# **User Manual**

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# **About This Manual**

Thank you for your purchase. If you have any questions, please do not hesitate to contact your dealer.

#### **Disclaimer**

The content in the manual is subject to change without prior notice due to product version upgrades or other reasons

This manual is for reference only, and all statements, information, and recommendations in this manual are presented without warranty of any kind.

The illustrations and screenshots in this manual are for reference only and may vary depending on the version or model.

#### **Safety Symbols**

The symbols in the following table may be found in this manual. Carefully follow the instructions indicated by the symbols to avoid hazardous situations and use the product properly.

Symbol	Description	
	NOTE! Indicates useful or supplemental information about the use of product.	
j	CAUTION! Indicates a situation which, if not avoided, could result in damage, data loss or malfunction to product.	
<u>.</u>	WARNING! Indicates a hazardous situation which, if not avoided, could result in bodily injury or death.	

# 1 Introduction

The app (referred to as app for short) is a mobile application for small and medium-sized AloT solutions. It has a fresh and simple UI, and provides various easy-to-use features including live view, playback, PTZ control, two-way audio, device sharing, alarm notification, file management. It is suitable for a variety of scenarios such as supermarkets, restaurants, and offices.

# **2 Function Overview**

The app mainly includes the following functions:

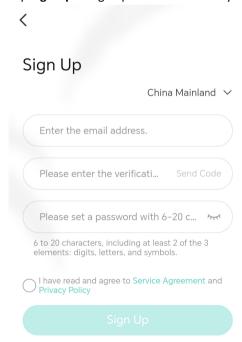
- Device management: share devices, cancel sharing, and transfer devices to other users.
- Cloud account management: sign up using an email address (mobile phone number is also supported in certain regions), edit account information, reset device password, and cancel accounts.
- File management: filter files by device/time/type (image/video), export files to album, and share files through third-party applications.
- Light maintenance: upgrade devices by cloud, export diagnostic information, and test network speed.

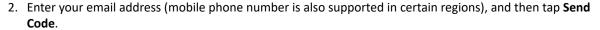
# 3 Sign-up and Login

You can add devices to the app without signup for a cloud account and view live and recorded videos of the added devices. See Guest Login.

#### Sign-up

1. Tap Sign Up to sign up for an account. If you already have an account, log in directly.

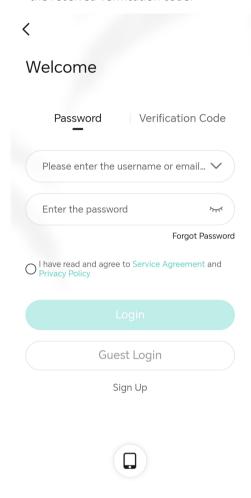




- 3. Enter the code you received and set the login password.
- 4. Read and accept the service agreement and privacy policy.
- 5. Tap Sign Up.

#### Login

- 1. Choose a login method.
  - Password login: Enter the username/email address/mobile phone number and password.
    - If you forget your password, tap **Forgot Password**. A verification code will be sent to the email address (mobile phone number is also supported in certain regions) bound to your account.
  - Verification Code Login: Enter the email address/mobile phone number, tap **Send Code**, and then enter the received verification code.



- 2. Read and accept the service agreement and privacy policy.
- 3. Tap Login to log in to the app.

#### **Guest Login**

Guest mode is intended for quick and temporary use, such as trials, testing, and troubleshooting.

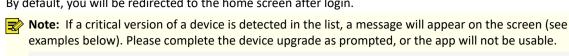
- 1. Read and accept the service agreement and privacy policy.
- 2. Tap Guest Mode and follow the on-screen instructions to enter the guest mode.

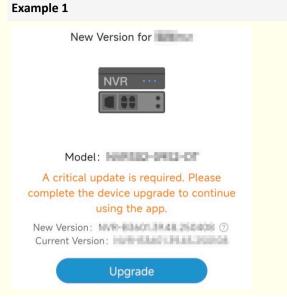
#### Note:

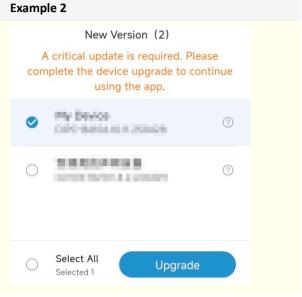
- Each device can be bound to only one guest account at a time. If a device is not needed, please unbind it with your guest account before uninstalling the app; otherwise, you may have trouble binding the device again.
- For better use and management of the device, it is recommended to upgrade to a full account. After
  a successful upgrade, the devices under your guest account will be automatically synced to your full
  account.

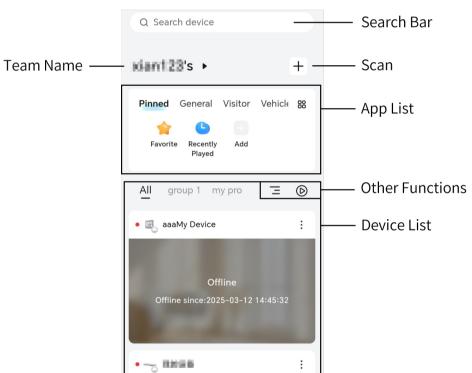
### **After Login**

By default, you will be redirected to the home screen after login.









Item	Description	
Search Bar	Enter the device name, serial number, or device model in the search bar. Fuzzy matching is supported. You can also tap on a provided keyword to filter devices within the team.	
Team Name	Displays the name of the current team. Tap to perform operations such as adding a new team and switching between teams. See Team Management.	
Scan	Tap to Add Device and Retrieve Device Password.	
App List	Displays the supported applications of the current team. See Application.	
Other Functions	Grid Mode/List Mode: Switch the display layout of devices to list mode (1-column) or grid mode (2-column).	
	Rearrange Devices: Drag the right button for a device to adjust its display order.	

Item	Description		
	Simple Version/Standard Version: Applications are hidden in the simple version. You can refer to the diagrams for the visual effect of the versions.		
	Organization Management: Group and manage team devices. See Device Group for details.		
Device List	The first tab displays all devices under the current team; the subsequent tabs display the added organizations. Tap the organization name to display all devices under this organization. See Device Management for details.		

# 4 Team Management

The app allows you to manage users, devices, and applications in different teams.

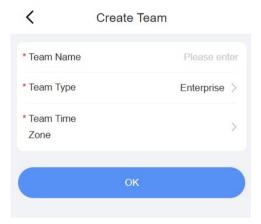
A user can belong to multiple teams, including a default team, teams they have created, and teams they have been invited to join.

Once logged in with an account or as a guest, the home and **Message** screen will display the relevant information of the default team.

### 4.1 Create Team

An account can create up to 4 teams. The total number of teams (default, created, invited) cannot exceed 10.

1. On the home screen, tap on the team name, and then tap +. Or, on the **Message** screen, tap on the team name, and then tap **Add Team**.

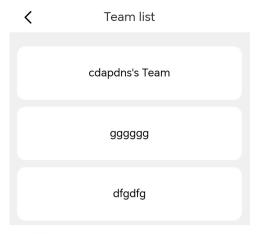


- 2. Set the team name, team type, and time zone.
  - **Note:** The team type cannot be changed once saved. Please choose carefully.
- 3. Tap **OK**.

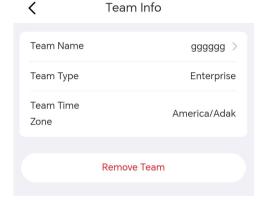
### 4.2 Edit Team

You can modify the name of teams you have created.

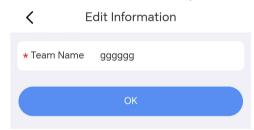
- 1. On the home screen, tap on the team name, and then tap . Or, on the Message screen, tap on the team name, and then tap Team Configuration.
- 2. Tap on the team name you want to edit in the list.



3. Tap next to **Team Name**.



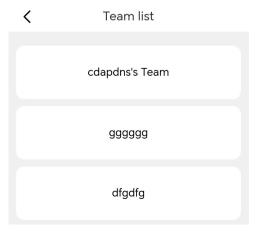
4. Enter the new team name and tap **OK**.



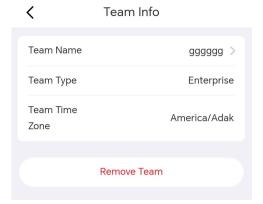
## 4.3 Remove Team

You can remove teams you have created. Teams that contain devices cannot be removed.

- 1. On the home screen, tap on the team name, and then tap O. Or, on the Message screen, tap on the team name, and then tap Team Configuration.
- 2. Tap on the team name you want to remove in the list.



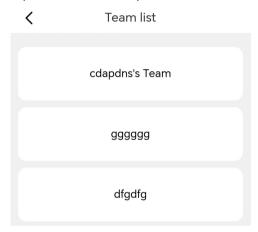
3. Tap **Remove Team** and complete the verification.



## 4.4 Leave Team

You can only leave teams that you have been invited to join.

- 1. On the home screen, tap on the team name, and then tap . Or, on the Message screen, tap on the team name, and then tap Team Configuration.
- 2. Tap on the team name you want to leave in the list.



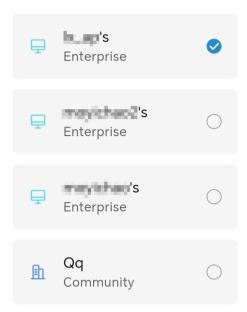
3. Tap **Leave Team** and confirm the operation.

## 4.5 Switch Team

After login, the relevant information of the default team displays.

Tap on the team name on the home/**Message** screen and select the desired team in the list. The reference diagram below shows the effect on the home screen.

# My Team



# **5 Device Management**

Go to the home screen. Choose a team for configuration in the upper-left corner of the screen.

# **5.1 Add Device**

Add IP cameras, NVRs, access control devices, doorbells, and manage the added devices on the app.

Note: You may add devices without a cloud account. See Add Device Without Sign-up.

1. Tap + in the top right corner of the home screen.

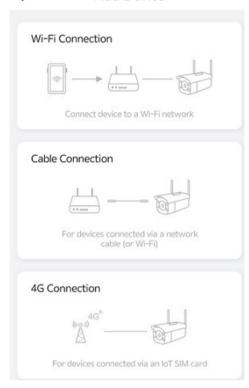


- 2. Scan the QR code on the device body or the quick guide; alternatively, scan a local image or enter the device's register code manually:
  - To scan a local image, tap to open your album and choose the photo to scan.
  - To enter the device register code manually, tap

#### Note:

- For certain low-power devices: After entering the register code, please follow the on-screen
  instructions to complete the setup (including device addition and time zone configuration) while the
  devices are online.
- Tap **Light** to turn on the flashlight if it is too dark.
- If the device has been added by a user and has signup-free function enabled, you can directly add the device by scanning the QR code and entering the device password.
- 3. Choose a networking mode for the device.
  - Note: Some Wi-Fi device models might skip networking mode selection and directly enter Network Configuration.

### < Add Device



• Wi-Fi connection: Please place the device in the Wi-Fi environment and enable Bluetooth on your mobile phone, and then follow the on-screen instructions to add the device.

### Note:

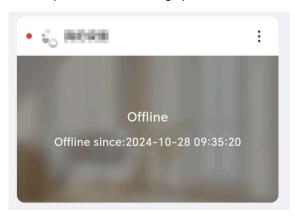
- Bluetooth on your mobile phone is used to search and connect to devices, and can also connect your device to network.
- The interface may vary with device model. Please refer to the actual interface.



- Cable connection/4G connection: Set the device name, and then tap **OK**.
- 4. Enable or disable signup-free function.
  - When enabled, other users can add and use this device by scanning the register code and entering the device password. You can view info about users who have added the device without signup and revoke their permissions in Me > Sharing Management > Signup-Free.
  - When disabled, the device cannot be added by others via scanning. However, you can still share it with others.

# **5.2 Device Operations**

You can perform the following operations on the home screen.



**Table 5-1: Device Operations** 

Icon	Function	Description
	Sleep Mode	Tap under the device name to enable the sleep mode. When enabled, live view will not be available.
(\$\frac{1}{2}	Wi-Fi Display	Displays the device's Wi-Fi strength.
4G	4G Display	Displays the device's 4G strength.
<b>(b)</b>	Multi-Window Preview	Tap to view all channels under the device.
		• Play/Pause: Tap in the upper right corner to play all
		channels' live videos. Tap again to pause.
		• Switch layout: Tap $\equiv$ to switch the layout to the grid mode
		(2-column) or list mode (1-column).
		<ul> <li>View live video: Tap on a channel to start live video in the live view window.</li> </ul>
	More Operations	Receive Alarm Message: When enabled, the app will push the device's alarm messages.
		Share: Tap to enter the <b>Add Sharing</b> screen to share device permissions with other users. See Sharing Management.
		Set: Tap to enter the <b>Settings</b> screen to configure device parameters. See Device Configuration.
		Signup-Free Authorization: When enabled, other users can add and use this device by scanning the register code and entering the device password directly. When disabled, the device cannot be added by others via scanning, but you can still share it with others. Additionally, if the device has been authorized to other users without signup, the authorization will be revoked automatically.
		Delete device: Tap and confirm the deletion to delete the device.
<b>⊕</b> /⊗	Arming/Disarming	Arming: Tap
		Disarming: Tap  to disable sound and light linkage and alarm notification.
<b>№</b> / №	SD Card Status	• P: No SD card.
		• P: Abnormal SD card.
	Work Mode	Configure Work Mode to ensure 24/7 recording while maintaining a long battery life.
		Efficiency Mode (battery life: moderate; best for: home
		entrances, garages, backyards): When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second.
		Power Saver Mode (battery life: longer than Efficiency;
		best for: driveways, small offices, alleys): When no event is

Icon	Function	Description
		triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second for up to 1 minute. The next trigger is available 5 minutes later.
		Ultra Saver Mode (battery life: maximum; best for: crossroads, building entrances, busy streets): Smart detection is disabled automatically. The device captures 1 frame at the set interval and records at a low frame rate. When viewing live video, the capture and recording frame rates increase to several frames per second.
		High Consumption Mode (battery life: minimum; best for: vacation homes, warehouses, remote areas): The device captures and records several frames per second, consuming considerable power. It is recommend to connect it to a power supply.
		Note: When the device battery is below 30%, smart detection is disabled, high consumption mode is unavailable, policy cannot be switched.
/	Version Upgrade	Each time the app is launched, or every 12 hours after launch, the app checks for critical updates for the devices in the list.
		Note: It is recommended to upgrade to the latest version as soon as possible; otherwise, certain functions may not work properly.
		Tap ⑦ to view the details of the new version.
	•	If only one upgradable device is detected, tap <b>Upgrade</b> directly.
		If multiple upgradable devices are detected, select the device(s) you want to upgrade, and then tap <b>Upgrade</b> .
/	View Help	For certain IPC models, if the device is offline, you can tap <b>Need help?</b> on the home/Live View screen to troubleshoot issues such as the device's power status and SIM card status.



Note: For certain dual-channel IPC models, the live view images of both channels are displayed in the device list.

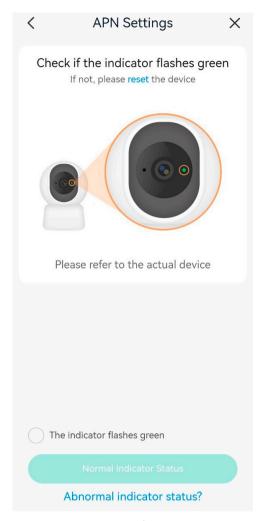
One is displayed in normal proportion, while the other is scaled down and overlaid in the lower left corner.



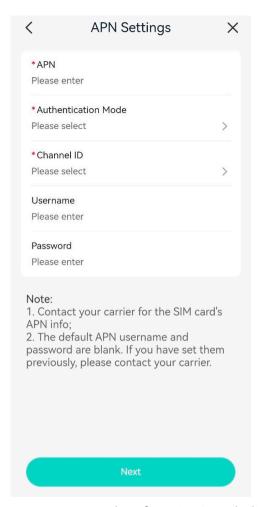
### **APN Settings for Offline Devices**

If a 4G IPC is offline, but has a properly inserted SIM card with remaining data, you can configure the APN information to connect the device to network using the specific APN information provided by the network carrier.

1. On the home/Live View screen, tap **Need help?**, and then tap **configure device network** in the context.



- 2. When the IPC indicator flashes green, select **The indicator flashes green**, and then tap **Normal Indicator Status**.
- 3. Configure the APN information. APN settings must be used with an inserted SIM card. For detailed APN parameters, please contact your carrier.



4. Tap **Next**. A network configuration QR code displays. Place the QR code 10-15cm in front of the camera's lens for scanning until you hear a sound.



5. Tap **Heard a Sound**. The network configuration completes.

# **5.3 Device Sharing**

### 5.3.1 Shared Use

Share devices with your family members and friends.

