Viewtron VMS Software

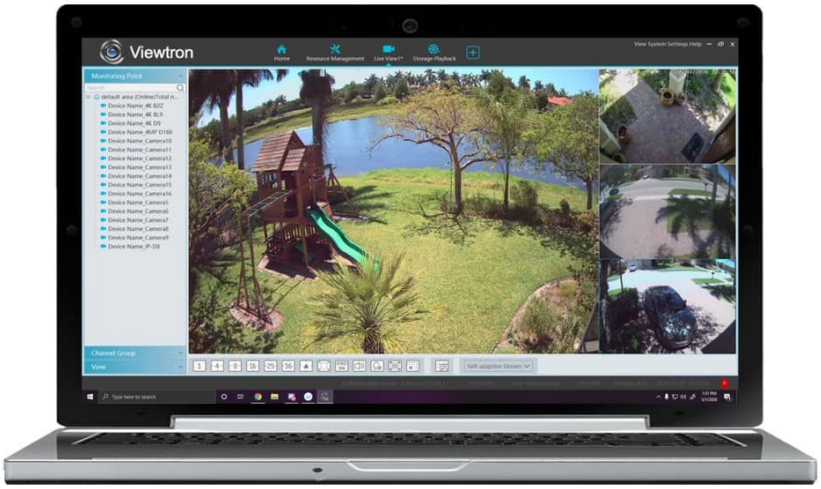
for Windows PCs

User Manual

Video Management Software for Viewtron IP Cameras, NVRs & DVRs

Live View, Playback, Face & License Plate Recognition, Alarms, TV Wall, E-Map

For Windows 10 PCs



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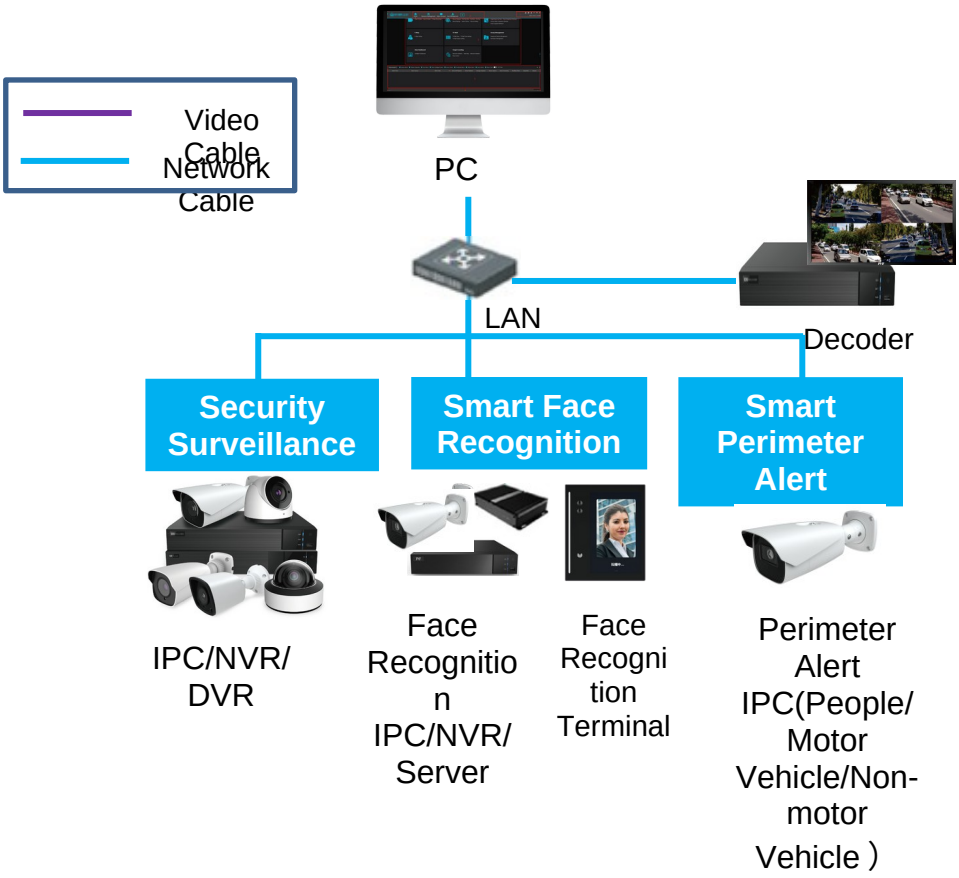
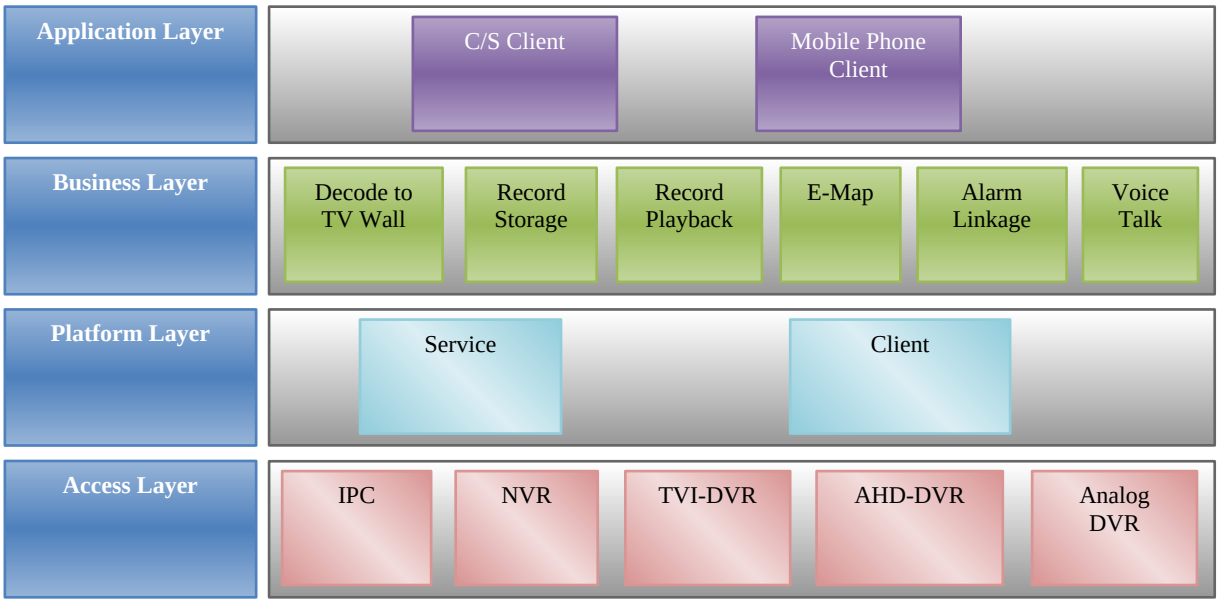
1 Introduction

1.1 Introduction

Viewtron VMS software is security camera management software for Windows PCs. It provides video surveillance management, live view, recording storage, recording playback, recording downloads, alarm linkage, decoding on a TV Wall, and keyboard control. Viewtron VMS software is free for all Viewtron customers. It meets the needs of small projects and is widely used for video surveillance in industrial parks, schools, banks, chain stores, buildings, and transportation. To learn more, visit our Windows security camera software page or watch our free Viewtron VMS software video demos.

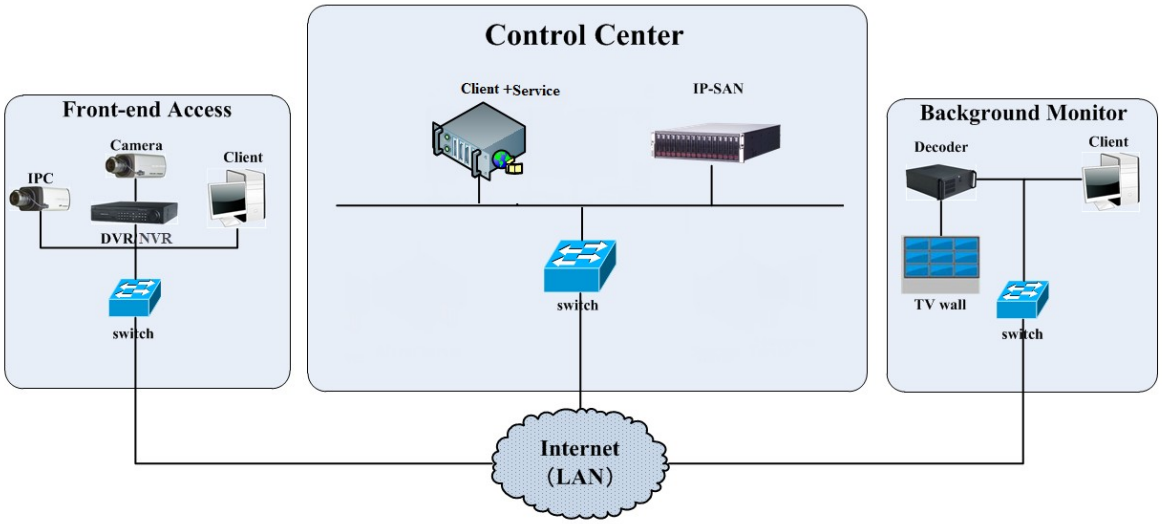


1.2 Software Architecture



1.3 System Components

1.3.1 System



1.3.2 Front-end Access

- Front-end devices include IP cameras (IPC), DVRs, and NVRs, such as Viewtron IP cameras and Viewtron NVRs.
- Connect devices such as IPCs, DVRs, and NVRs to the network through hubs or routers using Cat5 or Cat5e cables (less than 100 meters) or optical fiber. PoE switches can power IP cameras and connect them to the network over a single cable.
- Run the monitor client on a local PC to configure local video monitoring, monitoring devices, and so on.

1.3.3 Background Monitor

- Background monitors include a TV Wall, monitors, etc.
- You can set up real-time images on display devices, including a TV Wall (images are decoded by a video decoder and shown on the TV Wall), digital display screens, and so on.
- Run the monitor client on a local PC to view and play back video, and to remotely configure and manage the real-time video of

front-end monitoring devices.

1.3.4 Control Center

- Provides various services, such as video transmission, recording, decoding on a TV wall, etc.
- Add an IP-SAN storage array for centralized storage.
- Connect the servers and the IP-SAN storage array to the network through switches.
- Set up IP addresses to match your network.

2 Configuration Requirement

2.1 Software and Hardware Configuration Requirement

No.	VMS components	Recommendation for hardware configuration	Recommendation for software configuration	Number
1	Server/Monitor Client	Minimum: 6th gen Intel Core i5, 16 GB RAM, 512 GB SSD (ideal for 4-8 cameras) Recommended: 7th gen Intel Core i7, 32 GB RAM, 1 TB SSD (ideal for 16+ cameras) Graphics: A separate graphics card is not normally needed. The built-in graphics on current Intel processors are fine. Network: Gigabit network card	Windows 10 Professional/Ultimate	As needed

Note: For face recognition IPCs, set the application scene to “Security Monitoring”, or set the snapshot interval to more than 1s. When the IPCs added to the platform perform face detection or comparison, the total number of captured pictures reported to the platform should not exceed 1,000 per minute.

The recommended 64-bit hardware configuration is as follows.

No.	VMS components	Recommendation for hardware configuration	Recommendation for software configuration	Number
1	Monitor	Intel(R) Core(TM) i5 7500 3.0GHz	Windows 10	As needed

	Client-64bit	or above /16GB DDR3/Intel HD Graphics 530 2GB or above/ NVIDIA GeForce GTX 1060 6GB or above (multi-screen: 2GB GDDR5 memory)/500GB SATA/Gigabit NIC	Professional/Ultimate/Home 64bit	

2.2 Requirement for Firewall

To keep the network secure, the system should be protected by a firewall. All of the monitoring ports below must be open on the servers where the software is installed. The ports are as follows:

Server	Port Type	Port
Authentication Server	Internal Port	6003
Configuration Server	Internal Port	7002
Media Transfer Server	Internal Port	6006
	Auto Report Port	2009
Storage Server (Windows version/IP-SAN)	Internal Port	6009
Alarm Server	Internal Port	6033
Intelligent Server	Internal Port	6069
TV Wall Server	Internal Port	6036

Note: The ports above are the default internal ports of the servers. If any of these ports are changed, change the open ports in the firewall configuration to match.

2.3 Checking Installation Environment

Item	Checkup Standard
Hardware	Check whether the hardware meets the requirements (including CPU, memory, HDD, etc.).
Software	Check whether the software meets the requirements (including the operating system type and version, VMS version, etc.).
Front-end device	Check whether the devices can be accessed normally.
Firewall setup	Check whether the open firewall ports meet the requirements.
Network	Check whether the network connections of the front-end devices and the control center equipment are normal.
TCP/IP config	Check whether the IP address, subnet mask, gateway, and DNS settings are correct.

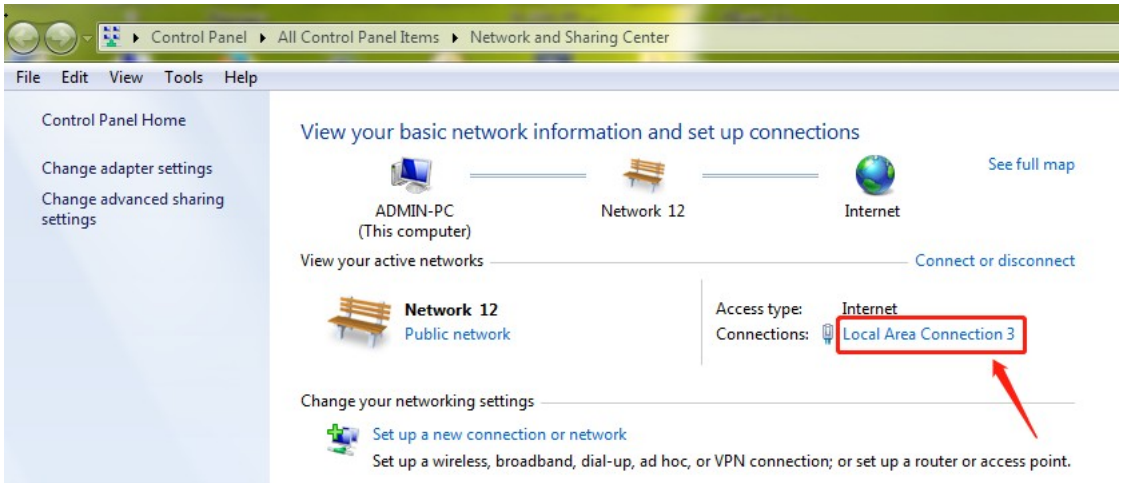
2.4 Configuring Server IP Address

The IP address of the server (computer) is the IP address of the platform. Make sure the platform and the other devices are connected to the

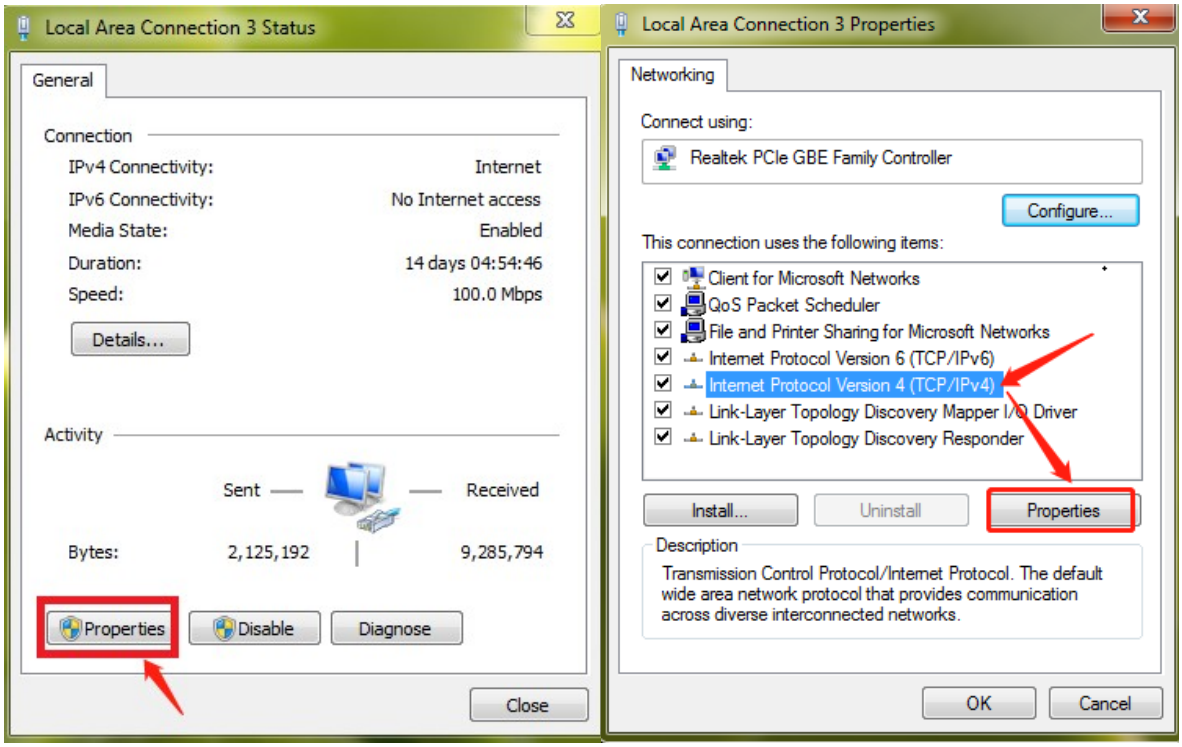
WAN/LAN. We recommend that the platform and the devices you plan to add to it are on the same local network segment. To set the server IP address:

1. Connect the network cable to the server, and then power on and start the server.

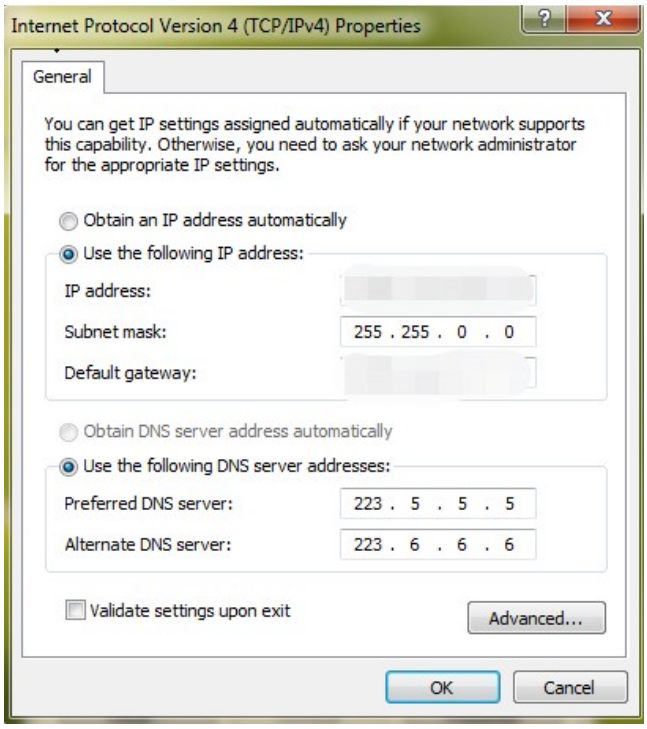
2. Click in the lower right corner of the computer desktop, and then click “Open Network and Sharing Center” as shown below.



3. Click “Local Area Connection x”→“Properties”.
4. Select IPv6 or IPv4 according to your network environment. Here we use IPv4 as an example. Then click “Properties” for IPv4.



5. Select “Use the following IP address”, and then configure the IP address, default gateway, and DNS server addresses according to your network environment. Then click [OK] to save the settings.



3 Install and Uninstall the Software

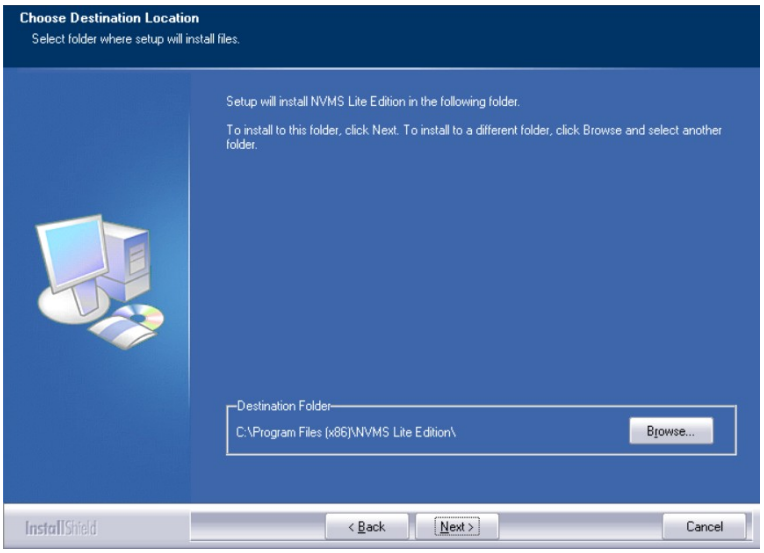
3.1 Install the software

1) Download the Windows VMS software from our Viewtron software downloads page, and then double-click "VMS server.exe". Select the UI language as needed.

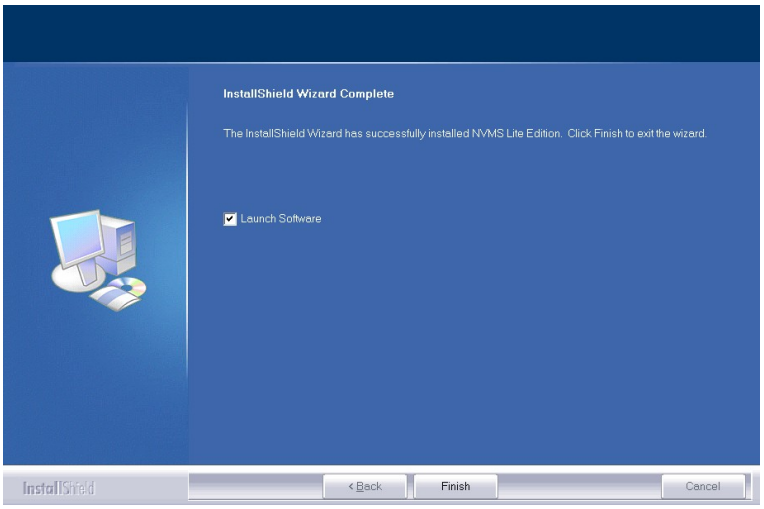
2) A tip may pop up suggesting that you close your antivirus software. If no prompt window appears, skip this step.

3) Click "I accept the terms of the license agreement", and then click [Next].

4) Click [Browse] to select the installation location, and then click [Next].



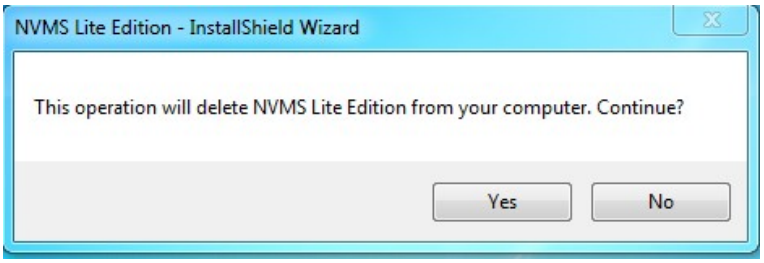
5) Check “Launch Software” as needed, and then click [Finish].



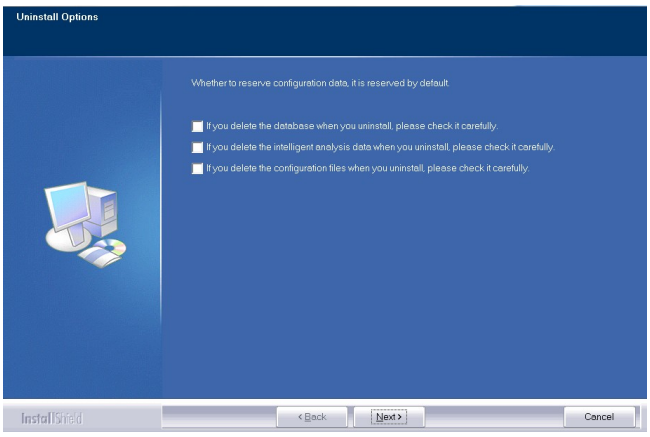
3.2 Uninstall Software

You can uninstall the software if you need to install a new version or no longer need it. We strongly recommend backing up the configuration data before installing a new version of VMS.

Click “Start”→All Programs→VMS Server→Uninstall to open the following wizard. Click “Yes” to confirm.



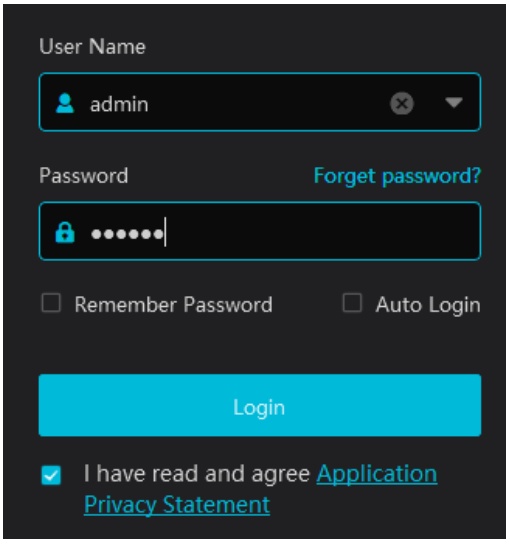
Select whether to delete the database, intelligent analysis data, or configuration files as needed. Then click the “Finish” button to complete the uninstallation.



4 Login

4.1 Login

Double-click the “Monitor Client” shortcut icon to run the software as shown below.



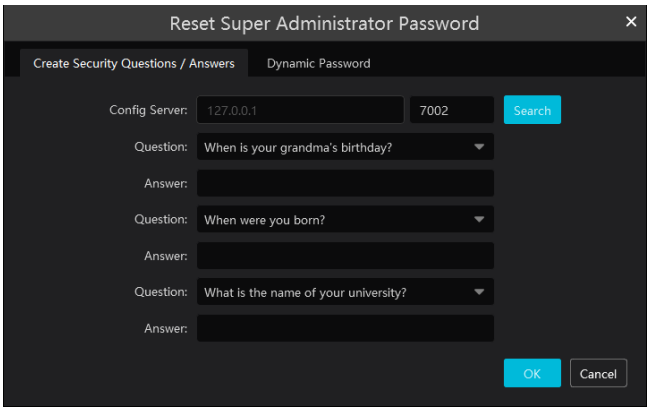
① Enter the username and password (the default username is **admin**; the default password is **123456**).

② Check “Remember Password” or “Auto Login” as needed.

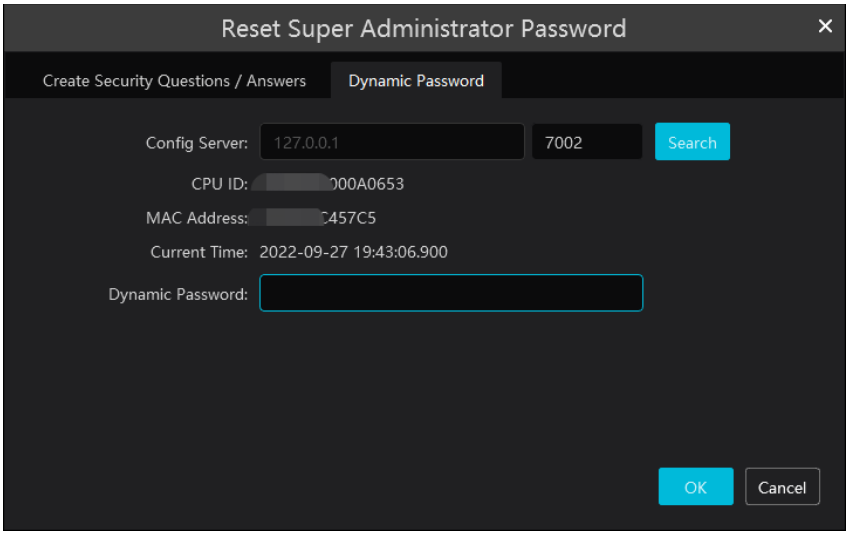
③ Click [Login].

If this is your first time logging in, check “I have read and agree Application Privacy Statement”.

If you forget the password, click “Forget password”. A small window will appear, where you can reset the password by answering your pre-defined security questions.

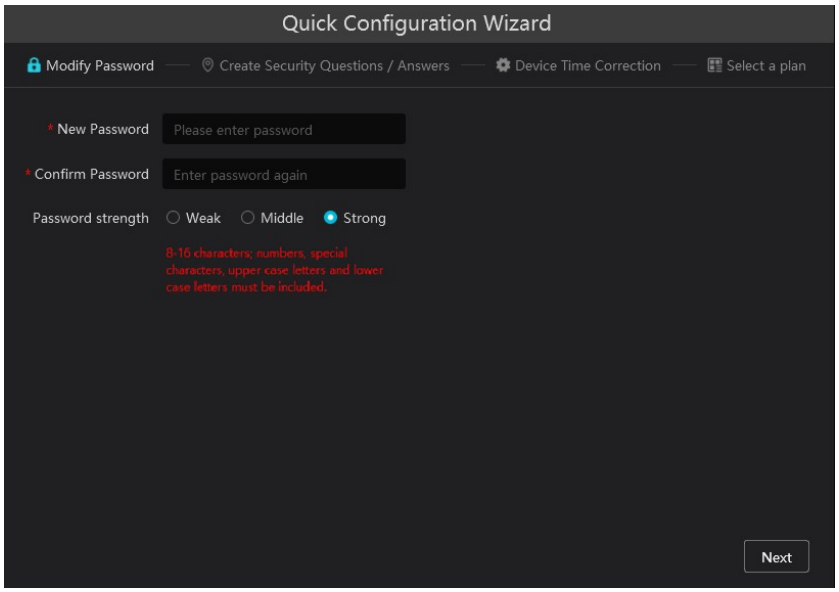


If you did not set up security questions or forgot the answers, you can reset your password with a dynamic password. Click “Reset password”, and then click “Dynamic Password” to go to the dynamic password page. Look up the CPU ID, MAC address, and current time, and then send this information to technical support to get a dynamic password. Note that the management server and client must be installed on the same computer; otherwise, the CPU ID, current time, and MAC address cannot be found.



4.2 Quick Wizard Settings

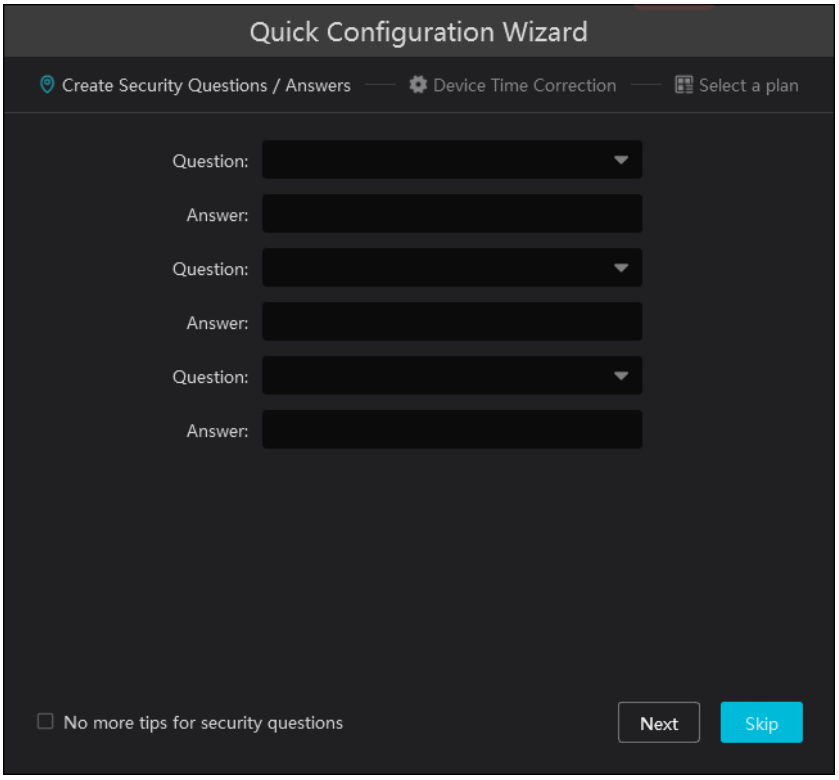
After you log in, the system opens a wizard, and you must change the password.



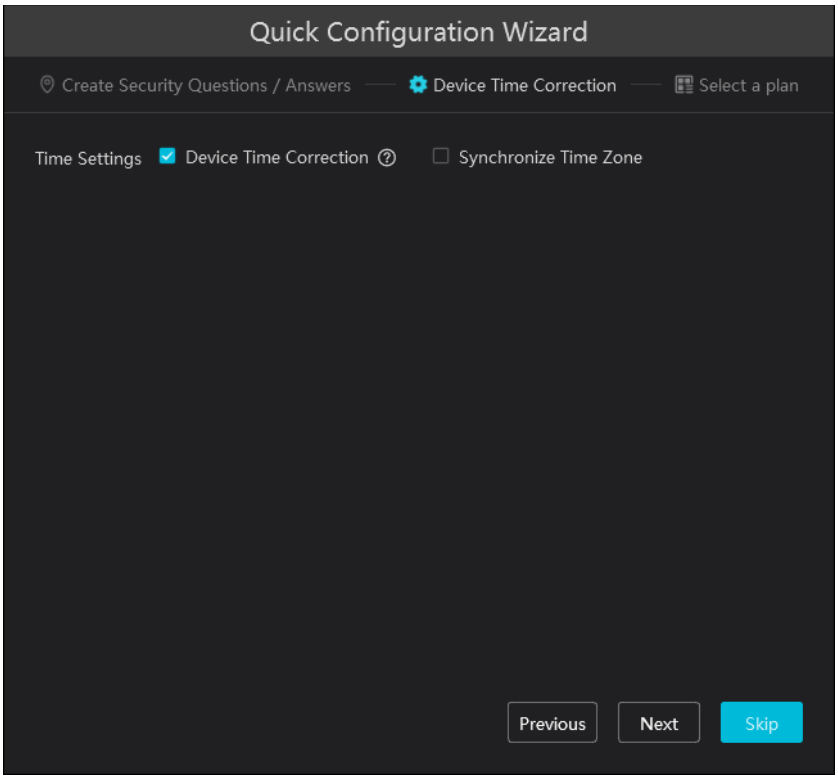
If this is your first time logging in, we recommend that you create security questions and answers.

It is important to remember the answers to these questions. Otherwise, you will not be able to reset your password and will be locked out.

Click “Skip” to skip the rest of the wizard setup.

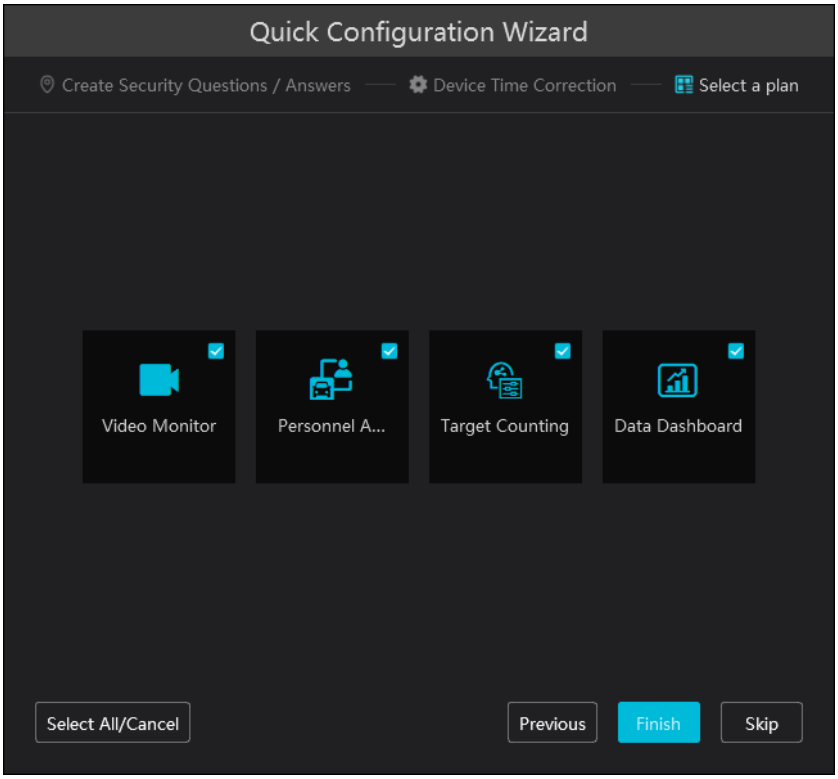


Click “Next” to go to the device time correction interface.



Click “Device Time Correction”. Then you can synchronize the time zone.

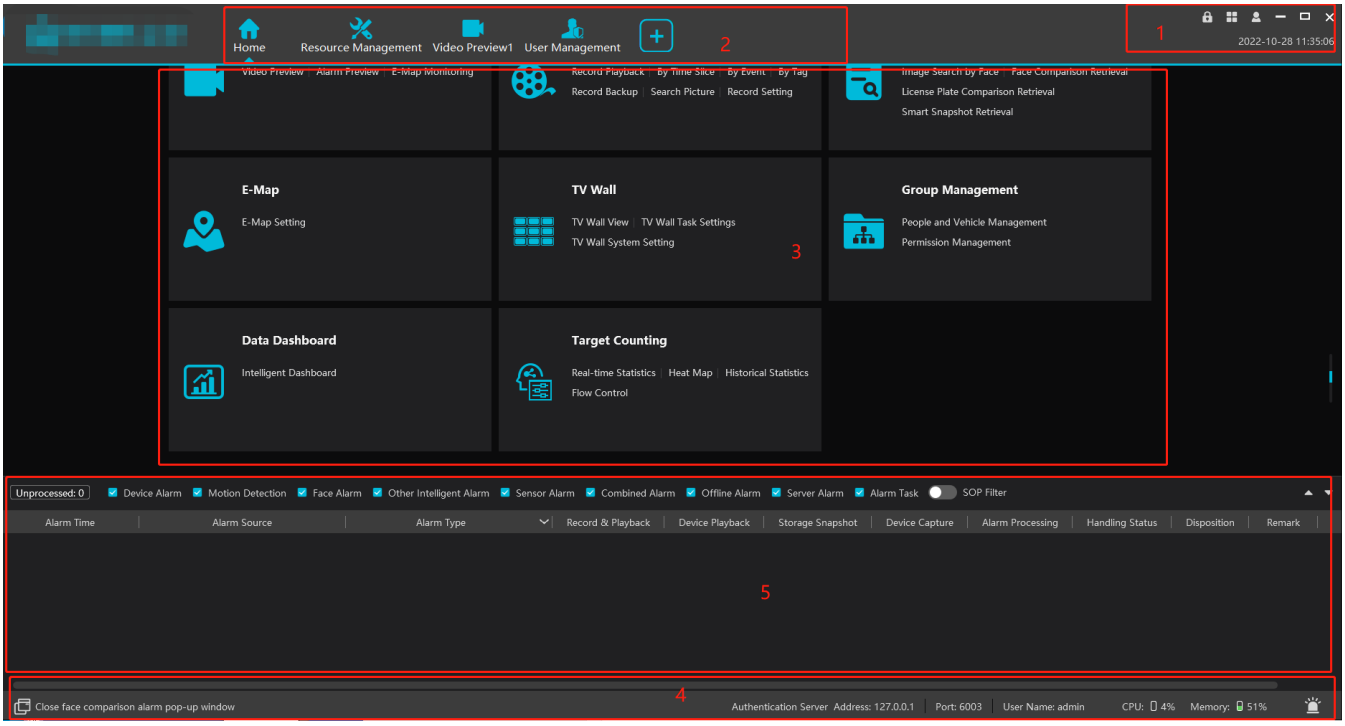
Click “Next”. Then you can select the function modules displayed on the home page.



Click “Finish” to complete the wizard setup.

After that, a record partition setting box will pop up. Select the record partition as needed.

4.3 Main Menu Interface Introduction



The main menu interface has five parts, described 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
	“Live View”, “Edit live view”
	Includes “Switch User”, “Register”, “About”, “Switch Plan”, “Modify Password”, “User Manual”, and “Skin”
	Click it to lock the operation page. Click “Unlock” and then enter the login password to unlock it.

Functional area

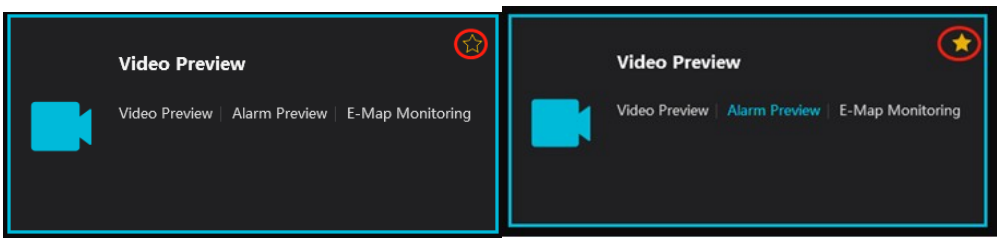
Menu	Description
Video Preview	To view live images, record, take snapshots, use two-way talk, etc.
Record & Playback	To remotely play back or back up recordings.
Search	Includes image search by face, face comparison retrieval, license plate comparison retrieval, smart snapshot retrieval, and visitor record search.
E-Map	To manage and display maps, hot spots, etc.
TV Wall Management	To set up TV walls and decode video on TV walls
Group Management	To manage people and assign access permissions; to add vehicles
Data Dashboard	Smart display of video windows, device status, face comparison, human body temperature screening, E-map, etc.
Target Counting	To monitor and analyze people/vehicle flow in real time
Resource Management	To add, modify or delete areas, devices or servers.
User Management	To add, modify, or delete user accounts and set permissions for these accounts.
Alarm Center	To set alarm linkage, schedules, SOP, E-mail, SIRA, alarm tasks, and so on; to search alarm logs.
Operation and Maintenance Management	To search, export, and maintain logs; to back up or restore the configuration; to display device/server/record status
Configuration	To set the record path, snapshot path, system startup and maintenance, overload, alarm view, and so on.

Favorites:

You can move modules you use often to Favorites.

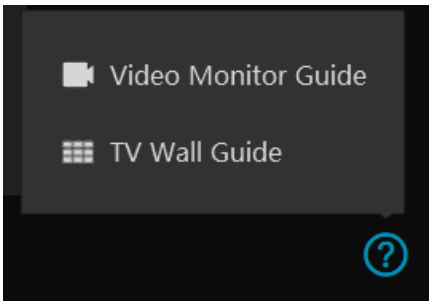
Place the cursor on the module you want to move to Favorites, and a star icon ( ) will appear in the top right corner of the module.

Click this icon to move the module. In the Favorites display area, click to return the module to its original place.



Wizard Settings:

In the bottom right corner of the functional area, click to show the following wizard guide.



Other buttons:

Button	Description
	Click it to hide the interface.
	Click it to zoom the interface in or out.
	Click to exit the software.
	Click it to add a live view page.
	This icon appears when there are more tabs than can be displayed. Click it to view the hidden tabs.

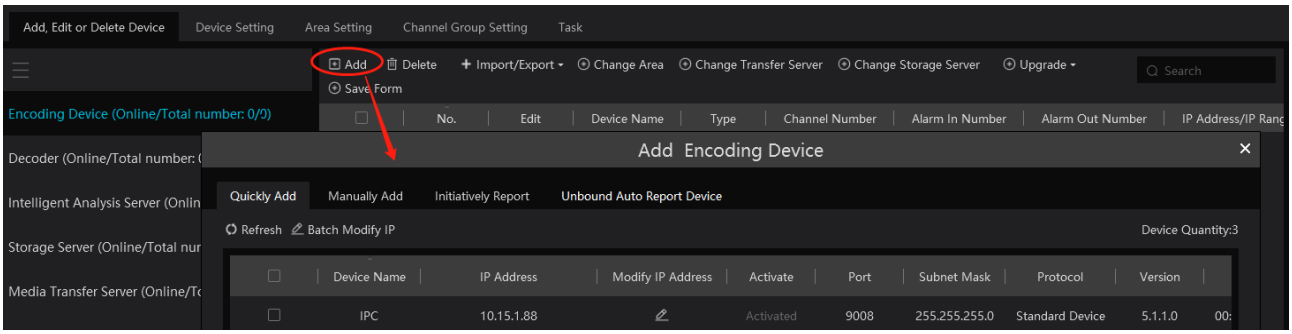
Common buttons:

Button	Description
	Click it to edit the item.
	Click it to delete the item.
	Check the camera and then click it to select
	Check the camera and then click it to remove
	Click it to add all items
	Click it to remove all selected items
	Click it to link to itself
	Expand menus
	Collapse menus

5 Device Management

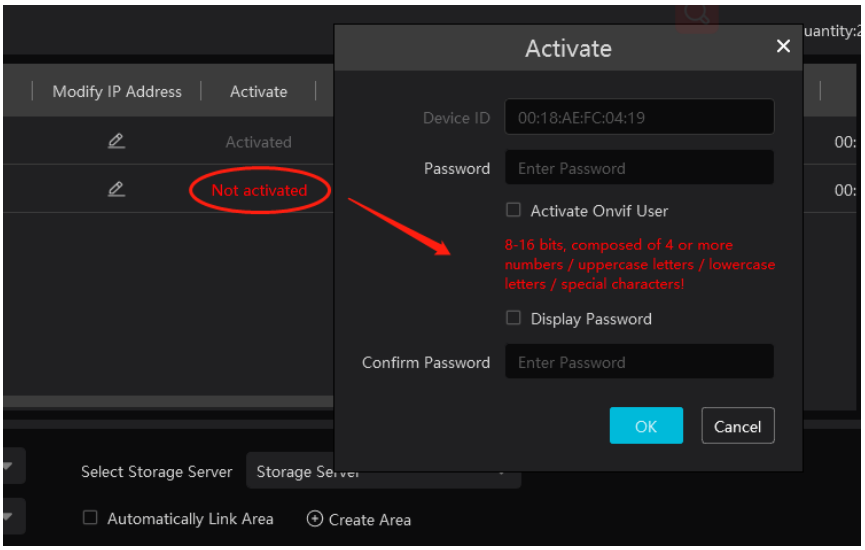
5.1 Add Encoding Device

In the main menu interface, click “Add, Edit or Delete Device” to go to the interface shown below. For a step-by-step guide to connecting a Viewtron NVR or DVR, see our VMS software setup instructions.



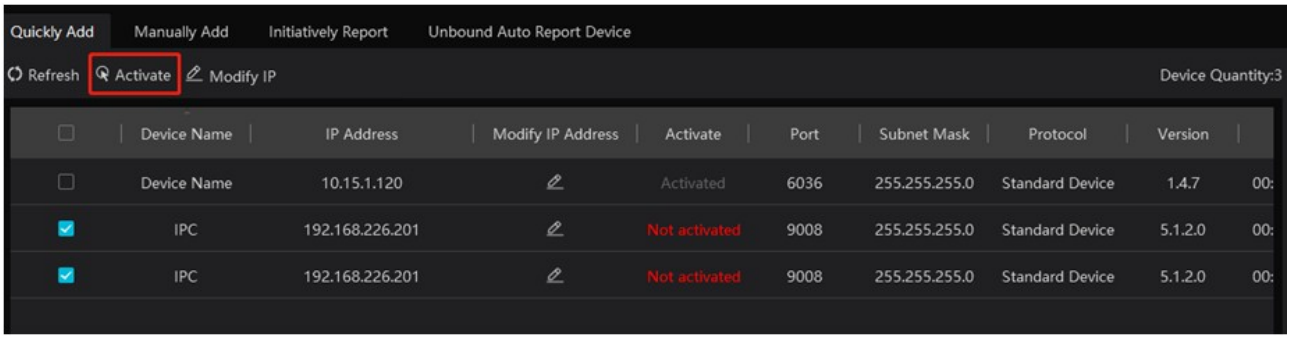
In the add encoding device interface, you can view activated and unactivated devices. Click “Activate” in the table header to sort them.

Activation: click “Not activated”, and then enter the IPC password as prompted in the pop-up activation box. After it is activated, the IPC can be connected normally.



If “Activate Onvif user” is selected, the password you enter here is also used for the IPC when it connects to the platform via the Onvif protocol.

Batch Activation: check the inactive devices, click [Activate], and then enter the password for the IPCs in the pop-up activation box. After they are activated, these IPCs can be connected normally.



Then click “Add” to add devices. You can add many types of devices in this interface, such as face detection IPCs, face recognition IPCs/NVRs, face recognition terminals, active deterrence IPCs, ANPR cameras, etc.

5.1.1 Quickly Add

Click [Refresh] to quickly search for devices on the same local network as shown below. Check the device and assign a transfer server, storage server, and area to it. Then click [OK].

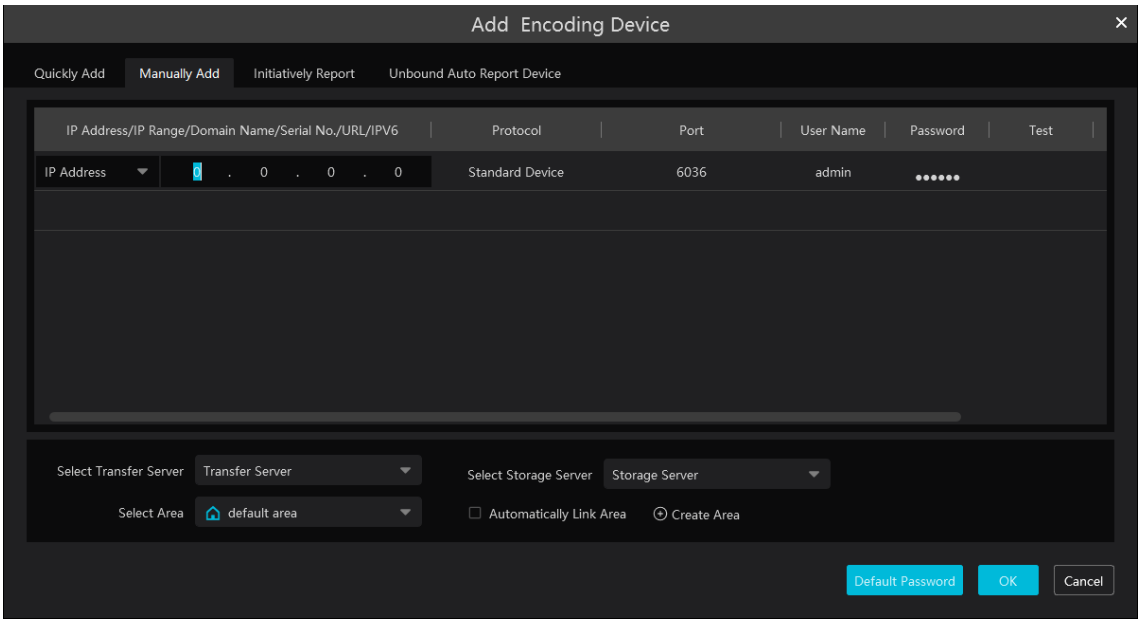
Click “Default password” to set the default username and password for devices from different manufacturers, such as Hikvision, Dahua, etc. The default username of the standard device is “admin” and the default password of the standard device is “123456”.

Note:

* You can select the default media transfer server and storage server when adding devices. You can also create a new media transfer server and storage server in advance (see Add Media Transfer Server and Add Storage Server).

***** An area must be set up before you add devices. Click [Add Area] to create an area (see Area Setting).

5.1.2 Manually Add



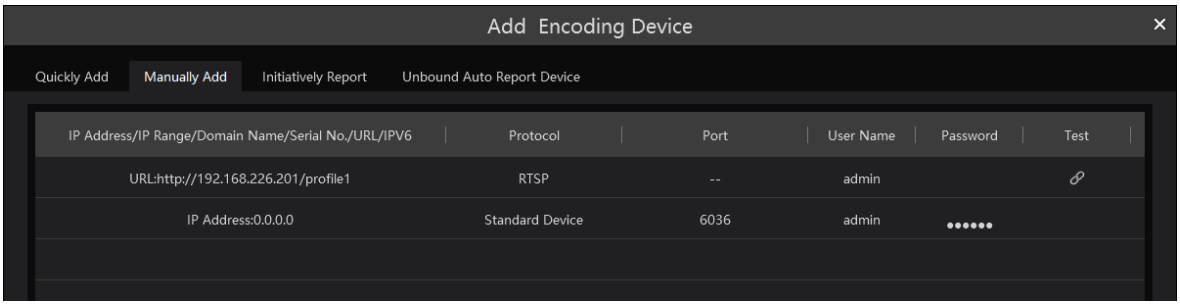
① Enter the IP address/IP range/domain name/Serial No./URL/IPv6 address, username, and password, and choose the protocol type.

② Click [Test] to check whether the device connects successfully.

③ Select the transfer server, storage server, and area, and then click [OK].

You can add devices in batches by entering an IP range.

If “URL” is selected, the device is added via the RTSP protocol. Enter the device’s URL, username, and password, and then click [Test] to check whether the device connects successfully.



How do I get the URL?

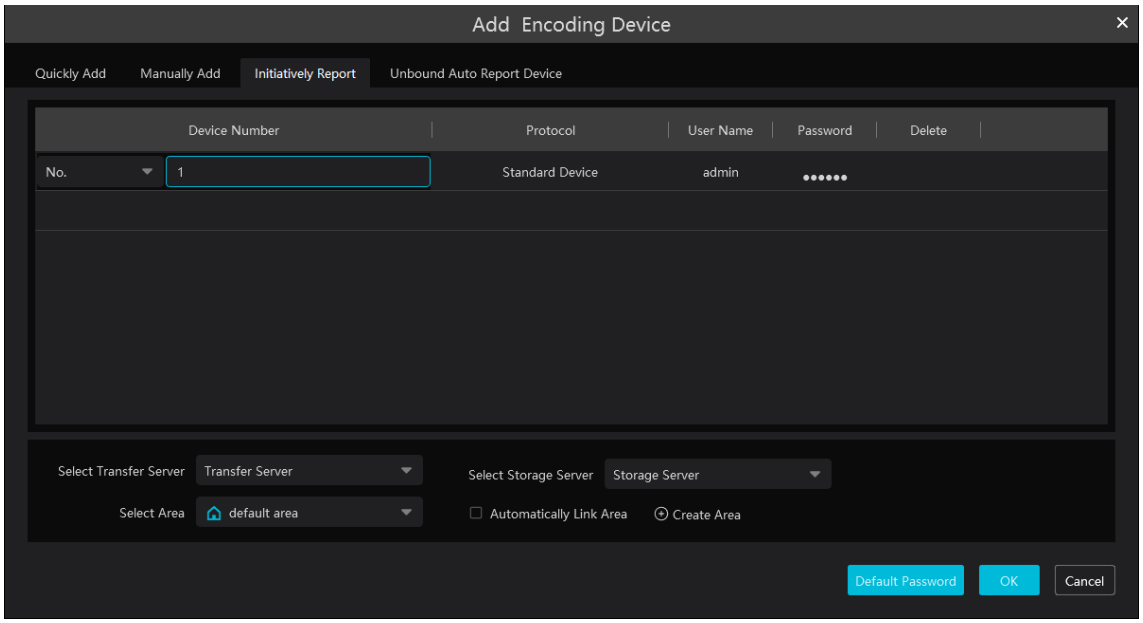
Here we use a Viewtron IP camera as an example. Log in to the IPC’s web client, and then go to the “Config” → “Network”→ “RTSP” interface to configure RTSP.

