Catalogue

Catalogue **1**

Preface **3**

1. CMS brief introduction **5**

1.1. Brief introduction of function *5*

1.2 Operating environment *5*

2. Install the login **7**

2.1 Installation and operation *7*

2.2 Setup wizard *8*

2.3 User login *10*

2.3.1 Local login 10

2.3.2 Clound login 11

3. Real-time preview **12**

3.1 connection/disconnection *12*

3.2 Record / screenshot *13*

3.3 Panoramic model *14*

3.4 PTZ control *18*

3.5 Split screen number *19*

3.6 Other function *19*

4.Video Playback **20**

4.1 video playback *20*

4.2 Timed playback *21*

4.3 Video Synchronize *22*

4.4 Video Download *22*

4.5 Another function *22*

5.Device management **23**

5.1 Add device *23*

5.2 Modification of equipment *24*

5.3 Remote setting *25*

5.3.1 VR CAM/gateway remote setting 25

5.3.2 D82 series NVR Remote setting 26

5.4 Device grouping *27*

6. User Parameters **28**

6.1 Basic setting *28*

6.2 Advance setting *29*

7. More functions **31**

7.1 User management *31*

7.2 Log query *32*

7.3 Resource management *33*

7.4 System information *34*

8.Frequently asked questions(FAQ) **35**

Preface

Welcome to use our products, we are deeply honored to get your trust.

In order to give you a general understanding of our product CMS and make it convenient for you to use, we specially configure this manual for you, which includes function introduction, operation steps, matters need attention and so on. It is an indispensable guide for you to use this product.

Before use, please read the manual carefully, I believe it will be very helpful for you to use this product effectively. In addition, In the process of using, if you have any questions, please feel free to contact us, we will be dedicated to serving you.

Applicable model

This manual is suitable for video surveillance system CMS.

Statement

This manual may contain inaccuracies in product functionality or operation, inaccuracies in technology, or misprints. For such problems, our company will update the manuals according to product updates, and regularly update the hardware and software products described in this manual. The updated content will be added to the new version of this manual without prior notice.

The content of this manual is only for the reference and guidance of the user. It is not guaranteed to be exactly the same as the real object. Please refer to the real object.

Agreement

- In order to simplify the description in this manual, make an agreement: The camera monitoring system CMS is referred to as CMS or software.
- DVR、NVR、IPC、VR CAM、WIFI IPC and so on，Unification is called device；
- Click is the left mouse button once click, double-click is the left mouse button double click.；
- Part of the picture is schematic diagram, please take the actual software interface

as the criterion.;

- In this article, there may be "notice" prompt text. Representation operations are potentially risky, and ignoring these texts can lead to errors or unpredictable results.

1. CMS brief introduction

1.1. Brief introduction of function

CMS is called Camera Monitor System. It is a video surveillance client for online preview, video storage, remote playback, device management, video/screenshot download and other functions. It is suitable for DVR, NVR, IPC, VR CAM, Wifi IPC and other devices.

CMS has the following characteristics:

Interface containerization processing mode: In the interface design of client component, containerization processing is carefully adopted, which simplifies the handling mode of multi-screen and single-screen switching, greatly improves the multi-screen operation feeling, and adapts to the development trend of PC with one machine and multi-screen.

Channelized management mode: In the design of client component, the channelized management mode is added, and the traditional design mode with equipment as the core body is thrown aside, which is more suitable for the development direction of IP monitoring.

1.2 Operating environment

Operating system: Microsoft Windows7 / Windows 8 / Windows 10 (32/64 bit Chinese and English operating system)

OSX 10.9 above (64 Chinese and English system)

CPU:i3/2.4GHZ or above

Memory: 4GB or above.

Graphics Card: Integrated Graphics Card (version after Intel HD 4000), Independent Graphics Card (version after NVIDIA GeForce GTX 460)

Pay attention to:

Meanwhile, previewing multiple video or high resolution video requires higher hardware configuration and broadband network.

2. Install the login

2.1 Installation and operation

Step 1: run the EseeCloud_Setup_2.0.4.exe installation package.

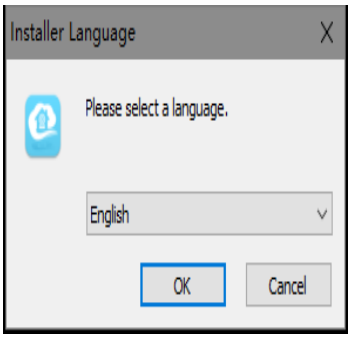
Step second: choose the display language when installing.

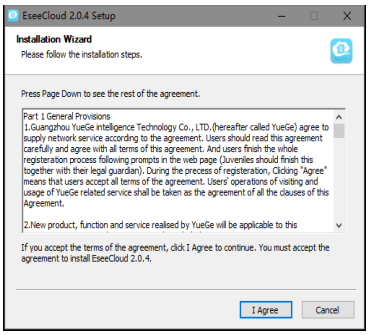
Step third: read and confirm the agreement.

Step fourth: determine the installation path.

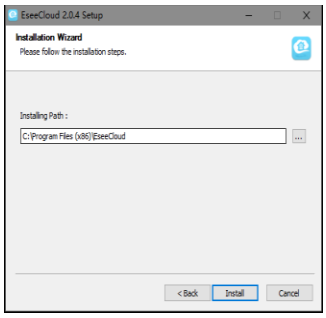
Step fifth: install plug-ins

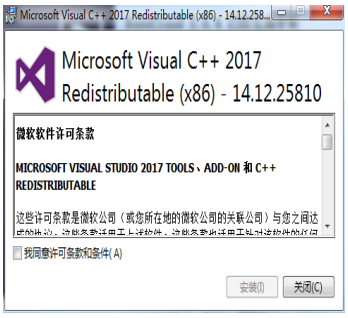
Sixth step: installation is completed and you can choose to run immediately.

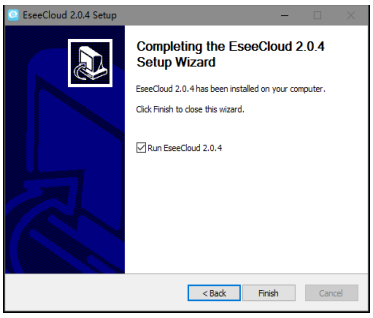




① Operation procedure ②Choose language ③Reading







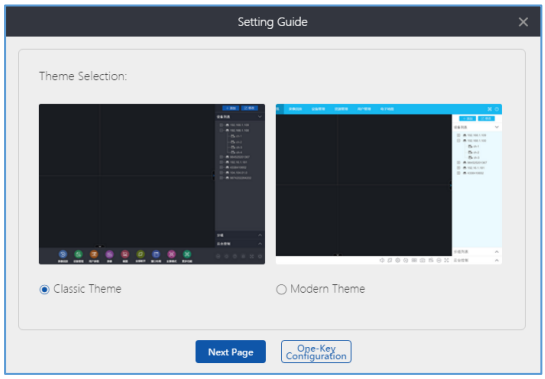
④Determine the path ⑤Install plug-in ⑤Finish installation

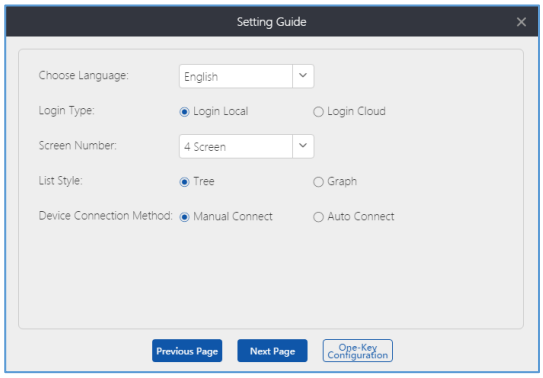
Py attention to:

If C++ plug-ins are not installed, it is possible that plug-ins can not be loaded.