See instructions in **Me** > Sharing Management.

### 5.3.2 O&M Service

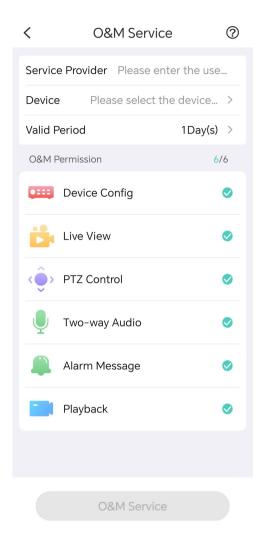
If your devices need an after-sales service, you can share them with an O&M service provider for troubleshooting and configuration.

This function displays only when you switch to the default team.

Service records are displayed in Service Records.

#### **Add O&M Service**

1. On the home screen, tap ••• in the upper-right corner of a device, and then tap **Share** > **O&M Service**.



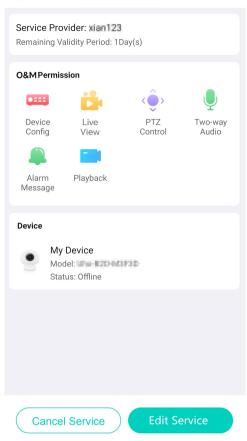
2. Select a service provider. Service provider can be added in **Me > Service > Service Provider**. Only one O&M Service provider is allowed.

- Service provider added: Displayed by default and cannot be modified.
- Service provider unadded: You can add an O&M service provider here, which information will be automatically synced to Service Provider.
- 3. Select device(s) to share with the O&M service provider. Tap **OK** to save.
- 4. Set the O&M permission(s).
- 5. Tap **O&M Service**. This service does not require approval from the service provider. Your service request will be directly synced to the service provider side.

#### **Edit/Cancel Service**

On the home screen, tap ... in the upper-right corner of a device, and then tap **Share** > **O&M Service**. The current **O&M** service information displays.

#### **O&M Service** <



- Cancel Service: Tap and confirm the operation to cancel the service.
- Edit Service: All information can be edited except the service provider.

### **5.3.3 Patrol Service**

Share your devices with a patrol service provider. When an alarm is triggered on your device, the patrol service provider can access the device recordings on the app for contractors, facilitating a swift response to alarm events.

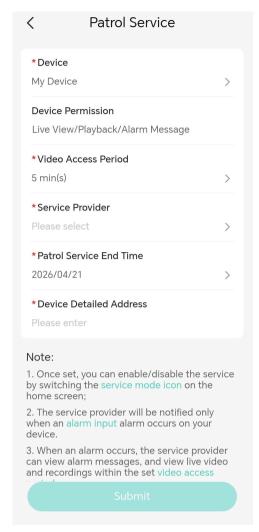
This function is available to certain devices only.

### **Add Patrol Service**



Note: The patrol service request cannot be modified once submitted. Please confirm all details before submission.

1. On the home screen, tap ... in the upper-right corner of a device, and then tap **Share** > **Patrol Service**.



- 2. Select device(s) to share with the patrol service provider. Devices that are grayed out have already been shared. Tap **OK** to save.
- 3. Set the video access period, which is applicable to the two scenarios below:
  - When an alarm occurs, live video and pre- and post-alarm recordings are accessible to your service provider only within the set duration.
  - The maximum time length of the pre- and post-alarm recordings accessible is also the set time.
- 4. Select a service provider. Service provider can be added in **Me > Service > Service Provider**. Only one patrol service provider is allowed.
  - Service provider added: Displayed by default and cannot be modified.
  - Service provider unadded: You can add a patrol service provider here, which information will be automatically synced to Service Provider.
- 5. Set the service end time, which cannot be earlier than the current date.
- 6. Enter the detailed device installation location.
- 7. Tap **Submit** and confirm the operation.

On the home screen, an icon will appear, and a status of "Sharing" will appear in the lower-left corner of the device. You can check the status of the request or revoke it in Service Records.

Once the service provider approves the request, will switch to automatically, indicating the patrol service has been enabled.

#### **Enable Patrol Service**

Tap 🕟 . The service is enabled successfully when the icon switches to 💿 .

#### **Disable Patrol Service**

When disabled, the service provider will have no access to the device information until the service is re-enabled.

Tap  $\bigcirc$  . The service is disabled successfully when the icon switches to  $\bigcirc$  .

# **5.4 Device Group**

Group and manage team devices.

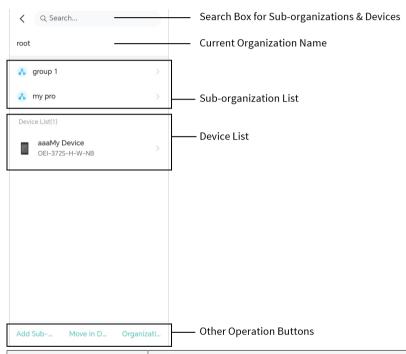
Each team has a root organization. The root organization only supports name changes.

The newly added device will be in the root organization by default. After adding a sub-organization, you can move the device to it.

After configuration, you can swipe the tabs at the top of the device list to view devices by organization.

## **5.4.1 Organization Configuration**

On the home page, go to = > Organization Management. The current organization name is displayed at the top.

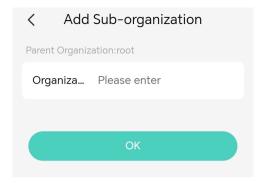


Function	Description	
Search Box for Sub- organizations & Devices	Search for all organizations and devices under the current organization by name"	
Sub-organization List	Displays all sub-organizations under the current organization. Tap one organization to view its details.	
Device List	Displays all devices under the current organization, excluding devices under sub- organizations.	

#### **Add Sub-organization**

A team supports up to 10 levels of organization, including the root organization.

Tap Add Sub-organization, set the organization name, and tap OK.



### **Edit Organization Name**

Tap Organization Management, choose Edit to modify the organization name, and click OK.

#### **Delete Sub-organization**

Enter the sub-organization details page, tap Organization Management, choose Delete, and click OK.

### 5.4.2 Device Organization

A device can only be added to one organization.

#### **Move in Device**

Move in: Move the device(s) from another organization to the current organization.

Enter the organization details page, tap Move in Device, select device(s) to be added, and tap OK.

#### **Move Out Device**

Move out: Move the device(s) from the current organization to another organization.

- Move out one by one: Enter the organization details page, tap the device to be moved out, tap Move Out **Device**, choose an organization, and tap **OK**.
- Move out in batches: Go to Organization Management > Move Out Device, select device(s) to be moved out, tap Change Organization, choose an organization, and click OK.

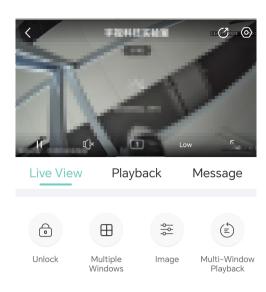
# 6 Video



Note: There may be differences in functionality and UI layout between single-channel devices and multichannel devices, depending on the actual interface design.

### 6.1 Live View

Tap a window to view live video and adjust image settings as needed.









Note: For certain dual-channel IPC models, the layout of the Live View screens may vary. Please refer to the actual screen for details.

### **Floating Toolbar**



Note: For certain dual-channel IPC models, only the following functions are supported: pause/resume, mute/unmute, and image quality adjustment.

Icon/Gesture	Function	Description
	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
(()×/((()))	Mute/Unmute	Sound is muted by default. Tap to turn on the speaker, tap again to mute the sound.
1	Window Layout	You may choose to display 6, 9, 12, or 16 windows. Choose a window layout according to the number of connected cameras. If there are more cameras than windows, swipe left or right to view the next screen.
Low	Video Quality	Tap to switch image quality, including high, medium, and low.
	Full Screen	Tap in the bottom right corner to play video in full screen. Tap in the top left corner to exit full screen.
	Dual-Screen Switching	Applicable to dual-channel devices.  Tap to display the live videos of the dual-channel device in parallel mode (figure 1) or in picture-in-picture mode (figure 2).  • Figure 1

Icon/Gesture	Function	Description
		• Figure 2
	Hide/Display Picture-in- Picture	Applicable to dual-channel devices  When viewing live videos of dual-channel devices in picture-in-picture mode, you can tap to hide the smaller live video (figure 1). To redisplay (figure 2), tap .  • Figure 1
$\mathcal{O}$	Share Device	Tap to enter the <b>Add Sharing</b> screen to share camera permissions with other users. Please refer to Sharing Management.
0	Device Configuration	Tap to enter the Device Configuration screen to configure device parameters.

Icon/Gesture	Function	Description
	Corridor Mode	Tap to vertically maximize the image to the entire screen. Ideal for video with portrait-oriented (height > width) displays.
Pinch to Zoom	Zoom in/out Image	Pinch in/out with two fingers to zoom out/in on the image.
Double Tap with One Finger	Restore Image/ Enable Multi- Window	<ul> <li>When zoomed in, double-tap with one finger to restore the image to original.</li> <li>When not zoomed in, double-tap with one finger to play live videos of multiple channels in multiple windows.</li> </ul>

### **Toolbar**

Note: For certain dual-channel models of IPCs, only the following functions are supported: snapshot, recording, two-way audio, PTZ control (for PT lens only), and enable/disable sleep mode.

Icon	Function	Description
<b>©</b>	Snapshot	Tap to capture the image and save it to the album on your mobile phone.
	Record	Tap to start video recording, tap again to stop recording.
<u>0</u>	2-way Audio	Tap to start audio intercom with the device.
<b>©</b>	Sleep Mode	When enabled, live view is not available.
6	Open Door	Tap to open the door remotely. This function is available to <b>online</b> devices only.
$\Box$	Multiple Windows	Tap <b>Multiple Windows</b> , select the desired online devices, and then tap <b>Play</b> to start live video from the cameras. In multi-window preview, you can
		Pause/resume: Tap  in the top right corner to pause video, tap again to resume.
		Switch view: Tap
		View details: Tap an image to view the live video of the camera.
<ô>	PTZ	PTZ (for PTZ cameras only): Tap <b>PTZ</b> to open the PTZ control panel, and then press and hold the arrows to rotate the camera.
		Rotate camera: Press the arrows to rotate the camera.
		• Zoom : Tap + or - to adjust zoom.
		Focus: Tap + or - to adjust focus.
		• Add preset: Tap , enter a name for the preset in the pop-up box, and then tap <b>OK</b> .
		Manage presets:
		<ul> <li>Go to a preset: Tap Preset. On the pop-up preset list, choose the desired preset, and then tap Go to Preset. The camera will rotate to the specified preset.</li> </ul>

Icon	Function	Description
		<ul> <li>Manage presets: Tap Preset, tap  on the right, tap the</li> </ul>
		preset to delete, and then tap 📺 to delete the preset.
		Tapping 📜 in the top right will select all the existing presets.
		Tapping $ imes$ in the top left will exit the edit status.
		<ul> <li>Patrol: The camera can go to the configured preset positions one by one in order within the set patrol time. The length of time that the camera stays at a preset is configurable.</li> </ul>
		Enable Patrol
		Patrol Time
		All Day
		Custom 00:00-23:59
		<ol> <li>No option selected means that none or multiple time periods are configured on the device.</li> <li>The settings on the APP will overwrite the settings on the device.</li> </ol>
		Preset Pause Time(s)  Preset Pause Time range of the current device120-1800s
		<ol> <li>Tap to enable or disable patrol. When enabled, the camera will patrol in accordance with the preset order, patrol time, and stay time.</li> <li>Set a patrol time, which can be all-day or a specific time period. Only within the patrol time will the camera conduct patrol.</li> <li>Preset Pause Time(s): Set the length of time that the camera will stay at a preset before going to the next.</li> </ol>
<del></del>	Image settings	<ul> <li>Tap Image to adjust image settings. Tapping the restore button in the bottom right corner will restore the default image settings.</li> </ul>
		Brightness: Adjust the level of lightness and darkness of the image.
		Saturation: Adjust the intensity and purity of colors in the image.
		<ul> <li>Contrast: Adjust the ratio of brightness between the brightest and darkest at the same point on the screen.</li> </ul>
		Sharpness: Adjust image clarity and sharpness of image edges.
		<ul> <li>2D NR: A noise reduction technique applied within each frame of image. The technique involves averaging the values of a pixel with its surrounding pixels to reduce noise. However, this process may lead to some loss of details in the image.</li> </ul>
		<ul> <li>3D NR: A noise reduction technique applied between frames of image. By comparing adjacent frames, it identifies the positions of noise pixels and applies control to reduce the impact, resulting in a cleaner and more detailed image display.</li> </ul>
		<ul> <li>Image Rotation: Mirror the image, including normal, vertical, horizontal, 180°, 90° clockwise, and 90° anti-clockwise.</li> </ul>
(=)	Multi-Window Playback	Play recordings synchronously.

Icon	Function	Description
		IPC675I
		<ol> <li>On the Multi-Window Playback screen, the first window will play the recording of the current camera (if exists).</li> <li>Tap to select a device.</li> <li>Tap Play to start playback.</li> <li>Slide on the timeline to specify a time point, and the windows above will play the recordings at that time.</li> </ol>
ত্র	Alarm Output	When enabled, if the device reports an alarm, the connected external alarm output device will also report an alarm.
1:1/[]	Original Aspect Ratio/Stretch to Fill	<ul> <li>Applicable to dual-channel devices. You can adjust the display ratio to see the actual effect.</li> <li>Original aspect ratio: The image will be displayed with the original aspect ratio, leaving the rest of the window blank.</li> <li>Stretch to fill: The image will be stretched to fill the entire window.</li> </ul>

## **Other Operations**

- Alarm: In the **Today's Alarm** area, swipe up or down to view alarms triggered by the camera today.
- Playback: Tap **Playback** to play recordings. See **Playback**。

# 6.2 Playback

On the **Live View** screen, tap the **Playback** tab to search and play recordings of the device.



# **Floating Toolbar**

Icon/Gesture	Function	Description
	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
(*/ <u>(</u> ())	Mute/Unmute	Sound is muted by default. Tap to turn on the speaker, tap again to mute the sound.
Low	Video Quality	Tap to switch image quality, including high and low.
	Full Screen	Tap to play video in full screen. Tap  in the top left corner to exit full screen.
	Dual-Screen	Applicable to dual-channel devices.
	Switching	Tap to display the videos of the dual-channel device in parallel mode (figure 1) or in picture-in-picture mode (figure 2).
		• Figure 2

Icon/Gesture	Function	Description
	Hide/Display Picture-in- Picture	Applicable to dual-channel devices  When viewing videos of dual-channel devices in picture-in-picture mode, you can tap to hide the smaller video (figure 1). To re-display (figure 2), tap .  • Figure 1
		• Figure 2
0	Device Configuration	Tap to enter the Device Configuration screen to configure device parameters.
Pinch to Zoom	Zoom In/Out Image	Pinch in/out with two fingers to zoom out/in the image.

## **Toolbar**

Icon	Function	Description
<b></b>	Snapshot	Tap to capture the image and save it to the album on your mobile phone.
<b>_</b> 1	Record	Tap to start video recording, tap again to stop recording.
1X)	Playback Speed	You can play at a fast speed to quickly review the video and find the key events, or play slowly to examine the details.
	Split Search	Split the recordings of the selected time period to quickly locate the event/target in a long video.

Icon	Function	Description
		2024-03-28 13:19:02 2024-03-28 13:49:02
		4 Split 9 Split
		2024/03/28 12:19 - 2024/03/28 14:19
		12:19:02 12:49:02
		Spit Play Save Image
		1. Select 4 Split or 9 Split.
		2. Specify a time period for recording playback.
		3. Tap <b>Split</b> to divide the selected recording equally into 4/9 parts.
		<ol> <li>Specify a time range for playback, and then tap Play to play the corresponding recordings on the screen.</li> </ol>
$\Box$	Recording Download	Save recordings to the album.

Icon	Function	Description
		Recording Download  Snapshot Record Speed Download Drag on the timeline to specify the recording.  2024-05-28 15:41:48  Max. Recording Duration: 5min.
		<ol> <li>Specify a recording of no more than 5 minutes by dragging on the timeline.</li> <li>Tap <b>Download</b> to download the recording.</li> </ol>
V	Recording Type	Select the recording type. The available options may vary depending on the device model.
<b>(</b>	Scale Timeline	Zoom in or zoom out on the timeline.
Date filter		Applicable to dual-channel devices. Click a date, and if there are recordings available, a dot will appear below the number as an indicator. You can directly select and jump to that date to view the playback.
	Previous Segment/Next Segment	Applicable to dual-channel devices. If there are multiple segments of recordings available for the current day, clicking on this option allows you to switch to the previous or next segment of the current recording.
1:1/[7	Original Aspect Ratio/Stretch to Fill	<ul> <li>Applicable to dual-channel devices. You can adjust the display ratio to see the actual effect.</li> <li>Original aspect ratio: The image will be displayed with the original aspect ratio, leaving the rest of the window blank.</li> </ul>
		Stretch to fill: The image will be stretched to fill the entire window.

