

Honeywell

Honeywell Smart Viewer

Desktop App

User Guide

Recommended

Find the latest version of this and other Honeywell NVR documents on our website:
<https://buildings.honeywell.com/security>.

Copy Right

© 2025 Honeywell International Inc. All rights reserved. No part of this publication may be reproduced by any means without written permission from Honeywell. The information in this publication is believed to be accurate in all respects. However, Honeywell cannot assume responsibility for any consequences resulting from the use thereof. The information contained herein is subject to change without notice. Revisions or new editions to this publication may be issued to incorporate such changes. For patent information, see <https://buildings.honeywell.com/us/en/support/legal/patents>.

Revision

Issue	Date	Revisions
A	05/2022	New document
B	07/2022	Add notes.
C	10/2022	Add "Could Account" and "P2P" feature.
D	03/2023	Add MFA feature in "Cloud Account" chapter.
E	09/2023	Add people counter and update images. Update tables.
F	08/2025	<ol style="list-style-type: none">1. Add 4000*3000 stream performance in Table 3 Reference GPU Performance in Chapter1: Introduction=>Performance.2. Update the languages list in Chapter 2: Getting Started=>Main Menu.3. Add the local backup video play for encrypted and watermark video in Chapter 3: Basic Function=> Playback.4. Update explanation for Log in Chapter 3: Basic Function=>Log.5. Update explanation for Report Statistics in Chapter 3: Basic Function=>Report Statistics.6. Update event search type of Chapter 3: Basic Function=>Configuring Search=>Event Search.7. Update web browser visit function in Chapter 3: Basic Function=>Configuring Setting=>Device Config.

General Data Protection Regulation

Please be aware that this product can store personal data.

Personal data is protected by the General Data Protection Regulation (2016/679) in Europe and therefore the owners of personal data have obtained certain rights thanks to this regulation.

We strongly advise you to be fully aware of these owner (“data subjects”) rights as well as which limitations you have to obey regarding the use and distribution of this data.

Further details can be found on the GDPR website of the EU:

https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en

Warranty and Service

Subject to the terms and conditions listed on the product warranty, during the warranty period Honeywell will repair or replace, at its sole option, free of charge, any defective products returned prepaid.

In the event you have a problem with any Honeywell product, please call Customer Service at 1.800.323.4576 for assistance or to request a **Return Merchandise Authorization (RMA)** number.

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

TABLE OF CONTENTS

About This Document.....	1
Overview of Contents.....	1
1 Introduction	1
Overview.....	1
Performance.....	1
Key Features.....	4
2 Getting Started.....	6
Prepare Network Environment.....	6
Install Software.....	8
Main Menu	10
Cloud Account.....	13
Add Devices by P2P	20
3 Basic Function.....	22
Configuring Operation.....	22
Live View.....	22
Playback.....	24
Log.....	26
E-Map.....	28
Report Statistics.....	30
Configuring Search	32
Event Search.....	32
Realtime Event.....	36
Configuring Setting.....	38
Devices.....	38
Device Config	40
Event Linkage.....	41
Layout.....	42
Users	43
Group.....	45

Event Mail.....	47
Configuring People Counter.....	48
Dashboard.....	48
People Flow Statistics.....	49
Setting.....	50
4 FAQ.....	54

Figures

Figure 1 HSVEL UI.....	7
Figure 2 Client Interface	8
Figure 3 Install Software.....	8
Figure 4 Activate HSV.....	9
Figure 5 Login Interface.....	9
Figure 6 Main Menu Interface	10
Figure 7 Backup Task	11
Figure 8 Operation.....	12
Figure 9 Cloud Account Login	13
Figure 10 System Setting Window.....	13
Figure 11 Cloud Account Login Page in HSV Desktop App	14
Figure 12 Create Cloud Account in HSV Desktop App.....	14
Figure 13 Set MFA in HSV Desktop App.....	15
Figure 14 Disable MFA in HSV Desktop App.....	15
Figure 15 MFA Confirmation in HSV Desktop App.....	15
Figure 16 Google Authenticator Key in HSV Desktop App.....	16
Figure 17 Sync Google Authenticator with the HSV App.....	16
Figure 18 Quick Login.....	17
Figure 19 Forgot Password of Cloud Account.....	17
Figure 20 Forgot Google Authenticator Key of Cloud Account	18
Figure 21 Input Correct Password.....	18
Figure 22 Verify Google Verification Code.....	19
Figure 23 Cloud Account Information.....	19
Figure 24 Cloud Account Dialog Box	19
Figure 25 Log in Cloud Account in HSV Desktop App.....	20
Figure 26 Devices Interface	20
Figure 27 Add Device by P2P	21
Figure 28 Live View.....	22
Figure 29 Right-click Menu	23
Figure 30 Playback Interface.....	24
Figure 31 Local interface	25
Figure 32 Log Interface.....	26
Figure 33 E-Map Interface	28
Figure 34 Add Map Interface.....	28
Figure 35 E-Map Layout Interface.....	29
Figure 36 Showing E-Map Layout Interface	30
Figure 37 Group Event.....	31
Figure 38 Device Event.....	31
Figure 39 Group Online.....	32
Figure 40 Device Online.....	32
Figure 41 Event Search	33
Figure 42 Event Processing.....	35
Figure 43 Edit Event.....	35
Figure 44 View Event Recording.....	36
Figure 45 Backup Task	36
Figure 46 Real-time Event Interface	36
Figure 47 Edit Event Interface.....	37
Figure 48 View Event Recording.....	37
Figure 49 Live View.....	38
Figure 50 Devices Interface	38
Figure 51 Filter Interface.....	38
Figure 52 Add Devices Interface.....	39
Figure 53 Import Device Interface.....	39

Figure 54 Export Device Interface	39
Figure 55 Device Status Interface.....	40
Figure 56 Device Config Interface.....	40
Figure 57 Event Linkage interface	41
Figure 58 Trigger Type - Timing.....	42
Figure 59 Linkage Event.....	42
Figure 60 Defence Time	42
Figure 61 Layout Interface	43
Figure 62 User Interface	44
Figure 63 Add User Window.....	44
Figure 64 Add Role Window	45
Figure 65 Group Interface.....	46
Figure 66 Add Group Window	46
Figure 67 Group-Device Interface.....	47
Figure 68 Event Mail Interface	47
Figure 69 Dashboard Interface.....	48
Figure 70 People Flow Statistics Interface.....	49
Figure 71 Regional Statistics	50
Figure 72 Setting Interface.....	50
Figure 73 Regional Devices.....	51
Figure 74 Regional Devices.....	51
Figure 75 Remove Device Confirm Page.....	51
Figure 76 Access Direction Configuration	52
Figure 77 Flow Prevention and Control.....	52
Figure 78 Advanced Parameters	53

Tables

Table 1 OS Requirements.....	1
Table 2 Reference GPU Performance (Windows 10 pro)	2
Table 3 Reference GPU Performance (Windows 11 pro)	2
Table 4 Reference GPU Performance (MacOS Monterey 12.6.3).....	3
Table 5 Reference GPU Performance (MacOS Ventura 13.0).....	3
Table 6 NIC (Network Interface Controller) Parameter.....	4
Table 7 Network connection	6
Table 8 Main Page Operations	10
Table 9 Live View Configurations.....	23
Table 10 Playback Configurations.....	24
Table 11 Log Configurations.....	26
Table 12 E-Map Configurations	28
Table 13 Group Event Configurations	31
Table 14 Event Search Configurations	34
Table 15 Event Linkage Configurations	41
Table 16 Layout Linkage Configurations	43
Table 17 Group Configurations.....	46
Table 18 Email Configurations.....	47
Table 19 Dashboard interface.....	48
Table 20 People Flow Statistics Parameter	49
Table 21 Region Setting	50
Table 22 Region setting.....	52
Table 23 Advanced Parameters	53

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.

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 64 NVRs including maximum 2048 video channel connection in total.

- Note:*
- *Cameras can't be added directly by HSV.*
 - *The 'OS requirements' table just keep the HSV working in your PC. If you want to play more videos, please refer to the performance table.*

Table 1 OS Requirements

Item	Requirements (Windows)	Requirements (macOS)
OS	Microsoft® Windows® 10 (64 bit) Microsoft® Windows® 11 (64 bit)	Mac OS: Monterey 12.6, Ventura 13.0, or above
CPU	Intel® Core™ i5-8500 or better	2.6 GHz Dual-core Intel Core i5 or above
GPU	Intel HD Graphics or above	Intel HD Graphics 6000 1536 MB 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

Item	Requirements (Windows)	Requirements (macOS)
Hard Drive	50 GB or Above	50 GB or Above

Table 2 Reference GPU Performance (Windows 10 pro)

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (kbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H265 OR H264	Intel(R) Core i5- 7500 3.40 GHz	Intel(R) HD Graphi cs 530	8GB	3552*3552	4096	25	1
				3840*2160	4096	25	2
				2592*1520	4096	25	3
				1920*1080	2048	25	8
				704*576	1024	25	40

Table 3 Reference GPU Performance (Windows 11 pro)

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (kbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	Intel(R) Core i5- 7500 3.40 GHz	NVIDIA GTX 1050Ti	16GB	3552*3552	4096	25	9
				3840*2160	4096	25	12
				2592*1520	4096	25	22
				1920*1080	2048	25	32
				704*576	1024	25	80
				352*288	512	15	128
H265	Intel(R) Core i5- 7500 3.40 GHz	NVIDIA GTX 1050Ti	16GB	3552*3552	4096	25	6
				3840*2160	4096	25	6
				2592*1520	4096	25	16
				1920*1080	2048	25	28
				704*576	1024	25	80
				352*288	512	15	108

Table 4 Reference GPU Performance (MacOS Monterey 12.6.3)

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (kbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	intel Core i5 3.1GHz	Intel Iris Pro Graphics 6200 1536MB	8GB	3552*3552	4096	25	1
				3840*2160	4096	25	2
				2592*1520	4096	25	8
				1920*1080	2048	25	12
				704*576	1024	25	32
H265	intel Core i5 3.1GHz	Intel Iris Pro Graphics 6200 1536MB	8GB	3840*2160	4096	25	1
				2592*1520	4096	25	4
				1920*1080	2048	25	8
				704*576	1024	25	24

Table 5 Reference GPU Performance (MacOS Ventura 13.0)

Encoding Format	CPU	GPU	RAM	Resolution	Bit Rate (kbps)	Frame Rate (fps)	Max Cameras Viewed Simultaneously
H264	intel Core i5 3.3GHz	AMD Radeon Pro 5300 4GB	16GB	3552*3552	4096	25	5
				3840*2160	4096	25	6
				2592*1520	4096	25	12
				1920*1080	2048	25	24
				704*576	1024	25	86
				352*288	512	15	88
H265	intel Core i5 3.3GHz	AMD Radeon Pro 5300 4GB	16GB	3552*3552	4096	25	5
				3840*2160	4096	25	6
				2592*1520	4096	25	12
				1920*1080	2048	25	24
				704*576	1024	25	86
				352*288	512	15	88

Table 6 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: Configurates 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.

People Counter

- Dashboard: Real-time preview and count the number of people staying in each region with the number of people entering, leaving, and the flow of people

- People Flow Statistics: Count the flow of people by period, and display according to the histogram, line graph, and table.
- Setting: Configure region equipment, strategies, parameters, and other information.

GETTING STARTED

This chapter contains the following sections:

- [Prepare Network Environment](#), page 6
- [Install Software](#), page 8
- [Main Menu](#), page 10
- [Cloud Account](#), page 13
- [Add Devices by P2P](#), page 20

Prepare Network Environment

The HSV is a system to manage multiple NVRs.

Table 7 Network connection

Network mode	Application Scenarios	Configuration complexity	Remote Access	Condition
LAN IP	Local monitoring management (same network)	Low	Not support	The HSV server and NVRs are in the same LAN.
WAN IP + Port mapping	External remote access (Local monitoring management)	High	Support	Need set Internet IP, Port mapping of NVRs.
P2P	External remote access (Simplify configuration requirements)	Low	Support	Need set P2P server, NVRs are on internet.

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

Playing many channels live view need stronger capability, so the network and CPU must meet the [Table 6 NIC \(Network Interface Controller\) Parameter](#)

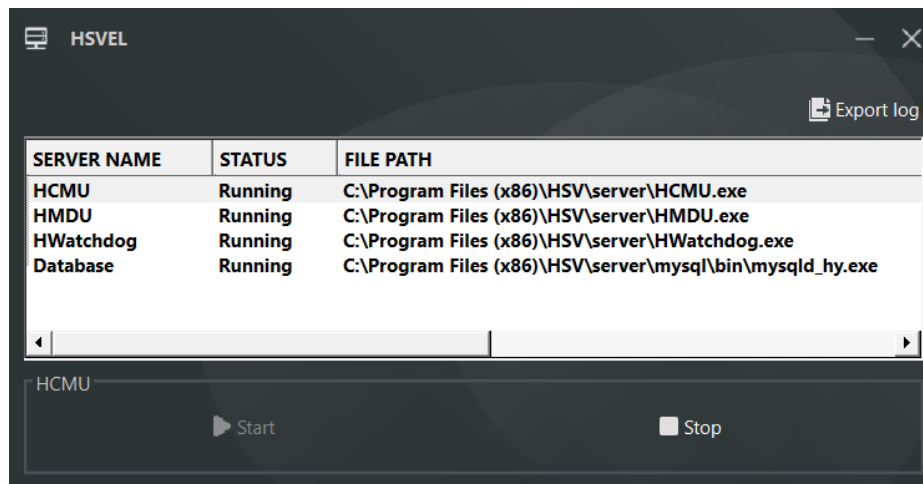
When the Network and computer are ready, you can install the HSV.

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 be used 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.

The HSVEL is only used for debugging, it is in the installation path, when the HSV is malfunctioning, users should boot up the HSVEL to check up.

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.

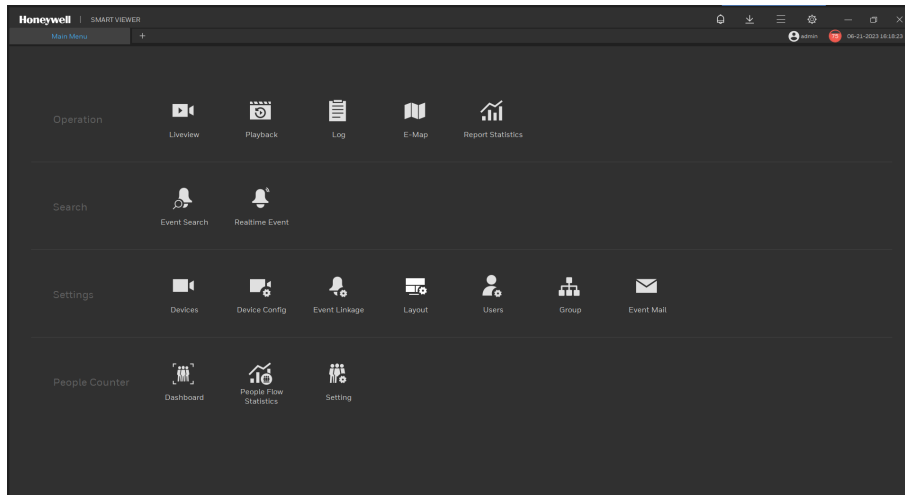
- **Database:** It is for saving most of the data of HSV, including management data, running generated data, and so on.
- **Export log:** export the logs of servers to local folder.

About PC Client

The client supports Windows and macOS system currently. 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.