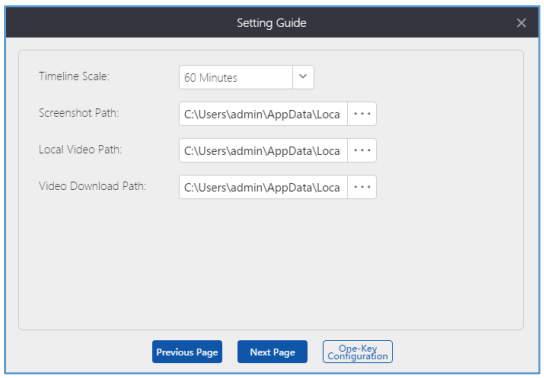
2.2 Setup wizard

After installation, the first login will enter the setup wizard interface. The details are as follows:

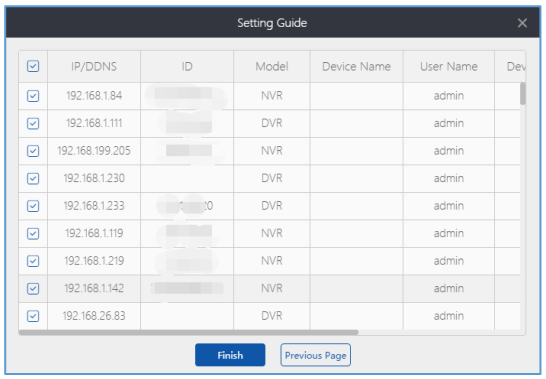




Setup wizard（1） Setup wizard（2）



Setup wizard（3）



Setup wizard（4）

1. The choice of CMS theme:

Interface language / login mode / split screen / list style / device connection selection:

(1) the local login mode is an ordinary login mode, the user name is admin, and the password is empty by default.

2. Cloud login mode can login with app account.

(3) the choice of time axis scale / save path:

Device selection, the device in check state will be automatically added to the device list after CMS enters the preview interface:

Pay attention：

(1) the modern theme has day mode / night mode, and offers multiple color styles to choose from.

(2) after clicking, the situation after login is based on the data information confirmed in the wizard.

(3) The Settings Wizard can be configured by skipping the Settings Wizard directly, and the client will provide default settings for the operator, which can then be set in the "user parameters" of the client if necessary.

If the number of device paths checked in the Settings Wizard is large, it will take a little time to add the device automatically after login. If more devices need to be connected, it is suggested to add the device in Device Management after login.

Settings provided in the Settings Wizard can be modified within the client side, and the operator can select settings according to usage.

2.3 User login

2.3.1 Local login

①Input account+ password ②Click login

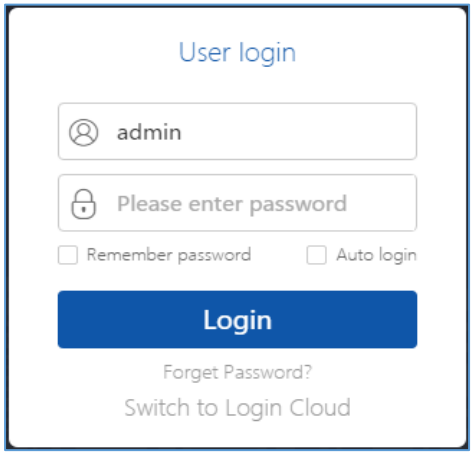
- Local login can use the default account admin to login (the initial password is empty).

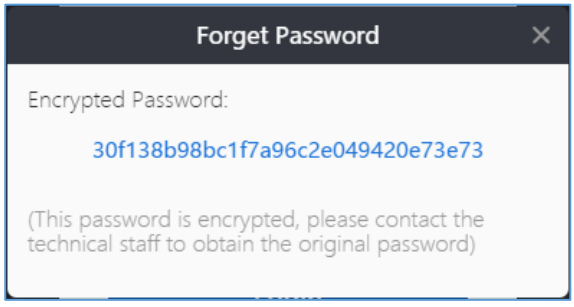
- Local login mode remembers passwords and automatic login (automatic login is not allowed when automatic locking is enabled)

- Forget that the strings in the password are encrypted, and different accounts correspond to different encryption ciphers.

- In the account box, you can display the three accounts you used recently.

- Can switch to cloud login.





(1)Login account (2)Forgot password

Pay attention:

At present, the user name of the CMS version can only use "admin", and the initial password is empty. In order to avoid potential security hazards, you must modify the initial password immediately after the first login, in order to prevent unauthorized access to your device or other adverse consequences.

To better protect your privacy and enhance product security, we strongly recommend that you set more complex passwords according to the following rules: greater than 8 characters, including upper and lower case letters, numbers, special characters, etc. Please understand that you have the responsibility to configure all passwords and other related product safety settings reasonably.

2.3.2 Clound login

- **User login：** Enter "account + password". Remember password and automatic login (seletion). Click on login.
- **Registered account：** Enter "new account + password + mail box". Click to register immediately.
- **Retrieve the password:** Enter `Account + Mailbox', Click to get the authentication code and enter `new password', click on it

Pay attention：

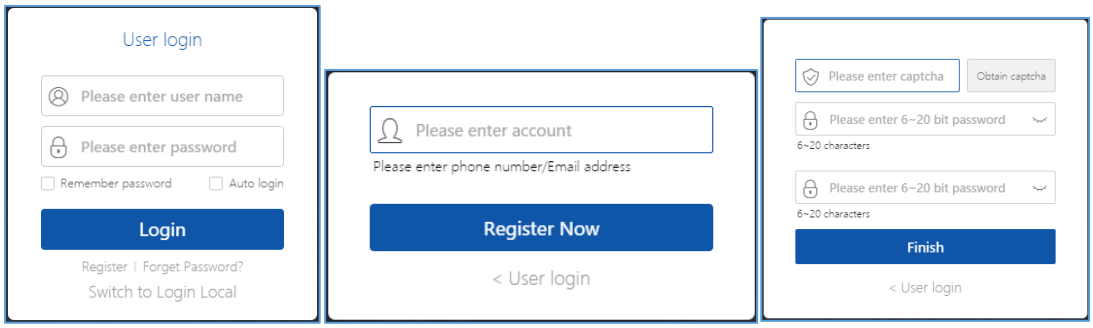
1. the cloud login mode should be registered with registered accounts (the account registered by mobile app can be logged in).

2. Registration accounts suggest using effective mailboxes to facilitate retrieving passwords and other special situations.

3. After registering the account, the mailbox entered at the time of registration is required to activate the mailbox (click on the received link to verify)

4.No activation of mailbox status, no recall after password is forgotten (activation duration is two days).

5.When using EseeCloud_CMS for the first time, the time zone of the software will be automatically synchronized with the computer and can be changed in advanced settings later.



(1)Login account (2)Registered account (3)Retrieve password

3. Real-time preview

3.1 connection/disconnection

- **The list is in tree form：**

connection： 1.After selecting the device / channel, double-click can enter the connection video status.

