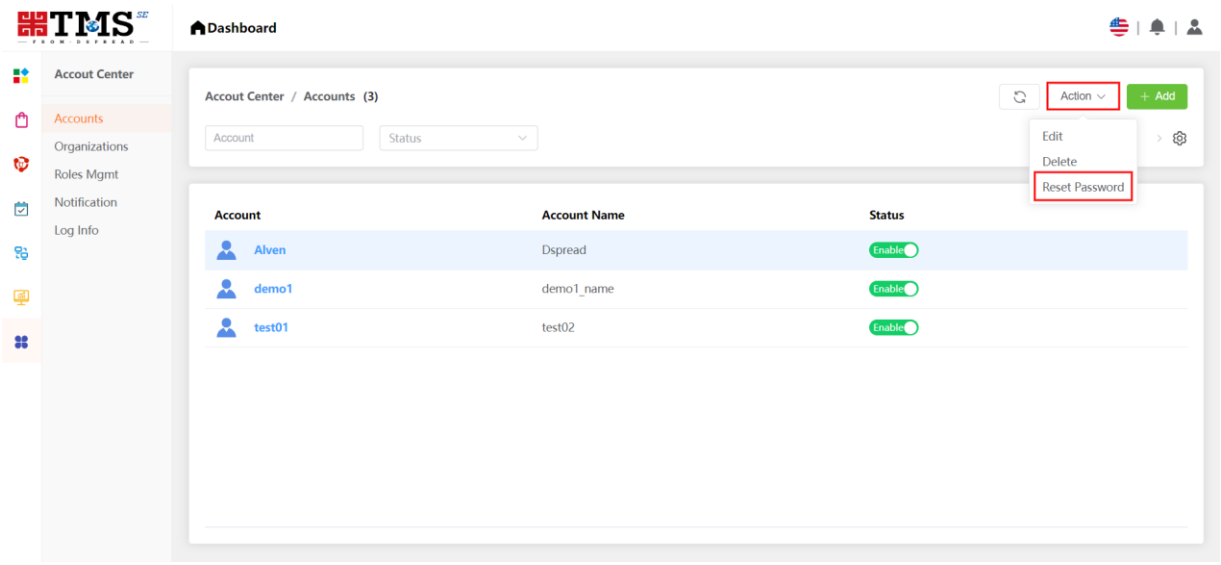
1.In the upper left corner of the main interface, find the account search box and the status drop-down box.

2.Enter the account you want to search in the account search box and click Enter to search.

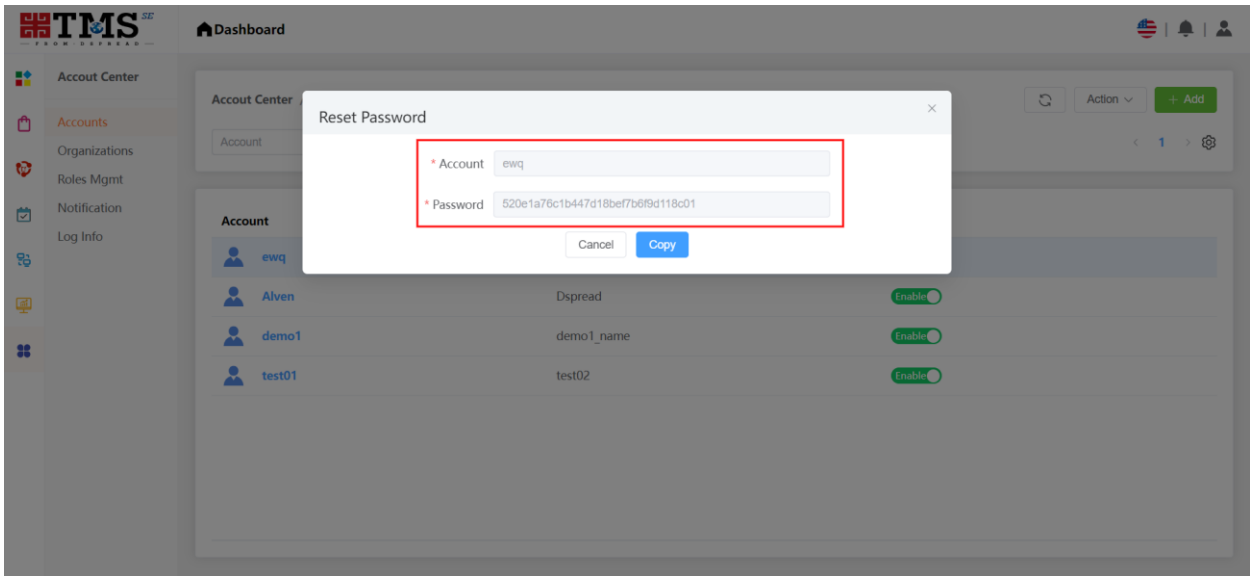
3.Click the Status drop-down box and select the status to be queried.

4.You can perform a single query on the account and status, or you can search two search boxes together to perform multi-condition searches.

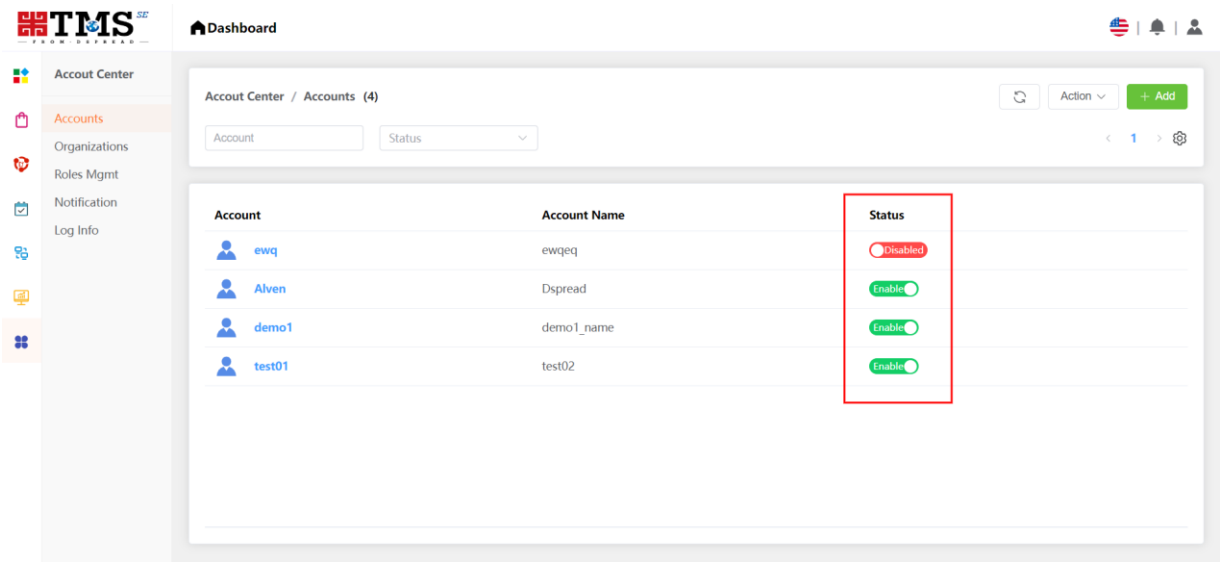
5.1.5 Reset password



1. Select the account you want to reset your password (click on the row where the device is located), then click the "Action" button at the top of the page and click "Reset Password" in the drop-down box.
2. In the pop-up window, click the "OK" button, and the system will reset the selected account and password.
3. After the reset, the pop-up window of the account and new password after the password reset will be displayed.



5.1.6 Disabling/Enabling Accounts

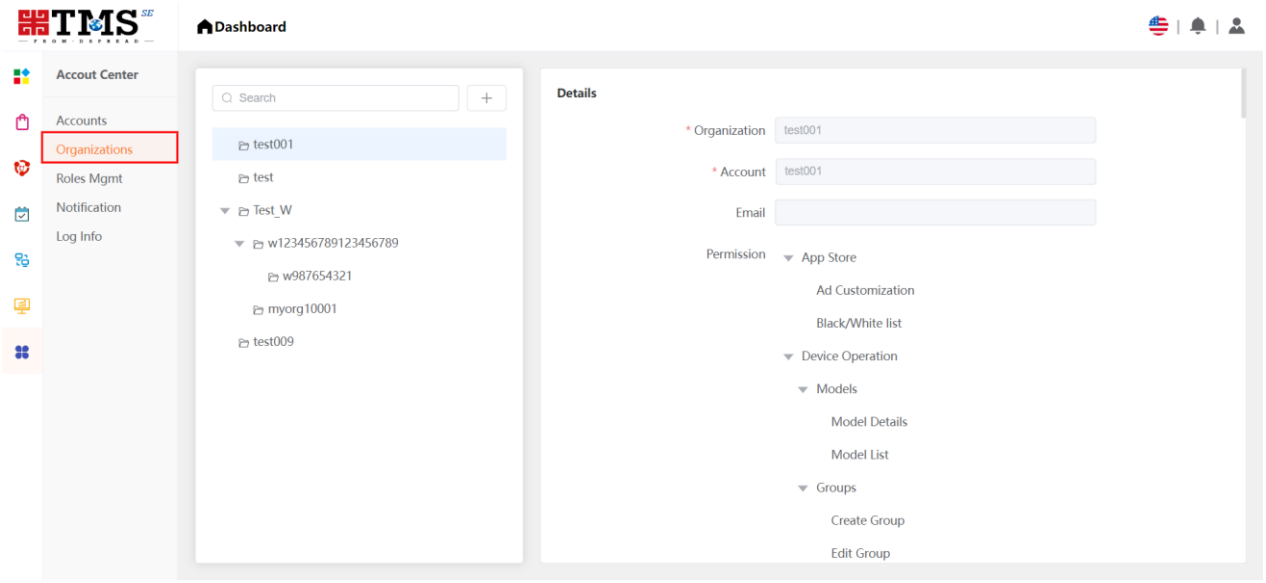


1.In the leftmost column of the account information display is the status of the account, with two options: enable and disable

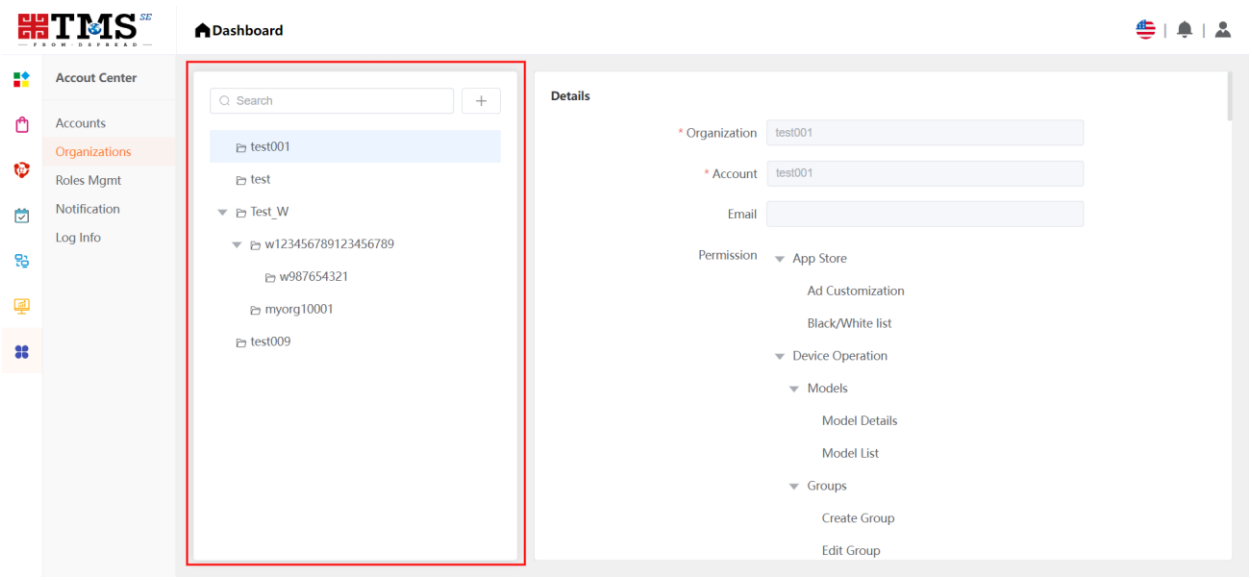
2.Click the Disable/Enable button to toggle the disabled/enabled status of the account (green is the enabled state, red is the disabled state).

5.2 Institutional Management

1.Click the 【Account Center】 -> 【Organizations】 button on the left menu bar to enter the account management page.

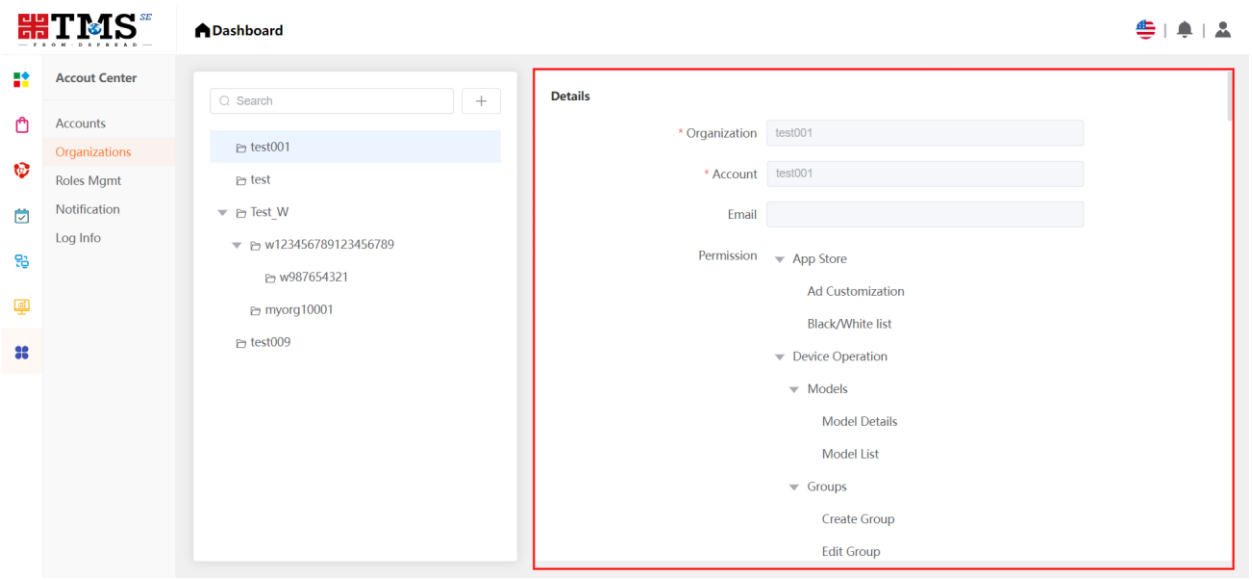


5.2.1 List of Institutions



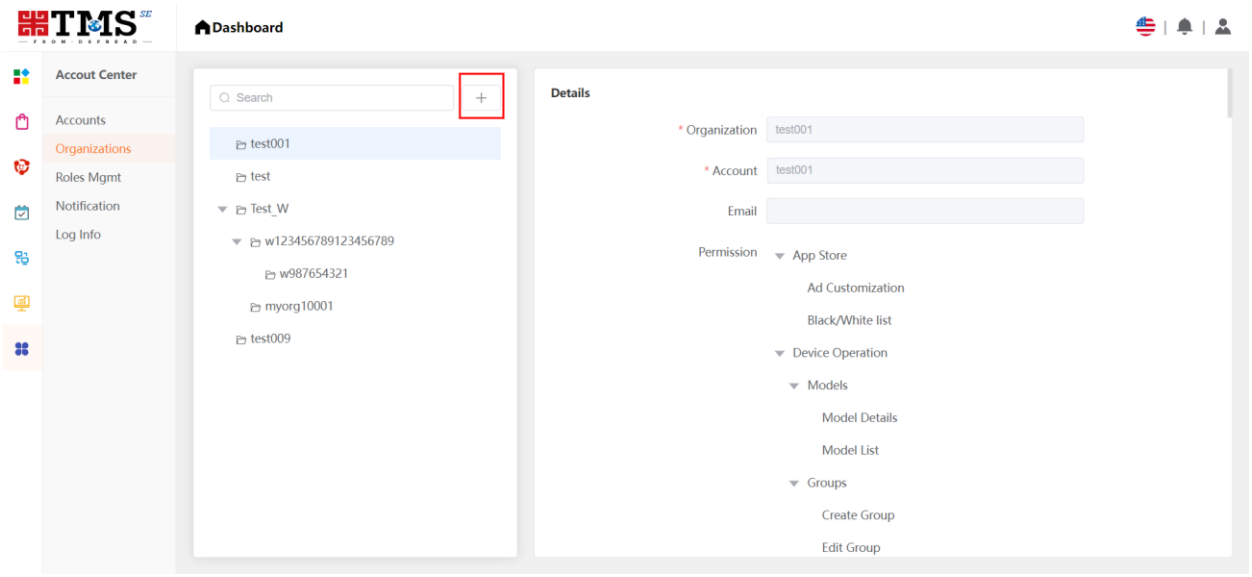
1. After you go to the Organization Management page, you can view all the organizations in the current organization on the left side of the page.
2. You can use this list to add organizations, modify organizations, delete organizations, and search organizations.

5.2.2 Institutional Details



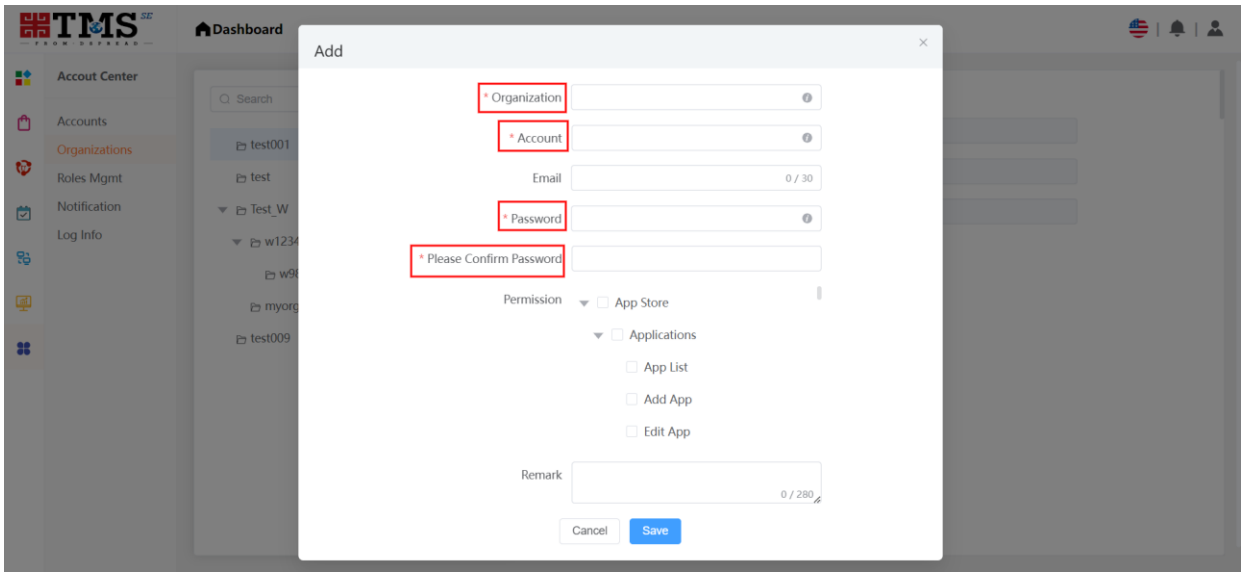
1. Once you are on the Organization Management page, click any organization on the left side of the page, and the system will display the details of the organization in the window on the right.
2. On the details page of the window on the right, you can view information such as the organization name, organization administrator account, email address, role permissions, and organization introduction.

5.2.3 Creation of Institutions



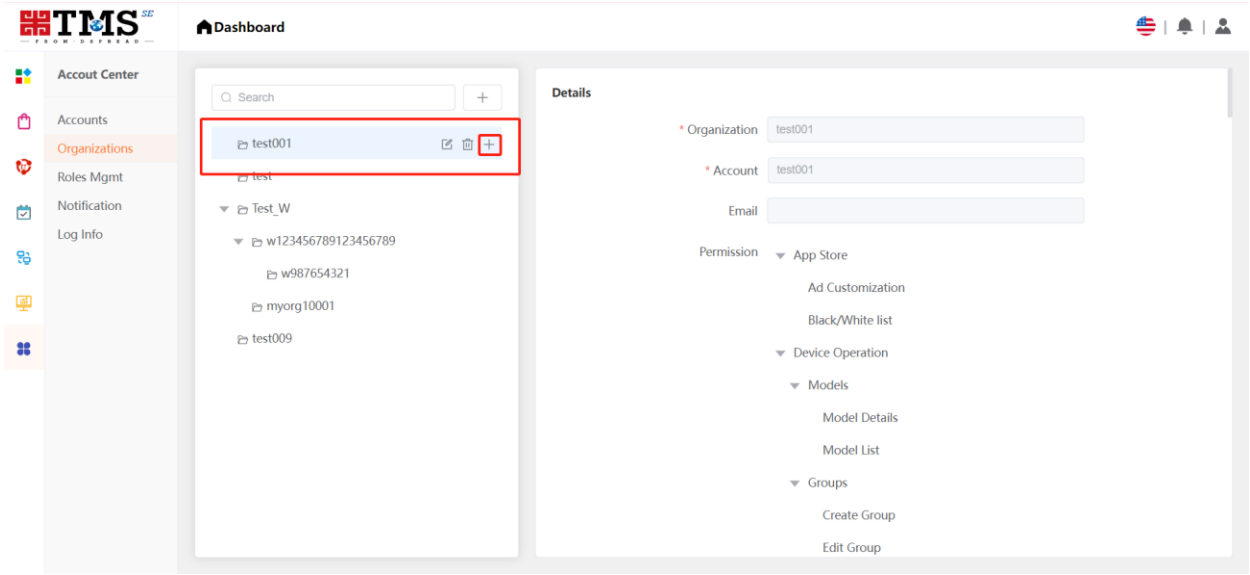
1. Find the button on the page and click it to start creating a new organization.
2. In the pop-up window for creating an organization, you need to fill in the following information:
   - Enter *Institution Name
   - Enter *Organization Administrator Account
   - Enter your email address
   - Enter the *administrator password
   - Enter *to confirm the password
   - Select Role Permissions
   - Enter the introduction of the institution

   Note: Fields with * are required



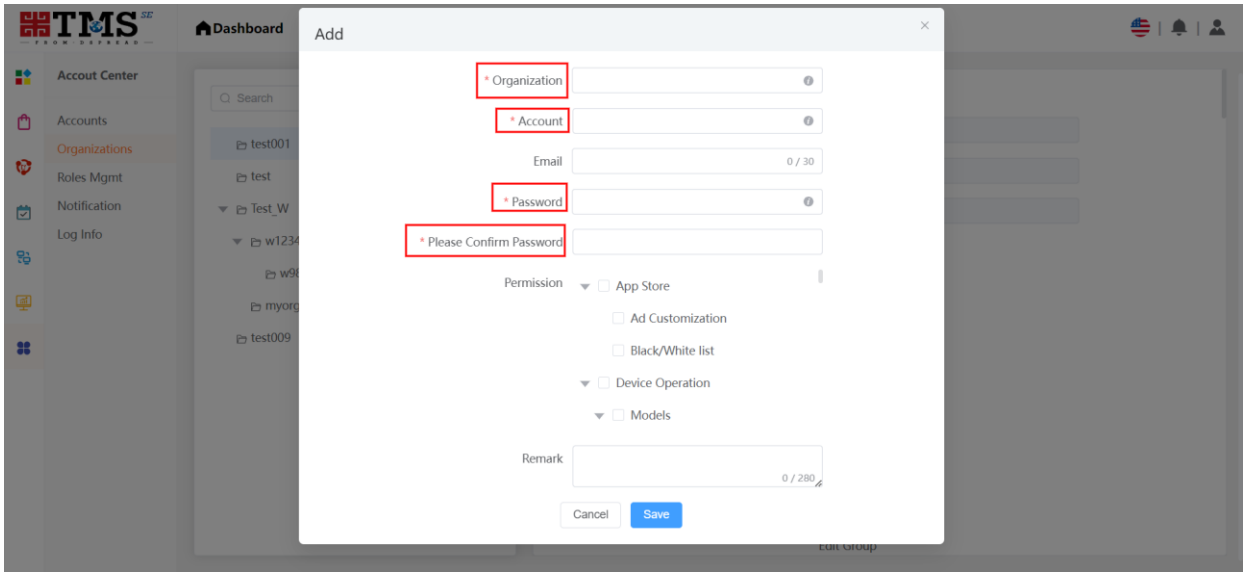
3. Once you've filled it out, click "Save".

5.2.4 Create sub-organizations



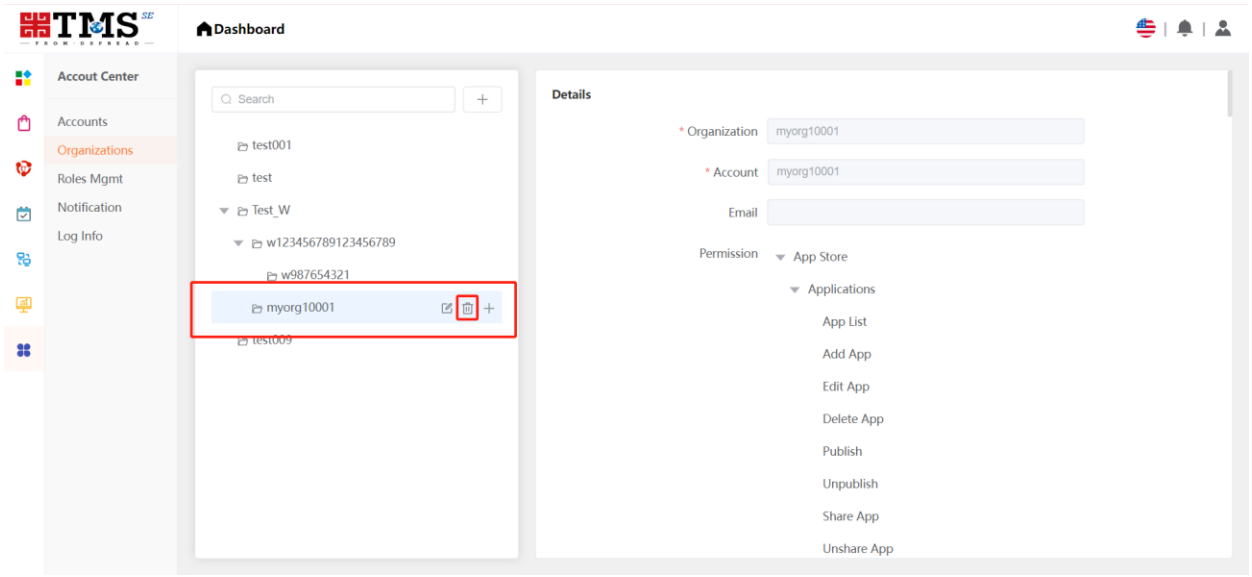
1. Select an organization for which you want to create a suborganization.
2. Find the button to the right of the selected organization and click it to start creating a new suborganization.
3. In the pop-up window for creating an organization, you need to fill in the following information:
   - Enter *Institution Name
   - Enter *Organization Administrator Account
   - Enter your email address
   - Enter the *administrator password
   - Enter * to confirm the password
   - Select the role permission (the role permission of the child organization will be less than or equal to the parent organization).
   - Enter the introduction of the institution

   Note: Fields with * are required



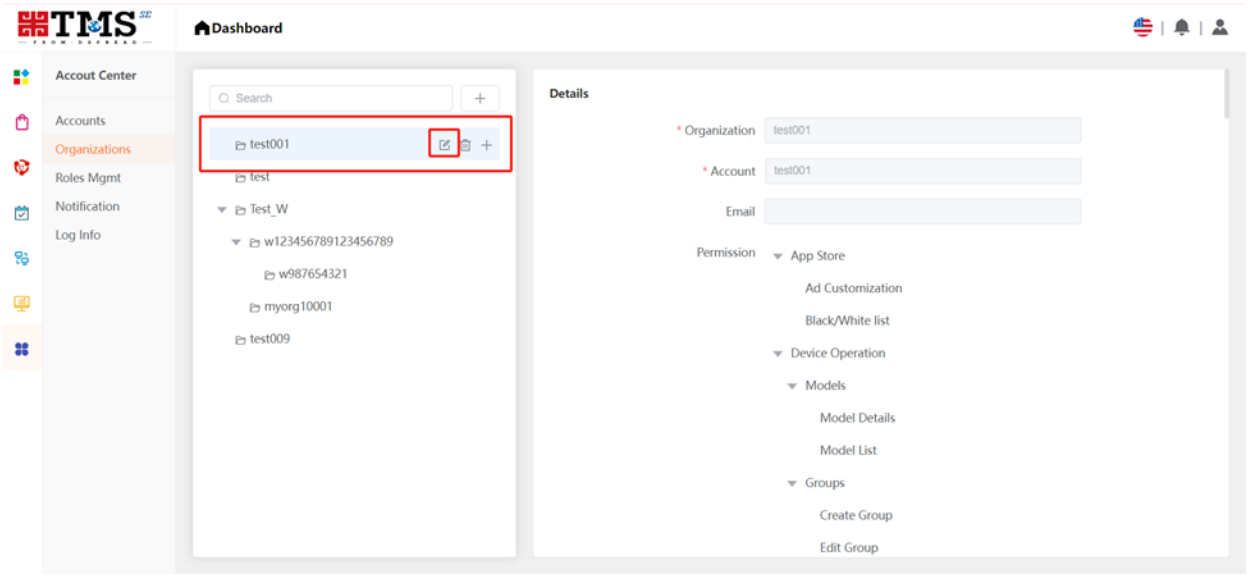
4. Once you've filled it out, click "Save".

5.2.5 Deletion of institutions



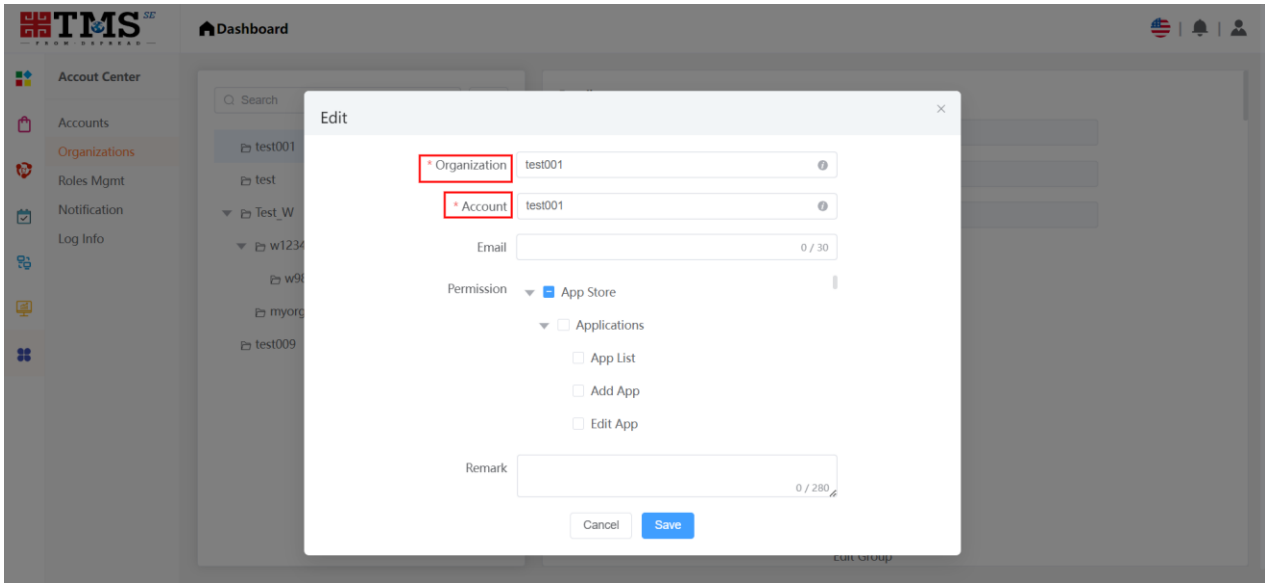
1. Select an organization that needs to be deleted.
2. Click the button to the right of the selected organization .
3. Click "OK" again to delete the organization.

5.2.6 Editorial Agencies

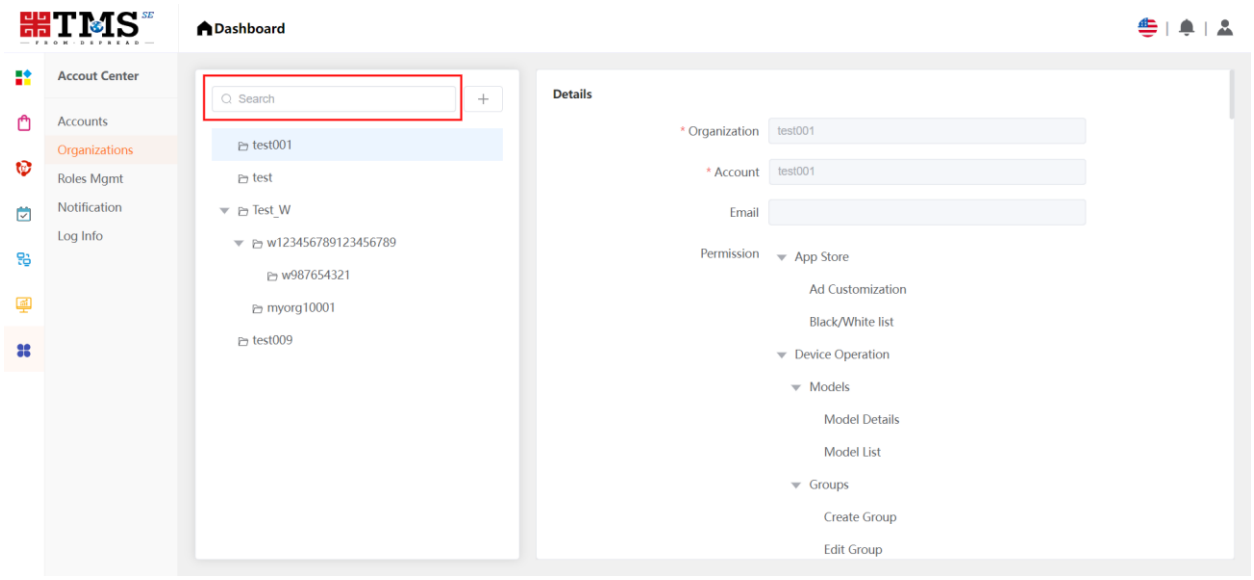


1. Select an organization that needs to be modified.
2. Click the button to the right of the selected organization to start modifying the organization's information.
3. The information that can be modified is:
   - *Name of the institution
   - *Administrator account name
   - mailbox
   - Role permissions
   - Institution Introduction

   Note: Fields with * are required
4. After filling in the modification information, click the "Save" button to modify it successfully.



5.2.7 Inquiry Agency

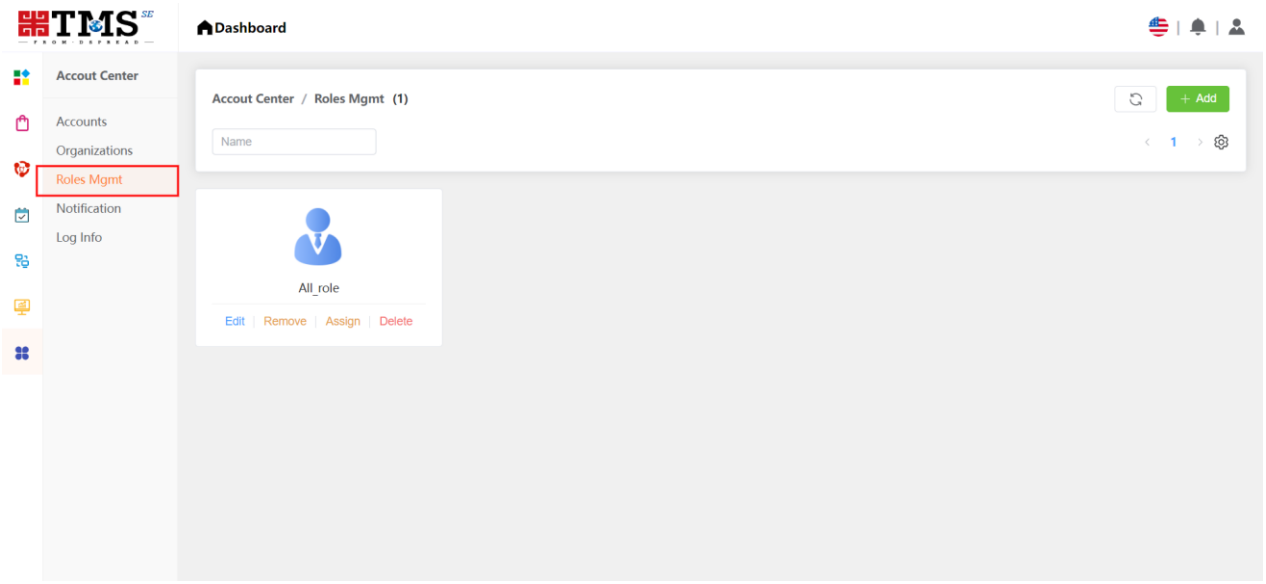


1. Find the organization search box at the top of the page and enter the full name or part of the keywords of the organization you want to search.

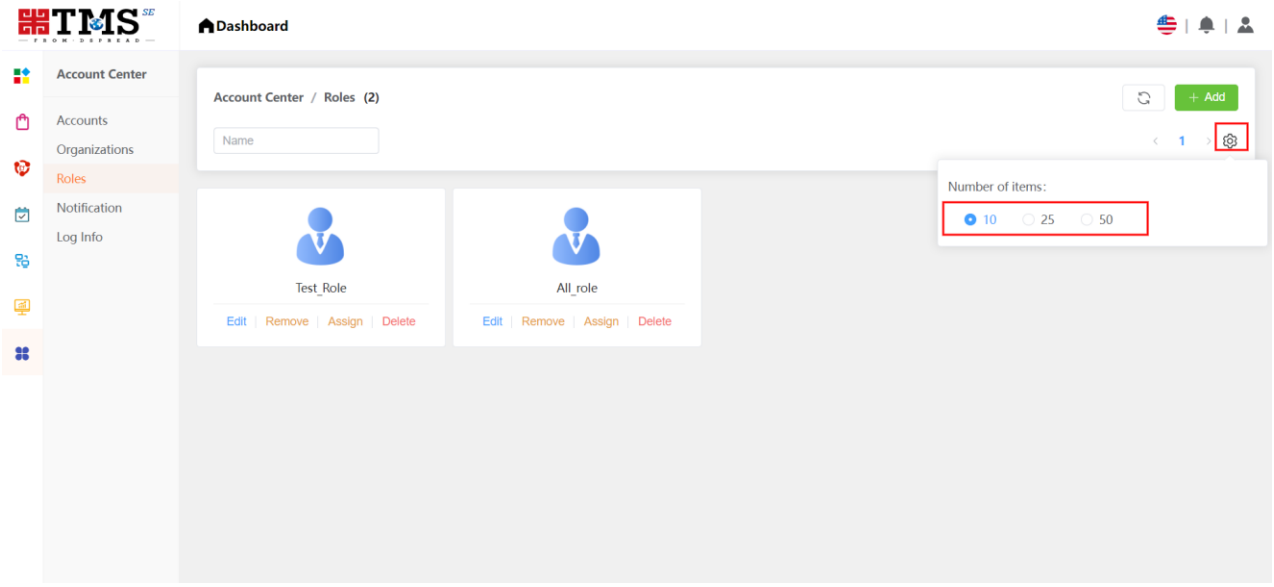
2. After completing the input check, click the Enter button to perform the query operation.

5.3 Role Management

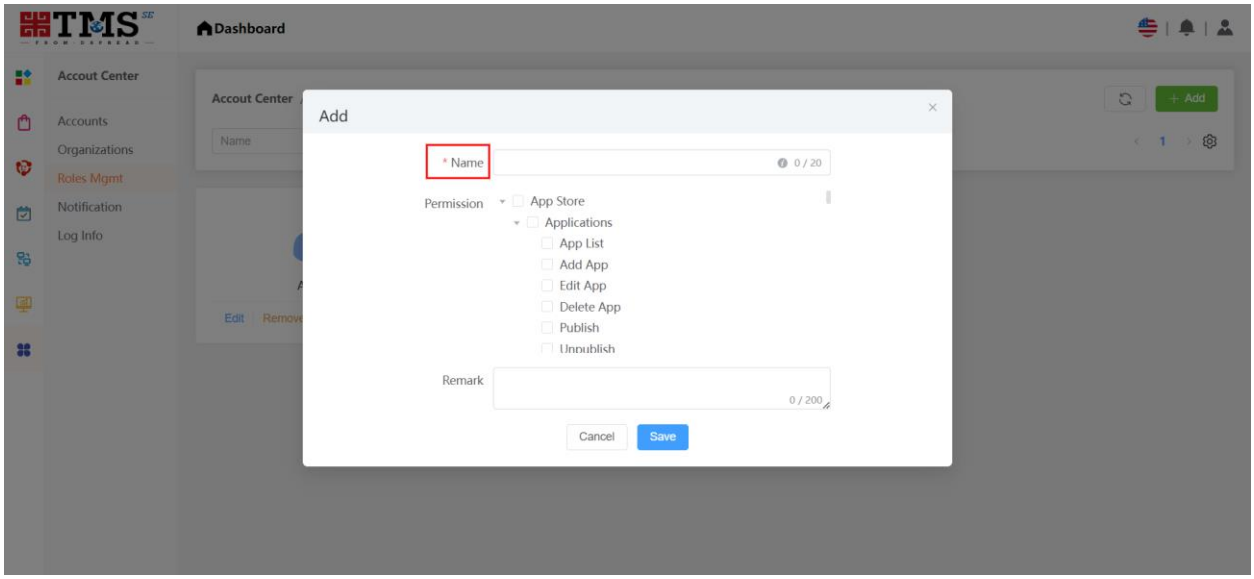
1.Click the 【Account Center】 -> 【Roles Mgmt】 button on the left menu bar to enter the role management page.

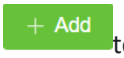


2. Find the icon in the upper right corner of the page , and click it to change the number of data entries displayed in pagination.



