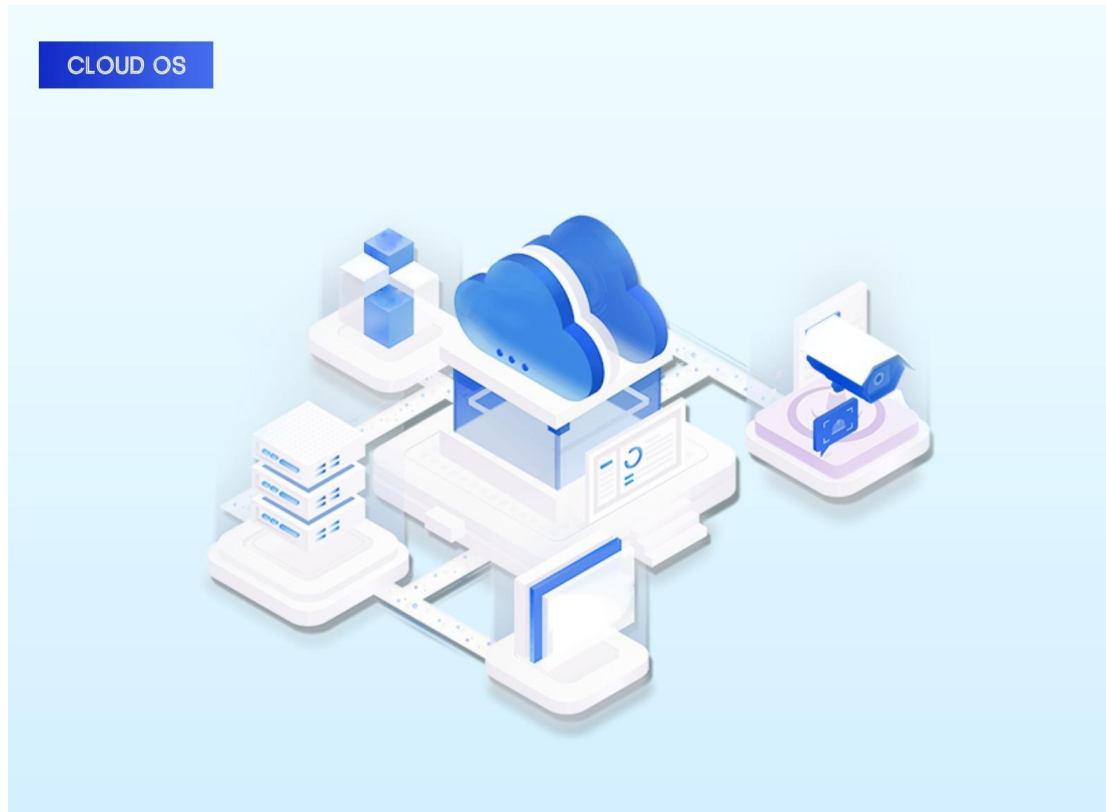


Cloud OS User Guide



Version: 2026.08.03-V1.0.1

Contents

1. Cloud Platform Access.....	1
2. Account Registration and Login	2
2.1 Email Registration	2
2.2 Account Login.....	2
2.3 Forgot Password.....	3
3. Project Management	4
3.1 Create Project.....	4
3.2 Project Operations	7
3.3 Project Sharing	10
3.4 Project Transfer.....	12
3.5 Delete Project	13
3.6 Share List.....	13
4. Scenario Configuration	15
4.1 Scene Configuration	15
4.2 Network topology	16
4.3 Equipment List	18
4.5. Quick Configuration	29
4.6 Project Sharing	32
4.7 Project Transfer.....	33
4.8 Alarm Records	34
4.9 Scheduled Tasks.....	34
4.10 Cloud Backup.....	37
5. Equipment Management	37
6. Alert Statistics	40
6.1 Alarm Records	41
6.2 Alarm Settings	41
6.3 Alert Users.....	42
7. Help Center	42
8. Account Management.....	43
8.1. Account Settings	43
8.2 Search Function.....	46
8.3 Log Out.....	46

Important Notice:

This manual is a guide for the cloud platform software, not a specification sheet for individual switches. The features available to you are determined by the capabilities of your specific switch model. Not all switches will support every function described in this platform guide. To confirm which features your switch supports, always verify its official product specifications.

1. Cloud Platform Access

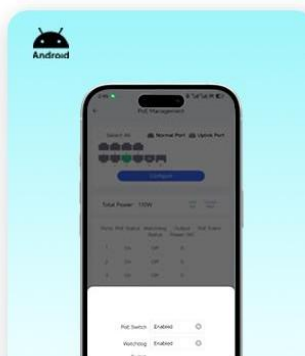
Cloud Platform Access: Web Portal, Android App, iOS App



Web login

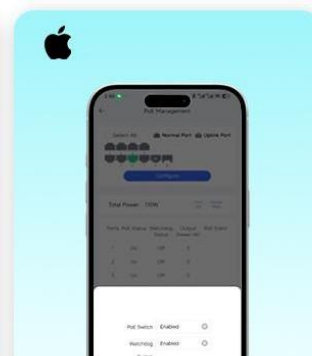
Access the Cloud OS via the web browser at:

<https://www.cloudosnet.com>



Android App

Search for "Cloud OS" on the Google Play Store for download



iOS App

Search for "Cloud OS" on the App Store for download

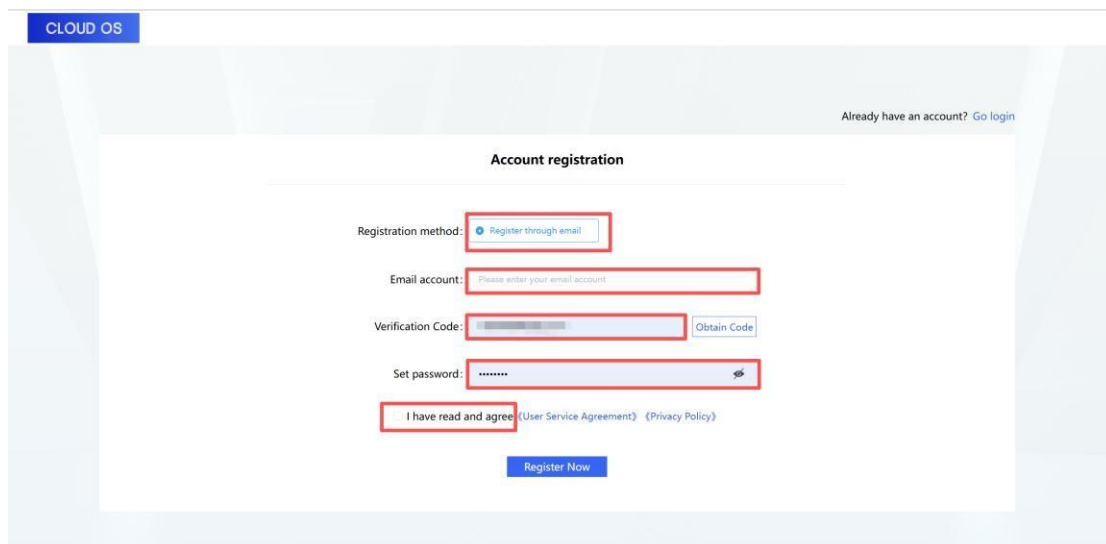
2. Account Registration and Login

After accessing a webpage in your browser, if you don't have an account logged in, click Register Now to create one



2.1 Email Registration

Enter your Email account → Click to get the verification code → Enter the verification code received in your email → Set your password → Check the User Service Agreement and Privacy Policy → Click Register Now



2.2 Account Login

- 1) Enter your account (email address)
- 2) enter password

- 3) Click login to proceed



2.3 Forgot Password

- 1) Click Forget Password



- 2) Reset using email address

CLOUD OS

Password Reset

Reset method: ☒ Reset through email

Email account:

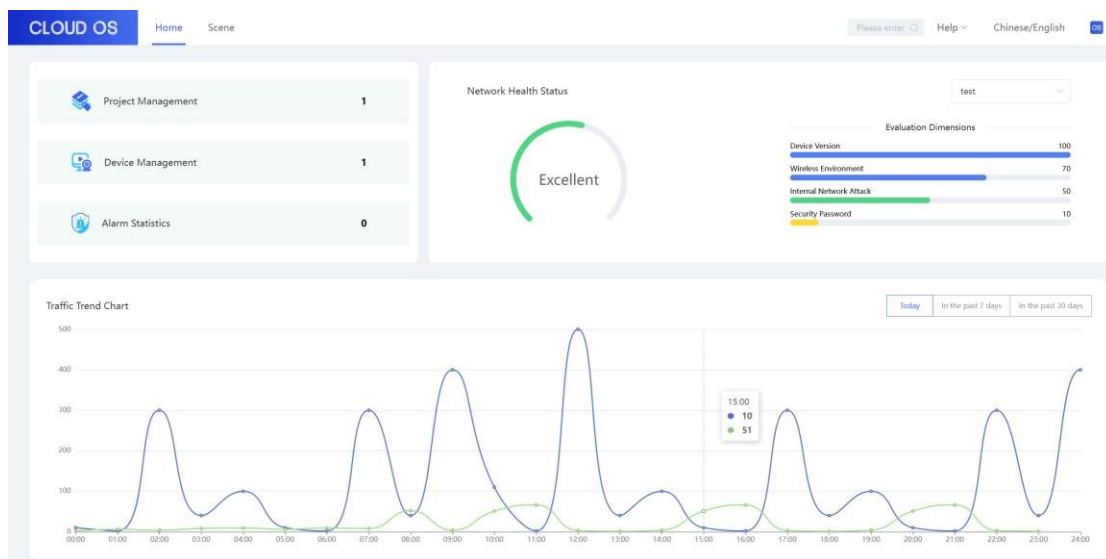
Verification Code:

Set password:

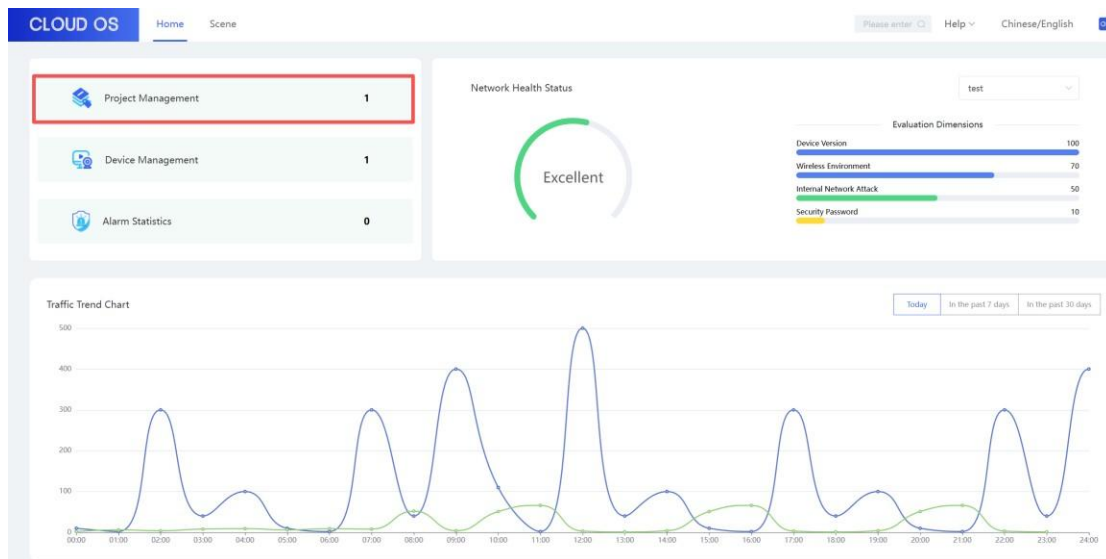
3. Project Management

3.1 Create Project

- 1) After successful login, go to the homepage



- 2) Click Project Management



3) After entering the Project Management page, click Add Project as shown below:

Project Management

Add Project Batch Sharing Batch Transfer Batch Delete

Number	Project name	Project address	Number of devices	Running Time	Creation Date	Project Operations
1	test		1	82day23h28m7s	2026-04-23 15:49:25.934	[Edit] [Share] [Copy] [Delete]

Total 1 < 1 > 5/page

My Share(0) Received Sharing(0)

Batch Delete

Number	Project name	Receive users	Reception time	Permission	Effective time	Share Operation
No Data						

Total 0 < 1 > 5/page

4) Enter the project name, description, password, and address, then click Next

Project Management

Add Project Batch Sharing Batch Transfer Batch Delete

Number	Project name
1	test

Creation Date: 2026-04-23 15:49:25.934

Project Operations: [Edit] [Share] [Copy] [Delete]

Total 1 < 1 > 5/page

My Share(0) Received Sharing(0)

Batch Delete

Number	Project name	Receive users	Reception time	Permission	Effective time	Share Operation
No Data						

Total 0 < 1 > 5/page

Add Project 1Add Project 2Select device type 3Add Device

* Project name

project description

* management password

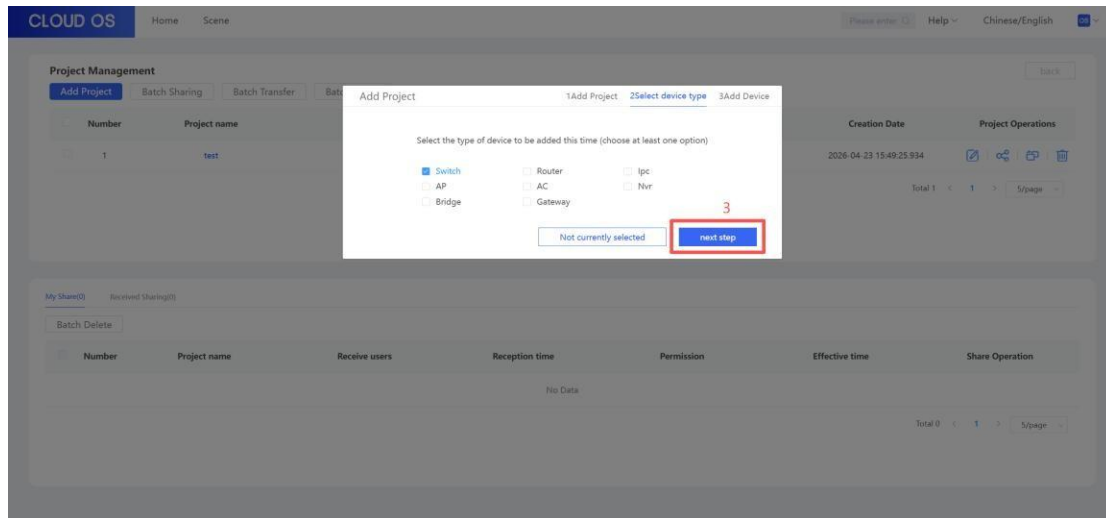
Project address

Unified management passwords for all devices under this project

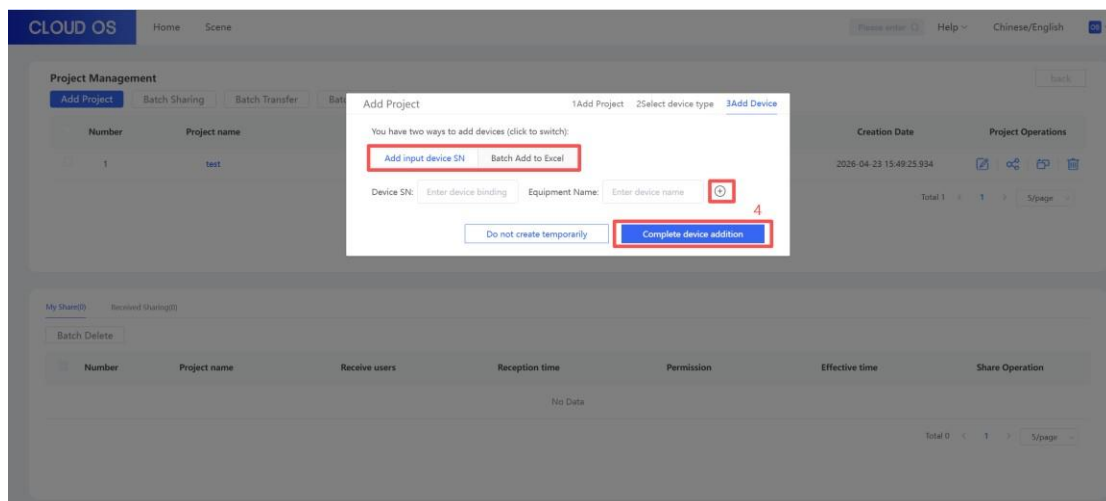
Do not create temporarily **next step**

5) Select the device type to add. Only switches are supported. Click Next after selecting your

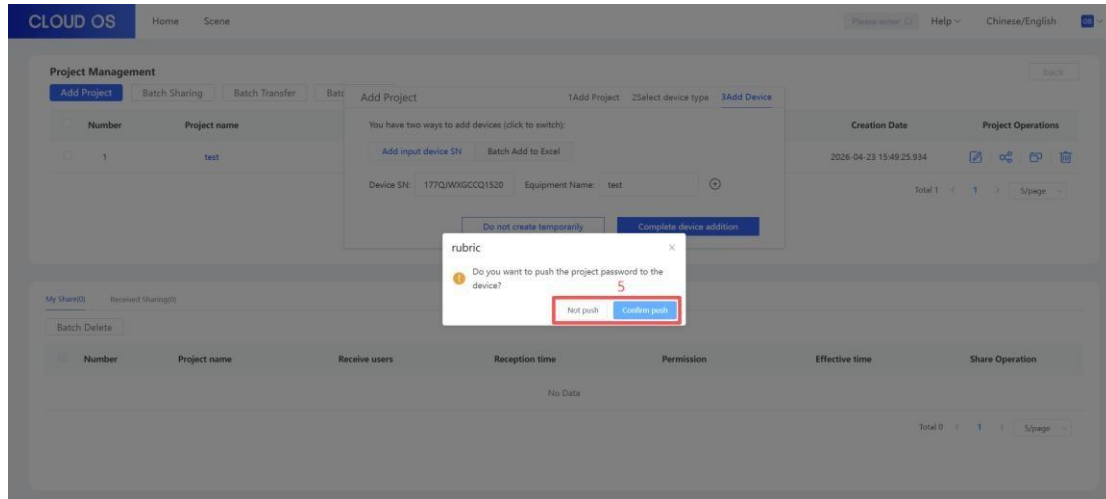
choice



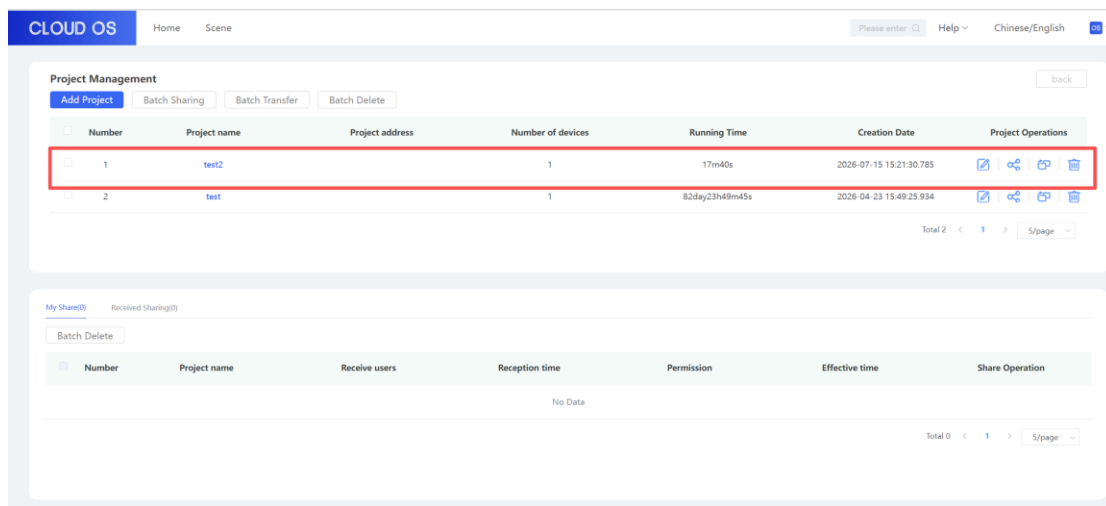
- 6) You can add devices using one of two methods: For a small number of devices, enter their serial numbers manually; for a large number of devices, enter the serial numbers in Excel format and import them for addition.
- 7) Note: You can add devices directly whether they are online or offline



- 8) After clicking Complete Add, you will be prompted to synchronize the project password to the added device. By confirming the push, the devices management password will be set to match the project password for easier management.

