

NVMS

User Manual



Contents

1	Introduction.....	1
1.1	Introduction	1
1.1.1	Summary	1
1.1.2	Software Architecture	1
1.2	System Components	2
1.2.1	System.....	2
1.2.2	Front-end Access.....	2
1.2.3	Background Monitor.....	2
1.2.4	Control Center.....	3
1.3	Version.....	3
2	Configuration Requirement	4
2.1	Software and Hardware Configuration Requirement	4
2.1.1	S&H Config Requirement for Control Center	4
2.1.2	S&H Config Requirement for Backgrounding Monitor	4
2.2	Requirement for Firewall.....	5
2.3	Confirm Installation Environment	5
3	Install and Uninstall the Software	7
3.1	Install the software.....	7
3.1.1	Install MySQL	7
3.1.2	Install Server	9
3.1.3	Install Client.....	11
3.2	Uninstall Software	12
4	Login	13
4.1	Run Servers.....	13
4.2	Login.....	13
4.3	Main Menu Interface Introduction.....	14
5	Device Management.....	17
5.1	Add Encoding Device.....	17
5.1.1	Quickly Add.....	17
5.1.2	Manually Add.....	17
5.1.3	Initiatively Report	18
5.2	Modify or Delete Device	19
5.3	Device Upgrade	19
5.4	Device Setting.....	20
5.5	Area Setting	20
5.6	Channel Group Setting	21
5.7	Add Media Transfer Server	21
5.8	Add Storage Server.....	22
6	Live View.....	23
6.1	Live View.....	23
6.1.1	View Mode Setting	24
6.1.2	Monitoring Point View.....	24
6.1.3	Channel Group View.....	25
6.1.4	Plan View	26
6.2	View Control.....	27
6.3	Snapshot.....	28

6.3.1	Snapshot.....	28
6.3.2	Snapshot Setting.....	29
6.4	Multi-Screen View.....	29
6.5	Talkback.....	30
6.6	PTZ Control.....	30
7	Record & Playback.....	31
7.1	Record Configuration.....	31
7.1.1	Manual Recording.....	31
7.1.2	Schedule Recording.....	31
7.1.3	Alarm Linkage Recording.....	32
7.2	Record Playback.....	32
7.2.1	Instant Playback.....	34
7.2.2	Synchronous Playback.....	35
7.2.3	Asynchronous Playback.....	35
7.2.4	Playback by Time Slice.....	35
7.2.5	Playback by Event.....	37
7.2.6	Playback by Tag.....	37
7.3	Backup.....	38
7.4	Search Picture.....	38
8	Alarm Management.....	40
8.1	Alarm Server Configuration.....	40
8.1.1	View Alarm Server Status.....	40
8.1.2	Alarm Configuration.....	40
8.1.3	Alarm View.....	41
8.1.4	Alarm Log.....	42
8.2	Alarm System.....	43
8.2.1	Add Alarm Host.....	43
8.2.2	Subsystem Setting.....	44
8.2.3	Zone.....	44
8.2.4	Alarm Linkage.....	44
9	E-Map.....	45
9.1	E-Map Settings.....	45
9.1.1	Create E-Map.....	45
9.1.2	Add Hotspot.....	45
9.1.3	E-Map Monitoring.....	45
10	TV Wall.....	47
10.1	Add TV Wall Server.....	47
10.2	Add Decoder.....	47
10.2.1	Create and Connect Decoder.....	47
10.3	TV Wall Management.....	48
10.3.1	TV Wall Settings.....	48
10.3.2	TV Wall View.....	52
10.3.3	Decoder Input.....	58
10.3.4	Playback.....	58
10.3.5	Task Setting of TV Wall.....	60
10.3.6	TV Wall System Setting.....	61
11	Account and Permission.....	62
11.1	Create Account.....	62
11.2	User Permission Settings.....	62

12	Operation and Maintenance Management	64
12.1	Check and Export Log	64
12.2	Backup and Restore Configuration	64
12.3	Viewing Online Status	64
12.4	Viewing Status Log	65
13	Local Configuration	66
13.1	Record and Snapshot Setting	66
13.2	System Startup and Maintenance	66
13.3	Overload Settings	67
13.4	Alarm View Settings	67
13.5	Audio Uploading	67
14	Intelligent Management	68
14.1	Face Surveillance	68
14.1.1	Object Library	68
14.1.2	Task Management	71
14.1.3	Real-Time View	72
14.1.4	Search	74
14.1.5	Search Image by Image	75
14.1.6	Configuration	76
14.1.7	Face Detection Algorithm Setting	77
14.1.8	Face Recognition Terminal Access and Configuration	78
14.2	Face Greeting	82
14.3	Face Attendance	84
14.4	People Counting	86
14.4.1	Task Management	86
14.4.2	Real-time Statistics	86
14.4.3	Summary Statistics	86
14.4.4	Historical Statistics	87
14.5	Access Control Management	88
14.5.1	Remotely Open the Door	88
14.5.2	Alarm Linkage	89
14.5.3	Log Query	89
14.5.4	E-Map ACS	89
14.6	Attendance Management	90
14.6.1	Alarm Linkage	90
14.6.2	Log Query	91
15	Parking Lot Management	92
15.1	System Settings	92
15.2	Vehicle Management	93
15.3	Vehicle Monitoring	94
15.4	Search	95
15.5	Parking Overstaying	95
15.6	Backlist Vehicle	96
16	Web Client	98
16.1	Operating Environment of Web Client	98
16.2	Start IE Client	98
17	Mobile APP Surveillance	100
17.1	Live	101
17.2	Remote Playback	102

17.3 Alarm Information.....	103
18 Troubleshooting.....	104

1 Introduction

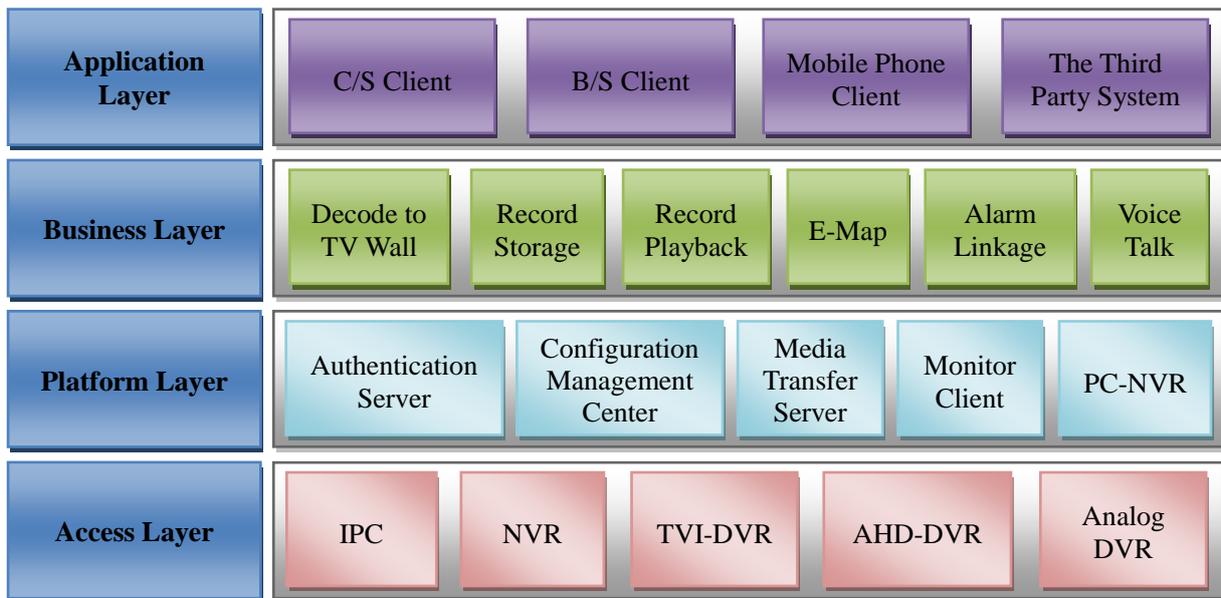
1.1 Introduction

1.1.1 Summary

NVMS Enterprise is a newly integrated security management platform released by our company, seamless access to all products of our products and encoding devices of the famous manufacturers in the industry (like Hikvision, Dahua, etc.). With the powerful capability of video surveillance management, real-time preview, record storage, record playback, record download, alarm linkage, decoding on TV Wall, keyboard control, vehicle entrance and exit management as well as intelligent analytics are supported. Moreover, multi-subsystem of the third party in the security surveillance industry can be accessed to this platform, such as alarm system, access control system, dynamic environment monitoring system, visual talk-back system, one-key alarm system, e-fence and so on. Additionally, due to its open system architecture, its SDK/OCX can be provided to the third party for secondary development. Therefore, NVMS Enterprise can meet the client's demands of centralized multi-subsystem management and multi-business convergence and can be widely used in the video surveillance of industrial park, education, banking, chain stores and buildings.

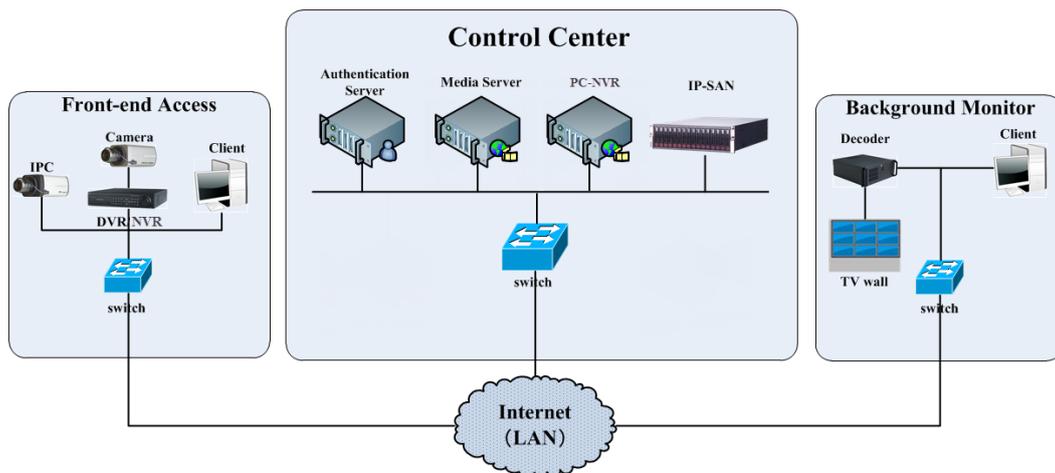


1.1.2 Software Architecture



1.2 System Components

1.2.1 System



1.2.2 Front-end Access

- Front-end devices include IPC, DVR and NVR.
- You need to connect monitor devices such as IPC, DVR and NVR to internet through hubs or routers accessed by Cat5 or Cat5e cables (less than 100 meters) or optical fiber.
- Run monitor client through local PC to configure the local video monitor, monitor devices and so on.

1.2.3 Background Monitor

- Background monitors include TV Wall Client, Configuration Management Center and Monitor Client.
- You can setup the real-time image of display devices, these display devices including TV-Wall (decoding images to show on the TV-Wall through video decoder), digital display screen and so on.
- Run monitor client through local PC to view, playback and remotely configure and manage the real-time video of front-end monitor devices.

1.2.4 Control Center

- In the control center, configure servers including authentication server and media transfer server to realize various service, such as, device authentication(including Web), video transmission, image storage, alarm handling, etc.
- In the control center, add IP-SAN storage array to realize centralized storage.
- In the control center, connect servers and IP-SAN storage array to internet through switches.
- We take the following IP addresses for example in this manual. (Please set up IP addresses in accordance with the actual situation) :

No.	Server	Function	IP Address
1	Authentication server	Authenticate devices (including Web)	192.168.50.3
2	Media transfer server	Transfer images	192.168.50.4
3	Storage Server PC-NVR	Store videos	192.168.50.5
4	Storage Server IP-SAN	Store videos	192.168.50.6

Note: If servers are installed in the same PC, these servers shall have the same IP address.

1.3 Version

Version	Signal access on trial	Average signal access	Max signal access
NVMS v2.1	32 channels video signals	300-400 channels video signals	30000-ch video signals

2 Configuration Requirement

2.1 Software and Hardware Configuration Requirement

2.1.1 S&H Config Requirement for Control Center

No.	NVMS components	Recommendation for hardware configuration	Recommendation for software configuration	Number
1	Authentication Server (including Web Server/Alarm Server/E-Map Server)	Inter(R) Core(TM)i3 3.40GHz or above/4GBMemory/500GB SATA/2×1000M NICs	Windows Server 2016-64bit /Windows Server 2012-64bit /Windows Server 2008(32bit\64bit) /Windows Server 2003(32bit\64bit)	1
2	Intelligent Server	Inter(R) Core(TM)i5 7500 3.0GHz or above/ 4GBMemory/500GB SATA/2×1000M NICs	Windows Server 2016-64bit /Windows Server 2012-64bit /Windows Server 2008(32bit\64bit) /Windows Server 2003(32bit\64bit)	As needed
3	Media Server	Inter(R) Core(TM)i3 3.40GHz or above/4GBMemory/500GB SATA/2×1000M NICs	Windows Server 2016-64bit /Windows Server 2012-64bit /Windows Server 2008(32bit\64bit) /Windows Server 2003(32bit\64bit)	It depends on the video format and the number of channel viewing simultaneously
4	Storage Server	Inter(R) Core(TM)i3 3.40GHz or above/4GBMemory/500GB SATA/2×1000M NICs	Windows Server 2016-64bit /Windows Server 2012-64bit /Windows Server 2008(32bit\64bit) /Windows Server 2003(32bit\64bit)	It depends on the video format and the number of channel viewing simultaneously
5	HDD	Capacity:500GB/1TB/2TB/3TB	—	It depends on the stream, channel and time of the storage video
6	IP-SAN	Supports 16/24 SATAs	—	It depends on the number of the HDD

Tips:

Configuration of face detection/recognition cameras: It is recommended to set the default capture mode to “Security Monitoring” or self-define the snapshot interval to more than 1 second. The number of the captured face pictures of all added face detection or recognition cameras uploaded to the platform cannot exceed 1000 pictures per minute.

2.1.2 S&H Config Requirement for Backgrounding Monitor

No.	NVMS components	Recommendation for hardware configuration	Recommendation for software configuration	Number
1	Monitor Client	Inter(R) Core(TM)i3 3.40GHz or above/4GB DDR3/NV GT430 or AMD HD 6570 or above, above 512MB GDDR5 Memory (multi-screen : 1GB GDDR5 memory) /500GB SATA/100M NIC	Windows 7 SP1 32bit/64bit Professional/Ultimate Windows 8 32bit/64bit Professional Windows 10 32bit/64bit Professional	As required by user

The recommended 64-bit hardware configurations are as follows.

No.	NVMS components	Recommendation for hardware configuration	Recommendation for software configuration	Number
1	Monitor Client-64bit	Inter(R) Core(TM)i5-64002.70GHz or above /16GB DDR3/Intel HD Graphics 530 2GB or above/ NVIDIA GeForce GTX 1060 6GB or above , (multi-screen : 2GB GDDR5memory) /500GB SATA/Gigabit NIC	Windows 7 SP1 64bit Professional/Ultimate Windows 8 64bit Professional Windows 10 64bit Professional	As required by user

2.2 Requirement for Firewall

In order to ensure the network security, it is necessary for the system to setup firewall. All monitor ports shall be opened in the installed servers. The open ports are as follows:

Server	Port Type	Port
Authentication Server	Internal Port	6003
Http Server	Service Port	8088
Media Transfer Server	Internal Port	6006
	Auto Report Port	2009
Storage Server (PC-NVR/IP-SAN)	Internal Port	6009
Configuration Server	Internal Port	7002
Alarm Server	Internal Port	6033
TV Wall Server	Internal Port	6036
Access Server	Internal Port	6013
Intelligent Server	Internal Port	6069

Note: The above-mentioned ports are the default internal ports of servers. If all these ports are modified, these open ports shall be modified accordingly in the firewall configuration.

2.3 Confirm Installation Environment

Item	Checkup Standard
Hardware	Check whether the hardware meets the standard required. (including CPU, memory, HDD, etc.)
Software	Check whether the software meets the standard required (including the type and version of the operation system, NVMS version, etc.)
Front-end device	Check whether the device access is normal.
Firewall setup	Check whether those open ports of firewall meet the standard required.
Network	Check whether the networks of front-end devices and center equipments are normal.
TCP/IP config	Check whether the settings of IP address, subnet mask, gateway and DNS correct.

3 Install and Uninstall the Software

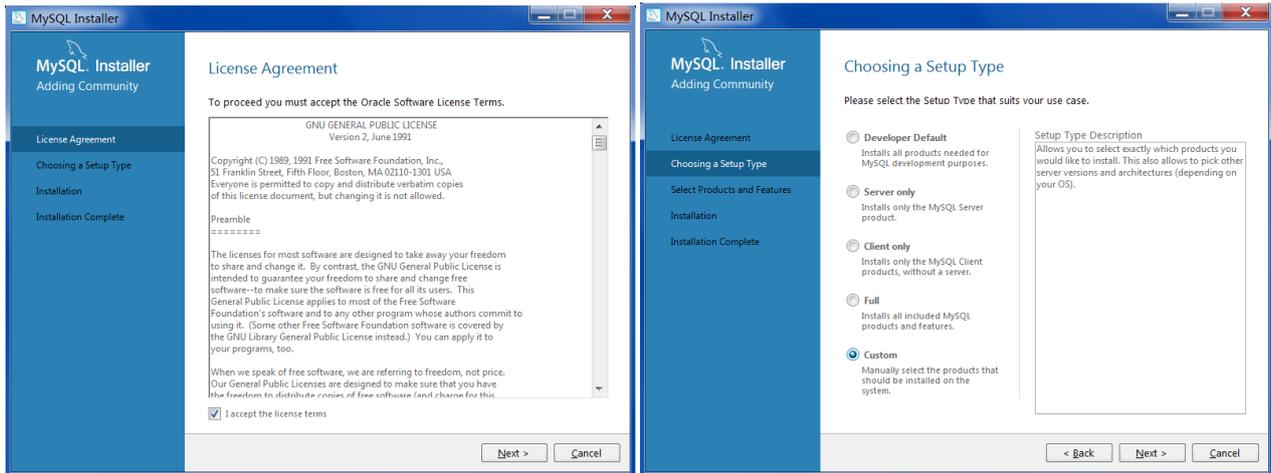
3.1 Install the software

There are three setups-setup of MySQL, Server and Client.

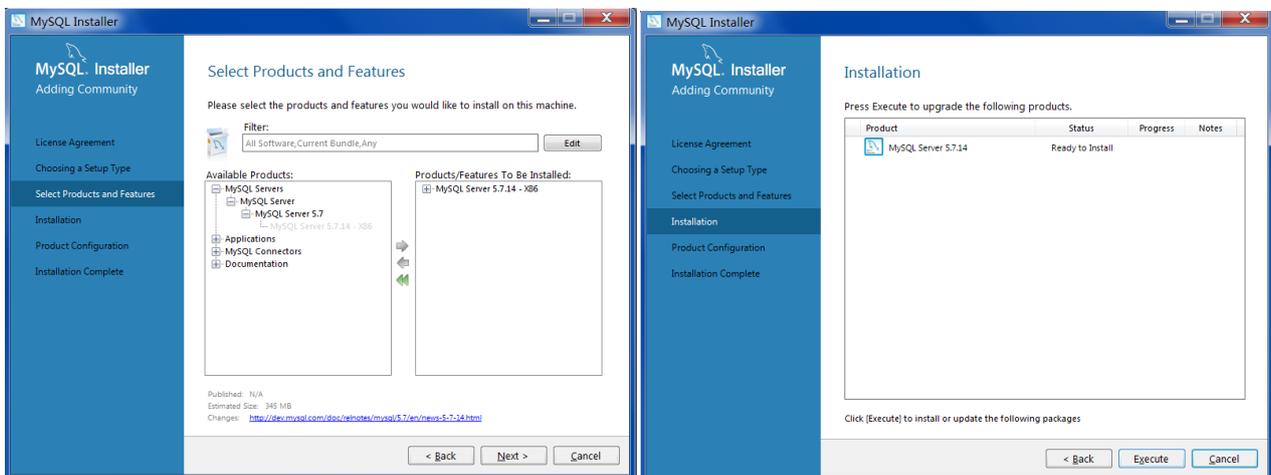
3.1.1 Install MySQL

Double click MySQL.exe to install.

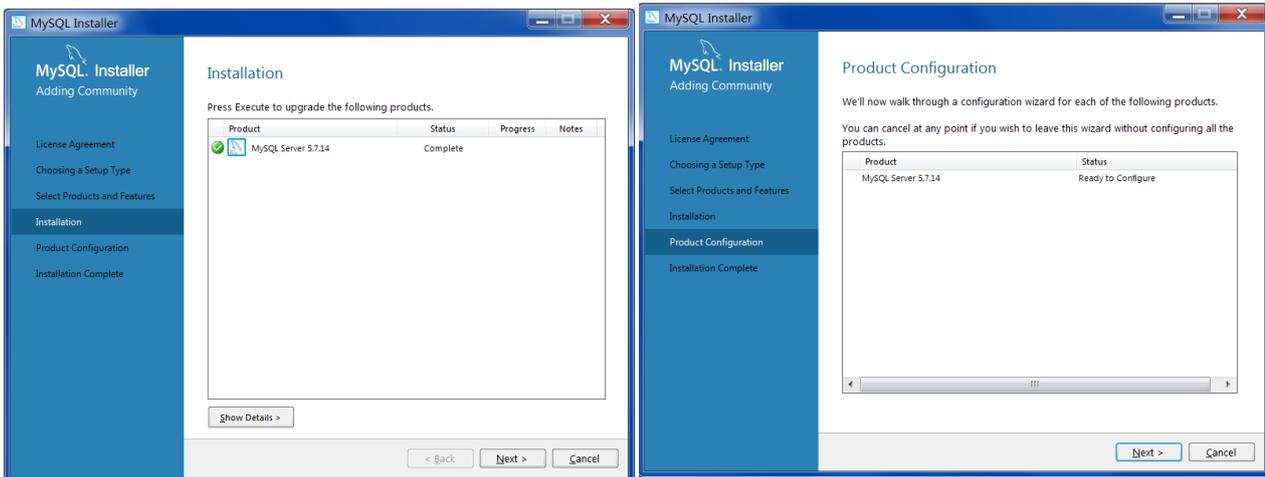
- 1) Select “I accept the license terms”, Click [Next], select “Custom” and then click [Next];



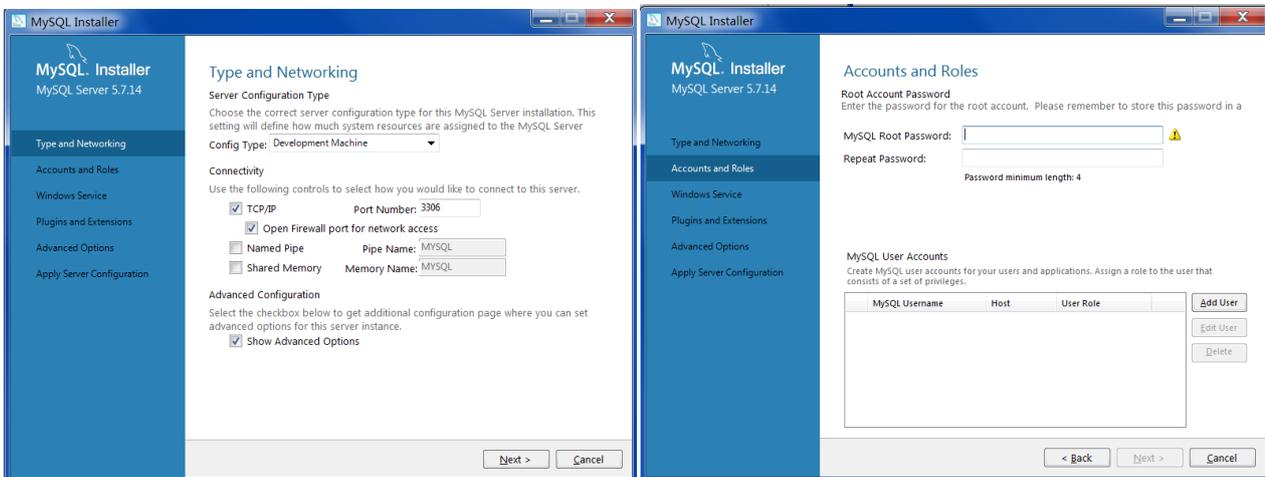
- 2) Select MySQL Servers, unfold it and select “MySQL Server 5.7”. Click  to add it. Then click [Next]→[Execute];



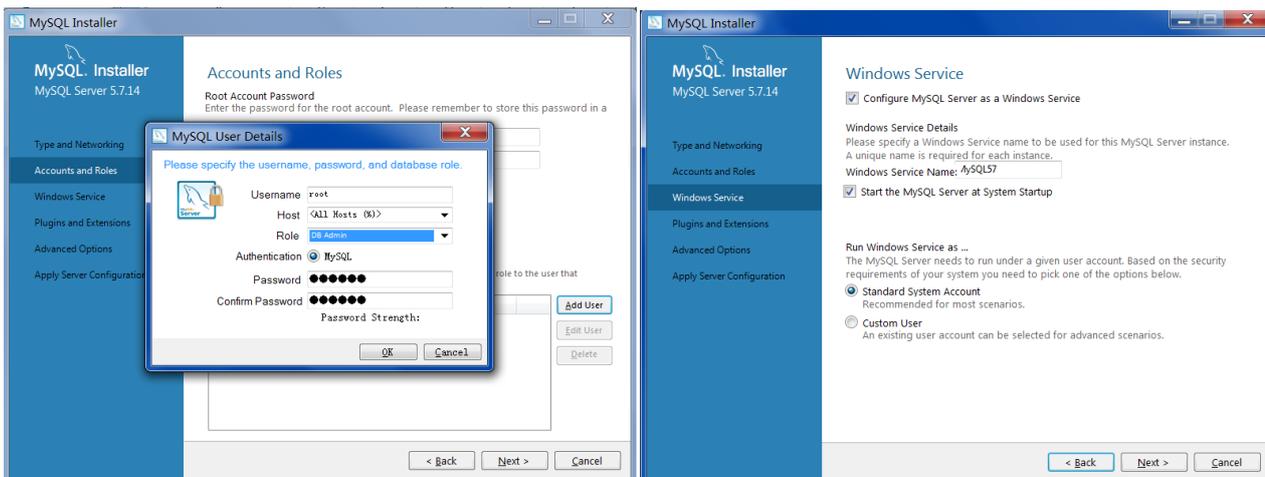
- 3) Click [Next]→[Next], as shown below.



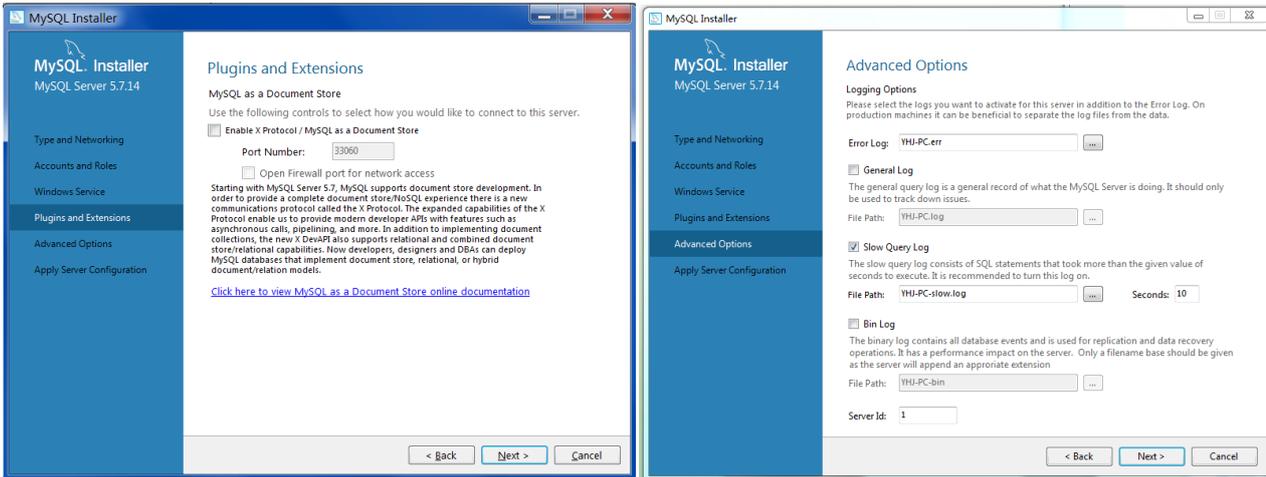
- 4) Check “TCP/IP”, “Open Firewall port for network access” and “Show Advanced Options” as shown below. Then enter MySQL Root Password, a minimum of 4 letters.



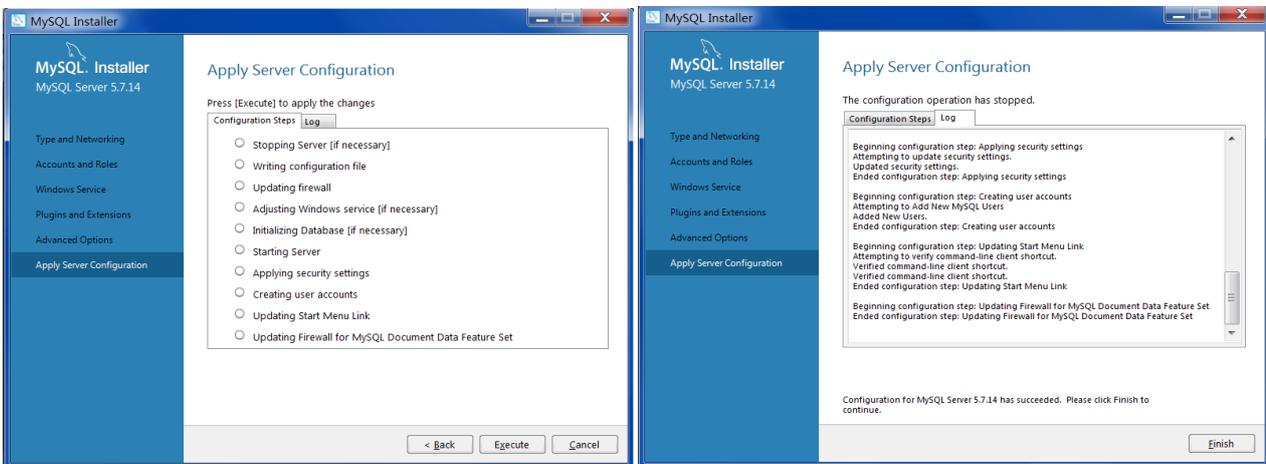
- 5) Click [Add User] to set username and password. To avoid forgetting, please enter “root” and the above password. Then click [OK]→[Next];



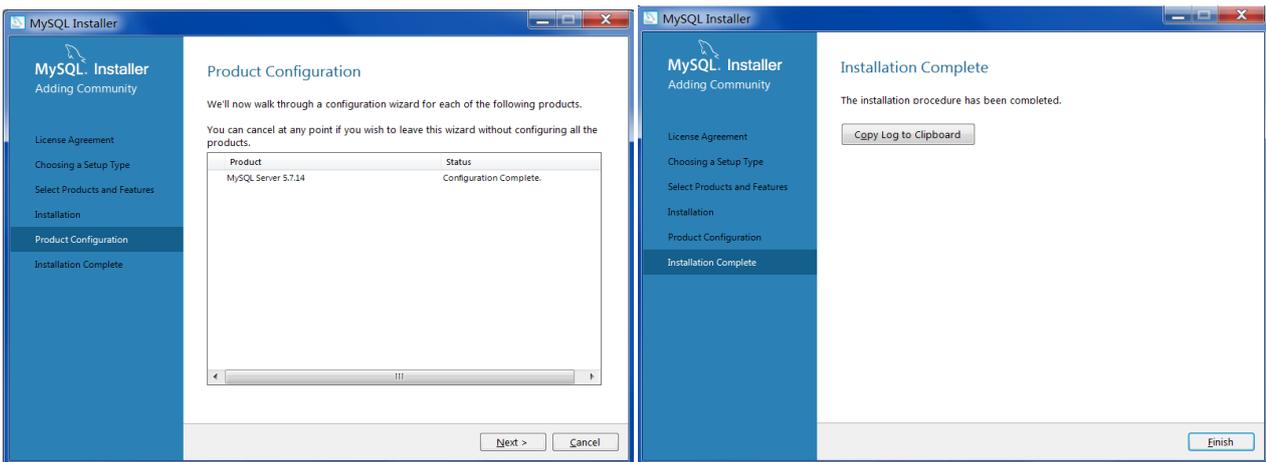
- 6) Click [Next] to go to “Advanced Options” interface. Please set according to the following picture. Then Click [Next];



7) Click [Execute]→[Finish];

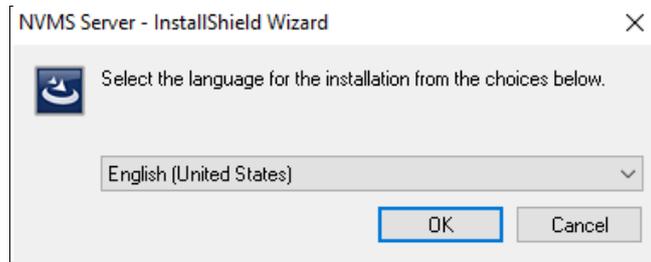


8) Click [Next]→[Finish].

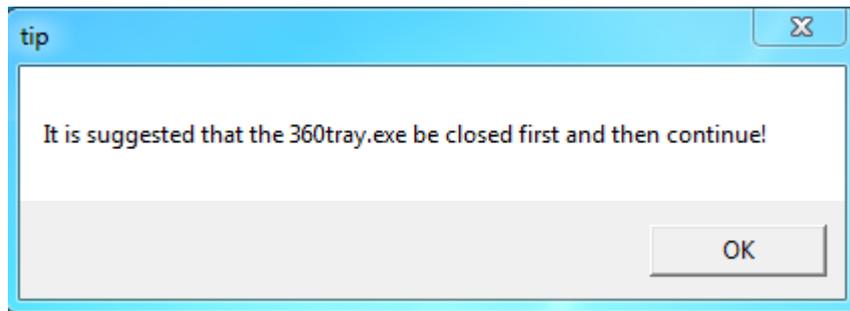


3.1.2 Install Server

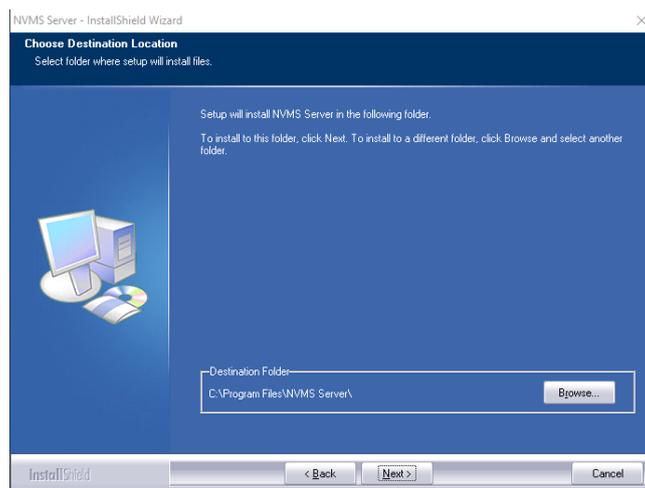
1) Double click “NVMS server.exe”. Select the UI language as needed.



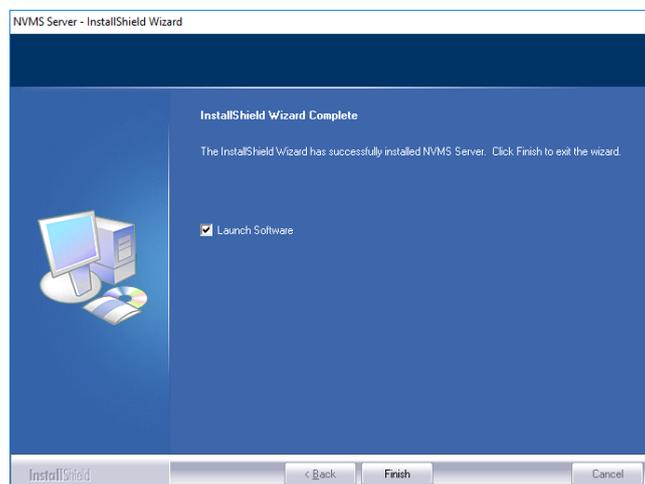
- 2) A tip will pop up to suggest you to close the antivirus software.



- 3) Click [Browse] to select the installation location and then click [Next].

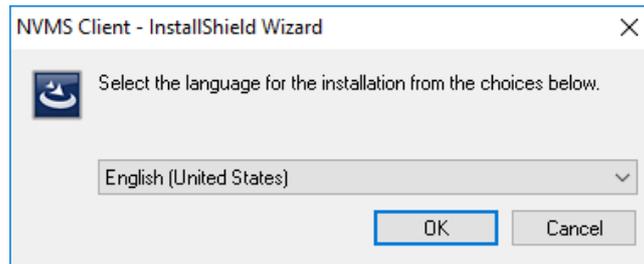


- 4) Check "Launch Software" as needed and then click [Finish]".

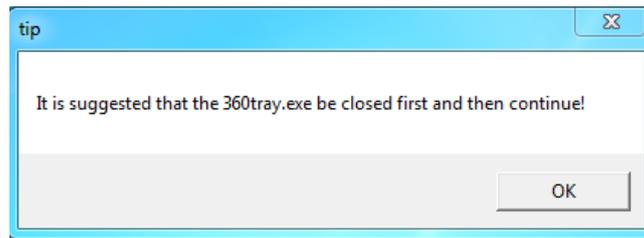


3.1.3 Install Client

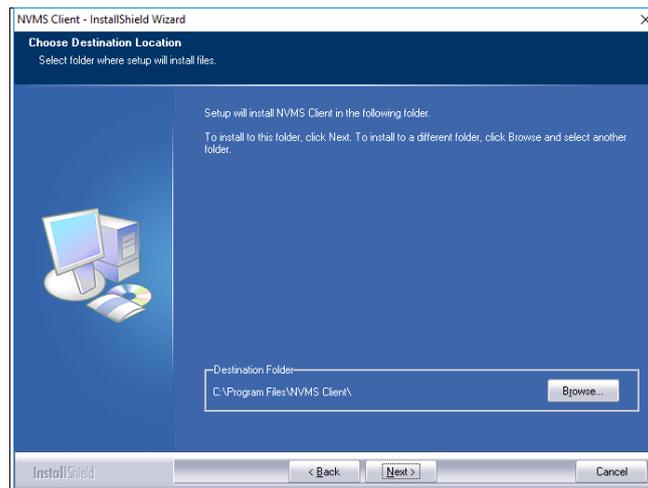
- 1) Double click “NVMS Client setup.exe” and then select the UI language as needed.



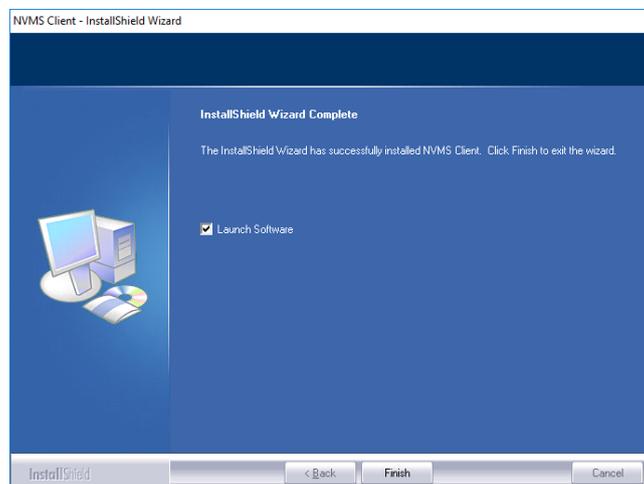
- 2) A tip will pop up to suggest you to close the antivirus software.



- 3) Click [Browse] to select the installation location and then click [Next].



- 4) Check “Launch Software” as needed and then click [Finish]”.

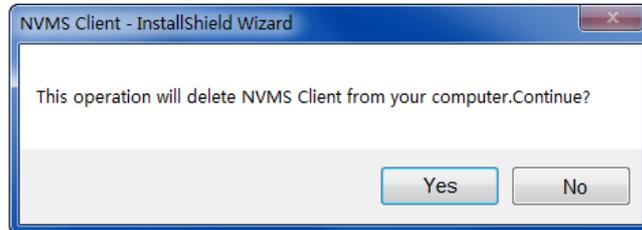


3.2 Uninstall Software

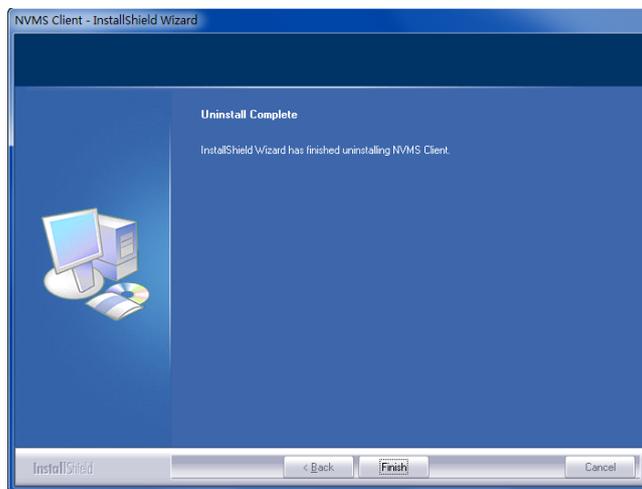
If the new version needs to be installed or there is no need to use this software, this software can be uninstalled. It is strongly recommended to back up the configuration data before installing the new version of NVMS.

The uninstallation steps of the Server are similar to the uninstallation of the client.

Click “Start” → All Programs → NVMS Server → Uninstall to pop up the following wizard. Click “Yes” to confirm.



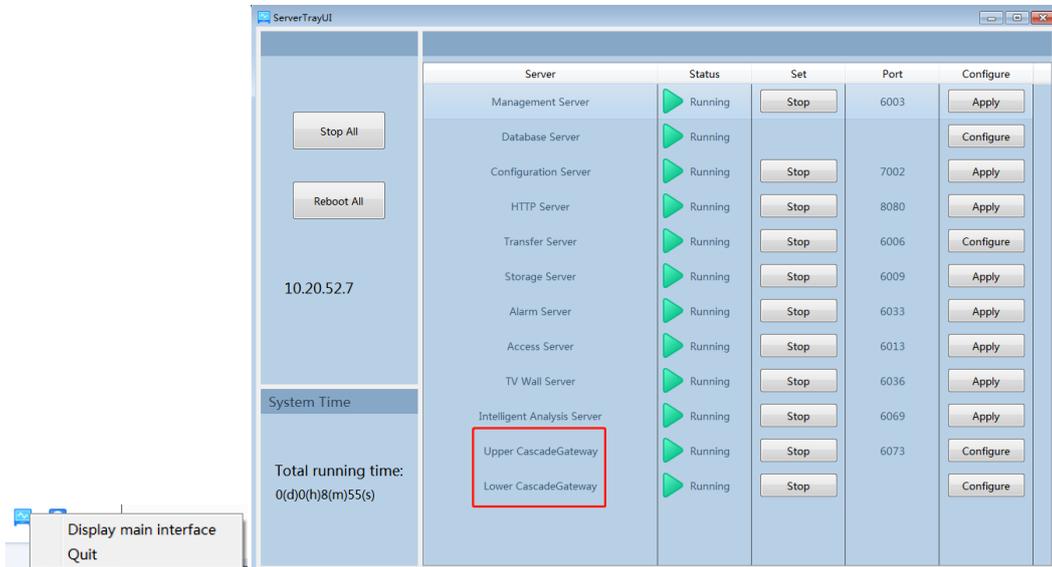
Then click “Finish” button to completely uninstall Authentication Server.



