Legal Information

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The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (https://www.hikvision.com/).
Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.
Regulatory Information

FCC Information
Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.
FCC compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

FCC Conditions
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
• This device may not cause harmful interference.
• This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement
This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU.

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the
purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: http://www.recyclethis.info.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: http://www.recyclethis.info.

Industry Canada ICES-003 Compliance
This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.
This manual is applicable to the following models.

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

<table>
<thead>
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<th>Description</th>
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<tr>
<td><img src="image" alt="Danger" /></td>
<td>Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.</td>
</tr>
<tr>
<td><img src="image" alt="Caution" /></td>
<td>Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.</td>
</tr>
<tr>
<td><img src="image" alt="Note" /></td>
<td>Provides additional information to emphasize or supplement important points of the main text.</td>
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Safety Instruction

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.
- Firmly connect the plug to the power socket. Do not connect several devices to one power adapter. Power off the device before connecting and disconnecting accessories and peripherals.
- Shock hazard! Disconnect all power sources before maintenance.
- The equipment must be connected to an earthed mains socket-outlet.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.
- § indicates hazardous live and the external wiring connected to the terminals requires installation by an instructed person.
- Never place the equipment in an unstable location. The equipment may fall, causing serious personal injury or death.
- Input voltage should meet the SELV (Safety Extra Low Voltage) and the LPS (Limited Power Source) according to the IEC62368.
- High touch current! Connect to earth before connecting to the power supply.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- Use the device in conjunction with an UPS, and use factory recommended HDD if possible.
- This product contains a coin/button cell battery. If the battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- This equipment is not suitable for use in locations where children are likely to be present.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- Dispose of used batteries according to the instructions.
- Keep body parts away from fan blades and motors. Disconnect the power source during servicing.
- Keep body parts away from motors. Disconnect the power source during servicing.
Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- The device is designed for indoor use only. Install it in a well-ventilated, dust-free environment without liquids.
- Ensure recorder is properly secured to a rack or shelf. Major shocks or jolts to the recorder as a result of dropping it may cause damage to the sensitive electronics within the recorder.
- The equipment shall not be exposed to dripping or splashing and that no objects filled with liquids shall be placed on the equipment, such as vases.
- No naked flame sources, such as lighted candles, should be placed on the equipment.
- The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, table-cloths, curtains, etc. The openings shall never be blocked by placing the equipment on a bed, sofa, rug or other similar surface.
- For certain models, ensure correct wiring of the terminals for connection to an AC mains supply.
- For certain models, the equipment has been designed, when required, modified for connection to an IT power distribution system.
- ➡ identifies the battery holder itself and identifies the positioning of the cell(s) inside the battery holder.
- + identifies the positive terminal(s) of equipment which is used with, or generates direct current.
  + identifies the negative terminal(s) of equipment which is used with, or generates direct current.
- Keep a minimum 200 mm (7.87 inch) distance around the equipment for sufficient ventilation.
- For certain models, ensure correct wiring of the terminals for connection to an AC mains supply.
- Use only power supplies listed in the user manual or user instruction.
- The USB port of the equipment is used for connecting to a mouse, keyboard, USB flash drive, or Wi-Fi dongle only.
- Use only power supplies listed in the user manual or user instruction.
- Do not touch the sharp edges or corners.
- When the device is running above 45 °C (113 °F), or its HDD temperature in S.M.A.R.T. exceeds the stated value, please ensure the device is running in a cool environment, or replace HDD(s) to make the HDD temperature in S.M.A.R.T. below the stated value.
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Chapter 1 Basic Operation

1.1 Activate Your Device

1.1.1 Default User and IP Address

- Default administrator account: admin.
- Default IPv4 address: 192.168.1.64.

1.1.2 Activate via Local Menu

For the first-time access, you need to activate the device by setting an admin password. No operation is allowed before activation. You can also activate the device via web Browser, SADP or client software.

Steps
1. Enter the admin password twice.

![Activate via Local Menu](image)

Figure 1-1 Activate via Local Menu
Warning

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

2. Enter the password to activate the IP cameras.
3. Optional: Check Reserved E-mail Settings for password resetting in the future.
4. Click OK.

Note

After the device is activated, you should properly keep the password.

What to do next
When you have enabled Reserved E-mail Settings, continue to set the reserved email for password resetting in the future.

1.1.3 Activate via SADP

SADP software is used for detecting the online device, activating the device, and resetting its password.

Before You Start
Get the SADP software from the supplied disk or the official website, and install the SADP according to the prompts.

Steps
1. Connect your video recorder power supply to an electrical outlet and turn on it.
2. Run the SADP software to search the online recorders.
3. Check the recorder status from the device list, and select the inactive recorder.
4. Create and input the new password in the password field, and confirm the password.

**Note**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

5. Click Activate.

### 1.1.4 Activate via Client Software

The client software is versatile video management software for multiple kinds of devices.

**Before You Start**

Get the client software from the supplied disk or the official website, and install the software according to the prompts.

**Steps**

1. Run the client software and the control panel of the software pops up, as shown below.
2. Click **Device Management** to enter the Device Management interface, as shown below.

![Device Management Interface](image1.png)

**Figure 1-4 Device Management Interface**

3. Check the recorder status from the device list, and select an inactive recorder.
4. Click **Activate** to pop up the Activation interface.
5. Create a password and input the password in the password field, and confirm the password.
**Note**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

![Figure 1-5 Activation](image)

6. Click **OK** to start activation.
7. Click **Modify Netinfo** to pop up the Network Parameter Modification interface, as shown below.

![Figure 1-6 Modify Network Parameters](image)

8. Change the recorder IP address to the same subnet with your computer.
   - Modify the IP address manually.
   - Check **Enable DHCP**.
9. Input the password to activate your IP address modification.
1.1.5 Activate via Web Browser

You can get access to the recorder via web browser. You may use one of the following listed web browsers: Internet Explorer 6.0 and above, Apple Safari, Mozilla Firefox, and Google Chrome. The supported resolutions include 1024*768 and above.

**Before You Start**
Ensure you are on the same network segment with your device.

**Steps**
1. Enter the IP address in web browser, and then press **Enter**.

![Web Browser Activation](image)

**Figure 1-7 Web Browser Activation**

2. Set the password for the admin user account.

**Note**
We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

3. Click **OK**.
4. **Optional**: Set the security questions, password recovery email, or export GUID file for password resetting in the future.
5. Click **OK**.
6. Install the plug-in before viewing the live video and managing the device. You may have to close the web browser to finish the installation of the plug-in.

1.2 Configure TCP/IP

TCP/IP must be properly configured before operating your device over a network. Both IPv4 and IPv6 are available.
Steps

1. Go to System → Network → TCP/IP.

![Figure 1-8 TCP/IP Settings](image)

2. Select Working Mode as Net-Fault Tolerance or Multi-Address Mode.
   - **Net-Fault Tolerance**
     The two NIC cards use the same IP address, and you can select the main NIC to LAN1 or LAN2. In this way, in case of one NIC card failure, the device will automatically enable another standby NIC card so as to ensure the normal running of the system.
   - **Multi-Address Mode**
     The parameters of the two NIC cards can be configured independently. You can select LAN1 or LAN2 under Select NIC for parameter settings. Select one NIC card as the default route. When the system connects with the extranet, the data will be forwarded through the default route.

3. Click IPv4 or IPv6 as you required.
4. Optional: Check Enable DHCP to obtain IP settings automatically if a DHCP server is available on the network.
5. Set related parameters.

**Note**
Valid MTU value range is from 500 to 1500.

6. Click Apply.
1.3 Configure HDD

Ensure the video recorder storage media is well. You can install at least one HDD and initialize it, or create a RAID and initialize it.

1.4 Add Network Camera

Before you can get live video or record the video files, you must add the network cameras to the connection list of the device.

**Before You Start**

Ensure the network connection is valid and correct and the IP camera to add has been activated.

**Steps**

1. Click on the main menu bar.
2. Click **Custom Add** tab on the title bar.
3. Enter IP address, protocol, management port, and other IP camera information to add.
4. Enter the login user name and password of the IP camera.
5. Click **Add** to finish the adding of the IP camera.
6. **Optional:** Click **Continue to Add** to continue to add additional IP cameras.

1.4.1 Add Automatically Searched Online Network Camera

**Steps**

1. Click on the main menu.
2. Click **Number of Unadded Online Device** at the bottom.
3. Select the automatically searched online network cameras.
4. Click **Add** to add the camera which has the same login password with the video recorder.

![Figure 1-10 Add Automatically Searched Online Network Camera](image)

**Note**

If the network camera to add has not been activated, you can activate it in the network camera list of camera management interface.

### 1.4.2 Add Network Camera Manually

Before you view live video or record video files, you must add network cameras to the device.

**Before You Start**

Ensure the network connection is valid and correct, and the network camera is activated.

**Steps**

1. Click **on the main menu.
2. Click **Custom Add**.
3. Set the parameters. For example, **IP Camera Address**, **Protocol**, etc.

**Note**

Management port ranges from 1 to 65535.
4. **Optional:** Check **Use Channel Default Password** to use the default password to add the camera.

5. **Optional:** Check **Use Default Port** to use the default management port to add the camera. For SDK service, the default port value is 8000. For enhanced SDK service, the default value is 8443.

   **Note**
   The function is only available when you use HIKVISION protocol.

6. **Optional:** Check **Verify Certificate** to verify the camera with certificate. The certificate is a form of identification for the camera that provides more secure camera authentication. It requires to import the network camera certificate to the device first when you use this function. For details, refer to **Import Network Camera Certificate**.

   **Note**
   The enhanced SDK service is only available when you use HIKVISION protocol.

7. Click **Add**.

8. **Optional:** Check **Continue to Add** to add other network cameras.

### 1.4.3 Add Network Camera Through PoE

The PoE interfaces enable the device system to pass electrical power safely, along with data, on Ethernet cabling to the connected PoE cameras. Supported PoE camera number varies with device module. If you disable the PoE interface, you can also connect to the online network cameras. And the PoE interface supports the Plug-and-Play function.
Add PoE Camera

Steps
1. Go to Camera → Camera → PoE Settings.
2. Enable or disable long network cable mode by selecting Long Distance or Short Distance.
   - **Long Distance**
     - Long-distance (100 to 300 meters) network transmissions via PoE interface.
   - **Short Distance**
     - Short-distance (< 100 meters) network transmission via PoE interface.

**Note**
- The PoE ports are enabled with the short distance mode by default.
- The bandwidth of IP camera connected to the PoE via long network cable (100 to 300 meters) cannot exceed 6 MP.
- The allowed max. long network cable may be less than 300 meters depending on different IP camera models and cable materials.
- When the transmission distance reaches 100 to 250 meters, you must use the CAT5E or CAT6 network cable to connect with the PoE interface.
- When the transmission distance reaches 250 to 300 meters, you must use the CAT6 network cable to connect with the PoE interface.
- Refer to the Appendix 20.3 List of IP Cameras Connected to PoE by Long Network Cable (100 - 300 m) for the list of IP cameras.

3. Click Apply.
4. Connect PoE cameras to device PoE ports with network cables.
5. Go to Camera → Camera → IP Camera to view camera image and information.
Add Non-PoE Network Camera

You can disable the PoE interface by selecting the manual while the current channel can be used as a normal channel and the parameters can also be edited.

Steps
1. Go to Camera → Camera → IP Camera.
2. Position the cursor on a window with no linked network camera and click .

![Figure 1-13 Edit Network Camera](image)


   **Plug-and-Play**

   The camera is physically connected to the PoE interface. Its parameters cannot be edited. You can go to System → Network → TCP/IP to change IP address of PoE port.

   **Manual**

   Add IP camera without physical connection via network.

4. Enter IP address, User Name, and Password.
5. Click OK.

1.4.4 Add Network Camera via Customized Protocol

For network cameras that are not using standard protocols, you can configure customized protocols to add them. The system provides 16 customized protocols.

Steps
2. Set protocol parameters.
   
   **Type**
   
   The network camera adopting custom protocol must support getting stream through standard RTSP.

   **Path**
   
   Contact the manufacturer of network camera for the URL (Uniform Resource Locator) of getting main stream and sub-stream.

   ![Figure 1-14 Protocol Management]

   **Note**
   
   The protocol type and the transfer protocol must be supported by the network camera to add.

3. Click **OK**.
4. Click **Custom Add** to add cameras.
5. Set the parameters.
6. Click **OK**.

### 1.5 Connect to Platform

#### 1.5.1 Configure ISUP

SDK is based on Intelligent Security Uplink Protocol (ISUP). It provides APIs, library files, and commands for the third-party platform to access devices such as NVRs, speed domes, DVRs, network cameras, mobile NVRs, mobile devices, decoding devices, etc. With this protocol, the third-party platform can realize functions like live view, playback, two-way audio, PTZ control, etc.

**Steps**

1. Go to **System → Network → Advanced → Platform Access**.
2. Select **Access Type** as **ISUP**.
3. Check **Enable**.

![ISUP Settings](image)

**Figure 1-15 ISUP Settings**

4. Set the related parameters.

   **Server Address**
   - The platform server IP address.

   **Server Port**
   - The platform server port, ranges from 1024 to 65535. The actual port shall be provided by the platform.

   **Device ID**
   - Device ID shall be provided by the platform.

   **Version**
   - ISUP protocol version, only V5.0 is available.

   **Encryption Password**
   - Encryption password is required when using ISUP V5.0 version, it provides more secure communication between the device and platform. Enter it for verification after the device is registered to the ISUP platform. It cannot be empty, or "ABCDEF".

5. Click **Apply** to save the settings and restart the device.

**What to do next**
You can see the registration status (online or offline) after the device is restarted.
1.5.2 Configure Hik-Connect

Hik-Connect provides mobile phone application and platform service to access and manage your video recorder, which enables you to get a convenient remote access to the surveillance system.

Steps
2. Check Enable to activate the function. Then the service terms will pop up.
   1) Enter Verification Code.
   2) Scan the QR code to read the service terms and privacy statement.
   3) Check The Hik-Connect service will require Internet access. Please read Service Terms and Privacy Statement before enabling the service. If you agree with the service terms and privacy statement.
   4) Click OK.

Note
- Hik-Connect is disabled by default.
- The verification code is empty by default. It must contain 6 to 12 letters or numbers, and it is case sensitive.

3. Optional: Configure following parameters.
   - Check Custom and enter Server Address as your desire.
   - Check Enable Stream Encryption, then verification code is required for remote access and live view.
   - Check Time Sync, and the device will sync time with Hik-Connect instead of NTP server.

4. Bind your device with a Hik-Connect account.
   1) Use a smart phone to scan the QR code, and download Hik-Connect app. You can also download it from https://appstore.hikvision.com, or the QR code below. Refer to Hik-Connect Mobile Client User Manual for details.

Figure 1-16 Download Hik-Connect

2) Use Hik-Connect to scan the device QR, and bind the device.
5. Click **Apply**.

**What to do next**

You can access your video recorder via Hik-Connect.
Chapter 2 Camera Settings

2.1 Configure Image Parameters

You can customize image parameters, including day/night switch, backlight, contrast, and saturation in Camera → Display.

Image Settings
- Customize the image parameters including brightness, contrast, and saturation.

Exposure
- Set the camera exposure time (1/10000 to 1 sec). A larger exposure value results in a brighter image.

Day/Night Switch
- Set the camera to day, night, or auto switch mode according to time or the surrounding illumination condition. When the light diminishes at night, the camera can switches to night mode with high quality black and white image.

Backlight
- Set the camera’s wide dynamic range (0 to 100). When the surrounding illumination and the object have large differences in brightness, you can set the WDR value to balance the brightness level of the whole image.

Image Enhancement
- For optimized image contrast enhancement that reduces noise in video stream.

2.2 Configure OSD

You can configure the OSD (On-screen Display) for the camera, including date/time, camera name, etc.

Steps
1. Go to Camera → Display.
2. Select a camera as your desire.
3. Edit name in Camera Name.
4. Check Display Name, Display Date and Display Week to show the information on the image.
5. Set the date format, time format, and display mode.
Figure 2-1 OSD Settings

6. Drag the text frame on the preview window to adjust the OSD position.
7. Click Apply.

2.3 Configure Privacy Mask

The privacy mask protects personal privacy by concealing parts of the image from view or recording with a masked area.

Steps
1. Go to Camera → Privacy Mask.
2. Select a camera to set privacy mask.
3. Check Enable.
4. Draw a zone on the window. The zone will be marked by different frame colors.
2.4 Import Network Camera Certificate

Import the network camera certificate to the video recorder.

**Steps**

1. Log in the network camera via web browser.
2. Go to **Configuration → Network → Advanced Settings → HTTPS** on the web browser to export its certificate.
3. Click **Export** at **Export Certificate** to save the certificate.
4. Log in the video recorder by web browser.
5. Go to **Configuration → System → Security → Trusted Root Certification Authorities → Import**.
6. Click **Import** to import the network camera certificate.
2.5 Import/Export IP Camera Configuration Files

The IP camera information, including the IP address, manage port, password of admin, etc., can be saved in Microsoft Excel format and backed up to the local device. The exported file can be edited on a PC, including adding or deleting the content, and copying the setting to other devices by importing the Excel file to it.

**Before You Start**

When importing the configuration file, connect the storage device that contains the configuration file to the device.

**Steps**

1. Go to **Camera → IP Camera Import/Export**.
2. Click **IP Camera Import/Export**, and the detected external device contents appear.
3. Export or import the IP camera configuration files.
   - Click **Export** to export the configuration files to the selected local backup device.
   - To import a configuration file, select the file from the selected backup device and click **Import**.

**Note**

After the importing process is completed, you must reboot the device to activate the settings.

2.6 Save Camera VCA Data

After saving camera VCA data to your device, you will be able to search the camera VCA data.

Go to **Storage → Advanced** to enable the function.

2.7 Upgrade IP Cameras

The IP camera can be remotely upgraded through the device.

**Before You Start**

Ensure you have inserted the USB flash drive to the device, and it contains the IP camera upgrade firmware.

**Steps**

1. On the camera management interface, select a camera.
2. Go to **More Settings → Upgrade**.
3. Select the firmware upgrade file from the USB flash drive.
4. Click **Upgrade**.

   The IP camera will reboot automatically after the upgrading completes.
Chapter 3 Live View

Live view displays the video image getting from each camera in real time.

3.1 Start Live View

Click 🎥 on the main menu bar.
- Select a window and double click a camera from the channel list to play the live image of the camera.
- Double click a window to view it in single-screen mode. Double click again to exit single-screen mode.
- Use the toolbar at the playing window bottom to realize the capture, instant playback, audio on/off, digital zoom, live view strategy, show information and start/stop recording, etc.
- Click 🔄 to start/stop auto-switch. The screen will automatically switch to the next one.
- Move the cursor to a window, and right click your mouse to display the shortcut menu of the window. The shortcut menu will be different according to the window.

![Figure 3-1 Shortcut Menu](image)

3.2 Configure Live View Settings

Live View settings can be customized. You can configure the output interface, dwell time for screen to be shown, mute or turning on the audio, the screen number for each channel, etc.

Steps
1. Go to System ➔ Live View ➔ General.
2. Configure the live view parameters.

**Video Output Interface**
Select the video output to configure.

**Live View Mode**
Select the display mode for Live View, e.g., 2*2, 1*5, etc.

**Dwell Time**
The time in seconds to wait between switching of cameras when using auto-switch in Live View.

**Enable Audio Output**
Enable/disable audio output for the selected video output.

**Volume**
Adjust the Live View volume, playback and two-way audio for the selected output interface.

**Event Output**
Select the output to show event video.

**Full Screen Monitoring Dwell Time**
Set the time in seconds to show alarm event screen.

3. Click OK.

### 3.3 Configure Auto-Switch of Cameras

You can set the auto-switch of cameras to play in different display modes.

**Steps**
1. Go to System → Live View → General.
2. Set Video Output Interface, Live View Mode, and Dwell Time.

**Video Output Interface**
Select the video output interface.

**Live View Mode**
Select the display mode for live view, e.g., 2*2, 1*5, etc.

**Dwell Time**

The time in seconds to dwell between switching of cameras when enabling auto-switch. The range is from 5s to 300s.

3. Go to **View Settings** to set the view layout.
4. Click **OK** to save the settings.

### 3.4 Configure Live View Layout

Live view displays the video image getting from each camera in real time.

#### 3.4.1 Configure Custom Live View Layout

**Steps**

1. Go to **System → Live View → View**.
2. Click **Set Custom Layout**.
3. Click on the Custom Layout Configuration interface.
4. Edit the layout name.
5. Select a window division mode from the toolbar.

![Custom Layout Configuration Interface](image)

**Figure 3-3 Configure Live View Layout**

6. Select multiple windows and click to joint the windows. The selected windows must be in rectangle area.
7. Click **Save**.

The successfully configured layout is displayed in the list.
8. **Optional**: Select a live view layout from the list and click to edit the name, or click to delete the name.

