

**Honeywell**

# Honeywell Smart Viewer

Management System

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**User Guide**

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# Recommended

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# Revision

Issue	Date	Revisions
A	05/2022	New document.

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Be sure to have the software version, serial number, and the nature of the problem available for the technical service representative.

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# ABOUT THIS DOCUMENT

This document introduces the Honeywell Smart Viewer (HSV). It explains how to install and configure the HSV.

This document is intended for installers and users.

## Overview of Contents

This document contains the following chapters:

Chapter [1 Introduction](#), describes key features of HSV.

Chapter [2 Getting Started](#), describes how to install HSV.

Chapter [3 Basic](#) , describes the HSV basic operations.

Chapter [4 FAQ](#), describes Q&A for resolving issues that you may encounter when operating the HSV.

# 1

## INTRODUCTION

### Overview

The HSV is a large-scale monitoring and management system, by which different levels NVRs can be accessed to platform and the administrator can manage all devices quickly and easily.

It supports multiple devices management, local live view, multiple-window display, E-Map showing, statistics display and multiple groups management.

### Performance

System supports up to 32 devices and 2048 video channel connection.

**Table 1 OS Requirements**

Item	Requirements (Windows)	Requirements (macOS)
OS	Microsoft® Windows® 10 Pro (64 bit) Microsoft® Windows® 11 (64 bit)	Mac OS : Big sur11, Monterey12, or above
CPU	Intel® Core™ i5-7500 or better	2.6 GHz Dual-core Intel Core i5 or above
GPU	704*576 *16ch display: Intel HD Graphics or above  704*576*64ch display: NVIDIA GTX 1050Ti or above	16ch display: Intel HD Graphics 6000 1536 MB or above  64ch display: AMD Radeon Pro 5300 4 GB or above
Network card	1 Gigabit/s	1 Gigabit/s
Memory	8 GB or more	8 GB or more
Displayer Resolution	720p or above	720p or above
Hard Drive	50 GB or Above	50 GB or Above

**Table 2 Reference GPU Performance (Windows 11)**

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (Mbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	Intel(R) Core i5-7500	NVIDIA GTX 1050Ti	8GB	3840*2160	4.5	25	10
				1920*1080	4.5	25	27
				704*576	3.5	25	80
				352*288	4	15	128
H265	Intel(R) Core i5-7500	NVIDIA GTX 1050Ti	8GB	3840*2160	4.5	25	9
				1920*1080	4.5	25	25
				704*576	9	25	64
				352*288	1.5	15	93

**Table 3 Reference GPU Performance (MacOS Catalina 10.15.7)**

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (Mbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	intel Core i5 3.1GHz	Intel Iris Pro Graphics 6200 1536MB	8GB	3840*2160	4.5	25	9
				1920*1080	4.5	25	25
				704*576	3.5	25	70
				352*288	4	15	96
H265	intel Core i5 3.1GHz	Intel Iris Pro Graphics 6200 1536MB	8GB	3840*2160	4.5	25	6
				1920*1080	4.5	25	15
				704*576	6	25	56
				352*288	2.5	15	70

**Table 4 Reference GPU Performance (MacOS Monterey 12.2)**

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (Mbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	intel Core i5 3.3GHz	AMD Radeon Pro 5300 4GB	16GB	3840*2160	5	25	11
				1920*1080	13	25	35
				704*576	8	25	128

				352*288	4	25	128
H265	intel Core i5 3.3GHz	AMD Radeon Pro 5300 4GB	16GB	3840*2160	5	25	15
				1920*1080	13	25	34
				704*576	4	25	64
				352*288	4	25	128

**Table 5 NIC (Network Interface Controller) Parameter**

Channel	Devices Bitrate	Input Bitrate	Output Bitrate
200	4 Mbps	800 Mbps	800 Mbps
400	2 Mbps	800 Mbps	800 Mbps
500	1.5 Mbps	800 Mbps	800 Mbps

## Key Features

### Operation

- Live view: Play live videos of online channels.
- Playback:
  - Support independent real-time recording for each channel.
  - Support various playback modes: slow play, fast play, backward play and frame-by-frame play.
  - Support multiple channels synchronized playback.
  - Support time title overlay so that you can view the event accurate occurred time.
- Log: Quickly and convincingly search all types of logs.
- E-Map: Display the devices location.
- Report Statistics: Check devices online rate, server status, usage information.

### Search

- Event Search: Search historical event, play event video.
- Realtime Event: Display the real-time notification.

### Settings

- Devices: Search, add, modify the devices.
- Device Config: Configure the devices parameters, such as encode, image and so on.

- Event Linkage: Send event information through E-mail, PTZ, I/O output and so on.
- Layout: Add, modify, or delete layouts of viewing live video.
- User: Add, modify, or delete users or roles.
- Group: Manage group of cameras and users.
- Event mail: Set the E-mail to receive or send the important information.

# 2

## GETTING STARTED

This chapter contains the following sections:

- [Prepare Network environment](#), page 5
- [Install Software](#), page 7
- [Main Menu](#), page 9
- [Add Devices](#), page 11

### Prepare Network environment

The HSV is a system to manage multiple NVRs. NVRs may not be on the same network, so we need to connect all devices to Internet, or the computer of installed HSV and its server and NVRs are port mapping to Internet.

We should connect NVRs to network correctly, and guarantee the NVRs are working normally.

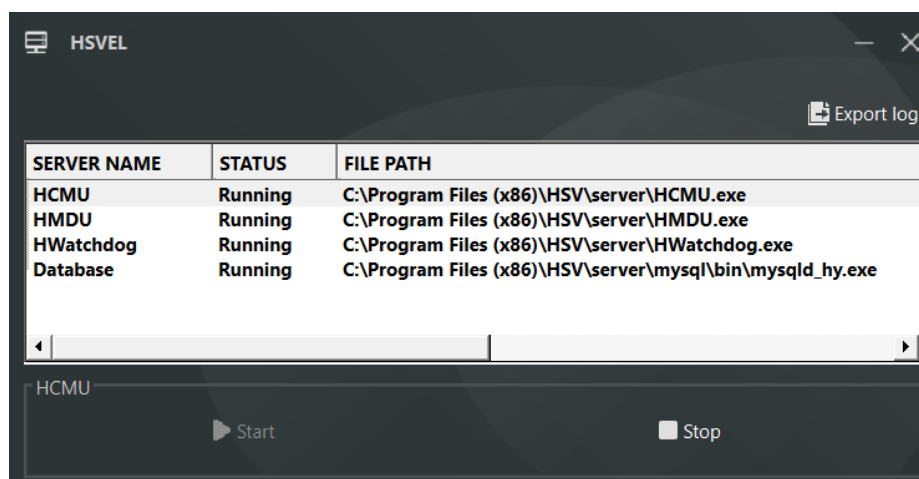
Playing many channels live view need stronger captivity, so the network and CPU must meet the [Table 5 NIC \(Network Interface Controller\) Parameter](#)

When the Network and computer are ready, you can install the HSV.

**Note:** *In the same configuration, the fewer the access cameras, the higher quality of real-time video; the denser the flow of people (human faces), the worse quality of real-time video. It can be adjusted according to actual needs. This is only a reference and please refer to actual configuration*

The HSVEL is used to manage the platform server components, which excludes the client, displaying the running status of the component. It can also control to start, stop, and delete the component. You can manually add the service. If the service component does not start normally, it will flash a reminder in the system tray to find the problem in time. The tool will launch as soon as the installation is successful.

**Figure 1 HSVEL UI**



- **HCMU:** Center manage unit

It is responsible for user management, device access, server configuration maintenance, event alarm and other non-streaming media business functions.

- **HMDU:** Media distribution unit

It is the streaming media distribution service, which is responsible for interacting with clients and distributing streaming media, including but not limited to video and audio data

- **HWatchdog:** System watch dog

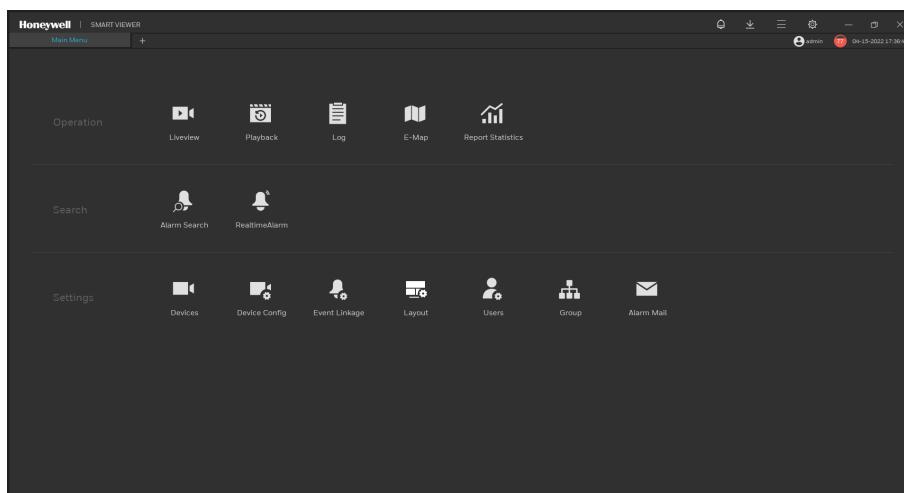
It is used to supervise HCMU, HMDU, and Database, restart program(s) when it finds the program(s) is closed abnormally.

