Cloud Video
Management
System

Admin Portal Guide

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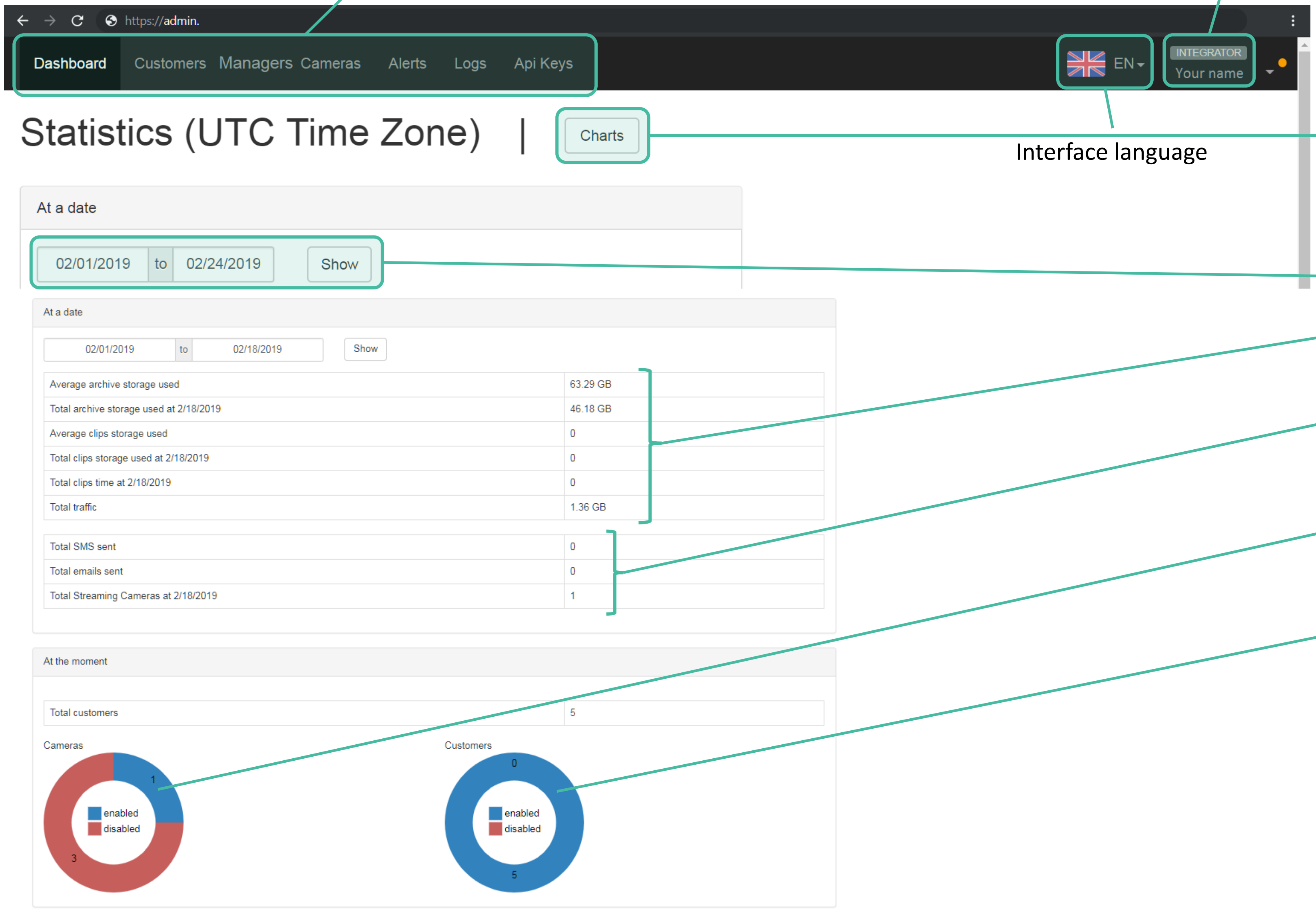
Dashboard



Dashboard screen shows you statistical information about your account

- Switch to charts view for a graphical presentation of all statistics. You can customize how the graphs look for easier and faster book keeping.
- Select date range to view statistics for this period
- Review storage utilization for the selected dates
- Review communication statistics for the selected dates
- Number and status of cameras associated with your account
- Number and status of your customers

Definition of Terms and User Tree

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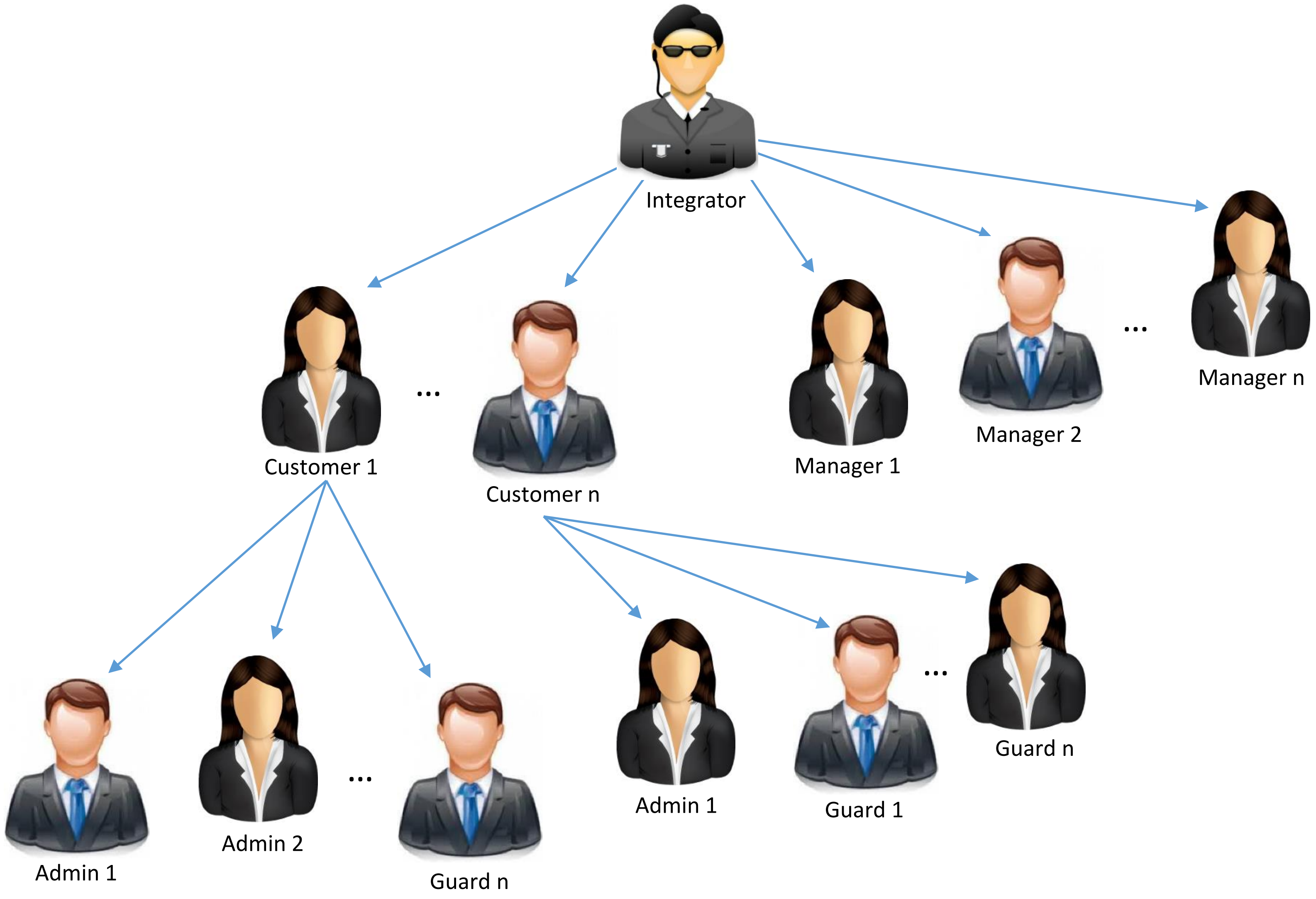


- **Integrator** is a partner who has the ability to connect new customers to cloud services. VSaaS bills integrator for total traffic used by all customers connected by this integrator. Integrator bills customers individually for traffic and services each customers have used.

- **Customer** is the owner of the cameras and equipment who wants to connect his equipment to cloud services and pays monthly subscription fee to integrator.

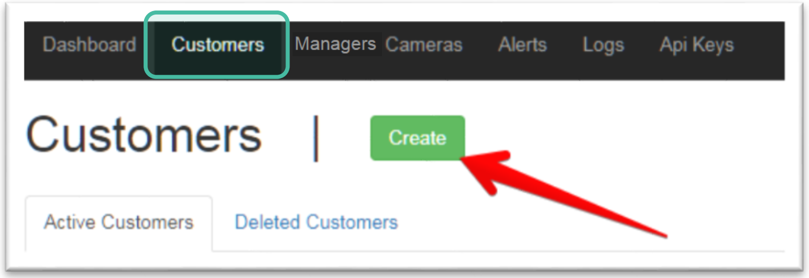
- **Manager** can be either be program or billing administrator and performs duties assigned by integrator.

- **User under customer** is a user that has access only to customer account with permissions as assigned according to the role.

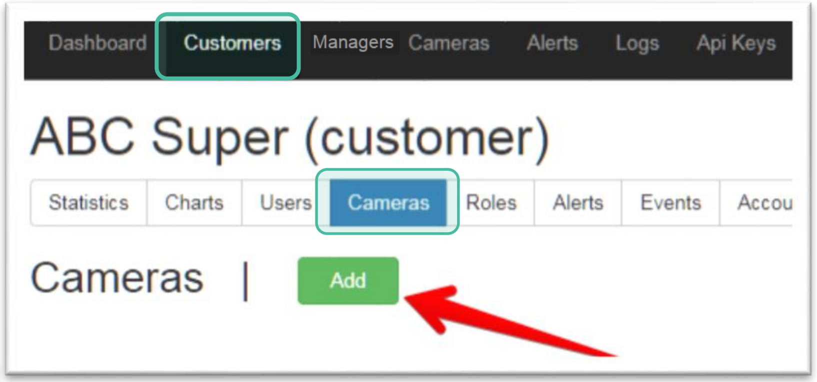
Note: user get access to cameras according to a set of rules requested by the customer. The set of rule is saved as a Role. Same role can be assigned to multiple users.

Setup New Customer

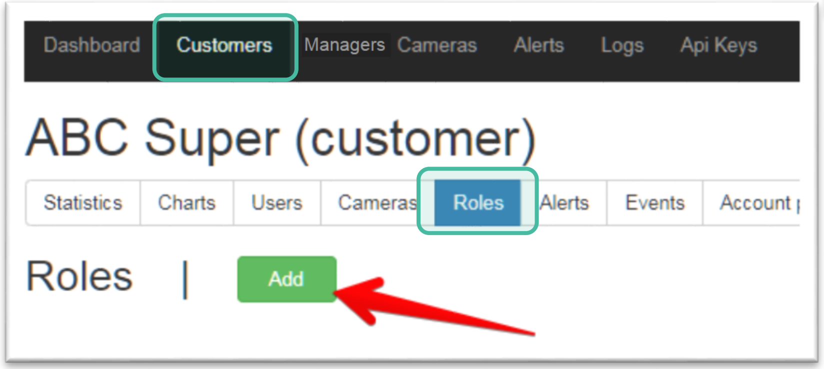
Step 1



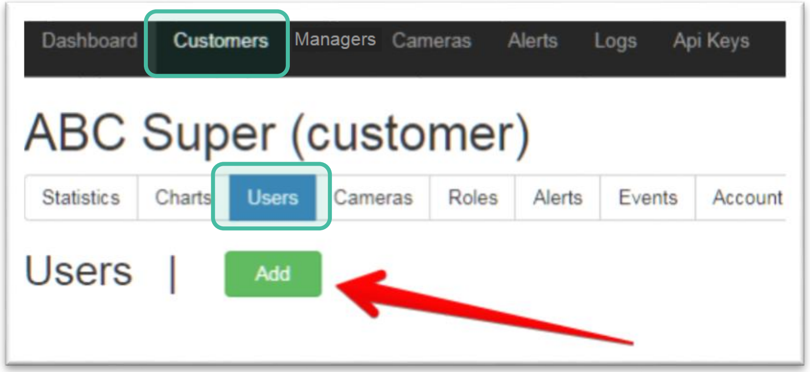
Steps 2



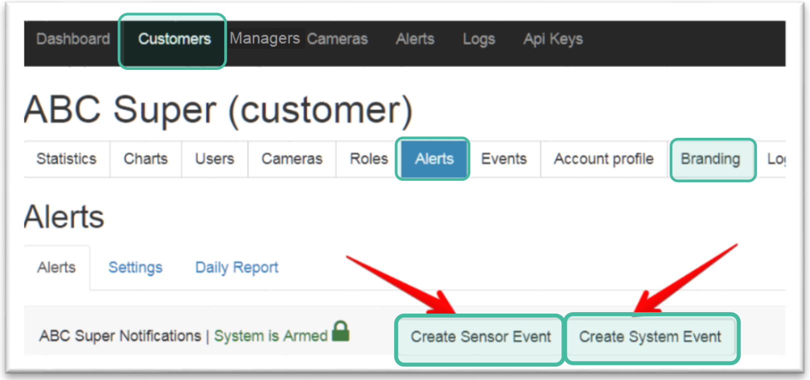
Steps 3



Steps 4



Optional step



Optional steps:

- Branding
- Sensor and System event [alerts setup](#)

Recommended sequence of steps

1. Under Customers menu click [Create](#) and fill in required fields to create a new customer

2. Add customer [cameras](#) to the system and choose appropriate billing plans for each camera

3. Then create [roles](#) according to customer needs

4. Next create [user](#)s for every person who will need to have access to the cameras

5. Lastly [assign](#) roles to users to give appropriate level of access to cameras for each user

Additionally, you can create [Alerts](#) for specific events according to the customer needs

Menu – Customers: Overview

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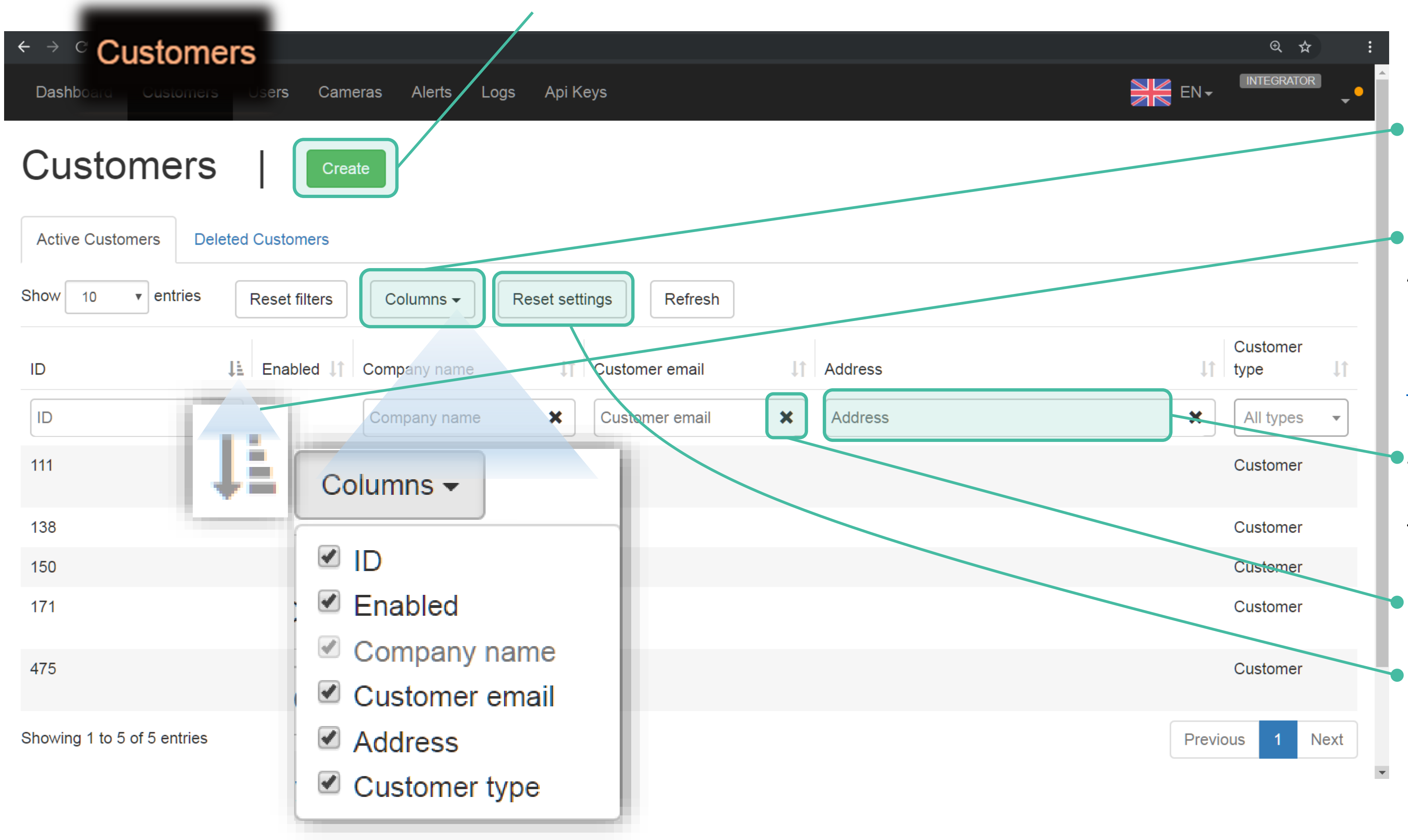
Click to create new customer



Manage customers on this screen.

