



User manual - Platform

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Legend

Setting – underlined word means a name of the field on the screen to be fulfilled by characters, or checkbox to be selected or deselected.

Abbreviations


FAQ – Frequently Asked Questions

Introduction

uCloud web application is Unitron Group platform providing easy to use management tools for company portfolio of products.

To access uCloud application use your internet browser and type in the URL of the uCloud (<https://ucloudserver.com/>).

1. Create new account

- Click on  New account button.
- Fill in required information about you into the form.



Username	John_Doe
Password	*****
Confirm password	*****
Name	John_Doe
Email	John_doe@unknown.com
Phone number	+420777999934
Company	Unknown a.s.
Country	Czech Republic
<input checked="" type="checkbox"/> I agree to the processing of personal data	
Create account	

Username will be used for the uCloud logging, see the example “Robert”. Username have to be unique; you will get a warning, if the username has been already used; it can be used for the password reset and log in.

Password and Confirm password will be used for the uCloud log in. Password must have at least 5 characters.

Name: your full name.

Email: your existing e-mail address; it can be used for the password reset, log in and receiving notification messages.

Phone number: your phone number with country code.

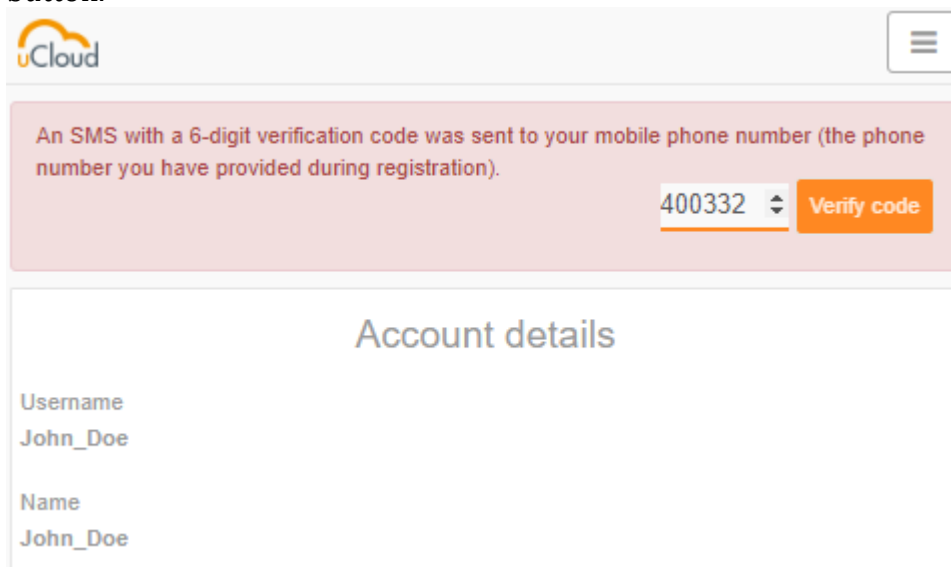
Company: full name of your company.

Country: country where you live.

- Click on **processing of personal data** hyperlink and read, which way we will process your personal data.
- Click on ☐ checkbox, if you agree with processing of your personal data. Your agreement will be displayed by ☒.
- Click on the **Create account** button. If everything was fill alright, then pop-up window with sign “Success” show up.
- After your account was create successfully, then you have to validate it. Check your mobile device, if you received SMS with activation code.


Note: If you not received SMS with activation code, then please wait few minutes. Based on our experiences it can takes even twenty minutes, so please be patient. In meantime is recommended to check, that you entered right phone number.

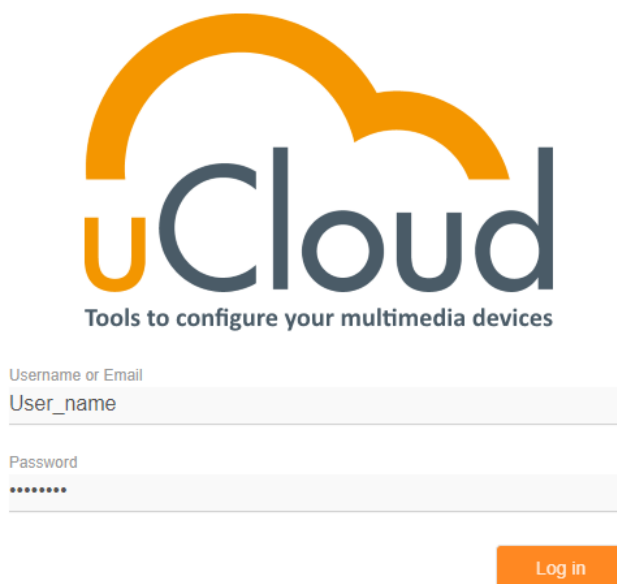
- Enter activation code, that you received in SMS and click on **Verify code** button.