- **Database:** It is for saving most of the data of HSV, including management data, running generated data, etc.
- **Export log:** export the logs of servers to local folder.

## About PC Client

Currently, the client supports Windows and iOS system, the following description is based on Windows system. It is specially designed for video management. Users can remotely access live view and video recordings, and manage users, devices, servers, events, etc. and meanwhile control devices. The client integrates common users and administrator users to facilitate unified management of resources.

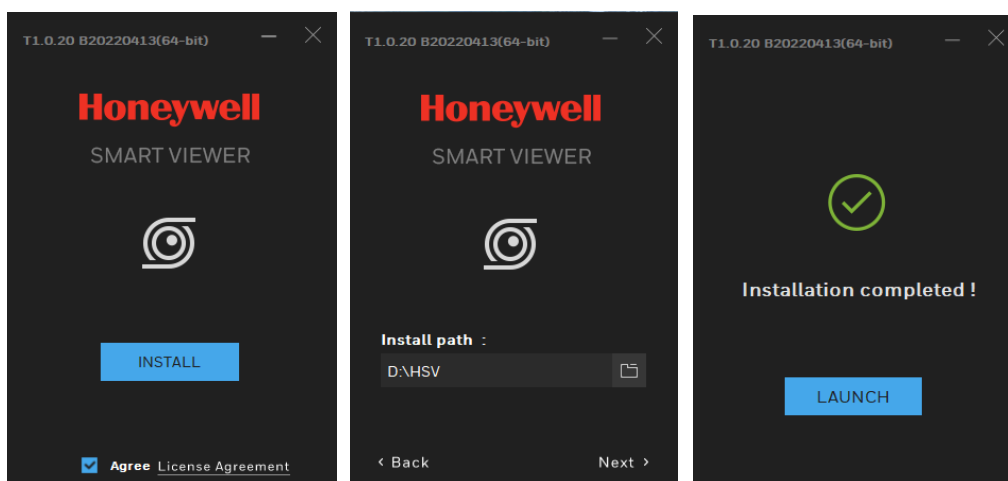
**Figure 2 Client Interface**



## Install Software

1. Download the HSV installation software package to a computer from <https://myhoneywellbuildingsuniversity.com>.
2. Double-click the installation package.
3. Click INSTALL and choose Install path. Click LAUNCH when the installation is completed.

**Figure 3 Install Software**



4. Activate the account by creating a new user name and password.

**Honeywell**  
SMART VIEWER  
11.0.20.00020413 (9/9/16)

### Password Setup

User name

Password

Confirm password

Database password

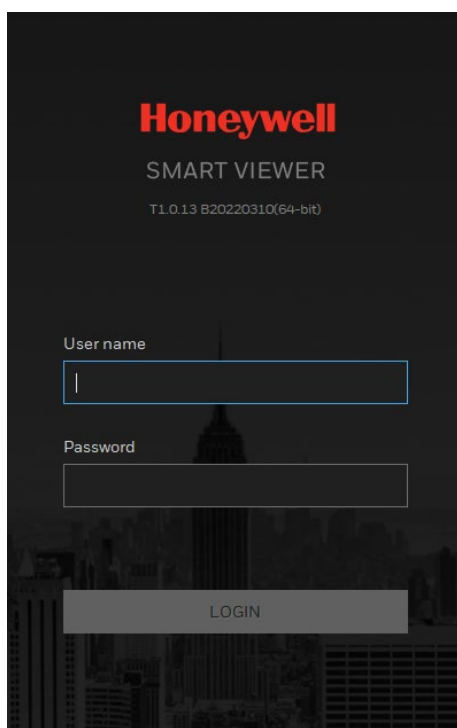
**SAVE**

Your password must have:

- Be 20 characters
- Upper & lower case letters
- At least one number
- One of the symbols: ~ ! @ # % ^ & \* ( ) \_ + = { } | \ ; ' " , . < > [ ] ~
- The first character must be a symbol or letter
- Not used

*Note The database password is used for unlock the database, you should login the special App (SQLyog Ultimate) to enter the setting database password for login password.*

- ### Figure 5 Login Interface



# Main Menu

Figure 6 Main Menu Interface

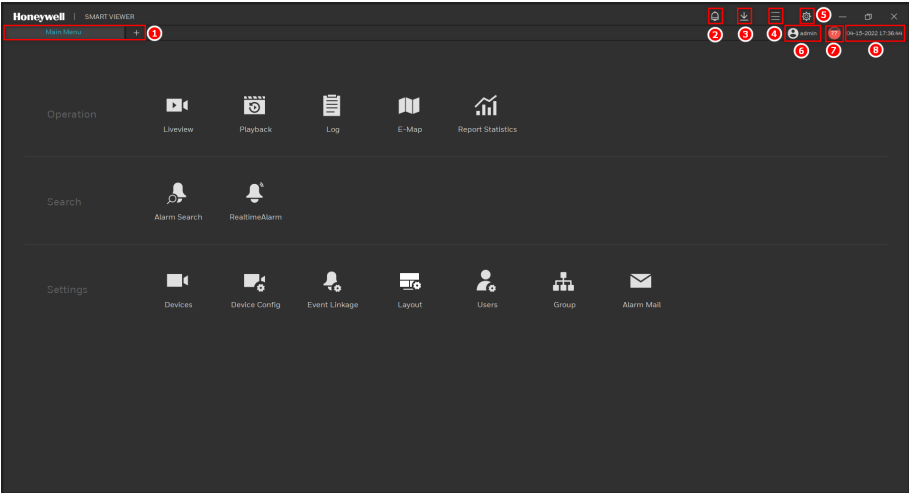


Table 6 Main Page Operations






No.	Description
1	Main menu: Click + to open the main menu.
2	 Real-time event: Click the icon to enter the real-time page.
3	 Backup: Click the icon to enter the <b>Backup Task</b> page.
4	 Operation: user (switch or modify password), lock screen, switch language, about version.
5	 System: basic setting, event notification, file path, shortcut key, snapshot setting, log export.
6	 User: shows the current username
7	Running status: shows the CPU and RAM running status.
8	Date and time

Figure 7 Backup Task

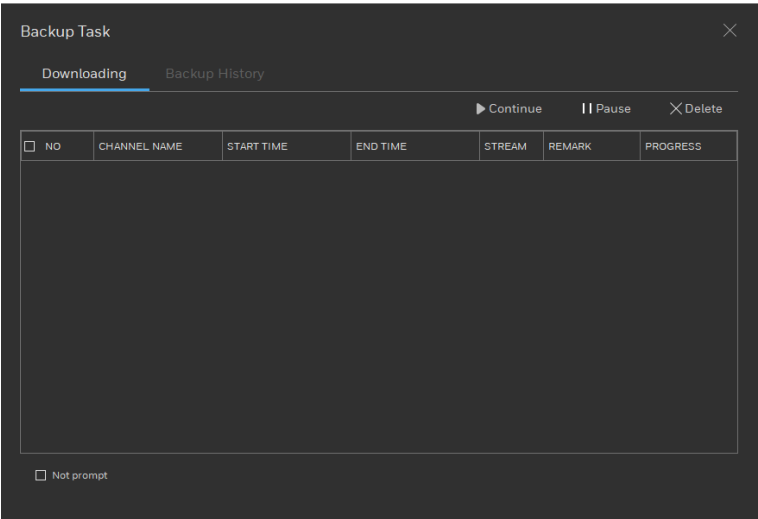


Figure 8 Operation

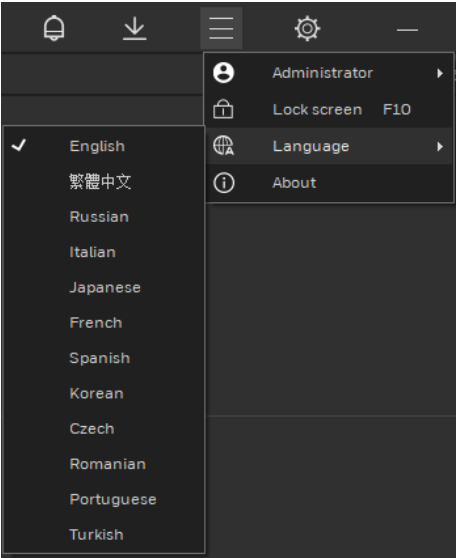
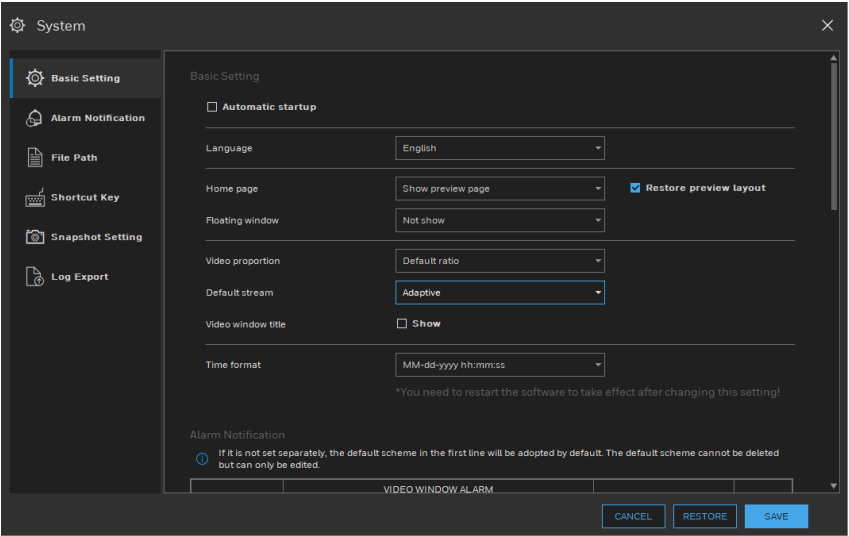



