

Settings - Store

- [Micro page](#)
 - [Tutorial on Using the Bookshelf Component](#)
 - [Tutorial on Using the Mobile Template Library](#)
 - [What is the relationship between the Online Store homepage and the Mini Page?](#)
 - [How to preview the store decoration effect?](#)
 - [Can the background color of the online store be modified?](#)
 - [How to share a specific Mini Page externally?](#)
 - [Can the background color of the micro-page be customized?](#)
 - [How to quickly set up a Product Collections for a \[Manual adjustment required\] 'Community Joint Orderg' Online Store?](#)
- [Computer-based store](#)
 - [Tutorial on using the store navigation on the desktop](#)
 - [Newcomer's Guide to PC Online Store](#)
 - [Tutorial on using the footer settings](#)
 - [Tutorial on Using the Rich Text Component](#)
 - [Tutorial on Using the Tutor Special Topic](#)
 - [Tutorial on Navigating Settings for the Online Store on Desktop](#)
 - [Tutorial on Using the Micro Page on the Desktop](#)
 - [Can users pay to purchase courses in the PC version of the Online Store?](#)
 - [Can the footer of the PC version of the online store be customized?](#)
 - [What interactive tools are supported in the online store on the desktop version?](#)
 - [Can users send voice messages when watching live courses in the PC version of the Online Store?](#)
 - [What scenarios are the store navigation of the PC version of the online store applicable to?](#)
 - [Tutorial on Using the Online Store Navigation](#)

- [Tutorial on Using Micro Pages](#)
- [Mobile store](#)
 - [Tutorial on Building the Online Store Homepage](#)
 - [Tutorial on Configuring and Using the Personal Center](#)
 - [Tutorial on Using the Mobile Online Store Navigation](#)
 - [How to set up the online store homepage?](#)
 - [How to display a new module on the home page?](#)
 - [How many items can be set at most for the store navigation?](#)
 - [Why don't the WeChat avatar and nickname of students in the H5 Online Store get updated after they click the synchronization button?](#)
 - [Tutorial on Using Mobile Micro Pages](#)
- [Product grouping](#)
 - [Tutorial on Using Product Grouping](#)
 - [What are the uses of product grouping?](#)
 - [Can I customize the sorting of products after adding them?](#)
 - [Can I add knowledge products in bulk?](#)
- [Material Center](#)
 - [Will deleting the referenced materials affect the store's users?](#)
 - [What will happen if you restore the deleted referenced audio/video materials?](#)
 - [What will happen if the space usage exceeds the limit and no expansion is made?](#)
 - [Tutorial on Using the Material Center](#)
 - [How to quickly identify the materials in the Material Center when they are referenced?](#)
 - [Which members can download the materials in the Material Center?](#)
 - [Tutorial on Using Group Management in the Material Center](#)
 - [How long can the deleted materials be stored in the recycle bin?](#)
 - [Course materials usage tutorial](#)
 - [What file formats are supported for course materials? Is there a limit on the number of files?](#)
 - [Which courses are supported by the course materials?](#)

- [On which platforms can students access the course materials?](#)
- [What conditions are required for students to download courseware materials?](#)
- [What impact does exceeding the material center capacity have on live replay videos?](#)
- [Reminder for Space Capacity Attention in \[Material Center\]](#)
- [How to download live replay videos using the \[m3u8 Downloader\]?](#)
- [How to convert videos with mismatched encoding to the H264 encoding format?](#)
- [How to download live replay videos using \[Online browser download\]](#)
- [Copyright protection](#)
 - [Where can I set up the marquee?](#)
 - [What anti-theft configurations does elink currently offer?](#)
 - [User Guide for Enhanced Protection Function of Video Courses](#)
 - [Content security and anti-theft](#)

Micro page

Tutorial on Using the Bookshelf Component



I. Function Introduction

The bookshelf component is an important component for operators to customize micro - pages. By adding the bookshelf component, you can freely add pre - edited knowledge products to the micro - page and display and sell them in a bookshelf arrangement.

II. Operation Steps

1. Step One

Click “Store” - “Store Decoration” - “Mobile Store” - “Micro - page”, and then click to add the “Bookshelf” component.

image.png

2. Step Two

You can replace the cover of the knowledge products displayed on the bookshelf. Select a cover image with a ratio of 318*480 and upload it.

3. Step Three

You can also customize the component title, choose whether to display the title bar, and whether to display the “View All” entry.

image.png

III. Final Effect

After the settings are completed, the bookshelf effect will be displayed on the micro - page.

image.png

Tutorial on Using the Mobile Template Library



I. Function Introduction

The Mini Page Template Library is a Mini Page building solution provided by elink for merchants. Merchants can choose templates that suit their store style and brand tone from 11 different types of templates.

II. Purpose of Use

Depending on the industry and usage scenarios, the Mini Page can be set as the store's homepage, or a link can be set through the bottom navigation of the store to jump to it, or it can be shared as an independent page with specific groups.

III. Usage Scenarios

When creating a new Mini Page, merchants can refer to the provided template solutions to build the page.

IV. Operation Path

Merchant side: Store -> Mobile store -> Mini Page -> Create a new Mini Page

V. Usage Tutorial

Step 1:Homepage -> Store decoration -> Mini Page -> Create a new Mini Page
(Management background)

image.png

Step 2:Select a suitable template page and click [Apply now] to edit components and upload corresponding material content (Management background)

image.png

Step 3:On the left are the corresponding classified components. You can add or delete components on the basis of the original template, and users need to upload the content themselves. If you want to change the template during the editing process, click [Massive templates] to re - enter the template library and select a template for editing.

image.png

Step 4:Click [Save and preview], and you can scan the QR code in the upper right corner to preview the effect on the mobile device.

image.png

VI. Notes

You can enter the template library from the following two places:

1. On the Mini Page list, click the [Create a new Mini Page] button;
2. Click [Template Library] to enter.

You can switch templates at the top of the store decoration page.

As shown in the figure:

image.png

image.png

image2.png

What is the relationship between the Online Store homepage and the Mini Page?



The store homepage is essentially a Mini Page, except that this Mini Page is set as the store homepage.

How to set the homepage?

Click to enter [Homepage] - [Store Decoration] - [Mini Page] - [Page Management]. After saving the settings, you can click [Set as Homepage].

[Mini Page] can also be shared as a separate page. For example, you can configure the corresponding Mini Page for marketing themes. You can use the Mini Page for special displays during specific periods and on specific occasions.

image.png

How to preview the store decoration effect?



On the editing page, click [Save and Preview] in the upper right corner to preview the current page layout. Make adjustments if necessary.

For a better experience, it is recommended to view on mobile devices.

XXXXXXXX.png

Micro page

Can the background color of the online store be modified?



☐ Mobile Online Store☐ Custom background colors are now supported for micro-pages

Operation path: ☐ Online Store☐ - ☐ Store Decoration☐ - ☐ Mobile Online Store☐ - ☐ Micro-page☐ - ☐ Edit☐ - ☐ Page Settings☐

☐.png

How to share a specific Mini Page externally?



On the list page of mini pages, find the page you want to share. Click the [Share] button, then copy the [Online Store Link] or download the QR code to share the content of the mini page externally.

image.png

Can the background color of the micro-page be customized?



Supports merchants to customize colors. Merchants can set the ☐ Custom Background Color ☐ when editing the title of the Mini Page.

Operation path:Desktop managementIn the backend, click ☐ Store - Mobile Store☐ , then click ☐ Mini Page - Edit Mini Page☐ , and find the ☐ Custom Background Color☐ on the right side.

.png

****Note: You can change the background color of the Mini Page, but you cannot set a background image.**

How to quickly set up a Product Collections for a [Manual adjustment required] 'Community Joint Orderg' Online Store?



I. Feature Introduction

New micro - page templates are available! A new 'Community Joint Orderg' template has been added, which supports the rapid construction of product collections.

