

UNV-Link User

User Manual

V1.16

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

2 Function Overview

The app mainly includes the following functions:

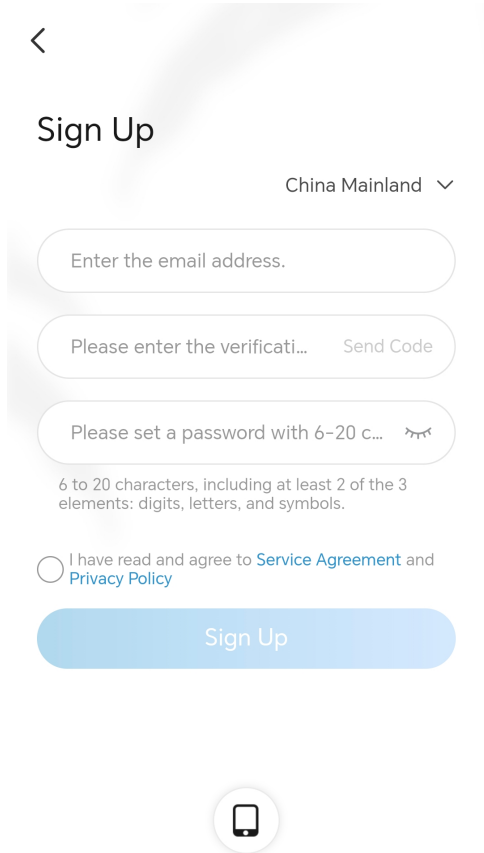
- Device management: share devices, cancel sharing, and transfer devices to other users.
- Cloud account management: sign up using an email address (mobile phone number is also supported in certain regions), edit account information, reset device password, and cancel accounts.
- File management: filter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

3 Sign-up and Login

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

Sign-up

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



<

Sign Up

China Mainland ▾

Enter the email address.

Please enter the verificati... [Send Code](#)

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

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

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

Sign Up

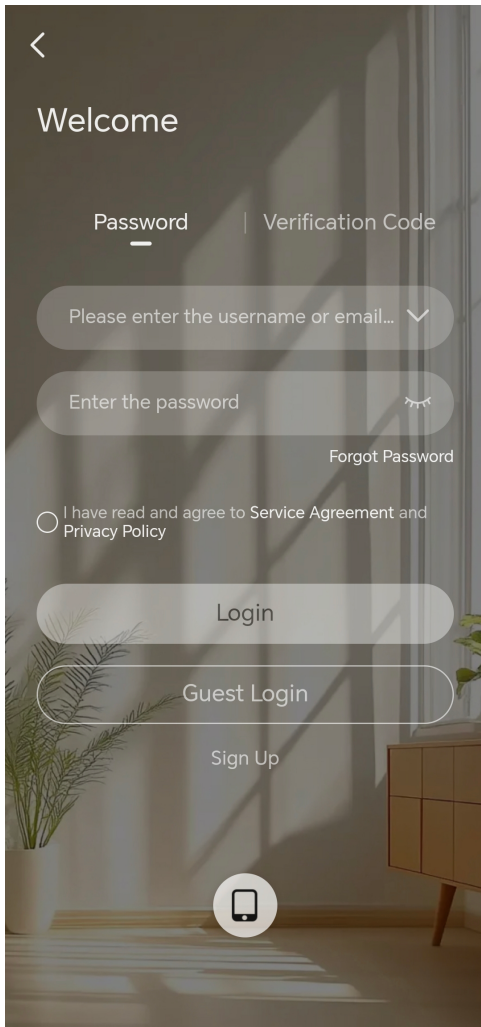


2. Enter your email address (mobile phone number is also supported in certain regions), and then tap **Send Code**.

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.

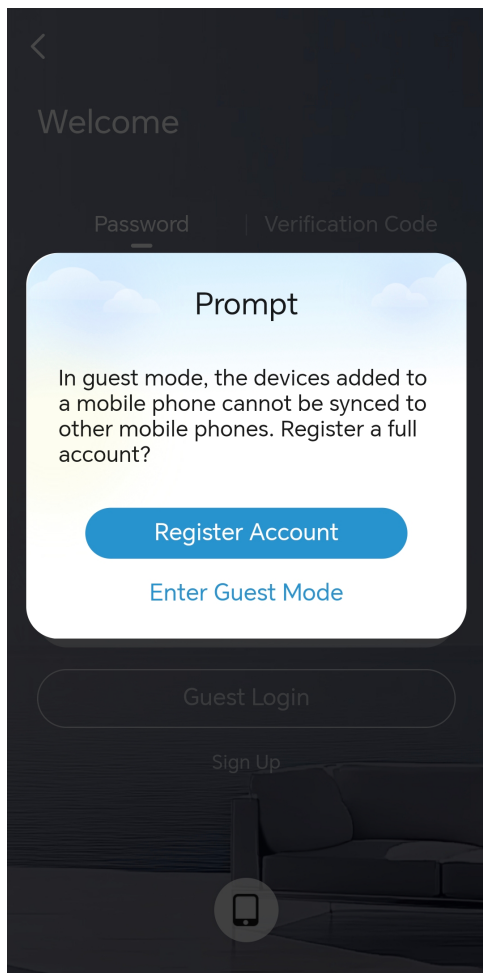


2. Read and accept the service agreement and privacy policy.
3. Tap **Login** to log in to the app.

Guest Login

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

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



Note:

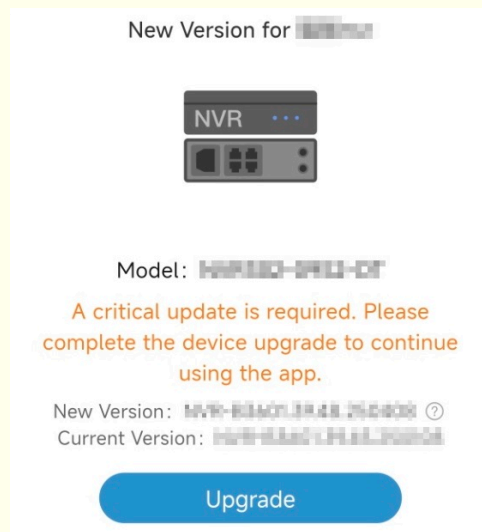
- Each device can be bound to only one guest account at a time. If a device is not needed, please unbind it with your guest account before uninstalling the app; otherwise, you may have trouble binding the device again.
- For better use and management of the device, it is recommended to upgrade to a full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

After Login

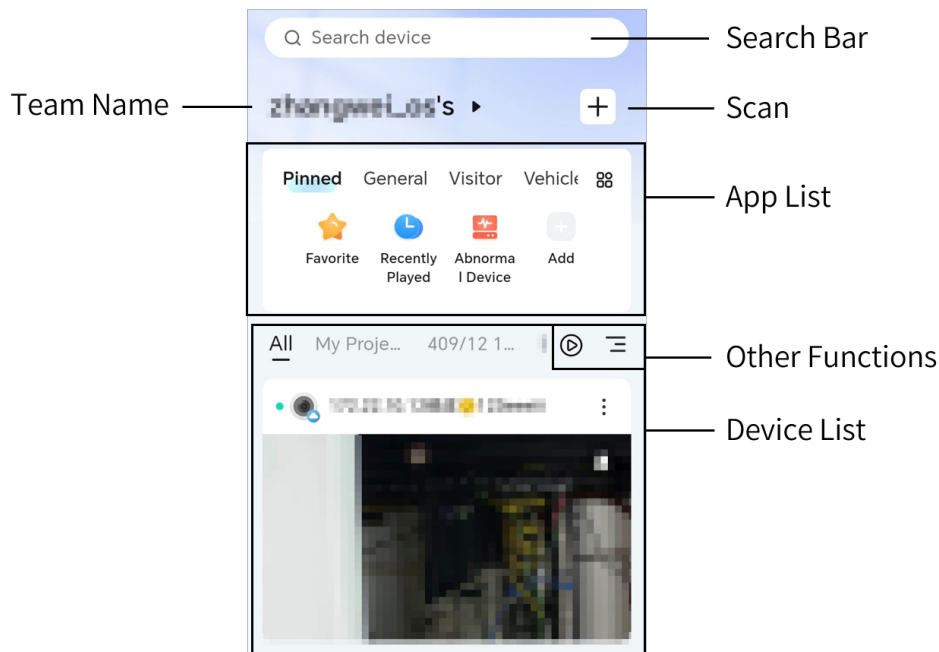
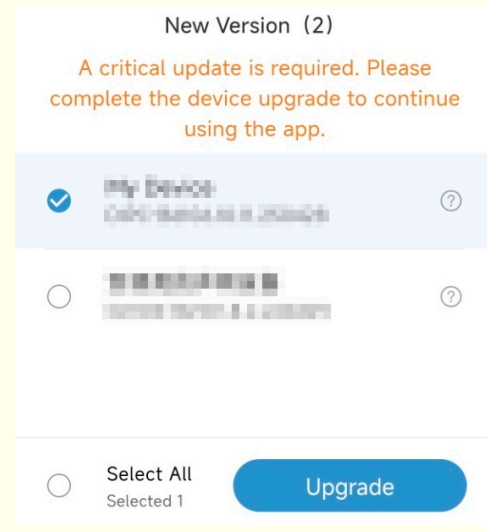
By default, you will be redirected to the **UNV-Link User** screen after login.

 **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 Retrieve 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). - 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. - Organization Management: Group and manage team devices. See Device Group for details.

Item	Description
Device List	The first tab displays all devices under the current team; the subsequent tabs display the added organizations. Tap the organization name to display all devices under this organization. See Device Management for details.

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 **UNV-Link User** 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 **UNV-Link User** 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.

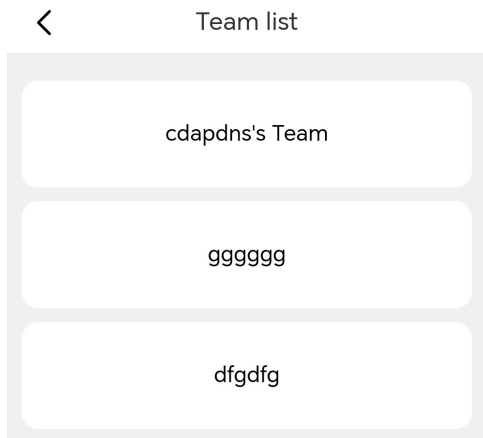
 **Note:** The team type cannot be changed once saved. Please choose carefully.

3. Tap **OK**.

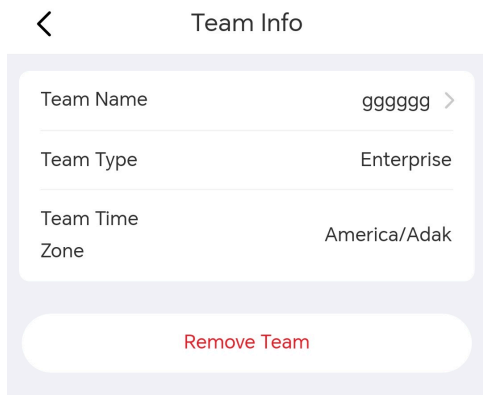
4.2 Edit Team

You can modify the name of teams you have created.

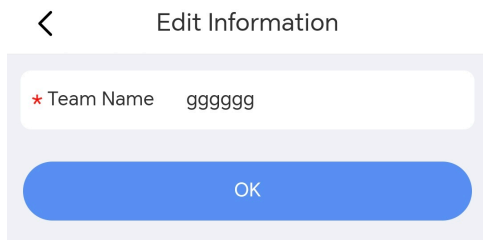
1. On the **UNV-Link User** screen, tap on the team name, and then tap . Or, on the **Message** screen, tap on the team name, and then tap **Team Configuration**.
2. Tap on the team name you want to edit in the list.



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



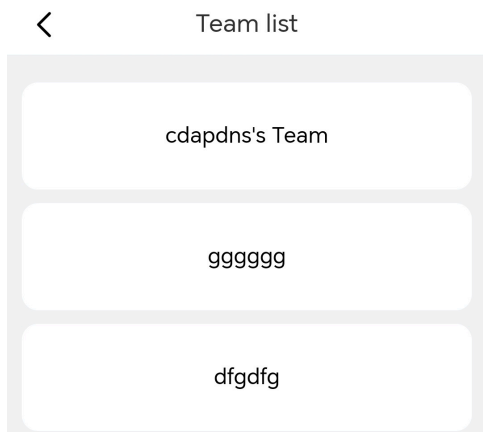
4. Enter the new team name and tap **OK**.



4.3 Remove Team

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

1. On the **UNV-Link User** 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.

< Team Info

Team Name	gggggg >
Team Type	Enterprise
Team Time Zone	America/Adak

Remove Team

4.4 Leave Team

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

1. On the **UNV-Link User** 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.

< Team list

cdapdns's Team

ggggggg

dfgdfg

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

< Team Info

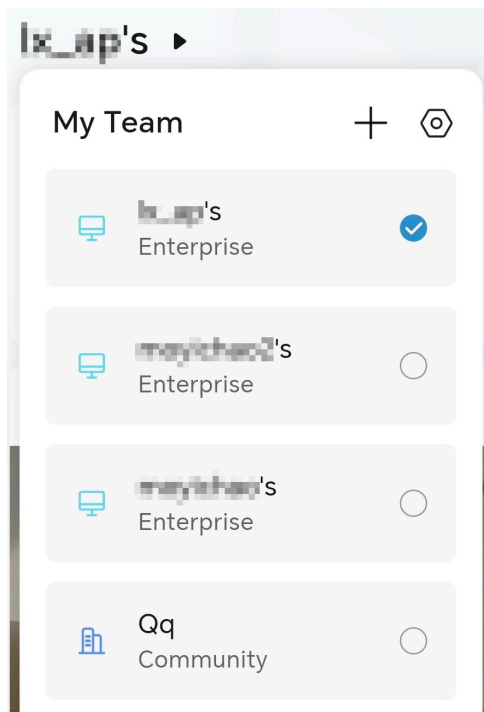
Team Type	Enterprise
Team Time Zone	Asia/Singapore

Leave Team

4.5 Switch Team

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

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



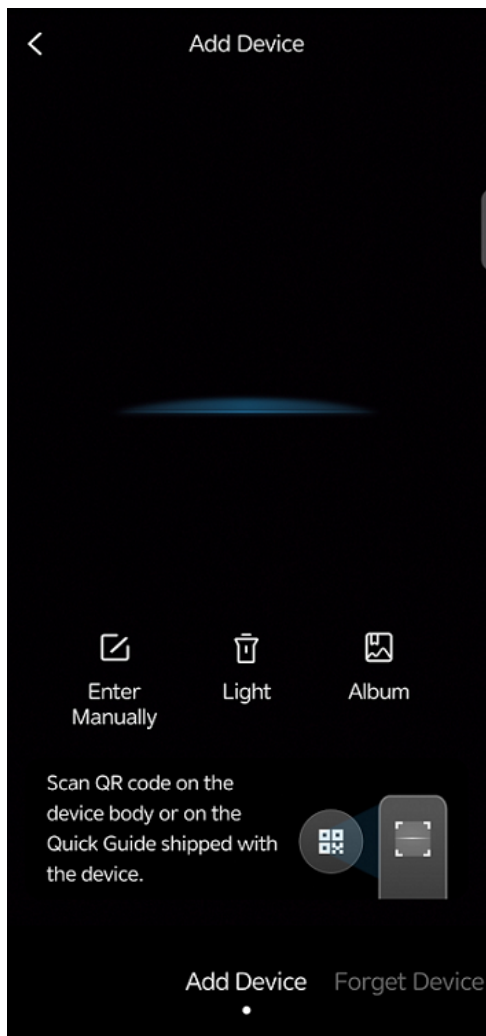
5 Device Management

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

5.1 Add Device

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

1. Tap **+** in the top right corner of 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:

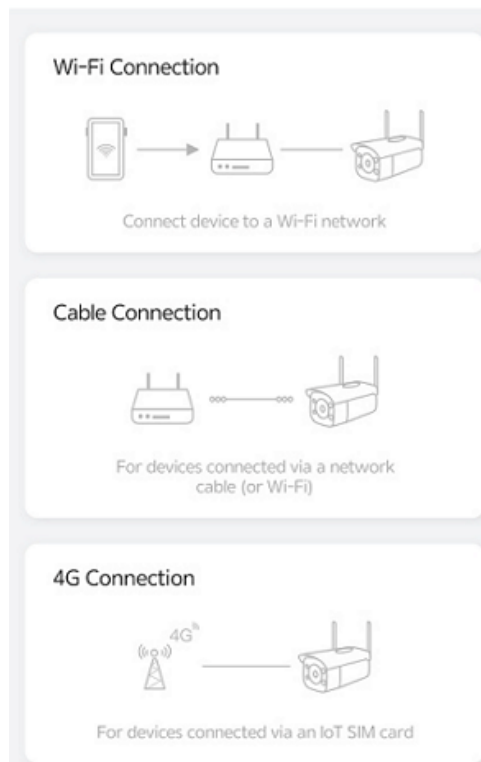
- For certain low-power devices: After entering the register code, please follow the on-screen instructions to complete the setup (including device addition and time zone configuration) while the devices are online.
- Tap **Light** to turn on the flashlight if it is too dark.
- If the device has been 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](#).



Add Device

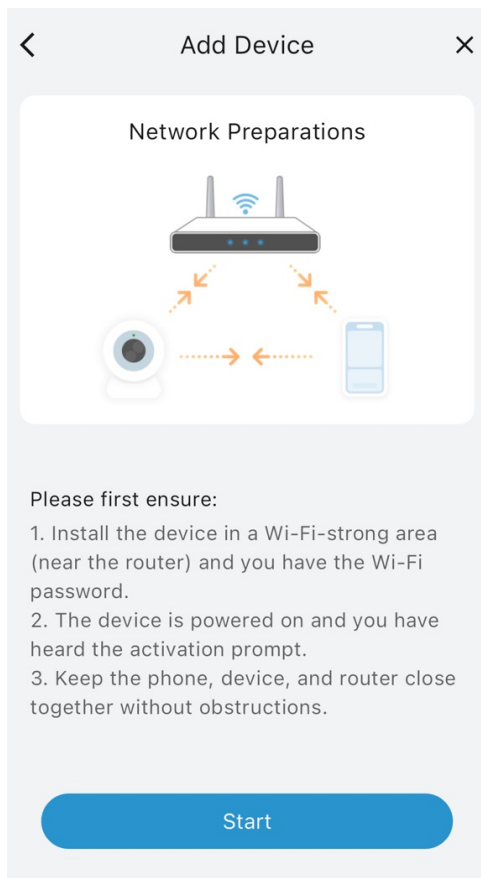


- Wi-Fi connection: Please first ensure the device is powered on and is positioned in a strong Wi-Fi coverage area. On your phone, enable Bluetooth, then follow the on-screen instructions to add the device.

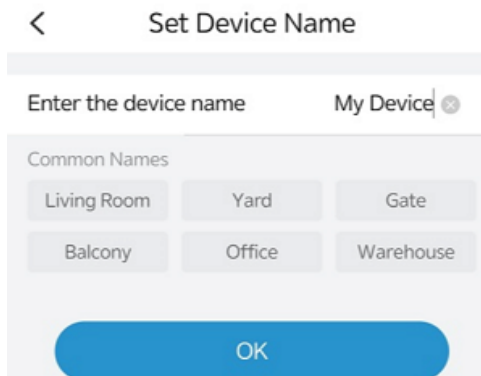


Note:

- Bluetooth on your mobile phone is used to search and connect to devices, and can also connect your device to network.
- The interface may vary with device model. Please refer to the actual interface.



- 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.

5.2 Device Operations

The following operations can be performed on the **UNV-Link User** screen.

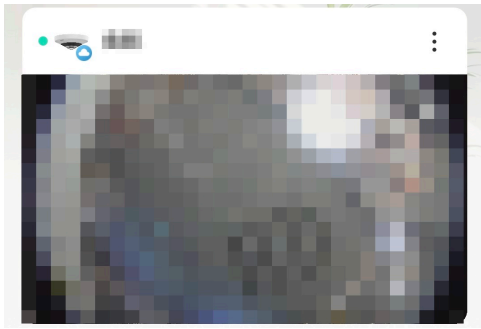


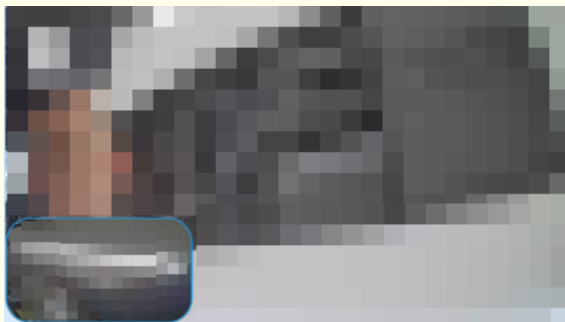
Table 5-1: Device Operations

Icon	Function	Description
	Sleep Mode	Tap under the device name to enable the sleep mode. When enabled, live view will not be available.
	Wi-Fi Display	Displays the device's Wi-Fi strength.
	4G Display	Displays the device's 4G strength.
	Multi-Window Preview	Tap to view all channels under the device. • Play/Pause: Tap in the upper right corner to play all channels' live videos. Tap again to pause. • Switch layout: Tap to switch the layout to the grid mode (2-column) or list mode (1-column). • View live video: Tap on a channel to start live video in the live view window.
***	More Operations	• Receive Alarm Message: When enabled, the app will push the device's alarm messages. • 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. • 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.