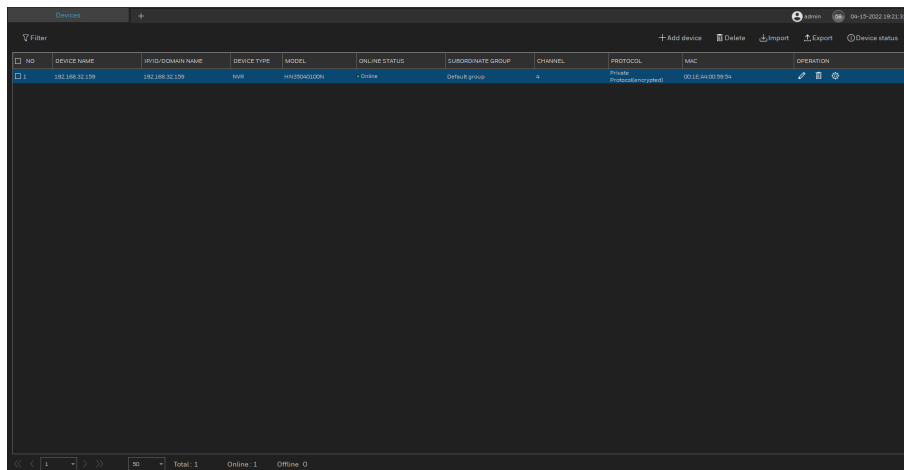
Figure 9 System Setting Window

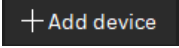


## Add Devices

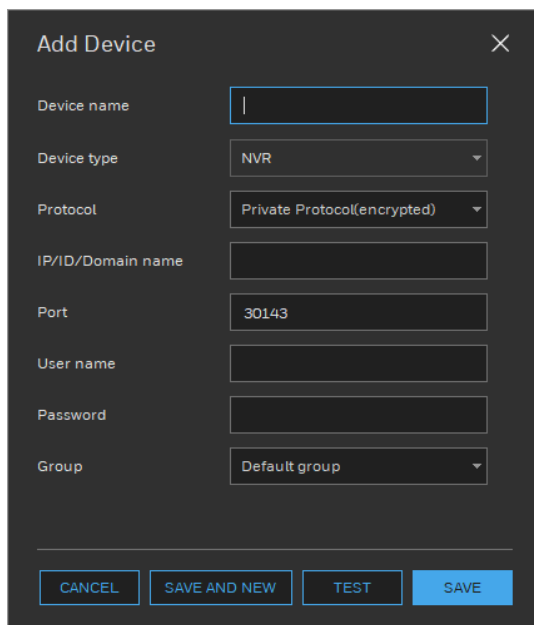
1. Go to Main Menu > Devices.
2. Click  to enter Device interface.

**Figure 10 Device Interface**



3. Click  to add device.

**Figure 11 Add Device**



4. Input Device name.
5. Choose Device type and Protocol.
6. Enter IP/ID/Domain name.
7. Enter Port (the default is 30143), User name and Password.
8. Choose Group.
9. Click TEST to check the information.
10. Click SAVE to add the device. If you want to add multi devices, click SAVE AND NEW.

# 3

## BASIC FUNCTION

*Note: The following interfaces are for reference only. The actual product UI shall prevail.*

This chapter contains the following sections:

- [Configuring Operation](#), page 12
- [Configuring Search](#), page 19
- [Configuring Setting](#), page [Error! Bookmark not defined.](#)

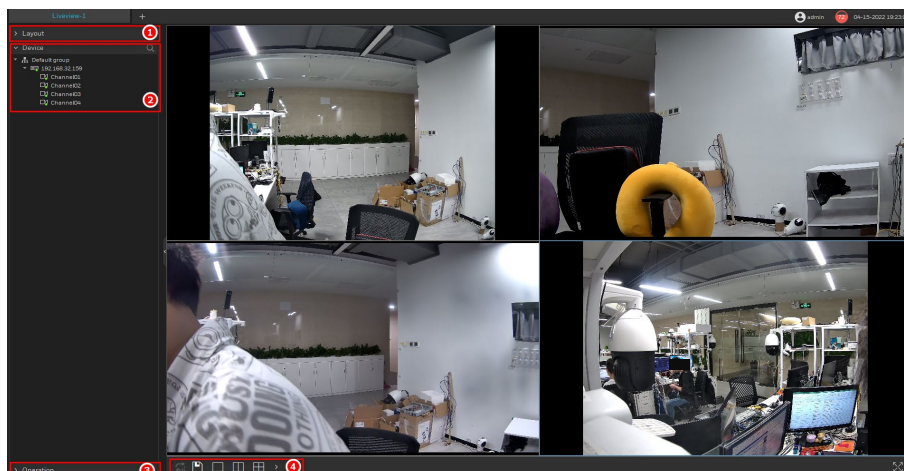
## Configuring Operation

### Live View

1. Go to Main Menu > Operation > Live View.

The **Live View** interface is displayed.

**Figure 12 Live View**

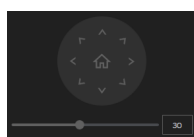


2. Play the live view by referring to [Table 7](#).

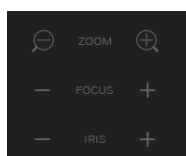
**Table 7 Live View Configurations**

No.	Description
1	<b>Layout:</b> the setting is referred to charter <b>Layout</b> .
2	<b>Device list:</b> shows the added devices list and the status of channels. Double-click the online channel to play live video, or drag the channel to split screen to play.
3	<b>Operation:</b> PTZ setting.
4	Layout of playing live view: switch to one screen, two screens or four split screens.

## PTZ Operation



: to adjust direction and speed of moving for PTZ cameras.



: used for monitoring PTZ cameras, zoom in/zoom out, near focus / far focus, iris +/ iris -.

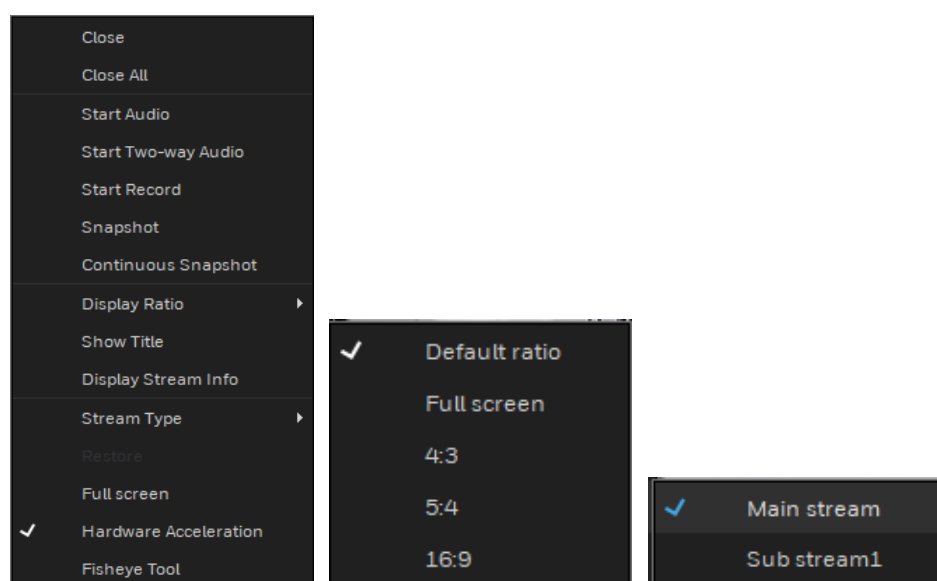


: used for PTZ cameras to set preset / tour/scan and so on.

You can open up to four interfaces to play live view.

Right-click on the live view screen to view the menu.

**Figure 13 Right-click Menu**



*Note The functions may vary by different models. Please refer to the actual product.  
For Mac or OS system, the fisheye tool can't be used.*

# Playback

- 1. Go to Main Menu > Operation > Playback.


The **Playback** interface is displayed.

**Figure 14 Playback Interface**



- 2. Configure the Playback parameters.

**Table 8 Playback Configurations**

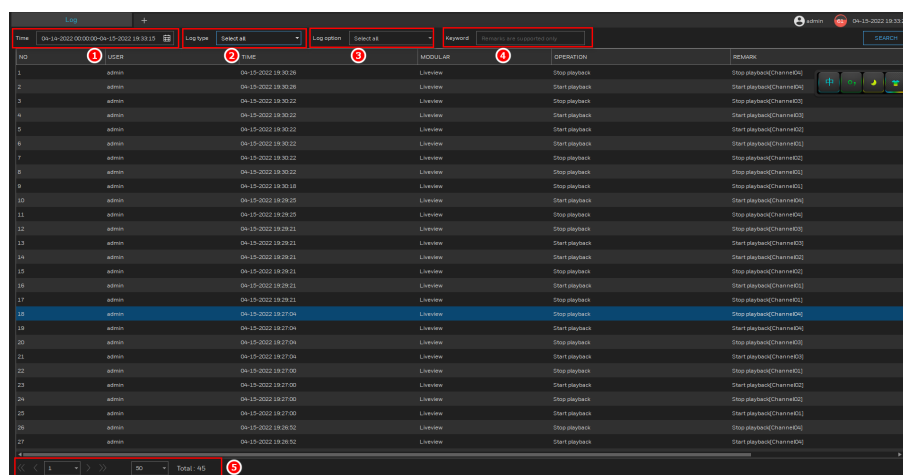
No.	Description
1	Device list: shows the adding devices list and the status of channels
2	Operation: refer to <a href="#">Live View</a>
3	Calendar: the green line marked means having record at these days. Input the detail time to search recording to play.
4	Hide calendar: click the calendar to hide it. Click again to unfold calendar.
5	In grid, click  to divide to many interval times. Grid image showing, you can quickly find scene to play.
6	Pause / Stop the playback video.
7	Speed play
8	Split screens to play recording.
9	Download backup (main stream or sub stream) / backup in batch.
10	Time interval: 15m / 30m / 1h / 4h / 8h / 12h / 24h can be chosen.
11	Time bar: the unit is based on time interval. If play multiple channels, it has multiple time bars to show different channels time.