2.After selecting the device / channel, right-click to choose "connect video" to access the connection video status (Figure 1).

Disconnection： 3.After selecting the device / channel, right-click to choose "disconnect" to disconnect the current connection.

4.Right-click on the connected video screen to select'Disconnect All'or'Disconnect the Current Connection' (Figure 2)

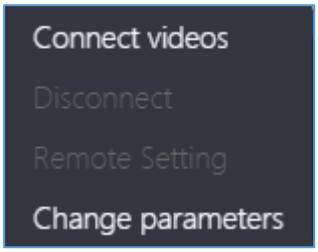


Figure 1

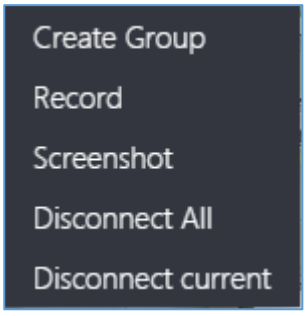


Figure 2

- **The list style is graphics.：** Select the device / channel and click the PlayButton on the device list to enter the connection video status.
-

- 2. After selecting the device / channel, click the stop button on the device list to disconnect the current connection state.
-
- 3. Right click operation connection / disconnection is consistent with tree list style. Specific operation can be used for reference.
- Pay attention： Poor computer performance will directly affect the smoothness of preview video. It is suggested that the number of channels connecting devices should be increased from a few.

3.2 Record / screenshot

- **Record：** (1)click the video button on the toolbar to enter the video recording state (shown in Figure 1 below).
- (2) Right-click on the connected video screen and select'video'to enter the video recording state (as shown in Figure 2 below)
- (3) after video operation, click the video button again to stop the video recording.
- Pay attention：

(1) the actual video duration is not equal to the time difference between starting video time and ending video time.

(2) There will be a successful video without interruption of video files.

(3) when video channels are maximized or minimized,record will stop.

- screenshots：(1)Click on the screenshot button of the toolbar to enter the screenshot state (shown in Figure 1 below).
- (2) right click on the attached video screen, select screenshots and enter the screenshot state (as shown in Figure 2 below).

Pay attention： (1) screenshots will save failure when the Switching bitstream video is not loaded.

(2) screenshots do not have the function of continuous screenshots. Click on a screenshot button to intercept an image.

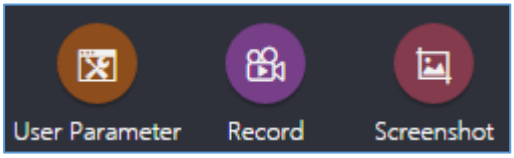


Figure 1

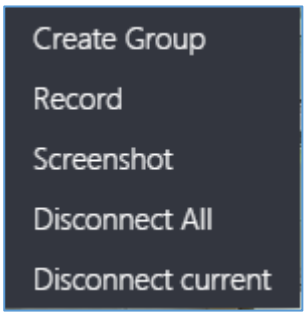


Figure 2

3.3 Panoramic model

➢ **Panoramic model：**

Enter：

(1) Double-click the channel screen into the maximum state, right-click to select the 'panoramic mode', you can switch to panoramic mode

(2) Channel screen is in the state of 1 sub-screen, panoramic mode icon on the toolbar will show changes in the state, click on the selection can switch panoramic mode

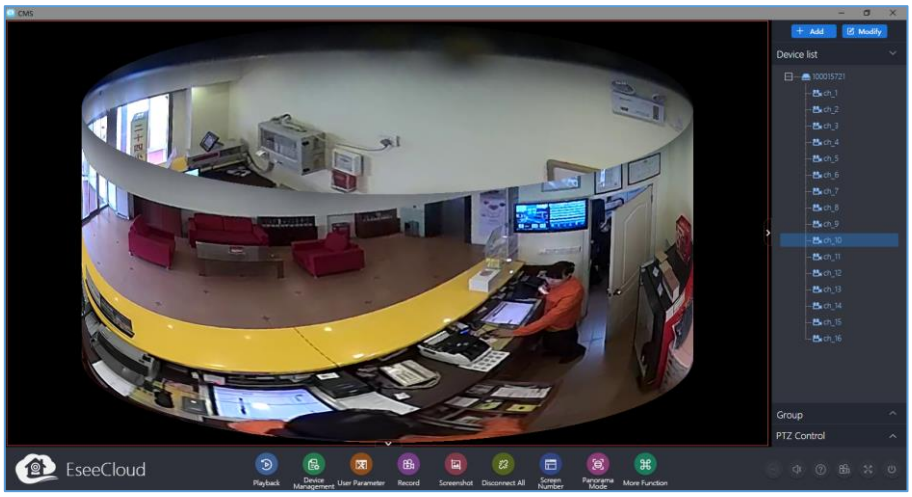
Exit：

(1) right click channel screen select exit panorama, you can exit panoramic mode.

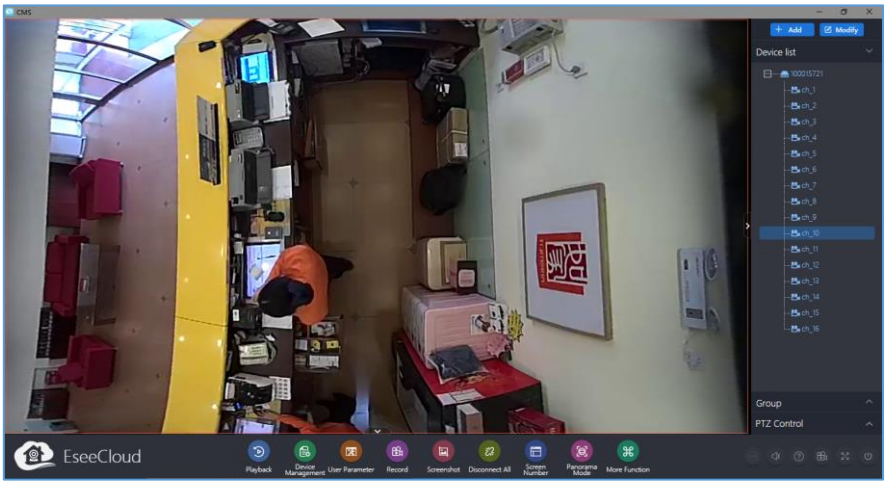
(2)Click the panoramic mode button on the toolbar to exit panoramic mode by selecting exit panorama.