5.3.1 New Characters



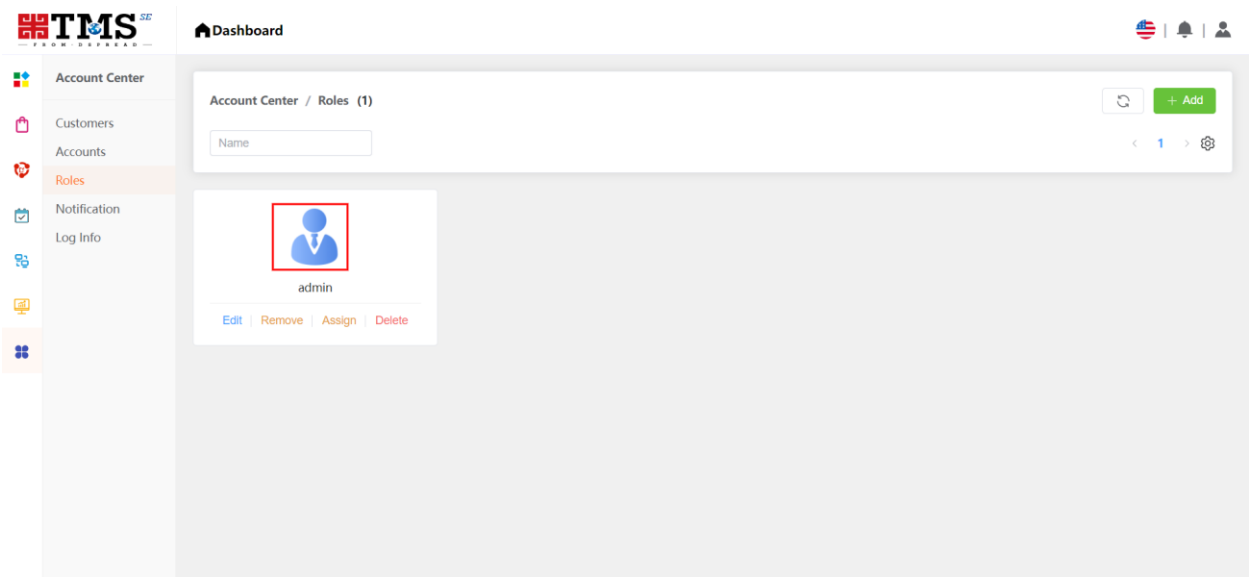
1. Click the Add button at the top right of the interface 

to start adding a new character, and you need to fill in the following information in the pop-up window:
   - Enter *Role Name
   - Select Role Permissions
   - Enter a description of the role

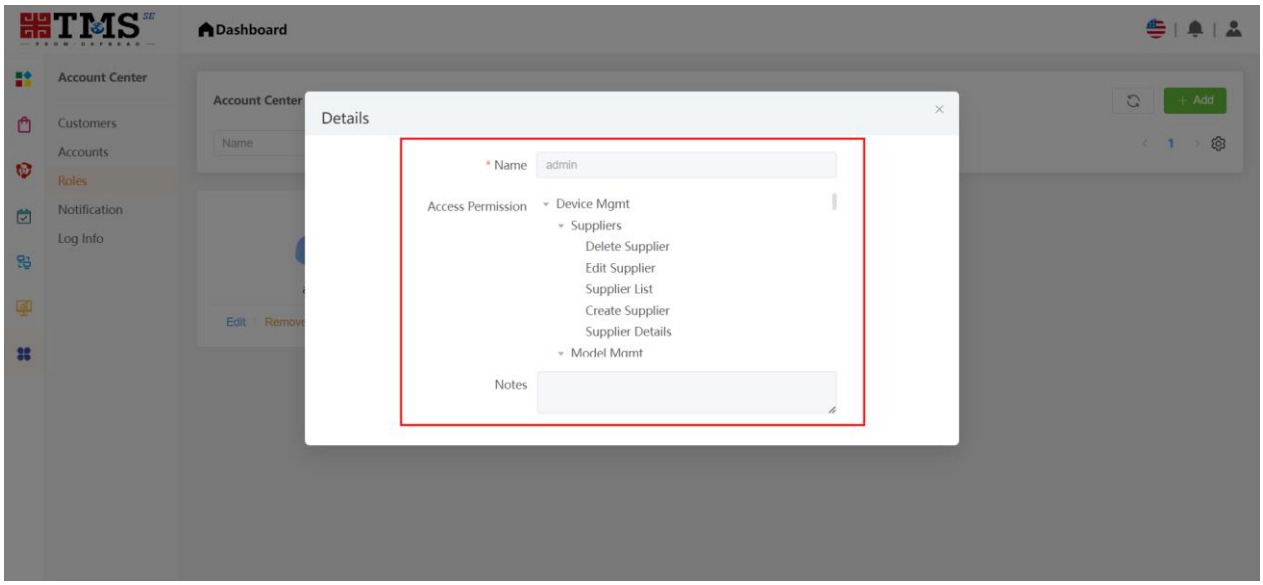
Note: Fields with * are required.

2. After the input is completed, click "Save" to create it successfully

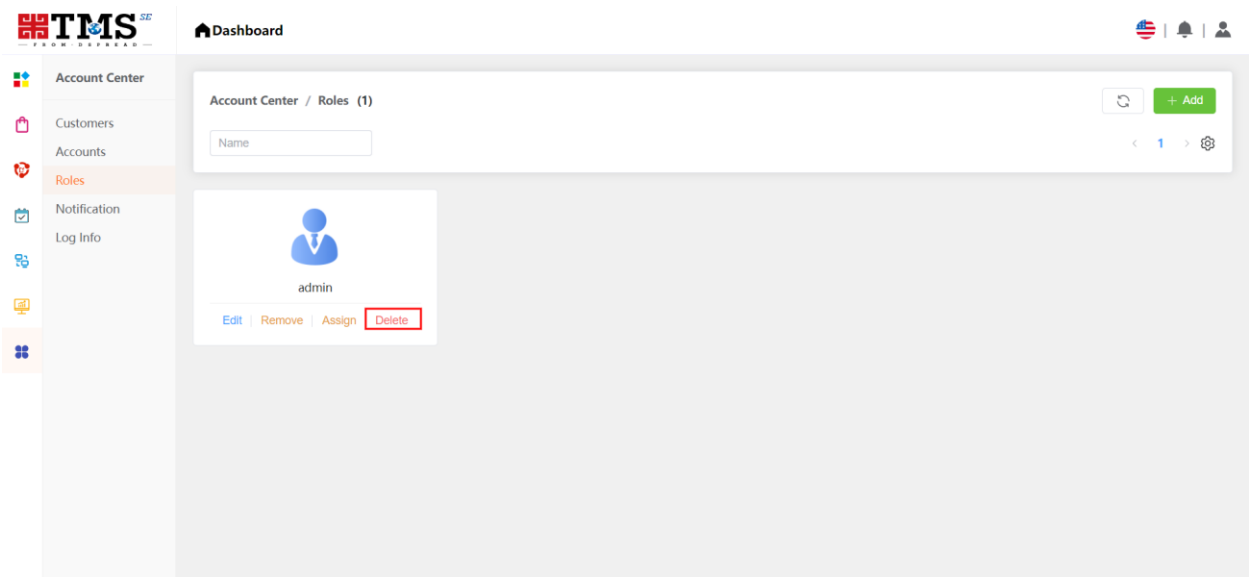
5.3.2 Role Details



1. Click the icon on the role management page to enter the role details page.
2. On the role details page, you can view the role name, role permissions, and description of the role.

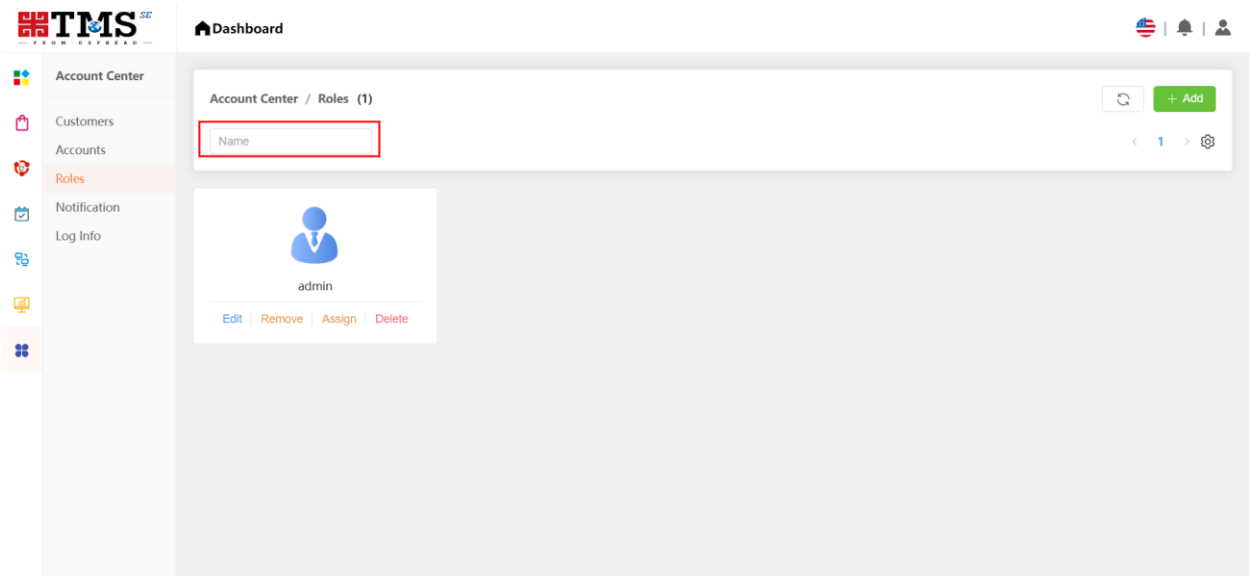


5.3.3 Delete Roles



1. Find the "Delete" button in the bottom right corner of each character grid and click on it.
2. Click and click "OK" in the pop-up box to delete it successfully.

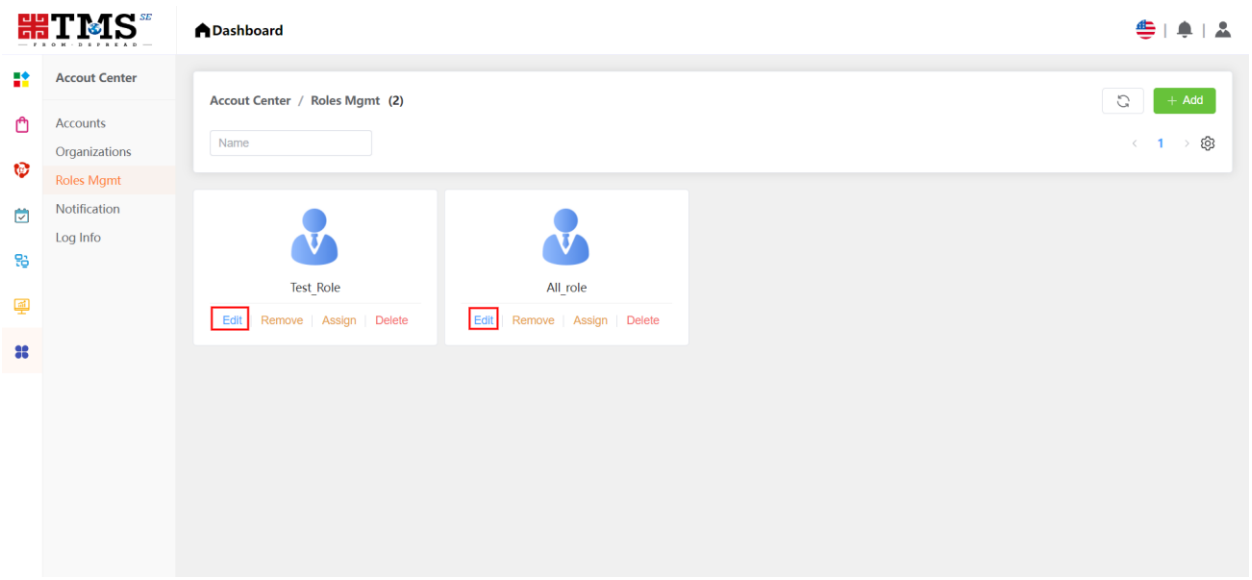
5.3.4 Query roles



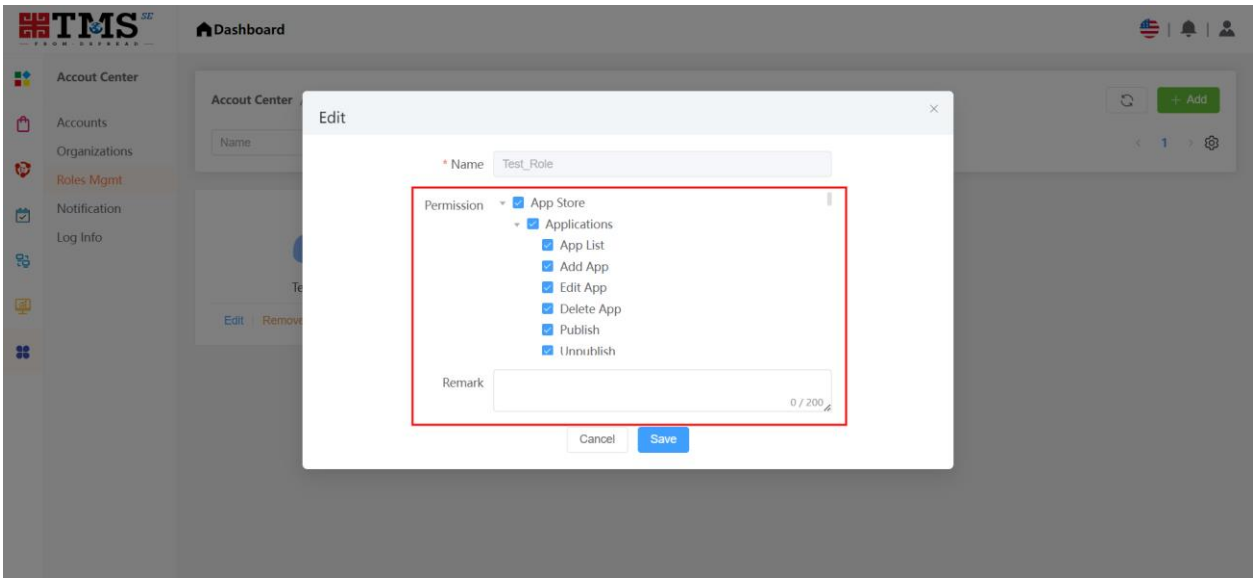
1.Find the search box at the top left of the screen and enter the name of the character you want to search.

2.After the input is complete, click the Enter button to perform the query operation.

5.3.5 Modify Roles

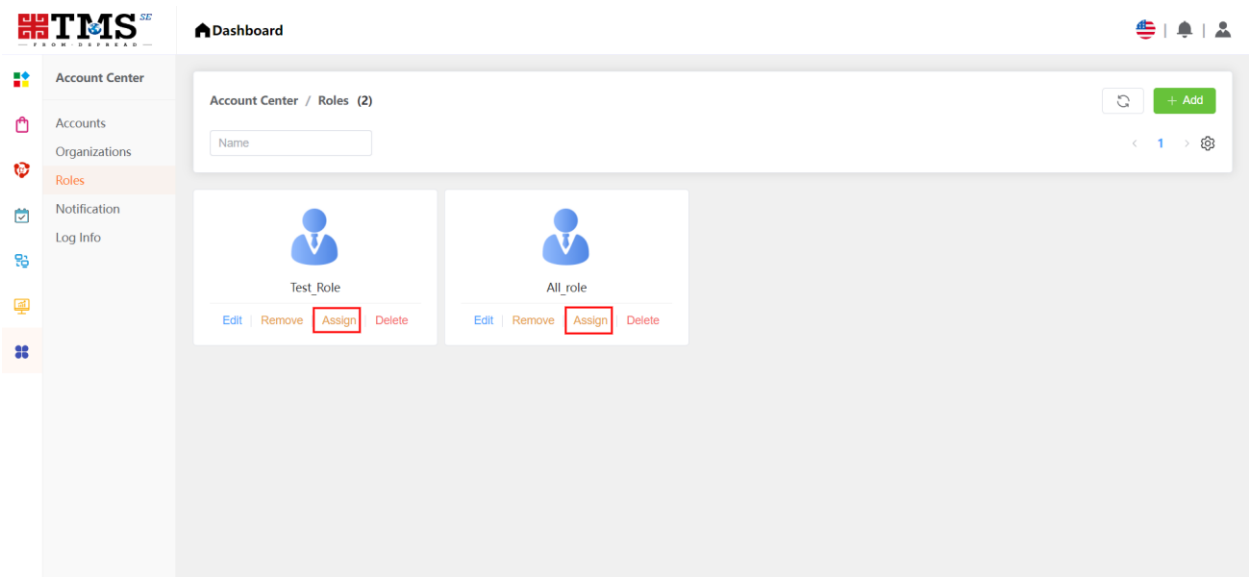


1. Find the "Edit" button in the bottom left corner of each character grid and click on it.
2. In the Modify Role pop-up window, modify the role permissions and description of the role.

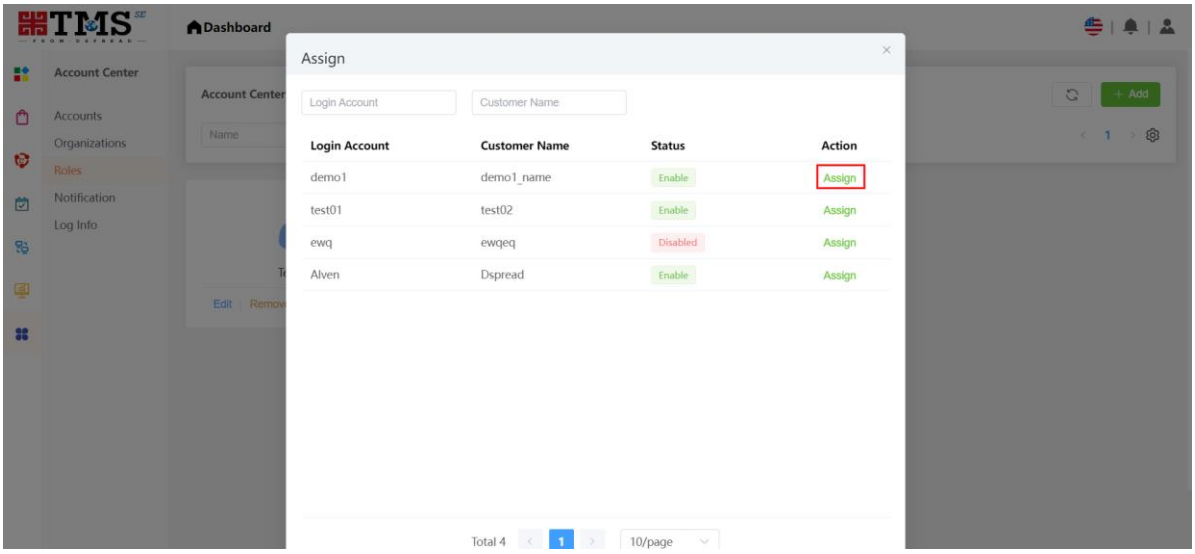


3. After the modification is completed, click "Save" to modify it successfully.

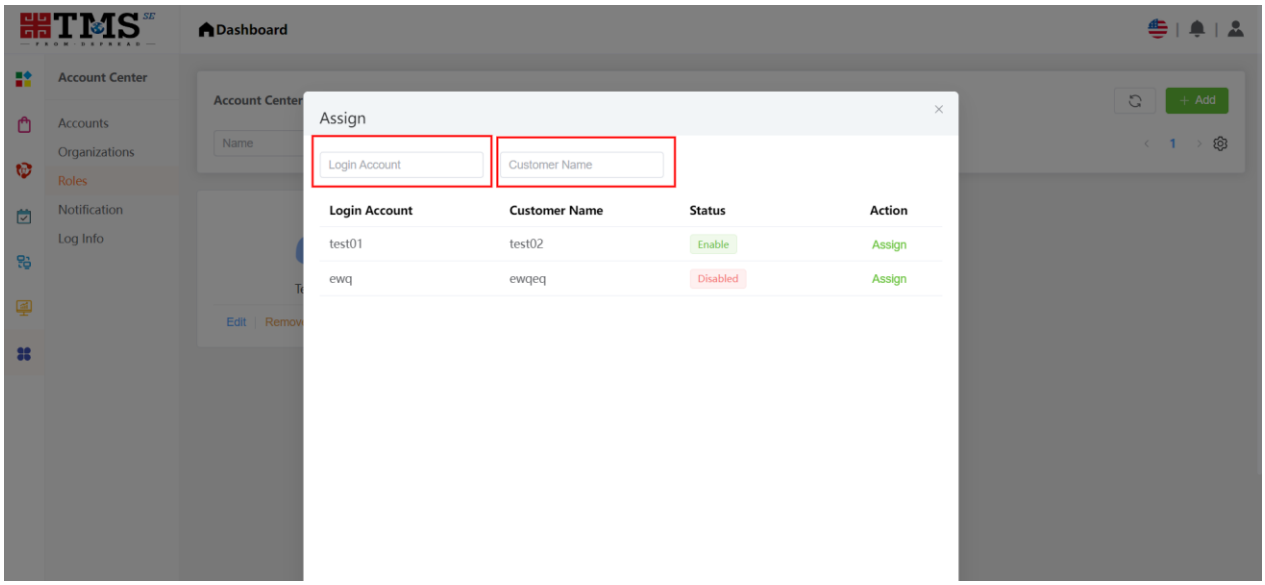
5.3.6 Assign roles



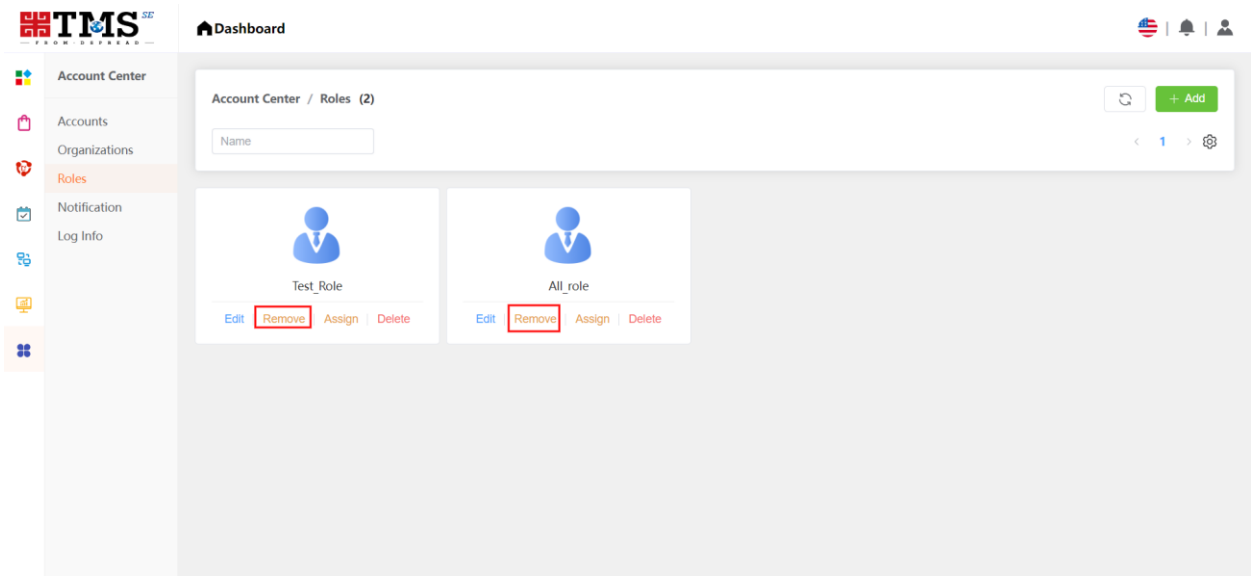
1. Find the "Assign" button below each character grid and click on it.
2. In the role assignment pop-up window, all accounts under the current organization will be displayed, and you only need to click the "Assign" button on the far right to assign roles to the accounts.



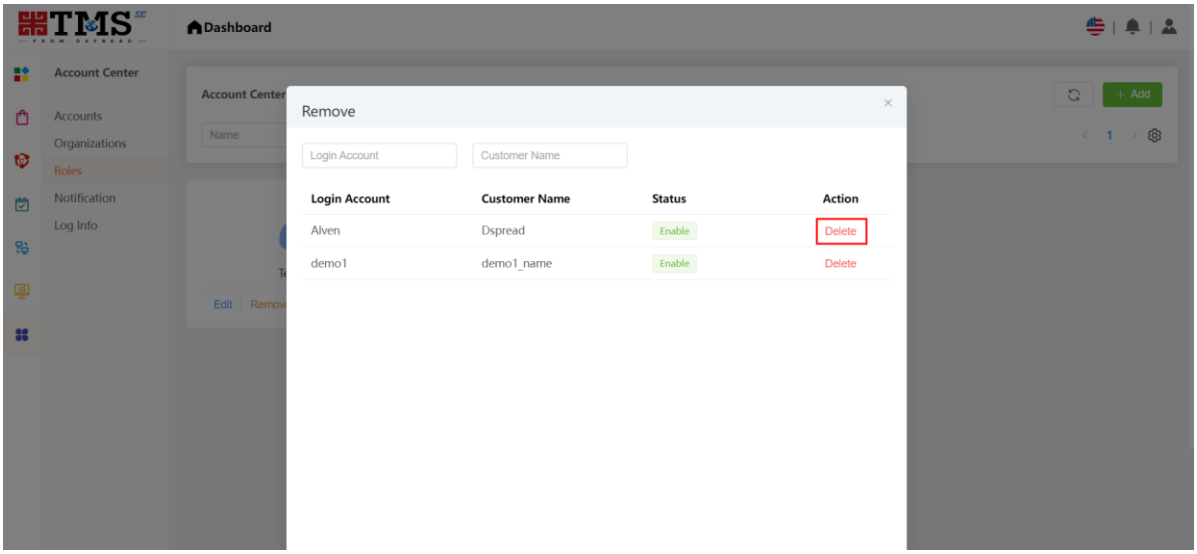
3. If you have too many accounts at your current organization, you can also use the login account search box and the customer name search box at the top of the window to search.



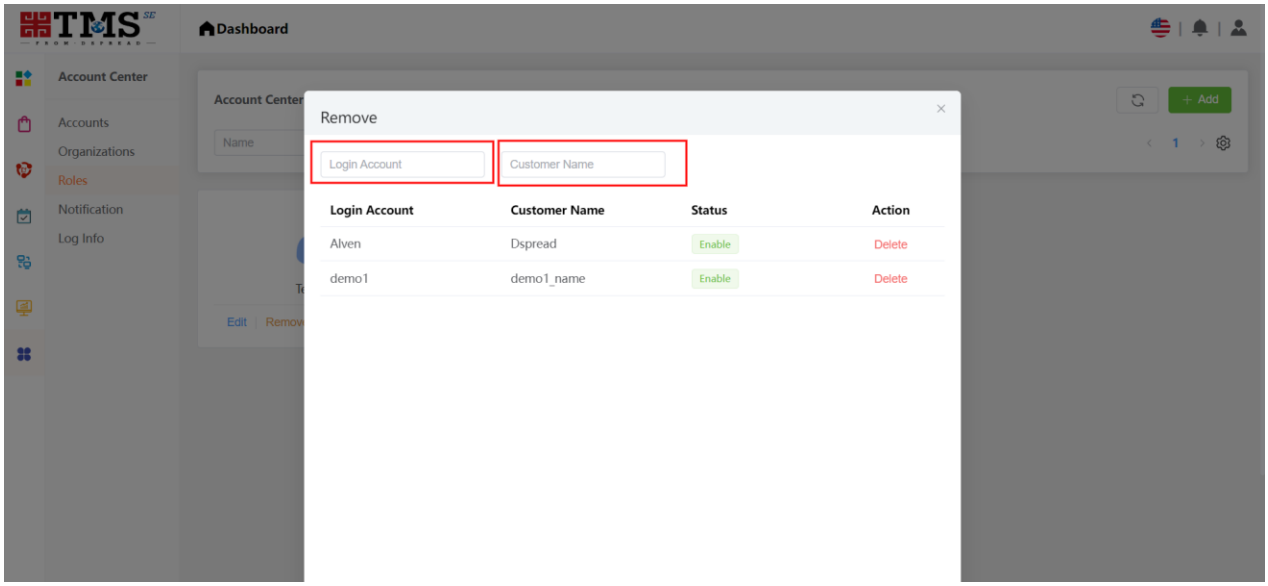
5.3.7 Management Roles



1. Find the "Remove" button below each character grid and click on it.
2. In the pop-up window of Manage Roles, all accounts that have been assigned to the role under the current organization will be displayed, and you only need to click the "Delete" button on the far right of each row to remove the role.

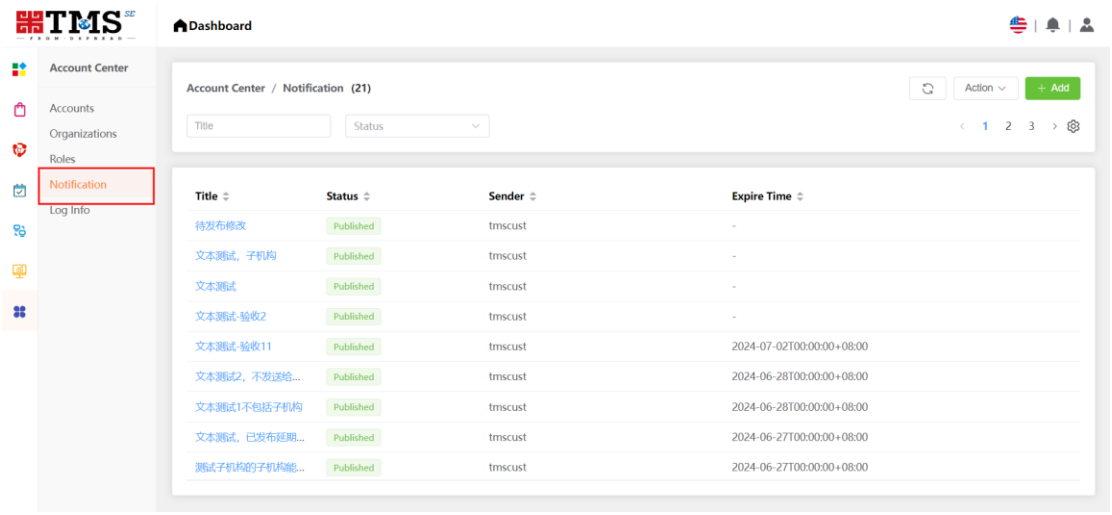


3. If you have too many accounts at your current organization, you can also use the login account search box and the customer name search box at the top of the window to search.

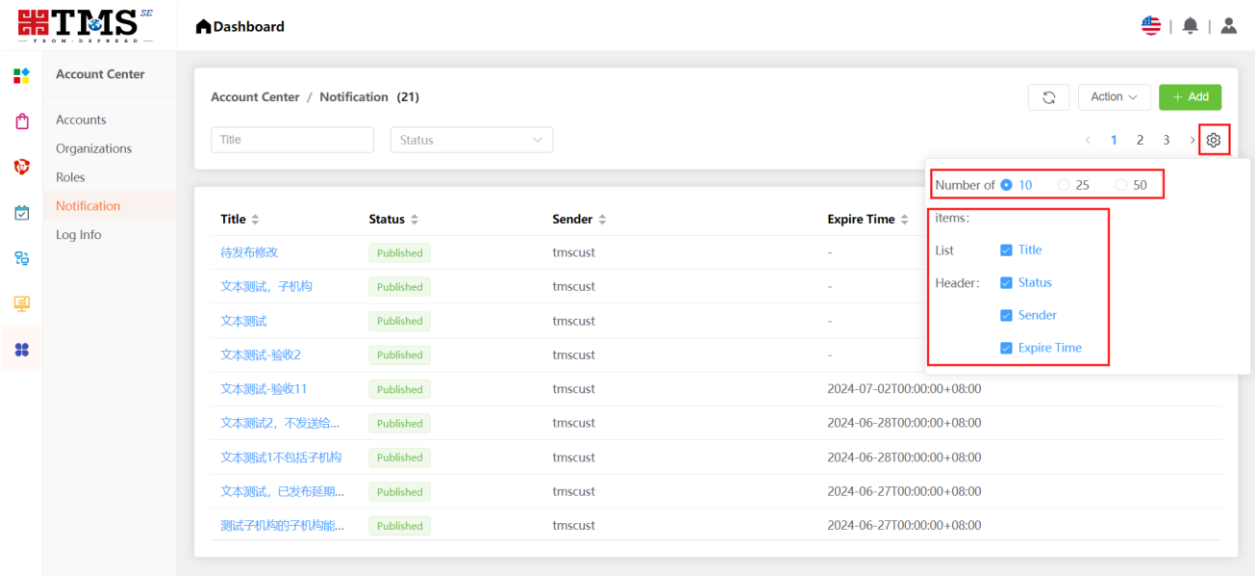


5.4 Notification Management

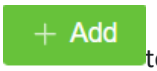
1.Click the 【Account Center】 -> 【Notification】 button on the left menu bar to enter the notification management page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



5.4.1 Add notifications

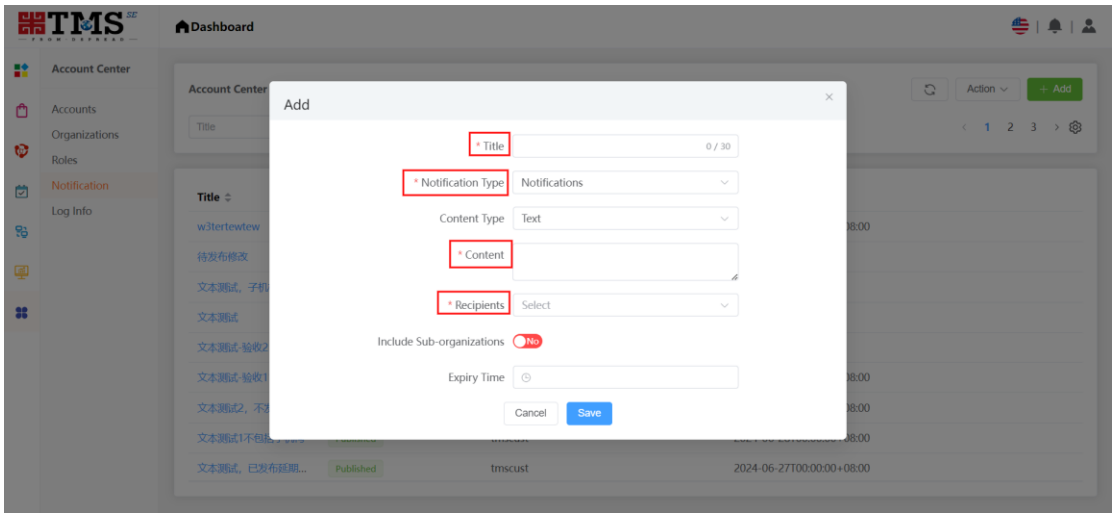
1. Click the Add button at the top right of the interface 

to start adding a notification, and you need to fill in the following information in the pop-up window:

a. The content type is text

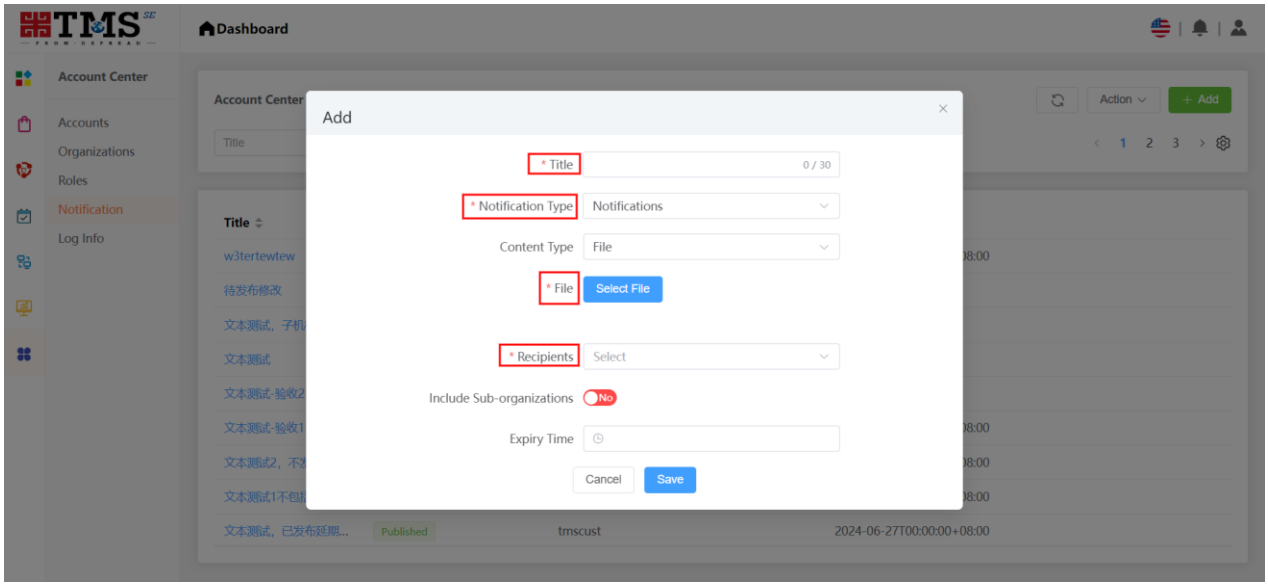
- Enter *Title
- Select *Notification type
- Select the content type (text and file form can be selected).
- Enter *Notification content
- Select *Recipient
- Selects whether the recipient contains a sub-organization (when enabled, the sub-organization can also receive the notification).

- Select the notification expiration date (notifications after the expiration date will no longer be displayed on the notification screen).



b. The content type is file

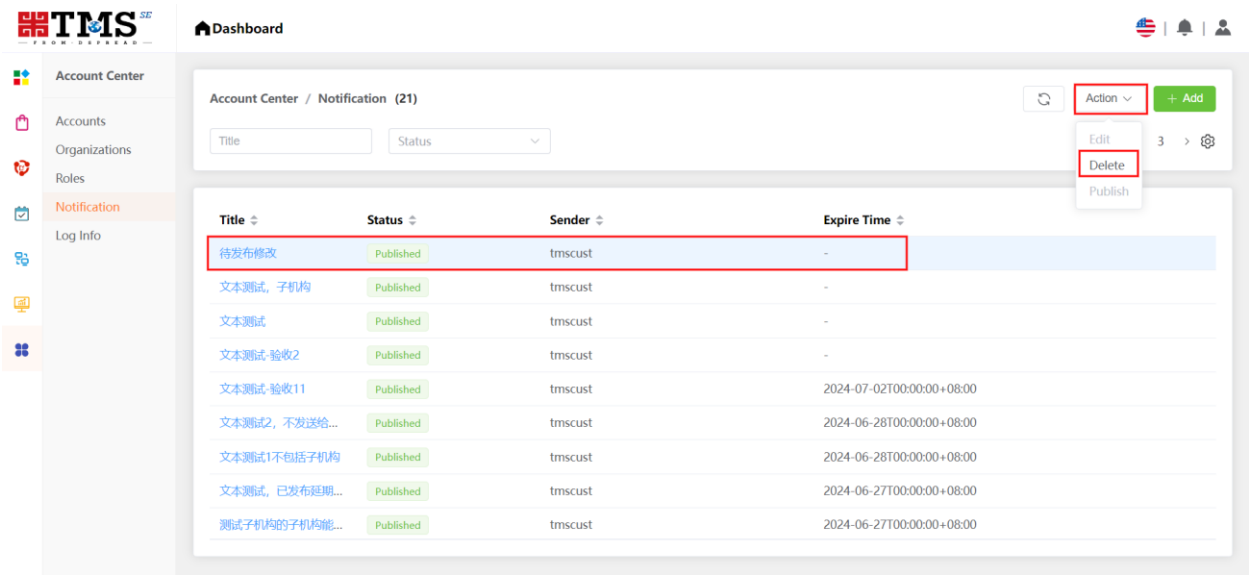
- Enter *Title
- Select *Notification type
- Select the content type (text and file form can be selected).
- Enter *Notification file (PDF only).
- Select *Recipient
- Selects whether the recipient contains a sub-organization (when enabled, the sub-organization can also receive the notification).
- Select the notification expiration date (notifications after the expiration date will no longer be displayed on the notification screen).



Note: Fields with * are required.

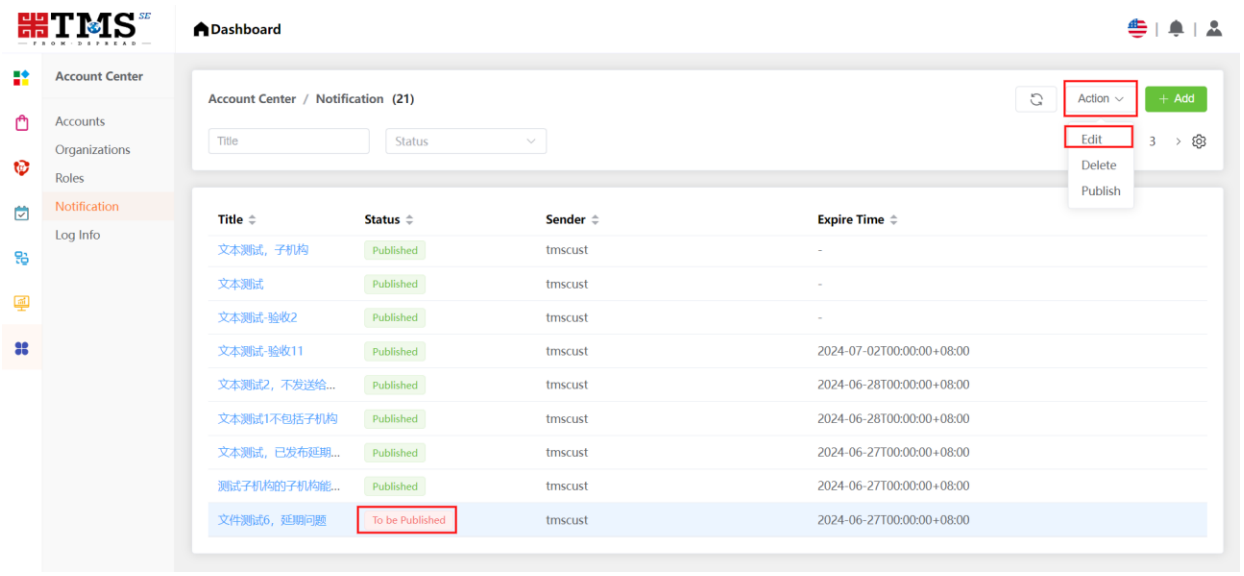
2. After filling in all the information in the above fields, check that everything is correct, and click Save.

5.4.2 Deletion Notice



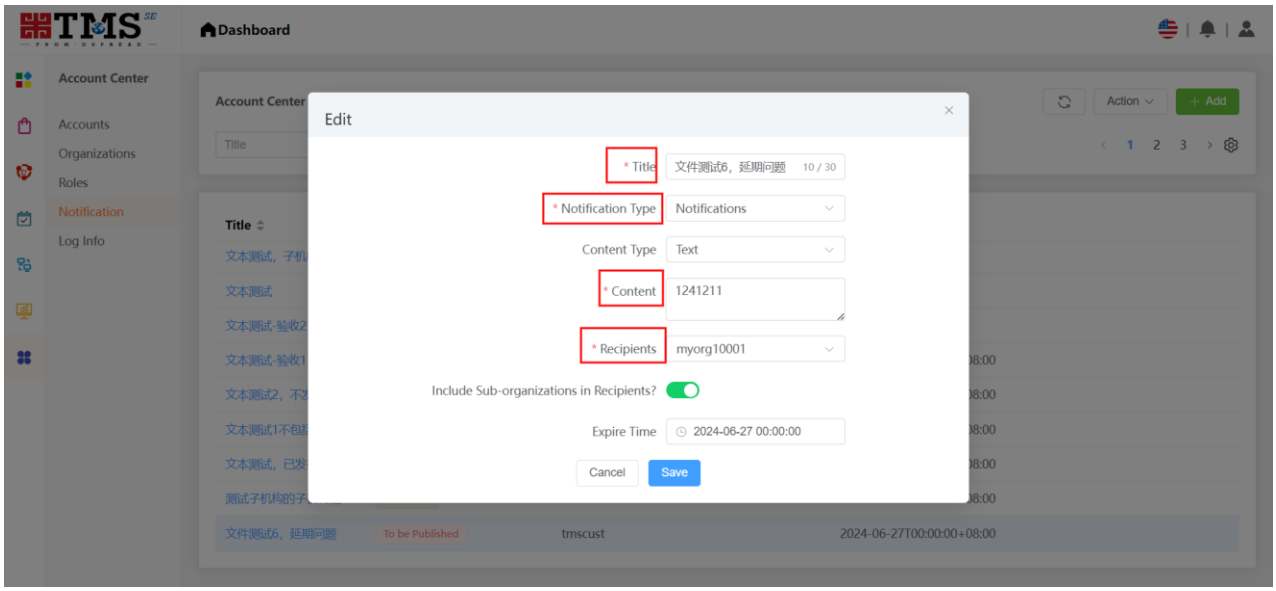
1. First, select the notification you want to delete (click on the line where the notification is located), then click the "Action" button at the top right of the page, and click "Delete" in the drop-down box.
2. Click Confirm in the pop-up window to delete the notification.