In addition, the store decoration capabilities have been upgraded, including the 'Category Navigation' component and 'Search' component of the micro - page, as well as the store navigation decoration and product detail page decoration.

II. Purpose of Use

Merchants can use the newly added decoration and configuration capabilities to build more diverse product collections. Users can view the marketing and promotion content of products and related live commerce in the collections, and quickly add products to the cart and place orders, thereby increasing the overall order conversion rate.

III. Use Scenarios

Scenario 1: Merchants mainly selling physical products need to sell products by category and attract users to place orders as much as possible. They can use the newly added capabilities at this time.

IV. Operation Path

Merchant side: Merchant background → Settings → Mobile store → Micro - page template library → Select the 'Community Joint Orderg' template → Batch bind product groups

Or: Merchant background → Settings → Mobile store → Build the store homepage → Drag the 'Category Navigation' component → Select 'Batch add' → Batch bind product groups

Customer side: WeChat H5 store → View products in the product collections → Add to cart → Place an order

V. Usage Tutorial

image/png

Step 1 Decorate the store (Self - build)

Method 1:Build through templates

(1)Enter [Settings] - [Micro - page] - [Template library], scroll to the bottom and select the 'Community Joint Orderg' template, then click [Apply now]

image/png

(2) Click the 'Category Navigation' component, click [Batch add product groups] on the right, select the corresponding groups, and then click [Save] in the upper right corner.

image/png

Method 2: Self - build

(1) Enter [Settings] - [Mobile store] - [Store homepage]/[Micro - page] - [Build the store homepage]/[Edit the micro - page]

image/png

image/png

(Management background)

(2) Add the 'Category Navigation' component, select [Batch add] for the type, click [Batch add product groups] and select the corresponding product groups.

image/png

(3) Enable the [Add to cart] button and [Marketing atmosphere]

Note: Only visible when 'Add type' is selected as 'Batch add'.

image/png

(Optional) Set the page as the store homepage: Enter [Settings] - [Mobile store] - [Micro - page], click [Set as homepage] for the corresponding micro - page. After setting, users can directly see the built - in product collections when entering the corresponding page.

image/png

(Optional) Configure the shopping cart as the bottom navigation of the store : Enter [Settings] - [Mobile store] - [Store navigation] - [Add navigation], select [Shopping cart] for the jump link. After saving, users can quickly switch to the shopping cart for viewing in the store.

image/png

C - end effect:

image/png

Step 2 View products (H5 store)

1. After entering the store, view the home page (if it is set as a micro - page, enter the corresponding link of the micro - page).
2. Browse products and click the [Add to cart] button to add products to the cart.

The following marketing atmospheres are now supported:

- (1) Related live commerce: If a product is being promoted in a live commerce session, the entrance to the corresponding live - streaming room will be displayed.
- (2) Coupons: The maximum available full - reduction/discount coupons for the product will be displayed.
- (3) Purchase limit: Only displayed when a purchase limit is set for physical products.
- (4) Refund for weight difference: Only applicable to physical products that have the 'Refund the difference' function enabled.

image/png

Step 3 Place an order (H5 store)

1. Enter the shopping cart to view the added products, click [Settle] to submit the order.
2. After successfully paying and forming an order, if the product is for in - store pickup, the subsequent in - store pickup and verification process can be followed (the same as the order placement and verification process for products in the same order).

Computer-based store

Tutorial on using the store navigation on the desktop



I. Function Introduction

Store navigation is a feature that allows merchants to customize the bottom navigation of their Online Store pages. You can set up to 6 navigation items. Through personalized navigation settings, you can guide users to quickly find the content they are interested in.

II. Purpose of Use

By setting up store navigation, merchants can categorize pages and guide users to browse pages on different topics.

III. Scenario Examples

Scenario 1: If a merchant's Online Store has a large number of products and activities, they can use store navigation to guide users through the pages. The store navigation can lead to the mini - homepage, course themes, or the latest content.

Scenario 2: Merchants can set up an event page and a course promotion page. Through store navigation, users can jump between the homepage, events, promotions, and their personal pages, guiding them to focus on the pre - set content.

IV. Operation Path

Merchant side: Desktop management console → Store → Store decoration → Desktop store → Store navigation

V. Usage Tutorial

Step 1:Click [Store management - Desktop - Store navigation] to enter the store navigation editing page.

image.png

Step 2:You can upload a navigation logo and view the effect above.

2.png

Step 3:You can customize whether to display the course search bar. If it is displayed, you can view the effect in the preview area.

3.png

Step 4:You can customize the navigation names and the pages they link to. You can also drag the navigation editing boxes with the mouse to adjust their order. You can add up to 6 navigation items.

4.png

Newcomer's Guide to PC Online Store



Step 1: Register a Online Store: [https://admin.xiaoe-](https://admin.xiaoe-tech.com/helpCenter/problem?first_id=38&second_id=133&document_id=doc_5a100547a8b71_qai4S)

[tech.com/helpCenter/problem?first_id=38&second_id=133&document_id=doc_5a100547a8b71_qai4S](https://admin.xiaoe-tech.com/helpCenter/problem?first_id=38&second_id=133&document_id=doc_5a100547a8b71_qai4S)

Step 2: To activate the standalone PC website, you must first subscribe/renew the Premium Edition. Navigate to Terminal Settings > PC Store to activate the PC e-learning platform.

image.png

Step 3: Terminal Settings > PC Store, and configure the Mini Page, Store Navigation, PC Settings, and Footer Settings respectively.

image.png

Step 4: After configuration, click [Share] on the Mini Page and choose to copy the link to the PC e-learning platform or directly open the web address.

image.png

Tutorial on using the footer settings



Footer customization supports three styles, namely the default template, Template 1, and Template 2. All three styles support customizing text content.

Step 1:Go to [Homepage] - [Terminal Settings] - [Desktop Store], and click [Footer Settings].
image.png

Step 2:Select an appropriate template and edit the template content.
image.png

Step 3:Click Save and Enable.The template will be successfully enabled.

spacer.gif

Tutorial on Using the Rich Text Component



You can use rich text to achieve personalized and flexible page decoration. For example, you can create posters and event pages. There's no limit to what you can imagine, and nothing is beyond its capabilities.

1.png

2.png

Tutorial on Using the Tutor Special Topic



The tutor special topic component offers two styles: horizontal and vertical. Each style supports four background colors and allows a maximum of 10 teachers to be added.

● Style 1:

1.png

● Style 2:

2.png

The display effect on the PC website is as shown in the following figure:

3.png

4.png

Tutorial on Navigating Settings for the Online Store on Desktop



I. Function Introduction

Store navigation is a function that allows merchants to independently set the bottom navigation of the online store page. A maximum of 6 navigation items can be set. Through personalized navigation settings, users can be guided to quickly find the content they are interested in.

II. Purpose of Use

By setting the store navigation, merchants can categorize the pages and guide users to browse pages of different themes.

III. Scenario Examples

Scenario 1: If a merchant has a large number of products and activities in their online store, they can use the store navigation to guide users through the pages. The store navigation can lead to the mini homepage, course themes, or the latest content.

Scenario 2: Merchants can set up an event page and a course promotion page. Through the store navigation, users can jump between the homepage, events, promotions, and their personal pages, guiding them to focus on the pre - set content.

IV. Operation Path

Merchant side: Merchant backend → Terminal settings → PC store → Store navigation

V. Usage Tutorial

Step 1:Click [Store - PC store - Store navigation] to enter the store navigation editing page;

image.png

Step 2:You can upload the navigation logo and view the effect above.

image-PC-image2.png

Step 3:You can customize whether to display the course search bar. If it is displayed, you can view the effect in the preview area.

image-PC-image3.png

Step 4:You can customize the navigation names and the pages they link to. You can also click and drag the navigation editing boxes with the mouse to adjust their order. A maximum of 6 navigation items can be added.