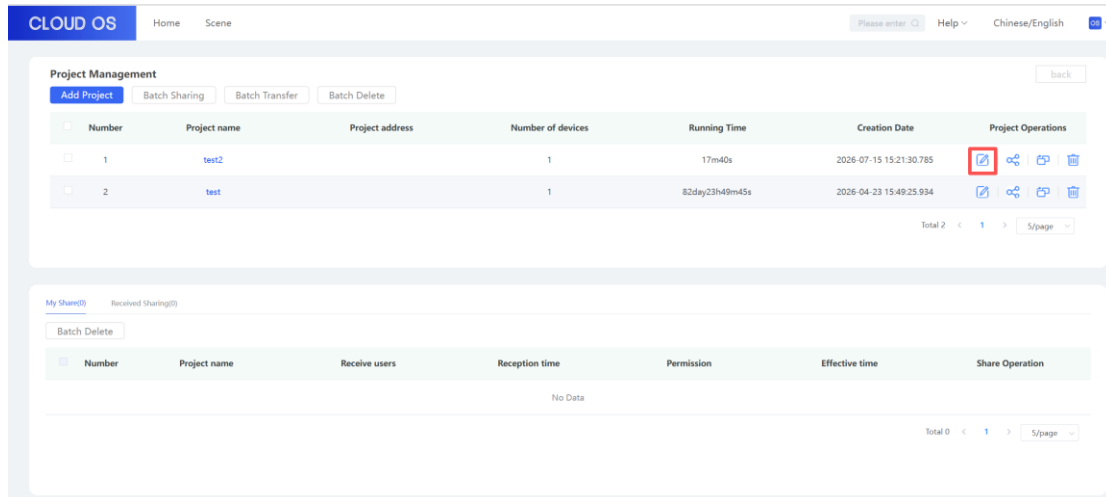


- 9) After successfully creating a project, you can view its details on the Project Management page, including the project name, address, number of devices, duration, and creation date.

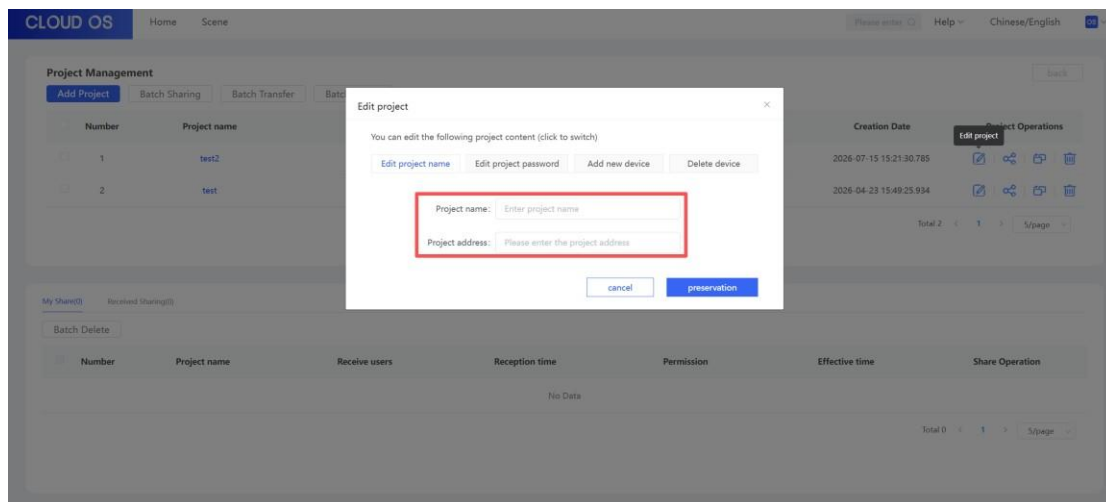


3.2 Project Operations

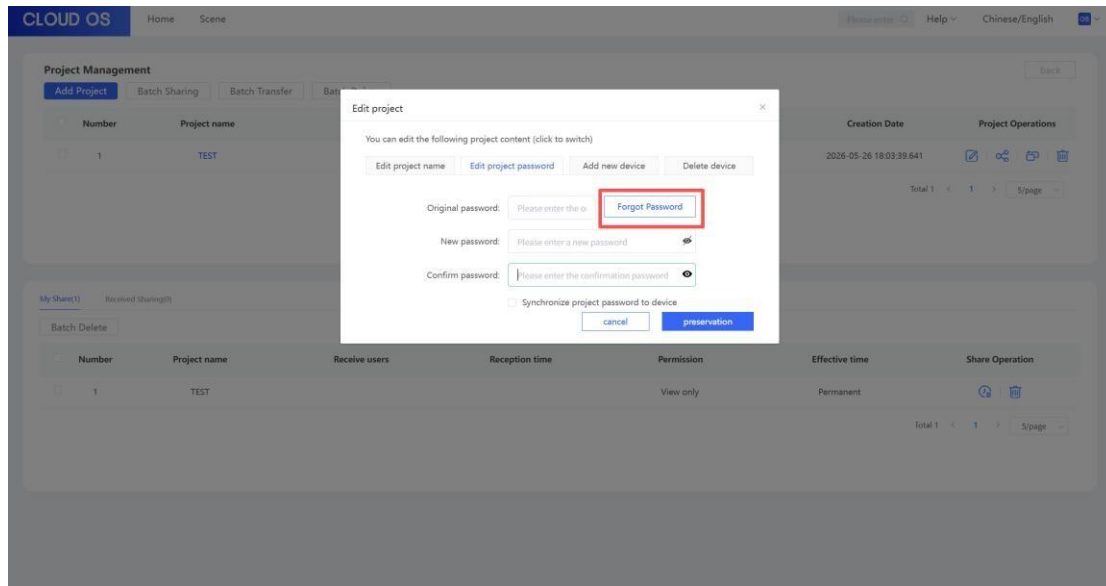
- 1) Project Operations – Edit Project: In the project list, you can edit, share, transfer, or delete individual projects. The following are the operations related to project editing, as shown in the figure below:



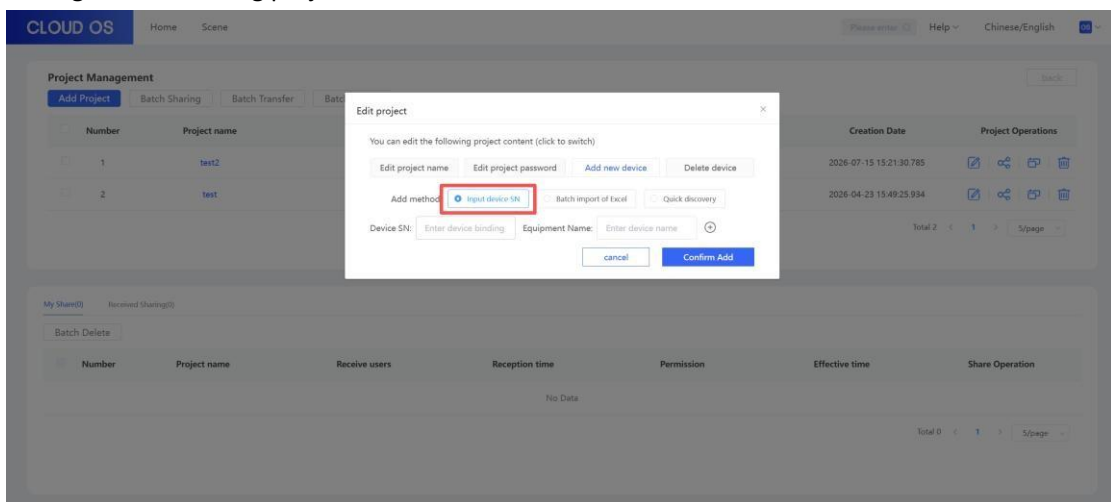
- 2) Project Operations – Edit Project – Name Modification: In Project Operations, select the project you want to edit. After clicking the Edit button, you can first modify the project name and address as shown below:



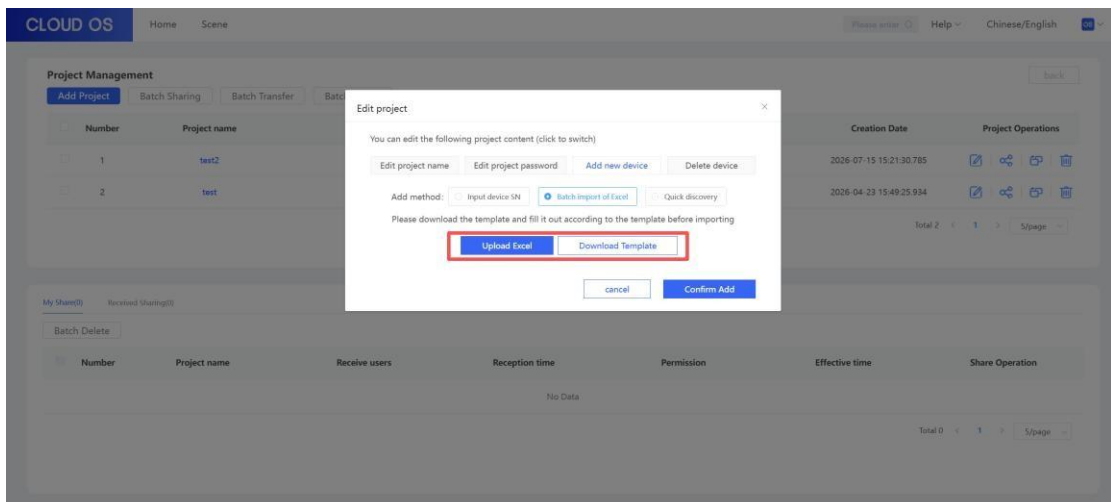
- 3) Project Operations – Edit Project – Change Password: To change your project password, enter the old and new passwords.
- 4) If you have forgotten your project password, click "Forgot Password" and reset it by verifying your Email account.
- 5) Similarly, when modifying the project password, you can choose whether to sync it to the device.



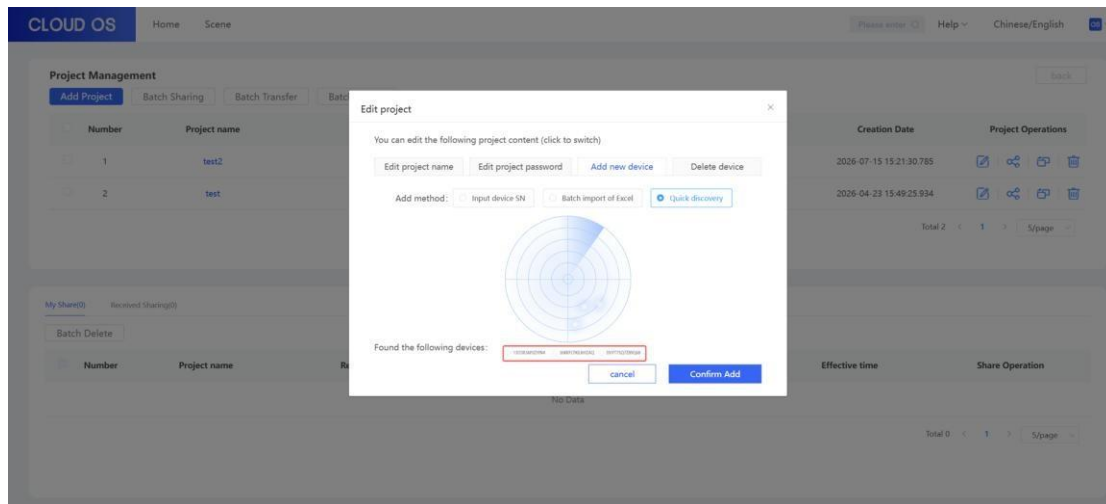
- 6) Project Operations – Edit Project – Add Device: When you need to add a new device to an existing project, you can do so here using one of the following three methods:
- 7) First method: Manually enter the device serial number (SN) using the same method as when adding a device during project creation;



- 8) Second method: Use Excel to generate device serial numbers (SN) in bulk, following the same device addition method used when creating projects.



- 9) Third option: Use Quick Scan. After clicking Quick Scan, the system will automatically detect Cloud Management Series switches in the local network. You can choose whether to add the identified devices to your project as needed.

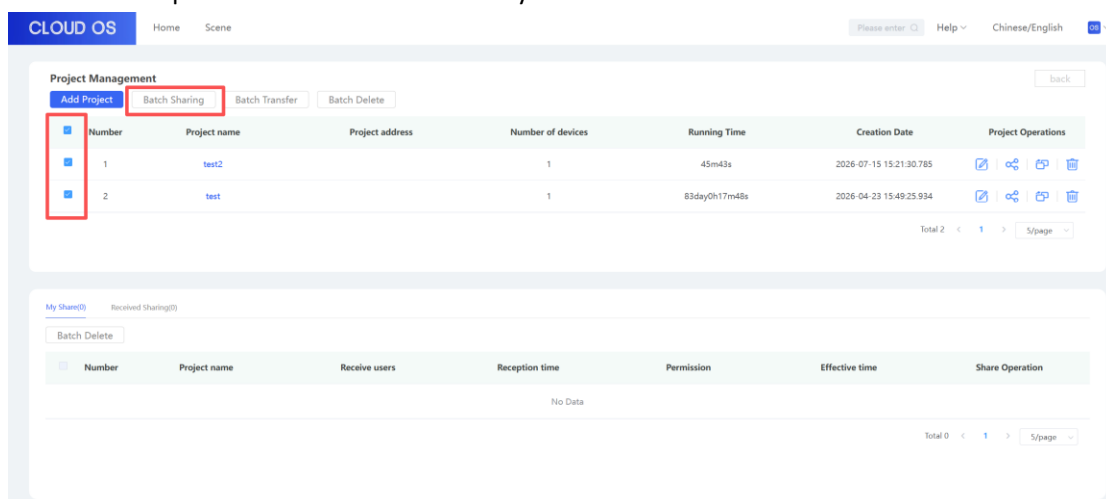


3.3 Project Sharing

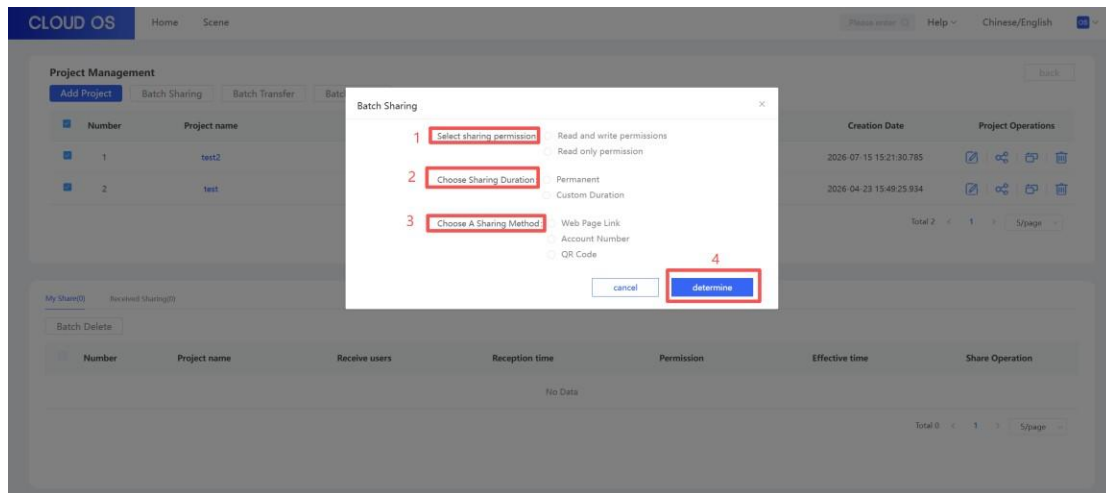
For example, batch sharing works exactly the same way for individual items as it does for batches, so we won't repeat the explanation.

Note: Only one user can receive a shared link or QR code at a time. Once received, the link and QR code will become invalid. If no user receives them, the link and QR code remain valid for only 7 days and will automatically expire after that period.

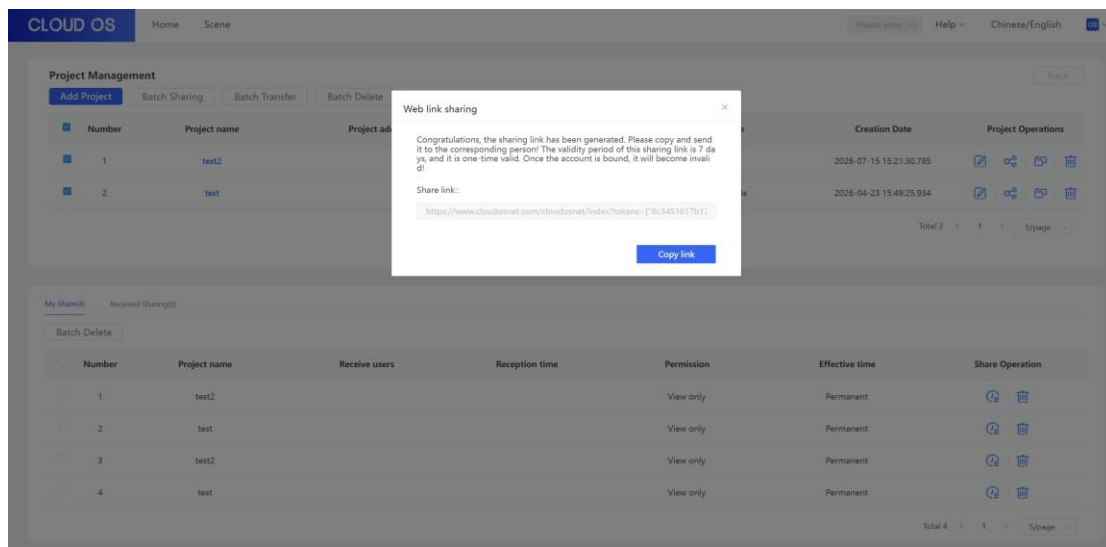
- 1) Select the items you want to share from the project list, then click Bulk Share. Note: You do not have permission to share the items you receive.



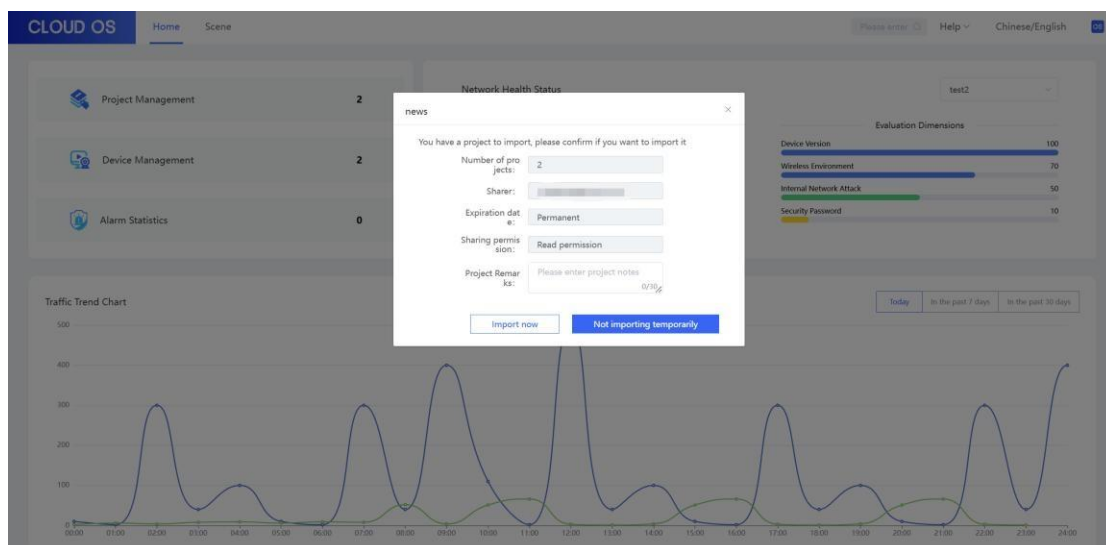
- 2) In the batch sharing dialog, select the permissions you want to share (read/write or read-only), the duration of sharing (permanent or custom), and the sharing method (link or QR code).



- 3) If you use a link, clicking OK will generate a sharing link. Simply copy the link and send it to the recipient.



