Guard Station 3.0

User Manual

Version: V2.01

Thank you for choosing our product. If there are any questions, or requests, please do not hesitate to contact the dealer.

Disclaimer

- Contents of this document are subject to change without prior notice.
- Best effort has been made to verify the integrity and correctness of the contents in this document, but no statement, information, or recommendation in this manual shall constitute formal guarantee of any kind, expressed or implied. We shall not be held responsible for any technical or typographical errors in this manual.
- The illustrations in this manual are for reference only.
- Due to uncertainties such as physical environment, discrepancy may exist between the actual values and reference values provided in this manual. The ultimate right to interpretation resides in our company.

Conventions

Convention	Description
Boldface font	Commands, keywords, parameters and GUI elements such as window, tab, dialog box, menu, button, etc.
Italic font	Variables for which you supply values.
>	Separate a series of menu items, for example, **Device Management** > **Add Device**.

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1 Introduction

Guard Station 3.0 is a video management software. It provides video surveillance services including live view, playback, device management, recording schedule, alarm configuration, video wall, people counting, and e-map. The software is easy to deploy and operate, suitable for small and medium-size applications such as for super market, parking lot and residential area. For more details, see datasheet.

NOTE!

- The software has different versions and shall be installed on a compatible operating system. Please refer to the datasheet for details.
- Functions may vary depending on factors including but not limited to software version, device and version, and how the device is managed by the software (i.e., directly connected camera or NVR connected camera).
- This manual is not intended for a specific software version. Some functions or features described in this manual may be available to certain version(s) only.
- Directly connected camera: Camera that is directly managed by the software (in comparison with NVR connected camera).
- NVR connected camera: Camera that is managed by the software via an NVR (in comparison with directly connected camera).
- IPC: IPC, IP camera and camera refer to the same thing in this manual.
- PC: The computer that runs the software, also mentioned in this manual as the client.

2 System Requirements

The PC that hosts the software shall meet performance requirements. The requirements may vary, depending on how you use the software. For example, live view at high resolution in multiple windows requires higher system performance.

Software Version	System Requirements
64-bit	OS: Microsoft Windows 7/8/10 (64-bit) CPU: Intel Core i5 3.1 GHz or higher Memory: 4 GB or higher
32-bit	OS: Microsoft Windows 7/8/10 (32-bit or 64-bit) CPU: Intel Pentium IV 3.0 GHZ or higher (4 Core, 3.0 GHz recommended) Memory: 2 GB or higher Note: The 64-bit Windows shall be able to host 32-bit software.
Mac	OS: Mac OS 10.11 or higher

Software Version	System Requirements
	CPU: Intel Core i5 3.1 GHz or higher Memory: 4 GB or higher

NOTE!

The 64-bit OS and software are recommended. Live view and playback consumes RAM, and the 32-bit software has a relatively small RAM. When RAM is running low, the software will be unable to play more channels of live or recorded videos, and it will display a message indicating insufficient RAM.

3 Installation and Startup

1. Double-click the .exe file (for Windows) or the .pkg file (for Mac), and follow the wizard to complete the installation.
2. When installation is complete, double-click the shortcut icon to start the software.
3. Log in with your username and password. For first-time use, create an admin account and set up security questions before login.

CAUTION!

- Please set a strong password with at least 9 characters including letters, digits and special characters.
- If you forget password, click **Forgot Password**. It is only available when security questions have been set. To set security questions or change password, click **Username** in the upper right corner after login.

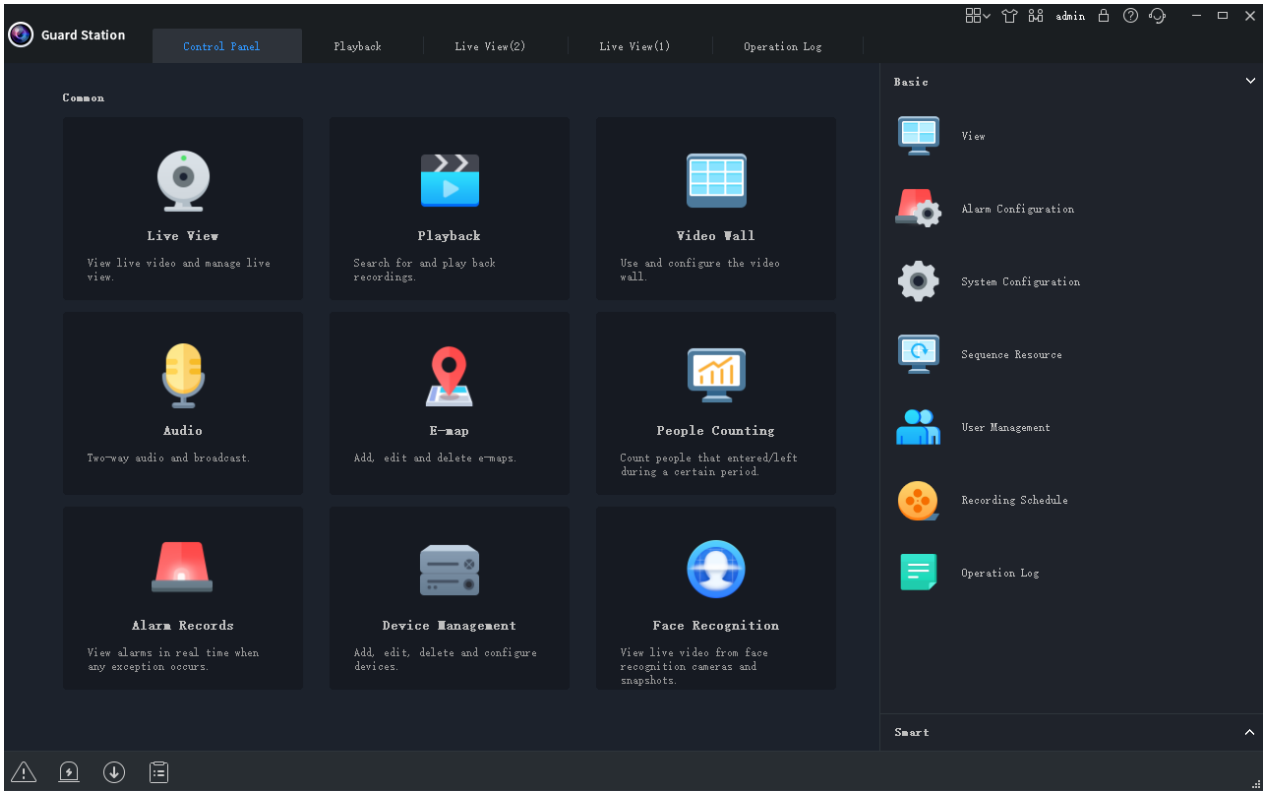
4. You see the main page when logged in. The main page includes the control panel, some functional buttons and the system menu.

NOTE!

For first time use, a config wizard will guide you to add devices and start live view. The wizard uses the default username (admin/123456) to add devices.

4 GUI Introduction

The main page is displayed after you log in. The main page consists of the control panel and some functional buttons.



- The control panel includes the **Common** and **Basic/Smart** areas. Click an icon to access the corresponding module. You may drag an icon to change its position with another icon.
- Click the buttons in the top right corner:

Icon	Description
	Menu. Click an icon on the menu to access the corresponding module.
	Change appearance. You can choose the light or the dark theme color for the client.
	Switch account.
Username	Click to change password. ***Note:*** *When changing password, you also need to set security questions at the same time if it has not been set yet, so that you can reset the password if you forget it.*
	Lock the GUI
	Open configuration wizard, user manual, view version number and update information. ***Note:*** *If updates are available, you can click to view details and download the new version.*

- The buttons in the bottom left corner:

Icon	Description
	View realtime alarms, turn on/off alarm sound, enable/disable alarm-triggered live video.
	View alarm triggered live video.
	Download recording.
	View and manage download tasks.

- To resize the interface, press and hold the left mouse button on at lower-right corner and drag to the desired size.

5 Device Management

Devices include encoding devices, decoding devices, cloud devices, access control devices and network keyboards. The software supports up to 64 local devices and 64 cloud devices, up to 512 local channels and 512 cloud channels.

5.1 Encoding Device

5.1.1 Add an Encoding Device

Encoding devices include IPC (also referred to as IP camera, camera, or video channel in this manual), Network Video Recorder (NVR), hybrid NVR and AIBOX.

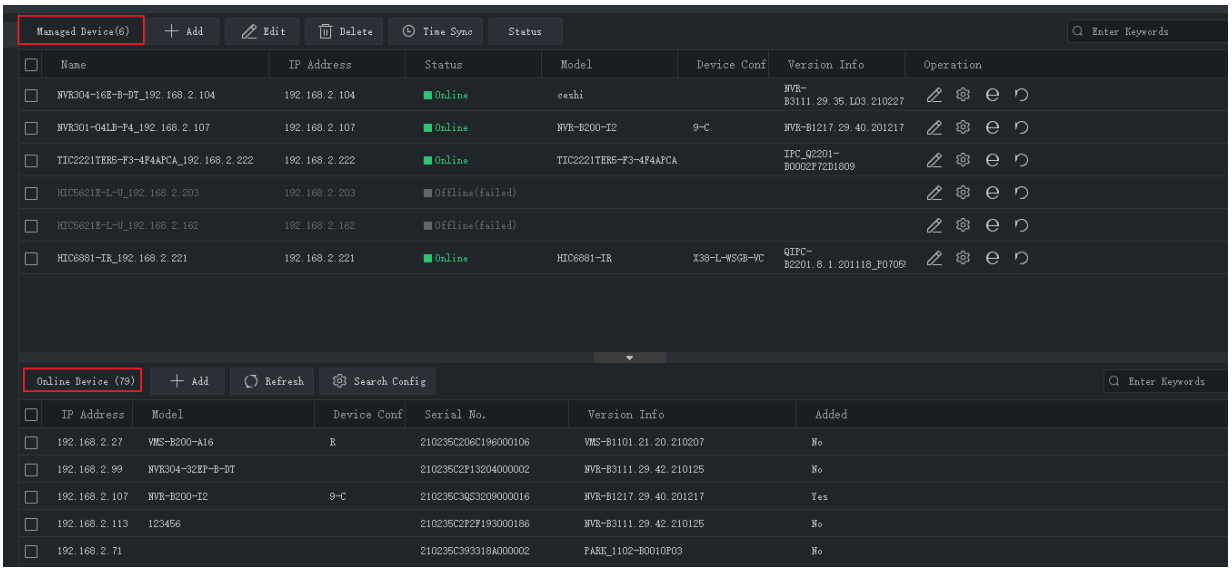
NOTE!

- Managing a device with different management software programs may cause unexpected problems.
- Please always add devices as admin (enter username "admin").

Click **Device Management** on the control panel and then follow the steps:

1. Click **Device** > **Encoding Device**. The page is divided into two areas with two lists:

- **Online Device** list: The software searches online devices and refreshes automatically. Note: The discovered devices are not added yet, and you need to add them manually (see step 2).
- **Managed Device** list: lists devices that have been added to the software.



2. On the **Online Device** list, select device(s) and then click **Add**. You may add devices to different groups.

- The software uses the default username (admin/123456) to add a device. If the password of a device has been changed and is not 123456, you need to change the password in step 3.
- In the **Online Device** list, you may:
  - Click **Refresh** to refresh the list.
  - Click **Search Config** to specify a network segment to search.
  - Right-click a device to visit its Web interface.

3. On the **Managed Device** list, check the status of the added devices and do the following:

To	How To
Add device	1) Click **Add**. 2) Choose a mode. The device username (admin) and password are always required, regardless of the mode you choose. • IP/Domain: Add a device with a known IP address. • IP Segment: Add multiple devices with continuous IP addresses. • MyDDNS: DDNS must be enabled on the device and port mapping must be completed beforehand. See Appendix for details. 3) Click **Add** to add to the default group, or **Add to Group** to add to a specified group, see Group management.
Edit Device	Select device(s) and then click **Edit**. This button is especially useful when you want to set the same username and password for adding multiple devices.
Delete device	Select device(s) and then click **Delete**. The deleted online devices are still on the **Online Device** list.
Sync time	Click **Time Sync** to sync your PC's system time to the selected devices.
View device status	Click **Status** to view device online/offline status, alarm subscription status, recording status, and storage medium status. You may refresh manually or set an interval to refresh automatically.

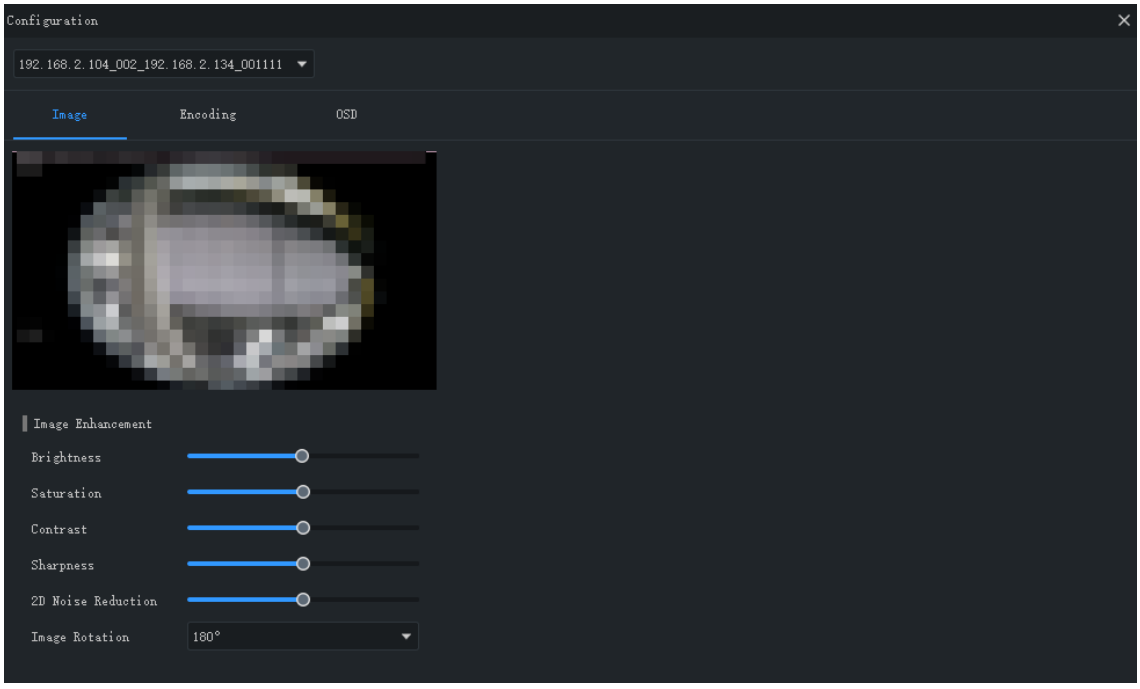
To	How To
Use buttons in the **Operation** column	• : Edit device name, IP address, username/password. If the device status is **Offline (incorrect username or password)**, click this button and change the password to the actual password. You may also double-click to edit a device. • : Configure image, encoding and OSD settings of a device (see Configure an Encoding Device). • : Visit the Web interface of the device. • : Restart device.

5.1.2 Configure an Encoding Device

On the **Managed Device** list, click for an online device to configure image, encoding, OSD and temperature measurement settings without opening the Web interface of the device.

NOTE!

- This function requires device support and it may be unavailable if the device version is too low.
- Temperature measurement parameters are available to thermal cameras only.
- The configurations displayed may vary with device version and how the device is managed.
- For detailed explanations of image, encoding, OSD and temperature measurement parameters, please see device user manual.
- OSD configuration and temperature measurement configuration are not supported by the Mac version.



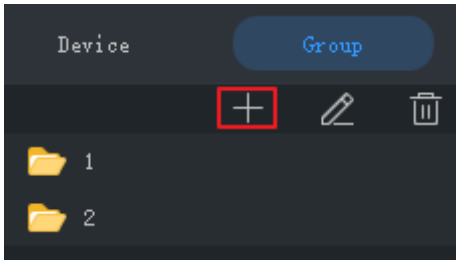
Note:

- The changed image and OSD settings take effect immediately. Encoding and temperature measurement settings must be saved first before they take effect.
- For an NVR, you need to select a camera from the drop-down list.
- When configuring OSD, you can double-click the image to display in full screen; the blue boxes (Area1, 2 …) appear only in the preview and do not display on the live view image. You can drag an OSD to relocate it.

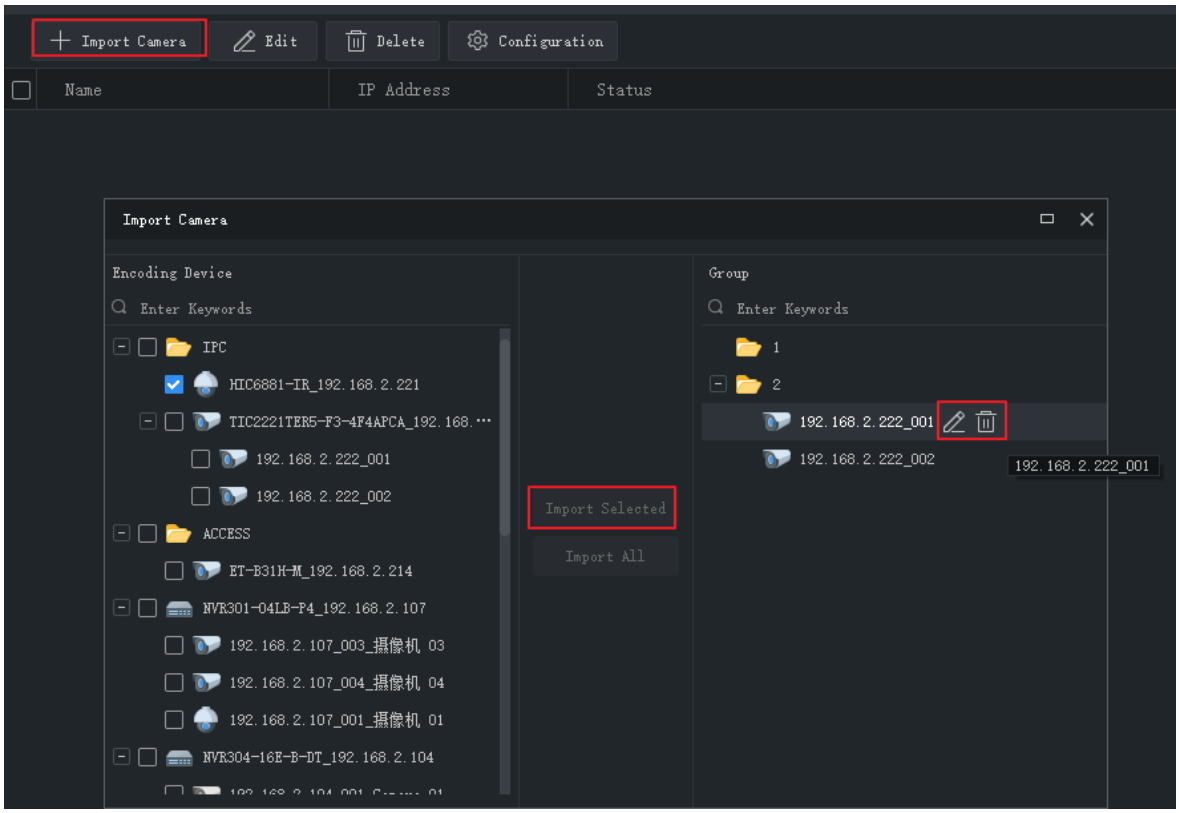
5.1.3 Group Management

You can create groups and manage cameras in different groups.

1. Add a group.



2. Import cameras to the group.



- To import cameras: click the group on the right, select cameras on the left, and then click **Import Selected**. To import all cameras, click **Import All**.

- To remove a camera from a group, place the mouse pointer on the camera and click **Delete**.
- To rename a camera in a group, place the mouse pointer on the camera and click **Rename**.

5.2 Decoding Device

You need to add a decoding device before you can use the video wall function. The steps are similar to adding an encoding device. See Add an Encoding Device for reference.

Note: Add a decoding device as admin.

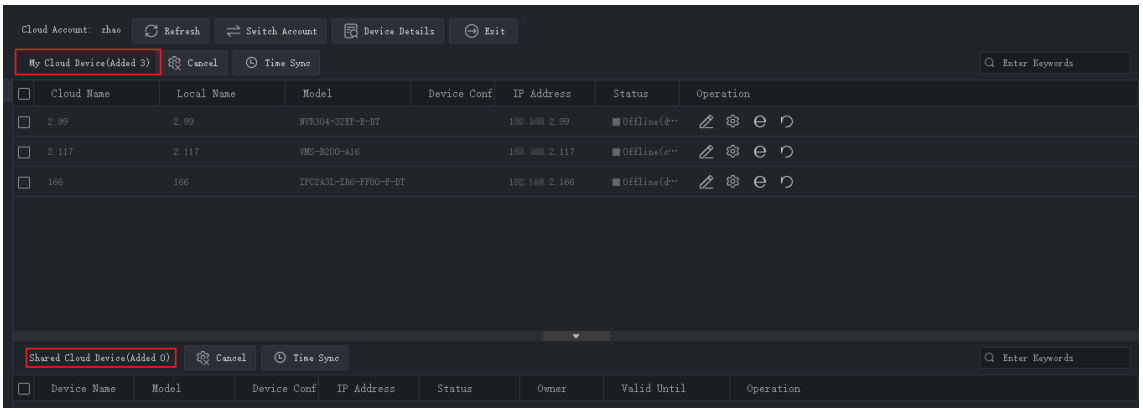
5.3 Cloud Device

NOTE!

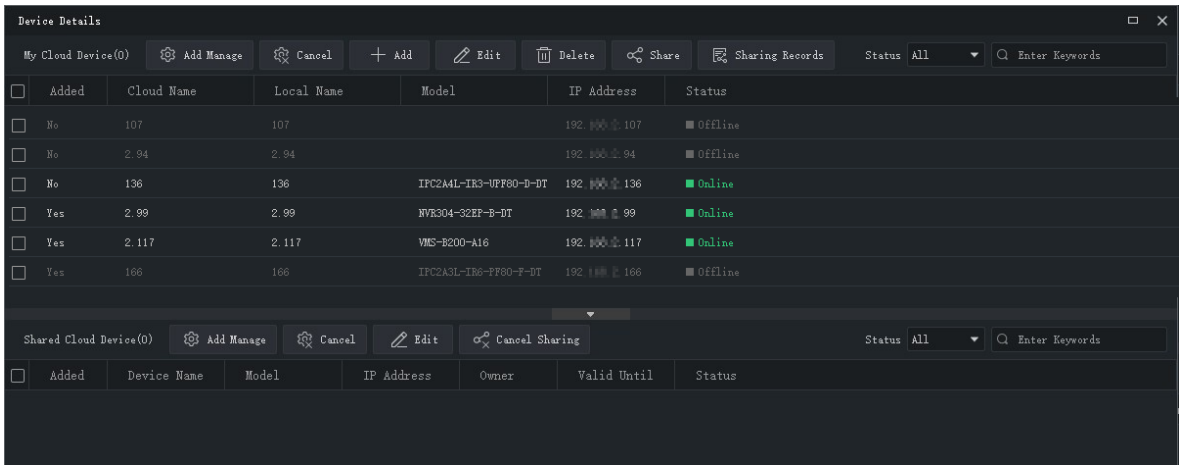
- The China version does not support this function.
- The software can manage up to 64 cloud devices (including your own devices and devices shared from other cloud accounts). If the total number of cloud devices exceeds the limit, you can click **Device Details** and use the **Add Manage** or **Cancel** button to specify the cloud devices you want to manage.

Click **Device Management** on the control panel and then follow the steps.

1. Click **Device** > **Cloud Device**.
2. Click **Register** to sign up for a cloud account; if you already have one, proceed to step 3.
3. Enter your username and password for your cloud account, and then click **Login**. Devices under your cloud account are listed, including your cloud devices (under **My Cloud Device**) and devices shared from other cloud accounts (under **Shared Cloud Device**).



- Use the buttons under **Operation** to edit device name, configure image, encoding and OSD settings, open the Web interface of the device, or restart a device.
- Click **Cancel** to cancel the management of a device without deleting the device from the cloud account.
- Click **Time Sync** to keep a device synchronized with your PC's system time.
- Click **Device Details** to add, edit, delete cloud devices, to share or cancel sharing, to manage or cancel management.



- Click **Add** to add device(s) to your cloud account (the register code required is displayed in the Web interface of the device; see device user manual for details); click **Delete** to delete device(s) from your cloud account.
- Click **Add Manage** to add device(s) to the software; click **Cancel** to cancel management without deleting the device from the cloud account.
- Double-click a device or click **Edit** to change the device's name. To sync the new name to cloud, select **Sync to Cloud**.
- Click **Share** to share device(s) with another cloud account. Set a sharing period and permissions as needed. The permissions are pre-configured on the device.
- Click **Sharing Records** to view sharing history or cancel sharing(s) with other cloud accounts.
- Click **Cancel Sharing** to cancel sharing(s) from other cloud accounts.

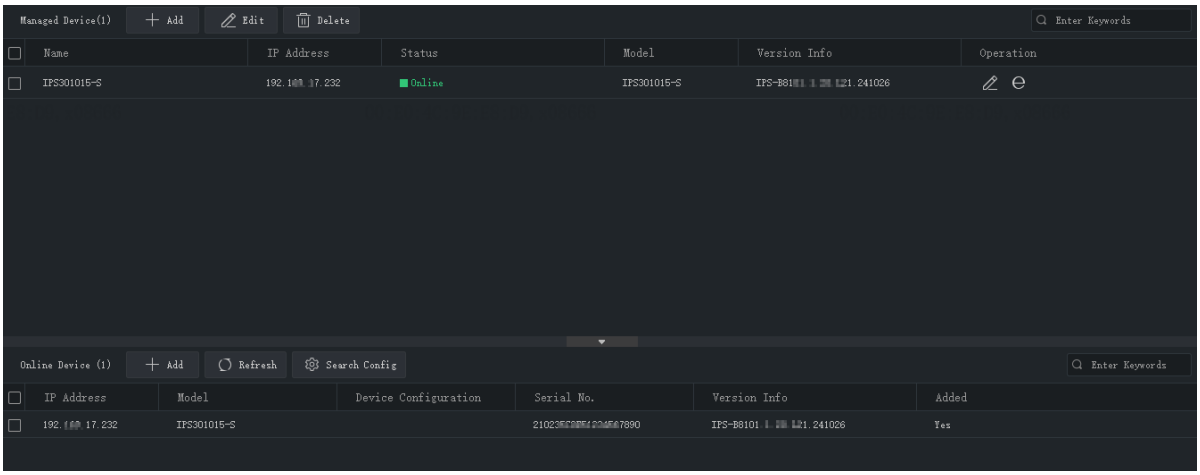
5.4 Access Control Device

See Add an Encoding Device for the steps to adding an access control device. Please add access control devices as admin.

5.5 IP Speaker

IP speakers can be used for two-way audio, audio broadcast, and playing alarm-triggered audios.

See Add an Encoding Device for the steps to add a IP speaker. You must add as admin.



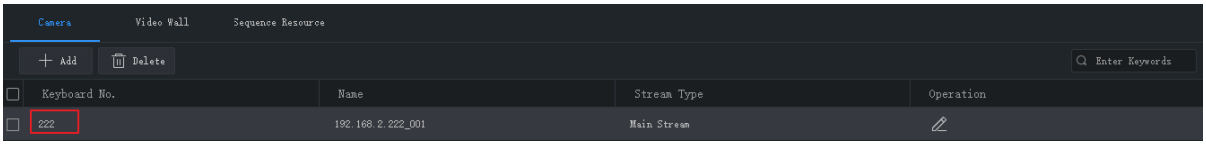
5.6 Network Keyboard

A network keyboard can be used to control live video, playback, PTZ camera and sequence resource on a video wall.

The following steps describe how to play live video on a video wall. Before you start, refer to the keyboard user manual to connect the keyboard to your PC. And then, click **Device Management** on the control panel and follow the steps.

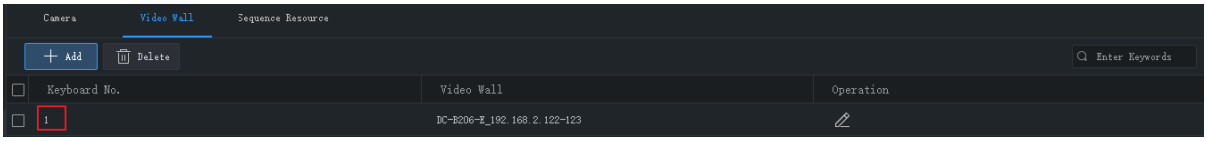
1. Add a camera. On the **Camera** tab, click **Add**, select the camera to play on the video wall and click **OK**. The camera appears on the list.

Tip: You will use the number (e.g., **222**) later when operating the keyboard.



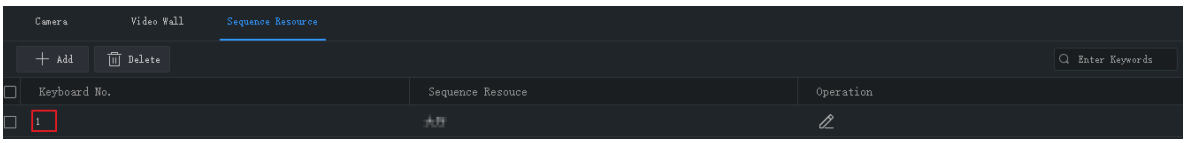
2. Add a video wall. On the **DX Video Wall** tab, click **Add**, select a video wall and then click **OK**. You need to configure video wall first. See Video Wall for details.

Tip: You will use the number (e.g., **1**) later when operating the keyboard.



3. Add a sequence resource. On the **Sequence Resource** tab, click **Add**, select a sequence resource and then click **OK**. You need to configure sequence resource first. See Sequence Resource for details.

Tip: You will use the number (e.g., **1**) later when operating the keyboard.



4. The following operations are on the network keyboard.

a. Enter the keyboard number in step 2 (e.g., **1**), then press **AUX4**.

b. Enter the window number in the top left corner (which is **1** in both A and B), then press **MON**.

c. Enter the split-screen number, then press **WIN**. If the window is split (as in A), enter the split-screen number **3**; if the window is not split (as in B), enter **1**. This step is only required for playing live video on video wall. For playing sequence resource, skip this step.

d. Select the camera or sequence resource to play on the video wall.

- Live video: Enter the keyboard number in step 1 (e.g., **222**), then press **CAM**.
- Sequence resource: Enter the keyboard number in step 3 (e.g., 1), then press **CAM_G**.

5. After live video starts on the video wall, you can:

- Use the joystick to control the rotation of a PTZ camera, and use the Zoom and Focus buttons to control the zoom and focus.
- Use the button to switch live video to recording.

See keyboard user manual for more information.

6 Live View

6.1 Live View

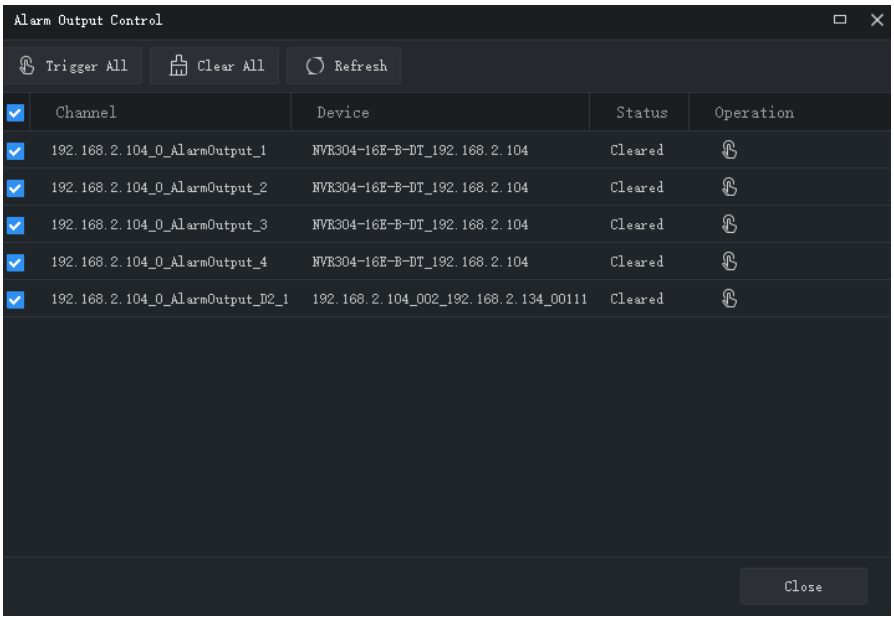
Click **Live View** on the control panel to view live video from cameras.

