UniEase

User Manual

V1.18

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About This Manual

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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 UniEase 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.

The app supports managing devices under the cloud account and local devices simultaneously.

	Devices Under Cloud Account	**Local Device**
Binding Location	Cloud	On the local phone
Prerequisite for Device Management	Cloud account login completed	None. No login is required to manage local devices
Whether Changing Phone Affects Usage	No. As long as you log in to the account, you can use it normally	Yes. Devices are bound to the phone. Once you change the phone, all device information will be lost
How to Add a Device	Scan	LAN Search、Manual Add
Bindable Device Types	IPC/NVR/XVR/Access Control, etc.	Only IPC/NVR/XVR supported

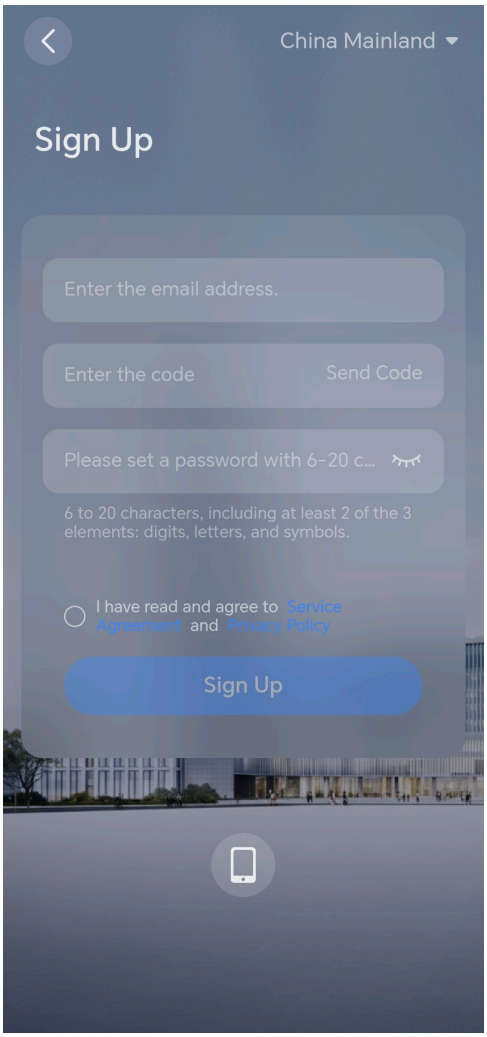
Note: Both devices under the cloud account and local devices support live view, playback, and alarm viewing, as well as remote configuration. However, the configurable parameters and interface layout may differ between them. Please refer to the actual interface.

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 **Login/Signup > Sign Up**.

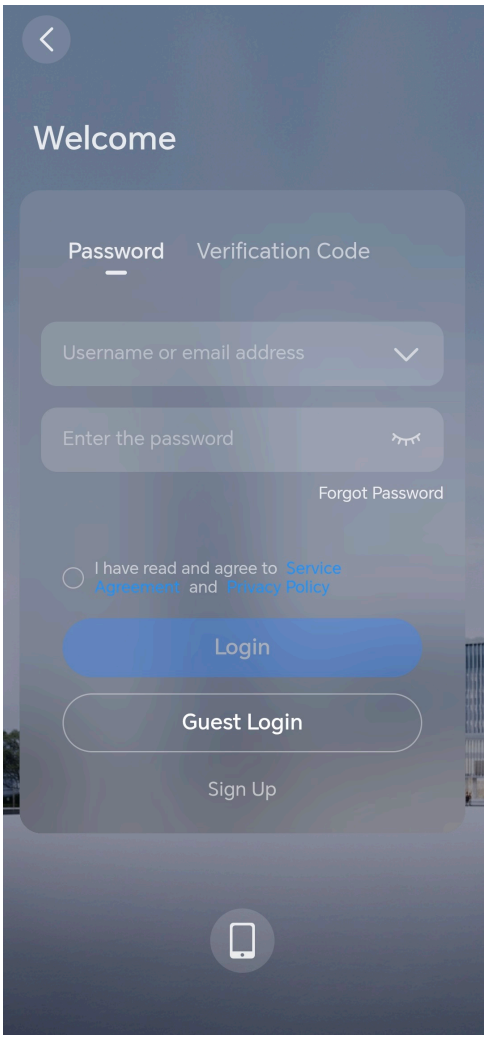


2. Enter your email address (mobile phone number is also supported in certain regions), and then tap **Send Code**.
3. Enter the code you received and set the login password.
4. Read and accept the service agreement and privacy policy.
5. Tap **Sign Up**.

Login

1. Choose a login method.
   - Password login: Enter the username/email address/mobile phone number and password.

     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.
   - Verification Code Login: Enter the email address/mobile phone number, tap **Send Code**, and then enter the received verification code.



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

Login without signup

Note:

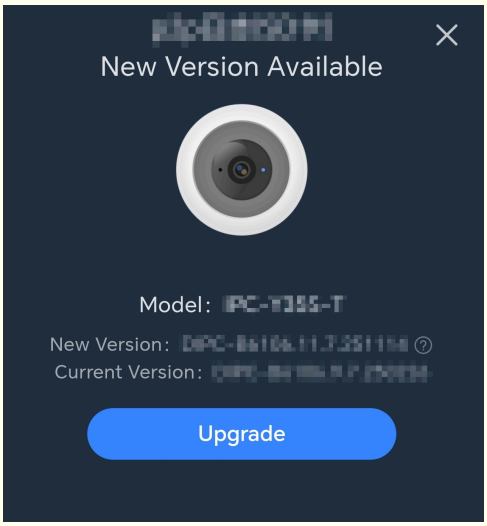
- After logging in without signup, each device can be bound to only one user. If a device is not needed, please unbind it with your account before uninstalling the app; otherwise, you may have trouble binding the device again.
- When using login without signup, a team will be automatically created and joined by default. You can switch teams in the upper-left corner of the home screen or the Message screen.
- 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.

After Login

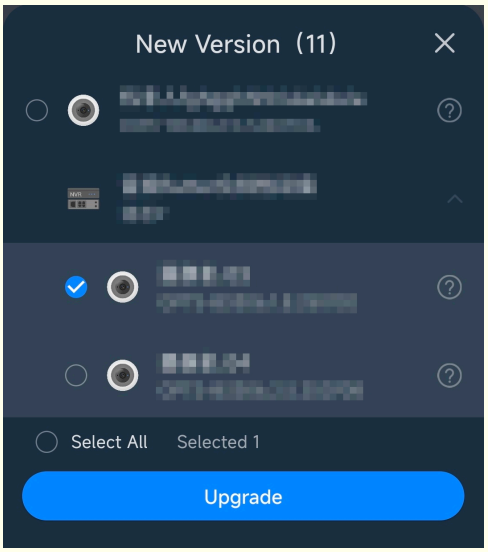
By default, you will be redirected to the **Home** screen after login.

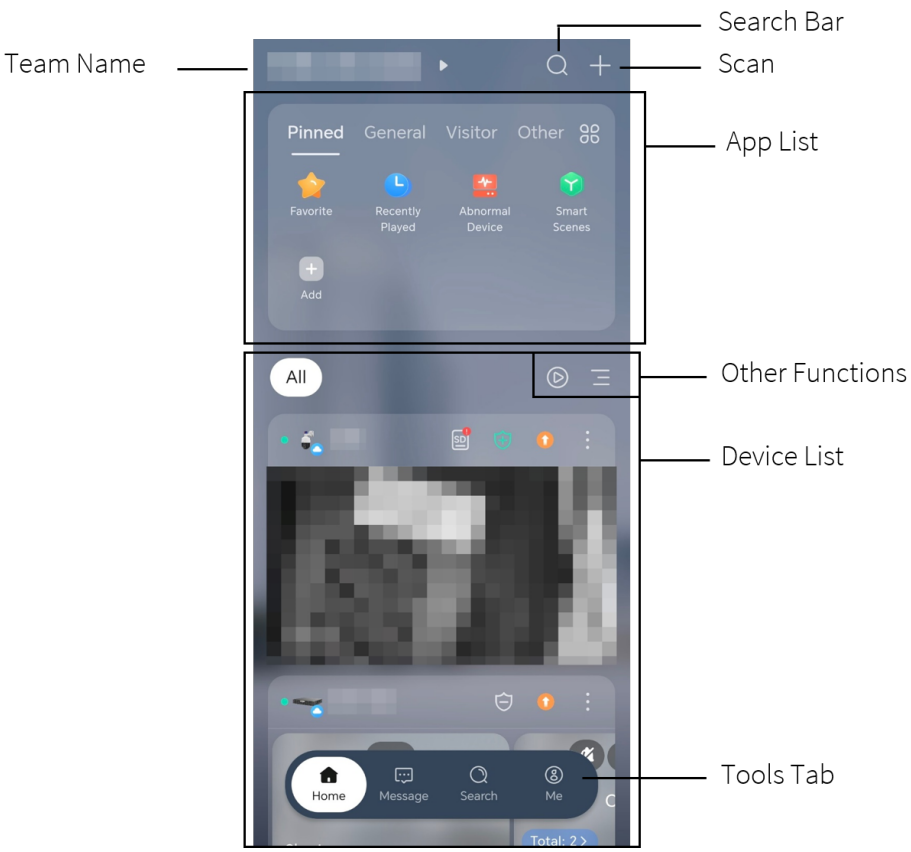
Note: If a critical version of a device is detected in the list, a message will appear on the screen (see examples below). Please complete the device upgrade as prompted, or the app will not be usable.

Example 1



Example 2



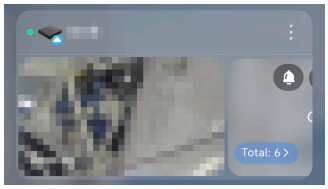
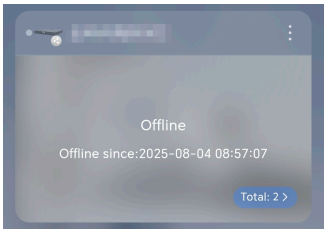


Item	Description
Search Bar	Enter the device name, serial number, or device model in the search bar. Fuzzy matching is supported. You can also tap on a provided keyword to filter devices within the team.
Team Name	Displays the name of the current team. Tap to perform operations such as adding a new team and switching between teams. See Team Management.
Scan	Tap to Add Device and Forget Device Password.
App List	Displays the supported applications of the current team. See Application.
Other Functions	• Grid Mode/List Mode: Switch the display layout of devices to list mode (1-column) or grid mode (2-column).

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td></td><td>

Rearrange Devices: Drag the right button for a device to adjust its display order.
Simple Version/Standard Version: Applications are hidden in the simple version. You can refer to the diagrams for the visual effect of the versions.
Group Management: Group and manage team devices. See Group Management for details.

</td></tr>
<tr><td>Device List</td><td>
The first tab displays all devices under the current team; the subsequent tabs display the added groups. Tap the group name to display all devices under this group.

If the device has multiple channels:
<table>
<tr><th></th><th>Device Online</th><th>Device Offline</th></tr>
<tr><td rowspan="2">Single-column display</td><td>Swipe left or right to view the live video of the channels. The "current channel number/total number of channels" is displayed at the top of the screen. The number of channels is shown in the bottom right corner.
</td><td>Only the number of channels is displayed in the bottom right corner.
</td></tr>
<tr><td colspan="2">Clicking the total channel count or the product name will show all channel information.</td></tr>
<tr><td>Dual-column display</td><td colspan="2">Devices with multiple channels are displayed, named as "Channel Name_Device Name".</td></tr>
</table>
If the app has bound a service provider (O&M, patrol), and the service provider chooses to display its company information during co-branding validity period, then:

When the device list is displayed in a single column, the abbreviation of the service provider's company name will be shown in the lower right corner of each device
The abbreviation of the service provider's company name is displayed at the bottom of the device list.
When pulling down to refresh the device list, the company's brand logo will be displayed.
If both an O&M service provider and a patrol service provider are bound, the information of the O&M service provider will be displayed first.

See Device Management for details.
</td></tr>
<tr><td>Tools Tab</td><td>

: Home screen. After scrolling up through the device list, the icon will change to . Tap it to return to the top.
: Message
: Search
: Me

</td></tr>
</table>

4 Team Management

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

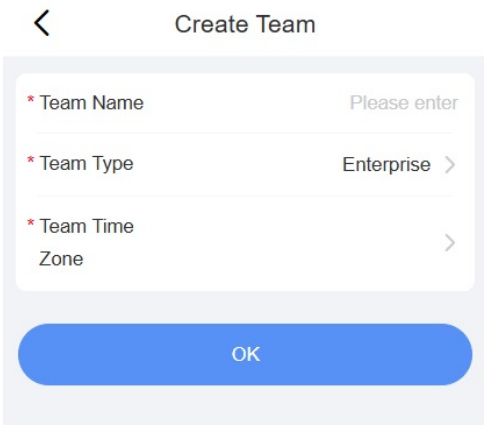
A user can belong to multiple teams, including a default team, teams they have created, and teams they have been invited to join.

Once logged in with an account or as a guest, the **Home** and **Message** 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. On the **Home** screen, tap on the team name, and then tap **+**. Or, on the **Message** screen, tap on the team name, and then tap **Add Team**.



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

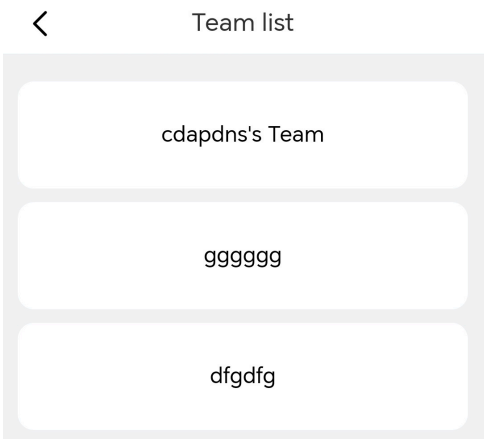
   Note: The team type cannot be changed once saved. Please choose carefully.

3. Tap **OK**.

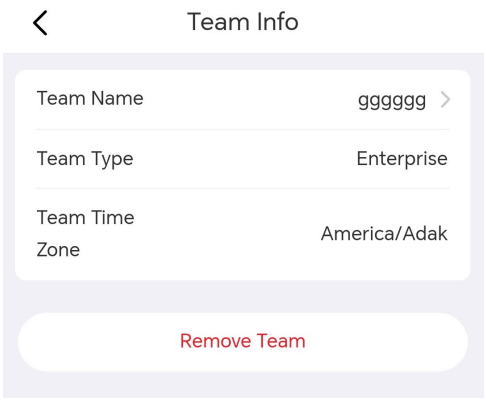
4.2 Edit Team

You can modify the name of teams you have created.

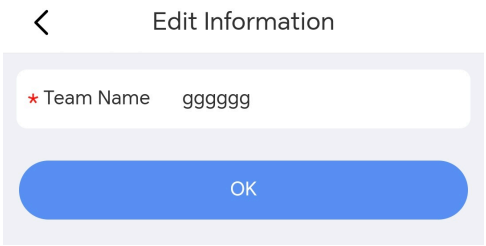
1. On the **Home** screen, tap on the team name, and then tap . Or, on the **Message** screen, tap on the team name, and then tap **Team Configuration**.
2. Tap on the team name you want to edit in the list.



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



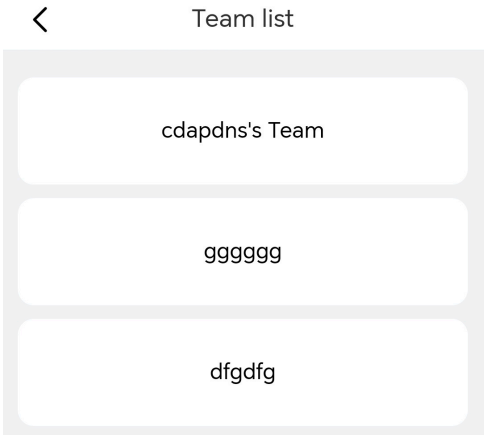
4. Enter the new team name and tap **OK**.



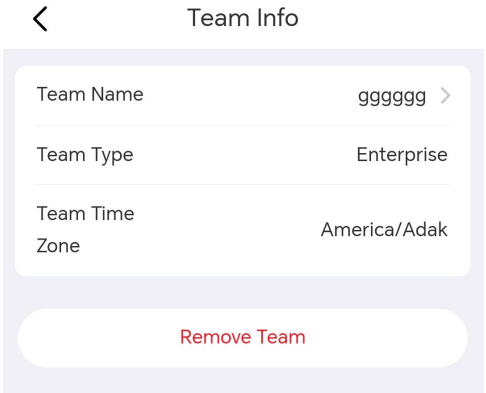
4.3 Remove Team

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

1. On the **Home** screen, tap on the team name, and then tap . Or, on the **Message** screen, tap on the team name, and then tap **Team Configuration**.
2. Tap on the team name you want to remove in the list.



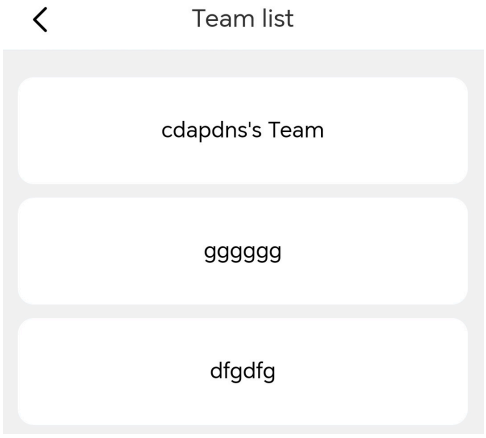
3. Tap **Remove Team** and complete the verification.



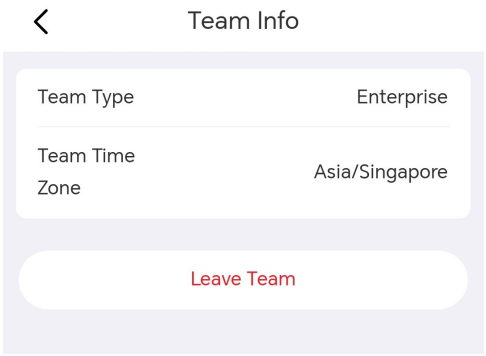
4.4 Leave Team

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

1. On the **Home** screen, tap on the team name, and then tap . Or, on the **Message** screen, tap on the team name, and then tap **Team Configuration**.
2. Tap on the team name you want to leave in the list.



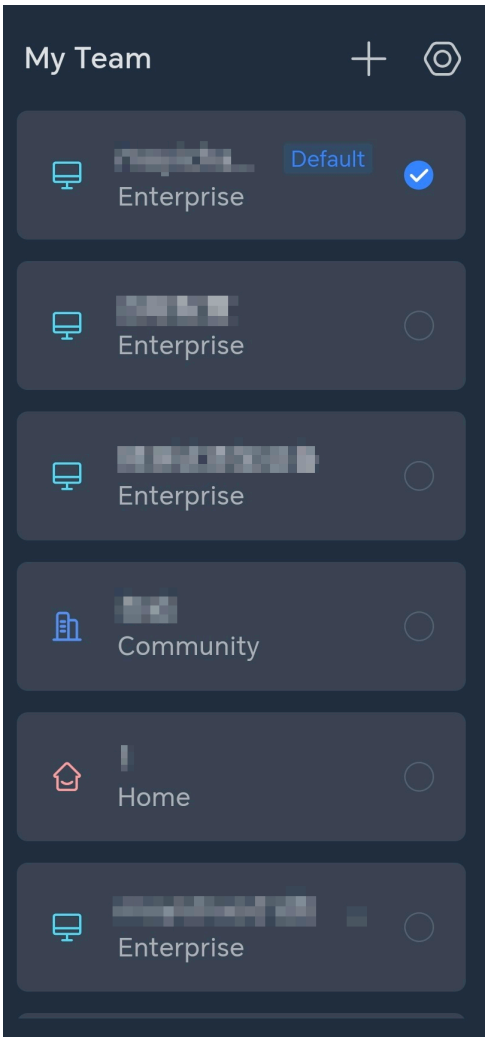
3. Tap **Leave Team** and confirm the operation.



4.5 Switch Team

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

Tap on the team name on the **Home**/**Message** screen and select the desired team in the list. The reference diagram below shows the effect on the **Home** screen.



5 Device Management

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

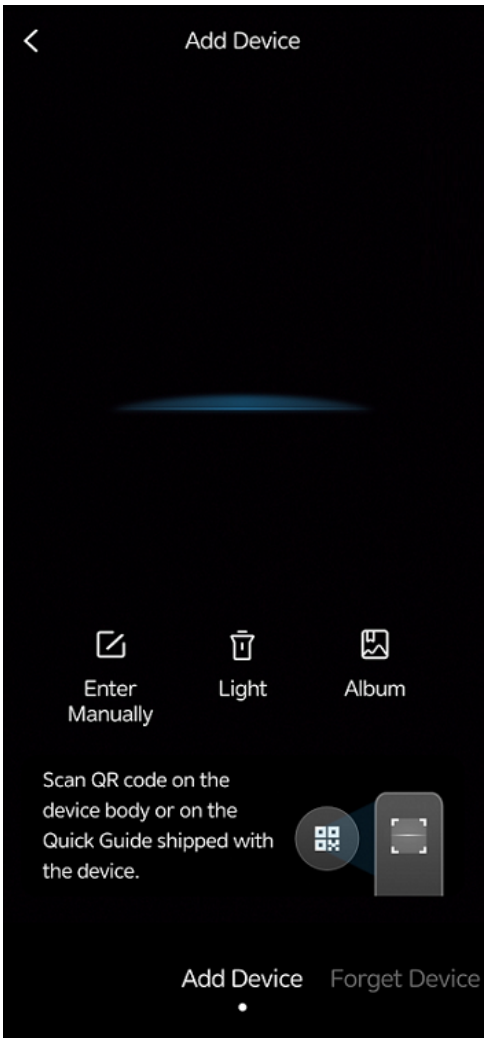
5.1 Add Device

5.1.1 Scan

To add a device to the cloud account, use the Scan function.

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

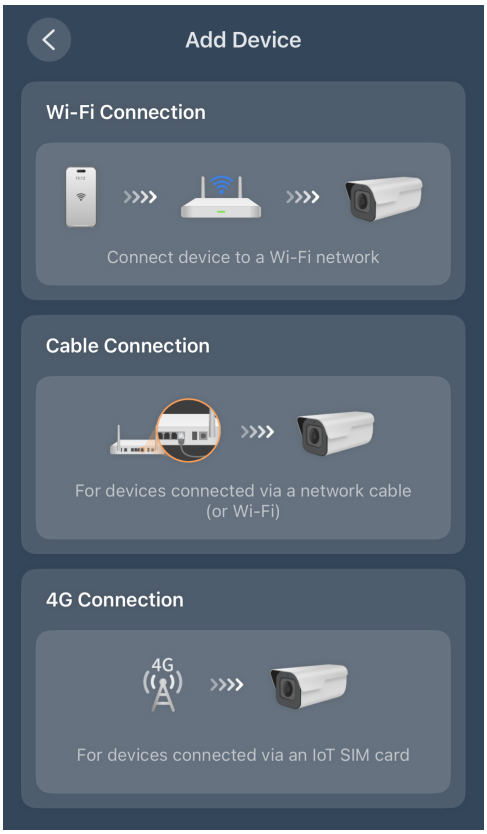
1. Tap **+** > **Scan** on the Home screen.



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:
   - For certain low-power devices: After entering the register code, please follow the on-screen instructions to complete the setup (including device addition and time zone configuration) while the devices are online.
   - Tap **Light** to turn on the flashlight if it is too dark.
   - If the device has been added by a user and has signup-free function enabled, you can directly add the device by scanning the QR code and entering the device password.
3. Choose a networking mode for the device.

   Note: Some Wi-Fi device models might skip networking mode selection and directly enter Network Configuration.



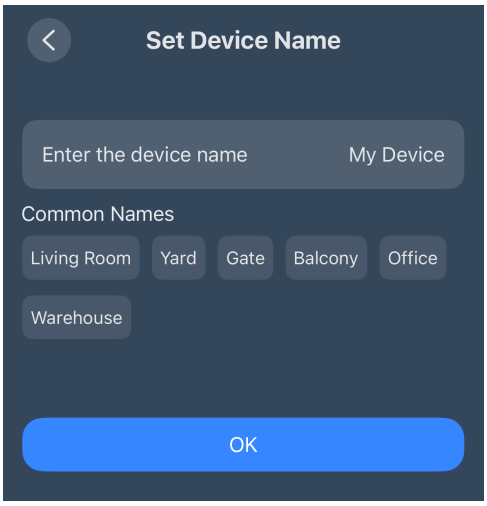
- Wi-Fi connection: Please first ensure the device is powered on and is positioned in a strong Wi-Fi coverage area. On your phone, enable Bluetooth, then follow the on-screen instructions to add the device.

Note:

- Bluetooth on your mobile phone is used to search and connect to devices, and can also connect your device to network.
- If you're unable to connect to the device's Wi-Fi hotspot during network setup, switch to an alternative pairing method as prompted on screen. Point your camera at the QR code generated by the app and scan it, then try again.



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



4. Enable or disable signup-free function.
   - When enabled, other users can add and use this device by scanning the register code and entering the device password. You can view info about users who have added the device without signup and revoke their permissions in Me > Sharing Management > Signup-Free.
   - When disabled, the device cannot be added by others via scanning. However, you can still share it with others.

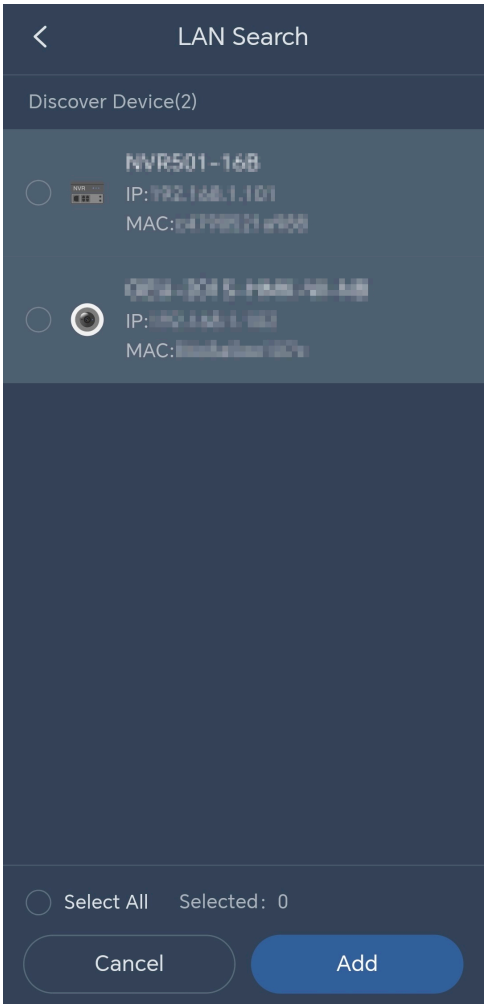
5.1.2 LAN Search

To add a local device, you can add it via LAN.

Only IPC/NVR/XVR can be added.

1. Enable Wi-Fi on your phone.

2. Connect the device to the same LAN as your phone, and make sure it is powered on.
3. Open the app, and on the Home screen, tap **+** > **LAN Search** in the top right corner. The system will automatically search for devices on the same LAN as your phone.



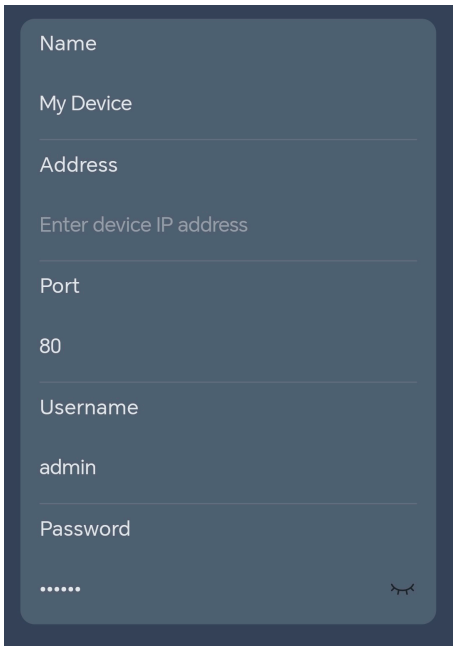
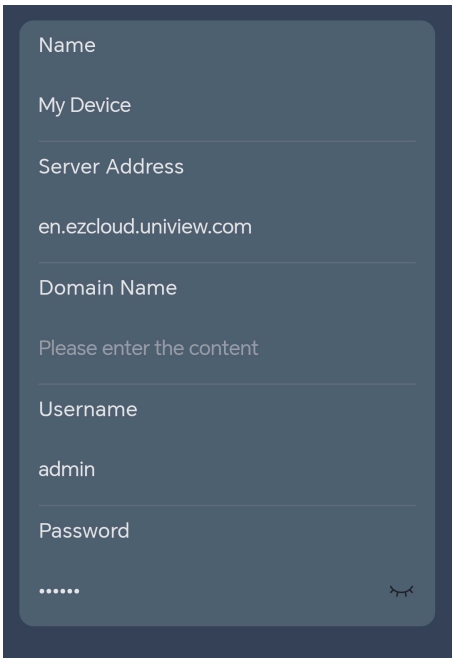
4. Select the device to be added, and tap **Add**.
5. Enter the admin account and password of the device, and tap **OK**.

5.1.3 Manual Add

To add a local device, you can add it manually.

Only IPC/NVR/XVR can be added.

1. Port mapping has been enabled on the web interface of the device.
2. Open the app, and on the Home screen, tap **+** > **Manual Add** in the top right corner.
3. Select an adding method, and configure the parameters.

	IP/Domain Name	EZDDNS
Illustration		
Name	Customize as needed	
Address	IP address/domain name of the device	/
Port	80 by default	/
Server Address	/	Keep the default
Domain Name	/	Valid domain name
Username	admin by default	
Password	Password of the admin account of the device, 123456 by default	

4. Tap **Add Device**.

5.2 Device Operations

The following operations can be performed on the **Home** screen.

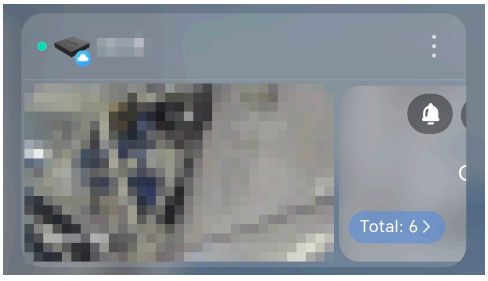


Table 5-1: Device Operations

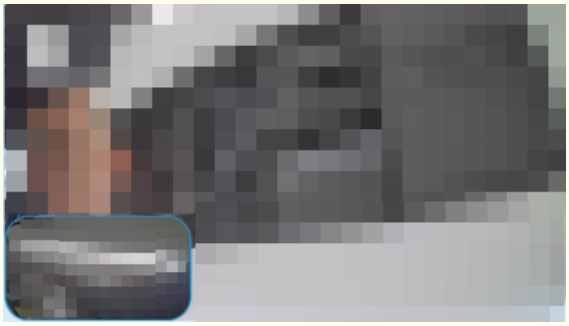
Icon	Function	Description
	Privacy/Sleep Mode	Tap  under the device name to enable the Privacy/Sleep mode. When enabled, live view will not be available.
	Wi-Fi Display	Displays the device's Wi-Fi strength.
	4G Display	Displays the device's 4G strength.
	More Operations	• Receive Alarm Message: When enabled, the app will push the device's alarm messages.

Icon	Function	Description
		• Share: Tap to enter the **Add Sharing** screen to share device permissions with other users. See Sharing Management. • Set: Tap to enter the **Settings** screen to configure device parameters. See Device Configuration. • Edit: For local devices, you can modify the device name and network information here. • Signup-Free Authorization: When enabled, other users can add and use this device by scanning the register code and entering the device password directly. When disabled, the device cannot be added by others via scanning, but you can still share it with others. Additionally, if the device has been authorized to other users without signup, the authorization will be revoked automatically. • Delete Device: Tap and confirm the deletion to delete the device.
	Arming/Disarming	• 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	•  : No SD card. •  : Abnormal SD card.
	Work Mode	Configure Work Mode to ensure 24/7 recording while maintaining a long battery life. •  Efficiency Mode (battery life: moderate; best for: home entrances, garages, backyards): When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second. •  Power Saver Mode (battery life: longer than Efficiency; best for: driveways, small offices, alleys): When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second for up to 1 minute. The next trigger is available 5 minutes later. •  Ultra Saver Mode (battery life: maximum; best for: crossroads, building entrances, busy streets): Smart detection is disabled automatically. The device captures 1 frame at the set interval and records at a low frame rate. When viewing live video, the capture and recording frame rates increase to several frames per second. •  High Consumption Mode (battery life: minimum; best for: vacation homes, warehouses, remote areas): The device captures and records several frames per second, consuming considerable power. It is recommend to connect it to a power supply.

Icon	Function	Description
		Note: When the device battery is below 30%, smart detection is disabled, high consumption mode is unavailable, policy cannot be switched.
/	Version Upgrade	Each time the app is launched, or every 12 hours after launch, the app checks for critical updates for the devices in the list. **Note:** It is recommended to upgrade to the latest version as soon as possible; otherwise, certain functions may not work properly. Tap to view the details of the new version. • If only one upgradable device is detected, tap **Upgrade** directly. • If multiple upgradable devices are detected, select the device(s) you want to upgrade, and then tap **Upgrade**.
/	View Help	For certain IPC models, if the device is offline, you can tap **Need help?** on the Home/Live View screen to troubleshoot issues such as the device's power status and SIM card status.

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

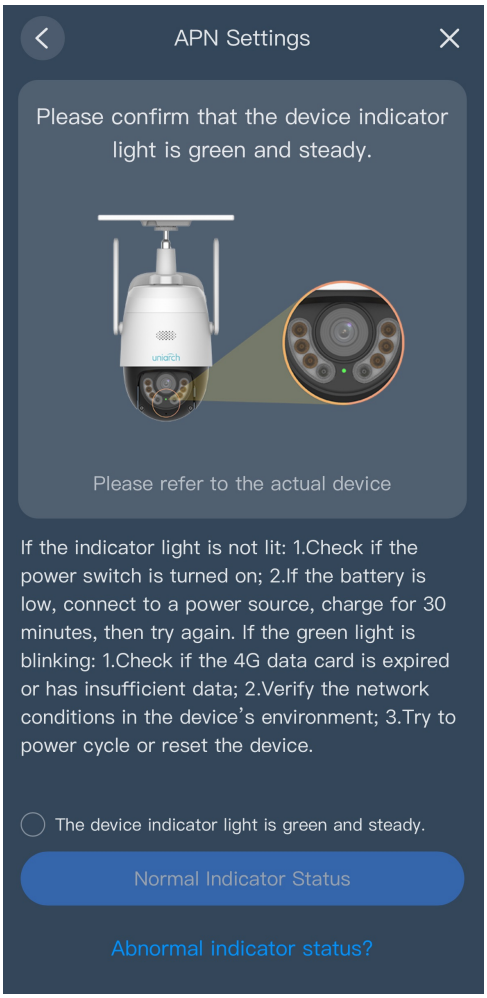
One is displayed in normal proportion, while the other is scaled down and overlaid in the lower left corner.



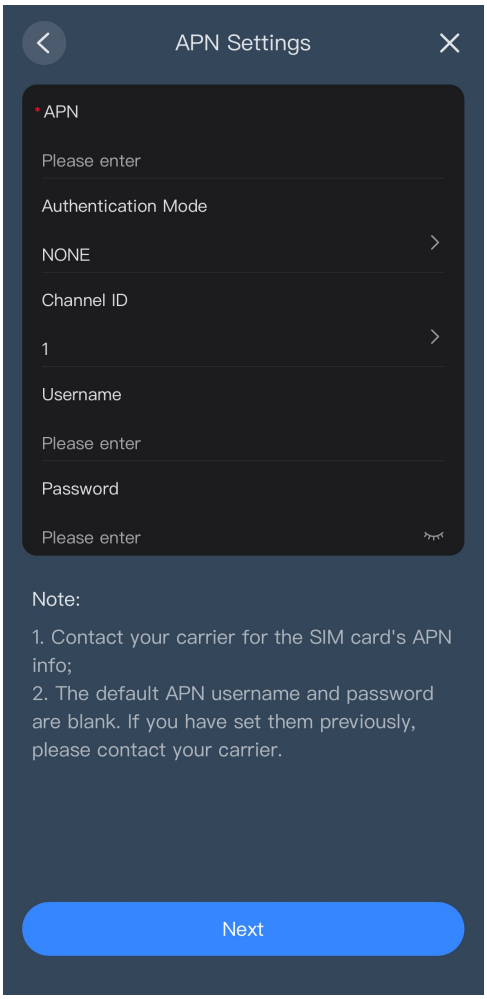
APN Settings for Offline Devices

If a 4G IPC is offline, but has a properly inserted SIM card with remaining data, you can configure the APN information to connect the device to network using the specific APN information provided by the network carrier.

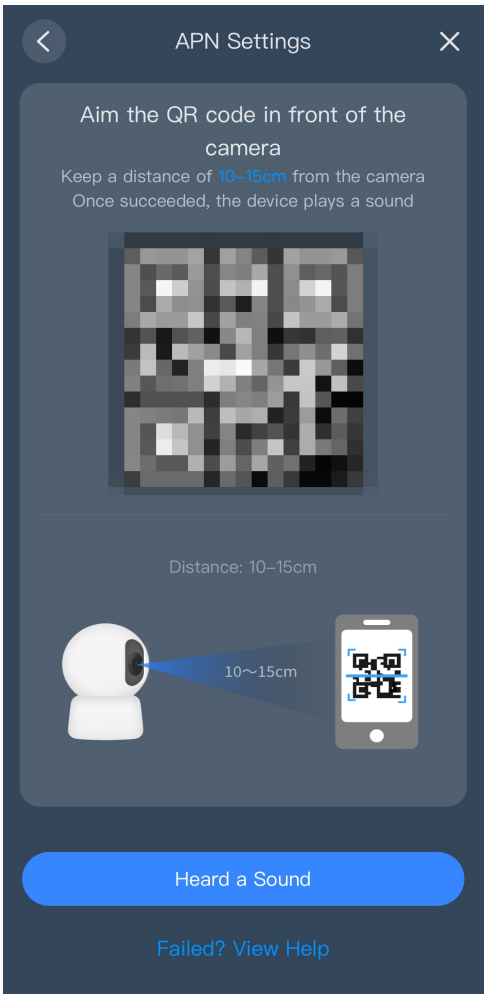
1. On the Device Management/Live View screen, tap **Need help?**, and then tap **configure device network** in the context.



2. When the IPC indicator flashes green, select **The indicator flashes green**, and then tap **Normal Indicator Status**.
3. Configure the APN information. APN settings must be used with an inserted SIM card. For detailed APN parameters, please contact your carrier.



4. Tap **Next**. A network configuration QR code displays. Place the QR code 10-15cm in front of the camera's lens for scanning until you hear a sound.



5. Tap **Heard a Sound**. The network configuration completes.

5.3 Device Sharing

5.3.1 Shared Use

Share devices with your family members and friends.

See instructions in **Me** > Sharing Management.

5.3.2 O&M Service

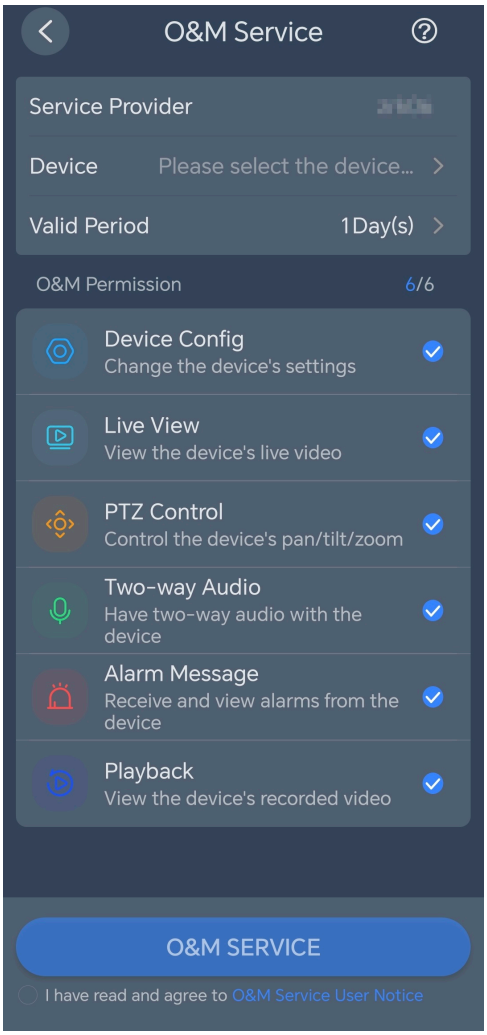
If your devices need an after-sales service, you can share them with an O&M service provider for troubleshooting and configuration.

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

Service records are displayed in Service Records.