- 4) When the recipient accesses the Cloud Platform via this link, a sharing notification will appear automatically, as shown below:



- After the recipient confirms importing this shared item, you can view the specific sharing record in your share list, including the item name, recipient, receipt time, permissions, and validity period.

The screenshot shows the CLOUD OS Project Management interface. At the top, there are tabs for 'Add Project', 'Batch Sharing', 'Batch Transfer', and 'Batch Delete'. Below these is a table of projects with columns: Number, Project name, Project address, Number of devices, Running Time, Creation Date, and Project Operations. Two projects are listed: 'test2' and 'test'. Below the project list is a section for 'My Share(4)' and 'Received Sharing(0)'. A 'Batch Delete' button is present. Below this is a table of shares with columns: Number, Project name, Receive users, Reception time, Permission, Effective time, and Share Operation. Four shares are listed, all with 'View only' permission and 'Permanent' effective time. The first two rows are highlighted with a red box.

Number	Project name	Project address	Number of devices	Running Time	Creation Date	Project Operations
1	test2		1	45m43s	2026-07-15 15:21:30.785	[Icons]
2	test		1	83day0h17m48s	2026-04-23 15:49:25.934	[Icons]

Number	Project name	Receive users	Reception time	Permission	Effective time	Share Operation
1	test2			View only	Permanent	[Icons]
2	test			View only	Permanent	[Icons]
3	test2			View only	Permanent	[Icons]
4	test			View only	Permanent	[Icons]

3.4 Project Transfer

For example, batch transfer follows the same procedure as individual project transfers; no further explanation is needed.

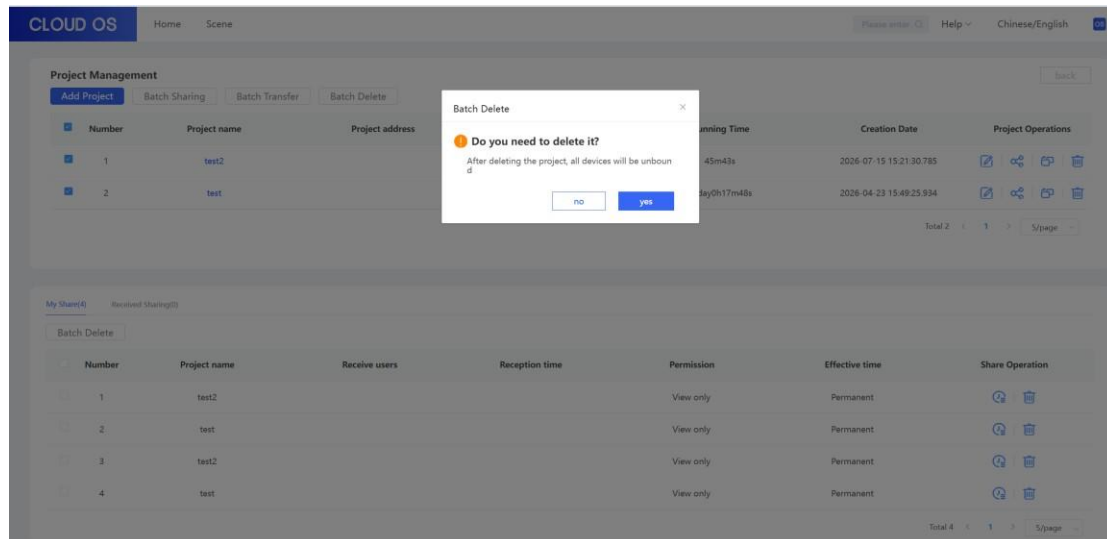
- Select the items you want to transfer from the project list and click Batch Transfer. Note: You do not have permission to transfer items you receive.
- After clicking Batch Transfer, enter the recipients Cloud OS account (Email account) and click Confirm Transfer.

The screenshot shows the CLOUD OS Project Management interface with the 'Batch Transfer' button highlighted. A dialog box titled 'Batch Transfer' is open, prompting the user to enter the transfer account. The dialog box has two input fields and a 'Confirm transfer' button. Below the dialog box, the 'Batch Transfer' button is also highlighted. The background interface shows the same project list and share list as the previous screenshot.

3.5 Delete Project

For example, batch deletion: deleting a single item follows the same procedure as batch deletion, so we won't repeat it.

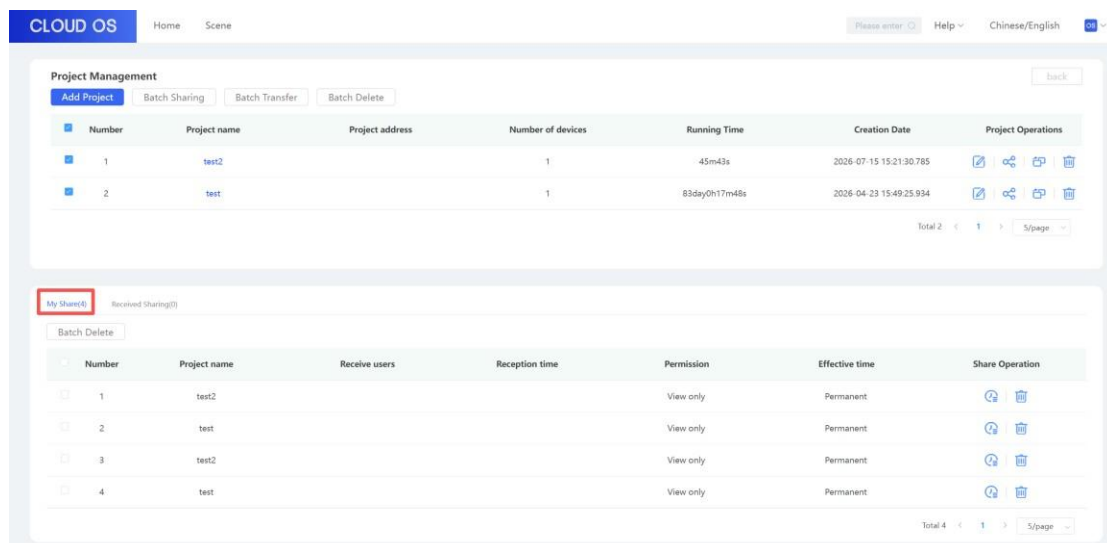
- 1) Select the items you want to delete from the list, then click Bulk Delete
- 2) After clicking Bulk Delete, you will be prompted to confirm again to avoid errors. Confirm carefully. After deletion, all your devices will be unlinked but their configurations remain unaffected.



3.6 Share List

Note: The sharing list is divided into "My Shares" and "Received Shares"

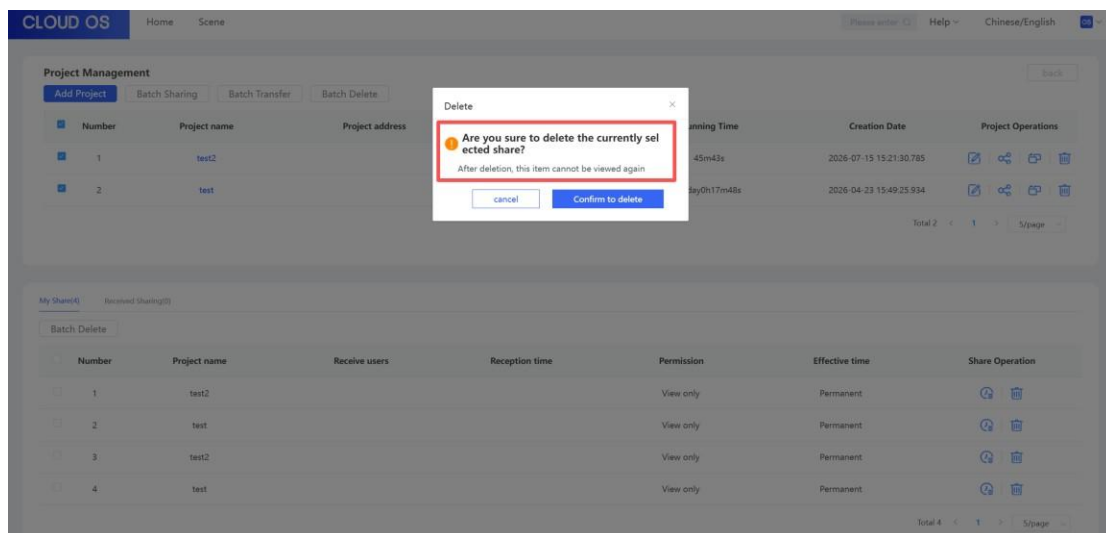
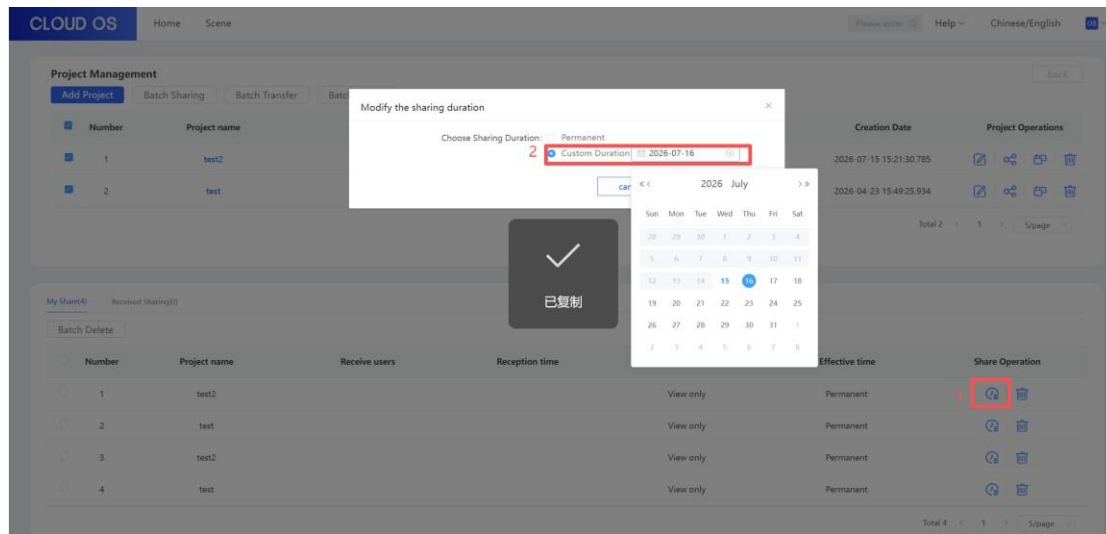
- 1) My share: This counts the projects you have shared. You can modify their sharing dates or delete them directly.



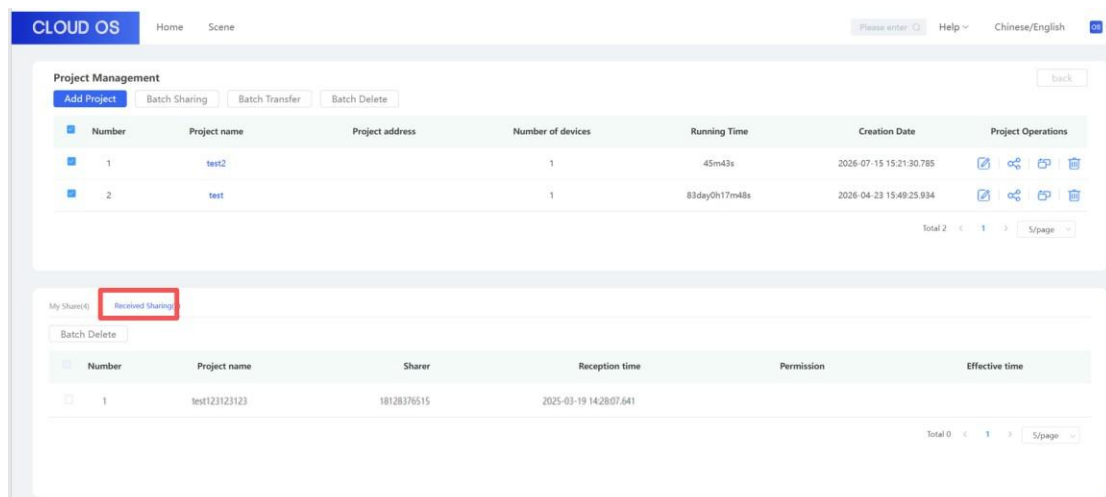
- 2) To end this sharing permission early, delete the sharing record directly. The recipient account

will no longer be able to access this item.

- 3) If you find the projects sharing time too long or too short, you can edit it. Once edited, the recipients project time will update accordingly.



- 4) A received share refers to a project shared by another user, including the project name, sharer, receipt time, your permissions for the project, and the validity period of the share, as shown below:



4. Scenario Configuration

4.1 Scene Configuration

Scene Configuration: A set of operations tailored for a specific project and its devices, including topology setup, device lists, quick configuration, project sharing, and transfer.

- 1) You can click Scene Configuration. By default, it opens the scene configuration for your first project. If you click a project name in the list, the scene configuration will be set to the selected project.

Project Management

Buttons: Add Project, Batch Sharing, Batch Transfer, Batch Delete

Number	Project name	Project address	Number of devices	Running Time	Creation Date	Project Operations
1	test2		1	1h14m25s	2026-07-15 15:21:30.785	[Icons]
2	test		1	83day0h46m30s	2026-04-23 15:49:25.934	[Icons]

Total 2 | 1 | 5/page

My Share(s) Received Sharing(s)

Buttons: Batch Delete

Number	Project name	Receive users	Reception time	Permission	Effective time	Share Operation
1	test2			View only	Permanent	[Icons]
2	test			View only	Permanent	[Icons]
3	test2			View only	Permanent	[Icons]
4	test			View only	Permanent	[Icons]

Total 4 | 1 | 5/page

- 2) As shown in the figure below, you can click the project name to switch projects

test

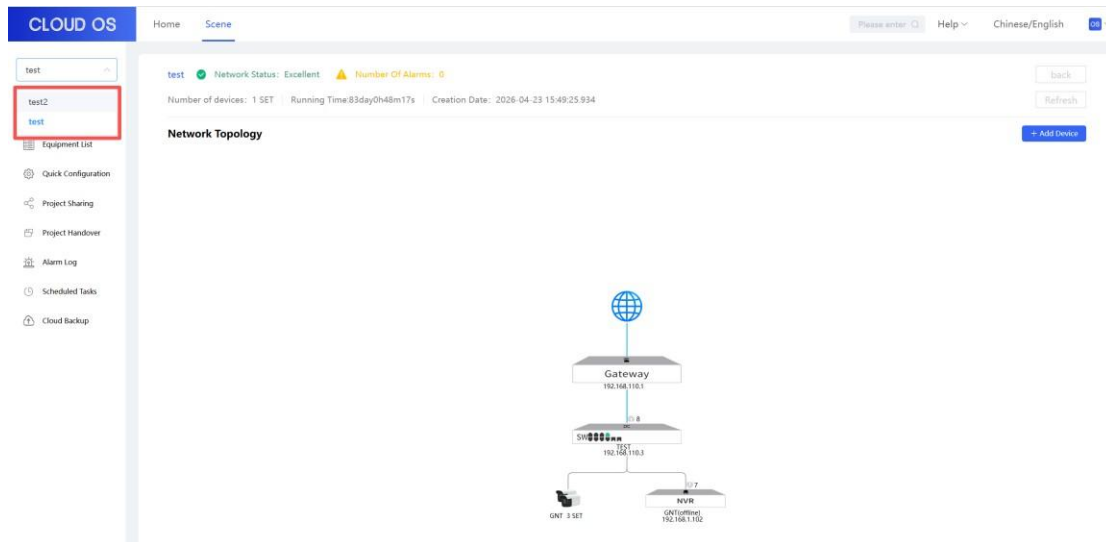
Network Status: Excellent | Number Of Alarms: 0

Number of devices: 1 SET | Running Time: 83day0h48m17s | Creation Date: 2026-04-23 15:49:25.934

Network Topology

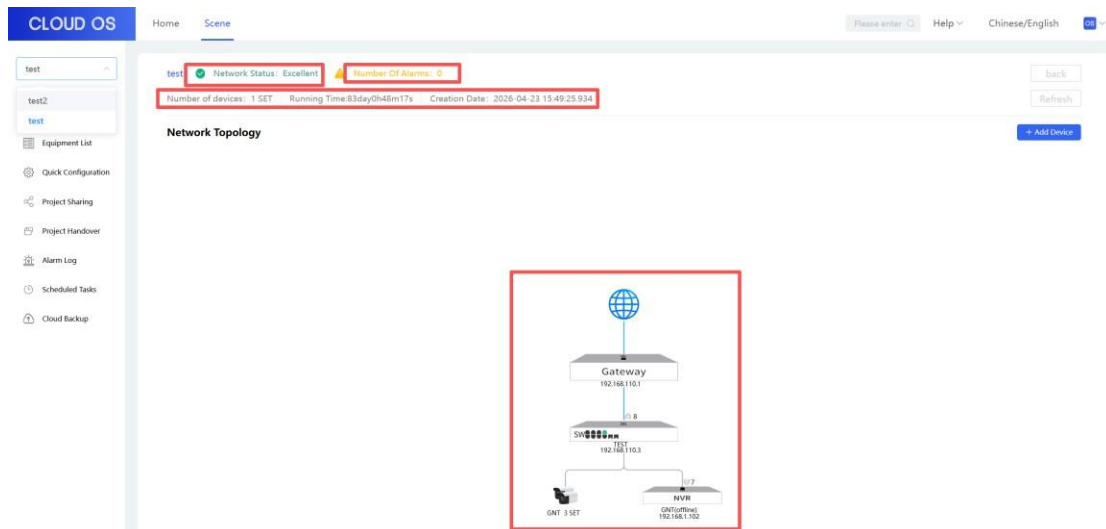
Buttons: Add Device

```
graph TD
    Internet((Internet)) --- Gateway[Gateway  
192.168.110.1]
    Gateway --- SW[SW  
192.168.110.3]
    SW --- G1[ONT 3 SE1]
    SW --- NVR[NVR  
ON10000  
192.168.110.2]
```

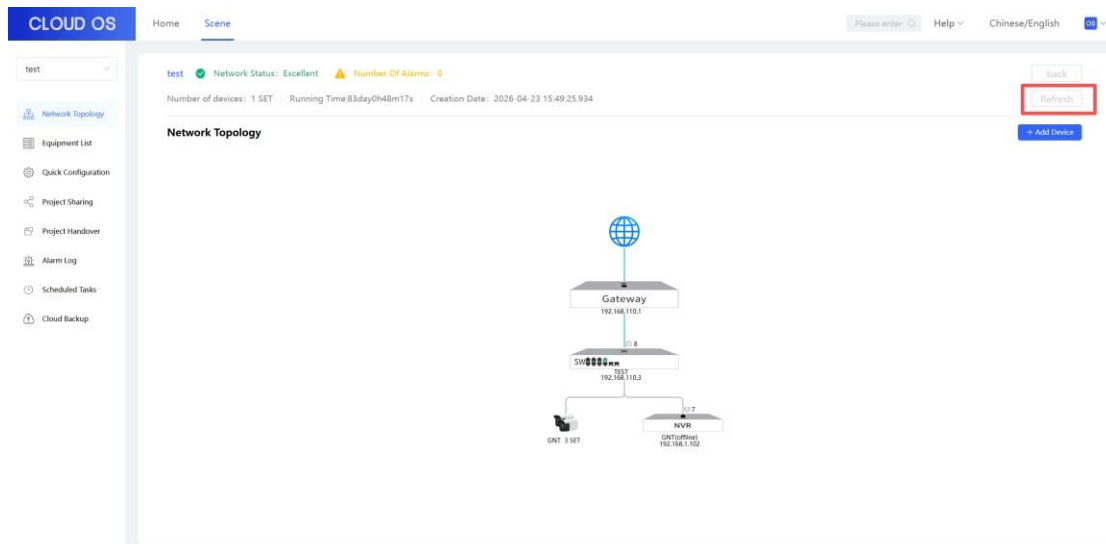


4.2 Network topology

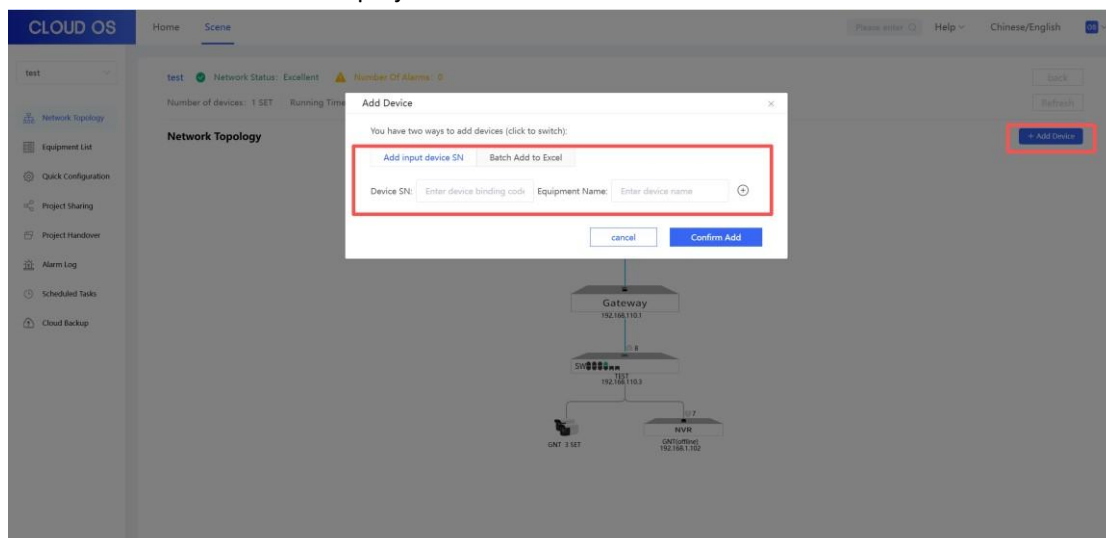
- 1) The Network topology page displays your network status, number of alerts, network structure, device count for this item, uptime, creation date, and other information.
- 2) Network topology: Icons indicate device types (SW for switches), port status, device model, management IP, and upstream port; the corresponding topology is generated based on the actual wiring configuration.