6.1.1 Play Live Video

1. On the **Camera** tab, double-click a camera or drag it to a window to start live video.

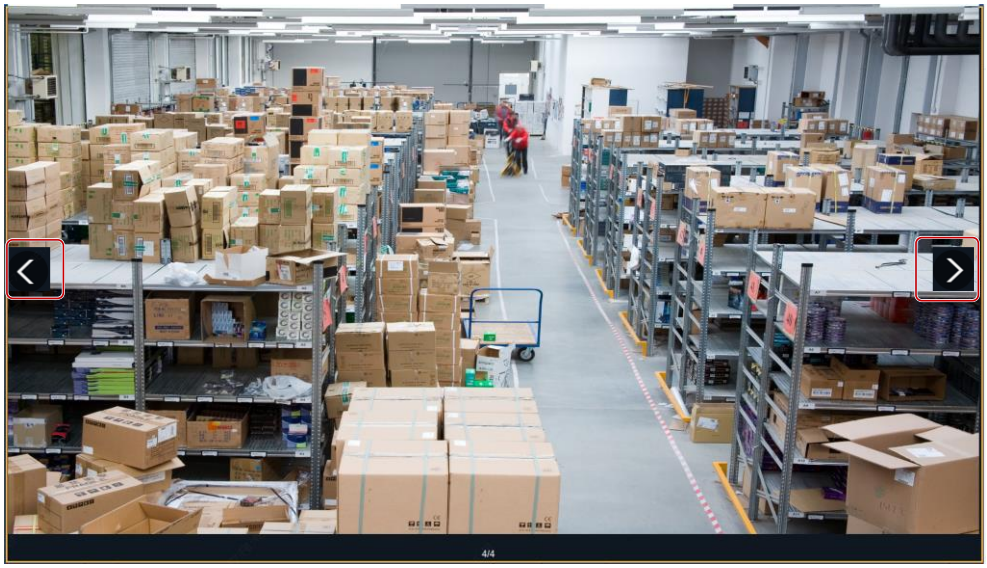
2. Right-click a camera to choose a stream type(main stream/sub stream/third stream), rename the camera, view/change alarm output status.

   View/change alarm output status: Right-click an IPC or a channel under an NVR to view or change its alarm output status. Alarm output needs to be configured beforehand on the device. Or, hover the mouse on an NVR, click to view or change the alarm output status of the NVR and all the channels under it. Click the button in the **Operation** column or the button on the top to change alarm status.



3. You may drag the image to play it in another window.
4. Double-click a window to maximize it, and double-click again to restore.

After maximizing a window, move your mouse to the left or right side on the live view page, and then click or to switch to the live video of previous or next channel.



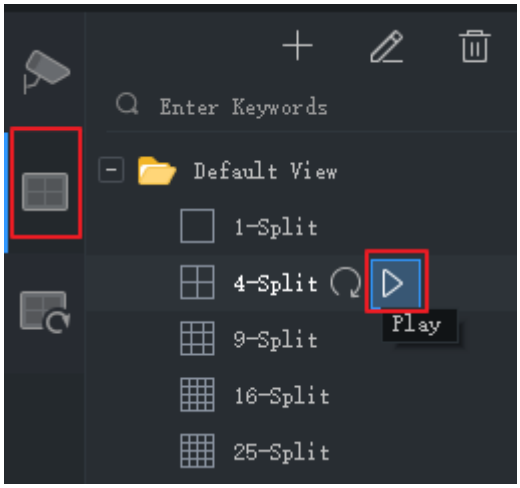
5. Use the live view toolbar or window toolbar during live view.

6.1.2 Play Live Video by View

1.By default view

On the **View** tab, double-click a default view or click **Play** to start live video from the corresponding number of cameras on the camera list: 4 cameras for 4-split view, 9 for 9-split view, 16 for 16-split view, and 25 for 25-split view.

Take the **4-Split** view as an example.



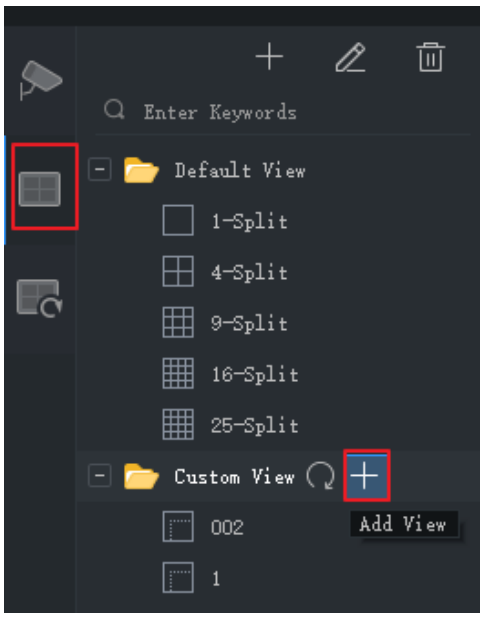
Live video from the first 4 cameras on the camera list will be played, illustrated as below.

Cam 1	Cam 2
Cam 3	Cam 4

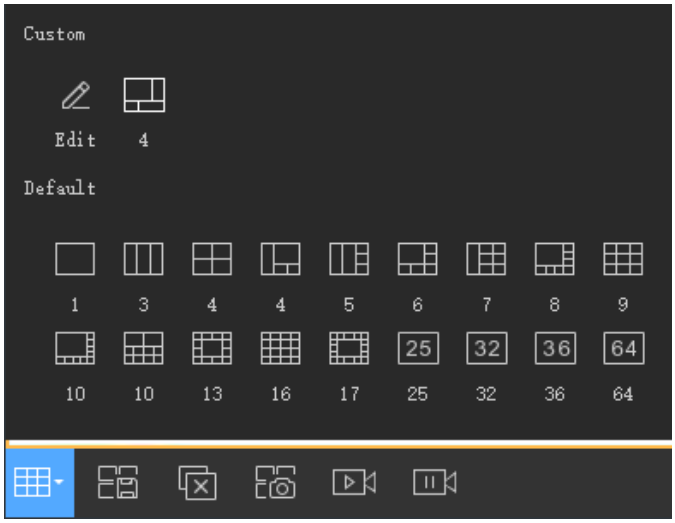
2.By custom view

Play live video from specified cameras by a custom view.

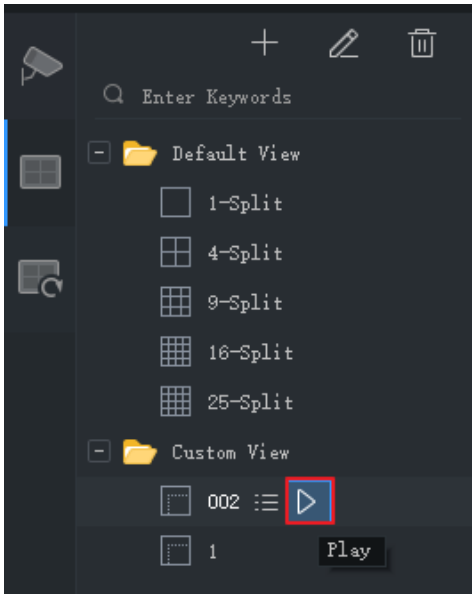
1. On the **View** tab, click the **Add View** button to create a view. You may also click **View** on the control panel to add a sequence resource.



2. Select a window layout. Click to edit a custom layout, use **Combine** or **Undo** when editing.



3. Drag cameras or sequence resources to the intended windows one by one.
4. Click **OK**.
5. Double-click the custom view or click **Play** to start live video from cameras (specified in step 3) in the corresponding windows in the layout (set in step 2).



6.2 Live View Control

6.2.1 Live View Toolbar

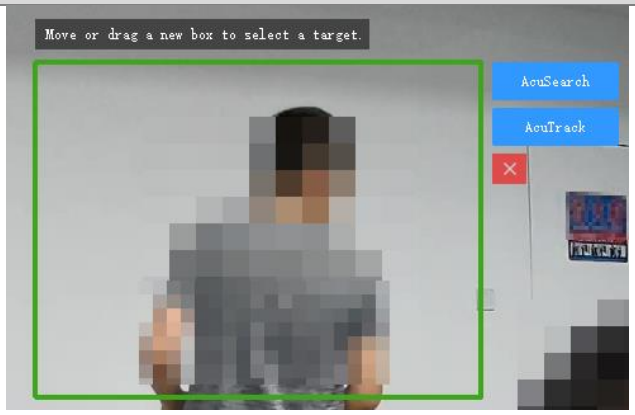
The live view toolbar is at the bottom of the live view window.

Button	Description
	Set window layout.
	Save the current view directly or as another view.
	Close all windows playing video.
	Snapshot all.
	Start recording of all windows playing.
	Stop recording of all windows playing.
	Start broadcast. See Voice Broadcast.
	Pause/resume sequence display
	Play the previous/next group or view in sequence display.
	Switch to full screen mode. Press **Esc** to exit.

6.2.2 Live View Window Toolbar

The window toolbar appears when you place the mouse pointer on a live view window. The toolbar is effective only to the current window.

Button	Description
	Take a snapshot. The snapshot format and storage path are configurable in System Configuration.
	Records live video playing in current window to the PC. The video format and storage path are configurable in System Configuration.
	Digital zoom. When enabled, drag the mouse to draw an area on the image to zoom in on, and use the scroll wheel to zoom in or out.
	Adjusts the speaker volume or mute it for the PC.
	Two-way audio.
	Starts instant playback. By default, videos from the past 330 seconds in the current window are replayed. You can customize the duration in System Configuration. This function is only available when the device has recordings. After the playback ends, you need to manually start the live view.
POS	Enable/disable POS OSD. When enabled, POS OSD appears on the live view if the POS machine is connected to a camera via NVR. The POS OSD is configurable in System Configuration, including the position, size, color and duration. **Note:** You need to configure POS basic information on the NVR's web interface, and after that you can view the POS information on the client.
	Trigger alarm output. This requires NVR/IPC to be connected to external devices. For example, if the IPC's alarm output interface is connected to a lamp, then this button can control the switch of the lamp.
	When a target of interest (motor vehicle/non-motor vehicle/pedestrian) is identified in the live video, you can select the target in the current image to search the full video and image data for scenes where the target appeared. (1) Click to freeze the current frame.

Button	Description
	 (2) Select the target to search for: ○ Hold down the mouse and drag the area within the green box to move its position. ○ Hold and drag outside the green box to redraw the region. ○ To exit the search, click X. (3) Choose a search mode. Two modes are available: ○ Click the **AcuSearch** button at the top right corner of the green box to go to the **AcuSearch** page, where the system will automatically search for all capture records of the target within the green box. ○ Click the **AcuTrack** button at the top right corner of the green box to go to the **AcuTrack** page, where the system will automatically search for recordings containing the target in the green box.
Main(5.15Mbps, 2560x1440)	Stream type, bit rate and resolution of the current video.

NOTE!

- The toolbar shows when the camera is a PTZ camera. Click this button to open the PTZ control panel.
- The toolbar shows when the camera is a fisheye camera. Click this button to open the fisheye control panel.
- The toolbar shows when the camera is a four-sensor camera. Click this button to enable tracking mode.
- The toolbar shows when box-dome linkage is configured on the camera. Click this button to open the Box-Dome linkage.
- The toolbar shows when the camera is a multi-channel camera. Click this button to enable Multi-Sensor Mode.

6.2.3 Live View Shortcut Menu

A shortcut menu appears when you right-click a live view window. Some items on the menu provide same functions as the live view toolbar and window toolbar. Some are described in the table below.

Parameter	Description
Stream Type	Select a stream type for the current window: auto, main, sub and third stream (options may vary with device). ***Note***: *Sub Stream and Third Stream are not displayed if not available.*
Manual Alarm	Trigger an alarm manually. ***Note***: *It is recommended that you first configure the action(s) to trigger (see Configure Alarm-Triggered Action). A click of this button will generate an alarm and trigger the configured action(s).*
Camera Info	Display frame rate, resolution, bit rate, video compression format, and packet loss rate for the window.
System Configuration	Open the System Configuration window (See System Configuration).
Playback	Switch to the **Playback** page to play recordings of the current video channel (referred to as channel A for easy explanation). • If the current playback type on the **Playback** page is not Normal (that is, if it is Smart, POS, Event, or VCA), the software will search the Normal type of recordings of channel A and play the found recordings in the maximized window. • If local recordings are playing on the **Playback** page, the software will search and play local recordings of channel A. • If synchronous playback in underway on the **Playback** page, the synchronous playback will continue, and the playback of channel A will replace the recordings that are playing in the selected window. • If you switch to playback from different video channels, playback will start in idle windows. If no idle windows are available, the playback will replace the recordings that are playing in the selected windows.

NOTE!

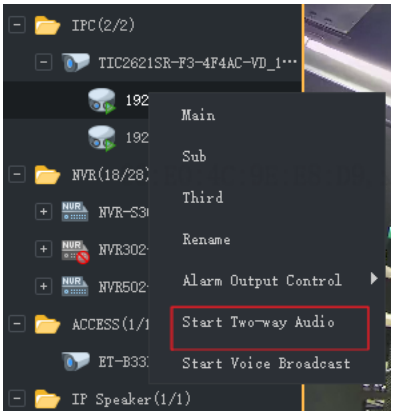
The default stream type is auto.

- For local devices, the client chooses a stream type according to the screen layout.
  - *4 windows or less: Main stream*
  - *4 to 16 windows(16 included): Sub stream*
  - *More than 16 windows: Third stream*
- For cloud devices, the default is third stream.

6.3 Two-way Audio

Tow-way audio is the bidirectional audio communication between the PC and the device.

Right-click on a camera/NVR channel/IP speaker and select **Start Two-way Audio**.



In the pop-up window as shown below, you can adjust the PC's output volume (Audio), input volume (Microphone), or click to stop the two-way audio. Other operations are not allowed during two-way audio.

NOTE!

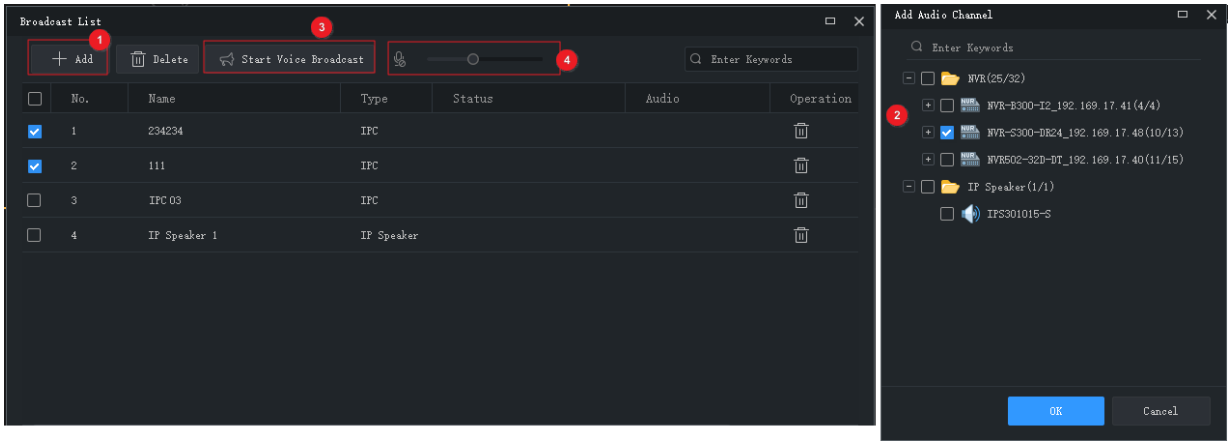
Two-way audio tasks will all be added to the Two-Way Audio page.

6.4 Voice Broadcast

Voice broadcast is one way from your PC to devices.

Option 1: Broadcast to Multiple Devices

1. On the **Live View** page, click on the toolbar at the bottom to open **Broadcast List**.
2. Click **Add**. Select camera, NVR channel, and IP speaker as needed and click **OK** to add them to the broadcast list.

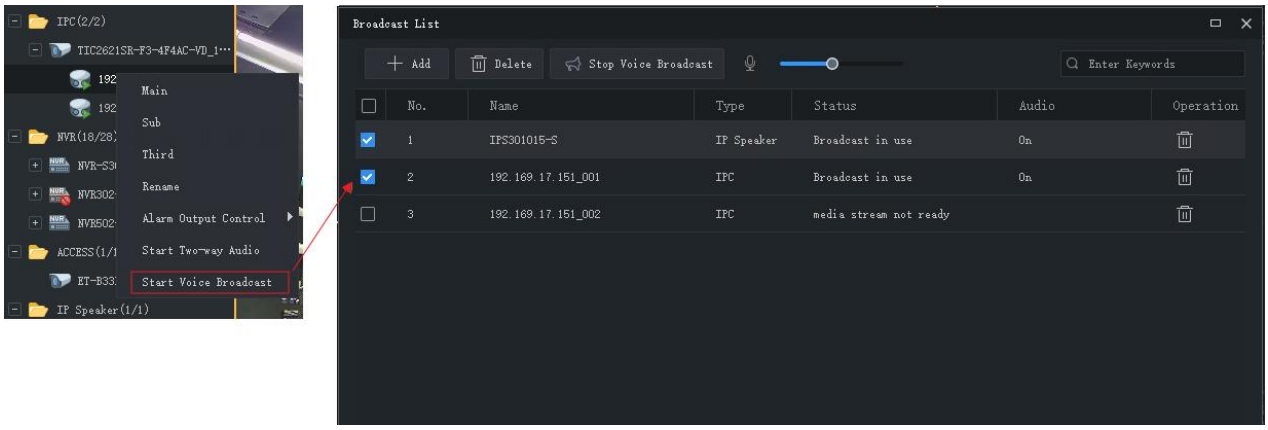


3. Click **Start Voice Broadcast** to broadcast to all devices in the list. To stop the broadcast, click **Stop Voice Broadcast**.

4. During the broadcast, you can click / to turn off or on the sound, and use the slider (④) to adjust the volume as needed.

Option 2: Broadcast to a Single Device

Right-click on a camera/NVR channel/IP Speaker and select **Start Voice Broadcast**. The device will be automatically added to the **Broadcast List**. To stop the broadcast, click **Stop Voice Broadcast**.



NOTE!

Broadcast tasks will be added to the Broadcast page.

6.5 PTZ Control

Control the rotation direction and speed, pan/tilt/zoom, focus of a PTZ camera. The software also provides other functions including 3D positioning, preset, and patrol functions.

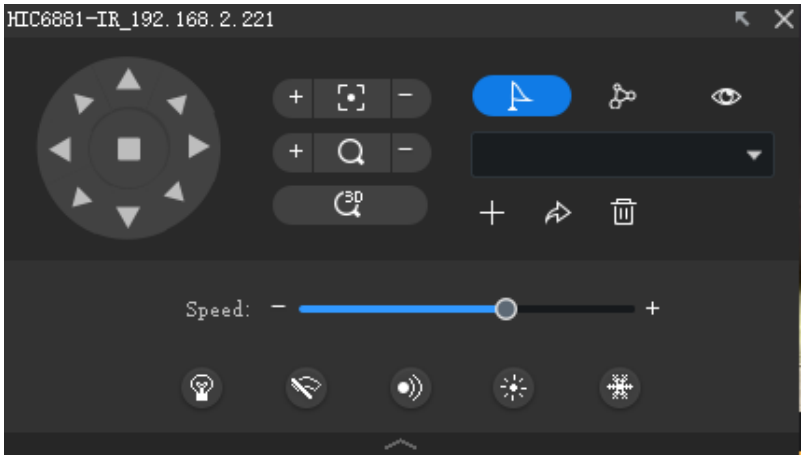
NOTE!

PTZ control is available to PTZ cameras only and it may vary depending on the camera's capability and the protocol it supports. For example, some manufacturers reserve certain presets for special use such as wiper or menu. Please refer to camera specifications before use.

6.5.1 PTZ Control Panel

Click on the live view window toolbar to open the PTZ control panel, which can fold and expand.

You can also move the control panel to the left by clicking .



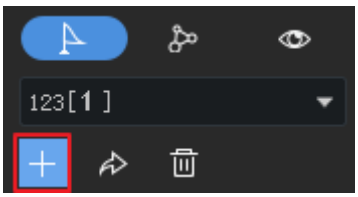
Parameter	Description
	Control rotation direction or stop rotation. ***Tip:*** • *You may also use shortcut PTZ control to rotate the camera: place the mouse pointer on the live view window, and when the shape changes to like , click and hold the left button to rotate the camera.* • *You can enable or disable **Shortcut PTZ Control** under **System Configuration** > **Audio & Video*** • *Shortcut PTZ control is not effective when 3D positioning is enabled.*
	Adjust focus and zoom.
	• Control the light. • Control the wiper. • Control the IR. • Control the heater. • Control the snow removal function.
	Adjust rotation speed.

Parameter	Description
	Click the tab to enable/disable 3D positioning. With 3D positioning enabled: • Click somewhere on the image, and the camera automatically rotates toward the direction. • Drag the mouse from top to bottom to zoom in on the selected area. Drag from bottom to top to zoom out.
	Preset tab.
	Patrol tab.
	Auto Guard tab.

6.5.2 Preset

Add a preset to save the status of a PTZ camera. When needed, you can rotate the camera to the previously set position with one click of the button. Presets are also used to set a preset patrol (see Preset Patrol).

1. Rotate the camera to the desired direction.

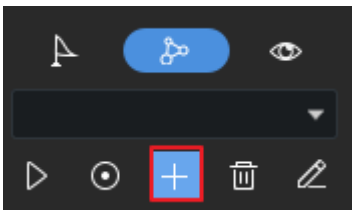


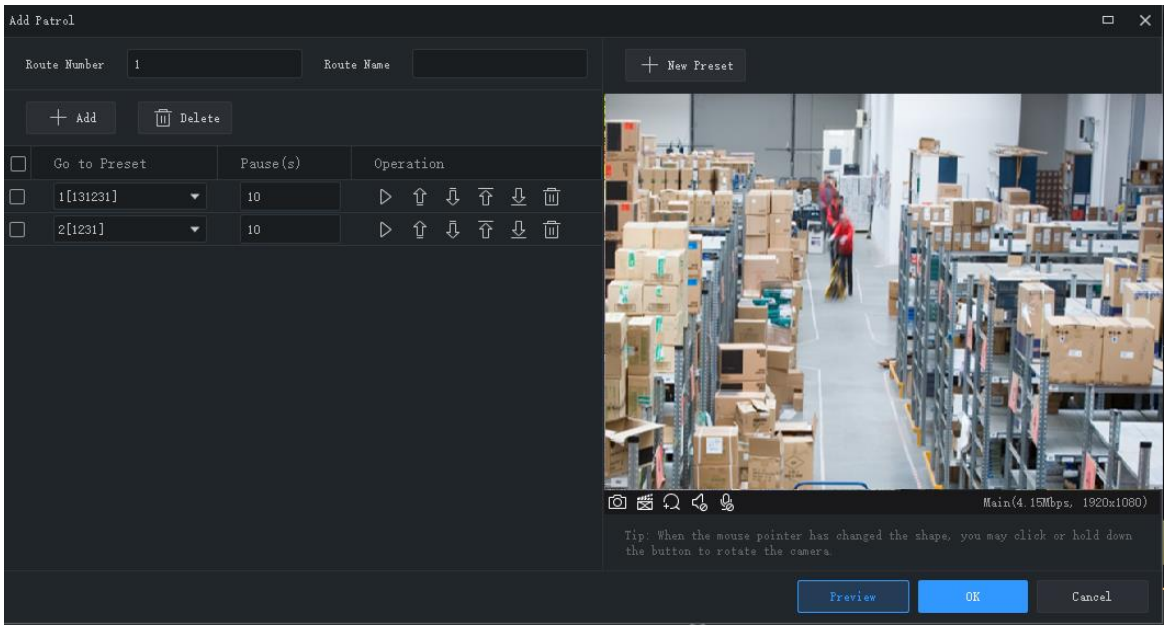
2. On the **Preset** tab, click **Add Preset**. Enter a preset number that is not in use; otherwise, the existing preset will be replaced by the new preset.

6.5.3 Preset Patrol

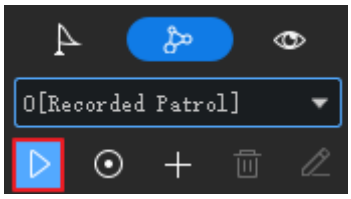
The camera patrols along multiple presets in the set order and stays at each preset for certain length of time. Because a preset patrol route consists of presets, you need to add all the needed presets first (see Preset).

1. On the **Patrol** tab, click **Set Patrol**.





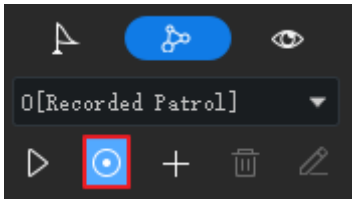
2. Click **Add**, select a preset, and set the length of time that the camera stays at this position. Repeat this step to all the necessary presets.
3. Use the **Set Top**, **Up**, **Down**, **Set Bottom** buttons to adjust the order in which the camera patrols.
4. Click **Save**.



5. The patrol route appears in the patrol route list. Click **Start Patrol**, and the camera will patrol along the presets that you have set.

6.5.4 Recorded Patrol

The user operates the camera, and meanwhile the software records the movement track and status of the camera and saves it as a patrol route. Currently one recorded patrol route is supported.



1. Click **Start Recording Patrol Route** ( ).
2. Use the directional buttons or shortcut PTZ control to rotate the camera to desired directions and stay for the intended length of time. Adjust zoom and focus as needed.
3. Click **Stop Recording Patrol Route**. The recorded patrol route appears in the patrol route list (by the name 0[Recorded Patrol]).

4. Click **Start Patrol** ( ). The camera will repeat the actions you performed during the patrol.

6.5.5 Auto Guard

After auto guard is enabled, the camera performs the action (start patrol or go to the preset) as configured if no operation is made during the specified time period.

6.6 Fisheye Control

Fisheye control, set mount mode and display mode to get desired images:

- Mount: Ceiling, Wall, Desktop
- Display Mode: Original Image, 360° Panoramic+1PTZ, 180° Panoramic, Fisheye+3PTZ, Fisheye+4PTZ, 360° Panoramic+6PTZ, Fisheye+8PTZ, Panoramic, Panoramic+3PTZ, Panoramic+4PTZ, Panoramic+8PTZ (clicking Original Image switches from dewarping mode to normal mode).

NOTE!

- The fisheye control button is available to fisheye cameras only.
- In dewarping mode, you may click a PTZ window and then use the mouse to drag the image, or zoom in/out using the scroll wheel; or click a panoramic window and then drag, zoom in or out on the demarcation area.
- Digital zoom is disabled in dewarping mode, and the digital zoom button is hidden. If you switch to dewarping mode when digital zoom is enabled, digital zoom will be disabled automatically, and the image restores its original size.
- Dewarping mode is not available when resolution is below than D1, and the fisheye control button is grayed out.

6.7 Tracking Mode

In tracking mode, if you play main stream of the multi-sensor camera, the camera will automatically track the objects that trigger the set alarm rule.

1. Click in the live view or playback window toolbar. The window is split into multiple windows: one big window showing the panoramic image, and multiple small windows showing PTZ images. The boxes on the panoramic image match the PTZ images.
2. Perform the following operations as needed:

- Drag a box in the panoramic image to change the range of the corresponding PTZ image.
- Scroll your mouse wheel on a box or a PTZ image to zoom in or out.

NOTE!

- To use auto tracking function, you need to enable perimeter protection function for the camera first.
- Enabling tracking mode will disable digital zoom.
- Tracking mode is not available on Mac OS.

6.8 Box-Dome Linkage

View the specific details within the monitoring range quickly and clearly.

Integrated with the features of box and dome cameras, this function uses the box camera to monitor the overall situation, and uses the dome camera to zoom in on specific details.

NOTE!

Before using this function, please configure panoramic linkage and perform mark calibration on the device's web interface.

Click on the live view window toolbar, and perform the following operations as needed:

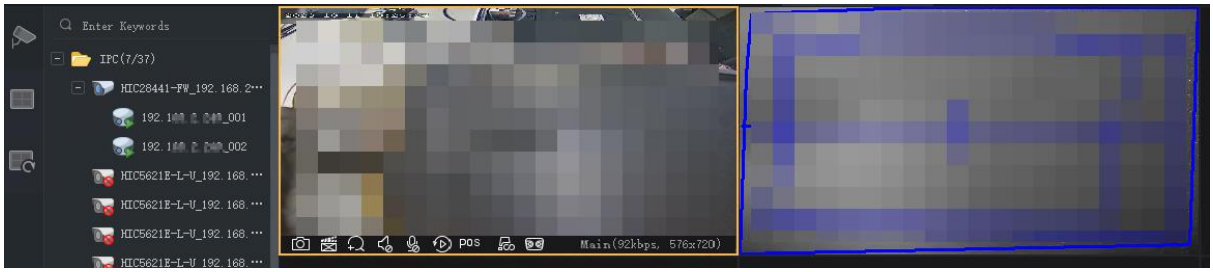
- (Default) auto-track ( ): Mouse operation are not effective on the live video images of the dome and box camera.
- Manual tracking ( ): The dome camera can rotate to and track the object when you click a moving object on the live view image of the box camera.
- Drag to zoom ( ): Dragging on the live view image of the box camera will rotate the dome camera to the specific area and zoom in on the area.
- Link ( ): The dome camera automatically rotates to the position when you click it on the live view image of the box camera.

You can also use the right-click menu to use the above features. Box-dome linkage and digital zoom cannot work simultaneously.

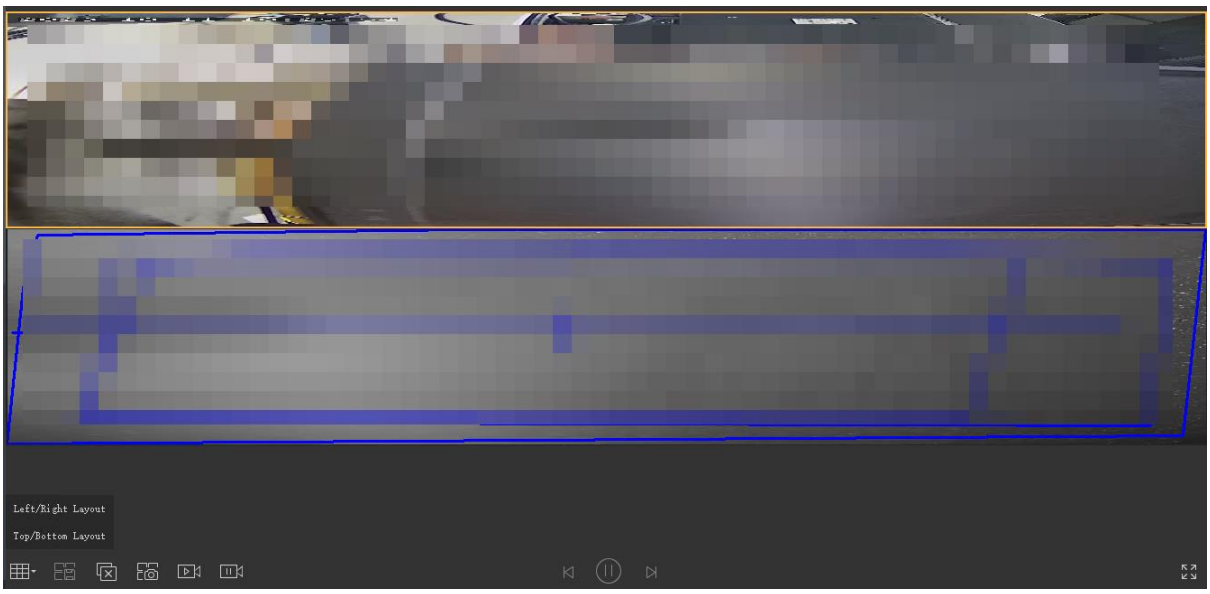
6.9 Multi-Sensor Mode

Use the software to view live video from multi-channel cameras, including the directly connected cameras and cameras connected via an NVR.

1. On the video channel list, double-click a multi-channel camera (with icon) or its channel to start live video.



2. Click on any channel's window toolbar to enter multi-sensor mode and play live video of all the channels of the camera.
   - Click on a window toolbar to exit the multi-sensor mode.
   - Click in the lower left corner to switch the window layout: left-right layout or top-bottom layout.