2.png

Tutorial on Using the Micro Page on the Desktop



I. Feature Introduction

Micro Pages are a feature that allows merchants to independently build personalized pages for their Online Stores. The content and display styles within Micro Pages can be customized by adding components. Multiple pages can be built within an Online Store, and navigation can be set up to enable page jumps.

II. Purpose of Use

Merchants can manage Micro Pages, including creating new pages, setting page parameters, decorating pages, sharing pages, deleting pages, and creating page copies.

III. Scenario Examples

Scenario 1: If a merchant has a large number of courses in their Online Store, they can use the [Store - Micro Pages] feature to customize the display settings.

Scenario 2: If a merchant's Micro Pages are quite similar, they can create copies of existing Micro Pages for quick duplication, saving time on repetitive operations.

Scenario 3: Multiple Micro Pages can be created. For example, one Micro Page can be dedicated to hosting course promotions, and another can be used to showcase the latest course content. Content can be categorized by theme, and multiple pages with different themes can be displayed in the store, enabling page jumps and saving users' time in searching for content, thus providing a better purchasing/browsing experience.

IV. Operation Path

Merchant side: Terminal Settings → Desktop Store → Page Management

V. Usage Tutorial

image.png

Step 2: Click the 'Decorate' option to enter the store decoration page. There are various components to choose from. Click on a component to add and edit it. Click the [Save] button to save the Micro Page.

image.png

To duplicate an existing Micro Page, find the page and click the 'Create Copy' option to create an identical Micro Page. If there are too many copies or a page is no longer needed, click the 'Delete' option to remove the Micro Page.

Note: The default store homepage cannot be deleted.

image.png

Step 3: For created Micro Pages, the page name can be modified, and TDK settings can be adjusted. Good TDK settings can increase website clicks and rankings, making it more attractive to users with immediate needs.

Prerequisite for TDK settings: The TDK settings for courses and Micro Pages must be enabled in the desktop settings. If disabled, TDK settings cannot be made.

5.png

image.png

Step 4: For created Micro Pages, the default homepage can be selected as the main page, or other pages can be set as the main page.

image.png

Step 5:The created pages can be shared to view the effects.

image.png

9.png

Can users pay to purchase courses in the PC version of the Online Store?



After accessing a paid course on a computer browser, when you click the purchase button, a QR code will pop up to guide you to scan it with your mobile WeChat. After scanning, you will enter the course page on the WeChat mobile app to complete the payment. Currently, only mobile WeChat payment is supported. Payment via the PC is not available for now. Moreover, the only supported payment method is WeChat Pay. Alipay or bank card payments are not supported.

Can the footer of the PC version of the online store be customized?



Hello, the footer of the PC version of the online store supports customization. Currently, there are 3 footer templates available for merchants to choose from. For detailed operations, please refer to the following tutorial:https://admin.xiaoe-tech.com/helpCenter/problem?first_id=256&second_id=303&document_id=doc_5e5dfbaf202c5_LIBrl

What interactive tools are supported in the online store on the desktop version?



Currently, the interactive tools available in the PC version of the Online Store include:

Workbooks, Exams, Forms, Check-ins, Certificates, Interactive Tests, Exercises, Paid Q&A, Event Management, and Communities.

Note: Currently, all these features are supported in the form of H5.

Can users send voice messages when watching live courses in the PC version of the Online Store?



The instructor has enabled the [User Voice Chat] function for the live course. Users watching the live course via a desktop browser can also send voice messages to participate in discussions.

What scenarios are the store navigation of the PC version of the online store applicable to?



If there are many products and activities in the Online Store, you can use the store navigation to guide users to relevant pages. The store navigation can direct users to Mini Pages, knowledge products, product groups, or custom links.

Tutorial on Using the Online Store Navigation



I. Function Introduction

Store navigation is a function that allows merchants to customize the bottom navigation of their online store pages. You can set up to 5 navigations. Through personalized navigation settings, you can guide users to quickly find the content they're interested in.

II. Scenario Examples

If your online store has a large number of products and activities, you can use the store navigation to guide users through the pages. The store navigation can direct users to the mini homepage, course themes, or the latest content.

For example, you can set up an event page and a course promotion page. With the store navigation, users can switch between the homepage, events, promotions, and their personal pages, guiding them to focus on the pre - set content.

III. Operation Steps

Step 1: Click 'Store Management' - 'Desktop' - 'Store Navigation' to enter the store navigation editing page.

1.png

Step 2: Upload the navigation logo and view the effect above.

1.png

Step 3: You can customize whether to display the course search bar. If it's set to display, you can view the effect in the preview section.

2.png

Step 4: You can customize the navigation names and the pages they link to. You can also drag the navigation editing boxes with the mouse to adjust their order. You can add up to 5 navigations.

4.png

Tutorial on Using Micro Pages



I. Function Introduction

Mini Pages are a feature that allows merchants to independently build personalized pages for their Online Stores. The content and display styles within Mini Pages can be customized by adding components. Multiple pages can be built within an Online Store, and navigation can be set up to enable page jumps.

II. Purpose of Use

Merchants can manage Mini Pages, including creating new pages, setting page parameters, decorating pages, sharing pages, deleting pages, and creating page copies.

III. Scenario Examples

Scenario 1: If a merchant has a large number of courses in their Online Store, they can use the [Store - Mini Pages] feature to customize the display settings.

Scenario 2: If a merchant's Mini Pages are quite similar, they can create copies of Mini Pages for quick duplication, saving time on repetitive operations.

Scenario 3: Multiple Mini Pages can be created. For example, one Mini Page can be dedicated to hosting course promotions, and another can be used to showcase the latest course content. Content can be categorized by theme, and multiple pages with different themes can be displayed in the store, enabling page jumps and saving users' time in finding content, thus providing users with a better purchasing/browsing experience.

IV. Operation Path

Merchant side: Merchant backend → Store management → Desktop version → Mini Page list

V. Usage Tutorial

3.png

Step 1:Click [Store management - Desktop version - Mini Page list] to enter the store's Mini Page section. There is a default store homepage. Click the 'Decorate' option to enter the decoration and editing page, or you can create a new page to enter the decoration and editing page.

1.png

2.png

Step 2:Click the 'Decorate' option to enter the store decoration page. There are various components to choose from. Click on a component to add it and edit it. Click the [Save] button to save the Mini Page.

3.png

If you want to copy an existing Mini Page, find the page and click the 'Create copy' option to duplicate an identical Mini Page. If you have created too many copies or no longer need a page, click the 'Delete' option to remove the Mini Page.

Note: The default store homepage cannot be deleted.

4.png

Step 3:For created Mini Pages, you can modify the page name and set TDK. A good TDK setting can increase website clicks and rankings, and attract users with immediate needs to visit the website.

Prerequisite for setting TDK: You must enable the TDK settings for courses and Mini Pages in the desktop - side settings. If it is disabled, you cannot set TDK.

5.png

6.png

Step 4:For the created Mini Pages, you can select the default homepage as the main page or set other pages as the main page.

7.png

Step 5:After creating a page, you can share it to view the effect.

PC-8.png 5.png

Mobile store

Tutorial on Building the Online Store Homepage



I. Function Introduction

The elink Online Store homepage supports various types of components. You can build a personalized store homepage by configuring these components. elink provides 33 types of components, including carousel images, image ads, navigation menus, knowledge products, instructor specials, communities, Q&A sections, live streams, and coupons.

II. Purpose of Use

An excellent store homepage can attract learners and improve the store's activity, conversion rate, and user retention rate.

III. Use Scenarios

Scenario 1: If a merchant has strong store operation capabilities and wants to build a personalized store that showcases their brand, they can combine various components.

IV. Operation Paths

Merchant Terminal 1: Store -> Terminal Settings -> Mobile Store -> Store Homepage ->

Build Store Homepage

Merchant Terminal 2: Store -> Store Decoration -> Mini Page -> Operation -> Edit

V. Usage Tutorial

Step 1:Build the store homepage/mini page - Operation - Edit (Management Console)

image.png

image.png

Step 3:Add components (Management Console)

In the 'Component Library' area on the left, drag any component (or click directly) to the middle area for preview. Then, you can set the component's style and add product content in the 'Component Settings' area on the right.

