Thermal & Optical Bi-spectrum Network Camera

User Manual
Legal Information

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# Symbol Conventions

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

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
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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>
</tr>
</tbody>
</table>
Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

Laws and Regulations

• In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.

Transportation

• Keep the device in original or similar packaging while transporting it.
• Keep all wrappers after unpacking them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and the company shall not take any responsibilities.
• DO NOT drop the product or subject it to physical shock. Keep the device away from magnetic interference.

Power Supply

• Please purchase the charger by yourself. Input voltage should meet the Limited Power Source (5 VDC) according to the IEC62368 standard. Please refer to technical specifications for detailed information.
• Make sure the plug is properly connected to the power socket.
• The socket-outlet shall be installed near the equipment and shall be easily accessible.
• DO NOT connect multiple devices to one power adapter, to avoid over-heating or fire hazards caused by overload.
• DO NOT touch the bare metal contacts of the inlets after the circuit breaker is turned off. Electricity still exists.
• + 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.

Battery

• Risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions. Il y a risque d'explosion si la batterie est remplacée par une batterie de type incorrect. Mettre au rebut les batteries usagées conformément aux instructions.
• The built-in battery cannot be dismantled. Please contact the manufacture for repair if necessary.
• For long-term storage of the battery, make sure it is fully charged every half year to ensure the battery quality. Otherwise, damage may occur.
• This equipment is not suitable for use in locations where children are likely to be present.
• 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.

Installation
• Never place the equipment in an unstable location. The equipment may fall, causing serious personal injury or death.
• This equipment is for use only with corresponding brackets. Use with other (carts, stands, or carriers) may result in instability causing injury.

System Security
• You acknowledge that the nature of Internet provides for inherent security risks, and our company shall not take any responsibilities for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, however, our company will provide timely technical support if required.
• Please enforce the protection for the personal information and the data security as the device may be confronted with the network security problems when it is connected to the Internet. Please contact us when the device might exist network security risks.
• Please understand that you have the responsibility to configure all the passwords and other security settings about the device, and keep your user name and password.

Maintenance
• If the product does not work properly, please contact your dealer or the nearest service center. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.
• A few device components (e.g., electrolytic capacitor) require regular replacement. The average lifespan varies, so periodic checking is recommended. Contact your dealer for details.
• Wipe the device gently with a clean cloth and a small quantity of ethanol, if necessary.
• If the equipment is used in a manner not specified by the manufacturer, the protection provided by the device may be impaired.
• To reduce the risk of fire, replace only with the same type and rating of fuse.
• The serial port of the equipment is used for debugging only.

Using Environment
• Make sure the running environment meets the requirement of the device. The operating temperature shall be -30°C to 60°C (-22°F to 140°F), and the operating humidity shall be 95% or less, no condensing.
• DO NOT expose the device to high electromagnetic radiation or dusty environments.
• DO NOT aim the lens at the sun or any other bright light.
• The equipment shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the equipment.
• No naked flame sources, such as lighted candles, should be placed on the equipment.
• Provide a surge suppressor at the inlet opening of the equipment under special conditions such as the mountain top, iron tower, and forest.
• Burned fingers when handling the parts with symbol △. Wait one-half hour after switching off before handling the parts.

Emergency
• If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

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Chapter 1 Overview

1.1 Brief Description

Thermal & Optical Bi-spectrum network camera equipped with built-in GPU which supports intelligent behavior analysis algorithm, can realize high-precision VCA detection and real-time alarm. It is applied to perimeter defense and fire-prevention purposes in critical infrastructures such as community, villa, construction site, factory, 4S stores, and so on. The pre-alarm system helps you discover unexpected events immediately and protects your property.

1.2 Function

This section introduces main functions of the device.

**Note**

Not all models support the configurations below, take the actual product for reference.

**Fire Detection**
Device can detect the dynamic fire source in the scene and output pre-alarm and alarm to protect the property.

**Temperature Measurement**
Device can measure the actual temperature of the spot being monitored. The device alarms when temperature exceeds the temperature threshold value.

**VCA**
Device can do behavior analysis. Multiple rules can be configured for different requirements.

**Smoking Detection**
Device can detect the smoking behavior and alarm.
Chapter 2 Device Activation and Accessing

To protect the security and privacy of the user account and data, you should set a login password to activate the device when access the device via network.

**Note**
Refer to the user manual of the software client for the detailed information about the client software activation.

### 2.1 Activate the Device via SADP

Search and activate the online devices via SADP software.

**Before You Start**
Access www.hikvision.com to get SADP software to install.

**Steps**
1. Connect the device to network using the network cable.
2. Run SADP software to search the online devices.
3. Check **Device Status** from the device list, and select **Inactive** device.
4. Create and input the new password in the password field, and confirm the password.

**Caution**
We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including 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. Click **OK**.

**Device Status** changes into **Active**.

6. **Optional:** Change the network parameters of the device in **Modify Network Parameters**.

### 2.2 Activate the Device via Browser

You can access and activate the device via the browser.

**Steps**
1. Connect the device to the PC using the network cables.
2. Change the IP address of the PC and device to the same segment.
**Note**

The default IP address of the device is 192.168.1.64. You can set the IP address of the PC from 192.168.1.2 to 192.168.1.253 (except 192.168.1.64). For example, you can set the IP address of the PC to 192.168.1.100.

3. Input **192.168.1.64** in the browser.
4. Set device activation 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. Click **OK**.
6. Input the activation password to log in to the device.
7. **Optional:** Go to **Configuration → Network → Basic → TCP/IP** to change the IP address of the device to the same segment of your network.

**2.3 Login**

Log in to the device via Web browser.

**2.3.1 Plug-in Installation**

Certain operation systems and web browser may restrict the display and operation of the device function. You should install plug-in or complete certain settings to ensure normal display and operation. For detailed restricted function, refer to the actual device.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Web Browser</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Internet Explorer 10+</td>
<td>Follow pop-up prompts to complete plug-in installation.</td>
</tr>
<tr>
<td></td>
<td>Google Chrome 57+ Mozilla Firefox 52+</td>
<td>Click <a href="#">Download Plug-in</a> to download and install plug-in. Go to <strong>Configuration → Network → Advanced Settings → Network Service</strong> to enable WebSocket or WebSockets for normal view if plug-in installation is not required.</td>
</tr>
<tr>
<td>Operating System</td>
<td>Web Browser</td>
<td>Operation</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Mac OS 10.13+</td>
<td>Mac Safari 12+</td>
<td>Plug-in installation is not required. &lt;br&gt;Go to Configuration → Network → Advanced Settings → Network Service to enable WebSocket or WebSockets for normal view. Display and operation of certain functions are restricted. For example, Playback and Picture are not available. For detailed restricted function, refer to the actual device.</td>
</tr>
</tbody>
</table>

**Note**<br>The device only supports Windows and Mac OS system and does not support Linux system.

### 2.3.2 Illegal Login Lock

It helps to improve the security when accessing the device via Internet.<br>Go to Configuration → System → Security → Security Service, and enable Enable Illegal Login Lock. Illegal Login Attempts and Locking Duration are configurable.<br>

**Illegal Login Attempts**<br>When your login attempts with the wrong password reach the set times, the device is locked.<br>

**Locking Duration**<br>The device releases the lock after the setting duration.
Chapter 3 Temperature Measurement

When you enable this function, the device measures the actual temperature of the scene. It alarms when temperature exceeds the temperature threshold value.

3.1 Notice

This part introduces the notices of configuring temperature measurement function.

- The target surface should be as vertical to the optical axis as possible. It is recommended that the angle of oblique image plane should be less than 45°.
- The target image pixels should be more than $5 \times 5$.
- If multiple presets will be taken for temperature measurement, it is recommended to set the patrol time above 20 s.
- Please select line thermography or area thermography for a certain area temperature measurement. The point thermography is not recommended in case of deviation occurred during device movement to affect the accuracy of temperature measurement.

3.2 Thermography Configuration Flow Chart

This part introduces the process of configuring temperature measurement.
Note
Please refer to the *Quick Start Guide* for detailed information of Installation part in the flow chart.

### 3.3 Automatic Thermography

Configure the temperature measurement parameters and temperature measurement rules. The device can measure the actual temperature and output alarms when temperature exceeds the alarm threshold value.
3.3.1 Set Thermography Parameters

Configure the parameters of temperature measurement.

Steps
1. Go to Configuration → Local, enable Display Temperature Info.
   - Display Temperature Info.
     - Select Yes to display temperature information on live view.
     - Enable Rules to display the rules information on live view.
2. Click Save.
3. Go to Configuration → Temperature Measurement → Basic Settings to configure parameters.
   - Enable Temperature Measurement
     - Check to enable temperature measurement function.
   - Enable Color-Temperature
     - Check to display Temperature-Color Ruler in live view.
   - Display Temperature Info. on Stream
     - Check to display temperature information on the stream.
   - Display Temperature in Optical Channel
     - Check to display thermal channel temperature information in the optical channel.
   - Display Max./Min./Average Temperature
     - Check to display maximum/minimum/average temperature information on liveview when the temperature measurement rule is line or area.
   - Position of Thermometry Info
     - Select the position of temperature information showed on the live view.
     - Near Target: display the information beside the temperature measurement rule.
     - Top Left: display the information on the top left of screen.
   - Add Original Data on Capture
     - Check to add data on alarm triggered capture of thermal channel.
   - Add Original Data on Stream
     - Check to add original data on thermal view.
   - Data Refresh Interval
     - It means the refresh interval of temperature information.
   - Unit
     - Display temperature with Degree Celsius (°C)/Degree Fahrenheit (°F)/Degree Kelvin (K).
   - Temperature Range
     - Select the temperature measurement range.
**Version**
View the version of current algorithm.

**Calibration File Version**
View the version of calibration file.

**Alarm Interval**
Set the alarm interval between two alarms.

**Reflect Light Filter & Forklift Filter**
Enable these functions if there is strong reflect light from sun or forklift in the scene. Or it may cause false alarm. Click **Restart** to restart algorithm library.

---

**Note**
The settings vary according to different camera models.

4. Click **Save**.

---

### 3.3.2 Set Normal Mode

This function is used to measure the temperature of the whole scene and alarm.

**Steps**
1. Go to **Configuration → Temperature Measurement → Basic Settings**, and check **Enable Temperature Measurement**.
2. Refer to **Set Thermography Parameters** to set the parameters.
3. Go to **Configuration → Temperature Measurement → Advanced Settings**, and select **Normal**.
4. Configure the parameters of normal mode.

**Emissivity**
Set the emissivity of your target. The emissivity of each object is different.

**Distance**
The distance between the target and the device.

**Pre-Alarm Threshold**
When the temperature of target exceeds the pre-alarm threshold, and this status keeps more than **Filtering Time**, it triggers pre-alarm.

**Alarm Threshold**
When the temperature of target exceeds the alarm threshold, and this status keeps more than **Filtering Time**, it triggers alarm.