The image shows a screenshot of the uCloud verification interface. At the top, there is a header with the uCloud logo and a menu icon. Below the header, a message states: "An SMS with a 6-digit verification code was sent to your mobile phone number (the phone number you have provided during registration)." Below this message, there is a text input field containing the number "400332" and a "Verify code" button. Below the verification section, there is a section titled "Account details" which displays the following information: Username: John_Doe, Name: John_Doe.

2. Log in

- Click on  button (not needed, when you newly enter uCloud)
- Fill in your username or email
- Fill in password



uCloud
Tools to configure your multimedia devices

Username or Email
User_name

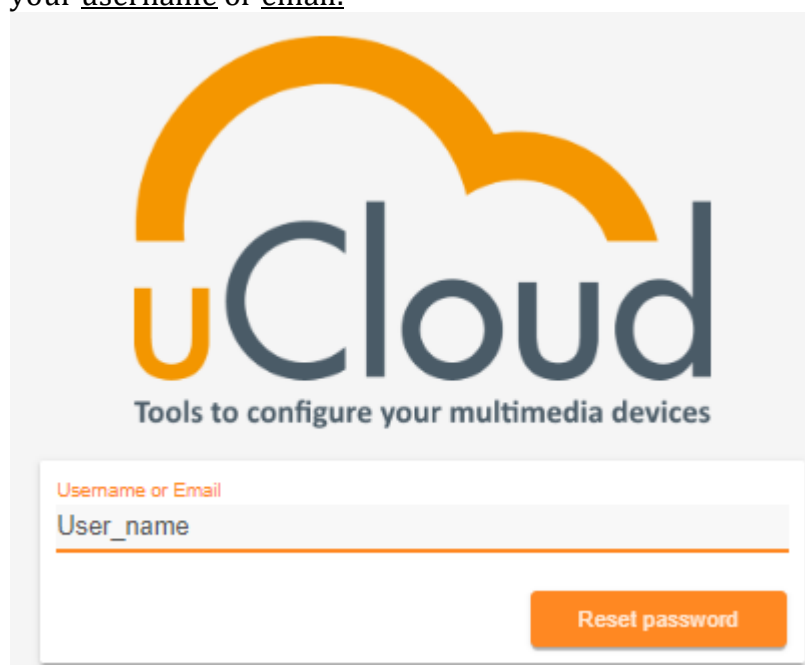
Password
.....

Log in

- Click on  button.

3. Forgot password ?

- Click on  button.
- Enter your username or email.



uCloud
Tools to configure your multimedia devices

Username or Email
User_name

Reset password

- Confirm it with click on **Reset password** button. Then you will be informed, that your password has been successfully reset.
- Open your email box and check, if reset email was received. Please check your spam folder in case you do not see any activation email in received folder.

Note: Reset email receive could take few minutes. Please be patient.



no-reply@ucloudserver.com

komu: mně ▾

You recently requested to reset your password for your uCloud account. Use the button below to reset it.

Reset password

This password reset link is only valid for the next 24 hours.

If you did not request a password reset, please ignore this email.

- Open email and click on **Reset password** button.
- Then you will be redirect to uCloud page and you have to set new password and confirm new password. Password must have at least five characters.



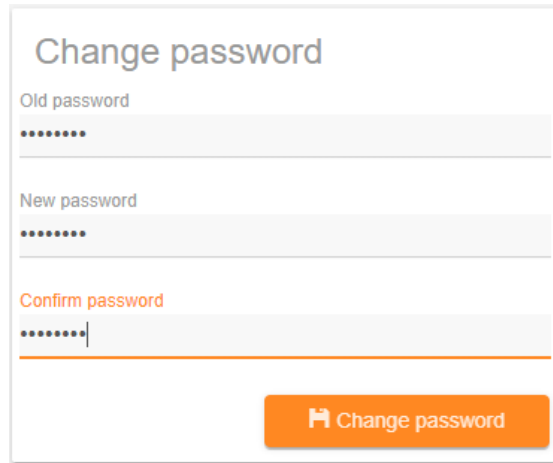
The image shows the uCloud logo with the tagline 'Tools to configure your multimedia devices'. Below the logo, there are two input fields: 'Set new password' and 'Confirm new password', both with masked characters (dots). At the bottom, there is an orange button labeled 'Create new password'.

- Confirm it with click on **Create new password** button.
- You are now able to log in to uCloud with new password.

4. Manage user account

4.1. Set new password

- Click on **Account (User_name) ▾** button.
- Click on **Edit account** button.
- Fill in old password; new password and confirm password.





Change password

Old password
.....


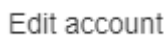


New password
.....

Confirm password
.....