Customize appearance of the list using columns menu

Change order of names in the list: A to Z or Z to A.

Click on customer name to open information page for this customer.

Search for customer by ID, Company name, Customer email or address. Simply start typing in the column header to shorten the list.

Use X to clear just one search filter.

Use Reset to clear all selected search parameters

Deleted Customers information can be found under Deleted Customers tab.

Menu – Customers: Statistics

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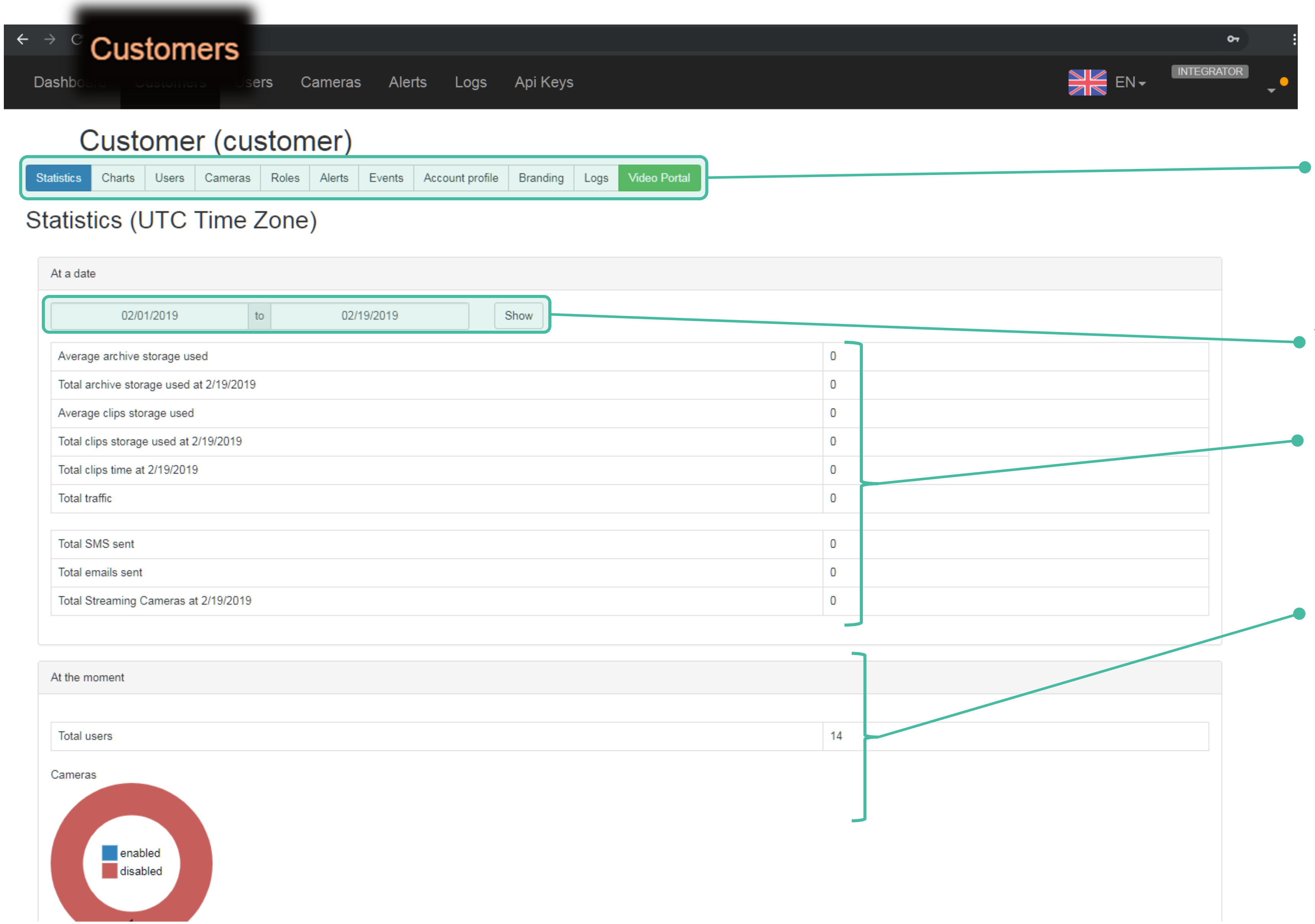
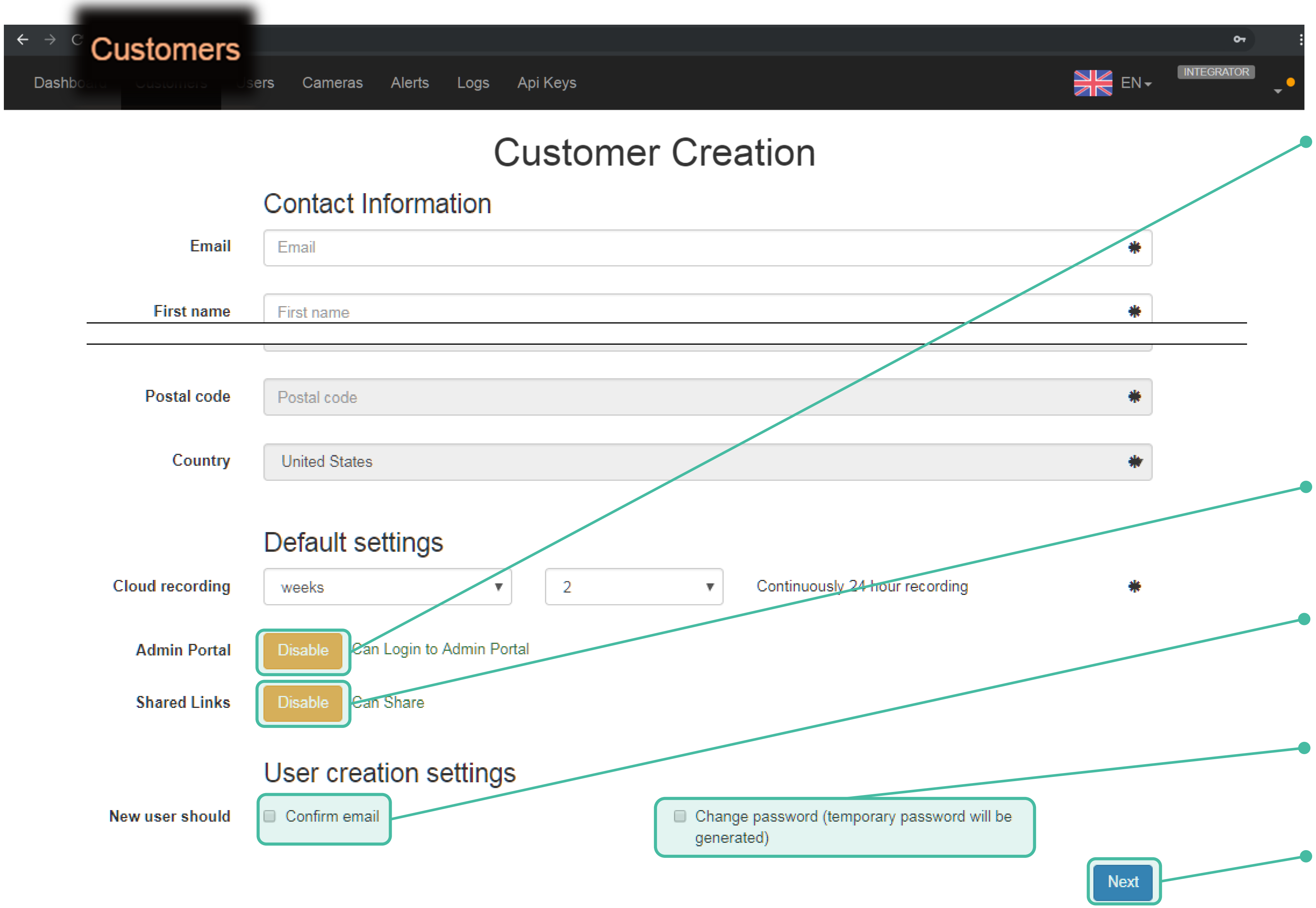


Click on [customer](#) from the list to open customer menu.

- Menu tabs provide information about customer account. Under charts customer's usage is presented in graphical form for easier analysis.
- You can select date range for statistics
- Overall traffic and storage activity for selected dates is shown here. Charts will provide you with a detailed statistics on each component.
- Number of users and cameras currently associated with this customer.

Menu – Customers: Create New



Type in customer information

You can disable access to admin portal portal for this customer

Select default cloud recording settings for all cameras associated with this account. Each new camera will be recorded for specified time period unless a specific billing plan is selected.

You can disable ability to share cameras for this customer

Require user to confirm email address before first login

Require user to change password upon first login

Click next to proceed to billing information.

Menu – Customers: Create New Continue

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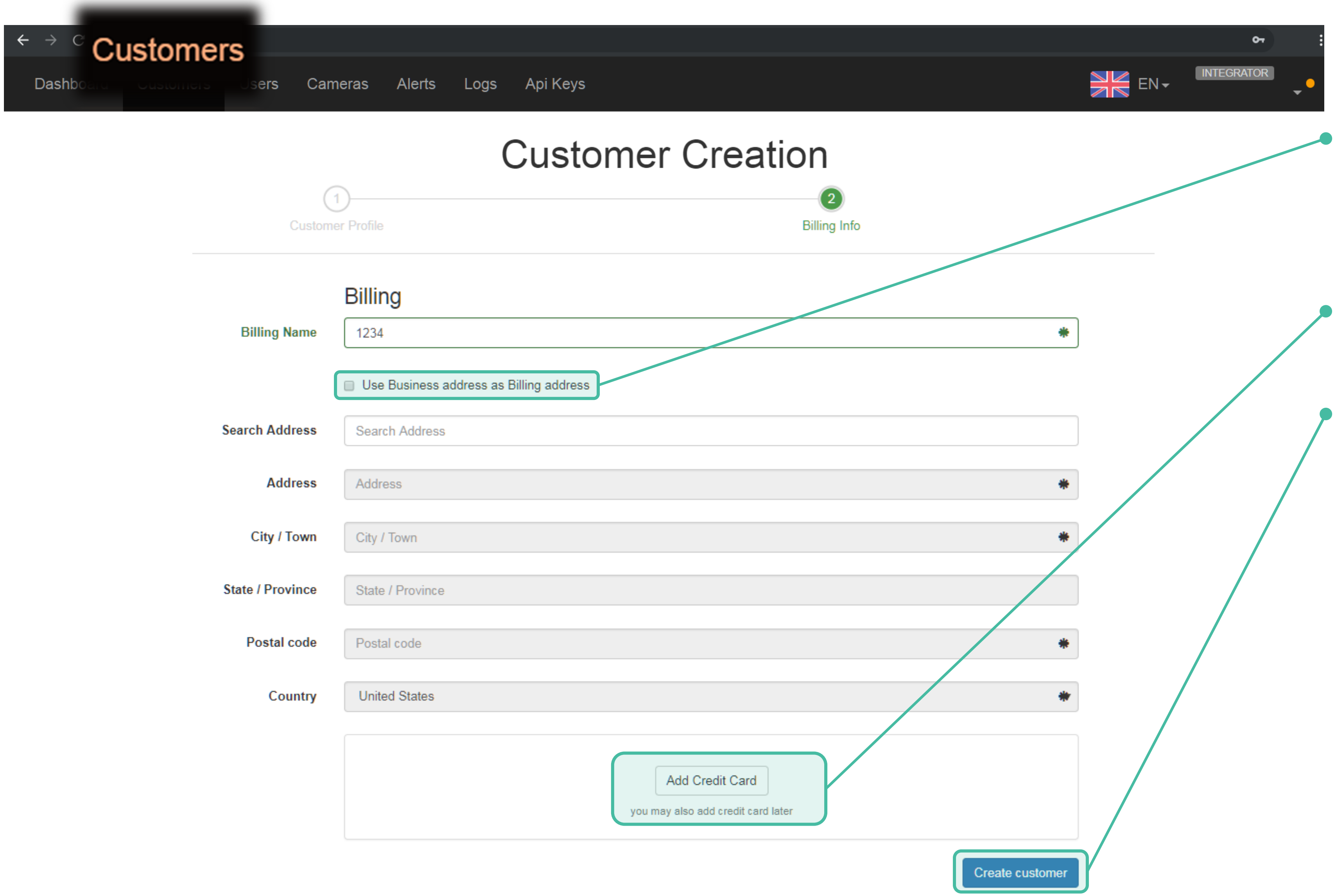

Customer billing information

Type in customer billing information or place check box at Use Business address as Billing address to copy info from previous step.

Input credit card information.

Click create to save changes and add customer profile to the system. Now any cameras connected to this customer account that have an active subscription will be automatically charged to customer credit card.

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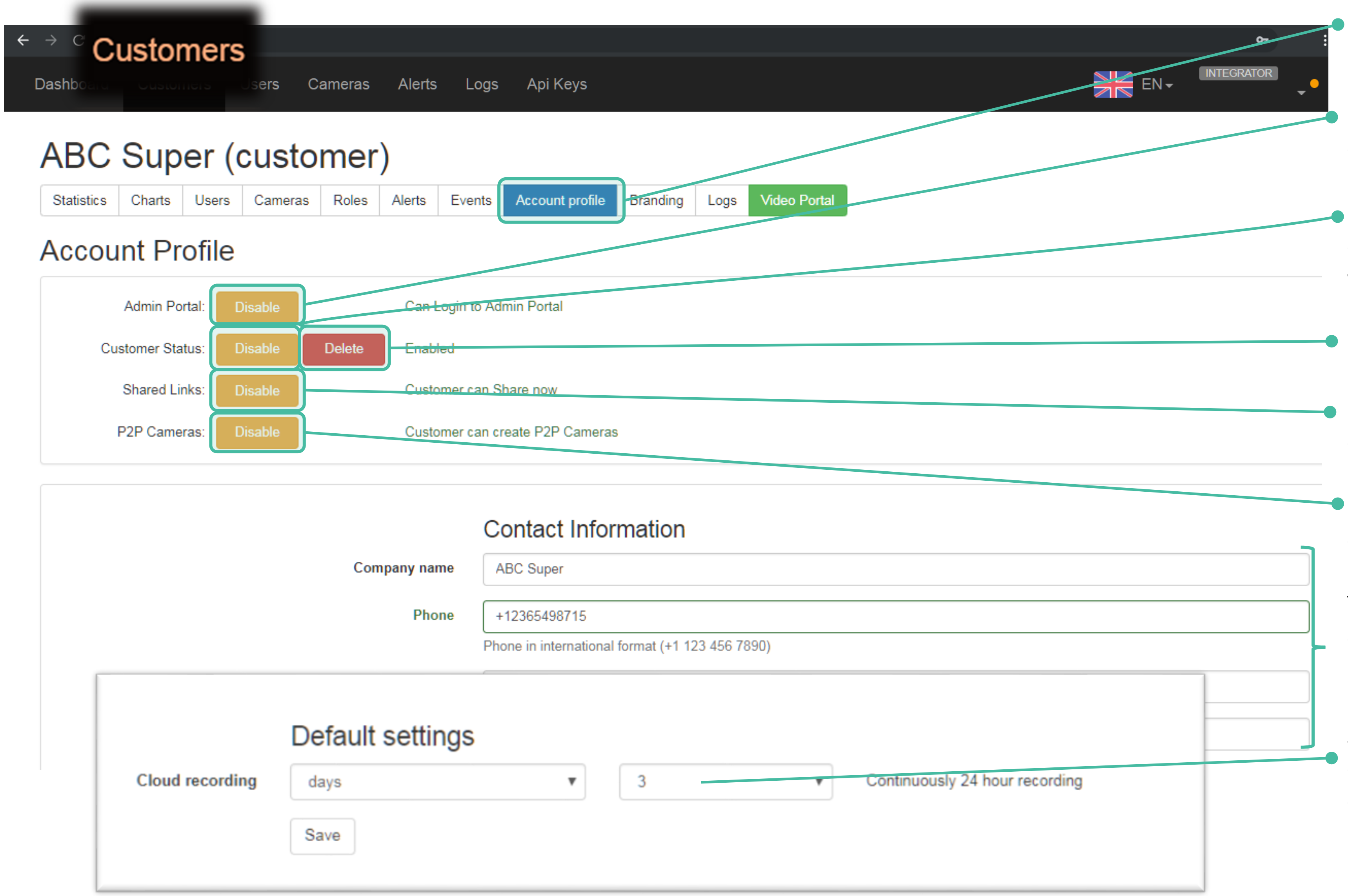
Menu – Customers: View and Modify



Click on customer name from list. Go to Account profile tab to view customer information.