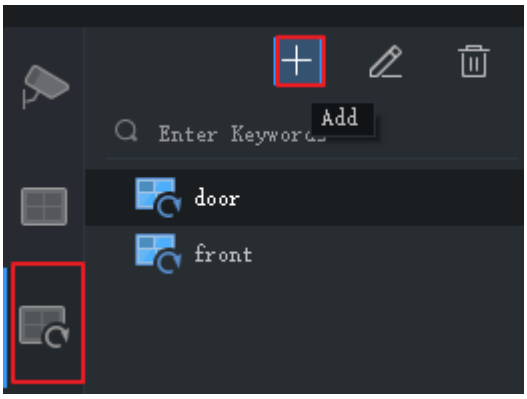
6.10 Sequence Display

6.10.1 Sequence Resource

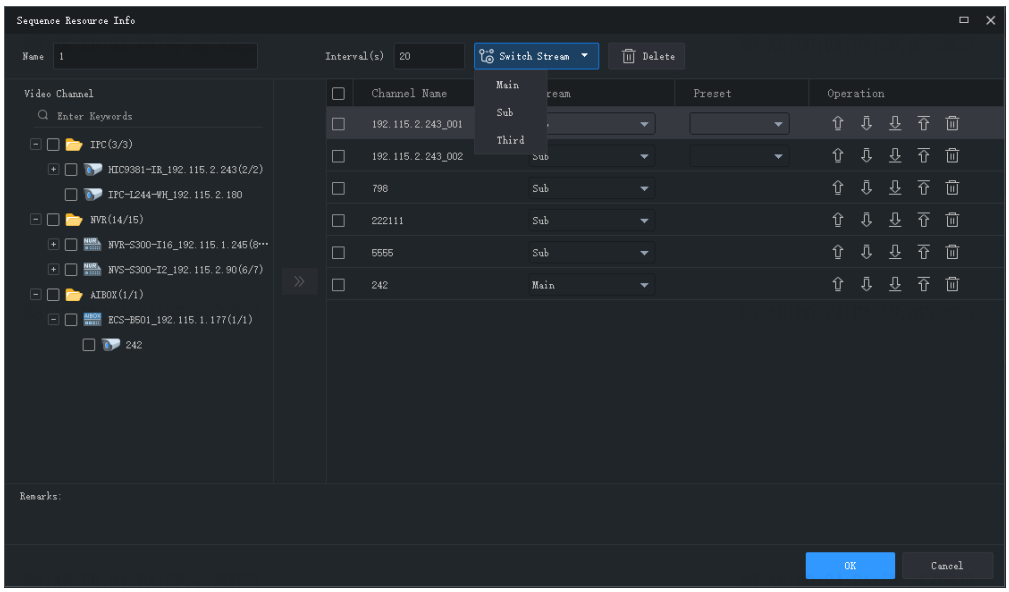
Play live video from cameras in a group one by one in a window. First, you need to create a sequence resource.

1.Create a sequence resource

1. On the **Live View** page, click the **Sequence Resource** tab, and then click the **Add** button. You may also click **Sequence Resource** on the control panel to add a sequence resource.



2. Configure sequence resources.



Parameter	Description
Name	Set a name you prefer.
Interval	Set the time interval for switching to the next channel for live video.
Channel	Select channels and then click to add the sequence group.
Stream	• Batch configuration: Select multiple channels in the sequence group, and then choose a stream on the top to apply to all selected channels. • Configure one by one: Choose a stream after each channel. The set stream applies to the current channel. **Note:** • *For batch configuration: If the selected stream is not supported by a selected channel, it will automatically switch streams in the order of third stream, sub stream, and main stream. For example, if the sub stream is selected and not supported by a channel, it will automatically switch to the sub stream; if the sub stream is still not supported, it will then switch to the main steam.* • *Modifying the stream for a channel will take effect the next time the sequence resource is played.*
Preset	Applicable to PTZ cameras only.
Sequence	Click to adjust the sequence of channels in the group.

3. Click **OK**.

2.Play a sequence resource

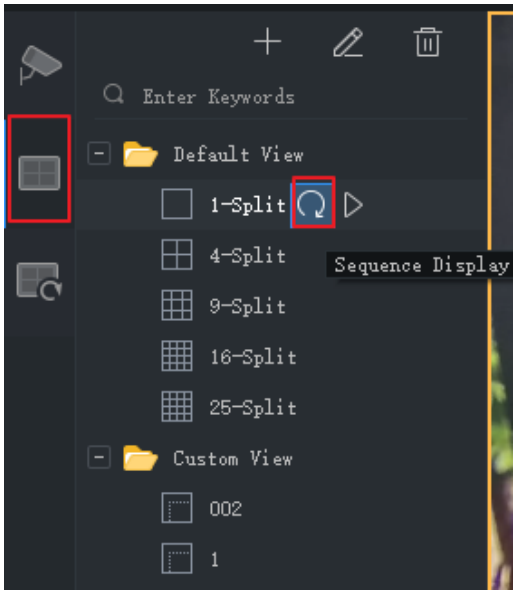
Double-click the sequence resource on the **Sequence Resource** tab to start sequence display.

6.10.2 Sequence View

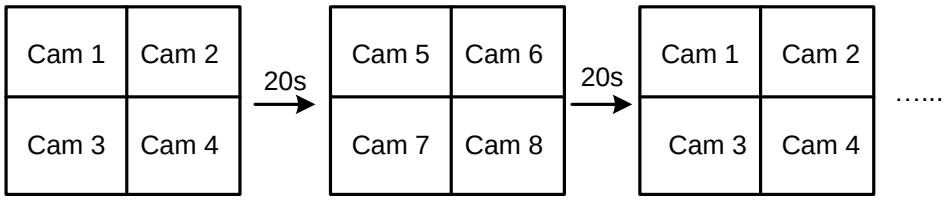
1.Sequence a default view

Play live video from cameras on the camera list in sequence based on a default view.

1. On the **View** tab, click the **Sequence Display** button for a split view. Take **4-Split** view for example.



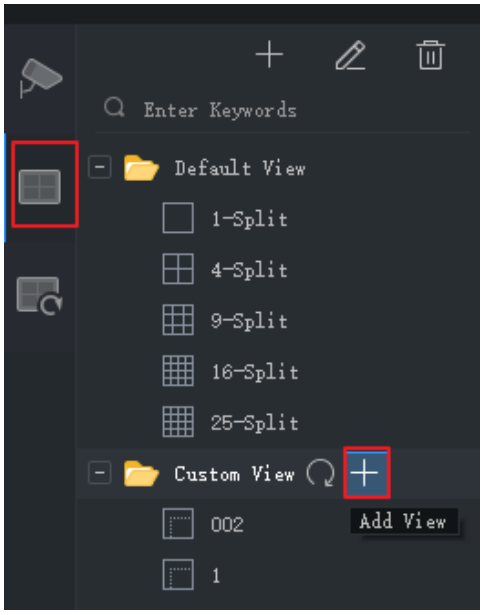
2. Set sequence display interval.
3. Assume there are eight cameras, and the sequence interval is set to 20 seconds. Then the sequence is illustrated as shown below.



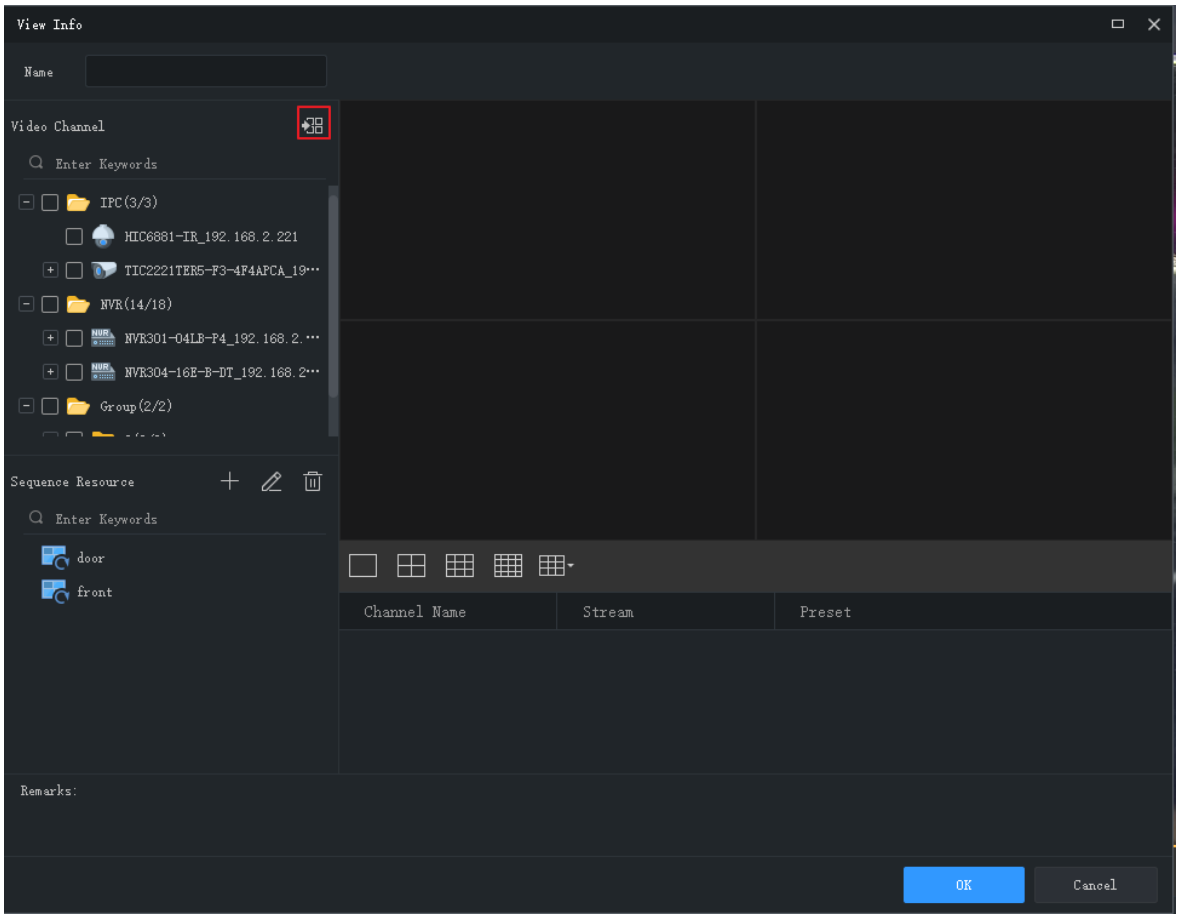
2.Sequence custom views

Play live video by custom views in sequence.

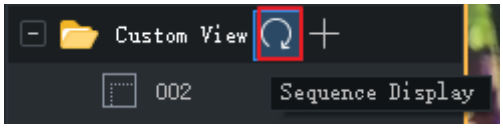
1. To create a custom view, click **Add View**.



2. Complete the settings in the window, including the view name, window layout, binding between the cameras/sequence resources and the windows (by dragging the cameras/sequence resources to the windows or by clicking **Batch Add**), stream type (for cameras only) and preset (for PTZ cameras only). Click **OK** when you complete the settings.



3. Repeat the above steps to create all the custom views you need.
4. Click the **Sequence Display** button to sequence the custom views you have created.



7 Recording and Playback

Record videos and search for playback or download.

7.1 Configure a Recording Schedule

Configure a recording schedule for an NVR to record video automatically. This function is available to NVR-connected cameras only. The recorded videos are saved on the NVR, not on the PC.

Click **Recording Schedule** on the control panel and then follow the steps.

7.1.1 Configure a 24/7 Recording Schedule

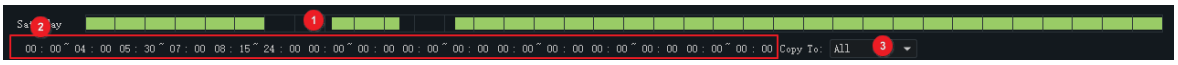
Use the template to configure a 24/7 recording schedule.

1. Select the camera for which you want to configure a recording schedule.
2. Make sure the **Enable** check box is selected.
3. Click the **Select** button and then select the **All Day** template. The green on the calendar means time periods during which video will be recorded.
4. Click **Save**.

7.1.2 Customize a Recording Schedule

Customize based on the 24/7 recording schedule.

1. Click or drag on the green to erase, or click or drag on blank areas to draw. Clicking the **Clear** button in the top right corner will clear all time periods.
2. In addition to the method described in step 1, you may also enter start and end times manually. Up to 8 time periods are allowed for each day.



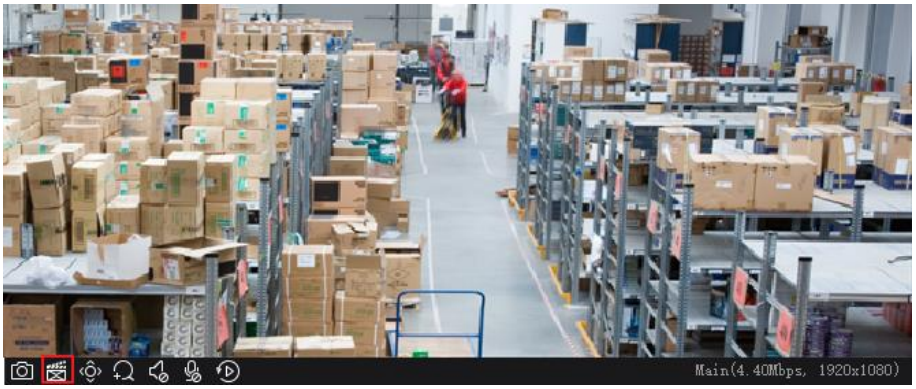
3. After you complete the settings for a day, you may select from the drop-down list and copy the settings to other days. For example, select **All**.
4. Click **Save** to complete the configuration for the selected camera.
5. To make the same recording schedule for other cameras, click **Copy To.**

NOTE!

In addition to the **All Day** and **Work Day** templates, you may customize 8 templates to save different recording schedules.

7.2 Record Video Manually

Save live video to your PC as local recording by clicking the Start Local Recording ( ) and Stop Local Recording ( ) buttons on the window toolbar. The storage path and video format are configured in System Configuration.

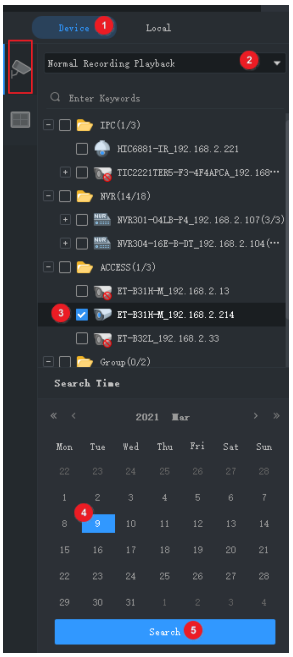


7.3 Playback

Click **Playback** on the control panel to search and play recordings, including device recordings and local recordings.

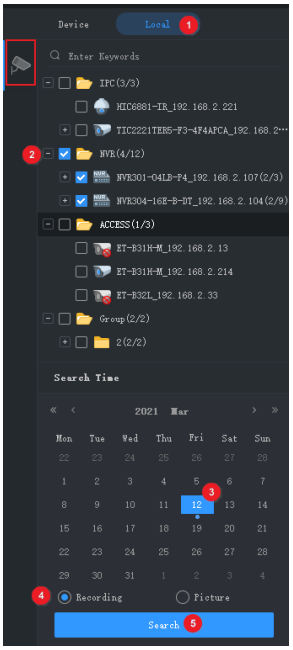
7.3.1 Play Device Recordings

Device recordings refer to videos stored on an NVR or an SD card that is mounted on a camera. When you search for device recordings, the time displayed is same with the system time of the device, not your PC. The GUI and operations may vary with the playback type you choose. We take Normal Recording Playback for example to describe the general procedure.

Step	Description
	1) Select the source of recording (device recording). 2) Select the playback type. 3) Select the camera(s). 4) Select or set the search time. If the device is in another time zone, please use the local time of the device. 5) Click **Search**. ***Note:*** • *In step 2, you may select a sub type to search for event recordings or VCA recordings.* • *In step 3, up to 16 cameras are supported if multiple selections are allowed.* • *In step 4: The calendar shows search results for the selected camera(s) (blue means normal recording, and red means alarm recording). This feature is only available to Normal Recording Playback and Smart Recording Playback modes.* • *When playback mode is set to SD in **System Configuration**, the search result will show **SD video does not exist** if videos are not stored in different clarity. You need to switch to HD mode and try again. Only videos stored on NVR support switching playback mode.*

7.3.2 Local Recording and Image

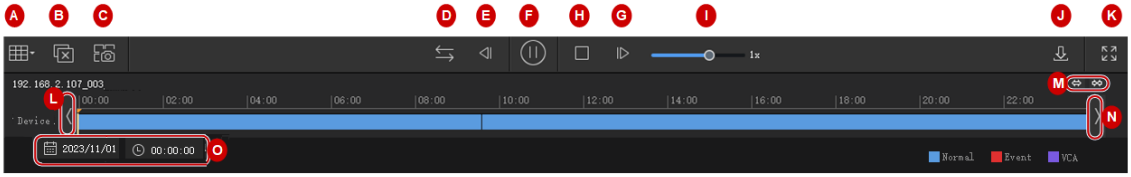
Search and view videos and images saved on your PC. The time of local recordings is the time of your PC.

Step	Description
	1) Select the source of recording (local recording). 2) Select the camera(s). 3) Select or set the search time. 4) Choose to search for recordings or pictures. The default is to search for recordings. 5) Click **Search**. ***Note:*** *In step 3: The calendar shows search results for the selected camera(s), and blue indicates recording on that day.*

7.3.3 Playback Control

Double-click a file on the right-side list to start playback; or click on the timeline to start playback from the corresponding time.

1.Playback Toolbar

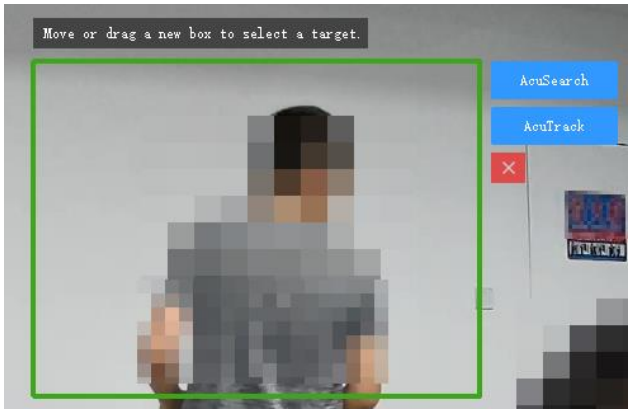


Button	Description
A	Set window layout.
B	Close all windows.
C	Click to take a snapshot of images in all windows.
D	Click to switch to synchronous playback mode. In synchronous playback mode, operations (e.g., pause, resume, stop, adjust speed, click on the timeline to start playing from that point) are effective to all the playing windows. **Note**: Frequent operations (such as pause/resume, adjust speed) during synchronous playback may affect the synchronous performance.
E/G	Play by frame. Click to play the previous/next frame of image.
F	Pause/resume.
H	Stop
I	Adjust playback speed.
J	Download recordings.
K	Switch to full screen mode. Press **Esc** to exit.
L/N	Move the timeline forward or backward.
M	Zoom in or out on the timeline.
O	Click on the area, and select another date to search for recordings. Click on the area, select a specific time point to search for recordings, and the recording will start from it.

2.Playback Window Toolbar

The window toolbar appears when the mouse pointer rests on a playing window. Operations with the toolbar are for this window only.

Table 7-1 Playback Window Toolbar

Button	Description
	Take a snapshot and save it to your PC. The image format and storage path is configurable in system configuration (see System Configuration).
	Digital zoom. When enabled, drag the mouse to draw an area on the image to zoom in on, and use the scroll wheel to zoom in or out.
	Clip the video to download.
	Mute or adjust speaker sound volume on your PC.
	When a target of interest (motor vehicle/non-motor vehicle/pedestrian) is identified in the recording, you can select the target in the current image to search the full video and image data for scenes where the target appeared. (1) Click to freeze the current frame.  (2) Select the target to search for: ○ Hold down the mouse and drag the area within the green box to move its position. ○ Hold and drag outside the green box to redraw the region. ○ To exit the search, click X. (3) Choose a search mode. Two modes are available: ○ Click the **AcuSearch** button at the top right corner of the green box to go to the **AcuSearch** page, where the system will automatically search for all capture records of the target within the green box. ○ Click the **AcuTrack** button at the top right corner of the green box to go to the **AcuTrack** page, where the system will automatically search for recordings containing the target in the green box.
HD(5.99Mbps, 2560x1440)	Current playback mode, bit rate and resolution.

NOTE!

- The toolbar shows when the camera is a fisheye camera. Click this button to open the fisheye control panel.
- The toolbar shows when the camera is a multi-sensor camera. Click this button to enable tracking mode.

3.Right-click Menu

A menu appears when you right-click a window during playback. Many functions on the menu are same to the toolbar buttons. Some menu items are described in the table below.

Parameter	Description
Playback Mode	If there are recordings with different resolutions, choosing **Playback Mode** from the right-click menu allows you to switch between high definition (HD) or standard definition (SD). **Note**: This feature is only available to NVR.
Live View	Switch to the **Live View** page to view the live video of the video channel (referred to as channel A for easy explanation). **Note**: Up to 4 live view tabs are allowed. • If the live video of channel A has already started, the tab on which the live video of channel A is playing will be displayed. • If the live video of channel A has not started, it will be started in an idle window on an existing live view tab. • If no idle window is available, the live video of channel A will be played in the selected window on the first live view tab.

4.Playback by View

In normal recording playback mode, playback by view can play recordings of cameras bound to the windows in the set window layout. On the **View** tab, select a custom view, select a date on the calendar, and then click **Search**.

This function is only available to device recording.

7.3.4 Smart Search

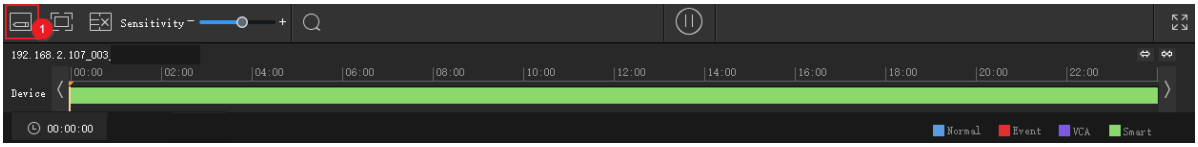
The NVR records motion in different areas of the image when recording video. Smart search allows you to locate videos that include motion in the image.

NOTE!

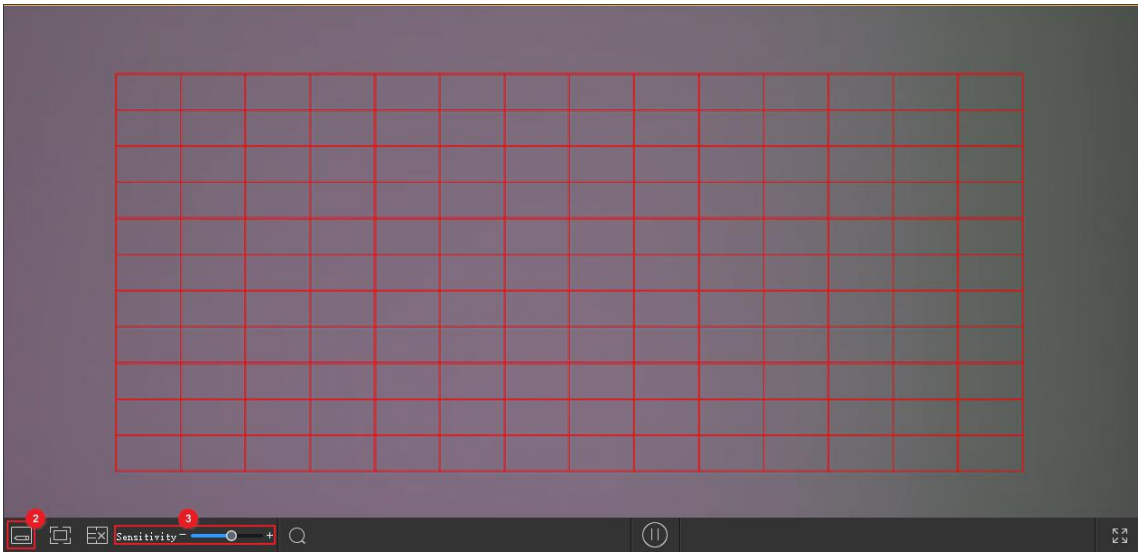
This function is available only when the software works with certain NVR models and versions.

1. On the **Device** tab, select **Smart Recording Playback** from the drop-down list. Select a camera, and then select a date on the calendar.

2. Search results appear on the timeline. The green means videos with changed images, and the green part plays at the normal speed; other irrelevant parts play at high speed.



3. By default, smart search searches the entire screen. You may click the **Draw Area** button (1) and then drag or click to edit the search area (covered by red grid).

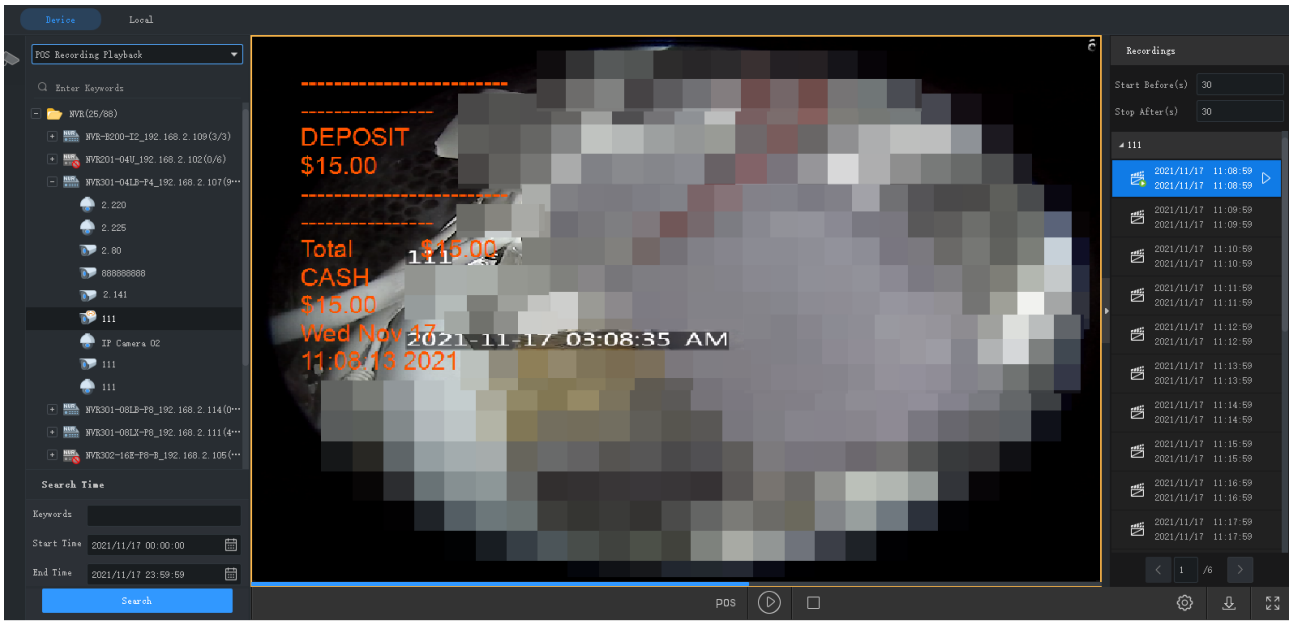


4. Click the **Finish Drawing** button (2), adjust search sensitivity as needed, and then click the **Search** button to search again.

7.4 POS Recording Playback

Select the desired camera, enter keywords of POS information and set the start time and end time, and then click **Search**.

The time when the POS information was reported appears in the right-side list. You can set the time period before and after to view the whole video.



To configure the position, size, color and duration of POS OSD, see System Configuration.

7.5 Recording Download

7.5.1 Download Recordings

Use the following methods to download recordings from a device to your PC. Download progress displays in real time on the bottom toolbar.

- After a search, click the **Download** button ( ) under the recording list (see Playback Toolbar) to download recordings. Recording download is not available to smart search.

  Choose a download speed:

  a. High speed: Consumes more network bandwidth and PC performance and may affect other services. This option is recommended for scenarios where there is no need to guarantee the normal operation of other programs or services.

  b. Normal speed: Consumes less network bandwidth and PC performance and has limited impact on other services. This option is recommended for scenarios that need to guarantee adequate performance resources and network bandwidth for other programs or services.

NOTE!

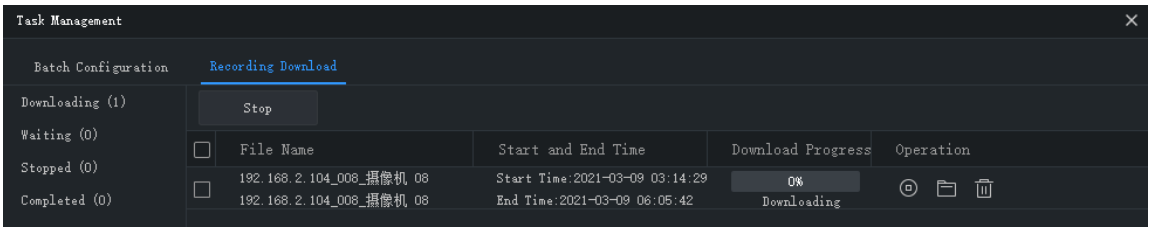
To search the moment when the POS information was reported from POS recording playback, you need to set the time period before and after to view the whole video.

- Use the **Start Clipping** and **Stop Clipping** buttons on the window toolbar (see Playback Window Toolbar).
- Use the right-click menu.

- Click the **Recording Download** button ( ) in the lower left corner of the GUI, search device recordings and then download recording files. You can also download the recordings by time.

7.5.2 Manage Download Tasks

1. Click the **Task Management** button ( ) in the lower left corner of the GUI to manage download tasks.
2. On the **Recording Download** tab, view and manage download tasks. The operations for the tasks vary with download status. You can stop download tasks, delete tasks, resume tasks, play downloaded recordings, and open a folder to view the downloaded recordings.



NOTE!

- Stopping a download task does not delete the video that's already downloaded to your PC.
- You may set the file format and path at **System Configuration** > **Audio & Video** > **Recording**.
- A video player is needed to play the downloaded recordings.

8 Video Wall

Play video on a physical video wall.

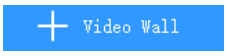
Video wall is divided into DX video wall and decoding card video wall, depending on the device used to create the video wall.

- DX video wall: Video wall created by using a decoding device.
- Decoding card video wall: Video wall created using a decoding card on an NVR.

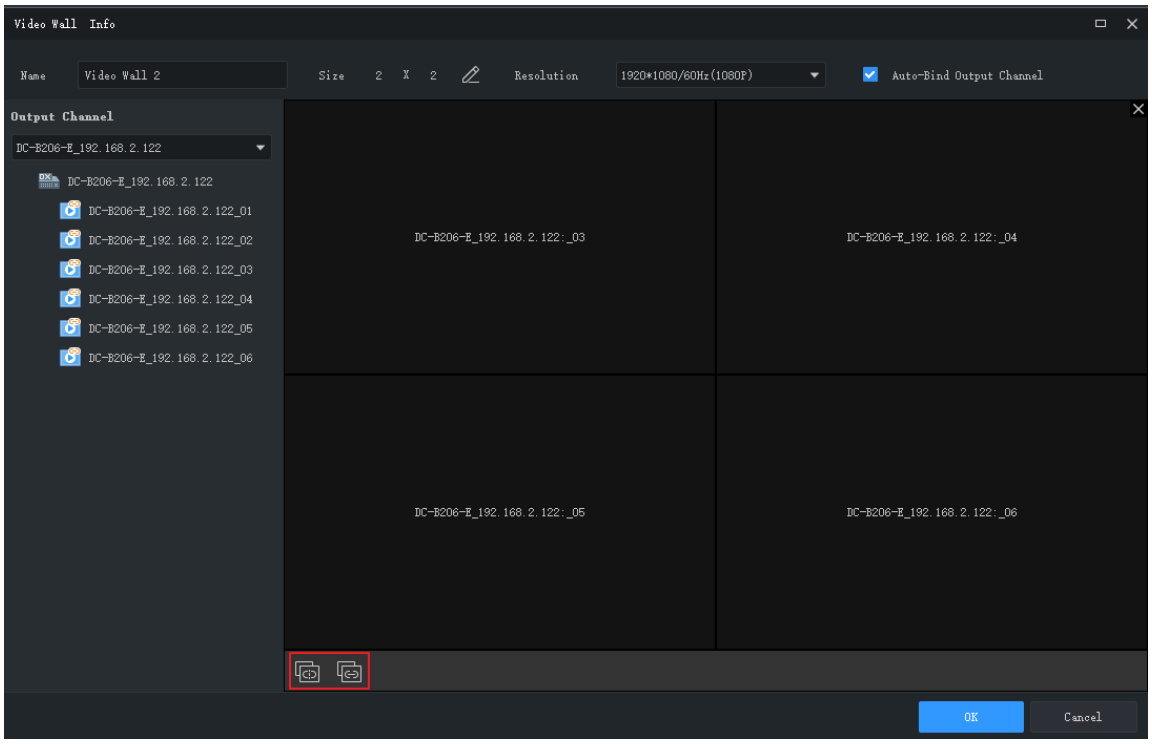
NOTE!

