

IdeaCare

User Manual

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System Requirement

- IAdeaCare web service
 - To run IAdeaCare, the minimum browser version of the recommended desktop computer browsers are:
 - Google Chrome: 56
 - Firefox: 38
 - Microsoft Edge: 20
- Firmware versions that support IAdeaCare
 - MBR-1100: v1.2.87.531 or later
 - XDS-1072/1078: v1.2.86.532 or later
 - XMP-6250/6400: v1.2.84.533 or later
 - XMP-7300: v1.0.10.341 or later
 - All Players Firmware 2.X.X (Android 7.1) or later

Firmware Installation

- If your player is running on an older version of firmware, please download the latest firmware [here](#) and update the player by USB
 - Download firmware
 - Find the configuration page along “Basic Setting” -> “Advanced Setting” -> “System” -> “Firmware Update”
 - Update by USB
 - Select “Manually install package from USB drive”

Account Setup

1. Enter `https://care.IAdea.com` to your web browser
 2. Type in your account email and password to log in. If you don't have an account, click on "Sign up" to create one
- Confirm that IAdeaCare is on the latest Version and Release.
 - v1.2.0-29 | Release: 2021/03/29

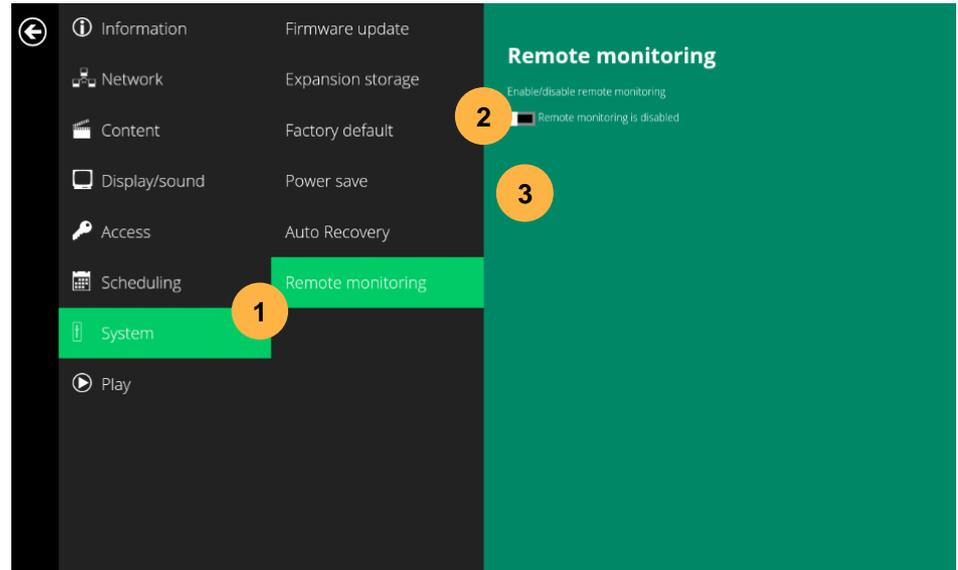


The screenshot shows the IAdeaCare login and sign-up interface. At the top, the IAdeaCare logo is displayed. Below the logo, there are two input fields: "EMAIL" with the value "johnny.chen@iadea.com" and "PASSWORD" with a masked password "*****". A "Forgot?" link is visible next to the password field. Below the input fields, there is a green "LOGIN" button and a blue "SIGN UP" button. An orange circle with the number "2" is placed over the "SIGN UP" button. At the bottom, the version and release information are displayed: "Version: 1.2.0-29" and "Release: 2021/03/29".

Pairing Players (Obtain Pairing Code)

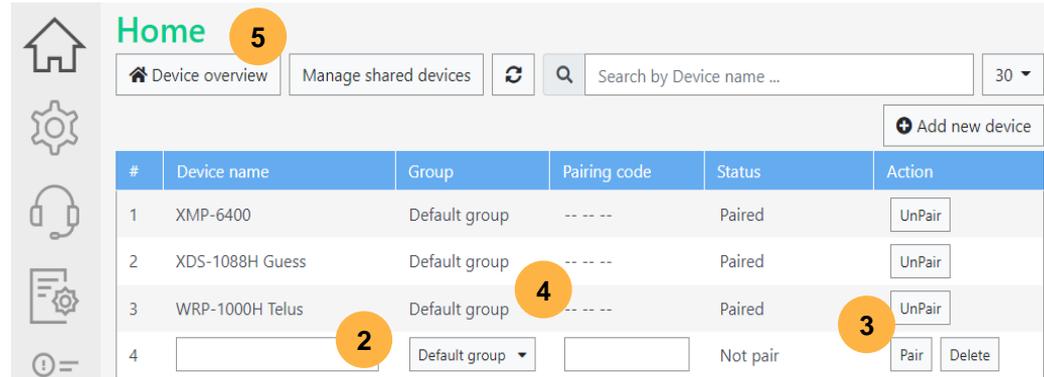
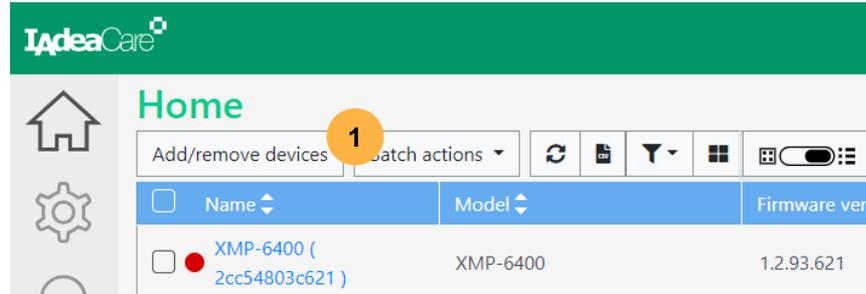
Your player needs to be connected to the internet in order to obtain its pairing code