### 3.4.2 Configure Live View Mode

**Steps**
1. Go to System → Live View → View.
2. Select the video output interface.
3. Select a layout or custom layout from the toolbar.
4. Select a division window, and double-click on a camera in the list to link the camera to the window.

**Note**
- You can also click-and-drag the camera to the desired window on the Live View interface to set the camera order.
- You can enter the number in the text field to quickly search the camera from the list.

5. Click **Apply**.

6. **Optional**: Click to start live view for all channels, or click to stop all live view channels.

### 3.5 Configure Channel-Zero Encoding

Enable the channel-zero encoding when you need to get a remote view of many channels in real time from a web browser or CMS (Client Management System) software, in order to decrease the bandwidth requirement without affecting the image quality.

**Steps**
1. Go to System → Live View → Channel-Zero.
2. Check **Enable Channel-Zero Encoding**.

![Figure 3-4 Channel-Zero Encoding](image)

3. Configure **Frame Rate**, **Max. Bitrate Mode**, and **Max. Bitrate**.
The higher frame rate and bitrate require the higher bandwidth.

4. Click **Apply**.
   You can view all the channels on one screen via CMS or web browser.

### 3.6 Main and Auxiliary Ports Strategy

There are five video output types: HDMI, VGA, LCD, HDMI2, and CVBS. Priority of video outputs:
HDMI > VGA/LCD > HDMI2.

You can click **in Live View mode, or go to System → General** to switch the main/auxiliary port
For iDS-9600NXI-I8/4F(B) series, HDMI1 and VGA are simultaneous output, HDMI1, VGA, HDMI2, CVBS cannot provide video output at the same time. When HDMI1, HDMI2, VGA, and CVBS are all connected, CVBS does not provide video output, the main port is HDMI2, and the aux port is HDMI1 and VGA. You can enable CVBS in System → General, it requires to switch menu output mode to HDMI2, and disable HDMI1/VGA.

For other series, the following table shows the main and auxiliary ports strategy when video cables for HDMI, HDMI2, and VGA are connected.

**Main port**
All operations are available for main port.

**Aux port**
You can switch to aux port to do some basic operations, like playback, switching live view image.

**Third port**
You can only preview camera image in third port.

<table>
<thead>
<tr>
<th>HDMI/VGA/LCD simultaneous output</th>
<th>Menu output mode</th>
<th>HDMI</th>
<th>HDMI2</th>
<th>VGA/LCD</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>Auto</td>
<td>Main port</td>
<td>Aux port</td>
<td>Main port</td>
</tr>
<tr>
<td>Off</td>
<td>Auto</td>
<td>Main port</td>
<td>Aux port</td>
<td>Third port</td>
</tr>
<tr>
<td>On</td>
<td>HDMI2</td>
<td>Aux port</td>
<td>Main port</td>
<td>Aux port</td>
</tr>
<tr>
<td>Off</td>
<td>HDMI2</td>
<td>Aux port</td>
<td>Main port</td>
<td>Third port</td>
</tr>
<tr>
<td>On</td>
<td>HDMI/VGA/LCD</td>
<td>Main port</td>
<td>Aux port</td>
<td>Main port</td>
</tr>
<tr>
<td>Off</td>
<td>VGA/LCD</td>
<td>Aux port</td>
<td>Third port</td>
<td>Main port</td>
</tr>
<tr>
<td>Off</td>
<td>HDMI</td>
<td>Main port</td>
<td>Third port</td>
<td>Aux port</td>
</tr>
</tbody>
</table>
3.7 Digital Zoom

Digital Zoom zooms into the live image in different magnifications (1x to 16x).

Steps
1. Start live view.
2. Click \( \) from the toolbar.
3. Move the sliding bar or scroll the mouse wheel to zoom in/out the image to different magnifications (1x to 16x).

![Figure 3-5 Digital Zoom](image)

3.8 Fisheye View

The device supports the fisheye camera expansion in Live View or playback mode.

Before You Start
- The fisheye expansion view feature is supported only by certain models.
- The connected camera must support the fisheye view.

Steps
1. Start live view, click \( \) to enter the fisheye expansion mode.
2. Select the expansion view mode.
### 3.9 3D Positioning

3D Positioning zooms in/out a specific live image area.

**Steps**
1. Start live view, and click  
2. Zoom in/out the image.
   - Zoom in: Click on the desired position in the video image and drag a rectangle area in the lower right direction to zoom in.
   - Zoom out: Drag a rectangle area in the upper left direction to move the position to the center and enable the rectangle area to zoom out.

### 3.10 Live View Strategy

**Steps**
1. In the live view mode, click  to enter the digital zoom operation interface in full screen mode.
2. Select the live view strategy to **Real-time**, **Balanced** or **Fluency**.
3.11 Facial Recognition

You can enter facial recognition interface to view real-time facial recognition and stranger recognition results.

**Before You Start**

Ensure you have configured facial detection and face picture comparison function, refer to *Face Picture Comparison* for details.

**Steps**

1. Go to live view interface, and click  in toolbar.
2. Click , , or  to set window division.
3. Select a window as you desired.
4. Double click a camera from the camera list on the left bottom.

![Figure 3-6 Facial Recognition](image)

5. Click **Records** to view the real-time facial recognition records of selected camera. The records will also be shown in the window on the right. You can view the facial detection number at the top, including the total number, succeeded number and failed number.

6. **Optional:** For the unregistered face picture, you can double click it in records list, and add it to face picture library.

**Note**

For guest and operator user, it requires Local Parameters Settings permission to add unregistered face picture to face picture library.
7. **Optional**: Click **Check-in** to view face picture library check-in record, including **Total No.**, **Checked In** and **Unchecked In**.

8. **Optional**: Click 📜 on the upper right corner to configure the display settings as you desired.

![Figure 3-8 Facial Recognition Display Settings](image)

9. **Optional**: Click 📜 on the upper right corner to search and export record.
   1) Set the search parameters as you desired.
   2) Click **Search**.
   3) Click **Export Attendance Record** or **Export Check-in Record**.

**Note**
- Ensure you have inserted USB flash drive before export.
- You can click a record to review the attendance information of this individual in calendar.
- For guest and operator user, it requires "Local Video Export permission" (in "Camera Permission") to search and export record.
3.12 PTZ Control

3.12.1 Configure PTZ Parameters

Follow these procedures to set the PTZ parameters. The PTZ parameters configuration must be done before you can control the PTZ camera.

Steps
1. Click on the quick settings toolbar of the PTZ camera.
2. Click PTZ Parameters Settings to set the PTZ parameters.
3. Edit the PTZ parameters.
4. Click **OK** to save the settings.

### 3.12.2 Set a Preset

Presets record the PTZ position and the status of zoom, focus, iris, etc. You can call a preset to quickly move the camera to the predefined position.

**Steps**

1. Click the quick settings toolbar of the PTZ camera's live view.
2. Click directional buttons to wheel the camera to a location.
3. Adjust the zoom, focus and iris status.
4. Click in the lower right corner of Live View to set the preset.

![Figure 3-11 Set Preset](image)

5. Select the preset No. (1 to 255) from the drop-down list.
6. Enter the preset name.
7. Click **Apply** to save the preset.
8. **Optional:** Click **Cancel** to cancel the location information of the preset.
9. **Optional:** Click in the lower right corner of Live View to view the configured presets.

![Figure 3-12 View the Configured Presets](image)

### 3.12.3 Call a Preset

A preset enables the camera to point to a specified position such as a window when an event takes place.

**Steps**

1. Click the quick settings toolbar of the PTZ camera's Live View.
2. Click in the lower right corner of Live View to set the preset.
3. Select the preset No. from the drop-down list.
4. Click **Call** to call it, or click in the lower right corner of Live View, and click the configured preset to call it.

![Figure 3-13 Call Preset (1)](image)
3.12.4 Set a Patrol

Patrols can be set to move the PTZ to key points and have it stay there for a set duration before moving on to the next key point. The key points are correspond to the presets.

**Steps**
1. Click on the quick settings toolbar of the PTZ camera’s live view.
2. Click **Patrol** to configure patrol.
3. Select the patrol No.
4. Click **Set**.
5. Click to add a key point to the patrol.
1) Configure key point parameters.

**Preset**
Determine the order the PTZ will follow while cycling through the patrol.

**Speed**
Defines the speed the PTZ will move from one key point to the next.

**Duration**
Refers to the duration to stay at the corresponding key point.

2) Click **Apply** to save the key points to the patrol.

6. Other operation is as follows.

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>Select a key point to delete.</td>
<td>✉</td>
<td>Edit the added key point.</td>
</tr>
<tr>
<td>⬆️</td>
<td>Adjust the key point order</td>
<td>⬇️</td>
<td>Adjust the key point order</td>
</tr>
</tbody>
</table>

7. Click **Apply** to save the patrol settings.

### 3.12.5 Call a Patrol

Calling a patrol makes the PTZ move according to the predefined patrol path.

**Steps**

1. Click ✉️ on the quick settings toolbar of the PTZ camera's live view.
2. Click **Patrol** on the PTZ control panel.
3. Select a patrol.
4. Click **Call** to start the patrol.
5. **Optional**: Click **Stop** to stop the patrol.

### 3.12.6 Set a Pattern

Patterns can be set by recording the movement of the PTZ. You can call the pattern to make the PTZ move according to the predefined path.

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Pattern** to configure a pattern.

   ![Figure 3-19 Pattern Configuration](image)

3. Select the pattern No.
4. Set the pattern.
   1) Click **Record** to start recording.
   2) Click corresponding buttons on the control panel to move the PTZ camera.
   3) Click **Stop** to stop recording. The PTZ movement is recorded as the pattern.

### 3.12.7 Call a Pattern

Follow the procedure to move the PTZ camera according to the predefined patterns.

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Pattern** to configure pattern.
3. Select a pattern.
4. Click **Call** to start the pattern.
5. Optional: Click **Stop** to stop the pattern.

### 3.12.8 Set Linear Scan Limit

Linear Scan trigger a scan in the horizontal direction in the predefined range.

**Before You Start**
Make sure the connected IP camera supports the PTZ function and is properly connected.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>This function is supported only by certain models.</td>
</tr>
</tbody>
</table>

**Steps**
1. Click **aux function** on the quick settings toolbar of the PTZ camera's live view.
2. Click directional buttons to wheel the camera to a location, and click **Left Limit** or **Right Limit** to link the location to the corresponding limit.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>The speed dome linear scans from the left limit to the right limit, and you must set the left limit on the left side of the right limit. Also, the angle from the left limit to the right limit must be not greater than 180º.</td>
</tr>
</tbody>
</table>

### 3.12.9 One-Touch Park

Certain speed dome models can be configured to start a predefined park action (scan, preset, patrol, etc.) automatically after a period of inactivity (park time).

**Before You Start**
Before operating this function, make sure the connected camera supports linear scan and is in HIKVISION protocol.

**Steps**
1. Click **aux function** on the quick settings toolbar of the PTZ camera's live view.
2. Click **Park (Quick Patrol)**, **Park (Patrol 1)**, or **Park (Preset 1)** to activate the park action.

   **Park (Quick Patrol)**
   The dome starts patrolling from the predefined preset 1 to preset 32 in order after the park time. Undefined presets will be skipped.

   **Park (Patrol 1)**
   The dome starts moving according to the predefined patrol 1 path after the park time.

   **Park (Preset 1)**
   The dome moves to the predefined preset 1 location after the park time.

   **Note**
   The park time can be set only via the speed dome configuration interface. The default value is 5s by default.

3. **Optional:** Click **Stop Park (Quick Patrol)**, **Stop Park (Patrol 1)**, or **Stop Park (Preset 1)** to inactivate it.

### 3.12.10 Auxiliary Functions

You can operate the auxiliary functions including light, wiper, 3D positioning, and center on the PTZ control panel.

**Before You Start**
Make sure the connected IP camera supports the PTZ function, and is properly connected.

**Steps**

1. Click on the quick settings toolbar of the PTZ camera's live view. The PTZ control panel displays on the right of the interface.

2. Click **Aux Function**.

   ![Figure 3-21 Aux Function Configuration](image)

3. Click the icons to operate the aux functions. See the table for the icon descriptions.
### Table 3-4 Description of Aux Functions Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Light icon" /></td>
<td>Light on/off</td>
</tr>
<tr>
<td><img src="image" alt="Wiper icon" /></td>
<td>Wiper on/off</td>
</tr>
<tr>
<td><img src="image" alt="3D icon" /></td>
<td>3D positioning</td>
</tr>
<tr>
<td><img src="image" alt="Center icon" /></td>
<td>Center</td>
</tr>
</tbody>
</table>
Chapter 4 Recording and Playback

4.1 Recording

4.1.1 Configure Recording Parameters

Go to Camera → Video Parameters.

Main Stream

Main stream refers to the primary stream that affects data recorded to the hard disk drive and will directly determine your recording quality and image size. Comparing with the sub-stream, the main stream can provide a higher quality video with higher resolution and frame rate.

Frame Rate (FPS - Frames Per Second)

It refers to how many frames are captured each second. A higher frame rate is advantageous when there is movement in the video stream, as it maintains image quality throughout.

Resolution

Image resolution is a measure of how much detail a digital image can hold. The greater the resolution, the greater the level of detail. Resolution can be specified as the number of pixel-columns (width) by the number of pixel-rows (height), e.g., 1024 × 768.

Bitrate

The bit rate (in kbit/s or Mbit/s) is often referred to as speed, but actually defines the number of bits/time unit and not distance/time unit.

Enable H.264+

H.264+ combines intelligent analysis technology with predictive encoding, noise suppression, and long-term bit rate control to realize a lower bit rate, which plays a significant role in cutting storage costs and provides a higher return value for the investment.

Enable H.265+

H.265+ is an optimized encoding technology based on the standard H.265/HEVC compression. With H.265+, the video quality is almost the same as that of H.265/HEVC but with less transmission bandwidth and storage capacity required.

Note

- A higher resolution, frame rate and bit rate setting will provide you the better video quality, but it will also require more internet bandwidth and use more storage space on the hard disk drive.
- H.264+ or H.265+ encoding technology is only available for certain models.
**Sub-Stream**
Sub-stream is a second codec that runs alongside the main stream. It allows you to reduce the outgoing internet bandwidth without sacrificing your direct recording quality. Sub-stream is often exclusively used by apps to view live video. Users with limited internet speeds may benefit most from this setting.

**Picture**
The picture refers to the live picture capture in continuous or event recording type. (Storage → Capture Schedule → Advanced)

**Picture Quality**
- Set the picture quality to low, medium or high. The higher picture quality results in more storage space requirement.

**Interval**
The interval of capturing live picture.

**Capture Delay Time**
The duration of capturing pictures.

**Configure Advanced Recording Parameters**

**Steps**
1. Go to Storage → Schedule → Record.
2. Check Enable Schedule to enable scheduled recording.
3. Click Advanced to set the advanced parameters.

![Figure 4-1 Advanced Record Settings](image)

**Record Audio**
Enable or disable audio recording.

**Pre-record**
The time you set to record before the scheduled time or event. For example, when an alarm triggers the recording at 10:00, and if you set the pre-record time as 5 seconds, the camera records at 9:59:55.

**Post-record**

The time you set to record after the event or the scheduled time. For example, when an alarm triggered recording ends at 11:00, and if you set the post-record time as 5 seconds, it records till 11:00:05.

**Stream Type**

Main stream and sub-stream are selectable for recording. When you select sub-stream, you can record for a longer time with the same storage space.

**Expired Time**

The expired time is period for a recorded file to be kept in the HDD. When the deadline is reached, the file will be deleted. If you set the expired time to 0, the file will not be deleted. The actual keeping time for the file should be determined by the capacity of the HDD.

**Redundant Record/Capture**

By enabling redundant record or capture you save the record and captured picture in the redundant HDD.

### 4.1.2 Enable H.265 Stream Access

The device can automatically switch to the H.265 stream of IP camera (which supports H.265 video format) for the initial access.

Go to **Camera → More Settings → H.265 Auto Switch Configuration** to enable the function.

### 4.1.3 ANR

ANR (Automatic Network Replenishment) can automatically enable SD card of network camera to save the video in the condition of network disconnection, and can synchronize data after the network is recovered.

**Before You Start**

- Ensure the network connection between your device and network cameras is valid and correct.
- Ensure the network camera has been installed with an SD card.

**Steps**

1. Log in your device via web browser and go to **Configuration → Storage → Schedule Settings → Advanced**.
2. Check **Enable ANR**.
3. Click **OK**.
4.1.4 Manual Recording
You can click 📼 to manually start/stop recording videos at live view.

4.1.5 Configure Recording Schedule
The camera would automatically start/stop recording according to the configured recording schedule.

Before You Start
- Ensure you have installed the HDDs to the device or added the network disks before storing the video files, pictures and log files.
- Before enabling Motion, Alarm, M | A (motion or alarm), M & A (motion and alarm), and Event triggered recording and capture, you must configure the motion detection settings, alarm input settings and other events as well. Refer to VCA Event Alarm for details.

Steps
1. Go to Storage → Schedule → Record.
2. Select a camera.
3. Check Enable Schedule.
4. Select a recording type.
   - **Continuous**
     - Scheduled recording.
   - **Event**
     - Recording triggered by all event triggered alarm.
   - **Motion**
     - Recording triggered by motion detection.
   - **Alarm**
     - Recording triggered by alarm.
   - **M/A**
     - Recording triggered by either motion detection or alarm.
   - **M&A**
     - Recording triggered by motion detection and alarm.
   - **POS**
     - Recording triggered by POS and alarm.
5. Drag the cursor on time bar to set the record schedule.
Figure 4-2 Record Schedule

Note

- You can repeat the above steps to set schedule recording or capture for each day in the week.
- Continuous recording is applied to each day by default.

6. Optional: Copy the recording schedule to other camera(s).
   1) Click Copy to.
   2) Select camera(s) to duplicate with the same schedule settings.
   3) Click OK.

7. Click Apply.

4.1.6 Configure Continuous Recording

The device can continuously record the video within the configured time schedule.

Steps
1. Go to Camera → Encoding Parameters → Recording Parameters.
2. Set the continuous main stream/sub-stream recording parameters for the camera.
3. Go to Storage → Recording Schedule.
4. Drag the mouse on the time bar to set the continuous recording schedule. Refer to Configure Recording Schedule for details.
4.1.7 Configure Motion Detection Triggered Recording

You can configure the recording triggered by the motion detection event.

Steps
1. Go to **System → Event → Normal Event → Motion Detection**.
2. Configure the motion detection and select the channel(s) to trigger the recording when motion event occurs. Refer to *Configure Linkage Actions* for details.
3. Go to **Camera → Encoding Parameters → Recording Parameters**.
4. Set the event main stream/sub-stream recording parameters for the camera.
5. Go to **Storage → Recording Schedule**.
6. Select the recording type to **Motion**.
7. Drag the mouse on the time bar to set motion detection recording schedule. Refer to *Configure Recording Schedule* for details.

4.1.8 Configure Event Triggered Recording

You can configure the recording triggered by the motion detection, motion detection and alarm, face detection, vehicle detection, line crossing detection, etc.

Steps
1. Go to **System → Event**.
2. Configure the event detection and select the channel(s) to trigger the recording when event occurs. Refer to *Event* for details.
3. Go to **Camera → Encoding Parameters → Recording Parameters**.
4. Set the event main stream/sub-stream recording parameters for the camera.
5. Go to **Storage → Recording Schedule**.
6. Select the recording type to **Event**.
7. Drag the mouse on the time bar to set the event detection recording schedule. Refer to *Configure Recording Schedule* for details.

4.1.9 Configure Alarm Triggered Recording

You can configure the recording triggered by the motion detection, face detection, vehicle detection, line crossing detection, etc.

Steps
1. Go to **System → Event → Normal Event → Alarm Input**.
2. Configure the alarm input and select the channel(s) to trigger the recording when alarm occurs. Refer to *Event* for details.
3. Go to **Camera → Encoding Parameters → Recording Parameters**.
4. Set the event main stream/sub-stream recording parameters for the camera.
5. Go to **Storage → Recording Schedule**.
6. Select the recording type to **Alarm**.
7. Drag the mouse on the time bar to set the alarm recording schedule. Refer to Configure Recording Schedule for details.

### 4.1.10 Configure Picture Capture

The picture refers to the live picture capture in continuous or event recording type. Only certain models support this function.

**Steps**
1. Go to Camera ➔ Encoding Parameters ➔ Capture.
2. Set the picture parameters.
   - **Resolution**
     - Set the resolution of the picture to capture.
   - **Picture Quality**
     - Set the picture quality to low, medium or high. The higher picture quality results in more storage space requirement.
   - **Interval**
     - The interval of capturing live picture.
3. Go to Storage ➔ Capture Schedule.
4. Select the camera to configure the picture capture.
5. Set the picture capture schedule. Refer to Configure Recording Schedule for details.

### 4.1.11 Configure Holiday Recording

You may want to have different plan for recording on holiday, this function allows you to set the recording schedule on holiday for the year.

