Network Optix

Nx Connect

User Guide

October 2025
(0.0.5 beta)

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Terms and Acronyms

Term	Definition or Functional Description
Sub-Channel Partner	Sub-Channel Partners are created by the active channel partner to enable trusted entities to replicate the partner and organization model.
Team Member of a sub/Channel Partner	Users who access the Nx Connect Portal to manage organizations, sub-channel partners, and define the available Subscription Services.
Subscription Services	A function or feature that is billed on a month-to-month basis.
Subscription Key	One or more Subscription Services that are valid for a fixed duration.
Organization	A virtual container of Sites that share data and configuration settings. Organizations are allocated and consume Subscription Services.
Organization User	Cloud users that are managed by the Organization Administrator.
Site (System)	Starting with Generation 6 VMS, the term Site replaces System as the term for representing one or more Servers acting as a single entity.
Cloud User Account	A Cloud account is an online set of credentials used to grant access to Partners, Organizations, Cloud-Connect Sites, and the Nx Connect portal.
Local User Account	Local users are created within a Site and limited to resources on the local network. Local users cannot access the Cloud Portal or the Nx Connect Portal.
Nx Connect Portal	An online tool where team members of a channel partner manage the settings for their sub-channel partners and organizations.
Cloud Portal	An online tool where Organization Administrators and authorized Cloud Users manage Sites (Systems) and interact with resources and data.

Audience and Scope

The Nx Connect Portal is used to manage sub-channel partners, organizations, and available Subscription Services. The Nx Connect Portal does not provide access to any Site devices, video data, or VMS settings.

Key Concepts

Sub-Channel Partners

The primary channel partner resides at the top of a reseller hierarchy. Additional sub-channel partners and organizations are created to resell or consume Subscription Services. The sub-channel partner concept can expand over multiple levels, with each sub-channel partner being responsible to their own primary partner for all costs incurred by their downstream organizations and sites.

Organizations

Organizations are created by sub/channel partners using the Nx Connect Portal. An organization can contain an unlimited number of sites.

While sub/channel partners set the price for all Subscription Services available to an organization - it is the Organization Administrator who uses the Cloud Portal, not the Nx Connect Portal, to configure the organization, manage organization-level users, and channel partner access to the organization.

See the Organization Administrator User Guide for additional information about managing an organization.

Sites and Systems

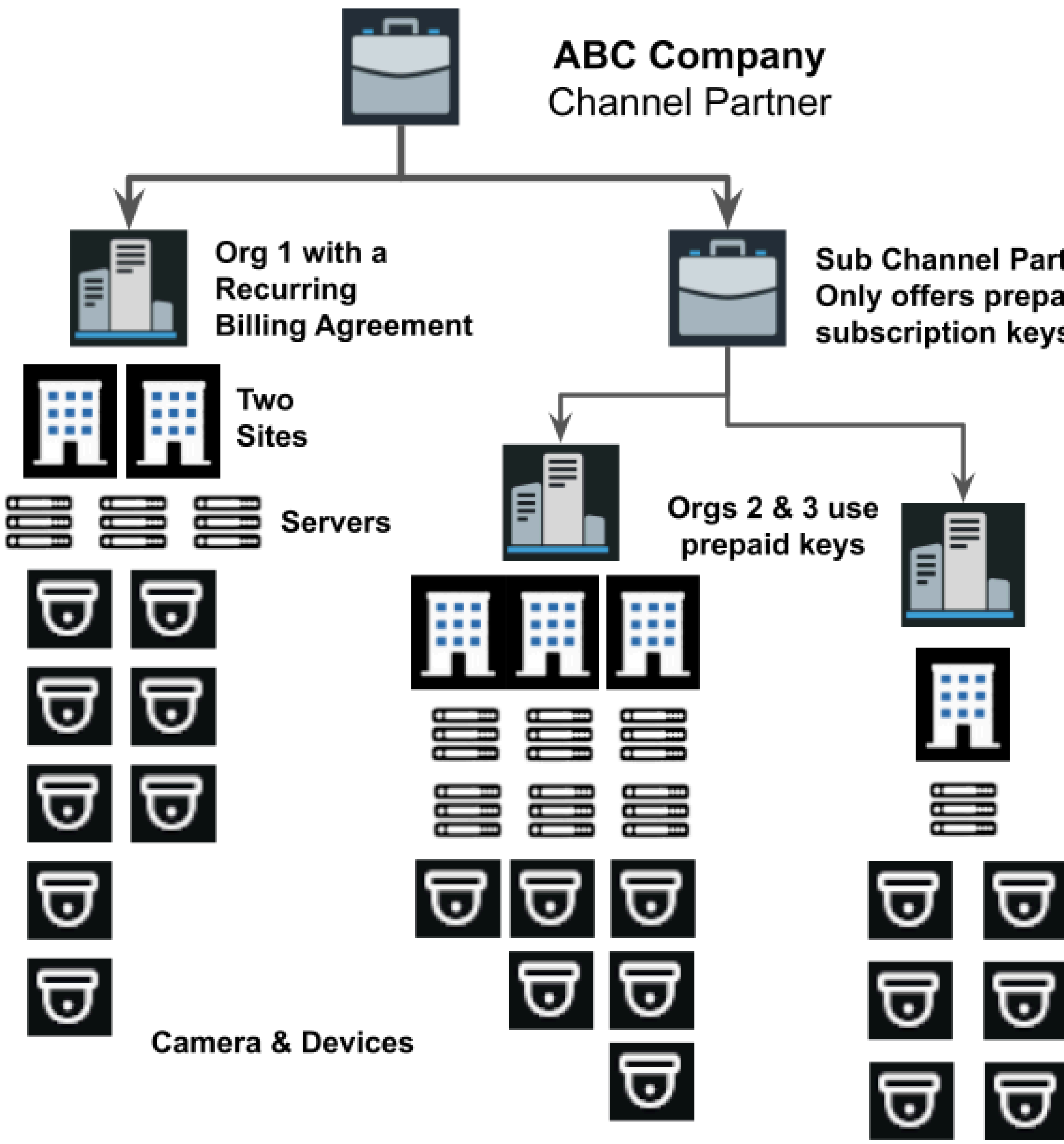
A Site is one or more servers treated as a VMS installation. The term Site replaces the term System that has historically been used to reference a collection of servers.

Subscription Services and Keys

Subscription Services are billed as a recurring monthly charge while Subscription Keys offer a prepaid number of service channels to be active over a fixed period of time within an organization.

Hierarchical Billing Model

Network Optix is the root VMS vendor enabling Channel Partners who can choose to offer Sub-Channel Partners and Organizations various services. Channel Partners are financially responsible for all Subscription Services consumed by their Sub-Channel Partners and Organizations.



Team Member Roles

Currently one functional role (Administrator) and two non-functional placeholder roles are selectable.

User Role	Permitted actions
Administrator	● Create sub/channel partners and organizations within own sub/channel partner ● Add, edit, and remove team members from within their own sub/channel partner. ● View revenue and profit charts for sub/channel partners and direct organizations. ● Manage the services available to sub/channel partners and direct organizations. ● Review Subscription Service pricing established by the parent sub/channel partner. ● View usage statements for sub/channel partners and direct organizations.

NOTE: The roles of Manager or Accountant do not grant access and may have unpredictable results.

Operational Status

The Operational Status is applied to all sub/channel partners and organizations reporting to the entity and serves as a method to toggle user access and prevent additional charges by halting Subscription Services.

All Services allocated to a sub/channel partner and their organizations will be revoked if the providing sub/channel partner changes the Operational Status of an entity to Shutdown.

State or Status	Functional Description
Active	● The normal Operational Status is Active. ● Authorized users can access Sites over the cloud and local networks. ● Recording Services are running as configured, and usage is logged.
Suspended	● Recording Services are running as configured, and usage is logged. ● Sites are only accessible by local users over local networks.
Shutdown	● All recording services are stopped. ● Sites are only accessible by local users over local networks.

User Interface

The Nx Connect interface contains dynamic elements that display information based on the role and permissions of the currently signed-in user with respect to the active channel partner.

Nx Connect uses the following elements to present information and provide navigation:

1. A persistent header that includes a search function and user profile controls.
2. The left panel menu is used to select between partners, organizations, usage statements, and keys (if applicable).
3. A central panel displays selected information and enables interaction with the selected content.
4. Pop-over dialogs are presented to collect or confirm specific information.
5. A full screen overlay slides over the display to provide focus to a subset of the primary display.
6. Action buttons in the corners can dismiss a panel, save & continue, or cancel pending changes.

This guide shows navigation menus, controls, and dialog boxes that may not be available to all team members while using the Nx Connect Portal.