Panoramic mode

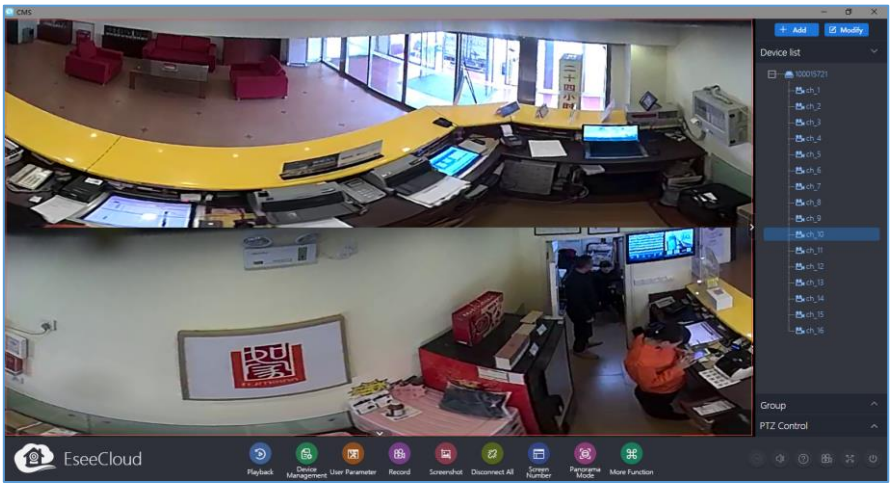
Cylindrical mode



Expansion mode

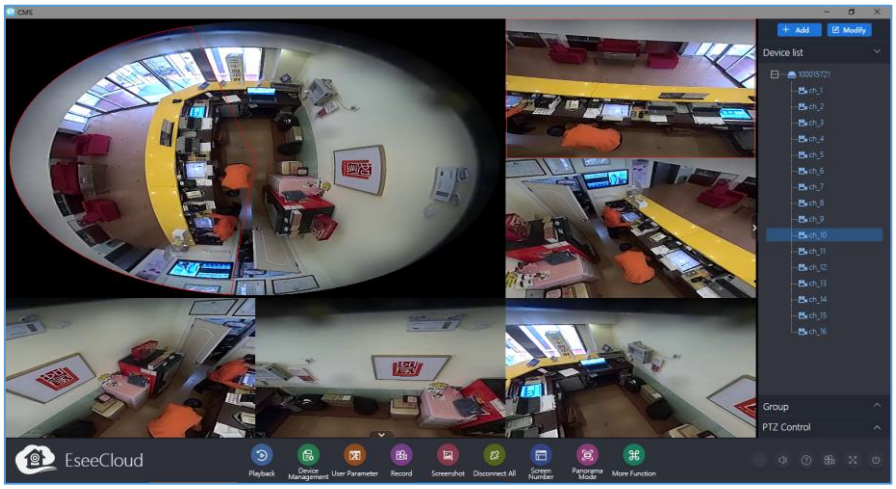


Two split screen mode



Four split screen mode

Six split screen mode



Pay attention： **1.** Six display modes can be selected in panoramic mode under local login mode, including panorama, cylinder, unfolding, 2 split screen, 4 split screen and 6 split screen.

2. In panoramic mode, you can choose 4 display modes, including panorama, cylinder, 2 split screen, 4 split screen

3. Panoramic mode 4 sub-screen and 6 sub-screen can be pre-positioned cruise, channel screen right-click operation can be added to the preset point, preset point can be selected by any channel screen right-click, add preset point, and then according to the needs of monitoring position gradually increase preset point, click "preset cruise", the screen into the cruise state The cruising trajectory is consistent with the added pre-set trajectory.

- **Installation mode：**

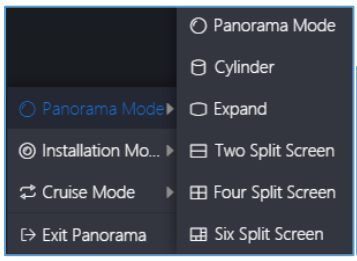
Hang: the direction of cruising is clockwise.

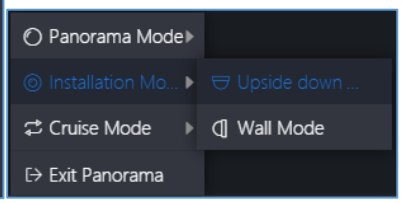
Wall hanging: the direction of cruising is swinging to the left and right.

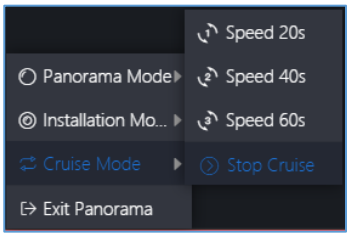
- **Cruising mode:**

Speed：Cruising speed provides 20S/ speed 40S/ speed 60S three choices, corresponding to slow / medium / fast three kinds of speed.

stop：To pause the current state of cruising, click on the channel in cruising or select the stop cruising button in cruising mode.







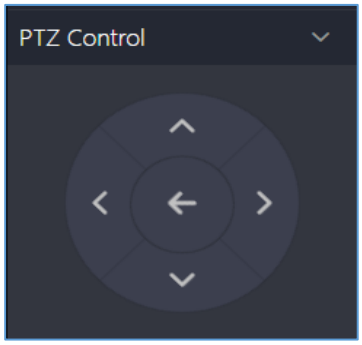
① Panorama mode ②installation mode ③cruise mode

3.4 PTZ control

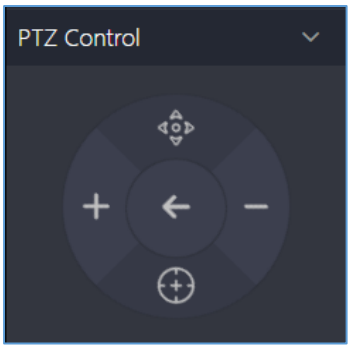
➢ **Cruising / ptz/ zoom / focal length / aperture:**

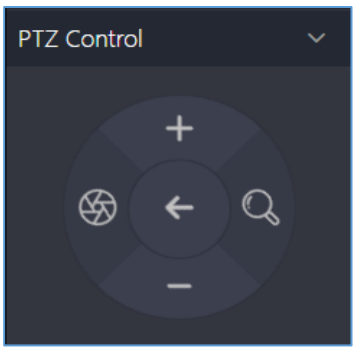
PTZ control functions require Cloud platform equipment (such as a dome) to access the main control equipment (such as NVR or DVR) in order to use

Cruise refers to the direct execution of cruise pictures, the tilt point to adjust the direction of the lens, zoom point to change the mirror multiple



① PTZ control ②PTZ control





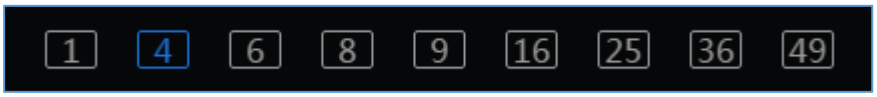
② focal length ④Zoom / aperture

PTZ direction control button， aperture adjustment button， lens distance zoom adjustment button， lens focus adjustment button， cruise button

3.5 Split screen number

- Client provide one split screen/four split screen/six split screen/eight split screen/nine split screen/sixteen split screen/twenty-five split screen/thirty-six split screen/forty-nine split screen,this nine split screens can switch you like.

- When the number of connected device channels is greater than the current number of split screens,the displayed split screen will automatically increase, reaching 49 split screens.



①split screen number

3.6 Other function

- Sharpness switching: SD and HD switching button

- Voice：①select the screen channel ②click open/close the voice

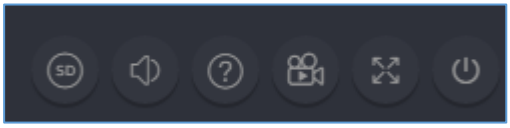
- Help：The help button under each interface is a description of the corresponding function operation.

- Recorder：When the live preview channel is recording, the icon is flashing.

