# How to Reboot IoT using computer utility (ZK\_Series\_Manage\_Tool)

### **Test/Debugging Item:**

IoT in normal mode (Breathing White light)
IOT在正常模式下呼吸灯闪烁白光

Prerequisites (需准备的工具):

Laptop/PC with computer utility (ZK\_Series\_Manage\_Tool) installed in it.
Win10电脑

IoT USB-Debugging Cable (shown in figure below)
对应的IOT串口线



### Procedure :

1. Please connect the IOT with the scooter/E-bike and the USB cable respectively as shown in figures below. 请将滑板车/自行车上的IOT连接USB线束,如下图所示





 Connect the USB cable in to PC and open 'ZK\_Series\_Manage\_Tool', Select the 将USB线连接电脑,打开ZK管理软件

correct 'COM' and fill-in your Password then press 'Try to Connect'. Wait for the connection process until all the steps got verified and show "Success" as shown in label 2 in the figure below (If "Check Password = Failed" can still move to next step). Now press 'OK' (Label 3 in below figure)

<mark>正确输入COM通讯,输入正确的密码,尝试登录,所有步骤验证成功进入,点击OK</mark> 如图二出现(If "Check Password = Failed" can still move to next step)也可进入下一步



**3.** After the software screen appears press "CTRL+L" it will pop-up a new RawComView

登录软件成功后,使用PC快捷键:CTRL+L,进入命令页面 "RawComView"



4. Write a reboot command "*AT+QFCT=0803*" in the command line of **RawComView** prompt (as label 1 in figure below) and then press "Send" (as label 2 in figure below).



5. You will see some messages in the prompt window (as shown above) indicating that your IoT is rebooting, Once it has completed reboot you will hear the IoT restart sound (If enabled).

<mark>你将在提示窗口看到一些消息(如上图所示)指示中控正在启动,一旦完成,您将听见中</mark> 控响声(如果成功启动)

6.Afteryour IoT hascompletedreboot,waitfor2-10minutesandthencheckifit 在中控重启时,等待2-10分钟,然后检查是否正确

could connect back to your server. <mark>可以重新连接您的服务器</mark>

7. If, after rebooting process, your loTstill cannot connect to server then please

fetchModemlogsofthatloTandsendittoOKAlengineerstochecktheconnectionissue. MethodoffetchingModemlogisgivenbelow.

如果重启IOT后,还是无法连接服务器,那么请获取log信息,并发送OKAI,我们会为您找到 连接问题,

# How to Fetch Modem Log using computer utility (ZK\_Series\_Manage\_Tool) 如何使用PC获取IOT的log信息

## Procedure :

1. Follow above procedure steps until "step 3".

### <u>按上图步骤3</u>进行

2. In the "RawComView" command prompt window write a command

" AT+UARTLOG=9, MODEM " in the command line of prompt (as label 1 in figure below) and then press "Send" (as label 2 in figure below).



You will see some messages in the prompt window (as shown below in label 1)
<u>您将在提示窗口看到一些消息</u>,如下图1所示

waitforfew5-10 and after complete fetching of the logs press' Save' as shown below in a bel2. It wills ave Modem logs in a text file, Send that file to OKAI for investigation and an a lysis.

请等待5-10分钟,获取足够多的log信息,点击Save保存log信息

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4. After Saving the Modem Log file, write command "AT+UARTLOG=0, MODEM" in

the command line of prompt and then press "Send". After receiving the response, close prompt.

• Please follow all above steps carefully. In case of any abnormality during the above mentioned process, please contact OKAI engineers.

如按步骤进行,出现异常,请联系OKAI工程师