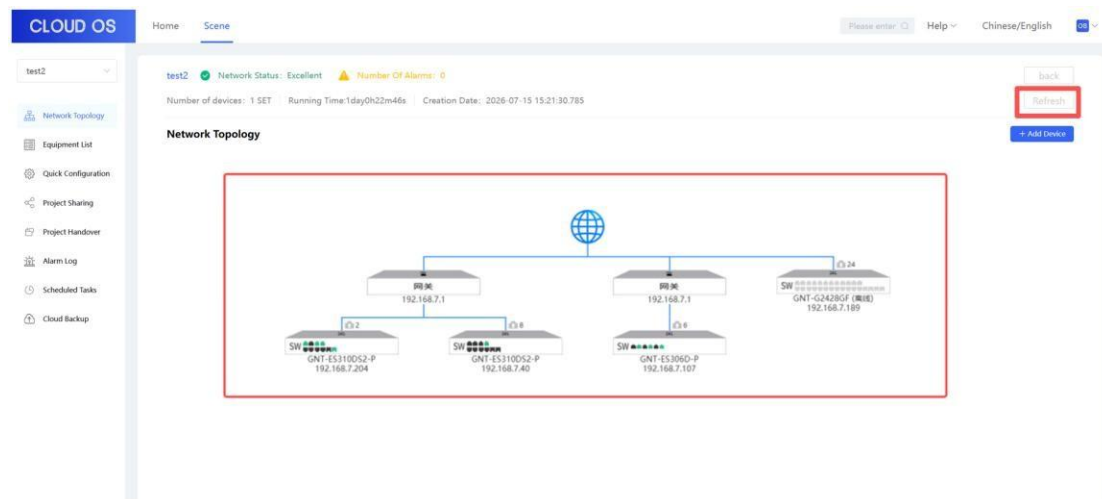
- 3) Click the Refresh button to update the topology



- 4) Add Device: Adding devices here applies only to the current project. You can add both offline and online devices in this project.

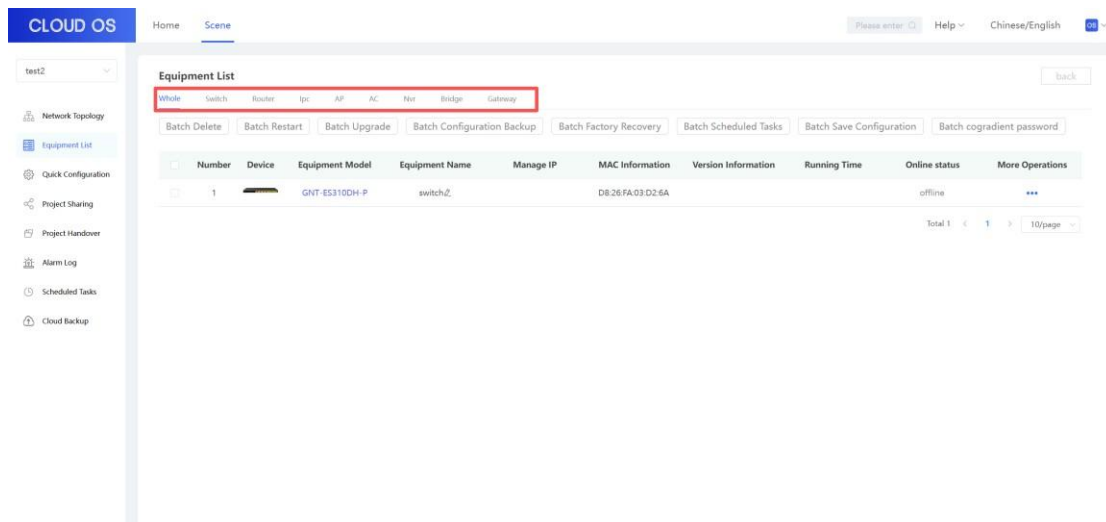


- 5) When you see the prompt "Unbound device detected. Do you want to add it?" in your topology, it indicates there are unbound Cloud Management switches in your LAN. Click to select the devices you wish to add.
- 6) After adding the devices, refresh the topology to see them (including both online and offline devices), as shown below:

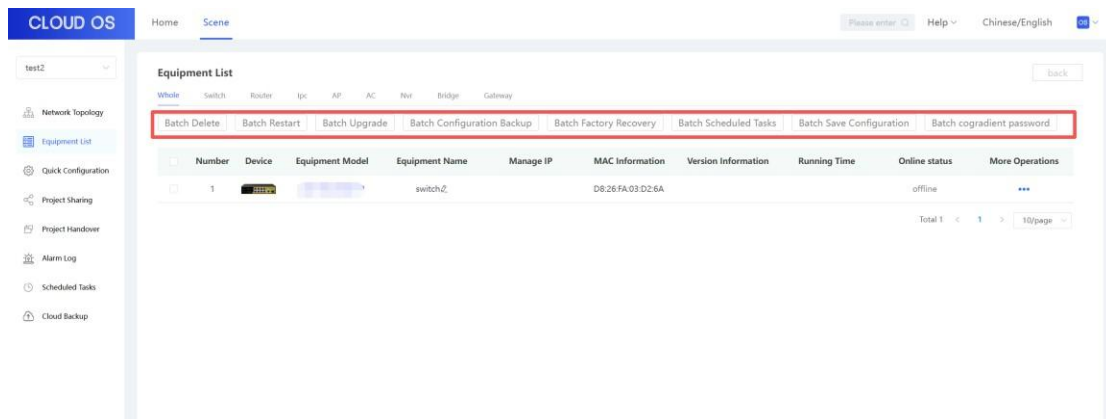


4.3 Equipment List

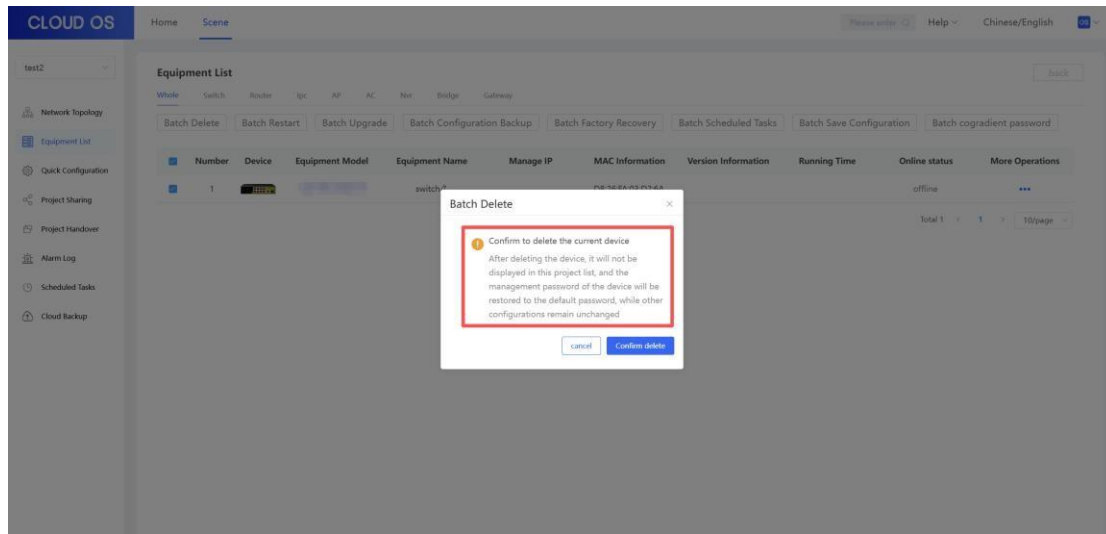
- 1) The device category displays all devices for this item by default. You can filter by device type.



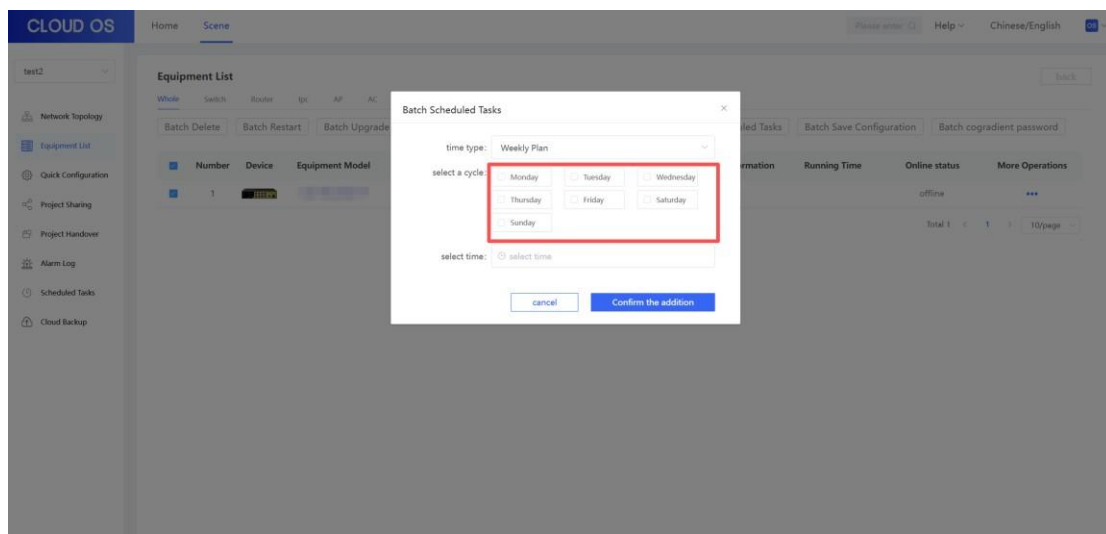
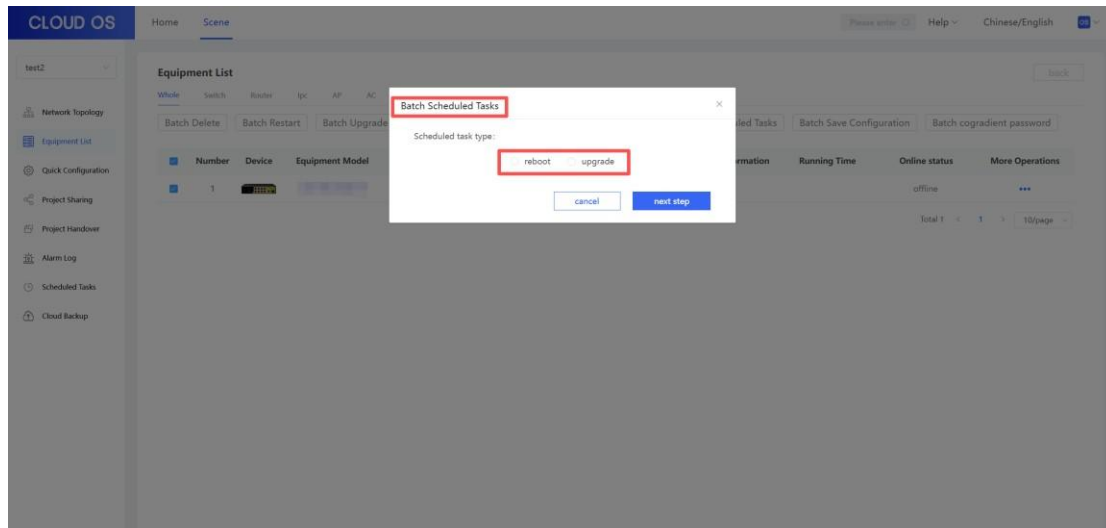
- 2) The device list supports the following operations: batch deletion (unbind devices), batch restart, batch upgrade, batch backup, batch factory reset, batch scheduled tasks, batch configuration save, and batch password synchronization.



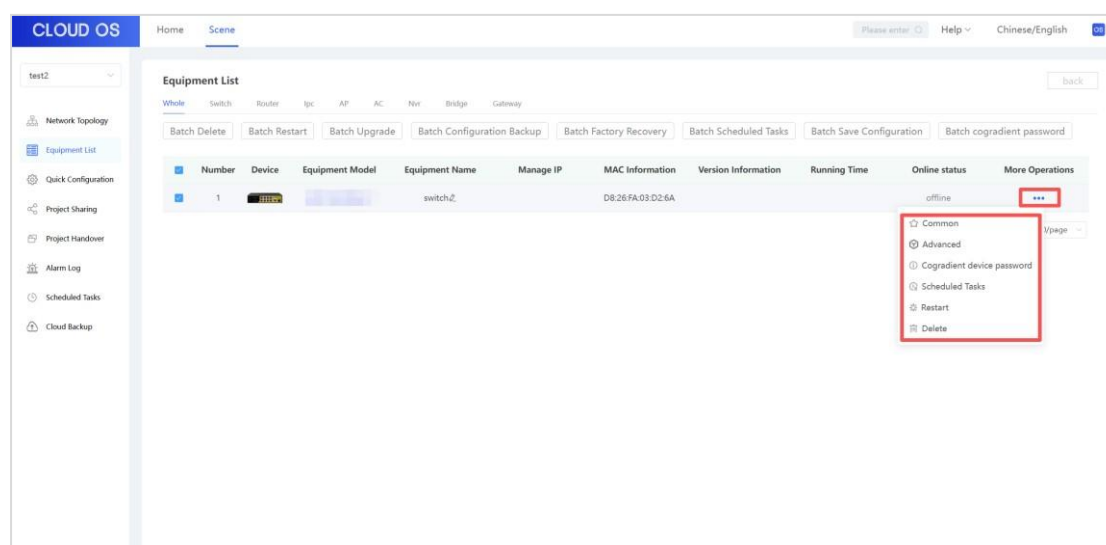
- 3) Device List – Batch Delete: To delete one or more devices, or all devices, select the devices you want to unbind, click Batch Delete, and confirm to unbind the selected devices without affecting their configurations.



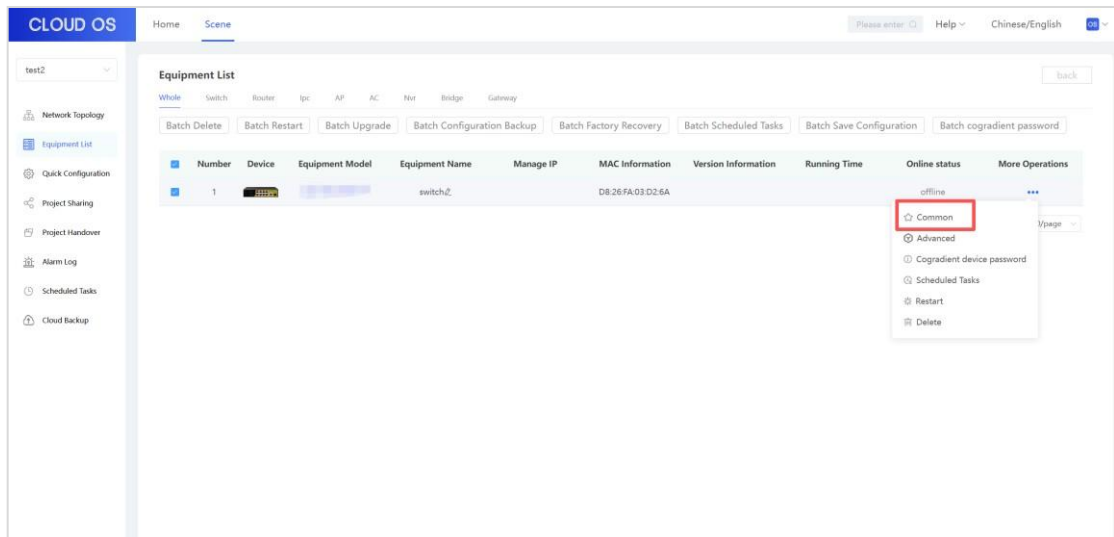
- 4) Device List – Batch Restart: To restart one or more devices, or all devices, select the devices you want to restart, click Batch Restart, and the selected devices will restart upon confirmation. Note: Offline devices cannot be restarted.
- 5) Device List – Batch Upgrade: To upgrade one or more devices, or all devices, select the devices you want to upgrade, click Upgrade & Restart, and confirm to update the selected devices. Note: Offline devices and devices without upgrade files cannot be upgraded online.
- 6) Device List – Batch Backup: To specify one or more devices, or all devices, select the devices you want to back up, click Batch Backup, and the selected devices will be backed up. Note: Offline devices cannot be backed up. After backup completion, you can view the backup files in Cloud Backup.
- 7) Device List – Batch Factory Reset: To reset factory settings for one or more devices, or all devices, select the devices you want to reset and click Batch Factory Reset. The selected devices will be restored upon confirmation. Note: Offline devices cannot be reset.
- 8) Device List – Batch Scheduled Tasks: To configure scheduled tasks for one or multiple devices, or all devices, select the desired devices, click "Batch Scheduled Tasks," and choose the task type (currently limited to restart and upgrade). After selecting a task type, set the scheduled date using weekly, daily, or single-run plans. Note: Each task type can only appear once per device. Once configured, you'll see corresponding task records in the Scheduled Tasks section.
- 9) Weekly Plan: Select from Monday to Sunday, supporting single and multiple selections;
- 10) Daily Plan: After selecting a daily plan, it will be executed at the time points you set; no execution has occurred yet.
- 11) Single execution: Run once only.