**Steps**
1. Go to System ➔ Holiday.
2. Select a holiday item from the list.
3. Click 🟢 to edit the selected holiday.
4. Check Enable.
5. Set Holiday Name, Mode, Start Date, and End Date.
6. Click OK.
7. Set the schedule for holiday recording. Refer to Configure Recording Schedule for details.

4.1.12 Configure Redundant Recording and Capture

Enabling redundant recording and capture, which means saving the record files and captured pictures not only in the R/W HDD but also in the redundant HDD, will effectively enhance the data safety and reliability.

Before You Start
You must set the storage mode to Group before you set the HDD property to Redundancy. For detailed information, refer to Configure HDD Group. There should be at least another HDD which is in Read/Write status.

Steps
1. Go to Storage → Storage Device.
2. Select a HDD from the list and click ☑️ to enter the Local HDD Settings interface.
3. Set the HDD property to Redundancy.
4. Go to Storage → Schedule Settings → Record Schedule/Capture Schedule.
5. Click Advanced to set the camera recording parameters.
Figure 4-4 Record Parameters

6. Check Redundant Record/Capture.
7. Click OK to save settings.

4.2 Playback

4.2.1 Instant Playback

Instant playback enables the device to play the recorded video files recorded in the last five minutes. If no video is found, it means there is no recording during the last five minutes.

After selecting the camera on Live View, you can move the cursor to the window bottom to access the toolbar, and click ⎼ to start instant playback.
4.2.2 Play Normal Video

Go to Playback, select date and camera(s). 1 4 8 9 16 is the window division shortcut for grouping cameras and playing videos. You can also select camera(s) from the list to achieve simultaneous playback of multiple camera(s).

Position the cursor on playback window, and use the toolbar at the bottom to perform playback operations. Refer to Playback Operations for details.

Note

256x playing speed is supported.
4.2.3 Play Smart Searched Video

In smart playback mode, the device can analyze videos that containing motion, line, or intrusion detection information, and mark them in red.

Go to Playback, click Smart, and then click motion detection ( ), line crossing detection ( ), or intrusion detection ( ) in the toolbar at the bottom to play the video as your desire.

For certain cameras that have enabled human and vehicle of motion detection, you can click or to search human and vehicle targets. When you are playing back videos that contain human or vehicle targets, the device cannot use the videos (that contain human or vehicle targets) to apply a double analysis of line crossing detection ( ) or intrusion detection ( ).

![Figure 4-7 Payback by Smart Search](image)

4.2.4 Play Custom Searched Files

You can play video by customized search conditions.

**Steps**

1. Go to Playback.
2. Select camera(s) from the list.
3. Click Custom Search at the lower-left corner.
4. Select a search method. For example, Search by Appearance.
5. Set search conditions
6. Click Start Search. The search result list displays 1 channel.
7. Click Channel to select a channel as your desire. It will display search results for the selected channel.
8. Optional: Click to play a video.
9. Click to lock a file. The locked file will not be overwritten.
10. Optional: Export search results to a backup device.
    1. Select file(s) in the search result list, or check Select All to select all files.
    2. Click Export to export the selected file(s) to a backup device.
4.2.5 Play Tag Files

Video tag allows you to record information, such as people and locations of a certain time point, during playback. You can use video tag(s) to search video files and position time point.

Add Tag Files

Steps
1. Go to Playback.
2. Search and play back the video file(s).
3. Click  to add the tag.
4. Edit the tag information.
5. Click OK.

Note
Max. 64 tags can be added to a single video file.

Play Tag Files

Steps
1. Go to Playback.
2. Click Custom Search at the lower-left corner.
3. Click Search by Tag.
4. Set search conditions, including time and tag keyword.
5. Click Start Search. The search result list displays 1 channel.
6. Click Channel to select a channel as your desire. It will display search results for the selected channel.
7. Click  to play a video.
8. Optional: Export search results to a backup device.
   1) Select file(s) in the search result list, or check Select All to select all files.
   2) Click Export to export the selected file(s) to a backup device.

Note
• You can click  to view export progress.
• You can click  to return to search interface.
4.2.6 Play by Sub-periods

The video files can be played in multiple sub-periods simultaneously on the screen.

Steps
1. Go to Playback.
2. Click at the lower-left corner.
3. Select a camera.
4. Set the start time and end time for searching video.
5. Select the different multi-period at the lower-right corner, e.g., 4-Period.

Note
According to the defined number of split-screens, the video files on the selected date can be divided into average segments for playback. E.g., if there are video files existing between 16:00 and 22:00, and the 6-screen display mode is selected, then it can play the video files for 1 hour on each screen simultaneously.

4.2.7 Play Log Files

Play back record file(s) associated with channels after searching system logs.

Steps
1. Go to Maintenance → Log Info.
2. Click Log Search.
3. Set search time and type and click Search.

![Figure 4-8 Search Log Files](image)

4. Choose a log with a video file and click to start playing the log file.
4.2.8 Play External Files

You can play files from external storage devices.

**Before You Start**
Connect the storage device with the video files to your device.

**Steps**
1. Go to **Playback**.
2. Click at the lower-left corner.
3. Click ▶️, or double-click the file to play it.

4.3 Playback Operations

4.3.1 Set Play Strategy in Important/Custom Mode

When you are in the smart or custom video playback mode, you can set the playing speed separately for the normal video and the smart/custom video, or you can select to skip the normal video.

In the Smart/Custom video playback mode, click to set the play strategy.

- When **Do not Play Normal Videos** is checked, the device will skip the normal video and play the smart (motion/line crossing/intrusion) video and the custom (searched video) only in the normal speed (X1).
- When **Do not Play Normal Videos** is unchecked, you can set the play speed for the normal video the smart/custom video separately. The speed range is from X1 to XMAX.

**Note**
You can set the speed in the single-channel play mode only.
4.3.2 Edit Video Clips

You can cut and export video clips during playback.

Steps
1. Go to Playback.
2. Click 🎞️ at the bottom toolbar.
3. Set the start time and end time. You can click ⌚️ to set the time period, or set a time segment on time bar.
4. Click 🎬 to save the video clip to a storage device.

4.3.3 Switch between Main Stream and Sub-Stream

You can switch between the main stream and the sub-stream during the playback.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎬</td>
<td>Play the video in main stream.</td>
</tr>
<tr>
<td>🎭</td>
<td>Play the video in sub-stream.</td>
</tr>
</tbody>
</table>

**Note**
The encoding parameters for the main stream and sub-stream can be configured in Storage → Encoding Parameters.

4.3.4 Thumbnails View

With the thumbnails view on the playback interface, you can conveniently locate the required video files on the time bar.

In the playback mode, position the cursor on time bar to get preview thumbnails.

![Figure 4-10 Thumbnails View](Image)

You can click a thumbnail to enter the full-screen playback.
4.3.5 Fisheye View

The device supports the fisheye camera expansion in Live View or playback mode.

Before You Start
- The fisheye expansion view feature is supported only by certain models.
- The connected camera must support the fisheye view.

Steps
1. Start live view, click \( \infty \) to enter the fisheye expansion mode.
2. Select the expansion view mode.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>180° Panorama ( ( \infty ) )</td>
<td>Switch the Live View image to the 180° panorama view.</td>
<td>360° Panorama ( ( \infty ) )</td>
<td>Switch the Live View image to the 360° panorama view.</td>
</tr>
<tr>
<td>PTZ Expansion ( ( \infty ) )</td>
<td>The PTZ Expansion is the close-up view of some defined area in the fisheye view or panorama expansion. It supports the electronic PTZ function, also called e-PTZ.</td>
<td>Radial Expansion ( ( \infty ) )</td>
<td>In radial expansion mode, the whole wide-angle view of the fisheye camera is displayed. This view mode is called Fisheye View because it approximates the vision of a fish’s convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.</td>
</tr>
</tbody>
</table>

4.3.6 Fast View

Hold the mouse to drag on the time bar to get a fast view of the video files.

In the Video Playback mode, hold and drag the mouse through the playing time bar to fast view the video files.

Release the mouse at the required time point to enter the full-screen playback.
4.3.7 Digital Zoom

Digital Zoom zooms into the live image in different magnifications (1x to 16x).

**Steps**
1. Start live view.
2. Click 📸 from the toolbar.
3. Move the sliding bar or scroll the mouse wheel to zoom in/out the image to different magnifications (1x to 16x).

![Figure 4-11 Digital Zoom](image)

4.3.8 POS Information Overlay

The device can be connected with the POS machine/server, and receive the transaction message for overlay on the image during playback.

**Note**

When the playing speed is higher than 2x, the POS information cannot be overlaid on the video.

In the video live or playback mode, click 📸 to overlay the POS transaction information on the playback video.
Chapter 5 Picture Capture

Note
This chapter is only available for certain models.

5.1 Configure Parameters

The picture refers to the live picture captured in continuous or event recording.
You can edit picture parameters in Storage → Schedule → Capture → Advanced.

Resolution
Set the picture resolution.

Picture Quality
Set picture quality to low, medium or high. Higher quality requires more storage space.

Interval
The live picture capture interval.

Capture Delay Time
The duration of capturing pictures.

5.2 Configure Capture Schedule

The device will automatically capture picture according to the schedule.

Before You Start
Ensure you have installed HDDs, or added network disks for storage.

Steps
1. Go to Storage → Schedule → Capture.
2. Select a camera.
3. Set the picture capture schedule. Refer to Configure Recording Schedule for schedule setting details.

5.3 Configure Holiday Capture Schedule

You can set the capture schedule on holidays of the year. The recorder will follow holiday capture plan as its capture priority during holidays.

Before You Start
Ensure you have installed HDDs, or added network disks for storage.
Steps
1. Go to System → Holiday.
2. Select a holiday item from the list and click .
3. Check Enable.
4. Edit holiday parameters, including name, mode, and date.

5. Click OK.
6. Set the holiday capture schedule. Refer to Configure Recording Schedule for schedule setting details.
Chapter 6 Event

6.1 Normal Event Alarm

6.1.1 Configure Motion Detection Alarms

Motion detection enables the device to detect the moving objects in the monitored area and trigger alarms.

Steps
1. Go to System → Event → Normal Event → Motion Detection.
2. Select a camera.
3. Check Enable.
4. Set the motion detection rule.
   
   For cameras have human and vehicle detection function. Click Draw Area to draw the detection area(s) on the preview screen. Set Detection Target as Human or Vehicle to discard alarms which are not triggered by human body or vehicle.
   
   For cameras do not have human and vehicle detection function. Click Full screen to set the full-screen as the detection area, or drag on the preview screen to draw the customized detection area.

5. Set Sensitivity

Sensitivity

Sensitivity ranges from 0 to 100. It allows you to calibrate how readily movement triggers the alarm. A higher value results in a more readily to triggers motion detection.

6. Set the arming schedule. Refer to Configure Arming Schedule.
7. Set linkage actions. Refer to Configure Linkage Actions.

6.1.2 Configure Video Loss Alarms

Video loss detection detects video loss of a channel and takes alarm response action(s).

Steps
1. Go to System → Event → Normal Event → Video Loss.
2. Select a camera.
3. Check Enable.
4. Set the arming schedule. Refer to Configure Arming Schedule.
5. Set linkage actions. Refer to Configure Linkage Actions.
6.1.3 Configure Video Tampering Alarms

Video tampering detection triggered an alarm when the camera lens is covered and takes alarm response action(s).

Steps
1. Go to System → Event → Normal Event → Video Tampering .
2. Select a camera.
3. Check Enable.
4. Set the video tampering area. Drag on the preview screen to draw the customized video tampering area.
5. Set Sensitivity (0-2). 3 levels are available. The sensitivity calibrates how readily movement triggers the alarm. A higher value more readily triggers the video tampering detection.
6. Set the arming schedule. Refer to Configure Arming Schedule .
7. Set linkage actions. Refer to Configure Linkage Actions .

6.1.4 Configure Sensor Alarms

Set the handling action of an external sensor alarm.

Steps
2. Select an alarm input item from the list and click .
3. Select the alarm input type.
4. Edit the alarm name.
5. Check Input.
6. Set the arming schedule. Refer to Configure Arming Schedule .
7. Set linkage actions. Refer to Configure Linkage Actions .

6.1.5 Configure Exceptions Alarms

Exception events can be configured to take the event hint in the Live View window and trigger alarm output and linkage actions.

Steps
1. Go to System → Event → Normal Event → Exception .
2. Optional: Enable the event hint to display it in the live view window.
   1) Check Enable Event Hint.
   2) Click to select the exception type(s) to take the event hint.
3. Select an exception type.

4. Set the linkage actions. Refer to *Configure Linkage Actions*.

### 6.1.6 Configure Combined Alarm

Combined alarm combines events with alarm input. The combined alarm will be triggered when it receives alarms from both alarm input and events. Event types include motion detection, video tampering detection, and other smart events such as line crossing detection, intrusion detection, etc.

**Before You Start**
Ensure the channel has been assigned with event alarm as your desire, and the alarm input has been configured (refer to *Configure Sensor Alarms*).

**Steps**
2. Select an alarm input item from the list and click ![ ].
3. Select Settings as Input.
4. Click Combined Alarm.
5. Select a channel as your desire.
7. Click Apply.
The combined alarm arming schedule and linkage action are the same as the selected event(s).

6.2 VCA Event Alarm

The device supports receiving VCA detections sent by connected IP cameras. Enable and configure VCA detection on the IP camera settings interface first.

- VCA detections must be supported by the connected IP camera.
- Refer to the network camera user manual for detailed VCA detection instructions.

6.2.1 Temperature Screening

After specified thermography cameras are connected, the device can display temperature measurement results, and notify you with audio alert when normal or abnormal temperature is detected.

Before You Start
Ensure your thermography camera supports this function, and it is properly configured.
Steps
1. Go to System → Event → Smart Event.
2. Select the optical channel of thermography camera.
3. Click Face Capture.
4. Optional: Check Save VCA Picture to save the captured pictures of face detection.
5. Set the arming schedule. Refer to Configure Arming Schedule.
6. Set linkage actions. Refer to Configure Linkage Actions. If you only requires to implement linkage actions when the thermography camera detects abnormal temperature, check Abnormal Body Temperature in Rule Settings.

Note
The abnormal temperature is detected and defined by the thermography camera.

7. Click Apply.

What to do next
- You can check Target in live view to view detection results.
- You can go to File Management → Smart Search → Search by Appearance to search detection results.

6.2.2 Transparent Transmission

Transparent transmission makes a large variety of events configurable, and the event alarms from cameras can be directly transmitted. For events which are not listed in smart event, they will be listed in the transparent transmission list. The list will only display events which the connected cameras support. You can custom the event description as your desire. Transparent transmission is configurable via web browser.

Before You Start
Ensure you have correctly connected camera(s) that supports transparent transmission.

Steps
1. Go to Configuration → Event → More Events → Transparent Transmission Configuration. The available events are listed in Event Description List.
2. Click Template List to export the template list file.

Note
The template list is for reference only. It cannot be deleted or edited.

3. Edit Event Description according to your camera and the template list.

Event Type
The event type shall be the same as your camera event.

Event Description
The event description can be customized. After the event type is recognized, the device will display the event description as the event name.
4. Click Save.

What to do next
Go to Configuration → Event → Smart Event → More Events to configure events.

6.2.3 Hard Hat Detection

Hard hat detection detects people who are not wearing hard hats. You can configure the arming schedule and linkage actions. Hard hat detection is configurable via web browser.

6.2.4 Loitering Detection

Loitering detection is used to detect whether a target stays within a specified area longer than the set time and trigger alarm for linked actions.

Steps
1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a camera.
3. Click Loitering Detection.

![Figure 6-4 Loitering Detection]

4. Check Enable Loitering Detection.
5. Optional: Check Save VCA Picture to save the captured loitering detection pictures.
6. Set loitering detection parameters.
   1) Select Arming Area.
   2) Set Time Threshold.

⚠️ Note
Up to 4 areas are selectable.
**Time Threshold**

The time of the target staying in the region. If the value is 10, an alarm is triggered after the target has stayed in the region for 10 s. Range: [1-10].

3) Set **Sensitivity**.

**Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

### 6.2.5 People Gathering Detection

People gathering detection is used to detect whether the density of human bodies within a specified area exceeds the set value and trigger alarm for linked actions.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Other Events**.
2. Select a camera.
3. Click **People Gathering**.

![Figure 6-5 People Gathering Detection](image)

4. Check **Enable People Gathering Detection**.
5. **Optional**: Check **Save VCA Picture** to save the captured people gathering detection pictures.
6. Set people gathering detection parameters.
   1) Select **Arming Area**.
2) Click **Draw Area** to draw a quadrilateral in the preview window by specifying four vertices of the area.

3) Set **Percentage**.

**Percentage**

The density of human bodies within the area. If it exceeds the threshold value, the device will trigger alarm.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.

8. Set the linkage actions. Refer to **Configure Linkage Actions**.

9. Click **Apply**.

### 6.2.6 Fast Moving Detection

Fast moving detection is used to detect suspicious running and chasing, over-speed, and fast moving. It will trigger alarm when an object is moving fast and send notification to arming host so that necessary actions can be taken in advance.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Other Events**.

2. Select a camera.

3. Click **Fast Moving**.

![Figure 6-6 Fast Moving Detection](image)

**Figure 6-6 Fast Moving Detection**

4. Check **Enable Fast Moving**.

5. **Optional**: Check **Save VCA Picture** to save the captured fast moving detection pictures.

6. Set fast moving detection parameters.

   1) Select **Arming Region**. Up to 4 regions are selectable.
2) Click **Draw Area** to draw a quadrilateral in the preview window by specifying four vertices of the area.
3) Set **Sensitivity**.
   
   **Sensitivity**
   
   Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

### 6.2.7 Parking Detection

Parking detection is used to detect parking violation in the area, applicable in expressway and one-way street.

**Steps**
1. Go to **Smart Analysis → Smart Event Settings → Other Events**.
2. Select a camera.
3. Click **Parking**.

![Figure 6-7 Parking Detection](image)

4. Check **Enable Parking Detection**.
5. **Optional**: Check **Save VCA Picture** to save the captured parking detection pictures.
6. Set parking detection parameters.
   1) Select **Arming Area**.

**Note**

Up to 4 areas are selectable.
2) Set **Time Threshold**.

**Time Threshold**

The time of a vehicle staying in the region. If the value is 10, an alarm will be triggered after the vehicle has stayed in the region for 10 s. Range: [5-20].

3) Set **Sensitivity**.

**Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

6.2.8 **Unattended Baggage Detection**

Unattended baggage detection detects the objects left over in a predefined region such as the baggage, purses, dangerous materials, etc., and a series of actions can be taken when the alarm is triggered.

**Steps**

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events**.
2. Select a camera.
3. Click **Unattended Baggage**.

4. Check **Enable Unattended Baggage Detection**.
5. **Optional**: Check **Save VCA Picture** to save the captured unattended baggage detection pictures.
6. Set the detection rules and detection areas.
   1) Select **Arming Area**.
**Note**

Up to 4 areas are selectable.

2) Drag the sliders to set **Time Threshold** and **Sensitivity**.

**Time Threshold**

The time of the objects left in the region. If the value is 10, an alarm will be triggered after the object is left and stayed in the region for 10 s. Range: [5-20].

**Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

3) Click **Draw Region** and draw a quadrilateral in the preview window.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.

8. Set linkage actions. Refer to **Configure Linkage Actions**.

9. Click **Apply**.

### 6.2.9 Object Removal Detection

The object removal detection function detects the objects removed from a predefined region, such as the exhibits on display, and a series of actions can be taken when the alarm is triggered.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Other Events**.

2. Select a camera.

3. Click **Object Removable**.

![Object Removal Detection](image)

**Figure 6-9 Object Removal Detection**

4. Check **Enable Object Removable Detection**.

5. **Optional**: Check **Save VCA Picture** to save the captured object removable detection pictures.
6. Follow these steps to set the detection rules and detection areas.

1) Select Arming Area.

**Note**
Up to 4 areas are selectable.

2) Drag the sliders to set Time Threshold and Sensitivity.

**Time Threshold**
The time of the objects removed from the region. If the value is 10, alarm will be triggered after the object disappears from the region for 10 s. Range [5-20].

**Sensitivity**
The similarity degree of the background image. If the sensitivity is high, a very small object taken from the region will trigger the alarm.

3) Click Draw Area and draw a quadrilateral in the preview window by specifying four vertices of the detection region.

7. Set the arming schedule. Refer to Configure Arming Schedule.
8. Set the linkage actions. Refer to Configure Linkage Actions.
9. Click Apply.

6.2.10 Audio Exception Detection

Audio exception detection detects abnormal sounds in the surveillance scene, such as a sudden increase/decrease in sound intensity.

**Steps**
1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a camera.
3. Click Audio Exception.

![Figure 6-10 Audio Exception Detection](image)

**Optional:** Check Save VCA Picture to save the captured audio exception detection pictures.
5. Set the detection rules.
   1) Select Exception Detection.
   2) Check Audio Loss Exception, Sudden Increase of Sound Intensity Detection, and/or Sudden Decrease of Sound Intensity Detection.

