

DTEN Orbit Mission Control (OMC) for IT

1. Overview

Orbit Mission Control (OMC) is a remote management platform inside the DTEN Orbit Portal. It lets IT administrators access, control, and troubleshoot registered DTEN devices directly from a web browser — no on-site visit required.

This guide covers prerequisites, account and device setup, and how to start and manage a remote session.

2. Prerequisites

Account & Licensing

Requirement	Details
Orbit account	Owner or Admin-level access privileges
License	Active Orbit Pro License attached to each device

Supported Devices & Minimum Firmware

Device	Minimum Version
D7X-AI	Supported at General Availability (GA)
D7X-Android	1.7.28 or later
D7X-Windows	3.11.2 or later
DTEN Bar	1.4.39 or later
DTEN ME (Pro)	1.20.4 or later
DTEN Mate PoE/WIFI	2.4.22 or later
D7X 27	<i>Coming soon via software update</i>
Bar Connect	<i>Coming soon via software update</i>
Texo Bar	<i>Coming soon via software update</i>

3. Initial Setup & Device Registration

Already have an account with devices linked? Skip ahead to Section 4.

3.1 Create an Orbit Account

1. Go to orbit.dten.com and select Create Account.
2. Complete the registration form and submit.
3. Open the “Verify Your DTEN Account” email and click Verify Email Address.
4. Return to the portal and log in with your verified email and password.

3.2 Link a DTEN Device to Orbit

1. On the device, open the MENU app (select “Back to Dashboard” if prompted).
2. Select “Add Now” on the “Add the DTEN to your Orbit account” prompt.
3. Note the 4- or 6-digit activation code shown on screen.
4. In the Orbit portal, open the DTEN Device tab and click Add Device.
5. Enter the activation code. A confirmation message confirms pairing.

Need help?

- If no activation code appears, contact DTEN Support to link your device to your Orbit account.

4. Starting a Remote Session

Follow these steps to connect to and control a DTEN device remotely.

1. Log in to the DTEN Orbit Portal and open the DTEN Device tab (or Device Management > Device List). Confirm the target device shows Online.
2. Select the device to open its detail page, then open the Mission Control tab and click Connect.
3. Once connected, the device displays “Remote Service in Progress” and its screen mirrors live in your browser for full control. Use the on-screen shortcuts to switch to Menu, go Full Screen, or Disconnect.