Header Menu

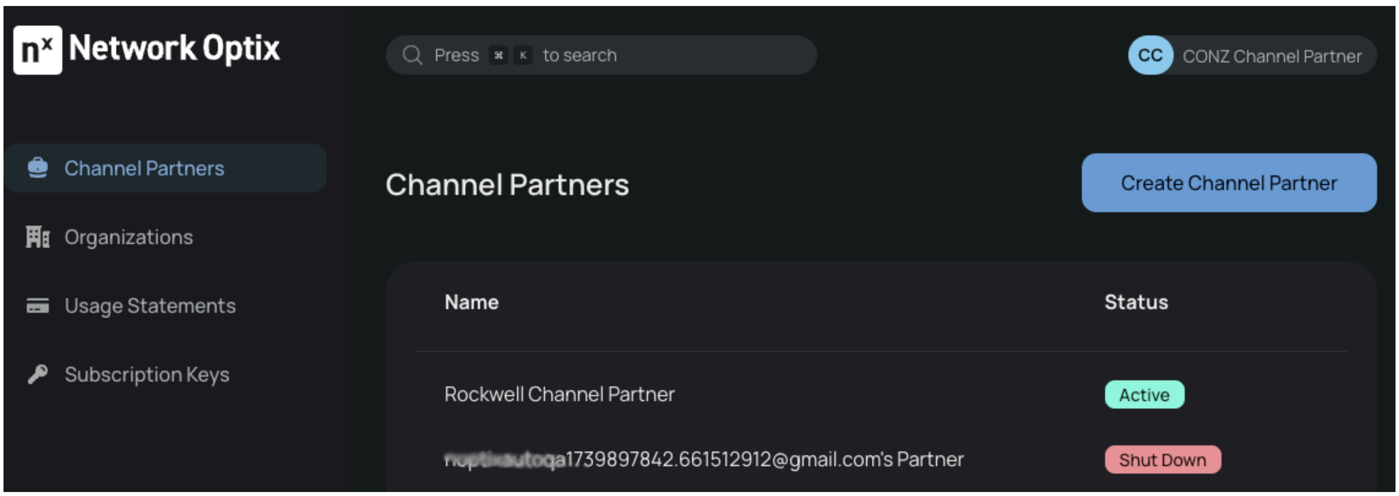
Along the top of the Nx Connect interface are the following controls, listed from left to right:

- A product logo that returns users to the landing page for the active channel partner.
- A search function to route to channel partners, organizations, and usage statements.
- A user profile dialog that opens to display these additional controls.
    - Switch between available channel partners.
    - View your name, email, and role within the active channel partner.
    - Access support and service links.
    - Open the Nx Connect settings panel, including viewing and managing language
    - Review the Terms & Conditions and the Privacy Policy.
    - Logout

Channel Partners Tab

Select the **Channel Partners tab** in the left panel to display all sub/channel partners that report to the active channel partner and their status. Click on the name of a sub/channel partner to display a summary page containing usage trends, services available, recent service changes, and contact information.

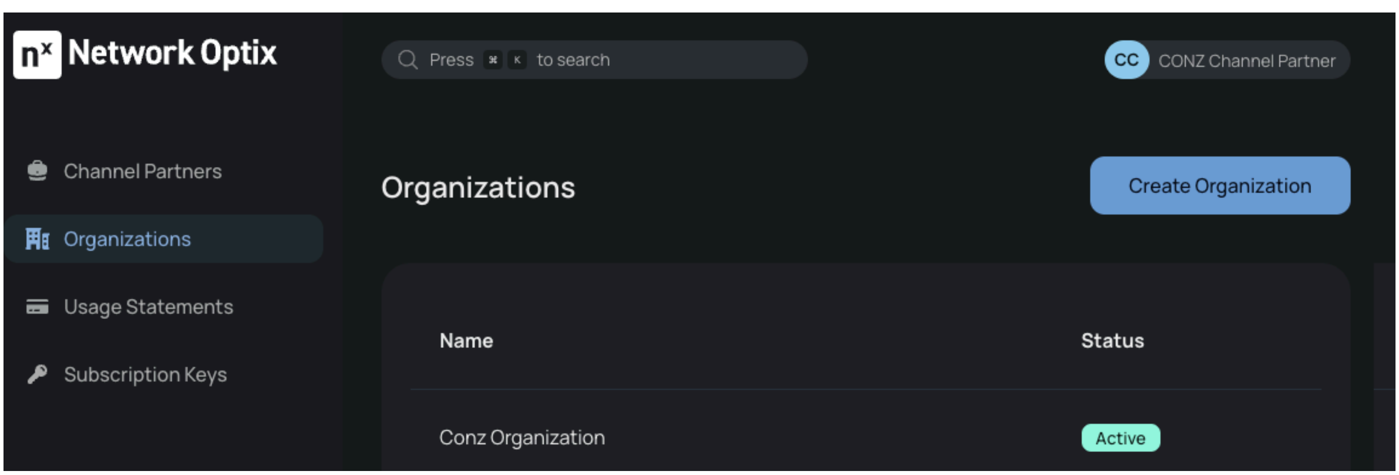
Use the **Create Channel Partner** button to open the New Channel Partner dialog.



Organizations Tab

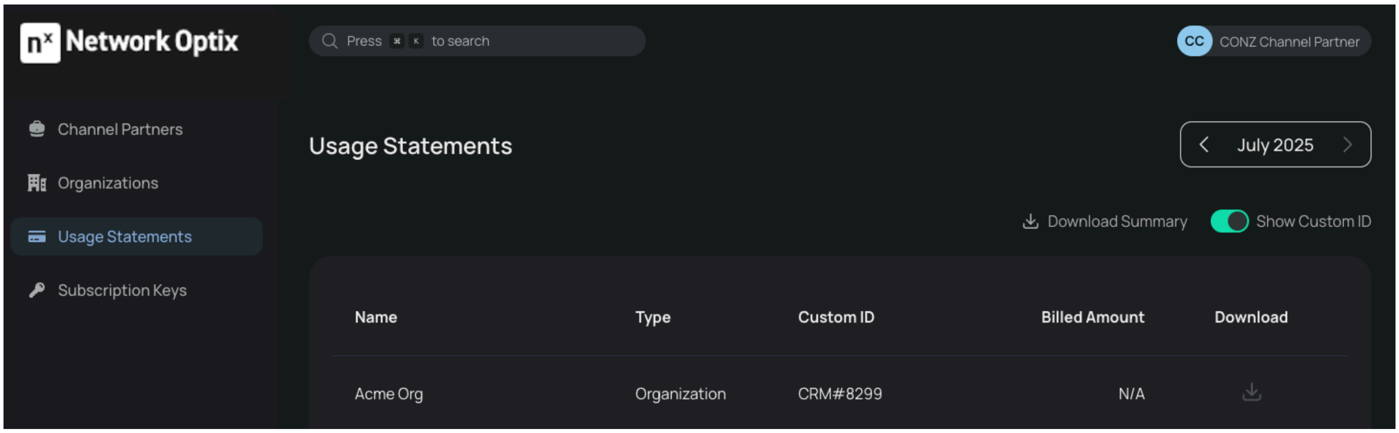
Select the Organizations tab on the left panel to display all organizations that report to the active channel partner, and their status. Click on the name of an organization to display a summary page containing usage trends, services available, recent service changes, and contact information.

Use the Create Organization button to open the New Organization dialog.



Usage Statements Tab

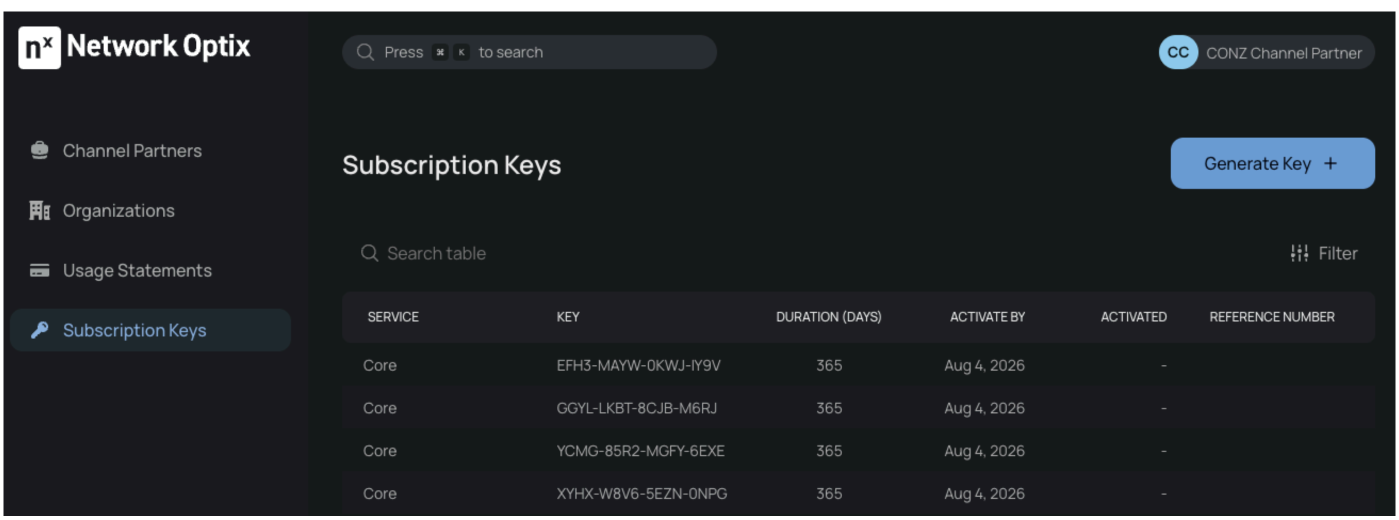
Select a named entity type to explore and expand the usage statement in detail. Detailed usage statements can be downloaded in either .CSV or .XLSX format by clicking the download icon for an entity and selecting the desired format. Use the Show Custom ID slide-switch to toggle the optional ID display.