Click Disable to lock access to admin portal for this customer.

Click Disable to temporary suspend all activity of this customer. Video stream will stop recording, customer will loose access to all interfaces.

Click Delete to permanently remove customer.

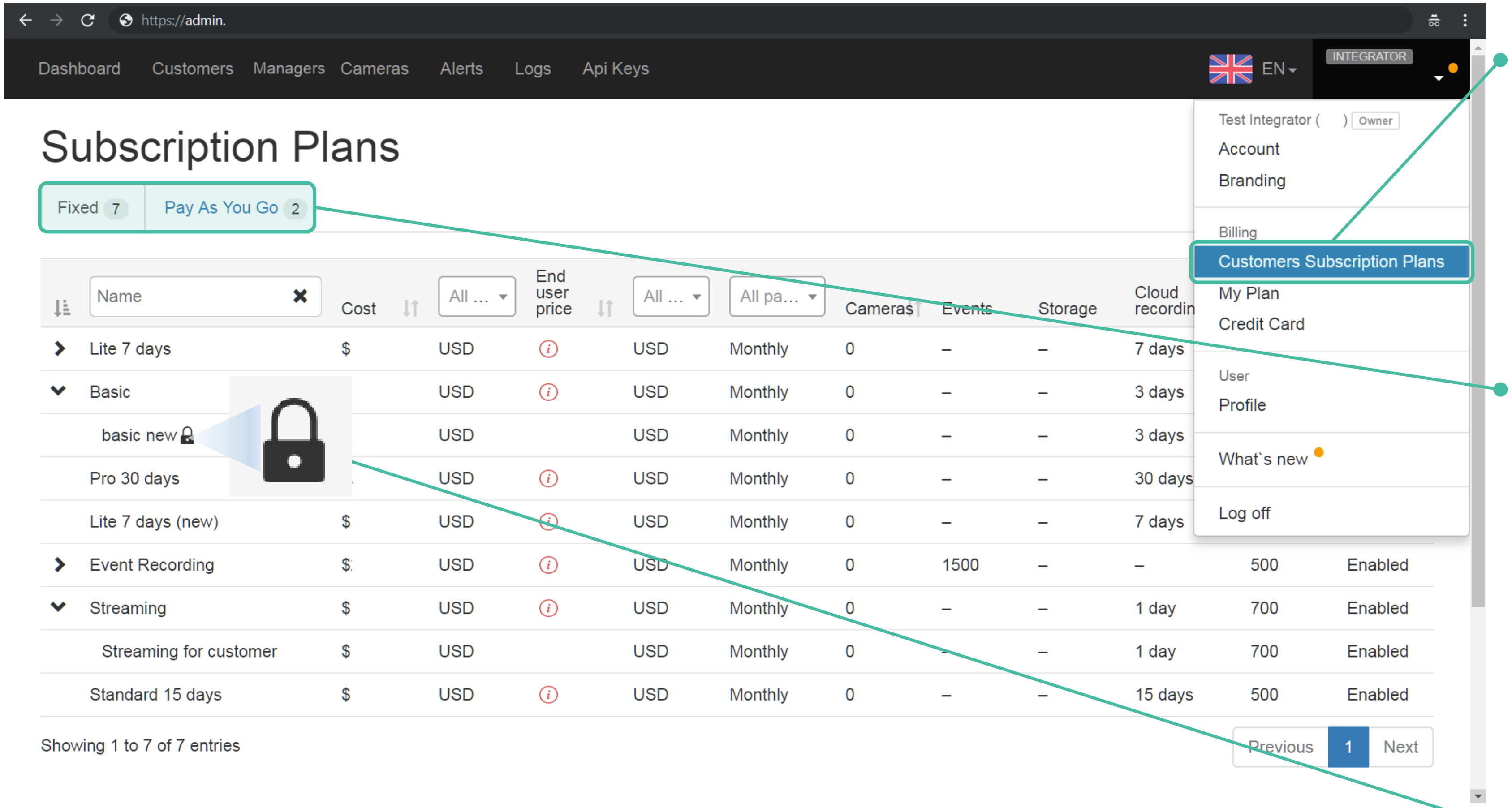
Click Disable to prohibit customer from sharing cameras.

Click Disable to prohibit addition of P2P cameras by customer.

You can type in new/updated information in corresponding fields and click save button at the bottom of the page to submit changes.

Scroll to the bottom of the page to change default cloud recording settings. All cameras added to this customer account will receive specified storage allowance. Each camera can be manually set to a different storage allowance from the camera settings menu.

Profile – Customer Billing



Click on your name to open Profile menu. From here you can access your account info, Branding page, review and create Subscription Plans for your customers, view your Subscription Plan, update your credit card information and see what changes have been introduced to admin portal recently.

You can sort and search through Customer Billing plans in the same fashion as any [other list](#) in the portal.

There are two types of plans available: Fixed and Pay As You Go plans.

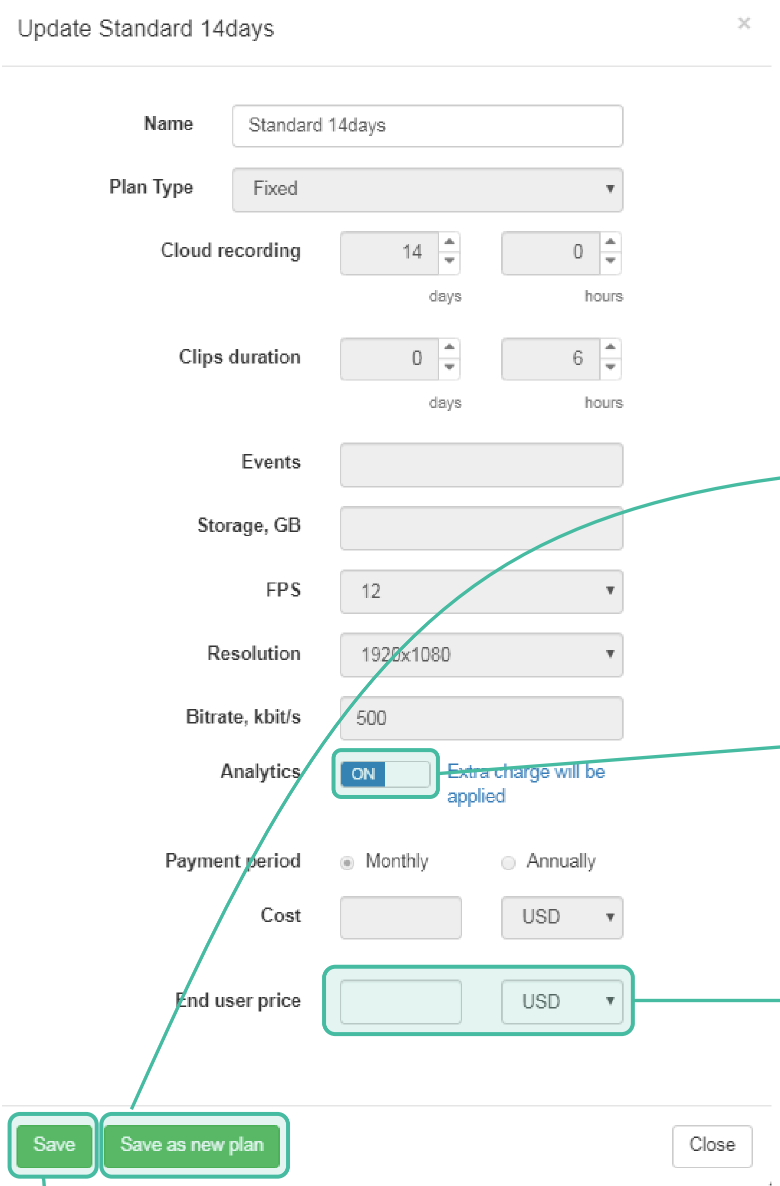
Click on any subscription plan to [view and edit it](#).

Cost column shows how much we will charge you for the plan

You set End User Price. Plans without End User Price have this symbol ⓘ and can not be assigned to any camera.

A lock symbol indicates that this plan is assigned to a camera, and thus it can not be changed. You need to move all cameras that are billed according to this plan to a different plan to be able to modify current plan.

Profile – Customer Billing



Depending on what type of plan you have selected different options will be available for configuration (option in grey fields can not be changed, option in white fields can).

If the list of plans does not have plan with required combination of cloud recording duration, storage, resolution, etc. submit a request to customer support.

If the plan is assigned to a camera you won't be able to modify it, but you can use it as a template to create new plan: press "Save as new plan" button to start creating new plan.

Add a name

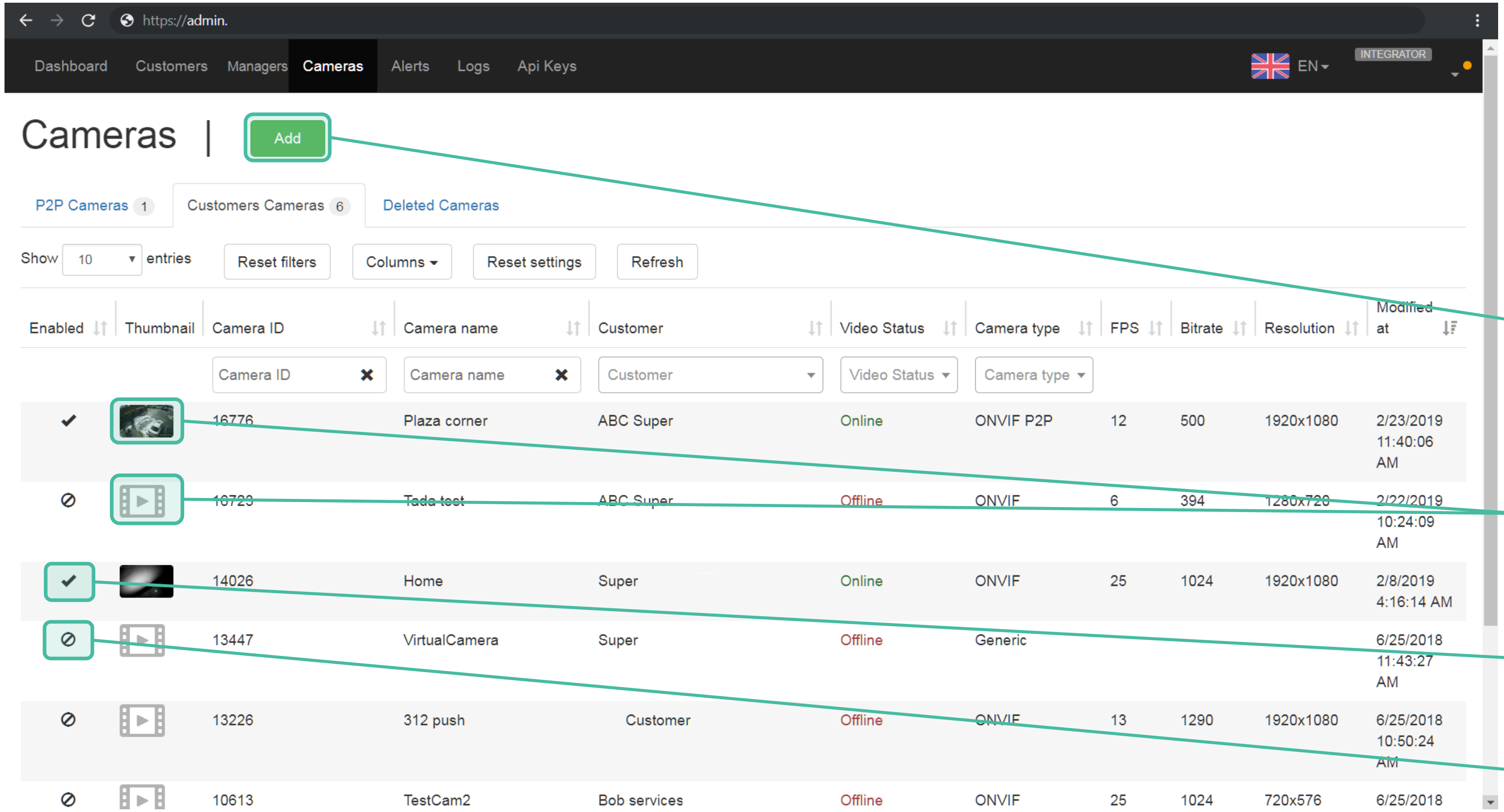
Turn on Analytics if you wish to have smart object recognition option available for cameras with this plan. (Extra charges will be applied)

Cost is what we will charge you for each camera that is connected and is assigned to this plan.

Set end user price (this is what you customer will be charged).

Press save if you are modifying an existing plan or create to create a new plan.

Menu – Cameras



There are 3 groups of cameras: Peer to peer (P2P), Customer and Deleted cameras. Use menu tabs to switch between them.

Camera list can be searched by P2P status, Camera ID, Video Status, Registration code, User, Billing Plan and date when it was modified using same methods as for any other list in the admin portal.

- To add a new camera use Add button.

To view camera properties click on the camera name in the list.

- Thumbnail shows a recent snapshot from the camera. For offline or disabled cameras a generic symbol is displayed.
- Checkmark indicates that camera is enabled and will be recorded according to billing plan.
- Crossed circle indicates that camera is disabled and footage from the camera won't be stored.

Note: You can access list of cameras for each customer individually from Customers menu => Camera tab.