5.4.3 Notice of Modification

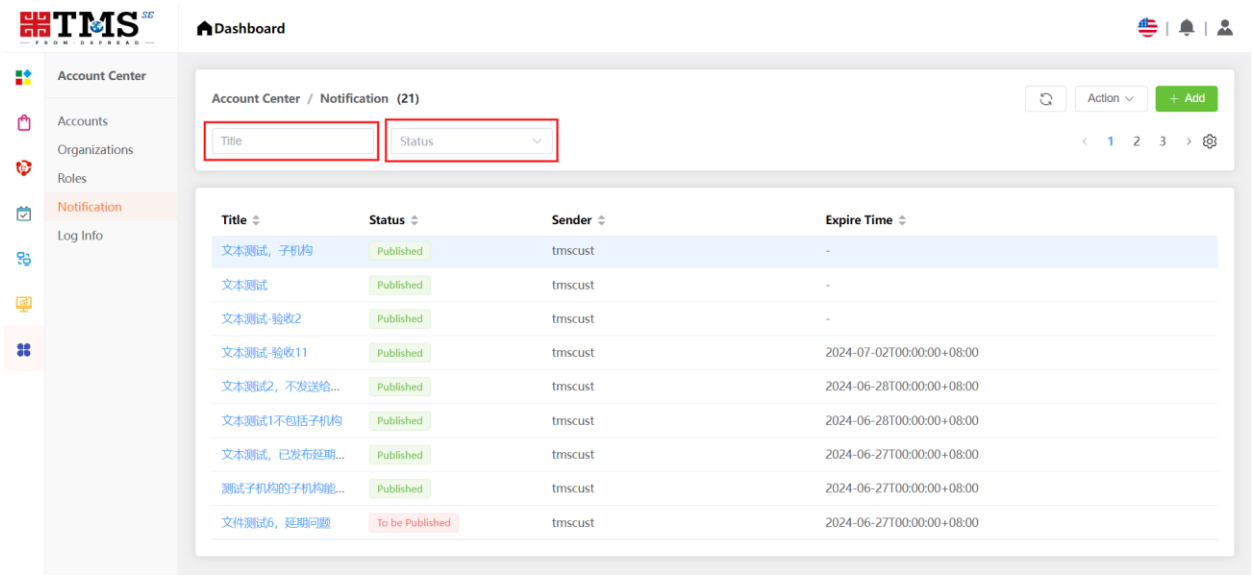


1. **Note:** The prerequisite for modifying a notification is that it is not published.
2. Click the notification line to be modified, find the "Action" button in the upper right corner of the interface, and select the "Edit" button in the drop-down box.

3. In the pop-up window, click the "Save" button when the modification is complete.



5.4.4 Query Notifications



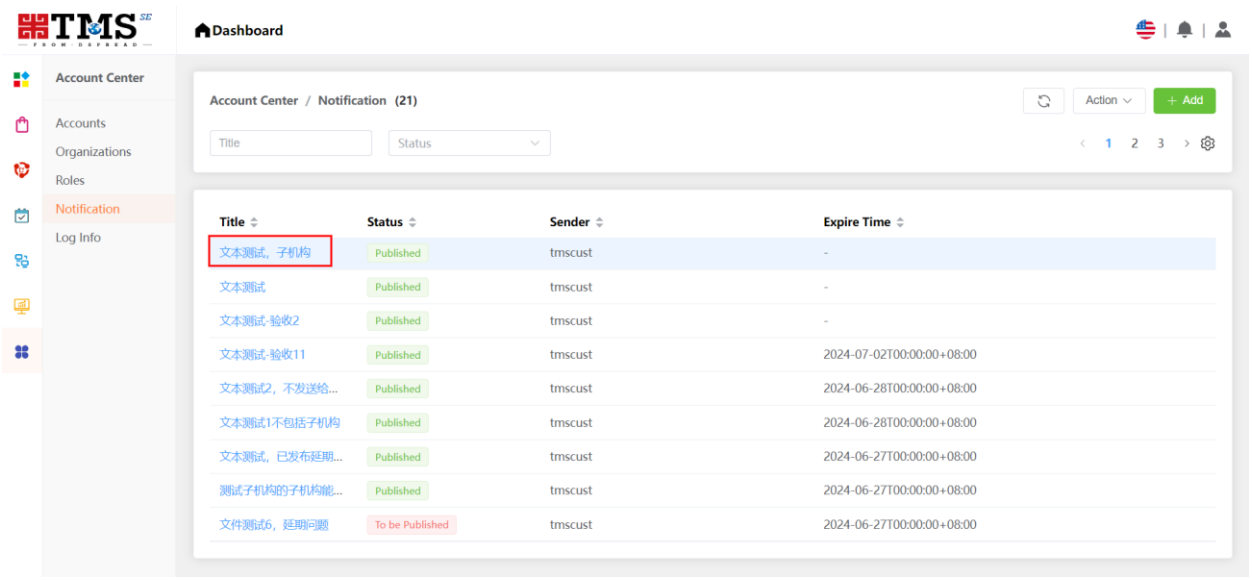
1.In the upper-left corner of the notification management page, find the notification title search box and the status search box.

2.Enter the title you want to search in the title search box, click Enter, and you can search.

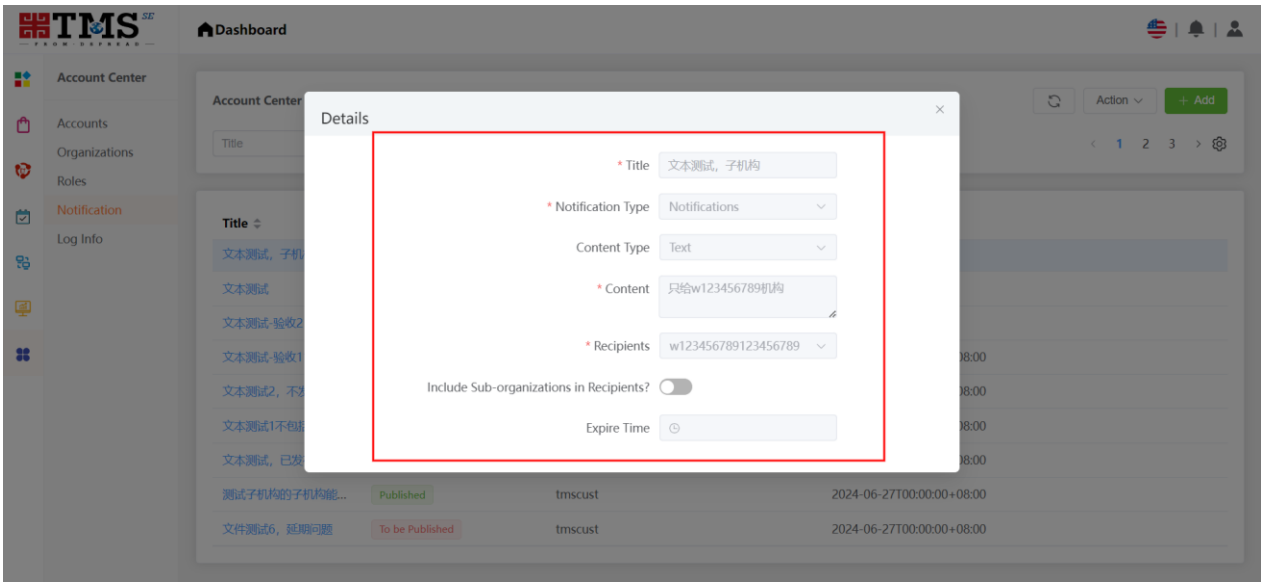
3.Click the Status drop-down box and select the status to be queried.

4.You can make a single query for the title and status, or you can search for two search boxes together to do a multi-criteria query.

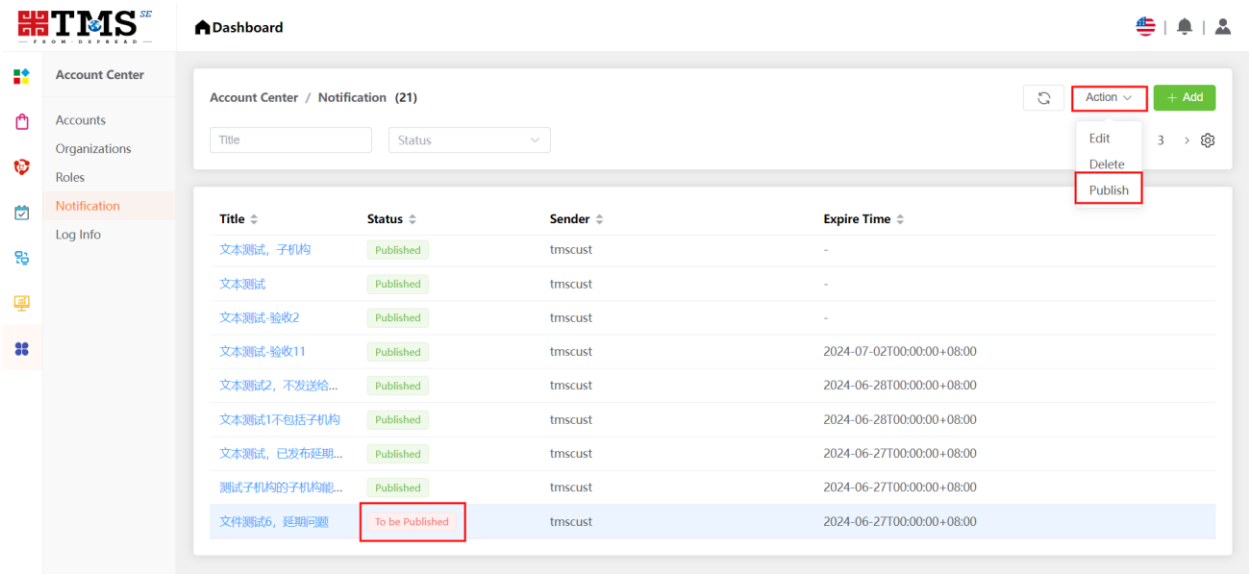
5.4.5 Notification Details



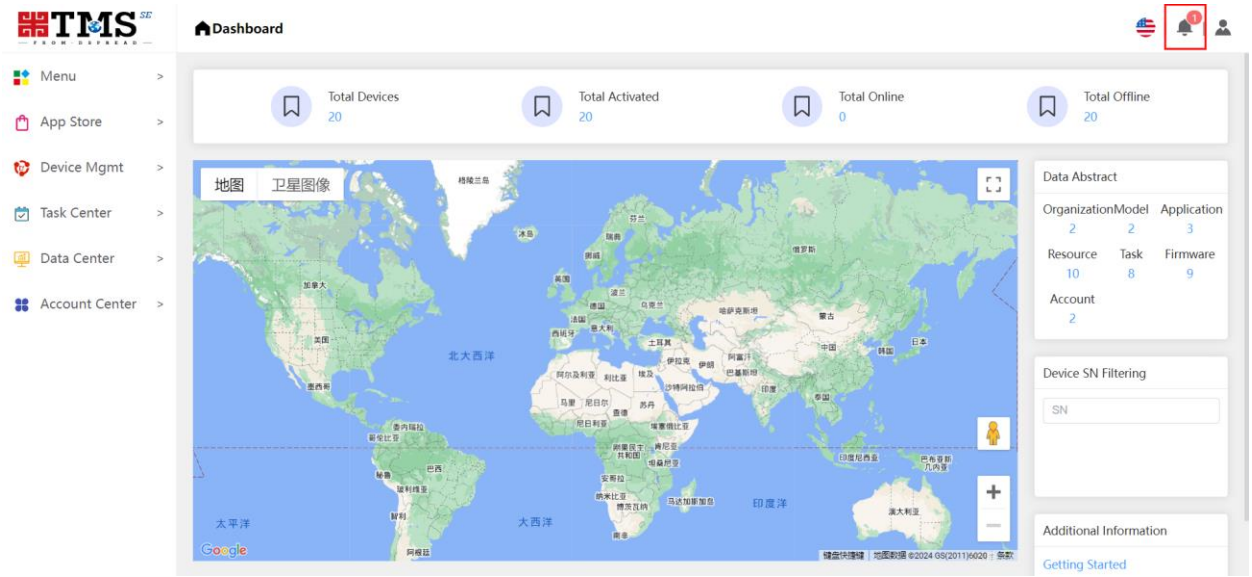
Click the title of the notification to go to the notification details page and view the details of the notification.



5.4.6 Publication Notice

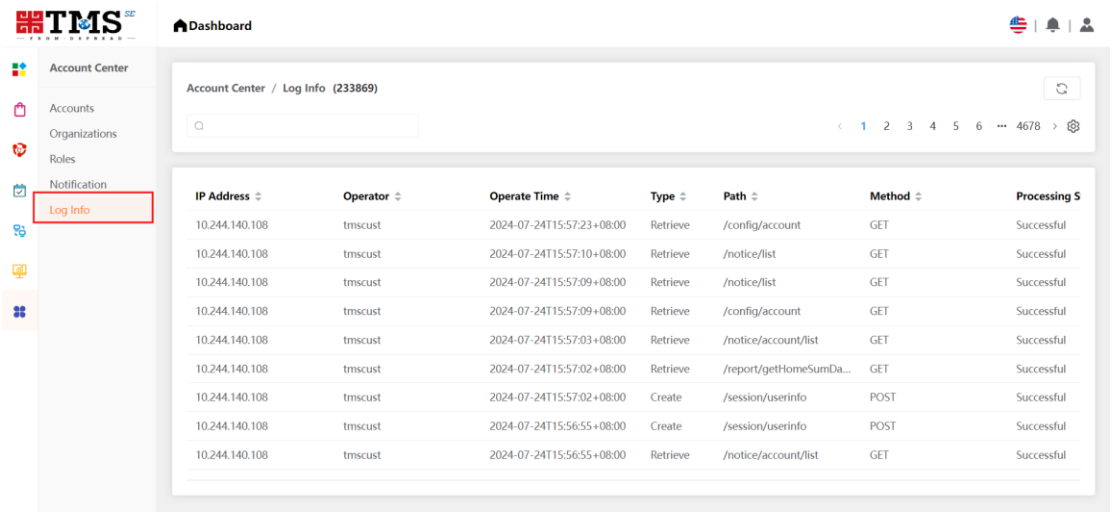


1. First, select the unpublished notification that needs to be published (click on the line where the notification is located), click the "Action" button at the top right of the page, and click "Publish" in the drop-down box
2. Click Confirm in the pop-up window to publish the notification.
3. After the notification is posted, you will receive the notification at the corresponding organization depending on the notification settings.

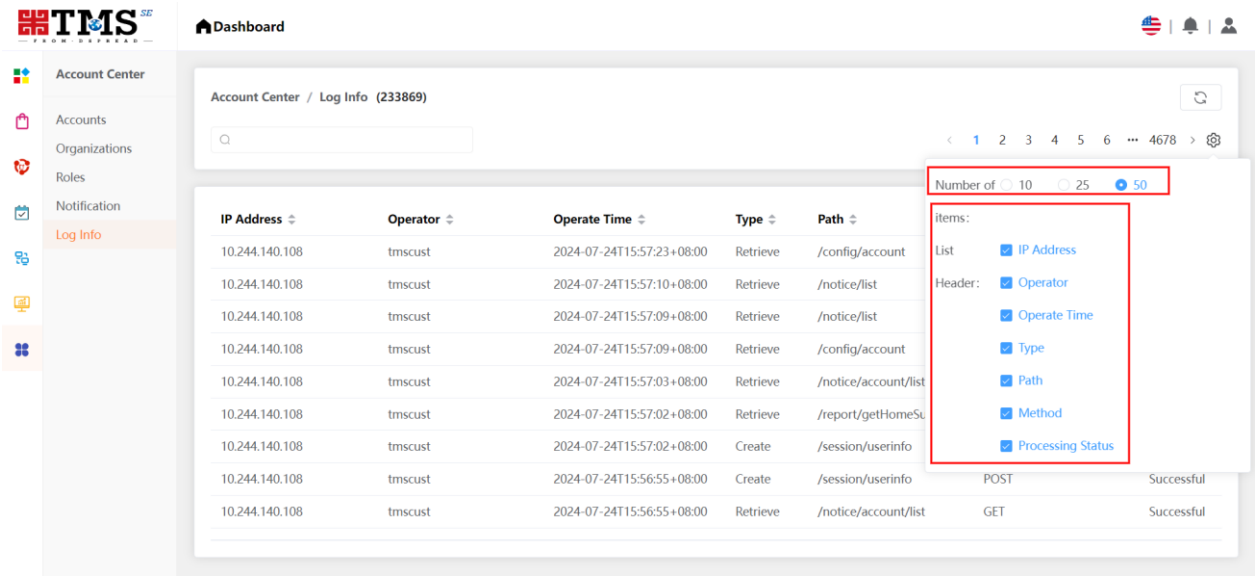


5.5 Log Management

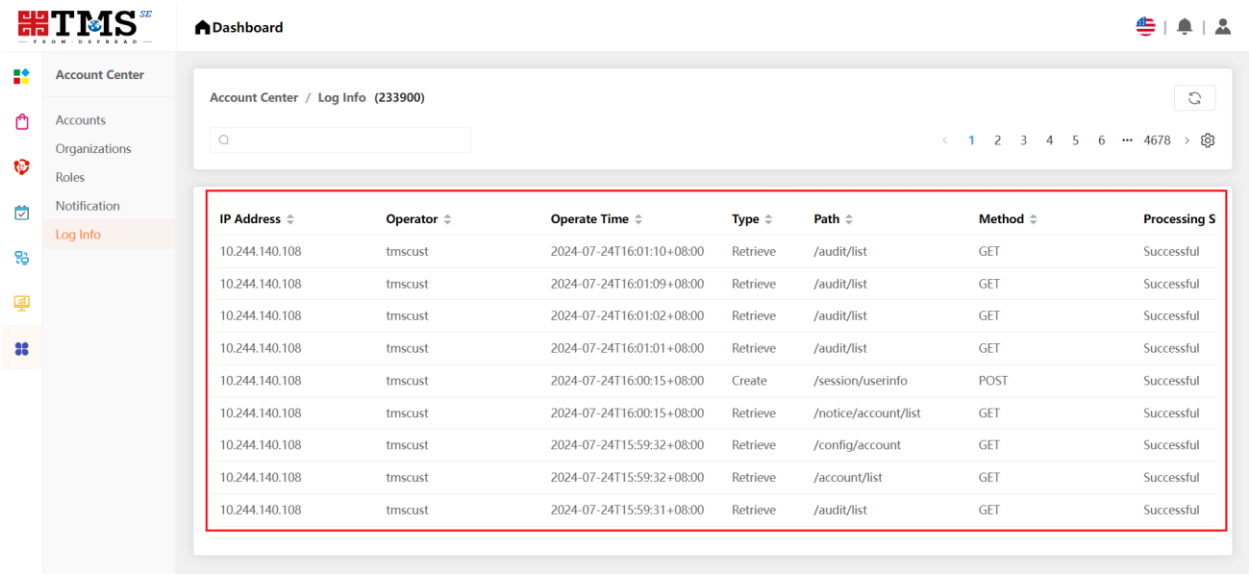
1.Click the 【Account Center】 -> 【Log Info】 button on the left menu bar to enter the log management page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

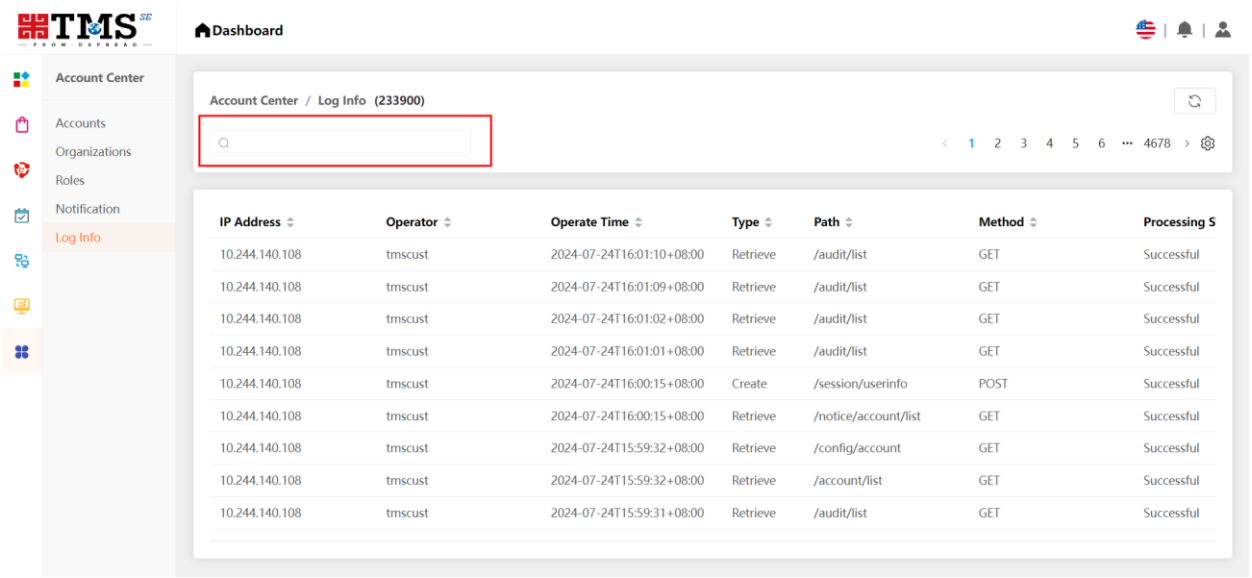


5.5.1 Log list



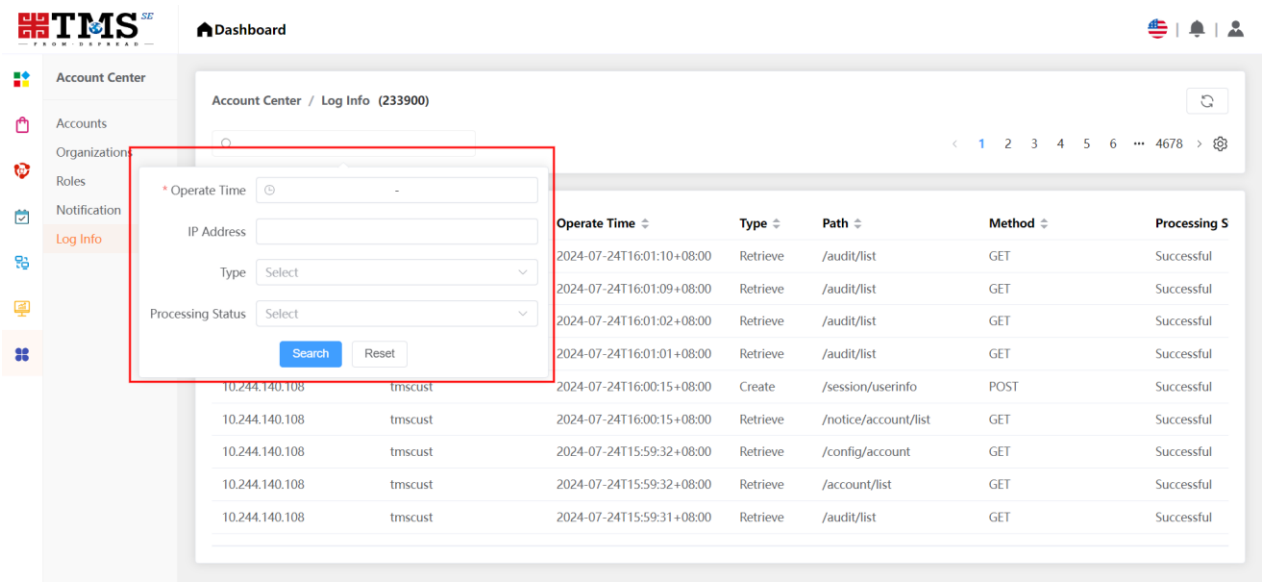
1. On the log management page, you can view the operation logs of the current organization and its sub-organizations on the system, including the IP address, operator, operation time, interface, and request method.

5.5.2 Query logs

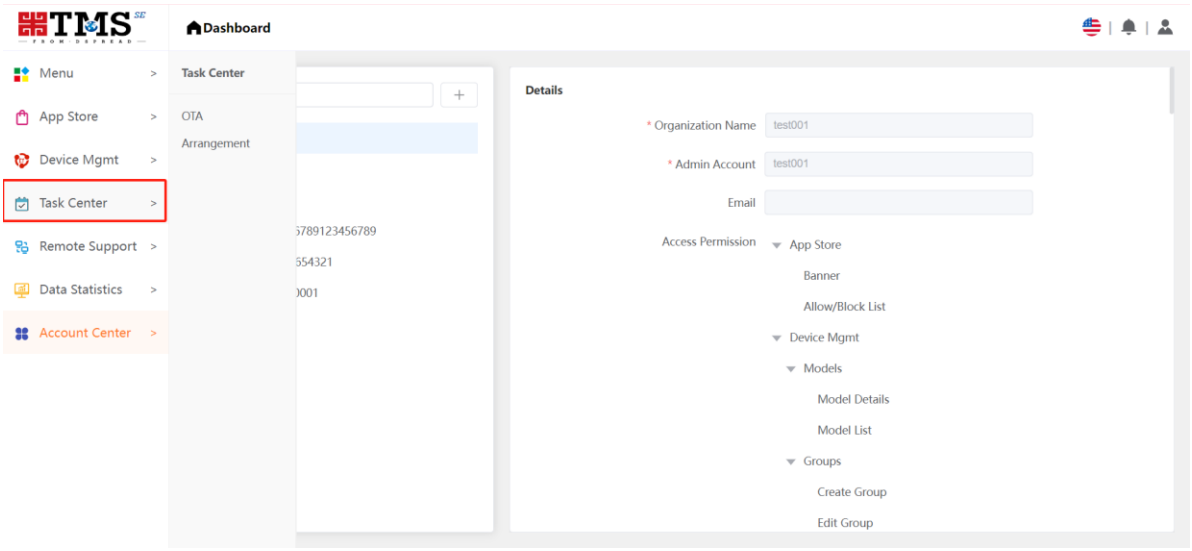


1.Find the search box in the upper-left corner of the log management page and click it

2.Select the required query field based on the keywords displayed in the search drop-down box, and enter or select it. You can select a single conditional query or a federated query with multiple criteria.



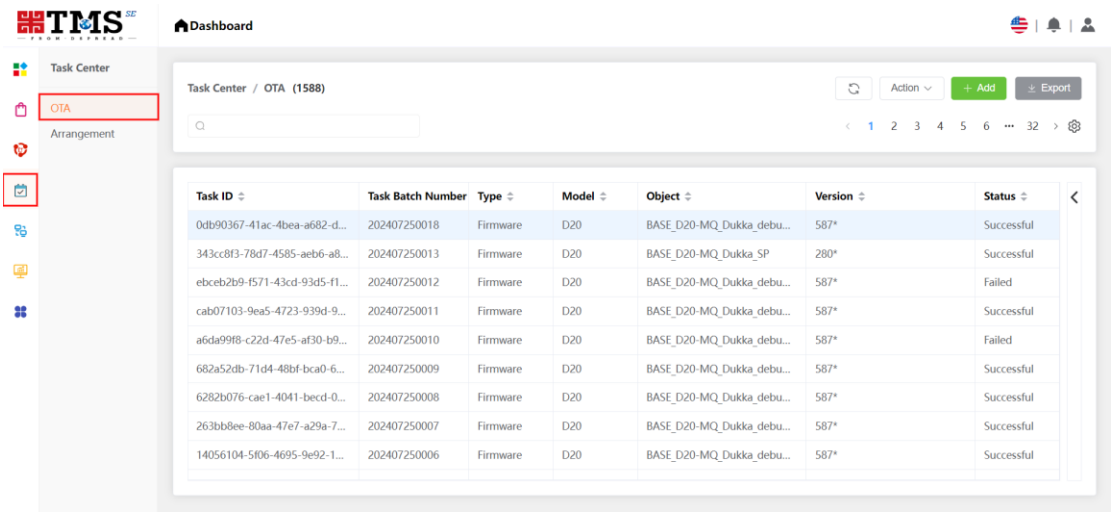
6.Mission Center



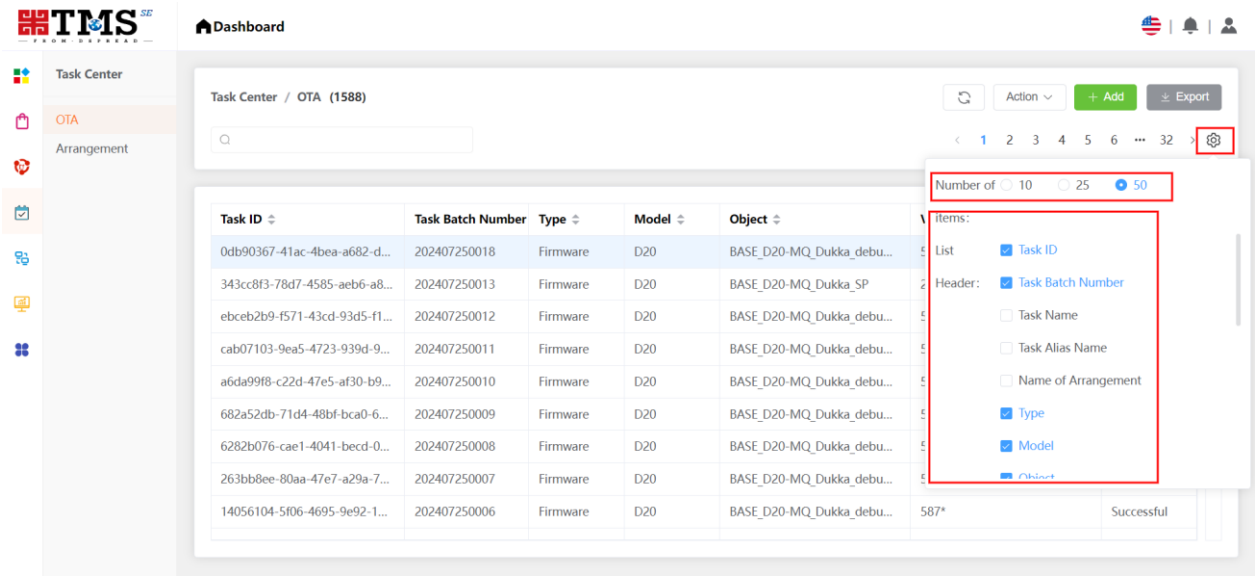
Click the 【Task Center】 button on the left menu bar to enter the Task Center page.

6.1 Push Tasks

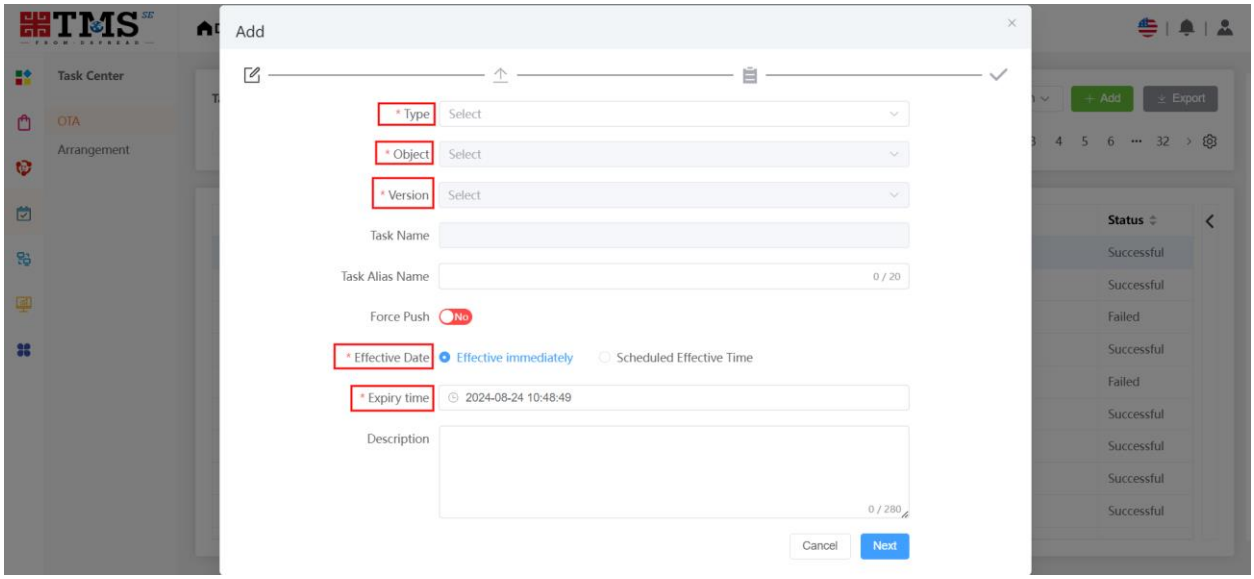
1.Click the 【Task Center】 -> 【OTA】 button on the left menu bar to enter the push task page.

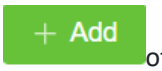


2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



6.1.1 Add a task (single).

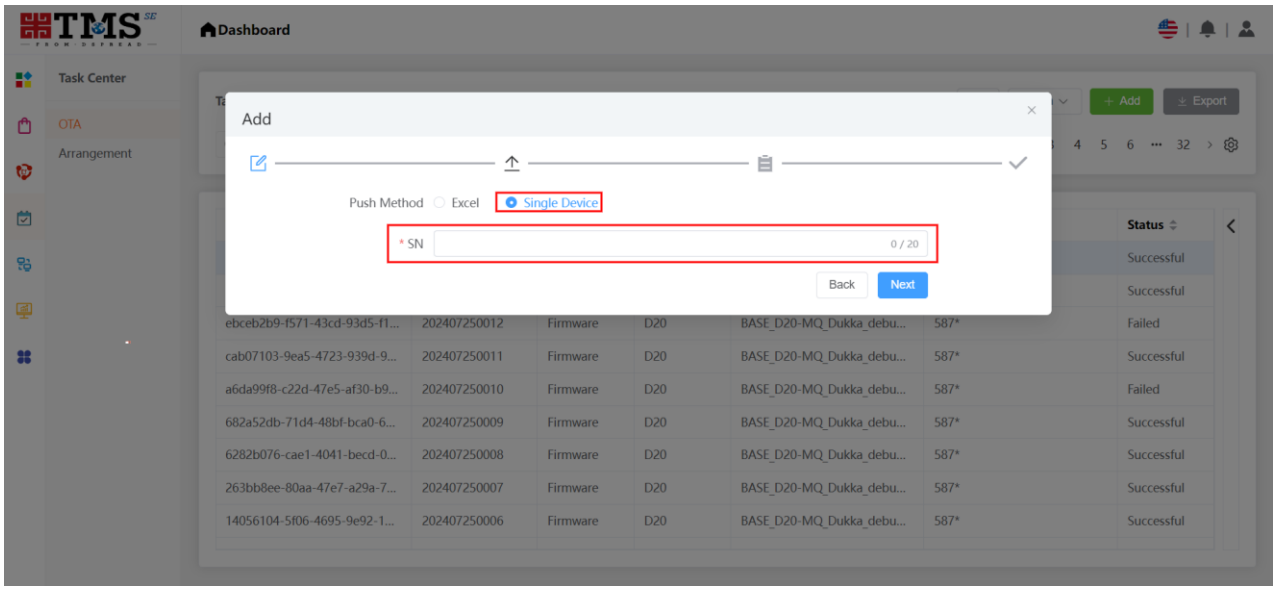


1. Click the Add button at the top right 

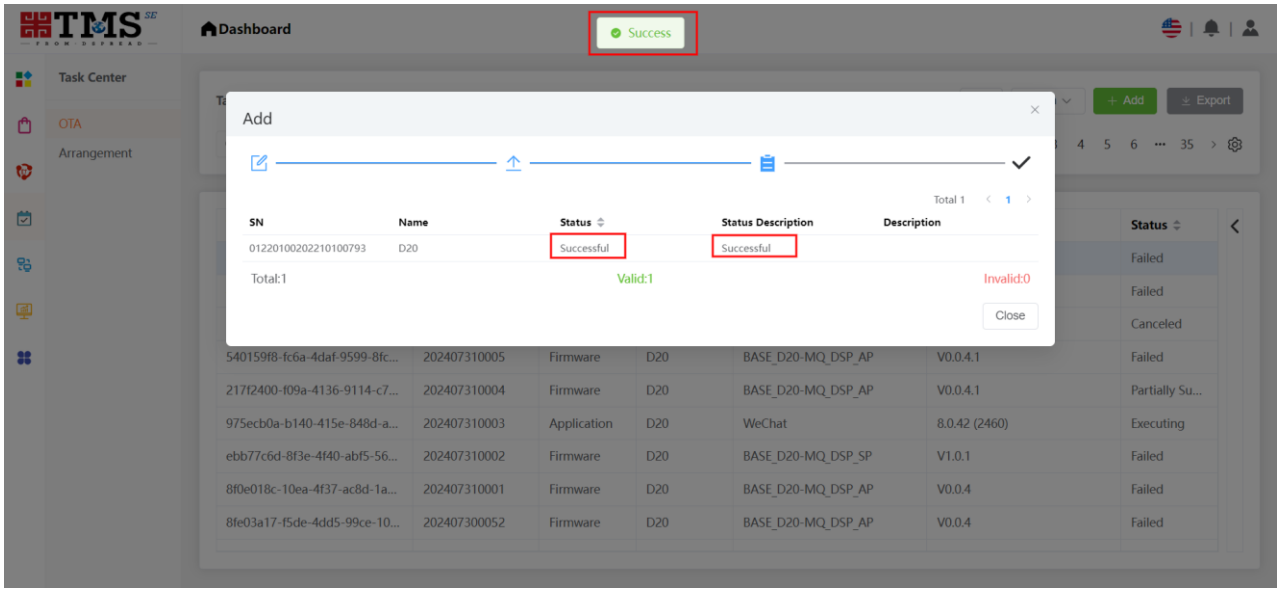
of the interface to start adding a task, and you need to fill in the following relevant information in the pop-up window:
   - Select the *task type (firmware, resource, application).
   - Select the *Task object
   - Select the *Task version
   - The task name is displayed automatically
   - Enter a task alias
   - Select whether to force push (when turned on, it will force push to the device).
   - Select *execution date (Immediate Execution, Scheduled Execution Date).
   - Select the expiration date of the task (the expired task will not be pushed).

   Note: Fields with * are required.
2. After filling in all the information in the above fields, click "Next" to enter the next step.
3. In the new window

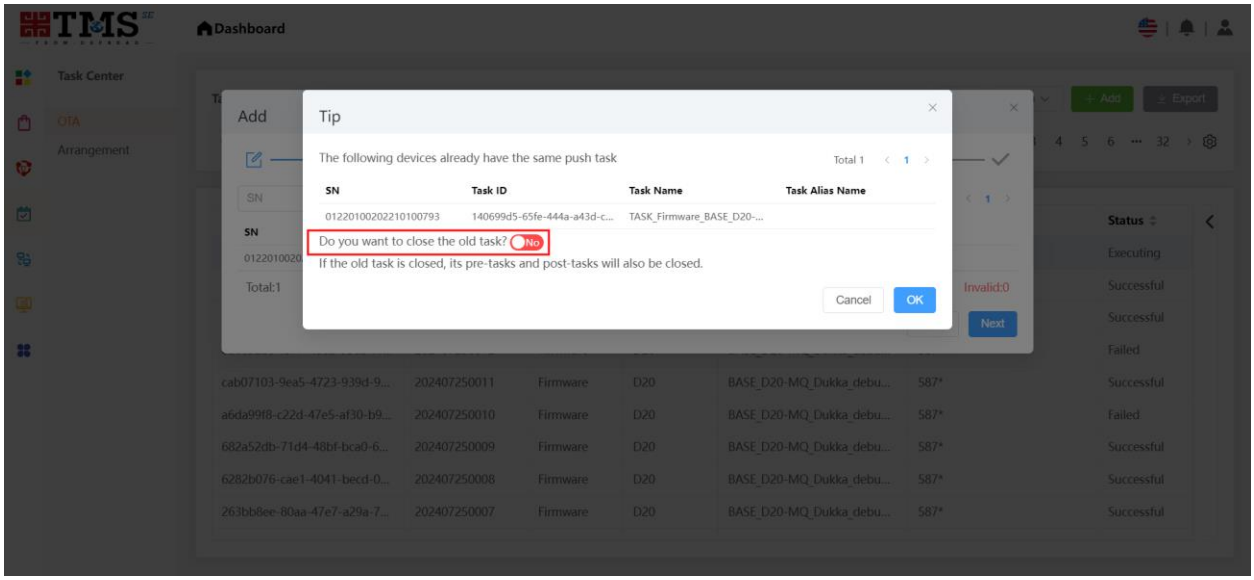
, enter the SN number of the device you want to push, and click "Next" again.



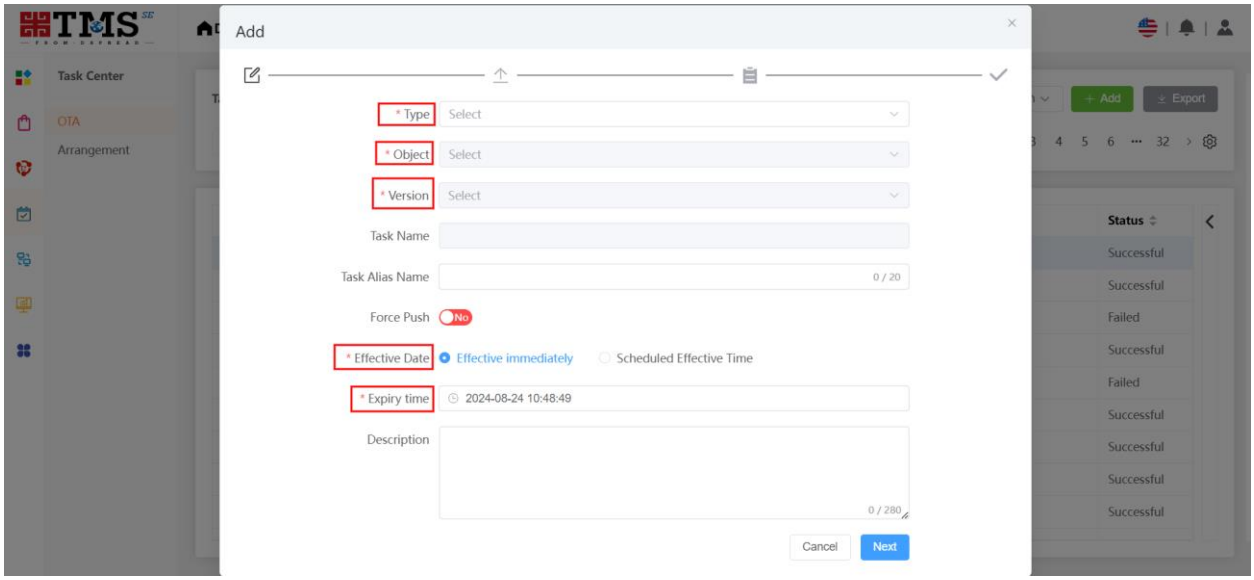
4. The system will perform verification, and the passed tasks and devices will display success; If it fails, fail will be displayed, as shown in the following figure:

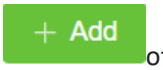


5. **Note:** If the same task is repeatedly pushed to a device, "Device Task Conflict" will be displayed, and you can choose to click Close Old Duplicate Task to push the new task.



6.1.2 New Tasks (Multiple)



- Click the Add button at the top right 

of the interface to start adding a task, and you need to fill in the following relevant information in the pop-up window:
  - Select the *task type (firmware, resource, application).
  - Select the *Task object
  - Select the *Task version
  - The task name is displayed automatically
  - Enter a task alias
  - Select whether to force push (when turned on, it will force push to the device).
  - Select *execution date (Immediate Execution, Scheduled Execution Date).
  - Select the expiration date of the task (the expired task will not be pushed).