1.png

Step 4:Change the order (Management Console)

Click on a specified component and then click the button on the right to adjust the display order of the component on the homepage.

3.png

Step 5:Component settings (Management Console)

In the 'Component Settings' area on the right, click on the corresponding add operation area to edit the component's style and display content.

1.png

Step 6:Save and preview (Management Console)

Click the 'Save and Preview' button in the upper - right corner to complete the editing and

save. You can preview the decorated store.

2.png

Click the 'Save' button in the upper - right corner to complete the editing and save the mini page to the mini page list

5.png

Tutorial on Configuring and Using the Personal Center



I. Feature Introduction

When users visit an elink online store, a 'Personal Center' (including personal information, purchased courses, learning records, etc.) will be set up for their accounts to save information. As a collection page for merchants' marketing and store services, the Personal Center hosts many important feature entrances. To enhance the store's personalization and user experience, we offer a custom setting function for the Personal Center.

II. Purpose of Use

Merchants can customize and configure the features on the Personal Center interface as needed. On the one hand, this can reflect the personalization of the store's features; on the other hand, it can improve the user experience and make it easier for students to find frequently - used feature entrances.

III. Use Scenarios

Typical scenario: A merchant wants to attract users in the store to become promoters. They can use the custom setting function of the Personal Center to drag the promoter menu bar to the top of the menu and customize the guiding text to encourage users to become promoters.

IV. Operation Path

Merchant side: Desktop management console → Store → Store management → Mobile end → Personal Center

Student side: WeChat H5 store → Personal Center

V. Usage Tutorial

1.png

Step 1 Desktop management console

1. When a merchant checks to display a certain menu item, the menu entrance will be shown on the user - side Personal Center page. When the merchant checks not to display a certain menu item, the entrance will not be shown on the user - side Personal Center page.

Note: 'My Achievements' and 'Gift Records' are global entrances and cannot be manually closed.

image.png

2. When a merchant configures the promoter function, they need to pay attention to the 'Display Rules' configuration item. When 'Visible only to promoters' is selected, the promotion center entrance will only be shown to promoter users, and ordinary users will not be aware of it.

image.png

3. Multiple page styles are provided. You can switch between the nine - grid/form styles and also switch between the colored/icon wire - frame versions, giving merchants more freedom in visual style selection.

Note: When the wire - frame version of the icon style is selected, the icon color will follow the theme color.

4.png

Step 2 Mobile - end store

1.Users can intuitively see their assets, coupons, my favorites, learning aids, frequently - used features, etc.

5.png

VI. Precautions

1. The main color of the Personal Center is consistent with the store's theme color. .

Tutorial on Using the Mobile Online Store Navigation



I. Function Introduction

Store navigation is a function that allows merchants to independently set the bottom navigation of the online store page. Merchants can set up to 5 navigation items and modify the navigation names and jump links.

II. Purpose of Use

Merchants can guide users to quickly find the content they are interested in through personalized navigation settings.

III. Use Scenarios

If your online store has a large number of products and activities, you can use store navigation for page guidance. The store navigation can jump to the micro - homepage/knowledge products/my messages/my purchases/custom links/product groups/learning center. For example, you can set up an event page and a course promotion page. Through the store navigation, users can jump between the homepage/events/promotions/my pages, guiding users to focus on the content you have set up in advance.

IV. Operation Path

Merchant side: Store -> Store Decoration -> Mobile Store -> Store Navigation

V. Usage Tutorial

Step 1: Homepage- Terminal Settings - Mobile Store - Store Navigation (*Merchant management background*)
image.png

Step 2:Edit the navigation name, jump link, modify the icon, and delete;

1. Support customizing the navigation name, navigation icon, and the page the navigation jumps to (the jump links of the homepage and 'My' navigation cannot be changed);
 2. Support dragging the navigation edit box with the mouse to adjust its order (the positions of the homepage and 'My' navigation cannot be changed). Up to 5 navigation items can be added;
 3. Support setting the display page of the navigation bar. By default, [Store Homepage] and [Personal Center] are checked; (if a micro - page is checked, all micro - pages will be displayed by default).
- image.png

Step 3:Click Save

How to set up the online store homepage?



Merchants can access the [Homepage] - [Terminal Settings] - [Mobile Store] - [Build Store Homepage] in the computer - side management console. On the store homepage, with the rich component functions, it supports presenting a wide range of content and products. Components include carousel images, image - text navigation, communities, Q&A, live streams, latest products, events, punch - in, etc. You can build your store homepage in the following ways:

- 1. Add components:** In the "Add Components" area, click on any component to add the corresponding module content of the component.
- 2. Change the order:** Click on the specified component, long - press and drag it to adjust the display order of the component on the homepage.
- 3. Add knowledge products:** In the "Add Components" area, click on "Knowledge Products". In the knowledge product editing area, you can modify the title and select the product source. You can add text - images, audio, videos, live streams, columns, major columns, memberships, affiliate products, etc. to this knowledge product component.

image.png

image.png

How to display a new module on the home page?



Go to [Homepage] - [Store Decoration] - [Mini Pages], find the homepage or the mini page you need to edit, click the [Edit] button, and select the components you want to add.

image.png

2.png

How many items can be set at most for the store navigation?



The mobile store can have a maximum of 5 store navigation items (the same limit applies to Mini Programs). The "Store Homepage" and "My" options cannot be deleted.

Operation path: Set the navigation text, icons, jump links, etc. in [Terminal Settings] - [Mobile Store] - [Store Navigation] . Save the settings to make them effective. (For the detailed operation tutorial, please click [Store Navigation Usage Tutorial](#) to view.)

image.png

Why don't the WeChat avatar and nickname of students in the H5 Online Store get updated after they click the synchronization button?



Due to WeChat restrictions, there is a 5-hour delay after a learner changes their WeChat avatar or nickname. Therefore, within these 5 hours, elink cannot obtain the learner's latest WeChat avatar and nickname (similar to other platforms). In this case, learners are advised to wait for a few hours and try again.

Tutorial on Using Mobile Micro Pages



I. Feature Introduction

Micro Pages allow merchants to independently build personalized pages for their Online Stores. The content and display styles within a Micro Page can be customized by adding components. Multiple pages can be built within an Online Store and linked through the store navigation.

Special Reminder:

If the mobile store and Mini Program of a merchant serve different purposes, different Micro Pages can be set for the H5 store and the Mini Program homepage. (For example, the merchant's mobile store is mainly used for selling courses, while the Mini Program is mainly for User Retention.)

II. Scenario Examples

If your Online Store has a large number of courses and also offers activities such as punch - in and community events, you can use the store - Micro Page feature for personalized display settings. You can also create multiple Micro Pages. For instance, one Micro Page can

be dedicated to course promotion activities, and another can be used for circle - related content like test activities and offline events. These two pages can be used as display pages in the store, linked through the store navigation, saving users' time in finding content and providing a better purchasing/browsing experience.

III. Operation Steps

Step 1 Click [Homepage] - [Store Decoration] - [Micro Pages] to enter the store's Micro Pages section.

image.png

Step 2

There are 37 types of components available in a Micro Page. Click on a component to add and edit it. Click the [Save] button to save the Micro Page.

1.png

To duplicate an existing Micro Page, find the page and click [More] - [Create Copy] to create an identical Micro Page.

image.png

Step 3 The created Micro Page can be set as the store/Mini Program homepage.

image.png

Step 4: Apply the Micro Page

Micro Pages can be displayed in the store. When selecting a jump link through the store navigation, Mini Program navigation, or graphic - text navigation component, you can choose to jump to a specific Micro Page.

image (4).png

IV. Final Effect

After setting a Micro Page as the store homepage, users can see the display effect of the Micro Page.

image (5).png

Product grouping

Tutorial on Using Product Grouping



I. Feature Introduction

Product grouping is a function for categorizing and displaying knowledge products. It helps merchants customize groups for knowledge products in the store. After grouping, products can be set to be displayed in the knowledge product component on the store homepage or in the store navigation, allowing users to quickly view the knowledge products you've set up.