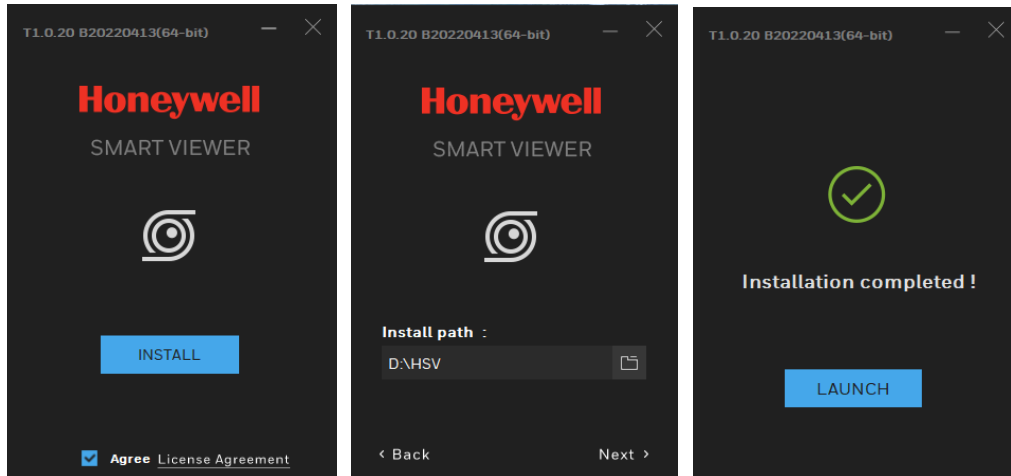
Figure 2 Client Interface



Install Software

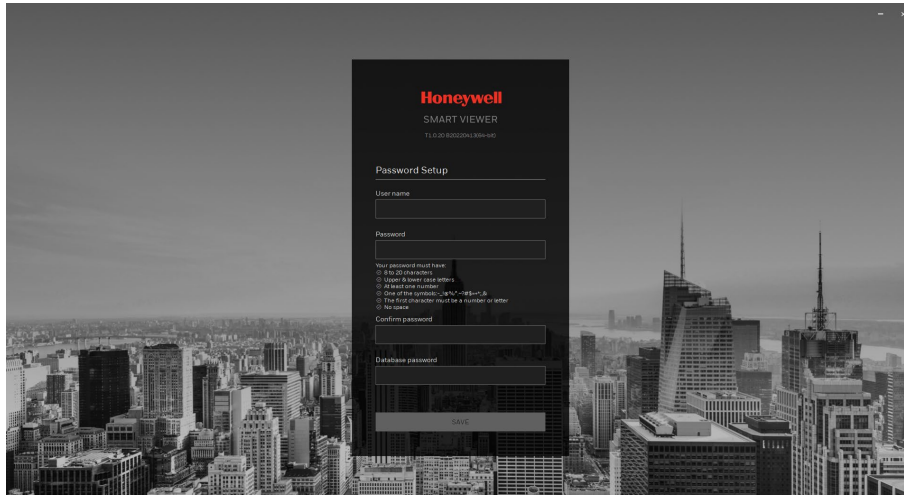
1. Go to <https://myhoneywellbuildingsuniversity.com> and login. Go to Technical Support Self-Service → Download Center to download the HSV installation software package to your computer.
2. Double-click the installation package.
3. Click INSTALL and choose Install path. Click LAUNCH when the installation is completed.

Figure 3 Install Software



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

Figure 4 Activate HSV

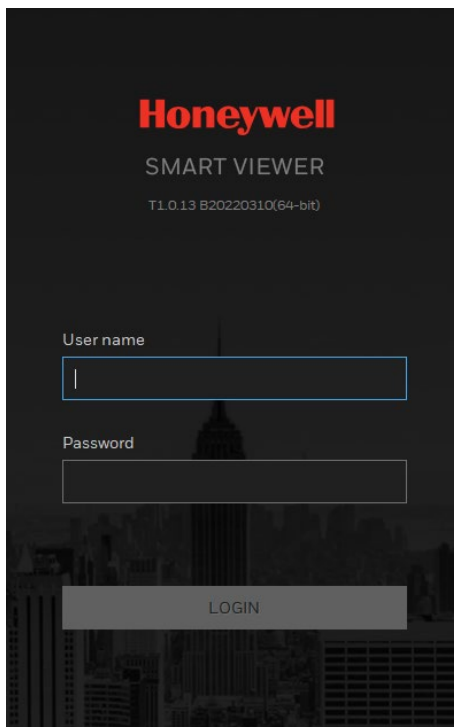


Please set password according to the requirement displayed on the Password Setup interface.

Note The database password is used for unlocking the database and you should login the special app (SQLyog Ultimate) to check the database by using the database password.

5. On the Login page, input the created User name and Password.

Figure 5 Login Interface



Main Menu

Figure 6 Main Menu Interface

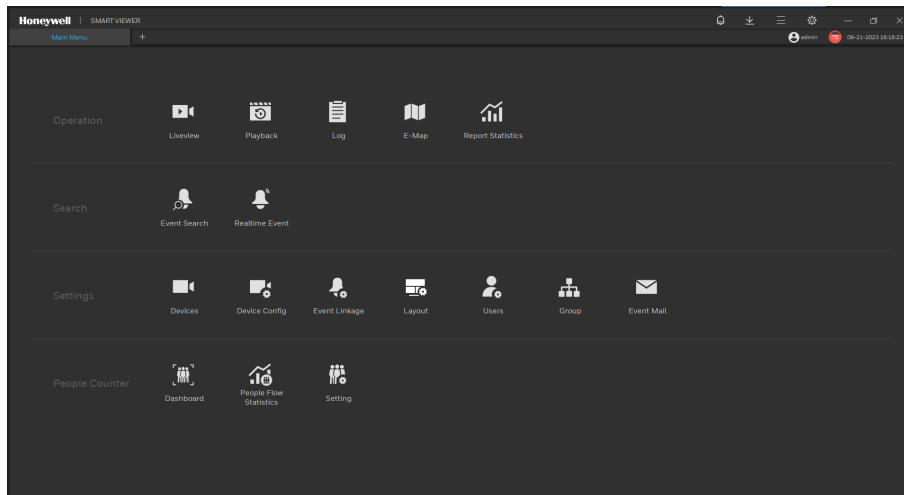


Table 8 Main Page Operations






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 Backup Task page as shown in Figure 7 .
4	 Operation: user (switch or modify password), cloud account (The HSV app and HSV desktop version share the cloud account.), 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

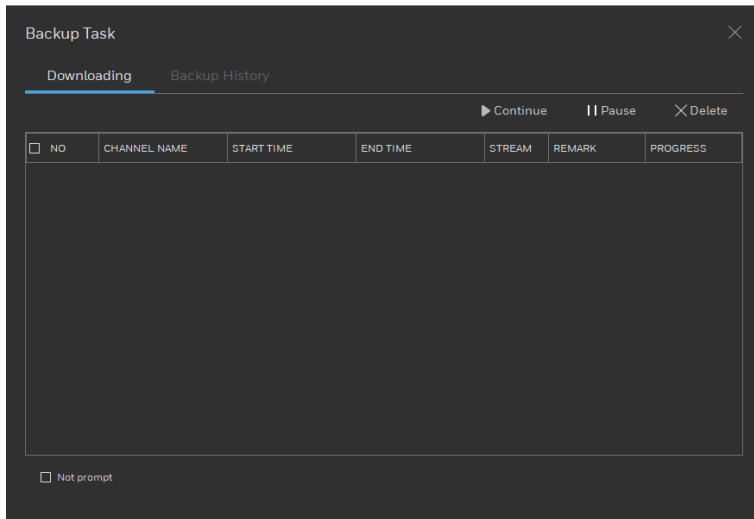
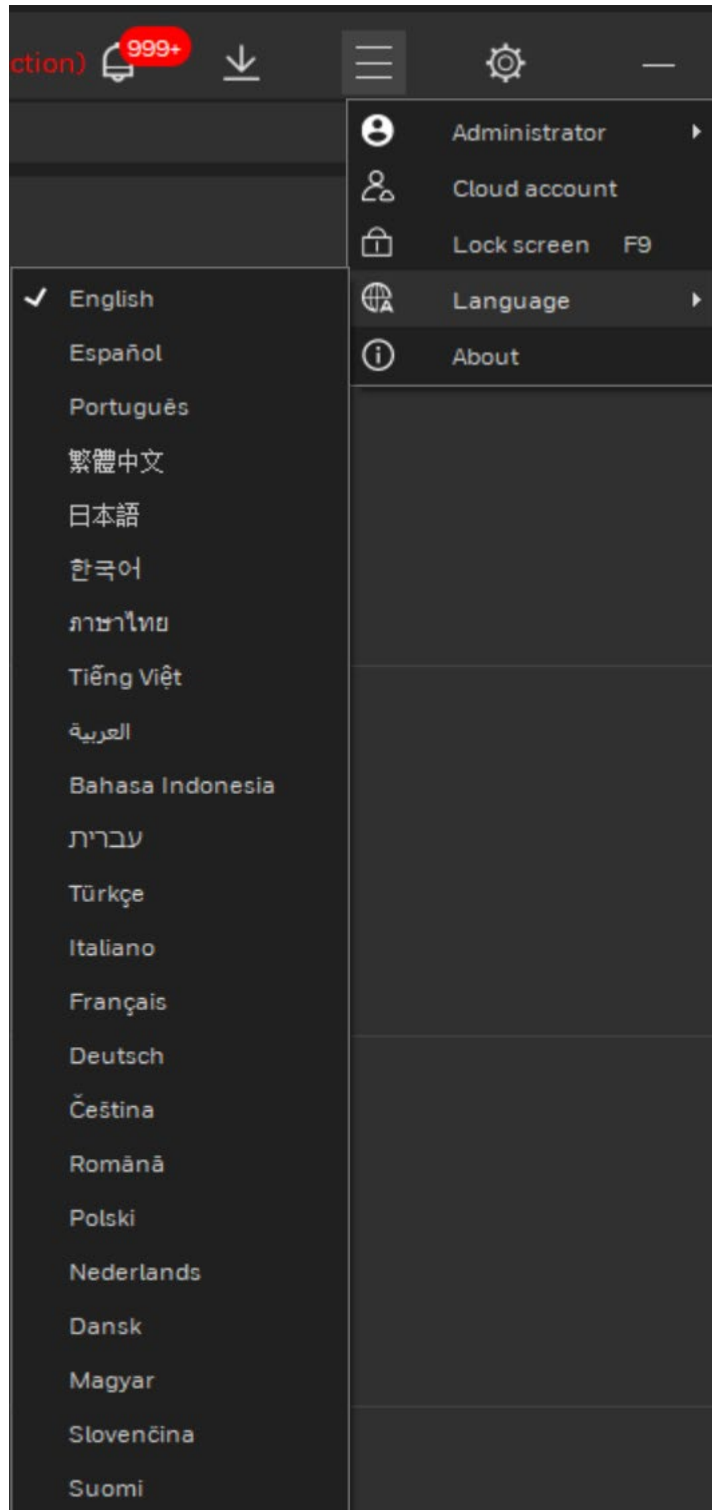
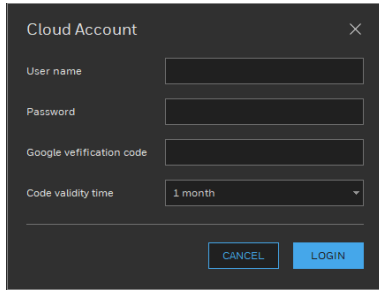


Figure 8 Operation



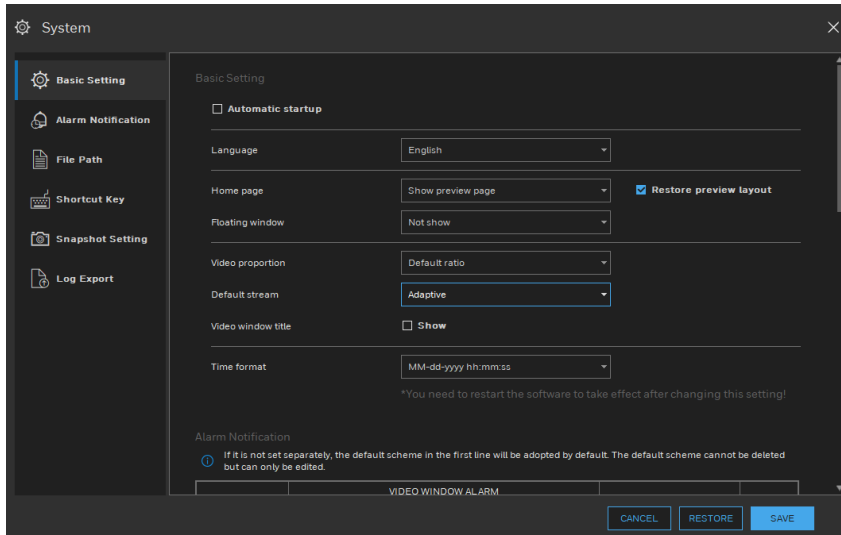
Supported languages list: English, Traditional Chinese, Czech, Vietnamese, Danish, French, Italian, Hungarian, Polish, Slovakia, Thai, Spanish, Portuguese, Deutsch, Arabic, Indonesian, Japanese, Hebrew, Finnish, Korean, Turkish, Romania, Netherlands.

Figure 9 Cloud Account Login



A dark-themed dialog box titled "Cloud Account" with a close button (X) in the top right corner. It contains four input fields: "User name", "Password", "Google verification code", and "Code validity time" (set to "1 month" with a dropdown arrow). At the bottom, there are two buttons: "CANCEL" and "LOGIN".

Figure 10 System Setting Window



A dark-themed "System" settings window with a close button (X) in the top right corner. A left sidebar contains menu items: "Basic Setting" (selected), "Alarm Notification", "File Path", "Shortcut Key", "Snapshot Setting", and "Log Export". The main area is titled "Basic Setting" and includes:

- Automatic startup
- Language: English (dropdown)
- Home page: Show preview page (dropdown) with Restore preview layout
- Floating window: Not show (dropdown)
- Video proportion: Default ratio (dropdown)
- Default stream: Adaptive (dropdown)
- Video window title: Show
- Time format: MM-dd-yyyy hh:mm:ss (dropdown)

A note below states: "*You need to restart the software to take effect after changing this setting!". At the bottom, there is an "Alarm Notification" section with a warning icon and text: "If it is not set separately, the default scheme in the first line will be adopted by default. The default scheme cannot be deleted but can only be edited." Below this is a table header "VIDEO WINDOW ALARM" and three buttons: "CANCEL", "RESTORE", and "SAVE".

Cloud Account

- Note:**
- *The cloud account creation can be done in the HSV mobile/desktop app.*
 - *If you don't have already installed Google Authenticator app in your phone, download and install it. The name for Google Verification App is Authenticator in App Store and is Google Authenticator in Google Play.*

Create New Cloud Account

1. Click  on the main menu page. Click Cloud Account to enter the Cloud Account login page.

Figure 11 Cloud Account Login Page in HSV Desktop App

Cloud Account

User name/Email

Password

Google verification code

Code validity time: 1 month

Quick login

*Your personal information will be processed for the purposes of user authentication, account administration and management in accordance with the [Honeywell Privacy Statement](#)

[Create New Cloud Account](#)

Forgot? ▾

CANCEL LOGIN

2. Click Create New Cloud Account.
3. Input User name, Password and confirm the password.
4. Input Email which can receive the verification code and fill in the code.
5. Click CREATE to create a new cloud account.

Figure 12 Create Cloud Account in HSV Desktop App

Cloud Account > Create Cloud Account

User name

Password

Confirm password

Email

SEND

Email verification code

*Your personal information will be processed for the purposes of user authentication, account administration and management in accordance with the [Honeywell Privacy Statement](#)

BACK CREATE

6. On the MFA (Multi-factor Authentication) page, enable or disable the MFA. Enable to jump to set Google Authenticator Key. If you choose to disable and confirm to disable MFA to skip Google Authenticator, when you log in cloud account, you don't need to input the code from Google Authenticator.

