

Customer Guide Of IPC Smart Workstation

No.	Modify Content	Time	Revised by
01	Update workstation V3.1.0 version content	2022-05-18	牙牙
02	Updated customer login method	2022-8-1	GD
03	Update 「Billing Center」	2022-8-24	牙牙
04	Updata Order Record 's picture	2022-9-7	牙牙
05	Update 「Marketing management」 -2.0 system upgrade required	2022-11-10	牙牙
06	Update 「Dashboard」	2023-1-12	牙牙
07	update 「Description of workstation homepage」 -Multiple Apps Manage	2023-10	GD
08	Update 「H5 Promotions」	2023-11	GD
09	Update 「Service Style」 -Cloud Storage Banner config for 432 panel device	2023-11	GD
10	Update V3.11.0 「Redemption Code」	2023-12	GD
11	Update V3.11.0 「Product Page Banner Group」 management function	2023-12	GD
12	Update V3.12.0 「432-Panel	2024-2	GD

	Device Service Hall Tab」 management function		
13	Update V3.13.0 「App H5 Quick Build」 function	2024-5	GD
14	Update V3.13.5 「Historical Inventory」 「Video Message Page Banner」 function	2024-6	GD
15	Update V3.13.6 「Unlimited Data 4G Package」 function	2024-6	GD
16	Update the function of "Banner on the IPC Device Settings Panel" in V3.14.0	2024-7	GD
17	Update the function of "Channel Management" in V3.15.0	2024-10	GD
18	Update the functions of "4G Service Background Activation and Device Information Inquiry" in V3.16.0	2024-11	GD
19	Update the relevant content of "Service Hall v2.0" in V3.18.0	2025-1	GD
20	Update the Service Mall		

1. Process Overview

IPC Smart Protect Workstation , (hereinafter referred to as "Workstation") access addresses of the major regional data centers are as follows, if you are not sure which data center should be selected in your country, please consult your business manager:

➤•**China Data Center:** <https://protect.console.tuya.com>

➤•**American Data Center:** <https://protect.console.tuya.us.com>

➤•**Europe Data Center:** <https://protect.console.tuya.eu.com>

➤•**India Data Center:** <https://protect.console.tuya.in.com>

※ In consideration of user privacy isolation and relevant regulations on network security in various regions, we have isolated data centers in four regions for global business data. If you need to operate in multiple regions, just login corresponding region domain with your IoT account & password to operate and manage.

For example, if you need to conduct business in the United States and France, you need to independently login by IoT account in the United States and Europe domain;

When the C-end user on your OEM App registers his account, he needs to select the registration country & area. The data corresponding to the registered area will be automatically transferred to the server in the region, and you can view the corresponding data in the workbench of the corresponding region.

2. Account login & APP Bind

Use your IoT account & password to login the workstation domain, after login you will have 15 days trial time. To extend the time and bind with your app, you need to contact your BD and provide necessary info like your account registration region/iot account/app name. Only after bind with app, you can see corresponding app data includes IPC amount, cloud storage orders, user amount, etc...

If you wish to get revenue from IPC cloud storage, we have two cooperation model: Revenue-sharing mode, Reselling mode, different mode requirement is different, and permission to use workstation is also different. (reselling mode can also manage cloud storage service plan. For non-reselling mode client, the cloud storage service plans including price is defined by tuyu side)



Login page ↑



Welcome to Smart Protect Workstation

Operating Area

Central Europe Data Center



Country/Region

+49(Germany)



Account

Enter your Phone Number or Email

Password

Enter your Password



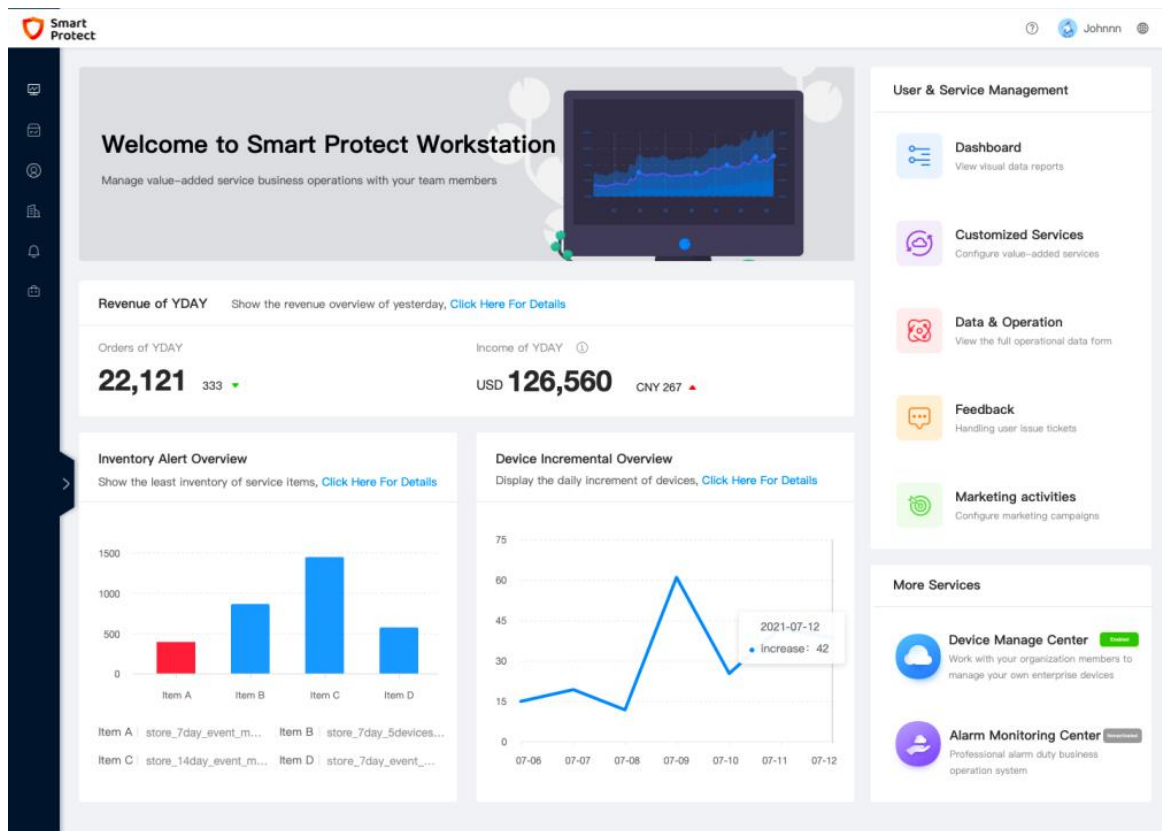
☐ Agree [《Terms of service》](#) [《Legal statement》](#) [《Privacy policy》](#)

Sign in

Login with IoT account, or [Register](#)

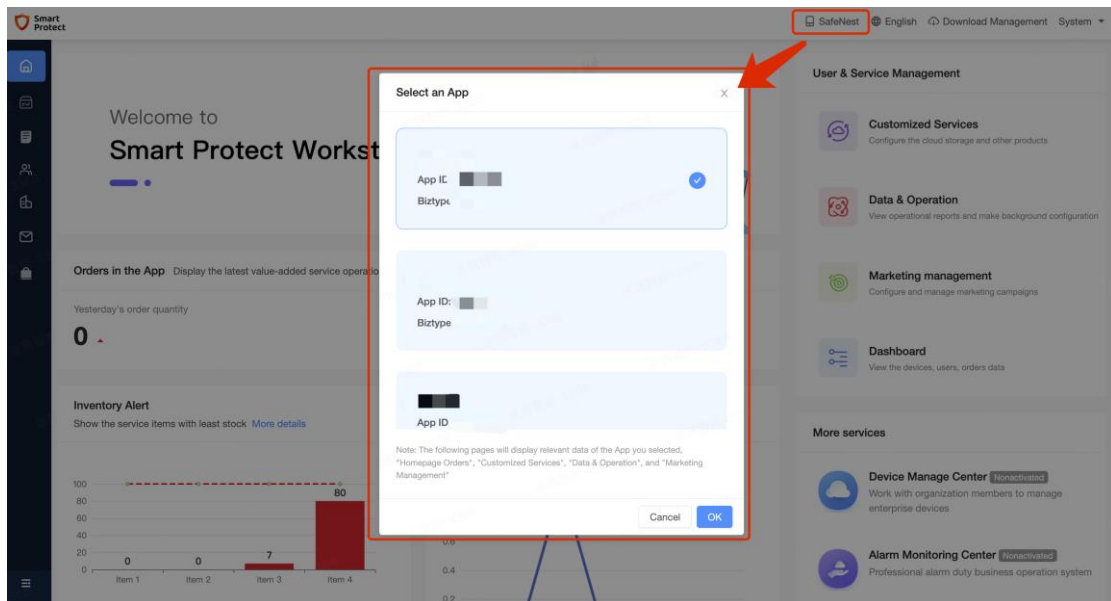
[Forgot password](#)

3. Description of workstation homepage

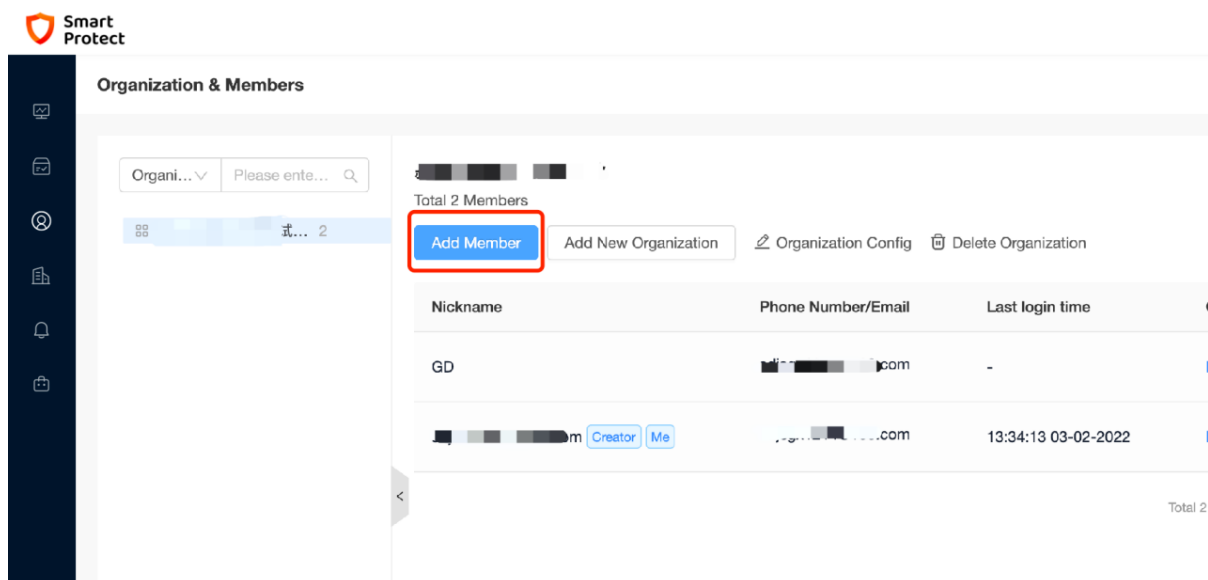


Homepage ↑

- 1) The menu bar is displayed on the left, click to enter different function pages
- 2) The middle part displays App operation data, which are: Yesterday's number of value-added service orders and revenue amount, service item inventory status, and device increment in the last 7 days
- 3) Display function entrance on the right
- 4) The IPC workstation supports one IoT account to associate and manage multiple Apps. If you need to manage multiple Apps, please contact your BD / business manager and provide information about multiple Apps, including App Name and your IoT account and operation regions, and we will help you set the binding relationship of apps and IoT account. After the setting is completed, click on the red box area in the picture below to select the App for management, including: product configuration, marketing activity configuration, order query. Multiple Apps will use unified inventory, and App users' payments will also enter the unified IoT account's collection account.



4. Hierarchy & System Admin



Step1: click the Add Member ↑

Organization & Members

Organization: 寂地的美区线上测试企业

* Account

☐ Phone Number ☒ Email [Add from existing members](#)

+1(United States of America) samplemail@gmail.com

* Nickname

JULLY

Real Name

Please input

Identity

Please input

Cancel OK

Step2: create an sub-account for another company member, input the phone OR email as the account ID and give him a nickname ↑

Organization & Members

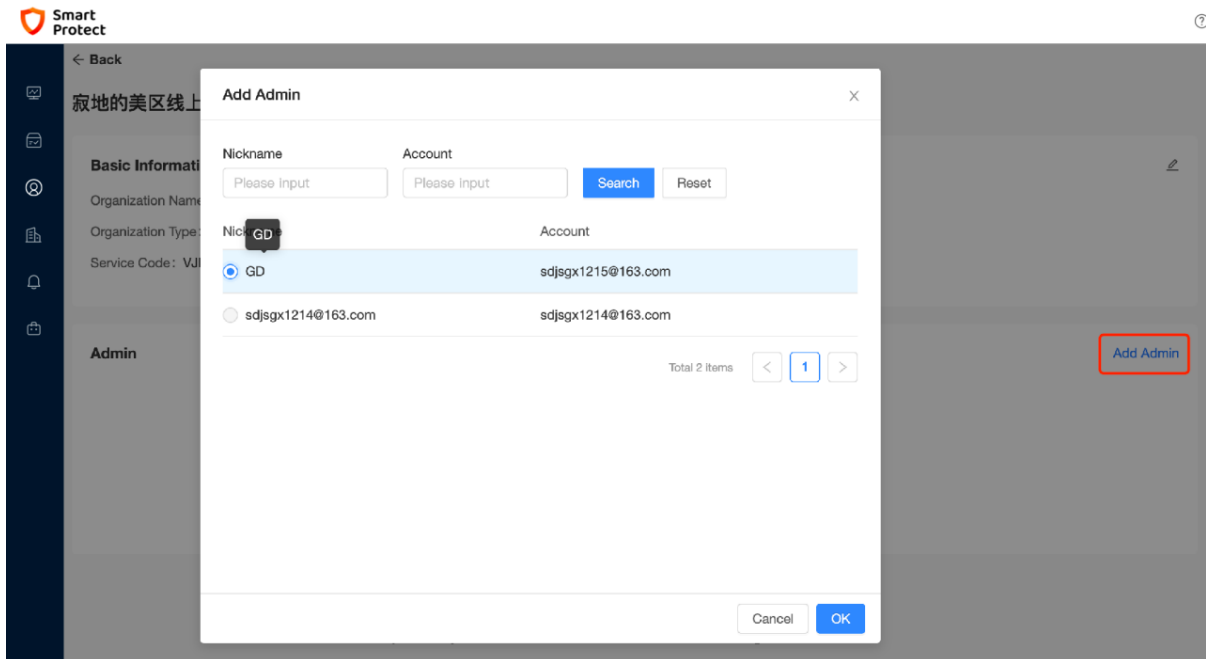
Total 1 Members

[Add Member](#) [Add New Organization](#) [Organization Config](#) [Delete Organization](#)

Nickname	Phone Number/Email	Last login time	Operate
sdjsgx1214@163.com Creator Me	sdjsgx1214@163.com	13:34:13 03-02-2022	Details / Modify

Total 1 Items < 1 >

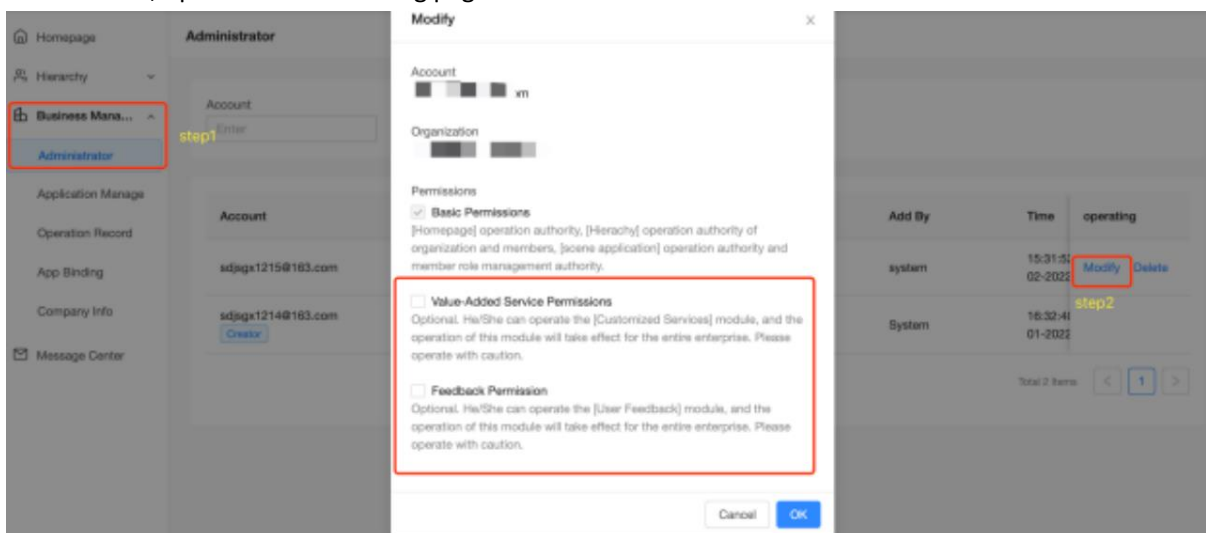
Step3: click the Org. Config



Step4: Click the “Add Admin”, select an existed member account, click OK, you creat an admin account, He/She can login the workstation with this account ,and the initial account password will be sent to his/her phone OR email adress.