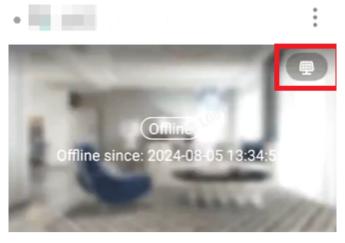
# **7 Device Configuration**

Use the app to configure parameters for devices, such as cameras, NVRs (including cameras connected to the NVR), and access control devices.

**Note:** The UI display may vary depending on the device type. The following example is for reference only.

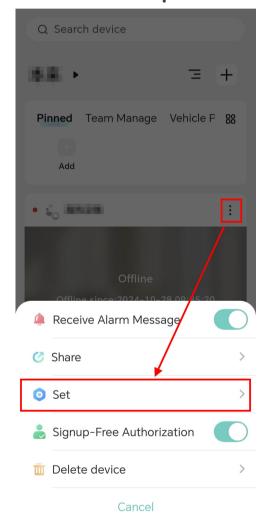
If the solar device has been physically connected to the camera via a network cable, a solar device icon will appear on the upper-right corner of the device information in the project details screen. You can also view details and configure settings in 

Set > Device Info > Solar Config.



Follow the steps below to access device configuration:

• On the home screen, tap • behind the device name, and then choose **Set**.



On the Live View page, tap oin the top right corner.

For some IPC models, you can tap  $\bigcirc$  on the **Settings** screen and enter keywords to search for functions. Tap on a result to redirect to the corresponding configuration screen.

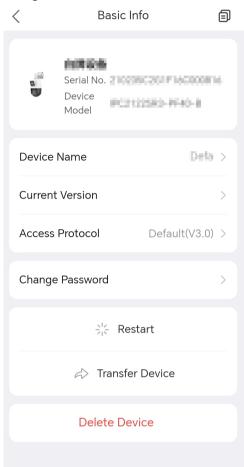
# 7.1 Basic Information

View the device's serial number and model, set the device name, time, password, send the mobile phone's geolocation information to the device, and restart the device.

### 7.1.1 Edit Device Information

View device serial number and model, modify basic information (device name, lens name, and password), upgrade device version, send location of the mobile phone to the device, and restart the device.

- 1. On the **Settings** page, tap the device name. The **Basic Info** page appears.
  - **Note:** Supported functions may vary with device models. Please refer to the actual screen for details.
- 2. Configure device information as needed.



- To copy the serial number/device model/version number (if exists): Tap in the upper-right corner to copy to clipboard.
- To change the device name: Tap the device name, input the new name, and then tap [4].
- Current version: Shows the current version number. If you have device configuration permissions, when
   appears, it means an upgrade is available. Tap to view details, and follow on-screen instructions to start the upgrade; otherwise, please contact the device administrator for software upgrades.
- Change device language: This feature is only supported by the doorbell. You can change the device's language settings here.
- To rename the lens (for certain dual-channel IPC models only): Set the names for the fixed lens and PT lens, which will be displayed in the live view image.
- To change the access protocol (available to certain models only): Tap the access protocol, choose the desired protocol, and then tap [-].
- To upgrade the device version: Tap the current version, and then check if the current version is the latest. If it is not, you can tap **Upgrade** to upgrade the device version.
- To change the device password: Tap **Change Password**, input the new and old passwords, and then tap **OK**.
- To restart the device: Tap Restart, and then confirm.

To delete the device: Tap **Delete Device**, and then confirm.

If a user has added the device without signup and wishes to retain the associated permissions, then you must transfer the device (see Transfer Device) before deletion. Otherwise, the user's permissions will also be deleted with the device.

# 7.1.2 Transfer Device

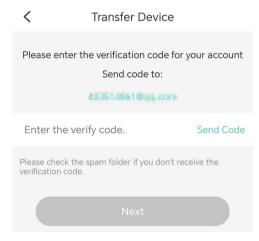
Transfer device to another user or team (created/joined). Once transferred, the previous user/team will lose all permissions to the device.



Note: Depending on the user's identity and permissions, the supported transfer types may vary. Please refer to the actual screen.

#### **Transfer to User**

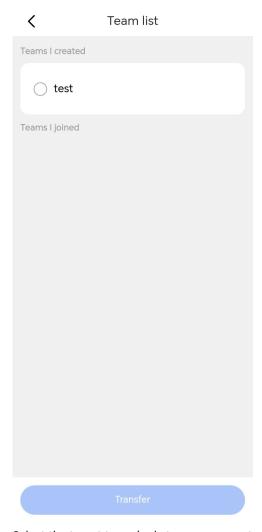
1. On the Basic Info screen, tap Transfer Device > Transfer to User.



- 2. Tap **Send Code**. Enter the received verification code.
- 3. Tap Next, enter the target user's account information, and then complete the verification.

# **Transfer to Team**

1. On the Basic Info screen, tap Transfer Device > Transfer to Team.

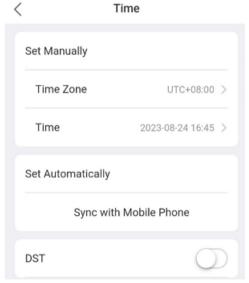


- 2. Select the target team (only teams you created and joined are displayed).
- 3. Tap **Transfer** and confirm the operation.

# 7.2 Time Configuration

Configure the time zone and time of the device. You can set manually or have them synchronized with those of your mobile phone.

1. On the **Settings** page, tap **Time**.



2. Choose a way to set the time zone and time:

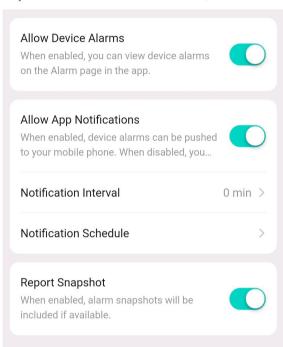
- Set manually: Tap **Time Zone** or **Time**, set the time zone or time accordingly, and then tap **OK**.
- Set automatically: Tap **Sync with Mobile Phone**. The time zone and time settings will be synchronized with those of your mobile phone.

# 7.3 Notifications

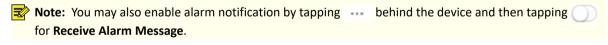
#### **Allow Alarm Notifications**

Enable or disable alarm notification.

Alarm Notification Settings



 Tap behind Receive Alarm Message to enable or disable alarm notification. After enabling this setting, you also need to enable notification for the app in your mobile phone's system; otherwise, your mobile phone will not receive real-time alarm messages.



- Tap \_\_\_\_ for Allow App Notifications, configure the notification interval and notification schedule. If the
  notification schedule is disabled, device alarms will be pushed to the mobile phone throughout the day;
  otherwise, notifications will be pushed according to the scheduled time.
- Tap behind **Report Snapshot**, if the device supports reporting alarms that include alarm snapshots, the alarm snapshots can be attached to the alarm information for reporting.

#### **Allow Video Call Notifications**

This function is available to certain device models only.

When enabled, the app will notify you if there is a video call.

# 7.4 Device Operations

#### **Share Device**

You can share cameras with other users and set permissions the users will be allowed when using the shared camera. Permissions include live view, PTZ control, two-way audio, alarm message, playback, and device configuration. Please refer to Sharing Management.

# **Signup-Free Authorization**

- When enabled, other users can add and use this device by scanning the register code and entering the device password. You can view info about users who have added the device without signup and revoke their permissions in Me > Sharing Management > Signup-Free.
- When disabled, the device cannot be added by others via scanning. However, you can still share it with others. Additionally, if the device has been authorized to other users without signup, the authorization will be revoked automatically.

# 7.5 Alarm Settings

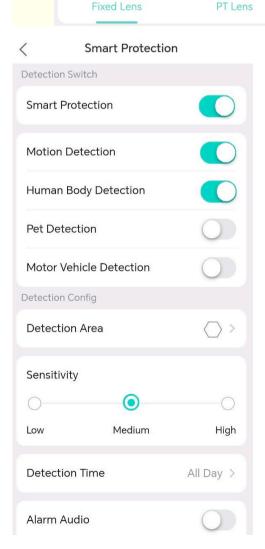
Set alarm sound, disarming, alarm parameters, and detection functions, etc.

# 7.5.1 Alarm Detection

- The supported detection functions may differ.
- For certain device models, there is a **Smart Protection** module where functions such as motion detection and human body detection are reintegrated for unified management. Enable **Smart Protection** to configure parameters for detection functions.



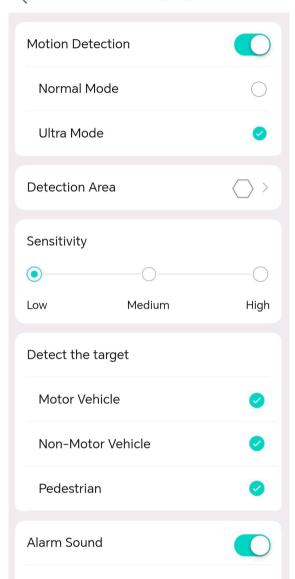
- In this module, parameters such as detection area, sensitivity, and detection time are configured uniformly and apply to all detection functions within the module.
- For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)



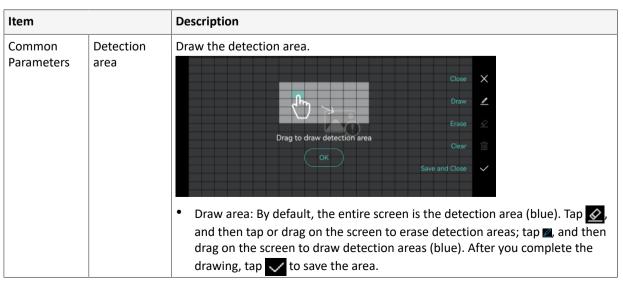
# 7.5.1.1 Motion Detection

Motion detection detects motion of objects within a specified area during a specified period based on the sensitivity level set by the user.

# Motion Detection



See the descriptions below (the configuration completed in the app will overwrite the configuration on the device.):

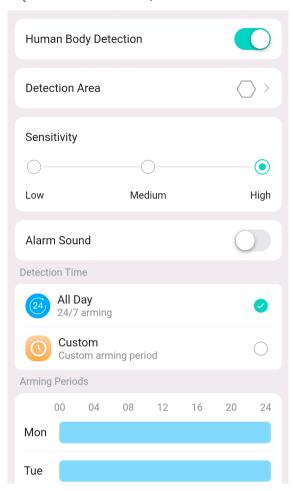


Item		Description
		• Redraw area: Tap into clear the existing area, and then tap Ito redraw one. Tap when you complete.
	Sensitivity	Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
Normal Mode	Detection Time	It can be set to all-day or a specified time period. When <b>Custom</b> is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.
		Note: IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.
Ultra Mode	Detect the target	Choose a target to detect: Motor Vehicle, Non-Motor Vehicle, or Pedestrian.
	Alarm sound	Enable or disable sound alarm. After enabling alarm sound, you need to choose a linkage mode and a specific alarm sound that will be played when an alarm is triggered.
		Linkage mode: Choose day/night mode or custom mode. Day/night mode: Choose day or night mode. The camera will generate alarm sound when an alarm occurs within the specified time period. Custom mode: You can set a time period. The camera will generate alarm sound when an alarm occurs within the specified time period.
		Alarm sound: Tap and then choose an alarm sound from the list. You can choose an alarm sound provided by the system or an alarm sound that you have customized.
	Flashing light	Enable or disable flashing light. Choose a linkage mode after enabling flashing light. For linkage mode descriptions, see Alarm Sound.

# **7.5.1.2** Human Body Detection

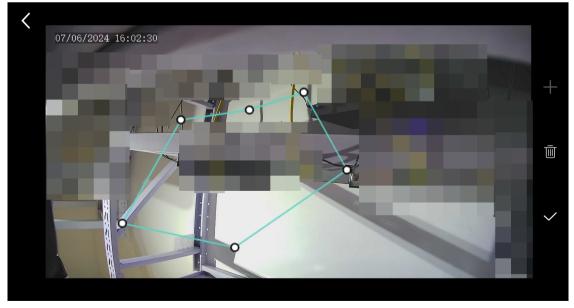
Human body detection detects people entering a specified area on the live video image.

# Human Body Detection



#### See the descriptions below:

Detection area: Draw the detection area.

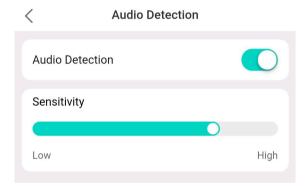


- Draw area: Tap on the right side. A hexagon appears on the screen. Drag a vertex to change the shape and size. When you complete the drawing, tap to save the area.
- Redraw area: Tap on the right side to clear the existing area, and then tap to redraw one. When you complete the drawing, tap .

- Sensitivity: Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.
  - **Note:** IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.
- Arming schedule: Includes alarm sound and flashing light. After enabling alarm sound, you can choose a default system alarm sound or a custom alarm sound.
- PIR sensitivity: PIR devices can be activated to detect the presence of human body by sensing IR radiation from human body or other objects.
  - **Note:** The higher the sensitivity, the farther the detection distance and the smaller the detectable targets.

#### 7.5.1.3 Audio Detection

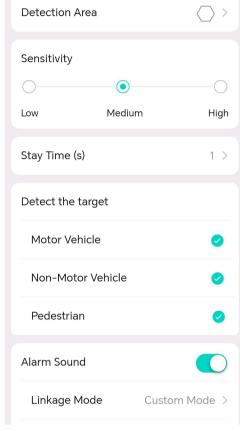
Audio detection detects sound within the specified area. After enabling audio detection, you need to set and adjust detection sensitivity based on actual requirements and testing. A higher sensitivity level will result in easier sound detection.



# 7.5.1.4 Intrusion Detection

Intrusion detection triggers an alarm when it detects an object entering the specified area in the live video and staying within the area for a certain length of time.

# Intrusion Detection Intrusion Detection Detection Area



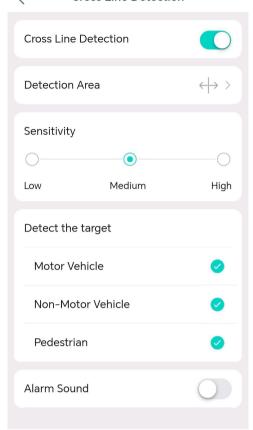
The parameters are described below.

- Detection Area: Tap to draw the detection area.
  - Draw an area: Tap \_\_\_\_ on the right side. A hexagon appears on the screen. Drag a vertex to change the size and shape. After you complete the drawing, tap \_\_\_\_ on the right to save the area.
  - Redraw an area: Tap in on the right side to clear the existing area, and then tap . A hexagon appears on the screen. Adjust the size and shape of the detection area as needed. Tap to save the area when you complete.
- Sensitivity: Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
- Stay Time: Set a dwell time. If the detected object enters the area and stays for the set time, an alarm will be triggered.
- Detect the target: Choose a target to detect: Motor Vehicle, Non-Motor Vehicle, or Pedestrian.
- Alarm sound: Enable or disable sound alarm. After enabling alarm sound, you need to choose a linkage mode and a specific alarm sound that will be played when an alarm is triggered.
  - Linkage mode: Choose day/night mode or custom mode. Day/night mode: Choose day or night mode. The camera will generate alarm sound when an alarm occurs within the specified time period. Custom mode: You can set a time period. The camera will generate alarm sound when an alarm occurs within the specified time period.
  - Alarm sound: Tap and then choose an alarm sound from the list. You can choose an alarm sound provided by the system or an alarm sound that you have customized.
- Flashing light: Enable or disable flashing light. Choose a linkage mode after enabling flashing light. For linkage mode descriptions, see Alarm Sound.

# 7.5.1.5 Cross Line Detection

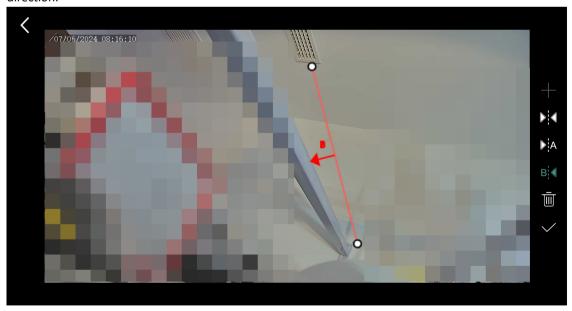
Cross line detection triggers an alarm when it detects an object crossing the detection line in the specified direction in the live video.

Cross Line Detection



The parameters are described below.

• Draw the detection line. An alarm will be triggered when an object crosses the detection line in the specified direction.