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 is the main stream, profile2 is the sub stream, and profile3 is the third stream.

For the URL of a device from another manufacturer, see that manufacturer’s technical documentation.

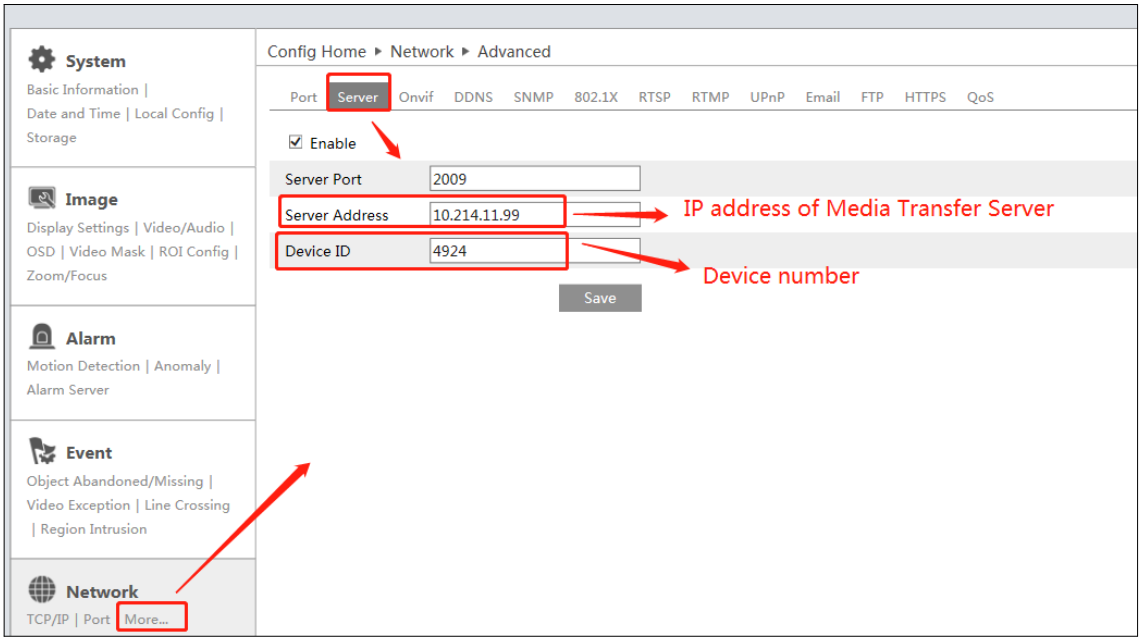
5.1.3 Initiatively Report

Select the “Initiatively Report” tab to open the following interface.



① Enter the device ID that is set in the DVR/NVR or IP camera, and choose the protocol.

- To add a DVR/NVR, go to the Network→Platform Access interface of the DVR/NVR. Check "Enable", enter the IP address and port (default 2009) of the VMS, and then set the device number of the DVR/NVR.
- To add an IP camera, go to Network Configuration→Server Configuration on the IP camera. Check "Enable", enter the IP address and port (default 2009) of the VMS, and then set the device number of the IP camera.

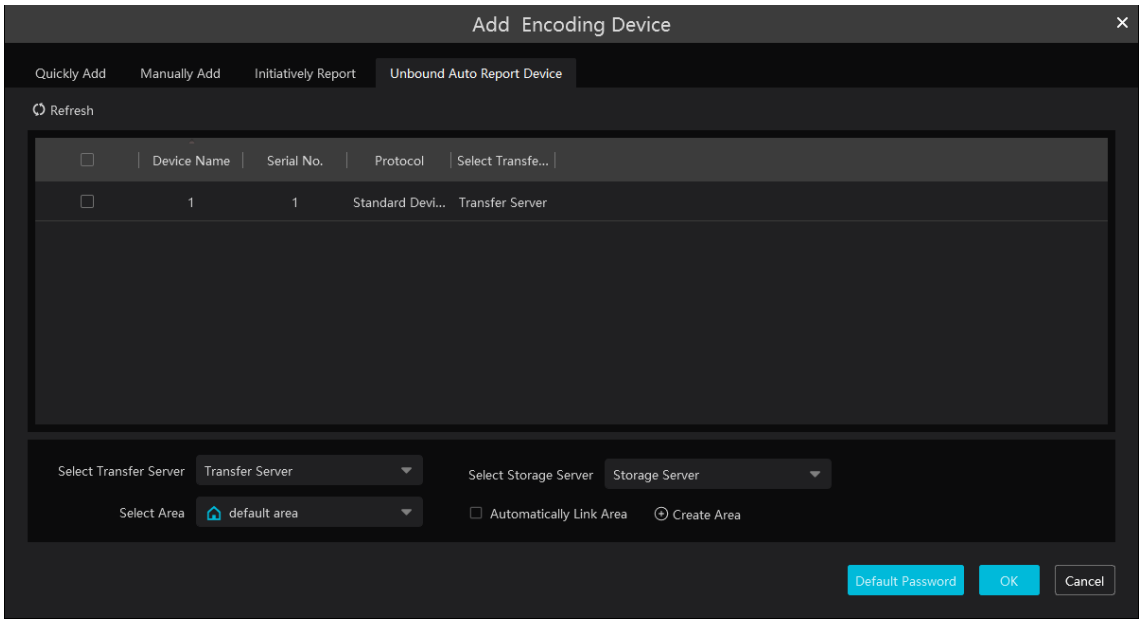


② Select the transfer server, storage server, and area, and then click [OK].

5.1.4 Quickly Add Auto Report Device

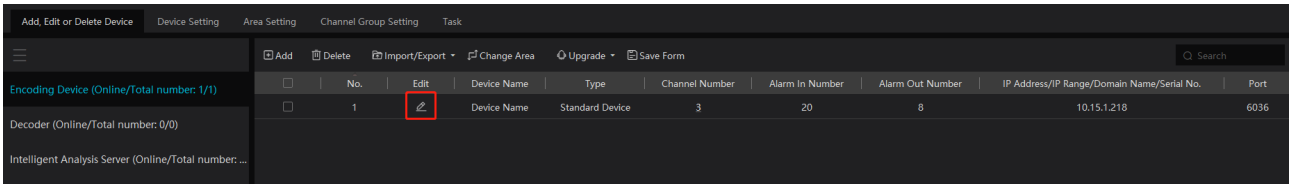
To add auto report devices quickly, go to the "Unbound Auto Report Device" interface.

Note: Fill out the auto report information in the NVR/IPC in advance so that the device information can be found in the "Unbound Auto Report Device" interface.



5.2 Modify or Delete Device

After devices are added successfully, they are listed as shown below.



You can view the device channel number, alarm status, online status, and record status in the table above.

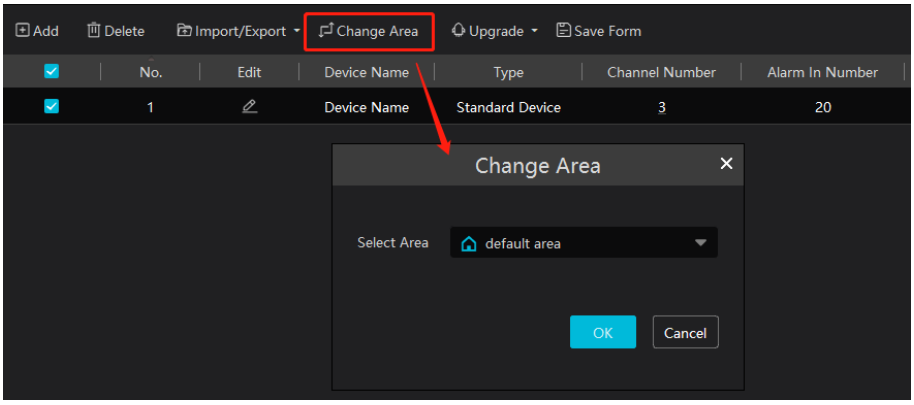
Click to modify the device information.

Click to delete the added device.

Select the desired devices and click [Delete] to delete multiple devices at once.

5.3 Device Area Selection

Select one or more encoding devices, and then click [Change Area] to change the area of the selected devices.



5.4 Batch Import/Export

You can import multiple encoding devices (NVR/IPC) on different local networks at one time. The steps are as follows:

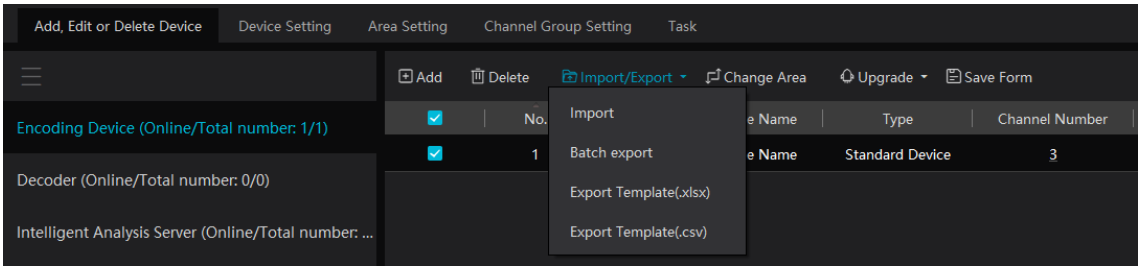
1. Create an Excel file and enter the device information as shown below. Copy the text of the first line exactly.

	A	B	C	D	E
1	ip	port	protocol	userName	password
2	10.214.40.88	6036	standard device	admin	xxxx
3	10.214.40.89	6036	standard device	admin	xxxx
4	10.214.40.43	9008	standard device	admin	123456

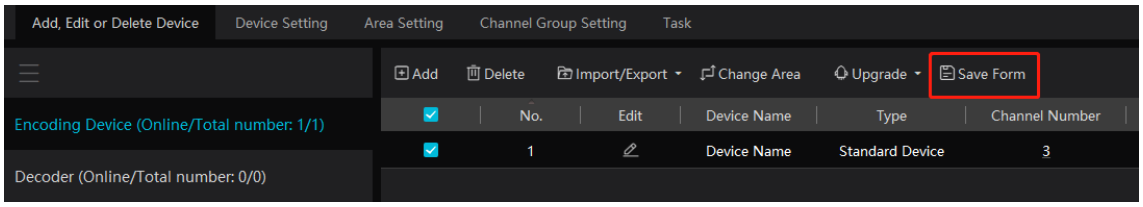
Protocol: four protocols can be used here: “Hikvision”, “standard device”, “Dahua”, and “ONVIF”.

2. Save the file as “.csv” or “.xlsx”.

3. Click Home→Resource Management→Add, Edit or Delete Device. Then click [Import/Export] to show a drop-down list. Click [Import] to import the file.

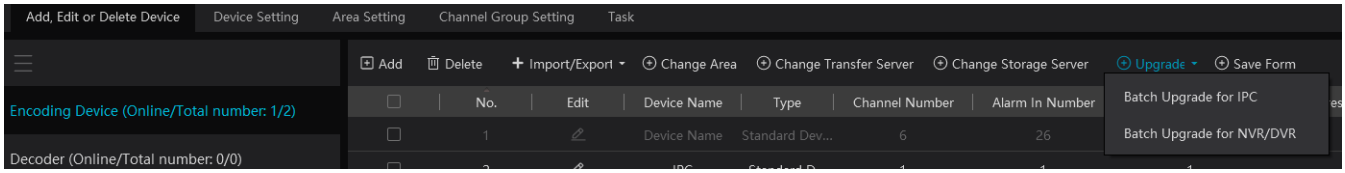


Export encoding devices: check the devices you want to export, and then click [Save Form] to export the device list.



5.5 Device Upgrade

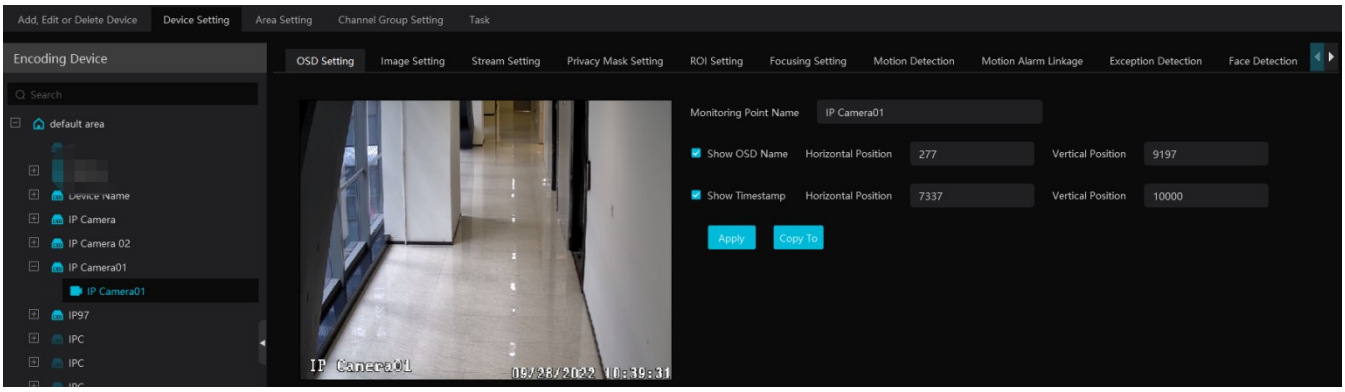
In the “Add, Edit or Delete Device” interface, check the devices you want to upgrade and then click [Upgrade]. Select the upgrade type as needed.



Note: When multiple devices are upgraded at the same time, the selected devices must be from the same series.

5.6 Device Setting

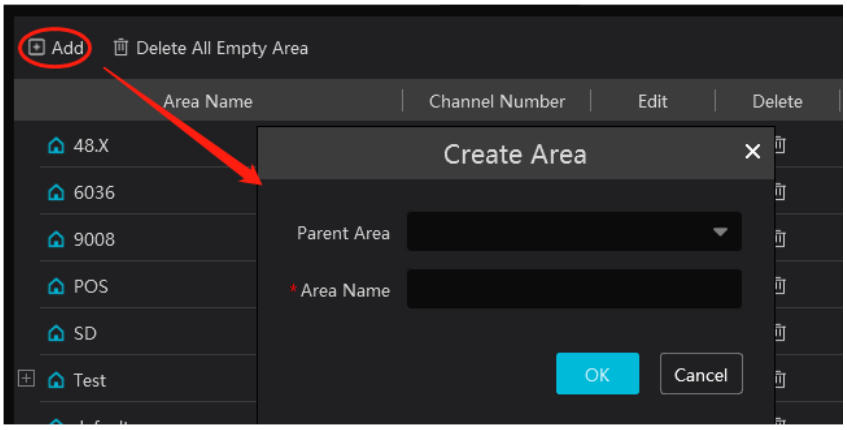
Go to the Home→Device Setting interface as shown below. In this interface, you can set the device parameters.



Different devices have different menus. Configure each device according to its user manual.

5.7 Area Setting

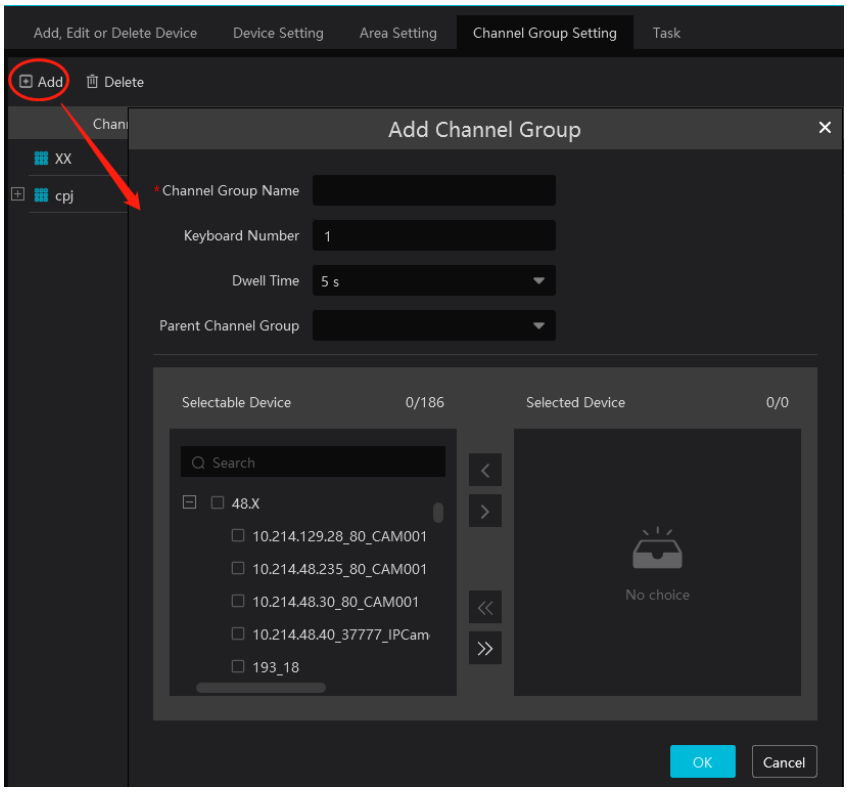
Go to the Home→ Area Setting interface as shown below.



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

5.8 Channel Group Settings

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



① Click [Add].

② Enter the channel group name, channel group, and dwell time.

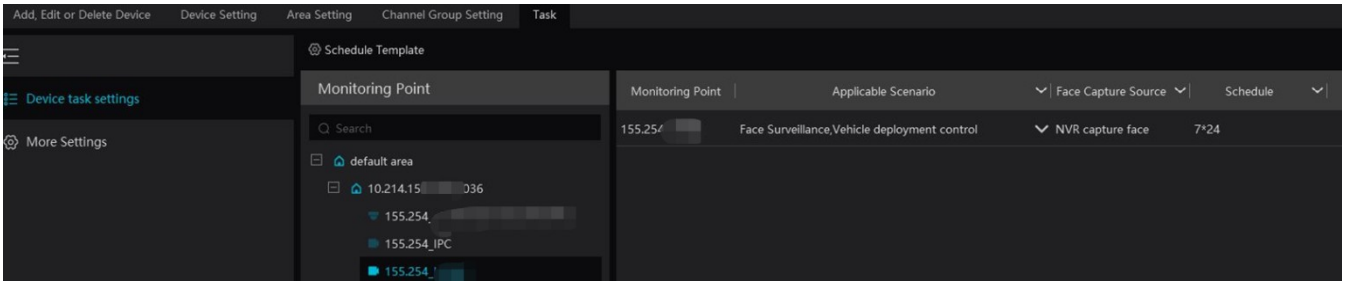
③ Select the parent channel group.

④ Add channels to the channel group. Check the desired channels and click to add them; choose selected channels and click to remove them; click to add all channels; click to remove all selected channels. You can also enter keywords to search for channels and then select them.

⑤ Click [Ok] to save the settings.

5.9 Task Management

Set the face capture source, schedule, and applicable scenario.

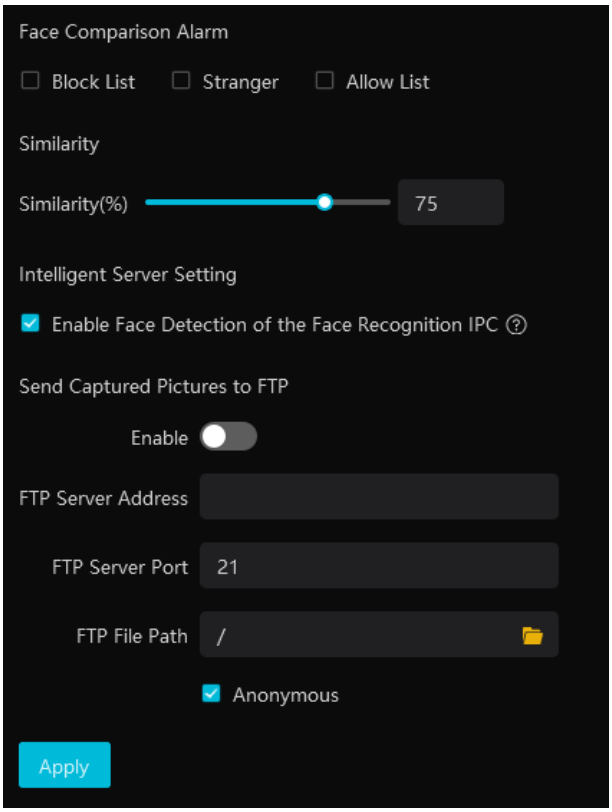


Face Capture by IPC: applies to face detection cameras.

Face Match by IPC: applies to face recognition cameras.

Note: Tasks cannot be set here for face recognition NVRs, Temperature Reading Panels, thermal network cameras, or IPCs without face detection.

Click [More Settings] to set more face comparison parameters.



Face Comparison Alarm: Select the face comparison alarm list. For example, if “Allow List” is selected, an alarm is triggered when a detected person is successfully matched with the allow list.

Similarity: Set the similarity threshold for face comparison.

Intelligent Server Setting: check “Enable face detection of the face recognition IPC” as needed.

If checked, the intelligent server receives all face capture pictures from the IPC after you configure the face comparison parameters and set the schedule for the IPC. All of these face snapshots can be searched in the Search interface (Home→ Search).

If unchecked, the intelligent server receives only the matched face snapshots after you configure the face comparison parameters and set the schedule for the IPC. Only face snapshots successfully matched with the face database can be searched in the Search interface (Home→ Search).

FTP Settings: Send the captured pictures to an FTP server. Set the parameters to match your FTP server.

6 Group Management

6.1 People Management

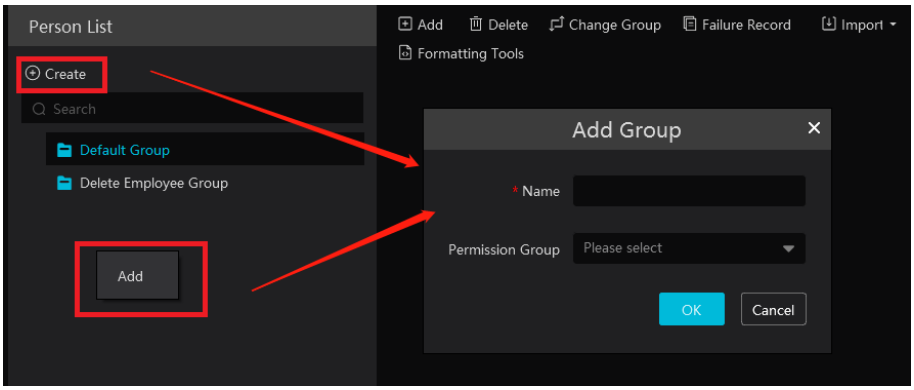
You can add groups to two libraries: Person List and Block List. To see face recognition in action, watch our AI face recognition security camera video.

Here we use “Add target to person list” as an example.

6.1.1 Add Group

- Add the parent group

Go to Home→Group Management→People & Vehicle Management→Person List.



Click [Create] to add a group, or right-click a blank area of the person list column, and then click [Add] to add the group name.

Note: The parent group name and the face information under it are synchronized to the NVR's face database, but sub group names are not added to the NVR. Face information in a sub group is automatically added to its parent group in the NVR.
If the parent group fails to synchronize to the NVR's face database but the sub group's face information is successfully added to the NVR, the face group is named "creation date-intelligent server IP-creation time (s)-list type-parent group name" as shown below.

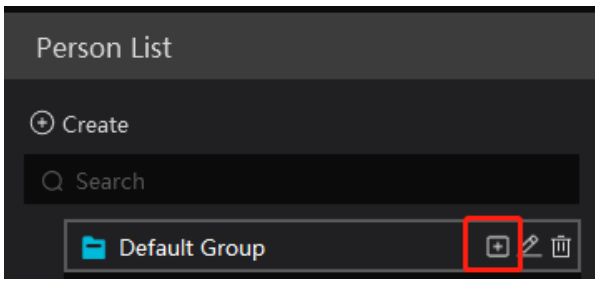
No.	Group
1	2022_4_21_10.214.200.200_32 (3853)
2	2022_4_22_10.214.200.111_1 (1128)
3	2022_4_22_192.168.52.214_47_White_default(0)

Group Name in NVR

For IPCs, face information added to the person list and VIP list is automatically added to the IPC's allow/white list. Face information added to the visitor list and block list is synchronized to the corresponding list.

- Add the sub group:

Place the cursor on the parent group name to see the following buttons. Click "+" to add a sub group name. Up to 9 sub groups can be created.



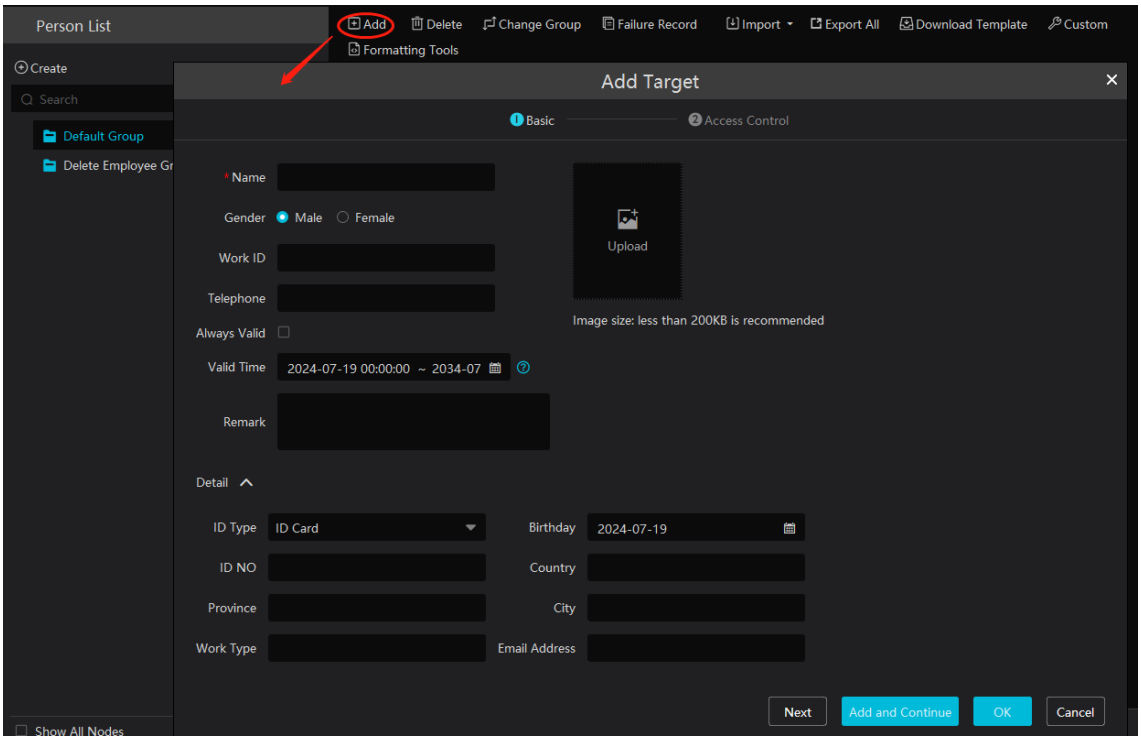
Click to modify the group name and permission group; click to delete the group.

6.1.2 Add Target

You can add targets to two libraries: Person List and Block List.

- Add targets one by one

Select the group name, and then click [Add] to add the target information.



Click [Upload] and select a face image saved on the local PC. Then fill out the information and click [OK] to save.

Note: The face image file size must be less than 200KB.

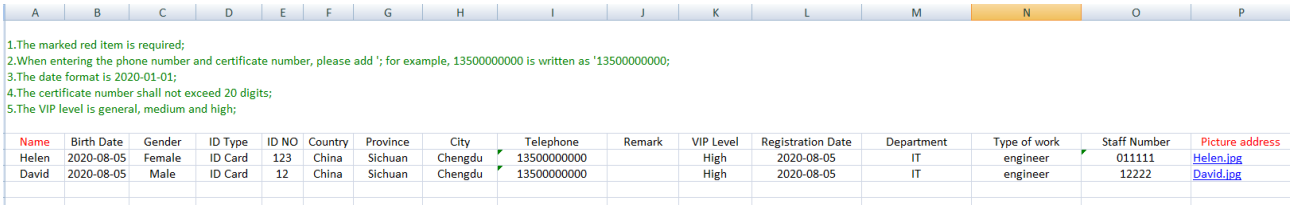
Valid Time: The valid time only takes effect if the device supports this function.

If the person you want to add already exists in the face recognition device with assigned privileges, delete the person from the device first and then add them here. Otherwise, the latest match data may not be pushed.

- Batch Import

In the interface above, click [Download Template] to export an Excel template, and then fill out the information in the table as shown below.

Then create a folder named “Image” and put the face images in this folder.

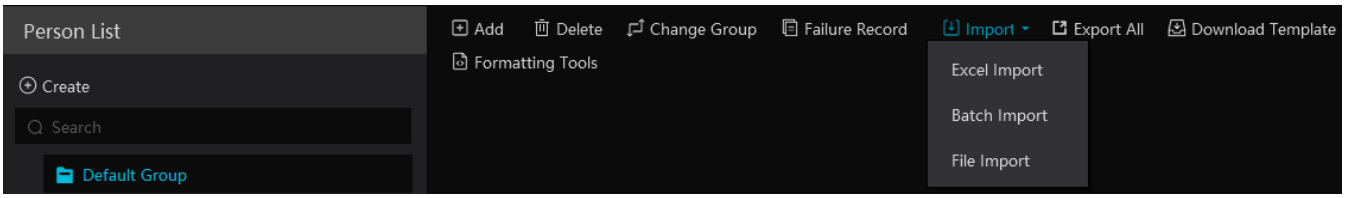


1.The marked red item is required;
2.When entering the phone number and certificate number, please add '; for example, 13500000000 is written as '13500000000;
3.The date format is 2020-01-01;
4.The certificate number shall not exceed 20 digits;
5.The VIP level is general, medium and high;

Name	Birth Date	Gender	ID Type	ID NO	Country	Province	City	Telephone	Remark	VIP Level	Registration Date	Department	Type of work	Staff Number	Picture address
Helen	2020-08-05	Female	ID Card	123	China	Sichuan	Chengdu	13500000000		High	2020-08-05	IT	engineer	011111	Helen.jpg
David	2020-08-05	Male	ID Card	12	China	Sichuan	Chengdu	13500000000		High	2020-08-05	IT	engineer	12222	David.jpg

Put the image folder and the personal information file in the same directory.

Click [Import] →[Excel Import]



Click [Import], and then select “Batch import” to import face pictures in bulk. Note that the target information must then be edited manually.

Click [Import], and then select “File import”. You can choose whether to search subfolders.

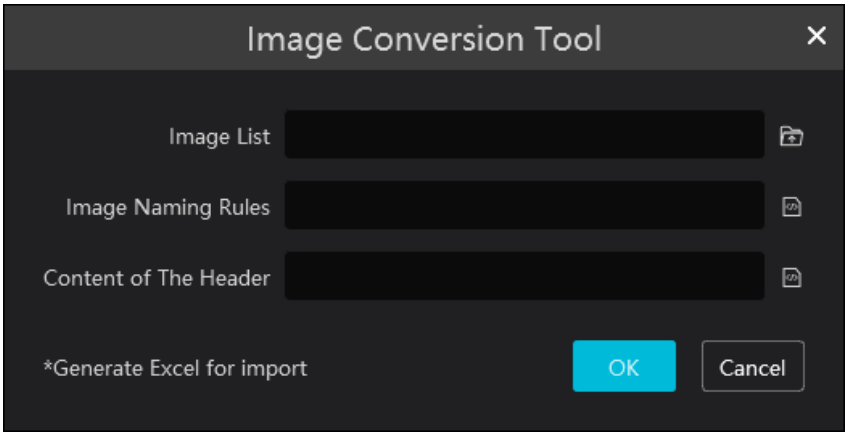
Search Subfolders: choose a folder that contains subfolders, and all pictures in the folder and its subfolders will be imported.

Not Search Subfolders: only the pictures in the folder are imported; pictures in its subfolders are not.

➢ Convert images to an Excel file

You can also convert multiple images to an Excel file, and then click “Import EXCEL” to add targets. The steps are as follows.

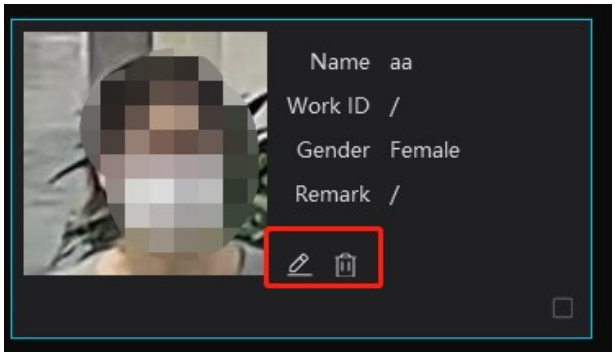
1. Name the face images (for example, David_Male_1989-01-03_Engineer_Group1), separating each field with “_”.
2. Click [Formatting tools] to display an image conversion box. Click to select the desired images.
3. Click to set the image naming rules and the header content.



Note:

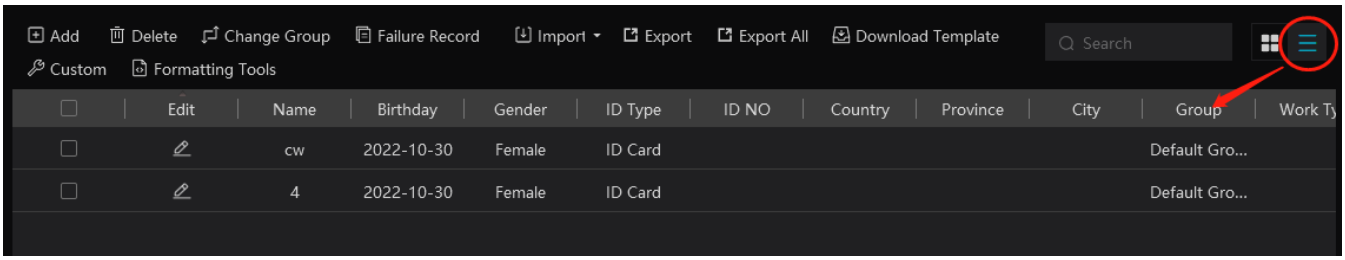
1. All selected images must use the same naming order. Select the image naming rules in the same order as the fields in the image names.
2. The header content must include the fields in the image name, and they can be selected in any order.
3. The header content must include the name and group (face database). These can be entered in the image name in advance or edited in the exported Excel file.

● Modify or Delete Target



After the target is added, click to modify it or click to delete it.

Click to view the target list as shown below.



Click “Custom” to customize the target display information.

Click “Change group” to change the group.

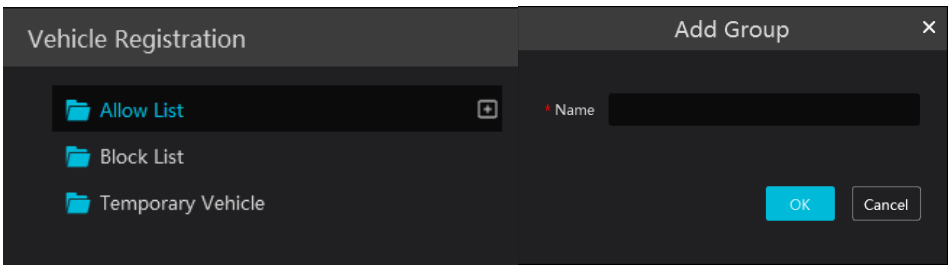
6.2 Vehicle Management

6.2.1 Add Vehicles

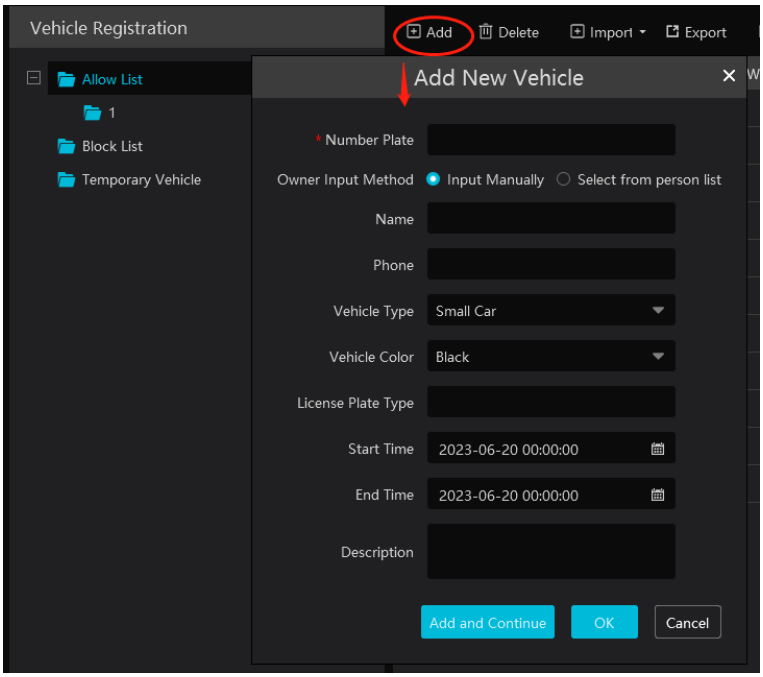
➢ Add vehicle groups for each vehicle list

Click to the right of a vehicle list (Allow List/Block List/Temporary Vehicle) to add a vehicle group under that list as shown below.

Note: To add vehicle groups under a vehicle list, you must first enable the license plate synchronization function in Configuration→Server Configuration→System Setting.

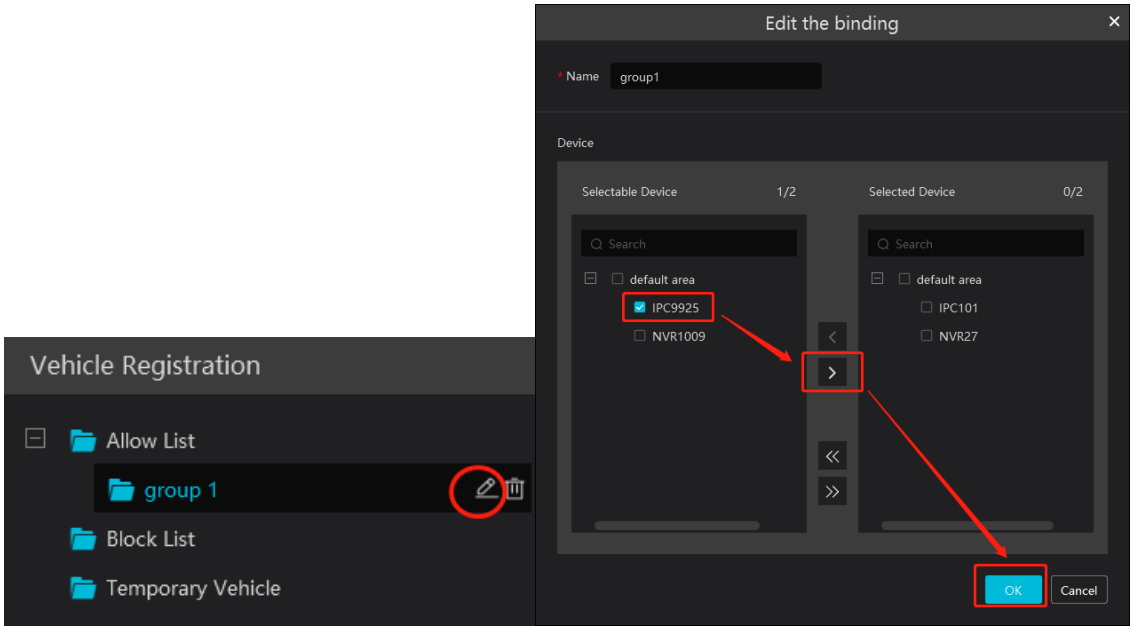


Select the desired vehicle list or a vehicle group under it, and then click [Add] to add the vehicle information.



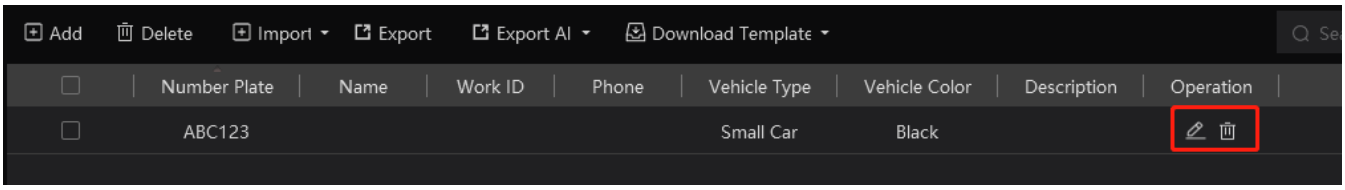
➢ Bind devices to each vehicle group

Click beside the group name to bind devices to this group. All vehicles in this group are bound to the selected devices. After the devices are bound to the group, vehicles you add to it later are automatically bound to these devices.



6.2.2 View, Modify or Delete Vehicles

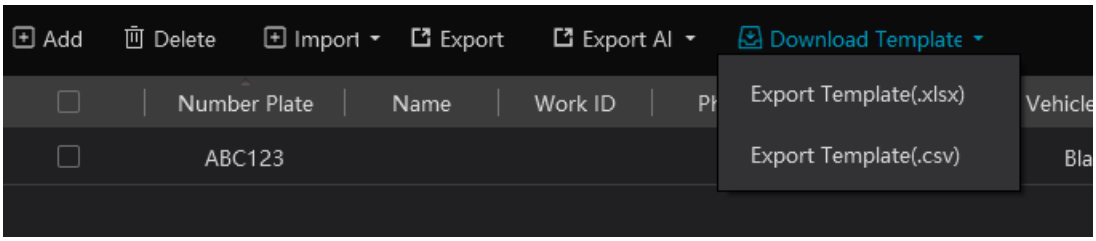
After you add the vehicle, you can view, modify or delete the vehicle information as needed.



Select multiple vehicles, and then click the [Delete] button to delete them all at once.

6.2.3 Import or Export Vehicles

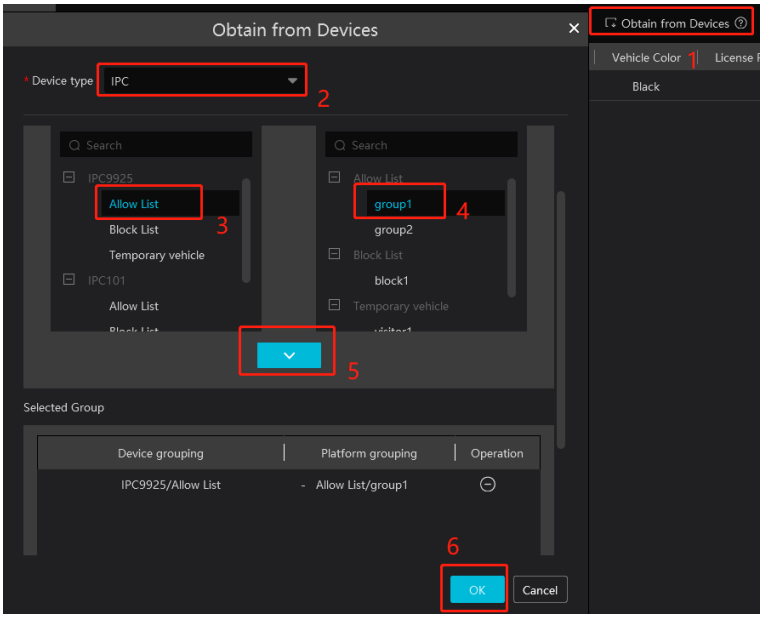
Click [Export Template]→Export Template(.xlsx/.csv) to export a template. Then fill out the vehicle information.



Then click [File import] to import the vehicle information. Click [Export] to export the vehicle information you have added.

You can also get vehicle information from license plate recognition cameras/NVRs. The steps are as follows.

1. Click “Obtain from Devices”.
2. Select the device type.
3. Select the vehicle list (Allow List/Block List/Temporary List) of the LPR camera/NVR.
4. Select a vehicle group on the platform.
5. Click to add.
6. Click “OK” to synchronize the vehicle list of the selected device to the corresponding groups on the platform.



Note: To get license plate information from devices, you must first enable the license plate synchronization function in Configuration→Server Configuration→System Setting.

6.3 Permission Management

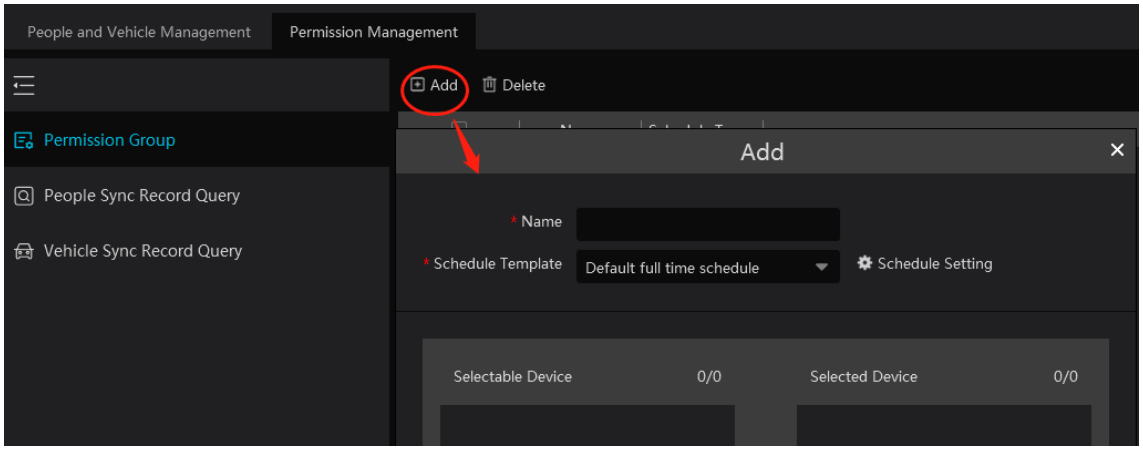
Click Home→People &Vehicle Management→Permission Management to go to the following interface.

You can view the sync records or bind cameras to groups or people.

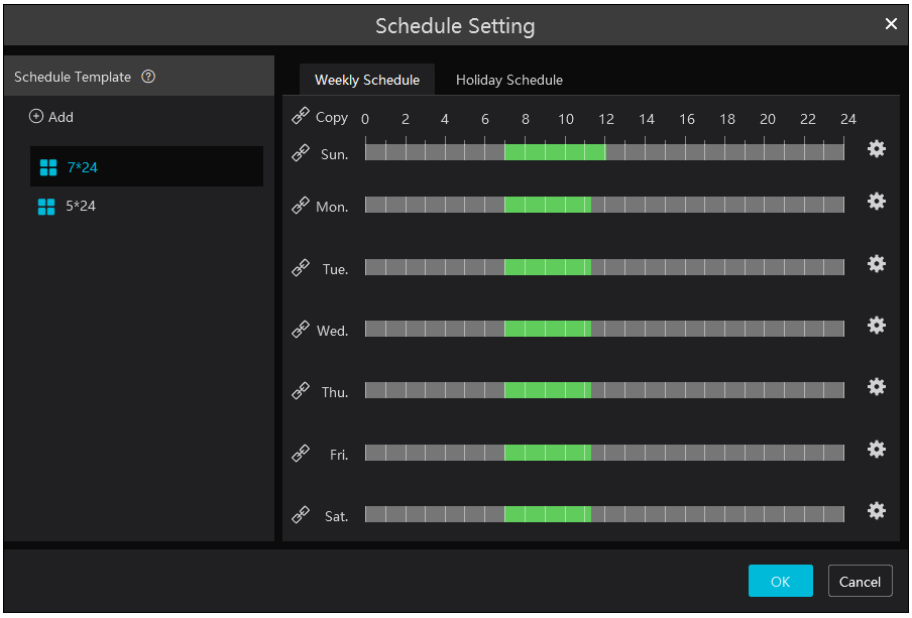
➢ Add Permission Group

In the permission group interface, click [Add] to add a permission group. Enter the name and set the schedule and devices as needed.

If the access control device supports multiple door locks, you can select a specific door lock.



Click “Schedule Setting” to set the desired schedule. You can set a weekly schedule and a holiday schedule as needed.

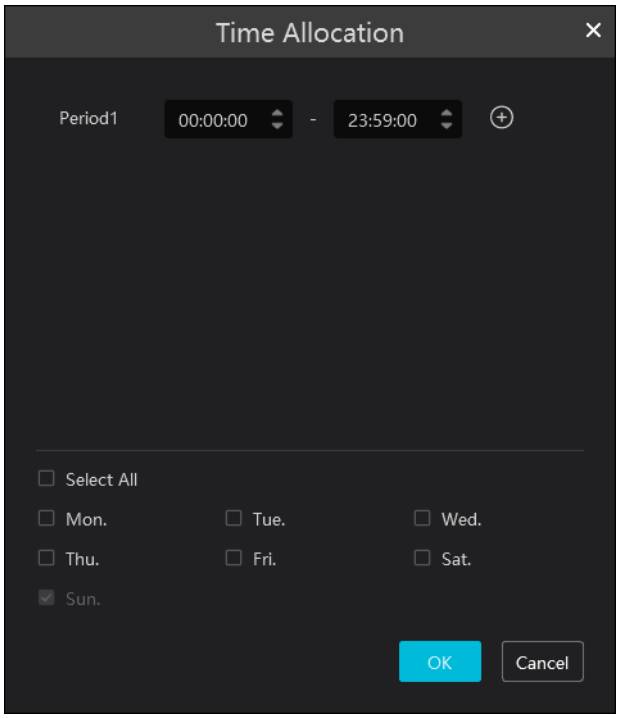


Click [Add] to add a new schedule template name. Double-click the schedule name to rename it. Then select the schedule and set it as needed.

● Weekly Schedule:

Set the scheduled time from Monday to Sunday for a single week. Each day is divided into one-hour increments. Green means scheduled; blank means unscheduled.

Add: Add a schedule for a specific day. Drag the mouse on the timeline to set the time, or click to set the time period manually; click to add a new time period.

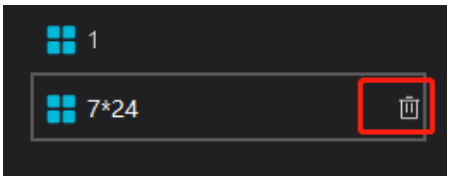


You can copy the time period above to other days by checking those days. Then click [OK] to save the settings.

You can also copy the time period by clicking . For example, click in front of Sunday, Monday, and Tuesday, and then drag the mouse on the timeline of one of them. The other days with enabled will automatically copy the time period. You can also click next to “Copy” and then drag the mouse on the timeline of one day, and the other days of the week will automatically copy the time period.

Erase: Drag the mouse over a scheduled time period to delete it.

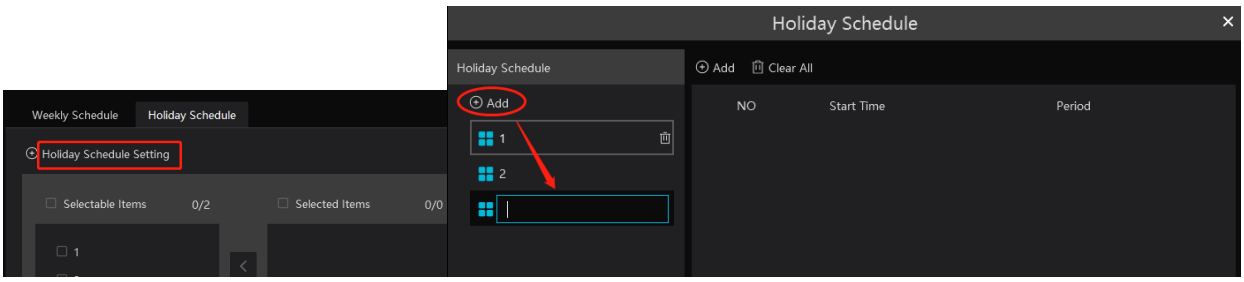
Delete Schedule: Place the cursor on the schedule name, and a delete icon will appear. Click it to delete the schedule.



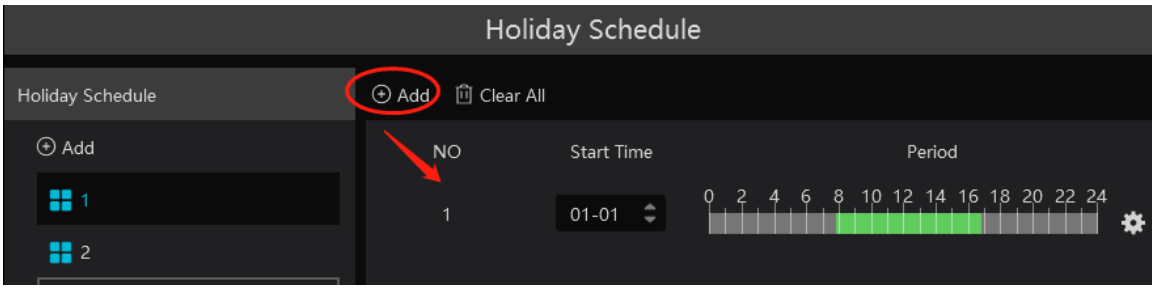
- **Holiday Schedule**

Set the scheduled time for a special day, such as a holiday.

1. Click the “Holiday Schedule” tab to open the holiday schedule page.



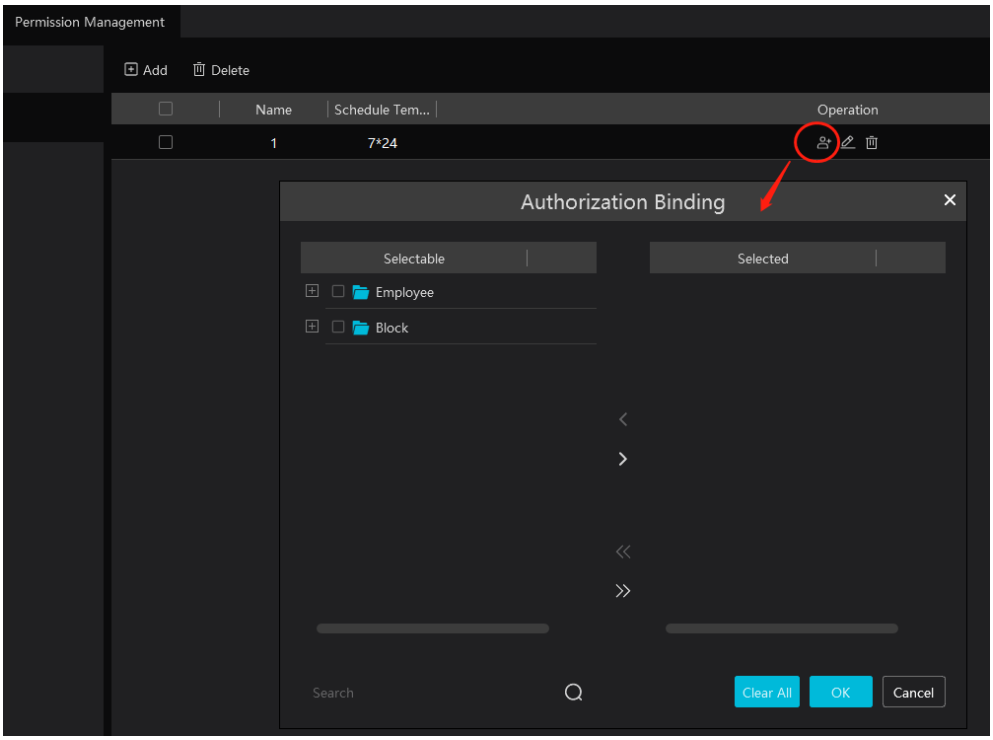
2. Click “Holiday Schedule Setting” to set a holiday schedule. Click “Add” in the left panel to add a new holiday schedule. Enter the holiday schedule name.
3. Select the holiday schedule. Click “Add” in the right panel to set the date and time period.
4. Drag the mouse on the timeline to set the time period, or click to set it manually. Click “Clear” to clear all information in the current holiday schedule.
5. Click [OK] to save the settings.