Subscription Keys Tab

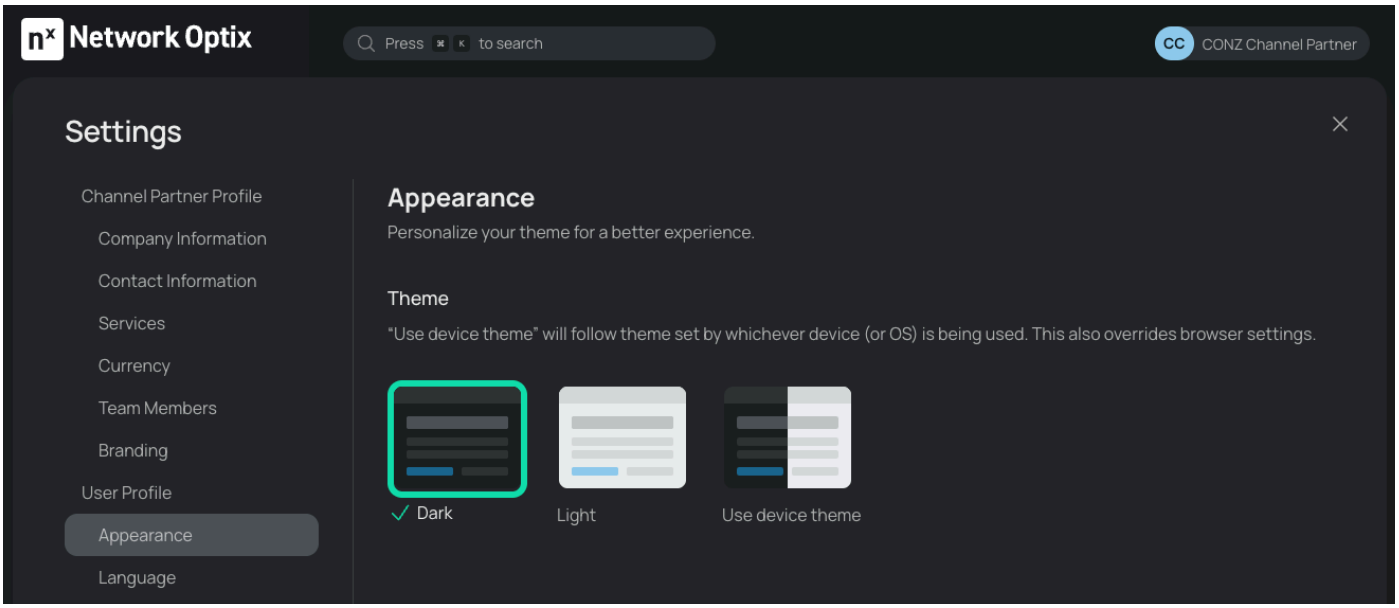
The subscription key tab lists the generated by the channel partner, the service provided by the key, the last date to activate the key, key activation details, and the optional reference number at key generation.

NOTE: Only channel partners authorized to generate subscription keys will see the subscription key tab.



Settings Menu

Click the Settings icon and label at the bottom of the left panel or from within the user profile popup.



See these related topics for additional information about available settings.

Channel Partner Profile:

- Company Information displays the recorded company name, address, and website information.
- Contact Information provides email addresses for key contacts.
- Services provides a summary of available services. See Manage Services to make changes.
- Currency shows the currency that your channel partner is billing you in and allows you to set a currency for your customers.
- Team Members is where you can add, edit, or remove users.
- Branding allows you to set a color accent for the profile popup.

User Profile:

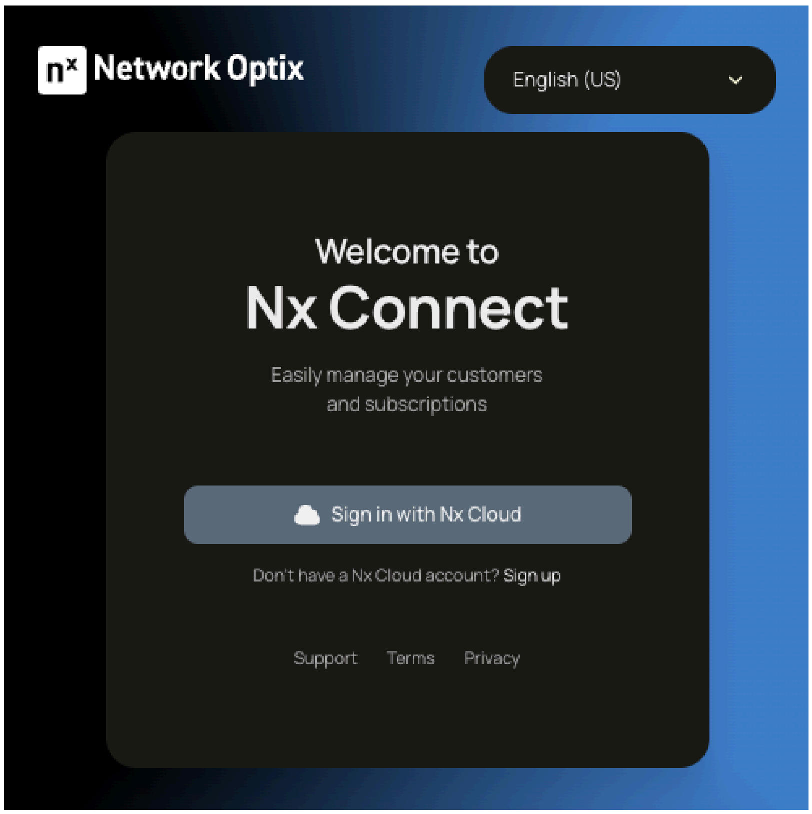
- Appearance is where you can set the application's theme (ie dark and light).
- Language of the application interface.
- Support displays options to contact support and generate a debug (log) file.

Log in to Nx Connect

Open Nx Connect Portal, select your language, and sign in using your Nx Cloud credentials.

New users must Sign up for an Nx Cloud account, validate their email address, and have their sub/channel partner administrator add the new account as a channel partner team member.

https://connect.nxvms.com/



Create a Nx Cloud Account

An Nx Cloud account is a single-user credential that provides access to multiple cloud-connected products and services using various client devices. Accounts are free and fully activated upon email confirmation.

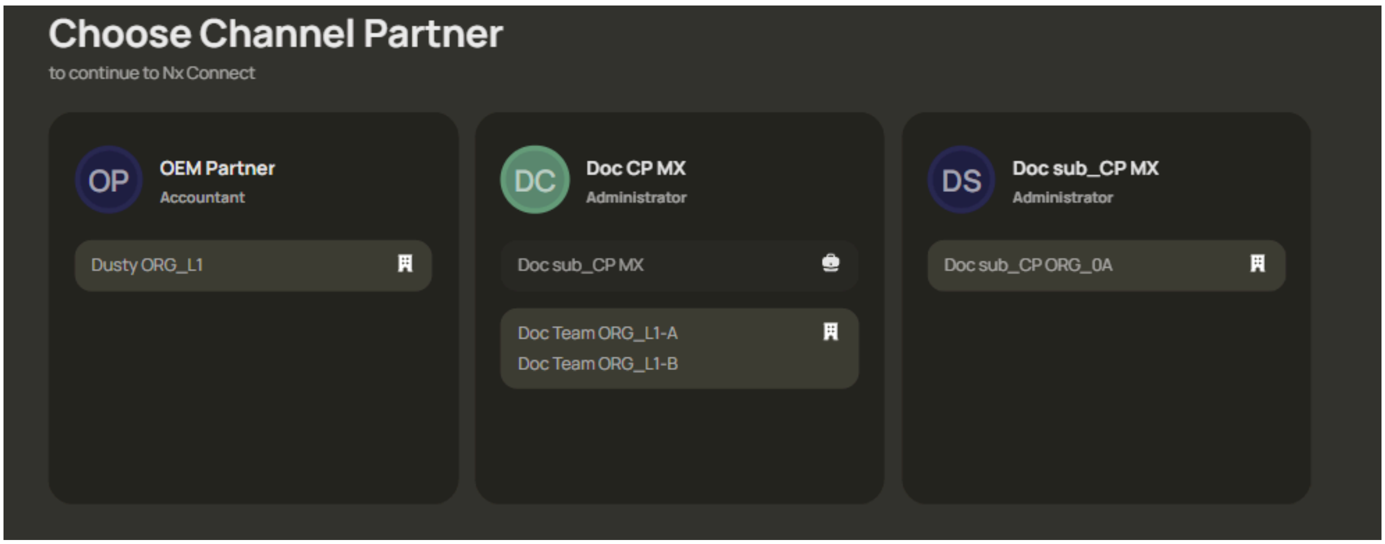
1. Click the Sign Up link on the Nx Connect landing page or the Network Optix homepage.
2. Enter your email address and other required information; review the terms and privacy policy.
3. Follow the instructions found in the system-generated email to complete your account setup.

NOTE: Users added to cloud products before creating a cloud account will receive an invitational email.

Select Channel Partner

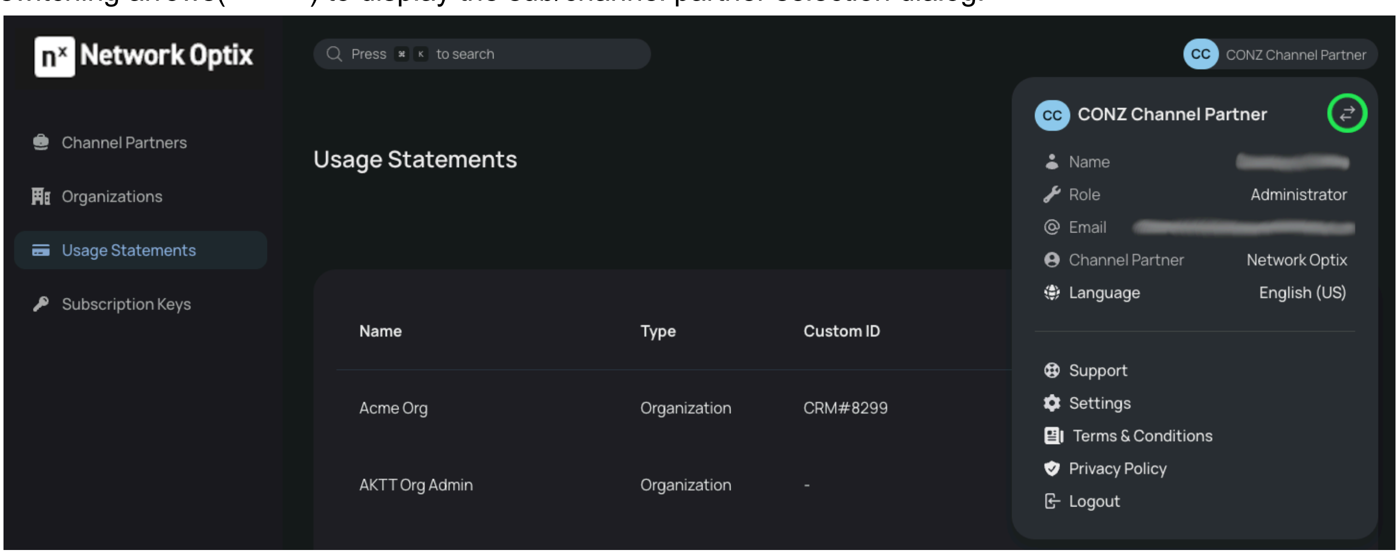
The information in this section only applies to users who manage multiple sub/channel partners

After successfully signing into Nx Connect, the landing page displays all the sub/channel partners available. Click on any available sub/channel partner card to open the partner settings.