**Pre-Alarm Output and Alarm Output**
Check **Pre-Alarm Output** and **Alarm Output** to link the pre-alarm or alarm with the connected alarm device.
5. Refer to **Set Arming Schedule** for setting scheduled time. Refer to **Linkage Method Settings** for setting linkage method.

6. Click **Save**.

   The maximum and minimum temperature will be displayed on the live view.

---

**Note**

Go to **Image → VCA Rules Display** to adjust the fonts size and the temperature colour of normal, alarm and pre-alarm.

---

### 3.3.3 Set Expert Mode

Select the temperature measurement rules from **Point**, **Line**, or **Area** and configure parameters, the device alarms if the alarm rules are met.

**Steps**

1. Go to **Configuration → Temperature Measurement → Basic Settings**, check **Enable Temperature Measurement**.
2. Refer to **Set Thermography Parameters** to set the parameters.
3. Go to **Configuration → Temperature Measurement → Advanced Settings**, select **Expert**.
4. Select and enable the temperature measurement rules. Please refer to **Set Thermography Rule** for setting the rule.
5. **Optional**: Click **Area's Temperature Comparison** to set the alarm rules and the temperature.
6. Refer to **Set Arming Schedule** for setting scheduled time. Refer to **Linkage Method Settings** for setting linkage method.
7. Click **Save**.

   The maximum temperature and thermography rules will be displayed on the liveview.

---

**Note**

Go to **Image → VCA Rules Display** to adjust the fonts size and the temperature colour of normal, alarm and pre-alarm.

---

8. **Optional**: Call the preset and check if the rules are efficient.
9. Enable the scan function of device, such as linear scan to monitor the scene.

### 3.3.4 Set Thermography Rule

**Steps**

1. Customize the rule name.
2. Select the rule type to **Point**, **Line**, or **Area**. Then draw a point, line, or area on the interface where the position to be measured.

   - **Point** Please refer to **Point Thermography** for detailed configuration.
   - **Line** Please refer to **Line Thermography** for detailed configuration.
Area

Please refer to **Area Thermography** for detailed configuration.

3. Configure the temperature measurement parameters.

**Emissivity**

Set the emissivity of the target. The emissivity of the surface of a material is its effectiveness in emitting energy as thermal radiation. Different objects have different emissivity. Refer to **Common Material Emissivity Reference** to search for the target emissivity.

**Distance**

The distance between the target and the device.

**Reflective Temperature**

If there is any object with high emissivity in the scene, check and set the reflective temperature to correct the temperature. The reflective temperature should be set the same as the temperature of the high emissivity object.

4. Click ☰ and set the **Alarm Rule**.

**Alarm Temperature and Pre-Alarm Temperature**

Set the alarm temperature and pre-alarm temperature. E.g., select Alarm Rule as Above (Average Temperature), set the Pre-Alarm Temperature to 50 °C, and set the Alarm Temperature to 55 °C. The device pre-alarms when its average temperature is higher than 50 °C and alarms when its average temperature is higher than 55 °C.

**Filtering Time**

It refers to the duration time after the target temperature reaches or exceeds the pre-alarm temperature/alarm temperature.

**Tolerance Temperature**

Set the tolerance temperature to prevent the constant temperature change to affect the alarm. E.g., set tolerance temperature as 3°C, set alarm temperature as 55°C, and set pre-alarm temperature as 50°C. The device sends pre-alarm when its temperature reaches 50°C and it alarms when its temperature reaches 55°C and only when the device temperature is lower than 52°C will the alarm be cancelled.

**Pre-Alarm Output and Alarm Output**

When the temperature of target exceeds the pre-alarm or alarm threshold, it triggers the pre-alarm or alarm output of the connected device.

**Area’s Temperature Comparison**

Select two areas and set the comparison rule, and set the temperature difference threshold. The device alarms when the temperature difference meets the setting value.

5. You can shield certain area from being detected. Refer to **Set Shielded Region** for detailed settings.

6. Click **Save**.

   Click **Live View**, and select thermal channel to view the temperature and rules information on live view.
3.3.5 Point Thermography

Configure the temperature measurement rule and click any point in live view to monitor the temperature.

Steps
1. Click in the live view and a cross cursor showed on the interface.
2. Drag the cross cursor to desired position.
   Go to Live View interface to view the temperature and rule of the point in thermal channel.

3.3.6 Line Thermography

Configure the temperature measurement rule and monitor the maximum temperature of the line.

Steps
1. Click and drag the mouse to draw a line in the live view interface.
2. Click and move the line to adjust the position.
3. Click and drag the ends of the line to adjust the length.
   Go to Live View interface to view the maximum temperature and rule of the line in thermal channel.

3.3.7 Area Thermography

Configure the temperature measurement rule and monitor the maximum temperature of the area.

Steps
1. Click and drag the mouse in the liveview to draw the area and right click to finish drawing.
2. Click and move the area to adjust the position.
3. Drag the corners of the area to adjust the size and shape.
   Go to Live View interface to view the maximum temperature and rule of the area in thermal channel.

3.3.8 Set Shielded Region

You can configure areas from being detected.

Steps
1. Check Enable Shield Area.
2. Click ☑.
3. Drag the mouse in the live view to draw the area. You can drag the corners of the red rectangle area to change its shape and size.
4. Right click the mouse to stop drawing.
5. Optional: Select one area and click \( \times \) to delete it.
6. Click Save.

### 3.4 Manual Thermography

After enable the manual thermography function of the device, you can click any position on the live view to show the real temperature.

**Steps**

1. Go to Configuration → Local and select Display Temperature Info. as Yes.
2. Go to Configuration → Temperature Measurement → Basic Settings.
3. Check Enable Temperature Measurement.
4. Click Save.
5. Go to live view interface and select thermal channel, click \( \cdot \). Click any position on the interface to show the real temperature.
Chapter 4 Fire Source Detection

The device will trigger and upload alarm when detect the fire source or smoking.

Fire source detection includes fire source detection and smoking detection. It is applied to fire-prevention purposes in scenic region, forest, tunnel and so on.

Note
Not all models support the configurations below, take the actual product for reference.

Fire Detection
Configure the fire source detection parameters. When fire source is detected, the alarm actions will be triggered.

Smoking Detection
The device can detect the smoking behavior and output alarm.

4.1 Recommended Scene
This part introduces the recommended scenes of fire source detection and helps you select the appropriate scene.

Fire source detection can be applied to indoor and outdoor monitoring with a maximum detection radius 15 km. To achieve the best monitoring effect, please set the installation place as requirements below.

- The installation place should be the highest position within the detection area. The lens should not be covered during movement to detect the maximum area.
- It is better to choose the installation place with convenient traffic, well-equipped power and internet facilities. E.g. communication tower, watchtower, high-rise roof and so on.

4.2 Set Fire Detection Parameters
To avoid the potential fire damage, you should configure the fire detection function for certain areas. The detail configuration steps show as below.

Steps
1. Go to Configuration → Local.
2. Check Locate Highest Temperature Point to display the position of highest temperature. Check Frame Fire Point to frame the fire source on live view.
3. Go to Configuration → Event → Smart Event, select Dynamic Fire Source Detection.
4. Check Enable Dynamic Fire Source Detection.
5. Set the parameters of fire detection.
Fire Source Detection Mode

Smoking Mode
Detect smoking behavior in the scene.

Dynamic Fire
Detect the fire source in the scene.

Sensitivity
The sensitivity of fire detection. The bigger the value is, more easily the fire source can be detected, and the false rate is higher.

Note
When VCA Resource Type is selected as Temperature Measurement+Behavior Analysis, only smoking detection is supported. When VCA Resource Type is selected as Temperature Measurement+Fire Detection, two detection modes are both supported.

6. Check Display Fire Source Frame on Stream to display a red frame around the fire source on stream when fire occurs.

7. Optional: you can shield certain areas from being detected in fire source detection.
   1) Go to Configuration → Event → Smart Event → Fire Source Detection Shield.
   2) Check Enable Fire Source Detection Shield.
   3) Click Draw Area and drag the mouse in the live view to draw the area. Release the mouse to finish drawing.
   4) You can drag the corners of the red rectangle area to change its shape and size. Or drag the rectangle to the position on your demand.
   5) Click Stop Drawing.
   6) Click Clear All to clear all of the setting areas.
   7) Set the value of Active Zoom Ratio on your demand, and then the shield will only appear when the zoom ratio is greater than the predefined value.
   8) Click Add to save the smoke detection shield, and it will be listed in the Fire Source Detection Shield List area; you can select a region and click Delete to delete it from the list; you can also define the color of the regions.
   9) Check Display Shield Region to show the shielded area in live view.

8. Refer to Set Arming Schedule for setting scheduled time. Refer to Linkage Method Settings for setting linkage method.

9. Click Save.
Chapter 5 Behavior Analysis

The behavior analysis function is used to detect whether there is any target break the VCA rules. The optical camera will track the target or the device will alarm when the VCA rule is triggered.

5.1 Flow Chart of Behavior Analysis

The process of configuring the behavior analysis function is described below.

5.2 Set VCA Parameters

Steps
1. Go to Configuration → VCA → Basic Settings.
   Display VCA Info. on Stream
Select to display target info and rule on stream, the information will be added to the video stream, and the overlay will be displayed if you get live view or play back by the VS Player.

**Display Trajectory**
The target's moving path will be shown in live view.

**Display Target Info. on Alarm Picture**
Select to display the target information on the alarm picture.

**Display Rule Info. on Alarm Picture**
Select to display the rule information on the alarm picture.

**Display Size Info. on Alarm Picture**
Select to display the size information of the target on the alarm picture.

**Snapshot Settings**
Select to upload the picture to the surveillance center when the VCA alarm occurs. You can also set the quality and resolution of the picture separately.

2. Click **Save**.
   Go to **Configuration → Local**, check **Enable** rules to display rules information on the live view.

### 5.3 Calibration

**Note**
Not all models support the calibration function, take the actual product for reference.

#### 5.3.1 Calibrate Automatically

**Before You Start**
- Make sure that we have known the actual height of the target person in the scene.
- Make sure there is no moving objects in the view except for the person.

**Steps**
1. Go to **Configuration → VCA → Camera Calibration**.
2. Check **Camera Calibration**.
3. when the person is totally seen in live view, enter the height of person in **Target Height**.

**Note**
You can set a maximum of two decimal places.

4. Click ➤ to start calibration.
Caution
• The auto calibration starts when the person is totally seen in live view, and ends when the person is in the endpoint.
• The endpoint-to-camera distance (m) equals 4 times the lens focal length (mm). E.g., for 7mm lens, the recommended endpoint is 28m (7*4).
• The person should walk in zigzag path. And two zigzag paths are required. Make sure the walking route covers the left, middle, right of image.
• The auto calibration duration should be no shorter than 10 sec, and no longer than 10 min. The device will stop calibration automatically if the duration is too long.
• If there is moving object such as leave or tree in the scene, you can set the shielded area. Refer to Set Shielded Region for detail settings.

5. When the person exits, click to stop calibration.

Note
After auto calibration, refer to Verify the Calibration Result to verify if the calibration is successful. Set manual calibration if the auto calibration failed, or the verified result turns bad.