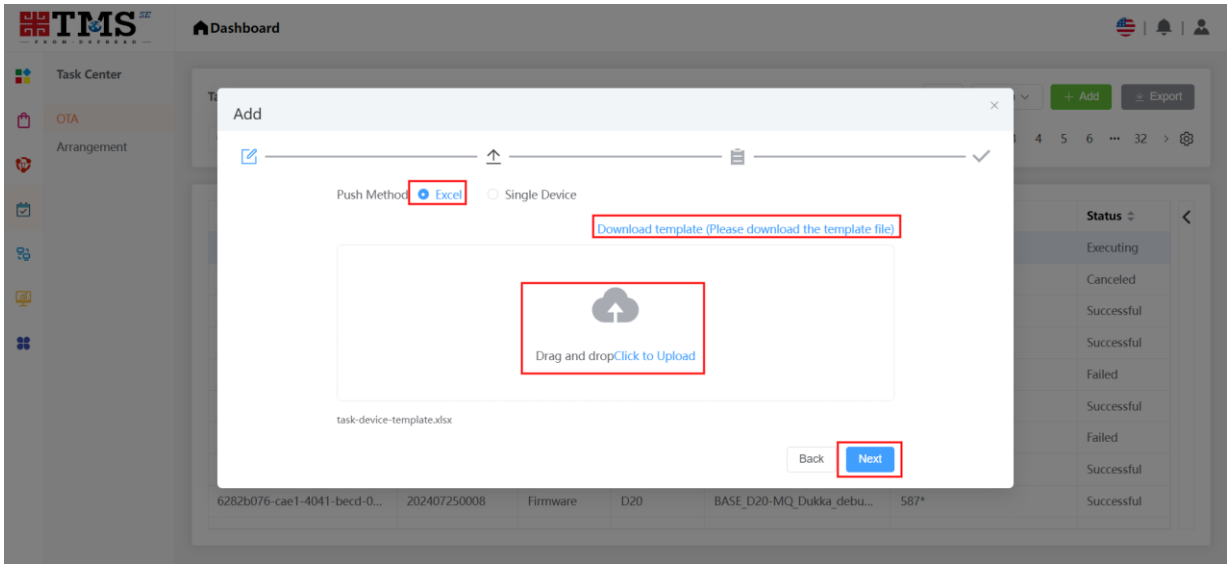
1. After filling in all the information in the above fields, click "Next" to enter the next step.

Select in the new window Excel and click the "Template (please download the template file and use it)" button to download the template, the template is shown in the following figure:

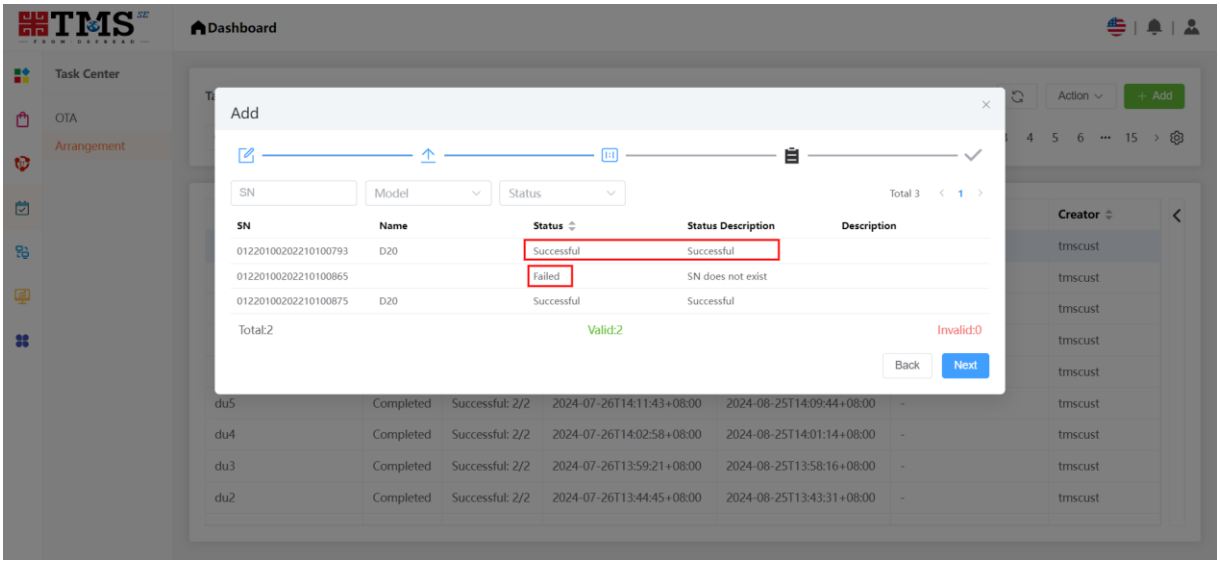
	A	B	C
1	SN		
2			
3			
4			
5			
6			
7			
8			
9			
10			

2. Enter the imported *SN number (where the SN number is a 20-digit number) in the template.

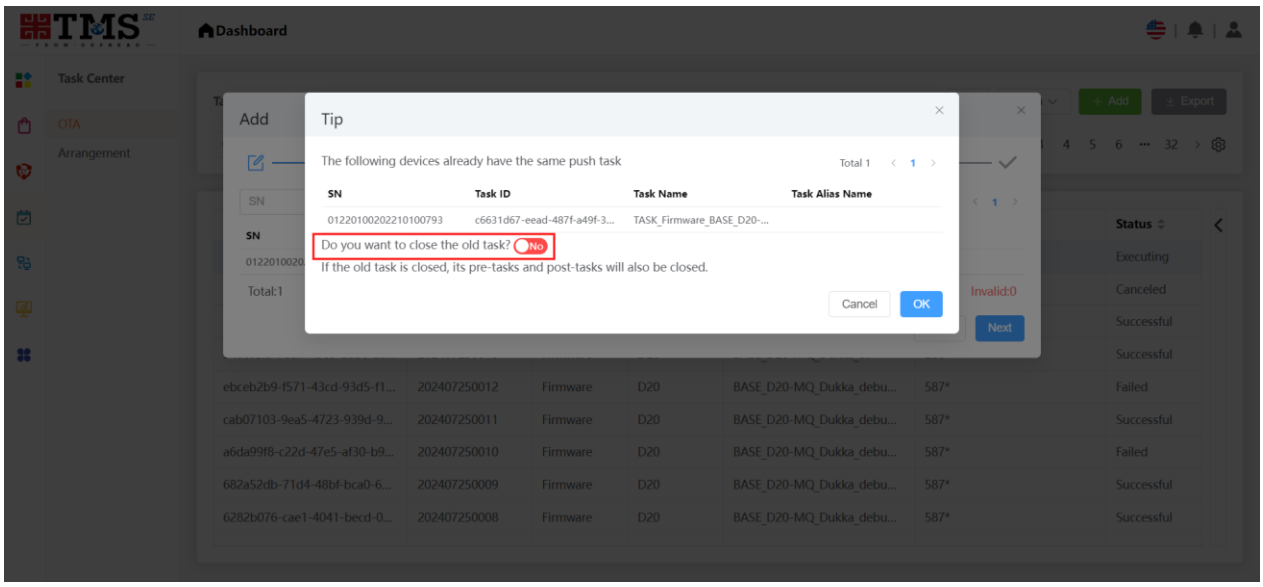
3. Go back to TMS, click "Drag Files Here Click Upload", Drag Files Here Click Upload upload the completed form in Step 3, and click Next.



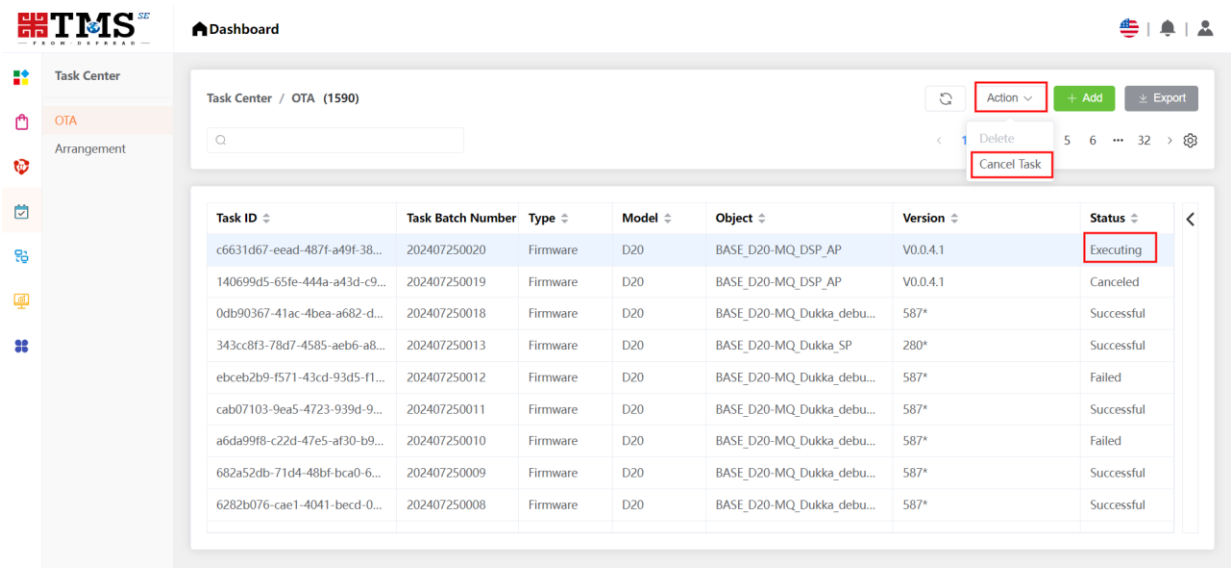
4. The system will perform verification, and the passed tasks and devices will display success; If it fails, fail will be displayed



5. **Note:** If the same task is repeatedly pushed to a device, "Device Task Conflict" will be displayed, and you can click Close the old duplicate task to push the new task.

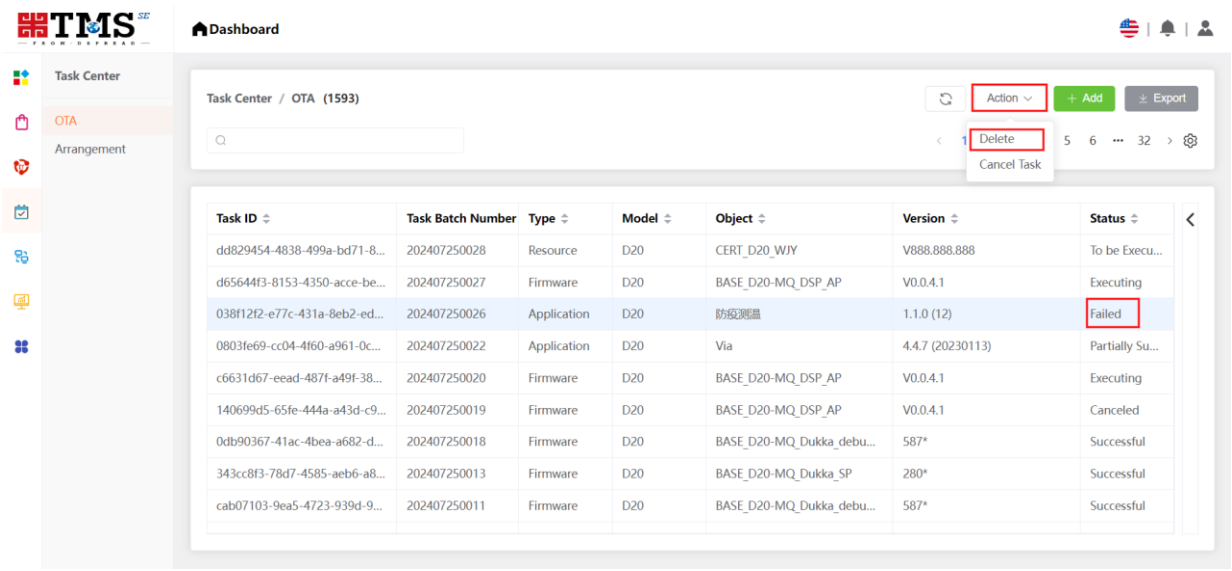


6.1.3 Cancel the task



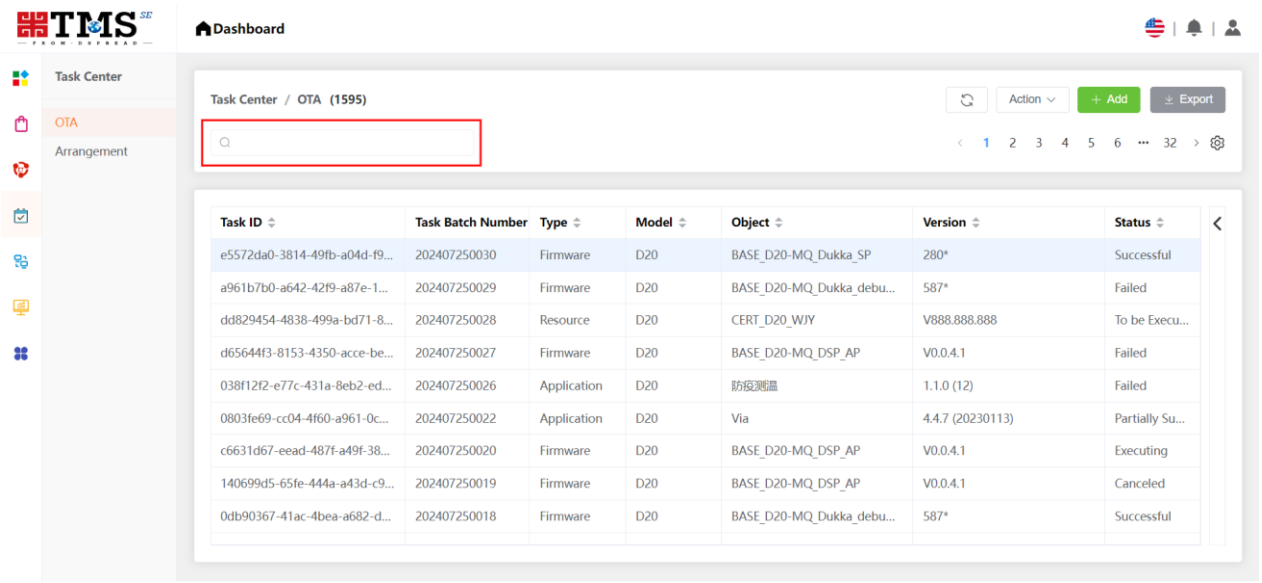
1. **Note:** You can cancel a task only if it is in the Running or Pending state.
2. Select the row of the task you want to cancel, click the Action button in the upper right corner of the page, and select Cancel Task in the drop-down list.
3. Click Confirm in the pop-up window to cancel the task.

6.1.4 Delete the task



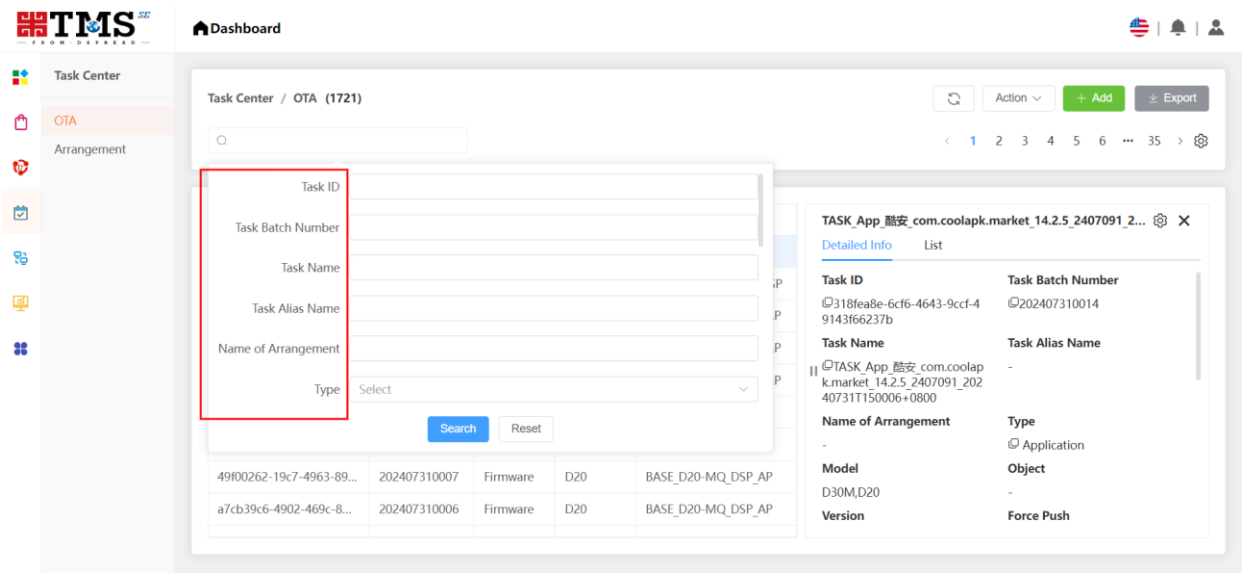
1. **Note:** The prerequisite for deleting a task is that the task is not in the Running or Pending state.
2. Select the row of tasks you want to delete, click Action in the upper right corner of the page, and select Delete from the drop-down list.
3. Click OK in the pop-up window to delete the task.

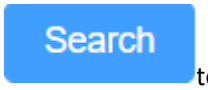
6.1.5 Query tasks



1.Find the search box in the upper left corner of the push task page and click it

2.Based on the keywords displayed in the search drop-down list, select the keywords you want to query and enter or select them. You can select a single conditional query or a federated query with multiple criteria.



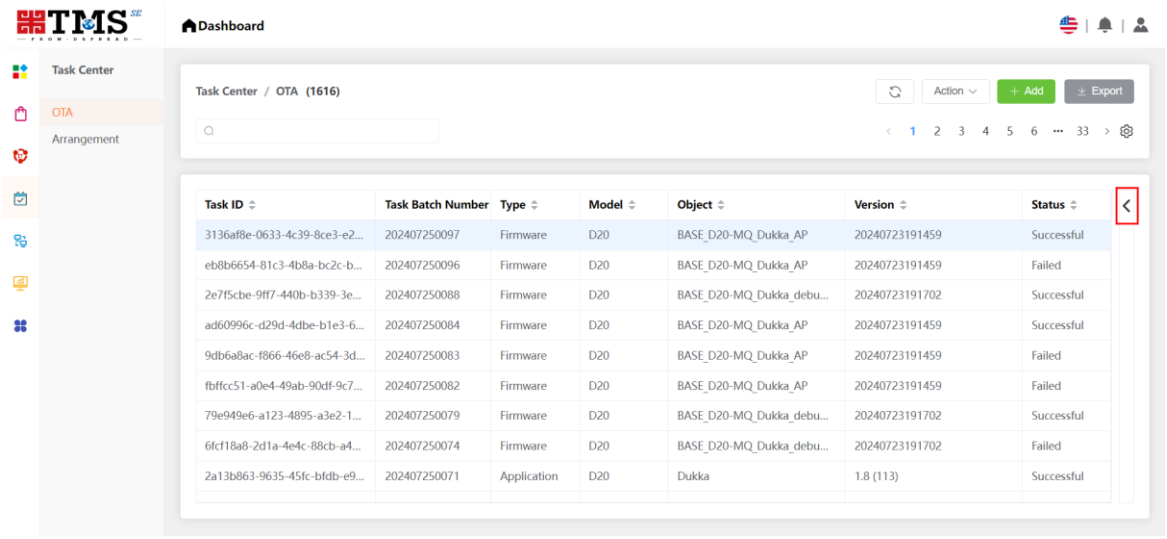
3.Click "Search" 

to complete the search

6.1.6 Details

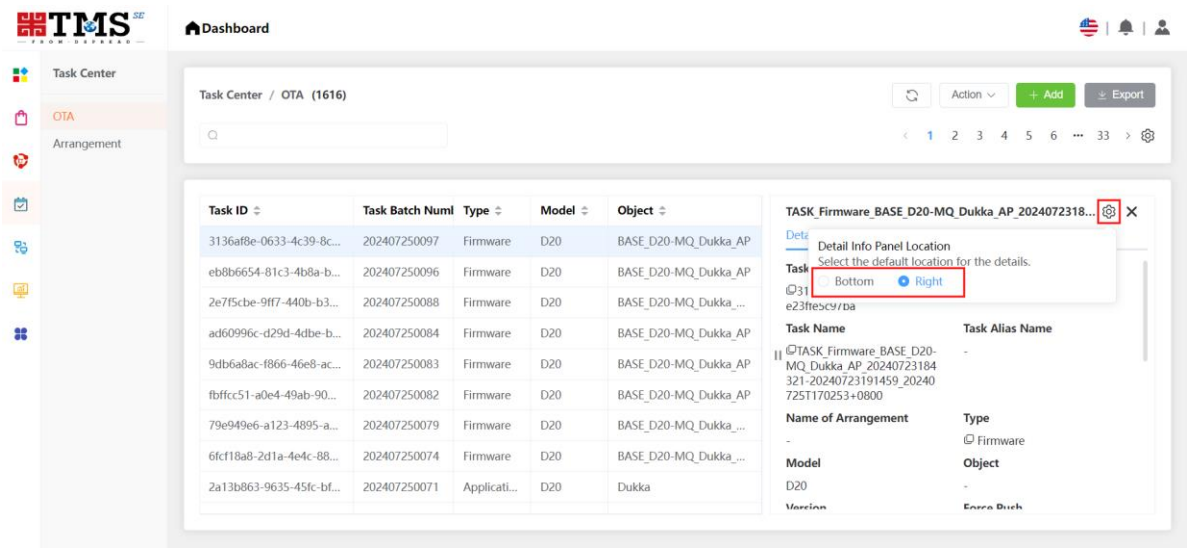
1. Click the button on the right side of the page to display the task details from the right or

click the button at the bottom of the page to display the task details from the bottom.



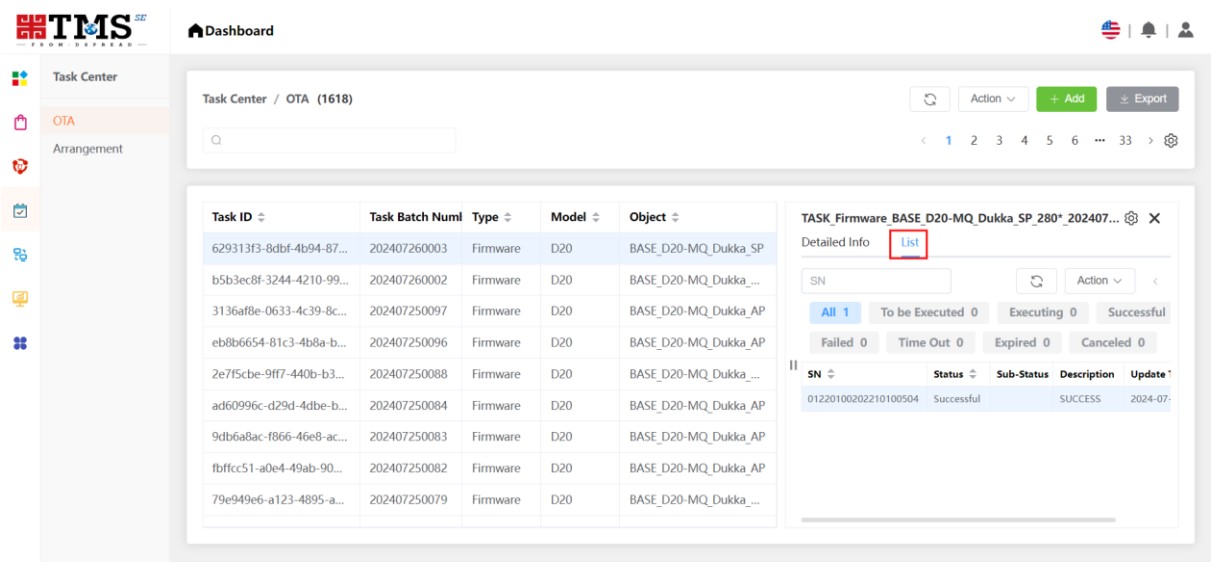
2. After clicking, you can view information such as "Details" and "Device List".

3. You can use the button in the details to move the details to the bottom, and you can use the buttons at the bottom of the page to expand the details.



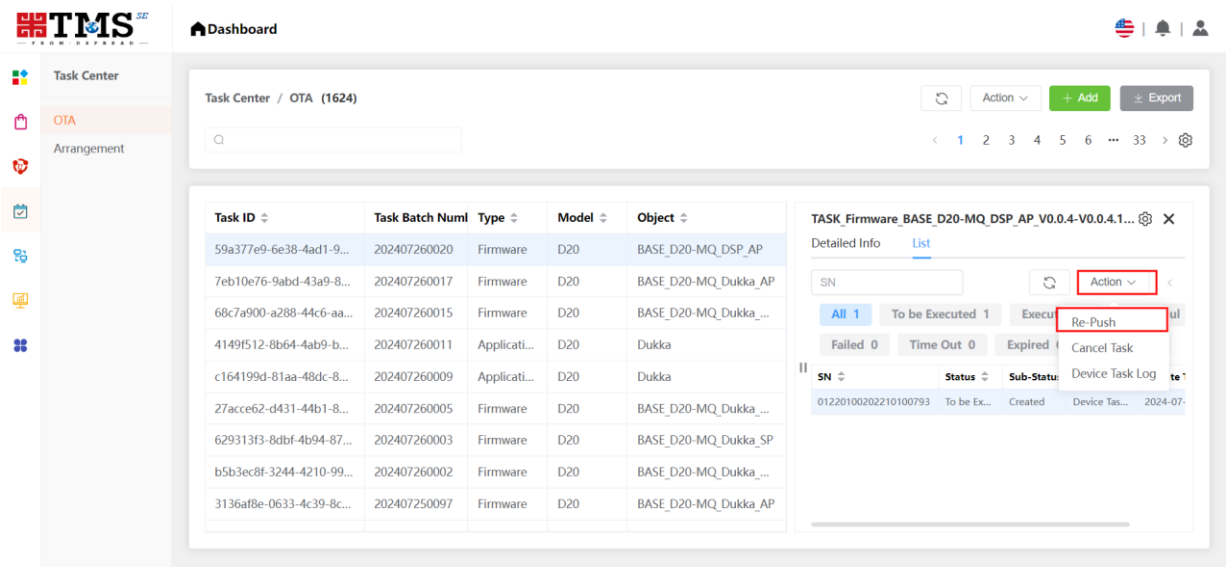
6.1.7 Device List

Find the button at the top left of the task details window List . Click on it to enter the device list page.



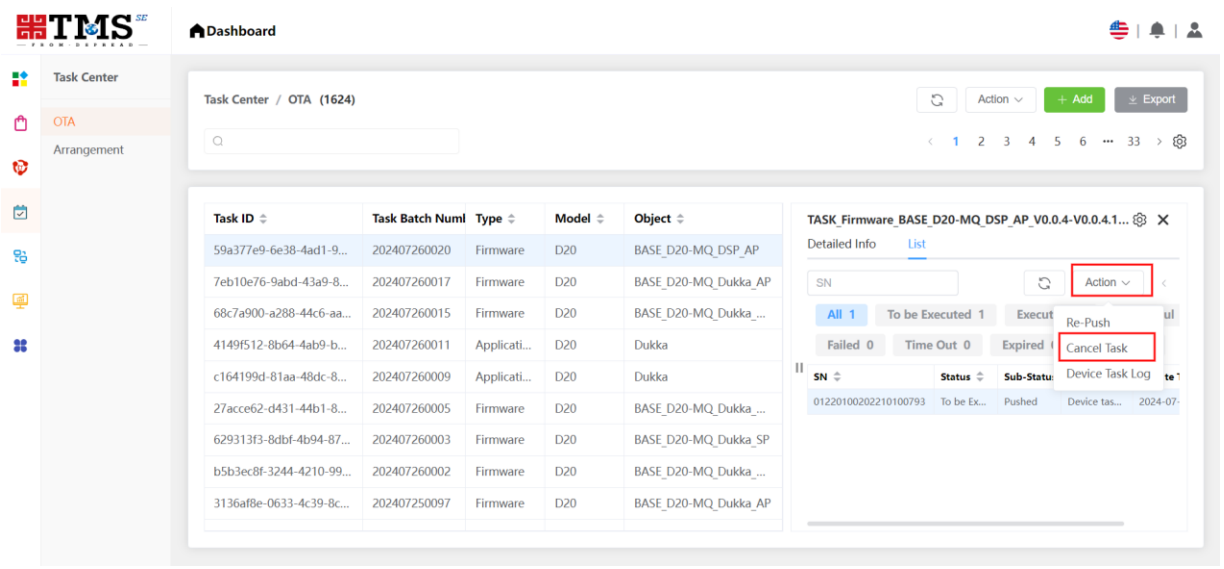
6.1.7.1 Repush

1. **Note**: The premise of re-pushing is that the task fails to push.
2.Select the task to be re-pushed, click Action at the top of the List page, and select Re-Push from the drop-down list



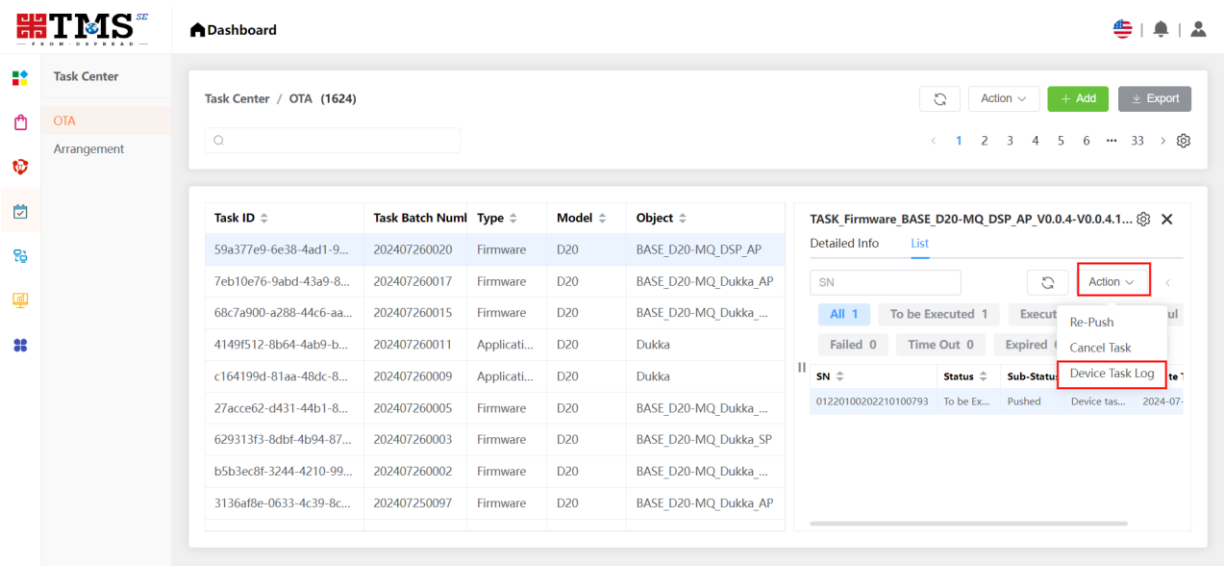
6.1.7.2 Cancel the task

1. **Note:** You can cancel a task only if it is in the Running or Pending state.
2. Select the task to be canceled, click the Action button at the top of the List page, and click Confirm in the pop-up window in the drop-down box to cancel the task.

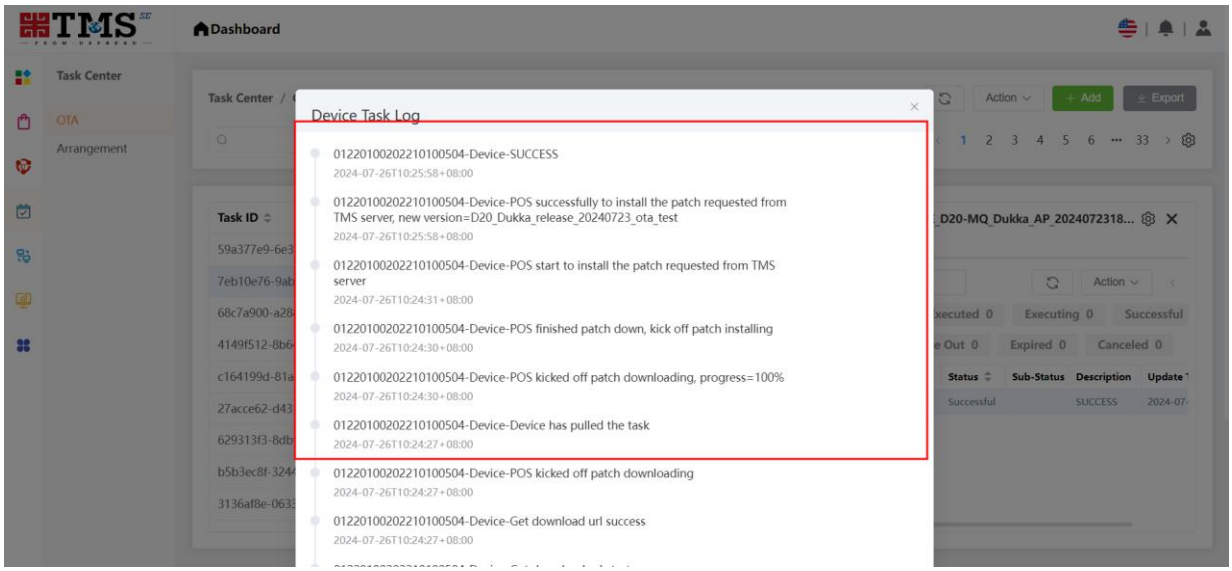


6.1.7.3 Device task logs

1. First, select the devices for which you want to view logs
2. Find the "Action" button in the upper right corner of the device list page, click it and select "Device Task Log" in the drop-down box to view the task log of the device.

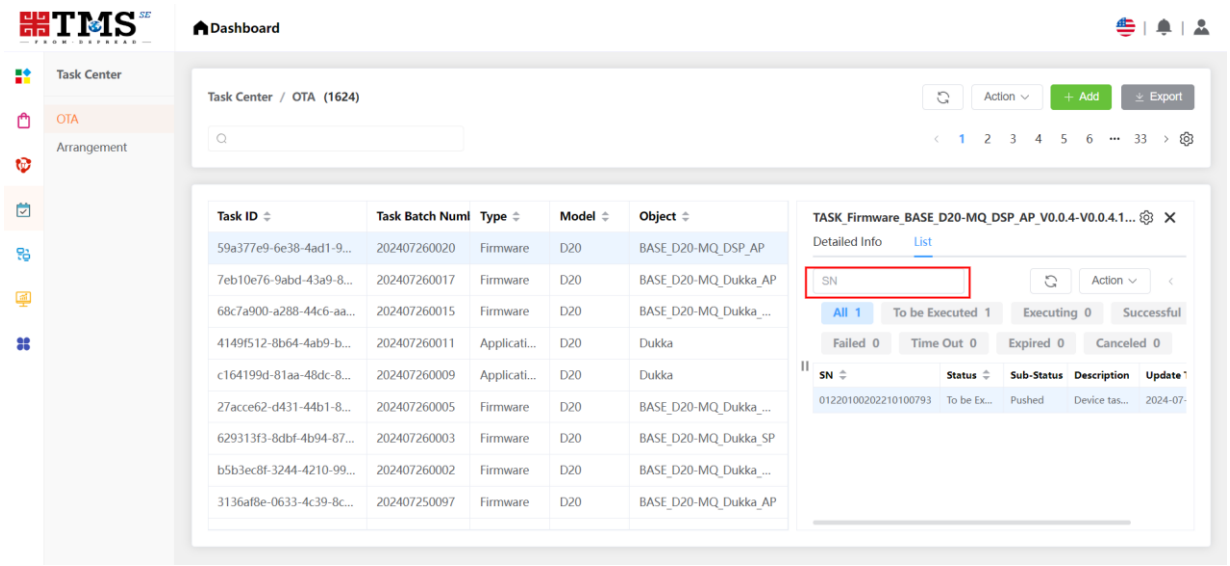


3.In the device log, you can view the status of the current task on the device, such as the download progress, whether the push is successful, and error messages.

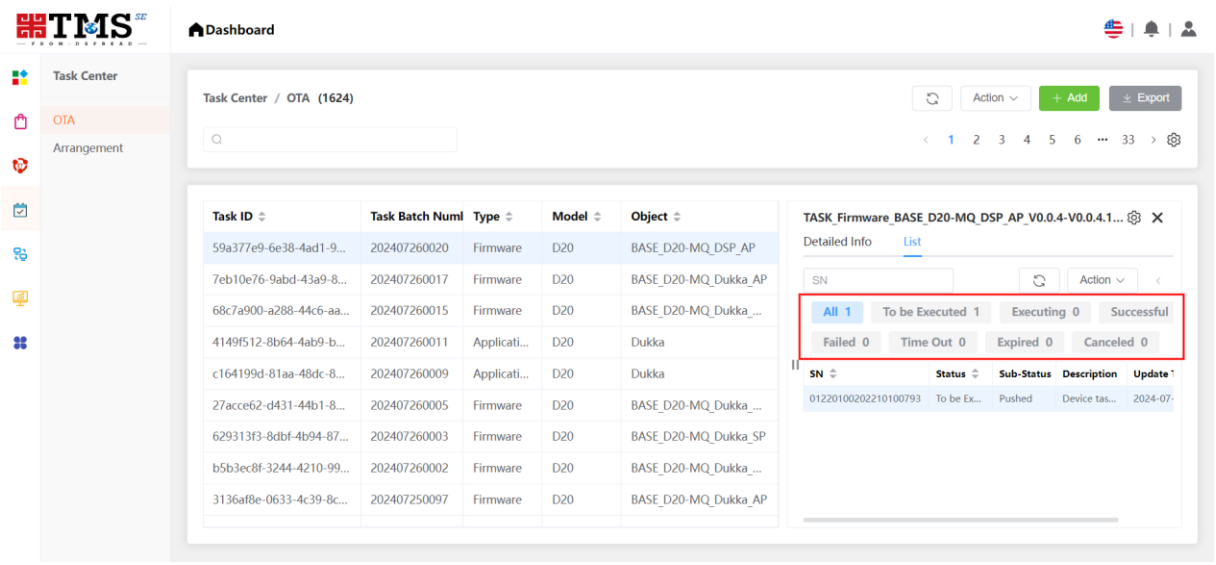


6.1.7.4 Search for device tasks

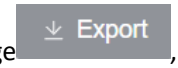
1.In the upper left corner of the device list page, find the SN number (device number) search box
2.Enter the SN number to be queried in the search box and press Enter to search.



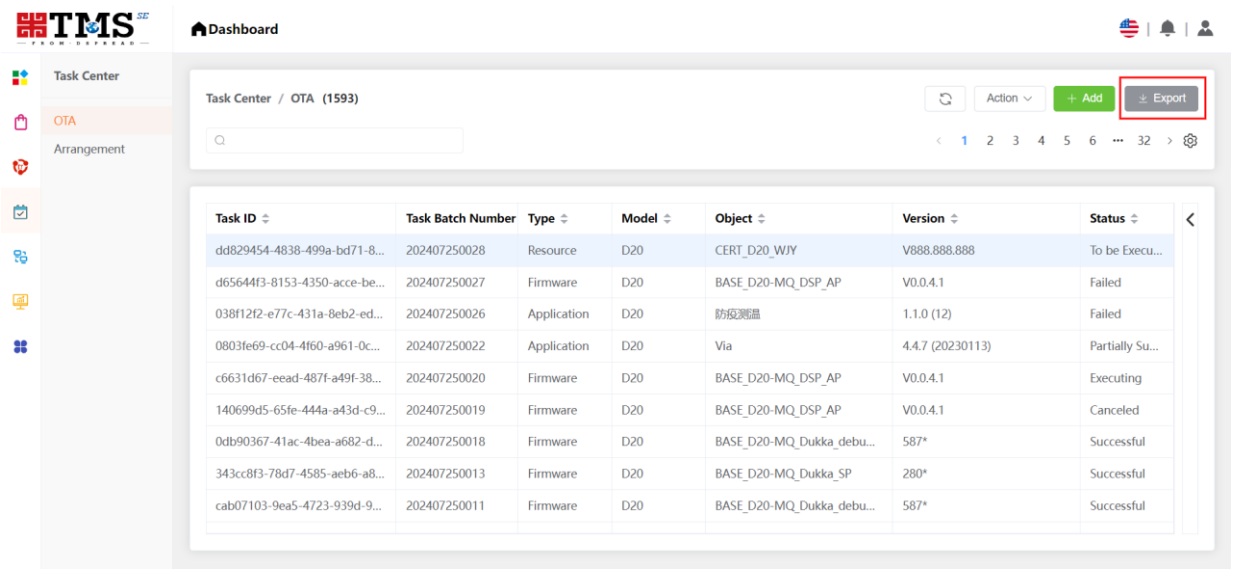
3. You can also query the task status according to the device task information above, click the status you want to query, and you can query the corresponding status of the device.



6.1.8 Export Tasks

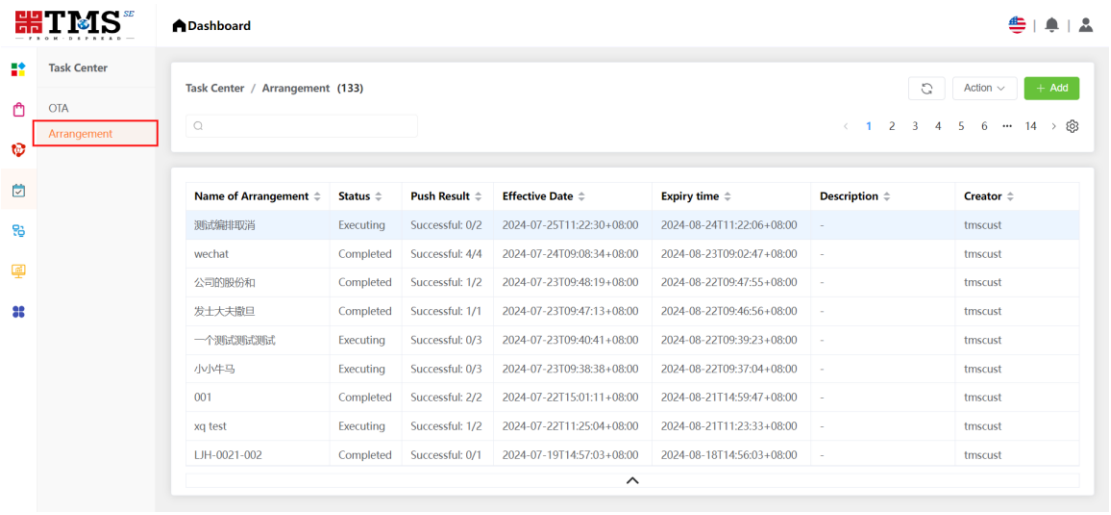
Find the "Export" button in the upper right corner of the page 

, and click it to export all the task data displayed in the current search results to an Excel table.