Figure 13 Set MFA in HSV Desktop App

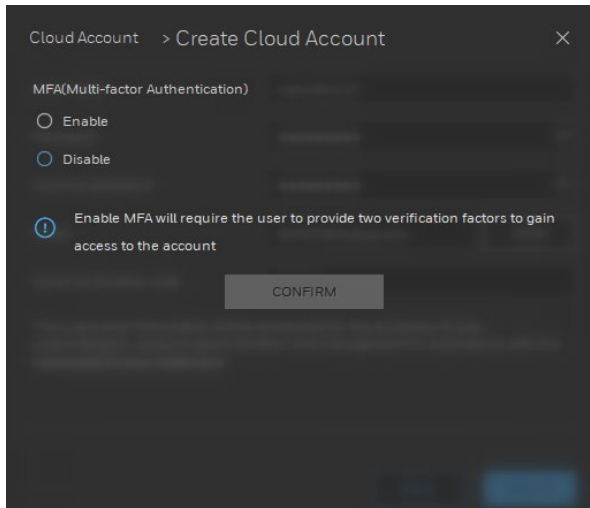
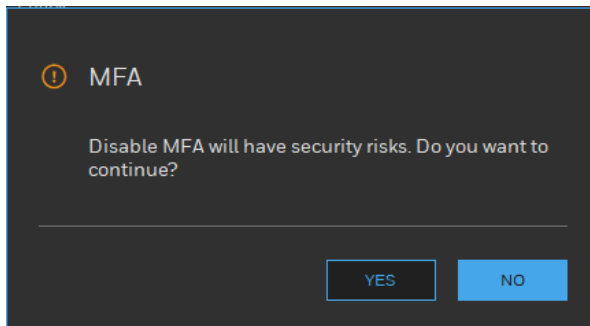
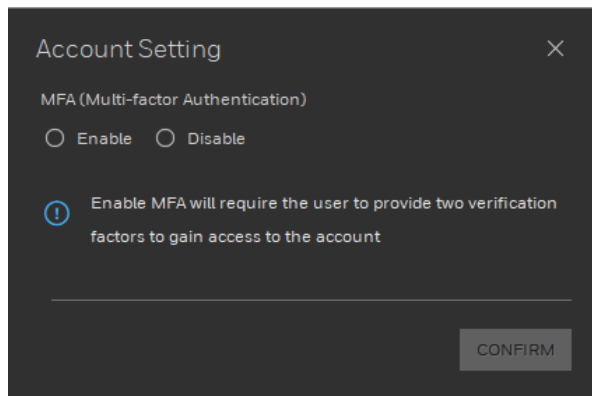


Figure 14 Disable MFA in HSV Desktop App



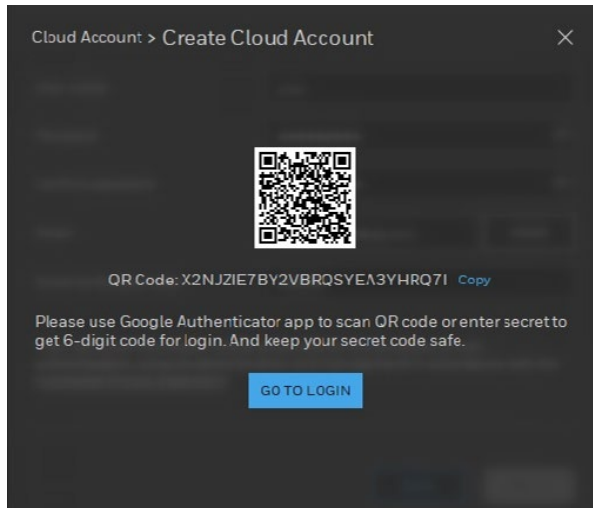
Note: *If you don't configure enabling or disabling the MFA, when you log in with this account, the pop-up window for confirmation will show again. Otherwise, it will log out.*

Figure 15 MFA Confirmation in HSV Desktop App



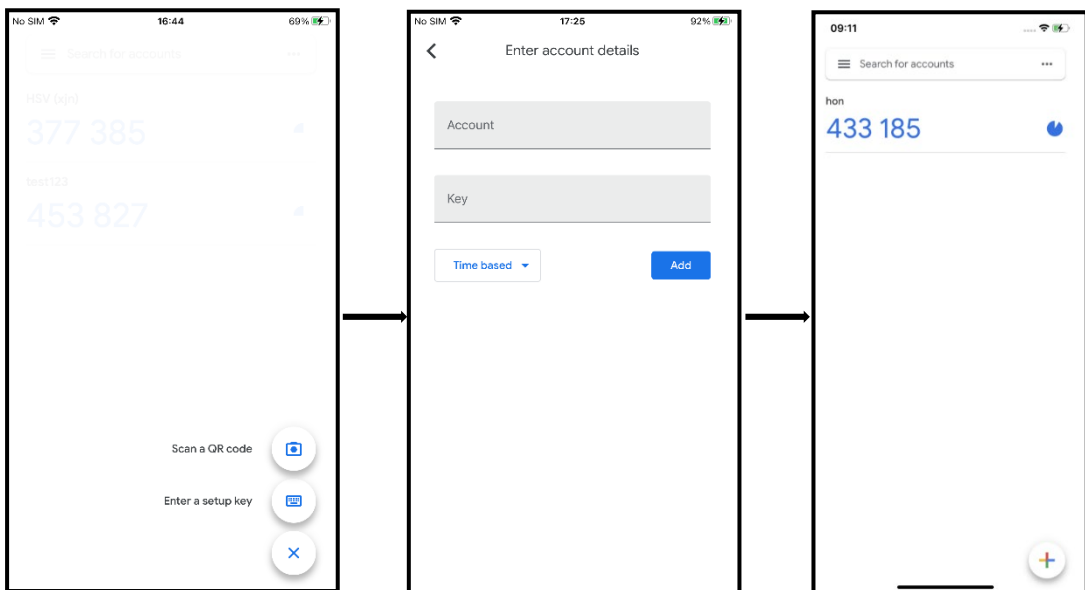
7. To sync your Google Authenticator with the HSV app, scan the QR code by using Google Verification App (if the Google Authenticator is installed in your mobile phone) or copy the secret key below the QR code. The instruction in step 8 use the option for copying the secret key.

Figure 16 Google Authenticator Key in HSV Desktop App



8. In the Google Authenticator app, tap Get started (if you use this app for the first time) or tap . Select Enter a setup key. Create a label for this account and input the secret key copied in the HSV app in step 7. Tap Add and the account with dynamic verification code will show.

Figure 17 Sync Google Authenticator with the HSV App

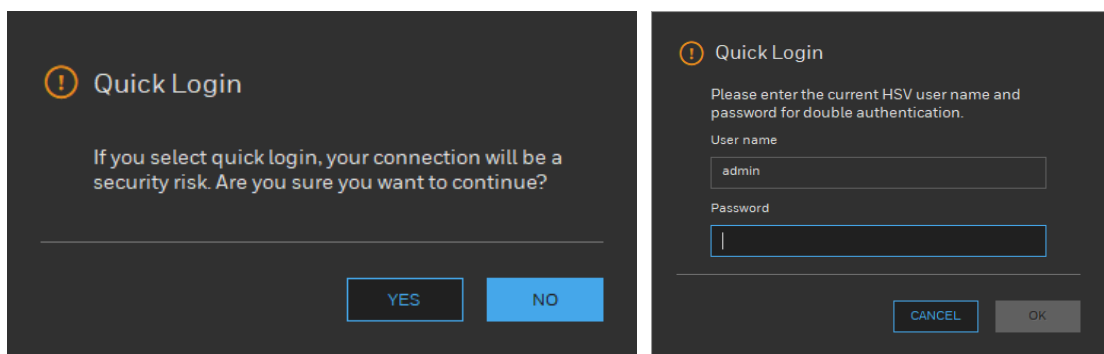


9. In the HSV desktop app, click "GO TO LOGIN" in [Figure 16](#) to go to the login page.
You have created your P2P cloud account successfully.

Note: After creating a cloud account successfully, now you can use the cloud account to add NVRs by P2P device in HSV desktop app. Please refer to Add Devices. While you install the HSV application and login cloud account, the application will choose region automatically based on the IP address of your computer. There are two regions you can change, US and EU. Two regions cannot communicate, so if you want to use the function, please confirm the HSV and NVR in a same region. You can use the cloud account in other mobile phones and computers.

If you choose **Quick login**, click **YES** and enter the user name and password for double authentication. Click **OK**. You can log in quickly next time by only inputting Google verification code.

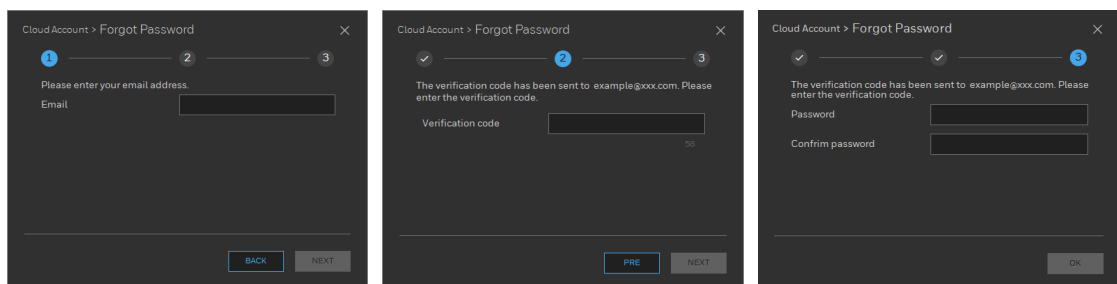
Figure 18 Quick Login



Forgot Password of Cloud Account

If you forget the password of cloud account, you can click **Forgot?** in [Figure 25](#) to choose **Forgot Password** to reset password, as shown [Figure 19](#).

Figure 19 Forgot Password of Cloud Account

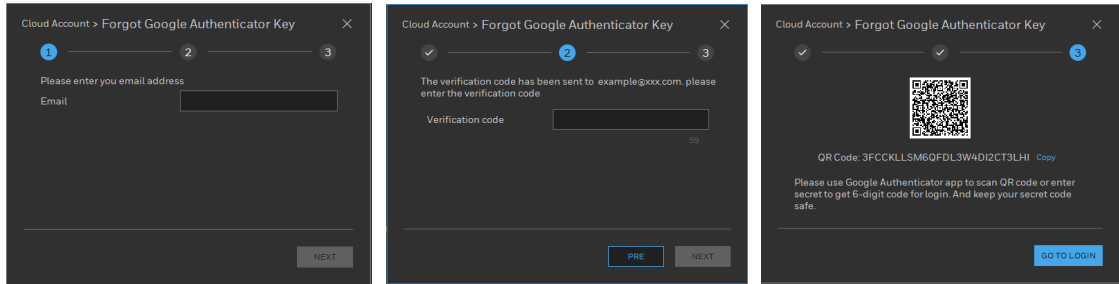


1. Input the email address of cloud account.
2. Click NEXT. The verification code has been sent to the email address.
3. Input the code and click NEXT.
4. Input the new password and confirm.
5. Use new password to login cloud account.

Forgot Google Authenticator Key of Cloud Account

If you forget the Google authenticator key of cloud account, you can click **Forgot?** in [Figure 25](#) to choose **Forgot Google Authenticator Key** to get the authenticator key again, as shown [Figure 20](#).

Figure 20 Forgot Google Authenticator Key of Cloud Account



1. Input the email address of cloud account.
2. Click NEXT and the verification code has been sent to the email.
3. Input the code and click NEXT.
4. Use the Google Authenticator App to scan the QR code on the interface to get the Google authenticator code which should be input into the login page.

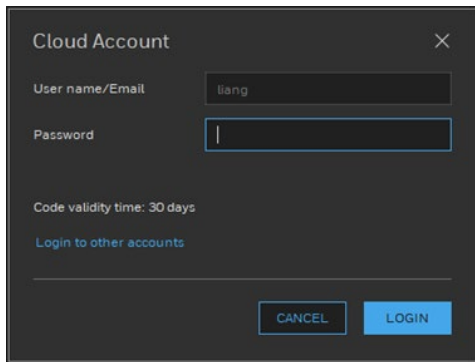
Offline Cloud Account

If the cloud account is offline, it is because of invalid password or **Google Authenticator Key**.

- If the password is invalid, click the offline icon and input the correct password to login again.

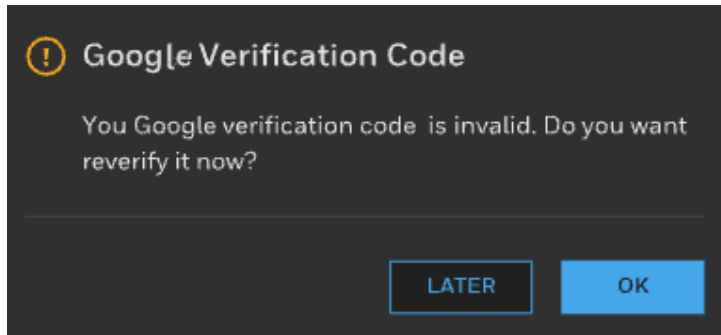
If you forget the password, click **Login to other accounts** to enter the cloud account login interface. Click **Forgot?** in [Figure 25](#) to choose **Forgot password** to reset password as [Figure 19](#).

Figure 21 Input Correct Password



- If the **Google Authenticator Key** is invalid, a pop-up window will show to remind you to reverify it. Go to Google authenticator app on your mobile phone and copy the current verification code into the Cloud Account page in HSV desktop app to verify it.

Figure 22 Verify Google Verification Code



View Cloud Account information and modify P2P region


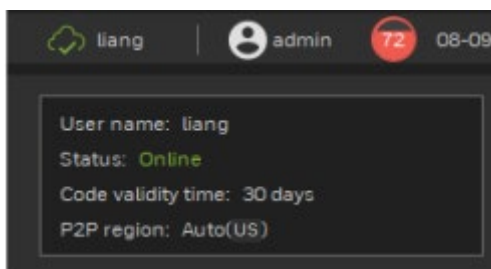
1. Move mouse to icon  on the main menu page. Then the cloud account information displayed.

Figure 23 Cloud Account Information




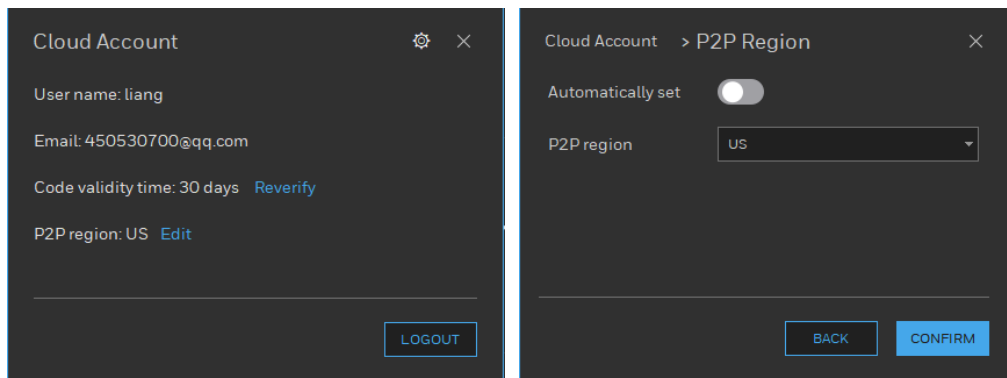
2. Click the icon  on the main menu page. It will pop up Cloud Account dialog box, you can click Edit to change P2P region and the region set up by manually or automatically here.

Figure 24 Cloud Account Dialog Box



Note: While you install the HSV application and login cloud account, the application will choose region automatically based on the IP address of your computer. There are two regions you can change, US and EU. Two regions cannot communicate, so if you want to use the function, please confirm the HSV and NVR are in the same region.

Add Devices by P2P


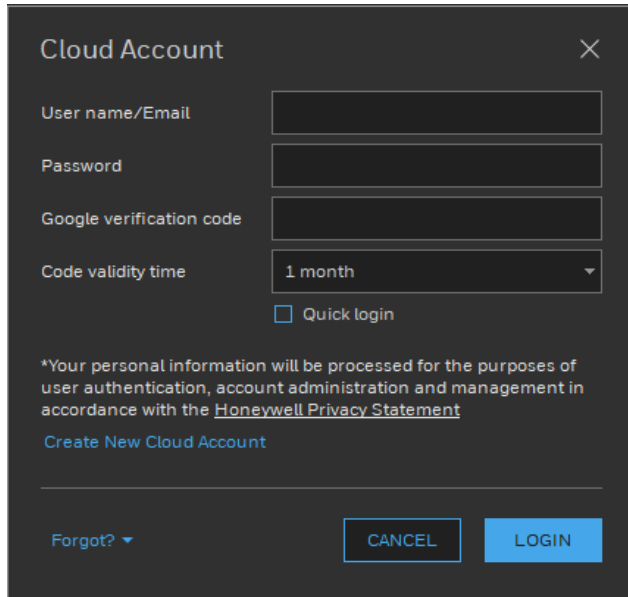
1. Click in the menu button  and choose Cloud Account.
2. Enter the User name and Password. For the Google verification code, go to Google authenticator app on your mobile phone and copy the current verification code into the Cloud Account page in HSV desktop app. Select the Code validity time to choose when the HSV app will ask the google authenticator code again.