Icon	Function	Description
	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.  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 UNV-Link User/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.

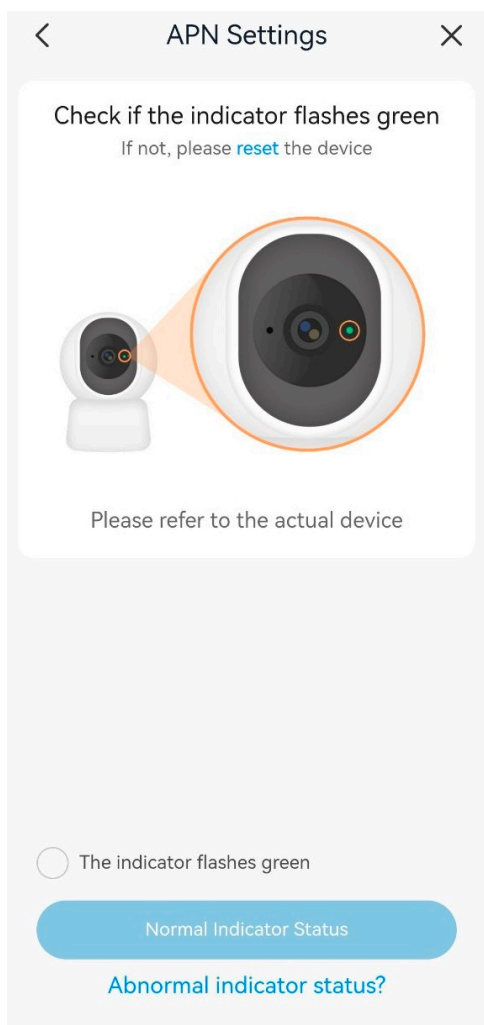
One is displayed in normal proportion, while the other is scaled down and overlaid in the lower left corner.



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 [UNV-Link User/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.

<

APN Settings

×

* APN

Please enter

* Authentication Mode

Please select

>

* Channel ID

Please select

>

Username

Please enter

Password

Please enter

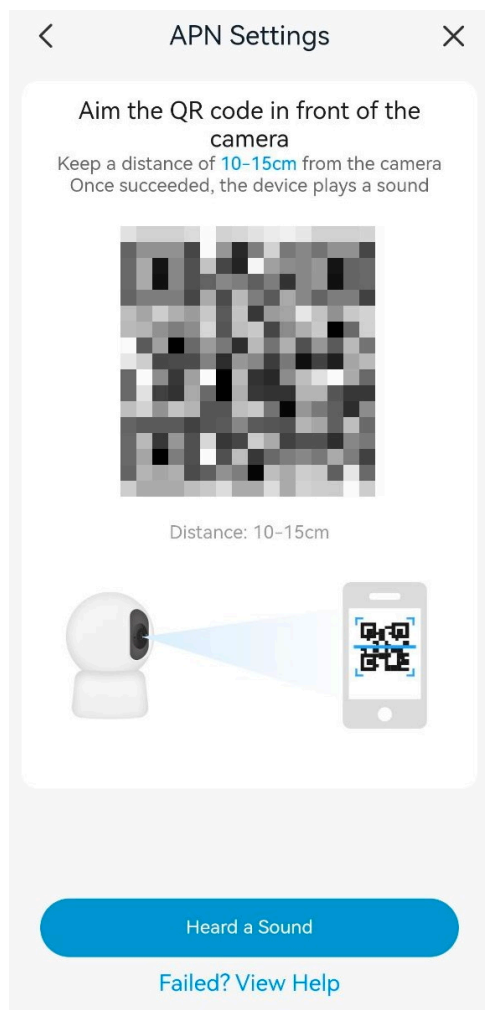
Note:

1. Contact your carrier for the SIM card's APN info;

2. The default APN username and password are blank. If you have set them previously, please contact your carrier.

Next

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

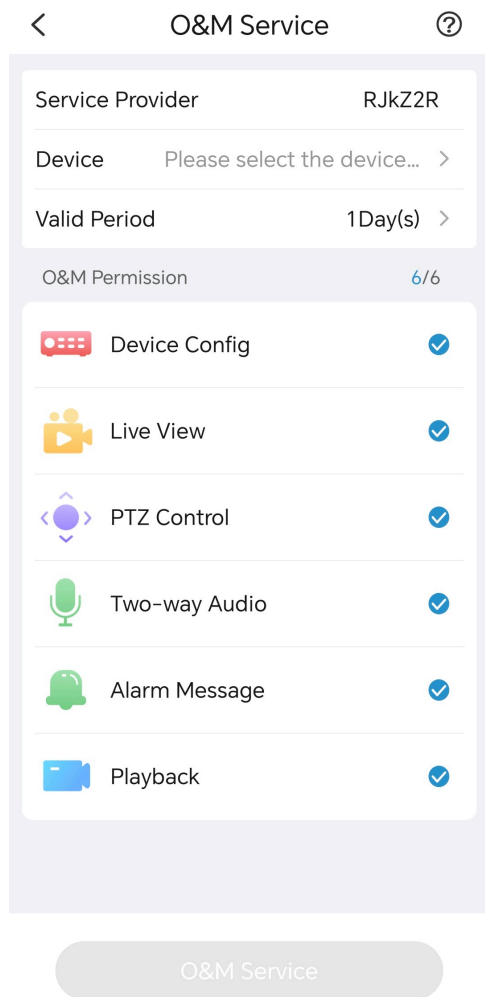
If your devices need an after-sales service, you can share them with an O&M service provider for troubleshooting and configuration.

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

Service records are displayed in [Service Records](#).

Add O&M Service

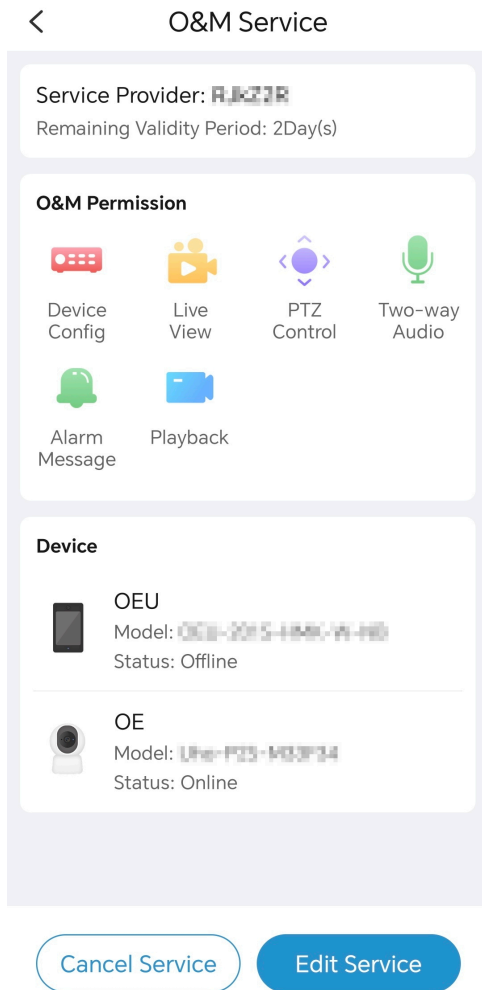
1. On the **UNV-Link User** screen, tap **...** in the upper-right corner of a device, and then tap **Share** > **O&M Service**.



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. 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 **UNV-Link User** 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 UNV-Link Pro Tools, 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 **UNV-Link User** screen, tap  in the upper-right corner of a device, and then tap **Share > Patrol Service**.

< Patrol Service

* Device
hsj >

Device Permission
Live View/Playback/Alarm Message

* Video Access Period
5 min(s) >

* Service Provider
Please select

* Patrol Service End Time
2026/05/28 >

* Device Detailed Address
Please enter

Note:

1. Once set, you can enable/disable the service by switching the [service mode icon](#) on the home screen;
2. The service provider will be notified only when an [alarm input](#) alarm occurs on your device.
3. When an alarm occurs, the service provider can view alarm messages, and view live video and recordings within the set [video access](#) period.

Submit

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 **UNV-Link User** 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 Device Group

Group and manage team devices.

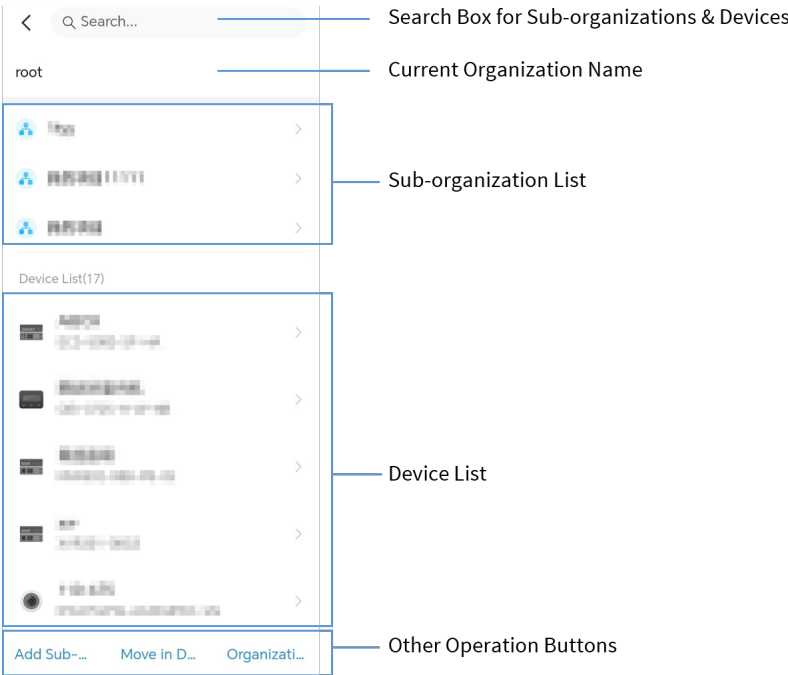
Each team has a root organization. The root organization only supports name changes.

The newly added device will be in the root organization by default. After [adding a sub-organization](#), you can move the device to it.

After configuration, you can swipe the tabs at the top of the device list to view devices by organization.

5.4.1 Organization Configuration

On the home page, go to  > **Organization Management**. The current organization name is displayed at the top.

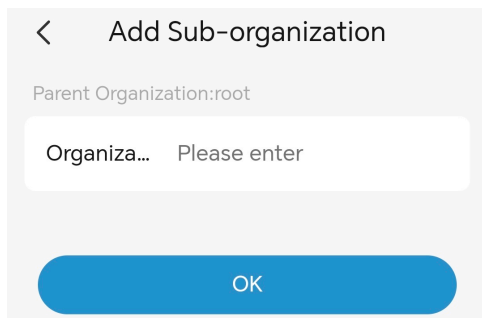


Function	Description
Search Box for Sub-organizations & Devices	Search for all organizations and devices under the current organization by name"
Sub-organization List	Displays all sub-organizations under the current organization. Tap one organization to view its details.
Device List	Displays all devices under the current organization, excluding devices under sub-organizations.

Add Sub-organization

A team supports up to 10 levels of organization, including the root organization.

Tap **Add Sub-organization**, set the organization name, and tap **OK**.



Edit Organization Name

Tap **Organization Management**, choose **Edit** to modify the organization name, and click **OK**.

Delete Sub-organization

Enter the sub-organization details page, tap **Organization Management**, choose **Delete**, and click **OK**.

5.4.2 Device Organization

A device can only be added to one organization.

Move in Device

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

Enter the organization 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 organization to another organization.

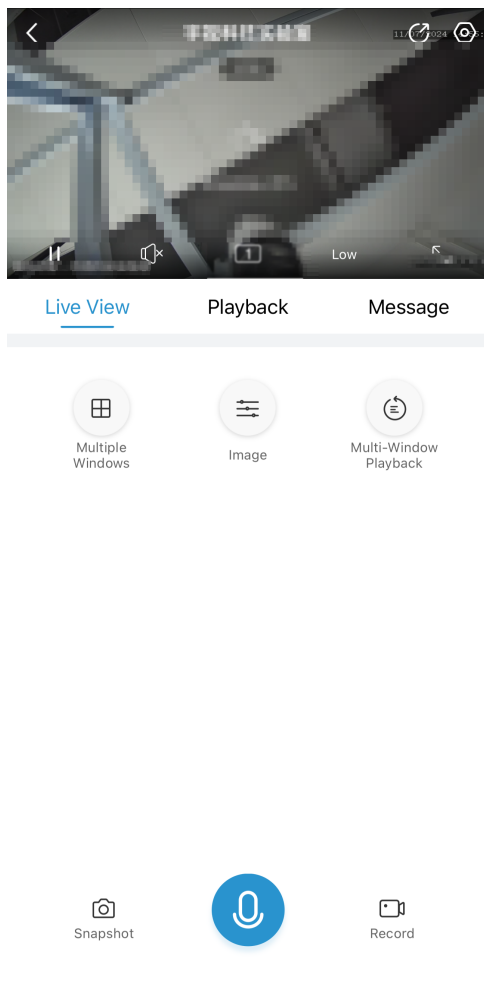
- Move out one by one: Enter the organization details page, tap the device to be moved out, tap **Move Out Device**, choose an organization, and tap **OK**.
- Move out in batches: Go to **Organization Management > Move Out Device**, select device(s) to be moved out, tap **Change Organization**, choose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

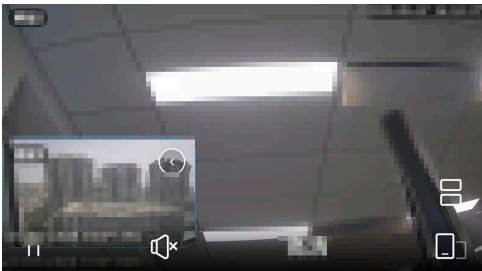
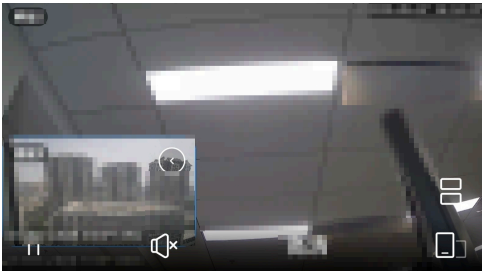


Note: For certain dual-channel IPC models, the layout of the Live View screens may vary. Please refer to the actual screen for details.

Floating Toolbar

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

Icon/Gesture	Function	Description
	Pause/Resume	Tap the pause button to pause the video. Tap again to resume.
	Mute/Unmute	Sound is muted by default. Tap  to turn on the speaker, tap again to mute the sound.
	Window Layout	You may choose to display 6, 9, 12, or 16 windows. Choose a window layout according to the number of connected cameras. If there are more cameras than windows, swipe left or right to view the next screen.
	Video Quality	Tap to switch image quality, including high, medium, and low.
	Full Screen	Tap  in the bottom right corner to play video in full screen. Tap  in the top left corner to exit full screen.
	Dual-Screen Switching	Applicable to dual-channel devices. Tap to display the live videos of the dual-channel device in parallel mode (figure 1) or in picture-in-picture mode (figure 2). Figure 1

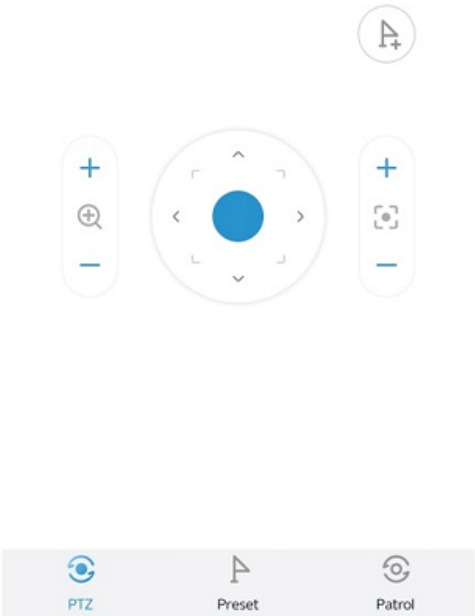
Icon/Gesture	Function	Description
		 Figure 2 
	Hide/Display Picture-in-Picture	Applicable to dual-channel devices When viewing live videos of dual-channel devices in picture-in-picture mode, you can tap  to hide the smaller live video (figure 1). To re-display (figure 2), tap . - Figure 1  - Figure 2 
	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.

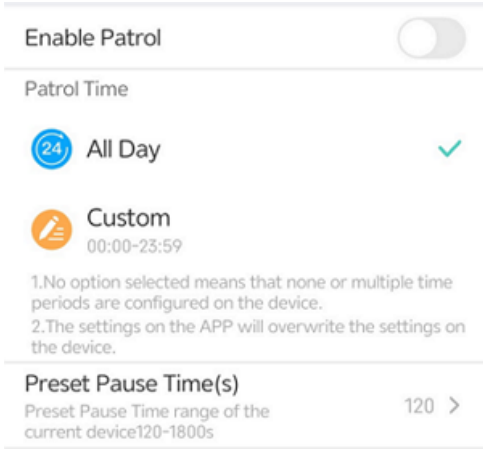
Icon/Gesture	Function	Description
	Corridor Mode	Tap  to vertically maximize the image to the entire screen. Ideal for video with portrait-oriented (height > width) displays.
Pinch to Zoom	Zoom in/out Image	Pinch in/out with two fingers to zoom out/in on the image.
Double Tap with One Finger	Restore Image/ Enable Multi-Window	- When zoomed in, double-tap with one finger to restore the image to original. - When not zoomed in, double-tap with one finger to play live videos of multiple channels in multiple windows.

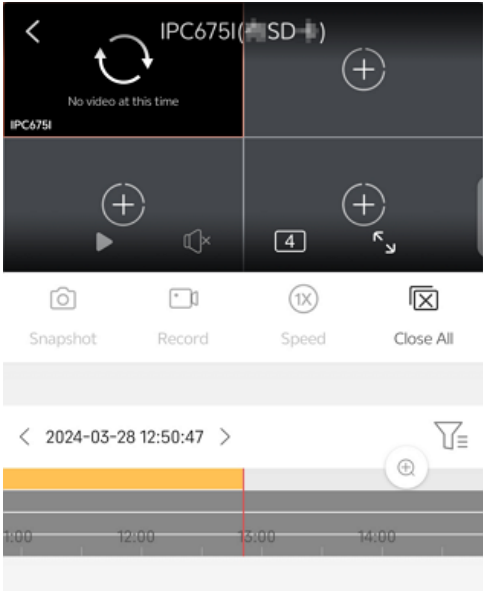
Toolbar

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

Icon	Function	Description
	Snapshot	Tap to capture the image and save it to the album on your mobile phone. 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 .
	2-way Audio	Tap to start audio intercom with the device.
	Sleep Mode	When enabled, live view is not available.
	Open Door	Tap to open the door remotely. This function is available to online devices only.
	Multiple Windows	Tap Multiple Windows, select the desired online devices, and then tap Play to start live video from the cameras. In multi-window preview, you can - Pause/resume: Tap  in the top right corner to pause video, tap again to resume. - Switch view: Tap  in the top right corner to switch layout. - View details: Tap an image to view the live video of the camera.
	PTZ	PTZ (for PTZ cameras only): Tap PTZ to open the PTZ control panel, and then press and hold the arrows to rotate the camera.

Icon	Function	Description
		 • Rotate camera: Press the arrows to rotate the camera. • Zoom  : Tap + or - to adjust zoom. • Focus  : Tap + or - to adjust focus. • Add preset: Tap , enter a name for the preset in the pop-up box, and then tap OK. • Manage presets: • Go to a preset: Tap Preset. On the pop-up preset list, choose the desired preset, and then tap Go to Preset. The camera will rotate to the specified preset. • Manage presets: Tap Preset, tap  on the right, tap the preset to delete, and then tap  to delete the preset. Tapping  in the top right will select all the existing presets. Tapping  in the top left will exit the edit status. • Patrol: The camera can go to the configured preset positions one by one in order within the set patrol time. The length of time that the camera stays at a preset is configurable.

Icon	Function	Description
		 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.

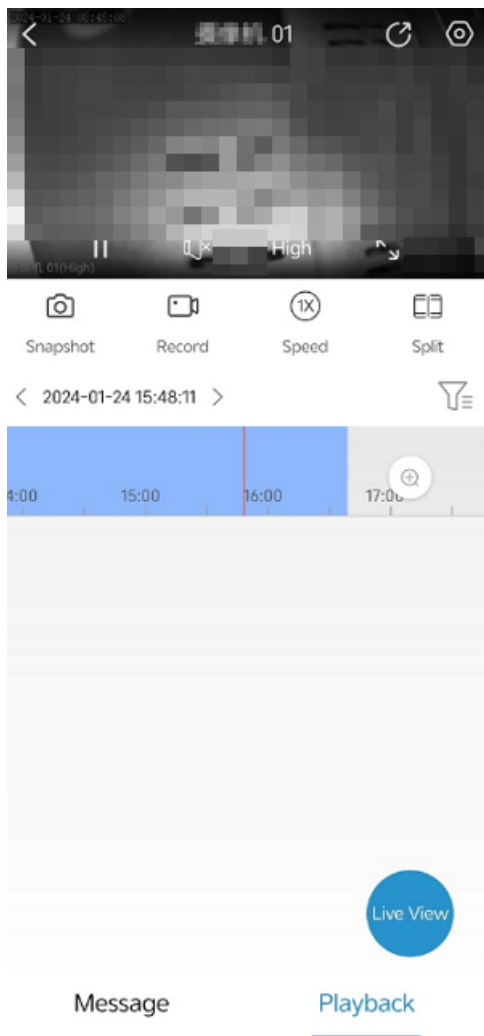
Icon	Function	Description
		 1. On the Multi-Window Playback screen, the first window will play the recording of the current camera (if exists). 2. Tap  to select a device. 3. Tap Play to start playback. 4. Slide on the timeline to specify a time point, and the windows above will play the recordings at that time.
	Alarm Output	When enabled, if the device reports an alarm, the connected external alarm output device will also report an alarm.
	Original Aspect Ratio/Stretch to Fill	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.