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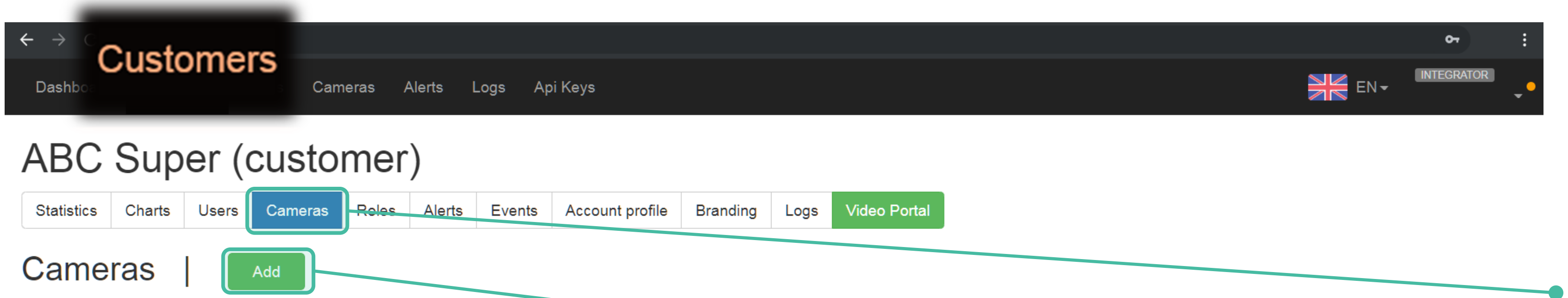
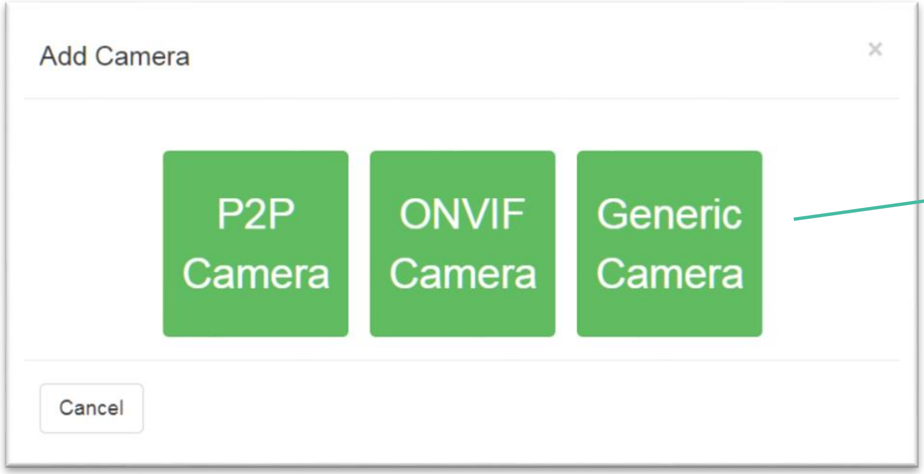
Menu – Cameras: Add New

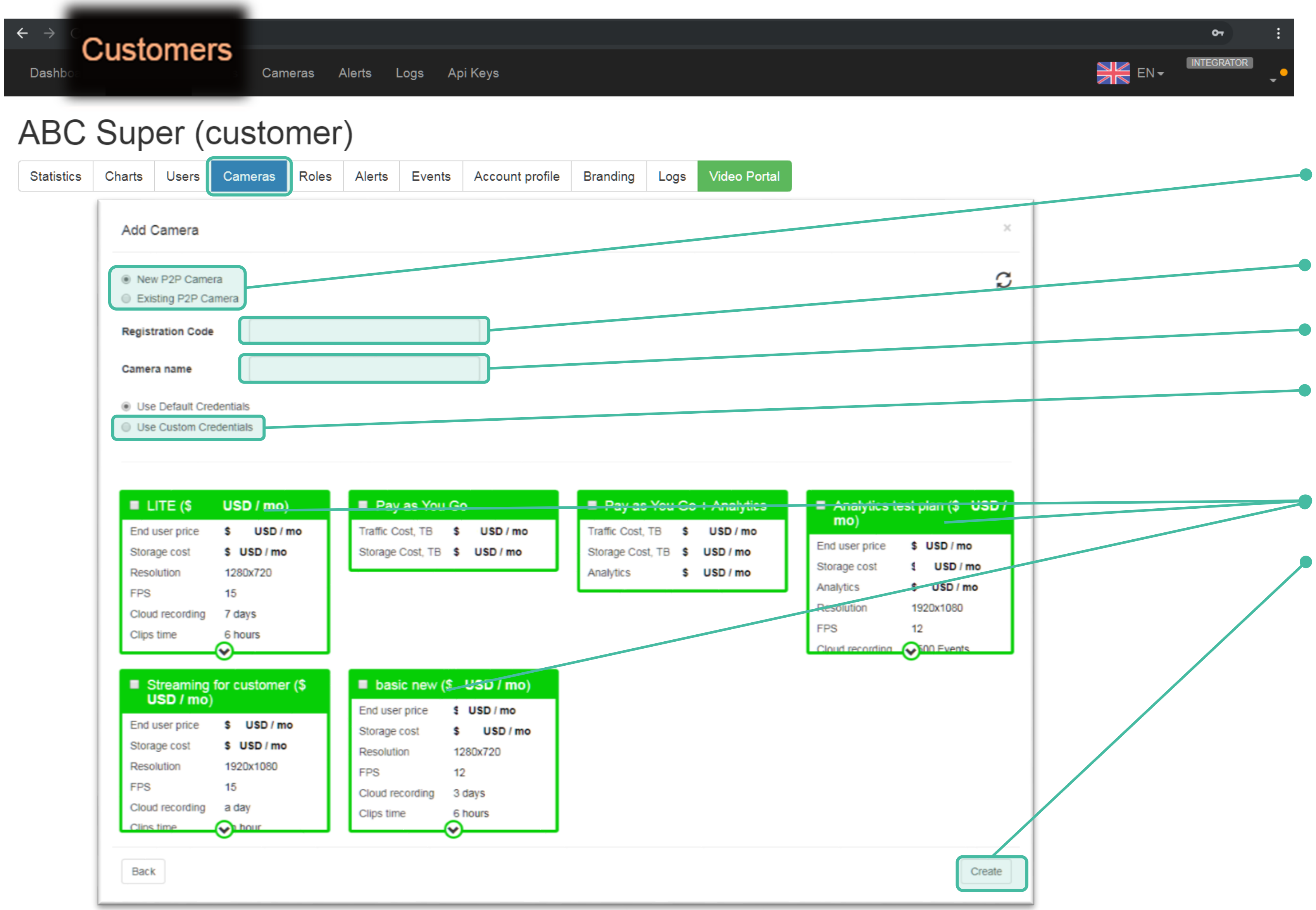


Select [customer account](#) to associate new camera with.

- Go to Cameras Tab.
- Click Add button.
- In the next popup window select how you wish to connect new camera.



Menu – Cameras: Add P2P camera



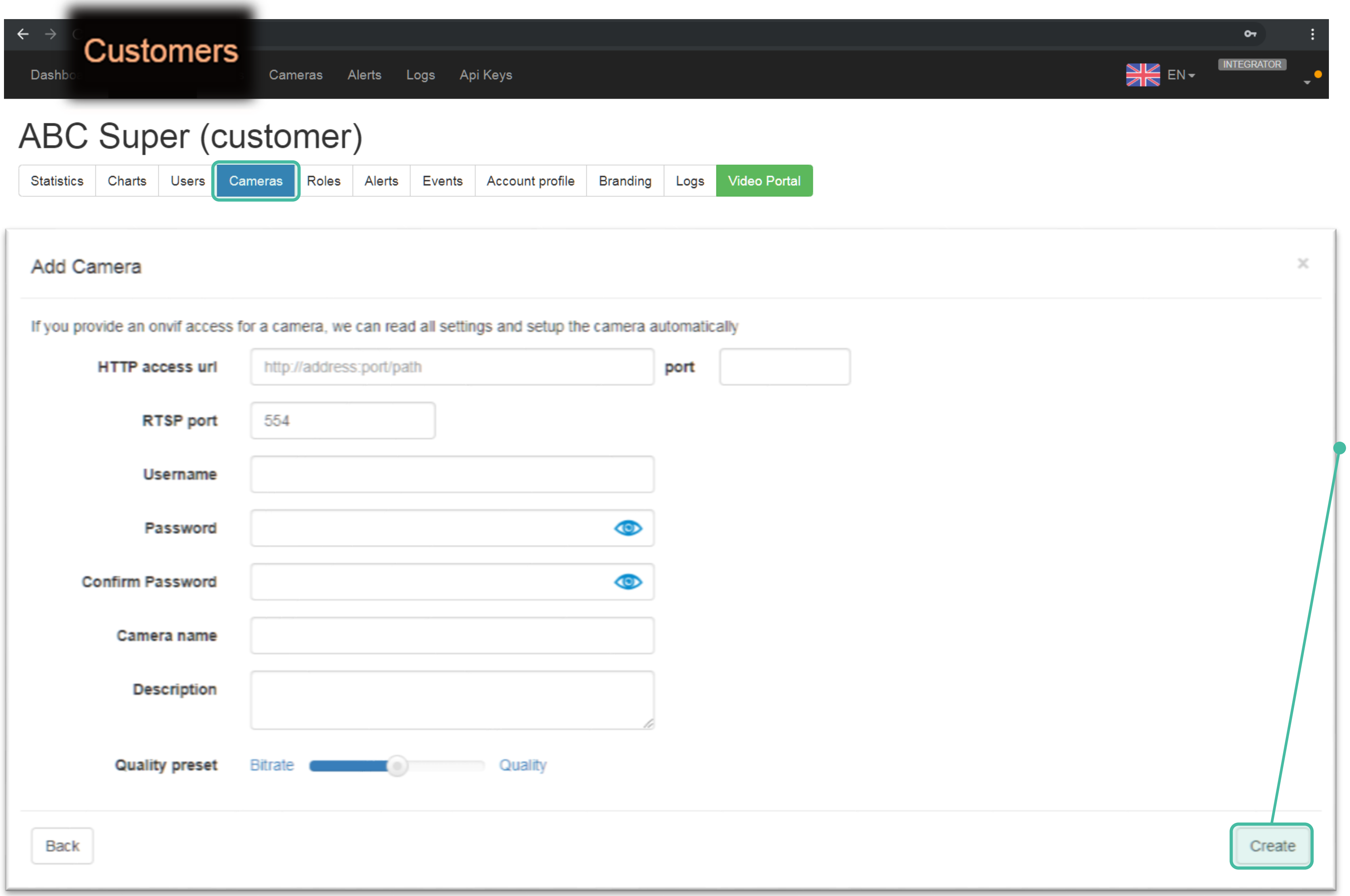
The easiest and the most secure method to add a camera is using P2P (peer to peer) connection. In this case data directly flows to the cloud server over https and does not require setup of a public IP address for the camera.

- You can either modify an existing P2P camera or create a new one.
- Input Registration code obtained from the camera.
- Type in desired camera name.
- If camera's login credential have been changed from the factory defaults select Use Custom Credentials and input new credentials.
- Select one of the billing options.
- Click create.

Cloud will automatically find the camera and create a path to it. For ONVIF compliant cameras you will gain access to camera settings directly from admin portal.

Note: using this method is preferred. Even in the event when internet provider changes the IP address or the camera is moved to a new location, access to the camera and video stream will be preserved and no adjustments to camera settings in admin portal will be needed.

Menu – Cameras: Add ONVIF camera



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This is a more involved and less secured method. It requires manual port setup on the client's side. HTTP and RTS ports should be opened on the router and http access url has to be created.

Using this method will preserve access to ONVIF compliant features of the camera allowing you to modify camera settings directly from admin portal. Access to camera analytics is preserved.

Input camera info in the appropriate lines.

Click Create button to add camera.

Camera will be added to your list of cameras and you will be able to modify any camera settings that are supported through the ONVIF protocol.

Note: In the event when client's internet provider changes client's IP address camera access can be interrupted and manual adjustments to the access path will be required. Services like DynDNS can be used to avoid connection interruptions when IP address is changed.

Menu – Cameras: Add Generic camera

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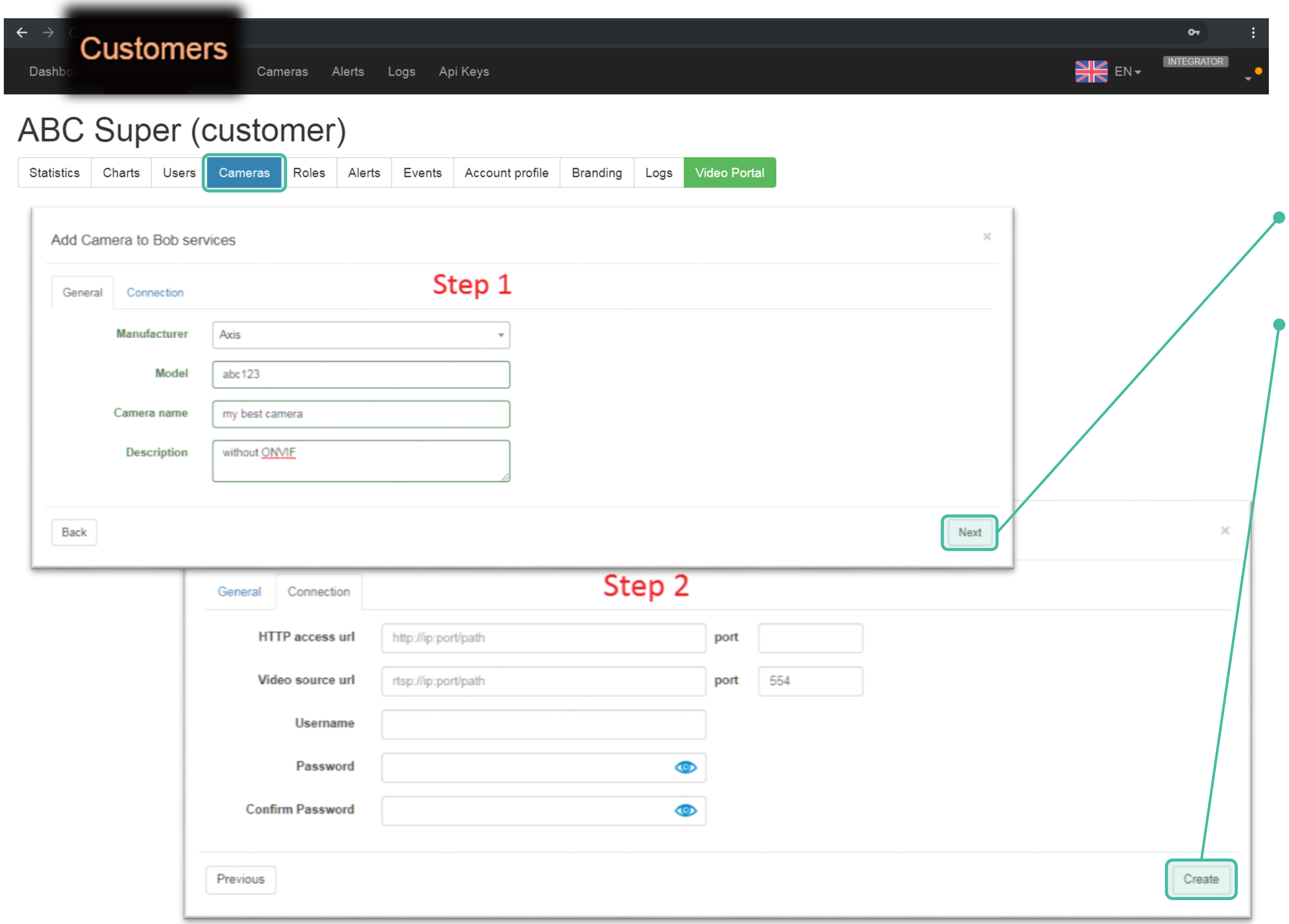


This method is used for any camera that can not be added using P2P or ONVIF methods. This method requires HTTP and RTSP port rules to be created on the customer's router.