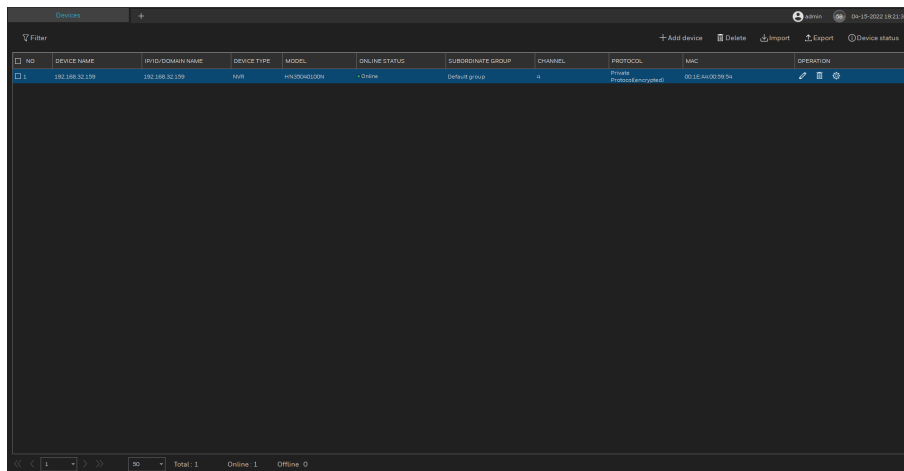
Figure 25 Log in Cloud Account in HSV Desktop App



3. Click LOGIN.
If you choose Quick login, you can log in next time by only inputting Google verification code.

4. Go to Main Menu. Click  to enter Devices interface.

Figure 26 Devices Interface



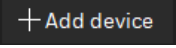
5. Click  and select P2P to add a device.

Figure 27 Add Device by P2P

The screenshot shows a dark-themed dialog box titled "Add Device" with a close button (X) in the top right. At the top, there are two radio buttons: "IP/ID/Domain name" (unselected) and "P2P" (selected). Below these are several input fields and dropdown menus: "Device name" (text input), "Device type" (dropdown menu showing "NVR"), "Protocol" (dropdown menu showing "Private Protocol(encrypted)"), "Device ID" (text input), "Port" (text input showing "30143"), "User name" (text input), "Password" (text input), and "Group" (dropdown menu showing "Default group"). At the bottom of the dialog are three buttons: "CANCEL", "SAVE AND NEW", and "SAVE".

6. Input Device name. Choose Protocol. Enter P2P ID in Device ID. Enter Port (the default is 30143), User name and Password. Choose Group.
7. Click SAVE to add the device. Your NVR is added via P2P in the HSV desktop app.

If you want to add multi devices, click SAVE AND NEW.

- Note:**
- *If the devices added via P2P are offline when you open the HSV app, please check if the P2P cloud account is logged in.*
 - *You can use the same cloud account to login in multiple mobile devices and computers, no need to create one per device.*

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

This chapter contains the following sections:

- [Configuring Operation](#), page 22
- [Configuring Search](#), page 32
- [Configuring Setting](#), page 38

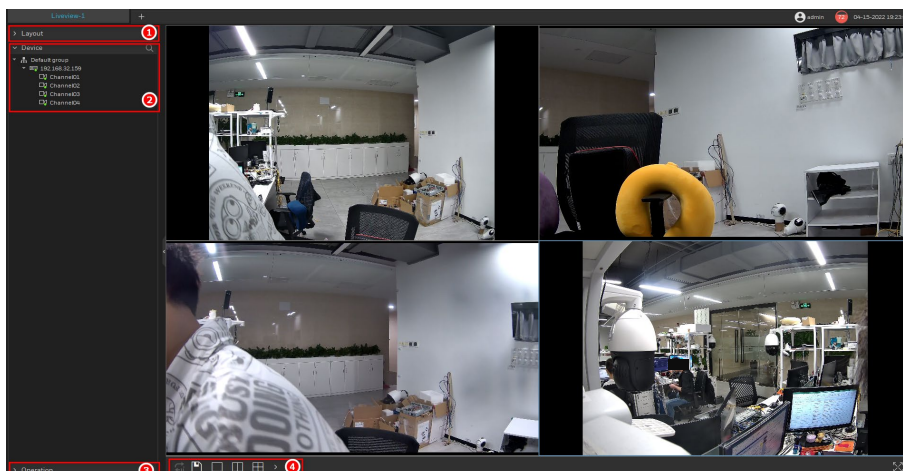
Configuring Operation

Live View

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

The **Live View** interface is displayed.

Figure 28 Live View

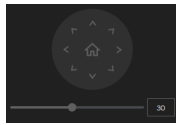


2. Play the live view by referring to [Table 8](#).

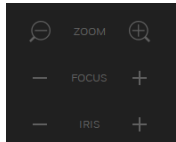
Table 9 Live View Configurations

No.	Description
1	Layout: layout setting
2	Device list: 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	Operation: PTZ setting
4	Layout of playing the live view: switch to one screen, two screens or four split screens. Click arrow to open more layout options.

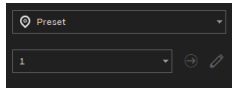
PTZ Operation



: 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 -.

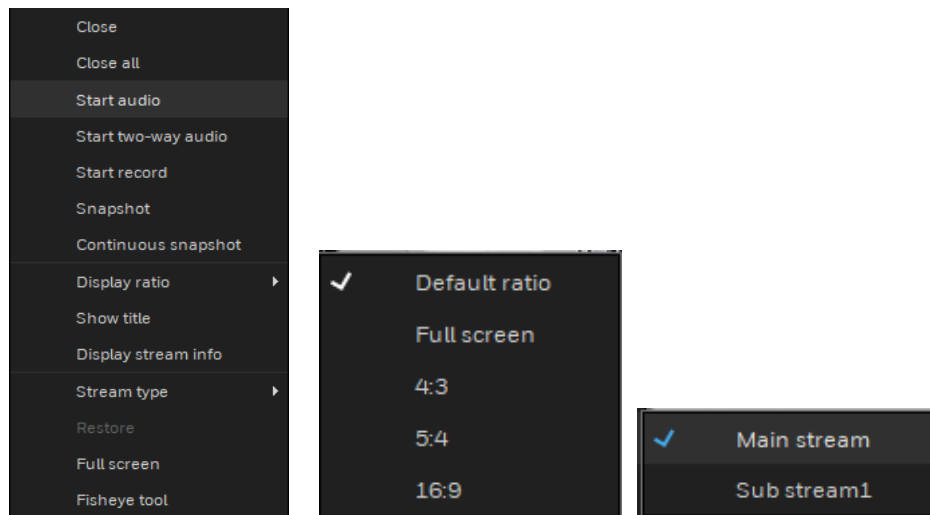


: used for PTZ cameras to set preset and tour.

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

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

Figure 29 Right-click Menu



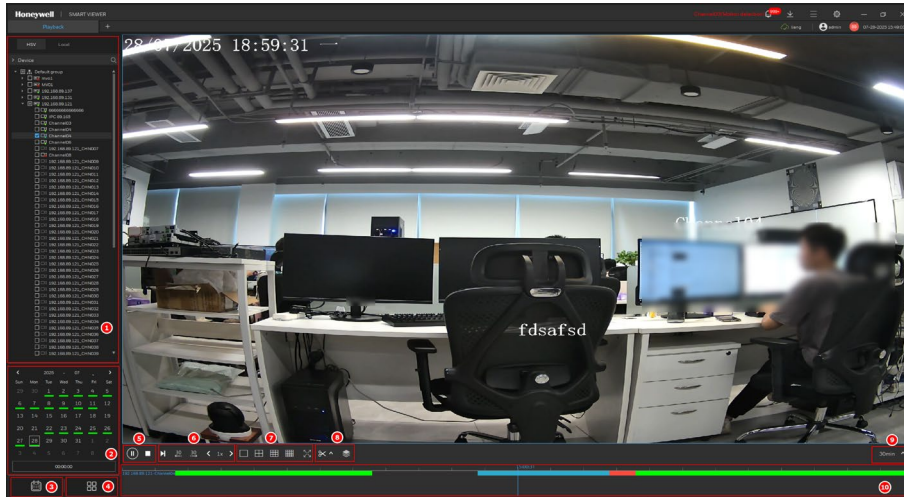
*Note The functions may vary by different models. Please refer to the actual product.
For Mac OS system, the fisheye tool can't be used.
For Mac system, the displaying ratio supports Default ratio and Full screen.
4:3/5:4/16:9 will be hidden.*

Playback

1. Go to Main Menu > Operation > Playback.

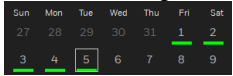
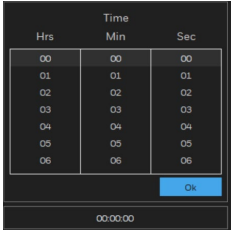

The **Playback** interface is displayed.

Figure 30 Playback Interface



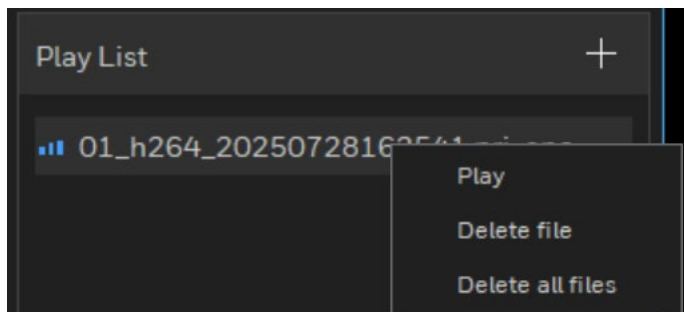
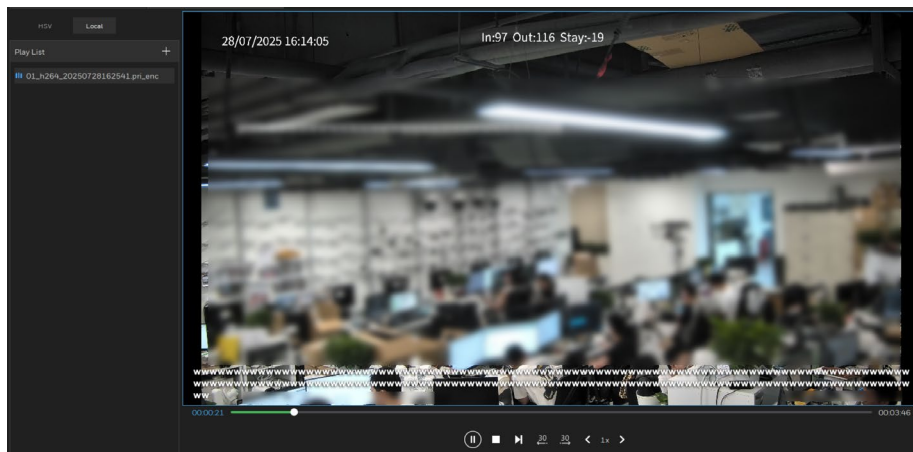
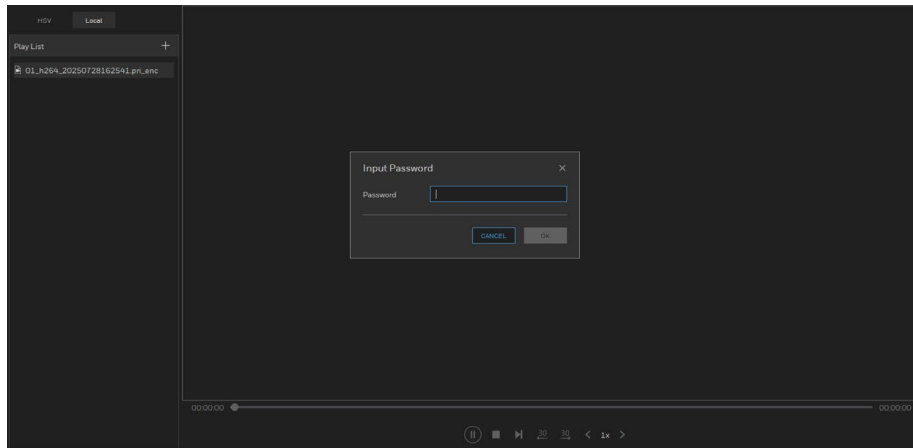
2. Configure the Playback parameters.

Table 10 Playback Configurations

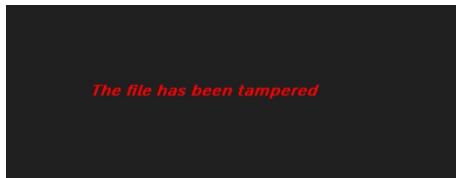
No.	Description
1	<p>Device list: shows the adding devices list and the status of channels.</p> <p>Local: For the NVR's backup recording with encryption key and/or watermark, click + to add the exported recording to play list, double-click to play, input the password to play. The password is the encryption key which user input when they download the video. The watermark will be showed on the bottom of the video.</p> <p>changed, or the file was damaged at downloading.</p>
2	<p>Calendar: the green line marked means having record at these days.</p>   <p>Click the time to set the detailed time.</p>
3	Hide calendar: click the calendar to hide it. Click again to unfold calendar.
4	In grid, click  to divide to many interval times. Grid image showing, you can quickly find scene to play.
5	Pause / Stop the playback video.
6	Speed play
7	<p>Split screens to play recording.</p> <p>If you switch the layout on the playback page, the stream needs to be re-pulled.</p>

No.	Description
8	Download backup (main stream or sub stream) / backup in batch.
9	Time interval: 15m / 30m / 1h / 4h / 8h / 12h /24h can be chosen.
10	Time bar: the unit is based on time interval. If play multiple channels, it has multiple time bars to show different channels time. The blue means the recording videos come from the redundant NVR during failover. The red means alarm recording. The green is continuous recording videos.

Figure 31 Local interface



Right- click menu.



Alarm “The file has been tampered”: the length of file is ok, but the recording was modified.



Alarm “Damaged file”: the length of file was

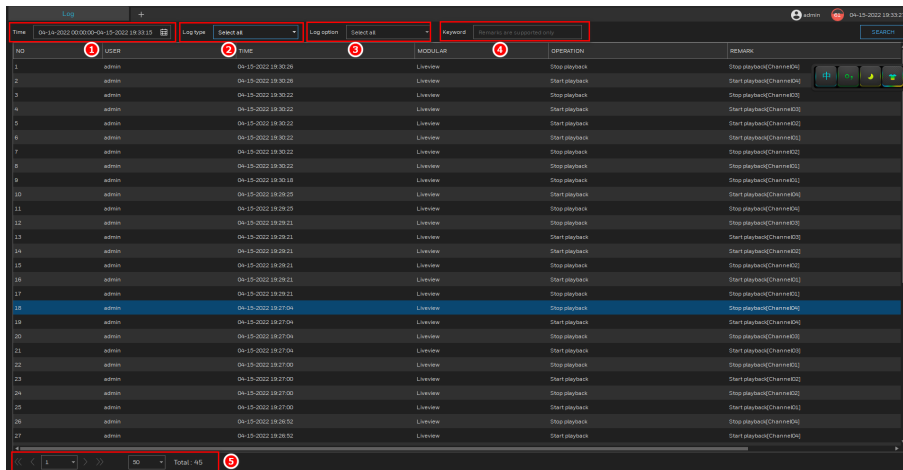
- Note:**
- When the frame rate is modified during the video recording, the video playback and the progress bar will be inconsistent when playing this downloaded video.
 - Recording file (H.265) can't be played by Quicktime player in Mac System.

Log

1. Go to Main Menu > Operation > Log.

The Log interface is displayed.

Figure 32 Log Interface



2. Set the search condition.

Table 11 Log Configurations

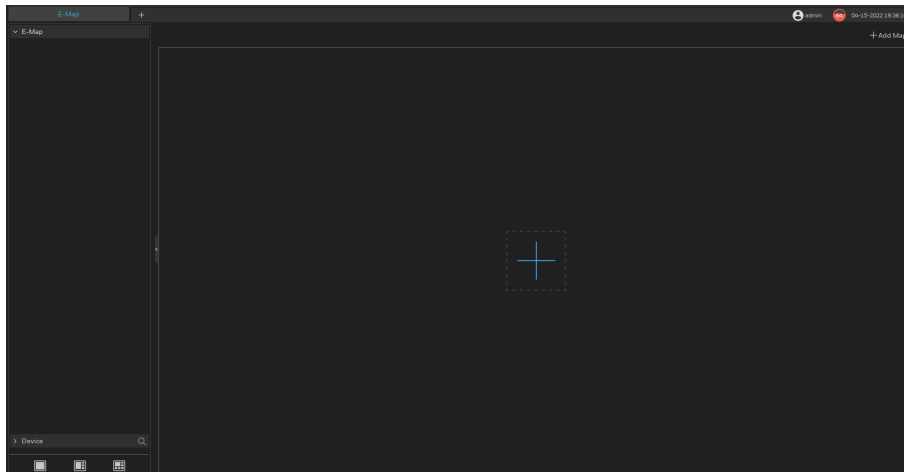
No.	Description
1	Time, click the calendar icon to set the start and end time to search logs. The detailed time set on the clock.