   **Audio Loss Exception**
   Detects a steep sound rise in the surveillance scene. Set Sensitivity and Sound Intensity Threshold for the steep sound rise.

   **Sensitivity**
   The smaller the value is, the more severely the change would trigger the detection. Range [1-100].

   **Sound Intensity Threshold**
   It can filter the sound in the environment. The louder the environment sound is, the higher the value should be. Adjust it according to the environment. Range [1-100].

   **Sudden Decrease of Sound Intensity Detection**
   Detects a steep sound drop in the surveillance scene. Detection sensitivity [1-100].

6. Set the arming schedule. Refer to Configure Arming Schedule.
7. Set the linkage actions. Refer to Configure Linkage Actions.
8. Click Apply.

### 6.2.11 Defocus Detection

Image blur caused by lens defocus can be detected.

**Steps**

1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a camera.
3. Click Defocus.
4. Check **Enable**.
5. **Optional**: Check **Save VCA Picture** to save the captured defocus detection pictures.
6. Set the detection sensitivity.
   **Sensitivity**
   Sensitivity range: [1-100]. The higher the value is, the more easily the defocus image will be detected.
7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

### 6.2.12 Sudden Scene Change Detection

Scene change detection detects the change of the surveillance environment affected by external factors, such as the intentional rotation of the camera.

**Steps**
1. Go to **Smart Analysis → Smart Event Settings → Other Events**.
2. Select a camera.
3. Click **Sudden Scene Change**.
4. Check **Enable**.
5. **Optional**: Check **Save VCA Picture** to save the captured sudden scene change detection pictures.
6. Set the detection sensitivity.

   **Sensitivity**
   - Ranges from 1 to 100, the higher the value, the more easily the change of scene can trigger the alarm.
7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

### 6.2.13 PIR Alarm

A PIR (Passive Infrared) alarm is triggered when an intruder moves within the detector vision field. The heat energy dissipated by a person or any other warm blooded creature such as dogs, cats, etc., can be detected.

**Steps**
1. Go to **Smart Analysis → Smart Event Settings → Other Events**.
2. Select a camera.
3. Click **PIR Alarm**.
4. Check PIR Alarm.
5. Optional: Check Save VCA Picture to save the captured of PIR alarm pictures.
6. Set the arming schedule. Refer to Configure Arming Schedule.
7. Set the linkage actions. Refer to Configure Linkage Actions.
8. Click Apply.

6.2.14 Thermal Camera Detection

The NVR supports the event detection modes of the thermal network cameras: fire and smoke detection, temperature detection, temperature difference detection, etc.

Before You Start
Add the thermal network camera to your device and make sure the camera is activated.

Steps
1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a thermal camera.
3. Optional: Check Save VCA Picture to save the captured pictures of detection.
4. Select an event detection (Temperature Measurement Alarm, etc.).
5. Set the arming schedule. Refer to Configure Arming Schedule.
6. Set the linkage actions. Refer to Configure Linkage Actions.
7. Click Apply.
6.2.15 Queue Management

After connecting with queue management camera, you can set the arming schedule and linkage action of queue management.

Before You Start
Ensure the recorder have connected with queue management camera.

Steps
1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a queue management camera.
3. Optional: Check Save VCA Picture to save the captured pictures of detection.
4. Set the arming schedule. Refer to Chapter Configure Arming Schedule for details.
5. Set the linkage actions. Refer to Chapter Configure Linkage Actions for details.
6. Click Apply.

6.3 Configure Arming Schedule

Steps
1. Click Arming Schedule.
2. Click Edit.
3. Select a day of the week and set the time period. Up to eight time periods can be set each day.

Note
Time periods cannot repeat or overlapped.
You can click **Copy** to copy the current day arming schedule settings to other day(s).

5. Click **Apply** to save the settings.

## 6.4 Configure Linkage Actions

Alarm linkage actions will be activated when an alarm or exception occurs, including Event Hint Display, Full Screen Monitoring, Audible Warning (buzzer), Notify Surveillance Center, Trigger Alarm Output, and Send Email.

### 6.4.1 Configure Auto-Switch Full Screen Monitoring

When an alarm is triggered, the local monitor displays in full screen the video image from the alarming channel configured for full screen monitoring. And when the alarm is triggered simultaneously in several channels, you must configure the auto-switch dwell time.

**Note**

Auto-switch will terminate once the alarm stops and back to the live view interface.

**Steps**

1. Go to **System → Live View → General**.
2. Set the event output and dwell time.
Event Output
Select the output to show the event video.

Full Screen Monitoring Dwell Time
Set the time in seconds to show the alarm event screen. If alarms are triggered simultaneously in several channels, their full-screen images will be switched at an interval of 10 seconds (default dwell time).

3. Go to the Linkage Action interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
4. Select the Full Screen Monitoring alarm linkage action.
5. Select the channel(s) in Trigger Channel for full screen monitoring.

6.4.2 Configure Buzzer

When an alarm is detected, the buzzer will make an audible beep.

Steps
1. Go to System → Live View → General.
2. Check Enable Audio Output.
3. Set the audio volume.
4. Click Apply.
5. Go to Linkage Action interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
6. Select Buzzer as the alarm linkage action.

6.4.3 Notify Surveillance Center

The device can send an exception or alarm signal to the remote alarm host when an event occurs. The alarm host refers to the PC installed with client software (e.g., iVMS-4200, iVMS-5200).

Steps
1. Go to System → Network → Advanced → More Settings.
2. Set the alarm host IP and alarm host port.
3. Go to Linkage Action interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
4. Select Notify Surveillance Center.

6.4.4 Configure Email Linkage

The system can send an email with alarm information to a user or users when an alarm is detected.

Steps
1. Go to System → Network → Advanced → Email.
2. Set the email parameters.
3. Click Apply.
4. Go to the **Linkage Action** interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
5. Select **Send Email** alarm linkage action.

### 6.4.5 Configure Audio Alert

When an alarm is triggered, an audio file will be played as the linkage action. The audio file can be customized. Refer to **Audio Management** for details.

**Before You Start**

Ensure the audio files are imported to the device.

**Steps**

<table>
<thead>
<tr>
<th>Note</th>
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<tr>
<td>This linkage action is only available for certain events.</td>
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</table>

1. Check **Audio Alert** in **Normal Linkage**.
2. Click 💾 to select audio file.
4. Set arming schedule.
5. Click **OK**.
6. Click **Apply**.

### 6.4.6 Trigger Alarm Output

The alarm output can be triggered by the alarm input, motion detection, video tampering detection, face detection, line crossing detection, and any other events.

**Steps**

1. Go to **Linkage Action** of the alarm detection (e.g., motion detection, face detection, line crossing detection, intrusion detection, etc.).
2. In **Trigger Alarm Outputs**, select the alarm output(s) to trigger.
3. Go to **System** → **Event** → **Normal Event** → **Alarm Output**.
4. Select an alarm output item from the list.

### 6.4.7 Configure Audio and Light Alarm Linkage

For certain network cameras, you can set the alarm linkage action as audio alarm or light alarm.

**Before You Start**

- Ensure your camera supports audio and light alarm linkage.
- Ensure the audio output and volume are properly configured.
Steps
1. Go to the linkage action interface of the alarm detection (e.g., motion detection).
2. Set **Audio and Light Alarm Linkage** as your desire.
3. Click **Apply**.

6.4.8 Configure PTZ Linkage

The system can trigger the PTZ actions (e.g., call preset/patrol/pattern) when the alarm event, or VCA detection events occurs.

**Before You Start**
Make sure the connected PTZ or speed dome connected supports PTZ linkage.

Steps
1. Go to **Linkage Action** interface of the alarm input or VCA detection (e.g., face detection, line crossing detection, intrusion detection, etc.).
2. Select the **PTZ Linkage**.
3. Select the camera to perform the PTZ actions.
4. Select the preset/patrol/pattern No. to call when the alarm events occur.

**Note**
You can set only one PTZ type for the linkage action each time.
Chapter 7 Smart Analysis

7.1 Engine Configuration

Each engine processes a specified VCA type as its working mode. You can configure the engine working mode as your desire.

Steps
1. Go to Smart Analysis → Engine Settings → Engine Configuration.

![Figure 7-1 Engine Configuration](image)

2. Configure each engine usage. You can view the engine temperature and linked channel status of each function.

---

**Note**

If the engine has been bound with channel(s), switching engine working mode will unbind the engine and channel(s), and cancel the related smart event of the channel.

3. Click **Apply** to save the settings.
7.2 Task Configuration

You can view the task status in task configuration. Smart analysis results are used for filtering the pictures when searching interested human body and vehicle pictures.

**Before You Start**

Check **Save VCA Pictures** for human body detection/vehicle detection, line crossing detection, intrusion detection, region entrance, or region exiting.

**Steps**

**Note**

The chapter is only available for certain models of iDS series.

1. Go to **Smart Analysis → Engine Settings → Task Configuration**.
2. Check cameras to enable corresponding analysis mode. Ensure engine is available for the selected analysis mode.
3. Enable auto analysis.

![Auto Analysis](image)

**Figure 7-2 Auto Analysis**

1) Click **Edit**.
2) **Optional**: Check Enable of **Display Status** and **Notify Surveillance Center**.
3) Set **Start Time** of video to analyze.
4) Click **OK**.

4. Check cameras and click **Enabled** to start analyzing.

Task status includes 3 conditions: **Disabled**, **Waiting**, and **Enabled**.

**Disabled**

No analysis task is enabled on the camera.

**Waiting**
The analysis task of the camera is enabled. Device is waiting to analyze data.

**Enabled**

The analysis task of the camera is enabled and device is analyzing data of the camera.

5. **Optional:** For Non-Real-Time Face Picture Comparison analysis mode, click **View Record** to view the progress of each day.

### 7.3 Face Picture Comparison

The device supports the face picture comparison alarm and face capture for the connected camera based on face recognition feature.

Go to **Smart Analysis → Engine Settings → Engine Configuration**. Configure at least one engine usage as **Facial Recognition**. Refer to **Engine Configuration** for details.

---

**Note**

The chapter is only available for certain models of iDS series.

#### 7.3.1 Face Grading Configuration

Face grading is used for face picture selection. According to pupil distance, tilt angle and pan angle, it only uses face pictures which satisfy grading requirement for analysis. Larger pupil distance, smaller tilt and pan angle, better it would be for analysis.

**Steps**

1. Go to **Smart Analysis → Engine Settings → Face Grading**.

2. Check **Enable Face Grading**.

3. Set **Pupil Distance**, **Tilt Angle**, and **Pan Angle**.

   **Pupil Distance**
   
   Pupil distance is the distance between two pupils. In order to get better detection result, the pupil distance shall not be less than 40, and the recommended value is 60.

   **Tilt Angle**
Tilt angle is the angle between your view and horizontal plane.

**Pan Angle**

Pan angle is the angle between your view and vertical plane.

4. Click **Apply**.

**What to do next**

- After face picture modeling, you can view face grading score of each face picture via web browser in **Configuration → Face Picture Library**.
- You can click in **Smart Analysis → Face Picture Database** to select face picture by face grading score.

### 7.3.2 Face Capture

The face capture detects and captures faces appearing in the surveillance scene. Linkage actions can be triggered when a human face is detected.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Facial Recognition**.
2. Click **Face Capture**.

3. Select a camera to configure.
4. Check **Enable Face Capture**.
5. **Optional**: Check **Save VCA Picture** to save the captured pictures of face detection.
6. Set the detection sensitivity.

![Figure 7-4 Face Capture](image-url)
7. Set the arming schedule. Refer to Configure Arming Schedule.
8. Set linkage actions. Refer to Configure Linkage Actions.
9. Click Apply.

7.3.3 Face Picture Library Management

Face picture library is mainly used for face picture storage and face picture comparison.

Add a Face Picture Library

Steps
1. Go to Smart Analysis → Face Picture Database.
2. Click +.
3. Enter the face picture library name.
4. Click OK.

Note
- You can click  or  to edit the library name or delete the library.
- You can click Delete in Batch or Clear in Batch to delete selected face picture libraries, or clear all face pictures in the selected face picture libraries.

Upload Face Pictures to the Library

Face picture comparison is based on face pictures in the library. You can upload a single face picture or import multiple face pictures to the library.

Before You Start
- Ensure the picture format is JPEG or JPG.
- Import all pictures to a backup device in advance.

Steps
1. Select a face picture library in the list.
2. Click Add or Import.
3. Import picture(s).
   - Add: Click Add to import a face picture.

Note
You can only upload one human face at a time. If the picture has multiple human faces, you have to pick one from them.
- **Import**: Click **Import** to import multiple face pictures. The device will use the file name as its face picture name and leave other attributes empty, or import picture files by specified rules. If a picture file has multiple human faces, the device will choose the human face at the center by default.

4. **Optional**: Select pictures and click **Copy to** to copy the uploaded pictures of the current library to other library.

5. **Optional**: Select a picture and click **Edit** to modify the picture information.

6. **Optional**: Select a picture from the list and click **Delete** to delete the picture.

7. **Optional**: Select a library and click **Export Face Picture Library** to export library to backup device.

8. **Optional**: Click 📀 or 📁 to view by figure or list.

9. **Optional**: Select a library and click **Export Face Picture Library** to export library to backup device.

### Library for Strangers

All unrecognized face pictures will be added to **Strangers** library. This library cannot be deleted, and will be unavailable for stranger alarm when you select libraries. The library name uses **Strangers** by default, you can edit the name as your desire. You can edit, delete, search, and export face pictures in this library. Face pictures in this library can be copy to other libraries. After copying face pictures to other libraries, you can delete them as your desire. This library displays frequently appeared person frequency if you have lined this library with frequently appeared person alarm.

**Note**

Ensure you have enabled frequently appeared person alarm. Refer to **Frequently Appeared Person Alarm** for details.

### 7.3.4 Face Picture Comparison Alarm

#### Configure Face Picture Comparison

Compare detected face pictures with specified face picture library. Trigger alarm when comparison succeeded.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Facial Recognition**.
2. Select a camera.
3. Click **Face Picture Comparison**.
4. Set Mode as Face Picture Comparison.

5. Optional: Check Enable Non-Real-Time Mode. For places with a high flow of people, the device processing speed may not be fast enough, Non-Real-Time Mode will save the real-time pictures as cache, and process them later when engine has free resource. After enabling this function, all channels will be able to support face picture comparison.

   ![Figure 7-5 Face Picture Comparison](image)

   **Note**
   - When Non-Real-Time Mode is enabled, the linkage method will only support Notify Surveillance Center.
   - Non-Real-Time Mode will not trigger real-time alarm, so Arming Schedule is unavailable.
   - You can search the comparison event results in File Management → Smart Search → Face Search → Search by Event.

6. Check Enable Face Picture Comparison.

7. Optional: Check Save VCA Picture to save the captured pictures of VCA detection. After the face picture comparison is enabled, the comparison results will be uploaded for face comparison alarm. If the comparison produced a match, both the real-time face picture and the target picture from the library will be uploaded. If no match is produced, the real-time face picture is uploaded to center only.

8. Optional: Set Comparison Failed Prompt, Comparison Succeeded Prompt, and Enable Alarm Output Pulse.
Comparison Failed Prompt
It will display the prompt in live view Target (with Facial Detection checked) or Facial Recognition when face picture comparison failed. You can click in live view to enter Facial Recognition interface.

Comparison Succeeded Prompt
It will display the prompt in Facial Recognition when face picture comparison succeeded. You can click in live view to enter Facial Recognition interface.

Enable Alarm Output Pulse
It is usually linked with a gate. When a person is passing a gate, if the comparison succeeded, it will trigger a pulse to open the gate. The pulse is between 100 to 900 ms. You can set Alarm Output Pulse (ms) in System → Event → Normal Event → Alarm Output.

9. Select face picture libraries and set similarity.

10. Set the arming schedule. Refer to Configure Arming Schedule.

11. Set the linkage actions when face picture comparison succeeded or failed. Refer to Configure Linkage Actions.

12. Optional: Configure face grading parameters. Refer to Face Grading Configuration.

13. Click Apply to save the settings.

Configure Stranger Alarm
Compare detected face pictures with specified face picture library. Trigger alarm when comparison failed.

Steps
1. Go to Smart Analysis → Smart Event Settings → Facial Recognition.
2. Select a camera.
3. Click Face Picture Comparison.
4. Select **Mode** as **Stranger**.

5. **Optional**: Check **Enable Non-Real-Time Mode**. For places with a high flow of people, the device processing speed may not be fast enough, **Non-Real-Time Mode** will save the real-time pictures as cache, and process them later when engine has free resource. After enabling this function, all channels will be able to support face picture comparison.

    **Note**
    
    - When **Non-Real-Time Mode** is enabled, the linkage method will only support **Notify Surveillance Center**.
    - **Non-Real-Time Mode** will not trigger real-time alarm, so **Arming Schedule** is unavailable.
    - You can search the comparison event results in **File Management → Smart Search → Face Search → Search by Event**.

6. Check **Enable Stranger**.

7. **Optional**: Check **Save VCA Picture** to save the captured pictures of VCA detection. After the face picture comparison is enabled, the comparison results will be uploaded for face comparison alarm. If the comparison produced a match, both the real-time face picture and the target picture from the library will be uploaded. If no match is produced, the real-time face picture is uploaded to center only.
8. **Optional:** Set **Stranger Prompt.** It will display the prompt in live view **Target** (Facial Detection) when comparison failed.

**Stranger Prompt**
- It will display the prompt in live view **Target** (with **Facial Detection** checked) when face picture comparison failed.

**Enable Alarm Output Pulse**
- It is usually linked with a gate. When a person is passing a gate, if the comparison succeeded, it will trigger a pulse to open the gate. The pulse is between 100 to 900 ms. You can set **Alarm Output Pulse (ms)** in **System → Event → Normal Event → Alarm Output**.

9. Select face picture libraries and set similarity.
10. Set the arming schedule. Refer to **Configure Arming Schedule**.
11. Set the linkage actions. Refer to **Configure Linkage Actions**.
12. **Optional:** Configure face grading parameters. Refer to **Face Grading Configuration**.
13. Click **Apply** to save the settings.

### 7.3.5 People Frequency Alarm

You can only configure people frequency alarm via web browser.

**Frequently Appeared Person Alarm**

It will trigger alarm when a person has appeared at a high frequency.

**Steps**
1. Go to **Configuration → Event → People Frequency → Frequently Appeared Person**.
2. Check Enable.

   - **Capture Interval**
     When a person has appeared several times within the capture interval, it only counts 1 time for this person.
   - **Frequency Threshold**
     It will trigger alarm when the frequency has exceeded the threshold.
   - **Statistics Cycle**
     Time period for counting the people frequency. For example, if the statistics cycle is 7 days, device will count people frequency in the last 7 days (including today), if a person has exceeded the frequency threshold in the last 7 days, it will trigger alarm.

4. Click **Linked Channel** to select channel.
5. Click **Linked Face Picture Library** to select face picture library.
6. Set similarity for the selected library.
7. Set strategy as **Filter** or **Alarm**.
   - **Filter**
     If the face picture similarity has exceeded the value, the face picture is considered as an existing member in the library, which will not trigger alarm.
   - **Alarm**
     It will trigger alarm when the face picture similarity and frequency has exceeded the threshold.
Note

All unrecognized face pictures will be added to Strangers library, so that strangers can also trigger the frequently appeared person alarm, and they use the similarity of Strangers library.

8. Set the arming schedule. Refer to Configure Arming Schedule.
9. Set linkage actions. Refer to Configure Linkage Actions.
10. Click Save.

Rarely Appeared Person Alarm

It will trigger an alarm when a person has appeared at a low frequency.

Steps
1. Go to Configuration → Event → People Frequency → Low Frequency Person.

![Figure 7-8 Rarely Appeared Person]

2. Check Enable.

Capture Interval

When a person has appeared several times within the capture interval, the device only counts 1 time for this person.

Frequency Threshold

It will trigger an alarm when the frequency reaches the threshold.

Statistics Cycle
Time period for counting the people frequency. For example, if the statistics cycle is 7 days, device will count people frequency in the last 7 days (including today), if a person has not exceeded the frequency threshold in the last 7 days, it will trigger an alarm.

**Daily Report Time**

Daily report of low frequency person statistics at the predefined time.

4. Click **Linked Channel** to select channel.
5. Click **Linked Face Picture Library** to select face picture library.
6. Set linkage actions. Refer to **Configure Linkage Actions**.
7. Click **Save**.

**Aggregation Strategy**

Aggregation strategy parameters are used for frequently appeared person alarm. This function is usually used for technical support, please contact our technical support before editing parameters. You can configure the similarity and score via web browser in **Configuration \(\rightarrow\) VCA Configuration \(\rightarrow\) Aggregation Strategy**.

When a person has two or more face pictures in the face library, the aggregation strategy function will aggregate facial features from these face pictures, so as to improve the accuracy of facial recognition and alarm.