Change the Active Channel Partner

To switch active channel partners, click on your user profile in the upper right-hand corner and select the switching arrows(← →) to display the sub/channel partner selection dialog.



Managing Channel Partners

Creating a sub/channel partner enables separate organizations, Sites (Systems), and users to be managed by a delegate team while still falling under the originating sub/channel partner authority.

Creating a Channel Partner

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Select the **Channel Partners** tab on the left side menu.
3. Click the **Create Channel Partner** button and navigate through the channel partner creation panel using the **Next** and **Back** buttons, and not your browser's back or forward buttons.
    - Company Information (name, address, website).
    - Contact email address for the account manager, administrator, and accountant (optional).
    - Settings:
        i. **Usage Based Billing** (monthly subscription services) defaults to OFF allowing only prepaid Subscription Keys. Enable switch to make both Subscription Keys and Subscription Services available. This setting is applied to all sub-entities.
        ii. **Custom ID** is an optional, free form field that can hold CRM or account information.
4. The final creation screen is a summary of the new channel partner. Click the **Create** button after reviewing all elements and details as channel partners cannot be removed once created.

NOTE:

- The Administrator is notified via email about the new Organization they are the administrator for.
- The Account Manager is notified if the user is not part of the active channel partner.
- The Accountant does not receive any user-related emails

The newly created sub/channel partner will be available within the Nx Connect portal shortly.

Deactivate a Channel Partner:

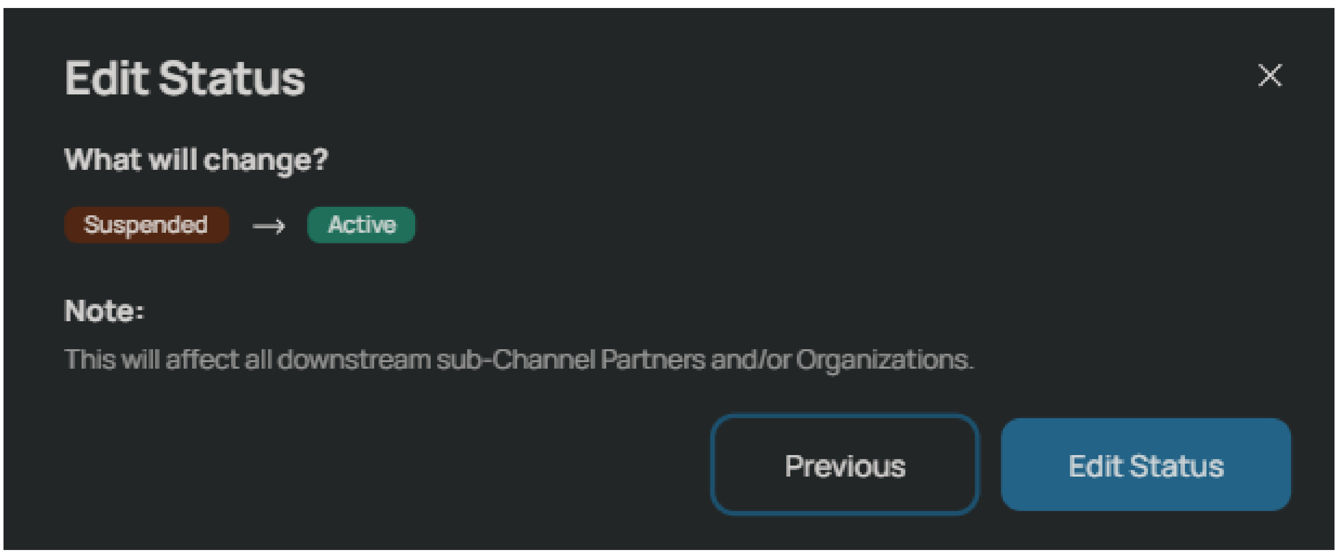
Sub/channel partners cannot be removed or deleted from the Nx Connect environment.

Inactive sub/channel partners, or those created in error, should have their status changed to SHUTDOWN.

Changing the Status of a Channel Partner

Review the descriptions of the available States before taking this action. State changes apply to all sub/channel partners, organizations, and Sites within the sub/channel partner where the status changes.

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Use the global search function or browse to the **Channel Partners** tab on the left menu.
3. Select the sub/channel partner to modify from the search results or the table displayed.
4. Click the Edit button in the upper right-hand corner to open a menu, and select **Status**.
5. Select the intended Status and click the **Next** button.
6. Confirm the Status change by clicking the **Edit Status** confirmation button.



NOTES:

1. Status changes are nearly instantaneous and applied to all downstream entities.
2. Suspended and shutdown states will block site access by cloud users.
3. Connected cloud users will be disconnected with limited notice or delay.
4. Recording will be stopped when a sub/channel partner status is changed to shutdown.

Managing Team Members (Channel Partner Profile)

Adding Team Members:

1. Log into Nx Connect as an Administrator and select a channel partner to manage.
2. Click on the **Settings** gear icon at the bottom of the left panel menu to open the Settings dialog.
3. Select **Team Members** on the left side menu of the Settings dialog.
4. Click the **Add New Team Member** button above the list of existing users.
5. Provide the email address of the new user and select their role.
6. Click the **Save** button to finish adding the user.

NOTE: Users without an existing Nx Cloud account will receive an email inviting them to create an account.

Editing Team Members:

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Click on the **Settings** gear icon at the bottom of the left panel menu to open the Settings dialog.
3. Select **Team Members** on the left side menu of the Settings dialog.
4. In the table of team members, open the 3-dot menu to the right side of the **Name** field.
5. Select **Edit Team Member** from the 3-dot pop-up menu.
6. Make the intended changes to the Team Member account and click **Save**.

Deleting a Team Member:

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Click on the **Settings** gear icon at the bottom of the left panel menu to open the Settings dialog.
3. Select **Team Members** on the left side menu of the Settings dialog.
4. In the table of team members, open the 3-dot menu to the right side of the **Name** field.
5. Click on the **Delete Team Member** text at the bottom of the user attributes window.
6. Click the **Delete Team Member** button in the confirmation dialog; this cannot be undone.

Company and Contact Information (Channel Partner Profile)

Maintain contact information, physical addresses, and website for the sub/channel partner.

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Click on the **Settings** gear icon at the bottom of the left panel menu to open the Settings dialog.
3. Select **Company Information** on the left-side menu to display contents and enable editing.
4. Select **Contact Information** on the left side-side menu to display contents and enable editing.

Branding (Channel Partner Profile)

NOTE: The feature is under development. Currently, only the sub/channel partner ‘profile color’ can be set.

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Navigate to the sub/channel partner to be configured.
3. Click on the **Settings** gear icon at the bottom of the left-side menu to open the Settings dialog.
4. Select **Branding** on the left side menu.
5. Choose the color pattern that will be applied to the sub/channel partner profile placeholder.
6. The color pattern is immediately applied without the need to save or confirm changes.

Interface Appearance (User Profile)

The interface defaults to the dark mode with the option to select light mode or the system settings.

1. Log into Nx Connect.
2. Find the **Settings** gear icon at the bottom left-side menu or within the user profile details.
3. Select **Appearance** on the left side menu**.**
4. Choose the interface theme (system, dark, light).
5. The theme is immediately applied without the need to save changes.

