



DoLynk Care

DoLynk Care for security system providers

Simplify Your Business & Grow Together



Quick project
setup & delivery



One-stop
maintenance



Convenient alarm
services



Easy topology
management

What is DoLynk Care?

The brand new DoLynk Care Cloud Platform offers a confluent, cloud-based service system that allows you to manage on-site devices and enjoy a full range of services.

It's a professional and reliable platform where you can manage your customers' sites anytime, anywhere. When a device fails, you'll receive a push notification immediately, allowing you to locate the issue and solve it remotely.

| Benefits of DoLynk Care



Quick project setup & delivery

Installers can use DoLynk Care to remotely set up their installation and deliver it to the end customer. The platform integrates multiple functions: live view, playback, firmware upgrade, reboot, device webpage menu, alarm system settings, switch settings, etc.

One-stop maintenance

Installers no more need to use remote access tools for troubleshooting. In DoLynk Care, they constantly manage device health status and configurations while the end customer manage their permissions on DMSS.





Convenient alarm service

With cloud-based DoLynk Care, installers can manage alarm devices remotely and provide services to end users more conveniently.

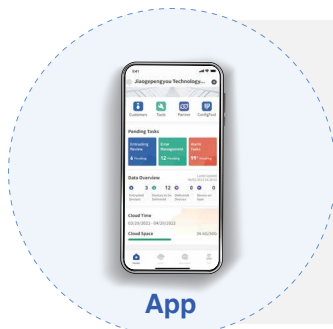
Topology management

With Dahua cloud managed switch, DoLynk Care can automatically identify connected products and generate a relevant diagram, so you can quickly understand the topology of existing network systems. You can even modify the configuration of a selected device remotely based on the graphical representation.



Web

- Easy to use interface
- Visual dashboard
- Error pop-up notification for malfunctioning devices
- Work task notifications
- Simple and clear troubleshooting process
- Multi-dimensional reports



App

- One-stop management of sites and devices
- Device configuration in batches
- Receive error notification anytime, anywhere
- Better interaction with your customers
- Real-time notification

| Key Features

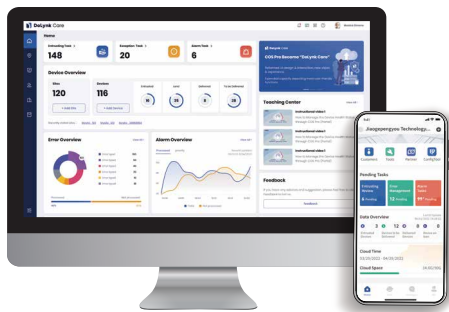
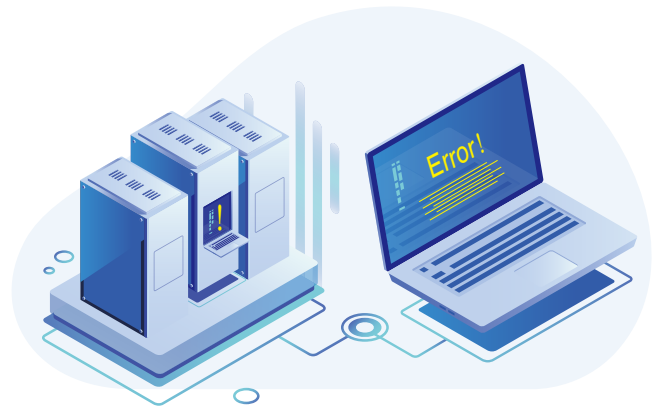
Fast troubleshooting

DoLynk Care recognizes device errors even before anyone notices them. Installers will be the first one to know the error and to solve it with the platform's guidance. The online workflow will be:

Error notification: Device errors will be pushed to DoLynk Care in real-time with device info & cause analysis

Troubleshooting suggestions: DoLynk Care offers realistic solutions to the problem. Installers will save time on troubleshooting and can understand the cause without returning to the project site.

Customer evaluation: After the problem is solved, the end customer can make evaluation in DMSS to close the workflow.



Management in 2 Clients

You can use DoLynk Care either on a PC (Web Client) or on a mobile phone (App Client) with convenient features

Web: Ideal for device webpage access, topology management & alarm settings.

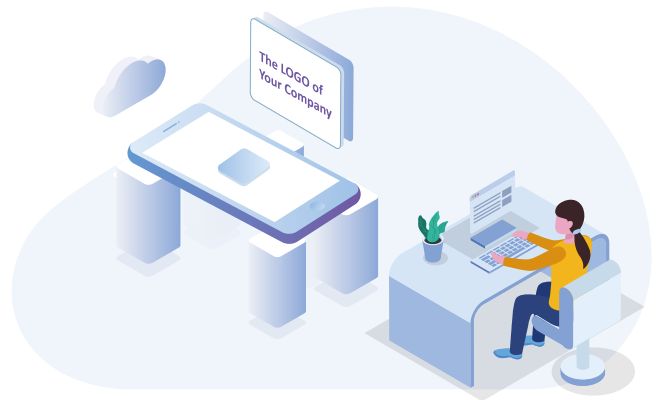
App: Quick device initialization and immediate push notifications of device error

Brand Promotion

Here are some ways to expand your brand influence.