1. From the “Basic Setting” menu, click on “Advanced Setting” -> “System” -> “Remote Monitoring”
2. Toggle to enable “Remote Monitoring”
3. The Pairing Code will appear in a few seconds. This code will be used to pair the player to your account



Pairing Players (Add players to the account)

1. Click on the “Add/remove player” button
2. Name your player(s) and enter the Pairing Code for each player
3. Click “Pair”
4. You can pair multiple players at once
5. Click “Player overview” to return to home page



System Overview

- Home page provides the overview of all the players that are paired to your account

The screenshot displays the IdeaCare system overview dashboard. The interface includes a green header with the IdeaCare logo and the user's email address, johnny.chen@iadea.com. A left sidebar contains navigation icons for Home, Settings, Support, and Account. The main content area is titled 'Home' and features a table of paired devices. The table has columns for Name, Model, Firmware version, Owner, and Group. Below the table, there is a legend for device status: Online (green), Disconnect (yellow), Offline (red), Connecting (blue), and Error (grey). A right sidebar contains a list of side tabs: Home Page, Settings Page, Troubleshoot Page, and License Page. A legend on the right side of the image identifies the red callout numbers: 1 for Side Tabs, 2 for Account Info / Logout, and 3 for Page Dashboard.

Name	Model	Firmware version	Owner	Group
XMP-6400 (2cc54803c621)	XMP-6400	1.2.93.621	johnny.chen@iadea.com	Default group
XDS-1088H Guest (2cc54803a5d0)	XDS-1088-A	2.2.2-71	johnny.chen@iadea.com	Default group
XDS-1078 Tech Room			johnny.chen@iadea.com	Default group
XDS-2288 Office			johnny.chen@iadea.com	Default group
XDS-1088H (2cc548049de2)	XDS-1088-H	2.1.3-39	johnny.chen@iadea.com	Default group

Legend: Online (green), Disconnect (yellow), Offline (red), Connecting (blue), Error (grey)

Side Tabs:
-Home Page
-Settings Page
-Troubleshoot Page
-License Page

Account Info / Logout

Page Dashboard

Player Summary

- Clicking a player's link takes you to its player summary page

The screenshot shows the IdeaCare interface. On the left, the 'Home' page displays a table of devices. An orange arrow points from the 'XMP-6400' link in the table to the detailed summary page on the right.

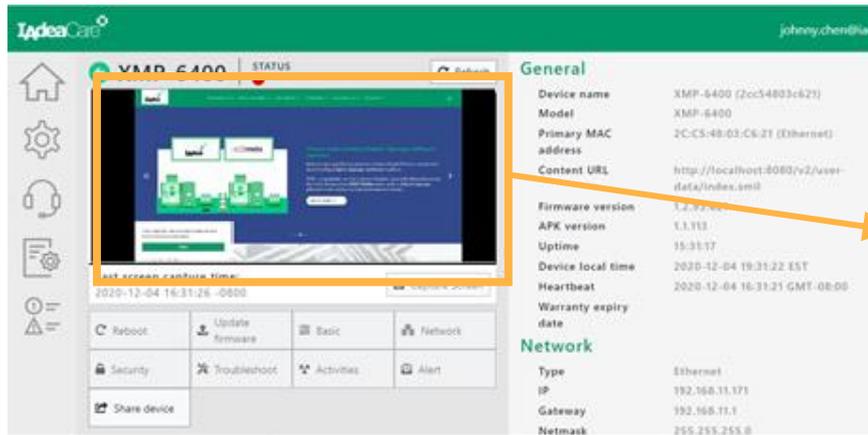
Name	Model	Firmware version
XMP-6400 (2cc54803c62)	XMP-6400	1.2.93.621
XDS-1088H Guess (2cc54803a5d0)	XDS-1088-A	2.2.2-71

The 'Player Summary' page for XMP-6400 includes the following information:

- General:** Device name (XMP-6400), Model (XMP-6400), Primary MAC address (2C:C5:48:03:C6:21), Content URL (http://localhost:8080/v2/user-data/index.smil), Firmware version (1.2.93.621), APK version (1.1.113), Uptime (15:31:17), Device local time (2020-12-04 19:31:22 EST), Heartbeat (2020-12-04 16:31:21 GMT-08:00), Warranty expiry date.
- Network:** Type (Ethernet), IP (192.168.11.171), Gateway (192.168.11.1), Netmask (255.255.255.0).
- Actions:** Reboot, Update firmware, Basic, Network, Security, Troubleshoot, Activities, Alert, Share device.
- Status:** Last screen capture time (2020-12-04 16:31:26 -0800), Capture Screen button.