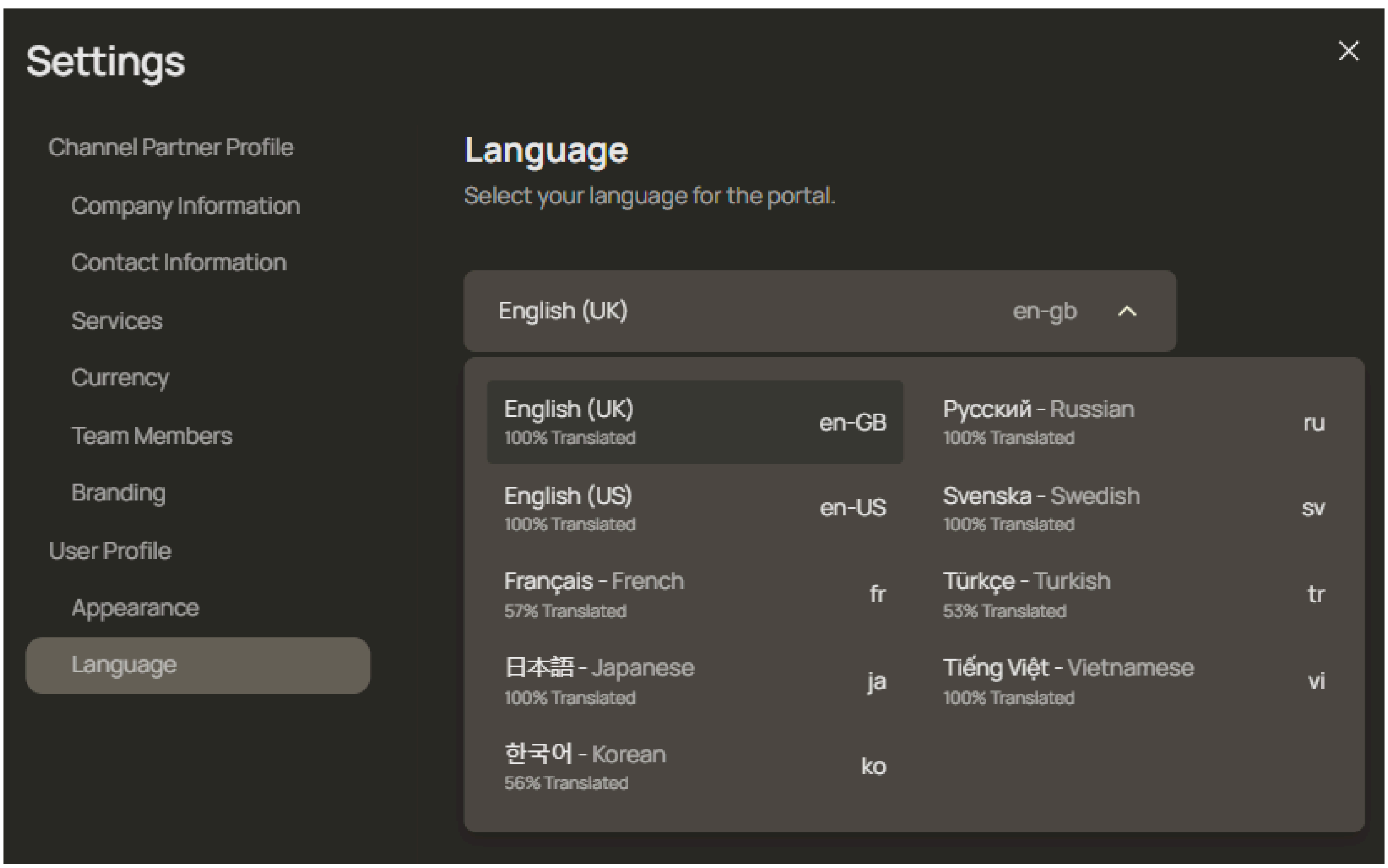
Interface Language (User Profile)

The interface defaults to English (US) with the option to select from a list of available languages. Changing the language setting will update menus, dialog screens, and the formatting of numbers and dates.

Language settings changes are saved to the users' profile and applied at future logins to Nx Connect.

NOTE: Not all available language translations are 100% complete. The approximate percentage of content translated is listed below the language. Additional languages and translations continue to be added.

1. Log into Nx Connect.
2. Find the **Settings** gear icon at the bottom left-side menu or within the user profile details.
3. Click on **Language** to open the language selection dialog.
4. Click the expansion control next to the current language to open the selection menu.
5. Select the desired language to see the changes immediately applied.
6. Close the language selection dialog as language changes are automatically saved when applied.



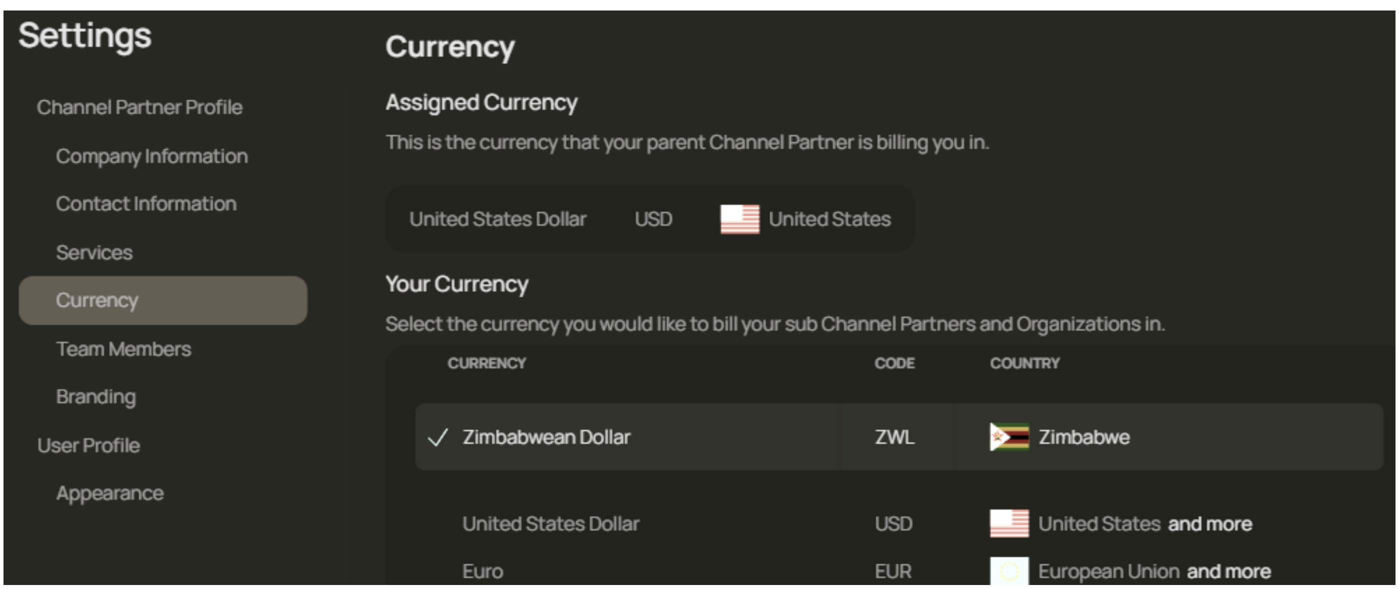
Currency Options

There are two currency settings within the Nx Connect Portal: assigned currency and your currency.

- Assigned Currency:
  - The currency between the active channel partner and the partner providing services.
  - Only the parent sub/channel partner providing Services can change the assigned currency.
- Your Currency:
  - The currency between the active channel partner and sub/channel partners.
  - When you provide (resell) services, you define the currency and service cost.

Changing Your Currency

1. Log into Nx Connect as an Administrator and select the channel partner to manage.
2. Click on the **Settings** gear icon at the bottom of the left-side menu to open the Settings dialog.
3. Select **Currency** on the left side menu – select the desired currency in the **Your Currency** list**.**
4. Confirm the currency change within the dialog pop-up box.
5. Review and update every service price your channel partner has set. Exchange rates are not applied when the currency is changed and this can create significant discrepancies.



Managing Organizations

Creating an Organization

1. Log into Nx Connect as a sub/Channel Partner Administrator.
2. Select the **Organizations** tab on the left side menu.
3. Click the **Create Organization** button – Navigate through the four creation dialog screens using the in-dialog **Next** and **Back** buttons, not your browser's back button.
    a. Company Information (name, address, website).
    b. Sub/channel partner access to the organization and an optional accounting reference ID.
        i. An Organization Administrator can manage all sites and services in the organization.
        ii. System Health Monitor can view site performance metrics and manage services.
        iii. Subscription Service Manager is limited to subscription management within the site.
    c. Contact details for the account manager, administrator, and accountant.
    d. If the active channel partner has access to Subscription Services, service availability and pricing applied to the organization being created.
4. Click the **Create** button on the final Create Organization dialog screen once all elements and details of the new organization have been properly and completely entered and reviewed.

NOTE:

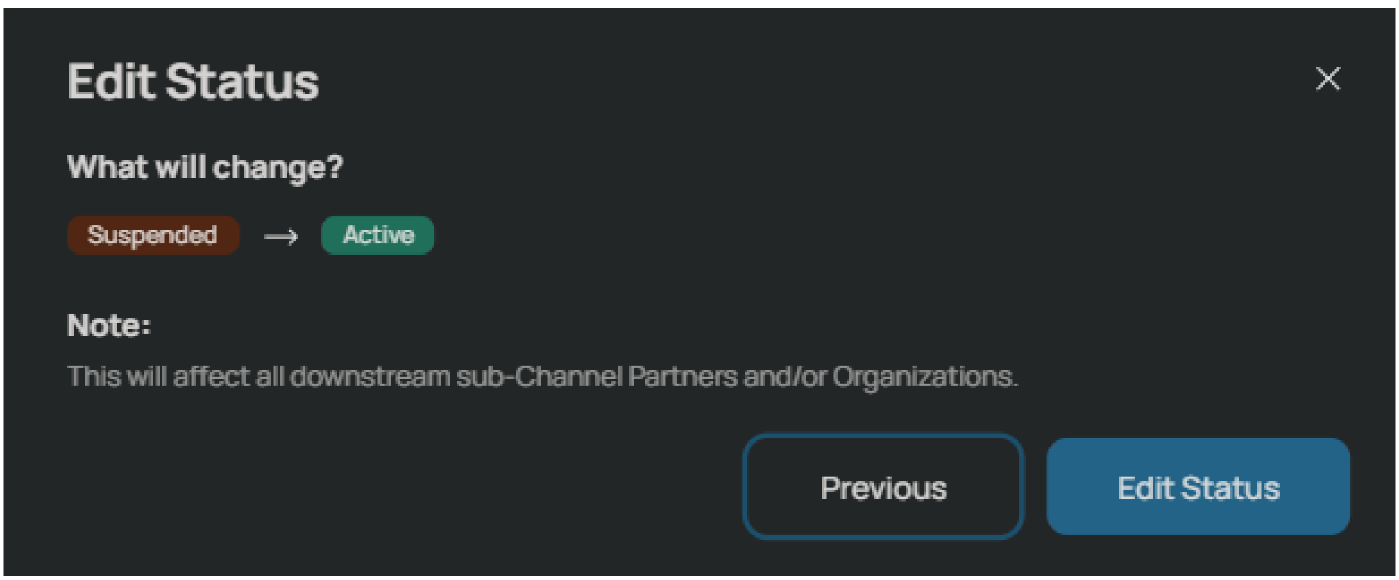
- The Administrator is notified via email about the new Organization they are the administrator for.
- The Account Manager is notified if the user is not part of the active channel partner.
- The Accountant does not receive any user-related emails.