The admin has the right to check the operation data of the binding app,

You can decide whether to open the administrator's permission for customized services according to your actual needs, open it in the following page:



Step5: control the customized service permission of admin

5. Service items Inventory Manage

1) . Service inventory viewing and inventory warning

After binding the App, you can view the inventory consumption of your service items on this page:

① Inventory purchase and sales records

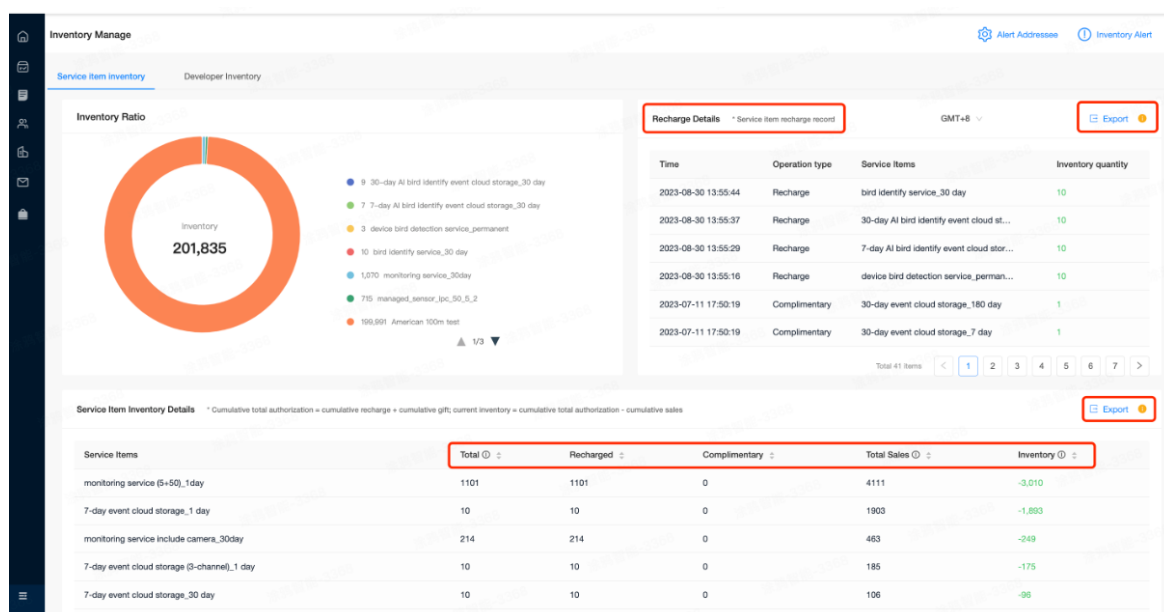
You can view the inventory entry and exit records under this IPC workbench account

② Inventory Details File Export

Supports exporting and downloading the inventory details form as an Excel file. You can select the appropriate time zone when exporting.

③ Inventory Alert Configuration

In the "Inventory Alert Configuration" function in the upper right corner, you can set the inventory alert reminder quantity of the service item. When the inventory is consumed to this quantity, a reminder email will be automatically sent to the alert email recipient you configured. Even if the contract is signed, inventory replenishment is guaranteed to ensure the online App Normal sales of services



④ Historical Inventory Snapshot Query

In the "Service Item Historical Inventory Query" tab, you can select the time zone + month to query the inventory data at that time

- This function was launched in June 2024, and data before that cannot be checked

Service Items	Quantity
14-day event cloud storage_30 day	-1
14-day event cloud storage_365 day	0
30-day event cloud storage_180 day	0
30-day event cloud storage_30 day	389
30-day event cloud storage_365 day	12
30-day event cloud storage_7 day	1
30-day event cloud storage (3-channel)_30 day	-117
30-day event cloud storage (3-channel)_365 day	34
30-day event cloud storage (5-channel)_30 day	-3
30-day event cloud storage (5-channel)_365 day	93
7-day event cloud storage_120 day	0
7-day event cloud storage_180 day	-4

2). Redemption code management

※ This function requires you to contact your business manager to activate the menu permission first. Only after activation can you see this menu, and at the same time, the "Exchange Service" entrance will appear in your OEM App. When the permission is not enabled, the redemption code entrances of the workbench and App are hidden.

- ① On the redemption code management page, you can create redemption codes in batches, manually invalidate them, query the usage status, user, usage time, etc. of a created batch of redemption codes.
- ② When creating a redemption code, please select the service category first, then select a single-issue product that you have created under this category (automatic renewal products cannot be used to create a redemption code), enter the number of redemption codes you need, and the redemption code. When the code expires, it can be created successfully. This batch of redemption codes can be sent to users to redeem on the APP. The redemption code query page can batch export a certain batch of redemption codes into Excel files.
- ③ If the product you want to redeem is not displayed in the APP product list, you can select "Hide" when creating the product.
- ④ Orders generated through redemption codes will be displayed as "redemption code" type orders in the order list

Smart Protect

EnglishDownload ManagementSystem

Homepage

Inventory Manage

Inventory Manage

Redeem code

Billing center

Hierarchy

Business Manage

Message Center

Service mail

Redeem code

Redeem Code Inquiry

Query Conditions

Commodity ...

Service Item

Select

Created Time

Start Time ~ End Time

Due Time

Start Time ~ End Time

Service Status

Select

Search

Reset

+ Create redemption code

Create ID	Commodity CODE	Product Name	Service Item	Service Period (Day)	Quantity	Creation Time	Expire Time	Operation
028 9n0... .5WL	g4	7-Day Event Storage Plan (Annually)	7-day event cloud storage_365 day	365day	1	2023-12-18 17:14:36	2027-12-04 17:14:32	View Disable
		7-Day Event Storage Plan (Annually)	7-day event cloud storage_365 day	365day	2	2023-12-18 10:11:36	2026-12-06 10:11:31	View Disable
		7-Day Event Storage Plan (Annually)	7-day event cloud storage_365	365day	1	2023-12-14 16:59:40	2028-12-02 16:59:35	View Disable

Redemption code management

Redemption creation

Redeem Code Inquiry

Query Conditions

Commodity ...

Service Item

Select

Service Status

Select

Search

Reset

+ Create redemption code

Create redemption code

* Service Category

Please select a service cate...

* Select Product:

Only single-term products c...

* Quantity:

Please enter a positive integer

* Expire Time:

Select date

The redemption codes can no longer be redeemed for service when expires, please set the expiration time carefully.

Cancel

OK

Create ID	Commodity CODE	Product Name	Service Item	Service Period (Day)	Quantity	Creation Time	Expire Time	State
PROD1701336 9808716P2VS	CMd50t51x5it s2	2	7-day event cloud storage_30 day	30day	1	17:36:20 11-30-2023	17:36:17 12-10-2023	Efficient
PROD1701160	CMd50izm7ibc	pin	7-day event cloud storage	30day	11	15:37:17 11-29-2023	15:37:15 11-29-2023	Expired

Redemption code management

Redemption creation

Redeem Code Inquiry

Query Conditions

Redemption...

Created Time

Start Time ~ End Time

Due Time

Start Time ~ End Time

Create ID

PROD17013369808716P2VS

Service Status

Select

Search

Reset

Export

Redemption ID	Create ID	Commodity CODE	Product Name	Service Name	Service Period (Day)	Creation Time	Expire Time	State	Activate Time	Activate User
350FFBAA3 07A4A579A9 2ED023D83 0FF3	PROD17013 369808716P 2VS	CMd50t51x5 its2	2	7-day event cloud storage_30 day	30day	17:36:20 11-30-2023	17:36:17 12-10-2023	Unused	-	

Total 1 item

All Orders

Auto-Renew Record (New)

Auto-renew Record

GMT

Query Conditions

Product Type

Service Item

Order Status

Paid Type

Order Type

Business Mode

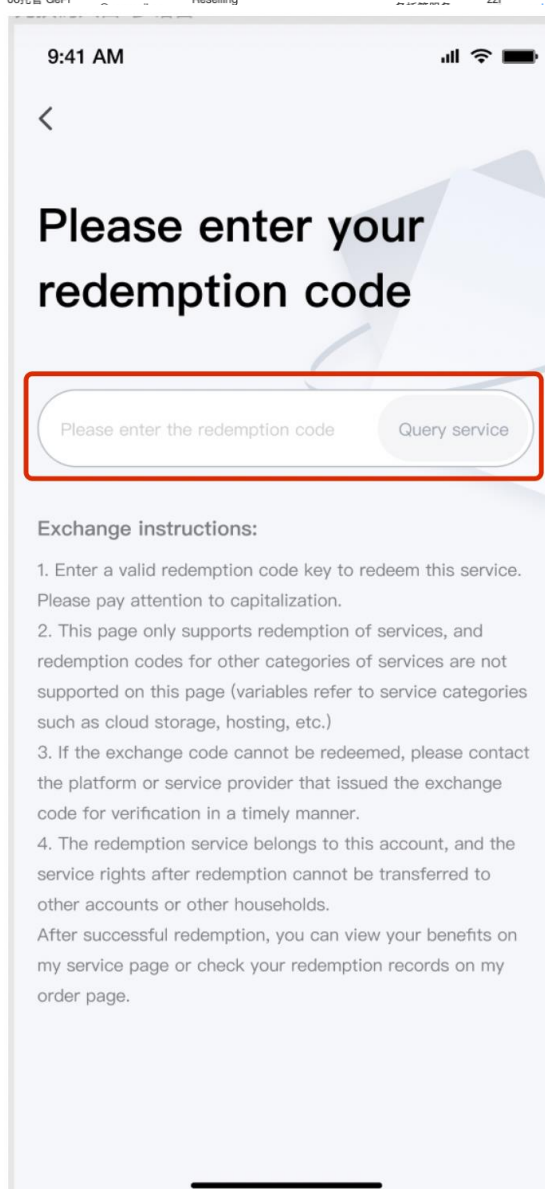
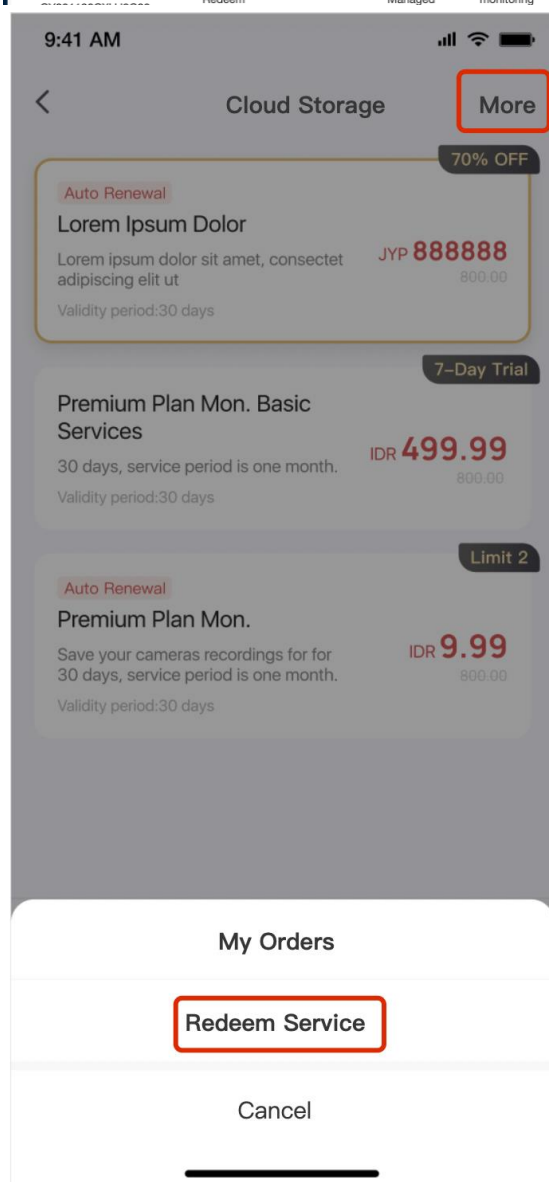
Whether the split mode is satisfied

Creation Time

Search

Export

Order ID	Order Type	Period of the order	Service Type	Service Item	Product Name	User Account	Business Mode	Whether the split mode is satisfied	Redeem Code	ation
CY231130CJG8CIDC	Redeem Code	--	Data Package	10MB data package (CTC)_7day	4G 10M Y	zz06.onl.cn1@yopmail.net	Reselling Mode	-	线上增值服务托管服务测试账号	zzfme order del
CY231128DO1WXIO	Trial	--	IPC Cloud Storage (New)	7-day event cloud storage_30 day	06 试用TrPr 1-7-30 Y	zz06.onl.cn1@yopmail.net	Reselling Mode	-	线上增值服务托管服务测试账号	zzfme order del
CY231128DMQQUJGG	Redeem Code	--	Data Package	10MB data package (CTC)_7day	4G 10M Y	zz06.onl.cn1@yopmail.net	Reselling Mode	-	线上增值服务托管服务测试账号	zzfme order del
CY231128CZCN2UWW	Redeem Code	--	Managed Service	monitoring service_30day	06托管 GePr 50-30 Y	zz06.onl.cn1@yopmail.net	Reselling Mode	-	线上增值服务托管服务测试账号	zzfme order del
...	Redeem	...	Managed	monitoring	06托管 GePr	zz06.onl.cn1	Reselling	...	线上增值服	zzf





←

CreateCloud Storage

Auxiliary Price Info

* Average Price ⓘ

☒ None
☐ Show daily average price

* Crossed-Out Price ⓘ

☒ None
☐ Display crossed-out price

Publish Terminal

* Whether the product is displayed on App (This can be configured for products used for back-end activation, redemption):

☒ Exhibit
☐ Hide

* Please select release terminal (At least one)

☒ App
☐ IPCWeb

6. Billing Center

If you have signed a cloud storage sharing agreement with Tuya, you can see your sharing agreement and sharing bill in the billing center after logging in to the workbench. The sharing bill will be pushed to your "shared bill" on the fifth working day of each month. Download and analyze billing details.

Split Contract: Display your current cloud storage split contract in effect, including split contract ID, service name, split ratio and settlement information.



Help & Support

English

Trial 商务模式01

Homepage

Inventory Manage

Billing center

Sharing agreement

Share bill

Hierarchy

Business Manage

Message Center

Service mail

Split Contract

Split Contract ID	Service Name	Split Ratio	Settlement Platform	Receiving IoT Account	Currency	Operation
IPC20220812745654	IPC Cloud Storage (Original) Customer Sharing Confirmation	20.0%	IOT	shangwumoshi01pre@bccto.cc	USD	View bill

Split Bill: Show the list of bills and bill details that have been billed in history.