Player Summary (Snapshot)

- Find out what is currently playing on a player by looking at the snapshot viewer. The snapshot updates regularly
- Click  to get the latest snapshot



IdeaCast johnny.chen@iadc.com

YMP-6400 STATUS

General

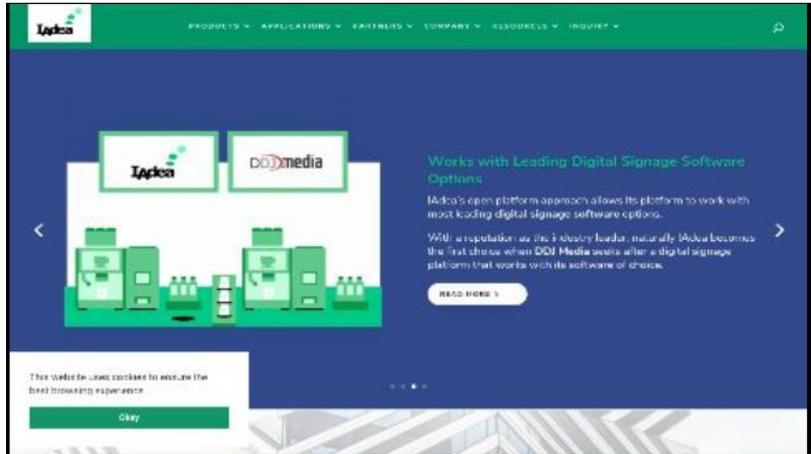
Device name	XMP-6400 (2c54803c62f)
Model	XMP-6400
Primary MAC address	2C:54:80:03:C6:21 (Ethernet)
Content URL	http://localhost:8080/v2/user-data/index.html
Firmware version	1.2.0.0
APK version	1.1.113
Uptime	15:31:17
Device local time	2020-12-04 19:31:22 EST
Heartbeat	2020-12-04 16:31:21 GMT-08:00
Warranty expiry date	

Network

Type	Ethernet
IP	192.168.11.171
Gateway	192.168.11.1
Netmask	255.255.255.0

2020-12-04 16:31:26 -0800

Reboot Update Firmware Basic Network Security Troubleshoot Activities Alert Share device



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Player Summary (Update firmware)

- Remotely update players to the latest or your preferred firmware version on the net by using the “Update firmware” button

The screenshot shows a control panel with several buttons: Reboot, Update firmware (highlighted with an orange box), Security, Troubleshoot, Share device, and OTP. A modal window titled "Update firmware" is open, showing the following details:

- Update method for device "XDS-1078":
 - Latest version
 -
- Version : 2.2.3-112
- Release date : 2021/01/27
- Detail :
 1. New feature: support sleep option in power save mode. Device will now enter sleep mode if idle in basic configuration page for more than 10min.
 2. New feature: reinforce password length to be 4 and longer.
 3. New feature: support FLO-ET2242L touch display through USB connection.
- Schedule update in future time
- Update on starting at GMT
- Buttons: Cancel, Next >>

Player Summary (Basic configuration)

- Remote configuration on players is now available in IAdeaCare with the “Basic configuration” button

The screenshot displays the 'Basic' configuration window in IAdeaCare. The window has a blue header with the title 'Basic' and a close button. On the left is a sidebar with a gear icon and the following menu items: General (selected), Content, AppStart, QR code overlay, Screen off, Maintenance playback, Screen saver, Schedule, Time, and Reboot schedule. The main area contains the following settings:

- Device name:** XDS-1078(2cc548012f98)
- Output resolution:** auto
- Display orientation:** auto
- Volume:** 73% (with a slider and a note: "volume will be set to the nearest value the device supports")
- Power save:** ON (with a note: "Enter sleep mode when device idle more than 10 mins (1-300 minutes)")

At the bottom are 'Cancel' and 'Next >>' buttons. To the right, a separate panel shows a menu with 'Basic' (highlighted with an orange box), 'Network', 'Activities', and 'Alert'.

Player Summary (Network configuration)

- You can modify Ethernet or WiFi network setting in IAdeaCare.
- As the modification changes network connectivity, it will ask for confirmation before applying the changes.

Network configuration

Ethernet Wifi

Enable Ethernet ON

Use static IP ON

IP address *

Gateway *

Netmask *

DNS 1 *

DNS 2

Network configuration

Ethernet Wifi

Enable ON

SSID

Password

Security

Use static IP ON

IP address *

Gateway *



Player Summary (Troubleshoot)

- Report problematic players through IAdeaCare by providing a description of the symptoms, frequency in occurrence, and other important information in “Troubleshoot”.