Note: The holiday schedule takes priority over the weekly schedule.

➢ **Permission Binding**

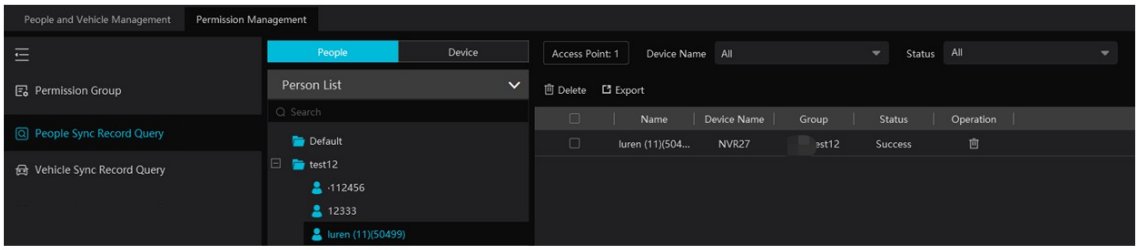
Click to bind the group or person to the selected devices.



After the binding is complete, you can modify or delete the permission group as needed.

➢ People Sync Record Query

Click “People Sync Record Query” to view the permission binding status of each person.



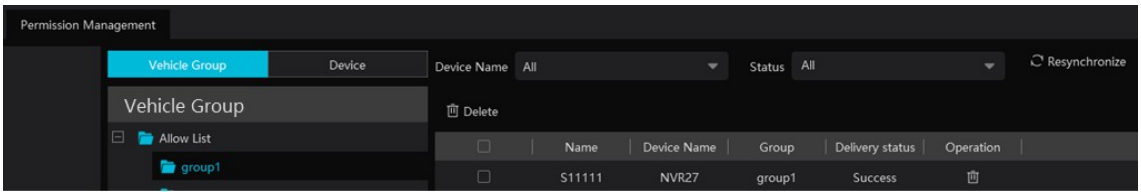
After the permission binding is complete, you can click to delete the sync record here.

Note: 1. When a device is offline, targets synchronized to it cannot be deleted. In this case, delete the synchronization records here first, and then delete the target.

2. Each group or person you add must be bound to one or more cameras; otherwise, the platform will not receive face comparison results.

➢ Vehicle Sync Record Query

Click “Vehicle Group” or “Device” to view the sync status of all vehicles under each vehicle group or device.



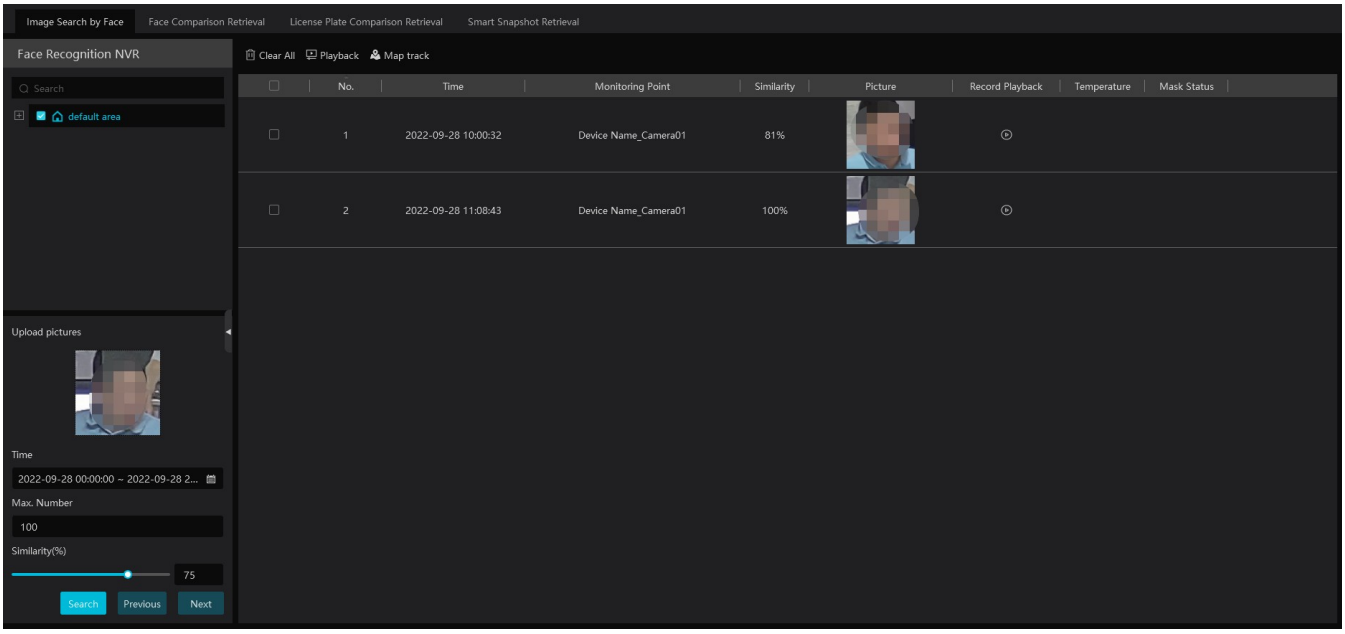
Note: To view the vehicle sync records, you must first enable the license plate synchronization function in Configuration→Server Configuration→System Setting.

7 Search

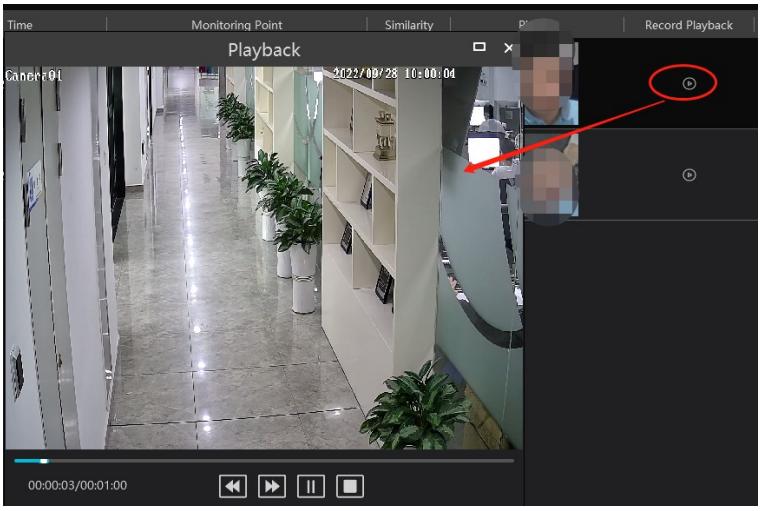
7.1 Image Search by Face

① Select a picture and the picture source.
② Set the start time and the end time.
③ Set the maximum count and similarity.
④ Click [Search].

Note: Only face recognition NVRs added to this platform support this function.

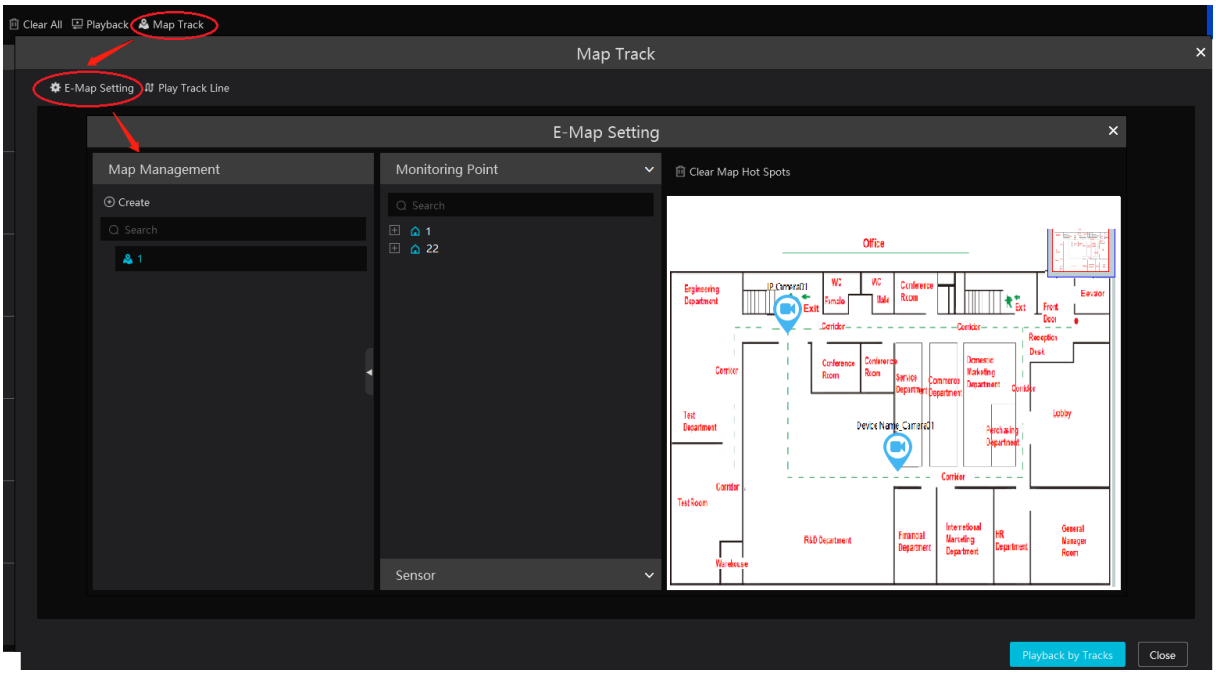


Click to play the recording in a small window.



- E-Map Track View:

Create an E-map. You can create or delete an E-map in this interface. You can also add hot spots to the E-map.

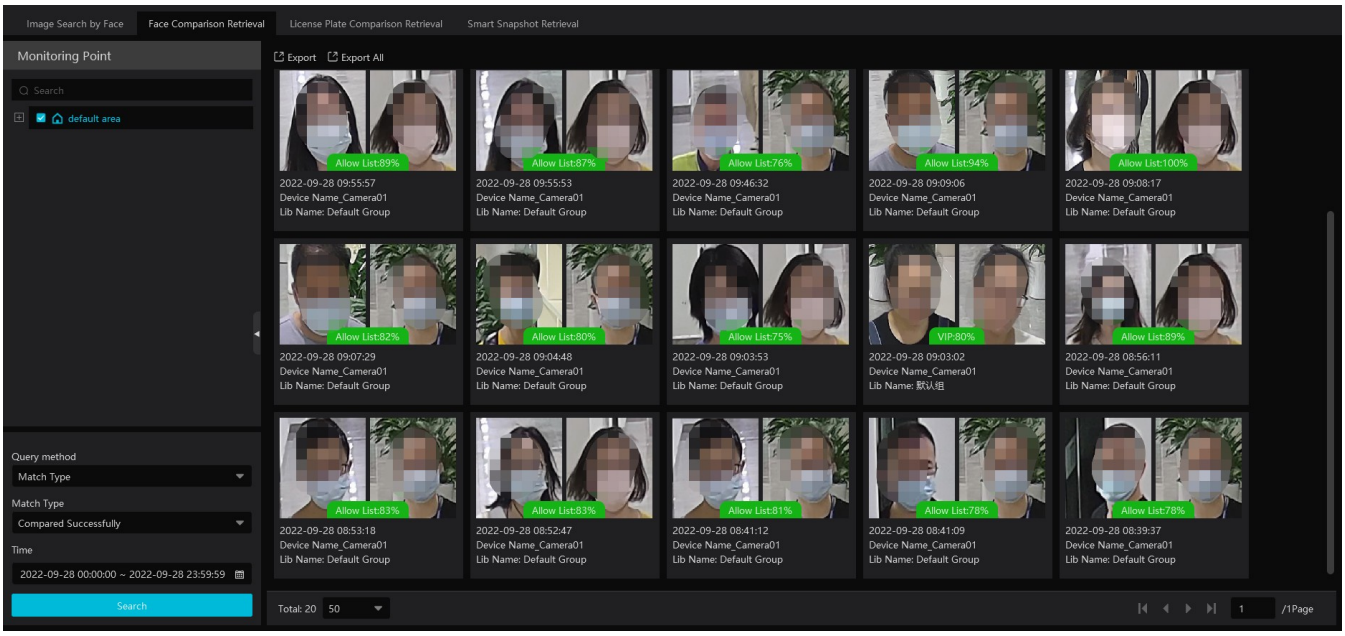


Play Track Line: Click this button to play the track line on a map.

Playback by Tracks: Click this button to play the track video.

7.2 Face Comparison Search

① Go to the Search →Face comparison retrieval interface.
② Select the IPC and query method. Then select the match type or target as needed.
③ Set the start and end time, and then click [Search] to search for face pictures.



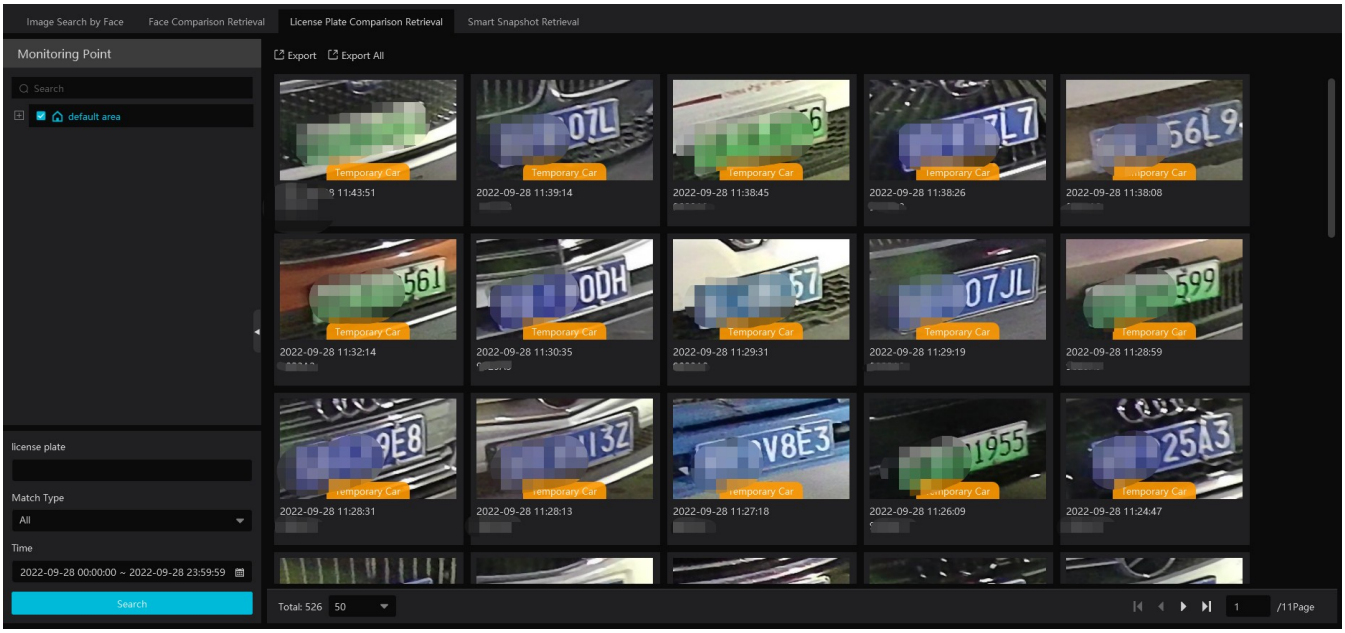
7.3 License Plate Comparison Search

1. Select the camera.

2. Enter the license plate and select the match type.

3. Set the start time and end time.

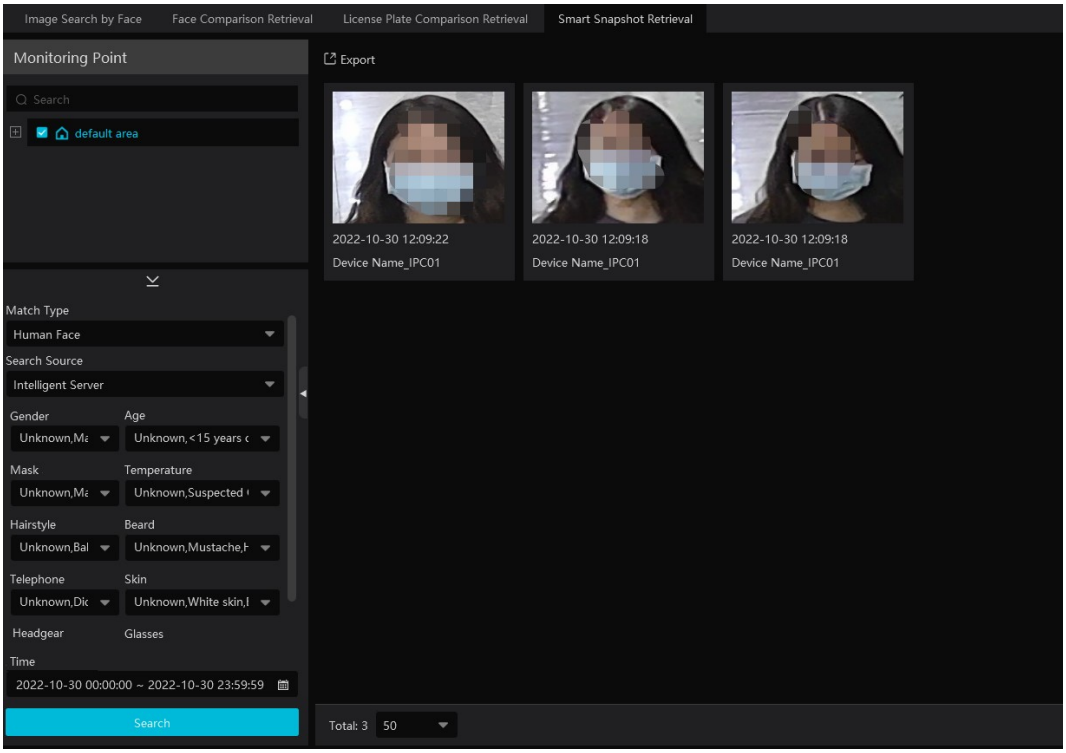
4. Click [Search].



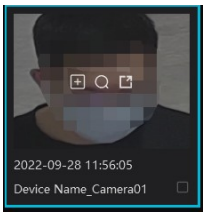
7.4 Smart Snapshot Search

You can search snapshot results from the intelligent server and face recognition devices, including snapshots of human faces, human bodies, motor vehicles, and non-motor vehicles.

Example: Search faces from the intelligent server



If the snapshot type is human face, place the cursor on the captured picture to display some shortcut buttons.

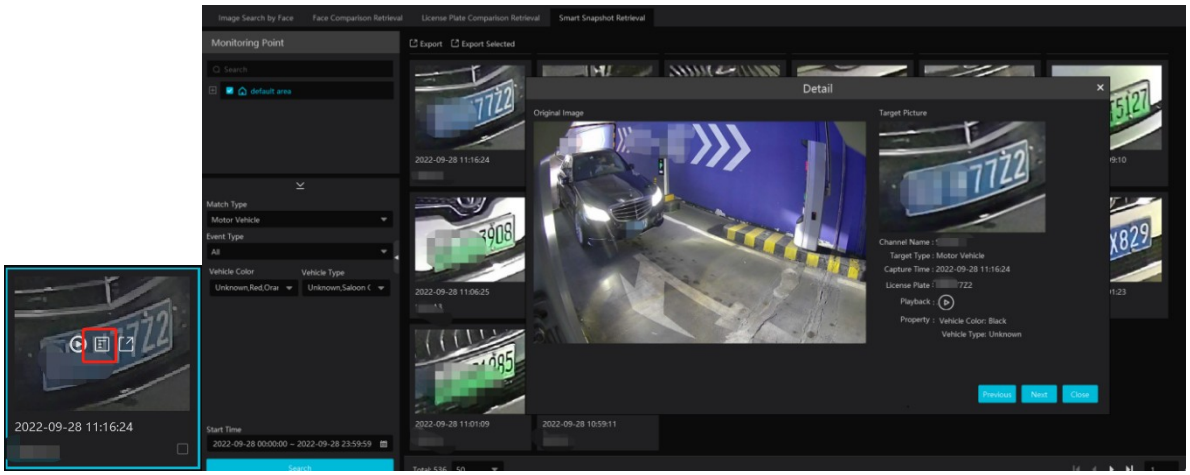


Click + to add the captured picture to the library. Select the library on the left, and then fill out the information for this target. Click [OK] to add it.

Place the cursor on the captured picture, and then click to quickly search for images using this picture.

Place the cursor on the captured picture, and then click to quickly download it.

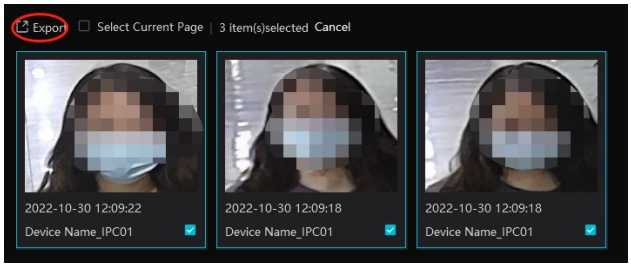
Search vehicles from the intelligent server:



Click to jump to the playback interface and play the recording.

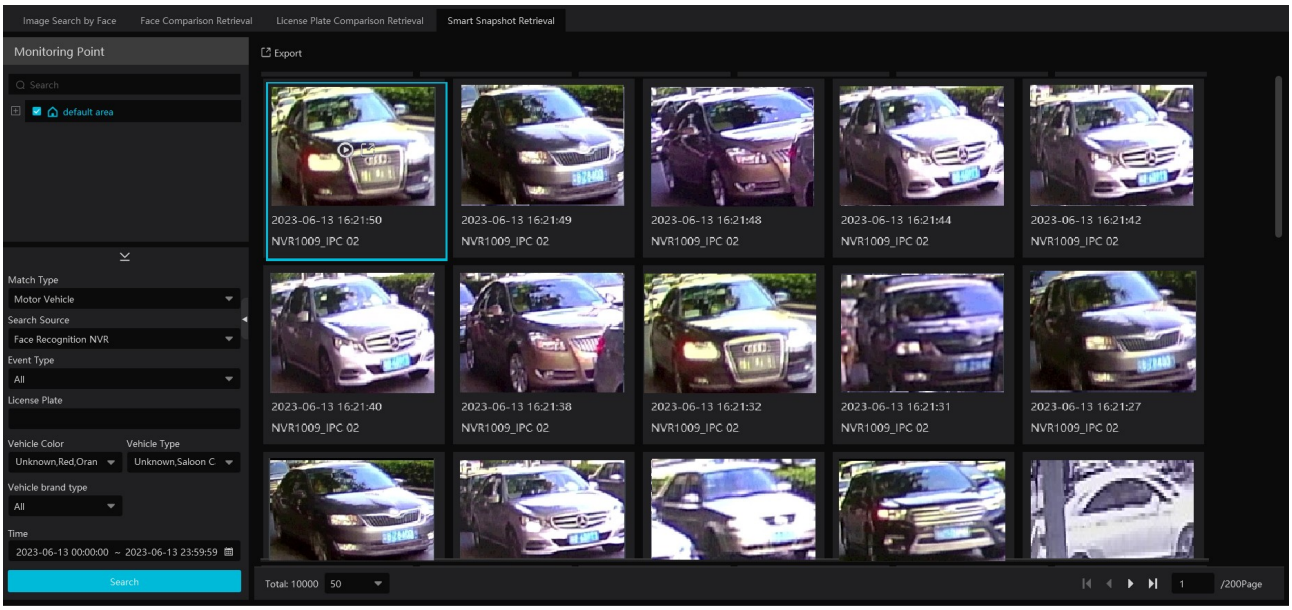
Click to view the snapshot details, including the original image, target picture, snapshot type, snapshot time and so on.

Select pictures in the search results as shown below, and click [Export] to export them.



You can also export all pictures on the current page at once by checking “Select Current Page” and clicking [Export].

Search vehicles from a face recognition NVR:

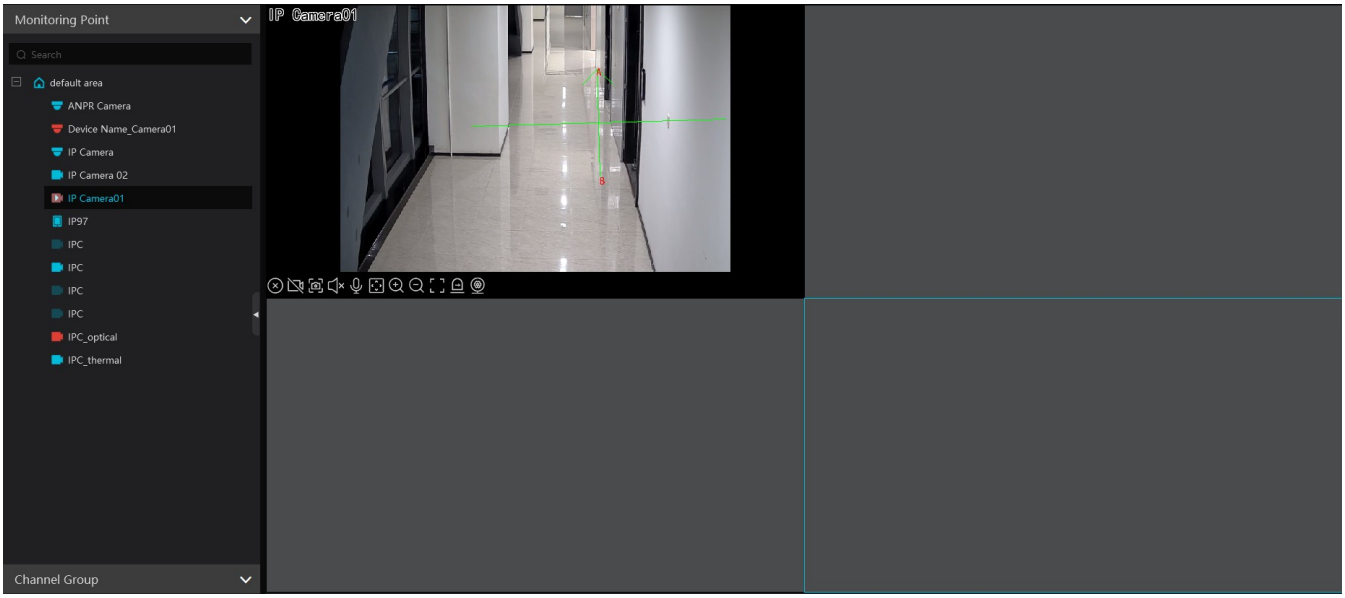


Click to play back the recording in a small window; click to download the captured picture.

8 Live View

8.1 Live View

Go to the Home→Video Preview interface as shown below.



The live view buttons are described below.

NO.	Description	NO.	Description
1	Screen display mode; click to view more screen display modes and select one as needed.	6	Show/hide target tracking box
2	Full screen	7	Close all previews
3	Enable/disable OSD	8	Save the current view mode
4	Enable/disable broadcast	9	Choose the camera stream
5	Manual alarm output		

Channel stream: main stream, sub stream, third stream, and self-adaptive stream are available. If the third stream is selected but the channel/camera does not support it, the system automatically switches to the sub stream.

Toolbar on the display window:

Button	Description	Button	Description
	Close image		Zoom in

	Start/stop recording		Zoom out
	Enable/disable audio		Fit to window
	Snapshot		Manual alarm output
	PTZ control		Enable/disable talkback
	Monitoring point setting (camera setting)		Enable/disable channel talkback
	3D zoom in		

If the channel under a DVR/NVR device is set up for two-way audio, click to enable two-way audio between the DVR/NVR and the monitor client, or click to enable two-way audio between the IPC and the monitor client.

Right-click button function:

Menu	Description	Menu	Description
Close Channel	Close image	**Start Talkback**	Enable/disable talkback
Start Record	Start/stop recording	**Channel Info.**	Displays the channel name, IP address, and current stream
Instant Playback	Click it to play back immediately	**Stream**	Choose video stream
Audio ON	Enable/disable audio	**Full Screen**	Display image in full screen
PTZ Control	Click it to show PTZ control panel	**Image Adjustment**	Set the image's brightness, saturation, contrast, and so on
Snapshot	Capture images	**Manual Alarm Out**	Click it to select an alarm output device and trigger the alarm output manually
Open Door	This function is only available for access control devices. If the device supports multiple door locks, you can choose a specific door lock to open.		

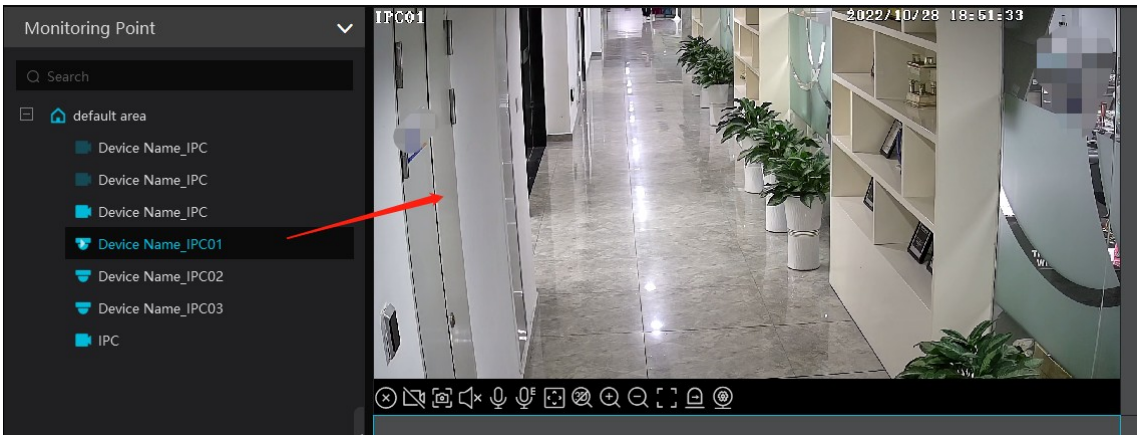
4:3/16:9/Original Size/Full Screen: screen display aspect ratio; select as needed.

Note: The platform can only play audio from one window at a time. If you enable audio in one window, audio in the previous window is disabled.

Monitoring Point Viewing

- **Start View**

To start live view, drag cameras from the list to the display window on the right, or select a window and then double-click the camera. You can drag the image to any window.



- **Stop View**

① Place the cursor on the live view window to display the menu toolbar, and then click to stop viewing.

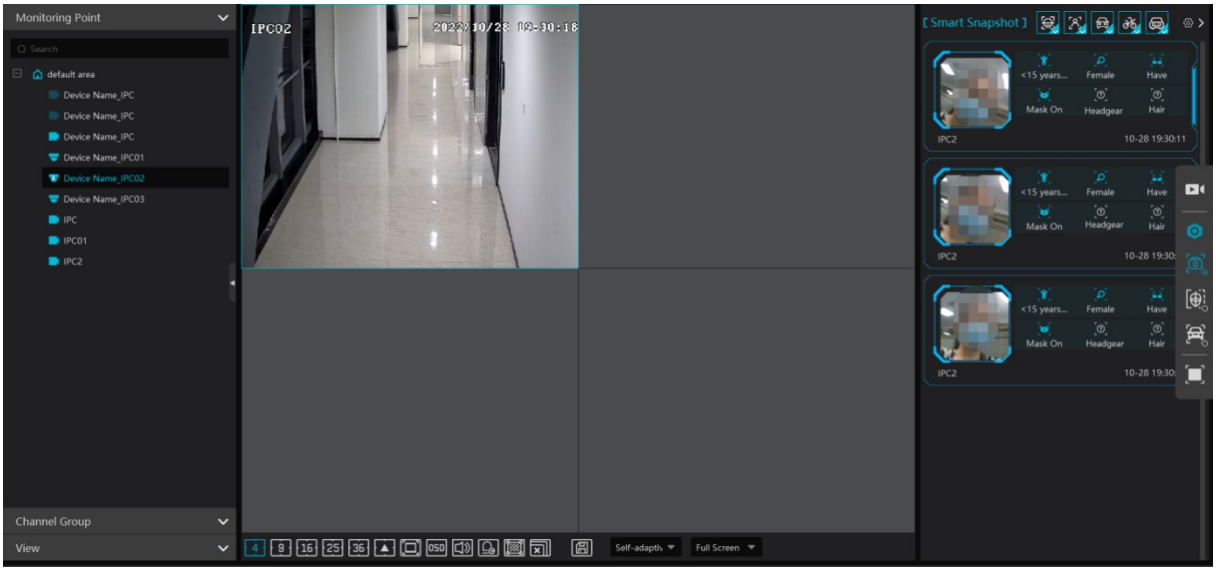
② Right-click the live view window, and then select “Close Channel” to stop viewing.

③ Click on the live view toolbar to stop all live views.

8.2 Smart View

In the live view interface, click on the right side. A menu bar appears as shown below, where you can switch between video preview mode and smart viewing mode.

Note: is a smart mode icon, not a functional button. Click the smart display buttons below it to show the corresponding results.



The buttons on the right are described below:

Button	Description	Button	Description
	Preview only mode		Smart mode icon

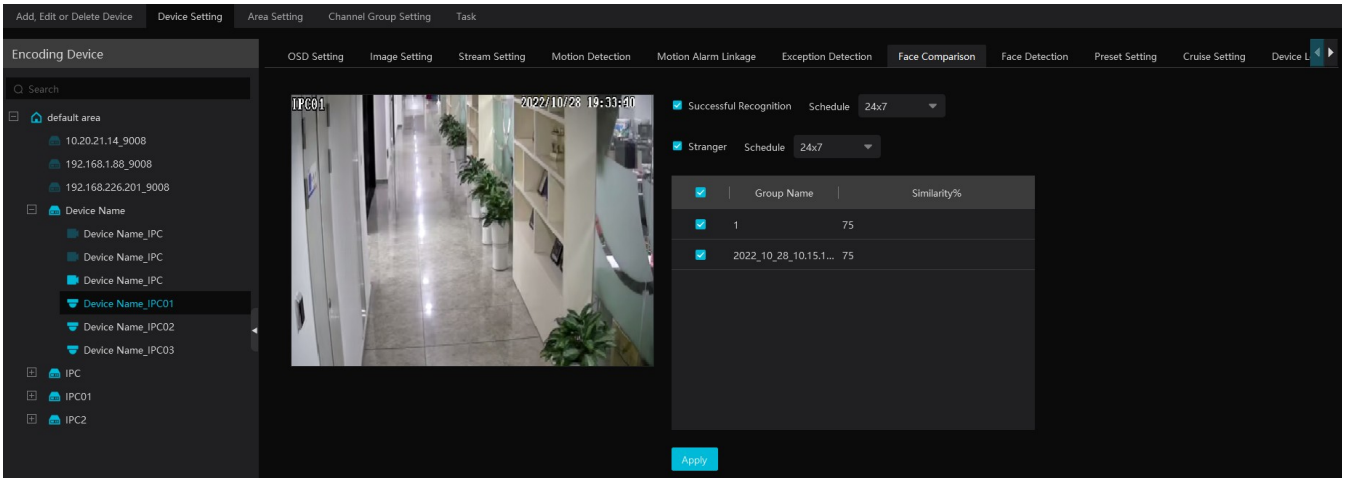
	Smart Snapshot: real-time display of snapshots, including face, human body, motor vehicle, non-motor vehicle, and license plate.		Face Comparison: Real-time display of face comparison results
	Plate Comparison: Real-time display of license plate comparison results		Full Screen under smart mode

8.2.1 Face Comparison

If you are using the face comparison function for the first time, configure it in the following order.

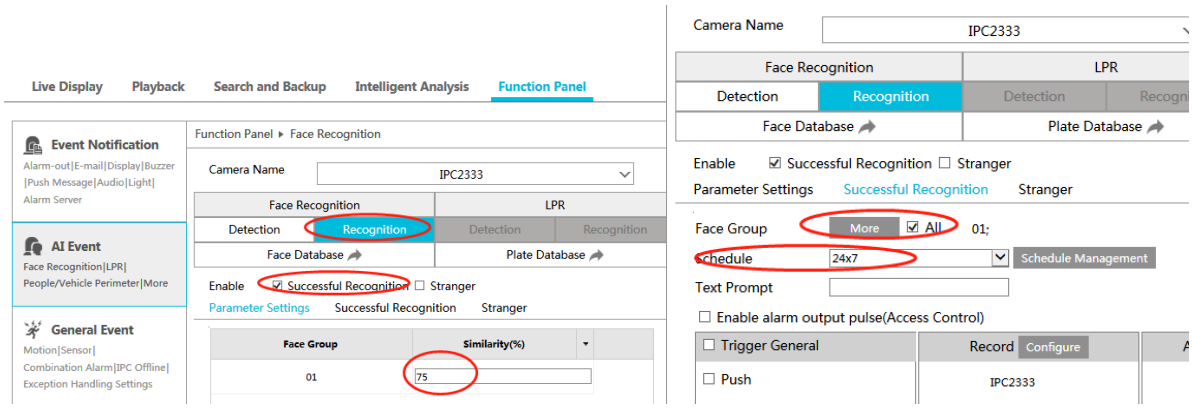
Add face comparison device→Create a group → Add targets to the group →Set task → Real-time View → Search faces

1. Go to Home→Resource Management→ Add, Edit or Delete Device interface to add face recognition devices, such as Viewtron face recognition cameras.
2. Create a group, add targets to the group, and bind permissions for them. See chapter 6 Group Management for details.
3. Set the task for the face comparison devices you added. See Task Management for details.
4. For an NVR with face recognition, set the face comparison parameters in the Resource Management→Device Setting interface, as shown below.

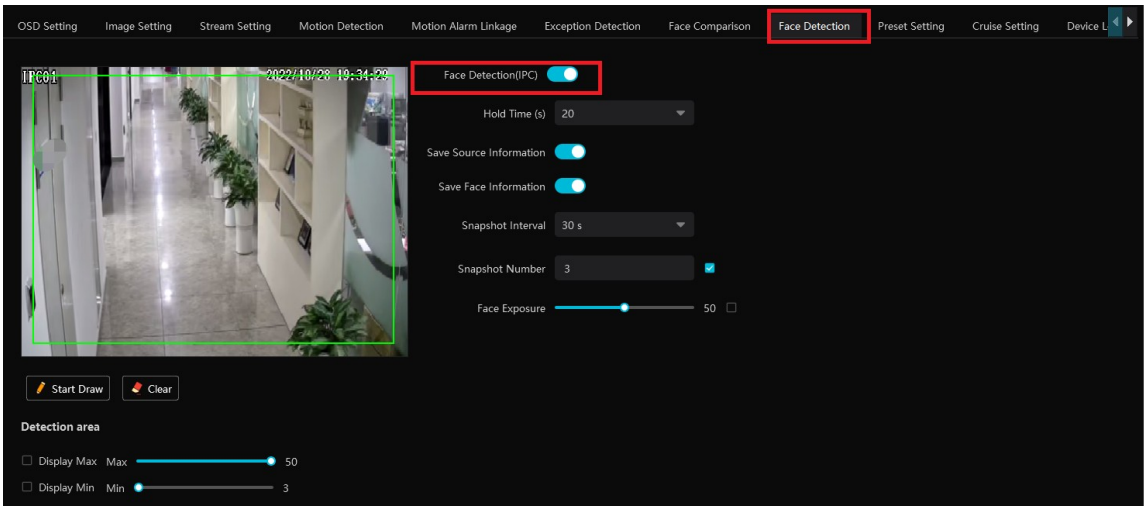


Select “Successful Recognition” or “Stranger” as needed, and set a schedule for each. Then check the group and set the similarity. Finally, click [Apply] to save the settings.

If the face comparison settings cannot be set this way, log in to the NVR’s web client and configure face recognition there so that face match results are reported automatically, as shown below.

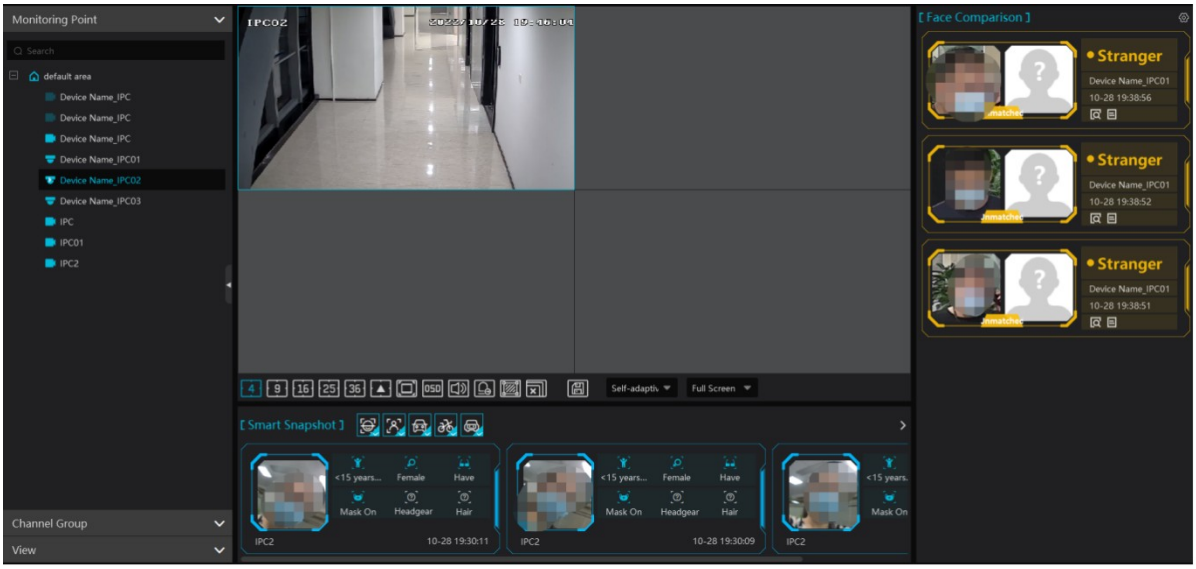


Also make sure the face detection function is enabled on the AI IPC (click Device Setting→Face Detection).

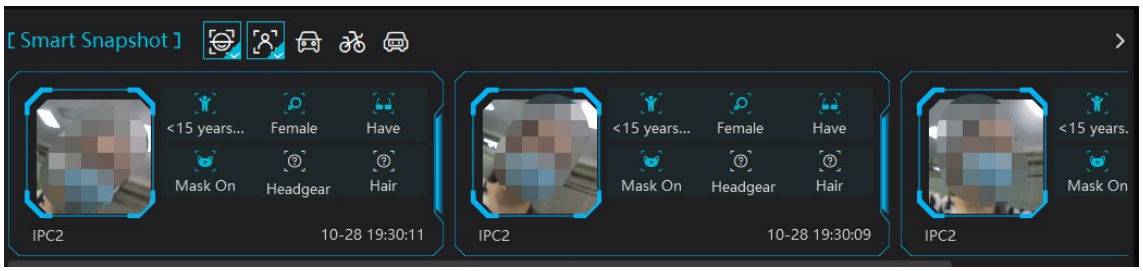


● View the real-time snapshot and comparison result

Cameras with face detection can push face capture results. Cameras with human/vehicle classification can push human body/motor vehicle/non-motor vehicle capture results. Face comparison and license plate comparison results are pushed once face/license plate comparison is configured, even if the corresponding cameras are not playing in the live view interface.



In the smart snapshot area, click the corresponding icon (face/human body/motor vehicle/non-motor vehicle/plate) to filter which smart snapshots are displayed. If you deselect an icon, those smart snapshots are not displayed. Click the button to go to the smart snapshot retrieval interface.

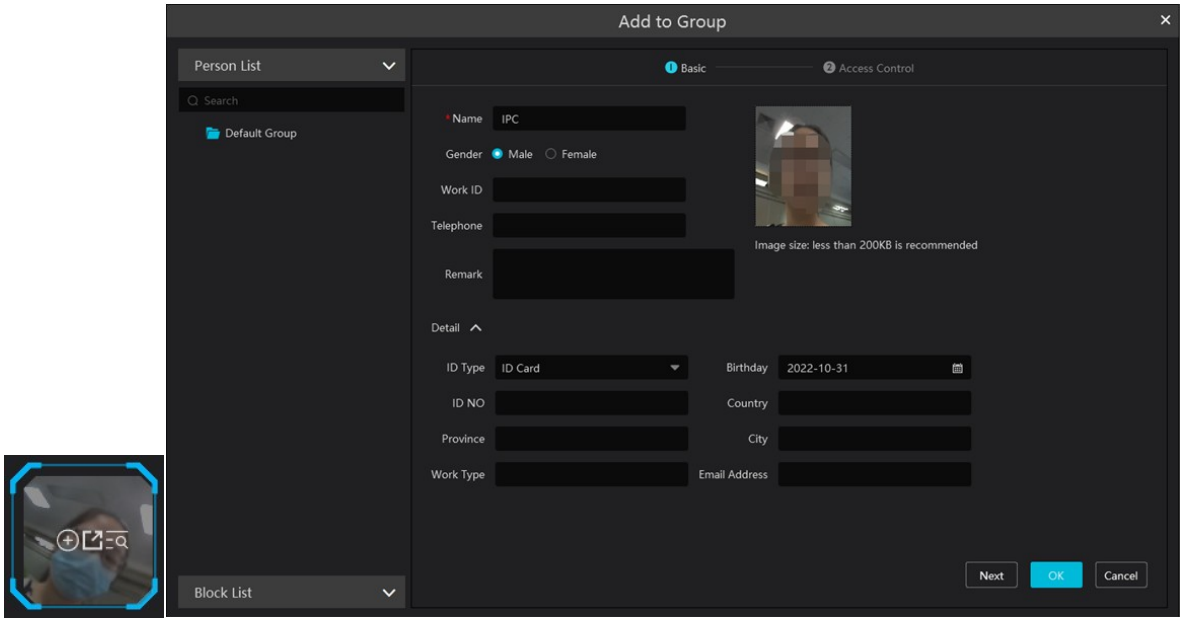


For attribute display settings, see Snapshot Attribute Display Settings.

Note: To view detailed attribute/feature information for snapshot images, you must add an AI IPC that supports video metadata and enable this function first. You can also add NVRs running version 1.4.9 or later (the IPCs with video metadata must be connected to these NVRs).

Quickly add a detected target to the face database:

Place the cursor on the face snapshot, and then click +. The following window will pop up. Select the group, and then fill out the information to add the target.



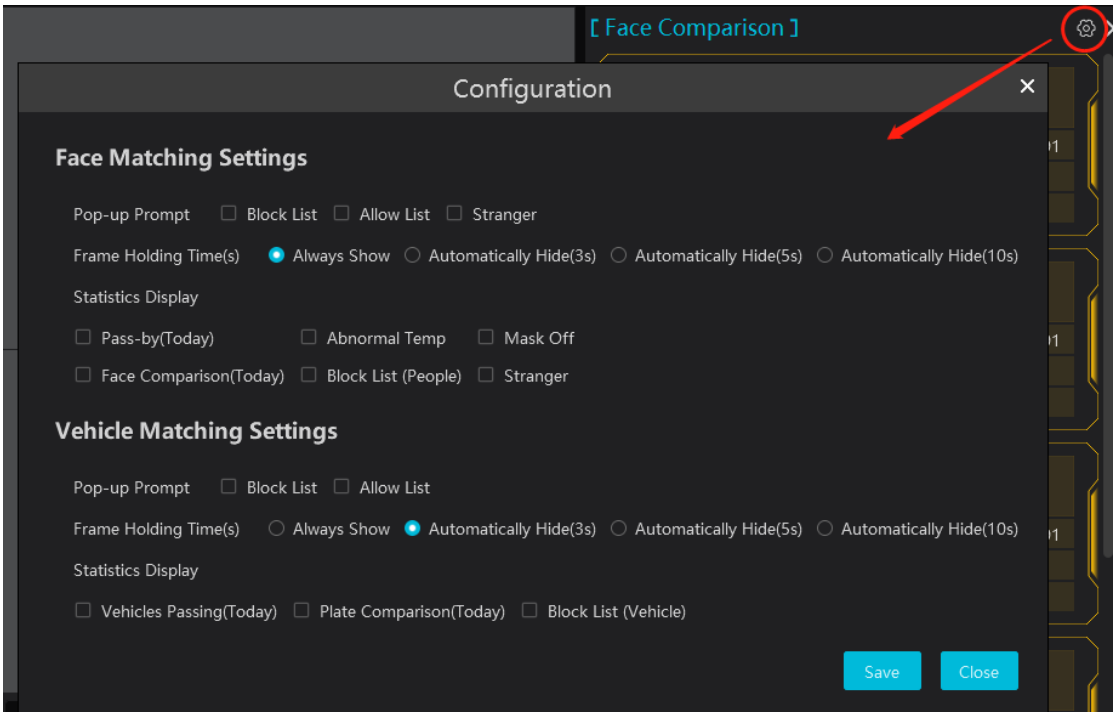
Click to jump to the image search by image interface.

You can export the captured picture. Click , select the export path, and then click [OK] to export it.

- **Face Comparison Display Settings**

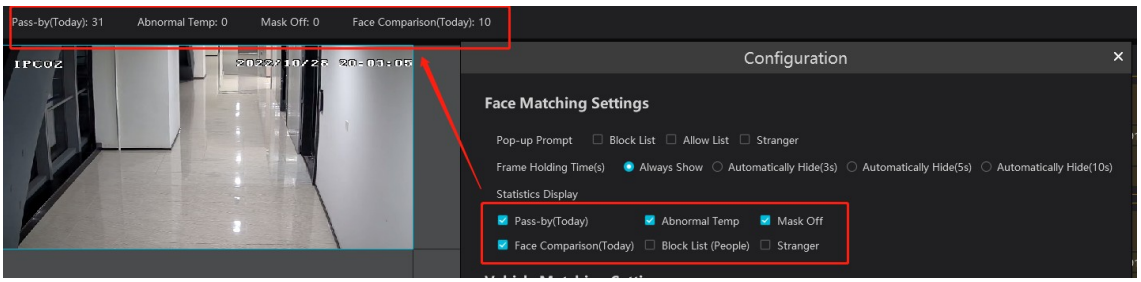
Click in the right corner of the live view interface to display the configuration window shown below. You can select one or more items.

Pop-up prompt: if enabled, an alarm box pops up for the corresponding face comparison result. If disabled, no alarm box pops up.



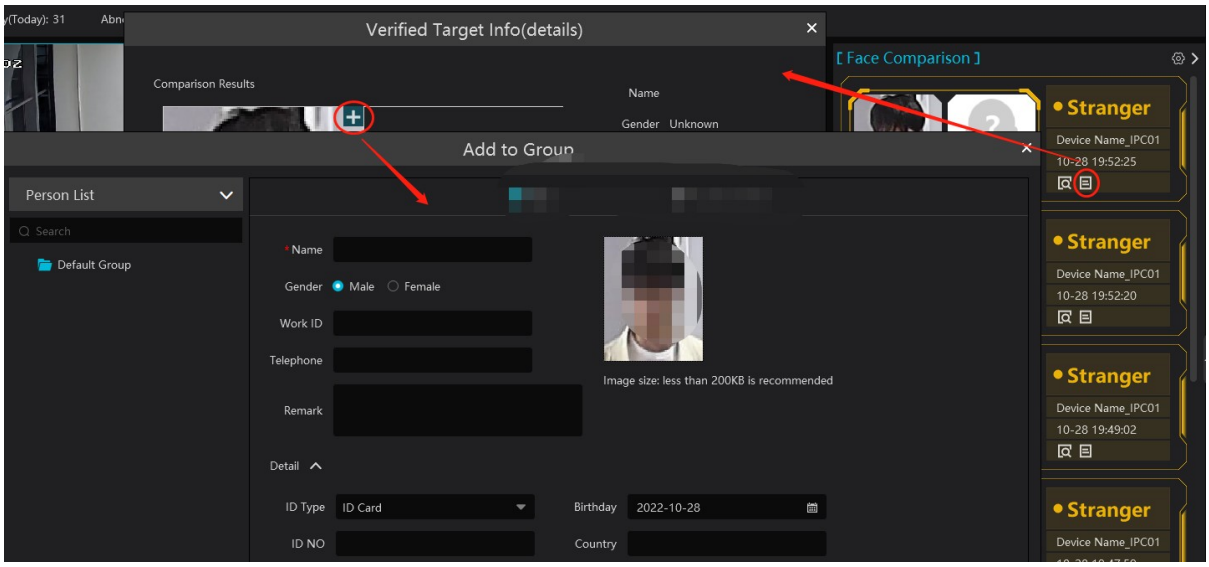
Frame Holding Time: select how long the alarm pop-up window stays open.

Statistics display: If selected, the corresponding statistical information will be displayed at the top of the preview window.

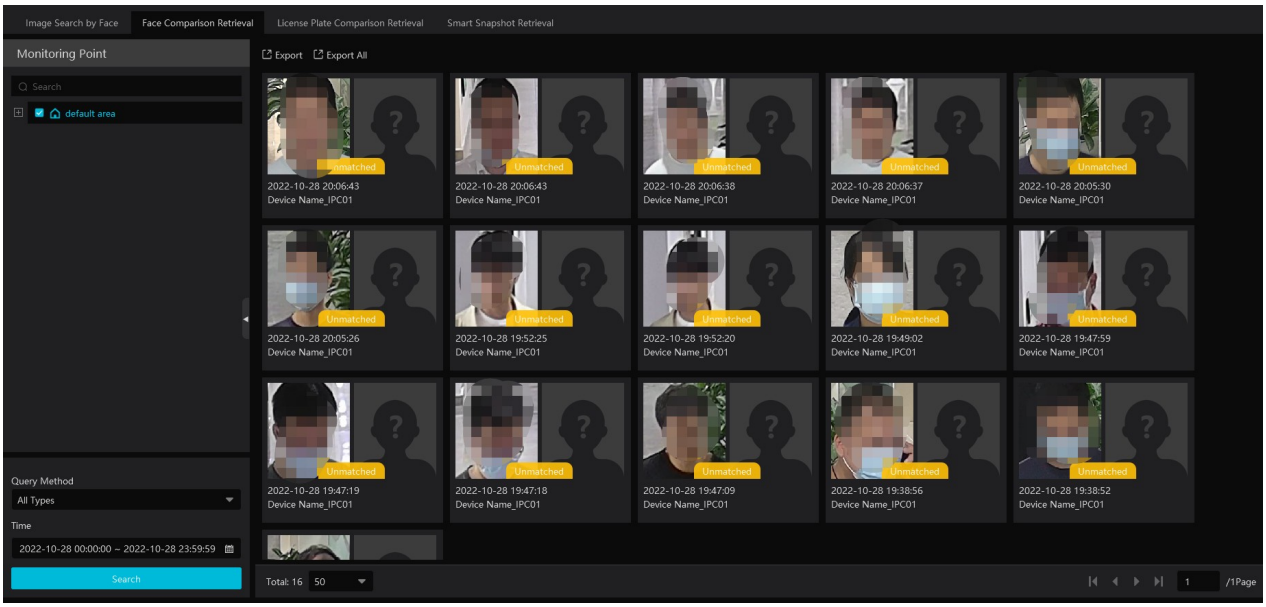


- **Face Comparison Records**

Click to view the face comparison details. Click to add the captured face picture to the face database.