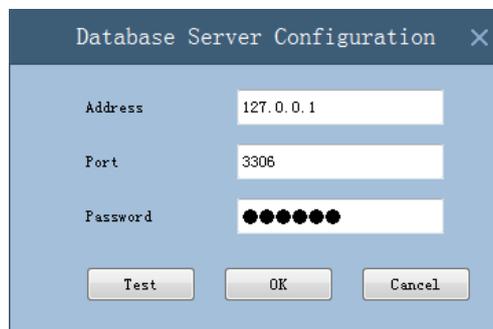
4 Login

4.1 Run Servers

Before logging onto the client, please ensure all servers are working normally. Having been installed successfully for the first time, the server tray will minimize on the taskbar of the computer. Double click the server tray icon to pop up the server tray interface. You can also right click the server tray icon and select “Display main interface to pop up the server tray interface as shown below.



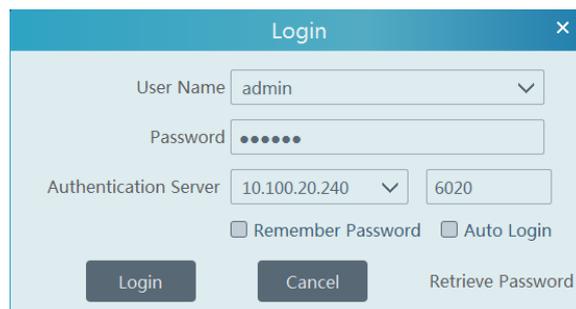
The working status and port can be checked from the server tray. All servers can be stopped and restarted. Additionally, all server ports can be modified as needed. Click the corresponding port number to modify it and the modified port can be saved automatically after you move your mouse to another place. Moreover, database can be configured by clicking [Configure].



Please set up according to the actual network.

4.2 Login

Double click the shortcut icon of “MonitorClient” to run the software as shown below.



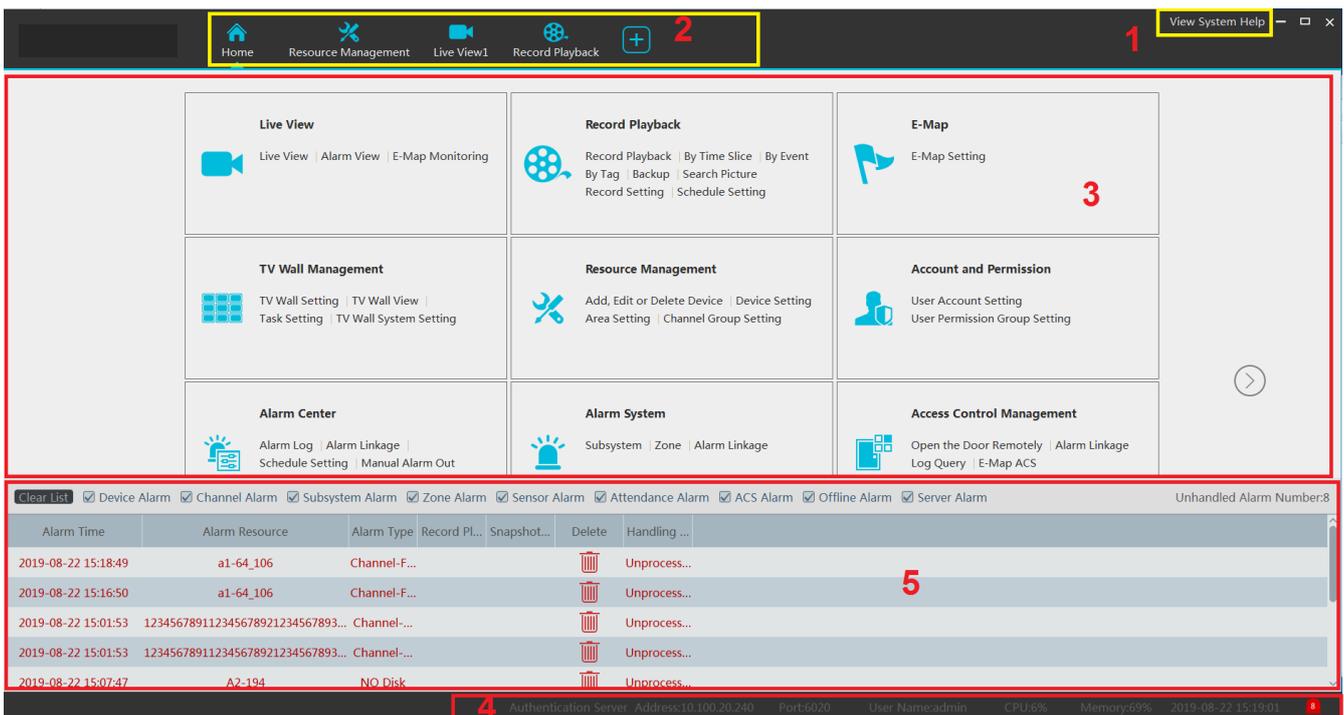
- Enter username and password (the default username is admin; the default password is 123456).

- ② Enter the IP address and port (the default port is 6003) of the authentication server.
Check “Remember Password” or “Auto Login” as needed.
- ③ Click [Login].

If you forget your password, please click “Retrieve Password” to retrieve your original password. Click [Retrieve Password] to get the encrypted password which needs to send to the technical support engineer for obtaining the original password.



4.3 Main Menu Interface Introduction



There are five parts in the main menu interface. The descriptions of each part are as shown below.

Menu Bar

No.	Description	No.	Description
1	Menu Bar	4	Status Bar
2	Tab Bar	5	Alarm Information Bar
3	Functional Areas		

Tab Bar

Menu	Description
View	“Live View”, “Edit live view”, “Change home page”
System	Including “Live View”, “Record Playback”, “E-Map”, “TV Wall Management”, Resource Management”, “Account and Permission”, “Alarm System”, “Alarm Center”, “Access Control Management”, “Face Surveillance”, “Parking Lot Management”, “Face Greeting”, “Face Attendance”, “People Counting”, “Record Management”, “Operation and Maintenance Management”, “Local Management”, “Real-time View”
Help	Including “User Manual”, “Register” and “About NVMS”

Functional area

 : click it to view more menus.

Menu	Description
Live View	To view live images and to record, snapshot and talk, etc.
Record Playback	To remotely play the local records or back up records.
E-Map	To manage and display maps, hot spots, etc.
TV Wall Management	To set TV wall and decoding videos on TV Walls
Resource Management	To add, modify or delete areas, devices or servers.
Account and Permission	To add, modify or delete user account and set permissions for these accounts.
Alarm Center	To set alarm linkage and schedule; To search alarm logs.
Alarm System	To set alarm subsystem, zones and linkage of the alarm server
Access Control Management	To open the door remotely or set alarm linkages or view e-map or search log.
Attendance Management	To set alarm linkage or view logs.
Parking Lot Management	To manage vehicles in the parking lot
Face Surveillance	To recognize, compare or search face.
Face Greeting	To welcome visitors based on face recognition technology
Face Attendance	To help to manage staff attendance based on face recognition technology
People Counting	To monitor and analyze people flow in real time
Operation and Maintenance Management	To search, export and maintain logs.
Local Configuration	To set record path, snapshot path, system startup and maintenance, overload and alarm view.

Other buttons:

Button	Description
	Click it to hide the interface.
	Click it to zoom in or out the interface.
	Click to exit the software.
	Click it to add the live view page.
	When the tab pages exceed the applicable numbers, this icon will display. Click it to view the hidden tabs.

5 Device Management

5.1 Add Encoding Device

In the main menu interface, click “Add, Edit or Delete Device” to go to the following interface as shown below.

Add, Edit or Delete Device												
Device Setting Area Setting Channel Group Setting												
Device Type	Add	Delete	Select Area	Select Transfer Server	Select Storage Server	Batch Upgrade for IPC	Batch Upgrade for ANPR Camera	Search				
Encoding Device (Online/Total number:0/0)	<input type="checkbox"/>	<input type="checkbox"/>										
Decoder (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Alarm Host (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Access Control System (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Cascade Platform (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
LED Display Device (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Intelligent Analysis Server (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Storage Server (Online/Total number:0/0)	<input type="checkbox"/>	<input checked="" type="checkbox"/>										

Click [Add] as shown below.

Add Encoding Device
✕

Quickly Add
Manually Add
Initiatively Report
GB28181 Device
Device Quantity:32
Refresh

<input type="checkbox"/>	Device Name	IP Address	Port	Subnet Mask	Protocol	Version	Device ID	Model
<input type="checkbox"/>	Device Name	10.20.15.82	6036	255.255.0.0	Standard Device	1.3.5	00:18:AE:62:E6:84	TD-3532H8
<input type="checkbox"/>	Device Name	10.20.19.208	6036	255.255.0.0	Standard Device	1.3.4	00:18:AE:8D:92:27	TD-3316B4
<input type="checkbox"/>	IPC	10.20.19.112	9008	255.255.0.0	Standard Device	5.0.1.0	00:18:AE:A7:16:3D	TD-9342M3
<input type="checkbox"/>	IPC	10.20.19.113	9008	255.255.0.0	Standard Device	5.0.1.0	00:18:AE:A7:16:47	TD-9342M3
<input type="checkbox"/>	IPC	10.20.23.18	9008	255.255.0.0	Standard Device	5.0.0.0	AA:04:37:04:28:01	TD-M237IM
<input type="checkbox"/>	IPC	10.20.18.9	9008	255.255.0.0	Standard Device	5.0.1.0	00:18:AF:26:82:D3	E2128
<input type="checkbox"/>	08A20	10.20.19.142	9008	255.255.0.0	Standard Device	5.0.1.0	00:18:AE:00:83:2D	IPC
<input type="checkbox"/>	IPC	10.20.23.82	9008	255.255.0.0	Standard Device	5.0.0.0	00:18:AE:12:98:82	TD-8843IM
<input type="checkbox"/>	IPC	10.20.18.190	9008	255.255.0.0	Standard Device	5.0.1.0	00:18:AF:00:80:27	TD-9583F31

Select Transfer Server: Transfer Server

Select Storage Server: Storage Server

Select Area: default area

Automatically Link Area

5.1.1 Quickly Add

Click [Refresh] to quickly search devices in the same local network as shown below. Check the device and allocate the transfer server, storage server, area for it. After that, click [OK].

Note: * The default media transfer server and storage server can be selected when adding devices. Users can also create new media transfer server and storage server in advance (see Add Media Transfer Server and Add Storage Server).

* Area must be set up before adding devices. Click [Add Area] to create an area (See Area Setting).

5.1.2 Manually Add

IP Address/IP Range/Domain Name/URL	Protocol	Port	User Name	Password	Test	Delete
IP Address:0.0.0.0	Standard D...	6036	admin	•••••		

- ① Enter IP address/IP range/domain name/URL, username and password and choose protocol type.
- ② Click [Test] to test whether the device is connected successfully or not.
- ③ Select transfer server, storage server and area and then click [OK].

Devices can be added in batch by adding IP range.

If “URL” is selected, you shall add the device via RTSP protocol. Enter the URL, username and password of the device and then click [Test] to test whether the device is connected successfully or not.

IP Address/IP Range/Domain Name/URL	Protocol	Port	User Name	Password	Test	Delete
URL	RTSP	--				

How to get URL?

Here we take the IPC of our company for example. Log in to the web client of the IPC and then go to “Config”→ “Network”→ “RTSP” interface to configure RTSP.

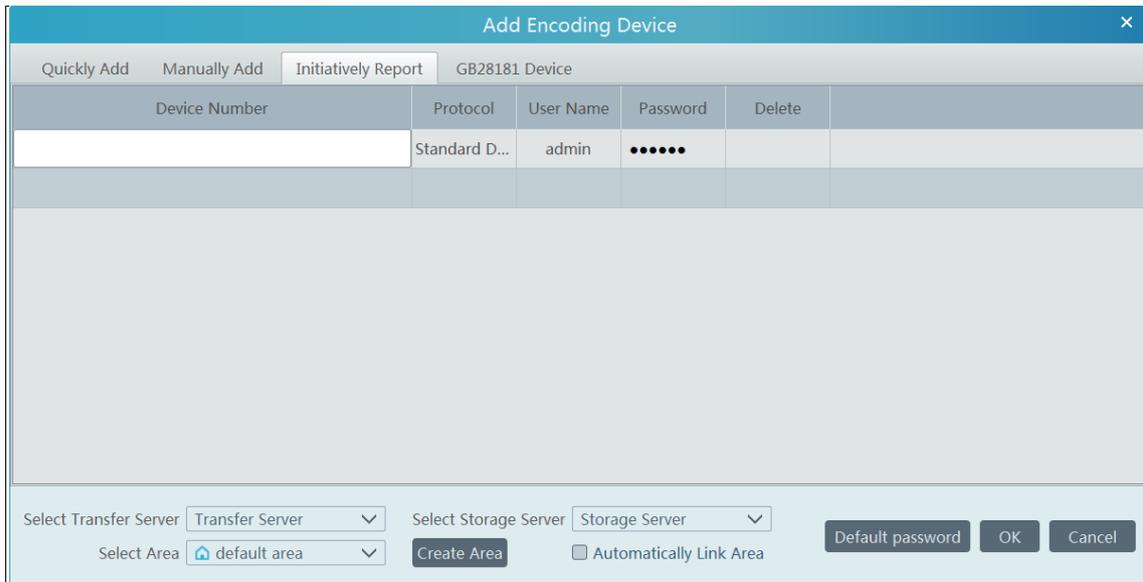
The default RTSP port is 554 and the URL format is “rtsp://IP or domain name:port/profile1”. For example:

rtsp://192.168.1.1:554/profile1. Profile1 stands for main stream; profile2 stands for sub stream; profile3 stands for the third stream.

The URL of the device of other companies, please get the URL from the its web client or the third-party tools (like ODM).

5.1.3 Initiatively Report

Select the “Initiatively Report” Tab to see the following interface.



- ① Enter the device ID set in the DVR/NVR or IP camera and choose the protocol.
 - If the DVR/NVR is needed to add, please go to Network→Platform Access interface of the DVR/NVR. Check “Enable”, enter the IP address and port (default 2009) of the NVMS and then set the device number of the DVR/NVR.
 - If the IP camera is needed to add, please go to Network Configuration→Server Configuration of the IP camera. Check “Do you want IPcamera to connect Server?”, enter the IP address and port (default 2009) of the NVMS and then set the device number of the IP camera.
- ② Select the transfer server, storage server, area and then click [OK].

5.2 Modify or Delete Device

After devices are added successfully, they will be listed as below.

<input type="checkbox"/>	Edit	Device Name	Type	Channel ...	Alarm In ...	Alarm Ou...	IP Address/IP Rang...	Port	Select Area	Select Transfer Se...	Select Storage Se...
<input type="checkbox"/>		IPC	Standard Device	1	1	1	192.168.250.105	9008	Default area	Transfer Server	Storage Server
<input type="checkbox"/>		A3H-ZMP-20-210	Standard Device	1	2	2	192.168.250.210	9008	Default area	Transfer Server	Storage Server
Address/IP Rang...	Port	Select Area	Select Transfer Se...	Select Storage Se...	Online St...	Model	Version	HDD Status	Record St...	Alarm Sta...	Delete
192.168.250.105	9008	Default area	Transfer Server	Storage Server	Online	TD-9523A3-FR	5.0.0.0(1836)				
192.168.250.210	9008	Default area	Transfer Server	Storage Server	Online	IPC	5.0.0.0(1499)				

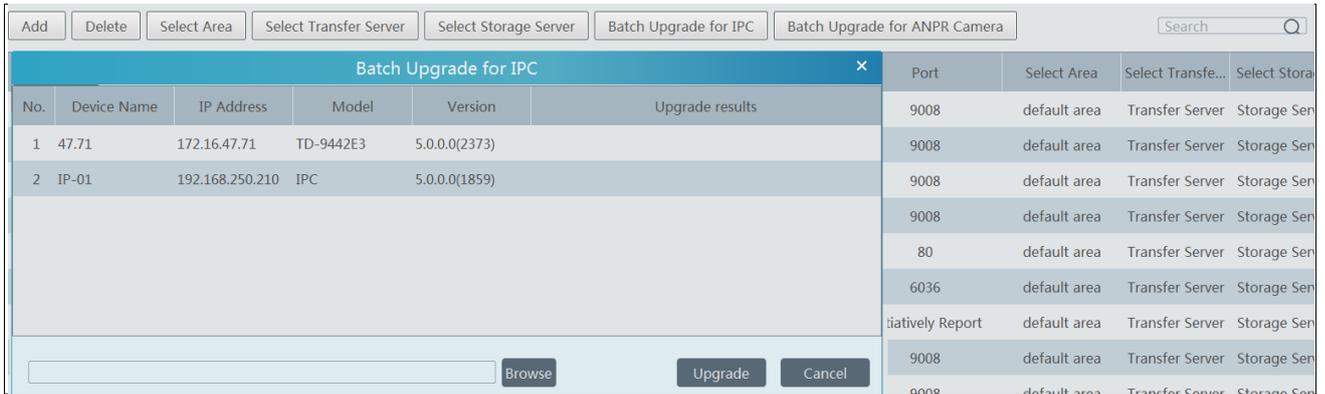
The device channel number, alarm status, online status and record status can be viewed from the above table.

Click to modify the IP address, port and so on.

Click to delete the added device. Check the devices and click [Delete] to delete devices in bulk.

5.3 Device Upgrade

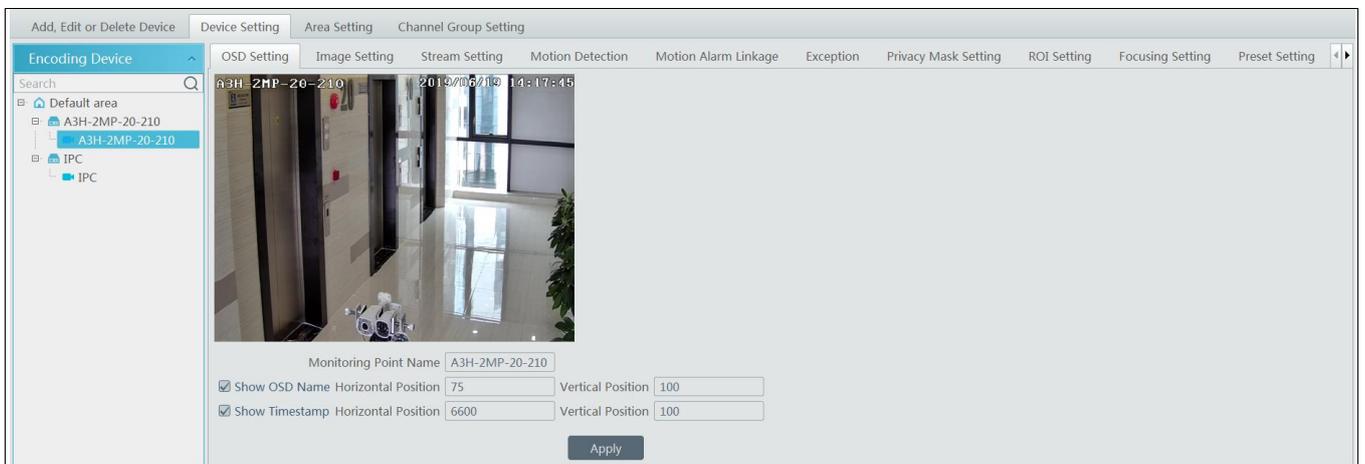
In the “Add, Edit or Delete Device” interface, check the devices you want to upgrade and then click [Batch Upgrade for IPC] to upgrade the firmware of IPC. If you want to upgrade the firmware of ANPR camera, click [Batch Upgrade for ANPR Camera]



Note: When multiple IPCs are upgraded simultaneously, the selected IPCs must be the same series.

5.4 Device Setting

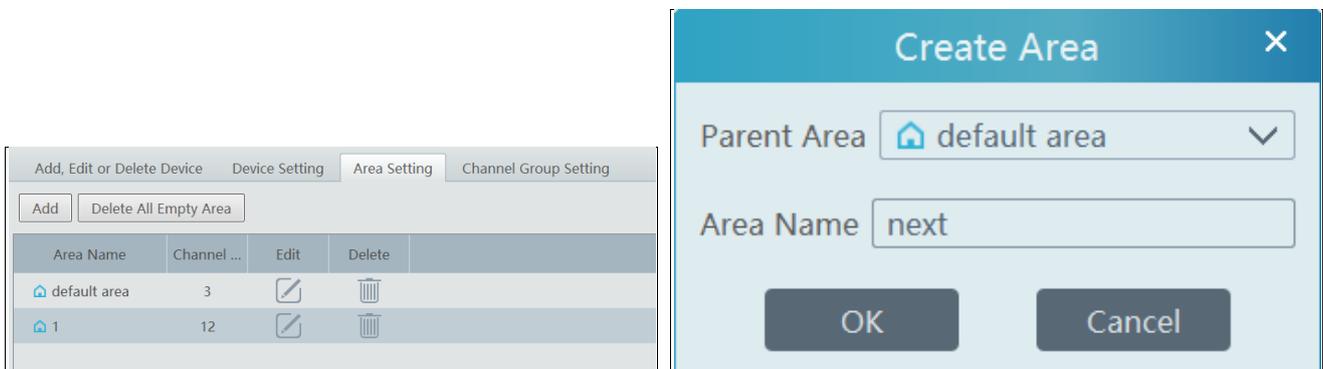
Go to Home → Device Setting interface as shown below. In this interface, the parameters of the device can be set up.



Different devices have different menus. Please configure the device according to the corresponding user manual.

5.5 Area Setting

Go to Home → Area Setting interface as shown below.

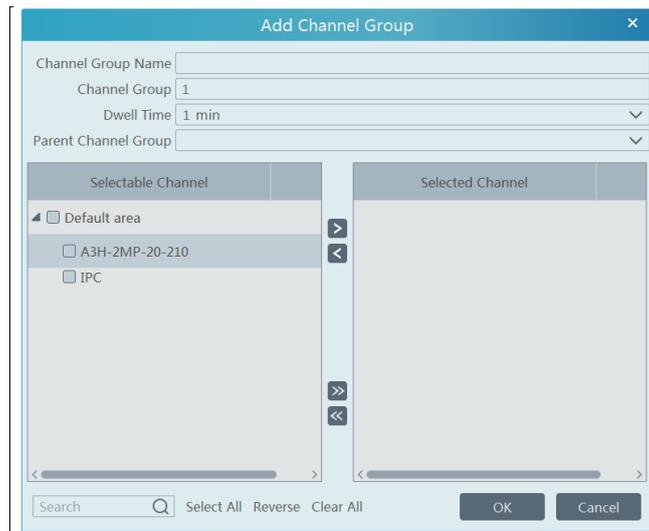


Click [Add] to go to Area adding interface. Enter area name to create parent area. Then click [OK] to save the settings. To create sub area, click [Add], choose the parent area, enter the area name and click [OK].

Click  to modify area; click  to delete area.

5.6 Channel Group Setting

Go to Home → Channel Group Setting interface as shown below.



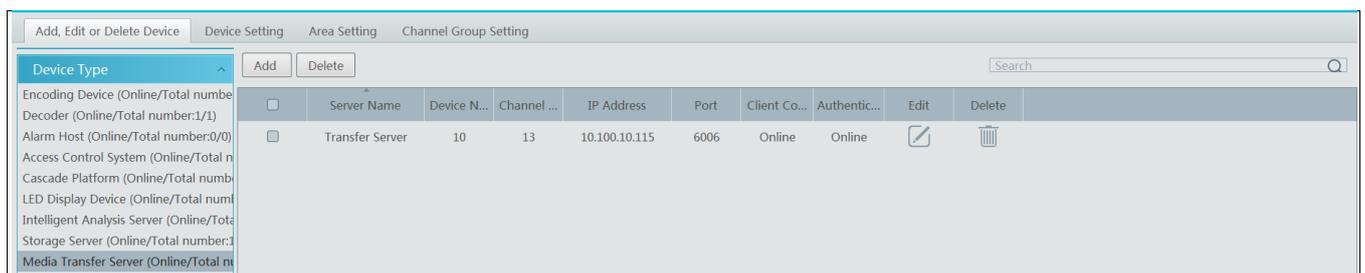
- ① Click [Add].
- ② Enter channel group name, channel group and dwell time.
- ③ Select the parent channel group.
- ④ Add channels to the channel group. Check the desired channels and click to add channels; choose the selected channel and click to remove those channels; Click to add all channels; click to remove all selected channels. You can also enter the key words to search the channels and then select them.
- ⑤ Click [Ok] to save the settings.

Select the added channel group and click to modify the channel; click to delete the channel.

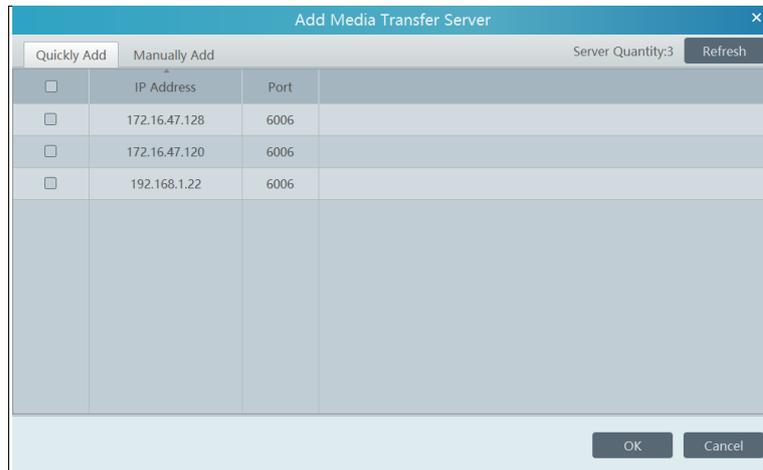
5.7 Add Media Transfer Server

Media transfer server is in charge of the video signal reception of the front-end devices (like IPC) and transfers the signal to the client to view or to the storage server to record. The command of viewing the video of the front-end devices sent by the client or storage server is transferred by the media transfer server to the front-end devices.

Go to Home → Add, Edit or Delete Device → Media Transfer Server.



- Click [Add] to go to media transfer server addition interface. Users can quickly add or manually add media transfer servers.
- Select the “Quickly Add” tab and click [Refresh] to quickly search servers in the same local network. Check the desired servers and click [OK] to save the settings.
- Select the “Manually Add” tab to go to the media transfer server adding interface. Enter the server name, IP address and port and click [OK] to save the settings.



Click  to modify the media transfer server; click  to delete the media transfer server.

5.8 Add Storage Server

Storage server is in charge of the storage of record information, including the information of schedule record, record based on motion alarm, sensor alarm, smart detection alarm (like object removal detection, line crossing detection, etc.), responding to the search and playback of all storage data. It also supports self-defined storage path settings and IP-SAN access.

Go to Home→Add, Edit or Delete Device→Storage Server.



Click [Add] to go to storage server adding interface. Users can quickly add or manually add storage servers.

Select the “Quickly Add” tab and click [Refresh] to quickly search servers in the same local network. Check the desired servers and click [OK] to save the settings.

Select the “Manually Add” tab to go to the storage server adding interface. Enter the server name, IP address and port and click [OK] to save the settings.

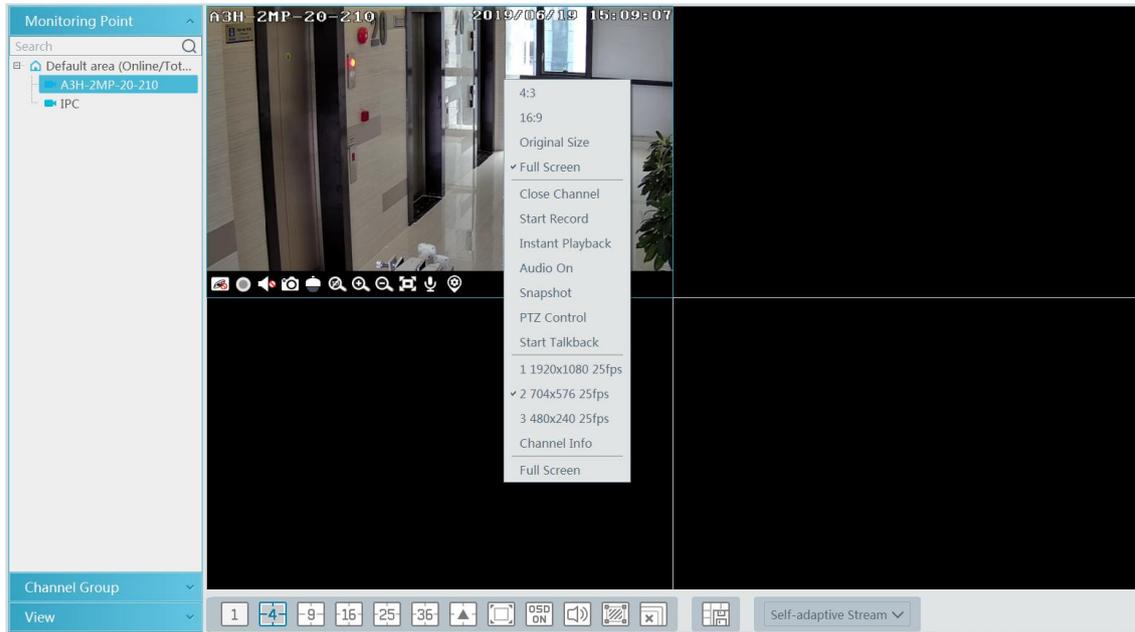
After the storage server is added, click  to set record partition. In the record partition setting interface, select the disk and click [OK] to save the settings. Click  to modify the storage server; click  to delete the storage server.

Note: When the remaining space is less than 14GB, the system will prompt you for the insufficient space.

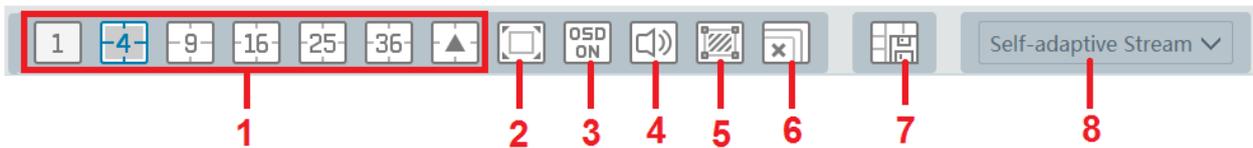
6 Live View

6.1 Live View

Go to Home→Live View interface as shown below.



The descriptions of the live view buttons are as follows.



NO.	Description	NO.	Description
1	Screen display mode	5	Show detection area
2	Full screen	6	Close all channel view
3	Enable/disable OSD	7	Save the current view mode
4	Audio Broadcast	8	Choose channel stream

Channel stream: main stream, sub stream, third stream and self-adaptive stream can be optional. When the third stream is selected, the system will automatically switch to sub stream if the channel/camera doesn't support the third stream.

Toolbar on the display window:

Button	Description	Button	Description
	Close image		3D zoom in
	Start/stop recording		Zoom in
	Enable/disable audio		Zoom out
	Snapshot		Fit to window
	PTZ control		Enable/disable talkback

	Monitoring point setting (camera setting)		
---	---	--	--

Right-click button function:

Menu	Description	Menu	Description
Close Channel	Close image	Snapshot	Capture images
Start Record	Start/stop recording	Start Talkback	Enable/disable talkback
Instant Playback	Click it to play back immediately	Channel Info.	Display channel name, IP address and the current stream
Audio ON	Enable/disable audio	Stream	Choose video stream
PTZ Control	Click it to show PTZ control panel	Full Screen	Display image in full screen

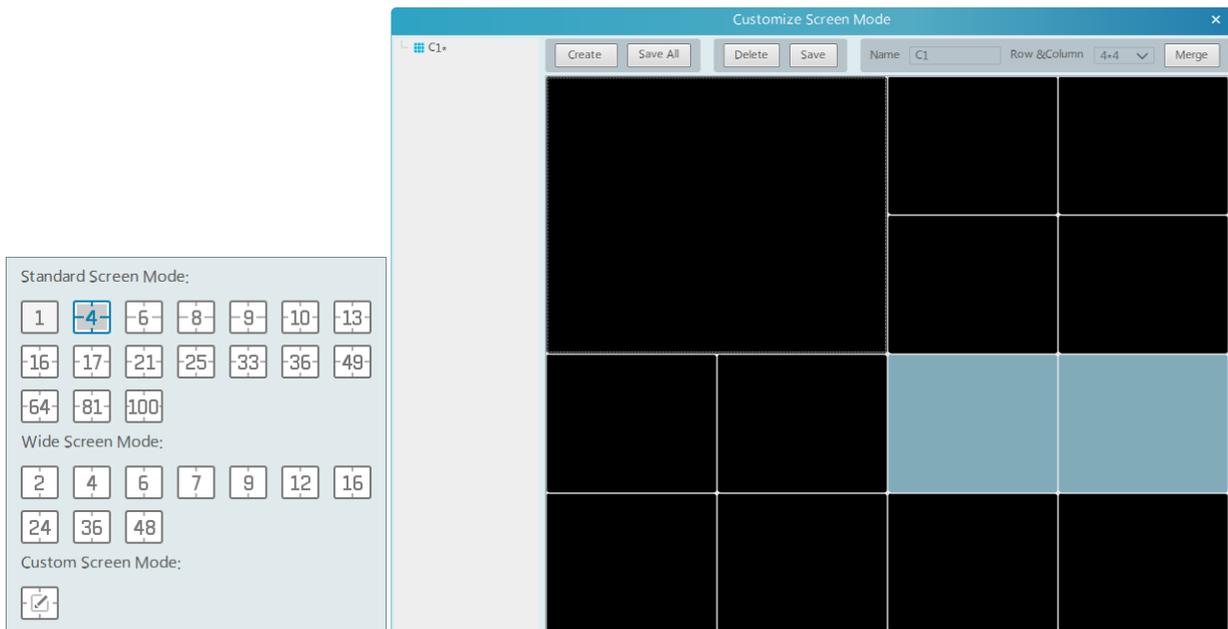
4:3/16:9/Original Size/Full Screen: screen display proportion; please select it as needed.

6.1.1 View Mode Setting

Users can select the common display mode and self-define the display mode through the buttons on the toolbar.

To customize the display mode

- Click  on the toolbar.

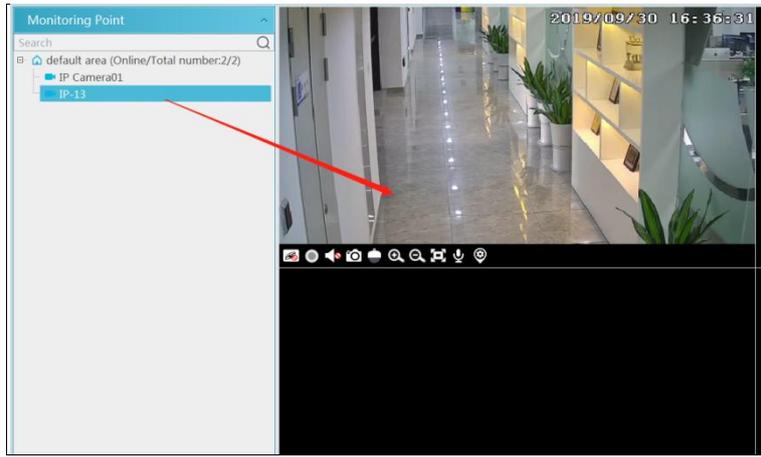


- Enter screen display name and select the display row and column. Hold the left mouse button and drag on the screen and then click [Merge] to merge the screens.
- Click [Save] to save the settings.
- Click [Create] to create a new display screen mode. Click [Save All] to save all customized screen display modes.

6.1.2 Monitoring Point View

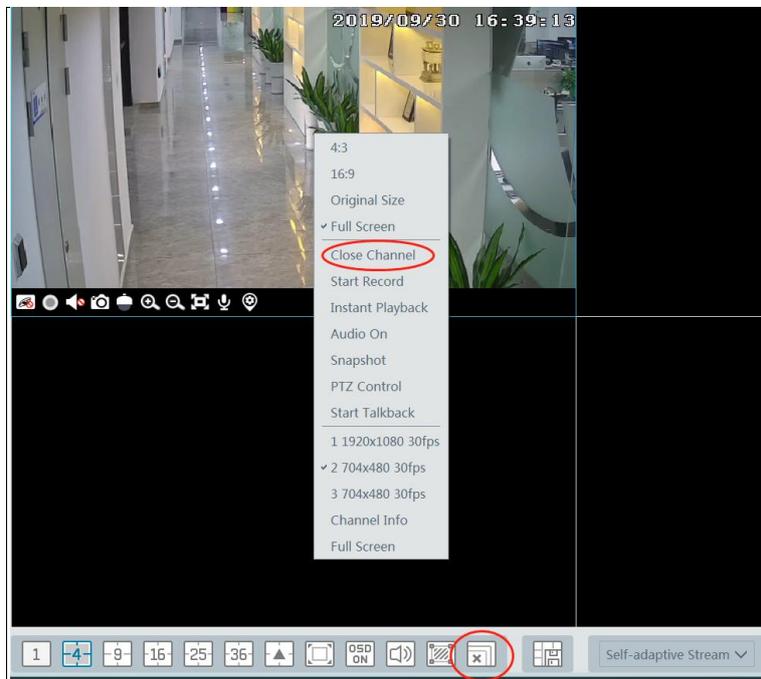
- Start View**

To start live view, please drag cameras from the list to the right display window or select a window and then double click the camera. The image can be dragged to any window at random.



● Stop View

- ① Place the cursor on the live view window to display the menu toolbar and then click  to stop viewing.
- ② Right click on the live view window and then select “Close Channel” to stop viewing.
- ③ Click  on the toolbar of the live view interface to stop all live view.



6.1.3 Channel Group View

● Start Channel Group View

After the channel group is set successfully (See Channel Group Setting), go to live view interface as shown below.



You can start the channel group view as follows.

1. Choose the screen display mode according to the channel number of the channel group. Select a window and then double click the channel group name or dragging the channel group to a window to play all channels in the group.
2. In the current screen display mode, select a window and then click  beside the channel group name to play all channels of the channel group in this window in sequence.

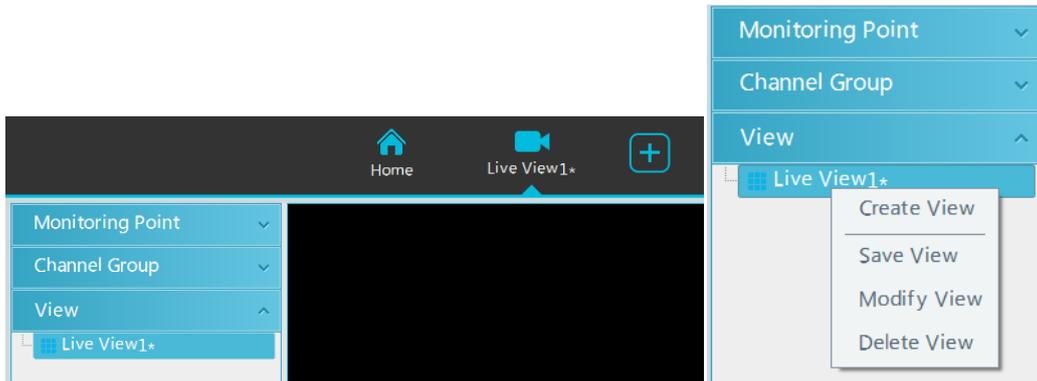
● Stop Channel Group View

- ① Place the cursor on the auto-switch window and then click  to stop viewing.
- ② Right click the auto-switch window and then click “Close Channel” to stop viewing.
- ③ Click  on the toolbar of the live view interface to stop all live view.



6.1.4 Plan View

In the live view interface, select “View” on the left menu bar.



● Add View Plan :

- ① Right click “Live View 1” and then select “Create View” or click to add a new view plan. Clicking “Create View” to prompt an adding view window. Enter the view name and click [OK] to set view plan.
 - ② Select screen display mode and then drag monitoring points or channel group to each window.
 - ③ Click “View” on the left menu and then right click the newly added view name. Select “Save View” on the pop-up menu to save the view plan or click on the live view interface to save the view plan.
- Double click view name to call the view plan.

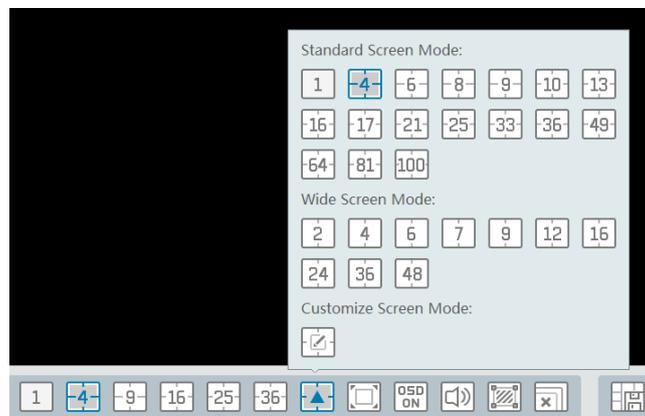
● Modify or Delete View Plan

Select the added view and then right click to prompt a pop-up window. Select “Modify View” or “Delete View” to modify or delete the view plan.

6.2 View Control

● Multi-screen Display

In the live view interface, the screen display mode can be selected as shown below.



● Full Screen Display

In the live view interface, click button on the toolbar or right click on the mouse to select “Full Screen” to display the window in full screen mode. Right click on the mouse to select “Exit Full Screen” on the full screen interface to exit full screen.

● Single Channel Display

Double click a window to view in single channel mode. Double click the window again to recover the window.

● Audio Broadcast

Click to bring audio broadcast box as shown below.

The left device list shows the devices that support audio broadcast. Check the device and click [Add] to add the desired broadcast device. Click [Start Broadcast] and then all added device will start broadcast. Select the added device and click [Delete] to delete the device.



● Stream Setting

Right click on the live view window to choose video stream. Or select self-adaptive stream or other stream on the toolbar to set the stream for all channels.

To set streams

Go to Home→Device Setting. Select the device and click “Stream Setting” tab to set streams.

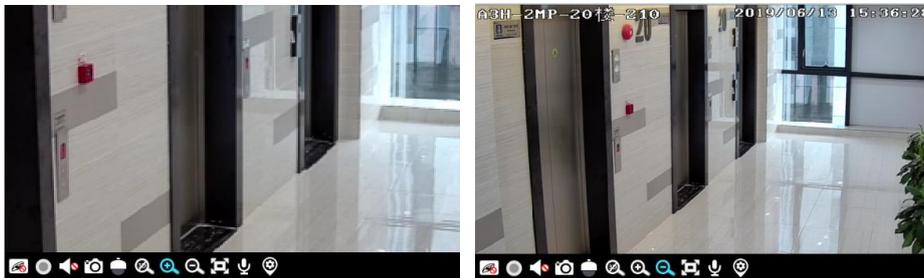
● Audio Control

Right click on the live view window and then choose “Audio On” or click  on the toolbar of the window to enable audio.

Note: Only one audio can be enabled at the same time. If the audio of one channel is enabled, the former audio will be disabled automatically.

● Zoom In or Out

In the live view interface, click  on the live view window to zoom in the window and then drag the image to view the whole image; click  to zoom out the image; click  to restore the image size.

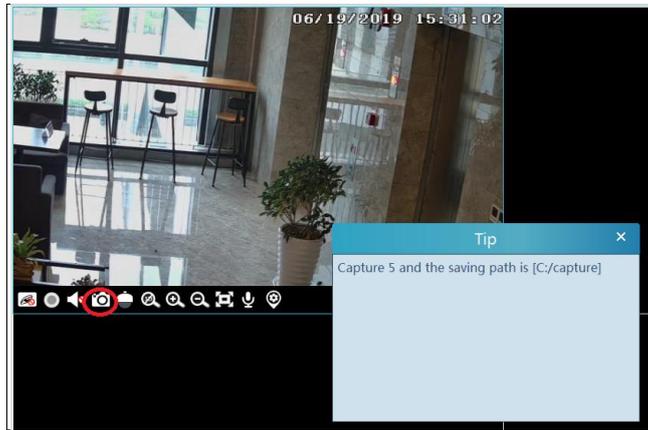


6.3 Snapshot

6.3.1 Snapshot

Select a window in which the video is playing and then click  on the toolbar of this window or right click on the window and then select “Snapshot”. The image number and storage path will be displayed.