- Full screen：①click full screen button ②click the Esc on the keyboard to exit full screen status

- Close：①click the close button②click OK to close the CMS client

Other function

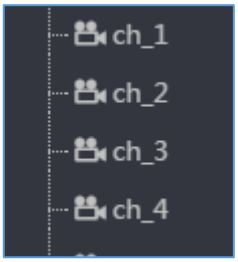


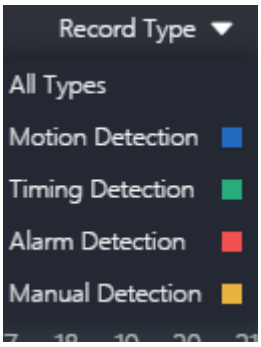
4.Video Playback

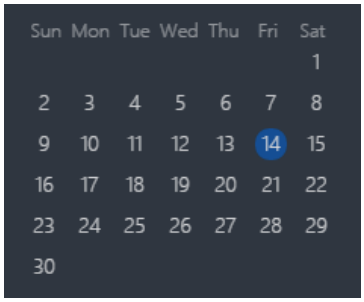
4.1 video playback

Video playback 4 steps:①select device channel ②select recording type ③select video playback date ④confirm search video

- Retrieving the video requires three conditions of 'device channel + recording type + playback date'
- Recording type included： motion detection,timing detection,alarm detection,manual detection.Generally, all types of videos can be retrieved by default.
- The choice of device channel can directly affect the search results. Be sure to confirm the device is online before recording.



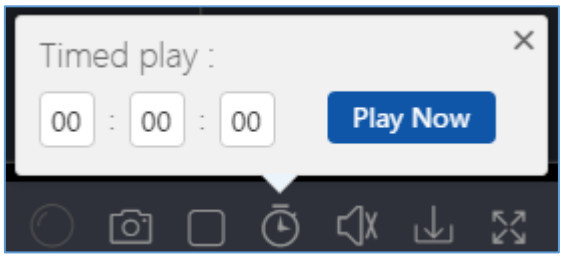




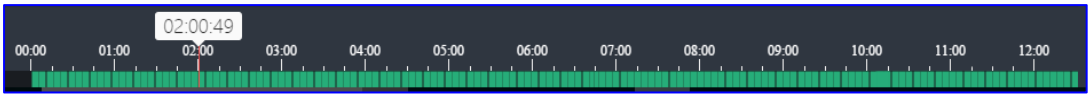
①device channel ②video channel ③select date

4.2 Timed playback

- **Timed playback**: Select the timed playback operation, enter the recording effective time in the time frame, and confirm can playback (effective time refers to: the time retrieved by video playback)
- **Time drag playback**: adjust the time scale, drag the cursor on the time axis to the corresponding time (as shown in Figure 2 below)



①timed playback



②timeline

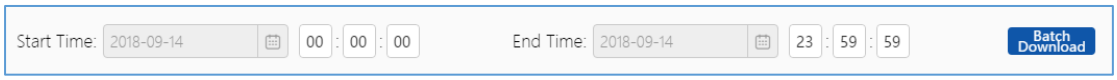
4.3 Video Synchronize

Steps:①Retrieve video ②Check synchronize ③switching time

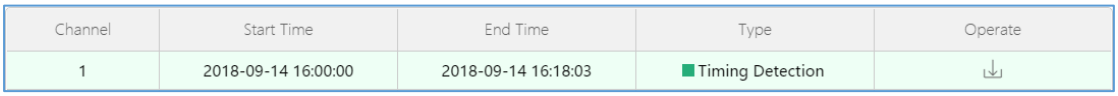
- Date：Check the synchronization switching time,different channel of recording playback date will not take effect in synchronize
- Time：Check the synchronous switching time,the recording time of each channel will not take effect at the same time.

4.4 Video Download

- **Batch download:**Enter the time period to be downloaded at the start time + end time according to the needs of the retrieved recording time range.
- **Time period download**: The time period of recording will also be displayed in the download resource. Click the download button for any time period according to your needs.



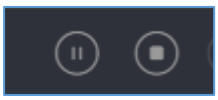
①Custom batch download

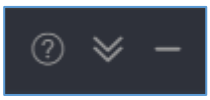


②select time period download

4.5 Another function

- **Playback control:**Support playback/pause/stop control in video playback, select the screen form in playback and click operation
- **Hidden timeline：** Switch to video playback, there will be a 'hidden' small button on the timeline, which can be used to hide the timeline during playback.
- **Time scale adjustment:**The setting is not set in the installation wizard. The playback timeline scale will default to 60 minutes. You can also modify the scale value by clicking 'Zoom out' or 'Zoom in' during video playback.





①Playback control ②Hidden ③adjustment scale

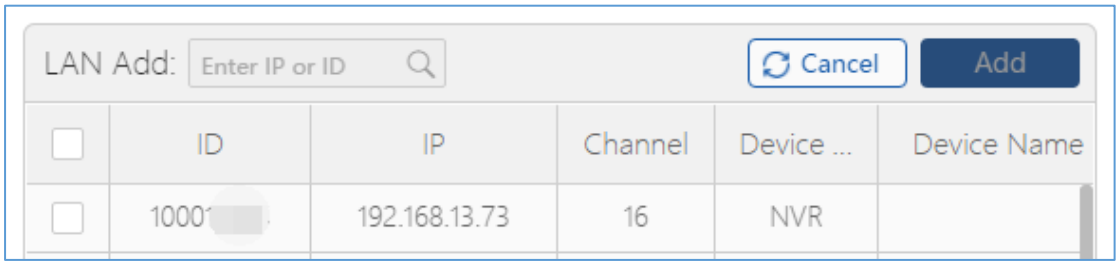
5.Device management

5.1 Add device

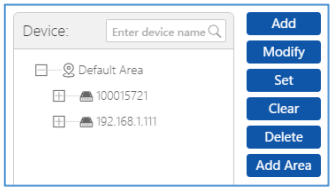
- **Add a LAN device：** ①Enter the device management interface ②Refresh LAN device ③Check the device and click add （LAN devices can be filtered by entering the IP/ID in the filter box.）

- **Add cloud ID device：** Manually enter the device 'cloud ID number + channel number', and select 'type' according to the actual situation of the device. The rest can be clicked and determined by default (The password can be selected according to the actual settings of the device)）

- **Add IP/DDNS device：** Manually enter device ‘IP/DDNS+interface+channel number’,and select ‘type’ according to the actual situation of the device.The rest can be clicked and determined by default.



①Add a LAN device



②Manual input addition

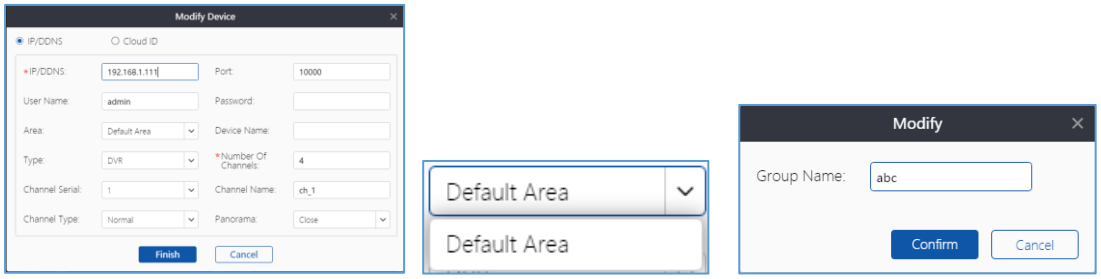
5.2 Modification of equipment

- **Device modification:**Under the device management or preview interface, after selecting the device and clicking Modify, the device interface will be loaded.(As shown in figure①)

- **Area modification**: In the modify device interface, click the area drop-down box.（As shown in the figure②）