Click to go to the face comparison retrieval interface. Select the camera and click [Search] to search for face comparison results.

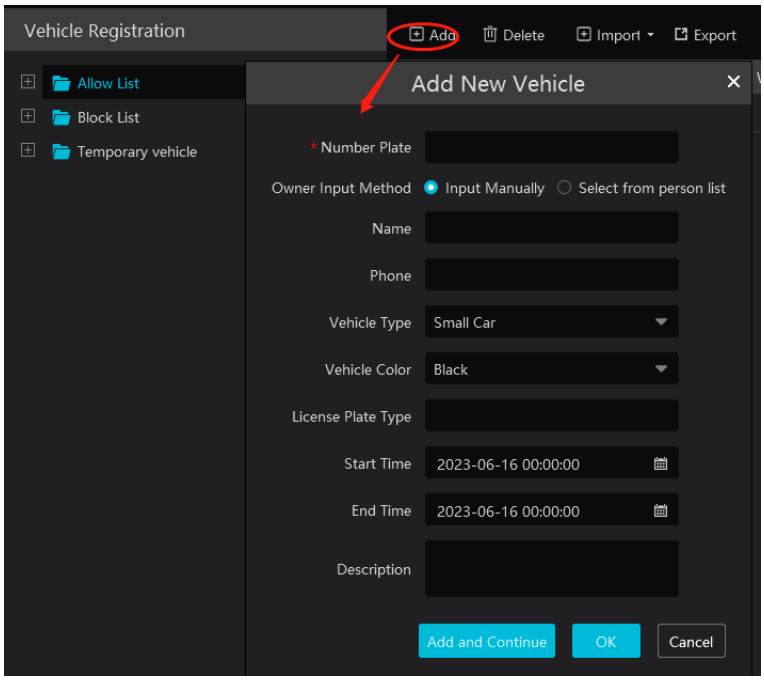


8.2.2 License Plate Comparison

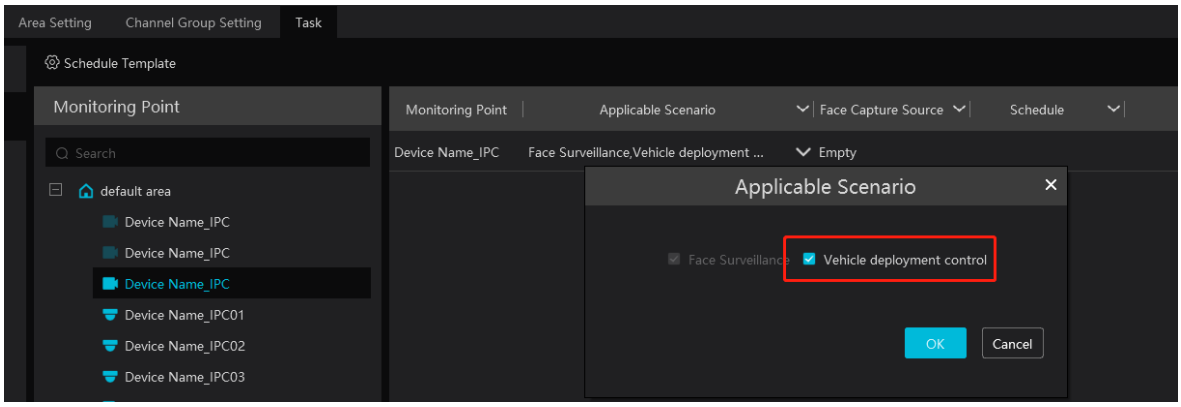
If you are setting up the license plate recognition function for the first time, follow this procedure.

Enter Group Management→ People & Vehicle Management→ Vehicle Registration→Add Vehicles →Task Settings→View Real-time License Plate Comparison Results→Search License Plate Comparison Result

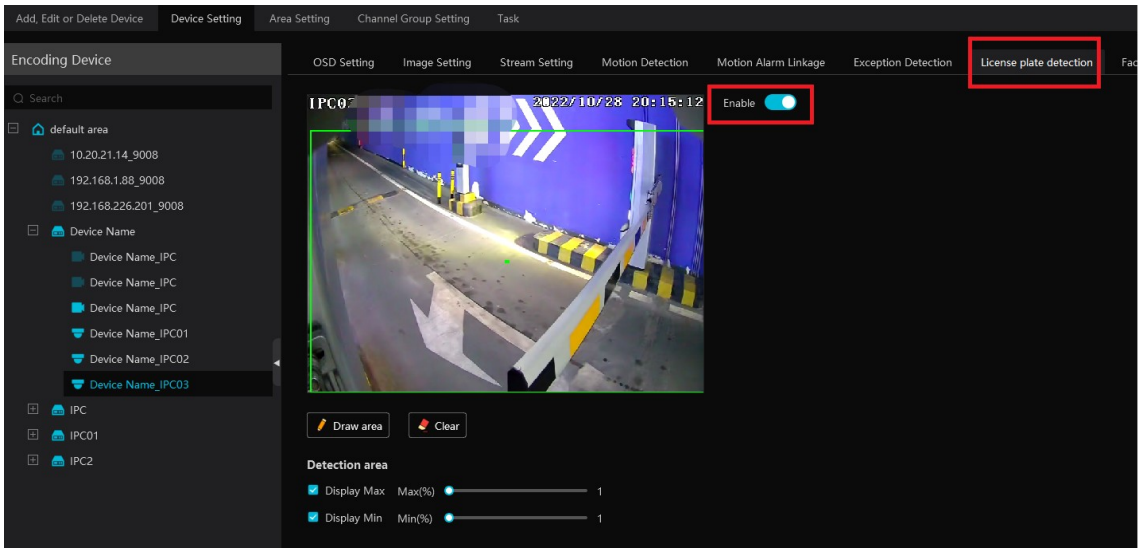
1. Go to the People & Vehicle Management → Vehicle Registration interface. Click [Add] to add the vehicle information to the Allow List or Block List.



2. Click the “Task” tab to set a license plate recognition task. Select the license plate recognition camera, and then click the applicable scenario. Select “Vehicle deployment control” and click “OK”.

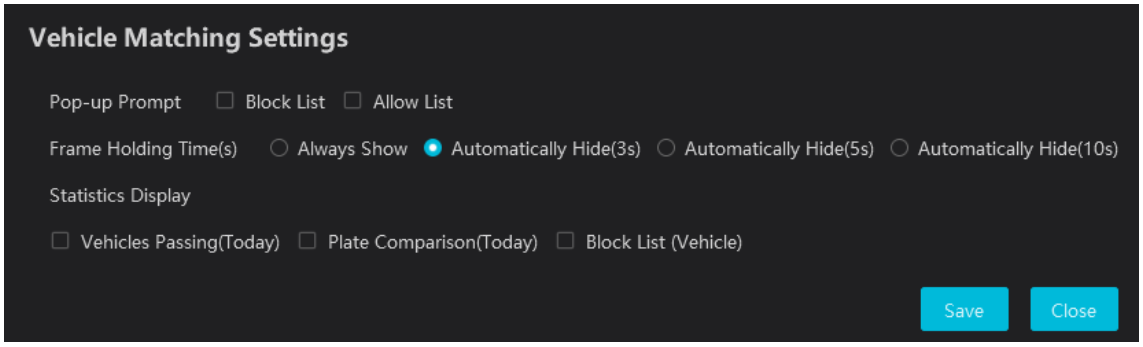


3. Make sure the license plate detection function is enabled on the license plate recognition IPC.



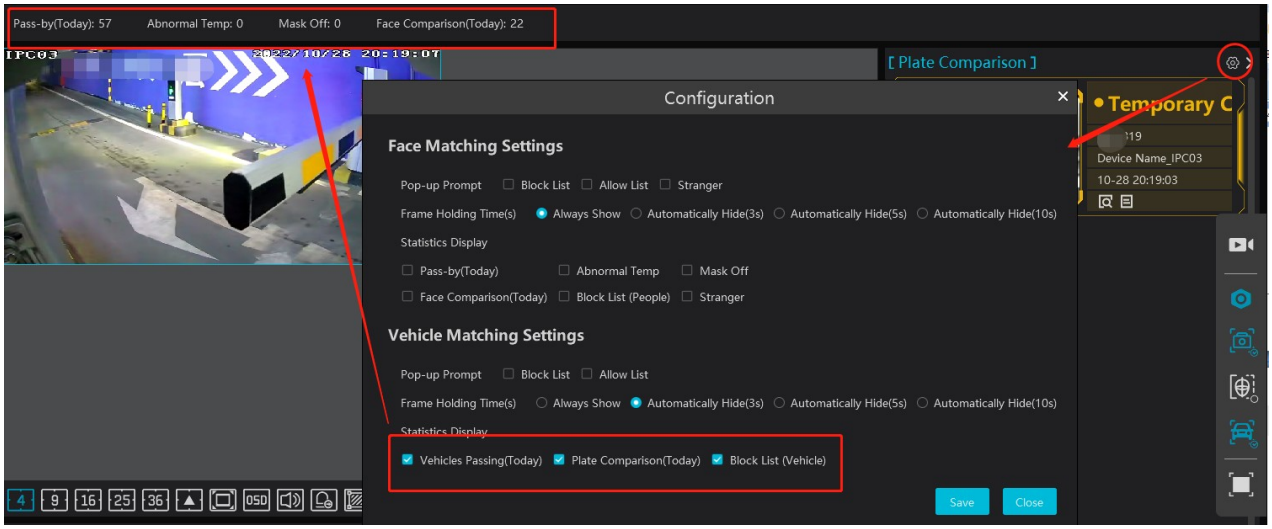
- **License Plate Capture and Comparison Settings**

Pop-up prompt: if enabled, an alarm box pops up for the corresponding license plate comparison result. If disabled, no alarm box pops up.



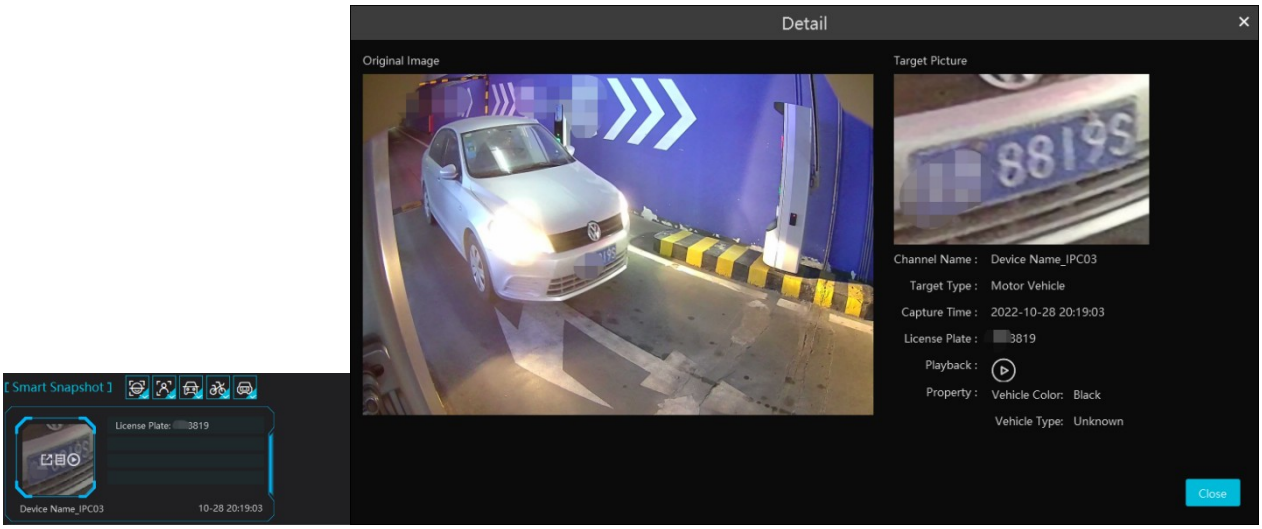
Frame Holding Time: select how long the alarm pop-up window stays open.

Statistics display: If selected, the corresponding statistical information will be displayed at the top of the preview window.



- **License Plate Capture Records**

Click to view the license plate capture details.

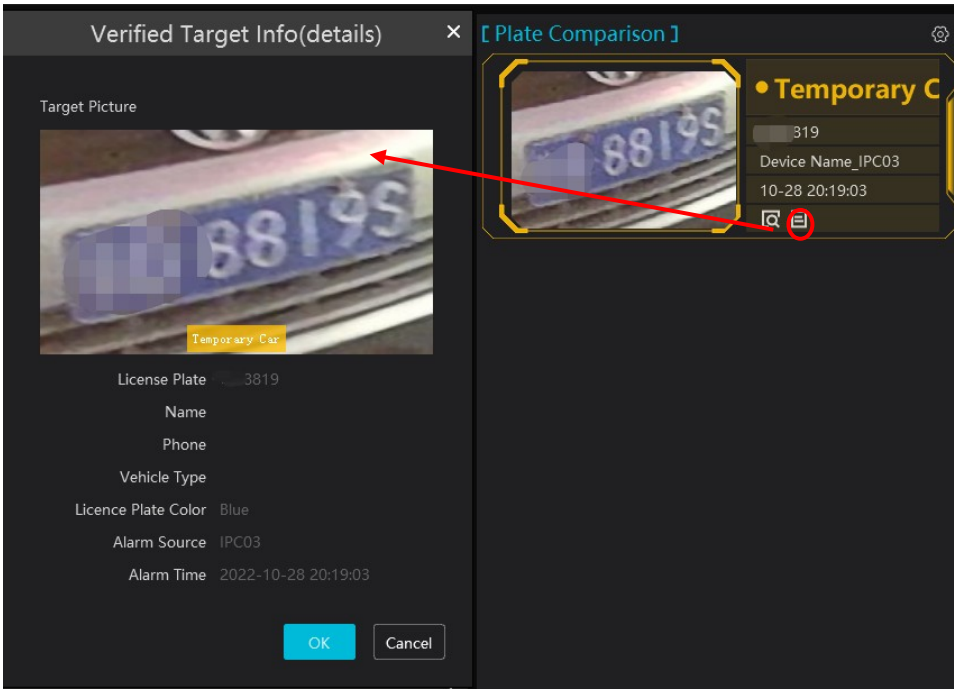


Click to quickly go to the record playback interface.

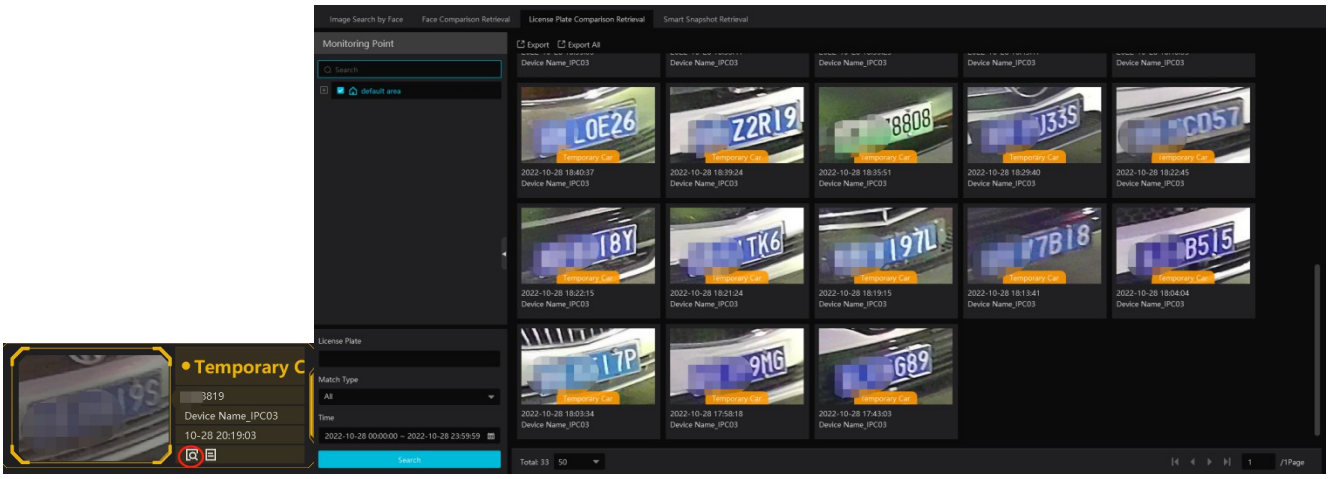
Note: If no record schedule is set and record linkage is not configured for the corresponding events, no recordings will be found in the record playback interface.

- **License Plate Comparison Records**

Click to view the license plate comparison details.



Click to go to the vehicle plate comparison interface, where you can search captured license plates as needed.



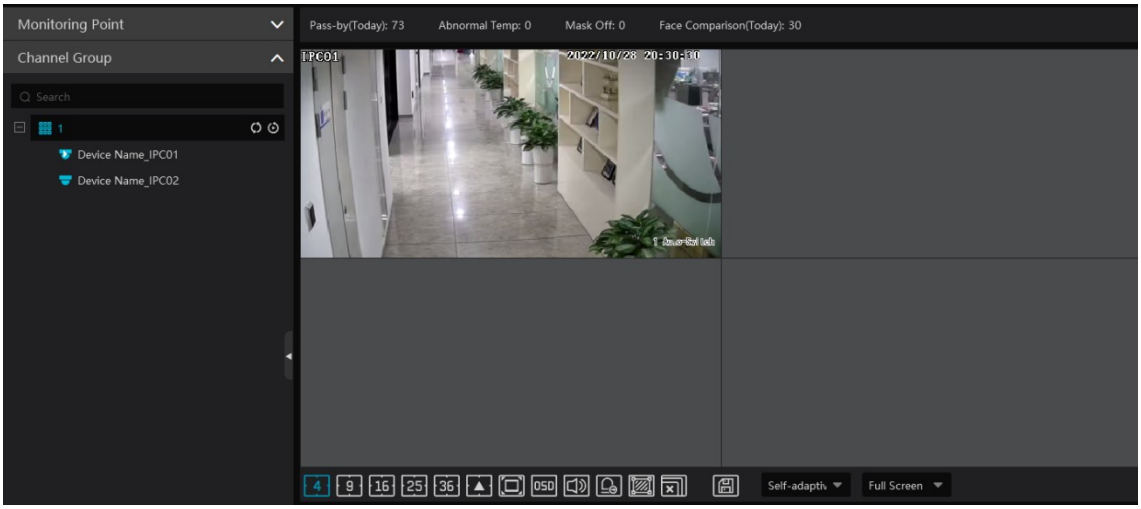
8.3 Channel Group View

➢ Channel Group Setting

Go to the Home→ Channel Group Setting interface to set the channel group (see the Channel Group Settings section for details).

➢ Start Channel Group View

After the channel group is set, go to the live view interface as shown below.



You can start the channel group view as follows.

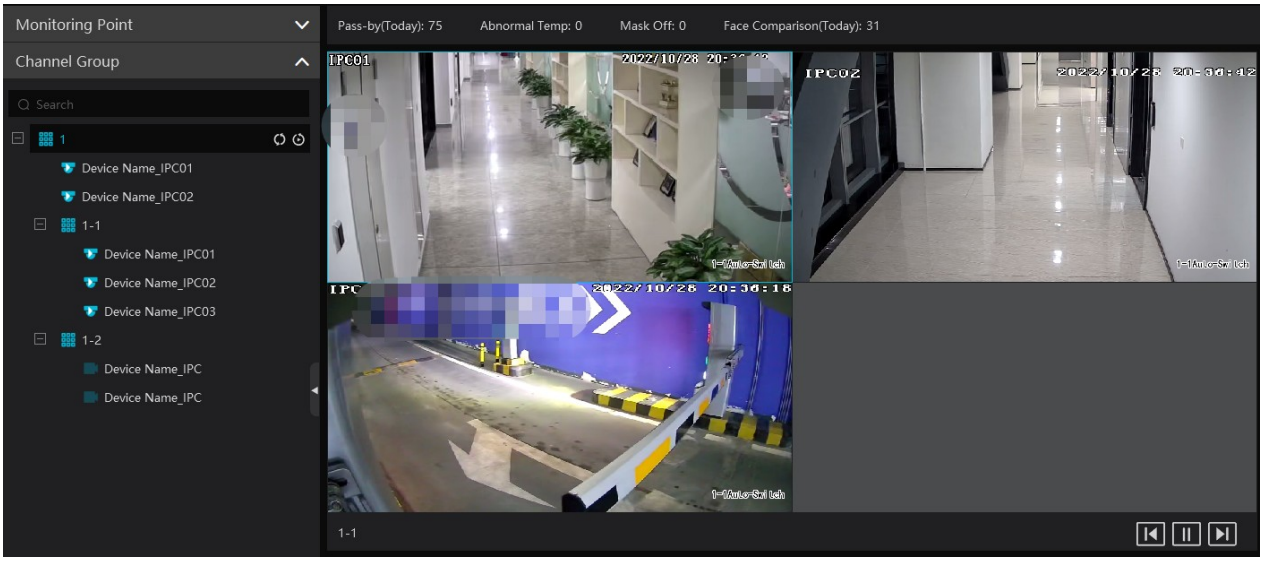
1. Choose a screen display mode based on the number of channels in the channel group. Select a window, and then double-click the channel group name to play all channels in the group.

2. In the current screen display mode, select a window, and then click beside the channel group name to play all channels of the group in this window in sequence. (Place the cursor on the channel group name to display .)

If there is only one sub channel group under the parent group, select a window, and then click next to the parent group name to play all channels in the parent group and sub channel group in that window in sequence.

Select a window and click next to the sub channel group to play all channels of the sub channel group in this window in sequence.

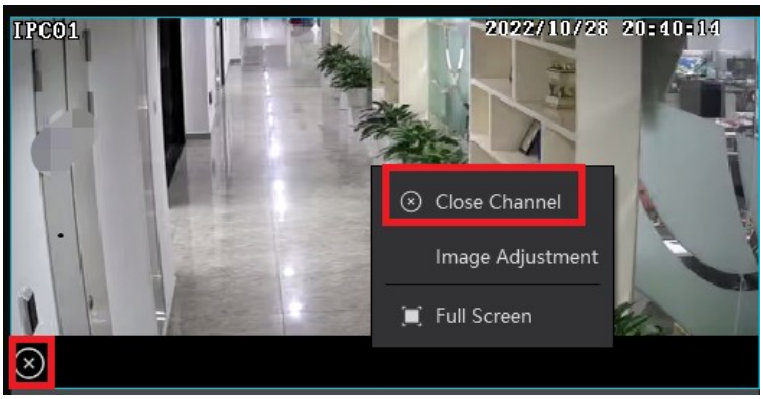
3. If there are several sub channel groups under the parent channel group, click next to the parent group name to play all sub channel groups in sequence. The screen display mode automatically adjusts to the number of channels in each sub group.



Click to play the previous sub channel group; click to play the next sub channel group; click to stop auto-switching between sub channel groups.

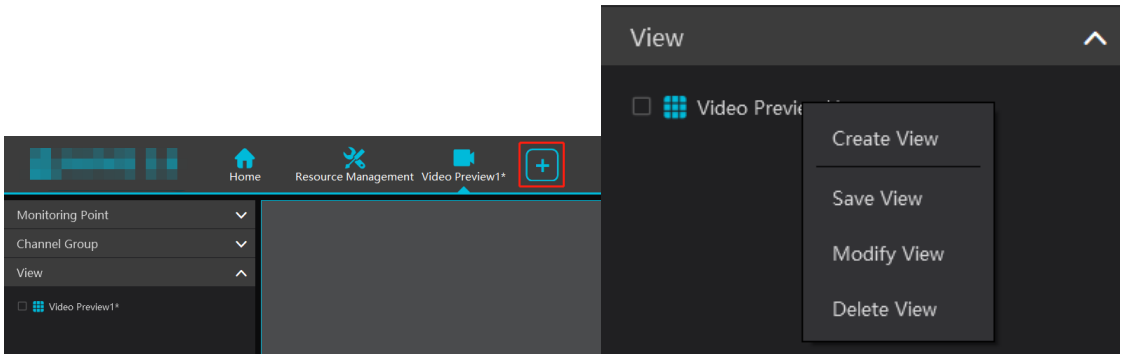
➢ Stop Channel Group View

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 live view toolbar to stop all live views.



8.4 Plan View

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



- **Add View Plan**

① Right-click “Live View 1” and select “Create View”, or click to add a new view plan. Clicking “Create View” opens an add view window. Enter the view name and click [OK] to set up the view plan.

② Select a screen display mode, and then drag monitoring points or channel groups 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, or click on the live view interface, to save the view plan.

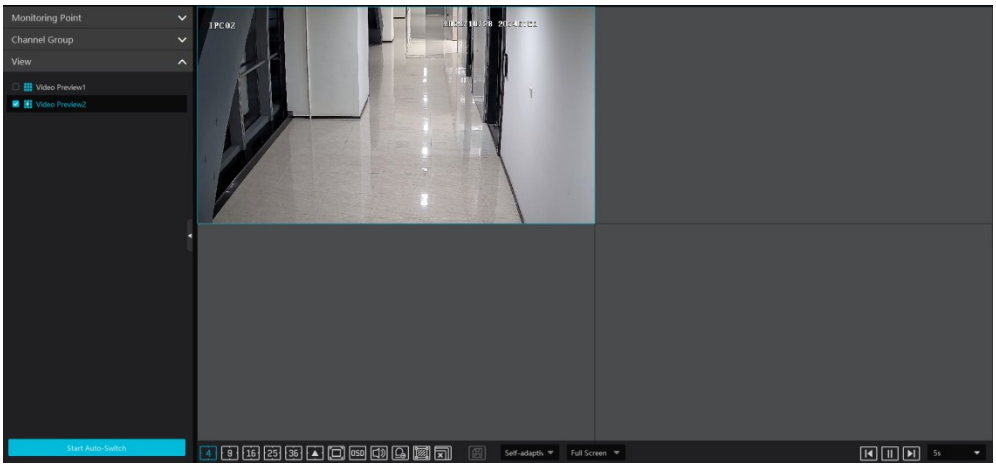
Double-click a view name to open that view plan.

- **Modify or Delete View Plan**

Right-click the view to open a pop-up menu. Select “Modify View” or “Delete View” to modify or delete the view plan.

- **Start/stop auto-switch**

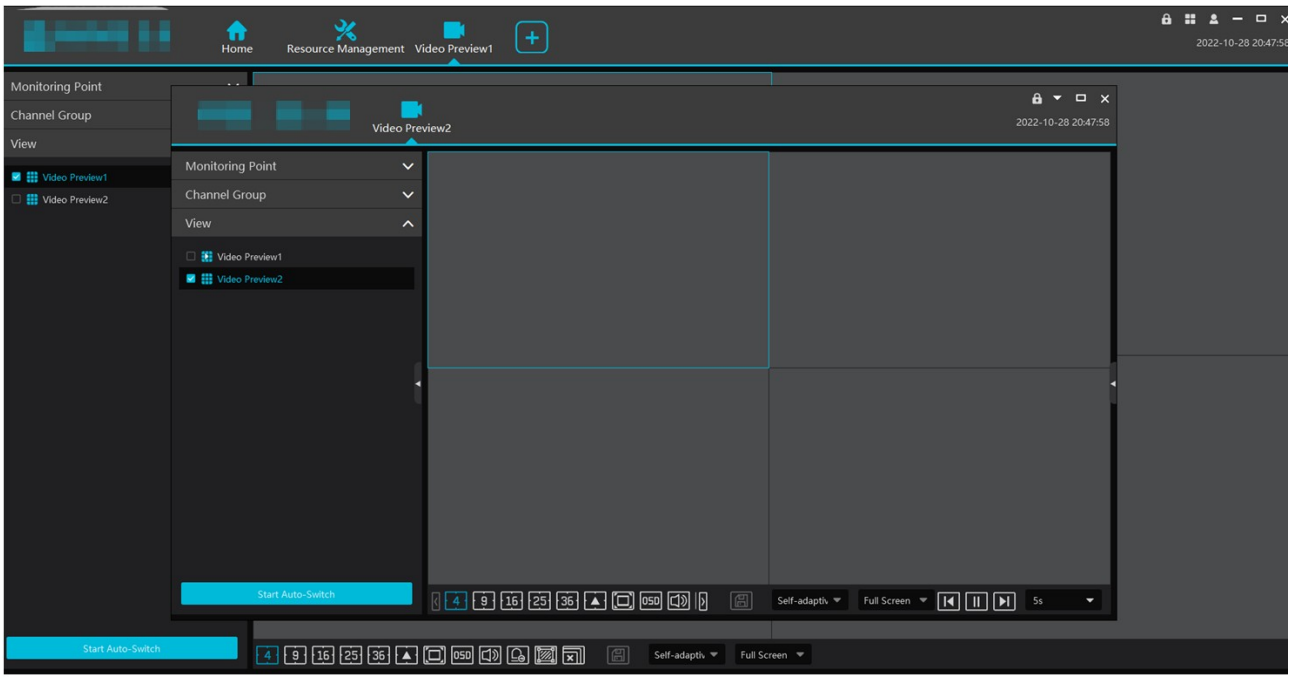
If you have saved multiple view plans, you can play them in sequence.



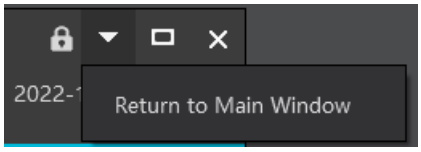
Enter the dwell time (5~3600s), and then click [Start auto-switch] to play these views in sequence. Click to show the previous view; click to show the next view; click to pause.

8.5 Multi-Screen View

In the video preview interface, you can use multi-screen view by dragging a tab to another monitor (the graphics card must support multi-screen output).

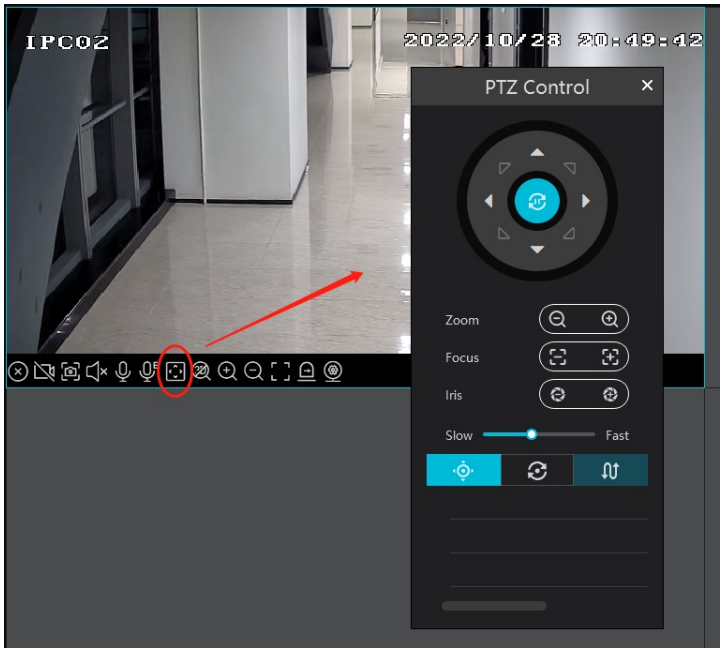


Click on the floating window and select “Return to Main Window” to put this tab back in the main interface.



8.6 PTZ Control

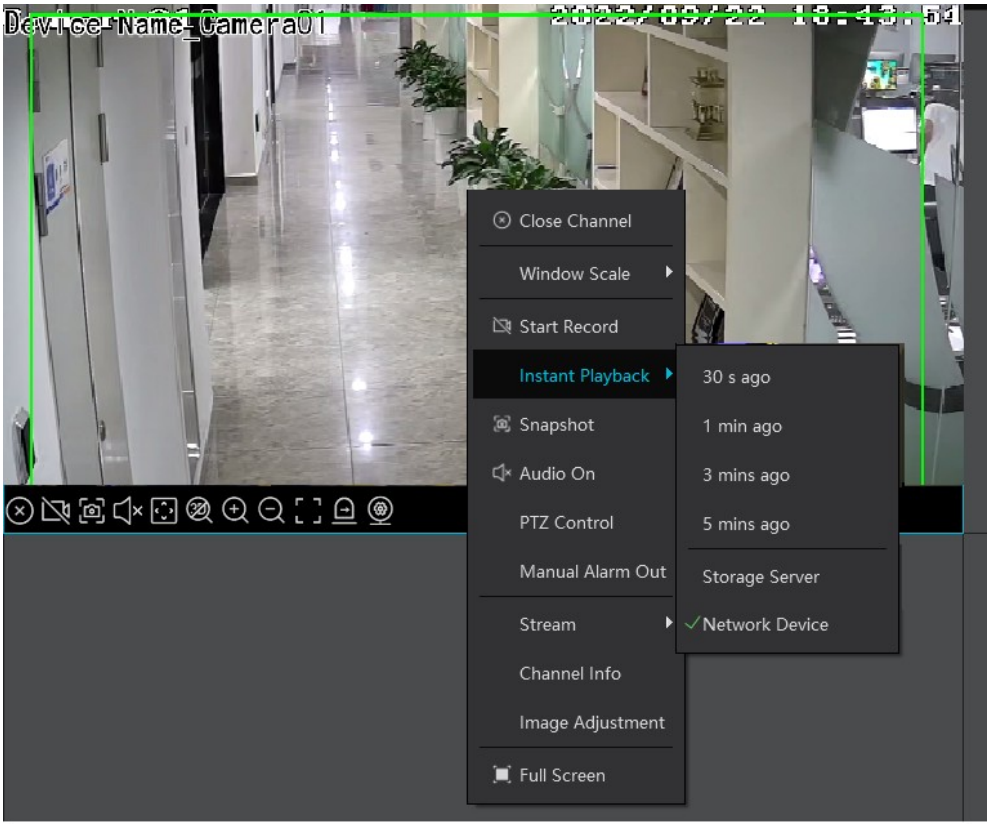
Click , or right-click and select “PTZ Control”, to open the PTZ control interface. You can control PTZ direction, zoom, focus, iris, presets, tracks, and cruises from the PTZ control panel.



: Preset; : Cruise; : Trace

8.7 Instant Playback

In the live view interface, right-click a playing channel, select “Instant Playback”, and then set the playback time to play the recording instantly (the channel’s recordings from the past five minutes are searched and played from the earliest available point).



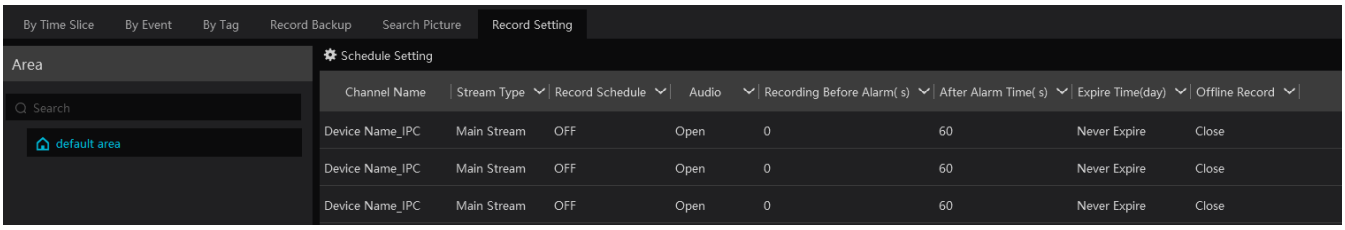
9 Record & Playback

9.1 Record Configuration

The system supports many recording types, such as manual recording, schedule recording, motion alarm recording, smart alarm recording, etc.

9.1.1 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.

Recording Before Alarm: set how long to record before the actual recording begins.

After Alarm Time: set how long to keep recording after the actual recording ends.

Expire Time: set the expiration time for recorded video. When the set date passes, the recorded data is deleted automatically.

Offline Record: When the IPC/NVR is disconnected from the storage server, the IPC/NVR starts offline recording. After the network connection is restored, the offline recordings stored on the IPC/NVR's SD card or HDDs are automatically transferred to the storage server.

Note:

1. The time on the IPC/NVR must match the storage server.

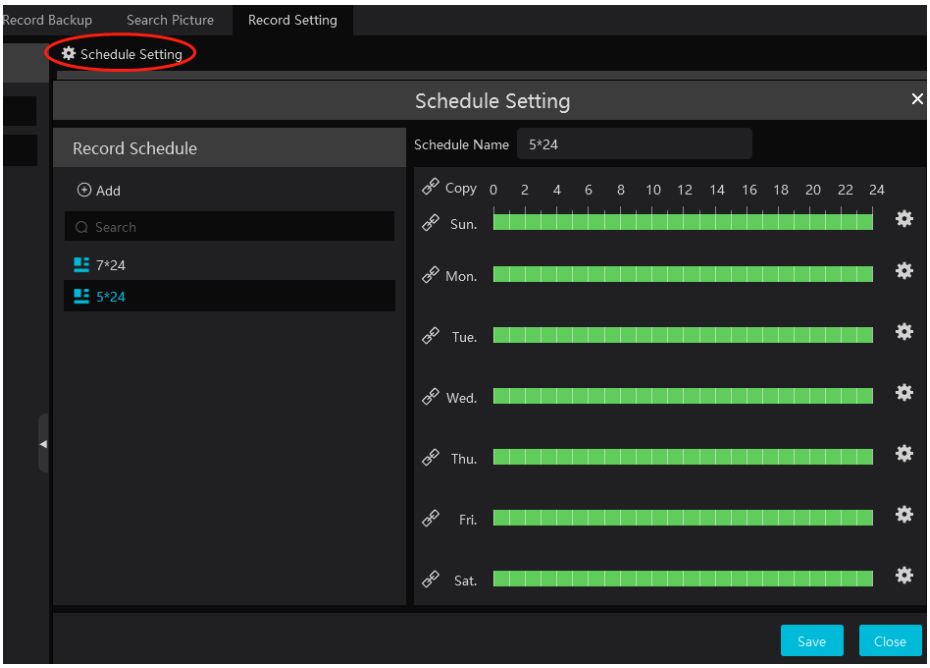
2. Up to 8 channels can transfer offline recordings to the storage server at the same time.

3. Because storage capacity is limited, older recordings on the IPC may be overwritten if it is disconnected for too long, so only part of the recordings can be recovered.

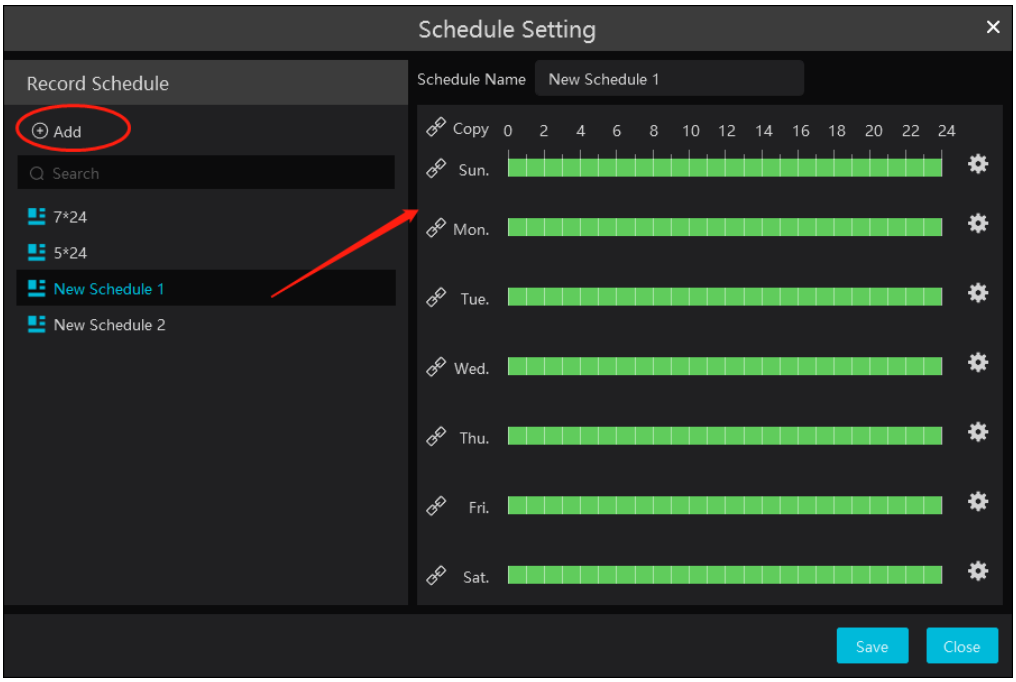
4. Only the most recent 12 hours of recordings can be recovered.

- To set schedule:

① Click the "Schedule Setting" tab to open the following interface.



② Click [Add].



③ Enter the schedule name.

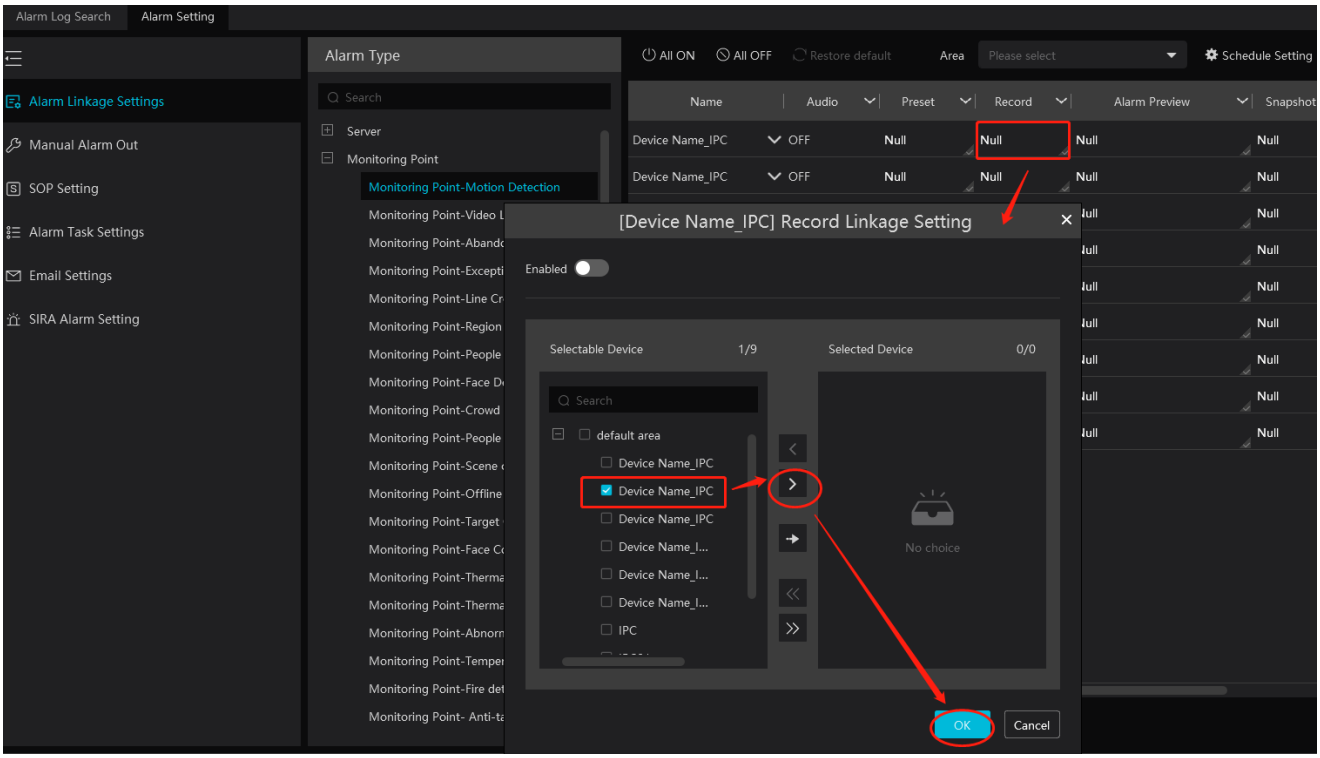
④ Set the schedule. Drag the mouse on the timeline to add or erase time periods. Click to set the time period manually. Place the cursor on the schedule name, and a delete icon will appear. Click it to delete the schedule.

9.1.2 Alarm Linkage Recording

① Go to the Home→ Device Setting interface. Select the desired device, enable its alarms, and set the schedules.

② Go to Home→Alarm Center→Alarm Setting as shown below. Select the alarm type, enable record, set the linkage channel, and set the schedules.

③ Click [Apply] to save the settings.

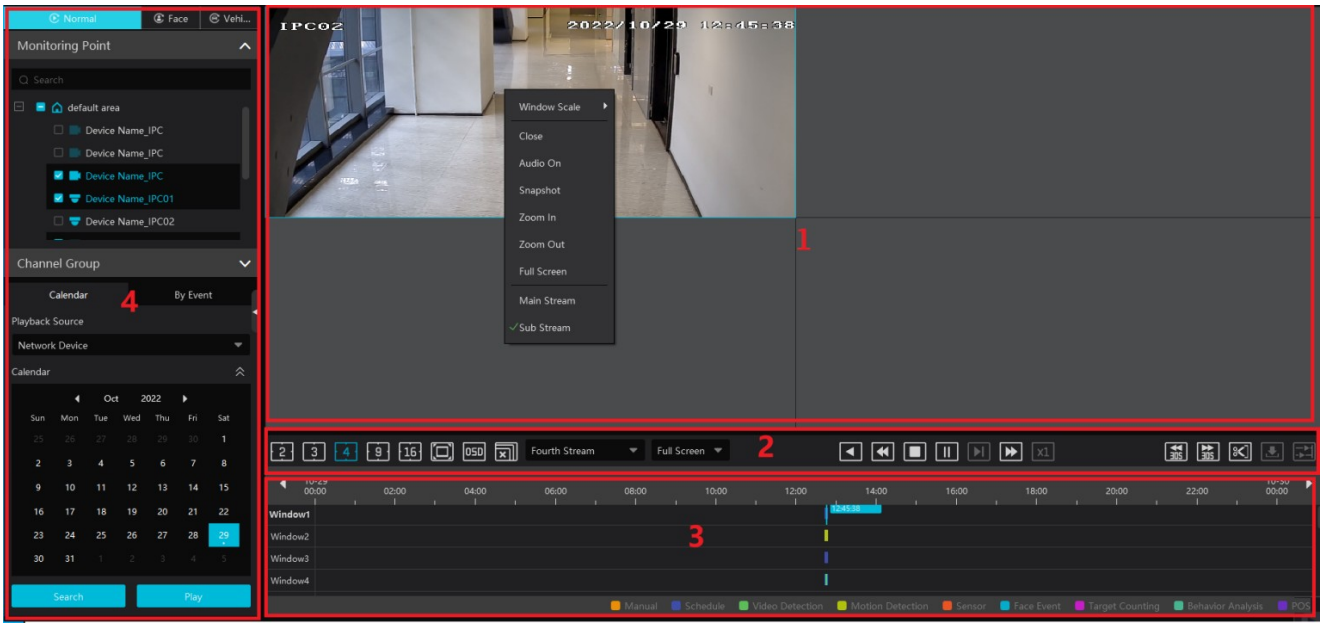


9.2 Record Playback

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

There are three types of record playback: normal playback, smart playback by face, and smart playback by license plate.

9.2.1 Normal 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

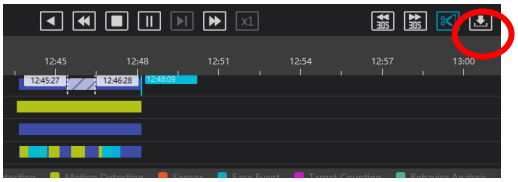
Button	Description	Button	Description
	Stop viewing		Zoom in
	Audio on/off		Zoom out
	Snapshot		Fit to window

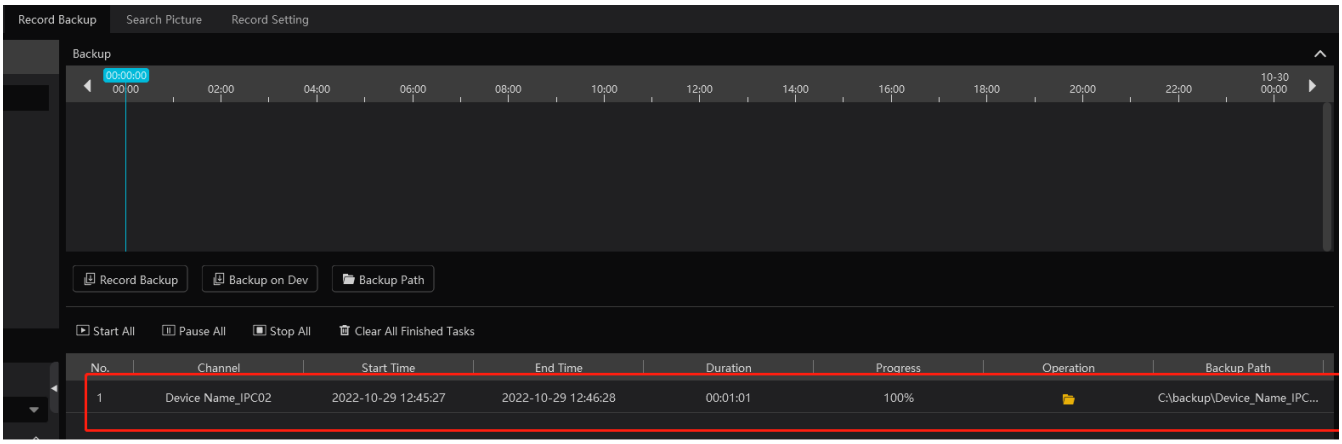
Button Descriptions of Area 2：

Button	Description
2 3 4 9 16	Screen display mode button. 2/3/4/9/16 screen modes are available.
	Full screen
OSD	Enable or disable OSD
	Close all windows
	Rewind
	Slow playback
	Stop
	Play/Pause
	Next frame. During playback, click the pause button, and then click this button to play frame by frame.
	Click it to select playback speed.
x1	Click it to play at normal speed.
30S 30S	Skip forward or back 30s
	Click it to edit the backup start time and end time
	Download
/	Synchronous/ Asynchronous Playback

Clip and back up:

Click to enter editing mode. On the recording timescale, select the start and end time, or right-click the timescale and select [**Change backup time**] to set the backup start and end time. Then click to go to the record backup interface and view the backup file list.





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 playback
Zoom In	Zoom in the current image		

Other buttons

Button	Description	Button	Description
	Add tag		Event list
	Backup		

In the playback interface, set the record date, record type (for some devices, you can select “Main Stream” to play the recording; if it is not selected, the sub stream is played), and record playback source. To play, drag a camera from the right side to a playback window, double-click the desired channel, or click [Search] to search for record files and then click .

Playback event types include manual recording, schedule recording, video detection (exception detection, video loss, overshadowing detection), motion detection recording, sensor recording, behavior analysis (object abandoned/missing, line crossing detection, intrusion detection, people intrusion detection, crowd density), and so on.

In the timetable, different colored bars represent different record types. For example, yellow bars represent motion recordings, blue bars represent schedule recordings, red bars represent sensor recordings, etc.

Click to zoom in on the time scale, and click to zoom out. Click to restore the time scale to 24 hours. When the time scale is zoomed in, drag the timeline to view other times.

Synchronous Playback: all channels play back their recordings for the same point in time together; if a channel has no recording at that time, it waits.

Click on the toolbar in the playback interface to go to the synchronous playback interface. Play the recordings as described above.

The record bar in synchronous mode is shown below.

In synchronous mode, each camera can only play in one window, and record information for all cameras can be viewed at the same time.

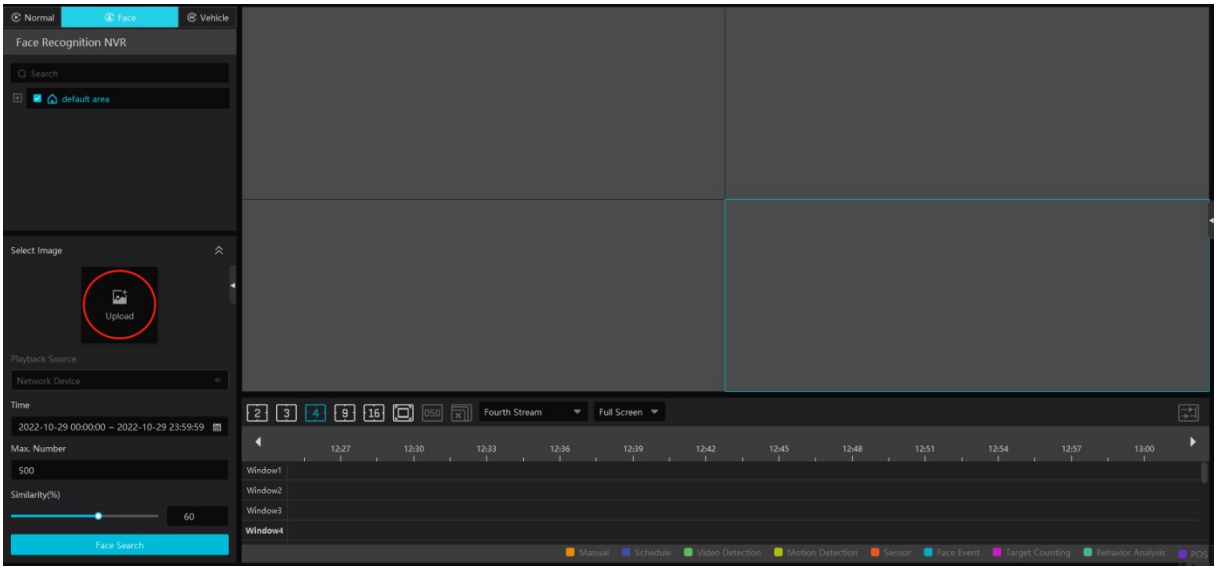
While record files are playing in synchronous or asynchronous mode, clicking or has no effect until all playback windows are closed.

Asynchronous Playback: when several channels play back at the same time, each channel is independent and can play a different time.

Click to go to the asynchronous playback interface as shown below. Play the recordings as described above. The record bar in asynchronous mode is shown below.