# Log

- 1. Go to Main Menu > Operation > Log.

The Log interface is displayed.

**Figure 15 Log Interface**



2. Set the search condition.

**Table 9 Log Configurations**

No.	Description
1	Time, click the calendar icon to set the start and end time to search logs.
2	Log type, choose log types, select all / operation log /server log / system log.
3	Log option, tick the log options.
4	Keyword, remarks are supported only.
5	Page list, the result page, click arrow to enter next result page.

3. Click SEARCH.

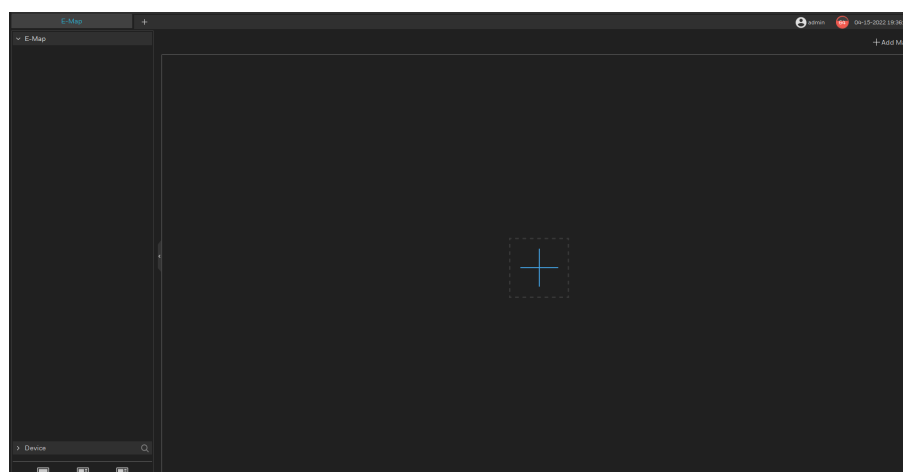
The detail result will show on list.

## E-Map

- Go to Main Menu > Operation > E-map to set map visually to see cameras' locations.

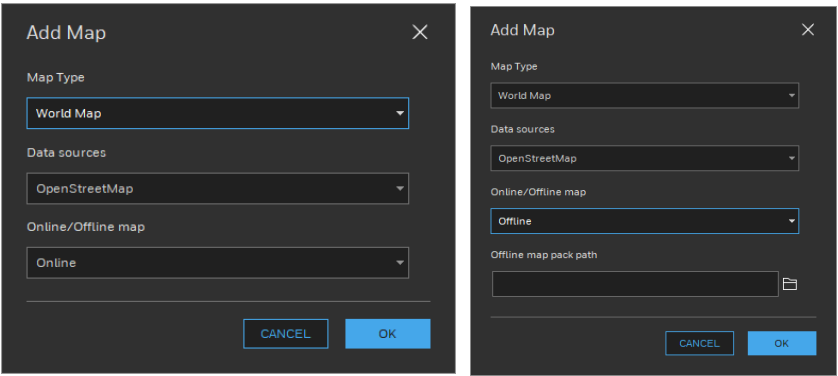
The **E-Map** interface is displayed.

**Figure 16 E-Map Interface**



- Click + to add map and choose the map online or offline.

Figure 17 Add Map Interface

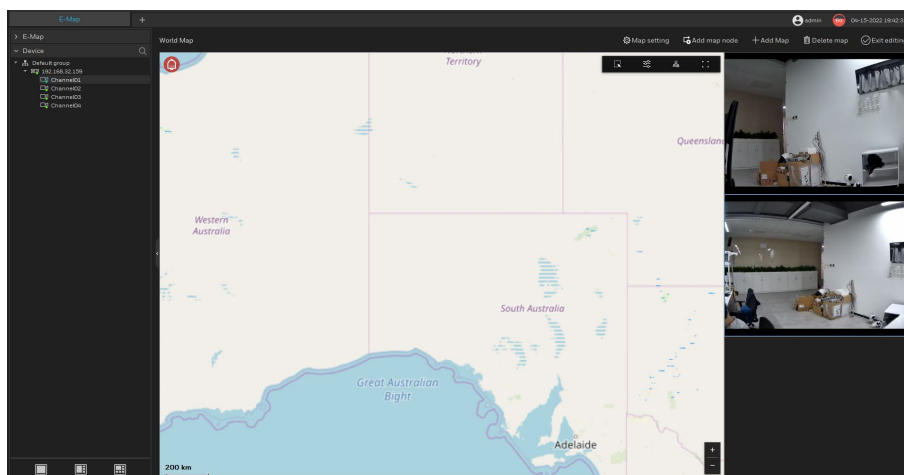


3. Set E-Map refer to [Table 10](#).

Table 10 E-Map Configurations

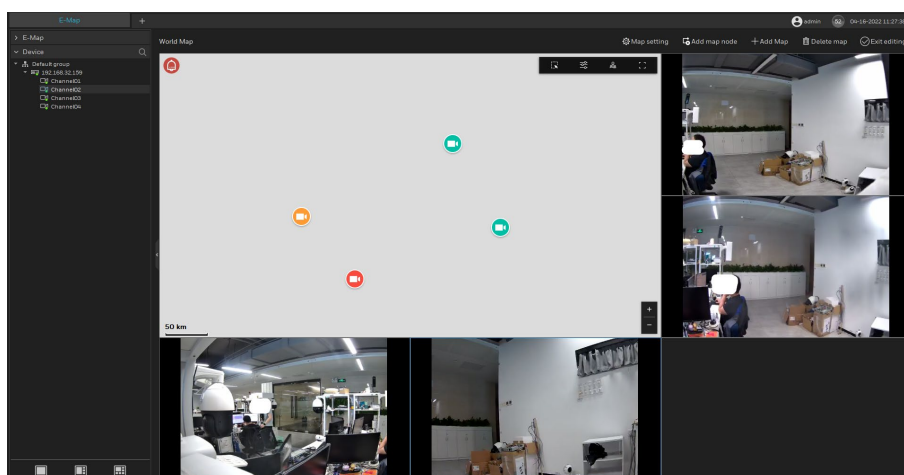
Icon	Description
	Click to set the map layout.
	Click to edit the map.
	Click to configure map setting
	Add map node
	Navigation bar
-	Devices selection: adjust the devices direction
	Resource filter
	Map node
	Full screen
	Zoom in / zoom out

**Figure 18 E-Map Layout Interface**



4. Drag channels to map, double click camera icon to play the live view.

**Figure 19 Showing E-Map Layout Interface**



## Report Statistics

Report statistics includes group event, device event, group online, device online. User can set the search time to view report.

1. Go to Main Menu > Operation > Report Statistics.

On the Group Event tab, you can view the group event statistic.

Figure 20 Group Event

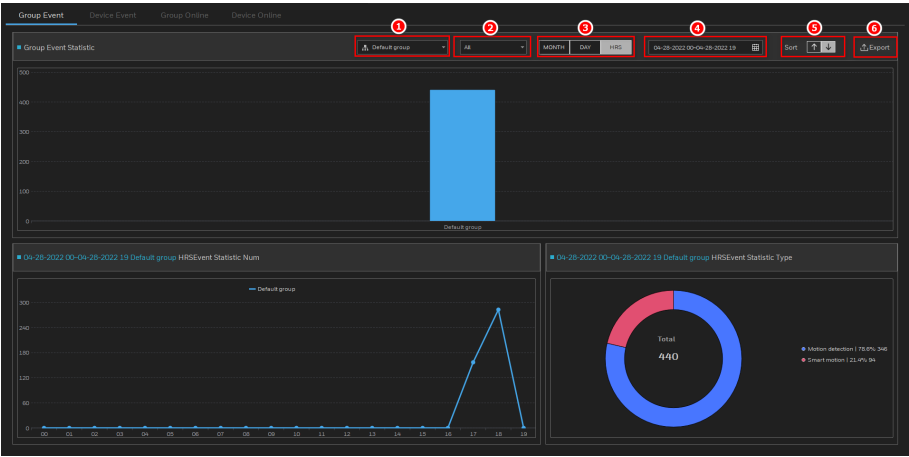


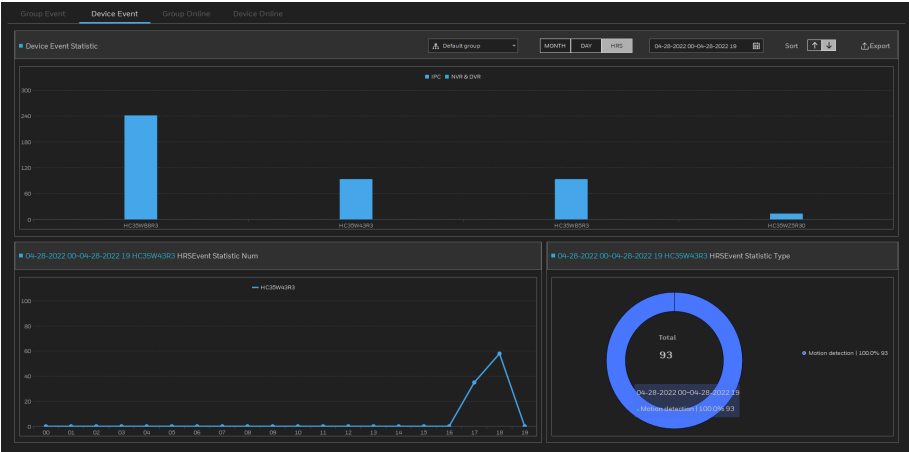
Table 11 Group Event Configurations

No.	Description
1	Group: choose the set group to search.
2	Choose from the drop-down list, Subordinates / ALL / Current
3	Time type: Month / Day / Hours
4	Follow as the time type to set the start time and end time.
5	Sort: ascending or descending order
6	Export: export the result.