Result
After calibration, the height and angle of camera will be shown in live view.

5.3.2 Calibrate Manually

Steps
1. Go to Configuration → VCA → Camera Calibration.
3. Click Fig 1. Click and drag the vertical line until it fits the target.
4. Enter the actual length of the calibration line.
5. Repeat steps above to set Fig 2, Fig 3, and Fig 4.

Note
Draw a calibration line in each figure, and the four calibration lines should be evenly distributed in the same horizontal plane from left to right.
In the four figures, the calibrated object doesn't need to be the same. Select a proper object in each figure.

6. Optional: Click to delete the calibration line.
7. Click Save.
Caution

- Separate 4 vertical lines in the optical-axis direction at the close site, middle and far site respectively.
- Separate 4 vertical lines at the left, middle and right of the image respectively.
- If manual calibration's result is incorrect, select another target to recalibrate.
- After manual calibration, refer to Verify the Calibration Result to verify if the calibration is successful.

Result

After calibration, the height and angle of camera will be shown in live view.

5.3.3 Verify the Calibration Result

The function can verify whether the calibrated value is consistent with the actual value.

Steps
1. Click 📊.
2. Click ⊗, and drag a vertical line in the view.
3. Move the line to the target, then click ⬅️ to calculate the length.
   Compare the calculated line length to the actual length to verify the calibration settings.
4. Click 🔗 to exit.

Note

Verify not only person, but also other objects appeared in the view. Such as car, street lamp, etc.

5.4 Set Rules

The device can detect whether there is any target break the VCA rules. The optical camera will track the target or the device will alarm when the VCA rule is triggered.

Steps
1. Go to Configuration → VCA → Rule.
2. Click ✖️ to add a new rule.
3. Enter the rule name, and click the drop down menu to select Rule Type.

Note

Each scene can be configured with different rule type. Up to 8 rules can be set for one scene.

Line Crossing

If any target move across the setting line, the alarm will be triggered. You can set the crossing direction.
Intrusion
If any target intrude into the pre-defined region longer than the set duration, the alarm will be triggered.

Region Entrance
If any target enter the pre-defined region, the alarm will be triggered.

Region Exiting
If any target exit the pre-defined region, the alarm will be triggered.

4. Set parameters of the rule.
   - Sensitivity
     The higher the value is, the easier the alarm can be triggered.

Detection Target
You are recommended to select the target as **Human & Vehicle**. In distant view, the device cannot classify the target with pixels less than 10*10. The target will be recognized as human directly. So the selection of this item will not trigger false alarm or missing alarm.

Background Interference Suppression
Eliminate the environment interference to reduce the false alarm. For example, the wind blow grass.

Note
Not all models support this function, take the actual product for reference.

5. Draw the rules.
   - When the rule type is selected as **Line Crossing**, click / to draw a line in the live view. You can drag end points of the line to adjust the position and length.

   **Line Crossing**
   You can set the crossing direction. Bidirectional, A-to-B, or B-to-A are selectable.

   - When the rule type is selected as **Intrusion, Region Entrance, Region Entrance**, click ☐ to draw an area in the live view. Right click the mouse to finish drawing.

   **Duration**
   The device performs behavior analysis when the target stays in the detection area for more than setting value.

Note
Draw three segments of the rule from near to far to cover all of the detection area.

6. Check to enable **Filter by Pixel**. Then Draw max size and min size rectangles to filter the target among human, vehicle, animal, and others. Only the target whose size is between the Max. Size and Min. Size value will trigger the alarm.
Note
- You can draw the max size and min size rectangles according to the real target in the scene. The recommended size is 1.2 times of the target.
- Due to the main difference between human and animal is the height. Just concern the height of animal.
- Click ☑️ to copy the same settings to other rules.

7. Click Save.
8. **Optional**: you can shield certain areas from being detected. Refer to **Set Shielded Region** for detailed settings.

Note
Repeat steps above to configure multiply rules. Set the arming schedule and linkage method for each rule.

9. Refer to **Set Arming Schedule** for setting scheduled time. Refer to **Linkage Method Settings** for setting linkage method.

5.5 Advanced Configuration

Go to **Configuration → VCA → Advanced Configuration** and configure the parameters.

Detection Parameters

**Detection Sensitivity**
- The higher the sensitivity is, the easier the target will be detected.

**Background Update Rate**
- if a detected target remains in the monitoring scene for a certain time, the system will count the target as the background automatically. The greater the value is, the faster the target will be counted as the background.

**Minimum Target Size**
- The system will filter out the object smaller than the minimum target size.

**Displacement Constraint for Target Generation**
- The higher the value is, the slower the target is generated, and the higher accuracy the analysis will get.

**Optical-axis Movement**
- Check the function when the target moves in the direction of camera's optical -axis.
- When the target is far from the device and the movement is not clear, enable this function to check the move direction.

**Single Alarm**
The system only sends alarm once for one target triggering. Otherwise, the alarm will be triggered continuously until the target disappears.

Scene Modes

The scene mode is set to be **General** by default. Select **Distant View** when you are far from the targets. Select **Leaves Interfered View** when there are shaking targets in the scene, such as leaves.

Restore Parameters

**Restore Default**

Click **Restore** to restore the parameters to the default.

**Restart VCA**

Click **Restart** to restart the VCA function.

---

**Note**

The settings vary according to different models.

### 5.6 Set Global Size Filter

Targets larger or smaller than the set size range are filtered out. The settings is valid for all behavior analysis rules.

**Steps**

1. Go to **Configuration → Behavior Analysis → Advanced Configuration** to enable the function.
2. Click **** to draw a maximum size frame on live image.
3. Click **** to draw a minimum size frame on live image.
4. Click **Save**.

---

**Note**

This function is supported by certain models.
Chapter 6 Event and Alarm

This part introduces the configuration of events. The device takes certain response to triggered alarm. Certain events may not be supported by certain device models.

6.1 Set Motion Detection

It helps to detect the moving objects in the detection region and trigger the linkage actions.

Steps
1. Go to Configuration → Event → Basic Event → Motion Detection.
2. Select the channel No.
3. Check Enable Motion Detection.
4. Optional: Highlight to display the moving object in the image in green.
   1) Check Enable Dynamic Analysis for Motion.
   2) Go to Configuration → Local.
   3) Set Rules to Enable.
5. Select Configuration Mode, and set rule region and rule parameters.
   - For the information about normal mode, see Normal Mode.
   - For the information about expert mode, see Expert Mode.
6. Set the arming schedule and linkage methods. For the information about arming schedule settings, see Set Arming Schedule. For the information about linkage methods, see Linkage Method Settings.
7. Click Save.

6.1.1 Normal Mode

You can set motion detection parameters according to the device default parameters.

Steps
1. Select normal mode in Configuration.
2. Set the sensitivity of normal mode. The higher the value of sensitivity is, the more sensitive the motion detection is. If the sensitivity is set to 0, motion detection and dynamic analysis do not take effect.
3. Click Draw Area. Click and drag the mouse on the live video, then release the mouse to finfish drawing one area.
4. **Optional:** You can set the parameters of multiple areas by repeating the above steps.

### 6.1.2 Expert Mode

You can configure the motion detection parameters of day/night switch according to the actual needs.

**Steps**

1. Select expert mode in **Configuration**.
2. Set parameters of expert mode.

**Day/Night Switch**

- OFF: Day/night switch is disabled.
- Day/Night Auto-Switch: The system switches day/night mode automatically according to environment. It displays colored image at day and black and white image at night.
- Day/Night Scheduled-Switch: The system switches day/night mode according to the schedule. It switches to day mode during the set periods and switches to night mode during the other periods.

**Sensitivity**

The higher the value of sensitivity is, the more sensitive the motion detection is. If the sensitivity is set to 0, motion detection and dynamic analysis do not take effect.

3. Select an **Area** and click **Draw Area**. Click and drag the mouse on the live video, then release the mouse to finish drawing one area.
4. **Optional**: Repeat the above steps to set multiple areas.

### 6.2 Set Video Tampering Alarm

When the configured area is covered and cannot be monitored normally, the alarm is triggered and the device takes certain alarm response actions.

**Steps**
1. Go to **Configuration → Event → Basic Event → Video Tampering**.
2. Select the channel number.
3. Check **Enable**.
4. Set the **Sensitivity**. The higher the value is, the easier to detect the area covering.
5. Click **Draw Area** and drag the mouse in the live view to draw the area.

**Stop Drawing**  
Finish drawing.

**Clear All**  
Delete all the drawn areas.
6. Refer to *Set Arming Schedule* for setting scheduled time. Refer to *Linkage Method Settings* for setting linkage method.

7. Click *Save*.

### 6.3 Set Alarm Input

Alarm signal from the external device triggers the corresponding actions of the current device.

**Before You Start**

Make sure the external alarm device is connected. See *Quick Start Guide* for cables connection.

**Steps**

1. Go to *Configuration → Event → Basic Event → Alarm Input*.
2. Check *Enable Alarm Input Handling*.
3. Select *Alarm Input NO.* and *Alarm Type* from the dropdown list. Edit the *Alarm Name*.
4. Refer to *Set Arming Schedule* for setting scheduled time. Refer to *Linkage Method Settings* for setting linkage method.
5. Click *Copy to...* to copy the settings to other alarm input channels.
6. Click *Save*.
6.4 Set Exception Alarm

Exception such as network disconnection can trigger the device to take corresponding action.

Steps
1. Go to Configuration → Event → Basic Event → Exception.
2. Select Exception Type.
   - HDD Full: The HDD storage is full.
   - HDD Error: Error occurs in HDD.
   - Network Disconnected: The device is offline.
   - IP Address Conflicted: The IP address of current device is same as that of other device in the network.
   - Illegal Login: Incorrect user name or password is entered.
3. Refer to Linkage Method Settings for setting linkage method.
4. Click Save.

6.5 Detect Audio Exception

Audio exception detection function detects the abnormal sound in the surveillance scene, such as the sudden increase/decrease of the sound intensity, and some certain actions can be taken as response.

Steps
1. Go to Configuration → Event → Smart Event → Audio Exception Detection.
2. Select one or several audio exception detection types.
   - Audio Loss Detection: Detect sudden loss of audio track.
   - Sudden Increase of Sound Intensity Detection: Detect sudden increase of sound intensity. Sensitivity and Sound Intensity Threshold are configurable.

Note
- The lower the sensitivity is, the more significant the change should be to trigger the detection.
- The sound intensity threshold refers to the sound intensity reference for the detection. It is recommended to set as the average sound intensity in the environment. The louder the environment sound, the higher the value should be. You can adjust it according to the real environment.

Sudden Decrease of Sound Intensity Detection
Detect sudden decrease of sound intensity. **Sensitivity** is configurable.

3. Refer to **Set Arming Schedule** for setting scheduled time. Refer to **Linkage Method Settings** for setting linkage methods.

4. Click **Save**.

---

**Note**

The function varies according to different models.
Chapter 7 Arming Schedule and Alarm Linkage

Arming schedule is a customized time period in which the device performs certain tasks. Alarm linkage is the response to the detected certain incident or target during the scheduled time.