Add O&M Service

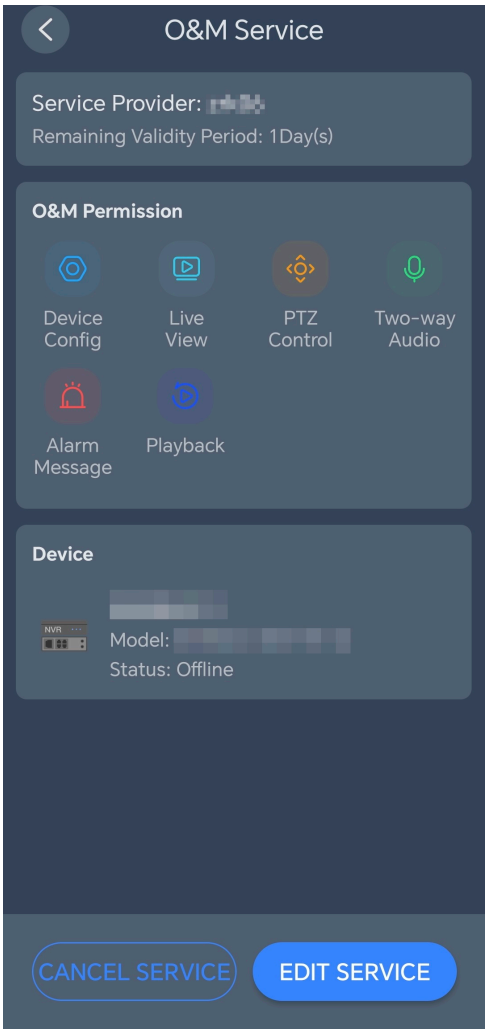
1. On the **Home** screen, tap in the upper-right corner of a device, and then tap **Share** > **O&M Service**.



2. Select a service provider. Service provider can be added in **Me** > **Service** > Service Provider. Only one O&M Service provider is allowed.
   - Service provider added: Displayed by default and cannot be modified.
   - Service provider unadded: You can add an O&M service provider here, which information will be automatically synced to Service Provider.
3. Select device(s) to share with the O&M service provider. Tap **OK** to save.
4. Set the O&M permission(s).
5. Read the O&M Service User Notice at the bottom. If you agree and accept its terms, select the circle in front.
6. Tap **O&M Service**. This service does not require approval from the service provider. Your service request will be directly synced to the service provider side.

Edit/Cancel Service

On the **Home** screen, tap ⋮ in the upper-right corner of a device, and then tap **Share** > **O&M Service**. The current O&M service information displays.



- Cancel Service: Tap and confirm the operation to cancel the service.
- Edit Service: All information can be edited except the service provider.

5.3.3 Patrol Service

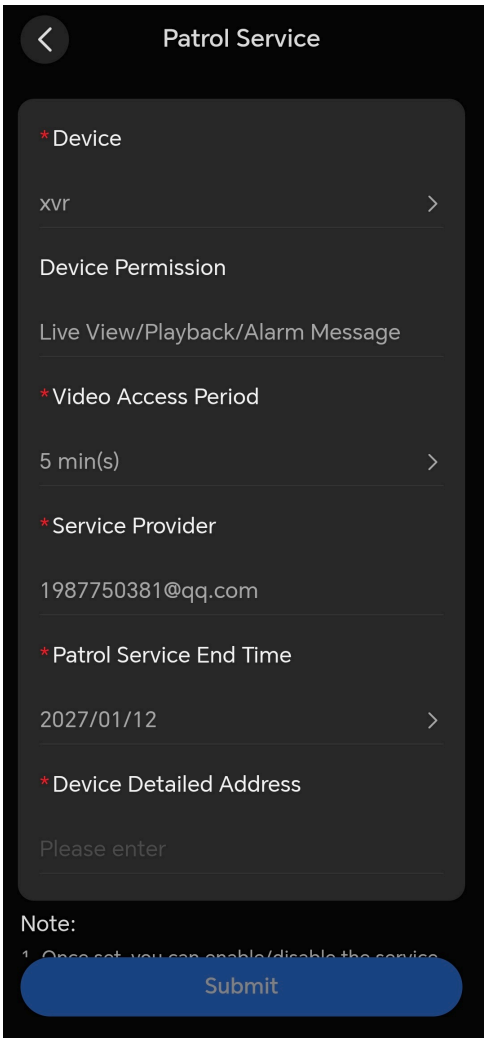
Share your devices with a patrol service provider. When an alarm is triggered on your device, the patrol service provider can access the device recordings on UniTools Pro, facilitating a swift response to alarm events.

This function is available to certain devices only.

Add Patrol Service

Note: The patrol service request cannot be modified once submitted. Please confirm all details before submission.

1. On the **Home** screen, tap ⋮ in the upper-right corner of a device, and then tap **Share** > **Patrol Service**.



2. Select device(s) to share with the patrol service provider. Devices that are grayed out have already been shared. Tap **OK** to save.
3. Set the video access period, which is applicable to the two scenarios below:
   - When an alarm occurs, live video and pre- and post-alarm recordings are accessible to your service provider only within the set duration.
   - The maximum time length of the pre- and post-alarm recordings accessible is also the set time.
4. Select a service provider. Service provider can be added in **Me** > **Service** > Service Provider. Only one patrol service provider is allowed.
   - Service provider added: Displayed by default and cannot be modified.
   - Service provider unadded: You can add a patrol service provider here, which information will be automatically synced to Service Provider.
5. Set the service end time, which cannot be earlier than the current date.
6. Enter the detailed device installation location.
7. Tap **Submit** and confirm the operation.

On the **Home** screen, an icon will appear, and a status of “Sharing” will appear in the lower-left corner of the device. You can check the status of the request or revoke it in Service Records.

Once the service provider approves the request, will switch to automatically, indicating the patrol service has been enabled.

Enable Patrol Service

Tap . The service is enabled successfully when the icon switches to .

Disable Patrol Service

When disabled, the service provider will have no access to the device information until the service is re-enabled.

Tap . The service is disabled successfully when the icon switches to .

5.4 Group Management

Group and manage team devices.

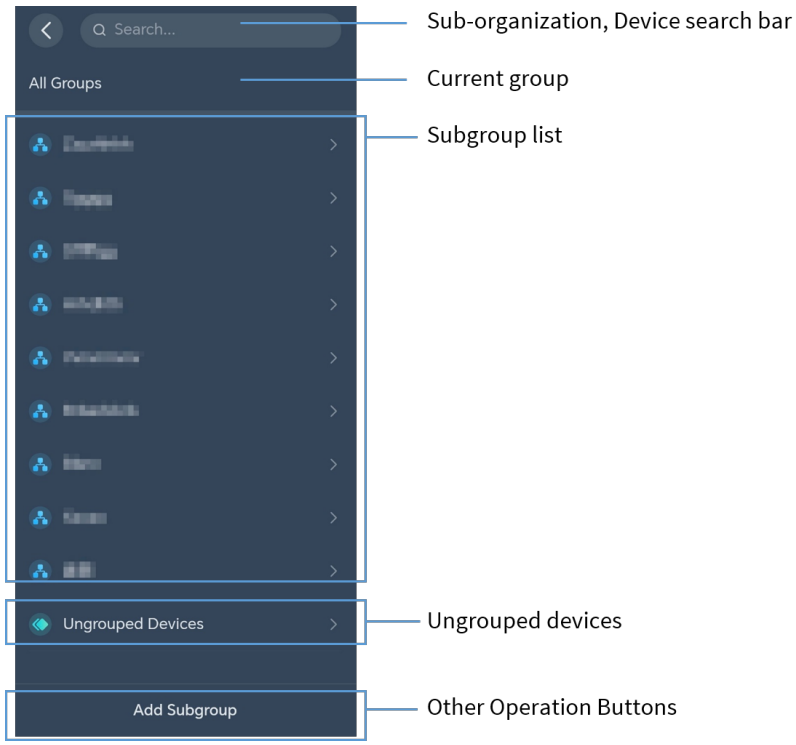
The newly added device will be in the Ungrouped Devices by default. After adding a subgroup, you can move the device to it.

After configuration, you can swipe the tabs at the top of the device list to view devices in different groups (excluding the Ungrouped Devices group).

Note: Local devices only exist in the group named "All" and do not support group management.

5.4.1 Group Configuration

On the Home page, go to > **Group Management**. The current group name is displayed at the top.



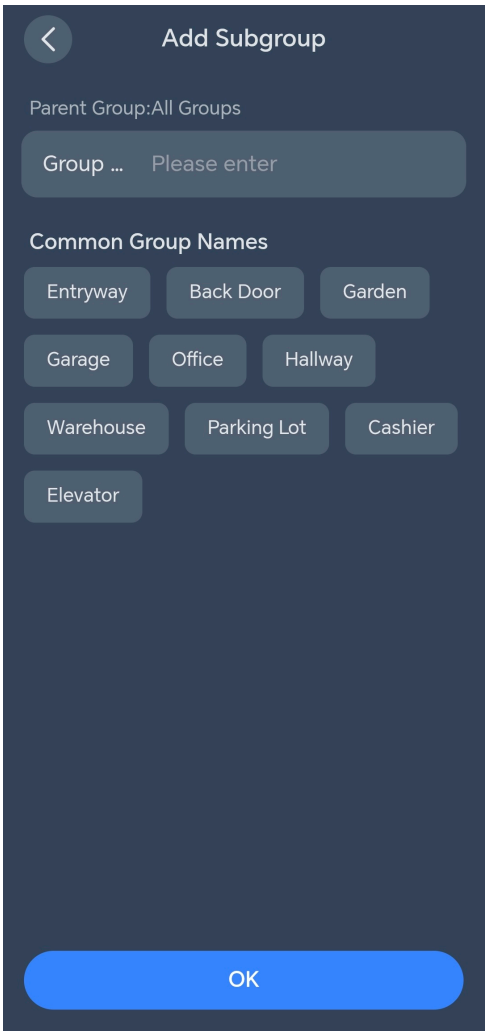
Function	Description
Subgroup and Device Search Bar	Search for all groups and devices under the current group by name
Subgroup List	Displays all subgroups under the current group. Tap a subgroup to go to the subgroup details page.
Ungrouped Devices	Devices that have not been moved to any subgroup.

Add Subgroup

Excluding the All Groups, a team can add up to 9 additional levels of groups.

Ungrouped Devices does not support adding subgroups.

Tap **Add Subgroup**, set the group name, and tap **OK**.



Edit Group Name

All Groups cannot be renamed.

Go to the group details page, tap **Group Management**, choose **Edit** to modify the group name, and tap **OK**.

Delete Subgroup

Go to the subgroup details page, tap **Group Management**, choose **Delete**, tap **OK** and then confirm the deletion.

5.4.2 Device Group

A device can only be added to one group.

Move in Device

Move in: Move the device(s) from another group to the current group.

Go to the group details page, tap **Move in Device**, select device(s) to be added, and tap **OK**.

Move Out Device

Move out: Move the device(s) from the current group to another group.

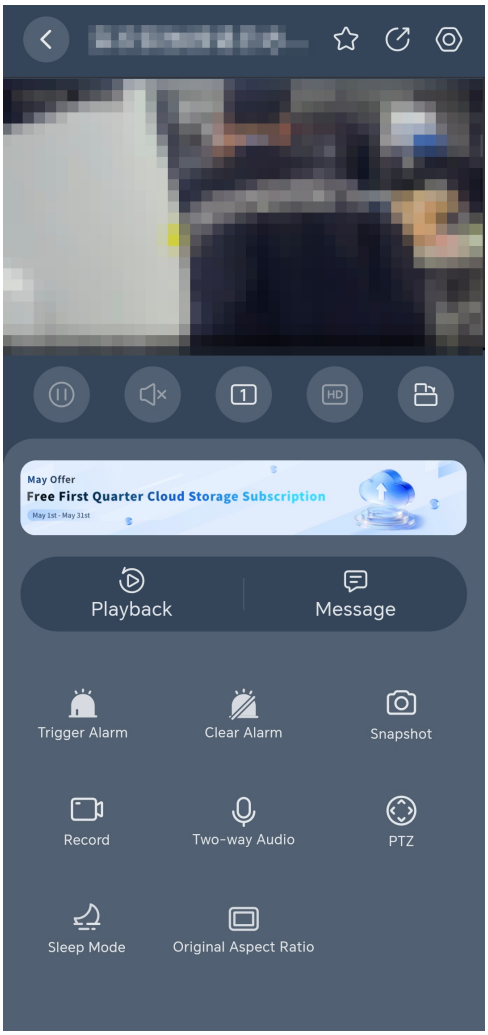
- Move out one by one: Go to the group details page, tap the device to be moved out, tap **Move Out Device**, choose a group, and tap **OK**.
- Move out in batches: Go to **Group Management** > **Move Out Device**, select device(s) to be moved out, tap **Change Group**, choose a group, and tap **OK**.

6 Video

Note: There may be differences in functionality and UI layout between single-channel devices and multi-channel devices, depending on the actual interface design.

6.1 Live View

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

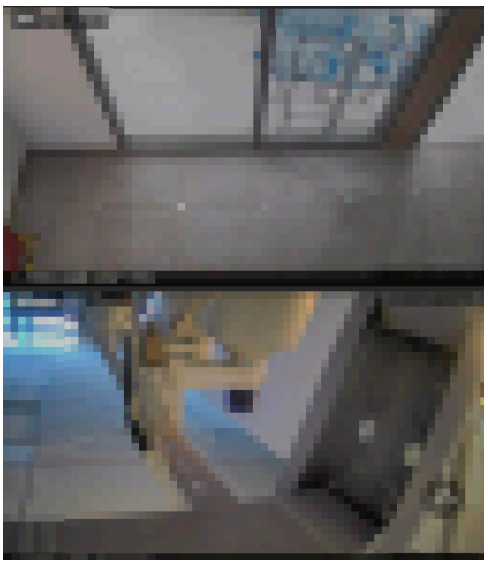
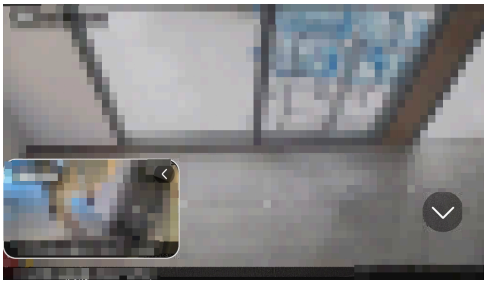


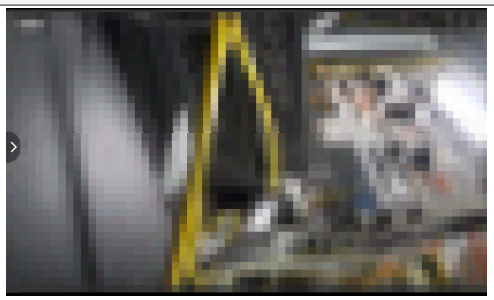
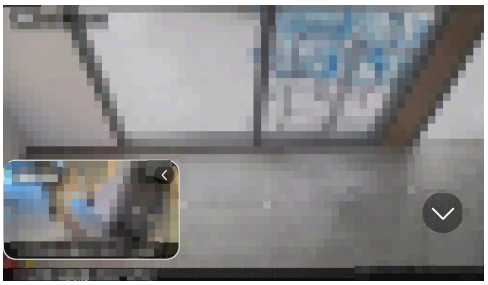
Note:

- For some dual-channel IPCs, there may be differences in the supported features and UI layout.
- For different device models, there may be differences in the UI layout and icon display.
- If the device version is too low, there may be differences in the UI layout and icon display.

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.

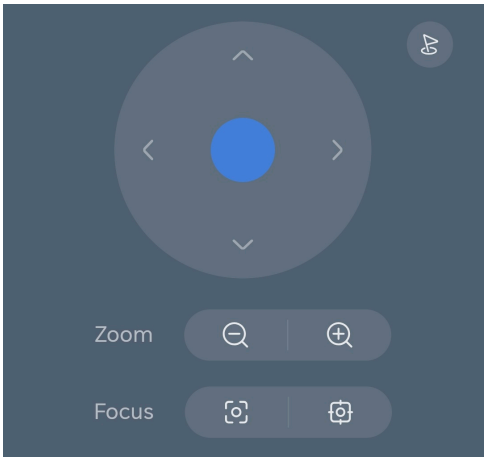
Icon/Gesture	Function	Description
	Window Layout	You may choose to display 6, 9, 12, or 16 windows. Choose a window layout according to the number of connected cameras. If there are more cameras than windows, swipe left or right to view the next screen.
	Video Quality	Tap to switch image quality, including 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.
	Dual-Screen Switching	Applicable to dual-channel devices. Tap  to display the dual-channel live video side by side (see Figure 1); tap  to display the video in a picture-in-picture mode (see Figure 2). • Figure 1  • Figure 2 
	Hide/Display Picture-in-Picture	Applicable to dual-channel devices When viewing live videos of dual-channel devices in picture-in-picture mode, you can tap  to hide the smaller live video (figure 1). To re-display (figure 2), tap . • Figure 1

Icon/Gesture	Function	Description
		 • Figure 2 
	Favorites	Add the currently playing image to your favorites: Tap the icon, set a name, and then tap **Save**.
	Share Device	Tap to enter the **Add Sharing** screen to share camera permissions with other users. Please refer to Sharing Management.
	Device Configuration	Tap to enter the Device Configuration screen to configure device parameters.
	Corridor Mode	Tap to vertically maximize the image to the entire screen. Ideal for video with portrait-oriented (height > width) displays.
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	When zoomed in, double-tap with one finger to restore the image to original.

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 privacy/sleep mode.

Icon	Function	Description
Cloud storage		If the device supports cloud storage service, the live view page will display the function bar. Tap to configure cloud storage parameters.
	Playback	Tap to go to the playback page. For details, see Playback.
	Messages	Tap to view the alarm messages reported by the device.
	Snapshot	Tap to capture the image and save it to the album on your mobile phone. Only certain devices that support cloud storage allow you to tap **Save to Cloud** to save the snapshot to Cloud Drive.
	Record	Tap to start video recording, tap again to stop recording. Only certain devices that support cloud storage allow you to tap **Save to Cloud** to save the recording to Cloud Drive.

Icon	Function	Description
	2-way Audio	Tap to start audio intercom with the device.
	Privacy/Sleep mode	When enabled, live view is not available.
	Open Door	Access control, video intercom products, and NVR devices linked with door channels support this feature. When the device is online and the live video is playing, you can open the door remotely by tapping this button.
	PTZ	Open the PTZ control panel, which mainly includes three parts: PTZ, Preset, and Patrol. The actual functions available may vary with device model. 
		PTZ control • Rotate the camera: Hold down the arrow to rotate the camera in the arrow's direction. • Focus: Adjust the focus of the camera lens • Zoom: Adjust the zoom of the camera lens

		Preset
		• Add a preset: Go to the **PTZ** tab, tap , input a name for the preset, and then tap **OK**.
		• Manage presets: Go to the **PTZ** tab.
		  • Go to a preset: Tap a preset to rotate the camera to the preset position.
		  • Rename a preset: Tap , select the preset you want to rename, and then tap . Enter the new name and then tap **OK**.
		  • Set auto guard (automatically return and stay at the preset position): Tap , select a preset, and then tap .
		  • Delete a preset: Tap , select the preset you want to delete, tap , and then tap **OK**.

		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.

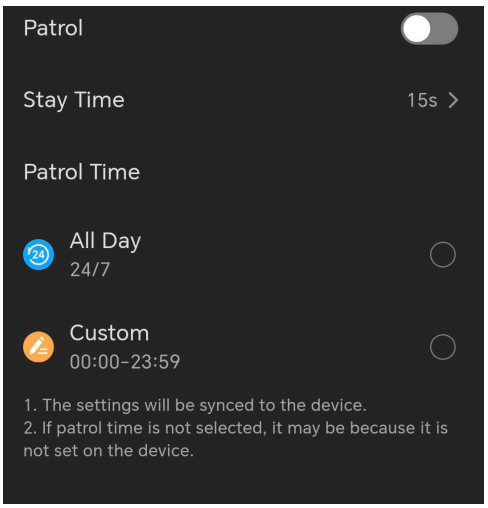
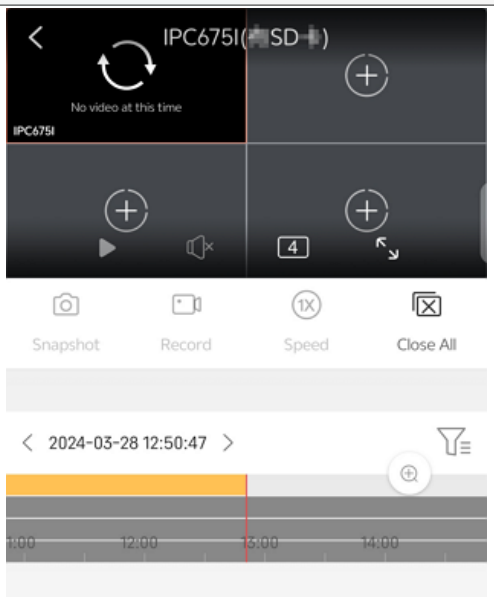
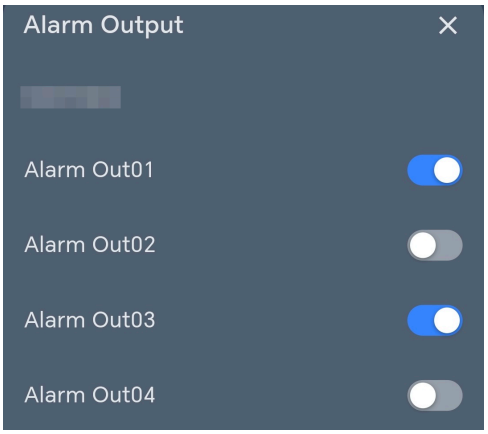
Icon	Function	Description
		Note: You need to add at least two presets.  1. Tap to enable or disable patrol. When enabled, the camera will patrol in accordance with the preset order, patrol time, and stay time. 2. Set a patrol time, which can be all-day or a specific time period. Only within the patrol time will the camera conduct patrol. 3. Preset Pause Time(s): Set the length of time that the camera will stay at a preset before going to the next.

	Image settings	• 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.

<table>
<tr><th>Icon</th><th>Function</th><th>Description</th></tr>
<tr><td></td><td></td><td>

On the Multi-Window Playback screen, the first window will play the recording of the current camera (if exists).
Tap + to select a device.
Tap Play to start playback.
Slide on the timeline to specify a time point, and the windows above will play the recordings at that time.
</td></tr>
<tr><td></td><td>Alarm output</td><td>Prerequisites:
The device is an IPC or NVR, and it supports alarm output.
The user has device configuration permission.
Live video is playing normally.

Clicking the icon will display the list of alarm outputs supported by the device. It supports the remote activation/deactivation of alarm output functions.

</td></tr>
<tr><td></td><td>Fisheye</td><td>Off: The view only displays the 360° panoramic fisheye effect.
On: You can select the desired effect based on the actual installation method:
<table>
<tr><th colspan="2">Installation Method</th><th>Description</th></tr>
<tr><td rowspan="2">Ceiling Mount</td><td colspan="2">Mounted on the ceiling or roof.</td></tr>
<tr><td>360°+1PTZ</td><td>Displays 2 views simultaneously.</td></tr>
</table></td></tr>
</table>

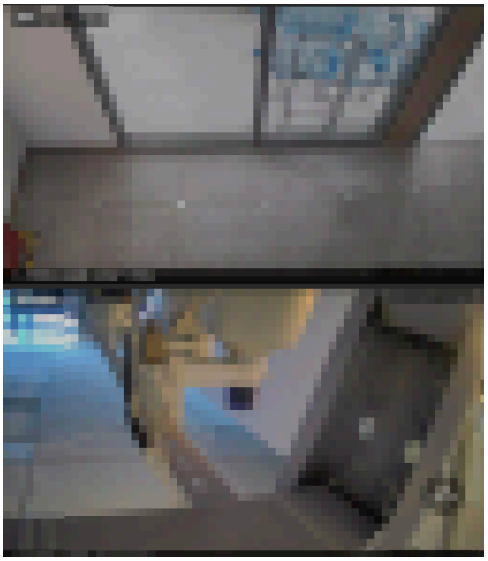
<table>
<tr><th>Icon</th><th>Function</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th colspan="2">Installation Method</th><th>Description</th></tr>
<tr><td rowspan="3"></td><td></td><td>• Top: 1 local view with PTZ control.
• Bottom: 1 complete 360° stitched view.
Tap the bottom view to display an indicator circle corresponding to the position of the top view.
Drag within the top view to adjust the display position.</td></tr>
<tr><td>2*180°</td><td>Displays 2 views simultaneously.
Each view is a 180° horizontal panorama. You can pan left or right within the views.</td></tr>
<tr><td>Fisheye+3 PTZ</td><td>Displays 4 views simultaneously.
• Top Left: Complete 360° fisheye view.
• Remaining 3 views: 3 local views with independent PTZ control.
Tap the top-left view to display 3 indicator circles corresponding to the positions of the 3 local views.
Tap any local view and drag within it to adjust the display position.</td></tr>
<tr><td rowspan="3">Wall Mount</td><td colspan="2">Mounted on a vertical wall, pillar, or partition.</td></tr>
<tr><td>Panorama</td><td>A complete, dewarped rectangular view.</td></tr>
<tr><td>Panorama+3 PTZ</td><td>Displays 4 views simultaneously.
• Top Left: Complete, dewarped rectangular view.
• Remaining 3 views: 3 local views with independent PTZ control.
Tap the top-left view to display 3 indicator circles corresponding to the positions of the 3 local views.
Tap any local view and drag within it to adjust the display position.</td></tr>
<tr><td>Desktop Mount</td><td colspan="2">Mounted on the floor/base.
The descriptions for the remaining options are the same as those for Ceiling Mount.</td></tr>
</table>
</td></tr>
<tr><td></td><td>Original Aspect Ratio/Stretch to Fill</td><td>Applicable to dual-channel devices. You can adjust the display ratio to see the actual effect.
• Original aspect ratio: The image will be displayed with the original aspect ratio, leaving the rest of the window blank.
• Stretch to fill: The image will be stretched to fill the entire window.</td></tr>
<tr><td></td><td>Report an Issue</td><td>This button appears only when issues are reported on specific device models.
Report device issues (e.g., playback errors) to the cloud.</td></tr>
</table>

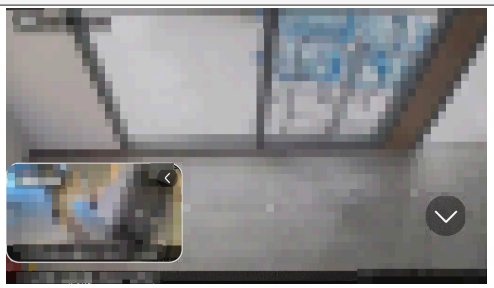
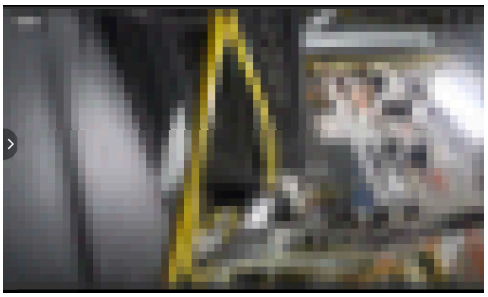
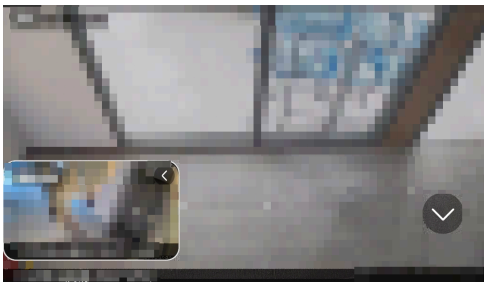
Icon	Function	Description
		To help us analyze the problem more accurately, we recommend uploading images or videos (up to 3 files in total). After a successful submission, a feedback ticket ID will be automatically generated, which you can use to track the status of your report. On the feedback screen, tap to view your feedback records from the last three months.

6.2 Playback

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

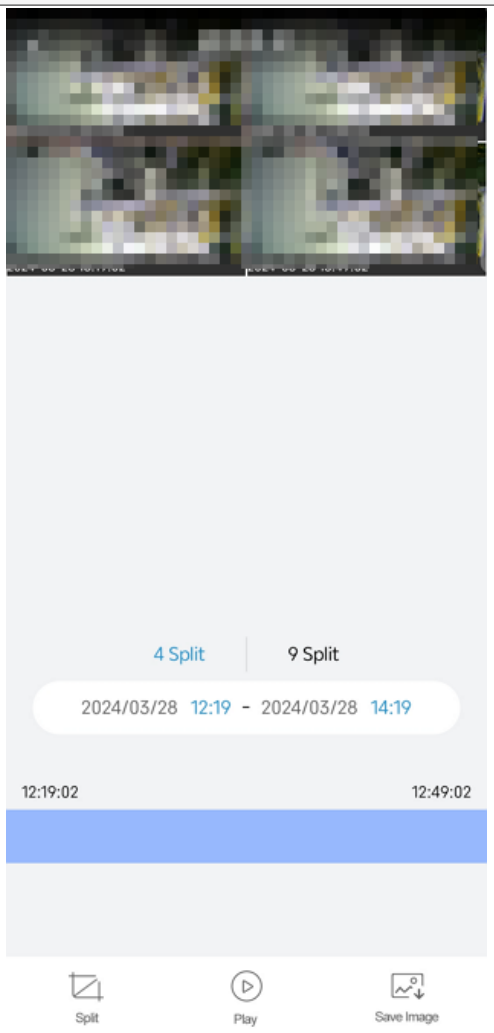
Floating Toolbar

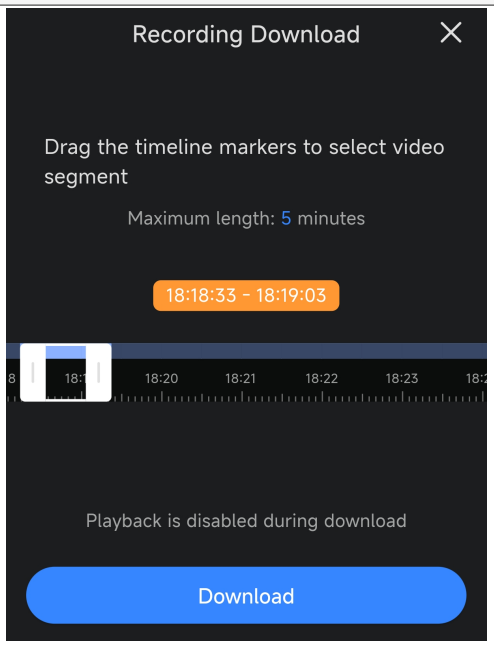
Icon/Gesture	Function	Description
/	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
/	Mute/Unmute	Sound is muted by default. Tap to turn on the speaker, tap again to mute the sound.
HD	Video Quality	Tap to switch image quality, including high and low.
	Full Screen	Tap to play video in full screen. Tap in the top left corner to exit full screen.
1X	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.
/	Dual-Screen Switching	Applicable to dual-channel devices. Tap to display the dual-channel live video side by side (see Figure 1); tap to display the video in a picture-in-picture mode (see Figure 2). • Figure 1  • Figure 2

Icon/Gesture	Function	Description
		
/	Hide/Display Picture-in-Picture	Applicable to dual-channel devices When viewing videos of dual-channel devices in picture-in-picture mode, you can tap to hide the smaller video (figure 1). To re-display (figure 2), tap . • Figure 1  • Figure 2 
	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. Only certain devices that support cloud storage allow you to tap **Save to Cloud** to save the snapshot to Cloud Drive.
	Record	Tap to start video recording, tap again to stop recording. Only certain devices that support cloud storage allow you to tap **Save to Cloud** to save the recording to Cloud Drive.
	Save to Cloud	Only certain devices that support cloud storage allow you to tap **Save to Cloud** to save the playback content to Cloud Drive.
	Split Search	Split the recordings of the selected time period to quickly locate the event/target in a long video.

Icon	Function	Description
		 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.

<table>
<tr><th>Icon</th><th>Function</th><th>Description</th></tr>
<tr><td></td><td></td><td>

1. Specify a recording of no more than 5 minutes by dragging on the timeline.
2. Tap Download to download the recording.</td></tr>
<tr><td></td><td>Recording Type</td><td>Select the recording type. The available options may vary depending on the device model.</td></tr>
<tr><td></td><td>Scale Timeline</td><td>Zoom in or zoom out on the timeline.</td></tr>
<tr><td colspan="2">Date filter</td><td>Applicable to dual-channel devices. Click a date, and if there are recordings available, a dot will appear below the number as an indicator. You can directly select and jump to that date to view the playback.</td></tr>
<tr><td></td><td>Previous Segment/Next Segment</td><td>Applicable to dual-channel devices. If there are multiple segments of recordings available for the current day, clicking on this option allows you to switch to the previous or next segment of the current recording.</td></tr>
<tr><td></td><td>Fisheye</td><td>This feature is only available on certain models during SD card playback.
Off: The view only displays the 360° panoramic fisheye effect.
On: You can select the desired effect based on the actual installation method:
<table>
<tr><th>Installation Method</th><th colspan="2">Description</th></tr>
<tr><td rowspan="3">Ceiling Mount</td><td colspan="2">Mounted on the ceiling or roof.</td></tr>
<tr><td>360°+1PTZ</td><td>Displays 2 views simultaneously.
• Top: 1 local view with PTZ control.
• Bottom: 1 complete 360° stitched view.
Tap the bottom view to display an indicator circle corresponding to the position of the top view.
Drag within the top view to adjust the display position.</td></tr>
<tr><td>2*180°</td><td>Displays 2 views simultaneously.</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Icon</th><th>Function</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th colspan="2">Installation Method</th><th>Description</th></tr>
<tr><td rowspan="2"></td><td></td><td>Each view is a 180° horizontal panorama. You can pan left or right within the views.</td></tr>
<tr><td>Fisheye+3 PTZ</td><td>Displays 4 views simultaneously.
• Top Left: Complete 360° fisheye view.
• Remaining 3 views: 3 local views with independent PTZ control.
Tap the top-left view to display 3 indicator circles corresponding to the positions of the 3 local views.
Tap any local view and drag within it to adjust the display position.</td></tr>
<tr><td rowspan="3">Wall Mount</td><td colspan="2">Mounted on a vertical wall, pillar, or partition.</td></tr>
<tr><td>Panorama</td><td>A complete, dewarped rectangular view.</td></tr>
<tr><td>Panorama+3 PTZ</td><td>Displays 4 views simultaneously.
• Top Left: Complete, dewarped rectangular view.
• Remaining 3 views: 3 local views with independent PTZ control.
Tap the top-left view to display 3 indicator circles corresponding to the positions of the 3 local views.
Tap any local view and drag within it to adjust the display position.</td></tr>
<tr><td>Desktop Mount</td><td colspan="2">Mounted on the floor/base.
The descriptions for the remaining options are the same as those for Ceiling Mount.</td></tr>
</table>
</td></tr>
<tr><td></td><td>Original Aspect Ratio/Stretch to Fill</td><td>Applicable to dual-channel devices. You can adjust the display ratio to see the actual effect.
• Original aspect ratio: The image will be displayed with the original aspect ratio, leaving the rest of the window blank.
• Stretch to fill: The image will be stretched to fill the entire window.</td></tr>
<tr><td></td><td>Report an Issue</td><td>This button appears only when issues are reported on specific device models.
Report device issues (e.g., playback errors) to the cloud.
To help us analyze the problem more accurately, we recommend uploading images or videos (up to 3 files in total). After a successful submission, a feedback ticket ID will be automatically generated, which you can use to track the status of your report.
On the feedback screen, tap  to view your feedback records from the last three months.</td></tr>
</table>

7 Device Configuration

Use the app to configure parameters for devices, such as cameras, NVRs (including cameras connected to the NVR), and access control devices.

Note: The UI display may vary with device type. The following diagrams and descriptions are for reference only.

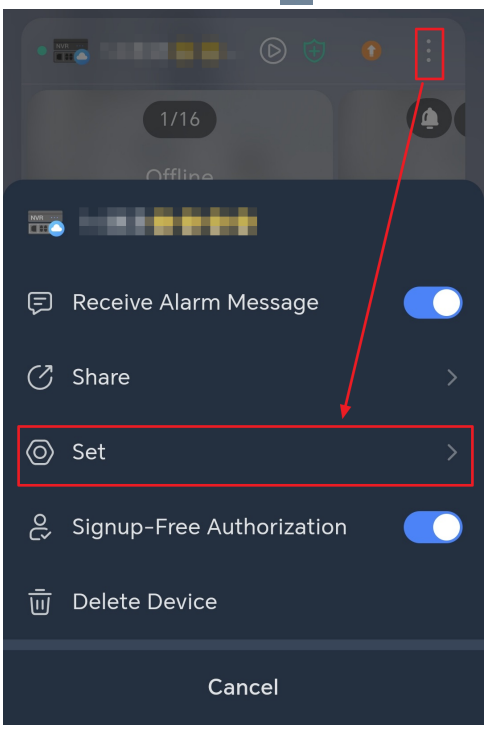
About Solar Device

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**.

How to Access

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** screen, tap in the top right corner.

Function Search

For some IPC models, you can tap on the **Settings** screen and enter keywords to search for functions. Tap on a result to redirect to the corresponding configuration screen.

Special Instructions for Intelligent Integrated Management Box

If there is one or more device types such as camera, power management module, or solar device connected to the intelligent integrated management box (referred to as the box), you will first see the device list page. Please select the specific device you want to remotely configure to access the corresponding **Settings** page.

- Box: Parameters of the box itself. See the following text for detailed descriptions.
- Power management module: See Power Management Module.
- Solar: See Box-bound Solar Device

- Camera: Cameras bound to the box. See the following text for detailed descriptions.

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.

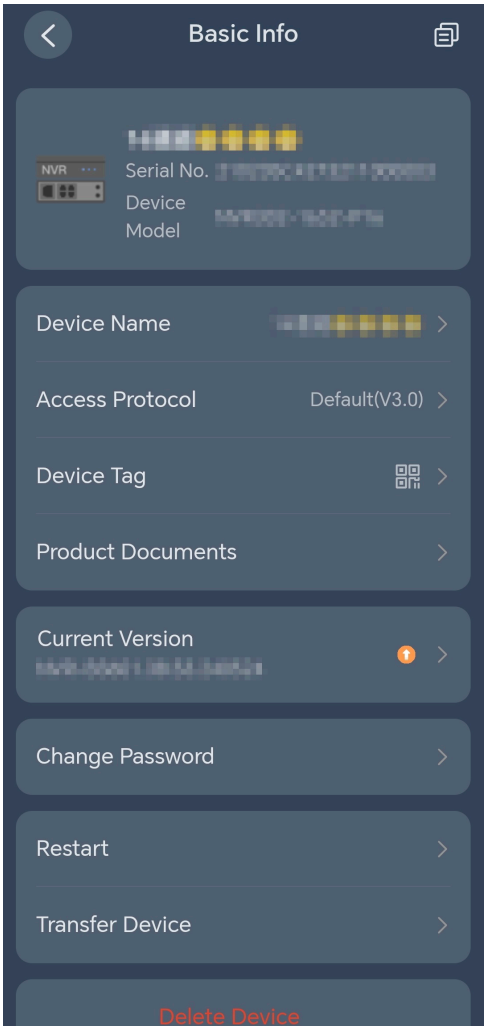
7.1.1 Edit Device Information

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.

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

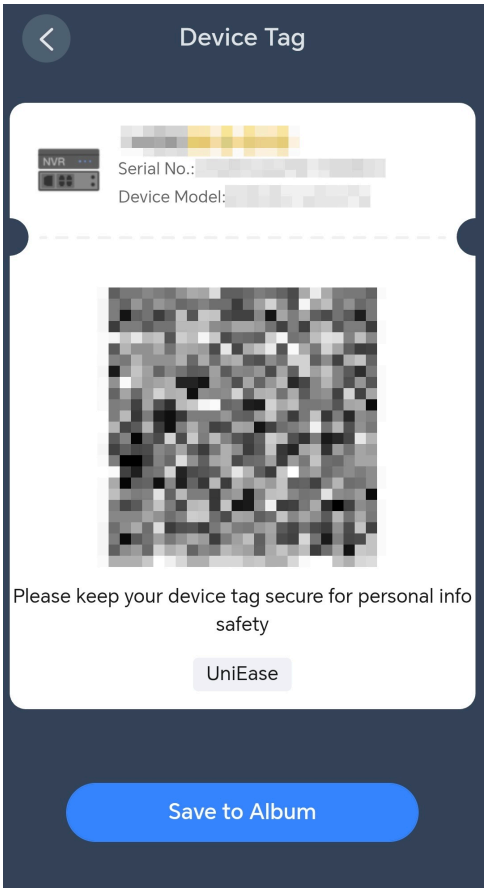
   Note: Supported functions may vary with device models. Please refer to the actual screen for details.

