CipherLab User Guide

CipherLab Agility Intelligence Service

For Android 7.0 or later with GMS Certificated RS35 RS36 RS51 RK25 RK95

Version 1.5.2



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RELEASE NOTES

| Version | Date | Notes | |
|---------|------------------------------|-----------------|--|
| 1.5.2 | Sep. 12 th , 2023 | Initial release | |

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INTRODUCTION

CipherLab Agility Intelligence Service, the enterprise mobility analytics service provided by CipherLab, works with CipherLab's EMM solution, ReMoCloudTM, to generate the chart analysis reports of your ReMoCloud enrolled devices.

- A centralized platform to collect the event data from multiple enrolled devices.
- Data detecting and analyzing across all your mobile devices enrolled onto ReMoCloud.
- Convert the acquired data into easily discerned charts.
- Inspect the required data which presented in visualization on the interactive webpage.
- Elaborate reports for the users to get the device(s) performance information and take the further action to prevent the issues.

FEATURES

- Supports CipherLab mobile computers with GMS certified.
 - **RS35 Mobile Computer** (Android 10 & Android 11)
 - **RS36 Mobile Computer** (Android 12)
 - **RS51 Mobile Computer** (Android 8 & Android 11)
 - **RK25 Mobile Computer** (Android 7, Android 9, & Android 11)
 - **RK95 Mobile Computer** (Android 9 & Android 12)

Note:

RS31, RS50, and HERA51 will not be listed on the data analyzing report(s) even if the aforementioned device models are the enrolled devices on your ReMoCloud.

 Provides analysis report(s) to diagnose the enrolled devices and prevents the possible issues.

Chapter 1

LOGIN

The chapter introduces the necessary settings before starting to use **CipherLab Agility Intelligence Service**. The user interface introduction of **CAI** (CipherLab Agility Intelligence) **Service** is also delineated in this chapter.

1.1 PREREQUISITE

To start using **CipherLab Agility Intelligence Service**, please go through this section to get all the essential things done:

1.1.1 REMOCLOUD ACCOUNT

As the data analysis service tool to **ReMoCloud**TM, **CipherLab Agility Intelligence Service** generates the insightful reports based on the enrolled devices data retrieved from ReMoCloud, and thus **CAI (CipherLab Agility Intelligence) Service** adopts ReMoCloud account and password as its sign-in account.

Apply for ReMoCloud account by contacting the local sales representative via ReMoCloud Account Request Form (<u>https://remocloud.cipherlab.com/AccountRequestForm</u>) if you do not have an account yet.

| | ReMoClou | id Account Request Form | |
|---------------|-----------|-------------------------|---|
| E-mail | | Job Title | |
| Enter e-mail | | Job Title | |
| Name | | Phone | |
| First Name | Last Name | Enter Phone Number | |
| Company | | Country | |
| Enter Company | | Afghanistan | ~ |

Fig. 1-1 ReMoCloud Account Request Form

You may also use the sub account created by your ReMoCloud admin account for **CAI Service** login. Please refer to <u>Section 1.2 "Account for Login"</u>.

1.1.2 REMOCLOUD PROFILE SETTINGS

To successfully retrieve the device data to **CAI** (CipherLab Agility Intelligence) **Service**, the "**Agility Intelligence**" app must be installed on the ReMoCloud enrolled device(s). You may manually install the "**Agility Intelligence**" app onto the enrolled device(s), or get this app automatically installed through ReMoCloud profile settings.

AUTOMATICALLY

For a group of enrolled devices, it is suggested to configure the installation of "Agility Intelligence" by the profile settings. Simply log in to your ReMoCloud account and enter "Profile" page to find the profile to be edited for "Agility Intelligence" installation.

| | Profile | Hello! John Smith 🚊 🧿 🛞 |
|----------------------|--------------------------|--|
| B Emm | Q Search | Add Import Assign Copy Delete |
| Profile | Profile V T User-Defined | Enroll Device Status \lor $\overline{\lor}$ Version \lor $\overline{\lor}$ Last Edit Time \lor $\overline{\lor}$ |
| Enroll Device | Profile_1 Profile_2 | 0 Inactivated 0 |
| Dashboard Device | Profile_3 | 1 Activated 1 2023/03/09 10:59 |
| Group/Site App | Profile_4 | 0 Inactivated 0 0 Inactivated 0 |
| Account Manage | Profile_A | 0 Inactivated 0 |
| User Log | | |
| Agility Intelligence | | |

Fig. 1-2 Find the Profile to be Edited on ReMoCloud Profile Page

Note:

The latest version of ReMoCloud User Guide can be checked on:

- (1) https://www.cipherlab.com/en/download-c2230/ReMoCloud.html
- (2) <u>https://remocloud.cipherlab.com/UserGuide</u>

In the profile to be edited, enter **Device Settings** | **Functionality**, scroll to find "Allow Agility Intelligence Service" and switch it on. Click "Save" to make the changed settings effective.

| | Profile Information Hello! John Smith 🗘 🕐 🛞 |
|--|--|
| † EMM ^ | < Back Profile 3 Version: 1 ▼ Export Schedule Save |
| Profile | APP Device Setting |
| Enrollment | Functionality Application User Setting Network and Connect Lock Task Security |
| Monitor | Allow Adjust Volume Allow Adjust Volume Allow Adjust Volume Allow Adjust Volume |
| Dashboard Device | Allow Cell Broadcasts Config Allow Credentials Config |
| Group/Site App | Allow Share Location Allow SMS Allow SMS |
| Account Manage | Allow Unmute Microphone Allow Data Roaming |
| Log | Allow Keyguard Allow Keyguard |
| User Log | Keyguard Disabled Features ① Camera Notifications Trust Agents Unredacted Notifications Remote Input |
| Intelligence | Lock Screen Message |
| | Service |
| | Sync Profile Information to Device O Sync Profile Information to Device |
| Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.002h1 | Allow Agility Intelligence Service Allow Remote Control |

Fig. 1-3 Turn on "Allow Agility Intelligence Service" on ReMoCloud

On the enrolled device(s) which applys this profile, you will find it starts to download the "Agility Intelligence" app.



Fig. 1-4 The Device Automatically Downloads "Agility Intelligence"

Once the device is successfully enrolled by ReMoCloud with the "Enabled" **Allow Agility Intelligence Service** option, **Agility Intelligence** will be activated automatically on the device, you will find that it starts to run in the background.



Fig. 1-5 "Agility Intelligence" Is Running in the Background for Data Collecting.

MANUALLY

Assume that you have to get the data from a certain device of a device group, or the profile which this device applys is applied by a number of devices, and you would not like to enable the function "Allow Agility Intelligence Service" of this profile. You may manually download the application "Agility Intelligence" from Google Play Store onto this enrolled device.

Log in to your ReMoCloud, and then go to Profile I the profile which the target device applies | Device Setting | Functionality. And find the function "Play Store Mode", set it as "Unmanaged Mode", and Save this profile.



Fig. 1-6 "Functionality" Tab Page of the Profile to Be Edited on ReMoCloud

2) On the target device, open the application "**Play Store**", search the app "**CipherLab** Agility Intelligence", and install it.



Fig. 1-7 Install the App "CipherLab Agility Intelligence" onto Your Device from Google Play Store

3) Launch the app. On "Agility Intelligence" main screen, tap on the switch to activate it.

1.1.3 BROWSER

For the best browsing experience on **CipherLab Agility Intelligence Service**, it is suggested to use the latest version of **Edge**, **Chrome**, or **Firefox**.

1.2 ACCOUNT FOR LOGIN

Please log in to **CipherLab Agility Intelligence Service** website <u>https://cai.cipherlab.com/</u> with your **ReMoCloud** account & password. The button "**Login**" becomes available after you accept CipherLab's "**Terms and Conditions**" and "**Privacy Policy**".

| Agility Intelligence | | 😮 🌐 🕒 Login |
|----------------------|---|---|
| | Sign In | |
| | Account* | |
| | john.smith@cipherlab.com.tw | |
| | Password* | |
| | | |
| | * The account and the password is identical to your ReMoCloud account. Please apply for a ReMoCloud account if you don't have one yet. | |
| | By clicking Submit button to login Agility Intelligence Service of CipherLab, you acknowledge that you consent to the Terms and Conditions and CipherLab' s Privacy Policy. | |
| | Clear | |
| | | |
| | Copyright | J2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.5.2 |

Fig. 1-8 CipherLab Agility Intelligence Service Website Login Page

The **ReMoCloud** sub account can also be used for logging in to **CipherLab Agility Intelligence Service** website. The followings list the **ReMoCloud** account types to explain the correlation between the user role of **ReMoCloud** account and the data access permission on **CAI Service**:

Admin account

It is **ReMoCloud** main account bound with your managed Google Play account. ReMoCloud admin account owns the supreme privilege level, and by logging in to CAI Service with ReMoCloud admin account, you are allowed to view the data from all your ReMoCloud enrolled devices belonging to its parent and child account(s) for analysis by CAI Service.

Parent account

It is **ReMoCloud** sub account created by ReMoCloud admin account.

ReMoCloud parent account is fully delegated to implement all the functions just as the admin account does.

If you log in to CAI Service with ReMoCloud parent account, you are able to view the data from all your ReMoCloud enrolled devices belonging to its child account(s) for analysis by CAI Service.

Child account

The **ReMoCloud** sub account, created by either ReMoCloud admin account or parent account, merely owns the limited access permission decided by its creator. Please note that logging in CipherLab Agility Intelligence Service with the child account of ReMoCloud, you can only get the data of the device from the granted group(s).

Note: The latest ReMoCloud User Guide for Android is also available on ReMoCloud website: <u>https://remocloud.cipherlab.com/UserGuide</u>

Enter your **ReMoCloud** account & password, check to accept "**Terms and Conditions**" and "**Privacy Policy**", and submit your login credentials by clicking the button "**Login**".

| Sign In | Sign In |
|--|---|
| Account* | Account* |
| john.smith@cipherlab.com.tw | john.smith@cipherlab.com.tw |
| Password* | Password* |
| [| |
| * The account and the password is identical to your ReMoCloud account. Please apply for a ReMoCloud account if you don't have one yet. | * The account and the password is identical to your ReMoCloud account. Please apply for a ReMoCloud account if you don't have one yet. |
| By clicking Submit button to login Agility Intelligence Service of CipherLab,you acknowledge that you consent to the Terms and Conditions and CipherLab's Privacy Policy . | By clicking Submit button to login Agility Intelligence Service of CipherLab,you acknowledge that you consent to the Terms and Conditions and CipherLab's Privacy Policy. |
| Clear Login | Clear Login |

Fig. 1-9 Check to Accept for Login

| Agility | Intelligence | Power Managemer | nt Behavioral Ev | rent We | ak Signal Ev | ent | • • | Hello Iris.Wang@ |
|---------|--------------|---------------------------|---------------------|-----------|--------------|--------|-------------------|---------------------|
| | | | | | | | | |
| | ι | Jser Info | | | | | | |
| | | | LloorFirst | Last Cour | ata Timo Da | | | |
| | U | ser No. | Recipient Role Name | NameCode | e Zone Lig | httype | ssign_groupparent | |
| | iri | is.wang@cipherlab.com.tw | user John | Smith TW | +8:00N | admin | | |
| | jo | hn.smith@cipherlab.com.tw | user null | null TW | +8:00N | parent | iris.wan | ng@cipherlab.com.tw |
| | te | ester@cipherlab.com.tw | user null | null TW | +8:00N | child | iris.wan | ng@cipherlab.com.tw |

Later on you will enter the "User Info" page where all the users are listed.

Fig. 1-10 Login CAI Service and Enter "User Info" Page

Please note that for the very first time you log in to CAI (CipherLab Agility Intelligence) Service, you have to accept "CipherLab Agility Intelligence Service Terms and Conditions".



Fig. 1-11 CAI Service Terms and Conditions Appears Right After Your First Login

Carefully read through the terms and conditions, and once you reach the bottom of the Terms and Conditions, "Accept" is available for you to click on. By accepting CAI Service Terms and Conditons, it means you have read and considered the terms and conditions and you agree to proceed.

prohibited or restricted parties or located in (or a national of) a country that is subject to a U.S. government embargo or that has been designated by the U.S. government as a "terrorist supporting" country, (ii) it will not (and will not permit any third parties to) access or use any Service in violation of any U.S. export embargo, prohibition or restriction, and (iii) it will not submit to any Service any information that is controlled under the U.S. International Traffic in Arms Regulations.

No party shall be liable to any other party for failure or delay in the performance of any of its obligations under this T&C during the Period (except for a failure to pay Fees) and to the extent that such failure or delay is caused by riot, curtailments, civil commotion, war, hostilities between nations, governmental laws, orders or regulations, acts of God, storms, fires, accidents, strikes, explosions or other similar or different contingencies beyond the reasonable control of the respective parties. In the event of any such failure or delay, the time for the performance of their obligations shall be extended for a period no less than that lost by reason of the delay.

This T&C shall be governed by and construed, interpreted, applied and enforced in accordance with the laws of the Republic of China on Taiwan, excluding its laws with respect to choice of law. Any claim or controversy shall be brought exclusively in Taiwan Taipei District Court in accordance with the applicable jurisdictional requirements of the forum. The jurisdiction of the courts shall be binding and conclusive upon the parties, their successors, and assigns and they shall comply with such decision in good faith.

