GeoVision Inc.
The Vision of Security

GV-GFER12800

User's Manual



Before attempting to connect or operate this product,
please read these instructions carefully and save this manual for future use.

G-FER-12MP-UM-B

© 2025 GeoVision, Inc. All rights reserved.

Under the copyright laws, this manual may not be copied, in whole or in part, without the written consent of GeoVision.

Every effort has been made to ensure that the information in this manual is accurate. GeoVision, Inc. makes no expressed or implied warranty of any kind and assumes no responsibility for errors or omissions. No liability is assumed for incidental or consequential damages arising from the use of the information or products contained herein. Features and specifications are subject to change without notice.

GeoVision, Inc.
9F, No. 246, Sec. 1, Neihu Rd.,
Neihu District, Taipei, Taiwan
Tel: +886-2-8797-8377
Fax: +886-2-8797-8335
http://www.geovision.com.tw

Trademarks used in this manual: GeoVision, the GeoVision logo and GV series products are trademarks of GeoVision, Inc. Windows is the registered trademark of Microsoft Corporation.

May 2025

Scan the following QR codes for product warranty and technical support policy:

[Warranty]

[Technical Support Policy]

About This Manual

- This manual is provided for user reference only, without legal restraint.
- This manual is available for many models. Some functions introduced in the manual may be not available for some models. Please take the real models as the standard.
- This content of this manual is subject to change without prior notice, and the updates will be added into the new version of this manual.
- This manual may contain several technically incorrect places or printing errors, please feel free to let us know. We will readily improve or update the procedures described in the manual.

Notes on Safety

- Please use the specified power supply to connect.
- Do not attempt to disassemble the camera; in order to prevent electric shock, do not remove screws or covers.
- There are no user-serviceable parts inside. Please contact the nearest service center as soon as possible if there is any failure.
- Avoid from incorrect operation, shock vibration, heavy pressing which can cause damage to the product.
- Do not use corrosive detergent to clean main body of the camera. If necessary, please use soft dry cloth to wipe dirt; for hard contamination, use neutral detergent. Any cleanser for high grade furniture is applicable.
- Avoid aiming the camera directly towards extremely bright objects, such as, sun, as this may damage the image sensor.
- Please follow the instructions to install the camera. Do not reverse the camera, or the reversing image will be received.
- Do not operate it in case temperature, humidity and power supply are beyond the limited stipulations.
- Keep away from heat sources such as radiators, heat registers, stove, etc.
- Do not expose the product to the direct airflow from an air conditioner. Otherwise, it may cause moisture condensation inside the clear dome due to temperature difference between internal and external of the dome camera.

Disclaimer

- With regard to the product with internet access, the use of product shall be wholly at your own risks. Our company shall be irresponsible for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, virus inspection, or other internet security risks; however, Our company will provide timely technical support if necessary.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations.

Regulatory Information

FCC Information

1. FCC compliance

The products have been tested and found in compliance with the council FCC rules and regulations part 15 subpart B. These limits are designed to provide reasonable protection against harmful interference. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. The user will be required to correct the interface at his own expense in case the harmful interference occurs.

2. FCC conditions:

Operation of this product is subject the following two conditions: (1) this device may not cause harmful interface, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CE Information

CE The products have been manufactured to comply with the following directives.
EMC Directive 2014/30/EU

RoHS

The products have been designed and manufactured in accordance with Directive EU RoHS Directive 2011/65/EU and its amendment Directive EU 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.



2012/19/EU (WEEE directive): The Directive on waste electrical and electronic equipment (WEEE Directive). To improve the environmental management of WEEE, the improvement of collection, treatment and recycling of electronics at the end of their life is essential. Therefore, the product marked with this symbol must be disposed of in a responsible manner.

Directive 94/62/EC: The Directive aims at the management of packaging and packaging waste and environmental protection. The packaging and packaging waste of the product in this manual refers to must be disposed of at designated collection points for proper recycling and environmental protection.

REACH(EC1907/2006): REACH concerns the Registration, Evaluation, Authorization and Restriction of Chemicals, which aims to ensure a high level of protection of human health and the environment through better and earlier identification of the intrinsic properties of chemical substances. The product in this manual refers to conforms to the rules and regulations of REACH. For more information of REACH, please refer to DG GROWTH or ECHA websites.

Contents

About This Manual i
Notes on Safety i
Disclaimer ii
Regulatory Information ii
FCC Information ii
CE Information ii
RoHS iii
Contents iv
1 Network Connection 1
1.1 LAN 1
1.1.1 ....Access through GV-IP Device Utility 1
1.1.2 ....Directly Access through Edge IE Mode 3
1.2 WAN 4
2 Live View 7
3 Network Camera Configuration 13
3.1 System Configuration 13
3.1.1 ....Basic Information 13
3.1.2 ....Date and Time 13
3.1.3 ....Local Config 14
3.1.4 ....Storage 15
3.1.5 ....Configuring Fisheye Parameters 18
3.2 Image Configuration 19
3.2.1 ....Display Settings 19
3.2.2 ....Video / Audio Configuration 21
3.2.3 ....OSD Configuration 23
3.2.4 ....Video Mask 24
3.2.5 ....ROI Configuration 25
3.3 PTZ Configuration 26
3.4 Alarm Configuration 27
3.4.1 ....Motion Detection 27
3.4.2 ....Exception Alarm 29
3.4.3 ....Alarm In 31
3.4.4 ....Alarm Out 33
3.4.5 ....Alarm Server 34
3.5 Event Configuration 35
3.5.1 ....Line Crossing 35
3.5.2 ....Region Intrusion 39
3.5.3 ....Region Entrance 41
3.5.4 ....Region Exiting 42
3.5.5 ....Target Counting by Line 42
3.5.6 ....Crowd Density 45

3.5.7 ....Heat Map....47
3.6 Network Configuration....48
3.6.1 ....TCP/IPv4....48
3.6.2 ....Port....50
3.6.3 ....DDNS....51
3.6.4 ....SNMP....52
3.6.5 ....802.1X....54
3.6.6 ....RTSP....54
3.6.7 ....RTMP....56
3.6.8 ....UPnP....56
3.6.9 ....E-mail....57
3.6.10...FTP....58
3.6.11...HTTP POST....59
3.6.12...HTTPS....60
3.6.13...QoS....62
3.7 Security Configuration....62
3.7.1 ....User Configuration....62
3.7.2 ....Online User....65
3.7.3 ....Block and Allow Lists....65
3.7.4 ....Security Management....65
3.8 Maintenance Configuration....66
3.8.1 ....Backup and Restore....66
3.8.2 ....Reboot....67
3.8.3 ....Upgrade....68
3.8.4 ....Operation Log....69
3.8.5 ....Debug Mode....69
4 Search....70
4.1 Image Search....70
4.2 Video Search....71
5 Troubleshooting....74

1 Network Connection

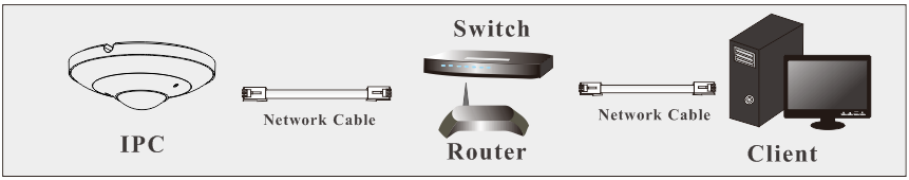
System Requirement
For proper operating the product, the following requirements should be met for your computer.
Operating System: Windows 7 Home basic or higher
CPU: 2.0GHz or higher
RAM: 1G or higher
Display: 1920*1080 resolution or higher (recommended)
Web browser: Microsoft Edge IE Mode (plug-in required) / Microsoft Edge / Firefox / Safari / Google Chrome
It is recommended to use the latest version of these web browsers.
The menu display and operation of the camera may be slightly different by using the browser with plug-in or without plug-in. Installing the plug-in will display more functions of the camera.

1.1 LAN

In LAN, there are two ways to access the device: 1. access through GV-IP Device Utility; 2. direct access through the Edge browser.

1.1.1 Access through GV-IP Device Utility

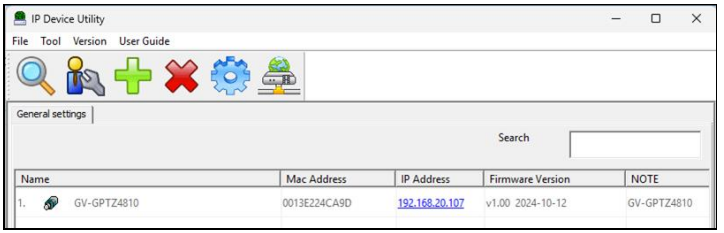
Network connection:



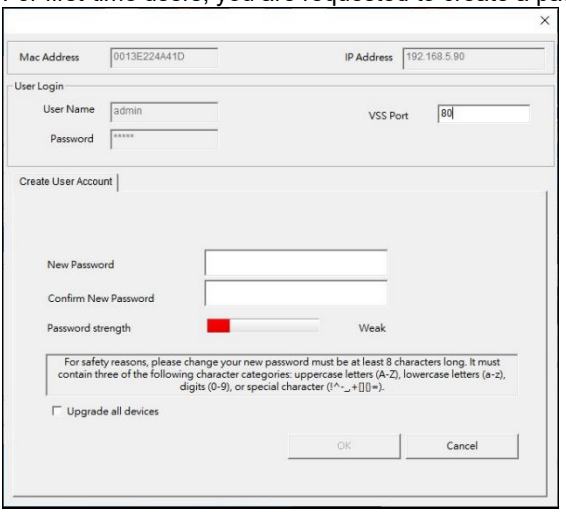
When the camera is connected to a LAN with a DHCP server, it is automatically allocated a dynamic IP address. Follow the steps below to look up its IP address, and then use that address to access its Web interface.

1. Make sure the PC and the camera are connected to the same LAN, and **GV-IP Device Utility** is installed on the PC from our website.
2. On the GV-IP Device Utility window, click the button to search for IP devices connected to the same LAN. To sort, click the **Name** or **Mac Address** column.

3. Find the camera with its Mac Address, and click on its IP address.



4. For first-time users, you are requested to create a password.



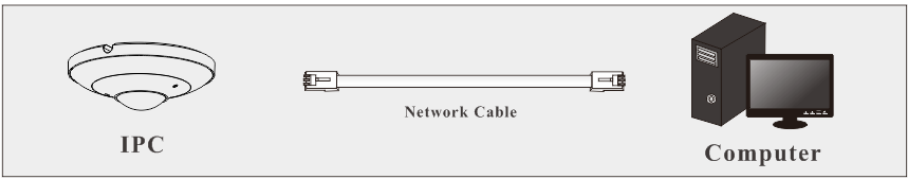
5. Type a new password and click **OK.**
6. Click its IP address on the Utility window again and select **Web Page** to access its Web interface.
7. Type the set password on the login page and click **Login**.

Note:

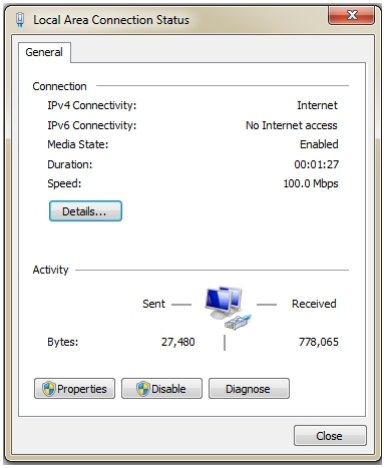
1. The Administrator's default username is **admin** and cannot be modified.
2. To change the password using the GV-IP Device Utility, click on the camera's IP address, and select **Configure** > **Change Password**. Alternatively, you can change the password on the camera's Web interface by clicking **Config** > **Security** > **User**; see "Modify User" in *3.7.1 User Configuration*.

1.1.2 Directly Access through Edge IE Mode

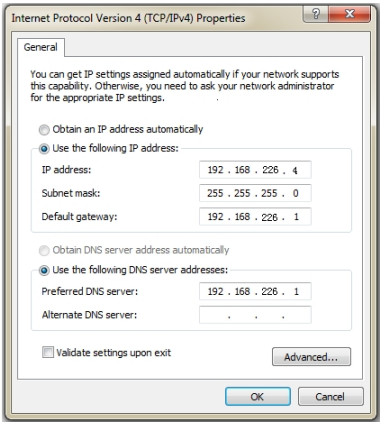
The default network settings are as shown below:
IP address: **192.168.0.10**
Subnet Mask: **255.255.255.0**
Gateway: **192.168.226.1**
HTTP: **80**
Data port: **9008**
You may use the above default settings when you log in the camera for the first time. You may directly connect the camera to the computer through network cable.



① Set the IP address of the PC and make sure the network segment should be as the same as the default settings of the IP camera. Open the network and share center. Click “Local Area Connection” to pop up the following window.



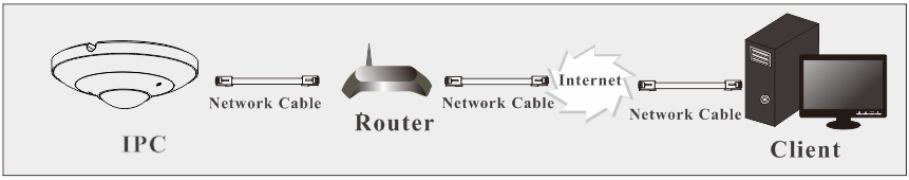
Select “Properties” and then select internet protocol according to the actual situation (for example: IPv4). Next, click “Properties” to set the network of the PC.



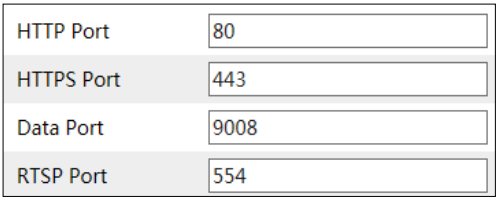
② Open the Edge browser in IE mode and enter the default address of the IP-CAM and confirm.
③ Follow directions to download and install the plug-in.
④ Enter the default username and password and then enter to view.

1.2 WAN

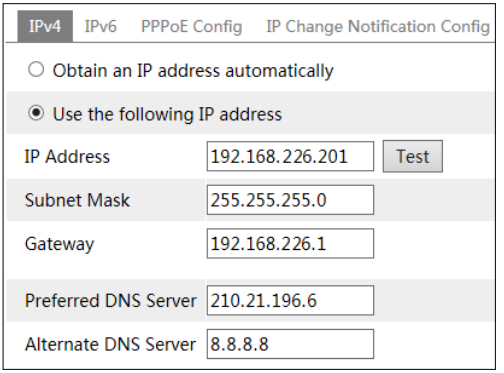
➢ **Access through the router or virtual server**



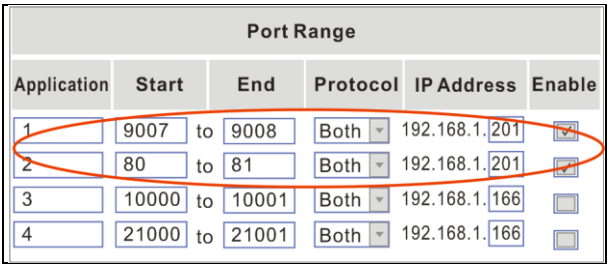
① Make sure the camera is well connected via LAN and then log in the camera via LAN and go to ***Config→Network→Port*** menu to set the port number.



② Go to ***Config →Network → TCP/IPv4*** menu to modify the IP address.



③ Go to the router's management interface through Edge browser to forward the IP address and port of the camera in the "Virtual Server".

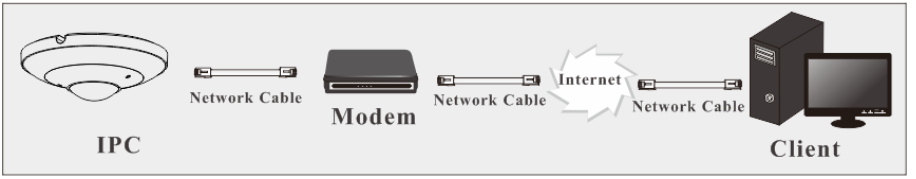


Router Setup

④ Open the Edge browser in IE mode and enter its WAN IP and http port to access.

➢ **Access through PPPoE dial-up**

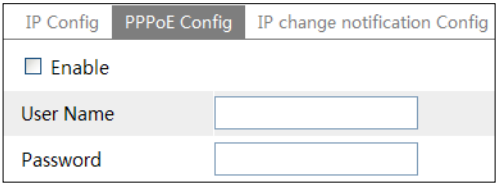
Network connection



You may access the camera through PPPoE auto dial-up. The setting steps are as follow:

① Go to ***Config→Network →Port*** menu to set the port number.

② Go to ***Config →Network →TCP/IPv4*** menu. Check “PPPoE Config” and then enter the user name and password which you can get from your internet service provider.

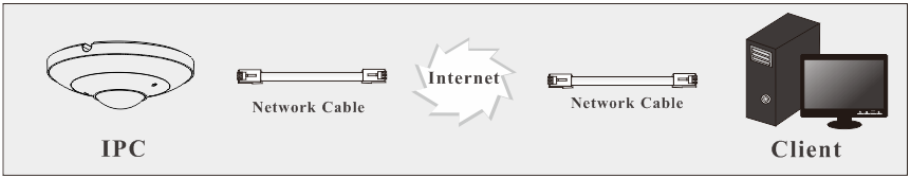


③ Go to ***Config →Network →DDNS*** menu. Before you configure the DDNS, please apply for a domain name first. Please refer to DDNS Configuration for detail information.

④ Open the Edge browser in IE mode and enter the domain name and http port to access.

➢ **Access through static IP**

Network connection



The setting steps are as follow:

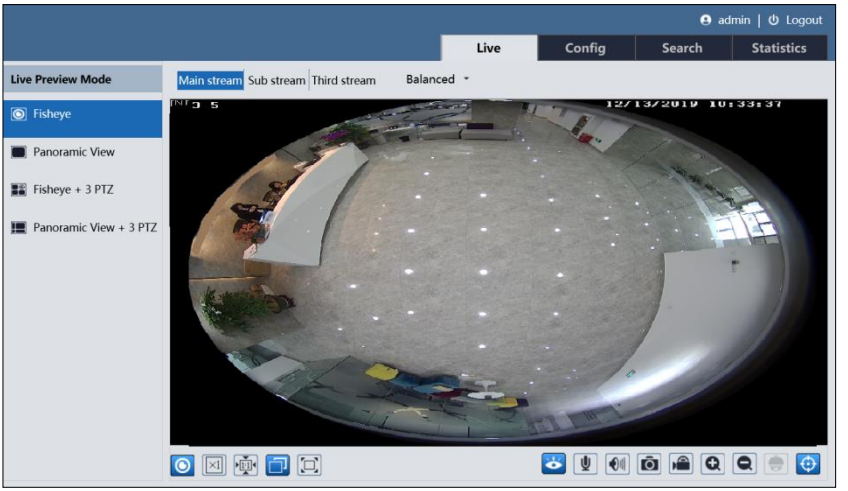
① Go to ***Config→Network →Port*** menu to set the port number.

② Go to ***Config →Network →TCP/IPv4*** menu to set the IP address. Check “Use the following IP address” and then enter the static IP address and other parameters.

③ Open the Edge browser in IE mode and enter its WAN IP and http port to access.

2 Live View

After you log in, the following window will be shown. Before you view the live image, please set the stream mode and installation method as needed (see Configuring Fisheye Parameters for details).



Note: Plug-in free live view

- When the main stream is set over 1080P, only the sub stream or third-stream tab can be displayed on the above interface by default.
- Two-way audio and local recording are not supported and the preview mode switch (real-time/balanced/fluent mode) is not available too.

The descriptions of the icon on the live view interface are as follows:

Icon	Description	Icon	Description
	Select live preview mode		PTZ control
	Original size		Rule information display
	Appropriate size		Sensor alarm indicator icon
	Auto		Motion alarm indicator icon
	Full screen		SD card recording indicator
	Start/stop live view		Line crossing indicator

Icon	Description	Icon	Description
	Start/stop two-way audio		Intrusion indicator
	Enable/disable audio		Region entrance indicator
	Snap		Region exiting indicator
	Start/stop recording		Target counting (by line) indicator
	Zoom in		Crowd density detection indicator
	Zoom out		

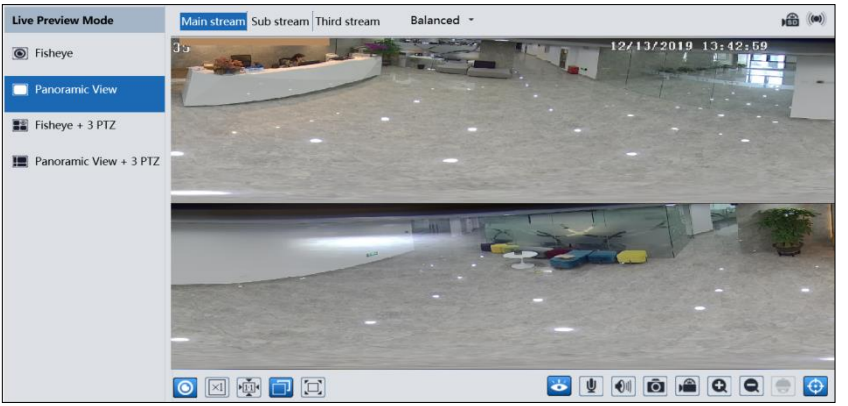
- Those smart alarm indicators will flash only when the camera supports those functions and the corresponding events are enabled.
- In full screen mode, double click on the mouse or press the ESC key on the keyboard to exit.

Live Preview Mode:

Click  to select the live view mode.

Fisheye view mode: See the picture as shown above.

Panoramic view mode:



Fisheye+ 3PTZ view mode:



Panoramic + 3PTZ view mode:



4PTZ view mode (you need to switch the stream mode in the fisheye parameter interface):



4PTZ fusion view mode: You can view an entire picture formed by 4 small windows. Each small window cannot be controlled by PTZ panel.

In panoramic + 3PTZ view mode or fisheye + 3PTZ view mode or 4PTZ view mode, select a PTZ window and view the image from every direction by controlling PTZ panel.

Click  to display the control panel. The descriptions of the control panel are as follows:

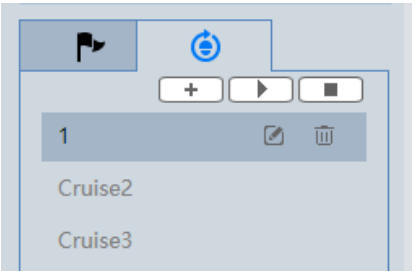
Icon	Description	Icon	Description
	Move upper left direction		Move upper right direction
	Move up		Stop movement
	Move left		Move right

	Move lower left direction		Move lower right direction
	Move down		Speed adjustment
	Zoom out		Zoom in
	Automatic cruise		Preset
	Create and call cruise		

Select and set the preset and then click to save the position of the preset. After the preset is set, select it and click to call the preset. Select the set preset and click to delete it.

To create a cruise:

1. Click as shown below.



2. Click to create a cruise. In the cruise creation window, enter the cruise name and then click “Add preset”.

3. In the preset adding window, select the preset name and time. Click “OK” to add this preset. After the presets are added to the cruise, click “OK” to save the settings.

Select the cruise and then click to start cruise. Click to stop cruise. The added cruise also can be modified and deleted by clicking or .

Select preset and click  to call the preset. Select and set the preset and then click  to save the position of the preset. Select the set preset and click  to delete it. Select cruise and click  to start cruise.

3 Network Camera Configuration

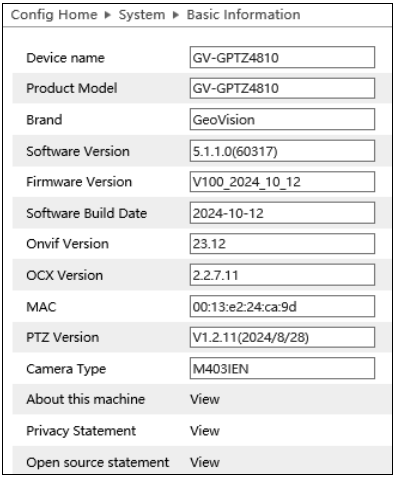
In the Webcam client, choose “Config” to go to the configuration interface.
Note: Wherever applicable, click “Save” to save the settings.

3.1 System Configuration

The “System configuration” includes four sub-menus: Basic Information, Date and Time, Local Config and SD Card.

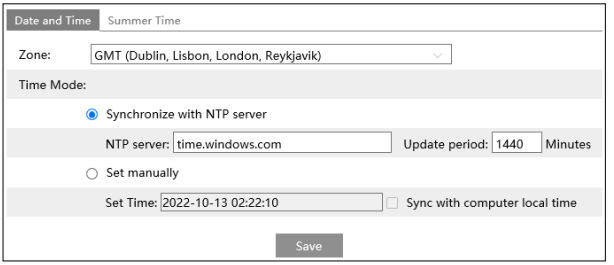
3.1.1 Basic Information

In the Basic Information interface, you can check the relative information of the device.



3.1.2 Date and Time

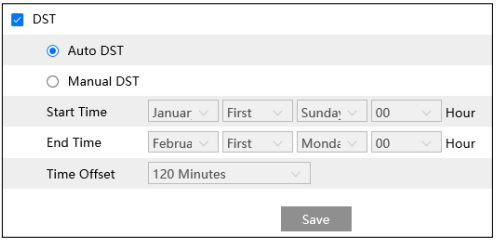
Go to ***Config→System→Date and Time***. Please refer to the following interface.



Select the time zone and time mode as required.
Note: The time zone of the camera and the computer must be the same. It is recommended to modify the time zone of the camera according to the time zone of the computer. If the time zone of the computer is modified, the current web client needs to be closed. Then re-open it and log in again.

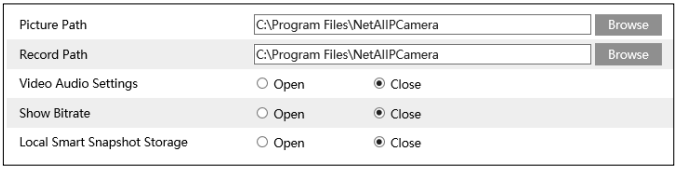
Time Mode:
NTP: Specify an NTP server to synchronize the time.
Manual: Set the system time manually or you can synchronize the time with the time of the local computer.

Click the “Summer Time” tab to set DST (Daylight Saving Time) as needed.



3.1.3 Local Config

Go to ***Config→System→Local Config*** to set up the storage path of captured pictures and recorded videos on the local PC. There is also an option to enable or disable audio in the recorded files.

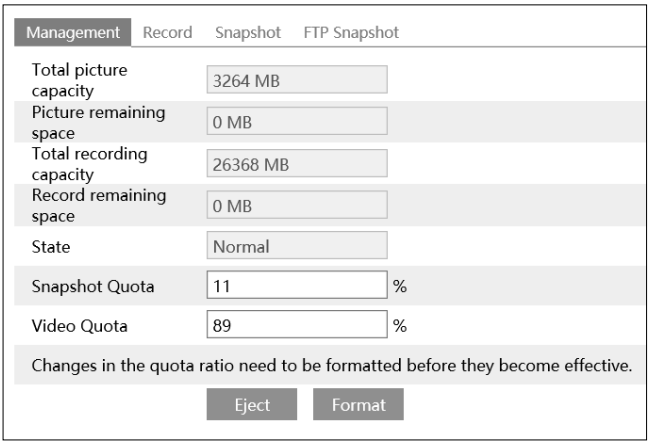


Show Bitrate: enable or disable bitrate display on the live video.
Additionally, “Local smart snapshot storage” can be enabled or disabled here. If enabled, the captured pictures triggered by smart events (like line crossing detection, region intrusion, etc.) will be saved to the local PC.

Note: In the browsers not supporting plugins, only Show Bitrate can be set in the above interface.

3.1.4 Storage

Go to ***Config→System→Storage*** to go to the interface as shown below.

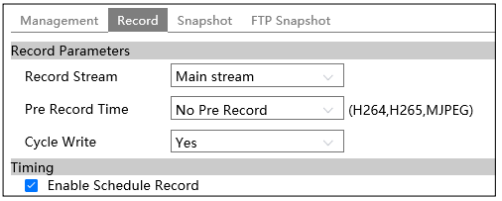


- **SD Card Management**

Click “Format” to format the SD card. All data will be cleared by clicking this button.
Click “Eject” to stop writing data to SD card. Then the SD card can be ejected safely.
Snapshot Quota: Set the capacity proportion of captured pictures on the SD card.
Video Quota: Set the capacity proportion of record files on the SD card.

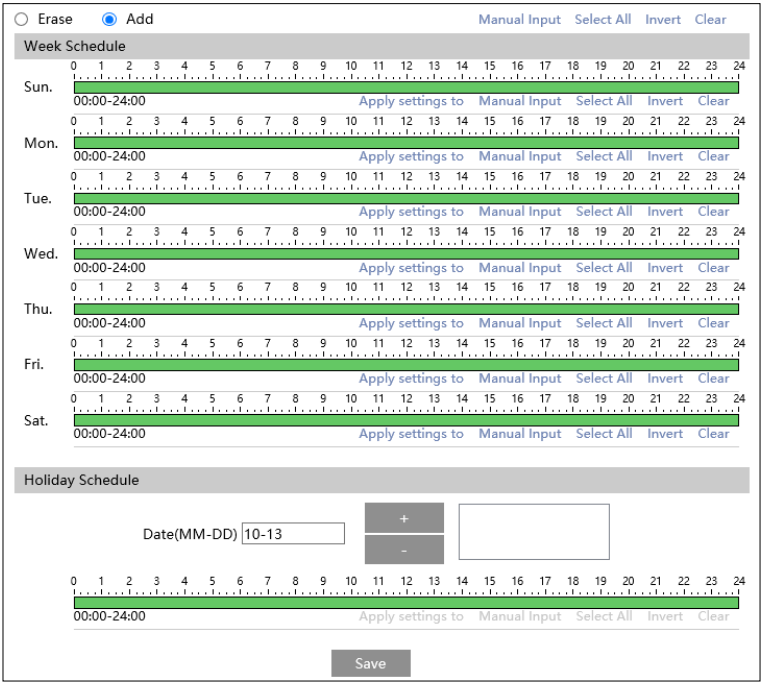
- **Schedule Recording Settings**

1. Go to ***Config→System→Storage→Record*** to go to the interface as shown below.



2. Set record stream, pre-record time, cycle writing.
Pre Record Time: Set the time to record before the actual recording begins.
Overwrite (Cycle Write): the earliest record data will be replaced by the latest when the disks are full.

3. Set schedule recording. **C**heck “Enable Schedule Record” and set the schedule.



Weekly schedule

Set the alarm time from Monday to Sunday for a single week. Each day is divided in one-hour increments. Green means scheduled. Blank means unscheduled.

"Add": Add the schedule for a special day. Drag the mouse to set the time on the timeline.

"Erase": Delete the schedule. Drag the mouse to erase the time on the timeline.

Manual Input: Click it for a specific day to enter specific start and end times. This adds more granularities (minutes).

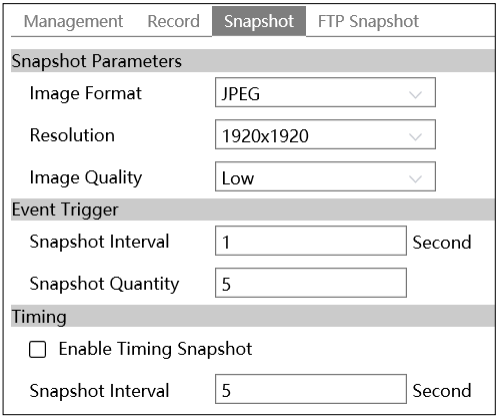
Day schedule

Set the alarm time for alarm a special day, such as a holiday.

Note: Holiday schedule takes priority over weekly schedule.

- **Snapshot Settings**

Go to ***Config→System→Storage→Snapshot*** to go to the interface as shown below.

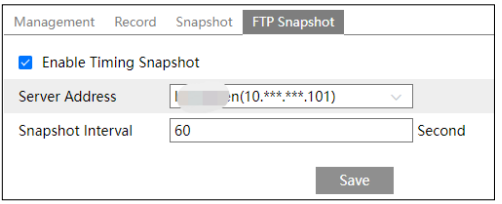


Set the format, resolution and quality of the image saved on the SD card and the snapshot interval and quantity and the timing snapshot here.
Snapshot Quantity: The number you set here is the maximum quantity of snapshots. The actual quantity of snapshots may be less than this number. Supposing the occurrence time of an alarm event is less than the time of capturing pictures, the actual quantity of snapshots is less than the set quantity of snapshots.

Timing Snapshot: Enable timing snapshot first and then set the snapshot interval and schedule. The setup steps of schedule are the same as the schedule recording (See Schedule Recording).

- **FTP Snapshot**

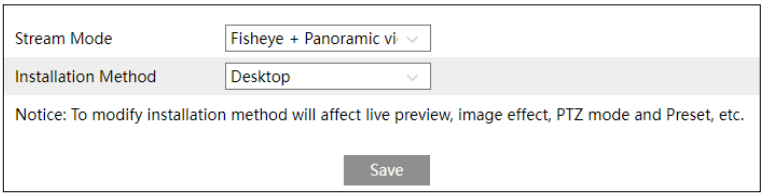
If enabled, the system will upload snapshots to the FTP server according to the time interval.



Server Address: select the set FTP server. See FTP section for the FTP server setting.

3.1.5 Configuring Fisheye Parameters

Before viewing the live image, please go to **Config→System→Fisheye Parameters** menu to set the stream mode and installation method.

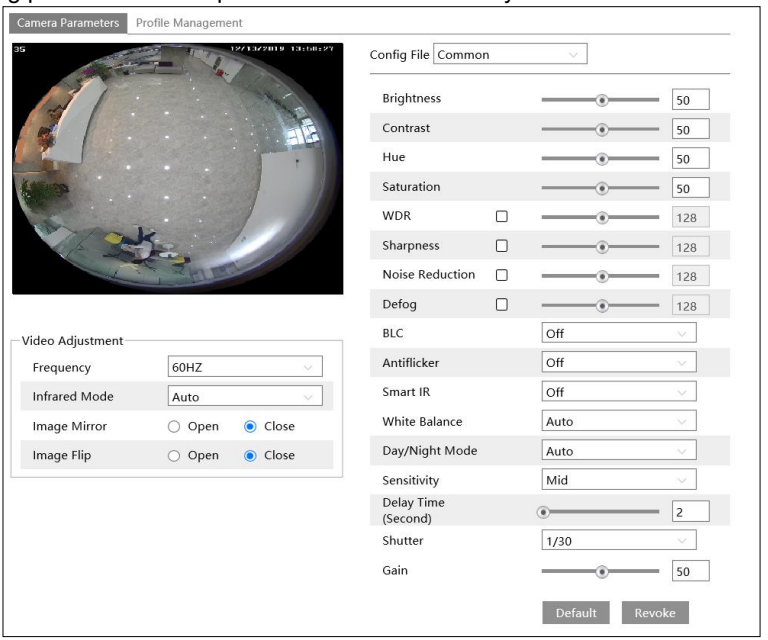


Stream mode: “Fisheye”, “Panoramic View”, “Fisheye + Panoramic view + 3PTZ”, “Fisheye + 4PTZ” or “Fisheye + 4PTZ Fusion” mode are optional.
Installation method: wall, ceiling and desktop are optional. Please select the installation mode according to the actual way of installation.

3.2 Image Configuration

3.2.1 Display Settings

Go to ***Image→Display*** interface as shown below. The image's brightness, contrast, hue and saturation and so on for common, day and night mode can be set up separately. The image effect can be quickly seen by switching the configuration file.
Note: The camera parameters of different models may be slightly different. The following picture and descriptions are for reference only.



Brightness: Set the brightness level of the camera's image.
Contrast: Set the color difference between the brightest and darkest parts.
Hue: Set the total color degree of the image.
Saturation: Set the degree of color purity. The purer the color, the brighter the image is.
WDR: WDR can adjust the camera to provide a better image when there are both very bright and very dark areas simultaneously in the field of the view by lowering the brightness of the bright area and increasing the brightness of the dark area. Recording will be stopped for a few seconds while the mode is changing from non-WDR to WDR mode.
Sharpness: Set the resolution level of the image plane and the sharpness level of the image edge.

Noise Reduction: Decrease the noise and make the image more thorough. Increasing the value will make the noise reduction effect better but it will reduce the image resolution.
Defog: Activating this function and setting an appropriate value as needed in foggy, dusty, smoggy, or rainy environment to get clear images.
Backlight Compensation (BLC):

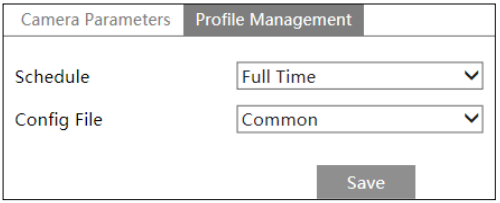
- Off: disables the backlight compensation function. It is the default mode.
- HLC: lowers the brightness of the entire image by suppressing the brightness of the image's bright area and reducing the size of the halo area.
- BLC: If enabled, the auto exposure will activate according to the scene so that the object of the image in the darkest area will be seen clearly.

Antiflicker:

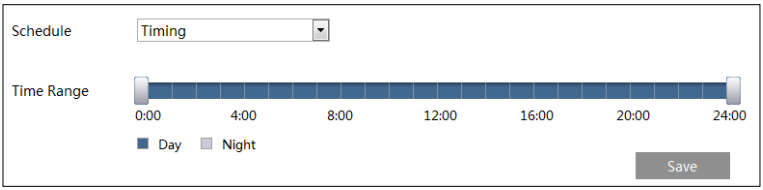
- Off: disables the anti-flicker function. This is used mostly in outdoor installations.
- 50Hz: reduces flicker in 50Hz lighting conditions.
- 60Hz: reduces flicker in 60Hz lighting conditions.

Smart IR: Choose "ON" or "OFF". This function can effectively avoid image overexposure so as to make the image more realistic. The higher the level is, the more overexposure compensation will be given.
White Balance: Adjust the color temperature according to the environment automatically.
Day/Night Mode: Choose "Auto", "Day", "Night" or "Timing".
Shutter: Set the upper limit of the effective exposure time. The exposure time will be automatically adjusted (within the set shutter limit value) according to the actual situation.
Gain: Set the upper limit of the gain. The gain value will be automatically adjusted (within the set gain limit value) according to the actual situation.
Frequency: 50Hz and 60Hz can be optional.
Infra-red Mode: Choose "Auto", "ON" or "OFF".
Image Mirror: Turn the current video image horizontally.
Image Flip: Turn the current video image vertically.
Note: For some items, if selected/enabled, the camera will reboot automatically. After that, clicking "Default" button will not take effect.

Schedule Settings of Image Parameters:
Click the "Profile Management" tab as shown below.



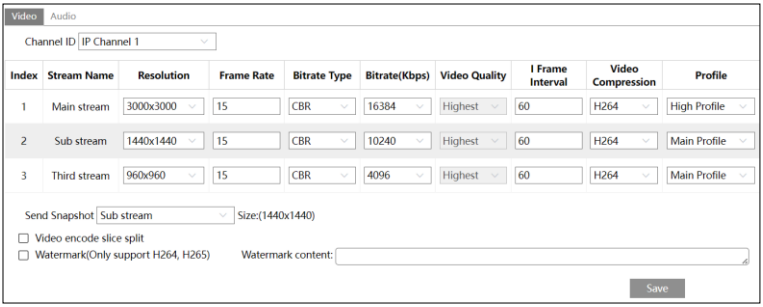
Set full time schedule for common, auto mode and specified time schedule for day and night. Auto mode: in the daytime, it will automatically perform the day config file set above; at night, it will automatically perform the night config file set above. Choose “Timing” in the drop-down box of the schedule as shown below.



Drag “ ” icons to set the time of day and night. Blue means day time and blank means night time. If the current mode of camera parameters is set to schedule, the image configuration mode will automatically switch between day and night according to the schedule.

3.2.2 Video / Audio Configuration

Go to ***Image→Video / Audio*** interface as shown below. In this interface, set the resolution, frame rate, bitrate type, video quality and so on subject to the actual network condition.



You can select streams for different channels.
IP Channel 1: Fisheye view channel, 3 streams can be set. Please set them according to the actual network condition.
IP Channel 2: Panoramic view channel, 3 streams can be set. Please set them according to the actual network condition.
IP Channel 3/4/5: PTZ view channel, main stream can be set for each channel. Please set them according to the actual network condition.

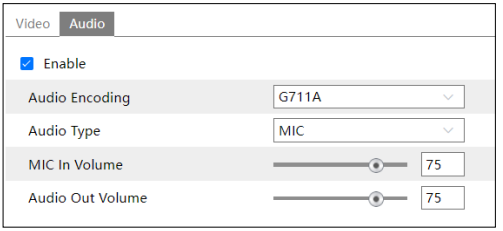
Resolution: The size of image.

Frame rate: The higher the frame rate, the video is smoother.
Bitrate type: CBR and VBR are optional. Bitrate is related to image quality. CBR means that no matter how much change is seen in the video scene, the compression bitrate will be kept constant. VBR means that the compression bitrate will be adjusted according to scene changes. For example, for scenes that do not have much movement, the bitrate will be kept at a lower value. This can help optimize the network bandwidth usage.
Bitrate: It can be adjusted when the mode is set to CBR. The higher the bitrate, the better the image quality will be.
Video Quality: It can be adjusted when the mode is set to VBR. The higher the image quality, the more bitrate will be required.
I Frame interval: It determines how many frames are allowed between a "group of pictures". When a new scene begins in a video, until that scene ends, the entire group of frames (or pictures) can be considered as a group of pictures. If there is not much movement in the scene, setting the value higher than the frame rate is fine, potentially resulting in less bandwidth usage. However, if the value is set too high, and there is a high frequency of movement in the video, there is a risk of frame skipping.
Video Compression: MJPEG, H264+, H264, H265 or H265+ can be optional. If H.265/H.265+is chosen, make sure the client system is able to decode H.265/H.265+. Compared to H.265, H.265+ saves more storage space with the same maximum bitrate in most scenes. Compared to H.264, H.265 reduces the transmission bitrate under the same resolution, frame rate and image quality.

Note: For the browsers not supporting plugins, MJPEG is not recommended (if the sub / third stream and MJPEG are selected, no image will be output).

Profile: For H.264. Baseline, main and high profiles are selectable.
Send Snapshot: Set the snapshot stream.
Video encode slice split: If this function is enabled, smooth image can be gotten even though using the low-performance PC.
Watermark: When playing back the local recorded video in the search interface, the watermark can be displayed. To enable it, check the watermark box and enter the watermark text.

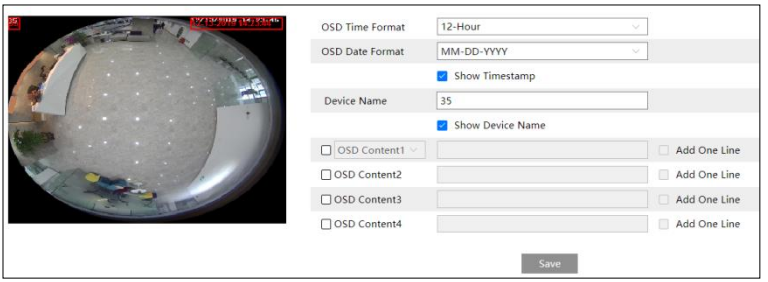
Click the "Audio" tab to go to the interface as shown below.



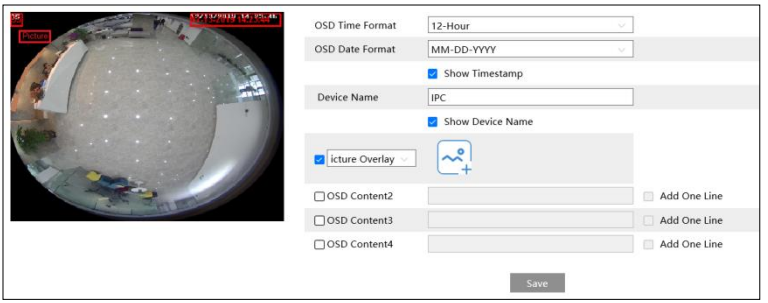
Audio Encoding: G711A and G711U are selectable.
Audio Type: MIC or LIN. (If the internal MIC is used, choose “MIC”. If you want to use external line-level audio input device, choose “LIN”.)
LIN/MIC IN Volume: Set it as needed.

3.2.3 OSD Configuration

Go to ***Image→OSD*** interface as shown below.



Set time stamp, device name, OSD content, and picture overlap here. After enabling the corresponding display and entering the content, drag them to change their position. Then click “Save” to save the settings.



Picture Overlap Settings:

Check “OSD Content1”, choose “Picture Overlay” and click to select the overlap picture. Then click “Upload” to upload the overlap picture. The pixel of the image shall not exceed 200*200, or it cannot be uploaded.

Note: The OSD information only can be overlaid on fisheye channel.

3.2.4 Video Mask

Go to ***Image→Video Mask*** interface as shown below. A maximum of 4 zones can be set up.



To set up video mask:

1. Enable video mask.
2. Click “Draw Area” and then drag the mouse to draw the video mask area.
3. Click “Add” to add the mask area.
4. Return to the live to verify that the area have been drawn as shown as blocked out in the image.



To clear the video mask:
Click the “Clear” button to delete the current video mask area.

3.2.5 ROI Configuration

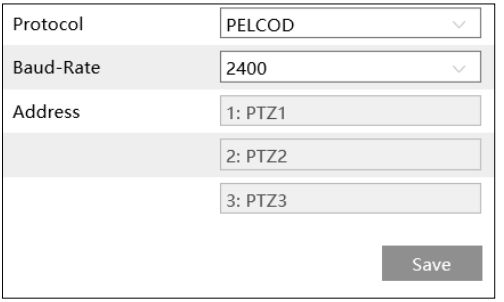
Go to Image→ROI Config interface as shown below. An area in the image can be set as a region of interest. This area will have a higher bitrate than the rest of the image, resulting in better image quality for the identified area.



1. Check “Enable” and then click the “Draw Area” button.
2. Drag the mouse to set the ROI area.
3. Set the level.
4. Click the “Save” button to save the settings.

3.3 PTZ Configuration

The PTZ of this camera can be controlled by the keyboard. Connect the keyboard and the camera through RS485 interface and then set the corresponding protocol and baud-rate in the camera and keyboard.
Go to PTZ→Protocol interface as shown below.

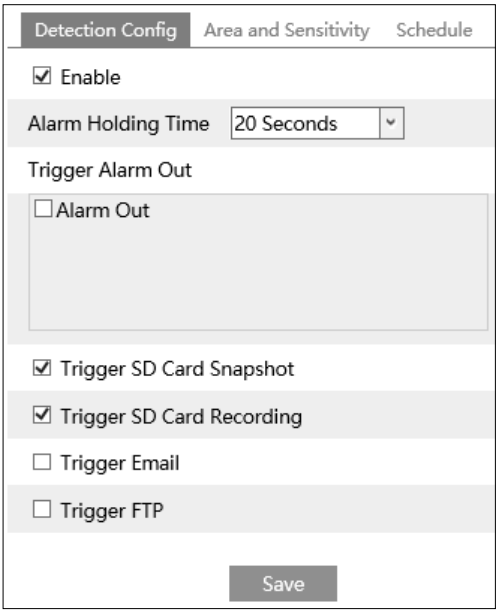


Here, the protocol and baud-rate must be the same with those of the keyboard.
Address: 1; you can control PTZ channel 1 by using this address in the keyboard.
Address: 2; you can control PTZ channel 2 by using this address in the keyboard.

3.4 Alarm Configuration

3.4.1 Motion Detection

Go to ***Alarm→Motion Detection*** to set motion detection alarm.



1. Check “Enable” check box to activate motion-based alarms. If unchecked, the camera will not send out any signals to trigger motion-based recording to the NVR or CMS, even if there is motion in the video.

Alarm Holding Time: it refers to the interval time between the adjacent motion detections. For instance, if the alarm holding time is set to 20 seconds, once the camera detects a motion, it will go to alarm and would not detect any other motion in 20 seconds. If there is another motion detected during this period, it will be considered as continuous movement; otherwise, it will be considered as a single motion.

Alarm Out: If selected, this would trigger an external relay output that is connected to the camera on detecting a motion-based alarm.

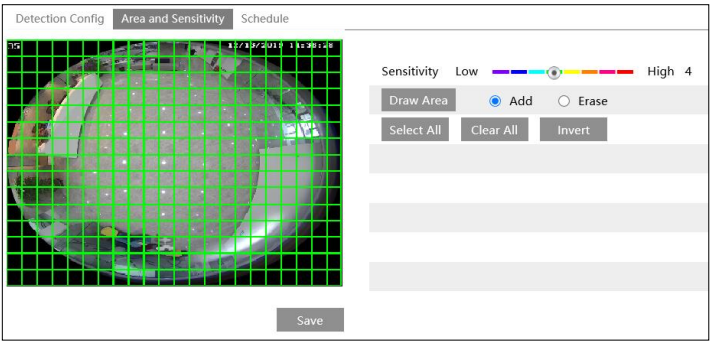
Trigger SD Card Snapshot: If selected, the system will capture images on motion detection and save the images on an SD card.

Trigger SD Card Recording: If selected, video will be recorded on an SD card on motion detection.

Trigger Email: If “Trigger Email” and “Attach Picture” are checked (email address must be set first in the Email configuration interface), the captured pictures and triggered event will be sent into those addresses.

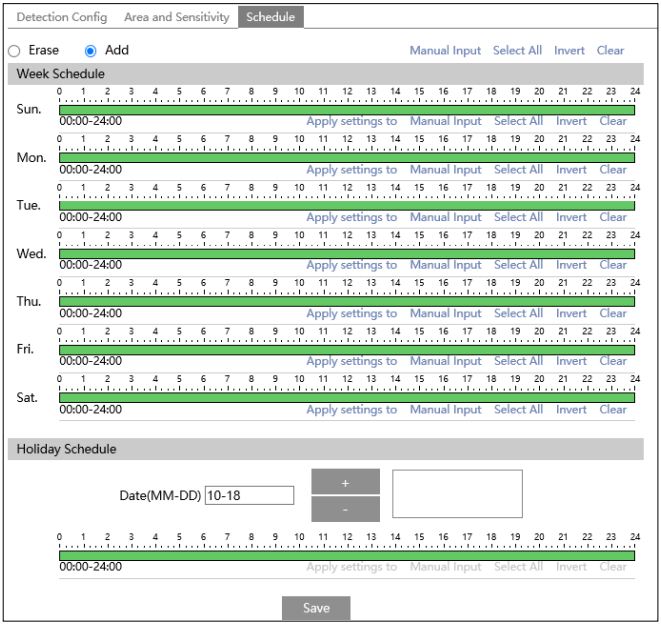
Trigger FTP: If “Trigger FTP” and “Attach Picture” are checked, the captured pictures will be sent into FTP server address. Please refer to FTP configuration section for more details.

2. Set motion detection area and sensitivity. Click the “Area and Sensitivity” tab to go to the interface as shown below.



Move the “Sensitivity” scroll bar to set the sensitivity. Higher sensitivity value means that motion will be triggered more easily.
Select “Add” and click “Draw”. Drag the mouse to draw the motion detection area;
Select “Erase” and drag the mouse to clear motion detection area.
After that, click the “Save” to save the settings.

3. Set the schedule for motion detection.



Weekly schedule

Set the alarm time from Monday to Sunday for a single week. Each day is divided in one hour increments. Green means scheduled. Blank means unscheduled.

“Add”: Add the schedule for a special day. Drag the mouse to set the time on the timeline.

“Erase”: Delete the schedule. Drag the mouse to erase the time on the timeline.

Manual Input: Click it for a specific day to enter specific start and end times. This adds more granularities (minutes).

Day schedule

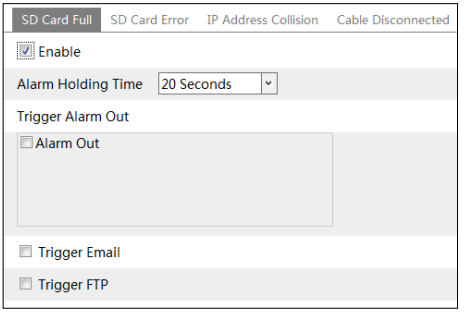
Set the alarm time for alarm a special day, such as a holiday.

Note: Holiday schedule takes priority over weekly schedule.

3.4.2 Exception Alarm

- **SD Card Full**

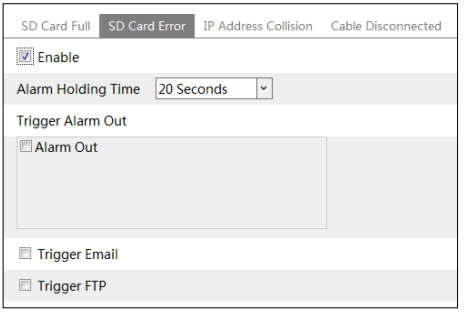
1. Go to Config→Alarm→Exception Alarm→SD Card Full.



2. Click “Enable” and set the alarm holding time.
3. Set alarm trigger options. The setup steps are the same as motion detection. Please refer to motion detection chapter for details.

- **SD Card Error**

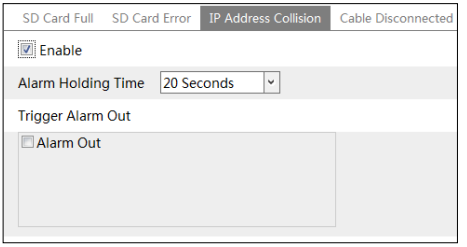
When there are some errors in writing SD card, the corresponding alarms will be triggered.
1. Go to ***Config→Alarm→ Exception Alarm →SD Card Error*** as shown below.



2. Click “Enable” and set the alarm holding time.
3. Set alarm trigger options. Trigger alarm out, Email and FTP. The setup steps are the same as motion detection. Please refer to motion detection chapter for details.

- **IP Address Conflict**

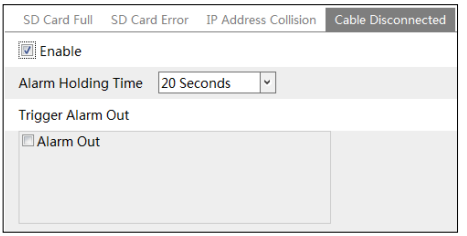
1. Go to ***Config→Alarm→ Exception Alarm →IP Address Collision*** as shown below.



2. Click “Enable” and set the alarm holding time.
3. Trigger alarm out. When the IP address of the camera is in conflict with the IP address of other devices, the system will trigger the alarm out.

●Cable Disconnection

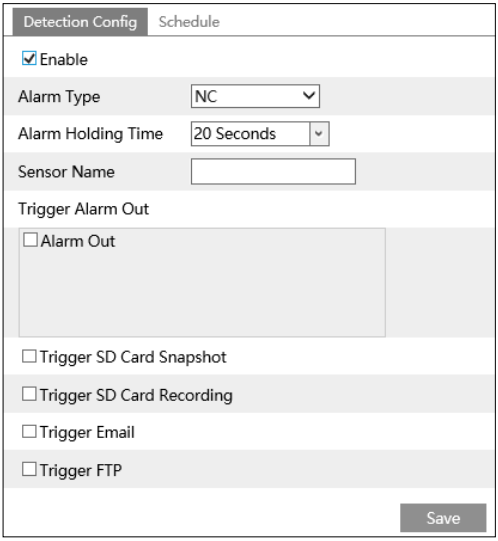
1. Go to ***Config→Alarm→ Exception Alarm →Cable Disconnected*** as shown below.



2. Click “Enable” and set the alarm holding time.
3. Trigger alarm out. When the camera is disconnected, the system will trigger the alarm out.

3.4.3 Alarm In

Go to ***Config→Alarm→Alarm In*** interface as shown below.



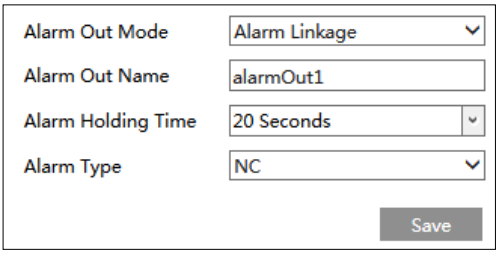
To set sensor alarm (alarm in):
1. Click “Enable” and set the alarm type, alarm holding time and sensor name.
2. Set alarm trigger options.
Day/night switch linkage: If enabled, the system will switch to day or night mode upon the occurrence of the sensor alarm.
Other setup steps are the same as motion detection. Please refer to motion detection section for details.

Note: For alarm trigger options: if Day/night switch linkage is enabled, the system will switch to day or night mode upon the occurrence of the sensor alarm.

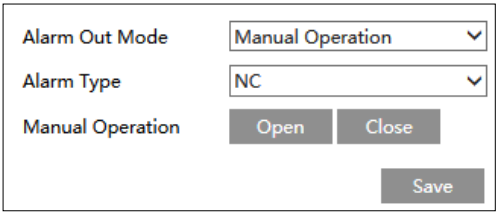
3. Click “Save” button to save the settings.
4. Set the schedule of the sensor alarm. The setup steps of the schedule are the same as the schedule recording setup. (See Schedule Recording).
If there are two sensors, please select the sensor ID. Click “Apply settings to” to quickly apply the settings to the other alarm input.

3.4.4 Alarm Out

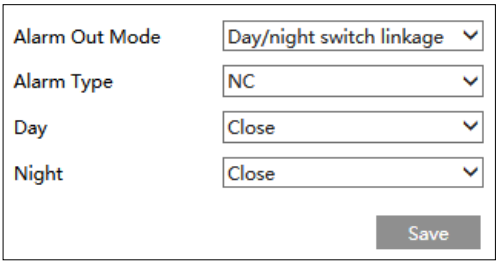
Go to ***Config→Alarm→Alarm Out***.



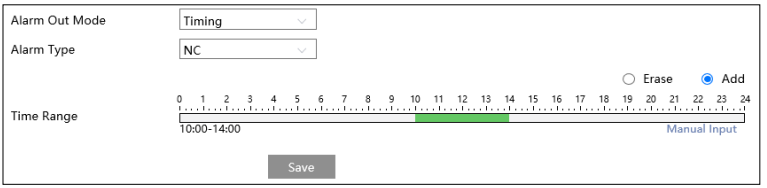
Alarm Out ID: Some models may support two alarm output interfaces. The alarm out can be set respectively by selecting alarm out ID.
Alarm Out Mode: Alarm linkage, manual operation, day/night switch linkage and timing are optional.
Alarm Linkage: Having selected this mode, select alarm out name, alarm holding time at the “Alarm Holding Time” pull down list box and alarm type.
Manual Operation: Having selected this mode, select the alarm type and click “Open” to trigger the alarm out immediately; click “Close” to stop alarm.



Day/Night Switch Linkage: Having selected this mode, select the alarm type and then choose to open or close alarm out when the camera switches to day mode or night mode.

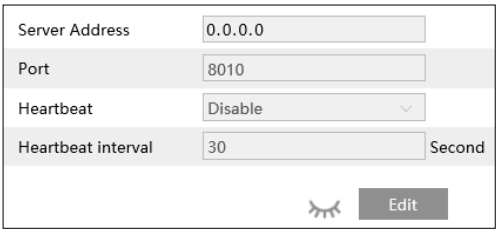


Timing: Select the alarm type. Then click “Add” and drag the mouse on the timeline to set the schedule of alarm out; click “Erase” and drag the mouse on the timeline to erase the set time schedule. After this schedule is saved, the alarm out will be triggered in the specified time.



3.4.5 Alarm Server

Go to ***Alarm→Alarm Server*** interface as shown below.



Click “Edit” to set the alarm server.

Set the server address, port, heartbeat and heartbeat interval. When an alarm occurs, the camera will transfer the alarm event to the alarm server. If an alarm server is not needed, there is no need to configure this section.

Click to view the entire server address; click to hide a part of sensitive data.

3.5 Event Configuration

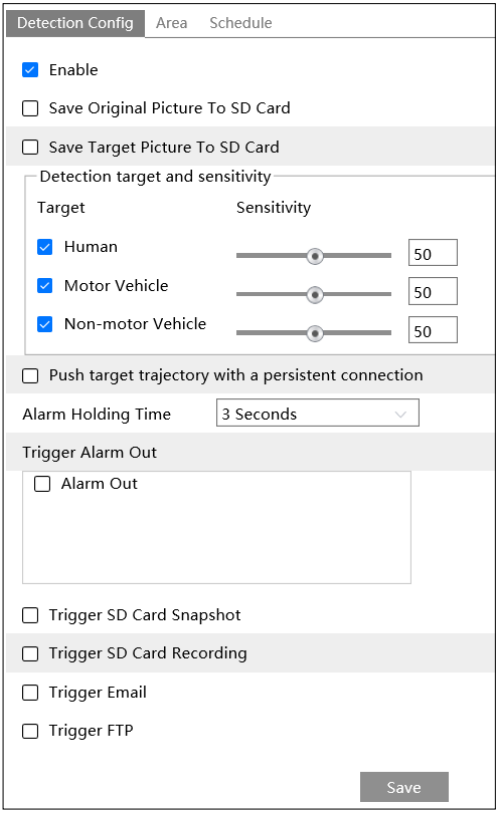
For more accuracy, here are some recommendations for installation.

- Cameras should be installed on stable surfaces, as vibrations can affect the accuracy of detection.
- Avoid pointing the camera at the reflective surfaces (like shiny floors, mirrors, glass, lake surfaces and so on).
- Avoid places that are narrow or have too much shadowing.
- Avoid scenarios where the object's color is similar to the background color.
- At any time of day or night, please make sure the image of the camera is clear and with adequate and even light, avoiding overexposure or too much darkness on both sides.

Note: Events may vary by different installation methods and stream modes. Go to ***Config→System→Fisheye Parameters*** to set the stream mode and installation method.
* When the installation method is set to "Wall" or "Desktop" and the stream mode is set to "Panoramic View" or "Fisheye + Panoramic view +3 PTZ", line crossing/region intrusion/region entrance/region exiting/target counting by line (human/motor vehicle/ non-motor vehicle classification) or crowd density detection is supported.
* When the installation method is set to "Ceiling" and the stream mode is set to any one of the stream modes except "Panoramic view", line crossing/region intrusion/region entrance/region exiting/target counting by line (only human), heat map or crowd density detection is supported.

3.5.1 Line Crossing

Line Crossing: Alarms will be triggered if the target crosses the pre-defined alarm lines.
Go to ***Config→Event→Line Crossing*** interface as shown below.



1. Enable line crossing detection and select the snapshot type and the detection target.

Save Original Picture to SD Card: If it is enabled, the detected original pictures will be captured and saved to the SD card when the targets cross the alarm line.

Save Target Picture to SD Card: If it is enabled, the detected target cutout pictures will be captured and saved to the SD card when the targets cross the alarm line.

Note: To save snapshots to the local PC, please enable “Local Smart Snapshot Storage” in the local config interface first. To save snapshots to the SD card, please install an SD card first.

Detection Target:

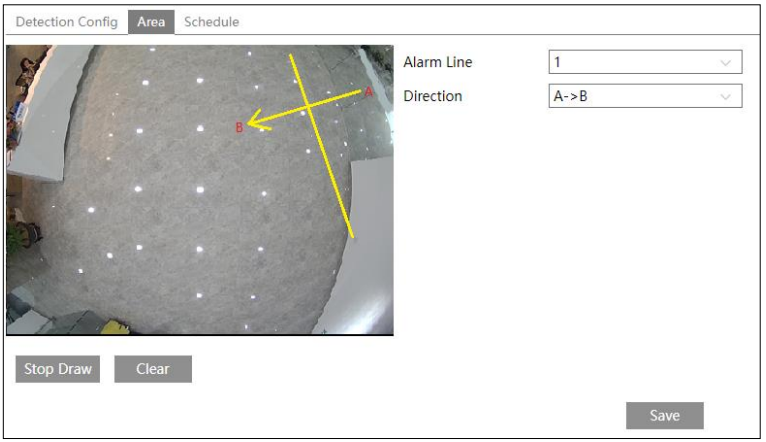
Human: Select it and then alarms will be triggered if someone crosses the pre-defined alarm lines.

Motor Vehicle: Select it and then alarms will be triggered if a vehicle with four or more wheels (e.g., a car, bus or truck) crosses the pre-defined alarm lines.

Non-motor Vehicle: Select it and then alarms will be triggered if a vehicle with two wheels (e.g., a motorcycle or bicycle) crosses the pre-defined alarm lines.

Note: When the installation method is set to “Ceiling”, only “Human” can be selected. All of the three types of objects can be selected simultaneously. Please select the detection objects as needed. If no object/target is selected, alarms will not be triggered even if line crossing detection is enabled.
Push target trajectory with a persistent connection: Push target trajectory (moving coordinate) to API test tool with a persistent connection. If enabled, the system will push the target trajectory upon detecting a target. If disabled, the system will push the target trajectory only when triggering line crossing alarm.

2. Set alarm trigger options. The setup steps are the same as motion detection. Please refer to Motion Detection section for details.
3. Click “Save” button to save the settings.
4. Set area and sensitivity of the line crossing alarm. Click the “Area” tab to go to the interface as shown below.
Note: The image display may be different due to different installation modes. The following picture is for reference only.



Set the alarm line number and direction. Four lines can be added. Multiple lines cannot be added simultaneously.
Direction：A<->B, A->B and A<-B optional. This indicates the direction of the intruder who crosses over the alarm line that would trigger the alarm.
A<->B: The alarm will be triggered when the intruder crosses over the alarm line from B to A or from A to B.
A->B: The alarm will be triggered when the intruder crosses over the alarm line from A to B.
A<-B: The alarm will be triggered when the intruder crosses over the alarm line from B to A.
Click the “Draw Area” button and then drag the mouse to draw a line in the image.

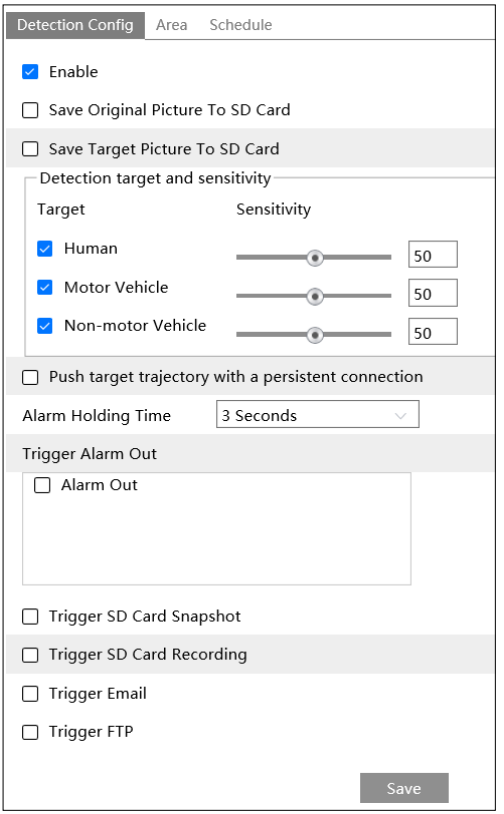
Click the “Stop Draw” button to stop drawing. Click the “Clear” button to delete the lines. Click the “Save” button to save the settings.
5. Set the schedule of the line crossing alarm. The setup steps of schedule are the same as the motion detection schedule settings (See Motion Detection section for details).
6. In the live view interface, click “Panoramic view” (desktop or wall mounting mode) or “Fisheye” (ceiling mounting mode) to view line crossing detection.

※ Configuration of camera and surrounding area

1. Avoid the scenes with many trees or the scenes with various light changes (like many flashing headlights). The ambient brightness of the scenes shouldn’t be too low.
2. Cameras should be mounted at a height of 2.8 meters or above.
3. Keep the mounting angle of the camera at about 45°.
4. The detected objects should not be less than 1% of the entire image and the largest sizes of the detected objects should not be more than 1/8 of the entire image.
5. Make sure cameras can view objects for at least 2 seconds in the detected area for accurate detection.
6. Adequate light and clear scenery are crucial for line crossing detection.

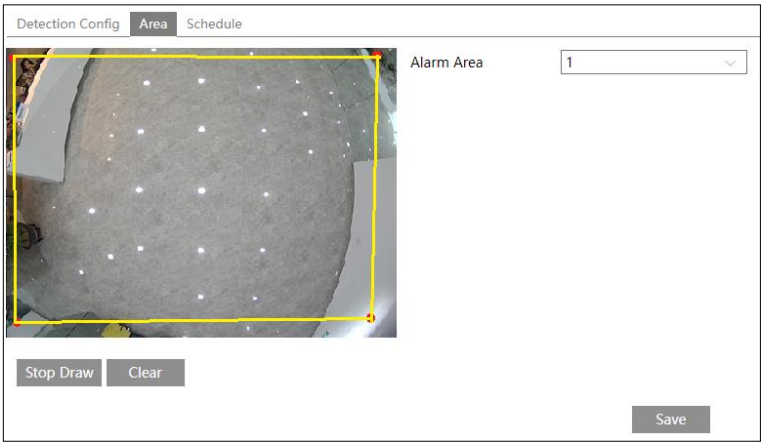
3.5.2 Region Intrusion

Region Intrusion: Alarms will be triggered if the target intrudes into the pre-defined areas.
Go to ***Config→Event→Region Intrusion*** interface as shown below.



1. Enable region intrusion detection and select the snapshot type and the detection target.
Save Original Picture: If it is enabled, the detected original pictures will be captured and saved to the SD card when the target intrudes into the pre-defined areas.
Save Target Picture: If it is enabled, the detected target cutout pictures will be captured and saved to the SD card when the target intrudes into the pre-defined areas.
Note: To save snapshots to the local PC, please enable “Local Smart Snapshot Storage” in the local config interface first. To save snapshots to the SD card, please install an SD card first.

Detection Target:
Human: Select it and then alarms will be triggered if someone intrudes into the pre-defined area.
Motor Vehicle: Select it and then alarms will be triggered if a vehicle with four or more wheels (e.g., a car, bus or truck) intrudes into the pre-defined area.
Non-motor Vehicle: Select it and then alarms will be triggered if a vehicle with two wheels (e.g., a motorcycle or bicycle) intrudes into the pre-defined area.
Note: When the installation method is set to “Ceiling”, only “Human” can be selected. All of the three types of objects can be selected simultaneously. Please select the detection objects as needed. If no object/target is selected, alarms will not be triggered even if intrusion detection is enabled.
Push target trajectory with a persistent connection: Push target trajectory (moving coordinate) to API test tool with a persistent connection. If enabled, the system will push the target trajectory upon detecting a target. If disabled, the system will push the target trajectory only when triggering region intrusion alarm.
2. Set the alarm holding time and alarm trigger options. The setup steps are the same as motion detection. Please refer to Motion Detection section for details.
3. Click the “Save” button to save the settings.
4. Set the alarm area of the intrusion detection. Click the “Area” tab to go to the interface as shown below.
Note: The image display may be different due to different installation modes. The following picture is for reference only.



Set the alarm area number on the right side. Four alarm areas can be added.
Click the “Draw Area” button and then click around the area where you want to set as the alarm area in the image on the left side (the alarm area should be a closed area). Click the “Stop Draw” button to stop drawing. Click the “Clear” button to delete the alarm area. Click the “Save” button to save the settings.

5. Set the schedule of the region intrusion detection. The setup steps of schedule are the same as the motion detection schedule settings (See Motion Detection section for details).
6. In the live view interface, click “Panoramic view” (desktop or wall mounting mode) or “Fisheye” (ceiling mounting mode) to view region intrusion detection.

※ Configuration requirements of camera and surrounding area

1. Avoid the scenes with many trees or the scenes with various light changes (like many flashing headlights). The ambient brightness of the scenes shouldn’t be too low.
2. The detected objects should not be less than 1% of the entire image and the largest sizes of the detected objects should not be more than 1/8 of the entire image.
3. Make sure cameras can view objects for at least 2 seconds in the detected area for accurate detection.
4. Adequate light and clear scenery are crucial to line crossing detection.

3.5.3 Region Entrance

Region Entrance: Alarms will be triggered if the target enters the pre-defined areas.

1. Go to ***Config→Event→Region Entrance*** interface.
2. Enable region entrance detection and select the snapshot type and the detection target.
3. Set the alarm holding time and alarm trigger options.
4. Set the alarm area of the region entrance detection.
5. Set the schedule of the region entrance detection.

The setup steps of the region entrance detection are the same as the region intrusion detection setup (See Region Intrusion for details).

3.5.4 Region Exiting

Region Exiting: Alarms will be triggered if the target exits from the pre-defined areas.

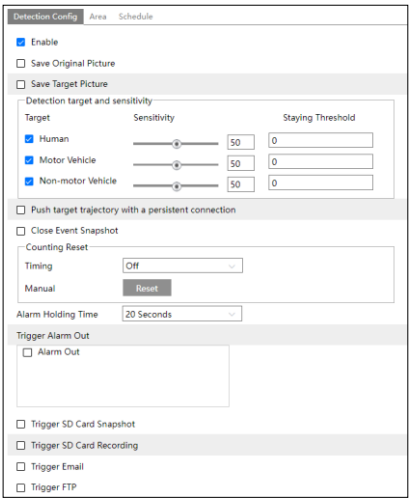
1. Go to ***Config→Event→Region Exiting*** interface.
2. Enable region exiting detection and select the snapshot type and the detection target.
3. Set the alarm holding time and alarm trigger options.
4. Set the alarm area of the region exiting detection.
5. Set the schedule of the region exiting detection.

The setup steps of the region exiting detection are the same as the region intrusion detection setup (See Region Intrusion for details).

3.5.5 Target Counting by Line

This function is to calculate the number of the people or vehicles crossing the alarm line through detecting, tracking and counting the shapes of the people or vehicles.

1. Go to ***Config→Event→Target Counting by Line*** as shown below.

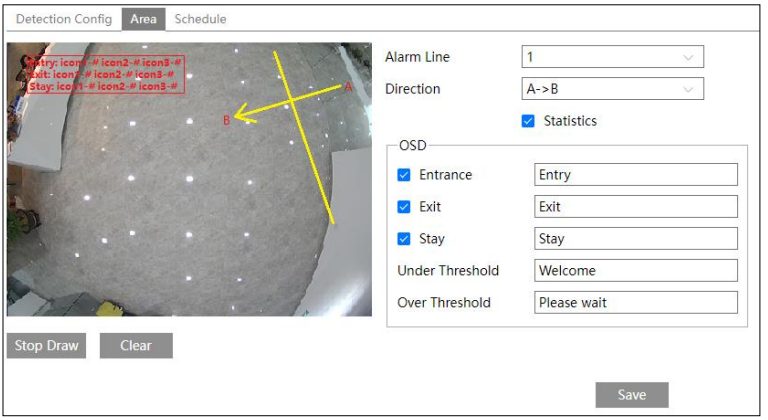


2. Enable target counting by line and select the snapshot type and the detection target.

Detection Target: Select the target to calculate. Human, motor vehicle and motorcycle/bicycle can be selected.

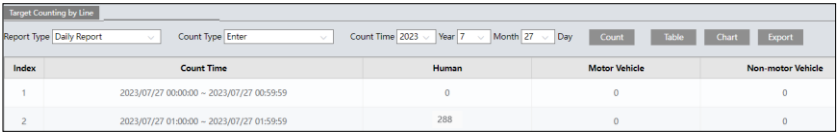
Note: When the installation method is set to “Ceiling”, only “Human” can be selected.

Staying Threshold: When the targets (human/vehicle) staying in the specified area exceed the threshold, alarms will be triggered.
Push target trajectory with a persistent connection: Push target trajectory (moving coordinate) to API test tool with a persistent connection. If enabled, the system will push the target trajectory upon detecting a target. If disabled, the system will push the target trajectory only when triggering target counting by line.
Close Event Snapshot: if enabled, the pictures that are captured when counting targets will be neither saved to an SD card/local PC nor pushed to the NVR/APP/platform/….
Counting Reset: The current number of the target counting can be reset. You can choose to reset the counting daily, weekly or monthly. Click "Reset" to manually reset the current number of crossing line people/motor vehicle/non-motor vehicle counting.
3. Set the alarm trigger options. The setup steps are the same as motion detection. Please refer to motion detection section for details.
4. Set the alarm line. Click the "Area" tab to go to the interface as shown below.
Note: The image display may be different due to different installation modes. The following picture is for reference only.

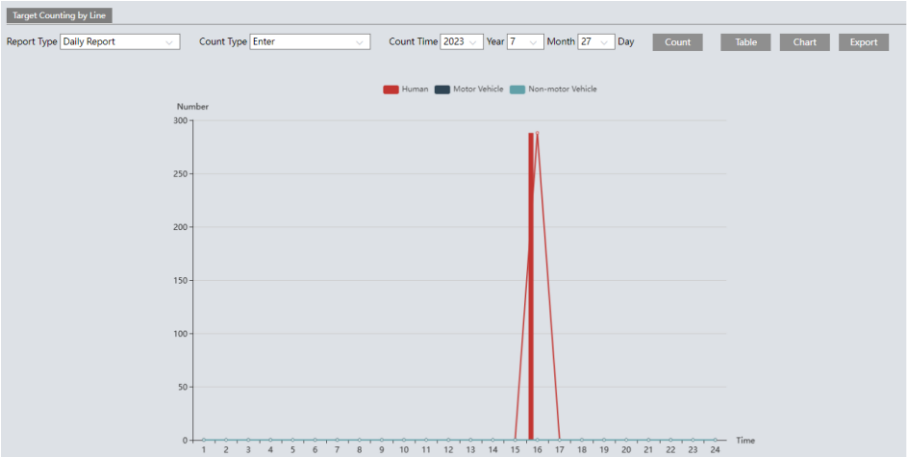


Set the alarm line number and direction. Only one alarm line can be added.
Direction：A->B and A<-B can be optional. The direction of the arrow is entrance.
Statistics: If enabled, you can see the statistical information in the live view interface. If disabled, the statistical information will not be displayed in the live view interface. The statistical OSD information can be customized as needed.
Click the "Draw Area" button and then drag the mouse to draw a line in the image.
Check "Statistics" and then move the red box to change the position of the statistical information displayed on the screen. Click the "Stop Draw" button to stop drawing.
Click the "Clear" button to delete the lines.
Click the "Save" button to save the settings.

5. Set the schedule of the target counting by line. The setup steps of the schedule are the same as schedule recording setup (See Schedule Recording).
6. View the statistical information in the live view interface by clicking “Panoramic view” (desktop or wall mounting mode) or “Fisheye” (ceiling mounting mode) .
7. View the statistical information of target counting by line. Click “Statistics” to enter the following interface.

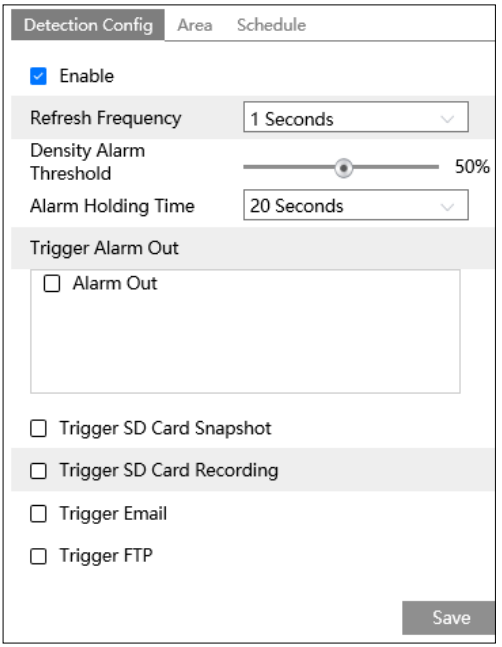


Select the report type. Daily report, weekly report, monthly report and annual report are selectable.
Select the count type. Enter or leave can be optional.
Select the start time and then click “Count”. Then the counting result will display in the statistic result area. Click Table or Chart to display the result in different way.



3.5.6 Crowd Density

This function can detect the density of the people in a specified area (like square, supermarket). Go to ***Config→Event→Crowd Density*** as shown below.



1. Enable the crowd density detection.
2. Set “Refresh Frequency”, “Density Alarm Threshold” and “Alarm Holding Time”.

Refresh Frequency: The refresh frequency of the detection result.

Density Alarm Threshold: Alarms will be triggered once the percentage of the crowd density in a specified area exceeds the pre-defined threshold value.

3. Set alarm trigger options. The setup steps are the same as motion detection. Please refer to motion detection section for details.
4. Set an alarm area for the crowd density detection. Click the “Area” tab as shown below.

Click “Draw Area” and drag the mouse to draw a rectangle area. Drag the border lines of the rectangle to modify its size and move the rectangle to change its position. Click “Stop Draw” to stop drawing the area. Click “Clear” to clear the area.

Note: The image display may be different due to different installation modes. The following picture is for reference only.



5. Set the schedule of the crowd density detection. The setup steps of the schedule are the same as schedule recording setup (See Schedule Recording).

Note: The camera only can roughly calculate the crowd density through detecting the human faces. The head or back of the person detected is not counted.

※Configuration of camera and surrounding area

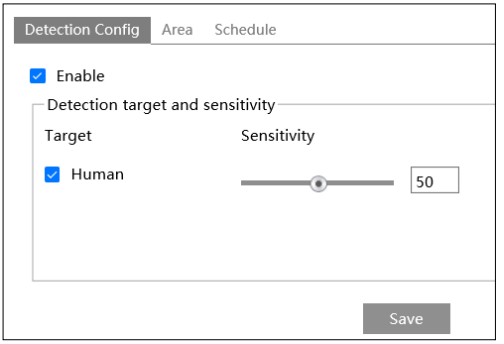
1. The camera lens should face to the people flow.
2. The size range of a single person image should take up from 1% to 5% of the entire image and the height range of a single person image should occupy from 1/5 to 1/2 of the entire image.
3. This function is inapplicable to the scene where there are many moving objects except human shape. (e.g., moving cars)
4. A lot of trees and billboards will affect the detection results in the detected area.

3.5.7 Heat Map

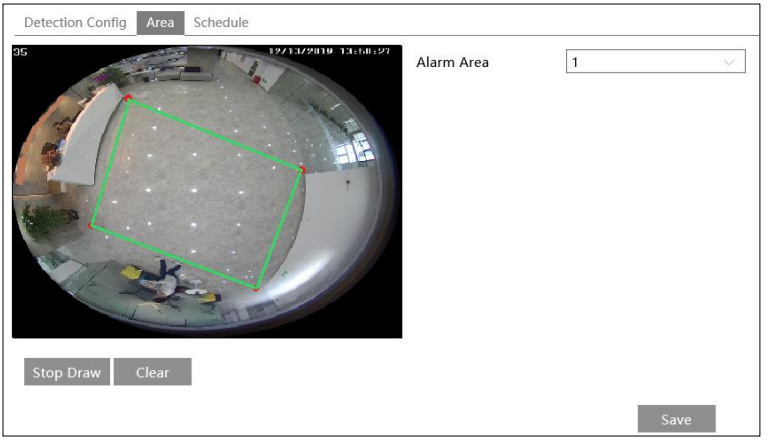
Heat Map is to display the flow distribution of people in pre-defined areas by different colors.

Note: Only when the installation method is set to “Ceiling”, can heat map be available.

1. Enable Heat Map, set snapshot type and detection target type as needed.



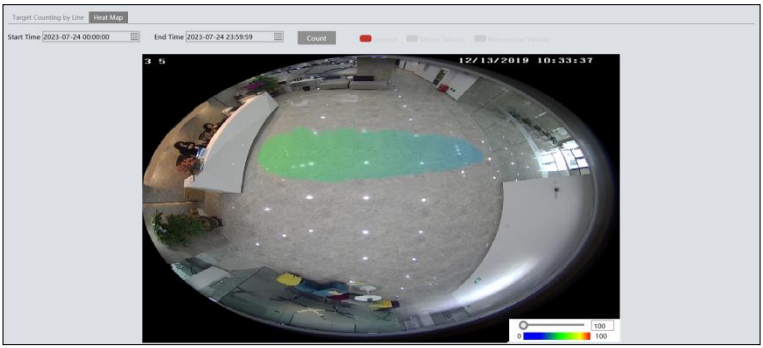
2. Set heat map display area. Up to 4 areas can be set.



Click the “Draw Area” button and then click around the area where you want to set as the alarm area in the image on the left side (the alarm area should be a closed area). Click the “Stop Draw” button to stop drawing. Click the “Clear” button to delete the alarm area. Click the “Save” button to save the settings.

3. Set the schedule of heat map. The setup steps of the schedule are the same as schedule recording setup (See Schedule Recording).

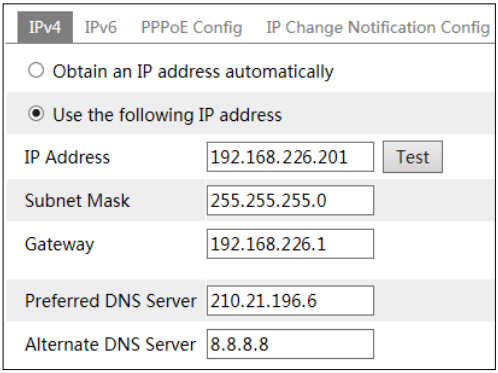
4. View the heat map data (click Statistics→Heat Map). Set the start time and the end time. Click “Count” to view the heat map as shown below. The default heat map is people flow data display. Click “Motor Vehicle” or “Non-motor Vehicle” to view the corresponding data.



3.6 Network Configuration

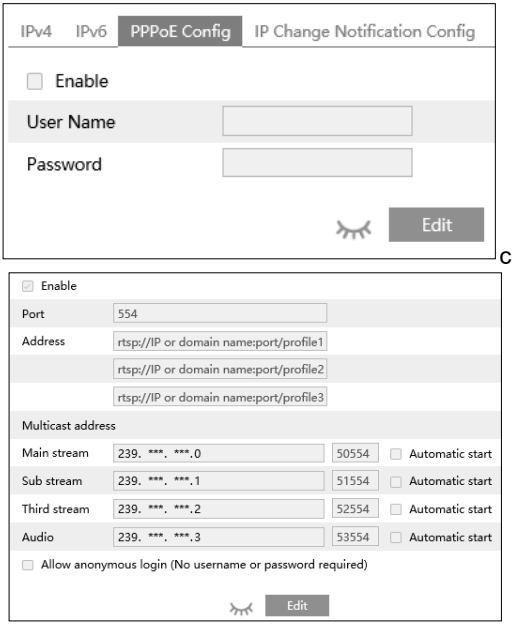
3.6.1 TCP/IPv4

Go to Config→Network→TCP/IP interface as shown below. There are two ways for network connection.

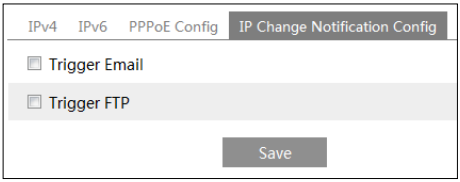


Use IP address (take IPv4 for example)-There are two options for IP setup: obtain an IP address automatically by DHCP and use the following IP address. Please choose one of the options as needed.
Test: Test the effectiveness of the IP address by clicking this button.

Use PPPoE-Click the “PPPoE Config” tab to go to the interface as shown below. Click “Edit”, enable PPPoE and then enter the user’s name and password from your ISP.



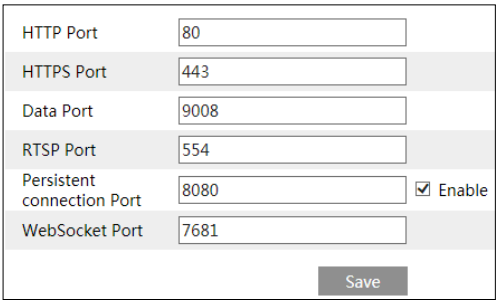
Either method of network connection can be used. If PPPoE is used to connect internet, the camera will get a dynamic WAN IP address. This IP address will change frequently. To be notified, the IP change notification function can be used.
Click “IP Change Notification Config” to go to the interface as shown below.



Trigger Email: when the IP address of the device is changed, the new IP address will be sent to the email address that has been set up.
Trigger FTP: when the IP address of the device is changed, the new IP address will be sent to FTP server that has been set up.

3.6.2 Port

Go to ***Config→Network→Port*** interface as shown below.

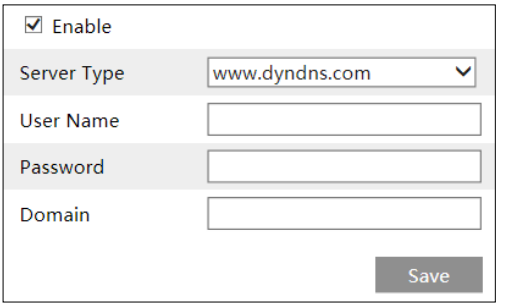


HTTP Port: The default HTTP port is 80. It can be changed to any port which is not occupied.
HTTPS Port: The default HTTPs port is 443. It can be changed to any port which is not occupied.
Data Port: The default data port is 9008. Please change it as necessary.
RTSP Port: The default port is 554. Please change it as necessary.
Persistent Connection Port: The port is used for a persistent connection of the third-party platform to push smart data, like face pictures.
WebSocket Port: Communication protocol port for plug-in free preview.

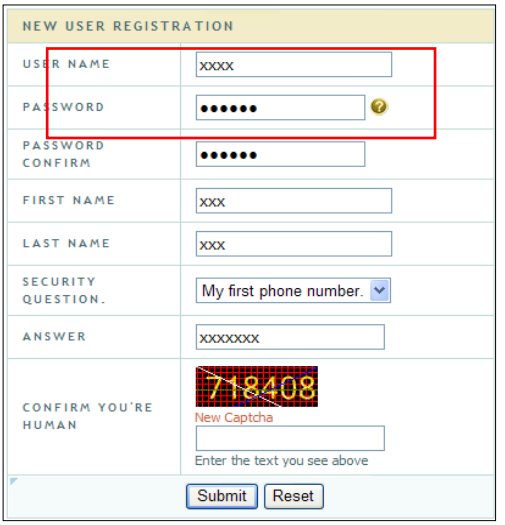
3.6.3 DDNS

If the camera is set up with a DHCP connection, DDNS should be set for the internet.

1. Go to ***Config→Network→ DDNS***.



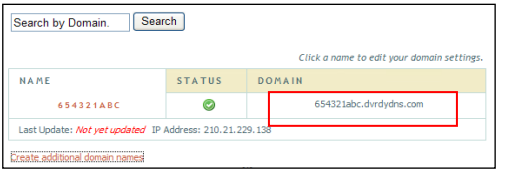
2. Apply for a domain name. Take www.dvrdyndns.com for example.
Enter www.dvrdydns.com in the IE address bar to visit its website. Then click "Registration".



Create domain name.



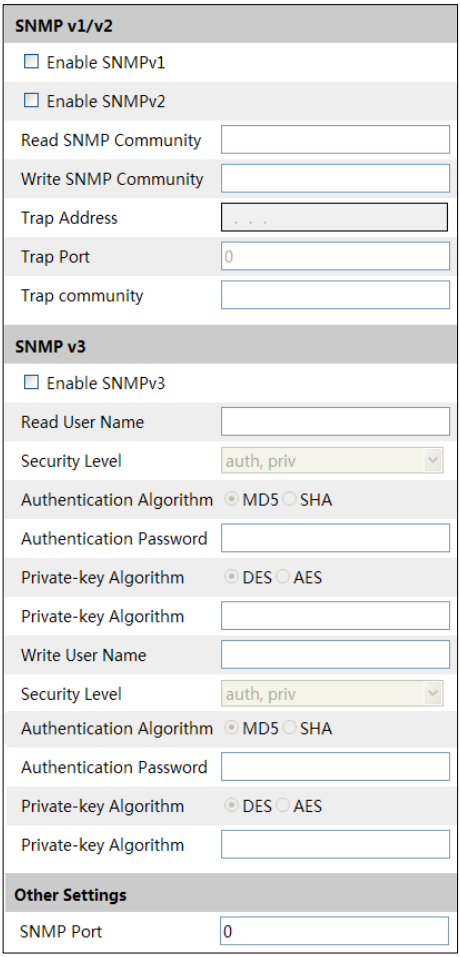
After the domain name is successfully applied for, the domain name will be listed as below.



3. Click “Edit” and then enter the username, password, domain you apply for in the DDNS configuration interface.
4. Click “Save” to save the settings.

3.6.4 SNMP

To get camera status, parameters and alarm information and remotely manage the camera, the SNMP function can be used. Before using SNMP, please install an SNMP management tool and set the parameters of the SNMP, such as SNMP port, trap address.
1. Go to ***Config→Network→SNMP***.

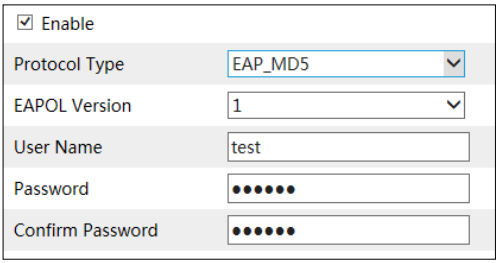


2. Click “Edit” and then check the corresponding version checkbox (Enable SNMPv1, Enable SNMPv2, Enable SNMPv3) according to the version of the SNMP software that will be used.
3. Set the values for “Read SNMP Community”, “Write SNMP Community”, “Trap Address”, “Trap Port” and so on. Please make sure the settings are the same as that of the SNMP software.

Note: Please use the different version in accordance with the security level you required. The higher the version is, the higher the level of the security is.

3.6.5 802.1X

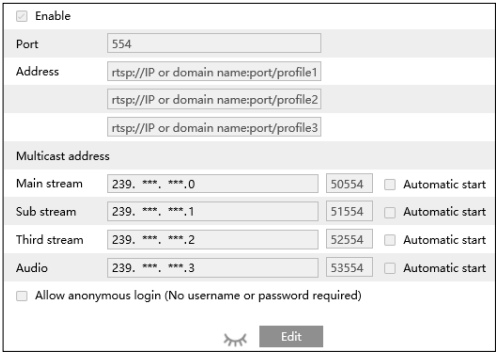
If it is enabled, the camera's data can be protected. When the camera is connected to the network protected by the IEEE 802.1x, user authentication is needed.



To use this function, the camera shall be connected to a switch supporting 802.1x protocol. The switch can be reckoned as an authentication system to identify the device in a local network. If the camera connected to the network interface of the switch has passed the authentication of the switch, it can be accessed via the local network.
Click "Edit" to start the setup.
Protocol type and EAPOL version: Please use the default settings.
User name and password: The user name and password must be the same with the user name and password applied for and registered in the authentication server.

3.6.6 RTSP

Go to ***Config→Network→RTSP***.



Click "Edit" and then select "Enable" to enable the RTSP function.
Port: Access port of the streaming media. The default number is 554.

RTSP Address: The RTSP address (unicast) format that can be used to play the stream in a media player.
Multicast Address
Main stream: The address format is
"rtsp://IP address: rtsp port/profile1?transportmode=mcast".
Sub stream: The address format is
"rtsp://IP address: rtsp port/profile2?transportmode=mcast".
Third stream: The address format is
"rtsp://IP address: rtsp port/profile3?transportmode=mcast".
Audio: Having entered the main/sub stream in a VLC player, the video and audio will play automatically.
If "Allow anonymous login…" is checked, there is no need to enter the username and password to view the video.
If "auto start" is enabled, the multicast received data should be added into a VLC player to play the video.

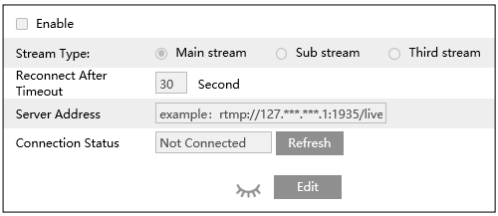
Note:1. This camera support local video preview through a VLC player. Enter the RTSP address (unicast or multicast, e.g., rtsp://192.168.226.201:554/profile1?transportmode=mcast) in a VLC player to realize the simultaneous video preview with the web client.
2. The IP address mentioned above cannot be the address of IPv6.
3. Avoid the use of the same multicast address in the same local network.
4. When playing the video through the multicast streams in a VLC player, please pay attention to the mode of the VLC player. If it is set to TCP mode, the video cannot be played.
5. If the coding format of the video of the main stream is MJPEG, the video may be disordered at some resolutions.

3.6.7 RTMP

You can access the third-party (like YouTube) to realize video live view through RTMP protocol.

Note: When streaming to YouTube via RTMP, audio is not supported. To avoid abnormal audio noise, set the audio volume to 0.

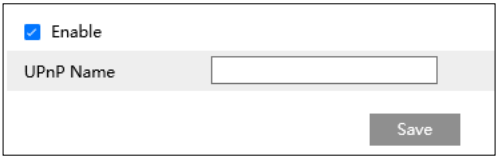
Go to ***Config→Network→RTMP***.



Click “Edit” and then check “Enable”, select stream type, set the reconnection time after timeout and server address as needed.
Server address: Enter the server address allocated by the third-party server.
After that, click “Save” to save the settings. Then click “Refresh” to view the connection status.

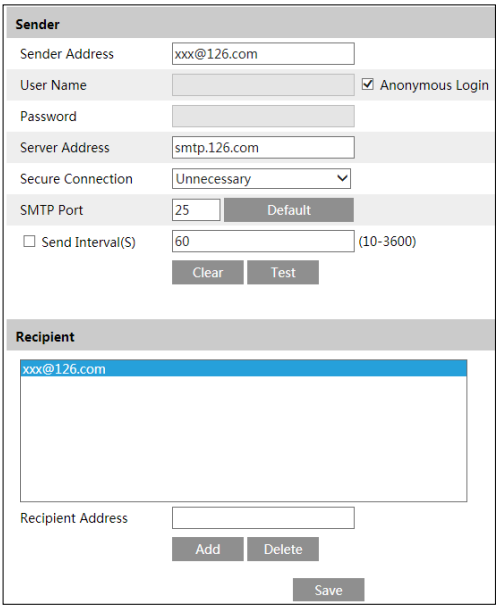
3.6.8 UPnP

If this function is enabled, the camera can be quickly accessed through the LAN.
Go to ***Config→Network→UPnP***. Enable UPnP and then enter the UPnP name.



3.6.9 E-mail

If you need to trigger Email when an alarm happens or IP address is changed, please set the Email here first.
Go to ***Config→Network →Email***.

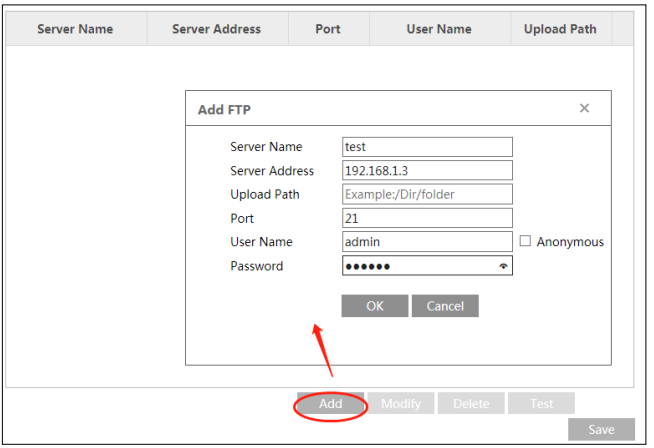


Click “Edit and Test” to set the sender and the recipient.
Sender Address: sender’s e-mail address.
User name and password: sender’s user name and password (you don’t have to enter the username and password if “Anonymous Login” is enabled).
Server Address: The SMTP IP address or host name.
Select the secure connection type at the “Secure Connection” pull-down list according to what’s required.
SMTP Port: The SMTP port.
Send Interval(S): The time interval of sending email. For example, if it is set to 60 seconds and multiple motion detection alarms are triggered within 60 seconds, they will be considered as only one alarm event and only one email will be sent. If one motion alarm event is triggered and then another motion detection alarm event is triggered after 60 seconds, two emails will be sent. When different alarms are triggered at the same time, multiple emails will be sent separately.
Click the “Test” button to test the connection of the account.
Recipient Address: receiver’s e-mail address.

3.6.10 FTP

After an FTP server is set up, captured pictures from events will be uploaded to the FTP server.

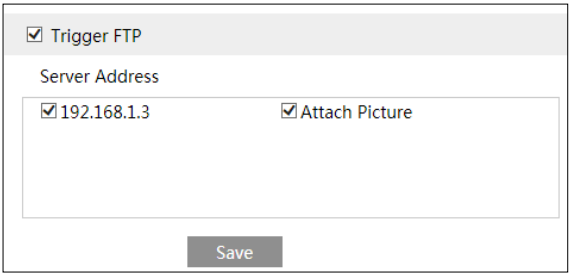
1. Go to ***Config→Network →FTP***.



2. Click Edit and Test" and then click "Add" to add the information of the FTP. After that, click "Save" to save the settings.

Server Name: The name of the FTP server.
Server Address: The IP address or domain name of the FTP.
Upload Path: The directory where files will be uploaded to.
Port: The port of the FTP server.
User Name and Password: The username and password that are used to login to the FTP server.

3. In the event setting interface (like region intrusion, line crossing, etc.), trigger FTP as shown below.



Rule of FTP storage path: /device MAC address/event type/date/time/
For example: a motion detection alarm occurs

FTP file path：\00-18-ae-a8-da-2a\MOTION\2021-01-09\14\

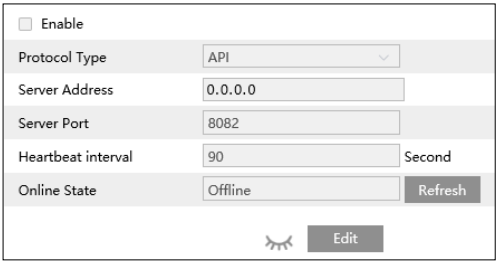
Event name table:

File Name	Event Type
IP	IP Address Change
MOTION	Motion Detection
SENSOR	Sensor Alarm
TRIPWIRE	Line Crossing Detection
PERIMETER	Region Intrusion Detection
AOIENTRY	Region Entrance
AOILEAVE	Region Exiting
PASSLINECOUNT	Target Counting by Line
CDD	Crowd Density Detection
SDFULL	SD Full
SDERROR	SD Error

TXT file content:
device name: xxx mac: device MAC address Event Type time:
For example:
device name: IPC mac: 00-18-ae-a8-da-2a MOTION time: 2021-03-16 12:20:07

3.6.11 HTTP POST

Go to ***Config→Network →HTTP POST*** interface.
Click “Edit” and then check “Enable”, select protocol type and then set the server address (IP address/domain name), server port and heartbeat interval.

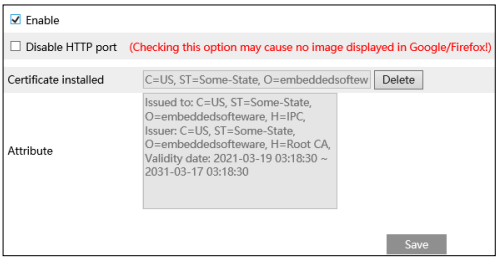


Server address: the IP address/domain name of the third-party platform.
Server port: the server port of the third-party platform.
After the above parameters are set, click “Save” to save the settings. Then the camera

will automatically connect the third-party platform. The online state can be viewed in the above interface. After the camera is successfully connected, it will send the alarm information (HTTP format) to the third-party platform once the smart alarm is triggered. The alarm information includes target tracing coordinates, target features, the captured original/target image (like the captured human picture, motor vehicle picture) and so on.

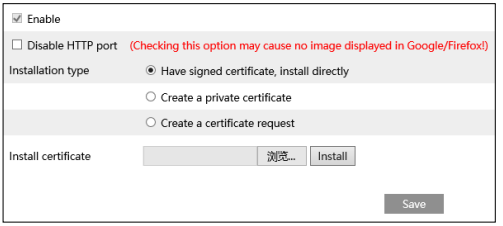
3.6.12 HTTPS

HTTPs provides authentication of the web site and protects user privacy.
Go to ***Config →Network→HTTPS*** as shown below.



There is a certificate installed by default as shown above. Enable this function and save it. Then the camera can be accessed by entering https://IP: https port via the web browser (e.g., https://192.168.226.201:443).

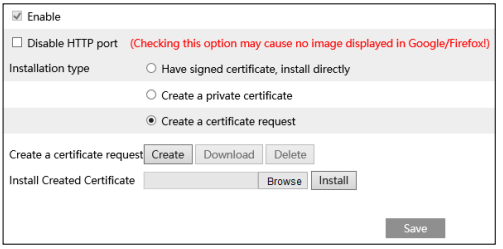
A private certificate can be created if users don't want to use the default one. Click "Delete" to cancel the default certificate. Then the following interface will be displayed.



* If there is a signed certificate, click "Browse" to select it and then click "Install" to install it.
* Click "Create a private certificate" to enter the following creation interface.



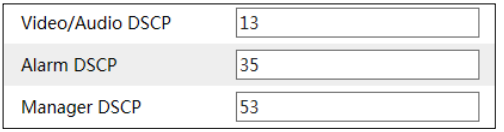
Click "Create" to create a private certificate. Enter the country (only two letters available), domain (camera's IP address/domain), validity date, password, province/state, region and so on. Then click "OK" to save the settings.
* Click "Create a certificate request" to enter the following interface.



Click "Create" to create the certificate request. Then download the certificate request and submit it to the trusted certificate authority for signature. After receiving the signed certificate, import the certificate to the device.

3.6.13 QoS

QoS (Quality of Service) function is used to provide different quality of services for different network applications. With the deficient bandwidth, the router or switch will sort the data streams and transfer them according to their priority to solve the network delay and network congestion by using this function.
Go to ***Config→Network→QoS***.

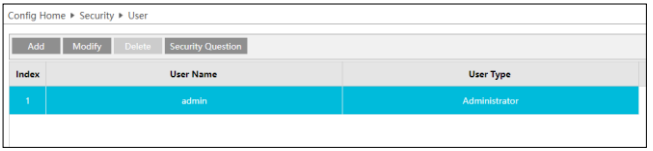


Video/Audio DSCP: The range is from 0 to 63.
Alarm DSCP: The range is from 0 to 63.
Manager DSCP: The range is from 0 to 63.
Generally speaking, the larger the number is, the higher the priority is.

3.7 Security Configuration

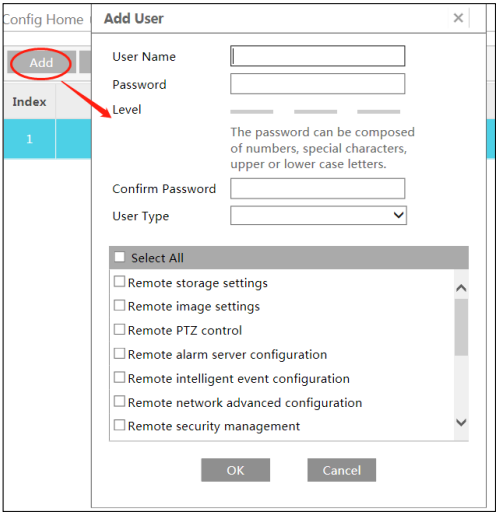
3.7.1 User Configuration

Go to ***Config→Security→User*** interface as shown below.



Add user:

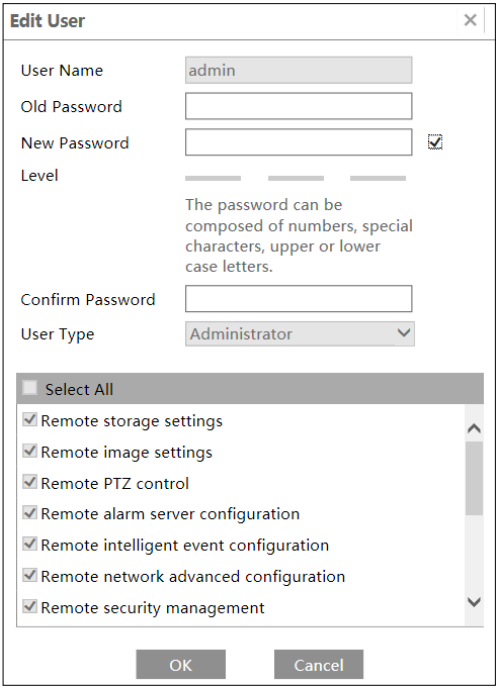
1. Click the “Add” button to pop up the following textbox.



2. Enter user name in the “User Name” textbox.
3. Enter the password in the “Password” and “Confirm Password” textbox. Please set the password according to the requirement of the password security level (Go to ***Config→Security→Security Management→Password Security*** interface to set the security level).
4. Choose the user type and select the desired user permissions.
5. Click the “OK” button and then the newly added user will be displayed in the user list.

Modify user:

1. Select a user to modify password if necessary, in the user configuration list box.
2. The “Edit user” dialog box pops up by clicking the “Modify” button.



3. Enter the old password of the user in the “Old Password” text box.
4. Enter the new password in the “New password” and “Confirm Password” text box.
5. Select the user permissions for advanced or normal user.
6. Click the “OK” button to save the settings.

Delete user:

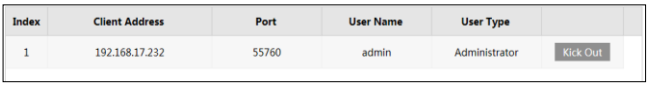
1. Select the user to be deleted in the user configuration list box.
2. Click the “Delete” button to delete the user.

Note: The default administrator account cannot be deleted.

Safety Question Settings: set the questions and answers for admin so as to reset the password after you forget the password.

3.7.2 Online User

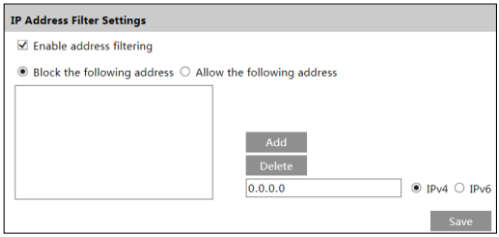
Go to ***Config→Security→Online User*** to view the user who is viewing the live video.



An administrator user can kick out all the other users (including other administrators).

3.7.3 Block and Allow Lists

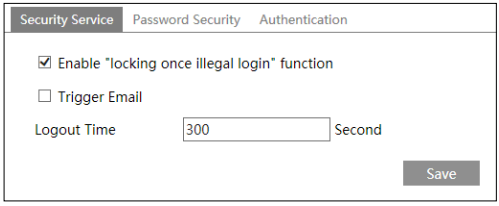
Go to ***Config→Security→Block and Allow Lists*** as shown below.



The setup steps are as follows:
Check the “Enable address filtering” check box.
Select “Block/Allow the following address”, IPv4/IPv6 and then enter IP address in the address box and click the “Add” button.

3.7.4 Security Management

Go to ***Config→Security→Security Management*** as shown below.



In order to prevent against malicious password unlocking, “locking once illegal login” function can be enabled here. If this function is enabled, login failure after trying six times will make the login interface locked. The camera can be logged in again after a half hour or after the camera reboots.
Trigger Email: if enabled, e-mail will be sent when logging in/out or illegal login lock occurs.

- **Password Security**



Please set the password level and expiration time as needed.
Password Level: Weak, Medium or Strong.
Weak level: Numbers, special characters, upper- or lower-case letters can be used. You can choose one of them or any combination of them when setting the password.
Medium Level: 8~16 characters, including at least two of the following categories: numbers, special characters, upper case letters and lower-case letters.
Strong Level: 8~16 characters. Numbers, special characters, upper case letters and lower case letters must be included.
For your account security, it is recommended to set a strong password and change your password regularly.

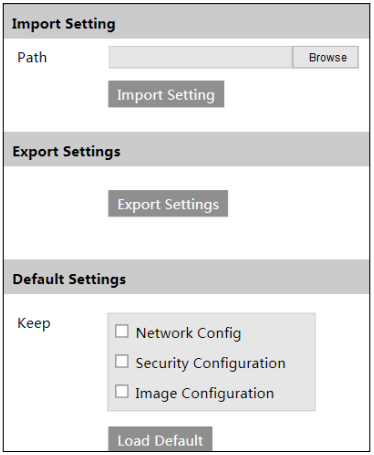
HTTP Authentication: Basic or Token is selectable.



3.8 Maintenance Configuration

3.8.1 Backup and Restore

Go to ***Config→Maintenance→Backup & Restore***.



- **Import & Export Settings**

Configuration settings of the camera can be exported form a camera into another camera.

1. Click “Browse” to select the save path for import or export information on the PC.
2. Click the “Import Setting” or “Export Setting” button.

Note: The login password needs to be entered after clicking the “Import Setting” button.

- **Restore Default Parameters**

Click the “Restore Default Parameters” button and then verify the password to restore all parameters to the default parameters except those you want to keep.

- **Restore Factory Settings**

Click the “Restore Factory Settings” button and then verify the password to restore all system settings to the default factory settings.

3.8.2 Reboot

Go to ***Config→Maintenance→Reboot***.

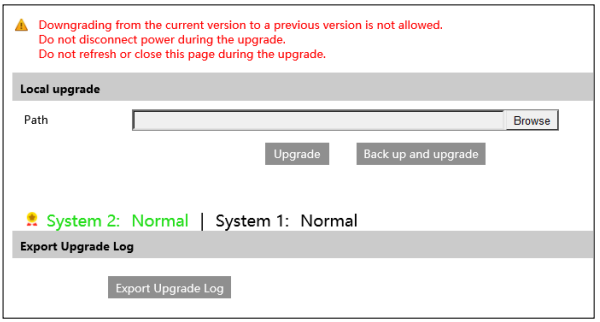
Click the “Reboot” button and then enter the password to reboot the device.

Timed Reboot Setting:

If necessary, the camera can be set up to reboot on a time interval. Enable “Time Settings”, set the date and time, click the “Save” button, and then enter the password to save the settings.

3.8.3 Upgrade

Go to ***Config→Maintenance→Upgrade***. In this interface, the camera firmware can be updated.



1. Click the “Browse” button to select the save path of the upgrade file.
2. Click the “Upgrade” or “Back up and upgrade” button to start upgrading the firmware.
3. Enter the correct password and then the device will restart automatically.

Export Upgrade Log: If upgrade error occurs, the upgrade log can be exported to help the technician to analyze and solve the problem.

IMPORTANT:

1. Do not allow downgrading from the current version to the lower version.
2. Do not refresh/close the browser or disconnect the camera from the network during the upgrade, or it will cause system failure. After the device is successfully upgraded, there are ten minutes of observation. During this observation period, do not upgrade the device again.

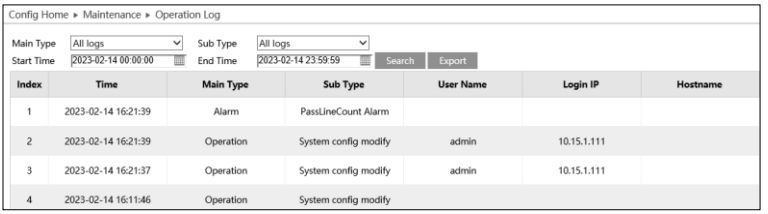
Note:

1. If “Back up and upgrade” is selected, the configuration file will be exported to your local PC before starting upgrading.
2. To decrease the upgrade risk, this series of cameras adopts two systems. After one system is successfully upgraded, the other system will be synchronized. If one system fails caused by power failure or other reasons during the upgrade, the other system will not be affected and the camera still can work normally. You can also upgrade your camera through the normal system.

3.8.4 Operation Log

To query and export log

1. Go to ***Config→Maintenance→Operation Log***.

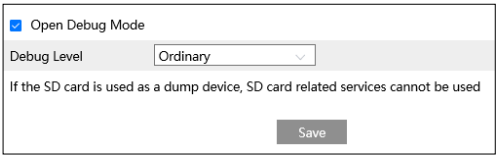


2. Select the main type, sub type, start and end time.
3. Click “Search” to view the operation log.
4. Click “Export” to export the operation log.

3.8.5 Debug Mode

Debug Mode is used to record and collect the required system data, so that the technician can quickly find out and analyze the problem, and help us to improve service.

Before enabling the debug mode, you are advised to consult our technical support.



Note: Once the SD card is used to collect the system data, the SD card will not be used to store snapshots and recorded files. Only when you disable debug mode and format the SD card in the storage interface (Config→System→Storage→ Management) after the device is rebooted, can the SD card be used to store snapshots and recorded files.

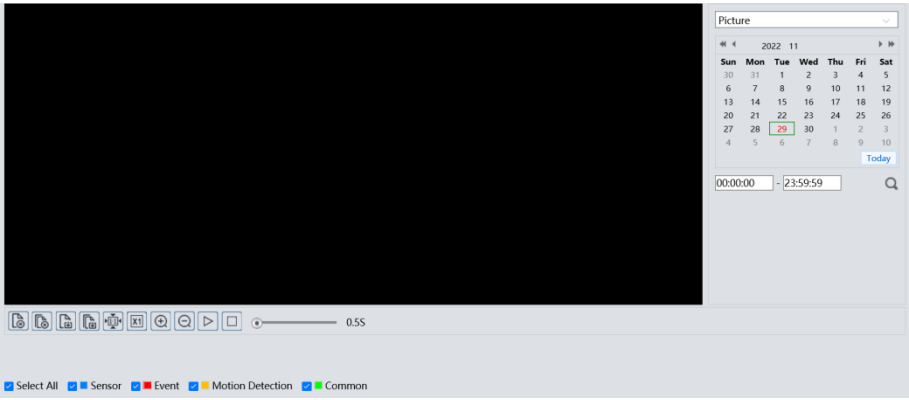
4 Search

4.1 Image Search

Click Search to go to the interface as shown below. Images that are saved on the SD card can be found here.

●SD Card Image Search

1. Choose “Picture”.



2. Set time: Select date and choose the start and end time.
3. Choose the alarm events at the bottom of the interface.
4. Click to search the images.
5. Double click a file name in the list to view the captured photos.



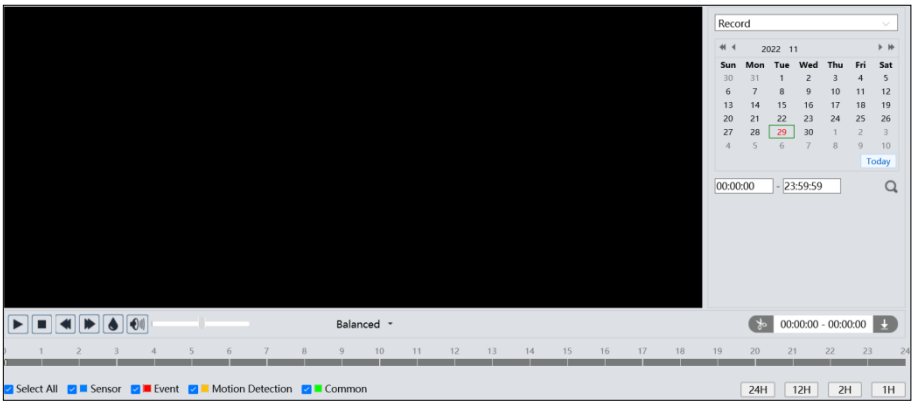
The descriptions of the buttons are shown as follows.

Icon	Description	Icon	Description
	Close: Select an image and click this button to close the image.		Close all: Click this button to close all images.
	Save: Click this button to select the path for saving the image on the PC.		Save all: Click this button to select the path for saving all pictures on the PC.
	Fit size: Click to fit the image on the screen.		Actual size: Click this button to display the actual size of the image.
	Zoom in: Click this button to digitally zoom in.		Zoom out: Click this button to digitally zoom out.
	Slide show play: Click this button to start the slide show mode.		Stop: Click this button to stop the slide show.
	Play speed: Play speed of the slide show.		

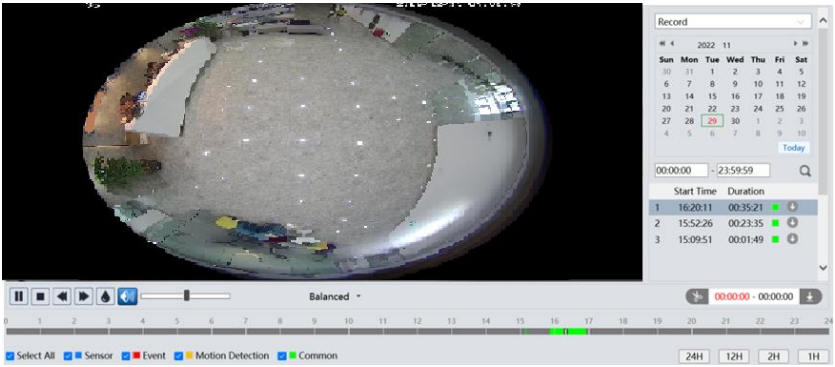
4.2 Video Search

Click Search to go to the interface as shown below. Videos that were recorded on the SD card can be played in this interface.

1. Choose “Record”.
2. Set search time: Select the date and choose the start and end time.
3. Click  to search the images.



4. Select the alarm events at the bottom of the interface.
5. Select mix stream (video and audio stream) or video stream as needed.
6. Double click on a file name in the list to start playback.



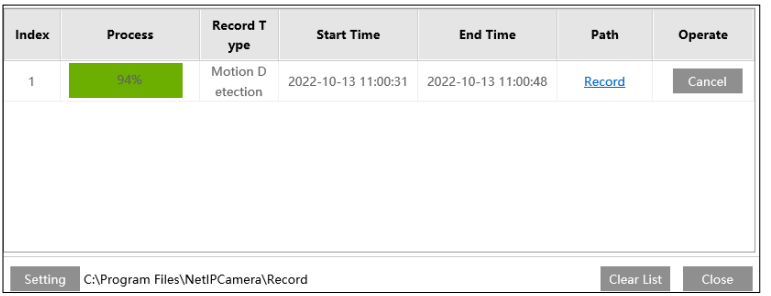
Icon	Description	Icon	Description
	Play button. After pausing the video, click this button to continue playing.		Pause button
	Stop button		Speed down
	Speed up		Watermark display
	Enable / disable audio; drag the slider to adjust the volume after enabling audio.		

Note:  and  cannot be displayed in the above interface via the plug-in free browser.
Additionally, for plug-in free playback, playback mode switch (balanced / real-time / fluent mode) and downloading functions are not supported either.
The time table can be shown in 24H/12H/2H/1H format by clicking the corresponding buttons.

Video clip and downloading

1. Search the video files according to the above-mentioned steps.
2. Select the start time by clicking on the time table.
3. Click  to set the start time and then this button turns blue ().

4. Select the end time by clicking on the time table. Then click  to set the end time.
5. Click  to download the video file in the PC.



Click “Setting” to set the storage directory of the video files.
Click “Open” to play the video.
Click “Clear List” to clear the downloading list.
Click “Close” to close the downloading window.

5 Troubleshooting

1. Q: How to find the password?

A: The password for ***admin*** can be reset through “Edit Safety Question” function. Click “Forget Password” in the login window and then enter the corresponding answer of the selected question in the popup window. After you correctly answer all questions, you can reset the password for ***admin***. If you forget the answer of the question, this way will be invalid, please contact your dealer for help.

B: The passwords of other users can be reset by ***admin***.

2. Q: The devices can’t connect through the Edge browser. Why?

① Network is not connected well. Please check the connection and make sure it is connected well.

② IP is not available. Reset the valid IP.

③ Web port number has been revised: contact administrator to get the correct port number.

④ Exclude the above reasons. Restore the default setting by GV-IP Device Utility.

Note: The default IP: 192.168.0.10，mask number: 255.255.255.0

3. Q: No sound can be heard. Why?

The audio input device is not connected. Please connect and try again.

The audio function is not enabled at the corresponding channel. Please check AUDIO item to enable this function.

4. Q: What to do when the device is unable to start normally when upgrading?

If the device is unable to start normally when upgrading, please rename the files suffixed with .tar as updatepack.tar and copy it to the root directory of SD card. Restart the device and then the device will upgrade automatically from the SD card. After finishing upgrading, the user can search the IP address of IP Cam using GV-IP Device Utility.