There are three forms of visual display of data statistics: histograms, line charts and torus charts.

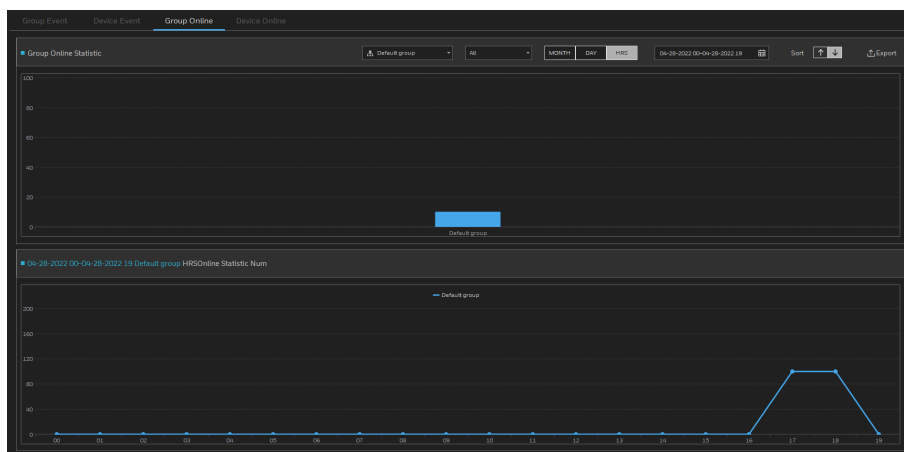
On the **Device Event** tab, you can view the device event statistic.

Figure 21 Device Event



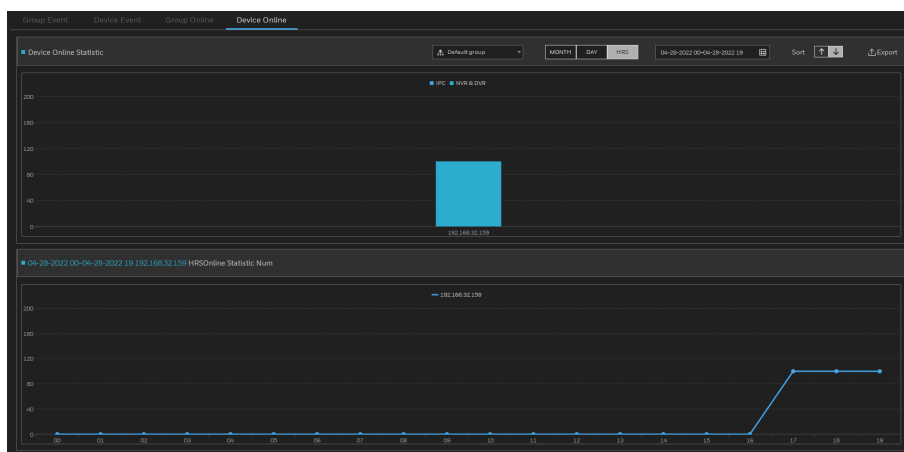
On the **Group Online** tab, you can view the group online statistic.

**Figure 22 Group Online.**



On the **Device Online** tab, you can view the channel online status by devices.

**Figure 23 Device Online.**

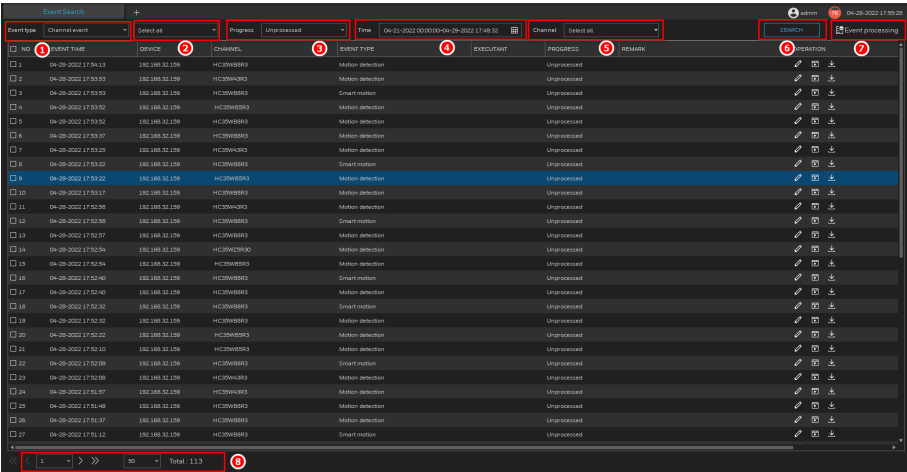


## Configuring Search

### Event Search

1. Go to Main Menu > Search > Event search.  
The Event Search interface is displayed.

Figure 24 Event Search

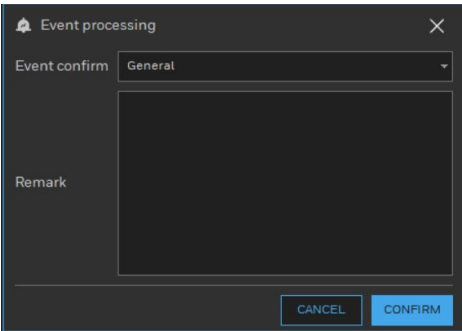


2. Configure parameters.

Table 12 Event Search Configurations

No.	Description
1	Event type: device event / channel event / server event
2	Choose kinds of event.
3	Progress: progressed or not progressed
4	Set the start time and end time from calendar.
5	Channel: choose the channels to search event
6	SEARCH: set all conditions click search button to search, results are shown in list.
7	Event processing: tick one event information to process
8	Page list: click arrow to enter next result page.

Figure 25 Event Processing



3. Edit the result, view the recording or backup the recording in the Operation section.


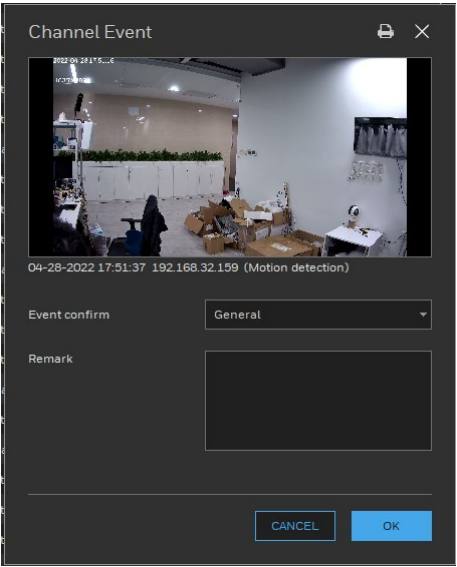
- Click  to enter event editing window.

Figure 26 Edit Event




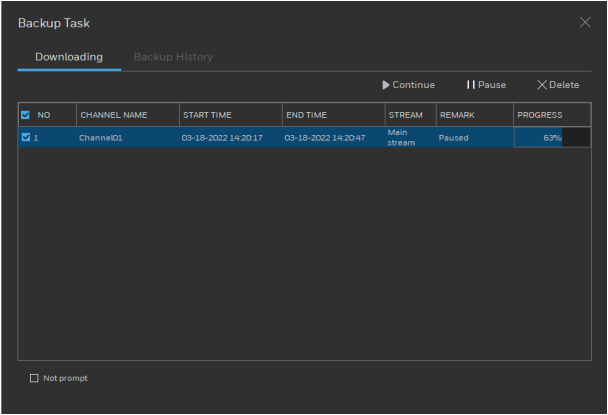
- Click  to enter event recording viewing window.

Figure 27 View Event Recording




- Click  to enter **Backup Task** window.