Co-Branding: DoLynk Care provides you with co-branding services. When your customer opens the DMSS app, your company logo will be displayed on the screen, which can help increase your company's brand awareness.

Site Health Report: In addition to the device-related health status, customers can also see your company name, logo and introduction from the site health report.



Wireless alarm system

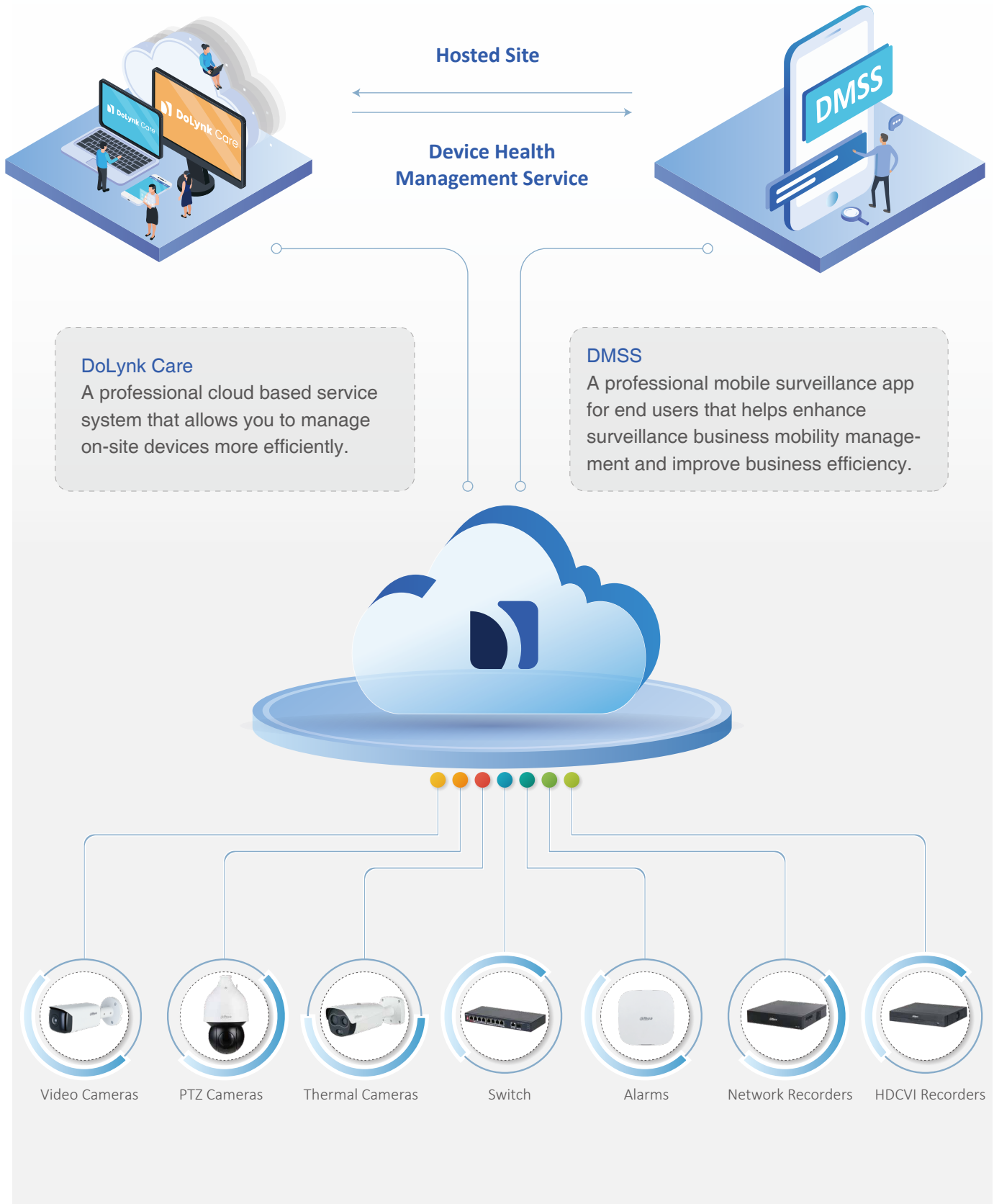
Complete Alarm Management: DoLynk Care integrates the wireless alarm solution, which can realize basic addition and configuration of alarm device, health management, arming/disarming, etc.

Various Business Scenarios: With DoLynk Care, Installer interact with security companies and end users. For example, installer can Lend/Deliver device to end user and accept the entrusting device from end user.

Efficient Event Filtering: Supports filtering events by event type or device to quickly search for event records.

Outstanding Cloud Update: Support cloud upgrade, can remotely upgrade the hub and peripherals, greatly reducing labor costs.

| How Does It Work?



| Guaranteed Security and Reliability

- Easy authorization: End users have absolute control of their own devices. Every installation service providers cannot access videos/settings without consent of the end user, who can cancel the authorization anytime.
- GDPR-Certified: DoLynk services respect every user's privacy and provides user-friendly functions with strict security measures. DoLynk services are certified by the European Union's General Data Protection Regulations.