- Add a decoding device or an NVR as admin first under **Device Management** > **Device**.
- The number of video walls supported, operations allowed, and functions/features available may vary with decoding device and version.

8.1 Add a Video Wall

Click **Video Wall** on the control panel. For the first time use, click 

and then choose a video wall type. If a video wall already exists, click right to the video wall name to add a video wall.



1. Enter the video wall name.
2. Select the decoding device you want to use to create the video wall. The software automatically sets the video wall size and binds decoding channels to the windows. Decoding channel names appear on the screen.
3. Edit the video wall size, resolution or the binding between the decoding channels and windows.

   Use the **Unbind All** ( ) or **Bind All** ( ) button as needed.
4. Click **OK**.

Note:

- Make sure the video wall size is consistent with the physical video wall.
- Set small pixel pitch LED if necessary. The special LED width is the width of the last column; the special LED height is the height of the last row. The unit is pixel.

5. To edit or delete a video wall, click next to the video wall name.

8.2 Video Wall Operations

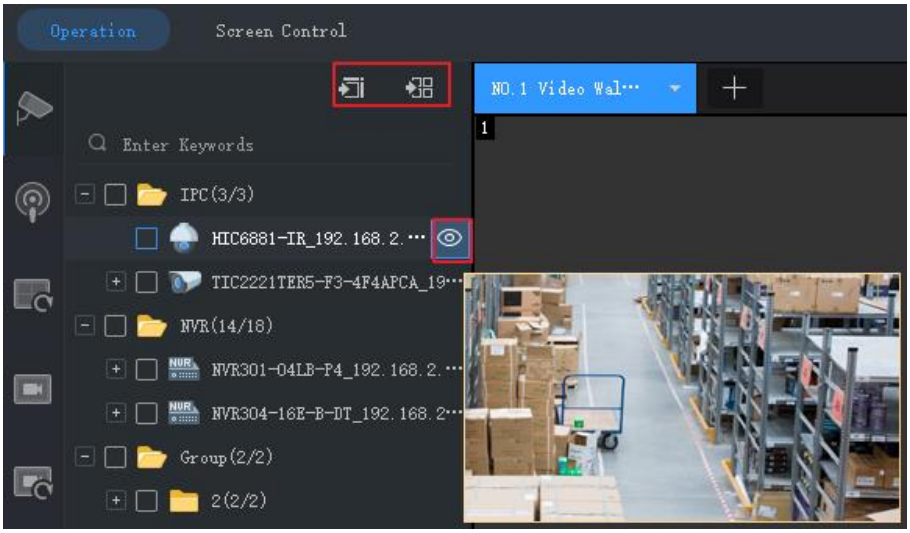
8.2.1 Play Video on Video Wall

Before playing video on a video wall, you can place the mouse pointer on after an online camera to preview live video.

1. Drag cameras to windows to start live video on the video wall.

NOTE!

Some video walls require you to open window(s) on the screen first. The functions available may vary depending on the actual video wall, for example, you may open a window manually by dragging on the screen, automatically by choosing an existing layout, or by setting coordinates and window size.



2. To start live video from multiple cameras or group(s), select the cameras or group(s), click a window and then click **Play on Screen** or **Play on Wall**.

- Play on Screen: Play on one window.
- Play on Wall: Play on multiple windows.

3. To play a signal source (such as from a PC), click the **Signal Source** tab, and then drag the signal source to the intended window.

NOTE!

Move the mouse cursor over the local signal source channel, click , and then you can change the channel name.

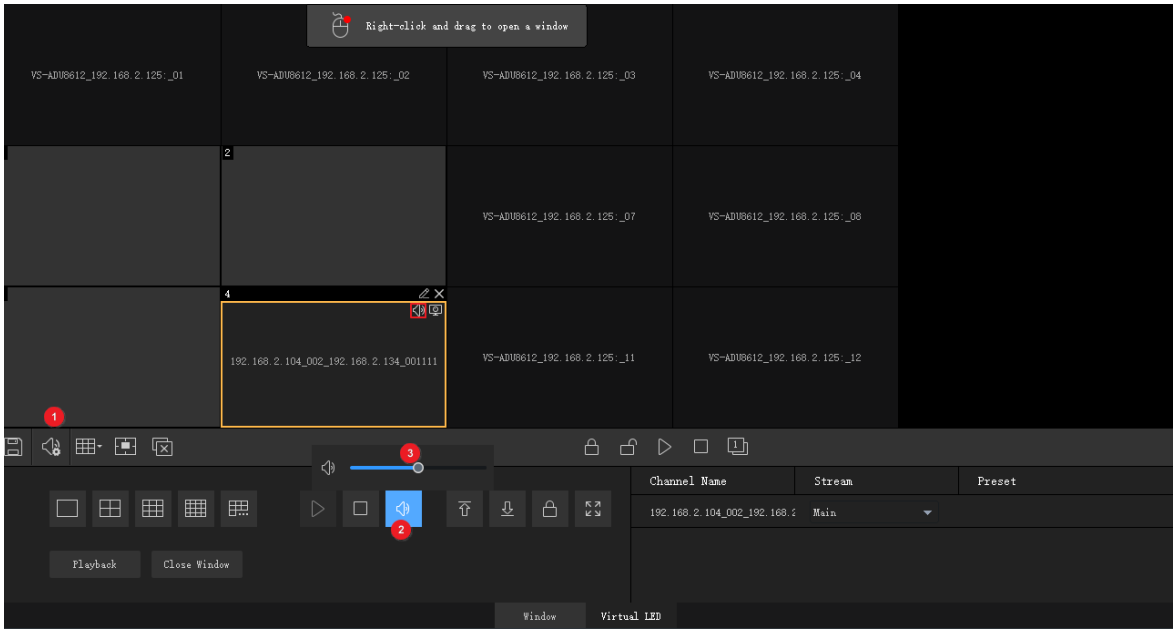
4. To choose a window to play alarm-triggered live video, right-click the window and click **Set Alarming Window**. Make sure alarm-triggered live video is configured (see Configure Alarm-Triggered Action for details). To cancel the setting, right-click the window and click **Cancel Alarming Window**.

NOTE!

- Only one window can be set as the alarming window.
- If the video wall is created using an NVR's decoding card, alarm-triggered live video is only available to a camera under the NVR.

8.2.2 Output Audio

Use the audio output channel of a DX device to output audio of a camera playing in a window or a screen. Only DX video wall created with certain DX device models supports this feature.



1. Click (1), and then select the audio channel.

2. Click a window/screen, and then click (2); or right-click and then select **Turn Audio On.** An icon appears in the top right corner, means the audio channel is outputting audio of the IPC in the window/screen.
3. Adjust output volume or mute the sound as needed.

8.2.3 Play Sequence Resource

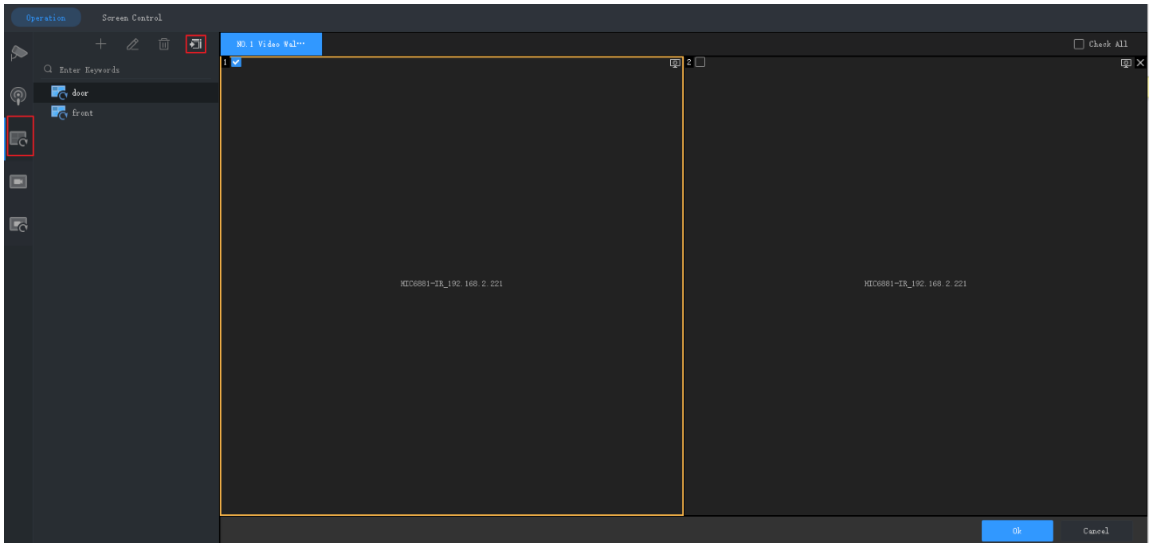
Play sequence resources on video wall. Three sequence modes are available: sequence video on a single window, sequence video on multiple windows, and sequence scenes.

1.Sequence on Single Window

On the **Sequence Resource** tab, drag a sequence resource to a window.

2.Sequence on Multiple Windows

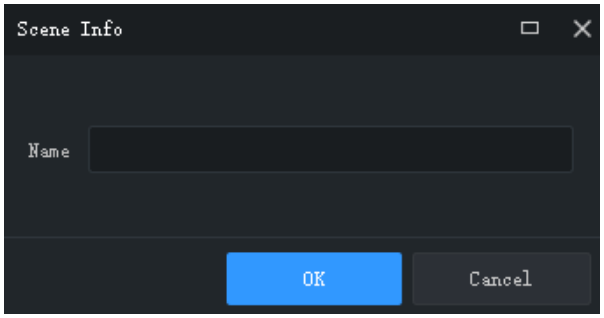
On the **Sequence Resource** tab, select the sequence resource, click **Play on Screen**, and then select the windows.



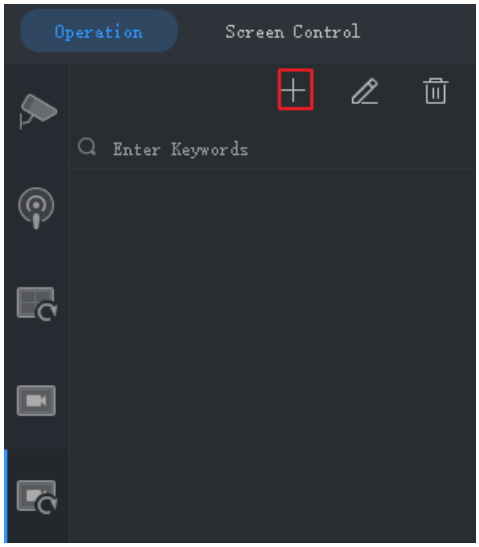
3.Sequence Scenes

Scene refers to video wall settings including screen layout, window, and video service (live view or sequence). The scene allows you to recall the video wall settings with one click of a button. Sequence scenes is to display different scenes according to set time.

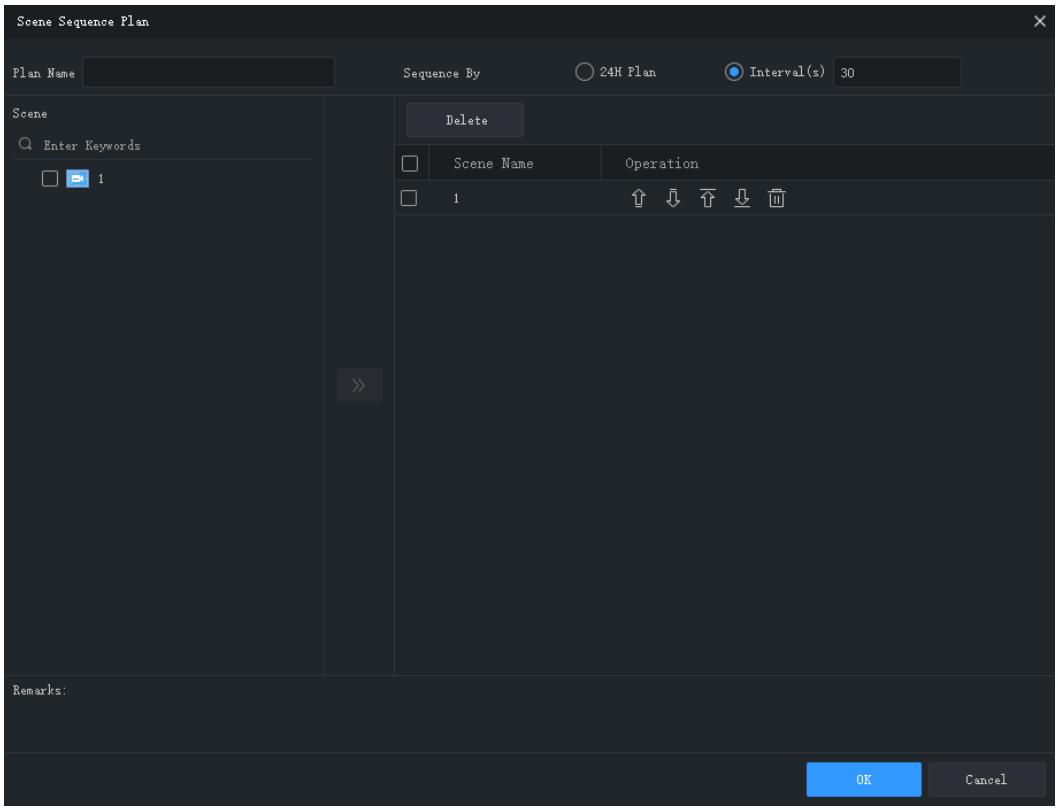
1. Click the right-side , or click on the **Scene** tab to create scenes.



2. On the **Scene Sequence** tab, click to create scene sequence plan.

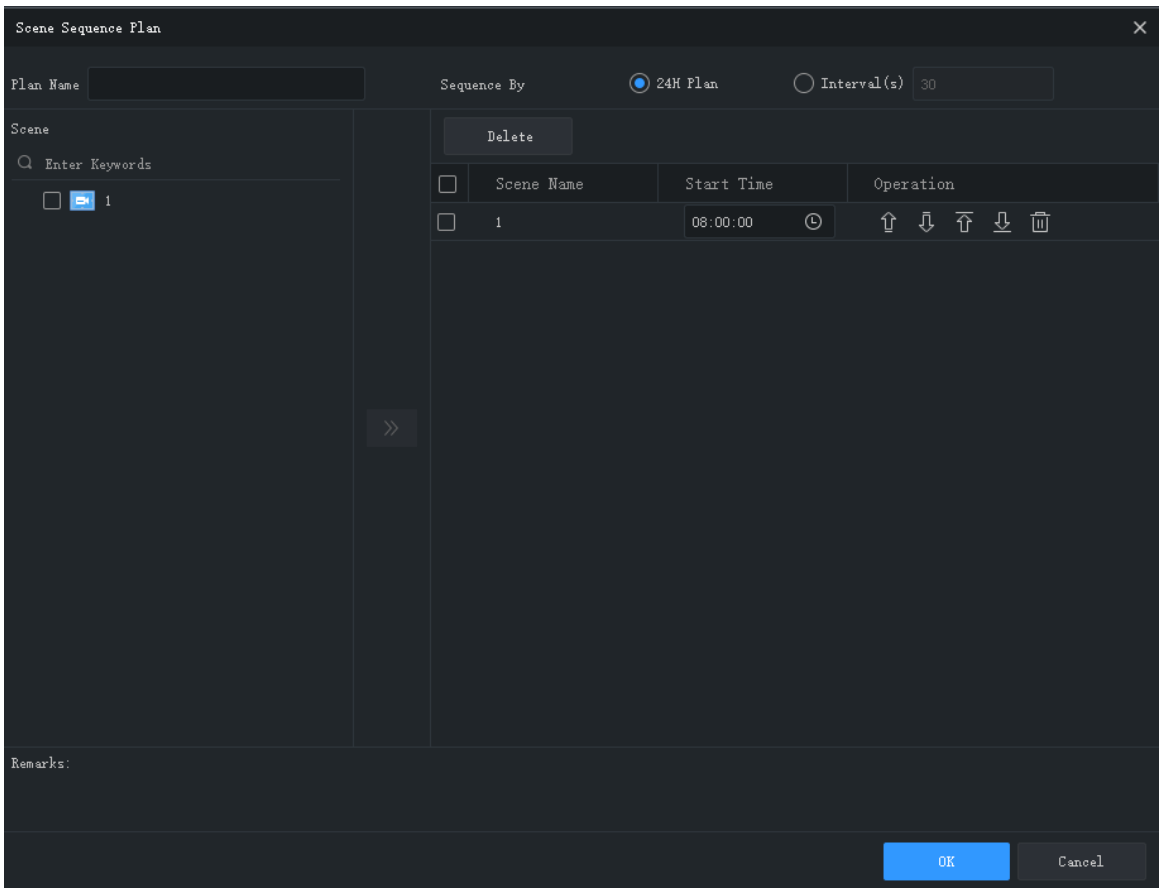


3. Select the scenes and import them to the plan.

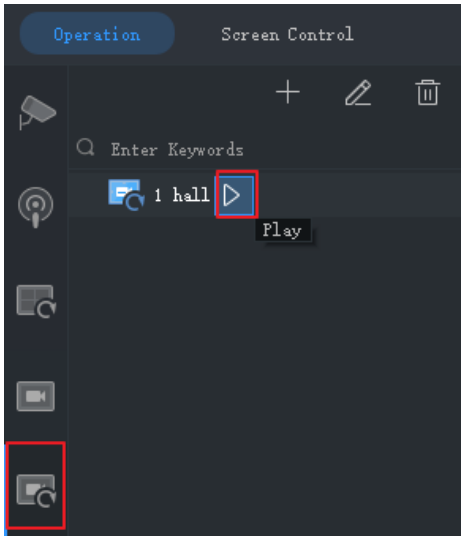


4. Set the sequence mode. You may choose to sequence by time interval or configure a 24-hour sequence plan.

- Sequence by interval: Display scenes one by one at set intervals, for example, 30 seconds in the figure above.
- 24-hour plan: Enable the plan, and then set the starting time. The scene will automatically display on the video wall at the set time. You may add scenes repeatedly as needed.



5. The scene sequence plan appears on the **Scene Plan** tab. Click **Start** to start scene sequence.



8.2.4 Virtual LED

Virtual LED is static or dynamic characters displayed on the video wall screen.

Click Virtual LED to overlay text or time on the video wall screen.

To create a virtual LED, right-click and drag the mouse on the video wall. Configure the LED by referring to the table below. Some parameters are applicable to text LEDs, and some to time LEDs.

The number of virtual LEDs supported by a video wall may vary with device model.

Item	Description
Type	• Text • Time
X Coordinate (px)	Set the X coordinate of the virtual LED on the screen.
Y Coordinate (px)	Set the Y coordinate of the virtual LED on the screen.
Width	Set the width of virtual LED.
Height	Set the height of virtual LED.
Text Content	Set the text that appears on the video wall screen.
Time Format	Set the time format as needed.
Date Format	Set the date format as needed.
Display Style	• Single-line display • Multi-line display
Font	Set font on the screen.
Font Size	• Auto • Custom
Font Spacing	• Auto • 1-10x: 1x means 0 characters, 2x means 0.5 characters, xx, and so on. Character size is the same as the set font size.
Font Alignment	Set the front alignment horizontally and vertically.
Font Color	Set the font color on the screen.
Background Color	Set the background color of virtual LED.
Transparency	Set the background transparency of virtual LED. • Yes: Do not show the background color of virtual LED. • No: Show the background color of virtual LED.
Scrolling Speed	Set the scrolling speed of the text on the video wall screen.
Scrolling Mode	Set the scrolling mode of the text on the video wall screen.

8.2.5 Other Video Wall Operations

For more video wall operations, see the tables below.

The buttons on the toolbar are effective to all windows on the video wall.

No.	Description
A	Save scene. See Sequence Scenes for details.

No.	Description
B	Audio management, choose an audio output channel.
C	Splice screens (combine several screens to make one bigger screen).
D	Window management, input coordinates to create a window on the set position with custom window height and width.
E	Close all windows.
F/H	Lock/unlock window position and shape.
G	Start decoding in all windows.
I	Stop decoding in all windows.
J	Click to renumber all windows according to their positions: from top to bottom, from left to right. The window numbers are displayed in the window's top-left corner.

Window control area. Buttons in this area are effective to a selected window. The actual buttons available may vary depending on the video wall type and device model.

No.	Description
A	Split a screen.
B	Start decoding.
C	Stop decoding.
D	Set sound volume.
E	Set the specified window to display on the top of all windows.
F	Set the specified window to display on the bottom of all windows.
G	Display/hide the window control area.
H	Display a window in full screen mode.
I/J	Set stream type and preset (PTZ camera only).
K	Search and play recordings.
L	Close window.

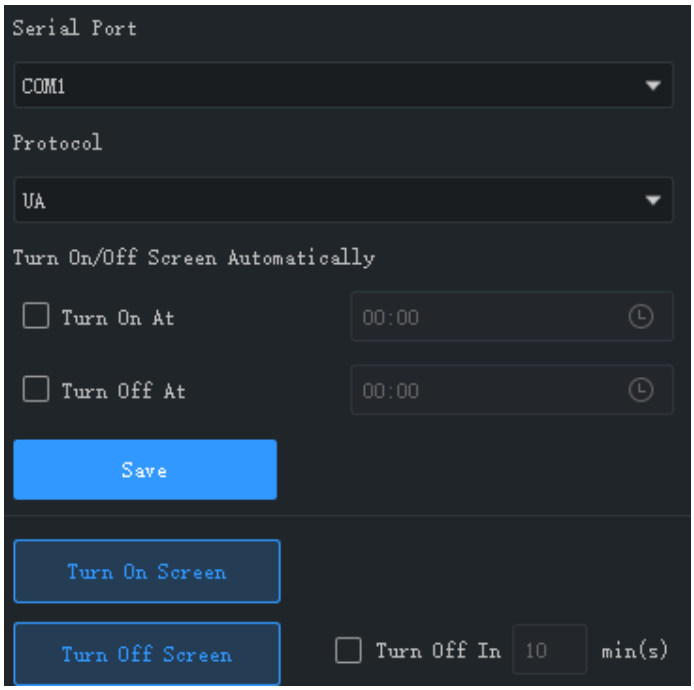
8.3 Screen Control

On the **Screen Control** tab, you can turn on/off screens including small pixel pitch LED screens.

Before you operate on the client, make sure the screen, the power distribution box (for LED screen), and the server are properly connected.

8.3.1 Configure Serial Port and Protocol

Configure the serial port and protocol in accordance with the decoding device model and screen type.



8.3.2 Turn On or Off the Screen Automatically at a Set Time

1. Select **Turn On At** or **Turn Off At**, and then set the time(s) when the screen automatically turns on or off.
2. Click **Save**. The screen will turn on or off automatically at the set time.

8.3.3 Turn On or Off the Screen Manually

1. Click **Turn On Screen**. The screen turns on immediately.
2. Click **Turn Off Screen**. The screen turns off immediately.

8.3.4 Turn Off the Screen with Delay

1. Select the check box for **Turn Off In** and then enter the time in the text box.
2. Click **Turn Off Screen**.

3. A message as shown below appears. The screen turns off automatically when the timer expires.

9 Thermal Imaging

The software can connect thermal cameras through an NVR, enable users to view thermal video and temperature measurement data on the client to keep track of real-time temperature and temperature changes. (This feature is supported only on the Windows version)

NOTE!

- Please configure the temperature measurement areas and rules on the thermal camera first.
- Only the "Thermal Camera - NVR - Client" network topology is supported; direct connection to thermal cameras is not supported.
- Thermal cameras can report smoke alarms, abnormal temperature alarms, fire detection alarms, and smoking detection alarms. The alarms can be searched on the **Alarm Records** page.

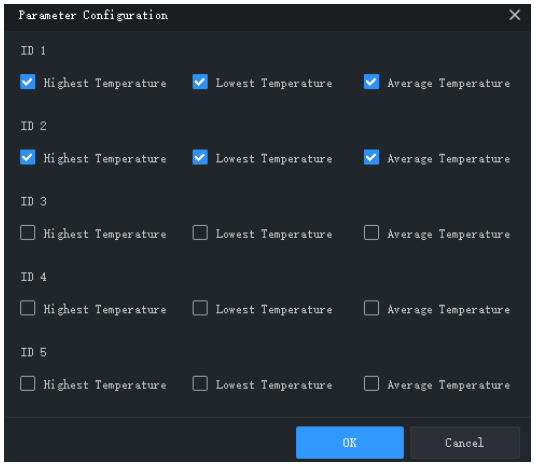
1. Go to **Thermal Imaging** > **Realtime Monitoring**.
2. Drag a camera from the video channel list to a window to start live video.

- indicates a visible light channel, corresponding to color images; indicates an infrared channel, corresponding to grayscale images.
- Temperature detection areas and real-time temperature data are displayed on the live video. To hide the information, right-click the window and select **Disable VCA Rules**.

3. Select a window showing an infrared channel to display the real-time temperature curve at the bottom.

- Click to hide or to show the temperature curve.

- Click to configure the parameters displayed in the temperature curve (up to 6 parameters supported).



- Hover the mouse over the temperature curve to view specific values at a given time.
- Click in the lower-right corner of the page, or scroll the mouse wheel inside the graph, to zoom in/out on the time granularity of the horizontal axis (supports 1s/10s/30s).

10 VCA

The software can receive Video Content Analysis (VCA) alarms from devices such as IPC, NVR, and AIBOX to alert users to events involving pedestrians, motor vehicles, and non-motor vehicles.

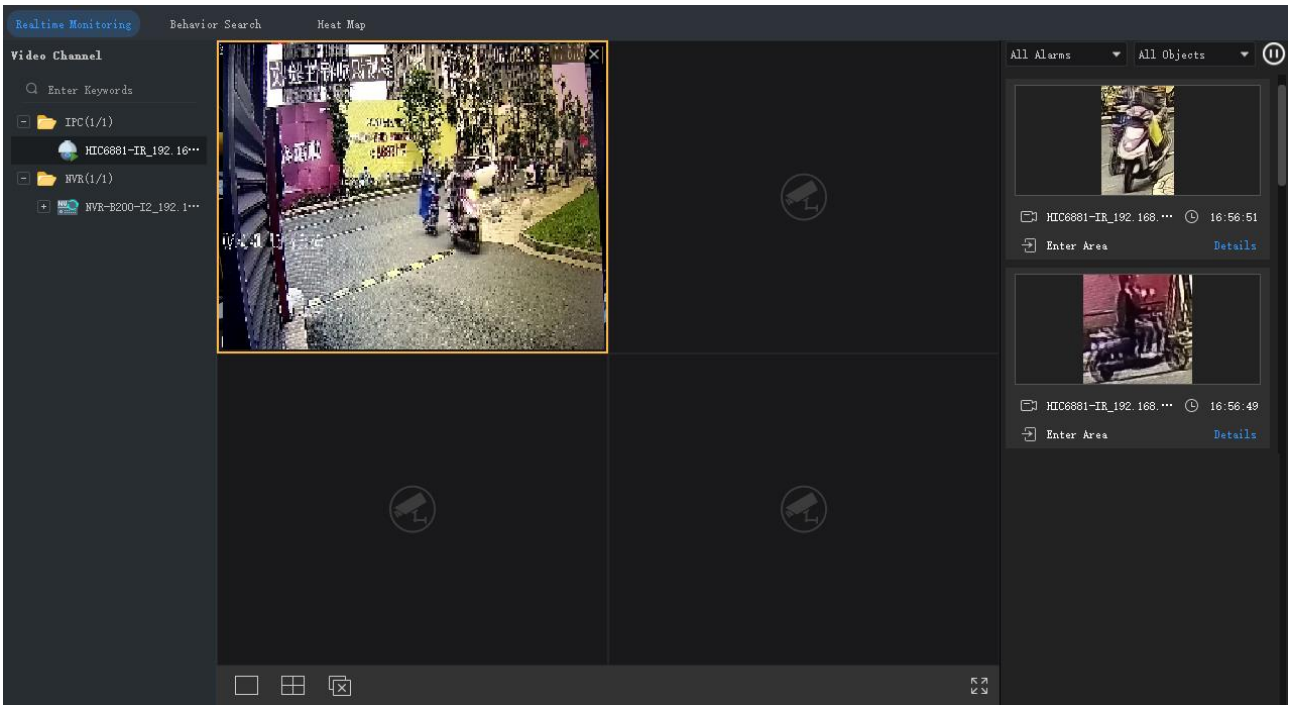
NOTE!

- Please complete the configuration of the VCA function on the IPC/NVR/AIBOX beforehand.
- The actual alarm types supported may vary with device capability.

10.1 Realtime Monitoring

View real-time monitoring screens, snapshots, and the latest VCA alarms.

Double-click a camera to start live view. Up to four cameras can be viewed at the same time.



Alarm snapshots are displayed on the right side. You can filter snapshots by alarm type and object type. Click **Details** to view the detailed snapshot and alarm video.

Click in the upper right corner to stop refreshing alarms. Click again to start to refresh alarms.

NOTE!

Alarm records are displayed in real time. Restarting the software client will clear the existing alarm records in the realtime monitoring.

Other operations:

- Live View Window Toolbar

The window toolbar appears when you place the mouse pointer on a live view window. The toolbar is effective only to the current window. See Live View Window Toolbar for details.

- Live View Shortcut Menu

A shortcut menu appears when you right-click a live view window. See Live View Shortcut Menu for details.

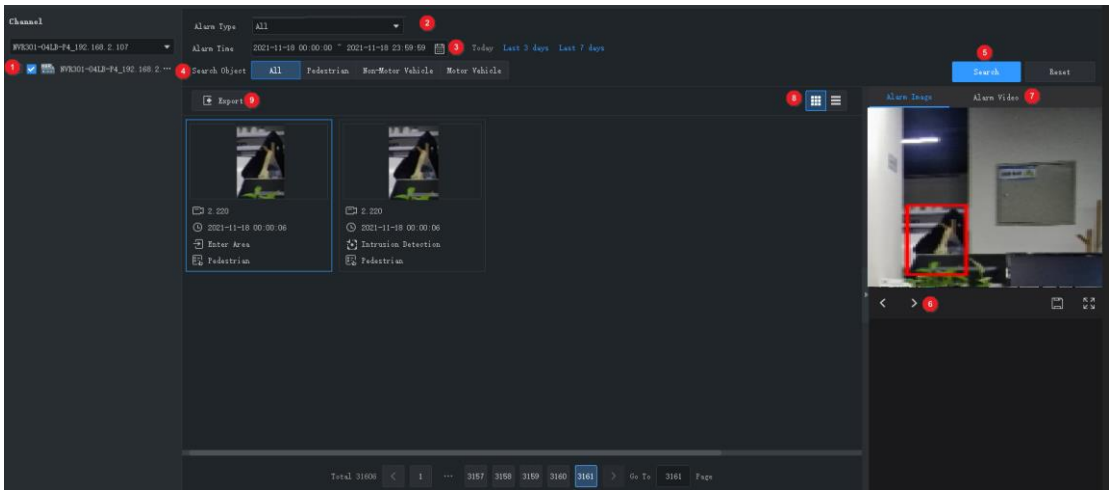
10.2 Behavior Search

Search VCA alarms received from NVR/AIBOX.

NOTE!

- The actual alarm types supported may vary with device capability.
- Only cross line detection, intrusion detection, enter area, leave area, smart motion detection alarms support searched by object (pedestrian/non-motor vehicle/motor vehicle).