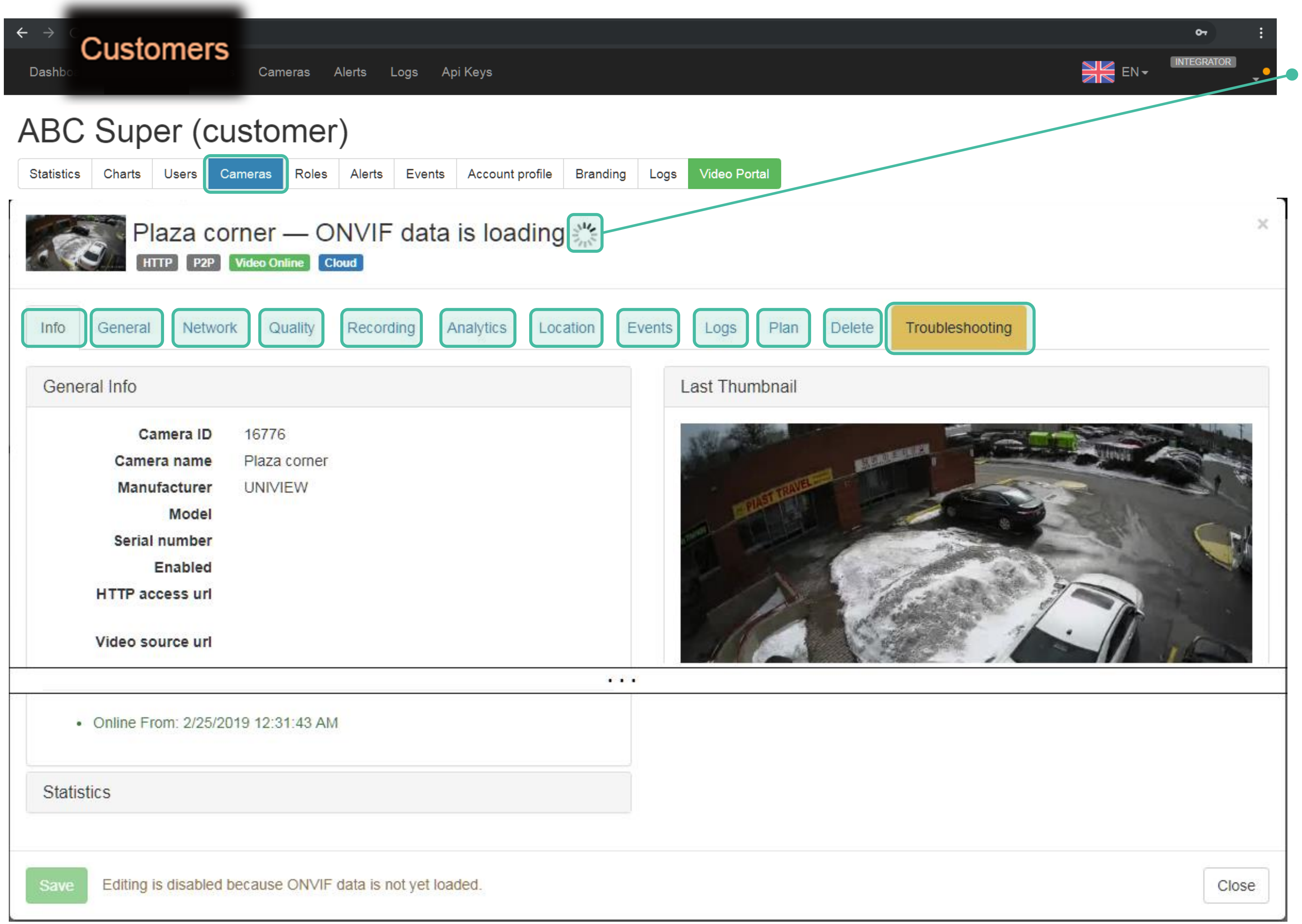
First input general camera information and click next.

In second step input access urls and camera credentials, click create to add camera to the list.

Using this method is only recommended for older cameras that does not support ONVIF. This methods does not allow you to change or view camera settings from the admin portal.

Note: In the event when client's internet provider changes client's IP address camera access can be interrupted and manual adjustments to the access path will be required. Services like DynDNS can be used to avoid connection interruptions when IP address is changed.

Menu – Cameras: Settings Overview



- Click on a camera name from the list of cameras to open camera info panel. Allow the page to complete loading ONFIV. This symbol will disappear once loading is complete.
- Under Info tab main information about the camera is displayed.
- General tab shows camera name, manufacturer, model and lets you turn on and off microphone for audio enabled cameras.
- Network tab has information about access urls and lets you test connection to the camera.
- Quality tab lets you change quality settings for ONVIF compliant cameras.
- Recording tab lets you choose archive settings.
- Analytics tab lets you configure smart features. of the camera and activate cloud analytics.
- Location tab lets you view and edit camera location on the map.
- Events tab shows history of recognized events.
- Logs tab stores information about cameras status changes.
- Plan tab lets you change billing settings for current camera.
- On Delete tab camera can be deleted.
- Troubleshooting tab helps you determine what is wrong.

Menu – Cameras: Quality Settings

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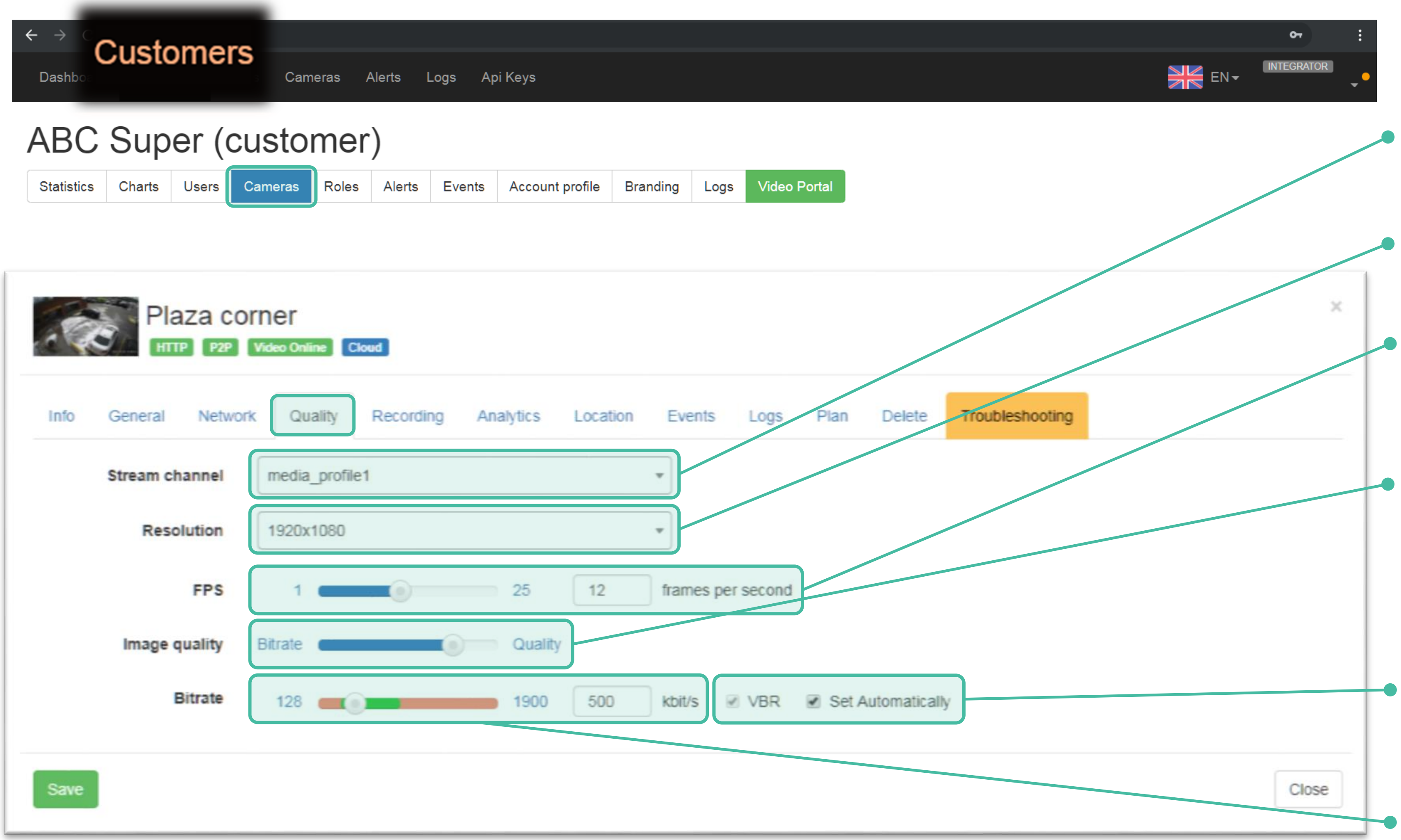

For ONVIF cameras you can change quality settings directly from admin portal. Depending on the billing plan different options will be configurable.

- For cameras that support multiple Stream channels select appropriate channel.
- Select Resolution from the list of available options for current billing plan (can be just one option).
- FPS determines how many frames will be stored each second. Less frames means less used storage, but also means less details for fast moving objects.
- Image quality slider determines what is targeted. If the slider is moved towards the quality side cloud will prioritize quality to traffic, increasing bandwidth and storage requirement to achieve greater image quality.
- Select VBR to force selected bitrate as average. Select automatic to let cloud control quality based on Image quality slider settings.
- Bitrate sets target average bitrate for camera. Depending on the scene complexity, efficiency of camera’s codecs and Image quality settings cloud will attempt to adjust image quality accordingly.

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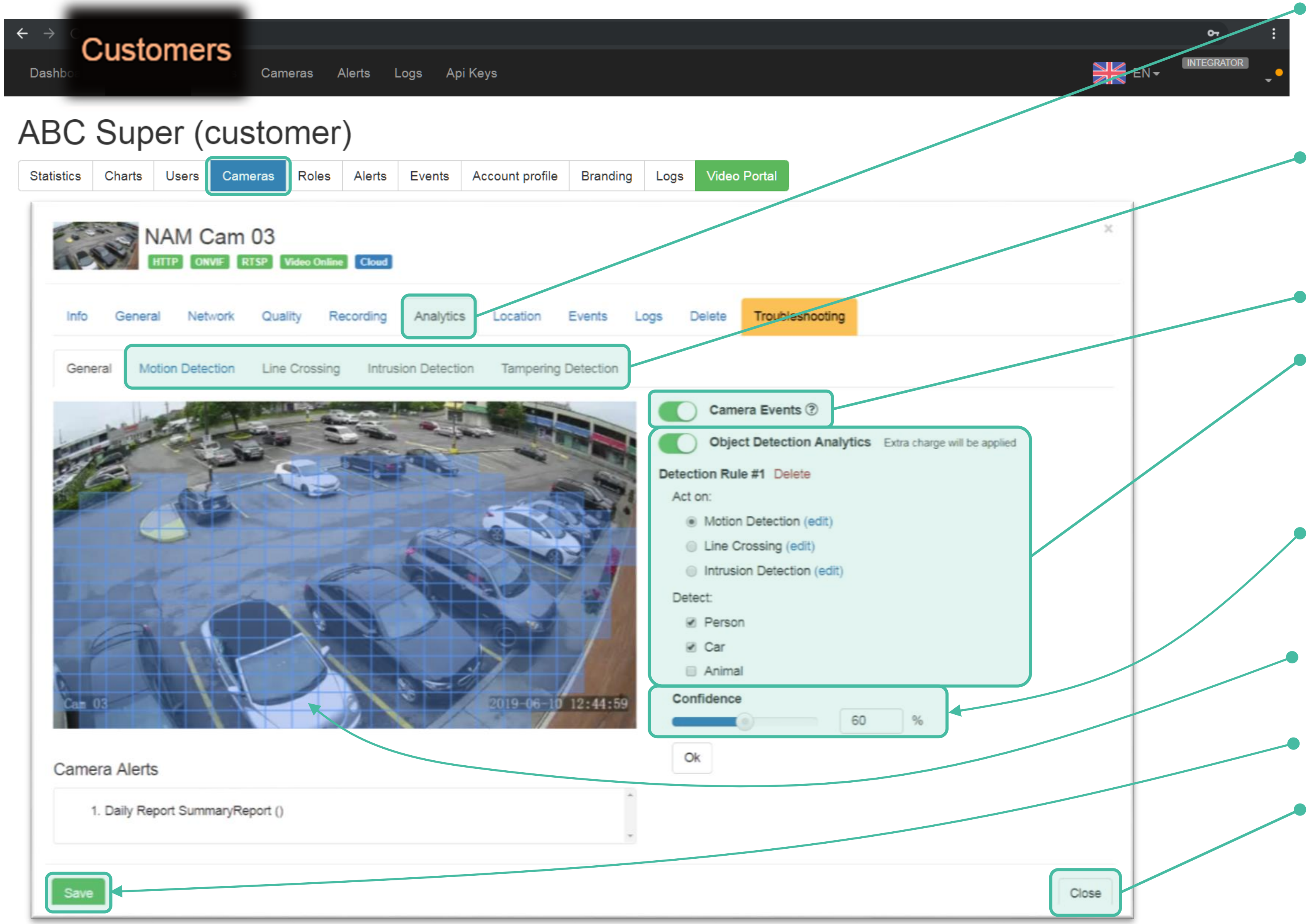
Menu – Cameras: Analytics



- Under camera settings go to Analytics tab.

  Depending on the selected billing plan you will have access do different analytics options.

- Camera side analytics (if available, depends on the camera) will be shown in this section. Click on any desired function to configure it. Possibilities are limited and are dependent on the camera.

- All motion-based events can be turned off or on.

- Cloud side analytics configuration panel (depends on the billing plan). Chose options that you desire, unlike on camera side there are no limits on number of analytics modules that can run simultaneously, detection is much more accurate.

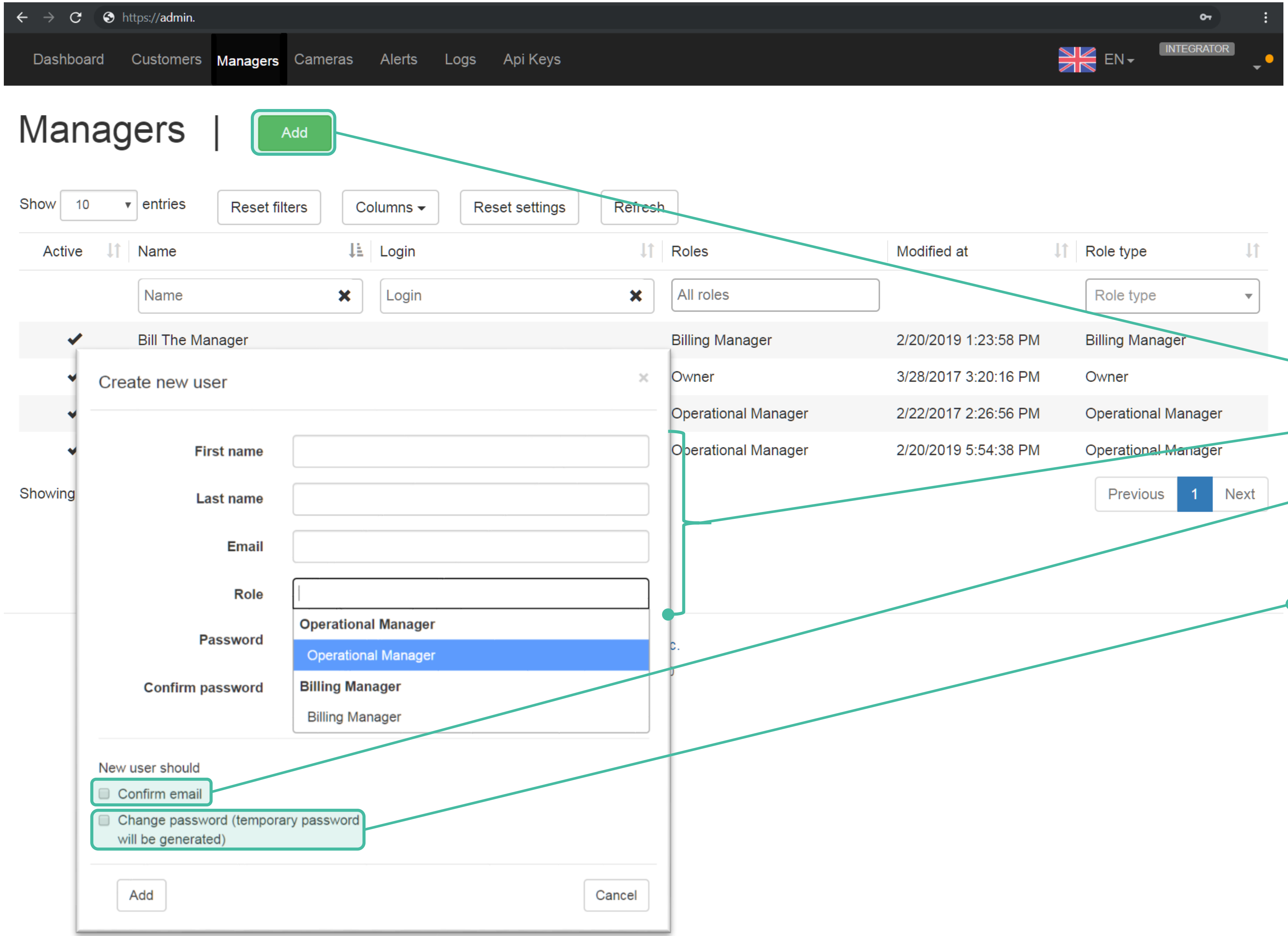
- Confidence determines the limit of recognition confidence above which objects will be marked according to set rules.