II. Purpose of Use

To help merchants customize groups for knowledge products in the store.

III. Use Scenarios

An operator of a store groups all literature courses in the store into a product group and sets this group to be displayed on the store homepage. When users visit the store, they can view all the literature courses in this group by clicking 'View All'.

IV. Operation Path

Merchant side: Merchant backend → Store → Product grouping

Learner side: WeChat H5 store → Store homepage → Knowledge product component/Navigation

1.png

V. Usage Tutorial

Step 1: Configuration in the Management Backend

1. Go to the [Transactions] - [Product Management] - [Product Grouping] page and click the 'New Product Group' button. Fill in the group name and click the [Save] button to successfully create a product group.

image.png

2. Click the gray arrows on the right side of the group name, number of products, and creation time to sort them in ascending or descending order with one click.

image.png

3. Click 'Content Management' to enter the product management page within the group. Click 'Add Product' to add text - image materials, audio, video, live streams, columns, major columns, memberships, affiliate products, AI interactive courses, offline courses, camps, and purchased courses to the product group.

4.png

You can also go to the knowledge product creation/editing page and select the corresponding product group in the product editing settings.

image.png

4. Application of product grouping: Product grouping is displayed as a page on the mobile side. When selecting a jump link for the category navigation component, you can choose to jump to a specific product group page.

6.png

5. Click [Add Product] to manually add multiple courses of the same type, such as [Videos] or [Text - Image Materials].

7.png

6. Go to [Transactions] - [Product Grouping] - [Content Management] and click [Sort] to set the sorting order.

image.png

Step 2: H5 Store

1. Display of product grouping on the H5 store side

9.png

(H5 store homepage)

What are the uses of product grouping?



(1) When merchants want to display a certain group of products to learners to facilitate their selection, they can use the Product Group 1 feature. When setting the jump link in the category navigation component for the configured product group, they can choose to jump to a specific product group page.

(2) You can share the entire product group page externally. Click: [Transactions] - [Product Management] - [Product Groups] - [Share] to share the group page.

image.png

Can I customize the sorting of products after adding them?



Yes. Navigate to [Transactions] - [Product Management] - [Product Groups] - [Content Management], and click [Sort] to set the sorting order.

image.png

Currently, it supports:

1. Drag the products in the list to sort them.
2. Manually modify the serial numbers on the right to sort them.
3. Click [OK] to save.

image.png

Can I add knowledge products in bulk?



Yes. Click [Add Products] to batch add courses in the same format. Check the corresponding courses and confirm the batch addition.

image.png

Material Center

Will deleting the referenced materials affect the store's users?



There are two scenarios:

1. Delete images/e-books: After deletion, the positions where the images/e-books were used can still be displayed normally without any impact.
2. Delete audio/video: After deleting the audio, when users play the audio, they will receive a voice prompt saying 'This audio has been deleted by the merchant'; after deleting the video, when users play the video, they will see the message 'This video has been deleted by the merchant'. It is recommended to delete the materials only after confirming that they are useless.

What will happen if you restore the deleted referenced audio/video materials?



Under normal circumstances, the display and playback at the original location where the material was referenced will be restored. However, the restoration will not occur in the following situations:

1. The course or resource that referenced the material has been deleted.
2. The reference location has been replaced with a new material during the restoration.

What will happen if the space usage exceeds the limit and no expansion is made?



1. Functions in the Material Center: [Upload Material], [Create New Group], and [Restore from Recycle Bin].
2. [Live Replay Video Editing] function for live broadcasts.
3. [Replay Usage] restrictions: Live and class session replay files generated after exceeding the storage limit cannot be used normally. Learners cannot watch the replay videos. The system will cache the replay files for 5 days. To avoid affecting subsequent usage, it is recommended to go to the Material Center to clean up or expand the storage in a timely manner and perform [Restore Replay] on the course details page. Replays cannot be restored after the expiration date.

Tutorial on Using the Material Center



I. Function Introduction

The Material Center is a place for merchants to manage file resources (images, audio, videos, e-books, and documents). In the Material Center, you can perform batch uploads, moves, deletions, downloads, and custom grouping of various types of resources. You can also edit and crop images online.

II. Purpose of Use

- (1) Centralize and efficiently manage file resources.
- (2) Quickly select the resources uploaded in the Material Center at the entry where file resources are needed.
- (3) Provide a simple image cropping tool to help merchants quickly complete image design.

III. Usage Scenarios

When creating content and needing to upload images, audio, videos, e-books, or documents, it supports merchants to quickly upload and select the corresponding resources, reducing the upload waiting time and thus improving the customer's operation efficiency.

IV. Operation Path

Operation Path: Merchant Management Console → Store → Basic Tools → Material Center

01.png

V. Usage Tutorial

Step 1: Enter the Material Center *(Management Backend)*

1. Enter the management backend - Store - Basic Tools - Material Center

(1) Image List Page

_16994372243245.png

(2) Audio List Page

_16994372341078.png

(3) Video List Page

_16994372454022.png

(4) E - book List Page

_16994372539750.png

(5) Document List Page

_16994372594586.png

Step 2: Create a Group (Taking the Creation of an Image Group as an Example)

(Management Backend)

1. Click the "+" button to add a group.

image.png

2. Enter the group name and confirm the group.

image.png

Step 3: Upload (Taking the Upload of Images as an Example) *(Management Backend)*

1. Click the [Upload Images] button, and a pop - up window for uploading images will appear on the page.

image.png

2. Select the group to which the uploaded images belong (the default group if no group has been created, or you can select a group if groups have been created).

image.png

3. Click [Upload Images], select the images to be uploaded, and click [Confirm Upload].

image.png

Step 4: Edit *(Management Backend)*

1. Select the image to be edited and click the [Edit] button.

image.png

2. Automatically jump to the third - party plugin to edit and design the image style. **(Only supported for the Professional Edition and the Flagship Edition)**

image.png

Step 5: Crop*(Management Backend)*

1. Select the image to be cropped and click [Crop].

image.png

2. Select the cropping size and click Confirm to complete the cropping. The cropped image will be stored as a new file in the Material Center.

image.png

Step 6: Download*(Taking the Download of Images as an Example) (Management Backend)*

1. Click [Download], and the material will be downloaded through the browser.

image.png

Step 7: Move Materials*(Taking the Movement of a Single Image as an Example) (Management Backend)*

1. Select the image to be moved.

image.png

2. Select the group to which you want to move the material and click Confirm.

image.png

Step 8: Delete Materials(Taking the Deletion of a Single Image as an Example)
(*Management Backend*)

1. Select the image to be deleted.

image.png

2. Confirm the deletion

image.png

****Special Note:** The deleted materials will be stored in the recycle bin for 30 days. During this period, you can restore the materials in the recycle bin. After 30 days, the system will automatically clear them, and they cannot be recovered.

Step 9: Batch Delete(Taking batch deletion of pictures as an example)(*Management Backend*)

1. Select the pictures you need to delete.

image.png

2. Click the [Batch Delete] button at the bottom of the page. After confirming the deletion, you can batch delete the selected pictures.

image.png

****Special Note:** The materials deleted in batches will be stored in the recycle bin for 30 days. During this period, you can restore the materials in the recycle bin. After 30 days, the system will automatically clear them, and they cannot be recovered.

Step 10: Batch Move (Taking batch moving of pictures as an example) (*Management Backend*)

1. Select the grouped pictures you need to move in batches.

image.png

2. Select the name of the group you want to move them to and confirm the move.

image.png

Step 10: Move All (Taking moving all pictures as an example) (*Management Backend*)

1. Select the group you want to move all the materials to and click Confirm.

image.png

2. A confirmation prompt will pop up. If you confirm to move all the materials under this group to the target group, click Confirm.