1. Follow the steps as illustrated on the image.



2. Perform the following operations as needed.

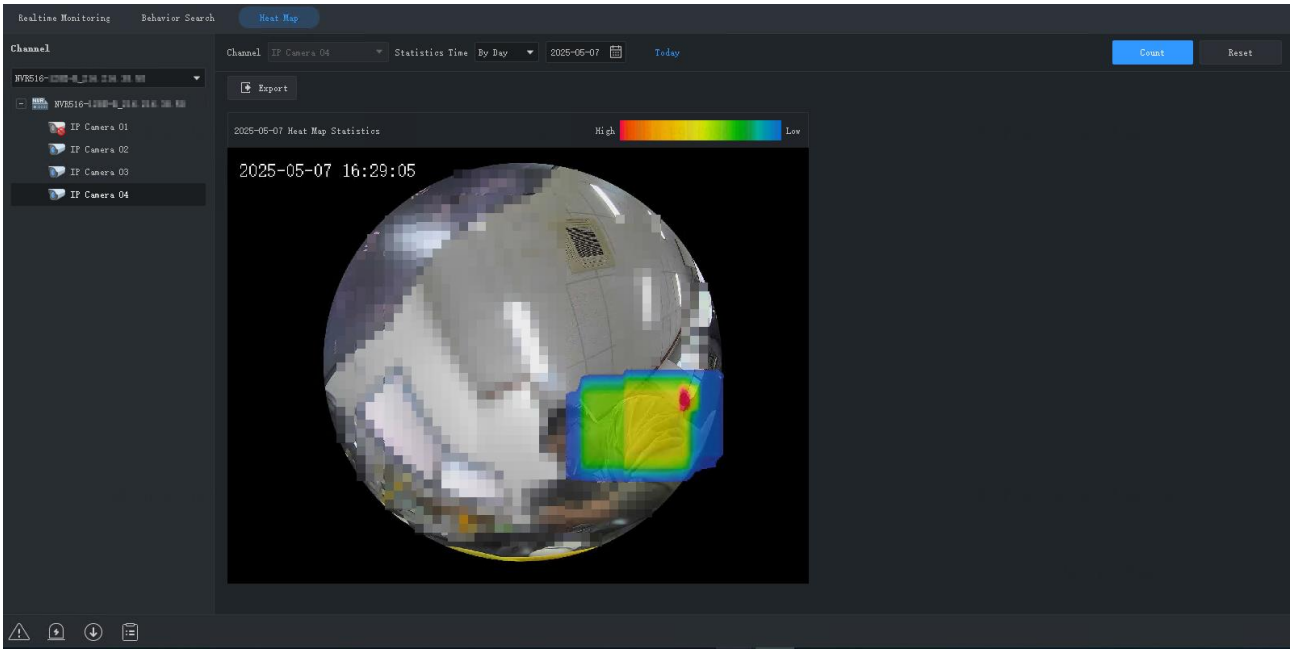
- Click a snapshot to view or download the alarm video (7) on the right side, and the alarm video duration can be configured in System Configuration.
- Click a snapshot to view or save the alarm image (6). You can click the left or right arrow to view the previous or next image.
- Click (8) to switch to list mode.
- Click (9) to export search results.

10.3 Heat Map

View people counting heat map of NVR channels. The different colors on the live video image indicate different levels of crowd density. As shown in the color scale, red represents the highest density, while blue represents the lowest.

NOTE!

This function must be used with fisheye camera and NVR that supports heat map counting. The fisheye camera will perform people counting. Then, the NVR will form a heat map and report it to the client.



1. Select the NVR on the left, select a channel and set a time range on the right, then click **Count** to show the heat map.
2. Select a channel under the NVR on the left to display its last retrieved heat map (if no previous query exists for that channel, no heat map will be shown).
3. Click **Export** to export the current heat map.

11 Search

This feature enables searching for specific targets within camera-captured video data. By using a description or image, it retrieves relevant snapshots or video recordings where the target appears, providing valuable historical activity information to assist in locating lost items or finding persons.

NOTE!

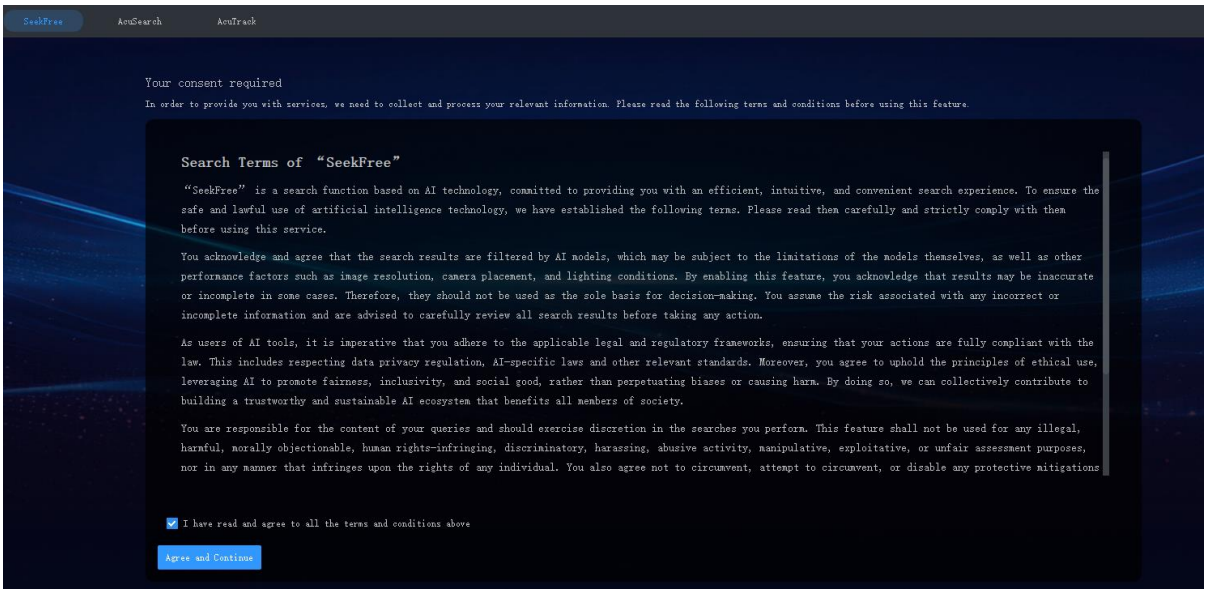
This function is implemented by the SeekFree capability of an NVR. So to use this function, you need to add an NVR with SeekFree capability.

11.1 SeekFree

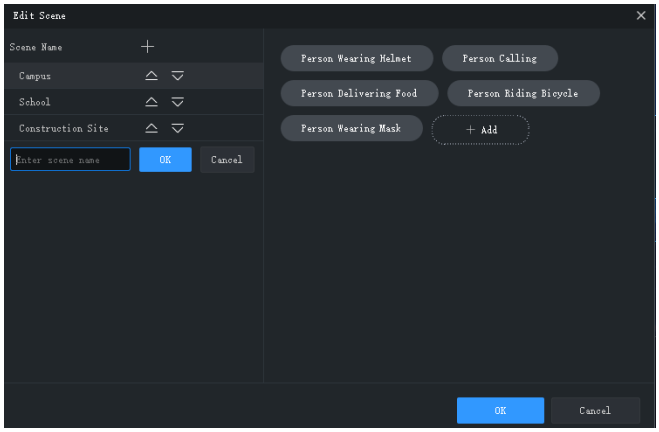
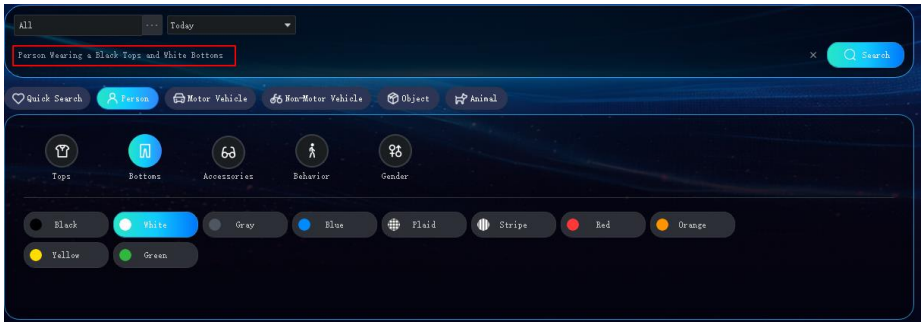
This feature supports searching for snapshots of people, vehicles, non-motor vehicles, objects, or animals that match a text description, allowing you to view video footage before and after the target appears.

1.Target Search

1. Before using SeekFree for the first time, please read the terms of use, select **I have read and agree to all the terms and conditions above**, and then click **Agree and Continue**.



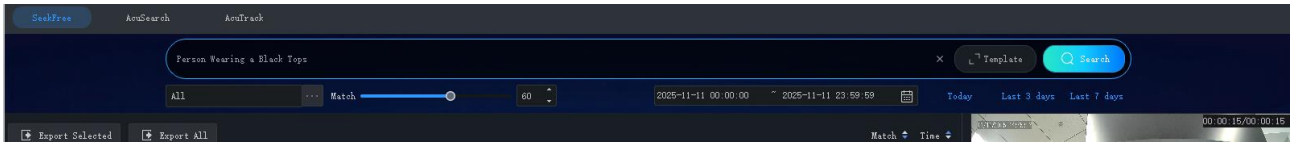
2. Set the search conditions and click **Search**.

Search Condition	Description
①	• Select an NVR or its channels (only NVRs supporting SeekFree are listed; a maximum of 8 NVRs can be selected, and channels can be selected across different NVRs). • Select a time range (Today/Last 3 Days/Last 7 Days/Custom).
②	Directly enter a description of the target (Chinese / English), e.g., "person wearing white clothes," "person with an umbrella," etc.
③	• Click to quickly select a scene (**Campus/School/Construction Site/Custom**) and behavior type (e.g., person calling) as search criteria; click ⊞ to add/edit scenes and behaviors within scenes.  • Click to quickly select target attributes. For example, for a person, selecting the upper garment color (**Tops**) and lower garment color (**Bottoms**) separately can automatically generate the target description. 

3. On the search results page, if the results do not meet expectations, you can adjust the search conditions and search again.

NOTE!

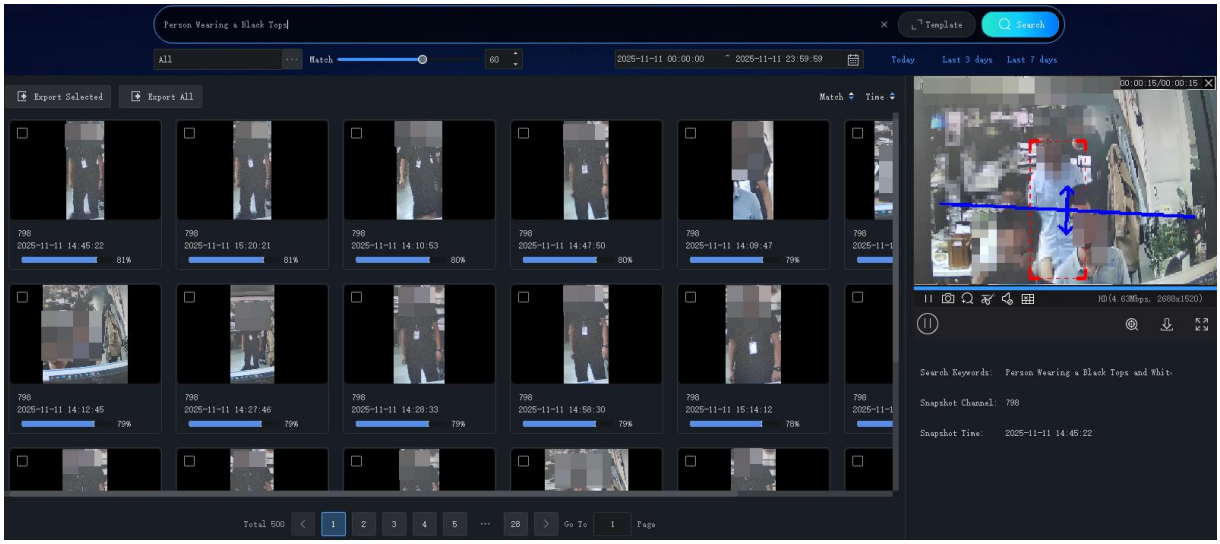
The default similarity threshold is 60, meaning targets with a similarity score greater than or equal to 60% are searched.



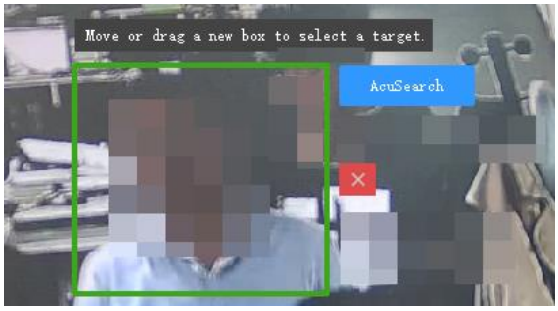
2.Search Results

The search results display target snapshots, sorted by matching degree in descending order by default.

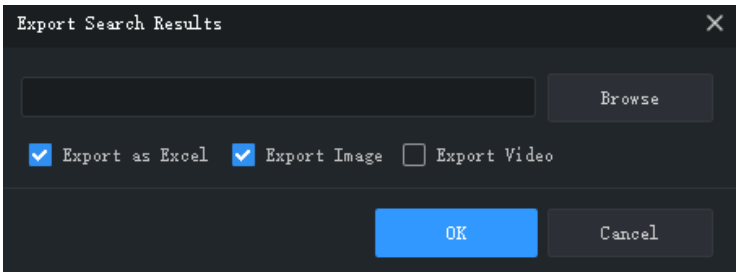
You can click Match Time to sort by matching degree or by snapshot time.



- Select a snapshot to play a 15-second video clip (covering the period before and after the snapshot) in the right-hand pane (Click to play).
- Hover over a snapshot and click to go to the 错误!未找到引用源。 page with this image pre-loaded, initiating a search for snapshots of this specific target.
- Click in the lower-right corner of the window, then draw a bounding box around the target within the video frame and click 错误!未找到引用源。 to find snapshots of that target.



- Select the desired snapshots and click **Export Selected** to export the selected snapshots, or click **Export All** to export all search results. During export, you need to set the export path and choose the content to export (Excel/Image/Video).



11.2 AcuSearch

By uploading an image of the pedestrian/motor vehicle/non-motor vehicle target, you can search for snapshots of the target and view videos before and after its appearance.

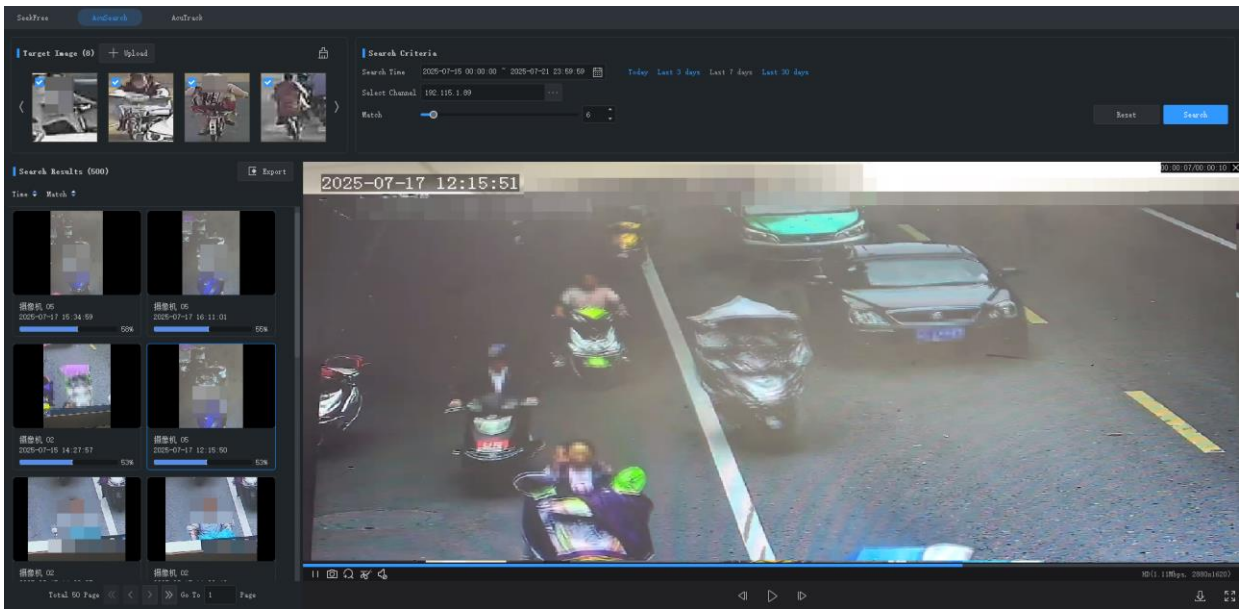
1. Click **Upload** to upload the target image.

For scenes with large images, after uploading the image, the system automatically identifies and extracts all target images from the large image. You can select the specific target images (max. 8) you want to search. When queried, the system will search for multiple selected targets.

Note!

- The images must be in JPG format, with resolution ≤ 1920*1080, and size ≤ 500KB.
- Only one image can be uploaded; uploading again will overwrite the previously uploaded image.
- To delete a target image, hover over the image and click ; clicking will clear all.

2. Choose the time range, channels, and similarity, then click **Search**.



- If searching multiple targets simultaneously, the search results will display snapshots mixed for multiple targets.

- The retrieved snapshots are displayed on the left side, you can click Time Match sort them by snapshot time or similarity.
- Select a snapshot, and then click to view the video before and after the snapshot time (a total of 10s) in the right-side window.
- Click **Export** to export all search results (snapshot information table + snapshot images).

11.3 AcuTrack

Search for motor vehicle/non-motor vehicle/pedestrian targets in recorded videos by a target image. It can retrieve the video segments containing the target and mark the corresponding time periods on the playback progress bar. AcuTrack allows users to continuously view the video segments containing the targets, review the events, greatly reducing the workload of video investigation.

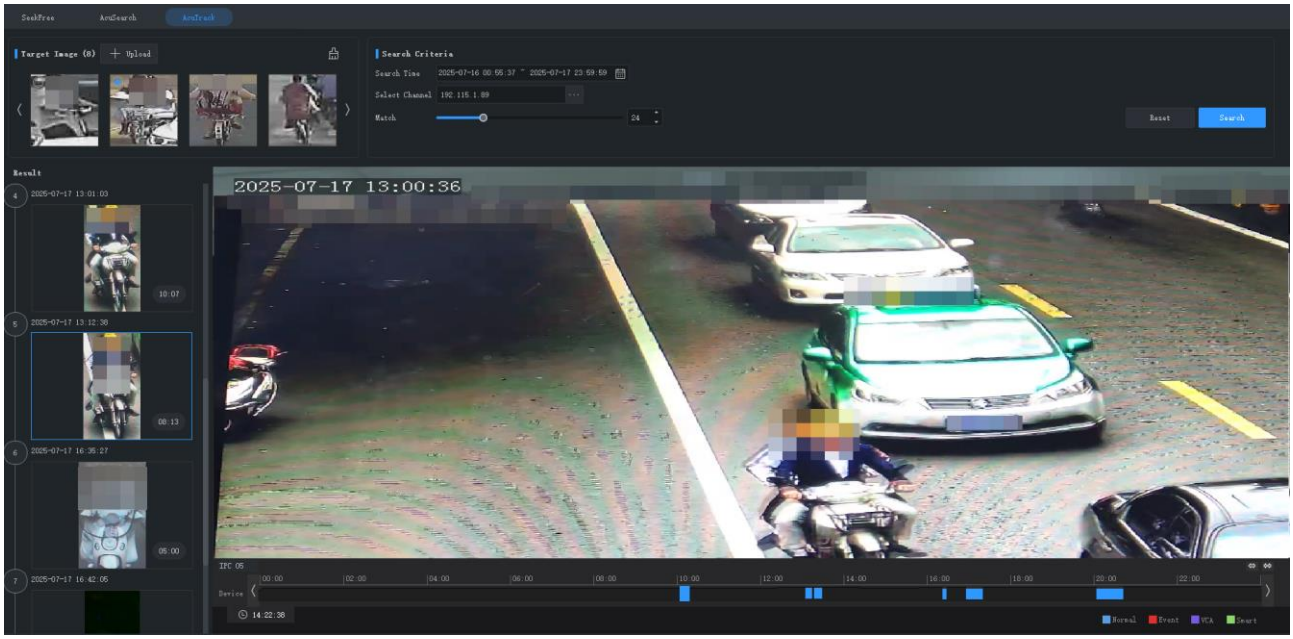
1. Click **Upload** to upload the target image.

For a large scene image, after the image is uploaded, the system automatically recognizes and extracts thumbnail images of all targets in it, and you must select **one** image that will be used for target search.

NOTE!

- The images must be in JPG format, with resolution ≤ 1920*1080, and size ≤ 500KB.
- Only one image is allowed. Uploading again will overwrite the previously uploaded image.
- To delete a target image, hover over the image and click ; clicking will clear all.

2. Set a time range (up to 24 hours), channels, similarity, and click **Search**.



- The left side shows the video segments containing the target, sorted from early to late by time. The recording start time is displayed above the video. The video duration is displayed in the lower right corner.

- Select a video segment to play it. The timeline only displays time periods when targets are present.

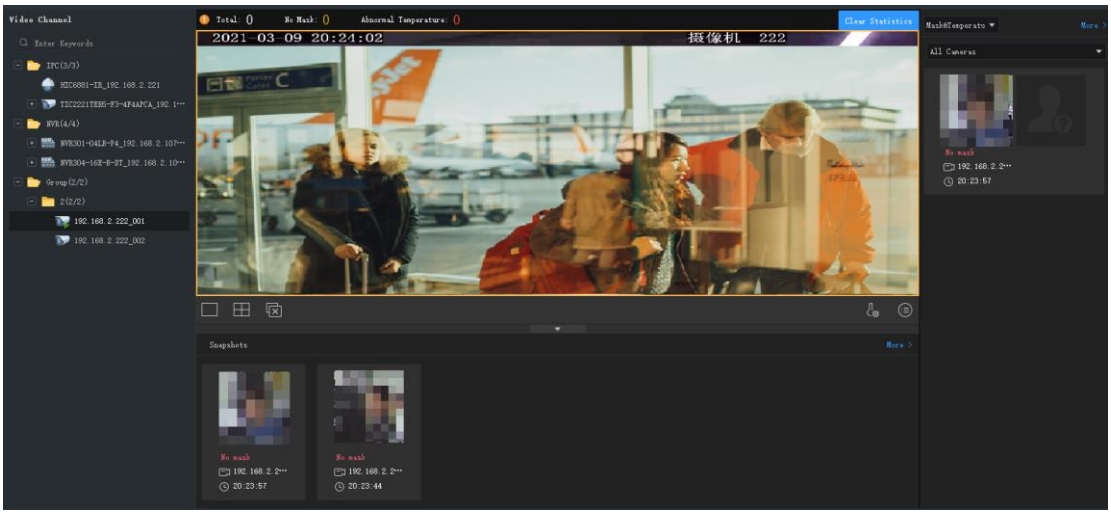
12 Face Recognition

View live video, alarm records and pass-through records; manage device face libraries and monitoring tasks. Use face recognition to search people and count people coming in and out.

12.1 Realtime Monitoring

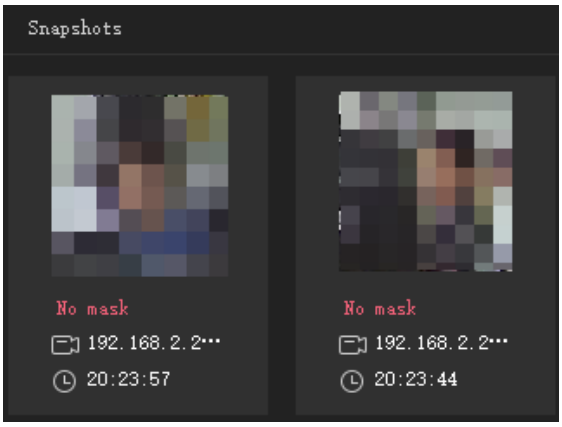
View live video and snapshots of people passing through, view realtime alarm records.

Double-click a camera to start live video. Up to four cameras are allowed.



Perform the following operations as needed:

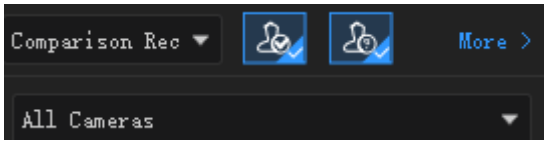
- Click a snapshot to view details. Click **More** to go to the **Pass-Thru Records** tab. If a face is identified as a stranger, you can add it to a face library: put your mouse pointer on the snapshot, click , enter the required information, and choose the target library.



- View realtime alarms. Click **More** to go to the **Alarm Records** tab.

a. Choose a record type:

- **Comparison Record**: Click an icon to filter alarm records by comparison result (for match, for not match).
- **Mask&Temperature Records**: View records of people not wearing a mask and people with an abnormal temperature.



b. Click a record to view the corresponding face comparison information. Personal information is displayed only when the degree of match between the captured face and the face in the library reaches the set alarm threshold. See Monitoring Task for details.

- View people counting statistics. The statistics are displayed only when **Mask&Temperature Record** is chosen.

  To view the statistics of people not wearing a mask and people with an abnormal temperature, you need to enable **Mask Detection** and **Abnormal Temperature Detection** first. See System Configuration for details. The statistics are automatically cleared at 0:00 every day. You can also click **Clear Statistics** to reset the statistics manually.

- Configure epidemic control parameters. Click under the live view window to configure epidemic control parameters. See System Configuration for details.
- Configure attributes to be displayed for match faces and not match faces. Click under the live view window to configure attributes. See System Configuration for details.

NOTE!

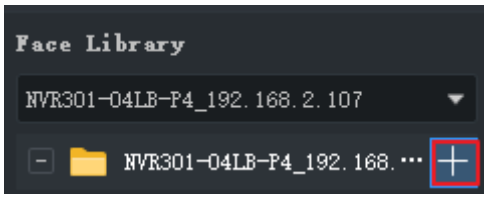
A device reports alarms only when a corresponding monitoring task has been configured.

12.2 Face Library Management

Manage faces in different libraries to meet different monitoring needs. The libraries are saved on the device.

12.2.1 Create Face Library

Select the device you want to manage, then the face libraries of the device appear in the list. Click to create a new face library. You can edit the library name or delete a library you don't need anymore.

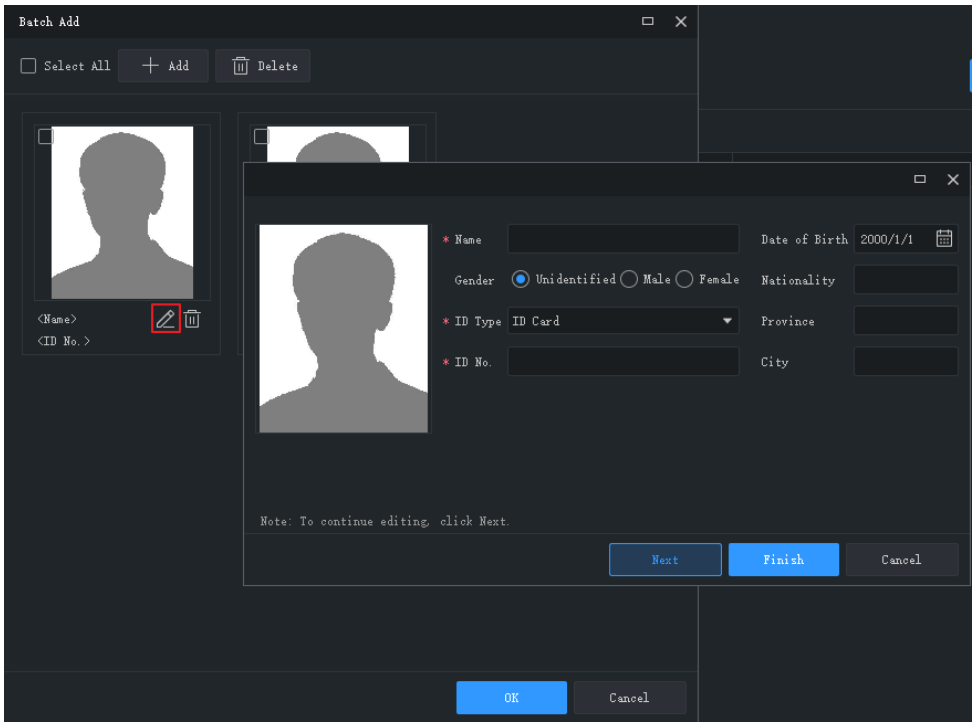


12.2.2 Add Face Data

Choose one of the following ways to add face data to face libraries.

1.Option 1: Use Batch Add

1. Click **Batch Add**, then select the target face library. You may select multiple libraries of different devices.
2. Click **Add**, then select face images you want to add. The images must be JPG files and the size of each photo is between 10KB and 500KB.
3. Click the edit button, enter the required information.



4. Click **Next** to save and continue to the next, or click **Finish**.
5. Click **OK** when you complete the information for all.

2.Option 2: Import a file containing face data

Import a file that contains the necessary face data. The file and its content must conform to the format, and the size of each photo is between 10KB and 500KB.

1. Click **Download Template** and then enter the face data into the template file.
2. Click **Import** and select the file you have edited. The imported data appear in the list. You can click the button in the list's upper right corner to switch display mode.

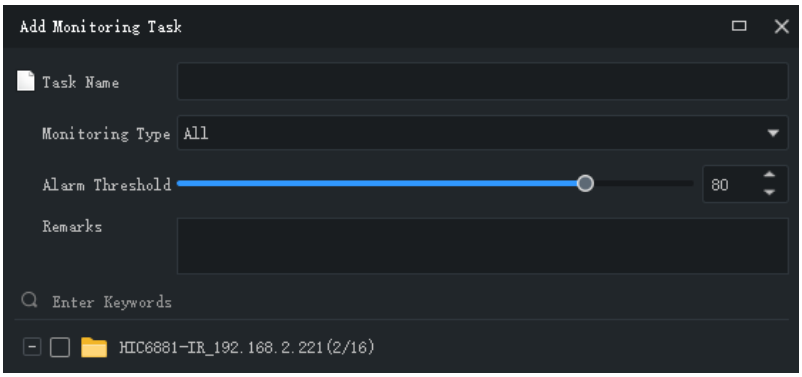
3. Edit or delete face data as you need; click **Export** to save the face data in the current library to a CSV file.

12.3 Monitoring Task

Create monitoring tasks using the created face libraries. The device compares the captured faces with the faces in the libraries and reports alarms as configured.

1. Select a camera on the left, and click **Add** to create a monitoring task.
2. Set the task name, monitoring type, and choose a face library to be used for monitoring. Set the alarm threshold based on your needs.

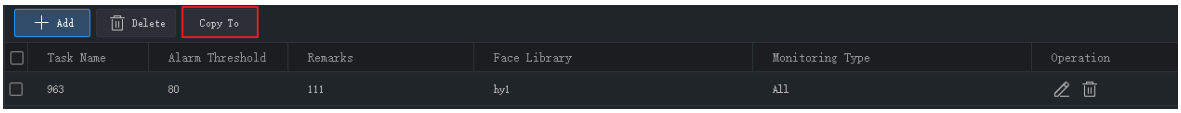
- Match Alarm: If the similarity (or **Match** in **Realtime Monitoring**) between a captured face and a face in the library reaches the alarm threshold, the device reports a Match alarm.
- Not Match Alarm: If the similarity between a captured face and a face in the library fails to reach the alarm threshold, the device reports a Not Match alarm.
- All: To monitor all the faces that the device captures.



NOTE!

Personal information such as name and ID number will not be displayed in the realtime monitoring window for a Not Match alarm.

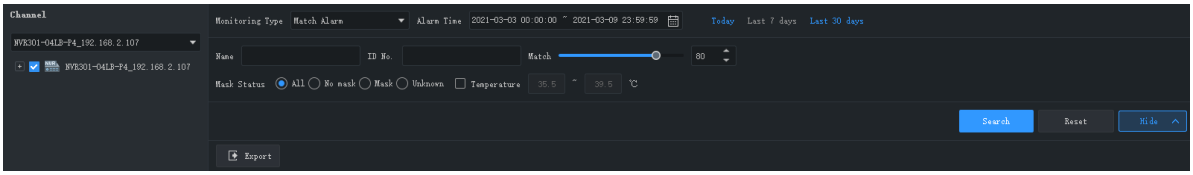
3. Click **OK**. The task is created and appears in the list. For an NVR channel, you may copy the monitoring task to other channels of the same NVR.



12.4 Alarm Records

View alarm records generated by the configured monitoring tasks.

Choose a video channel, set search conditions including monitoring type and alarm time, and then click **Search**. If you chose **Match Alarm** as the monitoring type, you can click **More** to set more conditions including name, ID number, degree of match, mask wearing status, and body temperature range.



NOTE!

Only NVR channels supporting face detection or face recognition can be selected.

Perform the following operations as needed:

- Add the face snapshot of a stranger to a face library

Put your mouse pointer on the face snapshot and then click . You need to enter the required information including name and ID number and specify the target library.

- View details

Click a record to view alarm details.