Smart Protect

Help & Support

English

Trial

商务模式01

Homepage

Inventory Manage

Billing center

Sharing agreement

Share bill

Hierarchy

Business Manage

Message Center

Service mail

Split Bill

Select a Split Contract ID

Start Time ~ End Time

Billing Status

Search

Reset

Time	Service Name	Bill ID	Currency	Amount to be settled	Billing Status	Operation
202208	IPC Cloud Storage (New) Customer Sharing Confirmation	EU2208227811321	USD	8.09	Unsettlement	Download Details
202208	IPC Cloud Storage (New) Customer Sharing Confirmation	EU2208221052864	USD	0.00	Settled	Download Details
202208	IPC Cloud Storage (Original) Customer Sharing Confirmation	EU2208222101080	USD	7.99	Unsettlement	Download Details
202208	IPC Cloud Storage (Original) Customer Sharing Confirmation	EU2208152033472	USD	3.06	Unsettlement	Download Details
202208	IPC Cloud Storage (New) Customer Sharing Confirmation	EU2208121322612	USD	0.70	Unsettlement	Download Details

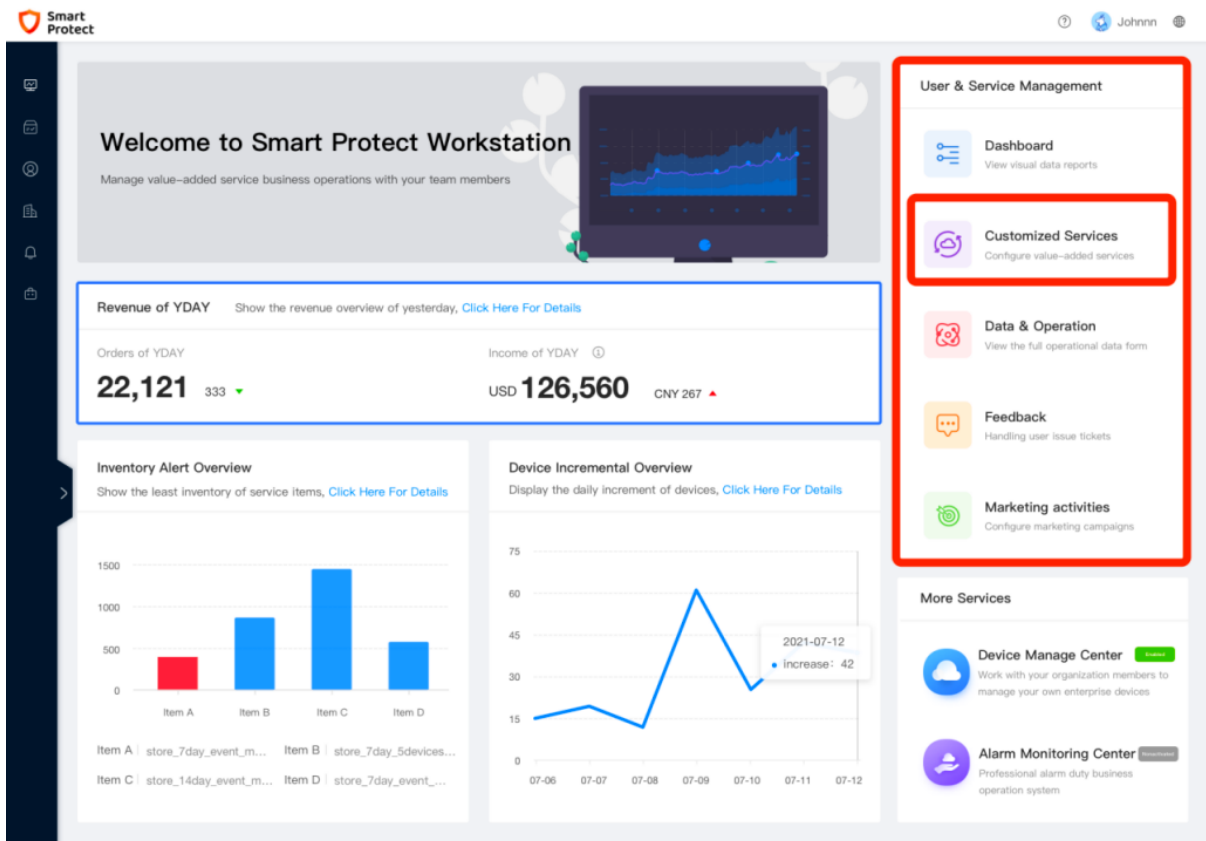
Total 5 Items

<

1

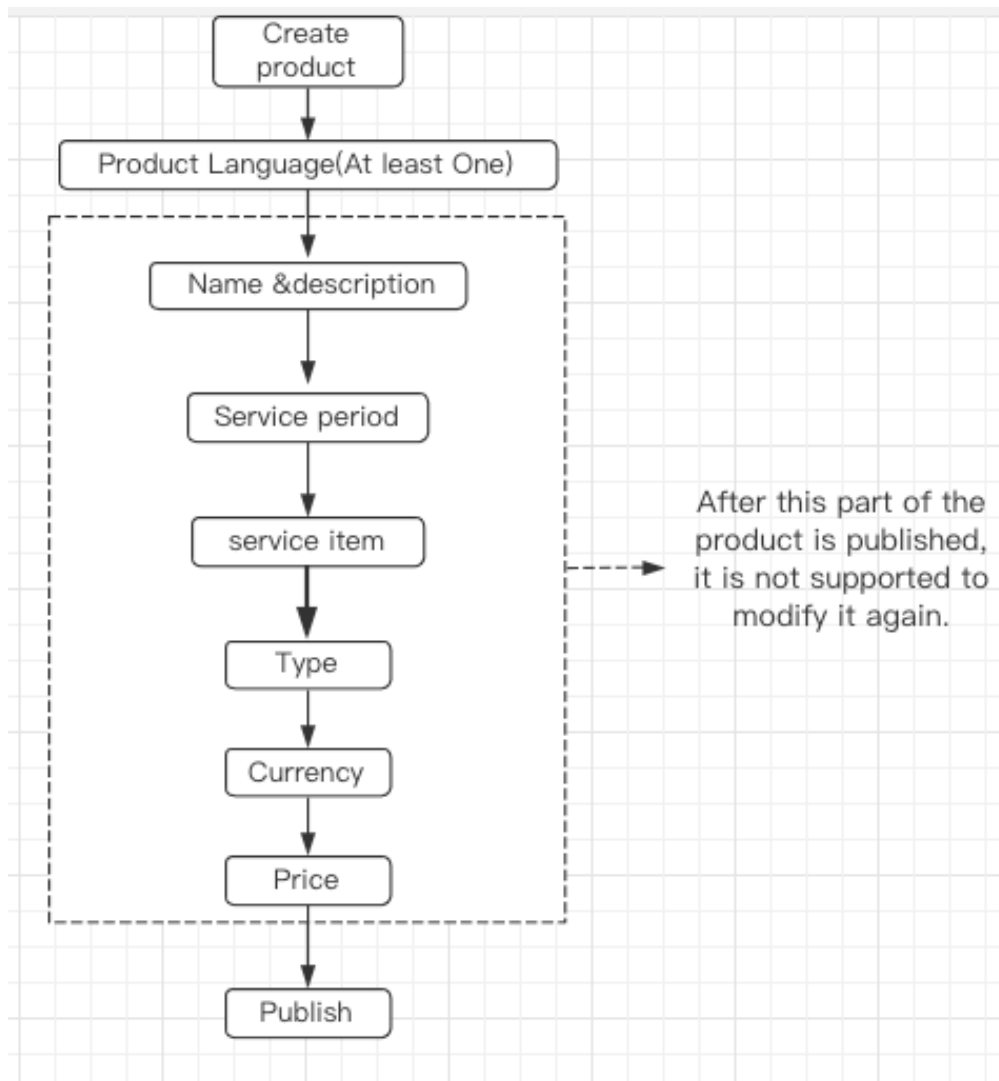
>

7.Customized Services Manage



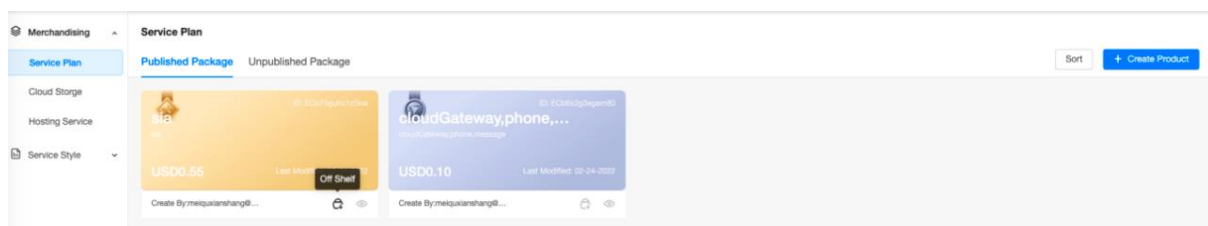
↑ Entrance

1). Customized Service: Merchandising & Service Style



① Service Plan:

Support multiple service types to be packaged into a package, support metalanguage configuration, product configuration, pricing, shelf-sale and other functions.



- a. Multi-language Configuration: Chinese Simplified, English (selected by default), Chinese Traditional, Spanish, , French, Japanese, Italian, Korean, Portuguese, Russian,

Arabic, German

b. Support Service Name and Service Description editing

c. Support image selection and custom upload (The image must be 1029*516 pixels and no larger than 400 KB in size. Supported formats are PNG, JPG, and JPEG)。

d. Select service item (support multiple selection): Cloud Service, Hosting Service, Message and Phone

e. Product Type:

General Product: Disposable Consumer Goods

Subscription Product: Long-term subscription (renew indefinitely) and fixed-period subscription (renew within a fixed period) are supported

Time Card : After creating a time card product, you need to provide the corresponding Commodity Code to the account manager to generate an activation code for the user to activate the service after entering it in the app.

f. Support multi-currency settlement: US dollar, Canadian dollar (US and Canadian currencies are mutually exclusive, default US dollar), Hong Kong dollar, Chinese yuan, British pound, euro, China-Africa financial cooperation franc, Kenyan shilling, Brazilian real, Japanese yen, Australian dollar, Russian ruble, Nigerian Nair, Armenia Dram, Mexican Peso

g. Pricing

h. Product introduction page configuration

i. Display the link to the introduction of the associated service item

Merchandising

Service Plan

Cloud Storage

Hosting Service

Service Style

Basic

Language (At least One)

Chinese X English Add

* Service Name

请输入 Chinese

Please Input English

* Service Description

请输入 Chinese

Please Input English

* Image

Default Custom





* Service

+ Add

* Product Type

General Product Subscription Product Time Card

* Currency(At least One)

United States Dollar X Chinese Yuan X Add

* Unit Price

Enter Chinese Yuan

Enter United States Dollar

Introduction

Paragraph1 Paragraph2 Add

Paragraph1

* Title

请输入 Chinese

Please Input English

* Icon and Content Add

Icon

+ Add Pictures

The image must be 114*114 pixels and no larger than 400 KB in size. Supported formats are PNG, JPG, and JPEG.

② Cloud Storage (Some functions require the 2.0 system upgrade):

Support metalanguage configuration, product configuration, pricing, shelf-sale and other functions.

Merchandising

Service Plan

Cloud Storage

Hosting Service

Service Style

Cloud Storage

Status

Product Type

Service

Service Period

Please select

Please select

Please select

Enter Day Search Reset

+ Create Product

Product Cover	Service	Product Type	Service Period	Last Modified At	Last Modified By	Status	operating
1 3-channel 7-day event cloud... USD1.00 Validity Period: 30day	3-channel 7-day event cloud storage_30 day	Subscription Product ECaswK9k3b4c	30day	20:38:51 09-15-2021	meixuanhang@163.com	Published	Remove View

Total 1 items < 1 >

- Support multi-currency settlement and metalanguage configuration
- Support service name and service description editing
- Support service cycle and service item configuration

d. Product Type: General Product, Subscription Product, Time Card. Subscription products support trial period configuration。

e. Pricing

The screenshot shows a web interface for configuring cloud storage. On the left is a sidebar with a 'Merchandising' menu containing 'Service Plan', 'Cloud Storage' (highlighted), 'Hosting Service', and 'Service Style'. The main area is titled 'Create Cloud Storage' and is divided into two sections: 'Basic Attribute' and 'Price Information'.

Basic Attribute

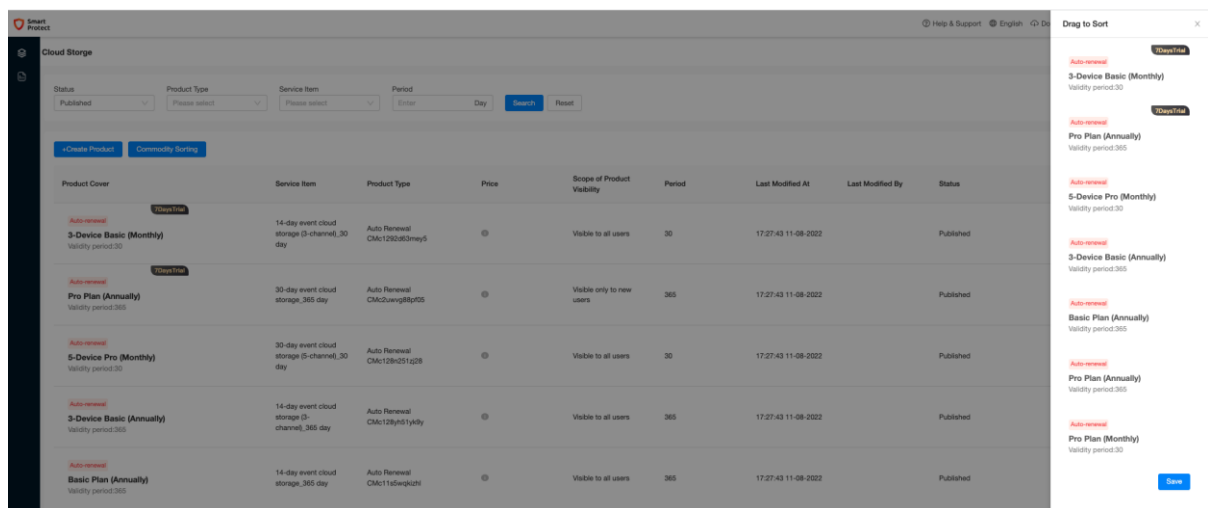
- Product Language (At least One):** Includes buttons for 'Chinese X', 'English', and a '+ Add' link.
- * Product Name:** Two input fields with labels 'Chinese' and 'English', each containing the placeholder 'Enter'.
- * Product Description:** Two input fields with labels 'Chinese' and 'English', each containing the placeholder 'Enter'.
- * Service Period (Day):** A dropdown menu currently showing '30'.
- * Service:** A dropdown menu showing '3-channel 7-day event cloud storage_30 day'. Below it, a note reads: 'Store event video history for 7 days up to 3 camera, this service is valid for 30 days'.
- * Product Type:** Three radio buttons: 'General Product' (selected), 'Subscription Product', and 'Time Card'.

Price Information

- * Currency(At least One):** Includes buttons for 'United States Dollar X', 'Chinese Yuan X', and a '+ Add' link.
- * Unit Price:** Two input fields with labels 'Chinese Yuan' and 'United States Dollar', each containing the placeholder 'Enter'.