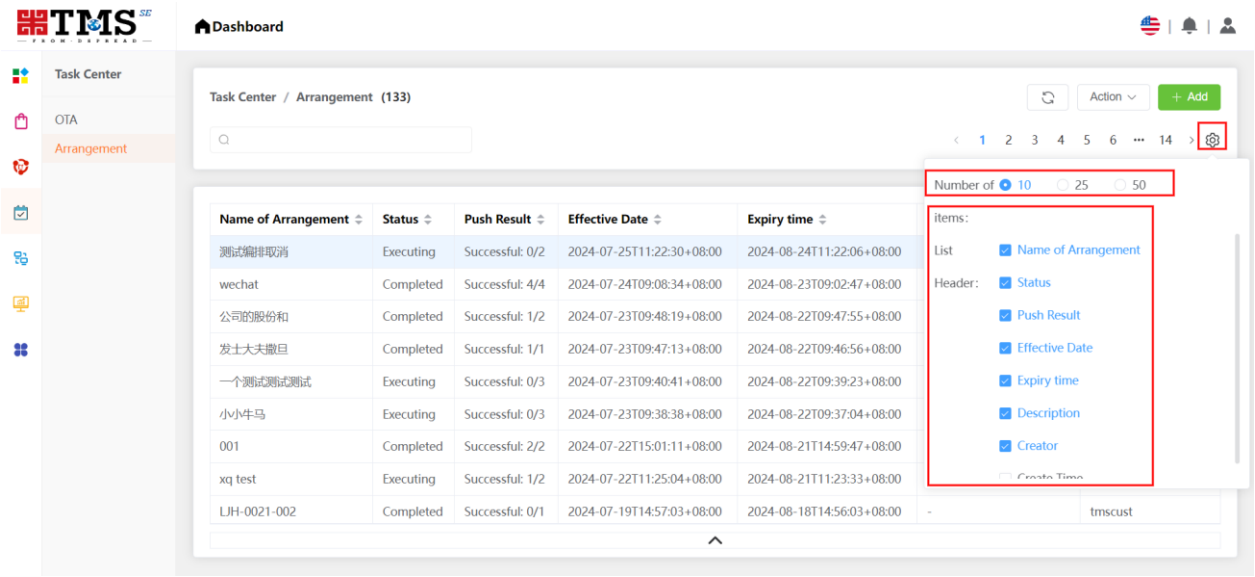


6.2 Orchestrate tasks

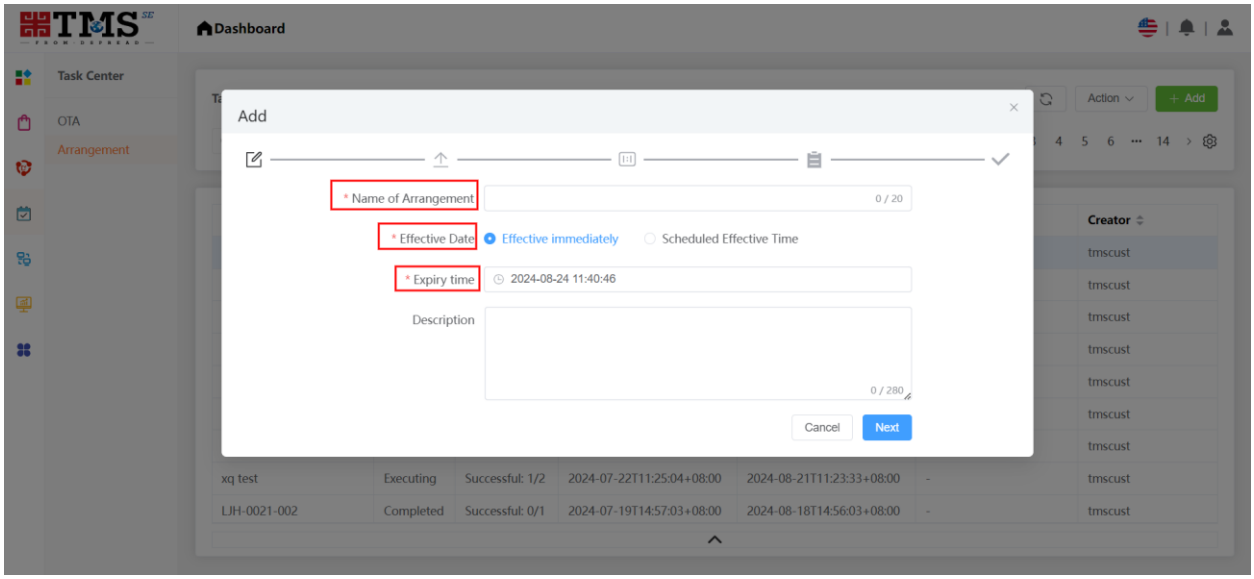
1.Click the 【Task Center】 -> 【Arrangement】 button on the left menu bar to enter the task scheduling page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.



6.2.1 New Orchestration Task (Single)

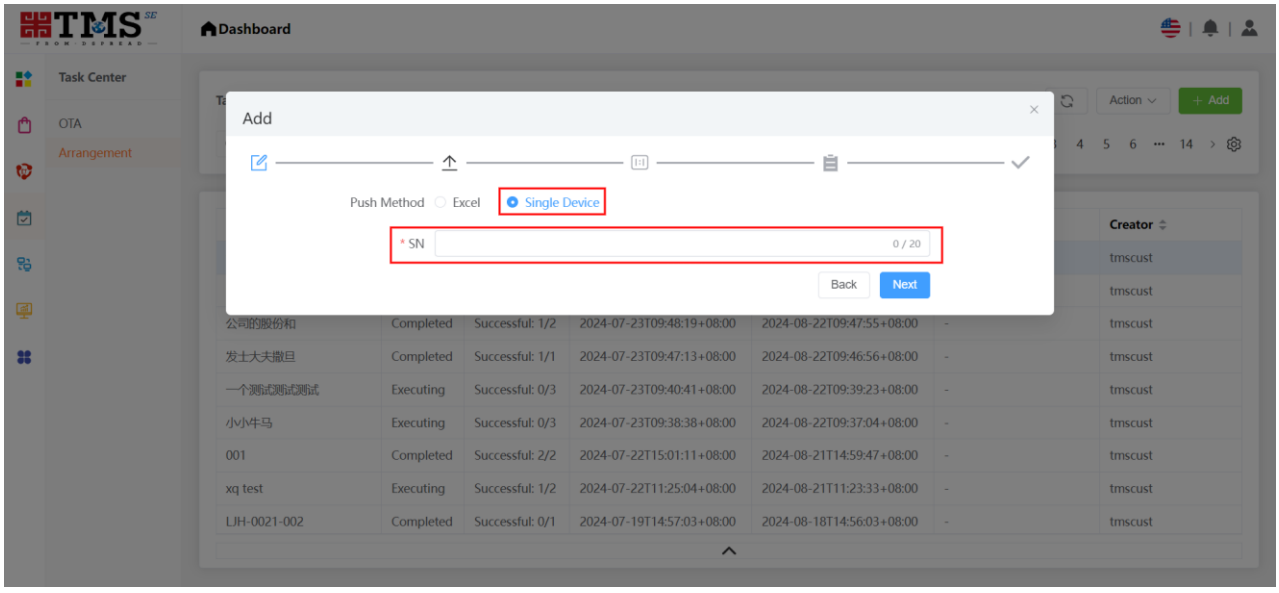


1. Click the Add button at the top right of the interface

to start adding an orchestration task, and you need to fill in the following information in the pop-up window:
   - Enter * to rank the title
   - Select *execution date (Immediate Execution, Scheduled Execution Date).
   - Select the expiration date of the task (the expired task will not be pushed).

   Note: Fields with * are required.
2. After filling in all the information in the above fields, click "Next" to enter the next step.
3. In the new window

, enter the SN number of the device you want to push, and click "Next" again.

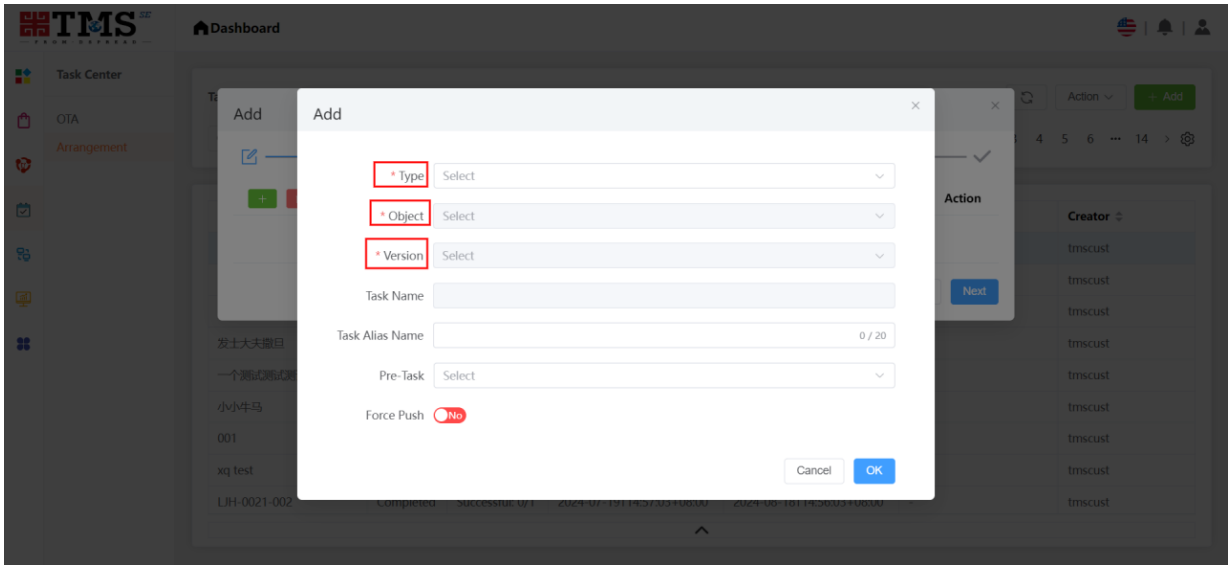


4. Click the button in the upper left corner of the new pop-up window , and the window of

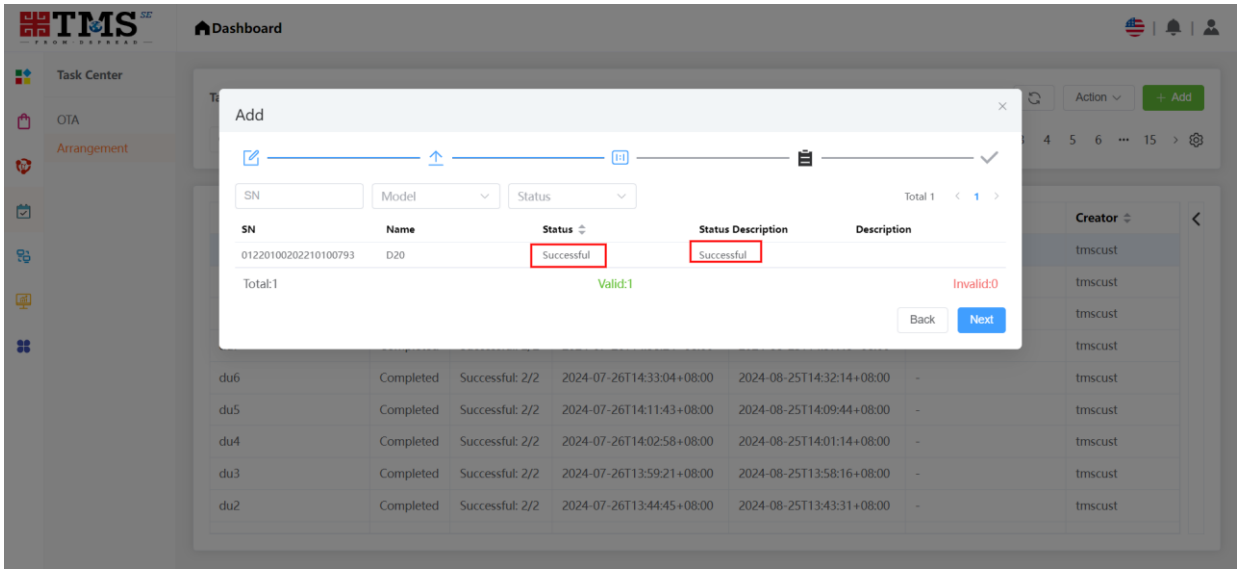
the new task will pop up, and in the window of the new task, you need to fill in the following relevant information:

- Select the *task type (firmware, resource, application).
- Select the *Task object
- Select the *Task version
- The task name is displayed automatically
- Enter a task alias
- Add a predecessor task (except for the first task, you need to add a predecessor task for all other tasks, which means that the task will be executed after the predecessor task ends).
- Select whether to force push (when turned on, it will force push to the device).

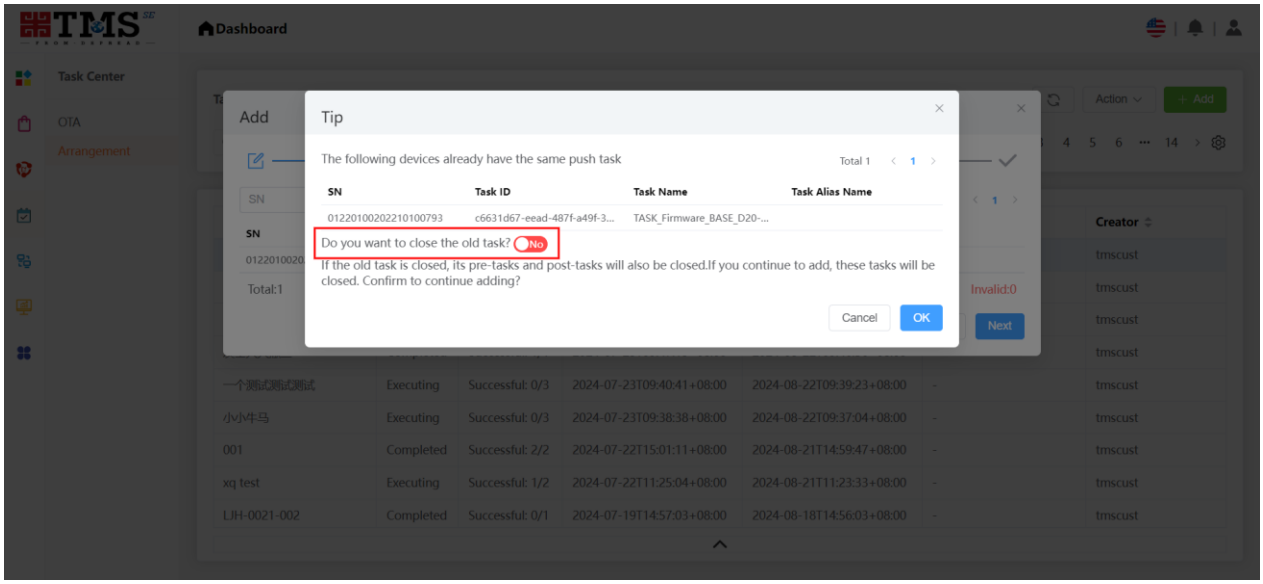
Note: Fields with * are required.



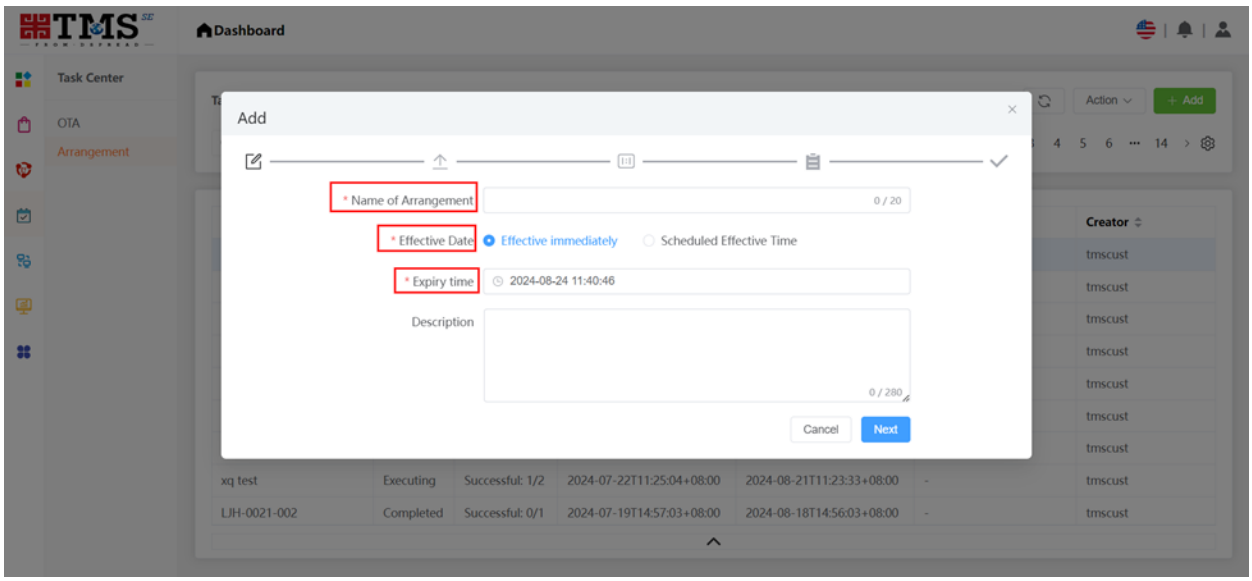
5. Only a maximum of 5 tasks can be orchestrated, and after the orchestration is completed, click "Next" to verify whether the device number is entered correctly and whether the orchestration task is reasonable.



6. If the same task is repeatedly pushed to a device, the message "Device Task Conflict" will be displayed , and you can click Close the old duplicate task to push the new task.



6.2.2 New Orchestration Tasks (Multiple Units)



1. Click the Add button at the top right of the interface

to start adding an orchestration task, and you need to fill in the following information in the pop-up window:
   - Enter * to rank the title
   - Select *execution date (Immediate Execution, Scheduled Execution Date).
   - Select the expiration date of the task (the expired task will not be pushed).

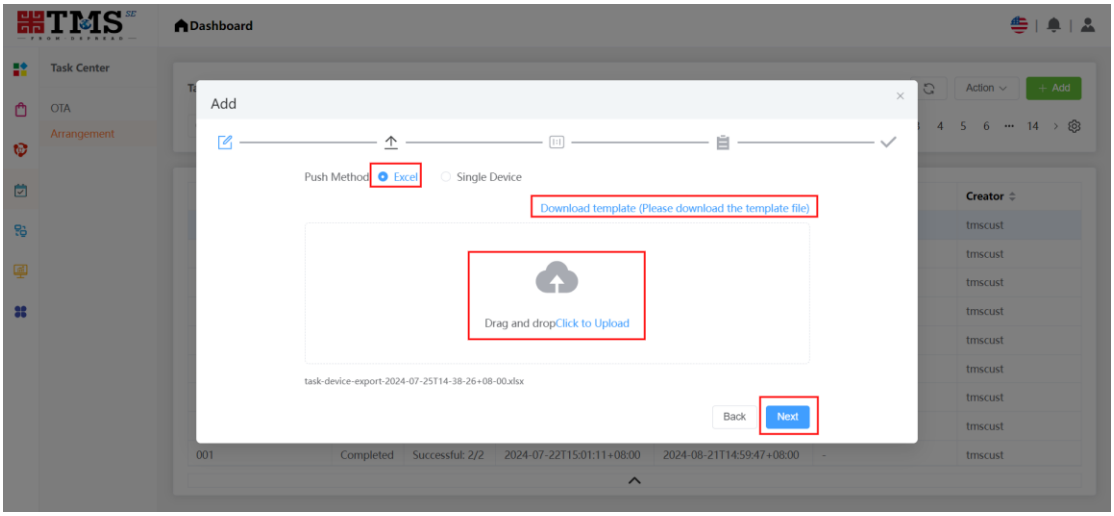
   Note: Fields with * are required.
2. After filling in all the information in the above fields, click "Next" to enter the next step.
3. In the new window

, select and click the "Template (please download the template file and use it)" button to download the template, the template is shown in the following figure:

	A	B	C
1	SN		
2			
3			
4			
5			
6			
7			
8			
9			
10			

4. Enter the imported *SN number (where the SN number is a 20-digit number) in the template.

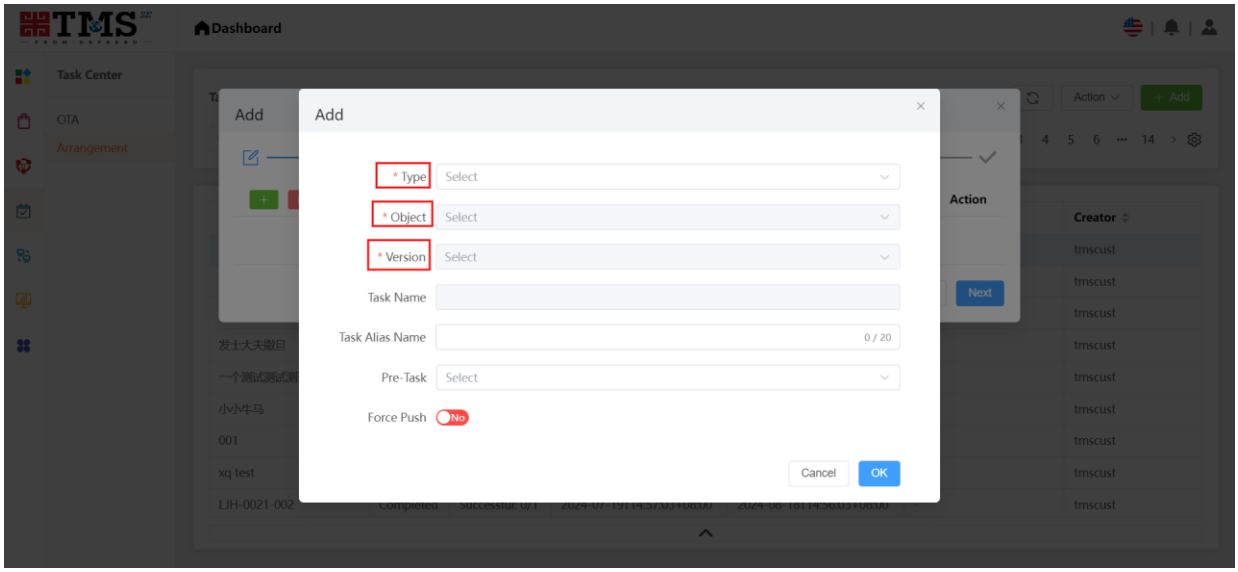
5. Go back to the TMS system, click on "Drag Files Here Click Upload", upload the completed form in step 4, and click Next.



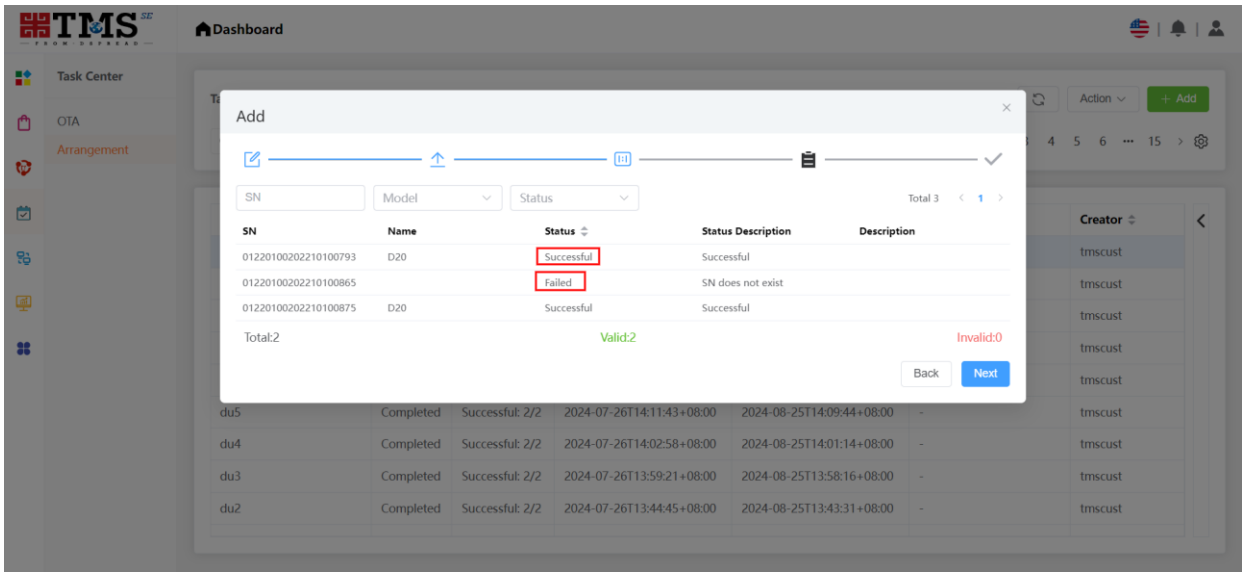
6. Click the button in the upper left corner of the new pop-up window , and the window of the new task will pop up, and in the window of the new task, you need to fill in the following relevant information:

- Select the *task type (firmware, resource, application).
- Select the *Task object
- Select the *Task version
- The task name is displayed automatically
- Enter a task alias
- Add a predecessor task (except for the first task, you need to add a predecessor task for all other tasks, which means that the task will be executed after the predecessor task ends).
- Select whether to force push (when turned on, it will force push to the device).

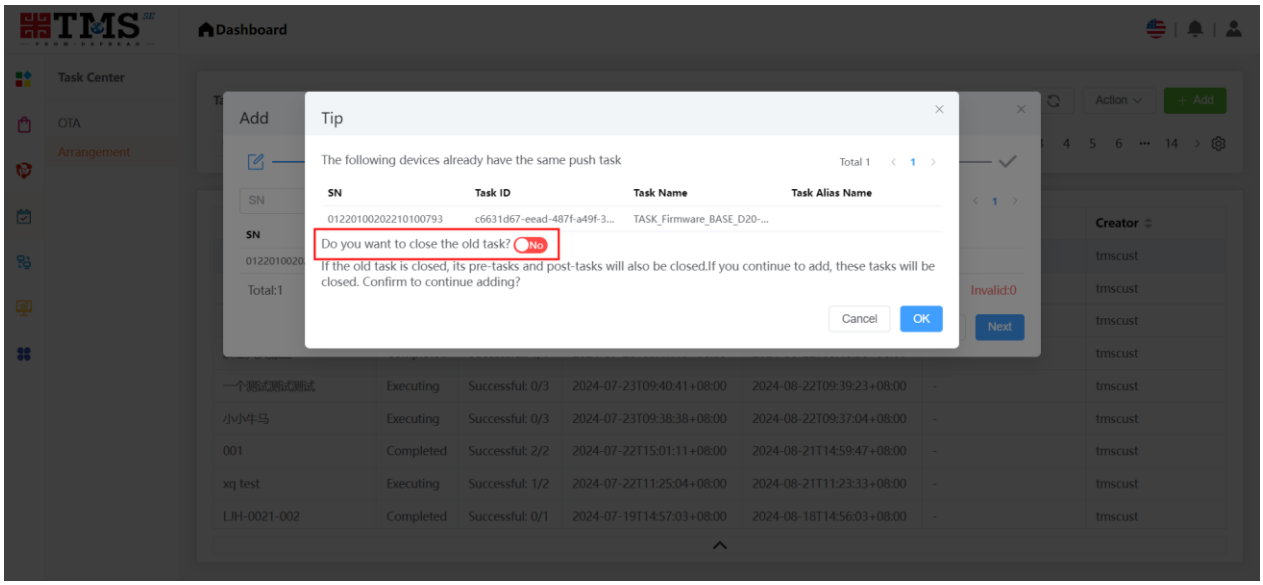
Note: Fields with * are required.



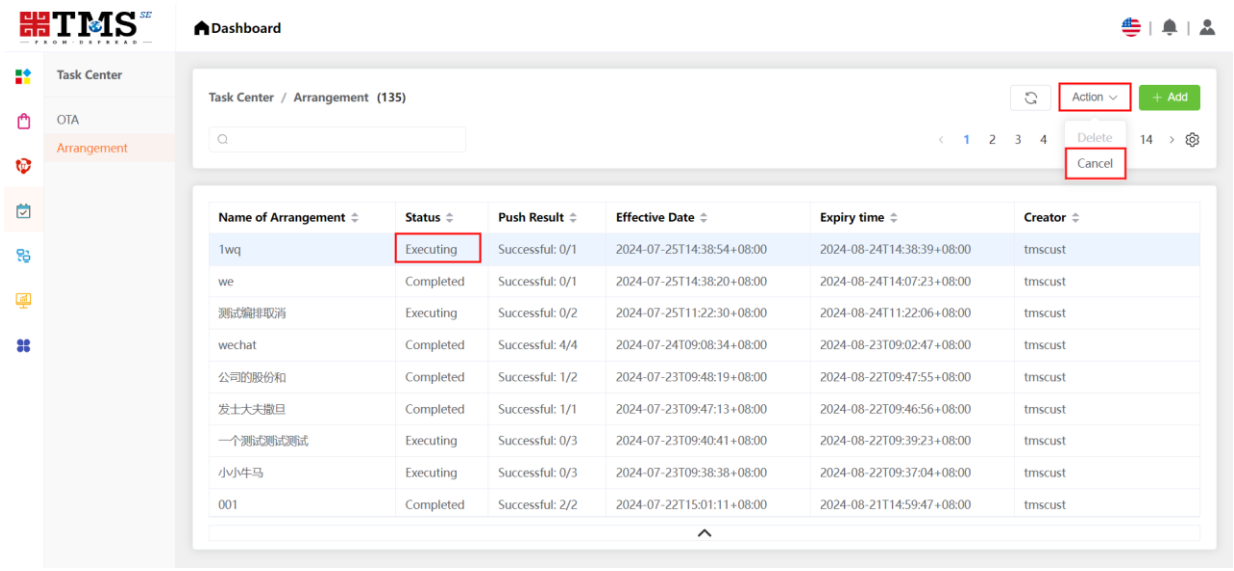
7. Only a maximum of 5 tasks can be orchestrated, and after the orchestration is completed, click "Next" to verify whether the device number is entered correctly and whether the orchestration task is reasonable.



8. If the same task is repeatedly pushed to a device, the message "Device Task Conflict" will be displayed , and you can click Close the old duplicate task to push the new task.

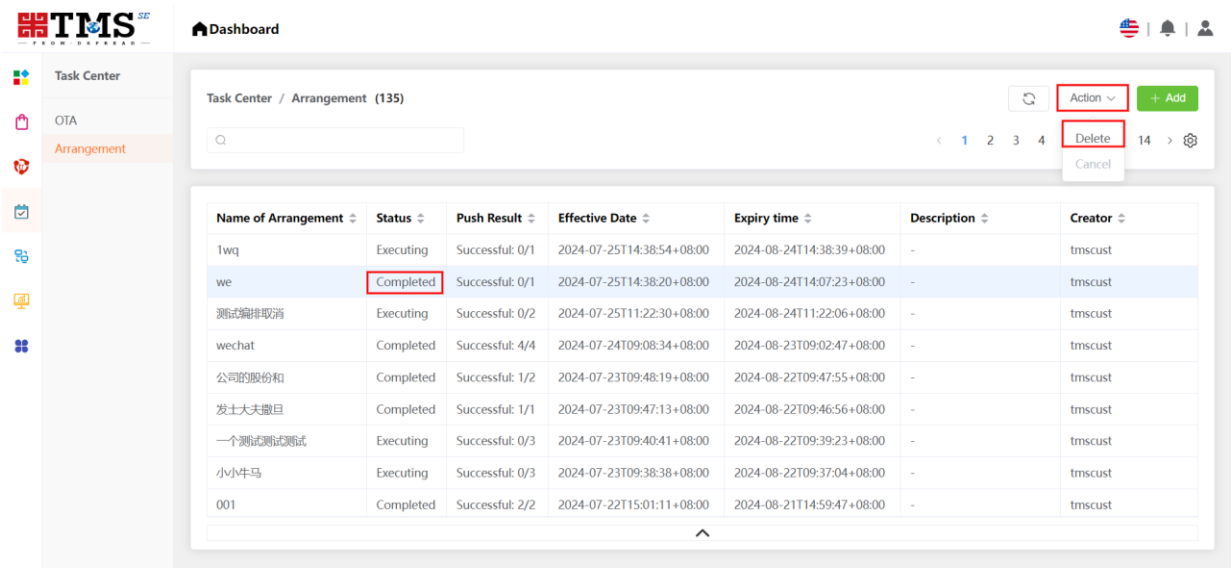


6.2.3 Cancel the orchestration task



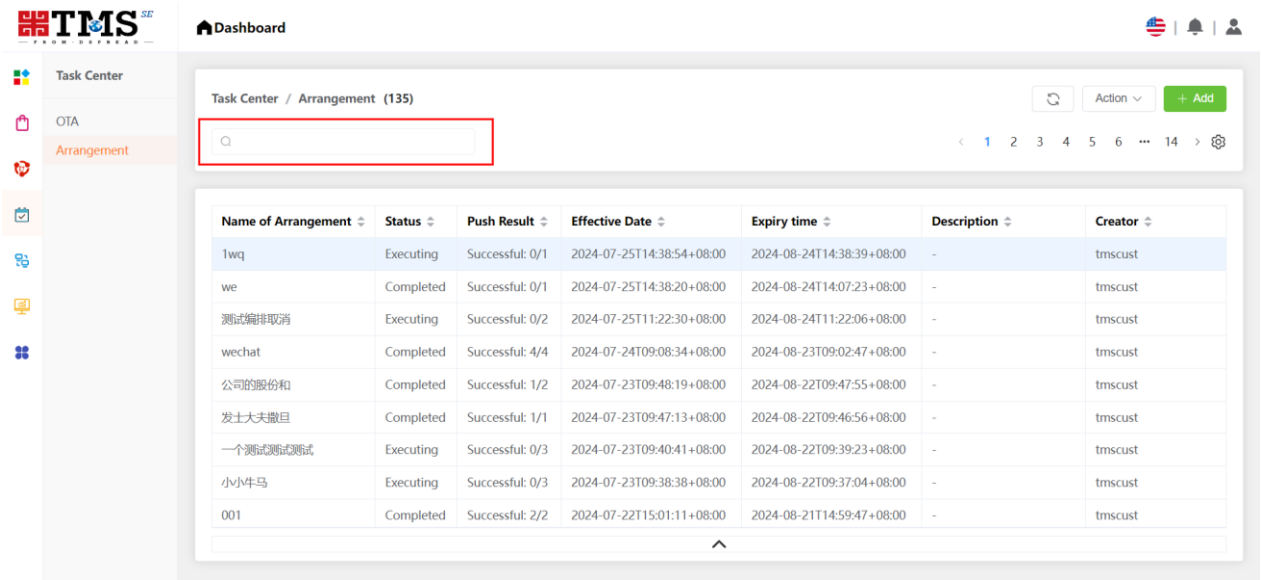
1. **Note:** The prerequisite for canceling an orchestration task is that the orchestration task is in the Running or Pending state.
2. Select the row of the task you want to cancel, click Action in the upper right corner of the page, and select Cancel from the drop-down list.
3. Click Confirm in the pop-up window to cancel the task.

6.2.4 Delete the orchestration task



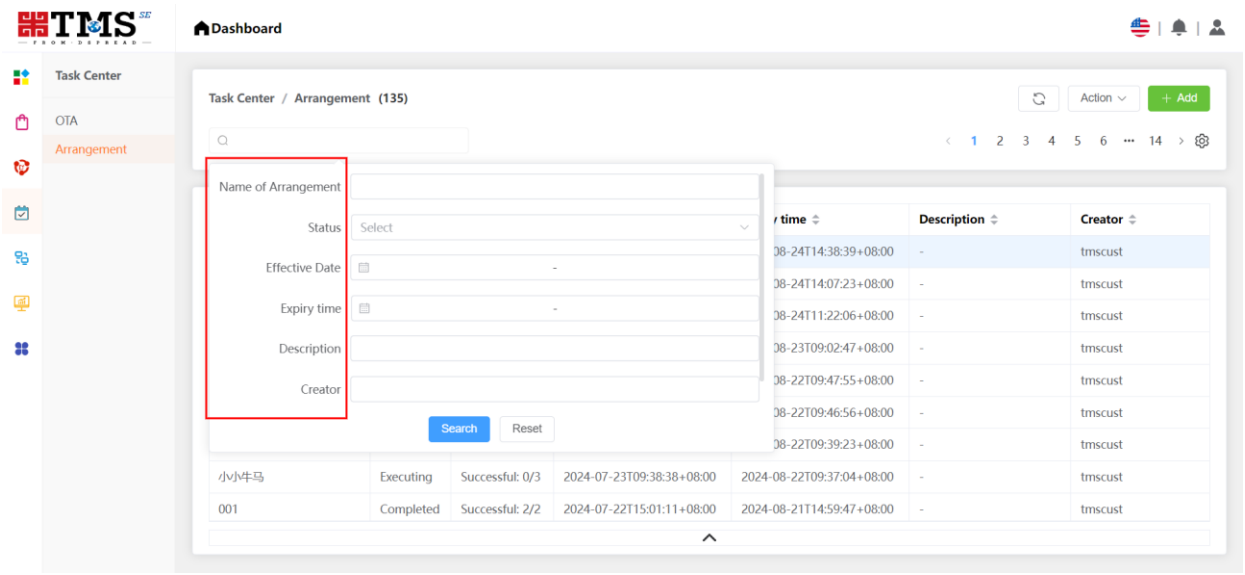
1. **Note:** If you delete an orchestration task, the task must not be in the Running or Pending state.
2. Select the row of tasks you want to delete, click Action in the upper right corner of the page, and select Delete from the drop-down list.
3. Click OK in the pop-up window to delete the task.

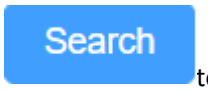
6.2.5 Query orchestration tasks



1.Find the search box in the upper left corner of the Orchestration Task page and click it

2.Based on the keywords displayed in the search drop-down list, select the keywords you want to query and enter or select them. You can select a single conditional query or a federated query with multiple criteria.

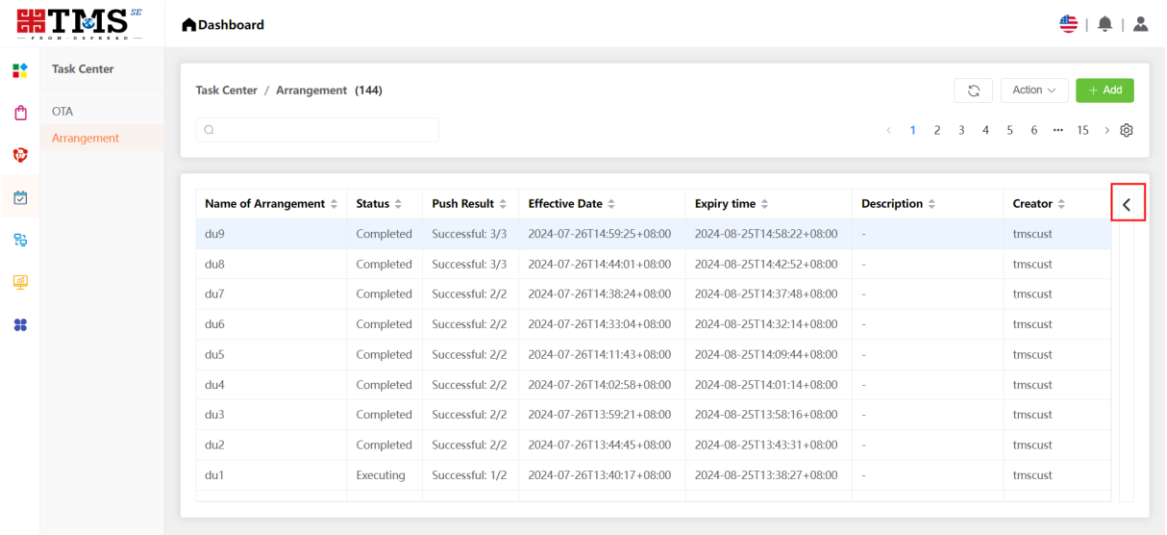


3.Click "Search" 

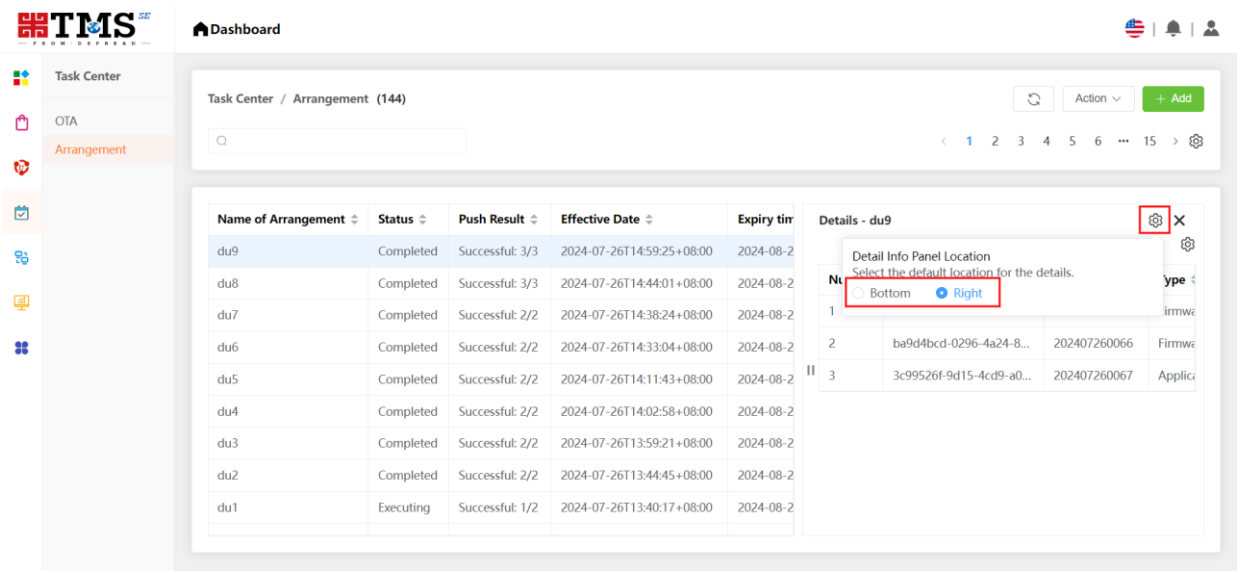
to complete the search

6.2.6 Details

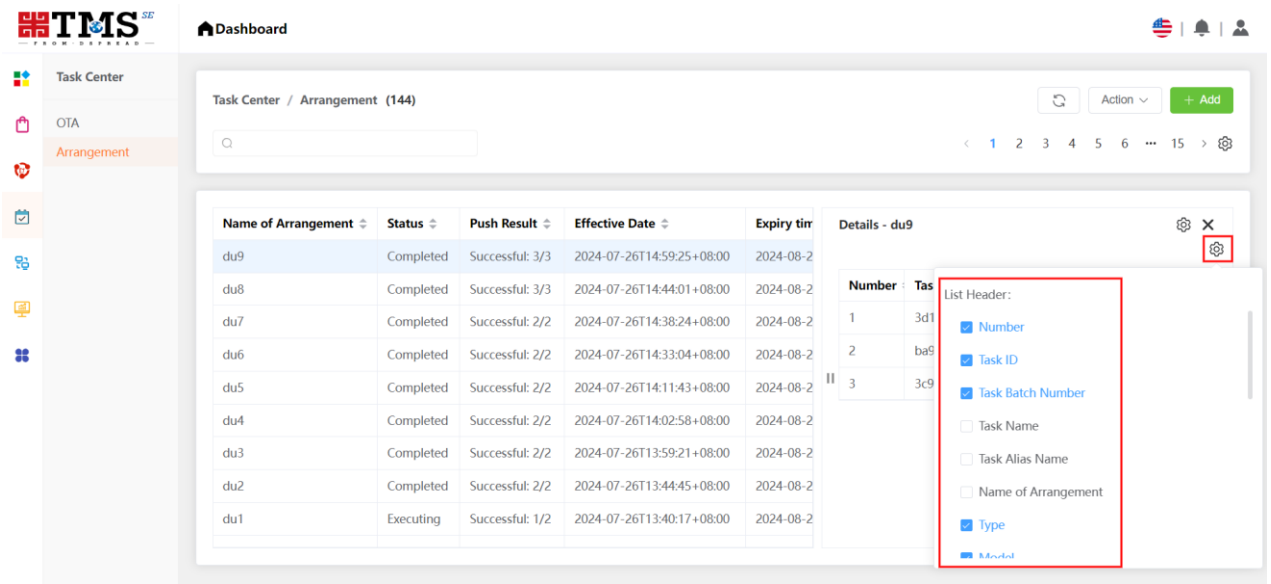
1. Click the button on the right side of the page to display the task details from the right, or click the button at the bottom of the page to display the task details from the bottom.



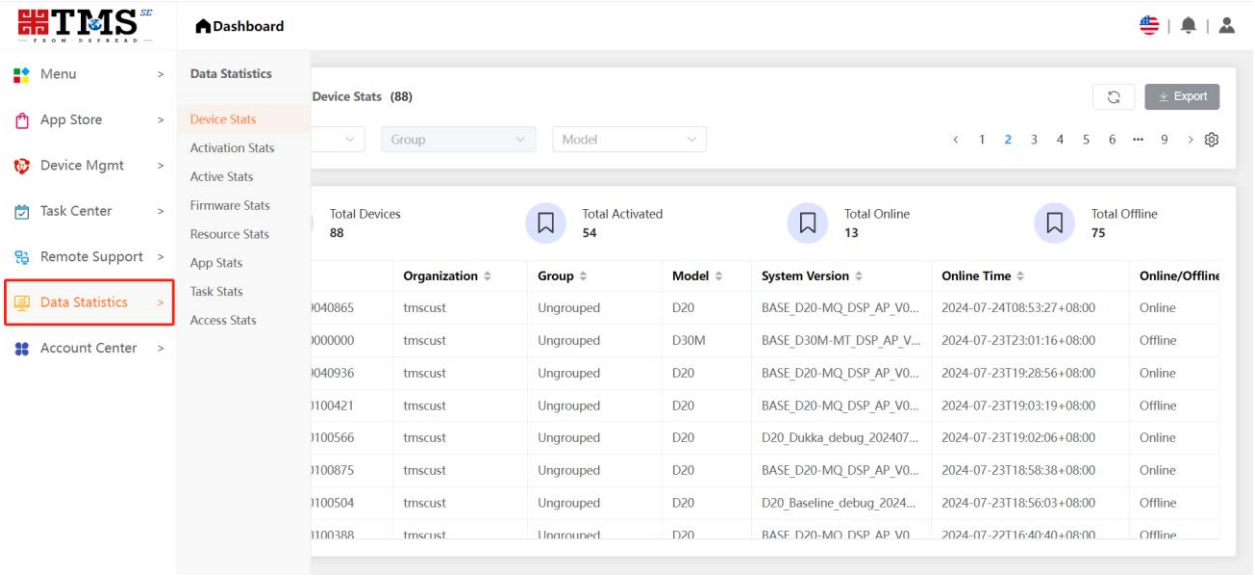
1.Find the pattern on the left in the upper right corner of the details page , and you can adjust the details window to open on the right or at the bottom.