E-Map

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

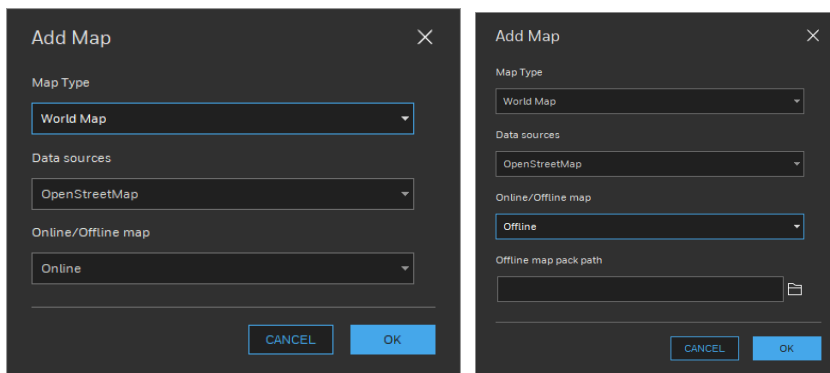
The **E-Map** interface is displayed.

Figure 33 E-Map Interface



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

Figure 34 Add Map Interface



3. Set E-Map refer to [Table 12](#).

Table 12 E-Map Configurations

Icon	Description
	Click to set the map layout.
	<p>Map setting: Click to edit the map.</p> <p>Add map node: A map node represents an area. If you add a map node, no icon will display no matter adding a node in a submap or an online map.</p> <p>Add map: If you add a submap, the icon will display.</p>
	Click to configure map setting
	Add map node

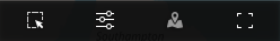




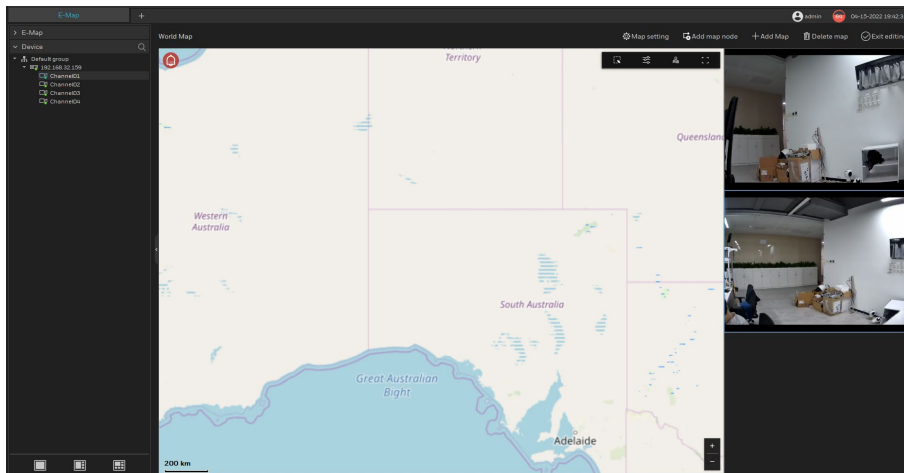
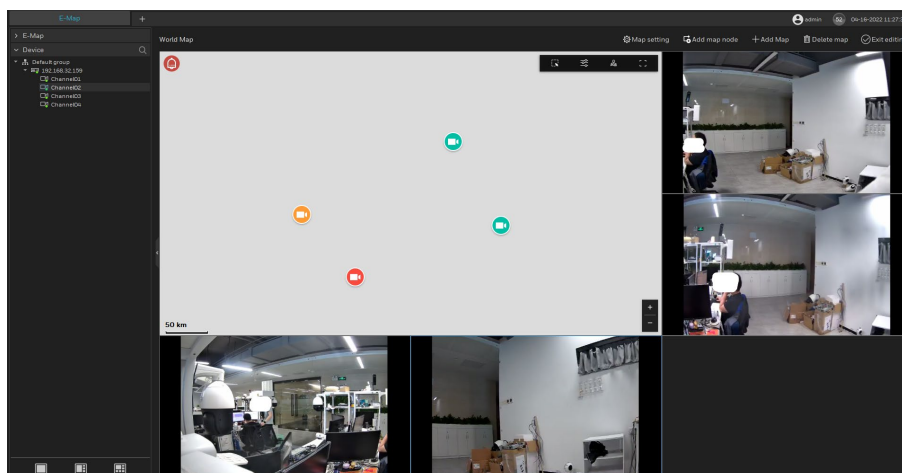
Icon	Description
	Navigation bar
-	Devices selection: adjust the devices direction
	Resource filter Check Show monitoring area and sector graphics representing the areas will appear on the map.
	Map node
	Full screen
	Zoom in / zoom out

Figure 35 E-Map Layout Interface



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

Figure 36 Showing E-Map Layout Interface



Report Statistics

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

Group event: when user adds the devices (NVRs) to HSV, the device will be added to a group (refer to Group). All the devices' events in the same Group will be treated as Group events, and HSV will generate the Group event statistics report.

The statistics can be displayed by months / days/ hours.

Device event: Shows the event statistic number for each channel and local device. Click the channel or device diagram to show the statistic number.

Group online: the number of online channels in the selected Group. All the cameras (added to NVR) in Group are counted.

Device online: the rate of each device (NVRs) online time in selected time period by month/day/hours.

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

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

Figure 37 Group Event

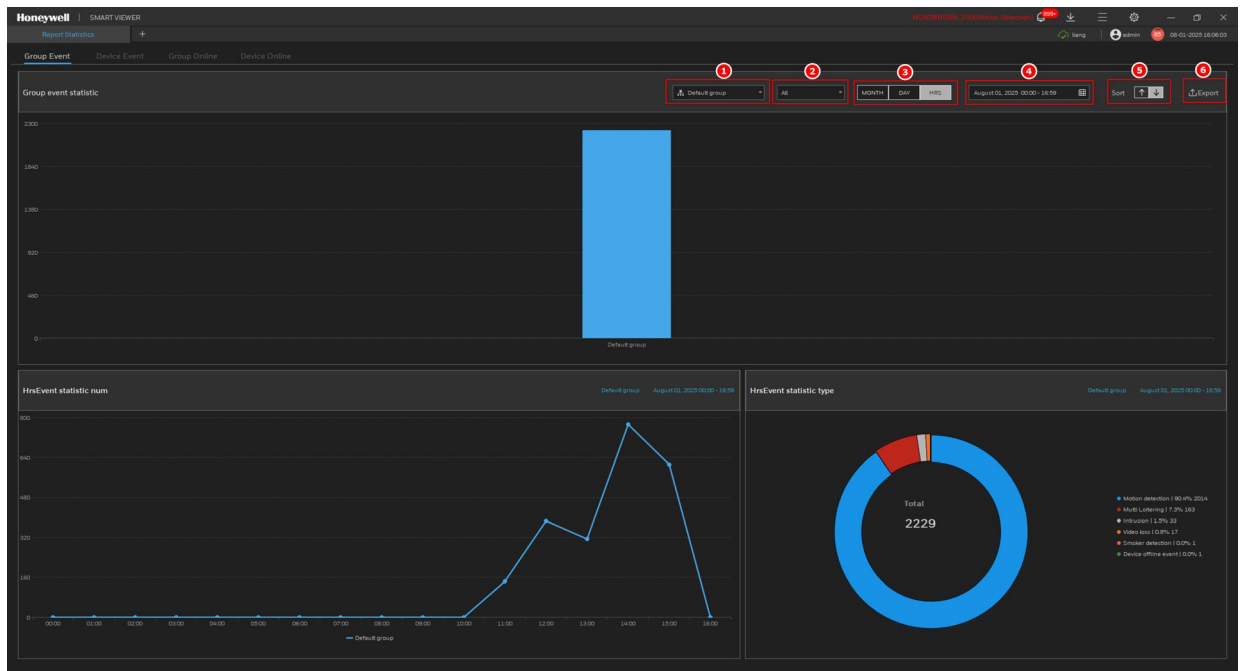


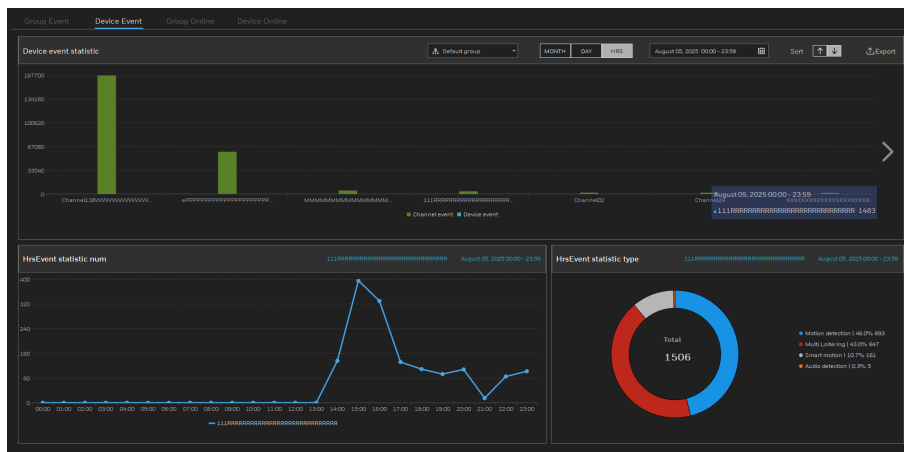
Table 13 Group Event Configurations

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.

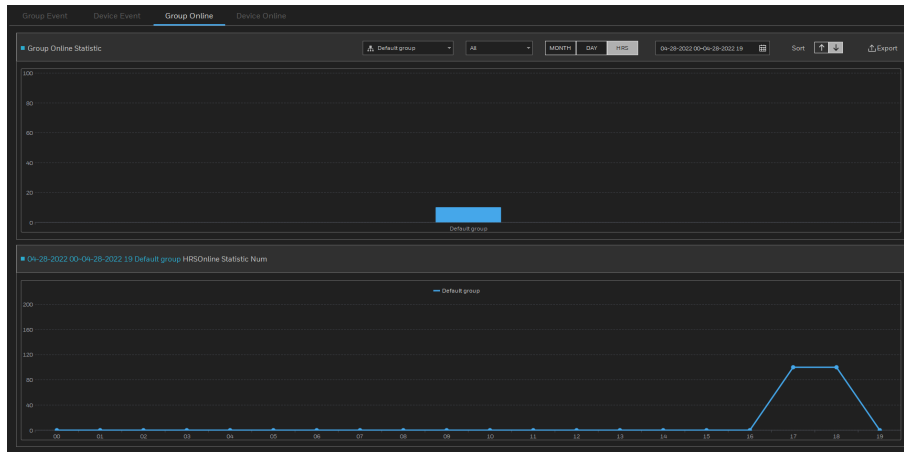
On the **Device Event** tab, you can view the device event statistics.

Figure 38 Device Event



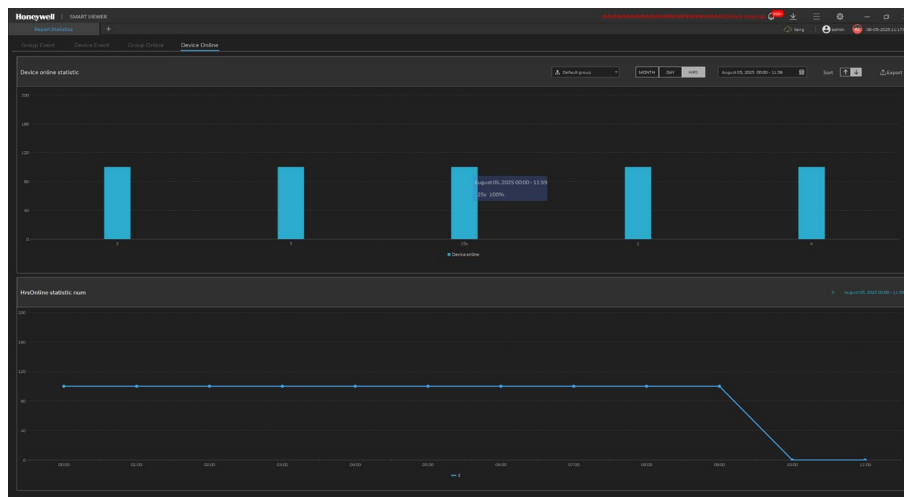
On the **Group Online** tab, you can view the group online statistics.

Figure 39 Group Online



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

Figure 40 Device Online



Configuring Search

Event Search

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

Figure 41 Event Search

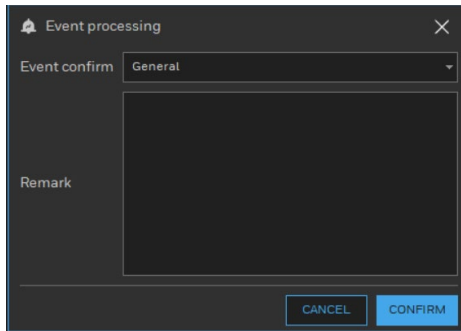
NO	EVENT TIME	DEVICE	CHANNEL	EVENT TYPE	EXECUTANT	PROGRESS	REMARK	OPERATION
1	04-26-2022 17:54:13	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
2	04-26-2022 17:53:53	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
3	04-26-2022 17:53:53	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
4	04-26-2022 17:53:52	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
5	04-26-2022 17:53:51	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
6	04-26-2022 17:53:37	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
7	04-26-2022 17:53:25	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
8	04-26-2022 17:53:22	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
9	04-26-2022 17:53:22	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
10	04-26-2022 17:53:17	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
11	04-26-2022 17:52:58	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
12	04-26-2022 17:52:58	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
13	04-26-2022 17:52:57	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
14	04-26-2022 17:52:56	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
15	04-26-2022 17:52:56	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
16	04-26-2022 17:52:40	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
17	04-26-2022 17:52:40	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
18	04-26-2022 17:52:32	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
19	04-26-2022 17:52:32	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
20	04-26-2022 17:52:22	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
21	04-26-2022 17:52:10	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
22	04-26-2022 17:52:09	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇
23	04-26-2022 17:52:08	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
24	04-26-2022 17:51:57	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
25	04-26-2022 17:51:46	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
26	04-26-2022 17:51:37	182.168.32.159	HC20W8983	Motion detection		Unprocessed		🔍 📄 ⬇
27	04-26-2022 17:51:12	182.168.32.159	HC20W8983	Smart motion		Unprocessed		🔍 📄 ⬇

2. Configure parameters.

Table 14 Event Search Configurations

No.	Description
1	<p>Event type:</p> <p>Device event</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Select all / None <input checked="" type="checkbox"/> Alarm in <input checked="" type="checkbox"/> Network disconnected <input checked="" type="checkbox"/> Disk error <input checked="" type="checkbox"/> Full disk <input checked="" type="checkbox"/> Device offline event <input checked="" type="checkbox"/> Failover r...dant alarm <input checked="" type="checkbox"/> Failover primary alarm <input checked="" type="checkbox"/> Power alarm <input checked="" type="checkbox"/> RAID destroy <input checked="" type="checkbox"/> RAID destroy <input checked="" type="checkbox"/> RAID warning <input checked="" type="checkbox"/> RAID starts rebuilding <input checked="" type="checkbox"/> RAID rebuild completed <input checked="" type="checkbox"/> People Counter <input checked="" type="checkbox"/> NAS offline <input checked="" type="checkbox"/> Auto backup failed <p>Channel event</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Select all / None <input checked="" type="checkbox"/> Motion detection <input checked="" type="checkbox"/> Video loss <input checked="" type="checkbox"/> Intrusion <input checked="" type="checkbox"/> Multi Loitering <input checked="" type="checkbox"/> People counter(IPC) <input checked="" type="checkbox"/> Smart motion <input checked="" type="checkbox"/> Camera alarm in <input checked="" type="checkbox"/> Face Detection <input checked="" type="checkbox"/> Line crossing detection <input checked="" type="checkbox"/> Smoke and ... detection <input checked="" type="checkbox"/> Fire spot detection <input checked="" type="checkbox"/> Audio detection <input checked="" type="checkbox"/> Scene change <input checked="" type="checkbox"/> Unattended... detection <input checked="" type="checkbox"/> Missing obj...t detection <input checked="" type="checkbox"/> Wrong way detection <input checked="" type="checkbox"/> Threshold warning <input checked="" type="checkbox"/> Temperatu...old alarm <input checked="" type="checkbox"/> Illegal Access <p>Server event</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Select all / None <input checked="" type="checkbox"/> Server offline <input checked="" type="checkbox"/> Server CPU overload <input checked="" type="checkbox"/> Server me... overload <input checked="" type="checkbox"/> Server IO overload <input checked="" type="checkbox"/> Server HDD overload <input checked="" type="checkbox"/> Regional people event <input checked="" type="checkbox"/> Regional p...le warning <input checked="" type="checkbox"/> Device cha... redundant <input checked="" type="checkbox"/> Device's re...ant is lost <input checked="" type="checkbox"/> Redundant nvr enabled <input checked="" type="checkbox"/> Primary nvr reconnect <input checked="" type="checkbox"/> Server me... overload <input checked="" type="checkbox"/> Server IO overload <input checked="" type="checkbox"/> Server HDD overload <input checked="" type="checkbox"/> Regional people event <input checked="" type="checkbox"/> Regional p...le warning <input checked="" type="checkbox"/> Device cha... redundant <input checked="" type="checkbox"/> Device's re...ant is lost <input checked="" type="checkbox"/> Primary nvr reconnect
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 42 Event Processing



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


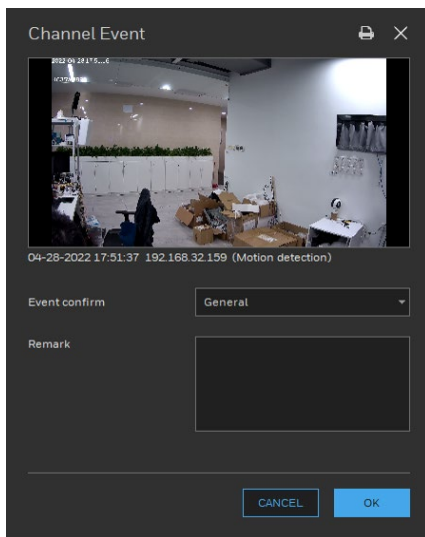

- Click  to enter the event editing window.