🔄 Reboot	📄 Update firmware	☰ Bas
🔒 Security	🛠 Troubleshoot	☼ Act
📁 Share device	🔑 OTP	

Troubleshoot

Subject
TroubleShoot Demo

Issue Description
Message delivers to [IAdea Support](#)

Symptom
others

Frequency
every day

Monitor players
IAdeaDoor-A

Cancel Next >>

Player Summary (User activity)

- You can find the player's usage history in IAdeaCare by clicking the "User activities" button

Reboot	Update firmware	Basic	Network
Security	Troubleshoot	Activities	Alert
Share device	OTP		

Activities ×			
Activity	Status	Issue date	Finish date
Install firmware	Finish	2021-04-22 21:41:00	2021-04-22 21:48:07
Reload license	Finish	2021-04-22 21:15:18	2021-04-22 21:15:37

Last activity tracking time : 2021-04-22 22:06:45

Player Summary (Share player)

- You can share players with others who require access to control your player

Reboot	Update firmware	Basic	Network
Security	Troubleshoot	Activities	Alert
Share device	OTP		

Share device

Add collaborators and set their authorities for XDS-1078

	<input type="text" value="clyde.wang@iadea.com"/>	<input type="button" value="Editor"/>	<input type="button" value="Viewer"/>	<input type="button" value="Reset"/>
--	---	---------------------------------------	---------------------------------------	--------------------------------------

Basic config Network config Firmware update Reboot Troubleshoot

Player Summary (Alert setting)

- You can bind players to alert rules
- To set alert rules, see p.23-24

Reboot	Update firmware	Basic	Network
Security	Troubleshoot	Activities	Alert
Share device	OTP		

The screenshot shows the 'Setting' page for 'Alert'. The 'Alert' tab is selected, with other tabs including 'Report', 'Policy', 'LAN config tool', and 'Access Key'. Below the tabs are buttons for 'Open alerts', 'Close alerts', and 'Settings'. A toolbar contains 'Create' (with a plus icon), 'Edit' (with a pencil icon), and 'Delete' (with a trash icon). Below the toolbar are two buttons: 'Alert rule' and 'Alert event'. A large empty box on the right contains the text 'Choose a alert to inspect its detail content.' At the bottom, a message states: 'Do not have any alert now. Click "Create" to create an alert.'

Player Summary (Reboot)

- You can reboot players remotely on IDeaCare by clicking

The screenshot shows the IDeaCare web interface. At the top, the logo and user information 'johnny.chen@ideacare.com - admin | Logout' are visible. A navigation sidebar on the left contains icons for home, settings, and other functions. The main content area displays a device screen with a presentation slide. Below the screen, a table of controls is shown, with the 'Reboot' button highlighted in orange. To the right, a 'General' section provides details about the device, including its name, model, MAC address, content URL, firmware version, and uptime. A 'Network' section lists connection details like type, SSID, IP address, and gateway. A 'License' section at the bottom right shows the license type and expiration date. A 'Refresh' button is located near the top right of the device details.

Reboot	Update firmware	Basic	Network
Security	Troubleshoot	Activities	Alert
Share device	OTP		

General

Player name : IDeaDoor-A (2cc548024861)
Model : XDS-1078
Primary MAC address : 2CC5:48:02:48:61 (Ethernet)
Content URL : https://sb.cx-cloud.com/meetingmonitor/gen/meetingroom.html?ID=1
Firmware version : 1.2.91.624
APK version : 1.1.96
Uptime : 00:38:23
Player local time : 2019-11-07 14:34:57 -0800
Heartbeat : 2019-11-07 14:52:04 -0800

Network

Type : Wifi
SSID : SixGoodGuys
IP address : 192.168.11.130
Gateway : 192.168.11.1
Netmask : 255.255.255.0
DNS 1 : 192.168.11.1
DNS 2 :

License Add license

IDeaCare
Type : standard
Expiration date : 2019-11-14 -0800



Share Player

- You can co-work with other IAdeaCare users to share management of players in your account
- Select players you want to share
 - Click “Advanced control”
-> “Share with other IAdeaCare accounts”

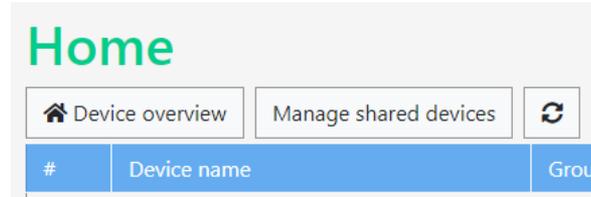
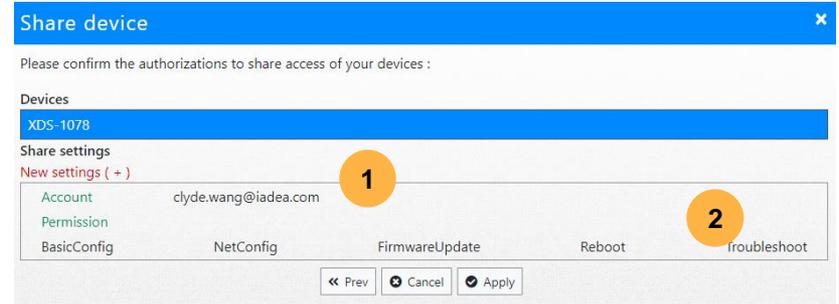
The screenshot displays the IAdeaCare web interface. At the top, there is a green header with the IAdeaCare logo. Below the header, a navigation sidebar on the left contains icons for home, settings, logs, and a document. The main content area features a table of players. The first row is highlighted with a black background and a white checkmark in the selection column. A dropdown menu is open for the selected player, showing options: Update firmware, Update APK, Reboot, Troubleshoot, and Share player with other accounts. The 'Share player with other accounts' option is highlighted with a black background and white text. A search bar is visible on the right side of the table. The bottom of the interface shows the last refresh time: 2019-11-07 16:42:34.