Other Operations

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

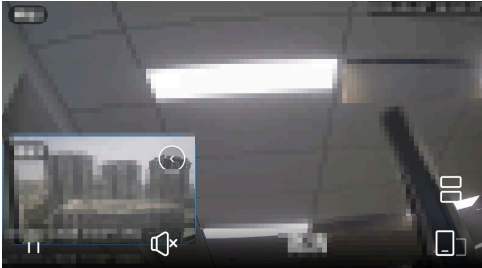
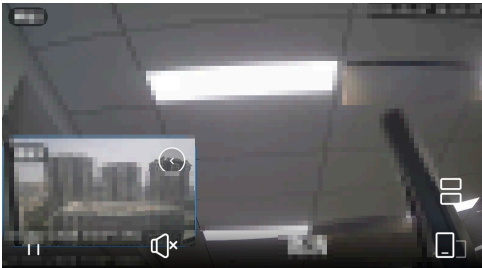
6.2 Playback

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

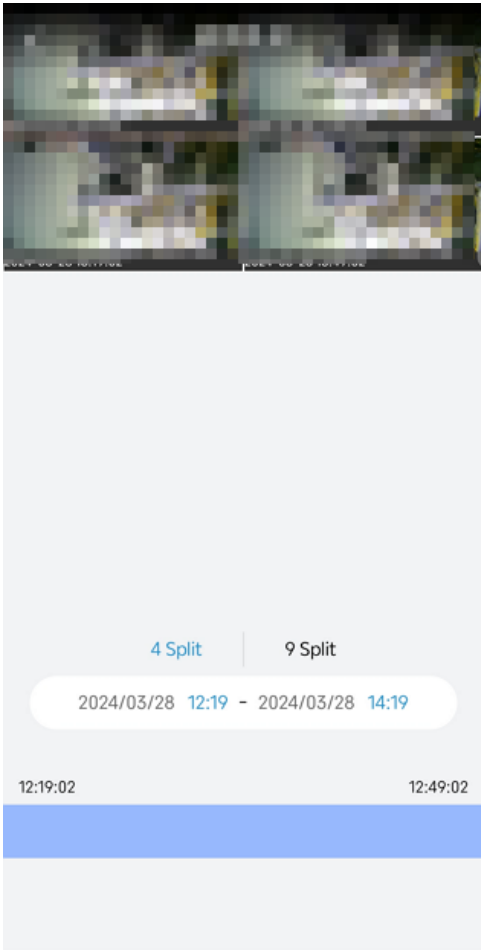


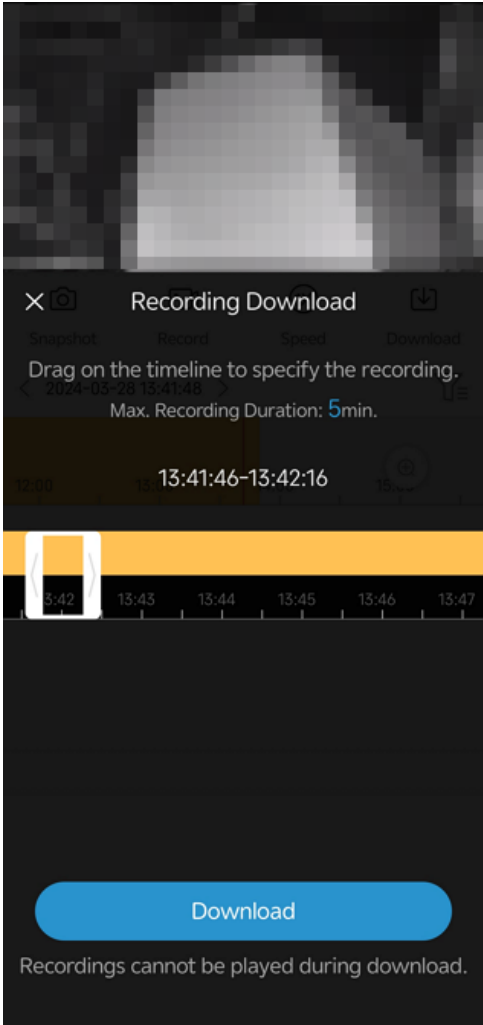
Floating Toolbar

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

Icon/Gesture	Function	Description
		 Figure 2 
	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 .
	Playback Speed	You can play at a fast speed to quickly review the video and find the key events, or play slowly to examine the details.
	Split Search	Split the recordings of the selected time period to quickly locate the event/target in a long video.  The screenshot shows a video playback interface with a timeline. At the top, there are two tabs: '4 Split' and '9 Split'. Below them is a date and time range selector: '2024/03/28 12:19 - 2024/03/28 14:19'. The timeline itself has a blue bar indicating the selected range from 12:19:02 to 12:49:02. At the bottom, there are three icons: 'Split', 'Play', and 'Save Image'. 1. Select 4 Split or 9 Split. 2. Specify a time period for recording playback. 3. Tap Split to divide the selected recording equally into 4/9 parts. 4. Specify a time range for playback, and then tap Play to play the corresponding recordings on the screen.
	Recording Download	Save recordings to the album.

Icon	Function	Description
		 1. Specify a recording of no more than 5 minutes by dragging on the timeline. 2. Tap Download to download the recording.
	Recording Type	Select the recording type. The available options may vary depending on the device model.
	Scale Timeline	Zoom in or zoom out on the timeline.
Date filter		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.
	Previous Segment/Next Segment	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.
	Original Aspect Ratio/Stretch to Fill	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.

6.3 View Message

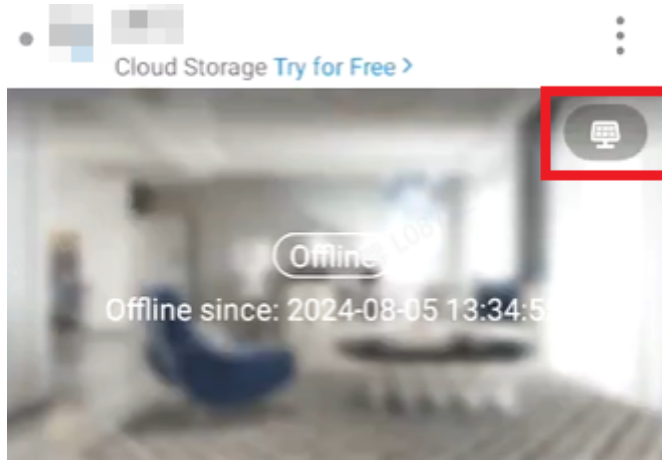
On the **Message** screen, you can view alarm messages reported by the device today.

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.

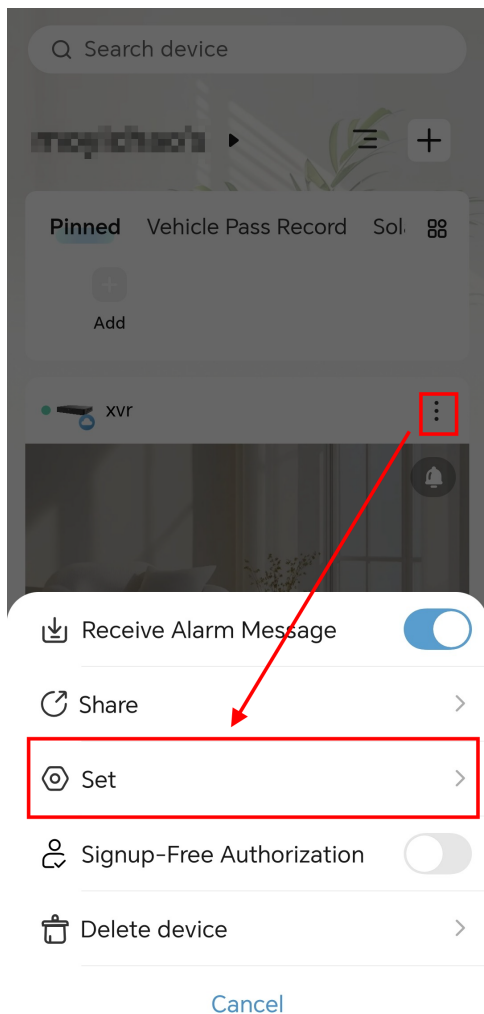
 **Note:** The UI display may vary with device type. The following diagrams and descriptions are for reference only.

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



Follow the steps below to access device configuration:

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



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

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.

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

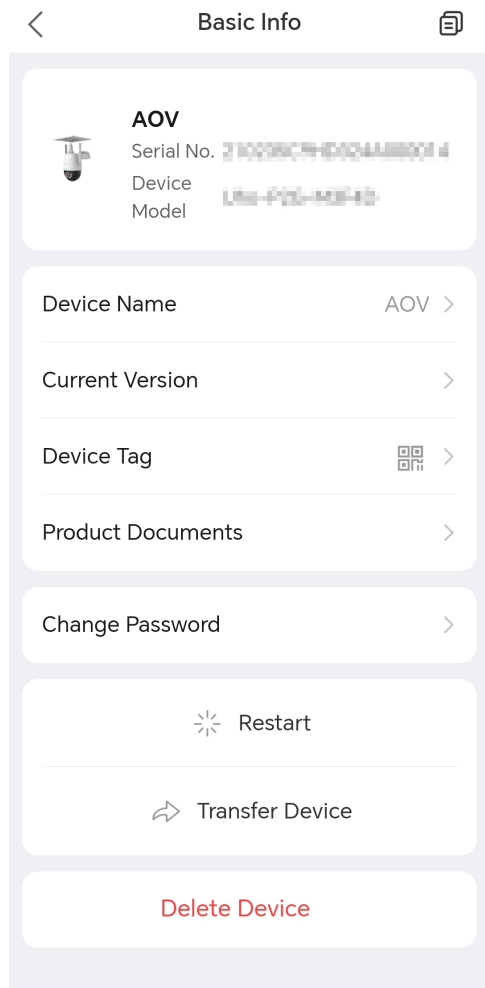
View device serial number and model, modify basic information (device name, lens name, and password), upgrade device version, send location of the mobile phone to the device, and restart the device.

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

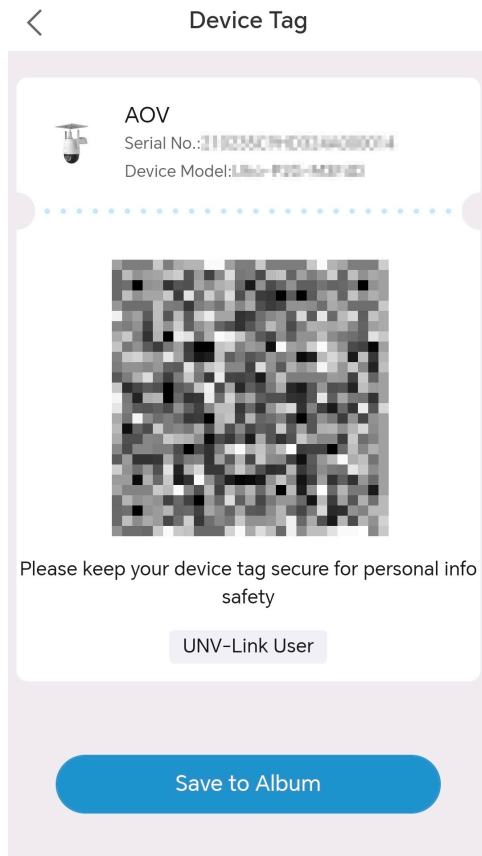


Note: Supported functions may vary with device models. Please refer to the actual screen for details.

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**.

< Transfer Device

Please enter the verification code for your account

Send code to:

loadebaglog@163.com

Enter the verify code. [Send Code](#)

Please check the spam folder if you don't receive the verification code.

Next

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**.

< Team list

Teams I created

☐ test

Teams I joined

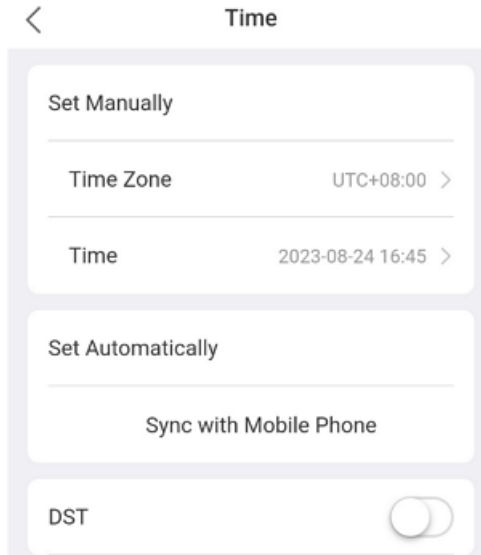
Transfer

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

7.2 Time Configuration

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

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



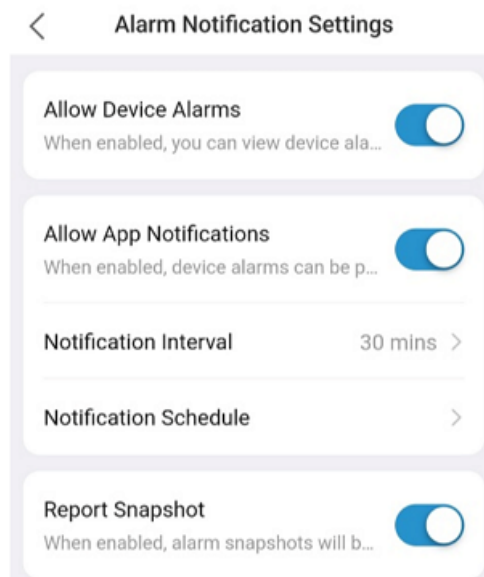
2. Choose a way to set the time zone and time:

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

7.3 Notifications

Allow Alarm Notifications

Enable or disable alarm notification.



- Tap ☐ for **Allow Device Alarms** to enable or disable alarm notification for the device. 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**.

- Tap  for **Allow App Notifications**, configure the notification interval and notification 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.
- Tap  for **Report Snapshot**, 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.

7.4 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.

7.5 Alarm Settings

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

7.5.1 Alarm Detection

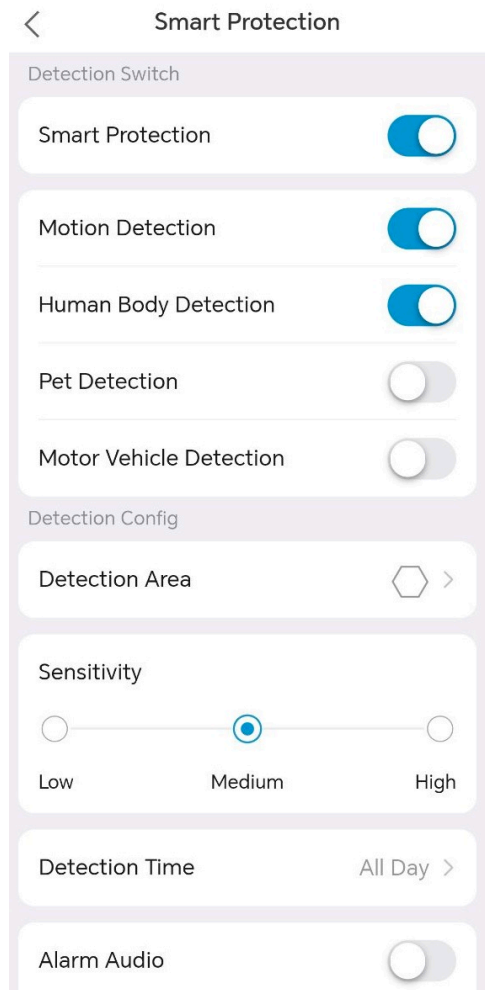
- The supported detection functions may differ.
- For certain device models, there is a **Smart Protection** module where functions such as motion detection and human body detection are reintegrated for unified management. Enable **Smart Protection** to configure parameters for detection functions.



Note:

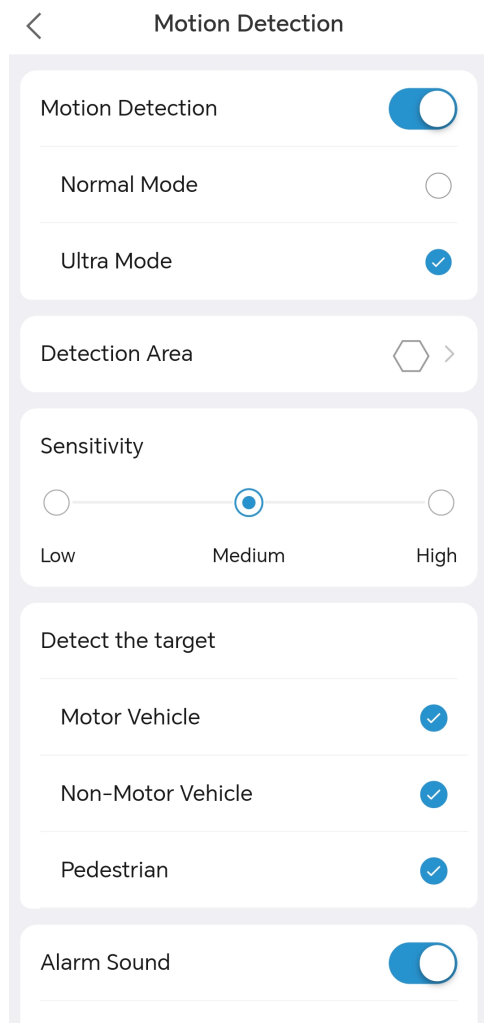
- In this module, parameters such as detection area, sensitivity, and detection time are configured uniformly and apply to all detection functions within the module.
- For certain dual-channel IPC models, you need to configure the parameters for both the fixed lens and the PT lens. (Switchable between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





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.

< Human Body Detection

Human Body Detection ☒

Detection Area  >

Sensitivity

Low Medium High

Alarm Sound ☐

Flashing Light ☐

Detection Time

 All Day 24/7 arming ☒

 Custom Custom arming period ☐

Arming Periods

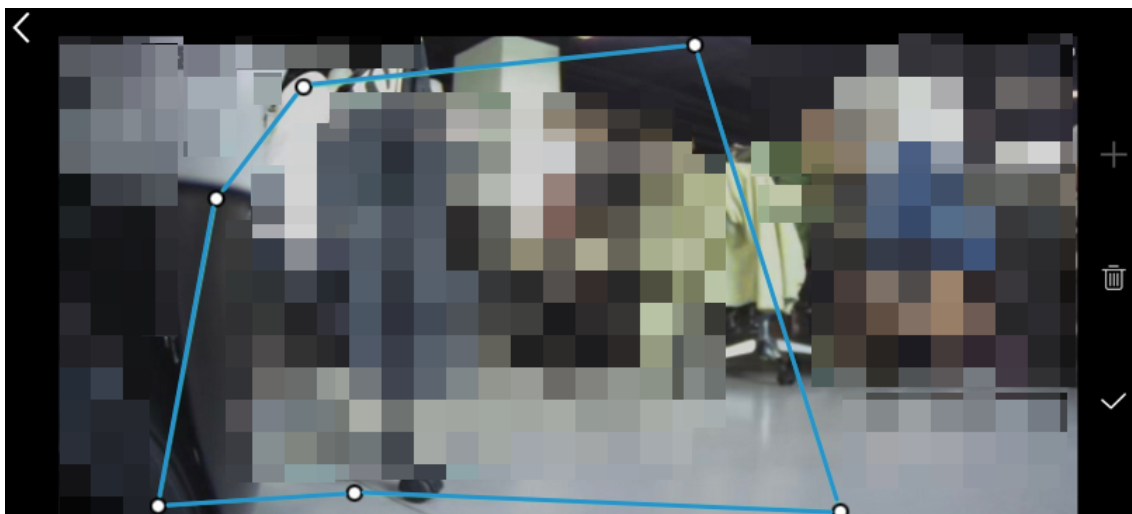
00 04 08 12 16 20 24

Mon 

Tue 

See the descriptions below:

- Detection area: Draw the detection area.

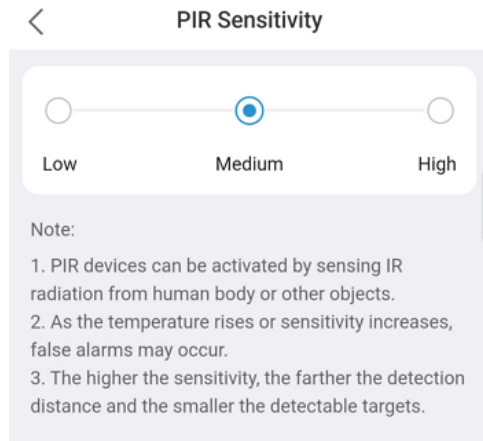


- Draw area: Tap  on the right side. A hexagon appears on the screen. Drag a vertex to change the shape and size. When you complete the drawing, tap  to save the area.
- Redraw area: Tap  on the right side to clear the existing area, and then tap  to redraw one. When you complete the drawing, tap .
- Sensitivity: Choose a sensitivity level, high, medium, or low, in accordance with the actual requirements. The higher the sensitivity level, the smaller the size of the object that can be detected, and the easier an alarm will be triggered. However, a high detection sensitivity may also lead to an increase in the false alarm rate.