- Motion detection is on for region under blue mask and off for the rest of the image.

- Once done setting up modules press Save button to submit changes.

- Pressing close will close camera settings window without saving the changes, you will be prompted to confirm closing without saving.

Menu – Managers



Integrator managers are listed here. These managers are linked to integrator account and can perform duties as assigned by integrator.

The list can be searched and customized same way as all [other lists](#) in the admin portal.

- Create new manager using Add button.
- Fill in information and select role.
- Check Confirm email to require manager to confirm email.
- Check Change password to prompt manager to create new password on first login.

Note: the managers listed in this list are related to the integrator account only, and have permissions according to the roles assigned.

Menu – Customers: Users

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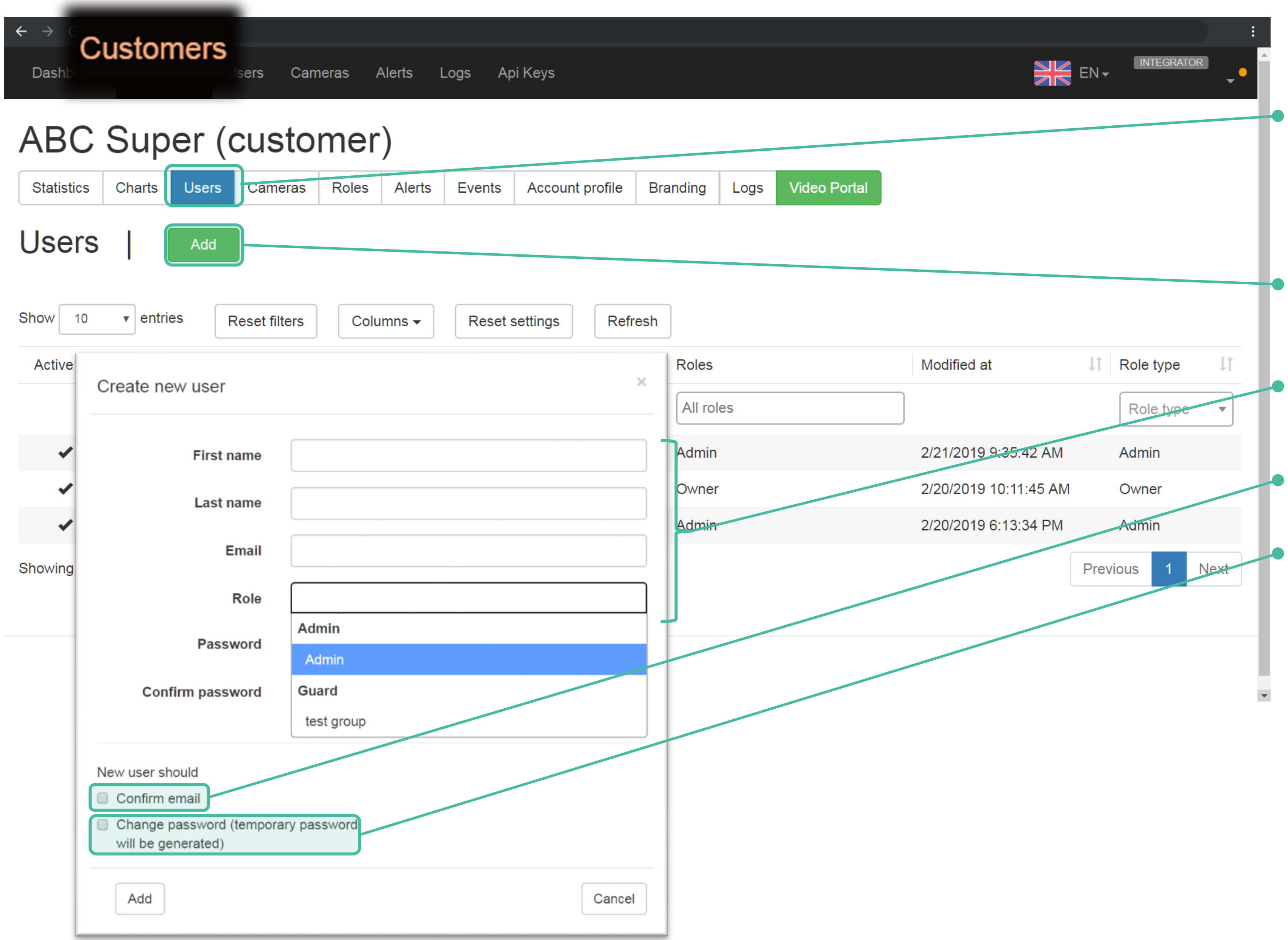

From the list of customers click on the customer name and select Users tab.

Users list can be sorted in the same fashion as any other list.

Use Add button to create new user that will be added to the user list of the current customer.

Fill in user information and select a role for this user.

Place a check mark to require email confirmation.

Place a check mark to require a password change on the first login.

Press on the user name to open page with information about this user.

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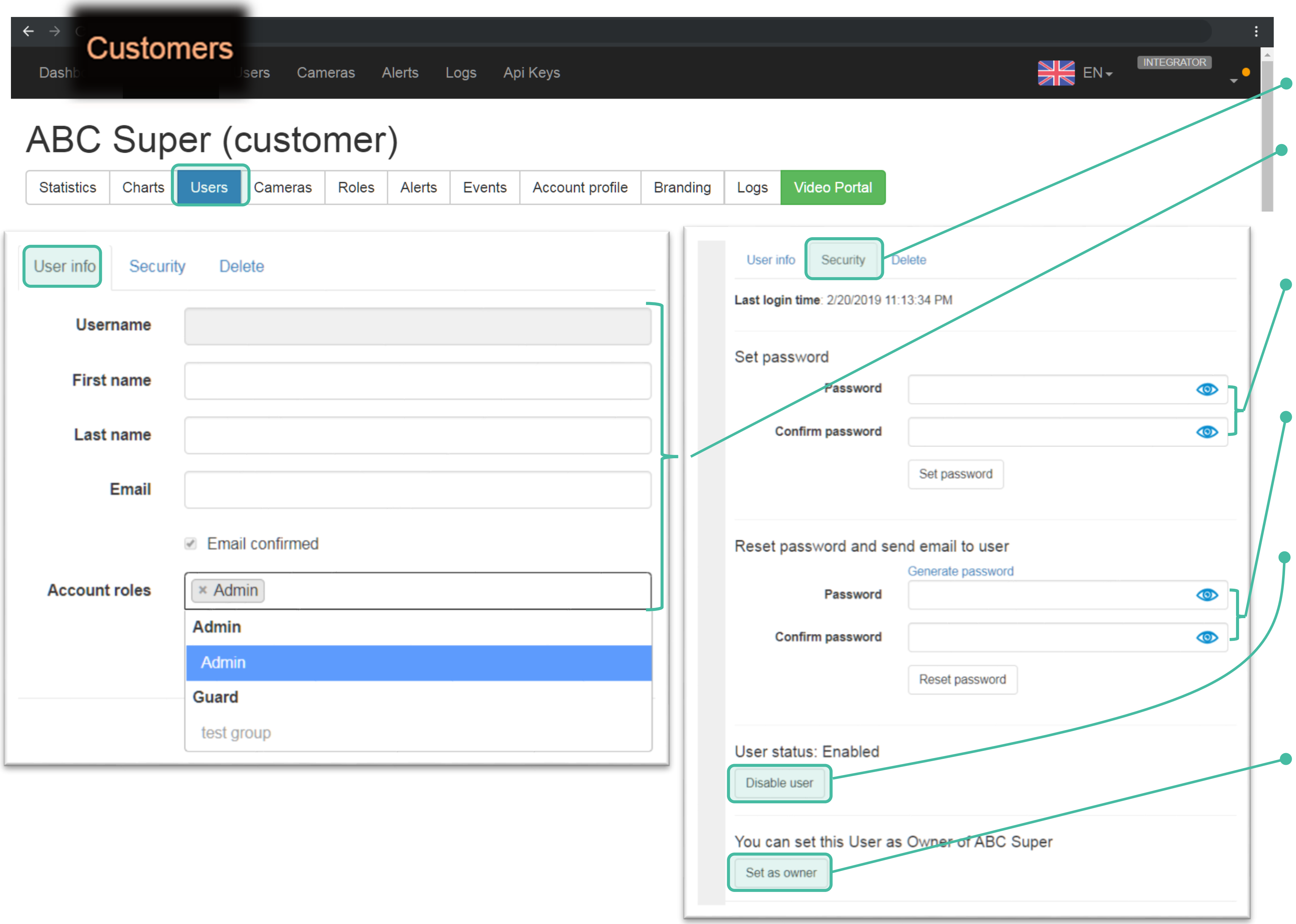
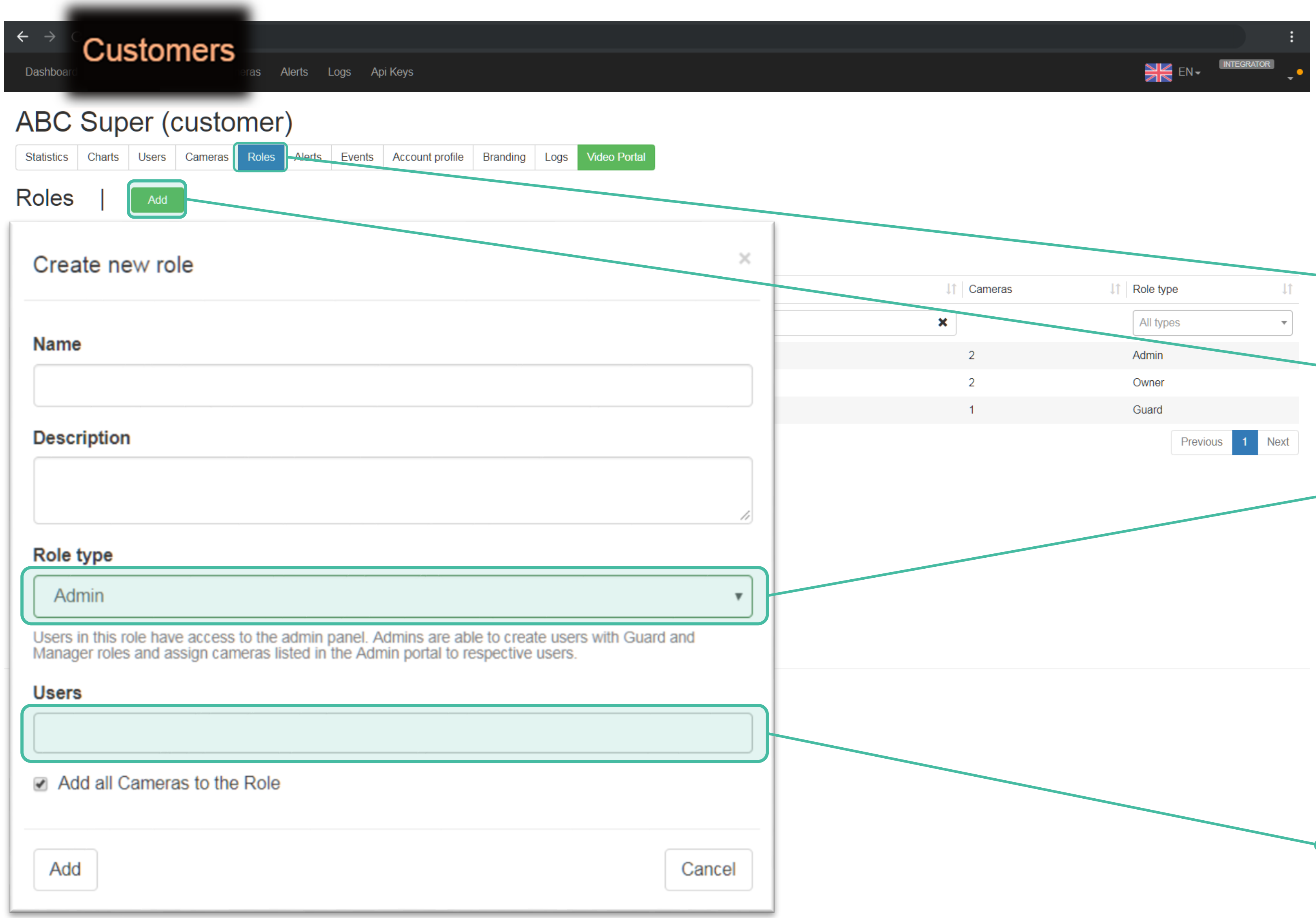
Menu – Customer’s Users: User Info



- Security settings can be changed on Security tab.
- User information can be changed on Info tab. New roles can be assigned from the list. Only same tier roles can be assigned to one user.
- Use set password fields to create a new password for user. User would NOT be notified about this change.
- Use Reset password to change password for user and send email notification with new password to the user.
- Use disable button to temporary disable user access to the system.

  Use delete tab to permanently delete user from the system.
- Use Set as owner to convert this user to owner role.

Menu – Customers: Roles



Roles determine cameras and camera functions that a user can access. One camera can be added to multiple roles and different camera permissions can be set for each parameter under each role.

Roles list can be sorted in the same way as any [other list](#) in the admin portal.

- Click on the role to open its description and modify or delete it.
- Click add button to create a new role.

Input name and description for new role.

- Select role type:

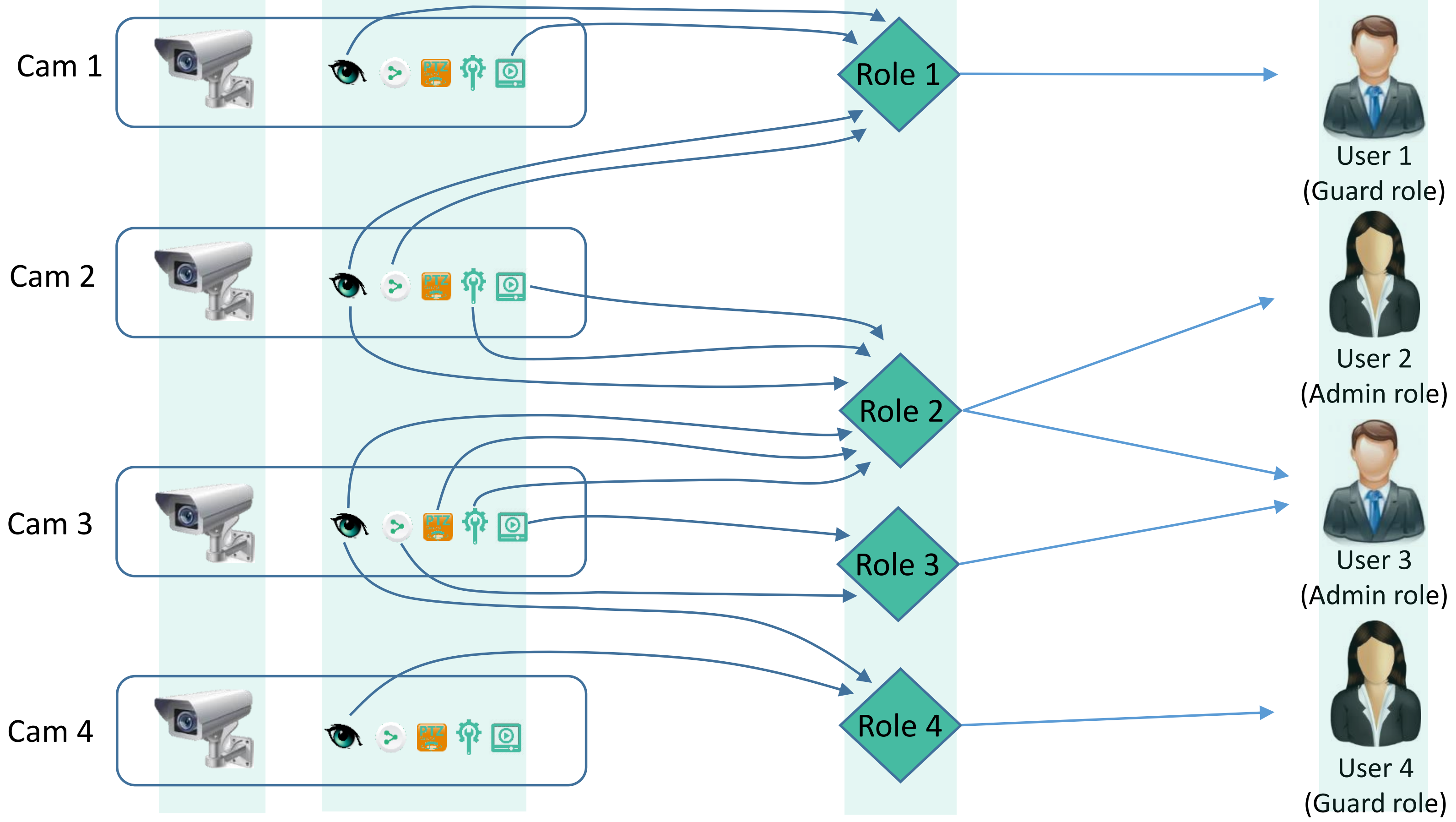
Admin role type: Users have access to admin portal and are able to create other admins and guards, can assign cameras and camera permissions that are within their role. Can only modify users and roles that they have created as well as any user/role created by Admins they have created.