Decline Accept

Fig. 1-12 Accept CAI Service Terms and Conditions

1.3 USER INTERFACE INTRODUCTION

1.3.1 OVERVIEW

LOGIN PAGE

On **CAI** (**CipherLab Agility Intelligence**) **Service** login page, you are able to perform the following operations through the options on the sticky header:

- Change the display language.
- Check the frequently asked questions.
- Return to the login page.

| Link to "Login" Page | | Language Switcher |
|----------------------|--|--|
| | | <u> </u> |
| Agility Intelligence | Link to | |
| | Sign In | Link to "Login" Page |
| | Account* | |
| | Enter e-mail | |
| | Password* | |
| | Enter Password | |
| | * The account and the password is identical to your ReMoCloud account. Please apply for a ReMoCloud account if you don't have one yet. | |
| | By clicking Submit button to login Agility Intelligence Service of CipherLab, you acknowledge that you consent to the Terms and Conditions and CipherLab's Privacy Policy. | |
| | Clear Login | Current version of |
| | Cipherl | ab Agility Intelligence Service |
| | | <u> </u> |
| | | Copyright©2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.5.2 |

Fig. 1-13 CipherLab Agility Intelligence Login Page

PAGES AFTER LOGIN Follow the steps as "Account for Login" describes to log in to CAI (CipherLab Agility Intelligence) Service with your ReMoCloud account & password, and the initial page you see after logging in is "User Info". 6 5 9 Agility Intelligence Power Manageme Behavioral Event Weak Signal Event . Hello john.smith@cipherlab.com. 0 User Info RecipientUserFirst Last CountryTime Day accountassign_groupparent RoleNameNameCode Zone Lighttype User No. john.smith@cipherlab.com.tw user null null TW +8:00N parent iris.wang@cipherlab.com.tw **Current version of CipherLab Agility Intelligence Service** Copyright©2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.5.

Fig. 1-14 "User Info" Page

The options on the sticky header after you log in are as the description given in the table below:

| Item | Description |
|------|--|
| 1 | Click to link to " Release Note " page. |
| 2 | Click to link to " Power Management " page. |
| 3 | Click to link to " Behavioral Event " page. |
| 4 | Click to link to "Weak Signal Event" page. |
| 5 | The button which links to " User Info " page. |
| 6 | Greeting message which shows the account (email) you log in. |

Table 1-1 Options on the Sticky Header

| 7 | The button which links to "Frequently asked questions" page. |
|---|--|
| 8 | Language switcher. Please refer to "Language". |
| 9 | Logout button. Please refer to " <u>Logout</u> ". |

SLIDING MENU

The web page layout changes in accordance with your browser zoom level or the device you use (PC, mobile, or tablet). You may click on the toggle button to slide in the sliding menu.



Fig. 1-15 Sliding Menu

Click or tap to expand more functionality.



Fig. 1-16 Functionality on Sliding Menu

| 1.3.2 | RELEASE NOTE |
|-------|---------------------|
|-------|---------------------|

| (Tia) | | |
|----------------------|---|--|
| Agility Intelligence | Power Management Behavioral Event Weak Signal Event | 🛓 Hello Iris.Wang@cipherlab.com.tw 🚱 🌐 😫 |
| Latest | | |
| D reviews | Release Note 10.Feb.2023 | |
| Previous | 1.5.2 - Add Dashboard - Reader Scan - Add Dashboard - Reader Error | |
| | • 03.Jan.2023 | |
| | 1.5.1 - Add Dashboard - Reboots - Add Dashboard - Application (ANR/Crash) | |
| | • 03.Nov.2022 | |
| • | 1.5.0 - New Dashboard UI - Issue Fixed | |

Fig. 1-17 CipherLab Agility Intelligence Service Release Note

The release notes of **CAI ipherLab Agility Intelligence Service** are listed by the order from latest to earliest. Each note conveys the version number of **CAI Service** and the changes have been made, including the new features, the resolved issues, and the improvements.

| 7.Apr.2022 Release Date | |
|--|---------------|
| v1.1.2 Version Number - Add Behavioral Events by subsciption.(Monthly) - Issue Fixed | → The Changes |

Fig. 1-18 The Information that the Release Note Offers

1.3.3 POWER MANAGEMENT

Power Management is the interactive page where displays the battery-related information of the device(s) enrolled onto ReMoCloud by charts and list in different worksheets. You may narrow down the scope by the provided filter(s) to present the data you need.

| | | | | Dashb | ioara - Lates | <u>i Dallery</u> | | | | |
|---|--|--|--|---|---|--|--|---|---|---|
| Low Battery Battery Level <=30% | | | High Temp | Temperature erature >= 55°C | | | Low Voltage < 3. | ge 4V | | |
| BS37223002395 | 13% | | | | | | | | | |
| BS38226005352 | 15% | | | | | | | | | |
| BS3822A005229 | 21% | | | | | | | | | |
| BS4022C000067 | 30% | | | | | | | | | |
| Critical Health | | | Cycle | Count | | | High Volta | ige | | |
| Health Percentage 1% ~ 80 | % | | Cycle | | | | | 4.4V | | |
| | | | | | | | | | | |
| Battery Serial Number | · Device Serial Number | Model | OS Version | Level Te | mperature(°C) Health Percent | Health age Status | Cycle Volt Count | age(V) Colle Perio | ction Date d (Years) | Time • |
| Battery Serial Number B539234001664 | Pevice Serial Number | Model RS35 | OS Version | Level Ter 52% | mperature(°C) Health Percent 29.2 | age Health Status | Cycle Volt Count 4 | age(V) Colle Perio 3.86 | ction Date d (Years) 0.1 2023/08/18 | Time |
| Battery Serial Number 8539234001664 853822A005229 | Pevice Serial Number FW12130000112 FW12130000112 | Model RS35 RS35 | OS Version 11 11 | Level Ter 52% 21% | mperature(°C) Health Percent 29.2 29.3 | Health Status | Cycle Count 4 18 | age(V) Colle Perio 3.86 3.74 | Date d (Years) 0.1 2023/08/18 0.2 2023/08/16 | Time • 15:05 07:54 |
| Battery Serial Number B539234001664 B53822A005229 B537209000553 | Device Serial Number FW12130000112 FW12130000112 FW12260004001 | Nodel RS35 RS35 RS35 | OS Version 11 11 11 | Level Ter 52% 21% 100% | 29.2 25.4 | Health 100% Good 97% Good 97% Good | Cycle Volt Count 4 18 99 | age(V) Colle Perio 3.86 3.74 4.10 | ction d (Years) ↓ 0.1 2023/08/18 0.2 2023/08/16 0.4 2023/08/10 | Time - 15:05 07:54 13:28 |
| Battery Serial Number B539234001664 B539224005229 B53720900553 B538226007174 | Device Serial Number FW12130000112 FW12130000112 FW12260004001 FW1266000095 | Model RS35 RS35 RS35 RS35 RS35 | OS Version | Level Ter 52% 21% 100% 76% | 29.2 29.3 25.4 34.8 | Health Status 100% Good 97% Good 97% Good 97% Good 97% Good | Cycle Count 4 18 99 24 | age(V) Colle Perio 3.86 3.74 4.10 3.89 | Ction d (Years) Date 0.1 2023/08/18 0.2 2023/08/16 0.4 2023/08/10 0.1 2023/08/10 0.1 2023/08/10 | Time - 15:05 07:54 13:28 17:17 14:21 |
| Battery Serial Number BS39234001664 BS3822400529 BS3720900553 BS38226007174 BS37218011011 BS37218011011 | Device Serial Number FW12130000112 FW122130000112 FW12260004001 FW12260004001 FW122600013 | Model RS35 RS35 RS35 RS35 RS35 RS35 RS35 | OS Version | Level Ter 52% 21% 100% 76% 94% | 29.2 29.3 25.4 34.8 25.2 25.2 | Health 100% Good 97% Good 97% Good 98% Good 99% Good | Cycle Count 4 18 99 24 51 26 | age(V) Colle Perio 3.86 3.74 4.10 3.89 4.27 2.0 | Ction d (Years) Date 0.1 2023/08/18 0.2 2023/08/16 0.4 2023/08/10 0.1 2023/08/10 0.3 2023/08/02 0.3 2023/08/02 | Time 15:05 07:54 13:28 17:17 14:31 15:42 |
| Battery Serial Number 853924001664 853822A005229 85372209000553 8538226007174 8537218011011 8537218011011 853721701443 | Device Serial Number FW12130000112 FW12130000112 FW12260004001 FW12270002087 FW12270002087 FW122130000112 FW1227002087 | Model RS35 RS35 RS35 RS35 RS35 RS35 RS35 | OS Version 11 11 11 11 11 10 11 | Level Ter 52% 21% 100% 76% 94% 15% | mperature(°C) Health Percent 29.2 25.4 25.4 26.2 27.8 20.0 | Health Status 100% Good 97% Good 98% Good 99% Good 100% Good | Cycle Count 4 18 99 24 51 36 57 | age(V) Colle Perio 3.86 3.74 4.10 3.89 4.27 3.69 3.80 | Ction Date 0.1 2023/08/16 0.2 2023/08/16 0.1 2023/08/10 0.1 2023/08/10 0.3 2023/08/10 0.4 2023/08/10 0.5 2023/08/10 0.4 2023/08/10 0.4 2023/08/10 | Time - 15:05 07:54 13:28 17:17 14:31 16:43 18:47 |
| Battery Serial Number BS39234001664 BS3822A005229 BS3720000553 BS38226007174 BS38226007174 BS3822600552 BS37217001443 BS4822200067 | Device Serial Number RV12130000112 PV1213000012 PV1213000012 PV1220000005 PV122000007 PV1221000012 PV122000087 PV1220002087 PV1220002087 PV1220002087 | Model RS35 RS35 RS35 RS35 RS35 RS35 RS35 RS35 | OS Version 11 11 11 11 11 10 11 11 | Level Ter 52% 21% 100% 76% 94% 15% 50% | mperature(°C) Health Percent 29.2 25.4 3.8 4 25.4 2.5 2.5 2.5 2.5 2.5 | Health Status 100% Good 97% Good 97% Good 98% Good 100% Good 100% Good 100% Good | Cycle Count Volt 18 99 24 51 36 57 0 | age(V) Colle Perio 3.86 3.74 4.10 3.89 4.27 3.69 3.80 3.85 | ction d (Year) Date 2023/08/18 0.1 2023/08/16 0.2 2023/08/16 0.4 2023/08/16 0.4 2023/08/16 0.5 2023/08/16 0.4 2023/08/16 0.4 2023/08/16 0.4 2023/08/16 0.4 2023/08/16 0.4 2023/08/16 0.2 2023/08/18 | Time - 15:05 07:54 13:28 17:17 14:31 16:43 18:15 |
| Battery Serial Number BS39234001664 BS3822400529 BS37209000553 BS38226007174 BS38226007174 BS38226007174 BS38226007174 BS38226006352 BS37217001443 BS402200067 BS38224004243 | Device Serial Number PW12130000112 PW12130000112 PW122000010 PW122000005 PW122000005 PW1210000112 PW1210000207 PW12200002087 PW1220002087 PW1220002087 | Nodel RS35 RS35 RS35 RS35 RS35 RS35 RS35 RS35 | OS Version 11 11 11 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 10 | Level Ter 52% 21% 100% 94% 50% 30% 94% | mperature("C) Health percent 29.2 29.3 20.4 20.4 20.4 20.9 20.9 20.9 20.5 | Health Status 100% Good 97% Good 97% Good 98% Good 100% Good 100% Good 100% Good 100% Good 100% Good 94% Good | Cycle Volt | age(V) Colle Perio 3.86 3.74 4.10 4.27 3.69 4.27 3.69 3.80 3.80 4.22 | Clion Date d (Year) 2 0.1 2023/08/16 0.2 2023/08/16 0.1 2023/08/10 0.1 2023/08/10 0.2 2023/08/10 0.2 2023/08/10 0.2 2023/08/10 0.2 2023/08/10 0.2 2023/08/10 0.2 2023/08/10 0.3 2023/08/10 0.3 2023/08/10 | Time 5505 07:54 13:28 17:17 14:31 16:43 18:47 18:17 |

Fig. 1-19 CAI Power Management Page

Please refer to Chapter 2 Power Management for more details.

Note:

Currently "Power Management" does not support RS51 mobile computers.

1.3.4 BEHAVIORAL EVENT

Behavioral Event is the page where displays the events of your device(s) behavior information, such as reboot, reader scan, reader error and application ANR/crash, by charts and list in different worksheets. You may narrow down the scope by the provided filter(s) to present the data you need.

| | Dashboard · | Reboots | | | Interval Per | iod : | |
|--|---------------------------|----------------------------|---|--------------------|-----------------|------------------------|--|
| | | | Last x | Last N. 1 Months N | | | |
| Device | Date | | n | | | | |
| User Reboots System Reboots | User Reboots Sy | stem Reboots | | User Reboots | System Reboots | | |
| FW12130000112 1 16 | | | 3 | | | | |
| FJ1187A001125 4 1 | 2 | 2 2 | 2 2 2 | shutdown | battery | 12 | |
| FW12270002087 4 1 | | | | | | | |
| FW12260004001 1 | | 1 1 1 | 1 1 1 | shutdown,userre | Juesteo | 9 | |
| Model | | | 1 1 1 | | reboot 4 | | |
| User Reboots System Reboots | 0/0/0/ | | | | | | |
| | 2023/01/02/01/25/01/26/01 | 21 01131 08/01 08/02 08/01 | 1021091091091021091091091091091091091091091091091091091 | ret | oot,ota 3 | | |
| RS35 5 18 | * 7* 7* 7* 1 | p. p. p. p. p. | D. D. D. D. D. D. | | | | |
| RK25 4 1 | Device Serial Num | ber Model OS Versi | on Build Number Us | ser Reboots System | Reboots Total I | Reboots Boot Reason Na | |
| | FJ1187A001125 | RK25 9 | RK25.GMS.5360.20230425 | 1 | 0 | 1 shutdown,userrec | |
| OS Version | FJ1187A001125 | RK25 9 | RK25.GMS.5360.20230425 | 1 | 0 | 1 shutdown,userrec | |
| 03 Version | FJ1187A001125 | RK25 9 | RK25.GMS.5360.20230425 | 1 | 0 | 1 shutdown, userrec | |
| User Reboots System Reboots | FJ1187A001125 | RK25 9 | RK25.GMS.5360.20230425 | 0 | 1 | 1 reboot,ota | |
| | FJ1187A001125 | RK25 9 | RK25.GMS.5320.20220531 | 1 | 0 | 1 shutdown,userrec | |
| 11 1 17 | FW12130000112 | RS35 11 | R\$35.GMS.5130.20230725 | 1 | 0 | 1 shutdown,userrec | |
| 10 4 1 | FW12130000112 | RS35 11 | RS35.GMS.5130.20230725 | 0 | 1 | 1 reboot | |
| 9 4 1 | FW12130000112 | RS35 11 | R\$35.GMS.5130.20230725 | 0 | 1 | 1 reboot | |
| | FW12130000112 | RS35 11 | R\$35.GMS.5130.20230725 | 0 | 1 | 1 shutdown,battery | |
| Build Number | FW12130000112 | RS35 11 | R\$35.GMS.5130.20230725 | 0 | 1 | 1 shutdown,battery | |
| User Rehoots Sustem Rehoots | FW12130000112 | RS35 11 | RS35.GMS.5130.20230725 | 0 | 1 | 1 shutdown,battery | |
| | FW12130000112 | RS35 11 | RS35.GMS.5130.20230725 | 0 | 1 | 1 shutdown,battery | |
| R\$35 GMS 5130 20230725 | FW12130000112 | RS35 11 | RS35.GMS.5130.20230725 | 0 | 1 | 1 reboot | |
| | FW12130000112 | RS35 11 | R\$35.GM\$.5130.20230725 | 0 | 1 | 1 reboot | |
| | | | PC25 GMC 5120 20220725 | 0 | 1 | 1 shutdown battery | |
| RK25.GMS.5360.20230425 3 1 | FW12130000112 | RS35 11 | 103330113313020230723 | | | | |

Fig. 1-20 CAI Behavioral Event Page

Please refer to Chapter 3 Behavioral Event for more details.