7.1 Set Arming Schedule

Set the valid time of the device tasks.

Steps
1. Click Arming Schedule.
2. Drag the time bar to draw desired valid time.

   Note
   Up to 8 periods can be configured for one day.

3. Adjust the time period.
   - Click on the selected time period, and enter the desired value. Click Save.
   - Click on the selected time period. Drag the both ends to adjust the time period.
   - Click on the selected time period, and drag it on the time bar.

4. Optional: Click Copy to... to copy the same settings to other days.
5. Click Save.

7.2 Linkage Method Settings

You can enable the linkage functions when an event or alarm occurs.

7.2.1 Trigger Alarm Output

If the device has been connected to an alarm output device, and the alarm output No. has been configured, the device sends alarm information to the connected alarm output device when an alarm is triggered.

Steps
1. Go to Configuration → Event → Basic Event → Alarm Output .
2. Set alarm output parameters.
   - Automatic Alarm For the information about the configuration, see Automatic Alarm .
   - Manual Alarm For the information about the configuration, see Manual Alarm .
3. Click Save.
Manual Alarm

You can trigger an alarm output manually.

Steps
1. Set the manual alarm parameters.
   - **Alarm Output No.**
     Select the alarm output No. according to the alarm interface connected to the external alarm device.
   - **Alarm Name**
     Custom a name for the alarm output.
   - **Delay**
     Select Manual.
2. Click **Manual Alarm** to enable manual alarm output.
3. **Optional:** Click **Clear Alarm** to disable manual alarm output.

Automatic Alarm

Set the automatic alarm parameters, then the device triggers an alarm output automatically in the set arming schedule.

Steps
1. Set automatic alarm parameters.
   - **Alarm Output No.**
     Select the alarm output No. according to the alarm interface connected to the external alarm device.
   - **Alarm Name**
     Custom a name for the alarm output.
   - **Delay**
     It refers to the time duration that the alarm output remains after an alarm occurs.
2. Set the alarming schedule. For the information about the settings, see **Set Arming Schedule**.
3. Click **Copy to...** to copy the parameters to other alarm output channels.
4. Click **Save**.

7.2.2 FTP/NAS/Memory Card Uploading

If you have enabled and configured the FTP/NAS/memory card uploading, the device sends the alarm information to the FTP server, network attached storage and memory card when an alarm is triggered.
Refer to Set FTP to set the FTP server.
Refer to Set NAS for NAS configuration.
Refer to Set Memory Card for memory card storage configuration.

7.2.3 Send Email

Check Send Email, and the device sends an email to the designated addresses with alarm information when an alarm event is detected.
For email settings, refer to Set Email.

Set Email

When the email is configured and Send Email is enabled as a linkage method, the device sends an email notification to all designated receivers if an alarm event is detected.

Before You Start
Set the DNS server before using the Email function. Go to Configuration → Network → Basic Settings → TCP/IP for DNS settings.

Steps
1. Go to email settings page: Configuration → Network → Advanced Settings → Email.
2. Set email parameters.
   1) Input the sender's email information, including the Sender's Address, SMTP Server, and SMTP Port.
   2) Optional: If your email server requires authentication, check Authentication and input your user name and password to log in to the server.
   3) Set the E-mail Encryption.
      • When you select SSL or TLS, and disable STARTTLS, emails are sent after encrypted by SSL or TLS. The SMTP port should be set as 465.
      • When you select SSL or TLS and Enable STARTTLS, emails are sent after encrypted by STARTTLS, and the SMTP port should be set as 25.

*** Note
If you want to use STARTTLS, make sure that the protocol is supported by your email server. If you check the Enable STARTTLS while the protocol is not supported by your email sever, your email is sent with no encryption.

4) Optional: If you want to receive notification with alarm pictures, check Attached Image. The notification email has 3 attached alarm pictures about the event with configurable image capturing interval.
5) Input the receiver's information, including the receiver's name and address.
6) Click Test to see if the function is well configured.
3. Click Save.
7.2.4 Notify Surveillance Center

Check **Notify Surveillance Center**, the alarm information is uploaded to the surveillance center when an alarm event is detected.

7.2.5 Trigger Recording

Check **Trigger Recording**, and the device records the video about the detected alarm event. For device with more than one camera channels, you can set one or more channels to take recordings if needed.
For recording settings, refer to *Video Recording and Picture Capture*

7.2.6 Set Audible Alarm Output

When the device detects targets in the detection area, audible alarm can be triggered as a warning.

**Steps**

1. Go to **Configuration → Event → Basic Event → Audible Alarm Output**.
2. Select **Sound Type** and set related parameters.
   - Select **Prompt** and set the alarm times you need.
   - Select **Warning** and its contents. Set the alarm times you need.
   - Select **Custom Audio**. You can select a custom audio file from the drop-down list. If no file is available, you can click **Add** to upload an audio file that meets the requirement. Up to six audio files can be uploaded.
3. **Optional**: Click **Test** to play the selected audio file on the device.
4. Set arming schedule for audible alarm. See **Set Arming Schedule** for details.
5. Click **Save**.

**Note**

The function is only supported by certain device models.

7.2.7 Set Flashing Alarm Light Output

When events occur, the flashing light on the device can be triggered as an alarm.

**Steps**

1. Go to **Configuration → Event → Basic Event → Flashing Alarm Light Output**.
2. Set **Flashing Duration**, **Flashing Frequency** and **Brightness**.

   **Flashing Duration**

   The time that the flashing lasts when one alarm happens.
**Flashing Frequency**

The rate at which the light flashes. High frequency, medium frequency, low frequency, and normally on are selectable.

**Brightness**

The brightness of the light.

3. Set the arming schedule. See *Set Arming Schedule* for details.
4. Click **Save**.

---

**Note**

Only certain device models support the function.
Chapter 8 Live View

It introduces the live view parameters, function icons and transmission parameters settings.

8.1 Live View Parameters

The supported functions vary depending on the model.

**Note**
For multichannel devices, select the desired channel first before live view settings.

8.1.1 Window Division

- □ refers to $1 \times 1$ window division.
- □□ refers to $2 \times 2$ window division.
- □□□ refers to $3 \times 3$ window division.
- □□□□ refers to $4 \times 4$ window division.

8.1.2 Live View Stream Type

Select the live view stream type according to your needs. For the detailed information about the stream type selection, refer to *Stream Type*.

8.1.3 Enable and Disable Live View

This function is used to quickly enable or disable live view of all channels.

- Click $\text{Start}$ to start live view of all channels.
- Click $\text{Stop}$ to stop live view of all channels.

8.1.4 Start Digital Zoom

It helps to see a detailed information of any region in the image.

**Steps**
1. Click $\square$ to enable the digital zoom.
2. In live view image, drag the mouse to select the desired region.
3. Click in the live view image to back to the original image.
8.1.5 View Previous/Next Page

When the number of channels surpasses that of live view window division, this function can switch live view among multiple channels.
Click ← → to switch live view among multiple channels.

8.1.6 Full Screen

This function is used to view the image in full screen mode.
Click FULL SCREEN to start full screen mode and press ESC button to exit.

8.1.7 Light

Click on to turn on or turn off the illuminator.

8.1.8 Wiper

For the device that has a wiper, you can control the wiper via web browser.
Click on live view page. The wiper wipes the window one time.

8.1.9 Lens Initialization

Lens initialization is used on the device equipped with motorized lens. The function can reset lens when long time zoom or focus results in blurred image. This function varies according to different models.
Click to operate lens initialization.

8.1.10 Auxiliary Focus

Click to realize automatic focus. This function is subject to the actual device model.

8.1.11 Quick Set Live View

It offers a quick setup of PTZ, display settings, OSD, video/audio and VCA resource settings on live view page.

Steps
1. Click to show quick setup page.
2. Set PTZ, display settings, OSD, video/audio and VCA resource parameters.
- For PTZ settings, see **Lens Parameters Adjustment**.
- For display settings, see **Display Settings**.
- For OSD settings, see **OSD**.
- For audio and video settings, see **Video and Audio**.
- For VCA settings, see **Fire Source Detection**, **Temperature Measurement**, and **Behavior Analysis**.

**Note**
The function is only supported by certain models.

### 8.1.12 Lens Parameters Adjustment

It is used to adjust the lens focus, zoom and iris.

**Zoom**
- Click ⌘, and the lens zooms in.
- Click ⌘, and the lens zooms out.

**Focus**
- Click ⌘, then the lens focuses far and the distant object gets clear.
- Click ⌘, then the lens focuses near and the nearby object gets clear.

**PTZ Speed**
- Slide ← → to adjust the speed of the pan/tilt movement.

**Iris**
- When the image is too dark, click ⌘ to enlarge the iris.
- When the image is too bright, click ⌘ to stop down the iris.

### 8.2 Set Transmission Parameters

The live view image may be displayed abnormally according to the network conditions. In different network environments, you can adjust the transmission parameters to solve the problem.

**Steps**
1. Go to **Configuration → Local**.
2. Set the transmission parameters as required.

**Protocol**
- TCP
TCP ensures complete delivery of streaming data and better video quality, yet the real-time transmission will be affected. It is suitable for the stable network environment.

**UDP**
UDP is suitable for the unstable network environment that does not demand high video fluency.

**MULTICAST**
MULTICAST is suitable for the situation that there are multiple clients. You should set the multicast address for them before selection.

**HTTP**
HTTP is suitable for the situation that the third-party needs to get the stream from the device.

**Play Performance**

- **Shortest Delay**
The device takes the real-time video image as the priority over the video fluency.

- **Balanced**
The device ensures both the real-time video image and the fluency.

- **Fluent**
The device takes the video fluency as the priority over real-time. In poor network environment, the device cannot ensure video fluency even the fluency is enabled.

**Auto Start Live View**

- **Yes** means the live view is started automatically. It requires a high performance monitoring device and a stable network environment.

- **No** means the live view should be started manually.

3. Click **OK**.
Chapter 9 Video and Audio

This part introduces the configuration of video and audio related parameters.

9.1 Video Settings

This part introduces the settings of video parameters, such as, stream type, video encoding, and resolution.

Go to setting page: Configuration → Video/Audio → Video.

Note
For device with multiple camera channels, select a channel before other settings.

9.1.1 Stream Type

For device supports more than one stream, you can specify parameters for each stream type.

Main Stream
The stream stands for the best stream performance the device supports. It usually offers the best resolution and frame rate the device can do. But high resolution and frame rate usually mean larger storage space and higher bandwidth requirements in transmission.

Sub Stream
The stream usually offers comparatively low resolution options, which consumes less bandwidth and storage space.

9.1.2 Video Type

Select the content (video and audio) that should be contained in the stream.

Video
Only video content is contained in the stream.

Video & Audio
Video content and audio content are contained in the composite stream.