.....
The following cloud storage configuration functions require the 2.0 new system upgrade

f. Commodity sorting: For the display order of cloud storage products on the App, drag-and-drop sorting operations are supported



g. Product name color customization: support product name customization color number configuration

h. Product background selection, support for custom background image upload(1029*462PX, PNG/JPG/JPEG, ≤200Kb)

i. Subscription products support the first trial configuration, and there is no trial by default. The trial product is the same as the service item of the subscription product. You can select the number of days of free trial provided by the service to the user. After the trial days are completed, the automatic renewal plan will be automatically entered. Both the trial product and the subscription product need to be written off for the customer

j. Subscription Trial Product Requisition Rules: Customers can configure user requisition rules for trial products. By default, each C-end user account can receive once, or configure each device to receive once.

k. Product visibility range: Supports configuring the display rules of products on the front end. By default, all C-end users are visible, and "only new users can see" or "only old users can see";

l. Product modification: After the product is put on the shelves, the basic attributes and price information can be modified from the shelf. The basic attributes can be modified in Chinese, multi-language, and background styles; both subscription products and ordinary products support price adjustment (after the price adjustment

of subscription products, old users will follow the original price adjustment. The price is renewed, new users pay the subscription according to the price after the price adjustment, and the App price display can be updated after the price adjustment)

m. Product configuration preview: The right side of the cloud storage product configuration is the actual App display style of the product to achieve effect preview

The screenshot displays the 'CreateCloud Storage' product configuration interface. The left panel contains various configuration options:

- Product Name:** New Plan (Chinese), 14-day Event Plan (English)
- Product Name Color:** System Default Color, customize (green)
- Product Description:** New Plan (Chinese), New Plan (English)
- Product Card:** Default, customize (orange)
- Service Attribute:**
 - Service Period (Day):** 30
 - Service:** 14-day event cloud storage_30 day
- Product Type:** General Product, Auto Renewal
- Subscription Type:** Long-Term, Fixed Cycle
- First Trial:** None, Trial Period
- Select Trial Days:** 30
- Trial product collection restrictions:** Use it once for each user, Receive once per device
- Scope of Product Visibility:** Visible to all users, Visible only for new users (Users who have never purchased any services), Visible only for regular users (Users who have purchased but currently have no service)

The right preview window shows a mobile app interface with a '14-day Event Plan' and a price of 'Up to 9.99'.

③ Hosting Service:

Support metalanguage configuration, product configuration, pricing, shelf-sale. Product

Type support General Product, Subscription Product and Time Card.

Basic Attribute

Product Language (At least One)

Chinese X English Add

* Product Name

Enter Chinese

Enter English

* Product Description

Enter Chinese

Enter English

* Service Period (Day)

* Service

Select

* Product Type

☒ General Product
 ☐ Subscription Product
 ☐ Time Card

Price Information

* Currency(At least One)

United States Dollar X Chinese Yuan X Add

* Unit Price

Enter Chinese Yuan

Enter United States Dollar

***ATTENTION:** The Service Items, Service Period, Product Type, Currency and Price cannot be changed after the new product is published. New products be created to meet the needs. The old products are only hidden in the app display when they are removed from the workstation, and will not affect the ones that are in use.

④ 4G Data Package Top-Up Service

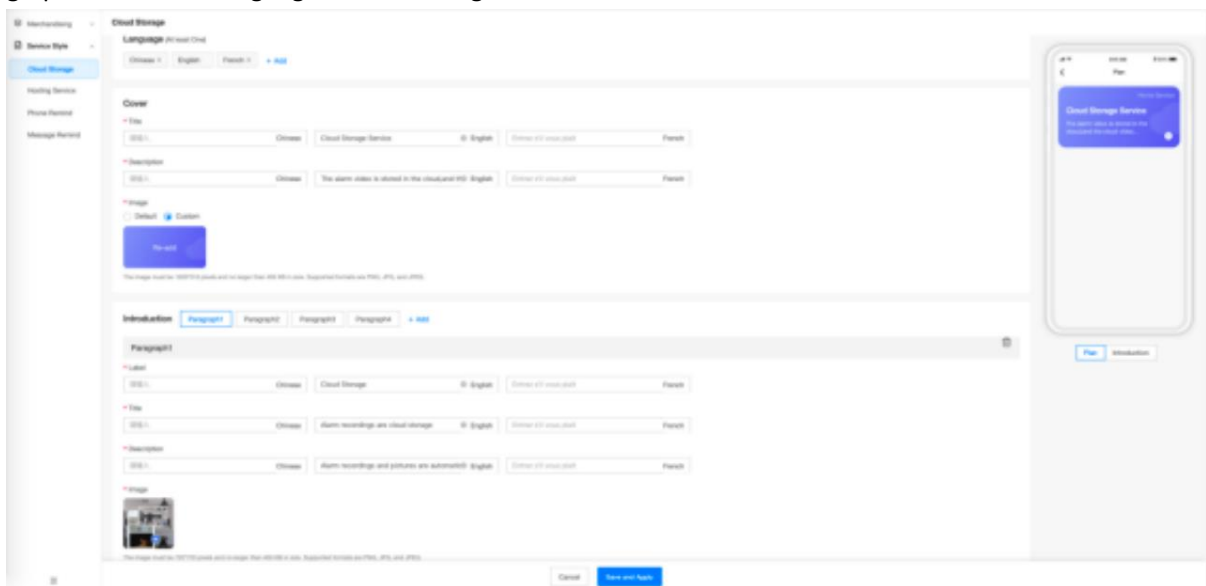
Supports product configuration, product screening, listing and delisting, multi-language and self-pricing configuration. Product types support ordinary products, subscription products and trial products. Service items support fixed traffic packages and unlimited traffic packages.



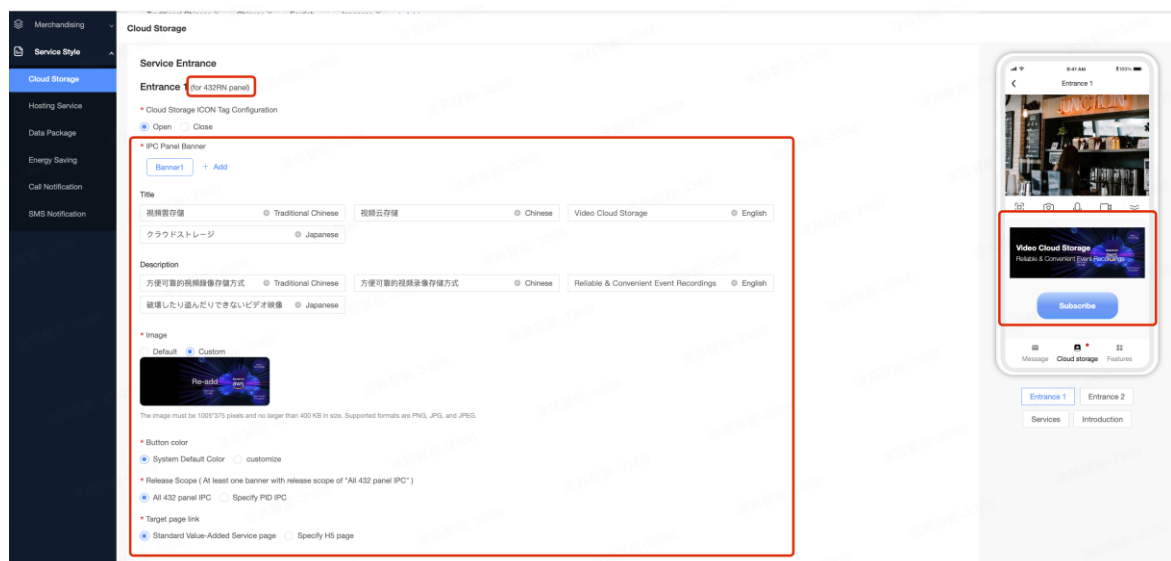
2). Service Style

Support Cloud Storage, Hosting Service, Phone Remind, SMS remind four service items in the app client

graphics and metalanguage custom configuration.



- In the cloud storage service style, it is supported to configure the 432 panel Banner when there is no cloud storage service. Under the same App, the 432 panel can be configured with up to 10 sets of Banner. The Banner supports multi-language configuration of different picture content (expected to be released in mid-December 2023). Support According to the specified PID configuration/432 configuration of all PIDs, the banner can be clicked to jump to different H5 links.



3). Data & Operation: Order management

Supports full data query, screening and export of subscription order records and all order records, supports payment platform deduction records, subscription order deduction records and service status query, and supports the function of manual cancellation of automatic renewal orders.

① Subscription Orders Record

With the following filtering conditions, supports order filtering, viewing, unsubscribing operations and data export :

- Support order condition query: Subscription ID, User Account, Device ID, Commodity Code, Commodity Name, Payment platform subscription ID
- Select service type: Cloud Service, Hosting Service, Service Plan
- Subscription Status: Active, Unpaid, Workstation unsubscribed, User unsubscribed, Subscription period ended
- Payment Method: Alipay, Wechat, PayPal, Stripe, Pay-stack, Time Card , M-Pesa, Orange Money, YooMoney。

🏠

📁

📄

📅

🔍

⌵

All Orders

Subscription Record

GMT+8

Query Conditions

Filter...

Service Type

IPC Video Cloud Storage (...)

Paid Type

Select

Subscription status

Select

Creation Time

Start Time - End Time

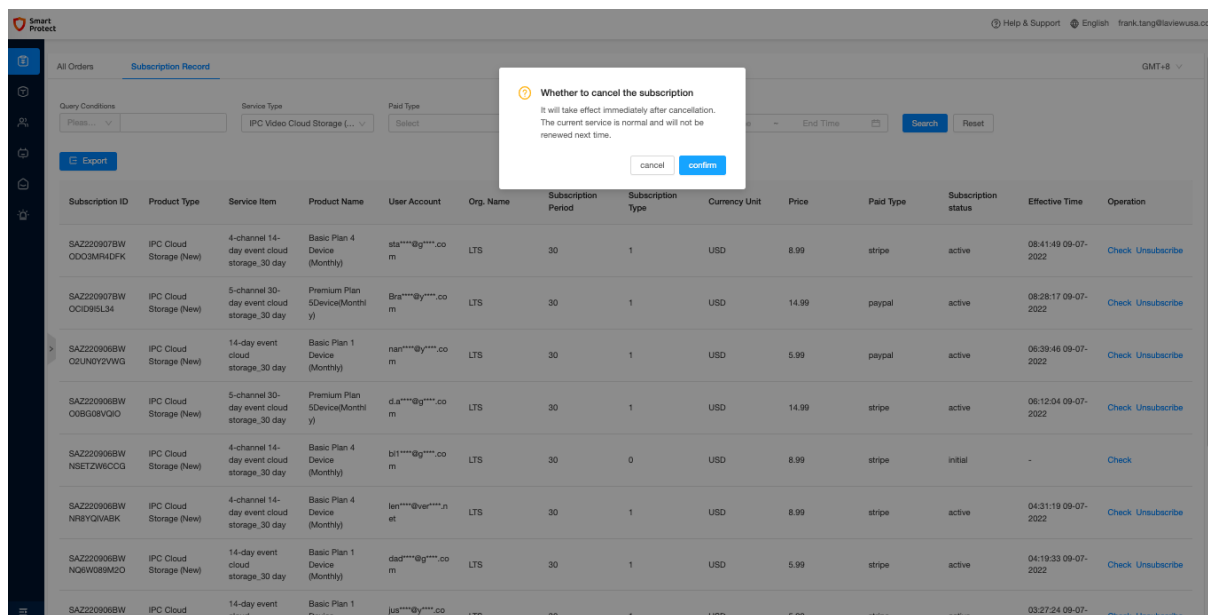
Search

Reset

Export

Subscription ID	Product Type	Service Item	Product Name	User Account	Org. Name	Subscription Period	Subscription Type	Currency Unit	Price	Paid Type	Subscription status	Effective Time	Operation
SAZ220907BW OD03MR4DFK	IPC Cloud Storage (New)	4-channel 14-day event cloud storage_30 day	Basic Plan 4 Device (Monthly)	sta***@y***.com	LTS	30	1	USD	8.99	stripe	active	08:41:49 09-07-2022	Check Unsubscribe
SAZ220907BW OCID9SL34	IPC Cloud Storage (New)	5-channel 30-day event cloud storage_30 day	Premium Plan 5Device(Monthly)	Bra***@y***.com	LTS	30	1	USD	14.99	paypal	active	08:28:17 09-07-2022	Check Unsubscribe
SAZ220906BW OZUNY2VWG	IPC Cloud Storage (New)	14-day event cloud storage_30 day	Basic Plan 1 Device (Monthly)	nan***@y***.com	LTS	30	1	USD	5.99	paypal	active	06:39:46 09-07-2022	Check Unsubscribe
SAZ220906BW O0B08VQIO	IPC Cloud Storage (New)	5-channel 30-day event cloud storage_30 day	Premium Plan 5Device(Monthly)	d.a***@y***.com	LTS	30	1	USD	14.99	stripe	active	06:12:04 09-07-2022	Check Unsubscribe
SAZ220906BW INSETZW6CG	IPC Cloud Storage (New)	4-channel 14-day event cloud storage_30 day	Basic Plan 4 Device (Monthly)	blt***@y***.com	LTS	30	0	USD	8.99	stripe	initial	-	Check
SAZ220906BW NR8YQVABK	IPC Cloud Storage (New)	4-channel 14-day event cloud storage_30 day	Basic Plan 4 Device (Monthly)	len***@ver***.net	LTS	30	1	USD	8.99	stripe	active	04:31:19 09-07-2022	Check Unsubscribe
SAZ220906BW NQ6W089MZ0	IPC Cloud Storage (New)	14-day event cloud storage_30 day	Basic Plan 1 Device (Monthly)	dad***@g***.com	LTS	30	1	USD	5.99	stripe	active	04:19:33 09-07-2022	Check Unsubscribe
SAZ220906BW	IPC Cloud	14-day event cloud storage_30 day	Basic Plan 1 Device (Monthly)	jua***@y***.com	LTS	30	1	USD	5.99	stripe	active	03:27:24 09-07-2022	Check Unsubscribe

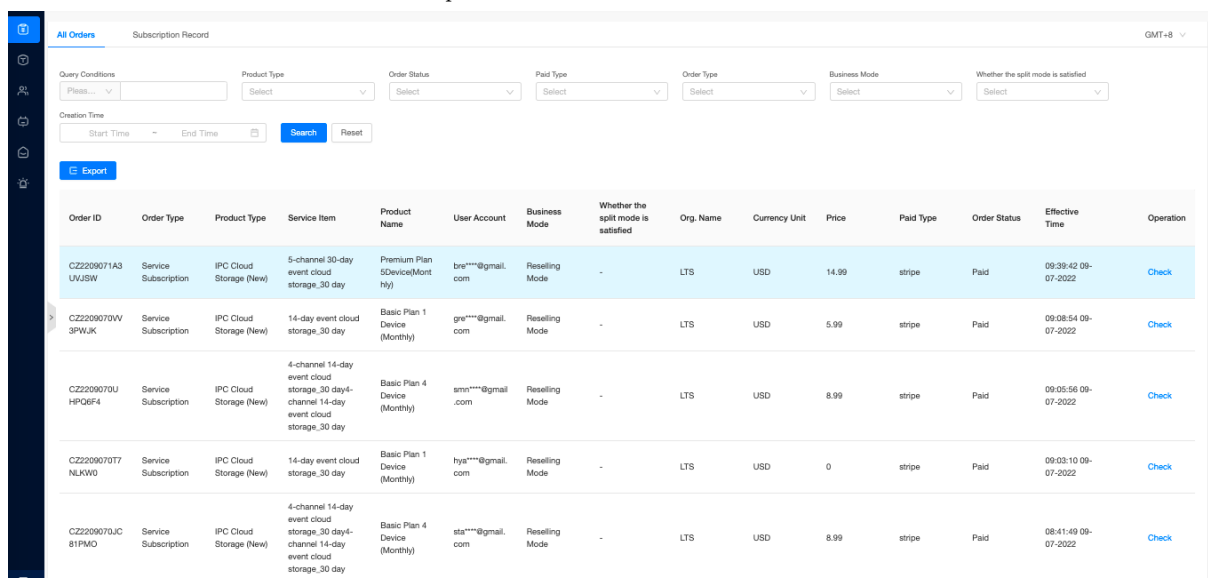
- Manual unsubscribe is supported. After cancellation, the order status is updated to *Workstation Unsubscribe*, and only the subscription order in the activation status is displayed and supports operations.



f.Support subscription details viewing, including device ID, home ID, user account, Client account and other information.

g.supports payment platform deduction records, subscription order deduction records and service status query. By comparing and viewing the payment platform deduction records and subscription records, client can judge the status of receipt and payment by themselves.

h.Support service status display, which able to judge whether the current service is in effect or had expired.