2. Configure device information as needed.



- To copy the serial number/device model/version number (if exists): Tap in the upper-right corner to copy to clipboard.
- To change the device name: Tap the device name, input the new name, and then tap **√**.
- Current version: Shows the current version number. If you have device configuration permissions, when appears, it means an upgrade is available. Tap to view details, and follow on-screen instructions to start the upgrade; otherwise, please contact the device administrator for software upgrades.
- Change device language: This feature is only supported by the doorbell. You can change the device's language settings here.
- To rename the lens (for certain dual-channel IPC models only): Tap the lens name, and 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 view the device tag (available to certain models only): Tap **Device Tag**. A QR code containing the device's register code displays. You can tap **Save to Album** to save it locally



- 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 view product documents: Tap **Product Documents** to view the associated documents for the device.
- 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.

  If a user has added the device without signup and wishes to retain the associated permissions, then you must transfer the device (see Transfer Device) before deletion. Otherwise, the user's permissions will also be deleted with the device.

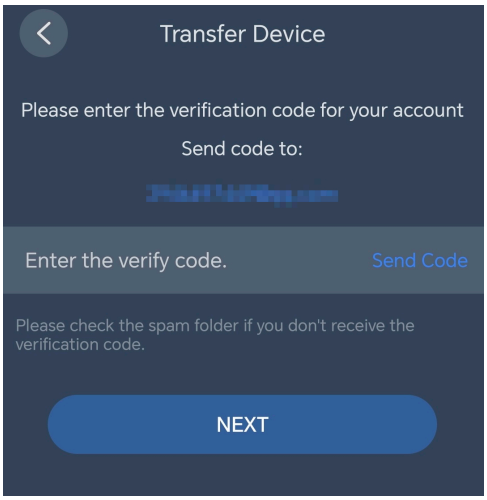
7.1.2 Transfer Device

Transfer device to another user or team (created/joined). Once transferred, the previous user/team will lose all permissions to the device.

Note: Depending on the user's identity and permissions, the supported transfer types may vary. Please refer to the actual screen.

Transfer to User

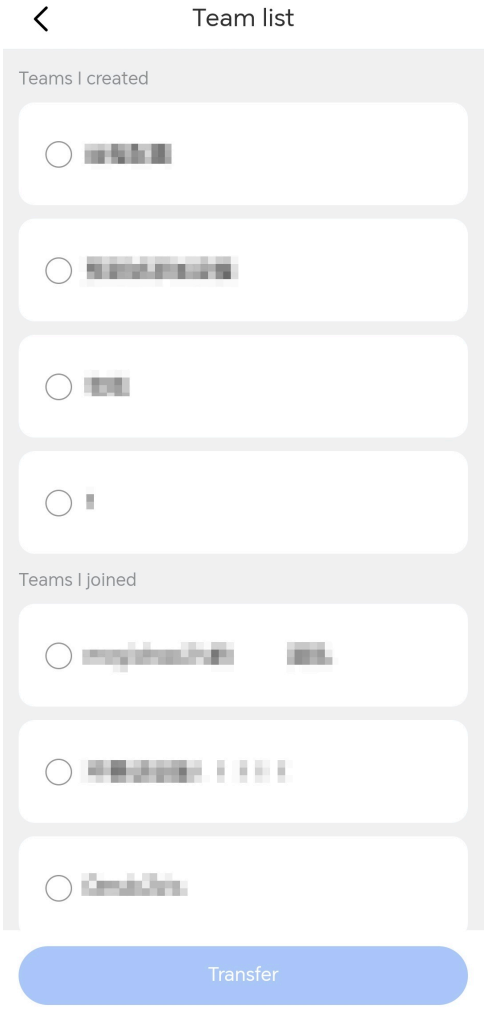
1. On the **Basic Info** screen, tap **Transfer Device** > **Transfer to User**.



2. Tap **Send Code**. Enter the received verification code.
3. Tap **Next**, enter the target user's account information, and then complete the verification.

Transfer to Team

1. On the **Basic Info** screen, tap **Transfer Device** > **Transfer to Team**.



2. Select the target team (only teams you created and joined are displayed).
3. Tap **Transfer** and confirm the operation.

7.2 Battery Management

7.2.1 Work Mode

Configure work modes to ensure 24/7 recording while maintaining a long battery life.

Work Mode Types:

- Efficiency Mode: When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second.

  Suitable for scenarios with sparse pedestrian and vehicle traffic, such as fishponds, orchards, mountainous areas, and rural courtyards.

- Power Saver Mode: When no event is triggered, the device captures 1 frame at the set interval and records at a low frame rate. When triggered, the capture and recording frame rates increase to several frames per second for up to 1 minute. The next trigger is available 5 minutes later.

  Suitable for scenarios with moderate pedestrian and vehicle traffic, such as campuses, communities, and parks.

- Ultra Saver Mode: Smart detection is disabled automatically. The device captures 1 frame at the set interval and records at a low frame rate. When viewing live video, the capture and recording frame rates increase to several frames per second.

  Suitable for scenarios with dense pedestrian and vehicle traffic, such as parking lots, crossroads, and construction sites.

- High Consumption Mode: The device captures and records several frames per second, consuming considerable power. It is recommend to connect it to a power supply.

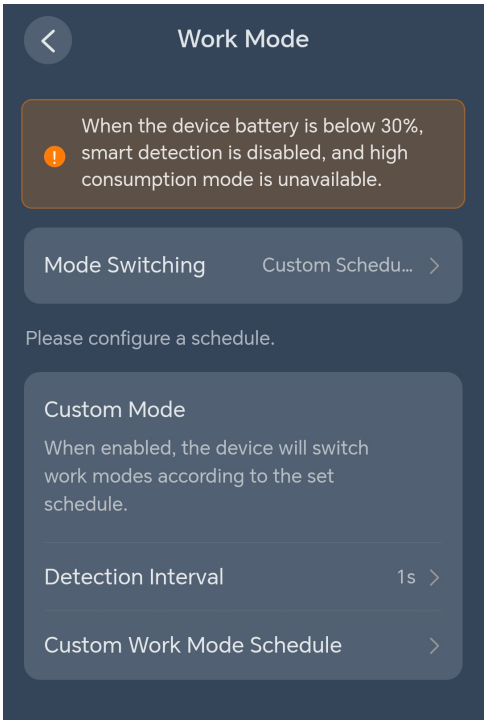
  Minimum battery life. Suitable for scenarios such as vacation homes, warehouses, and remote areas.

  Note: When the device battery is below 30%, smart detection is disabled, high consumption mode is unavailable, policy cannot be switched.

1. Go to **Settings** > **Work Mode**.
2. Choose a mode switching policy and configure it accordingly.
   - Manual: Use a fixed mode. Choose a mode as needed. If you choose the efficiency mode, you need to set the efficiency mode detection interval.



- Custom Schedule: Set a custom weekly schedule for mode switching. You can set different modes for different time periods within a week.



(1) (Optional) If you want to enable efficiency mode, you need to set the efficiency mode detection interval.

(2) Tap **Custom Work Mode Schedule**. By default, the entire schedule is set to **efficiency mode**.

(3) Tap **Add Schedule**.

(4) Select a day and tap **Add Period**. Select the start and end time and choose a mode for the period.

There are 3 default time periods for quick configuration: Early Morning (00:00-06:00), Daytime (06:00-18:00), and Night (18:00-23:59).

Note: You can create up to 4 time periods per day, ensuring they cover the entire day without overlapping.

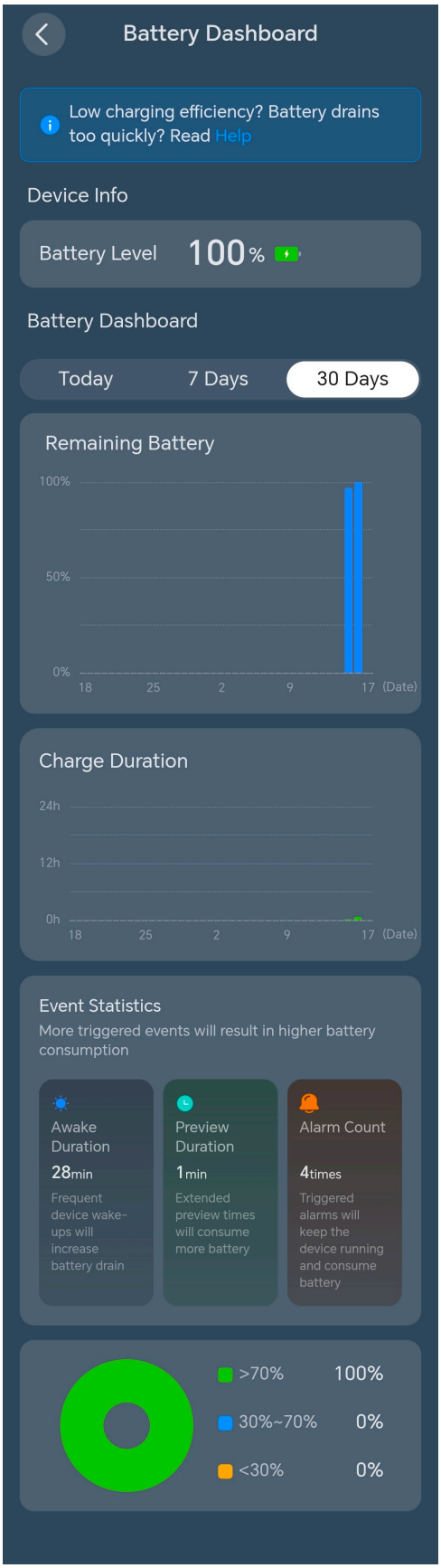
(5) Tap **Save**.

(6) Repeat the Step c & d & e to complete the schedule for the entire week.

7.2.2 Battery Dashboard

Go to **Settings** > **Battery Dashboard**.

You can view the device's current battery level, along with detailed metrics such as the remaining battery percentage and charge duration, for three timeframes: Today, 7 Days, and 30 Days.



7.3 Video Storage

7.3.1 Cloud Storage

If this function is displayed, the device supports purchasing a cloud service plan.

After a cloud storage plan is activated, alarm messages will be summarized to help you quickly grasp key events; the device automatically uploads alarm videos and alarm images to the cloud when connected to the network, so you do not need to worry about the storage capacity limit.

You can view information about all devices that support cloud storage under this account in Me > Cloud Storage.

Go to **Settings** > **Cloud Storage**.

You can view the plan details of the current device and purchase a new plan. For details, see Me > Cloud Storage.

7.3.2 Device Recording Schedule

Go to **Settings** > **Device Recording Schedule**.

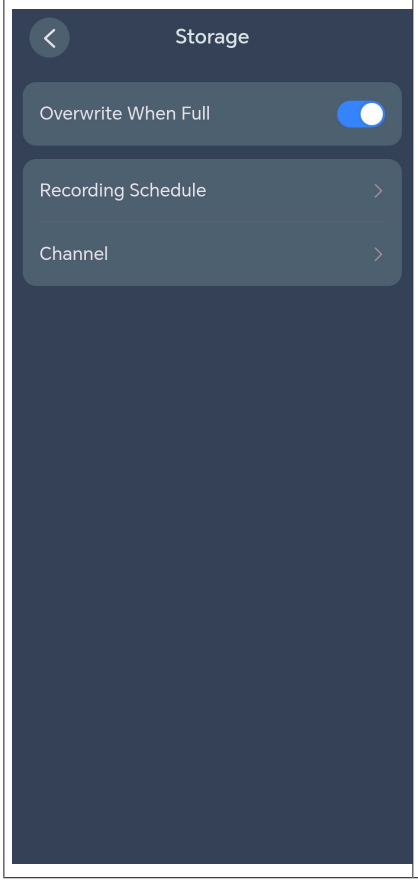
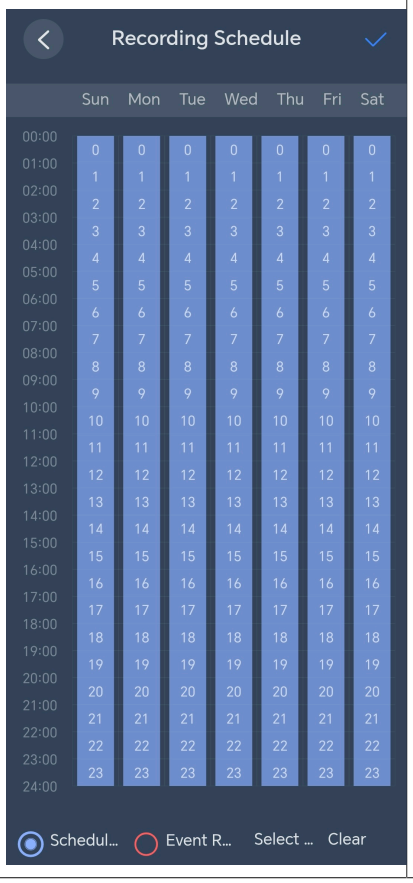
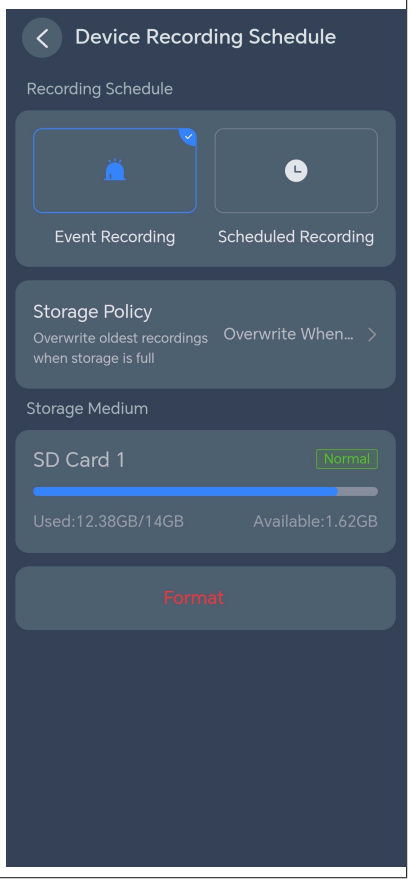
Recording types include: event recording and scheduled recording.

- Event recording: Recording is performed only when an alarm event is detected during the specified time period.
- Scheduled recording: Recording is performed **continuously** during the specified time period.

Note:

- Work Mode: For devices that support **Standard** mode, all-day recording is enabled by default, and you do not need to configure the recording type or recording schedule.
- For some dual-channel IPCs, you need to configure parameters for the fixed lens and the mobile lens in sequence. (You can switch between them via the top tabs.)

The configuration interface varies by device. Please refer to the actual page.

NVR	Channel Under NVR	Single/Dual-Channel IPC
		

NVR

- **Overwrite When Full**: Enabled by default. When the storage is full, the earliest recordings are automatically overwritten; otherwise, storage stops.

- **Recording Schedule**: Select the recording type at the bottom, then select the time blocks to execute, and click **Save**.
- **Channel**: You can select the channel range covered by the recording schedule.

Channel Under NVR

Select the recording type at the bottom, then select the time blocks to execute, and click **Save**.

Single/Dual-Channel IPC

Note: An SD card must be inserted before you can configure parameters.

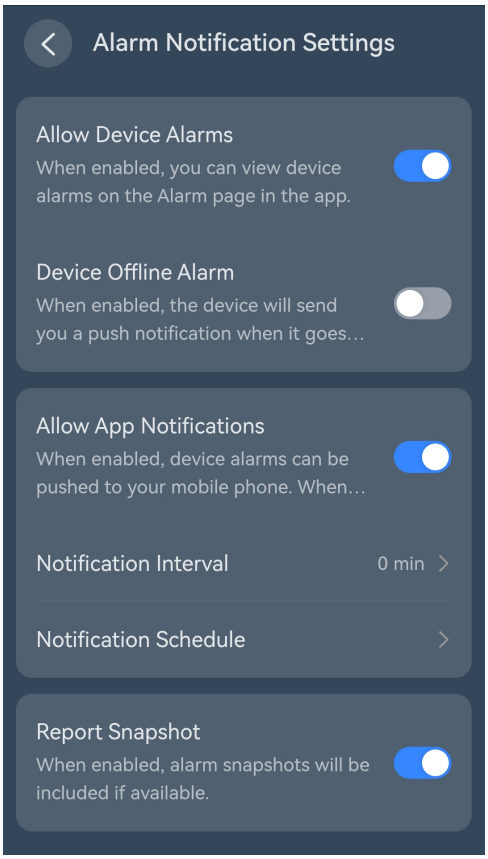
- **Recording Type**: Select as needed.
- **Storage Policy**:
  - **Overwrite When Full**: When the recording storage is full, the earliest recordings are overwritten to continue storage.
  - **Stop When Full**: When the recording storage is full, recording storage stops.
- **Recording Schedule**: When the type is scheduled recording, you need to select the recording time period.
- **Image Clarity**: Select the stream used for saving recordings as needed. The lower the clarity, the smaller the storage space occupied.
- **Storage Medium**: You can view the SD card status, used space, total space, and remaining space. Click **Format** to clear all data on the SD card.

  Note: If the SD card is full and Overwrite When Full is not enabled, recording storage stops. You need to manually format the SD card to continue recording storage.

7.4 Notifications

Allow Alarm Notifications

Enable or disable alarm notification.



- **Allow Device Alarms**: Supported for both cloud devices and local devices. Enable or disable alarm notification.When enabled, you also need to enable notification permission 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**.

- **Device Offline Alarm**: Supported for cloud devices only. When the device is offline and does not come online within 10 minutes, a pop-up notification is pushed.
- **Allow App Notifications**: Supported for cloud devices only. Configure the alarm push interval and schedule. If the notification schedule is disabled, device alarms will be pushed to the mobile phone throughout the day; otherwise, notifications will be pushed according to the scheduled time.
- **Report Snapshot**: Supported for cloud devices only. If the device supports reporting alarms with snapshots, the alarm snapshots can be attached to the alarm information for reporting.

Allow Video Call Notifications

This function is available to certain device models only.

When enabled, the app will notify you if there is a video call.

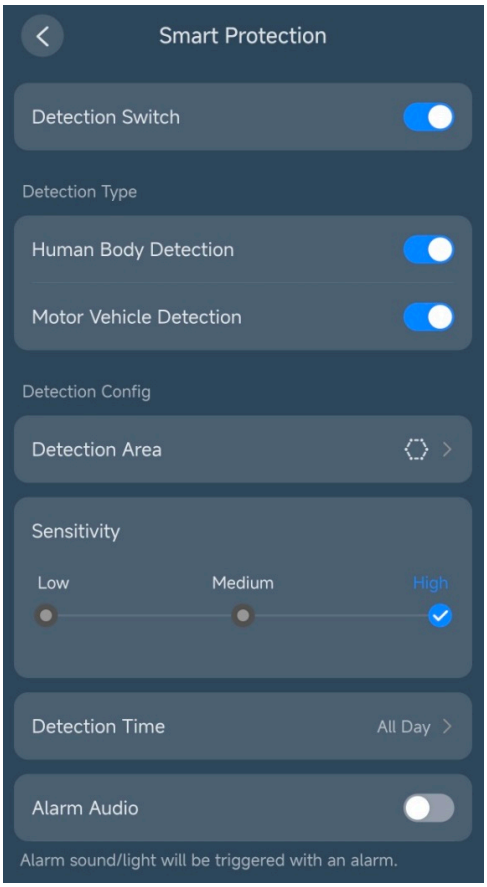
7.5 Alarm Settings

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.

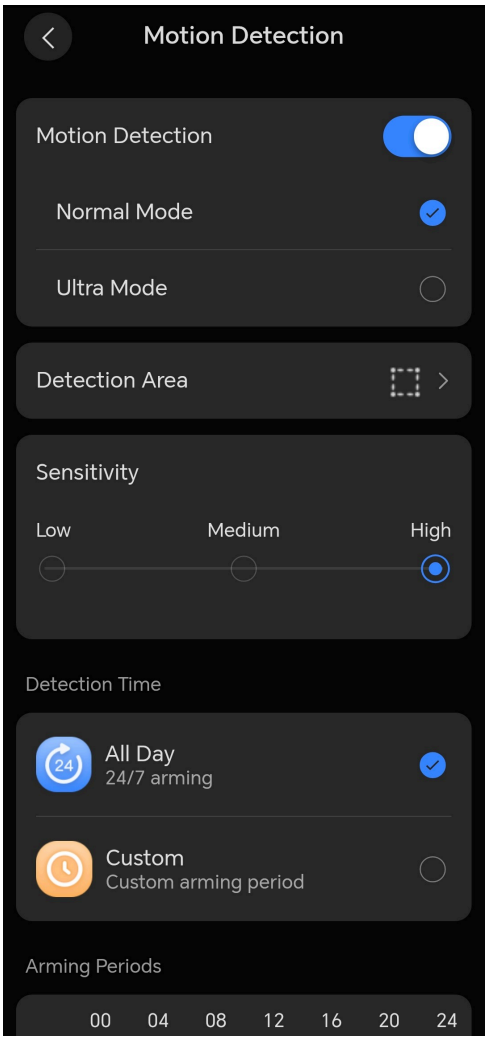
  Note:

  - 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.)

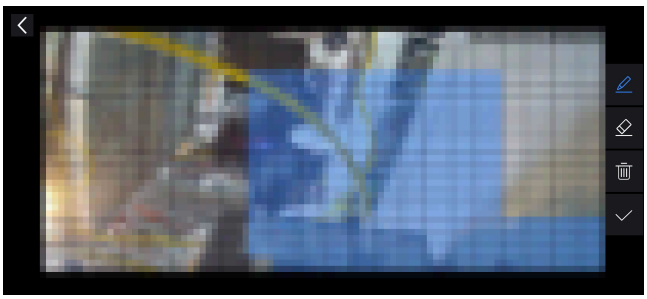


7.5.1.1 Motion Detection

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



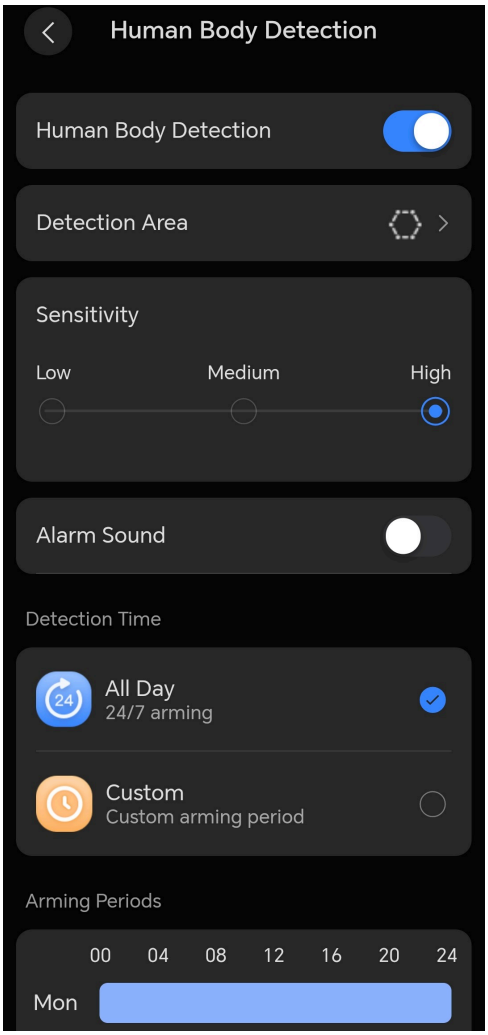
See the descriptions below (the configuration completed in the app will overwrite the configuration on the device.):

Item		Description
Common Parameters	Detection area	Draw the detection area.  • Draw area: By default, the entire screen is the detection area (blue). Tap , and then tap or drag on the screen to erase detection areas; tap , and then drag on the screen to draw detection areas (blue). 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.

Item		Description
Normal Mode	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.
Ultra Mode	Detect the target	Choose a target to detect: 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.

7.5.1.2 Human Body Detection

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



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.

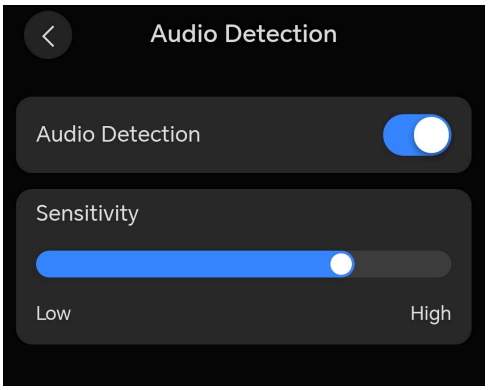
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time 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 in privacy/sleep mode can be activated to detect the presence of human body by sensing IR radiation from human body or other objects.The higher the sensitivity, the farther the detection distance and the smaller the detectable targets.

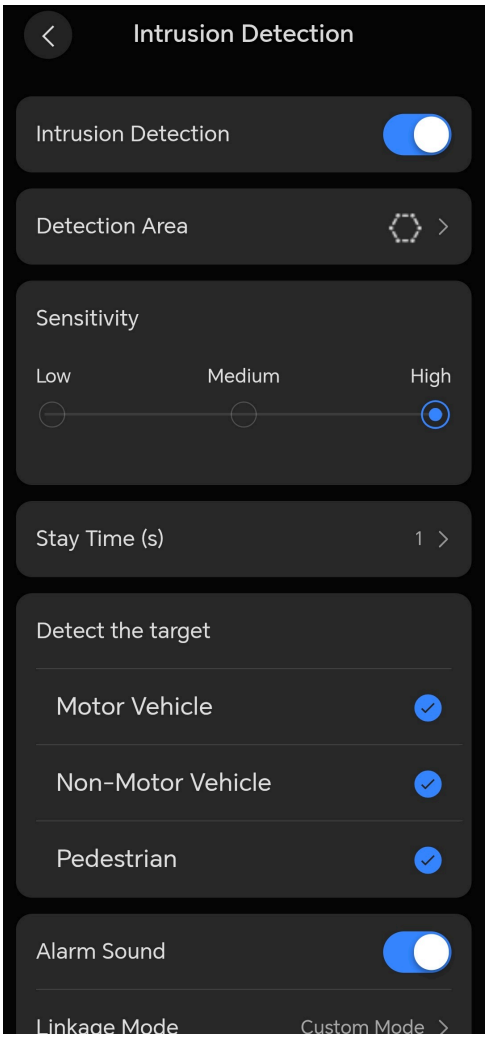
7.5.1.3 Audio Detection

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.



The parameters are described below.

- Detection Area: Tap to draw the detection area.

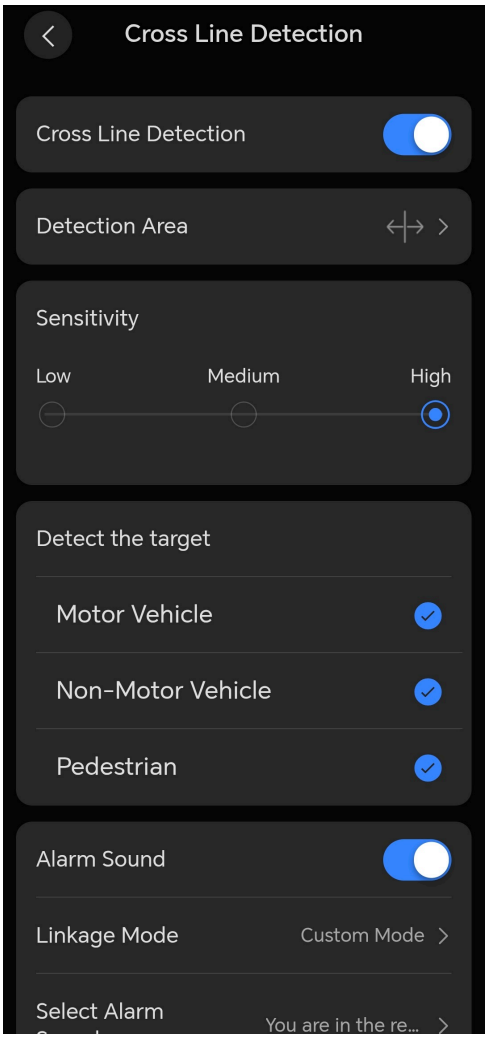


  - Draw an area: Tap + on the right side. A hexagon appears on the screen. Drag a vertex to change the size and shape. After you complete the drawing, tap ✓ on the right to save the area.
  - Redraw an area: Tap 🗑 on the right side to clear the existing area, and then tap +. A hexagon appears on the screen. 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.
- Detect the target: Choose a target to detect: 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.

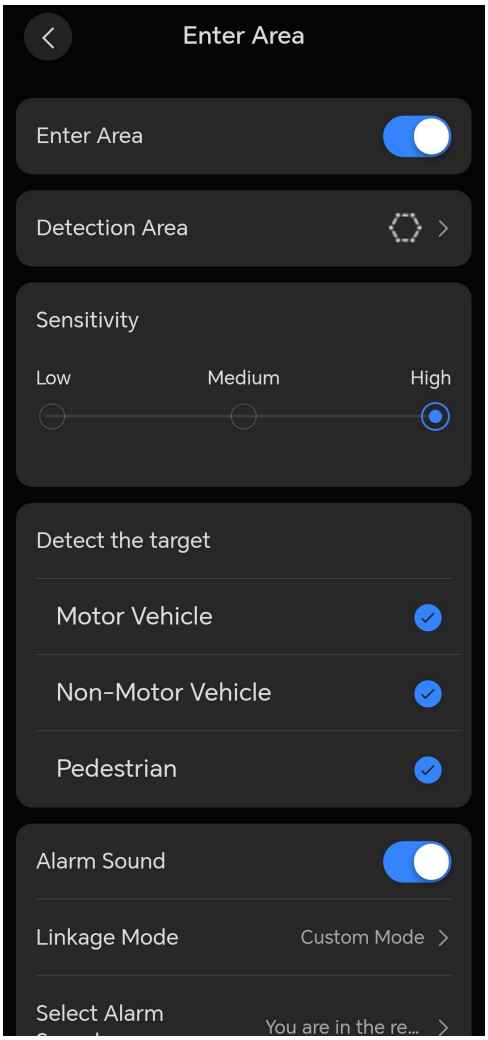


- Draw the detection line: Tap on the right side. A detection line appears, which divides the image into two areas (A and B). You can drag an end of the detection line to the desired position. By default, an alarm will be triggered when an object crosses the line in either direction (from A to B or from 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 Instrusion Detection.

7.5.1.6 Enter Area

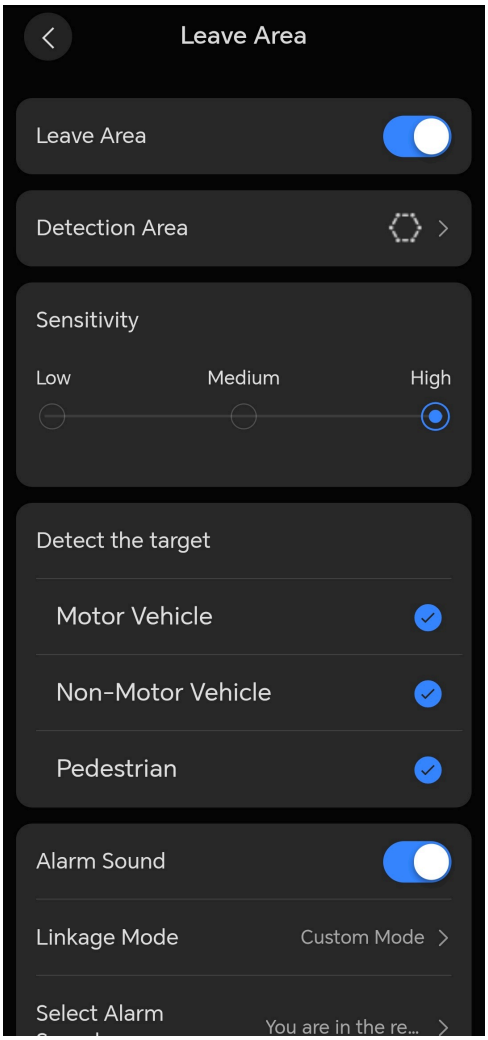
Enter area detection triggers an alarm when it detects an object entering the detection area in the live video.



For parameter descriptions, please refer to Instrusion Detection.

7.5.1.7 Leave Area

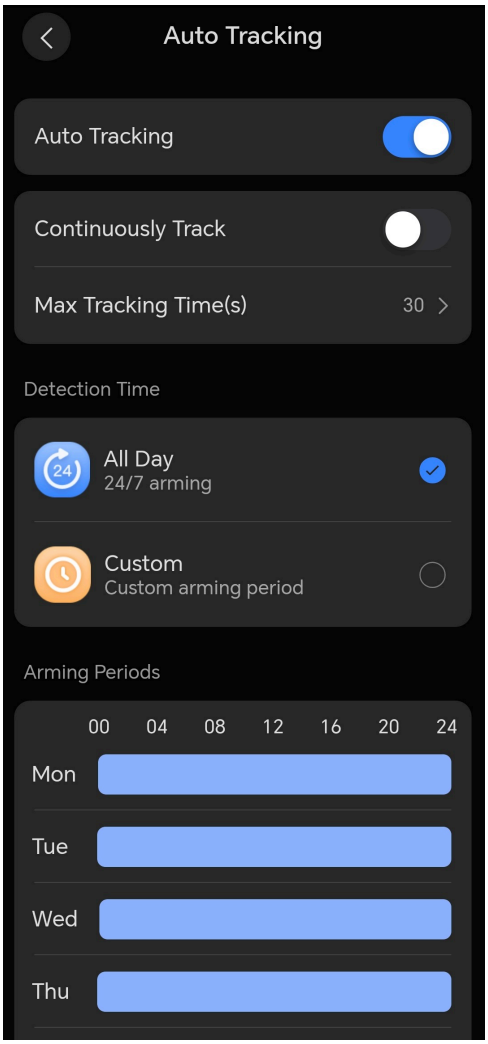
Leave area detection triggers an alarm when it detects an object leaving the specified area in the live video.



For parameter descriptions, please refer to Instrusion Detection.

7.5.1.8 Auto Tracking

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



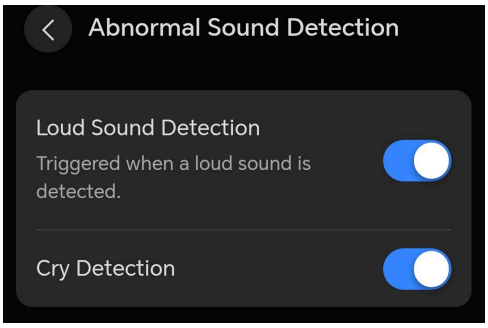
The parameters are described below.

- 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.
- Auto Zoom: When the detected target type includes pedestrians, the system will automatically zoom in on pedestrian targets, ensuring the target is always clearly presented at an appropriate size in the center of the screen.
- 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.
- 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.

7.5.1.9 Abnormal Sound Detection

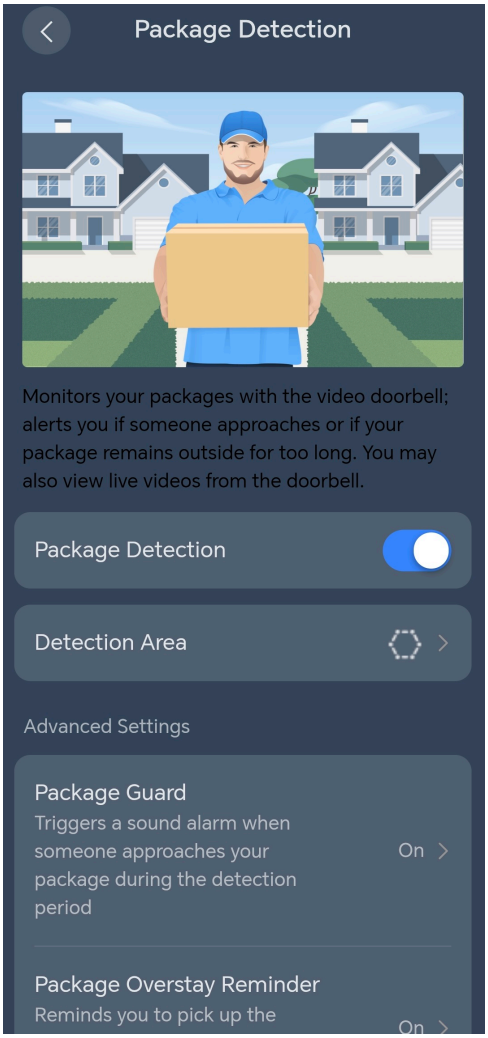
Abnormal sound detection is used to monitor abnormal sounds such as loud noises and cries in the detection area.



Sensitivity: Applies to both loud sound detection and cry detection. The higher the sensitivity, the more easily alarms will be triggered.

7.5.1.10 Package Detection

Monitors your packages with video doorbell; alters you if someone approaches or if your package remains outside for too long.



1. Tap to enable package detection.
2. Draw the detection area.



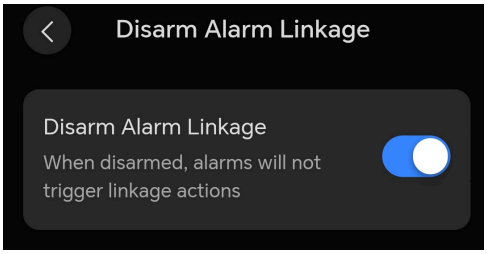
- Draw area: Tap on the right side. A hexagon appears on the screen. Drag a vertex to change the shape and size. When you complete the drawing, tap to save the area.
- Redraw area: Tap on the right side to clear the existing area, and then tap to redraw one. When you complete the drawing, tap .

3. In advanced settings, you can enable or disable functions and configure parameters for package detection as needed.
   - Package Guard: Triggers a sound alarm when someone approaches your package during the detection period.
     - Alarm sound: You can use the built-in alarm sounds in the app, or manually add custom sounds (see Customize Alarm Sound).
     - Detection time: Package guard function only works within the set time periods.
   - Package Overstay Reminder: If your package remains outside after the detection start time, a pop-up window will display to remind you to pick it up.
   - Package Checker: Triggers an alarm when your package is delivered or picked up.

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 sounds to be played when an alarm is reported.

1. On the **Settings** screen, tap **Customize Alarm Sound**.
2. Tap **Add Alarm Sound**.
3. 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.



4. To customize more alarm sounds, repeat the above steps.

7.6 Device Operations

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.

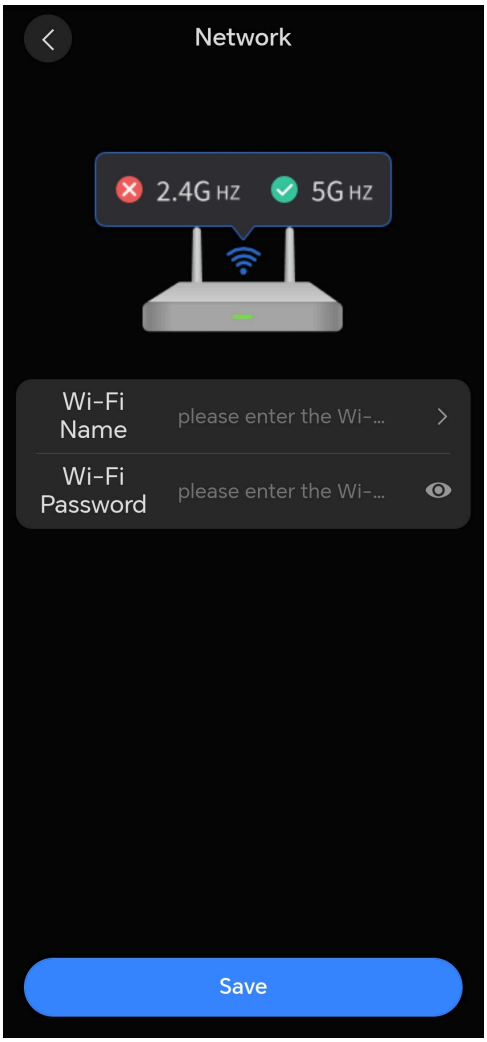
Signup-Free Authorization

- When enabled, other users can add and use this device by scanning the register code and entering the device password. You can view info about users who have added the device without signup and revoke their permissions in Me > Sharing Management > Signup-Free.
- When disabled, the device cannot be added by others via scanning. However, you can still share it with others. Additionally, if the device has been authorized to other users without signup, the authorization will be revoked automatically.

7.7 Related Settings

7.7.1 Network Configuration

1. On the **Settings** page, tap **Network**. (The layout and display may vary with phone's operating system. Please refer to the actual screen.)
2. Select a Wi-Fi network for connection and enter the correct password.



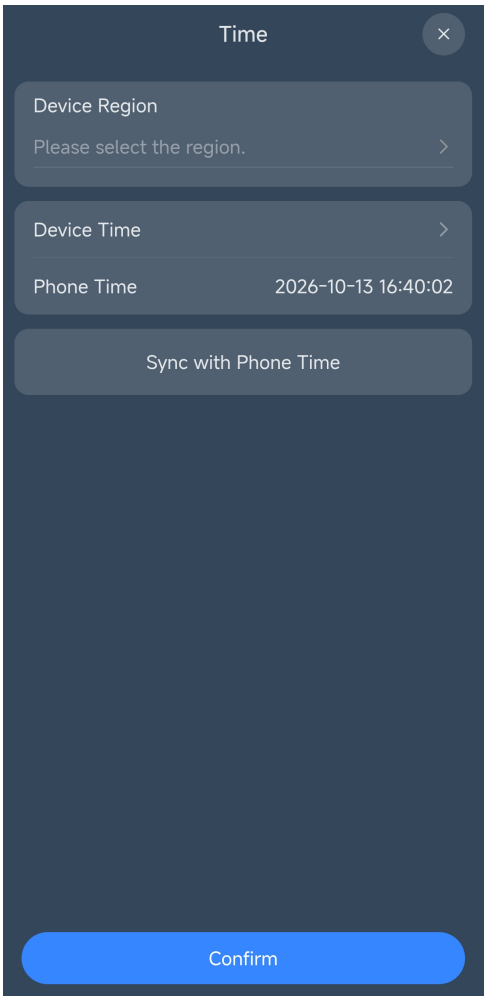
3. Tap **Save**.