Player name	Model
AdeaDoor-A	XDS-10
AdeaDoor-B	XDS-10

Last refresh time : 2019-11-07 16:42:34

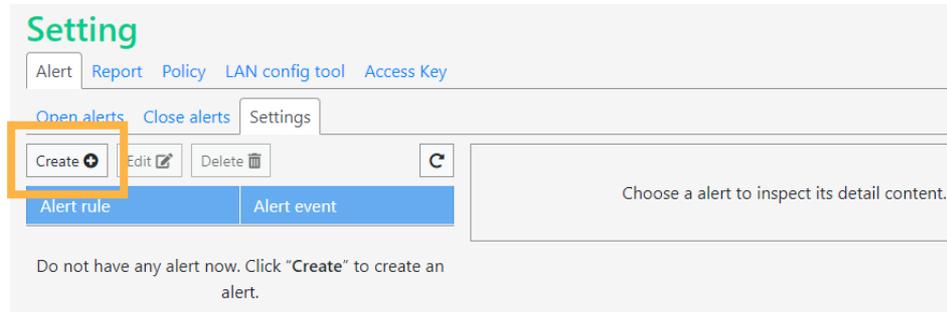
Share Player

1. Enter the account you want to co-work with
2. Specify their authority on the selected players using the check boxes or pre-defined settings
3. After confirmation, the invited co-worker can see the player overview and control the player with their IAdeaCare account under Managed shared devices.



Alert Setting

- You can create alert rules to notify you when something goes wrong so you handle it as soon as possible
- Go to the “Settings” page -> click “Alert email”



Alert Setting (Create alert rule)

1. Click “Create new rule” and start defining the rule
2. Name the rule and select the behaviour you want to monitor
3. Pick your criteria to recognize the behaviour and the frequency of its reporting
4. Decide the monitoring period
5. Decide the reporting to email
6. Select players which follows the rule of alert

If “Auto apply to newly paired players” is checked, the rule will automatically bind all newly paired players

The screenshot shows the 'Create alert rule' interface with the following elements and callouts:

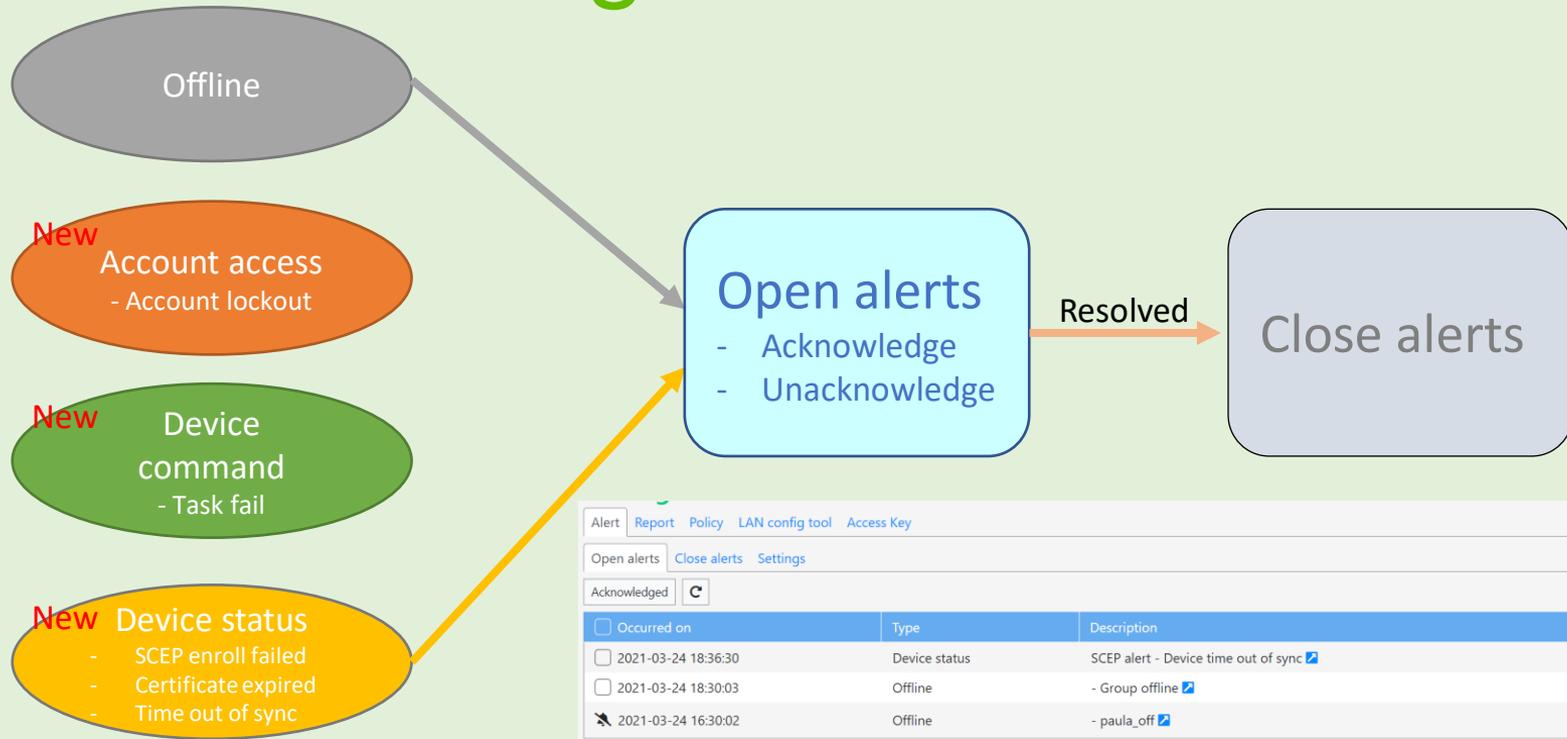
- 1**: 'Create alert' button
- 2**: 'Alert name' input field
- 3**: 'Alert when this situation last for more than' dropdown menu (set to 10 minute)
- 4**: 'Check the event every' dropdown menu (set to 30 minute)
- 5**: 'Monitor period' section with 'From 8:00 to 17:00' selected
- 6**: 'Apply to' table with 'WRP-1000H' selected