Note: Only when the video is playing in the window, will the snapshot succeed.

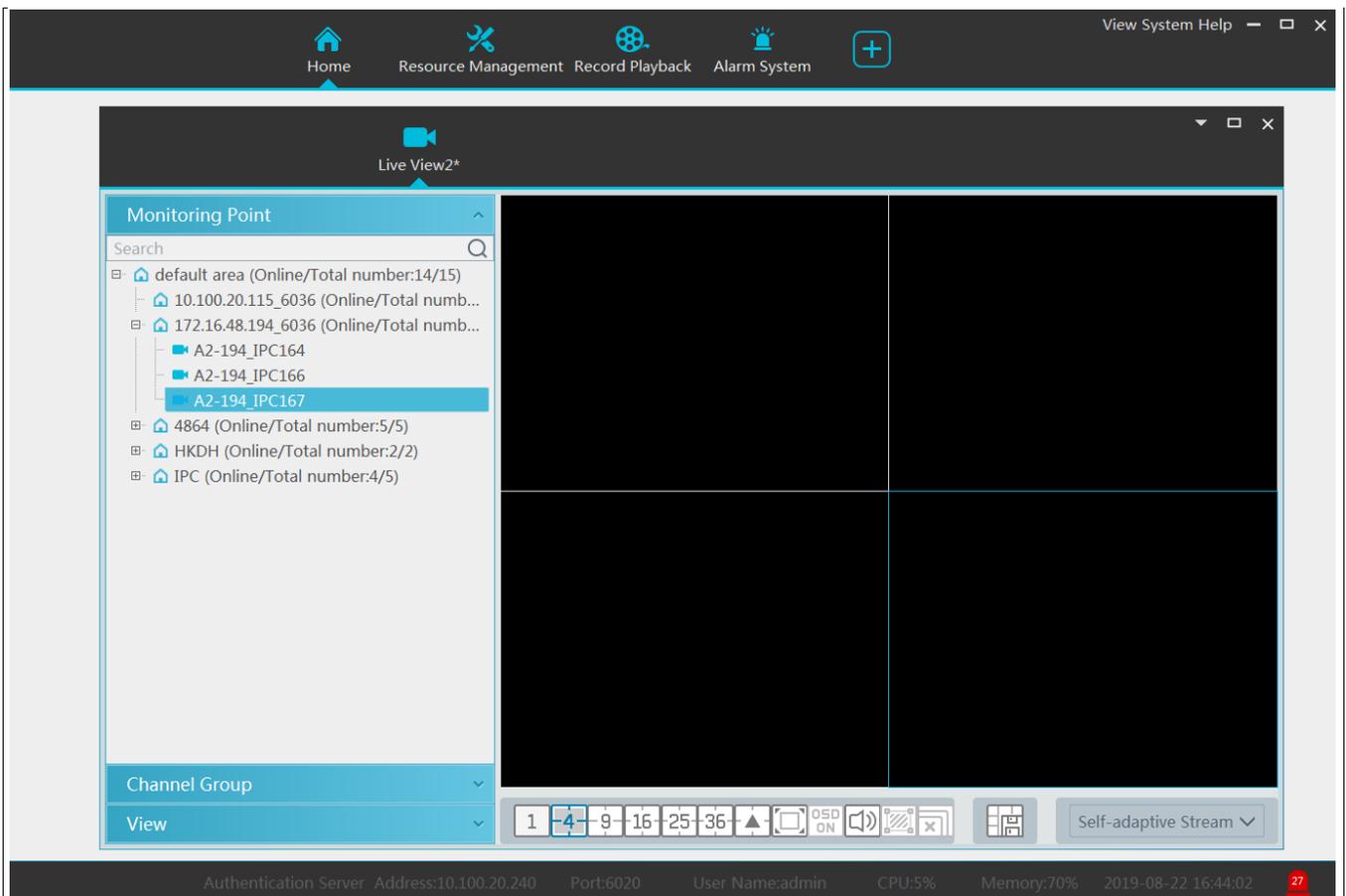


6.3.2 Snapshot Setting

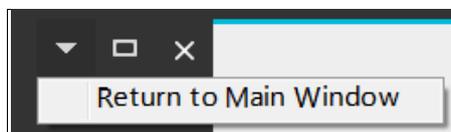
Go to Home→Local Configuration→Record and Snap Setting interface. In this interface, snapshot path and number can be set up.

6.4 Multi-Screen View

In the live view interface, multi-screen view can be realized by holding a tab and dragging it to other monitors (graphics card should support multi-screen output at the same time).



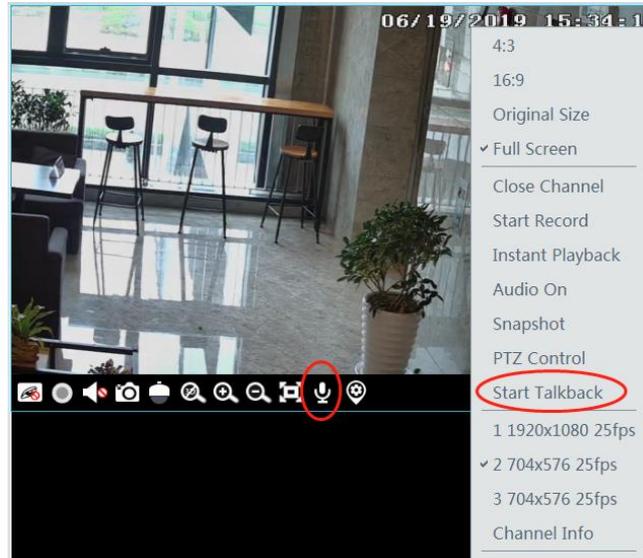
Click  on the float window and select “Return to Main Window” to embed this tab in the main interface.



6.5 Talkback

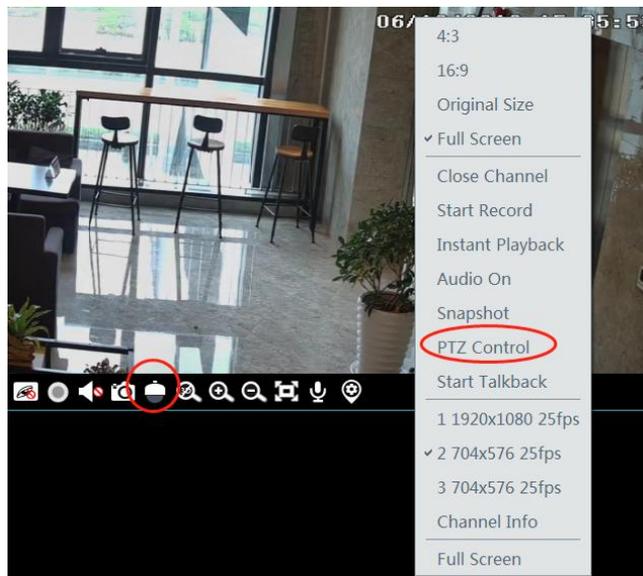
In a live view window, click  on the toolbar of this window or select “Start Talkback” on the pop-up menu by right clicking to enable talkback.

Note: Since the software only allows enabling one device’s talk at the same time, the system will stop talking with the current device if a new talk is enabled.



6.6 PTZ Control

Click  or right click to select “PTZ Control” to enter PTZ control interface. The directions of PTZ, zoom, focus, Iris, preset, track and cruise can be controlled through PTZ control panel.



7 Record & Playback

7.1 Record Configuration

This software supports many recording types, such as manual recording, schedule recording, motion alarm recording, smart alarm recording, etc.

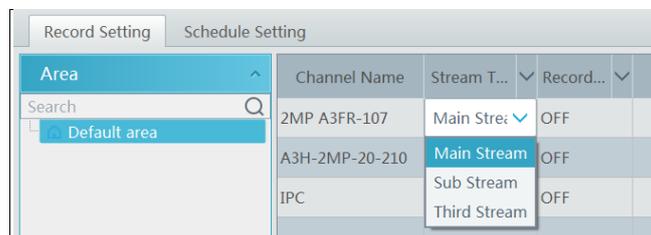
7.1.1 Manual Recording

In the live view interface, select a channel and then click  or right click to select “Start record” to start recording. Click this button again to stop recording.

Note: If a channel is recording, the recording will stop when the viewing window is closed.

7.1.2 Schedule Recording

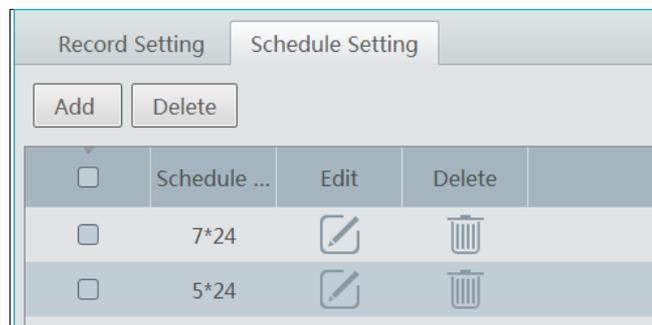
Go to Home→“Record Setting”.



To set schedule recording, select the channel, stream type and schedule. Then Click [Apply] to save the settings.

● To set schedule:

① Click the “Schedule Setting” tab to go to the following interface.



② Click [Add].

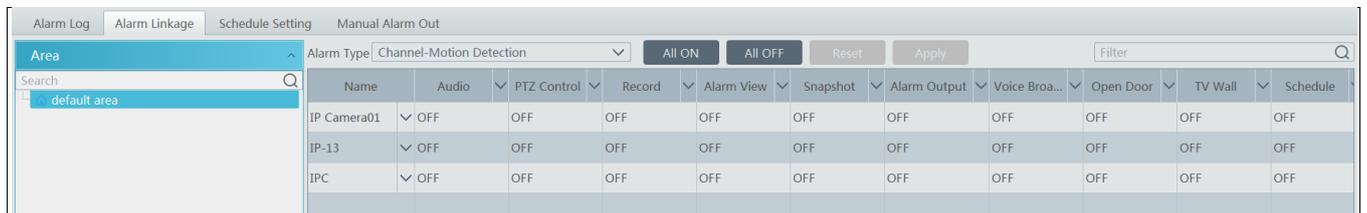
③ Enter the schedule name.

④ Set the schedule. Click  and then move the cursor to select the time; click  and then move the cursor to delete the selected time. Click “Input Manually” to manually enter the time. Click “All” or “Reverse” to quickly select time. Click “Clear All” to clear all schedule.



7.1.3 Alarm Linkage Recording

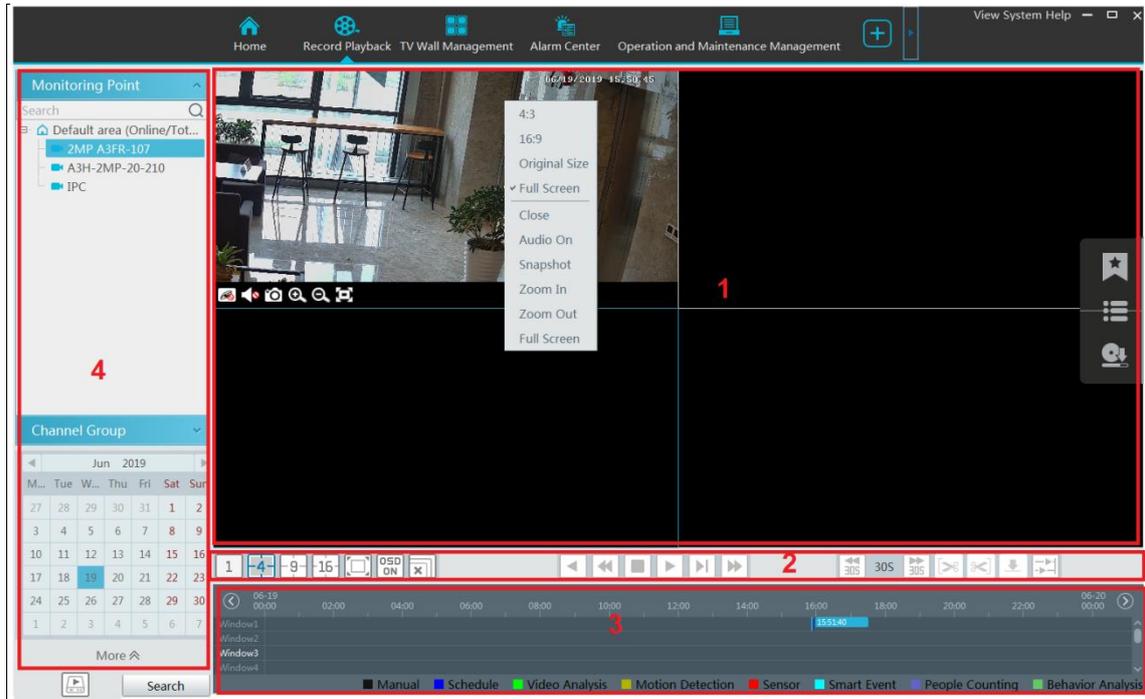
- ① Go to Home→ Device Setting interface. Select the desired device to enable and set schedules.
- ② Go to Home→Alarm Center→Alarm Linkage as shown below. Select alarm type, enable record, set linkage channel and set schedules.
- ③ Click [Apply] to save the settings.



7.2 Record Playback

In the main menu interface, click “Record Playback” to go to record playback interface. Record files saved on the HDD/ SD card of the devices and storage server can be played.

There are two types of record playback: synchronous playback and asynchronous playback.



Area Description

Area	Description	Area	Description
1	Playback area	3	Record timetable area
2	Toolbar	4	Time and event search area; resource area

Toolbar on Playback Window

Button	Description	Button	Description
	Stop viewing		Zoom in
	Audio on/off		Zoom out
	Snapshot		Fit to window

Button Descriptions of Area 2 :

Button	Description
	Screen display mode button. 1/4/9/16 screen mode is optional.
	Full screen
	Enable or disable OSD
	Close all window viewing
	Get record from network devices
	Get record from storage servers
	Rewind
	Low speed playback

	Stop
	Play/Pause
	Next frame. In the playback mode, click the pause button and then click this button to play frame by frame.
	Click it to select playback speed.
	Forward 30s or backward 30s
	Backup start time
	Backup end time
	Start backup
	Synchronous playback or asynchronous playback

Right-click button menu

Menu	Description	Menu	Description
Close	Close viewing	Zoom out	Zoom out the current image
Audio On/Off	Audio on/off	Full Screen	Click to enter full screen mode
Snapshot	Snapshot	Sub stream	Switch to sub stream playing
Zoom In	Zoom in the current image		

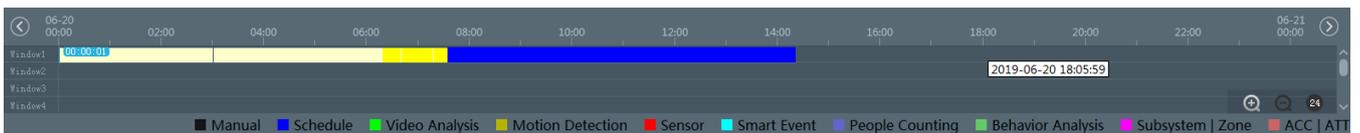
Other buttons

Button	Description	Button	Description
	Add tag		Event list
	Backup		

Set record date, record type (for some devices, “Main Stream” can be selected to play the record, or the record will be played by sub stream if unselected) and the record playback source in the playback interface. Drag the camera on the right side to playback window for playing or double click a desired channel to play or click [Search] to search the record files and then click  to play.

Playback record type includes manual recording, motion detection recording, schedule recording, sensor recording, object removal recording, video exception recording, intrusion recording and line crossing recording and so on.

In the timetable, different color bars stand for different record types. For instance, yellow bar stands for motion recording data; blue bar stands for schedule recording data; red bar stands for sensor record data, etc.



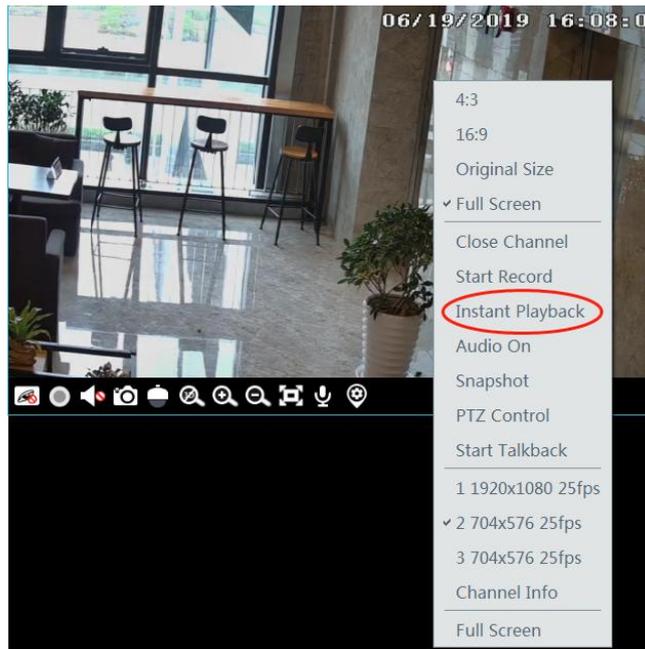
The time scale can be zoomed in by clicking  and the time scale can be zoomed out by clicking . The time scale can be restored to 24 hours by clicking . When the time scale is zoomed in, drag the timeline to see the time spots.

7.2.1 Instant Playback

➤ Instant Playback

In the live view interface, right click on a playing channel to select “Instant Playback” and then set the playback time to play the record

instantly (the record of the channel in the past five minutes will be searched and played from that time when the record exists).



7.2.2 Synchronous Playback

Synchronous Playback: in a certain time, all channels playback its record at the same time together; if one channel has no record data at this time, this channel will wait.

Click  on the toolbar in the playback interface to go to the synchronous playback interface. Please play the record according to the ways introduced as above. The record bar in synchronous mode is as below.

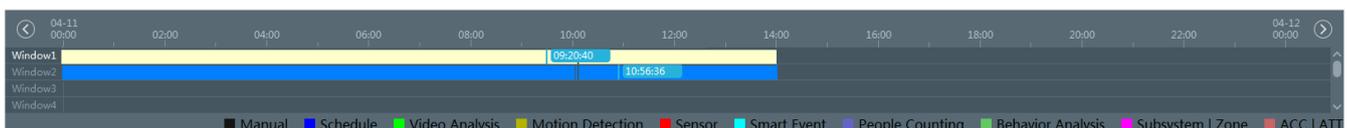


In synchronous mode, one camera can only have one playing window. All cameras' record information can be viewed at the same time. When playing record file in synchronous mode or asynchronous mode, clicking  or  will be useless unless all the playback windows are closed.

7.2.3 Asynchronous Playback

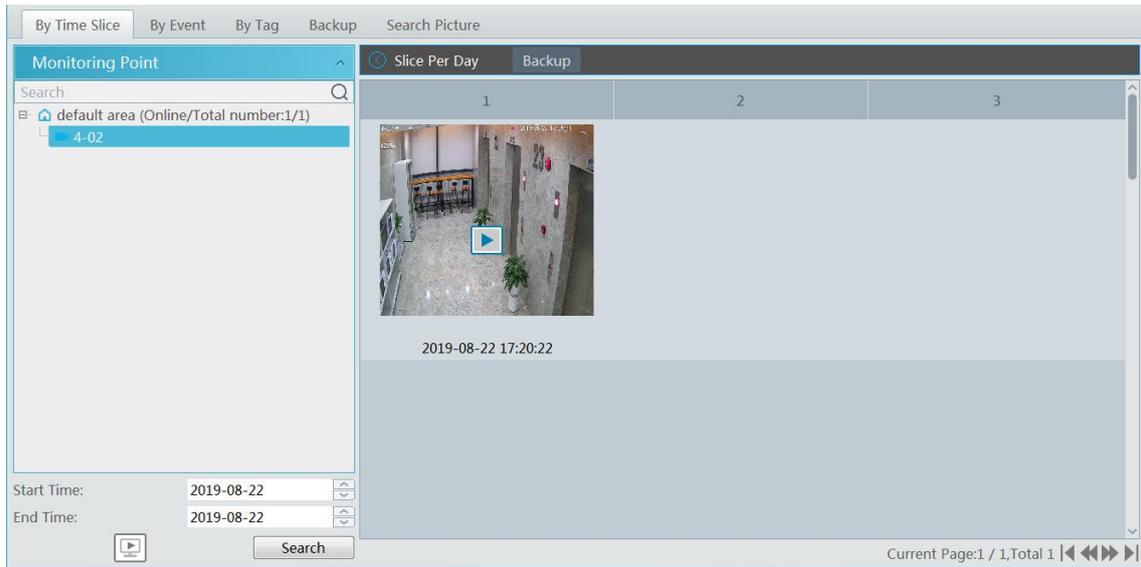
Asynchronous Playback: when playing some channels' record at the same time, each channel is independent from the others and each channel's playback time is different.

Click  to go to the asynchronous playback interface as shown below. Please play the record according to the ways introduced as the above. The record bar in asynchronous mode is as below.

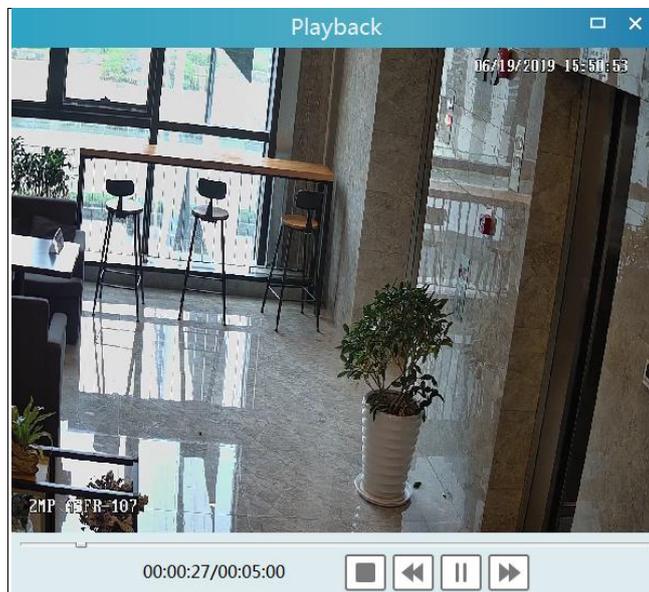


7.2.4 Playback by Time Slice

- ① Go to Home→By Time Slice interface.
- ② Select channel (or monitoring point), set the start time and the end time, select the record source and then click [Search].

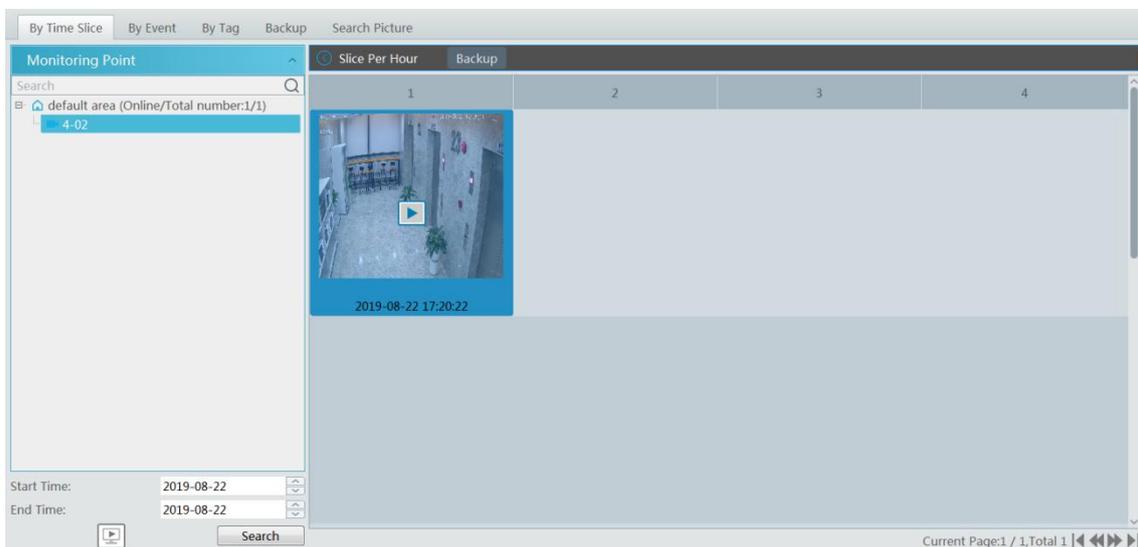


③ Click  to play the record.

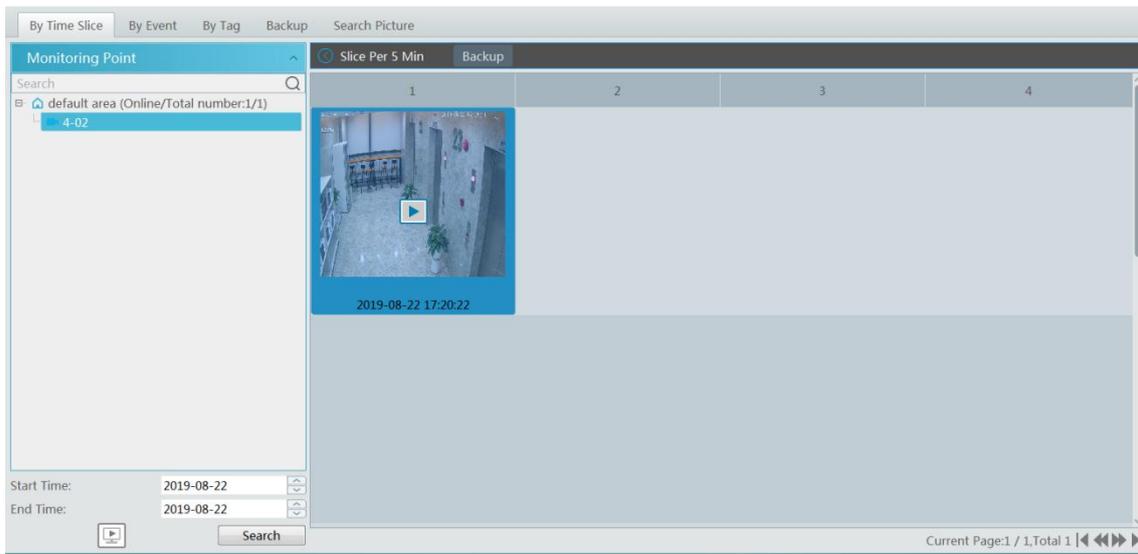


④ Click  button on the top right corner to play in full screen mode.

Double click the image to switch to slice search mode by day. In the above interface, click  to switch to slice search mode by hour.



Double click an image to switch to slice search mode by 5 minutes. Click  to return to slice search mode by day;

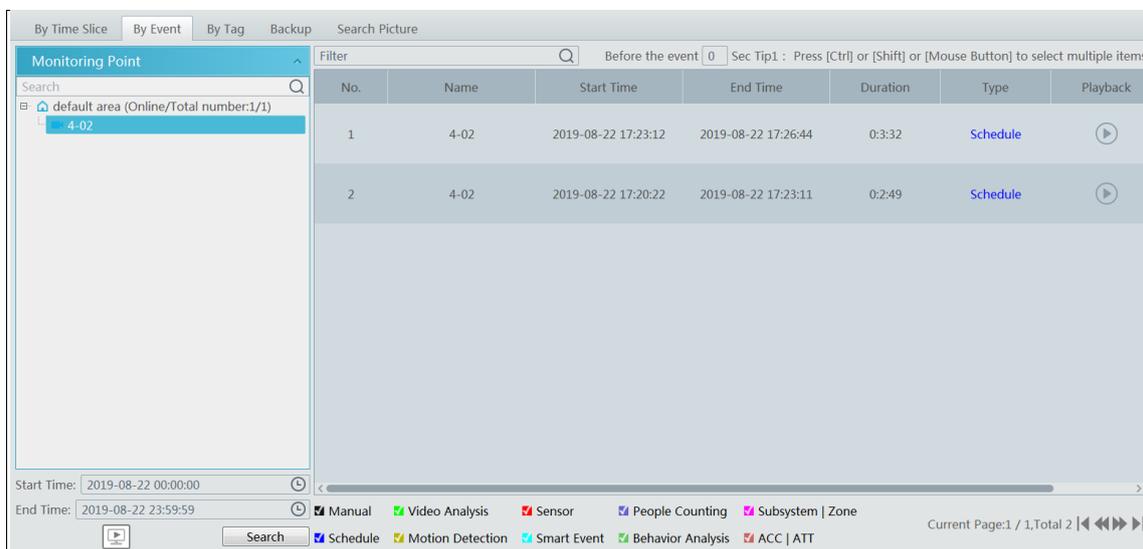


In the above interface, click  to return to slice search mode by hour.

Backup: In the Search by Time Slice interface, select a time slice and then click “Backup” to back up the record file during this period quickly.

7.2.5 Playback by Event

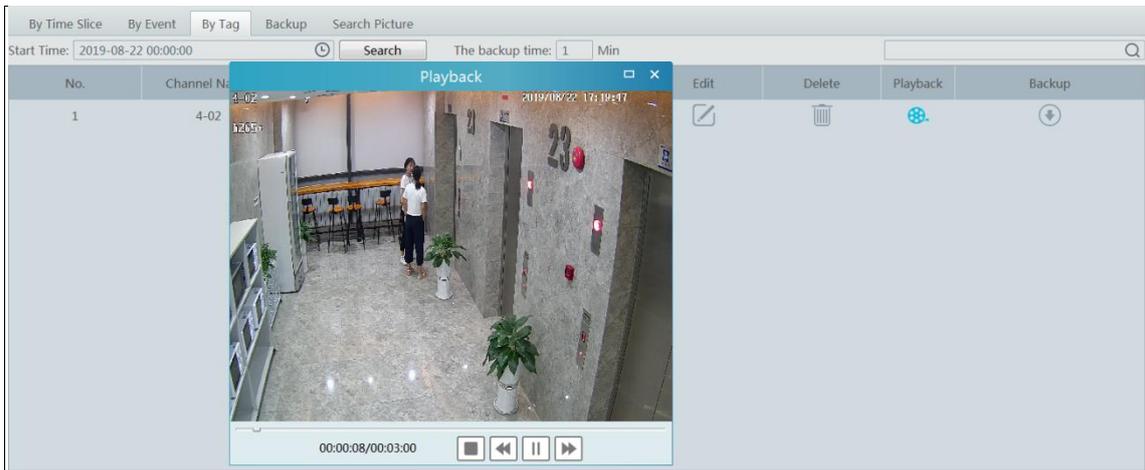
- ① Go to Home→ By Event interface.
- ② Select the desired monitoring point, set the record source, the start time and the end time and then check events.



- ③ Click [Search]. The searched record data will be listed. Click  to play the record; click  to back up the record data.

7.2.6 Playback by Tag

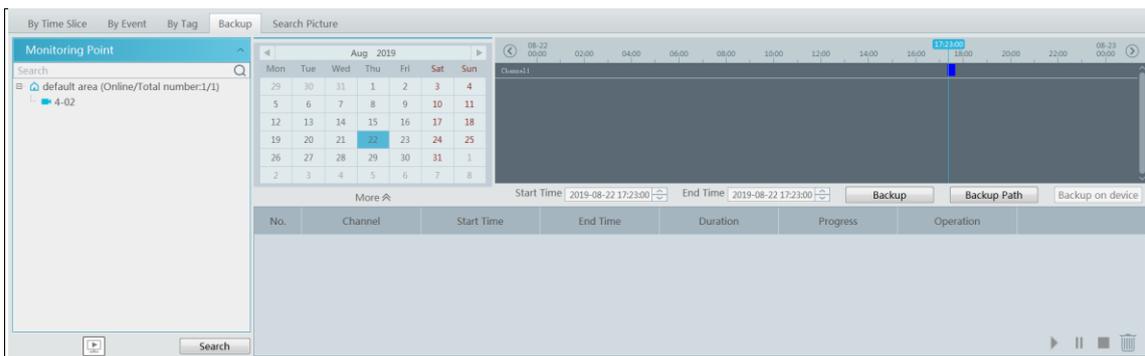
- ① Go to Home→Record Playback interface.
- ② Select a channel and put the cursor on the right center. Then a tag icon  will appear. Click this icon to add tag.
- ③ Go to Home→By Tag interface. Select the start time and click [Refresh] to search the added tags.
- ④ Click  in the playback column to play the record.



7.3 Backup

In the main menu interface, click “Backup” to go to the backup interface. The setting steps are as follows:

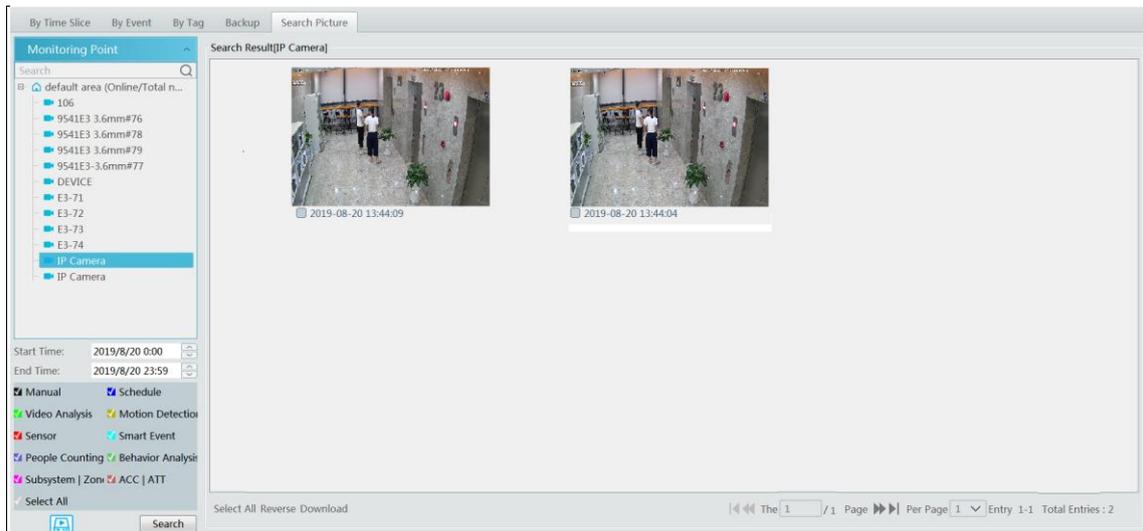
- ① Select the desired monitoring point.
- ② Select date and click “More” to select the start and the end time and event type.
- ③ Click  /  to get records from device or storage server.
- ④ Set the start time and the end time of backup. Then click [Backup].
- ⑤ The backup progress will be seen during backing up the record. Click  to pause; click  to stop backing up the record; click  to clear the backup list.



“Backup on device”: This function is applied to the added NVR devices. Search the record from the HDD of the NVR in this interface and then insert a USB storage device into the USB port of the NVR and then click this button. Then the recorded files will be backed up to the USB storage device remotely.

7.4 Search Picture

In this interface, pictures stored on the SD card or storage server can be searched and viewed.



- ① Select the device.
- ② Set the start time and the end time.
- ③ Choose events.
- ④ Select search from network device or storage server.
- ⑤ Click [Search]

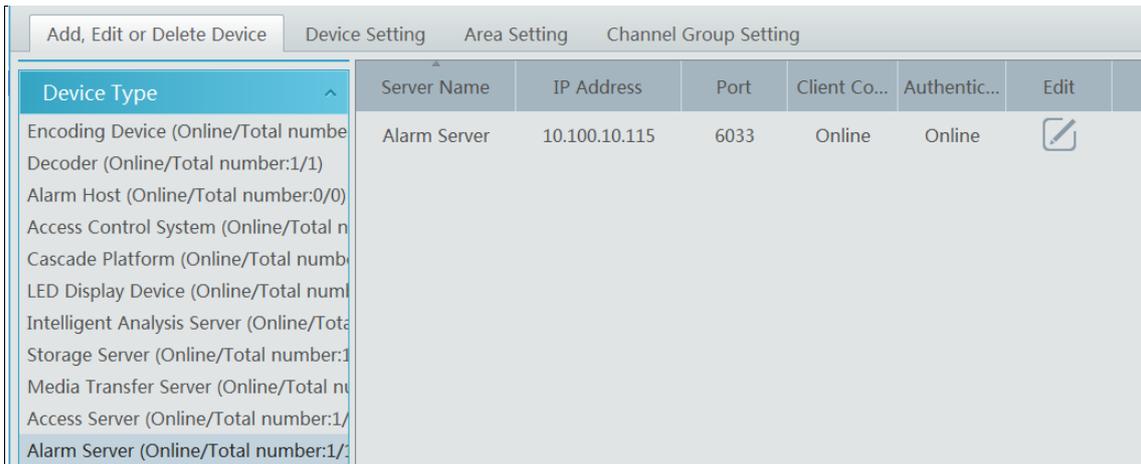
8 Alarm Management

8.1 Alarm Server Configuration

8.1.1 View Alarm Server Status

Alarm server is in charge of receiving and recording alarm information of connected devices and then sending the alarm information to the relevant user terminal system or devices in accordance with prior alarm settings. There is a default alarm server.

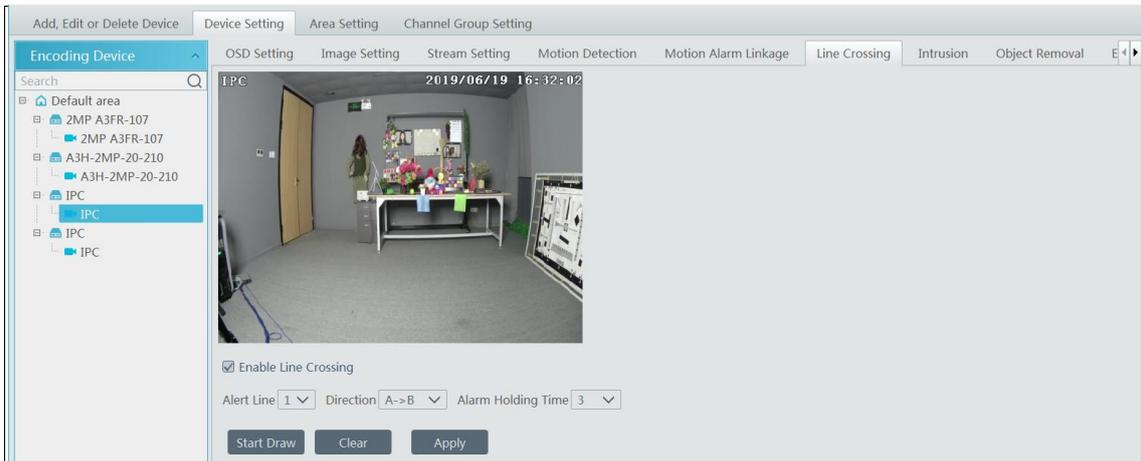
Go to Home→Add, Edit or Delete Device →Alarm Server interface to view the online status of the alarm server. If it is not online, please check its network connection.



Click  to modify the added alarm server; click  to delete the added alarm server.

8.1.2 Alarm Configuration

① Go to Home→ Device Setting interface.



Select the desired device to enable alarms (refer to the user manual of the corresponding device for the detailed settings).

② Go to Home→Alarm Center→Alarm Linkage interface.

Area	Alarm Type	Channel-Motion Detection	All ON	All OFF	Reset	Apply	Filter		
Name	Audio	PTZ Control	Record	Alarm View	Snapshot	Alarm Output	Voice Broa...	Open Door	TV Wa
10.100.10.214_80_CAM001	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
172.16.47.109_37777_DH-IPC	ON	ON	ON	ON	ON	ON	ON	ON	ON
28138	ON	ON	ON	ON	ON	ON	ON	ON	ON
E3-47.71	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
IP Camera01	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
IP Camera12	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF

Select area, alarm type and then enable alarm linkages.

All ON: enable all alarm linkages of the current alarm type and area (schedule excluded).

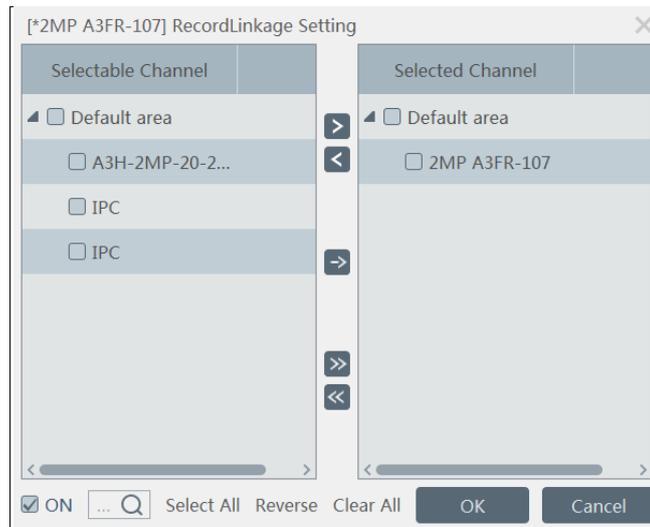
All OFF: disable all alarm linkages of the current alarm type and area (schedule excluded).

Select beside the device name and select “ON” to enable all alarm linkages of the device (schedule excluded).

1(11)_IPC1344244	<input type="checkbox"/>	ON	ON	ON	ON	ON	ON	ON	OFF
1(31)_name	<input type="checkbox"/>	ON	OFF	OFF	ON	OFF	OFF	OFF	OFF
1(48)_name	<input type="checkbox"/>	OFF	OFF	OFF	ON	OFF	OFF	OFF	OFF

Select beside the title (like record) to enable record linkage of all devices (schedule excluded).

The alarm linkage settings of PTZ control, record, alarm view, snapshot, alarm output, voice broadcast and TV Wall are the same with each other. Here take record linkage for example to introduce the setting steps.



Tips: Before enabling voice broadcast, please upload the audio file first (see [13.5 Audio Uploading](#) chapter for details).

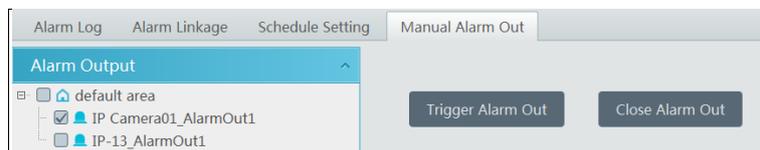
Check the selectable channel and click to select the channel; check the selected channel and click to remove this channel; click to select all channels; click to remove all selected channel.

After the channels are selected, check “On” and then click “OK” to save the settings.

③ Set alarm schedule. Select the schedule of the desired device. 7*24 or 5*24 is the default schedule. Other schedules need to be set in advance. Click the “Schedule Setting” tab to set (See [Schedule Recording](#)→To set schedule for details).

Manual Alarm Out:

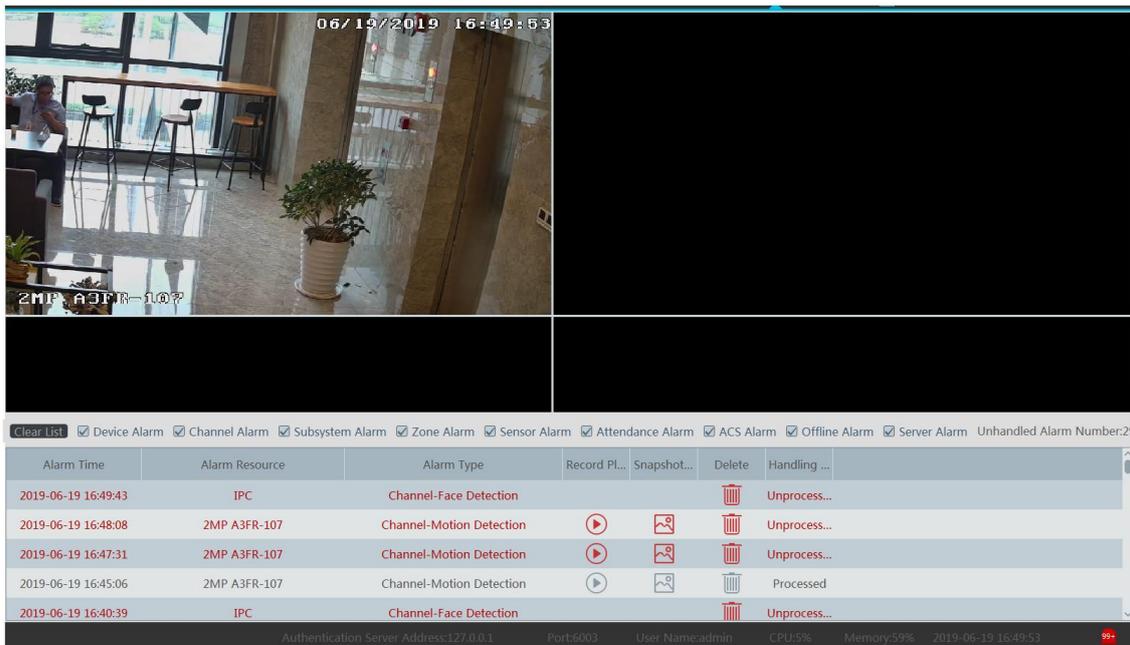
Click “Manual Alarm Out” tab to go to the following interface.