2.Find the individual icon in the upper right corner of the details expansion page , and click it to select the list header to display.



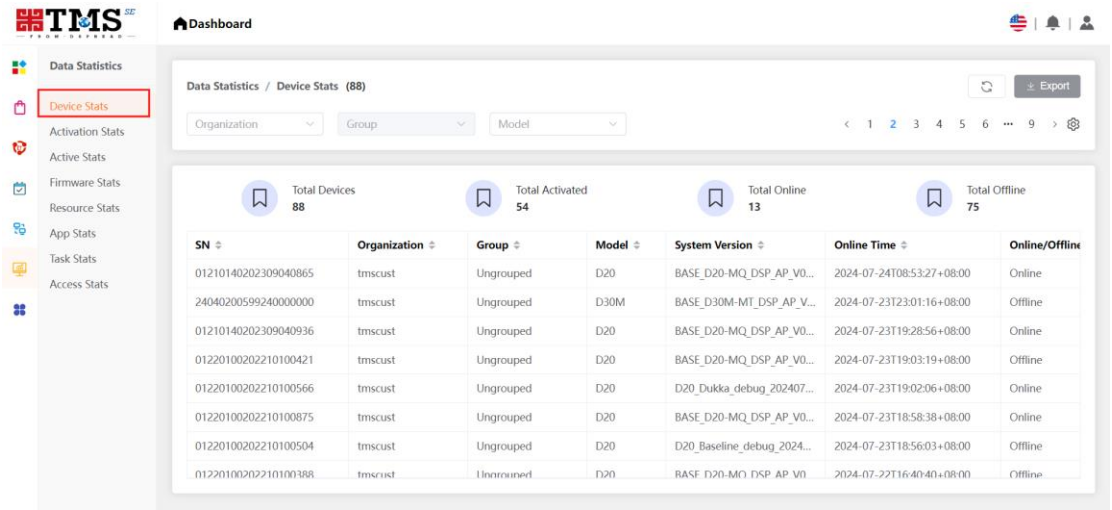
7. Data Centers



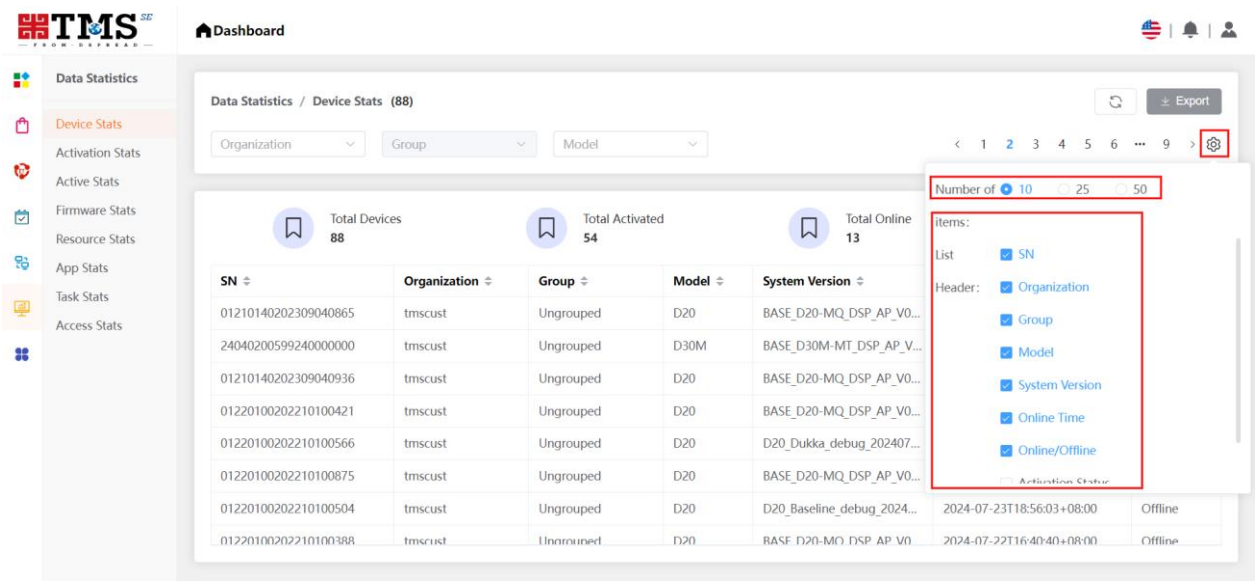
Click the 【Data Statistics】 button on the left menu bar to enter the data center page.

7.1 Device Data

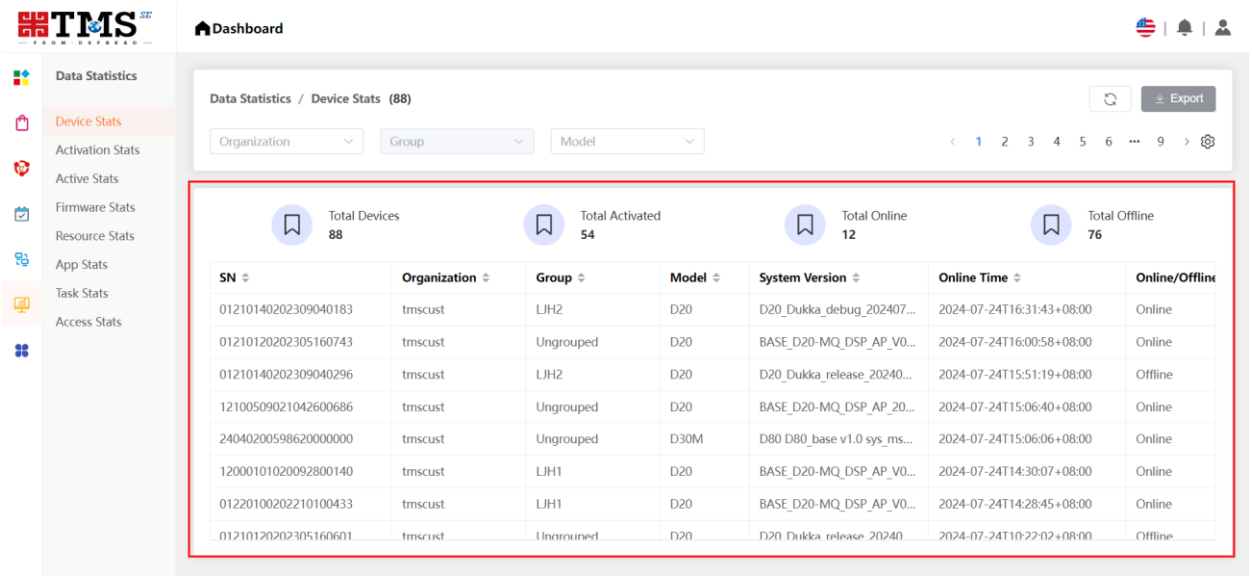
1.Click the 【Data Statistics】 -> 【Device Stats】 button on the left menu bar to enter the device data page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

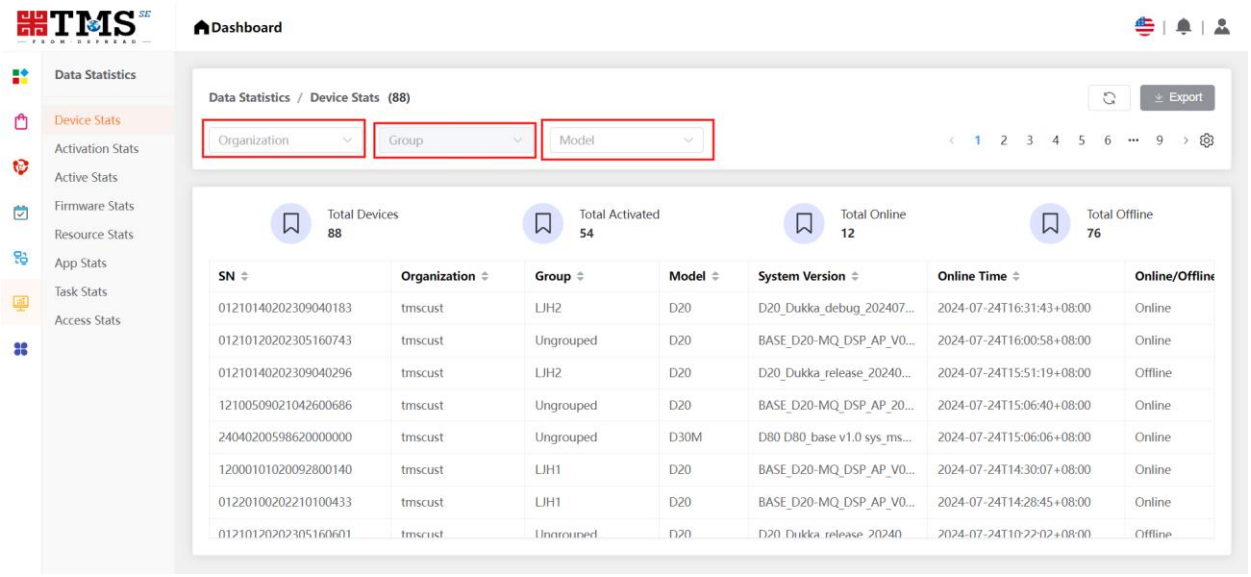


7.1.1 Device Data List



1. After entering the device data page, you can view the information of all devices in the current organization.
2. You can view the total number of devices, the total number of activations, the total number of online, and the total number of offline at the top of the page.
3. You can view the detailed information of the device at the bottom of the page, including the device number, organization, model, system version, and other information.

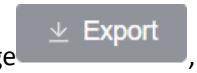
7.1.2 Query data



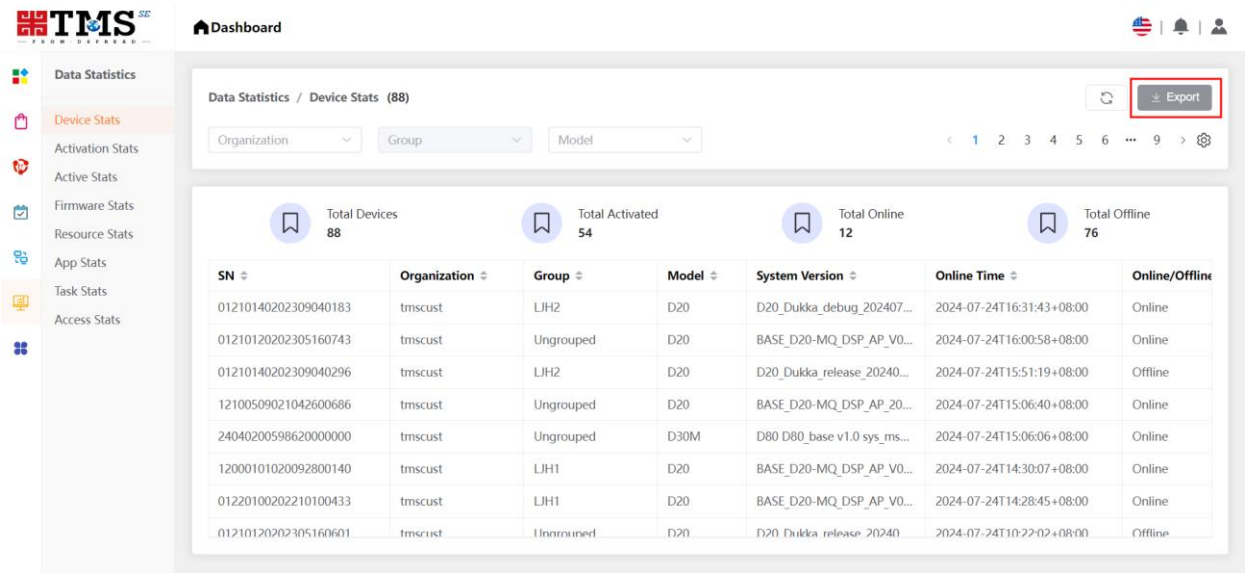
1.At the top of the device data interface, find the organization search box, group search box, and model search box.

2.Select the field to be queried based on the keywords displayed in the search drop-down box. You can select a single conditional query or a federated query with multiple criteria.

7.1.3 Export device data

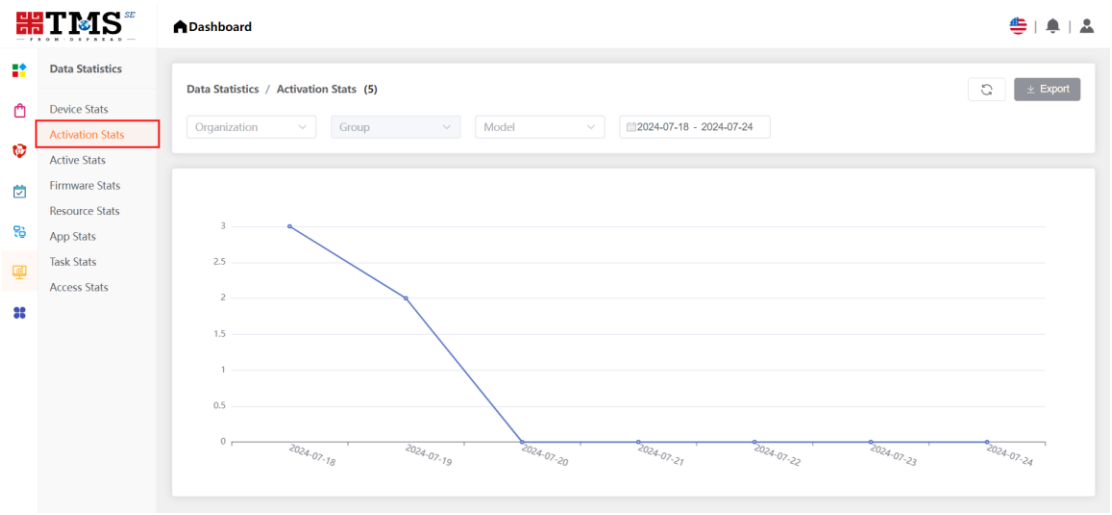
Find the "Export" button in the upper right corner of the page 

, and click it to export all the device data of the current search results to an excel sheet.

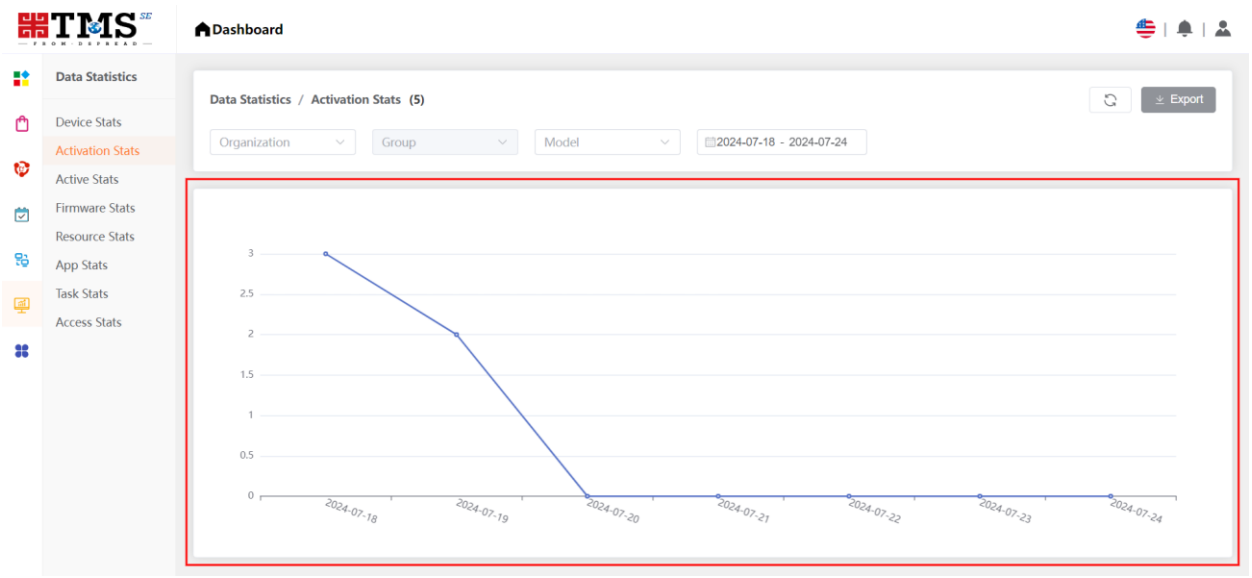


7.2 Activation Data

Click the 【Data Statistics】 -> 【Activation Stats】 button on the left menu bar to enter the activation data page.

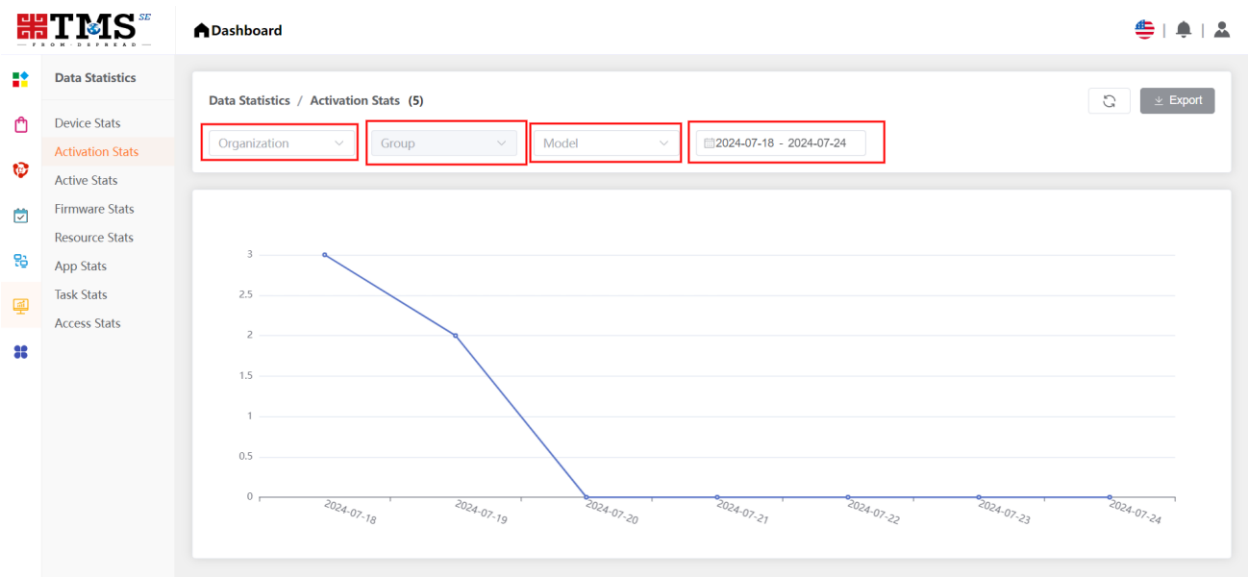


7.2.1 Activate the data line chart



After entering the activation data page, you can view the data information of all activated devices in any specified range in the previous 180 days of the current organization. For example, 2 devices were activated on July 19, 2024.

7.2.2 Query Data

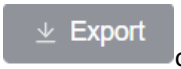


1.At the top of the activation data interface, find the organization search box, group search box, model search box, and date selection box.

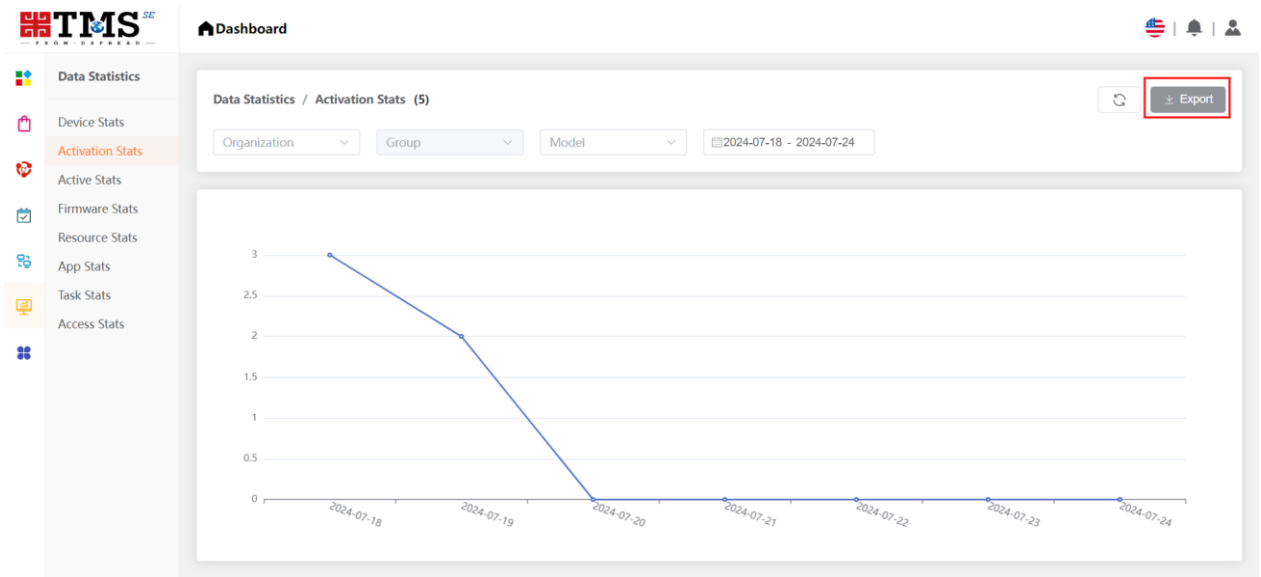
2.Select the field to be queried based on the keywords displayed in the search drop-down box. You can select a single conditional query or a federated query with multiple criteria.

3.You can use the date selection box to select the data of activated devices within the date range that you want to query. You can combine queries with other search boxes.

7.2.3 Export Activation Data

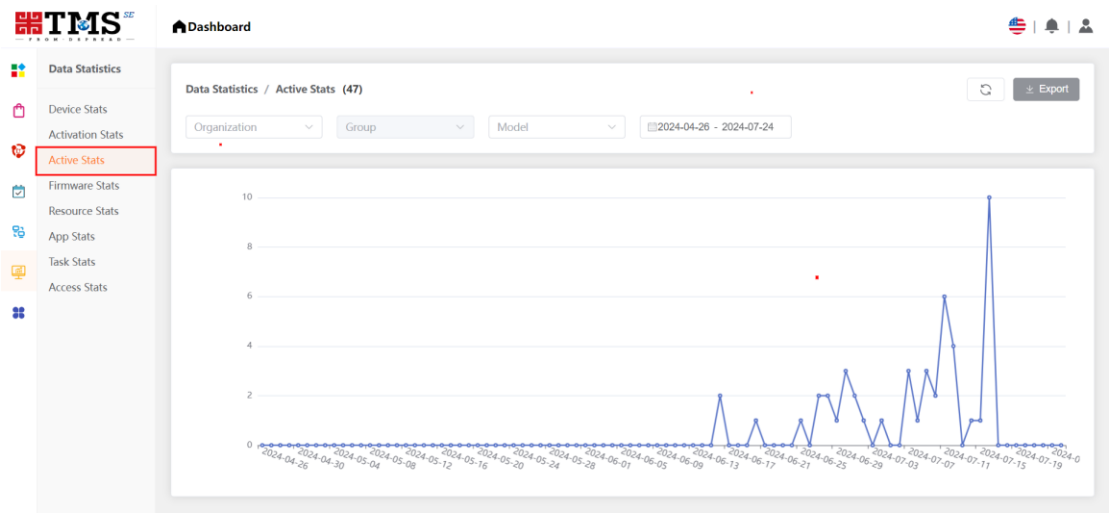
Find the "Export" button in the upper right corner 

of the page, and click it to export all the activation data displayed in the current search results to an excel sheet.

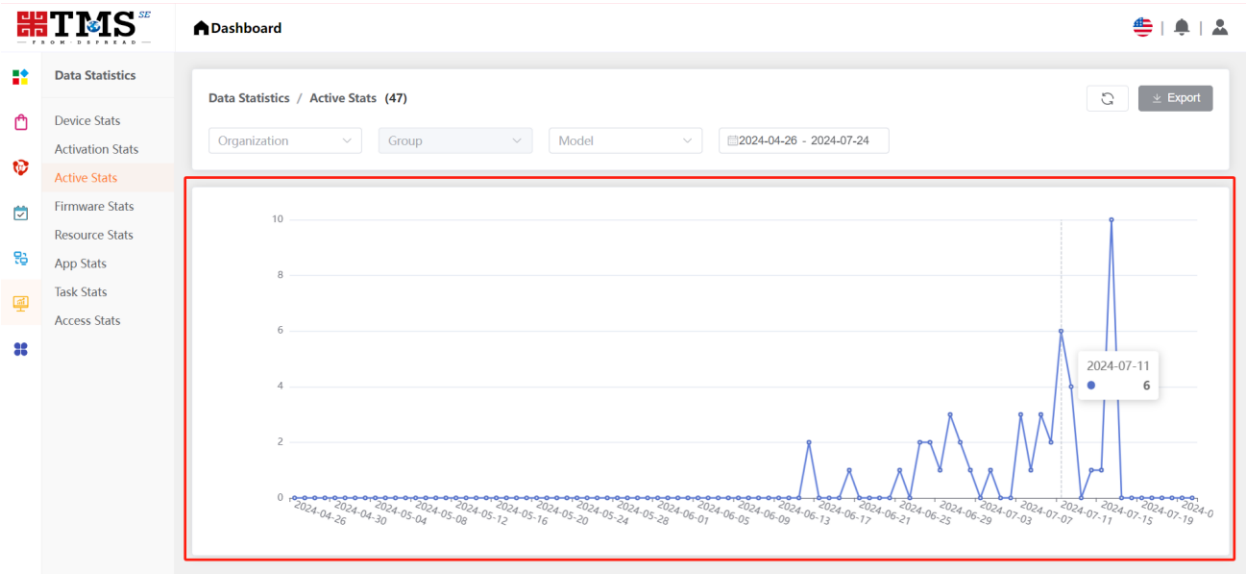


7.3 Active Data

Click the 【Data Statistics】 -> 【Active Stats】 button on the left menu bar to enter the active data page.

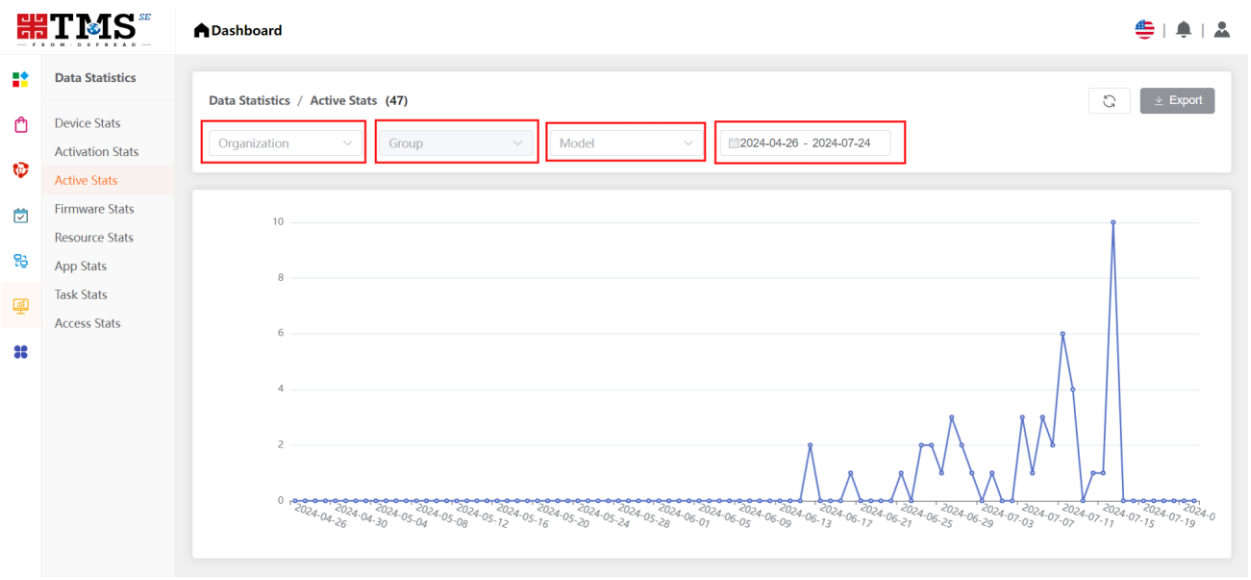


7.3.1 Active Data Line Chart



After entering the Active Data page, you can view the data information of all active devices in any specified range in the previous 180 days of the current organization. For example, on July 11, 2024, 6 devices were active.

7.3.2 Query Data

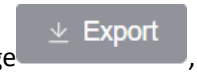


1.At the top of the active data interface, you can find the organization search box, group search box, model search box, and date search box.

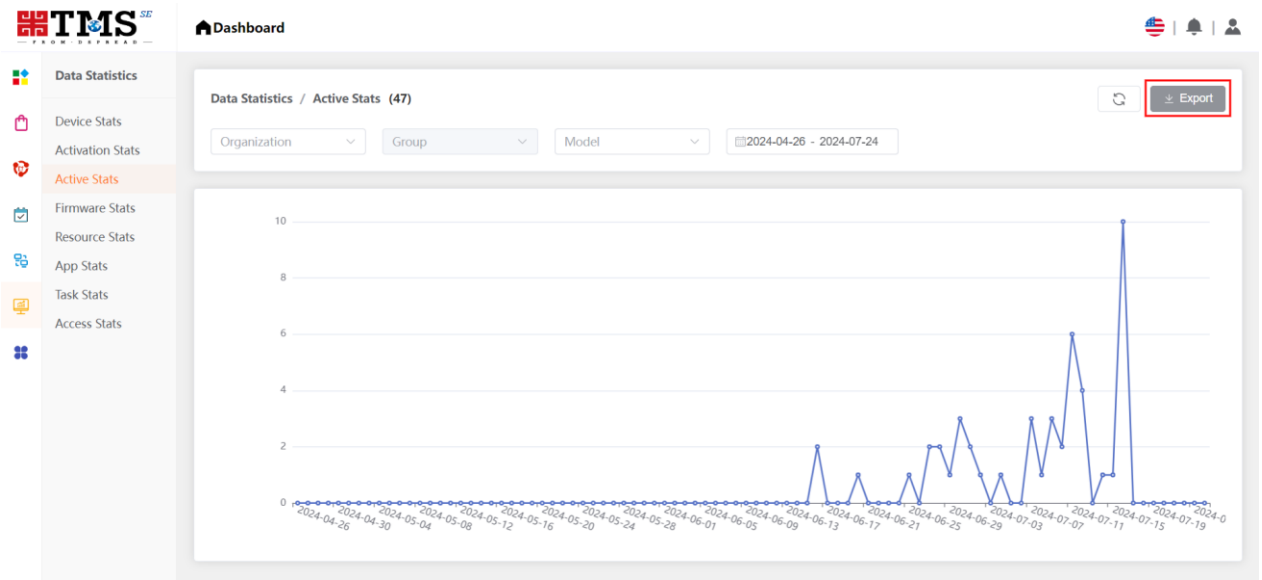
2.Select the field to be queried based on the keywords displayed in the search drop-down box. You can select a single conditional query or a federated query with multiple criteria.

3.You can use the date selection box to select the active device data within the date range that you want to query. You can combine queries with other search boxes.

7.3.3 Export active data

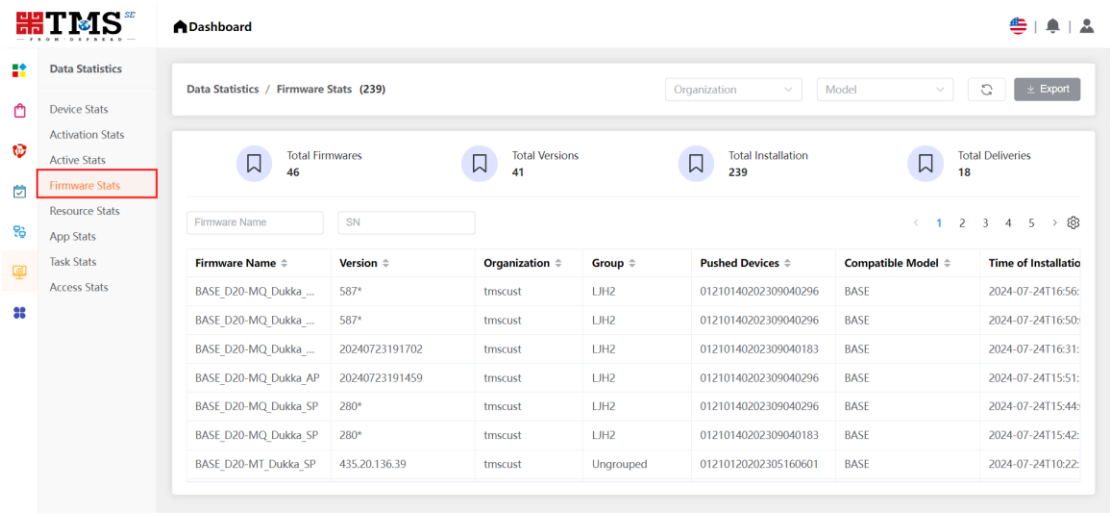
Find the "Export" button in the upper right corner of the page 

, and click it to export all the active data displayed in the current search results to an excel sheet.

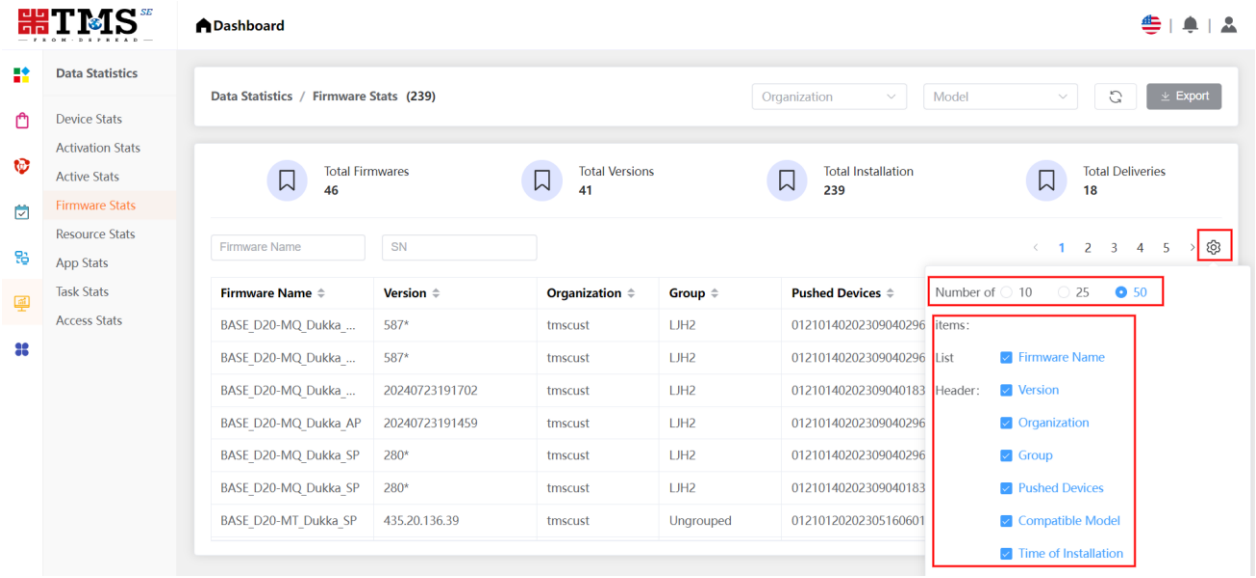


7.4 Firmware Data

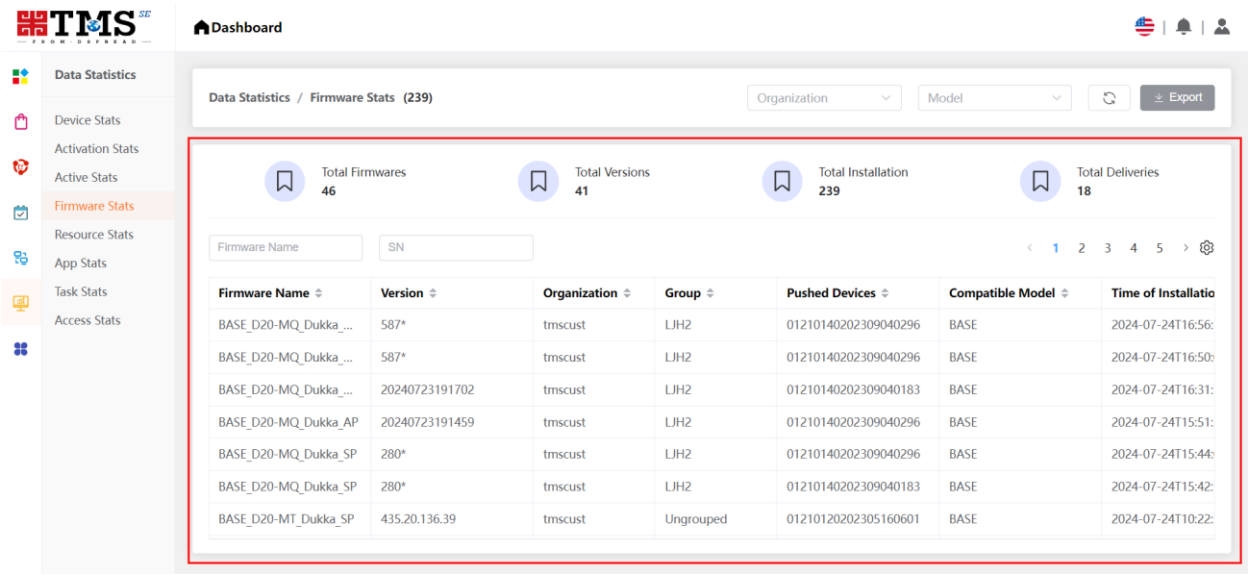
1.Click the 【Data Statistics】 -> 【Firmware Stats】 button on the left menu bar to enter the firmware data page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

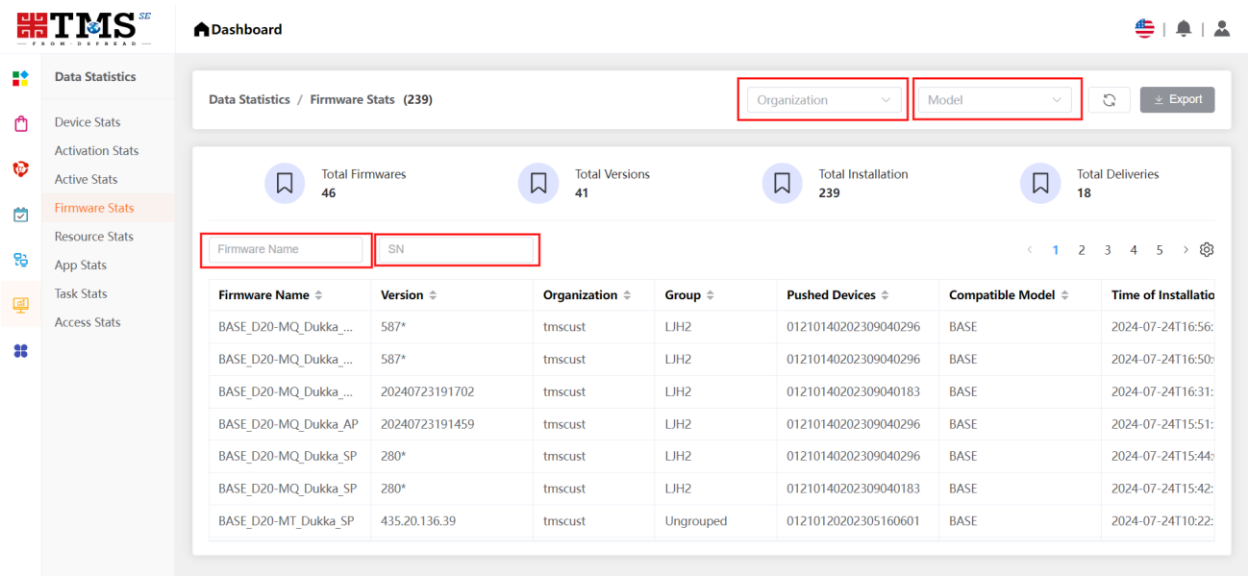


7.4.1 Firmware Data List



1. After entering the firmware data page, you can view the firmware data information that the firmware task pushed by the current organization has been successfully sent to the device.
2. At the top of the page, you can view the total number of firmware, the total number of versions, the number of installations, and the number of devices reached.
3. You can view the firmware details at the bottom of the page, including the firmware name, version, organization, push device, and adaptation information.

7.4.2 Query Data



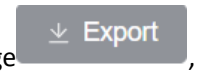
1.At the top of the interface, find the institution search box and the model search box respectively; On the left side of the interface, find the firmware name search box and the device number search box.

2.Select the keywords that you want to query based on the keywords displayed in the

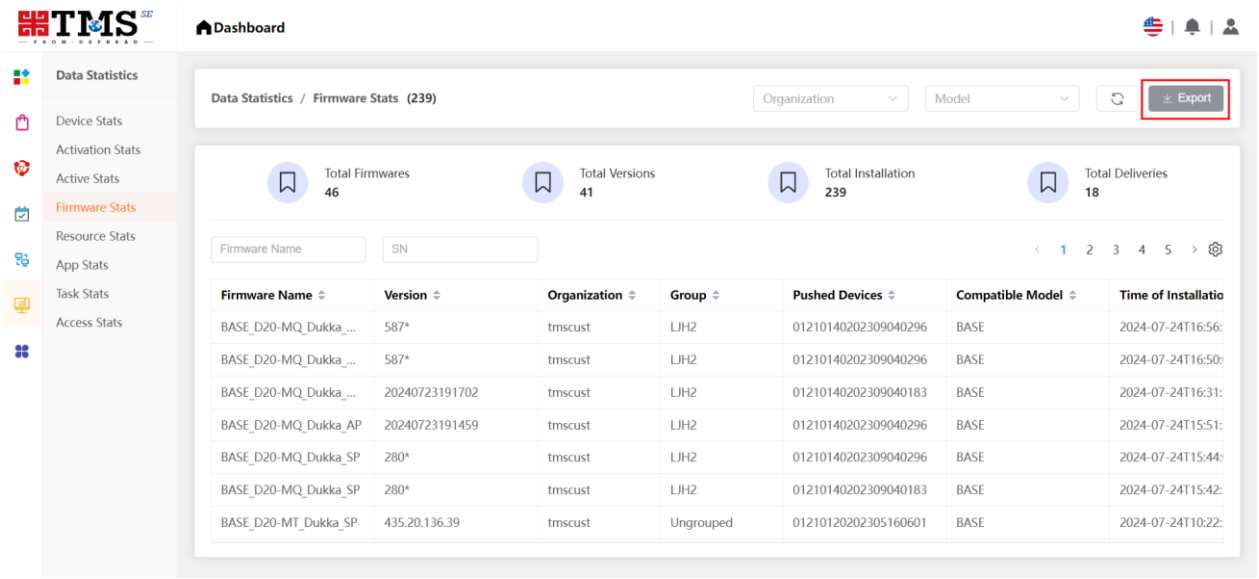
Organization drop-down list and the Model drop-down list. You can select a single conditional query or a federated query with multiple criteria.

3.You can enter the firmware name to be queried in the firmware name search box, and click enter to query; You can also enter the device number to be queried in the device number search box, and click enter to query. Enter the search box to jointly search with the drop-down box.