The newly created organization will be available within the Nx Connect portal shortly.

Changing the Status of an Organization

Please review the descriptions of Status conditions before taking this action, as Status changes apply to all Sites, Servers, and Cloud users downstream of where a status change is made.

1. Log into Nx Connect as an Administrator.
2. Use the global search function or browse the **Organizations** tab on the left menu.
3. Select the organization to modify from the search results or the table displayed.
4. Click the Edit button in the upper right-hand corner to open a menu and then select **Status**.
5. Select the intended Status and click the **Next** button to advance the dialog.
6. Confirm the Status change by clicking the **Edit Status** confirmation button.



NOTE: Cloud users cannot access an organization that is not in the active state.

Removing an Organization

An organization cannot be removed once created. Set the operational Status of inactive organizations to Shutdown to prevent Subscription Services from being used and/or incurring additional costs to the entity.

Managing Services

The Services available to sub/channel partners and organizations are first defined when creating sub/channel partners and organizations, with unlimited revisions being permitted.

Overview of Services

- The providing sub/channel partner sets the types of Subscription Services available to sub/channel partners and all organizations and can vary between branches of the same sub/channel partner.
- The sub/channel partners set the number of Subscription Services available to an organization, and organizations are invoiced for all available Subscription Services, including those not installed.
- Changes to Subscription Services are pro-rated (daily) when changed between billing cycles.
- All Services allocated to a sub/channel partner and their organizations will be revoked if the providing sub/channel partner changes the Operational Status of an entity to be Shutdown.
- Service Subscriptions can incur a net loss when set below the resellers' purchase price.

Service Types Available

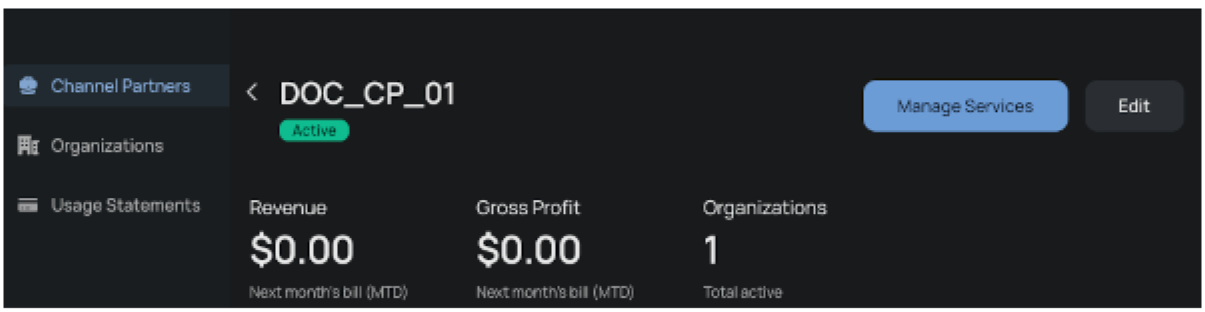
The initial Subscription Services replicate the core features licensed by the Professional Edition VMS within an adaptive framework designed to support a growing catalog of Service types to be added over time.

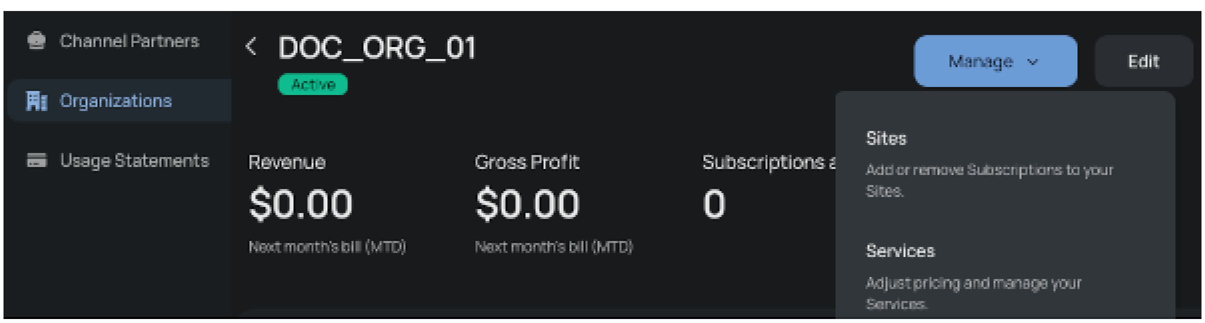
Service Type	Functional Description
Core	• Enables continuous live streaming, recording, and device management. • Includes all Professional and Enterprise Edition features (Cloud, Video Wall). • One Core Service is required per video acquisition device.
Demo Core	• Provides a one-month free trial of all Core Service features. • The Demonstration period starts upon activation and continues for 1 month.
Credit Core	• A credited duration of time a channel partner has access to core services. • Only available when transitioning a Professional Site (System) to the Enterprise Edition. • Credit Core Services convert to a billed Core Services plan at the end of credit duration.

Manage Services

The Manage Services panel is where additional Services are added to a sub/channel partner or an organization. There are slight differences between the dialog screens used for sub/channel partners and organization while the overall concept and method to enable and set service pricing remains consistent.

1. Log into Nx Connect as an Administrator for the channel partner to manage.
2. Use the global search function or browse the sub/channel partner and organization tabs on the left panel menu to locate the entity where services will be managed.
3. Locate the control to open the dialog to manage services for the partner or organization
    a. For sub/channel partners, the **Manage Services** button is to the right of the partner name.
    b. For an organization, click the **Manage** button to open a mini-menu, and select **Services**.

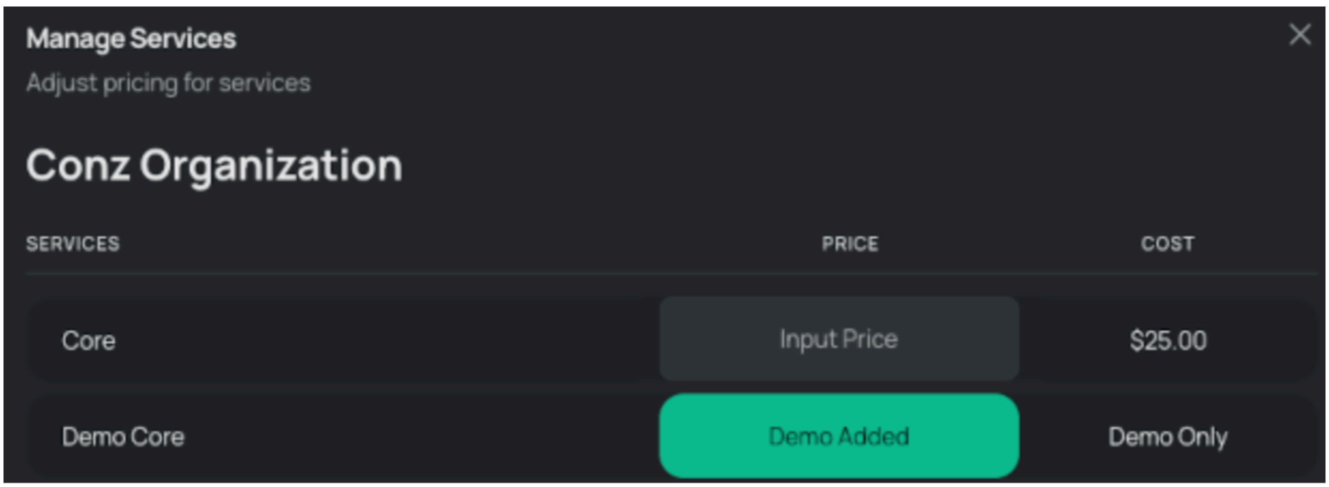


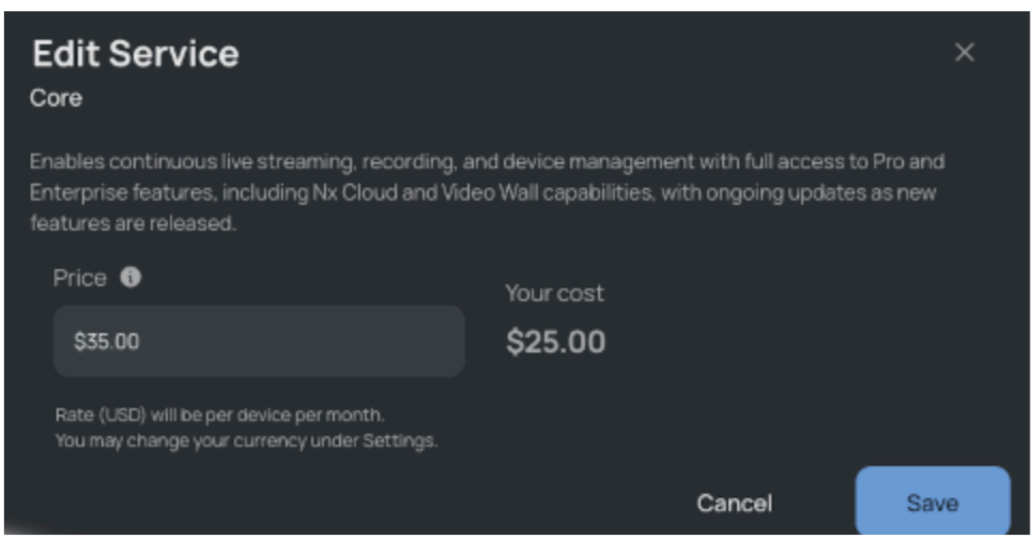


Enabling and Pricing Services

A channel partner selects the services available to their partners and organizations from those they have access to, including the price charged for each service. A profit is generated for the service broker when services are retailed for a higher price than they are acquired.