Step 11: Violated Materials*(Management Backend)*

The elink platform will review the materials uploaded and used by merchants. At the same time, it also accepts complaints from C - end users about the materials. If the review fails or the violation is determined to be established, the materials will be banned and moved to the [Violated Materials] page.

image (6).png

***Note:** If the store violates the rules frequently or the material violations are serious, elink will further hold the store and the person - in - charge accountable according to the actual situation and relevant provisions of the elink service agreement.

Step 12: Recycle Bin*(Management Backend)*

1. You can restore/permanently delete a single resource.
2. You can batch restore/batch delete resources.

image (7).png

Step 13: Intelligent Cleaning Assistant*(Management Backend)*

The Intelligent Cleaning Assistant automatically filters materials with a reference count of 0 for audio, video, e - books, and documents, including materials that have been taken off the shelves and have never been referenced. Merchants can perform operations such as single deletion, batch deletion, and one - click deletion of all materials on this page.

image (9).png

Step 14: Storage Space Expansion *(Management Backend)*

1. When you hover the mouse over the space capacity bar, you can view the detailed usage of the storage space.

image.png

2. You can expand the storage space as needed.

image.png

Step 15: Material Sorting and Filtering *(Taking picture sorting by file name as an example)(Management Backend)*

1. Support sorting by file name, file size, and file upload time.

image.png

2. Support filtering by material upload time.

image.png

Step 16: Search *(Taking searching for audio as an example)(Management Backend)*

1. You can quickly search for materials under the tab bar by material name or by course name (audio, video, documents, e - books).

image.png

Step 17: Material Reference(Taking creating an audio course - adding audio as an example)(*Management Backend*)

1. Select the course you want to create/edit and enter the content page.

image.png

2. Select the materials you want to reference in this course and click [Save] to create/save the changes.

image.png

image.png

3. Enter the store management - material center page and search by material.

image.png

4. Click the number displayed under the reference location to view where this material is referenced.

image.png

How to quickly identify the materials in the Material Center when they are referenced?



To help merchants quickly find the materials they need when referencing materials, we have added a material preview function during the referencing process. You can click on the thumbnail of the material to view the large image, listen to the audio, and preview the video.

Meanwhile, to address the difficulty in identifying image materials with the same content but different sizes, we have added the size display of images when referencing image materials.

The specific operation examples are as follows:

Step 1: Enter any scenario where you can reference materials, such as adding a cover and video content to a video course.

1.png

Step 2: Click on 'Select File' for video upload and find the video material you want to reference.

2.png

Step 3: Click on the thumbnail of the video to preview it.

3.png

Step 4: Click on the 'X' in the upper - right corner to close the preview.

Step 5: Select the video in the video list and click the 'OK' button to complete the referencing operation.

4.png

Step 6:When referencing an image, you can either click on the image thumbnail to view the large image or quickly identify the image through the size displayed below the image name.

5.png

Which members can download the materials in the Material Center?



Since there are risks associated with the open download of materials, only creators and senior administrators have download permissions by default. However, senior administrators are allowed to individually configure material download permissions for employees who need them.

The specific operations for permission configuration are as follows:

Step 1:Enter the management backend - Role Management

6.png

Step 2:Select any role, click the 'View' button, and enter the role permission configuration page

Step 3:Select Permission Settings - Store Management - Material Center, and you can check or uncheck the permissions for uploading, deleting, and downloading materials.

7.png

Tutorial on Using Group Management in the Material Center



I. Function Introduction

Since the launch of the Material Center, merchants have uploaded a large number of materials during use. To better classify and manage the materials, we have launched the multi-level grouping function for materials.

Merchants can create up to three levels of groups for materials in the Material Center list and can rename and delete groups to help merchants classify materials as needed. Meanwhile, to meet merchants' needs for reclassifying uploaded materials, we have added a one-click moving function, which allows all materials in a certain group to be moved to another group with one click.

II. Use Cases

The multi-level grouping management function for materials can meet the scenarios where merchants need to classify materials, facilitating search, management, and reference. Taking teaching materials as an example, you can first conduct primary classification by subject, such as mathematics, physics, chemistry, etc.; then, you can establish secondary classification by semester under each subject, such as the first semester of junior high school, the first grade of junior high school

the second semester, etc.

III. Operation Steps

1.Enter the homepage - Resource Management - Material Center page

image.png

2.Click the small plus sign after the title to create a primary group

image.png

3.Move the mouse over any self - created group, a floating button will appear. Click the plus sign to create a sub - group.

Note:

A maximum of three levels of groups can be created.

Preset groups such as the default group, live replay videos, and rich text editors cannot have sub - groups created.

image_20200608145949.png

4.Click the arrow button in front of the multi - level group to expand or collapse the group level by level.

image2.png

5.When moving materials, in addition to the original way of moving by checking, a new all - moving function has been added, which allows all materials in a specified group to be moved to another group with one click.

Select the specified group, click 'Move all to' at the bottom, select the destination in the floating layer, and click OK.

Note: A maximum of 2000 materials can be moved at a time. For the excess part, you can operate the movement again.

3.png

6.When there are too many groups, enter the name of the group in the search box on the group sidebar, click the magnifying glass button or directly press Enter to perform a fuzzy search by keyword.

After the search is completed, click 'Back' to return to the group list.

How long can the deleted materials be stored in the recycle bin?



Deleted materials will be stored in the recycle bin for 30 days. During this period, you can restore the materials from the recycle bin. After 30 days, the system will automatically clear them.

During this period, you can restore/delete a single resource completely, or perform batch restoration/batch deletion of resources.

Course materials usage tutorial



I. Function Introduction

Provide merchants with the ability to set course supplementary materials. Merchants can set relevant materials for courses when creating/editing courses, and learners can download them after purchasing/claiming the courses.

II. Purpose of Use

Help merchants quickly set course supplementary materials, making it convenient for learners to claim and download them during the course learning process.

III. Operation Path

Merchant side: Merchant background → Course management → Create/Edit course → Related materials settings

Learner side: WeChat H5 / PC store → Course details → Download related materials

11.png

IV. Usage Tutorial

Step 1: Set course materials

1. When creating/editing a course, merchants can set courseware materials in the 'Related materials' section.

● ☐ For courses ☐ : Text - images, audio, video, e - books, columns/large columns, camps, memberships. (Live streaming and class courses will be supported later).

● ☐ Supported file formats ☐ : All [image, audio, video, document] formats in the material center are supported.

● ☐ Supported number of files ☐ : A single course supports a maximum of 20 files.

● ☐ Download conditions ☐ : Learners can download after purchasing/claiming the course.

image.png

33.png

(Management background)

Step 2: Learners enter the course details page on the learner side to download courseware materials (H5 / PC store)

1. ☐ H5 side ☐ : If merchants have set courseware materials, when learners enter the course details page, the 'Download related materials' entry will be displayed. Learners can download courseware materials after purchasing/claiming the course.

● ☐ For courses ☐ : Text - images, audio, video, e - books, columns/large columns, camps, memberships.

44.png 5.png

(H5 course details page)

2. □ PC side□ : If merchants have set courseware materials, when learners enter the course details page, the 'Download related materials' entry will be displayed. Learners can download courseware materials after purchasing/claiming the course.

● □ For courses□ : Text - images, audio, video, columns/large columns, camps. (E - books and memberships: No PC version).

6.png

7.png

V. Frequently Asked Questions

1. Which courses are supported in the courseware library?

A: Text - images, audio, video, e - books, columns/large columns, camps, memberships. (Live streaming and class courses will be supported later).

2. Where do merchants need to set?

A: In the management background, enter the above course modules, click Create/Edit course, and you can set in the 'Related materials' section.

