Tools to configure your multimedia devices

User manual - Platform

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Legend

<u>Setting</u> – 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.

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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 charakters.

Name: your full name.

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

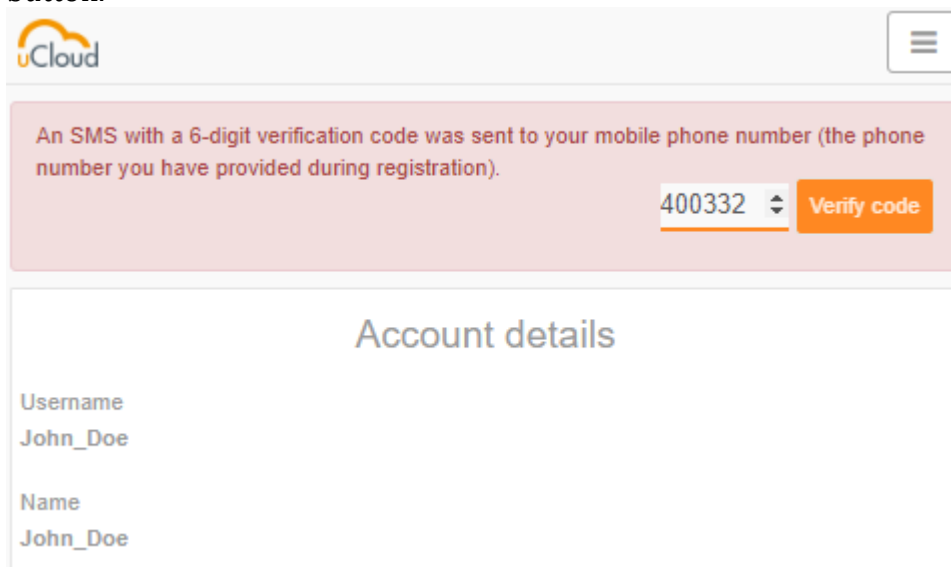Phone number: your phone number with country code.

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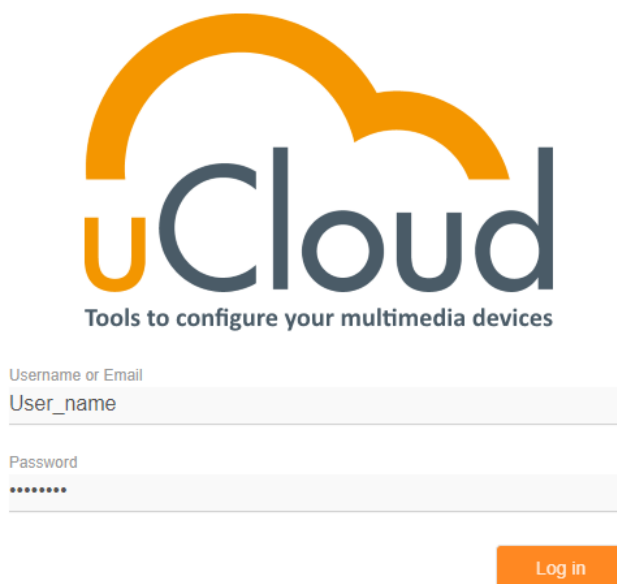
- Enter activation code, that you received in SMS and click on Verify code button.

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2. Log in

- Click on **➔] Log in** button (not needed, when you newly enter uCloud)
- Fill in your <u>username</u> or <u>email</u>
- Fill in <u>password</u>
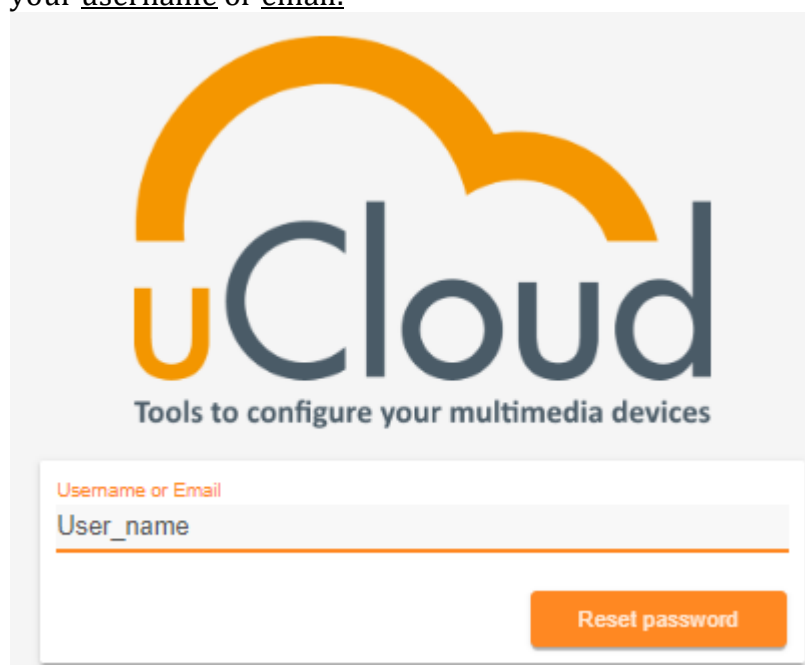
- Click on **Log in** button.