Device name	Model
<input type="checkbox"/> XMP-6400	XMP-6400
<input type="checkbox"/> XDS-1088H Guess	XDS-1088-A
<input checked="" type="checkbox"/> WRP-1000H	WRP-1000-L
<input type="checkbox"/> XDS-1078	XDS-1078

Enter valid email(s) here by splitting with comma or 'Enter'...

(split by comma or 'Enter')

Alert Setting (Alert Reporting)



Alert Report Policy LAN config tool Access Key

Open alerts Close alerts Settings

Acknowledged C

<input type="checkbox"/> Occurred on	Type	Description	Action
<input type="checkbox"/> 2021-03-24 18:36:30	Device status	SCEP alert - Device time out of sync	
<input type="checkbox"/> 2021-03-24 18:30:03	Offline	- Group offline	
<input checked="" type="checkbox"/> 2021-03-24 16:30:02	Offline	- paula_off	Unacknowledge

total: 3 « < 1 > »

Ticket Tracker

- You can track the status of your troubleshooting request in the Troubleshoot Tab.

The screenshot shows the 'Troubleshoot' tab in the IdeaCare interface. It features a green header with the 'IdeaCare' logo. On the left, there are navigation icons for Home, Settings, and Help. The main area has a search bar labeled 'Search ticket by subject...' and a 'Refresh' button. Below the search bar is a table with two columns: 'Subject' and 'Issue date'. The table contains two rows: one with 'test' and '2021-03-11 14:10:53 -0800', and another with 'DEBUG' and '2021-03-11 14:09:42 -0800'.

Subject	Issue date
test	2021-03-11 14:10:53 -0800
DEBUG	2021-03-11 14:09:42 -0800

Ticket test

Refresh ticket

Title	test	Issue date	2021-03-11 14:10:53 -0800
Status	Reported	Start date	2021-03-11 14:11:04 -0800
Symptom	playback crash	Finish date	2021-03-11 14:12:03 -0800
Frequency	every day		

Content

test

Track devices

Device name / ID	Status
86a1b1eb-2e08-4186-b544-d5d7703d898d	Success

License Management

- Check the status of your license(s) to all your paired players in the license management page

Contact our sales team at sales@iadea.com to purchase licenses for your players!

The screenshot displays the IDeaCare License Management interface. At the top, the IDeaCare logo is on the left, and the user email 'johnny.chen@iadea.com' is on the right. Below the header, there is a navigation sidebar with icons for Home, Settings, Support, and Alerts. The main content area is titled 'License' and contains a search bar and several action buttons: '+ Add license', 'Import license', 'Reallocate license', and 'Advanced filter'. To the right of these buttons are 'Refresh', 'Export', and a dropdown menu showing '10'. Below the search bar is a table with the following data:

Device name	Warranty	IDeaCare license	Miscellaneous
<input type="checkbox"/> Demo	2022-04-10	Type: essential-bundle Expiration date: 2022-04-10	
<input type="checkbox"/> WRP-1000H		Type: premium Expiration date: 2021-07-20	
<input type="checkbox"/> XDS-1078		Type: premium Expiration date: 2021-06-03	
<input type="checkbox"/> XDS-1088H Guess		No license	

License Management (Add license)

1. Select the intended player(s)
2. Click “Add license”
3. Enter license key(s) to the player(s) you had selected

The screenshot displays the IAdeaCare web interface for license management. The main area shows a list of devices with checkboxes for selection. Two devices are selected: 'WRP-1000H' and 'XDS-1078'. A yellow circle with the number '1' is placed over the 'WRP-1000H' checkbox. Above the list, there are buttons for '+ Add license', 'Support license', 'Reallocate license', and 'Advanced filter'. A yellow circle with the number '2' is placed over the '+ Add license' button. Below the main interface, an 'Add License' dialog box is open, showing a table with columns for 'Player name' and 'License code (separate by .)'. The table contains four rows: 'IAdeaDoor-A' with license code 'ICARE-D4887-BAF05-8F233-67504', 'IAdeaDoor-B' with 'ICARE-90565-F694A-8E37B-2789A', 'IAdea Reception Desk' with 'ICARE-CD384-D9AD3-2943C-A258A', and 'Test IAdea Player' with 'ICARE-39999-8BD9E-4CA34-A1F21'. A yellow circle with the number '3' is placed over the license code input field for 'IAdea Reception Desk'. At the bottom of the dialog box, there are 'Cancel' and 'Next >>' buttons.