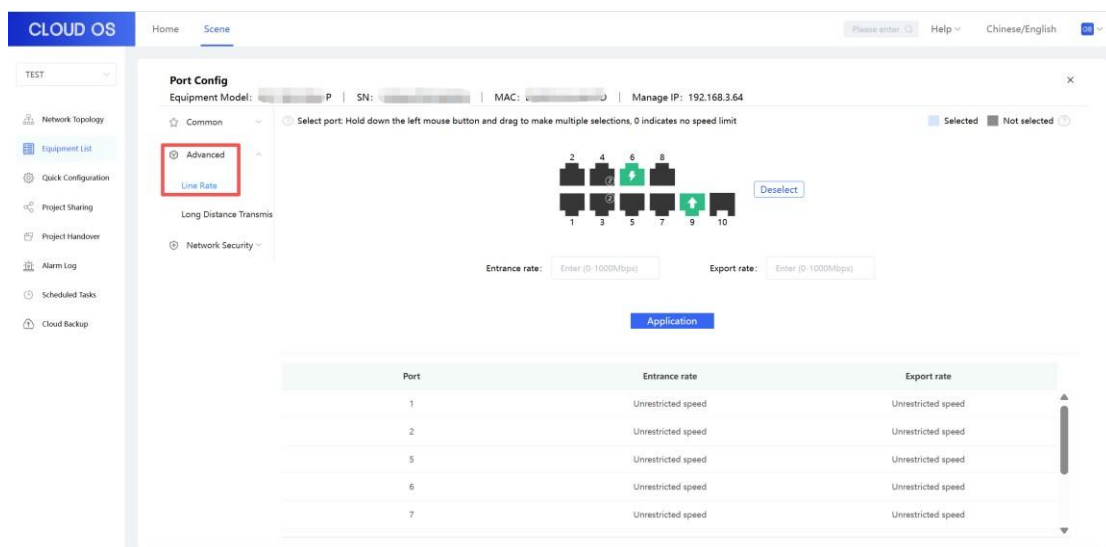
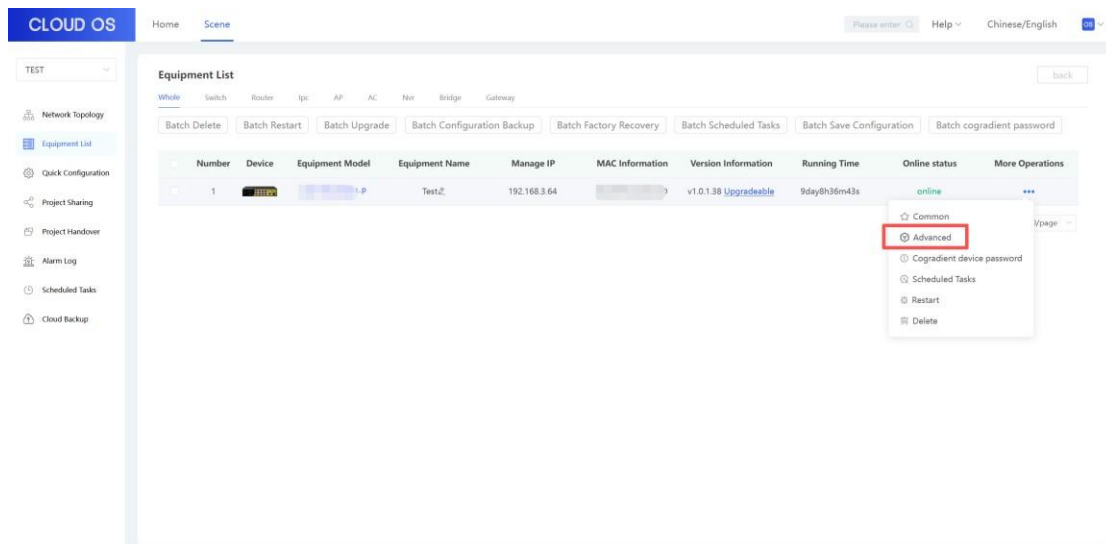
- 12) For individual devices, the cloud platform also supports more detailed feature configurations, such as common and advanced features.



- 13) Click Common Functions to enter the devices Common Functions Configuration Page

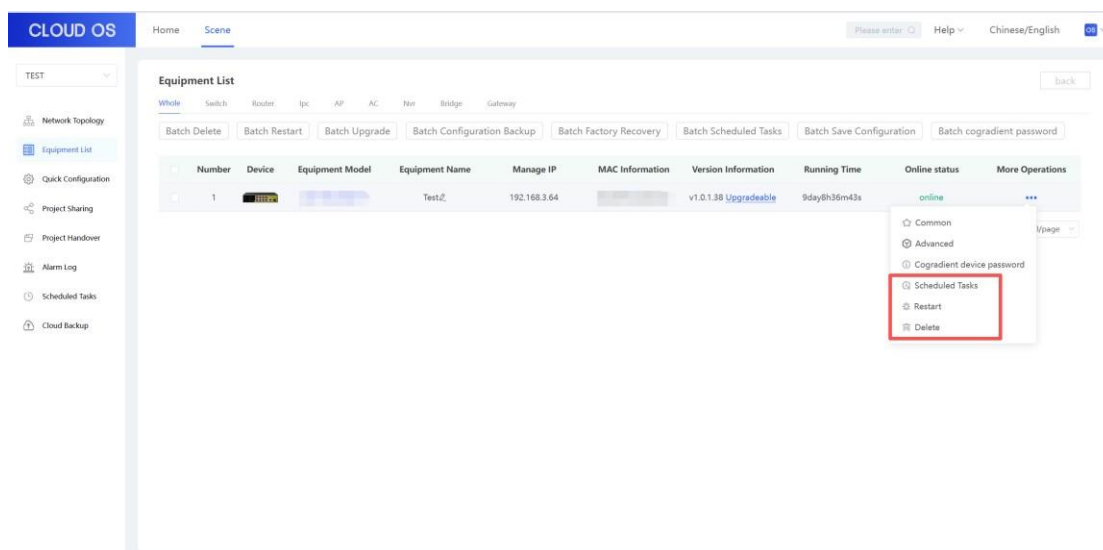


14) Click Advanced Features to enter the devices advanced configuration page



15) For individual devices, you can also perform separate operations such as scheduled tasks,

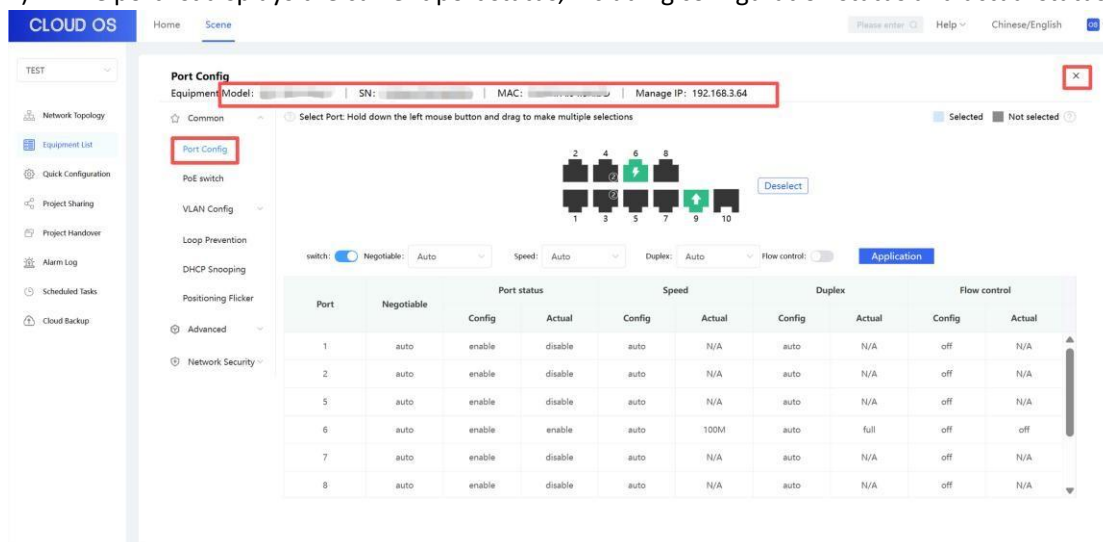
restarts, and deletions.

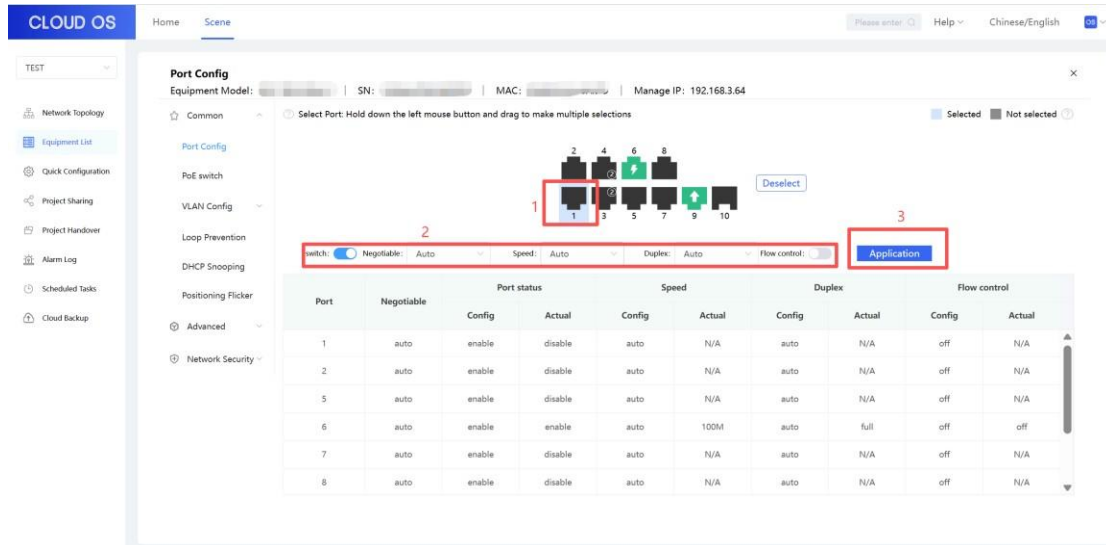


Clicking the device model in the list will also take you to the individual device configuration page. The following explains the relevant configuration steps.

4.3.1 Interface Configuration

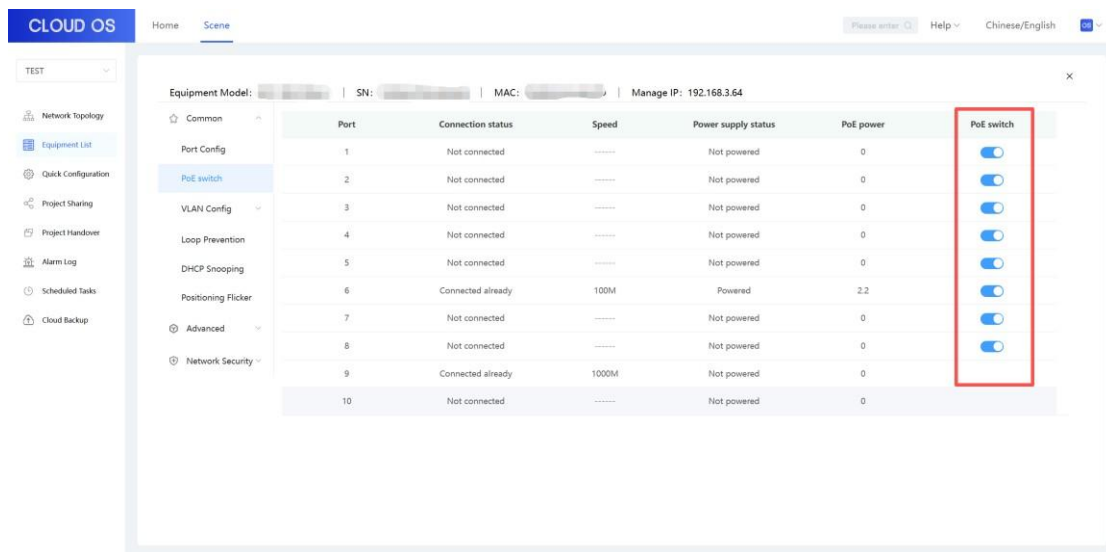
- 1) The interface configuration page allows you to configure one or multiple ports, including port status, negotiation mode, negotiation rate, duplex mode, and flow control switch. You can customize port settings according to your needs.
- 2) The port list displays the current port status, including configuration status and actual status.





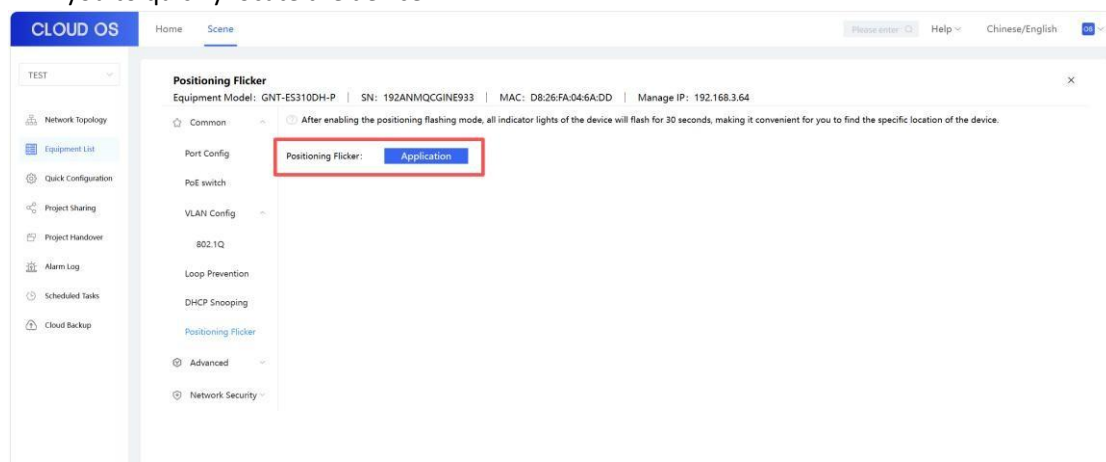
4.3.2 PoE Switch

- 1) When the device supports PoE functionality, you can also perform PoE switching on individual ports of the device in the cloud.
- 2) The Port PoE list displays in real time information such as the devices PoE power status, negotiated speed, and connection status.



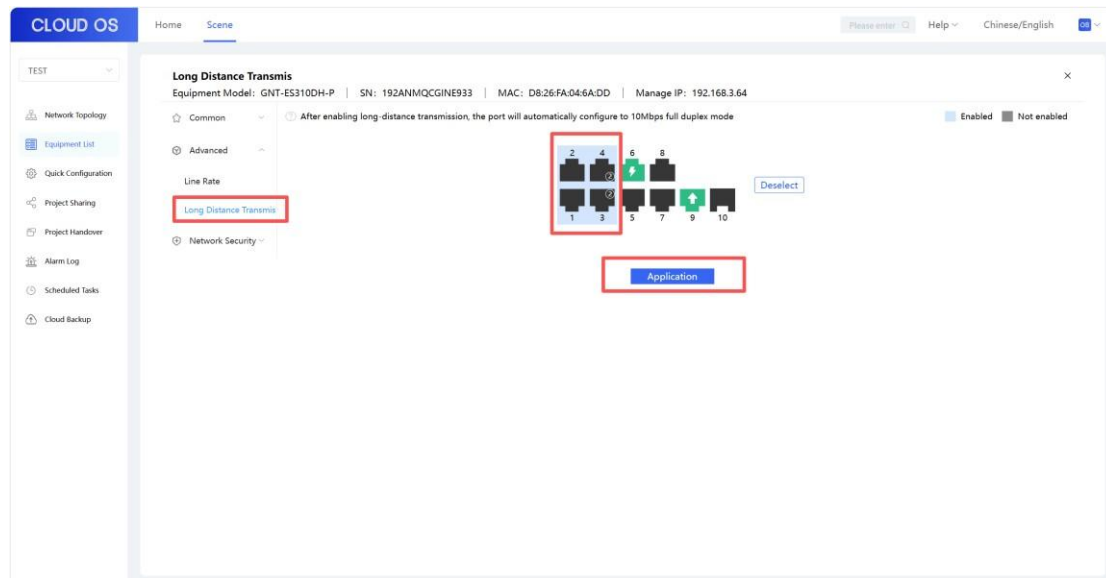
4.3.3 Locator Flash

- 1) When you cannot determine the exact location of a device in the server room, click the location indicator. This feature will cause all device indicators to flash for 30 seconds, allowing you to quickly locate the device.



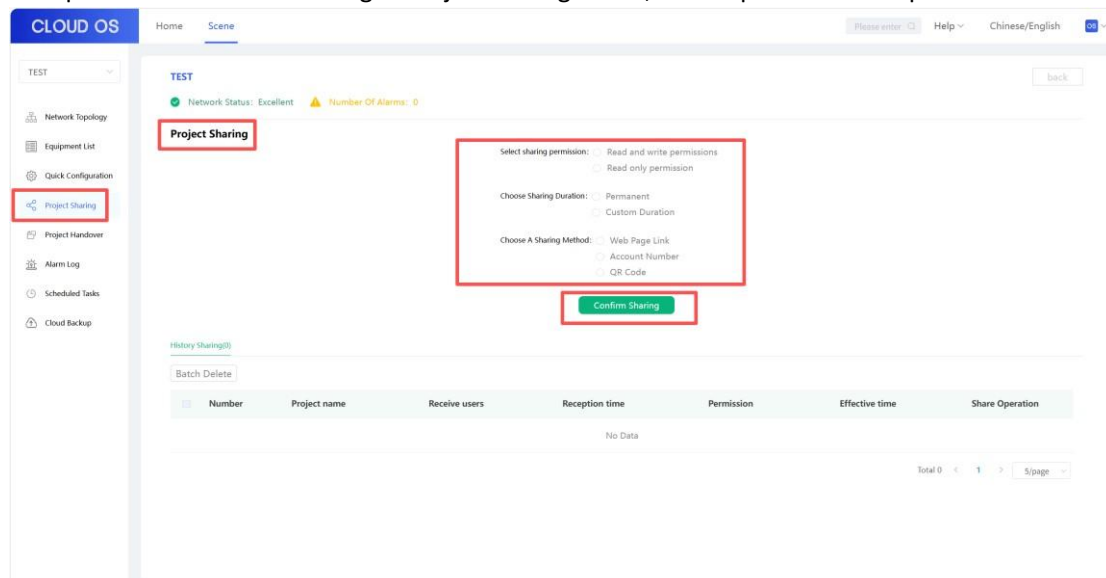
4.3.4 Long-distance Transmission

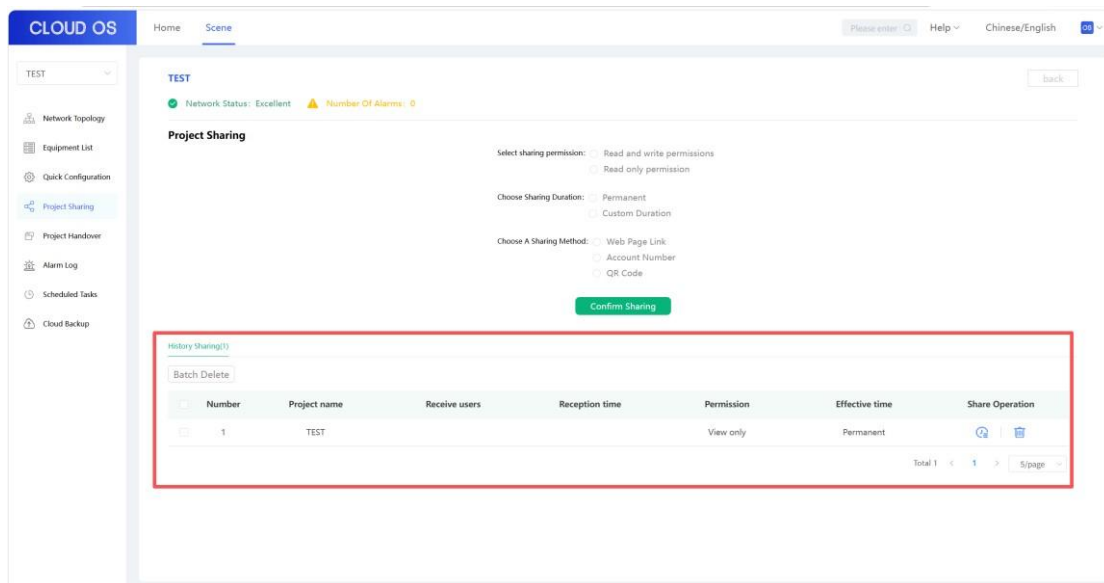
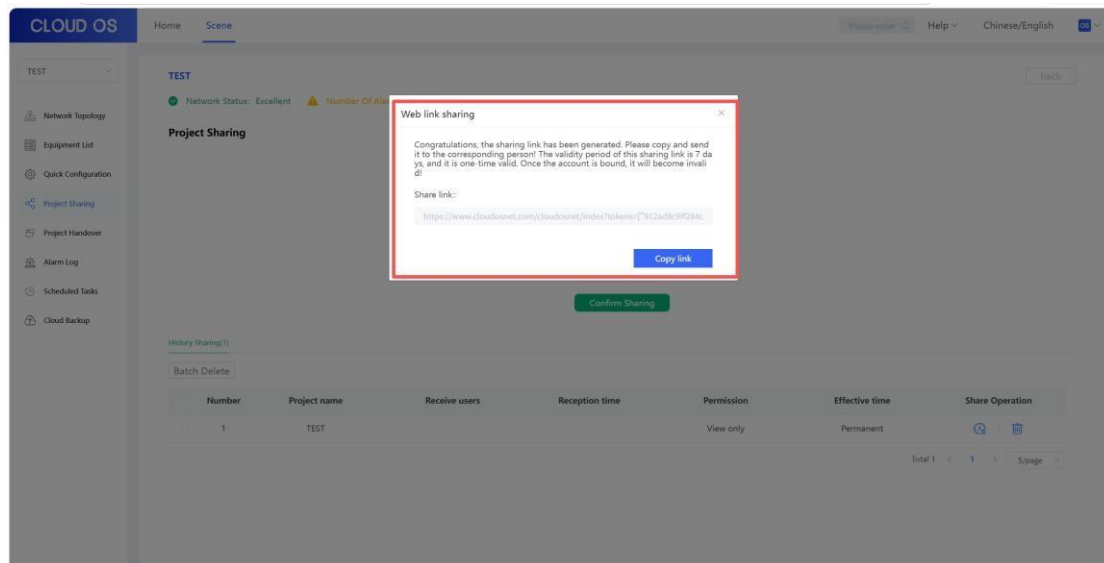
- 1) The cloud also supports remote transmission settings for single or multiple ports. When configured for remote transmission, the corresponding port will operate in 10M full-duplex mode to ensure transmission over 250 meters.
- 2) Select the port to configure → Click Apply.
- 3) Note: When the port is configured in remote transmission mode, you cannot configure its rate or duplexing. You must first disable remote transmission before configuring it.