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.

7.7.2 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**.

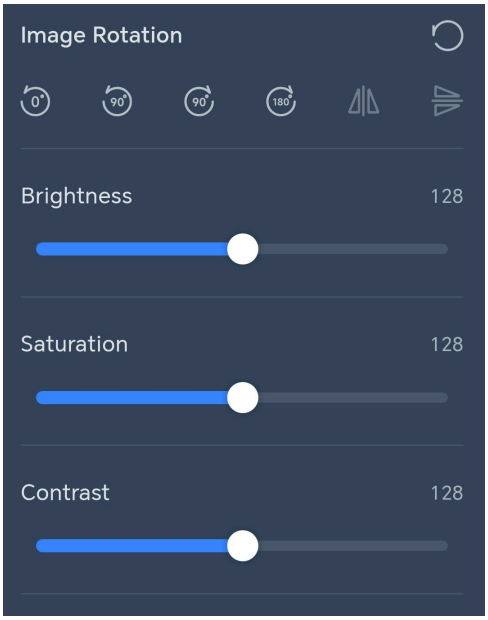


2. Choose a way to set the time zone and time:
   - Set manually: Set the device region and device time.
   - Set automatically: Tap **Sync with Phone Time**, and the device time will be automatically synchronized with the time on your mobile phone.
3. Tap **Confirm**.

7.7.3 Image Configuration

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.)

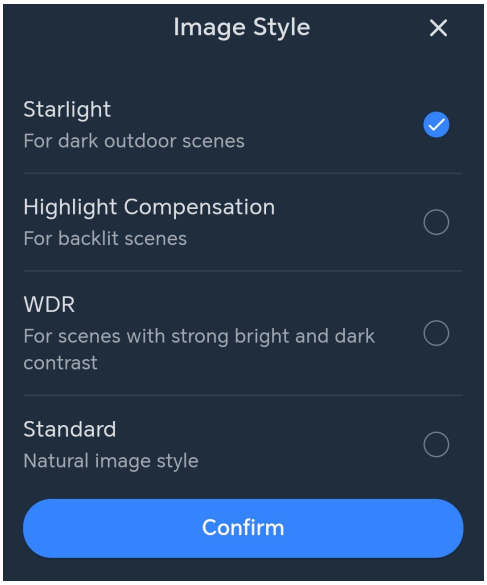
Image



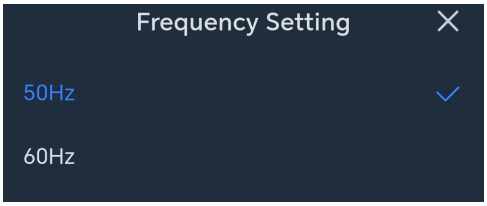
- Image Rotation: You can choose to flip the image/rotate it 90°.
- Brightness: The brightness of the image.
- Saturation: The intensity and purity of colors in the image.
- Contrast: The ratio of black to white in the image, representing the gradation from black to white.

Image Enhancement

- Image Style: The system provides different image styles, each with corresponding differences in brightness, saturation, and other parameters. The settings will switch automatically upon selection.



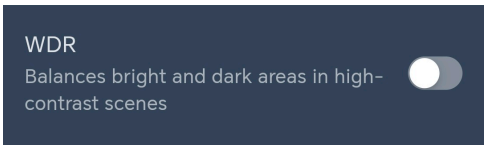
- Frequency Setting: This feature is only supported on specific models and allows the frequency to be set to either 50Hz or 60Hz.



- 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.

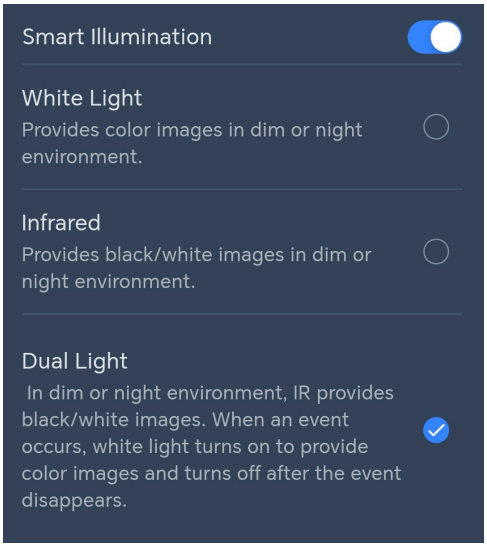
  Tap  to enable or disable WDR.

Note: Defog and WDR cannot be enabled simultaneously. To use WDR, disable Defog on the device web page. Then reopen the screen on the app, or tap **Retry** in the pop-up window.



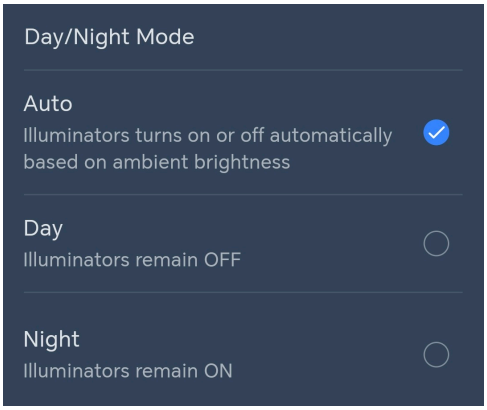
- Smart Illumination

  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.

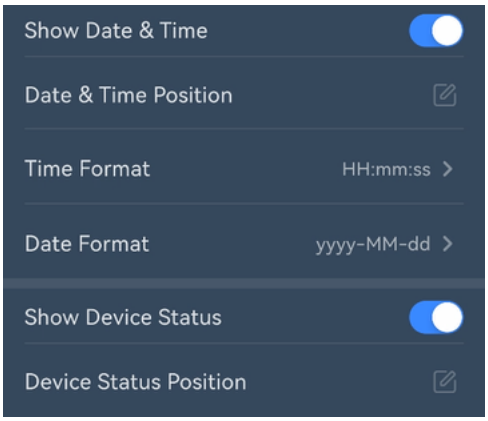
- Day/Night Mode: Choose a day/night mode as needed. The day/night mode is related to the linkage mode in smart illumination and smart detection. The settings take effect immediately after you tap **OK**.



  - 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.

OSD

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



Some OSDs have a icon, indicating that drag-and-drop adjustment is supported:

1. Click to enter edit mode. The live view will highlight the OSD position.
2. Drag the highlighted area to the desired position, then release to complete the configuration.
3. Click again to exit edit mode.

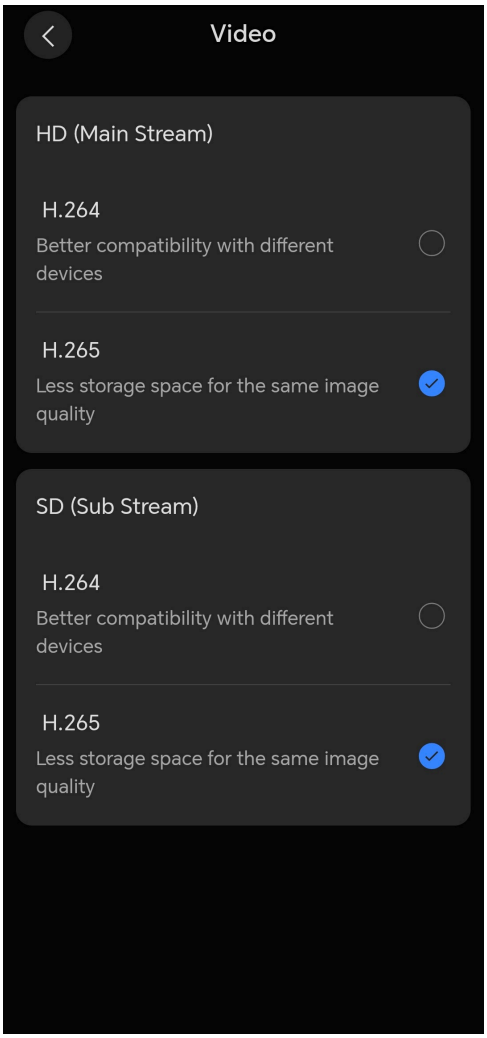
7.7.4 Video Configuration

Configure video stream parameters of the device.

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

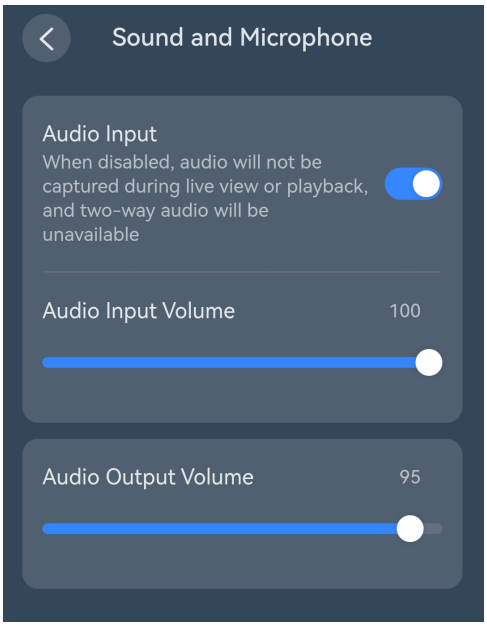
   Note: For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between the tabs at the top of the screen.)

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



7.7.5 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.

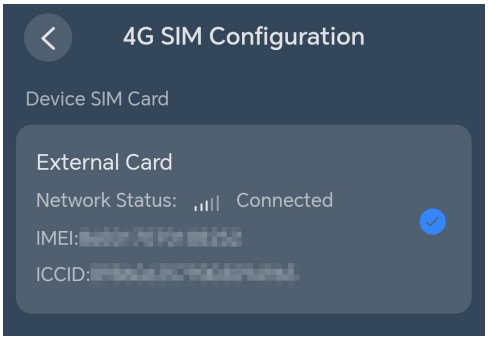


7.7.6 OSD Configuration

See OSD.

7.7.7 4G SIM Configuration

On the **Settings** page, tap **4G SIM Configuration**. You can view the bound card information.

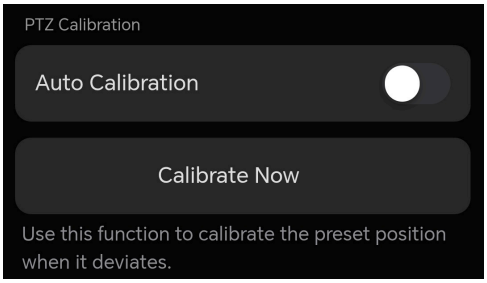


7.7.8 PTZ Configuration

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

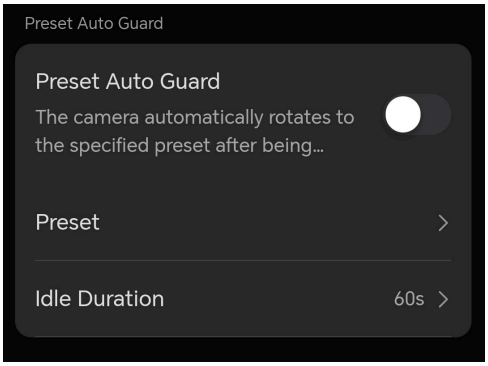
1. On the **Settings** page, tap **PTZ**.



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.

7.7.9 Custom Sleep Mode/Privacy Mode

You can customize fixed time periods during the week to enable privacy/sleep mode.

Note: The supported modes vary depending on the device model.

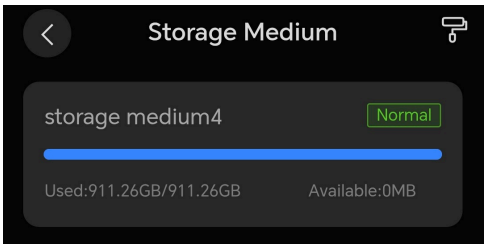
- Sleep Mode: Lens rotation is not supported.
- Privacy Mode: The lens will rotate to a fully masked position.

1. On the **Settings** screen, tap **Sleep Mode/Privacy Mode** to enter the **Sleep Mode/Privacy Mode** screen.
2. Enable **Custom Schedule**.
3. Tap **Quick Setup** to set the time periods. Time periods within the same day must not overlap.

7.7.10 Storage Medium

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

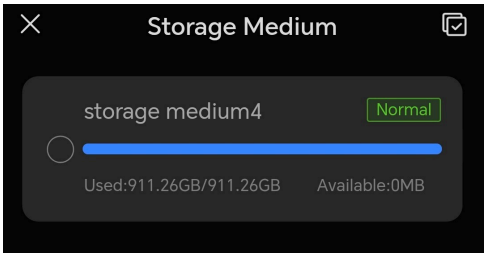
1. On the **Settings** page, tap **Storage Medium**.
2. View the capacity and status information of the storage medium.



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.

7.7.11 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):

  1. 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.

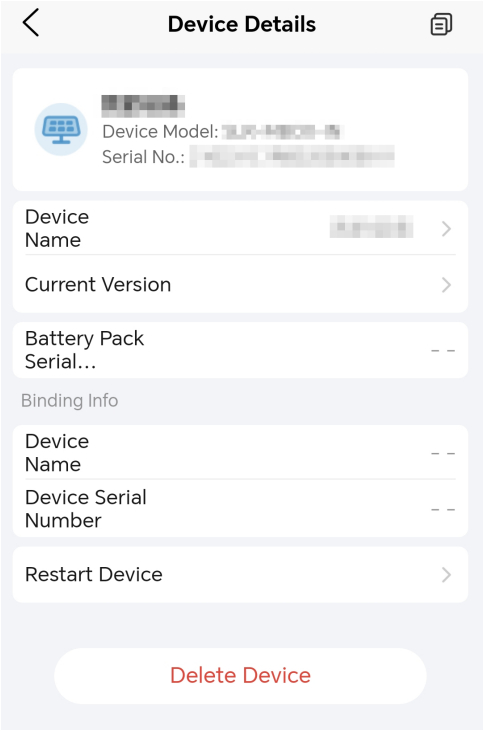
Go to Details Page

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**.
- Choose **Others** > **Solar Management** in the app, and select a solar device.

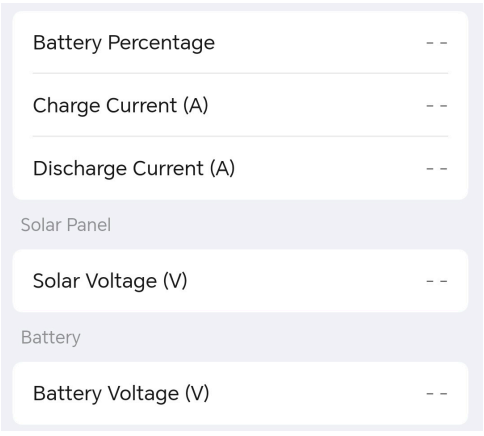
Device Basic Info

Tap > to the right of the solar device name to rename, restart, or delete the device. Tap  to copy both the device serial number and battery pack serial number (on certain models, only the device serial number is copied).



Status

Display the status of the battery and solar panel.

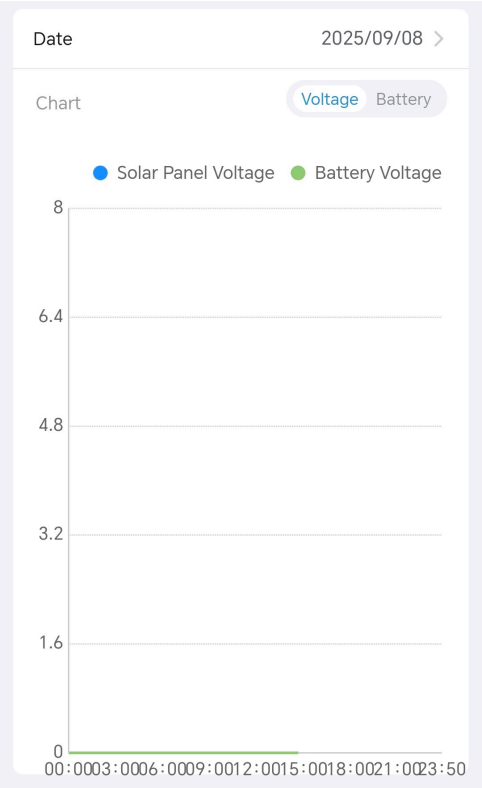


Statistics

On daily basis, collect and display statistics on voltage (solar panel + battery) and remaining battery level.

- Switch date: By default, it shows data for the current day. You can tap to switch the date.
- Show/hide certain type of data: The **Voltage** module shows both solar panel voltage and battery voltage by default; the **Battery** module shows the remaining battery level by default.

  Tap a legend, if its color changes to gray, it means the corresponding data changes are hidden; tapping the legend again will restore it to a colored dot with black text, and the corresponding data changes are displayed.



7.7.12 Chime Configuration

Chime is designed to work with doorbell through a binding process. Once bound, pressing the doorbell button will trigger the chime to sound, alerting you indoors. A wireless doorbell can be paired with either one mechanical chime or up to 3 wireless chimes.

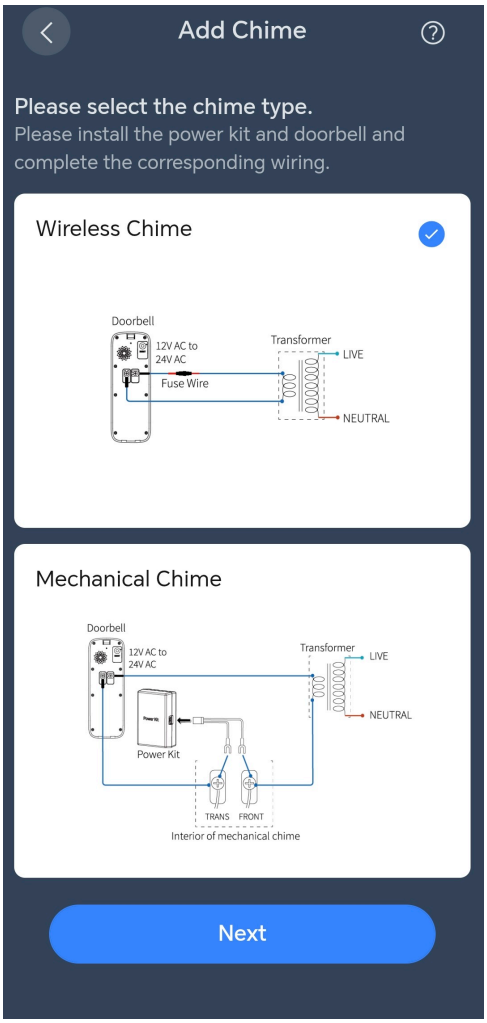
Note:

- A wireless doorbell can only be paired with one type of chimes (wireless/mechanical) at a time. If you switch the chime type, all previously added chime(s) will be cleared.
- Before adding, please ensure the chime is installed correctly according to the wiring diagram (by tapping **?** in the upper-right corner) and the chime is powered on.

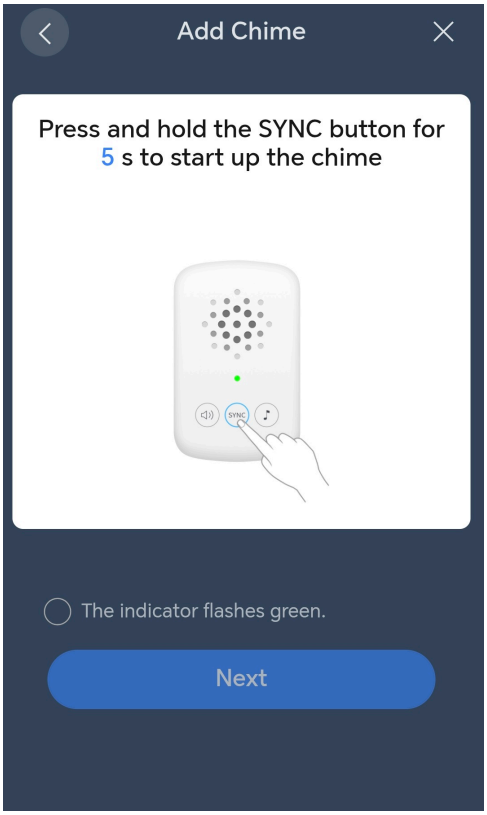
Add Wireless Chime

Add chimes one by one. Up to 3 chimes can be added.

1. Tap **Add Chime** and select **Wireless Chime** as the type.



2. Press and hold the SYNC button on the chime until the indicator light flashes green, then release.
3. Select <The indicator flashes green.>, and tap **Next**. The system will automatically search for available wireless chimes.



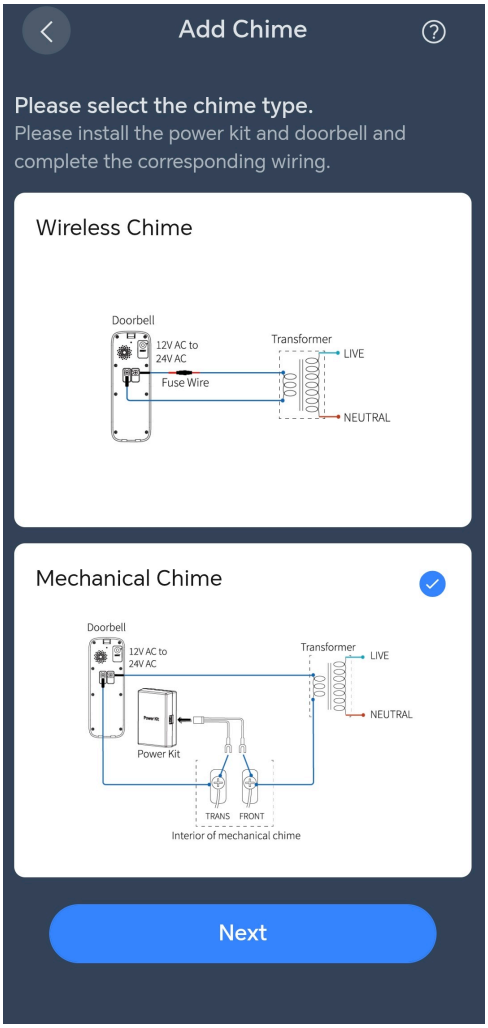
4. Select the wireless chime you want to add in the list and tap **Add**. If the chime emits a ding-dong sound, the chime is added successfully.

Add Mechanical Chime

You can only add one mechanical chime.

Note: Please make sure the doorbell is wired properly as illustrated; otherwise, the doorbell may be damaged.

Tap **Add Chime** and select **Mechanical Chime** as the type. If the wiring is correct and the mechanical chime is powered on, the doorbell will automatically detect it, and the chime information will display in the list.

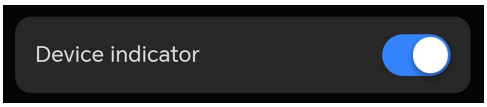


7.8 More

Device Indicator

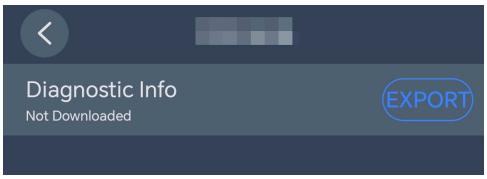
Use the app to turn on or off the indicator on a device.

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



Export Device Diagnostic Information

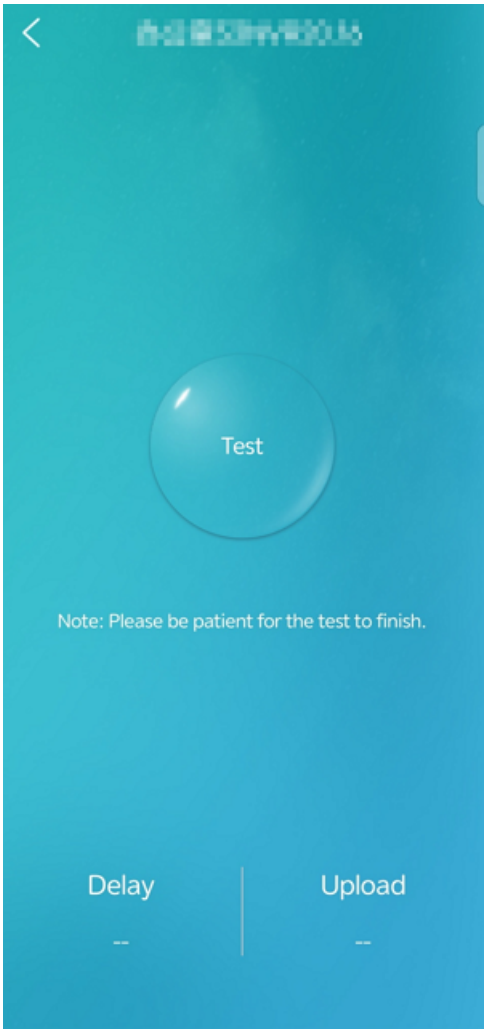
1. On the **More** page, tap **Export Diagnostic Info**.



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.

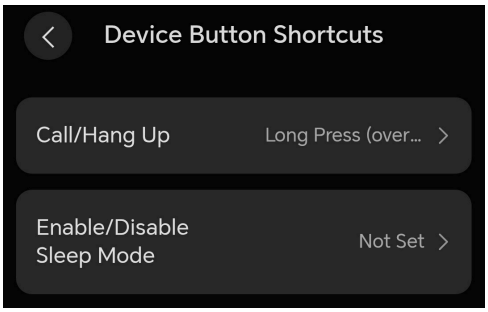


Import Faces and License Plates

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

Device Button Shortcuts

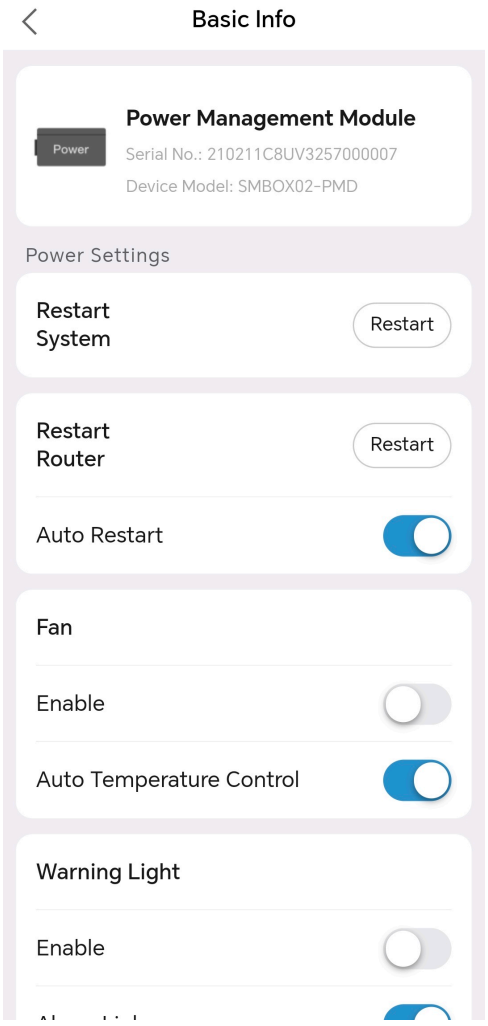
Set shortcuts for the device button to quickly make/end calls and enable/disable sleep mode (from some models, privacy mode).



7.9 Power Management Module

This section introduces the power management module that is bound to the intelligent integrated management box (hereafter referred to as the box).

On the home screen, tap ⋮ next to the name of the box, and then choose **Settings > Power Management Module**.



Basic Info

The basic information includes the serial number and model of the power management module, which cannot be modified.

Power Settings

- Restart system: When the box is **online**, tap **Restart** and then confirm the restart. All devices under the box will be restarted. During the restart process, the channel will be offline, and live view is not available.

- Restart router:
  - Restart: When the router is **online**, tap **Restart** and then confirm to restart the router.
  - Auto Restart: After being enabledif the device detects an anomaly within itself, it will automatically restart.
- Restart SMSERVER: When the SMSERVER is **online**, tap **Restart** and then confirm to restart SMSERVER.
- Socket
  - Restart socket: When the socket is on, tap **Restart** and then confirm to restart it.
  - Turn on/off socket: By default, it is on. After turning it off, the PoE interface will disconnect power, and the channel/device will switch to offline status.
- Heater: Helps to prevent damage to internal components due to excessively low temperatures.
  - Turn on/off the heater: Turn on or off the heater manually.
  - Automatic temperature control: Enabled by default. When the internal ambient temperature is below -20°C, the heater will automatically turn on; it will turn off when the temperature reaches or exceeds -20°C.
- Fan: Helps to prevent damage to internal components due to excessively low temperatures.
  - Turn on/off the fan: Turn on or off the fan manually.
  - Automatic temperature control: Enabled by default. When the internal ambient temperature exceeds 60°C, the fan will automatically turn on; it will turn off when the temperature reaches or drops below 60°C.
- Warning light: Alerts personnel when an alarm is triggered. Both the warning light and alarm linkage must be enabled.

General Settings

You can log in to the cloud service's web interface on your mobile phone to configure more parameters.

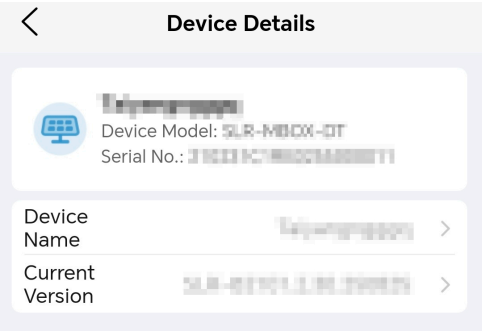
The username and password for the web interface are the same as those for the app.

7.10 Box-bound Solar Device

This section introduces the solar devices bound to the intelligent integrated management box (hereafter referred to as the box).

On the home screen, tap ⋮ next to the name of the box, and then choose **Settings > Solar**.

Tap › to the right of the solar device name to display basic solar information. The rest of the content is the same as Solar Configuration.



8 Message

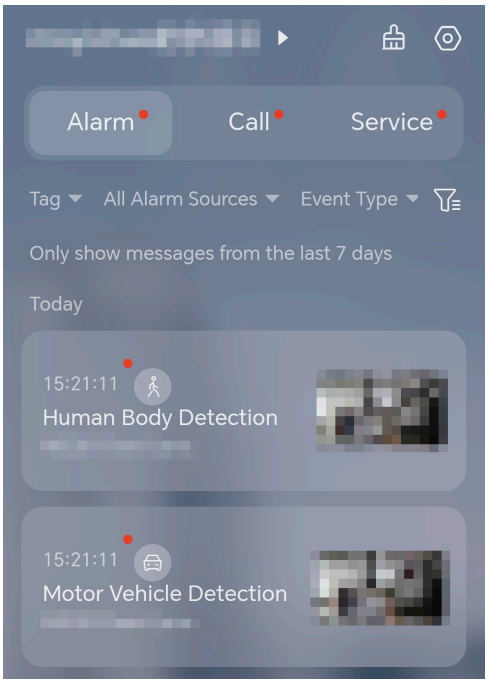
View alarm, call, and service information. On the **Message** screen, choose a team from the upper-left corner to view the relevant messages. Only alarm messages are filtered based on the selected team.

Only messages of the last 7 days are displayed. A red dot on a message type or specific message indicates unread status.

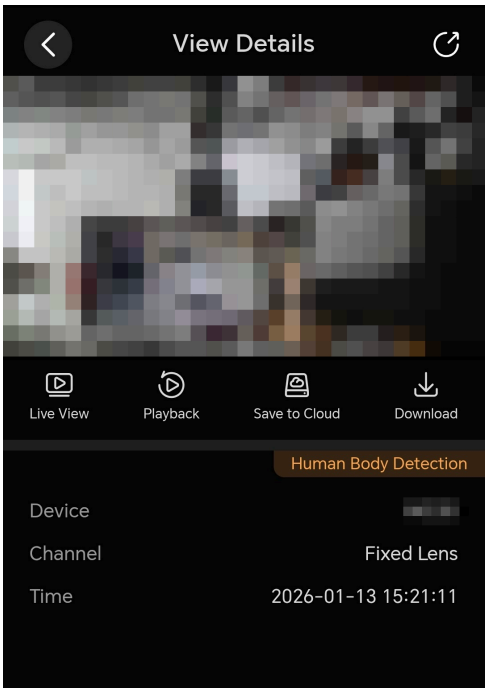
Alarm

You can filter alarm messages by tag (pedestrian, motor vehicle, pet, and non-motor vehicle), alarm source, and event type. Tap  for advanced filtering options.

After logging in to the account, if there are local devices in the app, you can switch tabs to view cloud and local alarm messages.



Tap on a message to view details.



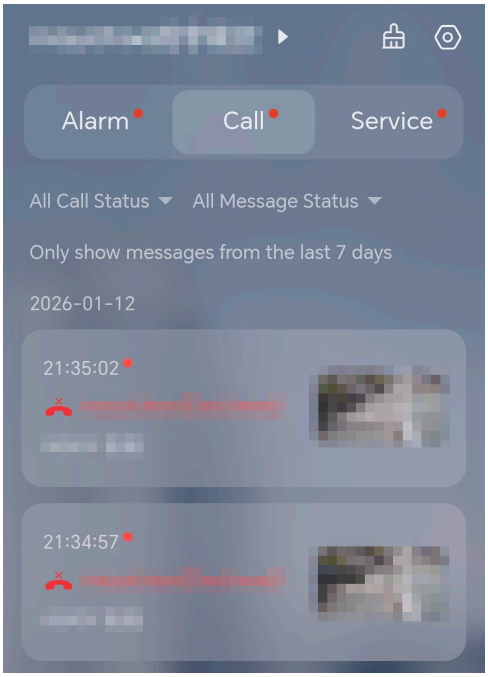
- Live View: Tap to view the device's live video.
- Playback: Tap to view the recording at the snapshot time.
- AcuSearch: Only NVR devices support this feature. Tap to perform an advanced search based on the snapshot.

- Download: Tap to download the snapshot to local album, provided the device is online and the app has storage permission.
- Share: Located in the upper-right corner of the screen. Tap to share data with others.

Call

If a video intercom device (e.g., indoor station) is linked to the app, calls can be answered on this app. Call records are displayed here.

You can filter call messages by call status and message status.



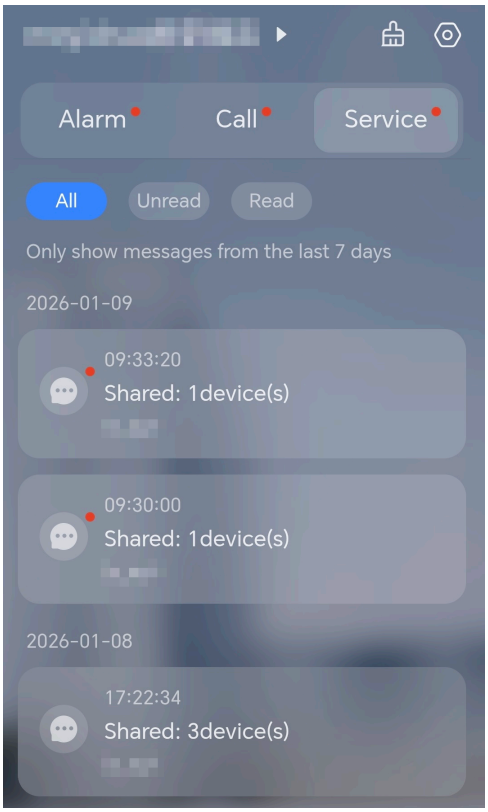
Tap on a message to view details. See other operations in Alarm.

Service

Service messages include device sharing and transfer messages. They appear when an installer completes setup and delivers the device to the UniEase app user.

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

You can filter service messages by message status.



Clear All Unread Messages

Tap to clear all unread alarm, call, and service messages.

APP Notification Push

Go to > **APP Notification Push**.

- System Notifications: Tap **Settings** to enable/disable app notifications in System Settings.
- Allow Notifications: Device alarms are pushed to your phone only when both **System Notifications** and **Allow Notifications** are enabled.

Notification Type

1. Go to > **Notification Type**.
2. Select the alarm/call/service content types for which you want to receive notifications.

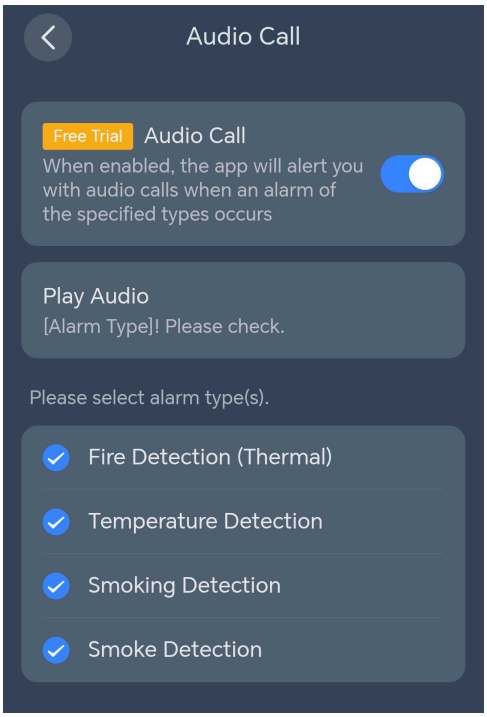
   Note: The supported content types may vary with device model. Please refer to the actual screen.
3. Tap **Confirm**.

Audio Call

When an alarm occurs, you will receive an audio call notification to alert you to the handle the alarm in time. You can view all call records on the Call screen.

This function is currently free for a limited time. Feel free to try it out.

1. Tap > **Audio Call**.
2. Enable **Audio Call**.
3. Select the alarm type(s) for which you want to receive audio call notifications.



After receiving an audio call:

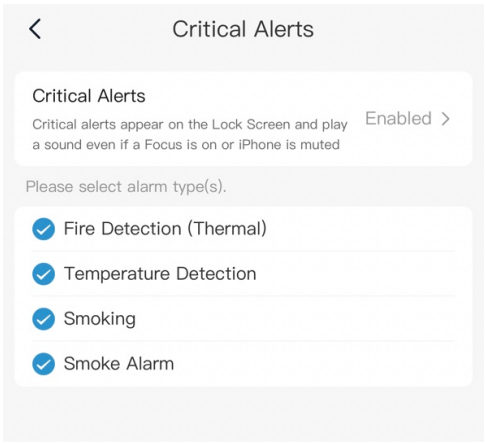
- Tap (Android)/(iOS) to answer the call. The alarm sound will play automatically.
- Tap to mute the call. Tap it again to unmute.
- Tap to turn on the speaker. Tap it again to turn off the speaker.
- Tap (Android)/(iOS) to end the call.

Critical Alerts

Note: This function is available to iOS only.

When an alarm occurs, even if a Focus is on or iPhone is muted, critical alerts appear on the Lock Screen and play a sound. You can view all critical alert records on the Alarm screen.

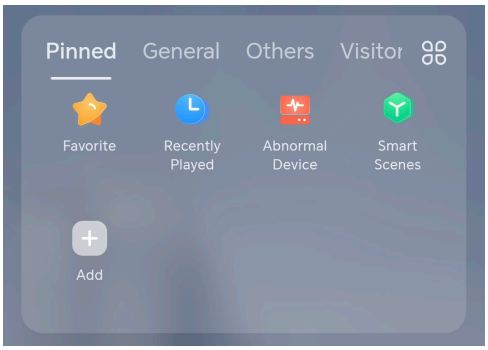
1. Go to > **Critical Alerts**.
2. Follow the pop-up message to go to the notification settings screen for the UniEase app. Enable **Allow Notifications** and **Critical Alerts**. We recommend enabling all alert methods.
3. Check the critical alerts status in the UniEase app. The status is **Enabled**. Select the alarm type(s) for which you want to receive critical alerts.



9 Application

Applications are displayed on the **Home** screen in the standard version only. In the simple version, they're hidden. To switch to the standard version, tap > **Standard Version** on the Home screen.

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



View App Info

Displays the applications supported by the current team.

- Applications are categorized into modules such as Pinned, Attendance, and Solar Energy. Tap to view all supported applications in full screen.
- Tap on a module title to display the applications under it. Tap on an application name or icon to enter the corresponding configuration screen.

Pin App

You can pin up to 8 applications.

1. Tap Add or tap > **Edit**.
2. Tap to pin the application. Tap to unpin the application.
3. Tap **√** to save. You can check the pinned applications.
4. Return to the **Home** screen.