Guard role type: User do not have access to admin portal. Guards can use all of the features within their assigned role permission through the end user interface.

- Select users that will be assigned to this role and click Add.

Menu – Customers: Roles Function

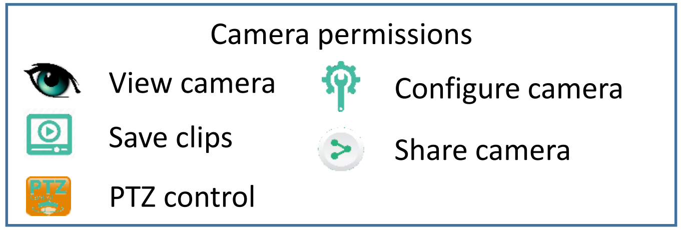
Each camera has 5 permissions that can be assigned to a role, the role is then assigned to a user granting access to the specified camera and select functions.



User 1 is assigned Role 1 and can view and save clips from Camera 1; view and share Camera 2. Being a Guard type role this user does not have access to Admin Portal.

Users 2 and 3 can view, configure and save clips from Camera 2; view, use PTZ controls and configure Camera 3. Additionally, User 3 can share and save clips from Camera 3. Being and Admin type role these users can access Admin Portal.

Users 4 can only view Cameras 3 and 4. Being a Guard type role this user does not have access to Admin Portal.



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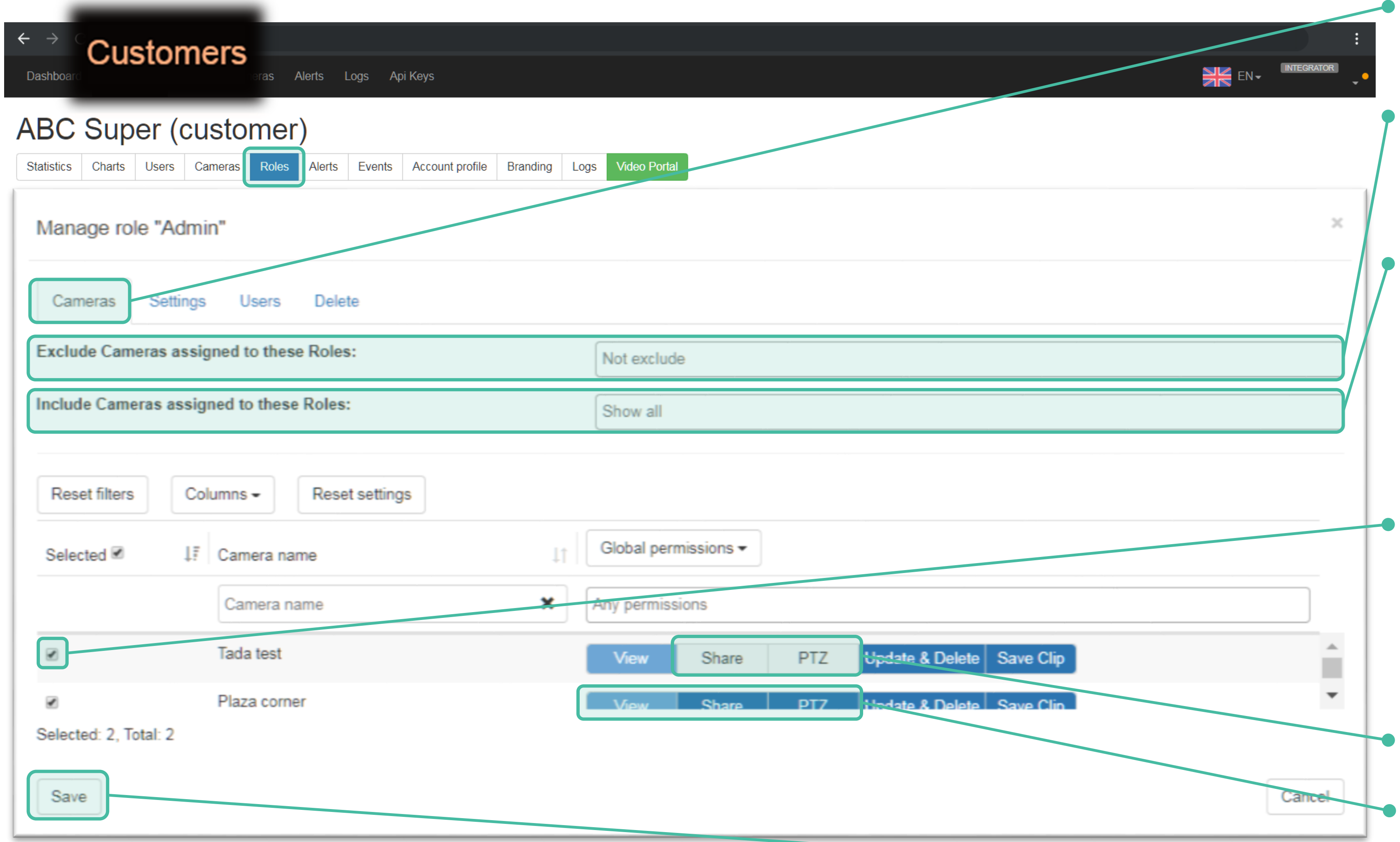
Menu – Customers: Roles Editing



- Under camera tab you can view and modify permission of the role.
- Use Exclude Cameras line to remove permission for cameras that are assigned to other roles. Click on the line to see available roles.
- Use Include Cameras line to quickly add all camera permission from selected roles. Click on the line to see available roles.

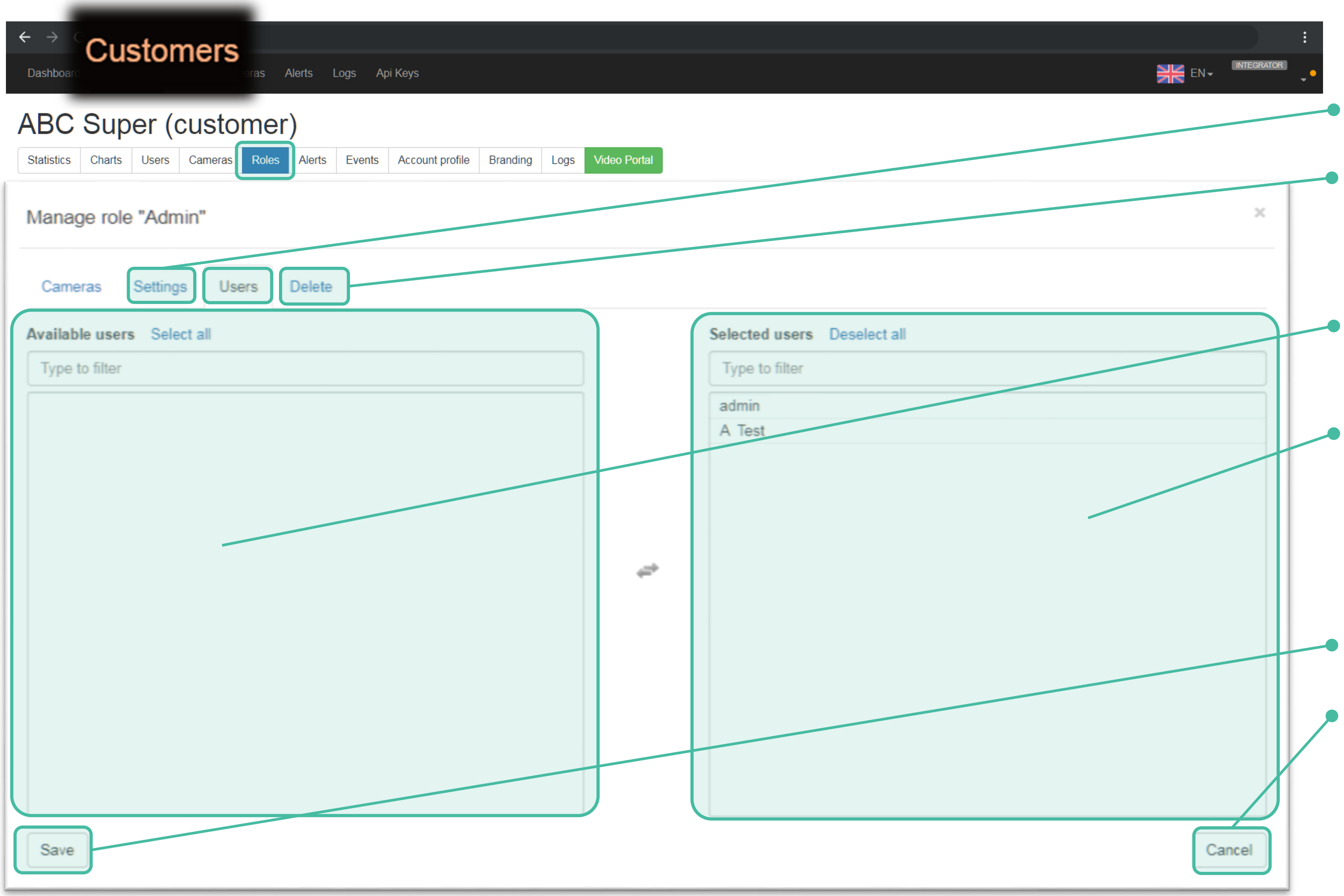
You can search and navigate list same way as any [other list](#) in the admin portal.

- Place a check mark in front of the camera to add it to the role.

Click on permission name to add or remove it from the role permissions.

- Permissions in grey are not allowed for this role.
- Permission in blue are allowed for this role.
- Click Save to submit changes, click Cancel to discard changes.

Menu – Customers: Roles Editing



Change name and description of the role under Settings tab.

Delete role under delete tab.

Under user tab you can assign users to this role.

Column on the left shows the list of available users.

Column on the right – users that are already assigned to this role.

Click on the user name to move it from one column to another.

Click Save to submit changes.

Click Cancel to discard changes.

Menu – System Alerts

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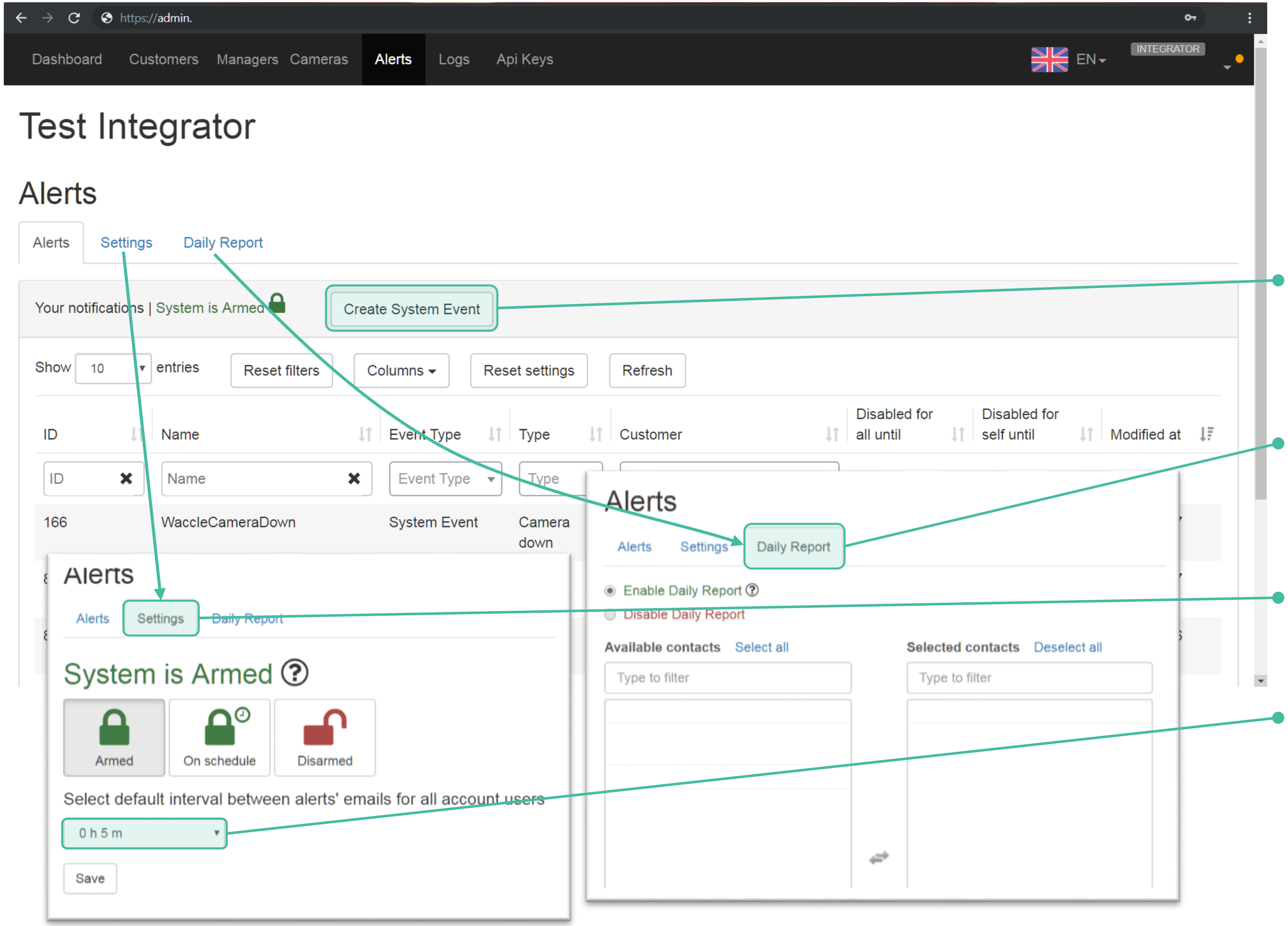

Alert list shows all alerts created by either integrator or users.

System alerts warn selected persons about the status of customer cameras.

This list can be sorted and searched in the same fashion as any other list in admin portal. Click on any alert to edit it.

- Create a system event to receive a notification about problems with customer cameras at a desired intervals to allow you to act and fix issues in a timely manner ensuring customer satisfaction.
- Under Daily Report tab a daily systems health report can be requested. This report will include status of all customer cameras. This report is generated at midnight. Click on user name to add this user to the list of users who receive report.
- Under settings tab all alerts can be turned on (Armed), turned on a specific schedule (On schedule), or turned off.
- Set interval between alerts to limit number of emails received in a given time interval. All alerts with notification filtering on will be accumulated for the specified time and than just one email with the list of all events will be generated. If Notification Filtering is off then this interval will be ignored and notification will be sent immediately.