② All Orders Record

Support full (including general orders and subscription orders) user order records query, support condition filtering, viewing and order exporting

a. Support order condition query: Order ID, User Account, Device ID, Commodity Code, Commodity Name, Payment platform subscription ID, client service code, Payment order ID (from Tuya Order Center data)

b. Select service type: Cloud Service, Hosting Service, Service Plan

c. Order Status: Paid / Unpaid / Cancelled / Closed

*Closed: refers to an order that has not been paid for 30 minutes after the user initiated the order and was automatically closed by the system;

≠ Canceled status

*Canceled: refers to the order manually canceled by the user in the App

d. Payment Method:

Alipay/WeChat/PayPal/stripe/Paystack/Card Payment/M-Pesa/Orange Money/YooMoney/Apple IAP/Midtrans/LinePay/GooglePay/Kakao Pay/Paytm, more payment methods will continue In development

e. Supports payment platform deduction records, order records and service status query. By comparing and viewing the payment platform deduction records and order records, client can judge the status of receipt and payment by themselves.

f. Support service status display, which able to judge whether the current service is in effect or had expired。

g. Support all order types: New Order, Renewal (repeated purchase of ordinary packages), Time Card, Subscription, Trial, Free, Reward.

LOGO

Smart Protect Workstation

English Hannah's home

Order Management

User Data

Device Data

Location Data

Alarm Data

Order ID: CE220127BALDZIU7BDVK

Picture

Order ID: CE220127BALDZIU7BDVK

Payment order ID: AY20220128BAPEY4W784JK

Status: Paid

Payment Method: Wechat

Payment platform transaction ID: 4200001320202201280631412646

Commodity Name: Geeni Basic Plan(Yearly)

Commodity Code: ECaa8zv34whds

Validity period: 30天

Service Type: Cloud Storage

Amount: \$4.49

Coupon Deduction: \$0.00

User Paid: \$4.49

Time: 2020-12-15 20:28:33

Order details

User Account	Device ID	PID	Client name	App	Home ID
12356**@qq.com	pp011beb*****20295	5r2thqjff7xfayy	Hannah's home	Geeni	617829387

Payment platform subscription status: Active

Click to update

Payment platform Debit Record

Debit Time	Debit Number	Currency	Amount	Status
2022-01-01 23:01:01	0S714392NC635653G	USD	4.49	Paid

The Service

Service Type	Service Items	Status
Cloud Service	Cloud Service	Serving

③ Service Activation

The workstation supports creators and administrators to activate services for specific user/home/device, user no need to pay or use voucher from in-app service plan page.

Note: Only "General Product" is selectable here.

If the App collects payment for a customer, the inventory of service items corresponding to the customer's goods will be deducted. The generated order can be queried on the order page, and the type is "Backend Activation"

Smart Protect

Customer Orders

Service Activation

Users

Devices

Homes & Locations

Alarms

Activate Value-added Services

1. Service category & products

* Select service category

Data Package

* Choose Product (Single selection, only single-period products that have been put on the shelves can be selected, and automatic renewal products cannot be activated in the background)

Product Name: 100M-7days

Service Item: 100MB data package_7day

Product Name: 24GB - 360

Service Item: 24GB data package (USA3)_360day

Product Name: 2GB - 30 days

Service Item: 2GB data package (USA3)_30day

Product Name: US Unlimited

Service Item: US Unlimited data package (USA)_30day

2. Target user & home

* User Account: ☒ Email / Phone No. ☐ Other Account

+1(United ...)

OK

* Home

3. Target devices

* Select Device (Please select the device that needs to be bound with the service. The currently selected package supports binding 1 devices)

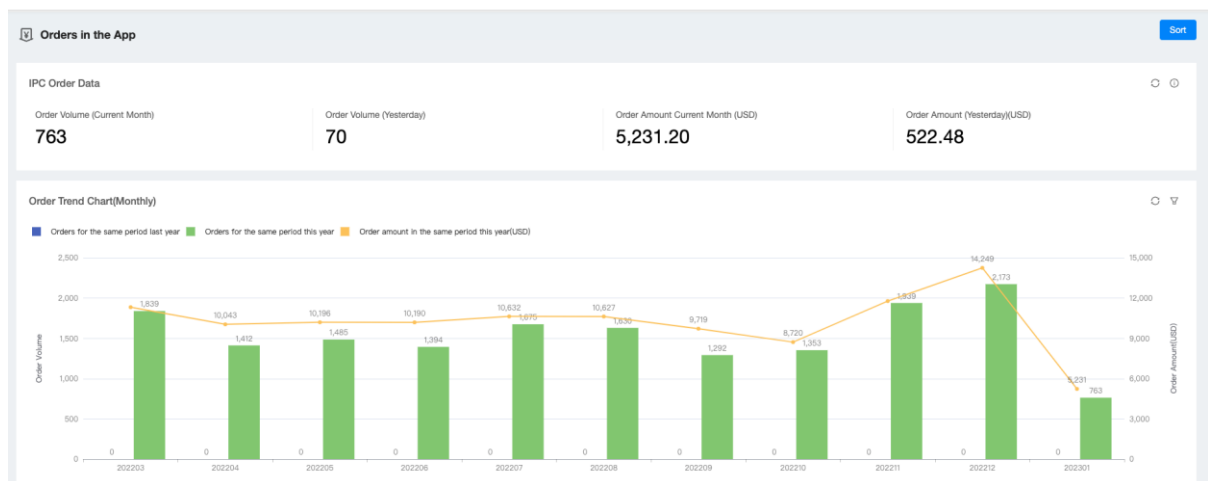
Bound

Activation instructions

4). Dashboard

The workstation supports data analysis and display in dimensions such as IPC device data, user data, order and product distribution data in the customer App.

In-app order data includes the month/yesterday (t-1) customer in-app order volume and order amount, month-by-month order volume and order amount year-on-year data analysis



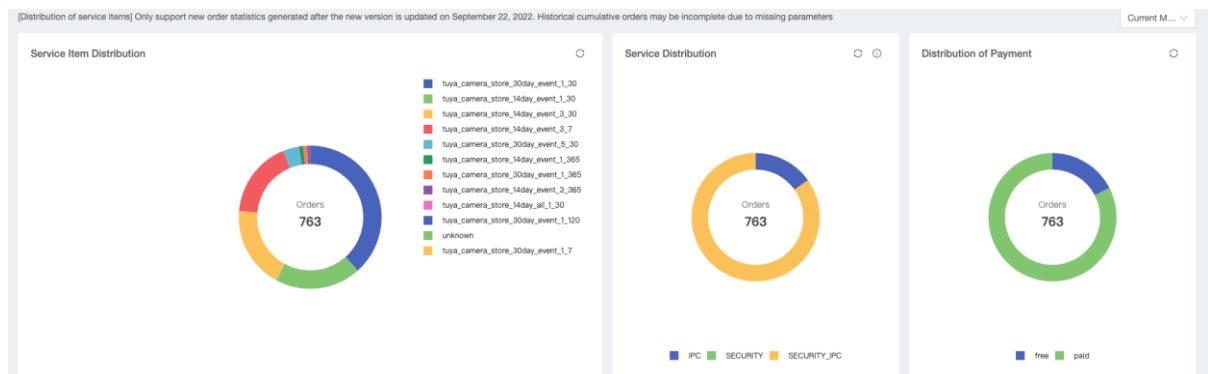
In the product dimension, make statistics on the monthly order volume and order amount in the current app, and analyze the proportion (%) of a single product in the total order volume

Commodity Order Distribution

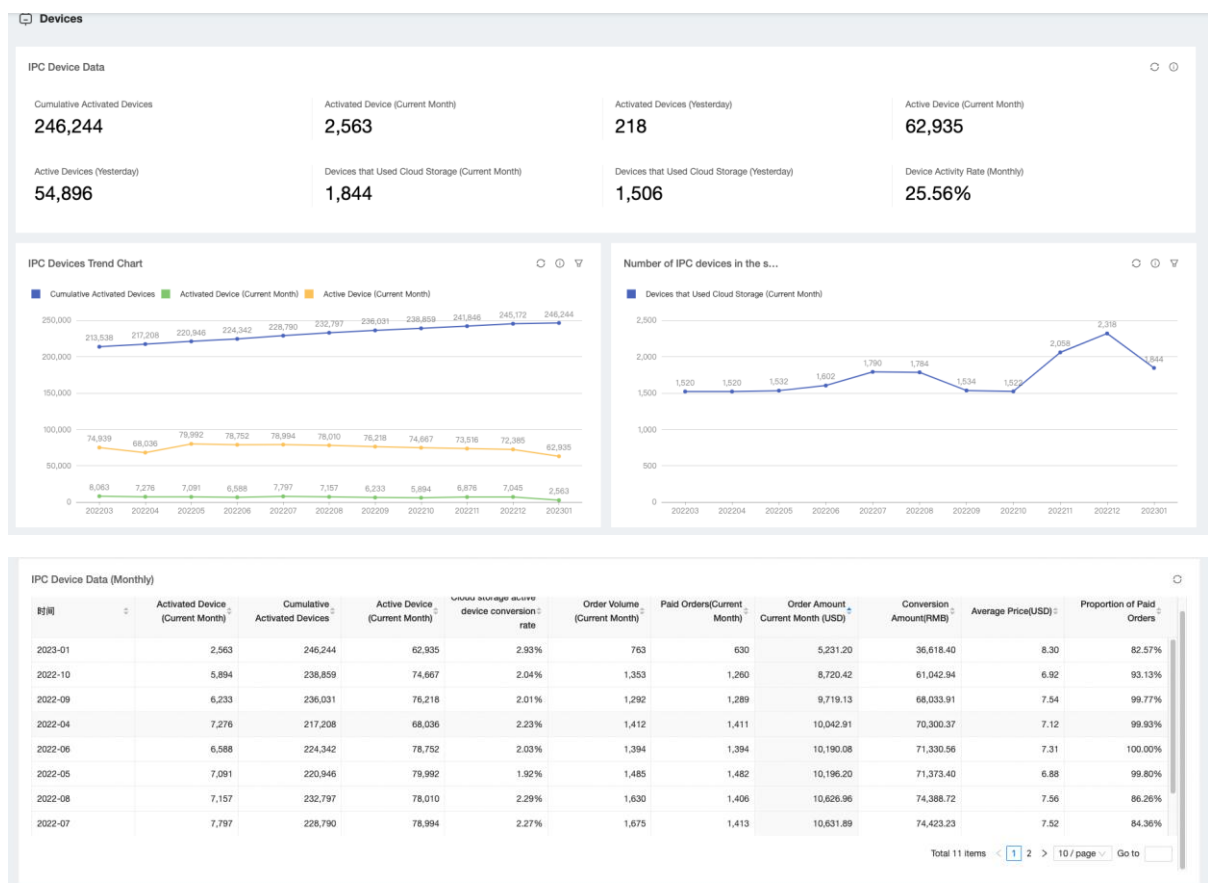
Commodity Code	Service Item	Order Volume	Order Amount(USD)	Proportion of orders
CMc2 :vobdddz	tuya_camera_store_30day_event_1_30	171	1,024	22.41%
CMc1 :63mey5	tuya_camera_store_14day_event_3_7	133	0	17.43%
CMc1 :63mey5	tuya_camera_store_14day_event_3_30	132	1,069	17.30%
EC8sz :b3cao	tuya_camera_store_14day_event_1_30	88	395	11.53%
ECbfg :wt8g	tuya_camera_store_30day_event_1_30	85	509	11.14%
ECbkh :9b0g0	tuya_camera_store_14day_event_1_30	61	274	7.99%
EC8sz :k4ni8	tuya_camera_store_30day_event_1_30	22	220	2.88%
ECbgj :h9us34	tuya_camera_store_30day_event_5_30	17	272	2.23%
CMc1 :pgms4	tuya_camera_store_30day_event_1_30	14	84	1.83%
CMc1 :51z28	tuya_camera_store_30day_event_5_30	11	176	1.44%

Total 72 items < 1 2 3 4 5 ... 8 > 10 / page Go to

It supports the proportion analysis of the current month/cumulative order volume in three dimensions: "service item", "service type", and "payment status". The distribution of service items includes the proportion of corresponding orders generated by all service items authorized by the customer; "Service Distribution" shows the proportion of orders of IPC value-added service types that the customer has opened currently. "Paid distribution" refers to the proportion of user paid and free orders in the current month/cumulative orders.



[Device Data] Displays the number of IPC activated devices, active devices and purchased cloud storage devices in the app, and supports monthly device data and order data analysis.

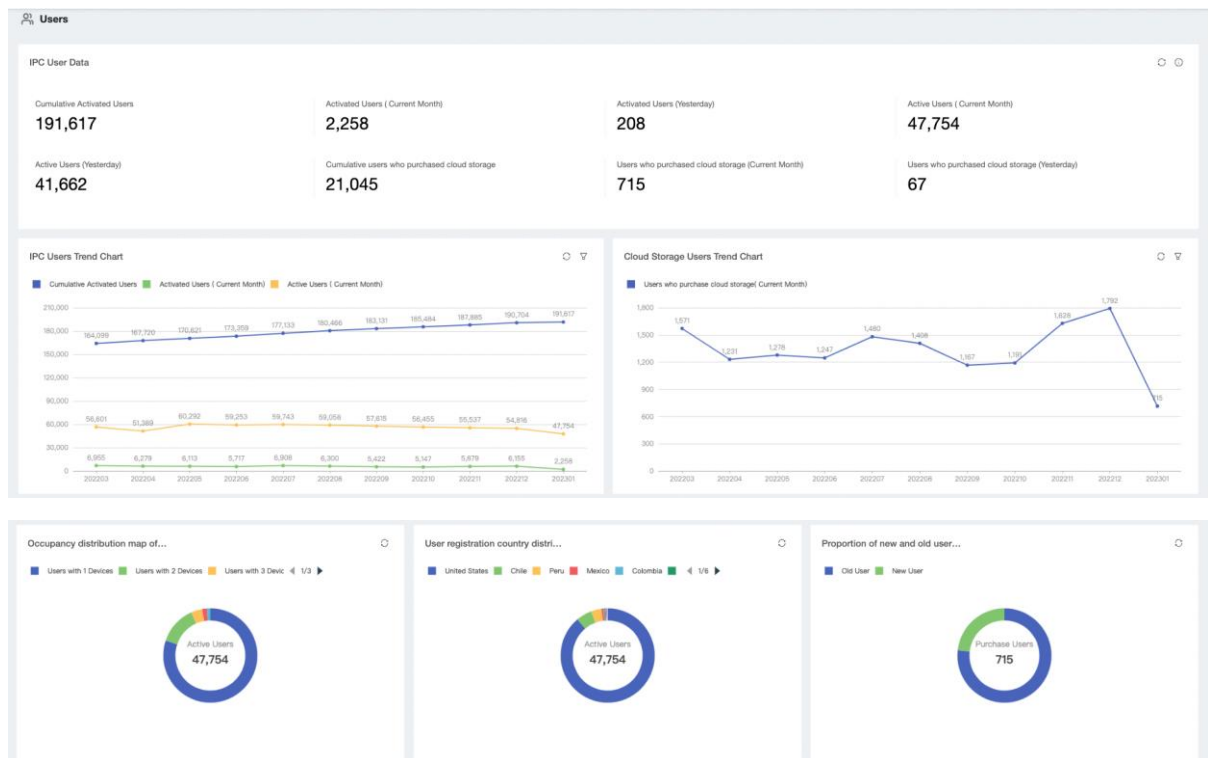


In the case that the customer's IPC workstation business owner account is consistent with the IOT account, the cloud storage activation status and device data analysis of all IPC PIDs under the customer's IOT account can be obtained

PID	产品名称	Whether to open cloud storage	Cumulative Activated Devices	Number of active devices (last 30 days)	Devices using cloud storage among active devices (last 30 days)	Number of devices currently using cloud storage	Active Device Open Rate
osredy9xc4q	IP-3	Yes	45,659	9,138	248	268	2.71%
k7v3jiko4xsh	IP-2N	Yes	36,239	10,230	341	417	3.33%
hpt7bcbatb1f	IP-2N	Yes	29,099	5,203	212	267	4.07%
ik1mytnniqlu	IP-4	Yes	26,372	10,160	459	446	4.52%
no1oayk7nz	IP-5G	Yes	19,749	3,302	77	82	2.33%
yynuoib8bn87l	SAI IPC130KF-IPC117	Yes	14,274	5,894	113	127	1.92%
aviesryaatx	GRC 102	Yes	12,477	4,048	59	57	1.46%
epkgqjftutnb	IPC1	Yes	10,377	4,945	156	192	3.15%
edkn4l9gpc5ap	IPC1	Yes	8,186	2,126	37	47	1.74%
jgatz0ljqz73l	IPC-4	Yes	6,596	1,645	104	91	6.32%

Total 32 items < 1 2 3 4 > 10 / page Go to

[User data] Displays the data of activated users, active users, and users who purchased cloud storage. By analyzing user attributes, it supports the analysis of user IPC device possession distribution, the country distribution of user registration, and the analysis of the proportion of new and old users who purchase cloud storage.