- **Group modification:** After selecting the group under the preview interface, click the modify button to load the modified group information interface.(As shown in the figure③）

Pay attention： Modify the channel name, panorama, and channel type corresponding to the channel serial number in the device. The panorama or channel type corresponding to each serial number is independent. You need the channel device in the device to be in the panoramic state. You can select the corresponding channel serial number to modify it. Panorama and channel type



① Device modification ②Area modification ③Group modification

5.3 Remote setting

5.3.1 VR CAM/gateway remote setting

Setup steps： ①Select device ②Click setup/after connecting device click remote setting button(As shown in figure1 and 2)

Device information： Includes the information of device model, device ID, OEM serial number, firmware version (providing check updates)

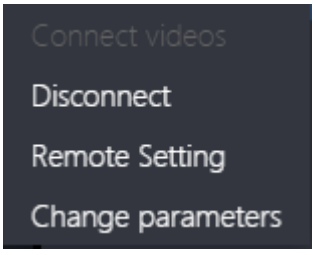
Function setting： The audio, prompt tone, prompt language, and display mode and clarity of the configuration can be entered above.

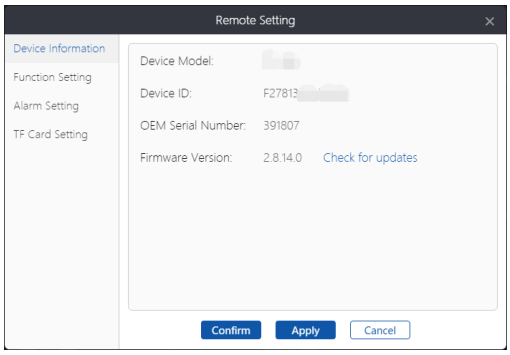
- **Alarm setting：** Includes motion detection, message push, motion detection sensitivity, and sync time function. If the device has summer time settings, you can set daylight saving time.

- **TF card setting：** TF status, available / total capacity, TF card formatting function.

Pay attention：①Alarm message push is not supported in local login. Need to check to switch to cloud login status.

②Currently support VR CAM/gateway device for remote setting





(1) (2) (3) remote setting interface

5.3.2 D82 series NVR Remote setting

Setup steps： ①Select device ②Click setting/after connecting device click remote setting button(As shown in figure1 and 2)

- **General settings：** Set the device's time zone, date format, date, time, button sound, OSD transparency, VGA resolution
- **Channel setting：**
  - **Coding setting：** Set the encoding mode of each channel, the resolution of the primary and secondary streams, the code stream control, the code stream rate, the video frame rate, and the encoding format.
  - **Color adjustment：** Adjust the hue, contrast, brightness, and saturation of each channel and copy it to other channels
  - **Channel OSD：** Modify the title, display status, and communication quality of each channel
  - **Video detection：For each channel alarm duration, detection type, sensitivity, whether to enable various alarm information push, detection area selection, deployment time selection, and can be copied to other channels**
  - **Code stream value：** Monitor real-time stream of each channel
  - **Channel details：** View the primary stream, secondary stream, and software version for each channel
- **Video setting：** Set up video type and time for each channel,There are three types of timing, movement and alarm.
- **Network setting：**
  - **Network setting：** Modify whether to use DHCP. If you choose No, you can modify the IP address, subnet mask, gateway, DNS address, and WEB port of the NVR.
  - **Dynamic domain name：** Modify whether to use DDNS,IF you choose yes, you can modify provider, domain name, username, password
  - **PPPOE：** Select whether to enable PPPOE. If yes, you can modify the PPPOE protocol, user name, and password. You can view the PPPOE status and PPPOE IP address.
  - **Wireless setting：** View ESSID， modify Wireless Channel、area
- **System setting：**
  - **Device information：** IDView device name, device model, device serial number, software version,

release time, cloud ID

- **Log information：** Select the input type, start time, and end time and click Search to display the log number, time, and content that meet the conditions.
- **User management：** Display serial number, user name, whether it is super user, create new user, edit user, delete user, change password
- **Factory setting：** Choose simple restore (ignore channel and network configuration), restore all (restore all configurations)
- **Online upgrade：Choose local upgrade,click upgrade firmware**

5.4 Device grouping

➢ **Create a group：** ①Click'create a group' button ②'group name' click OK after input content

➢ **Add channel：**

Enter： ①select a group②Click add channel button

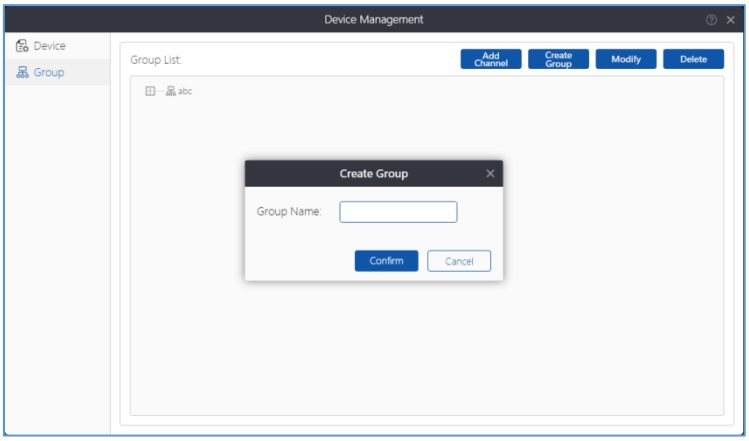
Import selection： ①select channel ②select a group ③Click the import selection button

Import all： ①select a group ②Click the Import All button

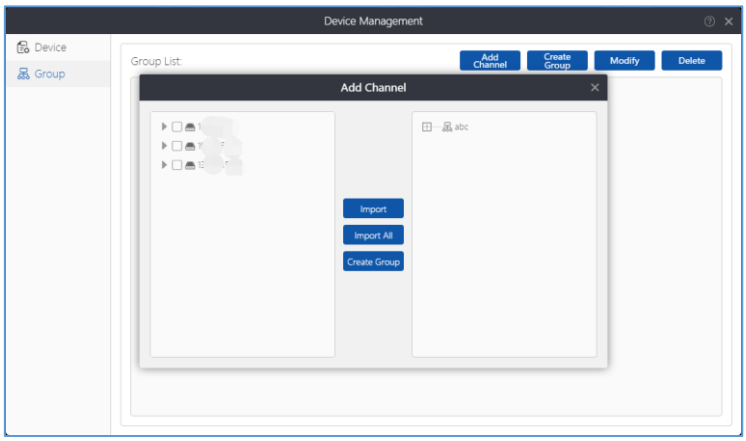
➢ **Modify/Delete：**

Modify： After selecting the group, click the Edit button to modify it.

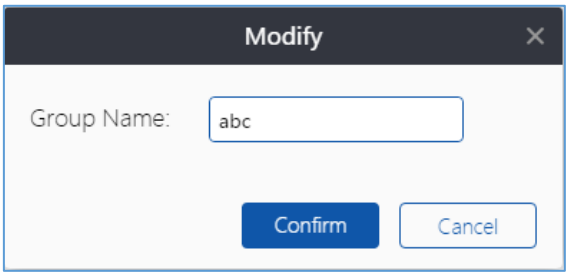
Delete： Delete the group or channel and click the delete button to delete it.