4.4 Project Sharing

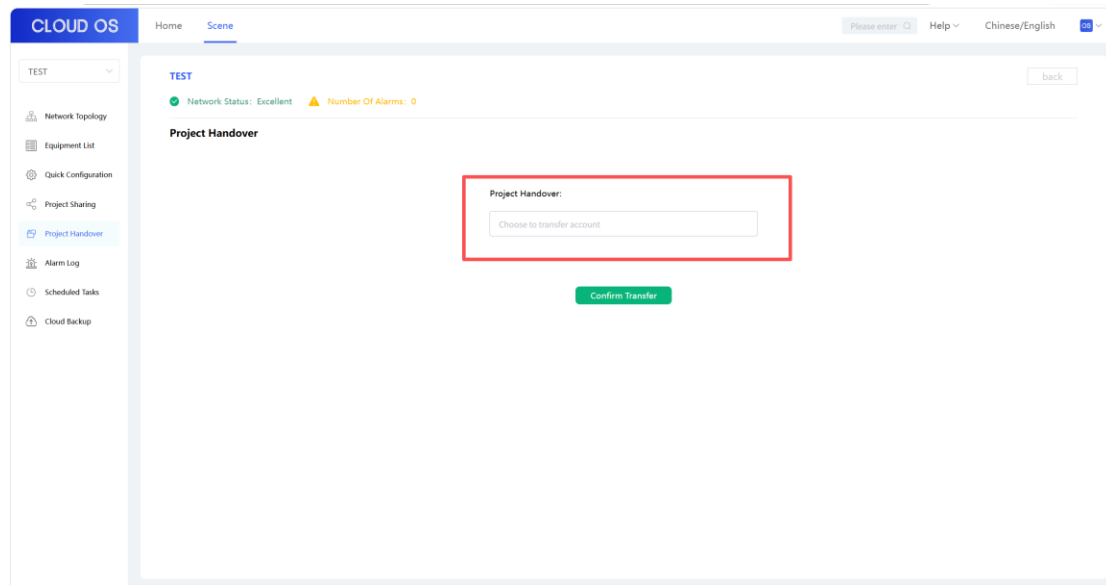
- 1) Project sharing in Scenario Configuration applies to individual projects and follows the same procedure as batch sharing in Project Management; this step will not be repeated here.





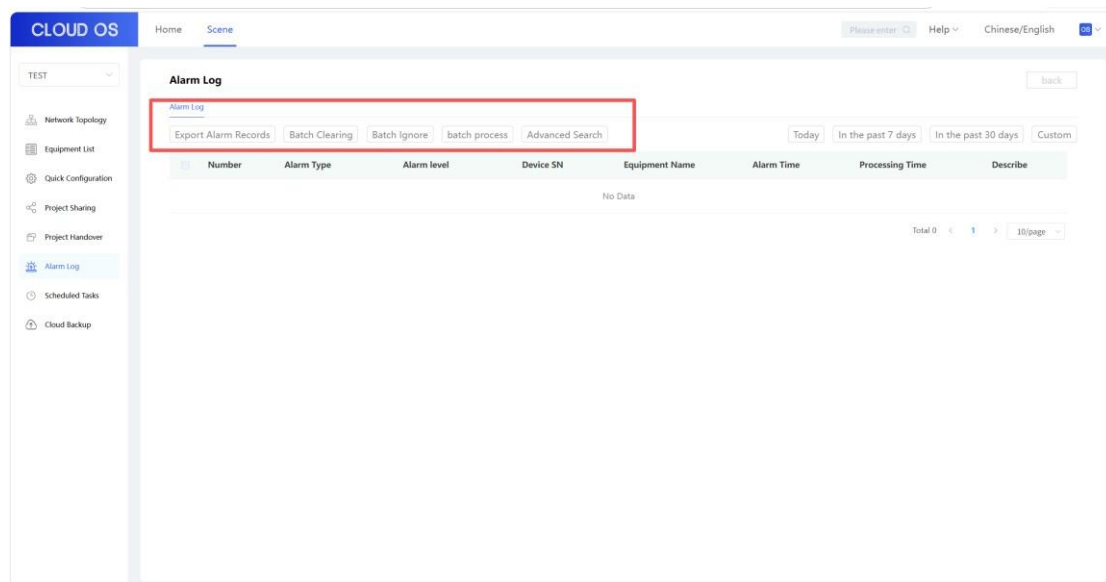
4.5 Project Transfer

Project transfer in scenario configuration refers to the transfer of individual projects, using the same procedure as batch transfer in project management; this will not be repeated here.



4.6 Alarm Records

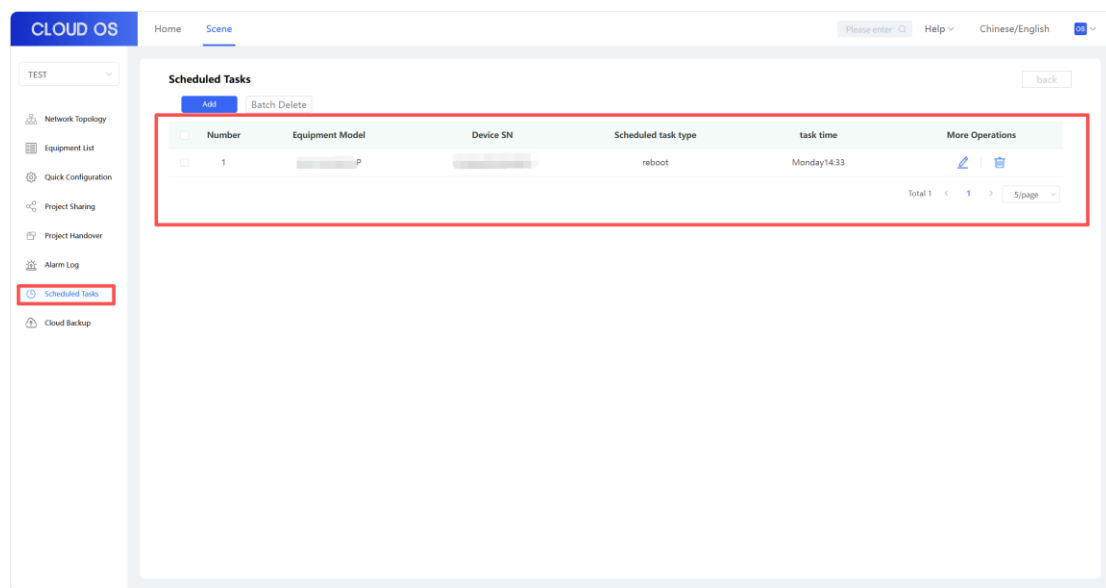
- 1) The alert history records only the number of alerts triggered by devices in this item, along with alert types and times.
- 2) Supports exporting alarm records, batch deletion, batch ignoring, batch removal, advanced search, and other operations.
- 3) Alarm settings are described in Alarm Management.



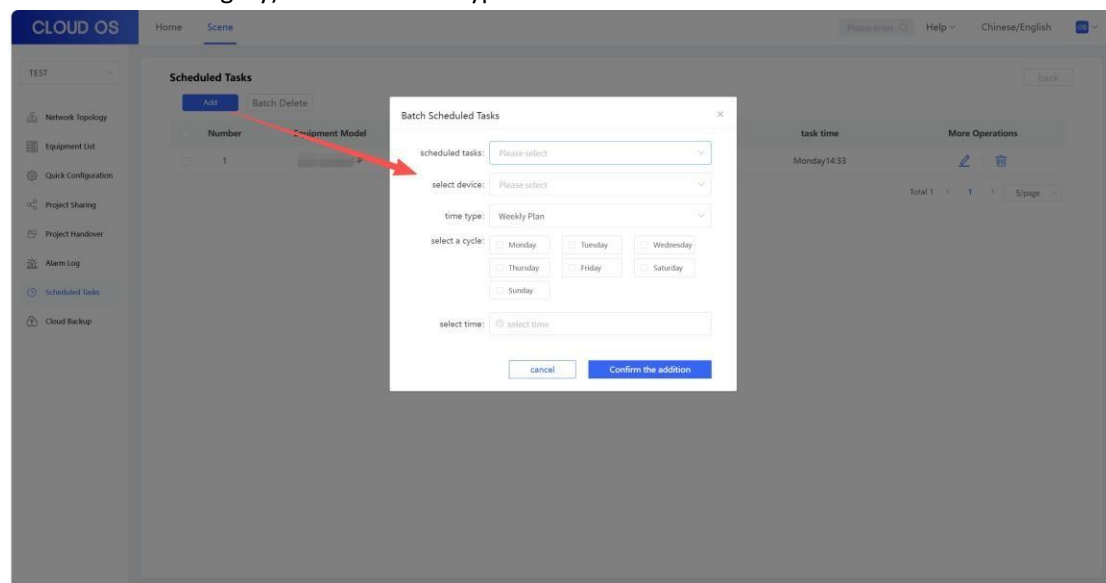
4.7 Scheduled Tasks

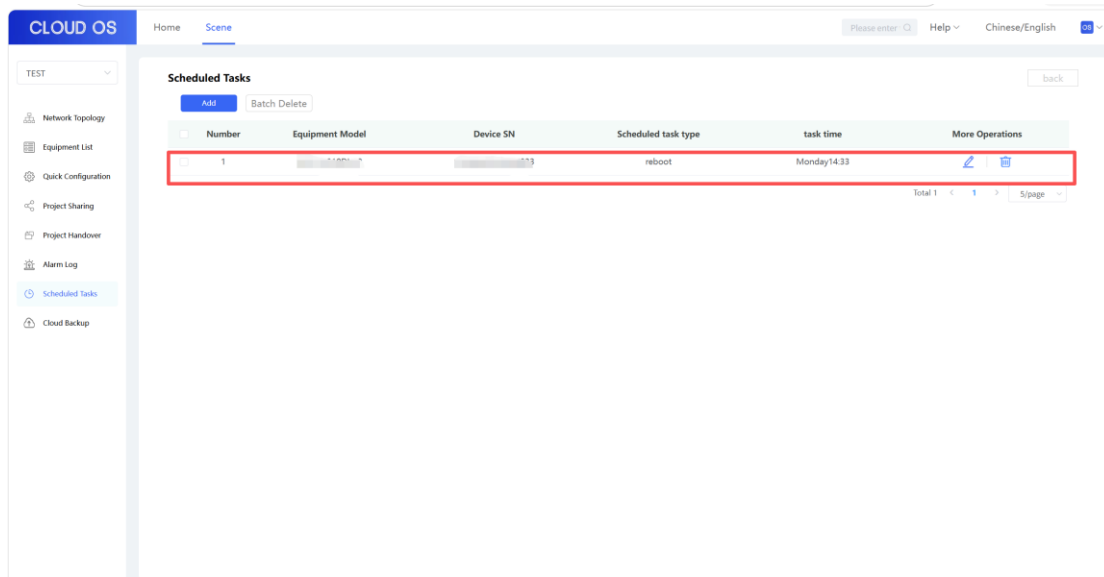
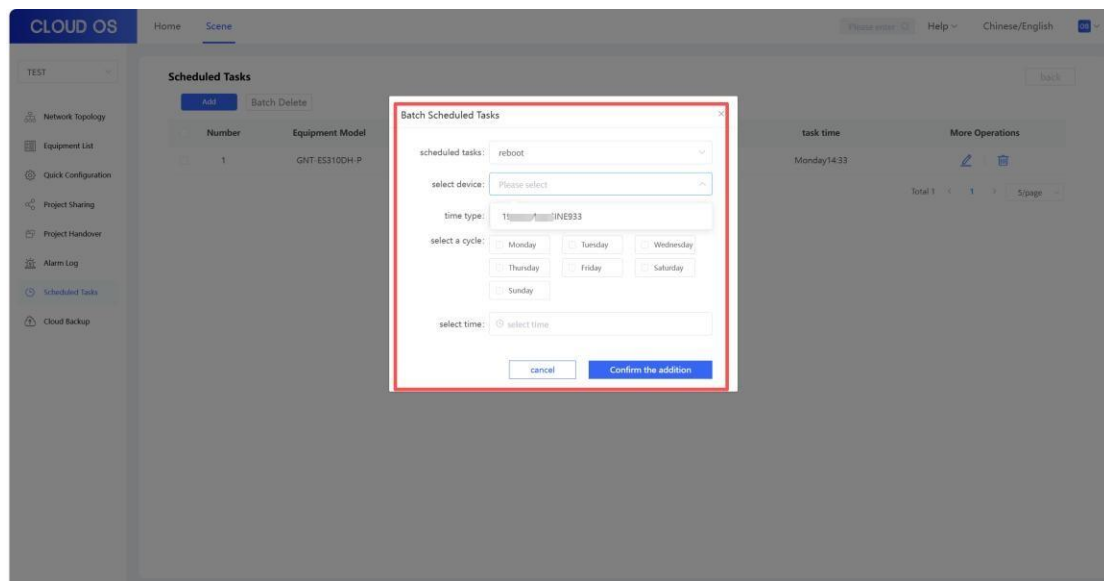
- 1) In Scheduled Tasks, you can view the batch scheduled task records configured on the Device

List page.

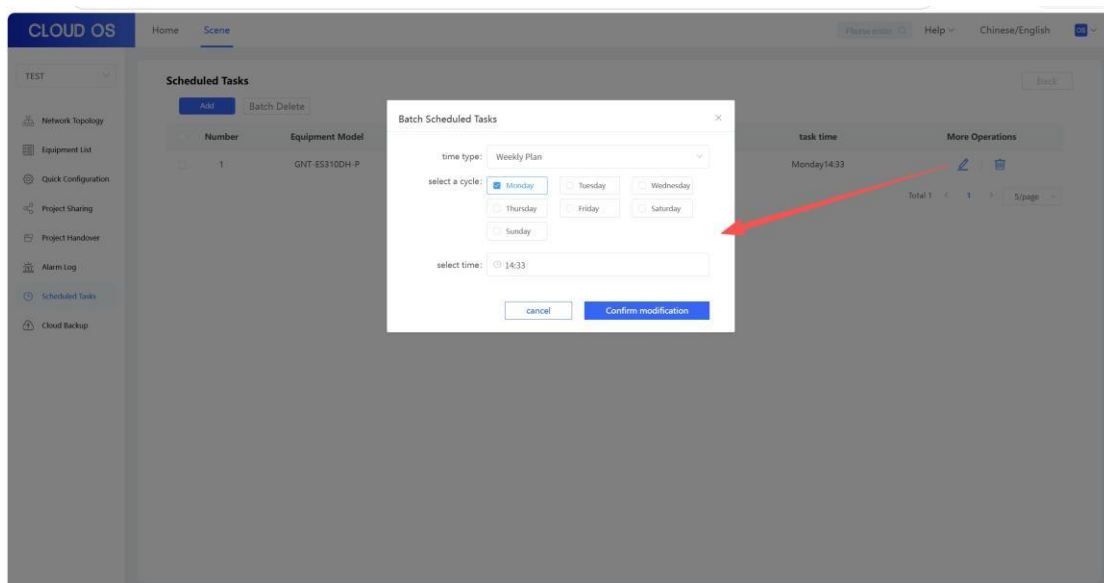


- 2) You can also add scheduled tasks here: Click Add → Select Task Type → Select Device (for this item category) → Select Plan Type → Set Time Point → Click Confirm

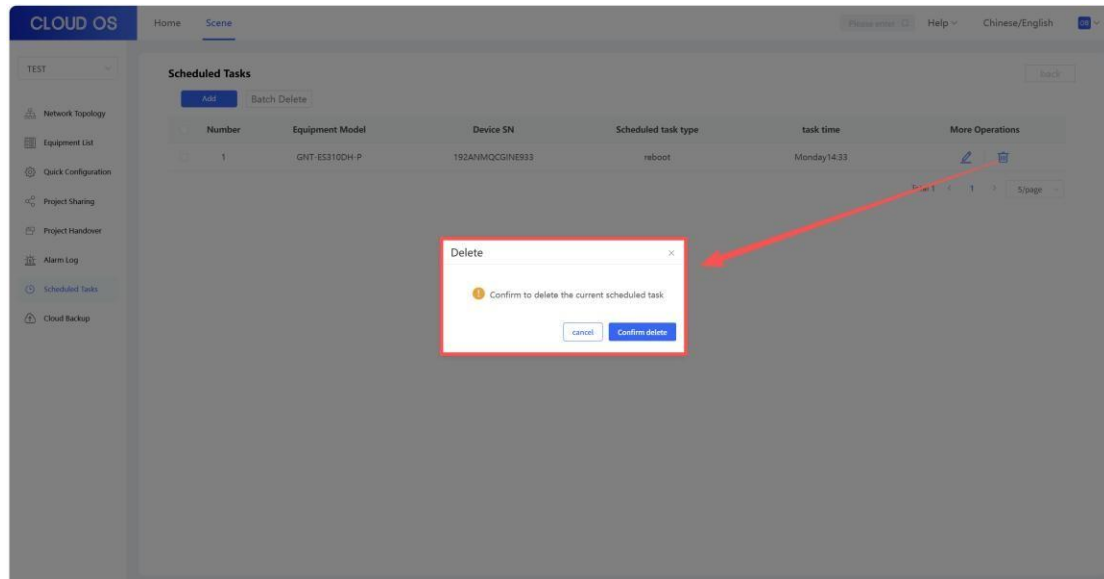




3) Edit Task: Supports modifying the duration of existing tasks

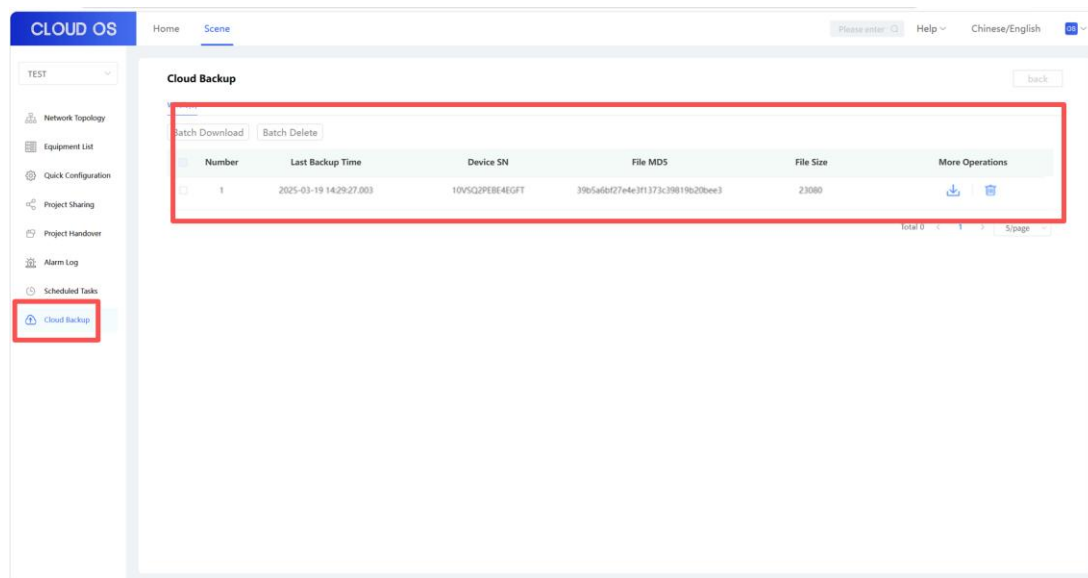


4) Delete Task: Supports deleting scheduled tasks



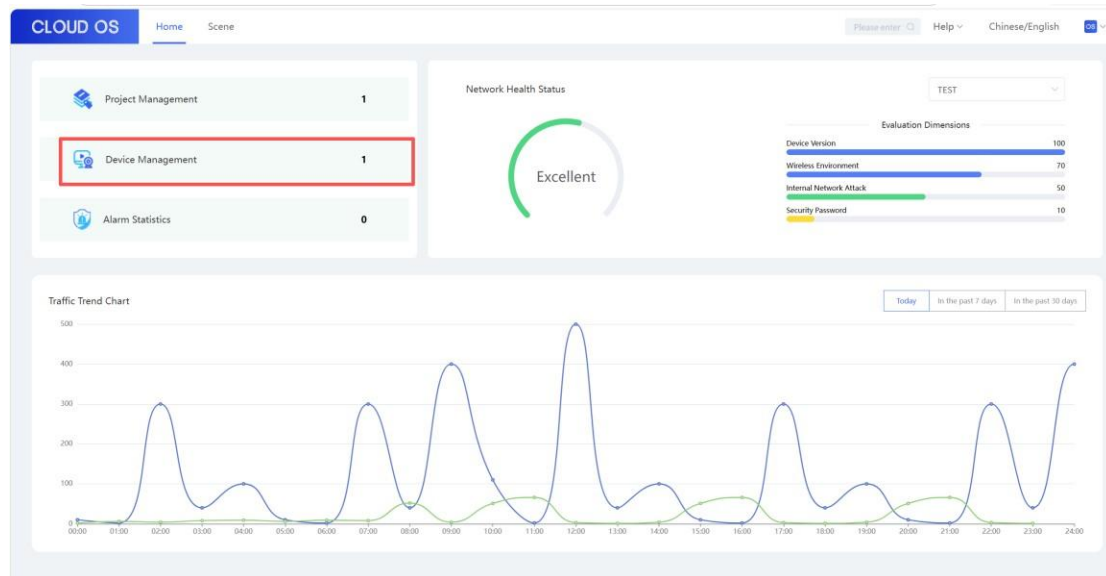
4.8 Cloud Backup

- 1) In Cloud Backup, you can view the batch scheduled tasks configured on the Device List page.
- 2) Supports batch downloading and deletion. You can download backup files to your local device for backup and restoration.