- **Detection Time:** It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.

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

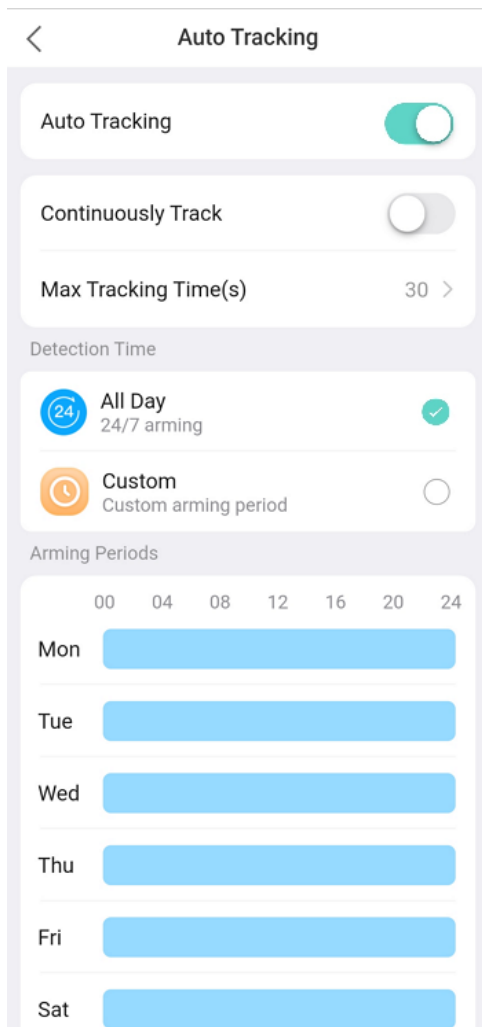
- **Arming schedule:** Includes alarm sound and flashing light. After enabling alarm sound, you can choose a default system alarm sound or a custom alarm sound.
- **PIR sensitivity:** PIR devices can be activated to detect the presence of human body by sensing IR radiation from human body or other objects.



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

7.5.1.3 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.
- Detection Time: It can be set to all-day or a specified time period. When **Custom** is selected, you need to select day(s) and set the arming period for each day. Tap on a day to edit the arming period. The device will only detect motions within the specified detection area during the specified time period every day.

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

7.5.1.4 Intrusion Detection

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

<
Intrusion Detection

Intrusion Detection
☒

Detection Area
 >

Sensitivity

☐
☒
☐

Low
Medium
High

Stay Time (s)
1 >

Detect the target

Motor Vehicle
☐

Non-Motor Vehicle
☒

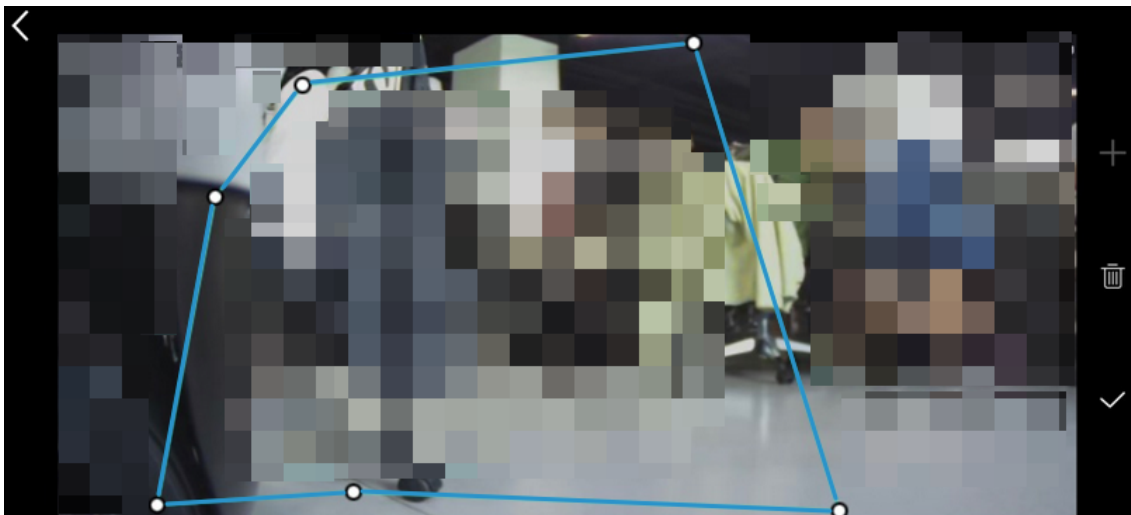
Pedestrian
☐

Alarm Sound
☒

Linkage Mode
Custom Mode >

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.

<
Cross Line Detection

Cross Line Detection
☒

Detection Area
↔

Sensitivity

☐
☒
☐

Low
Medium
High

Detect the target

Motor Vehicle
☒

Non-Motor Vehicle
☒

Pedestrian
☒

Alarm Sound
☐

The parameters are described below.

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



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

7.5.1.6 Enter Area

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

<
Enter Area

Enter Area
☒

Detection Area
 >

Sensitivity

Low
Medium
High

Detect the target

Motor Vehicle
☒

Non-Motor Vehicle
☒

Pedestrian
☒

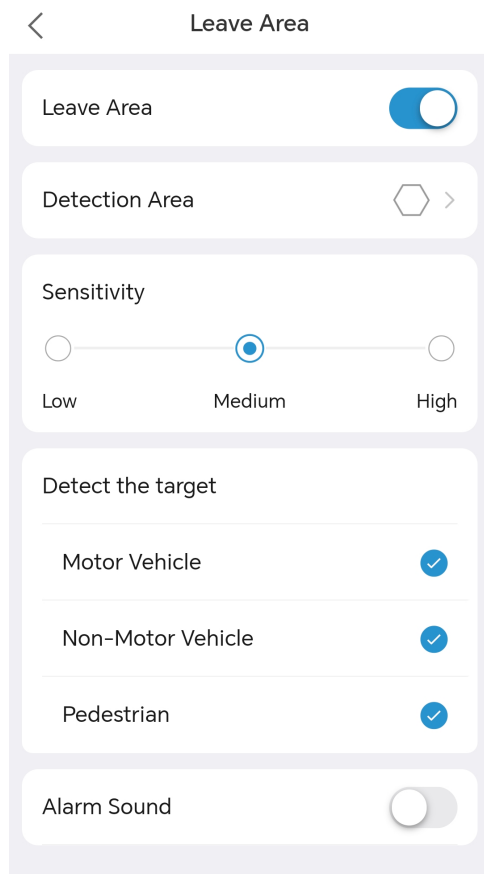
Alarm Sound
☐

48

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

7.5.1.7 Leave Area

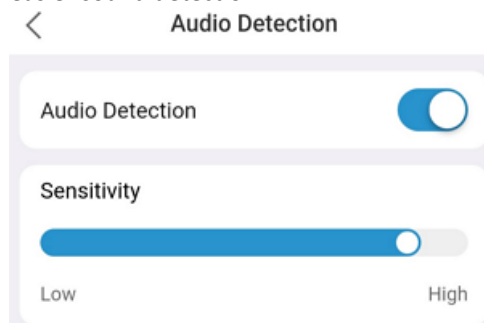
Leave area detection triggers an alarm when it detects an object leaving the specified area in the live video.



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

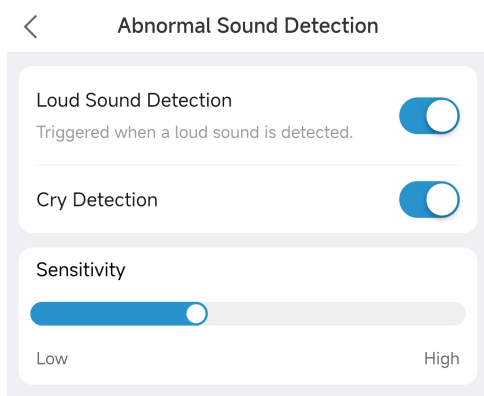
7.5.1.8 Audio Detection

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.



7.5.1.9 Abnormal Sound Detection

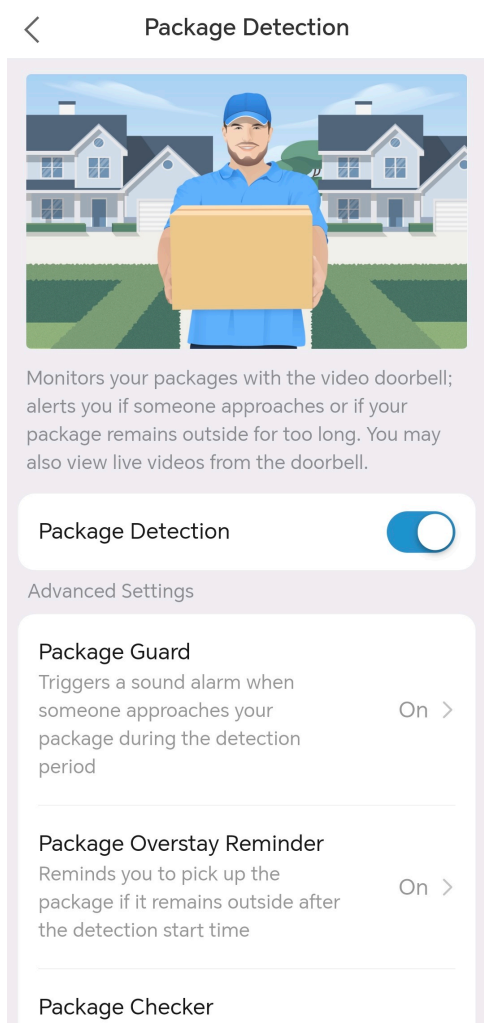
Abnormal sound detection is used to monitor abnormal sounds such as loud noises and cries in the detection area.



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; alerts you if someone approaches or if your package remains outside for too long.



1. Tap  to enable package detection.
2. 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

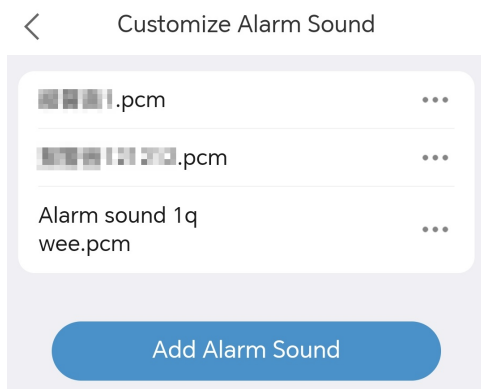
You can disarm the system to deactivate alarm linkage during the disarming period.

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.

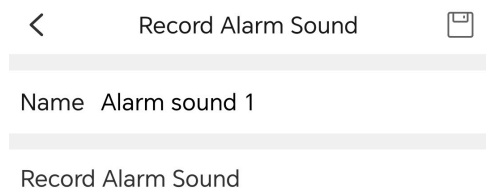
7.5.3 Customize Alarm Sound

Customize alarm sounds to be played when an alarm is reported.

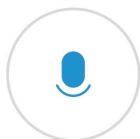
1. On the **Settings** screen, tap **Customize Alarm Sound**.



2. Tap **Add Alarm Sound**, 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.



Press and hold to start recording, and release
when you are done.
Max. 6 seconds



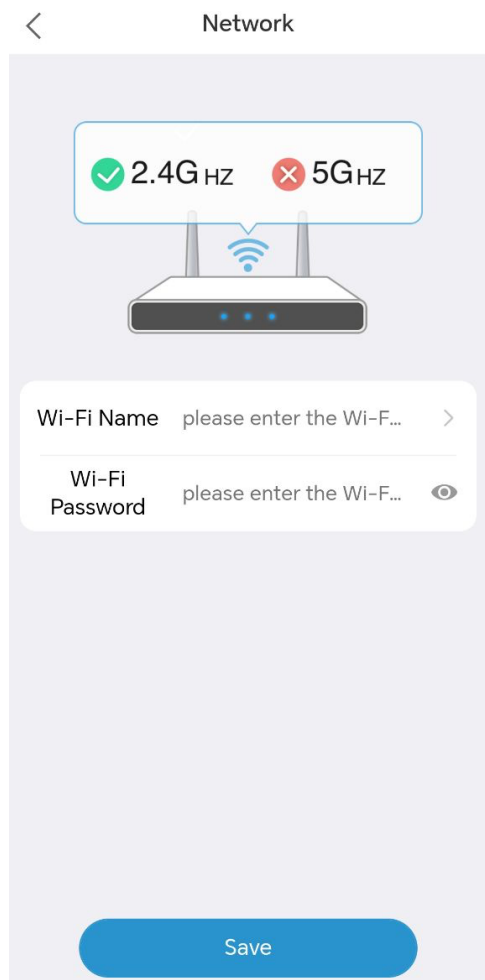
3. To customize more alarm sounds, repeat the above steps.

To delete an alarm sound, tap **...** and then choose **Delete**.

7.6 Related Settings

7.6.1 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.

7.6.2 Image Configuration

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

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

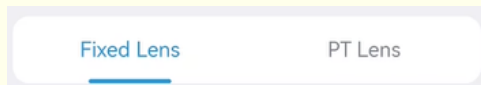
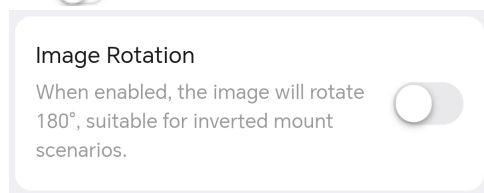


Image Rotation

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

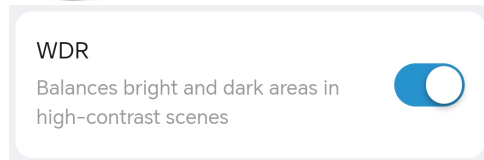
Tap  to enable or disable image rotation.



WDR

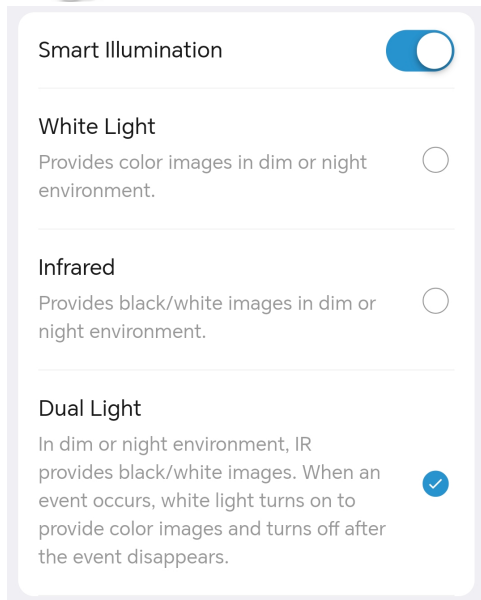
WDR is suitable for scenes with strong contrast between light and dark. When WDR is enabled, both the bright and dark areas in the image can be clearly visible.

Tap  to enable or disable WDR.



Smart Illumination

1. Tap  to enable or disable smart illumination.

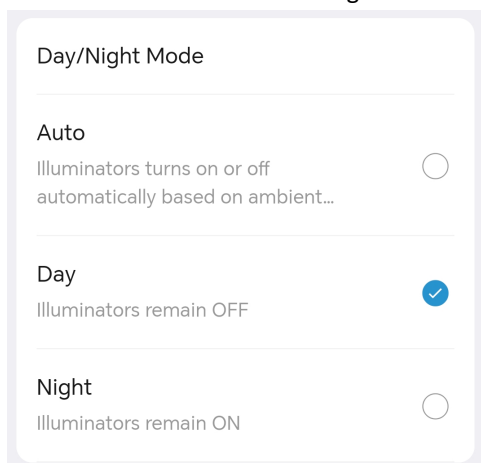


2. After enabling smart illumination, choose an illumination mode:

- White light mode: Renders color images at night or in a low-light environment.
- Infrared mode: Renders black and white images at night or in a low-light environment.
- Dual light mode: When at night or in a low-light environment, the infrared light is activated to render black and white images. When an event is triggered, the white light is activated to render color images; it restores the previous state after the event is ended.

Day/Night Mode

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



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

7.6.3 Video Configuration

Configure video stream parameters of the device.

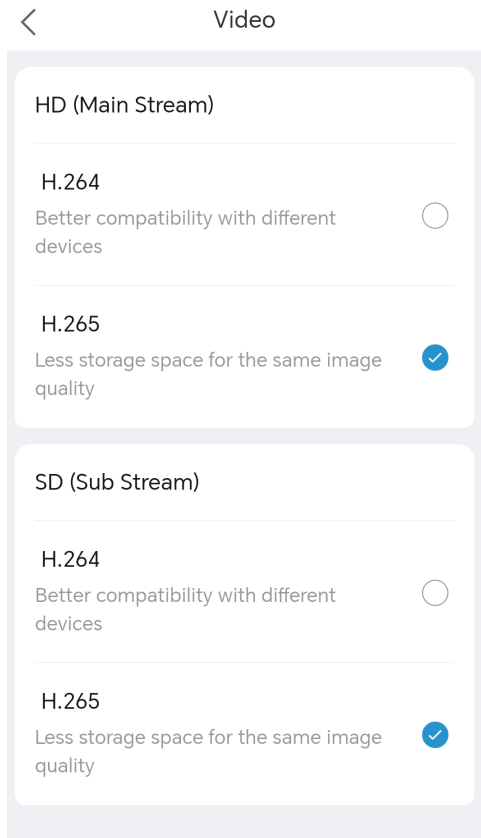
1. On the **Settings** page, tap **Video**.



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

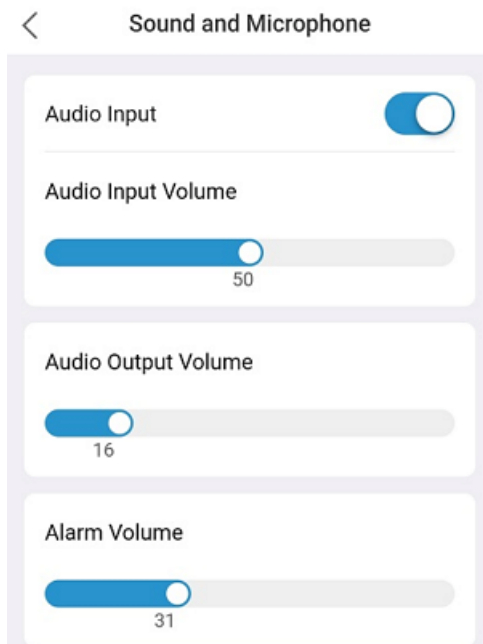


2. Choose the desired compression format. H.265 is the successor to H.264 and provides higher compression efficiency than H.264.



7.6.4 Sound and Microphone

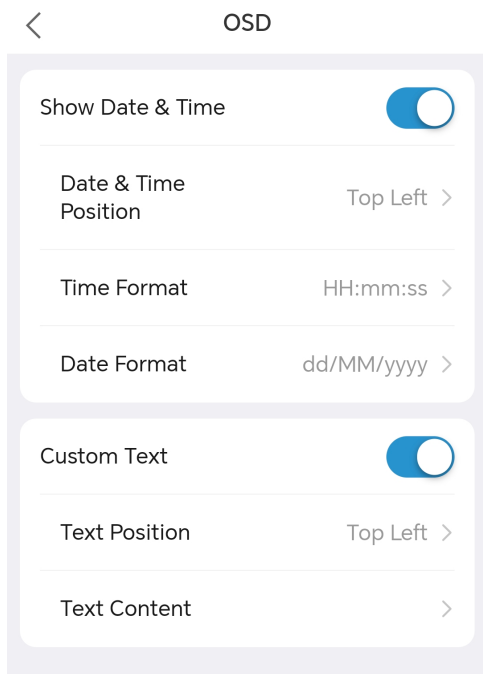
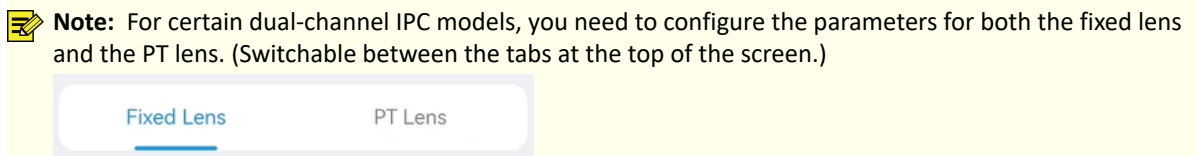
1. On the **Settings** page, tap **Sound and Microphone**.
2. After audio input is enabled, you can drag the sliders to adjust the input and output volume.



7.6.5 OSD Configuration

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

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



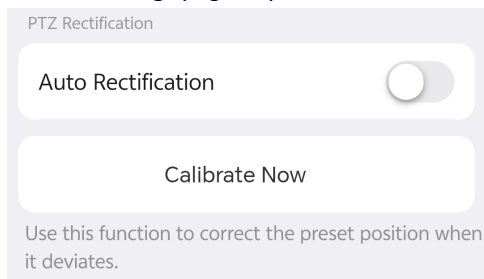
2. To show date & time, tap ☐ for **Show Date & Time**, and then set the position of the date and time on the video image, and the time and date format.
3. To add custom text information, tap ☐ for **Custom Text**, and then set the text position and text content.

7.6.6 PTZ Configuration

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

PTZ Rectification

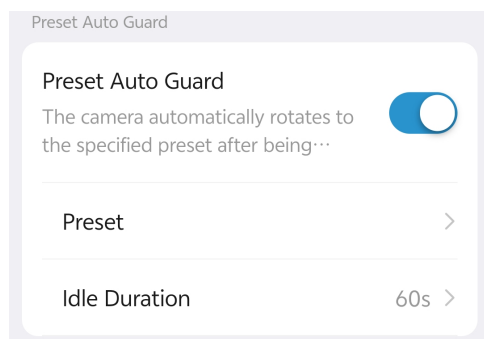
1. On the **Settings** page, tap **PTZ**.