3. Which file formats are supported in the courseware library? Is there a limit on the number of files?

A: All [image, audio, video, document] formats in the material center are supported. The limit is 20 files.

4. Which learner terminals are supported for using the courseware library?

A: It is supported to use on H5 and PC browsers. Other terminals will be supported later.

5. What are the conditions for learners to download courseware materials?

A: Learners need to purchase or claim the course before they can download the courseware materials.

What file formats are supported for course materials? Is there a limit on the number of files?



The supported formats for course materials are synchronized with the Material Center, namely [Images, Audio, Videos, Documents]. The upload limit is 100 items.

Which courses are supported by the course materials?



Currently, course materials support images and texts, audio, video, e-books, columns/large columns, camps, and memberships. (Live commerce and class courses will be supported later).

On which platforms can students access the course materials?



Currently, it supports learners to use on H5, WeChat Mini Program, elink APP, and computer browser.

What conditions are required for students to download courseware materials?



Students need to purchase or claim a course before they can download the courseware materials.

What impact does exceeding the material center capacity have on live replay videos?



1. The store cannot use the [Cut Live Replay Video] feature for live broadcasts.
2. [Replay Usage] restrictions: Live broadcast and class session replay files generated after exceeding the storage limit cannot be used normally. Learners cannot watch the replay videos. The system will cache the replay files for 5 days. To avoid affecting subsequent usage, it is recommended to go to the Material Center to clean up or expand the storage capacity in a timely manner and perform [Restore Replay] on the course details page. Replays cannot be restored after the deadline.

Reminder for Space Capacity Attention in [Material Center]



Reminder for Space Capacity in [Material Center]

Release Date: June 01, 2021

To further standardize the platform usage rules, starting from June 29, 2021, when the space capacity of the Material Center exceeds the limit, the usage of [Material Center - Upload], [Recycle Bin - Restore], [Live Replay - Edit], and [Replay Usage] will be affected. Please keep an eye on the remaining space capacity and regularly clean up useless materials or expand the capacity.

elink Team

June 01, 2021

How to download live replay videos using the [m3u8 Downloader]?



I. Feature Introduction

To prevent merchants from waiting too long for video transcoding or encountering transcoding failures, install the 'm3u8 Downloader' to immediately download live replay videos.

II. Use Scenarios

Scenario 1: Live Management - Live Details - Replay Settings - Download Live Replay Video;

Scenario 2: Material Center - Videos - Download Live Replay Video;

III. Operation Path

Merchant Side:

1. Management Console - **Live Management - Live Details - Replay Settings** - Download Live Replay Video - A pop - up window appears - Install "m3u8 Downloader" - Copy the video link - Paste the link into the "m3u8 Downloader" --Select the file save path - Click "m3u8 Downloader" [Download] button - Start downloading the video;
2. Management Console - **Material Center - Videos - Download Live Replay Video** - Download Live Replay Video - A pop - up window appears - Install "m3u8 Downloader" - Copy

the video link - Paste the link into the "m3u8 Downloader" --Select the file save path - Click "m3u8 Downloader" [Download]button - Start downloading the video;

image.png

IV. Usage Tutorial

Step 1: Click the [Download] button for the live replay video on the management console - A pop - up window appears

1. Enter the management console - Live Management - Live Details - Replay Settings - Click [Download];

image (1).png

Or enter the management console - Material Center - Videos - Live Replay Video - Click [Download];

image (2).png

2. A pop - up window guiding you to download the live video appears

image (3).png

Step 2: Download the 'm3u8 Downloader' installation package

Click [Install Immediately] in the pop - up window - Start downloading the 'm3u8 Downloader' installation package;

image (4).png

Or click the following URLs to download the 'm3u8 Downloader' installation package

● Windows installation package: <https://xiaoetong - 1252524126.cdn.xiaoeknow.com/m3u8 - downloader.exe>

● macOS installation package: <https://xiaoetong - 1252524126.cdn.xiaoeknow.com/m3u8 - downloader.dmg>

Step 3: Install the 'm3u8 Downloader'

1. Installation for macOS system users

(1) Drag the 'm3u8 Downloader' file to the 'Applications' folder;

image (5).png

(2) When opening the software for the first time, click [Show in Finder]. After clicking, the Finder window will pop up. Find the m3u8 Downloader, right - click to open it, and click [Open] in the confirmation pop - up window;

image (6).png

(3) Open the 'm3u8 Downloader'

image (7).png

2. Installation for Windows system users

(1) Open the [Installation Package] and start the installation;

image (8).png

(2) After the installation is complete, open the 'm3u8 Downloader';

image (9).png

Step 4: Download the video

1. Copy the video link: Management Console - Download Live Video Pop - up Window - Click the [Copy] button;

image.png

2. Open the 'm3u8 Downloader' and paste the video link into the downloader;

image (1).png

3. Select the file save path;

image (2).png

4. Click [Download] - Start downloading the video;

image (3).png

image (4).png

5. The download is complete.

image (5).png

How to convert videos with mismatched encoding to the H264 encoding format?



Due to browser compatibility issues with different video encodings, the elink platform only supports videos in H264 encoding format. After uploading non-H264 encoded videos to the material center page, the video status will be displayed in an orange reminder state (as shown in the figure below). The video files cannot be previewed on the B-side management console, but it does not affect the viewing experience of C-side learners.

image.png

For such video files with encoding mismatches, merchants can use third-party video format conversion tools to convert the video encoding. The following provides two tool examples and operation processes for Windows and Mac systems:

1. Windows system: It is recommended to use the 'Format Factory' software.

1. Download the 'Format Factory' client software, enter the 'Format Factory' page, and select the video format you want to export.

image (1).png

2. Enter the format conversion page and click [Add Files].

image (2).png

3. Select the files you want to convert. Multiple files are supported. Click [Open].

image (3).png

4. Click [Output Configuration], and a configuration pop-up window will appear.

image (4).png

5. Select [Video Encoding: AVC (H264)] and click [OK].

image (5).png

6. Click [OK].

image (6).png

7. Click [Start], and the video will start transcoding.

image (7).png

8. After the transcoding is completed, click [Folder] to view the storage location of the transcoded video.

image (8).png

image (9).png

2. Mac system: It is recommended to use the 'Jianying Pro' client software.

Reminder: Currently, Jianying only supports transcoding MP4 and MOV video files to H264 encoding.

1. Download the 'Jianying Pro' client software, enter the 'Jianying Pro' page, and click [Start Production].

image (10).png

2. Enter the production page and click [Import].

image (11).png

3. Select the files you want to convert the format of. Multiple video files are supported. Click [Open] to import the files.

image (12).png

4. Drag one of the files to the editing area. Currently, Jianying only supports transcoding a single file. Multiple files need to be operated multiple times.

image (13).png

5. Click [Export], and a configuration window will pop up.

image (14).png

6. Select [Encoding Format: H264] and click [Export].

image (15).png

7. After the upload is completed, click [Open Folder] to view the storage location of the transcoded video.

image (16).png

How to download live replay videos using [Online browser download]



I. Function Introduction

After the live stream ends, use a browser to download the live replay video online.

II. Use Scenarios

Scenario 1: Live Stream Management - Live Stream Details - Replay Settings - Download Live Stream Replay Video

Scenario 2: Media Center - Videos - Download Live Stream Replay Video

III. Operation Path

Merchant Side:

1. Management Console - Live Stream Management - Live Stream Details - Replay Settings - Download Live Stream Replay Video - A pop - up window appears - Download online via browser - Start transcoding - Download the video

2. Management Console - Media Center - Videos - Download Live Stream Replay Video - Download Live Stream Replay Video - A pop - up window appears - Download online via browser - Start transcoding - Download the video

11.png

IV. Usage Tutorial

Step 1:Click the 'Download' button for the live stream replay video on the management console - A pop - up window appears.