Player name	License code (separate by .)
IAdeaDoor-A	ICARE-D4887-BAF05-8F233-67504
IAdeaDoor-B	ICARE-90565-F694A-8E37B-2789A
IAdea Reception Desk	ICARE-CD384-D9AD3-2943C-A258A
Test IAdea Player	ICARE-39999-8BD9E-4CA34-A1F21

License Management (Reallocate license)

1. Click “Reallocate license” to reassign licenses between your players
2. Select the target player
3. Select the Currently Assigned to
4. Select the license you want to reassign in the license table and Click Up Arrow to apply onto the target player
5. Click “Next” to apply the change

The screenshot displays the IdeaCare interface for license management. The top navigation bar is green with the 'IdeaCare' logo. Below it, the 'License' section contains buttons for '+ Add license', 'Import license', and 'Reallocate license' (highlighted with a red circle 1). A search bar and a table of licenses are also visible. The table has columns for 'Device name' and 'Warranty'. Two licenses are listed: 'WRP-1000H' and 'XDS-1078', both with checkboxes (highlighted with a red circle 2).

The 'Reallocate License' dialog box is open, showing the transfer process. It has a title bar with a close button. The 'Transfer license(s) to:' field is set to 'XDS-1078' (highlighted with a red circle 3). Below this is a table with columns for 'License', 'Type', and 'Expiration'. The table is currently empty, but there are up and down arrow buttons (highlighted with a red circle 5) to select a license. The 'Transfer license(s) from:' field is set to '< Nobody >' (highlighted with a red circle 3). Below this is another table with columns for 'License', 'Type', and 'Expiration'. The table contains one license: '*-40940', 'premium', and '2021-06-03Z' (highlighted with a red circle 4). At the bottom of the dialog are 'Cancel' and 'Next >>' buttons.

New Updates

- Power Save
- Screen Saver
- Event Feeds
- Reports
- New Color Theme, minor bug fixes and optimize service performance.

Power Save

- Power Save allows the device to enter “sleep mode” when idle time is reached to reserve power. The feature will go into power save if left in Basic Settings or Android Settings. The device will not go into power save if content is playing.

The screenshot shows the Android Settings app with the 'basic' header. The 'General' category is selected in the left sidebar. The 'Power save' section is highlighted with a red box. It shows a toggle switch set to 'ON' and a text input field for the idle time, currently set to 30 minutes. The volume slider is also visible, set to 47%.

basic

General

Content

AppStart

QR code overlay

Screen off

Maintenance playback

Screen saver

Schedule

Time

Reboot schedule

Device name

Admin Pair - 1616499429(2cc548010bcd)

Output resolution

auto

Display orientation

0

Volume (volume will be set to the nearest value the device supports)

47%

Power save

ON

Enter sleep mode when device idle more than 30 mins (1-300 minutes)

Power save feature is also available in **Batch actions** and **Policy**

Screen Saver

- Screen Saver allows the user to display an image from a hosted server when the player is idle for the set time.

The screenshot shows a configuration window titled "Basic" with a sidebar on the left and a main content area on the right. The sidebar has several sections: "General" (with a gear icon), "Content" (with a calendar icon), "AppStart", "QR code overlay", "Screen off", "Maintenance playback", "Screen saver" (highlighted with a red box), "Schedule" (with a calendar icon), "Time", and "Reboot schedule". The main content area is titled "Screen saver" and contains the following settings: a toggle switch for "Screen saver" set to "ON", a dropdown menu for "Device goes screen saver after" set to "30" minutes, a section for "Screen saver content" containing a text input field for "Content URL" with the value "http://www.your-url.com/test.jpg" and a dropdown menu for "Media type" set to "image/jpg".

- Screen saver feature is also available in **Batch actions** and **Policy**
- Supported media type: **.jpg/.png/.eml**

Event Feeds

- Event Feeds is a Log of all events that have occurred within the account. The Filters option allows the user to search the logs for events that fit within the parameters. Export will export search results to a Excel file.

The screenshot shows the 'Event feeds' page in the IdeaCare system. The interface includes a navigation sidebar on the left, a header with the user's name 'michelle.lin@iadea.com', and a main content area. The main content area has a search bar and a table of events. Annotations with red boxes and arrows highlight specific features: 'Filters' points to the search bar area; 'Export button' points to the 'Export' button; and 'Device task has the link to task detail.' points to the 'Send weekly report' link in the 'Event' column of the table.

Occurrence time	Category	Event	Subject
2021-03-23 19:55:20	System admin activity	Update firmware	Admin has updated firmware (2.2.3-112) on device [Jørgens skærmå]
2021-03-23 19:39:38	Account access	Login	michelle.lin@iadea.com login
2021-03-23 19:39:24	Account access	Login failed	michelle.lin@iadea.com login failed
2021-03-23 19:39:18	Account access	Login failed	michelle.lin@iadea.com login failed
2021-03-23 19:08:47	Account access	Login	michelle.lin@iadea.com login
2021-03-23 18:19:52	Notification management	Send weekly report	Send weekly report - 2021-03-23
2021-03-23 18:18:08	Notification management	Send weekly report	Send weekly report - 2021-03-23
2021-03-23 18:13:54	Notification management	Send weekly report	Send weekly report - 2021-03-23
2021-03-23 18:13:16	Device task	Update firmware	Create task on [Jørgens skærmå] -- Update firmware
2021-03-23 18:11:47	Notification management	Send weekly report	Send weekly report - 2021-03-23