Figure 28 Backup Task

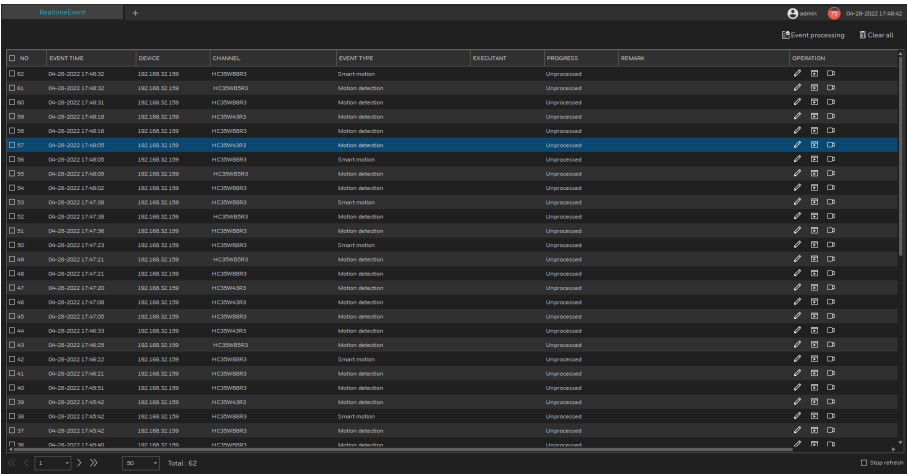


# Realtime Event

1. Go to Main Menu > Search > Real-time Event. Or click  to enter the real-time event interface.

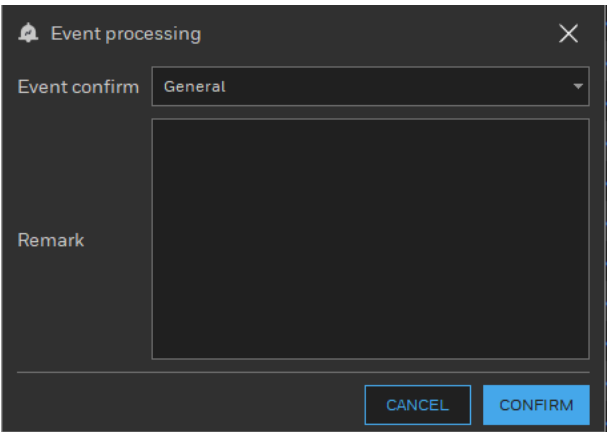
The **Real-time Event** interface is displayed.


**Figure 29 Real-time Event Interface**



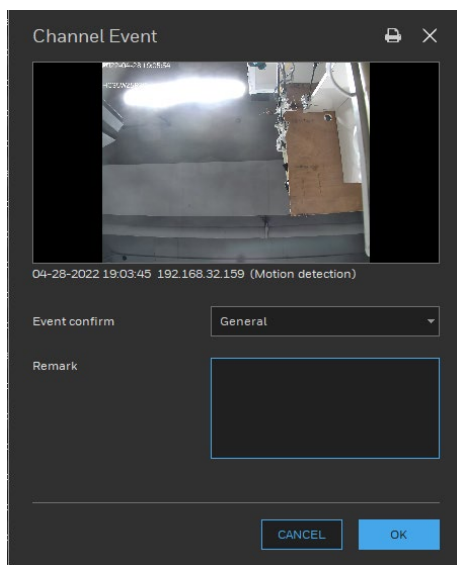
NO	EVENT TIME	DEVICE	CHANNEL	EVENT TYPE	EXECUTANT	PROGRESS	REMARK	OPERATION
62	04-28-2022 17:48:32	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
61	04-28-2022 17:48:32	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
60	04-28-2022 17:48:31	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
59	04-28-2022 17:48:18	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
58	04-28-2022 17:48:18	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
57	04-28-2022 17:48:09	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
56	04-28-2022 17:48:09	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
55	04-28-2022 17:48:09	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
54	04-28-2022 17:48:02	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
53	04-28-2022 17:47:38	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
52	04-28-2022 17:47:38	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
51	04-28-2022 17:47:36	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
50	04-28-2022 17:47:23	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
49	04-28-2022 17:47:21	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
48	04-28-2022 17:47:21	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
47	04-28-2022 17:47:20	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
46	04-28-2022 17:47:08	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
45	04-28-2022 17:47:05	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
44	04-28-2022 17:46:53	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
43	04-28-2022 17:46:35	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
42	04-28-2022 17:46:22	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
41	04-28-2022 17:46:21	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
40	04-28-2022 17:46:01	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
39	04-28-2022 17:45:42	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
38	04-28-2022 17:45:42	192.168.32.159	HC20W8083	Smart motion		Unprocessed		
37	04-28-2022 17:45:42	192.168.32.159	HC20W8083	Motion detection		Unprocessed		
36	04-28-2022 17:45:40	192.168.32.159	HC20W8083	Motion detection		Unprocessed		


Click  to enter **Event processing** pop-up window.



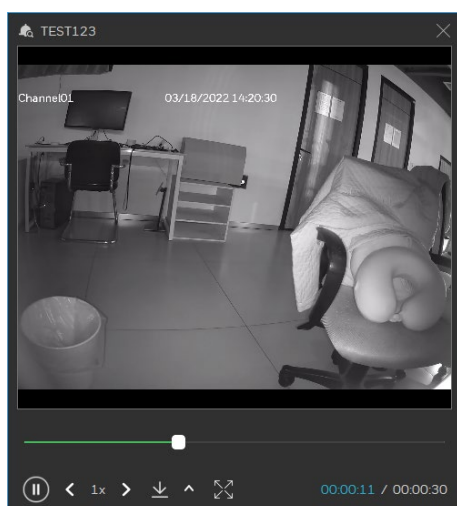
- Click  to enter event editing window.

**Figure 30 Edit Event Interface**



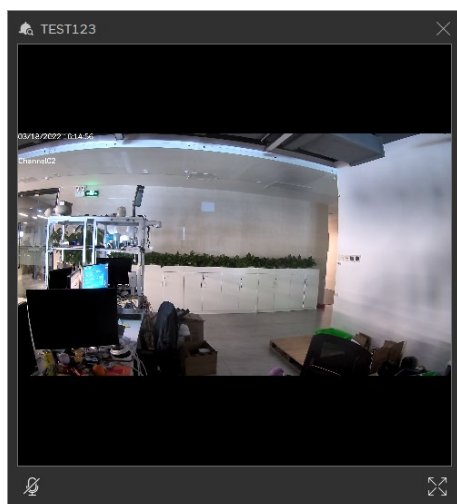
- Click  to enter event recording viewing window.

**Figure 31 View Event Recording**



- Click  to enter live view window.

**Figure 32 Live View**



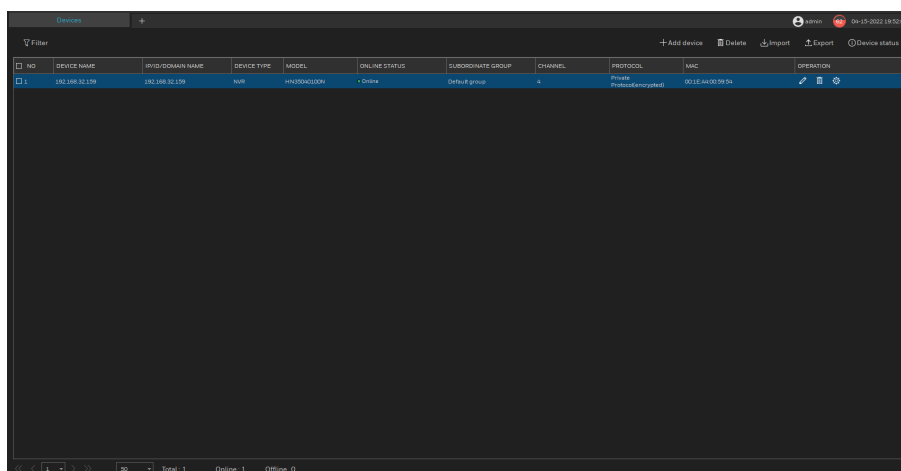
## Configuring Setting

### Devices

1. Go to Main Menu > Setting > Device.

The Device interface is displayed.

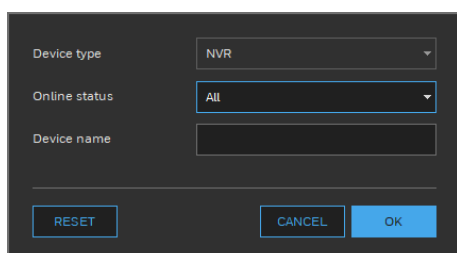
**Figure 33 Devices Interface**



2. Configure the Device page.

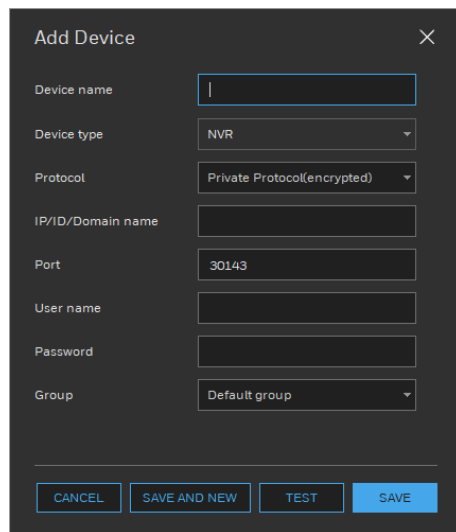
- Click  **Filter** to set quick filter for the NVR device.

**Figure 34 Filter Interface**



- Click **+ Add device** to add device.