Select the camera and then click [Trigger Alarm Out] to manually trigger the alarm out of the camera; click [Close Alarm Out] to manually turn off the alarm out of the camera.

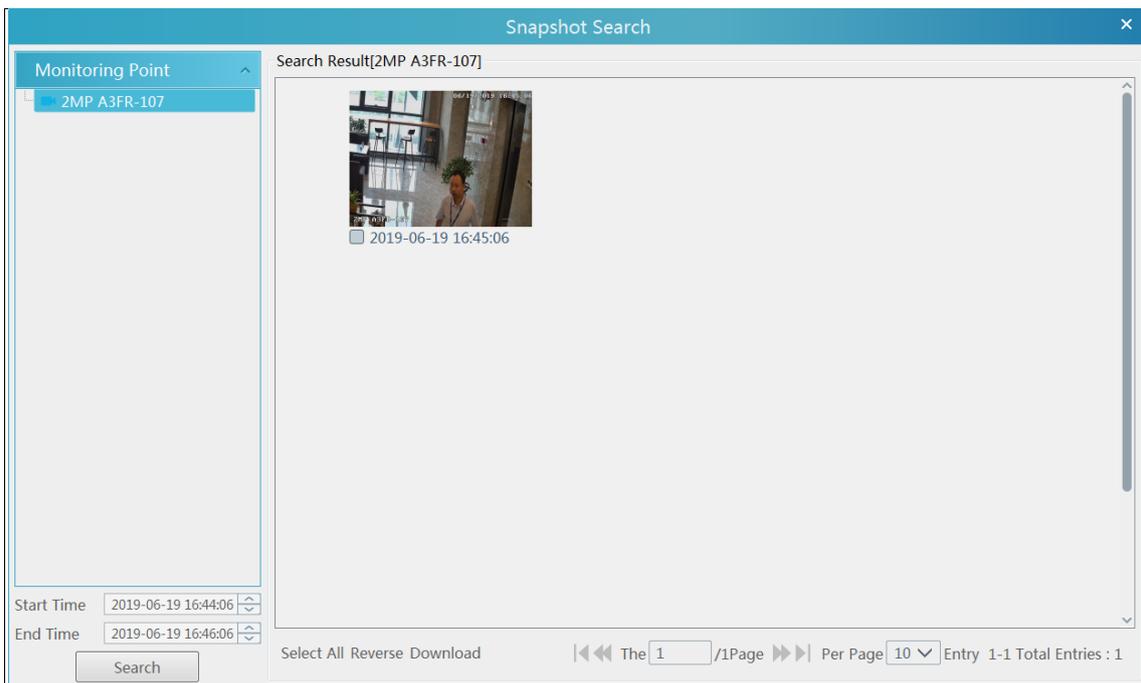
8.1.3 Alarm View

Having set the alarm preview linkage, the alarm view window will prompt when an alarm is triggered.



Click  on the bottom right corner to expand the alarm list as shown above. Hover the mouse over the top of the alarm list and then a bidirectional arrow will appear. Drag the alarm list up or down to zoom in or out the alarm list.

Click  or  to play the record or captured images; click  to delete alarm information.



8.1.4 Alarm Log

Alarm logs can be searched and exported by going to Home→Alarm Center→Alarm Log interface.

No.	Alarm Time	Alarm Resource	Alarm ...	Details	Record Pl...	Snapshot...
1	2019-09-30 17:01:15	IP-13	Channel-...			
2	2019-09-30 17:01:04	IP-13	Channel-...			
3	2019-09-30 17:00:54	IP-13	Channel-...			
4	2019-09-30 17:00:22	IP Camera01	Channel-...			
5	2019-09-30 17:00:22	IP-13	Channel-...			

Click  to play the record; click  to open the snapshot search window as shown below.

Snapshot Search

Monitoring Point

- 2MP A3FR-107

Search Result[2MP A3FR-107]



2019-06-19 16:49:44

Start Time: 2019-06-19 16:48:45

End Time: 2019-06-19 16:50:45

Select All Reverse Download <<< The 1 /1Page >>> Per Page 10 Entry 1-1 Total Entries : 1

8.2 Alarm System

8.2.1 Add Alarm Host

Go to Home→Add, Edit or Delete Device→Alarm Host interface. Click [Add] to prompt the following interface.

Add, Edit or Delete Device

Device Setting
Area Setting
Channel Group Setting

Device Type

- Encoding Device (Online/Total number:1/1)
- Decoder (Online/Total number:1/1)
- Alarm Host (Online/Total number:0/0)**
- Access Control System (Online/Total number:1/1)
- Cascade Platform (Online/Total number:1/1)
- LED Display Device (Online/Total number:1/1)
- Intelligent Analysis Server (Online/Total number:1/1)
- Storage Server (Online/Total number:1/1)
- Media Transfer Server (Online/Total number:1/1)
- Access Server (Online/Total number:1/1)
- Alarm Server (Online/Total number:1/1)
- TV Wall Server (Online/Total number:1/1)
- Cascade Server (Online/Total number:1/1)

Add
Delete

Device Name	Protocol	IP Address/Serial No./Se...	Port	User Name	Password	Subsystem ...	Zone Num...	Alarm Out ...	Delete
Alarm Host1	HK Networ...	0	--	--	••••	1	6	--	

Select Area: default area Select Access Server: Access Server

Automatically Link Area Create Area OK Cancel

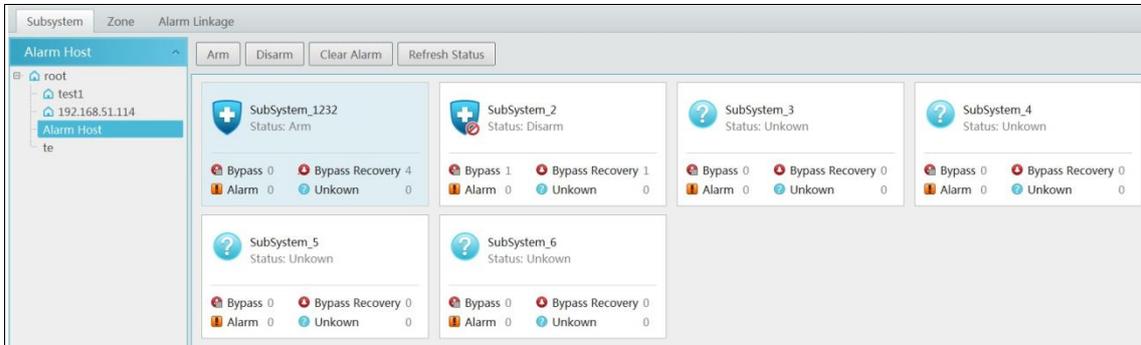
Please add the host name, serial number, port, username, password, subsystem number, zone number, area and access server. Then click

43

[OK] to save the settings.

8.2.2 Subsystem Setting

Go to Home→Alarm System→Subsystem interface as shown below. “Arm”, “Disarm”, “Clear Alarm” or “Refresh Status” can be operated in this interface.



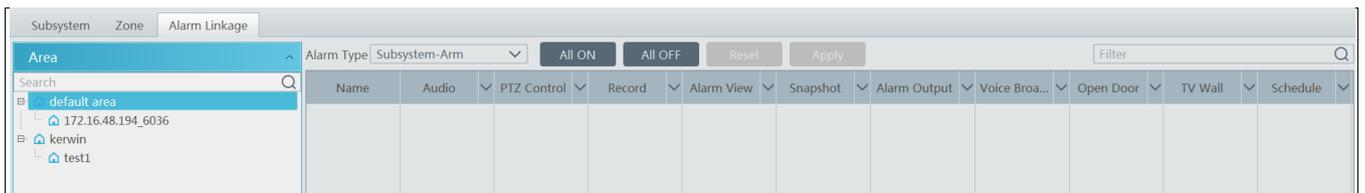
8.2.3 Zone

Go to Home→Alarm System→Zone. “Bypass”, “Bypass Recovery” and “Refresh Status” can be set up in this interface.



8.2.4 Alarm Linkage

Go to Home→Alarm System→Alarm Linkage interface as shown below. The settings of alarm linkage here are the same as alarm linkage of alarm center.



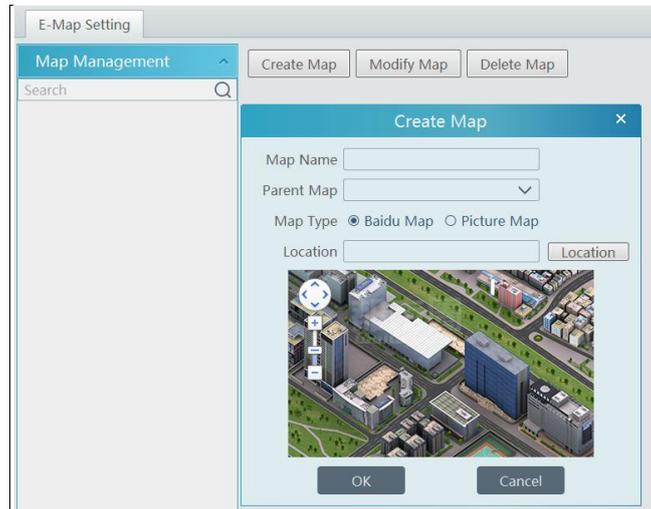
9 E-Map

The e-map service is used to store the e-map information of the system. The client landing anywhere can share the same e-map.

9.1 E-Map Settings

9.1.1 Create E-Map

Go to Home→E-Map interface. Click [Create Map] to create a map.



Enter E-map name, select parent e-map and map type. Then click [OK] to save the settings.

9.1.2 Add Hotspot

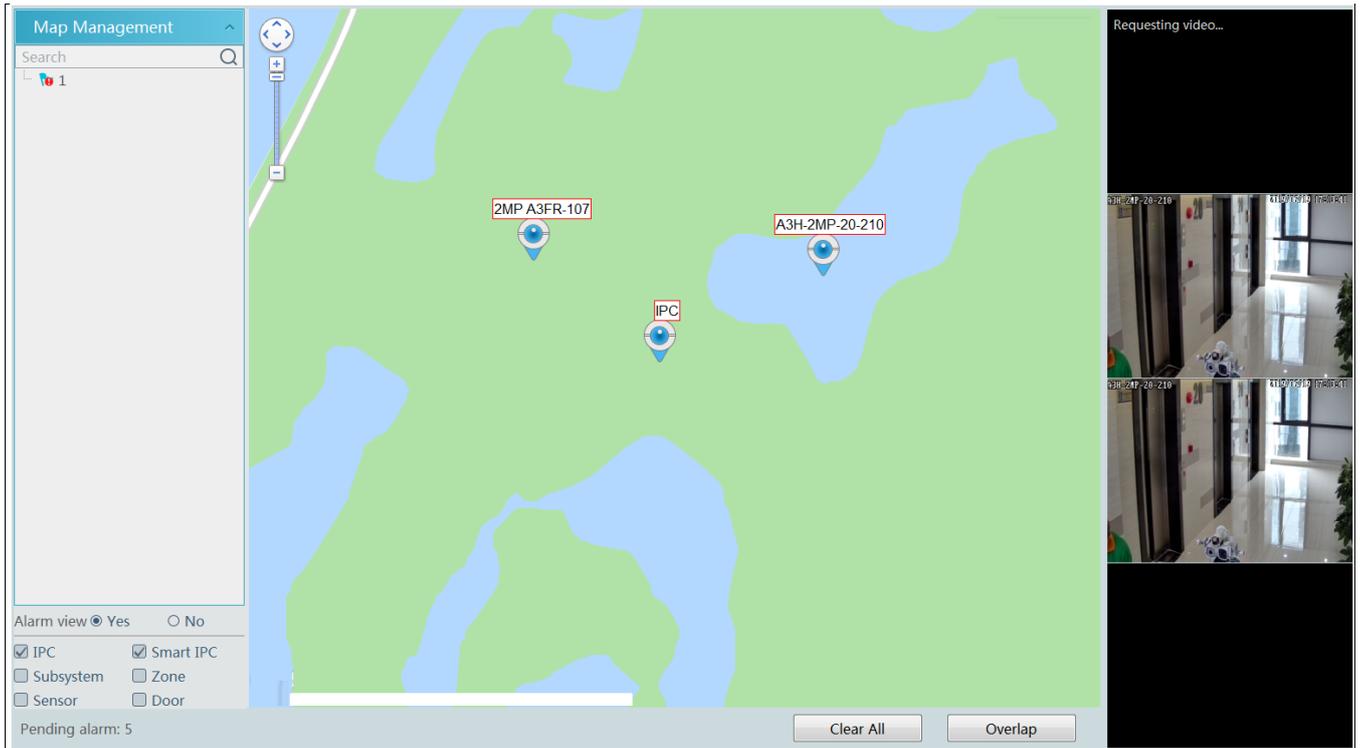
The hotspots include monitoring points, sensors, subsystem, zone and door. Drag a hotspot to the corresponding area on the map as shown below.



Click [Modify Map] to change map name and parent map.
Select [Delete Map] to delete the added map.

9.1.3 E-Map Monitoring

Go to Home→E-Map Monitoring interface. Select a window on the right and then double click the monitoring point to view the real-time image.

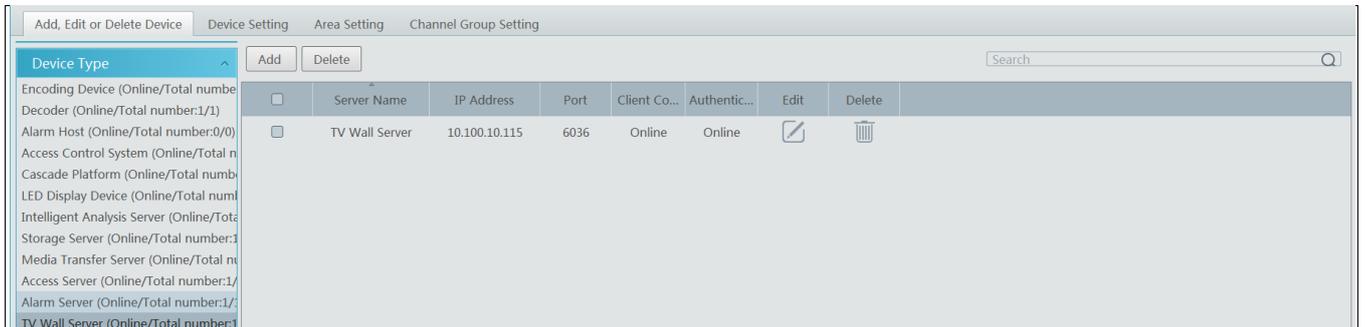


Alarm view: if you select “Yes”, the monitoring video will automatically pop up on the right window when an alarm is triggered.

10 TV Wall

10.1 Add TV Wall Server

Go to Home→ Add, Edit or Delete Device→TV Wall Server interface as shown below.



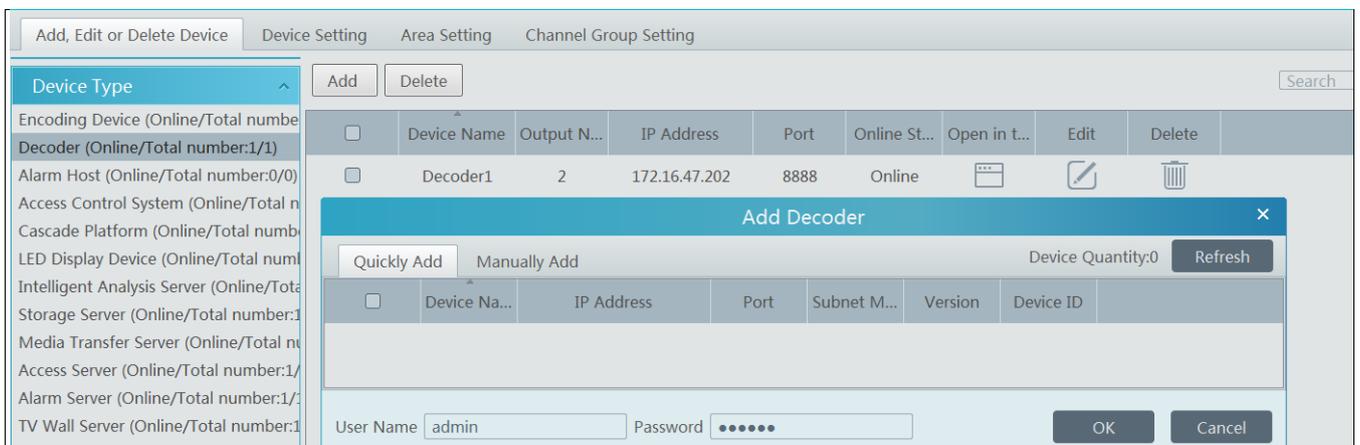
An adding TV Wall window will be prompted by clicking [Add]. Click [Refresh] to quickly add the TV wall server in the same local network, or add the TV wall server by manually entering server name, IP address and port.

Click to modify the added server; click to delete the added server.

10.2 Add Decoder

Decoder is used to decode the video signal transmitted by the transfer server. The decoding output is a standard video signal. The decoder is necessary for decoding videos on the TV wall.

Go to Home→Add, Edit or Delete Device→Decoder interface.



The setting steps of adding decoders are the same as adding encoding device setup (see Add Encoding Device for details).

10.2.1 Create and Connect Decoder

The decoder which needs to be connected to the platform must be the master decoder and in platform mode. Login the web client of the decoder as shown below.

Go to Basic Settings→ System Settings to check the user permission and running mode of the decoder and make sure its user permission is master and its running mode is platform. Then apply the settings and restart the decoder.

Basic Settings

Running Mode	Platform	▼
User Permission	Master	▼
Device Name	Decoder	
MAC	00:18:AE:00:45:D1	
Soft Version	2.1.0.12	
Version Date	20181214	
Kernel Version	I9F6-I9F6-I9F6	

[Apply](#)

Go to Home→Resource Management →Decoder interface. Then check the online status of the decoder.

Add, Edit or Delete Device	Device Setting	Area Setting	Channel Group Setting																		
<div style="border: 1px solid #ccc; padding: 2px;"> <p>Device Type</p> <ul style="list-style-type: none"> Encoding Device (Online/Total number:0/0) <li style="background-color: #e0f0ff;">Decoder (Online/Total number:1/1) Alarm Host (Online/Total number:0/0) Access Control System (Online/Total number:0/0) </div>	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Add</div> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; margin-left: 10px;">Delete</div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 20%;">Device Name</th> <th style="width: 10%;">Output N...</th> <th style="width: 20%;">IP Address</th> <th style="width: 10%;">Port</th> <th style="width: 10%;">Online St...</th> <th style="width: 10%;">Open in t...</th> <th style="width: 10%;">Edit</th> <th style="width: 10%;">Delete</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Decoder1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">172.16.47.202</td> <td style="text-align: center;">8888</td> <td style="text-align: center; border: 2px solid red;">Online</td> <td style="text-align: center;">⋮</td> <td style="text-align: center;">✎</td> <td style="text-align: center;">🗑</td> </tr> </tbody> </table>			Device Name	Output N...	IP Address	Port	Online St...	Open in t...	Edit	Delete	<input type="checkbox"/>	Decoder1	2	172.16.47.202	8888	Online	⋮	✎	🗑
	Device Name	Output N...	IP Address	Port	Online St...	Open in t...	Edit	Delete													
<input type="checkbox"/>	Decoder1	2	172.16.47.202	8888	Online	⋮	✎	🗑													

After that, go to Home→TV Wall Management→TV Wall System Setting→Decoder Bind Configuration. Then click to bind decoder and TV wall (See [Decoder Bind](#) for details).

10.3 TV Wall Management

Go to Home→TV Wall Management→TV Wall Setting.

TV Wall Setting TV Wall View Task Setting TV Wall System Setting

TV Wall

- TV Wall Server +
 - TV Wall 1(1) ✎ 🗑
 - TV Wall 2(2) ✎ 🗑
 - TV Wall 3(3) ✎ 🗑

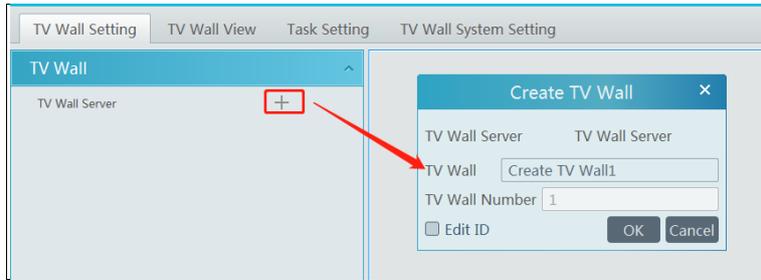
Decoder Output

- Decoder1
 - popopopopopopopopoloki ✎
 - Output2 ✎

10.3.1 TV Wall Settings

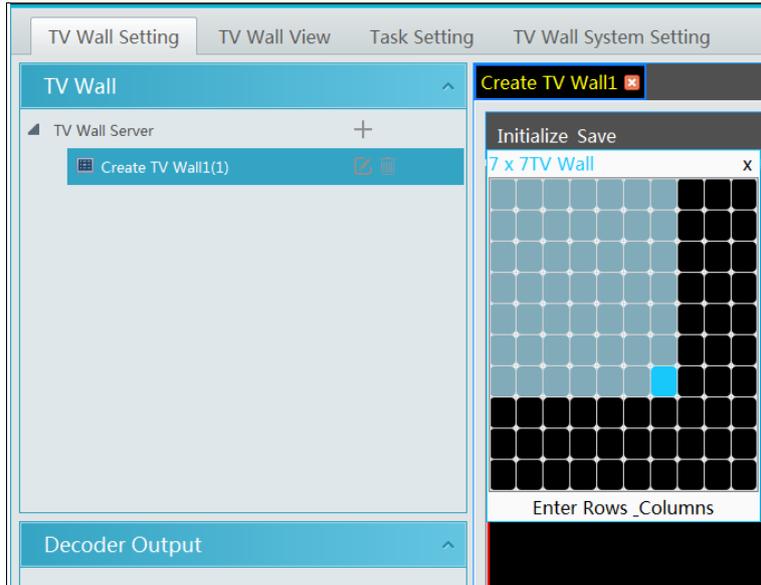
◆ Create TV Wall

Go to Home→TV Wall Management→TV Wall Setting. Select a TV wall server and then click to create a TV wall.



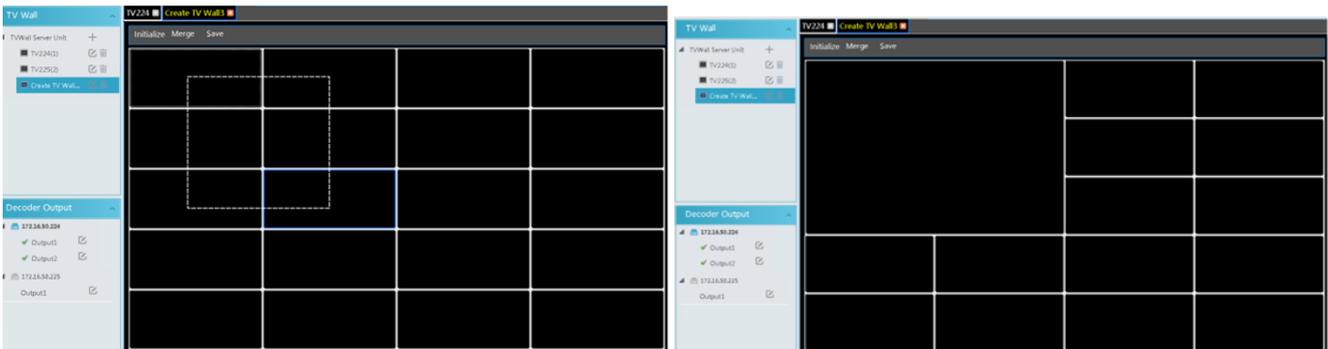
◆ Initializing

- ① Double click the created TV wall to prompt a TV wall window.
- ② Click “Initialize” to create TV wall layout

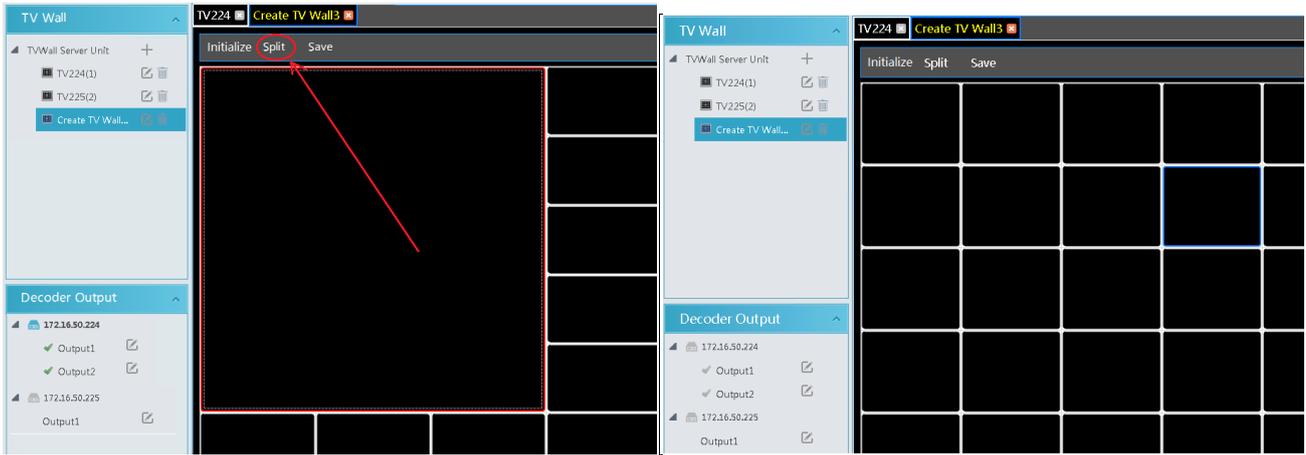


◆ Merging\Splitting

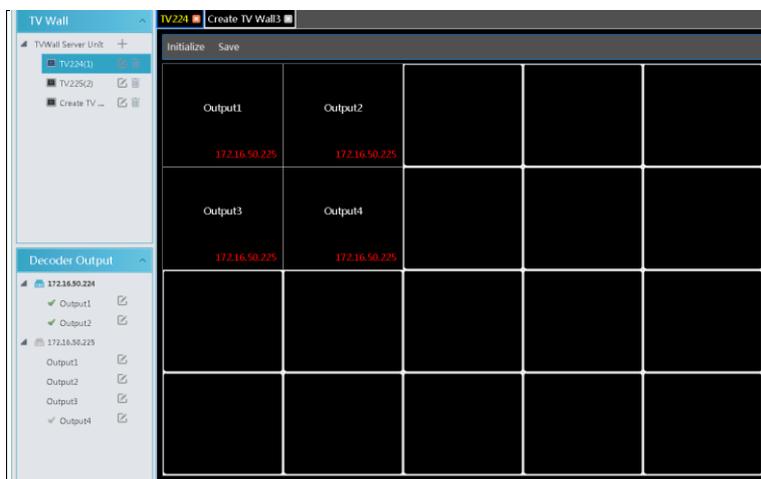
Merging: drag on the screen and then release. The “Merge” button will be shown. Click it to merger these small windows.



Splitting: select the merged window and click “Split” to restore the window to the previous status.

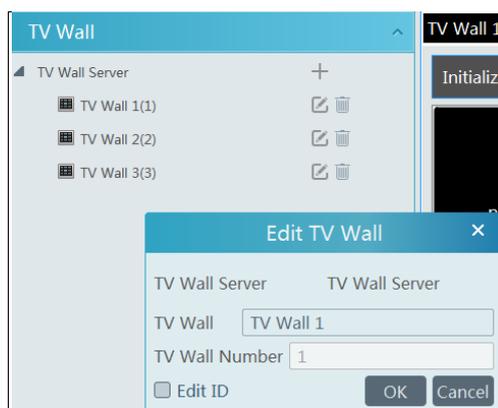


The online decoder displayed in the decoder output list is the binding decoder of this TV wall. Drag the outputs to windows on the right in sequence and then click “Save” to save the settings.



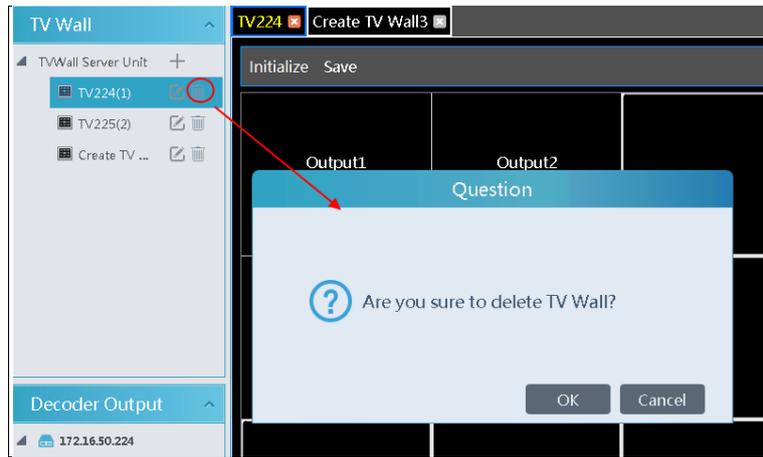
To modify TV wall:

Click  beside the TV wall name, enter the new name and then click [OK].



To delete TV wall :

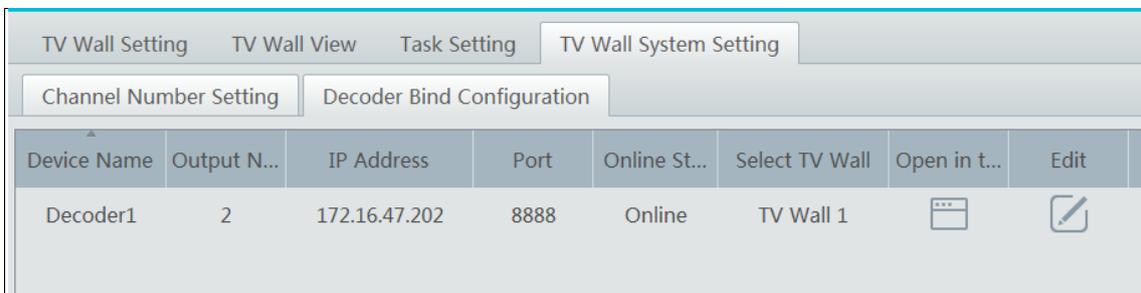
Click  behind the TV wall name.



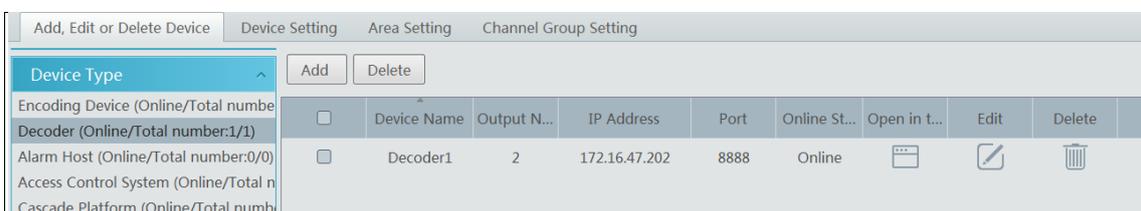
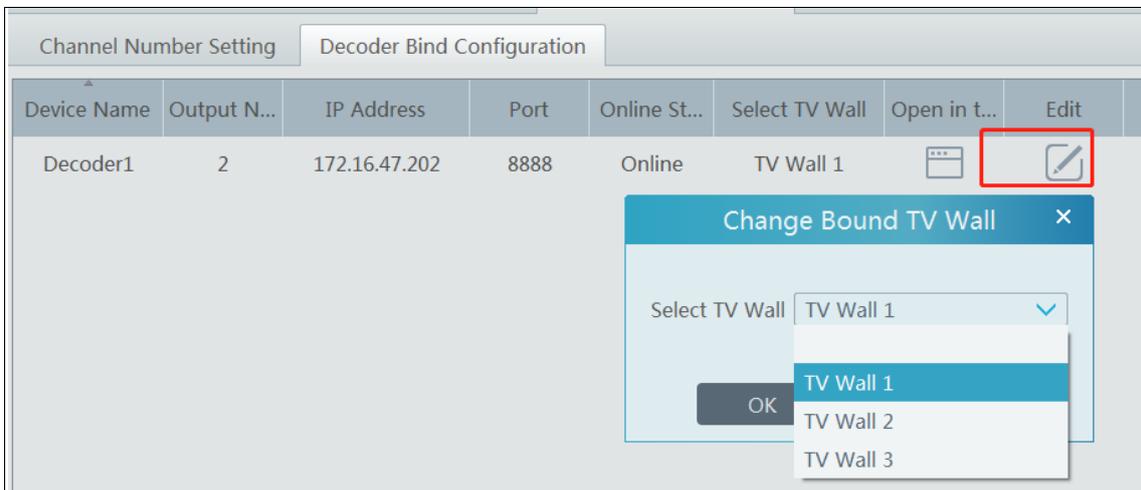
● Decoder Bind

Go to Home→TV Wall Management→TV Wall System Setting interface as shown below. In this interface, decoder bind can be set up.

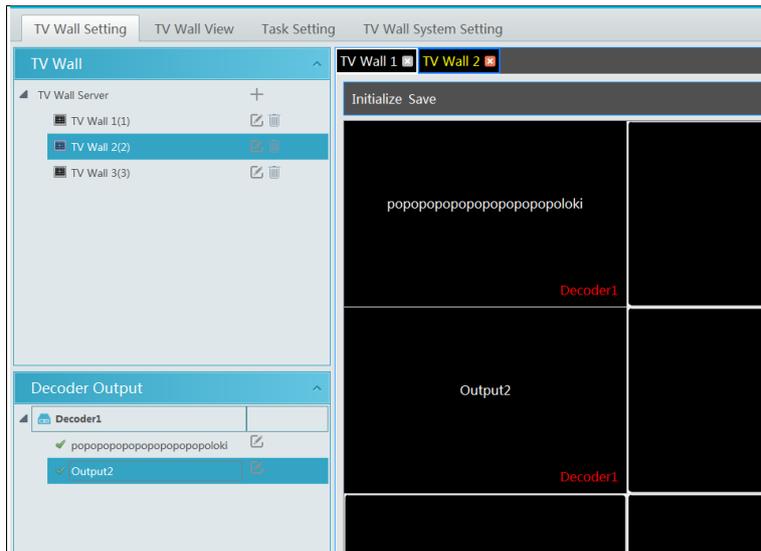
Decoder bind configuration: modify the binding state between decoder and TV wall.



Click to change bound TV Wall.



Return to the decoder management interface as shown above. The online status of the decoder indicates that the decoder is successfully bound with TV wall. Go to TV Wall Setting interface as shown below. Drag the outputs of the decoder to the window on the right and save them to complete output bind.

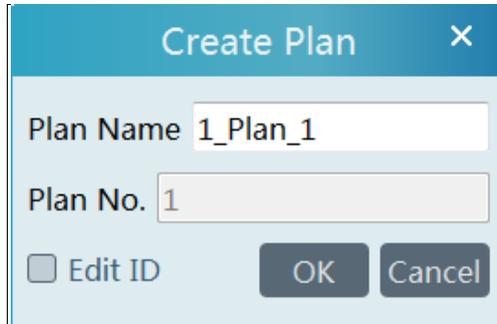


10.3.2 TV Wall View

◆ Create Plan

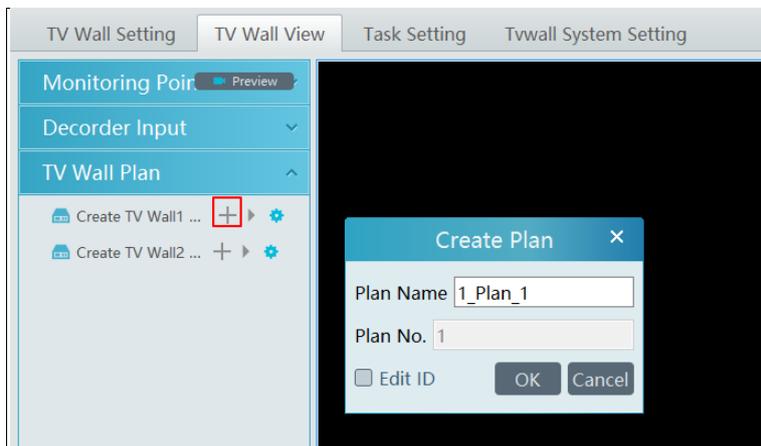
Go to Home → TV Wall Management → TV Wall View → TV Wall Plan.

Click  beside the TV wall name to create the TV wall plan name.

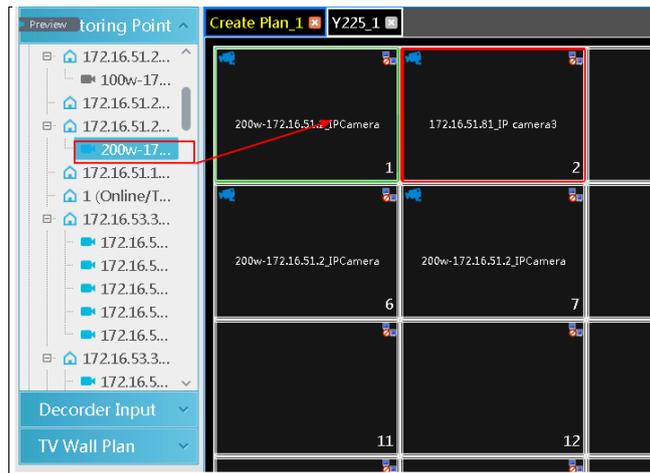


◆ Configure Plan

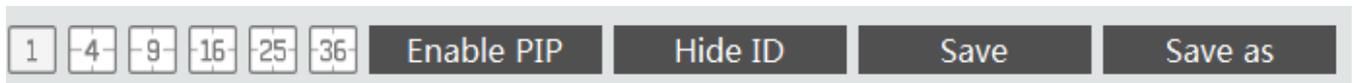
Double click the plan name to show the plan.



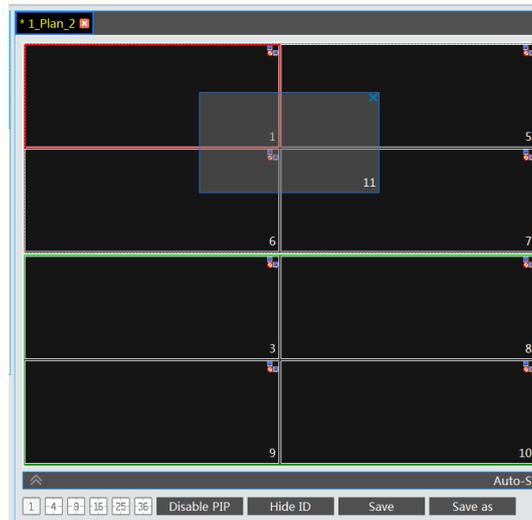
Drag the monitoring points to the corresponding window respectively to decode image.



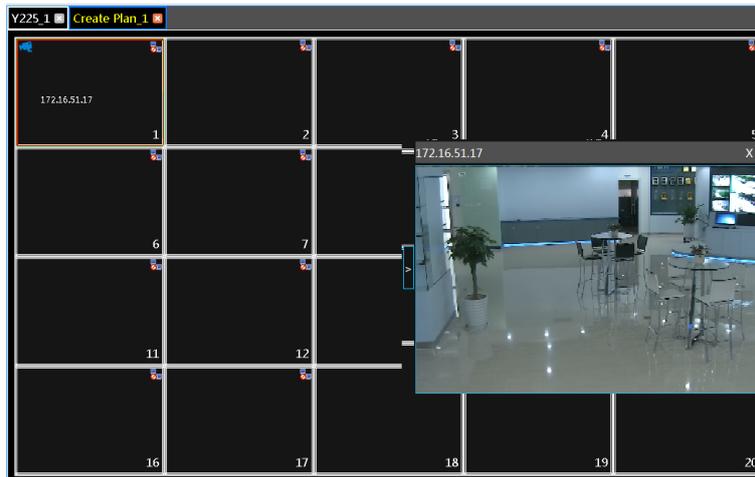
◆ Toolbar Menu



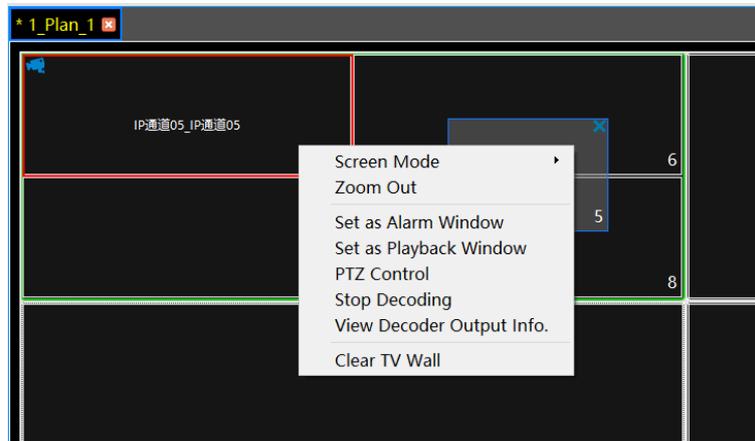
1. Screen mode : 1\4\9\16\25\36 screen mode is optional.
2. Open Window : Click [Enable PIP] and then drag on a window to open a small window on it. Click [Disable PIP] to stop opening window. The small window can be dragged to anywhere on the big window.



3. Click [Hide ID] to hide the window number; click [Display ID] to display the window number.
 4. Click [Save] to save the current plan.
 5. Click [Save as] to save it as another plan.
- Double click a window to play the video.

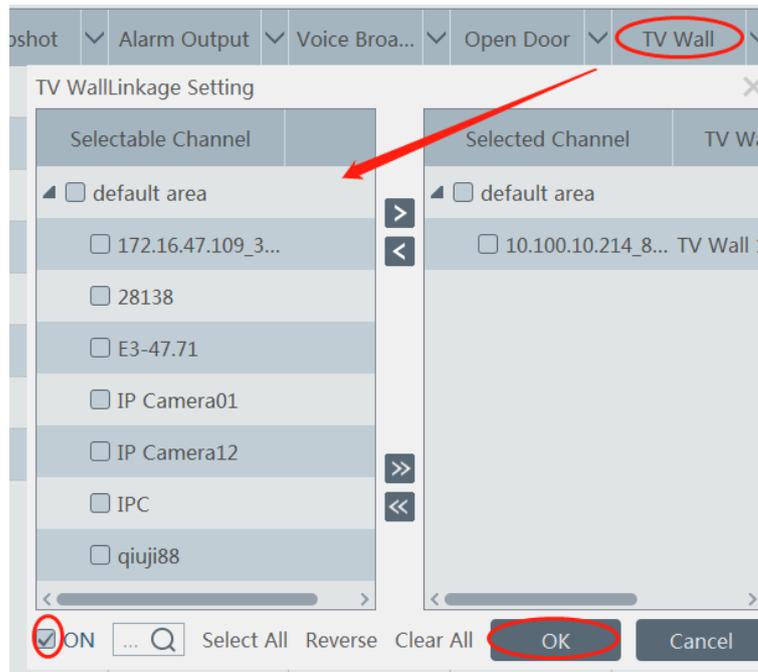


◆ Right-click Menu



1. Screen mode: 1\4\9\16\25\36 screen mode is optional.
2. Zoom in/out : if the current screen mode is multi-screen display mode, click “Zoom In” to zoom in the current image. Click “Zoom Out” menu again to restore to the previous status.
3. Save as Alarm Window: click it to save the current window as an alarm window. The alarm linkage image will be displayed in this window. Go to Home → Alarm Center → Alarm Linkage (or Home → Alarm System → Alarm Linkage) interface. Select TV wall linkage item to set alarm linkage.