Menu – Customer Alerts

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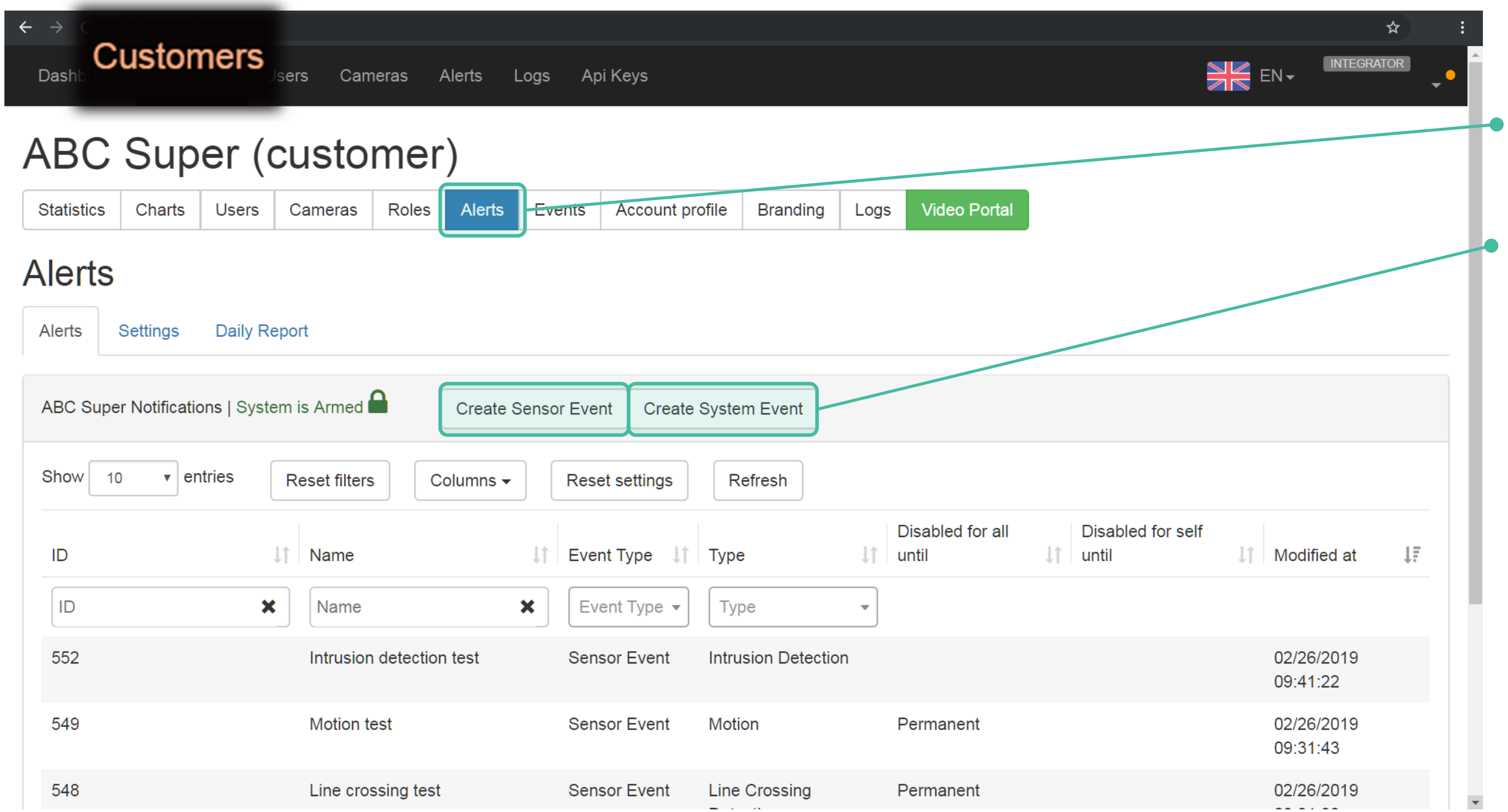


To create alert linked to a specific customer select this customer and click on Alerts tab.

Select alert type.

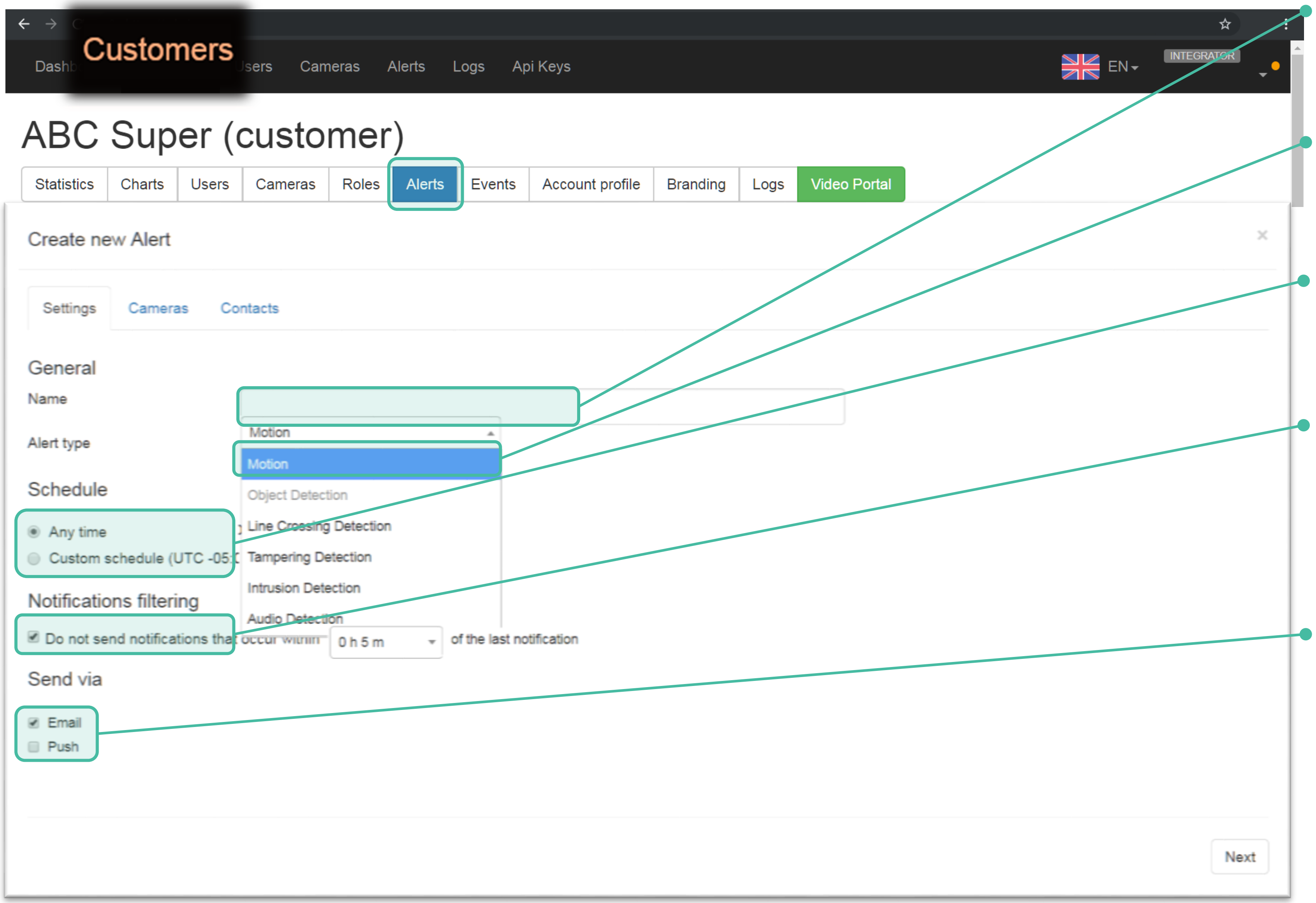
For system alerts only Camera down is currently available: notification will be send after camera goes offline for any reason.

Click on alert name from the list to view or modify this alert.

Under Settings tab all customer alerts can be disabled or set to be active on a specified schedule.

Under Daily Report tab camera status report can be activated.

Menu – Customer Alerts: Create New Sensor Alert



Specify the name for this alert. Use something descriptive as this will be included in the alert notification heading.

Select alert type. For alert to work correctly specified type of alert should be configured and turned on in camera settings.

Choose Any time to keep alert active always or select specific dates and times when alert will be active.

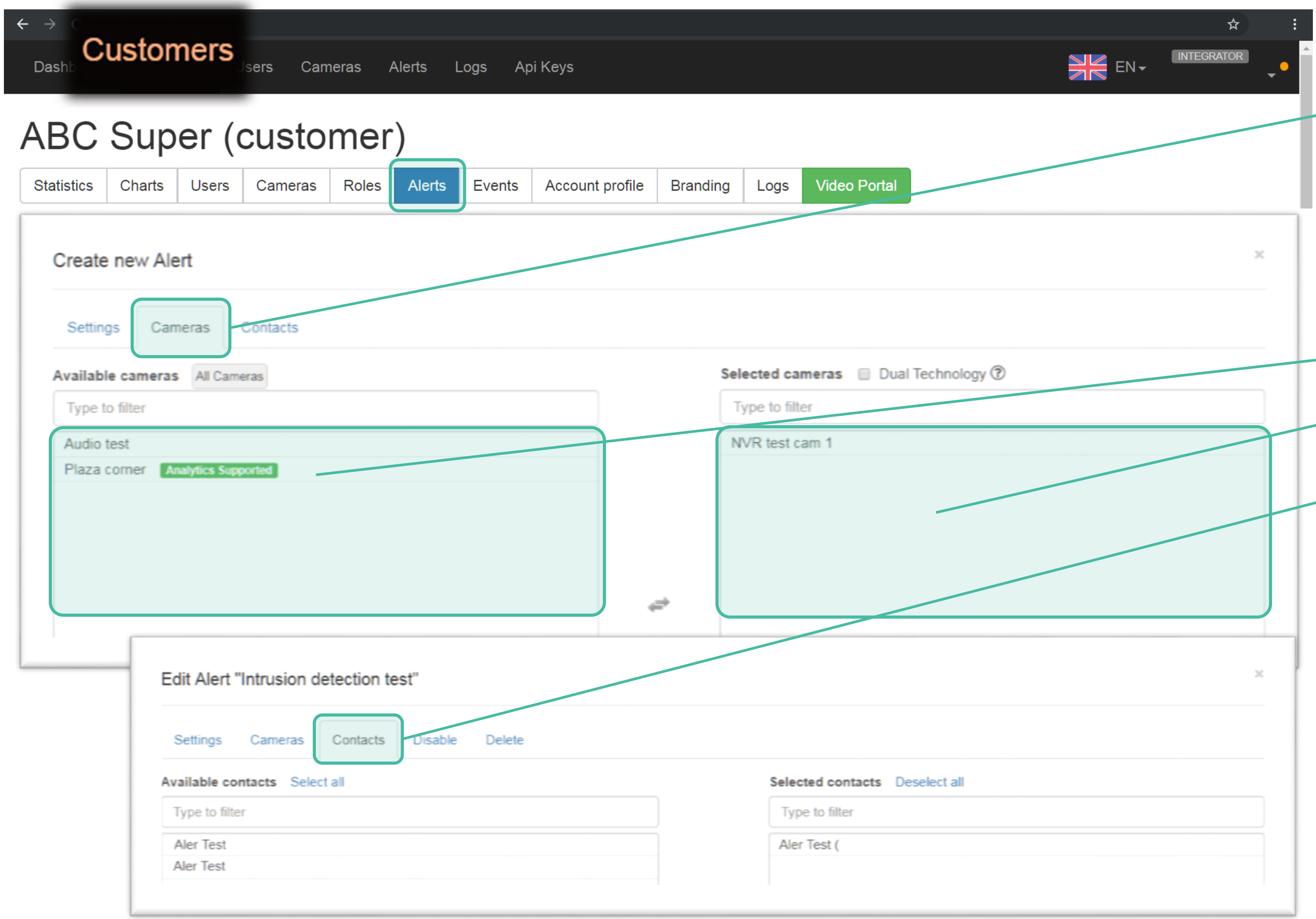
Notification filtering limits the number of emails/push messages generated in a selected time interval to one message (all events that have happened during this time interval will be included in a single message).

Choose how you wish to receive notifications.

Click next or click on Cameras tab to choose what cameras will be included in this alert.

Note: If Notification filtering is turned on and under System Alerts Default Interval is selected than notifications will be aggregated based on the longest time interval setting.

Menu – Customer Alerts: Create New Sensor Alert



- On Cameras tab select cameras that will be included in the alert.

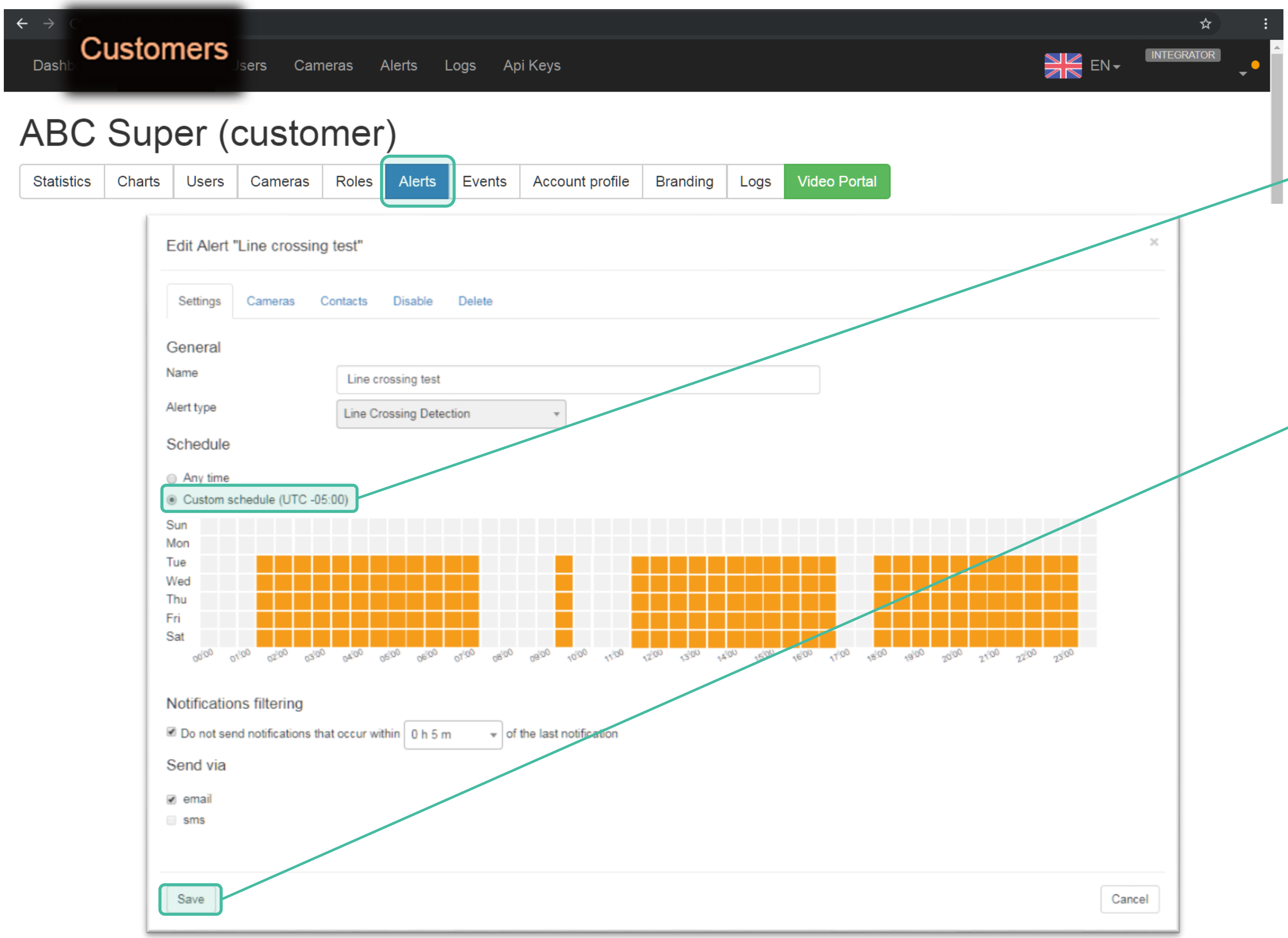
Click on camera name to move camera between columns.

- Left column shows available cameras.
- Right column shows selected cameras.
-

Next click on Contacts tab or click next button to select users that will receive notifications. Same principal as with cameras left column shows all available users, right – users that will receive alert.

Click Create button to create alert.

Menu – Alerts: Schedule



- Select Custom Time option to reveal calendar. Select time intervals when the alarm will be active. Yellow squares alert active, white squares alert off.
- Click save to submit changes.