**7.3.6 Face Picture Search**

**Search by Face Picture Comparison Event**

Search face picture by face picture comparison results.

**Steps**

1. Go to **Smart Analysis \(\rightarrow\) Smart Search \(\rightarrow\) Face \(\rightarrow\) Search by Event**.
2. Set the start time and end time.
3. Select a channel.
4. Select **Event Type** as **Face Picture Comparison**.
5. Click **Start Search**. The search result list displays 1 channel.
6. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.

**What to do next**

Refer to **View Searching Result**.

**Search by Uploaded Picture**

You can search the face pictures by uploaded picture.
Steps

1. Go to Smart Analysis → Smart Search → Face → Search by Picture.

![Figure 7-9 Search by Uploaded Picture](image)

2. Select a channel.
3. Select face pictures for search.
   - Click Upload Sample from Local and select face pictures from your local directory.
   - Click Upload Sample from Face Picture Database and select face pictures from created face picture libraries.
4. Set the start time and end time.
5. Set the Similarity value (range: 50 to 100). The device will analyze the similarity between samples and face pictures in the library, and show pictures of which are higher than the similarity.
6. Click Start Search. The search result list displays 1 channel.
7. Click Channel to select a channel as your desire. It will display search results for the selected channel.

What to do next
Refer to View Searching Result.

Search by Name

You can search face picture by name, if you know the name of the person.

Steps

1. Go to Smart Analysis → Smart Search → Face → Search by Name.
2. Set the start time and end time of the face pictures to search.
3. Select a channel.
4. Enter a name.
5. Click Start Search. If the name is duplicated in the face picture library, you will have to select a name. The search result list displays 1 channel.
6. Click Channel to select a channel as your desire. It will display search results for the selected channel.

What to do next
Refer to View Searching Result.

Search by Appearance

Search face picture by appearance.

Steps
1. Go to Smart Analysis → Smart Search → Face → Search by Appearance.
2. Set search conditions.
3. Click Start Search. The search result list displays 1 channel.
4. Click Channel to select a channel as your desire. It will display search results for the selected channel.

What to do next
Refer to View Searching Result.
View Searching Result

- Double click a file to view the related video.
- Click **Add to Face Database** to add the selected file(s) to a face picture library.
- Click **Add to Sample** to add the select file(s) as sample picture(s). You can use the sample picture(s) to search other pictures. Refer to **Search by Uploaded Picture**.
- Click **Export** to export the selected file(s) to a backup device. You can click **Select All** to select all files.

**Note**

- You can click to view export progress.
- You can click to return to search interface.

### 7.4 Perimeter Protection

For certain models of iDS series. Go to **Smart Analysis** → **Engine Settings** → **Engine Configuration**. Configure at least one engine usage as **Perimeter Protection**. Refer to **Engine Configuration** for details.

#### 7.4.1 Line Crossing Detection

Line crossing detection detects people, vehicles, and objects crossing a set virtual line. The detection direction can be set as bidirectional, from left to right or from right to left.

**Steps**

1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection**.
2. Select a camera.
3. Click **Line Crossing**.
4. Check **Enable Line Crossing Detection**.
5. **Optional**: Check **Save VCA Picture** to save the captured pictures of line crossing detection.
6. **Optional**: Check **Enable AI by Device**.

   The device will analyze the video, and cameras only transmit video stream.

7. **Optional**: Set **Shield Area** if **Enable AI by Device** is checked.

   **Shield Area**
   After a shield area is set, the device will not analysis target behavior in the area, so that the perimeter protection events will not be triggered within the area.

   **Note**
   • Shield area is only valid for the selected camera.
   • After a shield area is set, it will take effect for all perimeter protection events, including line crossing detection, intrusion detection, region entrance detection, and region exiting detection.

   1) Click **Shield Area**.
   2) Check **Enable Shield Area**.
   3) Select **Shield Area**.
   4) Click **Draw Area**, and draw a quadrilateral in the preview window.
   5) Right click your mouse to finish drawing.
   6) Click **OK**.

8. Set the line crossing detection rules and detection areas.
   1) Select an arming area.
   2) Select **Direction** as **A<->B**, **A->B**, or **A<-B**.

   **A<->B**
   Only the arrow on the B side shows. When an object goes across the configured line with both directions can be detected and alarms are triggered.
A->B
Only the object crossing the configured line from the A side to the B side can be detected.

B->A
Only the object crossing the configured line from the B side to the A side can be detected.

3) Set the detection sensitivity. The higher the value is, the more easily the detection alarm can be triggered.
4) Click **Draw Region**.
5) Draw a virtual line in the preview window.

9. **Optional**: Draw the maximum size/minimum size for targets.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.</td>
</tr>
</tbody>
</table>

1) Click **Max. Size/Min. Size**.
2) Draw an area in preview window.
3) Click **Stop Drawing**.

10. **Optional**: Select Detection Target as **Human** or **Vehicle** to discard alarms which are not triggered by human or vehicle.

11. Set the arming schedule. Refer to **Configure Arming Schedule**.
12. Set linkage actions. Refer to **Configure Linkage Actions**.
13. Click **Apply**.

### 7.4.2 Intrusion Detection

Intrusion detection function detects people, vehicles or other objects that enter and loiter in a pre-defined virtual region. Specific actions can be taken when an alarm is triggered.

**Steps**
1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection**.
2. Select a camera.
3. Click **Intrusion**.
4. Check Enable Intrusion Detection.

5. Optional: Check Save VCA Picture to save the captured intrusion detection pictures.

6. Optional: Check Enable AI by Device.

   The device will analyze the video, and cameras only transmit video stream.

7. Optional: Set Shield Area if Enable AI by Device is checked.

   Shield Area

   After a shield area is set, the device will not analysis target behavior in the area, so that the
   perimeter protection events will not be triggered within the area.

   Note

   • Shield area is only valid for the selected camera.
   • After a shield area is set, it will take effect for all perimeter protection events, including line
     crossing detection, intrusion detection, region entrance detection, and region exiting
detection.

1) Click Shield Area.
2) Check Enable Shield Area.
3) Select Shield Area.
4) Click Draw Area, and draw a quadrilateral in the preview window.
5) Right click your mouse to finish drawing.
6) Click OK.

8. Set the detection rules and detection areas.

   1) Select a virtual panel. Up to 4 virtual panels are selectable.
   2) Set Time Threshold, and Sensitivity.

   Time Threshold

   The time an object loiter in the region. When the duration of the object in the defined
detection area exceeds the threshold, the device will trigger an alarm.
Sensitivity

Sensitivity is the object size which is able to trigger an alarm. The higher the sensitivity is, the more easily the detection alarm will be triggered.

3) Click **Draw Area**.
4) Draw a quadrilateral in the preview window.

9. **Optional**: Draw the maximum size/minimum size for targets.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only the targets in the size ranging from maximum size to minimum size will trigger Intrusion detection.</td>
</tr>
</tbody>
</table>

1) Click **Max. Size/Min. Size**.
2) Draw an area in preview window.
3) Click **Stop Drawing**.

10. **Optional**: Select **Detection Target** as **Human** or **Vehicle** to discard alarms which are not triggered by human or vehicle.

11. Set the arming schedule. Refer to **Configure Arming Schedule**.
12. Set linkage actions. Refer to **Configure Linkage Actions**.
13. Click **Apply**.

### 7.4.3 Region Entrance Detection

Region entrance detection detects objects that enter a predefined virtual region.

**Steps**

1. Go to **Smart Analysis → Smart Event Settings → Perimeter Protection**.
2. Select a camera.
3. Click **Region Entrance Detection**.

![Figure 7-13 Region Entrance Detection](image-url)

**Figure 7-13 Region Entrance Detection**
4. Check **Enable Region Entrance Detection**.

5. **Optional:** Check **Save VCA Picture** to save the captured pictures of region entrance detection pictures.

6. **Optional:** Check **Enable AI by Device**.

   The device will analyze the video, and cameras only transmit video stream.

7. **Optional:** Set **Shield Area** if **Enable AI by Device** is checked.

   **Shield Area**

   After a shield area is set, the device will not analyze target behavior in the area, so that the perimeter protection events will not be triggered within the area.

   **Note**

   - Shield area is only valid for the selected camera.
   - After a shield area is set, it will take effect for all perimeter protection events, including line crossing detection, intrusion detection, region entrance detection, and region exiting detection.

   1) Click **Shield Area**.
   2) Check **Enable Shield Area**.
   3) Select **Shield Area**.
   4) Click **Draw Area**, and draw a quadrilateral in the preview window.
   5) Right click your mouse to finish drawing.
   6) Click **OK**.

8. Set detection rules and detection areas.

   1) Select **Arming Region**. Up to 4 regions are selectable.
   2) Set **Sensitivity**. The higher the value is, the easier the detection alarm will be triggered. Its range is [0-100].
   3) Click **Draw Region**, and draw a quadrilateral in the preview window.

9. **Optional:** Draw the maximum size/minimum size for targets. Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.

   1) Click **Max. Size/Min. Size**.
   2) Draw an area in preview window.
   3) Click **Stop Drawing**.

10. **Optional:** Select **Detection Target** as **Human** or **Vehicle** to discard alarms which are not triggered by human or vehicle.

11. Set the arming schedule. Refer to **Configure Arming Schedule**.

12. Set linkage actions. Refer to **Configure Linkage Actions**.

13. Click **Apply**.

### 7.4.4 Region Exiting Detection

Region exiting detection detects objects that exit from a predefined virtual region.
Steps
1. Go to Smart Analysis → Smart Event Settings → Perimeter Protection.
2. Select a camera.
3. Click Region Exiting.

4. Check Enable Region Exiting Detection.
5. Optional: Check Save VCA Picture to save the captured region exiting detection pictures.
6. Optional: Check Enable AI by Device.
   The device will analyze the video, and cameras only transmit video stream.
7. Optional: Set Shield Area if Enable AI by Device is checked.

   **Shield Area**
   After a shield area is set, the device will not analysis target behavior in the area, so that the perimeter protection events will not be triggered within the area.

   **Note**
   - Shield area is only valid for the selected camera.
   - After a shield area is set, it will take effect for all perimeter protection events, including line crossing detection, intrusion detection, region entrance detection, and region exiting detection.

   1) Click Shield Area.
   2) Check Enable Shield Area.
   3) Select Shield Area.
   4) Click Draw Area, and draw a quadrilateral in the preview window.
   5) Right click your mouse to finish drawing.
   6) Click OK.
8. Follow these steps to set the detection rules and detection areas.
   1) Select Arming Region. Up to 4 regions are selectable.
2) Set Sensitivity. The higher the value is, the more easily the detection alarm will be triggered. Its range is [0-100].
3) Click Draw Region and draw a quadrilateral in the preview window.

9. Optional: Draw the maximum size/minimum size for targets. Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.
   1) Click Max. Size/Min. Size.
   2) Draw an area in preview window.
   3) Click Stop Drawing.

10. Optional: Select Detection Target as Human or Vehicle to discard alarms which are not triggered by human or vehicle.

11. Set the arming schedule. Refer to Configure Arming Schedule.

12. Set linkage actions. Refer to Configure Linkage Actions.

13. Click Apply.

7.5 Human Body Detection

Go to Smart Analysis → Engine Settings → Engine Configuration. Configure at least one engine usage as Picture Recognition-Human Body. Refer to Engine Configuration for details.

Go to Smart Analysis → Engine Settings → Task Configuration to enable the task for camera. For details, refer to Task Configuration for details.

Note
The chapter is only available for certain models of iDS series.

7.5.1 Human Body Detection

The human body detection enables to detect the human body appearing in the monitoring scene, and capture the human body pictures.

Before You Start
Ensure the connected camera supports the human body detection.

Steps
1. Go to Smart Analysis → Smart Event Settings → Other Events.
2. Select a camera.
3. Click Human Body.
4. Optional: For IP camera does not support human body detection, Check Enable Local Human Body Detection. Then the device will consume its decoding resource to execute human body detection. Before enabling the function, go to Smart Analysis → Engine Settings → Engine Configuration to select at least one engine as Video Structuralization-Real-Time.
5. Check Save VCA Picture to save the captured pictures of human body detection.
6. Check **Target of Interest (Human Body)** to discard non-human body pictures and videos which are not triggered by human body detection. The feature is only available for local human body detection.

7. Set detection area.

![Figure 7-15 Human Body Detection](image)

1) Select the detection area to configure from the Area drop-down list. Up to 8 detection areas are selectable.
2) Check **Enable Area** to enable the selected detection area.
3) Edit the area name in **Scene Name**. The scene name can contain up to 32 characters.
4) Click **Draw Area** to draw a quadrilateral in the preview window and then click **Stop Drawing**.

8. Set the arming schedule. Refer to **Configure Arming Schedule**.

9. Set linkage actions. Refer to **Configure Linkage Actions**.

10. Click **Apply** to activate the settings.

### 7.5.2 Human Body Search

**Search by Human Body Event**

Search pictures by human body detection alarms.

**Steps**
1. Go to **Smart Analysis → Smart Search → Human → Search by Event**.
2. Set the start time and end time.
3. Select a channel.
4. Select **Event Type** as **Human Body Alarm**.
5. Click **Start Search**. The search result list displays 1 channel.
6. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.

7. **Optional**: Export search results.
   1) Select result file(s) from the search result interface, or check **Select All** to select all files.
   2) Click **Export** to export the selected file(s) to a backup device.

---

**Note**
- You can click to view export progress.
- You can click to return to search interface.

---

**Search by Appearance**

Search human body pictures according to manually specified search conditions.

**Steps**
1. Go to **Smart Analysis → Smart Search → Human → Search by Appearance**.
2. Specify search conditions.
3. Click **Start Search**. The search result list displays 1 channel.
4. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.
5. **Optional**: Export search results.
   1) Select result file(s) from the search result interface, or check **Select All** to select all files.
   2) Click **Export** to export the selected file(s) to a backup device.

---

**Note**
- You can click to view export progress.
- You can click to return to search interface.

---

**Search by Uploaded Picture**

To increase search accuracy, upload several pictures of one person to compare with captured human body pictures.

**Before You Start**
Import human body pictures in a USB flash drive and connect it to device.

**Steps**

---

**Note**
- When there are multiple targets existing in the same picture, up to 30 target pictures can be analyzed and displayed.
- The maximum allowed picture size is 3840*2160.
- The picture must be in JPG or JPEG format.
The picture name (with the suffix) cannot exceed 64 characters.
Ensure the picture you uploaded is clear and recognizable.

1. Go to **Smart Analysis → Smart Search → Human → Search by Picture**.
2. Select a channel.
3. Click **Upload Sample**.
4. Click **Upload Sample from Local** and select face pictures from your local directory.
5. Set the start time and end time.
6. Select a picture in USB flash drive, and click **Import**.
7. Select related pictures, and click **Upload**.
8. Specify search conditions.

**Similarity**
Device will analyze the similarity between samples and face pictures in library and show pictures the similarity of which are higher than the set one.

9. Click **Start Search**. The search result list displays 1 channel.
10. Click **Channel** to select a channel as your desire. It will display searching results for the selected channel.
   1) Select result file(s) from the search result interface, or check **Select All** to select all files.
   2) Click **Export** to export the selected file(s) to a backup device.

**Note**
- You can click ![view progress] to view export progress.
- You can click ![return to search interface] to return to search interface.

**Add Search Result as Sample Picture**

You can add searched human body pictures as sample pictures. And then search human body pictures by the sample pictures.

**Steps**
1. Search human body pictures.
2. In search result interface, click to select a picture and click **Add to Sample**.
3. Return to search condition settings interface, the selected sample will be listed.

**7.6 Multi-Target-Type Detection**

Multi-target-type detection enables the device to detect the faces, human bodies and vehicles simultaneously in a scene.

**Before You Start**
Go to **Smart Analysis → Engine Settings → Engine Configuration** to configure at least one engine usage as **Video Structuralization-Real-Time**. Refer to **Engine Configuration** for details.
Steps
1. Go to Smart Analysis → Smart Event Settings → Video Structuralization.
2. Select a camera.
3. Check Enable Multi-Target-Type Detection.
4. Optional: Check Save VCA Picture to save the captured intrusion detection pictures.
5. Optional: Check Enable NVR Smart Analysis. The device will analyze the video, cameras only transmit video stream.
6. Set detection area.
   1) Click Draw Area.
   2) Adjust the red frame on the image to draw the detection area. It is full screen by default.
   3) Click Stop Drawing.
7. Optional: Set Capture Quality. The captured picture will be stored to the device, high quality brings higher resolution, but it takes larger storage space. Picture quality will not affect detection accuracy.
8. Set the arming schedule. Refer to Configure Arming Schedule.
9. Set the linkage method. Refer to Configure Linkage Actions.
10. Click Apply.

7.7 Vehicle Detection
Vehicle detection is available for the road traffic monitoring. In vehicle detection, the passed vehicle can be detected and the picture of its license plate can be captured. You can send alarm signal to notify the surveillance center.

7.7.1 Configure Vehicle Detection
Vehicle detection, available in the road traffic monitoring, is tend to detect the passed vehicle on the road, and capture its license plate at the same time.

Steps
1. Go to Smart Analysis → Smart Event Settings → Vehicle Detection.
2. Select a camera.
3. Click Vehicle.
4. Check Enable Vehicle Detection.
5. Optional: Check Save VCA Picture to save the captured vehicle detection pictures.
6. Configure rules, including Area Settings, Picture, Overlay Content, and Blocklist and Allowlist.
   Area Settings
   Up to 4 lanes are selectable.
   Blocklist and Allowlist
   You can export the file first to see its format, and edit it and import it to the device.
7. Click Apply.
8. Set the arming schedule. Refer to Configure Arming Schedule.
9. Set the linkage actions. Refer to Configure Linkage Actions.

7.7.2 Vehicle Search

You can search and view the matched vehicle pictures.

Steps
1. Go to Smart Analysis → Smart Search → Vehicle.
2. Select a search method. For example, Search by Appearance, or Search by Event.
3. Select the IP camera for the vehicle search.
4. Set search conditions.
5. Click Start Search. The search result list displays 1 channel.
6. Click Channel to select a channel as your desire. It will display searching results for the selected channel.
7. Export search results.
   1) Select result file(s) from the search result interface, or check Select All to select all files.
   2) Click Export to export the selected file(s) to a backup device.

Note
- You can click to view export progress.
- You can click to return to search interface.

7.8 Target Detection

In live view mode, the target detection function can achieve smart detection, facial detection, vehicle detection, and human body detection during the last 5 seconds and the following 10 seconds.

Steps
1. In Live View mode, click Target to enter the target detection interface.
2. Select different detection types: smart detection ( ), vehicle detection ( ), facial detection ( ), and human body detection ( ).

Note
- For thermal cameras, the temperature measurement event is in smart detection ( ), the face capture and facial temperature measurement are in facial detection ( ).
3. Select the historical analysis ( ) or real-time analysis ( ) to obtain the results.
The smart analysis results of the detection are displayed in the list. Click a result in list to play the related video.

4. **Optional**: You can select channels that require picture capture. The unselected channels will not capture picture.
   1) Click at the left bottom of live view interface.
   2) Select channel(s), the checked channel(s) will capture picture. All channels are selected as default.
   3) Click **Finish**.

### 7.9 People Counting

People counting calculates the number of people entering or leaving a certain configured area and creates daily/weekly/monthly/annual reports for analysis.

**Steps**

1. Go to **Smart Analysis → Smart Report → Counting**.
2. Select a camera.
3. Select the report type.
4. Set **Date** to analyze.

   ![Figure 7-16 People Counting](image)

5. **Optional**: Click **Export** to export the report in Microsoft Excel format.

### 7.10 Heat Map

Heat map is a graphical representation of data. The heat map function is used to analyze how many people visited and stayed in a specific area.

**Before You Start**

The function must be supported by the connected IP camera and the corresponding parameters must be set.

**Steps**

1. Go to **Smart Analysis → Smart Report → Heat Map**.
2. Select a camera.
3. Select the report type.
4. Set Date to analyze.

![Figure 7-17 Heat Map](image)

5. Click Counting.

**Note**

As shown in the figure above, red color block (255, 0, 0) indicates the most trafficked area, and blue color block (0, 0, 255) indicates the less-popular area.

The results will be displayed in graphics marked in different colors.

6. **Optional:** Click Export to export the statistics report in Microsoft Excel format.
Chapter 8 IoT

IoT (Internet of Things) feature allows you to build connections between your video recorder and IoT devices, including access control and alarm devices. Video recorder will receive alarms from connected IoT devices. You can configure linkage actions like triggering recording and full screen monitoring, when IoT alarm occurs.

8.1 Add an IoT Device

**Note**

Maximum number of IoT channel is the half of maximum network camera number of your video recorder.

8.1.1 Add an Access Control Device

Add Hikvision alarm host and video intercom devices to receive their alarms. You can configure linkage actions like triggering recording and full screen monitoring, when an alarm occurs.

**Before You Start**

Install access control devices. Ensure network communication between access control devices and video recorder is well.