7.4.3 Export firmware data

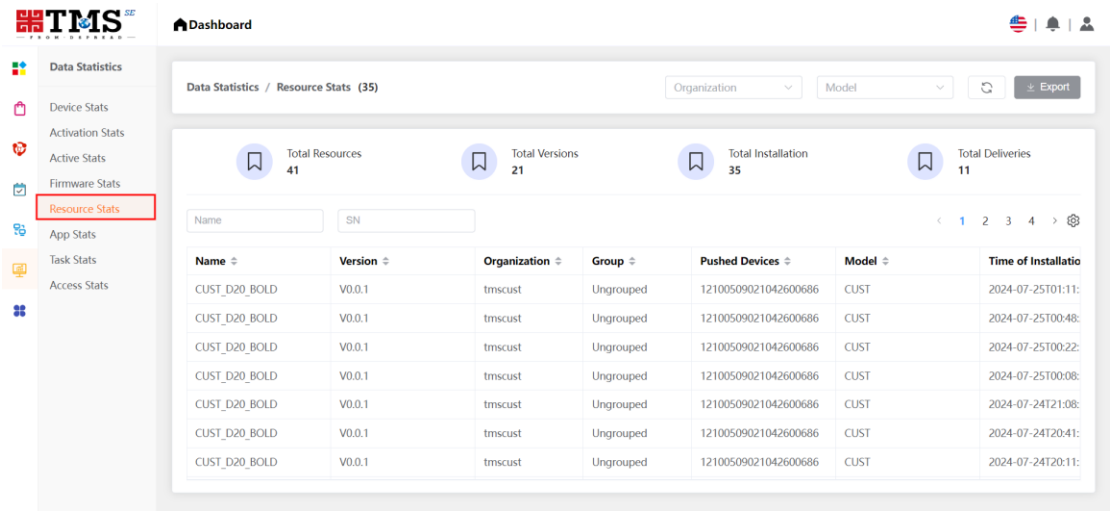
Find the "Export" button in the upper right corner of the page 

, and click it to export all the firmware data displayed in the current search results to an excel sheet.

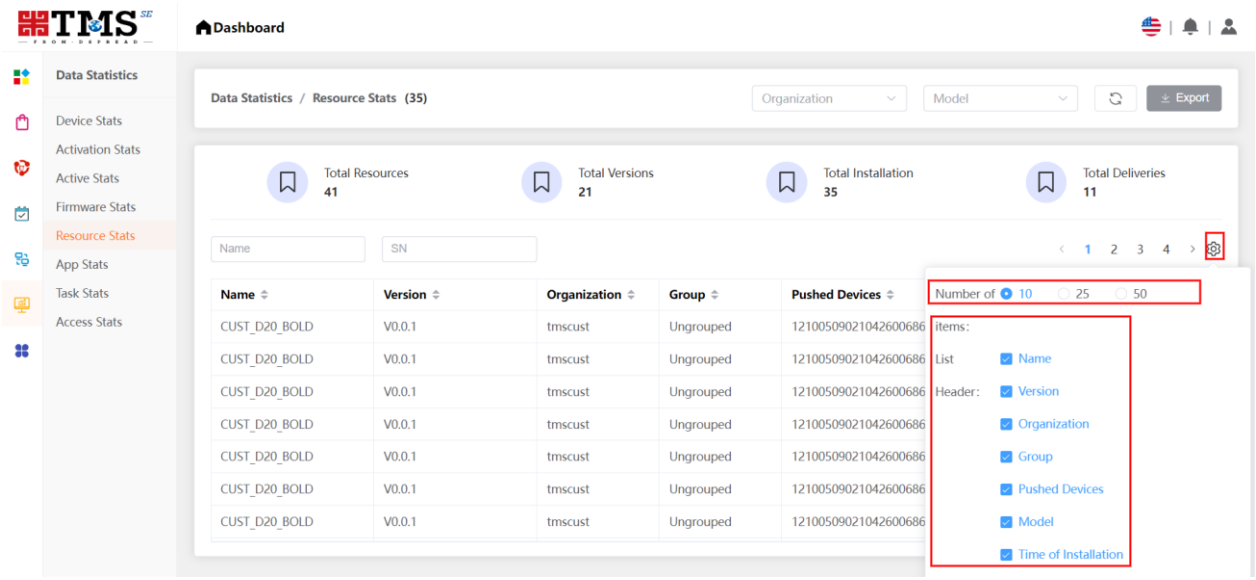


7.5 Resource Data

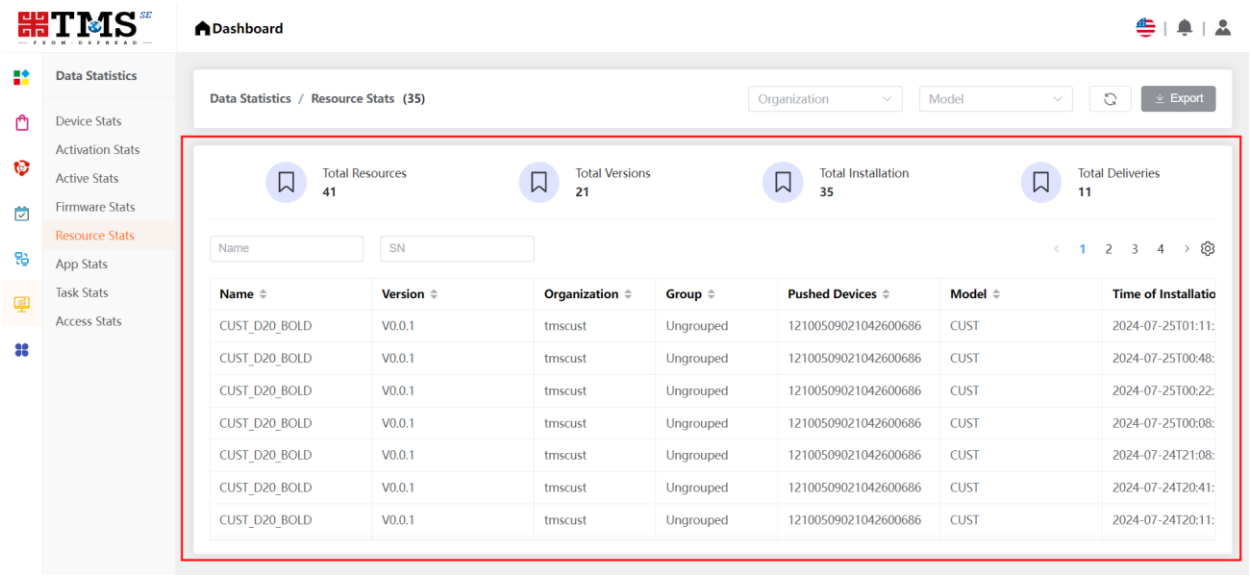
1.Click the 【Data Statistics】 -> 【Resource Stats】 button on the left menu bar to enter the resource data page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

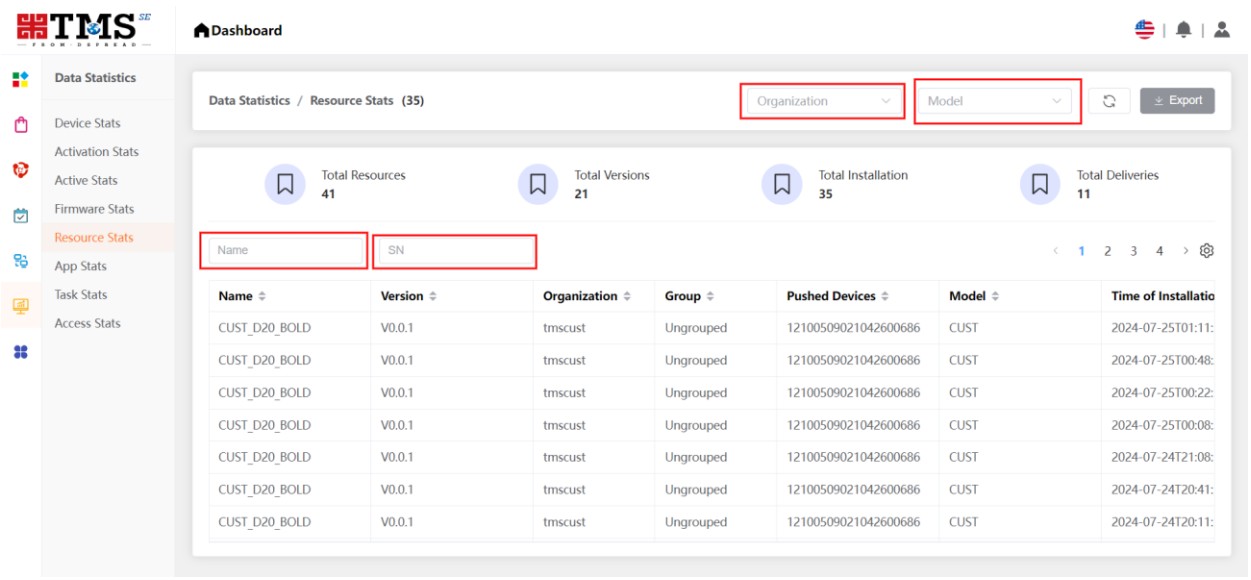


7.5.1 Resource Data List



1. After entering the resource data page, you can view the resource data information of the current organization that successfully pushes the resource task to the device.
2. At the top of the page, you can view the total number of resources, the total number of versions, the number of installs, and the number of devices reached.
3. You can view the detailed information of the resource at the bottom of the page, including the resource name, version, organization, push device, and adaptation information.

7.5.2 Query data

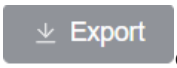


1.At the top of the interface, find the institution search box and the model search box respectively; On the left side of the page, find the resource name search box and device number search box.

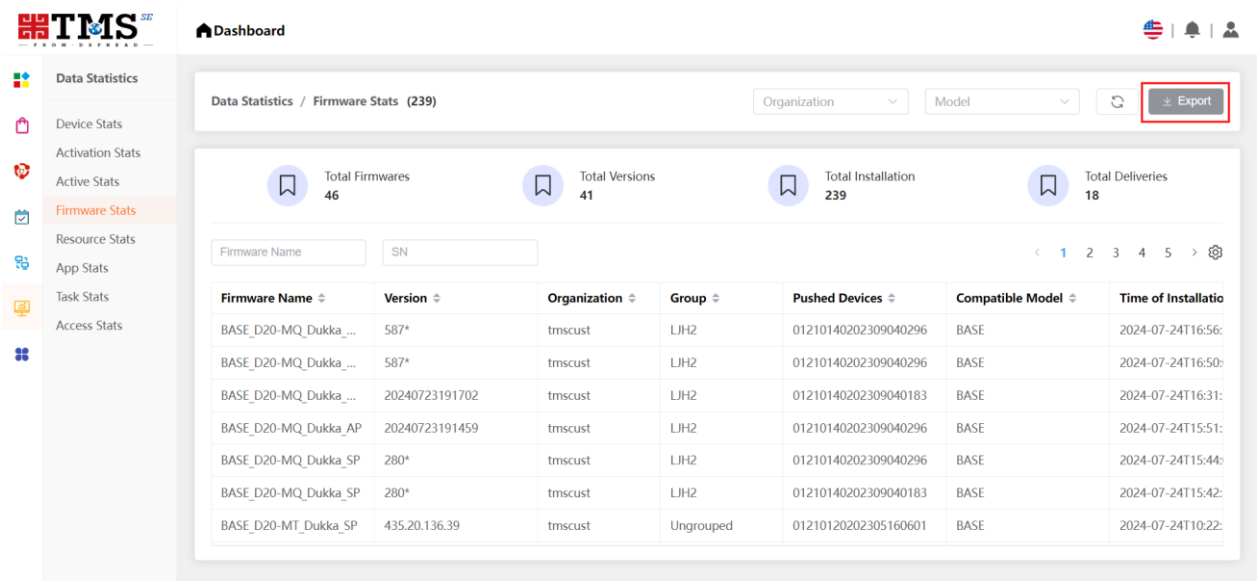
2.Select the keywords that you want to query based on the keywords displayed in the Organization drop-down list and the Model drop-down list. You can select a single conditional query or a federated query with multiple criteria.

3.You can enter the name of the resource to be queried in the resource name search box, and click Enter to query. You can also enter the device number to be queried in the device number search box, and click enter to query. Enter the search box to jointly search with the drop-down box.

7.5.3 Export resource data

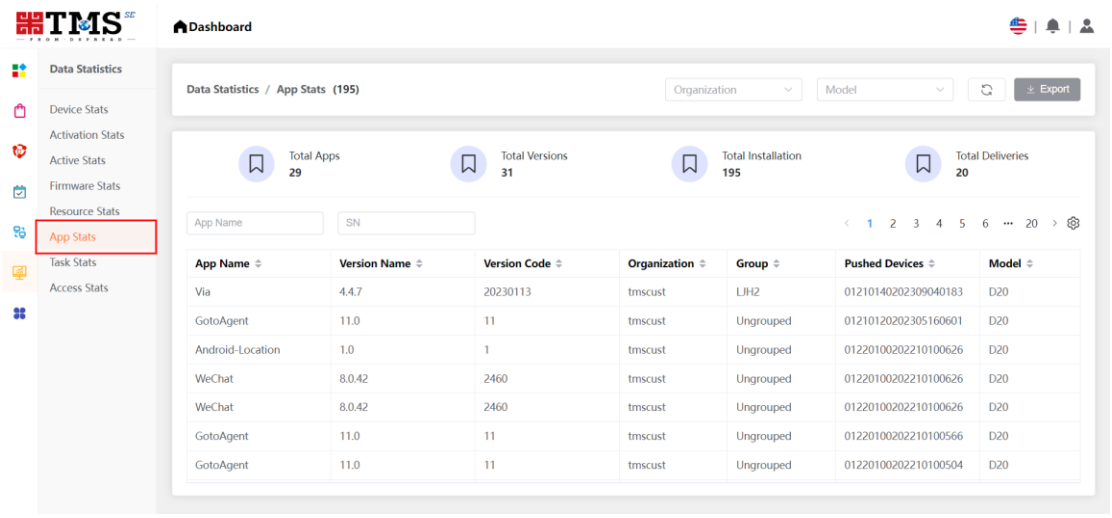
Find the "Export" button in the upper right corner 

of the page, and click it to export all the resource data displayed in the current search results to an excel sheet.

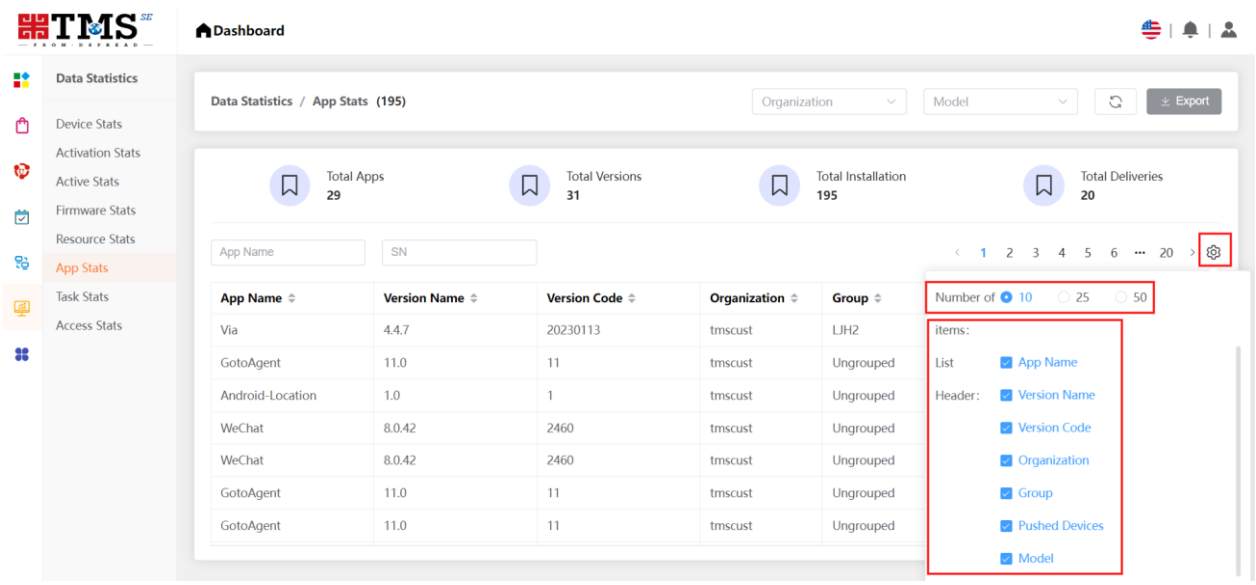


7.6 Application Data

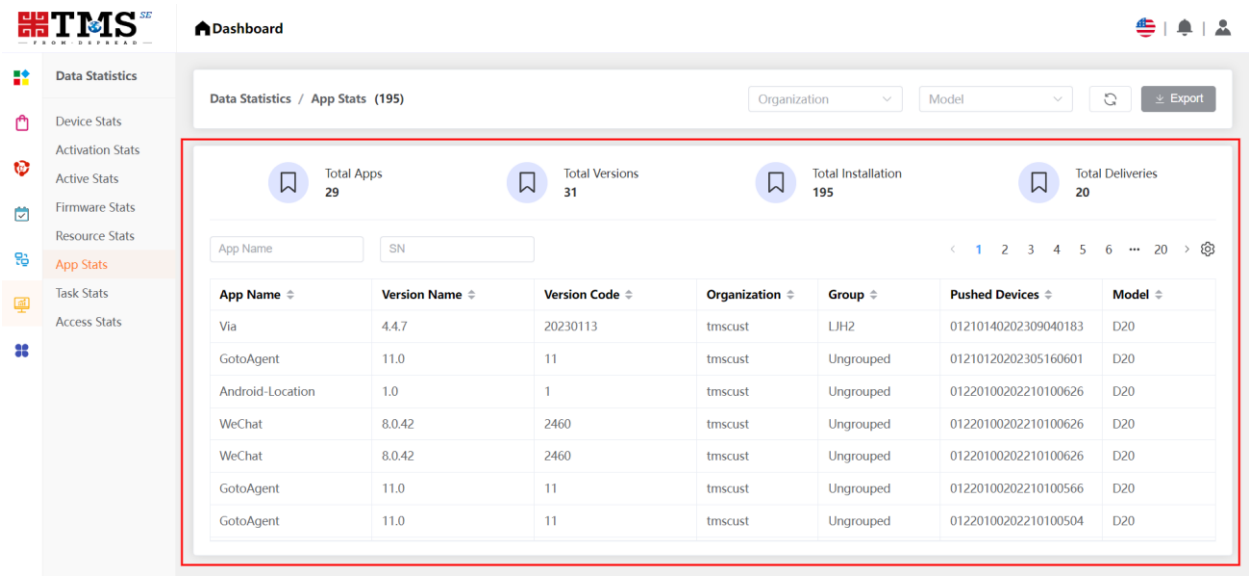
1.Click the 【Data Statistics】 -> 【App Stats】 button on the left menu bar to enter the app data page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

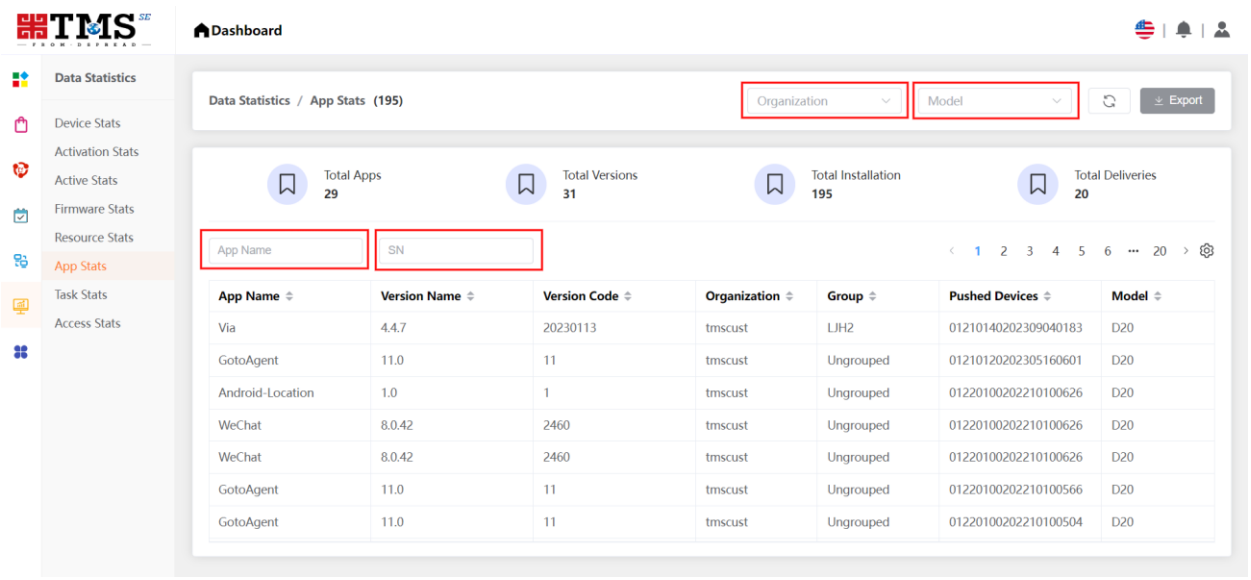


7.6.1 Application Data List



1. After entering the application data page, you can view the application data information that the application task pushed by the current organization has been successfully delivered to the device.
2. At the top of the page, you can see the total number of apps, the total number of versions, the number of installs, and the number of devices reached.
3. You can view the detailed information of the application at the bottom of the page, including the application name, version, organization, push device, and adaptation information.

7.6.2 Query data

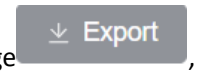


1.At the top of the interface, find the institution search box and the model search box respectively; On the left side of the page, find the app name search box and device number search box.

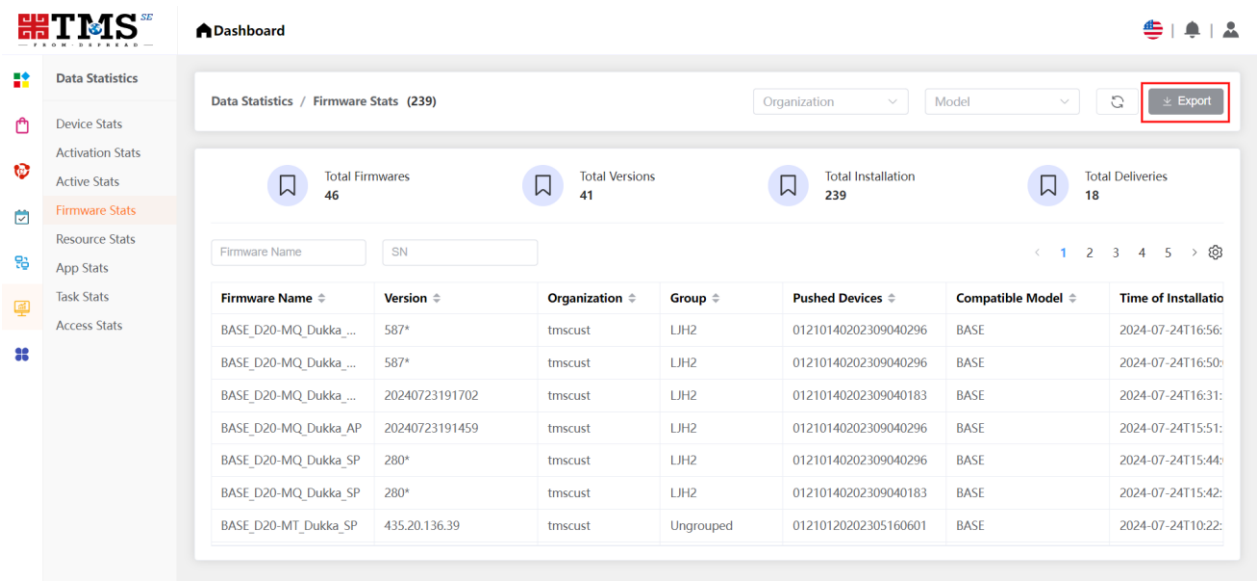
2.Select the keywords that you want to query based on the keywords displayed in the Organization drop-down list and the Model drop-down list. You can select a single conditional query or a federated query with multiple criteria.

3.You can enter the name of the application to be queried in the application name search box, and click enter to search. You can also enter the device number to be queried in the device number search box, and click enter to query. Enter the search box to jointly search with the drop-down box.

7.6.3 Export Application Data

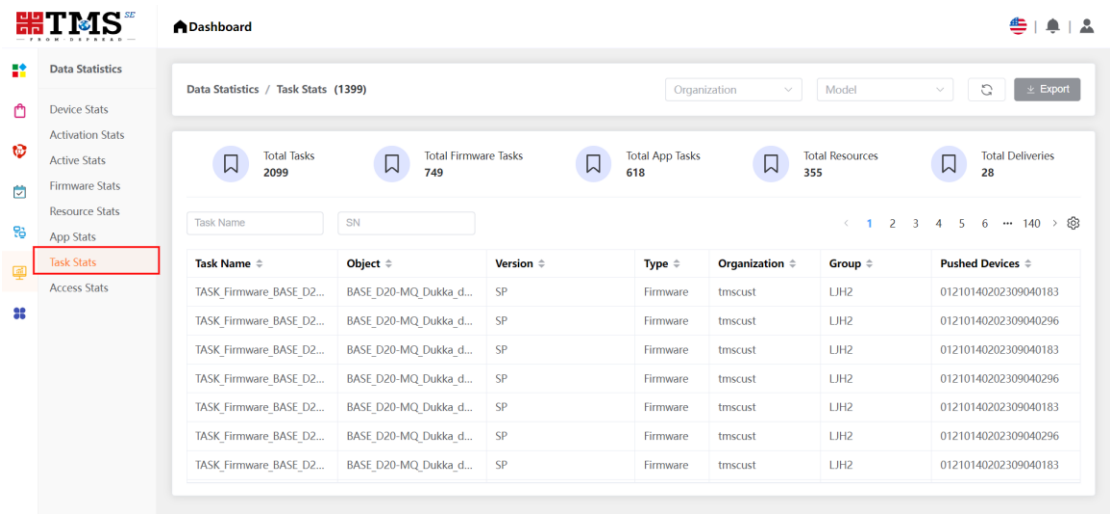
Find the "Export" button in the upper right corner of the page 

, and click it to export all the app data displayed in the current search results to an excel sheet.

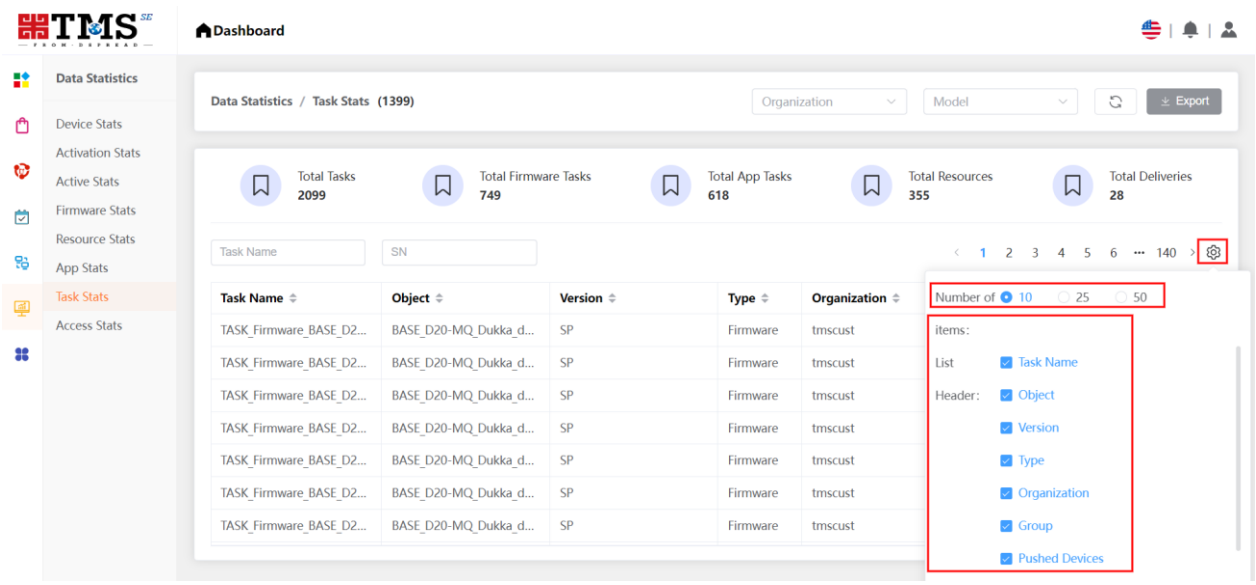


7.7 Task Data

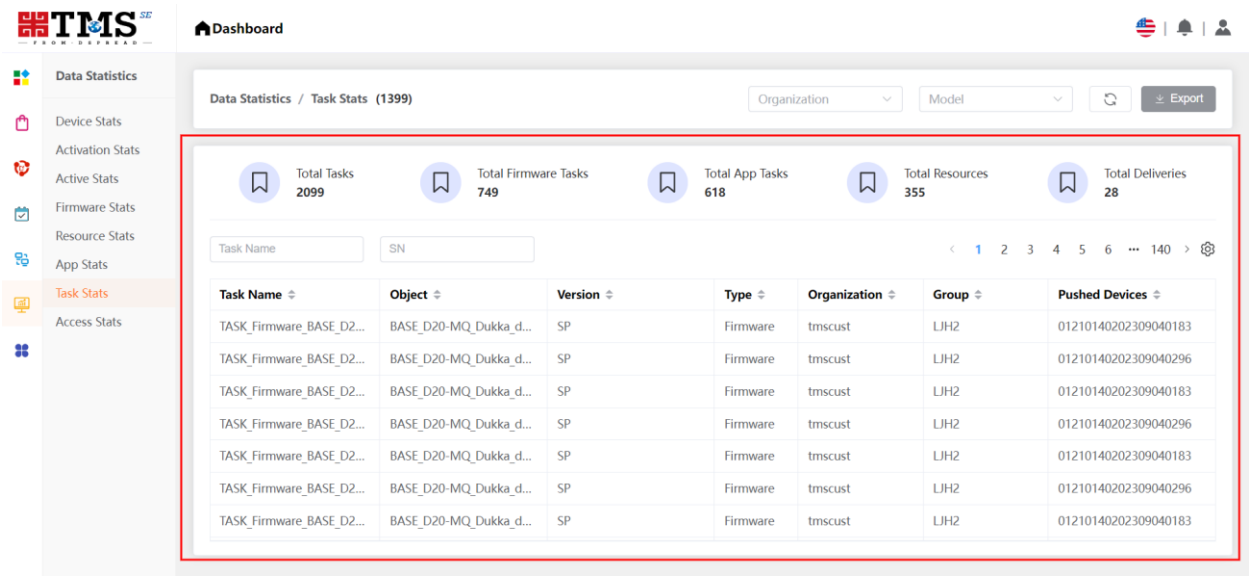
1.Click the 【Data Statistics】 -> 【Task Stats】 button on the left menu bar to enter the task data page.



2. Find the icon in the upper right corner of the page , and click it to change the number of data bars displayed in pagination; You can also modify the displayed list header.

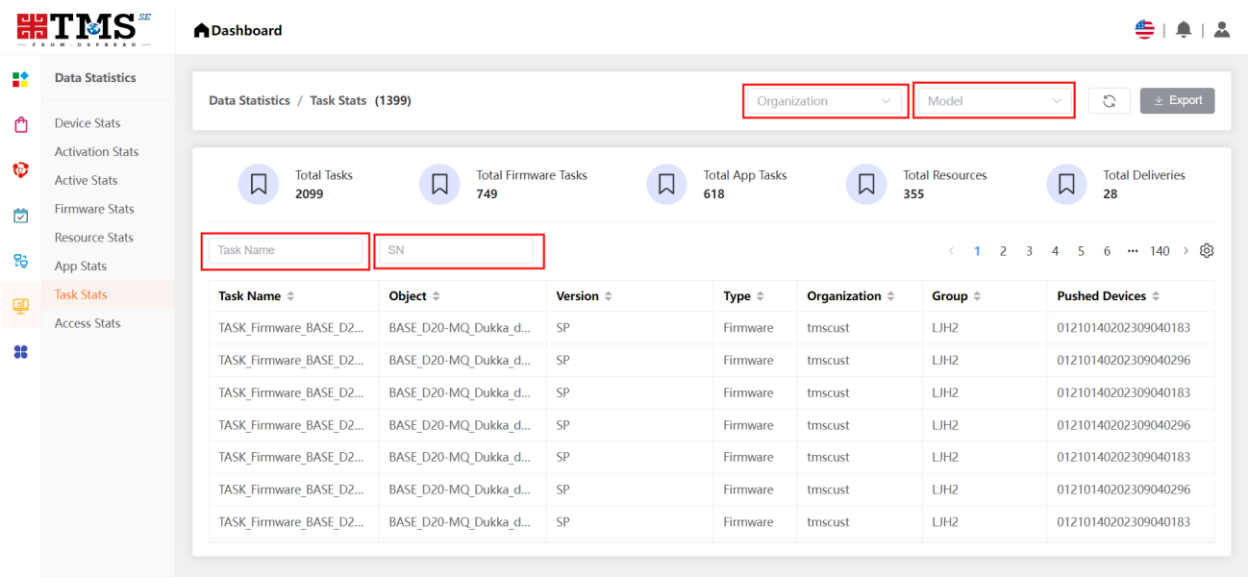


7.7.1 Task Data List



1. After entering the task data page, you can view the task data information of all types of tasks successfully pushed by the current organization to the device.
2. You can view the total number of tasks, the total number of firmware tasks, the total number of application tasks, the total number of resource tasks, and the number of devices reached at the top of the page.
3. You can view the detailed information of the task at the bottom of the page, including the task name, task object, task type, version, organization, push device, and adaptation information.

7.7.2 Query Data

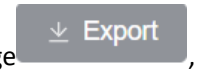


1.At the top of the interface, find the institution search box and the model search box respectively; On the left side of the page, find the task name search box and device number search box.

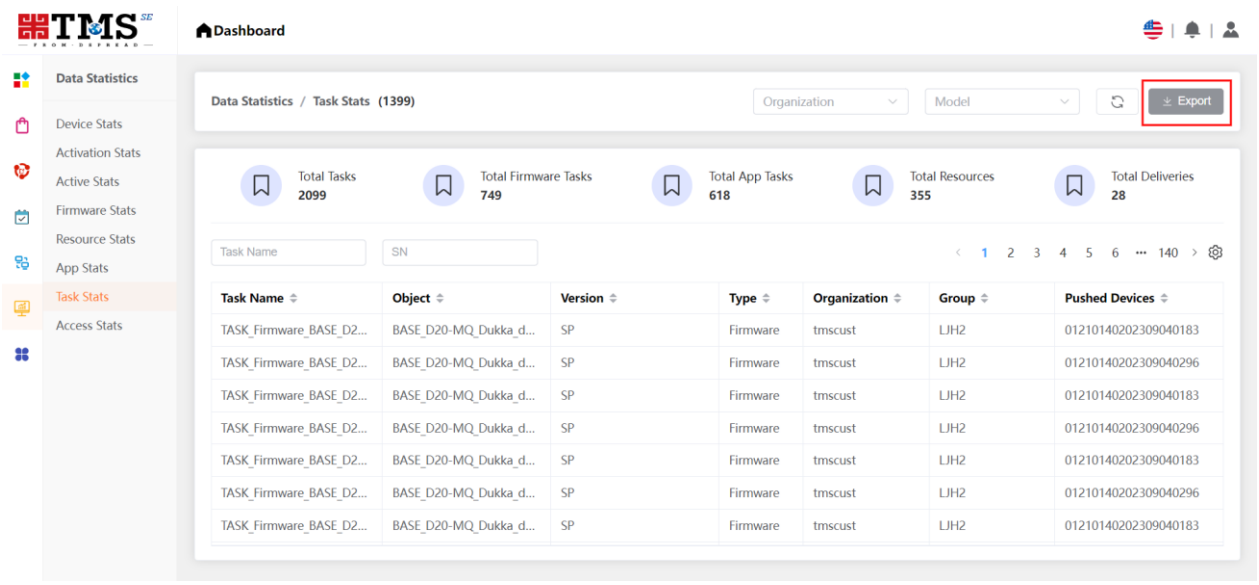
2.Select the keywords that you want to query based on the keywords displayed in the Organization drop-down list and the Model drop-down list. You can select a single conditional query or a federated query with multiple criteria.

3.You can enter the name of the task to be queried in the task name search box, and click Enter to search. You can also enter the device number to be queried in the device number search box, and click enter to query. Enter the search box to jointly search with the drop-down box.

7.7.3 Export task data

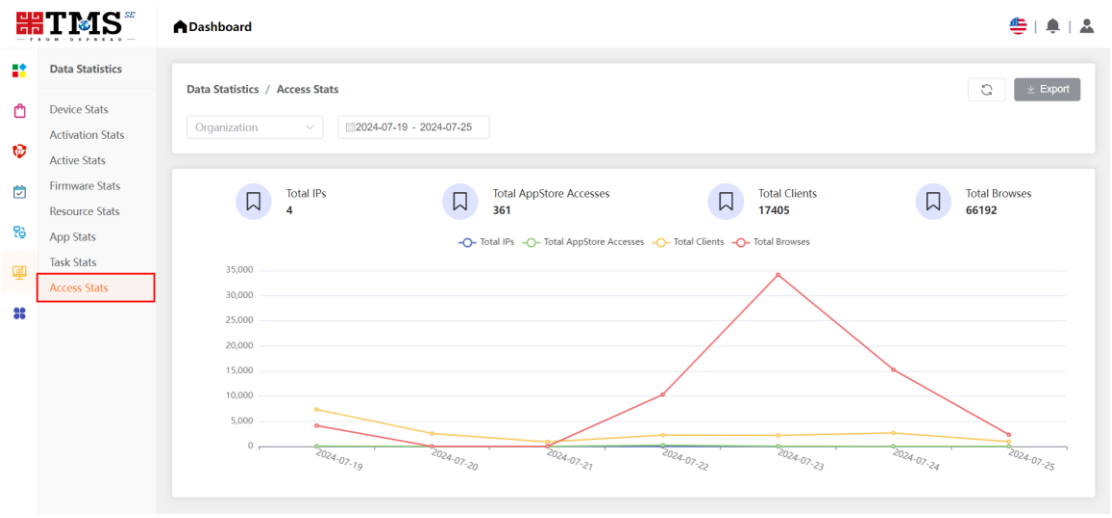
Find the "Export" button in the upper right corner of the page 

, and click it to export all the task data displayed in the current search results to an excel sheet.

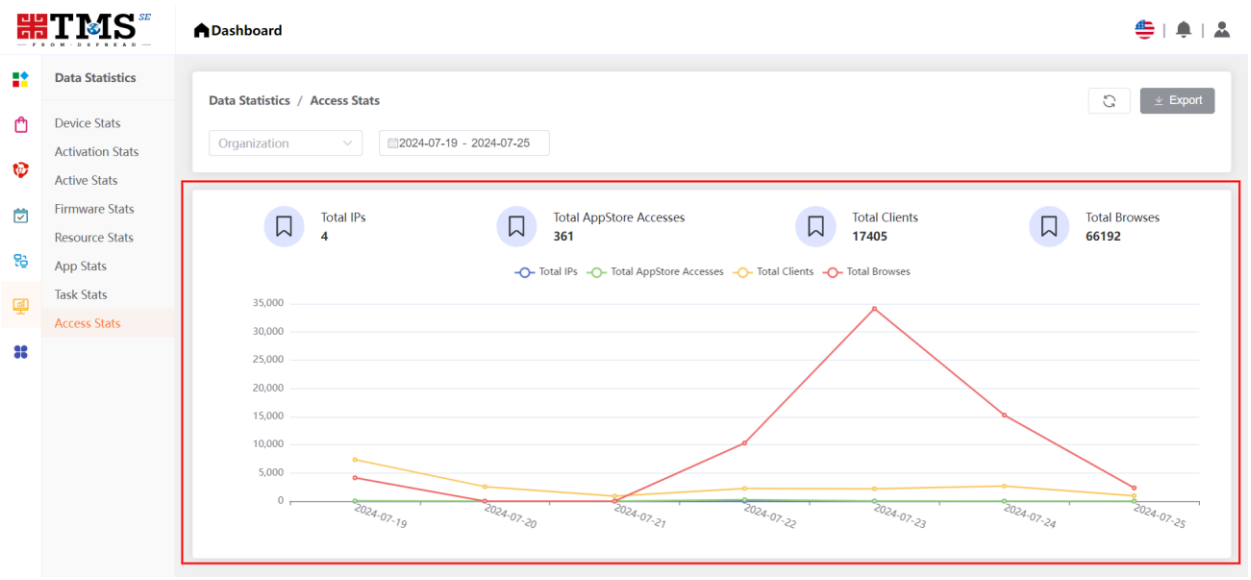


7.8 Access to Data

Click the 【Data Statistics】 -> 【Access Stats】 button on the left menu bar to enter the access data page.

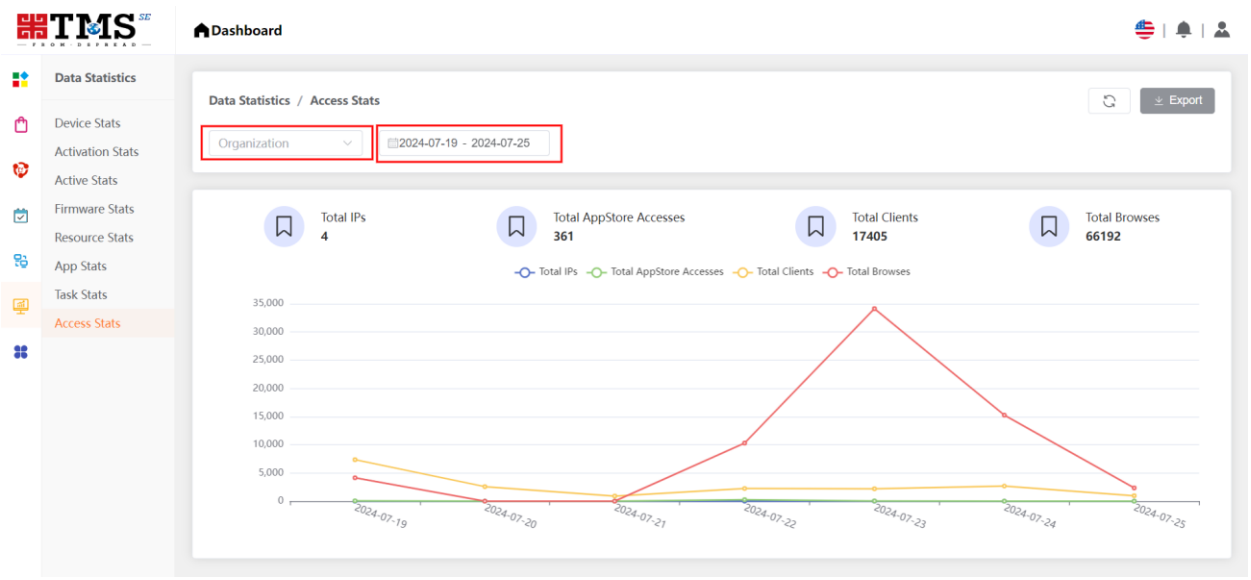


7.8.1 Access the data line chart



After entering the Access Data page, you can view the data information of all devices within the specified range in the previous 180 days of the current organization, as well as the data information of the website and IP address.

7.8.2 Query Data

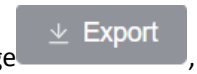


1.At the top of the activation data interface, find the organization search box and the date selection box.