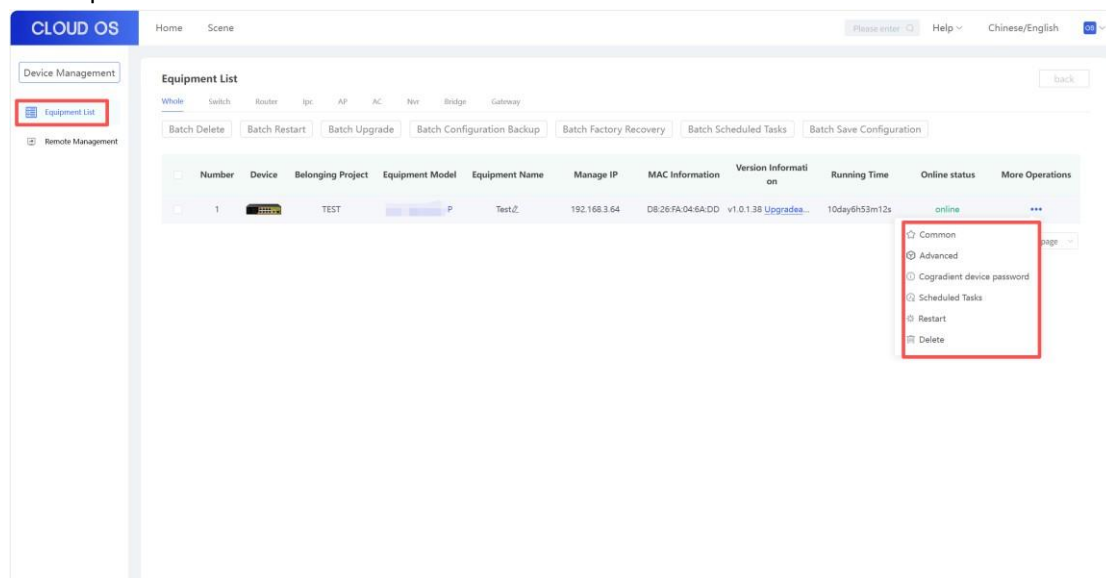


5. Equipment Management

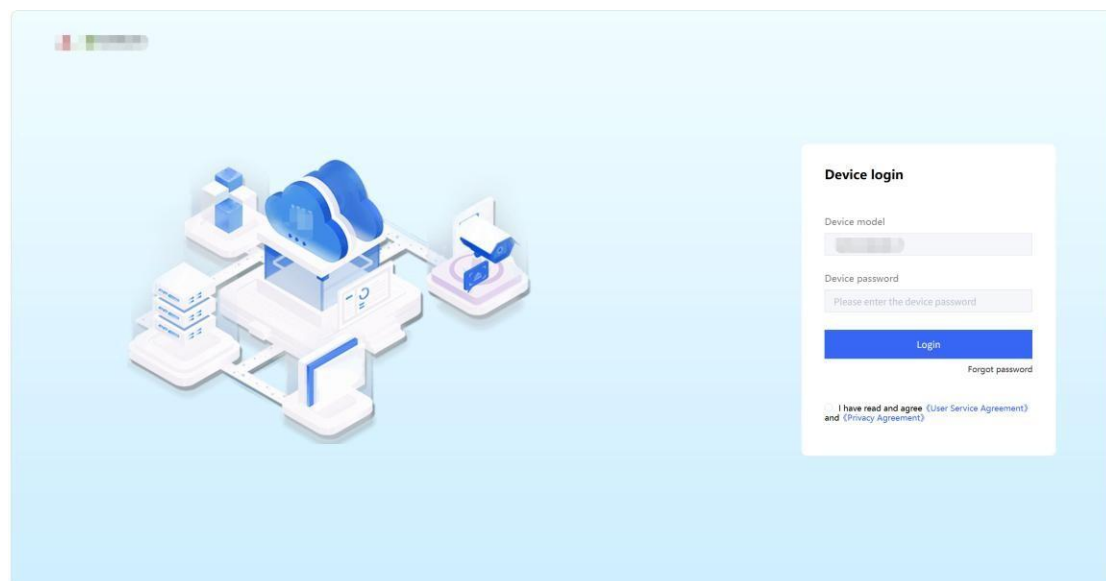
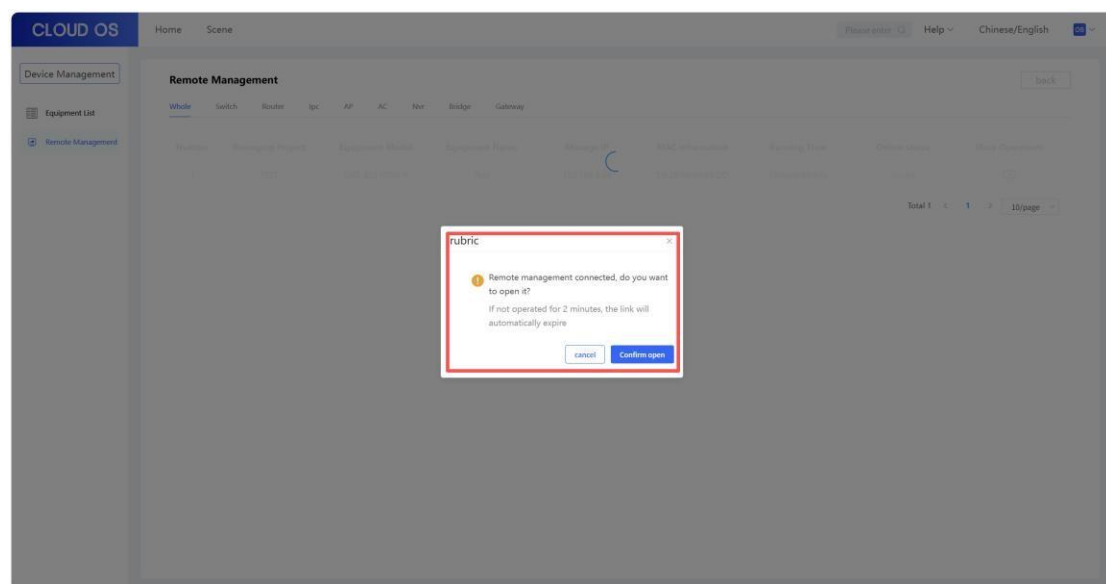
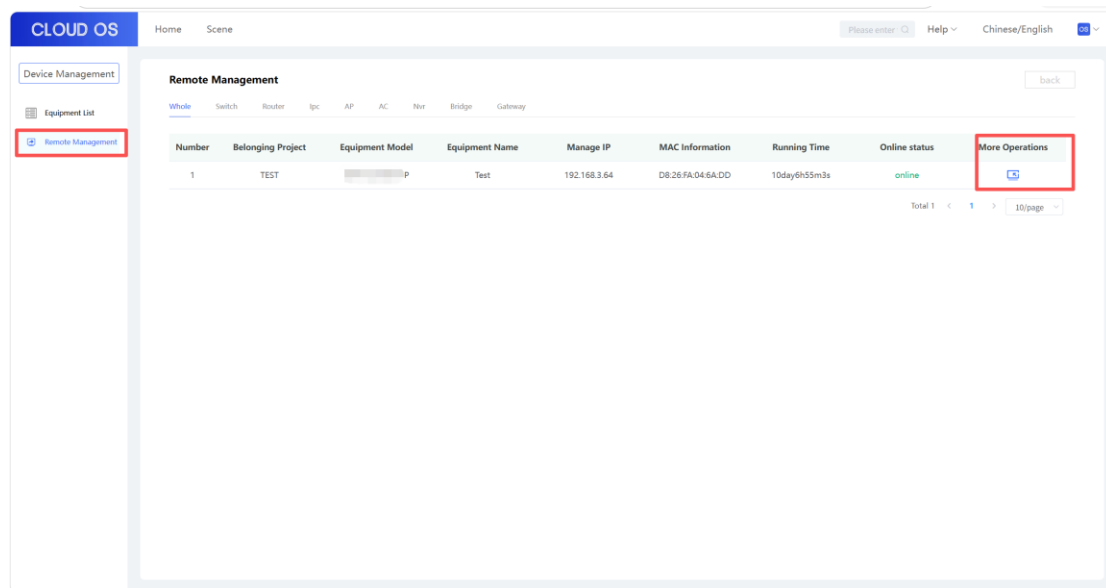
Device management on the homepage primarily manages all devices under this account. The difference from managing devices within a single project is that it only applies to devices associated with that specific project.

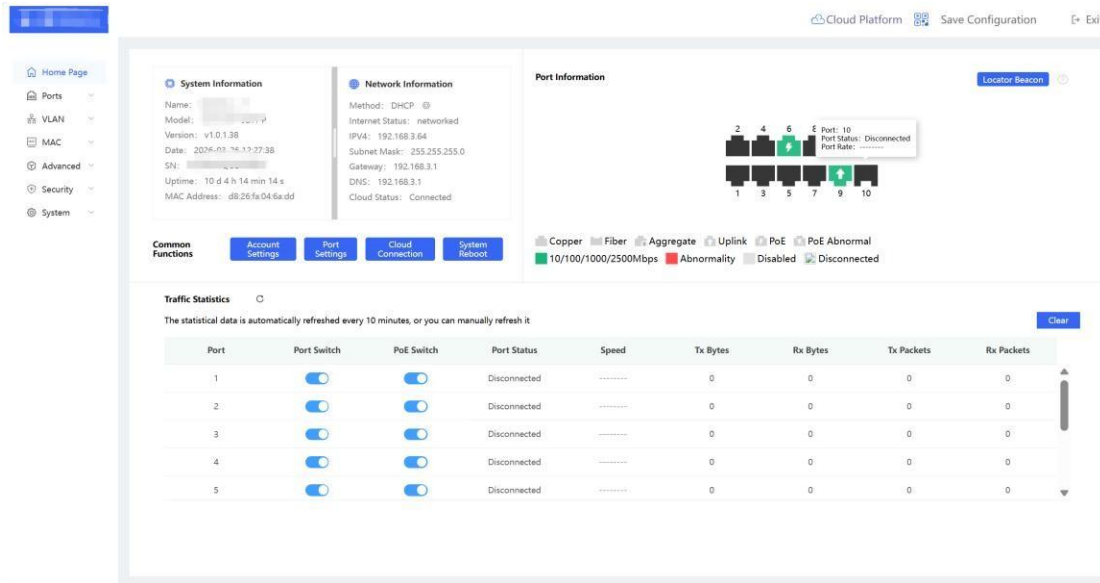


- 1) Operations in the device list are the same as those for individual items; this section does not repeat them.



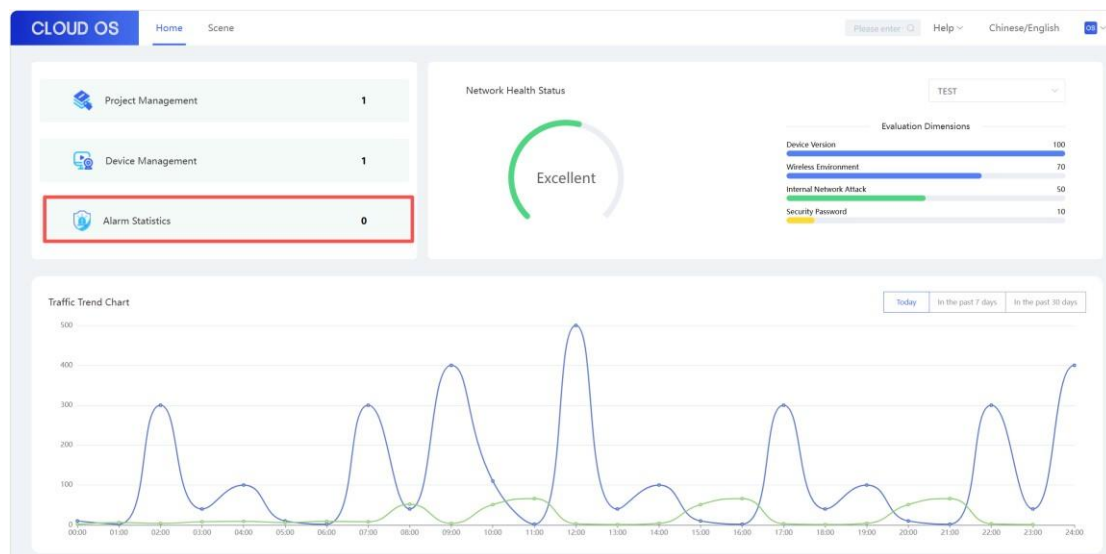
- 2) Remote Management: The device is online and supports remote management. You can operate the device via remote management, with an interface identical to the local version. Remote management allows for more detailed configurations.

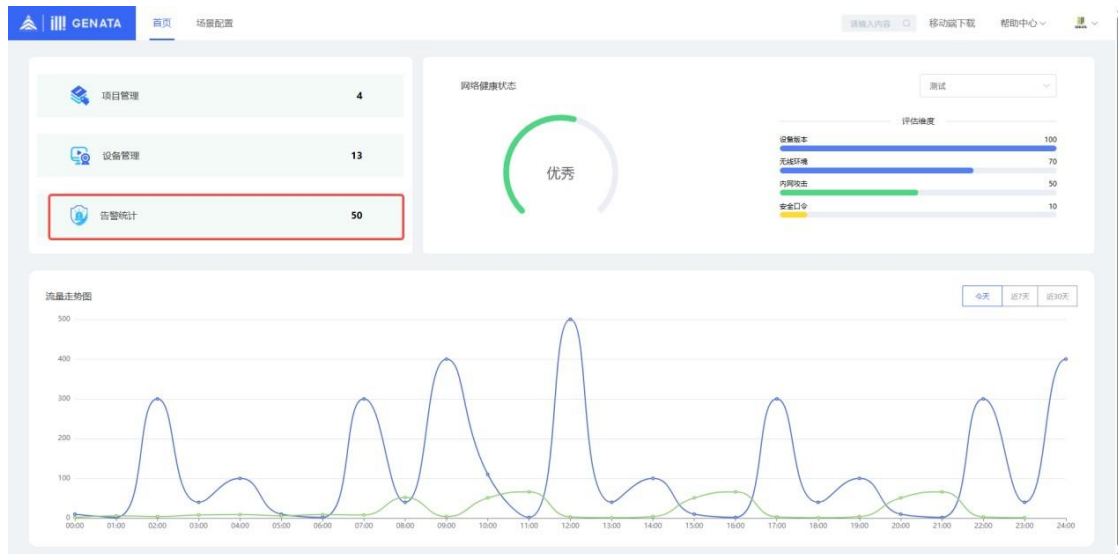




6. Alert Statistics

Alarm Statistics: Collects alarm records for all items under this account and allows you to configure related alarms for all items; for individual items, it only counts relevant alarm records.





CLOUD OS Home Scene

Please enter Help Chinese/English

alarm management

Alarm Log

Select Project: Select Project

Export Alarm Records Batch Clearing Batch Ignore batch process Advanced Search Today In the past 7 days In the past 30 days Custom

Number	Alarm Type	Alarm level	Project name	Device SN	Equipment Name	Alarm Time	Processing Time	Describe
No Data								

Total 0 1 30/page

6.1 Alarm Records

- 1) Alarm records in Alarm Statistics: Select items to view corresponding alarm record information.
- 2) Settings for alert records—such as exporting, clearing, or ignoring—are identical to those for individual alert records.

6.2 Alarm Settings

Alarm settings are primarily used to configure alarm tasks for individual projects. When you set up an online or offline alarm task for a project, all devices supporting alarms within that project will trigger an alarm whenever they reach the specified online or offline status.

- 1) How to add an alarm: Click Add Alarm → On the Alarm Configuration page, select Device Type (-supported only switches), Alarm Type (Device Online/Offline), Alarm Level (High/Medium/Low), and Push Time → Click Confirm to create

- 2) It does not take effect immediately after creation. You need to enable it batch-wise or individually for the tasks to take effect.

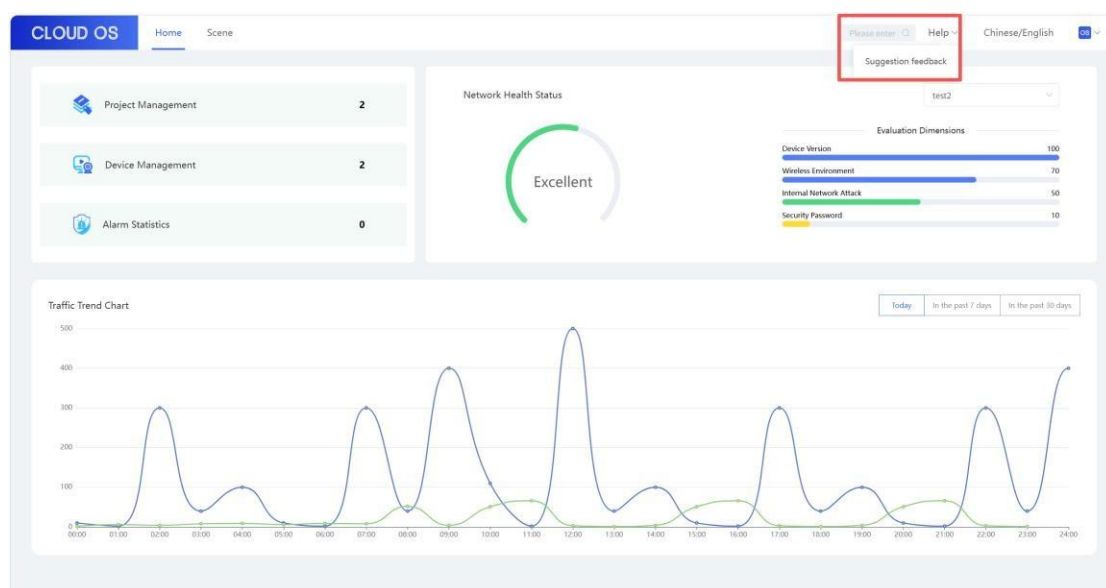
6.3 Alert Users

The Alarm User role is designed to receive alarm messages. Although the cloud platform can log relevant alarms in real time, users cannot receive them immediately. To receive these alarm messages, you need to add the appropriate Alarm User.