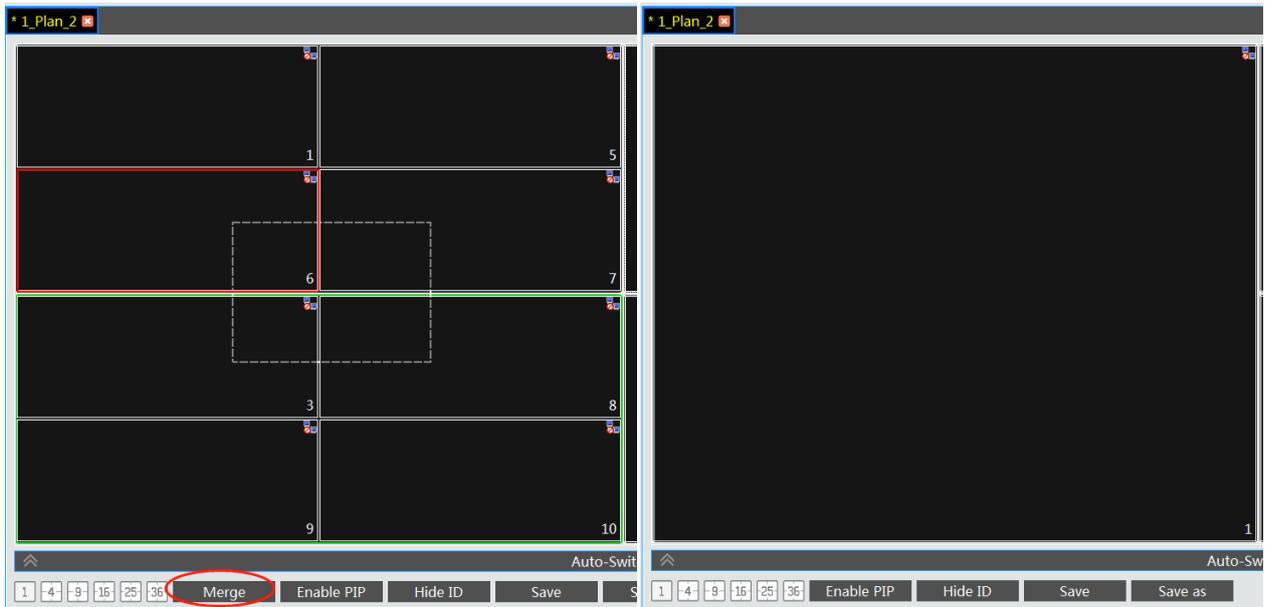
4. Set as Playback window : when decoding images, click this menu to play the records of the current channel (the record source is the current record source).
5. PTZ Control: click this menu to prompt a PTZ control panel of the current decoding window. Direction control, zooming and focusing, Iris control, speed, preset, track and cruise calling can be operated through this control panel.



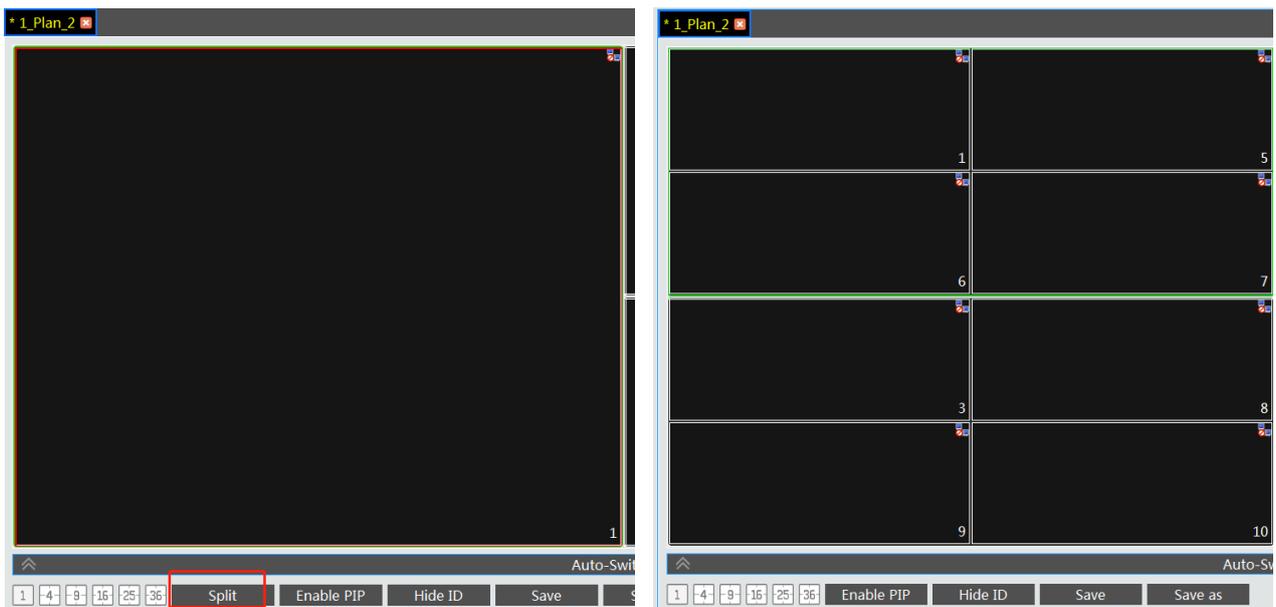
6. Stop Decoding: click it to stop decoding the current image.
7. View Decoder: view the information of the decoder.
8. Clear TV Wall: click it to clear the decoding configuration of the current output.

◆ Screen Merging or Splitting

Drag the mouse to select multi-window and then click [Merge] to merge these windows.



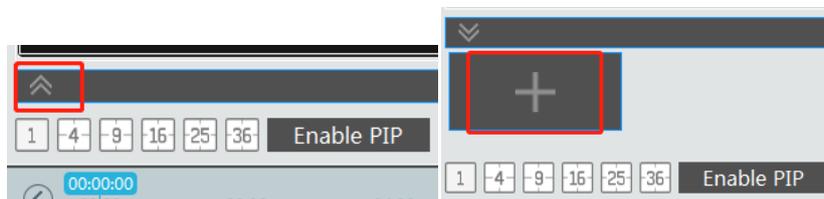
Select the merged window and click [Split] to restore the window to its previous status.



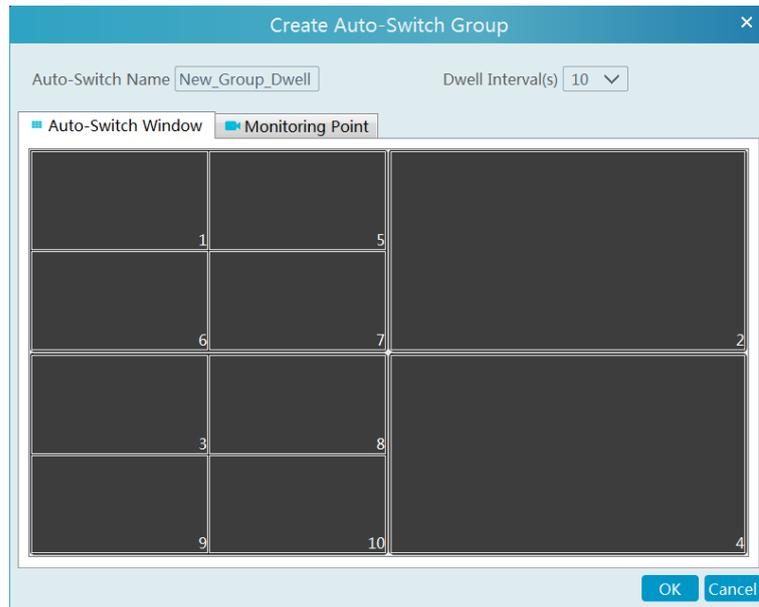
◆ Auto-Switch Group

1. Create Auto-Switch Group

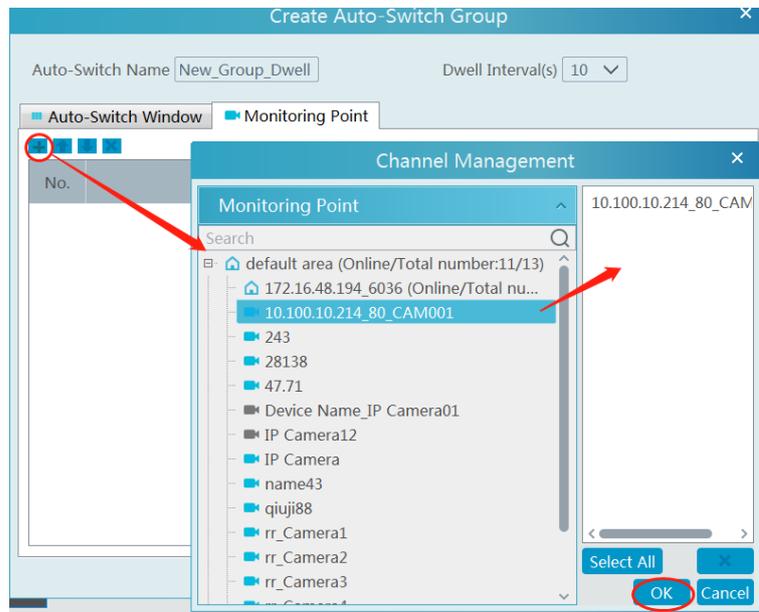
① Click Auto-Switch Group under the screen and then click  to create auto-switch group.



② Select “Auto-Switch Window” to select the window group.

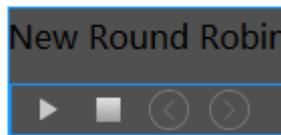


- ③ Click “Monitoring Point” to select the auto-switch channel group.



- ④ Enter auto-switch name and dwell time.

2. Execute auto-switch



Click  to execute auto-switch. The specified channel images will be played in the specified windows in sequence.
 Click  to stop playing the current auto-switch.

3. Modify or delete auto-switch

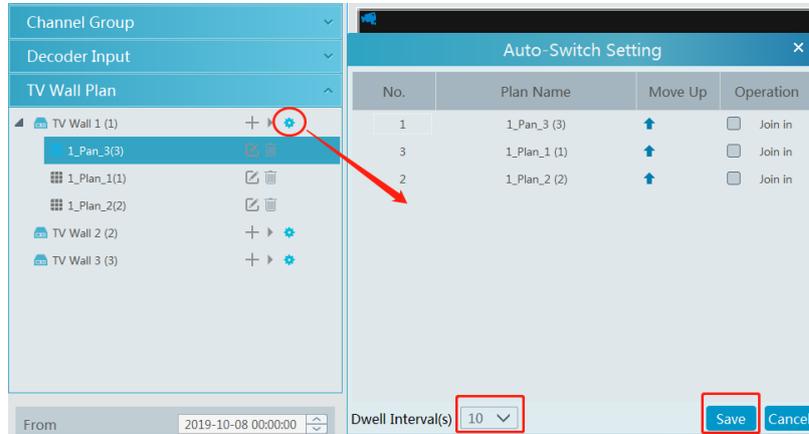
Right click the auto-switch name and then select Modify or Delete to modify or delete the auto-switch.

Note: If there are overlapped auto-switch window in a plan, the auto-switch groups will not be executed at the same time.

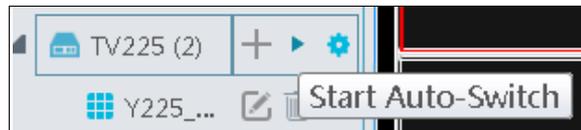
◆ Auto-switch plan

1. Create auto-switch plan

Click  behind the TV wall plan name to set the auto-switch. Click “Join in” to select the plan. Then set dwell time and click [OK].



2.Start/stop auto-switch



Click  behind the TV wall name to start auto-switch plan. Click the Stop button to stop the auto-switch.

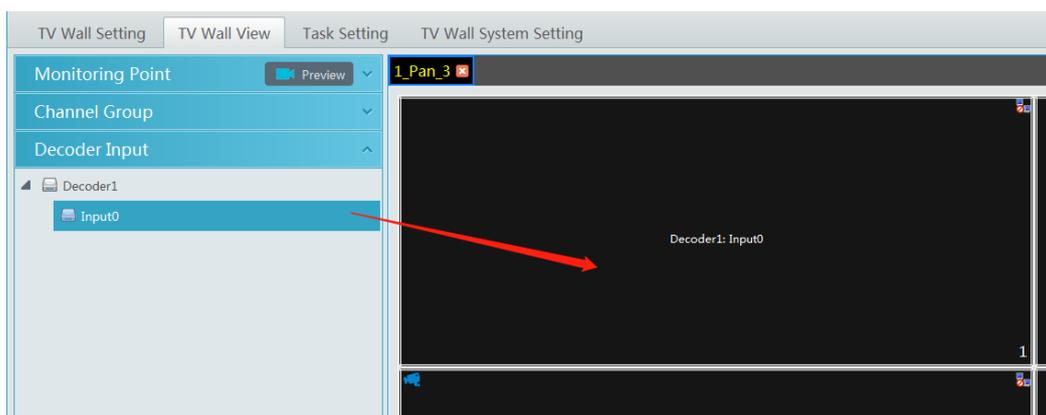
3. Modify auto-switch plan

Click  again to modify the auto-switch plan.

Note: If the current auto-switch plan needs to modify, please stop it first.

10.3.3 Decoder Input

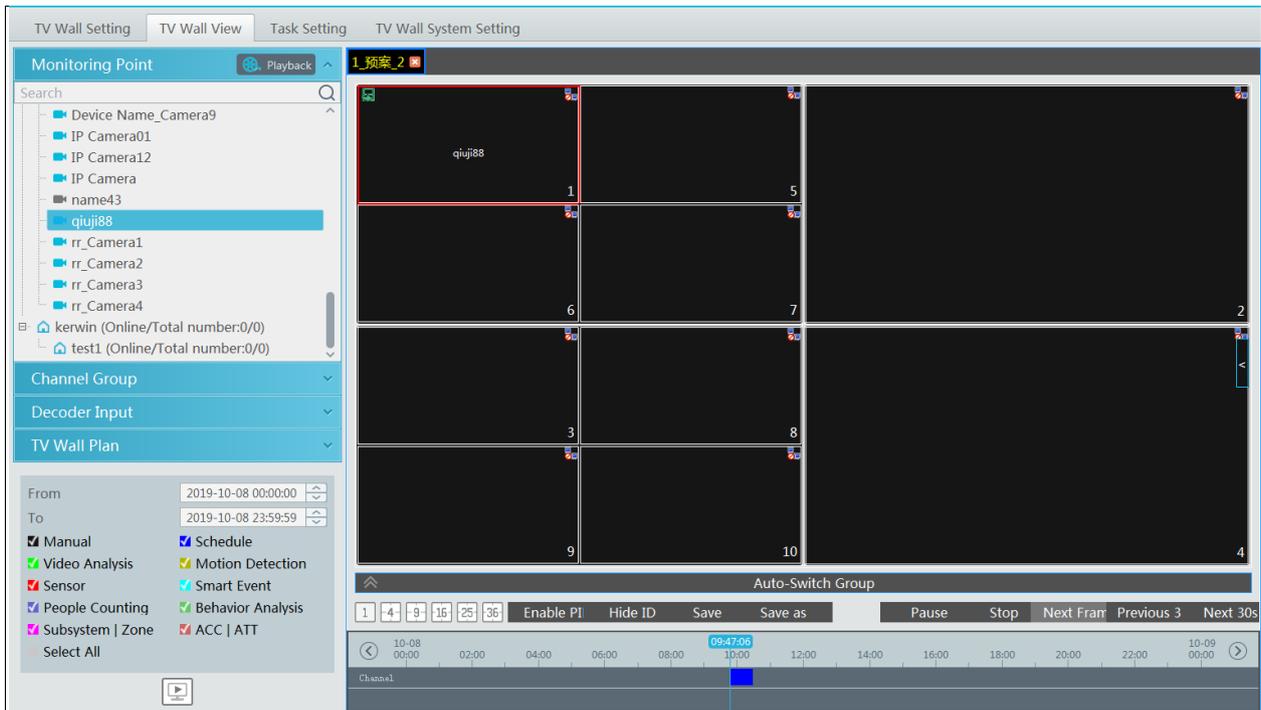
Go to Home→TV Wall Management→Decoding on TV Wall→Decoder Input. Drag an input to a window to execute decoding.



10.3.4 Playback

◆ Playback on TV Wall

Click “Preview” on the left corner. Then this button becomes “Playback”. Click /  to get records from device or storage server and then click “OK” to search records, or drag the cameras (or channels) to a window to search and play the records.



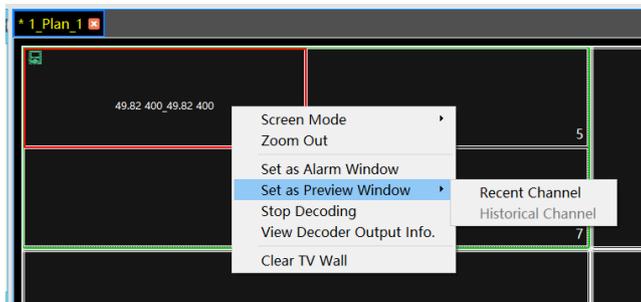
Of course, the specified time and event types can be set to search the specified records.

◆ Playing control



During playback, the record can be controlled by the above buttons.

◆ Right-click menu



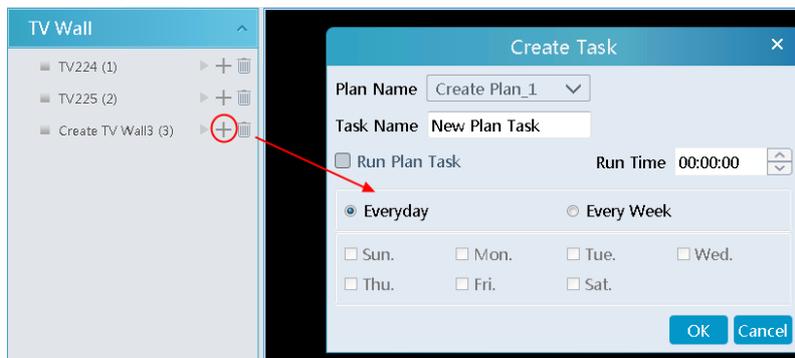
1. Screen mode: 1\4\9\16 screen mode is optional
2. Zoom in
3. Save as an alarm window
4. Save as preview window: : the current channel or the historical channel is optional.
5. Playback stream type: main stream or sub stream is selectable.
6. Stop decoding
7. View decoder information
8. Clear TV wall

The following picture is an example of TV Wall.

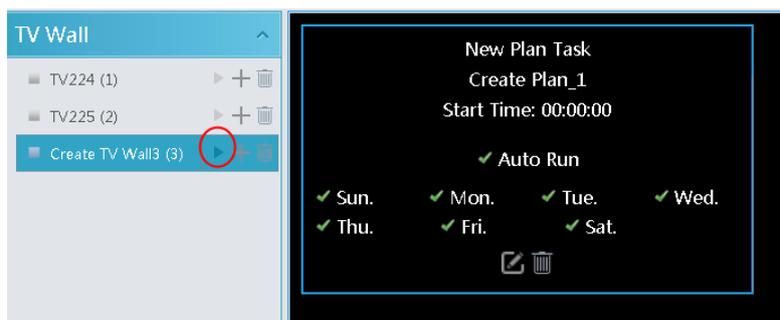


10.3.5 Task Setting of TV Wall

Go to Home→TV Wall Management→Task Setting. Click  behind the TV wall name. Select plan name, enter task name, set run time and enable plan task.

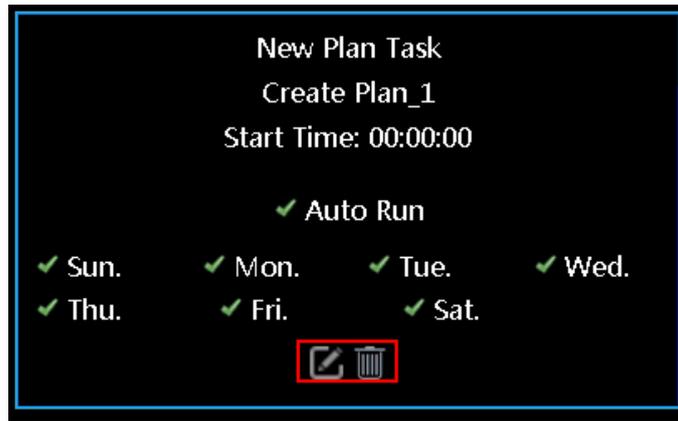


Click  to start the task. Click the Stop button to stop this task.



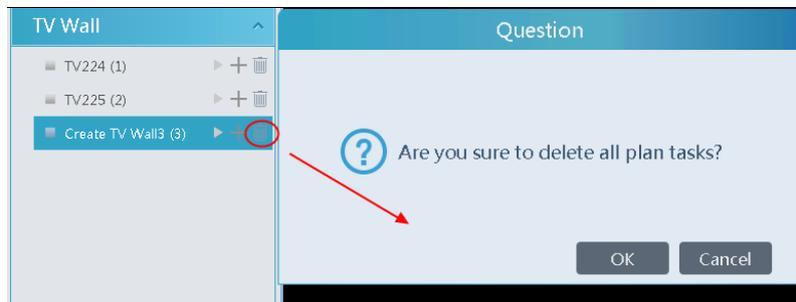
Modify or delete task

Double click the TV wall name and then the tasks will be displayed on the right window.



Click  or  to modify or delete the task.

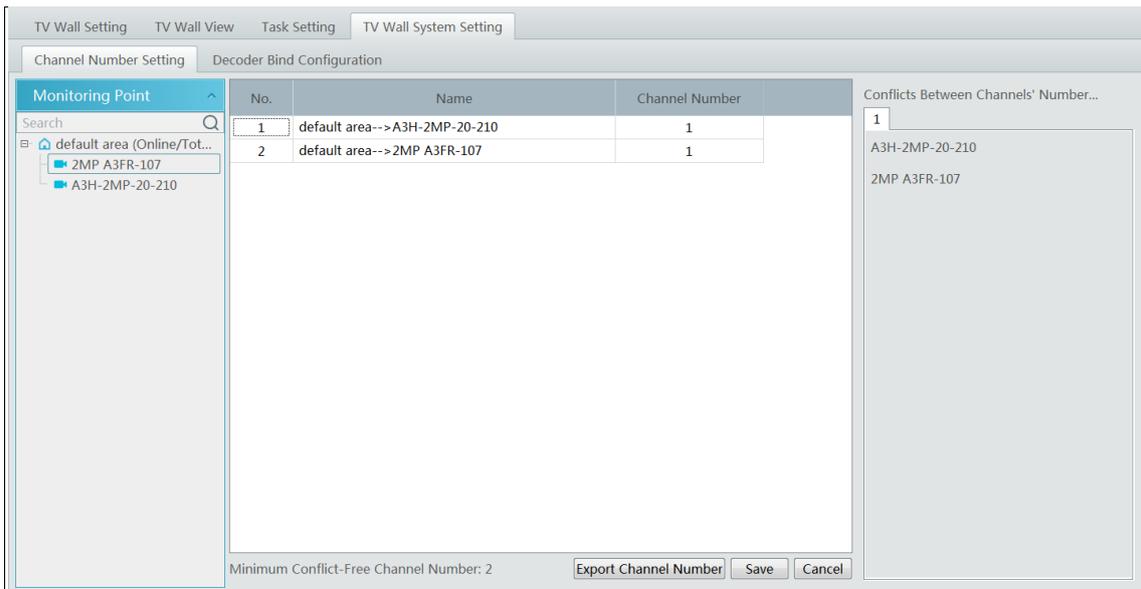
Click  behind the TV wall name and then click [OK] to confirm the deletion.



10.3.6 TV Wall System Setting

Go to Home→TV Wall Management→TV Wall System Setting interface as shown below. In this interface, channel number and decoder bind can be set up.

Channel number configuration: set the channel number and make the channel convenient to be controlled by the network keyboard controller. Users can export these channel number in this interface.



11 Account and Permission

11.1 Create Account

Go to Home→Account and Permission.

User Account Setting		User Permission Group Setting						
<input type="checkbox"/>		Account ...	Enabled	Select Permission Group	MAC Address	Bind MA...	Edit	Delete
<input type="checkbox"/>		admin	ON	Super Administrator	00:00:00:00:00:00	OFF		

There is a default super admin user (the username is admin; the password is 123456). The super admin user cannot be deleted. Click [Add] to prompt an adding user window as shown below.

Add User
×

Enable

User Name*

Old Password*

Password*

Confirm Password*

Display Password

Permission Group*

Bind MAC Address

Remark

Enter user name and password. Then select permission group (it must be set in advance). Binding MAC address or remark can be filled in as needed. After that, click [OK] to save.

Click to modify the added user; click to delete the added user.

11.2 User Permission Settings

Go to Home→Account and Permission →User Permission Group Setting.

- ① Click [Add] to create permission group.

Permission Group Name

System Permission Operation Permission Area Permission TV Wall Permission

Select All Reverse Clear All

Resource Management Server Management Record Setting

Alarm Management Account and Permission E-Map

TV Wall Management Parking Lot Management People Counting

Face Surveillance Face Greeting Face Attendance

OK Cancel

- ② Enter permission group name.
- ③ Select system permission, operation permission, area permission and TV wall permission as needed.

Click  to modify the permission group; click  to delete the permission group.

12 Operation and Maintenance Management

12.1 Check and Export Log

Go to Home→Operation and Maintenance Management.

Click the “Check and Export Log” tab as shown below. All types of logs can be searched and exported here.

The screenshot shows the 'Check and Export Log' interface. At the top, there are tabs for 'Check and Export Log', 'Backup and Restore Configuration', 'Online Status', and 'Status Log'. Below the tabs are buttons for 'All Types', 'Alarm Log', 'Operation Log', 'Config Log', and 'Exception Log'. There are also input fields for 'Start Time' (2019-06-19 00:00:00) and 'End Time' (2019-06-19 23:59:59), along with 'Search' and 'Export' buttons. The main area is a table with the following data:

No.	Main Type	Record Time	Node Name	Sub Type	User Name	User Address	Details	Record P
1	Alarm Log	2019-06-19 17:28:25	IPC	Channel-Face Det...	None	None		
2	Alarm Log	2019-06-19 17:28:07	IPC	Channel-Face Det...	None	None		
3	Alarm Log	2019-06-19 17:27:41	IPC	Channel-Face Det...	None	None		
4	Alarm Log	2019-06-19 17:27:12	IPC	Channel-Face Det...	None	None		
5	Alarm Log	2019-06-19 17:26:33	IPC	Channel-Face Det...	None	None		
6	Alarm Log	2019-06-19 17:26:22	A3H-2MP-20-210	Channel Offline	None	None		
7	Alarm Log	2019-06-19 17:26:22	A3H-2MP-20-210	Encoder-Offline A...	None	None		
8	Alarm Log	2019-06-19 17:26:12	2MP A3FR-107	Channel-Motion ...	None	None		
9	Alarm Log	2019-06-19 17:26:12	2MP A3FR-107	Channel-Face Det...	None	None		
10	Alarm Log	2019-06-19 17:25:12	IPC	Channel-Face Det...	None	None		
11	Alarm Log	2019-06-19 17:24:41	IPC	Channel-Face Det...	None	None		
12	Alarm Log	2019-06-19 17:24:25	IPC	Channel-Face Det...	None	None		
13	Alarm Log	2019-06-19 17:23:29	2MP A3FR-107	Channel-Motion ...	None	None		
14	Alarm Log	2019-06-19 17:23:29	2MP A3FR-107	Channel-Face Det...	None	None		
15	Alarm Log	2019-06-19 17:23:29	IPC	Channel-Face Det...	None	None		

At the bottom of the interface, there are navigation controls: 'The 1 /22Page', 'Per Page 50', and 'Entry 1-50 Total Entries : 1089'.

Select the log type, set the start time and the end time and then click [Query] to search logs. After the logs are searched, click [Export] to export these logs.

12.2 Backup and Restore Configuration

Go to Home→Operation and Maintenance Management. Click “Backup and Restore Configuration” to go to the following interface.

The screenshot shows the 'Backup and Restore Configuration' interface. At the top, there are tabs for 'Check and Export Log', 'Backup and Restore Configuration', 'Online Status', and 'Status Log'. Below the tabs are two buttons: 'Backup System Configuration' and 'Restore System Configuration'. Below the buttons is a note: 'Note: The process of restoring system configuration takes about a few minutes. After restoring, the management server will restart automatically. Do not shut down the management server while restoring.'

You can import the former system configuration files to the new version. Click [Backup System Configuration] in the last version to backup the system configuration files. Then click [Restore System Configuration] in the new version to restore the system configuration.

12.3 Viewing Online Status

Go to Home→Operation and Maintenance Management→Online Status interface.

You can view the online status of encoding device, decoders and storage servers and the record status of the storage server and encoding devices.

Check and Export Log Backup and Restore Configuration **Online Status** Status Log

Encoding Device Online Status
100%
Online: 2
Offline: 0

Decoder Online Status
100%
Online: 0
Offline: 0

Alarm Host Online Status
100%
Online: 0
Offline: 0

ACS Online Status
100%
Online: 0
Offline: 0

Servers Status
100%
Online: 6
Offline: 0

Record Status of the Storage Server
100%
Video recording: 2
No video: 0

Record Status of Encoding Devices
100%
Video recording: 0
No video: 0

Area	Device N...	Type	Channel ...	Alarm In ...	Alarm Ou...	IP Address...	Port	Online St...	Alarm Sta...
default area	A3H-2MP...	Standard ...	1	2	2	192.168.2...	9008	Online	
	2MP A3F...	Standard ...	1	1	1	192.168.2...	9008	Online	

12.4 Viewing Status Log

Go to Home → Operation and Maintenance Management → Status Log interface.

Check and Export Log Backup and Restore Configuration Online Status **Status Log**

Start Time: End Time:

No.	Type	Record Ti...	Node Na...	Details
1	Monitor Client online	2019-06-...	A3H-2MP...	
2	Encoding device online	2019-06-...	A3H-2MP...	
3	Monitor Clinet offline	2019-06-...	A3H-2MP...	
4	Encoding device offline	2019-06-...	A3H-2MP...	
5	No recording	2019-06-...	2MP A3F...	
6	No recording	2019-06-...	2MP A3F...	
7	Recording	2019-06-...	2MP A3F...	
8	No recording	2019-06-...	2MP A3F...	
9	No recording	2019-06-...	2MP A3F...	
10	Recording	2019-06-...	2MP A3F...	
11	Monitor Client online	2019-06-...	IPC	
12	Encoding device online	2019-06-...	IPC	
13	Monitor Client online	2019-06-...	2MP A3F...	
14	Encoding device online	2019-06-...	2MP A3F...	
15	Monitor Client online	2019-06-...	A3H-2MP...	
16	Encoding device online	2019-06-...	A3H-2MP...	

The / 2 Page Per Page Entry 1-50 Total Entries : 59

In this interface, record status, online or offline status of servers and monitor client can be viewed. Set the start time and the end time and then click [Search] to search status logs.

13 Local Configuration

13.1 Record and Snapshot Setting

Go to Home→Local Configuration.

In this interface, the storage path of recording files, backup files and snapshots, backup file format, snapshot number and max file size for manual recording and record backup can be set up here.

13.2 System Startup and Maintenance

Go to Home→Local Configuration→System Startup and Maintenance.

Auto Login: if enabled, the system will automatically log in when running this software next time.

Auto Startup: if enabled, the system will automatically start when the computer starts.

Show tips when the node is offline: if enabled, the system will pop up tips when there is node offline.

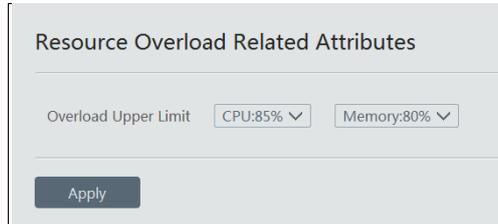
Full name display for DVR/NVR's channels: if enabled, the DVR/NVR's channel name listed in the resource tree will show the DVR/NVR name and the channel name. If disabled, only the channel name is shown.

Verify the password before exiting the program: if enabled, you shall enter the password before exiting the program.

In this interface, you also can select the resource tree sorting rules, video configuration rules, language and upload the various alarm audio files. You can click [Synchronize platform time] to synchronize the time of all devices and the platform.

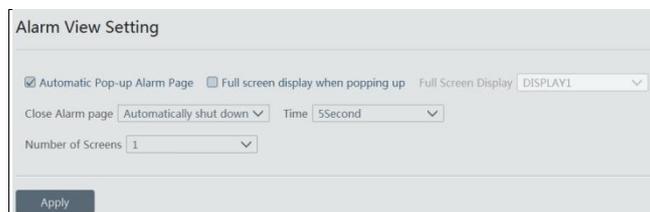
13.3 Overload Settings

This system supports CPU and memory overload protection. When the system overloads, the monitor client will restrict the new live view and playback operation and the overload tip will prompt. Go to Home→Local Configuration→Overload Setting. Select the overload upper limit and then click [Apply] to save the settings.



13.4 Alarm View Settings

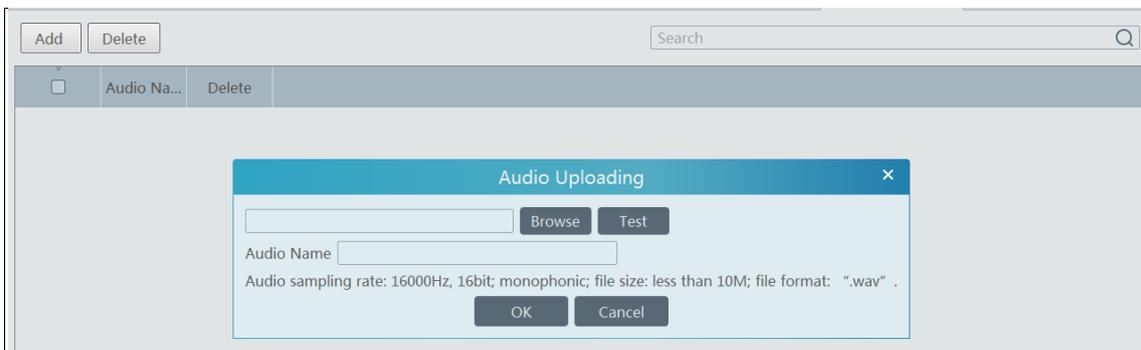
Go to Home→Local Configuration→Alarm View Setting.



In this interface, users can enable “Automatic Pop-up Alarm Page” or “Full Screen Display when Popping up”, set “automatically /manually close alarm page” and select the number of screens (1/4/6/19 optional).

13.5 Audio Uploading

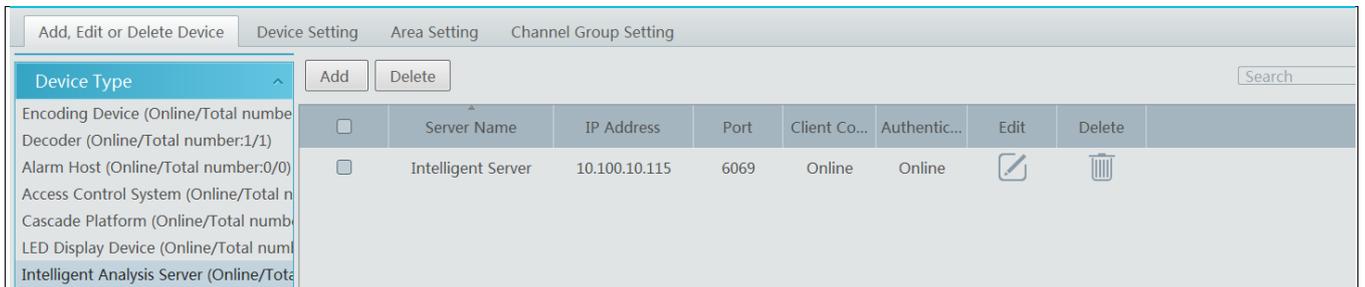
Go to Home→Local Configuration→Audio Uploading. Click [Add] to bring the following box.



Click [Browse] to choose the audio file and then enter the audio name. Click [OK] to save this audio. After the audio is uploaded successfully, you can listen to it.

14 Intelligent Management

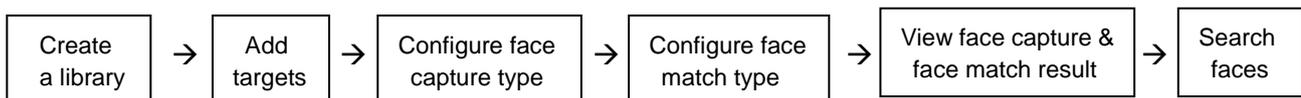
Before using intelligent functions, please confirm the intelligent analysis server has been already created and it is online. Go to Home→Resource Management→Intelligent Analysis Server. There is a default intelligent analysis server. Please make sure the server is online.



Users can also add a new intelligent analysis server. Click [Add] and then click [Refresh] to quickly search the server in the same local network. Click the “Manually Add” tab to manually add the IP address and port of the server.

14.1 Face Surveillance

If it is the first use of face surveillance function, please configure it in the following order.

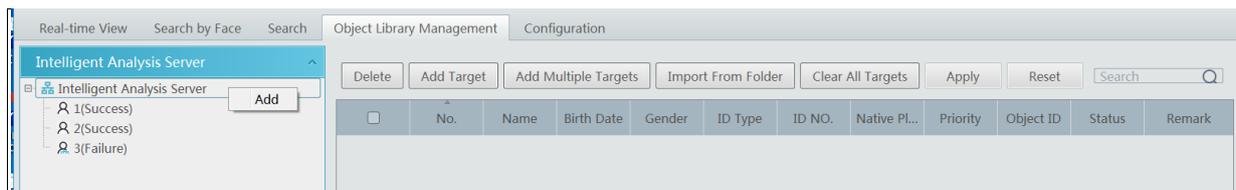


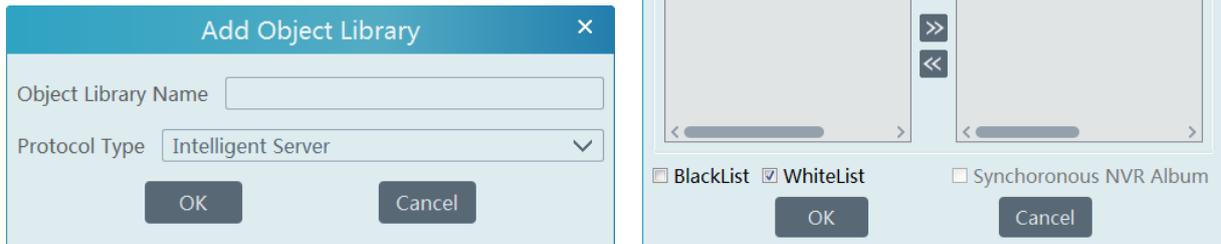
14.1.1 Object Library

Create and edit object library by going to Home→Object Library.

- **Create Object Library**

Right click the intelligent analysis server to select “Add” to add an object library.

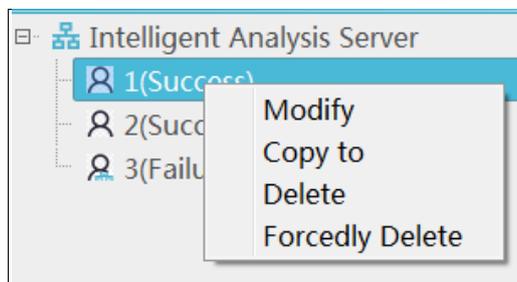




Object Library Name: please enter the object library name as needed.

Protocol Type: intelligent server, face match server, face recognition IPC, face recognition NVR and FR Terminal (Face Recognition Access Control Terminal) are optional. If face recognition camera/NVR/terminal is selected, please select the corresponding device and click **>** to add the device. Then this library and its targets will be added to the face database of the added device, but the face database and its targets cannot be added to this library.

A menu box will display by right clicking the library name as shown below.



Select “Modify” to modify the library name. Check “Synchronous” and then you can add or delete devices. If adding a device, all targets in this library will be copied to this device. If deleting the added device, all targets of this library will be cleared from this device.

Click “Copy to” to copy the current library (A) and its targets to another library (B) and create library (B). If “Copy to” face recognition NVR/IPC/ terminal is selected, the current library (A) and its targets will be added to the face database of the above-mentioned device.

Click “Delete” to delete the current library.

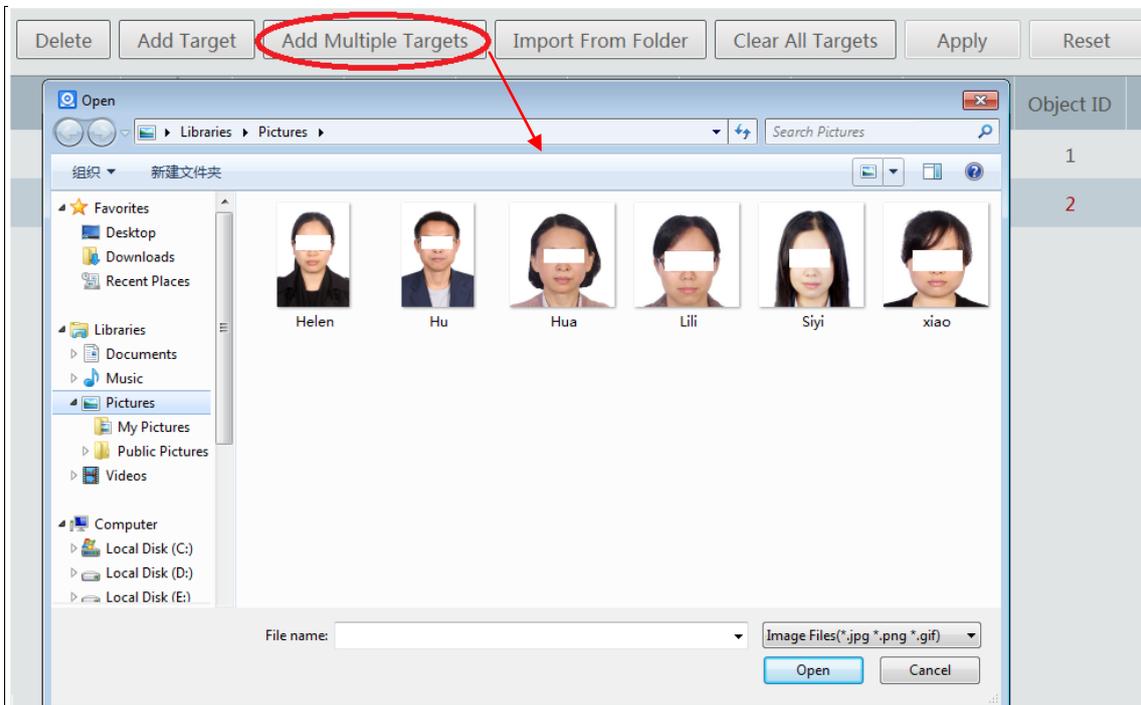
Forcedly Delete: This function is used to delete the library linking the face recognition NVR/IPC/terminal. When the FR NVR/IPC/terminal is offline or disconnected with the intelligent server, you shall select “Forcedly Delete” to delete the relevant library.

- **Add Targets**

Then double click this object library and click [Add Target] to create a target.