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

Preset Auto Guard

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



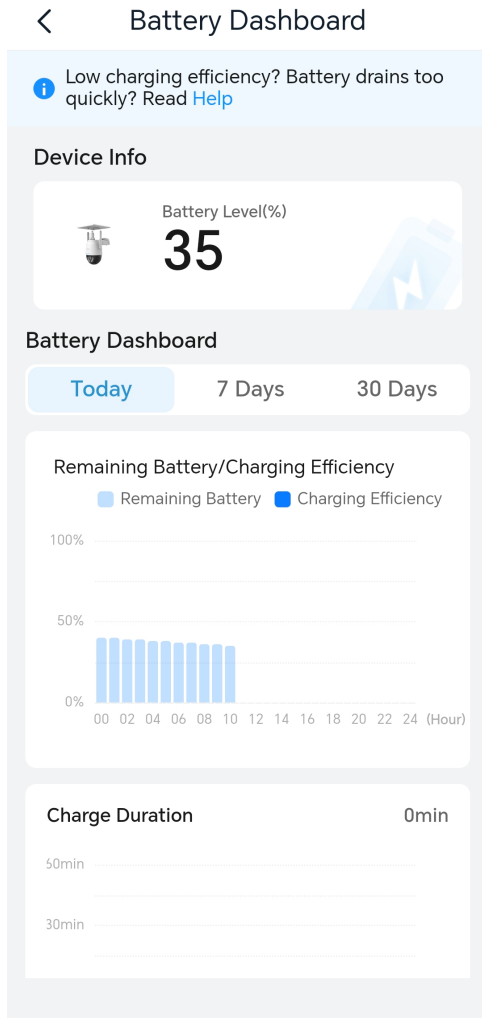
- Preset: Choose the preset that you want use for auto guard. The preset you want to use must be added in advance under **Live View > PTZ** first (see [Preset](#)).
- Idle Duration: Time during which there's no user operation. The PTZ camera returns to the specified preset when the idle duration is over.

7.6.7 Power Consumption Management

7.6.7.1 Battery Dashboard

On the **Settings** screen, go to **Power Consumption Mode > Battery Dashboard**.

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



7.6.7.2 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.

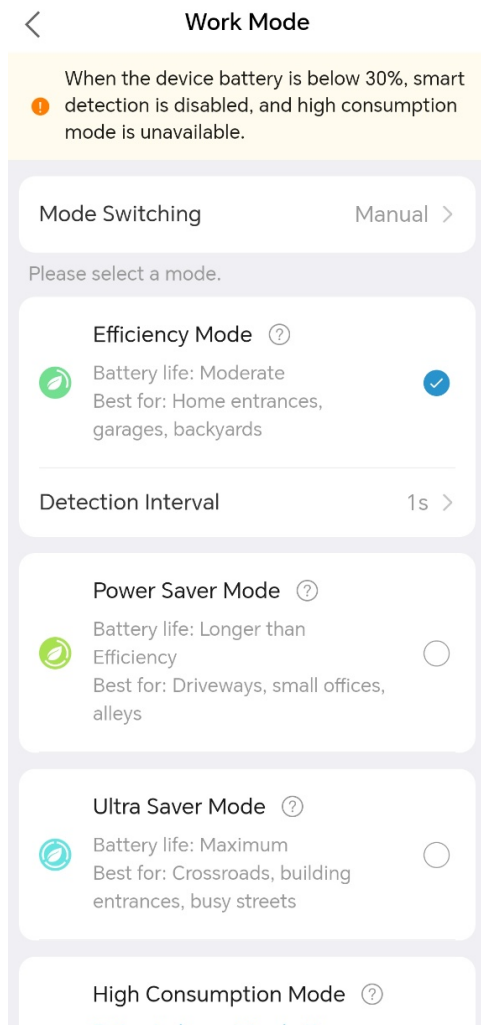
- **High Consumption Mode:** The device captures and records several frames per second, consuming considerable power. It is recommend to connect it to a power supply.

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

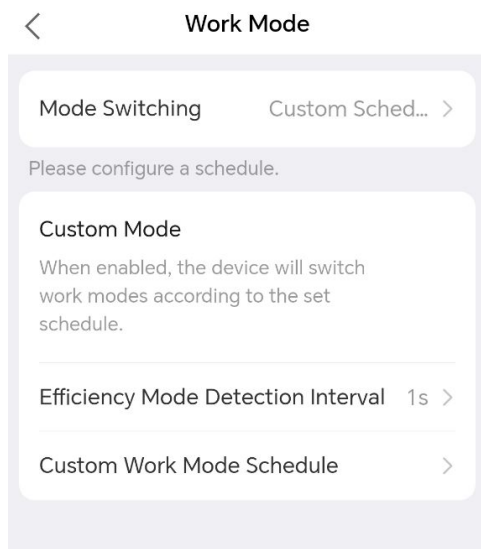


Note: When the device battery is below 30%, smart detection is disabled, high consumption mode is unavailable, policy cannot be switched.

1. On the **Settings** screen, go to **Power Consumption Management > 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.

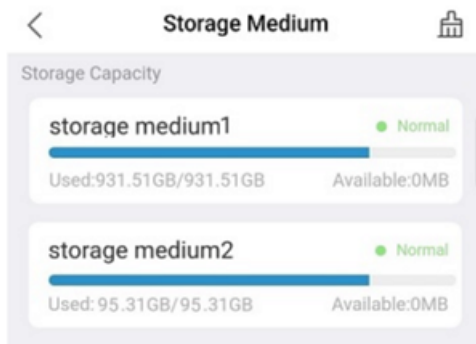
(5) Tap **Save**.

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

7.6.8 Storage Medium

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

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



3. (Optional) Format the storage medium as needed.

(1) Tap  in the top right corner.

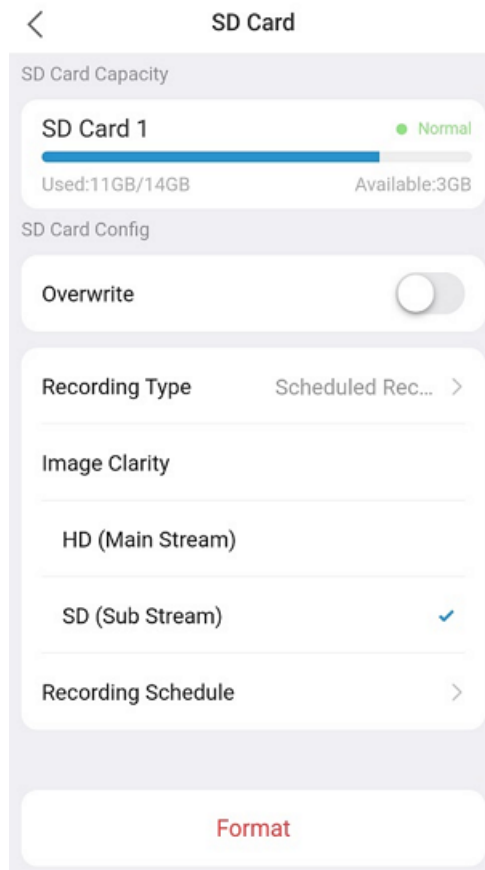
(2) Choose the storage medium, and then tap **Format**.



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

7.6.9 Storage Configuration

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



Note:

- The parameters displayed may vary. This section lists all parameters for your reference.
- For devices that support Efficiency Mode (see descriptions in [Work Mode](#)), the default recording type is **All Day**. You don't need to set the recording type and recording schedule.
- 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. Configure the SD card:

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

< Recording Schedule 

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

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

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



Note:

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

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

7.6.10 Solar Configuration

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

Bind Solar Device with Camera

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

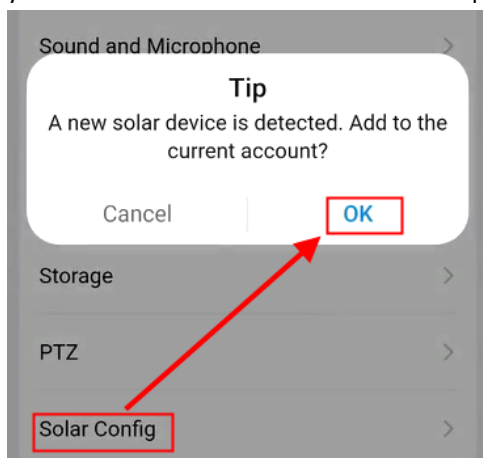
- Scenario 1 (solar device already added to your account):

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

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

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

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

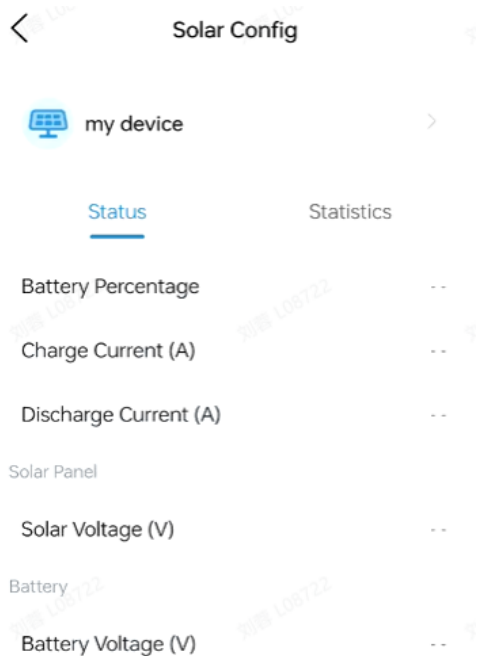


- Scenario 3 (solar device already added to another account):
 1. Delete the solar device from the other account.
 2. Log in to your account and follow the steps in Scenario 2.

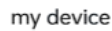
View & Rename & Delete

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

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



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



Device Model: SUN-1500-04

Serial No.: 240112200000042001

[my device](#) >

Binding Info

Delete Device

7.6.11 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.

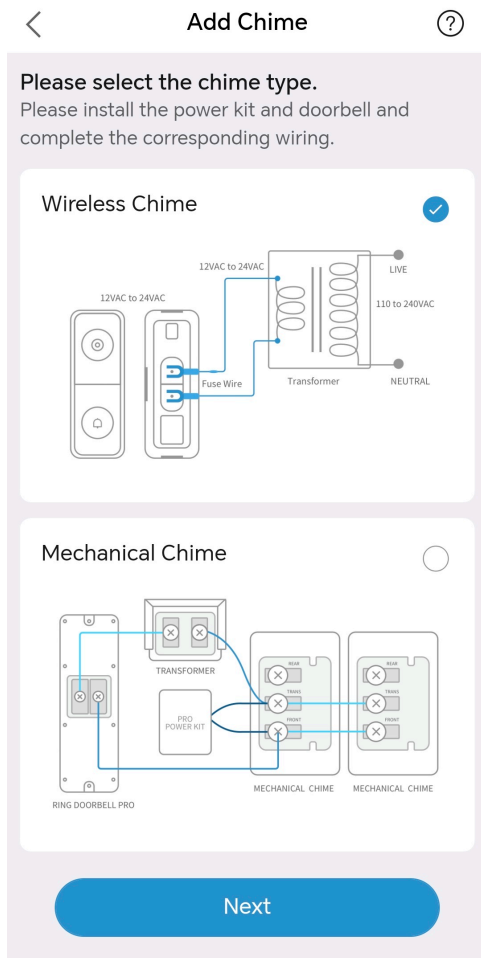


- A wireless doorbell can only be paired with one type of chimes (wireless/mechanical) at a time. If you switch the chime type, all previously added chime(s) will be cleared.
- Before adding, please ensure the chime is installed correctly according to the wiring diagram (by tapping  in the upper-right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

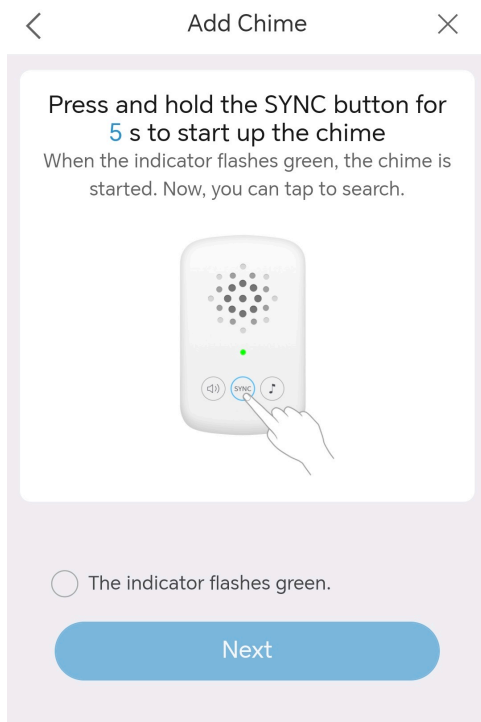
Add Wireless Chime

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

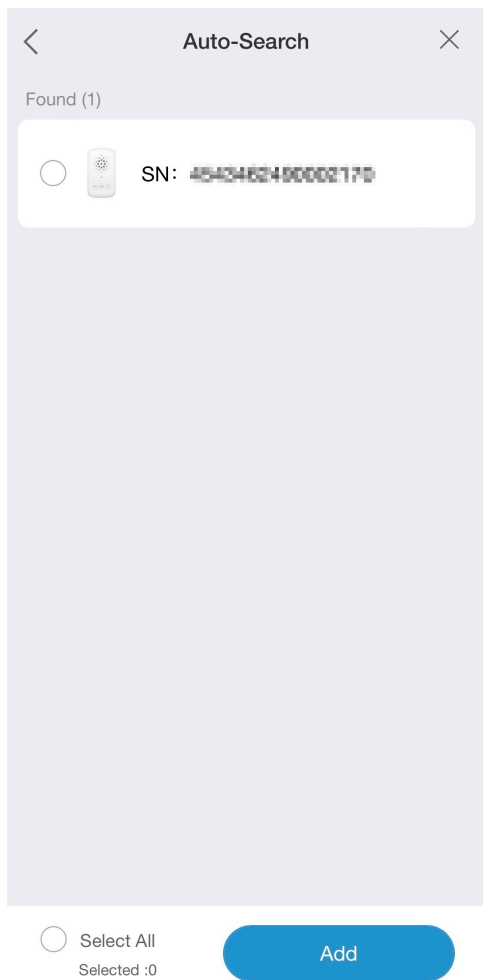
1. Tap **Add Chime** and select **Wireless Chime** as the type.



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.



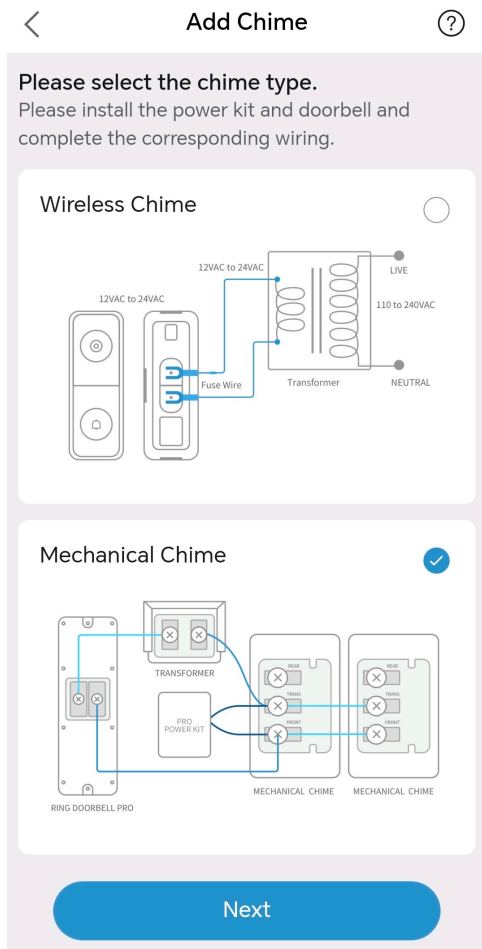
Add Mechanical Chime

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.

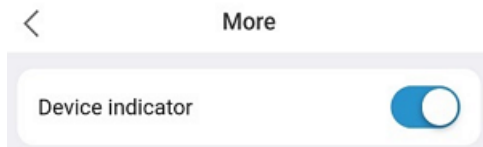


7.7 More

Device Indicator

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

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



Export Device Diagnostic Information

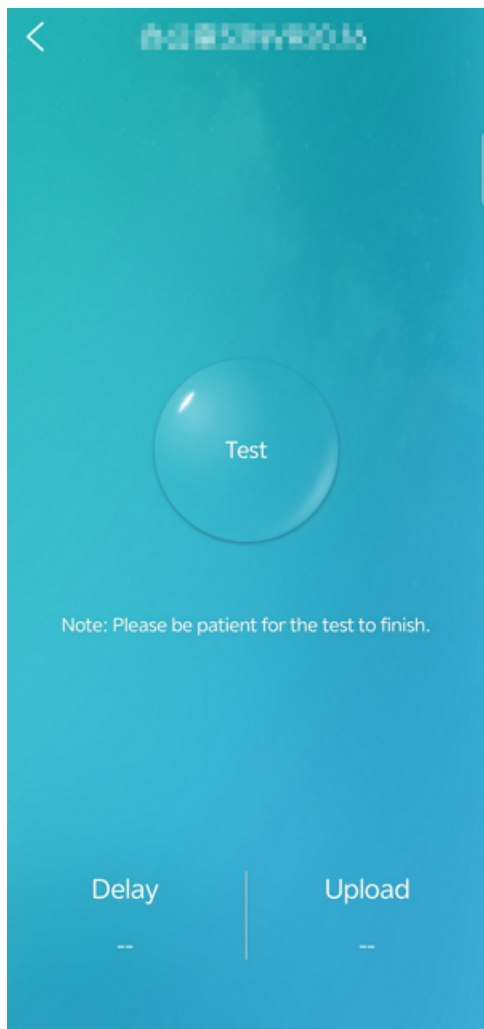
1. On the **More** page, tap **Export Diagnostic Info**.



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

Speed Test

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

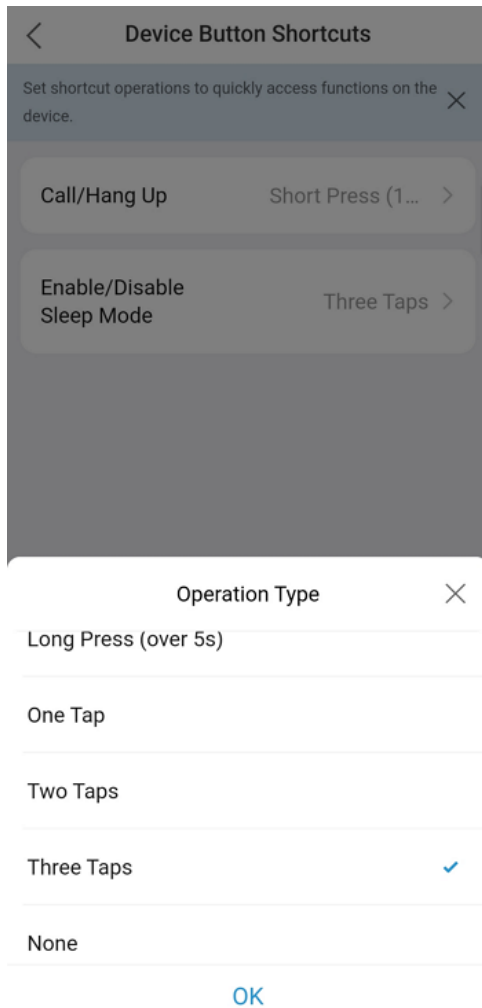


Import Faces and License Plates

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

Device Button Shortcuts

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



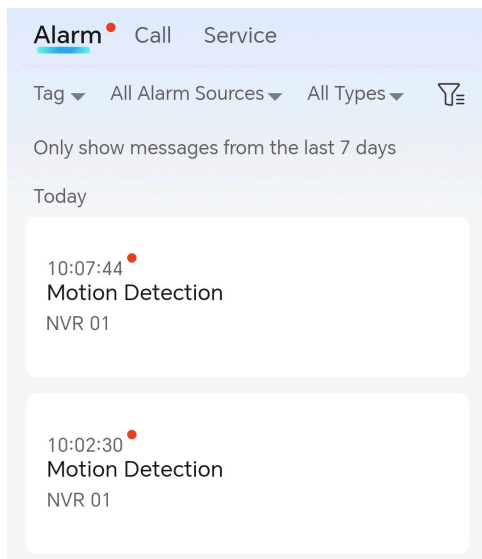
8 Message

View alarm, 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.

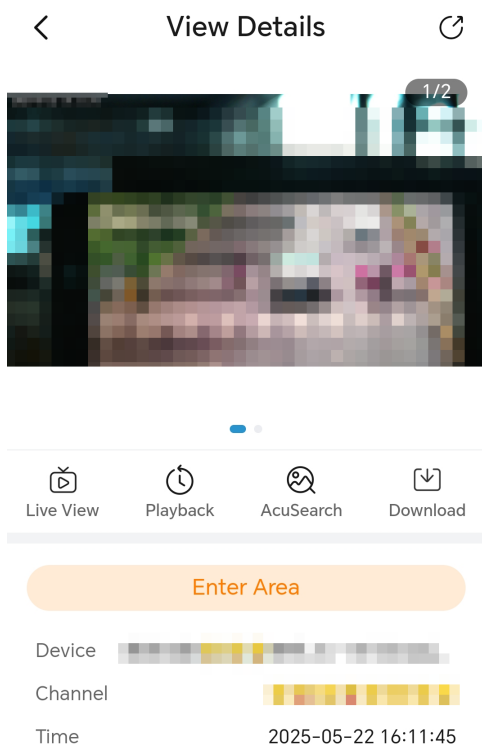
Only messages of the last 7 days are displayed. A red dot on a message type or specific message indicates unread status.