1. Management Console - Live Stream Management - Live Stream Details - Replay Settings - Click 'Download'

Management Console - Media Center - Videos - Live Stream Replay Video - Click 'Download'

16994336502283.png

16994351683216.png

2. A pop - up window guiding you to download the live stream video appears.

image.png

3. Click 'Download online via browser';

16994352299694.png

Step 2:Transcode the video

Click 'Start transcoding' in the pop - up window - The background starts processing the video
- Wait for the transcoding to succeed;

image.png

Step 3:Download the video

After the transcoding is successful, click 'Download now' in the pop - up window - The browser starts downloading the replay video.

image.png

Copyright protection

Copyright protection

Where can I set up the marquee?



Enter the store management console, click [Store - Copyright Protection], and find [Anti-screen Recording Watermark] in [Content Protection] for settings.

image.png

What anti-theft configurations does elink currently offer?



Currently, elink has implemented relevant anti-theft measures for related images, texts, audios, and videos. E-books, live streams, etc. For example, preventing text copying in images and audios; using anti-screen recording watermarks for videos and live courses; setting viewing restrictions for audio, video, and live courses; and adding watermarks to live courses.

image.png

Attached are relevant functions for content security and anti-theft:

https://helpcenter.xiaoe-tech.com/#/problem/detail?document_id=d_597aeabf38294_UnHeArEW

User Guide for Enhanced Protection Function of Video Courses



Function Description: After enabling risk control and uploading video materials, the video courses referenced by the video materials can only be viewed on the App. Combined with intelligent material encryption technology, it effectively prevents multi-channel course piracy. Risk prevention and control video materials can only be used in video courses and are not currently supported for other types except video courses, such as live replay, screen-recorded live broadcasts, and rich text videos.

mtY4odg1nJewmdu5mzm2oa_814291_kqmhkdydwe4g84bo_1725852558

Implementation Method:

By privately encrypting the video file, it can only be decrypted and played through the elink player on the App, effectively preventing course piracy caused by the leakage of video links.

Terminal Restrictions:

Since the front-end code of web pages and Mini Programs is relatively easy to be decompiled, effective private encrypted playback cannot be achieved on web pages and Mini Programs. Therefore, enhanced protection restricts the playback terminals. Currently, only the "elink Student Edition App" can be used for playback. Even if other terminals enter the relevant course page, only a screen guiding users to watch on the "elink Student Edition App" will be displayed, effectively preventing illegal elements from pirating courses through other terminals.

Function Restrictions:

Since enhanced protection encrypts the playback link itself, it protects against illegal elements obtaining the original video playback link and directly pirating courses (the main piracy path currently discovered). Screen recording prevention on the App can be enabled on the B-side. However, if illegal elements record the screen through other physical means (including but not limited to physical screen recording with a camera, physical screen recording with a video capture card, and recording the PC screen by installing an emulator on the PC), enhanced protection alone cannot provide protection. To combat such course piracy, it is recommended to enable the marquee and watermark functions, trace the source of piracy, and resort to legal means to protect relevant rights and interests.

I. Video Upload

After purchase, you can upload videos with enhanced prevention and control through the following channels:

1. Upload in store settings: On the [Homepage], find [Copyright Protection] under [Store Settings] in the left navigation bar, and then find [Enhanced Protection] to upload videos with enhanced protection.

2. Upload in the material center: Enter [Courses] - [Content Management] - [Videos] to upload.

mtY4odg1njewmdu5mzm2oa_986454_u8oqnav2ahplvqsp_1725854098

3. Upload within a course: Add a video within a course to upload a video with enhanced protection.

mtY4odg1njewmdu5mzm2oa_272895_rjza2jxkicleca7j_1725865587

4. Upload within a community course: Add a video within a community course to upload a video with enhanced protection.

mtY4odg1njewmdu5mzm2oa_166692_3zv5e4aoq8rpfsim_1725866477

II. Video Addition

After uploading, you can add videos with enhanced protection to community courses, courses, or video courses.

mtY4odg1njewmdu5mzm2oa_517565_te7dakeb9nklwxn3_1725867618

III. Student Viewing

Videos with [Enhanced Protection] need to guide students to watch on the APP.

1. They cannot be displayed normally when viewed on other terminals.

mty4odg1njewmdu5mzm2oa_433642_nr7neufc0efm8ugu_1726107520

mty4odg1njewmdu5mzm2oa_728511_tqyywoprepg2bcaz_1726107535

2. They cannot be viewed normally when illegally downloaded.

Content security and anti-theft



I. Overview of Content Anti-theft

In addition to the regular anti-theft functions such as scrolling text and fixed watermarks, elink also provides protection for course content and course links, covering audio courses, video courses, and live courses. It maximally ensures that the original content of merchants is not leaked or misappropriated.

1.png

1. What does the anti-theft function refer to?

The purpose of the anti-theft function is to make it difficult for misappropriators to steal the audio, video, and live content of courses. Even if the content is stolen, it can help the copyright owner quickly find the students who stole the courses, which can be used as evidence for subsequent rights protection.

2. How to achieve content anti-theft?

By enabling the scrolling text, restricting the playback terminals, etc., the scrolling text will be displayed on the playback page, and the playback terminals will be restricted to prevent content theft.

II. Function Introduction and Operation Instructions

1. Anti-screen recording scrolling text

•Introduction: The anti-screen recording scrolling text displays copyright notices, student usernames, and student ID information on the course screen to prevent the course from being screen-recorded or misappropriated, greatly increasing the cost of piracy. At the same time, it can quickly track the information of pirates for subsequent rights protection.

•Operation instructions: Merchants can enable the anti-screen recording scrolling text settings on the course details page and select the style of the anti-screen recording scrolling text. After enabling, it will be displayed on the course screen throughout the playback.

[Tutorial on setting the anti-screen recording scrolling text](#)

2. Fixed watermark

• Introduction: Set a fixed watermark for live courses. It will always be displayed above the course during the live broadcast, highlighting the brand features. Enable the watermark for e-books and exams, and the username and user ID will be displayed when students view the

courses.

- Operation instructions: Merchants can enable the live watermark in the general settings of live courses and select the watermark image, position, size, and transparency. After enabling, it will be displayed on the course screen throughout the playback. Enable the watermark protection on the details page of e-books or exams.

3. Anti-text copying

- Introduction: The anti-text copying function mainly restricts the copying, zooming, and saving of text and pictures in the course details.
- Operation instructions: Merchants can enable the anti-text copying function on the course details page of graphic, audio, and video courses.

4. Playback terminal restriction

- Introduction: Restrict the playback terminals of courses. Enable the 'Restrict course viewing on the PC store', and audio, video, and live courses cannot be played in the PC store. Enable the 'Only viewable on the APP', and video and live courses (including replays) can only be played on the elink APP.
- Operation instructions: Merchants can click to enable the 'Restrict course viewing on the PC store' in [Store - Copyright Protection]. When students enter the details page of audio, video, and live courses on the PC store and click to play, a prompt indicating that the course cannot be played will be displayed.

Merchants can restrict courses to be viewed only on the App or Mini Program in [Store - Copyright Protection - Terminal Restriction]Viewing(Supports elink Mini Program and eLive Mini Program). The course cannot be played on WeChat H5 or web pages.

2.png

5. Playback domain anti-hotlinking

- Introduction: Playback domain anti-hotlinking means restricting the playback domain. When clicking to play a video, the system will verify the domain name of the video link. Videos from non-designated domains cannot be played.
- Operation instructions: Merchants can enable the protection in [Store - Copyright Protection - Domain Restriction]. Note that if this function is enabled, the video casting function will not be available.

6. Content encryption

- Introduction: elink's self-developed private content encryption technology encrypts and protects course content.
- Operation instructions: This encryption is a technical-level protection capability, and there are no specific function settings.

For original content, it is recommended to complete copyright registration in advance to better protect intellectual property rights.

If you have any questions about content anti-theft, please contact elink customer service. There will be on-duty operators available every day to help you solve the problems in a timely manner.