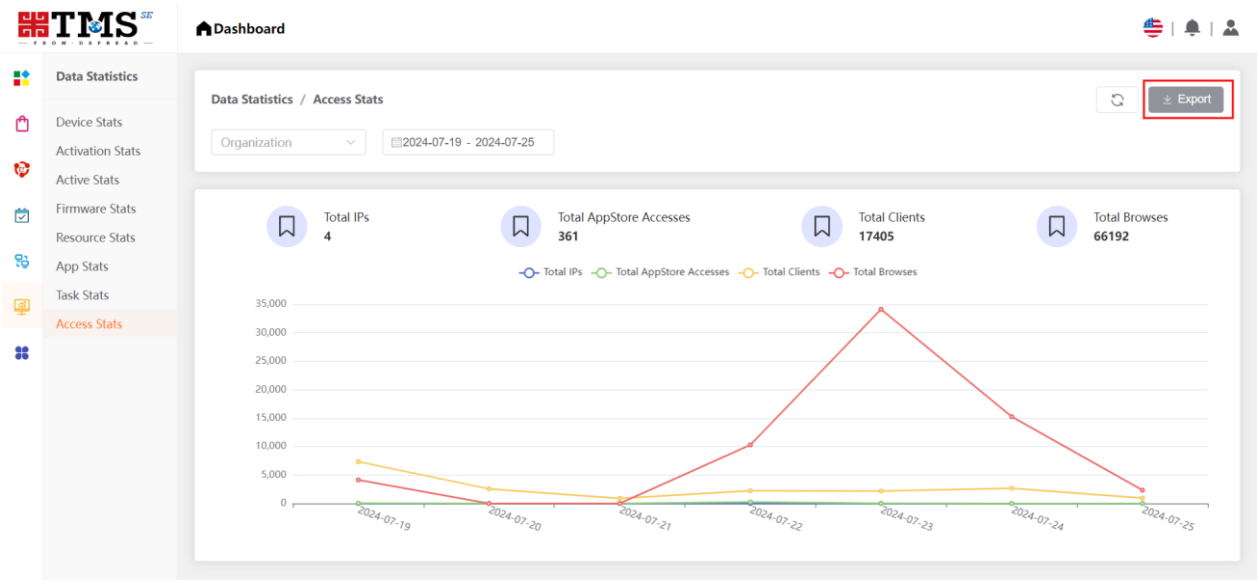
2.Select the keywords that you want to query based on the keywords displayed in the search drop-down box. You can select a single conditional query or a federated query with multiple criteria.

3.You can use the date selection box to select access data within the date range that you want to query. You can combine the query with the organization search box.

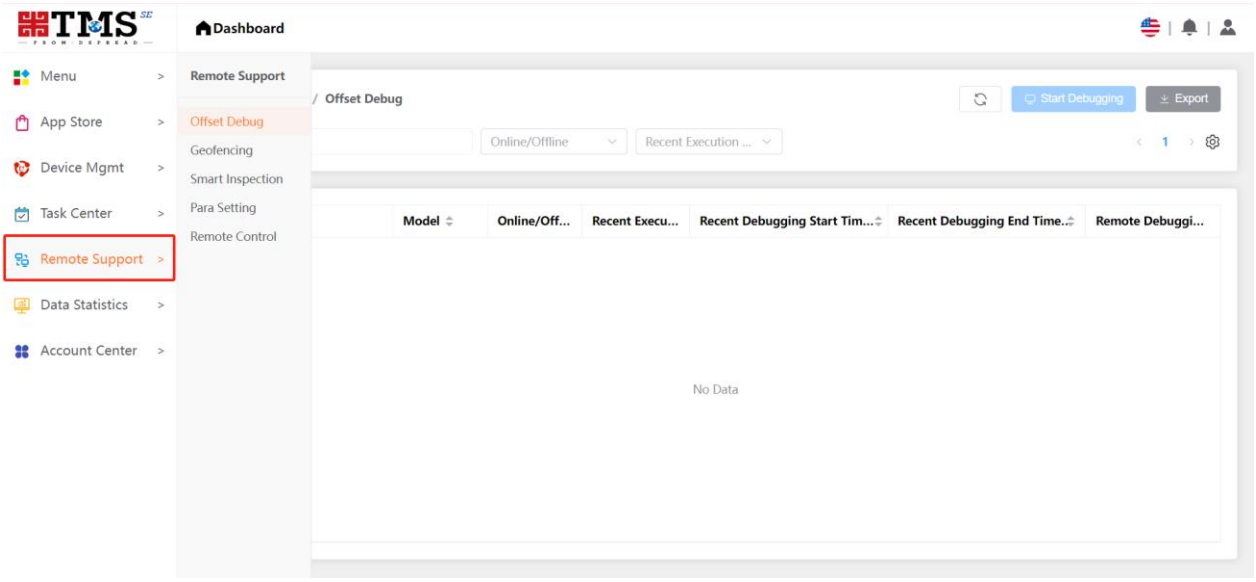
7.8.3 Export Access Data

Find the "Export" button in the upper right corner of the page 

, and click it to export all the access data displayed in the current search results to an excel sheet.



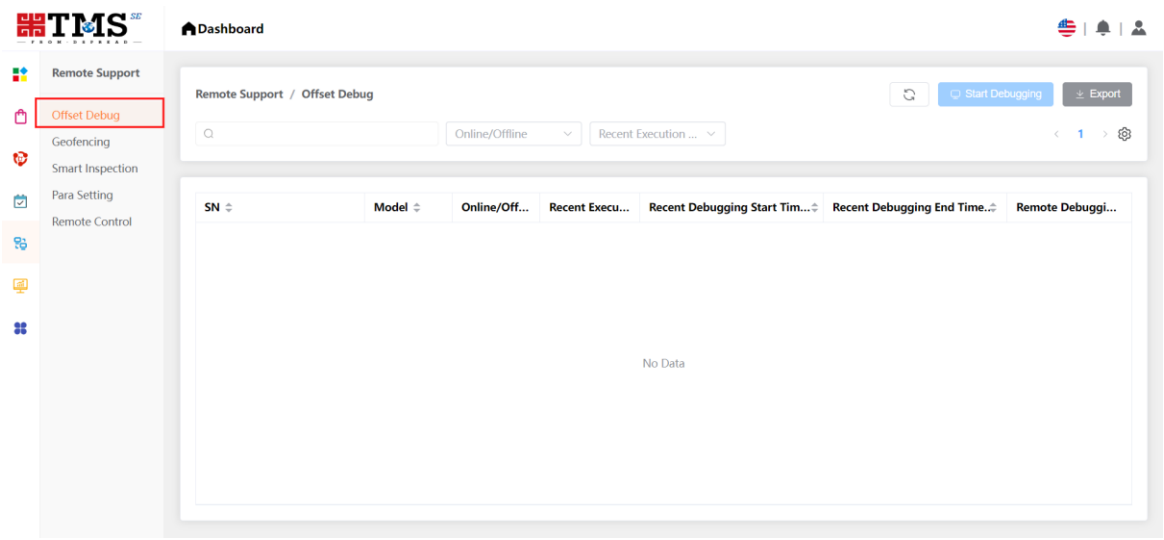
8.Remote collaboration



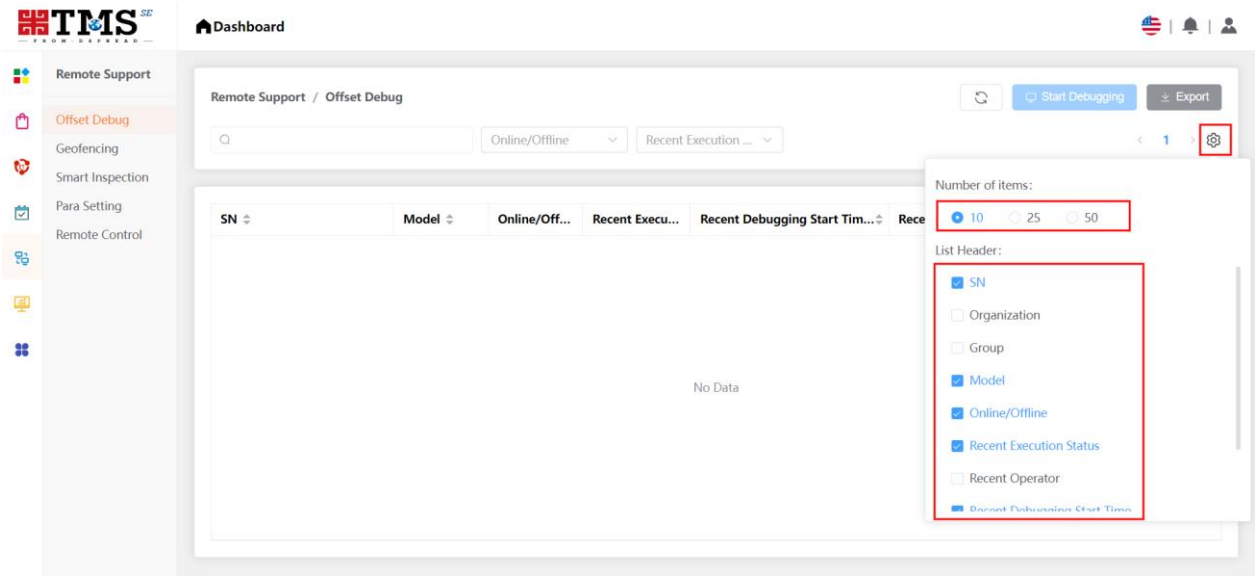
Click the【Remote Support】button to enter Remote collaboration page.

8.1Remote debugging

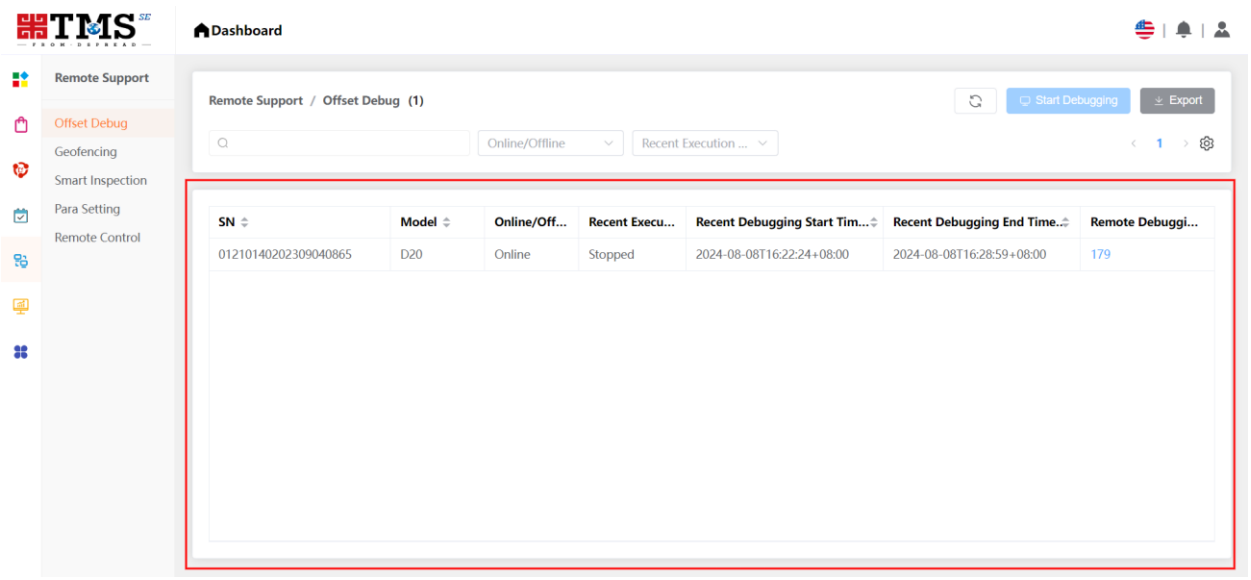
1.By clicking the 【Remote Support】->【Offset Debug】button to enter Remote debugging page.



2.Find it in the upper right corner of the page Icon, click to Change the paging display The number of data items; you can also modify the displayed list surface head.



8.1.1Remote debugging list



Enter Remote debugging page, you can view the current organization Down **Open Remote debugging** of Device information.

8.1.1.1Download debug software

If you do not find the device you want to debug remotely on the page, you need to first by Next steps:

a. In TMS Operation on the system:

1. exist TMS System【My Apps】page, add “GotoAgent” application.

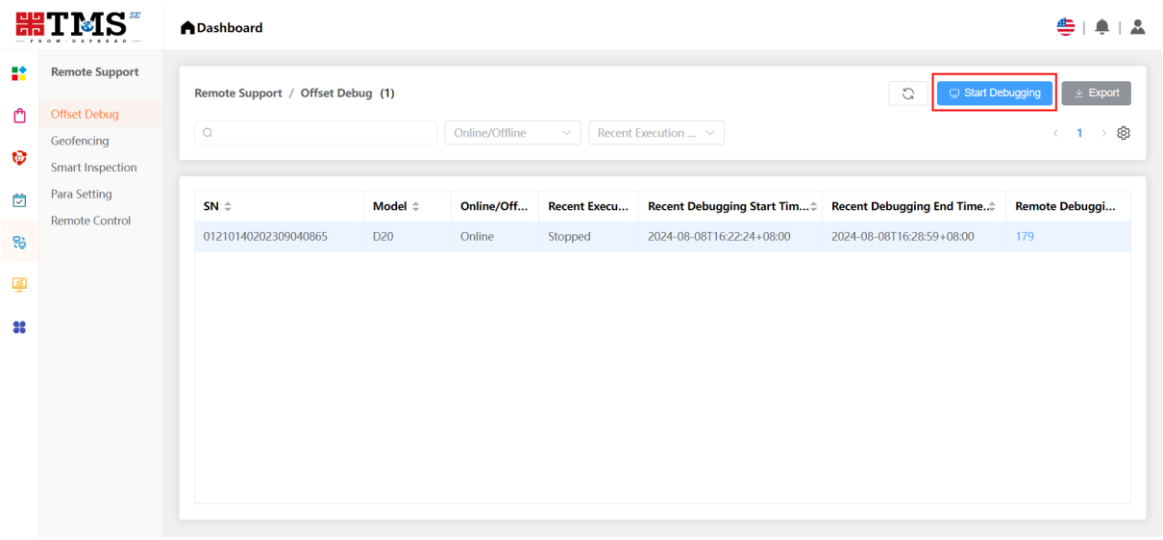
2. Enter【Task center】->【OTA】 page, push the application to the device that needs to enable remote debugging
3. After the device is installed, the device information can be displayed on the remote debugging page and can enable remote debugging.

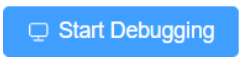
b. exist device on operation:

1. Open the “AppStore” application, find “GotoAgent” application, click to download

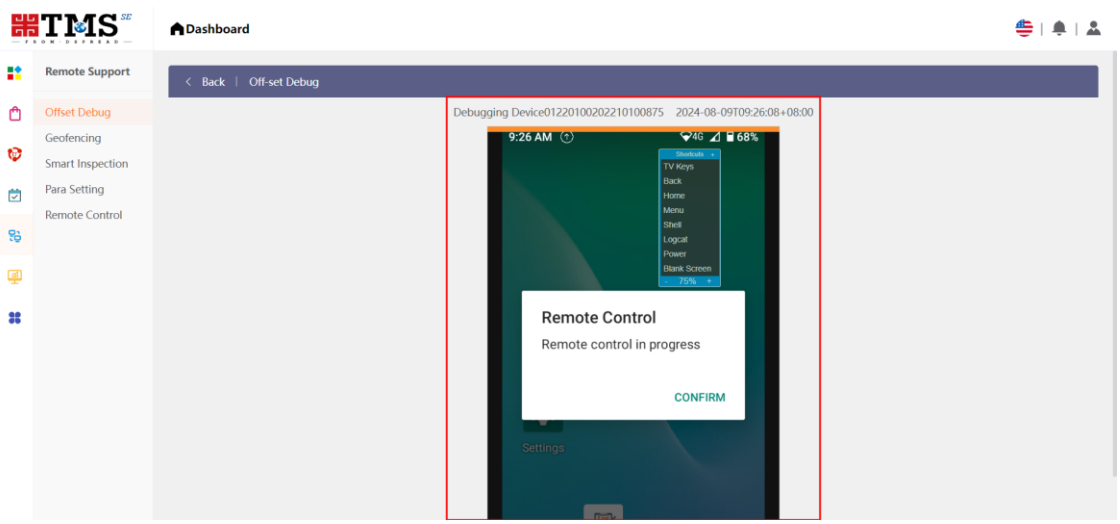
2. After the installation is complete, the device information can be displayed on the remote debugging page, and can enable remote debugging.

8.1.2Enable remote debugging

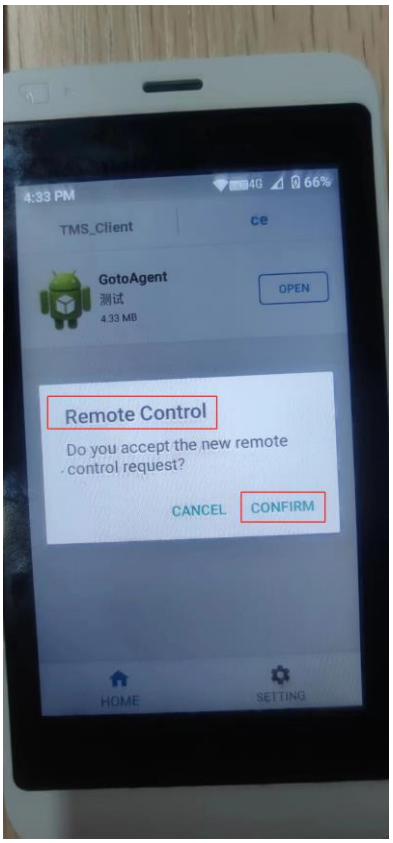


1. Select the device that needs remote debugging and find the “Start Debugging” Button, 

click to enterRemote debugging interface.

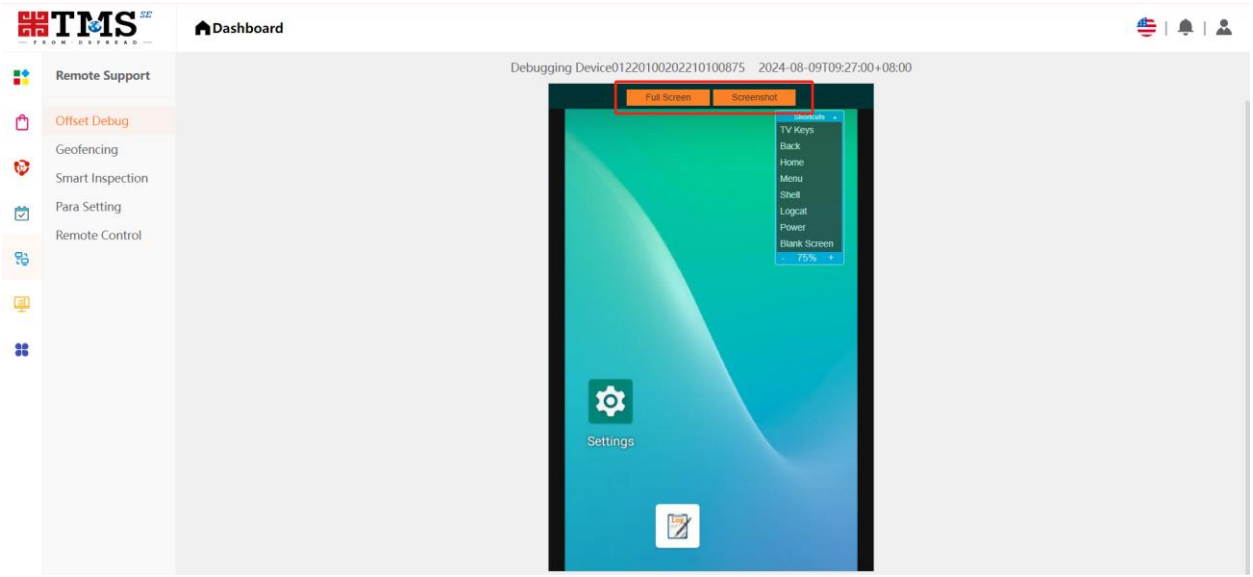


2. After clicking the button, the device will prompt “Remote Control”information, click "CONFIRM" to successfully start remote debugging.



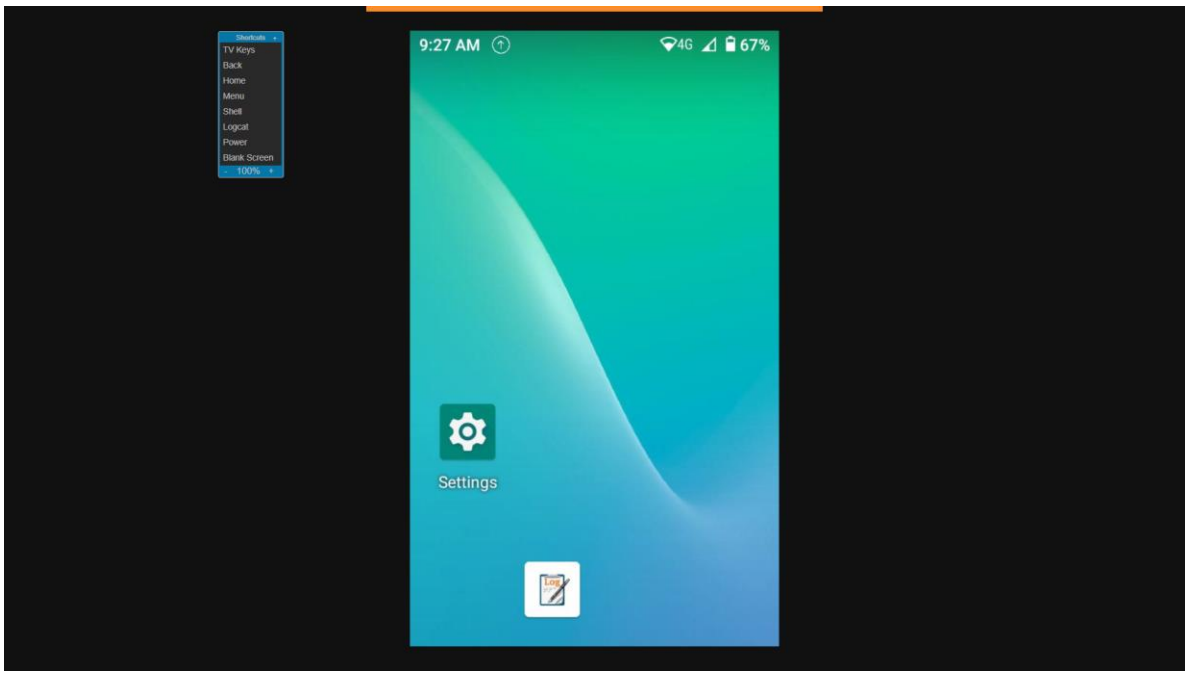
3. After successful opening, the device can be controlled on the TMS system by simulating finger sliding with the mouse and clicking shortcut keys.

8.1.3Remote debugging page Function

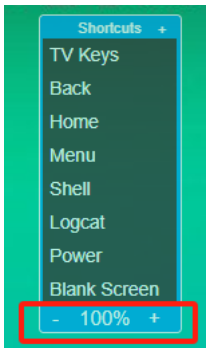


After successfully starting remote debugging, you can display the full screen and take screen shots of the device interface

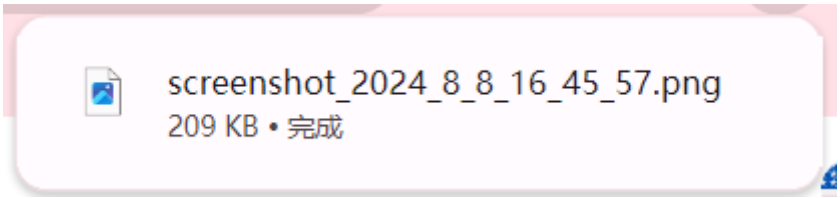
1. Open full screen effect as shown below:



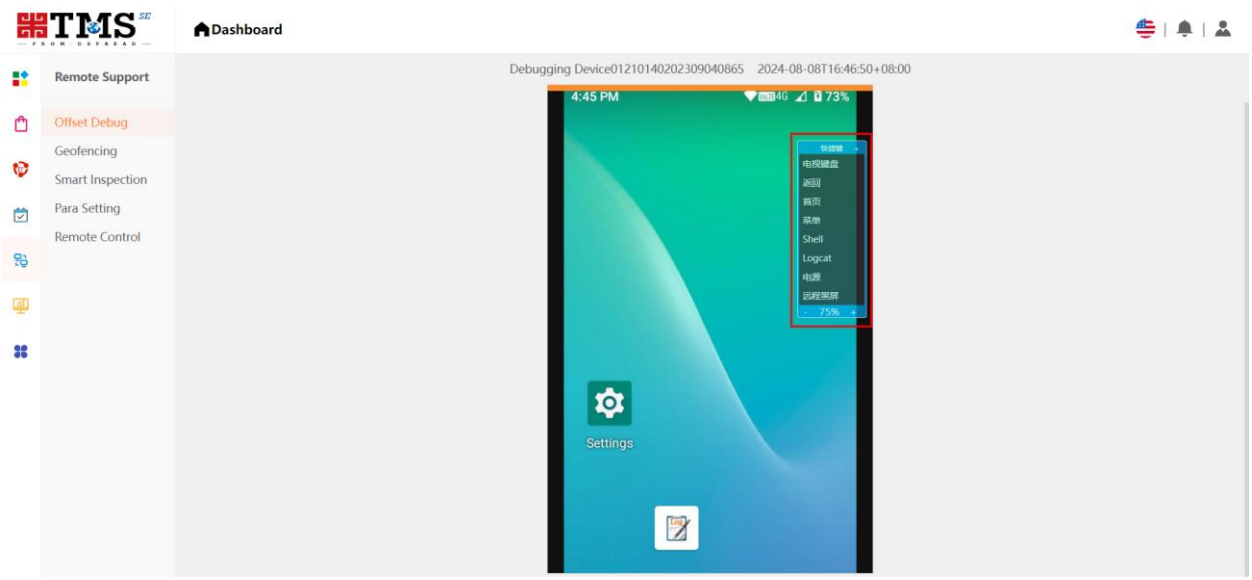
Note: Please adjust the resolution to an appropriate size after exiting full screen.



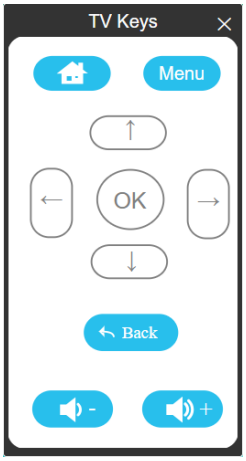
2. Click on the screen shot to open the browser automatic create a download task, the download content is the device interface screenshot.



8.1.4Remote debugging device function

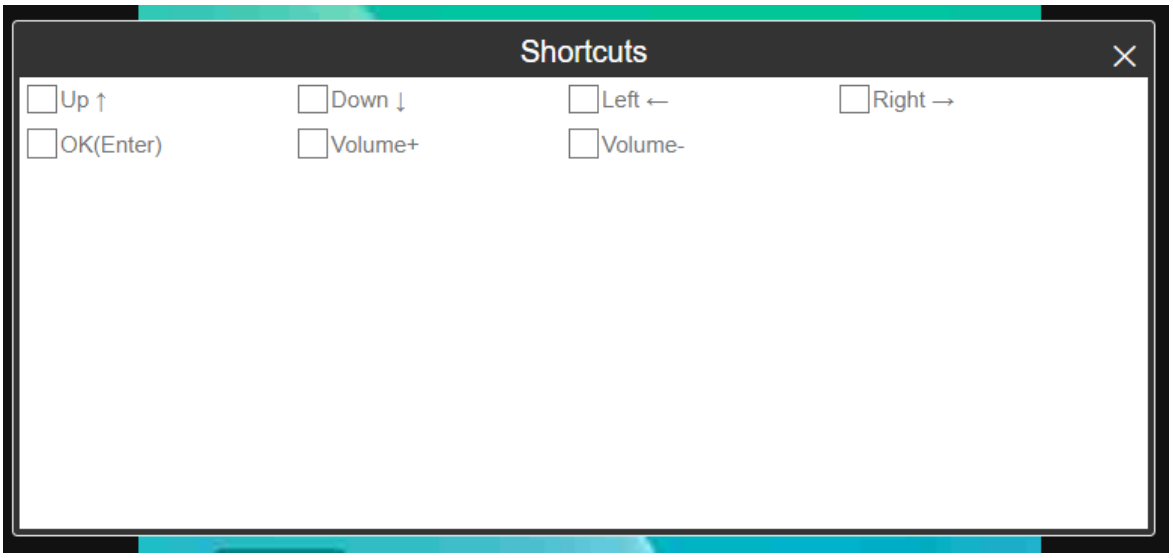


1. After remote debugging is successfully started, a shortcut key suspension box will be displayed on the page, which can be used to simulate the operation of the device, including TV keyboard, back, home page, menu, Shell, Logcat, power supply, remote black screen, change resolution and other functions. The functions are described as follows:
   - **TV keyboard：** After clicking, a TV keyboard will be displayed on the page.The device can be operated by the buttons on the TV keyboard.



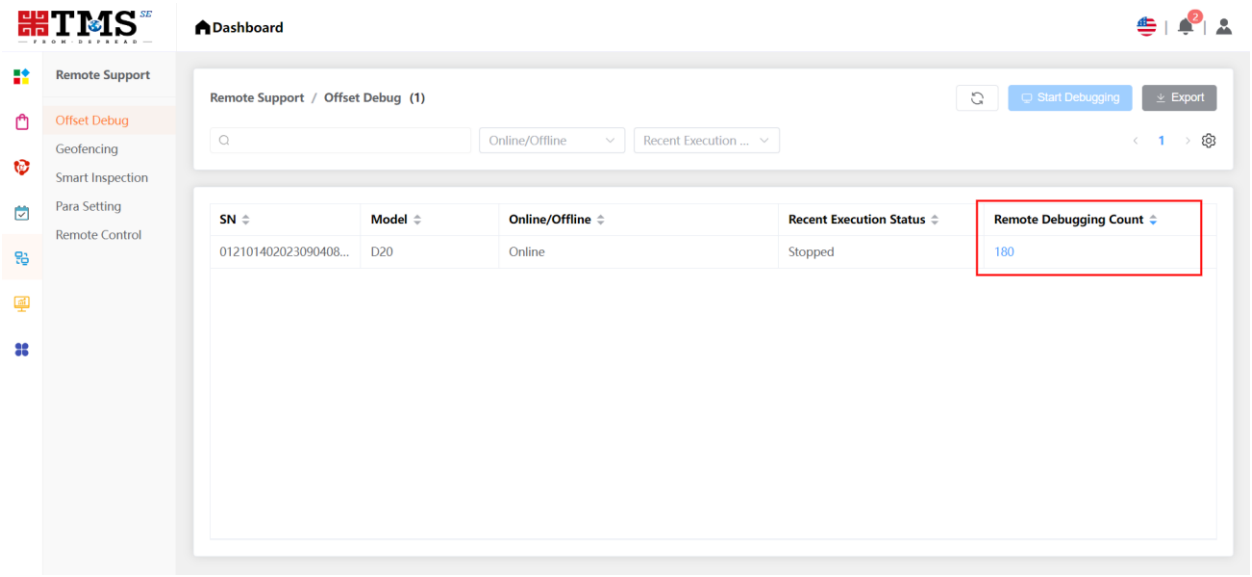
- **Return：** Click to return to the previous level on the device, clicking the back button twice will light up the screen.
- **Front page：** After clicking, the device will return to the desktop.
- **Menu：** Clicking it will open the menu bar.
- **Shell：** Click on it and you will Open the terminal interface and you can shell programming.
- **Logcat：** Clicking it will open the system log.
- **Power supply：** The clicking effect is the same as the device power button.
- **Remote black screen：** After clicking, the device will turn to black screen.
- **Change the resolution：** At the bottom of the shortcut keys, click "+"、"-" symbol adjusts the device's resolution size on the page.

2. In addition, you can also click the "+" Open the Add Shortcut Keys interface, where you can check the required shortcut keys to the page.

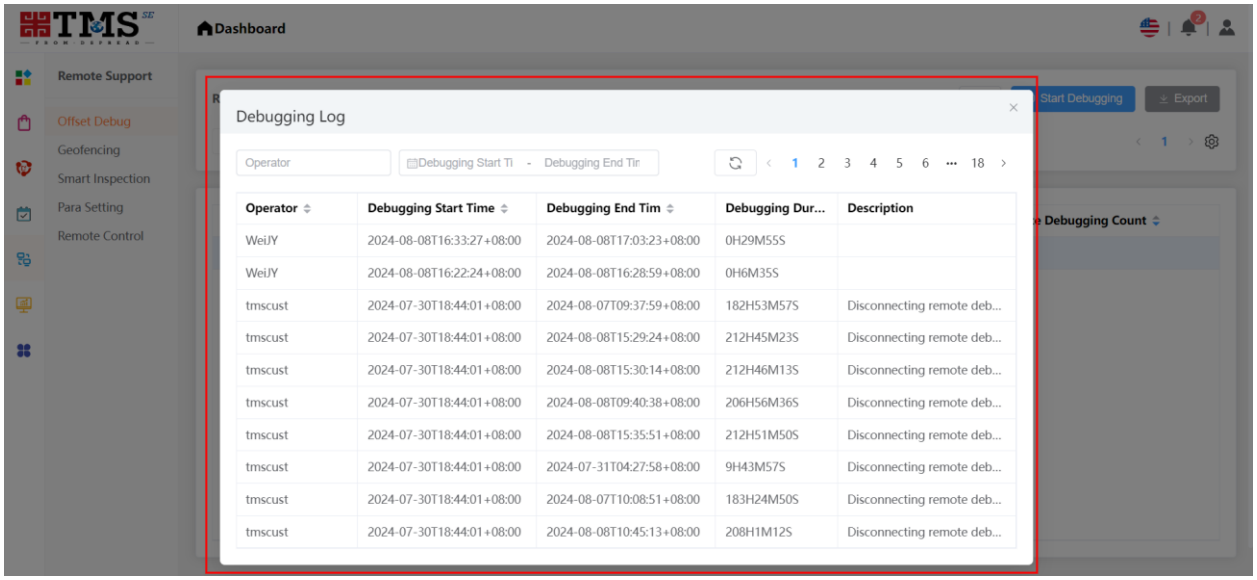


3. Click theBack" button to **cancel remote debugging.**

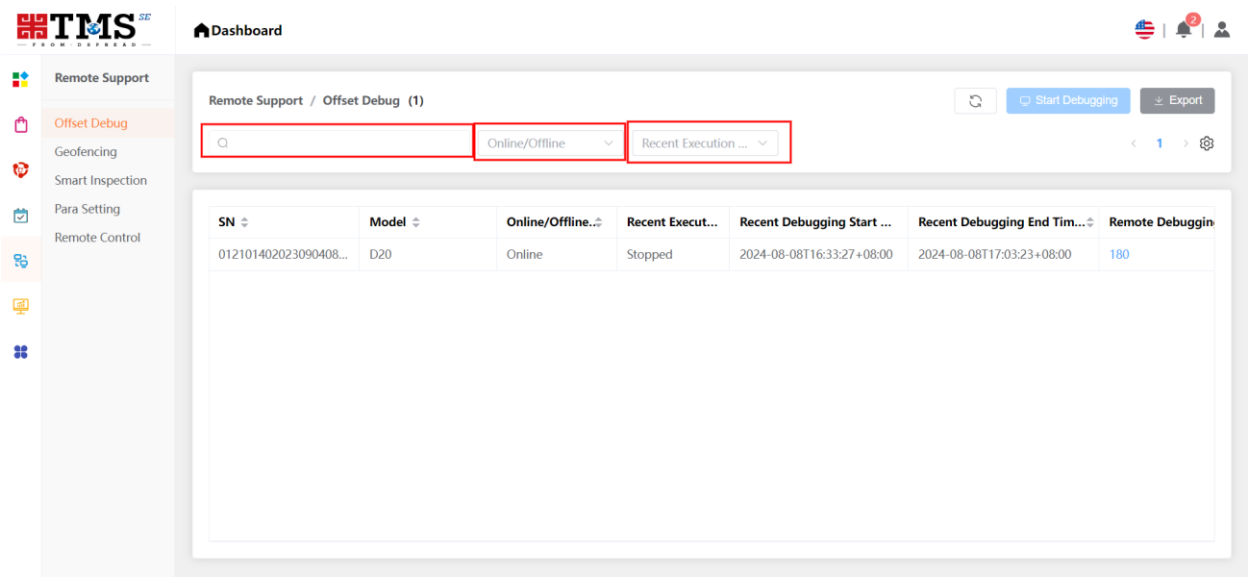
8.1.5Remote debugging frequency



1. Find the page list "Remote Debugging Count" column, click the number of the device whose debugging times you want to view.
2. After clicking, in the pop-up debug log, you can view when and by which organization the device was debugged.Over debugging.

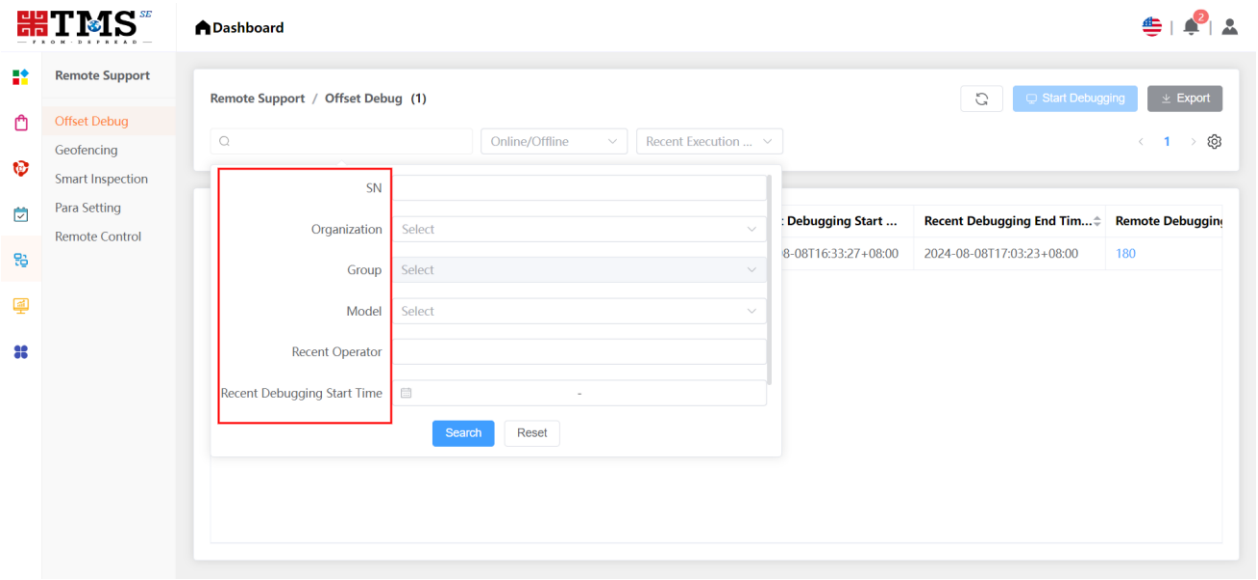


8.1.6Query debugging device

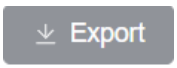


1.Locate the search box, debug status search box, and Recent Execution status search box in the upper part of the page.

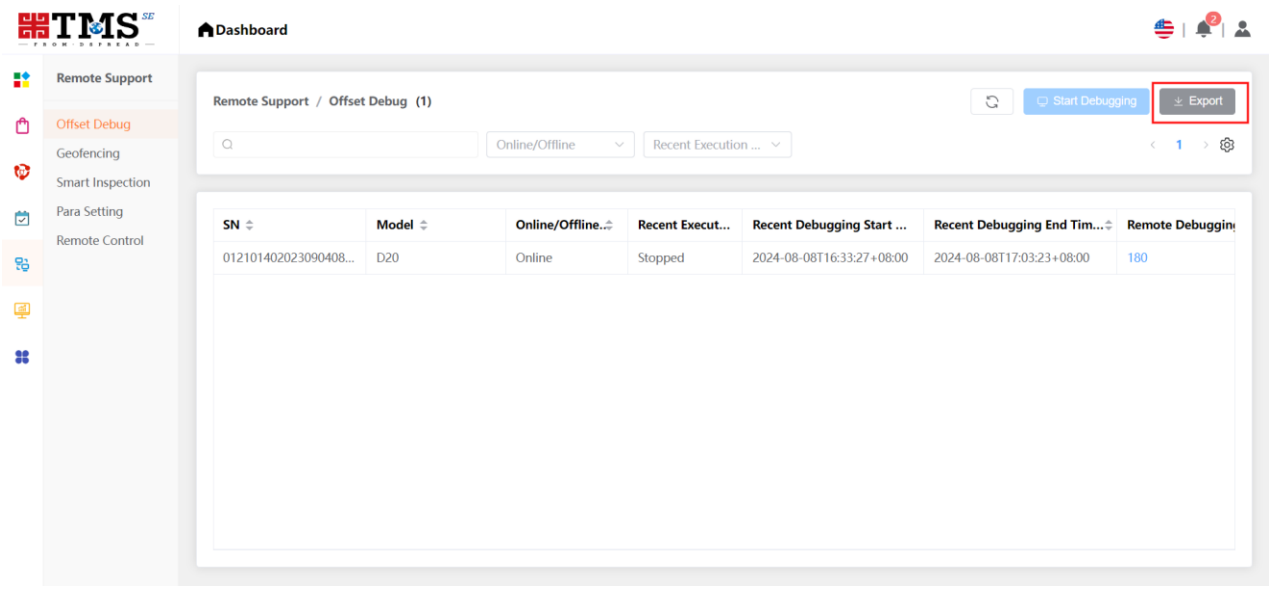
2.Select the field to be queried based on the keyword displayed in the search drop-down list. You can select a single search criteria or multiple search criteria, and you can join with other search boxes.



8.1.7ExportDebugging device

In the upper right corner of the page, find the “Export” 

Button, after clicking all the current search results will be displayed Debugging device export to excel.



Frequently Asked Questions

If you encounter any difficulties or doubts during use, here are some possible answers for reference:

Q: How do I access my account?
A: You will need to contact your vendor or service provider to obtain an account number

Q: How do I know if my device has been successfully added to the system?
A: When you successfully add the device, you will see a green "success" message at the top of the page

Q: How do I know if my device is activated?
A: When your device is added and connected to the network, the device will be automatically activated

Q: What is the SN number?
A: SN refers to the 20-digit unique serial number on the back of the handheld terminal device

Q: What causes push failures?
A: This may be due to the current poor network conditions, which causes the server to fail to receive your push request. To solve this problem, we recommend that you try to push the details again, or wait for a period of time until the server responds stably before pushing

Q: What is an organization?
A: It's a subordinate branch of your management devices. By setting up different

organizations, you can achieve hierarchical, structured and efficient management of your device

Q: How do I know if the task I pushed succeeded or failed?
A: You can log in to the LARKTMS system and view the task list in the "Push Task" module, and the status of "Completed" means that the task you pushed this time is successful

Q: What should I do if I regret it after the push is successful?
A: If you find that you need to cancel the content after the push is successful, we are sorry, but we cannot directly withdraw the content that has been pushed. However, you can downgrade to some extent, but Note that this is limited to the SP version, and cannot be recalled or downgraded for other formats of files or content. Therefore, please be cautious when performing each push task and ensure that the content is correct before pushing

Q: What should I do if a push task expires?
A: Once a task expires, you will not be able to continue updating the task. To resolve this issue, it is recommended that you create a new task and perform the push again. It is important to Note that the push is completed in time within the validity period of the task to avoid missing the opportunity and causing the task to become invalid

Q: I have already added the device, why is it not displayed on the LARKTMS?
A: This may be due to network connection issues or server latency that prevents you from receiving updates in a timely manner. When you add a new device, it should theoretically be displayed in real-time in the LARKTMS system. Please check whether your network connection is stable, and try to refresh the page to get the latest data to make sure the server is updated synchronously; If the problem is not resolved for a long time, we recommend that you contact technical support for further troubleshooting

Q: Where can I find and view the data and file storage I downloaded from the system?
A: Normally, when you download data in the system, the file will be automatically saved in the default download path of your computer, for example, the "Downloads" folder is usually the "Downloads" folder for Windows and the "Downloads" folder for Mac. You can directly find and open the downloaded file in the corresponding download directory to view or edit

Q: Why can some apps be deleted and some can't?
A: This difference stems from the different state management mechanisms of the application in the system. When an app is in the "Live" state, it mainly supports version updates and content pushes, while when the app is in the "Offline" state, deletion and content modification are allowed

Q: I want to push to a specific device, how do I do it?
A: Specify the SN number of a single device in the task center or push the specified device in Device Management

Q: I want to push to multiple devices, how do I do this?
A: You can download the import template provided by LARKTMS in the task center, fill in the SN number and model of multiple devices that you want to push, and import them into LARKTMS after confirming that they are correct