- 1) Click Add Contact (add up to 5 contacts) → Enter contact name → Enter contact account → Select notification method (currently only SMS or email supported) → Click Confirm Add
- 2) After adding a user, you must enable push notifications for it to take effect
- 3) Alarm Contact Groups: These groups simplify management, such as testing teams and R&D teams.
- 4) Click Add Contact Group → Enter the group name → Click Confirm to create a new group
- 5) Editors are grouped. Click Settings in the group list to add existing users to their respective groups for management.
- 6) You can also add or remove groups in the user list.
- 7) Click to view user details
- 8) Delete the contact

7. Help Center

- 1) If you encounter any product issues or have suggestions during use, please share them in the feedback section. We will address your feedback promptly.



- 2) Select feedback type → Enter title → Select priority → Enter feedback content → Click

Submit Feedback

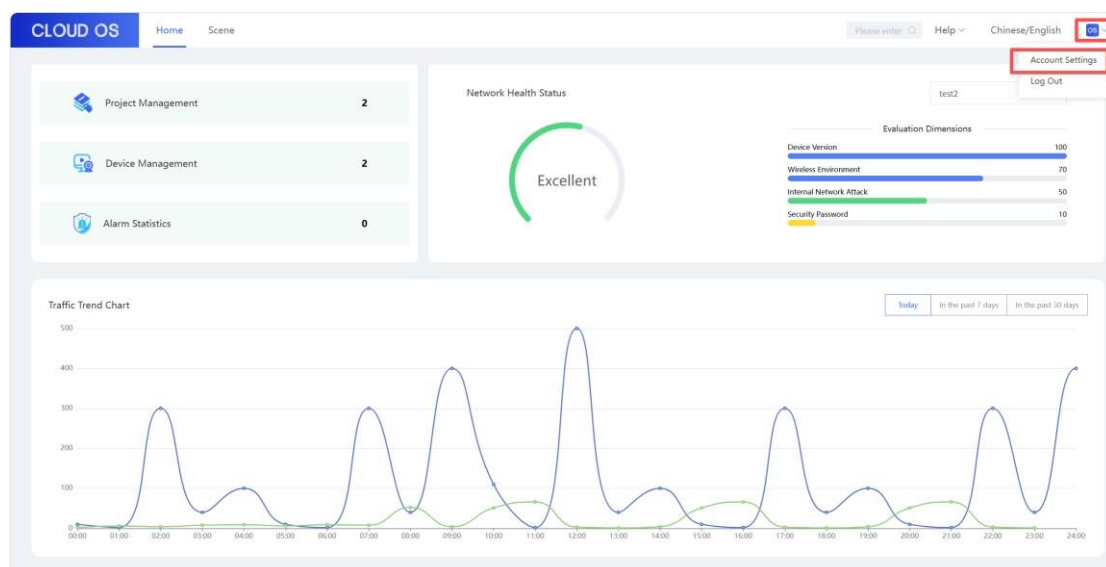
The screenshot shows the 'Submit Feedback' form in the CLOUD OS interface. The form is titled 'Add feedback' and is located in the center of the page. It has a red border. The form contains the following fields:

- Feedback type:** Three radio buttons: 'experience' (selected), 'suggestions', and 'defects'.
- title:** A text input field with the placeholder 'Please enter the content'.
- Priority:** A dropdown menu with the placeholder 'Please select'.
- content:** A text area with the placeholder 'Example: The product information is as follows: SN:1234567890 MAC:A6-BBCCDD112233 Equipment Model:ONT-R0211TEL Software version:1.0.0.15 Feedback function:VLAN function'.
- enclosure:** A button labeled 'Select attachment' with a paperclip icon.

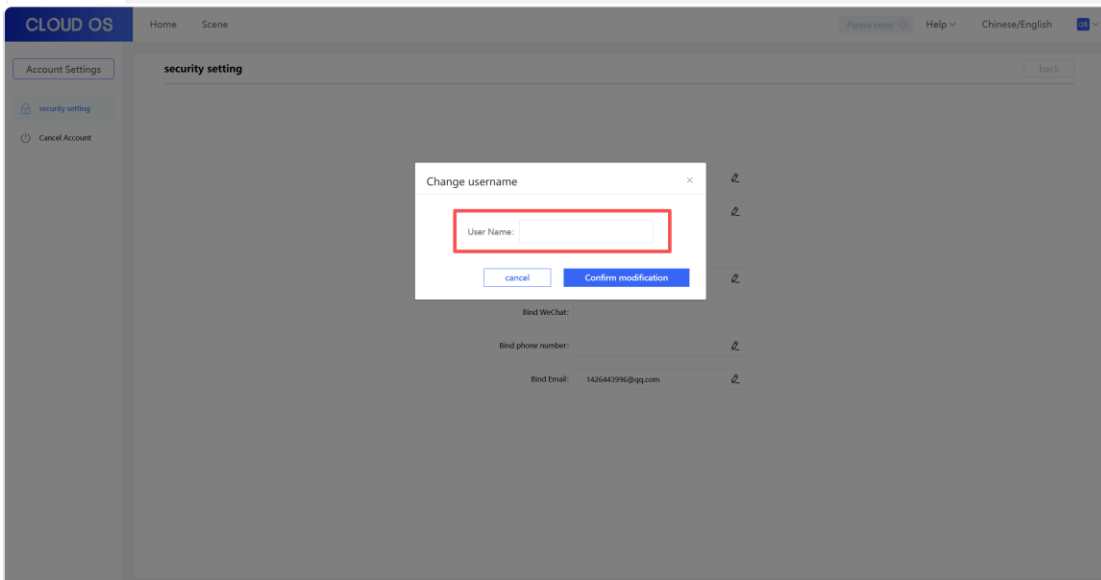
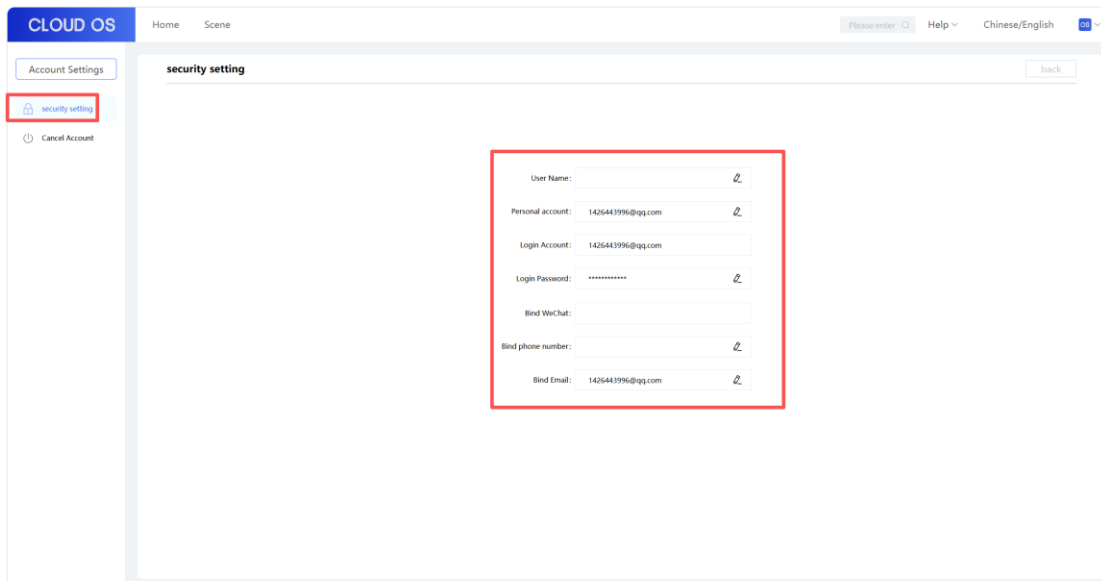
At the bottom of the form are two buttons: 'cancel' and 'submit feedback'.

8. Account Management

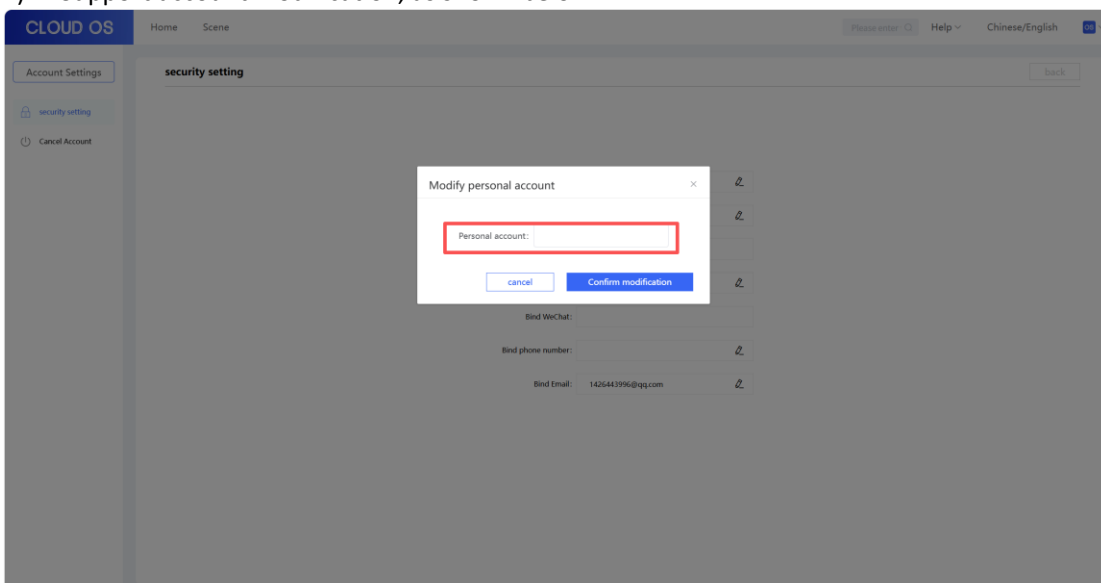
8.1. Account Settings



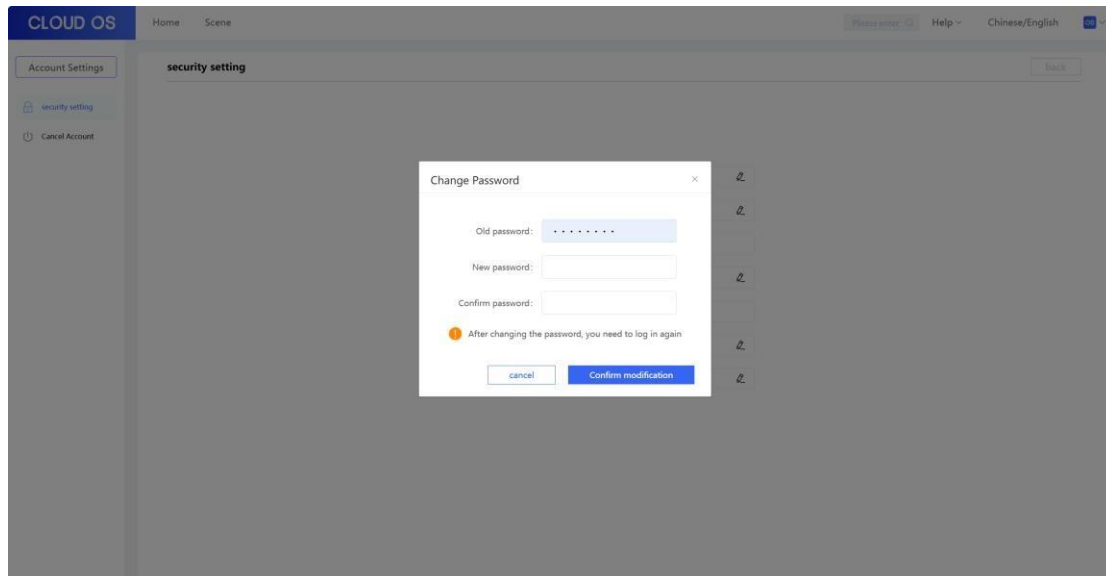
- 1) Supports modifying user names, as shown below:



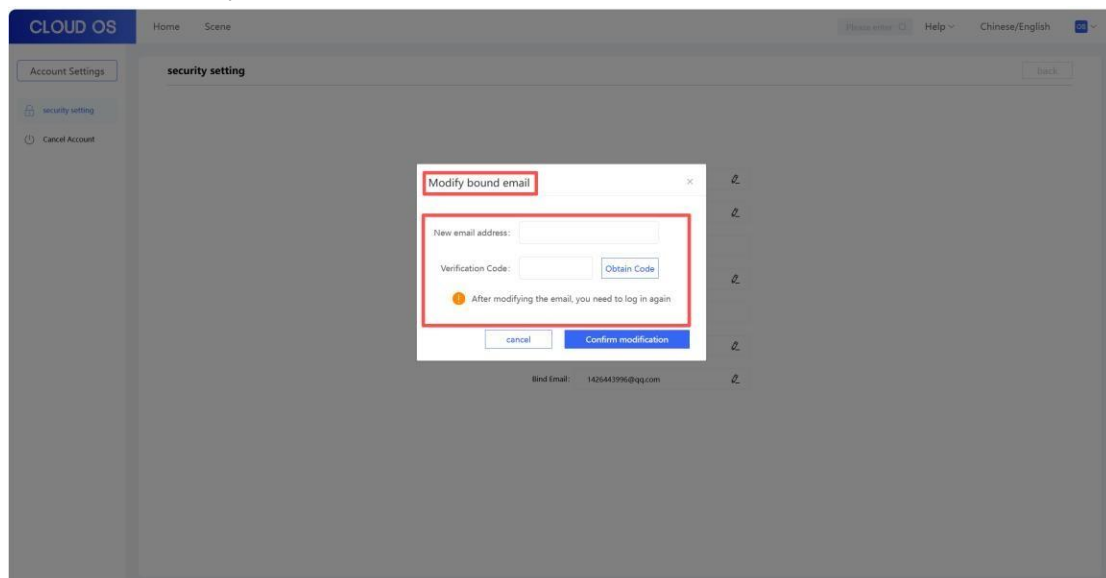
2) Support account modification, as shown below:



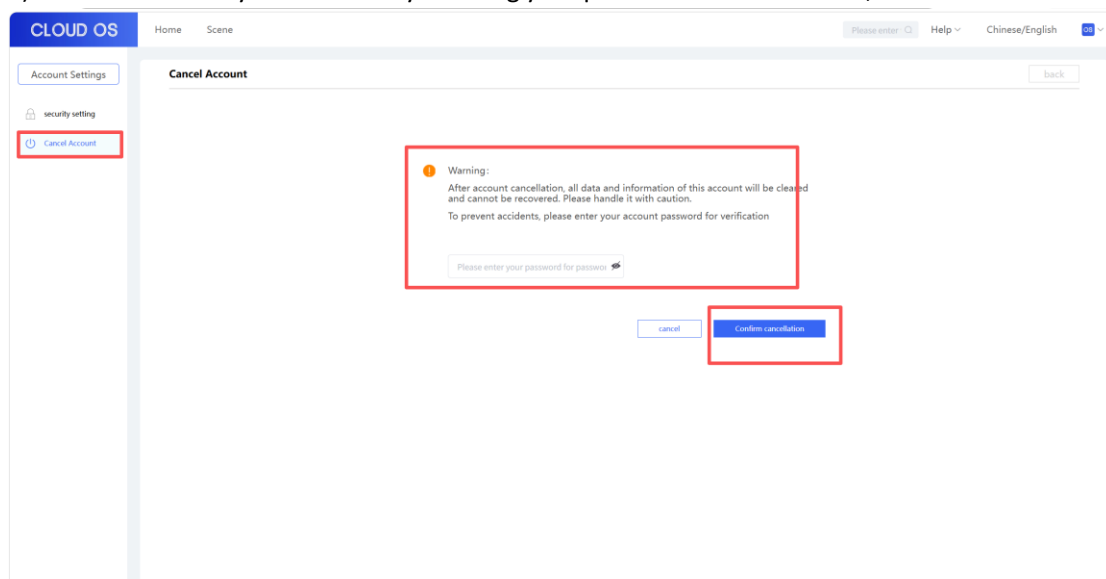
3) Support password modification, as shown below:



4) You can modify the bound email address as shown below:

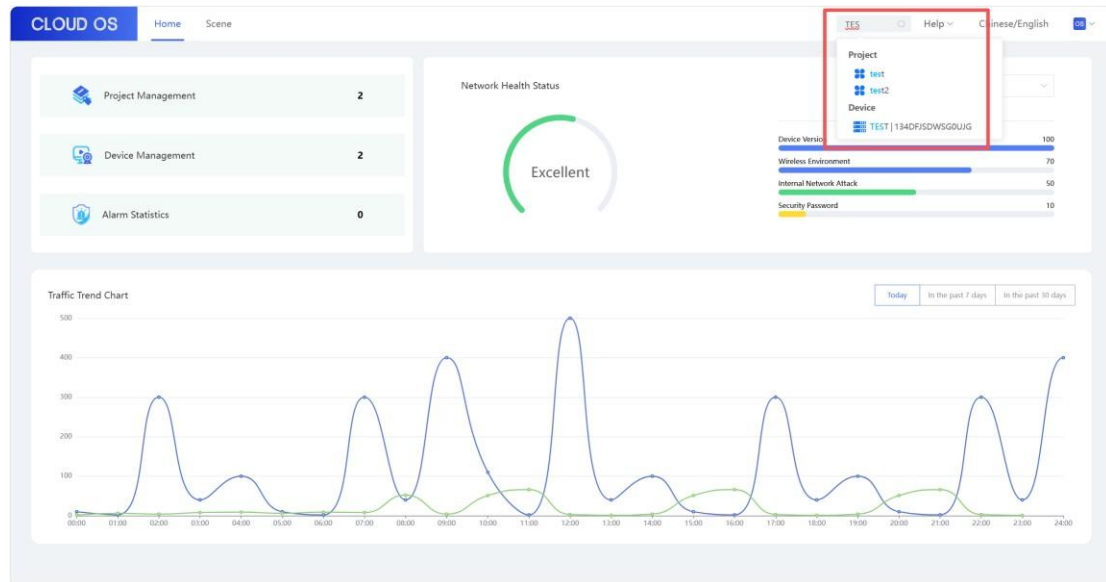


5) You can cancel your account by entering your password for verification, as shown below:



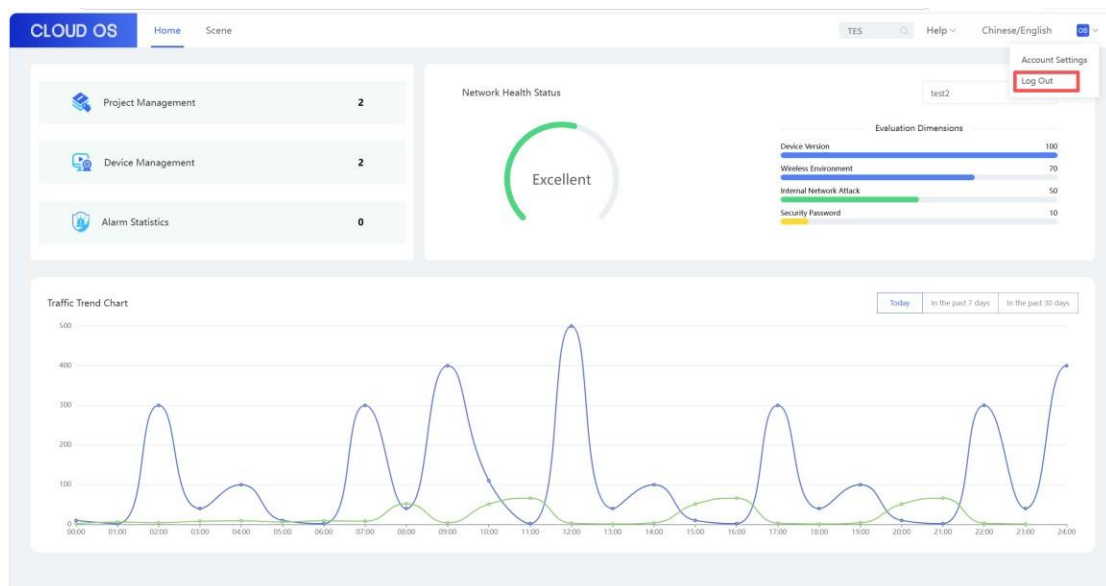
8.2 Search Function

You can search functions by keywords. Clicking the corresponding result will redirect you to the relevant function module.



8.3 Log Out

Click Log Out to exit your current account.





Account password login

Login

[Forgot Password](#)Don't have an account? [Register Now](#)