**Steps**

1. Go to Business Application → IoT → Access Control → Device Management.
2. Click Add.
3. Enter access control device information. **Device IP**, **Port**, **User Name**, and **Password** must be the same with access control device.

4. **Optional**: For device with multiple access control channels or video channels, check the access control channel and video channel as your desire.

5. Click Add.

**What to do next**
- Click to view the live video of related channel.
Note
For access control devices without the video channel. You need to select trigger channel in linkage action configuration first. For details, refer to Configure Linkage Actions.

- Click 📝 to edit added access control device information.

8.1.2 Add an Alarm Device

Add alarm devices of various manufacturers to receive their alarms. You can configure linkage actions like triggering recording and full screen monitoring, when an alarm occurs.

Before You Start
Install alarm devices. Ensure network communication between alarm devices and video recorder is well.

Steps
1. Go to Business Application → IoT → Alarm → Device Management.
2. Click Add.

3. Enter access control device information. The information must be the same with alarm device to add.
4. Click Add.

What to do next
- Click 📹 to view the live video of related channel.
For access control devices without the video channel. You need to select trigger channel in linkage action configuration first. For details, refer to Configure Linkage Actions.

- Click to edit added alarm device information.

### 8.2 Configure the Linkage Action and Arming Schedule

Configure the linkage actions and arming schedule for access control or alarm devices. Linkage actions will be triggered when the designate alarm occurs.

**Steps**

1. Click of an added IoT device.

   ![Figure 8-4 Configure IoT]

2. Select Event Type. The following configuration is only valid for the selected event type.
3. Check Enable.
4. Check linkage actions as your desire. For detailed steps, refer to Configure Linkage Actions.

**Note**

Full Screen Monitoring and OSD Display are only valid for the selected Trigger Channel.

5. Click Arming Schedule.
6. Configure arming schedule. For detailed steps, refer to Configure Arming Schedule. Linkage action is only valid during the set schedule.
7. Click Apply.

### 8.3 Configure OSD

You can display alarm information received from IoT devices on live view image.
Steps
1. Click of an added IoT device.
2. Check OSD Display on Event Configuration interface.
3. Select Trigger Channel.
4. Click OSD Display Configuration.
5. Select items, including Device Name, Card No., Event Name, Name, and ID No., to display on live view image. The items are only for access control devices.
6. Configure OSD properties.
   - Overlay Mode - Scroll
     The OSD will automatically scroll to show the new alarm information.
   - Overlay Mode - Page
     When the current OSD cannot show more alarm information, it will automatically turn to new page.
   - Privacy Settings
     Enter privacy information you want to mask. Masked privacy information will be replaced by *.
     Privacy information includes Event, Device, Card, Name, and ID.
7. Adjust the quadrilateral of yellow frame on the preview window to adjust IoT OSD size and position.
8. Click Apply.

8.4 Search the IoT Record

Search alarms by time, by event type, or by channel.

Steps
1. Go to event record interface.
   - Access control: Go to Business Application → IoT → Access Control → Card Swiping Record.
   - Alarm device: Go to Business Application → IoT → Alarm → Search Data.
2. Specify search conditions.

**Note**

**Name/Card No.:** When card swiping event occurs, the access control device will upload card name and card No. to video record. You can search event by card name or card No.

3. Click Search.
8.5 IoT Video/Picture

Configure the event recording or capturing schedule for the selected trigger channel, the channel will automatically record videos or capture pictures when IoT alarm occurs.

8.5.1 Configure the Event Recording/Capturing

The video recorder can record videos or capture pictures when an IoT alarm occurs.

Steps
1. Click of an added IoT device.
2. Select desired Event Type.
3. Check Enable.
4. Check Trigger Channel you want to record event videos or capture pictures when an alarm occurs.
5. Click Apply.
6. Configure the event recording or capturing schedule. Here we take the example of configuring event recording to describe the steps.
   1) Go to Storage → Schedule → Record .
   2) Select Camera No. and check Enable Schedule. The camera should be the camera you select in step 4.
   3) Select the recording type as Event.
4) Drag the mouse on the time bar to set the event detection recording schedule. Refer to **Configure Recording Schedule** for details.

5) Click OK.

![Event Recording Schedule](image)

**Figure 8-11 Event Recording**

**Result**

When an alarm occurs, the selected trigger channel will start event recording.

### 8.5.2 Search IoT Video

Search IoT event triggered videos.

**Steps**

1. Go to **File Management → Video → Search by Event**.
2. Set search conditions.
   
   **Camera**
   Select it as the selected trigger channels in IoT linkage action configuration.

   **Event Type**
   Select the desired IoT event.

3. Click **Start Search**.
Chapter 9 File Management

9.1 Search Files

Specify detailed conditions to search videos and pictures.

Steps
1. Go to File Management → Video, or File Management → Picture.
2. Select a search method. For example, Search by Appearance, or Search by Event.
3. Specify detailed conditions, including time, camera, etc.
4. Click Start Search.
5. Click Channel to select a channel as your desire. It will display the searching results of the selected channel.
6. Optional: Click  or  to switch view mode.
7. Optional: For videos, click  or  in different view mode to lock a video. The locked video will not be overwritten.
8. Optional: Export search results.
   1) Select result file(s) from the search result interface, or check Select All to select all files.
   2) Click Export to export the selected file(s) to a backup device.

Note
- You can click  to view export progress.
- You can click  to return to search interface.

9.2 Export Files

Export files for backup purposes to a USB device, or eSATA HDD.

Steps
1. Search files. Refer to Search Files for details.
2. Select files.
3. Click Export.
4. Optional: For vehicle files, check Backup License Plate Statistics Info to export license plate statistics information later.
5. Select the file to export as Video and log and click OK.
6. Select the backup device and folder path.
7. Click OK.
9.3 Smart Search

You can search human body files, face files and vehicles in File Management -> Smart Search. Refer to Human Body Search, Face Picture Search, and Vehicle Search for details.
Chapter 10 Storage

10.1 Storage Device Management

10.1.1 SSD Management

Initialize SSD

For the device that has pre-installed SSD on the main board, you can view the SSD space distribution, or initialize the SSD.

Steps
1. Go to Storage → SSD Management.
2. Click Format.
3. Click Yes to initialize SSD.

>Note

Initializing SSD will erase its data, including those in face picture library. The device will restart after initialization.

4. Click Initialize Face Picture Library to delete face picture data in the SSD.

> Note

The initialization will make face picture library related alarms unavailable. The device will restart after initialization.

SSD S.M.A.R.T. Detection

Self-monitoring, analysis, and reporting technology (S.M.A.R.T.) is a monitoring system included in computer hard disk drives (HDDs) and solid-state drives (SSDs) that detects and reports on various indicators of drive reliability, with the intent of enabling the anticipation of hardware failures. You can run the S.M.A.R.T. detection for your SSD.

Steps
1. Go to Maintenance → HDD Operation → S.M.A.R.T.
2. Set HDD No. as SSD.
3. Set Self-Test Type.
4. Click Self-Test to start the S.M.A.R.T. SSD self-evaluation.
Upgrade SSD Firmware

You can use a USB flash drive to upgrade your SSD firmware.

Before You Start
Prepare a USB flash drive that contains the SSD firmware, and insert the USB flash drive to your device USB interface.

Steps
1. Go to Storage → SSD Management.
2. Click Firmware Upgrade.
3. Select Device Name as the USB flash drive that contains the SSD firmware.
4. Select the SSD firmware.
5. Click Upgrade.

10.1.2 Manage Local HDD

Configure HDD Group

Multiple HDDs can be managed in groups. Video from specified channels can be recorded onto a particular HDD group through HDD settings.

Steps
1. Go to Storage → Storage Mode.
2. Select Mode as Group.
3. Click Apply.
4. Go to Storage → Storage Device.
5. Select a HDD.

![Figure 10-1 Storage Device]

6. Click \(\square\) to enter Local HDD Settings interface.
7. Select a group number for the HDD.
8. Click OK.

**Note**
Regroup the cameras for HDD if the HDD group number is changed.

9. Go to **Storage → Storage Mode**.
10. Select group number from the list.
11. Select related camera(s) to save videos and pictures on the HDD group.
12. Click **Apply**.

**Configure the HDD Property**

HDD property can be set as R/W, Read-only, or Redundant.

**Before You Start**
Set the storage mode to Group. For detailed steps, refer to **Configure HDD Group**

**Steps**
1. Go to **Storage → Storage Device**.
2. Click of desired HDD.
3. Select HDD **Property**.
**R/W**

HDD supports both read and write.

**Read-only**

Files in read-only HDD will not be overwritten.

**Redundant**

Save the videos and pictures not only in the R/W HDD but also in the redundant HDD. It effectively enhances the data safety and reliability. Ensure at least another HDD which is in Read/Write status exists.

4. Click **OK**.

**Configure the HDD Quota**

Each camera can be configured with an allocated quota for storing videos or pictures.

**Steps**

1. Go to **Storage → Storage Mode**.
2. Select **Mode** as **Quota**.
3. Select a camera to set quota.
4. Enter the storage capacity in the text fields of **Max. Record Capacity (GB)** and **Max. Picture Capacity (GB)**.
5. Click **Copy to** to copy the quota settings of the current camera to other cameras.
6. Click **Apply**.

---

**Note**

- When the quota capacity is set to 0, all cameras will use the total capacity of HDD for videos and pictures.
- Reboot the video recorder to activate the new settings.

**10.1.3 Add a Network Disk**

You can add the allocated NAS or IP SAN disk to the device, and use it as a network HDD.

**Steps**

1. Go to **Storage → Storage Device**.
2. Click **Add**.
3. Select **NetHDD** type.
4. Enter **NetHDD IP** address and click **Search** to search the available NetHDD.
5. Select the desired NetHDD.
6. Click **OK**.
7. The added NetHDD will be displayed in the HDD list. Select the newly added NetHDD and click **Init**.

### 10.1.4 Configure Cloud Storage

The cloud storage function enables the device to upload videos to a cloud server. It may not only save your local HDD storage space, but also let you access videos more conveniently. You can enable cloud storage via web browser.

**Before You Start**
Ensure your device is properly connected to Internet, and you have the correct cloud storage information.

**Steps**
1. Go to **Configuration → Storage → Storage Management → Cloud Storage**.
2. Check **Enable Cloud Storage**.
3. Set cloud storage server parameters.

**Note**

There are multiple pools in a cloud storage server. A pool is like an HDD, it is used for store files. Each pool has an ID, hence you have to get the pool ID from storage server.

4. Click **Test** to test if parameters are valid.
5. Click **Save**.

### 10.1.5 Manage eSATA

**Configure eSATA for Data Storage**

When there is an external eSATA device connected to your video recorder, you can configure the eSATA usage as data storage and manage the eSATA.

**Steps**

1. Go to **Storage → Advanced**.
2. Select eSATA **Usage** as **Export** or **Record/Capture**.
   
   **Export**
   
   Use the eSATA for backup.

   **Record/Capture**
   
   Use the eSATA for record/capture. Refer to the following steps for operating instructions.
What to do next
If eSATA usage is set as Record/Capture, enter the storage device interface to edit its property or initialize it.

Configure eSATA for Auto Backup
If you made an automatic backup plan, the video recorder will back up the local videos of 24 hours ahead of the backup start time to eSATA.

Before You Start
Ensure the device has correctly connected with an external eSATA hard drive, and its usage type is set as Export. Refer to Manage eSATA for details.

Steps
1. Go to Storage → Auto Backup.
2. Check Auto Backup.
3. Set the backup start time in Start Backup at.

Note
If the day experiences a failed backup, the video recorder will back up the videos 48 hours ahead of the backup start time in the next day.

4. Select channels for backup.
5. Select Backup Stream Type as your desire.
6. Select Overwrite type.
   - Disable: When HDD is full, it will stop writing.
   - Enable: When HDD is full, it will continue to write new files by deleting the oldest files.
7. Click Apply.
10.2 Disk Array

A disk array is a data storage virtualization technology that combines multiple physical disk drives into a single logical unit. Also known as a "RAID", an array stores data over multiple HDDs to provide enough redundancy so that data can be recovered if one disk fails. Data is distributed across the drives in one of several ways called "RAID levels", based the redundancy and performance required.

10.2.1 Create a Disk Array

The video recorder supports software-based disk arrays. Enable the RAID function as required, and ensure each HDD capacity is not less than 4 TB. Two ways are available for creating an array: one-touch configuration and manual configuration.

One-Touch Creation

One-touch configuration creates the disk array. By default, the array type created by one-touch configuration is RAID 5.

Before You Start
Install at least 3 HDDs. If more than 10 HDDs are installed, 2 arrays will be created. To maintain reliability and stability running of the HDDs, it is recommended to use of enterprise-level HDDs of the same model and capacity.

Steps
1. Go to Storage → Advanced.
2. Check Enable RAID.
3. Click **Apply** and reboot the device to have settings take effect.
4. After reboot, go to **Storage → RAID Setup → Physical Disk**.
5. Click **One-touch Config**.
6. Edit **Array Name** and click **OK** to start configuring.

**Note**

If you install 4 or more HDDs, a hot spare disk for array rebuilding will be created.

7. **Optional**: The video recorder will automatically initialize the created array. Go to **Storage → RAID Setup → Array** to view the information of the created array.

**Manual Creation**

Manually create a RAID 0, RAID 1, RAID 5, RAID 6, or RAID 10 array.

**Steps**
1. Go to **Storage → Advanced**.
2. Check **Enable RAID**.
3. Click **Apply** and reboot the device to have settings take effect.
4. After reboot, go to **Storage → RAID Setup → Physical Disk**.
5. Click **Create**.

![Create Array](image)

**Figure 10-7 Create Array**

6. Enter **Array Name**.
7. Select **RAID Level** as required.
8. Select the physical disks to constitute the array.
Table 10-1 The Required Number of HDDs

<table>
<thead>
<tr>
<th>RAID Level</th>
<th>The Required Number of HDDs</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAID 0</td>
<td>At least 2 HDDs.</td>
</tr>
<tr>
<td>RAID 1</td>
<td>At least 2 HDDs.</td>
</tr>
<tr>
<td>RAID 5</td>
<td>At least 3 HDDs.</td>
</tr>
<tr>
<td>RAID 6</td>
<td>At least 4 HDDs.</td>
</tr>
<tr>
<td>RAID 10</td>
<td>The number of HDD must be an even ranges from 4 to 16.</td>
</tr>
</tbody>
</table>

9. Click OK.

10. Optional: The video recorder will automatically initialize the created array. Go to Storage → RAID Setup → Array to view the information of the created array.

![Array List](image)

**Figure 10-8 Array List**

### 10.2.2 Rebuild an Array

The array status includes Functional, Degraded, and Offline. To ensure the high security and reliability of the data stored in an array, take immediate and proper maintenance of the arrays according its status.

**Functional**

No disk loss in the array.

**Offline**

The number of lost disks has exceeded the limit.

**Degraded**

If any HDD fails in the array, the array degrades. Restore it to Functional status by rebuilding the array.

### Configure a Hot Spare Disk

The hot spare disk is required for the disk array automatic rebuilding.

**Steps**

1. Go to Storage → RAID Setup → Physical Disk.
2. Click of an available HDD to set it as the hot spare disk.

Automatically Rebuild an Array

The video recorder can automatically rebuild degraded arrays with the hot spare disks.

Before You Start
Create hot spare disks. For details, refer to **Configure a Hot Spare Disk**.

Steps
1. Go to **Storage → RAID Setup → Array**.

Manually Rebuild an Array

If no hot spare disks are configured, rebuild a degraded array manually.

Before You Start
At least one available physical disk must exist to rebuild an array.

Steps
1. Go to **Storage → RAID Setup → Array**.
2. Click of the degraded array.
3. Select the available physical disk.
4. Click OK.
5. Click OK on the pop up message box "Do not unplug the physical disk when it is under rebuilding."

![Rebuild Array form](image)

**Figure 10-11 Rebuild Array**
Chapter 11 Hot Spare Device Backup

Video recorders can form an N+M hot spare system. The system consists of several working video recorders and at least one hot spare video recorder. When a working video recorder fails, the hot spare video recorder would switch into operation, which increases the reliability of the system.

A bidirectional connection shown in the figure below is required to be built between hot spare video recorder(s) and working video recorders.

![Figure 11-1 Building a Hot Spare System](image)

- Up to 32 working devices and 32 hot spare devices are allowed.
- It is recommended to use all devices in a same model for compatibility. Contact your dealer for details of models that support the hot spare function.

### 11.1 Set Working Device

**Steps**
1. Go to System → Hot Spare.
2. Set **Work Mode** as **Normal Mode**.

- **Normal Mode** is set by default.

![Figure 11-2 Set Working Recorder](image)

3. Click **Apply**.

- Repeat the above steps to set other working devices.

### 11.2 Set Hot Spare Device

Hot spare device will take over working device tasks when working device fails.
Steps
1. Go to System → Hot Spare.
2. Set Work Mode as Hot Spare Mode.

Figure 11-3 Hot Spare

3. Click Apply.
4. Click Yes in the pop-up. Your device will restart automatically.

Note
- The camera connection will be disabled when the device works in hot spare mode.
- It is highly recommended to restore the device defaults after switching the work mode of hot spare devices to normal mode to ensure the normal operation afterward.

11.3 Manage Hot Spare System

Steps

Note
- Up to 32 working devices and 32 hot spare devices are allowed in the hot spare system.
- Only one hot spare device can add working devices and other hot spare devices. You can find the hot spare device IP address from working devices.

1. Go to System → Hot Spare through the hot spare device.

Figure 11-4 Add Working Device

2. Click Add in Working Device Settings to add working devices to the hot spare system.

   After refreshing the interface, you can view the working status of working devices from the hot spare device interface. Also, the working status and IP address of the hot spare device can be viewed from working device interface.
### Table 11-1 Working Status of Working Device

<table>
<thead>
<tr>
<th>Working Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring</td>
<td>Working devices are working properly.</td>
</tr>
<tr>
<td>No need for backup</td>
<td>The working device goes offline and has never been monitored before.</td>
</tr>
<tr>
<td>Backing up</td>
<td>The working device has been monitored before but goes offline. A hot spare device will take over the working device, and record the videos of network cameras connected to the working device. The video backup function can be enabled for one working device at a time.</td>
</tr>
<tr>
<td>Waiting for synchronization</td>
<td>The working device comes back online, and waits for the hot spare device to sync videos.</td>
</tr>
<tr>
<td>Synchronizing</td>
<td>The hot spare device is restoring videos back into the working device. The synchronization function can be enabled for one working device at a time.</td>
</tr>
<tr>
<td>Synchronization finished</td>
<td>Videos are restored back to the working device. The work device is recovered.</td>
</tr>
</tbody>
</table>

3. Click **Add** in **Hot Spare Device Settings** to add hot spare devices to the hot spare system.
4. **Optional:** Click **Delete** to delete working devices or hot spare devices as your desire.
12.1 Configure DDNS

You can set Dynamic DNS service for network access. Different DDNS modes are available: DynDNS, PeanutHull, and NO-IP.

**Before You Start**
You must register the DynDNS, PeanutHull, or NO-IP services with your ISP before configuring DDNS settings.

**Steps**
1. Go to System → Network → TCP/IP → DDNS

![Figure 12-1 DDNS Settings]

2. Check Enable.
3. Select DDNS Type as DynDNS.
4. Enter Server Address for DynDNS (i.e., members.dyndns.org).
5. Under Device Domain Name, enter the domain name obtained from the DynDNS Website.
6. Enter User Name and Password registered in the DynDNS Website.
7. Click Apply.

12.2 Configure PPPoE

If the device is connected to Internet through PPPoE, you need to configure user name and password accordingly under System → Network → TCP/IP → PPPoE.

Contact your Internet service provider for details about PPPoE service.
12.3 Configure Port Mapping (NAT)

Two ways are provided for port mapping to realize the remote access via the cross-segment network, UPnP™ and manual mapping.

Before You Start
If you want to enable the UPnP™ function of the device, you must enable the UPnP™ function of the router to which your device is connected. When the network working mode of the device is set as multi-address, the Default Route of the device should be in the same network segment as that of the LAN IP address of the router.

Universal Plug and Play (UPnP™) can permit the device seamlessly discover the presence of other network devices on the network and establish functional network services for data sharing, communications, etc. You can use the UPnP™ function to enable the fast connection of the device to the WAN via a router without port mapping.

Steps
1. Go to System → Network → TCP/IP → NAT.

2. Check Enable.
3. Select Mapping Type as Manual or Auto.
   - Auto: If you select Auto, the port mapping items are read-only, and the external ports are set by the router automatically.
   - Manual: If you select Manual, you can edit the external port on your demand by clicking to activate External Port Settings.

Note
- You can use the default port No., or change it according to actual requirements.
- External Port indicates the port No. for port mapping in the router.
- The value of the RTSP port No. should be 554 or between 1024 and 65535, while the value of the other ports should be between 1 and 65535 and the value must be different from each.
other. If multiple devices are configured for the UPnP™ settings under the same router, the value of the port No. for each device should be unique.