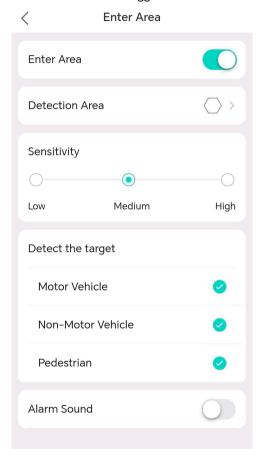


• Draw the detection line: Tap on the right side. A detection line appears, which divides the image into two areas (A and B). You can drag an end of the detection line to the desired position. By default, an alarm will be triggered when an object crosses the line in either direction (from A to B or from B to A). You can tap A or A to Change the trigger direction. The direction that the arrow points to is the trigger direction. For example, if the arrow points from A to B, then an alarm will be triggered when an

- object crosses the detection line from A to B; an alarm will not be triggered when the object crosses the detection line from B to A. After you complete the drawing, tap on the right to save the detection line.
- Redraw detection line: Tap in on the right side to clear the existing detection line, and then tap. A new detection line appears on the screen. Adjust its position and direction, and then tap.
- For other parameters, please refer to Instrusion Detection.

# **7.5.1.6 Enter Area**

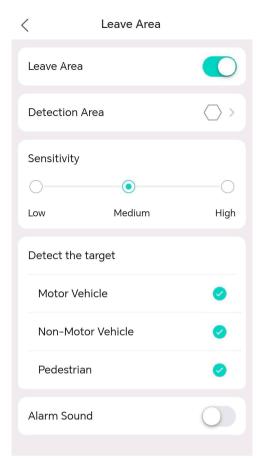
Enter area detection triggers an alarm when it detects an object entering the detection area in the live video.



For parameter descriptions, please refer to Instrusion Detection.

# **7.5.1.7 Leave Area**

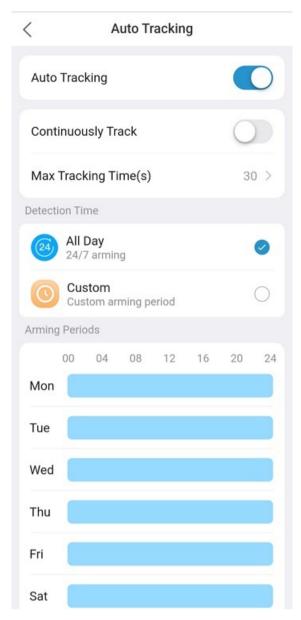
Leave area detection triggers an alarm when it detects an object leaving the specified area in the live video.



For parameter descriptions, please refer to Instrusion Detection.

# 7.5.1.8 Auto Tracking

The camera automatically tracks the detected object within the set detection time.



The parameters are described below.

- Detection time: It can be set to all-day or a specified time period. To specify a detection time, tap **Custom**, set the start time and end time, and then tap **OK**. The device will detect motion within the specified detection area during the specified time period every day.
- Continuous tracking: When enabled, the device will track the object until it leaves the detection area. When disabled, the device will track the object according to the maximum tracking time.
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.

#### Note

IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.

# 7.5.1.9 Abnormal Sound Detection

Abnormal sound detection is used to monitor abnormal sounds such as loud noises and cries in the detection area.

# Abnormal Sound Detection

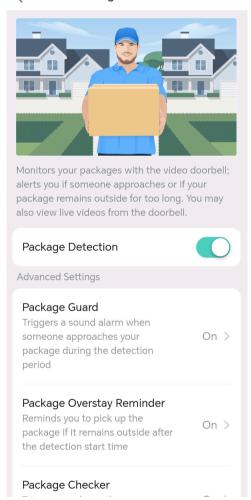


Sensitivity: Applies to both loud sound detection and cry detection. The higher the sensitivity, the more easily alarms will be triggered.

# 7.5.1.10 Package Detection

Monitors your packages with video doorbell; alters you if someone approaches or if your package remains outside for too long.

# < Package Detection



- 1. Tap \_\_\_\_\_ to enable package detection.
- 2. In advanced settings, you can enable or disable functions and configure parameters for package detection as needed.
  - Package Guard: Triggers a sound alarm when someone approaches your package during the detection period.
    - Alarm sound: You can use the built-in alarm sounds in the app, or manually add custom sounds (see Customize Alarm Sound).

- Detection time: Package guard function only works within the set time periods.
- Package Overstay Reminder: If your package remains outside after the detection start time, a pop-up window will display to remind you to pick it up.
- Package Checker: Triggers an alarm when your package is delivered or picked up.

# 7.5.2 Disarming

You can disarm the system to deactivate alarm linkage during the disarming period.

- 1. On the Settings page, tap Disarm Alarm Linkage.
- 2. To enable disarming, tap \_\_\_\_\_. When disarming is enabled, alarm linkage does not take effect during the disarming period.

# 7.5.3 Customize Alarm Sound

Customize alarm sounds to be played when an alarm is reported.

- 1. On the **Settings** page, tap **Customize Alarm Sound**.
- 2. Tap **Add Alarm Sound**, press and hold to record an audio, and release to stop recording. The maximum length is 6 seconds. Tap **Play** to try it. To save the recorded audio, tap | in the top right corner.
- 3. To customize more alarm sounds, repeat the above steps.

To delete an alarm sound, tap ... and then choose **Delete**.

# 7.6 Related Settings

# 7.6.1 Network Configuration

- 1. On the **Settings** page, tap **Network**.(The layout and display may vary with phone's operating system. Please refer to the actual screen.)
- 2. Select a Wi-Fi network for connection and enter the correct password.



# 3. Tap **Save**.

**Note:** If the device is connected to Wi-Fi without a network cable plugged in, changing Wi-Fi information will cause the device to be offline briefly.

# 7.6.2 Image Configuration

Image configuration includes image rotation, WDR, smart illumination, and day/night mode.

Note: For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)

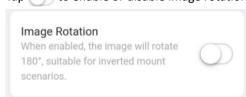
Fixed Lens

PT Lens

# **Image Rotation**

Image rotation is suitable for inverted scenes. After enabling screen rotation, you can view the 180-degree rotated image in the camera.

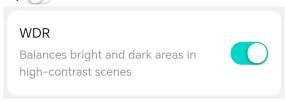
Tap \_\_\_\_\_ to enable or disable image rotation.



#### **WDR**

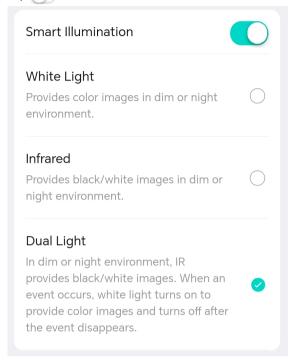
WDR is suitable for scenes with strong contrast between light and dark. When WDR is enabled, both the bright and dark areas in the image can be clearly visible.

Tap to enable or disable WDR.



#### **Smart Illumination**

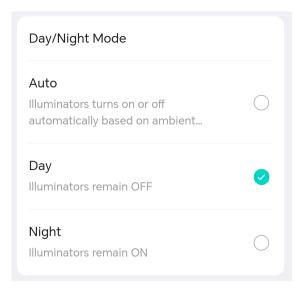
1. Tap \_\_\_\_\_ to enable or disable smart illumination.



- 2. After enabling smart illumination, choose an illumination mode:
  - White light mode: Renders color images at night or in a low-light environment.
  - Infrared mode: Renders black and white images at night or in a low-light environment.
  - Dual light mode: When at night or in a low-light environment, the infrared light is activated to render black and white images. When an event is triggered, the white light is activated to render color images; it restores the previous state after the event is ended.
  - Smart white light: In this mode, all video images are displayed in color. When at night or in a dim environment, the white light operates in low brightness mode. When an event is triggered, the white light increases brightness; it restores the previous level after the event is ended.

# **Day/Night Mode**

1. Choose a day/night mode as needed. The day/night mode is related to the linkage mode in smart illumination and smart detection. The settings take effect immediately after you tap **OK**.

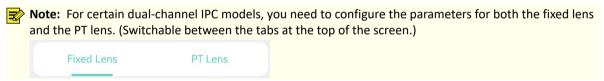


- Auto: The device automatically switches between black & white mode and color mode based on changes in the ambient light.
- Day: The device uses daylight to provide high-quality images.
- Night: The device uses the low-light and smart illumination to provide high-quality images.

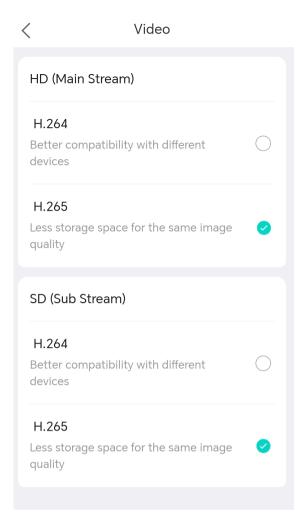
# 7.6.3 Video Configuration

Configure video stream parameters of the device.

1. On the Settings page, tap Video.

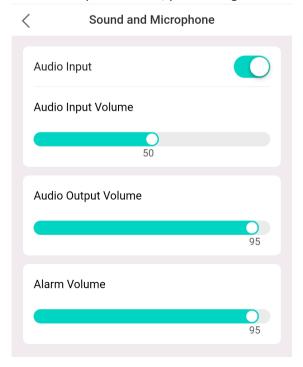


2. Choose the desired compression format. H.265 is the successor to H.264 and provides higher compression efficiency than H.264.



# 7.6.4 Sound and Microphone

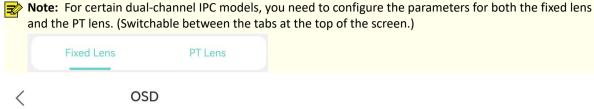
- 1. On the **Settings** page, tap **Sound and Microphone**.
- 2. After audio input is enabled, you can drag the sliders to adjust the input and output volume.

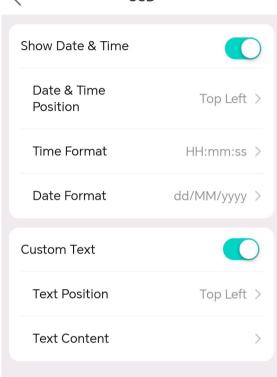


# 7.6.5 OSD Configuration

OSD (On Screen Display) refers to the text information, such as date and time, that appears overlaid on video images.

1. On the Settings page, tap OSD.





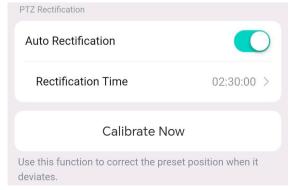
- 2. To show date & time, tap \_\_\_\_\_ for **Show Date & Time**, and then set the position of the date and time on the video image, and the time and date format.
- 3. To add custom text information, tap \_\_\_\_\_ for **Custom Text**, and then set the text position and text content.

# 7.6.6 PTZ Configuration

Use auto rectification to calibrate the PTZ. User operation does not take effect during the process, and the camera returns to the current saved position after the calibration is completed.

#### **PTZ Rectification**

1. On the Settings page, tap PTZ.



2. Choose a way to calibrate the PTZ.

- Manual rectification: Tap **Rectify** to start calibration immediately.
- Auto rectification: Enable Auto Rectification, and then set a time for the camera to perform automatic
  rectification every day. The camera will perform rectification automatically at the scheduled time on a
  daily basis.

#### **Preset Auto Guard**

With the preset auto guard function enabled, the PTZ camera will automatically return to the specified preset and monitor the key area after rotating to other directions.

- Preset: Choose the preset that you want use for auto guard. The preset you want to use must be added in advance under **Live View** > **PTZ** first (see Preset).
- Idle Duration: Time during which there's no user operation. The PTZ camera returns to the specified preset when the idle duration is over.

# 7.6.7 Power Consumption Management

# 7.6.7.1 Battery Dashboard

On the Settings screen, go to Power Consumption Mode > Battery Dashboard.

You can view the device's current battery level, along with detailed metrics such as the remaining battery percentage, charging efficiency, and charge duration, for three timeframes: Today, 7 Days, and 30 Days.

Battery Dashboard

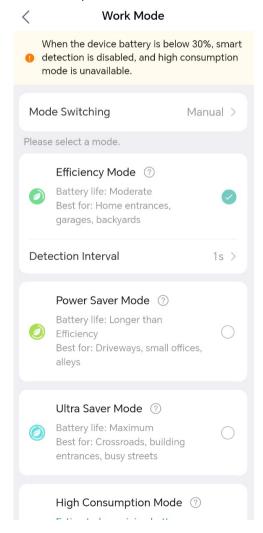


# 7.6.7.2 Work Mode

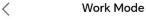
Configure work modes to ensure 24/7 recording while maintaining a long battery life.

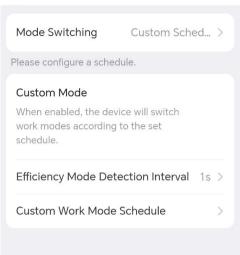
Work Mode Types:

- Efficiency Mode: When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second.
  - Suitable for scenarios with sparse pedestrian and vehicle traffic, such as fishponds, orchards, mountainous areas, and rural courtyards.
- Power Saver Mode: When no event is triggered, the device captures 1 frame at the set interval and records
  at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per
  second for up to 1 minute. The next trigger is available 5 minutes later.
  - Suitable for scenarios with moderate pedestrian and vehicle traffic, such as campuses, communities, and parks.
- Ultra Saver Mode: Smart detection is disabled automatically. The device captures 1 frame at the set interval and records at a low frame rate. When viewing live video, the capture and recording frame rates increase to several frames per second.
  - Suitable for scenarios with dense pedestrian and vehicle traffic, such as parking lots, crossroads, and construction sites.
- High Consumption Mode: The device captures and records several frames per second, consuming considerable power. It is recommend to connect it to a power supply.
  - Minimum battery life. Suitable for scenarios such as vacation homes, warehouses, and remote areas.
  - **Note:** When the device battery is below 30%, smart detection is disabled, high consumption mode is unavailable, policy cannot be switched.
- 1. On the **Settings** screen, go to **Power Consumption Management > Work Mode**.
- 2. Choose a mode switching policy and configure it accordingly.
  - Manual: Use a fixed mode. Choose a mode as needed. If you choose the efficiency mode, you need to set the efficiency mode detection interval.



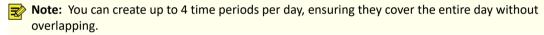
• Custom Schedule: Set a custom weekly schedule for mode switching. You can set different modes for different time periods within a week.





- (1) (Optional) If you want to enable efficiency mode, you need to set the efficiency mode detection interval.
- (2) Tap Custom Work Mode Schedule. By default, the entire schedule is set to efficiency mode.
- (3) Tap Add Schedule.
- (4) Select a day and tap **Add Period**. Select the start and end time and choose a mode for the period.

There are 3 default time periods for quick configuration: Early Morning (00:00-06:00), Daytime (06:00-18:00), and Night (18:00-23:59).



- (5) Tap Save.
- (6) Repeat the Step c & d & e to complete the schedule for the entire week.

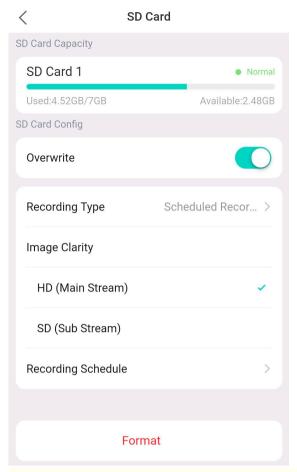
# 7.6.8 Storage Medium

View the capacity and status of storage medium on an NVR device, and format storage medium.

- 1. On the Settings page, tap Storage Medium.
- 2. View the capacity and status information of the storage medium.
- 3. (Optional) Format the storage medium as needed.
  - (1) Tap  $\stackrel{\frown}{\mathbb{H}}$  in the top right corner.
  - (2) Choose the storage medium, and then tap **Format**.
  - (3) Tap Format to confirm the operation.

# **7.6.9 Storage Configuration**

1. On the Settings page, tap Storage.



# Note:

- The parameters displayed may vary. This section lists all parameters for your reference.
- For devices that support Efficiency Mode (see descriptions in Work Mode), the default recording type is **All Day**. You don't need to set the recording type and recording schedule.
- For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)



#### 2. Configure the SD card:

- Overwrite: When enabled, the earliest recordings on the SD card will be overwritten when the space is used up. When disabled, video recording will stop when the space is used up. It is recommended to enable this function.
- Image clarity: Choose the desired stream type. The lower the clarity, the less storage space required.
- Recording type: Choose normal recording or event recording. Normal recording records video according
  to the configured schedule. Event recording records video of events that occur within the scheduled time
  periods.
- Recording schedule: Swipe on the screen to configure a recording schedule for the device to automatically
  record video based on the set time and recording type. Tap in the top right corner to save the settings
  when you complete.



3. (Optional) To delete all the data stored on the SD card, tap Format.

# Note:

A prompt message as shown below will appear if the overwrite function is disabled. You can ignore the message or enable the overwrite function.