1.3.5 WEAK SIGNAL EVENT

Weak Signal Event is the page where displays the weak Wi-Fi signal events of your device(s) by charts and list in different worksheets. You may narrow down the scope by the provided filter(s) to present the data you need.

| <u> Dashboard - Weak WiFi</u> | | | | | | ast 🗸 1 | M | onths | | ~ |
|-------------------------------|----------------------|-------|------------|------------------------|-----------------|---|----------|---------|------------|------|
| Signal Strength < -78(dBm) | | | | | | 7/23/2023 - 8/22/20 | 23 | | | |
| Device | | | | | 10 | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | |
| | | | | | SSI | D | | | | |
| FJ1187A001125 9 | | | | | C1 | | | | | _ |
| FW12130000112 1 | | | | | | TIEREAD | | | | |
| | | | | | MA | Addrose | | | | |
| FW12270002087 1 | | | | | | | | | | |
| Model | 1 | | | | 2 a8 | :bd:27:11:c1:90 | | 4 | | |
| | 14:00 | 16 | 00 | 18:00 | 19:00 3 | 4:fc:b9:54:c0:30 | 2 | | | |
| | Device Serial Number | Model | OS Version | Build Number | SSID | MAC Address | Signal | Level | Date | Tim |
| RK25 9 | | | | | | | Strength | | - | - |
| R\$35 2 | FJ1187A001125 | RK25 | 9 | RK25.GM5.5320.20220531 | CIPHERLAB | 34:fc:b9:54:c0:30 | -81 | Level 1 | 2023/08/01 | 19:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | 34:fc:b9:54:c0:30 | -80 | Level 1 | 2023/08/01 | 19:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:90 | -78 | Level 1 | 2023/08/01 | 18:2 |
| OS Version | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:90 | -83 | Level 1 | 2023/08/01 | 18:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:90 | -82 | Level 1 | 2023/08/01 | 18:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:90 | -79 | Level 1 | 2023/08/01 | 18:1 |
| 10 1 | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:84:f2:50 | -79 | Level 1 | 2023/08/01 | 18:0 |
| 11 1 | FJ1187A001125 | RK25 | 9 | RK25.GM5.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:30 | -78 | Level 1 | 2023/08/01 | 18:0 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | a8:bd:27:11:c1:30 | -80 | Level 1 | 2023/08/01 | 18:0 |
| Build Number | FW12270002087 | RS35 | 10 | RS35.GMS.2580.20230714 | CIPHERLAB-Guest | 34:fc:b9:54:c0:31 | -81 | Level 1 | 2023/07/31 | 16:5 |
| | FW12130000112 | RS35 | 11 | R535.GMS.5110.20230313 | CIPHERLAB | a8:bd:27:11:c1:f0 | -78 | Level 1 | 2023/07/27 | 14:0 |
| RK25.GMS.5320.20220531 9 | | | | | | | | | | |
| RS35.GMS.2580.20230714 1 | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

Fig. 1-21 CAI Weak Signal Event Page

Please refer to Chapter 4 WEAK SIGNAL EVENT for more details.

1.3.6 GREETING MESSAGE

Greeting message shows the account (email) you log in with.

| Agility Intelligence | Tria) Power Management Behavioral Event Weak Signal Event | 🍰 Hello john.smith@cipherlab.com.tw 😢 🏠 😫 |
|----------------------|--|--|
| | User Info | |
| | User No. Recipient UserFirst Last CountryTime Day account RoleNameNameCode Zone Lighttype | pupparent |
| | john.smith@cipherlab.com.tw user null null TW +8:00N parent | iris.wang@cipherlab.com.tw |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | Copyright©2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.5.2 |

Fig. 1-22 Greeting Message

By using mobile device to access **CAI** (**CipherLab Agility Intelligence**) **Service** or zooming in on your browser to change the user interface to be with the sliding menu, the greeting message can be clicked/ tapped to expand the function "**Logout**". You will redirect to the login page right after logging out.



Fig. 1-23 Greeting Message on Sliding Menu

1.3.7 FAQ

FAQ (Frequently Asked Questions) lists the most common questions and concerns that users would like to know about. Please click on the question to expand the answer.

| ę | FAQ 1. How to register an account for logging in to CipherLab Agility Intellige | | | | | |
|---|---|----------|----------------|-----------------|-------------------|-------|
| | 1. How to register an account for logging in to CipherLab Agility Intellige | | | | | |
| | Service? | ence | + | | | |
| | 2. What might result in the numeral discrepancy between the CAI report device? | t and th | ^e + | | | |
| | 3. Can users change the time zone to be shown on the report? | | + | | | |
| | Are all the device models supported by CipherLab Agility Intelligence 5. How to enroll a device to CipherLab Agility Intelligence Service? | Service | e? + + | | | |
| | 6. What does "Health Status" on the report indicate? | | + | | | |
| | | | | | | |
| | | Copyri | ght©2022 C | ipherLab Co., L | td All Rights Res | erved |

1.3.8 LANGUAGE

To switch into the language you would like, click on "Language" to display the languages to be selected. Currently **CipherLab Agility Intelligence Service** supports both English and traditional Chinese.

| Agility Intelligence | Power Management Behavioral Event Weak Signal Event | 🛓 Hello john.smith@cipherlab.com.tw 🛛 💮 9 |
|----------------------|---|--|
| | | English |
| | 🖻 Release Note | 中文 |
| | • 10.Feb.2023 | |
| | 1.5.2 - Add Dashboard - Reader Scan - Add Dashboard - Reader Error | |
| | • 03.Jan.2023 | |
| | 1.5.1 - Add Dashboard - Reboots - Add Dashboard - Application (ANR/Crash) | |
| | • 03.Nov.2022 | |
| | 1.5.0 - New Dashboard UI - Issue Fixed | |
| | | Copyright©2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.5.2 |

Fig. 1-25 The Languages Supported by CAI

1.3.9 LOGOUT

To log out CipherLab Agility Intelligence Service, click on Θ and then "Logout".

| Agility Intelligence | Trail Power Management Behavioral Event Weak Signal Event 💄 Hello john.smith@ciph | erlab.com.tw 🕜 🌐 🕒 |
|----------------------|--|--|
| | User Info | Logout |
| | User No. Recipient UserFirst Last CountryTime Day account assign_groupparent RoleNameNameCode Zone Lighttype | |
| | john.smith@cipherlab.com.tw usernull null TW +8:00N parent iris.wang@cipherlab.com.tw | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Copyright©2022 CipherLab C | o., Ltd All Rights Reserved.Ver: 1.5.2 |

Fig. 1-26 Logout

You may click or tap on the greeting message to expand the function "**Logout**" on the sliding menu if you magnify the webpage or use the mobile device browser.





Chapter 2

POWER MANAGEMENT

Power Management is an interactive webpage that offers the data aggregation of the enrolled devices' batteries.

By choosing the period of time, the device, the device battery or the device model for futher inspection, the charts will be changed in accordance with the information you select. With the charts and the list, the data are visualized to be realized easily and clearly at a glance.

2.1 OVERVIEW OF POWER MANAGEMENT

As the table listed below shows, **Power Management** contains six worksheets, including Dashboard-Latest Battery, Latest Battery Health Report, Battery Level Report, Battery Temperatue Report, Dashboard-Low Battery Event and Battery Critical Event Report.

On each of the aforementioned worksheets, the chart and the battery info list are interrelated, which means they are closely connected and have an effect on each other. The user can set the filter criteria or directly click on the data of the chart to present the specific data analysis. For more details, refer to the following sections.

| Worksheet | Description |
|-------------------------------|---|
| Dashboard-Latest Battery | Show the latest status and the analysis of batteries that meet each criterion in visualization. |
| Latest Battery Health Report | The analysis and record of the latest device battery health status. |
| Battery Level Report | The analysis and record of the average battery power level. |
| Battery Temperature Report | The analysis and record of the average battery temperature changes. |
| Dashboard-Low Battery Event | Show the latest status and the analysis of the low battery events in visualization. |
| Battery Critical Event Report | The analysis and record of the low battery events. |

Table 2-1 Power Management Spreadsheets

2.2 DASHBOARD -LATEST BATTERY

Dashboard-Latest Battery worksheet consists of the dashboard in which presents separately the battery that meets the criteria of Low Battery (Battery Level <=30%), High Temperature (Temperature >=55°C), Low Voltage(Voltage <3.4V), Critical Health(Health Percentage 1%~80%), Cycle Count (Cycle Count >300) or High Voltage (Voltage >=4.4V) in visualization, and a battery info list that itemizes the detailed information with regard to the battery of the supported devices enrolled onto ReMoCloud.

Once any battery of the enrolled devices exceeds the limit of the criteria above, this dashboard will immediately remind the user of the abnormal status and take actions if necessary to avoid the possible issues occurring.

| | | | | <u>Da</u> | nsh | board - I | .atest Ba | <u>attery</u> | | | | | | | |
|--|--------------------------|-------|-------|---------------------------|-------|-----------------|----------------------|------------------|---------------|---------------------------------|------|------------------------------|------------|-------|---|
| Low Battery Battery Level <=30% | | | | High Tempe Temperature | >= 55 | re °C | | | | Low Voltage Voltage < 3.4V | | | | | |
| BS37223002395 BS38226005352 BS3822A005229 BS4022C000067 | 13% 15% 21% 30% | | | | | | | | | | | | | | |
| Critical Health Health Percentage 1% ~ 80 | 96 | | | Cycle Count > | 300 | | | | | High Voltage Voltage >= 4.4\ | / | | | | |
| | | | | | | | | | | | | | | | |
| Battery Serial Number | Device Serial Number | Model | OS Ve | rsion Leve | sl - | Temperature(°C) | Health Percentage | Health Status | Cycle Cour | e Voltag nt | e(V) | Collection Period (Years) | Date | Time | |
| BS39234001664 | FW12130000112 | RS35 | 11 | 5 | 52% | 29.2 | 100% | Good | | 4 | 3.86 | 0.1 | 2023/08/18 | 15:05 | _ |
| BS38226010382 | FW12130000112 | RS35 | 11 | 10 | 0% | 29.0 | 100% | Good | | 1 | 4.34 | 0.0 | 2023/08/18 | 07:05 | |
| BS3822A005229 | FW12130000112 | RS35 | 11 | 2 | 21% | 29.3 | 97% | Good | | 18 | 3.74 | 0.2 | 2023/08/16 | 07:54 | |
| BS37209000553 | FW12260004001 | RS35 | 11 | 10 | 0% | 25.4 | 97% | Good | | 99 | 4.10 | 0.4 | 2023/08/10 | 13:28 | |
| BS38226007174 | FW1206000095 | RS35 | 11 | | 6% | 34.8 | 98% | Good | | 24 | 3.89 | 0.0 | 2023/08/02 | 17:17 | |
| BS37218011011 | FW12270002087 | RS35 | 10 | 9 | 94% | 26.2 | 99% | Good | | 51 | 4.27 | 0.3 | 2023/08/01 | 14:31 | |
| BS38226005352 | FW12130000112 | RS35 | 11 | | 5% | 27.8 | 100% | Good | | 36 | 3.69 | 0.4 | 2023/07/21 | 16:43 | |
| BS37217001443 | FW12270002087 | RS35 | 10 | 5 | 50% | 29.9 | 100% | Good | | 57 | 3.80 | 0.2 | 2023/06/13 | 18:47 | |
| BS4022C000067 | FW120A0002230 | RS35 | 11 | 3 | 80% | 25.9 | 100% | Good | | 0 | 3.65 | 0.2 | 2023/06/01 | 18:15 | |
| BS3822A004243 | FW12270002087 | RS35 | 10 | 9 | 94% | 23.5 | 94% | Good | | 3 | 4.22 | 0.2 | 2023/05/29 | 18:17 | |

Fig. 2-1 Displays the Latest Status of Batteries that Meet Each Criterion

The Battery Info List gives the itemized battery information as the table listed below describes:

| Item | Description |
|-----------------------|---|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |

Table 2-2 Items on Battery Info List

| OS Version | The version of the Android operating system installed on the specific device. |
|--------------------------|--|
| Level | The power level of the specific battery. |
| Temperature (°C) | The temperature (given in Celsius) of the specific battery. |
| Health Percentage | Show the health level presented in percentage of the specific battery. |
| Health Status | Show the health status of the specific battery. |
| Cycle Count | The number of times that the specific battery has been drained and then fully recharged. |
| Voltage (V) | The voltage of the specific battery. |
| Collection Period(Years) | Estimate the used life of the specific battery from its first record collected in units of year. |
| Date | Display the date when the log of the specific battery is generated. |
| Time | Display the time when the log of the specific battery is generated. |

Move the cursor to the specific bar on the dashboard, and a dialog box shows up to indicate the detailed information about the selected battery. The Battery Info List will show the interconnected information by clicking on this bar.

| Low Battery Battery Level <=30% | | | High Tempera | emperatu ature >= 53 | ire 5°C | | | L V | ow Volta oltage < 3 | i ge .4V | | | |
|--|----------------------|---|---|---|-----------------|----------------------|------------------|----------------|------------------------|--------------------|------------------------------|--------|------|
| B537223002395 B538226005352 B53822A005229 B54022C000067 Critical Health Health Percentage 1% ~ 80 | 15% 15% First | Battery Serial Nu Average of Device Serial Nu | imber BS3 Level 15% imber FW1 Cycle C Cycle C | 8226005 12130000 Count Sount > 300 | 352 | | | F v | ligh Volt | Int age Ir | erconi | nected | • |
| Battery Serial Number | Device Serial Number | Model O | S Version | Level | Temperature(°C) | Health Percentage | Health Status | Cycle Count | Vol | tage(V) | Collection Period (Years) | Date | Time |
| | | | | | | | | | | | | | |

Fig. 2-2 Displays the Details about the Battery that Meets the Specific Criterion

2.2.1 Data Sorting

Click on the **Up** or **Down** arrow icon located in the table header of the preferred column as the figure below shows, the data of Battery Info List will be presented in ascending or descending order.