①create group



②add channel



③modify group

6. User Parameters

6.1 Basic setting

- **Theme：** CMS provides classic theme and modern theme. After checking the app, click “Apply Now” to enter the corresponding theme.

- **Split screen number：** The selected split screen number is displayed after the re-login, and the

CMS provides split screen 1/4/6/8/9/16/25/36/49 nine forms.

- **Display language：** CMS currently defaults to 9 languages, such as Simplified Chinese and English. When you choose to log in again, you will switch to the corresponding language.

- **Login method：** The login mode of the cloud is online. Need to connect to the external network when you log in. There is no such requirement for local login.

- **List style：** The list style includes tree shape and graphics. The replacement is only the real-time preview interface and the display of the device list under the playback interface. The device list under other interfaces is unified into the tree list style.

Path modification： ①Screenshot path：The screenshot file is saved in the snapshot folder by default, and can be saved in other paths according to its own needs.

②Local recording path：Local video files are saved in the record folder by default, and can be saved in other paths according to their needs.

③Video download path：The files downloaded by the playback video are saved in the video_download folder by default, and can be saved in other paths according to their needs.

Pay attention：After modifying the settings, click “Apply” and then click “Effect Now”, the CMS can be immediately modified into the desired configuration effect, and you need to log in again after it takes effect. (It is best not to modify it to a directory containing Chinese)

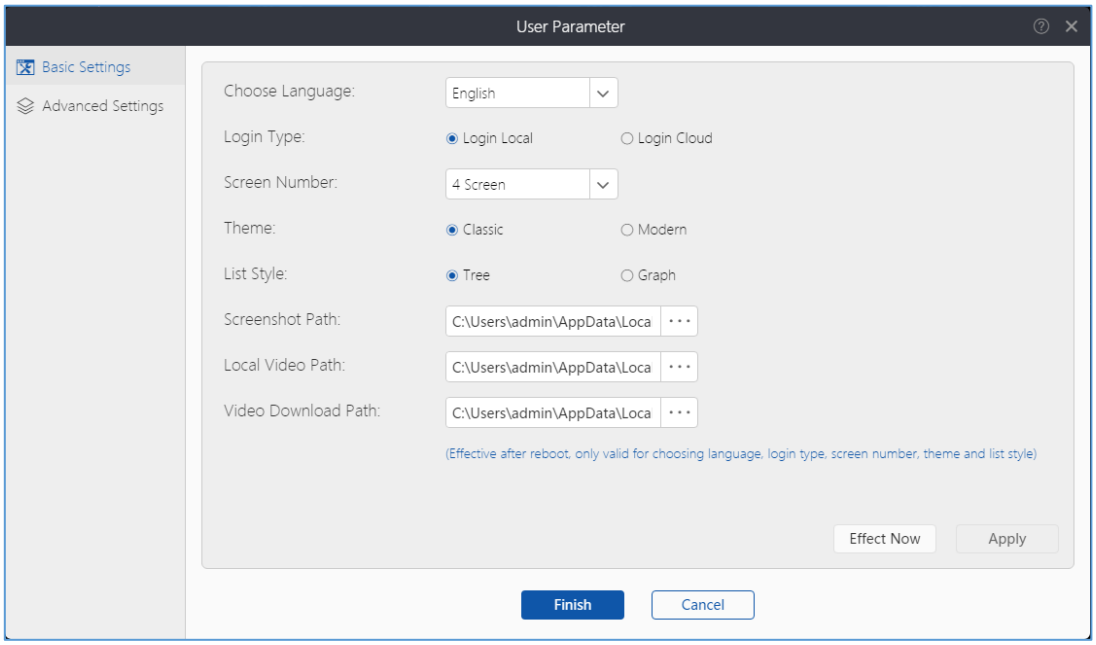
6.2 Advance setting

- **Time zone setting:** Select the local time zone according to the actual situation.

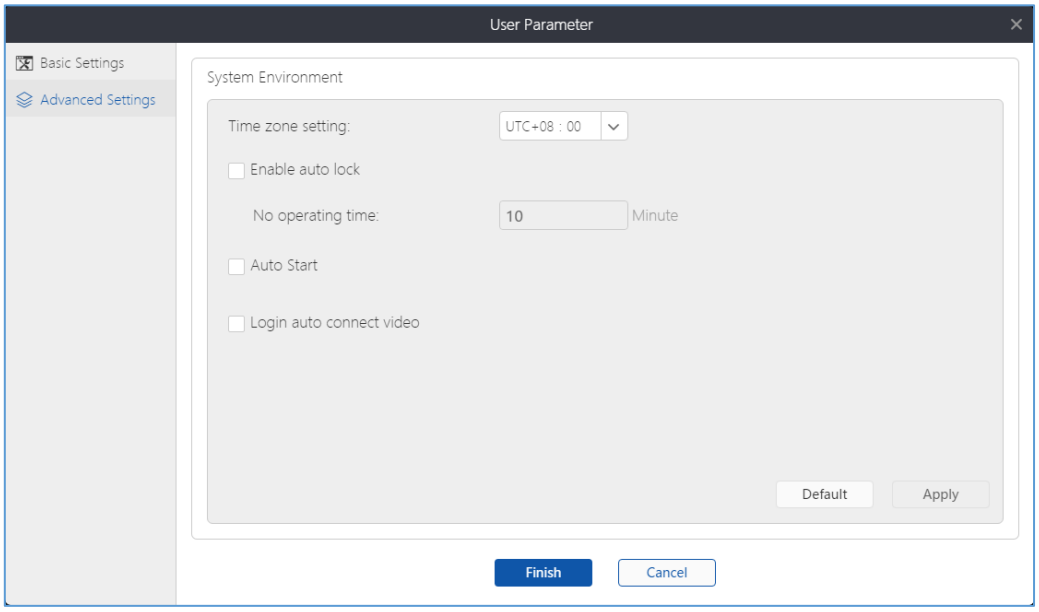
- **Automatic lock：** Check the auto lock and enter the integer in minutes in the time box. If no operation is performed on the CMS within the time of the input, the CMS will automatically

lock.

- **Boot：** Check the boot and start the CMS client automatically after the computer is turned on.
- **Automatically connect video：** After logging in to the auto-connect video, log in to the CMS and automatically connect to the device added to the device list. The number of connected channels is the number of split screens in the basic settings.



Basic setting



Advance setting

7. More functions

7.1 User management

- **New user：** ①click new user ②enter user name(required)+Remark name (optional)③click OK

- **Modify permissions：**

Default：The default permissions include screenshot, videos, pan/tilt settings, video playback, and remote downloads.

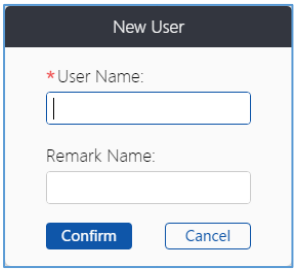
Modify：①click edit permission ②Check the permissions and devices/channels that need to be assigned to the new user (you can click to select all) ③click OK

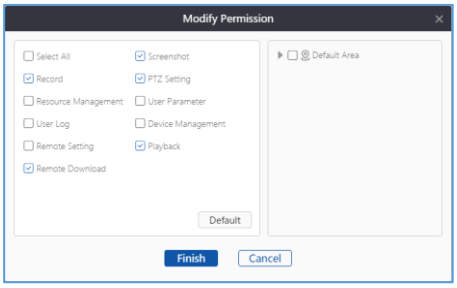
- **Other function：**

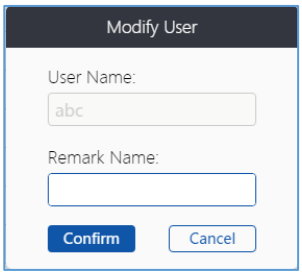
①Clear password：If the login password of the newly user is forgotten, can log in to the newly user again by directly clearing the password and the internal setting data can be retained.

