USER GUIDE

Defendex 2.0 — monitoring platform

Edition: 11.2026 · System overview

Defendex 2.0 is a central monitoring platform for protected sites: it receives events from on-site devices, decodes them and delivers them to the mobile app, the Telegram bot, the web portals and the security company. In the opposite direction, arm and disarm commands go from the app to the device.

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1 Event reception

- Three independent reception paths: the platform’s own receiver, a backup external receiver and the radio channel.
- Devices: CORTEX GSM transmitters (e.g. RT4-5GP/4G), panels with Contact ID (DSC and others), CORTEX radio transmitters.
- Events are converted to Contact ID and decoded using the event code reference.
- If a device loses the main receiver, it switches to the backup path.

2 Site status

- Armed / disarmed — per partition.
- Battery and 220 V mains power.
- Connection watchdog: a site is “no connection” if no communication test arrives for over 15 min (GSM) or 12 h (radio).

3 Who uses the platform

Who	Tool	What they do
Site owner	Defendex app, client account, Telegram bot	status, arm/disarm, notifications, history
Monitoring operator	Operator portal	alarm queue, sites, log, reports
Installer	Installer portal, Defendex Installer app	device registration, diagnostics, firmware, documentation
Administrator	Admin panel	users, roles, site assignment

4 Roles and access

- One account works for the app and the portal of its role.
- A client sees and controls only their own sites; an operator — the sites assigned to them; an installer — all sites; an administrator can use all portals.
- Password reset with a 6-digit code by email or Telegram.

5 Architecture

- Core (FastAPI) and a PostgreSQL database: events, sites, zones, event code reference.
- Mobile app backend with authentication (JWT), Telegram bot (RU / EN / LV), web portals, admin panel and monitoring.
- Camera video stream in the app, backups.

6 Related guides

All guides are on cortex.eu under “Documentation”.

- Defendex — mobile app
- Defendex — Telegram bot
- CORTEX — client account, operator portal, installer portal
- Defendex Installer — installer app