8. Marketing Management

(require the 2.0 new system upgrade)

1). 「Activity Plan」

The workstation supports the configuration of limited-time promotions for

products, select the event time, and the products that need to participate in the promotions (currently only ordinary products are supported to configure the event plan, other products are being planned), during the event, it supports selling at the promotional price, and resumes after the event ends original price.

← Create

* Promotion Name :

Christmas Sale

* Validity Period :

2022-12-01 15:09 ~ 2022-12-31 15:09

* Promotional product :

单路设备级普通商品2

CMBwp9ve5sq2q2 X

Price :

Price:

1

Chinese Yuan

Price:

1.11

United States Dollar

* Promotion Price:

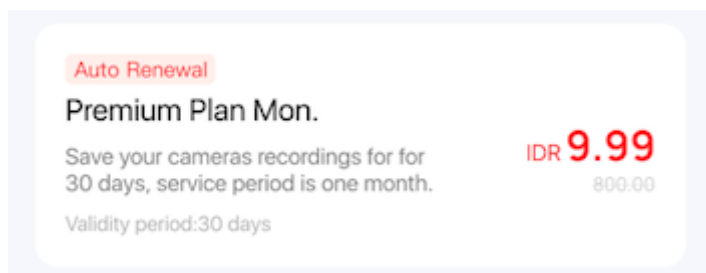
Chinese Yuan

* Promotion Price:

United States Dollar

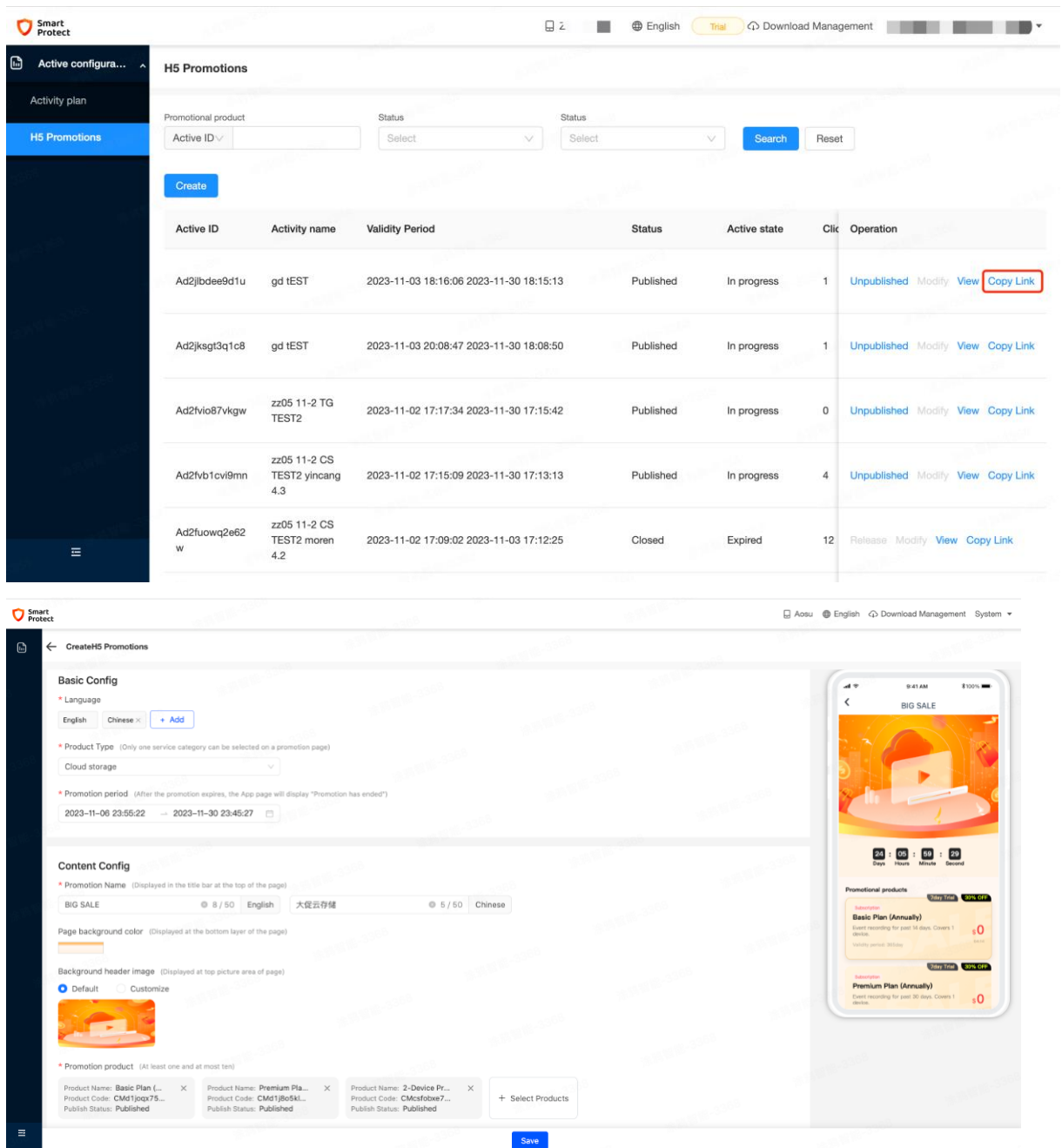
Back

Save



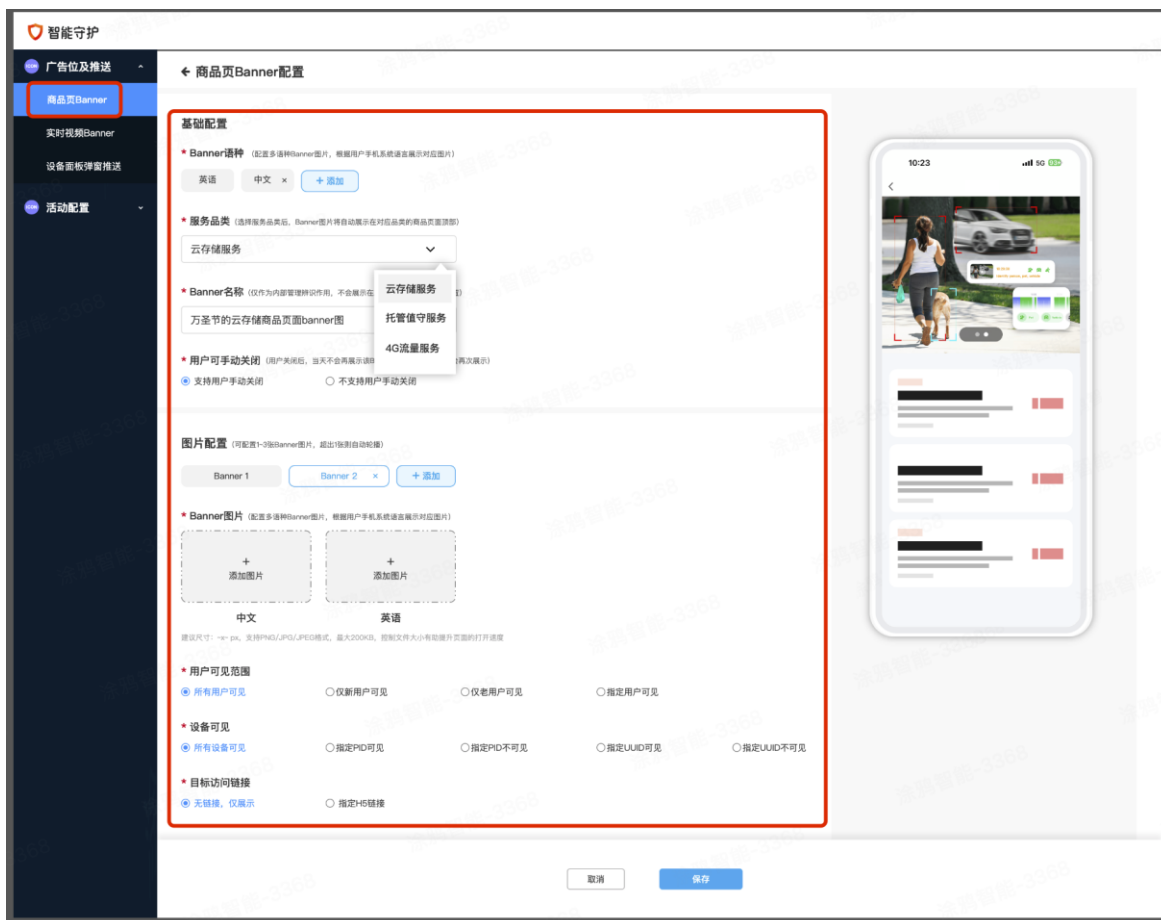
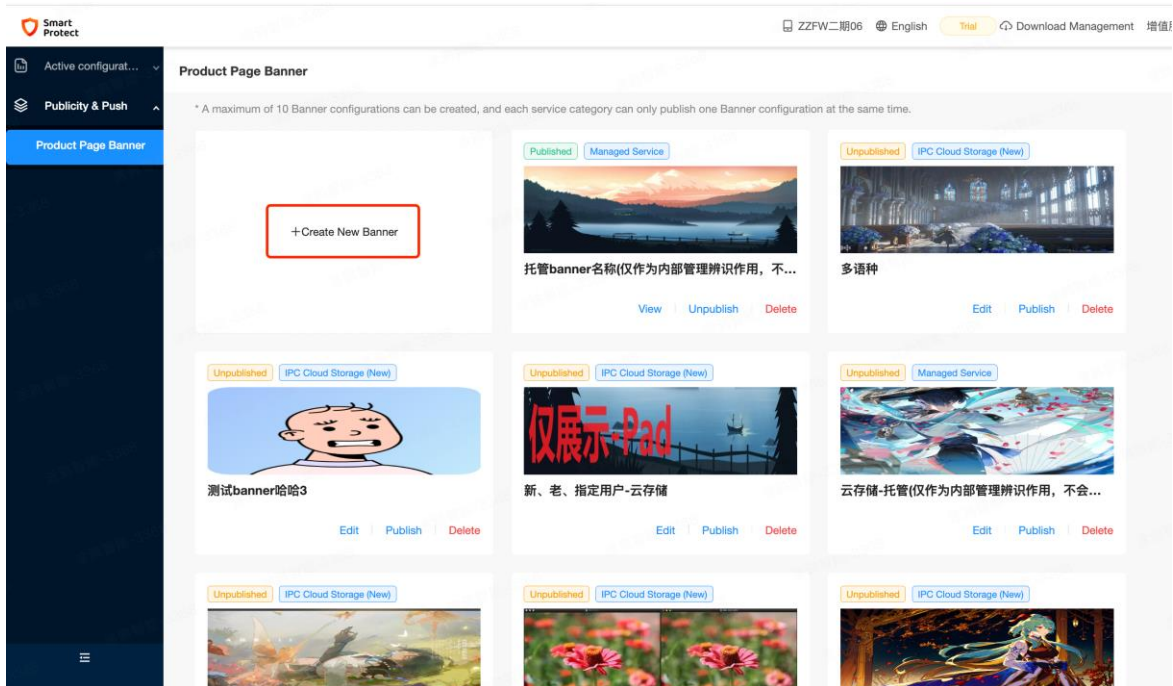
2). 「H5 Promotions」

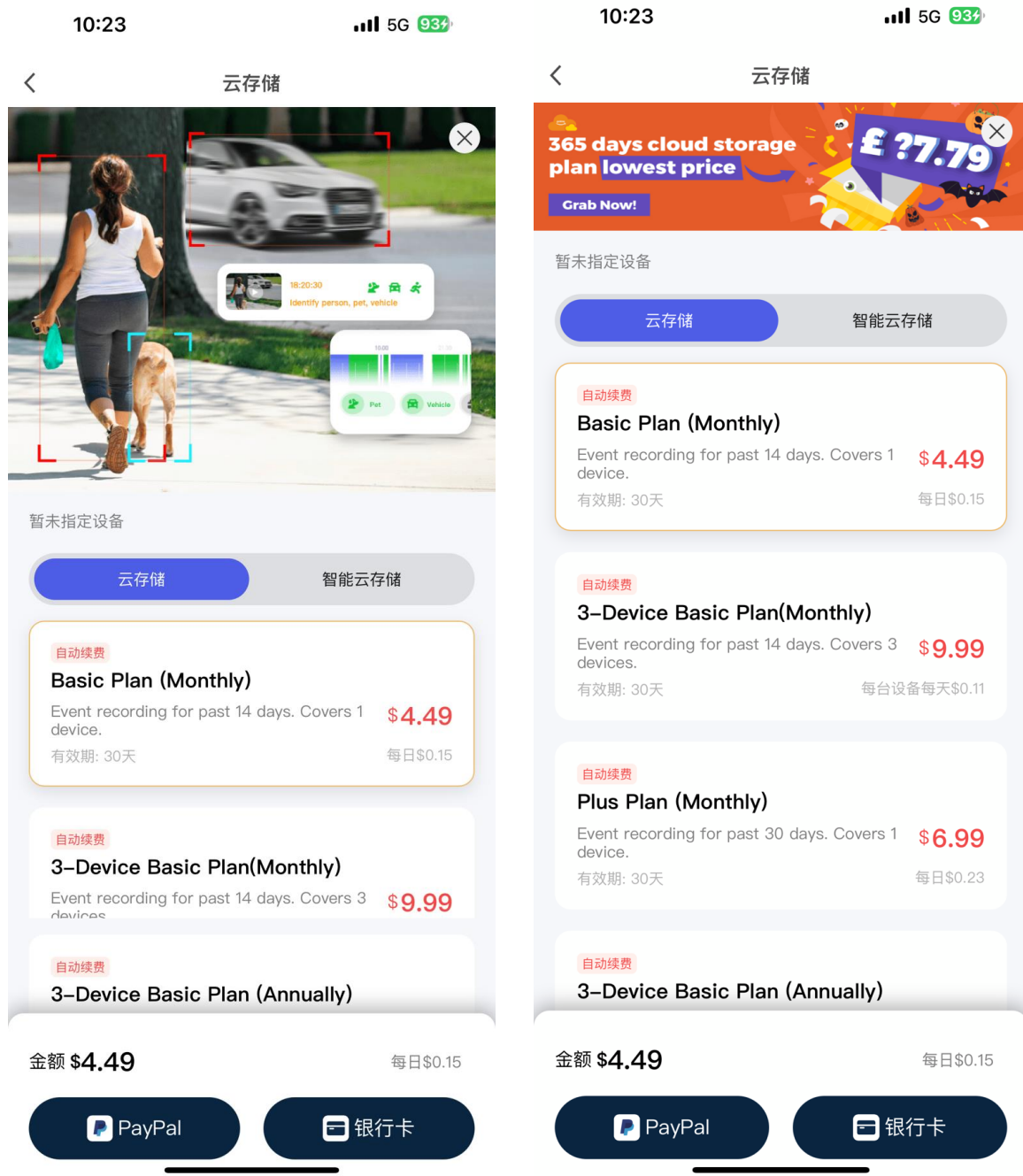
You can create and manage at most 100 promotional H5 pages in "Marketing Management" - "**H5 Promotions**". The created pages can generate https URL links and configure the links in various Banners or Icons in your App. Users will see the page directly after clicking on it and, to purchase promotional products; the page style allows you to customize (page top picture, background color, introduction words, countdown style), validity period configuration (the page will automatically become inaccessible after expiration, and an illustration will prompt that the event has ended), Product Select (you can choose promotional products to be displayed only in the promotion H5 page and hidden in the regular product list), and the effect preview of App H5 can be previewed on the right side of the configuration page.