- With overwrite disabled: When the space on the SD card is used up, video recording will stop, and you
  need to format the SD card manually in order to continue video recording.
- With overwrite enabled: When the space on the SD card is used up, the new recordings will automatically overwrite the earliest recording on the SD card.

# 7.6.10 Solar Configuration

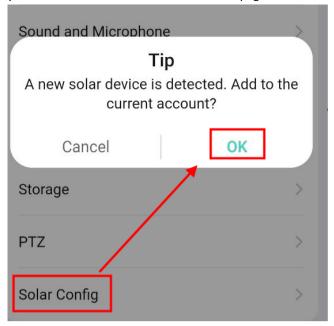
For certain solar device models, once connected to a camera using a network cable and bound to the camera on the app, the solar device can power the camera. Additionally, the camera can provide network access to the solar device.

# **Bind Solar Device with Camera**

After connecting the camera to the solar device using a network cable, you can bind the solar device to the camera through the app using the following methods:

- Scenario 1 (solar device already added to your account):
  - If the solar device has been added to your account by scanning the QR code on the device, the solar device will automatically bind to the connected camera.
- Scenario 2 (solar device not added to any account):
  - 1. On the main screen, tap ... next to the device name, and select Set > Solar Config.

2. Confirm the connection between the solar device and the camera in the pop-up window. Once succeeded, you will be redirected to the device details page of the solar device.



- Scenario 3 (solar device already added to another account):
  - 1. Delete the solar device from the other account.
  - 2. Log in to your account and follow the steps in Scenario 2.

# View & Rename & Delete

Choose a following way to enter the device details page, then you can view the device status and runtime statistics.

- On the main screen, tap ... next to the device name, and select **Set** > **Solar Config**.
- Go to Me > Solar Management, and select a solar device.



Tap > next to the solar device name to rename or delete the solar device from the account.

# my device Device Model: The model Serial No.: The my device Name Binding Info Camera Name Camera Serial

Delete Device

# 7.6.11 Chime Configuration

Chime is designed to work with doorbell through a binding process. Once bound, pressing the doorbell button will trigger the chime to sound, alerting you indoors. A wireless doorbell can be paired with either one mechanical chime or up to 3 wireless chimes.



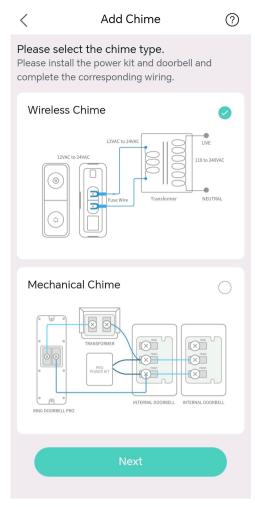
No.

- A wireless doorbell can only be paired with one type of chimes (wireless/mechanical) at a time. If you switch the chime type, all previously added chime(s) will be cleared.
- Before adding, please ensure the chime is installed correctly according to the wiring diagram (by tapping
   ? in the upper-right corner) and the chime is powered on.

# **Add Wireless Chime**

Add chimes one by one. Up to 3 chimes can be added.

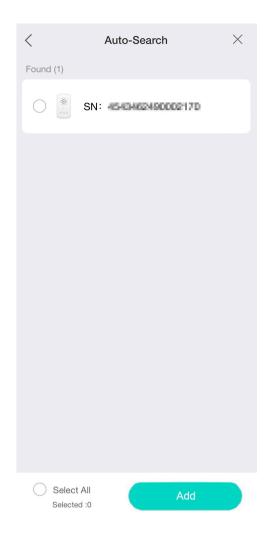
1. Tap Add Chime and select Wireless Chime as the type.



- 2. Press and hold the SYNC button on the chime until the indicator light flashes green, then release.
- 3. Select <The indicator flashes green.>, and tap **Next**. The system will automatically search for available wireless chimes.



4. Select the wireless chime you want to add in the list and tap **Add**. If the chime emits a ding-dong sound, the chime is added successfully.



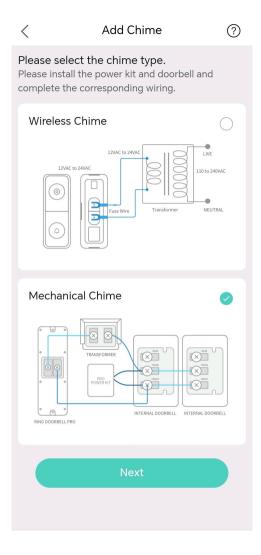
# **Add Mechanical Chime**

You can only add one mechanical chime.



Note: Please make sure the doorbell is wired properly as illustrated; otherwise, the doorbell may be damaged.

Tap Add Chime and select Mechanical Chime as the type. If the wiring is correct and the mechanical chime is powered on, the doorbell will automatically detect it, and the chime information will display in the list.



# **7.7 More**

# **Device Indicator**

Use the app to turn on or off the indicator on a device.

- 1. On the **Settings** page, tap **More**.
- 2. Tap \_\_\_\_\_ to turn on or off the device indicator.



# **Export Device Diagnostic Information**

 $1. \ \ \mbox{On the More page, tap Export Diagnostic Info}.$ 

Export Diagnostic Info

2. Tap **Export** to export diagnostic information to your mobile phone.

# **Speed Test**

- 1. On the More page, tap Speed Test.
- 2. Tap **Test**. The details are displayed.

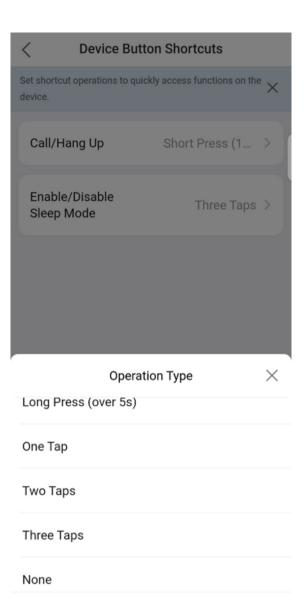


# **Import Faces and License Plates**

Import faces or license plates into the face or plate libraries on the device by photo taking or manual input.

# **Device Button Shortcuts**

Set shortcuts for the device button to quickly make/end calls and enable/disable sleep mode.



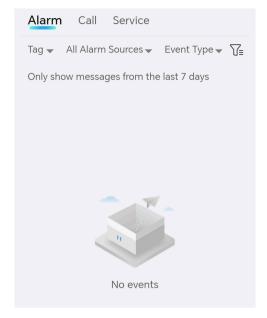
# 8 Message

View alarm, call, and service information. On the **Message** screen, choose a team from the upper-left corner to view the relevant messages. Only alarm messages are filtered based on the selected team.

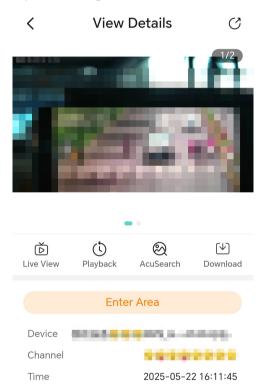
Only messages of the last 7 days are displayed. A red dot on a message type or specific message indicates unread status.

#### **Alarm**

You can filter alarm messages by tag (pedestrian, motor vehicle, pet, and non-motor vehicle), alarm source, and event type. Tap  $\sqrt{}$  for advanced filtering options.



Tap on a message to view details.

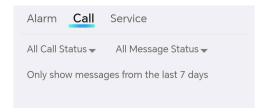


- Live View: Tap to view the device's live video.
- Playback: Tap to view the recording at the snapshot time.
- AcuSearch: Only NVR devices support this feature. Tap to perform an advanced search based on the snapshot.
- Download: Tap to download the snapshot to local album, provided the device is online and the app has storage permission.
- Share: Located in the upper-right corner of the screen. Tap to share data with others.

# Call

If a video intercom device (e.g., indoor station) is linked to the app, calls can be answered on this app. Call records are displayed here.

You can filter call messages by call status and message status.



Tap on a message to view details. See other operations in Alarm.

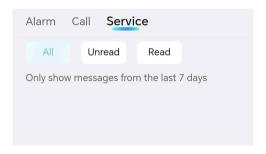
#### **Service**

Service messages include device sharing and transfer messages. They appear when an installer completes setup and delivers the device to the app user.



Note: Service messages remain valid for 30 days, after which they will be deleted automatically.

You can filter service messages by message status.



#### **Clear All Unread Messages**

#### **APP Notification Push**

Go to (o) > APP Notification Push.

- System Notifications: Tap Settings to enable/disable app notifications in System Settings.
- Allow Notifications: Device alarms are pushed to your phone only when both System Notifications and Allow Notifications are enabled.

# **Notification Type**

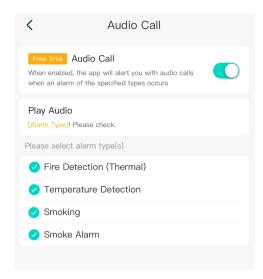
- 1. Go to ( ) > Notification Type.
- 2. Select the alarm/call/service content types for which you want to receive notifications.
  - Note: The supported content types may vary with device model. Please refer to the actual screen.
- 3. Tap Confirm.

#### **Audio Call**

When an alarm occurs, you will receive an audio call notification to alert you to the handle the alarm in time. You can view all call records on the Call screen.

This function is currently free for a limited time. Feel free to try it out.

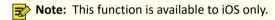
- Tap (o) > Audio Call.
- 2. Enable Audio Call.
- 3. Select the alarm type(s) for which you want to receive audio call notifications.



# After receiving an audio call:

- Tap (Android)/ (iOS) to answer the call. The alarm sound will play automatically.
- Tap to mute the call. Tap it again to unmute.
- Tap (1) to turn on the speaker. Tap it again to turn off the speaker.
- Tap (Android)/ (iOS) to end the call.

#### **Critical Alerts**



When an alarm occurs, even if a Focus is on or iPhone is muted, critical alerts appear on the Lock Screen and play a sound. You can view all critical alert records on the Alarm screen.

- 1. Go to ( ) > Critical Alerts.
- 2. Follow the pop-up message to go to the notification settings screen for the app. Enable **Allow Notifications** and **Critical Alerts**. We recommend enabling all alert methods.
- 3. Check the critical alerts status in the app. The status is **Enabled**. Select the alarm type(s) for which you want to receive critical alerts.

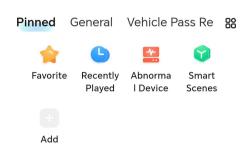


# 9 Application

Applications are displayed on the home screen in the standard version only. In the simple version, they're hidden. To switch to the standard version, tap -> Standard Version on the home screen.



Note: The supported applications may vary based on the team type and your account permissions. Please refer to the actual screen.



### **View App Info**

Displays the applications supported by the current team.

- Applications are categorized into modules such as Pinned, Attendance, and Solar Energy. Tap supported applications in full screen.
- Tap on a module title to display the applications under it. Tap on an application name or icon to enter the corresponding configuration screen.

### Pin App

You can pin up to 8 applications.



- 2. Tap 1 to pin the application. Tap 1 to unpin the application.
- Tap **d** to return to the home screen.

### 9.1 General

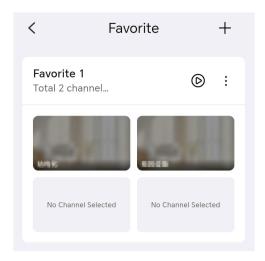
### 9.1.1 Favorites

This feature allows users to group frequently used devices (such as living room surveillance) into favorites for quick access, batch device status check, and centralized management across scenarios.



Note: Information in the favorites is saved only within the current account and does not support sharing across teams.

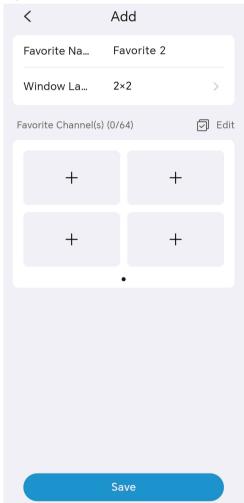
Tap **Favorites** above the device list on the home screen.



## **Create a Favorites Folder**

Note: Up to 16 favorites folders can be added.

1. Tap +.



2. Configure favorites information.

Parameter	Description
Favorite Name	By default, the folders are named Favorite 1, Favorite 2,; custom names are supported.
Window Layout	Display multiple live video images on the same screen. Available layouts include 1x1, 2x2 (default), 3x2/3x3, 4x3, etc.

Parameter	Description
	Note: Due to differences in phone screen sizes, if the system detects that the selected layout cannot be displayed on the screen size, it will automatically adjust.
Favorite Channel(s)	After the window layout is set, the channels will be rearranged accordingly.
	Note: A device can be added to different favorites folders at the same time.
	(1) Tap <b>Edit</b> or any +, select the channels you want to add to favorites from the list.
	(2) Tap <b>OK</b> .

### 3. Tap Save.

### **Use Favorites**

- One-tap play: Tap next to the favorites folder name to play the live video of all devices in the folder simultaneously.
- Edit favorites folder: Tap any live view window in the favorites folder or choose : > Edit to make modifications.
- Delete favorites folder: choose : > Delete and then confirm.

## 9.1.2 Recently Played

Tap to open the most recently played live view.

## 9.1.3 Abnormal Device

The page displays all abnormal devices in **offline status** in the team, and supports one-click handover to the O&M service provider to help users quickly locate and manage offline devices, reducing operational costs.

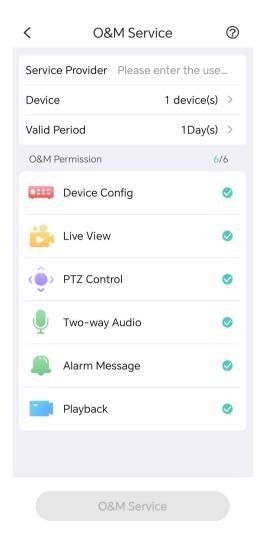
The abnormal device information includes the device name and the reason for the abnormality. If the device is shared from others or does not support O&M due to device type, it will only be displayed in the list.

## < Abnormal Device



## Request O&M Service

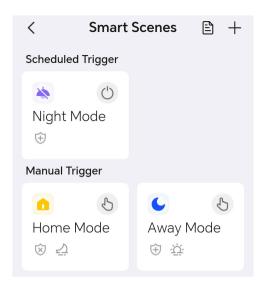
1. If there are devices awaiting O&M, tap **O&M Service** at the bottom.



- 2. Choose the service provider. You can set this in **Me > Services > Service Provider**, and only one service provider can be set.
  - If the service provider has been added, it will be displayed and cannot be modified.
  - If the service provider is not added, you can add it directly, and it will be synced to Service Provider.
- 3. By default, all devices that support O&M are selected. If you need to reduce the devices, tap **Device** to reselect.
- 4. Set the O&M validity period and permissions.
- 5. Tap **O&M Service**. The O&M request is directly sent to the service provider, no service provider approval is required.

## 9.1.4 Smart Scenes

Set up automation rules for the team, including scheduled trigger and manual trigger, to control multiple security devices (such as IPCs, NVRs) to perform specific actions (such as arming/disarming, enabling/disabling sleep mode) with a single tap. This eliminates the hassle of manual operations one by one, enables automated security management, and enhances management efficiency.



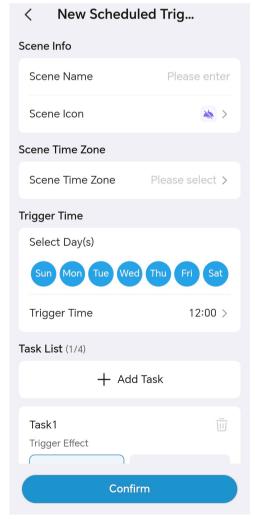
### **Add Scenes**

Each team has three scenes by default (one triggered by schedule, two triggered manually).

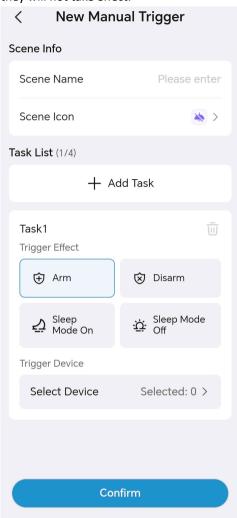
**Note:** The three default scenes must be configured first before they can be used.

You can add up to 13 additional scenes.

- 1. Tap +.
- 2. Tap +. Choose the trigger type and configure the corresponding parameters, then tap OK.
  - Scheduled Trigger: Tasks set to trigger at specified times on a weekly basis.



• Manual Trigger: Tasks will be performed only when manually triggered in the smart scene list; otherwise, they will not take effect.