9.1.3 Resolution

Select video resolution according to actual needs. Higher resolution requires higher bandwidth and storage.
9.1.4 Bitrate Type and Max. Bitrate

**Constant Bitrate**
It means that the stream is compressed and transmitted at a comparatively fixed bitrate. The compression speed is fast, but mosaic may occur on the image.

**Variable Bitrate**
It means that the device automatically adjust the bitrate under the set Max. Bitrate. The compression speed is slower than that of the constant bitrate. But it guarantees the image quality of complex scenes.

9.1.5 Video Quality

When Bitrate Type is set as Variable, video quality is configurable. Select a video quality according to actual needs. Note that higher video quality requires higher bandwidth.

9.1.6 Frame Rate

The frame rate is to describe the frequency at which the video stream is updated and it is measured by frames per second (fps).

A higher frame rate is advantageous when there is movement in the video stream, as it maintains image quality throughout. Note that higher frame rate requires higher bandwidth and larger storage space.

9.1.7 Video Encoding

It stands for the compression standard the device adopts for video encoding.

>Note
Available compression standards vary according to device models.

**H.264**

H.264, also known as MPEG-4 Part 10, Advanced Video Coding, is a compression standard. Without compressing image quality, it increases compression ratio and reduces the size of video file than MJPEG or MPEG-4 Part 2.
**H.265**

H.265, also known as High Efficiency Video Coding (HEVC) and MPEG-H Part 2, is a compression standard. In comparison to H.264, it offers better video compression at the same resolution, frame rate and image quality.

**MJPEG**

Motion JPEG (M-JPEG or MJPEG) is a video compression format in which intraframe coding technology is used. Images in a MJPEG format is compressed as individual JPEG images.

**Profile**

This function means that under the same bitrate, the more complex the profile is, the higher the quality of the image is, and the requirement for network bandwidth is also higher.

**I-Frame Interval**

I-frame interval defines the number of frames between 2 I-frames.

In H.264 and H.265, an I-frame, or intra frame, is a self-contained frame that can be independently decoded without any reference to other images. An I-frame consumes more bits than other frames. Thus, video with more I-frames, in other words, smaller I-frame interval, generates more steady and reliable data bits while requiring more storage space.

**SVC**

Scalable Video Coding (SVC) is the name for the Annex G extension of the H.264 or H.265 video compression standard.

The objective of the SVC standardization has been to enable the encoding of a high-quality video bitstream that contains one or more subset bitstreams that can themselves be decoded with a complexity and reconstruction quality similar to that achieved using the existing H.264 or H.265 design with the same quantity of data as in the subset bitstream. The subset bitstream is derived by dropping packets from the larger bitstream.

SVC enables forward compatibility for older hardware: the same bitstream can be consumed by basic hardware which can only decode a low-resolution subset, while more advanced hardware will be able decode high quality video stream.
9.1.8 Smoothing

It refers to the smoothness of the stream. The higher value of the smoothing is, the better fluency of the stream will be, though, the video quality may not be so satisfactory. The lower value of the smoothing is, the higher quality of the stream will be, though it may appear not fluent.

9.1.9 Display VCA Info

VCA information can be displayed by Player and Video.

**Player**
- Player means the VCA info can be displayed by the dedicated player provided by the manufacturer.

**Video**
- Video means the VCA info can be displayed by any general video player.

9.1.10 Audio Settings

It is a function to set audio parameters such as audio encoding, environment noise filtering.

Go to the audio settings page: **Configuration → Video/Audio → Audio**.

**Audio Encoding**

Select the audio encoding compression of the audio.

**Audio Input**

<table>
<thead>
<tr>
<th><strong>Note</strong></th>
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<tbody>
<tr>
<td>• Connect the audio input device as required.</td>
</tr>
<tr>
<td>• The audio input display varies with the device models.</td>
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</tbody>
</table>

| **LineIn** | Set **Audio Input** to **LineIn** when the device connects to the audio input device with the high output power, such as MP3, synthesizer or active pickup. |
| **MicIn** | Set **Audio Input** to **MicIn** when the device connects to the audio input device with the low output power, such as microphone or passive pickup. |
Environmental Noise Filter

Set it as OFF or ON. When the function is enabled, the noise in the environment can be filtered to some extent.

9.1.11 Two-way Audio

It is used to realize the two-way audio function between the monitoring center and the target in the monitoring screen.

Before You Start

- Make sure the audio input device (pick-up or microphone) and audio output device (speaker) connected to the device is working properly. Refer to specifications of audio input and output devices for device connection.
- If the device has built-in microphone and speaker, two-way audio function can be enabled directly.

Steps

1. Click Live View.
2. Click on the toolbar to enable two-way audio function of the camera.
3. Click and select , move the slider to adjust the volume.
4. Click , disable the two-way audio function.

9.1.12 Set ROI

ROI (Region of Interest) encoding helps to assigns more encoding resource to the region of interest, thus to increase the quality of the ROI whereas the background information is less focused.

Before You Start

Please check the video coding type. ROI is supported when the video coding type is H.264 or H.265.

Steps

1. Go to Configuration → Video/Audio → ROI.
2. Check Enable.
3. Select the channel No. according to your need.
4. Select Stream Type.
5. Select Region No. in Fixed Region to draw ROI region.
   1) Click Drawing.
   2) Click and drag the mouse on the view screen to draw the fixed region.
   3) Click Stop Drawing.
6. Input the Region Name and ROI Level.
7. Click Save.

8. Optional: Select other region No. and repeat the above steps if you need to draw multiple fixed regions.

9.2 Display Settings

It offers the parameter settings to adjust image features.

Go to Configuration → Image → Display Settings.

For device that supports multiple channels, display settings of each channel is required. The settings for different channels may be different. This part introduces all possible parameters among the channels.

Click Default to restore settings.

9.2.1 Image Adjustment

By adjusting the Brightness, Saturation, Contrast and Sharpness, the image can be best displayed.

9.2.2 Image Adjustment (Thermal Channel)

You can optimize the image display effect of thermal channel by setting background correction and manual correction.

Background Correction

Fully cover the lens with an object of uniform temperature in front of the lens, such as foam board or paperboard. When you click Correct, the device will take the uniform object as the standard and optimize the image once.

Manual Correction

Click Correct to optimize the image once.

Note

It is a normal phenomenon that short video freezing might occur during the process of Background Correction and Manual Correction.
Thermal AGC Mode

Choose the AGC mode according to different scenes to balance and improve the image quality.

- **Histogram**: Choose for scene with obvious WDR and high temperature difference, can improve image contrast and enhance image. E.g. the scene contains both indoor and outdoor scenes.
- **Linear**: Choose for scene with low temperature difference and the target is not obvious, can improve image contrast and enhance image. E.g. the bird in forest.
- **Self-Adaptive**: Choose AGC mode automatically according to current scene.

9.2.3 Exposure Settings

Exposure is controlled by the combination of iris, shutter, and photo sensibility. You can adjust image effect by setting exposure parameters.

In manual mode, you need to set **Exposure Time**, **Gain** and **Slow Shutter**.

9.2.4 Day/Night Switch

Day/Night Switch function can provide color images in the day mode and black/white images in the night mode. Switch mode is configurable.

**Day**
- The image is always in color.

**Night**
- The image is always black/white

**Auto**
- The camera switches between the day mode and the night mode according to the illumination automatically.

**Scheduled-Switch**
- Set the **Start Time** and the **End Time** to define the duration for day mode.

**Note**
Day/Night Switch function varies according to models.

9.2.5 Set Supplement Light

Steps
1. Go to **Configuration → Maintenance → System Service**.
2. Check **Enable Supplement Light**.
3. Click **Save**.
4. Go to **Configuration → Image → Display Settings → Day/Night Switch** to set supplement light parameters.

**Smart Supplement Light**
This feature uses smart image processing technology to reduce overexposure caused by supplement light.

**IR Light Mode**
When the mode is set to **Auto**, the supplement light is automatically enabled or disabled according to the image brightness.

**Brightness Limit**
Adjust the upper limit of IR light power.

### 9.2.6 BLC

If you focus on an object against strong backlight, the object will be too dark to be seen clearly. BLC (backlight compensation) compensates light to the object in the front to make it clear. If BLC mode is set as **Custom**, you can draw a red rectangle on the live view image as the BLC area.

### 9.2.7 WDR

The WDR (Wide Dynamic Range) function helps the camera provide clear images in environment with strong illumination differences.

When there are both very bright and very dark areas simultaneously in the field of view, you can enable the WDR function and set the level. WDR automatically balances the brightness level of the whole image and provides clear images with more details.

**Note**
When WDR is enabled, some other functions may be not supported. Refer to the actual interface for details.

### 9.2.8 White Balance

White balance is the white rendition function of the camera. It is used to adjust the color temperature according to the environment.

### 9.2.9 DNR

Digital Noise Reduction is used to reduce the image noise and improve the image quality. **Normal** and **Expert** modes are selectable.

**Normal**
Set the DNR level to control the noise reduction degree. The higher level means stronger reduction degree.

**Expert**

Set the DNR level for both space DNR and time DNR to control the noise reduction degree. The higher level means stronger reduction degree.

**9.2.10 Defog**

You can enable the defog function when the environment is foggy and the image is misty. It enhances the subtle details so that the image appears clearer.

**9.2.11 Gray Scale**

This section introduces the gray scale function in optical channel.

You can choose the range of the grey scale as [0-255] or [16-235].

**9.2.12 Set Palette**

You can select the palette mode to display the thermal grayscale image to colored image.

**Steps**

1. Go to **Configuration → Image → Display Settings**.
2. Select the thermal channel.
3. Select a palette mode in **Image Enhancement** according to your need.

**Result**

The live view displays the image with palette.

**9.2.13 Set Target Color**

You can set the color of the targets in different temperature ranges to identify the target quickly.

**Steps**

1. Go to **Configuration → Image → Display Settings**.
2. Select the thermal channel.
3. Click **Image Enhancement**, select **Palette** as **White Hot** or **Black Hot**.
4. Set the temperature value and color of **High Temperature**, **Interval Temperature**, or **Low Temperature** targets.

**Above (be colored)**

When the target of high temperature needs to be colored, you can set the high temperature color. Target above the setting temperature will be displayed in setting color.
Between (be colored)
When the target of an interval temperature needs to be colored, you can set the interval temperature color. Target between the minimum and the maximum temperatures will be displayed in setting color.

Below (be colored)
When the target of low temperature needs to be colored, you can set the low temperature color. Target below the setting temperature will be displayed in setting color.

5. Click Save.

9.2.14 DDE
Digital Detail Enhancement is used to adjust the details of the image. OFF and Normal modes are selectable.

OFF
Disable this function.

Normal
Set the DDE level to control the details of the image. The higher the level is, the more details shows, but the higher the noise is.

9.2.15Brightness Sudden Change
When the brightness of target and the background is hugely different (the temperature difference of target and background is huge), the system reduces the difference for viewing.

9.2.16 Enhance Regional Image
You can select the desired area of image to improve the coding quality. The regional image will be more detailed and clear.

Steps
2. Select the area of regional image enhancement. You can select OFF to disable this function, or select Custom Area to draw a desired area.
   A red rectangle shows on the display, in which the image quality is improved.