1. Open the service management panel for a channel partner or organization.
2. Active services have their card title visually highlighted in bright green.
3. To add a service, select a service card that does not have a price and click the **Input Price** button.
4. To view your cost and change the price charged, click on the service title and edit the price.
5. Click the **SAVE** button to commit any changes before exiting the Manage Services modal.

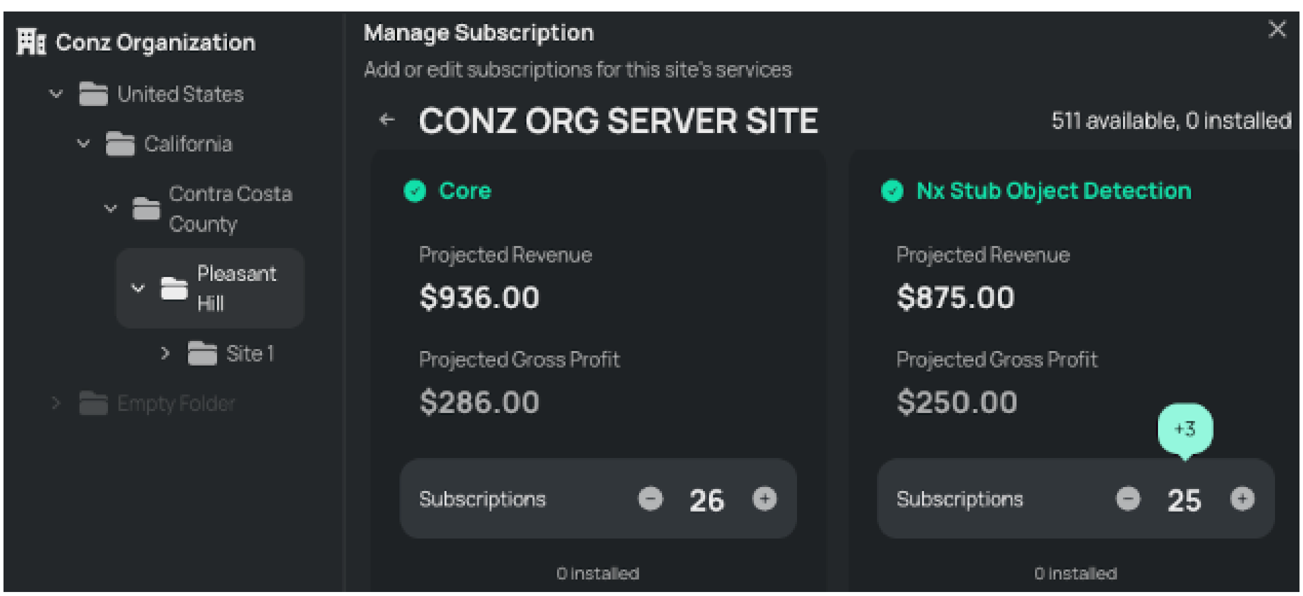




Quantity of Services Available

One Core Service is required for each device that will record a video stream. Service costs are calculated by the number of available Service Subscriptions, including those not installed, active, or in use.

1. Log into Nx Connect as an Administrator or Manager.
2. If you have access to more than one sub/channel partner, you will first need to select the channel partner containing the organization and site where service changes are to be made.
3. Locate and open the organization where the services available to a site will be changed.
4. Select the site where the quantity of available services are to be changed by either selecting the site card on the organization dashboard or using the **Manage** dropdown menu and selecting **Sites** to display all sites.
5. With the manage subscriptions dialog open for the site, adjustment to the quantity of each available service can be incremented up and down using click buttons, or a new value can be entered.
6. The projected revenue and profit information will be updated after each quantity change.
7. Make all service quantity adjustments before clicking the **Continue** button.
8. A summary of changes is presented within the confirmation dialog screen and you can choose to Confirm Change or Go Back and make additional adjustments to the quantity subscriptions.



NOTE: Changes to available Subscription Services are prorated within the next billing cycle.

Subscription Keys

Network Optix and its authorized resellers are the sole generators of subscription keys.

Subscription Keys offer prepaid, fixed-duration access to the same Subscription Services provided under the recurring subscription model. Fundamental differences are detailed in the following table.

	Recurring Subscription	**Subscription Key**
Billing Cycle	Monthly, post-paid.	Prepaid keys are currently available in one, two, or three year increments.
Service Quantity Adjustments	Daily changes to available services are prorated within each billing cycle.	Adding Subscription Keys can increase total Services or add additional time. Expiration date cannot exceed 4 years.
Consumption Model	Services are billed by the number available and not the number in use.	The duration of all services provided by a key begins upon key activation.
Service Types Available	Core & Core Demo	Core
Maximum Number of Services	Unlimited	Unlimited
Cancellation Policy	Subscriptions can be removed at any time with billing prorated to the day.	Keys cannot be refunded once purchased by the channel partner.
Activation Timing	Changes to subscription services are immediately applied to Sites.	Keys are canceled, without refund, if not activated within 3 years of creation date.

Generating Subscription Keys

Only authorized sub/channel partners can view and access the Subscription Key tab and information.

To generate a subscription key:

1. Log into Nx Connect and open the channel partner where subscription keys will be generated from.
2. Click the subscription key tab in the navigation panel to open the subscription key page.
3. All subscription keys created by the active channel partner are displayed in a table format.
4. Click the **Generate Key +** button to open the new subscription key configuration modal.
5. Fill out the key generation form
    a. Service Type.
    b. Duration – clock starts when a key is activated.
    c. Number of devices each key will support.
    d. Quantity of keys – increase above 1 to generate multiple keys with the same configuration.
    e. Reference Number – optional free-form field.
6. Review the cost per month and the total cost of the keys to be generated; click **Next**.
7. Authorize the key purchase by selecting **Generate** – Generated keys cannot be refunded.
8. Generated keys are presented for print, download, or click to copy to keyboard (less than 50 keys) and will be visible when viewing the Subscription Keys tab.

NOTE: Keys activated by unauthorized users or within unintended organizations cannot be refunded.

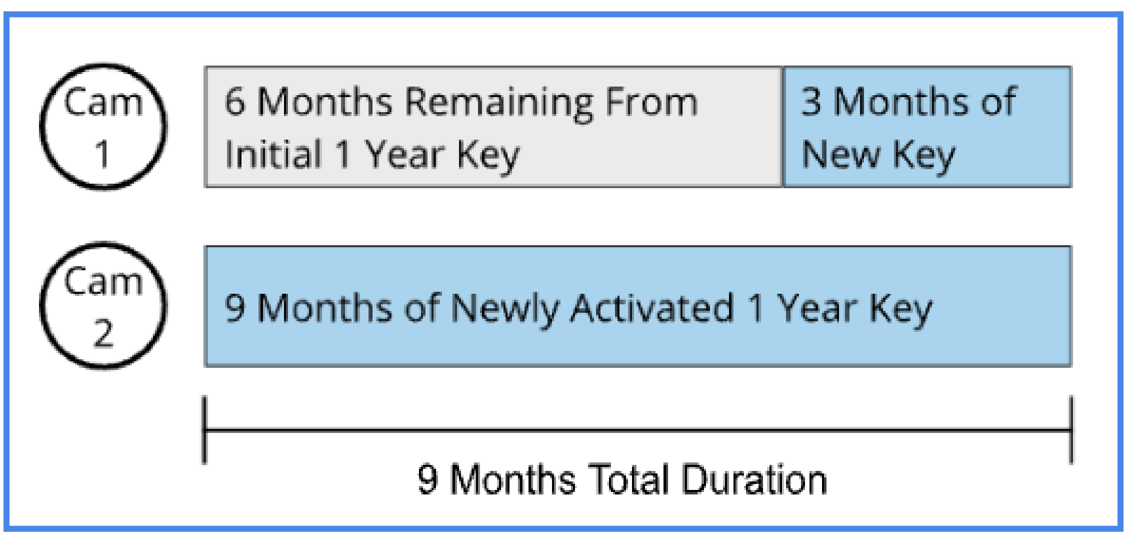
Activating Subscription Keys

Subscription keys can be activated by channel partners within Nx Connect. Adding additional subscription keys to an organization will prioritize increasing the number of supported devices or extending the expiration date. All keys for a given service will be unified using a weighted average of the existing and the new keys.

To activate a subscription key:

1. Select the organization where the subscription key will be activated.
2. On the organization screen, click the **Manage** button and select **Subscription Keys** from the menu,
3. After the Manage Subscription Keys panel opens, click the **Activate Key** button.
4. Enter the subscription key, or use the paste from the clipboard icon, and click **Check Key**.
5. Review the details of the subscription key and choose **Next** to continue, or **Cancel** this activation.
6. The final Activation screen provides one last review - click the **Activate** button (cannot be undone).