9.2.2 Smart Playback by Face

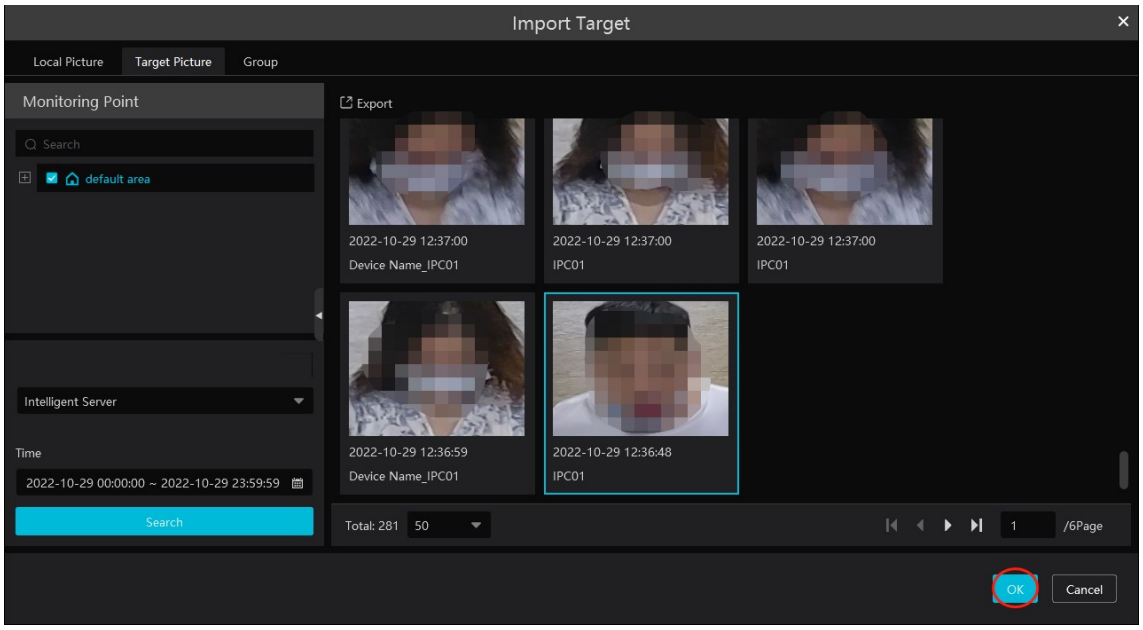
For a face recognition NVR you have added, you can play back recordings by searching for a face.



Click to open the interface above. Select the face recognition NVR, and then click “Upload” to add a face picture. You can add the face picture from the local PC, a target picture, or a group. Then set the start and end time, max. number, and similarity, and click [Search] to search the recordings.

Add a face picture from the local PC: Click “Upload” to select the desired face picture on the local PC, and then click [OK] to save the settings.

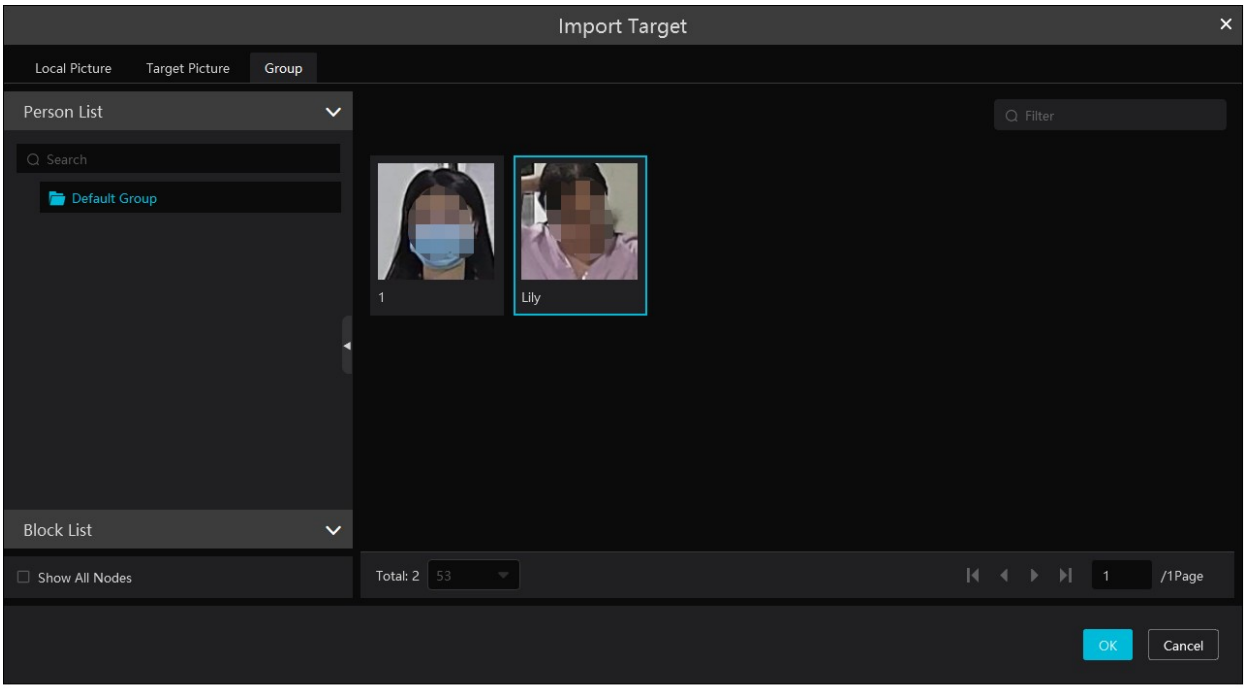
Add a face picture from the target picture: see the following picture.



Select the cameras, search resource, query method, and time to search for targets. Then select the target and click [OK].

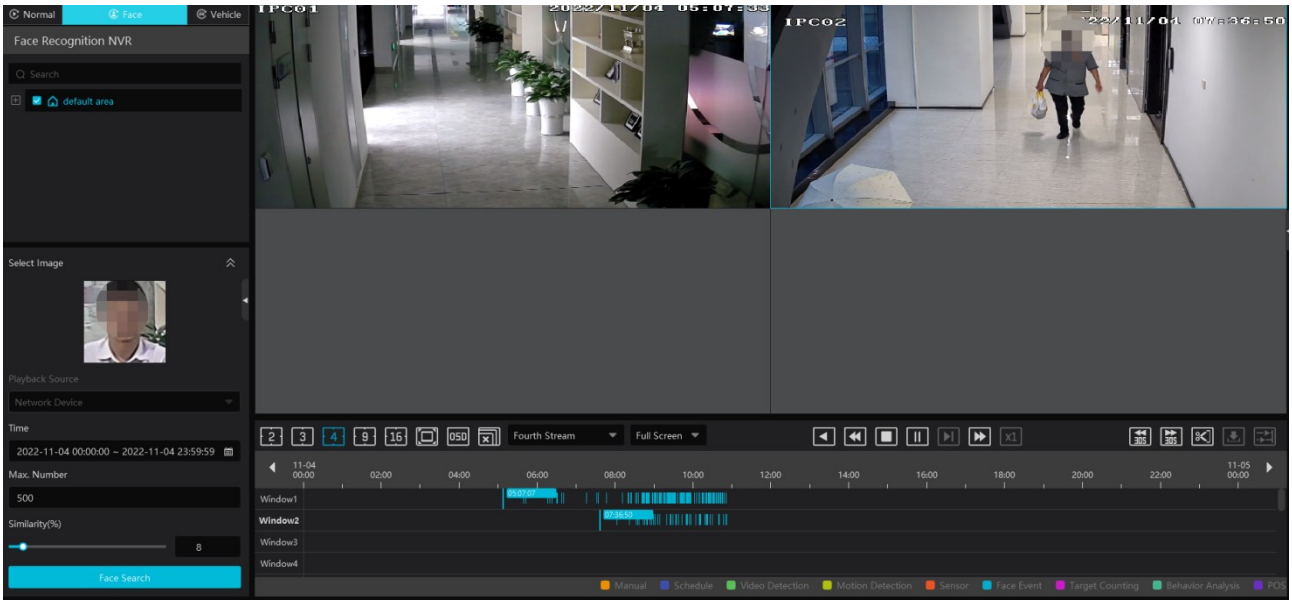
Add a face from the face database:

1. Click the “Group” tab.
2. Select the face picture from the person list.
3. Click [OK] to save the settings.



The picture must be added to the corresponding list in advance; otherwise, no picture can be found. See Chapter 6 Group Management for details.

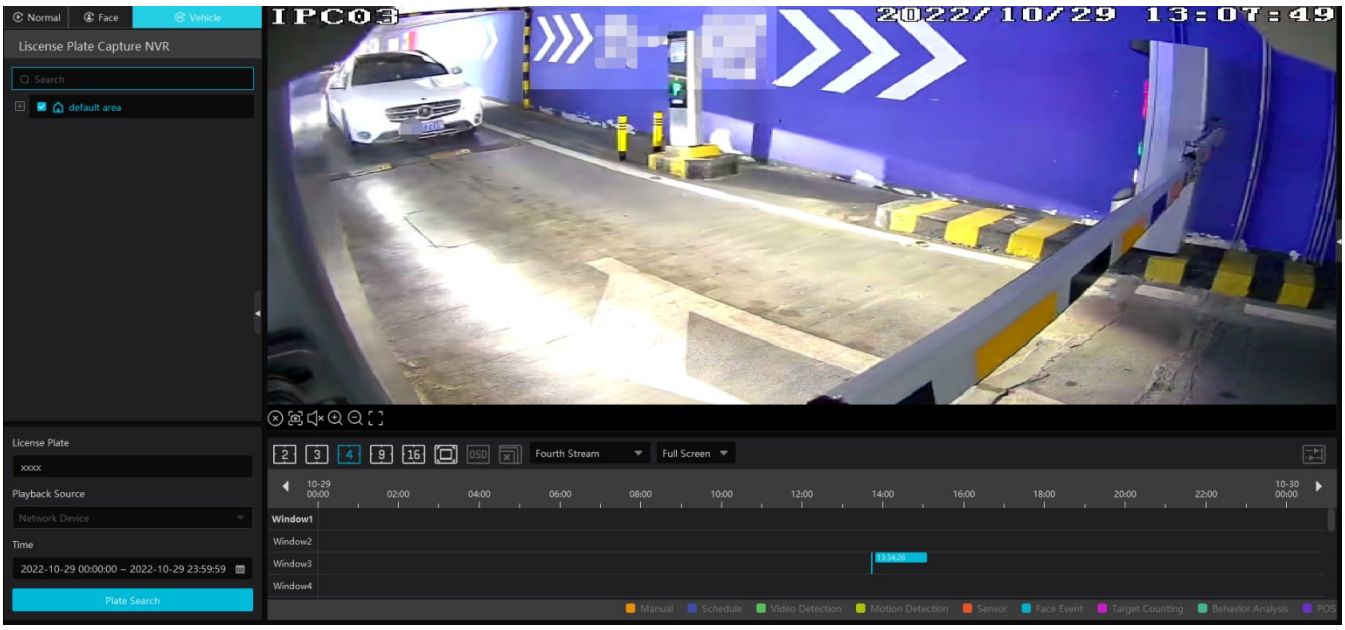
Note: The record source is the HDD of the face recognition NVR. The comparison record for this person must exist on the HDD; otherwise, no recording can be played.



9.2.3 Smart Playback by License Plate

You can search vehicle records on the NVR. The steps are as follows:

1. Select the NVR.
2. Enter the license plate number to select the plate from the NVR's vehicle database.

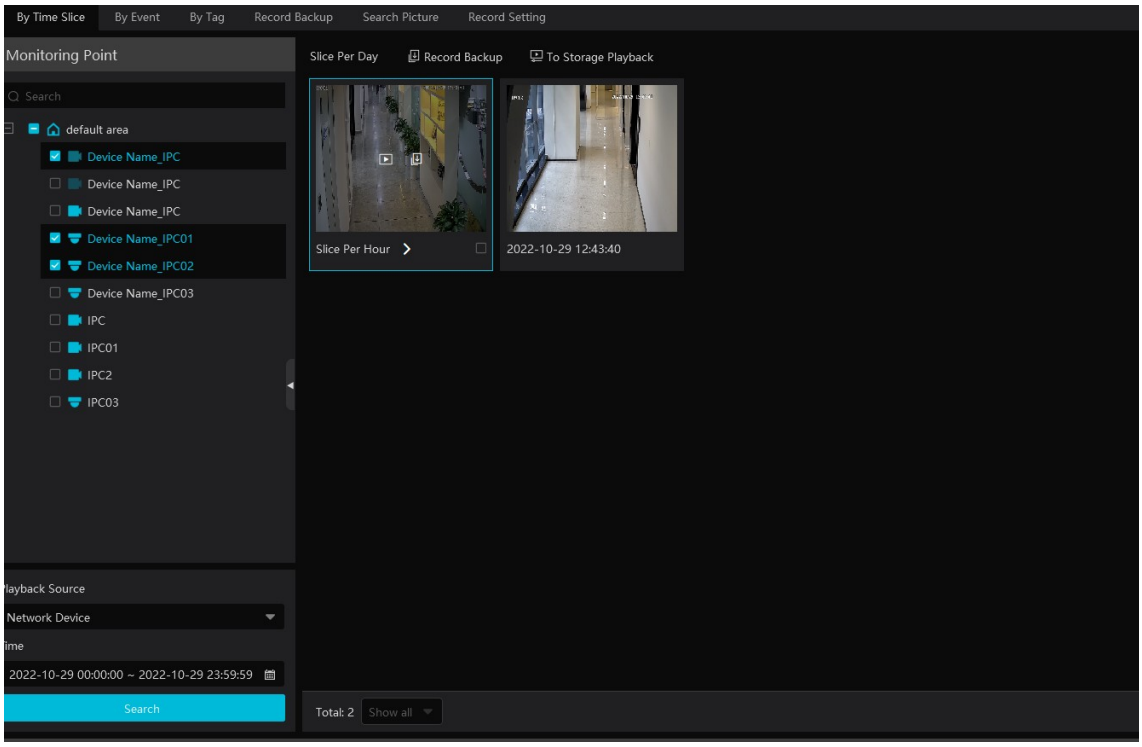


Network device: select the NVR as the record source.

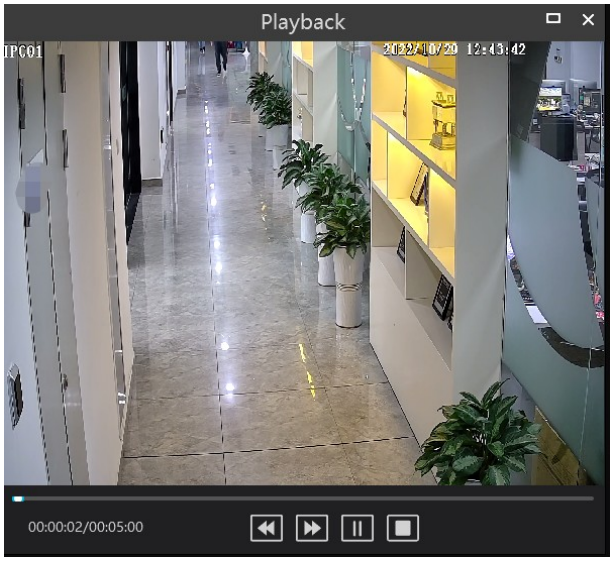
9.2.4 Playback by Time Slice

① Go to the Home→By Time Slice interface.

② Select the channel (or monitoring point), set the start and end time, select the record source, and then click [Search].



③ Click to play the recording.



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

Double-click the image to switch to slice search mode by day.

Double-click an image to switch to slice search mode by 5 minutes.

Search again or click “Slice Per day” to return to the slice per day interface.

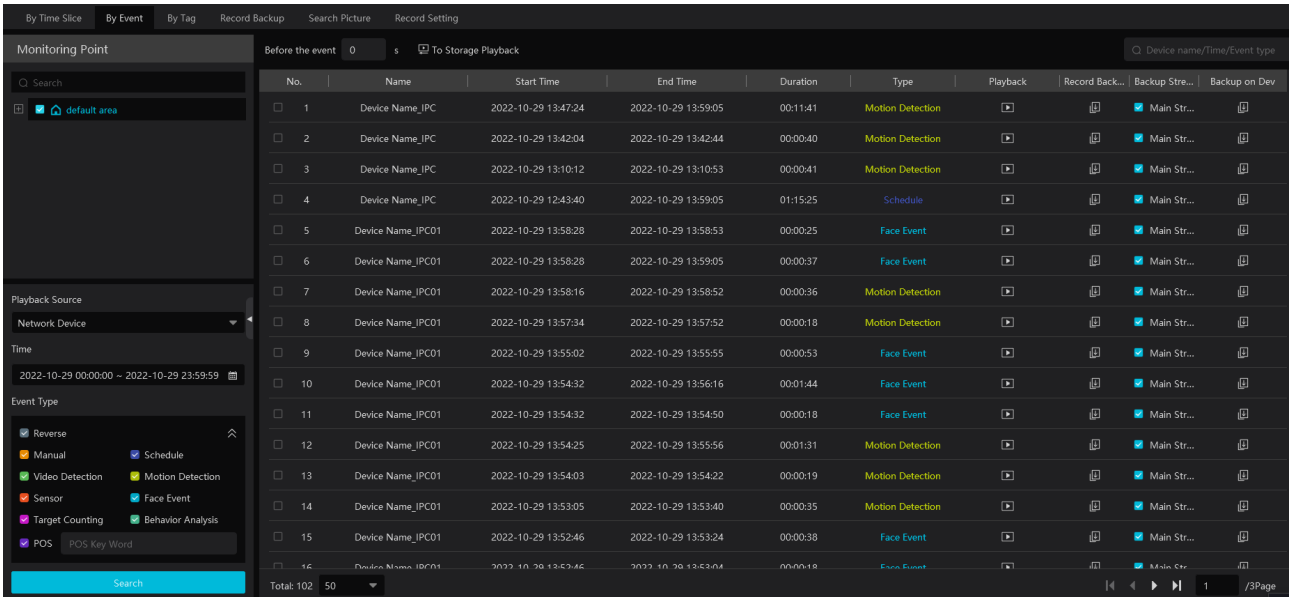
Record Backup: In the Search by Time Slice interface, select a time slice, and then click “Record Backup” to quickly back up the record file for this period.

To Storage Playback: In the Search by Time Slice interface, select a time slice, and then click “To Storage Playback” to play the record file in the storage playback interface.

9.2.5 Playback by Event

① Go to the Home→ By Event interface.

② Select the desired monitoring point, set the record source, start time, and end time, and then check the events.



③ Click [Search]. The matching recordings will be listed. Click to play a recording; click to back it up.

9.2.6 Playback by Tag

Note: **Tags cannot be added to recordings from the NVR's HDD.**

① Go to the Home→Record Playback interface.

② Select a channel and place the cursor at the center right. A tag icon ( ) will appear. Click this icon to add a tag.

③ Go to the Home→By Tag interface. Select the start time and click [Refresh] to search for added tags.

④ Click in the playback column to play the recording.

9.3 Record Backup

In the main menu interface, click "Record Backup" to go to the backup interface. You can also watch our video on how to remotely back up security camera video with the VMS software. The steps are as follows:

① Select the desired monitoring point.

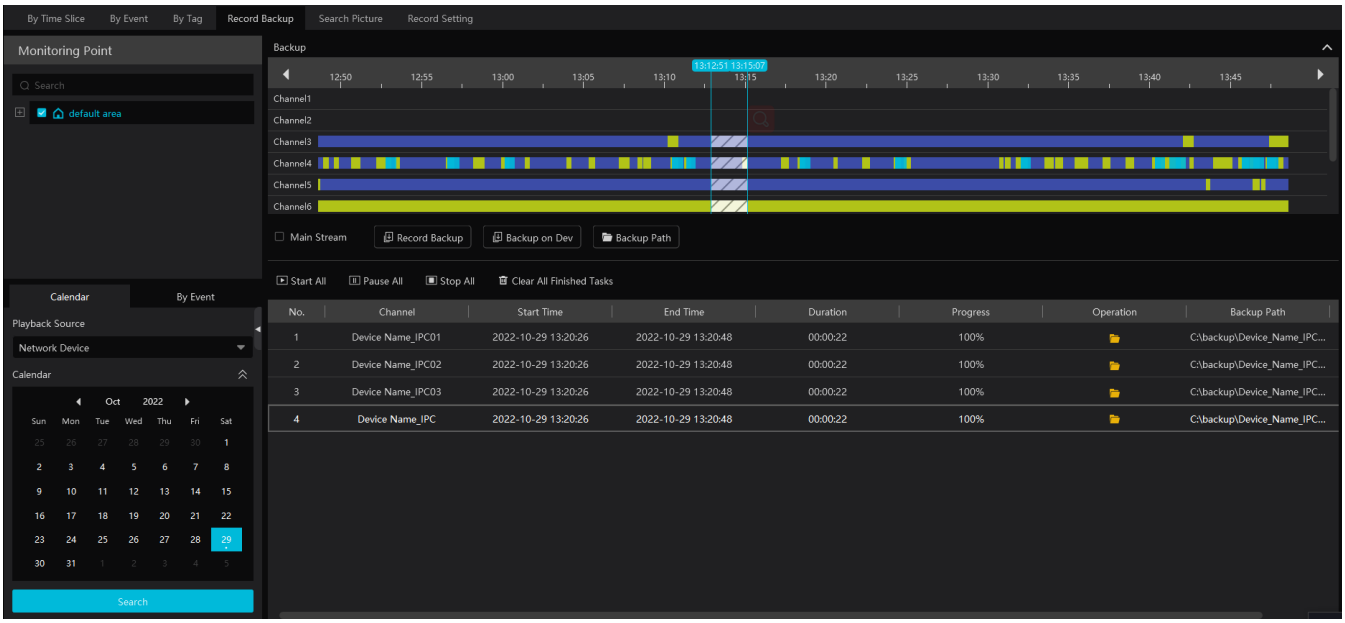
② Get recordings from the device or storage server.

③ Select the date and event type.

④ Drag the mouse over the recorded time period to set the backup start and end time. Then click [Record Backup].

⑤ You can see the backup progress while the recording is backed up. Click to pause; click to stop the backup.

You can also start/pause/stop all backup tasks or clear all finished tasks in this interface.

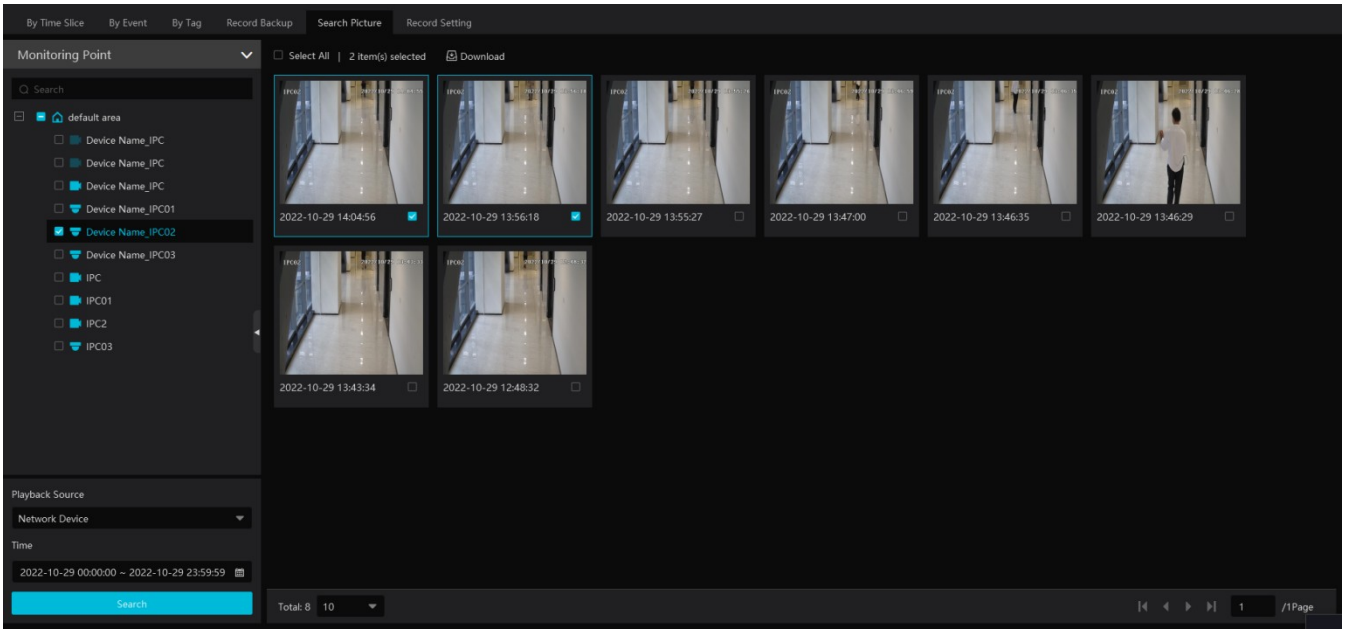


“Backup on device”: This function applies to NVRs you have added. Search for recordings on the NVR’s HDD in this interface, insert a USB storage device into the NVR’s USB port, and then click this button. The recorded files will be backed up remotely to the USB storage device.

9.4 Search Picture

In this interface, you can search for and view pictures stored on the SD card/HDD or storage server.

Only snapshots triggered by alarm events and saved on the storage server or SD card/HDD can be searched.

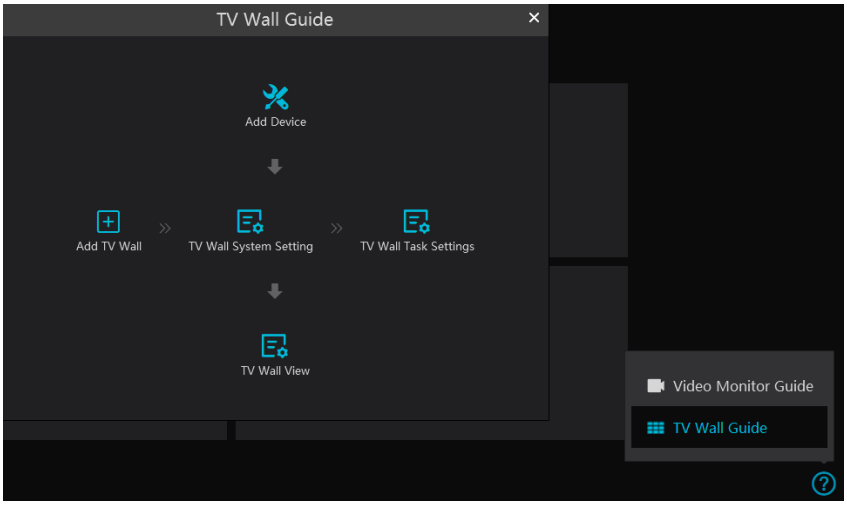


① Select the device and playback source.
② Set the start time and the end time.
③ Click [Search].

Click a picture to zoom in, and click it again to return to its original size. Check the pictures you want and click “Download” to export them.

10 TV Wall

Click in the bottom right corner, and then select “TV Wall Guide” to quickly set up the TV Wall as shown below.



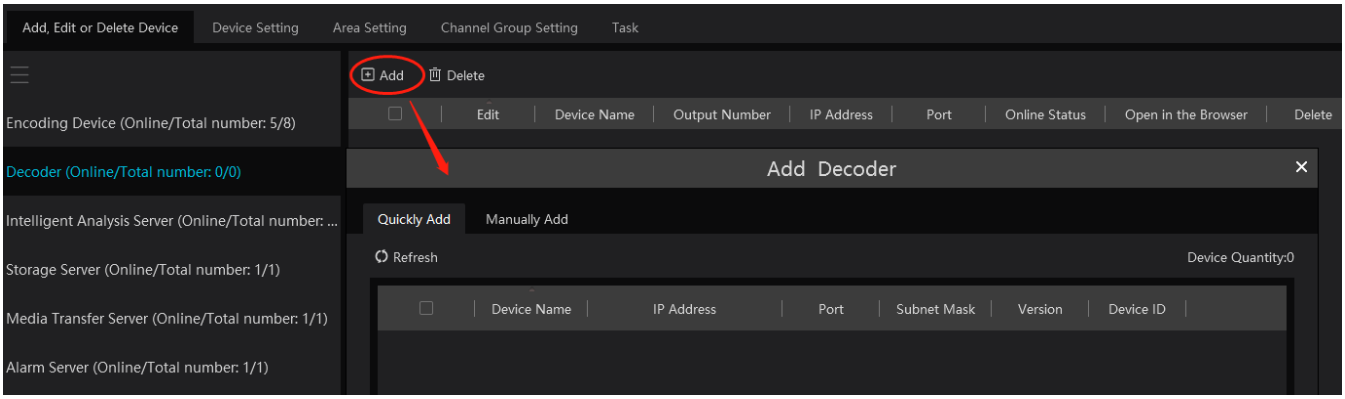
Follow the guide step by step to quickly set up the TV Wall.

10.1 Add Devices

10.1.1 Add Decoder

A decoder decodes the video signal sent by the transfer server and outputs a standard video signal. A decoder is required to display video on the TV wall.

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



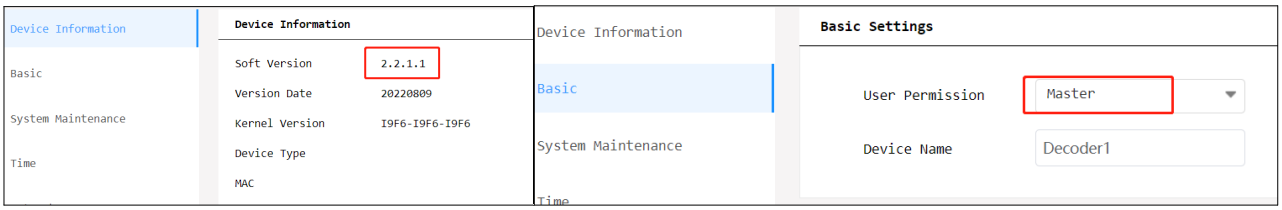
The steps for adding decoders are the same as the setup for adding encoding devices (see Add Encoding Device for details).

10.1.2 Create and Connect Decoder

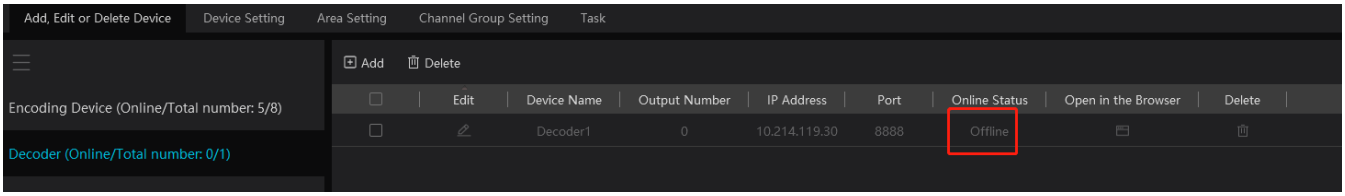
A decoder connected to the platform must be the master decoder and must be in platform mode. The decoder version must also be compatible with the platform; otherwise, it cannot connect.

Log in to the decoder’s web client as shown below.

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



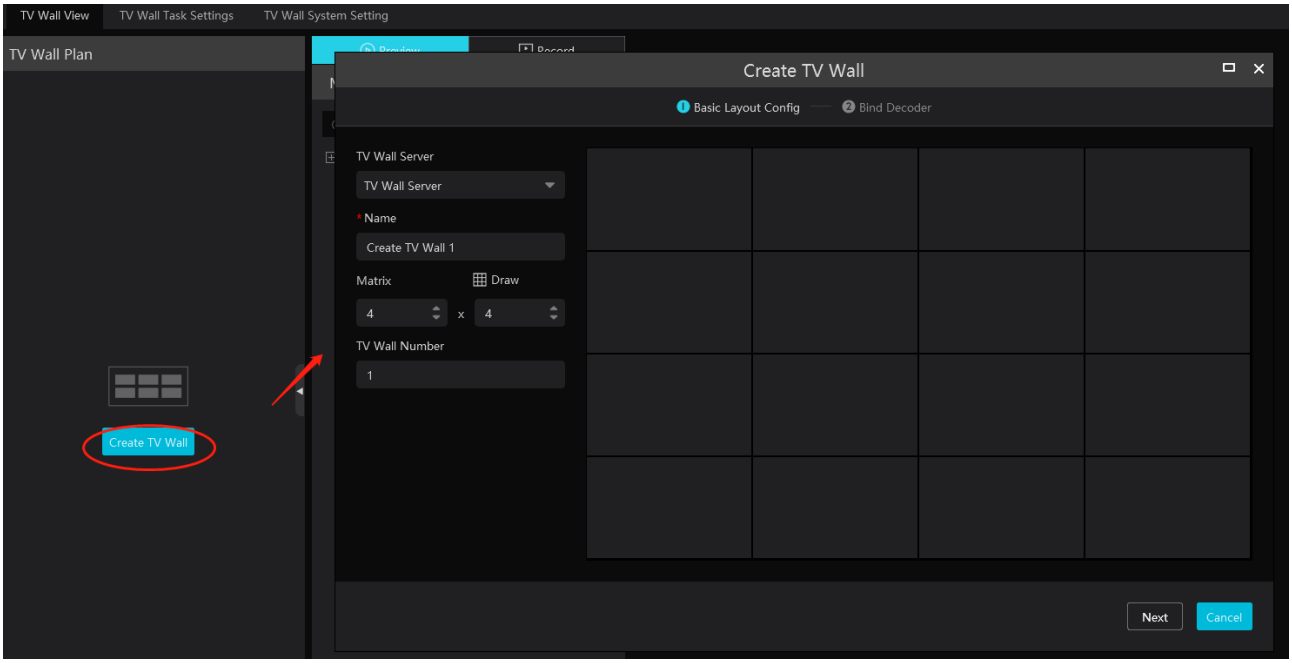
The decoder will not come online until it is bound to a TV wall. Create a TV wall first, and then bind the decoder to it. See section 10.2 Add TV Wall for details.



10.2 Add TV Wall

◆ Create TV Wall

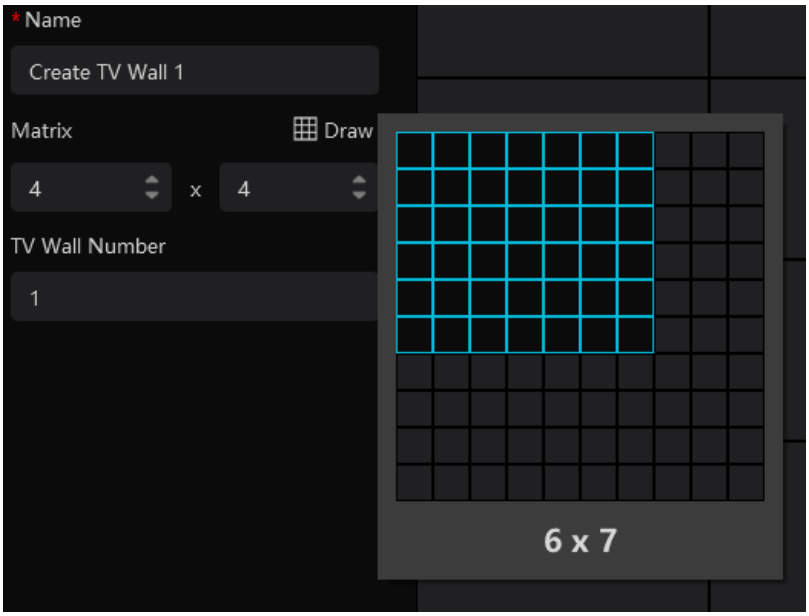
Go to Home→TV Wall → TV Wall View. Select a TV wall server, and then click + to create a TV wall.



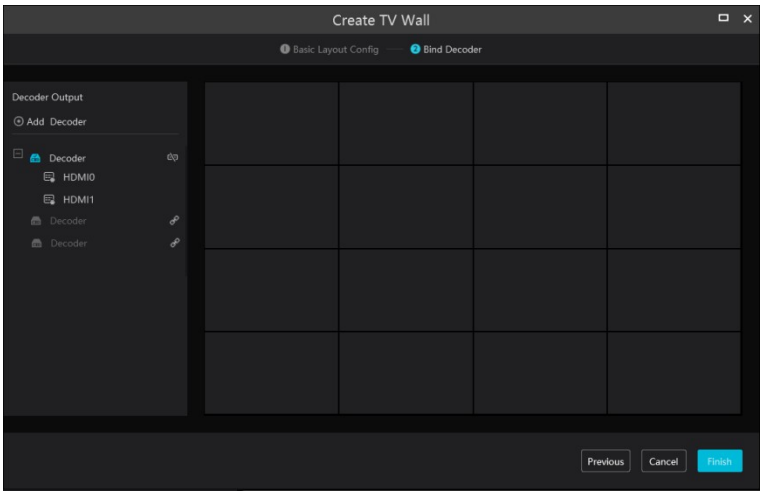
Select the TV wall server, and then set the TV wall name, display matrix, and TV wall number.

Note: Each TV wall number can only be used once.

Click [Draw] to draw the TV wall layout manually.



Then click [Next] to bind decoders.



In the list on the left, click to bind the decoder. If there is no decoder to bind, click

to jump to the add decoder interface and add one as needed. After you click , it takes several seconds to connect the decoder. Once the decoder is connected, its outputs are listed under the decoder name.

To unbind the decoder, click next to the decoder name.

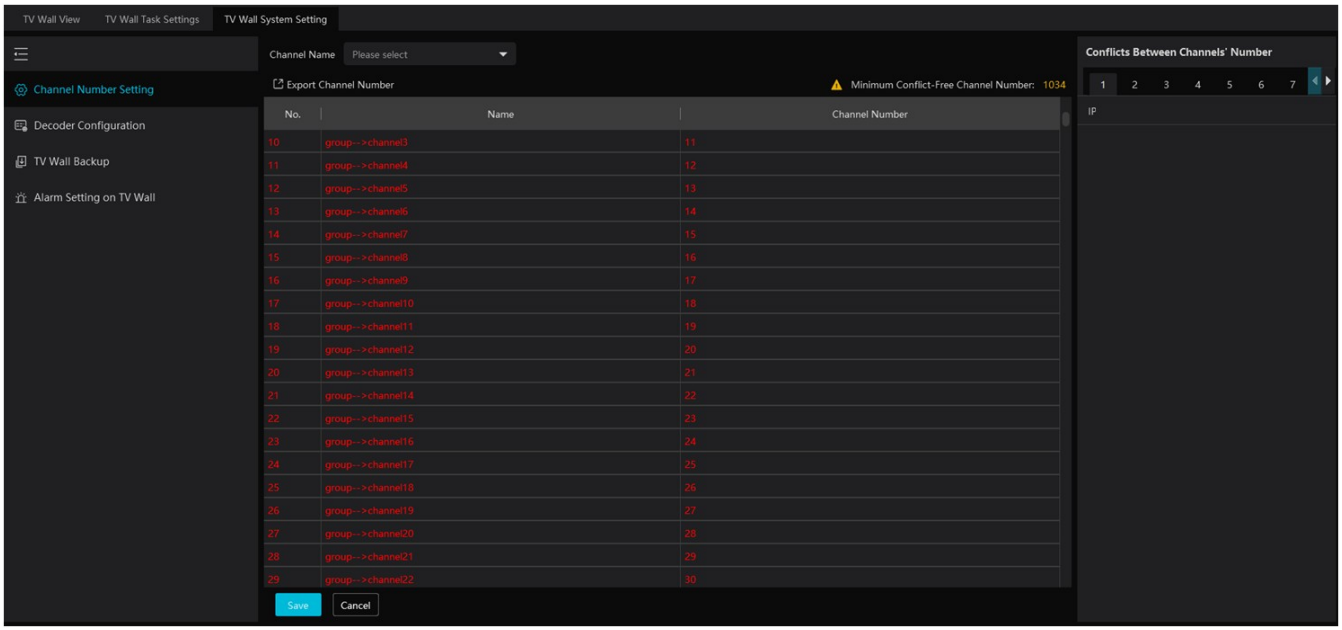
Drag an output to a window to bind them. Then click [Finish] to save the setting.

To change the output binding, select the TV wall, click ⋮, and then select to modify it. Click to delete the TV wall.

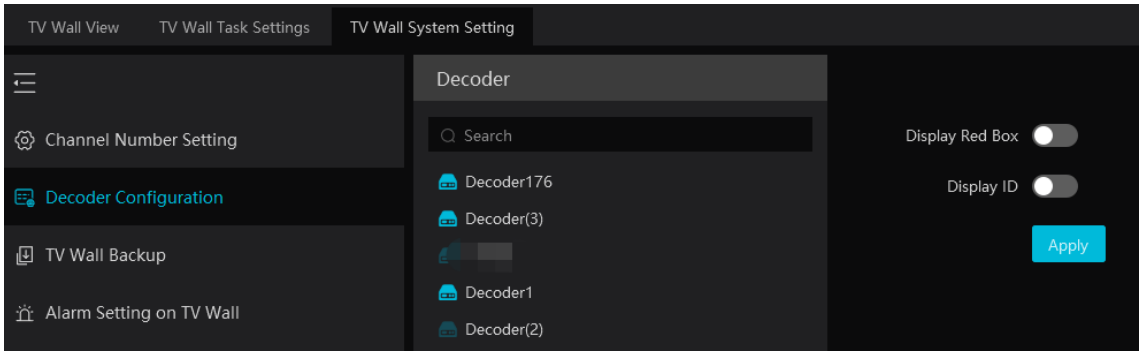
10.3 TV Wall System Settings

10.3.1 Channel Number Settings

Channel number configuration: set channel numbers so the channels are easy to control with a network keyboard controller. You can also export these channel numbers in this interface.



10.3.2 Decoder Setting



Display red box: when a decoding channel triggers an alarm, a red box is shown on the TV Wall.

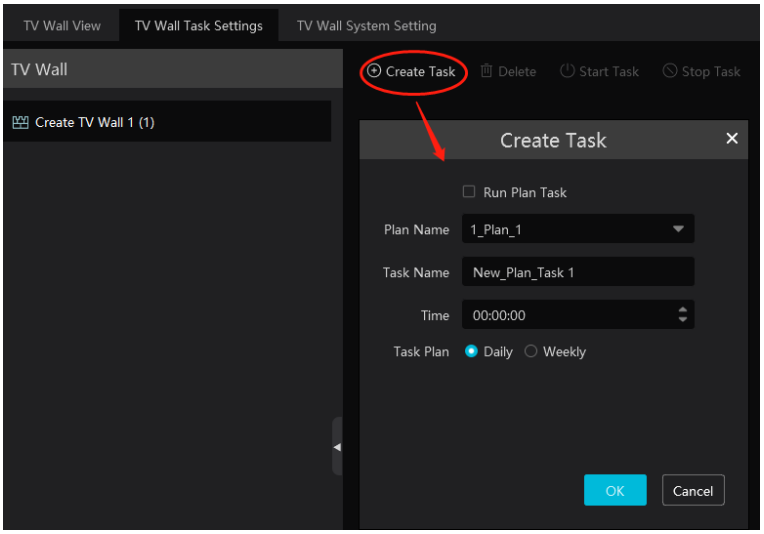
Display ID: the channel ID is shown on each channel decoded by the decoder.

10.3.3 TV Wall Alarm Linkage Settings

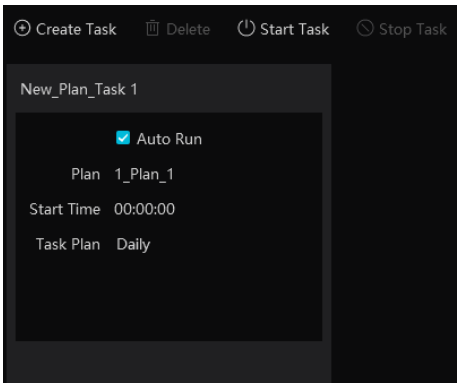
Click “Alarm setting on wall” to set the alarm closing time. If “Automatically closing alarm on Wall” is selected, you can set when the TV wall alarm turns off automatically. The alarm preview window closes the alarm linkage video after the set time, until the next alarm is triggered. If it is not selected, you need to close the alarm preview window manually.

10.4 TV Wall Task Setting

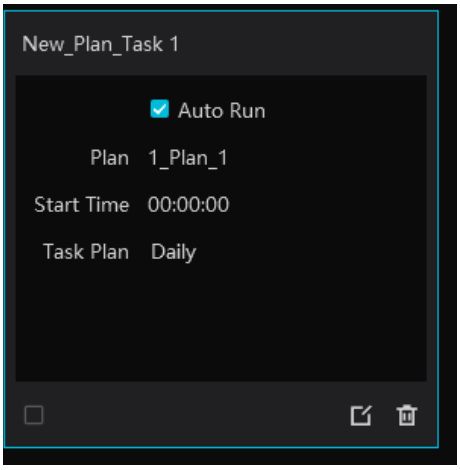
Go to Home→TV Wall Management→Task Setting. Select the TV wall you want to set tasks for, and then click “Create Task”. Select the plan name, enter the task name, set the run time, and enable the plan task.



Click “Start Task” to start the task. Click “Stop Task” to stop this task.

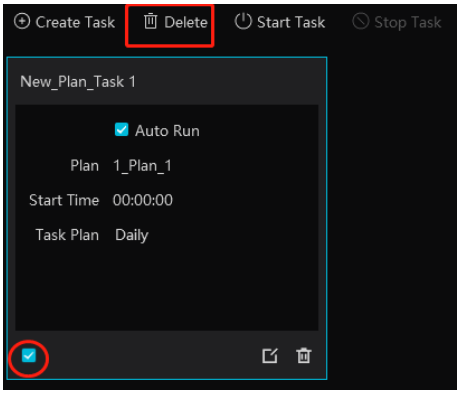


Modify or delete task



Click or to modify or delete the task.

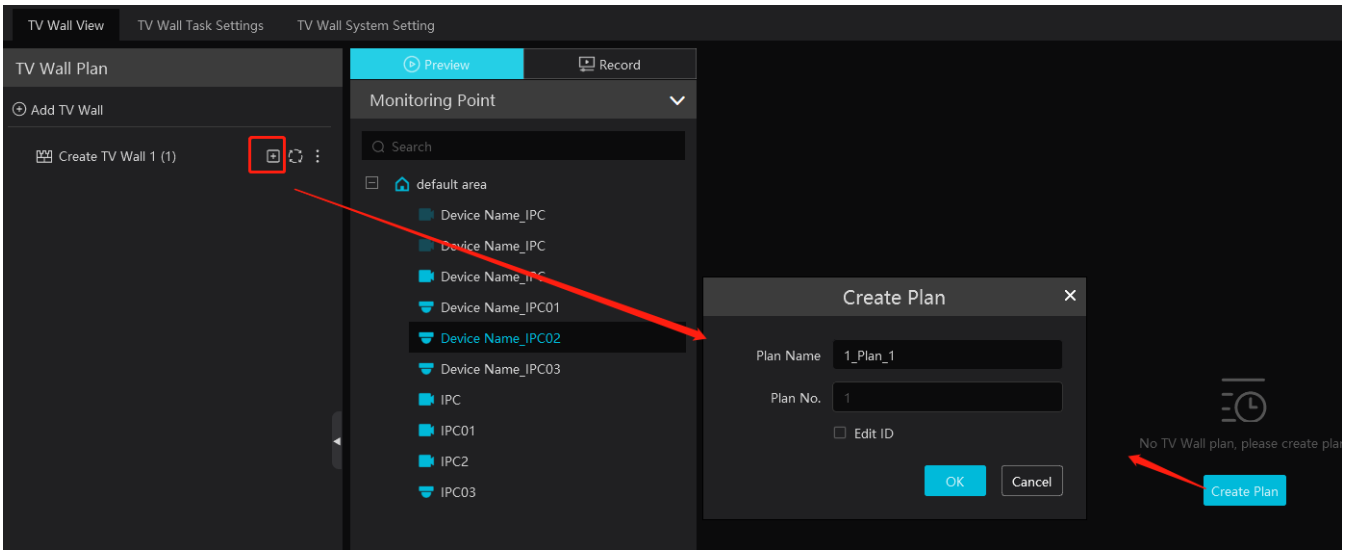
Check the task under the TV wall, and then click [Delete] to delete it as shown below.



10.5 Video Preview

◆ Create a plan

Click beside the TV wall name, or click [Create Plan], to create a new plan for the TV wall.

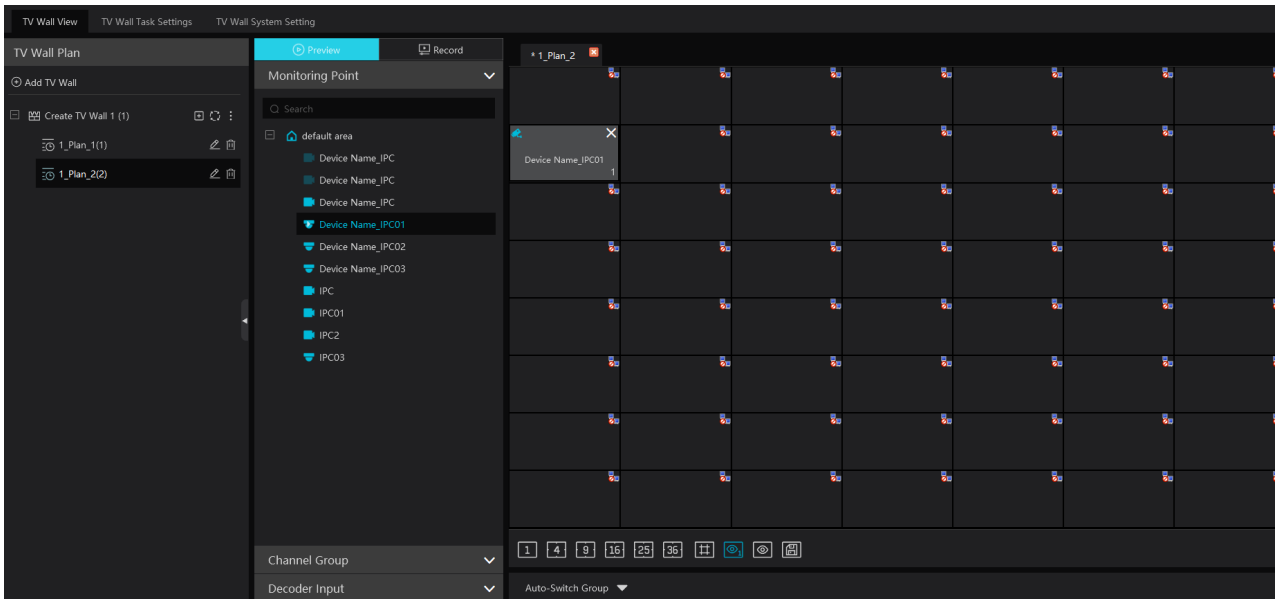


Double-click the plan name to show the plan.

Drag each monitoring point to a window to decode its image. Then click to save the plan.

◆ Configure Plan

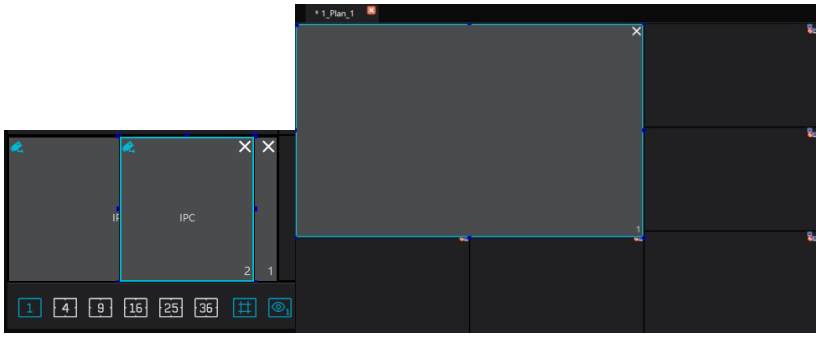
Double-click the plan to display it in the left window as shown below. Drag a monitoring point to a window to play it.



◆ Toolbar Menu

1. Screen mode：1\4\9\16\25\36 screen modes are available.
2. Open Window: Click this icon, and then drag on a window to open a new window on top of it. You can drag the new window anywhere on the large window. Click the opened window, and then drag its blue edge to resize it.

Click this icon again to stop opening other windows.



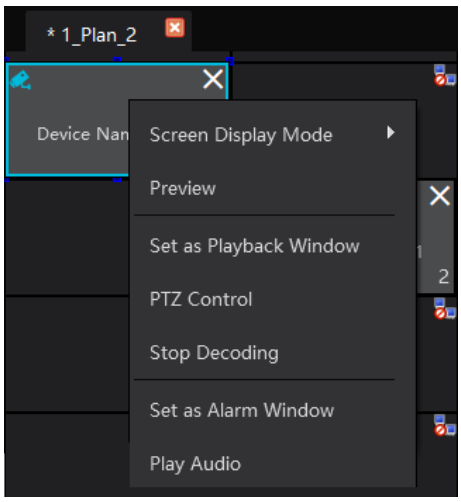
3. Show/hide ID: show or hide all ID numbers (including all channel numbers of the multi-screen display window).

4. Show/hide window ID: show or hide the ID numbers of all windows (the channel numbers of the multi-screen display window are not displayed).

5. Click [Save] to save the current plan.

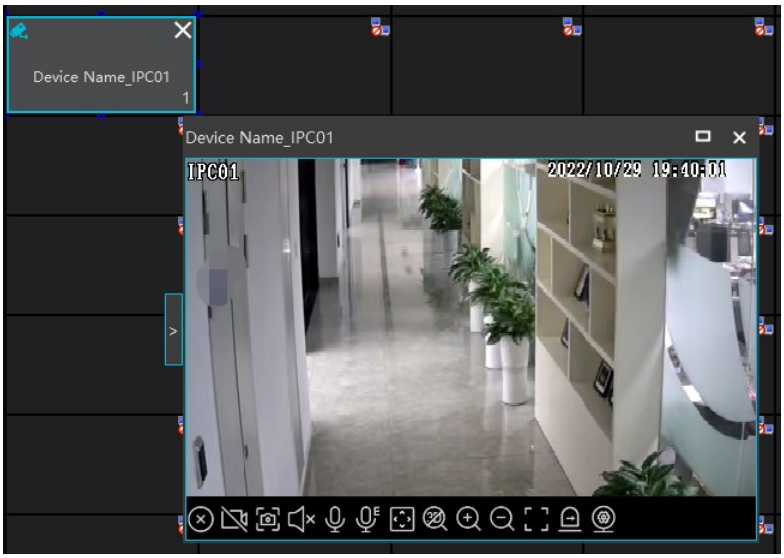
To copy a monitoring point to another window, select a window that has a monitoring point assigned, then hold down the right mouse button and drag to the other window.