9.2.17 Mirror
When the live view image is the reverse of the actual scene, this function helps to display the image normally.
Select the mirror mode as needed.
Note
The video recording will be shortly interrupted when the function is enabled.

9.2.18 Video Standard

Video standard is an ability of a video card or video display device that defines the amount of colors that are shown and the resolution. The two most common video standard used are NTSC and PAL. In NTSC, 30 frames are transmitted each second. Each frame is made up of 525 individual scan lines. In PAL, 25 frames are transmitted each second. Each frame is made up of 625 individual scan lines. Select video signal standard according to the video system in your country/region.

9.2.19 Digital Zoom

You can zoom in the image. The larger the zoom size is, the more blurred the image is.

9.2.20 Scene Mode

There are several sets of image parameters predefined for different installation environments. Select a scene according to the actual installation environment to speed up the display settings.

9.3 OSD

You can customize OSD (On-screen Display) information such as device name, time/date, font, color, and text overlay displayed on video stream.

Go to OSD setting page: Configuration → Image → OSD Settings. Set the corresponding parameters, and click Save to take effect.

Character Set
Select character set for displayed information. If Korean is required to displayed on screen, select EUC-KR. Otherwise, select GBK.

Displayed Information
Set camera name, date, week, and their related display format.

Text Overlay
Set customized overlay text on image.

OSD Parameters
Set OSD parameters, such as Display Mode, OSD Size, Font Color, and Alignment.
9.4 Set Privacy Mask

The function blocks certain areas in the live view to protect privacy. No matter how the device moves, the blocked scene will never be seen.

Steps
1. Go to privacy mask setting page: Configuration → Image → Privacy Mask.
2. Select the channel No.
3. Check Enable Privacy Mask.
4. Click Draw Area. Drag the mouse in the live view to draw a closed area.
   - Drag the corners of the area: Adjust the size of the area.
   - Drag the area: Adjust the position of the area.
   - Click Clear All: Clear all the areas you set.
5. Click Stop Drawing.
6. Click Save.

Note
Up to 4 areas are supported for setting.

9.5 Overlay Picture

Overlay a customized picture on live view.

Before You Start
The picture to overlay has to be in BMP format with 24-bit, and the maximum picture size is 128 × 128 pixel.

Steps
1. Go to picture overlay setting page: Configuration → Image → Picture Overlay.
2. Select a channel to overlay picture.
3. Click Browse to select a picture, and click Upload.
   - The picture with a red rectangle will appear in live view after successfully uploading.
4. Check Enable Picture Overlay.
5. Drag the picture to adjust its position.
6. Click Save.

9.6 Set Manual DPC (Defective Pixel Correction)

If the amount of defective pixels in the image is comparatively small and accurate correction is needed, you can correct these pixels manually.
Steps
1. Go to Configuration → Image → DPC.
2. Select the thermal channel.
3. Select manual mode.
4. Click the defective pixel on the image, then a cursor shows on the live view.
5. Click Up, Down, Left, Right to adjust the cursor position to the defective pixel position.
6. Click the defective pixel on the image, then click to correct defective pixel.

Note
If multiple defective pixels need to be corrected, click after locating a defective pixel. Then after locating other pixels, click to correct them simultaneously.

7. Optional: Click to cancel defective pixel correction.

9.7 Set Picture in Picture

You can overlay the images of two channels and view the image of two channels at the same time.

Steps
1. Select a channel number.
2. Select the picture in picture mode.
   - **Overlap Mode** Partial image of thermal channel is displayed on the full screen of optical channel. This mode is only supported in optical channel.
   - **Details Overlay Mode** The device displays the details of optical channel on thermal channel. This mode is only supported in thermal channel.
3. In Details Overlay Mode, set the Fusion Distance of the target. It is recommended to use the default value.
4. Click Save.

Note
Not all models support this function, take the actual product for reference.
Chapter 10 Video Recording and Picture Capture

This part introduces the operations of capturing video clips and snapshots, playback, and downloading captured files.

10.1 Storage Settings

This part introduces the configuration of several common storage paths.

10.1.1 Set Memory Card

If you choose to store the files to memory card, make sure you insert and format the memory card in advance.

Before You Start
Insert the memory card to the camera. For detailed installation, refer to Quick Start Guide of the camera.

Steps
1. Go to storage management setting page: Configuration → Storage → Storage Management → HDD Management.
2. Select the memory card, and click Format to start initializing the memory card.
   The Status of memory card turns to Normal from Uninitialized, which means the memory card can be used normally.
3. Optional: Define the Quota of the memory card. Input the quota percentage for different contents according to your need.
4. Click Save.

10.1.2 Set NAS

Take network server as network disk to store the record files, captured images, etc.

Before You Start
Get the IP address of the network disk first.

Steps
1. Go to NAS setting page: Configuration → Storage → Storage Management → Net HDD.
2. Click HDD No.. Enter the server address and file path for the disk.
   Server Address
   The IP address of the network disk.
   File Path
The saving path of network disk files.

**Mounting Type**
Select file system protocol according to the operation system.
Enter user name and password of the net HDD to guarantee the security if SMB/CIFS is selected.

3. Click **Test** to check whether the network disk is available.
4. Click **Save**.

### 10.1.3 Set FTP

You can configure the FTP server to save images which are captured by events or a timed snapshot task.

**Before You Start**
Get the FTP server address first.

**Steps**
1. Go to **Configuration → Network → Advanced Settings → FTP**.
2. Configure FTP settings.
   - **Server Address and Port**
     - The FTP server address and corresponding port.
   - **User Name and Password**
     - The FTP user should have the permission to upload pictures.
     - If the FTP server supports picture uploading by anonymous users, you can check **Anonymous** to hide your device information during uploading.
   - **Directory Structure**
     - The saving path of snapshots in the FTP server.
3. Click **Upload Picture** or **Upload Video** to enable uploading snapshots or videos to the FTP server.
4. Click **Test** to verify the FTP server.
5. Click **Save**.

### 10.1.4 Set Cloud Storage

It helps to upload the captured pictures and data to the cloud. The platform requests picture directly from the cloud for picture and analysis. The function is only supported by certain models.
Steps

⚠️ Caution

If cloud storage is enabled, the pictures are stored in the cloud storage server preferentially.

1. Go to Configuration → Storage → Storage Management → Cloud Storage.
2. Check Enable Cloud Storage.
3. Set basic parameters.
   - **Protocol Version**: The protocol version of the cloud storage server.
   - **Server IP**: The IP address of the cloud storage server. It supports IPv4 address.
   - **Serve Port**: The port of the cloud storage server. 6001 is the default port and you are not recommended to edit it.
   - **User Name and Password**: The user name and password of the cloud storage server.
   - **Picture Storage Pool ID**: The ID of the picture storage region in the cloud storage server. Make sure storage pool ID and the storage region ID are the same.
4. Click Test to test the configured settings.
5. Click Save.

10.2 Video Recording

This part introduces the operations of manual and scheduled recording, playback, and downloading recorded files.

10.2.1 Record Automatically

This function can record video automatically during configured time periods.

**Before You Start**

Select **Trigger Recording** in event settings for each record type except **Continuous**. See *Event and Alarm* for details.

**Steps**

ℹ️ Note

The function varies according to different models.

1. Go to Configuration → Storage → Schedule Settings → Record Schedule.
2. Select channel No.
3. Check Enable.
4. Select a record type.
Note
The record type is vary according to different models.

Continuous
The video will be recorded continuously according to the schedule.

Motion
When motion detection is enabled and trigger recording is selected as linkage method, object movement is recorded.

Alarm
When alarm input is enabled and trigger recording is selected as linkage method, the video is recorded after receiving alarm signal from external alarm input device.

Motion | Alarm
Video is recorded when motion is detected or alarm signal is received from the external alarm input device.

Motion & Alarm
Video is recorded only when motion is detected and alarm signal is received from the external alarm input device.

Event
The video is recorded when configured event is detected.

5. Set schedule for the selected record type. Refer to Set Arming Schedule for the setting operation.

6. Click Advanced to set the advanced settings.

Overwrite
Enable Overwrite to overwrite the video records when the storage space is full. Otherwise the camera cannot record new videos.

Pre-record
The time period you set to record before the scheduled time.

Post-record
The time period you set to stop recording after the scheduled time.

Stream Type
Select the stream type for recording.

Note
When you select the stream type with higher bitrate, the actual time of the pre-record and post-record may be less than the set value.

Recording Expiration
The recordings are deleted when they exceed the expired time. The expired time is configurable. Note that once the recordings are deleted, they can not be recovered.

7. Click **Save**.

### 10.2.2 Record Manually

**Steps**

1. Go to **Configuration → Local**.
2. Set the **Record File Size** and saving path to for recorded files.
3. Click **Save**.
4. Click 🎬 to start recording. Click 🎬 to stop recording.

### 10.2.3 Playback and Download Video

You can search, playback and download the videos stored in the local storage or network storage.

**Steps**

1. Click **Playback**.
2. Select channel No.
3. Set search condition and click **Search**.

   The matched video files showed on the timing bar.

4. Click 🎬 to play the video files.
   - Click 🎬 to clip video files.
   - Click 🎬 to play video files in full screen. Press ESC to exit full screen.

**Note**

Go to **Configuration → Local**, click **Save clips to** to change the saving path of clipped video files.

5. Click 🎬 on the playback interface to download files.
   1) Set search condition and click **Search**.
   2) Select the video files and then click **Download**.

**Note**

Go to **Configuration → Local**, click **Save downloaded files to** to change the saving path of downloaded video files.

### 10.3 Capture Configuration

The device can capture the pictures manually or automatically and save them in configured saving path. You can view and download the snapshots.
10.3.1 Capture Automatically

This function can capture pictures automatically during configured time periods.

Before You Start
If event-triggered capture is required, you should configure related linkage methods in event settings. Refer to Event and Alarm for event settings.

Steps
1. Go to Configuration → Storage → Schedule Settings → Capture → Capture Parameters.
2. Set the capture type.
   - Timing
     Capture a picture at the configured time interval.
   - Event-Triggered
     Capture a picture when an event is triggered.
3. Set the Format, Resolution, Quality, Interval, and Capture Number.
4. Refer to Set Arming Schedule for configuring schedule time.
5. Click Save.

10.3.2 Capture Manually

Steps
1. Go to Configuration → Local.
2. Set the Image Format and saving path to for snapshots.
   - JPEG
     The picture size of this format is comparatively small, which is better for network transmission.
   - BMP
     The picture is compressed with good quality.
3. Click Save.
4. Click near the live view or play back window to capture a picture manually.

10.3.3 View and Download Picture

You can search, view and download the pictures stored in the local storage or network storage.

Steps
1. Click Picture.
2. Select channel No.
3. Set search condition and click Search.
   The matched pictures showed in the file list.
4. Select the pictures then click **Download** to download them.