4. Enter the virtual server setting page of router; fill in the blank of Internal Source Port with the internal port value, the blank of External Source Port with the external port value, and other required contents.

![Figure 12-3 Set Virtual Server Item]

**Note**

- Each item should be corresponding with the device port, including server port, http port, RTSP port and https port.
- The virtual server setting interface below is for reference only, it may be different due to different router manufactures. Please contact the manufacture of router if you have any problems with setting virtual server.

### 12.4 Configure SNMP

You can configure SNMP settings to get device status and parameter information.

**Before You Start**
Download the SNMP software to receive device information via the SNMP port. By setting the trap address and port, the device is allowed to send alarm events and exception messages to the surveillance center.

**Steps**
1. Go to System → Network → Advanced → SNMP .
2. Check **Enable**. A message will pop up to notify about a possible security risk. Click **Yes** to continue.

3. Configure the SNMP settings as needed.
   - **Trap Address**
     SNMP host IP address.
   - **Trap Port**
     Port of the SNMP host.

4. Click **Apply**.

**Note**
You can configure SNMP v2 and SNMP v3 parameters via web browser in **Configuration → System → Advanced Settings → SNMP**.
12.5 Configure Email

The system can be configured to send an e-mail notification to all designated users when a specified event occurs such as when an alarm or motion event is detected, or the administrator password is changed, etc.

Before You Start
The device must be connected to a local area network (LAN) that contains an SMTP mail server. The network must also be connected to either an intranet or the Internet depending on the location of the email accounts to which you want to send notifications.

Steps
1. Go to System → Network → Advanced → Email.
2. Configure the email settings.

   Server Authentication
   Check to enable the function if the SMTP server requires user authentication and enter the user name and password accordingly.

   SMTP Server
   The IP address of SMTP Server or host name (e.g., smtp.263xmail.com).

   SMTP Port
   The SMTP port. The default TCP/IP port used for SMTP is 25.

   Enable SSL/TLS
   Check to enable SSL/TLS if required by the SMTP server.

   Sender
   The sender's name.

   Sender's Address
   The sender's address.

   Select Receivers
   Select the receiver. Up to 3 receivers can be configured.

   Receiver
   The receiver’s name.

   Receiver's Address
   The email address of the user to be notified.

   Attached Image
   Check to send email with attached alarm images. The interval is the time between sending two subsequent alarm images.

   Interval
   The time interval for capturing the attached images.
Perimeter Protection Analysis and Capture by Device

When perimeter protection events are analyzed by the device, the device will send you 3 images with target frames and rule frames in the alarm triggered email.

**Note**

*Perimeter Protection Analysis and Capture by Device* is only available for /X and /S series.

3. **Optional**: Enable the alternate SMTP, and configure the required parameters for alternate SMTP.
   When the preferred SMTP is invalid, the device will use alternate SMTP to send emails.

4. **Optional**: Click **Test** to send a test email.

5. Click **Apply**.

### 12.6 Configure Port

You can configure different types of ports to enable relevant functions.

**Steps**

1. Go to **System → Network → Advanced → More Settings**.

![Figure 12-5 Port Settings](image)

2. Configure port settings as needed.

**Alarm Host IP/Port**

With a remote alarm host configured, the device will send the alarm event or exception message to the host when an alarm is triggered. The remote alarm host must have the client
management system (CMS) software installed. The alarm host IP refers to the IP address of the remote PC on which the CMS software (e.g., iVMS-4200) is installed, and the alarm host port (7200 by default) must be the same as the alarm monitoring port configured in the software.

**Server Port**
Server port (8000 by default) should be configured for remote client software access and its valid range is 2000 to 65535.

**HTTP Port**
HTTP port (80 by default) should be configured for remote Web browser access.

**Multicast IP**
Multicast can be configured to enable Live View for cameras that exceed the maximum number allowed through network. Both IPv4 and IPv6 are available for multicast IP address. For IPv4, it covers Class-D IP ranging from 224.0.0.0 to 239.255.255.255 and it is recommended to use an IP address ranging from 239.252.0.0 to 239.255.255.255. When adding a device to the CMS software, the multicast address must be the same as that of the device.

**RTSP Port**
RTSP (Real Time Streaming Protocol) is a network control protocol designed to control streaming media servers. The port is 554 by default.

**Enhanced SDK Service Port**
The enhanced SDK service adopts TLS protocol over the SDK service that provides safer data transmission. The port is 8443 by default.

3. Click **Apply**.

### 12.7 Configure ONVIF

ONVIF protocol allows the connection with third-party cameras. The added user accounts have the permission to connect other devices via ONVIF protocol.

**Steps**
1. Go to **Maintenance → System Service → ONVIF**.
2. Check **Enable ONVIF** to enable the ONVIF access management.

**Note**
ONVIF protocol is disabled by default.

3. Click **Add**.
4. Enter **User Name**, and **Password**
Caution

We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

5. Select Level as Media User, Operator or Admin.
6. Click OK.
Chapter 13 POS Configuration

The device can be connected to a POS machine/server, and receive a transaction message to overlay on the image during Live View or playback, as well as trigger a POS event alarm.

13.1 Configure POS Connection

Steps
1. Go to System → POS.
2. Click Add.
3. Select a POS device from the drop-down list.
4. Check Enable.

**Note**

The number of POS devices supported by each device is the half of its number of channel, e.g., 8 POS devices are supported for the DS-9616NI-I8 model.

5. Select POS Protocol.

**Note**

When a new protocol is selected, reboot the device to activate the new settings.

**Universal Protocol**

Click Advanced to expand more settings when selecting the universal protocol. You can set the start line identifier, line break tag, and end line tag for the POS overlay characters, and the case-sensitive property of the characters. You can also optionally check the filtering identifier and the XML protocol.
Figure 13-2 Universal Protocol Settings

EPSON
The fixed start and end line tag are used for EPSON protocol.

AVE
The fixed start and end line tag are used for AVE protocol. Serial port and virtual serial port connection types are supported.
Click **Custom** to configure the AVE settings. Select **Rule** as **VSI-ADD** or **VNET**. Set the address bit of the POS message to send. Click **OK** to save the settings.

NUCLEUS
Click the **Custom** to configure the NUCLEUS settings.
Enter the employee No., shift No., and the terminal No. in the field. The matching message sent from the POS device will be used as the valid POS data.

**Note**
The NUCLEUS protocol must be used in the RS-232 connection communication.

6. Select **Connection Mode** and click **Parameters** to configure the parameters for each connection mode.

**TCP Connection**
When using TCP connection, the port must be set from 1 to 65535, and the port for each POS machine must be unique.
Set the **Allowed Remote IP Address** of the device sending the POS message.

**UDP Connection**
When using UDP connection, the port must be set from 1 to 65535, and the port for each POS machine must be unique.
Set the **Allowed Remote IP Address** of the device sending the POS message.
USB-to-RS-232 Connection

Configure the USB-to-RS-232 convertor port parameters, including the port serial number, baud rate, data bit, stop bit, parity, and flow ctrl.

<table>
<thead>
<tr>
<th>USB-to-RS-232 Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial Port Number</td>
</tr>
<tr>
<td>Baud Rate</td>
</tr>
<tr>
<td>Data Bit</td>
</tr>
<tr>
<td>Stop Bit</td>
</tr>
<tr>
<td>Parity</td>
</tr>
<tr>
<td>Flow Ctrl</td>
</tr>
</tbody>
</table>

Figure 13-3 USB-to-RS-232 Settings

RS-232 Connection

Connect the device and the POS machine via RS-232. The RS-232 settings can be configured in Menu → Configuration → RS-232. The Usage must be set to Transparent Channel.

Multicast Connection

When connecting the device and the POS machine via Multicast protocol, set the multicast address and port.

Sniff Connection

Connect the device and the POS machine via Sniff. Configure the source address and destination address settings.
13.2 Configure POS Text Overlay

Steps
1. Go to System → POS.
2. Click Channel Linkage and Display.

3. Select linked channel to overlay the POS characters.
4. Set the characters overlay for the enabled POS.
   - Character encoding format: currently the Latin-1 format is available
   - Overlay mode of the characters to display in scrolling or page mod
5. In **Privacy Settings**, set the POS privacy information to not display on the image, e.g., the card number, user name, etc. The defined privacy information will be displayed using *** on the image instead.

6. Check **Overlay POS in Live View**. When this feature is enabled, the POS information is overlaid on the Live View image.

**Note**

Drag the frame to adjust the textbox size and position on POS settings interface preview screen.

7. Click **Apply** to activate the settings.

### 13.3 Configure POS Alarm

A POS event can trigger channels to start recording, or trigger full screen monitoring or an audio warning, notifying the surveillance center, send e-mail, etc.

**Steps**

1. Go to **Storage → Recording Schedule**.
2. Set the POS event’s arming schedule.
3. Go to **System → POS**.
4. Click **Event Linkage** on the POS adding or editing interface.
5. Select the normal linkage actions.
6. Select one or more alarm output(s) to trigger.
7. Select one or more channels to record or become full-screen monitoring when a POS alarm is triggered.
8. Click **Apply** to save the settings.

![Figure 13-6 Set Trigger Cameras of POS](image-url)
Chapter 14 User Management and Security

14.1 Manage User Accounts

The Administrator user name is admin and the password is set when you start the device for the first time. The Administrator has the permission to add and delete users and configure user parameters.

14.1.1 Add a User

Steps
1. Go to System → User .
2. Click Add to enter the operation permission interface.
3. Input the admin password and click OK.
4. In the Add User interface, enter the information for a new user.

Caution
Strong Password Recommended—We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in the high security systems, resetting the password monthly or weekly can better protect your product.

User Level
Set the user level to Operator or Guest. Different user levels have different operating permission.
- Operator: An Operator user level has Two-way Audio permission in Remote Configuration and all operating permissions in Camera Configuration by default.
- Guest: The Guest user has no permission of Two-way Audio in Remote Configuration and only has the local/remote playback in the Camera Configuration by default.

User's MAC Address
The MAC address of the remote PC that logs onto the device. If it is configured and enabled, it allows only the remote user with this MAC address to access the device.

5. Click OK.
In the User Management interface, the added new user is displayed on the list.
14.1.2 Edit the Admin User

For the admin user account, you can modify your password and unlock pattern.

**Steps**

1. Go to System → User.
2. Select the admin user from the list.
3. Click Modify.

![Figure 14-1 Edit User (Admin)](image)

4. Edit the admin user information as desired, including a new admin password (strong password is required) and MAC address.

5. Edit the unlock pattern for the admin user account.
   1) Check **Enable Unlock Pattern** to enable the use of an unlock pattern when logging in to the device.
   2) Use the mouse to draw a pattern among the 9 dots on the screen, and release the mouse when the pattern is done.

6. Check **Export of GUID File** to export the GUID file for the admin user account.

![iNote]

When the admin password is changed, export the new GUID to the connected USB flash drive in the Import/Export interface for the future password resetting.

7. Configure security question for password resetting.
8. Configure reserved email for password resetting.
9. Click OK to save the settings.

**14.1.3 Edit an Operator/Guest User**

You can edit the user information, including user name, password, permission level, and MAC address.

**Steps**
1. Go to System \(\rightarrow\) User.
2. Select a user from the list and click Modify.

![Figure 14-2 Edit User (Operator/Guest)](image)

3. Edit the user information as desired, including the new password (strong password is required) and MAC address.
4. Click OK.

**14.2 Manage User Permissions**

**14.2.1 Set User Permissions**

For an added user, you can assign the different permissions, including local and remote operation of the device.

**Steps**
1. Go to System \(\rightarrow\) User.
2. Select a user from the list, and then click \(\checkmark\) to enter the permission settings interface.
**Figure 14-3 User Permission Settings Interface**

3. Set the user's operating permissions for **Local Configuration**, **Remote Configuration**, and **Camera Configuration** for the user.

1) Set Local Configuration

- **Local Log Search**
  - Searching and viewing logs and system information of device.

- **Local Parameters Settings**
  - Configuring parameters, restoring factory default parameters, and importing/exporting configuration files.

- **Local Camera Management**
  - Adding, deleting, and editing of IP cameras.

- **Local Advanced Operation**
  - Operating HDD management (initializing HDD, setting HDD property), upgrading system firmware, clearing I/O alarm output.

- **Local Shutdown Reboot**
  - Shutting down or rebooting the device.

2) Set Remote Configuration

- **Remote Log Search**
Remotely viewing logs that are saved on the device.

**Remote Parameters Settings**
Remotely configuring parameters, restoring factory default parameters, and importing/exporting configuration files.

**Remote Camera Management**
Remote adding, deleting, and editing of the IP cameras.

**Remote Serial Port Control**

**Remote Video Output Control**
Sending remote button control signals.

**Two-Way Audio**
Operating the two-way radio between the remote client and the device.

**Remote Alarm Control**
Remotely arming (notify alarm and exception message to the remote client) and controlling the alarm output.

**Remote Advanced Operation**
Remotely operating HDD management (initializing HDD, setting HDD property), upgrading system firmware, clearing I/O alarm output.

**Remote Shutdown/Reboot**
Remotely shutting down or rebooting the device.

3) Set Camera Configuration

**Remote Live View**
Remotely viewing live video of the selected camera(s).

**Local Manual Operation**
Locally starting/stopping manual recording and alarm output of the selected camera(s).

**Remote Manual Operation**
Remotely starting/stopping manual recording and alarm output of the selected camera(s).

**Local Playback**
Locally playing back recorded files of the selected camera(s).

**Remote Playback**
Remotely playing back recorded files of the selected camera(s).

**Local PTZ Control**
Locally controlling PTZ movement of the selected camera(s).

**Remote PTZ Control**
Remotely controlling PTZ movement of the selected camera(s).
Local Video Export
Locally exporting recorded files of the selected camera(s).

Local Live View
View live video of the selected camera(s) in local.

4. Click OK to save the settings.

14.2.2 Set Live View Permission on Lock Screen

The admin user can set live view permission for specific cameras in the screen lock status of device.
- The admin user can set this permission for user accounts.
- When the normal user (Operator or Guest) has no local live view permission for specific camera(s), the live view permission for such camera(s) on lock screen status cannot be configured (live view not allowed by default).

Steps
1. Go to System \rightarrow User .
2. Click Live View Permission on Lock Screen.
3. Input admin password and click Next.

![Image of Local Live View settings]

Figure 14-4 Set Live View Permissions on Lock Screen
4. Set the permissions. Select the camera(s) to allow live view when the current user account is in logout status.
5. Click OK.

14.2.3 Set Double Verification Permission for Non-admin Users

After double verification is enabled in the channel, a non-admin user must be verified by an authorized user to get the permission. Only admin has the authorization to set double verification.

Steps
1. Go to Maintenance → System Service → Double Verification.
2. Check Enable Double Verification.
3. Set double verification user. The double verification is different from the system user. You can add up to 8 double verification users.
   1) Click Add to add a double verification user.
   2) Enter the admin password.
   3) Set the user parameters, including user name, password, camera permission, etc.
   4) Click OK.
4. Click Apply.
5. Set permission for non-admin users.
   1) Go to System → User.
   2) Click to edit user permission.
   3) Select Camera Permission. Only Local Playback, Remote Playback/Download, and Local Video Export are available for double verification.
   4) Select the channel(s) that requires double verification.
   5) Click OK.

14.3 Configure Password Security

14.3.1 Export GUID File

The GUID file can help you to reset password when you forget it. You can export GUID file via web browser. Please keep the GUID file properly.
Before You Start
Ensure you are on the same network segment with your device.

Steps
1. Go to Configuration → System → User Management → User Management.
2. Select the admin user.
3. Click Account Security Settings.
4. Click Modify.

5. Click Export in Export GUID File.
6. Enter the admin password.
7. Save the GUID file to a directory as your desire.

14.3.2 Configure Security Questions

The security questions can help you to reset password when you forget your password, or encounter security issues. You can configure security questions via web browser.

Before You Start
Ensure you are on the same network segment with your device.

Steps
1. Go to Configuration → System → User Management → User Management.
2. Select the admin user.
3. Click Account Security Settings.
4. Click **Modify**.

![Security Question Configuration](image)

**Figure 14-7 Configure Security Questions**

5. Set the security questions.
6. Click **OK**.
7. Enter the admin password.
8. Click **OK**.

### 14.3.3 Configure Reserved Email

The reserved email will help you to reset password when you forget your password.

**Steps**

1. Check **Reserved E-mail** when you are activating the device, or click **Modify** when you are editing the admin user account.
2. Enter reserved email address.
3. Click OK.

14.4 Reset Password

When you forget the admin password, you can reset the password by importing the GUID file, answering security questions, or entering verification code from your reserved email.

14.4.1 Reset Password by GUID

You can reset password by GUID via web browser.

**Before You Start**
Ensure you have the correct GUID file.

**Steps**
1. On the user login interface, click **Forgot password**.
2. Select **Verification Mode** as **GUID File Verification**.
3. Click **Browse** to locate the GUID file.
4. Click **Next**.
5. Enter a new password.
**Warning**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

6. Confirm the new password.
7. Click Next.

### 14.4.2 Reset Password by Security Questions

You can reset password by answering security questions via web browser.

**Before You Start**

Ensure you have configured the security questions when you activate the device or edit the admin user account.

**Steps**

1. On the user login interface, click **Forgot password.**
2. Select **Verification Mode** as **Security Question Verification.**
3. Enter the answers of each question.
4. Click Next.
5. Enter a new password.

**Warning**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

6. Click Next.

### 14.4.3 Reset Password by Reserved Email

**Before You Start**

Ensure you have configured the reserved email when you are activating the device or editing the admin user account. (Refer to **Configure Reserved Email**)

**Steps**

1. On the user login interface, click **Forgot Password.**
2. On the password reset type interface, select **Verify by Reserved Email.**
3. Click OK.
4. Click **Next** if you accept the legal disclaimer. You can use a smartphone to scan the QR code and read the legal disclaimer.

5. Obtain the verification code. There are two ways to get the verification code.
   - Use Hik-Connect app to scan the QR code.
   - Send the QR code to email server.
     a. Insert a USB flash drive to your device.
     b. Click **Export** to export the QR code to USB flash drive.
     c. Email the QR code to **pw_recovery@hikvision.com** as attachment.

6. Check your reserved email, and you will receive a verification code within 5 minutes.
7. Enter the verification code.
8. Click **OK** to set the new password.

### 14.4.4 Reset Password by Hik-Connect

It will restore all parameters to factory default settings if you reset password by Hik-Connect.

**Before You Start**

Install the Hik-Connect app on your smart phone.

**Steps**

1. On the user login interface, click **Forgot Password**.
2. On the password reset type interface, select **Verify by Hik-Connect**.
3. Use Hik-Connect to scan the QR code. Thereafter, you will have a verification code from Hik-Connect.
4. Enter the verification code.
5. Click **OK**.
Chapter 15 System Management

15.1 Configure Device

Steps
1. Go to System → General.
2. Configure the following settings.
   
   **Language**
   - The default language used is English.

   **Output Standard**
   - Set the output standard to NTSC or PAL, which must be the same as the video input standard.

   **Resolution**
   - Configure video output resolution.

   **Device Name**
   - Edit device name.

   **Device No.**
   - Edit the device serial number. The Device No. can be set in the range of 1 to 255, and the default No. is 255. The number is used for the remote and keyboard control.

   **Auto Logout**
   - Set the timeout time for menu inactivity. E.g., when the timeout time is set to 5 minutes, then the system will exit from the current operation menu to Live View screen after 5 minutes of menu inactivity.

   **Mouse Pointer Speed**
   - Set the speed of the mouse pointer; 4 levels are configurable.

   **Enable Wizard**
   - Enable/disable the Wizard when the device starts up.

   **Enable Password**
   - Enable/disable the use of the login password.

3. Click **Apply** to save the settings.

15.2 Configure Time

15.2.1 Manual Time Synchronization
Steps
1. Go to System → General.
2. Configure the date and time.
3. Click Apply to save the settings.

15.2.2 NTP Synchronization

Connection to a network time protocol (NTP) server can be configured on your device to ensure the system's date and time accuracy.

Steps
1. Go to System → Network → TCP/IP → NTP.
2. Check Enable.
3. Configure NTP settings as need.
   - Interval (min)
     Time interval between two time synchronization with NTP server
   - NTP Server
     IP address of the NTP server
   - NTP Port
     Port of the NTP server
4. Click Apply

15.2.3 DST Synchronization

DST (daylight saving time) refers to the period of the year when clocks are moved one period ahead. In some areas worldwide, this has the effect of creating more sunlit hours in the evening during months when the weather is the warmest.

We advance our clocks ahead a certain period (depends on the DST bias you set) at the beginning of DST, and move them back the same period when we return to standard time (ST).

Steps
1. Go to System → General.
2. Check Enable DST.
3. Set DST mode as Auto or Manual.
   - Auto
     Automatically enable the default DST period according to the local DST rules.
   - Manual
     Manually set the start time and end time of the DST period, and the DST bias.
4. Set the DST Bias. Set the time (30/60/90/120 minutes) offset from the standard time.
5. Click Apply to save the settings.
15.3 Audio Management

The audio files are used for alarm linkage.
You can import and manage audio files in **System → Audio Management**.