3). 「Product Page Banner 」

The product list page supports Banner configuration for marketing advertising spaces, supports multi-language images, does not limit the image size, only limits the size (below 200Kb), and supports the configuration of up to 3 carousel Banner images for each service category; Banner Each picture supports display according to different user portrait groups; each banner picture supports the configuration of independent target links, or no link configuration.





4). 「Service hall」 : App - 「Me」 Page / IPC Pannel Tab

① 432 panel IPC bottom tab 「service hall」

On the performance page of the IPC of the 432 device panel in the App, it supports configuring the "Service Hall" TAB page and its content in the WorkStation:

For OEM Apps, customers can configure the content of the "Service Hall" Tab in their App for certain PID 432 panel IPC devices in the WorkStation.

② App - 「ME」 Page - Service Hall Widget

The "My" TAB page in the App can be configured with a service hall mini program component widget. The services within the service hall mini program can be managed in the service hall management module of this WorkStation.

③ Version Requirements

The OEM App needs to be based on Tuya's public version App V5.8.0 and later versions.

④ Configuration Steps of the Service Hall

- i. First, create a service, including the name, description, ICON when the service is presented in the App, and the target page that the service jumps to when clicked.
- ii. Then, create display rules. It supports displaying the service on the following pages:
- iii: The device panel of the IPC device, including the "Service Hall" Tab page of the 432 device panel and the operation area banner display of the mini program panel: It supports specified PID display, service selection for display, and service order management. Different services can be configured for different PIDs.
- iiii: The "ME" TAB page in the App can be configured with a service hall mini program component: Only 1 configuration item is supported at the App level, and it also supports service selection and order management.

⑤ Creation limitations:

A maximum of 20 services and 10 display rules can be created.

Active configurat...
Publicity & Push
Product Page Banner
More Service

More Service

Service ManageService Display Manage

Create Service

Service Name	Service Icon	Service Introduction	Last Operator	Operate
Alarm Monitoring		24-hour on-duty service to ensure the safety of your store property	增值服务二期04	Edit Remove
Fast 4G		No need Internet/WIFI, Fast 4G network	增值服务二期04	Edit Remove
Video Cloud Storage		Reliable & Convenient Video Recordings	增值服务二期04	Edit Remove

Total 13 Items<12>

Active configurat...
Publicity & Push
Product Page Banner
More Service

Edit

* Service language (At least one)
ChineseEnglishJapanese XAdd

Service display content

* Select target service page type (Please select accurately to ensure that the page jumps correctly.)
☒ Standard VAS purchase page☐ Promotion H5 purchase page☐ Customize H5 web page☐ In-App mini program

* Standard VAS purchase page
Alarm Monitoring

* Service Name
托管值守服务ChineseAlarm MonitoringEnglish管理された職務サービスJapanese

* Service Description
24小时的值守服务, 保障你的店铺财产安全Chinese24-hour on-duty service to ensure the safetEnglish店舗施設の安全を確保するための 24 時間Japanese

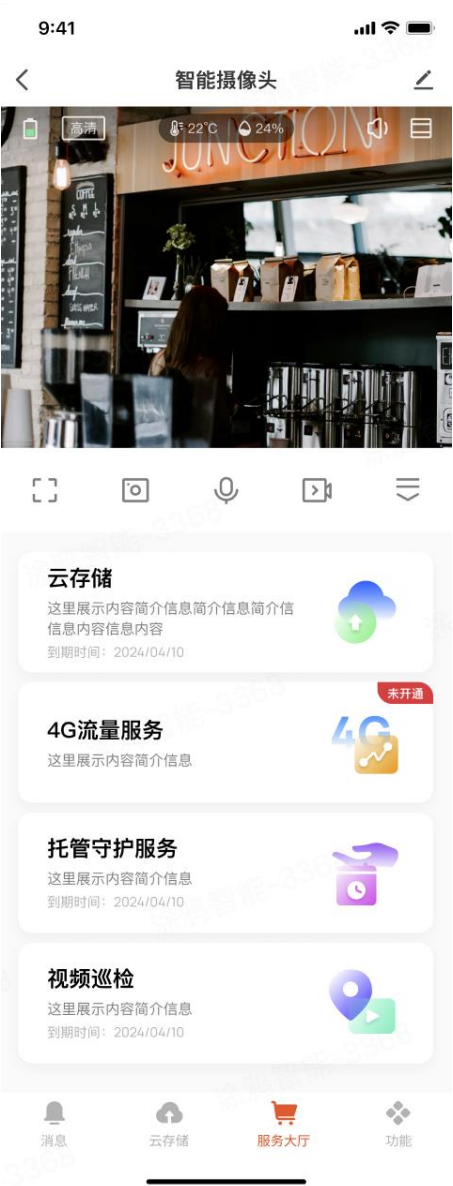
Service Icon
* Chinese* English* Japanese


Aspect ratio 1:1, supports PNG/JPG/JPEG/WEBP format, maximum 20KB

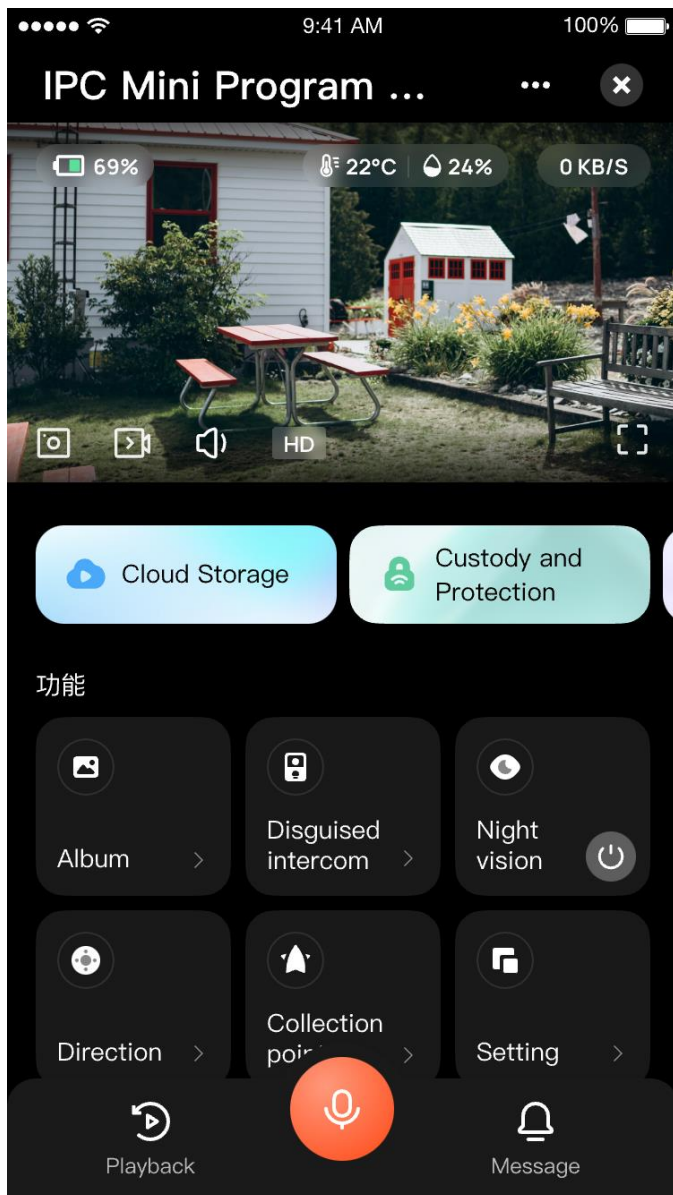
Save

⑥ Examples of Mobile Terminal Page Effects

i. Service Hall of the 432 IPC Device Panel



ii. Service Hall Card Area at the Top of the Operation Area of the Mini Program Panel



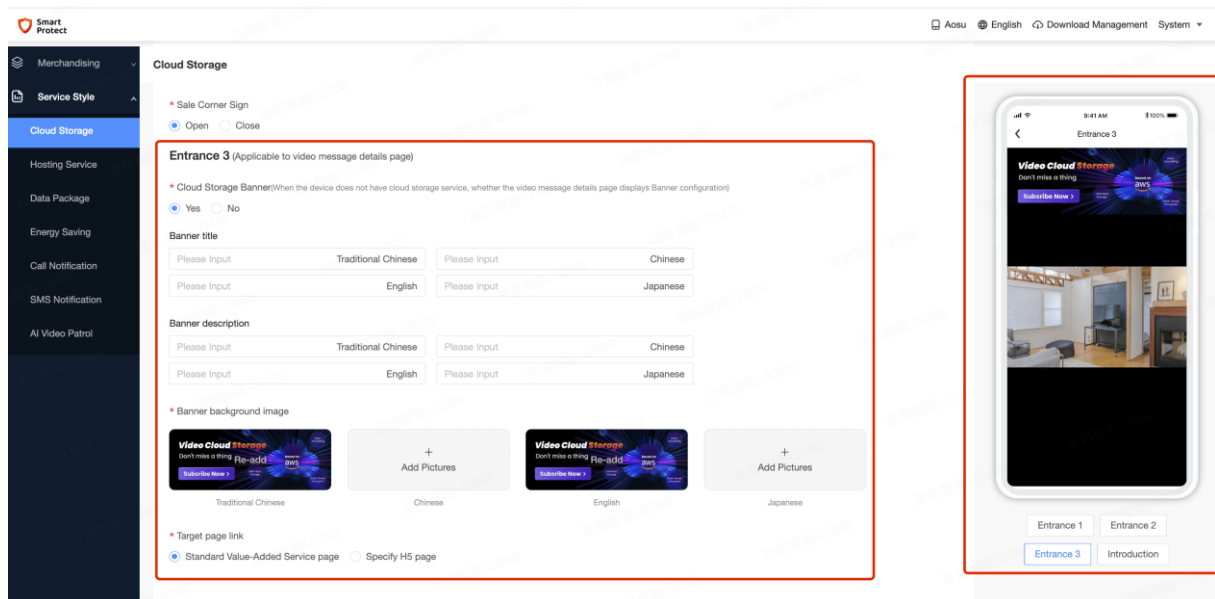
iii. App - 「ME」 Page - Service Hall Widget



5) .App\Message Center\Video Message Details Page\Banner Manage

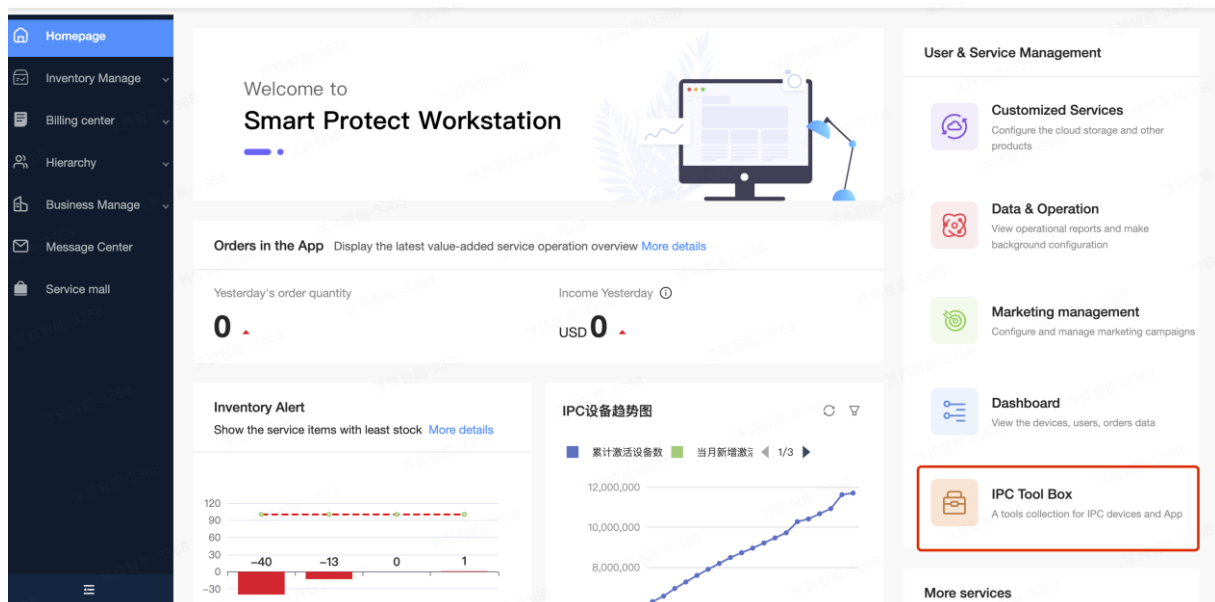
You can configure and manage the banner of App\Message Center\Video Message Details Page in "IPC Workbench\Customized Services\Service Style\Cloud Storage\Entry 3". After configuration, when the device on which the user receives the message does not have a cloud storage service, the cloud storage promotion banner will be displayed. Click to enter the link you configured on your IPC Workstation.

Config & App Effect Diagram:



6) .App H5 Page Quick Build

In the IPC Workstation - App Tool box - H5 Quick Start page, you can freely create an APP-side H5 page containing multiple components. You can copy the link and apply it to any banner, button, etc. that needs to be jumped. The component content includes: text, pictures, videos, created value-added service products, multiple-choice questions, quiz questions, buttons, and supports various component mixes. Each page can use up to 10 components:



IPC Tool Box

H5 Page Quick Build

H5 Page Quick Build

Page ID

Release Status

Search

Reset

Create

Page ID	Page Name	Status	Views	Latest operation	Operation
64003	111111	Unpublished	0	11:05:39 06-21-2024	Release Modify View Copy Link
51001	page 1122222	Published	35	13:36:37 06-19-2024	Unpublished Modify View Copy Link
50007	test	Published	1	17:02:41 06-03-2024	Unpublished Modify View Copy Link
50006	text	Published	4	17:06:35 06-03-2024	Unpublished Modify View Copy Link
50005	test image click	Published	15	16:28:06 05-31-2024	Unpublished Modify View Copy Link
50004	submit question test page	Unpublished	10	16:10:14 05-31-2024	Release Modify View Copy Link
50002	test button submit	Published	33	14:51:30 05-31-2024	Unpublished Modify View Copy Link

Create

Component management

Text (1)

Image (1)

Text (2)

Image (2)

Multiple Choice (1)

Video (1)

Button style (1)

Page name

测试

2 / 50

Chinese

CONTENT

7 / 50

English

Page background color

rgb(255,255,255, 1)