**Note**

Go to **Configuration → Local**, click **Save snapshots when playback** to change the saving path of pictures.
Chapter 11 Network Settings

11.1 TCP/IP

TCP/IP settings must be properly configured before you operate the device over network. IPv4 and IPv6 are both supported. Both versions can be configured simultaneously without conflicting to each other.

Go to **Configuration → Basic Configuration → Network → TCP/IP** for parameter settings.

**NIC Type**

Select a NIC (Network Interface Card) type according to your network condition.

**IPv4**

Two IPv4 modes are available.

**DHCP**

The device automatically gets the IPv4 parameters from the network if you check **DHCP**. The device IP address is changed after enabling the function. You can use SADP to get the device IP address.

**Note**

The network that the device is connected to should support DHCP (Dynamic Host Configuration Protocol).

**Manual**

You can set the device IPv4 parameters manually. Input **IPv4 Address**, **IPv4 Subnet Mask**, and **IPv4 Default Gateway**, and click **Test** to see if the IP address is available.

**IPv6**

Three IPv6 modes are available.

**Route Advertisement**

The IPv6 address is generated by combining the route advertisement and the device Mac address.

**Note**

Route advertisement mode requires the support from the router that the device is connected to.

**DHCP**

The IPv6 address is assigned by the server, router or gateway.

**Manual**
Input **IPv6 Address, IPv6 Subnet, IPv6 Default Gateway.** Consult the network administrator for required information.

**MTU**
It stands for maximum transmission unit. It is the size of the largest protocol data unit that can be communicated in a single network layer transaction.
The valid value range of MTU is 1280 to 1500.

**DNS**
It stands for domain name server. It is required if you need to visit the device with domain name. And it is also required for some applications (e.g., sending email). Set **Preferred DNS Server** and **Alternate DNS server** properly if needed.

### 11.1.1 Multicast Discovery

Check the **Enable Multicast Discovery**, and then the online network camera can be automatically detected by client software via private multicast protocol in the LAN.

### 11.2 Port

The device port can be modified when the device cannot access the network due to port conflicts.

⚠️ **Caution**

Do not modify the default port parameters at will, otherwise the device may be inaccessible.

Go to **Configuration → Network → Basic Settings → Port** for port settings.

**HTTP Port**
It refers to the port through which the browser accesses the device. For example, when the **HTTP Port** is modified to 81, you need to enter `http://192.168.1.64:81` in the browser for login.

**HTTPS Port**
It refers to the port through which the browser accesses the device with certificate. Certificate verification is required to ensure the secure access.

**RTSP Port**
It refers to the port of real-time streaming protocol.

**Server Port**
It refers to the port through which the client adds the device.

**Enhanced SDK Service Port**
It refers to the port through which the client adds the device. Certificate verification is required to ensure the secure access.

**WebSocket Port**
TCP-based full-duplex communication protocol port for plug-in free preview.

**WebSockets Port**
TCP-based full-duplex communication protocol port for plug-in free preview. Certificate verification is required to ensure the secure access.

**Note**
- Enhanced SDK Service Port, WebSocket Port, and WebSockets Port are only supported by certain models.
- For device models that support that function, go to Configuration → Network → Advanced Settings → Network Service to enable it.

### 11.3 Port Mapping

By setting port mapping, you can access devices through the specified port.

**Before You Start**
When the ports in the device are the same as those of other devices in the network, refer to Port to modify the device ports.

**Steps**
1. Go to Configuration → Network → Basic Settings → NAT.
2. Select the port mapping mode.
   - Auto Port Mapping Refer to Set Auto Port Mapping for detailed information.
3. Click Save.

#### 11.3.1 Set Auto Port Mapping

**Steps**
1. Check Enable UPnP™, and choose a friendly name for the camera, or you can use the default name.
2. Select the port mapping mode to Auto.
3. Click Save.

**Note**
UPnP™ function on the router should be enabled at the same time.
11.3.2 Set Manual Port Mapping

Steps
1. Check Enable UPnP™, and choose a friendly name for the device, or you can use the default name.
2. Select the port mapping mode to Manual, and set the external port to be the same as the internal port.
3. Click Save.

What to do next
Go to the router port mapping settings interface and set the port number and IP address to be the same as those on the device. For more information, refer to the router user manual.

11.4 Multicast

Multicast is group communication where data transmission is addressed to a group of destination devices simultaneously. After setting multicast, you can send the source data efficiently to multiple receivers.

Go to Configuration → Network → Basic Settings → Multicast for the multicast settings.

IP Address
It stands for the address of multicast host.

Stream Type
The stream type as the multicast source.

Video Port
The video port of the selected stream.

Audio Port
The audio port of the selected stream.

11.5 SNMP

You can set the SNMP network management protocol to get the alarm event and exception messages in network transmission.

Before You Start
Before setting the SNMP, you should download the SNMP software and manage to receive the device information via SNMP port.

Steps
1. Go to the settings page: Configuration → Network → Advanced Settings → SNMP .
2. Check Enable SNMPv1, Enable SNMP v2c or Enable SNMPv3.
Note

The SNMP version you select should be the same as that of the SNMP software. And you also need to use the different version according to the security level required. SNMP v1 is not secure and SNMP v2 requires password for access. And SNMP v3 provides encryption and if you use the third version, HTTPS protocol must be enabled.

3. Configure the SNMP settings.
4. Click Save.

11.6 Access to Device via Domain Name

You can use the Dynamic DNS (DDNS) for network access. The dynamic IP address of the device can be mapped to a domain name resolution server to realize the network access via domain name.

Before You Start
Registration on the DDNS server is required before configuring the DDNS settings of the device.

Steps
1. Refer to TCP/IP to set DNS parameters.
2. Go to the DDNS settings page: Configuration → Network → Basic Settings → DDNS.
3. Check Enable DDNS and select DDNS type.
   - DynDNS: Dynamic DNS server is used for domain name resolution.
   - NO-IP: NO-IP server is used for domain name resolution.
4. Input the domain name information, and click Save.
5. Check the device ports and complete port mapping. Refer to Port to check the device port, and refer to Port Mapping for port mapping settings.
6. Access the device.
   - By Browsers: Enter the domain name in the browser address bar to access the device.
   - By Client Software: Add domain name to the client software. Refer to the client manual for specific adding methods.

11.7 Access to Device via PPPoE Dial Up Connection

This device supports the PPPoE auto dial-up function. The device gets a public IP address by ADSL dial-up after the device is connected to a modem. You need to configure the PPPoE parameters of the device.
Steps
1. Go to Configuration → Network → Basic Settings → PPPoE.
2. Check Enable PPPoE.
3. Set the PPPoE parameters.
   Dynamic IP
   After successful dial-up, the dynamic IP address of the WAN is displayed.
   User Name
   User name for dial-up network access.
   Password
   Password for dial-up network access.
   Confirm
   Input your dial-up password again.
4. Click Save.
5. Access the device.
   By Browsers Enter the WAN dynamic IP address in the browser address bar to access the device.
   By Client Software Add the WAN dynamic IP address to the client software. Refer to the client manual for details.

Note
The obtained IP address is dynamically assigned via PPPoE, so the IP address always changes after rebooting the camera. To solve the inconvenience of the dynamic IP, you need to get a domain name from the DDNS provider (e.g. DynDns.com). Refer to Access to Device via Domain Name for detail information.

11.8 Enable Hik-Connect Service on Camera
Hik-Connect service should be enabled on your camera before using the service.
You can enable the service through SADP software or Web browser.

11.8.1 Enable Hik-Connect Service via Web Browser
Follow the following steps to enable Hik-Connect Service via Web Browser.

Before You Start
You need to activate the camera before enabling the service.

Steps
1. Access the camera via web browser.
2. Enter platform access configuration interface. **Configuration → Network → Advanced Settings → Platform Access**

3. Select Hik-Connect as the **Platform Access Mode**.

4. Check **Enable**.

5. Click and read "Terms of Service" and "Privacy Policy" in pop-up window.

6. Create a verification code or change the old verification code for the camera.

   **Note**
   
   The verification code is required when you add the camera to Hik-Connect service.

7. Save the settings.

### 11.8.2 Enable Hik-Connect Service via SADP Software

This part introduce how to enable Hik-Connect service via SADP software of an activated camera.

**Steps**

1. Run SADP software.
2. Select a camera and enter **Modify Network Parameters** page.
3. Check **Enable Hik-Connect**.
4. Create a verification code or change the old verification code.

   **Note**
   
   The verification code is required when you add the camera to Hik-Connect service.

5. Click and read "Terms of Service" and "Privacy Policy".

6. Confirm the settings.

### 11.8.3 Access Camera via Hik-Connect

Hik-Connect is an application for mobile devices. Using the App, you can view live image, receive alarm notification and so on.

**Before You Start**

Connect the camera to network with network cables.

**Steps**

1. Get and install Hik-Connect application by the following ways.
   - Visit [https://appstore.hikvision.com](https://appstore.hikvision.com) to download the application according to your mobile phone system.
   - Visit the official site of our company. Then go to **Support → Tools → Hikvision App Store**.
   - Scan the QR code below to download the application.
Note

If errors like "Unknown app" occur during the installation, solve the problem in two ways.

• Visit https://appstore.hikvision.com/static/help/index.html to refer to the troubleshooting.
• Visit https://appstore.hikvision.com/, and click Installation Help at the upper right corner of the interface to refer to the troubleshooting.

2. Start the application and register for a Hik-Connect user account.
3. Log in after registration.
4. In the app, tap "+" on the upper-right corner and then scan the QR code of the camera to add the camera. You can find the QR code on the camera or on the cover of the Quick Start Guide of the camera in the package.
5. Follow the prompts to set the network connection and add the camera to your Hik-Connect account.
   For detailed information, refer to the user manual of the Hik-Connect app.

11.9 Set ISUP

When the device is registered on ISUP platform (formerly called Ehome), you can visit and manage the device, transmit data, and forward alarm information over public network.

Steps
2. Select ISUP as the platform access mode.
3. Select Enable.
4. Select a protocol version and input related parameters.
5. Click Save.
   Register status turns to Online when the function is correctly set.

11.10 Set Open Network Video Interface

If you need to access the device through Open Network Video Interface protocol, you can configure the user settings to enhance the network security.

Steps
2. Check **Enable Open Network Video Interface**.
3. Click **Add** to configure the Open Network Video Interface user.
   - **Delete** Delete the selected Open Network Video Interface user.
   - **Modify** Modify the selected Open Network Video Interface user.
4. Click **Save**.
5. **Optional**: Repeat the steps above to add more Open Network Video Interface users.

### 11.11 Set Alarm Host

The device can send the alarm signal to the remote alarm host when an event occurs. The alarm host refers to the PC installed with client software.

**Steps**
1. Go to **Configuration → Network → Other**.
2. Enter the alarm host IP and port.
3. Click **Save**.

### 11.12 Set Alarm Server

The device can send alarms to destination IP address or host name through HTTP, HTTPS, or ISUP protocol. The destination IP address or host name should support HTTP, HTTP, or ISUP data transmission.

**Steps**
1. Go to **Configuration → Network → Advanced Settings → Alarm Server**.
2. Enter **Destination IP or Host Name**, **URL**, and **Port**.
3. Select **Protocol**.