**Note**
Before importing audio files, prepare a backup device with the audio files in it.

15.4 Network Detection

15.4.1 Network Traffic Monitoring

Network traffic monitoring is the process of reviewing, analyzing and managing network traffic for any abnormality or process that can affect network performance, availability and/or security.

**Steps**
1. Go to **Maintenance → Network → Traffic**.
2. You can view the real-time network traffic status, including MTU (Maximum Transmission Unit), and network throughput.

![Network Traffic](image)

*Figure 15-1 Network Traffic*

15.4.2 Test Network Delay and Packet Loss

Network delay is caused by slow response of the device when oversized data information is not limited during transmission under certain network protocol, e.g. TCP/IP. Packet loss test is for
testing network packet loss rate that is the ratio of lost data packet and total number of transmitted data packet.

**Steps**
1. Go to *Maintenance → Network → Network Detection*.
2. Select a network card in *Select NIC*.
3. Enter the destination IP address in *Destination Address*.
4. Click *Test*.

![Network Delay, Packet Loss Test](image)

**Figure 15-2 Test Network Delay and Packet Loss**

**15.4.3 Export Network Packet**

After the recorder accessing network, you can use USB flash drive to export network packet.

**Before You Start**
Prepare a USB flash drive to export network packet.

**Steps**
1. Insert the USB flash drive.
2. Go to *Maintenance → Network → Network Detection*.
3. Select network card in *Select NIC*.
4. Select the USB flash drive in *Device Name*. You can click *Refresh* if the connected local backup device cannot be displayed.

![Network Packet Export](image)

**Figure 15-3 Export Network Packet**

5. Optional: Click *Status* to view the network status.
6. Click *Export*.

**Note**
It will export 1 MB data each time as default.

**15.4.4 Network Resource Statistics**

The remote access, including web browser and client software, will consume output bandwidth. You can view the real-time bandwidth statistics.
Steps

![Figure 15-4 Network Resource Statistics](image)

2. View the bandwidth statistics, including IP Camera, Remote Live View, Remote Play, Net Total Idle, etc.
3. Optional: Click Refresh to obtain the latest data.

15.5 Storage Device Maintenance

15.5.1 Bad Sector Detection

Steps
1. Go to Maintenance → HDD Operation → Bad Sector Detection.
2. Select the HDD No. you want to configure in the dropdown list.
3. Select All Detection or Key Area Detection as the detection type.
4. Click Self-Test to start the detection.

![Figure 15-5 Bad Sector Detection](image)
15.5.2 S.M.A.R.T. Detection

HDD detection functions such as the adopting of the S.M.A.R.T. and the Bad Sector Detection techniques. S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) are HDD monitoring systems to detect various reliability indicators in the hopes of anticipating failures.

Steps
1. Go to **Maintenance → HDD Operation → S.M.A.R.T.**
2. Select the HDD to view its S.M.A.R.T. information list.
3. Set **Self-Test Type**.
4. Click **Self-Test** to start the S.M.A.R.T. HDD self-evaluation.

![Figure 15-6 S.M.A.R.T. Settings Interface](image)

**Note**
To use the HDD even when the S.M.A.R.T. checking has failed, check **Continue to use the disk when self-evaluation is failed**.

The related information of the S.M.A.R.T. is shown, and you can check the HDD status.
15.5.3 HDD Health Detection

You can view the health status of a 4 TB to 8 TB Seagate HDD that generated after October 1, 2017. Use this function to help troubleshoot HDD problems. Health Detection shows a more detailed HDD status than the S.M.A.R.T. function.

**Steps**

1. Go to Maintenance → HDD Operation → Health Detection.

![Image](image.png)

**Figure 15-7 Health Detection**

2. Click a HDD to view details.

15.5.4 Configure Disk Clone

Select the HDDs to clone to the eSATA HDD.

**Before You Start**

Connect an eSATA disk to the device.

**Steps**

1. Go to Maintenance → HDD Operation → HDD Clone.
2. Check the HDD to clone. The capacity of the selected HDD must match the capacity of the clone destination.
3. Click **Clone**.
4. Click **Yes** on the pop up message box to create the clone.

**15.5.5 Repair Database**

Repairing database will rebuild all databases. It might help to improve your system speed after upgrade.

**Steps**
1. Go to **Storage → Storage Device**.
2. Select the drive.
3. Click **Repair Database**.
4. Click **Yes**.

**Note**
- Repairing database will rebuild all databases. Existing data will not be affected, but local search and playback functions will not be available during the process, you can still achieve search and playback functions remotely via web browser, client software, etc.
- Do not pull out the drive, or shut down the device during the process.
- You can see the repairing progress at **Status**.

---

**Figure 15-8 HDD Clone**

**Figure 15-9 Repair Database**
15.6 Upgrade Device

Your device firmware can be upgraded with a local backup device or remote FTP server.

15.6.1 Upgrade by Local Backup Device

**Before You Start**
Connect your device to a local storage device that contains the firmware update file.

**Steps**
1. Go to Maintenance → Upgrade.
2. Click Local Upgrade to enter the local upgrade interface.

![Figure 15-10 Local Upgrade](image)

3. Select the firmware update file from the storage device.
4. Click Upgrade to start upgrading.

After the upgrade is completed, the device will reboot automatically to activate the new firmware.

15.6.2 Upgrade by FTP

**Before You Start**
Ensure the network connection of the PC (running FTP server) and the device are valid and correct. Run the FTP server on the PC and copy the firmware into the corresponding directory of your PC.

**Steps**
1. Go to Maintenance → Upgrade.
2. Click FTP to enter the local upgrade interface.

![Figure 15-11 FTP Upgrade](image)
3. Enter FTP Server Address.
4. Click Upgrade to start upgrading.
5. After the upgrading is complete, reboot the device to activate the new firmware.

15.6.3 Upgrade by Web Browser

You can upgrade the device by web browser

After logging in to the device via web browser, go to Configuration → System → Maintenance → Upgrade. Click Browse to upload the firmware, and upgrade the device.

15.6.4 Upgrade by Hik-Connect

After logging the device into Hik-Connect, the device would periodically check for the latest firmware from Hik-Connect. If an upgrade firmware is available, the device will notify you when you log in. You can also manually check for the latest firmware.

Before You Start

Ensure the device has successfully connected to Hik-Connect, and it requires to install at least one read-write HDD for firmware downloading.

Steps
1. Go to Maintenance → Upgrade → Online Upgrade.
2. Click Check Upgrade to manually check and download the latest firmware from Hik-Connect.

Note

The device will automatically check for the latest firmware every 24 hours. If it detects available upgrade firmware, the device will notify you when you log in.

3. Optional: You can switch on Download Latest Package Automatically to automatically download the latest firmware package.
4. Click Upgrade Now.

15.7 Import/Export Device Configuration Files

The device configuration files can be exported to a local device for backup; and the configuration files of one device can be imported to multiple devices if they are to be configured with the same parameters.

Before You Start

Connect a storage device to your device. To import the configuration file, the storage device must contain the file.

Steps
1. Go to Maintenance → Import/Export.
2. Export or import the device configuration files.
   - Click **Export** to export configuration files to the selected local backup device.
   - To import a configuration file, select the file from the selected backup device and click **Import**.

**Note**

After having finished importing configuration files, the device will reboot automatically.

### 15.8 Log Management

#### 15.8.1 Log Storage

You can customize the log storage disk and log storage period.

**Steps**

1. Go to **Storage → Advanced**.

![Figure 15-13 Log Storage]

2. Set **Log Storage Mode**.

   - **System Default**: Each disk will allocate a certain space to store about 400,000 logs. When logs are full, old logs will be overwritten.
   - **Custom**: You can set **Log Storage Period** and allocate **Log Disk** for log storage. When the log disk is full, logs that exceed the period will be overwritten.

3. Click **Apply**.
15.8.2 Search & Export Log Files

The device operation, alarm, exception, and information can be stored in log files, which can be viewed and exported at any time.

**Steps**
1. Go to **Maintenance → Log Info**.

![Image 15-14 Log Search Interface](image)

2. Set the log search conditions, including the time, major type and minor type.
3. Click **Search** to start searching the log files.
4. The matched log files will be displayed on the list, as shown below.

![Image 15-15 Log Search Results](image)

**Note**
Up to 2,000 log files can be displayed each time.

5. Related Operation:
   - Click or double-click it to view detailed information.
   - Click it to view the related video file.
   - **Export/Export ALL** Click it to export all the system logs to the storage device.

15.8.3 Upload Logs to the Server

You can upload system logs to the server for backup.

**Steps**
1. Go to **System → Network → Advanced → Log Server Settings**.

![Image 129x606 to 469x649](image)
2. Check Enable
4. Optional: Click Test to test if parameters are valid.
5. Click Apply.

15.8.4 One-Way Authentication

You can install a CA certificate (from the server) to your device to authorize the server via web browser. It would improve the log communication security.

Before You Start
• Download the CA certificate from the server.
• Ensure log server parameters are valid.

Steps
1. Go to Configuration → Network → Advanced Settings → Log Server Configuration.

2. Install the CA certificate in CA Certificate.
3. Optional: Click Test to test if the connection is valid.
4. Click Save.

15.8.5 Two-Way Authentication

You can install a CA certificate (from the server) to your device to authorize the server, and create a certificate (from your device) to authorize your device by the server. This would improve the log communication security. Two-way authentication can be configured via web browser.

Before You Start

- Download the CA certificate from the server.
- Ensure log server parameters are valid.

Steps

1. Go to Configuration → Network → Advanced Settings → Log Server Configuration.

![Figure 15-18 Two-Way Authentication](image)

2. Install the CA certificate in CA Certificate.
3. Click Create in Client Certificate, and follow the pop-up to create the certificate.
4. Click Download to download the certificate file to a desired location.
5. Upload the downloaded certificate file to the server, and the server will return the certificate key.
6. Open the certificate as a text file, and modify it by the certificate key as the server returned.
7. Install the modified certificate in Client Certificate.
8. Optional: Click Test to test if the connection is valid.
9. Click Save.
15.9 Export Diagnostic Information

When exceptions occur, you can export diagnostic information via web browser, and check it.

Steps
1. Go to Configuration → System → Maintenance → Diagnose via web browser.
2. Check Export Diagnostic Information.
3. Click Save.
4. Click Diagnose Information.
5. Set the saving path and file name as your desire.
6. Save the file.

15.10 Restore Default Settings

Steps
1. Go to Maintenance → Default.

![Figure 15-19 Restore Default Settings](image)

2. Select the restore type from the following three options.

   - **Restore Defaults**
     Reset all settings to factory default except network and admin password settings
     - Restore all parameters, except the network (including IP address, subnet mask, gateway, MTU, NIC working mode, default route, server port, etc.) and user account parameters, to the factory default settings.

   - **Factory Defaults**
     Restore device to inactive status and all settings including network and password
     - Restore all parameters to the factory default settings.

   - **Restore to Inactive**
     Leave all settings unchanged except restore device to inactive status without admin password
     - Restore the recorder to inactive status.

**Note**
The recorder will reboot automatically after restoring to the default settings.
15.11 Security Management

15.11.1 Configure ONVIF

ONVIF protocol allows the connection with third-party cameras. The added user accounts have the permission to connect other devices via ONVIF protocol.

Steps
1. Go to Maintenance → System Service → ONVIF.
2. Check Enable ONVIF to enable the ONVIF access management.

Note
ONVIF protocol is disabled by default.

3. Click Add.
4. Enter User Name, and Password

Caution
We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

5. Select Level as Media User, Operator or Admin.
6. Click OK.

15.11.2 IP/MAC Address Filter

The address filter decides whether to allow or forbid specific IP/MAC address to get access to your device.

Steps
1. Go to Maintenance → System Service → Address Filter.
2. Check **Enable**.
3. Select **Restriction Mode**. Choose to filter by IP address or MAC Address.
4. Select **Restriction Type**. The device mechanism will allow or forbid specific IP/MAC address to get access to your device.
5. **Optional**: Set **Restriction List**. You can add, edit or delete address.
6. Click **Apply** to save the settings.

### 15.11.3 RTSP Authentication

You can specifically secure the stream data of live view by setting the RTSP authentication.

**Steps**

1. Go to **System → System Service → System Service**.

   ![Figure 15-21 RTSP Authentication](image)

2. Select **RTSP Authentication Type**.

   **Note**

   Two authentication types are selectable, if you select **digest**, only the request with digest authentication can access the video stream by the RTSP protocol via the IP address. For security reasons, it is recommended to select **digest** as the authentication type.

3. Click **Apply**.
4. Restart the device to take effect the settings.
15.11.4 ISAPI Service

ISAPI (Internet Server Application Programming Interface) is an open protocol based on HTTP, which can realize the communication between the system devices (e.g., network camera, NVR, etc.). The device is as a server, the system can find and connect the device.

Steps
1. Go to System → System Service → System Service.
2. Check Enable ISAPI.
3. Click Apply.
4. Restart the device to take effect the settings.

15.11.5 HTTP Authentication

If you need to enable the HTTP service, you can set HTTP authentication to enhance access security.

Steps

![Figure 15-22 HTTP Authentication](image)

2. Check Enable HTTP.
3. Select HTTP Authentication Type.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two authentication types are selectable, for security reasons, it is recommended to select digest as the authentication type.</td>
</tr>
</tbody>
</table>

4. Click Apply to save the settings.
5. Restart the device to take effect the settings.

15.11.6 IP Camera Occupation Detection

After enabling the feature, when search IP camera in Number of Unadded Online Device interface, the status of IP camera the has been added by other device will show as ⚠️

Steps
1. Go to System → System Service → System Service.
2. Check Enable IP Camera Occupation Detection.
3. Click Apply to save the settings. And reboot device to take effect the settings.
Chapter 16 Appendix

16.1 Glossary

Dual-Stream
Dual-stream is a technology used to record high resolution video locally while transmitting a lower resolution stream over the network. The two streams are generated by the DVR, with the main stream having a maximum resolution of 1080P and the sub-stream having a maximum resolution of CIF.

DVR
Acronym for Digital Video Recorder. A DVR is device that is able to accept video signals from analog cameras, compress the signal and store it on its hard drives.

HDD
Acronym for Hard Disk Drive. A storage medium which stores digitally encoded data on platters with magnetic surfaces.

DHCP
Dynamic Host Configuration Protocol (DHCP) is a network application protocol used by devices (DHCP clients) to obtain configuration information for operation in an Internet Protocol network.

HTTP
Acronym for Hypertext Transfer Protocol. A protocol to transfer hypertext request and information between servers and browsers over a network.

PPPoE
PPPoE, Point-to-Point Protocol over Ethernet, is a network protocol for encapsulating Point-to-Point Protocol (PPP) frames inside Ethernet frames. It is used mainly with ADSL services where individual users connect to the ADSL transceiver (modem) over Ethernet and in plain Metro Ethernet networks.

DDNS
Dynamic DNS is a method, protocol, or network service that provides the capability for a networked device, such as a router or computer system using the Internet Protocol Suite, to notify a domain name server to change, in real time (ad-hoc) the active DNS configuration of its configured hostnames, addresses or other information stored in DNS.

Hybrid DVR
A hybrid DVR is a combination of a DVR and NVR.

NTP
Acronym for Network Time Protocol. A protocol designed to synchronize the clocks of computers over a network.
NTSC
Acronym for National Television System Committee. NTSC is an analog television standard used in such countries as the United States and Japan. Each frame of an NTSC signal contains 525 scan lines at 60Hz.

NVR
Acronym for Network Video Recorder. An NVR can be a PC-based or embedded system used for centralized management and storage for IP cameras, IP Domes and other DVRs.

PAL
Acronym for Phase Alternating Line. PAL is also another video standard used in broadcast televisions systems in large parts of the world. PAL signal contains 625 scan lines at 50Hz.

PTZ
Acronym for Pan, Tilt, Zoom. PTZ cameras are motor driven systems that allow the camera to pan left and right, tilt up and down and zoom in and out.

USB
Acronym for Universal Serial Bus. USB is a plug-and-play serial bus standard to interface devices to a host computer.

16.2 Communication Matrix
Please scan the QR code below to view the communication matrix document.

![Figure 16-1 Communication Matrix](image)

16.3 Device Command
Please scan the QR code below to view the device command document.
16.4 Frequently Asked Questions

16.4.1 Why is there a part of channels displaying “No Resource” or turning black screen in multi-screen live view?

**Reason**

1. Sub-stream resolution or bitrate settings is inappropriate.
2. Connecting sub-stream failed.

**Solution**

1. Go to **Camera → Video Parameters → Sub-Stream**. Select the channel, and turn down the resolution and max. bitrate (resolution shall be less than 720p, max. bitrate shall be less than 2048 Kbps).

**Note**

If your video recorder notifies not support this function, you can log in to the camera, and adjust video parameters via web browser.

2. Properly set the sub-stream resolution and max. bitrate (resolution shall be less than 720p, max. bitrate shall be less than 2048 Kbps), then delete the channel and add it back again.

16.4.2 Why is the video recorder notifying the stream type is not supported?

**Reason**

The camera encoding format mismatches with the video recorder.
Solution
If the camera is using H.265/MJPEG for encoding, but video recorder does not support H.265/MJPEG, change the camera encoding format to the same as video recorder.

16.4.3 Why is the video recorder notifying risky password after a network camera is added?

Reason
The camera password is too weak.

Solution
Change the camera password.

⚠️ Warning
We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

16.4.4 How to improve the playback image quality?

Reason
Recording parameter settings are inappropriate.

Solution
Go to Camera → Video Parameters. Increase resolution and max. bitrate, and try again.

16.4.5 How to confirm the video recorder is using H.265 to record video?

Solution
Check if the encoding type at live view toolbar is H.265.

16.4.6 Why is the timeline at playback not constant?
Reason
1. When the video recorder is using event recording, it only records video when event occurs. Hence the video may not be continuous.
2. Exception occurs, such as the device offline, HDD error, record exception, network camera offline, etc.

Solution
1. Ensure the recording type is continuous recording.
2. Go to Maintenance → Log Info. Search the log file during the video time period. See if there are unexpected events, such as HDD error, record exception, etc.

16.4.7 Why is the video recorder notifying the network is unreachable when a network camera is being added?

Reason
1. The IP address or port of network camera is incorrect.
2. The network between video recorder and camera is disconnected.

Solution
1. Go to Camera → Camera → IP Camera. Click the selected camera, and edit its IP address and port. Ensure the video recorder and camera is using the same port.
2. Go to Maintenance → Network → Detection. Enter the IP address of network camera in Destination Address, and click Test to see if the network is reachable.

16.4.8 Why is the IP address of network camera being changed automatically?

Reason
When network camera and video recorder are using the same switch but in different subnets, the video recorder will change the IP address of network camera to the same subnet as itself.

Solution
When adding camera, click Custom Add to add camera.

16.4.9 Why is the video recorder notifying IP conflict?

Reason
The video recorder uses the same IP address as other devices.
Solution
Change the IP address of video recorder. Ensure it is not the same as other devices.

16.4.10 Why is image getting stuck when playing back by single or multi-channel cameras?

Reason
HDD read/write exception.

Solution
Export the video, and play it with other devices. If it plays normally on other device, change your HDD, and try again.

16.4.11 Why does my video recorder make a beeping sound after booting?

Reason
1. The front panel is not fastened (for the device which its front panel is removable).
2. HDD error, or do not have HDD.

Solution
1. If it makes continuous beeps, and your device's front panel is removable, ensure the front panel is fastened.
2. If it makes non-continuous beeps (3 long, 2 short), take HDD error as an example, check if the device has installed HDD. If not, you can go to System → Event → Normal Event → Exception, and uncheck Event Hint Configuration to disable HDD error event hint.
   Check if the HDD is initialized. If not, go to Storage > Storage Device to initialize the HDD.
   Check if the HDD is broken. You can change it, and try again.

16.4.12 Why is there no recorded video after the motion detection is set?

Reason
1. The recording schedule is incorrect.
2. The motion detection event setting is incorrect.
3. HDD exception.
Solution
1. The recording schedule is setup correctly by following the steps listed in Configuring Record/Capture Schedule.
2. The motion detection area is configured correctly. The channels are being triggered for motion detection (See Configuring Motion Detection).
3. Check if the device has installed HDD.
   Check if the HDD is initialized. If not, go to Storage > Storage Device to initialize the HDD.
   Check if the HDD is broken. You can change it, and try again.

16.4.13 Why is the video sound quality not good?

Reason
1. The audio input device does not have a good effect in sound collection.
2. Interference in transmission.
3. The audio parameter is not properly set.

Solution
1. Check if the audio input device is working properly. You can change another audio input device, and try again.
2. Check the audio transmission line. Ensure all lines are well connected or welded, and there is no electromagnetic interference.
3. Adjust the audio volume according to the environment and audio input device.