Parameter	Description
Scene Name	Set as needed.
Scene Icon	Choose an icon to clearly distinguish the corresponding effect in the scene list.
Time Zone	Choose the correct time zone.
Trigger Time	Required for scheduled trigger only.
	You can select one or multiple days in the week for triggering. The task will be triggered at the same time on the selected day(s).
Task List	A maximum of 4 tasks can be added to a single smart scene.
	Trigger Effect: The intended outcome. Currently supports arming, disarming, enabling sleep mode, disabling sleep mode.
	Trigger Device: The selected device will simultaneously execute the set trigger effect at the specified time.
	Devices added without signup and devices shared from others are not supported.
	At least 1 device must be bound.

## **Enable/Disable Scheduled Trigger**

Scheduled trigger scenes are automatically activated upon creation and shows the status in the smart scene list.

Tap (b) to disable; tap (b) to enable.

### **Perform Manual Trigger**

To manually trigger a scene, tap the corresponding  $\begin{cases} \begin{cases} \begin$ 

## **Edit/Delete Smart Scene**

The default three scenes can only be modified and cannot be deleted.

To edit a scene, tap the scene name and then edit on the details page. To delete a scene, tap in and then confirm to delete the scene.

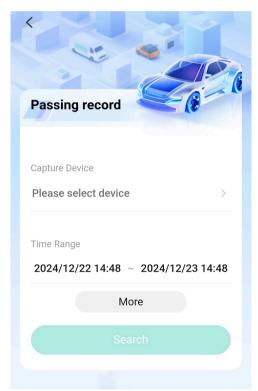
### **Smart Scene Trigger Records**

Tap to view smart scene trigger records.

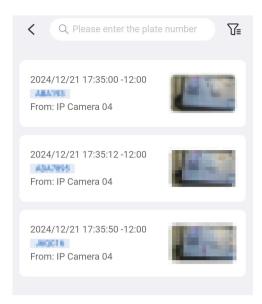
# 9.2 Vehicle Passing Record

## 9.2.1 Vehicle Passing Record

Search vehicle passing records based on criteria such as capture device and time.



- 1. Select capture device(s) and specify the time range.
- 2. (Optional) Tap More to set additional search criteria, and then tap OK to save.
- 3. Tap **Search**. Vehicle passing records that match the criteria are displayed in the list.

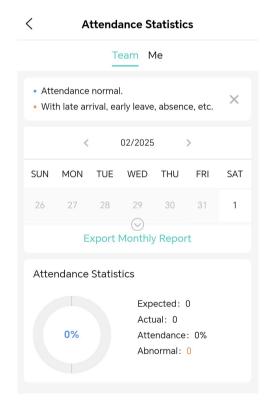


- Filter search results: Enter the license plate number in the top search bar or tap  $\gamma$  in the upper-right corner to filter the results.
- View vehicle passing details: Tap on a record to view the detailed information. See View Alarm Details for instructions.

## 9.3 Attendance

## 9.3.1 Attendance Statistics

Admins can view the attendance statistics for the team and for their own, while common users can only view their own attendance records.



### **Search**

Tap on a date to view the corresponding attendance details.

Tap / to expand or collapse the calender of the selected month. Tap / to switch between months. Tap on *month/year* to quickly select a month.

### **Export**

Team attendance statistics can be exported on a monthly basis.

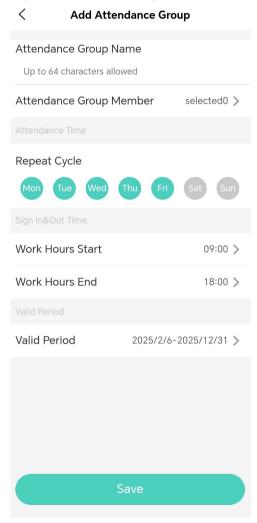
Tap **Export Monthly Report** to automatically copy the download link to the clipboard. You can paste the link into a web browser to download the report.

# 9.3.2 Attendance Configuration

Configure attendance groups to have all members within the same group adhere to the same attendance rules.

#### Add

1. Tap Add Attendance Group.



- 2. Configure the attendance group details.
  - Attendance Group Member: Source: Person Control. Select persons for the group.
  - Repeat Cycle: Blue background indicates selected, while gray background indicates unselected.
  - Sign In&Out Time: The work start time must be earlier than the end time.
- 3. Tap Save.

### **Edit**

Tap on an attendance group to edit the information.

### **Delete**

Tap on an attendance group, tap **Delete**, and confirm the deletion.

## 9.4 Solar Energy

## 9.4.1 Solar Energy

All solar device information under the team is displayed.



You can filter devices by online status and name. You can also tap a device to rename or delete it from the current account.

# 9.5 Team Management

# 9.5.1 Mine Community

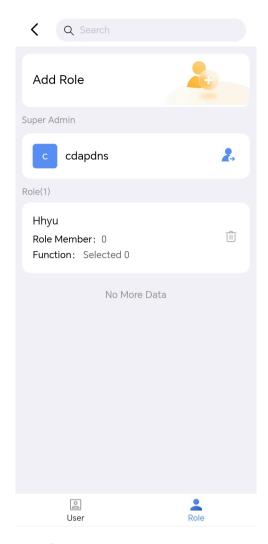
The team type must be **Community**.

Here, you can view room information such as the room location, number of residents in the room, and move-in date.

# 9.5.2 Role Management

Different roles have varying permissions. When a user is assigned to a specific role, they are granted all permissions associated with that role.

You can also switch to User Control by tapping User at the bottom of the screen.

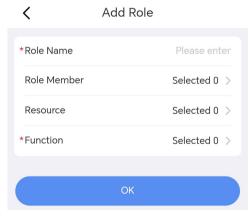


### Search

Enter the role name in the top search bar to filter roles.

### Add

1. Tap Add Role.



- 2. Enter a custom role name.
- 3. (Optional) Select role member(s) (source: User Control). Selected users will be granted all permissions of this role.
- 4. (Optional) Select resource permission(s) to specify which resources members will have access to.
- 5. Select function permission(s).
- 6. Tap **OK**.

### Edit

Tap on a role to modify its name, members, resources, and functions.

### **Delete**

Tap in for the role and confirm the deletion.

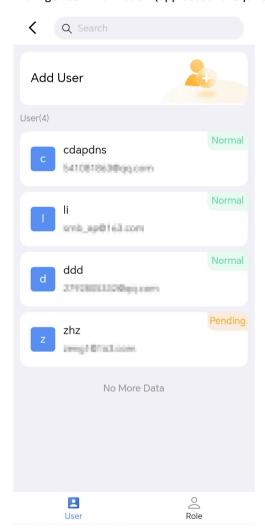
## **Transfer Super Admin**

The default super admin is the user who created the team and holds the highest level of permissions.

- 1. Tap \_\_\_\_. After security verification, a verification code will be sent to the email address of the current super admin.
- 2. After successful verification, select the user to whom you wish to transfer the super admin and confirm in the pop-up window.

### 9.5.3 User Control

Manage user information (app account required) within teams.



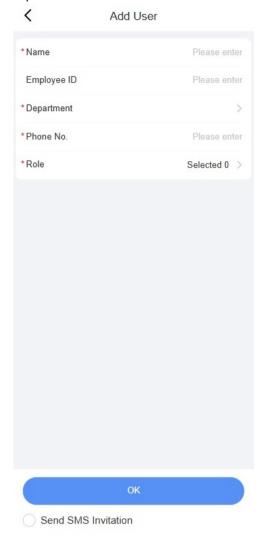
- Normal: The user has successfully joined the team.
- Pending: An invitation to join the team has been sent to the user and is awaiting confirmation.

### Search

Enter the user's name in the top search bar to filter users.

### Add

1. Tap Add User.



- 2. Complete the settings, including name, email address, department (source: Person Control), and role (source: Role Management).
- 3. (Optional) Select **Send Email Invitation**.
- 4. Tap **OK**. Then, the user's status is **Pending**. Once the user logs in using the provided email address and accepts the team invitation in the app, their status will change to **Normal**.

### **Edit**

Tap on a user (excluding yourself) to modify the role information.

### **Delete**

The super admin account cannot be deleted.

Tap on a user (excluding yourself) and then tap **Delete**.

## 9.5.4 Resident Review

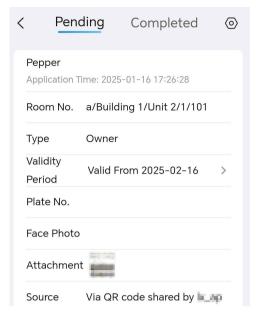
After room configuration, residents can apply to join the room by scanning a QR code and submitting their information.

Admins can review the submitted applications, view review records, and configure invitation settings.

### **Review**

1. Go to the **Pending** tab to view new applications.

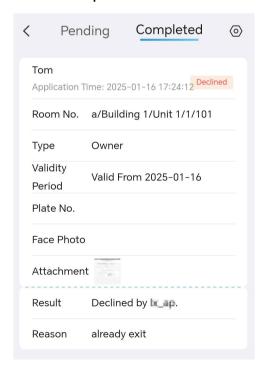
- Adjust the validity period for the resident as needed.
- Tap on the face photo or attachment to enlarge it.



- 2. Review the application and choose to approve or decline it.
  - Approve: Tap **Approve** to join the resident to the room.
  - Decline: Tap **Decline** to reject the application (must provide a reason).

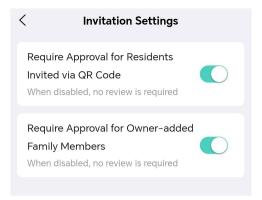
### **View Review Records**

Go to the **Completed** tab to view the reviewed applications.



### **Configure Invitation Settings**

Tap to enter the **Invitation Settings** screen. You can set whether approval is required for residents invited via QR code and owner-added family members.



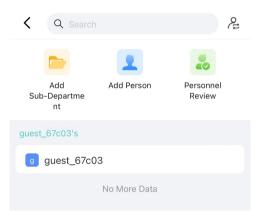
### 9.5.5 Person Control

Manage personnel and departments within teams, even for those without a app account.

Note: Only personnel and departments within authorized permissions are displayed, based on user permissions.

A team can include departments and individual persons. Up to 10 levels of departments and up to 1,000 departments are allowed.

You can enter the person/department name in the top search bar to filter.



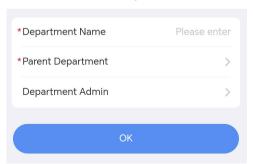
## 9.5.5.1 Department Management

### Add

A team allows for up to 10 levels of departments and up to 3,000 departments.

1. Tap Add Sub-Department.





- 2. Enter the department name and select its parent department.
  - Note: The parent department cannot be changed once selected.
- 3. (Optional) Select department admin(s). A department allows up to 5 department admins.
- 4. Tap **OK**.

### **Edit**

You can edit the department information within your permissions.

Tap ... for the department, choose **Edit Department** to modify the department name and department admin, and then tap **OK** to save.

### **Delete**

Departments that still contain personnel or sub-departments cannot be deleted.

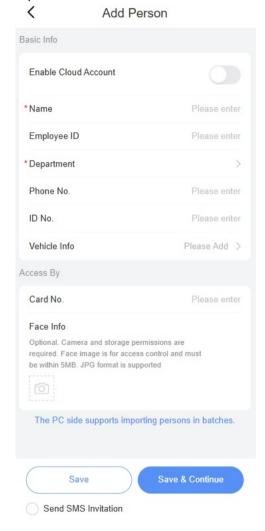
Tap ... for the department, choose **Delete Department**, and then confirm the deletion.

## 9.5.5.2 Personnel Management

#### Add

A team allows for up to 100,000 persons.

1. Tap Add Person.



- 2. Complete the basic information and access information.
- 3. Tap Save. The person is added. To add more, tap Save & Continue.

### **Edit**

Tap on a person's name to modify the information as needed.

#### **Delete**

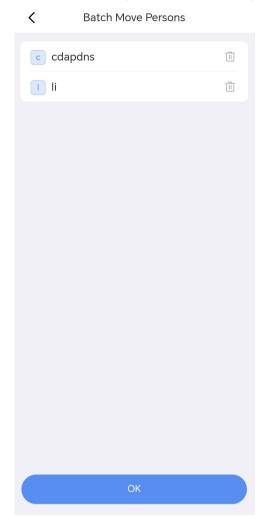
Deleting a person will also remove their access control permissions and attendance information. Please proceed with caution.

Tap on a person's name, tap **Delete**, and confirm the deletion.

### **Batch Move Persons**

You can move persons to another department within the team.

- 1. Tap , select person(s) to move, and then tap **OK**.
- 2. Review the selected person list, and then tap **OK**.



3. Choose the destination department and tap **OK**.

### 9.5.5.3 Personnel Review

When a person submits a team join request via scanning the QR code, the administrator needs to review the request. It also supports viewing the review history.

### **Review**

1. Switch to the **Pending** page and tap a request to view its details.

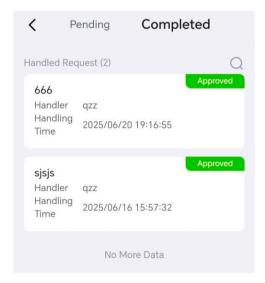
Tap the uploaded photo/attachment to view the large image.



2. Approve: Allow the person to join. Reject: Not allow the person to join (a reason for rejection is required).

### **View Review History**

Switch to the **Completed** page to view the request details.



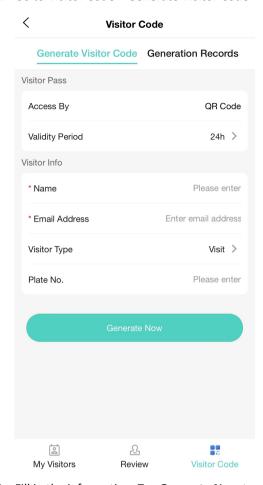
## 9.6 Access Control

## 9.6.1 Visitor Code

Generate visitor codes and share with approved visitors for entry verification.

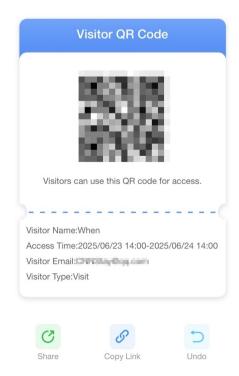
### **Generate Visitor Code**

1. Go to Visitor Code > Generate Visitor Code.



2. Fill in the information. Tap **Generate Now** to create an visitor code.

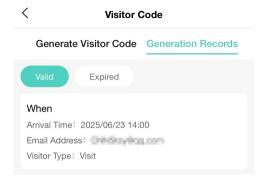




3. Share the QR code or the link with the visitor. The visitor can scan this code within the allowed access period to gain entry.

### **View Generation Records**

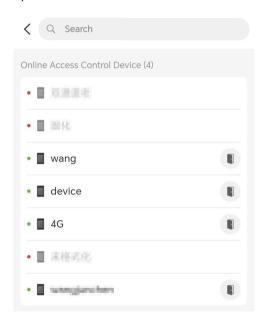
Go to Visitor Code > Generation Records. View the status of visitor codes (valid or expired).



# 9.6.2 Open Key Open

You can remotely open online and authorized doors.

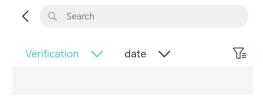
Tap for the access control device to open the door. A success message will appear once the door has been opened.



## 9.6.3 Travel Record

View access records of users, visitors, and strangers.

You can filter records by verification status and date. You can also tap  $\sqrt{\phantom{a}}$  for a detailed search, including person, device, etc.



## 9.6.4 Visit Control

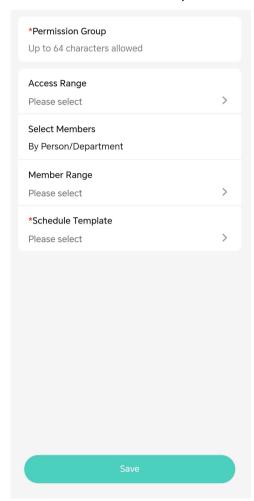
## 9.6.4.1 Access permission

Assign access permissions to persons by permission groups.

## **Add Permission Group**

1. Tap Add Permission Group.

### Add Permission Group



- 2. Enter a custom permission group name.
- 3. (Optional) Assign persons and devices to the group.
- 4. Choose a schedule template (configured in Schedule Template).
- 5. Tap **Save**. Once saved, permissions will be automatically synced to both the person and device sides (devices must be online).

## **Edit/Delete Permission Group**

Tap on a permission group name to edit or delete its information.

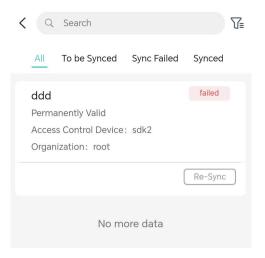
### **Search Permission Group**

By default, all permission groups under device names are displayed. Tap  $\gamma$  at the top to filter by device.

### **Permission Search**

View permission sync records.

If a sync fails and the conditions for re-sync are met (e.g., the device is online), tap **Re-Sync** for the failed record to retry. You can also tap the **Resync** icon to re-sync all failed operations.



