USER GUIDE

CORTEX — installer portal

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The installer portal provides site diagnostics, a firmware catalogue and documentation. Works in a web browser.

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1 Which portal is yours

The portals work in a web browser; nothing needs to be installed. Your login and password are created by the administrator; the same credentials also work in the Defendex mobile app.

Who you are	Your portal	Address
Client (property owner)	Client account	client.cortex.eu
Monitoring centre (ARC) operator	Operator console	pco.cortex.eu
Installer	Installer portal	installer.cortex.eu

2 Signing in

1. Open the address of your portal.
2. Enter your **login** and **password** → “Sign in”.
3. If you see “no permission…”, you have opened a portal for a different role — check the address.

If the browser shows an old page or buttons do not respond, reload with Ctrl+Shift+R or open the page in a private window.

3 Sites and diagnostics

Find a site by name, IMEI or number and click it. The diagnostics panel opens:

- connection (online / offline) and connection tests in the last 24 hours;
- events in the last 24 hours and in total, alarms in the last 7 days;
- battery charge, partitions, zones;
- the last 25 events.

Diagnostics are built from data already received — the device is not polled at that moment. Installers see all sites.

4 Firmware

A catalogue of versions by model (current and archive) with download links. New versions are added by the administrator.

5 Documentation

Manuals and diagrams by category.

6 Password

Change your password (if you know the current one): after signing in, press 🔑 in the top right corner → current and new password → “Change password”.

Forgot your password:

1. On the sign-in page press “Forgot password?”.
2. Enter your login or email and choose where to send the code: email, Telegram or both.
3. Press “Get code” — you will receive a 6-digit code valid for 15 minutes.
4. Enter the code and a new password → “Reset password”, then sign in with the new password.

> The code arrives only if your profile has an email or Telegram. For a code in Telegram, message the bot @MyDefendexBot once. If no code arrives, the administrator can set a new password for you.

7 Troubleshooting

For access and account questions, contact your administrator.

Problem	What to do
“Wrong login or password”	Check the keyboard layout and Caps Lock. Forgot it — “Forgot password?” or the administrator.
“No permission…”	You opened a portal for another role — see the table in section 1.
Old page, buttons do not respond	Ctrl+Shift+R or a private window.