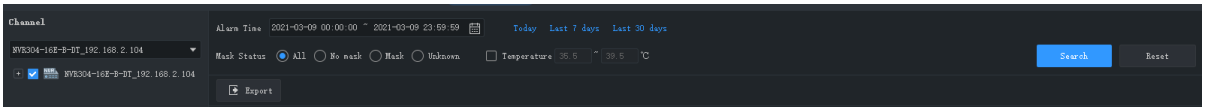
- Export records

Click **Export** to export all the search results.

12.5 Pass-Thru Records

View pass-through records, people counting statistics, mask wearing status, body temperatures.

Choose a video channel, set search conditions including alarm time, mask wearing status and temperature range, and click **Search**.



NOTE!

Only NVR channels supporting face detection or face recognition can be selected.

Perform the following operations as needed:

- Add a stranger's face snapshot to a face library

Put your mouse pointer on the face snapshot and click . You need to enter the required information including name and ID number and specify the target library.

- View details

Click a record to view alarm details.

- Export records

Click **Export** to export all the search results.

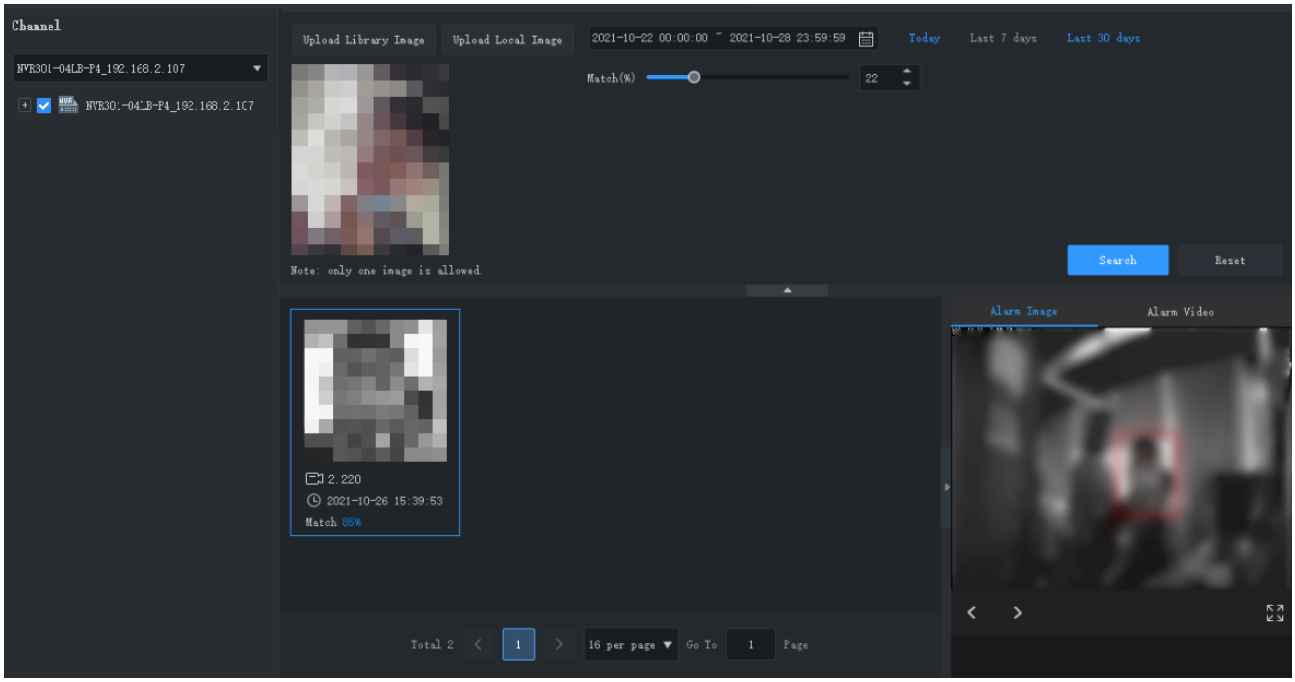
- Search by image

Put your mouse pointer on the face snapshot, and click to enter the search by image page.

12.6 Search by Image

This feature supports searching people by an image from a pass-thru record.

Select a channel, upload a local image or select an image from a library, and set the time range and match degree. Then the system will compare face images from pass-thru records and retrieve images that exceeds the set matching threshold. The alarm video before and after the alarm image can also be generated. The length of the alarm video (time before and after the alarm time) is configurable in System Configuration.



Click a face image in the search results to view alarm images containing the face. The alarm video will also be displayed if available.

Perform the following operations as needed:

- Click the left or right arrow below the alarm image to view the previous or next image.
- Add face to face library

Place your mouse pointer on a face image in the search results, click , and enter name, ID number, etc. Click **Next** to add the face to the corresponding face library.

- Search by image

Place your mouse pointer on a face image, click to search again based on the snapshot.

13 People Counting

NOTE!

This feature requires that the camera and NVR be capable of people counting, and the camera should be connected to a PC via the NVR.

This feature is intended for people flow counting and crowd density monitoring.

- Realtime Statistics: Display and refresh counting results of the selected area in real time.
- Report Statistics: Display counting results in a bar chart or a line chart and export. This feature is only available for people flow counting.

13.1 Realtime Statistics

Click **People Counting** on the control panel. On the **Realtime Statistics** tab, double-click a camera to start the live video.

Statistics include:

- People flow counting: You can choose several channels to form a counting area. Counting results include the numbers of people come in to, out from, and remain in the specified detection area.You need to enable people flow counting and configure the detection area on the NVR in advance.
- Crowd density monitoring: Count the number of people in the current area, and count each channel separately. You need to enable crowd density monitoring and configure the detection area on the NVR in advance.

Place your mouse pointer next to the People Flow Counting folder or the People Density Monitoring folder on the left-side tree.

Click to add a detection area, select a channel and set an alarm threshold.

Hover the mouse cursor on the counting area:

•Click to start people flow counting/crowd density monitoring, and then the results appear on the right side.

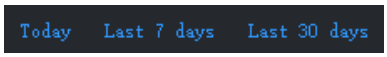
- Click to modify the area name, alarm threshold, and channel.

- Click to delete the area.

NOTE!

Live view and realtime statistics stop automatically when you close the **People Counting** page or log out of the system.

13.2 Report Statistics

On the **Report Statistics** tab, select a counting area and then click on 

to count directly; or set conditions first:

- Counting type: By minute, hour, day or month.
- Set a time period by selecting on the calendar or typing in the field.
- Count people entered, left and/or present by selecting the check box(es)

.

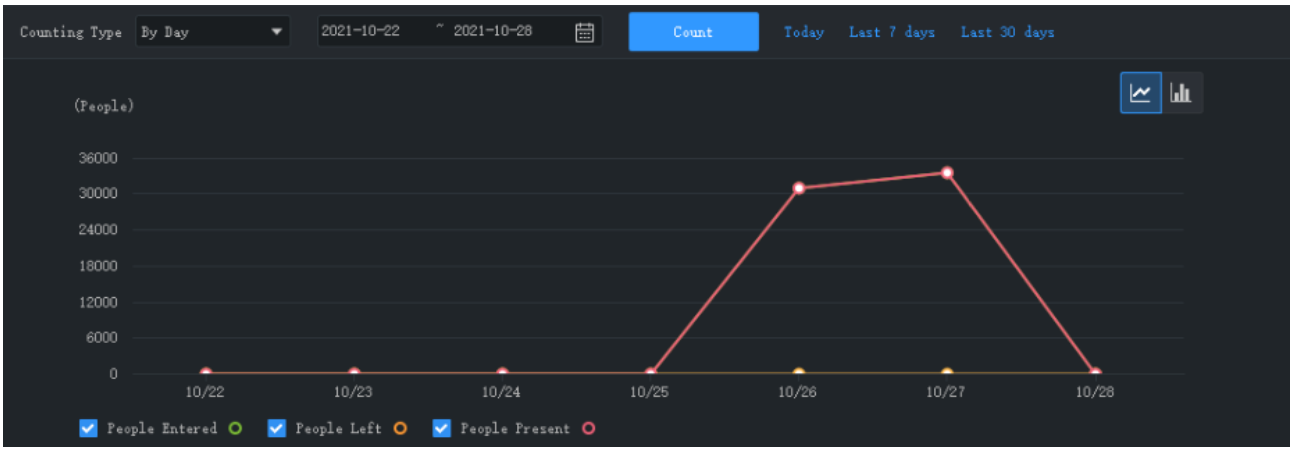
- Display results in a line chart or a bar chart by clicking .

NOTE!

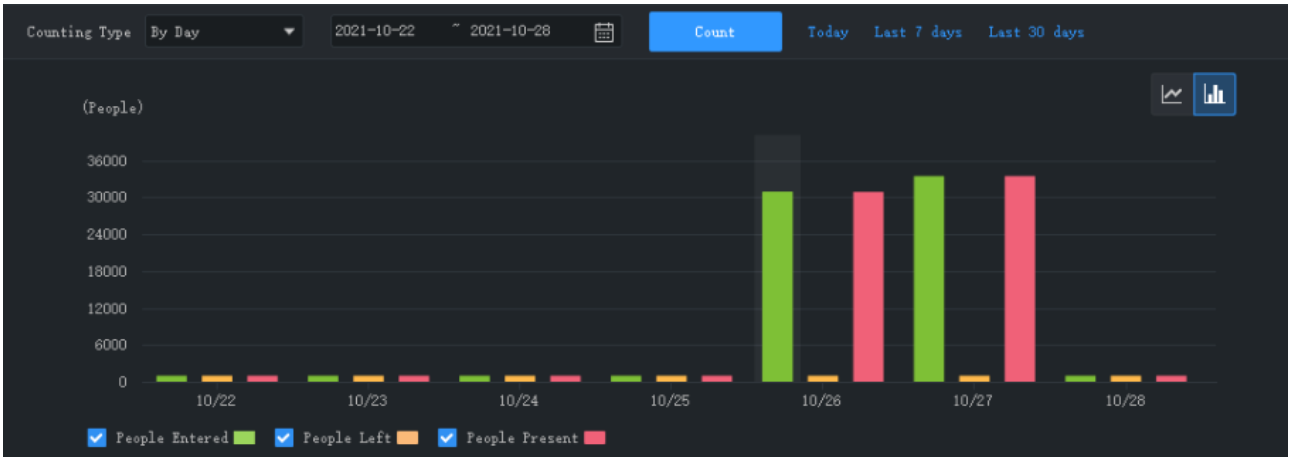
- The maximum time period you can set is 60 time units, depending on the counting type (minute, hour, day or month) you choose. For example, the maximum period is 60 months if you choose to count by month, and 60 days if you choose to count by day.
- This feature is only available for people flow counting.

Click **Count**, and results appear.

- Place the cursor on the line/column to view the number at a time point.
- Click a column title, for example, **People Entered** or **People Left** to sort the results in ascending or descending order.



Click to display in a bar chart.



Click **Export** to export statistics as a CSV file to your PC. You can use Microsoft Office Excel to open the file.

14 Access Control

Manage access control libraries, perform realtime monitoring, search and export entry/exit records.

14.1 Library Management

14.1.1 Add a Library

Add a library for an access control device and use the library to control access.

1. Choose the target access control device in the drop-down list on the left.
2. Click behind the device name. A new library appears under the device.
3. Click behind the new library, and enter the device name.
4. Click **OK**.

NOTE!

To automatically read IC card information when you add personal data, move the mouse to the text box, and then swipe the IC card on the card reader.

14.1.2 Add Personal Data

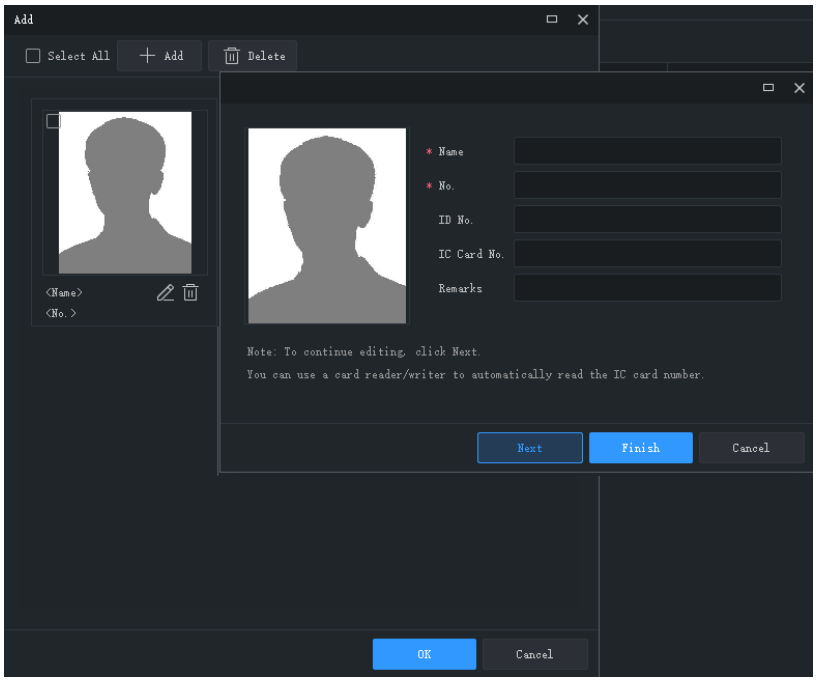
Add personal data to the library. You can add data for one person at a time, for multiple person using the Batch Add feature, or for multiple persons at a time by importing a file containing personal data of these persons.

Option 1: Add data for one person

1. Click **Add** > **Add One Person**.
2. Enter the required information. Click the image on the left to upload a photo.
3. Click **Next Step**, and choose the target library.
4. Click **OK**.

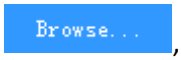
Option 2: Use batch add

1. Click **Add** > **Batch Add**, and choose the target library.
2. Click **OK**.



3. Click **Add**, and select face image(s) you want to add.
4. Click , and enter required information including name and ID.
5. Click **Next** to save and continue to the next, or click **Finish**.
6. Click **OK** when you complete the information for all.

Option 3: Add data for multiple persons at a time by importing a file containing personal data of these persons

1. Click **Generate Template**, and use the template to create a file containing the required personal data.
2. Click **Import**, and select the target library.
3. Click 

, and select the file to import (CSV or XLSX).
4. Click **Import**.

NOTE!

- Only JPG images are allowed. The size of each image must be within the range of 10KB and 500KB.
- XLSX files cannot be imported or exported on Mac OS.

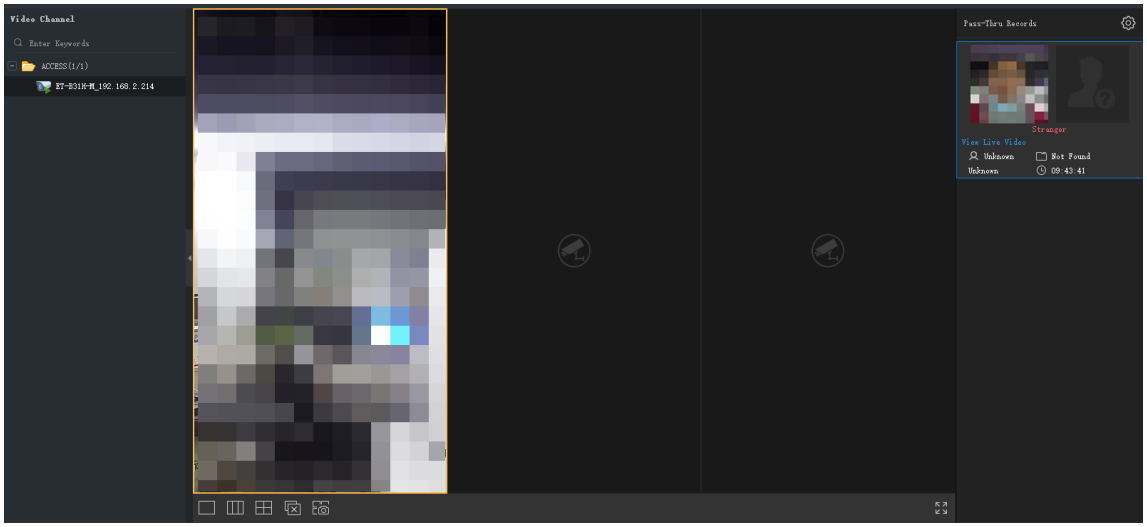
The following operations are allowed:

- Click in the list's upper right corner to switch display mode.
- Click **Export** to save data in the library to a CSV or an XLSX file.

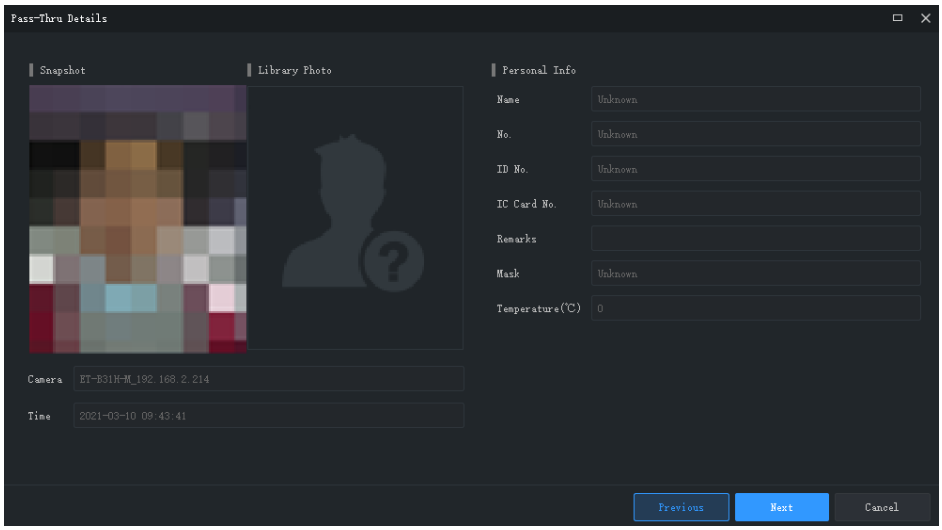
14.2 Realtime Monitoring

View live video and snapshots of people passing through, take snapshots, use digital zoom, and open the door remotely.

Double-click a camera or drag it to the window to start live video. Pass-through records are displayed on the right side.



The captured face snapshots and the corresponding library photos (if a match is found) are displayed on the right side. You can click a record to view details, including the original snapshot, mask wearing status and body temperature.



If a face snapshot does not have a match in the library, then no library photo is displayed, and the person will be identified as a strange. You can add the stranger to a library by placing your mouse pointer on the face snapshot and clicking . You need to enter a name and ID for the person and specify the target library.

NOTE!

- Mask detection and temperature detection are available only when they are supported by the device and have been configured on the device. See the user manual of the access control device for details.
- If the access control device can upload original snapshots, the **Show Original Snapshot** button will be displayed, and you can click it to view the original snapshot.
- Up to 10 pass-through records can be displayed. The oldest record will be replaced by the new one when more than ten pass-through records are generated.
- Pass-through records are displayed in real time. Restarting the software will clear the pass-through records in realtime monitoring.
- You are recommended to configure at least one library before you view pass-through records.

The following operations are allowed:

- Live view window toolbar

The window toolbar appears when the mouse pointer rests on a live view window. The toolbar is effective only to the current window. See Live View Window Toolbar for details. The on the toolbar is used to open doors.

- Live view toolbar

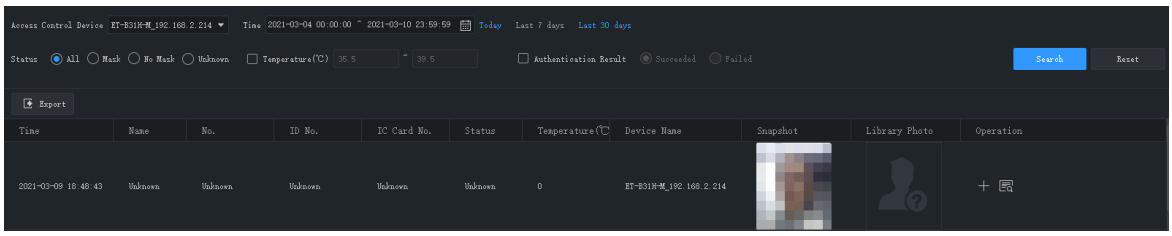
See Live View Toolbar for details.

- System configuration

Click in the upper right corner to configure alarm sound, pop-up alarm window, etc. See System Configuration for details.

14.3 Entry/Exit Records

Search entry and exit records by time, mask wearing status, body temperature range, authentication result, etc. You can further filter search results by name and IC card number after setting **Authentication Result** to **Succeeded**.



The following operations are allowed:

- Add a stranger to a library quickly

The library photo is empty when a stranger is detected. To add the stranger to a library, click in the **Operation** column, enter the required information including name and person ID, click **Next Step**, and then select the target library.

- View details

Click in the **Operation** column to view detailed personal information.

- Export search results

Click **Export** to save search results to a CSV or an XLSX file. You can choose to export only text or both text and images.

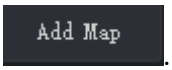
15 E-map

First complete configuration on the **Edit Map** tab, and then use the map on the **Map** tab.

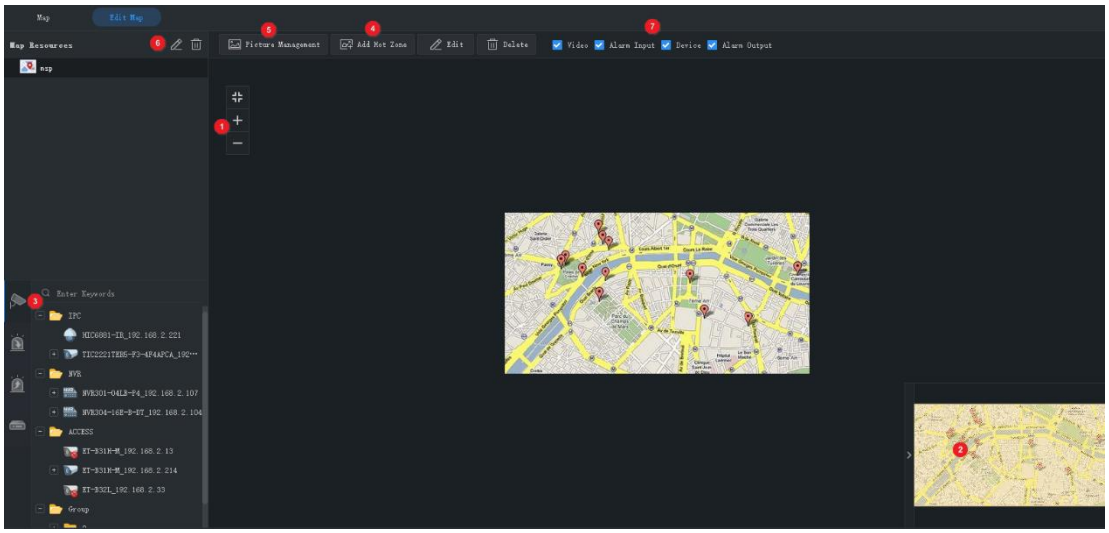
- Hot spot: Video channels, alarm input/output channels, and devices added to the map. Live view and playback are only available for video channels.
- Hot zone: A map on a map. You may add hot spots on a hot zone.

15.1 Map Configuration

15.1.1 Add a Map

Click **E-map** on the control panel, and then click 

. PNG, BMP and JPEG images are allowed. The added map appears on the page and on the **Map Resources** list on the left.



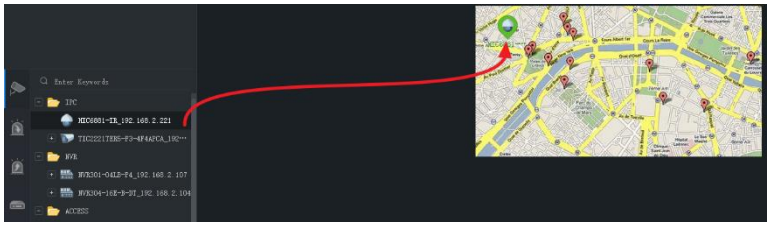
On the **Edit Map** tab, you can:

- Change the map scale: Use the scroll wheel or click the zoom buttons (1) to zoom in or out.
- Eagle eye: Drag on the yellow area (2) to view details on the map (or drag map directly).
- Add hot spots (3): Drag devices, video channels, alarm input/output channels to intended positions on the map. See Add a Hot Spot for details.

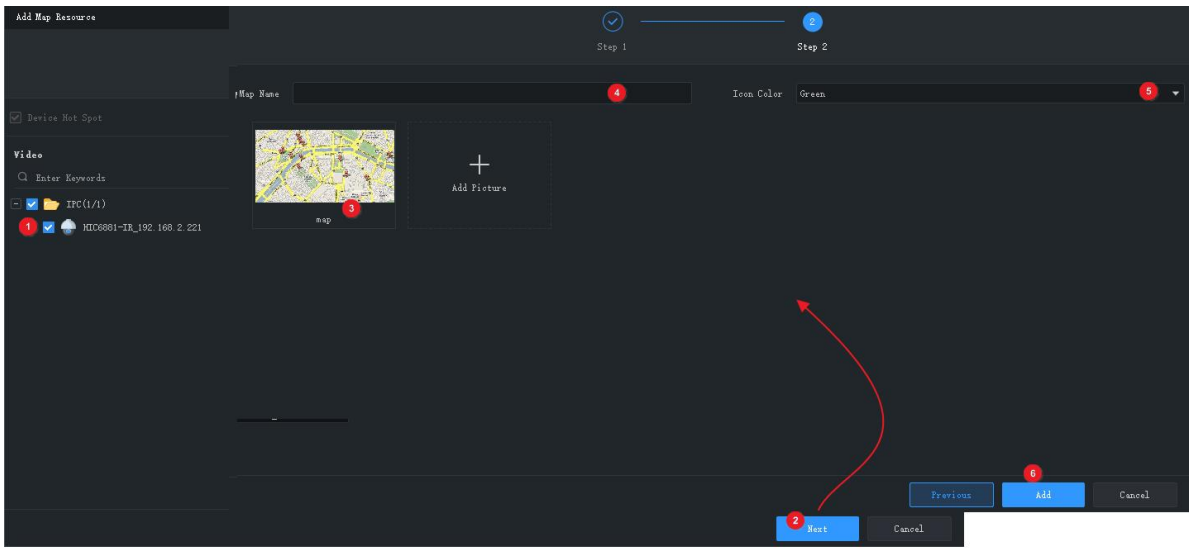
- Add hot zones (4): Add a map on the map. Up to 7 layers of maps are allowed. See Add a Hot Zone for details.
- Manage pictures (5): Add or delete maps. Deleting a map will also delete all hot spots and hot zones on it.
- Edit map resources (6): Edit map name, and change the icon color of hot zones.
- Filter map resources (7): Choose to display video channels, alarm input/output channels or devices on the map.

15.1.2 Add a Hot Spot

Add hot spots so you can quickly locate them on the map when any event occurs. Hot spots include video channels, alarm input/output channels and devices. Right-click a hot spot to change color or delete it from the map.

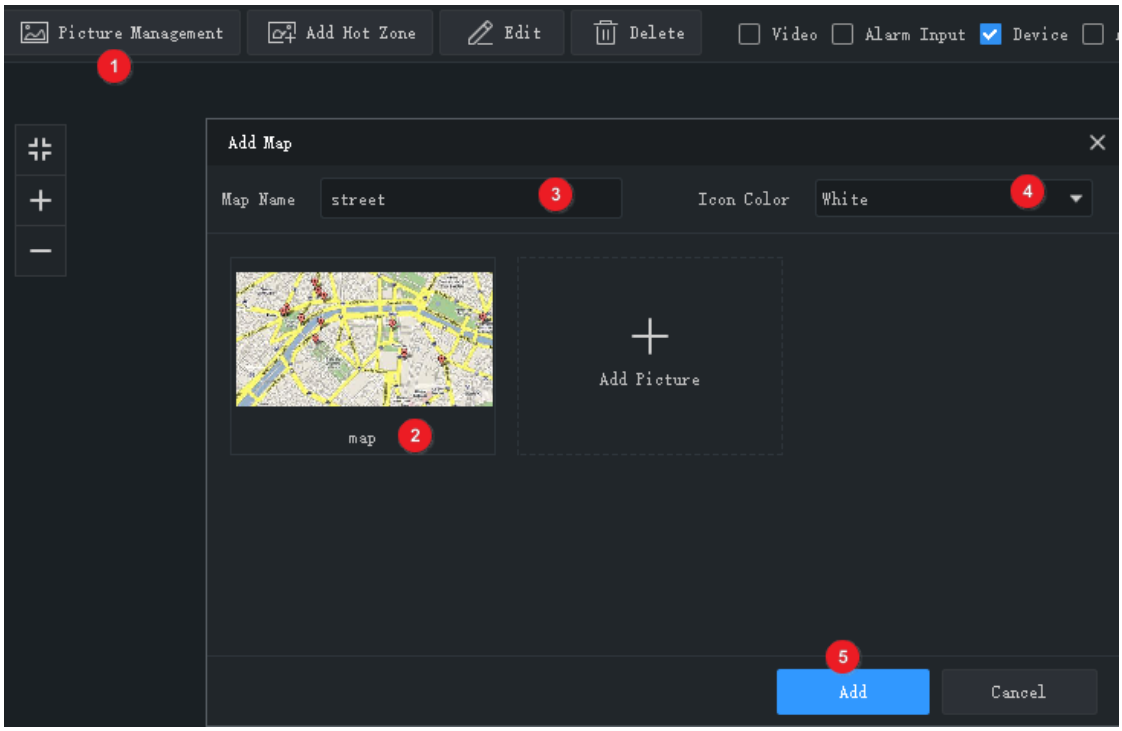


When adding a device hot spot, you can also add video channels and alarm input/output channels under it. The channels and the device will appear together on a hot zone on the map. You need to choose a map for the hot zone. Follow the steps as shown below:



15.1.3 Add a Hot Zone

Follow the steps to add a hot zone.



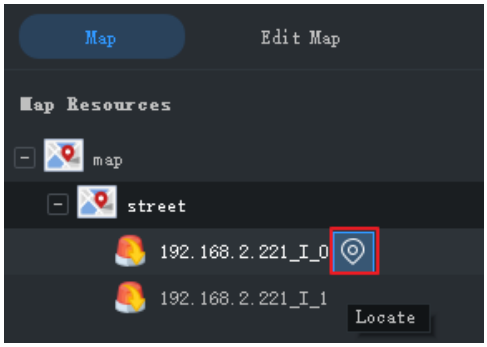
The hot zone is displayed as an icon on the map and opens when you double-click it. Right-click a hot zone to change color or delete it from the map.

15.2 Map Operations

After you complete the configuration, click the **Map** tab to use the map. You may view hot spots, hot zones, alarms, and trigger/clear alarms.

15.2.1 Locate a Hot Spot or Hot Zone on the Map

Click the **Locate** button to locate a hot spot or hot zone on the map.

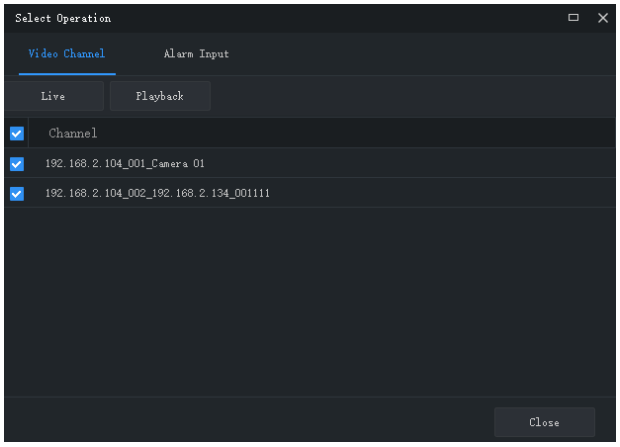


15.2.2 Hot Spot Operations

Click the **Select** button on the top toolbar and then drag on the map to select hot spots. Different hot spot types allow different operations:

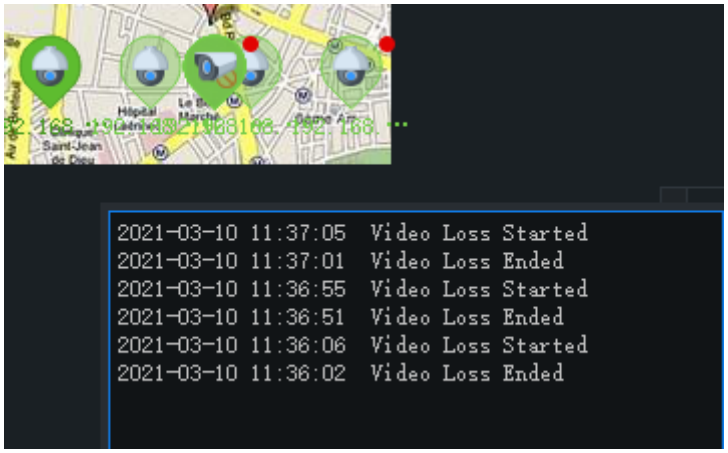
- Video channel: Select video channels to view live or recorded videos. You may use the window toolbar during live view.
- Alarm input: Select channels to clear alarms.
- Alarm output: Trigger/clear alarms. You can use the buttons in the **Operation** column or the buttons on the top to trigger or clear alarms.