Adding multiple targets:



Import from folder:

Folder & Subfolders: After clicking [Import from Folder] and choosing “Folder & Subfolders”, choose a folder including multiple subfolders and then all pictures in the folder and its subfolders will be imported.

Current Folder: After clicking [Import from Folder] and choosing “Current Folder”, choose a folder including multiple subfolders and pictures. Then pictures in the folder will be imported, but pictures in the subfolders will not imported.

Modify or delete targets:

Double click a library name to show its targets. Double click the area you want to modify and then modify it. Then a “*” symbol will show in the front of the number. If you want to recover the configuration, click [Reset]. This symbol will disappear after clicking [Apply] to save the modification.

Note: if you have already applied your modification, you cannot reset the previous settings.

Select the target information and click [Delete] to delete this target. Click [Clear All Faces] to clear all targets in this library.

If there are too many targets listed, you can enter the key words in the search bar to search the desired targets.

<input type="checkbox"/>	No.	Name	Birth Date	Gender	ID Type	ID NO.	Native PL...	Priority	Object ID	Status	Remark
<input type="checkbox"/>	1	Helen	2019-8-23	Male	ID Card			Normal	1	Success	Helen.jpg
<input type="checkbox"/>	*3	Hua	1900-01	Male	ID Card			Normal	3	Success	Hua.jpg
<input type="checkbox"/>	4	Lili	2019-8-23	Male	ID Card			Normal	4	Success	Lili.jpg
<input type="checkbox"/>	5	Siyi	2019-8-23	Male	ID Card			Normal	5	Success	Siyi.jpg
<input type="checkbox"/>	6	xiao	2019-8-23	Male	ID Card			Normal	6	Success	xiao.jpg

14.1.2 Task Management

Go to Home→Face Surveillance→Configuration→ Task.

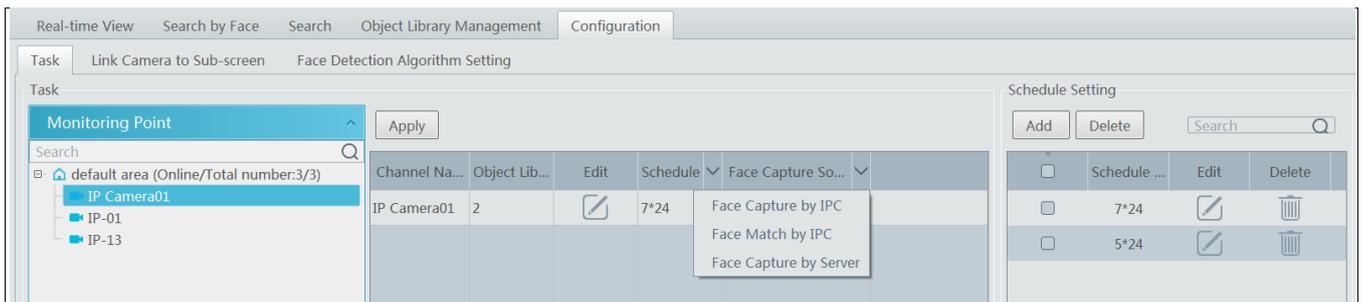
① Select the schedule and face capture type.

There are three face capture types—face capture by IPC, face match by IPC, face capture by server

Face capture by IPC: if the IPC is a face detection IPC, please select it. It is selected by default.

Face match by IPC: if the IPC is a face recognition IPC, please select it.

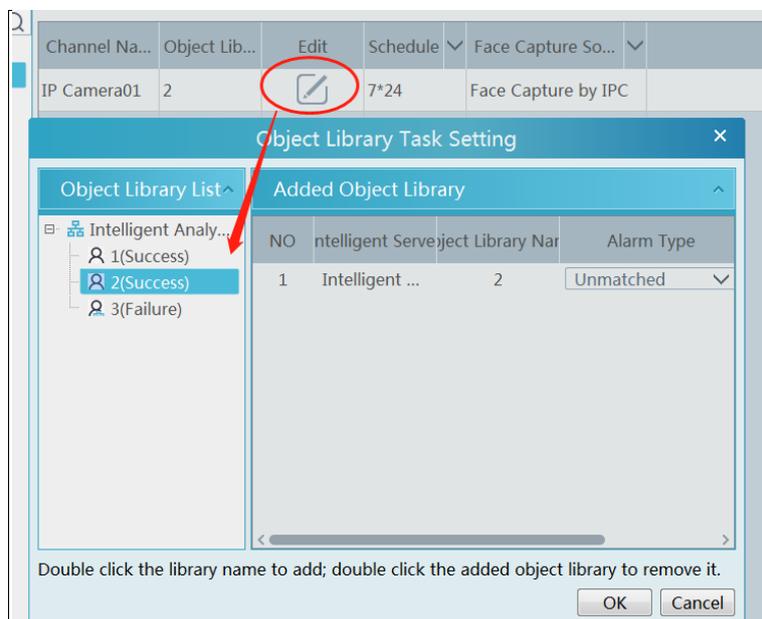
Face capture by server: capture faces by server.



② Set face match type.

Face Match by IPC: select the IPC, click  and then double click the library that links the face database of IPC. Make sure this IPC supports face match function.

Face Match by server: select the face detection IPC, click  and then click the library that links the intelligent server. The IPC is in charge of face capture and the server is in charge of face match.



Note: For face match by NVR, there is no need to configure task. After creating the library that links the face database of NVR, you need to go to the face match interface to check this library and configure the similarity. Then the face match result will automatically report to the platform system.

The alarm type: Matched or Unmatched can be optional.

If “Matched” is enabled, a) when the captured face picture is successfully matched, this result will be pushed to the alarm service and then the match pictures will be shown in the Real-time View interface of Face Surveillance module; b) when the captured face picture is unsuccessfully matched, this failure result will be pushed to the alarm service and the picture will be shown in the Real-time View interface of Face Surveillance module too.

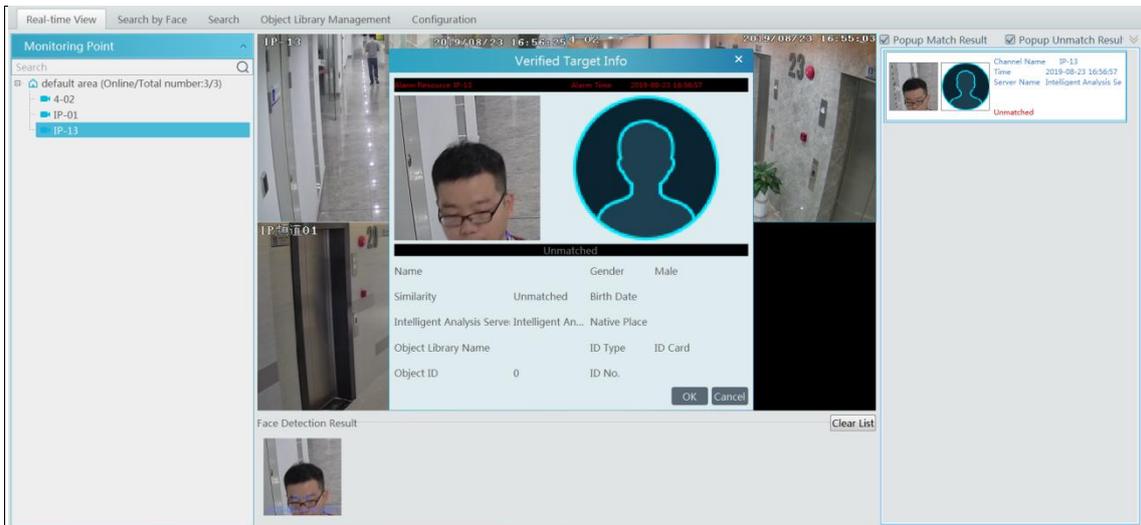
If “Unmatched” is enabled, a) when the captured face picture is successfully matched, this result will not be pushed to the alarm service; b) when the captured face picture is unsuccessfully matched, this failure result will be pushed to the alarm service and the picture will be shown in the Real-time View interface of Face Surveillance module.

Note: If the schedule is not set, the match result will not be pushed.

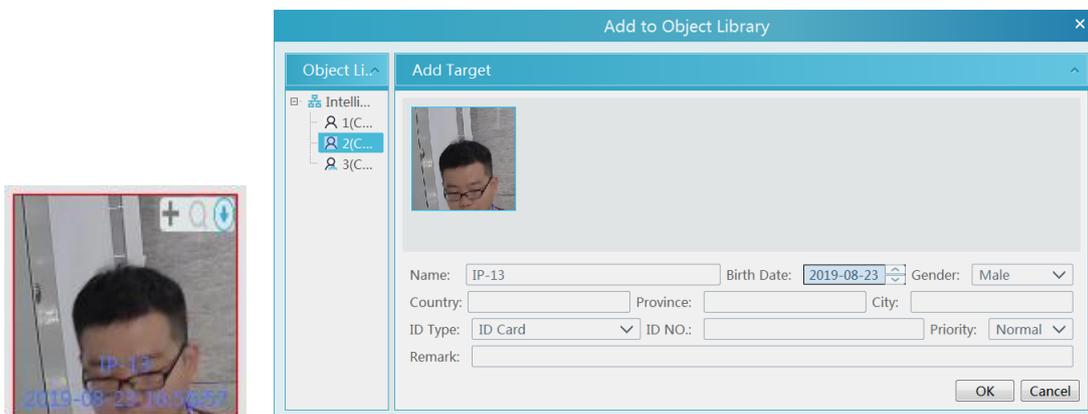
14.1.3 Real-Time View

If the IPC supports face detection, you will view the face capture picture.

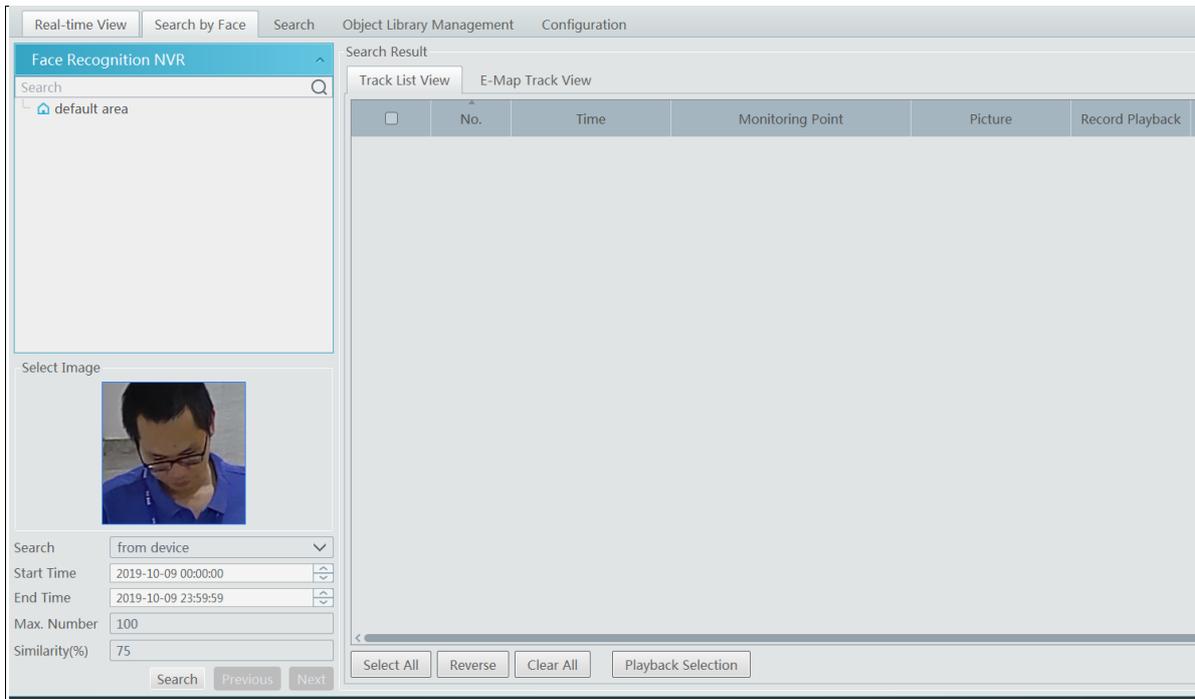
The screen display mode: 1/4/9/16 can be selected.



Put the cursor on the captured picture and then click + to add the capture picture to the library. Select the library on the left and then fill out the information of this target. Click [OK] to add.

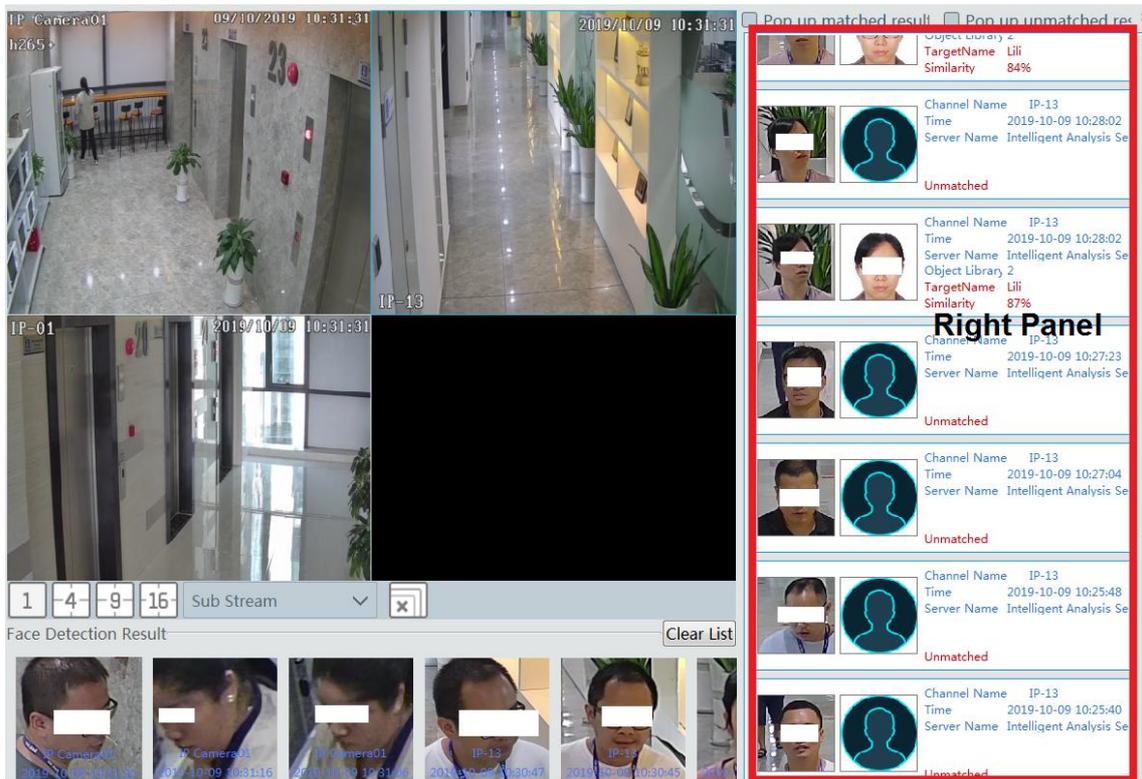


Put the cursor on the captured picture and then click  to quickly search images by this picture.



Put the cursor on the captured picture and then click  to quickly download the captured picture.

The right panel of the real-time view interface is face match result area.

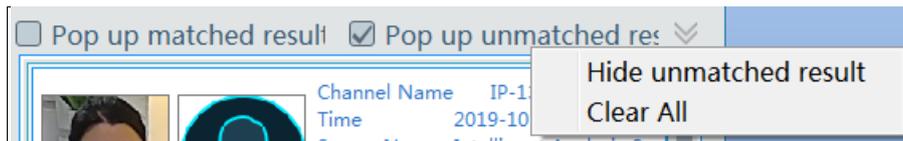


Double click it to view the matched details.



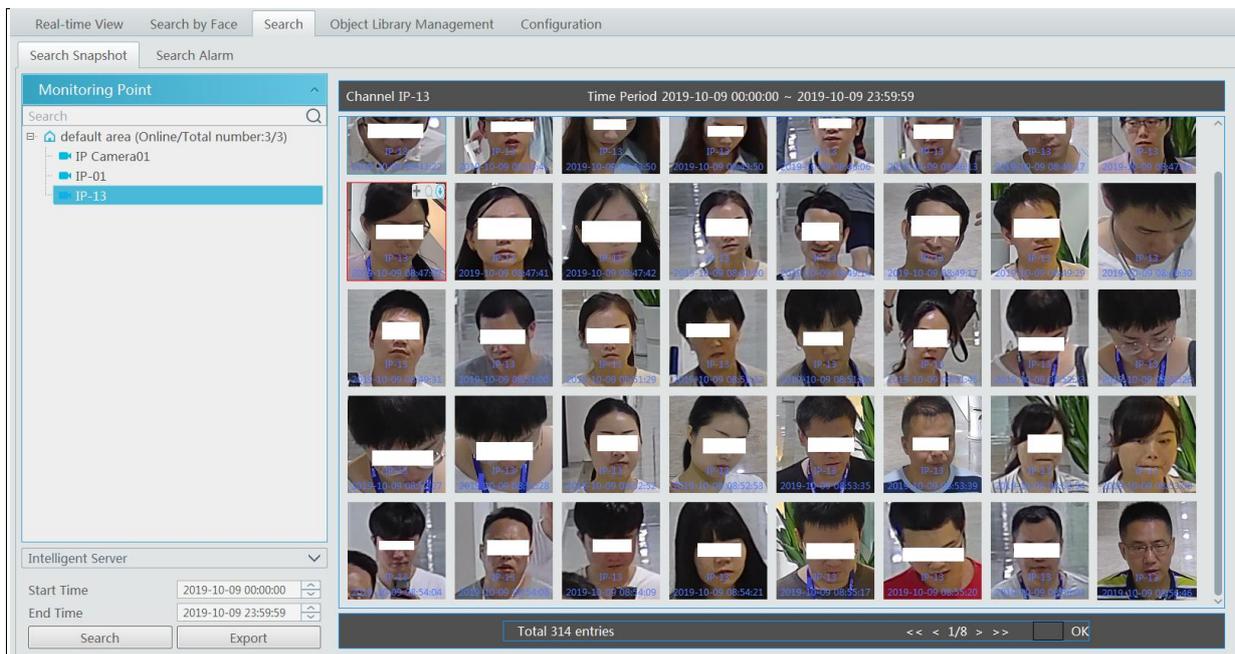
Click on the top right corner of the real-time to display more menus.

If “Pop up matched/unmatched Result” is checked, a small window will pop up when the captured face is matched successfully or unsuccessfully. If “Hide unmatched result” is checked, the unmatched result will be hidden. If “Clear All” is selected, all match result will be cleared.



14.1.4 Search

- ① Go to Face Recognition → Search interface.
- ② Select the IPC and picture source.
- ③ Select the captured match pictures from intelligent server or face recognition NVR.
- ④ Set the start and end time and then click [Search] to search the face pictures.



Put the cursor on the captured picture and then click + to add the capture picture to the library. Select the library on the left and then fill out

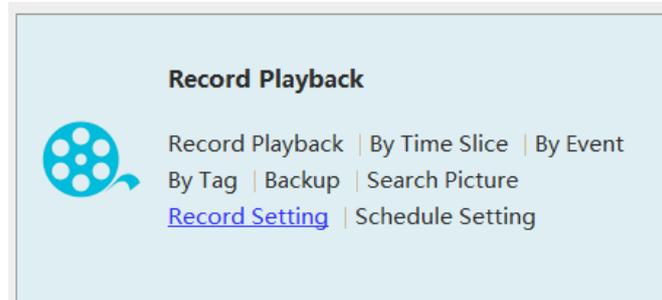
the information of this target. Click [OK] to add.

Put the cursor on the captured picture and then click  to quickly search images by this picture.

Put the cursor on the captured picture and then click  to quickly download the captured picture.

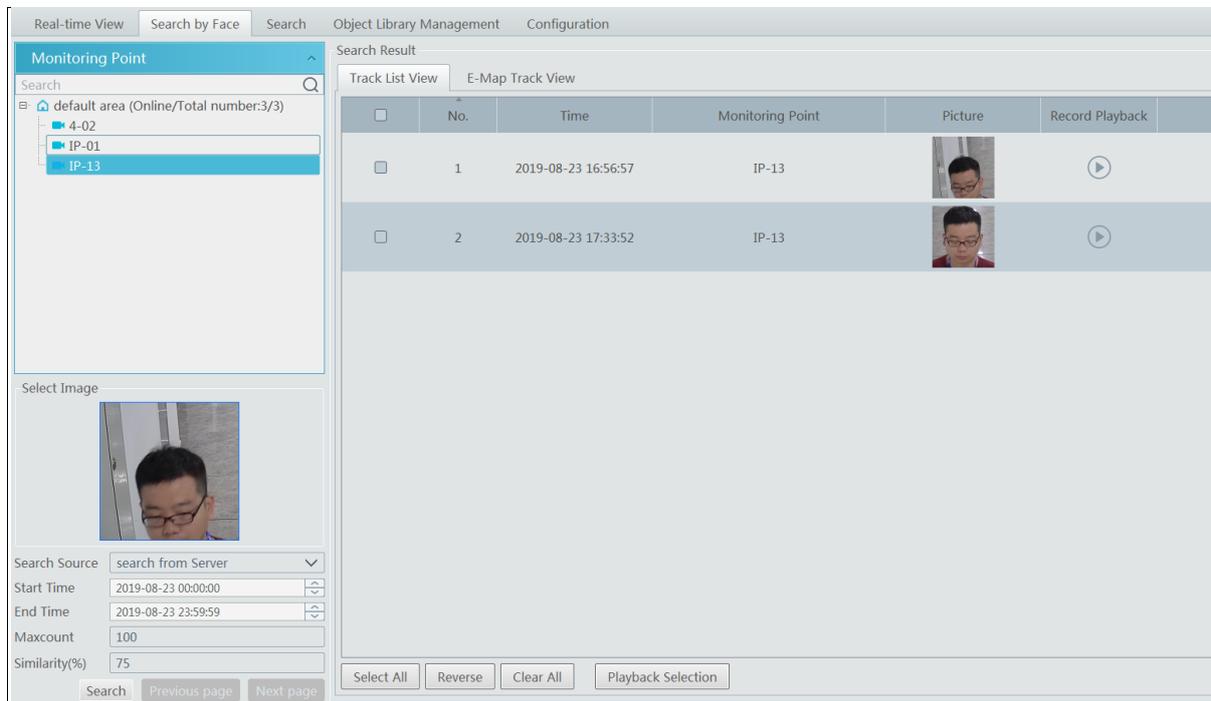
14.1.5 Search Image by Image

- ① Set the schedule and make sure all channels can be recorded normally.



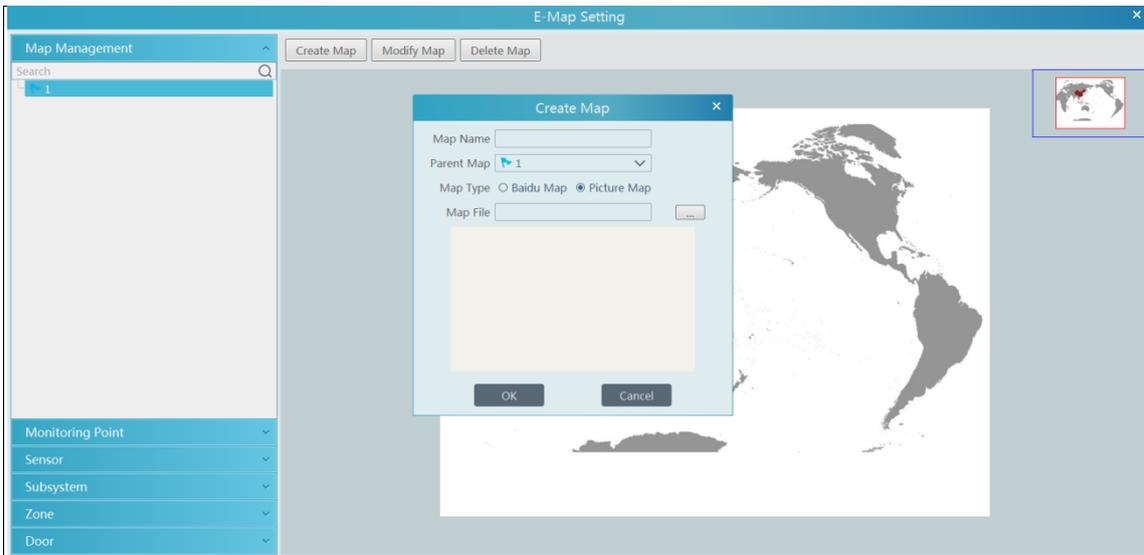
- ② Select a picture and picture source.
- ③ Set the start time and the end time.
- ④ Set the maximum count and similarity.
- ⑤ Click [Search] .

Click  to play the record in a small window.



- **E-Map Track View:**

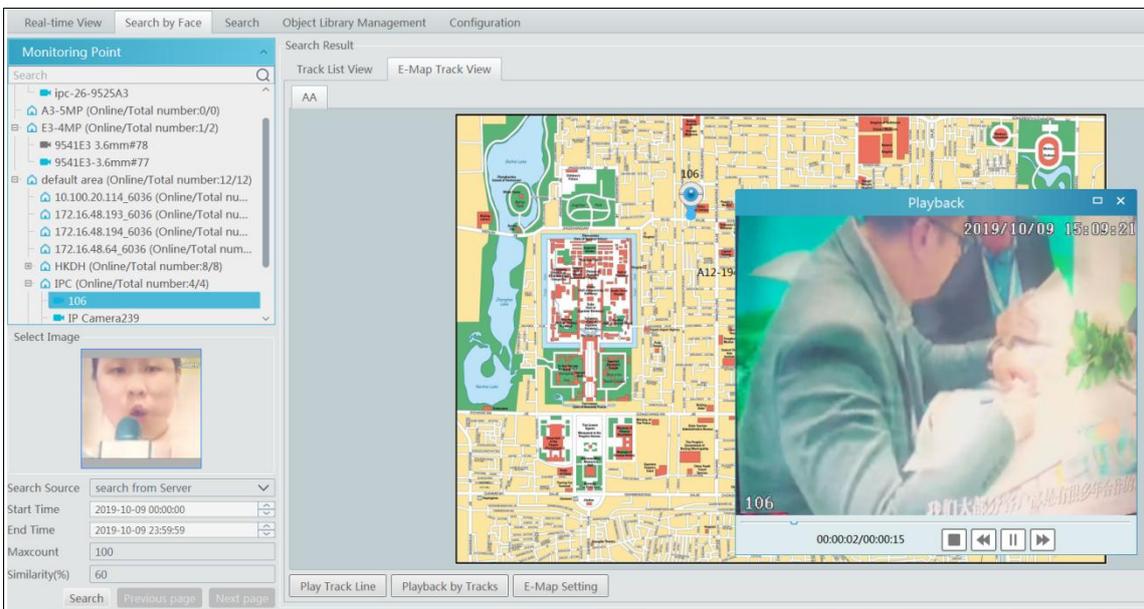
- ① Create a E-map. You can create or delete an E-map in this interface. The hot spot can be added to the E-map too.



② Search the track

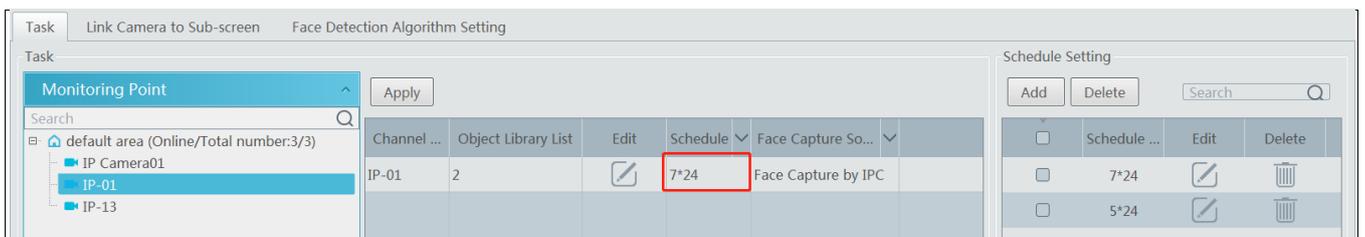
Click [Play Track Line] to play track line.

Click [Playback by Tracks] to play back records as shown below.



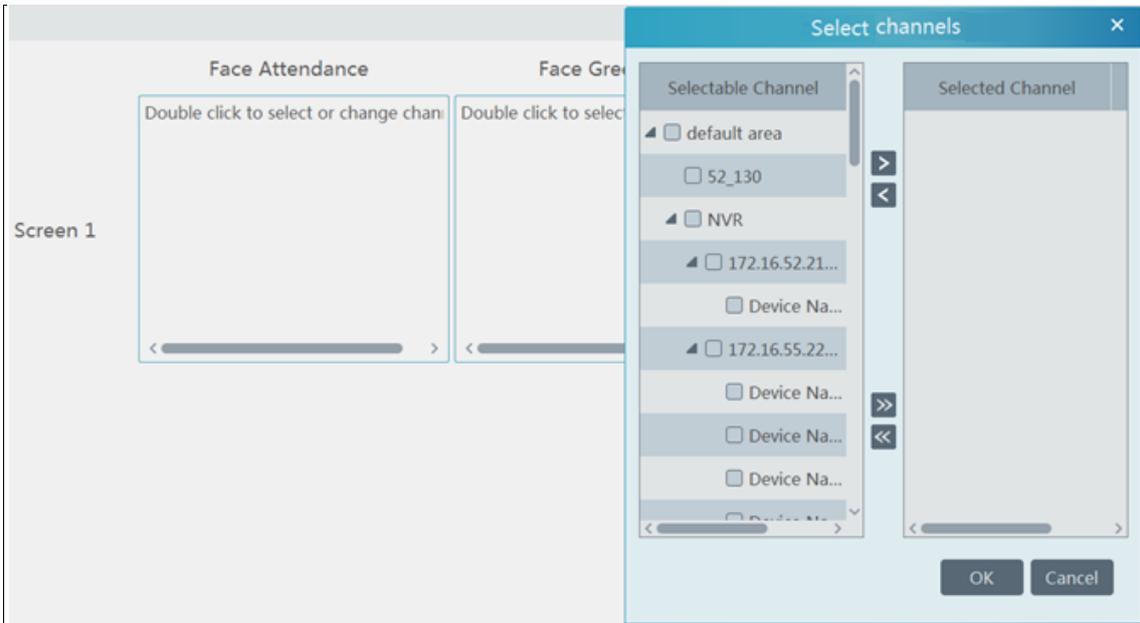
14.1.6 Configuration

① Set the schedule.



② Link camera to sub-screen:

If the sub-screen is connected, the system will automatically recognize it. In this interface, you can configure cameras for face attendance and face greeting

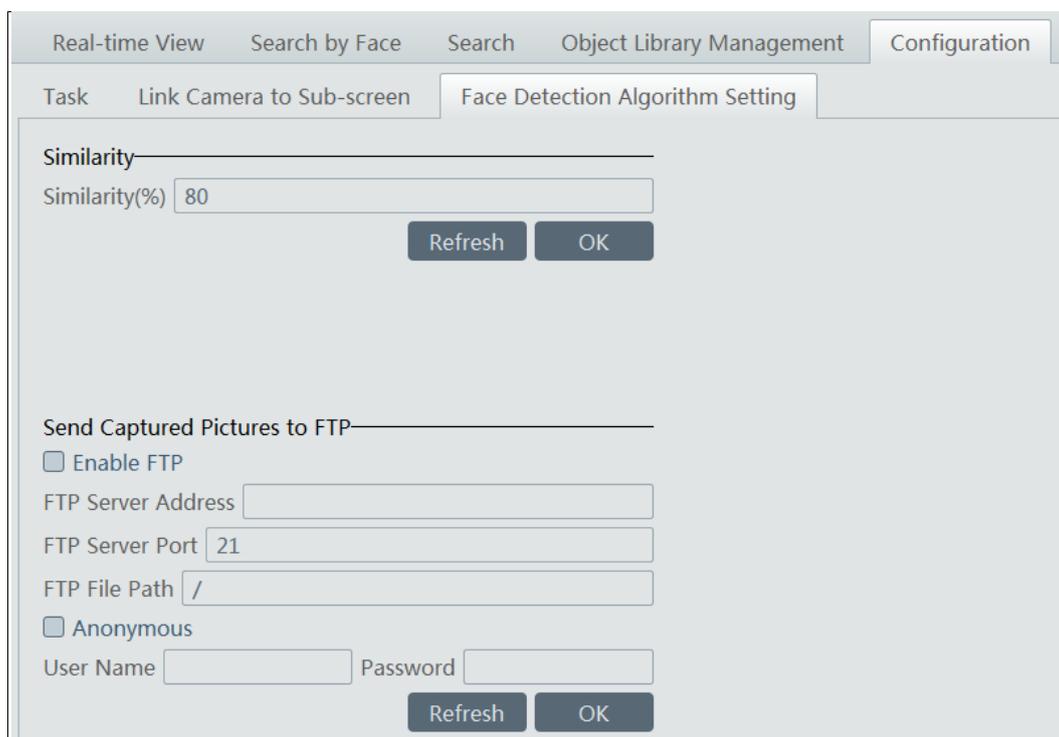


Double click the blank area of the screen box as shown on the above left to pop up a box. Check the channel name and click  to add it.

14.1.7 Face Detection Algorithm Setting

Set the similarity of face match by default and FTP as needed.

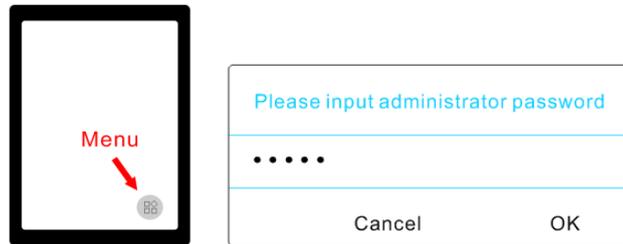
If FTP is configured, the captured face pictures will be automatically uploaded to FTP server



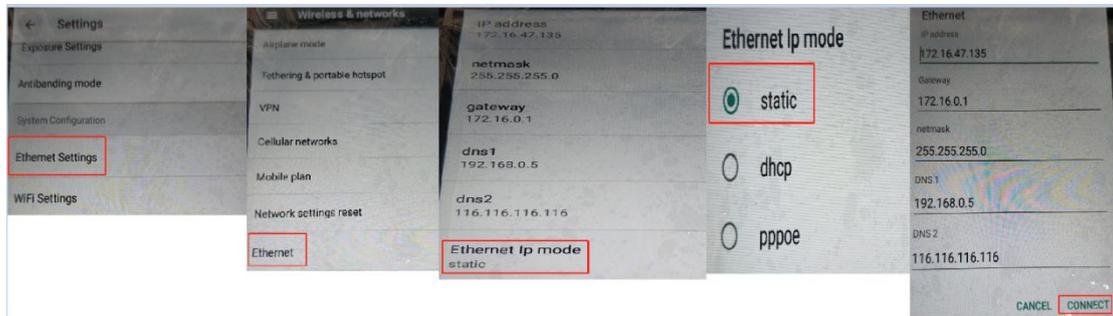
14.1.8 Face Recognition Terminal Access and Configuration

The setting steps are as follows:

1. Log in the Face Recognition Access Control Terminal (FR Terminal): If this is the first use of FR Terminal, please configure its IP address first. Click the menu icon in the bottom right corner of FR Terminal to pop up a login box. Enter the password and click [OK].



2. Modify the IP address of the FR terminal. Click Settings→Ethernet Setting→Ethernet→ Ethernet IP Mode→Static to modify IP address.

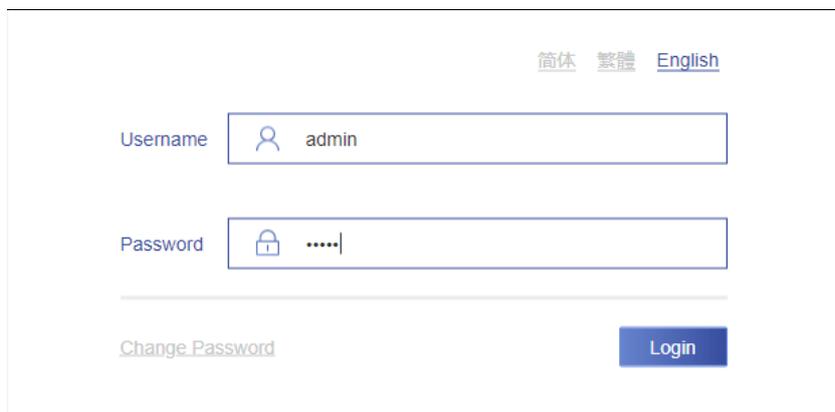


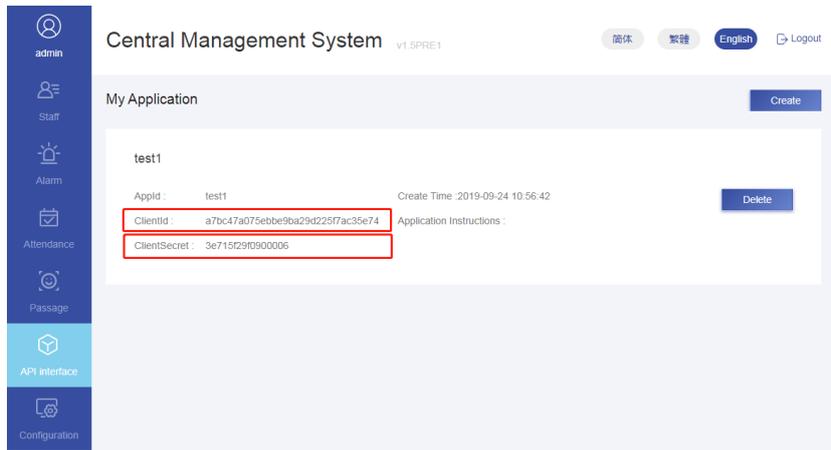
3. Create API in the web client of FR Terminal to get username and password.

Note: Only Google Chrome can be used to log in the FR Terminal. Please enter <http://ip:8081> in the address bar of Chrome. The default user name is admin and the default password is admin too.

Go to the API interface to create the ClientID and ClientSecret as shown below.

Self-define the ClientId and ClientSecret.

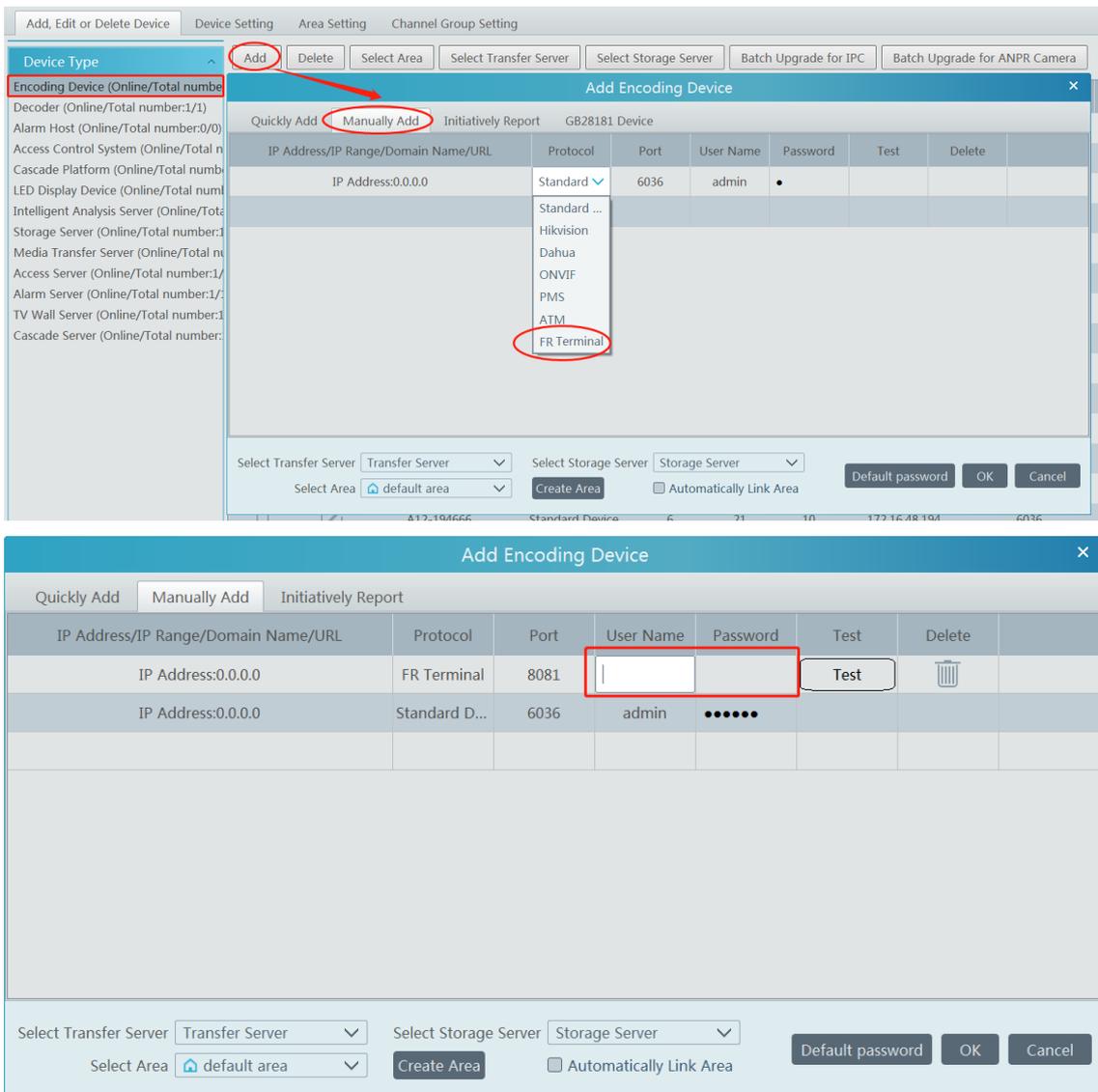




4. Platform access:

Note: The FR terminal only can be controlled by one platform. Please do not connect one FR terminal to multiple management platforms.

Start the monitor client and then go to the “Add, Edit or Delete Device” interface. Choose “Encoding Device” and then click [Add]. Click the “Manually Add” tab to add a FR terminal. The protocol shall be “FR Terminal”.



The username must be the same with the ClientId of the FR Terminal.

The password must be the same with the ClientSecret of the FR Terminal.

Please get the ClientId and ClientSecret from the web client of the FR Terminal (See Step 3 for details).

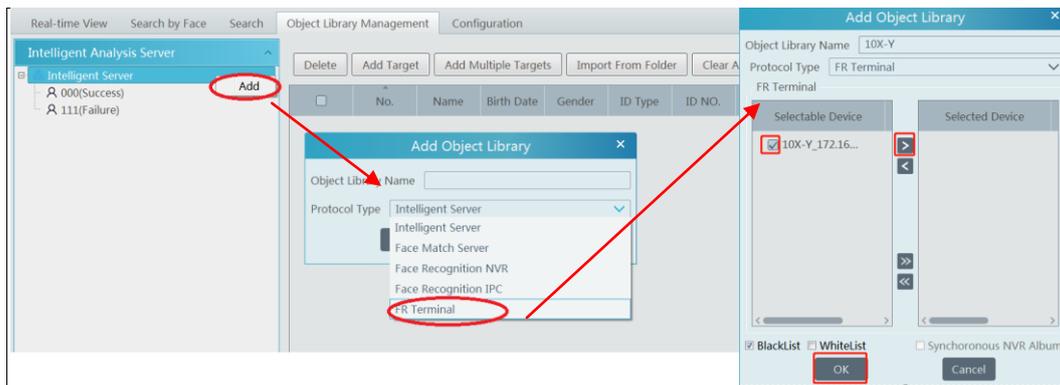
5. Link the FR terminal to a library

(1) Add a library and create a blacklist or white list.

Go to Face Surveillance→ Object Library Management interface. Right click the intelligent server name and then click “Add” to add a library.