As to these sorted data, they can further be set up in either the ascending or descending order on Battery Info List by simultaneously pressing the **Shift** key on the keyboard and clicking on the **Up** or **Down** arrow icon in the table header of another column you desire.

| Battery Serial Number Device Serial Number Model Version Level Temperature(°C) Health Percentage Health Status Cycle Coult Voltage(V) Collection Period (Years) Date Time 068002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 0631213002485 FJ1228A000677 RK25 7.1.2 81% 36.0 99% Good 4 4.05 0.4 2022/10/11 14:13 0537209006610 FW122000003 RS35 10 99% 28.4 99% Good 32 4.01 0.6 2022/09/28 12:33 0537218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:53 0537218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:53 0 | | | | | | | | | | | | | |
|---|---|---|---------------------------------------|------------------------------------|-----------------------------------|---|---|--|----------------|---------------------------------------|--|--|---|
| Battery Serial Number Device Serial Number Model Version Level Temperature(*C) Health Percentage Cycle Voltage(V) Collection Period (Years) Date Time B537209006610 FW122000003 RS35 10 99% 28.4 99% Good 42 4.05 0.4 2022/10/11 14:13 B537209006610 FW122000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 B537218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 B538226005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 953/218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 32 4.01 0.6 2022/09/28 12:50 953/218011011 FW120 | Battery Serial Number | Device Serial Number | Model | Version | Level | Temperature(°C) | Health Percentage | Health Status | Cycle Count | Voltage(V) | Collection Period (Years) | Date | Time |
| N3.1213002485 F11228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 BS37218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS38226005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 Bsttery Serial Number Device Serial Number Model Version Level Temperature(*C) Health Percentage Katus Cycle Voltage(V) Collection Date Time Bs57/218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 32 4.01 0.6 2022/03/03/16 12:50 Bs57/218011011 | E 20B002031 | FJ1191A000908 | RK25 | 9 | 55% | 38.7 | 99% | Good | | 29 4.0 | 7 0.7 | 2022/11/01 | 16:28 |
| BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 BS37218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS38226005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 Bsttery Serial Number Device Serial Number Model Version Level Temperature("C) Health Percentage Katus Cycle Voltage(V) Collection Date Time B537218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 3.79 0.2 2023/03/16 12:50 B537218011011 FW120A000249 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 B537209006610 FW1222000003 </td <td>BK31213002485</td> <td>FJ1228A000677</td> <td>RK25</td> <td>7.1.2</td> <td>81%</td> <td>36.0</td> <td>98%</td> <td>Good</td> <td></td> <td>4 4.0</td> <td>5 0.4</td> <td>2022/10/11</td> <td>14:13</td> | BK31213002485 | FJ1228A000677 | RK25 | 7.1.2 | 81% | 36.0 | 98% | Good | | 4 4.0 | 5 0.4 | 2022/10/11 | 14:13 |
| BS37218011011 FW1209000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS38226005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 Battery Serial Number Device Serial Number Model Version Level Temperature("C) Health Percentage Katus Cycle Voltage(V) Collection - Period (Years) Date Time B537218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 B537218011011 FW120A0002481 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 B537218011011 FW120200003 RS35 10 99% 28.4 99% Good 4.2 0.3 2023/03/16 12:33 B537209006610 <td< td=""><td>BS37209006610</td><td>FW1222000003</td><td>RS35</td><td>10</td><td>99%</td><td>28.4</td><td>99%</td><td>Good</td><td></td><td>82 4.3</td><td>2 0.3</td><td>2023/03/16</td><td>12:33</td></td<> | BS37209006610 | FW1222000003 | RS35 | 10 | 99% | 28.4 | 99% | Good | | 82 4.3 | 2 0.3 | 2023/03/16 | 12:33 |
| BS38226005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 Battery Serial Number Device Serial Number Model Version Level Temperature(°C) Health Percentage Katus Cycle Voltage(V) Collection period (Years) Date Time 0.5057218011011 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 0.5057218011011 FW120A0002481 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 0.5057218011011 FW120A0000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 0.537209006610 FW1222000003 RS35 10 99% 28.4 99% Good 4.32 0.3 2023/03/16 12:33 0.537213002485 | BS37218011011 | FW12090000449 | RS35 | 10 | 83% | 31.8 | 100% | Good | | 32 4.0 | 1 0.6 | 2022/09/28 | 12:53 |
| Battery Serial Number Device Serial Number Model Version Level Temperature("C) Health Percentage Health Status Cycle Count Voltage(V) Collection Period (Years) Date Time B re6005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 0557/218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 BK31213002485 F11228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/10 16:28 < | BS38226005352 | FW120A0002181 | RS35 | 10 | 52% | 29.2 | 100% | Good | | 20 3.7 | 9 0.2 | 2023/03/16 | 12:50 |
| B 26005352 FW120A0002181 RS35 10 52% 29.2 100% Good 20 3.79 0.2 2023/03/16 12:50 6537218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:53 BK31213002485 FJ1228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 | | | | | | | | | | | | | |
| #537218011011 FW12090000449 RS35 10 83% 31.8 100% Good 32 4.01 0.6 2022/09/28 12:53 BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 BK31213002485 FJ1228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 | Battery Serial Number | Device Serial Number | Model | Version | Level | Temperature(°C) | Health Percentage | Health Status | Cycle Count | Voltage(V) | Collection Period (Years) | Date | Time |
| BS37209006610 FW1222000003 RS35 10 99% 28.4 99% Good 82 4.32 0.3 2023/03/16 12:33 BK31213002485 FJ1228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 | Battery Serial Number | Device Serial Number FW120A0002181 | Model | Version 10 | Level | Temperature(°C) | Health Percentage | Health Status Good | Cycle Count | Voltage(V) 20 3.7 | Collection Period (Years) 9 0.2 | Date 2023/03/16 | Time 12:50 |
| BK31213002485 FJ1228A000677 RK25 7.1.2 81% 36.0 98% Good 4 4.05 0.4 2022/10/11 14:13 BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 | Battery Serial Number B 26005352 B557218011011 | Device Serial Number FW120A0002181 FW12090000449 | Model RS35 RS35 | Version 10 10 | Level 52% 83% | Temperature(°C) 29.2 31.8 | Health Percentage 100% 100% | Health Status Good Good | Cycle Count | Voltage(V) 20 3.7 32 4.0 | Collection Period (Years) 9 0.2 1 0.6 | Date 2023/03/16 2022/09/28 | Time 12:50 12:53 |
| BK3020B002031 FJ1191A000908 RK25 9 55% 38.7 99% Good 29 4.07 0.7 2022/11/01 16:28 | Battery Serial Number B 6005352 B557218011011 B537209006610 | Device Serial Number FW120A0002181 FW12090000449 FW12220000003 | Model RS35 RS35 RS35 | Version 10 10 10 10 | Level 52% 83% 99% | Temperature(°C) 29.2 31.8 28.4 | Health Percentage 100% 100% 99% | Health Status Good Good Good | Cycle Count | Voltage(V) 20 3.7 32 4.0 82 4.3 | Collection Period (Years) 9 0.2 1 0.6 2 0.3 | Date 2023/03/16 2022/09/28 2023/03/16 | Time 12:50 12:53 12:33 |
| | Battery Serial Number E 0005352 8597218011011 8537209006610 BK31213002485 | Device Serial Number FW120A0002181 FW12090000449 FW1222000003 FJ1228A000677 | Model RS35 RS35 RS35 RS35 | Version 10 10 10 7.1.2 | Level 52% 83% 99% 81% | Temperature(°C) 29.2 31.8 28.4 36.0 | Health Percentage 100% 99% 98% | Health Status Good Good Good Good | Cycle Count | Voltage(V) 20 3.7 32 4.0 82 4.3 4 4.0 | Collection Period (Years) 9 0.2 1 0.6 2 0.3 5 0.4 | Date 2023/03/16 2022/09/28 2023/03/16 2022/10/11 | Time 12:50 12:53 12:33 14:13 |

Fig. 2-3 Click on the Up/Down Arrow Icon in the Table Header to Show the Data in Ascending/Descending Order
2.3 LATEST BATTERY HEALTH REPORT

Latest Battery Health Report consists of a pie chart which shows the battery health status of all the enrolled devices by proportion, a table of "**Explanation**" that briefly describes the battery health status, and a battery info list that itemizes the information related to the battery of all enrolled devices CAI supports.

Click on the slice of this pie chart to display the information about the battery status you choose, and the Battery Info List will show the interconnected information.

| Nattery Serial No.: All Device Serial No.: All Model: All Explanation actest Health Status Interconnected Information Image: Constraint of the status Battery Serial Number Device Serial Number Model OS Name OS Version Health Status Image: Constraint of the status Battery Serial Number Device Serial Number Model OS Name OS Version Health Status Health Percentage Date Time Battery Serial Number Puizes Anoosas RK25 Android 9 Normal 89% 2023/08/19 18:37 | <u>atest Battery</u> | <u>y Health Repo</u> | <u>ort</u> | | | | Da | ate : 3/11/202 | 3 🗟 8/21/2023 |
|---|-------------------------|----------------------|---------------------|-----------|----------------|---------------|-------------------|----------------|---------------------|
| atest Health Status Explanation Explanation Serial Number Model OS Name OS Version Health Status Health Percentage Time Stattery Serial Number Model OS Name OS Version Health Status Health Percentage Date Time Stattery Serial Number Pi1228A000838 RK25 Android 9 Normal 89% 203/08/19 18.37 | attery Serial No. : All | \sim | Device Serial No. : | All | \sim | Model : All | \sim | | |
| Interconnected information Value Solution Explanation attery Serial Number Pervice Serial Number Model OS Name OS Version Health Status Health Percentage Date Time statz Scor7146 FJ1228A000838 RK25 Android 9 Normal Byte 2023/08/19 18:37 | ntest Health Statu | s | | | | | | | |
| Interconnected Information Value OS Name OS Version Health Status Health Percentage Good Mormal Natery Serial Number Device Serial Number Model OS Name OS Version Health Status Health Percentage Date Time 1x1225007146 FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18.37 | | | | | 2-4 | | | Explanation | : |
| Interconnected Information | | | | | 17 | | | Health Perce | ntage Health Status |
| Interconnected Information Model OS Name OS Version Health Status Health Percentage Date Time attery Serial Number FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18:37 | | | | | | | | 90% - 100% | Good |
| Interconnected Information Image: Construction of the constr | _ | | | | | | | 80% - 89% | Normal |
| Information 74 Good N/A Normal attery Serial Number Device Serial Number Model OS Name OS Version Health Status Health Percentage Date Time K31225007146 FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18:37 | Int | erconnecto | ed | | | | | 196 - 7996 | Chucai N/A |
| Attery Serial Number Device Serial Number Model OS Name OS Version Health Status Health Percentage Date Time K31225007146 FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18:37 | Ir | formation | | | - 74 | | | 070 | 170 |
| Battery Serial Number Device Serial Number Model OS Name OS Version Health Status Health Percentage Date Time KX1225007146 FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18:37 | | | | <u></u> 6 | ood ●N/A ●Norr | nal | | | |
| K31225007146 FJ1228A000838 RK25 Android 9 Normal 89% 2023/08/19 18:37 | attery Serial Number | Device Serial Number | Model | OS Name | OS Version | Health Status | Health Percentage | Date | Time |
| | K31225007146 | FJ1228A000838 | RK25 | Android | 9 | Normal | 89% | 5 2023/08/19 | 18:37 |
| | | | | | | | | | |

Fig. 2-4 Click on the Slice of "Latest Health Status" to Show the Battery-related Information



Fig. 2-5 The Pie Chart of "Latest Health Status" Report

PIE CHART

The battery health pie chart conveys the device amount and the device health status in every slice. You may refer to **Explanation** table next to the pie chart for the battery health status description.

| Health Percentage | Health Status |
|-------------------|---------------|
| 90% - 100% | Good |
| 80% - 89% | Normal |
| 1% - 79% | Critical |
| 0% | N/A |

Fig. 2-6 Table of the Battery Health Status Explanation

The Battery Info List gives the itemized battery information as the table listed below describes:

| Item | Description |
|-----------------------|---|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |
| OS Name | The name of the operating system belonging to the device on which the specific battery is mounted. |
| Version | The version of Android operating system belonging to the device on which the specific battery is mounted. |
| Health Status | Show the latest health status of the specific battery. |
| Health Percentage | Show the battery health level presented in percentage. |
| Date | Display the date when the log of the specific battery is generated. |
| Time | Display the time when the log of the specific battery is generated. |

Table 2-3 Items on Battery Info List

Move the cursor to the slice, and a dialog box shows up to indicate the detailed information about the selected health status.