You can also right-click a hot spot to perform the above operations. For alarm input channels and video channels, you can also view alarm information.



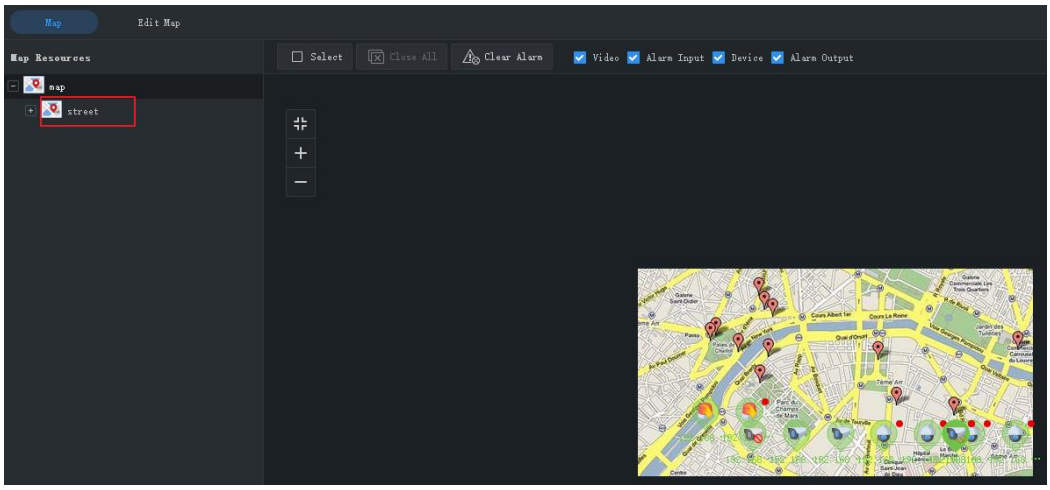
15.2.3 Handle Alarms

When an alarm occurs, the corresponding hot spot flashes red on the map. If the hot spot is on a hot zone, the hot zone flashes red. Right-click the hot spot to play live or recorded video, view alarm info or clear the alarm.



15.2.4 View Hot Zone

To view a hot zone, click the hot zone map on the **Map Resources** list on the left, or double-click the hot zone icon on the map.



Click the main map on the **Map Resources** list to return.

16 LPR

The license plate recognition (LPR) function uses cameras installed at road checkpoints to monitor and record passing vehicles in real time. By managing vehicle libraries, users can monitor interested vehicles by comparing the captured vehicles with vehicles in the library to trigger match or not match alarms. For example, you can configure match alarms to monitor specific vehicles such as illegal vehicles and suspect vehicles, and configure not match alarms to monitor unidentified vehicles. The LPR function is widely applicable in various scenes, including industrial parks, toll stations, and road traffic.

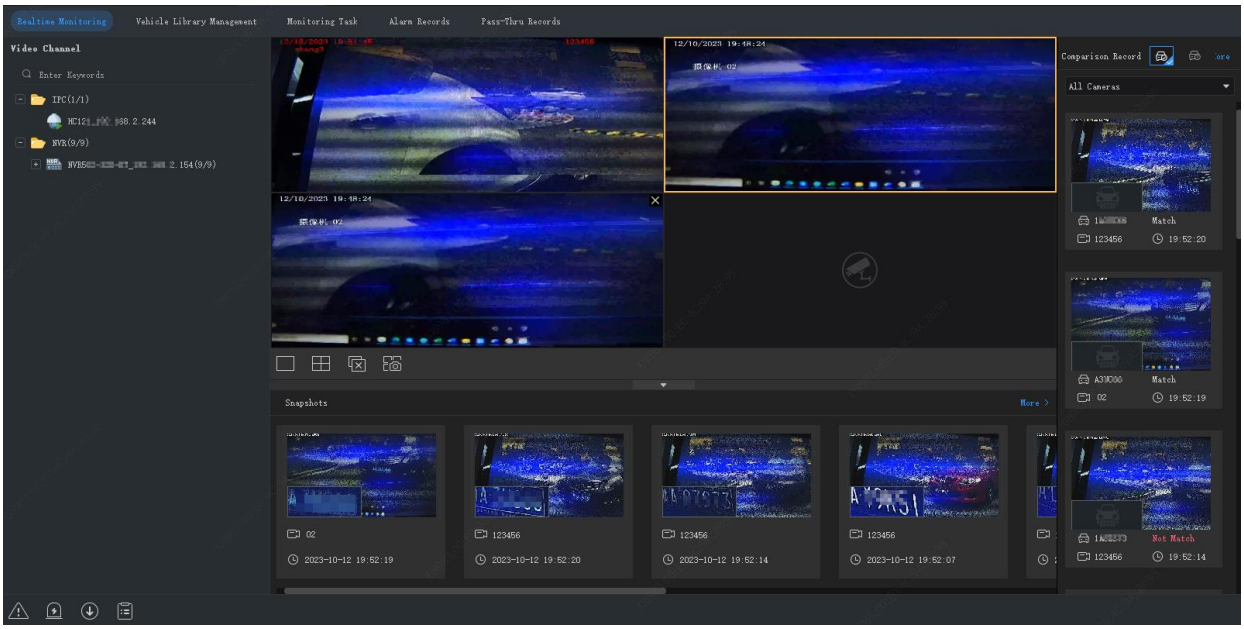
NOTE!

- If the LPR camera is directly connected to the software, the camera can only report the captured vehicle information to the software but cannot implement vehicle monitoring.
- If the LPR camera is connected to the software through an NVR, the software can implement vehicle monitoring and alarm notification via the NVR.

16.1 Realtime Monitoring

View the real-time passing vehicles and alarm information.

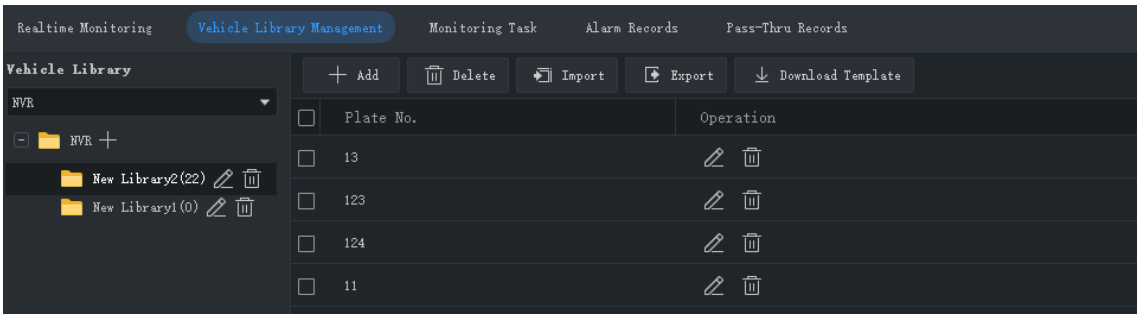
On the video channel list, double-click a camera (or NVR-connected camera) to start its live video.



- Click to switch the window layout (1-window or 4-window).
- The vehicle images and plate images captured in real time are displayed at the bottom. Clicking **More** will redirect you to the **Pass-Thru Records** page, where you can view all the records.
- Real-time alarm records are displayed on the right side. You can filter alarm records by selecting (Match Alarm), (Not Match Alarm), **All Camera**, and **Live Cameras**. Clicking **More** will redirect you to the **Alarm Records** page, where you can view all the records.
- Double-click a vehicle snapshot to view the vehicle details.
- On the **Details** page, you can add a captured vehicle or a mismatched vehicle (vehicle reported in a not match alarm) to a specified vehicle library.

16.2 Vehicle Library Management

A vehicle library contains vehicle information. By adding different vehicle libraries, you can manage different types of vehicles efficiently.

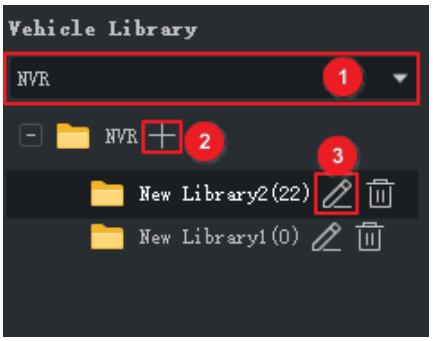


16.2.1 Add Vehicle Library

3. Select an NVR from the left-side list.

4. Click next to the NVR to add a vehicle library (the default library name is “New Library+No.”).

5. Click to change the library name as needed.



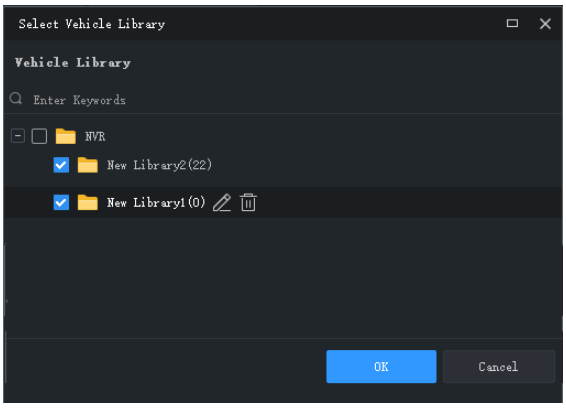
To delete a vehicle library, click . Deleting a library will also delete all the vehicle information in the library and invalidate all the related monitoring tasks.

16.2.2 Add Vehicles

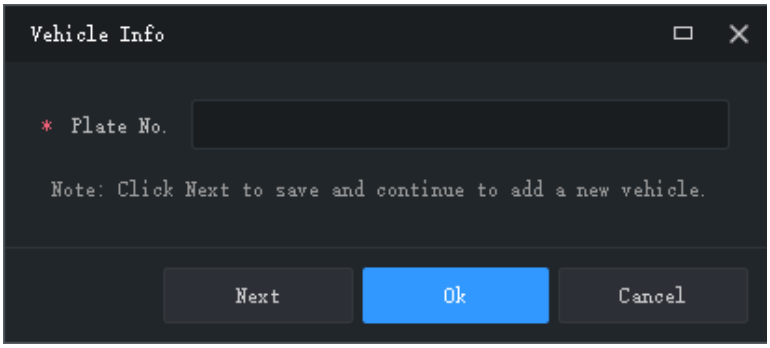
Add vehicle data to a library. You can add vehicles one by one or by add in batches by importing a template file containing all the vehicle data.

Add one by one

1. Click **Add** on the right. The **Select Library** page appears. Select the target vehicle libraries, and then click **OK**.



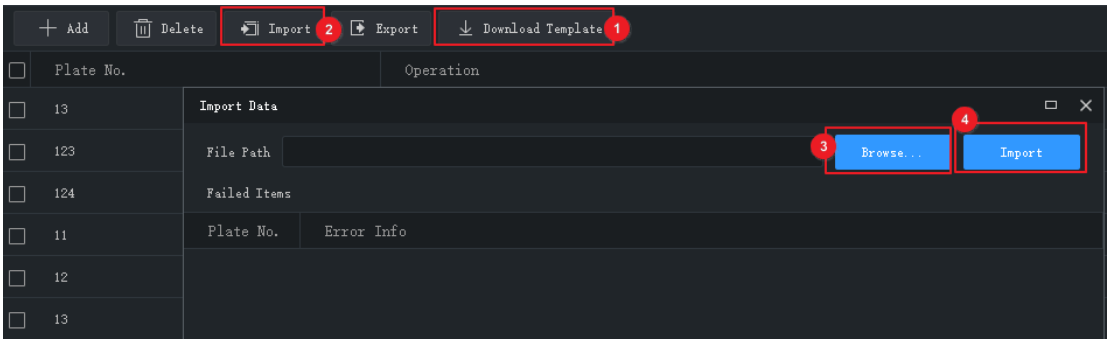
2. Enter the vehicle’s plate number.



3. Click **Next** to save the current vehicle and continue to add the next. When you complete adding all the vehicles, click **OK**.

Add in batches

1. Click **Download Template** to download a template file.
2. Input all the plate numbers in the template file, and then save.
3. Click **Import**, select the target vehicle library, upload the template file you completed, and then click **Import**.

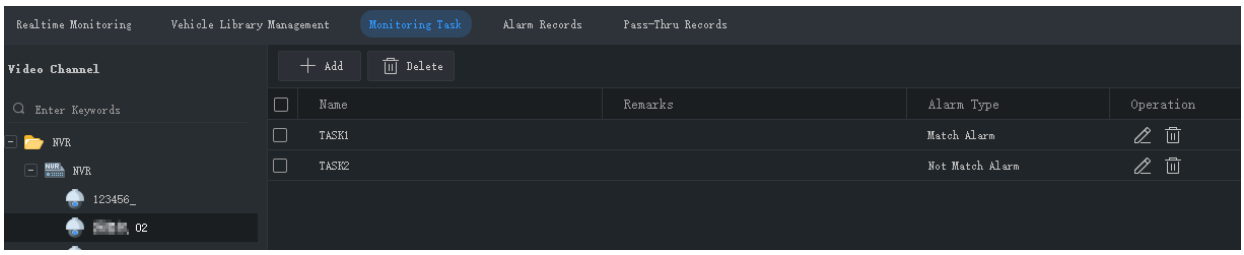


16.2.3 Manage Vehicle

- To change a vehicle's plate number, click the corresponding for the vehicle.
- To delete a vehicle, click the corresponding for the vehicle.
- To export vehicle information, select the vehicle(s) in the list, and then click **Export**.

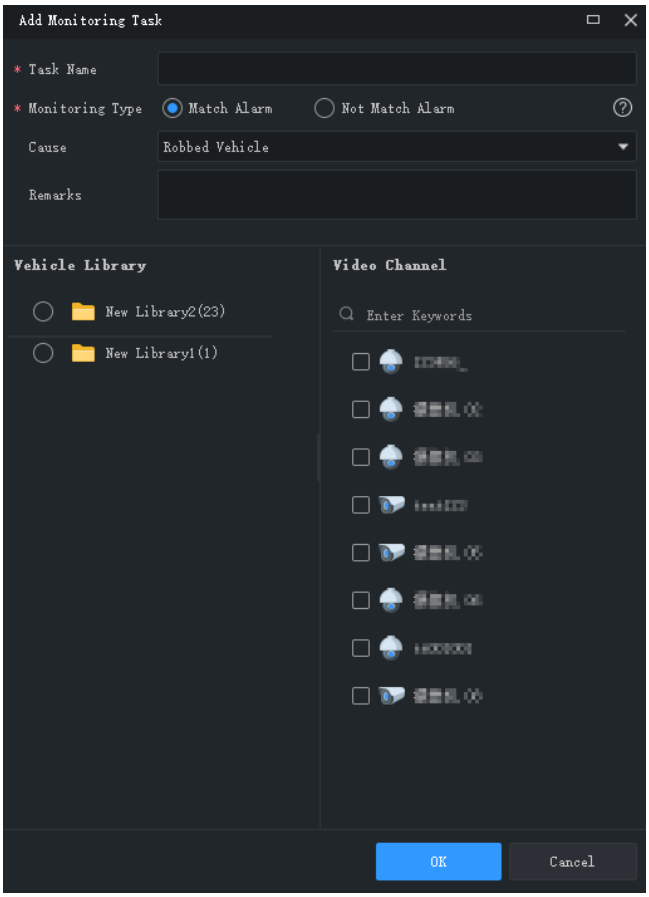
16.3 Monitoring Task

Create a monitoring task for a vehicle library, so the software will compare vehicles captured by the cameras with vehicles in the library to generate match or not match alarms.



Follow the steps below to add a monitoring task:

1. Select an NVR-connected camera from the video channel list. The camera will be used for monitoring.
2. Click **Add**. The **Add Monitoring Task** page appears. Set monitoring parameters by referring to the table below.



Parameter	Description
Task Name	Input a task name that is easy to recognize.
Monitoring Type	• Match Alarm: When a captured vehicle matches a monitored vehicle, a match alarm is reported. For example, when a wanted vehicle is detected.

Parameter	Description
	• Not Match Alarm: When a captured vehicle does not match any vehicle in the vehicle library, a not match alarm is reported. For example, when an unidentified vehicle is detected.
Monitoring Cause	Choose a cause for the monitoring: robbed vehicle, stolen vehicle, suspect vehicle, traffic violation, emergency control.
Vehicle Library	Choose the vehicle library you want to use for the monitoring.
Video Channel	Choose camera(s) to be used by the monitoring. The selected camera(s) must be connected to an NVR.

3. Click **OK.**

NOTE!

A monitoring task does not expire. So if monitor is unneeded, you need to delete the monitoring task.

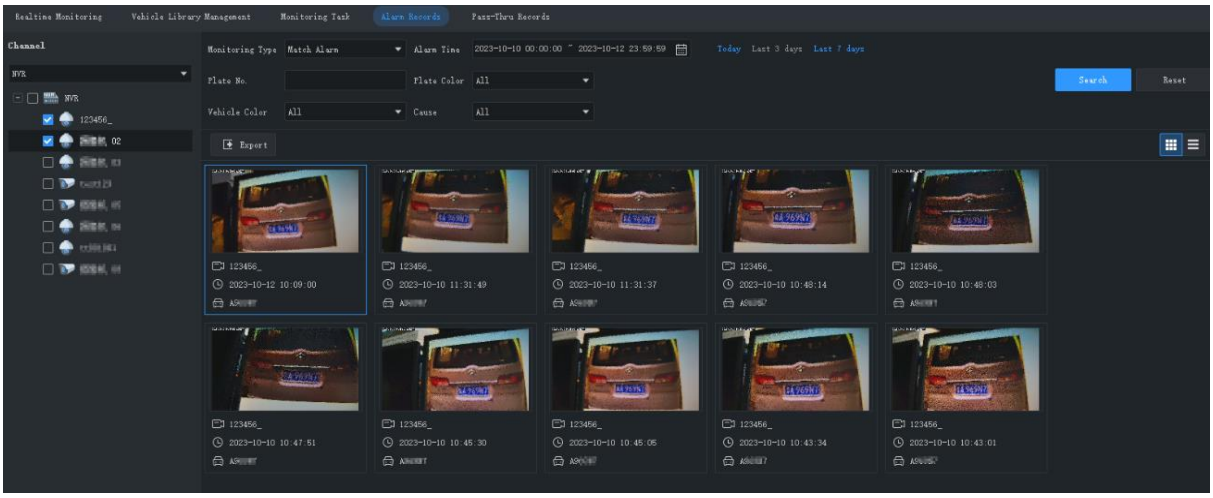
Other operations:

On the monitoring task list, click to modify the monitoring parameters, or click to delete the monitoring task.

16.4 Alarm Records

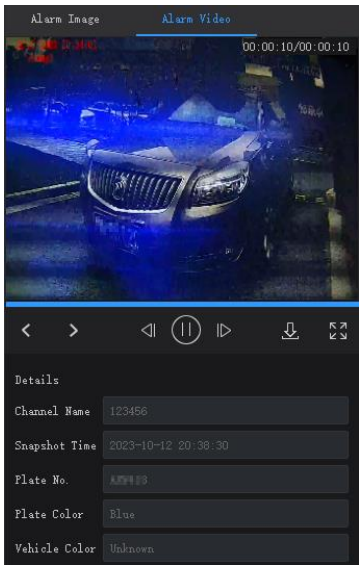
View vehicle monitoring alarm records, including match alarms and not match alarms.

1. On the channel list, select the camera(s) used in the monitoring task.
2. Set the monitoring type, alarm time (set a time range, or click **Today**/**Last 3 days**/**Last 7 days**), plate number, plate color, vehicle color, and monitoring cause.
3. Click **Search**. Search results are displayed.



You can:

- Click to switch display mode.
- Click a record to view details on the right side.
  - Alarm image: Click to save the alarm image to your computer.
  - Alarm video: Video recorded before and after a vehicle alarm (the length of time is configurable at **System Configuration** > **Alarm**). Click to download the recording to your computer.
  - Vehicle details: View snapshot information and vehicle attributes.

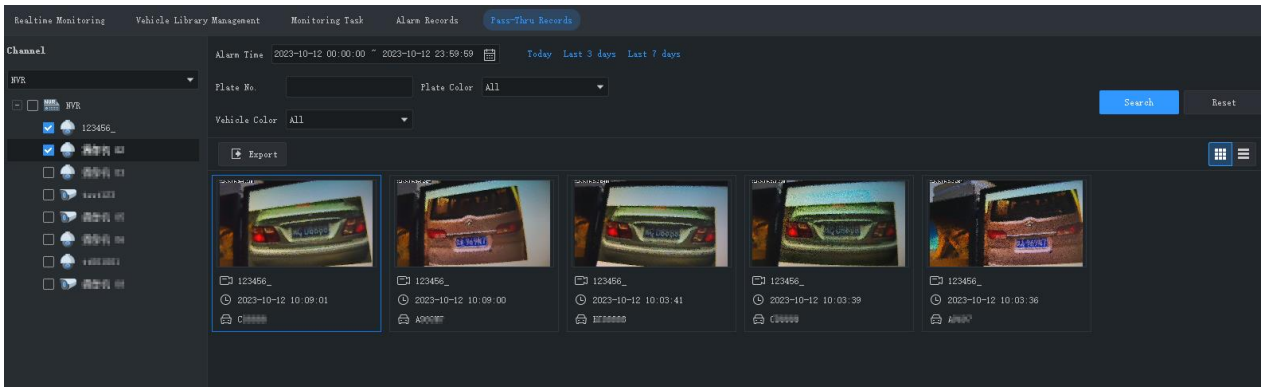


- Click **Export** to export the search results.

16.5 Passing Vehicle Records

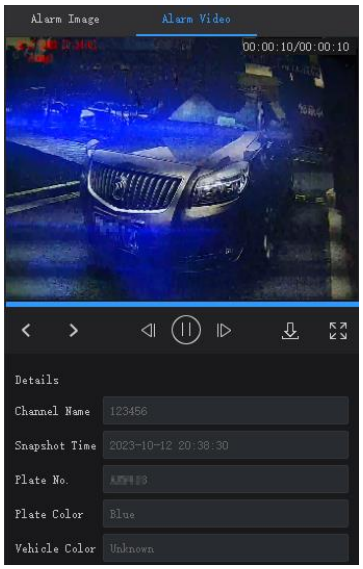
View information about vehicles captured by cameras.

1. Select camera(s) on the channel list.
2. Set the alarm time (set a time range, or click **Today/Last 3 days/Last 7 days**), plate number, plate color, and vehicle color.
3. Click **Search**. Search results are displayed.



You can:

- Click to switch display mode.
- Click a record to view details on the right side.
  - Alarm image: Click to save the alarm image to your computer.
  - Alarm video: Video recorded before and after a vehicle alarm (the length of time is configurable at **System Configuration** > **Alarm**). Click to download the recording to your computer.
  - Vehicle details: View snapshot information and vehicle attributes.



- Click **Export** to export the search results.

17 Audio

Audio services include audio, two-way audio and broadcast. Two-way audio cannot work at the same time with audio or broadcast, which means, starting two-way audio will stop audio or broadcast, and vice versa.

Note: Broadcast is not available on Mac OS.

17.1 Audio

When live video is playing, click in the window toolbar to turn on audio from the camera. The audio is one-way from the camera to your PC and it stops when live video is closed.

Note: Turning on audio for another camera will turn off audio from the current camera.

17.2 Two-Way Audio

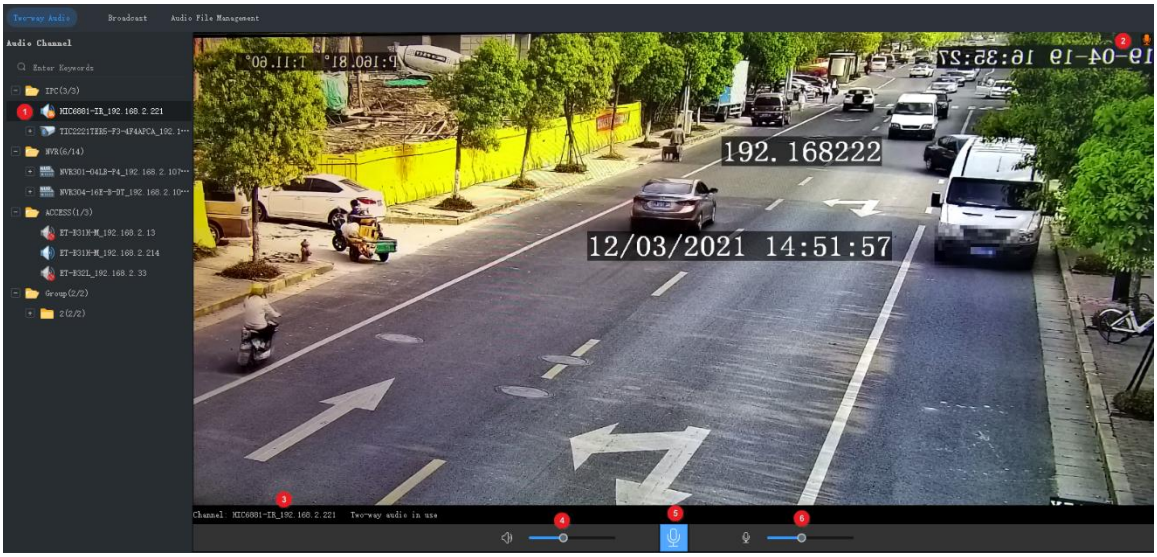
Two-way audio is audio communication between your PC and a device. The device can be a camera (including an NVR-connected camera) or a IP speaker. Both the device and the PC shall be connected to audio input and output devices.

Note: Two-way audio is available to one device at a time.

17.2.1 Two-Way Audio with a Camera

Double-click the camera or drag it to the window on the right. When two-way audio is started, the audio channel symbol changes (1), the two-way audio symbol flashes in the window's upper right corner (2), and a hint appears indicating two-way audio is in use (3).

During two-way audio, you can adjust sound volume (4)(6) or stop two-way audio (5).



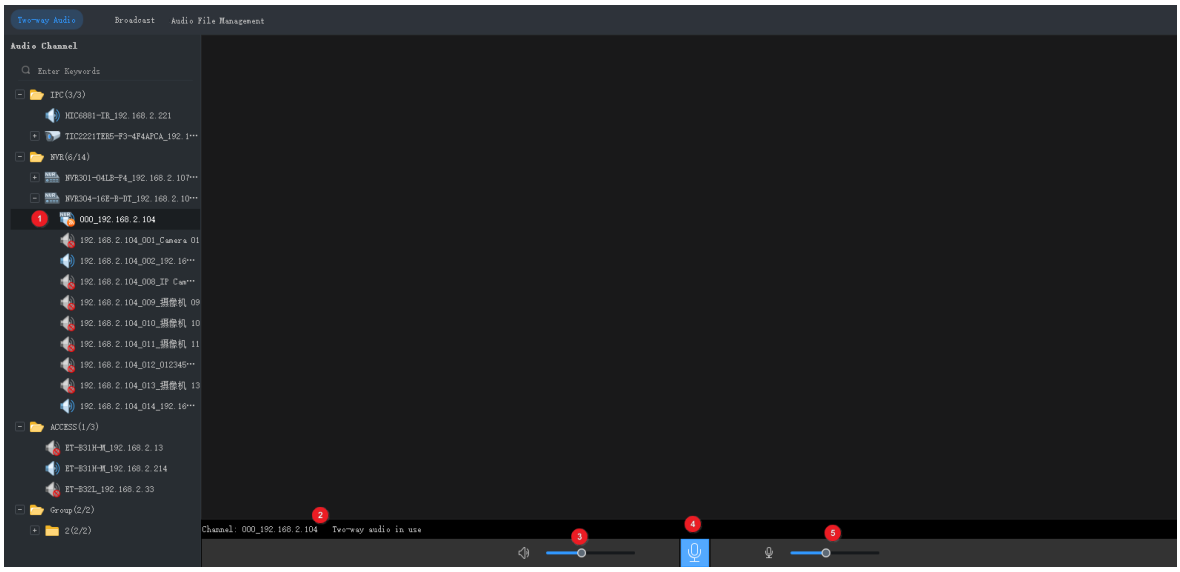
NOTE!

You may also start two-way audio with a camera (camera only) by clicking in a live view window.

17.2.2 Two-Way Audio with an NVR Channel

On the **Two-way Audio** tab, double-click the NVR channel or drag it to the window on the right. When two-way audio is started, the audio channel symbol changes (1), and a hint appears (2) indicating two-way audio is in use.

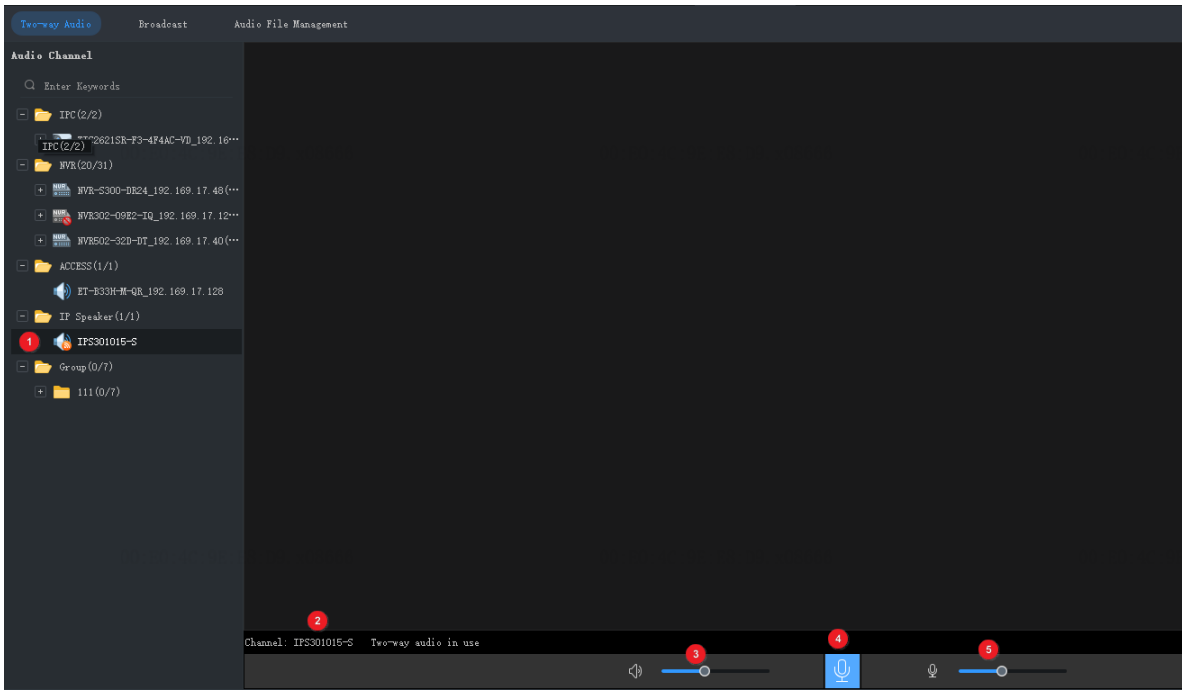
During two-way audio, you can adjust sound volume (3)(5) or stop two-way audio (4).



17.2.3 Two Way Audio with a IP Speaker

Double-click the IP speaker or drag it to the window on the right. When two-way audio is started, the device symbol changes (1), and a hint appears (2) indicating two-way audio is in use.

During two-way audio, you can adjust sound volume (3)(5) or stop two-way audio (4).



17.3 Broadcast

Broadcast is one way from your PC to devices.