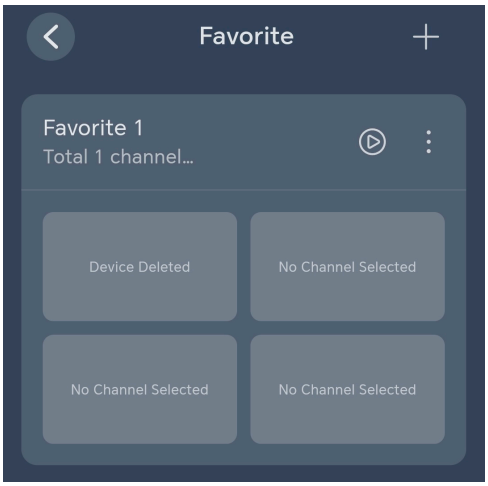
9.1 General

9.1.1 Favorite

This feature allows users to group frequently used devices (such as living room surveillance) into favorites for quick access, batch device status check, and centralized management across scenarios.

Note: Information in the favorites is saved only within the current account and does not support sharing across teams.

Tap **Favorite** above the device list on the home screen.



Create a Favorites Folder

Note: Up to 16 favorites folders can be added.

1. Tap **+**.



2. Configure favorites information.

Parameter	Description
Favorite Name	By default, the folders are named Favorite 1, Favorite 2, ...; custom names are supported.
Window Layout	Display multiple live video images on the same screen. Available layouts include 1x1, 2x2 (default), 3x2/3x3, 4x3, etc.

Parameter	Description
	Note: Due to differences in phone screen sizes, if the system detects that the selected layout cannot be displayed on the screen size, it will automatically adjust.
Favorite Channel(s)	After the window layout is set, the channels will be rearranged accordingly. **Note:** A device can be added to different favorites folders at the same time. (1) Tap **Edit** or any **+**, select the channels you want to add to favorites from the list. (2) Tap **OK**.

3. Tap **Save**.

Use Favorites

- One-tap play: Tap  next to the favorites folder name to play the live video of all devices in the folder simultaneously.
- Edit favorites folder: Tap any live view window in the favorites folder or choose  **> Edit** to make modifications.
- Delete favorites folder: choose  **> Delete** and then confirm.

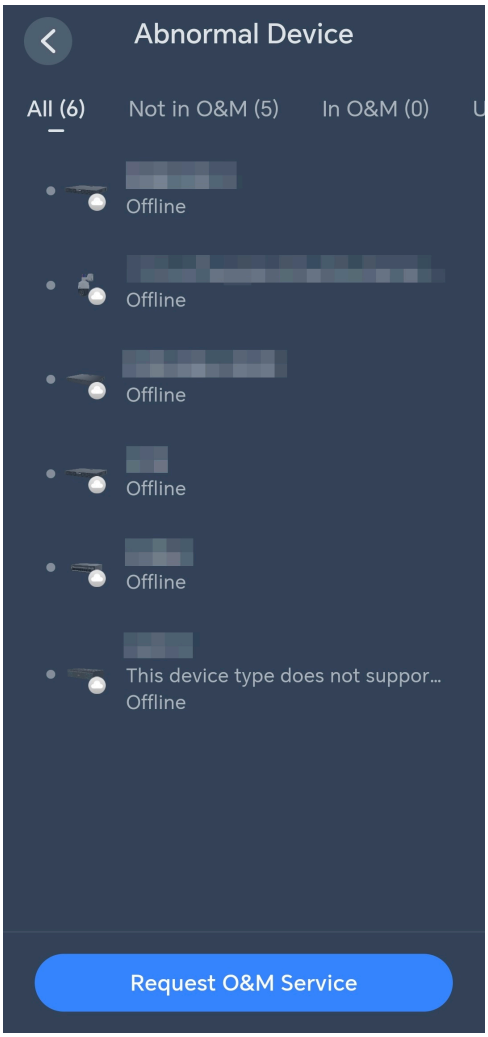
9.1.2 Recently Played

Tap to open the most recently played live view.

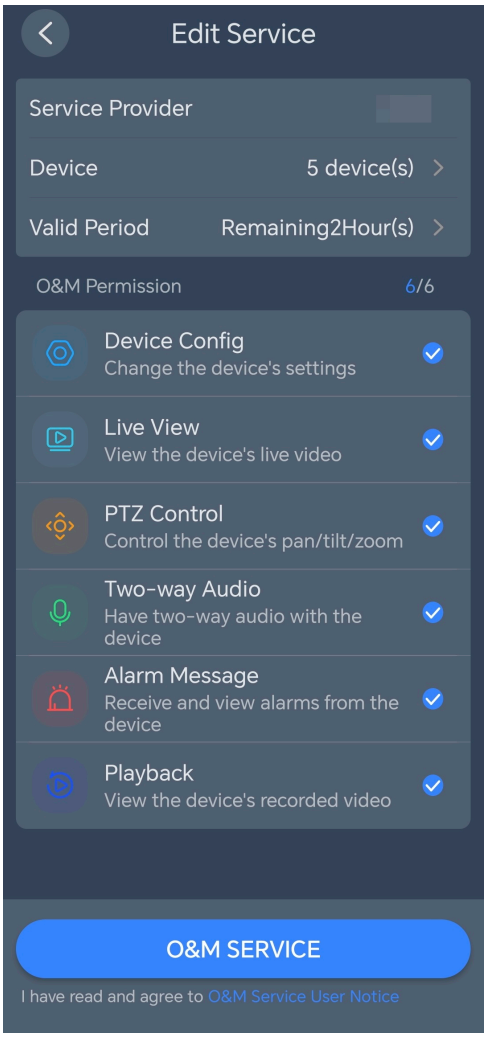
9.1.3 Abnormal Device

The page displays all abnormal devices in **offline status** in the team, and supports one-click handover to the O&M service provider to help users quickly locate and manage offline devices, reducing operational costs.

The abnormal device information includes the device name and the reason for the abnormality. If the device is shared from others or does not support O&M due to device type, it will only be displayed in the list.



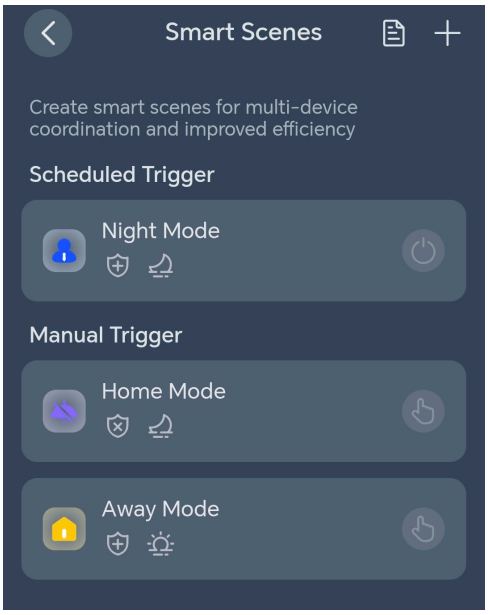
1. If there are devices awaiting O&M, tap **O&M Service** at the bottom.



2. Choose the service provider. You can set this in **Me > Services >** Service Provider, and only one service provider can be set.
   - If the service provider has been added, it will be displayed and cannot be modified.
   - If the service provider is not added, you can add it directly, and it will be synced to Service Provider.
3. By default, all devices that support O&M are selected. If you need to reduce the devices, tap **Device** to reselect.
4. Set the O&M validity period and permissions.
5. Read the O&M service user notice at the bottom. After you agree and accept the terms, select the checkbox.
6. Tap **O&M Service**. The O&M request is directly sent to the service provider, no service provider approval is required.

9.1.4 Smart Scenes

Set up automation rules for the team, including scheduled trigger and manual trigger, to control multiple security devices (such as IPCs, NVRs) to perform specific actions (such as arming/disarming, enabling/disabling privacy/sleep mode) with a single tap. This eliminates the hassle of manual operations one by one, enables automated security management, and enhances management efficiency.



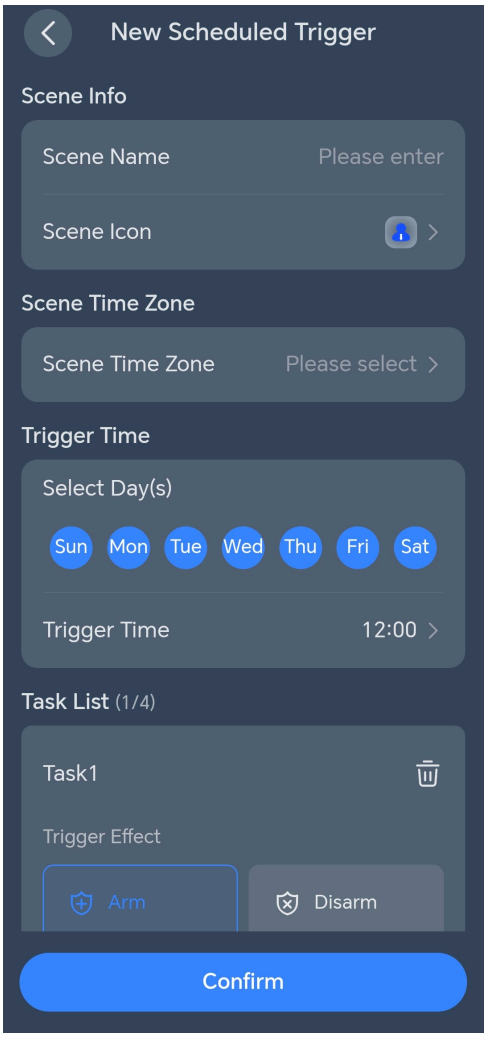
Add Scenes

Each team has three scenes by default (one triggered by schedule, two triggered manually).

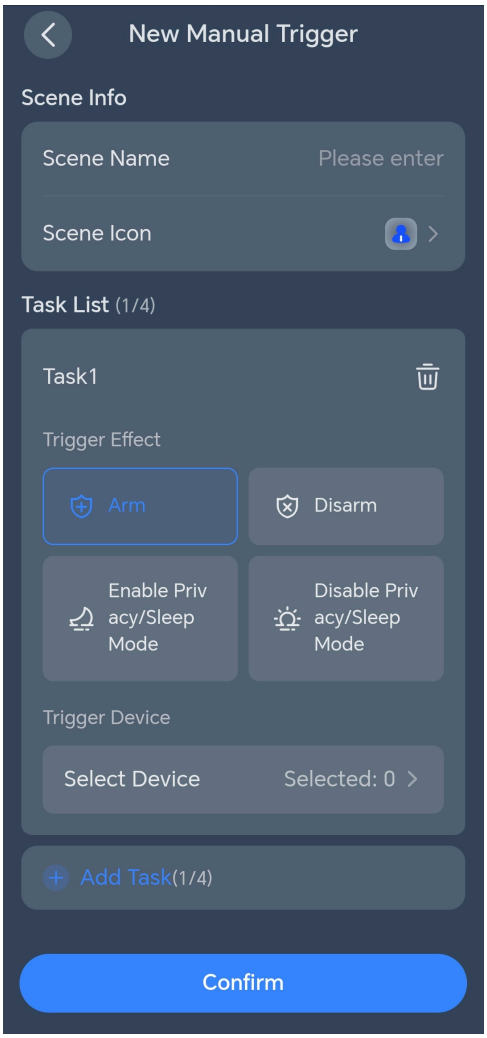
Note: The three default scenes must be configured first before they can be used.

You can add up to 13 additional scenes.

1. Tap **+**.
2. Tap **+**. Choose the trigger type and configure the corresponding parameters, then tap **OK**.
   - Scheduled Trigger: Tasks set to trigger at specified times on a weekly basis.



- Manual Trigger: Tasks will be performed only when manually triggered in the smart scene list; otherwise, they will not take effect.



Parameter	Description
Scene Name	Set as needed.
Scene Icon	Choose an icon to clearly distinguish the corresponding effect in the scene list.
Time Zone	Choose the correct time zone.
Trigger Time	Required for scheduled trigger only. You can select one or multiple days in the week for triggering. The task will be triggered at the same time on the selected day(s).
Task List	A maximum of 4 tasks can be added to a single smart scene. • Trigger Effect: The intended outcome. Currently supports arming, disarming, enabling privacy/sleep mode, disabling privacy/sleep mode. • Trigger Device: The selected device will simultaneously execute the set trigger effect at the specified time. Devices added without signup and devices shared from others are not supported. At least 1 device must be bound.

Enable/Disable Scheduled Trigger

Scheduled trigger scenes are automatically activated upon creation and shows the status in the smart scene list.

Tap to disable; tap to enable.

Perform Manual Trigger

To manually trigger a scene, tap the corresponding to execute the set tasks.

Edit/Delete Smart Scene

The default three scenes can only be modified and cannot be deleted.

To edit a scene, tap the scene name and then edit on the details page. To delete a scene, tap and then confirm to delete the scene.

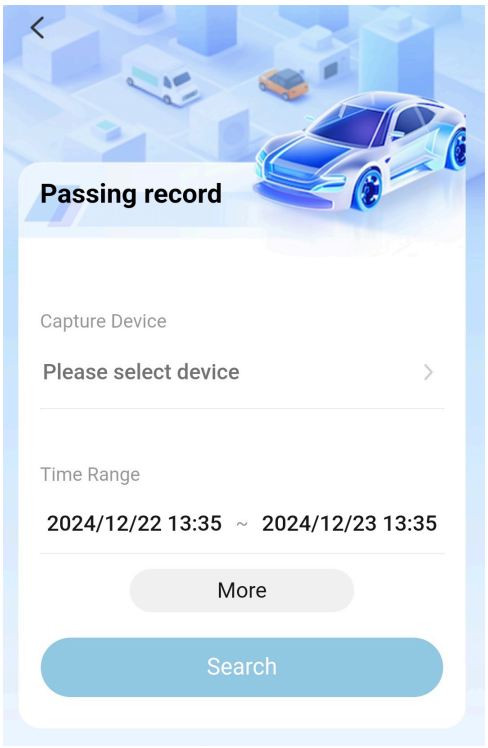
Smart Scene Trigger Records

Tap to view smart scene trigger records.

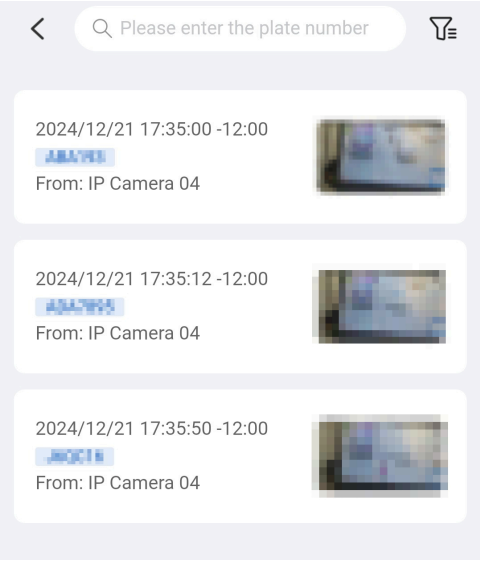
9.2 Vehicle Passing Record

9.2.1 Vehicle Passing Record

Search vehicle passing records based on criteria such as capture device and time.



1. Select capture device(s) and specify the time range.
2. (Optional) Tap **More** to set additional search criteria, and then tap **OK** to save.
3. Tap **Search**. Vehicle passing records that match the criteria are displayed in the list.

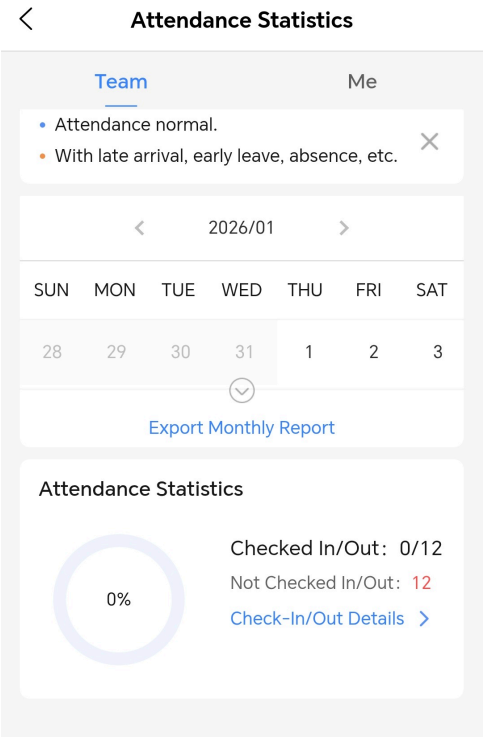


- Filter search results: Enter the license plate number in the top search bar or tap in the upper-right corner to filter the results.
- View vehicle passing details: Tap on a record to view the detailed information. See View Alarm Details for instructions.

9.3 Attendance

9.3.1 Attendance Statistics

Department head can view the attendance statistics for the team and for their own, while common users can only view their own attendance records.

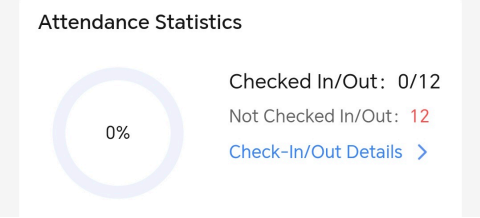


Search

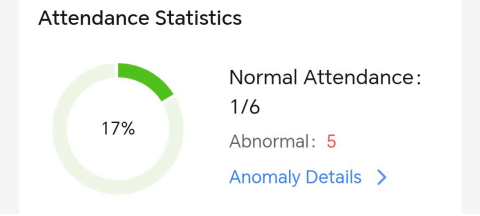
Tap / to expand or collapse the calender of the selected month. Tap / to switch between months. Tap on *month*/*year* to quickly select a month.

Tap on a date to view the corresponding attendance details.

- If the selected date is today: Only check-in/out ratio and details are available. Reasons for abnormal attendance will be available from the next day.



- If the selected date is not today: You can view the ratio of normal/abnormal attendance and abnormal attendance details.



Export

Team attendance statistics can be exported on a monthly basis.

Tap **Export Monthly Report** to automatically copy the download link to the clipboard. You can paste the link into a web browser to download the report.

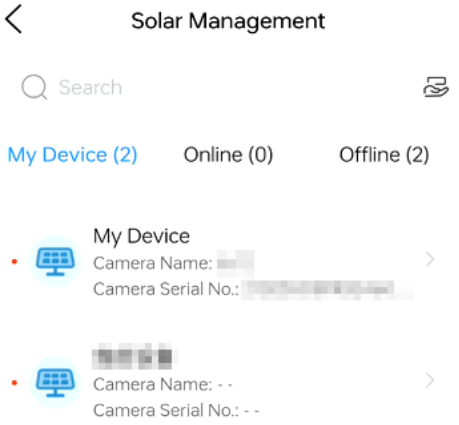
9.3.2 Attendance Configuration

Configuration steps: Shift Configuration→Attendance Group Configuration.

9.4 Others

9.4.1 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.

For details, see **Device Configuration > Related Settings > Solar Configuration**.

9.4.2 Network Management

View the port and network topology information of switches. You can also perform operations such as device setup and upgrade.

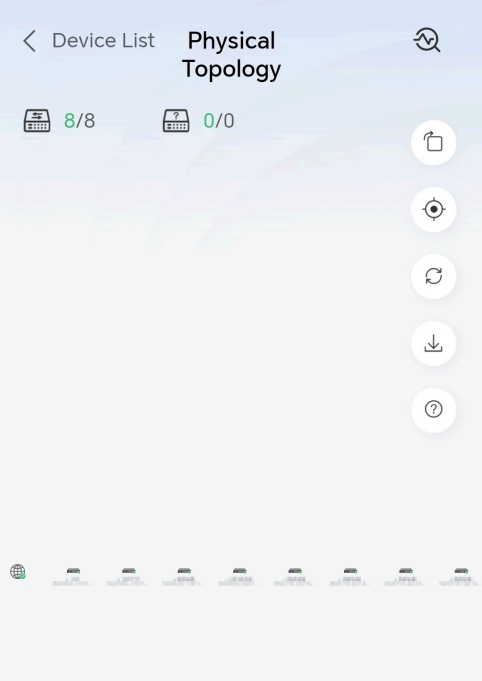
Note: The supported functions may vary with switch models. Please refer to the actual screen.

Device List

View all/online/offline switches. Tap on a device to view device details.

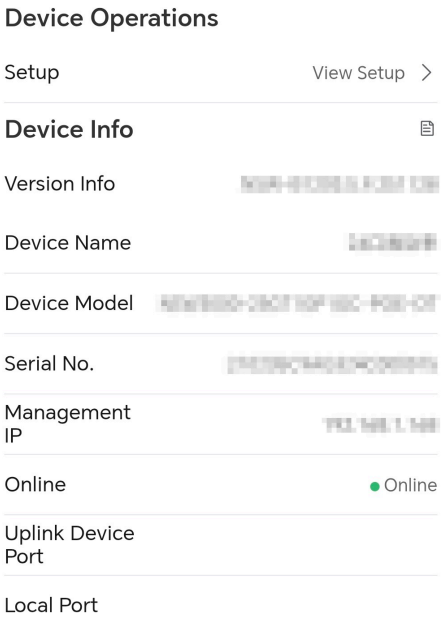


Physical Topology

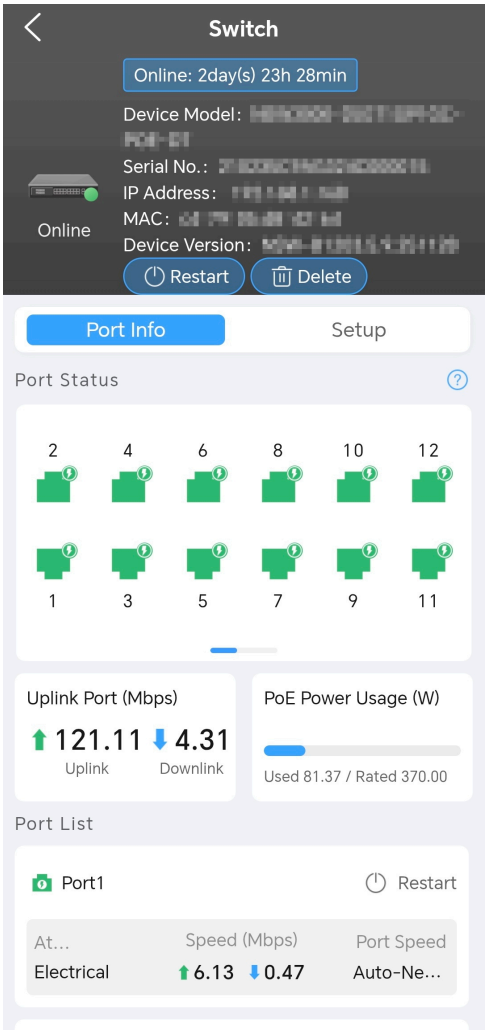


Tap on a device icon to display the device information.

- For switches bound to the current account, you can tap **View Setup** to view the switch's detailed information.
- For online cloud devices bound to the current account, you can also view its live video.
- The device information includes the version information, device name, device model, etc. You can tap to copy the device information to the clipboard.



9.4.2.1 Switch Details & Port Info



View the switch's basic information (device model, serial number, IP address, etc.).

9.4.2.1.1 Port Status

Tap (?) to view the port icon descriptions.

- Port Type (distinguished by shape): electrical port; optical port; uplink port; aggregated port.
- Port Status (distinguished by color and corner label): up; disconnect; error; PoE; closed; looped.
- Device Connection Type: AC; AP; bridge; router; IPC; NVR; other; PC; printer; server; switch.

9.4.2.1.2 Restart

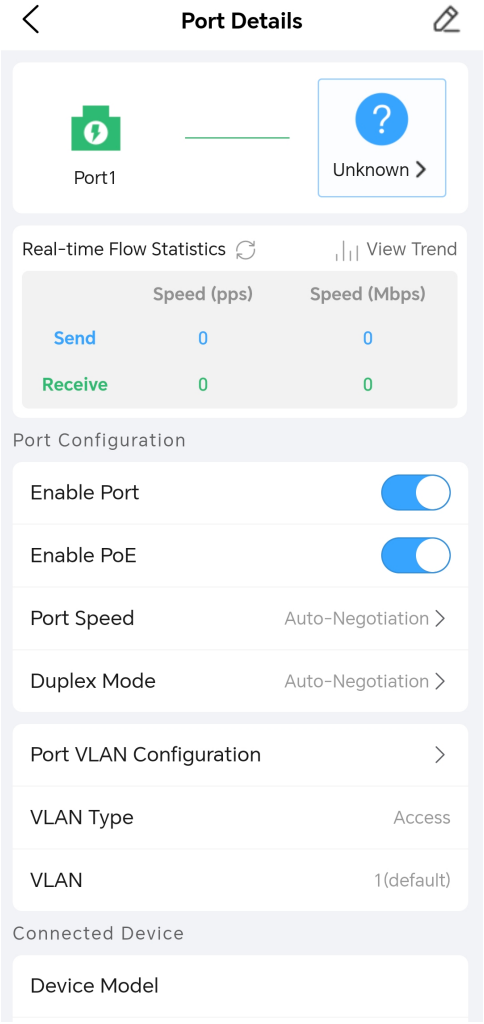
- Restart Switch: Tap **Restart** at the top to restart the switch.
- Restart Port: In the port list, tap **Restart** for a port to restart the port; or go to the port details to restart the PoE power supply for the downlink port.

9.4.2.1.3 Delete

Tap **Delete** at the top and confirm the deletion to delete the switch.

9.4.2.1.4 Port Details

To view port details, tap on a port icon in Port Status or tap on a port in the port list.



Edit Port Remarks

Default port name format: Port + No. You can add a remark to distinguish the port.

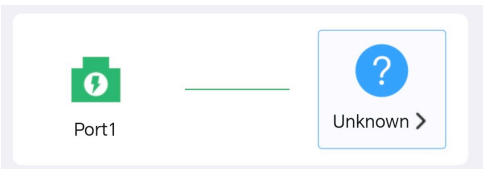
The remarks will be displayed next to the port name. Click to edit the remarks.

Tag Device Type

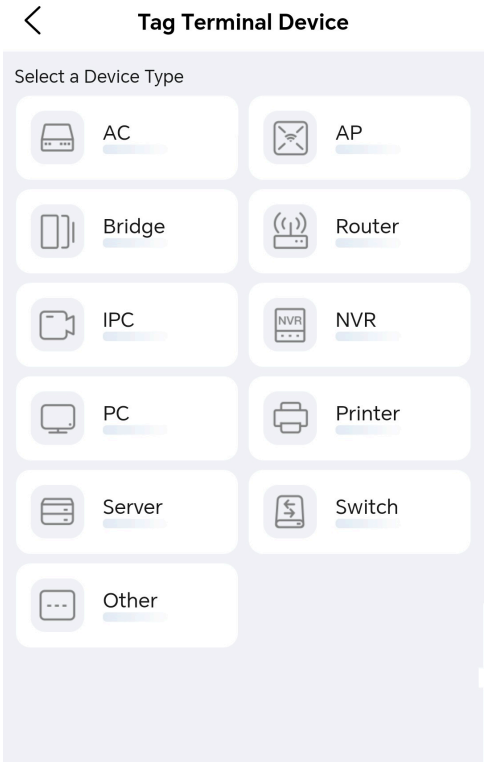
Tag the device type connected to the port. Once tagged, the device type will be displayed on the right side.

Some device types (IPC, NVR, switch, etc.) are displayed automatically as they can be recognized automatically.

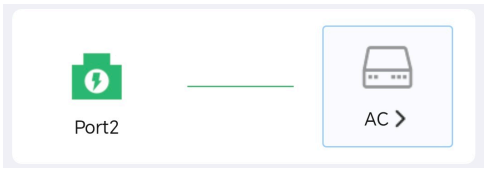
For batch configuration, please go to Setup > Tag Terminal Device.



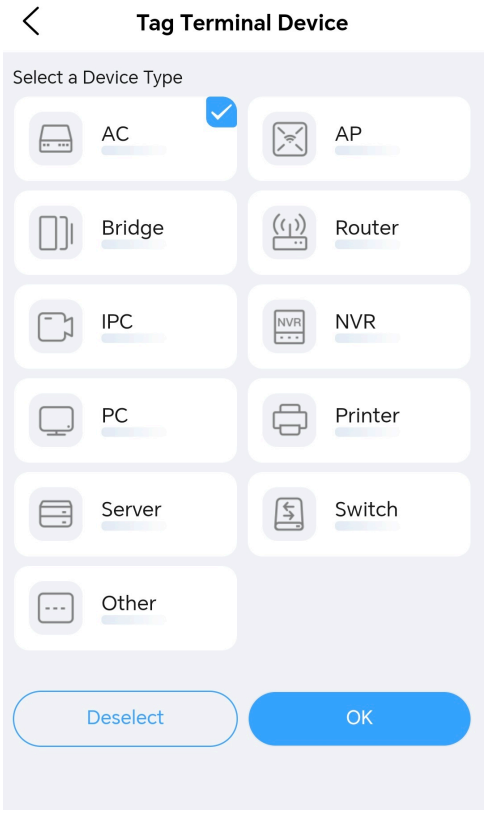
- Add Tag
  1. Tap on the icon on the right side.



2. Select a device type (e.g., AC), and then tap **OK**. The icon on the right side changes.



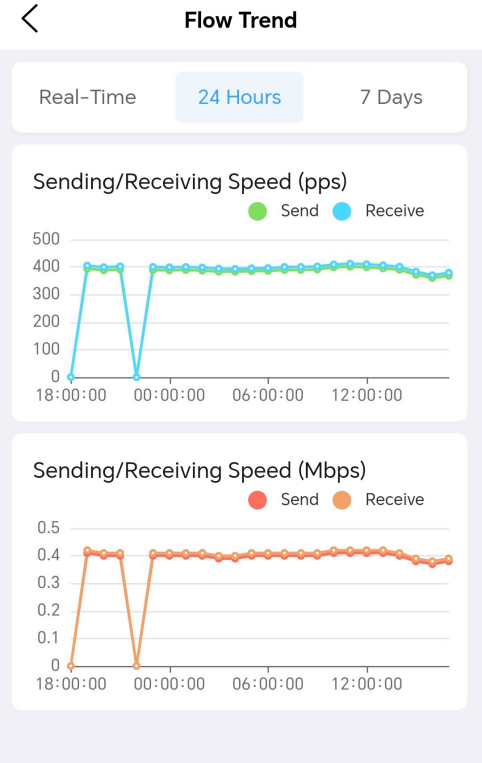
- Edit/Cancel Tag: Tap on the icon on the right side.
  - Edit: Select a new device type, and then tap **OK**.
  - Cancel: Tap **Deselect** and confirm the operation.



Real-time Flow Statistics

Displays the real-time data receiving and sending speed. You can tap to refresh the statistics.

Tap **View Trend** to view data trends for real-time, 24 hours, and 7 days.



By default, both sending and receiving trends are displayed (legend example: Receive). To hide a trend type, tap on the legend (e.g., Receive), and the legend will be grayed out (e.g., Receive).

Enable Port

Tap to enable the port; otherwise, the port will be unusable.

Enable PoE

Tap to enable PoE power supply for the connected device.

Port Speed

The maximum data transmission speed that the port can handle. Higher port speeds can support more concurrent user and device connections without causing network congestion.

Duplex Mode

The working mode of the port for sending and receiving data, which determines the direction and mode of data flow.

- Full-Duplex: Data can be sent and received simultaneously. Suitable for high-bandwidth, high-traffic environments.
- Half-Duplex: Data cannot be sent and received simultaneously. Suitable for low-bandwidth, low-traffic environments.
- Auto-Negotiation: The port and the connected device automatically negotiate the duplex mode and speed. This mode is the most common method and ensures the optimal communication.

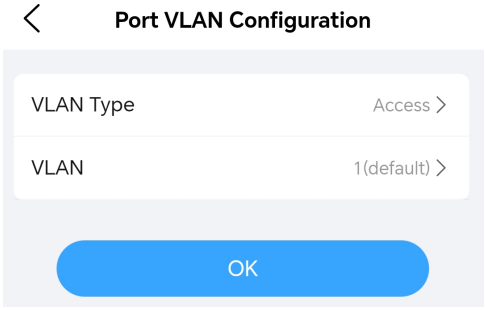
Port VLAN Configuration

Configure the VLAN type and parameters for the port.

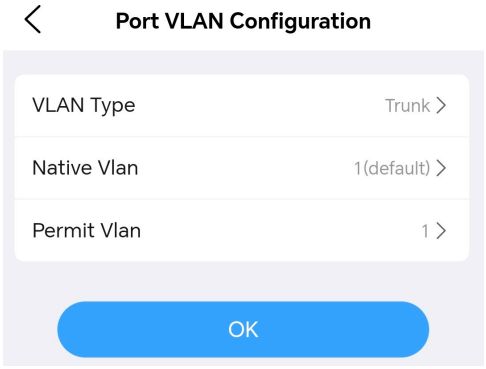
For batch configuration, please go to Setup > VLAN Advanced Settings.

Note: Member ports only support the Access type VLAN and do not support additional configuration.

- Access: Connects to a terminal device such as IPC and NVR. Additionally, a unique VLAN ID (default: 1; range: 1-4094) must be assigned to identify and distinguish VLANs in the switch and network devices.



- Trunk: Connects to other switches or routers. Additionally, the following two types of VLAN IDs (default: 1; range: 1-4094) must be assigned.



  - Native VLAN: Only one Native VLAN is allowed, used to specify the untagged VLAN transmits over the Trunk port. By default, VLAN1 is typically the Native VLAN.

    Data frames from a Trunk port to a non-Trunk port (e.g., Access port) belonging to the Native VLAN will not be tagged. This simplifies the configuration and management of non-Trunk ports.
  - Permit VLAN: Select VLAN(s) to specify which VLAN's data can be transmitted over the Trunk port.

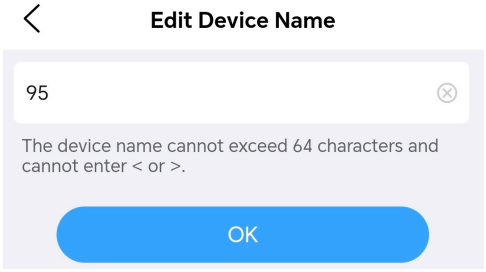
Connected Device

Once the port is connected to a device, the device's model and IP address will be displayed here.

9.4.2.2 Setup

9.4.2.2.1 Device Name

1. Tap **>**.



2. Set a custom device name. The name cannot exceed 64 characters and must not include < or >.
3. Tap **OK**.

9.4.2.2.2 Firmware Upgrade

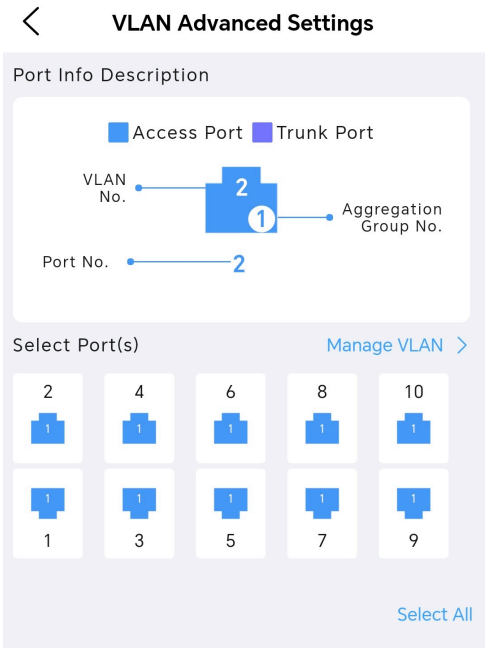
For online devices, the system automatically detects the latest version of the device.

- If it is the latest version, you can tap **Latest Version** to view the current version information.

- If a new version is available, you can tap **Upgrade** to view the current version and the latest version, and follow the on-screen instructions to upgrade.

9.4.2.2.3 VLAN Advanced Settings

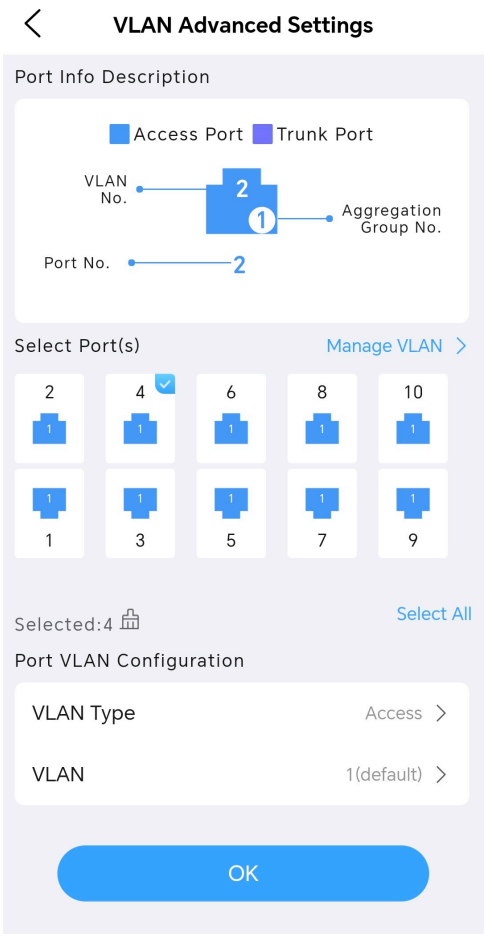
Configure VLAN parameters for ports.



Configure VLAN Parameters

1. Select port(s) for configuration. The parameters of the latest selected port will be displayed below.

   Note: Tap **Select All** to select all ports except member ports.

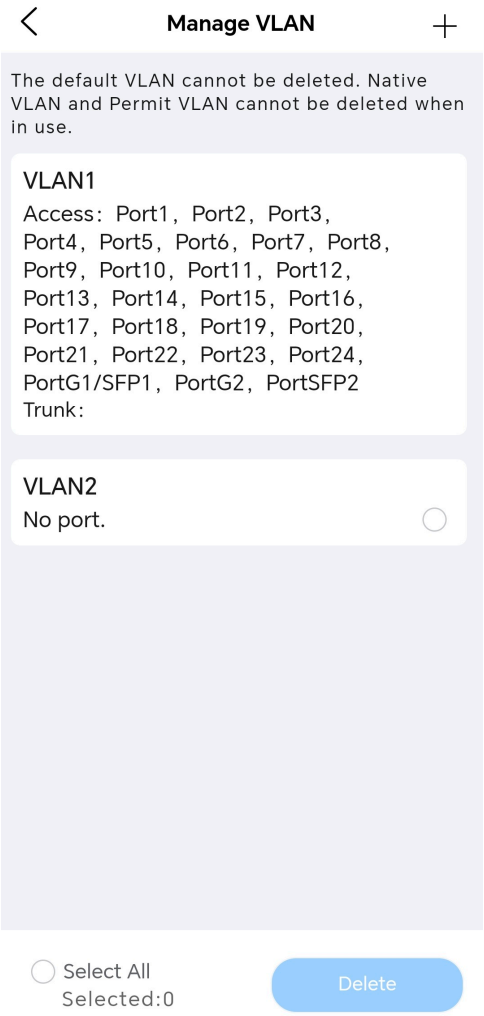


2. Set the parameters. See Port VLAN Configuration.
3. Tap **OK**. Please wait for a while, refresh the page, and then re-select the port to check if the configuration is effective.

Manage VLAN Parameters

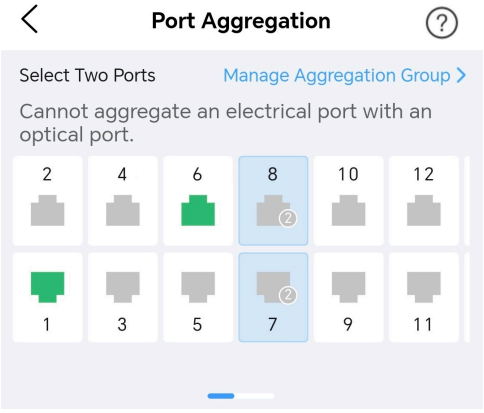
Tap **Manage VLAN** to view the Access ports and Trunk ports associated with each VLAN ID.

The default VLAN cannot be deleted. Native VLAN and Permit VLAN cannot be deleted when in use.



9.4.2.2.4 Port Aggregation

Combine multiple physical ports into a single logical link to provide higher bandwidth and more reliable data transmission.



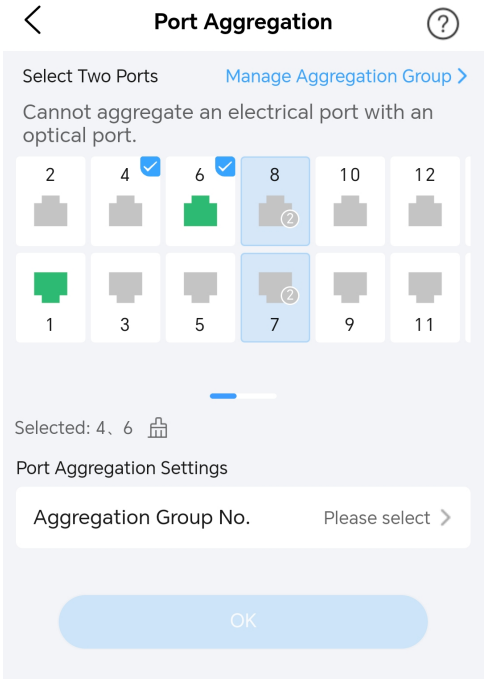
Port Type

- 100M model, 1000M PoE model: **Both** support one aggregation group of two uplink ports. The aggregation group number is fixed to 1.
- 1000M non-PoE model: Supports aggregation of either two uplink ports or two downlink ports. Up to 8 aggregation groups are allowed. The aggregation group number can be customized and must be unique.