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.



Tap on a message to view details.

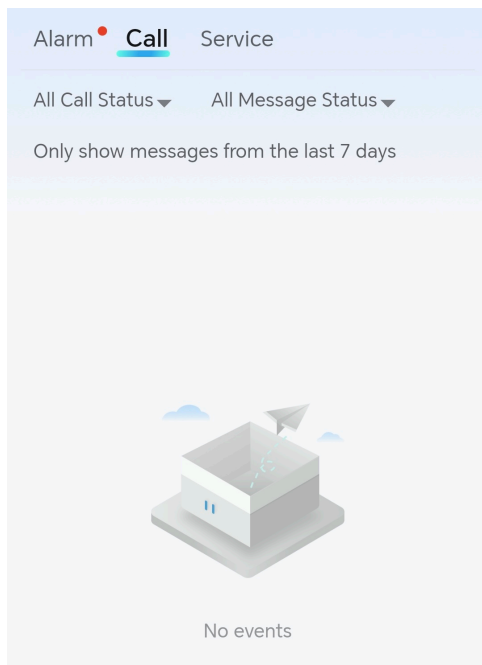


- **Live View:** Tap to view the device's live video.
- **Playback:** Tap to view the recording at the snapshot time.
- **AcuSearch:** Only NVR devices support this feature. Tap to perform an advanced search based on the snapshot.
- **Download:** Tap to download the snapshot to local album, provided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



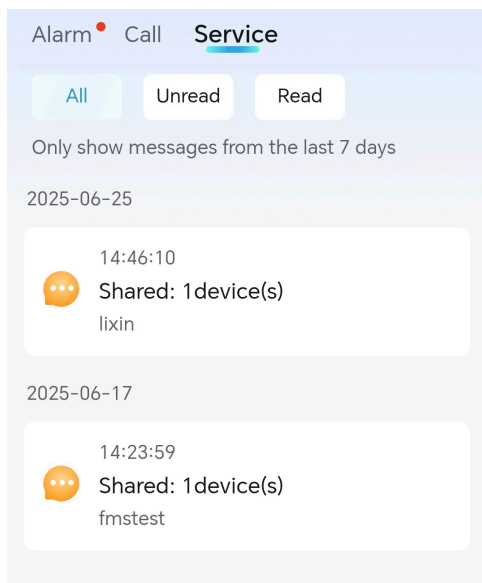
Tap on a message to view details. See other operations in [Alarm](#).

Service

Service messages include device sharing and transfer messages. They appear when an installer completes setup and delivers the device to the UNV-Link User 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.

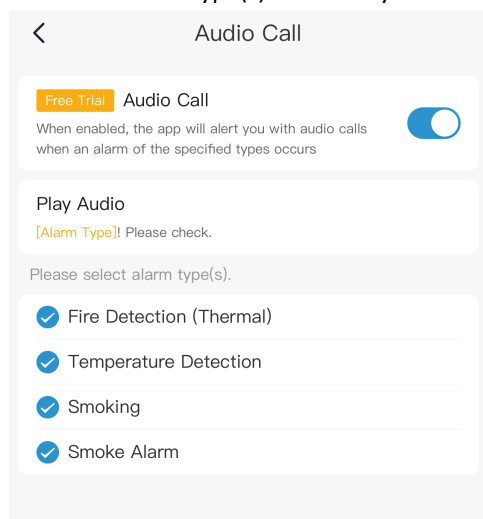
3. Tap **Confirm**.

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:

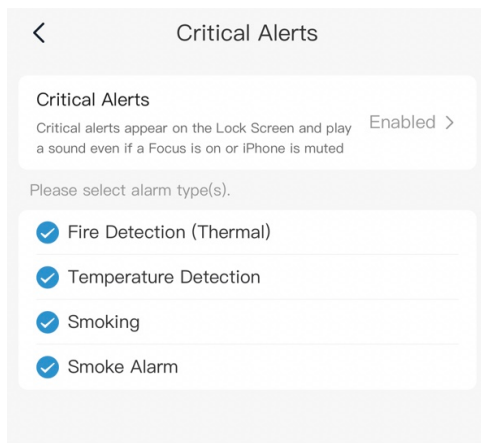
- Tap  (Android)/ (iOS) to answer the call. The alarm sound will play automatically.
- Tap  to mute the call. Tap it again to unmute.
- Tap  to turn on the speaker. Tap it again to turn off the speaker.
- Tap  (Android)/ (iOS) to end the call.

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.

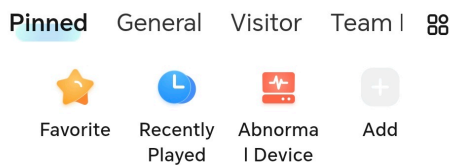
1. Go to  > **Critical Alerts**.
2. Follow the pop-up message to go to the notification settings screen for the UNV-Link User app. Enable **Allow Notifications** and **Critical Alerts**. We recommend enabling all alert methods.
3. Check the critical alerts status in the UNV-Link User app. The status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



9 Application

Applications are displayed on the **UNV-Link User** screen in the standard version only. In the simple version, they're hidden. To switch to the standard version, tap  > **Standard Version** on the UNV-Link User 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  or tap  > **Edit**.
Add
2. Tap  to pin the application. Tap  to unpin the application.
3. Tap  to save. You can check the pinned applications.
4. Tap  to return to the **UNV-Link User** screen.

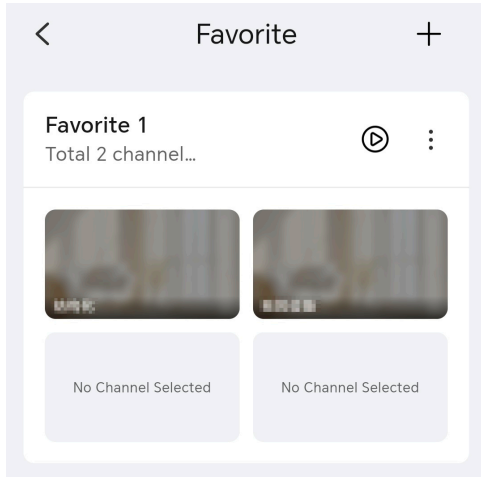
9.1 General

9.1.1 Favorites

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.

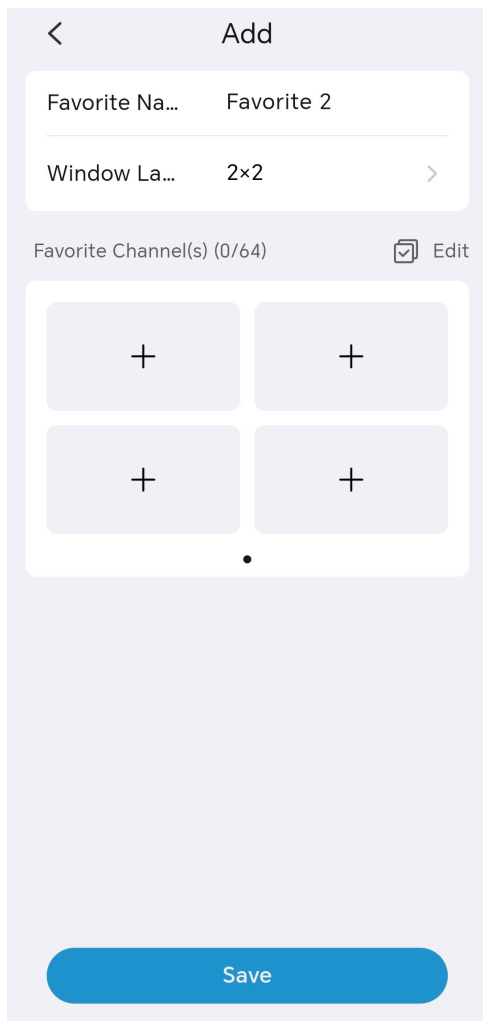
Tap **Favorites** above the device list on the home screen.



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.  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.

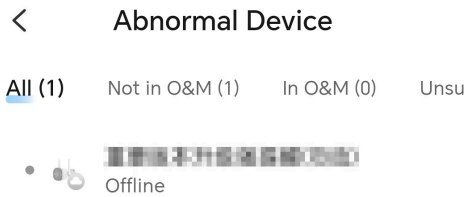
9.1.2 Recently Played

Tap to open the most recently played live view.

9.1.3 Abnormal Device

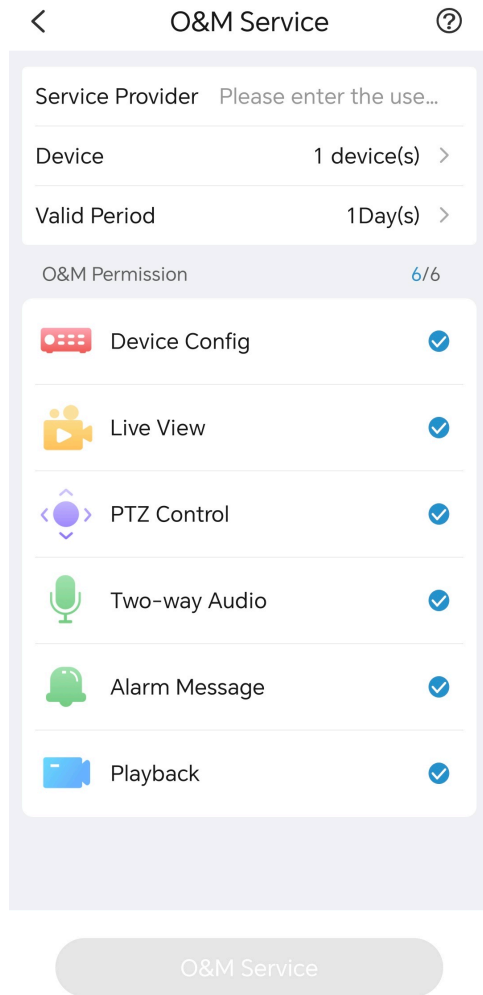
The page displays all abnormal devices in **offline status** in the team, and supports one-click handover to the O&M service provider to help users quickly locate and manage offline devices, reducing operational costs.

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.



Request O&M Service

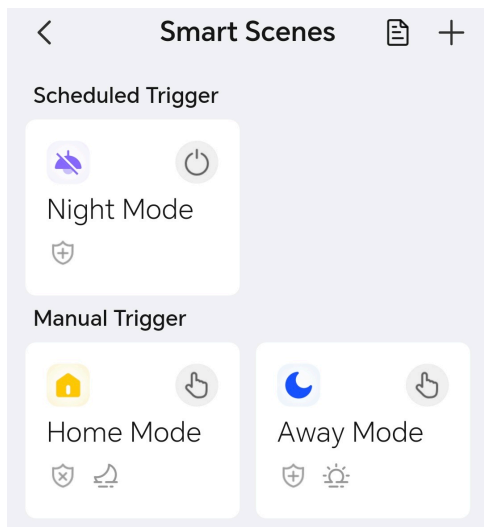
1. If there are devices awaiting O&M, tap **O&M Service** at the bottom.



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. 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 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.

New Scheduled Trig...

Scene Info

Scene Name Please enter

Scene Icon  >

Scene Time Zone

Scene Time Zone Please select >

Trigger Time

Select Day(s)

Sun Mon Tue Wed Thu Fri Sat

Trigger Time 12:00 >

Task List (1/4)

+ Add Task

Task1 

Trigger Effect

Confirm

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

New Manual Trigger

Scene Info

Scene Name
Please enter

Scene Icon

Task List (1/4)

+ Add Task

Task1

Trigger Effect

Arm

Disarm

Sleep Mode On

Sleep Mode Off

Trigger Device

Select Device
Selected: 0

Confirm

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 sleep mode, disabling 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.

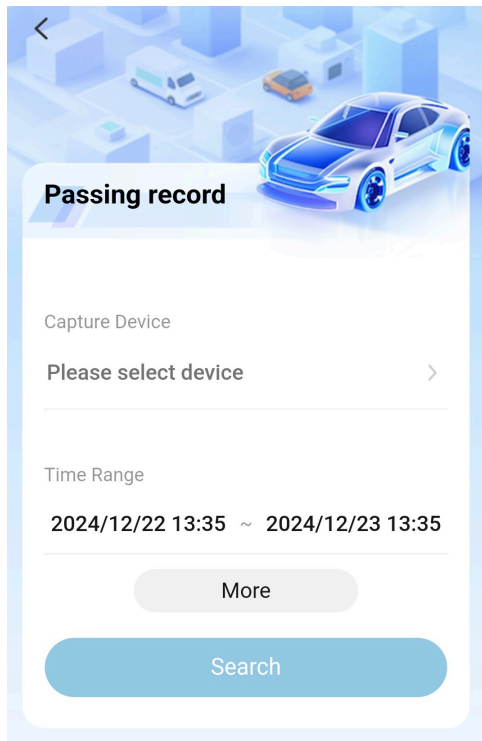
Smart Scene Trigger Records

Tap  to view smart scene trigger records.

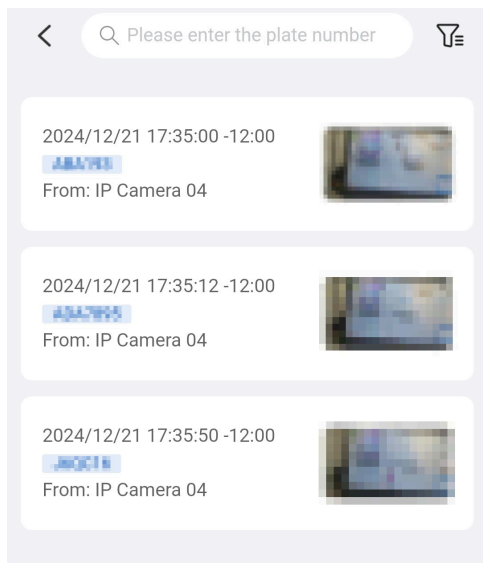
9.2 Vehicle Passing Record

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.

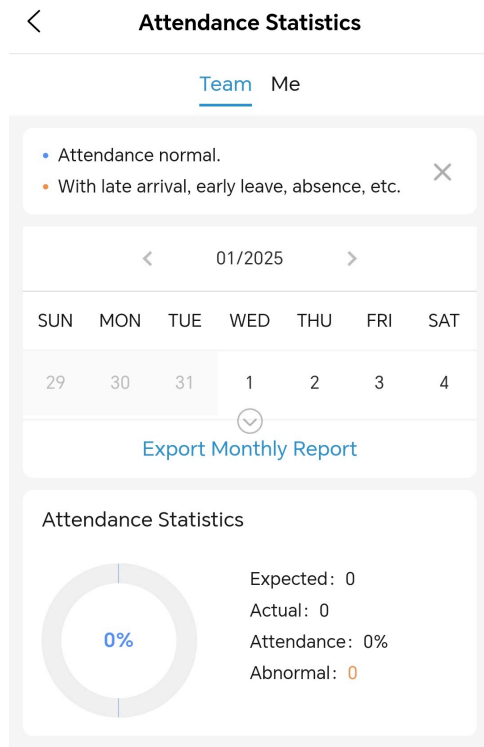


- Filter search results: Enter the license plate number in the top search bar or tap  in the upper-right corner to filter the results.
- View vehicle passing details: Tap on a record to view the detailed information. See [View Alarm Details](#) for instructions.

9.3 Attendance

9.3.1 Attendance Statistics

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



Search

Tap on a date to view the corresponding attendance details.

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

Export

Team attendance statistics can be exported on a monthly basis.

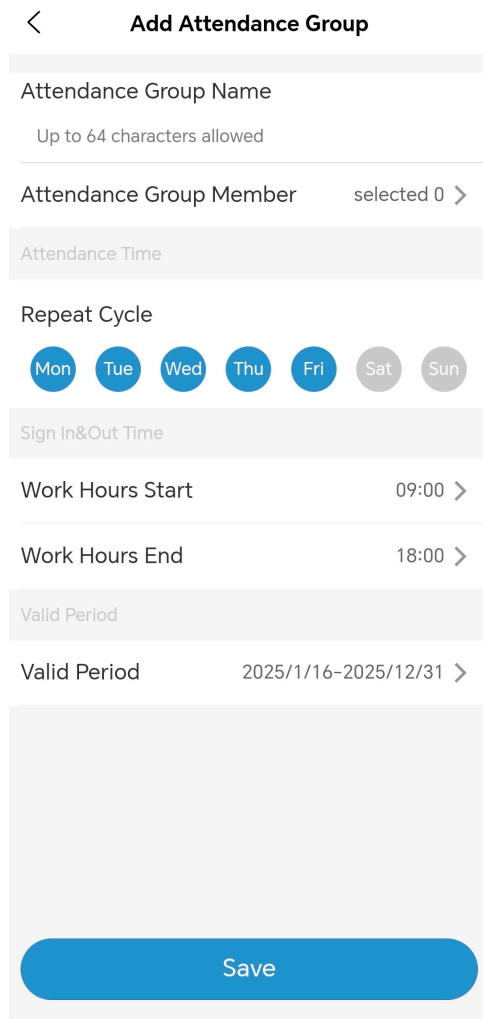
Tap **Export Monthly Report** to automatically copy the download link to the clipboard. You can paste the link into a web browser to download the report.

9.3.2 Attendance Configuration

Configure attendance groups to have all members within the same group adhere to the same attendance rules.

Add

1. Tap **Add Attendance Group**.



2. Configure the attendance group details.
 - Attendance Group Member: Source: [Person Control](#). Select persons for the group.
 - Repeat Cycle: Blue background indicates selected, while gray background indicates unselected.
 - Sign In&Out Time: The work start time must be earlier than the end time.
3. Tap **Save**.

Edit

Tap on an attendance group to edit the information.

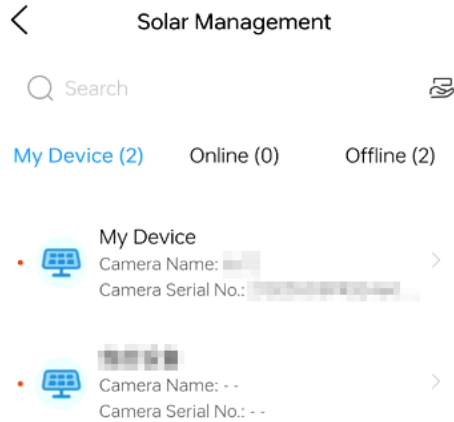
Delete

Tap on an attendance group, tap **Delete**, and confirm the deletion.

9.4 Solar Energy

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.

9.5 Team Management

9.5.1 Mine Community

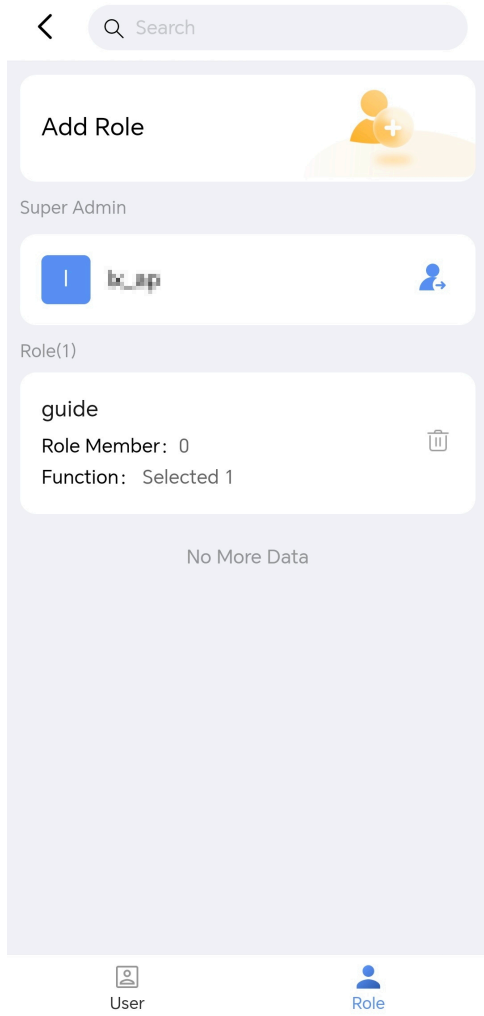
The team type must be **Community**.

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

9.5.2 Role Management

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

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



Search

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

Add

1. Tap **Add Role**.

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

Edit

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

Delete

Tap  for the role and confirm the deletion.