**Note**
HTTP, HTTPS, and ISUP are selectable. It is recommended to use HTTPS, as it encrypts the data transmission during communication.

4. Click **Test** to check if the IP or host is available.
5. Click **Save**.
Chapter 12 System and Security

It introduces system maintenance, system settings and security management, and explains how to configure relevant parameters.

12.1 View Device Information

You can view device information, such as Device No., Model, Serial No. and Firmware Version.

Enter Configuration → System → System Settings → Basic Information to view the device information.

12.2 Search and Manage Log

Log helps locate and troubleshoot problems.

Steps
1. Go to Configuration → System → Maintenance → Log.
2. Set search conditions Major Type, Minor Type, Start Time, and End Time.
3. Click Search.
   The matched log files will be displayed on the log list.
4. Optional: Click Export to save the log files in your computer.

12.3 Import and Export Configuration File

It helps speed up batch configuration on other devices with the same parameters.

Steps
1. Export configuration file.
   1) Go to Configuration → System → Maintenance → Upgrade & Maintenance.
   2) Click Device Parameters and input the encryption password to export the current configuration file.
   3) Set the saving path to save the configuration file in local computer.
2. Import configuration file.
   1) Access the device that needs to be configured via web browser.
   2) Click Browse to select the saved configuration file.
   3) Input the encryption password you have set when exporting the configuration file.
   4) Click Import.
12.4 Export Diagnose Information

Diagnose information includes running log, system information, hardware information.

Go to Configuration → System → Maintenance → Upgrade & Maintenance, and click Diagnose Information to export diagnose information of the device.

12.5 Reboot

You can reboot the device via browser.

Go to Configuration → System → Maintenance → Upgrade & Maintenance, and click Reboot.

12.6 Restore and Default

Restore and Default helps restore the device parameters to the default settings.

Steps
1. Go to Configuration → System → Maintenance → Upgrade & Maintenance.
2. Click Restore or Default according to your needs.

<table>
<thead>
<tr>
<th>Restore</th>
<th>Reset device parameters, except user information, IP parameters and video format to the default settings.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default</td>
<td>Reset all the parameters to the factory default.</td>
</tr>
</tbody>
</table>

Note

Be careful when using this function. After resetting to the factory default, all the parameters are reset to the default settings.

12.7 Upgrade

Before You Start
You need to obtain the correct upgrade package.

Caution

DO NOT disconnect power during the process, and the device reboots automatically after upgrade.

Steps
1. Go to Configuration → System → Maintenance → Upgrade & Maintenance.
2. Choose one method to upgrade.

| Firmware | Locate the exact path of the upgrade file. |
**Firmware Directory**  Locate the directory which the upgrade file belongs to.

3. Click **Browse** to select the upgrade file.
4. Click **Upgrade**.

12.8 View Open Source Software License

Go to **Configuration → System → System Settings → About Device**, and click **View Licenses**.

12.9 Time and Date

You can configure time and date of the device by configuring time zone, time synchronization and Daylight Saving Time (DST).

12.9.1 Synchronize Time Manually

**Steps**

1. Go to **Configuration → System → System Settings → Time Settings**.
2. Select **Time Zone**.
3. Click **Manual Time Sync**.
4. Choose one time synchronization method.
   - Select **Set Time**, and manually input or select date and time from the pop-up calendar.
   - Check **Sync. with computer time** to synchronize the time of the device with that of the local PC.
5. Click **Save**.

12.9.2 Set NTP Server

You can use NTP server when accurate and reliable time source is required.

**Before You Start**

Set up a NTP server or obtain NTP server information.

**Steps**

1. Go to **Configuration → System → System Settings → Time Settings**.
2. Select **Time Zone**.
3. Click **NTP**.
4. Set **Server Address**, **NTP Port** and **Interval**.

**Note**

Server Address is NTP server IP address.

5. Click **Test** to test server connection.
6. Click Save.

12.9.3 Set DST

If the region where the device is located adopts Daylight Saving Time (DST), you can set this function.

Steps
1. Go to Configuration → System → System Settings → DST.
2. Check Enable DST.
3. Select Start Time, End Time and DST Bias.
4. Click Save.

12.10 Set RS-232

RS-232 can be used to debug device or access peripheral device. RS-232 can realize communication between the device and computer or terminal when the communication distance is short.

Before You Start
Connect the device to computer or terminal with RS-232 cable.

Steps
2. Set RS-232 parameters to match the device with computer or terminal.
3. Click Save.

12.11 Set RS-485

RS-485 is used to connect the device to external device. You can use RS-485 to transmit the data between the device and the computer or terminal when the communication distance is too long.

Before You Start
Connect the device and computer or terminal with RS-485 cable.

Steps
2. Set the RS-485 parameters.

Note
You should keep the parameters of the device and the computer or terminal all the same.

3. Click Save.
12.12 Set Same Unit

Set the same temperature unit and distance unit. When you enable this function, the unit cannot be configured separately in other setting pages.

Steps
1. Go to Configuration → System → System Settings → Unit Settings.
2. Check Use Same Unit.
3. Set the temperature unit and distance unit.
4. Click Save.

12.13 Security

You can improve system security by setting security parameters.

12.13.1 Authentication

You can improve network access security by setting RTSP and WEB authentication.

Go to Configuration → System → Security → Authentication to choose authentication protocol and method according to your needs.

RTSP Authentication

Digest and digest/basic are supported, which means authentication information is needed when RTSP request is sent to the device. If you select digest/basic, it means the device supports digest or basic authentication. If you select digest, the device only supports digest authentication.

WEB Authentication

Digest and digest/basic are supported, which means authentication information is needed when WEB request is sent to the device. If you select digest/basic, it means the device supports digest or basic authentication. If you select digest, the device only supports digest authentication.

Note

Refer to the specific content of protocol to view authentication requirements.

12.13.2 Security Audit Log

The security audit logs refer to the security operation logs. You can search and analyze the security log files of the device so as to find out the illegal intrusion and troubleshoot the security events.

Security audit logs can be saved on device internal storage. The log will be saved every half hour after device booting. Due to limited storage space, you can also save the logs on a log server.
Search Security Audit Logs

You can search and analyze the security log files of the device so as to find out the illegal intrusion and troubleshoot the security events.

Steps

Note
This function is only supported by certain camera models.

2. Select log types, Start Time, and End Time.
3. Click Search.
   The log files that match the search conditions will be displayed on the Log List.
4. Optional: Click Export to save the log files to your computer.

12.13.3 Set IP Address Filter

IP address filter is a tool for access control. You can enable the IP address filter to allow or forbid the visits from the certain IP addresses.
IP address refers to IPv4.

Steps
1. Go to Configuration → System → Security → IP Address Filter.
2. Check Enable IP Address Filter.
3. Select the type of IP address filter.
   - Forbidden: IP addresses in the list cannot access the device.
   - Allowed: Only IP addresses in the list can access the device.
4. Edit the IP address filter list.
   - Add: Add a new IP address to the list.
   - Modify: Modify the selected IP address in the list.
   - Delete: Delete the selected IP address in the list.
5. Click Save.

12.13.4 Set SSH

SSH is a protocol to ensure security of remote login. This setting is reserved for professional maintenance personnel only.

Steps
2. Check Enable SSH.
3. Click Save.

12.13.5 Set HTTPS

HTTPS is a network protocol that enables encrypted transmission and identity authentication, which improves the security of remote access.

Steps
1. Go to Configuration → Network → Advanced Settings → HTTPS.
2. Check Enable.
3. Click Delete to recreate and install certificate.
   - Create and install self-signed certificate Refer to Create and Install Self-signed Certificate
   - Create certificate request and install certificate Refer to Install Authorized Certificate
4. Click Save.

Create and Install Self-signed Certificate

Steps
1. Check Create Self-signed Certificate.
2. Click Create.
3. Follow the prompt to enter Country/Region, Hostname/IP, Validity and other parameters.
4. Click OK.

Result
The device will install the self-signed certificate by default.

Install Authorized Certificate

If the demand for external access security is high, you can create and install authorized certificate via HTTPS protocol to ensure the data transmission security.

Steps
1. Select Create certificate request first and continue the installation.
2. Click Create.
3. Follow the prompt to input Country/Region, Hostname/IP, Validity and other parameters.
4. Click Download to download the certificate request and submit it to the trusted authority for signature.
5. Import certificate to the device.
   - Select Signed certificate is available, start the installation directly. Click Browse and Install to import the certificate to the device.
6. Click Save.

12.13.6 Set QoS

QoS (Quality of Service) can help improve the network delay and network congestion by setting the priority of data sending.

**Note**

QoS needs support from network device such as router and switch.

**Steps**

1. Go to Configuration → Network → Advanced Configuration → QoS.
2. Set Video/Audio DSCP, Alarm DSCP and Management DSCP.

**Note**

Network can identify the priority of data transmission. The bigger the DSCP value is, the higher the priority is. You need to set the same value in router while configuration.

3. Click Save.

12.13.7 Set IEEE 802.1X

You can authenticate user permission of the connected device by setting IEEE 802.1X.

Go to Configuration → Network → Advanced Settings → 802.1X, and enable the function. Select protocol and version according to router information. User name and password of server are required.

12.14 User and Account

12.14.1 Set User Account and Permission

The administrator can add, modify, or delete other accounts, and grant different permission to different user levels.

**Caution**

To increase security of using the device on the network, please change the password of your account regularly. Changing the password every 3 months is recommended. If the device is used in
high-risk environment, it is recommended that the password should be changed every month or week.

**Steps**

1. Go to **Configuration → System → User Management → User Management**.
2. Click **Add**. Enter **User Name**, select **Level**, and enter **Password**. Assign remote permission to users based on needs.

**Administrator**

The administrator has the authority to all operations and can add users and operators and assign permission.

**User**

Users can be assigned permission of viewing live video, setting PTZ parameters, and changing their own passwords, but no permission for other operations.

**Operator**

Operators can be assigned all permission except for operations on the administrator and creating accounts.

**Modify**  Select a user and click **Modify** to change the password and permission.

**Delete**  Select a user and click **Delete**.

**Note**

The administrator can add up to 31 user accounts.

3. Click **OK**.

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Chapter 13 Appendix

13.1 Common Material Emissivity Reference

<table>
<thead>
<tr>
<th>Material</th>
<th>Emissivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Skin</td>
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<tr>
<td>Printed Circuit Board</td>
<td>0.91</td>
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<tr>
<td>Concrete</td>
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<tr>
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<td>0.90</td>
</tr>
<tr>
<td>Water</td>
<td>0.96</td>
</tr>
</tbody>
</table>

13.2 Device Command

Scan the following QR code to get device common serial port commands.

Note that the command list contains the commonly used serial port commands for Hikvision thermal cameras.
13.3 Device Communication Matrix

Scan the following QR code to get device communication matrix. Note that the matrix contains all communication ports of Hikvision thermal cameras.

13.4 FAQ

Scan the following QR code to get device common FAQ.