◆ Right-click Menu

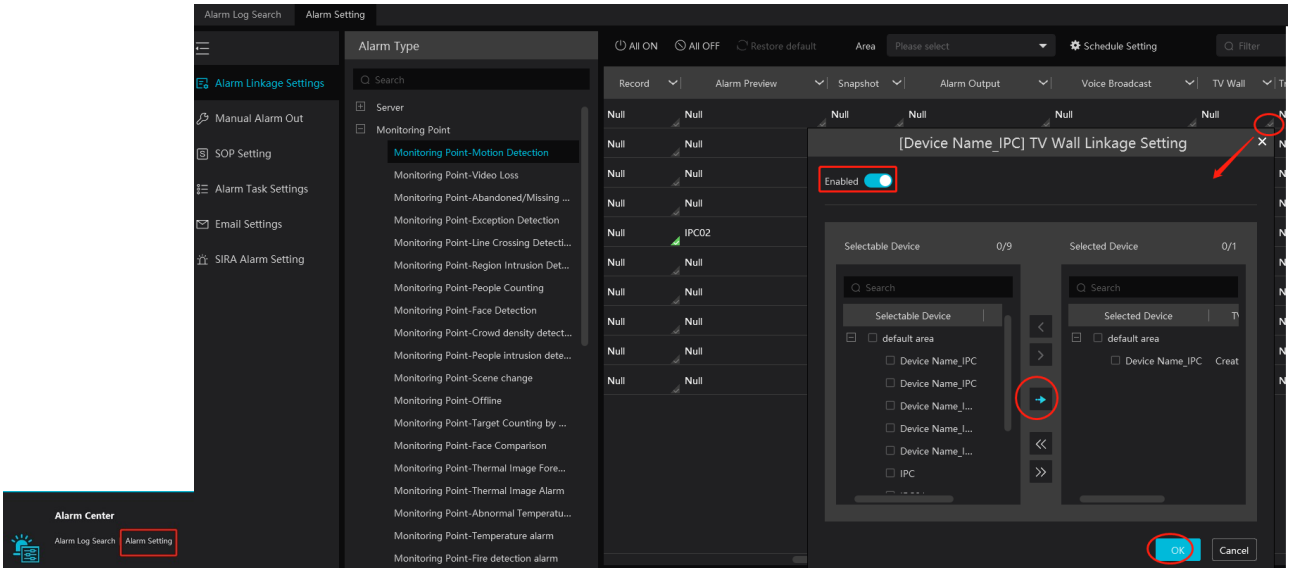


1. Screen display mode:1\4\9\16\25\36 screen modes are available.

2. Preview: click it to view the video.



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. To set the alarm linkage, go to the Home→ Alarm Center→Alarm Setting interface and select the TV wall linkage item.



4. Set as Playback Window: while decoding images, click this menu to play recordings from the current channel (using the current record source).

5. PTZ Control: click this menu to open a PTZ control panel for the current decoding window. You can control direction, zoom and focus, iris, speed, and call presets, tracks, and cruises from this panel.

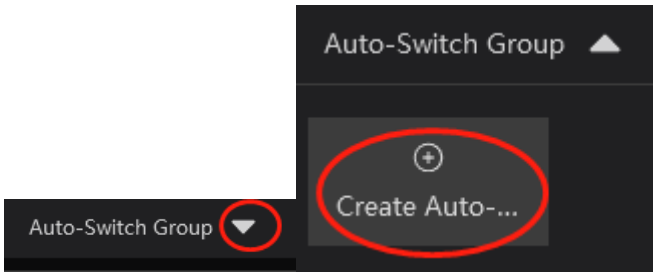
6. Stop Decoding: click it to stop decoding the current image.

7. Play audio: click it to play live audio. Click “Stop audio” to stop playing.

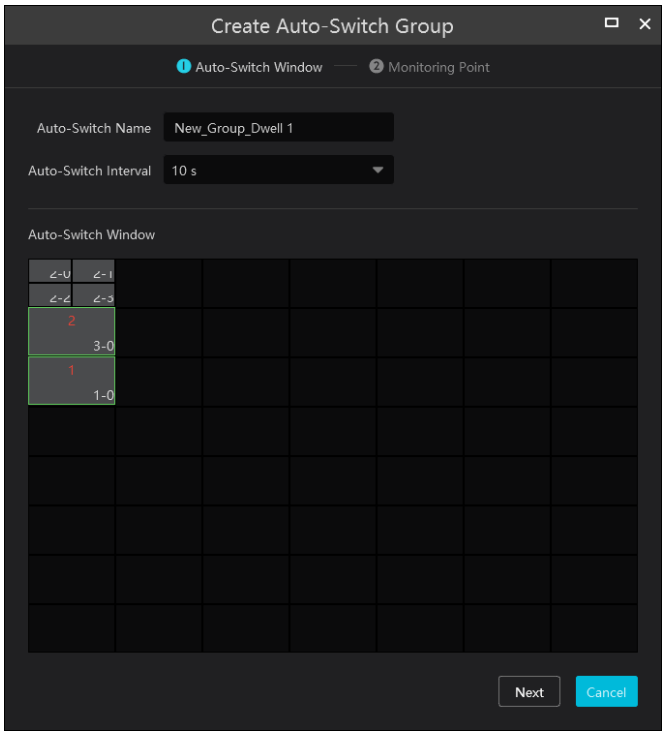
◆ Auto-Switch Group

1. Create Auto-Switch Group

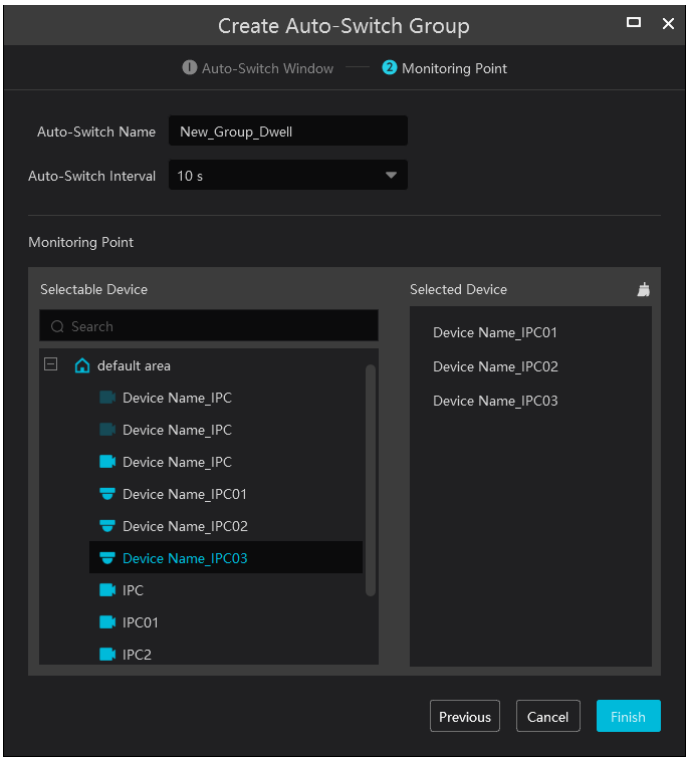
① Click Auto-Switch Group below the screen, and then click to create an auto-switch group.



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

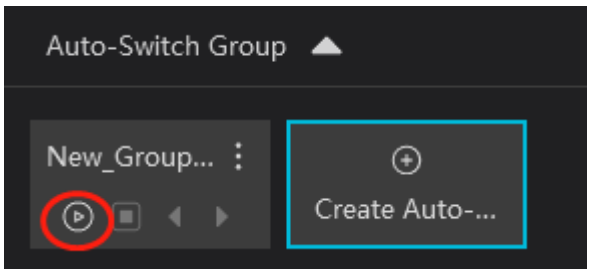


③ Click [Next] to select the auto-switch channel group.



④ Enter the auto-switch name and dwell time.

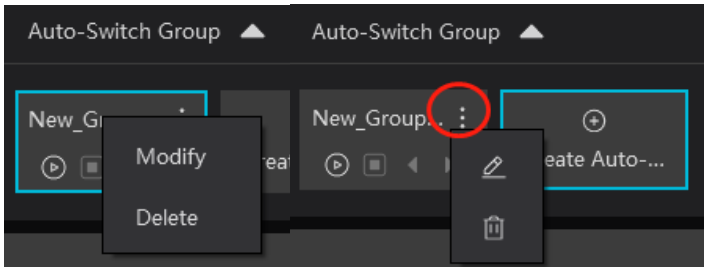
2. Execute auto-switch



Click to run the auto-switch. The specified channels will play in the specified windows in sequence.
Click to stop the current auto-switch group.

3. Modify or delete auto-switch

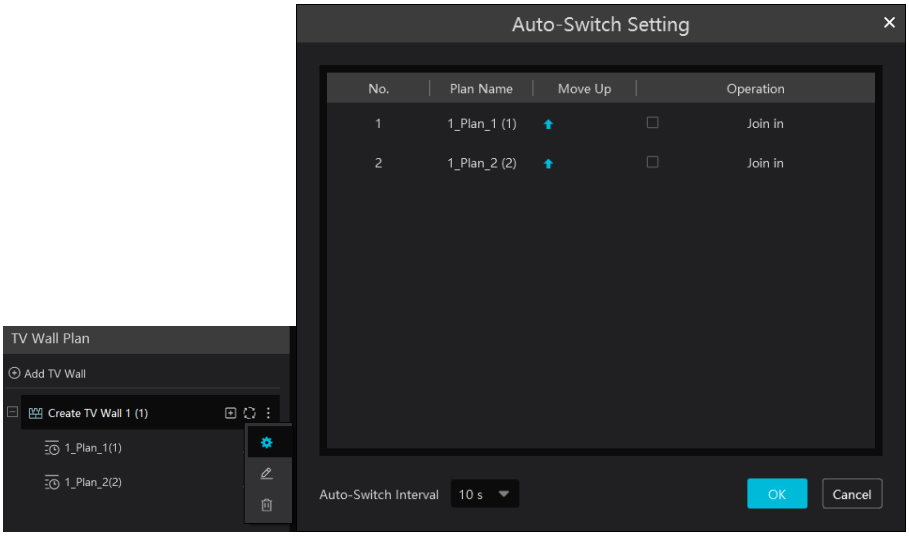
Right-click the auto-switch group name and select Modify or Delete to modify or delete the auto-switch.
Or click , and then select the corresponding icon to modify or delete the auto-switch.



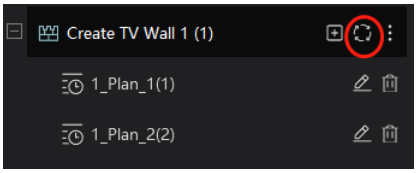
◆ Auto-switch plan

1. Create auto-switch plan

Click ⋮ next to the TV wall plan name, and then click ⚙ to set up the auto-switch. Click “Join in” to select the plan. Then set the dwell time and click [OK].



2.Start/stop auto-switch



Click ⟳ next to the TV wall name to start the auto-switch plan. Click ⟳ to stop the auto-switch.

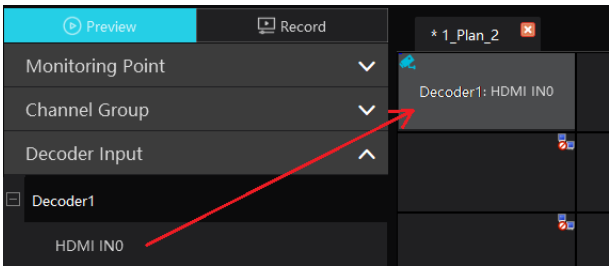
3. Modify auto-switch plan

Click ⚙ again to modify the auto-switch plan.

Note: To modify the current auto-switch plan, stop it first.

10.5.1 Decoder Input

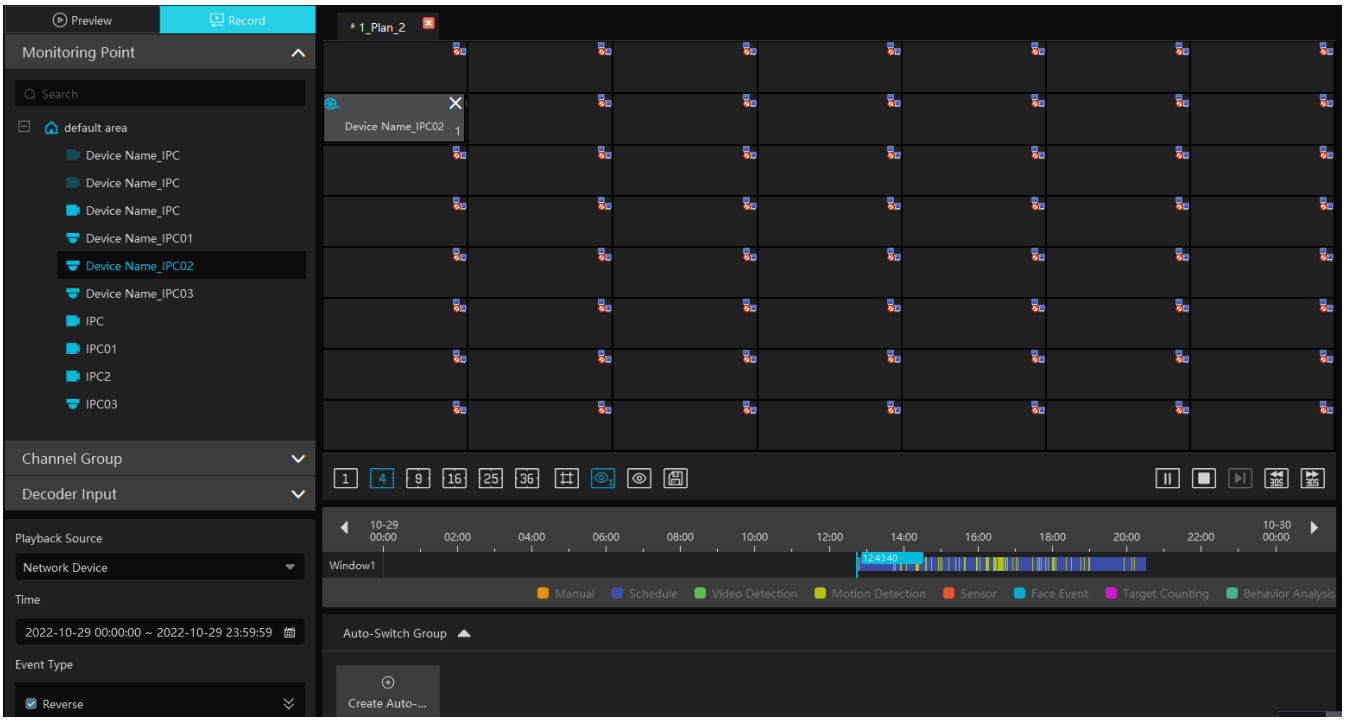
Go to Home→TV Wall Management→Decoding on TV Wall→Decoder Input. Drag an input to a window to start decoding.



10.5.2 Playback

◆ **Playback on TV Wall**

Click “Record”, select the playback source and time, check the alarm events, and then drag the cameras (or channels) to a window to search for and play the recordings.

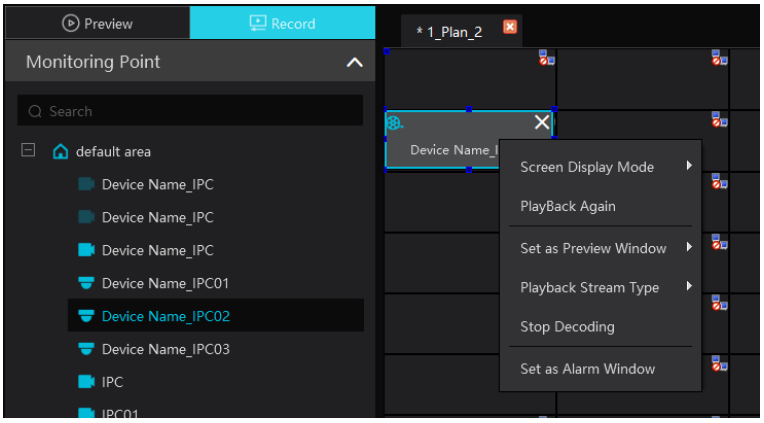


◆ **Playing control**

During playback, use the buttons above to control the recording.

Note: The playback frame rate matches the frame rate set on the device (Home→Device Setting→Stream Setting→Frame Rate).

◆ **Right-click menu**



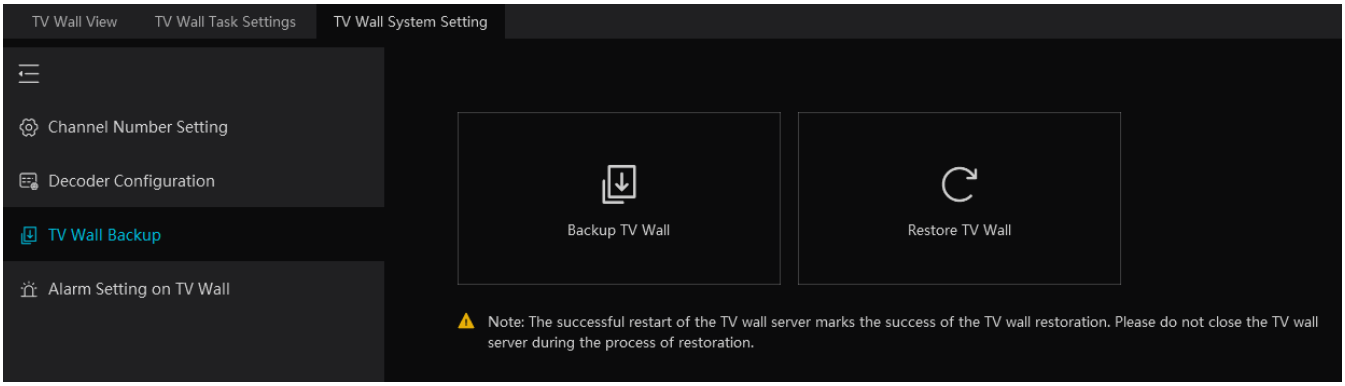
1. Screen Display Mode:1\4\9\16\25\36 screen modes are available
2. Save as an alarm window: click it to set the current window as an alarm window. The alarm linkage image will play in this window.
3. First go to the Alarm Center→Alarm Setting interface, select the alarm type, link the TV wall, and set the schedule.
4. Save as preview window: choose the current camera or the historical camera. If you select the current camera, the window displays live video from the camera currently shown on the record page. If you select the historical camera, the window displays live video from the camera last decoded in this window.
5. Playback stream type: select main stream or sub stream.
6. Stop decoding

The following picture shows an example TV Wall.

10.6 TV Wall Backup

When you import system configuration files from a previous version into a new version, the TV wall configuration file is not included, so you need to import it separately.

Click [Backup TV Wall] in the old version to back up the TV wall configuration files. Then click [Restore TV wall] in the new version to restore them.



11 Alarm Management

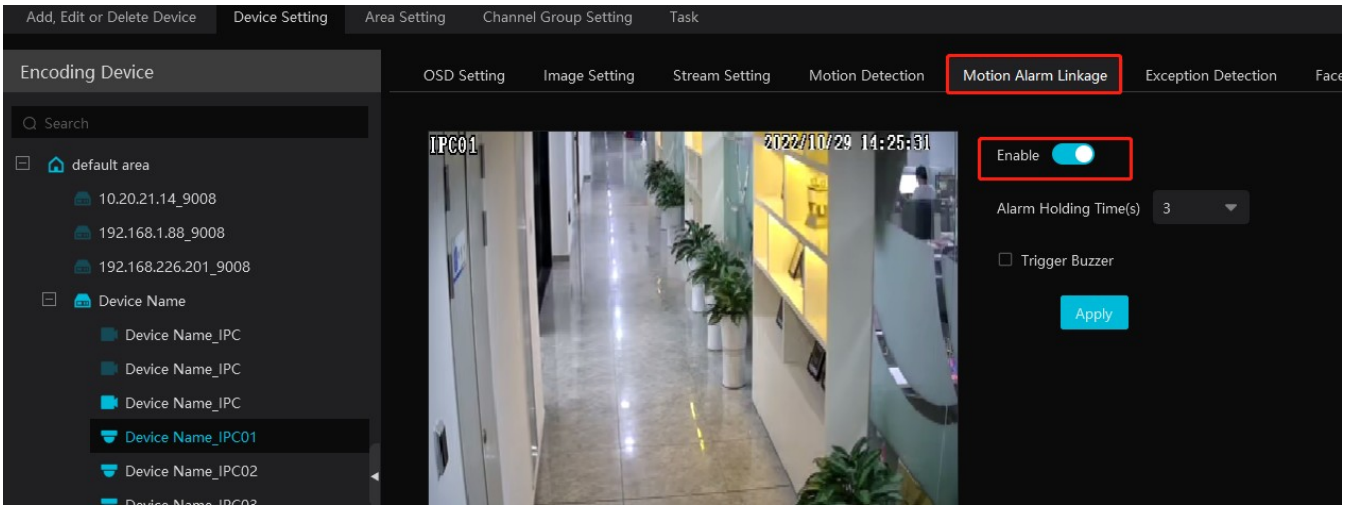
11.1 Alarm Server Configuration

The alarm server receives and records alarm information from connected devices and sends it to the relevant user terminals or devices based on your alarm settings. A default alarm server is included.

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, check its network connection.

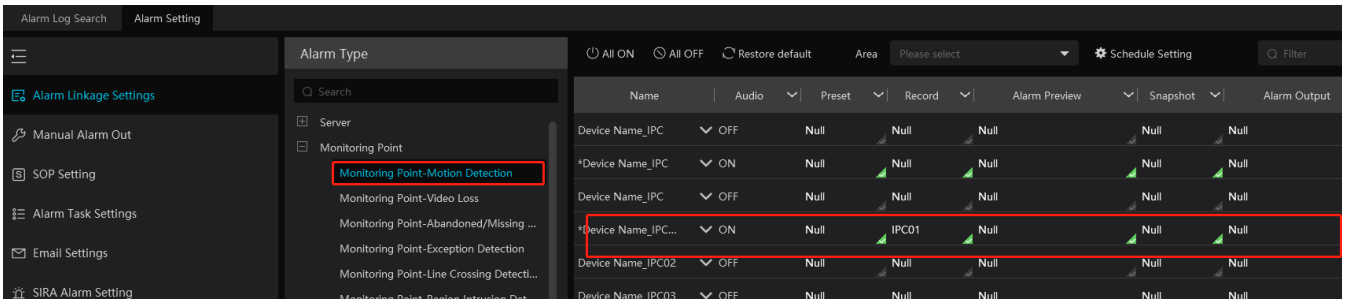
11.2 Alarm Configuration

① Go to Home→Device Setting interface.



Select the desired device and enable its alarms (see the device's user manual for detailed settings).

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

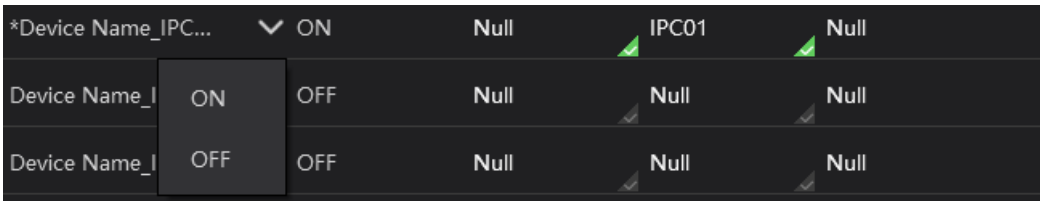


Select the area and alarm type, and then enable alarm linkages.

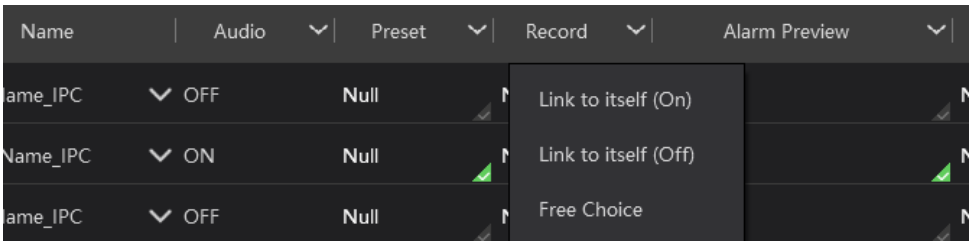
All ON: enable all alarm linkages of the current alarm type and area (schedule excluded).

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

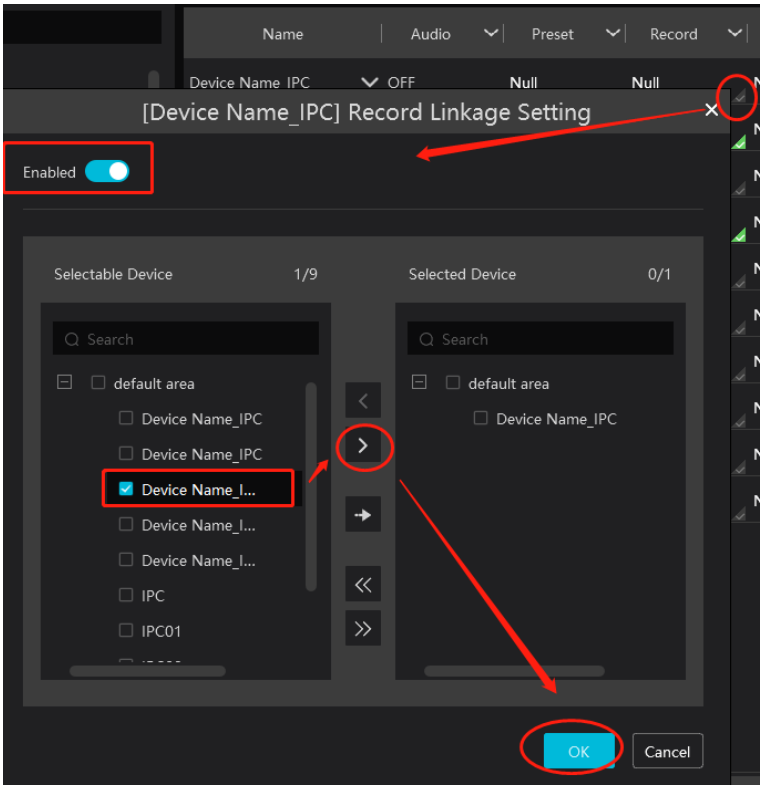
Select beside the device name and select "ON" to enable all alarm linkages of the device (schedule excluded).



Select beside a column title (such as record) to enable that linkage for all devices (schedule excluded). Select “Link to itself (On)” to quickly select the camera itself as the record camera.



The alarm linkage settings for PTZ control, record, alarm view, snapshot, alarm output, and TV Wall all work the same way. Record linkage is used as an example below.



Check an available channel and click to select it; check a selected channel and click to remove it; click to select all channels; click to remove all selected channels.
After selecting the channels, check “On”, and then click [OK] to save the settings.

Note: Before checking voice broadcast, upload the audio file first (see section 16.2.3 Audio Uploading Settings for details).

Before checking Email, set the sender’s and recipient’s email addresses first (see section 11.5 Email Settings for details).

Before checking SOP, set up the SOP first (see section 11.3 SOP Settings for details).

③ Set the alarm schedule. Select a schedule for the desired device. 7*24 and 5*24 are the default schedules; other schedules must be set up in advance on the “Schedule Setting” tab (see Schedule Recording→To set schedule for details).

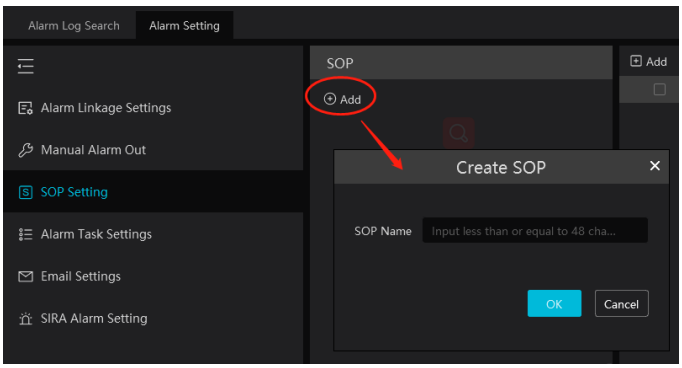
Note: 1. Alarm linkage items related to face recognition can be set separately, including face comparison alarm linkage, stranger alarm linkage, block list alarm linkage, visitor alarm linkage, and VIP alarm linkage.

2. You can configure alarm linkage items for a DVR/NVR combined alarm in the platform. If the combined alarm is set up after the NVR/DVR has been added to the platform, the platform cannot receive the combined alarm data automatically. Reboot or reconnect the NVR/DVR, and the platform will then list the device under the “Encoding device-combined alarm” alarm type.

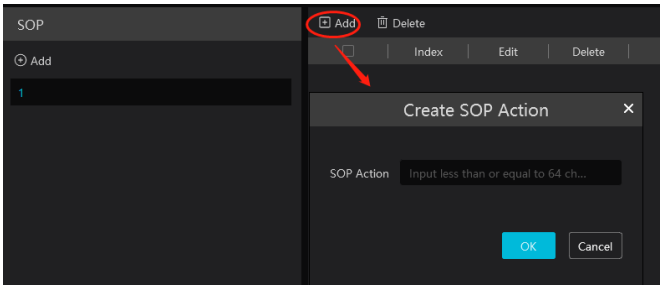
11.3 SOP Settings

Click the “SOP Setting” tab in the alarm center interface to open the interface shown below.

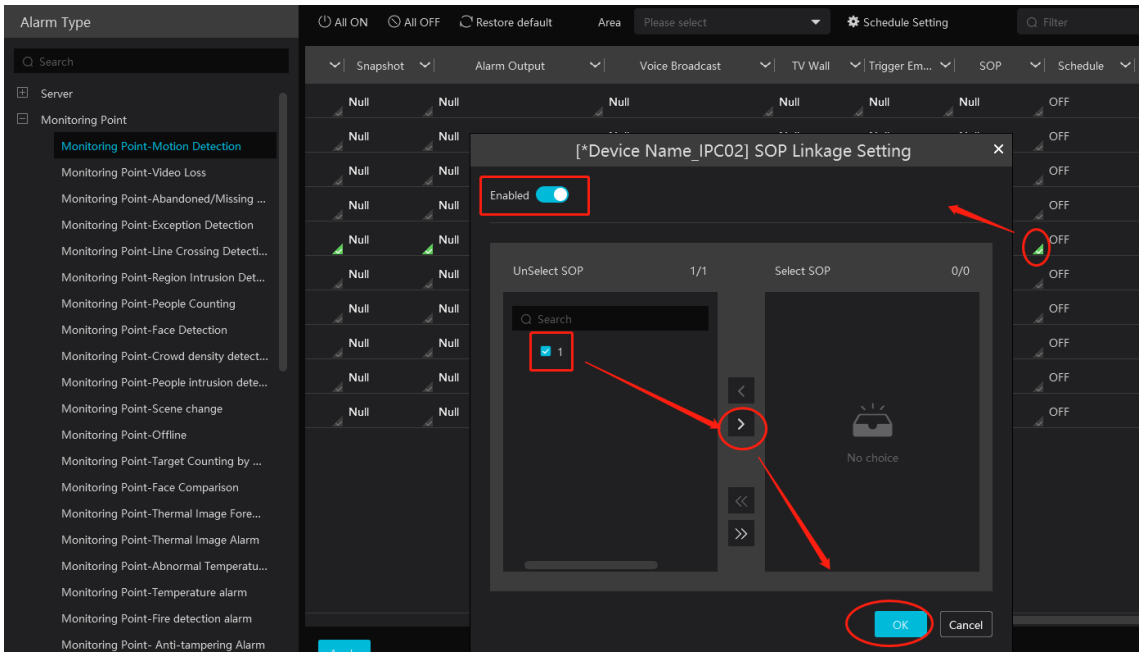
1. Click Add to add an SOP name.



2. Click Add to create an SOP action.



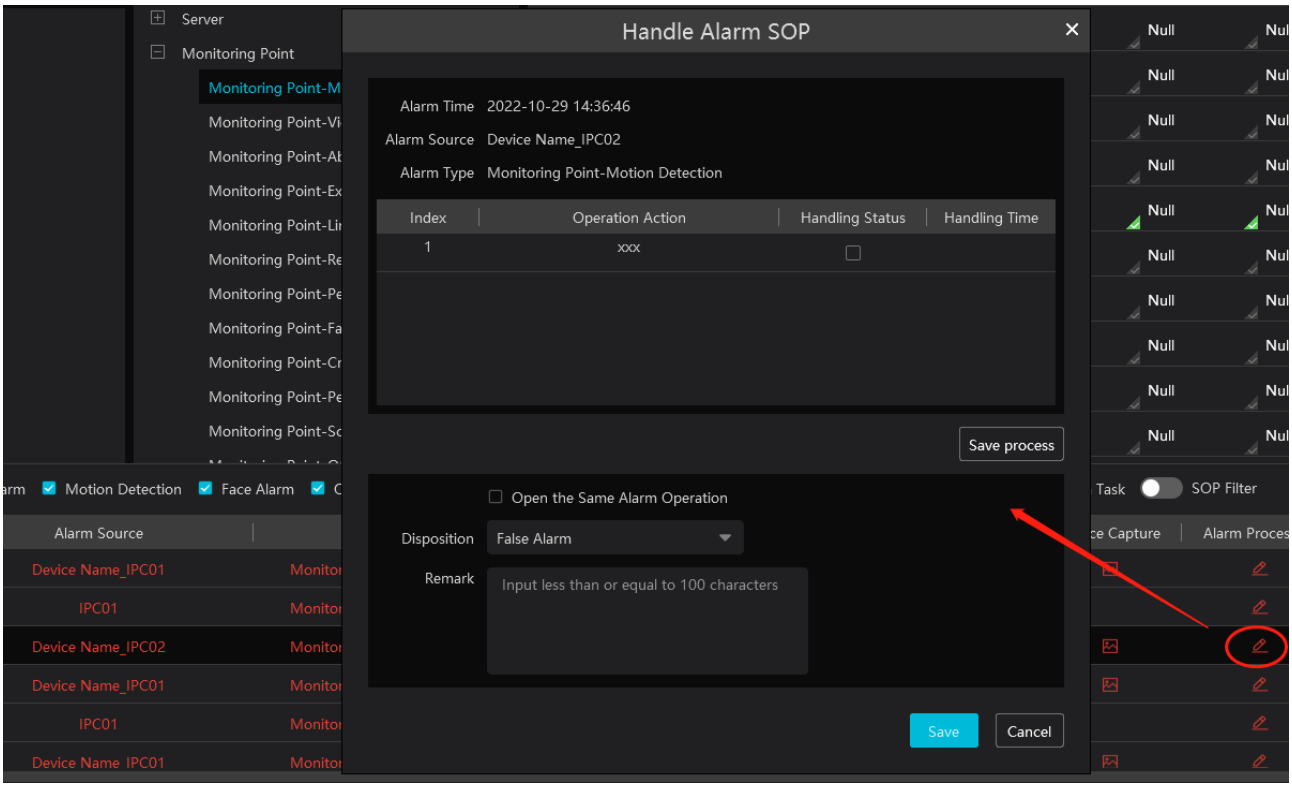
3. In the alarm linkage settings interface, select the alarm event and enable SOP for the relevant device.



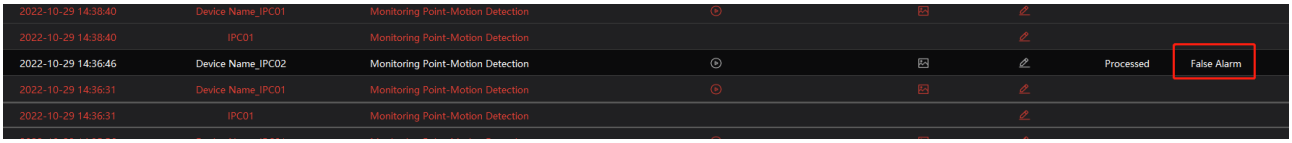
4. Click 99+ to expand the alarm list.

5. Click to handle the alarm. Select the SOP action, and then click “Save Process”. Then choose a disposition and enter a remark as needed.

Dispositions include: False alarm, true alarm, customer test, technical event, service test.

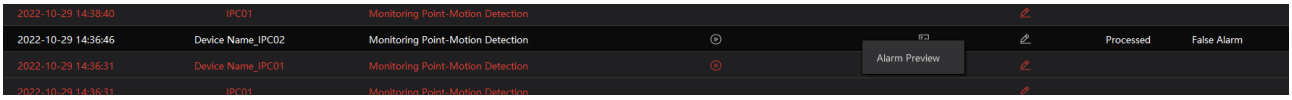


After the alarm is processed, the handling status and disposition are shown as below.



If “SOP Filter” is enabled, only alarm events from channels with an SOP set are listed.

If “Alarm Preview” is set for the monitoring point, select the alarm item, right-click, and choose “Alarm Preview” to jump to the alarm preview interface.



11.4 Alarm Task Settings

In this interface, you can set the leaving alarm task.

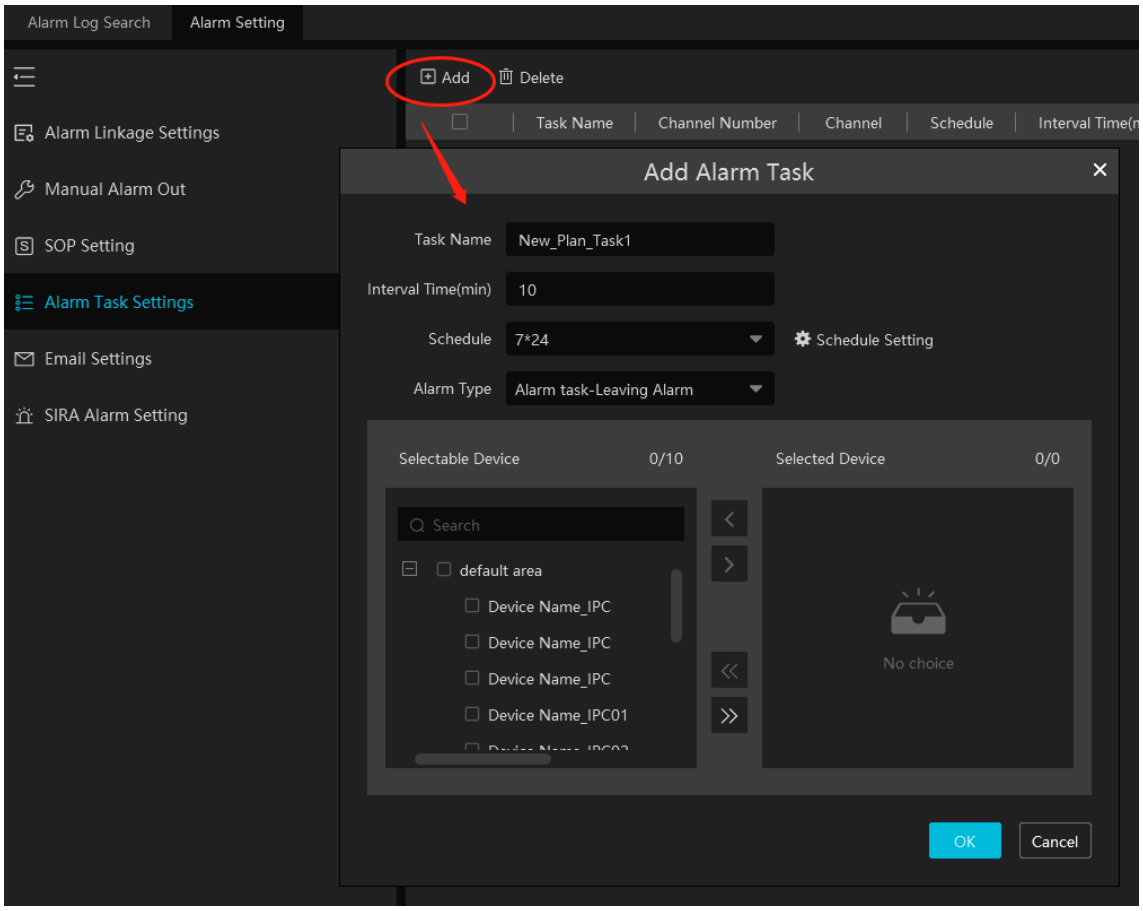
Leaving alarm: When someone leaves the predefined area and does not come back within the set time, the system performs the alarm linkages.

To set a leaving alarm task:

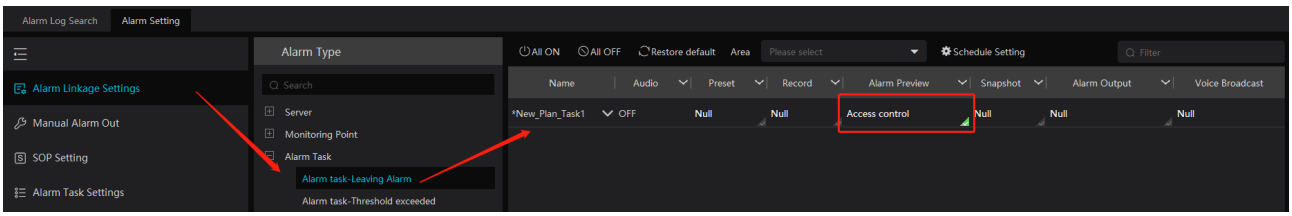
1. Open the Alarm Task Setting interface.
2. Click [Add] to add an alarm task.

   Set the task name, interval time, and schedule, and choose the camera.

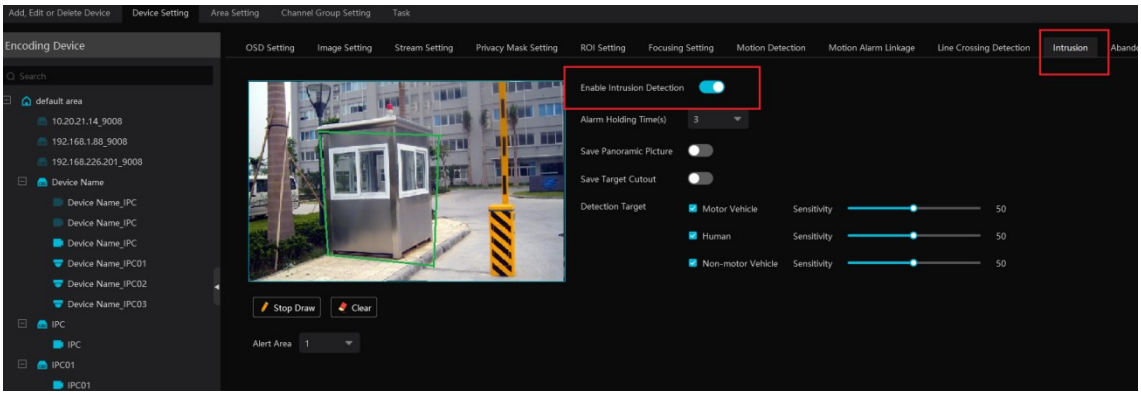
   Multiple cameras can be added to an alarm task.



3. Set the alarm linkage items. In the alarm linkage settings interface, select “Alarm task-Leaving Alarm” as the alarm type. Then enable the desired alarm linkage (such as “Alarm preview”) and set the schedule.



4. Go to the Device Setting interface to enable Intrusion and set the detection area.



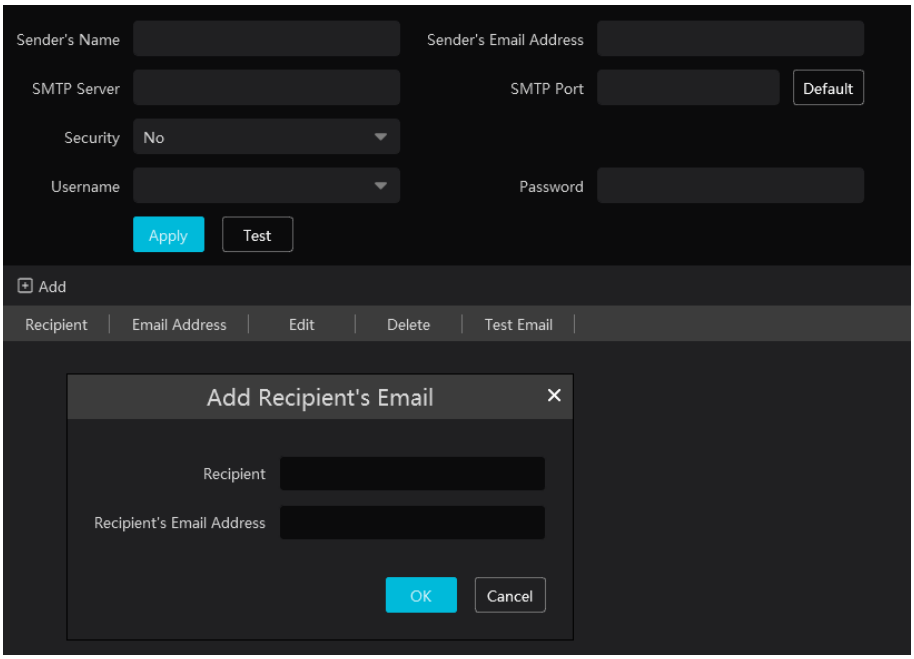
Note:

1. The selected camera must support intrusion detection and have it enabled; otherwise, the leaving alarm will not work. If the camera supports vehicle/people classification, check “Human” as the detection target.
2. Once the leaving alarm task is set and intrusion is enabled on the camera, a person who enters the predefined area and stays there is considered “ON Duty”, so no leaving alarm is triggered and the intrusion alarm is not shown in the alarm list. If that person leaves and does not return within the set time (interval time), or no one appears within the set time, the leaving alarm is triggered.

11.5 Email Settings

Alarm information can be sent to a specified email address once the Email parameters are set.

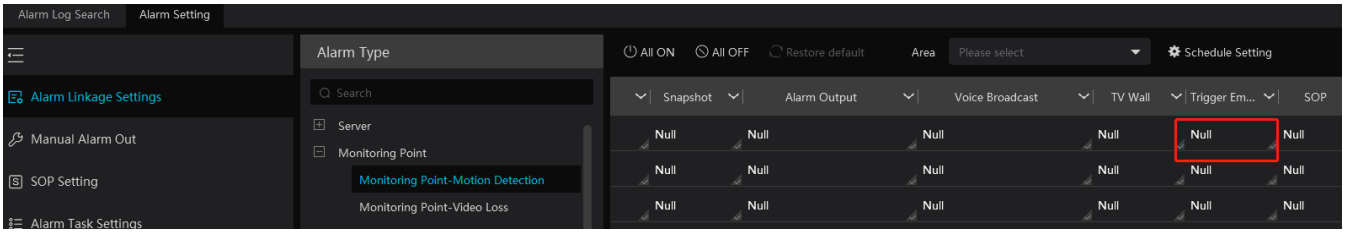
Click Home→Alarm Center→Email Setting to open the following interface. Add the sender’s and recipient’s email information here.



In the sender’s Email information area, fill out the information, and then click “Apply” to save the settings.

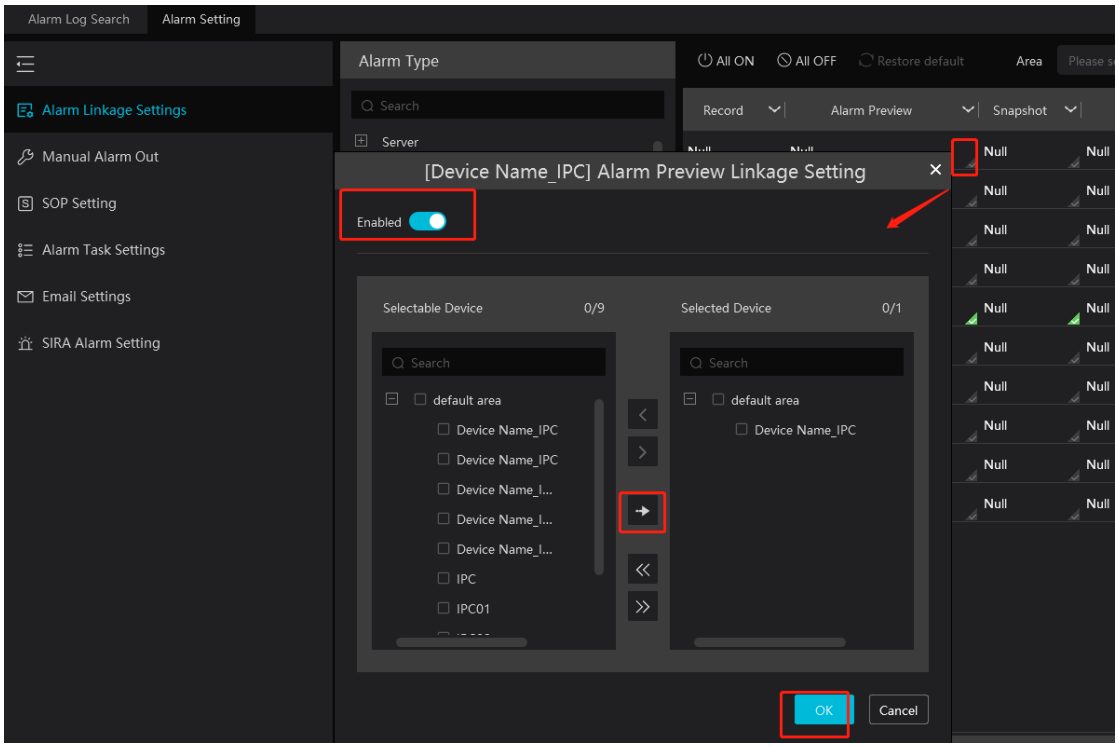
Click the [Add] button to add recipient information.

You can then select Email as an action in the alarm linkage setting interface.

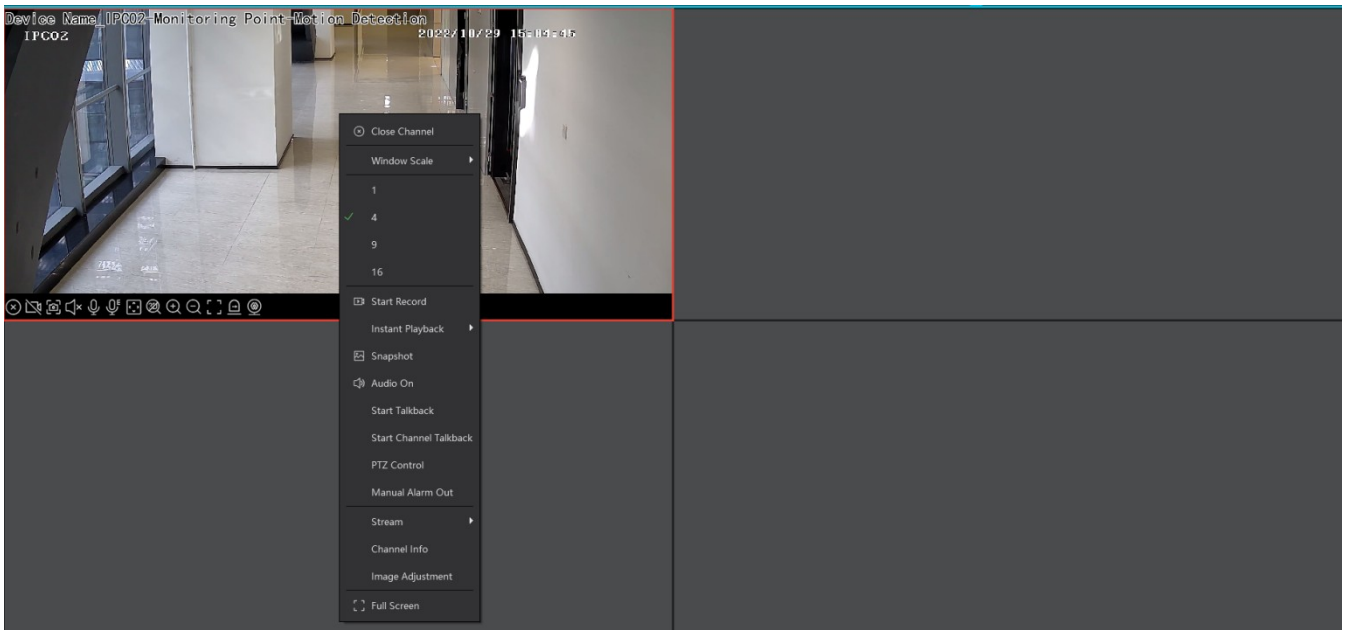


11.6 Alarm View

Once the alarm preview linkage and schedule are set, the alarm view window pops up when an alarm is triggered. For a walkthrough, see our video on setting up alarm alerts in the VMS software.

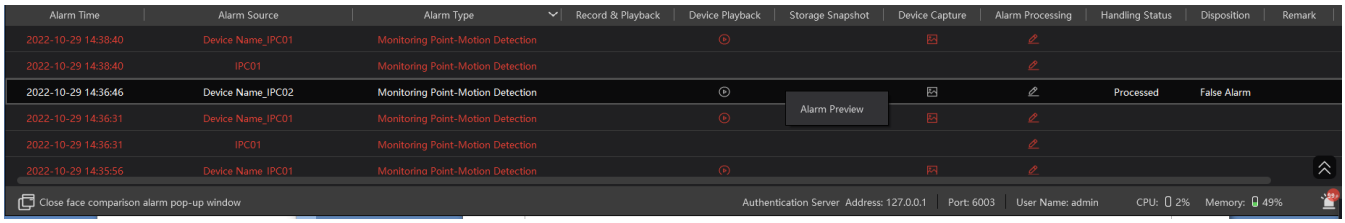


In the alarm preview interface, right-click the preview window to select a multi-screen display mode, as shown below.

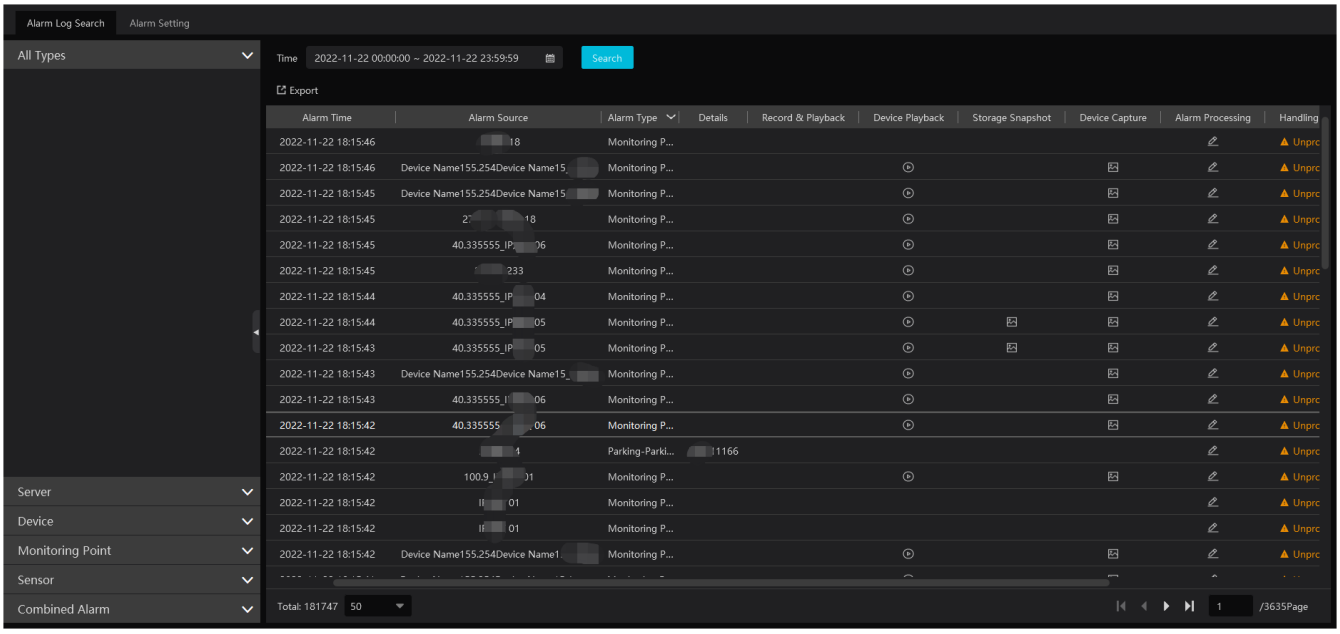


Click in the bottom right corner to expand the alarm list as shown above. Hover the cursor over the top edge of the alarm list until a two-way arrow appears, and then drag up or down to enlarge or shrink the list.