Change password


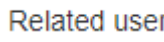
- Click on  button.
- Click on  button, after pop up window show up.
- You can log in with new password from now on.

4.2. Edit account details

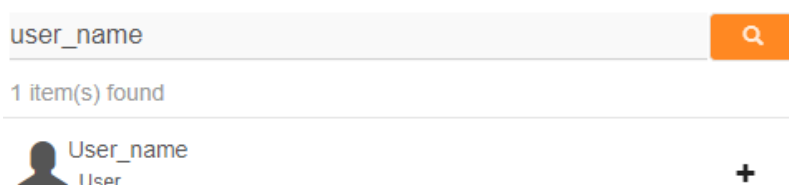
- Click on  button at the top
- Click on  button
- Change name, email, company or country
- Confirm changes by click on  button or click on  button, when you want changes back.

4.3. Add related users

Owner of project can share access with related users. That means, he can allow related users to see data and changing settings. Process of add access to related users is described in manual for each application, that have this functionality.

- Click on  button at the top
- Click on  button
- Fill in name or username of user, that you want to add.

User search



user_name

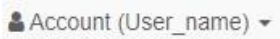


1 item(s) found

User_name	User

Note: You have to fill in full name! Searching is not full-text.

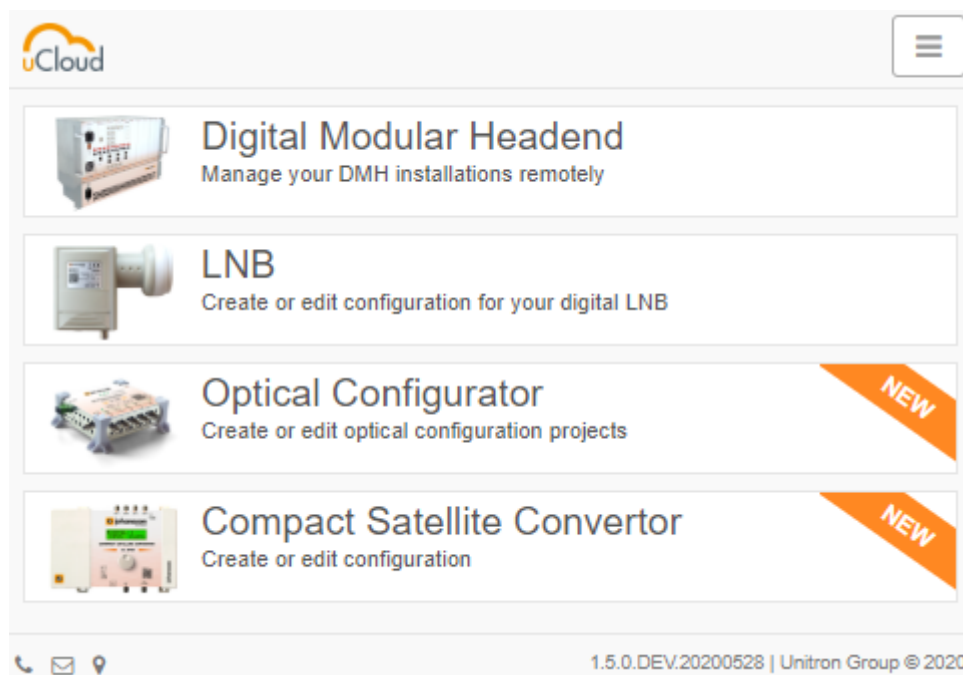
- Click on  button
- Click on  button to add user

4.4. Remove user from related users

- Click on  button at the top
- Click on **Related users** button
- Click on  button next to username, which you want to remove from related users.
- Confirm it by click on  button

5. Dashboard

After you [log in](#) into uCloud, then you will be automatically redirect to Dashboard. There you have access to each available uCloud application.

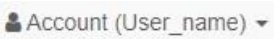



User have access to 4 applications:


1. Digital Modular Headend
2. LNB
3. Optical Configurator
4. Compact Satellite Converter

Note: Each application have standalone manual, which you can find in [Support](#).

6. Log out



- Click on  button
- Click on  button, then you will be redirect to main page.

7. Legacy Remote Access (Flash version)

You will get access to uCloud, that run on Flash by click on the  **Legacy Remote Access (flash version)** button. Adobe Flash Player has to be installed in your device.


8. Feedback

You can report us some technical problem or tip for improvement.

- Click on  button in upper right corner
- Enter email address and describe your request, tip or problem
- Send your feedback by click on  button.

9. Support

There you can find manuals for uCloud and FAQ.

- Click on  button in upper right corner

10. Contact

If you need direct contact Unitron or visit headquarters, then you can use mobile number, email to sales department or address. Click on information will cause:

- 1 send a mobile number to your phone
- 2 open an email to UNITRON sales
- 3 open an address of headquarters on Google maps