**Figure 35 Add Devices Interface**



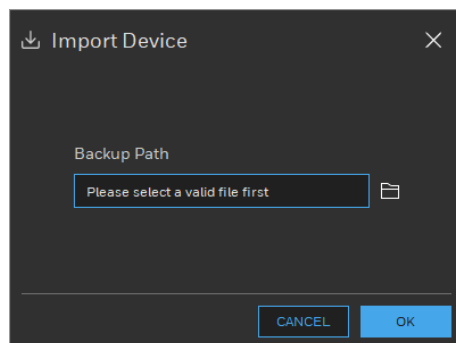
The 'Add Device' interface is a dark-themed dialog box with a close button (X) in the top right corner. It contains the following fields and controls:

- Device name:** A text input field with a cursor.
- Device type:** A dropdown menu currently showing 'NVR'.
- Protocol:** A dropdown menu currently showing 'Private Protocol(encrypted)'.
- IP/ID/Domain name:** A text input field.
- Port:** A text input field containing '30143'.
- User name:** A text input field.
- Password:** A text input field.
- Group:** A dropdown menu currently showing 'Default group'.

At the bottom, there are four buttons: 'CANCEL', 'SAVE AND NEW', 'TEST', and 'SAVE'.

- Tick the devices and click **Delete** to delete them in batch.
- Click **Import** to import the device.

**Figure 36 Import Device Interface**



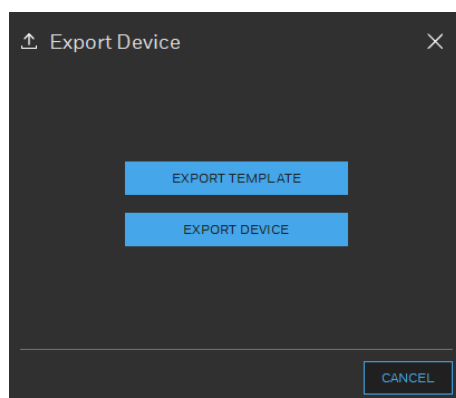
The 'Import Device' interface is a dark-themed dialog box with a close button (X) in the top right corner. It features a title bar with a download icon and the text 'Import Device'. The main content area includes:

- Backup Path:** A text input field with the placeholder text 'Please select a valid file first' and a folder icon to its right.

At the bottom, there are two buttons: 'CANCEL' and 'OK'.

- Click **Export** to export template or device.

**Figure 37 Export Device Interface**



The 'Export Device' interface is a dark-themed dialog box with a close button (X) in the top right corner. It features a title bar with an upload icon and the text 'Export Device'. The main content area contains two large blue buttons:

- EXPORT TEMPLATE**
- EXPORT DEVICE**

At the bottom right, there is a 'CANCEL' button.

Export template is used for users to input the device configuration manually, so that the file can import to HSV correctly.

Export device function can export the current device information including device name, device type, IP/URL, port, user name, password, protocol, subordinate group, and so on.

- Click **Device status** to check the device status.

**Figure 38 Device Status Interface**

NO	DEVICE NAME	IP/URL	DEVICE TYPE	ONLINE STAT	CHANNEL	MAC	RECORD STATUS	LAST RECORD TIME
1	TEST123	192.168.0.247	NVR	Online	4	00:1E:A4:00:58:14	-----	-----

<< < 1 > >> 50 Total: 1 Export

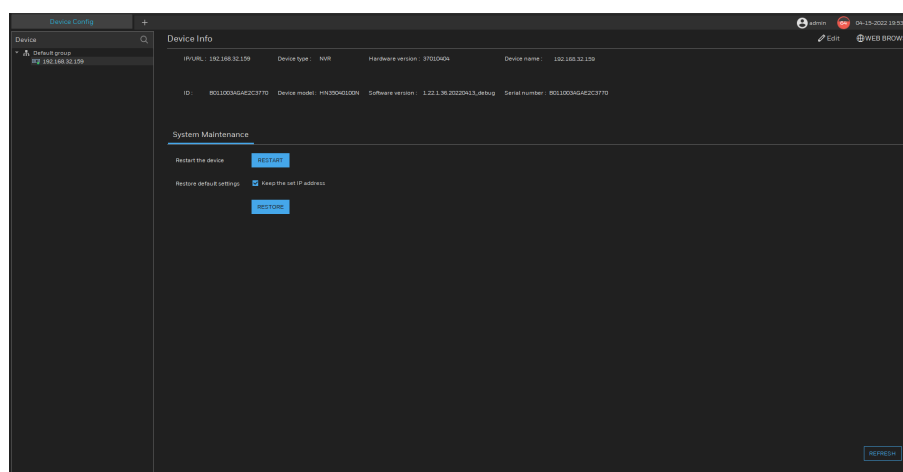
Click export to export the devices status which includes device name, IP/URL, device type, device status, channel, MAC, record status, last record time (maximum query time 40 days), and so on.

## Device Config

- Go to Main Menu > Setting > Device Config.

The Device Config interface is displayed.

**Figure 39 Device Config Interface**



**Note:** The device should be online, otherwise the operation cannot be done. When the device is offline, it shows Device Abnormal.

- Click Edit to reset the device name and click Save to finish.
- Click RESTART or RESTORE to restart or restore the online device.
- Click WEB BROWSER to enter the web of device.

# Event Linkage

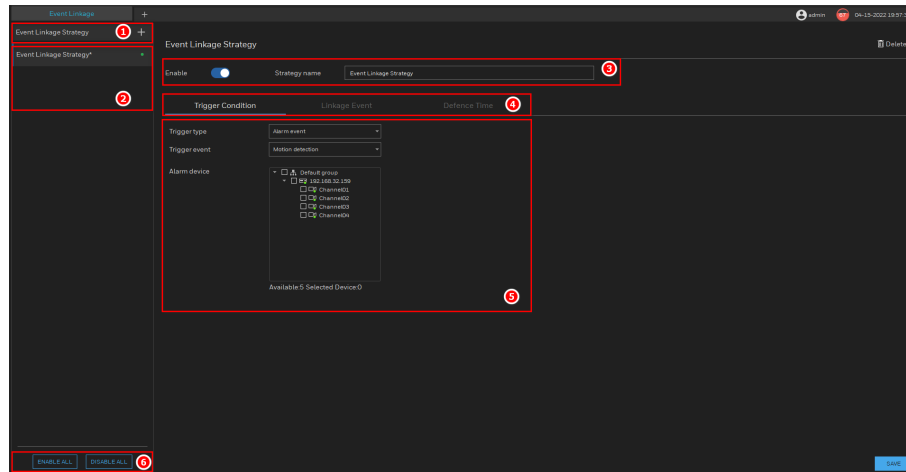
You can set the trigger condition to trigger event at the defence time.

1. Go to Main Menu > Setting > Event Linkage.
2. Click + to add new event linkage strategy.

The Event Linkage interface is displayed.

3. Set Event Linkage refer to [Table 13](#).

**Figure 40 Event Linkage interface**



**Table 13 Event Linkage Configurations**

No.	Function	Description
1	Add event linkage strategy	Click + to add new strategy. The new strategy is enabled by default.
2	Strategy list	Show all of the added strategies. Choose one to modify the parameter.
3	Modify strategy name	Enable or disable the strategy; Input the strategy name.
4	Trigger condition	Set the trigger type/ trigger event/ choose alarm device.
	Linkage event	Tick send email (email account can be set at <b>Event Mail</b> interface); PTZ (only for PTZ channels): click + to add more channels; IO output (IO output channels, not NVR's): click + to add more channels
	Defence time	The schedule of event linkage strategy
5	Trigger type	Choose the type from the drop-down list: <b>Alarm event</b> and <b>Timing</b> .
	Trigger event	Choose the alarm type as for trigger event. When the system receives the alarm information it triggers the strategy.
	Alarm device	Choose the channel(s) from the drop-down list.
	Tigger time	When it is on trigger time, the strategy is triggered, the system will inform.
	Repeat	Tick the repeat time from week.

No.	Function	Description
6	Operate all strategy	Enable or disable all strategy.

**Figure 41 Trigger Type - Timing**

**Figure 42 Linkage Event**

**Figure 43 Defence Time**

## Layout

This function is used for setting the layout to play live view.

1. Go to Main Menu > Setting > Layout.
2. Click + to add layout.

The Layout interface is displayed.

**Figure 44 Layout Interface**

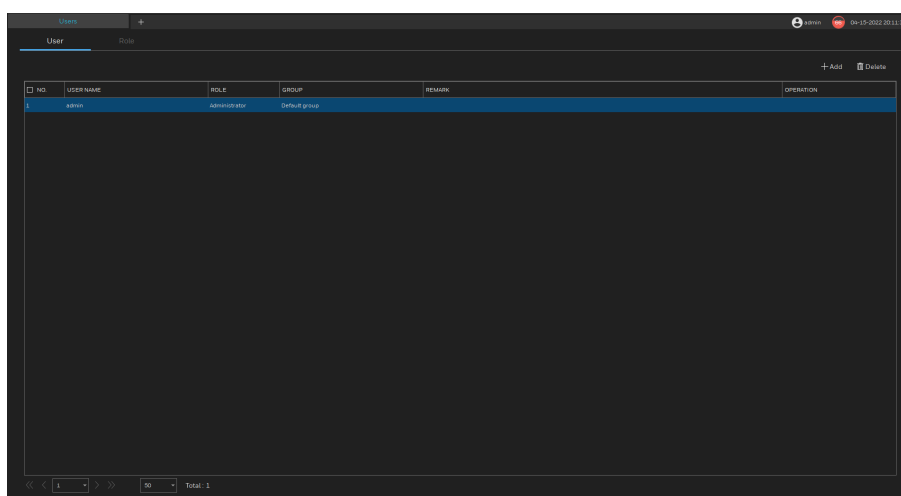
**Table 14 Layout Linkage Configurations**

No.	Function	Description
1	Add layout / layout list	Click + to add a new layout
2	Device list	All devices are managed by HSV system. Drag the channel to the split grid. Channels can be put to layout screen twice.
3	Preview video	Choose the online channel, right-click and choose play to preview the live video directly, you can open audio, or full screen.
4	Layout name	Set the name of layout, set the inspection interval.
5	Split screen	Choose the split screen mode.
6	Save / Cancel	Save or cancel the setting.