Fig. 2-7 The Detailed Information about the Battery Health Status

2.3.1 FILTERS FOR SELECTING THE DATA SCOPE

Filter tool is used to sift through the data to show the range you would like to know, and you may set your filter(s) to reduce the scope. You can narrow down the range by the followings:

BATTERY SERIAL NO.

The default setting for **Battery Serial No.** is "**All**". Unfold the drop-down list to select the battery or batteries you'd like to view by checking the checkbox(es). You can also input the keywords into "**Search**" field to search or filter the specified battery or batteries, and then select it/them.

| Battery Serial No. : All 🗸 🗸 | Device Serial No. : | All \checkmark | Model : | \sim All |
|------------------------------|---------------------|------------------|---------|------------|
| Search | | | | |
| ✓ Select all | | | | |
| BS37209000553 | | | | |
| BS37217001443 | | | | |
| BS37218011011 | | | | |
| BS37223002395 | | | | |
| BS38226005352 | | | | |
| | | | | |

Fig. 2-8 Drop-down List of Battery Serial Number

DEVICE SERIAL NO.

The drop-down list of "**Device Serial No.**" displays all of your available enrolled devices supported by CAI. You may search or filter the device you need through "**Search**" field, or directly check the device you'd like to view, or remain the default setting "**Select all**" to check all the devices.



Fig. 2-9 Drop-down List of Device Serial Number

MODEL

Select your desired model from the drop-down list. The default setting is "Select all".

| Battery Serial No. : | All | \sim | Device Serial No. : | All | Model : | All |
|----------------------|-----|--------|---------------------|-----|---------|--------|
| | | | | | Search | |
| | | | | | 🔽 Sele | ct all |
| | | | | | RK2 | 5 |
| | | | | | ✓ RK2 | 5WO |
| | | | | | ✓ RS3 | 5 |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Fig. 2-10 Drop-down List of Device Model

DATE

You may select the range of time period by respectively pulling down the provided calendars to decide when the date starts and ends in order to display the battery status of the selected batteries/devices/models you would like to inspect. On the list of these calendars, you may click \uparrow or \checkmark button to move to the previous or next month.



Fig. 2-11 Setting Your Period of Time.

2.4 BATTERY LEVEL REPORT

With the vertical axis which presents the power level and the horizontal axis which shows the date, the line chart of "**Average Level (%)**" on **Battery Level Report** worksheet plots the average battery power level changes of the available batteries over date. And a battery info list on this report itemizes the detailed battery-related information of all supported devices enrolled onto ReMoCloud.



Fig. 2-12 The Line Chart of "Average Level (%)"

The Battery Info List gives the itemized battery information as the table listed below describes:

| Item | Description |
|-----------------------|---|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |
| OS Name | The name of the operating system belonging to the device on which the specific battery is mounted. |
| OS Version | The version of Android operating system belonging to the device on which the specific battery is mounted. |

Table 2-4 Items on Battery Info List

| Cycle Count | The number of times that the specific battery has been drained and then fully recharged. |
|------------------|--|
| Voltage (V) | The voltage of the specific battery. |
| Temperature (°C) | The temperature (given in Celsius) of the specific battery. |
| Level | The power level of the specific battery. |
| Battery Status | Show the current status of the specific battery. |
| Date | Display the date when the log of the specific battery is generated. |
| Time | Display the time when the log of the specific battery is generated. |

Moving the cursor to the point on the chart will pop up a dialog box to show the average battery power on the selected date while clicking on the point will display the interconnected information of this date on the Battery Info List.



Fig. 2-13 Aim the Cursor at the Point to Show the Information about the Battery Average Power Level

For sorting the data within Battery Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting"</u>.

Also refer to <u>Section 2.3.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

2.5 BATTERY TEMPERATURE REPORT

"Average Temperature (°C)" on Battery Temperature Report worksheet presents a bar chart which records the device battery temperature changes by date. The vertical axis shows the average temperature, and the horizontal axis presents the date. Each bar on the chart represents the average temperature of a device model on that date, and a battery info list itemizes the battery-related information of all enrolled devices CAI supports.



Fig. 2-14 The Bar Chart of "Average Temperature ($^\circ\mathbb{C}$)"

The Battery Info List gives the itemized battery information as the table listed below describes:

| Item | Description |
|-----------------------|---|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |
| OS Name | The name of the operating system belonging to the device on which the specific battery is mounted. |
| OS Version | The version of Android operating system belonging to the device on which the specific battery is mounted. |
| Cycle Count | The number of times that the specific battery has been drained and then fully recharged. |

Table 2-5 Items on Battery Info List

| Voltage (V) | The voltage of the specific battery. |
|------------------|---|
| Temperature (°C) | The temperature (given in Celsius) of the specific battery. |
| Level | The power level of the specific battery. |
| Battery Status | Show the current status of the specific battery. |
| Date | Display the date when the log of the specific battery is generated. |
| Time | Display the time when the log of the specific battery is generated. |

In addition, you may click on a certain model to highlight it on the chart.



Fig. 2-15 Click to Highlight the Device Model on the Bar Chart.

By clicking on a bar on the chart, only the battery temperature of this device model on the selected date is highlighted, and the Battery Info List changes accordingly.



Fig. 2-16 The Presented Data on Battery Info List Change as You Click on a Bar of "Average Temperature (°C)"

By moving your cursor to the bar, a dialog box shows up to give the detailed information about the average temperature of the selected device model on the selected date.



Fig. 2-17 The Detailed Information about the Average Temperature of the Device Model

For sorting the data within Battery Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

Also refer to <u>Section 2.3.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

2.6 DASHBOARD - LOW BATTERY EVENT

Dashboard-Low Battery Event worksheet contains the dashboard in which presents the data that meet the criterion of Low Battery (Battery Level <=15%) in visualization by **battery/device/model/OS version/build number**, and an event logs list that itemizes the detailed information with regard to the battery of the supported devices enrolled onto ReMoCloud.

| Dashboard - Low Battery Event | | | | Interval Period : | | | |
|----------------------------------|------------------------|----------------------|-------|-------------------|------------------------|-----------------|------------|
| <u>Dashiboara</u> Low Dattery LV | | | | | | Last 🔨 1 Mo | onths 💉 |
| Battery | Build Number | | | | | | |
| | | | | | | | |
| BS3822A005229 9 | | | | | | | |
| 8520326040302 | RS35.GMS.5130.20230725 | | | | 9 | | |
| 536220010362 | R535.GM5.5110.20230313 | 3 | | | | | |
| BS37209000553 1 | | | | | | | |
| | | | | | | | |
| Device | Battery Serial Number | Device Serial Number | Model | OS Version | Build Number | Temperature(°C) | Voltage(V) |
| | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 24.8 | 3.62 2 |
| FW12130000112 11 | BS38226010382 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 29.2 | 3.72 2 |
| | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 28.7 | 3.72 2 |
| FW12260004001 1 | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 28.0 | 3.72 2 |
| | BS38226010382 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 25.0 | 3.80 2 |
| Model | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 28.0 | 3.72 2 |
| | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 24.9 | 3.73 2 |
| | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 28.4 | 3.72 2 |
| 2025 A | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 26.4 | 3.66 2 |
| 12 | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5110.20230313 | 28.5 | 3.68 2 |
| | BS37209000553 | FW12260004001 | RS35 | 11 | RS35.GMS.5110.20230313 | 29.5 | 3.67 2 |
| OC Version | BS3822A005229 | FW12130000112 | RS35 | 11 | RS35.GMS.5110.20230313 | 29.2 | 3.68 2 |
| US Yersion | | | | | | | |
| | | | | | | | |
| 11 12 | | | | | | | |
| 12 | | | | | | | |
| | | | | | | | |

Fig. 2-18 Displays the Latest Batteries that Meet the Low-battery Criterion

The Event Logs List gives the itemized battery information as the table listed below describes:

| Item | Description |
|-----------------------|---|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |
| OS Version | The version of Android operating system installed on the device where the specific battery is mounted. |
| Build Number | The version number of CipherLab OS image installed on the device where the specific battery is mounted. |
| Temperature (°C) | The temperature (given in Celsius) of the specific battery. |

Table 2-6 Items on Battery Info List

| Voltage (V) | The voltage of the specific battery. |
|-------------|---|
| Date | Display the date when the low battery event log of the specific battery is generated. |
| Time | Display the time when the low battery event log of the specific battery is generated. |

Move the cursor to the specific bar on the dashboard, and a dialog box shows up to indicate the detailed information about the selected battery that meets the criterion. The Event Logs List will show the interconnected information by clicking on this bar.

| Battery | Build Number | | | | | | |
|---|---|----------------------|-------|------------|------------------------|-----------------|------------|
| | | | | | | | |
| B53822A005229 | | | | | | | |
| 8528226010282 | RS35.GMS.5130.20230725 | | | | | | |
| 5336220010362 | R\$35.GMS.5110.20230313 | 1 | | | | | |
| BS37209000553 1 | | | | | | | |
| _ | | | | | | | |
| Device | Battery Serial Number | Device Serial Number | Model | OS Version | Build Number | Temperature(°C) | /oltage(V) |
| | BS37209000553 | FW12260004001 | RS35 | 11 | RS35.GMS.5110.20230313 | 29.5 | 3.67 |
| FW121300001 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| FW1226000-001 Device Serial I | Number FW122600040 0 | 01 | | | Intorconn | octod | |
| FW1226000 201 Device Serial I Count of index(Battery S/N + local_dat | Number FW1226000400 ta_time) 1 | 01 | | | Interconn | ected | |
| FW1226000 001 Device Serial 1 Count of index(Battery S/N + local_dar | Number FW1226000400 ta_time) 1 | 01 | | | Interconn Informat | ected tion | |
| FW1226000_001 Device Serial 1 Count of index(Battery S/N + local_dar Model | Number FW1226000400 ta_time) 1 | ท | | | Interconn Informat | ected tion | |
| FW1226000-001 Device Serial I Count of index(Battery S/N + local_dat Model | Number FW122600040(ta_time) 1 | ח | | | Interconn Informat | ected tion | |
| FW1226000-001 Device Serial I Count of index(Battery S/N + local_dat | Number FW122600040(ta_time) 1 | ח | | | Interconn Informat | ected tion | |
| FW 1226000 001 Device Serial I Count of index(Battery S/N + local_da Model | Number FW1226000400 ta_time) 1 | ท | | | Interconn Informat | ected tion | |
| FW 1226000 001 Device Serial I Count of index(Battery 5/N + local_da Model | Number FW1226000400 ta_time) 1 | n | | | Interconn Informat | ected tion | |
| FW 1226000 001 Device Serial I Count of index(Battery 5/N + local_da Model | Number FW1226000400 ta_time) 1 | Я | | | Interconn Informat | ected tion | |
| FW1226000 001 Device Serial I Count of index(Battery 5/N + local_da Model R535 1 | Number FW1226000400 ta_time) 1 | ח | | | Interconn Informat | ected tion | |
| rw1226000 001 Device Serial I Count of index(Battery S/N + local_dat Model R535 1 OS Version | Number FW1226000400 ta_time) 1 | л | | | Interconn Informat | ected tion | |
| FW1226000 001 Device Serial I Count of index(Battery S/N + local_da Model RS35 1 05 Version | Number FW1226000400 ta_time) 1 | Я | | | Interconn Informat | ected tion | |
| FW 1226000 Device Serial I Count of index(Battery S/N + local_date) Model 05 Version 11 | Number FW1226000400 ta_time) 1 | n | | | Interconn Informat | ected tion | |

Fig. 2-19 The Detailed Information about the Low Battery Event of the Device

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting"</u>.

2.6.1 INTERVAL PERIOD

"Interval Period" is for the user to choose the length of time to display the battery status of the selected batteries/devices/models during the period you would like to inspect.

| Interval Period : | | | | | |
|-------------------|------|--|-------------|---------|--|
| Last | ~ 1 | | Select | \sim | |
| 🗟 No f | Last | | Select | | |
| | Next | | Days | | |
| | This | | Weeks | | |
| _ | | | Months | endar) | |
| | | | Months (Ca | lendar) | |
| | | | Years | | |
| | | | Years (Cale | ndar) | |

Fig. 2-20 Setting Your Interval Period

Weeks

A week is the 7 days that begins from today or the 7 days before today.

Weeks (Calendar)

The week that begins with Sunday and ends with Saturday.

Months

A month is the period of 30 days that begins from today or the 30 days before today.

Months (Calendar)

The month(s) as named in the calendar.

Years

A year is the period of 365 days that begins from today or the 365 days before today.

Years (Calendar)

The year(s) that starts on January 1^{st} and ends on December 31^{st} .

RESET INTERVAL PERIOD

Move your cursor to the upper-right corner of "Interval Period" and an "Clear selections" eraser icon \bigcirc shows up for you to reset the time period.

| Interval | Period | : | | |
|------------|------------|--------|--------|--------------|
| Last | \sim | 2 | Days | \sim |
| Ё 6/19/2 | 022 - 6/2 | 0/2022 | | |
| Interval | Period | : | | |
| Last | \sim | 1 | Select | \checkmark |
| 🗟 No filte | ers applie | d | | |

Fig. 2-21 Reset the Interval Period

2.7 BATTERY CRITICAL EVENT REPORT

Battery Critical Event Report records the critical event logs of the battery in the event that its power level is lower than or equal to 15% on the enrolled device(s). It conveys the data in a bar chart by device model to express the times of the low battery event that has been occurred over date, and an event logs list that itemizes the details of each low battery event.

On the chart of this worksheet, each bar stands for an individual device model, the vertical axis shows the number of times that the low battery event occurred, and the horizontal axis shows the date when the low battery event took place.



