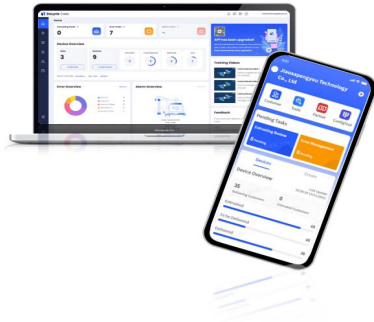


DoLynk Care



System Overview

The brand new DoLynk Care Cloud Platform offers a confluent, cloud-based service system that allows you to manage on-site devices and enjoy a full range of services. It is a simple and reliable platform, where you can manage your customers' sites anytime, anywhere. When a device fails, you'll receive a push notification immediately, allowing you to locate the issue and solve it remotely.

Functions

• DoLynk Care Portal

Site Management

- Creates and edits site information.
- Directly allocates devices entrusted by end users to sites.
- Assigns sites to employees.
- Supports viewing information in site mode and list mode.

Device Management

- Supports adding uninitialized devices through device SN.
- Supports importing and exporting devices in batches.
- Supports selecting devices in batches, and delivering them to end users.
- Detects health status of one or more devices.
- Remotely updates the program.
- Supports a variety of operations, such as clearing configurations, and resetting and restoring to factory defaults.
- Detects the device online and offline status in real-time.

Company Management

- Creates employee accounts and edits their permissions.
- Updates reseller information.
- Edits pictures on the account and supports co-branding.

Exception Processing

- Sends messages to DoLynk Care Portal when exceptions occur.
- Offers solutions and suggestions to solve exceptions.
- Allows end users to confirm the processing status of an exception, and to evaluate and rate the services provided by installers.

Report Statistics

- Automatically generates exception reports and displays exception details.
- Displays employee evaluation form.

- Provides installers with services, such as device health detection and remote error processing to reduce operation and maintenance costs, and help to increase end users' loyalty.
- Provides web and mobile client services.
- Supports centralized device management.
- Checks device status 24/7.
- Remotely processes device exceptions on the web.
- Supports checking the processing status of exceptions with one click.
- Supports employee permission management.
- Offers the option to have devices delivered to end users with one button.
- Features co-branding promotion.

• DoLynk Care Mobile Client

Compatible OS

- Android: Android 5.0 or later.
- iOS: iOS 10 or later, 5S or later.

Site Management

- Creates and edits site information.
- Directly allocates devices entrusted by end users to sites.
- Assigns sites to employees.
- Supports viewing information in site mode and list mode.

Device Management

- Supports adding devices both through the device SN and LAN search.
- Supports various network connections and initialization of devices.
- Supports selecting devices in batches, and delivering them to end users.
- Detects the health status of one or more devices.
- Remotely updates programs.
- Supports a variety of operations, such as clearing configurations, and resetting and restoring to factory defaults.
- Detects the device online and offline status in real-time.
- Live view and recorded videos are available.

User Management

- Displays user-linked site information.
- Displays delivered device information.

Exception Processing

- Sends messages to DoLynk Care Portal when exceptions occur.
- Offers solutions and suggestions to solve exceptions.
- Allows end users to confirm the processing status of an exception, and to evaluate and rate the services provided by installers.