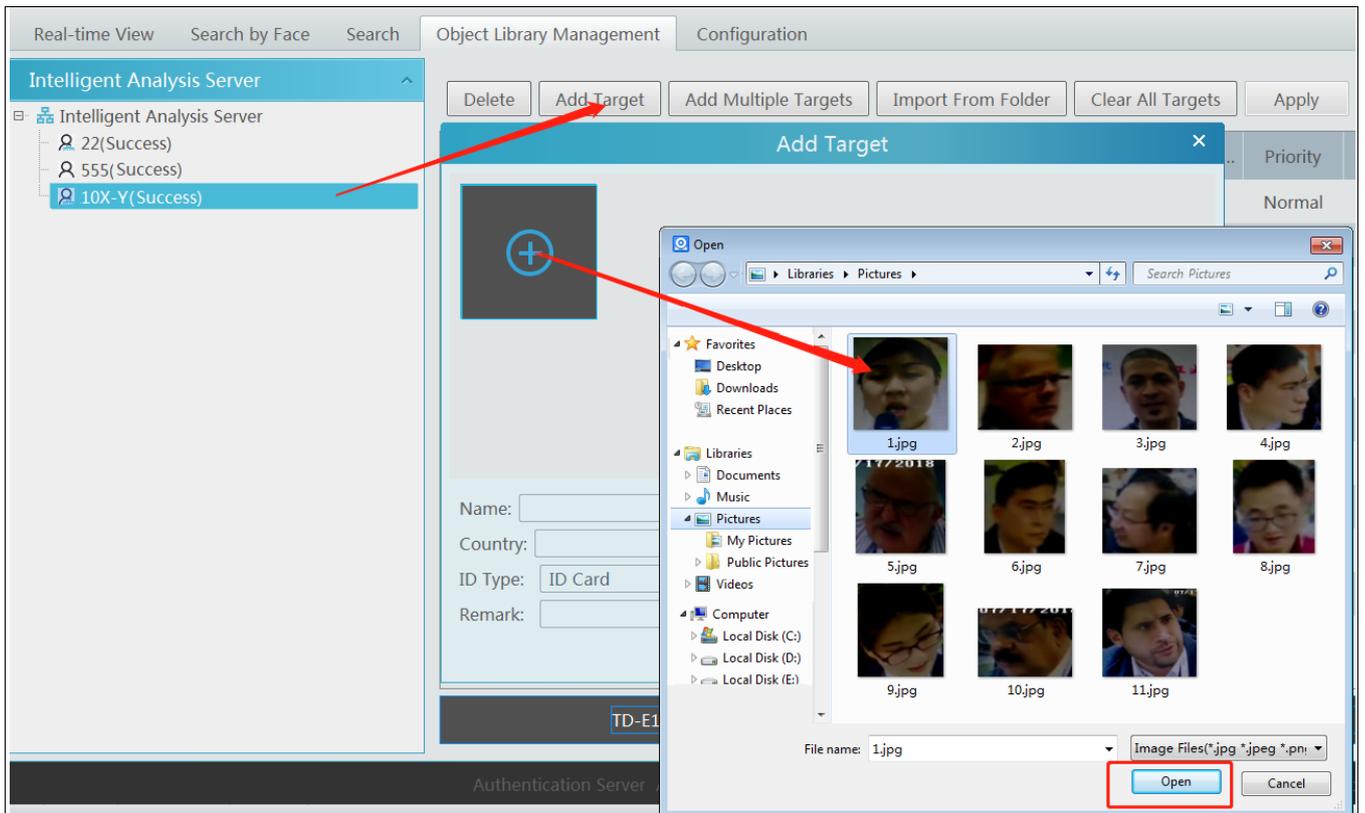
Protocol Type: please select FR Terminal.

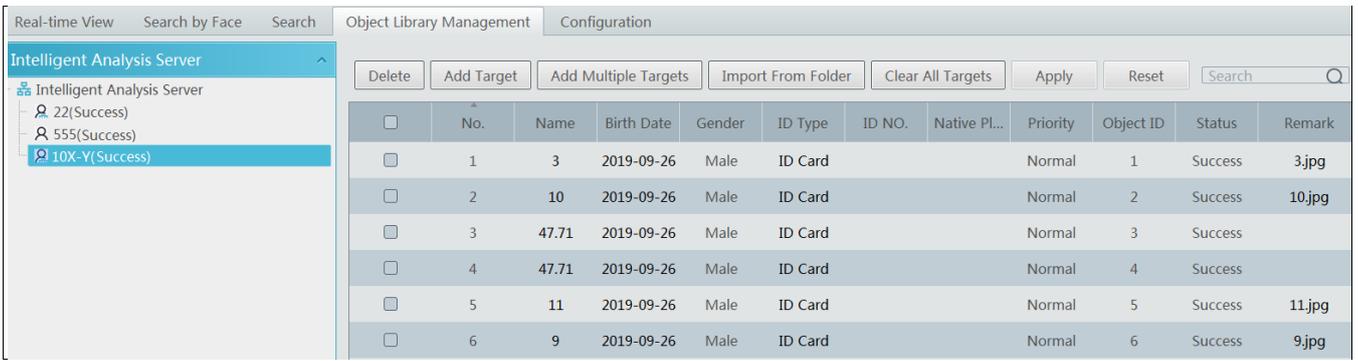
Enter the library name and select the FR terminal. Then check blacklist or white list.



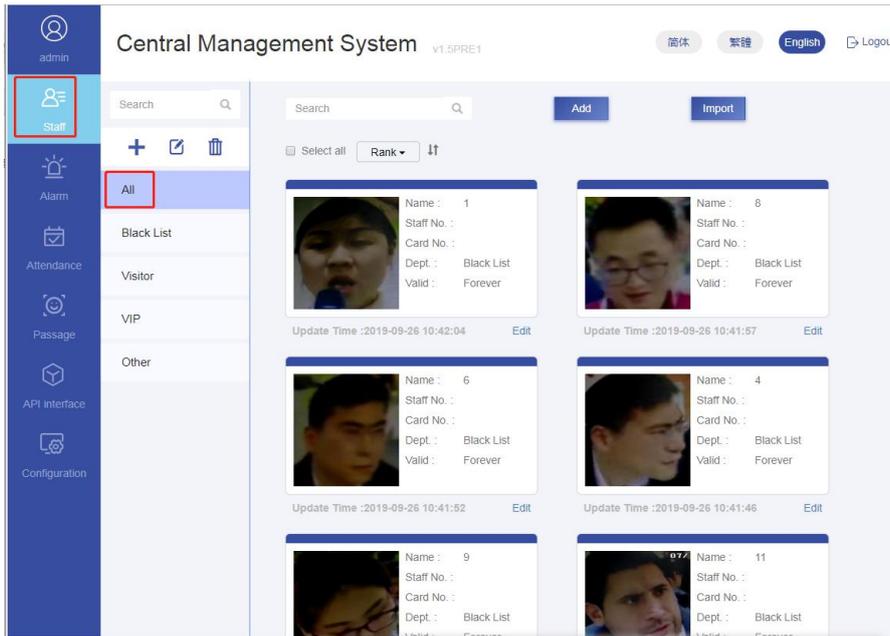
(2) Add targets

Select the library linked to the FR terminal and then click [Add Target] to add targets as shown below.



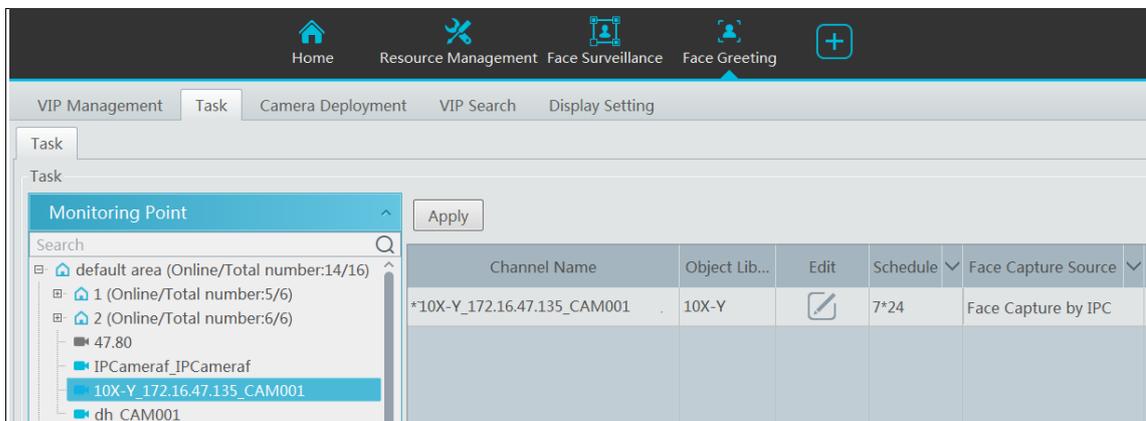


(3) Go to the web client of the FR Terminal to view whether the target pictures are added successfully.



(4) Configure the schedule and library.

Click Face Greeting → Task to go to the Task interface as shown below. Select the FR terminal in the monitoring point list and then click  to select the object library and alarm type. Then set the schedule and face capture source.



The alarm type: matched or unmatched can be optional.

If “Matched” is enabled, a) when the captured face picture is successfully matched, this result will be pushed to the alarm service and then the match pictures will be shown in the Real-time View interface of Face Surveillance module; b) when the captured face picture is unsuccessfully matched, this failure result will be pushed to the alarm service and the picture will be shown in the Real-time View

interface of Face Surveillance module too.

If “Unmatched” is enabled, a) when the captured face picture is successfully matched, this result will not be pushed to the alarm service; b) when the captured face picture is unsuccessfully matched, this failure result will be pushed to the alarm service and the picture will be shown in the Real-time View interface of Face Surveillance module.

If the schedule is not set, the match result will not be pushed.

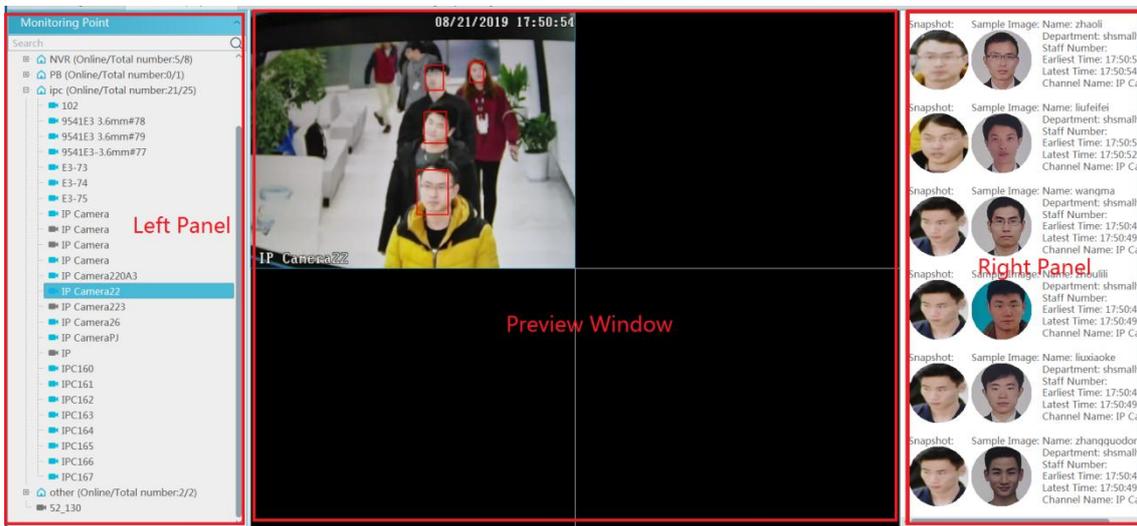
(5) View the face match alarm information

After you configure the above items, you can view the alarm information in the Real-time View interface of Face Surveillance module. You can also go to the web client of FR terminal to view the alarm information.

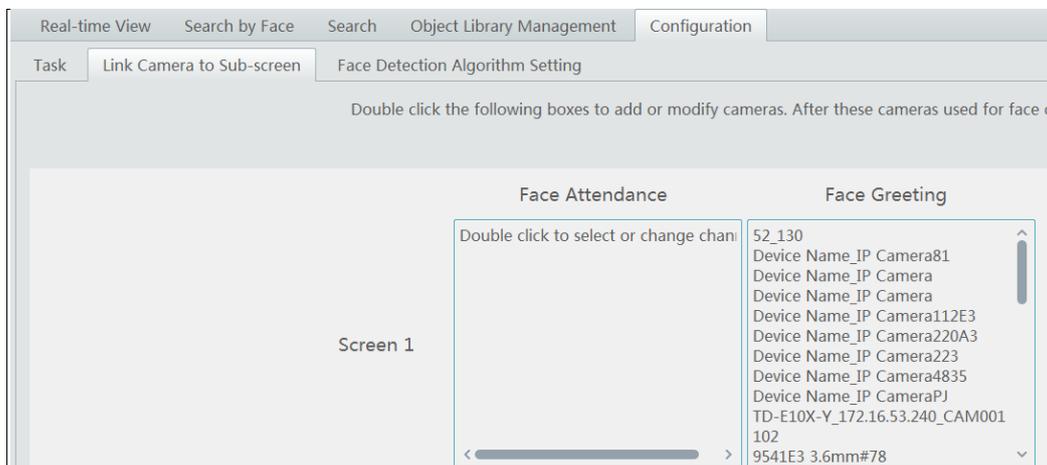
14.2 Face Greeting

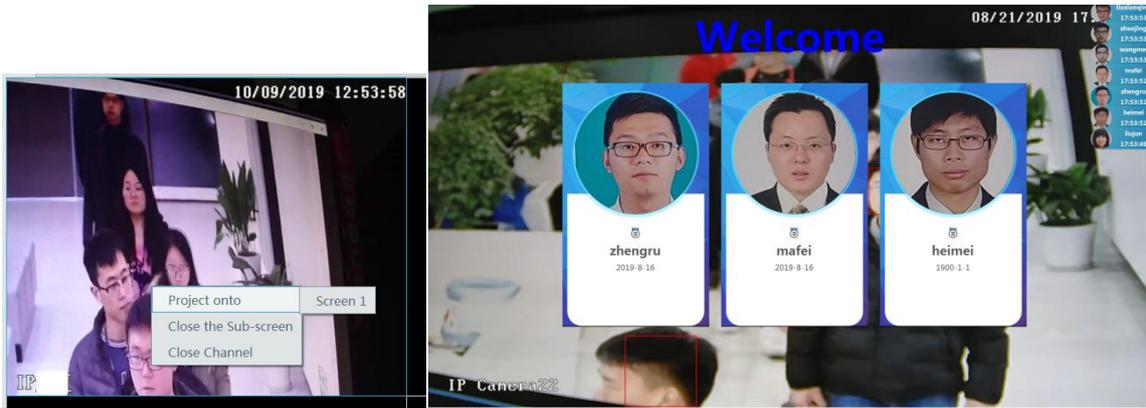
Click “Face Greeting” to go to the face greeting interface. The setting steps are as follows:

- ① Create an object library and add targets for this library in the VIP Management interface (See 14.1.1 Object library for details).
- ② Select the schedule, face capture type and face match type in the Task interface(See 14.1.2 Task Management for details).
- ③ Set camera deployment. Drag the camera name to the preview window. When there are targets detected, the match result will be displayed on the right panel.

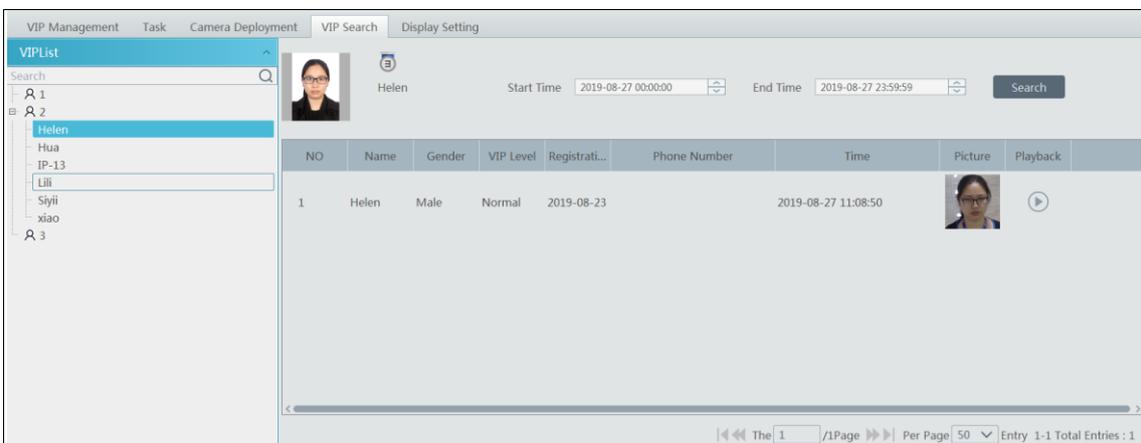


- ③ View the match result of the greeting screen. Go to Face Surveillance→System→Select projection compare channels to configure cameras used to compare faces. In this interface, right click on the small screen to select “Projection” to select face greeting screen. Then you will see the face display on the face greeting screen as shown on the below.

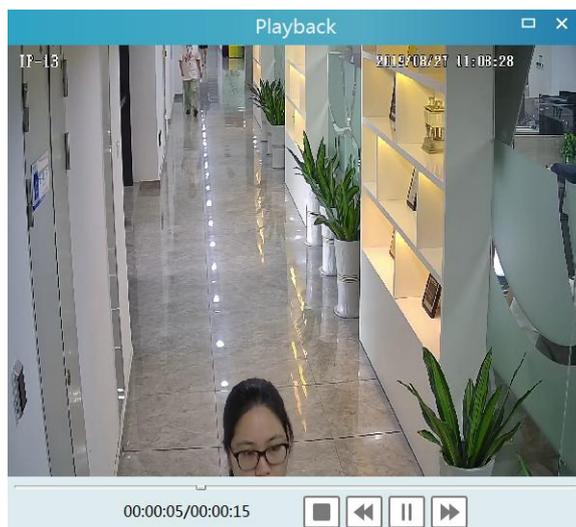




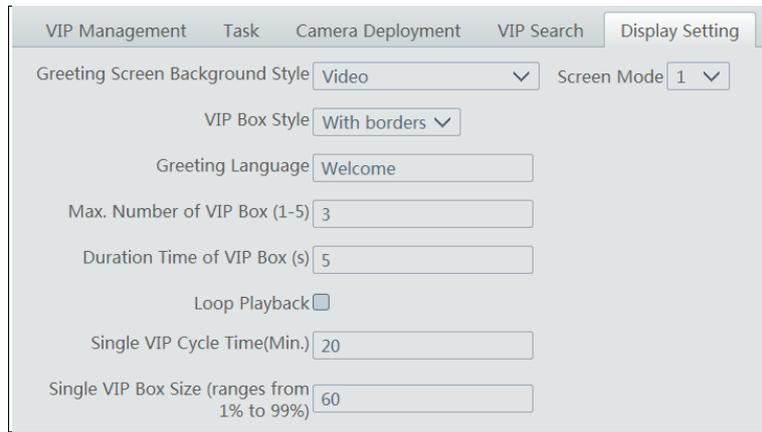
④ Search the face greeting records. Click “VIP Search” tab as shown below.



You can enter the key word to search the target or manually select the target from the library. Then set the start time and the end time and click “Search” to search the record. The detailed information of this target will be viewed. Click to play the record.



⑤ Display Setting. In this interface, greeting screen background style, screen mode, VIP box style, face greeting language and so on can be set up.



Greeting Screen Background Style: three options: Video, Background Picture and Pure Color Background

Screen Mode: 1/4/9/16 screen display mode can be selected.

VIP Box Style: with borders or pure image.

Face Greeting Language: please enter the content as needed.

Max. Number of VIP Box: up to 5 boxes.

Duration Time of VIP Box: set the duration time of VIP box appearing after the captured face is matched successfully.

Loop Playback: if enabled, the VIP name will be broadcasted in a loop.

Single VIP Cycle Time: set the time of the single VIP name broadcasted.

Single VIP Box Size: set the percentage of VIP box size occupying the entire screen.

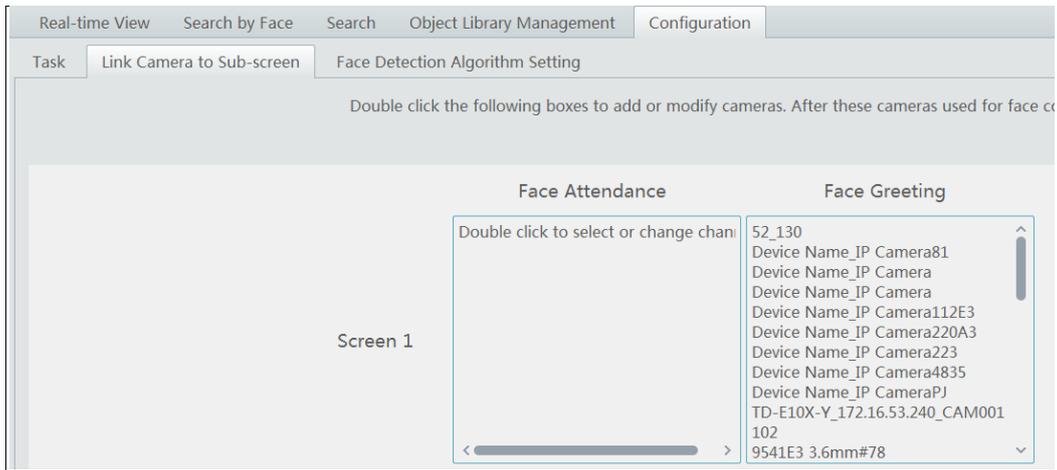
14.3 Face Attendance

Click “Face Attendance” to go to the face greeting interface. The setting steps are as follows:

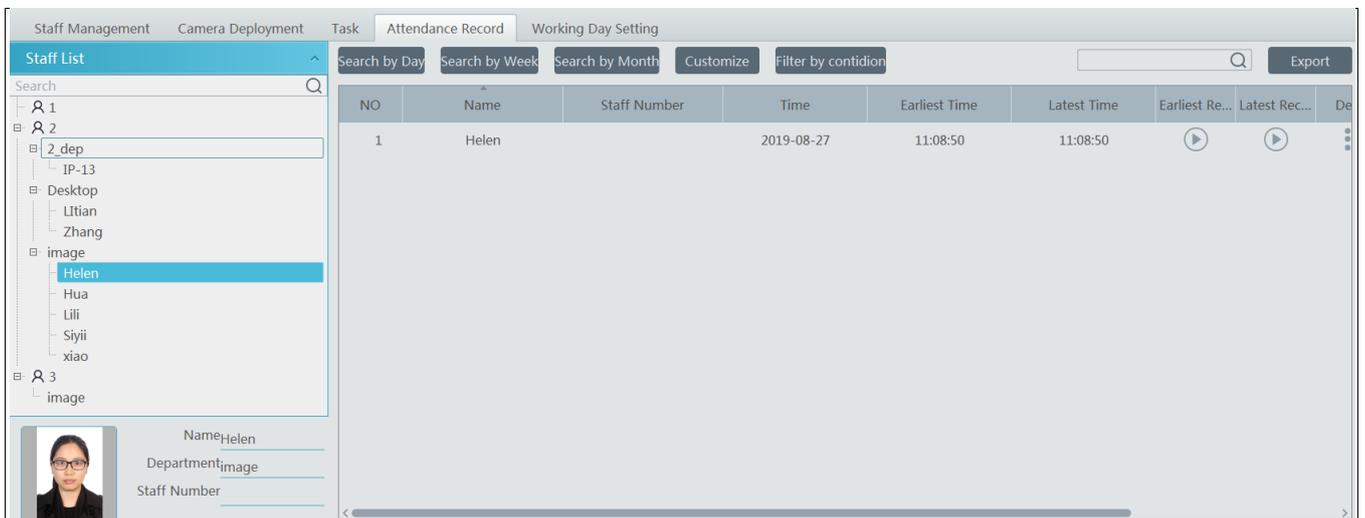
- ① Click the “Staff Management” tab to create an object library and add targets for this library (See 14.1.1 Object library for details).
- ② Click the “Task” tab to select the schedule, face capture type and face match type (See 14.1.2 Task Management for details).
- ③ Set camera deployment. Drag the camera name to the preview window. When there are targets detected, the match result will be displayed on the right panel.



- ③ View the match result of the sub-screen. Go to Face Surveillance→System→Select projection compare channels to configure channels used to compare faces. Right click on the screen to select “Project onto” to select sub screen. Then you will see the face display on the sub screen as shown on the below.



⑤ View the attendance records. Select the target and search condition (by day, by week, by month, etc.) to search the records as below.



Click "Export" to export the attendance record. You can open the exported record file by Microsoft Excel. The earliest record and the latest record can be played by click the corresponding play button.

⑥ Working day settings.

Working Day Mon. Tue. Wed. Thu. Fri. Sat. Sun.

Working Start Time

Lunch Time

Working End Time

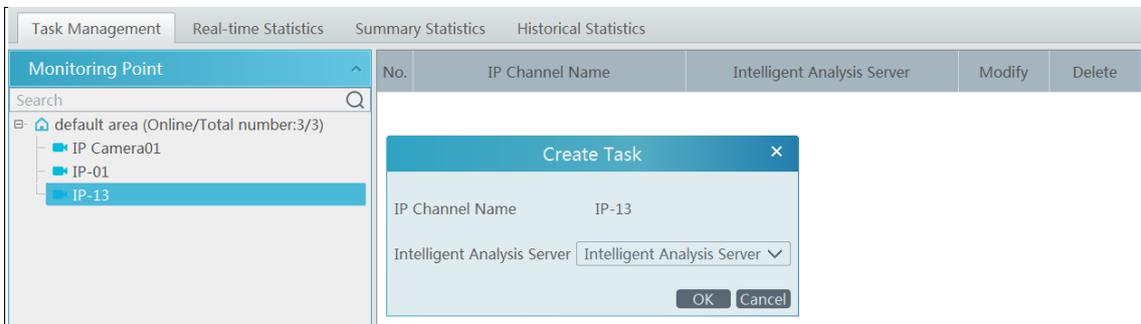
Work In Out Time

Please set the working day and working time as needed.

14.4 People Counting

14.4.1 Task Management

Go to Home→People Counting→Task Management. Double click the camera with the people counting function and then select intelligent server. After that, click [OK] to create this instant task.



14.4.2 Real-time Statistics

Go to Home→People Counting→Real-time Statistics. Double click the camera with the people counting function to view the live image. The camera will automatically count the entering and leaving people and the system will automatically analyze the day and month passenger flow trends.

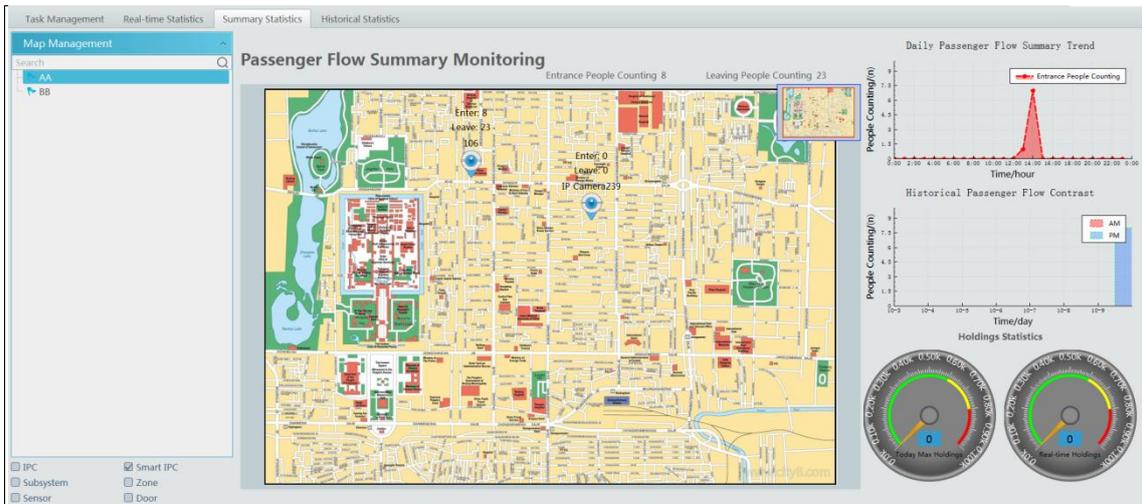


14.4.3 Summary Statistics

Go to Home→People Counting→Summary Statistics.

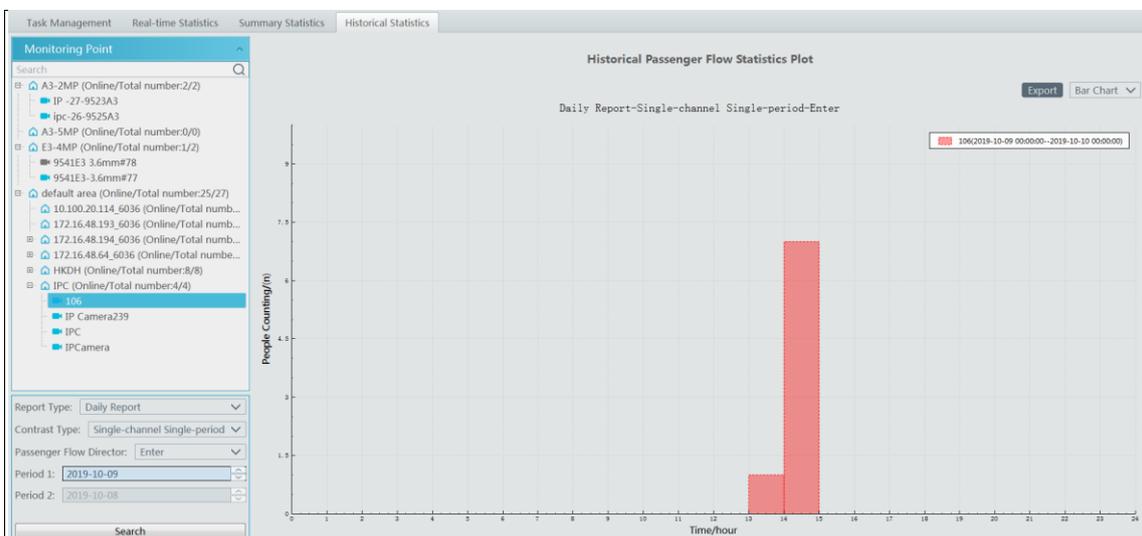
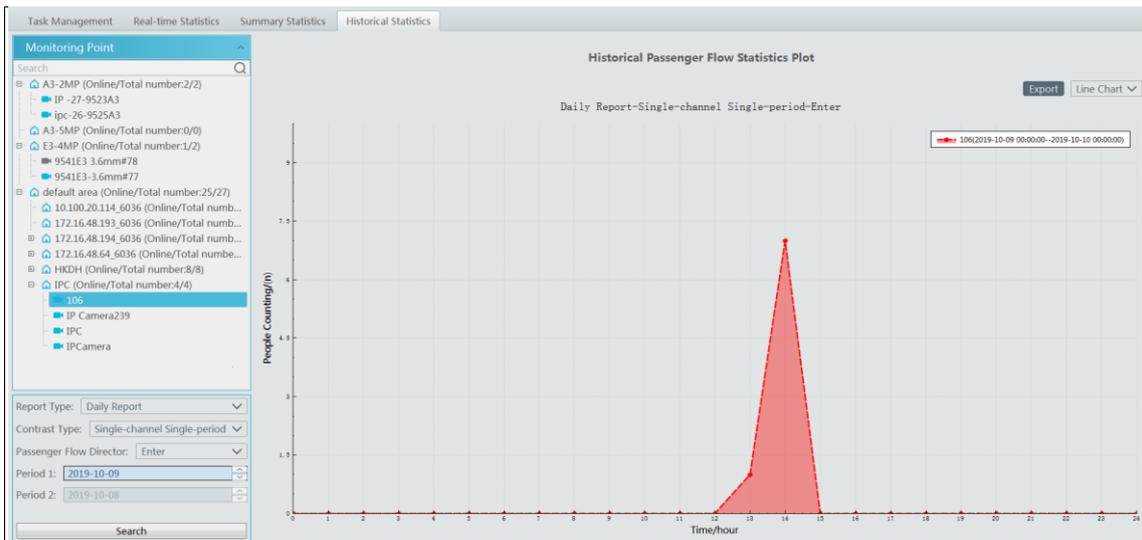
Before setting summary statistics, please set E-Map by going to Home→E-Map→ E-Map Setting first. Drag the camera with the people counting function to the specified area.

Then return to the summary statistics interface. The results of summary statistics of the specified multi-channel can be viewed.



14.4.4 Historical Statistics

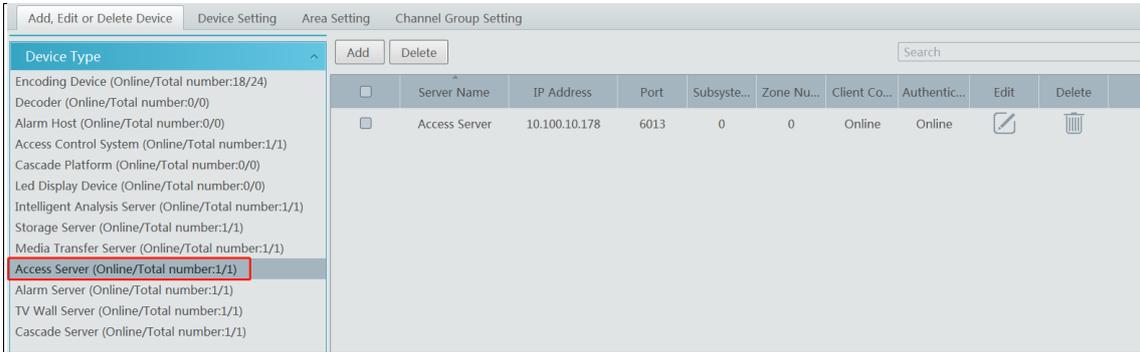
Go to Home→People Counting→Summary Statistics. In this interface, the statistic results in a long period of time can be searched which can be shown in histogram or curve chart.



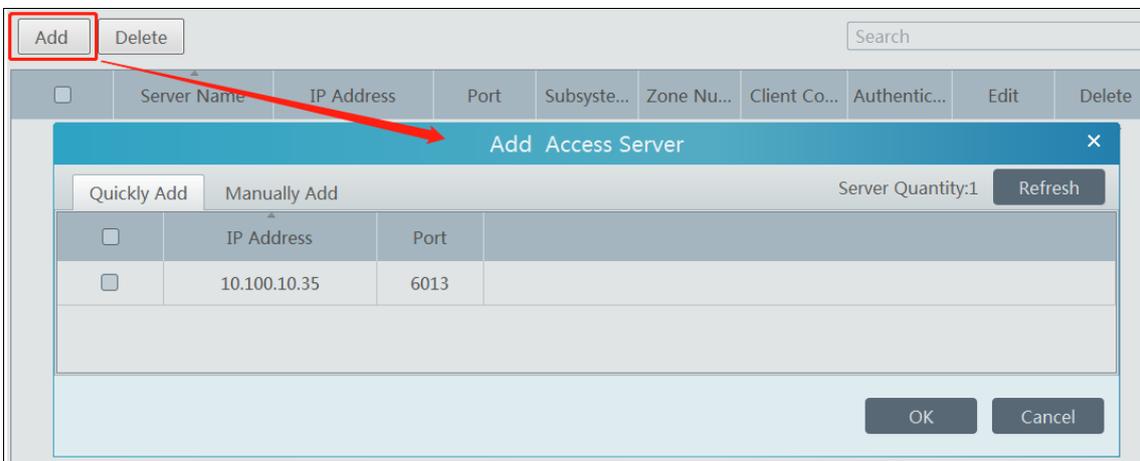
14.5 Access Control Management

Before using access control management system, please make sure whether the access server is online.

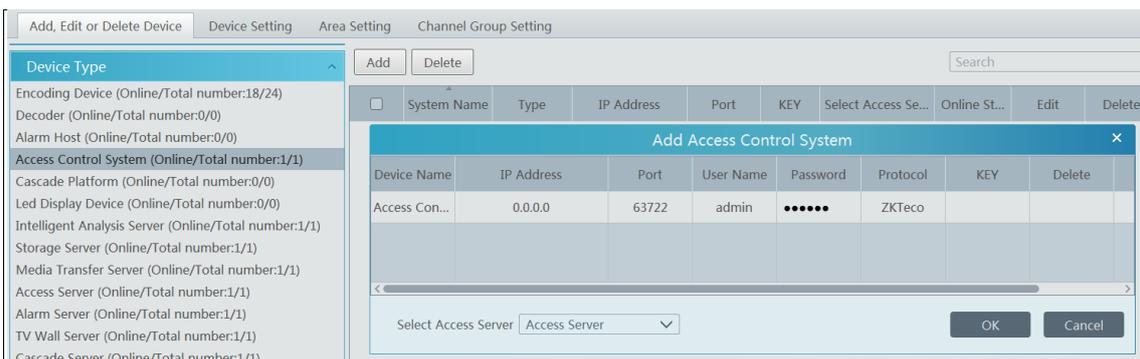
Go to Home→Resource Management→Access Server. There is a default access server which can be modified. Please confirm its online status.



A new access server can be added by auto search or manual adding.



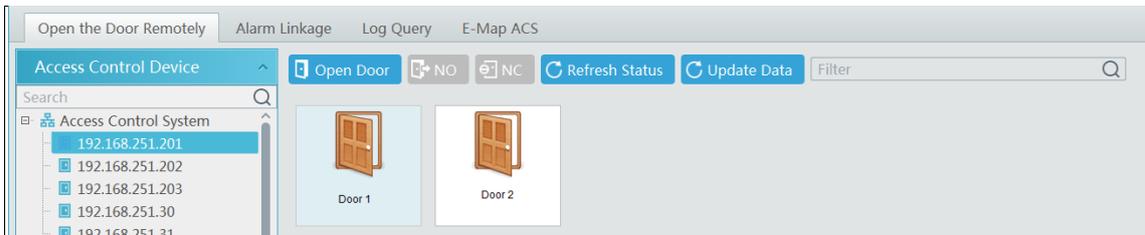
Then add access control system. Go to Home→Resource Management→Access Control System. Then click “Add” to add.



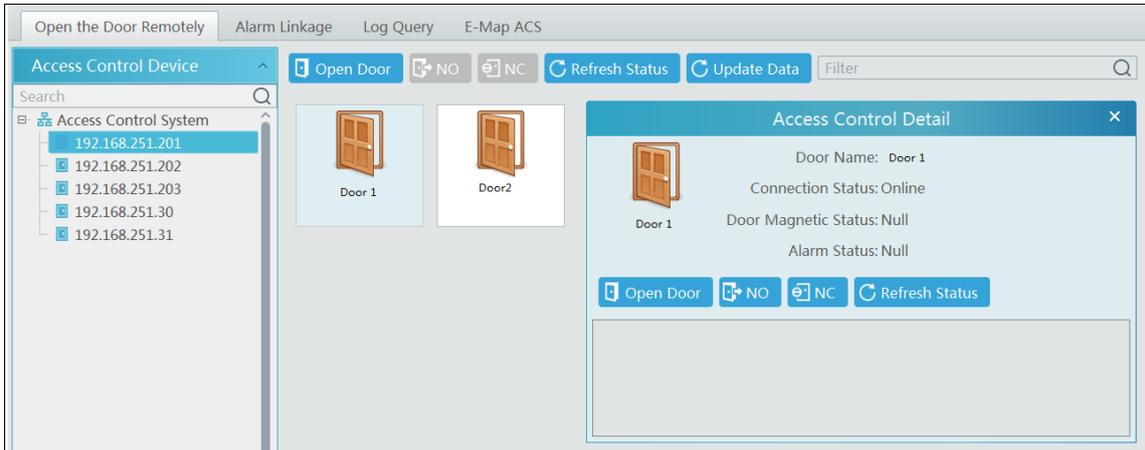
14.5.1 Remotely Open the Door

Go to Home→Access Control Management.

The access control devices are listed as shown below. Double click a device to display the doors controlled by this device.



Double click a door icon to view the detailed information of this door. The door can be opened or closed remotely in this interface by clicking the corresponding buttons.



14.5.2 Alarm Linkage

Go to Home→Access Control Management→Alarm Linkage.

In this interface, the alarm linkage related to the door can be set up.

Name	Audio	PTZ Control	Record	Alarm View	Snapshot	Alarm Output	Voice Broa...	Open Door	TV Wall	Schedule
192.168.249.100-1	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
192.168.251.232-1	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
1	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
20	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
2	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
204	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF

14.5.3 Log Query

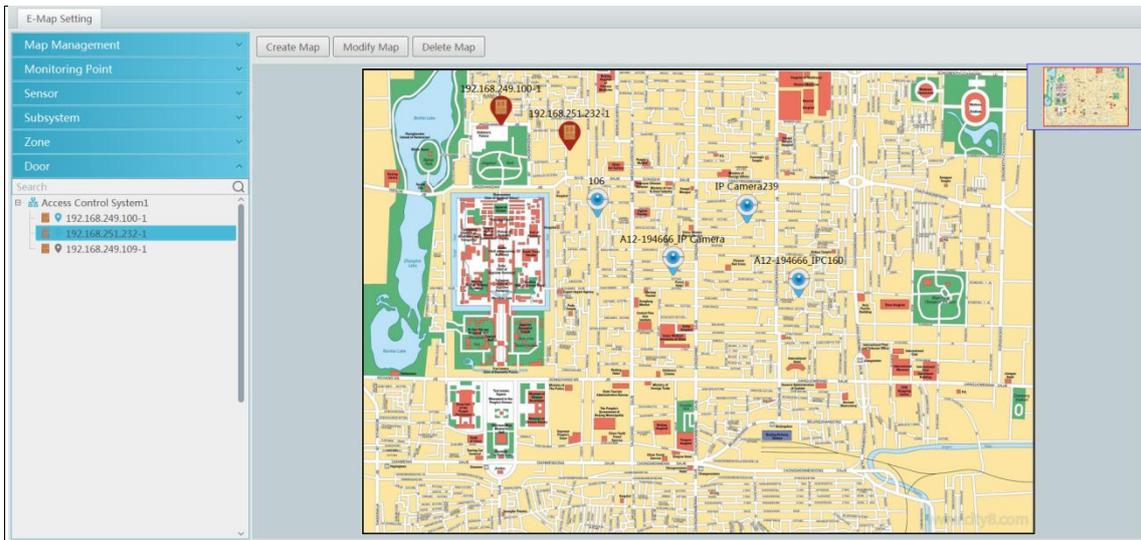
Go to Home→Access Control Management→Log Query.

The alarm information of the access control devices in a long period of time can be searched in this interface. The relevant linkage record and snapshot also can be viewed.

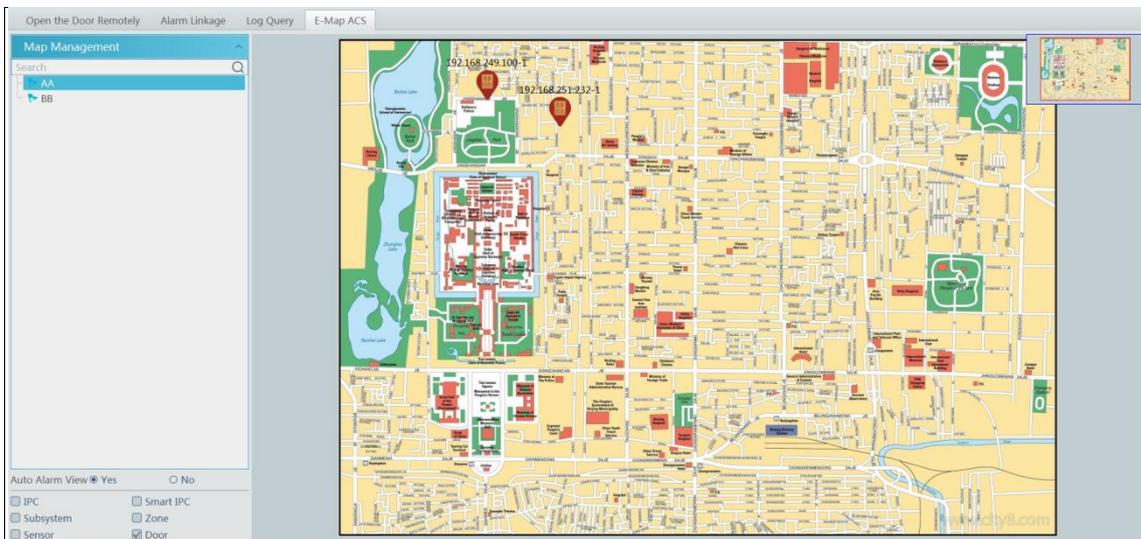
No.	Event Time	Door	Event Type	Details	Record Pl...	Snapshot...
1	2019-08-19 09:25:21	B4	Door-ACS Alarm			
2	2019-08-19 09:21:26	B4	Door-ACS Alarm	Event Type: ...		