Fig. 2-22 Bar Chart of "Battery Critical Event Report"

The Event Logs List records every low battery event as well as the device's battery status when the event happened. The Event Logs List gives the itemized battery information as the table listed below describes:

| Table 2-7 items on Event Logs List | Table 2-7 | ltems | on | Event | Logs | List |
|------------------------------------|-----------|-------|----|-------|------|------|
|------------------------------------|-----------|-------|----|-------|------|------|

| Item | Description |
|-----------------------|--|
| Battery Serial Number | The serial number of the specific battery. |
| Device Serial Number | The serial number of the device on which the specific battery is mounted. |
| Model | The model name of the device on which the specific battery is mounted. |
| OS Name | The name of the operating system belonging to the device on which the specific battery is mounted. |

| OS Version | The version of Android operating system belonging to the device on which the specific battery is mounted. |
|------------------|---|
| Voltage (V) | The voltage of the specific battery. |
| Temperature (°C) | The temperature (given in Celsius) of the specific battery. |
| Battery Status | Show the current status of the specific battery. |
| Date | Display the date when the log of the specific battery is generated. |
| Time | Display the time when the log of the specific battery is generated. |

Like the bar chart of Battery Temperature Report, you may click on a certain device model to highlight it on the chart.



Fig. 2-23 Click to Highlight the Device Model on the Bar Chart

Move the cursor to the specific bar on the bar chart, and a dialog box shows up to indicate the detailed information about the selected device model that meets the criterion(Battery Level <=15%). The Event Logs List will show the interconnected information by clicking on this bar.

| 4 2 0 787396778 787376778 | Parto panante panant panante par | ount of index | (Battery S/N + loc | Date Model al_data_time) | 2023/02/17 R535 5 | 6172 - 2023/06173 - 2023/06174 - 2023/06173 - 2023 | 10015 20210072 2018/00 | 9 202101104 2022101107 2022101 | 11/2 2013/01/13 | RK25 RS35 |
|---|---|---------------|--------------------|--------------------------------|-------------------------|---|--|---|--------------------|--------------|
| Battery Serial Number | Device Serial Number | Model | OS Name | Version | Voltage(V) | Temperature(°C) | Battery Status | Date | Time | |
| BS37218003379 | FW120A0002230 | RS35 | Android | 11 | 3.80 | 29.6 | Discharging | 2023/02/17 | 14:48 | _ |
| BS37218003379 | FW120A0002230 | RS35 | Android | 11 | 3.80 | 29.0 | Discharging | 2023/02/17 | 14:47 | |
| | F1N/12040002220 | DC2E | Android | 11 | 3.80 | 28.8 | Discharging | 2023/02/17 | 14:46 | |
| BS37218003379 | FVV120A0002250 | K333 | Anarola | | 5.00 | 20.0 | e le el | | | |
| BS37218003379 BS37218003379 | FW120A0002230 | RS35 | Android | 11 | 3.81 | 28.0 | Discharging | 2023/02/17 | 14:45 | |
| BS37218003379 BS37218003379 BS37218003379 | FW120A0002230 FW120A0002230 FW120A0002230 | RS35 RS35 | Android | 11 | 3.81 3.73 | 28.0 | Discharging Discharging | 2023/02/17 2023/02/17 | 14:45 14:44 | _ |

Fig. 2-24 The Detailed Information about the Low Battery Event of the Selected Device Model on the Selected Date

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting"</u>.

Also refer to <u>Section 2.3.1"Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

Chapter 3

BEHAVIORAL EVENT SETTINGS

Through the analysis of the enrolled devices' varieties of behavior collected by CAI, the device diagnosis can be achieved easily to avoid the occurrence of unexpected issues.

3.1 OVERVIEW OF BEHAVIORAL EVENTS

As the table listed below shows, the data gathered from the enrolled devices are collected to generate "Behavioral Event" reports, including Dashboard-Reboots, Dashboard-Application (ANR/Crash), Dashboard-Reader Scan, Dashboard-Reader Error, Diagnose Device Report, Scan Metrics (Successful) Report, Application Analysis Report and Reader Error Report eight worksheets through CAI Service, in order for the delivery of the event log data aggregation and analysis. For more details, refer to the following sections.

| Worksheet | Description |
|-----------------------------------|--|
| Dashboard-Reboots | Show the latest status and the analysis of the device reboot events in visualization. |
| Dashboard-Application (ANR/Crash) | Show the latest status and the analysis of ANR (Application Not Responding) and application crash events in visualization. |
| Dashboard-Reader Scan | Show the latest status and the analysis of the device reader scan and the decode results in visualization. |
| Dashboard-Reader Error | Show the latest status and the analysis of the device reader error in visualization. |
| Diagnose Device Report | The analysis and record of ANR (Application Not Responding) and device reboot events. |
| Scan Metrics (Successful) Report | The statistic-analysis and record of barcode scanning. |
| Application Analysis Report | The analysis and record of application crash events. |
| Reader Error Report | The analysis and record of the device reader errors. |

Table 3-1 Behavioral Events Spreadsheet

3.2 DASHBOARD-REBOOTS

Dashboard-Reboots worksheet contains one dashboard in which presents separately the times of both user and system reboots occurring most often by Device/Model/OS Version/Build Number/Date/Boot Reason in visualization, and an event logs list that itemizes the details about these reboots of devices enrolled onto ReMoCloud.

| Dashbaard Babaats | | | | | | Interval Period : | | | |
|--|------------------------------------|--------------|---------------------|---|-----------------------|-------------------|---------|---------|---------------|
| | asiidoaru - K | epo | 015 | | | Last | n (8) | 1 | Months |
| Device | Date | | | | Boot Reason | | | | |
| User Reboots System Reboots | ● User Reboots ● System | n Reboot | s | | ● User Reboots ● Syst | tem Re | boots | | |
| | | | | 6 | | | | | |
| FW12130000112 1 16 | | | | | shutdown batte | n/ | | 12 | |
| FJ1187A001125 4 1 | 2 | 2 | 2 | 2 2 2 2 | Shataomi, Satte | ., | | | |
| FW12270002087 4 1 | | | | | shutdown.userrequeste | ed be | | | |
| FW12260004001 | 1 1 1 | 1 | 1 | 1 1 1 | | | | | |
| Model | | 1 | 1 | 1 1 1 | rebo | ot | 4 | | |
| User Reboots System Reboots | 0 0 0 0 | 0 | 0 | 0 0 0 0 | | | | | |
| | 1- 125 126 121 | 31 001 | 2102 2101 210 | ano ant and and and ant and | reboot.o | ta | з | | |
| | 2023/022023/022023/022023/022023/0 | 2023/02/2023 | 2023/00/2023/00/201 | 3/00, 2013/00, 2013/00, 2013/00, 2013/00, | | | | | |
| RS35 5 18 | | | | | | | | | |
| RK25 4 1 | Device Serial Number | Model | OS Version | Build Number Use | er Reboots System Reb | oots | Total R | Reboots | Boot Reason |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5360.20230425 | 1 | 0 | | 1 | shutdown, use |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5360.20230425 | 1 | 0 | | 1 | shutdown, use |
| OS Version | FJ1187A001125 | RK25 | 9 | RK25.GMS.5360.20230425 | 1 | 0 | | 1 | shutdown, use |
| User Reboots System Reboots | FJ1187A001125 | RK25 | 9 | RK25.GMS.5360.20230425 | 0 | 1 | | 1 | reboot,ota |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | 1 | 0 | | 1 | shutdown,use |
| 11 17 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 1 | 0 | | 1 | shutdown, use |
| 10 4 1 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | reboot |
| | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | reboot |
| | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | shutdown,bat |
| Build Number | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | shutdown,bat |
| Ular Debente Suter Debente | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | shutdown,bat |
| oser Rebools System Rebools | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | shutdown,bat |
| PS25 CMS 5130 20220725 1 12 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | reboot |
| K355.GW15.5150.20230725 | FW12130000112 | RS35 | 11 | RS35.GMS.5130.20230725 | 0 | 1 | | 1 | reboot |

Fig. 3-1 Displays the Latest Status of Device Reboots

The Event Logs List records the events of any device reboots as they took place, and it gives the itemized device reboots information as the table listed below describes:

| Item | Description |
|----------------------|--|
| Device Serial Number | The serial number of the device on which the specific reboot occurred. |
| Model | The model name of the device on which the specific reboot occurred. |
| OS Version | The version of Android operating system installed on the device where the specific reboot occurred. |
| Build Number | The version number of CipherLab OS image installed on the device where the specific reboot occurred. |
| User Reboots | The counts of the device reboots by the user. |
| System Reboots | The counts of the device reboots by the system. |
| Total Reboots | The total amount of user reboots and system reboots for the specific device. |

Table 3-2 Items on Event Logs List

| Boot Reason Name | The reasons that cause the device reboot are as follows: - shutdown,userrequested - shutdown,battery - reboot,userrequested - reboot - reboot - reboot,force_reboot - reboot,ota | | |
|------------------|--|--|--|
| Date | Display the date when the log of the specific reboot is generated. | | |
| Time | Display the time when the log of the specific reboot is generated. | | |

Move the cursor to the specific bar on the dashboard, and a dialog box shows up to indicate the detailed information about the selected reboot. The Event Logs List will show the interconnected information by clicking on this bar.



Fig. 3-2 The Detailed Information about the User Reboots of the Selected Device Model

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

For more details on the settings of interval period, also refer to <u>Section 2.6.1 "Interval</u> <u>Period"</u>.

3.3 DASHBOARD-APPLICATION(ANR/CRASH)

Dashboard-Application(ANR/CRASH) worksheet contains one dashboard in which presents separately the total times of application ANR (Application Not Responding) and application crash by Application(ANR/Crash)/Device/Model/OS Version/Build Number/Date/ Application Name/Application Version in visualization, and an event logs list that itemizes the detailed information about the enrolled devices' application ANR or crash.



Fig. 3-3 Displays the Latest Status of Device Application ANR or Crash

The Event Logs List records the events of either the application ANR or crash, and it gives the itemized application-related information as the table listed below describes:

| ltem | Description |
|----------------------|---|
| Device Serial Number | The serial number of the device on which the specific application event occurred. |
| Model | The model name of the device on which the specific application event occurred. |
| OS Version | The version of Android operating system installed on the device where the specific application event occurred. |
| Build Number | The version number of CipherLab OS image installed on the device where the specific application event occurred. |
| ANR/Crash | Show the type of the application event that has occurred, either data_app_anr or data_app_crash. |

| Application Name | The name of the application that occurs the ANR (Application Not Responding) or crash event. |
|---------------------|---|
| Application Version | The version of the application that occurs the ANR (Application Not Responding) or crash event. |
| Date | Display the date when the log of the specific application event is generated. |
| Time | Display the time when the log of the specific application event is generated. |

Move the cursor to the specific bar on the dashboard, and a dialog box shows up to indicate the detailed information about the selected application event. The Event Logs List will show the interconnected information by clicking on this bar.

| Application (ANR / Crash) | Date | | | Application N | lame | | |
|---------------------------|---|-----------------------|------------------------------|---------------|---------------------------|------------|----------|
| Total ANRs Total Crash | Total ANRs Total Crash | | | | | | |
| | | | | | com.webkey | | |
| data app anr 8 | 1 1 1 1 | 1 1 | 1 1 | com.cipher | lab.imagetotext | | |
| data app crash 2 | | | | com.cipherlal | b.remoteservice 1 | | |
| | | | | com.w | ebkey.cipherlab 1 | | |
| Device | | | | Application V | /ersion | | |
| | | | | | | | |
| FW12130000112 6 1 | | | | | 3.16.24-93b1c421-ui | 5 | |
| FW120A0002230 2 1 | 9 9 9 0 0 | 0 0 | 9 | | 3.16.23-9b6580ea-ui 2 | | |
| FW12260004001 | 23/04/1° 23/05/0° 23/05/0° 23/05/1° 23/06/1° | 23/06/20 D23/06/20 D2 | 3/07/0- 223/07/1- | | 0.1.10.1 | | |
| FJ1187A001125 | 20 20 20 20 20 7 | 10. 10. 10. | · 24 | | | | - |
| | Build Number | ANR / Crash | Application Nar | ne | Application Version | Date | Time |
| Model | PS25 GMC 5110 20220212 | data ann ann | com wahlen. | | 2 16 22 066500ee ui | 2022/05/09 | 12,42,26 |
| | R555.GMS.5110.20250515 | data_app_anr | com webkey | | 2 16 22 0b6500cc ui | 2023/03/08 | 10:42:20 |
| RS35 8 2 | R\$35.GMS.5110.20230313 | data_app_ani | com webkey | | 3 16 24-92b1c421-ui | 2023/05/10 | 17:21:27 |
| RK25 | PS25 GMS 5110 20220313 | data_app_ani | comwebkey | | 2 16 24 0261-421 | 2023/06/20 | 15:57:04 |
| | R\$35.GMS.5110.20230313 | data_app_ani | com webkey | | 3 16 24-93b1c421-ui | 2023/06/20 | 17:52:01 |
| OS Version | R\$35.GMS.5110.20230313 | data_app_ani | com webkey | | 3 16 24-93b1c421-ui | 2023/07/04 | 10:50:16 |
| | R555.GM5.5110.2020515 | data_app_ani | commetakey | | 3 16 24-93b1c421 ui | 2023/07/12 | 15:56:56 |
| 11 8 | | | com webkey o <mark>nb</mark> | erlah | 3 15 7-01701ee0-headless- | 2023/04/10 | 14:05:50 |
| 712 | Duild Northan DC25 CM | C F110 202 | 20212 | ichab | cipherlab | 2023/04/10 | 14.05.50 |
| 0 | Build Number R535.GM | 15.5110.202 | 30313 | agetotext | 0.1.10.1 | 2023/05/05 | 00:42:49 |
| 9 | | | com cipherlah re | moteservice | 1.0.1.5 | 2023/07/12 | 16:46:16 |
| Build Number | | | | | | | |
| Total Fa | tal Application 10 | | | | Interconn | ecte | d |
| R535.GM5.5110.20230313 | | | | | Inter com | Cere | |
| R535.GM5.5100.20221213 | | | | | Informat | tion | |
| RK25.GM5.2490.20230320 1 | | | | | | | |

Fig. 3-4 The Detailed Information about the Application ANR of the Selected Build Number

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

For more details on the settings of interval period, also refer to <u>Section 2.6.1 "Interval</u> <u>Period"</u>.

3.4 DASHBOARD-READER SCAN

Dashboard-Reader Scan worksheet contains one dashboard in which presents separately the success/stopscan/timeout 3 types of decode result in percentage as well as the average success scan speed by **Model/Device/OS Version/Build Number/Reader Type/Reader/Date** in visualization, and an event logs list that itemizes the detailed information with regard to the scan of the reader belonging to devices enrolled onto ReMoCloud.