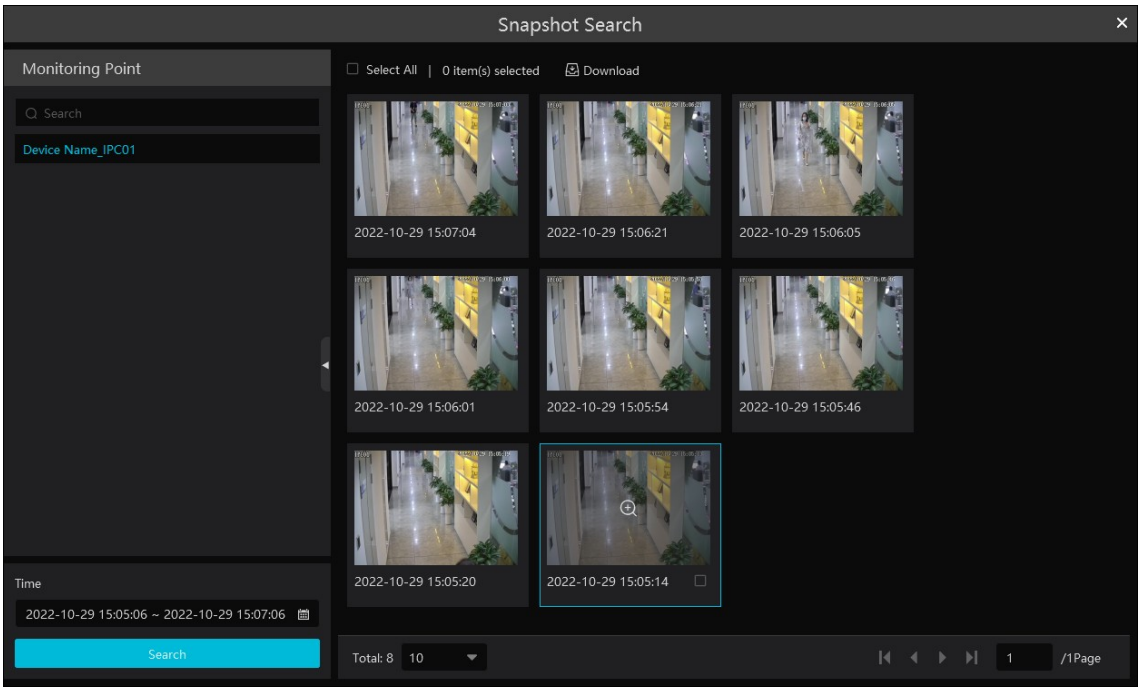
Click or to play the recording or view the captured images.
Right-click an alarm item to display the menu shown below. Click “Alarm Preview” to jump to the alarm preview interface.



11.7 Alarm Log



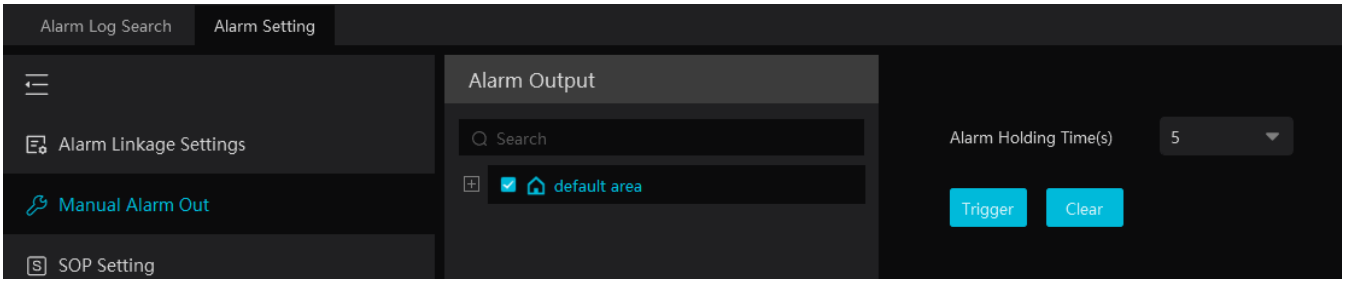
Click to play the recording; click to open the snapshot search window as shown below.



Check the image, and then click “Download” at the bottom of the interface to download it.

11.8 Manual Alarm Out

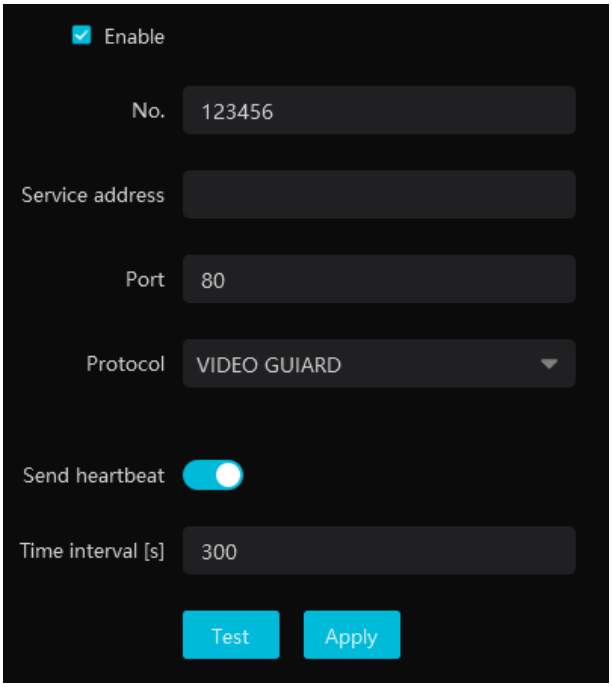
Click the “Manual Alarm Out” tab to open the following interface.



Select the camera, set the alarm holding time, and then click [Trigger] to manually trigger the camera’s alarm output; click [Clear] to manually turn it off. To learn more, see our video on 6 ways to trigger an IP camera alarm relay output.

11.9 SIRA Alarm Settings

You can connect to the SIRA Web Service through the platform’s alarm server. Once connected, alarm server data, including video loss, network disconnection, disk full, disk error, and storage server online/offline information, is sent to the web service.



Fill out the information above using the details of your Web Service. After a successful test, click “Apply” to save the settings.

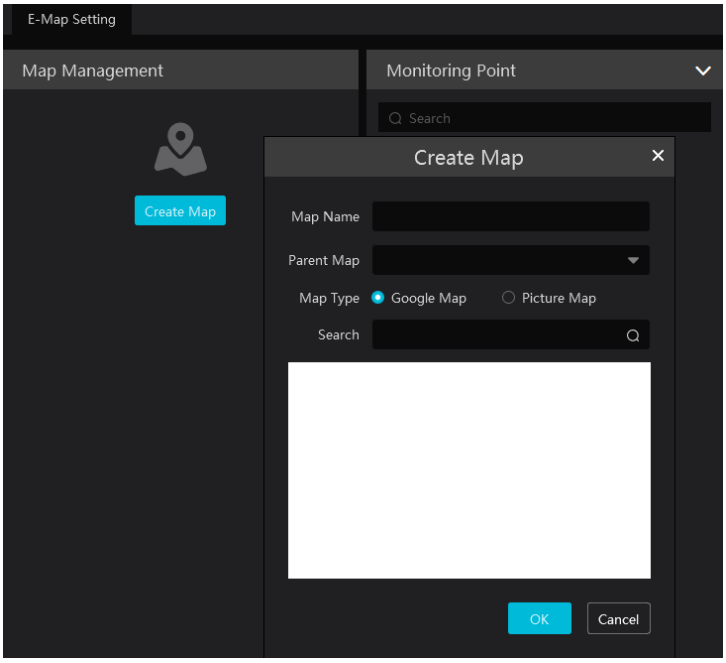
12 E-Map

The e-map service stores the system's e-map information, so clients logged in from any location share the same e-map.

12.1 E-Map Settings

12.1.1 Create E-Map

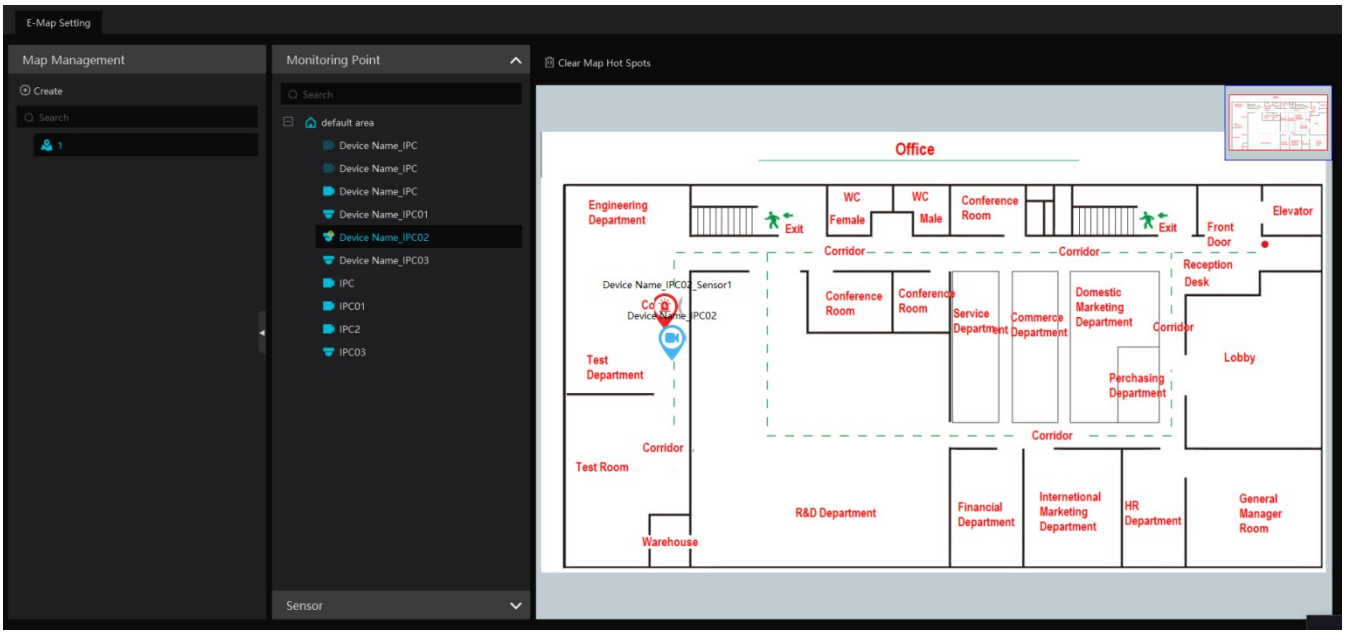
Go to the Home→E-Map Setting interface. Click [Create Map] to create a map.



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

12.1.2 Add Hotspot

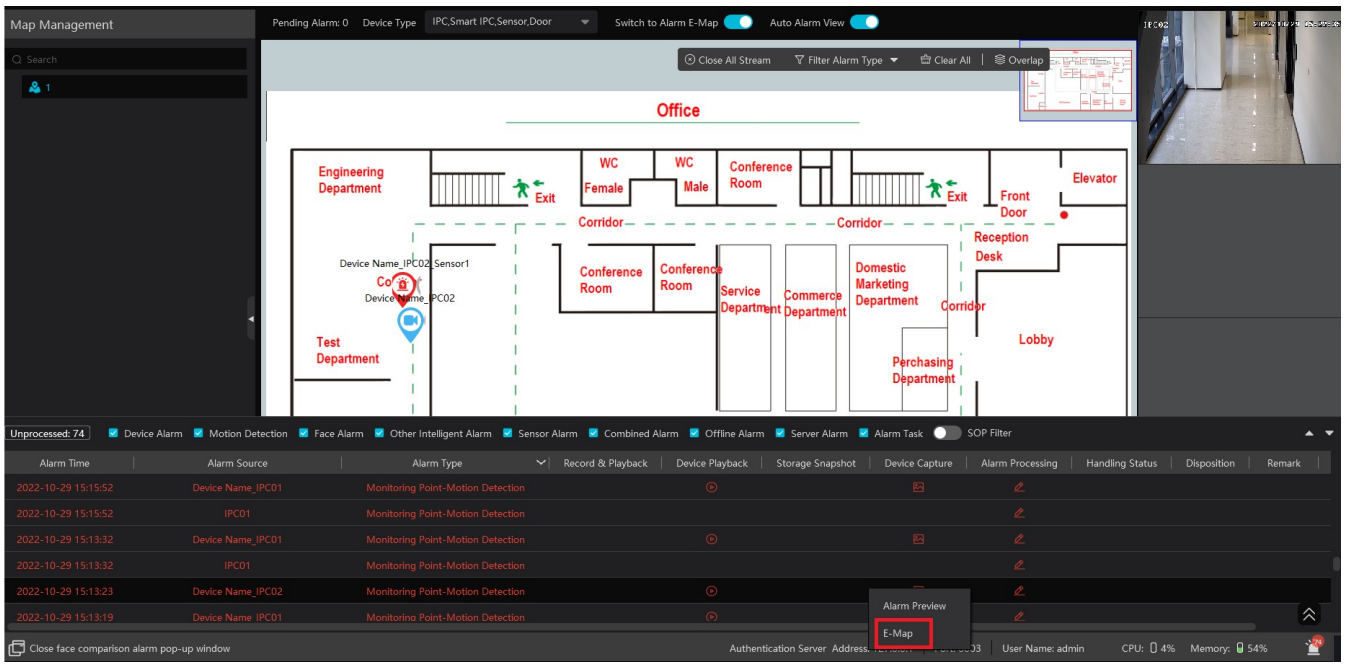
Hotspots include monitoring points and sensors. Drag a hotspot to the matching area on the map as shown below.



Place the cursor on the map name to display several icons. Click to add a sub map. Click to change the map name or its parent map.

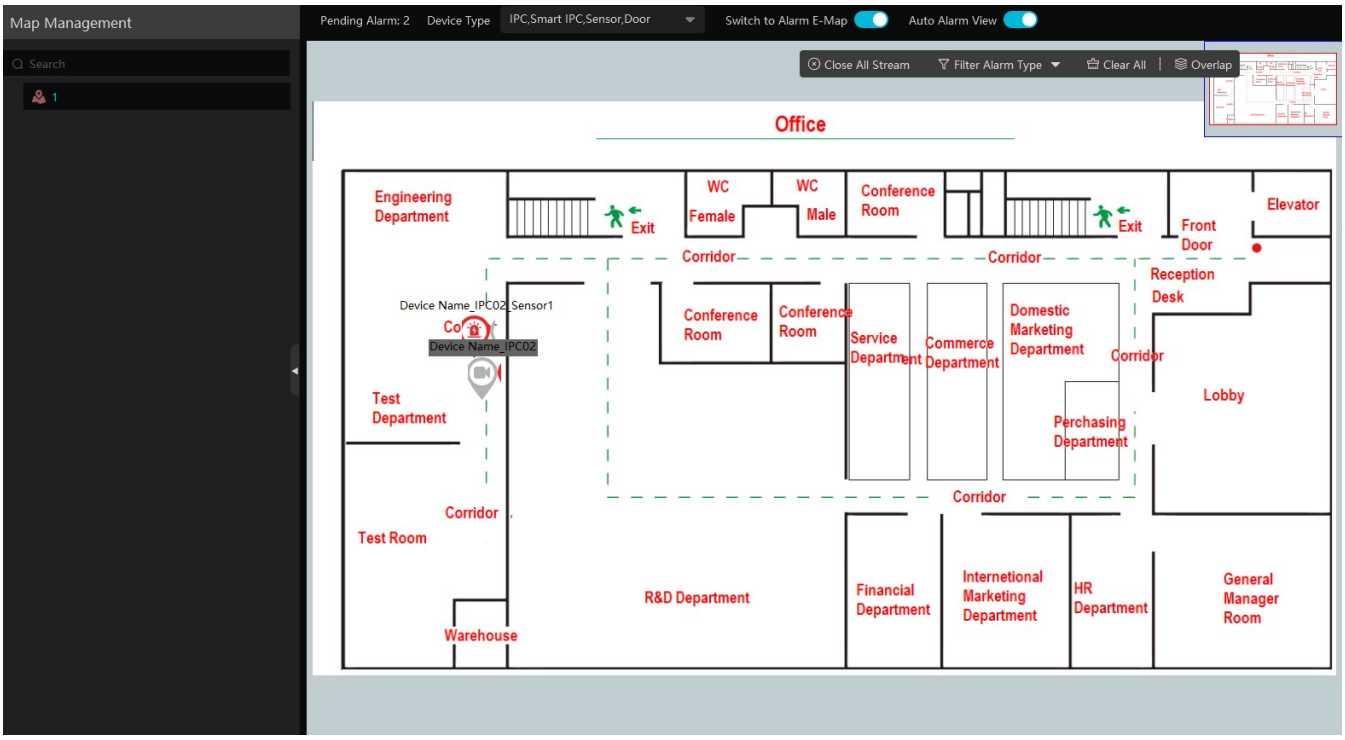
Click to delete the added map.

Click at the bottom of the interface, and then right-click a hotspot alarm item. Select “E-Map” to jump to the E-map monitoring interface.



12.1.3 E-Map Monitoring

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



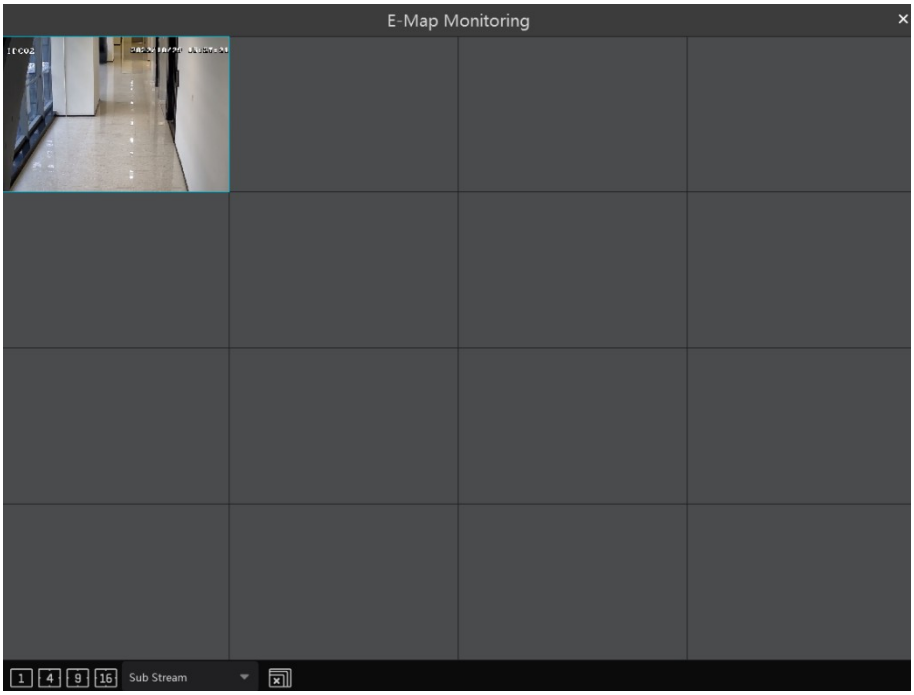
Switch to Alarm EMap: if enabled, the system automatically switches to the E-map where the alarm occurs.

Auto Alarm View: if enabled, the monitoring video automatically pops up in the right window when an alarm is triggered.

Place the cursor on the preview window (right panel) to display a toolbar. Click ⊗ to close the preview. Click “Close All Stream” to stop all previews. Click “Overlap” to overlay the preview window on the map.

You can also click [Filter Alarm Type] to filter by alarm type.

To play multiple cameras, drag the window in the right panel further to the right to open a separate monitoring interface. Then choose the screen display mode as needed.



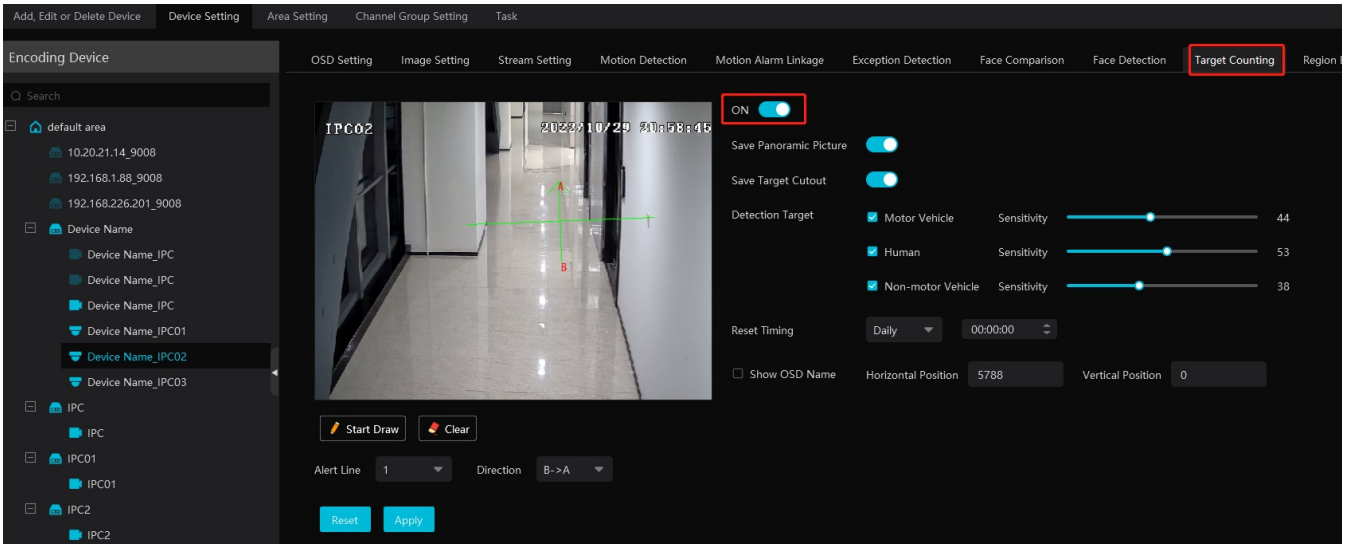
13 Target Counting

13.1 Task Management

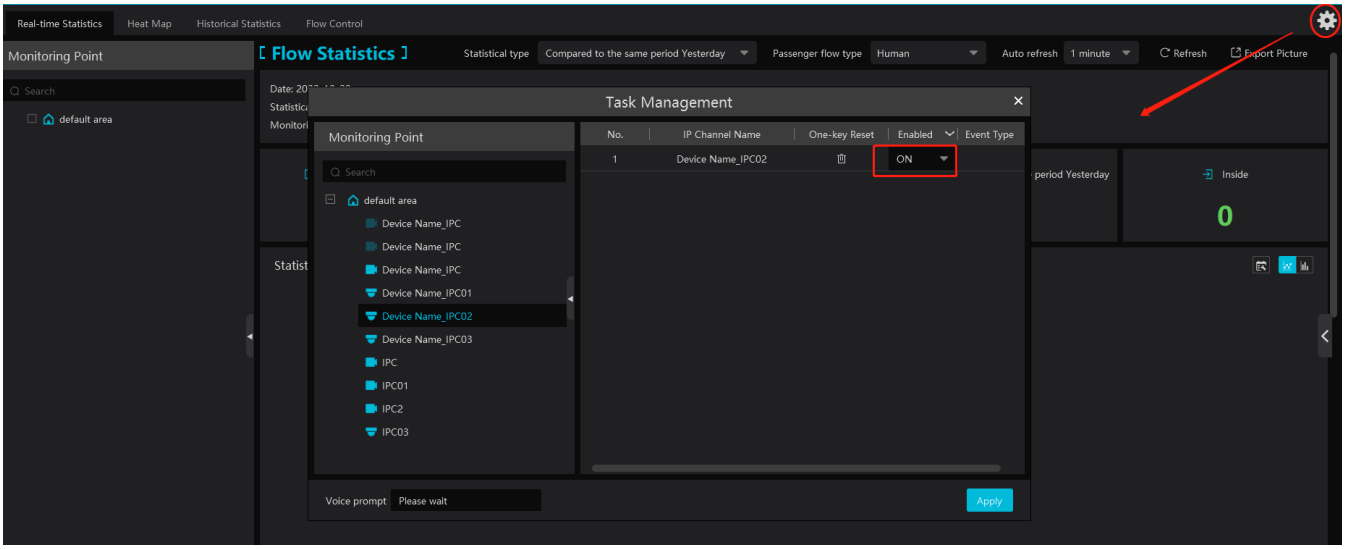
1. Enable the “Target Counting” function on the IPC.

Note: The target counting function must be enabled on the added camera. For setup examples, see our people counting camera and traffic counting camera videos.

IPC with Target Counting function



2. Go to the Home→Target Counting interface. Click ⚙ to open the following interface. Select the camera with the target counting function and enable it. Then click [Apply] to save the settings.

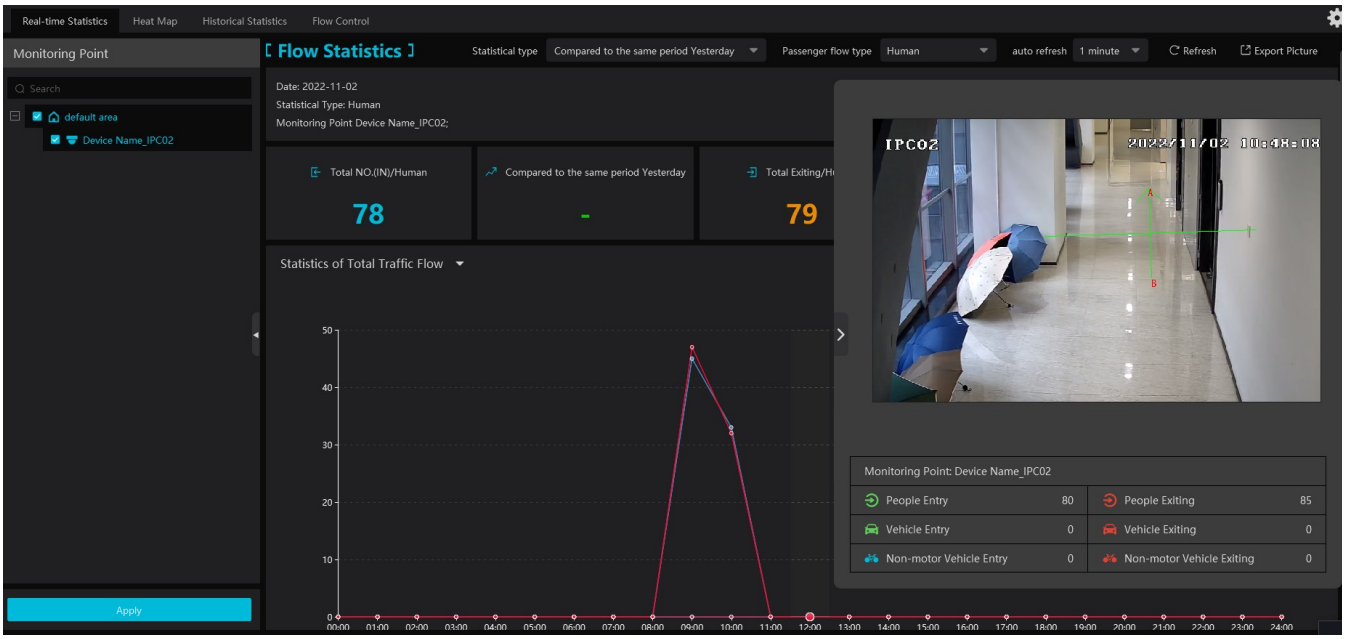


13.2 Real-time Statistics

Go to Home→Target Counting→Real-time Statistics. Double-click a camera with the target counting function to view its live image. The

camera automatically counts the people/motor vehicles/non-motor vehicles crossing the predefined line, and the system automatically analyzes traffic flow trends.

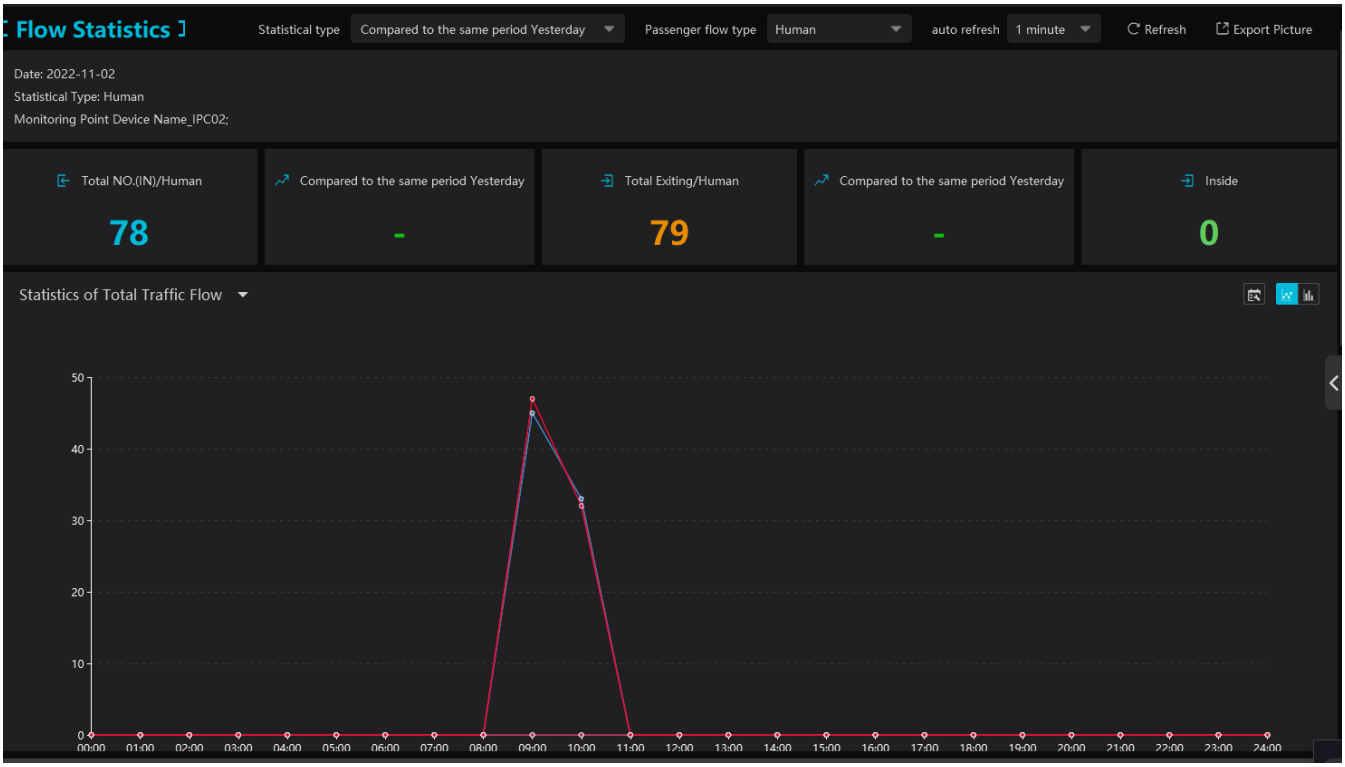
Before viewing the statistics, go to the Home→Resource Management→Device Setting→Target Counting interface to set the alert line, entrance/exit, detection target, etc.



Select the type as needed to view the flow trend. Click

to refresh the current statistics.

Set the auto refresh interval: The system automatically refreshes the statistics at the set interval.



In the interface above, you can view statistics for people/vehicles entering or exiting. Scroll down to view traffic flow statistics in pie

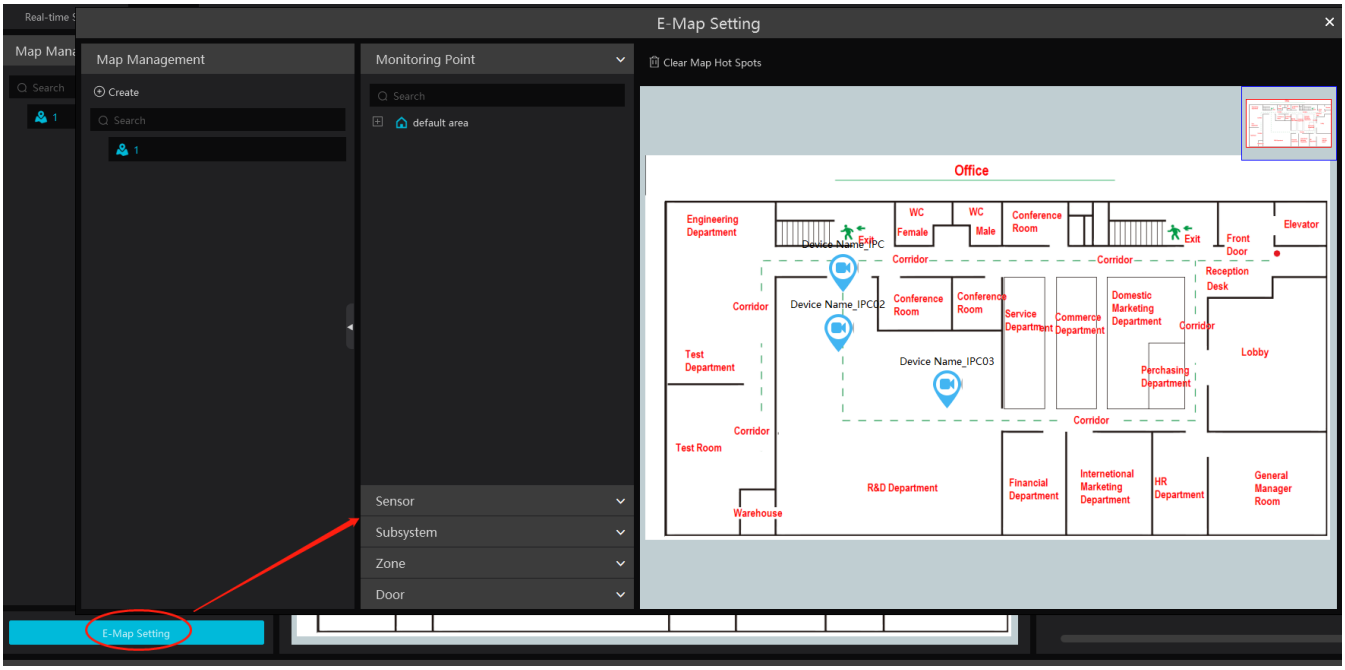
charts and tables.

Location Name	Type	00:00~01:00	01:00~02:00	02:00~03:00	03:00~04:00	04:00~05:00	05:00~06:00	06:00~07:00	07:00~08:	Subtotal	Average
Device Name_IPC02	Enter	0	0	0	0	0	0	0	0	78	3
	Out	0	0	0	0	0	0	0	0	79	3
Total	Enter	0	0	0	0	0	0	0	0	78	3
	Out	0	0	0	0	0	0	0	0	79	3
Average	Enter	0	0	0	0	0	0	0	0	78	-
	Out	0	0	0	0	0	0	0	0	79	-

13.3 Heat Map

Go to the Home→Target Counting→Heat Map interface.

Create a map first.



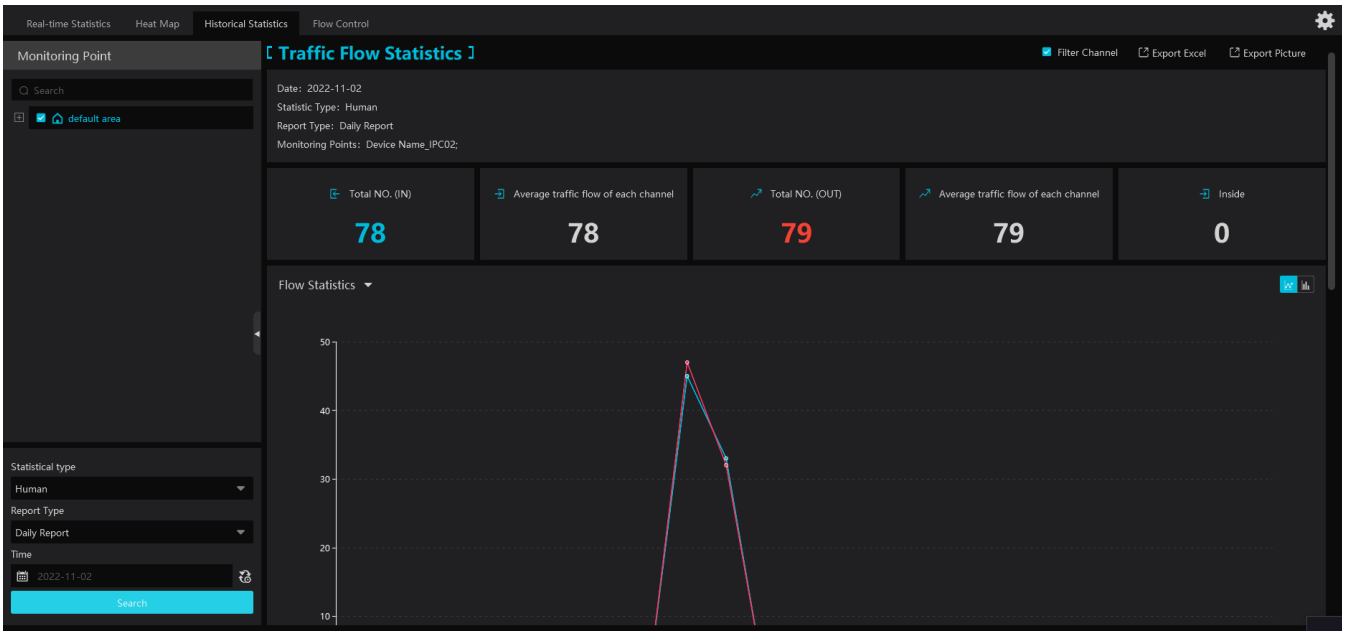
Drag the camera with the target counting function to the specified area.

Place the cursor on the camera icon to see detailed flow statistics.

The deeper the red color, the more targets (human/vehicle) have gathered there.

13.4 Historical Statistics

Go to Home→Target Counting→Historical Statistics. In this interface, you can search statistics over a long period of time and display them as a table or line chart. You can also view statistics for different targets here.

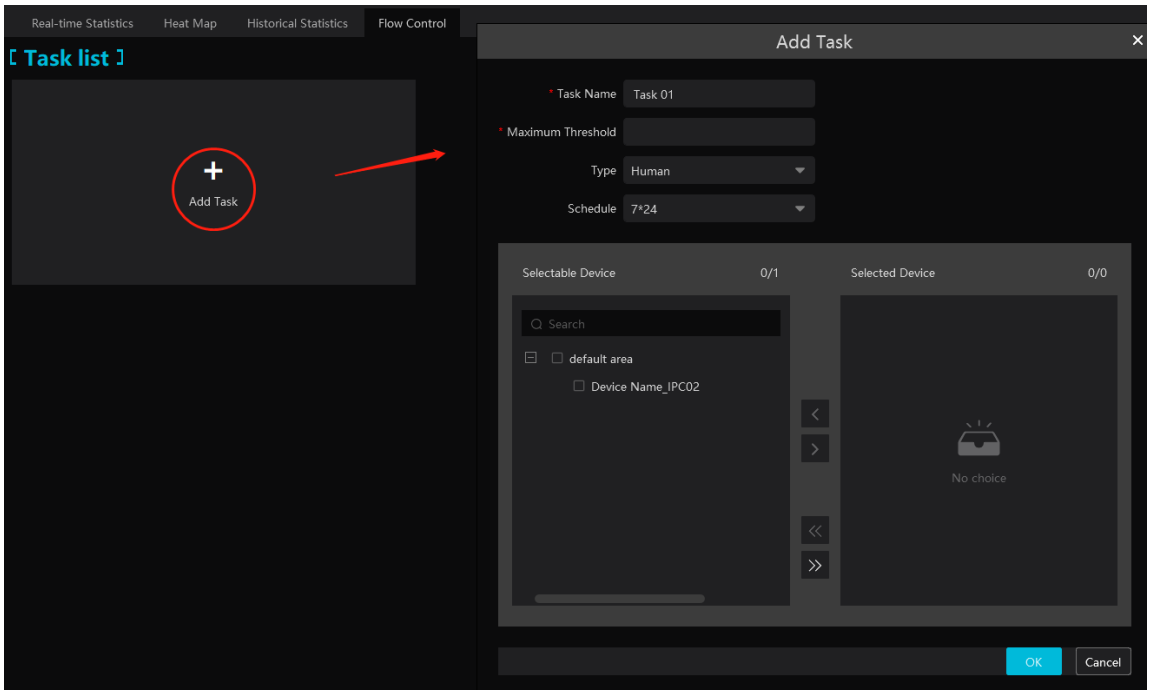


13.5 Flow Control

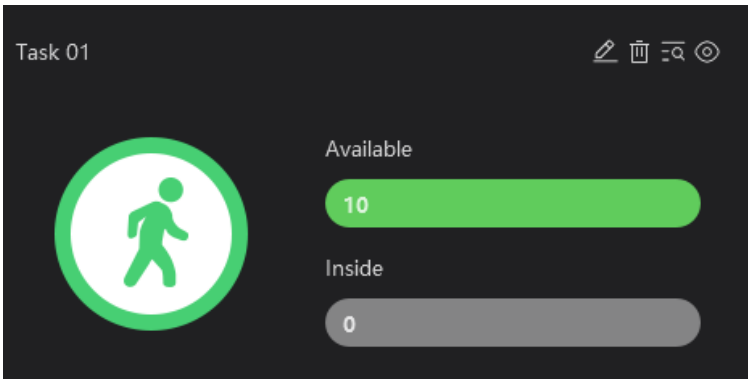
Flow Control: Control the number of people/vehicles entering or exiting a specified area to avoid overcrowding. When the number of people/vehicles in the area exceeds the threshold, an alarm is triggered and a no entry icon is displayed.

Click Home→Target Counting→Flow Control to open the following interface.

Click ✚ to add a task. Multiple tasks can be added as needed.

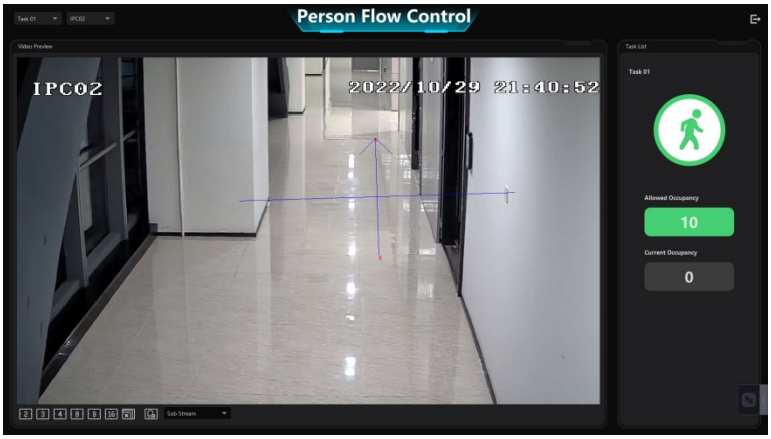


You can then view the available number and inside number as shown below.

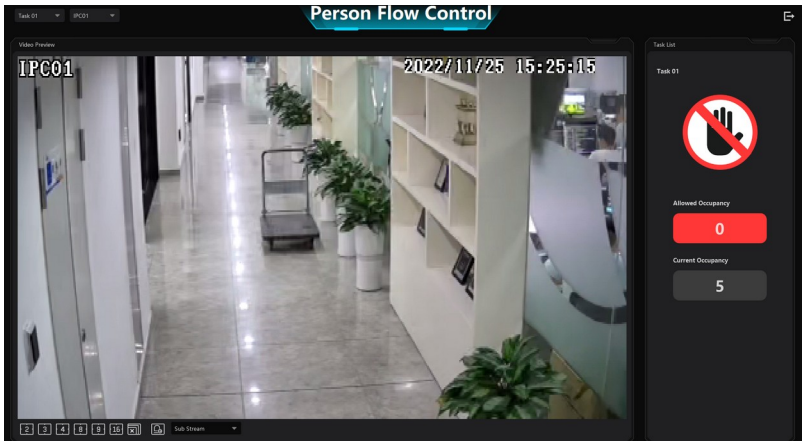


Click to view the number of people/vehicles entering and exiting.

Click to open the flow control preview interface.



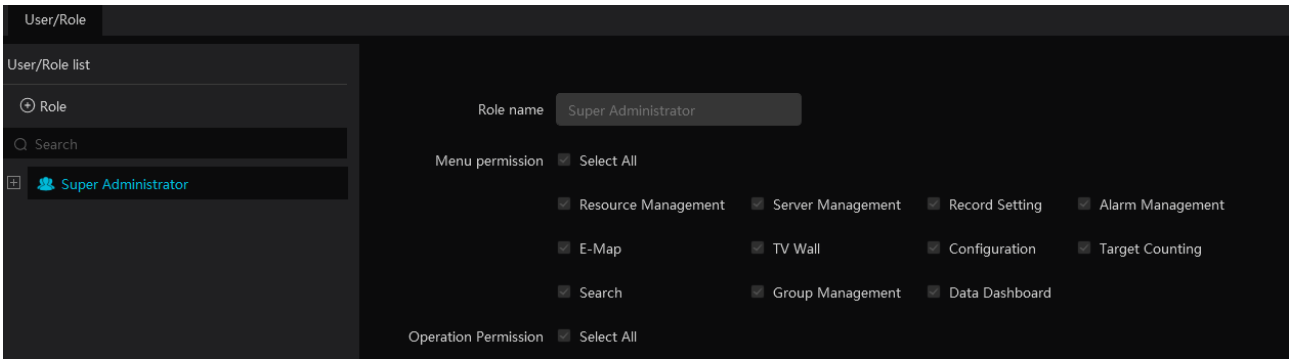
In the interface above, you can switch cameras and view the image. You can also view multiple channels at the same time by selecting a multi-channel display mode. When the number of people/vehicles inside exceeds the threshold, the icon turns red.



Click to exit the current page.

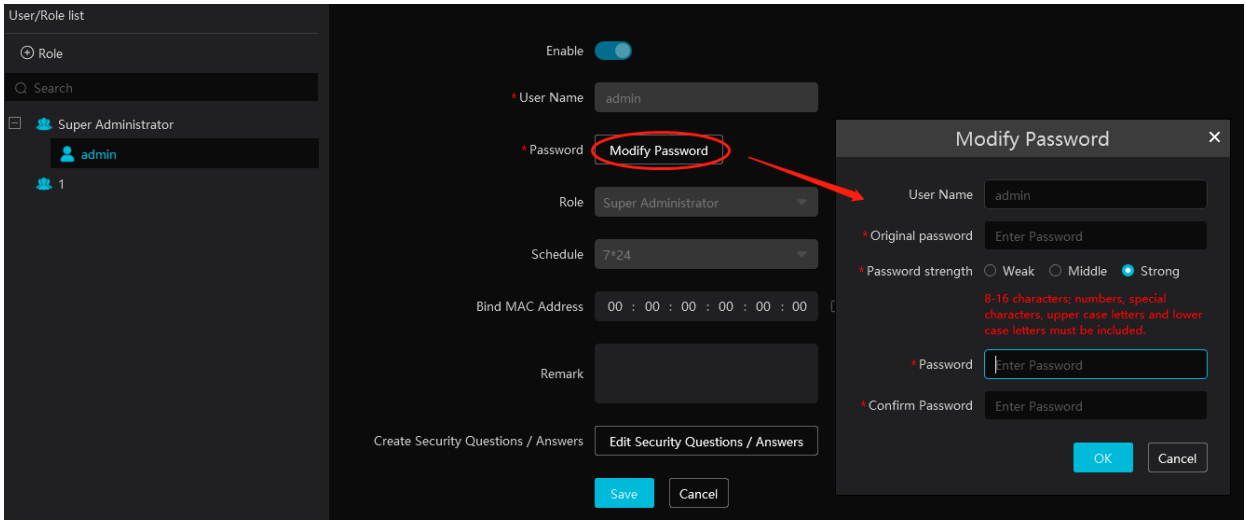
14 User Management

Go to Home→User/Role as shown below.



There is a default super administrator. The username is admin and the default password is 123456. The super administrator cannot be deleted.

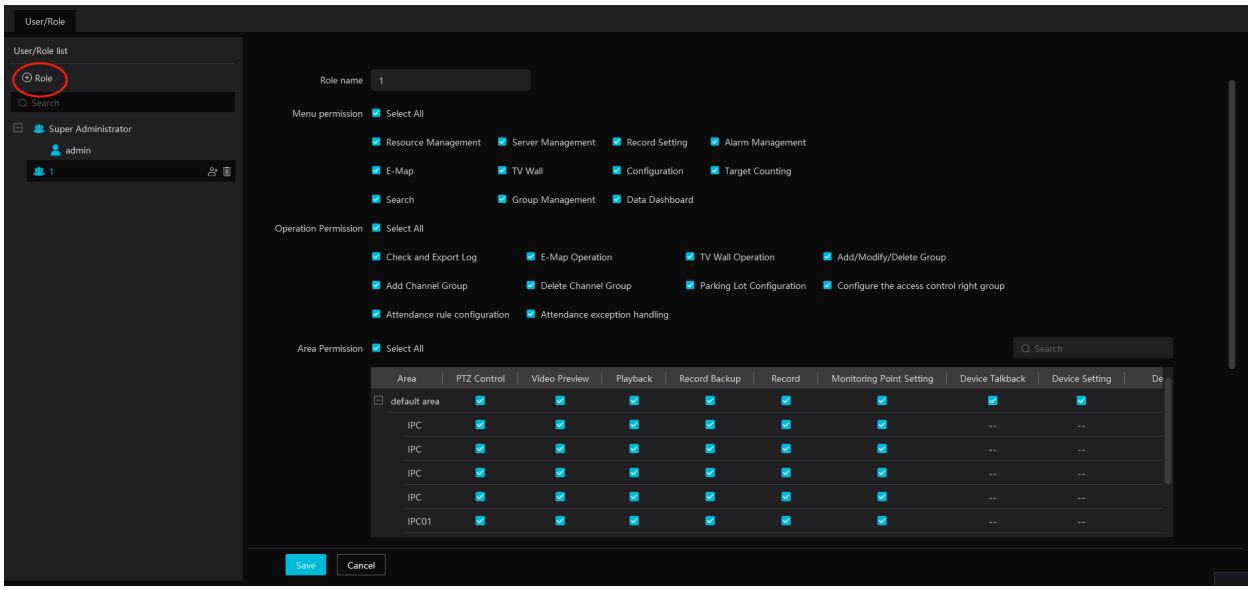
Modify the password of the super administrator:



When you log in for the first time, select the super admin user, and then click [Edit Security Questions/Answers] to set the questions and answers. These are very important for resetting the password if you forget it.

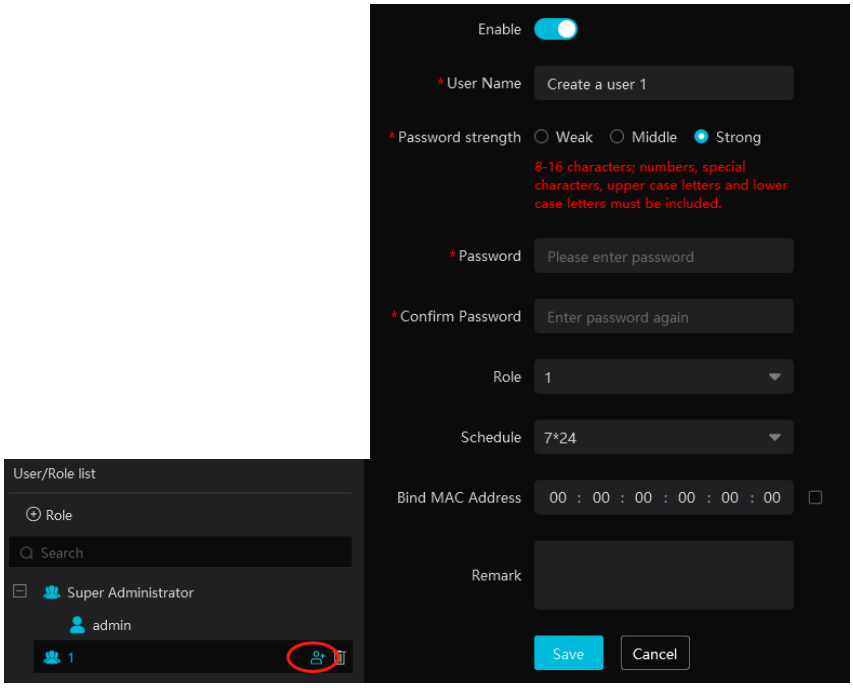
To change the questions and answers, select the super administrator, click [Edit Security Questions/Answers], and verify the username and password.

Click “Role” to open the following interface.



Enter the role name, and then check the permissions as needed.

Place the cursor on the added role, and two icons will appear. Click to add a user.



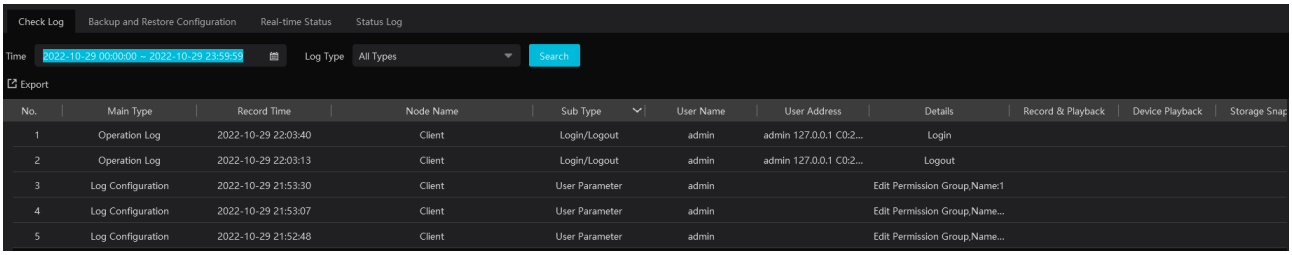
To delete a user added under a role, place the cursor on the user name and click the delete icon that appears.

15 Operation and Maintenance Management

15.1 Check and Export Log

Go to Home→Operation and Maintenance Management.