You can play live video as the layout on live view interface.

## Users

The HSV system can set different role operators to manage devices. The default roles are administrator and operator. You can add many users to manage system.

**Figure 45 User Interface**

## Add User

1. Go to Main Menu > Setting > User.
2. Click + to add user.

**Figure 46 Add User Window**

The 'Add User' window contains the following fields and sections:

- Form Fields:**
  - User name:
  - Password:
  - Role:
  - Confirm password:
  - Group:
  - Remark:
- Menu Privilege Tab:**
  - ☒ Select all
  - Operation:**
    - ☒ Liveview
    - ☒ Playback
    - ☒ Log
    - ☒ E-Map
  - ☒ Report statistics
  - Search:**
    - ☒ Event search
    - ☒ RealtimeEvent
  - Settings:**
    - ☒ Devices
    - ☒ Device config
    - ☒ Event linkage
    - ☒ Layout
    - ☒ Users
    - ☒ Group
    - ☒ Event mail
- Channel Privilege Tab:**
  - FUNCTION:**
    - ☒ Liveview
    - ☒ PTZ
    - ☒ Two-way Audio
    - ☒ Playback
    - ☒ Backup
  - CAMERA:**
    - ☒ Default group
    - ☒ 35NVR

Buttons at the bottom: CANCEL, SAVE AND NEW, SAVE.

3. Input user name, set password, choose role and group. Set remark optionally.

4. Set the Menu Privilege and Channel Privilege.

- **Menu Privilege**

- **Operation:** Live View, Playback, Log, E-map, Report Statistics
- **Search:** Event search, Real time event
- **Setting:** Device, Device config, Event linkage, Layout, Users

- **Channel Privilege**

Function (Live view, PTZ, Two-way audio, Playback, Backup) and Camera. The functions depend on the camera model.

## Add Role

The role is used for classifying users. You can set the role configuration advance, so that add users quickly.

**Figure 47 Add Role Window**

The 'Add Role' window contains the following fields and sections:

- Form Fields:**
  - Role:
  - Group:
  - Remark:
- Menu Privilege Tab:**
  - ☒ Select all
  - Operation:**
    - ☒ Liveview
    - ☒ Playback
    - ☒ Log
    - ☒ E-Map
  - ☒ Report statistics
  - Search:**
    - ☒ Alarm search
    - ☒ RealtimeAlarm
  - Settings:**
    - ☒ Devices
    - ☒ Device config
    - ☒ Event linkage
    - ☒ Layout
    - ☒ Users
    - ☒ Group
    - ☒ Alarm mail
- Channel Privilege Tab:**
  - FUNCTION:**
    - ☒ Liveview
    - ☒ PTZ
    - ☒ Two-way Audio
    - ☒ Playback
    - ☒ Backup
  - CAMERA:**
    - ☒ Default group
    - ☒ 16C3123
    - ☒ office

Buttons at the bottom: CANCEL, SAVE AND NEW, SAVE.

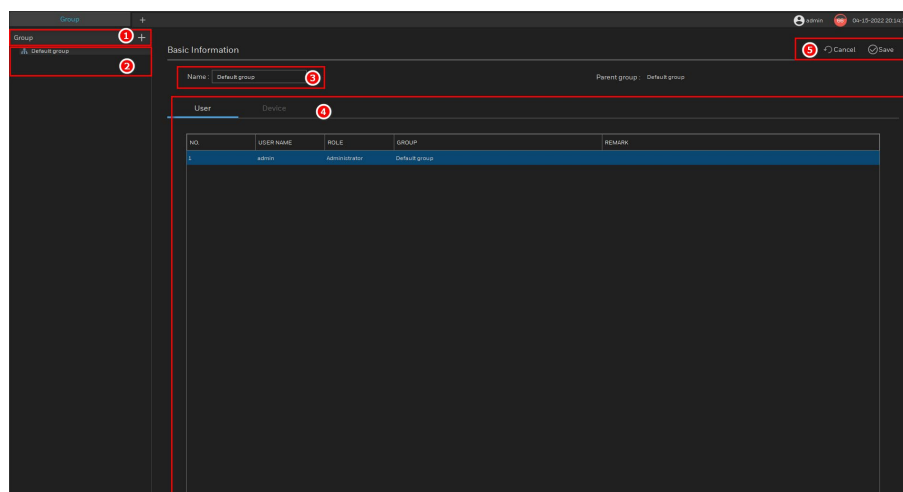
Set the menu privilege and channel privilege.

## Group

For managing the multiple devices and users conveniently, you can create the group to build subordinate relativity.

**Note:** There are up to 6 sub-groups for system to be set. Please arrange the subordinate organization rationally.  
The group should be set in advance, so that you can add users and devices into the set group, otherwise all users and devices are in default group.

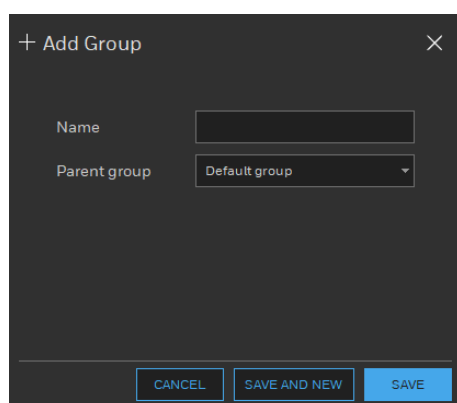
**Figure 48 Group Interface**



**Table 15 Group Configurations**

No.	Function	Description
1	Add group	Click + to add a new group, the pop-up window shows, enter the name, choose parent group from the drop-down list.
2	Group list	All groups are added. Right-click can operate the chosen group.
3	Basic information	Click edit to modify group name.
4	User / Device	Show the information of users / devices. When you add users or devices, choose the group, the details will show on here.
5	Save / Cancel	Save or cancel the setting.

**Figure 49 Add Group Window**



**Figure 50 Group-Device Interface**

NO.	DEVICE NAME	IP/URL	DEVICE TYPE	SUBORDINATE GROUP	CHANNEL	PROTOCOL	MAC
1	TEST123	192.168.0.247	NVR	Default group	4	Private Protocol(encrypted)	001E-04-0036-14
2	office	192.168.8.171	NVR	Default group	8	Private Protocol(encrypted)	0012-0A-0039-76

## Event Mail

1. Go to Main Menu > Setting > Event Mail.
2. Click + to add new event mail strategy.

**Figure 51 Event Mail Interface**

**Table 16 Email Configurations**

Parameter	Description
Strategy name	Input the strategy name
SMTP Server address	Enter the address of SMTP server of sender's email account.
SMTP Server Port	Enter the port value of SMTP server. The default value setting is 25. You can enter the value according to your actual situation.
Username	Enter the username and password of sender's email account.
Password	
Sender	Enter the sender's email address. It supports maximum three senders separated by comma.
Sending frequency	<p>This is the interval that the system sends an email for the same type of alarm event, which means, the system does not send emails caused by frequent alarm events.</p> <p>The value ranges from 1min to 30 min. 0 means that there is no interval.</p>

Parameter	Description
Transfer mode	Select the encryption type: No encryption, SSL, or STARTTLS. For SMTP server, the default encryption type is No encryption.
Recipient1/ Recipient2	Click <b>MAIL TEST</b> to test the email sending function. If the configuration is correct, the receiver's email account will receive the email.  Before testing, click <b>SAVE</b> to save the settings.

# 4

## FAQ

Questions	Solutions
The software is installed failed.	<ul style="list-style-type: none"> <li>• Close the antivirus program of computer.</li> <li>• If close the antivirus program is not work, it may be the installing JavaScript broken, database is error, please connect with technician of our company</li> </ul>
The software is installed successfully, but cannot login.	<ul style="list-style-type: none"> <li>• Error code -4010 means the server doesn't work, if the status at 'Server Manager Tool' is showing no register, you install the HSV platform again.</li> <li>• Error code -3998 means the database is not working normally, f the status at 'Servers Management Tool' is showing no register, you install the platform again.</li> </ul>
The software is error, you need to collect logs to send technician	<ul style="list-style-type: none"> <li>• Login the log interface to export the client-end logs, open the Server Manager Tool at the desktop, click "Export log" to export the server logs.</li> </ul>
The preview screen shows no data	<ul style="list-style-type: none"> <li>• The network environment is not stable.</li> <li>• The channel is offline.</li> </ul>
The speed of downloading playback recording.	<ul style="list-style-type: none"> <li>• For local network or 100 Mbps network, the download rate is 5~6 Mbit/s</li> </ul>
Some event messages have recording, but some do not have.	<ul style="list-style-type: none"> <li>• The event enables recoding, so the real time event can play the recording, but some event such as device disconnect, there are no recording.</li> </ul>
Forget password	<ul style="list-style-type: none"> <li>• Uninstall the system, and install it again to activate the account.</li> </ul>

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