Add Aggregation Group

Each aggregation group can include only two **unaggregated electrical ports**.

1. Select 2 ports, and the configuration information will be displayed below.

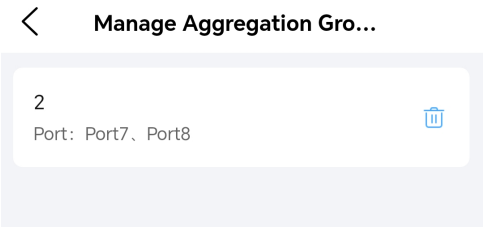


2. For 1000M non-PoE models, please set an aggregation group number (range: 1-8, must be unique).
3. Tap **OK**.

Management Aggregation Group

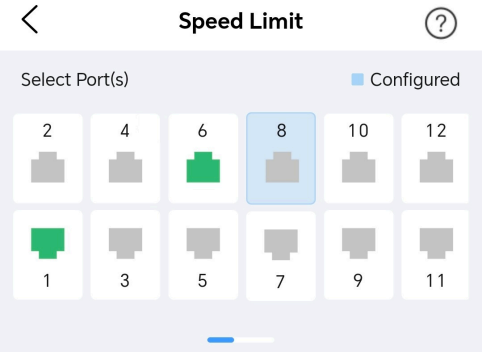
Tap **Manage Aggregation Group** to view existing aggregation group(s).

Tap  and confirm the operation to unbind the aggregation group.



9.4.2.2.5 Speed Limit

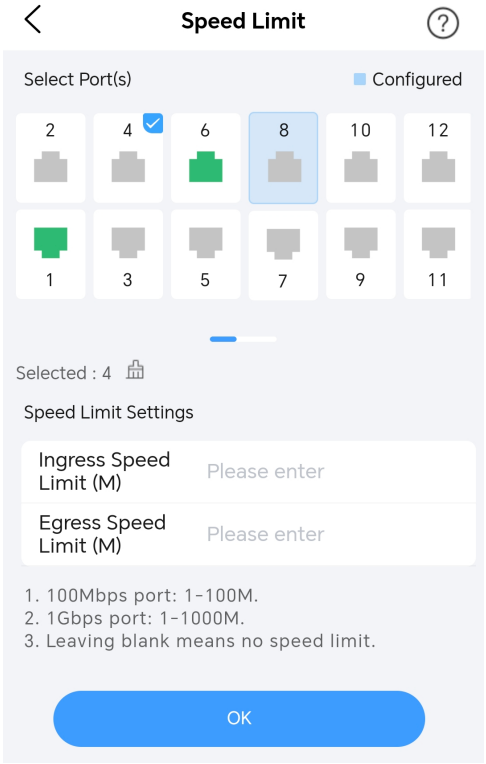
Controls the transmission speed of specific ports (excluding member ports) to ensure network stability and performance, and guarantees sufficient bandwidth for critical applications and services.



Different device models may have varying effective ranges among ports. For batch configuration, please select ports with the same effective range; otherwise, the configuration may fail.

- 100Mbps Port Speed Limit: 1-100Mbps
- 1Gbps Port Speed Limit: 1-1000Mbps

1. Select port(s) for configuration. The parameters of the latest selected port will be displayed below.

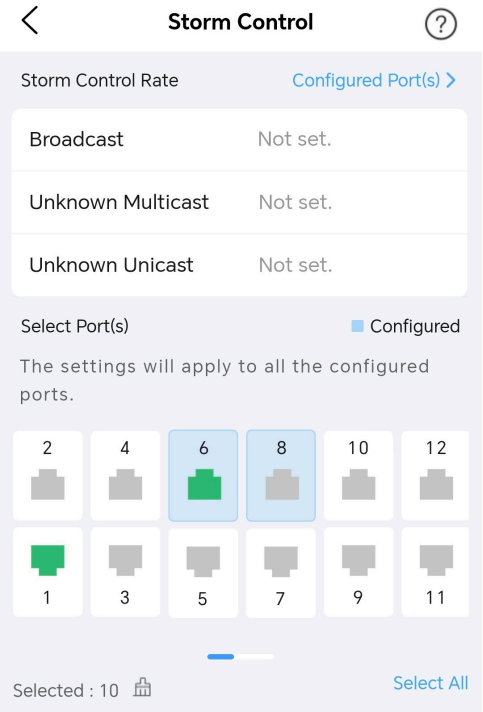


2. Set the ingress and egress speed limits. Leaving blank means no speed limit.
3. Tap **OK** to enable speed limit automatically.

9.4.2.2.6 Storm Control

A broadcast/multicast/unicast storm occurs when broadcast/multicast/unicast frames (sent to all devices/specific group/specific device) are repeatedly sent, consuming bandwidth and potentially causing network paralysis.

Storm control is designed to prevent such occurrences.



Enable Storm Control

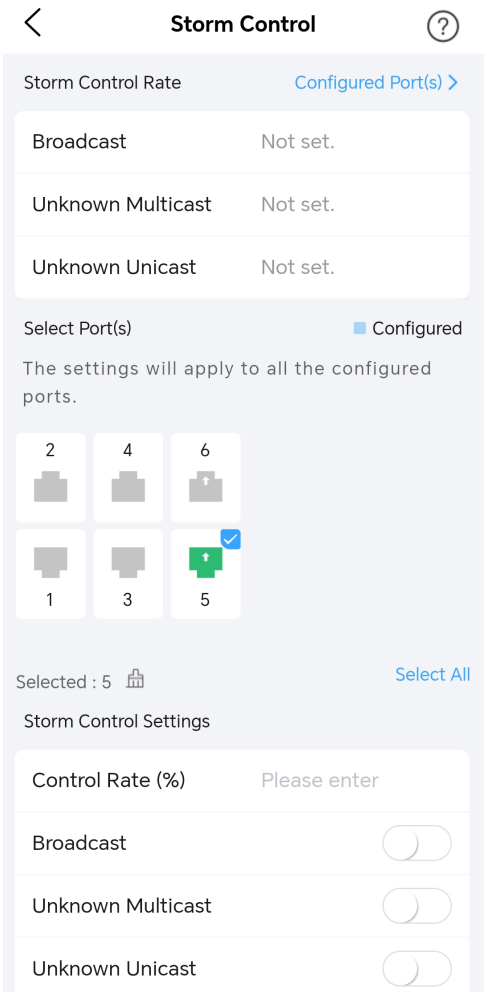
1. Select port(s) for configuration. The parameters of the latest selected port will be displayed below.

   Note: If you select/deselect a member port in an aggregation group, the other member port in the same group will also be selected/deselected.

2. Configure control parameters. All ports configured with storm control share the same parameters, with the latest updates taking precedence.

   The steps may vary with device models. Please refer to the actual screen.

   - Model 1: The broadcast, multicast, and unicast can only be configured with the same value, but each can be individually enabled or disabled.

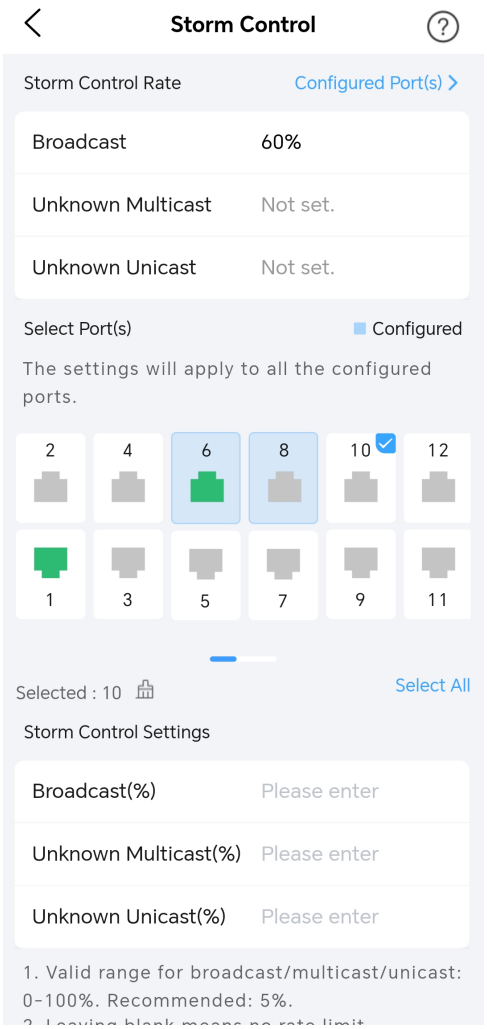


(1) Select port(s) for configuration.

(2) Set the control rate. The parameter applies to broadcast, multicast, and unicast simultaneously. Range: 0-100 (empty by default, indicating no rate limit).

(3) Enable or disable broadcast, multicast, and unicast as needed.

- Model 2: The values for broadcast, multicast, and unicast can be configured independently.



(1) Select port(s) for configuration.

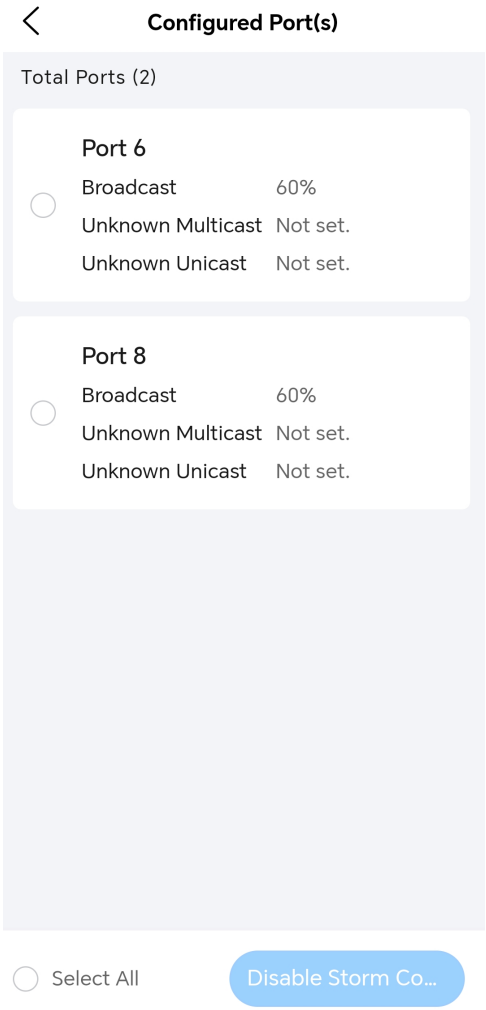
(2) Set the transmission rate for broadcast, multicast, and unicast. Range: 0-100 (empty by default, indicating no rate limit).

3. Tap **OK** to enable storm control automatically.

Manage Storm Control

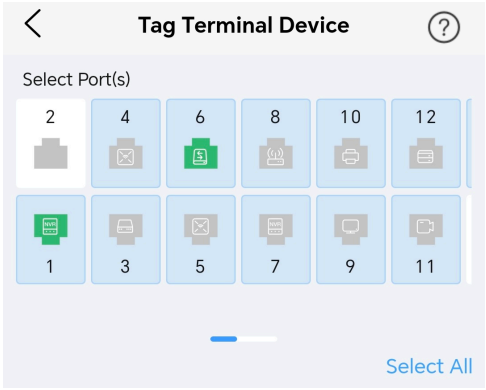
Tap **Configured Port(s)** to view all ports with storm control enabled and the corresponding parameters.

Select port(s), tap **Disable Storm Control**, and confirm the operation to disable storm control.



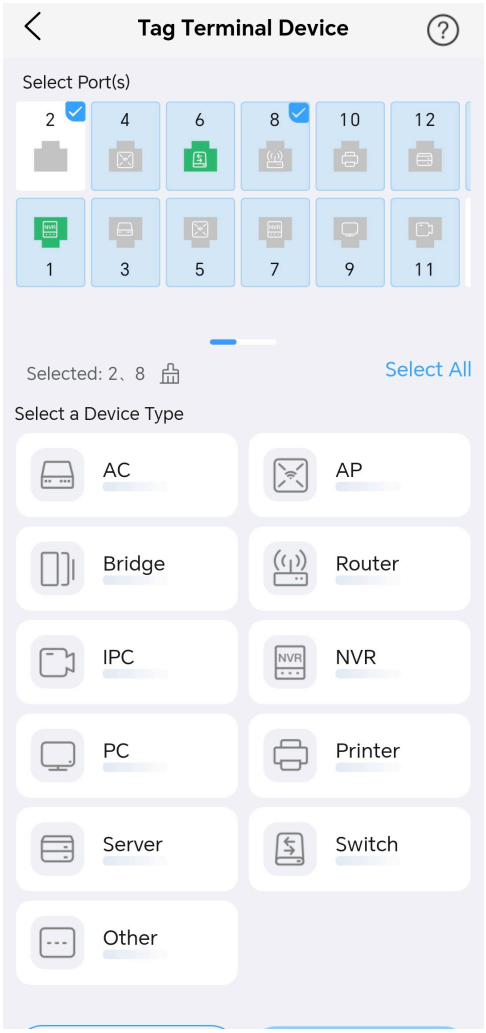
9.4.2.2.7 Tag Terminal Device

Tag the device type connected to each port. Once tagged, the device type will be displayed in port details.



1. Select port(s) for configuration. The parameters of the latest selected port will be displayed below.

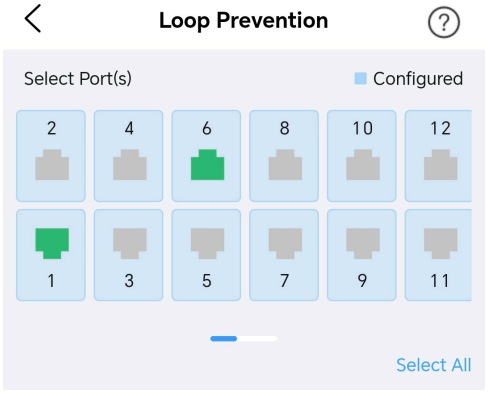
   Note: If you select/deselect a member port in an aggregation group, the other member port in the same group will also be selected/deselected.



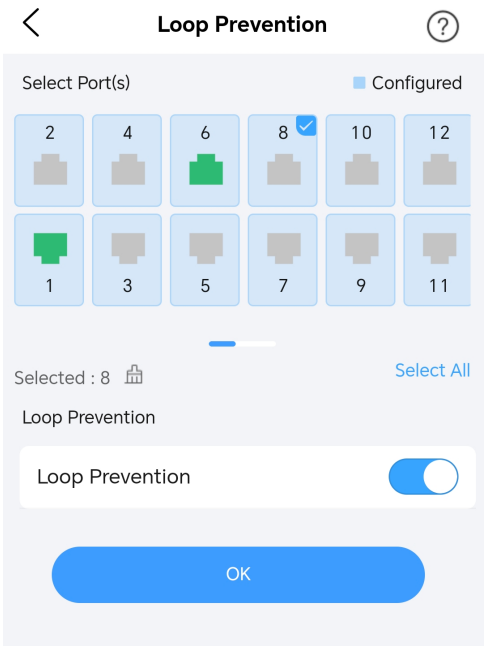
2. Select a device type.
3. Tap **OK** to tag the device type, and the port icon will be updated accordingly; tap **Deselect** to cancel the tag.

9.4.2.2.8 Loop Prevention

A loop occurs when data packets continuously circulate in the network without reaching their intended destination, leading to a significant decline in network performance and potential network crashes.



1. Select port(s) for configuration. The loop prevention status of the latest selected port will be displayed below.

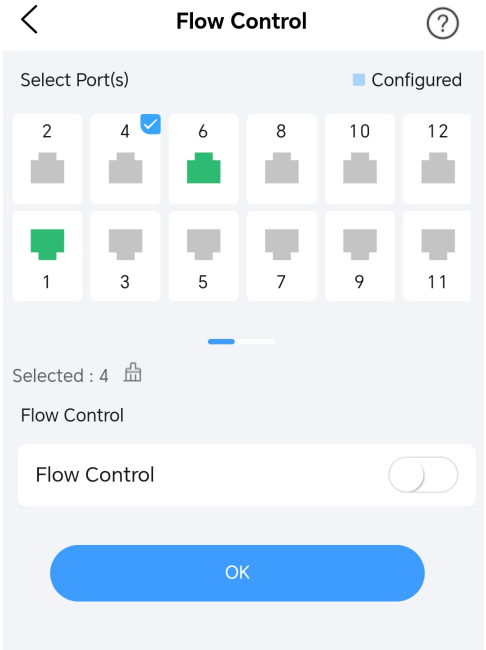


2. Tap to enable loop prevention; tap again to disable.
3. Tap **OK**. Once enabled, if a loop is detected, an icon ( ) will be displayed in the upper-left-corner of the port.

9.4.2.2.9 Flow Control

By regulating the transmission rate of data packets, flow control prevents the congestion between the sending and receiving ends.

1. Select port(s) for configuration. The flow control status of the latest selected port will be displayed below.



2. Tap to enable flow control; tap again to disable.
3. Tap **OK**.

9.4.2.2.10 Port Isolation

Add downlink ports to an isolation group to restrict the communication, thereby enhancing network security and performance.

Note: If there are member ports within the switch, this function cannot be enabled/disabled.

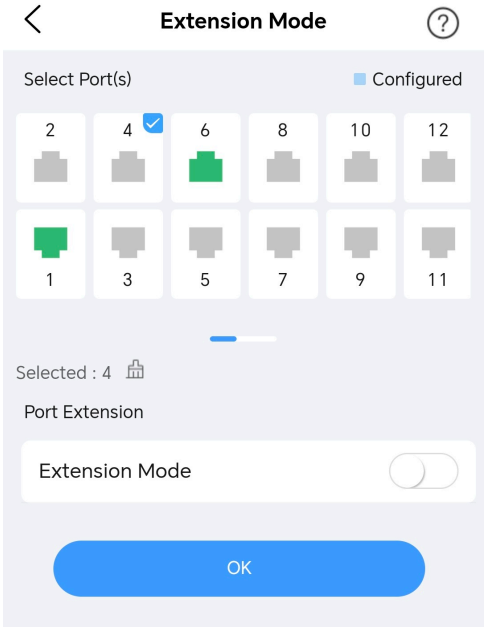
Tap to enable port isolation. When enabled, downlink ports cannot communicate with each other. Only the communication between downlink ports and uplink ports is allowed.

9.4.2.2.11 Extension Mode

Enhanced support for long-distance transmission requirements.

When enabled, the port speed will switch to 10M and the duplex mode will switch to auto-negotiation. These settings cannot be edited.

1. Select port(s) for configuration. The extension mode of the latest selected port will be displayed below.



2. Tap to enable extension mode; tap again to disable.
3. Tap **OK**. This operation may take a long time to process the device response. Please refresh the page and re-select the port to check if the configuration is effective.

9.4.2.2.12 Receive Device Alarms

Tap for **Receive Device Alarms** to enable it. When enabled, you can view device alarms on the Alarm page in the app.

Additionally, when enabled, you can enable/disable **App Push Notification** as needed to set whether to push device alarms to your mobile phone.

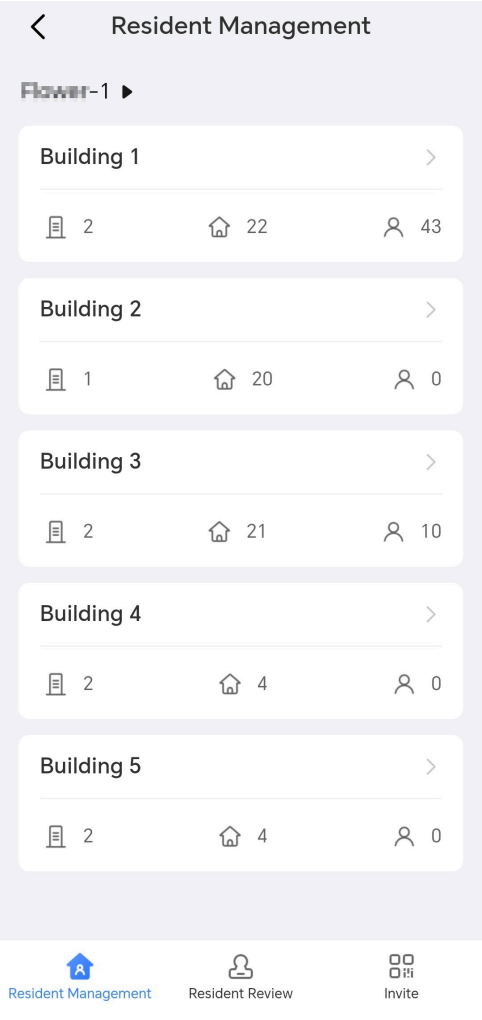
9.5 Team Management

9.5.1 Resident Management

View resident details in a room. You can add, edit, and delete resident information.

Note: To modify building, room, or other information, go to the cloud platform.

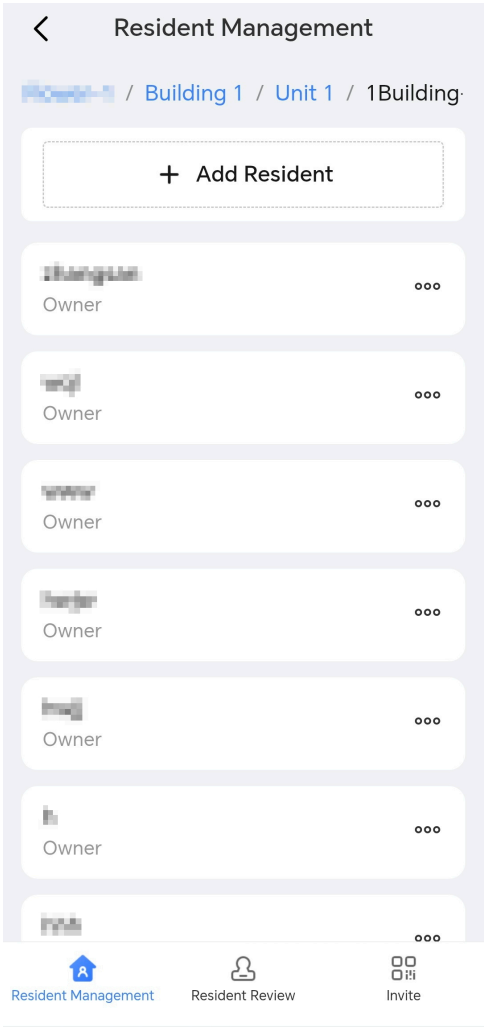
Go to **Resident Management**. The phase of the community is displayed in the top-left corner (for example, Community A Phase 1 and Community A Phase 2; you can switch between them), and the building information is displayed below. For each building, the number of units, rooms, and residents is displayed from left to right.



Add Resident

You can add residents in the following ways.

- Add Manually
  1. Go to **Resident Management**, and tap **Detail** to go to the room details screen.



2. Tap **Add Resident**.
3. Fill in the resident information truthfully.
4. (Recommended) Select **Send Email Invitation Reminder** at the bottom. The resident receives a notification after being added.
5. Tap **OK**.

- Invite via QR Code
  1. Go to **Resident Management**, and switch to the **Invite** tab at the bottom.
  2. Share the QR code with the invited resident, who needs to complete the information and submit an application within the QR code validity period.
  3. Review the resident application. For details, see Review.

Edit Resident

1. Go to the **Resident Management** screen, and tap **Detail** to go to the room details screen.
2. Choose a resident, and tap **Edit Resident**.
3. Modify the resident information and save it.

Delete Resident

1. Go to **Resident Management**, and tap **Detail** to go to the room details screen.
2. Choose a resident, and tap **Delete Resident**.
3. Confirm the deletion.

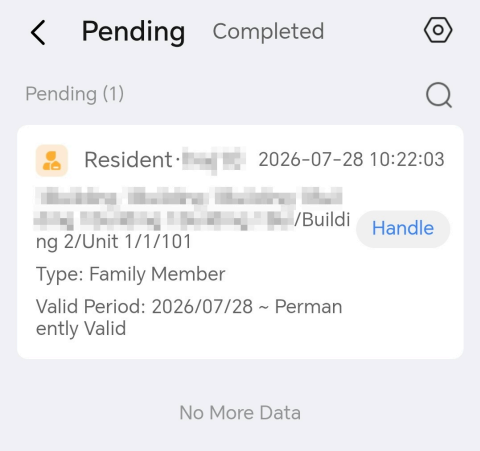
9.5.2 Resident Review

After room configuration, residents can apply to join the room by scanning a QR code and submitting their information.

Admins can review the submitted applications, view review records, and configure invitation settings.

Review

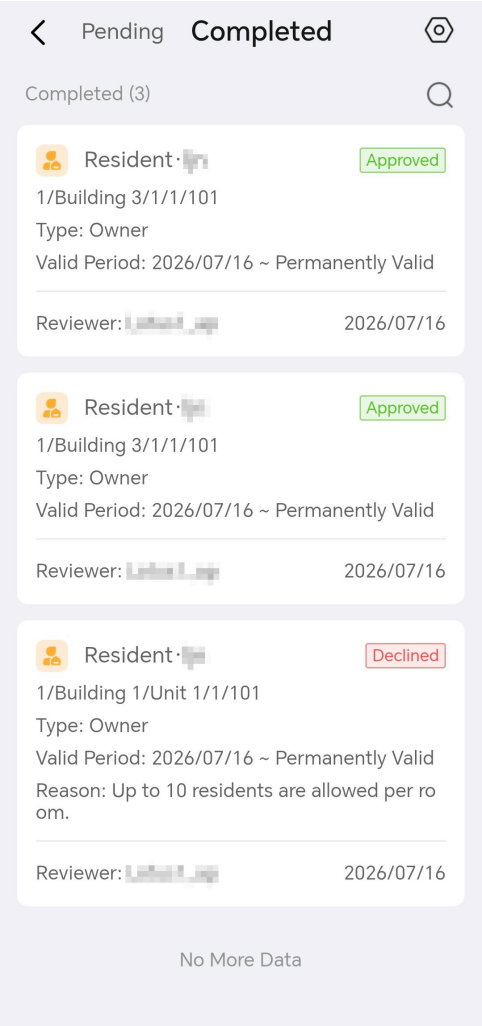
1. Go to the **Pending** tab.



2. Tap an application to view its details.
   - Adjust the validity period for the resident as needed.
   - Tap on the face photo or attachment to enlarge it.
3. Approve: Allow the resident to join; Decline: Do not allow the resident's request to join (a decline reason is required).

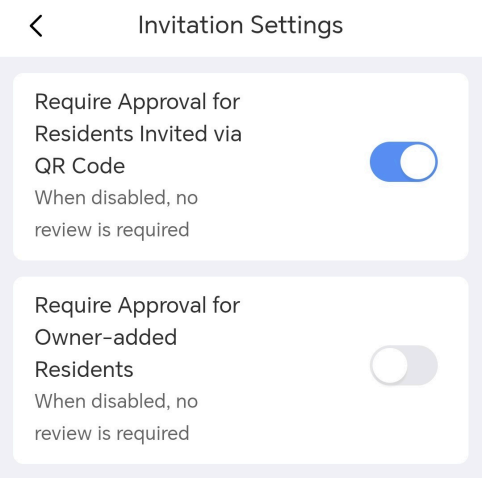
View Review Records

Go to the **Completed** tab to view the reviewed applications.



Configure Invitation Settings

Tap to enter the **Invitation Settings** screen. You can set whether approval is required for residents invited via QR code and owner-added family members.



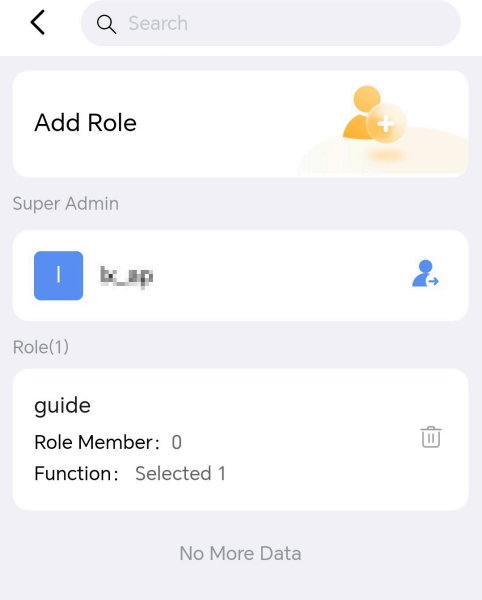
9.5.3 Mine Community

The team type must be **Community**.

Here, you can view room information such as the room location, number of residents in the room, and move-in date.

9.5.4 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.

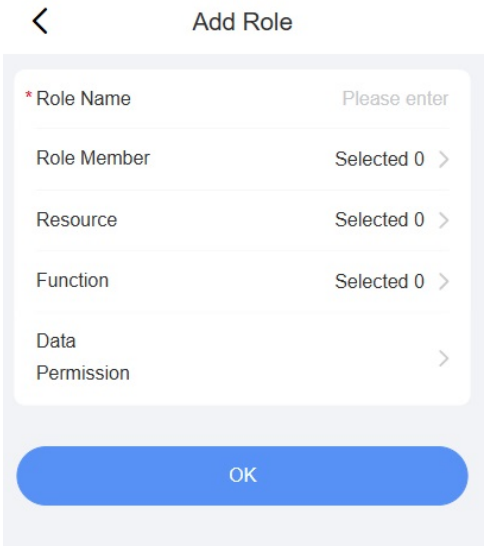


Search

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

Add

1. Tap **Add Role**.



2. Enter a custom role name.
3. Select role member(s) . Selected users will be granted all permissions of this role.
4. Select resource permission(s) to specify which resources members will have access to.
5. Select function permission(s).
6. Select data permission(s). This is used to define the scope of service data management and takes effect in personnel and department management.
   - Only Me: Can only view your own data.
   - All Departments: Can view data from all departments.

- Current Department & Sub Departments: Can view data from your own department and all subdepartments under it.
- Specified Departments: Can view data from specified departments.

7. 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.

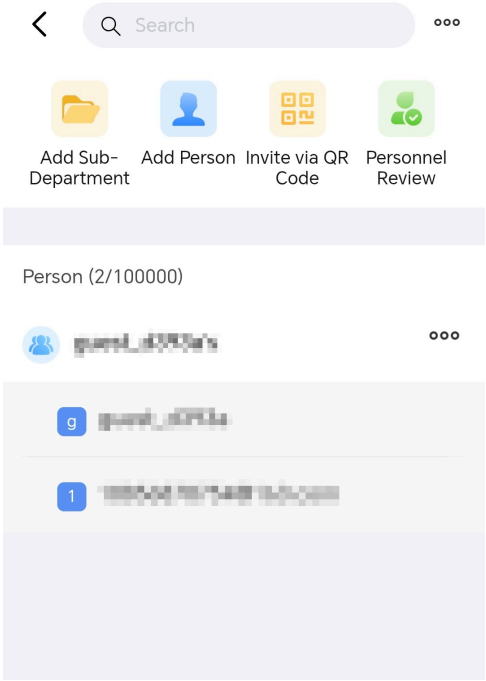
9.5.5 Person Control

Manage personnel and departments within teams, even for those without a UniEase 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.

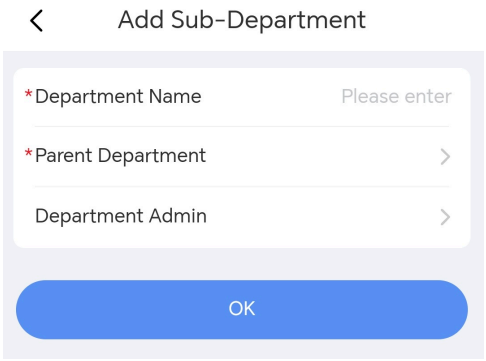


9.5.5.1 Department Management

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.

9.5.5.2 Personnel Management

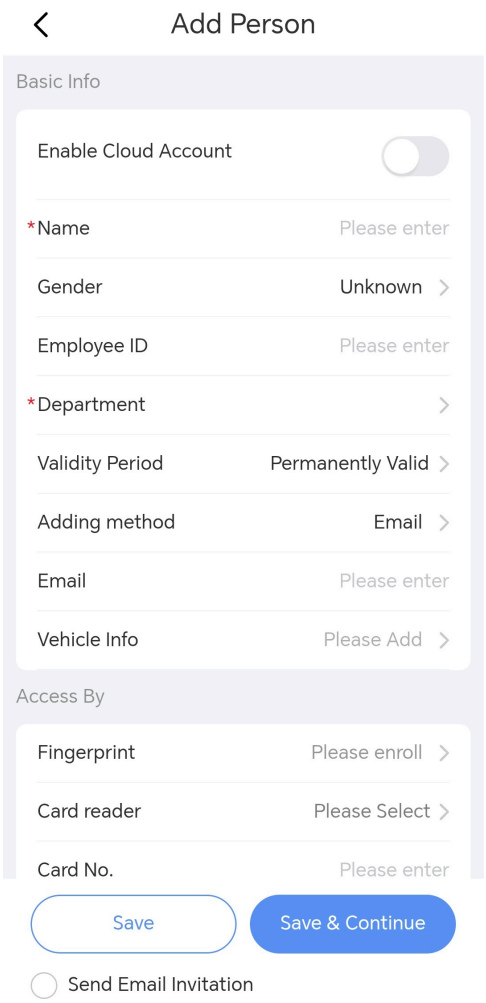
9.5.5.2.1 Add Person

A team allows for up to 100,000 persons.

You can add persons in the following ways.

Add Manually

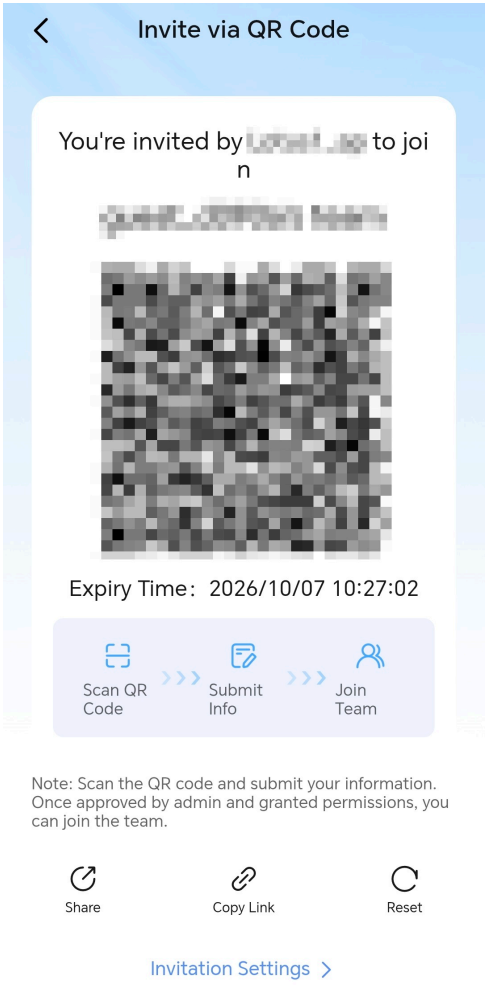
1. Tap **Add Person**.



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

Invite via QR Code

Tap **Invite via QR Code**. After completing the invitation settings, invited users can apply to join the team by scanning the QR code and submitting their personal information within the QR code validity period (30 days by default).



You can share, copy, and reset the link.

Invitation parameters can be configured.

- Admin Approval: Enabled by default. When enabled, all applications must be reviewed and approved by the admin before the applicants can join the team. When disabled, new applicants can join the team directly after submitting their information.
- QR Code Validity: You can manually modify the QR code validity period. Options include 1 day, 7 days, 30 days, and permanently valid.

Sync Personnel from Device

Collect personnel information (including names, facial images, etc.) through enrollment devices such as access control devices, then sync the collected information to the cloud (Web/App) to address the challenge of manual data entry in the cloud, achieving unified management of personnel data across platforms.

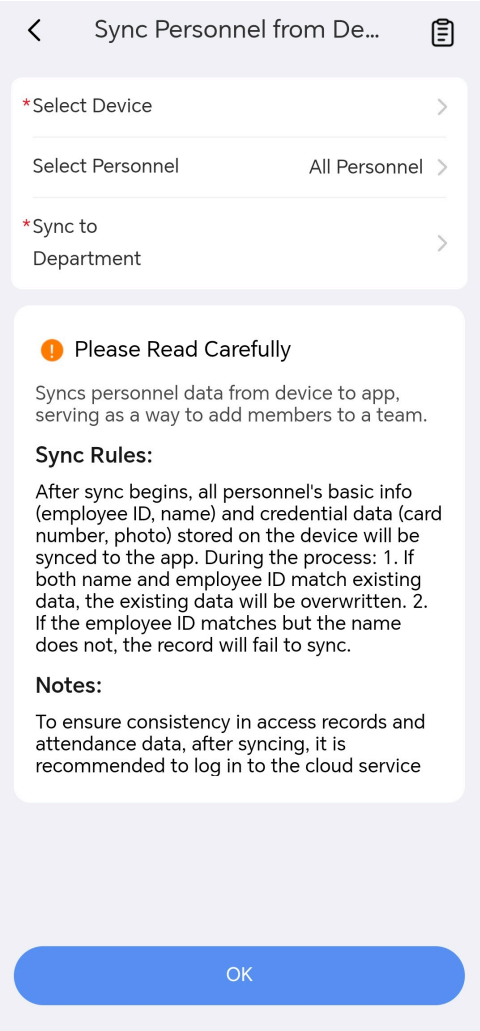
Sync rules: After the sync begins, the basic information (employee ID, name) and credential information (card number, photo) of all personnel on the device will be synced to the team. During the data entry process: 1. If the name and employee ID match existing data, the existing data will be overwritten; 2. If the employee ID matches but the name does not match, the data will fail to sync.

Note: To ensure consistency between access records and attendance data, it is recommended to enter the team mode on the Web interface after sync is completed, go to **Access Control Management > Access Permission > Pass Permission Configuration** and resync access permissions for the personnel (in full sync mode or incremental sync mode).

Prerequisites: The information input has been completed on the enrollment device, and the department for receiving the data has been created in the cloud.

1. Select **... > Sync Personnel from Device**, read and clearly understand the sync rules and precautions, and then tap **Got It**.

2. Select the device for sync, the range of personnel, and the department to which the data will be synced.



3. Tap **OK**. You can tap to view sync results and more details.

Note: Records only show data of the last 7 days.

9.5.5.2.2 More Operations

Edit

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

Delete

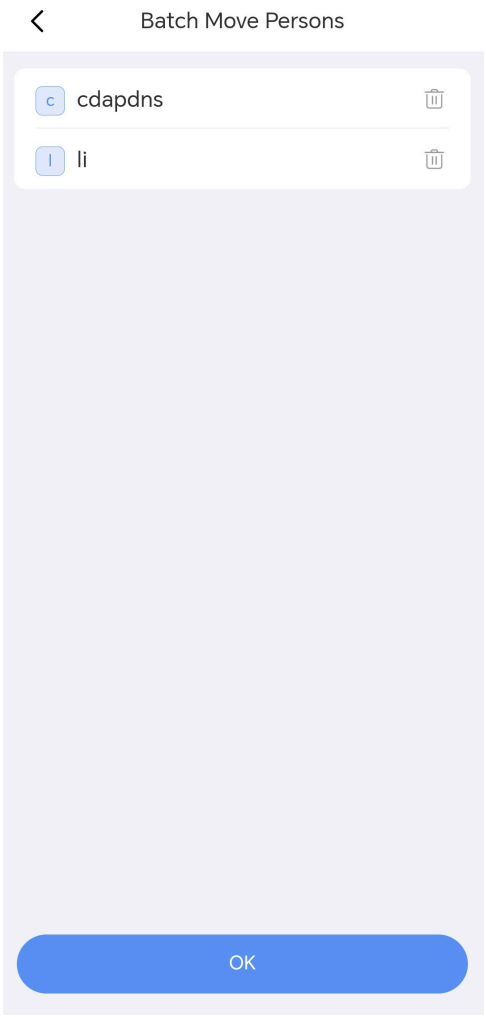
Deleting a person will also remove their access control permissions and attendance information. Please proceed with caution.

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. Select **... > Batch Move Persons**
2. Select the persons to move, and tap **OK**.
3. Review the selected person list, and then tap **OK**.