Figure 43 Edit Event



Note: You can click  to print text for the event page. The screenshot on the event page cannot be printed.


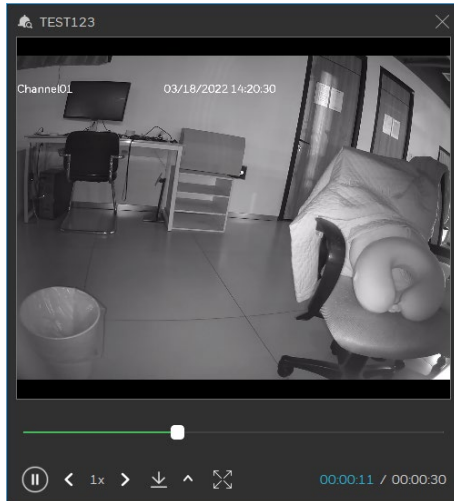
- Click  to enter the event recording viewing window.

Figure 44 View Event Recording




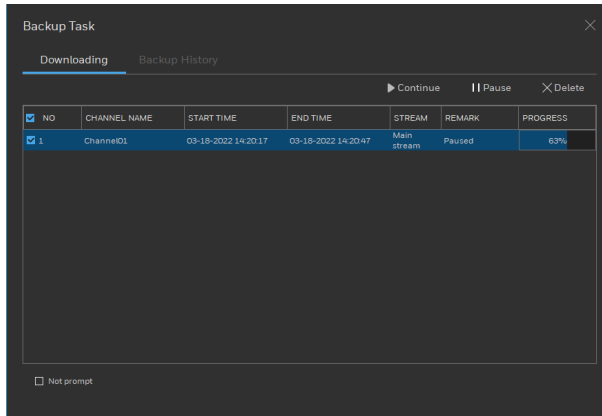

- Click  to enter the **Backup Task** window.

Figure 45 Backup Task

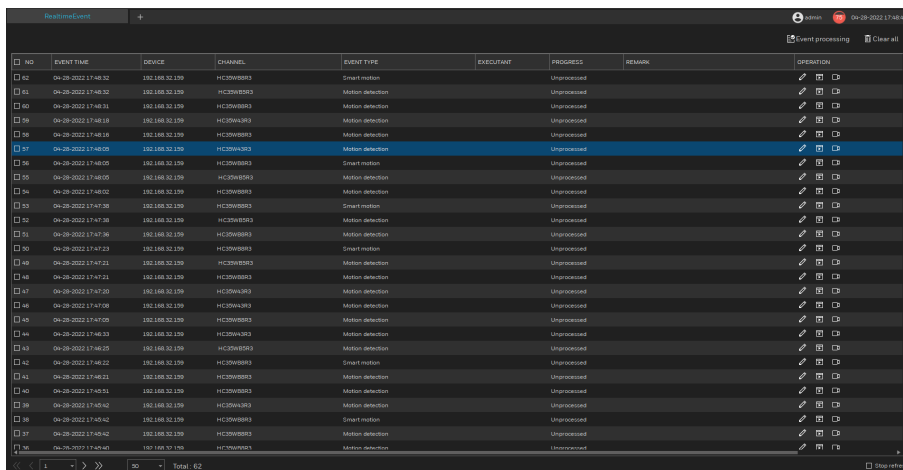


Realtime Event

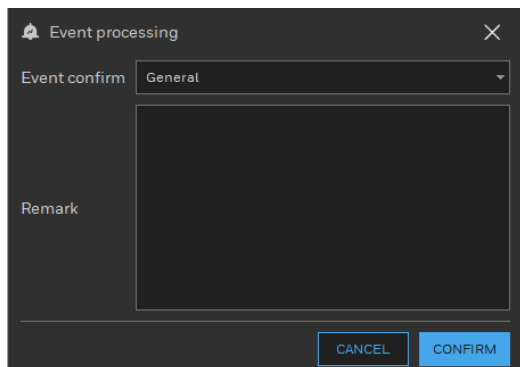
- Go to Main Menu > Search > Real-time Event. Or click  to enter the real-time event interface.

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

Figure 46 Real-time Event Interface



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




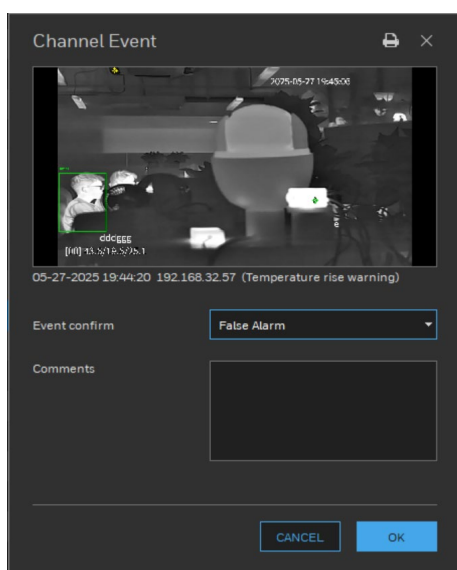
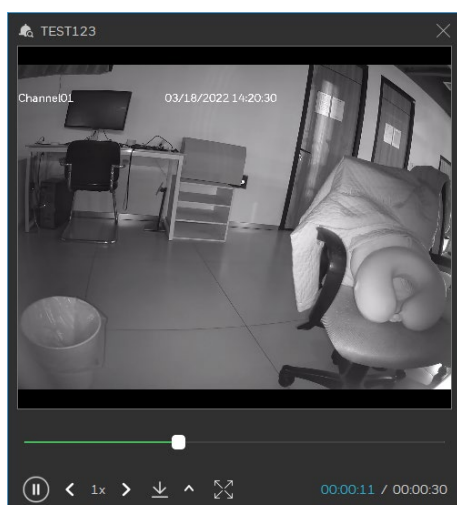
- Click  to enter the event editing window.

Figure 47 Edit Event Interface



- Click  to enter the event recording viewing window.

Figure 48 View Event Recording




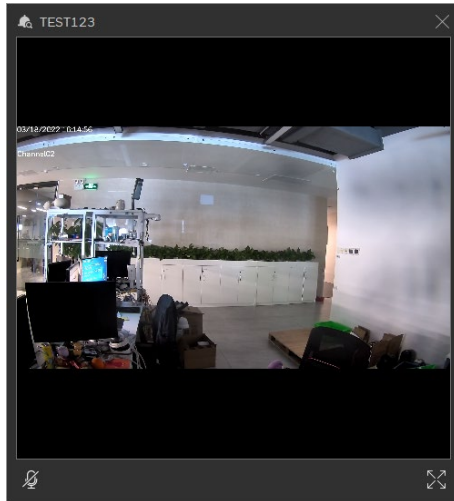
- Click  to enter the live view window.

Figure 49 Live View

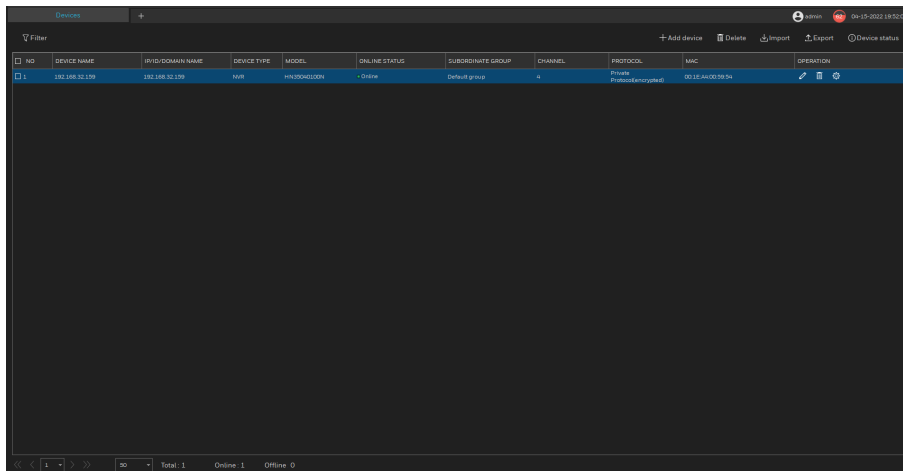


Configuring Setting

Devices

1. Go to Main Menu > Setting > Device.
The Device interface is displayed.

Figure 50 Devices Interface




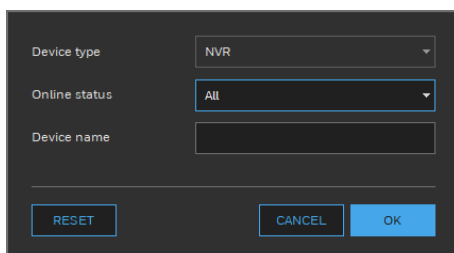
2. Configure the Device page.
 - Click  Filter to set quick filter for the NVR device.

Figure 51 Filter Interface



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

Figure 52 Add Devices Interface

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

- Device name:** A text input field.
- Device type:** A dropdown menu with 'NVR' selected.
- Protocol:** A dropdown menu with 'Private Protocol(encrypted)' selected.
- 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 with 'Default group' selected.

At the bottom of the dialog, 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 53 Import Device Interface

The 'Import Device' dialog box is a dark-themed window with a close button (X) in the top right corner. It contains the following elements:

- Backup Path:** A text input field with a file selection icon (folder with arrow) on the right. The text inside the field is 'Please select a valid file first'.

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

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

Figure 54 Export Device Interface

The 'Export Device' dialog box is a dark-themed window with a close button (X) in the top right corner. It contains the following elements:

- EXPORT TEMPLATE:** A blue button.
- EXPORT DEVICE:** A blue button.

At the bottom right of the dialog, 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 information for all of the current devices, including device name, device type, IP/URL, port, user name, password, protocol, subordinate group, and so on.

Note: Honeywell recommends you export the device list for backup in case you need to add the device list again after reinstalling the HSV.

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

Figure 55 Device Status Interface

NO	DEVICE NAME	IP/URL	DEVICE TYPE	ONLINE STATL	CHANNEL	MAC	RECORD STATUS	LAST RECORD TIME
1	TEST123	192.168.0.247	NVR	Online	4	00:1E:AA:00:5B:14	-----	-----

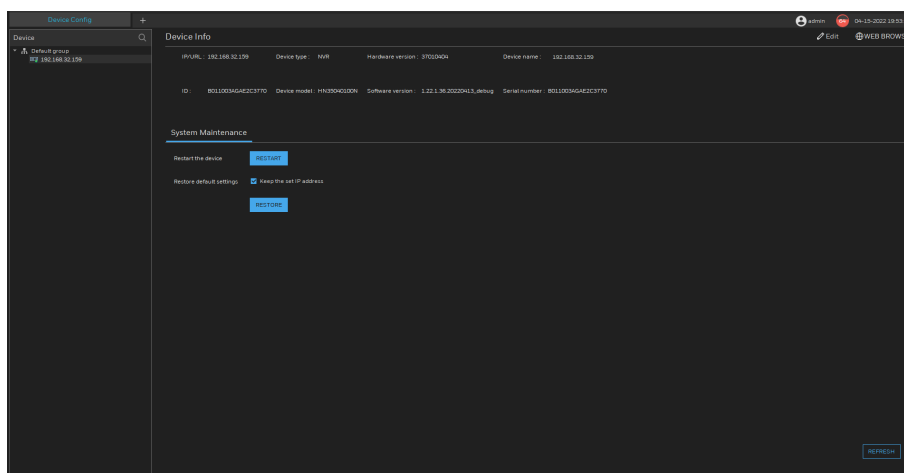
Click export to export the devices status which includes device name, IP/URL, device type, device status, channel, MAC, record status, last record time (maximum query time 40 days), and so on.

Device Config


1. Go to Main Menu > Setting > Device Config.

The Device Config interface is displayed.

Figure 56 Device Config Interface



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

2. Click Edit to reset the device name and click Save to finish.
3. Click RESTART or RESTORE to restart or restore the online device.
4. Click WEB BROWSER to enter the web of NVR device. On the NVR's web, go to Setting > Camera > Camera, click  to jump to camera web. This function works for both IP and P2P added NVRs. Cameras should be updated to the latest firmware version.

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 15](#).

Figure 57 Event Linkage interface

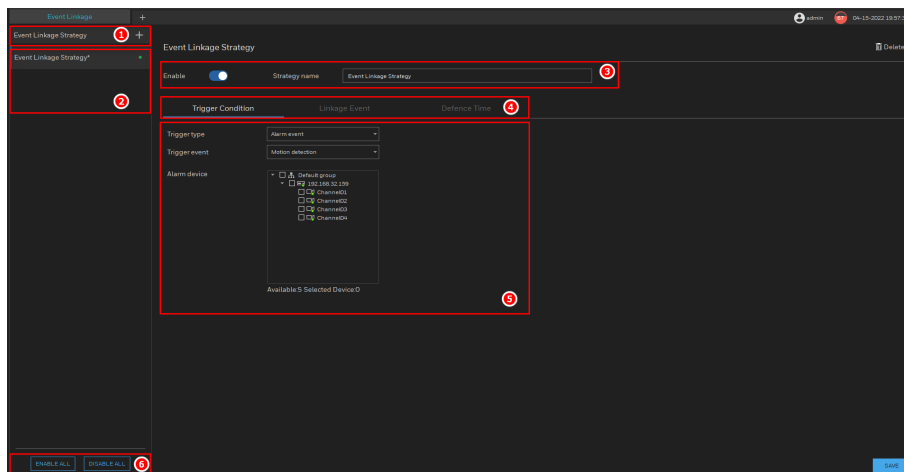


Table 15 Event Linkage Configurations

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 Event Mail 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

No.	Function	Description
5	Trigger type	Choose the type from the drop-down list: Alarm event and Timing .
	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.
	Trigger time	When it is on trigger time, the strategy is triggered, the system will inform.
	Repeat	Tick the repeat time from week.
6	Operate all strategy	Enable or disable all strategy.