14.5.4 E-Map ACS

Before setting E-Map ACS, the E-map shall be set first by going to Home→E-Map→ACS Station. Drag the ACS devices to the specified location of the E-map for monitoring.



Return to Home → Access Control Management → E-Map ACS interface to view the current status of these access control devices.

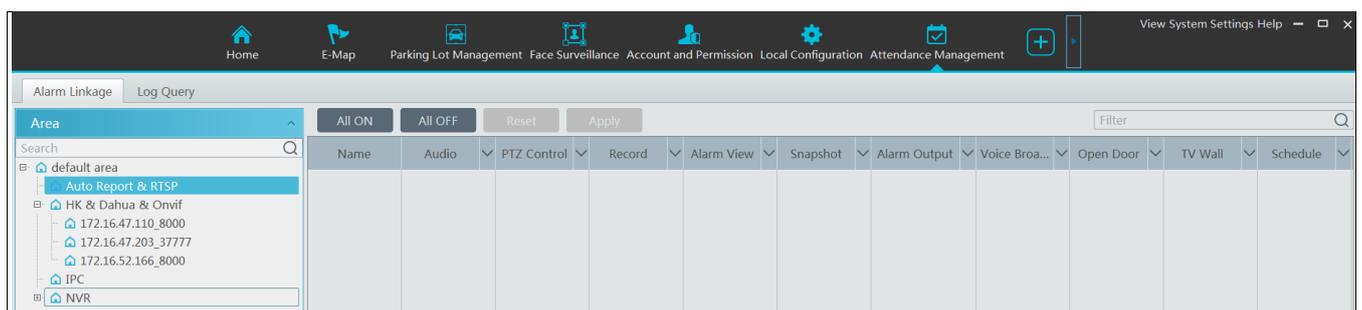


When the access control device trigger an alarm, the door icon on the map will jump and the red exclamation mark icon will display in front of the name of the access control device.

14.6 Attendance Management

14.6.1 Alarm Linkage

Go to Home → Attendance Management → Alarm Linkage. In this interface, the access control device linkage configuration can be set up.



14.6.2 Log Query

Go to Home→Attendance Management→Log Query. In the log query interface, the information of attendance devices in a long period of time can be checked.

The screenshot displays the 'Log Query' interface. At the top, there are two tabs: 'Alarm Linkage' and 'Log Query'. Below the tabs, there are two date-time pickers: 'Start Time' set to '2019-06-20 00:00:00' and 'End Time' set to '2019-06-20 23:59:59'. To the right of these pickers are two buttons: 'Search' and 'Export'. Below the search area is a table with the following header:

No.	Event Time	Access Control Device	Event Type	Details	Record Pl...	Snapshot...
-----	------------	-----------------------	------------	---------	--------------	-------------

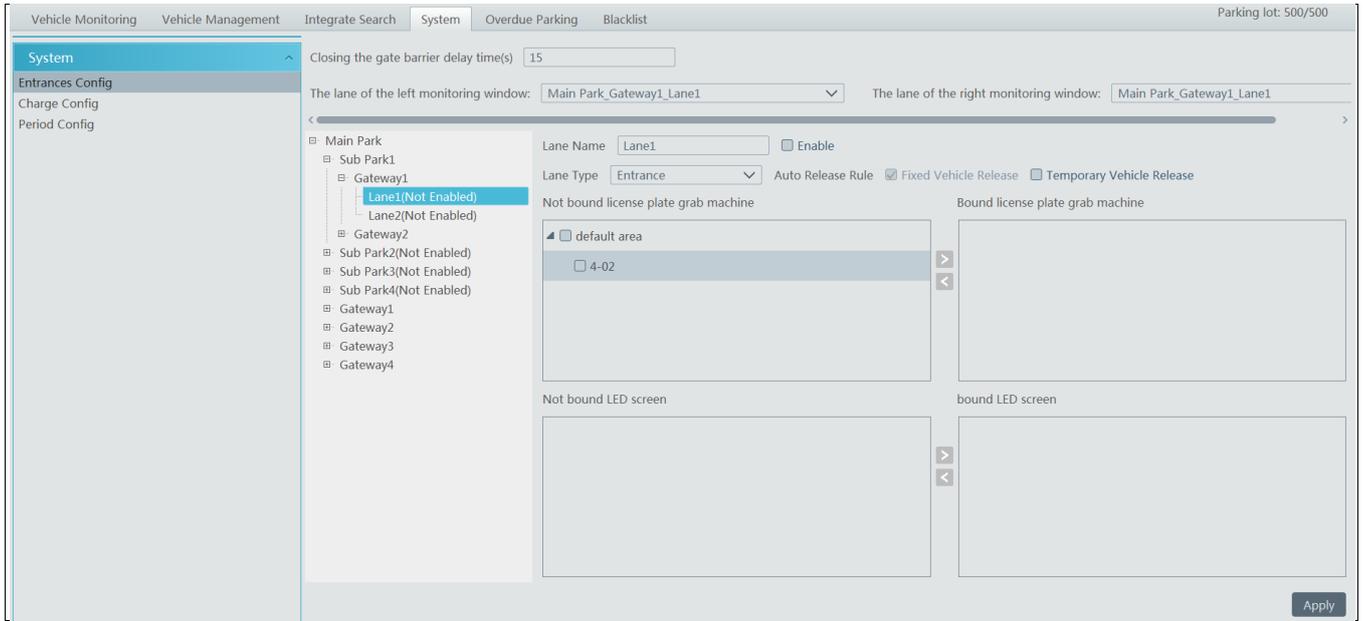
The table body is currently empty.

15 Parking Lot Management

Before using parking lot management module, please add ANPR cameras first in the resource management interface.

15.1 System Settings

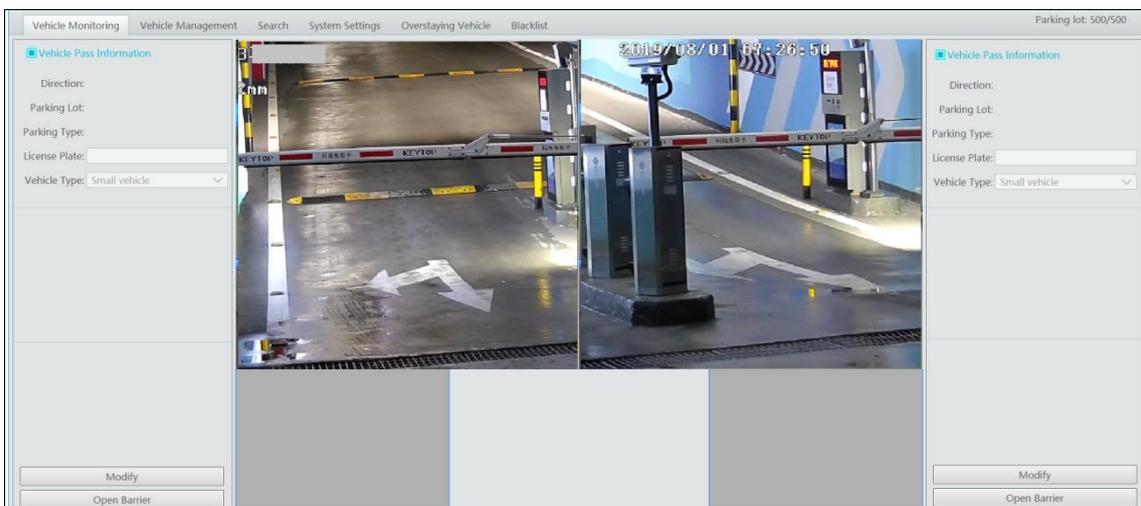
① Enable the parking lot. Go to Home → Parking Lot Management → System menu as shown below. Select Entrances Config tab and then click the main park. Enable this main parking lot, its sub parking lot and gateway and lane.



② Bind the ANPR cameras. Please bind the ANPR cameras to the activated lane. Choose the ANPR camera and then click  to add it.

Click [Apply] to bind this camera to the lane. Choose the ANPR camera and then click  to unbind it.

Set the corresponding lane of the monitoring window. Then click [Apply] to save the settings. After that, you can go to the vehicle monitoring interface to view the live images of the left and right lane.



③ Bind LED Screen. Choose the LED screen and then click  to add it. Click [Apply] to bind this LED screen. Before binding the LED screen, please go to Home → Resource Management → LED Display Device interface to add LED screen. In the following interface, click [Add] and then enter the IP address port of the LED display screen. Click [OK] to save the settings.

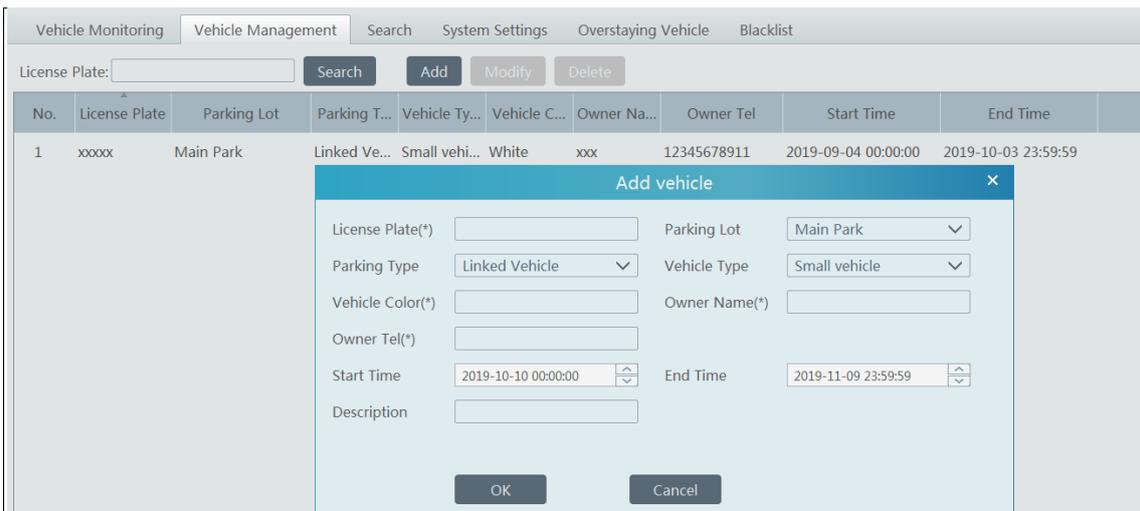


After the LED screen is bound to the corresponding lane, the license plate number will be displayed on this LED screen when there is a vehicle passing.

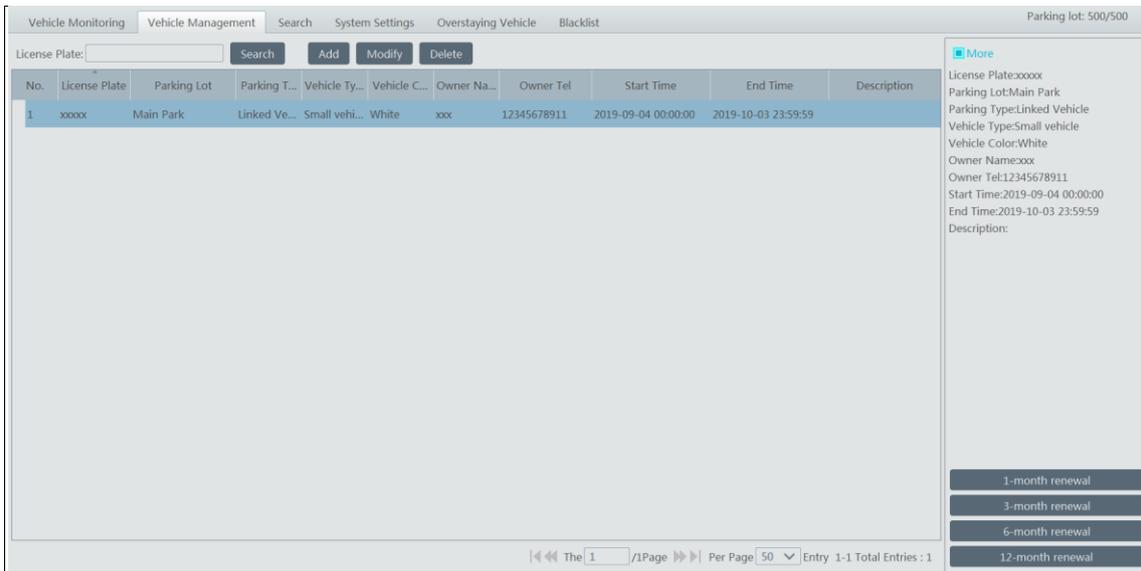
④ Set the delay time of closing the gate barrier. For example, it is set to 15s. Then the gate barrier will be automatically closed after it is opened for 15s. If “Temporary Vehicle” is checked, the gate barrier will be automatically opened when temporary vehicles and non-blacklist vehicles pass the ANPR camera.

15.2 Vehicle Management

① Link vehicles to the parking lot. Go to the vehicle management interface. Click [Add] and then enter the license plate number, vehicle color, owner name and phone number and choose the parking lot, parking type, vehicle type and start time and end time.



After the vehicle information is added, click this vehicle and then its detailed information will be shown on the right. In this interface, you can renew your vehicle, including 1-month renewal, 3-month renewal, 6-month renewal and 12-month renewal.



To modify vehicle information:

Choose the vehicle you want to modify and then click [Modify] to pop up the modification window. Change the information as needed.

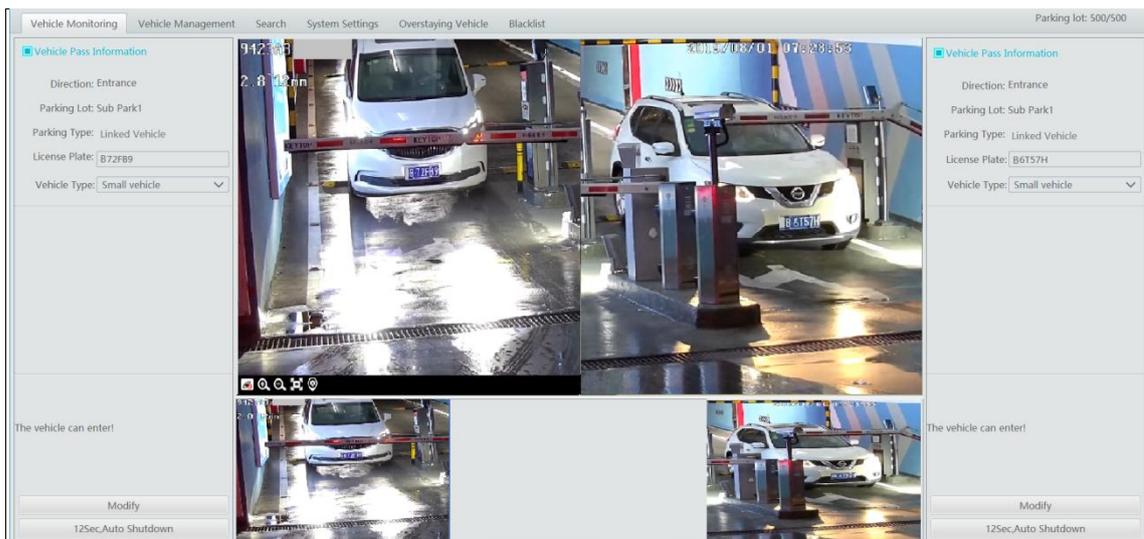
To delete the vehicle information

Select the vehicle you want to delete and then click [Delete] to delete this vehicle from the vehicle list.

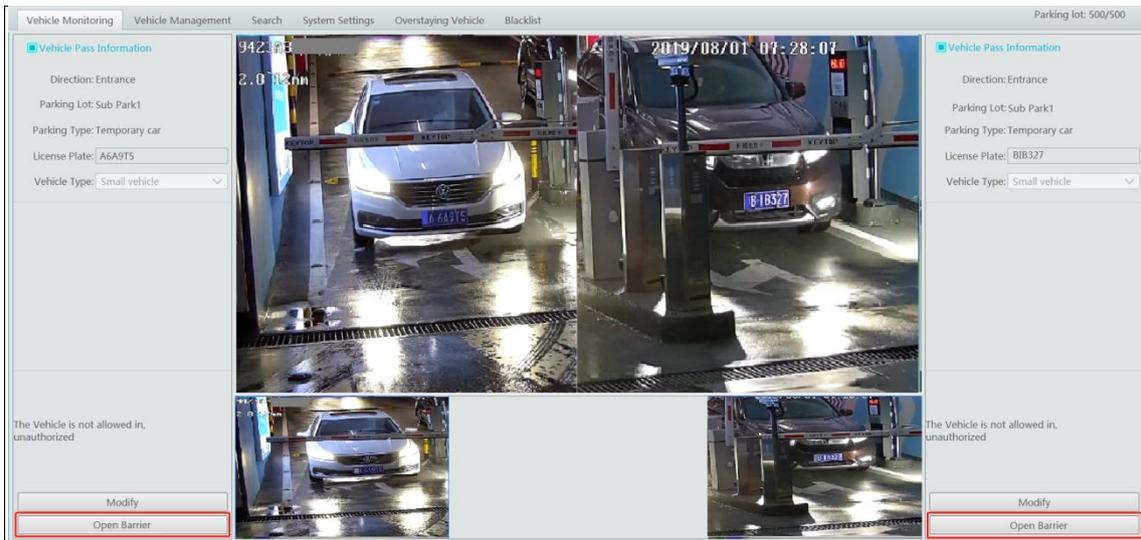
If there are so many vehicles added in the current parking lot, you can view the desired vehicle information by filtering license plate number.

15.3 Vehicle Monitoring

After configuring the ANPR camera binding, allocating the corresponding lanes of vehicle monitoring and adding vehicles to vehicle list, the captured vehicle picture and its detailed information will display on the following interface when the vehicle passes the ANPR camera beside the lane and its license plate number is captured and recognized accurately by ANPR cameras.

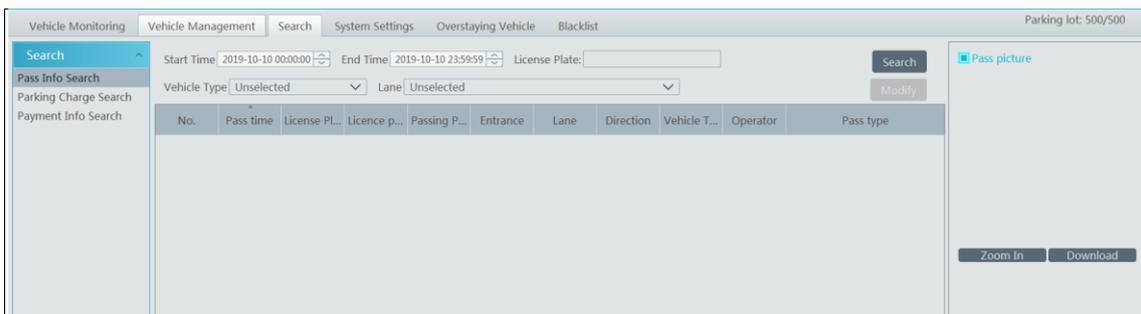


If the vehicle passing the lane is neither added to the linked vehicle list nor added to the blacklist and “Temporary Vehicle” in the automatic pass rule is not selected, this vehicle will not be allowed to pass automatically. You must click [Open Barrier] manually to let it go.



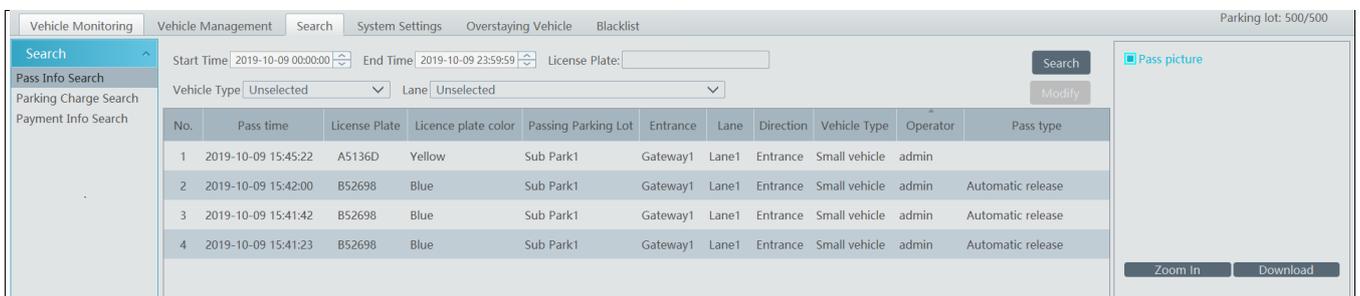
15.4 Search

In this interface, the information of the vehicles entering and exiting the parking lot can be searched. Set the filtering condition, such as the start and end time, license plate, vehicle type and lane.



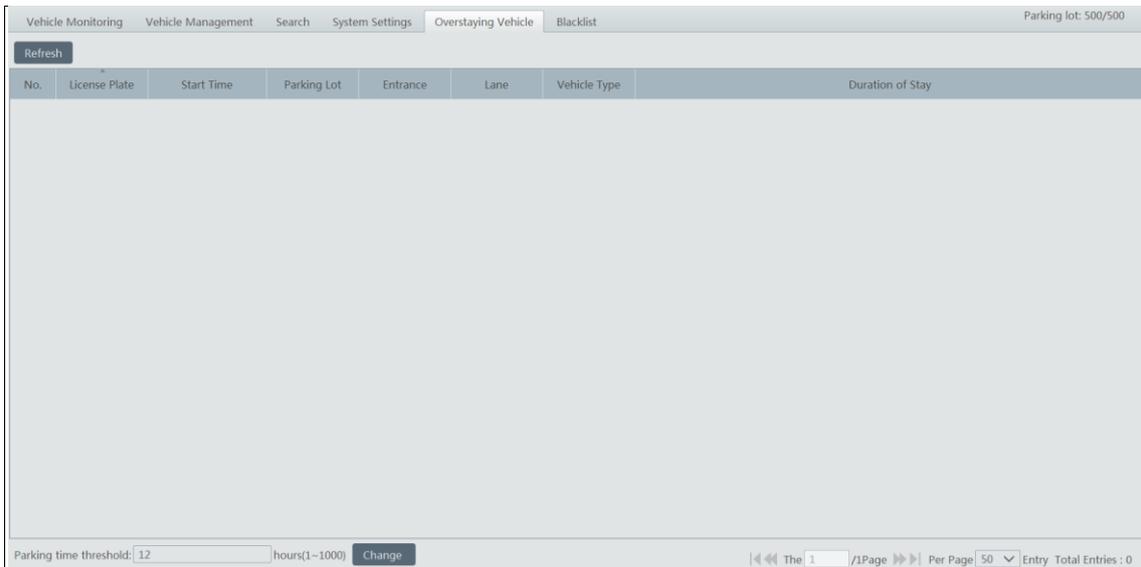
Pass record: including vehicle information, entering/exiting time, parking lot, lane, pass type, etc. The pass record also can be modified as needed. Choose the pass record and click [Modify] to modify it.

Additionally, the captured vehicle picture can be viewed on the right by clicking this record information. Click [Zoom in] to zoom in the picture; click [Download] to download the picture.



15.5 Parking Overstaying

In this interface, you can check the information of the vehicles which stay in the parking lot longer than the predefined parking duration. Enter the parking duration and then click [Refresh] to display the detail information of overstaying vehicles, such as license plate number, entering time, lane and duration.



15.6 Backlist Vehicle

Add vehicles to blacklist. Click [Add] to pop up an adding window. In this window, you can fill out the detailed information of the blacklist vehicle, such as license plate number, vehicle type, vehicle color, owner name, etc.

To modify vehicle information:

Select the added vehicle and click [Modify] to modify the information of this vehicle.

To delete vehicle information:

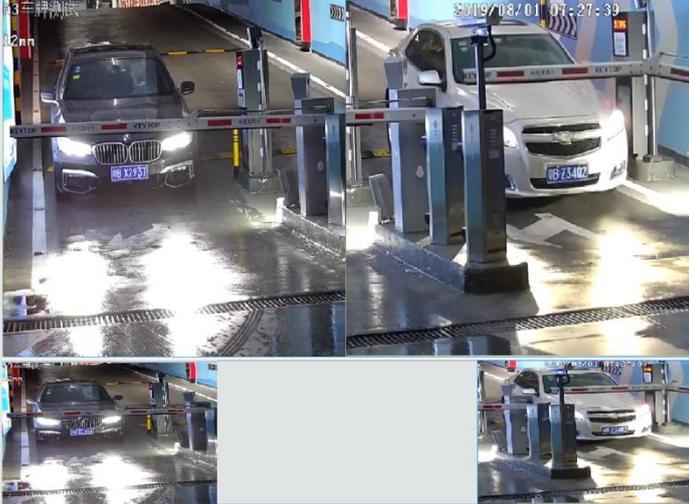
Select the added vehicle and click [Delete] to delete it.

To search the vehicle information:

Enter the license plate number and then click [Refresh] to view the information of blacklist vehicles.

The vehicles added to blacklist are not allowed to pass, even if the license plate number is captured by the ANPR camera.

Note: The vehicles have been linked to a parking lot can not be added to blacklist, and vice versa.

<p>Vehicle Pass Information</p> <p>Direction: Entrance</p> <p>Parking Lot: Sub Park1</p> <p>Parking Type: Linked Vehicle 5</p> <p>License Plate: BX2937</p> <p>Vehicle Type: Small vehicle</p> <p>The vehicle is not allowed to enter, unauthorized.</p> <p>Modify</p> <p>Open Barrier</p>		<p>Vehicle Pass Information</p> <p>Direction: Entrance</p> <p>Parking Lot: Sub Park1</p> <p>Parking Type: Linked Vehicle</p> <p>License Plate: BZ34Q2</p> <p>Vehicle Type: Small vehicle</p> <p>The vehicle is not allowed to enter, unauthorized.</p> <p>Modify</p> <p>Open Barrier</p>
---	--	---

16 Web Client

16.1 Operating Environment of Web Client

The web client supports IE9/IE10/IE11, Firefox or Google browser. Please make sure that your browser supports the downloading and use of the Web Client. Here we take IE Client for example.

- Check whether the IE browser prohibits Active X control from downloading:

Open IE browser, click  → Internet Options → Security → Custom level... to pop up a security settings window. Then enable all sub options under “Active X controls and plug-ins”.

- Check whether there are other components or antivirus to stop downloading Active X control. Please close other components and configure antivirus and firewall to allow the installation of the plugin files.

16.2 Start IE Client

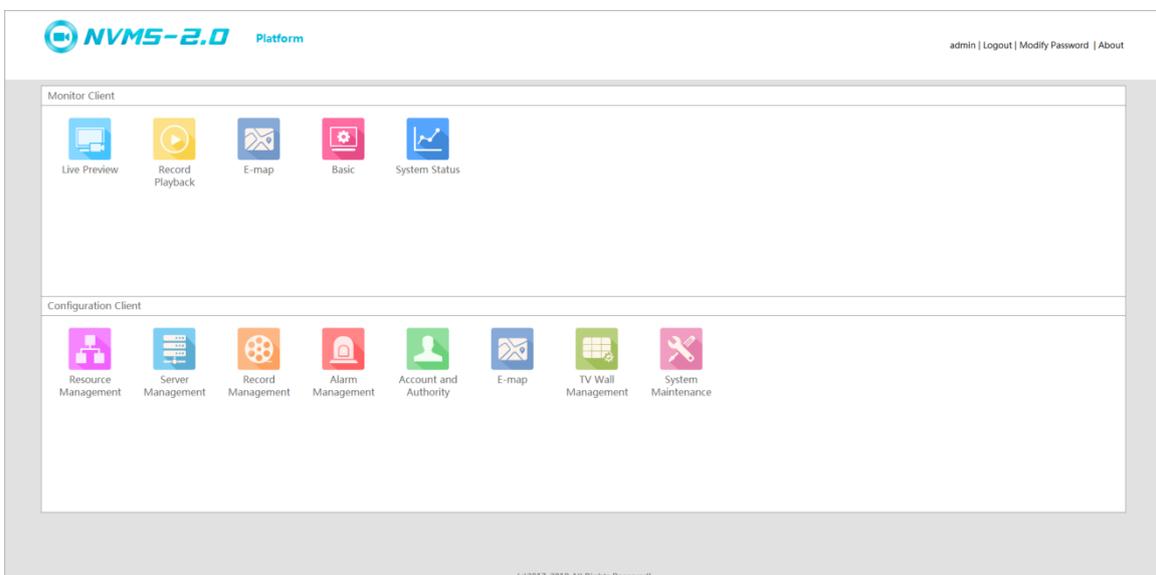
Before starting IE client, make sure all servers must be started first.

❖ Login

Input the IP address or domain name of Authentication Server and the web server port, for example: http://192.168.50.3:8088 (In this example, IP address is 192.168.50.3. The default web server port is 8088) to go to IE Client. Then input the user name and password you created in Account and Permission interface, select the language and platform and then click “Login” to login to the IE client.



Please download the relevant Active X controls according to the tips if you login to the IE client for the first time.



In the platform interface, users can modify the login password and remotely set the monitor client and configuration client. In the web monitor client, click “Return to Configuration” to go to the web configuration client. In the web configuration client, click “Return to Monitor” to go to the web monitor client. In the web monitor client or configuration client, click the platform logo to return to the platform interface.

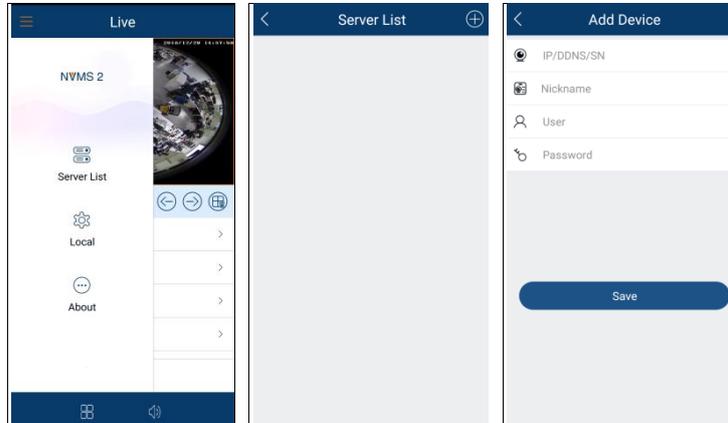
The operation steps of this web client interface are similar as the monitor client. Please refer to relevant chapter for details.

17 Mobile APP Surveillance

- ① Run “Play Store” or APP store.
- ② Search “NVMS2” and then install it.

Note: Users can install mobile surveillance APP through iOS or Android OS. The operation steps of both APPs are similar, only some different existing. Here we take the surveillance APP of Android OS for example. Please refer to the actual operation interface for details.

- ③ Run “NVMS2” to go to the following interface.



In the live interface, click  and then select “Server List”. This will take you to the Server List interface. Then click  to add devices.

➤ Login by domain name or IP address

Enter domain name or IP address, nickname, username and password.

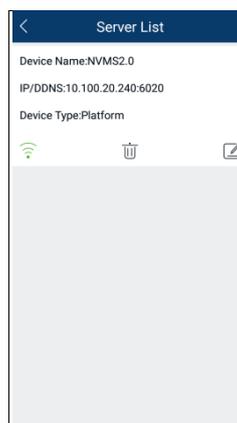
IP address: Enter the IP address of the authentication server plus its port (like 210.21.228.183:6003)

Nickname: Self-define it.

Username/password: Enter the username and password of the NVMS.

Click “Save” to go to the live interface.

Note: This APP only allows adding one platform (NVMS).



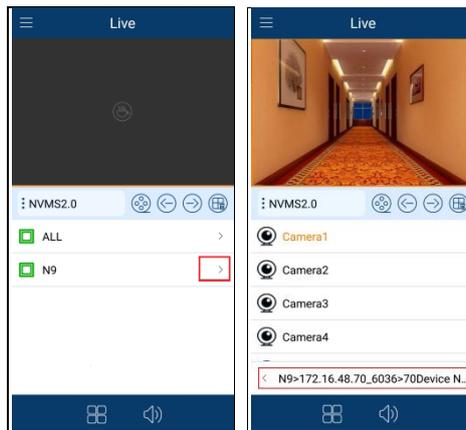
 : Green icon means the platform is connected successfully; the flash icon means the platform is being connected; grey icon means the platform is unconnected.

 : Click it to delete the platform.

 : Click it to modify the platform information.

17.1 Live

In the server list interface, click  to go to the following interface as shown below.



Click “>” to expand the hidden menu and then select a camera to view live video.

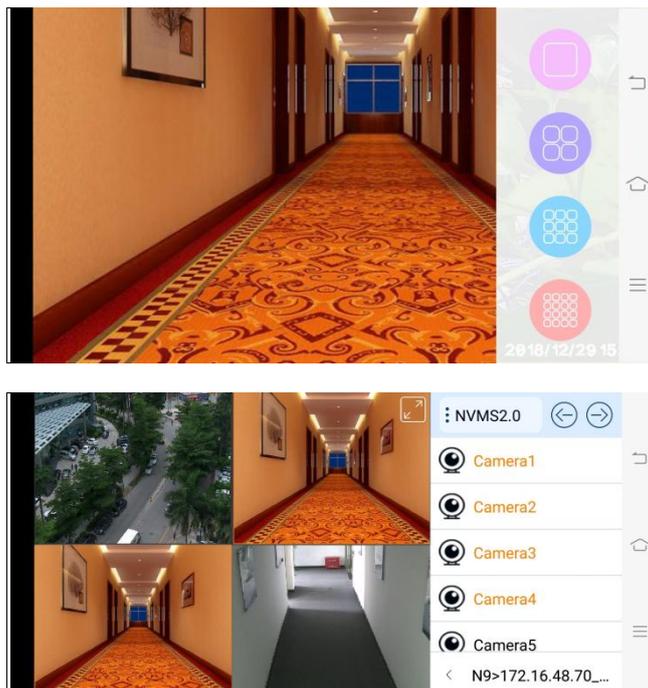
Click  button at the bottom to return to the previous interface.

Double click the window to see full window; double click it again to switch to original status.

Icons in the live interface

-  : Idle mode
-  : Remote playback.
-  : Click it to play the previous channel group.
-  : Click it to play the next channel group.
-  : Close all previews
-  : Click it to choose 1/4/9/16 screen(s) display mode. Click and hold it to choose more screen display modes.
-  : Click it to enable/disable audio.

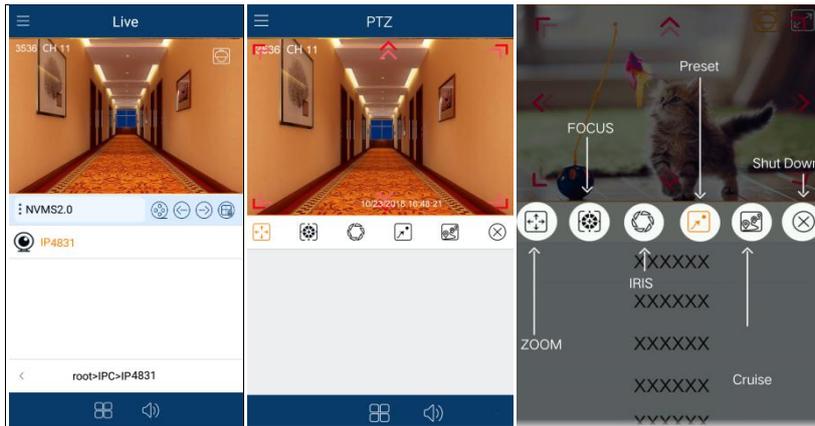
Turn you phone and make the live image display in landscape mode or go to the full screen mode. Then the following icons will be displayed by clicking the current image.



- **PTZ Control**

The added device must support PTZ function, or PTZ mode cannot be enabled. Click  button to see the following image.

Click  or  to return to the live interface.



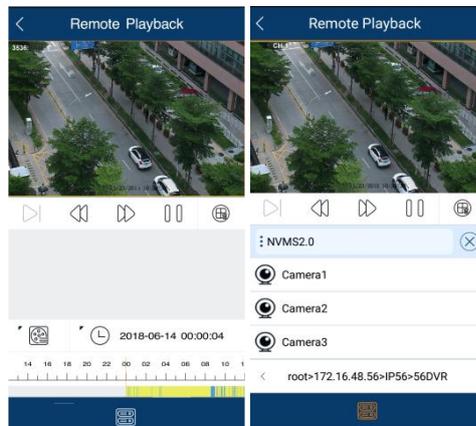
Please control the PTZ by sliding the image in direction of the arrow marked on the image. The PTZ will automatically focus on the little red circle by clicking the image. Then the 3D function can be enabled (the added device must support 3D function, or this function is ineffective).

17.2 Remote Playback

Records stored in the storage server and device can be played.

There are two ways to play records.

- In the live view mode, click  to switch to the remote playback interface. The records of the current channel will be played.
- In the live interface, click  to switch to the remote playback interface and then click  button to select a camera to play back.



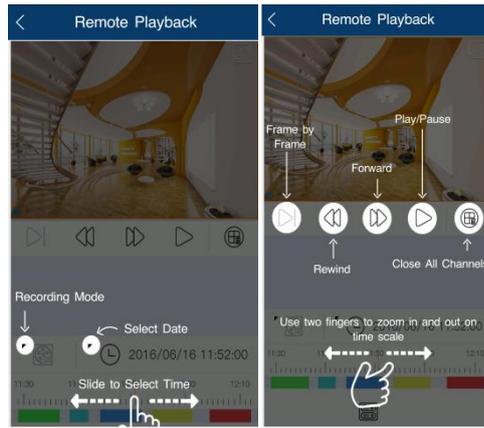
- ① Select date and event type
- ② Click the corresponding icons to control playback
- ③ Click  button to finish playing.

Icons in the playback interface.

-  : Choose the recording mode.
-  : Click it to choose date.
-  : Click it to choose the channel.
-  : Frame. Pause the current play and then click this icon to play the next frame.
-  : Rewind
-  : Fast forward
-  : Play

 : Pause

 : Stop playback

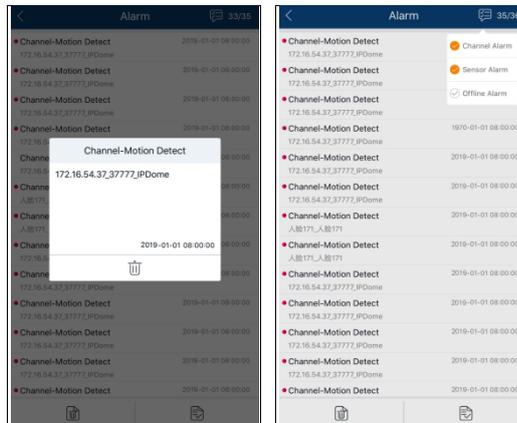


17.3 Alarm Information

This function is only available for iOS version.

Go to the alarm information interface as shown below.

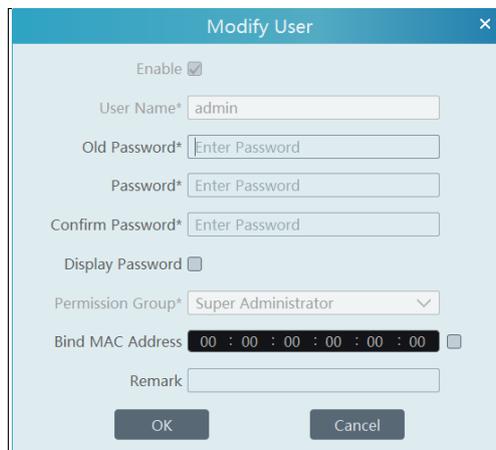
- ① In this interface, you can view the alarm information.
- ② Search alarm information: click  to select the alarm type.
- ③ Click one item of the alarm list to read it.
- ④ Click  button to delete the alarm information.



18 Troubleshooting

1. How to modify the password by yourself?

Login monitor client and then go to the Account and Permission interface. Select the account and click  to modify the password.



2. Unable to login IE client.

1) Please check whether the Active X control is forbidden to download and refer to the operating environment in Operating Environment of Web Client.

2) Please check whether the IP address input in the browser address bar is right.

Suppose the LAN IP address of the authentication server is 192.168.50.3, WAN IP address is 58.251.86.194, domain name is authentication.meibu.com and Web port is 8088. If logging in to the IE client in LAN, please input http://192.168.50.3:8088, or http://58.251.86.194:8088, or http:// authentication.meibu.com:8088; If logging in to the IE client in WAN, please enter http:// authentication.meibu.com:8088, or http://58.251.86.194:8088 (only when the WAN IP is a fixed IP, will it take effect).

3. Some service works abnormally after all servers start.

1) If the database works abnormally, please check whether the MYSQL database is installed and connected successfully.

2) The computer needs to restart after installing the servers.

3) If other services work abnormally, please check whether the corresponding port is occupied. Please open the task manager and then click the Service tab to check.

4. The device information cannot be seen or the device is offline after the user logs in to the monitor client.

1) Please check whether this user account is an administrator account. If this account is an operator account, please check whether it has the authority to view the device information.

2) Please check whether the media transfer server of the device has been started.

5. The alarm information cannot be received after the user logs in to the monitor client.

1) Please check whether the schedule of sensor alarm, motion detection alarm and so on are set in the NVMS system.

2) As for remote login device in the monitor client, please check whether alarms and alarm schedules of the remote login device have enabled.

6. The record cannot playback after the user logs in to the monitor client.

1) Please check whether the storage server is online. If it is online, please check whether this account logged on has playback permission.

2) Please check whether the record source selected has record data. If you want to get record data from a storage server, please check whether to set the record schedule of the storage server or not.

3) Check whether there are record data in the playback channel and whether the record source and the start time and the end time of the playback is set up correctly.

4) Please check the record schedules of the storage server are set correctly.

7. The configuration of devices cannot be modified remotely after the user logs in to the monitor client.

1) When the device configuration is required by the monitor client and prompt "Someone is configuring. Please try later", please open the IE browser to login to the device remotely and then go to "Online user" interface to see if there are any other users logging in.

2) Please go to the live to see whether the device is being set up.

3) If the problem still exists, please contact your device manufacturer.

8. The preview image on the client cannot display fluently.

- 1) Please check whether the CPU occupancy rate of the client platform is 100% or there still has usable memory. This situation will not emerge when the CPU occupancy rate is less than 75% and there still has usable memory.
 - 2) Please check whether the network environment is supported, including whether the uplink bandwidth of the device and stream match and whether the downlink bandwidth of the media transfer server and the streams of all channels of devices match.
 - 3) Please check whether the media transfer server is overload operation.
- 9. After starting the authentication server and media transfer server, the storage server still cannot save.**
- 1) Please check whether channels of devices are added to the storage server.

Notes

1. Please use super administrator or standard user (permission control is set to “Never Notify”) to log in operation system, install and use servers and client software.
2. The specified AI face match host should be used together with the face recognition function of this NVMS platform to manage face picture database. Please contact your dealer to purchase the host.
3. It is recommended to add only one intelligent analysis server to the specified AI face match host in undertaking a comparison task.
4. The resolution of the surveillance client’s monitor shall be more than 1280*960.
5. HDMI output should be used for Linux model.
6. If you want to delete the files of a service, please stop the service first.