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

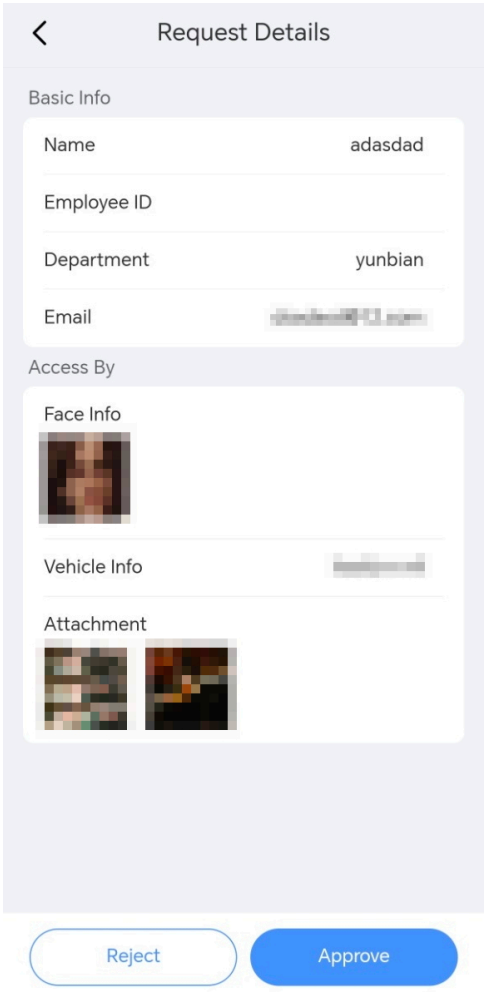
9.5.5.3 Personnel Review

When a person submits a team join request via scanning the QR code, the administrator needs to review the request. It also supports viewing the review history.

Review

1. Switch to the **Pending** page and tap a request to view its details.

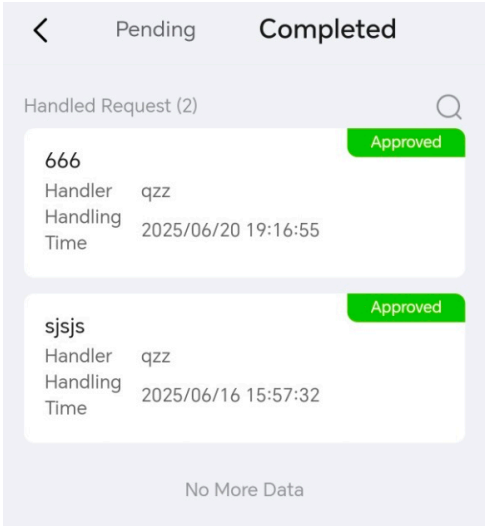
   Tap the uploaded photo/attachment to view the large image.



2. Approve: Allow the person to join. Reject: Not allow the person to join (a reason for rejection is required).

View Review History

Switch to the **Completed** page to view the request details.

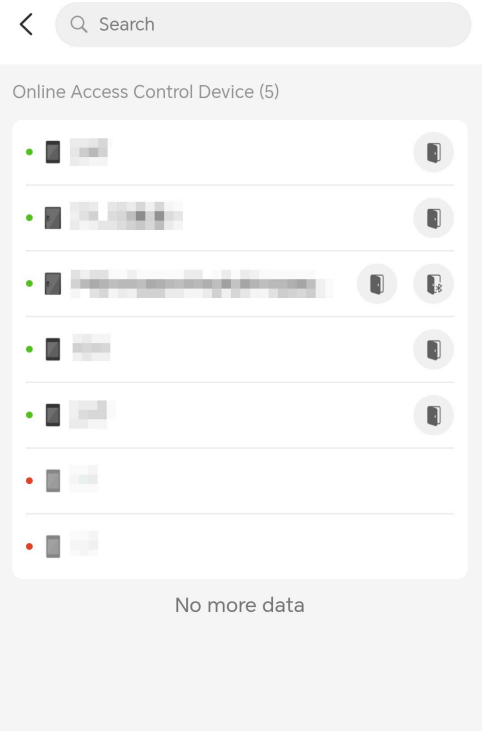


9.6 Access

9.6.1 One Key Open

The following door opening methods are supported:

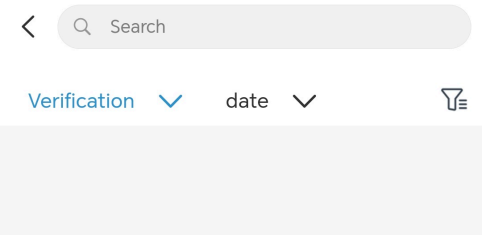
- Open door via online device: If the access control device is online, will be displayed. You can tap it to open the door. If the message "Door opened successfully" appears, the operation is complete.
- Open door via Bluetooth: If the access control device supports door opening via Bluetooth, will be displayed. You can tap it to open the door regardless of whether the access control device is online. If the message "Door opened successfully" appears, the operation is complete.



9.6.2 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.



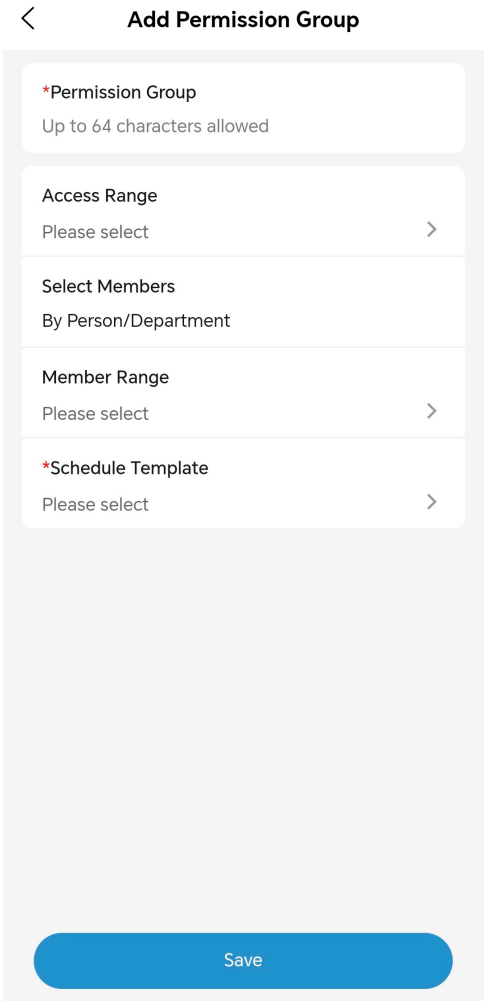
9.6.3 Visit Control

9.6.3.1 Access permission

Assign access permissions to persons by permission groups.

Add Permission Group

1. Tap **Add Permission Group**.



2. Enter a custom permission group name.
3. (Optional) Assign persons and devices to the group.
4. Choose a schedule template (configured in Schedule Template).
5. Tap **Save**. Once saved, permissions will be automatically synced to both the person and device sides (devices must be online).

Edit/Delete Permission Group

Tap on a permission group name to edit or delete its information.

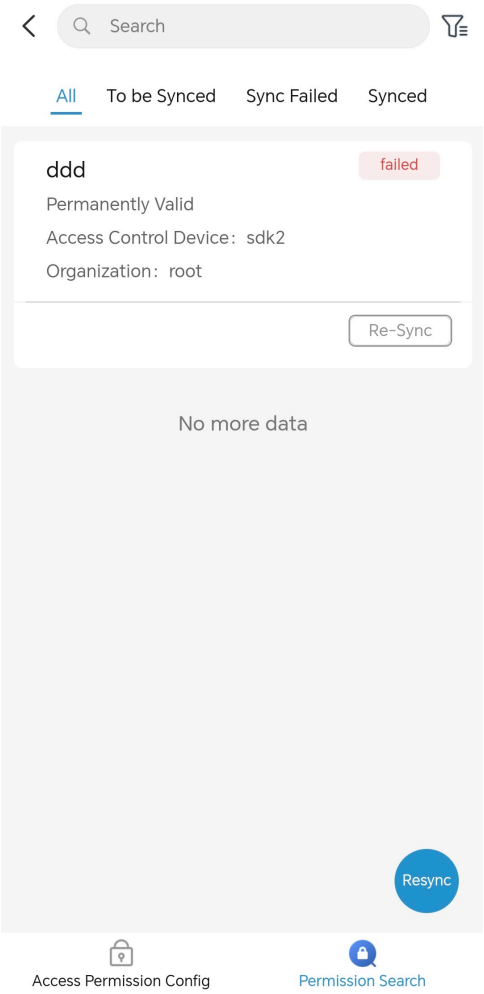
Search Permission Group

By default, all permission groups under device names are displayed. Tap at the top to filter by device.

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.



9.6.3.2 Schedule Template

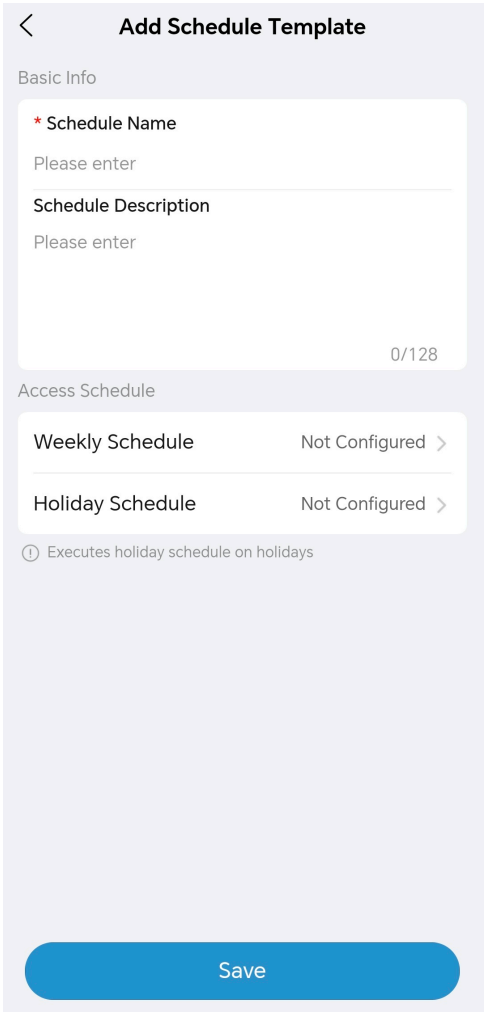
Access control devices control access based on schedule templates.

There is a default template allowing 24/7 access.

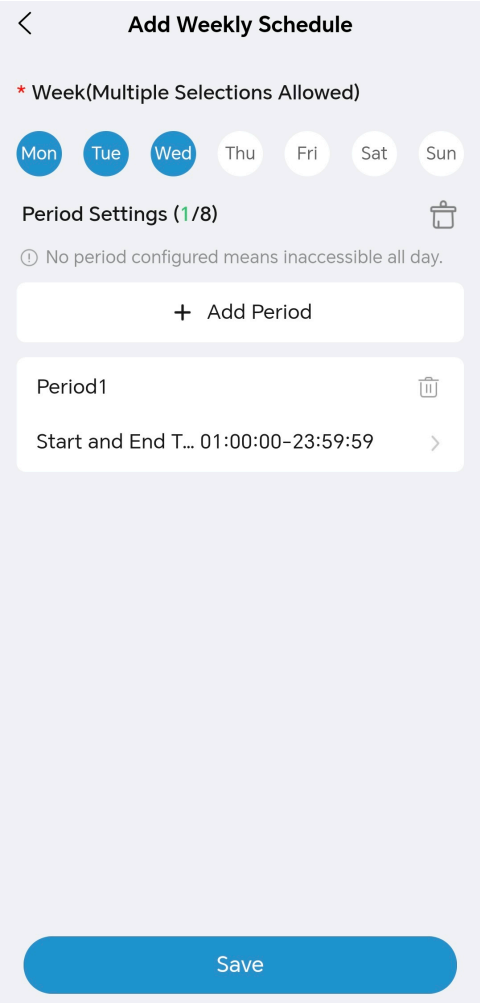
Add

Up to 31 templates can be added.

1. Tap **Add Schedule Template**.



2. Enter the schedule name and description (optional).
3. Configure the weekly schedule.
   (1) Tap **Add Weekly Schedule**.



(2) Select day(s) for the schedule (blue indicates selected; white indicates unselected). The selected days will apply the same access time periods.

(3) Tap **Add Period**. Up to 8 time periods can be configured; overlapping periods are not allowed.

For unnecessary periods, you can tap to delete it or tap to clear all periods.

(4) Tap **Save**.

4. Configure the holiday schedule. If there is an overlap between the weekly schedule and the holiday schedule, the holiday schedule will take precedence.

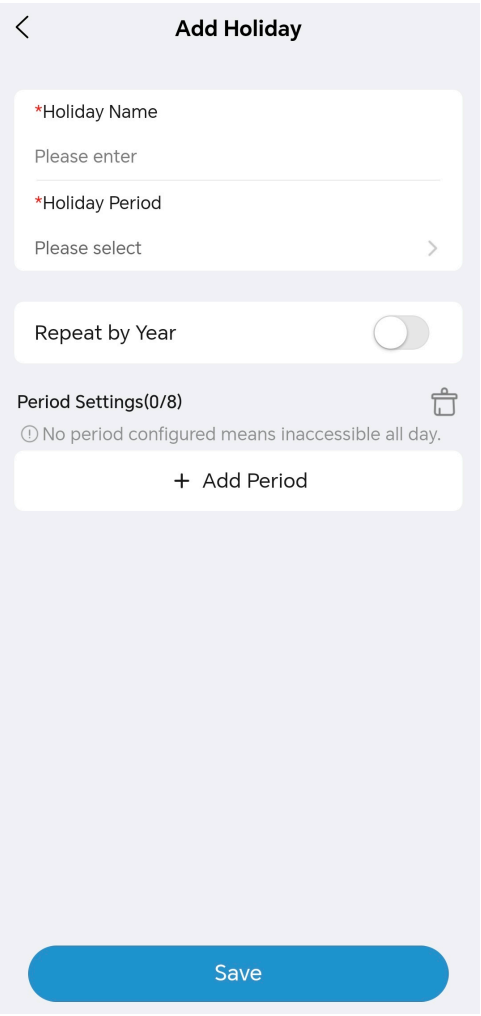
(1) Choose a holiday schedule:

- Import existing holiday and configure access time periods for it:

  Up to 16 holidays can be imported. Any changes to the imported holidays here will be automatically synced to Holiday Management.

  1. Tap **Import Holiday** and select holiday(s) to import.
  2. Configure access time periods for the imported holiday.
     - Configure manually: Tap on a holiday and configure the access time periods. See Step c in Add Weekly Schedule.
     - Copy from existing holiday schedule: Tap for an existing holiday schedule, tap **Copy**, select the target holiday, and then tap **OK**.
- Create holiday schedule directly: Configure the holiday information and access time periods manually. The newly added holiday information here will be automatically synced to Holiday Management.

  1. Tap **Add Holiday**.



2. Set the holiday name and choose the start and end dates.
3. (Optional) If **Repeat by Year** is enabled, the holiday will repeat annually; otherwise, it will only take effect in the current year.
4. Configure access time periods. See Step c in Add Weekly Schedule.

5. Tap **Save**.

Edit/Delete

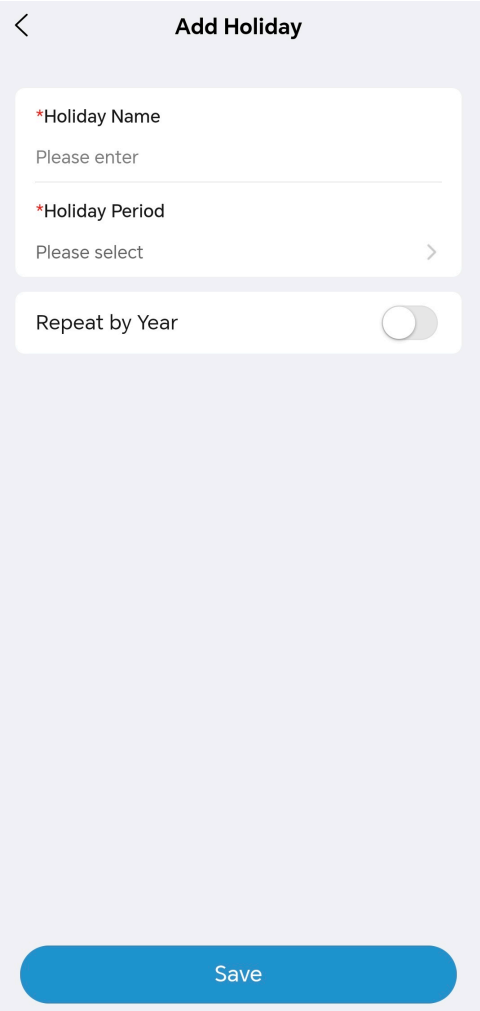
Tap on a template name to edit or delete its information.

9.6.3.3 Holiday Management

Set holiday information.

Add

1. Tap **Add Holiday**.



2. Set the holiday name and choose the start and end dates.
3. (Optional) If **Repeat by Year** is enabled, the holiday will repeat annually; otherwise, it will only take effect in the current year.
4. Tap **Save**.

Edit

Tap on a holiday name to edit its information.

Delete

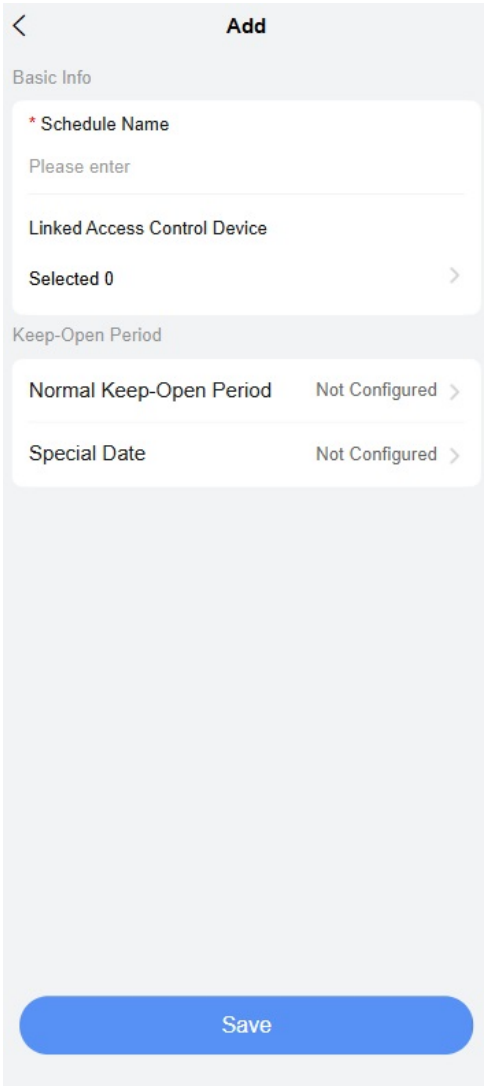
Tap , select holiday(s) to be deleted, tap **Delete**, and then confirm the deletion.

9.6.3.4 Keep-Open Schedule

During the set time period, doors will keep open; during other times, doors will keep closed, and individuals will need to be verified before they can pass.

Add Schedule

1. Tap **Add Schedule**.



2. Set the schedule name.
3. Link access control devices to be controlled. Tap **Add**, select the access control devices you want to add.
4. Configure keep-open periods, including normal keep-open periods and special keep-open periods.
   - Normal keep-open period: Recurs on weekly basis. You must set keep-open periods for all seven days of the week
   - Special keep-open period: Specify certain day(s) to use a new keep-open schedule, not the normal keep-open schedule.
5. Tap **Save**. The keep-open schedule will be synced to the devices automatically.

Edit Schedule

Tap the schedule name, and then tap the corresponding to edit the schedule.

Delete Schedule

Tap the schedule name, tap **Delete** and then confirm.

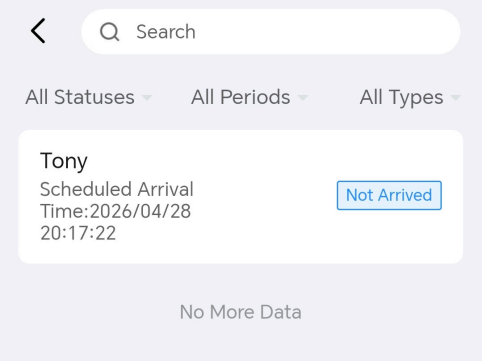
9.7 Visitor

9.7.1 My Visitor

Visitor Records

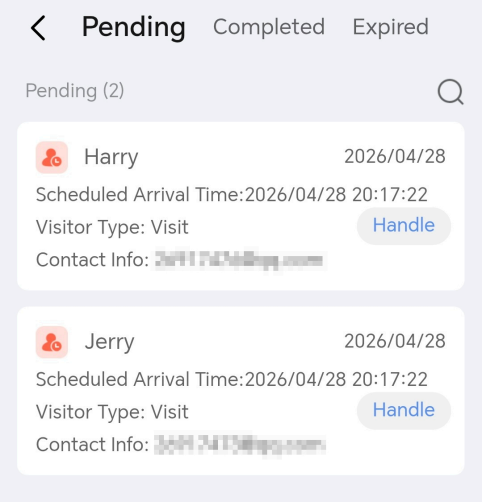
Summarizes records where the host is the **current logged-in user**.

Supports filtering by visit status, visit time period, and visitor type.

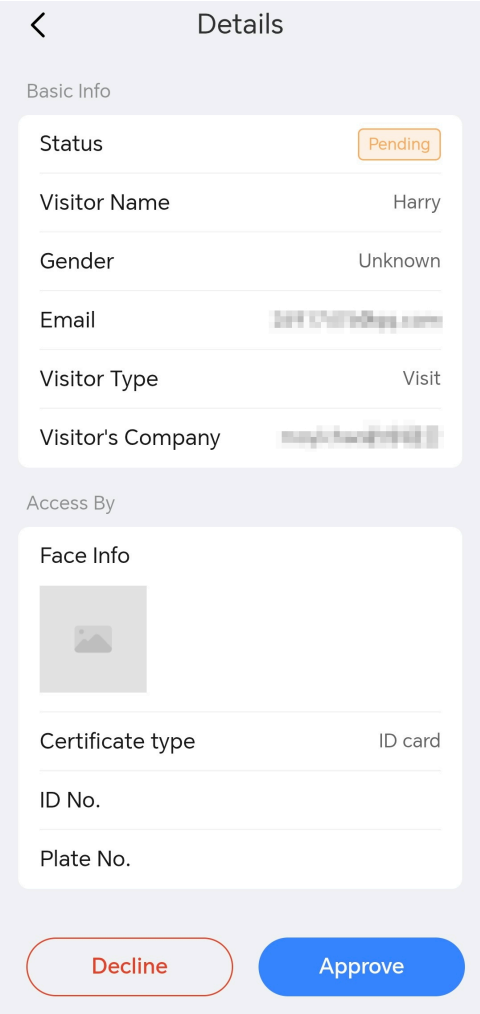


Visitor Review

Visitors fill in information by scanning a code and select the **current logged-in user** as the host. The application will be displayed on this page.



1. Tap **Go to Handle**. Go to the visitor information details page.



2. Review the application information.
3. Tap **Approve**, and the visitor application takes effect; tap **Reject**, enter the reason, and the visitor application is rejected.

Visitor Invitation

Invited by the current logged-in user.

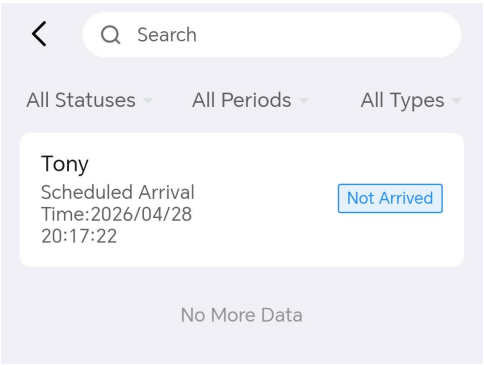
Only supports visitor code invitation and QR code invitation. For details, see Visitor Invitation.

9.7.2 Visitor Control

Visitor Records

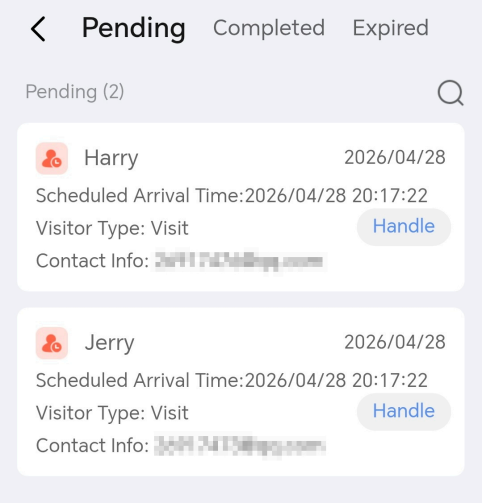
Summarizes records where the visited organization is the **current team**.

Supports filtering by visit status, visit time period, and visitor type.



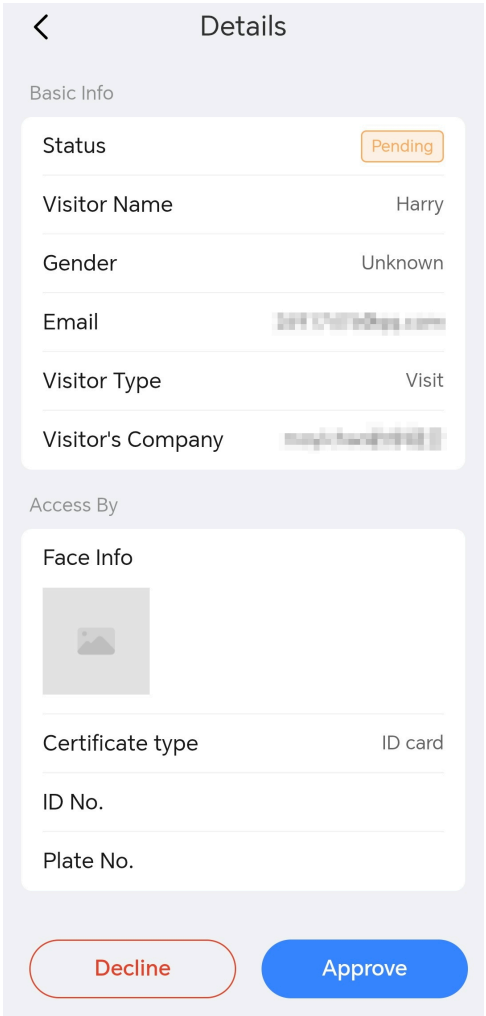
Visitor Review

Visitors fill in information by scanning a code and select the **current team** as the visited organization. The application will be displayed on this page.



Users with **visitor management module permission** can review visitors.

1. Tap **Go to Handle**. Go to the visitor information details page.



2. Review the application information.
3. Tap **Approve**, and the visitor application takes effect; tap **Reject**, enter the reason, and the visitor application is rejected.

Visitor Invitation

Same as Visitor Invitation.

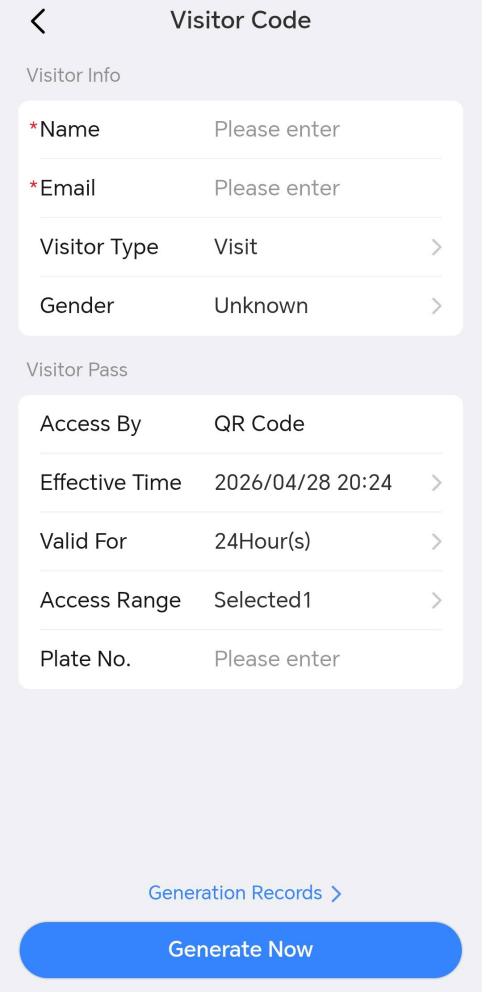
9.7.3 Visitor Invitation

Teams can invite visitors in the following ways.

Visitor Code

Manually register visitor information and generate a visitor code. Visitors can pass verification using the visitor code.

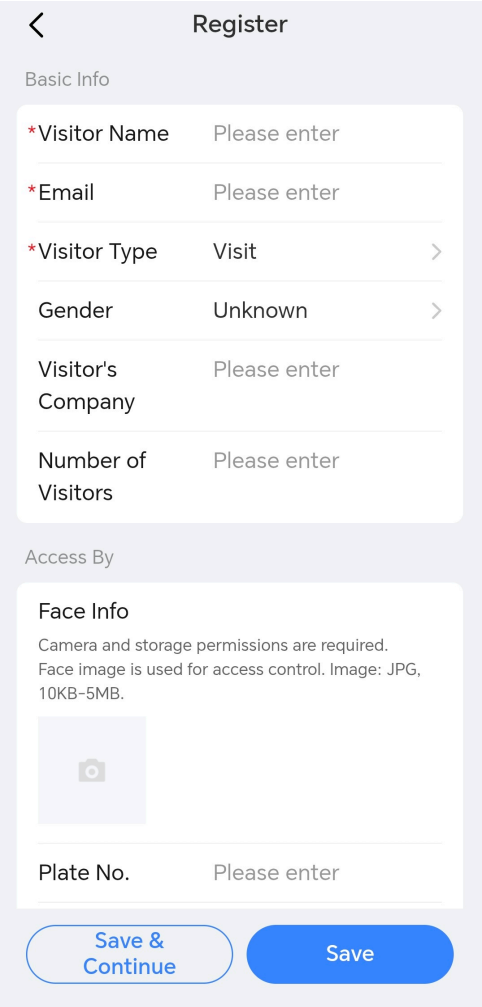
After filling in the information below, tap **Generate Now** to share the visitor QR code with the visitor.



On the information adding page, tap **Generation Records** to view active and expired visitor codes separately.

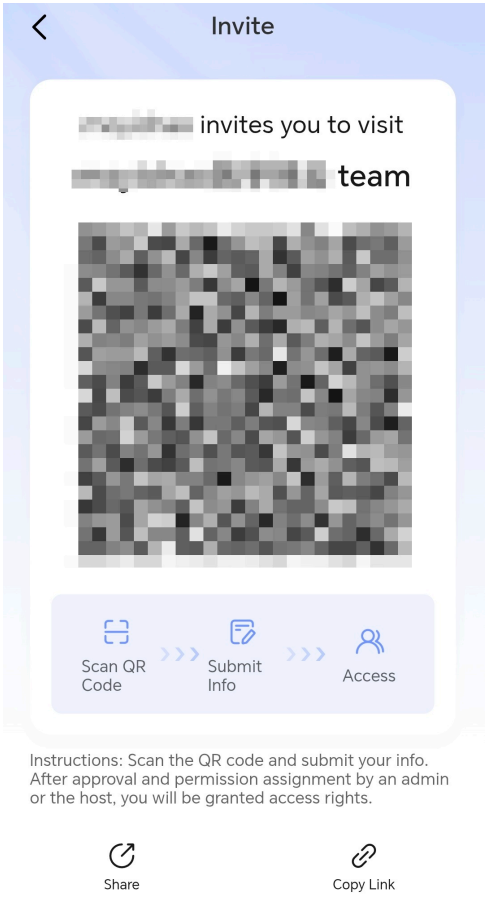
Manual Registration

Users with **visitor management module permission** can manually register visitor information. Upon arrival, the visitor information is verified before they are allowed to pass.



QR Code Invitation

Visitors scan the QR code themselves, fill in information, and apply for access. After the administrator or the host reviews and approves, the visitor will be granted the corresponding access permissions.

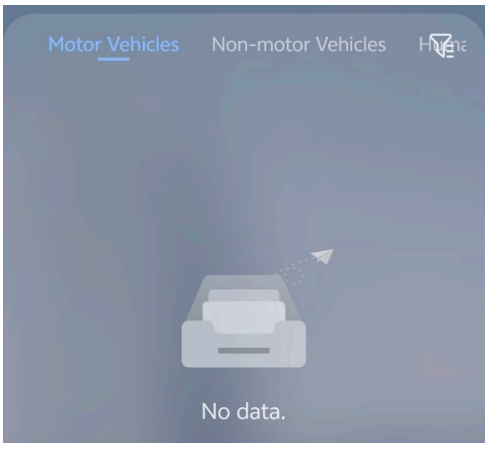


10 Search

10.1 Metadata

Precisely filter metadata related to motor vehicles, non-motor vehicles, humans, and events recorded by IPCs and NVRs by criteria such as device, time, plate number, color, and driving direction. This function helps user quickly locate target information.

Go to **Search** > **Metadata**.



View List

By default, the **Motor Vehicle** tab displaying motor vehicle search data is shown. Tap the target name to switch between tabs.

The list prioritizes showing the most recent search results. Pull down the list to refresh it.

View Details

Tap on a search result to view its details, including the snapshot, snapshot time, and snapshot device.

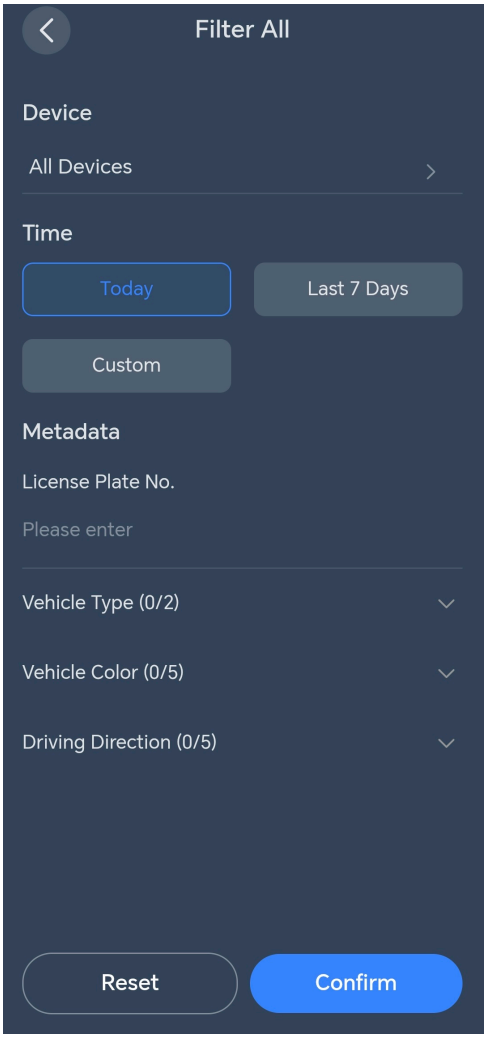
Additional functions include:

- Live View: Tap to view the device's live video.
- Playback: Tap to view the recording at the snapshot time.
- AcuSearch: Tap to perform an advanced search based on the snapshot.
- Save to cloud: Only certain IPCs that have enabled cloud storage service support this feature. Tap to save files to Cloud Drive.
- Download: Tap to download the snapshot to local album, provided the device is online and the app has storage permission.
- Share: Located in the upper-right corner of the screen. Tap to share data with others.

Filter

The filter criteria are independent for each target type. The following takes Motor Vehicle as an example.

1. Tap .



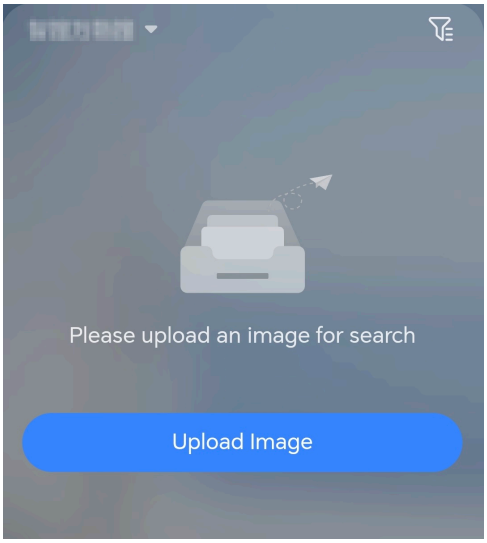
2. Select device(s) for filtering. Only IPCs, NVRs, and XVRs bound to the current account are displayed, with all devices and channels selected by default. You can manually deselect unneeded devices.
3. Set the time range.
4. Set other filter criteria as needed, such as license plate number, vehicle type, vehicle color, and driving direction.
5. Tap **Confirm**. The results matching the search criteria are displayed in the list.

10.2 AcuSearch

Quickly matching targets such as faces, motor vehicles, and non-motor vehicles recorded on NVR devices by uploading an image (take a photo/select from album). Supports filtering by channel, time range, and match degree. This function helps in efficiently locating targets in historical recordings.

Note: The device must be online and must have smart analysis function (such as human body detection and motor vehicle detection) enabled.

1. Go to **Search** > **AcuSearch**.



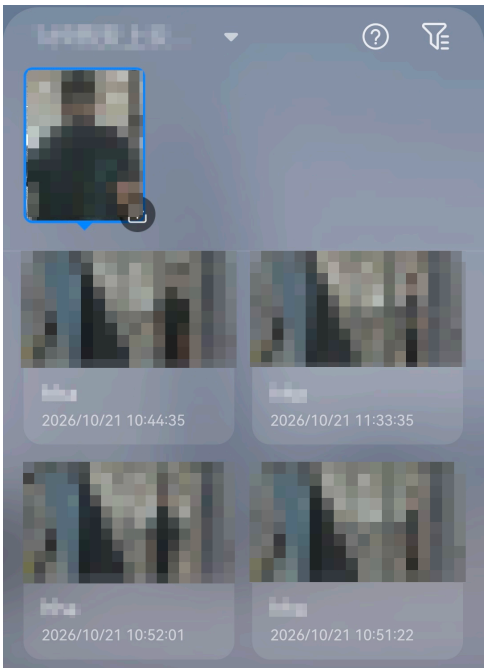
2. From the device list in the upper-left corner, choose the target NVR device. By default, the search criteria are set to All Channels, Today, and a Match not less than 60%. You can also tap to adjust the search criteria.
3. Tap **Upload Image** to take a photo or select an image from the album. The system will then automatically recognize the target(s) in the image.

   Note:

   - High-resolution images may cause delays in parsing. It is recommended to crop the image to the target area before upload.
   - If there are multiple targets in the image, you need to manually select a search target by tapping the target area.
   - When performing face searches, ensure compliance with local laws and regulations.
4. Tap **Start Search**. The match results will be displayed.

   The search target is displayed at the top, with search results and their matching scores listed below.

   For details, see **Search** > **Metadata** > View Details.



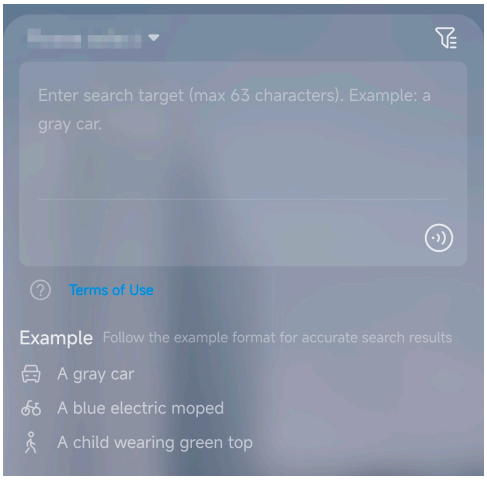
To start a new search, tap .

10.3 SeekFree

With NVRs and cloud-storage-enabled IPCs, you can enter text descriptions or keywords to quickly search for recorded faces, motor vehicles, or non-motor vehicles, no images needed. This significantly improves efficiency and convenience.

Note: The device must be online and must have smart analysis function (such as face detection and license plate recognition) enabled.

1. Go to **Search** > **SeekFree**.



2. Select the target device from the device list in the top left corner. Two device types are supported: NVR and IPC. The default search criteria are: all channels under the selected device and data for the current day. You can tap to adjust the search criteria as needed.
   - The device type is NVR: Only one NVR can be selected.
   - The device type is IPC: Only IPCs that support cloud storage services will be displayed in the list, and multiple IPCs can be selected simultaneously. If an IPC supports cloud storage but the service is not activated, it cannot be selected.
3. When entering search content, please refer to the example below and be as specific and accurate as possible to ensure the accuracy of the search results. After entering the text, tap to proceed.

For more details and other operations, follow the same steps as Search > Metadata > View Details.

To start a new search, tap .

11 Me

11.1 Set

11.1.1 My Profile

On the **Me** screen, tap on the user info on the top or go to **Set** > **My Profile**.

Set profile photo

1. Tap on the profile photo.
2. Tap  to take a photo or tap  to choose a photo from album.
3. Drag and resize the photo as needed to ensure the circular area covers the desired contents.
4. Tap  to save it or tap  to return to the previous step.

Change username

Tap **Username**, enter the new username, and then tap **Save**.

Change email address

1. Tap **Email**.
2. Tap **Send Code**. Enter the received code, and then tap **Next**.
3. Enter the new email address, and then tap **Send Verification Code**.
4. Enter the code you received, and then tap **Complete**.

11.1.2 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.

11.1.3 Theme Settings

Go to **Me > Settings > Theme Settings**.

The system provides three default themes: Dark, Light, and Follow System . You can switch between them based on lighting conditions or reading preferences.