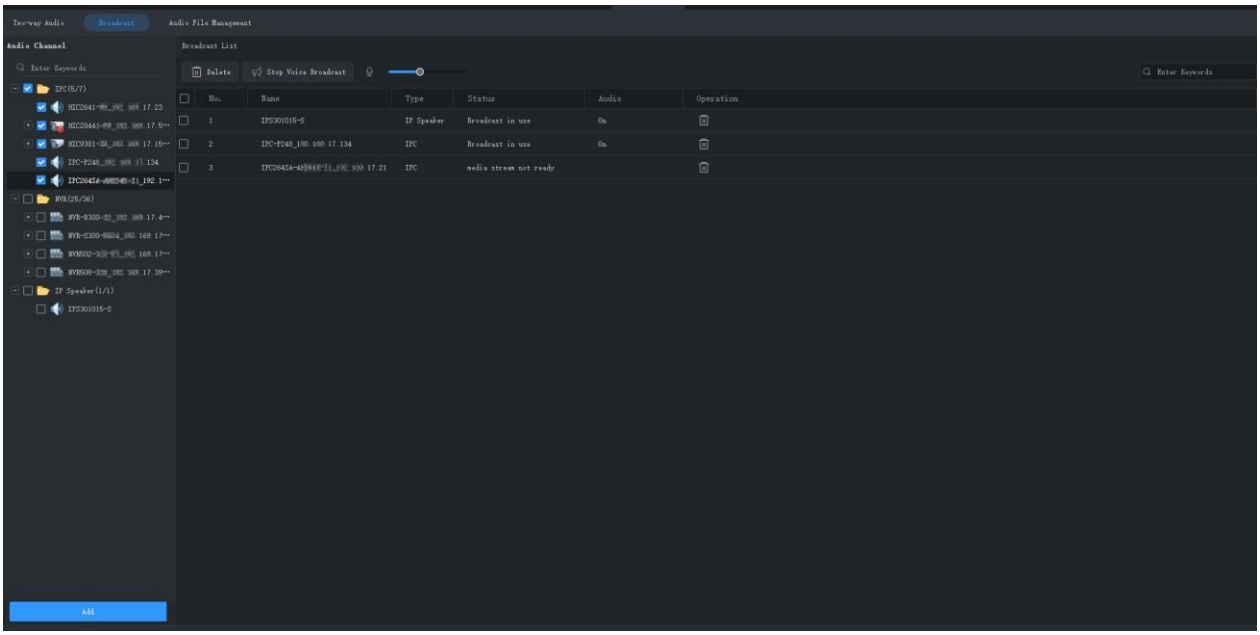
NOTE!

Currently, broadcast to cameras (including NVR-connected cameras) and IP speakers is supported. Broadcast to NVRs is not available.

1. Click the **Broadcast** tab. Select audio channels from the left-side list. You can:

- Select audio channels one by one.
- Select an NVR or an organization to select all audio channels under it.

2. Click **Add**. The selected audio channels appear on the broadcast list on the right.
3. After all the channels are added, click **Start Voice Broadcast** to start broadcast.

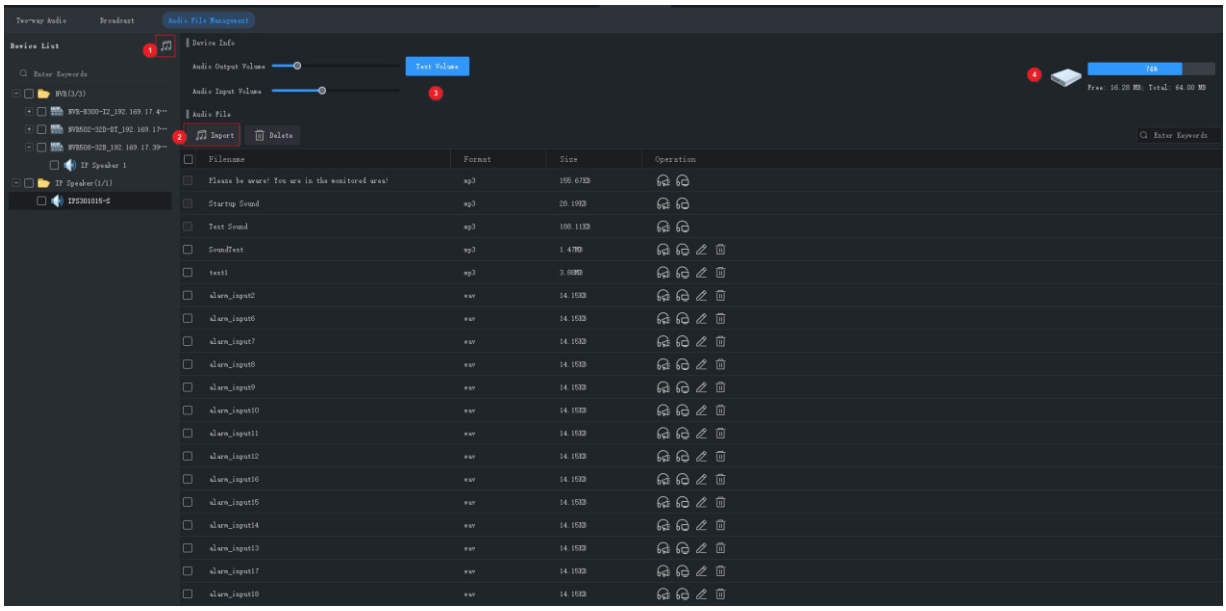


After broadcast is started, you can:

- Add more audio channels: Select audio channels on the left-side list and then click **Add.** Broadcast starts automatically for these channels.
- Use the slider to adjust sound volume or click to turn off the microphone.
- Delete audio channels from the broadcast list: click to delete one by one; or select multiple and then click Delete to delete in batches.
- Stop broadcast: click **Stop Voice Broadcast**.

17.4 Audio File Management

You can import audio files to IP speakers, so that when an alarm occurs, the speakers will play the audio you have imported.



Import audio file

1. Two import methods are available:
   - Import to multiple speakers: Select the speakers on the device list, and then click (1). The uploaded audio files will be imported to the selected speakers.
   - Import to one device: Select the device, and then click (2). The uploaded audio files will be imported to this speaker.
2. On the **Import Audio File** page, click **Upload**. After uploading audio files, click **OK**.

For an uploaded audio file, you can:

- Click to play it on the PC (not supported for NVR-connected speakers).
- Click to play it on the speaker.
- Click to change its name(not supported for certain NVR-connected speaker models).
- Click to delete it. You may also select multiple audio files and then click **Delete** to delete them in batches.

Adjust device sound volume

Drag the sliders (3) to adjust the sound volume.

- Audio output volume: The speaker's output sound volume. You can click **Test Volume** to try if the volume is appropriate
- Audio input volume: The speaker's input sound volume.

Speaker's storage status

You can view a speaker's storage status (4), including the total storage capacity, the used space, and the remaining space.

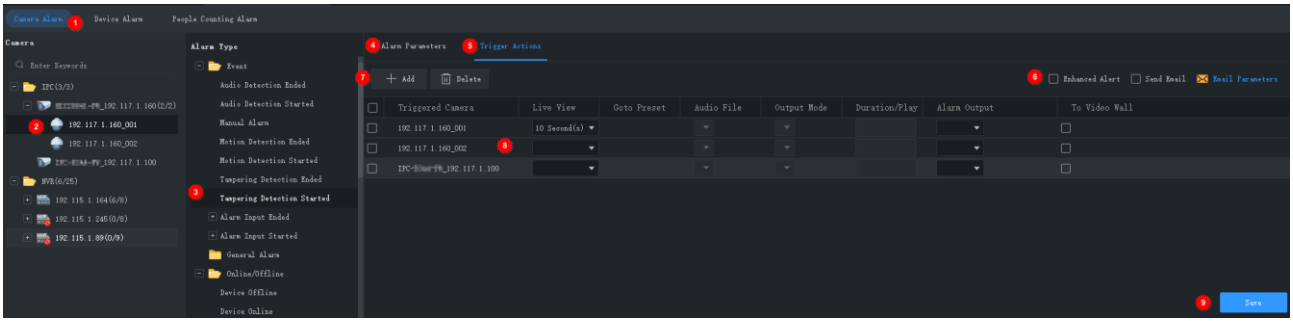
18 Alarm Configuration

Configure action(s) to trigger when an alarm of a certain type occurs at a specified source; view alarm records and handle alarms.

18.1 Configure Alarm-Triggered Action

Alarm configuration includes the configuration of alarm source, alarm type, device to link, and action to trigger.

Click **Alarm Configuration** on the control panel and then follow the steps.

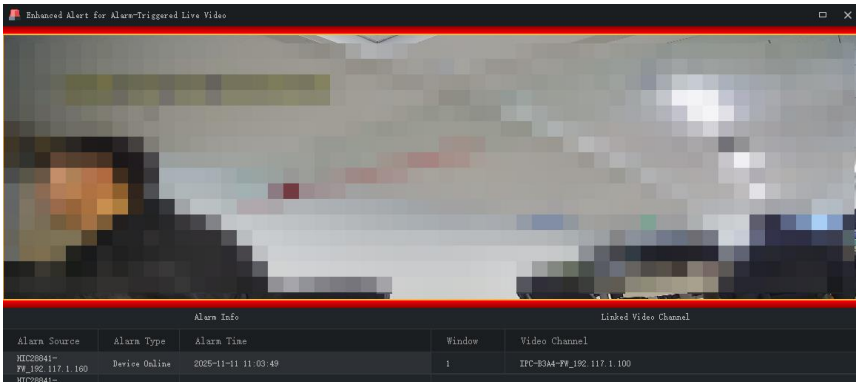


1. Click a tab according to the alarm type you want to configure. Take **Camera Alarm** for example.
- Camera alarm: includes camera online/offline, event alarm and VCA alarm.
- Device alarm: includes device online/offline, disk online/offline, high/low temperature, etc. For DX devices, the following alarm types are available: fan failure, LED distribution box high temperature, LED distribution box smoke alarm, fan failure cleared, LED distribution box high temperature cleared, LED distribution box smoke alarm cleared, high/low temperature cleared.
- People counting alarm: includes crowd density minor/major/critical alarm, and crowd density minor/major/critical alarm cleared.
2. Select an alarm source. The subsequent settings are all configured for this alarm source.
3. Select an alarm type. An alarm of the specified type will trigger the configured actions. If you choose face recognition match or not match alarm, make sure the monitoring task has been configured (See Monitoring Task).
4. Configure alarm parameters.

NOTE!

- Only camera alarm and device alarm can be configured.
- For the following alarm types, you need to click Configuration to access the device's Web interface and complete configuration first: motion detection, tampering detection, alarm input, audio detection, enter area, leave area, intrusion detection, cross line detection, face detection, defocus detection, object left behind, object removed, human body detection. Take motion detection as an example, you need to make sure motion detection is enabled, detection area is specified, and arming schedule is configured.

5. Click the **Trigger Actions** tab.
6. Configure alarm notification methods.
   - Check **Enhanced Alert** to overlay a flashing red border around the edges of the alarm-triggered live view window as a visual alert. (this feature is only available to camera alarms)



   - Select **Send Email** and complete the email configuration (see System Configuration) to send alarm information to the specified email address.
7. Click **Add**. A dialog box appears. Select the device(s) (cameras, NVRs, or external audio devices) to link and then click **OK**. The linked device(s) appear on the list. The device(s) will be triggered to perform the specified action(s) when an alarm of the specified type occurs at the specified source (step 3).
8. Configure actions to trigger:

- Alarm-triggered live view: An alarm will trigger a pop-up window playing live video from the camera.
- Alarm-triggered preset: An alarm will trigger the PTZ camera to rotate to the preset. The presets in the list must be configured beforehand.
- Audio output: For a IP speaker, you can choose the audio file to play when an alarm occurs, and set the output mode (either by play count or duration). The speaker will play the selected audio file according to the chosen mode – either playing it a certain number of times or for a set duration.
- Alarm-triggered output: An alarm will trigger the camera to output an alarm and trigger an action by a third-party device.
- Alarm-triggered video wall: An alarm will trigger the video wall to play live video from the camera. You need to complete video wall configuration first. Only one camera can be selected.

9. Click **Save**.

NOTE!

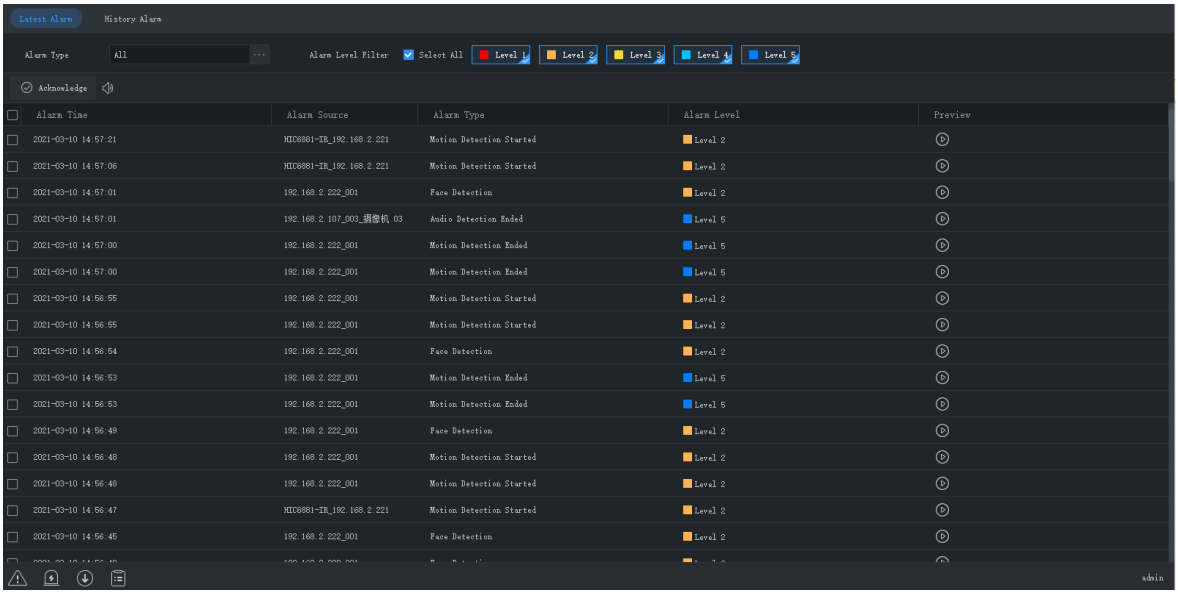
- In order for alarm-triggered live view to take effect, click in the bottom left corner of the GUI and select **Display Link Video**.
- Triggering live video from multiple cameras may cause high CPU usage of your PC and may therefore affect other services.

18.2 View Alarm Records

Click **Alarm Records** on the control panel to view alarm records, acknowledge alarms, and export alarm data to your PC.

18.2.1 Latest Alarm

The **Latest Alarm** tab list alarms reported since your current login and refreshes automatically.

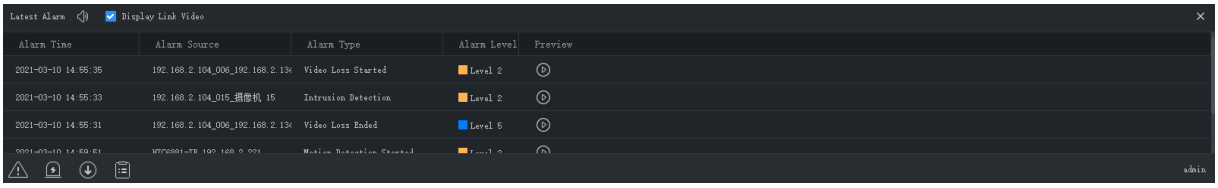


Search alarm records by alarm type or alarm level as needed.

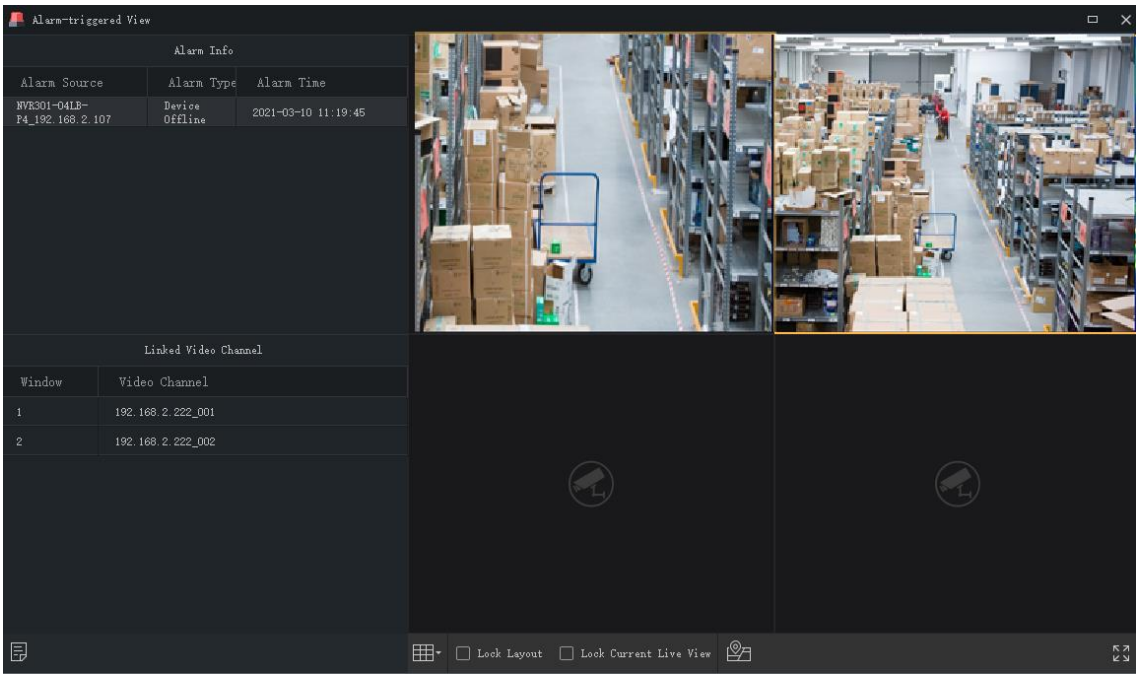
On the alarm list, you can:

- Sort records in ascending/descending order by clicking a header (e.g., **Alarm Time**).
- Acknowledge alarms: Select (or double-click) an alarm and click **Acknowledge**. Acknowledged alarms are moved to the **History** tab.
- Click to turn on/off alarm sound.
- Click to play an alarm video. The length of alarm video is configurable in system configuration (**Operation** > **Alarm** > **Stop Playback After** and **Start Playback Before**).

- Click the **Latest Alarm** button ( ) in the lower left corner of your GUI. On the page displayed, you can turn on/off alarm sound, select/deselect **Display Link Video** to enable/disable alarm-triggered live video, or double-click a record to display the full **Realtime Alarm** tab.



- Click the **Alarm-triggered View** button ( ) to view alarm-triggered live video.

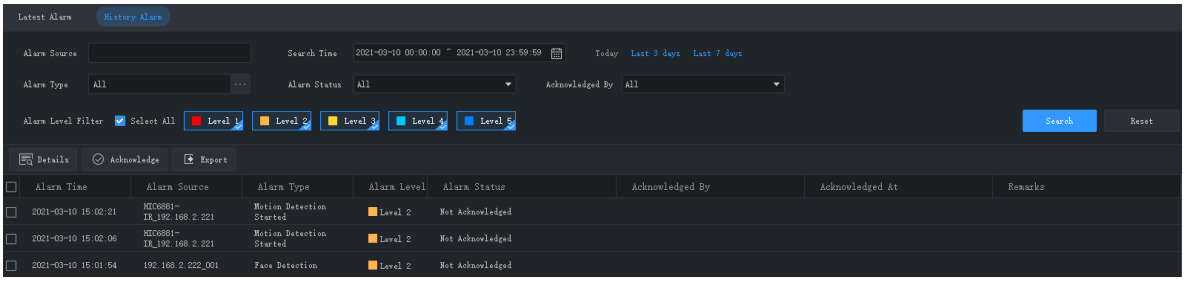


Tips:

- The window toolbar is available (see Live View Window Toolbar).
- Lock Screen: When this option is selected, the current window layout (e.g., 4-window layout) is locked, and it does not change as new alarm-triggered live video occurs.
- Lock Current Live View: When this option is selected, the current live video will not be replaced by new alarm-triggered live video.
- Live video stops when the set play time is over (see Configure Alarm-Triggered Action). You can play the video again by double-clicking the alarm record in the top left area.
- Click the button in the lower left corner to open the alarm records page.

18.2.2 History Alarm

All alarms, including latest alarms and history alarms, can be retrieved on the **History** tab.



You can:

- Set search conditions. Click **Reset** to reset search conditions.
- Click a header (e.g., Alarm Time) to sort records in ascending/descending order.
- Choose the number of records displayed per page.
- Double-click a record to view details. **Alarm Time** is your PC's system time when the alarm occurs, and **Device Time** is the device's system time when the alarm occurs. The times can be different. You will also find a time difference if your PC and the device belong to different time zones.

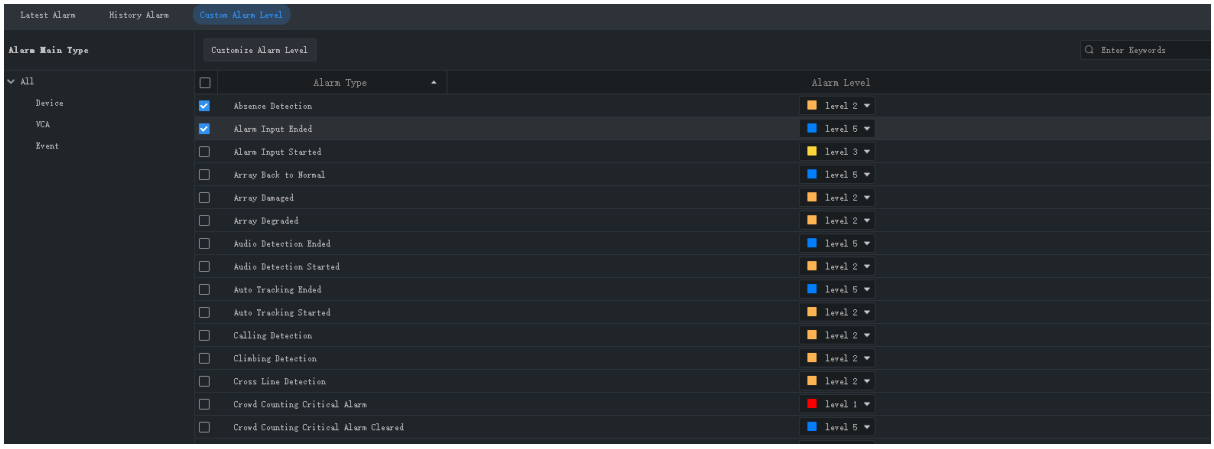
- Select an alarm and click **Acknowledge** to acknowledge it.
- Click **Export** to export search results to your PC as a CSV file. Use Microsoft Excel to open it.

18.2.3 Alarm Level Customization

The software supports custom alarm levels, making it easier to search alarms by their levels.

NOTE!

Only admin users can customize alarm levels.



Select the main alarm type and view the corresponding alarm types in the list on the right.

- Configure one by one: Select the alarm level from the corresponding drop-down list to modify it.
- Batch configuration: Select alarm types, click **Customize Alarm Level** at the top of the list, select the alarm level in the pop-up window, and click **OK**.

19 Operation Logs

Click **Operation Log** on the control panel to query logs and export search results to your PC. Log information includes username, operation details and result.

You can:

- Set search conditions. Click **Reset** to reset search conditions.
- Click a header (e.g., Log Time) to sort records in ascending/descending order.
- Choose the number of records displayed per page.
- Double-click a record to view details.
- Click **Export** to export search results to your PC as a CSV file.

20 System Configuration

Click **System Configuration** on the control panel to configure the following parameters.

Parameter			Description
Audio & Video	Video	Play Mode	• Min. Delay: No delay or the shortest delay though video quality may not be satisfactory. • Balanced: Balance between the video latency and fluency. • Fluent: Video fluency is better though video delay may occur when network is poor.
		Stream Type	• Adapt to Screen Layout: When this option is selected, the client chooses a stream type according to the number of windows: Windows > 16: Third stream 4 < Windows ≤16: Sub stream Windows ≤ 4: Main stream • Use Default Stream Type: Choose the main, sub or third stream.
		Playback Mode	Select the default playback mode: HD, SD. ***Note:*** *This feature is only effective for videos stored on NVRs.*
		Stream Transmission Protocol	Transmission protocol for a camera to send video data to the display window. The changed setting takes effect at the next startup of the software. ***Note:*** • ***TCP*** *is recommended in poor network conditions.* • *For* ***UDP****, make sure the software is not blocked by the firewall.*
		Display Ratio	• Full: Displays videos filling the entire window. • Original: Displays videos in their original aspect ratio.
		Instant Playback Time	Specify the instant playback duration. Valid range: 10-330 seconds. Instant playback allows you to play the video recorded from the past 10 to 330 seconds in the live view window.
		Play Main Stream in Maximized Live View Window	• Selected: When you maximize a live view window by a double-click or using the shortcut menu, the system automatically switches to the main stream if it is not the current stream type; and when the window restores, so does the stream type. • Not selected: Maximizing a live view window does not change the stream type.

Parameter			Description
		Enable Shortcut PTZ Control	When enabled, shortcut PTZ control is available.
		Enable VCA Rule	When enabled, VCA rules display on the live video of the camera that supports this function. ***Note:*** *This feature is not available on Mac OS.*
		Enable GPU Mode	When enabled, the software can start stream for more cameras. The supported encoding formats (e.g., H.264, H.265) are displayed when this option is enabled. ***Note:*** *This feature is not available on Mac OS.*
	Snapshot	Snapshot Mode	• Auto: Save snapshot(s) in specified format to the specified path. • Manual: In this mode, user can select the snapshot(s) to save, set the path and format, and enter remarks (for JPEG only).
		Continuous Snapshot Interval	Time interval between two snapshots.
		Continuous Snapshots	Number of snapshots to take every time.
		Snapshot Format	Choose the format of snapshots taken to be saved on your client computer: • BMP: Save snapshots without compression. It takes more space than JPEG. • JPEG: Snapshots are compressed to save space at the expense of reduced image quality.
	Recording	Downloaded Recording	Format and save path of downloaded recordings.
		Local Recording	Format and save path of local recordings.
			Set the recording policy when recording space is used up: • Overwrite: Earliest recordings will be overwritten by new recordings when space is used up. • Stop: Recording stops when space is used up.
			Recording space: The disk space used to save recordings. ***Note:*** *It's recommended to set at least 2GB recording space.*
			Recording file size: The size of a single recording.

Parameter			Description
	POS OSD Configuration	To configure the position, size, color and duration of POS OSD in the live view. Duration: How long POS OSD appears on the live view. • Custom: Customize the duration of POS OSD. • Auto: Automatically resolve the duration of POS OSD set in POS machine.	
System	Startup	Enable Auto Login to Guard Station 3.0	When enabled, you will automatically log in to Guard Station after you start the software. If **Enable Auto Login to Windows** is enabled at the same time, the software will automatically start after the computer accesses the Windows operating system.
		Enable Auto Login to Windows	When enabled, automatically log in to Windows with the provided username and password at startup. ***Note:*** *This feature is not available on Mac OS.*
	Log	Save Operation Log For	Retention period for operation logs.
		Save Alarm Log For	Retention period for alarm logs.
	Maintenance	Import Configuration	Import configurations from a configuration file.
		Export Configuration	Export configurations to save as a file.
		Export Maintenance Info	Export files such as the configuration file, database file, log file, and error records for troubleshooting.
	Security	• When **Auto-Lock Software After X min(s) of Mouse & Keyboard Inactivity** is selected, the client will display the login page after the set time, requiring the user to log in again to continue. • When not selected: The client will not auto-lock. ***Note:*** *This feature is not available on Mac OS.*	
Operation	Alarm	Enable Alarm Sound	If enabled, you can custom alarm sound duration and set different sounds for different alarm types.

Parameter			Description
		Start Playback Before/After	Length of video before/after the alarm time for playback. Use these settings to customize the length of alarm video that plays on the **Alarm Records** page.
	Service	Enable Auto Time Sync	If enabled, the software syncs the PC's system time to cameras at the synchronization interval.
	Email		Required for alarm-triggered email (see Configure Alarm-Triggered Action). The specified email address(es) will receive an email when an alarm occurs. • Encryption Type: choose the encryption type of email transmission. • Sender: Email address used to send emails. • Recipient: Email address used to receive emails. **Tip**: Use the sender address as the recipient and click **Send Test Email** to make a test.
	Epidemic control	Temperature Unit	Choose **Celsius** or **Fahrenheit** as the temperature unit.
		Mask Detection	Enable/disable mask detection. When enabled, the number of people not wearing a mask is displayed in **Face Recognition** > **Realtime Monitoring**.
		Abnormal Temperature Detection	Enable/disable abnormal temperature detection. When enabled, the number of people with an abnormal temperature is displayed in **Face Recognition** > **Realtime Monitoring**.
		Abnormal Temperature Threshold	The system reports an alarm when the temperature measured is higher than the threshold.
		Alarm Sound	When enabled, the alarm will sound when an abnormal temperature or a person not wearing a mask is detected. Make sure you enable **Abnormal Temperature Detection** or **Mask Detection** first.
		Pop-up Alarm Window	When enabled, an alarm window will pop up when an abnormal temperature or a person not wearing a mask is detected. Make sure you enable **Abnormal Temperature Detection** or **Mask Detection** first.
		Send Email	When enabled, an alarm email will be sent when an abnormal temperature or a person not wearing a mask is detected. Make sure you enable **Abnormal Temperature Detection** or **Mask Detection** first.
	Attribute Display		Configure parameters to be displayed on the **Realtime Monitoring**, **Alarm Records**, and **Pass-Thru Records** tabs in the **Face Recognition** module. All parameters are displayed by default. You can hide certain parameters on these tabs and still view all parameters in the **Details** window.

21 User Management

Click **User Management** on the control panel to add, edit or delete users, and assign permissions. "admin" is the super administrator and cannot be deleted.

1. To add a user, click **Add**:

- Administrator: Only admin can add administrator. Administrator has all permissions by default.
- Operator: Admin or administrator with user management permissions can add operators. An operator has no permission by default.

2. To assign permissions, specify permissions on the left. For some permissions (e.g., Live View), you need to select device(s) on the right.
3. To edit a user (username, password, permissions), double-click the user on the list; to delete user(s), select and click **Delete**.

NOTE!

Menus may be grayed out or hidden for lack of permission. Contact admin if necessary.

22 Appendix

22.1 Add an Encoding Device by MyDDNS

1. Enable UPnP on your router. Refer to router's user guide.
2. Log in to the Web interface of your device and enable port mapping (**Network** > **Port Mapping**).

- Mapping Mode: **UPnP** is recommended
- Mapping Type: **Auto** is recommended. The device and the router negotiate external ports.
- If you choose **Manual**, make sure the ports you set are valid; otherwise, port mapping does not take effect.
- If external IP address is not displayed: a. make sure UPnP is enabled on the router; b. some routers limit the number of devices for port mapping. If the maximum number has reached, revoke unnecessary port mapping.

3. On the Web interface of the device, configure DDNS (**Network** > **DDNS**) as follows:

- DDNS Type: MyDDNS
- Server Address: www.star4live.com
- Port: 80
- Domain Name: Choose one that is easy to remember (e.g., myNVR123) and test whether it is available.

- If configuration succeeds, the device is online, and the server address is displayed (e.g., www.star4live.com/myNVR123).

4. Add the encoding device on the software:

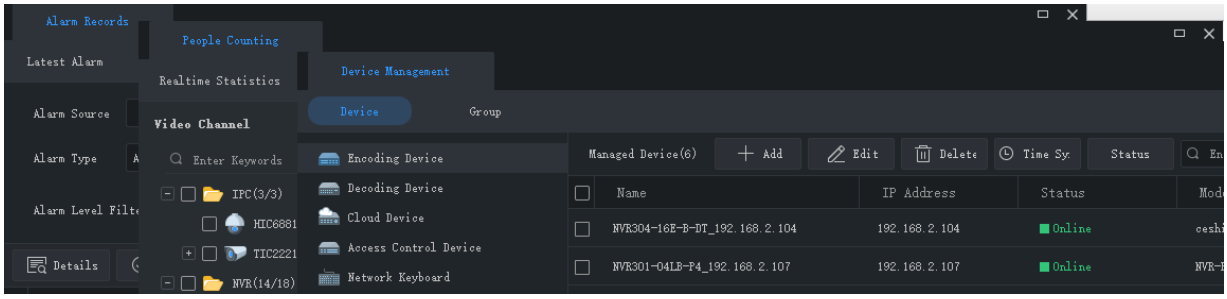
- Adding Mode: MyDDNS
- Device Name: Set as needed
- Domain: Domain name you get in step 3 (myNVR123 in this case)
- Enter the username and password of the device

5. Click **Add**.

22.2 Auxiliary Monitor Recovery

If your PC is connected to an auxiliary monitor, you can use it to display a tab (e.g., **Live View**) by dragging the tab to the auxiliary monitor. The tab will remain on the auxiliary monitor when the software restarts.

22.3 Multi-Window Display

Drag a tab to open a new window.

Example: