

Guard Live

User Manual

V1.03

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About This Manual

Thank you for your purchase. If you have any questions, please do not hesitate to contact your dealer.

Disclaimer




The content in the manual is subject to change without prior notice due to product version upgrades or other reasons.

This manual is for reference only, and all statements, information, and recommendations in this manual are presented without warranty of any kind.

The illustrations and screenshots in this manual are for reference only and may vary depending on the version or model.

Safety Symbols

The symbols in the following table may be found in this manual. Carefully follow the instructions indicated by the symbols to avoid hazardous situations and use the product properly.

Symbol	Description
	NOTE! Indicates useful or supplemental information about the use of product.
	CAUTION! Indicates a situation which, if not avoided, could result in damage, data loss or malfunction to product.
	WARNING! Indicates a hazardous situation which, if not avoided, could result in bodily injury or death.

1 Introduction

The Guard Live app (referred to as app for short) is a mobile application for small and medium-sized AIoT solutions. It has a fresh and simple UI, and provides various easy-to-use features including live view, playback, PTZ control, two-way audio, device sharing, alarm notification, file management. It is suitable for a variety of scenarios such as supermarkets, restaurants, and offices.

2 Function Overview

The app mainly includes the following functions:

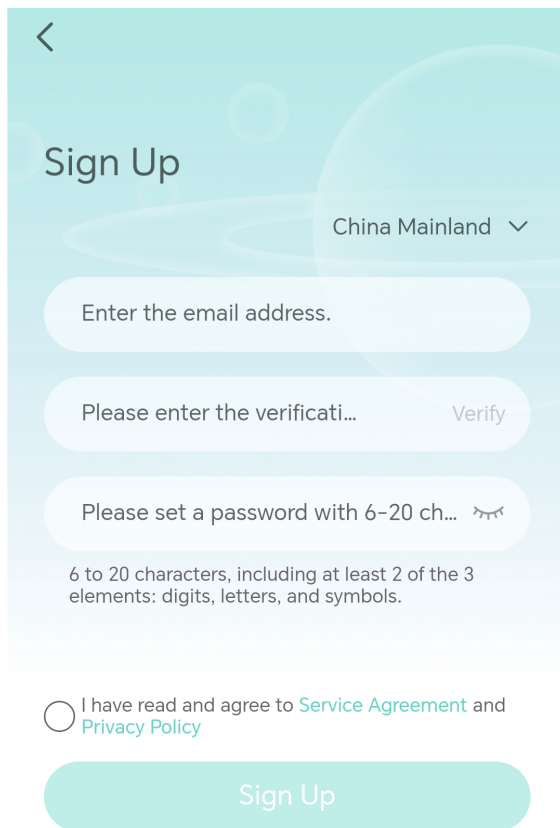
- Device management: share devices, cancel sharing, and transfer devices to other users.
- Cloud account management: sign up using an email address (mobile phone number is also supported in certain regions), edit account information, reset device password, and cancel accounts.
- File management: filter files by device/time/type (image/video), export files to album, and share files through third-party applications.
- Light maintenance: upgrade devices by cloud, export diagnostic information, and test network speed.

3 Sign-up and Login

You can add devices to the app without signup for a cloud account and view live and recorded videos of the added devices. See [Guest Login](#).

Sign-up

1. Tap **Sign Up** to sign up for an account. If you already have an account, log in directly.

A screenshot of a mobile application's 'Sign Up' screen. The background is a light teal color with abstract circular patterns. At the top left is a back arrow icon. The title 'Sign Up' is in a large, dark font. Below it, 'China Mainland' is displayed with a dropdown arrow. There are three input fields: the first is for an email address, the second is for a verification code with a 'Verify' button to its right, and the third is for a password with a toggle icon. Below the password field is a note about password requirements. At the bottom, there is a checkbox for agreeing to terms and a large teal 'Sign Up' button.


<

Sign Up

China Mainland ▾

Enter the email address.

Please enter the verificati... **Verify**

Please set a password with 6-20 ch... 

6 to 20 characters, including at least 2 of the 3 elements: digits, letters, and symbols.

☐ I have read and agree to [Service Agreement](#) and [Privacy Policy](#)

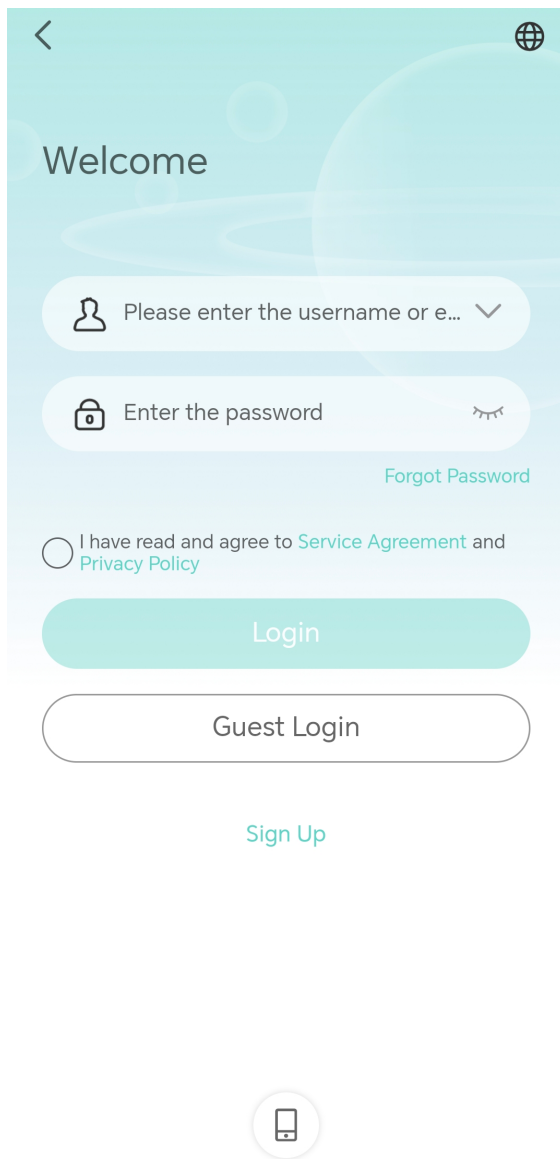
Sign Up



2. Read and accept the service agreement and privacy policy.
3. Enter your email address (mobile phone number is also supported in certain regions), and then tap **Verify**.
4. Enter the code you received and set the login password.
5. Tap **OK** to finish the sign-up.

Password Login

1. Enter your username/email address and password.



Note:

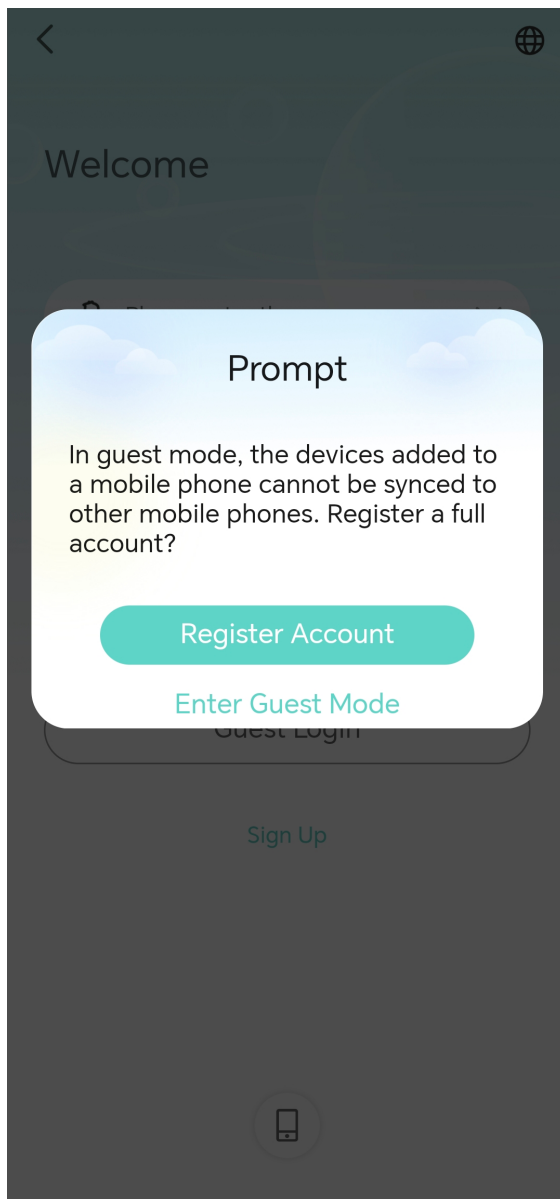
If you forget your password, tap **Forgot Password**. A verification code will be sent to the email address (mobile phone number is also supported in certain regions) bound to your account.

2. Read and accept the service agreement and privacy policy.
3. Tap **Login** to log in to the app.

Guest Login

Guest mode is intended for quick and temporary use, such as trials, testing, and troubleshooting.

1. Read and accept the service agreement and privacy policy.
2. Tap **Guest Mode** and follow the on-screen instructions to enter the guest mode.



Note:

- Each device can be bound to only one guest account at a time. If a device is not needed, please unbind it with your guest account before uninstalling the app; otherwise, you may have trouble binding the device again.
- For better use and management of the device, it is recommended to upgrade to a full account. After a successful upgrade, the devices under your guest account will be automatically synced to your full account.

4 Team Management

The app allows you to manage users and devices in teams.

A user can belong to multiple teams, including a default team, teams they have created, and teams they have been invited to join.

After logged in with an account or as a guest, the Guard Live/Message/Application screen will display the relevant information of the default team.

4.1 Create Team

An account can create up to 4 teams. The total number of teams (default, created, invited) cannot exceed 10.

1. Tap on the team name in the upper-left corner of the Guard Live/Message/Application screen. Tap **Add Team**.

< Create Team


* Team Name Please enter

* Team Type Enterprise >

* Team Time Zone >

OK

2. Set the team name, team type, and time zone.

 **Note:** The team type cannot be changed once saved. Please choose carefully.

3. Tap **OK**.

4.2 Edit Team

You can modify the name of teams you have created.


1. Tap on the team name in the upper-left corner of the Guard Live/Message/Application screen. Tap **Team Configuration**.
2. Tap on the team name you want to edit in the list.

< Team list

cdapdns's Team

ggggggg

dfgdfg

3. Tap  next to **Team Name**.

< Team Info

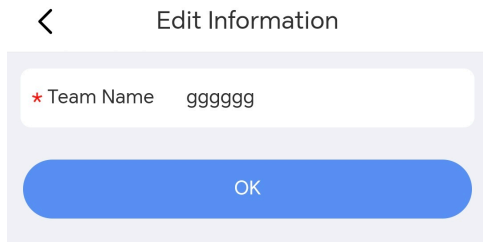
Team Name ggggggg >

Team Type Enterprise

Team Time Zone America/Adak

Remove Team

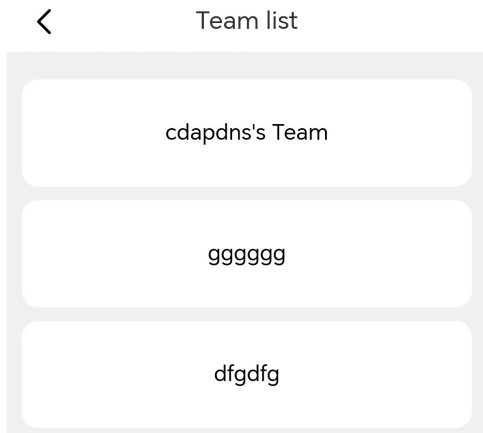
4. Enter the new team name and tap **OK**.



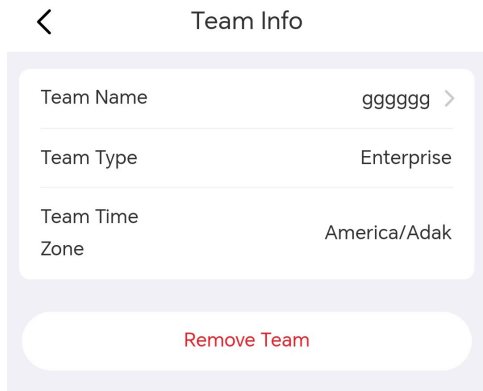
4.3 Remove Team

You can remove teams you have created. Teams that contain devices cannot be removed.

1. Tap on the team name in the upper-left corner of the Guard Live/Message/Application screen. Tap **Team Configuration**.
2. Tap on the team name you want to remove in the list.



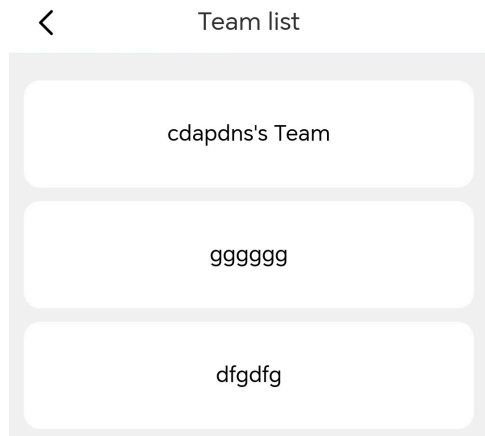
3. Tap **Remove Team** and complete the verification.



4.4 Leave Team

You can only leave teams that you have been invited to join.

1. Tap on the team name in the upper-left corner of the Guard Live/Message/Application screen. Tap **Team Configuration**.
2. Tap on the team name you want to leave in the list.

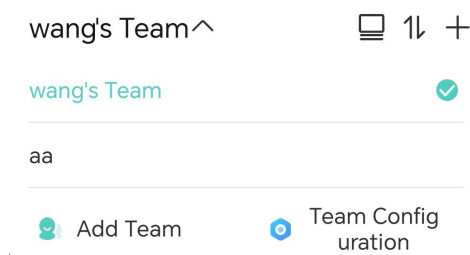


3. Tap **Leave Team** and confirm the operation.

4.5 Switch Team

After login, the relevant information of the default team displays.

You can switch teams in the upper-left corner of the Guard Live/Message/Application screen.



5 Device Management

Go to the Guard Live screen. Choose a team for configuration in the upper-left corner of the screen.

5.1 Add Device

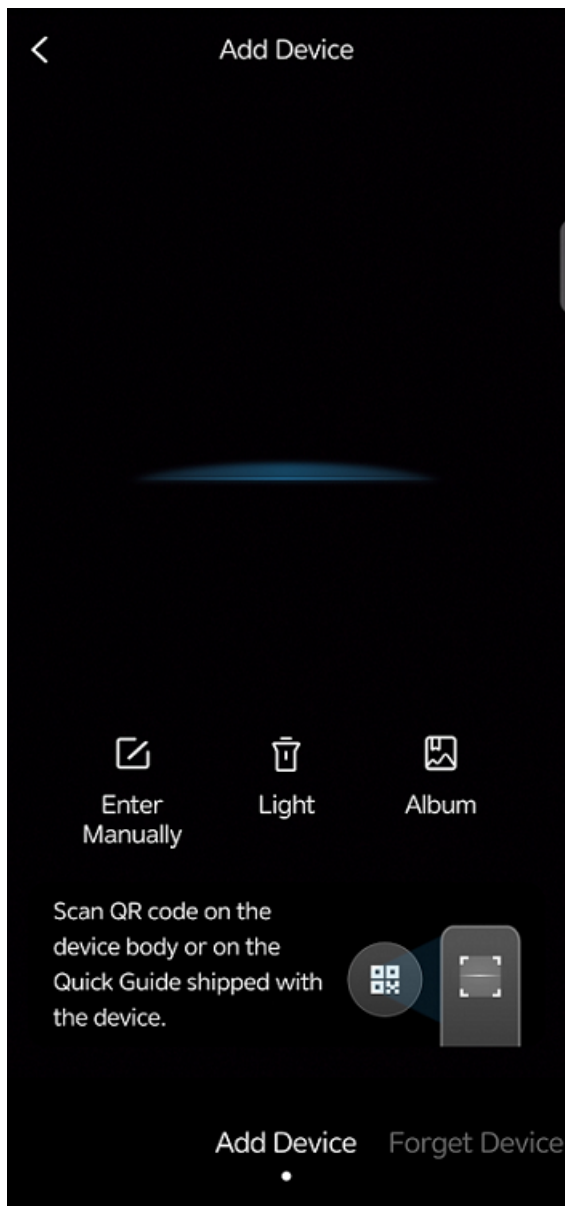
Add IP cameras, NVRs, access control devices, doorbells, and manage the added devices on the app.





Note:

You may add devices without a cloud account. See [Add Device Without Sign-up](#).

1. Tap **+** in the top right corner of the home screen. The page as shown below appears.



2. Scan the QR code on the device body or the quick guide; alternatively, scan a local image or enter the device's register code manually:

- To scan a local image, tap  to open your album and choose the photo to scan.
- To enter the device register code manually, tap .



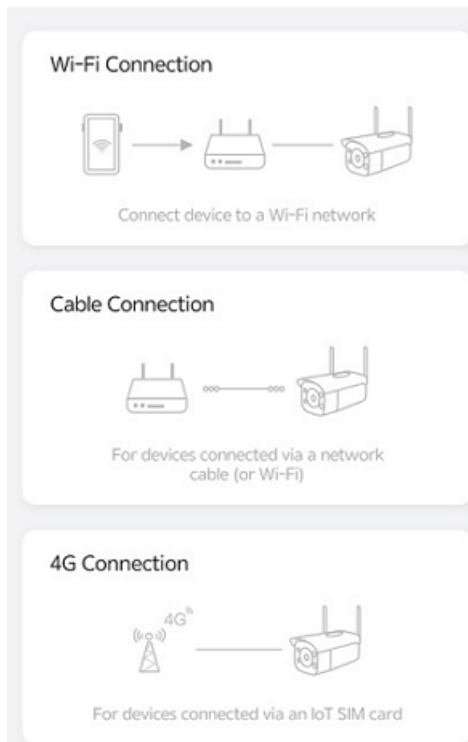
Note:

Tap **Light** to turn on the flashlight if it is too dark.

3. Choose a networking mode for the device.



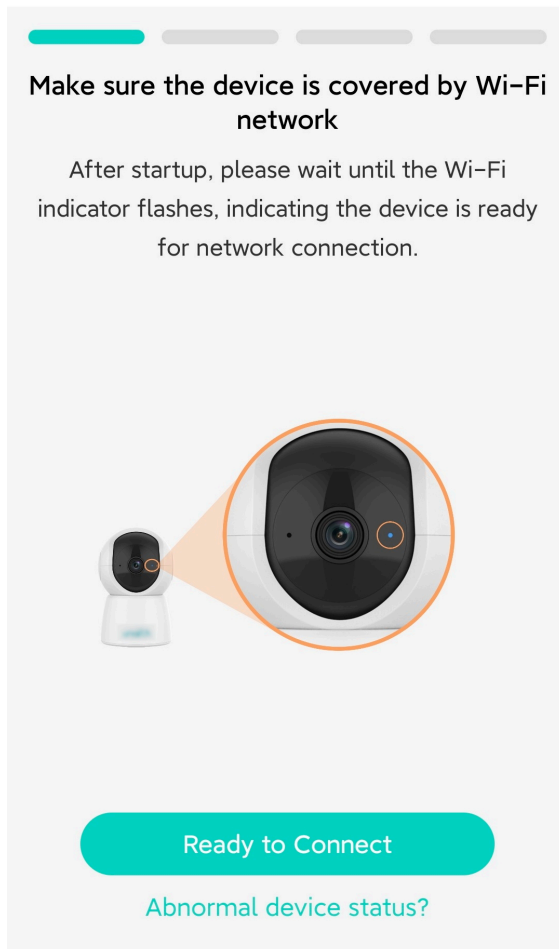
Add Device




- Wi-Fi connection: Please place the device in the Wi-Fi environment and enable Bluetooth on your mobile phone, and then follow the on-screen instructions to add the device.



Prepare



 **Note:** Bluetooth on your mobile phone is used to search and connect to devices, and can also connect devices to network.

- Cable connection/4G connection: Set the device name, and then tap **OK**.

5.2 Device Operations

You can perform the following operations on the **Guard Live** screen.

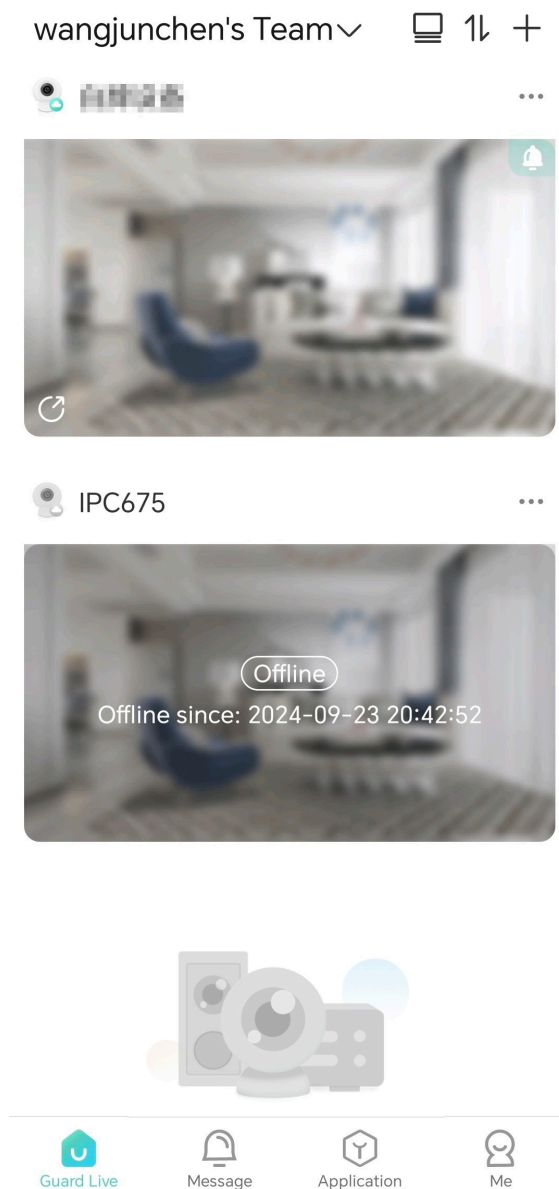

























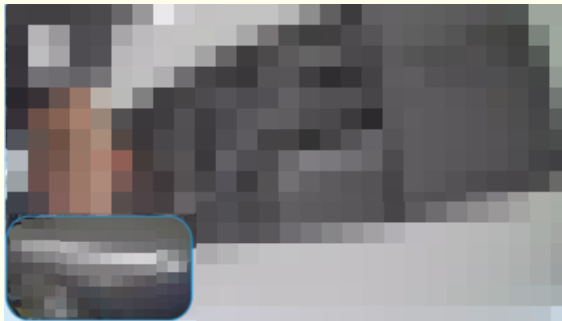
Table 5-1: Device Operations

Icon	Function	Description
	Switch Display	Switch the display of the device list. <ul style="list-style-type: none"> : List mode. : Grid mode.
	Sort Devices	Press and hold the button behind a device and then drag up or down to rearrange its order in the list.
	Sleep Mode	Tap  under the device name to enable the sleep mode. When enabled, live view will not be available.
	Wi-Fi Display	Displays the device's Wi-Fi strength.

Icon	Function	Description
	4G Display	Displays the device's 4G strength.
	Multi-Window Preview	<p>Tap  to view all channels under the device.</p> <ul style="list-style-type: none"> • Play/Pause: Tap  in the upper right corner to play all channels' live videos. Tap again to pause. • Switch display: Tap  to switch the display of the device list. • View live video: Tap on a channel to start live video in the live view window.
	More Operations	<ul style="list-style-type: none"> • Delete device: Tap  to delete the device. • Share device: Tap  to enter the Add Sharing screen to share camera permissions with other users. Please refer to Sharing Management. • Configure device: Tap  to enter the Device Configuration screen to configure device parameters.
	Arming/Disarming	<ul style="list-style-type: none"> • Arming: Tap  to enable sound and light linkage and alarm notification. • Disarming: Tap  to disable sound and light linkage and alarm notification.
	SD Card Status	<ul style="list-style-type: none"> •  : No SD card. •  : Abnormal SD card.

 **Note:** For certain dual-channel IPC models, the live view images of both channels are displayed in the device list.

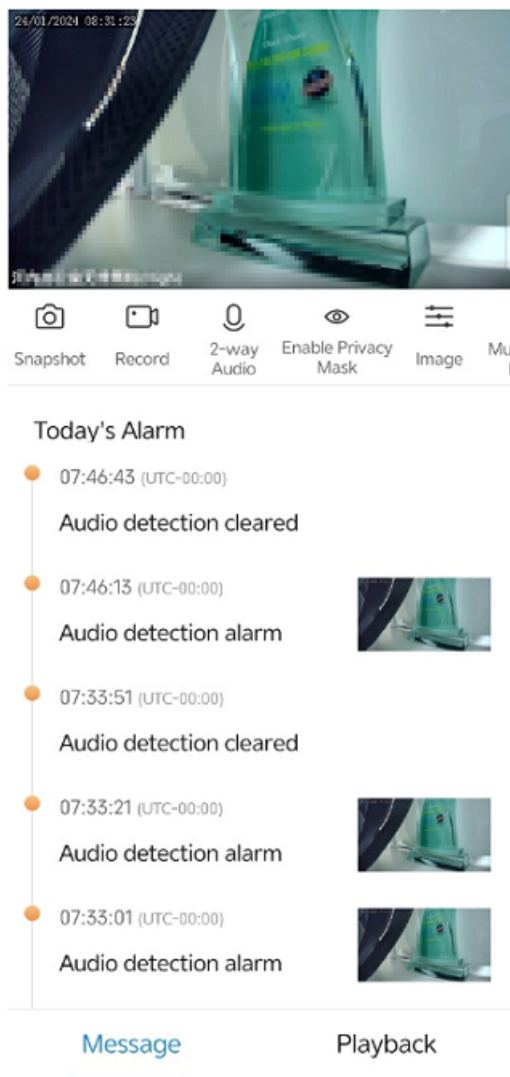
One is displayed in normal proportion, while the other is scaled down and overlaid in the lower left corner.




6 Video


6.1 Live View










Tap a window to view live video and adjust image settings as needed.





 **Note:** For certain dual-channel IPC models, the layout of the Live View screens may vary. Please refer to the actual screen for details.


Floating Toolbar











 **Note:** For certain dual-channel IPC models, only the following functions are supported: pause/resume, mute/unmute, and image quality adjustment.












Icon/Gesture	Function	Description
	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
	Mute/Unmute	Sound is muted by default. Tap  to turn on the speaker, tap again to mute the sound.
	Window Layout	You may choose to display 6, 9, 12, or 16 windows. Choose a window layout according to the number of connected cameras. If there are more cameras than windows, swipe left or right to view the next screen.
	Video Quality	Tap to switch image quality, including high, medium, and low.
	Full Screen	Tap  in the bottom right corner to play video in full screen. Tap  in the top left corner to exit full screen.
	Share Device	Tap to enter the Add Sharing screen to share camera permissions with other users. Please refer to Sharing Management .

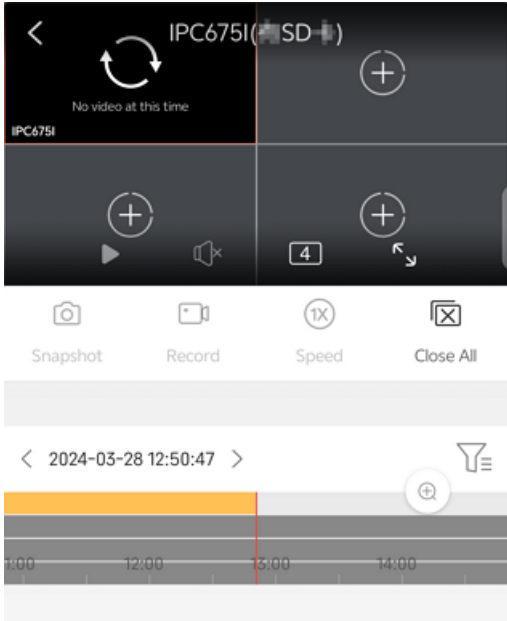


Icon/Gesture	Function	Description
	Device Configuration	Tap to enter the Device Configuration screen to configure device parameters.
	Corridor Mode	Tap to vertically magnify the image to full screen. This mode is suitable for narrow scenarios and requires you to enable rotation in Image Rotation .
Pinch to Zoom	Zoom in/out Image	Pinch in/out with two fingers to zoom out/in on the image.
Double Tap with One Finger	Restore Image/ Enable Multi-Window	<ul style="list-style-type: none"> When zoomed in, double-tap with one finger to restore the image to original. When not zoomed in, double-tap with one finger to play live videos of multiple channels in multiple windows.

Toolbar

 **Note:** For certain dual-channel models of IPCs, only the following functions are supported: snapshot, recording, two-way audio, PTZ control (for PT lens only), and enable/disable sleep mode.

Icon	Function	Description
	Snapshot	Tap to capture the image and save it to the album on your mobile phone.
	Record	Tap to start video recording, tap again to stop recording.
	2-way Audio	Tap to start audio intercom with the device.
	Sleep Mode	When enabled, live view is not available.
	Multiple Windows	<p>Tap Multiple Windows, select the desired online devices, and then tap Play to start live video from the cameras. In multi-window preview, you can</p> <ul style="list-style-type: none"> Pause/resume: Tap  in the top right corner to pause video, tap again to resume. Switch view: Tap  in the top right corner to switch layout. View details: Tap an image to view the live video of the camera.
	PTZ	<ul style="list-style-type: none"> PTZ (for PTZ cameras only): Tap PTZ to open the PTZ control panel, and then press and hold the arrows to rotate the camera.  <ul style="list-style-type: none"> Rotate camera: Press the arrows to rotate the camera. Zoom : Tap + or - to adjust zoom. Focus: Tap + or - to adjust focus. Add preset: Tap , enter a name for the preset in the pop-up box, and then tap OK. Manage presets: <ul style="list-style-type: none"> Go to a preset: Tap Preset. On the pop-up preset list, choose the desired preset, and then tap Go to Preset. The camera will rotate to the specified preset.

Icon	Function	Description
		<ul style="list-style-type: none"> Manage presets: Tap Preset, tap  on the right, tap the preset to delete, and then tap  to delete the preset. Tapping  in the top right will select all the existing presets. Tapping  in the top left will exit the edit status. Patrol: The camera can go to the configured preset positions one by one in order within the set patrol time. The length of time that the camera stays at a preset is configurable. <div> <div>Enable Patrol </div> <div>Patrol Time</div> <div> <div> All Day </div> <div>  Custom 00:00-23:59 <div> 1.No option selected means that none or multiple time periods are configured on the device. 2.The settings on the APP will overwrite the settings on the device. </div> </div> </div> <div> <div>Preset Pause Time(s)</div> <div> Preset Pause Time range of the current device120-1800s <div>120 ></div> </div> </div> <ol style="list-style-type: none"> Tap  to enable or disable patrol. When enabled, the camera will patrol in accordance with the preset order, patrol time, and stay time. Set a patrol time, which can be all-day or a specific time period. Only within the patrol time will the camera conduct patrol. Preset Pause Time(s): Set the length of time that the camera will stay at a preset before going to the next. </div>
	Image settings	<ul style="list-style-type: none"> Tap Image to adjust image settings. Tapping the restore button in the bottom right corner will restore the default image settings. Brightness: Adjust the level of lightness and darkness of the image. Saturation: Adjust the intensity and purity of colors in the image. Contrast: Adjust the ratio of brightness between the brightest and darkest at the same point on the screen. Sharpness: Adjust image clarity and sharpness of image edges. 2D NR: A noise reduction technique applied within each frame of image. The technique involves averaging the values of a pixel with its surrounding pixels to reduce noise. However, this process may lead to some loss of details in the image. 3D NR: A noise reduction technique applied between frames of image. By comparing adjacent frames, it identifies the positions of noise pixels and applies control to reduce the impact, resulting in a cleaner and more detailed image display. Image Rotation: Mirror the image, including normal, vertical, horizontal, 180°, 90° clockwise, and 90° anti-clockwise.
	Multi-Window Playback	Play recordings synchronously.

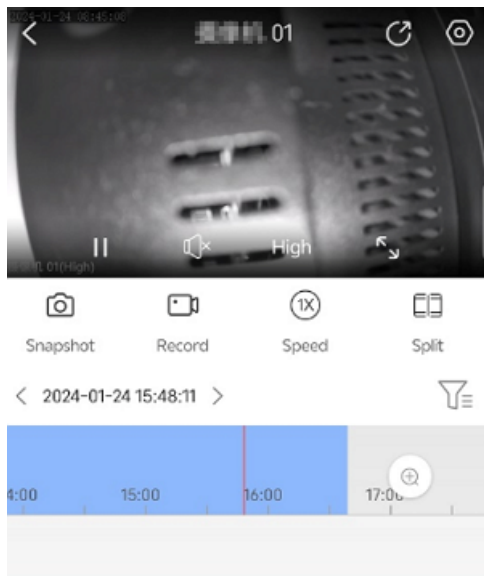
Icon	Function	Description
		 <ol style="list-style-type: none"> 1. On the Multi-Window Playback screen, the first window will play the recording of the current camera (if exists). 2. Tap  to select a device. 3. Tap Play to start playback. 4. Slide on the timeline to specify a time point, and the windows above will play the recordings at that time.
	Alarm Output	When enabled, if the device reports an alarm, the connected external alarm output device will also report an alarm.

Other Operations








- Alarm: In the **Today's Alarm** area, swipe up or down to view alarms triggered by the camera today.
- Playback: Tap **Playback** to play recordings. See [Playback](#).

6.2 Playback





On the **Live View** screen, tap the **Playback** tab to search and play recordings of the device.

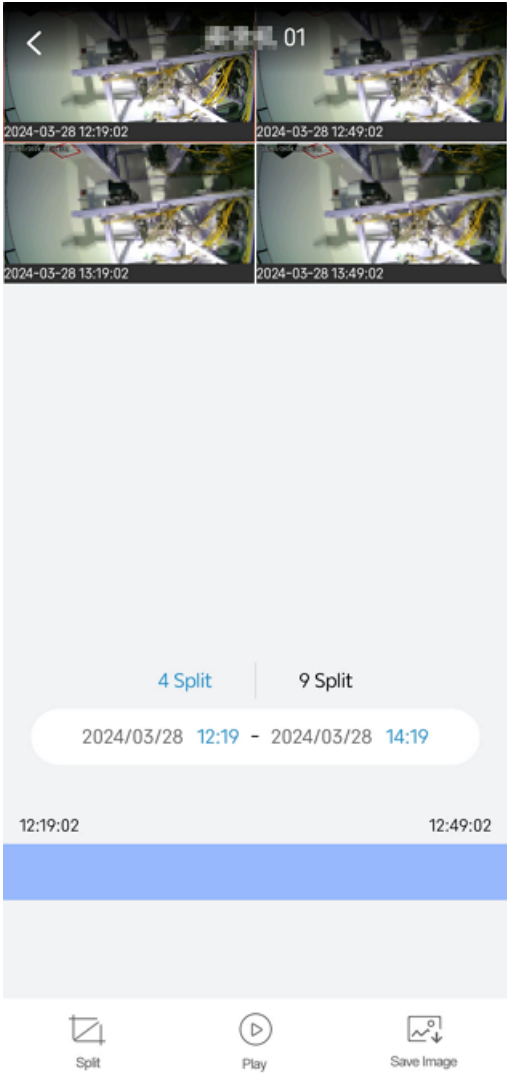



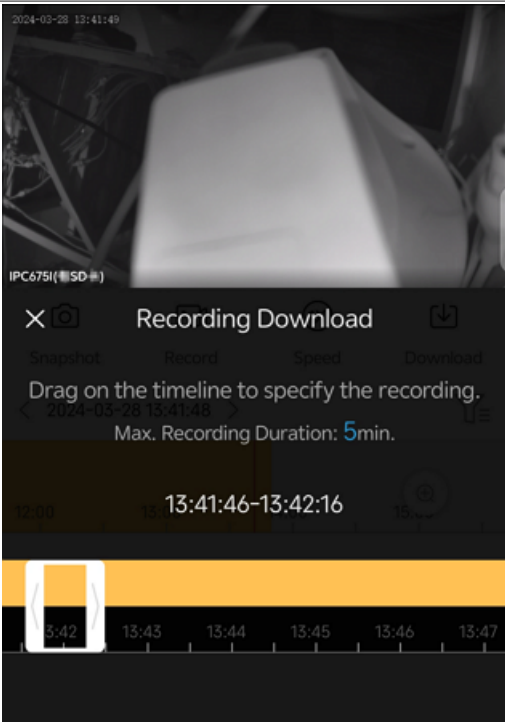


Floating Toolbar

Icon/Gesture	Function	Description
	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
	Mute/Unmute	Sound is muted by default. Tap  to turn on the speaker, tap again to mute the sound.
	Video Quality	Tap to switch image quality, including high and low.
	Full Screen	Tap to play video in full screen. Tap  in the top left corner to exit full screen.
	Device Configuration	Tap to enter the Device Configuration screen to configure device parameters.
Pinch to Zoom	Zoom In/Out Image	Pinch in/out with two fingers to zoom out/in the image.

Toolbar


Icon	Function	Description
	Snapshot	Tap to capture the image and save it to the album on your mobile phone.
	Record	Tap to start video recording, tap again to stop recording.
	Playback Speed	You can play at a fast speed to quickly review the video and find the key events, or play slowly to examine the details.
	Split Search	Split the recordings of the selected time period to quickly locate the event/target in a long video.

Icon	Function	Description
		<div></div> <ol style="list-style-type: none">1. Select 4 Split or 9 Split.2. Specify a time period for recording playback.3. Tap Split to divide the selected recording equally into 4/9 parts.4. Specify a time range for playback, and then tap Play to play the corresponding recordings on the screen.
	Recording Download	Save recordings to the album.

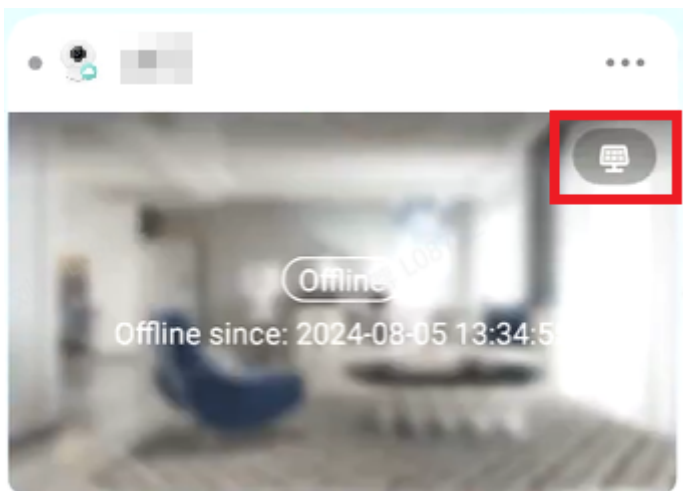
Icon	Function	Description
		 <ol style="list-style-type: none"> 1. Specify a recording of no more than 5 minutes by dragging on the timeline. 2. Tap Download to download the recording.
	Recording Type	Choose the recording type, including Motion Detection, VCA, Alarm and Normal.
	Scale Timeline	Zoom in or zoom out on the timeline.

7 Device Configuration

Use the app to configure parameters of devices, including cameras, NVRs (including cameras connected to the NVR), access control devices, and doorbells.

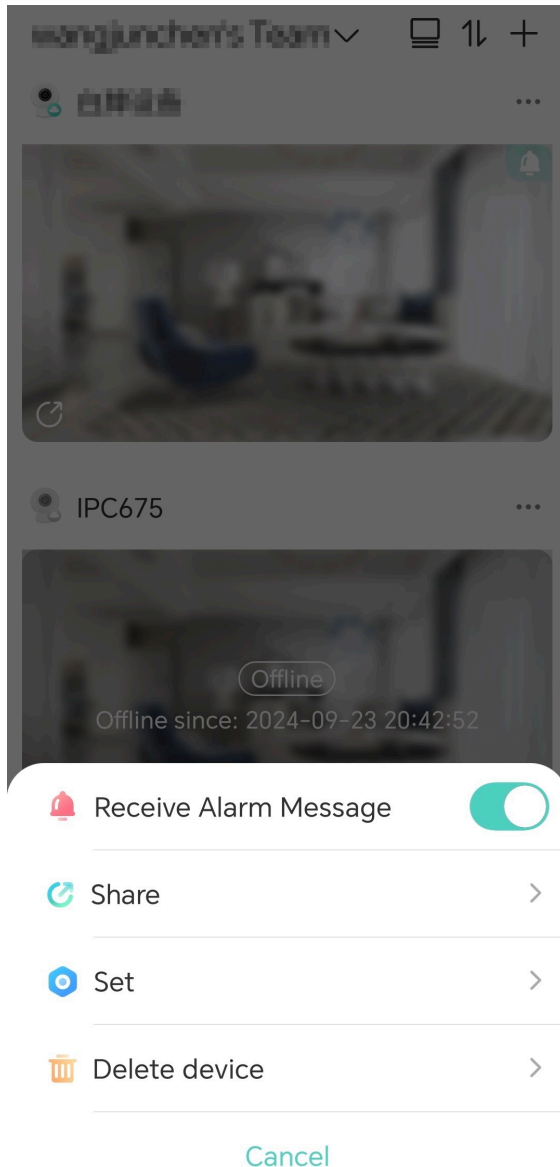
 **Note:** The UI display may vary depending on the device type. The following example is for reference only.


If the solar device has been physically connected to the camera via a network cable, a solar device icon will appear on the upper-right corner of the device information in the project details screen. You can also view details and configure settings in **...** > **Set** > **Device Info** > **Solar Config**.



Follow the steps below to access device configuration:

- On the home screen, tap **...** behind the device name, and then choose **Set**.



- On the **Live View** page, tap  in the top right corner.


7.1 Basic Information

View the device's serial number and model, set the device name, time, password, send the mobile phone's geolocation information to the device, and restart the device.

7.1.1 Edit Device Information



View device serial number and model, modify basic information (device name, lens name, and password), upgrade device version, send location of the mobile phone to the device, and restart the device.

- On the **Settings** page, tap the device name. The **Basic Info** page appears.

 **Note:** Supported functions may vary with device models. Please refer to the actual screen for details.

- Configure device information as needed.



- To change the device name: Tap the device name, input the new name, and then tap .
- To rename the lens (for certain dual-channel IPC models only): Set the names for the fixed lens and PT lens, which will be displayed in the live view image.
- To change the access protocol (available to certain models only): Tap the access protocol, choose the desired protocol, and then tap .
- To upgrade the device version: Tap the current version, and then check if the current version is the latest. If it is not, you can tap **Upgrade** to upgrade the device version.
- To change the device password: Tap **Change Password**, input the new and old passwords, and then tap **OK**.
- To restart the device: Tap **Restart**, and then confirm.
- To delete the device: Tap **Delete Device**, and then confirm.

7.1.2 Transfer Device

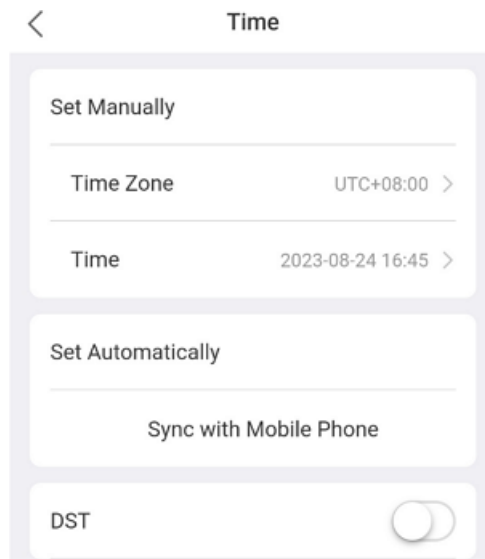
You can transfer your devices to someone else. You will have no access to your devices after the transfer is complete.

1. On the **Basic Info** page, tap **Transfer Device**. The **Transfer Device** page appears. A verification code will be sent to the mobile phone or email address linked with the device.
2. Enter the verification code you received, tap **Next**. Input the account information of the user who will receive the device, and then complete the verification to finish the transfer.

7.2 Time Configuration

Configure the time zone and time of the device. You can set manually or have them synchronized with those of your mobile phone.

1. On the **Settings** page, tap **Time**.

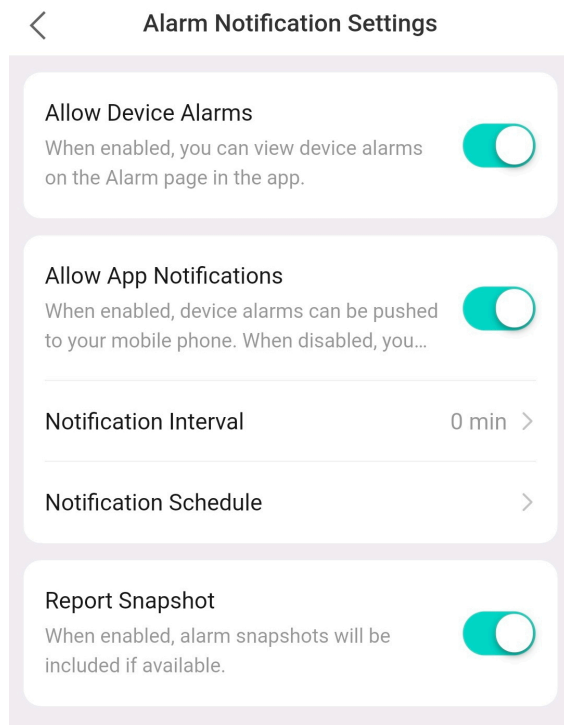



2. Choose a way to set the time zone and time:

- Set manually: Tap **Time Zone** or **Time**, set the time zone or time accordingly, and then tap **OK**.
- Set automatically: Tap **Sync with Mobile Phone**. The time zone and time settings will be synchronized with those of your mobile phone.

7.3 Allow Alarm Notifications



Enable or disable alarm notification.





- Tap  behind **Receive Alarm Message** to enable or disable alarm notification. After enabling this setting, you also need to enable notification for the app in your mobile phone's system; otherwise, your mobile phone will not receive real-time alarm messages.



Note:

You may also enable alarm notification by tapping  behind the device and then tapping  for **Receive Alarm Message**.

- Tap  behind **Allow App Notifications**, configure the notification interval and notification schedule, device alarms can be pushed to your mobile phone during the configured push time.

- Tap  behind **Report Snapshot**, if the device supports reporting alarms that include alarm snapshots, the alarm snapshots can be attached to the alarm information for reporting.

7.4 Share Device

You can share cameras with other users and set permissions the users will be allowed when using the shared camera. Permissions include live view, PTZ control, two-way audio, alarm message, playback, and device configuration. Please refer to [Sharing Management](#).

7.5 Alarm Settings

Set alarm sound, disarming, alarm parameters, and detection functions, etc.

7.5.1 Alarm Detection

- The supported detection functions may differ.
- For certain device models, there is a **Smart Protection** module where functions such as motion detection and human body detection are reintegrated for unified management. Enable **Smart Protection** to configure parameters for detection functions.

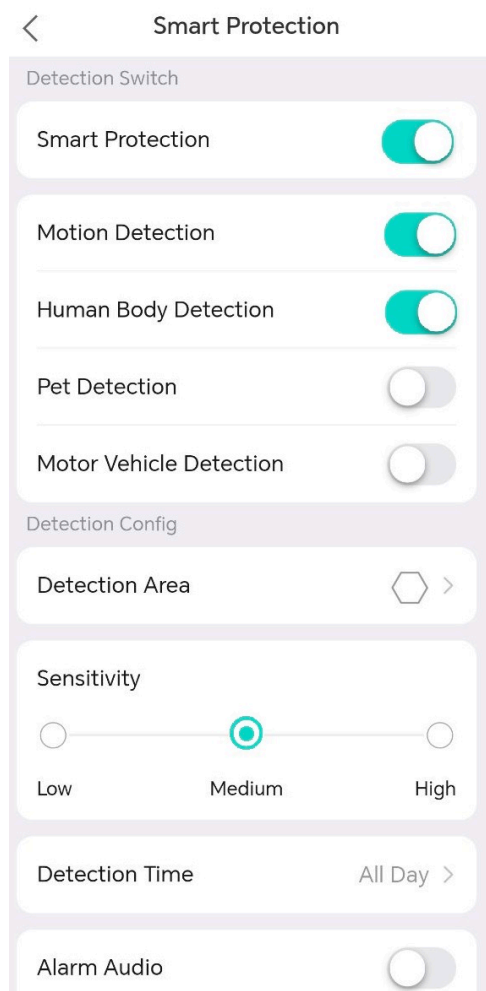


Note:

- In this module, parameters such as detection area, sensitivity, and detection time are configured uniformly and apply to all detection functions within the module.
- For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)

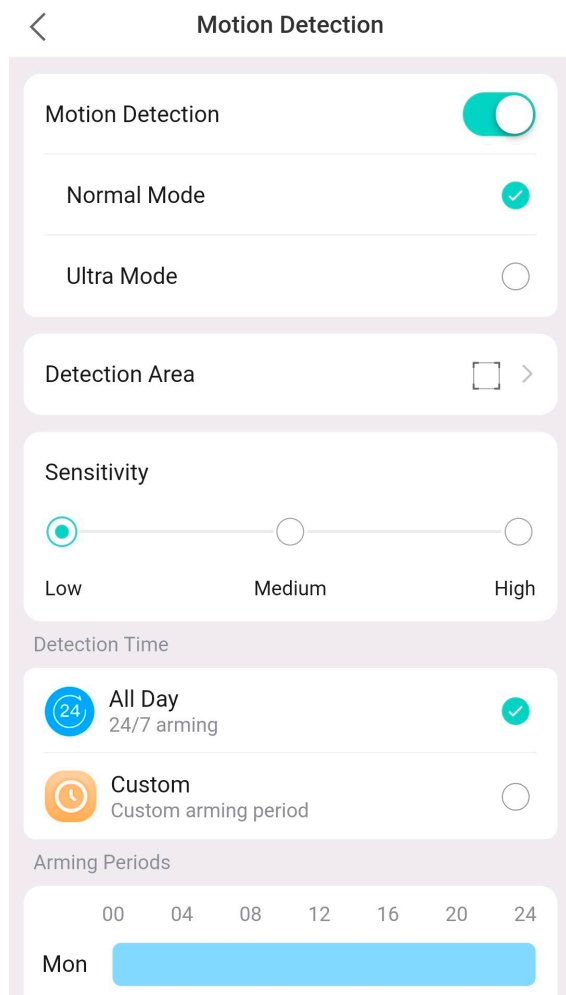
Fixed Lens

PT Lens




7.5.1.1 Motion Detection

Motion detection detects motion of objects within a specified area during a specified period based on the sensitivity level set by the user.

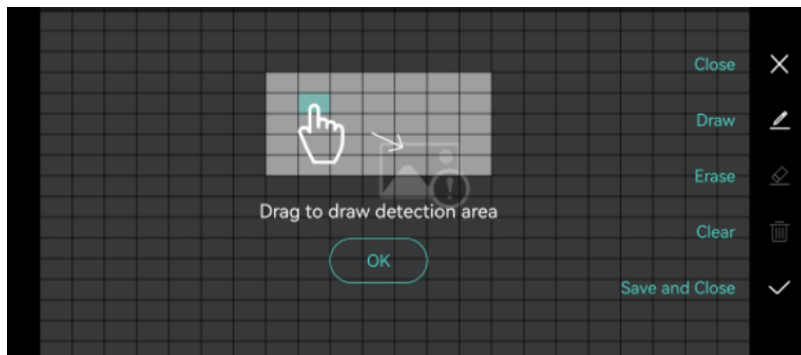





See the descriptions below:




 **Note:** For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)



- Detection area: Draw the detection area.



- Draw area: By default, the entire screen is the detection area. Tap , and then tap or drag on the screen to erase detection areas; tap , and then drag on the screen to draw detection areas. After you complete the drawing, tap  to save the area.

- Redraw area: Tap  to clear the existing area, and then tap  to redraw one. Tap  when you complete.
- Sensitivity: Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
- Alarm snapshot: When enabled, an alarm image will be attached to a motion detection alarm.
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.



Note:

IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.

- Snapshot object: Choose an object type, including motor vehicle, pedestrian or pet.
- Alarm sound: Enable or disable sound alarm. After enabling alarm sound, you need to choose a linkage mode and a specific alarm sound that will be played when an alarm is triggered.
 - Linkage mode: Choose day/night mode or custom mode. Day/night mode: Choose day or night mode. The camera will generate alarm sound when an alarm occurs within the specified time period. Custom mode: You can set a time period. The camera will generate alarm sound when an alarm occurs within the specified time period.
 - Alarm sound: Tap and then choose an alarm sound from the list. You can choose an alarm sound provided by the system or an alarm sound that you have customized.
- Flashing light: Enable or disable flashing light. Choose a linkage mode after enabling flashing light. For linkage mode descriptions, see [Alarm Sound](#).



Note:

The configuration completed in the app will overwrite the configuration on the device.

7.5.1.2 Human Body Detection

Human body detection detects people entering a specified area on the live video image.

Human Body Detection

Detection Area

Sensitivity

LowMediumHigh

Alarm Sound

Detection Time

24

All Day

24/7 arming

Custom

Custom arming period

Arming Periods

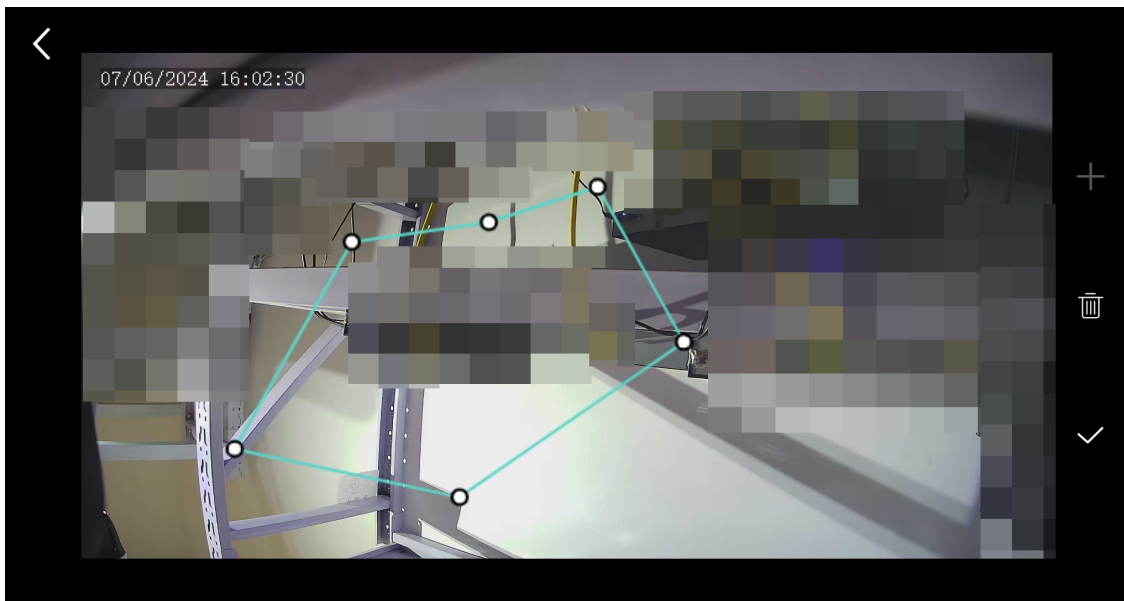
00040812162024






Mon

Tue

See the descriptions below:

- Detection area: Draw the detection area.



- Draw area: Tap  on the right side. A hexagon appears on the screen. Drag a vertex to change the shape and size. When you complete the drawing, tap  to save the area.
- Redraw area: Tap  on the right side to clear the existing area, and then tap  to redraw one. When you complete the drawing, tap .

- **Sensitivity:** Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
- **Detection Time:** It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.



Note:

IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.

- **Arming schedule:** Includes alarm sound and flashing light. After enabling alarm sound, you can choose a default system alarm sound or a custom alarm sound.
- **PIR sensitivity:** PIR devices can be activated to detect the presence of human body by sensing IR radiation from human body or other objects.

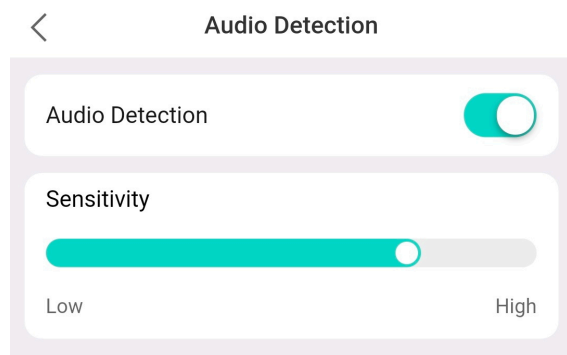


Note:

The higher the sensitivity, the farther the detection distance and the smaller the detectable targets.

7.5.1.3 Audio Detection

Audio detection detects sound within the specified area. After enabling audio detection, you need to set and adjust detection sensitivity based on actual requirements and testing. A higher sensitivity level will result in easier sound detection.




7.5.1.4 Intrusion Detection

Intrusion detection triggers an alarm when it detects an object entering the specified area in the live video and staying within the area for a certain length of time.

<
Intrusion Detection

Intrusion Detection
☒

Detection Area
 >

Sensitivity

☐
☒
☐

Low
Medium
High

Stay Time (s)
1 >






Snapshot Object

Motor Vehicle
☒

Non-Motor Vehicle
☒

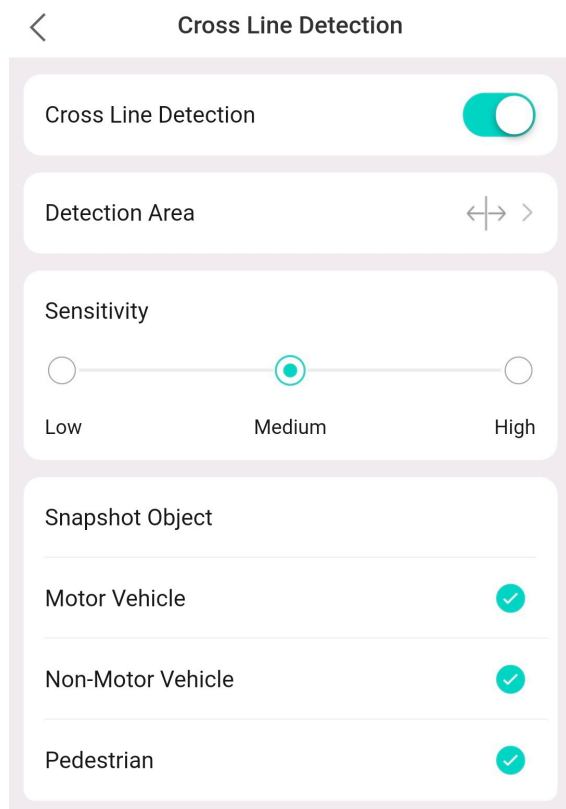
Pedestrian
☒

The parameters are described below.

- Draw Area: Tap to draw the detection area.
 - Draw an area: Tap  on the right side. A hexagon appears on the screen. Drag a vertex to change the size and shape. After you complete the drawing, tap  on the right to save the area.
 - Redraw an area: Tap  on the right side to clear the existing area, and then tap . A hexagon appears on the screen. Adjust the size and shape of the detection area as needed. Tap  to save the area when you complete.
- Sensitivity: Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.
- Stay Time: Set a dwell time. If the detected object enters the area and stays for the set time, an alarm will be triggered.
- Snapshot object: Choose an object type, including motor vehicle, non-motor vehicle, or pedestrian.
- Alarm sound: Enable or disable sound alarm. After enabling alarm sound, you need to choose a linkage mode and a specific alarm sound that will be played when an alarm is triggered.
 - Linkage mode: Choose day/night mode or custom mode. Day/night mode: Choose day or night mode. The camera will generate alarm sound when an alarm occurs within the specified time period. Custom mode: You can set a time period. The camera will generate alarm sound when an alarm occurs within the specified time period.
 - Alarm sound: Tap and then choose an alarm sound from the list. You can choose an alarm sound provided by the system or an alarm sound that you have customized.
- Flashing light: Enable or disable flashing light. Choose a linkage mode after enabling flashing light. For linkage mode descriptions, see [Alarm Sound](#).

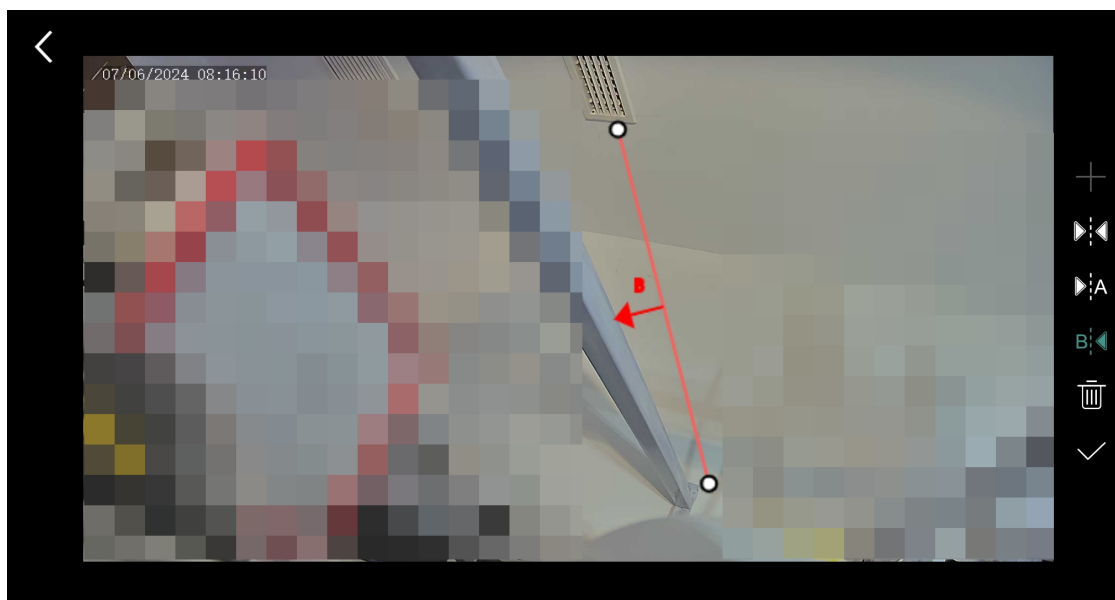
7.5.1.5 Cross Line Detection





Cross line detection triggers an alarm when it detects an object crossing the detection line in the specified direction in the live video.






The parameters are described below.

- Draw the detection line. An alarm will be triggered when an object crosses the detection line in the specified direction.



- Draw the detection line: Tap  on the right side. A detection line appears, which divides the image into two areas (A and B). You can drag an end of the detection line to the desired position. By default, an alarm will be triggered when an object crosses the line in either direction (from A to B or from B to A). You can tap  or  to change the trigger direction. The direction that the arrow points to is the trigger direction. For example, if the arrow points from A to B, then an alarm will be triggered when an object crosses the detection line from A to B; an alarm will not be triggered when the object crosses the detection line from B to A. After you complete the drawing, tap  on the right to save the detection line.


- Redraw detection line: Tap  on the right side to clear the existing detection line, and then tap . A new detection line appears on the screen. Adjust its position and direction, and then tap .
- For other parameters, please refer to [Intrusion Detection](#).

7.5.1.6 Enter Area

Enter area detection triggers an alarm when it detects an object entering the detection area in the live video.

<
Enter Area

Enter Area
☒

Detection Area
 >


Sensitivity


Low


Medium

High

Snapshot Object

Motor Vehicle


Non-Motor Vehicle


Pedestrian



For parameter descriptions, please refer to [Intrusion Detection](#).

7.5.1.7 Leave Area

Leave area detection triggers an alarm when it detects an object leaving the specified area in the live video.

< Leave Area

Leave Area ☒

Detection Area  >

Sensitivity

Low Medium High

Snapshot Object

Motor Vehicle ☒

Non-Motor Vehicle ☒

Pedestrian ☒

For parameter descriptions, please refer to [Intrusion Detection](#).

7.5.1.8 Auto Tracking

The camera automatically tracks the detected object within the set detection time.

< Audio Detection

Audio Detection ☒

Sensitivity

Low High

The parameters are described below.

- Detection time: It can be set to all-day or a specified time period. To specify a detection time, tap **Custom**, set the start time and end time, and then tap **OK**. The device will detect motion within the specified detection area during the specified time period every day.
- Continuous tracking: When enabled, the device will track the object until it leaves the detection area. When disabled, the device will track the object according to the maximum tracking time.
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.



Note:


IPC can set up to 4 non-overlapping time periods per day; NVR can set up to 8 non-overlapping time periods per day.

7.5.1.9 Abnormal Sound Detection

Abnormal sound detection is used to monitor abnormal sounds such as loud noises and cries in the detection area.


7.5.2 Disarming

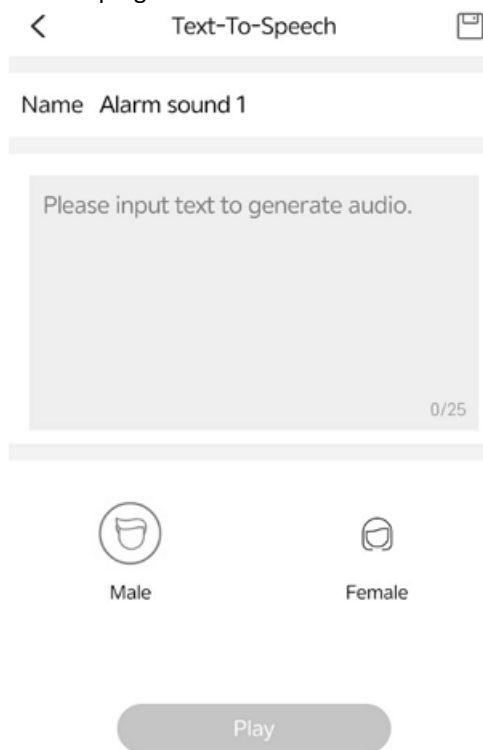
You can disarm the system to deactivate alarm linkage during the disarming period.




1. On the **Settings** page, tap **Disarm Alarm Linkage**.
2. To enable disarming, tap . When disarming is enabled, alarm linkage does not take effect during the disarming period.

7.5.3 Customize Alarm Sound

Customize alarm sound (see [Set Alarm Sound](#)) so the custom alarm sound will be played when an alarm occurs.

1. On the **Settings** page, tap **Customize Alarm Sound**.
2. Tap **Add Alarm Sound** choose the customize alarm sound type.
 - Text-To-Speech: please input text to generate audio. Tap **Play** to try it. To save the recorded audio, tap  in the top right corner.

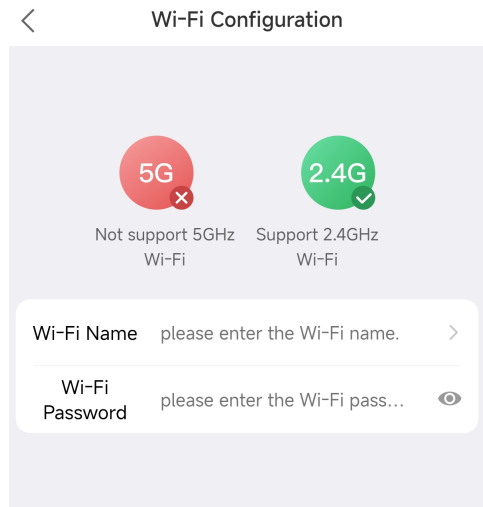


- Record Alarm Sound: Press and hold  to record an audio, and release to stop recording. The maximum length is 6 seconds. Tap **Play** to try it. To save the recorded audio, tap  in the top right corner.
3. To customize more alarm sounds, repeat the above steps.
- To delete an alarm sound, tap  and then choose **Delete**.


7.6 Related Settings

7.6.1 Wi-Fi Configuration

1. On the **Settings** page, tap **Wi-Fi Configuration**.
2. Select a Wi-Fi network for connection and enter the correct password.



3. Tap **Save**.

 **Note:** If the device is connected to Wi-Fi without a network cable plugged in, changing Wi-Fi information will cause the device to be offline briefly.

7.6.2 Image Configuration

Image configuration includes image rotation, WDR, smart illumination, and day/night mode.



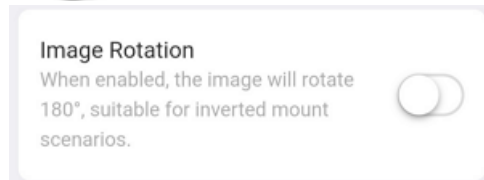
 **Note:** For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)



Image Rotation


Image rotation is suitable for inverted scenes. After enabling screen rotation, you can view the 180-degree rotated image in the camera.

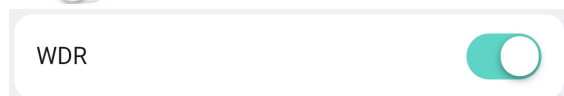
Tap  to enable or disable image rotation.




WDR

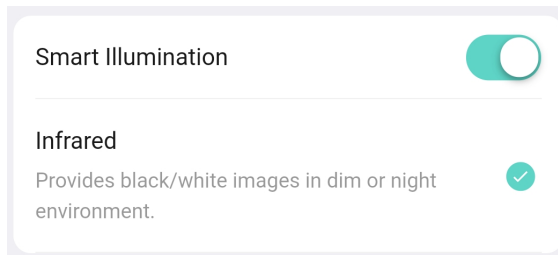
WDR is suitable for scenes with strong contrast between light and dark. When WDR is enabled, both the bright and dark areas in the image can be clearly visible.

Tap  to enable or disable WDR.



Smart Illumination

1. Tap  to enable or disable smart illumination.

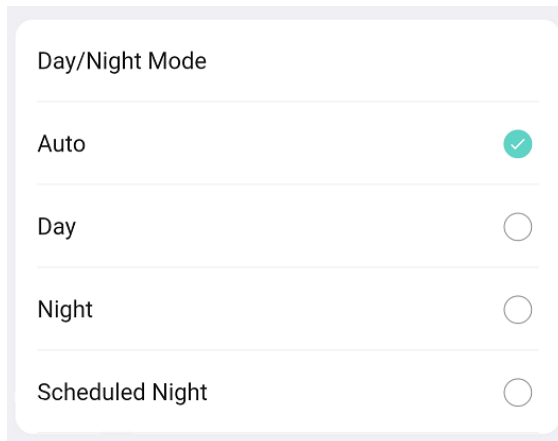


2. After enabling smart illumination, choose an illumination mode:

- White light mode: Renders color images at night or in a low-light environment.
- Infrared mode: Renders black and white images at night or in a low-light environment.
- Dual light mode: When at night or in a low-light environment, the infrared light is activated to render black and white images. When an event is triggered, the white light is activated to render color images; it restores the previous state after the event is ended.
- Smart white light: In this mode, all video images are displayed in color. When at night or in a dim environment, the white light operates in low brightness mode. When an event is triggered, the white light increases brightness; it restores the previous level after the event is ended.

Day/Night Mode

1. Choose a day/night mode as needed. The day/night mode is related to the linkage mode in smart illumination and smart detection. The settings take effect immediately after you tap **OK**.




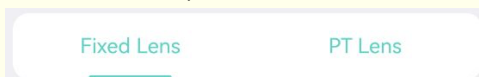
- Auto: The device automatically switches between black & white mode and color mode based on changes in the ambient light.
- Day: The device uses daylight to provide high-quality images.
- Night: The device uses the low-light and smart illumination to provide high-quality images.

7.6.3 Video Configuration

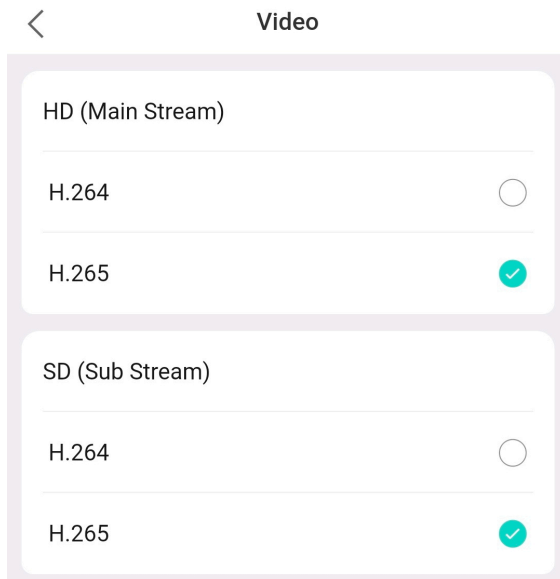
Configure video stream parameters of the device.

1. On the **Settings** page, tap **Video**.

 **Note:** For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)

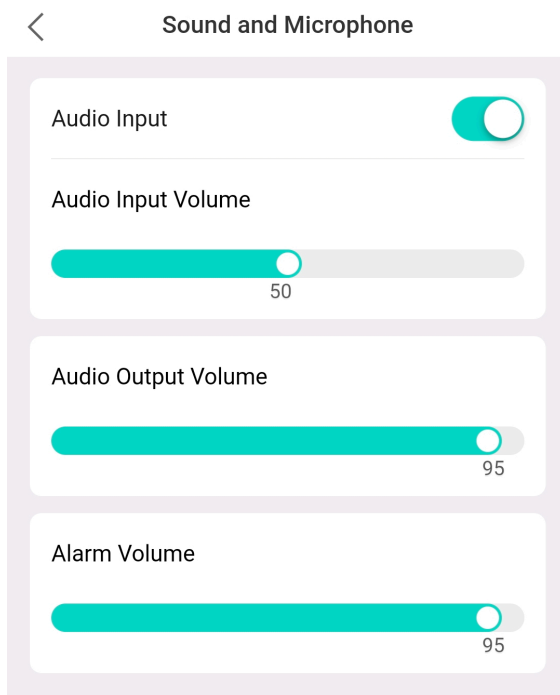


2. Choose the desired compression format. H.265 is the successor to H.264 and provides higher compression efficiency than H.264.



7.6.4 Sound and Microphone


1. On the **Settings** page, tap **Sound and Microphone**.
2. After audio input is enabled, you can drag the sliders to adjust the input and output volume.

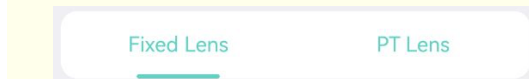



7.6.5 OSD Configuration

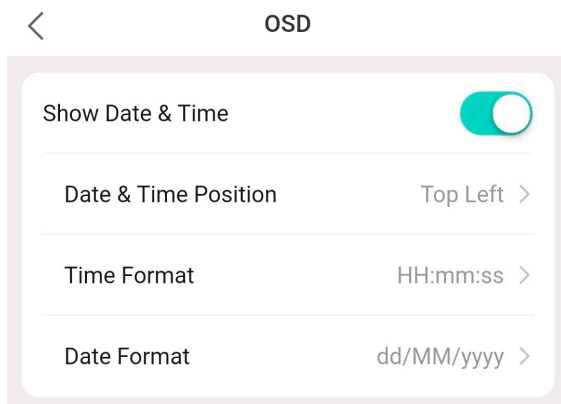
OSD (On Screen Display) refers to the text information, such as date and time, that appears overlaid on video images.

1. On the **Settings** page, tap **OSD**.

 **Note:** For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)



2. To enable OSD, tap , and then set the position of the date and time on the video image, and the time format.

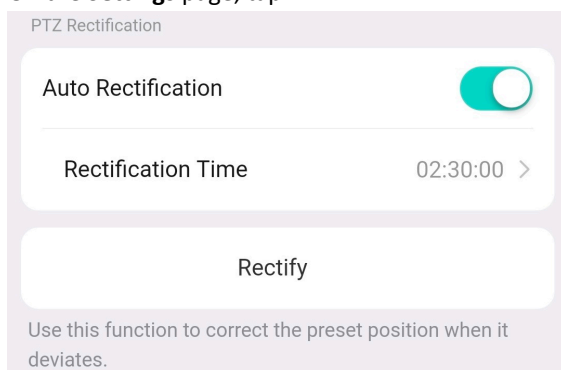


7.6.6 PTZ Configuration

Use auto rectification to calibrate the PTZ. User operation does not take effect during the process, and the camera returns to the current saved position after the calibration is completed.

PTZ Rectification

1. On the **Settings** page, tap **PTZ**.



2. Choose a way to calibrate the PTZ.
 - Manual rectification: Tap **Rectify** to start calibration immediately.
 - Auto rectification: Enable **Auto Rectification**, and then set a time for the camera to perform automatic rectification every day. The camera will perform rectification automatically at the scheduled time on a daily basis.

Preset Auto Guard


With the preset auto guard function enabled, the PTZ camera will automatically return to the specified preset and monitor the key area after rotating to other directions.

- Preset: Choose the preset that you want use for auto guard. The preset you want to use must be added in advance under **Live View > PTZ** first (see [Preset](#)).
- Idle Duration: Time during which there's no user operation. The PTZ camera returns to the specified preset when the idle duration is over.

7.6.7 Storage Medium

View the capacity and status of storage medium on an NVR device, and format storage medium.

1. On the **Settings** page, tap **Storage Medium**.
2. View the capacity and status information of the storage medium.
3. (Optional) Format the storage medium as needed.

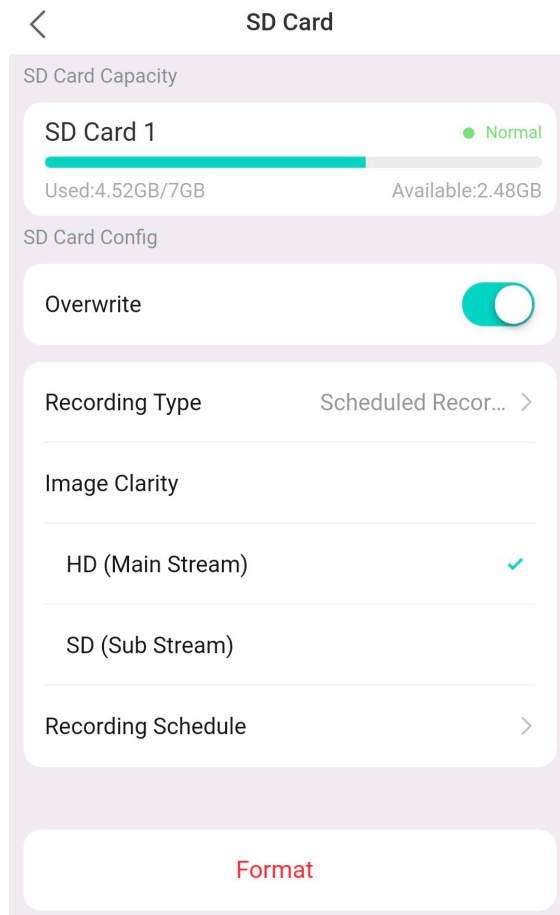
(1) Tap  in the top right corner.

(2) Choose the storage medium, and then tap **Format**.

(3) Tap **Format** to confirm the operation.

7.6.8 Storage Configuration

1. On the **Settings** page, tap **Storage**.




Note:


- The parameters displayed may vary. This section lists all parameters for your reference.
- For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)

Fixed Lens





PT Lens

2. Configure the SD card:

- Overwrite: When enabled, the earliest recordings on the SD card will be overwritten when the space is used up. When disabled, video recording will stop when the space is used up. It is recommended to enable this function.
- Image clarity: Choose the desired stream type. The lower the clarity, the less storage space required.
- Recording type: Choose normal recording or event recording. Normal recording records video according to the configured schedule. Event recording records video of events that occur within the scheduled time periods.
- Recording schedule: Swipe on the screen to configure a recording schedule for the device to automatically record video based on the set time and recording type. Tap  in the top right corner to save the settings when you complete.

< Recording Schedule 

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	0	0	0	0	0	0	0
01:00	1	1	1	1	1	1	1
02:00	2	2	2	2	2	2	2
03:00	3	3	3	3	3	3	3
04:00	4	4	4	4	4	4	4
05:00	5	5	5	5	5	5	5
06:00	6	6	6	6	6	6	6
07:00	7	7	7	7	7	7	7
08:00	8	8	8	8	8	8	8
09:00	9	9	9	9	9	9	9
10:00	10	10	10	10	10	10	10
11:00	11	11	11	11	11	11	11
12:00	12	12	12	12	12	12	12
13:00	13	13	13	13	13	13	13
14:00	14	14	14	14	14	14	14
15:00	15	15	15	15	15	15	15
16:00	16	16	16	16	16	16	16
17:00	17	17	17	17	17	17	17
18:00	18	18	18	18	18	18	18
19:00	19	19	19	19	19	19	19
20:00	20	20	20	20	20	20	20
21:00	21	21	21	21	21	21	21
22:00	22	22	22	22	22	22	22
23:00	23	23	23	23	23	23	23
24:00							

 Schedule...  Event Re...  Selec...  Clear

- (Optional) To delete all the data stored on the SD card, tap **Format**.



Note:

A prompt message as shown below will appear if the overwrite function is disabled. You can ignore the message or enable the overwrite function.

- With overwrite disabled: When the space on the SD card is used up, video recording will stop, and you need to format the SD card manually in order to continue video recording.
- With overwrite enabled: When the space on the SD card is used up, the new recordings will automatically overwrite the earliest recording on the SD card.

7.6.9 Solar Configuration

For certain solar device models, once connected to a camera using a network cable and bound to the camera on the app, the solar device can power the camera. Additionally, the camera can provide network access to the solar device.


Bind Solar Device with Camera

After connecting the camera to the solar device using a network cable, you can bind the solar device to the camera through the app using the following methods:

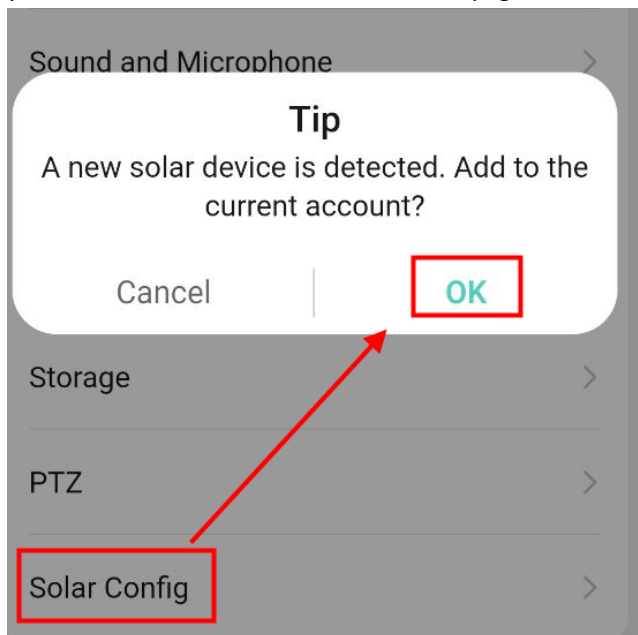
- Scenario 1 (solar device already added to your account):

If the solar device has been added to your account by scanning the QR code on the device, the solar device will automatically bind to the connected camera.

- Scenario 2 (solar device not added to any account):

- On the main screen, tap  next to the device name, and select **Set > Solar Config**.

2. Confirm the connection between the solar device and the camera in the pop-up window. Once succeeded, you will be redirected to the device details page of the solar device.



- Scenario 3 (solar device already added to another account):
 1. Delete the solar device from the other account.
 2. Log in to your account and follow the steps in Scenario 2.

View & Rename & Delete

Choose a following way to enter the device details page, then you can view the device status and runtime statistics.

- On the main screen, tap **...** next to the device name, and select **Set > Solar Config**.
- Go to **Me > Solar Management**, and select a solar device.



Solar Config



my device



Status

Statistics

Battery Percentage

--

Charge Current (A)

--

Discharge Current (A)

--

Solar Panel

Solar Voltage (V)

--

Battery

Battery Voltage (V)

--

Tap > next to the solar device name to rename or delete the solar device from the account.



Device Details



my device

Device Model: SUN4800CAN

Serial No.: 5A6011E27B006900H2B04

Device
Name

my device >

Binding Info

Camera
Name


Camera Serial
No.

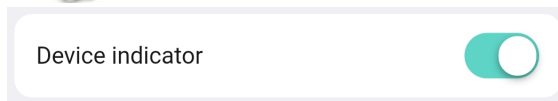
Delete Device

7.7 More

Device Indicator

Use the app to turn on or off the indicator on a device.

1. On the **Settings** page, tap **More**.
2. Tap  to turn on or off the device indicator.



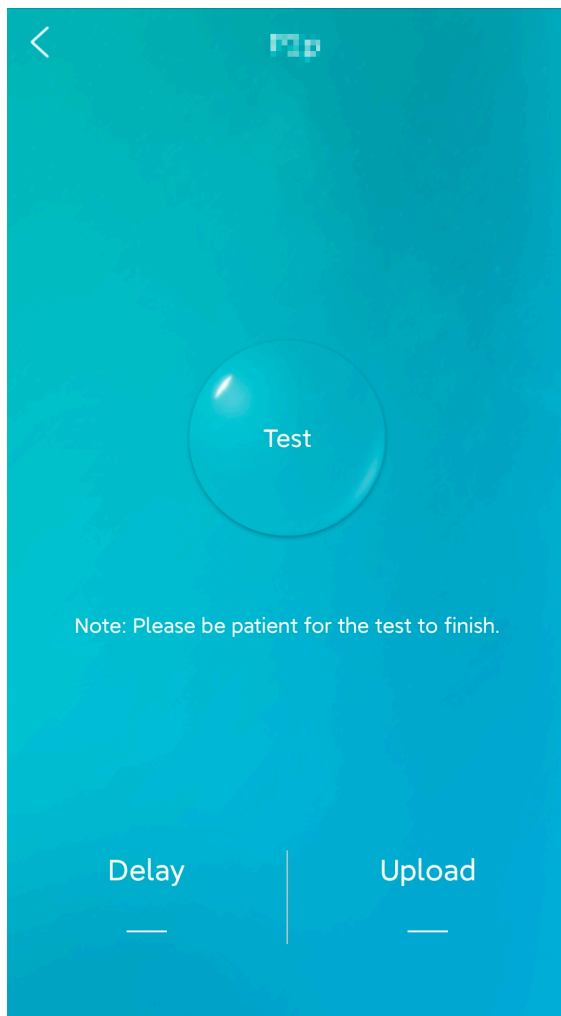
Export Device Diagnostic Information

1. On the **More** page, tap **Export Diagnostic Info**.

Export Diagnostic Info >
2. Tap **Export** to export diagnostic information to your mobile phone.

Speed Test

1. On the **More** page, tap **Speed Test**.
2. Tap **Test**. The details are displayed.

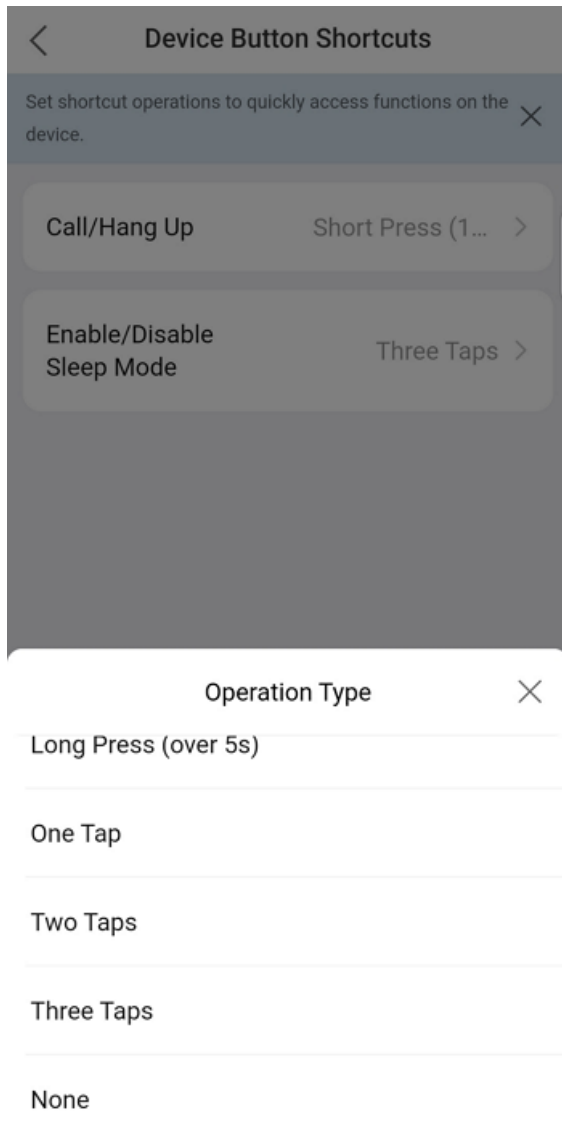


Import Faces and License Plates

Import faces or license plates into the face or plate libraries on the device by photo taking or manual input.

Device Button Shortcuts

Set shortcuts for the device button to quickly make/end calls and enable/disable sleep mode.




8 Message

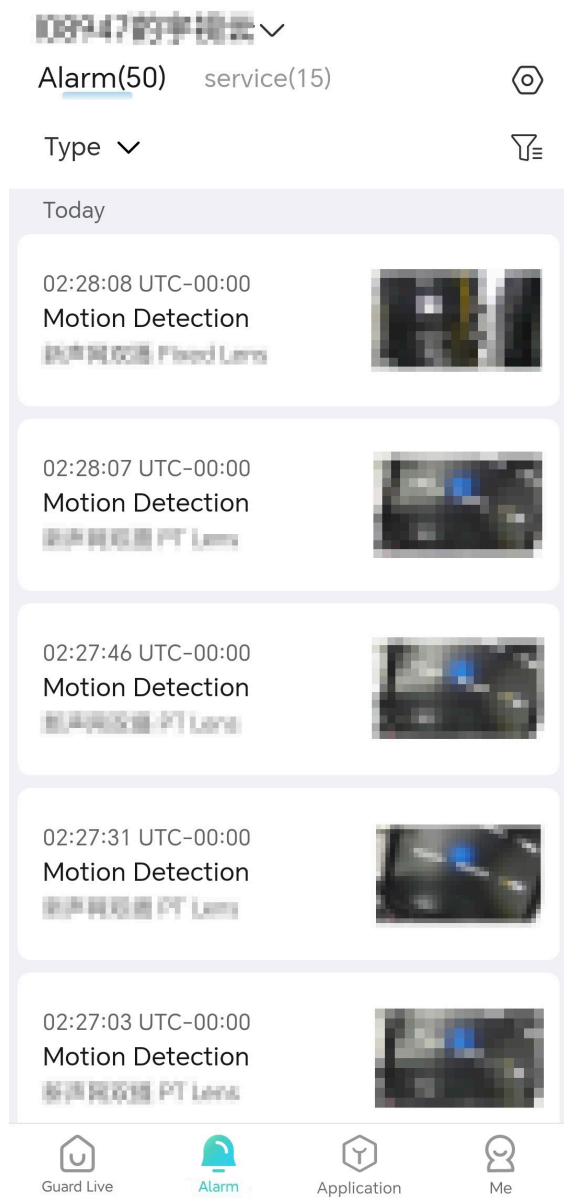
View alarm and service messages of devices.

On the **Message** screen, choose a team from the upper-left corner, then the relevant alarm messages will display.

8.1 Alarm

Filter Alarm

- Filter smart alarms: Select a type from the upper-left corner, including motor vehicle, non-motor vehicle, pedestrian, and pet.
- Filter alarms: Tap  and set date, device name, and device type as filter criteria as needed.



View Alarm Details

Tap on an alarm message to view details.

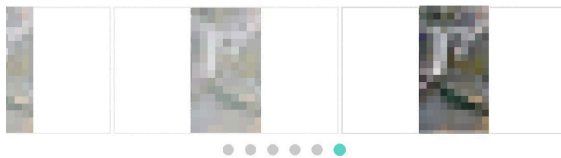
Some alarm messages display multiple snapshots. You can swipe left or right to view them.







Fire Detection (Thermal)

10:59:58


sss9990029



- Tap  to share the alarm snapshot through other applications.
- Tap  to save the alarm snapshot to your mobile phone.
- Tap  to view the live.
- Tap  to view the alarm recording.

Push Alarm Type Management

Configure the alarm type(s) to be pushed.

1. On the **Alarm** screen, tap  in the top right corner.
2. Select the alarm type(s) to be pushed.

< Alarm Type Service Type

Q Search

Motion detection alarm ^

Motion Detection

VCA ^

Cross Line Detection Intrusion Detection

Face Detection Object Left Behind

Object Removed Auto Tracking

Auto Tracking Cleared Enter Area

Leave Area Human Body Detection

Fire Detection (Thermal) Video Call

People Gathering No Mask

Abnormal Body Temperature

Quick Moving

Crowd Density Minor Alarm

Crowd Density Minor Alarm Cleared

Crowd Density Major Alarm

Crowd Density Major Alarm Cleared

✓ Select All

Selected:106

Reset

Confirm

3. Tap **Confirm**.

8.2 Service

Tap **Message > Service** to view service messages, including device sharing messages and device transfer messages. A service message appears when the contractor has completed the installation and commissioning of the device and has delivered the device to the app user.

Message content includes: message time, number of delivered devices, and end user information.



2024-10-10



20:58:31

Shared: 1device(s)

From cdapdns0



20:55:40

Shared: 1device(s)

From cdapdns0



20:10:59

Shared: 2device(s)

From mycap



19:26:34

Shared: 1device(s)

From cdapdns0



17:00:30

Shared: 1device(s)

From guest_7dcf6



Guard Live



Alarm



Application



Me

Please pay close attention to new message notifications:

Note: Service messages remain valid for 30 days, after which they will be deleted automatically.

- When the app is active: New messages will appear in a pop-up window.
- When the app is closed or running in the background: New messages will be pushed via system notifications.




Note: To receive message notifications, you need to enable the notification push permission for the app in the system settings and configure service message type to push in the app. See details in [Service Settings](#).

Service Settings

1. Tap to select the service message type(s) to push.
2. Tap **Save**.

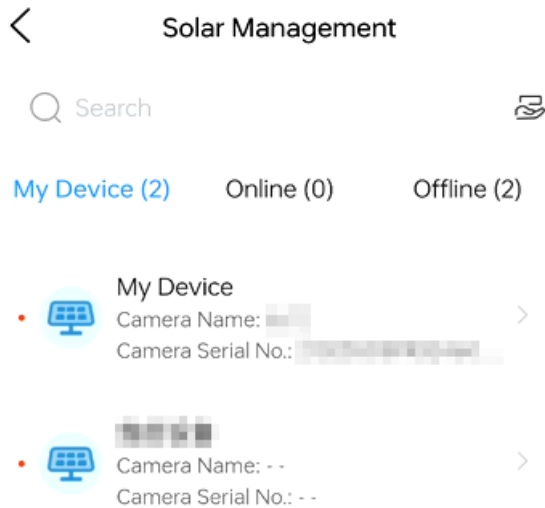
9 Application

On the **Application** screen, choose a team from the upper-left corner, then the relevant applications will display.

 **Note:** The available applications may vary based on the team type and your account permissions. Please refer to the actual screen.

9.1 Solar Energy

All solar device information under the team is displayed.

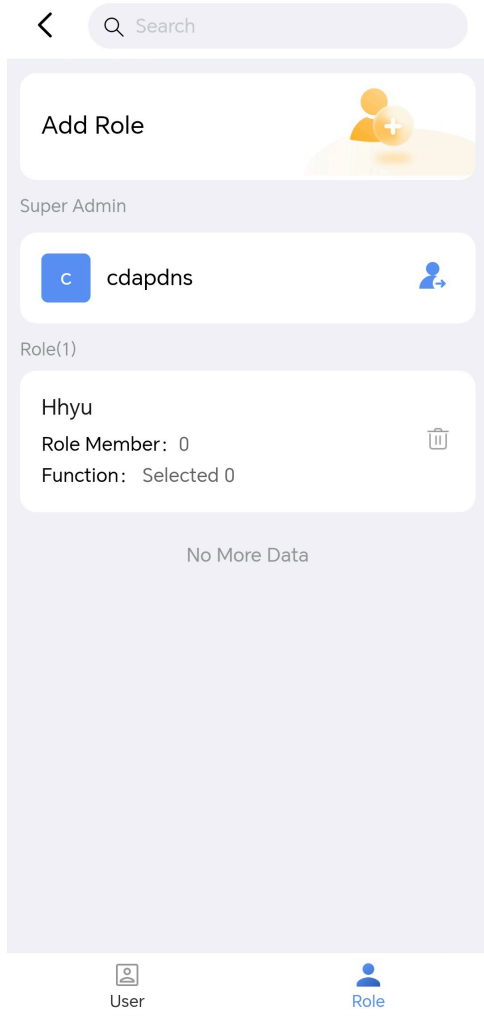


You can filter devices by online status and name. You can also tap a device to rename or delete it from the current account.

9.2 Role Management

Different roles have varying permissions. When a user is assigned to a specific role, they are granted all permissions associated with that role.

You can also switch to [User Control](#) by tapping **User** at the bottom of the screen.



Search

Enter the role name in the top search bar to filter roles.

Add


1. Tap **Add Role**.

2. Enter a custom role name.
3. (Optional) Select role member(s) (source: [User Control](#)). Selected users will be granted all permissions of this role.
4. (Optional) Select resource permission(s) to specify which resources members will have access to.
5. Select function permission(s).
6. Tap **OK**.

Edit


Tap on a role to modify its name, members, resources, and functions.

Delete

Tap  for the role and confirm the deletion.

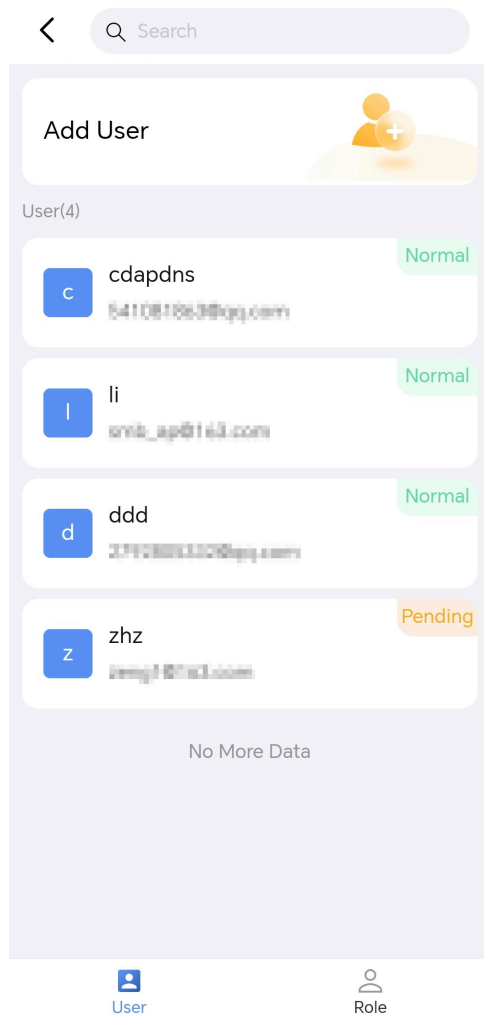
Transfer Super Admin

The default super admin is the user who created the team and holds the highest level of permissions.

1. Tap . After security verification, a verification code will be sent to the email address of the current super admin.
2. After successful verification, select the user to whom you wish to transfer the super admin and confirm in the pop-up window.

9.3 User Control

Manage user information (Guard Live account required) within teams.



- Normal: The user has successfully joined the team.
- Pending: An invitation to join the team has been sent to the user and is awaiting confirmation.

Search

Enter the user's name in the top search bar to filter users.

Add

1. Tap **Add User**.

< Add User

*Name Please enter

*Person ID Please enter

*Department >

*Email Please enter

Role >

OK

☐ Send Email Invitation

2. Complete the settings, including name, person ID, email address, department (source: [Person Control](#)), and role (source: [Role Management](#)).
3. (Optional) Select **Send Email Invitation**.
4. Tap **OK**. Then, the user's status is **Pending**. Once the user logs in using the provided email address and accepts the team invitation in the app, their status will change to **Normal**.

Edit

Tap on a user (excluding yourself) to modify the role information.

Delete

The super admin account cannot be deleted.

Tap on a user (excluding yourself) and then tap **Delete**.

9.4 Pass Code

Generate access codes and share with approved visitors for entry verification.

Generate Access Code

1. Go to **Pass Code > Generate Access Code**.

Access Code

Generate Access Code

Generation Records

Visitor Pass

Access By

QR Code

Validity Period

24h >

Visitor Info

* Name

Please enter

* Mobile Number

Enter an 11-digit mobile ph

Visitor Type

Visit >

Plate No.

Please enter

Send SMS

When enabled, an SMS will be sent to notify the visitor.

Generate Now

My Visitors

Review

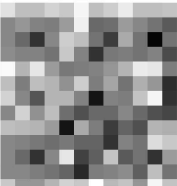
Access Code

2. Fill in the information. Tap **Generate Now** to create an access code.

<

Access Code

Visitor QR Code




Visitors can use this QR code for access.


Visitor Name:Tom


Access Time:2024/09/29 17:27-2024/09/30 17:27

Visitor Mobile Phone No.:17777777777

Visitor Type:Visit

Share

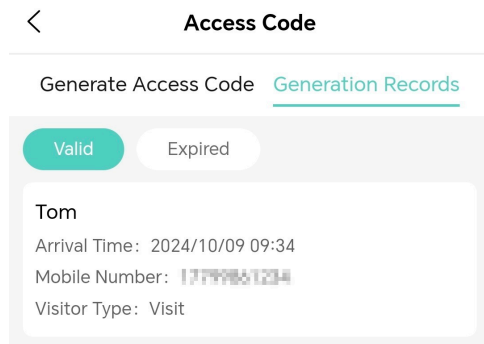
Copy Link

Undo

3. Share the QR code or the link with the visitor. The visitor can scan this code within the allowed access period to gain entry.


View Generation Records

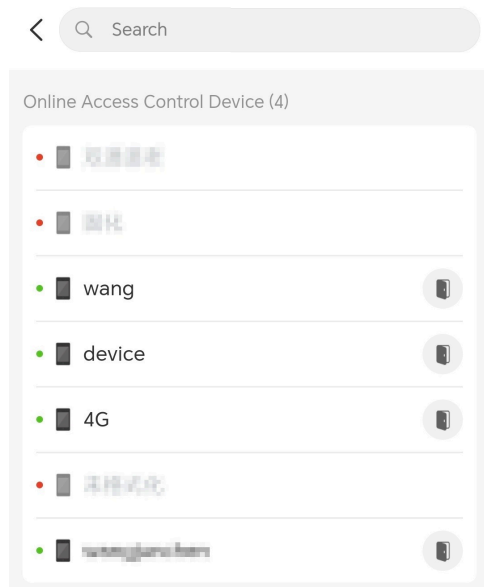
Go to **Access Code > Generation Records**. View the status of access codes (valid or expired).



9.5 Open Key Open


You can remotely open **online** and **authorized** doors.

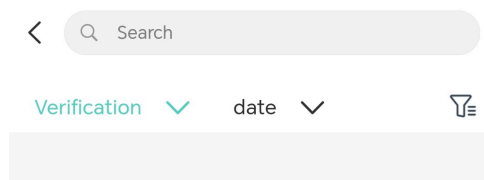
Tap  for the access control device to open the door. A success message will appear once the door has been opened.



9.6 Travel Record


View access records of users, visitors, and strangers.

You can filter records by verification status and date. You can also tap  for a detailed search, including person, device, etc.



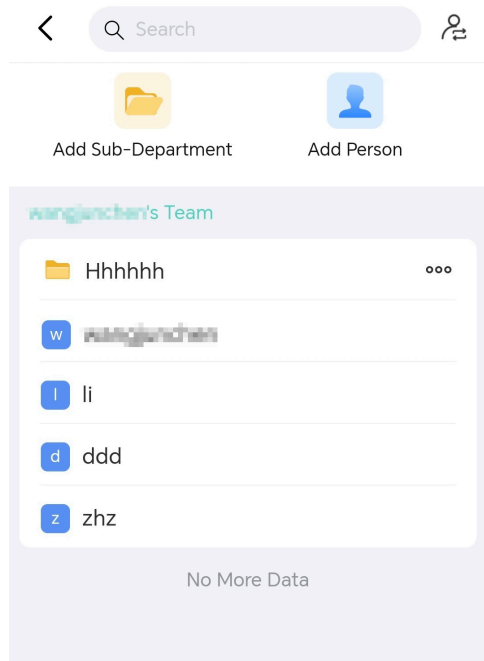
9.7 Person Control

Manage personnel and departments within teams, even for those without a Guard Live account.

 **Note:** Only personnel and departments within authorized permissions are displayed, based on user permissions.

A team can include departments and individual persons. Up to 10 levels of departments and up to 1,000 departments are allowed.

You can enter the person/department name in the top search bar to filter.

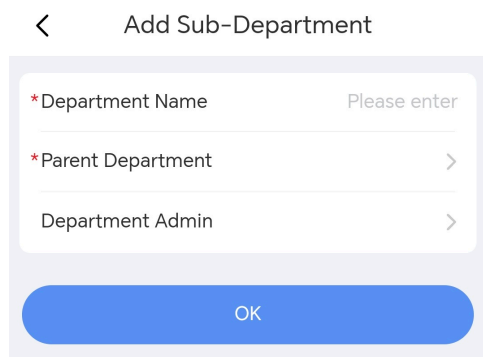


9.7.1 Department Management


Add

A team allows for up to 10 levels of departments and up to 3,000 departments.

1. Tap **Add Sub-Department**.



2. Enter the department name and select its parent department.

 **Note:** The parent department cannot be changed once selected.

3. (Optional) Select department admin(s). A department allows up to 5 department admins.
4. Tap **OK**.

Edit

You can edit the department information within your permissions.

Tap ... for the department, choose **Edit Department** to modify the department name and department admin, and then tap **OK** to save.

Delete

Departments that still contain personnel or sub-departments cannot be deleted.

Tap ... for the department, choose **Delete Department**, and then confirm the deletion.

9.7.2 Personnel Management

Add

A team allows for up to 100,000 persons.

1. Tap **Add Person**.

< Add Person

Basic Info

Enable Cloud Account ☐

After joining in, the user can use Attendance Statistics and Room Mgt function.

*Name Please enter

*Person ID Please enter

*Department >

Email Please enter

Vehicle Info Please Add >

Access By

Card No. Please enter

Face Info

Optional. Camera and storage permissions are required. Face image is for access control and must be within 5MB. JPG format is supported

Save

Save & Continue

☐ Send Email Invitation

2. Complete the basic information and access information.
3. Tap **Save**. The person is added. To add more, tap **Save & Continue**.

Edit

Tap on a person's name to modify the information as needed.


Delete

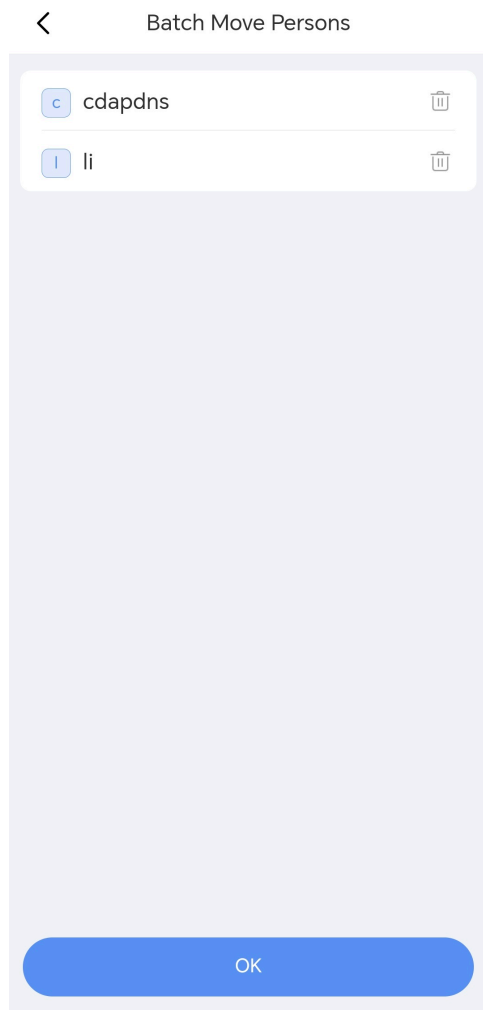
Deleting a person will also remove their access control permissions and attendance information. Please proceed with caution.

Tap on a person's name, tap **Delete**, and confirm the deletion.

Batch Move Persons

You can move persons to another department within the team.

1. Tap , select person(s) to move, and then tap **OK**.
2. Review the selected person list, and then tap **OK**.



3. Choose the destination department and tap **OK**.

9.8 Visit Control

Assign access permissions to persons by permission groups.

Add

1. Tap **Add Permission Group**.

< Add Permission Group

*Permission Group Up to 64 characters allowed

Access Range Please select >

Select Members By Person/Department

Member Range Please select >

Save

2. Enter a custom permission group name.
3. (Optional) Assign persons and devices to the group.
4. Tap **Save**. Once saved, permissions will automatically sync to both the person and device sides (devices must be online).

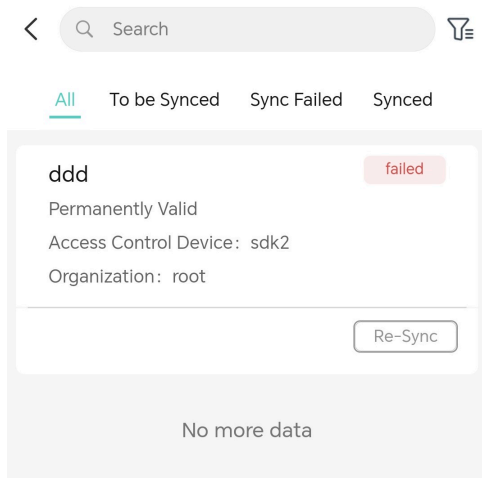
Edit/Delete

Tap on a permission group name to modify or delete the information.

Permission Search

View permission sync records.

If a sync fails and the conditions for re-sync are met (e.g., the device is online), tap **Re-Sync** for the failed record to retry. You can also tap the **Resync** icon to re-sync all failed operations.



9.9 Visitor Control

You can pre-register visitor information, review visitor details, search visitor records, etc.

Visitor Status Descriptions:

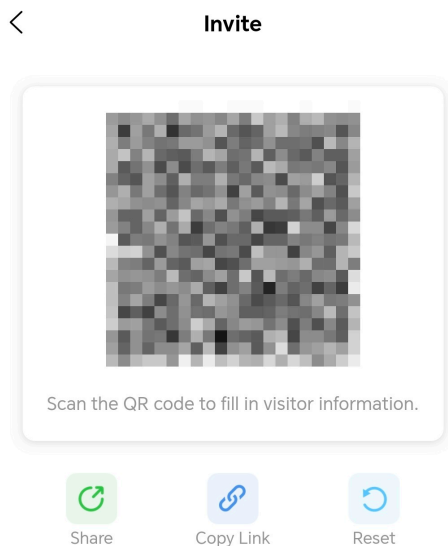
- Pending: The visitor has submitted an application and is awaiting review by the administrator.
- Unauthorized: The visitor has not yet been assigned an access range.
- Registered: The visitor has been granted an access range and can visit within the specified time range.
- Signed Out: The visitor has completed their visit and has left.

9.9.1 Pre-Register Visitor Info

Go to **Visitor Control** > **My Visitor**. Choose a way to pre-register visitors.


Invite via QR Code

Tap **Invite**. Share the QR code with visitors or send them the link to fill in their information.



Register Manually

1. Tap **Register** and fill in the visitor information.

 **Note:** If the access range is not specified, the visitor status will be **Unauthorized** and they will not be permitted to visit.

Register

Basic Info

* Name

Please enter

* Mobile Number

Please enter

ID Card No.

Please enter

Visitor Type

Visit >

Access Range

Please select permission group(s). >

* Arrival Time

2024/10/09 09:39:25 >

* Departure Time

2024/10/09 23:59:59 >


Plate No.

Please enter

Access By

Face Info

Optional. Camera and storage permissions are required. Face image is for access control. Image size: 10KB-5MB.



Save

Save & Continue

2. Tap **Save**. The visitor is added. To add more, tap **Save & Continue**.

9.9.2 Review Visitor Info

Review the applications submitted by visitors and assign access range for them.

1. Go to **Visitor Control > Review**.

Search

Visitor(1)

Emma

Pending

Arrival Time: 2024/09/29 17:39

Visitor Type: Visit

Mobile Number: null

No more data

2. Tap on an application to review its details.

-

10 Me

10.1 Set

10.1.1 My Profile

Go to **Me > Set > My Profile**.

- Change username: Tap **Username**, enter the new username and password, and then tap **Save**.
- Change email address: Tap **Email Address**, tap **Send Verification Code**. A verification code will be sent to your current email address linked with your account. Tap **Next**, enter the new email address, tap **Send Verification Code**, enter the code you received, and then tap **Complete**.

10.1.2 Account Security

Go to **Me > Set > Account Security**.

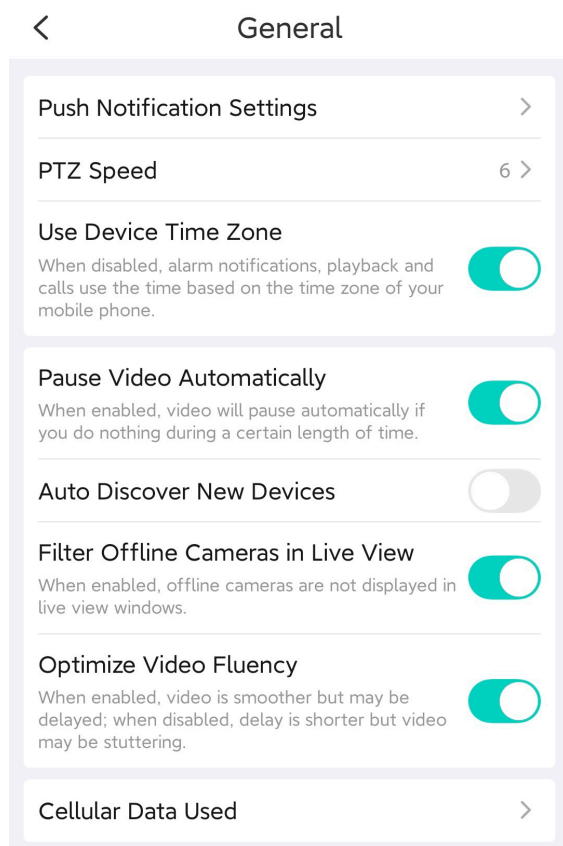
- Change password: Enter the old password, tap **Next**, enter the new password, and then tap **Complete**.
- Cancel account: Carefully read the terms and conditions, ensure all cancellation conditions are met, and then tap **Request to Cancel Account**.

 Note: Before cancellation, you must remove all teams you have created, unbind all devices associated with your account, and leave all teams you have joined in.

- **Two-Factor Authentication:** When enabled, the system evaluates the risk level of your login. If necessary, a verification code will be sent to your registered email. Enter the verification code to log in.

10.1.3 General Settings

1. Go to **Me > Set > General**.



2. The general settings are described as follows:

- **Push Notification Settings:** When enabled, device alarm notifications will be pushed through the system notifications.
- **PTZ Speed:** Set the PTZ rotation speed. The greater the value, the higher the rotation speed.
- **Use Device Time Zone:** When enabled, alarms and playback will use the time of the device. When disabled, alarms and playback will use the time of the mobile phone.
- **Pause Video Automatically:** When enabled, video will be paused automatically after a certain period of inactivity (no user operation). When disabled, video will not be paused automatically.
- **Auto Discover New Devices:** When enabled, the app will automatically discover new devices on the LAN for quick adding.
- **Filter Offline Cameras in Live View:** When enabled, offline cameras will be filtered out in multi-window live view.
- **Optimize Video Fluency:** When enabled, video smoothness will be improved at the expense of latency. When disabled, the latency will be reduced but video may be stuttering.
- **Cellular Data Used:** View the data usage by the app, including cellular data usage and Wi-Fi data usage, for today, this month, and total. You can tap **Clear All** to reset the statistics and start again.

Data Usage	
Mobile data	
Today	73.94MB
Current Month	73.94MB
Total	73.94MB
Wi-Fi	
Today	0.00B
Current Month	0.00B
Total	0.00B

10.1.4 Privacy Service

Go to **Me > Set > Privacy Service**. View the privacy policy.

10.1.5 About

Go to **Me > Set > About**.

View the app version, Service Agreement, and Open Source Software Licenses.

10.2 Album

View snapshots saved during live view or playback, and view recorded videos, and filter files by device name and date as needed.

Select the desired images or videos; or tap **Select All** to select all the files on the page.

- **Share:** Share the selected photos or videos through other applications.
- **Save:** Save the selected photos or videos to your mobile phone.
- **Delete:** Delete the selected photos or videos.

10.3 Sharing Management

Share devices under your account with other accounts so that they can view and control specified devices with allowed permissions within the set valid period. You can share devices by account or by QR code.

This function displays only when you switches to the default team.

10.3.1 By Account

Share device(s) with one account each time.

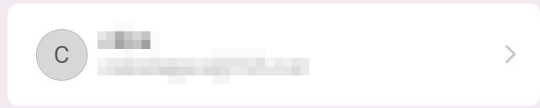
10.3.1.1 Add Sharing

1. Go to **Me > Sharing Management > By Account** screen.

< By Accou... By QR Code

Q Search...

Account Sharing Records(1)



Add Sharing

2. Tap **Add Sharing**. The **Add Sharing** screen appears.

3. Enter the recipient's username/email address/mobile phone number, choose a validity period for the sharing, and then tap **Select Device**. The **Select Device** screen appears.
4. Select the device(s) or channel(s) you want to share, and then tap **Next**.

5. Tap on a device. The **Edit Device** screen appears.

Add Sharing

Share by

☒ Account

☐ QR Code

Recipient

Please enter the us...

Validity Period

Permanent >

Selected Device(s)

Select Device

Device

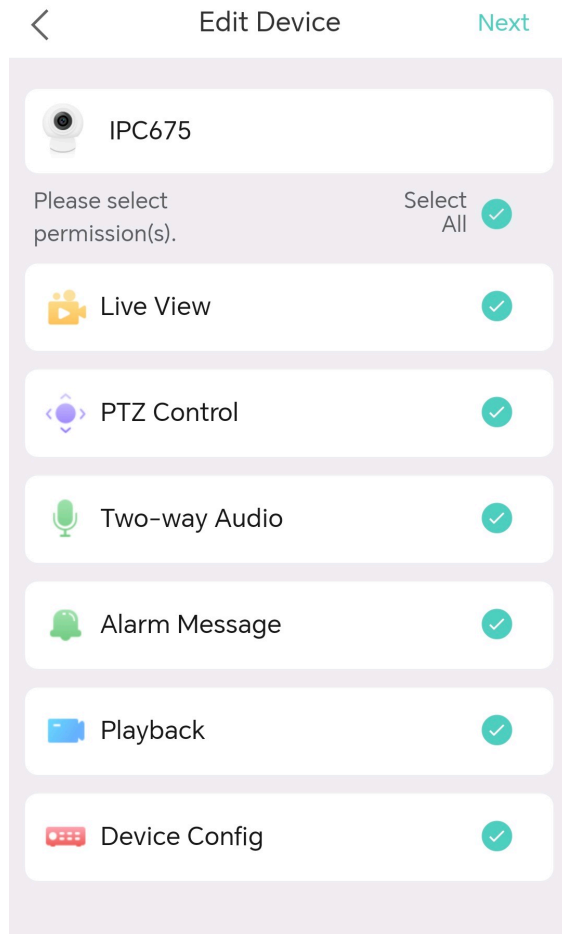
Channel

Live View/Playback/Two-way Audio/PTZ >

Control/Alarm Message/Device Config

Share

6. Select allowed permission(s), and then tap **Next**.

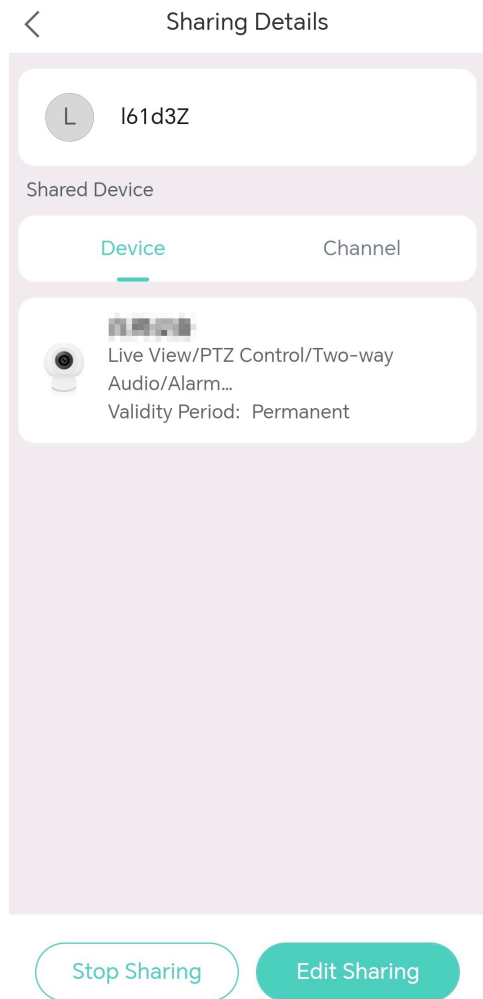


7. Tap **Share**, review the account(s) to share with, and then proceed to complete the sharing.

10.3.1.2 Manage Sharing

The following operations are allowed after you complete sharing:

- View sharing details: On the **Sharing Management > By Account** screen, tap on a sharing record to view sharing details.



- Stop sharing: Tap **Stop Sharing** to stop sharing all devices.
- Edit sharing: Tap **Edit Sharing** to modify the devices to share and the allowed permissions.
- Search sharing records: Go to the **Sharing Management** screen, enter an account in the search box to view the sharing with this account.

10.3.2 By QR Code

Share device(s) with one or more accounts via a QR code. Other users can scan the generated QR code to get the devices specified in the code.

10.3.2.1 Add Sharing

1. On the **Me > Sharing Management > By QR Code** screen, tap **Add Sharing**. The **Add Sharing** screen appears.

< Add Sharing

Share by ☐ Account ☒ QR Code

Name Please enter the QR code na...

QR Code Valid Period 7-day >

Verification Code ☐

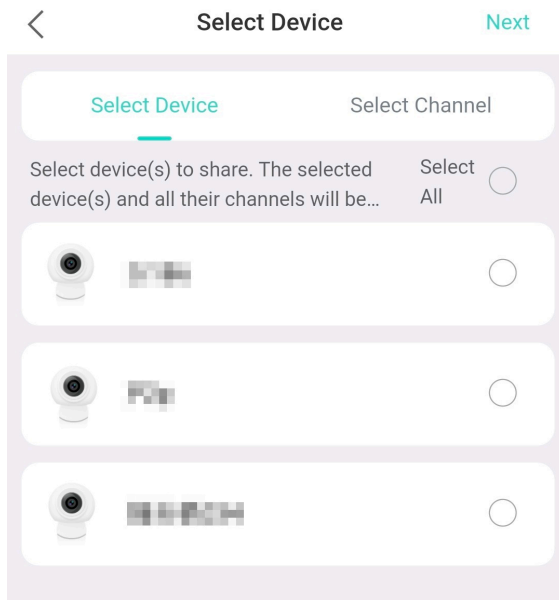
Sharing Valid Period Permanent >

Selected Device(s)

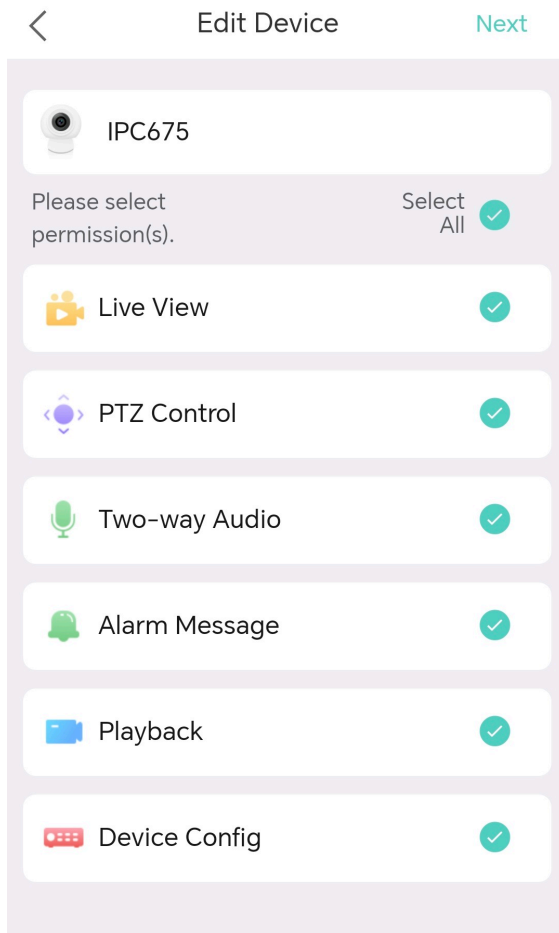
+ Select Device

Share

2. Set the QR code information.
 - Name: Set a name for the QR code.
 - QR code valid period: Set a valid period for the QR code. The QR code is valid and can be scanned only within the set period.
 - Verification code: If enabled, you need to set the verification code. Other users must enter the verification code after scanning the QR code. They can only access the shared devices after successful verification.
3. Set the device information for sharing.
 - Sharing valid period: Set the sharing valid period of devices. Other users can view and control the specified devices within the set period.
 - Select devices: Tap **Select Device**. Select device(s)/channel(s) to share and then tap **Next**.




- Assign permissions: Tap on a selected device. Select allowed permission(s) and then tap **Next**.



Note:

The configured information (sharing valid period, selected devices/channels, allowed permissions) for sharing cannot be edited after the QR code has been generated.

4. Tap **Share** to generate the QR code. Now, you can share or download the code.

Other users can tap  in the upper right corner of the home screen in the app to scan the QR code to get the shared devices.



10.3.2.2 Manage Sharing

On the **Me > Sharing Management > By QR Code** screen, you can view and manage QR code sharing records.

Q Search...

QR Code Sharing Records(1)

ljj

Generation Time:2024-06-12 16:41:52

QR Code Valid Period: 2024-06-19 16:38:36

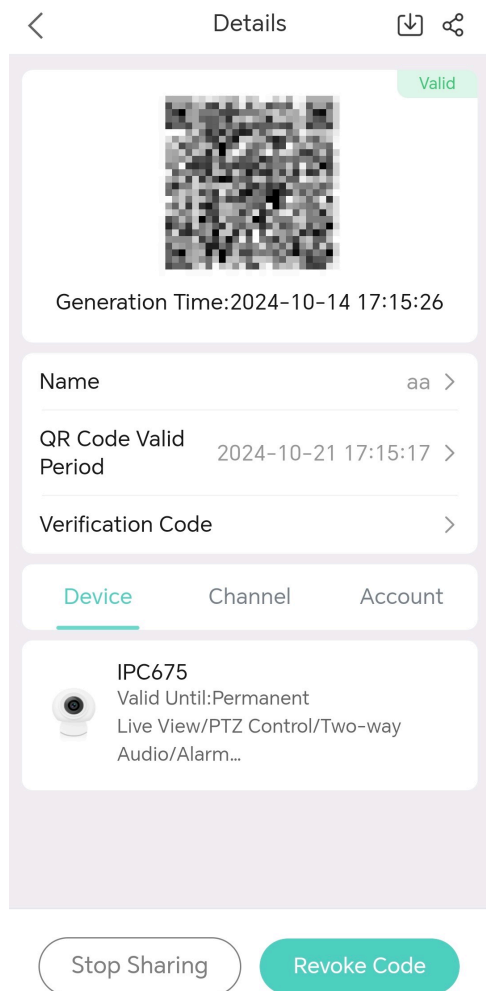
Valid




Add Sharing

View Details

Tap on a sharing record to enter the **Details** screen to view sharing details. You can view sharing information, edit QR code name, change verification code, etc.



Share/Download QR Code

Tap  on the **By QR Code** screen to share or download the QR code.

Revoke Code


Tap  on the **By QR Code** screen or **Revoke Code** on the **Details** screen to invalidate the QR code.



Note:

Even after the QR code is revoked, the devices within the sharing valid period remain accessible to users who have obtained them, allowing them to view and control the devices based on the assigned permissions.

Edit QR Code Valid Period

If the QR code has expired or you want to extend its valid period, you can tap  on the **By QR Code** screen or **QR Code Valid Period** on the **Details** screen to edit its valid period.

Stop Sharing

- Stop sharing with all accounts: Tap **Stop Sharing** on the **Details > Device/Channel** screen to remove all shared devices from all accounts who have obtained them.
- Stop sharing with one single account: Tap the corresponding **Stop Sharing** on the **Details > Account** screen to remove all shared devices from the account.



Note:

Even after you stop sharing, the accounts can still scan the QR code to obtain the shared devices again.

10.4 Device Entrustment

When your device needs after-sales service, you can entrust it to a service provider for troubleshooting and configuration.

This function displays only when you switch to the default team.

New Entrustment

1. Tap **Me > Entrust**.

< Device Entrustment ?

Service Provider Please enter the use...

Device Please select the device... >


Valid Period 1Day(s) >

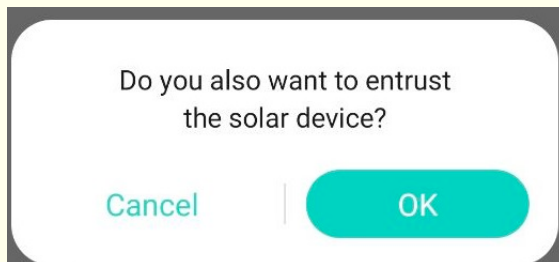
Entrust Permission 6/6

- Device Config ✓
- Live View ✓
- PTZ Control ✓
- Two-way Audio ✓
- Alarm Message ✓
- Playback ✓

Device Entrustment

2. Set the service provider, device(s), valid period, and permission(s) for entrustment.

 **Note:** If the camera for entrustment is bound with a solar device, a pop-up window will appear. Tap **OK** to also entrust the bound solar device; or tap **Cancel** to entrust the camera only.



Modify Entrustment

1. Tap **Me > Entrust > Modify Entrustment** to edit the device(s), valid period, and permission(s) for entrustment.
2. To change the service provider, tap **Cancel Entrustment** and create a new entrustment task.



Note: When canceling an entrustment, if both the camera and the bound solar device have been entrusted, a pop-up window will appear. Tap **OK** to cancel the entrustment for both the camera and the solar device; or tap **Cancel** to cancel the entrustment for the camera only.

10.5 Local Device

You can manage local devices that are not bound to Guard Live.

Go to **Me > Local Device**.

You can add devices on the LAN automatically or manually. The added devices will only be available for local use.

10.6 Retrieve Device Password

1. On the device's Web interface, tap **Forgot Password** on the login page.
2. In the app, tap **Me > Tool > Forgot Device Password**.
3. Use the app to scan the QR code displayed on the device's Web interface. A security code will be sent to the email address associated with the device.
4. On the device's Web interface, enter the received security code and log in to the device. Reset the password after login.

10.7 Help and Feedback

Read the FAQs and user manual and participate in the user experience program.

Tap **User Experience Program**, and enable **Logs** as needed. When **Logs** is enabled, you can tap **Send** to send operation logs to our maintenance engineers for assistance and troubleshooting.

The screenshot shows a dialog box titled "User Experience Program". At the top, there is a section labeled "Logs" with a teal toggle switch that is turned on. Below this, there is a text area that reads: "Enable Logs to record operation data. When problems occur, click Send to send us logs for diagnosis." At the bottom right of the dialog box, there is a teal button labeled "Send".