Lblmg_title (2)-Content config

Upload image

Chinese

English

PNG/JPG/GIF/WEBP, maximum 100 KB

Link URL

☒ None
 ☐ Custom

保存

9:41 AM

CONTENT

Test Page Title

4G

Question 1

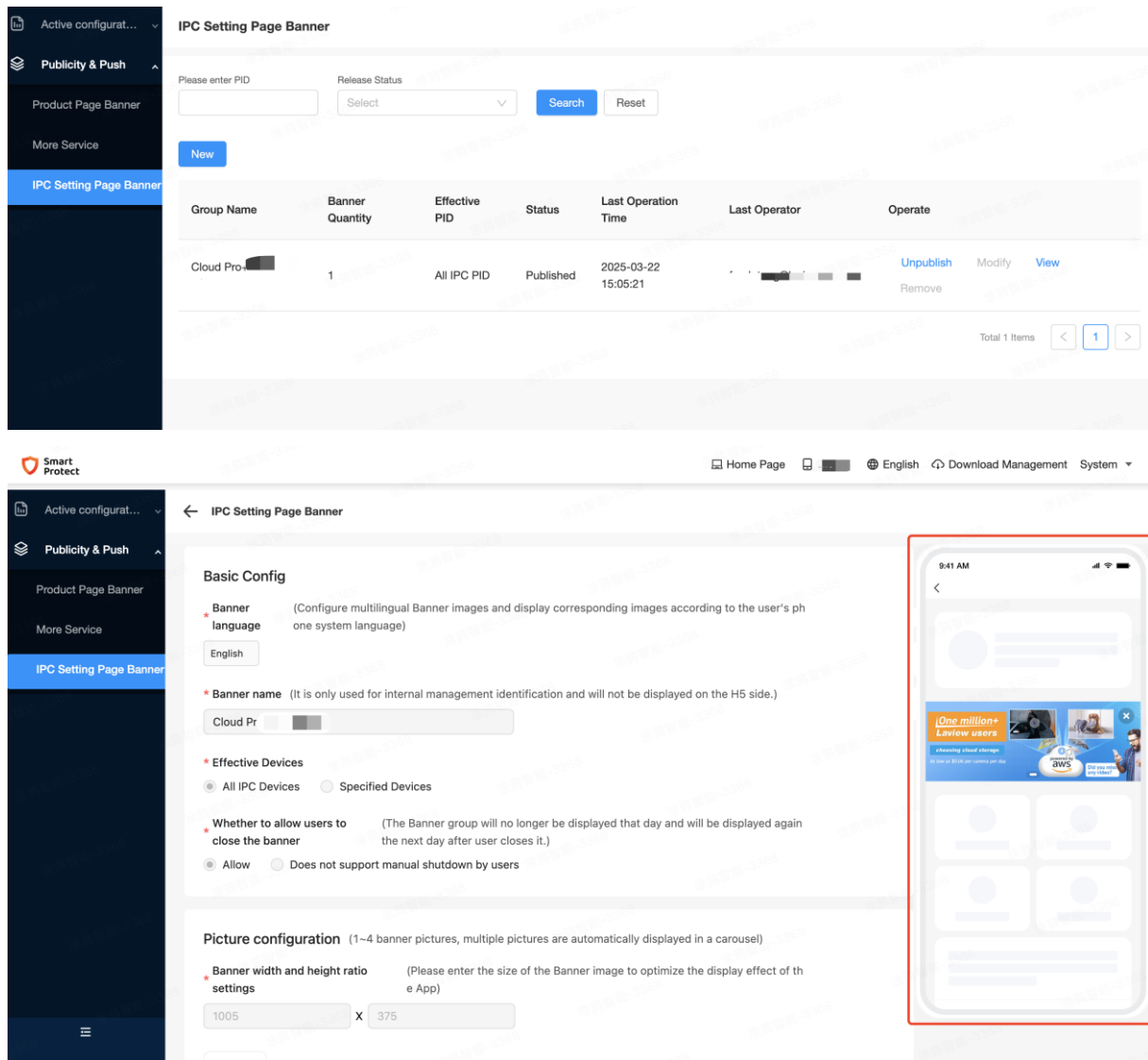
I'm satisfied with cloud storage service

I'm Not satisfied with cloud storage service

0:00

7).Banner Configuration Tool for the Settings Page of IPC Devices

In the IPC WorkStation - Marketing Activities - Promotion and Publicity - IPC Settings Page Banner section, you can create a banner group containing multiple banner images and add it to the settings page of any PID product that you wish to display.



9. Channel Management - Channel Management System for Device Activation Traceability, Automatic Organization Attribution, and Automatic Calculation of Order Share Amounts

1). Overview of the Channel Management Business Process :

Maintenance of the association relationship between the device UUID and the organization ID, maintenance of the channel share ratio → Activation and

online connection of the device on the user side → Automatic determination of the user's channel attribution → Purchase of user value-added services → Automatic accounting of the order amount according to the share ratio

2). Usage of the Channel Management Business

① Reseller Device Manage

Import the corresponding table of the relationship between the device UUID and the organization ID into the WorkStation. When the device is activated by market users, the users will be automatically attributed to the corresponding organization according to the organization attribution of the device.

Subsequently, all value-added service orders purchased by this user will be share orders belonging to this organization. Through the organizational structure management function of your WorkStation, create and assign channel administrator accounts. After maintaining their administrator permissions, the accounts can log in to the WorkStation and query the device and order lists under their organization.

Smart Protect

Home PageZZFW二期06EnglishTrialDownload Management增值服务二期06

HomepageInventory ManageBilling centerHierarchyChannel ManageReseller Device ManageProfit Sharing SettingsOrder Profit SharingBusiness ManageMessage CenterService mail

Reseller Device Manage

Channel Device UploadChannel Device Query

Query ConditionsActivation C...Device CategorySelectAssociation StatusSelectDevice PIDEnterSearchReset

+ Channel Device Upload

Upload Time	Notes	Device Quantity	Association Status	Last Operation Time	Operation
10:20:37 10-28-2024	10284	4	Effective	10:20:37 10-28-2024	Order DetailDisassociate
10:11:59 10-28-2024	1028	4	Effective	10:11:59 10-28-2024	Order DetailDisassociate
20:03:48 10-25-2024	1025-2	4	Effective	20:03:48 10-25-2024	Order DetailDisassociate
20:02:27 10-25-2024	1025	2	Disassociated	20:02:47 10-25-2024	Order DetailDelete

Smart Protect

Home PageZZFW二期06EnglishTrialDownload Management增值服务二期06

HomepageInventory ManageBilling centerHierarchyChannel ManageReseller Device ManageProfit Sharing SettingsOrder Profit SharingBusiness ManageMessage CenterService mail

Reseller Device Manage

Reseller Device Manage

Channel Device UploadChannel Device Query

Query Conditions

Activation C...

Device Category

Select

Activation Status

Select

Device PID

Enter

Activation Time

Start Time ~ End Time

Upload ID

9004

Association Status

Select

SearchReset

Export

Upload ID	Device UUID	Device PID	Device Category	Upload Time	Association Status	Activation Code	Admin	Activation Time	Acti U	Paid Orders
9004	8ab8184051b17507	vo7zadms9nraxwhn	Smart Camera	10:20:37 10-28-2024	Effective	6QB5	wode@qq.com,zzfwv2.04.1@yopmail.net,zzfwv2.01Yx@yopmail.net,zzfwv2.06@yopmail.net	-	-	-
9004	bwl09119ab67b7840bee	vo7zadms9nraxwhn	Smart Camera	10:20:37 10-28-2024	Effective	6QB5	wode@qq.com,zzfwv2.04.1@yopmail.net,zzfwv2.01Yx@yopmail.net,zzfwv2.06@yopmail.net	09:22:23 04-03-2024	-	Order Query

② Profit Sharing Settings

The enterprise administrators and creators of the top-level organization in the WorkStation can separately maintain the order share ratio/amount for each sub-channel. They can maintain a unified share amount for product categories, or maintain independent share amounts for individual products.

Smart Protect

Home PageZZFW二期06EnglishTrialDownload Management增值服务二期06

HomepageInventory ManageBilling centerHierarchyChannel ManageReseller Device ManageProfit Sharing SettingsOrder Profit SharingBusiness ManageMessage CenterService mail

Profit Sharing Settings

Profit Sharing Strategy

Organi...Please ente...Q

增值服务二期06TEST1_1TEST1_2

Org. Info

Category Sharing

Product Sharing

Name:TEST1_1

Code:TAD5

Level:2

Admin:子账号1.3

Authority:Authorization Manage

Cloud Storage:10%Setting

Data Package:USD 1Setting

AI Service:UnsetSetting

AI Device Patrol:USD 2Setting

Hosting Service:UnsetSetting

Cloud Storage:SetSetting

Data Package:UnsetSetting

AI Service:UnsetSetting

AI Device Patrol:UnsetSetting

Hosting Service:UnsetSetting

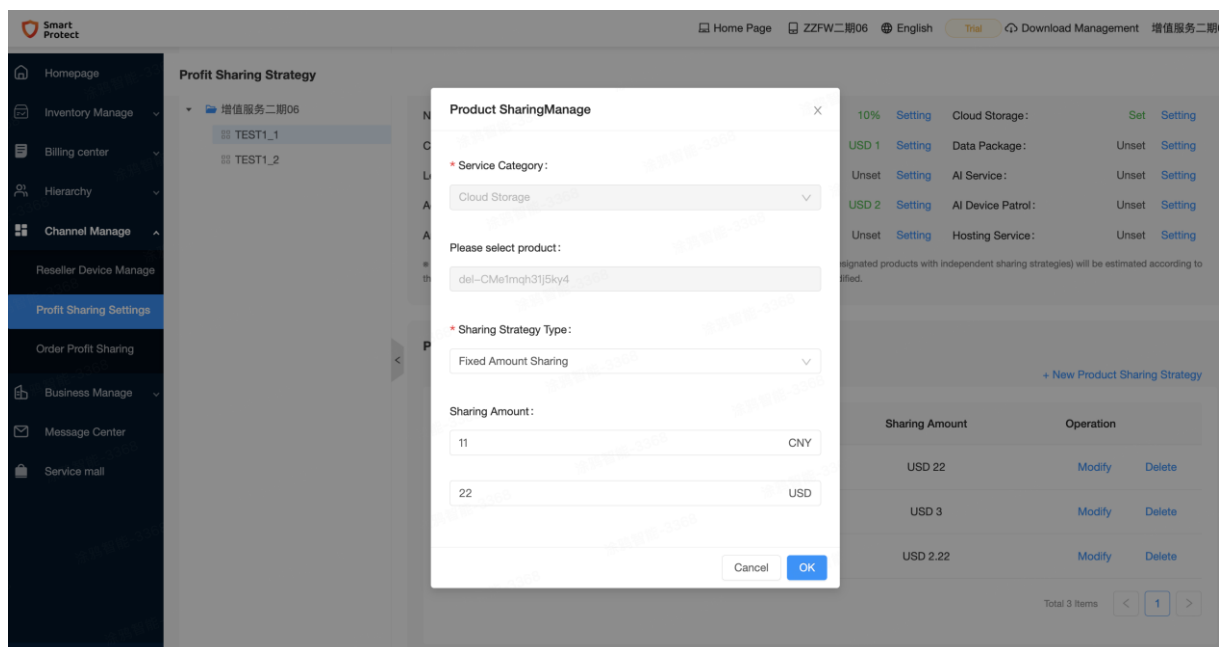
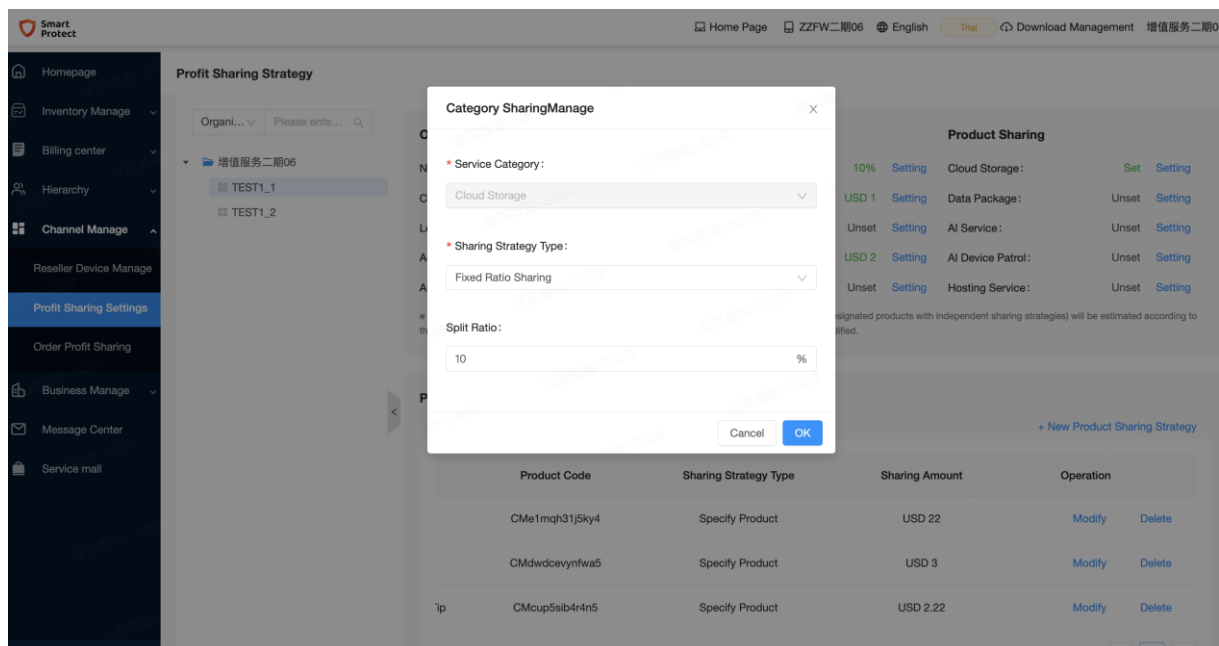
* After setting the sharing strategy for the service category, all orders in this category (except for designated products with independent sharing strategies) will be estimated according to this sharing amount, and multi-currency orders will be automatically estimated, converted, and modified.

Product SharingManage

+ New Product Sharing Strategy

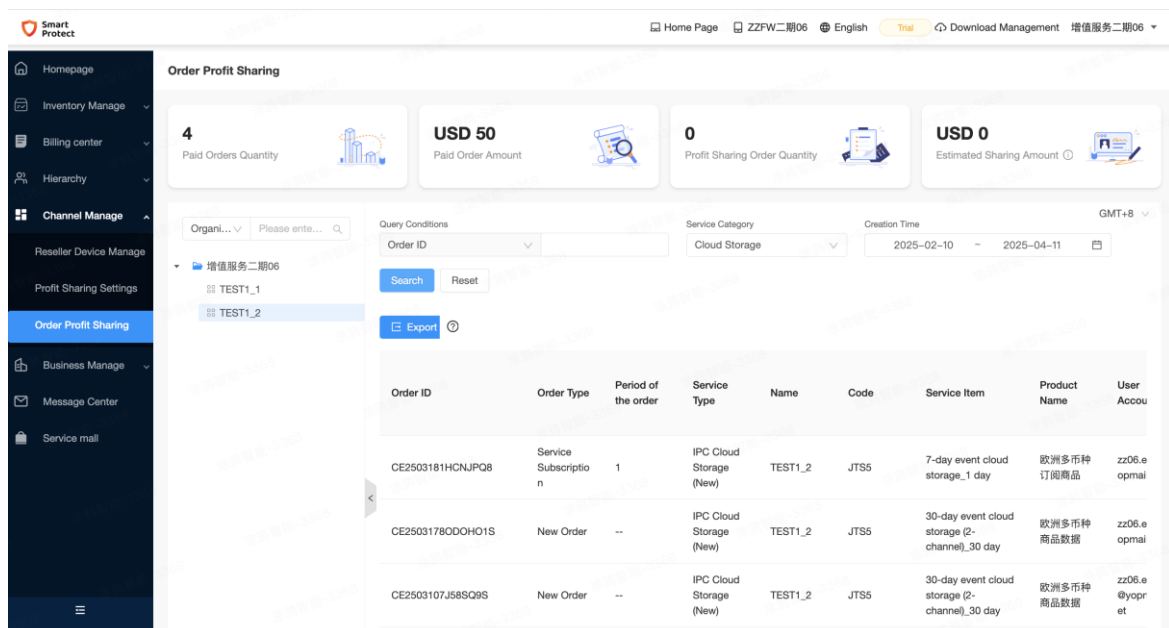
Product Code	Sharing Strategy Type	Sharing Amount	Operation
CMe1mqh31j5ky4	Specify Product	USD 22	ModifyDelete
CMdwdcvynfwa5	Specify Product	USD 3	ModifyDelete
ipCMcup5slb4r4n5	Specify Product	USD 2.22	ModifyDelete

Total 3 Items1



③ Order Profit Sahring List

Each channel administrator can view the list of share orders belonging to their channel on the order share statistics page, and the list supports being exported as an Excel file for data analysis.



10. Toolbox - New Function Additions

1). Device Information Inquiry

By entering the device's device ID or UUID, or even the 4G device's SIM card number, you can conduct inquiries about the detailed information associated with the device. This includes the device's basic information, service status, and the user's basic information.