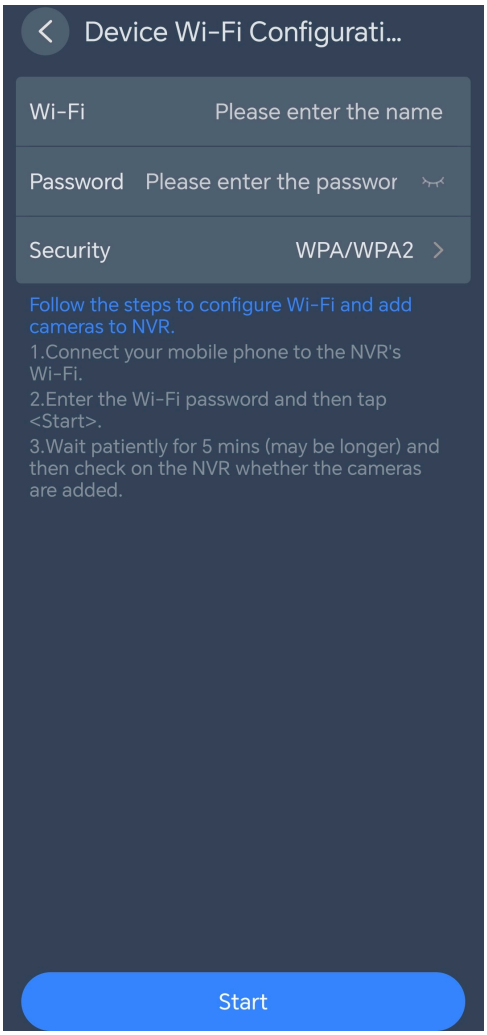
- Dark theme: Recommended for low-light environments.
- Light theme: Recommended for well-lit environments.

- Follow System: The app theme automatically switches to Dark if the system's "Dark Mode" is enabled, and to Light if "Dark Mode" is disabled.

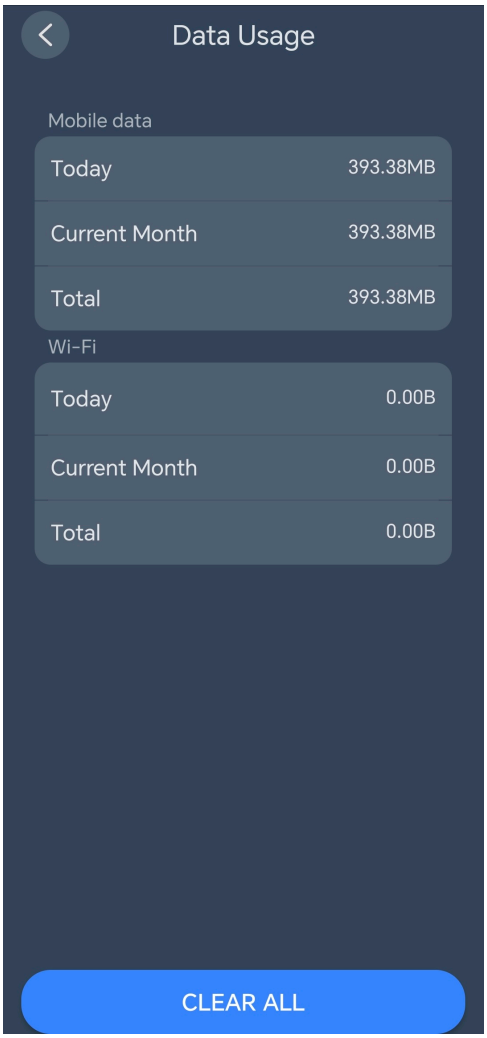
11.1.4 General

1. Go to **Me** > **Set** > **General**.
2. Refer to the following descriptions to adjust the general settings.
   - PTZ Speed: Set the PTZ rotation speed. The greater the value, the higher the rotation speed.
   - Use Device Time Zone: When enabled, alarms and recordings will use the device's time. When disabled, alarms and recordings will use the mobile phone's time.
   - Temperature Unit: Celsius (°C, default) and Fahrenheit (°F).
   - 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.
   - Optimize Video Fluency: When enabled, video is smoother but may be delayed. When disabled, delay is shorter but video may be stuttering.
   - Device Wi-Fi Configuration: Add an IPC to an NVR by connecting the IPC to the NVR's Wi-Fi network.

     Note: This function is available to certain IPC and NVR models.

   - Data Usage: View the app's data usage, including mobile data and Wi-Fi data, displayed by day, month, and total. You can also tap **Clear All** to reset the current statistics and start counting again.



11.1.5 Privacy Service

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

11.1.6 About

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

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

11.2 Advertisement

You can view the promotional contents launched by the management team (example provided below). Tap to see details.



11.3 Sharing Management

This feature is only available under the following two conditions:

- Logging in with a guest account.
- After logging in, switching to the default team or a team you have created.

11.3.1 My Sharing

Share deviecs under your account with other accounts. The recipients can view and control these devices according to the permissions you grant, within the specified validity period.

This includes three methods: **account sharing** (including shared devices and shared users), **QR code sharing**, and **registration-free sharing**.



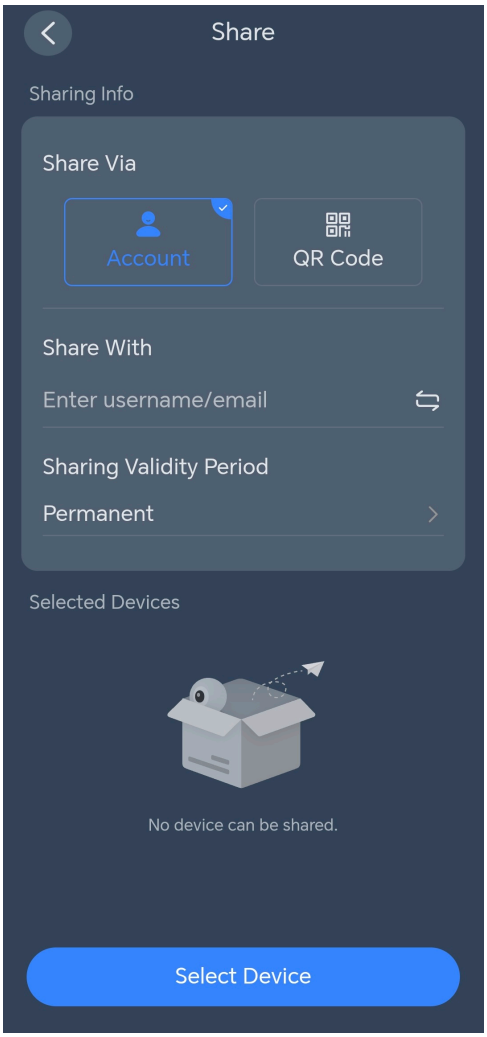
11.3.1.1 By Account

You can view shared devices and users shared with separately.

- Shared Devices: This refers to all devices from the current account that have been shared externally. Tap any device to see which users it has been shared with, as well as the permissions and validity period for each user.
- Users Shared With: This shows all users with whom devices from the current account have been shared. Tap any user to view all the devices shared with them, as well as the permissions and validity period assigned for each device.

11.3.1.1.1 Add Sharing via Account

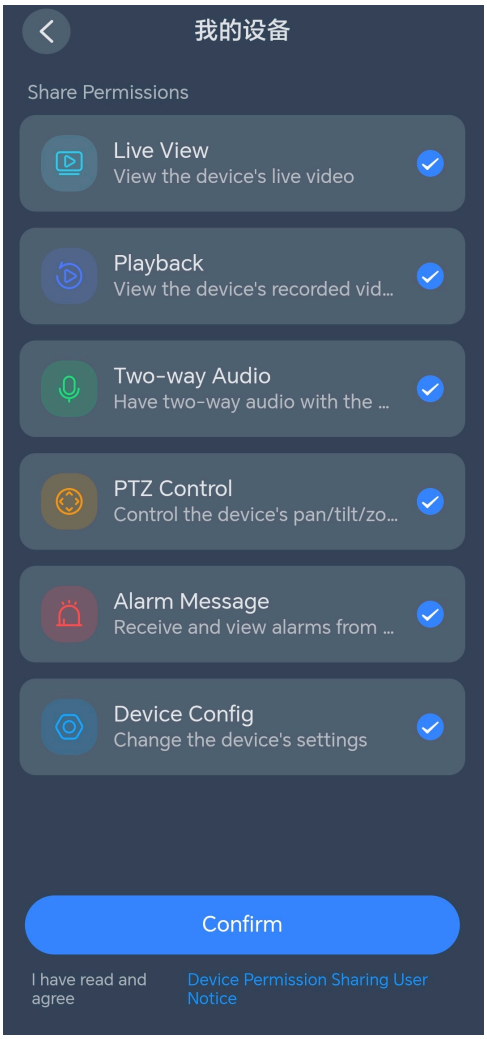
1. Go to **Me > Sharing Management**. The **My Sharing** tab is displayed by default.
2. Tap **Share**.
3. Tap **Account** under **Share Via**.



4. Enter the recipient's username/mobile phone number.
5. Select the sharing validity period.
6. Tap **Select Device** to go to the device selection page.
7. Select the devices you want to share, then tap **Confirm**.



8. After adding devices, tap a shared device to set its permissions.
9. Select the permissions to be granted for the device, then tap **Confirm**.



10. Read the **Device Permission Sharing User Notice**. If you agree and accept the terms, select the circle in front.
11. Tap **Share**.

11.3.1.1.2 Manage Sharing via Account

Go to **Me > Sharing Management > Shared Devices/Users Shared With**.

Search Sharing Records

- On the **Shared Devices** tab, tap to search by device name or model.
- On the **Users Shared With** tab, tap to search by username.

View or Modify Sharing

- Tap any record to view its details. For multi-channel devices, all shared channel information can be viewed.
- On the details screen, you can modify the sharing validity period and permissions. tap **Confirm** to save changes.

Revoke Sharing

Note: Revoking sharing will cause the shared user(s) to lose access permissions for the device(s). Please proceed with caution.

- On the **Shared Devices** tab:
  - Batch revoke: Cancel all external sharing for the selected device(s).

Tap in the top-right corner, select the devices for which you want to revoke sharing, tap **Confirm** and confirm again.

- Revoke one by one: Cancel the sharing of a specific device for one or multiple users.

  Tap the desired device, tap , select the user(s) you want to revoke sharing for, tap **Confirm** and confirm again.

- On the **Users Shared With** tab:
  - Batch revoke: Cancel all device sharing permissions for the selected user(s).

    Tap in the top-right corner, select the user(s) whose permissions you want to revoke, tap **Confirm** and confirm again.
  - Revoke one by one: Cancel one or multiple device sharing permissions for a specific user.

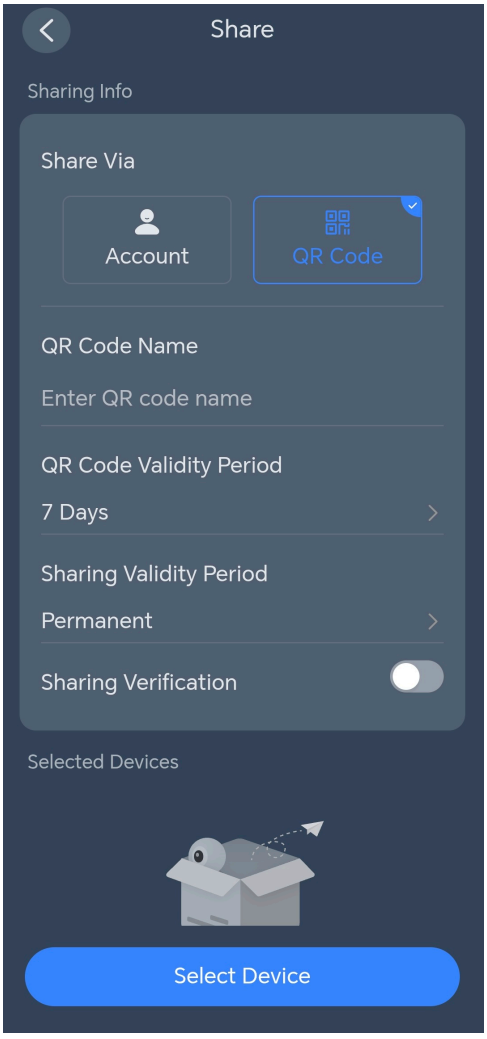
    Tap the desired user, tap , select the device(s) for which you want to revoke sharing permission, tap **Confirm** and confirm again.

11.3.1.2 By QR Code

Generate a QR code. Other accounts can scan it to access the shared devices.

11.3.1.2.1 Add Sharing via QR Code

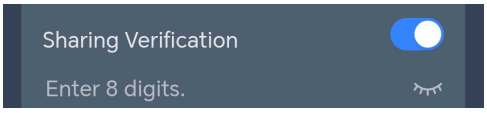
1. Go to **Me > Sharing Management**. The **My Sharing** tab is displayed by default.
2. Tap **Share**.
3. Tap **QR Code** under **Share Via**.



4. Customize the QR code name, QR code validity period, and sharing validity period.

   Note: QR Code Validity Period: The QR code can be scanned to access the shared devices only within this period.

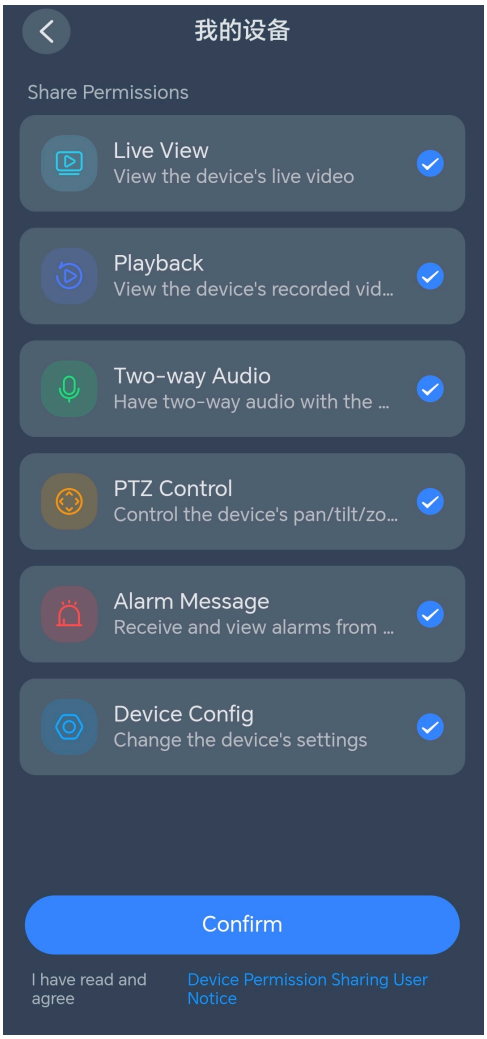
5. (Optional) Enable **Sharing Verification**: When enabled, a password must be set. After scanning the QR code, the correct password must be entered to access the shared devices.



6. Tap **Select Device** to go to the device selection page.
7. Select the devices you want to share, then tap **Confirm**

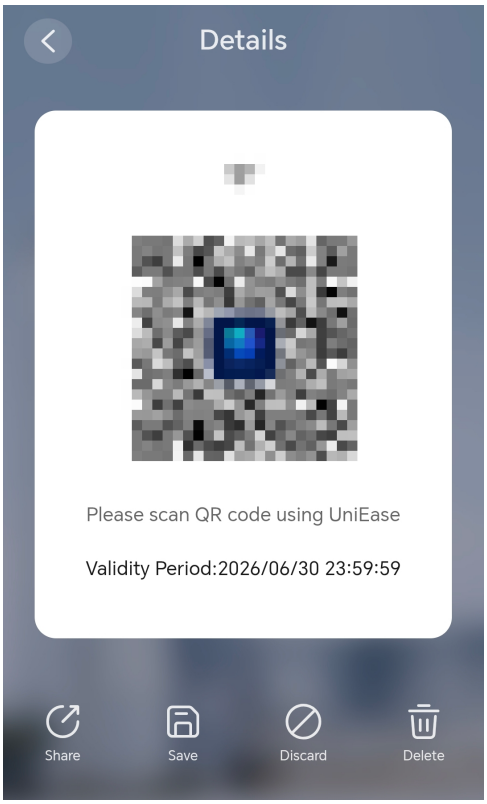


8. After adding devices, tap a shared device to set its permissions.
9. Select the permissions to be granted for the device, then tap **Confirm**.



10. Read the **Device Permission Sharing User Notice**. If you agree and accept the terms, select the circle in front.
11. Tap **Share**. A QR code will be generated. The QR code can be shared, downloaded, discarded or deleted.

    Other accounts can tap the **+** in the upper-right corner of the app's home page, scan this QR code, and access the shared devices.



11.3.1.2.2 Manage Sharing via Account

Go to **Me > Sharing Management > QR Code**.

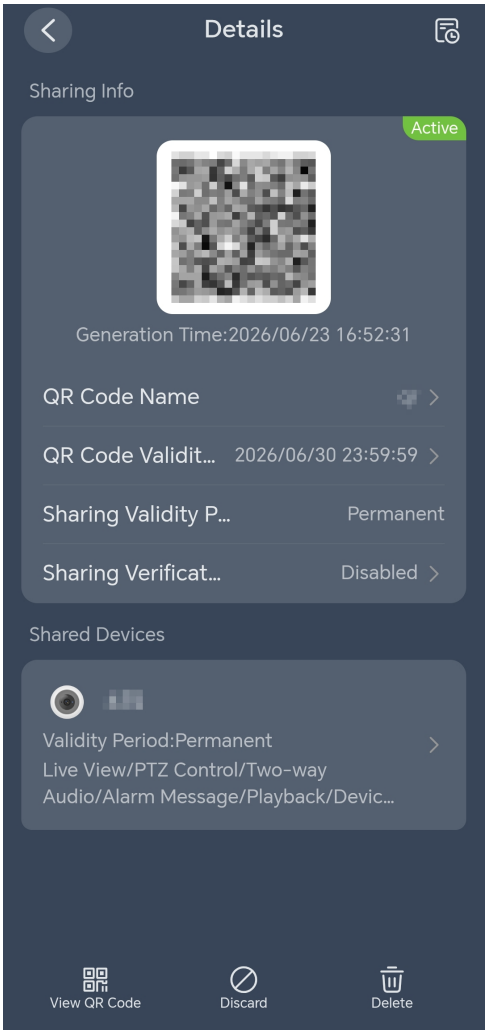


Search Sharing Records

Tap  to search by QR code name.

View or Modify Sharing

- Tap any record to view its details. For multi-channel devices, all shared channel information can be viewed.
- On the details screen, you can modify the QR code name, QR code validity period, and sharing verification method.



Share/Download QR Code

Only sharing with an active status support sharing or downloading the QR code.

Go to the details screen to share or download the QR code.

Discard QR Code

Only sharing with an active status can be discarded.

Once discarded, the QR code can no longer be scanned to access the shared devices. The associated device sharing remains effective within its original validity period. This means other accounts that have already scanned the QR code and accessed the devices can still view and control them according to the assigned permissions.

Go to the details screen, tap **Discard** and confirm again.

To cancel the discarded status, go to the **QR Code** tab, select the corresponding  **> Modify Validity Period**, and reset the QR code's validity period. This will change its status back to Active.

Delete QR Code

- Batch delete: Tap in the top-right corner, select the records you want to delete, tap **Confirm** and confirm again.
- Delete one by one: Go to the details screen, tap **Delete** and confirm again.

11.3.1.3 Signup-Free

Go to **Me** > **Sharing Management** > **Signup-Free**. You can view information about all devices that have been added by other users without signup.

Tap on a device to view all users who have added it without signup.

- Bulk unlink: Removes links with all external users for the selected devices.

  Tap in the top-right corner, select the devices for which you want to remove the link, tap **Confirm**and confirm again.
- Unlink one by one: Cancels the sharing of a specific device for one or multiple users.

  Tap the desired device, tap , select the user(s) you want to unlink, tap **Confirm** and confirm again.

11.3.2 From Others

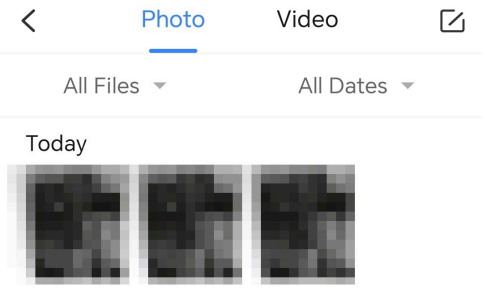
A summarized list of devices shared from other accounts that have been accepted.

Tap a record to view the shared device information, channel details, and assigned permissions. The devices can be deleted in batches or one by one.

Note: Once deleted, you will no longer access the sharing permissions for the corresponding devices.

11.4 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.

11.5 Local Device

You can manage local devices that are not bound to UniEase.

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.

11.6 Service

11.6.1 Service Provider

- Patrol Service Provider: When an alarm occurs on your device, the patrol service provider will be notified promptly and can offer precise patrol services via live view, playback, etc.

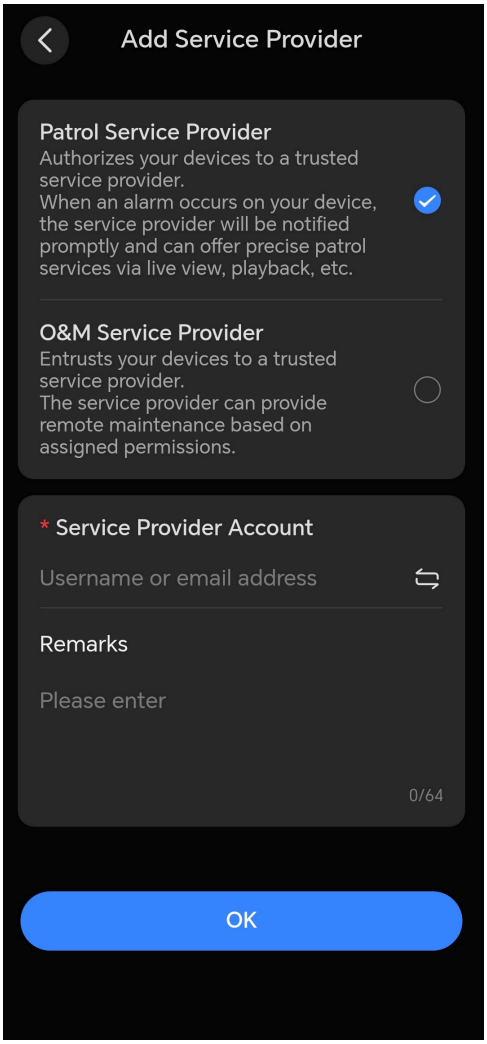
  Permissions allowed (non-editable): Live View, Playback, and Alarm Message.
- O&M Service Provider: Provides remote maintenance based on assigned permissions.

If the service provider sets and chooses to display its company information (logo, company name, contact details, etc.) within the validity period of co-branding, the corresponding information will be displayed on endusers' app.

Add

Only one patrol service provider and one O&M service provider are allowed.

1. Go to **Me** > **Service** > **Service Provider**. Tap **Add Service Provider**.



2. Select a service provider type to be added. The unadded type will be selected automatically.
3. Enter the service provider account. Enter the service provider's username or email, or tap  to enter the mobile phone number.
4. (Optional) Set the remarks.
5. Tap **OK**.

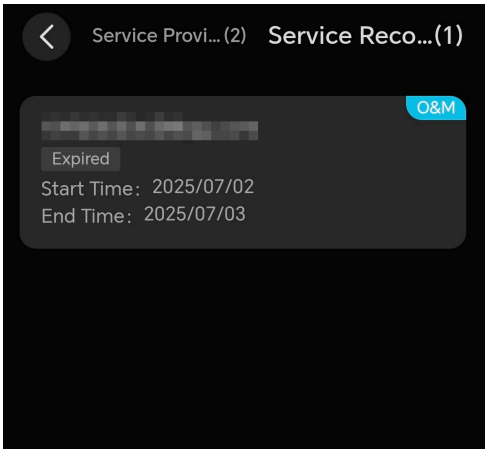
Edit/Delete

Service provider with a status of **Pending** or **Active** cannot be edited or deleted.

11.6.2 Service Records

View and manage service records.

Go to **Me** > **Service** > **Service Records**.



View Records

Information including the service provider information, service type, service status, and service start and end time is displayed in the list. Tap on a service record to view the details.

Cancel Service

The end user can cancel the O&M service once initiated.

Tap on a service record. Tap **Cancel Service** and confirm the operation.

Edit Service

If the O&M service has not been cancelled, the end user can edit its content.

Tap on a service record. Tap **Edit Service** to edit the information excluding the service provider. Tap **O&M Service** to save.

Revoke Request

If the end user has submitted a patrol service request but the service provider has not reviewed the request yet, the end user can revoke the request.

Tap on a service record. Tap **Revoke Request** and confirm the operation.

Terminate Service

If the patrol service is **Active** but the end user wants to end it early, the end user can terminate the service.

Tap on a service record. Tap **Terminate Service** and confirm the operation. The service status will switch to **Terminated**.

Extend Service

If the patrol service is **Active** and the end user wants to extend the service period, the end user can submit an extension request.

1. Tap on a service record and tap **Extend Service**.
2. Select a time span for extension or set a custom end date. The service status will switch to **Extension Pending**.

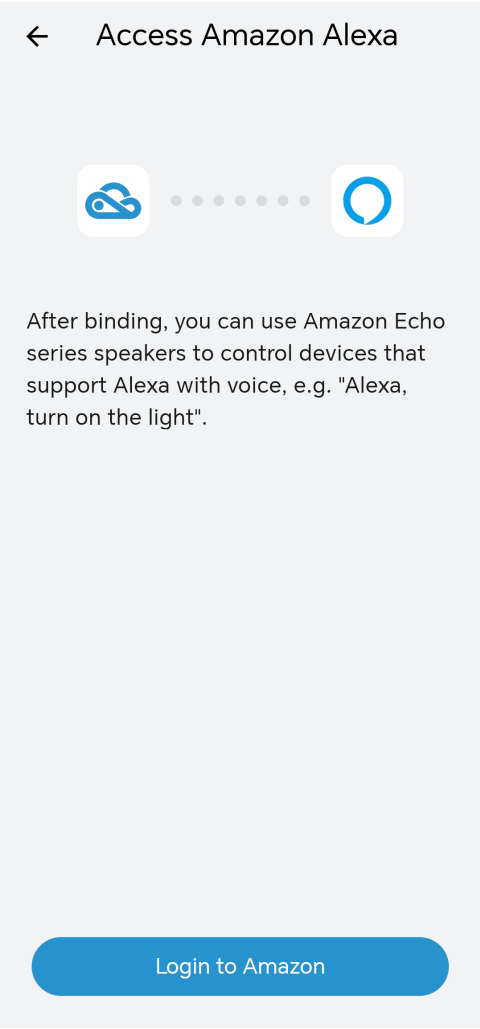
   If the service provider approves the extension request, the service status will switch to **Active**, and the validity period will be extended.

11.7 Smart Integration

Amazon Alexa

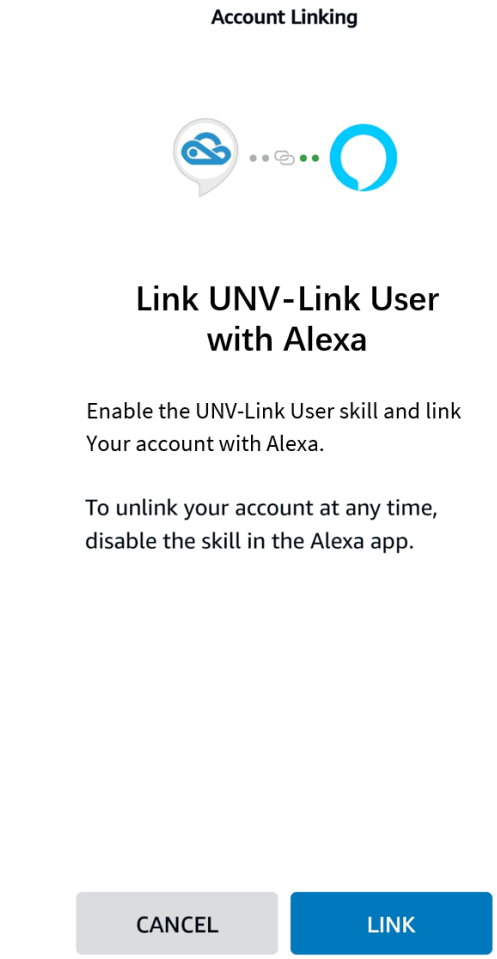
After linking your UniEase account with your Amazon account, you can use Amazon Echo series speakers to control devices with voice commands. For example: Alexa, turn on the light.

1. Go to **Me** > **Smart Integration** > **Amazon Alexa**. It is recommended to download and log in to the Amazon Alexa app beforehand.



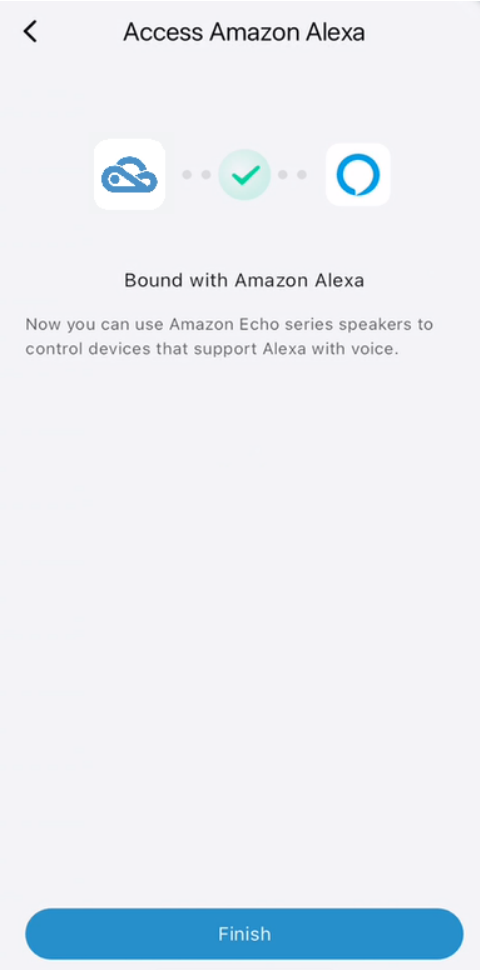
2. Tap **Login to Amazon**.

   If the Amazon Alexa app is installed, you will be redirected to the app directly (or Amazon Sign-In page to log in, if not installed).



3. Tap **Link** to begin the linking process.

   Once linked, the following screen displays. Tap **Finish** to exit. Now, the status of Amazon Alexa in the UniEase app is **Bound**.



You can unlink the integration either from the UniEase app or the Amazon Alexa app.

Google Assistant

After linking your UniEase account to your Google account, you can use voice commands through Google Assistant to view live video from UniEase cameras on Chromecast TVs.

Go to **Me** > **Smart Integration** > **Google Assistance**. For detailed preparations and setup instructions, please refer to the screen.

Once linked, the status of Google Assistant in the UniEase app is **Bound**.

11.8 Cloud Storage

After activating the cloud storage plan:

- No need for external storage devices. Data is automatically saved to the cloud in real time, allowing you to access past footage even if the device is damaged, lost, or offline.
- Unlimited cloud storage space, ensuring that no important moment is missed within the cycle period.
- The cloud storage plan is tied to your account, so you don't have to worry about losing your subscription when transferring devices.

If there are devices under your account that support cloud storage service activation, an entry point will be displayed. Go to **Me > Cloud Storage**:

- If the cloud storage plan has not been activated: You will be directed to the purchase page. Please complete Cloud Storage Plan Acquisition and Allocation.
- If the cloud storage plan has been activated: On the **Cloud Storage** page, you can view the details of the active plan and edit the plan.

A free trial of the cloud storage plan is available for first-time users. Simply select the device for which you want to activate cloud storage to start the trial.

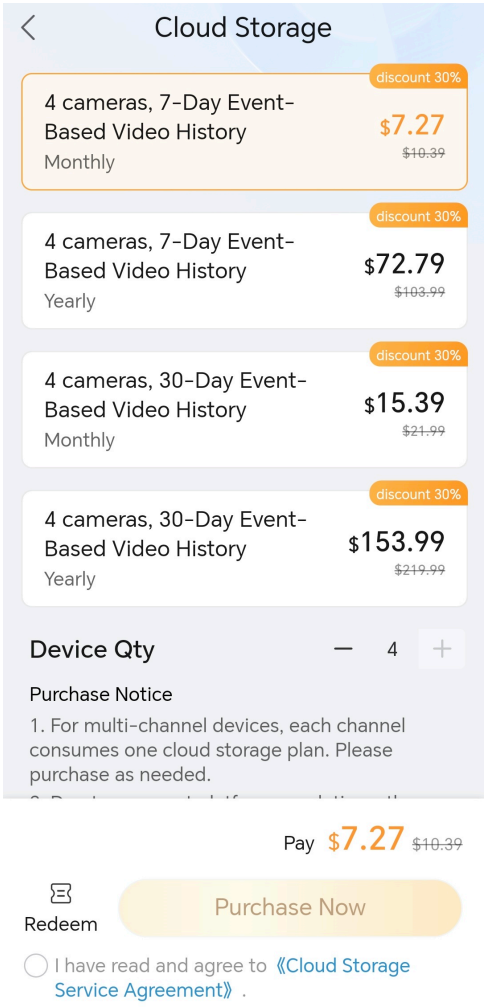
Note: If an SD card is installed, alarm videos and alarm images will be stored by default on the SD card and in the cloud, respectively. The SD card needs to be configured with a storage policy, while the cloud has no storage capacity limit.

Cloud Storage Plan Acquisition and Allocation

1. To acquire a cloud storage plan, you can either subscribe for a paid plan or redeem using a gift card. The two methods cannot be used simultaneously.
   - Paid subscription

     Note: For multi-channel devices, each channel consumes one cloud storage plan. Please purchase as per your needs.

     (1) Choose the appropriate cloud storage plan and the quantity you wish to purchase.

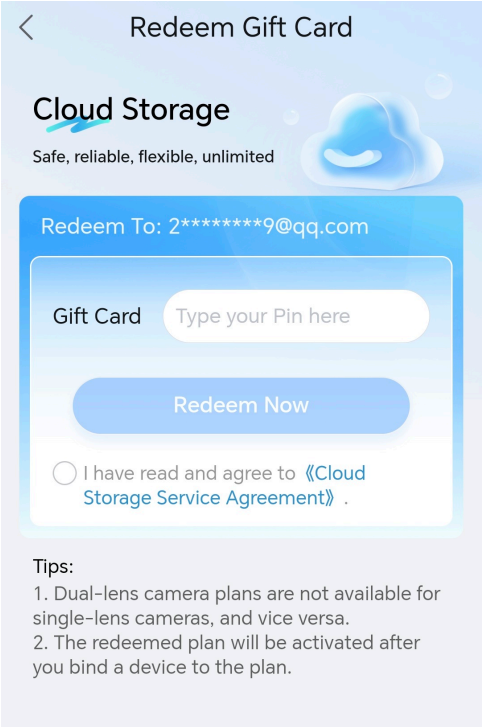


     (2) Read the agreement at the bottom, select the button to confirm the agreement.

     (3) Tap **Purchase Now** and complete the payment.

   - Redeem using a gift card: Contact your local reseller to obtain the gift card.

     (1) Tap **Redeem**.



(2) Input the pin.

(3) Read the agreement at the bottom, select the button to confirm the agreement.

(4) Tap **Redeem Now**.

2. On the device selection page, assign the acquired cloud storage plan to your devices.

Note: If there is a device currently using a trial plan, the trial plan will expire once the new plan is assigned.

My Service

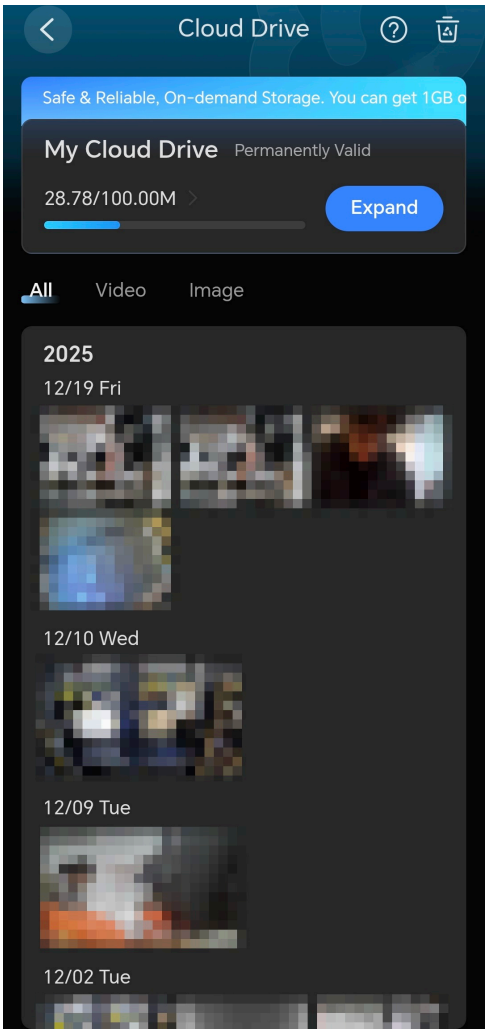
When a cloud storage plan is active and has not expired, the details of the active plan will be displayed: plan name, plan content, and expiration date. You can also change the plan if needed.

11.9 Cloud Drive

The cloud drive provides users with cloud storage space (1GB/year is offered by default) and can save images and video clips captured in live view or playback and on metadata pages to the cloud. This solves local storage limitations and enables cross-device access and long-term backups.

Go to **Me > Cloud Drive**.

When activating the cloud drive for the first time, if the system detects bound devices, please follow the on-screen instructions to activate the 100M cloud storage space (lifetime validity). If not, please complete device binding first.



View Cloud Drive Parameters

The page displays the expiration date, used space, and total space. Tap the arrow to view the purchased cloud storage plan.

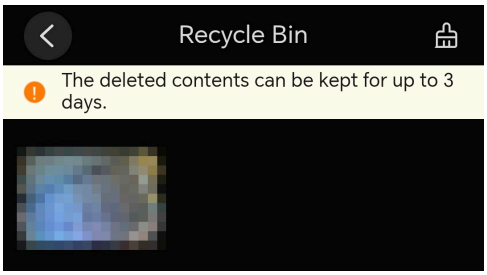
Tap to view the feature introduction and frequently asked questions.

Note: When the cloud drive reaches its expiration date, the files in the cloud drive will have a 30-day retention period, but new files cannot be saved to the cloud drive. During this period, users can renew the subscription at any time. If the subscription is not renewed before the end of the retention period, the oldest files will be deleted first, and the deletion cannot be undone.

Manage Cloud Drive Files

The most recently uploaded files will be displayed first.

- View: Tap the file thumbnail.
- Share: Tap the file thumbnail, then click **Share**, select the sharing method and recipient.
- Download: Tap the file thumbnail, then click **Download** to save the file to your local device.
- Delete:
  - Delete one by one: Tap the file thumbnail, then tap **Delete** and confirm.
  - Delete in batches: Long press the file, select the files to be deleted, tap **Delete** at the bottom and confirm. A maximum of 100 files can be deleted at once.
- Recycle bin operations: Tap to enter the recycle bin. Deleted files will automatically be moved to the recycle bin and retained for 3 days. After 3 days, they will be permanently deleted and cannot be restored.



- Delete files on e by one: Long press the file, select the content to be deleted, tap **Delete** at the bottom and confirm.
- Empty all files: Tap in the top right corner and confirm.
- Restore: Long press the file, select the content to be restored, and tap **Restore**.

11.10 Tools

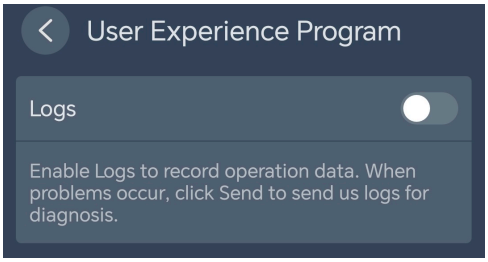
11.10.1 Forget Device Password

1. On the device's Web interface, tap **Forgot Password** on the login page.
2. In the app, tap**Forgot Device Password** on the **Me** screen or tap **+** > **Forget Device Password** on the **Home** screen.
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.

11.10.2 Help

View the new user tutorial, read the user manual, device documents, FAQ, and contact customer hotline, and also 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.



11.10.3 Feedback

If you encounter issues related to live view, playback, or similar functions, fill in the information and submit feedback to the maintenance personnel.

You can view feedback records from the last three months

11.11 Security Center

The Security Center helps users manage account security status. It covers security check, account protection, and compliance management, detects risks in a timely manner, and ensures stable account operation.

View Details

The account security status is displayed at a glance, and you can navigate to the modules below.

Security Check

You can run a security check on the account. When the check is complete, the results are listed below.

Follow the on-screen instructions to complete the optimization and reduce risks.

Account Security

See Account Security.

Security Compliance

You can view the relevant compliance information here.