3. Forgot password ?

- Click on **↻ Forgot password** button.
- Enter your <u>username</u> or <u>email.</u>

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- Confirm it with click on 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.

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

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

4. Manage user account

4.1. Set new password

- Click on button.
- Click on button.
- Fill in <u>old password</u>; <u>new password</u> and <u>confirm password.</u>

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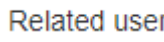
- Click on [Change password] button.
- Click on [OK] button, after pop up window show up.
- You can log in with new password from now on.

4.2. Edit account details

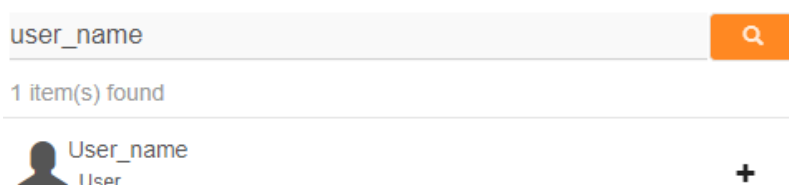- Click on [Account (User_name)] button at the top
- Click on [Edit account] button
- Change name, email, company or country

- Confirm changes by click on [Save] button or click on [Reset] 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 [Account (User_name)] button at the top
- Click on [Related users] button
- Fill in name or username of user, that you want to add.
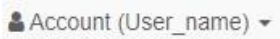
Note: You have to fill in full name! Searching is not full-text.

- Click on [Q] button
- Click on + button to add user

4.4. Remove user from related users

- Click on ![Account (User_name)] 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 ![OK] 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.
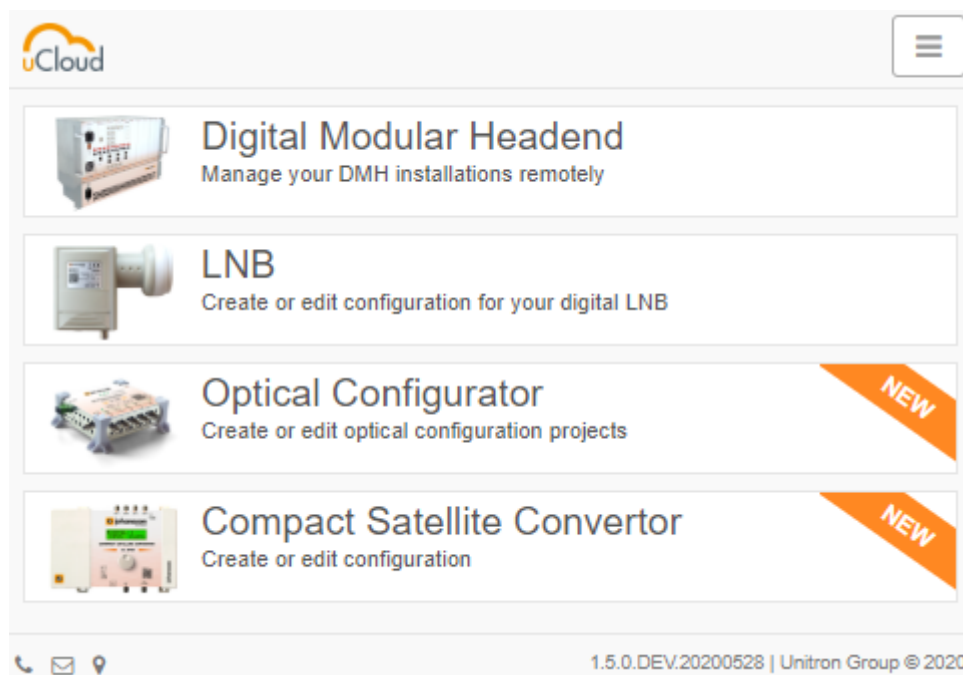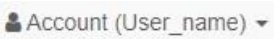

User have access to 4 applications:

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

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

6. Log out

- Click on ![Account (User_name)] button
- Click on ![Log out] 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 **Feedback** button in upper right corner
- Enter <u>email address</u> and describe your <u>request, tip or problem</u>
- Send your feedback by click on **Submit** button.

9. Support

There you can find manuals for uCloud and FAQ.

- Click on **Support** 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

1   **2**   **3**

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