## 9.6.4.2 Schedule Template

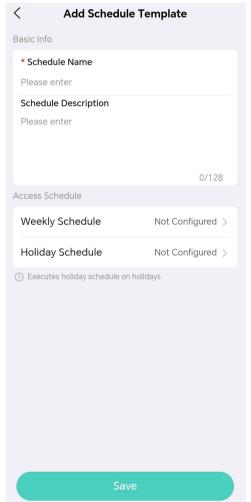
Access control devices control access based on schedule templates.

There is a default template allowing 24/7 access.

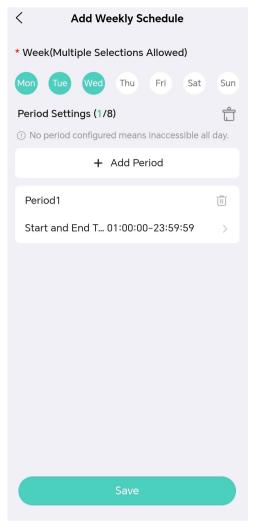
### Add

Up to 31 templates can be added.

1. Tap Add Schedule Template.



- 2. Enter the schedule name and description (optional).
- 3. Configure the weekly schedule.
  - (1) Tap Add Weekly Schedule.



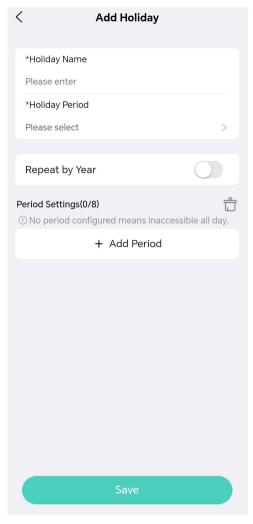
- (2) Select day(s) for the schedule (green indicates selected; white indicates unselected). The selected days will apply the same access time periods.
- (3) Tap Add Period. Up to 8 time periods can be configured; overlapping periods are not allowed.

For unnecessary periods, you can tap it to delete it or tap to clear all periods.

- (4) Tap Save.
- 4. Configure the holiday schedule. If there is an overlap between the weekly schedule and the holiday schedule, the holiday schedule will take precedence.
  - (1) Choose a holiday schedule:
    - Import existing holiday and configure access time periods for it:

Up to 16 holidays can be imported. Any changes to the imported holidays here will be automatically synced to Holiday Management.

- 1. Tap Import Holiday and select holiday(s) to import.
- 2. Configure access time periods for the imported holiday.
  - Configure manually: Tap on a holiday and configure the access time periods. See Step c in Add Weekly Schedule.
  - Copy from existing holiday schedule: Tap for an existing holiday schedule, tap Copy, select the target holiday, and then tap OK.
- Create holiday schedule directly: Configure the holiday information and access time periods manually. The newly added holiday information here will be automatically synced to Holiday Management.
  - 1. Tap Add Holiday.



- 2. Set the holiday name and choose the start and end dates.
- 3. (Optional) If **Repeat by Year** is enabled, the holiday will repeat annually; otherwise, it will only take effect in the current year.
- 4. Configure access time periods. See Step c in Add Weekly Schedule.
- 5. Tap **Save**.

### **Edit/Delete**

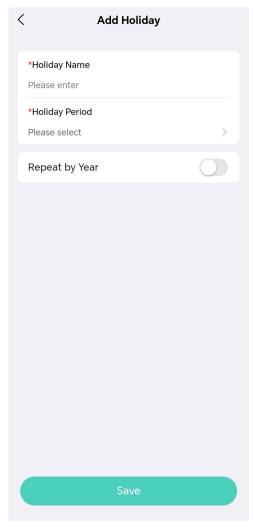
Tap on a template name to edit or delete its information.

## 9.6.4.3 Holiday Management

Set holiday information.

## Add

1. Tap Add Holiday.



- 2. Set the holiday name and choose the start and end dates.
- 3. (Optional) If **Repeat by Year** is enabled, the holiday will repeat annually; otherwise, it will only take effect in the current year.
- 4. Tap Save.

### Edit

Tap on a holiday name to edit its information.

### **Delete**

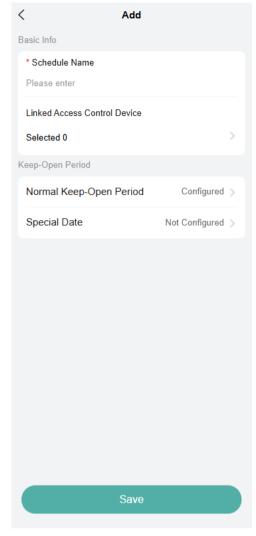
Tap iii, select holiday(s) to be deleted, tap **Delete**, and then confirm the deletion.

# 9.6.4.4 Keep-Open Schedule

During the set time period, doors will keep open; during other times, doors will keep closed, and individuals will need to be verified before they can pass.

### **Add Schedule**

1. Tap Add Schedule.



- 2. Set the schedule name.
- 3. Link access control devices to be controlled. Tap Add, select the access control devices you want to add.
- 4. Configure keep-open periods, including normal keep-open periods and special keep-open periods.
  - Normal keep-open period: Recurs on weekly basis. You must set keep-open periods for all seven days of the week
  - Special keep-open period: Specify certain day(s) to use a new keep-open schedule, not the normal keep-open schedule.
- 5. Tap Save. The keep-open schedule will be synced to the devices automatically.

### **Edit Schedule**

Tap the schedule name, and then tap the corresponding  $\nearrow$  to edit the schedule.

### **Delete Schedule**

Tap the schedule name, tap **Delete** and then confirm.

## 9.7 Visitor

### 9.7.1 Visitor Control

You can pre-register visitor information, review visitor details, search visitor records, etc.

**Visitor Status Descriptions:** 

• Pending: The visitor has submitted an application and is awaiting review by the administrator.

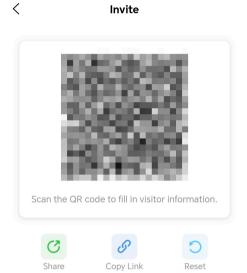
- Unauthorized: The visitor has not yet been assigned an access range.
- Registered: The visitor has been granted an access range and can visit within the specified time range.
- Signed Out: The visitor has completed their visit and has left.

## 9.7.1.1 Pre-Register Visitor Info

Go to **Visitor Control** > **My Visitor**. Choose a way to pre-register visitors.

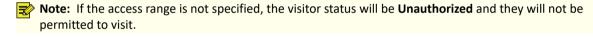
### **Invite via QR Code**

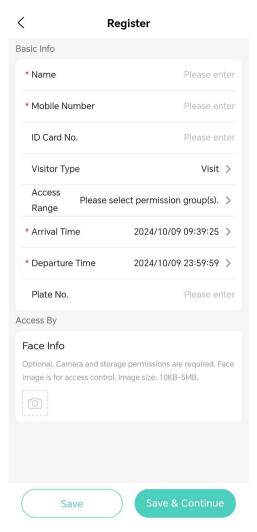
Tap **Invite**. Share the QR code with visitors or send them the link to fill in their information.



## **Register Manually**

1. Tap Register and fill in the visitor information.



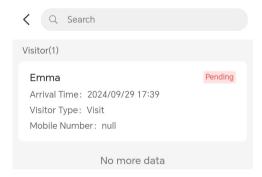


2. Tap Save. The visitor is added. To add more, tap Save & Continue.

### 9.7.1.2 Review Visitor Info

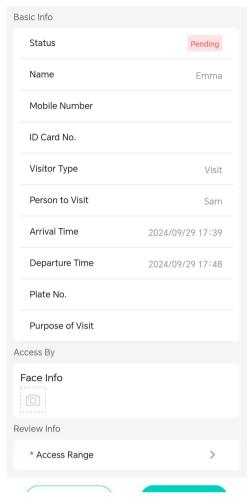
Review the applications submitted by visitors and assign access range for them.

1. Go to Visitor Control > Review.



2. Tap on an application to review its details.

## < Pending Review



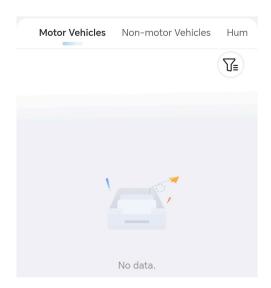
3. To approve the application, choose the access range, and then tap **Approve**. To reject the application, tap **Reject**.

# 10 Search

## 10.1 Metadata

Precisely filter metadata related to motor vehicles, non-motor vehicles, humans, and events recorded by IPCs and NVRs by criteria such as device, time, plate number, color, and driving direction. This function helps user quickly locate target information.

Go to **Search > Metadata**.



### **View List**

By default, the **Motor Vehicle** tab displaying motor vehicle search data is shown. Tap the target name to switch between tabs.

The list prioritizes showing the most recent search results. Pull down the list to refresh it.

### **View Details**

Tap on a search result to view its details, including the snapshot, snapshot time, and snapshot device.

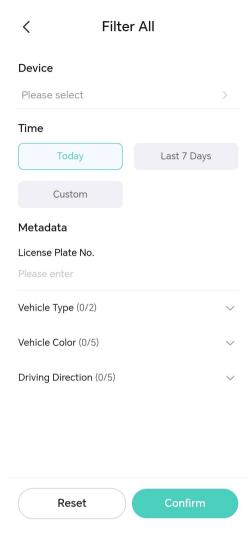
Additional functions include:

- Live View: Tap to view the device's live video.
- Playback: Tap to view the recording at the snapshot time.
- AcuSearch: Tap to perform an advanced search based on the snapshot.
- Download: Tap to download the snapshot to local album, provided the device is online and the app has storage permission.
- Share: Located in the upper-right corner of the screen. Tap to share data with others.

### **Filter**

The filter criteria are independent for each target type. The following takes Motor Vehicle as an example.

Tap √<sub>≡</sub>.



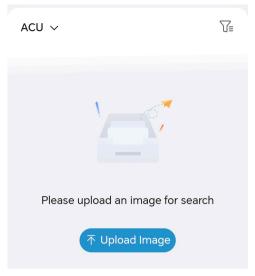
- 2. Select device(s) for filtering. Only IPCs, NVRs, and XVRs bound to the current account are displayed, with all devices and channels selected by default. You can manually deselect unneeded devices.
- 3. Set the time range.
- 4. Set other filter criteria as needed, such as license plate number, vehicle type, vehicle color, and driving direction.
- 5. Tap **Confirm**. The results matching the search criteria are displayed in the list.

## 10.2 AcuSearch

Quickly matching targets such as faces, motor vehicles, and non-motor vehicles recorded on NVR devices by uploading an image (take a photo/select from album). Supports filtering by channel, time range, and match degree. This function helps in efficiently locating targets in historical recordings.

Note: The device must be online and must have smart analysis function (such as human body detection and motor vehicle detection) enabled.

1. Go to Search > AcuSearch.



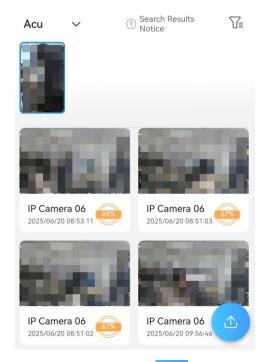
- 3. Tap **Upload Image** to take a photo or select an image from the album. The system will then automatically recognize the target(s) in the image.

## Note:

- High-resolution images may cause delays in parsing. It is recommended to crop the image to the target area before upload.
- If there are multiple targets in the image, you need to manually select a search target by tapping the target area.
- When performing face searches, ensure compliance with local laws and regulations.
- 4. Tap **Start Search**. The match results will be displayed.

The search target is displayed at the top, with search results and their matching scores listed below.

For details, see **Search** > **Metadata** > **View Details**.



To start a new search, tap

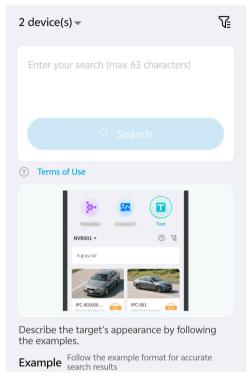


## **10.3 Text**

With NVRs and cloud-storage-enabled IPCs, you can enter text descriptions or keywords to quickly search for recorded faces, motor vehicles, or non-motor vehicles, no images needed. This significantly improves efficiency and convenience.

Note: The device must be online and must have smart analysis function (such as face detection and license plate recognition) enabled.

1. Go to Search > Text.



- 2. Select the target device from the device list in the top left corner. Two device types are supported: NVR and IPC. The default search criteria are: all channels under the selected device, data for the current day, and a similarity of no less than 70%. You can tap  $\Gamma$  to adjust the search criteria as needed.
  - The device type is NVR: Only one NVR can be selected.
  - The device type is IPC: Only IPCs that support cloud storage services will be displayed in the list, and multiple IPCs can be selected simultaneously. If an IPC supports cloud storage but the service is not activated, it cannot be selected
- 3. When entering search content, please refer to the example below and be as specific and accurate as possible to ensure the accuracy of the search results. After entering the text, tap 🚹 to proceed.

For more details and other operations, follow the same steps as Search > Metadata > View Details.

To start a new search, tap

# **11 Me**

### 11.1 Set

# 11.1.1 My Profile

On the Me screen, tap on the user info on the top or go to Me > Set > My Profile.

### Set profile photo

- 1. Tap on the profile photo.
- 2. Tap to take a photo or tap to choose a photo from album.
- 3. Drag and resize the photo as needed to ensure the circular area covers the desired contents.
- 4. Tap to save it or tap to return to the previous step.

### **Change username**

Tap **Username**, enter the new username, and then tap **Save**.

### **Change email address**

- 1. Tap Email.
- 2. Tap Send Code. Enter the received code, and then tap Next.
- 3. Enter the new email address, and then tap **Send Verification Code**.
- 4. Enter the code you received, and then tap **Complete**.

## 11.1.2 Account Security

Go to Me > Set > Account Security.

- Change password: Enter the old password, tap Next, enter the new password, and then tap Complete.
- Cancel account: Carefully read the terms and conditions, ensure all cancellation conditions are met, and then tap Request to Cancel Account.
  - **Note:** Before cancellation, you must remove all teams you have created, unbind all devices associated with your account, and leave all teams you have joined in.
- Two-Factor Authentication: When enabled, the system evaluates the risk level of your login. If necessary, a verification code will be sent to your registered email. Enter the verification code to log in.

### 11.1.3 **General**

- 1. Go to Me > Set > General.
- 2. Refer to the following descriptions to adjust the general settings.
  - PTZ Speed: Set the PTZ rotation speed. The greater the value, the higher the rotation speed.
  - Use Device Time Zone: When enabled, alarms and playback will use the time of the device. When disabled, alarms and playback will use the time of the mobile phone.
  - Pause Video Automatically: When enabled, video will be paused automatically after a certain period of inactivity (no user operation). When disabled, video will not be paused automatically.
  - Auto Discover New Devices: When enabled, the app will automatically discover new devices on the LAN for quick adding.
  - Filter Offline Cameras in Live View: When enabled, offline cameras will be filtered out in multi-window live view.
  - Optimize Video Fluency: When enabled, video smoothness will be improved at the expense of latency.
     When disabled, the latency will be reduced but video may be stuttering.
  - Device Wi-Fi Configuration: Add an IPC to an NVR by connecting the IPC to the NVR's Wi-Fi network.
    - Note: This function is available to certain IPC and NVR models.

## Device Wi-Fi Configuration



Start

• Data Usage: View the app's data usage, including mobile data and Wi-Fi data, displayed by day, month, and total. You can also tap **Clear All** to reset the current statistics and start counting again.





# 11.1.4 Privacy Service

Go to **Me > Set > Privacy Service**. View the privacy policy.

## 11.1.5 About

Go to Me > Set > About.

View the app version, Service Agreement, and Open Source Software Licenses.

# 11.2 Sharing Management

Share devices under your account with other accounts so that they can view and control specified devices with allowed permissions within the set valid period. You can share devices by account or by QR code.

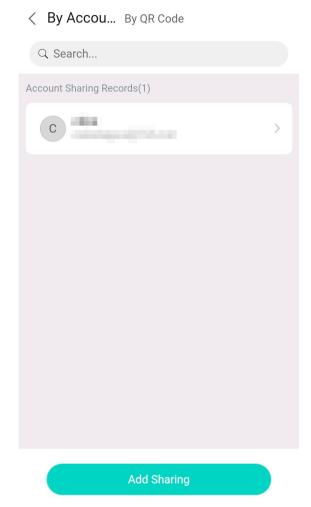
This function displays only when you switches to the default team.

# 11.2.1 By Account

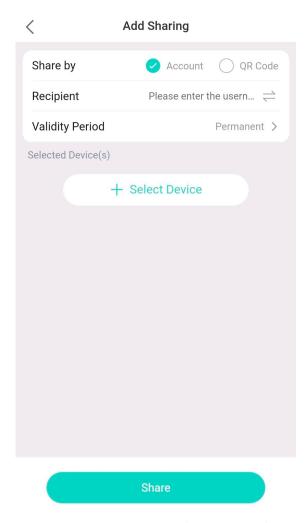
Share device(s) with one account each time.