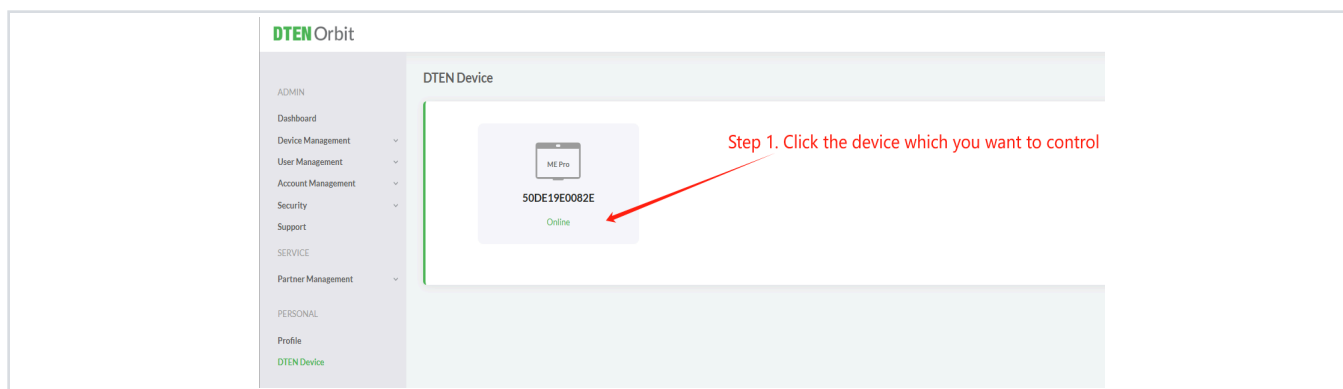


Figure 1 — Select the device to control from the Device List

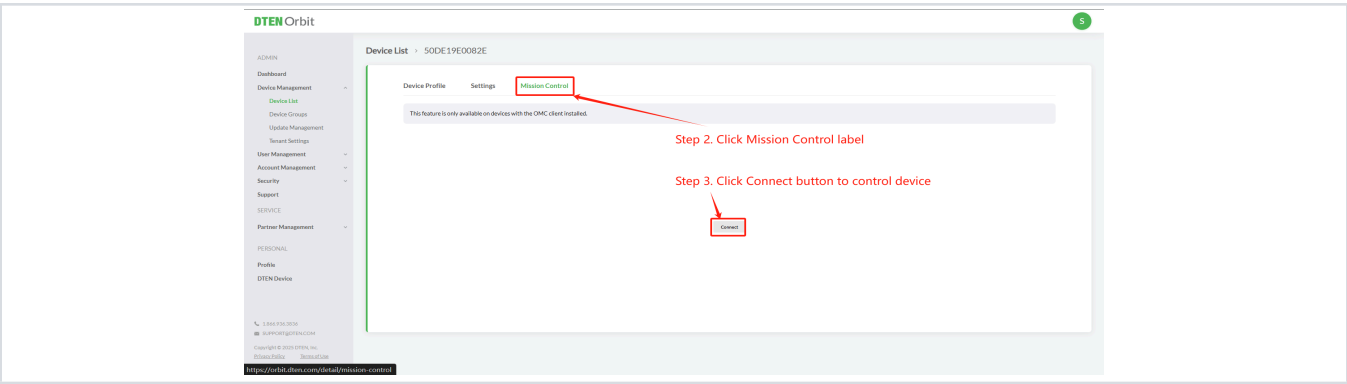


Figure 2 — Open Mission Control and click Connect

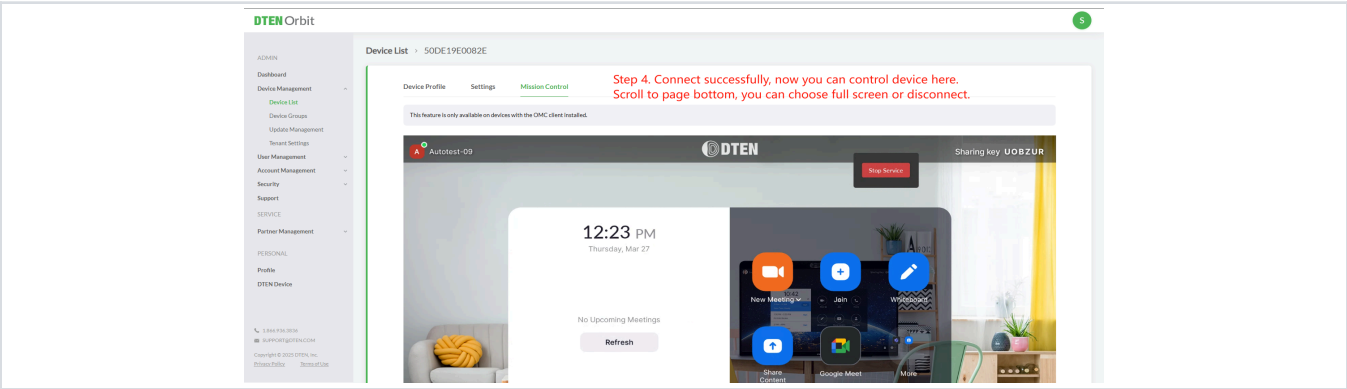


Figure 3 — Active remote session with on-screen controls

5. Accessing Windows / Administrator Settings

On D7X-Windows and D7X-AI models, the underlying OS settings can be reached through the room platform’s admin menu using the paths below.

- This is the default password. We recommend changing it after your first login. If you have already changed it, please enter your custom password for accessing the admin account.

Device	Room Platform	Navigation Path	Passcode
D7X-Windows	Zoom Rooms	Zoom Settings > General > Windows Settings > Zoom Admin	Zoom1234
D7X-AI	Zoom Rooms	Zoom Settings > General > Windows Settings > Zoom Admin	Zoom1234
D7X-AI	Microsoft Teams Rooms	Teams Settings > Windows Settings > enter passcode, then switch to Admin account	sfb

6. Known Issues

- Device connection may time out — refresh the web page, and the session should connect successfully.

- Screen switching is not currently supported on the D7X Dual model.
- Changing a device’s network during an active remote session will disconnect it.

Questions or Issues?

- Contact DTEN Support at help.dten.com.

Appendix:Revision History

Version	Date	Summary of Changes	Author
1.0	Sep 2026	Initial Release	DTEN Support
1.1	Sep 2026	Add Me Pro in Supported device	DTEN Support