②Modify note： Add a note, change a note, or delete a note to go to the modify note

③delete user：If you think that the new user is not necessary, click Delete User to delete the user.





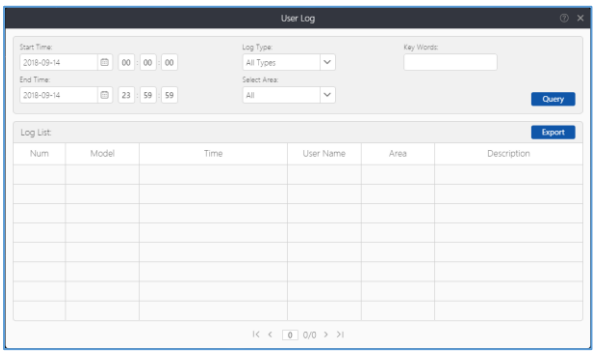


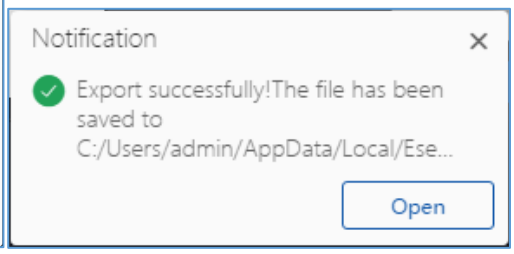
①new user ②modify permission ③modify user

7.2 Log query

- **Query：** ①confirm'star time+end time'②confirm'log type'（Include:alarm log,login log,operation log)③select area ④click to query（As shown in figure 1）

- **Export:** ①query log ②click export ③open the file to confirm（As shown in figure 2）





(1) log query (2) notification

7.3 Resource management

- **screenshot：**

Search： ①select‘star time+end time’ ②click search

Preview： ①method one selects 'preview' for right-click operation

②method two click the screenshot file from source

Delete： ①method one select‘delete’ for right-click operation ②method two enter screenshot preview state and click to select ‘Delete’

Location： ①method one Right click to select ‘Open location’②method two Click 'Save location' in the resource information

Resource management： ‘user、Resource size, resolution, device name, associated channel, screenshot time, save location', including the above(As shown in figure 2)

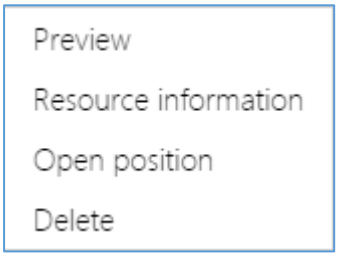
Replacement size： ‘Original size, maximize, zoom in, zoom out, resource information, delete’, the screenshot preview status includes the above status/function that can be switched to

- **Video：**

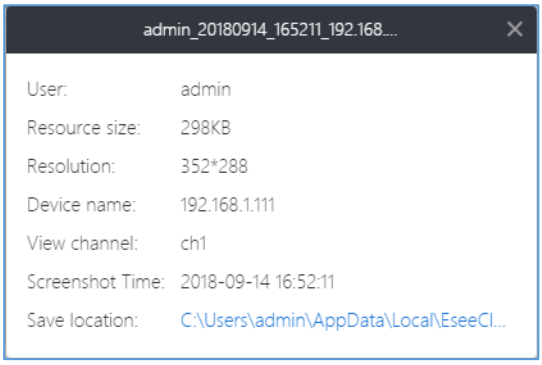
search ： ①select‘star time+end time+’②select video type（Include:video preview,video playback,default all type)③click search

Resource information： ‘user,resource size, recording type, device name, associated channel, recording time, save location', including the above

Other function： The operation steps of ‘preview, resource information, location, delete’ function are the same as the screenshots. For details, please refer to the operation in the screenshot.



(1) right click



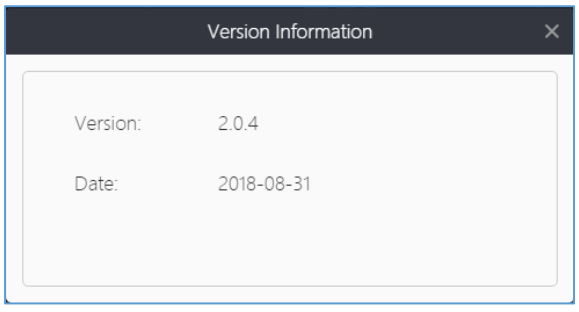
(2) resource information

7.4 System information

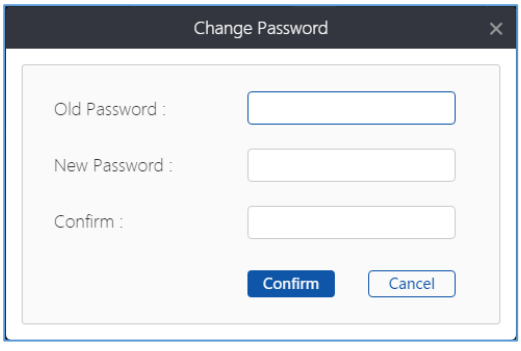
- **Version Information：** The content is displayed as follows 'version number, date'

- **Change Password：** ①Enter 'original password + new password + confirm new password'②click to confirm ③Re-login verification password

- **Sign out：** Click the 'Exit Login' button to quit the login status of the current account.



①version information



②change password

8.Frequently asked questions(FAQ)

Question one： After installation, open CMS and display "Cannot load plugin"?

Answer one： 1.Please confirm when installation,whether the installation path uses Chinese or not, the plugin is temporarily incompatible with the Chinese path.

2.After confirming the non-Chinese path, if the problem persists, you can contact technical support for assistance.

Question two： After connecting multiple video channels (more than 30 channels) for a few seconds, all channels are automatically disconnected and black screen. The device connected again has no response. IS it need to restart the CMS?

Answer two： The new version of CMS2.0.4 runs with a high memory. If the lower configuration computer is turned on, the computer system will run out of memory, causing the CMS to run abnormally. If the computer configuration is lower, it is recommended not to connect too many channels. The optimization work has been planned for this situation.

Question three： After installation, can't open CMS, open Task Manager and find that there is an EseeCloud process?

Answer three： 1.Please confirm whether your windows system is windows7 or above,because EseeCloud only support windows7 or above now.

2.After you confirm it’s windows7 or above,Locate the EseeCloud.exe file in the installation directory, select the property option from the right-click menu, select the Compatibility menu, and check whether Windows XP is compatible. If you select Windows XP compatible, uncheck the compatible Windows XP, or select compatible Windows 7.

Question four： After the CMS of the OSX system is installed, it displays "File is corrupted" or "Unable to open" when it is opened.？

Answer four： 1.Open "System Settings" → "Security and Privacy" → "Allow applications to be downloaded in the following locations", check "any source" (applies to versions prior to OSX 10.12.X);

2.Open "Terminal", enter the string "sudo spctl --master-disable", press the "Enter" key,

enter the sudo password (applicable to versions after OSX10.12.X). If the above method still does not work, please contact us to help you solve it.