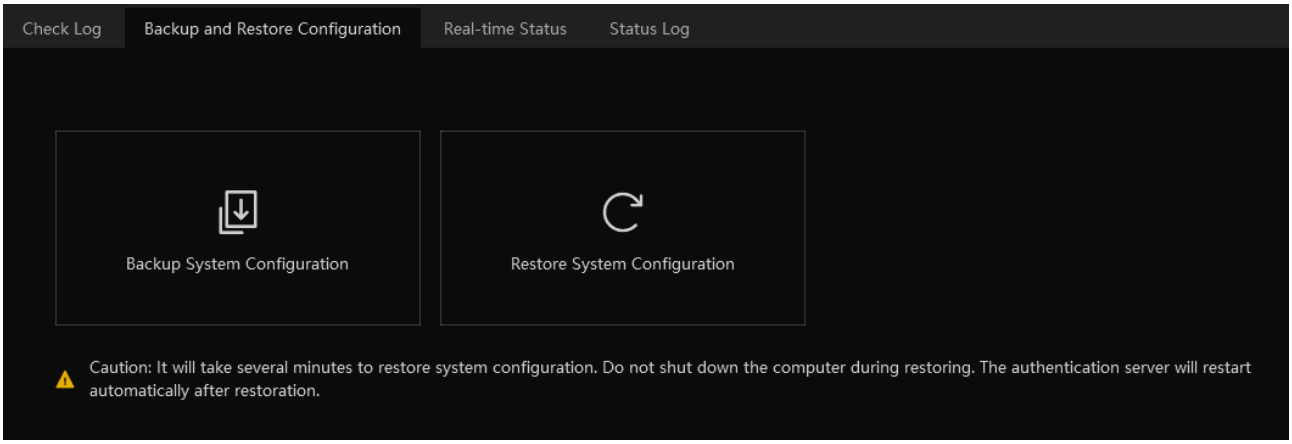
Click the “Check and Export Log” tab as shown below. You can search for and export all types of logs here.



Select the log type, set the start and end time, and then click [Search] to search for logs. Then click [Export] to export the logs.

15.2 Backup and Restore Configuration

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



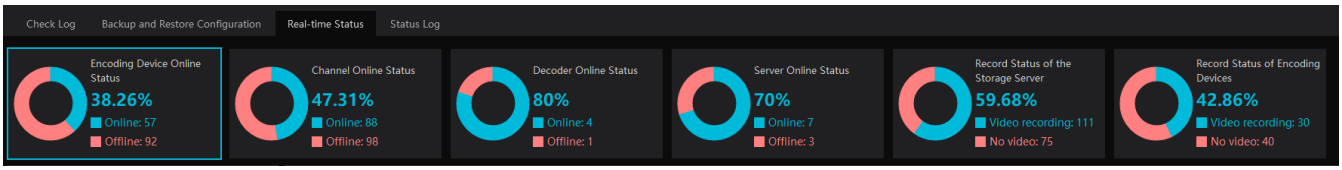
You can import system configuration files from a previous version into a new version. Click [Backup System Configuration] in the old version to back up the system configuration files. You can also back up the TV wall configuration as needed. Then click [Restore System Configuration] in the new version to restore the system configuration.

To restore the TV Wall configuration, go to the Home→TV Wall Management→TV Wall System Setting→TV Wall Backup interface and click [Restore TV Wall].

15.3 Viewing Online Status

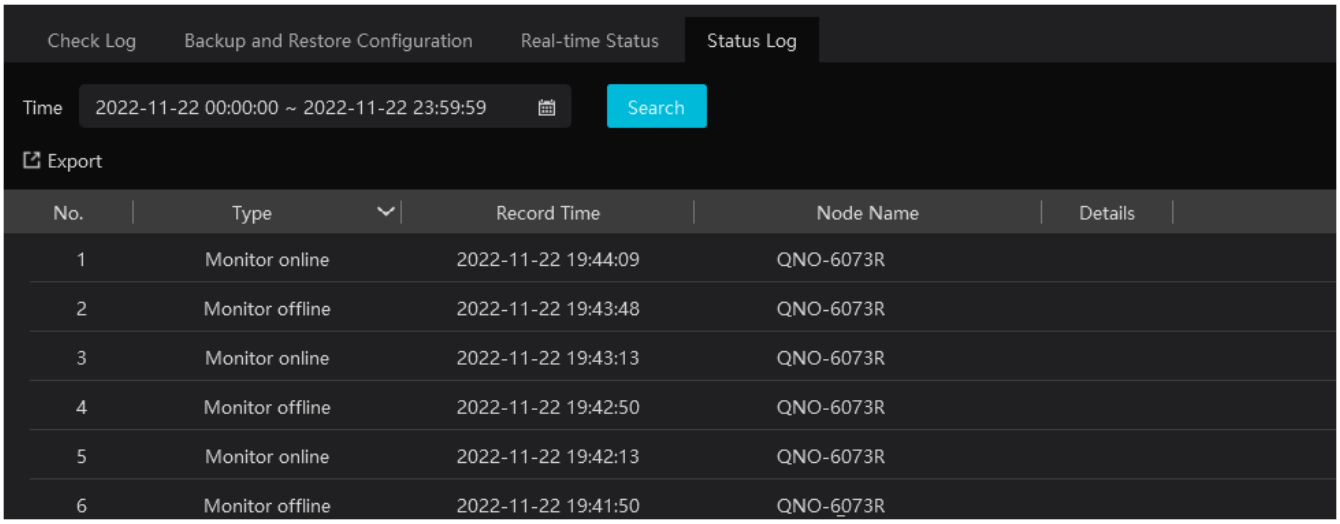
Go to the Home→Operation and Maintenance Management→Online Status interface.

You can view the online status of encoding devices, decoders, alarm hosts, and storage servers, and the recording status of storage servers and encoding devices.



15.4 Viewing Status Log

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



In this interface, you can view the recording status and the online/offline status of the servers and monitor client.

Set the start and end time, and then click [Search] to search status logs.

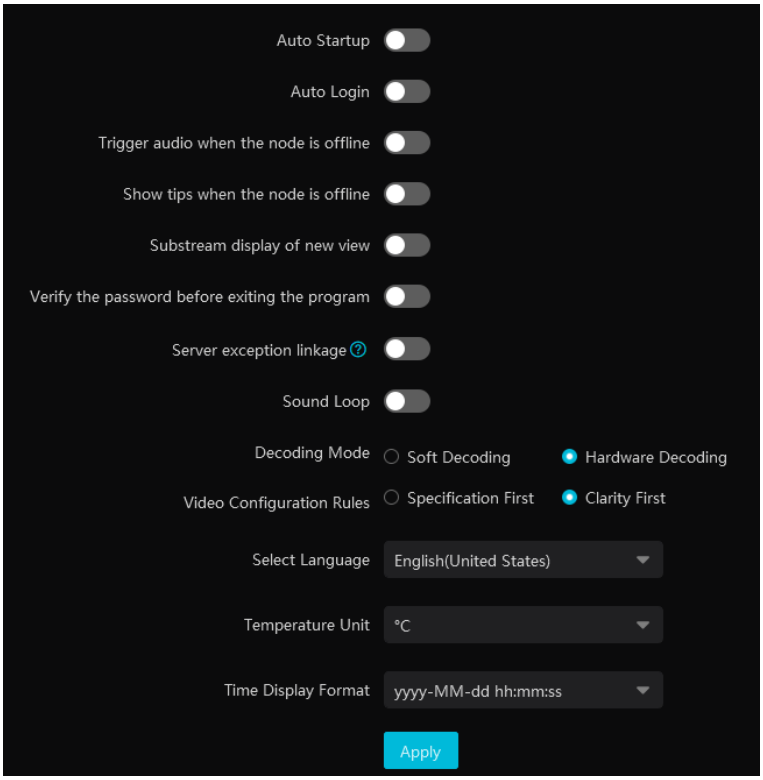
Click [Export] to export the logs.

16 Configuration

16.1 Local Configuration

16.1.1 Basic Settings

Go to Home→ Configuration→Local Configuration



Auto Startup: if enabled, the software starts automatically when the computer starts.

Auto Login: if enabled, the software logs in automatically the next time it runs.

Trigger audio when the node is offline: if enabled, the system plays an audio alert when a node goes offline.

Show tips when the node is offline: if enabled, the system pops up a tip when a node goes offline.

Substream display of new view: if enabled, new views are displayed using the substream.

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

Server exception Linkage: if enabled, the system jumps to the real-time status interface when a server error occurs.

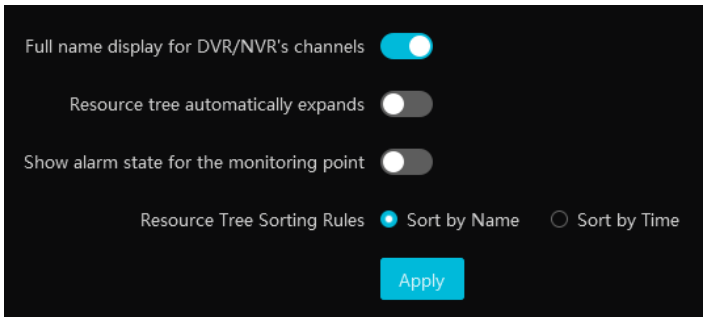
Sound Loop: If enabled, the alarm sound repeats continuously.

Decoding Mode: Choose soft decoding or hardware decoding. If the graphics card does not support hardware decoding, select “Soft Decoding” so the CPU handles video decoding.

Temperature Unit: select °C or °F.

In this interface, you can also set video configuration rules, language, time display format, and so on.

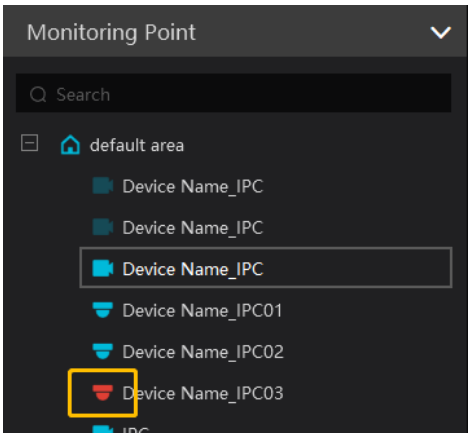
16.1.2 Resource Tree Settings



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

Resource tree automatically expands: enable as needed.

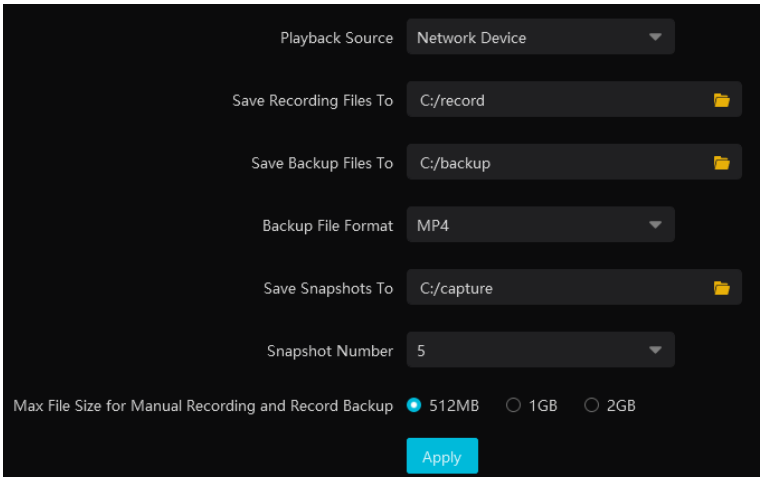
Show alarm state for the monitoring point: if enabled, the alarm state is displayed in the monitoring point list as shown below.



You can also select the resource tree sorting rules as needed.

16.1.3 Record and Snapshot Settings

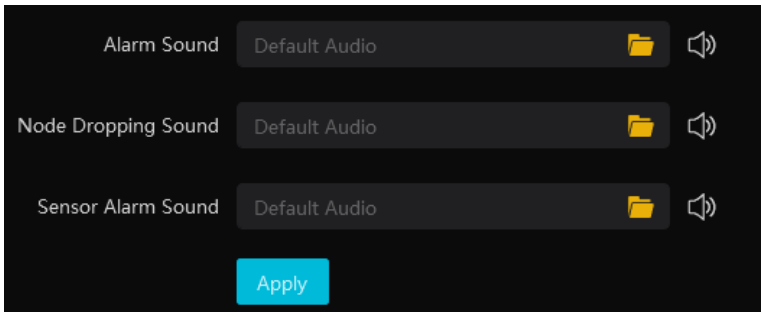
Go to Home→ Configuration.



In this interface, you can set the storage path for recording files, backup files, and snapshots, as well as the backup file format, snapshot number, and max file size for manual recording and record backup.

16.1.4 Alarm Sound Settings

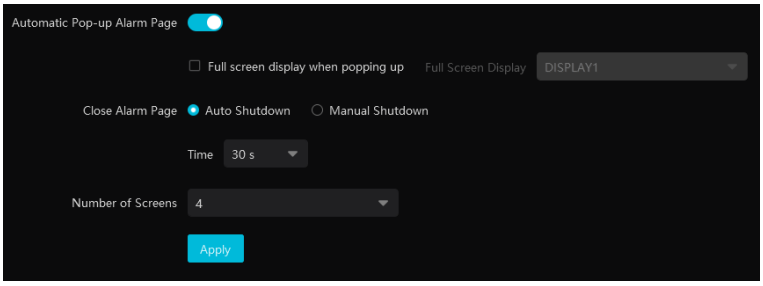
Go to Home→ Configuration→Local Configuration →Alarm Sound Setting



In the alarm audio setting interface, click to upload the local alarm sound, node dropped sound, and sensor alarm sound. After uploading the sounds, click to listen to them.

16.1.5 Alarm View Settings

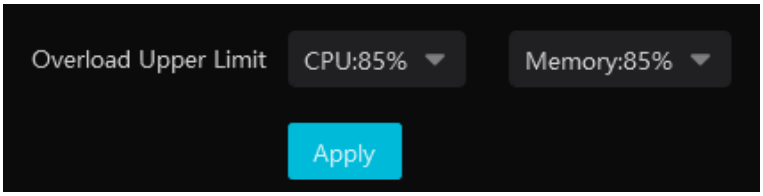
Go to Home→ Configuration→Alarm View Setting.



In this interface, you 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).

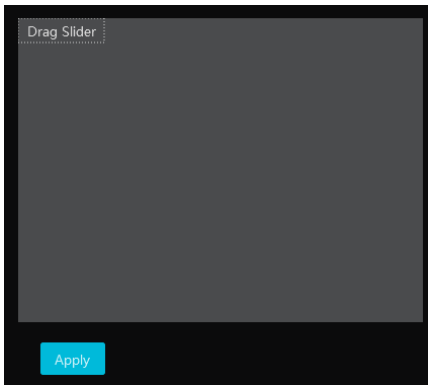
16.1.6 Overload Settings

The system supports CPU and memory overload protection. When the system is overloaded, the monitor client blocks new live view and playback operations and displays an overload tip. Go to Home→Configuration→Overload Setting. Select the overload upper limit, and then click [Apply] to save the settings.



16.1.7 OSD Position Configuration

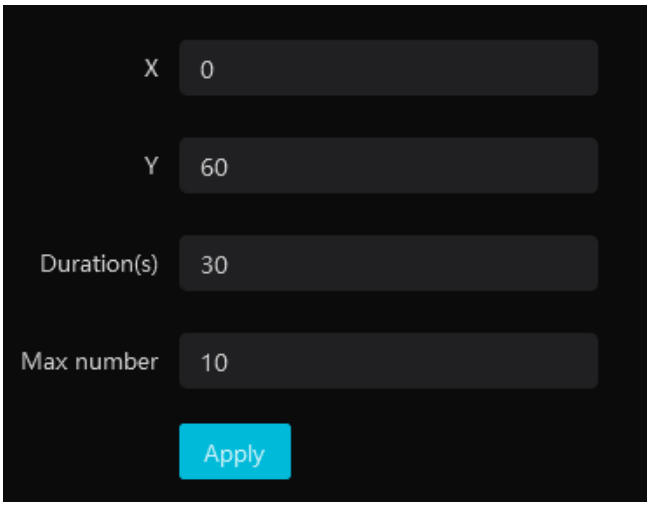
Click Home→ Configuration→OSD Position Config to open the following interface.



Drag the slider to where you want the OSD to appear, and then click “Apply” to save the settings.

16.1.8 POS information Settings

Go to the Home→Configuration→POS Config interface as shown below. In this interface, you can set the position, display time, and quantity of the POS information. For more about overlaying cash register text on video, see our POS camera systems.



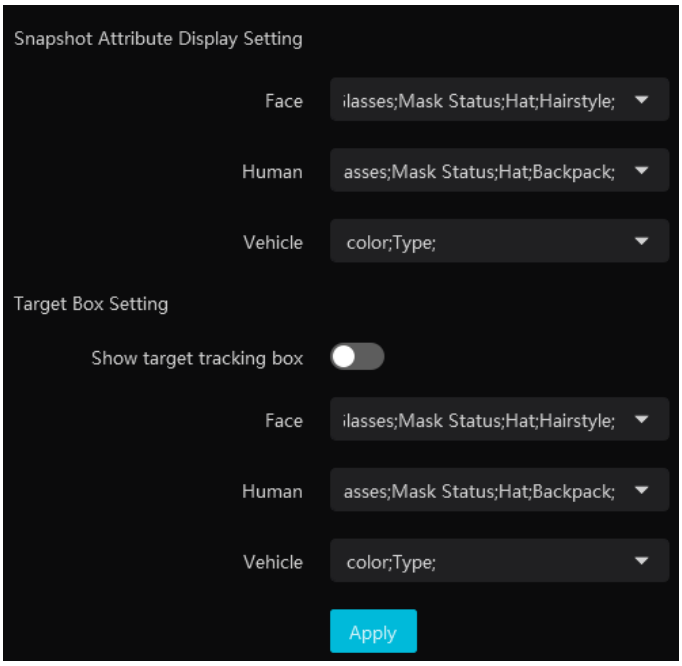
Note: Video files with POS information saved in DAT format can be played with DatPlayer, which shows the POS information on the screen.

16.1.9 Snapshot Attribute Display Settings

Go to the Home→Configuration→Local Configuration→Snapshot Attribute Display Setting interface as shown below.

You can set the snapshot attribute display and target box display here.

Snapshot attribute display setting: you can set the attributes for face, human, and vehicle. Select the attributes/features you need, and they will be shown on the smart snapshot pictures.



Face attributes/features:

Includes gender, age, mask status, temperature, hat, hairstyle, beard, glasses, and telephone; up to 6 features can be shown in the smart snapshot area.

Human attributes/features:

Includes gender, age, hat, glasses, mask status, backpack, shoulder bag, upper clothing color, lower clothing color, upper clothing type, lower clothing type, and dress/skirt; up to 6 features can be shown in the smart snapshot area.

Vehicle attributes/features:

Includes color and type; one or two attributes can be displayed in the smart snapshot area.

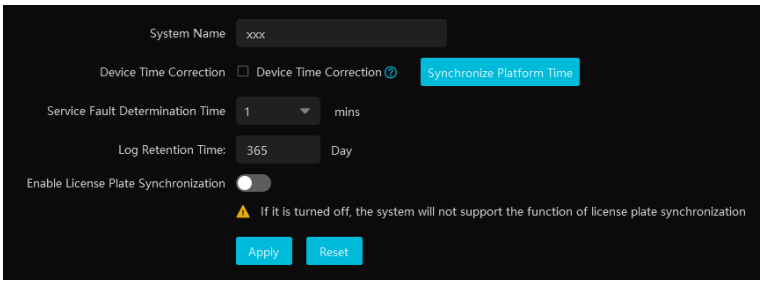
Target tracking box:

If enabled, the target tracking box is shown in any preview/playback window playing video from an IPC with the video metadata function enabled. The platform can also display target attributes from NVRs running version 1.4.9 or later (the IPCs with video metadata must be connected to these NVRs).

16.2 Server Configuration

16.2.1 System Settings

Click Home→ Configuration→Server Configuration→System Setting to open the following interface.



System Name: Set the platform display name.

Choose “Device Time Correction” and “Synchronize Time Zone” and then click [Synchronize Platform Time] to synchronize the device times with the platform time.

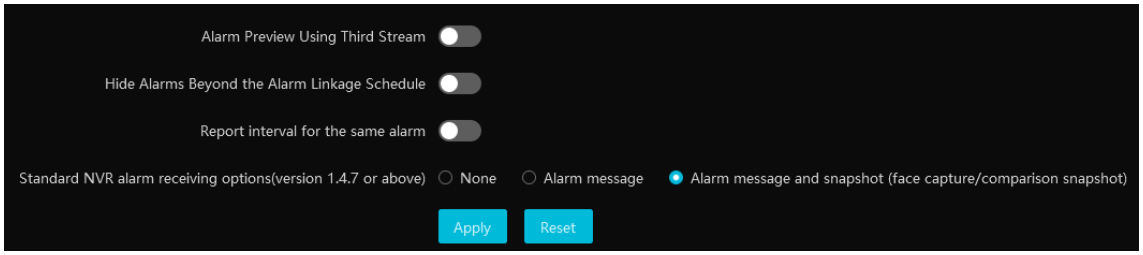
Service fault determination time: set how long a server can fail before it is considered “Offline”. After that time, the spare server takes over.

Log Retention Time: set how long logs are kept.

Enable License Plate Synchronization: if enabled, you can use the relevant license plate synchronization functions. See the tips shown in the interface for details.

16.2.2 Alarm Settings

Click Home→Configuration→Server Configuration→Alarm Setting to open the following interface.



In this interface, you can enable “Alarm preview using third stream”.

Hide alarms beyond the alarm linkage schedule: alarms outside the alarm linkage schedule are not displayed.

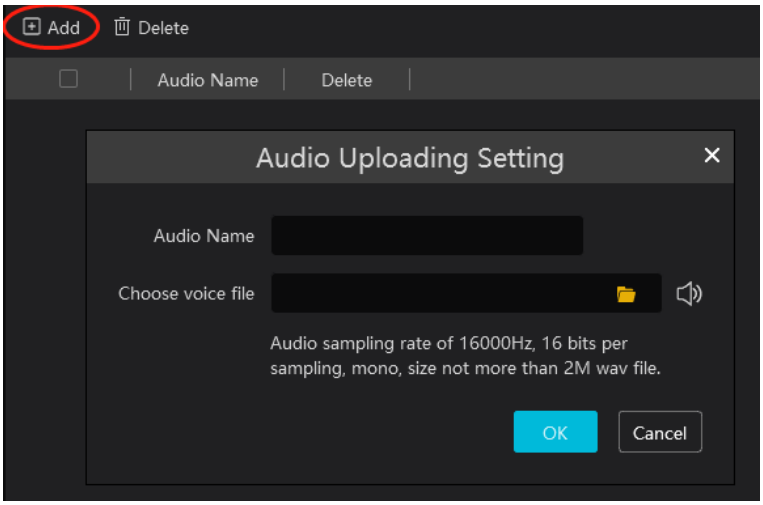
Enable and set the same alarm reporting interval and its linked alarm type. After that, the alarm type will automatically report according to the set interval.

Standard NVR alarm receiving options: choose to receive either alarm information only, or snapshots and alarm information, from the NVR.

16.2.3 Audio Uploading Settings

Go to Home→ Configuration→Server Configuration→Audio Uploading Setting.

Click [Add] to open the following box.

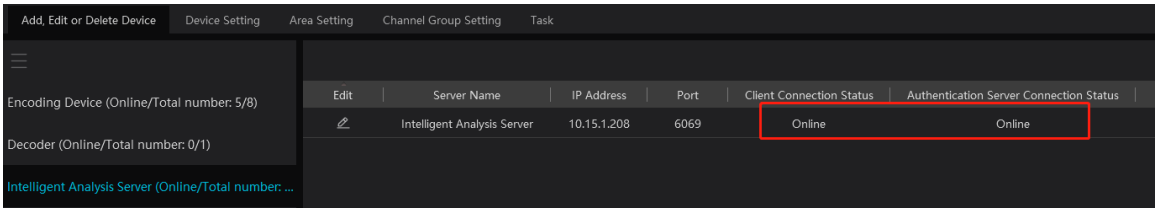


Click to choose the audio file, and then enter the audio name. Click [OK] to save the audio. After the audio is uploaded, you can listen to it.

17 Data Dashboard

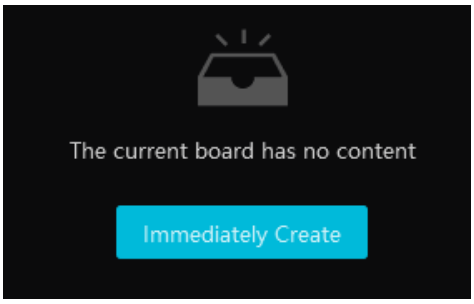
Before opening the data dashboard, make sure the intelligent server is online.

Go to the Home→Resource Management→Intelligent Analysis Server interface and make sure the default intelligent server is online.

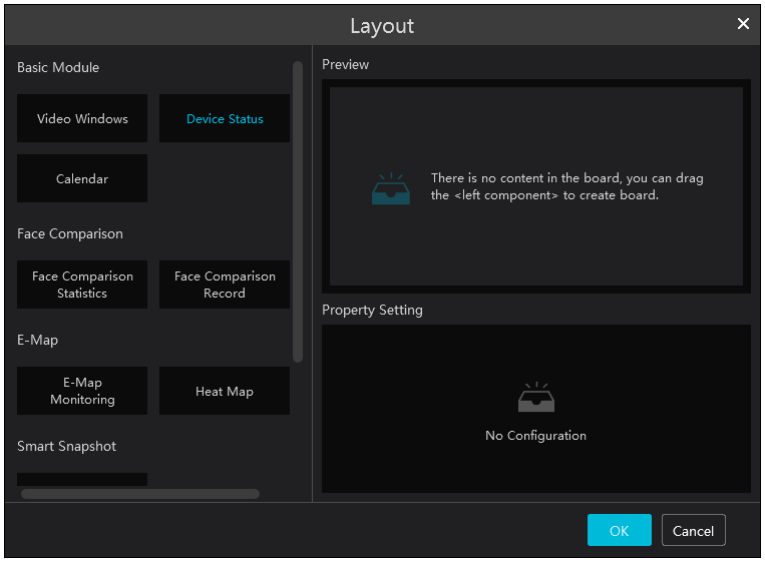


17.1 Create Intelligent Dashboard

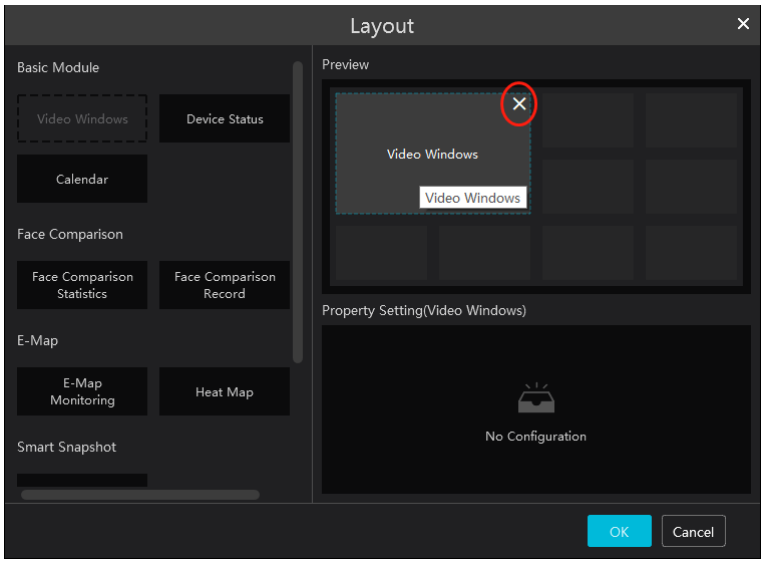
Go to Home→Intelligent Dashboard.



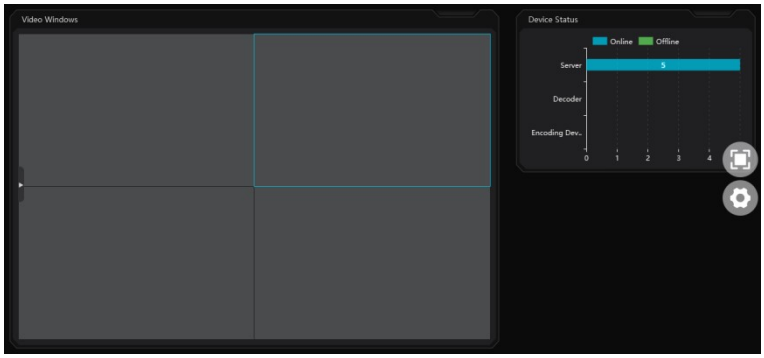
Click [Immediately Create] to create the data dashboard layout. Drag the modules you want to display to the preview window on the right. Then click [OK] to save the settings.



Hover the cursor over a module in the preview window to display a delete button ( ). Click it to remove the module from the preview window.

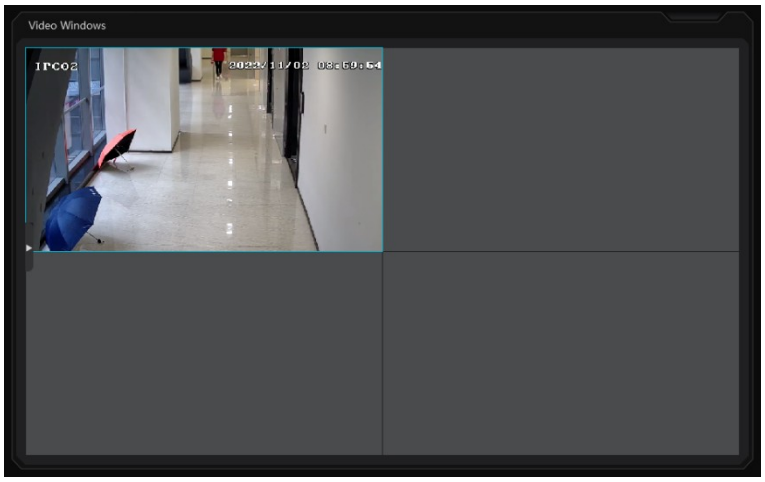


After the data dashboard is created, click to display it in full screen mode. Click or press ESC to exit full screen mode. Click to set the layout of the dashboard.

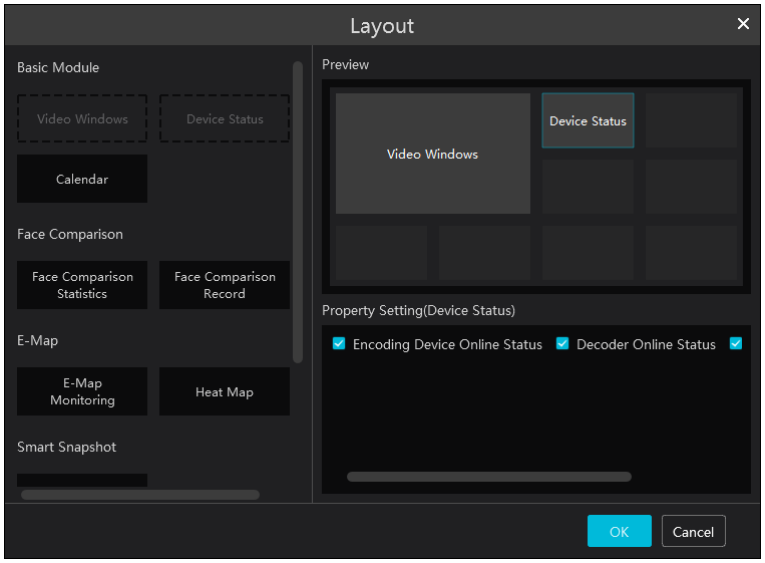


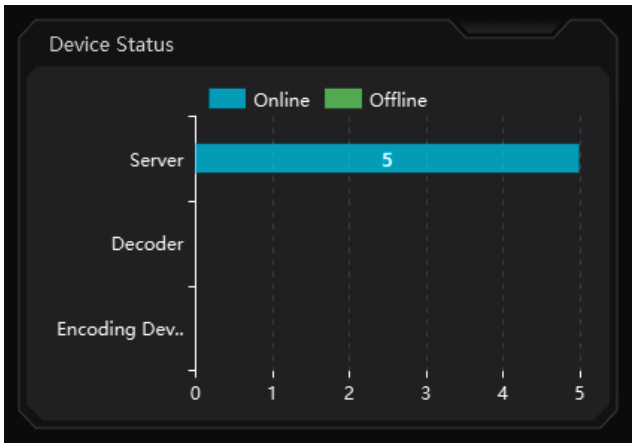
17.2 Basic Module

The video window supports 4-screen display mode. Click to expand the monitoring points. Drag a camera to the preview window, or double-click a camera, to play its video. You can drag a playing window to another window.



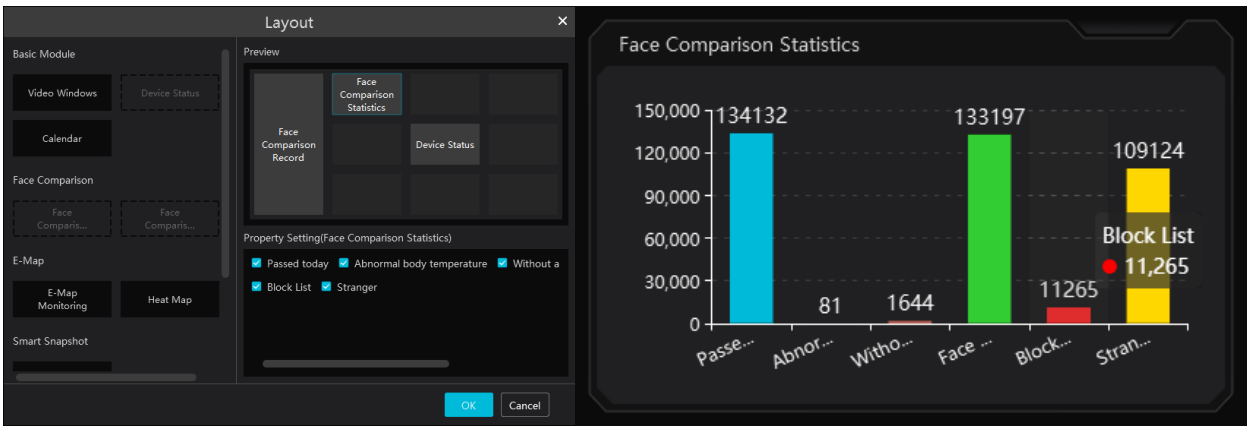
For other modules, you can set which attributes to display as needed.





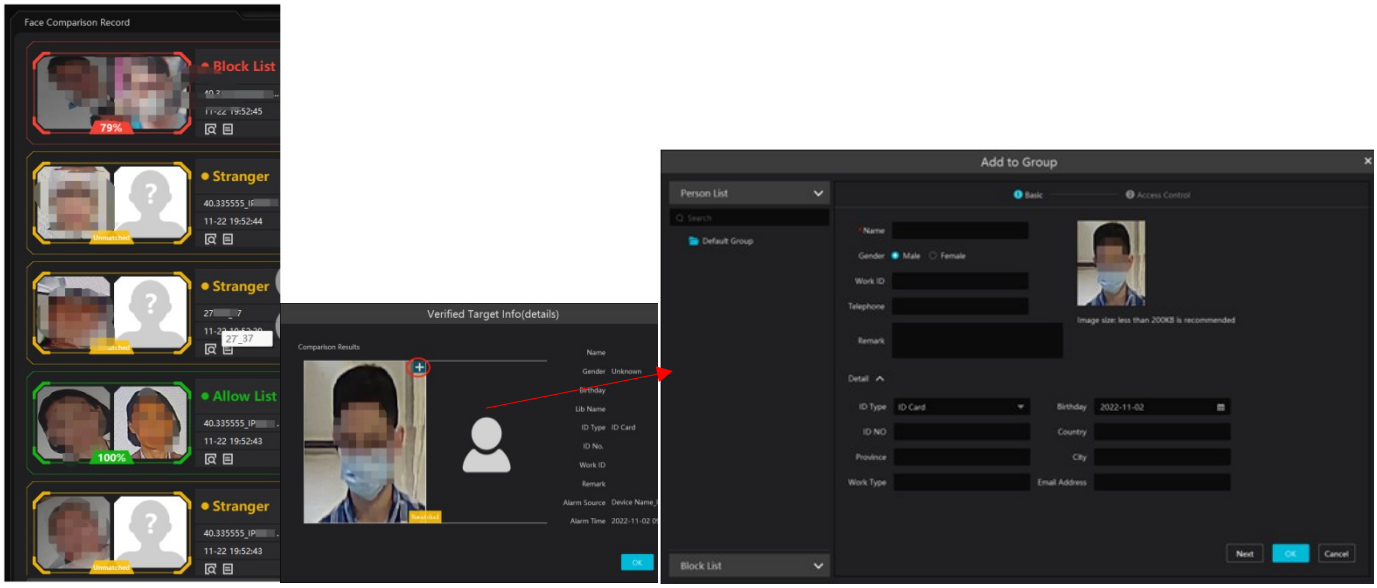
17.3 Face Comparison Display

Face Comparison display includes face comparison statistics and face comparison records. In the layout interface, drag these two modules to the preview window, and then set the attributes as needed.



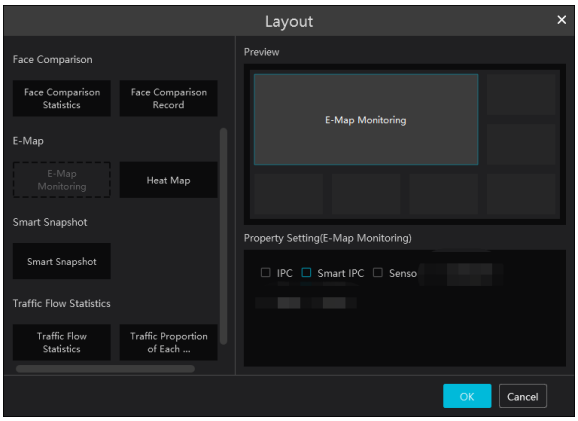
Smart Snapshot module: You can set the snapshot channel and attributes.

In the face comparison records, you can view the comparison similarity. Click to jump to the face comparison retrieval interface. Click to open the detail box, where you can modify the person's information; click to add this person to the face database.

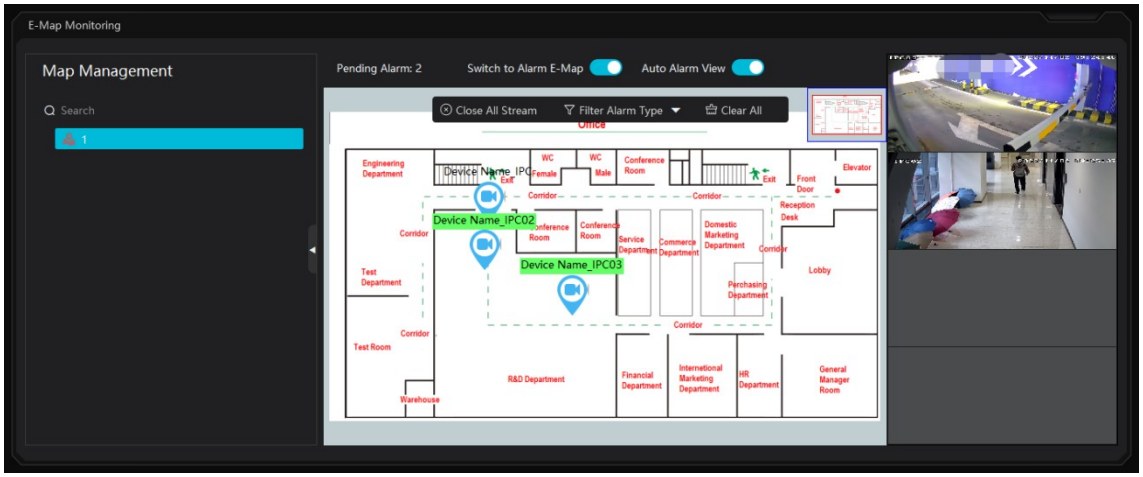


17.4 E-map Display

E-Map includes E-map monitoring and heat map analysis. The layout settings are as follows.

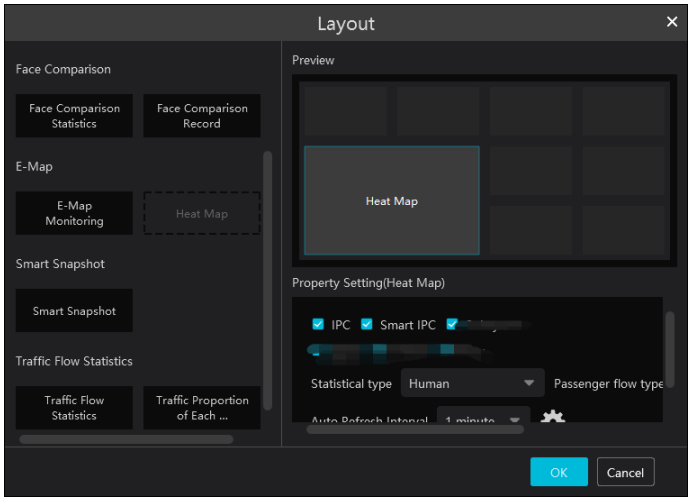


Set up the hotspots in advance so you can view them here. See E-Map→ E-Map Monitoring for details.

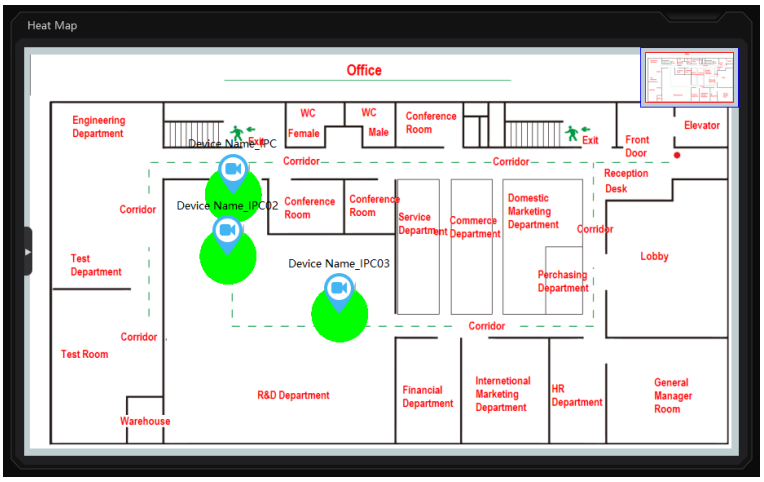


Heat map module: The more people/vehicles enter, the deeper the color. Move the cursor over a monitoring point to view the current traffic flow. You need to set up the E-map and hotspots in advance. See the E-Map Settings section for details.

In addition to the hotspot settings above, you can set other parameters as shown below.

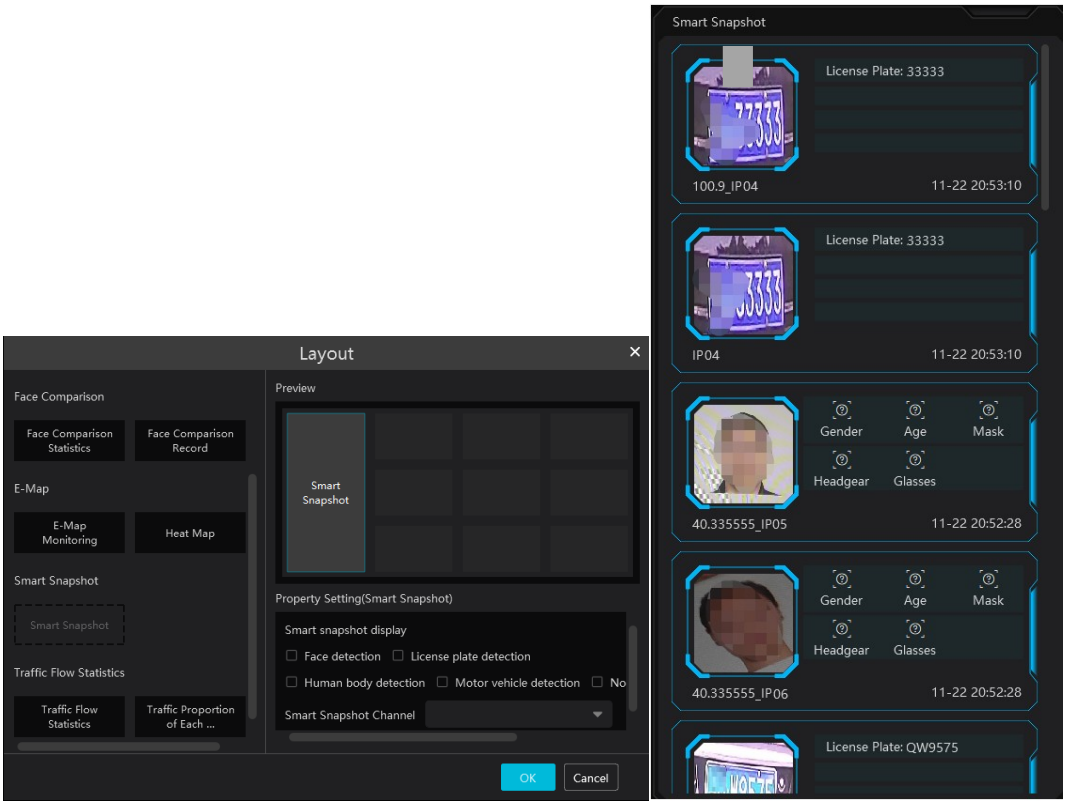


In the heat map module of the intelligent dashboard, you can view statistics for humans/motor vehicles/non-motor vehicles.



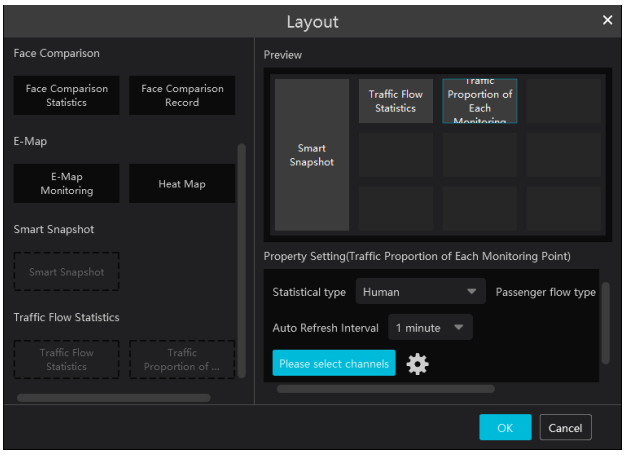
17.5 Smart Snapshot Display

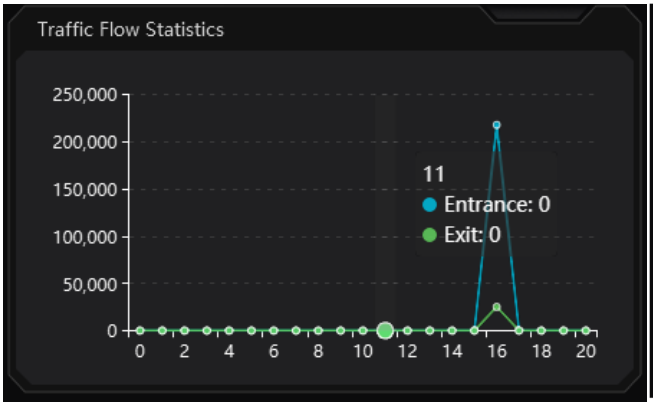
Set the snapshot attributes in the layout interface to view the relevant data on the dashboard. Smart snapshot types include face, license plate, human body, motor vehicle, and non-motor vehicle. Select them as needed.

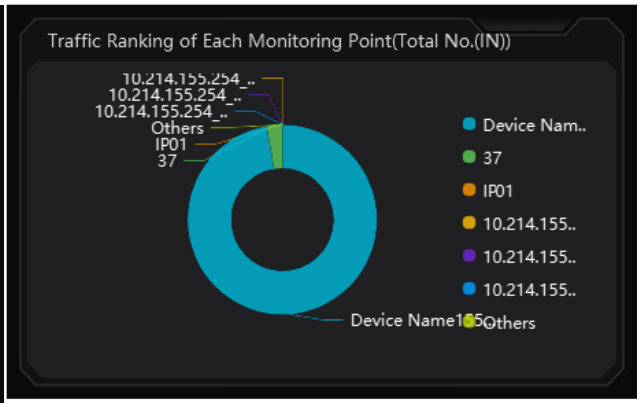


17.6 Traffic Flow Statistics Display

Set the statistical type, auto refresh interval, and channel in advance (see Target Counting →Task Management for details). Then set the traffic statistics layout and display attributes.


Layout
Face Comparison
Face Comparison Statistics
Face Comparison Record
E-Map
E-Map Monitoring
Heat Map
Smart Snapshot
Smart Snapshot
Traffic Flow Statistics
Traffic Flow Statistics
Traffic Proportion of ...
Preview
Smart Snapshot
Traffic Flow Statistics
Traffic Proportion of Each
Property Setting(Traffic Proportion of Each Monitoring Point)
Statistical type
Human
Passenger flow type
Auto Refresh Interval
1 minute
Please select channels
OK
Cancel

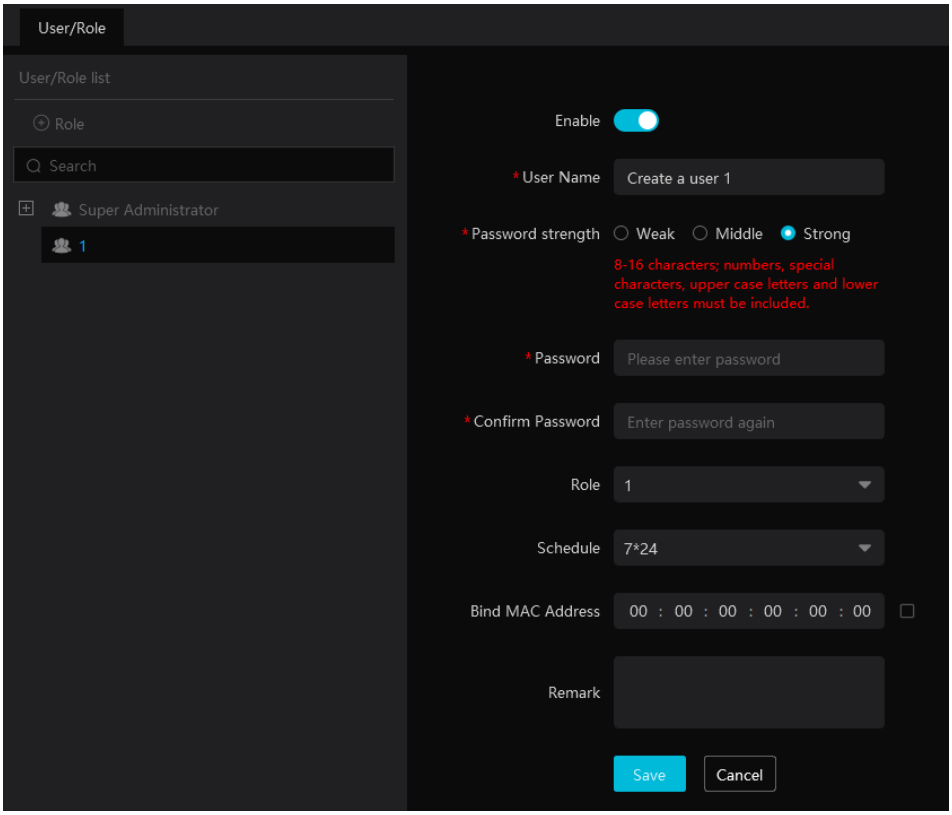

Traffic Flow Statistics
250,000
200,000
150,000
100,000
50,000
0
0
2
4
6
8
10
12
14
16
18
20
11
Entrance: 0
Exit: 0


Traffic Ranking of Each Monitoring Point(Total No.(IN))
10.214.155.254 ..
10.214.155.254 ..
10.214.155.254 ..
Others
IP01
37
Device Nam..
37
IP01
10.214.155..
10.214.155..
10.214.155..
Others

18 Troubleshooting

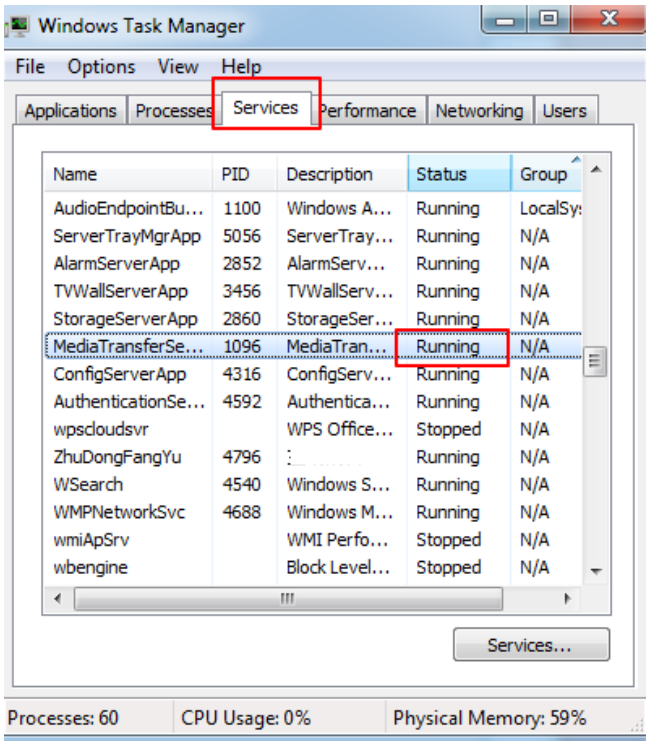
1. How do I change my own password?

Log in to the monitor client and go to the User Management interface. Select the user and change the password. Then click [Save].



2. The server does not work normally after it starts.

1) Check whether the port is already in use, and check the service run status as shown below.



3. Device information cannot be seen, or the device is offline, after logging in to the monitor client.

1) Check whether the user account is an administrator account. If it is an operator account, check whether it has permission to view device information.

2) Check whether the device's media transfer server has started.

4. Alarm information is not received after logging in to the monitor client.

1) Check whether the event schedule (including motion alarm, sensor alarm, line crossing detection, etc.) is set in the VMS system.

2) For a remote login device in the monitor client, check whether alarms and alarm schedules are enabled on that device.

5. Recordings cannot be played back after logging in to the monitor client.

1) Check whether the storage server is online. If it is, check whether the logged-in account has playback permission.

2) Check whether the selected record source has recordings. To get recordings from a storage server, check whether the storage server's record schedule is set.

3) Check whether the playback channel has recordings, and whether the record source and playback start and end times are set correctly.

4) Check that the storage server's record schedules are set correctly.

6. Device configuration cannot be changed remotely after logging in to the monitor client.

1) If the monitor client shows "Someone is configuring. Please try later" when you try to configure a device, open a web browser, log in to the device remotely, and go to the "Online user" interface to see if any other users are logged in.

2) Check the live view to see whether the device is being set up.

3) If the problem still exists, contact your supplier or see our Viewtron support articles.

7. The preview image on the client does not play smoothly.

1) Check whether the client computer's CPU usage is at 100% and whether there is free memory. This problem does not occur when CPU usage is below 75% and free memory is available.

2) Check whether the network can support the streams: the device's uplink bandwidth must match its streams, and the media transfer server's downlink bandwidth must match the streams of all device channels.

3) Check whether the media transfer server is overloaded.

8. After starting the authentication server and media transfer server, the storage server still cannot save recordings.

1) Check whether the device channels have been added to the storage server.

Notes

1. Use a super administrator or standard user account (with permission control set to "Never Notify") to log in to the operating system and to install and use the server and client software.
2. The surveillance client's monitor resolution should be higher than 1280*960.
3. The platform can display directly on only one or two monitors at a time. To connect more monitors, we recommend using a decoder.