Fig. 3-5 Displays the Latest Decode Result and Average Success Scan Speed of Reader Scan

The Event Logs List records every reader scan trigger events, and it gives the itemized reader scan information as the table listed below describes:

| Table 3-4 | Items on | Event | Logs | List |
|-----------|----------|-------|------|------|
|-----------|----------|-------|------|------|

| Item | Description |
|----------------------|---|
| Device Serial Number | The serial number of the device on which the reader scan is triggered. |
| Model | The model name of the device on which the reader scan is triggered. |
| OS Version | The version of Android operating system installed on the device where the specific reader scan is triggered. |
| Build Number | The version number of CipherLab OS image installed on the device where the specific reader scan is triggered. |
| Reader Type | The type of the reader that is equipped with the device where the specific reader scan is triggered. |

| Reader Serial Number | The serial number of the reader that is equipped with the device where the specific reader scan is triggered. |
|------------------------------|---|
| Total Scan Count | Display the total counts of Total Success, Total Timeout and Total Stopscan of the specific device's reader scan during the specified time duration. |
| Total Success | Display the counts of the reader scan that succeeds to read the barcode within the spcified time (Default: 3 seconds) during the specific time duration. Please note that the user can configure the timeout from CipherLab ReaderConfig App on the mobile computer. |
| Total Timeout | Display the counts of the reader scan that fails to read the barcode within the spcified time (Default: 3 seconds) during the specific time duration. Please note that the user can configure the timeout from CipherLab ReaderConfig App on the mobile computer. |
| Total Stopscan | Display the counts of the reader scan that is stopped within the spcified time (Default: 3 seconds) during the specific time duration. Please note that the user can configure the timeout from CipherLab ReaderConfig App on the mobile computer. |
| Successful Scan Time | The total time spent in the successful reader scan of the specific device in units of millisecond during the specific time duration. |
| Avg Success Scan speed(s) | The average speed of successful reader scan in units of second. The lower the value gets, the faster the scan speed will be. |

Move the cursor to the specific bar on the dashboard, and a dialog box shows up to indicate the detailed information about the selected reader scan trigger event. The Event Logs List will show the interconnected information by clicking on this bar.



Fig. 3-6 The Detailed Information about the Reader Scan of the Selected Device Model

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting"</u>.

For more details on the settings of interval period, also refer to <u>Section 2.6.1 "Interval</u> <u>Period"</u>.

3.5 DASHBOARD-READER ERROR

With the analysis from **Dashboard-Reader Error** worksheet, it will be helpful to solve the technical issues arising from the device reader when troubleshooting. On this worksheet, it contains one dashboard in which presents the reader-related reasons inclusive of reader failure, SDL failure, other factors and the undetectable causes, resulting in the failure of reader scan, by **Device/Model/OS Version/Build Number/Date/Reader/Reader Type** in visualization. An event logs list that itemizes the detailed information with regard to the reader of the devices enrolled onto ReMoCloud is included as well.



Fig. 3-7 Displays the Latest Causes of Reader Scan Errors

The Event Logs List records every reader scan error evnets as it took place, and it gives the itemized reader error information as the table listed below describes:

| Item | Description |
|----------------------|---|
| Device Serial Number | The serial number of the device on which the specific reader scan error event occurred. |
| Model | The model name of the device on which the specific reader scan error event occurred. |
| OS Version | The version of Android operating system installed on the device where the specific reader scan error event occurred. |
| Build Number | The version number of CipherLab OS image installed on the device where the specific reader scan error event occurred. |
| Reader Type | The type of the reader that is equipped with the specific device. |

Table 3-5 Items on Event Logs List

| Reader Serial Number | The serial number of the reader that is equipped with the specific device. |
|----------------------|--|
| Error Cause | Display the reason that results in the specific reader scan error event . |
| Date | Display the date when the specific reader scan error event took place. |
| Time | Display the time when the specific reader scan error event took place. |

Move the cursor to the specific bar or aim the cursor at the specific point on the dashboard, and a dialog box shows up to indicate the detailed information about the selected reader scan failure. The Event Logs List will show the interconnected information by clicking on this bar or point.



Fig. 3-8 The Detailed Information about the Reader Scan Error on the Selected Date

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

For more details on the settings of interval period, also refer to <u>Section 2.6.1 "Interval</u> <u>Period"</u>.

3.6 DIAGNOSE DEVICE

Diagnose Device Report respectively records the counts of ANR (Application Not Responding) as well as the device reboot events that have been occurred, and the total amount of these device behavior. The line chart shows the event counts on the vertical axis while the date of occurrence is on the horizontal axis.



Fig. 3-9 Data Analysis on the "Diagnose Device" Worksheet

The Diagnose Device Info List records every ANR and device reboot events as it took place, and it gives the itemized device diagnosis information as the table listed below describes:

| Item | Description |
|----------------------|--|
| Device Serial Number | The serial number of the device on which the specific ANR and/or the device reboot took place. |
| Model | The model name of the device on which the specific ANR and/or the device reboot took place. |
| OS Version | The version of Android operating system installed on the device where the specific ANR and/or the device reboot took place. |
| Total Behavior | Display the total counts of total ANR as well as total device reboot during the specified time duration. |
| Total Reboots | Display the total counts of the device reboot, including total User Beboots and total System Reboots during the specified time duration. |
| User Beboots | Display the total counts of User Beboots during the specified time duration. |
| Systsem Reboots | Display the total counts of System Beboots during the specified time duration. |

Table 3-6 Items on Event Logs List

| Total ANRs | Display the total counts of the ANR (Application Not Responding) during the specified time duration. |
|------------|--|
| | |

Aiming the cursor at the specific point on the chart will pop up a dialog box to respectively show the details about the total counts of aforesaid events on the selected date while clicking on the point will display the interconnected information of this date on Diagnose Device Info List.

| Diagnose Device | | | | | | | |
|--|----------------------------------|--|--------------------|----------|---|--|---|
| 20 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| 10 | | | | | | | |
| 10 | | \wedge | | | / | | Total Behavior Total Reboots |
| | | | 2023/05/26 | | | | Total ANRs |
| 03/01 03/01 03/09 03/10 03/11 03/13 03/13 03/13 | 04/10 04/11 04/12 04/13 | 04/14 04/19 04/28 05/03 05/04 05/05 | • Total Behavior 4 | 15 B | 06/01 06/02 06/07 06/07 06/13 06/13 06/13 06/19 | 06/21 06/26 06/27 06/29 06/29 06/20 06/20 | 01/10 |
| 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ | 2023/ 2023/ 2023/ 2023/ | 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ | Total Reboots 4 | | 2023/ 2020/ 2023/ | 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ 2023/ | 2023/ |
| | | _ | Total ANRs 0 | | | | |
| Device Serial Number | Model | OS Version | | ots User | Reboots System Reb | oots Total ANRs | |
| B FW120A0002230 | | | | | | | |
| □ 2023/05/26 | | | | | | | |
| 10:26:51 | RS35 | 11 | 1 | 1 | 0 | 1 | 0 |
| 18:58:17 | RS35 | 11 | 1 | 1 | 1 | 0 | 0 |
| 20:47:46 | RS35 | 11 | 1 | 1 | 1 | 0 | 0 |
| FW12270002087 | | | | | | | |
| 2023/05/26 | | | | | | | |
| 18:16:18 | RS35 | 10 | 1 | 1 | 0 | 1 | 0 |
| | | | | | | | |
| | | | | | Interconne | ected Infor | mation |

Fig. 3-10 The Detailed Information about Device Diagnosis on the Selected Date

For sorting the data within Diagnose Device Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

3.6.1 FILTERS FOR SELECTING THE DATA SCOPE

Filter tool is used to sift through the data to show the range you would like to know, and you may set your filter(s) to reduce the scope. You can narrow down the range by the followings:

DEVICE SERIAL NO.

The drop-down list of "**Device Serial No.**" displays all of your available enrolled devices supported by CAI. You may search or filter the device you need through "**Search**" field, or directly check the device you'd like to view, or remain the default setting "**Select all**" to check all the devices.

| Device Serial No. : | All | \sim | Model : | All | \sim |
|---------------------|---------------|--------|---------|-----|--------|
| Se | arch | | | | |
| | Select all | | | | |
| | FJ1185A000333 | | | | |
| | FJ1187A001125 | | | | |
| | FJ118CA006694 | | | | |
| | FW120A0002230 | | | | |
| ~ | FW12110001301 | | | | |

Fig. 3-11 Drop-down List of Device Serial Number

| MODEL | | | | | |
|---|-------|---------|------------|--------|--|
| Select your desired model from the drop-down list. The default setting is "Select all". | | | | | |
| Device Serial No. : | All 🗸 | Model : | All | \sim | |
| | | Se | arch | | |
| | | ~ | Select all | | |
| | | ~ | RK25 | | |
| | | | RK25WO | | |
| | | ~ | RS35 | | |
| | | | | | |
| | | | | | |
| | | | | | |



DATE

You may select the range of time period by respectively pulling down the provided calendars to specify the date starts and ends in order to display the battery status of the selected batteries/devices/models you would like to inspect. On the list of these calendars, you may click \uparrow or \checkmark button to move to the previous or next month.



Fig. 3-13 Setting Your Period of Time.

3.7 SCAN METRICS (SUCCESSFUL)

Scan Metrics (Successful) Report notes down the reader scan counts of all the enrolled devices onto ReMoCloud to give the statistic-analysis about the scanning success rate. On the line chart of "**Scan Metrics (Successful) Report**", the right vertical axis presents the total counts of the reader scan and the successful reader scan. The left vertical axis presents the rate of the successful reader scan in percentage, and the horizontal axis is the date. An info list that itemizes the scan-related information of these devices is also included on this report.



Fig. 3-14 Data Analysis on the "Scan Metrics (Successful)" WorkSheet

The Scan Metrics (Successful) Info List records every reader scan trigger events, and it gives the itemized reader scan information as the table listed below describes:

| Item | Description |
|-----------------------|--|
| Device Serial Number | The serial number of the device on which the reader scan is triggered. |
| Model | The model name of the device on which the reader scan is triggered. |
| OS Version | The version of Android operating system installed on the device where the specific reader scan is triggered. |
| Total Scan Count | Display the total counts of the specific device's reader scan during the specified time duration. |
| Successful Scan Count | Display the total counts of the specific device's successful reader scan during the specified time duration. |
| Successful Scan Rate | Display the rate of the specific device's successful reader scan in percentage during the specified time duration. |

Table 3-7 Items on Event Logs List

Aiming the cursor at the specific point on the chart will pop up a dialog box to respectively show the details about the total counts of the reader scan, the total counts of successful reader scan and the rate of the successful reader scan on the selected date while clicking on the point will display the interconnected information of this date on the Scan Metrics (Successful) Info List.



Fig. 3-15 The Detailed Information about Scan Metrics on the Selected Date

For sorting the data within Battery Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

Also refer to <u>Section 3.6.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

3.8 APPLICATION ANALYSIS

Application Analysis Report records the application crash events to identify what the application crashed and which OS version this crashed application was running on. The line chart consists of a horizontal axis of the date and a vertical axis of the application crash count. The detailed logs are listed below the line chart.



Fig. 3-16 Data Analysis on the "Application Analysis" Worksheet

The Event Logs List records every application crashed events as it took place, and it gives the itemized application information as the table listed below describes:

| Item | Description |
|---------------------|---|
| Application Name | The name of the application that the crash event took place. |
| Package Name | The unique identifier of the Android package associated with the application that the crash event took place. |
| Application Version | The version of the specific application that the crash event took place. |
| OS Version | The version of Android operating system installed on the device where the application crashed. |
| Date | Display the date when the specific application crash event took place. |
| Time | Display the time when the specific application crash event took place. |

Table 3-8 Items on Event Logs List

Aiming the cursor at the specific point on the chart will pop up a dialog box to show the details about the total counts of the application crash on the selected date while clicking on the point will display the interconnected information of this date on the Application Analysis Event Log List.



Fig. 3-17 The Detailed Information about Application Crash on the Selected Date

For sorting the data within Battery Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

Also refer to <u>Section 3.6.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

3.9 READER ERROR

Reader Error Report informs the error causes related to the device reader, including reader failure, SDL failure, other factors and the undetectable causes, which leads to the occurrence of scan failure. The vertical axis of the bar chart is the count that the reader error occured, and the horizontal axis presents the date. Each bar on the chart represents an error cause, and the event logs are itemized below the bar chart.



Fig. 3-18 Data Analysis on the "Reader Error" Worksheet

The Event Logs List records every reader error events, and it gives the itemized reader error information as the table listed below describes:

| Item | Description | |
|----------------------|--|--|
| Device Serial Number | The serial number of the device on which the specific reader scan failure took place. | |
| Model | The model name of the device on which the specific reader scan failure took place. | |
| OS Version | The version of Android operating system installed on the device where the specific reader scan failure took place. | |
| Cause | Display the reason that the specific reader scan failure is arisen from. | |
| Reader Type | The type of the reader that is equipped with the device where the specific reader scan failure took place. | |
| Date | Display the date when the specific reader scan failure took place. | |

Table 3-9 Items on Event Logs List
| Time | Display the time when the specific reader scan failure took place. |
|------|--|
| | |

Moving the cursor to the specific bar on the chart will pop up a dialog box to respectively show the details about the total counts and the cause of the reader error on the selected date while clicking on the point will display the interconnected information of this date on the Reader Error Event List.



Fig. 3-19 The Detailed Information about Reader Error on the Selected Date

For sorting the data within Battery Info List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

Also refer to <u>Section 3.6.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.

Chapter 4

WEAK SIGNAL EVENT

With the visualized analysis of WLAN weak signal provided by **Weak Signal Event** functionality, the abnormal status of enrolled devices' network connection can be easily detected by the administrator in order for the prevention of problems arising from the network failure.

4.1 OVERVIEW OF WEAK SIGNAL EVENT

As the table listed below shows, **Weak Signal Event** contains two worksheets, including Dashboard-Weak WiFi and WLAN Weak Signal Report.