## **11.2.1.1** Add Sharing

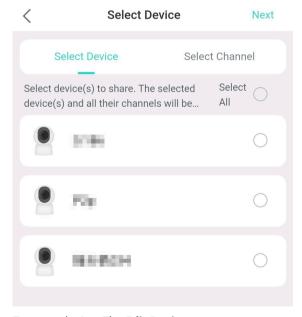
1. Go to Me > Sharing Management > By Account screen.



2. Tap Add Sharing. The Add Sharing screen appears.



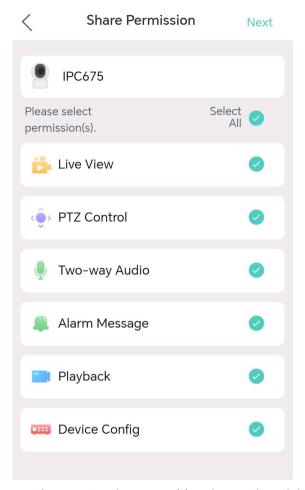
- 3. Enter the recipient's username/email address/mobile phone number, choose a validity period for the sharing, and then tap **Select Device**. The **Select Device** screen appears.
- 4. Select the device(s) or channel(s) you want to share, and then tap **Next**.



5. Tap on a device. The **Edit Device** screen appears.



6. Select allowed permission(s), and then tap **Next**.

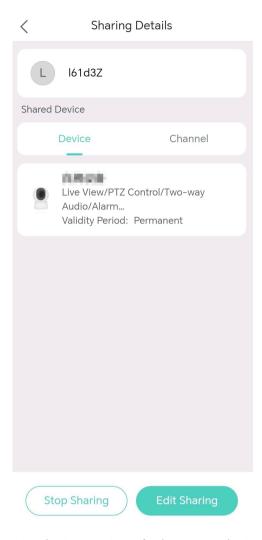


7. Tap **Share**, review the account(s) to share with, and then proceed to complete the sharing.

# 11.2.1.2 Manage Sharing

The following operations are allowed after you complete sharing:

• View sharing details: On the **Sharing Management** > **By Account** screen, tap on a sharing record to view sharing details.



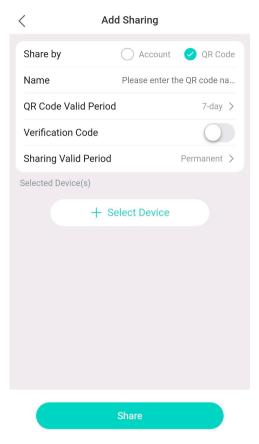
- Stop sharing: Tap **Stop Sharing** to stop sharing all devices.
- Edit sharing: Tap Edit Sharing to modify the devices to share and the allowed permissions.
- Search sharing records: Go to the **Sharing Management** screen, enter an account in the search box to view the sharing with this account.

# 11.2.2 By QR Code

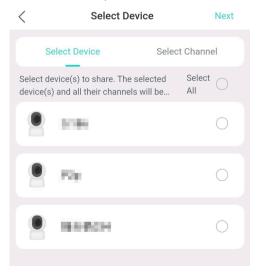
Share device(s) with one or more accounts via a QR code. Other users can scan the generated QR code to get the devices specified in the code.

# **11.2.2.1 Add Sharing**

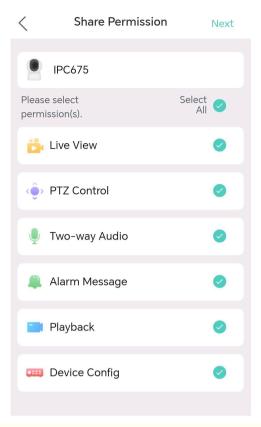
1. On the Me > Sharing Management > By QR Code screen, tap Add Sharing. The Add Sharing screen appears.



- 2. Set the QR code information.
  - Name: Set a name for the QR code.
  - QR code valid period: Set a valid period for the QR code. The QR code is valid and can be scanned only within the set period.
  - Verification code: If enabled, you need to set the verification code. Other users must enter the verification code after scanning the QR code. They can only access the shared devices after successful verification.
- 3. Set the device information for sharing.
  - Sharing valid period: Set the sharing valid period of devices. Other users can view and control the specified devices within the set period.
  - Select devices: Tap **Select Device**. Select device(s)/channel(s) to share and then tap **Next**.

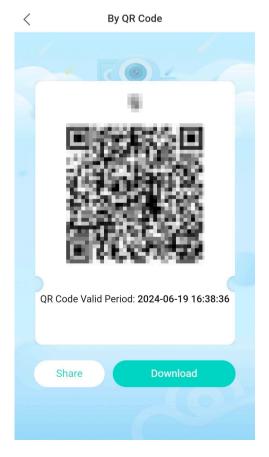


Assign permissions: Tap on a selected device. Select allowed permission(s) and then tap Next.



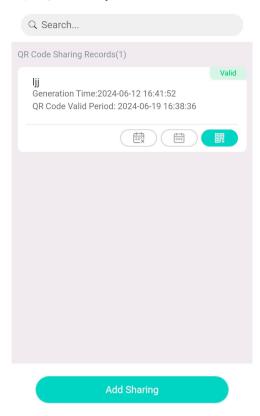
- **Note:** The configured information (sharing valid period, selected devices/channels, allowed permissions) for sharing cannot be edited after the QR code has been generated.
- 4. Tap **Share** to generate the QR code. Now, you can share or download the code.

Other users can tap in the upper right corner of the home screen in the app to scan the QR code to get the shared devices.



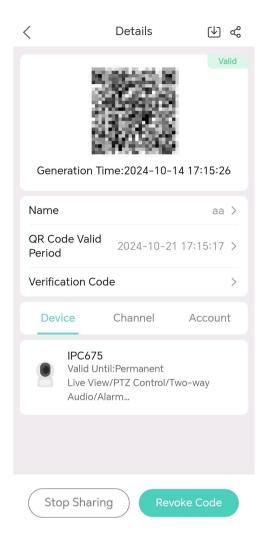
# 11.2.2.2 Manage Sharing

On the **Me > Sharing Management > By QR Code** screen, you can view and manage QR code sharing records.



## **View Details**

Tap on a sharing record to enter the **Details** screen to view sharing details. You can view sharing information, edit QR code name, change verification code, etc.



#### Share/Download QR Code

on the By QR Code screen to share or download the QR code.

## **Revoke Code**

Tap on the **By QR Code** screen or **Revoke Code** on the **Details** screen to invalidate the QR code.



Note: Even after the QR code is revoked, the devices within the sharing valid period remain accessible to users who have obtained them, allowing them to view and control the devices based on the assigned permissions.

#### **Edit QR Code Valid Period**

If the QR code has expired or you want to extend its valid period, you can tap en on the By QR Code screen or QR Code Valid Period on the Details screen to edit its valid period.

#### **Stop Sharing**

- Stop sharing with all accounts: Tap Stop Sharing on the Details > Device/Channel screen to remove all shared devices from all accounts who have obtained them.
- Stop sharing with one single account: Tap the corresponding Stop Sharing on the Details > Account screen to remove all shared devices from the account.

Note: Even after you stop sharing, the accounts can still scan the QR code to obtain the shared devices again.

# 11.2.3 Signup-Free

Go to **Me > Sharing Management > Signup-Free**. You can view information about all devices that have been added by other users without signup.

Tap on a device to view all users who have added it without signup.

Revoke permission: Tap 🕟 for a user and confirm.

## 11.3 Album

View snapshots saved during live view or playback, and view recorded videos, and filter files by device name and date as needed.

Select the desired images or videos; or tap **Select All** to select all the files on the page.

- Share: Share the selected photos or videos through other applications.
- Save: Save the selected photos or videos to your mobile phone.
- Delete: Delete the selected photos or videos.

## 11.4 Local Device

You can manage local devices that are not bound to app.

Go to Me > Local Device.

You can add devices on the LAN automatically or manually. The added devices will only be available for local use.

## 11.5 Service

## 11.5.1 Service Provider

• Patrol Service Provider: When an alarm occurs on your device, the patrol service provider will be notified promptly and can offer precise patrol services via live view, playback, etc.

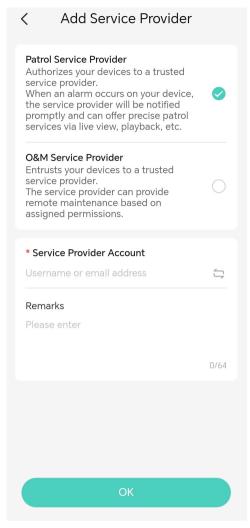
Permissions allowed (non-editable): Live View, Playback, and Alarm Message.

O&M Service Provider: Provides remote maintenance based on assigned permissions.

#### Add

Only one patrol service provider and one O&M service provider are allowed.

1. Go to Me > Service > Service Provider. Tap Add Service Provider.



- 2. Select a service provider type to be added. The unadded type will be selected automatically.
- 3. Enter the service provider account. Enter the service provider's username or email, or tap \_\_\_\_\_ to enter the mobile phone number.
- 4. (Optional) Set the remarks.
- 5. Tap **OK**.

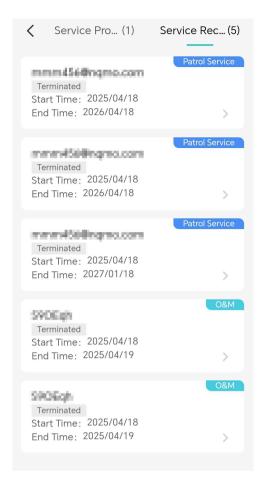
#### **Edit/Delete**

Service provider with a status of **Pending** or **Active** cannot be edited or deleted.

## 11.5.2 Service Records

View and manage service records.

Go to Me > Service > Service Records.



#### **View Records**

Information including the service provider information, service type, service status, and service start and end time is displayed in the list. Tap on a service record to view the details.

#### **Cancel Service**

The end user can cancel the O&M service once initiated.

Tap on a service record. Tap **Cancel Service** and confirm the operation.

### **Edit Service**

If the O&M service has not been cancelled, the end user can edit its content.

Tap on a service record. Tap **Edit Service** to edit the information excluding the service provider. Tap **O&M Service** to save.

#### **Revoke Request**

If the end user has submitted a patrol service request but the service provider has not reviewed the request yet, the end user can revoke the request.

Tap on a service record. Tap **Revoke Request** and confirm the operation.

#### **Terminate Service**

If the patrol service is Active but the end user wants to end it early, the end user can terminate the service.

Tap on a service record. Tap **Terminate Service** and confirm the operation. The service status will switch to **Terminated**.

#### **Extend Service**

If the patrol service is **Active** and the end user wants to extend the service period, the end user can submit an extension request.

1. Tap on a service record and tap **Extend Service**. **Extend Service** 

1 month(s)		
3 month(s)		
6 month(s)		
1 year(s)		
Custom		

2. Select a time span for extension or set a custom end date. The service status will switch to Extension Pending. If the service provider approves the extension request, the service status will switch to Active, and the validity period will be extended.

X

# 11.6 Cloud Storage

After activating the cloud storage plan:

- No need for external storage devices. Data is automatically saved to the cloud in real time, allowing you to access past footage even if the device is damaged, lost, or offline.
- Unlimited cloud storage space, ensuring that no important moment is missed within the cycle period.
- The cloud storage plan is tied to your account, so you don't have to worry about losing your subscription when transferring devices.

If there are devices under your account that support cloud storage service activation, an entry point will be displayed. Go to Me > Cloud Storage:

- If the cloud storage plan has not been activated: You will be directed to the purchase page. Please complete Cloud Storage Plan Acquisition and Allocation.
- If the cloud storage plan has been activated: On the **Cloud Storage** page, you can view the details of the active plan and edit the plan.

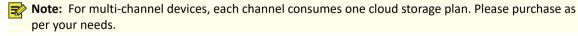
A free trial of the cloud storage plan is available for first-time users. Simply select the device for which you want to activate cloud storage to start the trial.



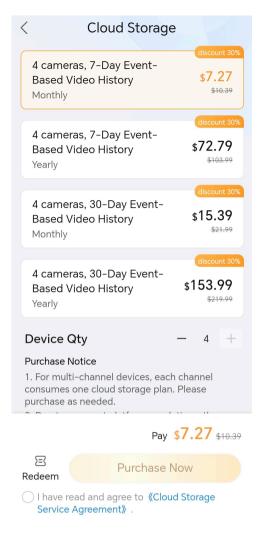
Note: If an SD card is installed, alarm videos and alarm images will be stored by default on the SD card and in the cloud, respectively. The SD card needs to be configured with a storage policy, while the cloud has no storage capacity limit.

#### **Cloud Storage Plan Acquisition and Allocation**

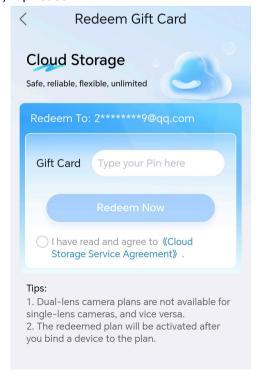
- 1. To acquire a cloud storage plan, you can either subscribe for a paid plan or redeem using a gift card. The two methods cannot be used simultaneously.
  - Paid subscription



(1) Choose the appropriate cloud storage plan and the quantity you wish to purchase.



- (2) Read the agreement at the bottom, select the button to confirm the agreement.
- (3) Tap Purchase Now and complete the payment.
- Redeem using a gift card: Contact your local reseller to obtain the gift card.
  - (1) Tap Redeem.



- (2) Input the pin.
- (3) Read the agreement at the bottom, select the button to confirm the agreement.
- (4) Tap Redeem Now.
- 2. On the device selection page, assign the acquired cloud storage plan to your devices.
  - **Note:** If there is a device currently using a trial plan, the trial plan will expire once the new plan is assigned.

#### **My Service**

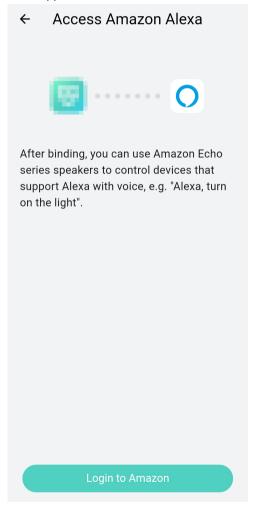
When a cloud storage plan is active and has not expired, the details of the active plan will be displayed: plan name, plan content, and expiration date. You can also change the plan if needed.

# 11.7 Smart Integration

#### **Amazon Alexa**

After linking your app account with your Amazon account, you can use Amazon Echo series speakers to control devices with voice commands. For example: Alexa, turn on the light.

1. Go to **Me > Smart Integration > Amazon Alexa**. It is recommended to download and log in to the Amazon Alexa app beforehand.



2. Tap Login to Amazon.

If the Amazon Alexa app is installed, you will be redirected to the app directly (or Amazon Sign-In page to log in, if not installed).



# Link Alexa with

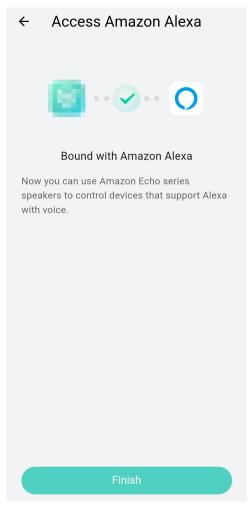
Enable the skill and link your account with Alexa.

To unlink your account at any time, disable the skill in the Alexa app.



3. Tap **Link** to begin the linking process.

Once linked, the following screen displays. Tap **Finish** to exit. Now, the status of Amazon Alexa in the app is **Bound**.



You can unlink the integration either from the app or the Amazon Alexa app.

## **Google Assistant**

After linking your app account to your Google account, you can use voice commands through Google Assistant to view live video from app cameras on Chromecast TVs.

Go to **Me > Smart Integration > Google Assistance**. For detailed preparations and setup instructions, please refer to the screen.

Once linked, the status of Google Assistant in the app is **Bound**.

## 11.8 Retrieve Device Password

- 1. On the device's Web interface, tap **Forgot Password** on the login page.
- 2. In the app, tapForgot Device Password on the Me screen or tap + > Forgot Device Password on the home screen.
- 3. Use the app to scan the QR code displayed on the device's Web interface. A security code will be sent to the email address associated with the device.
- 4. On the device's Web interface, enter the received security code and log in to the device. Reset the password after login.

# 11.9 Help and Feedback

Read the FAQs and user manual and participate in the user experience program.

Tap **User Experience Program**, and enable **Logs** as needed. When **Logs** is enabled, you can tap **Send** to send operation logs to our maintenance engineers for assistance and troubleshooting.