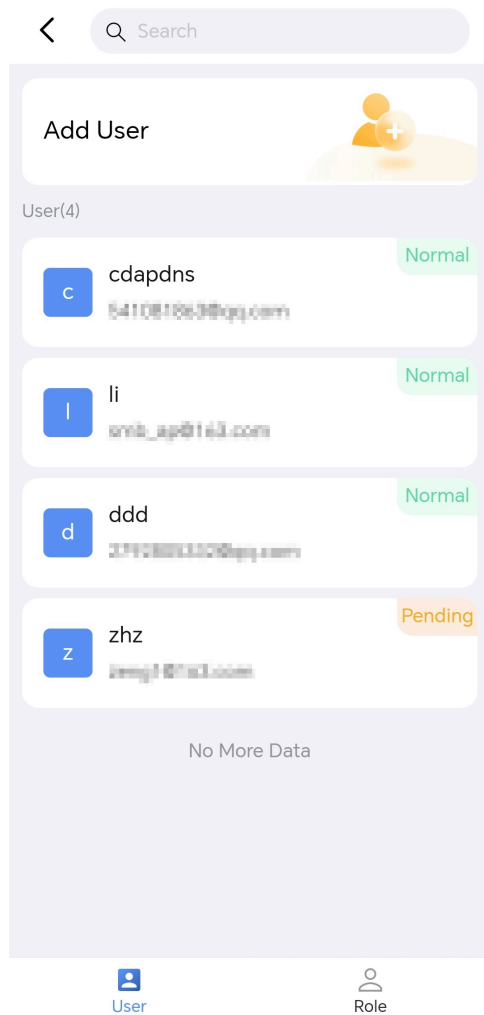
Transfer Super Admin

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

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

9.5.3 User Control

Manage user information (UNV-Link User account required) within teams.



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

Search

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

Add

1. Tap **Add User**.

< Add User

* Name Please enter

Employee ID Please enter

* Department >

* Phone No. Please enter

* Role Selected 0 >

OK

☐ Send SMS Invitation

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

Edit

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

Delete

The super admin account cannot be deleted.

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

9.5.4 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 to view new applications.

- Adjust the validity period for the resident as needed.
- Tap on the face photo or attachment to enlarge it.

The screenshot shows a mobile application interface with a 'Pending' tab selected. It displays two resident applications. The first application is for 'Pepper', with an application time of 2025-01-16 17:26:28. The second application is for 'Tom', with an application time of 2025-01-16 17:24:12. Both applications are for 'Owner' type and have a validity period starting from 2025-02-16. Each application card has a 'Decline' button and an 'Approve' button at the bottom.

Resident Name	Application Time	Room No.	Type	Validity Period	Plate No.	Face Photo	Attachment	Source	Buttons
Pepper	2025-01-16 17:26:28	a/Building 1/Unit 2/1/101	Owner	Valid From 2025-02-16				Via QR code shared by	Decline, Approve
Tom	2025-01-16 17:24:12	a/Building 1/Unit 1/1/101	Owner	Valid From 2025-01-16					Decline, Approve

2. Review the application and choose to approve or decline it.
 - Approve: Tap **Approve** to join the resident to the room.
 - Decline: Tap **Decline** to reject the application (must provide a reason).

View Review Records

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

< Pending **Completed**

Tom
 Application Time: 2025-01-16 17:24:12 Declined

Room No. a/Building 1/Unit 1/1/101

Type Owner

Validity Period Valid From 2025-01-16

Plate No.

Face Photo

Attachment

Result Declined by **la_ap.**

Reason already exit

Pepper
 Application Time: 2025-01-16 17:26:28 Approved

Room No. a/Building 1/Unit 2/1/101

Type Owner

Validity Period Valid From 2025-02-16

Plate No.

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.

< **Invitation Settings**

Require Approval for Residents
 Invited via QR Code ☒

When disabled, no review is required

Require Approval for Owner-added
 Family Members ☒

When disabled, no review is required

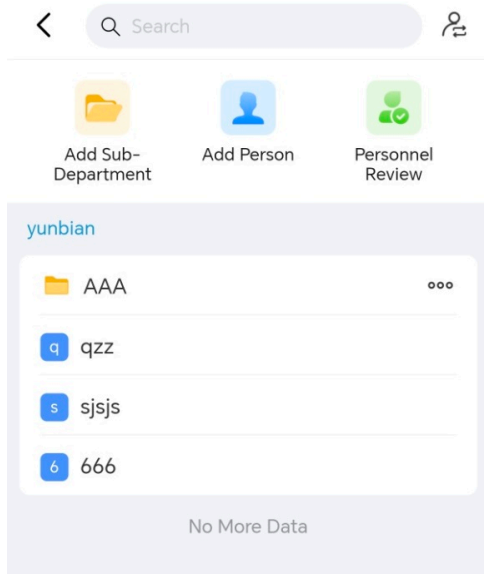
9.5.5 Person Control

Manage personnel and departments within teams, even for those without a UNV-Link User 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

Add

A team allows for up to 100,000 persons.

1. Tap **Add Person**.

< Add Person

Basic Info

Enable Cloud Account ☐

* Name

Employee ID

* Department

Phone No.

ID No.

Vehicle Info

Access By

Card No.

Face Info

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

The PC side supports importing persons in batches.

☐ Send SMS Invitation

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

Edit

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

Delete

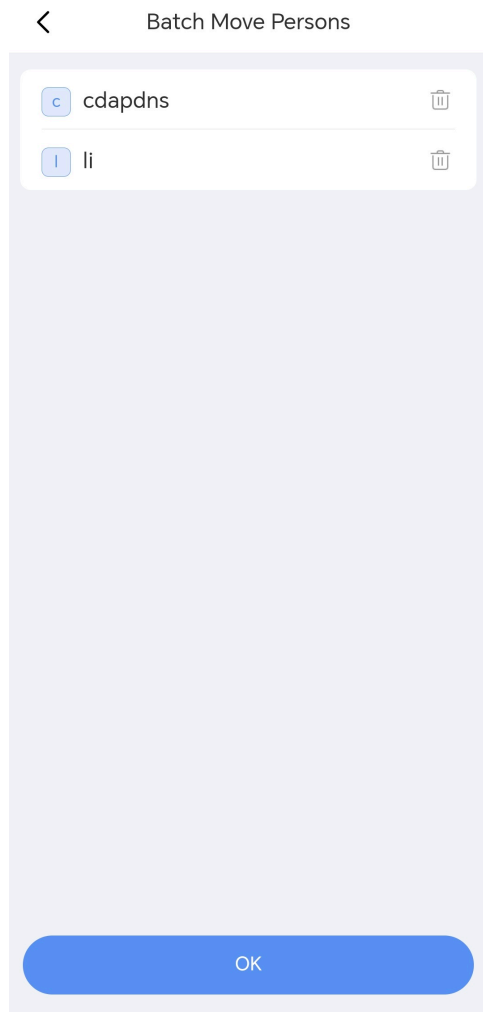
Deleting a person will also remove their access control permissions and attendance information. Please proceed with caution.

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

Batch Move Persons

You can move persons to another department within the team.

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



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

9.5.5.3 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.

Request Details

Basic Info

Name: adasdad

Employee ID:

Department: yunbian

Email:

Access By

Face Info

Vehicle Info:

Attachment

Reject Approve

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.

Completed

Handled Request (2)

666 Approved

Handler: qzz

Handling Time: 2025/06/20 19:16:55

sjsjs Approved

Handler: qzz

Handling Time: 2025/06/16 15:57:32

No More Data

9.6 Access Control

9.6.1 Visitor Code

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

Generate Visitor Code

1. Go to **Visitor Code** > **Generate Visitor Code**.

< **Visitor Code**

Generate Visitor Code Generation Records

Visitor Pass

Access By	QR Code
Validity Period	24h >

Visitor Info

* Name	Please enter
* Email Address	Enter email address
Visitor Type	Visit >
Plate No.	Please enter

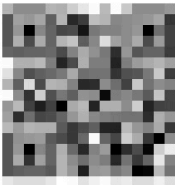
Generate Now

My Visitors Review **Visitor Code**

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

< **Visitor Code**

Visitor QR Code



Visitors can use this QR code for access.

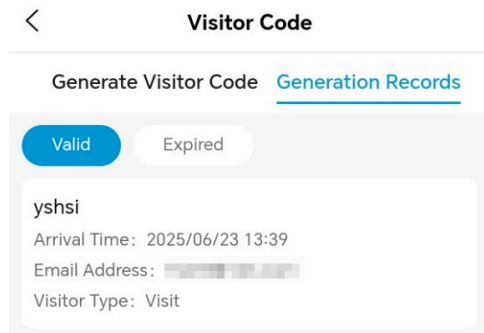
Visitor Name:yshsi
Access Time:2025/06/23 13:39-2025/06/24 13:39
Visitor Email: [redacted]
Visitor Type:Visit

 Share  Copy Link  Undo

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

View Generation Records

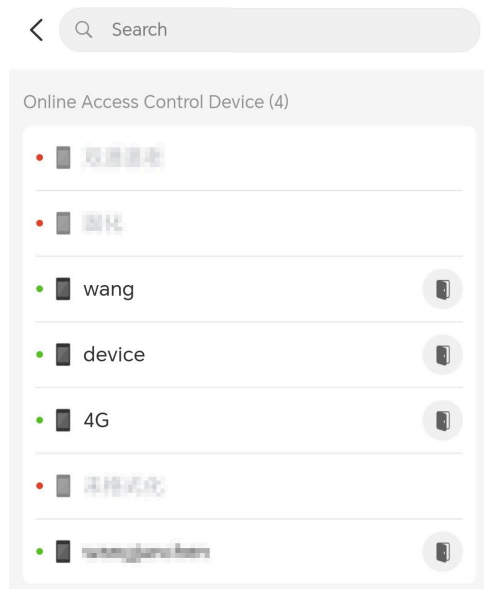
Go to **Visitor Code > Generation Records**. View the status of visitor codes (valid or expired).



9.6.2 Open Key Open

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

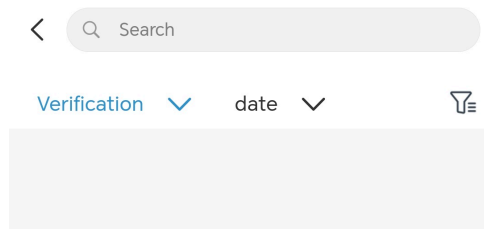
Tap  for the access control device to open the door. A success message will appear once the door has been opened.



9.6.3 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.



9.6.4 Visit Control

9.6.4.1 Access permission

Assign access permissions to persons by permission groups.

Add Permission Group

1. Tap **Add Permission Group**.

< Add Permission Group

*Permission Group
Up to 64 characters allowed

Access Range
Please select >

Select Members
By Person/Department

Member Range
Please select >

*Schedule Template
Please select >

Save

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.

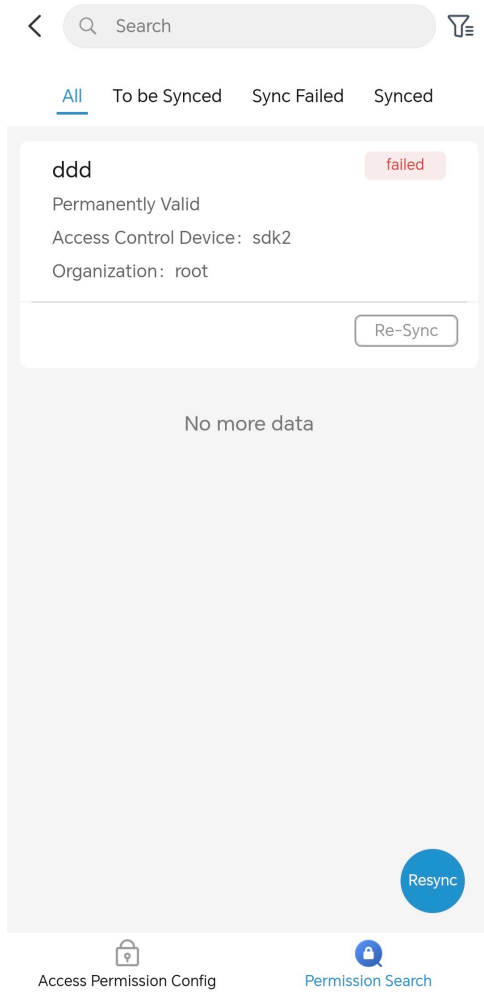
Search Permission Group

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.



9.6.4.2 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**.

<

Add Schedule Template

Basic Info

* Schedule Name

Please enter

Schedule Description

Please enter

0/128

Access Schedule

Weekly Schedule

Not Configured >

Holiday Schedule

Not Configured >

ⓘ

Executes holiday schedule on holidays

Save

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.

9.6.4.3 Holiday Management

Set holiday information.

Add

1. Tap **Add Holiday**.

< Add Holiday

*Holiday Name
Please enter

*Holiday Period
Please select >

Repeat by Year ☐

Save

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.

9.6.4.4 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 Visitor Control

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

Visitor Status Descriptions:

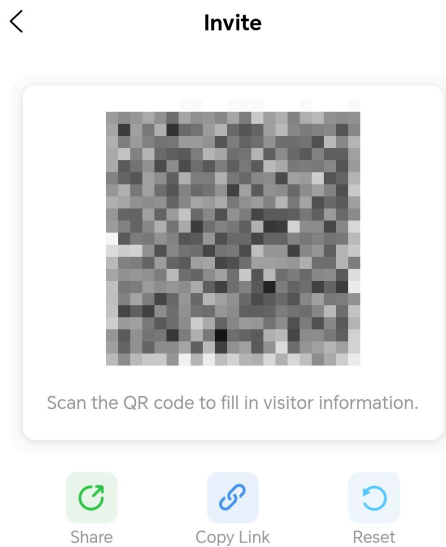
- Pending: The visitor has submitted an application and is awaiting review by the administrator.
- Unauthorized: The visitor has not yet been assigned an access range.
- Registered: The visitor has been granted an access range and can visit within the specified time range.
- Signed Out: The visitor has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

9.7.1.1 Pre-Register Visitor Info

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

Invite via QR Code

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



Register Manually

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

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

<
Register

Basic Info

* Name
Please enter

* Mobile Number
Please enter

ID Card No.
Please enter

Visitor Type
Visit >

Access Range
Please select permission group(s). >

* Arrival Time
2024/09/29 17:35:22 >

* Departure Time
2024/09/29 23:59:59 >

Plate No.
Please enter

Access By

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


Save Save & Continue

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

9.7.1.2 Review Visitor Info

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

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

<
Search

Visitor(1)

Emma
Pending

Arrival Time: 2024/09/29 17:39

Visitor Type: Visit

Mobile Number: null

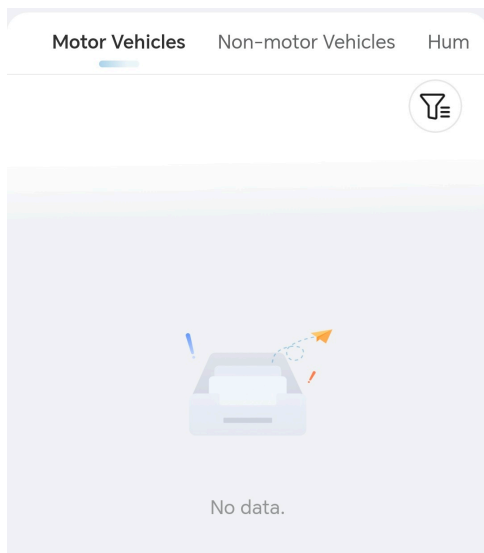
No more data

2. Tap on an application to review its details.

- Reject.**

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 .

<
Filter All

Device

Please select
>

Time

Today
Last 7 Days

Custom

Metadata

License Plate No.

Please enter

Vehicle Type (0/2)
▼

Vehicle Color (0/5)
▼

Driving Direction (0/5)
▼

Reset
Confirm

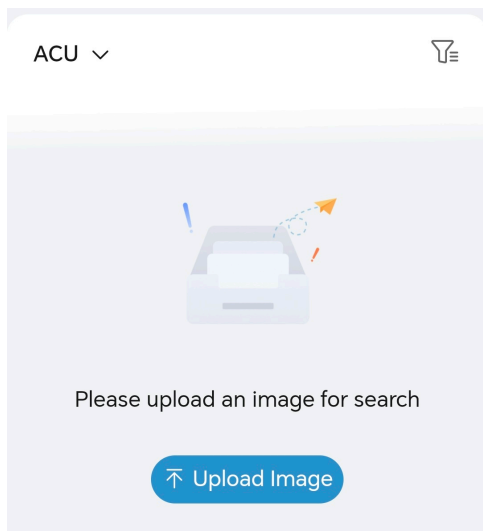
2. Select device(s) for filtering. Only IPCs, NVRs, and XVRs bound to the current account are displayed, with all devices and channels selected by default. You can manually deselect unneeded devices.
3. Set the time range.
4. Set other filter criteria as needed, such as license plate number, vehicle 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**.



- 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 70%. You can also tap  to adjust the search criteria.
- 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.



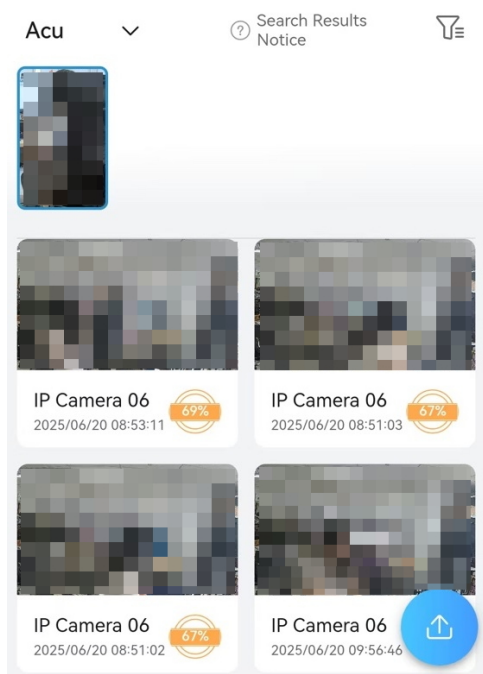
Note:

- 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.

- 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**.



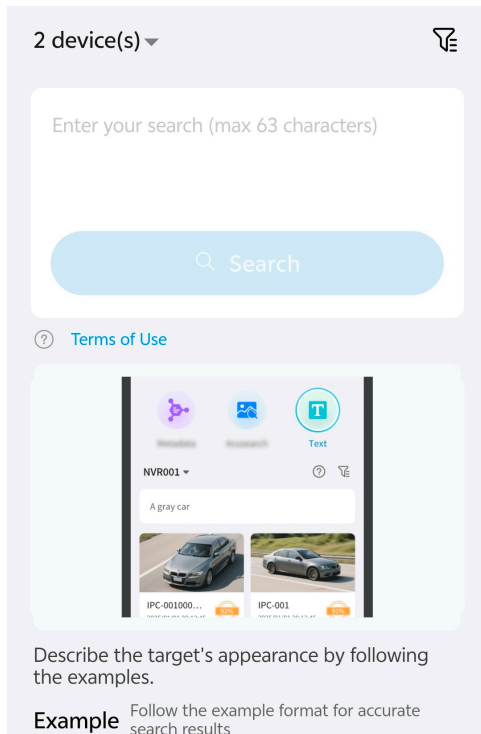
To start a new search, tap .

10.3 Text

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 > Text**.



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, data for the current day, and a similarity of no less than 70%. 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 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.
 - Pause Video Automatically: When enabled, video will be paused automatically after a certain period of inactivity (no user operation). When disabled, video will not be paused automatically.
 - Auto Discover New Devices: When enabled, the app will automatically discover new devices on the LAN for quick adding.
 - Filter Offline Cameras in Live View: When enabled, offline cameras will be filtered out in multi-window live view.
 - Optimize Video Fluency: When enabled, video 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.

< Device Wi-Fi Configuration

Wi-Fi

Please enter the name

Password

Please enter the password

Security

WPA/WPA2

Follow the steps to configure Wi-Fi and add cameras to NVR.

1. Connect your mobile phone to the NVR's Wi-Fi.
2. Enter the Wi-Fi password and then tap <Start>.
3. Wait patiently for 5 mins (may be longer) and then check on the NVR whether the cameras are added.

Start

- **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.

< Data Usage

Mobile data

Today	73.94MB
Current Month	73.94MB
Total	73.94MB

Wi-Fi

Today	0.00B
Current Month	0.00B
Total	0.00B

Clear All

11.1.4 Privacy Service

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

11.1.5 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

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

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

11.3.1 By Account

Share device(s) with one account each time.

11.3.1.1 Add Sharing

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

< By Accou... By QR Code

Q Search...