Like **Power Management** and **Behavior Event** we previously mentioned, the chart and the list on each worksheet of **Weak Signal Event** are also interrelated. It means they are closely connected and have an effect on the other. The user can set the criteria or directly click on the data of the chart to filter or present the specific data analysis. For more details, refer to the following sections.

| Worksheet | Description |
|----------------------|--|
| Dashboard -Weak WiFi | Show the latest status and the analysis of weak WiFi signal events in visualization. |
| WLAN Weak Signal | The analysis and record of weak WiFi signal events. |

Table 4-1 Weak Signal Event Spreadsheets

4.2 DASHBOARD-WEAK WIFI

Dashboard-Weak WiFi worksheet contains one dashboard in which presents separately the times of event that meets the criterion of WiFi signal strength < -78 (dBm) occurring most often by **Device/Model/OS Version/Build Number/Time/SSID/MAC Address** in visualization, and an event logs list that itemizes the detailed WiFi information with regard to the devices enrolled onto ReMoCloud.

| | Time | | | | | Interval | Period | | | | |
|------------------------------|----------------------|-------|------------|------------------------|------------|----------|---------------|-----------|------------|------------|--------|
| <u>Dashboard - Weak WiFi</u> | | | | 7 | | Last | \sim | 1 | Months | | \sim |
| Signal Strength < -78(dBm) | | | | | | ta 7/1 | 8/2023 - 8/1 | 7/2023 | | | |
| Device | | | | | | | | | | | |
| | | | | | | SSID | | | | | |
| FJ1187A001125 9 | | | | | | CIDNED | | | | | _ |
| FW12130000112 1 | | | | | | CIPTIER | | | | | |
| | | | | | | | 4 | | | | |
| FW12270002087 1 | | | | | | MAC Ad | dress | | | | _ |
| M. 1.1 | 1 | 1 | / | | 2 | a8:bd:2 | 7:11:c1:90 | | 4 | | |
| Model | 14:00 | 16: | 00 | 18:00 | 19:00 | 34:fc:b | 9:54:c0:30 | 2 | | | |
| | Device Serial Number | Model | OS Version | Build Number | ssin | | MAC Addre | er Signal | l evel | Date | Tim |
| RK25 9 | Device Senar Humber | model | os version | | 5510 | | MAC Addre | Strengt | h | - | _ |
| R535 2 | FI1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERI AB | | 34:fc:b9:54:c | 0:30 - | 81 Level 1 | 2023/08/01 | 19:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | 34:fc:b9:54:c | 0:30 - | BO Level 1 | 2023/08/01 | 19:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:90 - | 78 Level 1 | 2023/08/01 | 18:2 |
| OS Version | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:90 - | 83 Level 1 | 2023/08/01 | 18:2 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:90 - | 82 Level 1 | 2023/08/01 | 18:2 |
| 9 9 | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:90 - | 79 Level 1 | 2023/08/01 | 18:1 |
| 10 1 | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:84: | f2:50 - | 79 Level 1 | 2023/08/01 | 18:0 |
| 11 1 | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:30 - | 78 Level 1 | 2023/08/01 | 18:0 |
| | FJ1187A001125 | RK25 | 9 | RK25.GMS.5320.20220531 | CIPHERLAB | | a8:bd:27:11: | c1:30 - | 80 Level 1 | 2023/08/01 | 18:0 |
| Build Number | FW12270002087 | RS35 | 10 | RS35.GMS.2580.20230714 | CIPHERLAB- | Guest | 34:fc:b9:54:c | 0:31 - | B1 Level 1 | 2023/07/31 | 16:5 |
| | FW12130000112 | RS35 | 11 | RS35.GMS.5110.20230313 | CIPHERLAB | | a8:bd:27:11: | c1:f0 - | 78 Level 1 | 2023/07/27 | 14:0 |
| RK25.GM5.5320.20220531 | | | | | | | | | | | |
| R535.GM5.2580.20230714 1 | | | | | | | | | | | |
| RS35.GM5.5110.20230313 1 | | | | | | | | | | | |

Fig. 4-1 Displays the Latest Weak WiFi Signal Status of the Enrolled Devices

The Event Logs List records every weak WiFi signal event logs as it took place, and it gives the itemized WiFi information as the table listed below describes.

| Item | Description |
|----------------------|--|
| Device Serial Number | The serial number of the device on which the specific weak WiFi signal event occurred. |
| Model | The model name of the device on which the specific weak WiFi signal event occurred. |
| OS Version | The version of Android operating system installed on the device where the specific weak WiFi signal event occurred . |
| Build Number | The version number of CipherLab OS image installed on the device where the specific weak WiFi signal event occurred. |
| SSID | The Service Set Identifier of the Wi-Fi network to which the enrolled devices are connected. |

Table 4-2 Items on Event Logs List

| MAC Address | The unique media access control address of the access point that the specific devcie connects. |
|-----------------|--|
| Signal Strength | The WiFi signal strength (dBm) of the specific enrolled device. |
| | Display the specific enrolled device's level of WiFi signal strength (dBm). The level ranges from 0~4, and each level of WiFi signal strength stands as follows: |
| | Level 0: <-88 dBm |
| Level | Level 1: >=-88 dBm |
| | Level 2: >=-77 dBm |
| | Level 3: >=-63 dBm |
| | Level 4: >=-55 dBm |
| Date | Display the date when the specific weak WiFi signal event log is generated. |
| Time | Display the time when the specific weak WiFi signal event log is generated. |

Move the cursor to the specific bar or aim the cursor at the specific point on the dashboard, and a dialog box shows up to indicate the detailed information about the selected weak WiFi signal event. The Event Logs List will show the interconnected information by clicking on this bar.

| Dashboard - Vveak VVIFI Signal Strength < -78(dBm) Device FW133000112 30 | ~ |
|--|----------|
| Signal Strength < -78(dBm) E3 3/9/2023 - 9/8/2023 Device 5500 | |
| Device 550 | I |
| SSID | I |
| | |
| | |
| CIPHERLAB-Guet | |
| FW122600400 | |
| PW122000000 Device Serial Number FW12260004001 MAC Address | |
| DaxCount(Deviceld_LocalDataTime) 6 | |
| Model 1200 1400 1500 1600 34/cb954x031 3 | |
| | - |
| RS35 G Device Serial Number Model OS Version Build Number SSID MAC Address Signal Level Date Strength | Tim T |
| PW12260004001 RS35 11 RS35.GMS.5110.20230313 CIPHERLAB-Guest a8:bd:27:11:c1:33 -79 Level 1 2023/0 | 11 16:1 |
| FW12260004001 RS35 11 RS35.GMS.5110.20230313 CIPHERLAB-Guest 34:fcb9:54:c0:31 -84 Level 1 2023/0 | 11 12:3 |
| FW12260004001 RS35 11 RS35.GMS.5110.20230313 iPhone 3aca8Efdda8:72 -78 Level 1 2023/0 | 06 14:4 |
| US Version PW12260004001 RS35 11 RS35.GIMS.5100.20221213 CIPHERLAB a8.bd:27:11:c1:30 -79 Level 1 2023/0 | 30 16:5 |
| 11 6 FW12260004001 R535 11 R535.GMS.5100.20221213 CIPHERLAB-Guest 34.fcb9:54.c0:31 -82 Level 1 2023/0 | 21 15:0 |
| 9 PW12260004001 RS35 11 RS35.GMS.5100.20221213 CIPHERLAB-Guest 34.fcb9:54:c0:31 -83 Level 1 2023/0 | 30 14:0 |
| | |
| | |
| Interconnected | |
| Build Number | |
| | |
| 8/25 GMS 5320 20220531 | |
| BEELEVISION TO THE PARTY OF T | |
| RESERVICES END OFFICE AND A DECEMBER OF A DE | |
| | |

Fig. 4-2 The Detailed Information about the Weak WiFi Signal Event of the Selected Device

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

For more details on the settings of interval period, also refer to <u>Section 2.6.1 "Interval</u> <u>Period"</u>.

4.3 WLAN WEAK SIGNAL

WLAN WEAK SIGNAL Report records the weak WiFi signal event when the signal strength of the enrolled device(s) is lower than -78 dBm (or < -78 dBm). It conveys the data in a scatter plot compsed of dots in different colors and sizes to express the level of WiFi signal strength and the total counts of the weak WiFi signal events occurred, and a list of event logs to record the details of each weak WiFi signal event.

In the scatter plot, the vertical axis shows the level of WiFi signal strength, and the horizontal axis presents the date as well as the time. The bigger the dot is, the more times of the weak WiFi signal event occurred. For more details on the list of event logs, you may refer to Section 4.2"Dashboard-Weak WiFi".

| WLA | N Weak | <u>Signal</u> | | | | | | | | | | | | | |
|------------|--------------|---------------|------------|---------------|----------|---------------|------------|----------------|-----------|------------|----------|-----------|---------|----------|---------|
| | | | | | | | | | | | Date : | 2/24/2023 | Ð | 8/1/2023 | • |
| Device : | All | \sim | Model : A | I | \sim | | | | | | | | | | |
| W/ AN | Weak Sianal | | | | | | | | | | | | | | |
| | Freux Stynat | | | | | | | | | | | | | | |
| -80 · · · | ••••• | | • | • | | •••• | | • | | • | • | | • | | |
| -100 · · · | | | | | | | | | | | | | | | Level 0 |
| | | | | | | | | | | | | | | | Level 1 |
| -120 · · · | | | | | | | | | | | | | | | |
| | • | | | | | | | | | | | | | | |
| | 2023/07/13 | 2023/02/24 | 2023/04/14 | 2023/05/03 20 | 23/05/03 | 2023/05/03 | 2023/05/04 | 2023/05/04 20 | 023/05/04 | 2023/05/04 | 2023/05 | /09 2023 | 8/05/15 | | |
| - | 11:00 | 14:00 | 15:00 | 13:00 | 14:00 | | 15:00 | 14:00 | 15:00 | | | | 4:00 | | |
| Device S | erial Number | Model | OS Version | SSID | | MAC Addre | 55 | Signal Strengt | :h | Level | Date | Ţ | ime | | |
| FJ1185A0 | 00333 | RK25 | 11 | CIPHERLAB | | a8:bd:27:84: | f2:50 | | -78.00 | Level 1 | 2023/04/ | 14 1 | 3:45:57 | 7 | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | 34:fc:b9:54:c | 0:30 | | -81.00 | Level 1 | 2023/08/ | 01 1 | 9:20:57 | 7 | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | 34:fc:b9:54:o | 0:30 | | -80.00 | Level 1 | 2023/08/ | 01 1 | 9:20:51 | 1 | |
| FJ1187A0 | 001125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:90 | | -78.00 | Level 1 | 2023/08/ | 01 1 | 8:27:09 | Ð | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:90 | | -83.00 | Level 1 | 2023/08/ | 01 1 | 8:20:31 | 1 | |
| FJ1187A0 | 001125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:90 | | -82.00 | Level 1 | 2023/08/ | 01 1 | 8:20:00 | 5 | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:90 | | -79.00 | Level 1 | 2023/08/ | 01 1 | 8:19:20 |) | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:84: | f2:50 | | -79.00 | Level 1 | 2023/08/ | 01 1 | 8:09:56 | 5 | |
| FJ1187A0 | 001125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:30 | | -78.00 | Level 1 | 2023/08/ | 01 1 | 8:06:01 | 1 | |
| FJ1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | a8:bd:27:11: | c1:30 | | -80.00 | Level 1 | 2023/08/ | 01 1 | 8:05:33 | 3 | |
| EI1187A0 | 01125 | RK25 | 9 | CIPHERLAB | | 34:fc:b9:54:o | 0:30 | | -78.00 | Level 1 | 2023/07/ | 03 1 | 1:16:41 | 1 | |

Fig. 4-3 Data Analysis on the "WLAN Weak Signal" Worksheet

Move the cursor to the specific dot on the scatter plot, and a dialog box shows up to indicate the detailed information about the selected weak WiFi signal event. The Event Logs List will show the interconnected information by clicking on this dot.

| -100 | 1 | | • • | Level Start Hour Signal Strength Count of Level | Level 1 2023/05/04 15:0 -78.40 5 | 10 | Inte Inf | rconnec ormatio | • ted n | Level 0 Level 1 |
|----------------------|---------------------|---------------------|----------------------------------|--|---|---------------------------------|------------------|----------------------------|---------------------|---------------------|
| 2023/05/03 14:00 | 2023/05/03 17:00 | 2023/05/04 13:00 | 2023/05/04 2823/05 14:00 15:9 | 5/04 2023/05/04 17:00 | 2023/05/09 202 17:00 1 | 3/05/15 2023/05/3 4:08 13:00 | 0 2023/0 14:0 | 5/30 2053/06/02 0 10:00 | 2023/06/13 14:00 | |
| Device Serial Number | Model | OS Version | SSID | MAC Addres | s Si | gnal Strength | Level | Date | Time | |
| FW12130000112 | RS35 | 11 | CIPHERLAB | a8:bd:27:11:c1 | 1:30 | -79.00 | Level 1 | 2023/05/04 | 15:54:50 | |
| FW12130000112 | RS35 | 11 | CIPHERLAB | a8:bd:27:11:c1 | 1:30 | -78.00 | Level 1 | 2023/05/04 | 15:54:44 | |
| FW12130000112 | RS35 | 11 | CIPHERLAB | a8:bd:27:11:c1 | 1:30 | -78.00 | Level 1 | 2023/05/04 | 15:07:06 | |
| FW12130000112 | RS35 | 11 | CIPHERLAB | a8:bd:27:11:c3 | 3:71 | -78.00 | Level 1 | 2023/05/04 | 15:00:09 | |
| | | | | | | | | | | |

Fig. 4-4 The Detailed Information about the Weak WiFi Signal Event on the Selected Date

For sorting the data within Event Logs List either in ascending or descending order, please refer to <u>Section 2.2.1"Data Sorting</u>".

Also refer to <u>Section 3.6.1 "Filters for Selecting the Data Scope"</u> for more details on the filter tools provided by CAI.