Figure 58 Trigger Type - Timing

Figure 59 Linkage Event

Figure 60 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 61 Layout Interface

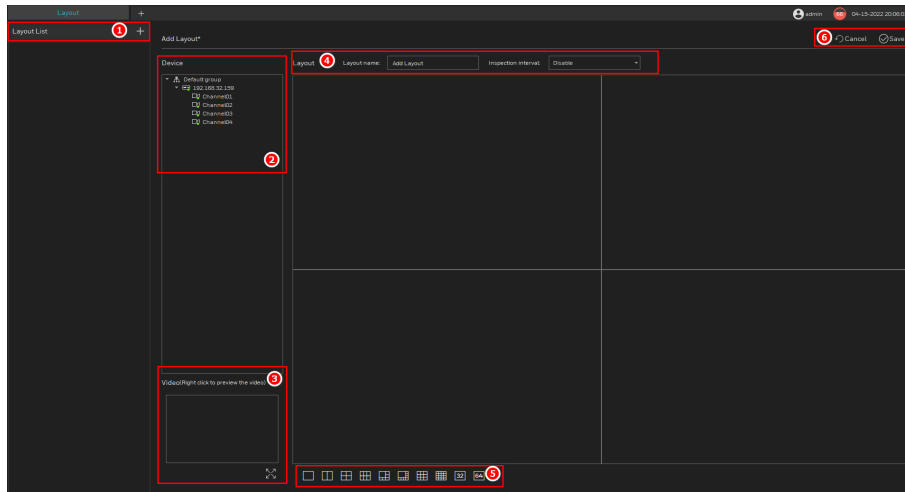
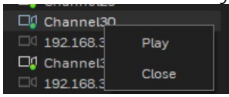


Table 16 Layout Linkage Configurations

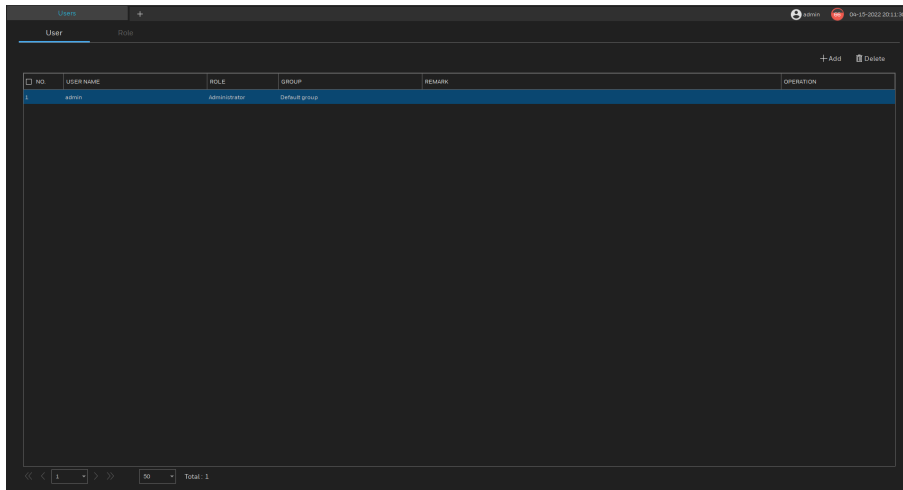
No.	Function	Description
1	Add layout / layout list	Click + to add a new layout
2	Device list	All devices are managed by HSV system. Drag the channel to the split grid. Channels can be put to layout screen twice.
3	Preview video	Choose the online channel, right-click and choose play to preview the live 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.

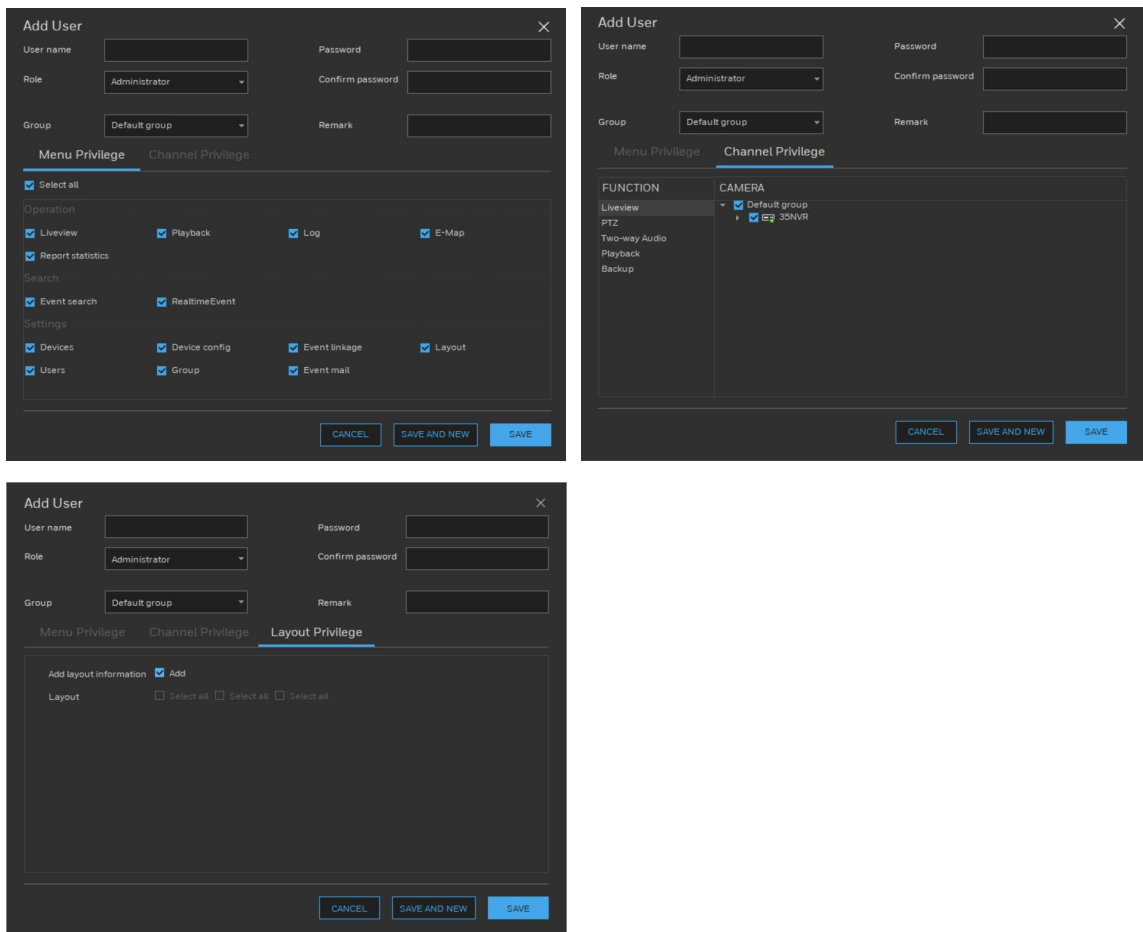
Figure 62 User Interface



Add An User

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

Figure 63 Add User Window



3. Input user name, set password, choose role and group. Set remark optionally.
4. Set the Menu Privilege, Channel Privilege and Layout 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.
- **People counter:** Dashboard, People Flow Statistics, Setting.

- **Channel Privilege**

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

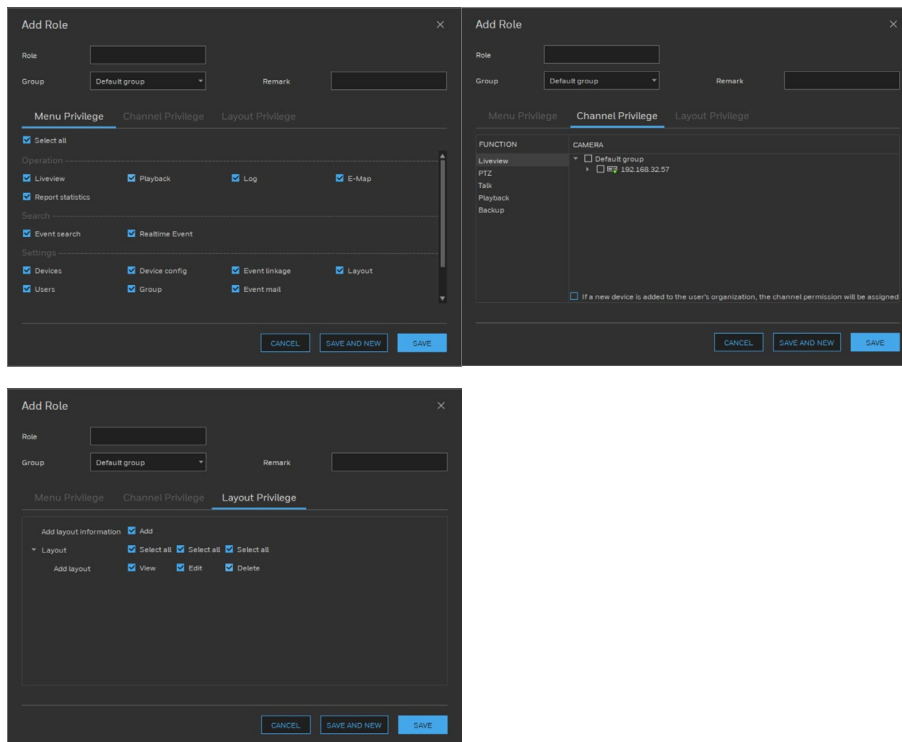
- **Layout Privilege**

Add Layouts, and tick the detailed add layout operations, View /Edit /Delete.

Add A Role

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

Figure 64 Add Role Window



Set the menu privilege, channel privilege and layout 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 65 Group Interface

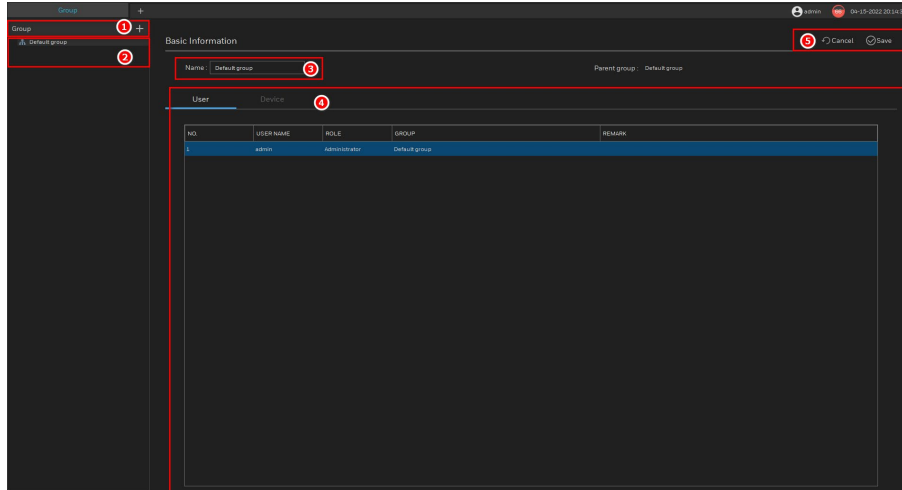


Table 17 Group Configurations

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 66 Add Group Window

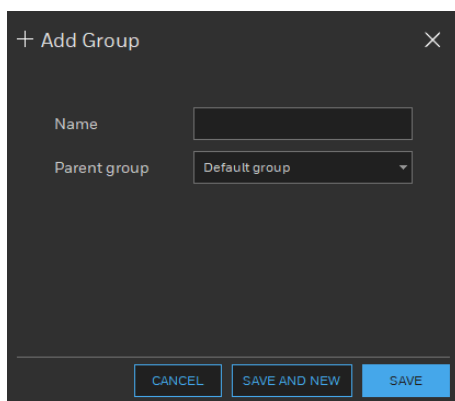


Figure 67 Group-Device Interface

NO.	DEVICE NAME	IPVURL	DEVICE TYPE	SUBORDINATE GROUP	CHANNEL	PROTOCOL	MAC
1	TEST123	192.168.0.247	NVR	Default group	4	Private Protocol(encrypted)	00:1E:84:00:36:34
2	office	192.168.8.171	NVR	Default group	4	Private Protocol(encrypted)	00:1E:84:00:36:34

Event Mail

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

Figure 68 Event Mail Interface

Table 18 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	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. The value ranges from 1min to 30 min. 0 means that there is no interval.

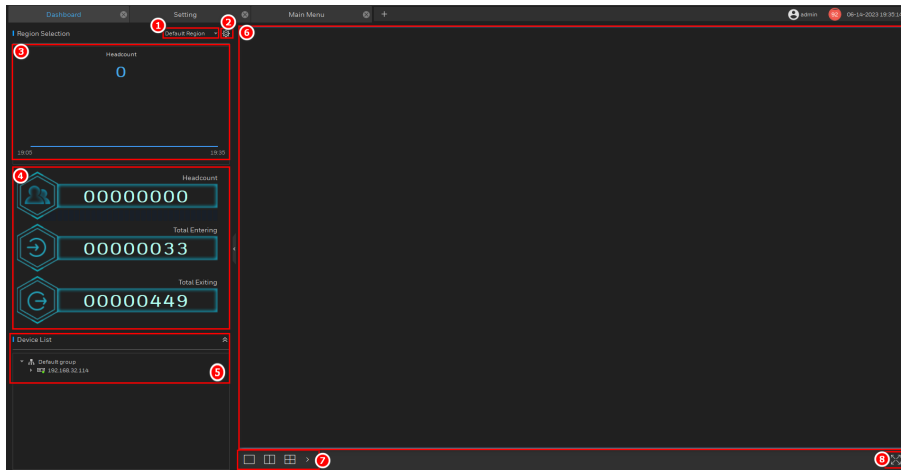
Parameter	Description
Transfer mode	Select the encryption type: No encryption, SSL, or STARTTLS. For SMTP server, the default encryption type is No encryption.
Recipient1/ Recipient2	Click MAIL TEST to test the email sending function. If the configuration is correct, the receiver's email account will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

Configuring People Counter

Dashboard


1. Go to Main Menu > People Counter > Dashboard.
The Dashboard interface is displayed.


Figure 69 Dashboard Interface



Note: The Dashboard is a display interface. Please add camera to detection regional first before you use the function.

Table 19 Dashboard interface

No.	Description
1	Regional selection: The regional detection can be selected if you have setup it before.
2	Display settings: Click  button. There are three display modes can be selected, including Preview , Admin , Traffic light . The default is Preview .
3	Regional population chart: Displaying the number of people in the area within half an hour.
4	Regional population: Display the number of people entering and exiting and the current number of people.
5	Device List: Display Device group after you add devices to regional detection.

No.	Description
6	Play Window: Play live view in the window while you double click device in device list.
7	Choice Window: Different layout can be chosen in there for play window.
8	Full screen: The HSV window will change to full screen or exit full screen while you click  button.

People Flow Statistics

People Flow statistics includes People Flow Statistics and Regional Statistics.

1. Go to Main Menu > People Counter > People Flow Statistics.

On the People Flow Statistics interface, user can search, view, export data of people flow statistics.

Figure 70 People Flow Statistics Interface

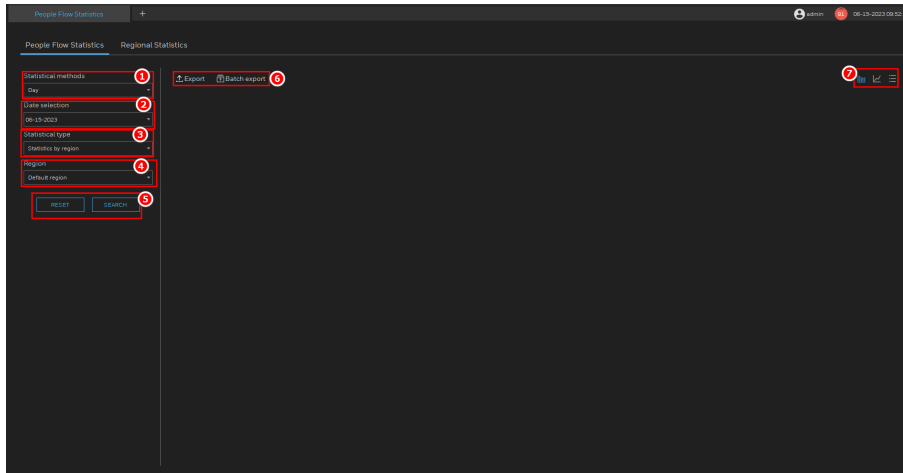



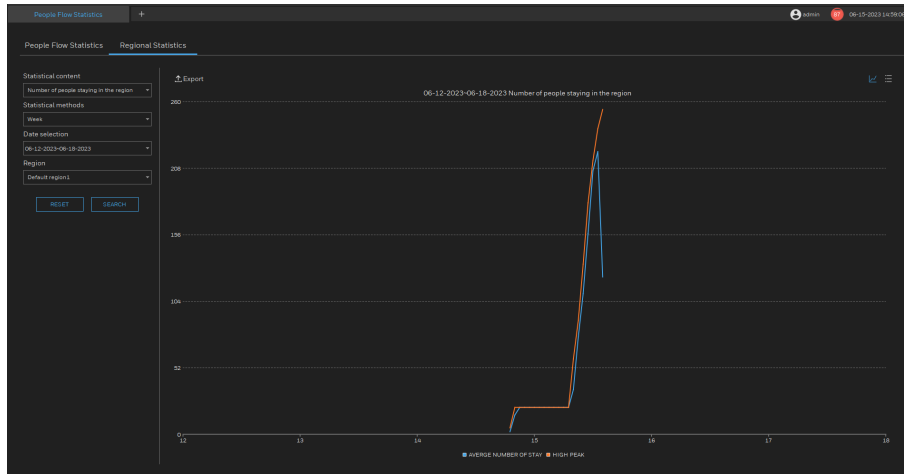
Table 20 People Flow Statistics Parameter

No.	Description
1	Statistics methods: User can select different methods, include day, week, month to display the data of people flow.
2	Date selection: The optional parameters depend on statistics method be selected. For example: user can select a day while the statistics method is day.
3	Statistical type: Support three statistical methods, include statistics by region, statistics by equipment and total by equipment.
4	Region: The title depends on statistical type choice region or equipment. The title is region when the statistical type is statistics by region. The title is device in other case.
5	RESET/SEARCH button: Support user to clear current data at the window after click RESET button. It will display data by search criteria at window after user to click search button.
6	Export/Batch export: Support user to export data after searching. Take care that batch export just support statistical type is statistics by region.