Account Sharing Records(5)

G	[REDACTED]	>
A	[REDACTED]	>
G	[REDACTED]	>
V	[REDACTED]	>
M	[REDACTED]	>

Add Sharing

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

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

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

< Add Sharing

Share by ☒ Account ☐ QR Code

Recipient Please enter the us... ⇅

Validity Period Permanent >

Selected Device(s) [Select Device](#)

Device Channel



udt pic

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

Control/Alarm Message/Device Config

Share

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

< Share Permission [Next](#)



udt pic

Please select permission(s). [Select All](#) ☒



Live View ☒



PTZ Control ☒



Two-way Audio ☒



Alarm Message ☒



Playback ☒



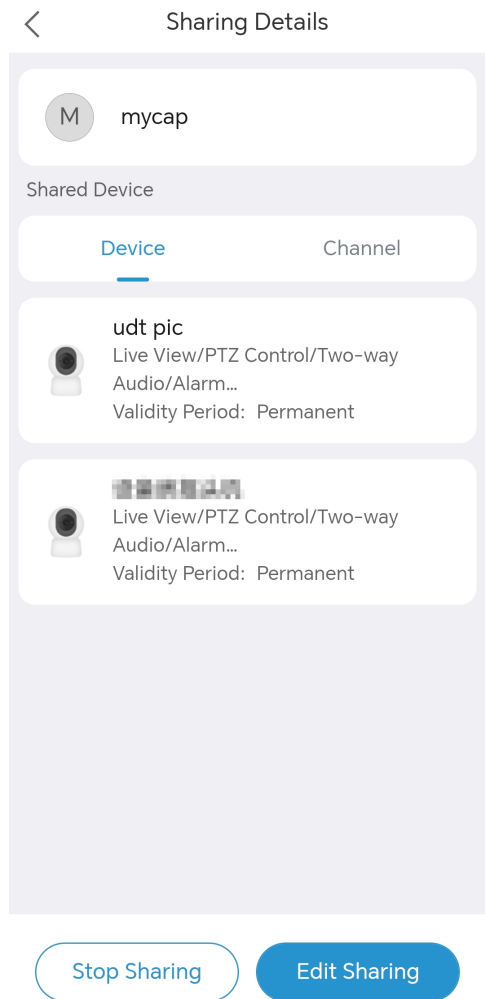
Device Config ☒

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

11.3.1.2 Manage Sharing

The following operations are allowed after you complete sharing:

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



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

11.3.2 By QR Code

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

11.3.2.1 Add Sharing

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

< Add Sharing

Share by ☐ Account ☒ QR Code

Name

QR Code Valid Period 7Day(s) >

Verification Code ☐

Device Sharing Valid Period Permanent >

Selected Device(s)

+ Select Device

Share

2. Set the QR code information.

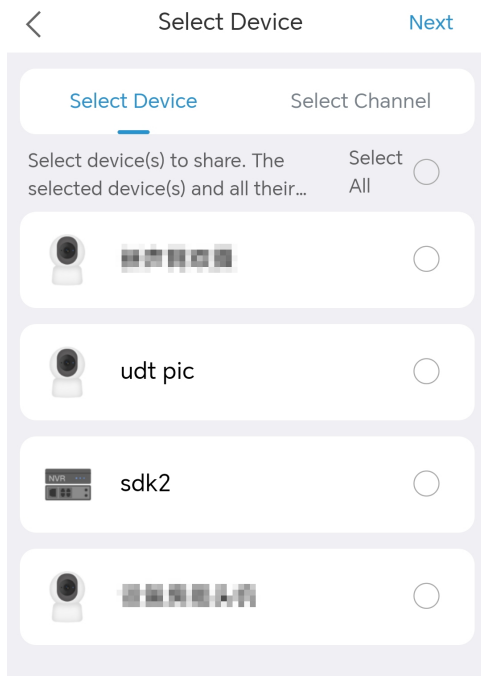
- Name: Set a name for the QR code.
- QR code valid period: Set a valid period for the QR code. The QR code is valid and can be scanned only within the set period.
- Verification code: If enabled, you need to set the verification code. Other users must enter the verification code after scanning the QR code. They can only access the shared devices after successful verification.

Verification Code ☒

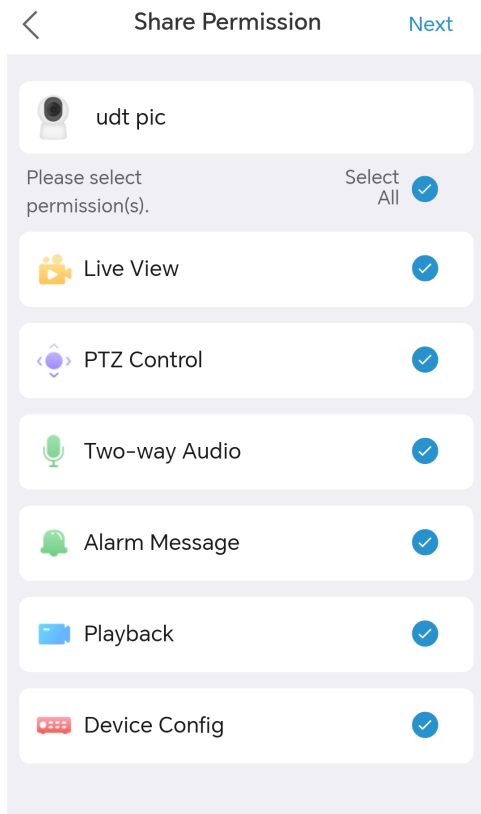
Please enter 8 digits.

3. Set the device information for sharing.

- Sharing valid period: Set the sharing valid period of devices. Other users can view and control the specified devices within the set period.
- Select devices: Tap **Select Device**. Select device(s)/channel(s) to share and then tap **Next**.



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



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

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

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



11.3.2.2 Manage Sharing

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

Q Search...

QR Code Sharing Records(5)

1

Expired

Generation Time:2024-05-21 20:30:49
Valid Period: 2024-05-21 20:31:46

2

Valid

Generation Time:2024-05-21 20:20:18
Valid Period: 2024-05-28 20:19:13

3

Valid

Generation Time:2024-05-21 13:47:46
Valid Period: 2024-05-22 15:06:26

4

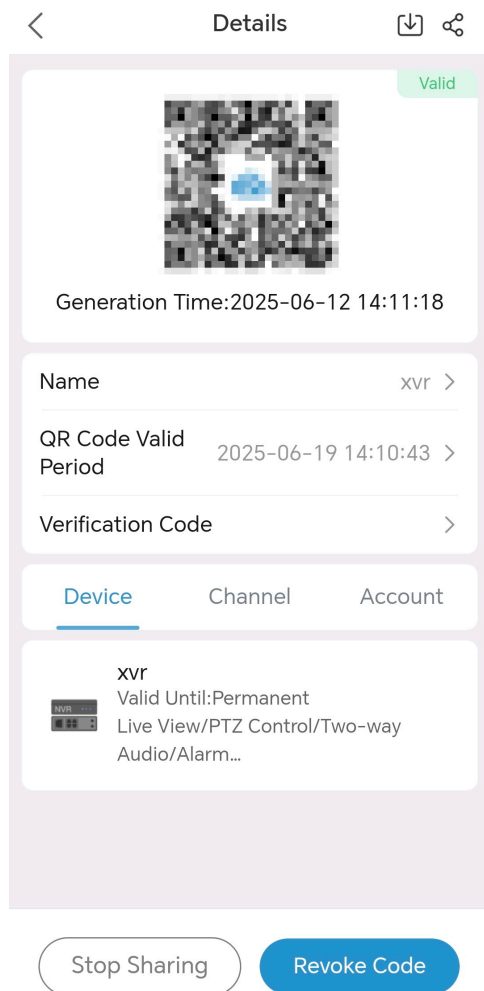
Valid

Generation Time:2024-05-21 14:59:39
Valid Period: 2024-05-28 14:59:23

Add Sharing

View Details

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



Share/Download QR Code

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

Revoke Code

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

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

Edit QR Code Valid Period

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

Stop Sharing

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

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

11.3.3 Signup-Free

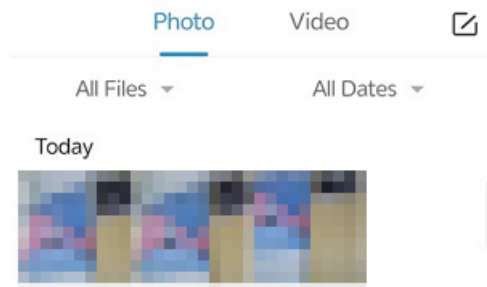
Go to **Me > Sharing Management > Signup-Free**. You can view information about all devices that have been added by other users without signup.

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

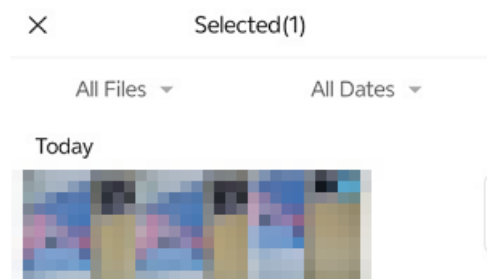
Revoke permission: Tap  for a user and confirm.

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 UNV-Link User.

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.

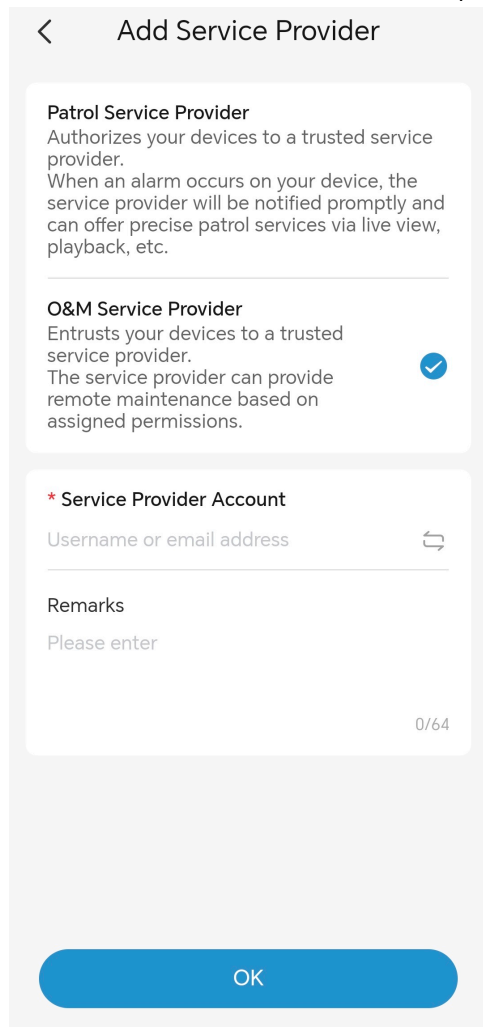
- **O&M Service Provider:** Provides remote maintenance based on assigned permissions.

If the O&M service provider has set the brand logo on UNV-Link Pro Tools and you are logged into UNV-Link User, both the UNV-Link User logo and the brand logo will be displayed on the UNV-Link User app's launch screen.

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**.

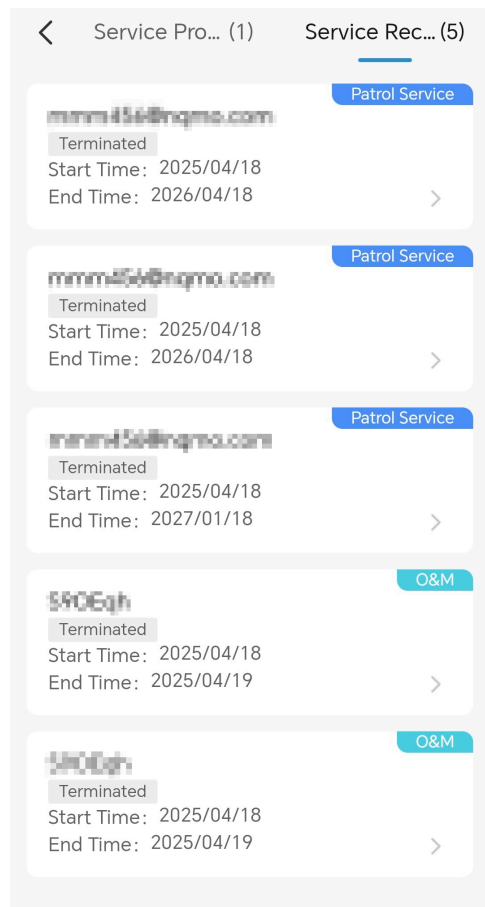
Edit/Delete

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**.

Extend Service ×

1 month(s)

3 month(s)

6 month(s)

1 year(s)

Custom

2. Select a time span for extension or set a custom end date. The service status will switch to **Extension Pending**.

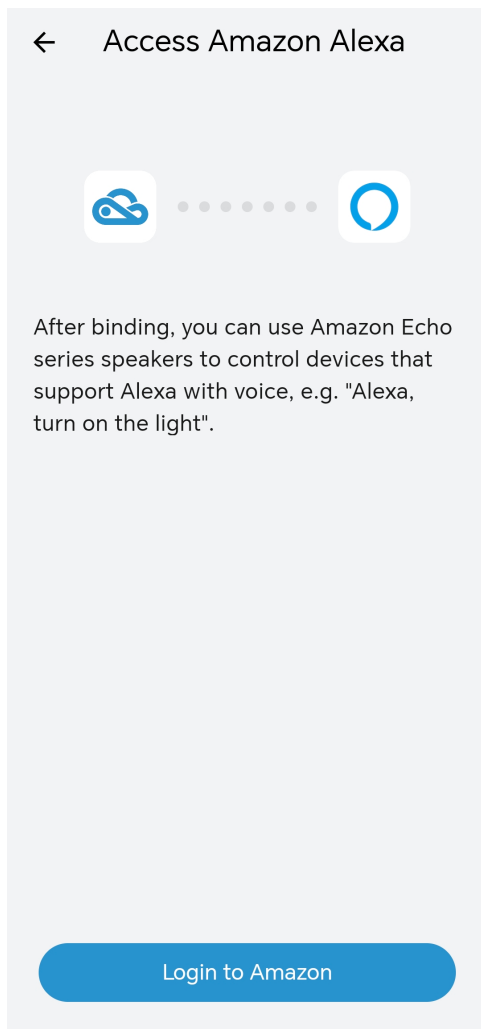
If the service provider approves the extension request, the service status will switch to **Active**, and the validity period will be extended.

11.7 Smart Integration

Amazon Alexa

After linking your UNV-Link User 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).

Account Linking



Link UNV-Link User with Alexa

Enable the UNV-Link User skill and link
Your account with Alexa.

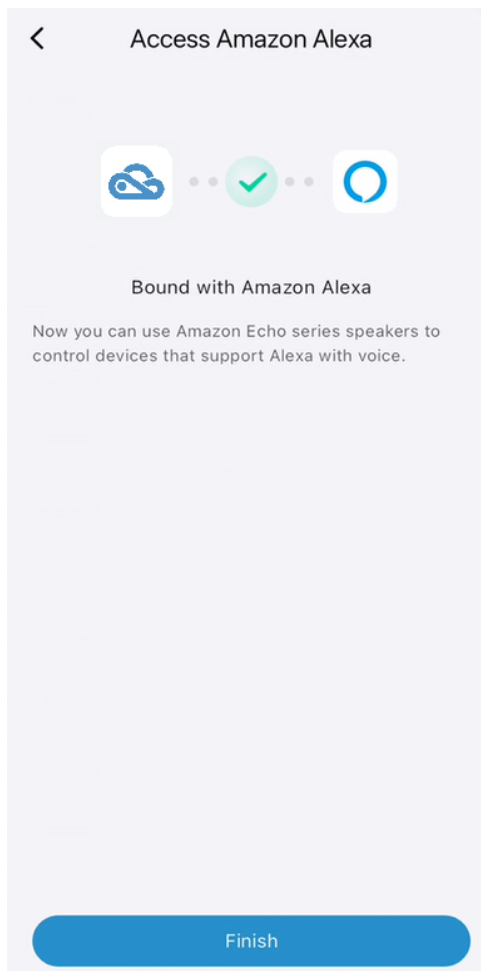
To unlink your account at any time,
disable the skill in the Alexa app.

CANCEL

LINK

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 UNV-Link User app is **Bound**.



You can unlink the integration either from the UNV-Link User app or the Amazon Alexa app.

Google Assistant

After linking your UNV-Link User account to your Google account, you can use voice commands through Google Assistant to view live video from UNV-Link User 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 UNV-Link User app is **Bound**.

11.8 Purchases

11.8.1 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.

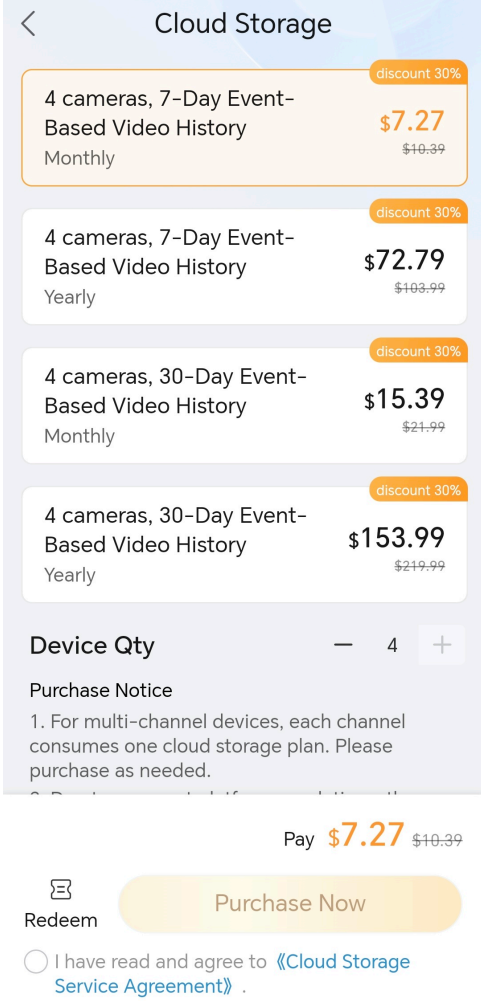
Cloud Storage Plan Acquisition and Allocation

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.



The screenshot shows a mobile app interface for purchasing cloud storage. At the top, there's a back arrow and the title "Cloud Storage". Below this, four plan options are listed, each with a "discount 30%" tag. The plans are: 1) "4 cameras, 7-Day Event-Based Video History Monthly" for \$7.27 (original \$10.39); 2) "4 cameras, 7-Day Event-Based Video History Yearly" for \$72.79 (original \$103.99); 3) "4 cameras, 30-Day Event-Based Video History Monthly" for \$15.39 (original \$21.99); 4) "4 cameras, 30-Day Event-Based Video History Yearly" for \$153.99 (original \$219.99). Below the plans, there's a "Device Qty" section with a minus button, the number "4", and a plus button. Underneath is a "Purchase Notice" with a warning: "1. For multi-channel devices, each channel consumes one cloud storage plan. Please purchase as needed." At the bottom, there's a "Pay" section showing "Pay \$7.27" (with \$10.39 crossed out) and a "Redeem" button. To the right of the "Redeem" button is a large orange "Purchase Now" button. Below the "Redeem" button is a radio button followed by the text "I have read and agree to 《Cloud Storage Service Agreement》".

Plan	Price	Original Price
4 cameras, 7-Day Event-Based Video History Monthly	\$7.27	\$10.39
4 cameras, 7-Day Event-Based Video History Yearly	\$72.79	\$103.99
4 cameras, 30-Day Event-Based Video History Monthly	\$15.39	\$21.99
4 cameras, 30-Day Event-Based Video History Yearly	\$153.99	\$219.99

Device Qty: 4

Purchase Notice: 1. For multi-channel devices, each channel consumes one cloud storage plan. Please purchase as needed.

Pay: \$7.27 (original \$10.39)

Redeem: ☐ I have read and agree to 《Cloud Storage Service Agreement》.

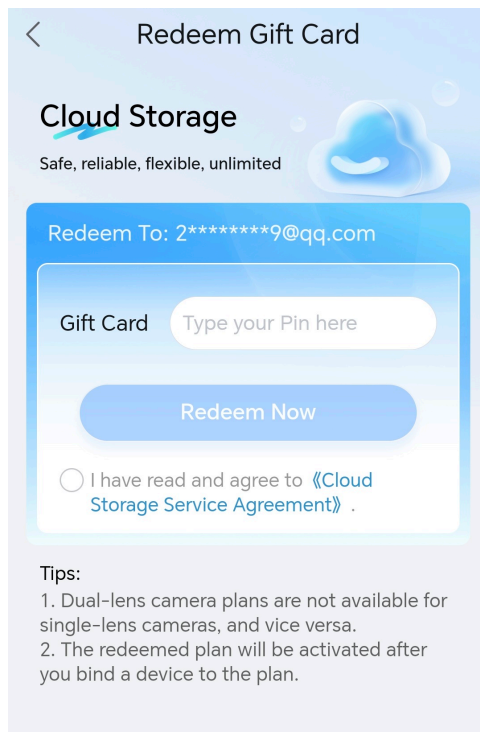
Purchase Now

- (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

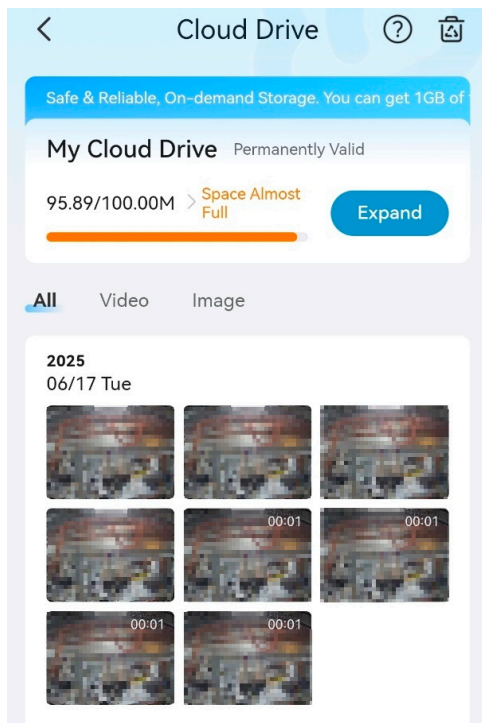
When a cloud storage plan is active and has not expired, the details of the active plan will be displayed: plan name, plan content, and expiration date. You can also change the plan if needed.

11.8.2 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 1GB 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.

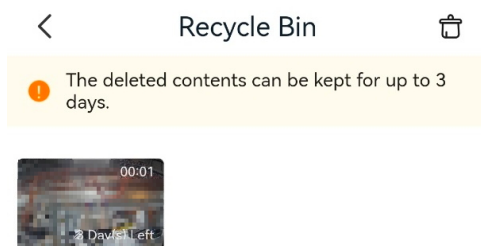
Tap  to view the feature introduction and frequently asked questions.

 **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 one 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**.

11.9 Retrieve 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 **+ > Forgot Device Password** on the **UNV-Link User** 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 Help and Feedback

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.