Example: A Site has one camera (CAM1) with a one year subscription key that is currently halfway through its duration. A new camera (CAM2) is added using a 1 year subscription key; instead of having two cameras with two different expiration dates (6 months and 1 year) a unified expiration date is set for both.

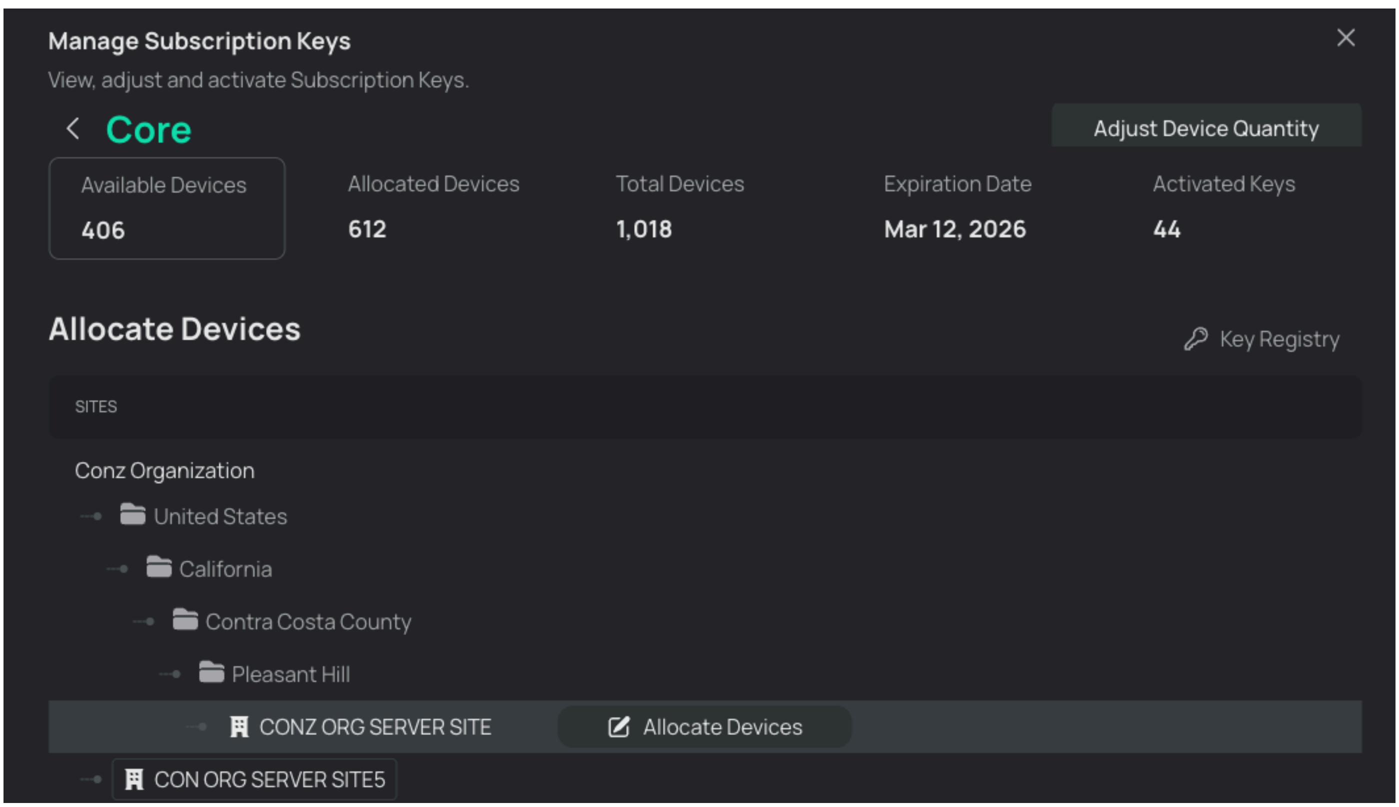


Allocating Subscription Key Services

While subscription keys and recurring subscription services can both be active within the same organization, they do have unique allocation methods. See Managing Subscription Services.

To allocate an activated subscription key:

1. Log into Nx Connect and select the organization where the subscription key will be activated.
2. On the organization screen, click the **Manage** button and select **Subscription Keys** from the menu.
3. After the Manage Subscription Keys screen opens, click the **Service** to allocate.
4. Once a service type is selected, a list of sites within the organization will be displayed.
5. Open the folder / Site where the allocation of Subscription Key services will be adjusted.
6. Click on the row where Allocate Devices text is displayed in the highlighted organization.
7. Directly edit the number of device services or click the **(-)** and **(+)** icons to increment or decrement.
8. Click the **SAVE** button to commit the changes and return to the previous screen.



Adjust Device Quantity

A Site can increase the total number of devices available by exchanging key duration for quantity of services available. The new key expiration date will be calculated and presented for approval before any changes are committed. It is not possible to reduce the number of devices to extend the expiration date of a key, which means that all device quantity increases cannot be undone once committed.

To increase devices by reducing the expiration date:

1. Log into Nx Connect and select the organization where the subscription key will be activated.
2. On the organization screen, click the **Manage** button and select **Subscription Keys** from the menu.
3. After the Manage Subscription Keys panel opens, click the **Service** to increase quantity for.
4. Once a service type is selected, click the **Adjust Device Quantity** button.
5. Enter an updated number of devices and review the revised expiration date.
6. Click the **SAVE** button to commit the changes and return to the previous screen

Reports and Transaction History

The subscription usage statements that are viewable from within Nx Connect provide a simple and efficient summary of service usage and prorated adjustments for a selected billing month.

Additionally, a comprehensive and detailed report that covers all nested entities in either .CSV or .XLXS data format can be downloaded for offline review and analysis with third party applications.

Viewing Usage Statements within Nx Connect

1. Log into Nx Connect and select a sub/Channel Partner or change the active sub/Channel Partner.
2. Select the Usage Statements tab on the left side menu to open a table of available reports.
3. Click on the name of a sub/channel partner or organization to display additional details.

Downloading Detailed Usage Statements

1. Select the Usage Statements tab on the left side menu.
2. Click the **Download Summary** icon to generate and download the detailed usage statement.
3. Open or import the downloaded usage statement for further review.

CONZ Channel Partner Core Service Usage Report				
Date Range: July 01 - July 31, 2025				
Report Generation Date: August 24, 2025				
Used By	***Changed***	***Channels***	***Monthly Rate***	***Fractional Usage***
BELLZ ORGANIZATION	7/9/2025	109	109	44
Waldo	7/16/2025	100	100	31
Conz Organization	7/28/2025	63	63	21
GETZ Organization	Previous periods	50	50	100
U.B.U.Q.	Previous periods	40	40	0

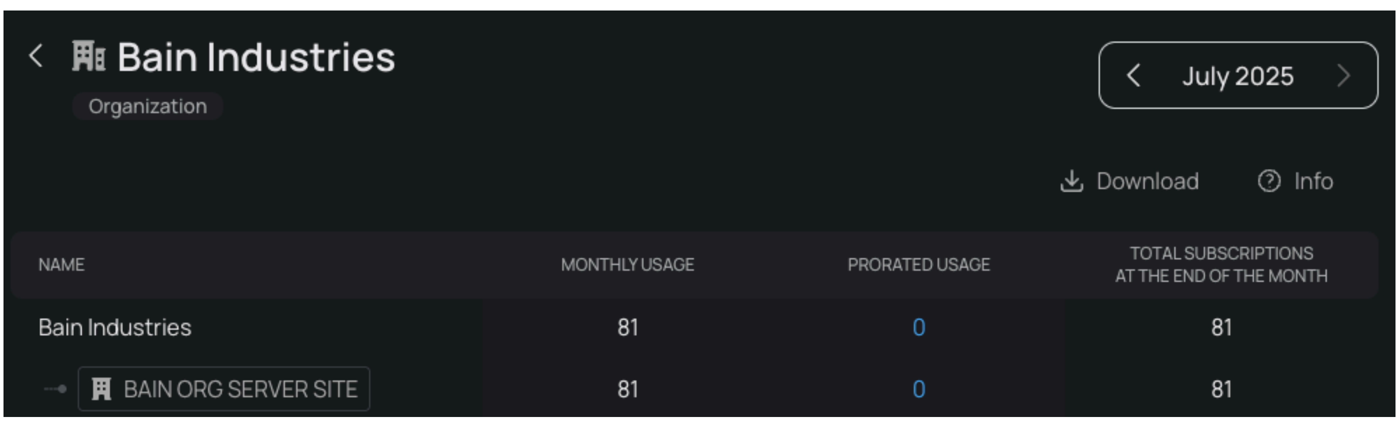
Downloading a Customer Usage Statements

Download the Summary for a Single Customer

1. Select the Usage Statements tab on the left side menu.
2. Browse or search to find and open the customer.
3. Within the list of entities, a download icon is available if a usage statement exists.
4. Click on the download icon and select the desired file type to be downloaded.

Name	Type	Custom ID	Billed Amount	Download
Bain Industries	Organization	-	$360.00	
Ball	Organization	-	N/A	
BELLZ ORGANIZATION	Organization	1008	$3,651.50	

Alternatively, the same download icon can be found when looking at the usage statement,



Support

Open the Settings Menu and click on the Support tab on the left hand navigation to display available support services and an option to generate and download a debug file.

Support Webpage

Click the **Open Support page** button to launch a new browser tab that provides access to documentation, frequently asked questions, and a community of users who share best practices and key learnings.

Generate a debug file

Support teams may need additional information when an error with the application is reported or suspected. Most often this includes what you were trying to do, the expected result, and then actual result.

To further assist application support a Debug file may be requested. The debug file is generated and automatically downloaded by clicking the **Download Debug File** button. Your support contact may ask for this .JSON file while working to resolve a suspected issue.