- Login
- Pair device
- Create group
- License reallocation
- Share device
- Alert rule management



- Reboot
- Update firmware
- Basic configuration
- Change device password
- Update IAdeaCare APK
- Clear cache

- SCEP enroll status
- Certificate about to expired
- Device time out of sync



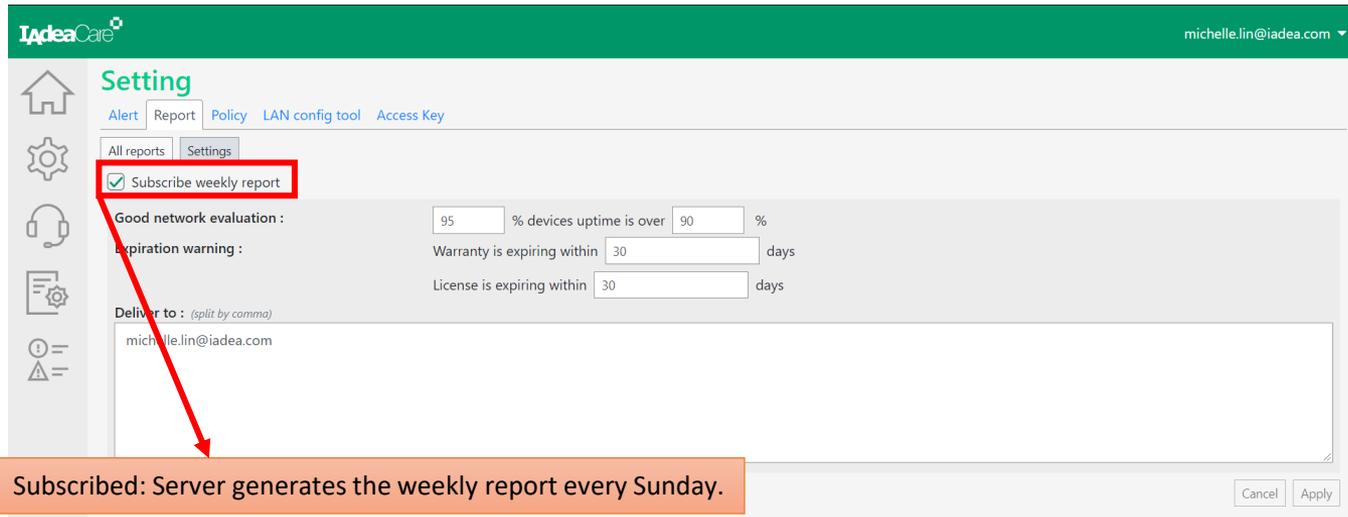
- Change device setting
- Change network setting
- Update config file
- Update device password
- Transfer ownership
- Pair/unpair device
- Share device
- SCEP enrollment/renew

Event logs

- Account access
- Device registration
- Device management
- License management
- Notification management
- **Device task (existed)**
- **Device activity**
- **System admin activity**

Report – Settings

- Configure the settings to be included in the report. Enable a weekly subscription email of the report to be sent to the designated emails.



The screenshot shows the IideaCare web interface. The top navigation bar is green with the IideaCare logo on the left and the user email 'michelle.lin@iadea.com' on the right. The main content area is titled 'Setting' and has tabs for 'Alert', 'Report', 'Policy', 'LAN config tool', and 'Access Key'. Under the 'Report' tab, there are sub-tabs for 'All reports' and 'Settings'. The 'Settings' sub-tab is active, and the 'Subscribe weekly report' checkbox is checked and highlighted with a red box. Below this, there are three rows of settings: 'Good network evaluation' with a value of 95 and a threshold of 90; 'Expiration warning' with a value of 30 days for both 'Warranty is expiring within' and 'License is expiring within'. At the bottom, the 'Deliver to' field contains the email 'michelle.lin@iadea.com'. A red arrow points from the 'Subscribe weekly report' checkbox to an orange callout box at the bottom of the page that reads: 'Subscribed: Server generates the weekly report every Sunday.' The 'Cancel' and 'Apply' buttons are visible at the bottom right of the settings area.

Report – All Report & Content

IdeaCare

Report

Date: 2021-03-14 ~ 2021-03-20

Quick Summary

Report items	Status	Evaluation	Suggestion
Overall device network health:	50% devices uptime over 50%	Good	The device network uptime is within or better than threshold value.
Warranty status tracking:	27% need renew soon 9% warranty expired	Warning	Renew warranty before it expired.
License status tracking:	N/A license need renew 100% of devices without valid license	Good	There is no device license approaching its expiration date. No action is required.

Errors that need attention

Date	Tasks	Failed devices
2021-03-15	Account lockout	1
2021-03-15	Install software failed	1
2021-03-16	Device offline	23
2021-03-16	Device time out of sync	1

Warning messages

Date	Warning	Affected devices
2021-03-17	Delete alert rule	3
2021-03-17	Delete group policy	1
2021-03-17	Login failed	4
2021-03-20	Approaching expiration (renewable) - warranty	3
2021-03-20	Approaching expiration - license	4

Warning

16

16

19

9

9

9

0

total: 7