No.	Description
7	 : Presentation of data, they are respectively bar chart, linear chart, and data table in order

On the **Regional Statistics** tab, you can view the number of people in the detection region by different search case.

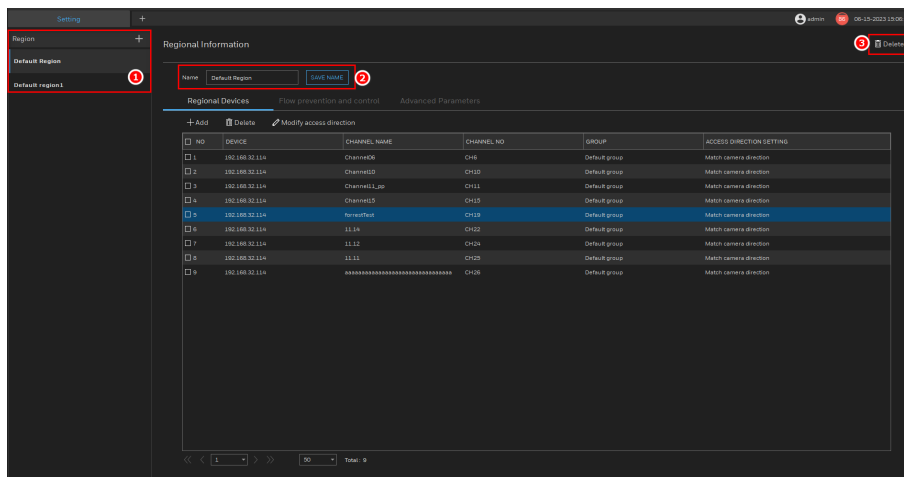
Figure 71 Regional Statistics



Setting


1. Go to Main Menu > People Counter > Setting.
The Setting interface is displayed.

Figure 72 Setting Interface



On the Region setting page, there are three sub table, including **Regional Devices**, **Flow prevention and control**, **Advanced Parameters**.

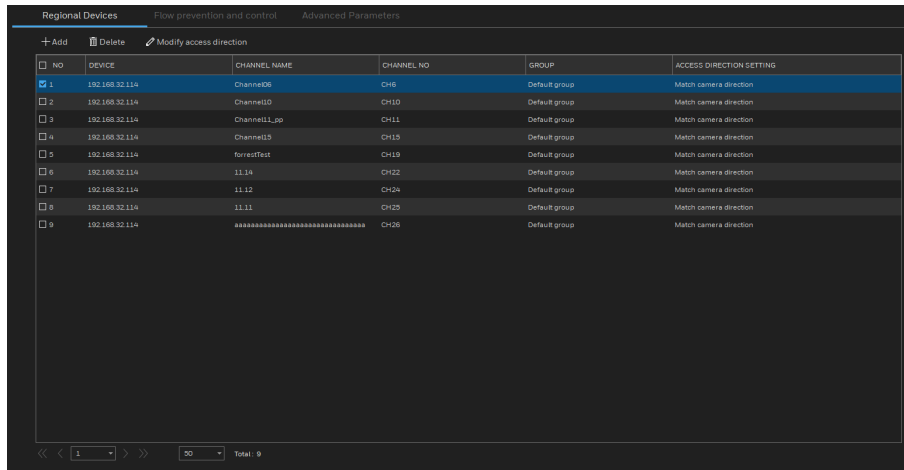
Table 21 Region Setting

No.	Description
1	Region list: The area display the region by user created. Click  , user can create a new region.

No.	Description
2	Name change and SAVE NAME button: User can modify region name here. The region name will be changed after you click SAVE NAME .
3	Delete button: Support user to delete region

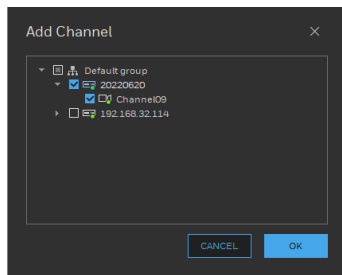
On the **Regional Devices** tab, you can add devices to the region or delete device from device list table. You can also modify the device access direction.

Figure 73 Regional Devices



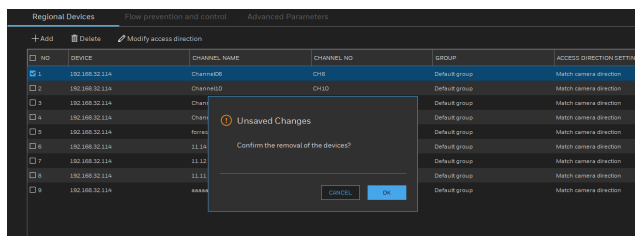
Click **+ Add** to enter **Add Channel** window. You can select the channel you want to add to region and click **OK** button. The devices has been added to region.

Figure 74 Regional Devices



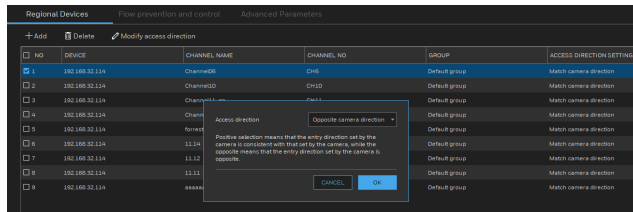
Select the devices you want to delete and click **Delete**, the confirming page of deleting device pops up. The device will be deleted after you click **OK**.

Figure 75 Remove Device Confirm Page



Select the device and click **Modify access direction**, the device access direction page pops up. You can select Match camera direction or Opposite camera direction, and click **OK**, the access direction will be changed.

Figure 76 Access Direction Configuration



On the **Flow prevention and control** tab, you can setup **Basic Setting** and **Alarm Linkage**.

Figure 77 Flow Prevention and Control

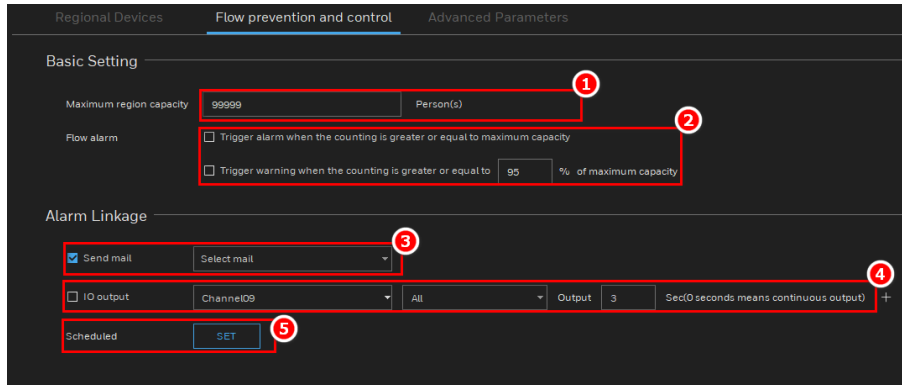


Table 22 Region setting

No.	Description
1	Maximum region capacity: User can customize the parameter which is used to set maximum people staying in the region.
2	Flow alarm: There are two optional boxes can be selected. User can receive an alarm while the number of people staying in the region is greater than the filled up number in maximum region capacity blank. If the second box be selected, User can receive an alarm while the number of people staying in the region exceeds the percentage of Maximum region capacity.
3	Send Email: Support user to customize alarm linkage sending email. User can get an alarm email while the alarm happens if the sending mail box is selected and the email is filled up.
4	IO output: Support user to customize alarm linkage I/O output, including linkage to NVR or the channel in NVR.
5	Scheduled: The Defence Time for Alarm Linkage.

Note: If the user wants to use Alarm Linkage to send Email, the email must be filled up at first.

On the **Advanced Parameters** tab, user can adjust the number of people in the region.

Figure 78 Advanced Parameters

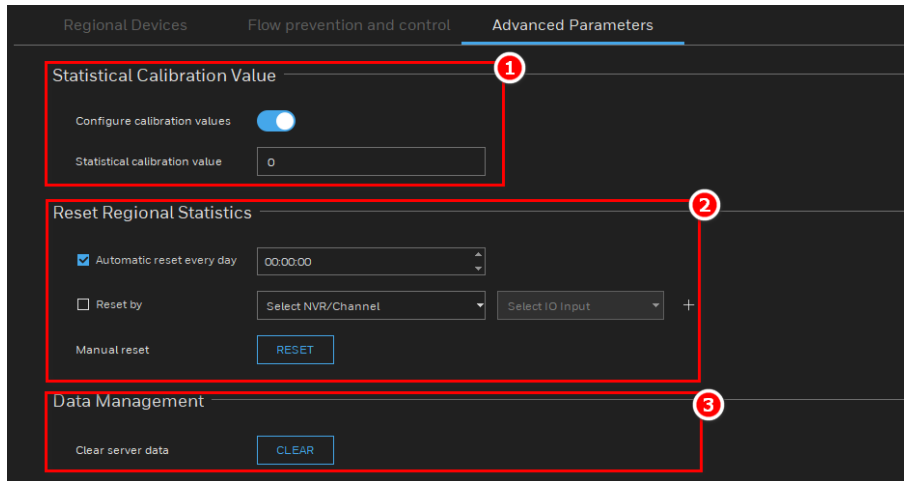


Table 23 Advanced Parameters

No.	Description
1	Statistical Calibration Value: Support user to adjust the number of people in the region. There is a switch to control the function of opening or closing. Another number means adjusting number of people in the region.
2	Reset Regional statistics: Support user to custom the number of people in region zero clearing. It includes custom automatic reset at regular time, reset by device I/O input and Manual reset.
3	Data Management: Support user to clear server data by click CLEAR button.

Questions	Solutions
The software is installed failed.	<ul style="list-style-type: none"> Close the antivirus program of computer. 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
The software is installed successfully, but cannot login.	<ul style="list-style-type: none"> 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. 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.
The software is error, you need to collect logs to send technician	<ul style="list-style-type: none"> 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.
The preview screen shows no data	<ul style="list-style-type: none"> The network environment is not stable. The channel is offline.
The speed of downloading playback recording.	<ul style="list-style-type: none"> For local network or 100 Mbps network, the download rate is 5~6 Mbit/s
Some event messages have recording, but some do not have.	<ul style="list-style-type: none"> The event enables recoding, so the real time event can play the recording, but some event such as device disconnect, there are no recording.
Forget password	<ul style="list-style-type: none"> Uninstall HSV and reinstall it to set the new password. Import the device list into HSV if you have exported it for backup before. Or you can add the devices manually if you haven't exported it before. For importing, exporting device list and adding the devices manually , refer to Devices.
When the NVR and HSV are connected by P2P, the NVR goes offline frequently when playing live view or playback.	<ul style="list-style-type: none"> Check the environment network status.
There is a freeze when playing back the last about 10 seconds of the downloaded video.	<ul style="list-style-type: none"> Check the frame rate configuration and make sure it is set above 20 fps.

Questions	Solutions
Fail to download playback video with large size.	<ul style="list-style-type: none"> • Check the file on the list and click Continue to download again.
Fail to log in HSV	<ul style="list-style-type: none"> • Wait for 15 minutes to log in again.
HSV crashes in Windows 11 OS occasionally	<ul style="list-style-type: none"> • Reopen HSV

Honeywell Building Technologies – Security Americas (Head Office)

Honeywell Commercial Security
715 Peachtree St. NE
Atlanta, GA 30308
Tel: +1 800 323 4576

Honeywell Building Technologies – Security Mexico

Mexico: Av. Santa Fe 94, Torre A, Piso 1, Col. Zedec,
CP 012010, CDMX, México.
Colombia: Edificio Punto 99, Carrera 11a.
98-50, Piso 7, Bogota, Colombia.
Tel: 01.800.083.59.25

Honeywell Building Technologies – Security Middle East/N. Africa

Emaar Business Park, Building No. 2, Sheikh Zayed Road
P.O. Box 232362
Dubai, United Arab Emirates
security_meta@honeywell.com
Tel: +971 4 450 5800

Honeywell Building Technologies – Security Europe/South Africa

Building 5 Carlton Park,
King Edward Avenue
Narborough, Leicester, LE19 0LF
United Kingdom
Tel: +44 (0) 1163 500714

Honeywell Building Technologies – Security Northern Europe

Stationsplein Z-W 961, 1117 CE Schiphol-Oost, Netherlands
Tel: +31 (0) 299 410 200

Honeywell Building Technologies – Security Deutschland

Johannes-Mauthe-Straße 4
D-72458 Albstadt
Germany
Tel: +49 (0) 7431 801-0

Honeywell Building Technologies – Security France

Immeuble Lavoisier
Parc de Haute Technologie
3-7 rue Georges Besse
92160 Antony, France
Tel: +33 (0) 1 40 96 20 50

Honeywell Building Technologies – Security Italia SpA

Via Achille Grandi 22,
20097 San Donato Milanese (MI), Italy

Honeywell Building Technologies – Security España

Josefa Valcárcel, 24
28027 – Madrid, España
Tel: +34 902 667 800

Honeywell Building Technologies – Security Asia Pacific

Building #1, 555 Huanke Road,
Zhang Jiang Hi-Tech Park Pudong New Area,
Shanghai, 201203, China
Tel: 400 840 2233

Honeywell Building Technologies – Security and Fire (ASEAN)

Honeywell International Sdn Bhd
Level 25, UOA Corp Tower, Lobby B
Avenue 10, The Vertical, Bangsar South City
59200, Kuala Lumpur, Malaysia
Email: buildings.asean@honeywell.com
Technical support (Small & Medium Business):

Vietnam: +84 4 4458 3369
Thailand: +66 2 0182439 Indonesia: +62 21 2188 9000
Malaysia: +60 3 7624 1530
Singapore: +65 3158 6830
Philippines: +63 2 231 3380

Honeywell Home and Building Technologies (India)

HBT India Buildings
Unitech Trade Centre, 5th Floor,
Sector – 43, Block C, Sushant Lok Phase – 1,
Gurgaon – 122002, Haryana, India
Email: HBT-IndiaBuildings@honeywell.com
Toll Free Number: 000 800 050 2167
Tel: +91 124 4975000

Honeywell Building Technologies – Security and Fire (Korea)

Honeywell Co., Ltd. (Korea)
5F SangAm IT Tower,
434, Worldcup Buk-ro, Mapo-gu,
Seoul 03922, Korea
Email: info.security@honeywell.com
Customer support: HSG-CS-KR@honeywell.com; +82 1522-8779
Tel: +82-2-799-6114

Honeywell Building Technologies – Security & Fire (Pacific)

Honeywell Ltd
9 Columbia Way
BAULKHAM HILLS NSW 2153
Email: hsf.comms.pacific@Honeywell.com
Technical support:
Australia: 1300 220 345
New Zealand: +64 9 623 5050

Honeywell

buildings.honeywell.com/security

+1 800 323 4576 (North America only)

Document 800-27015 Rev F – 08/2025