



# Cloudvue User Manual



[www.cloudvue.io](http://www.cloudvue.io)

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# 1–Welcome to Clouvue

This document covers a range of topics, from the installation, setup, and registration of cloud gateways and cloud cameras to system operation, management, and troubleshooting.



**Figure 1: Clouvue Display**

This guide will consist of four sections:

1. [Setup of the Gateway and Devices](#)
2. [Operation of the Clouvue Security Suite](#)
3. [Operation of the Clouvue Manager](#)
4. [Operation of the Clouvue Security Suite mobile application](#)

*We have updated this guide as of May 2021, however Clouvue is constantly working to improve and upgrade its products. Content provided may vary with actual use.*

## 2–Setup and Register Devices

This section will guide you through setting up and registering Cloudvue devices, including Cloudvue Gateways, Illustra Cloud Cameras, and Kantech Controllers.



**TCG16K**



*These are two examples of the many Gateway models offered.*

**Figure 2: TCG16K Camera Options**



**TCCFS03B03**

**TCCFS03C010**



**Figure 3: TCFS03C010 & B03 Camera Options**

*These are two examples of the many Illustra Cloud Camera models offered.*



***Figure 4: KT 1 Controller & ioSmart Readers***

# Setup and Register: Cloudvue Gateway

Included:	Customer supplied:
We provide every Gateway package with: <ul style="list-style-type: none"><li>• 1x Gateway</li><li>• 1x power supply</li><li>• 1x power cable</li><li>• Quick-start Guide</li></ul>	The customer will provide: <ul style="list-style-type: none"><li>• Modem/router PoE switch</li><li>• Ethernet cables</li></ul>

**Table 1: Cloudvue Gateway Setup**

## Required Components:

- Gateway and included power supply
- PoE switch and power supply
- Ethernet cables
  - One cable to connect port #1 on the Gateway to the network
  - One cable to connect port #2 on the Gateway or network to the PoE switch
  - One cable for *each* camera connected to the PoE switch

**Note:** We recommend using Category 6 shielded bond ethernet cables. You may need up to 328 ft.

## Gateway Ethernet Ports:

Each Gateway has two, labeled on the back:

- **Port #1** - This is the ethernet port. This is used to connect to an existing LAN with internet access and accepts a DHCP IP address from the router. A static IP address in IP range and sub-net mask of the router may be assigned to Port #1.
- **Port #2** - This is the camera port. This will function as a DHCP server and assign a dynamic IP address to every camera connected. For direct access, connect a computer.

## Network Settings:

- There are no special settings required on most networks for operation, but if needed, open/allow incoming and outgoing traffic on ports **443 (HTTPS & TLS) and 123 (TLP)**.
- There are no special settings required for whitelisting, but if needed, whitelist the following domains:
  - \*.cloudvue.com
  - \*.blob.core.windows.net

**Note:** The Windows blob core domain contains multiple IP address, so be sure there is not a firewall rule blocking any of them.

## Gateway Setup:

There are two options available for setting up Gateways:

- [Setup the Gateway and the cameras on the same network.](#)
- [Setup the Gateway and the cameras on separate networks.](#) (**Recommended**)

### Setup Gateway and Cameras on the Same Network

1. Connect the PoE switch to the network.
2. Connect an ethernet cable from the PoE switch to *each* camera.
3. Connect an ethernet cable from Port #1 of the Gateway to the network.
4. Connect the power supply to the Gateway and plug it in.
5. Verify that the Gateway turned on. If it does not auto-start, you may need to press the power button.
6. [Register the Gateway](#) for remote access from Cloudvue.

**Note:** A UPS battery backup for the Gateway and PoE switch is strongly recommended.

### Setup Gateway and Cameras on Separate Networks

1. Connect an ethernet cable from Port #1 of the Gateway to the network.
2. Connect an ethernet cable from Port #2 of the Gateway to the PoE switch.
3. Connect an ethernet cable from the PoE switch to *each* camera.
4. Connect the power supply to the Gateway and plug it in.
5. Verify that the Gateway turned on. If it does not auto-start, you may need to press the power button.
6. [Register the Gateway](#) for remote access from Cloudvue.

**Note:** A UPS battery backup for the Gateway and PoE switch is strongly recommended.

## Gateway Cloud Registration:

There are three options available for setting up Gateways:

- [Register the Gateway from a computer connected to the same network.](#)
- [Register the Gateway from Cloudvue using a web browser.](#)

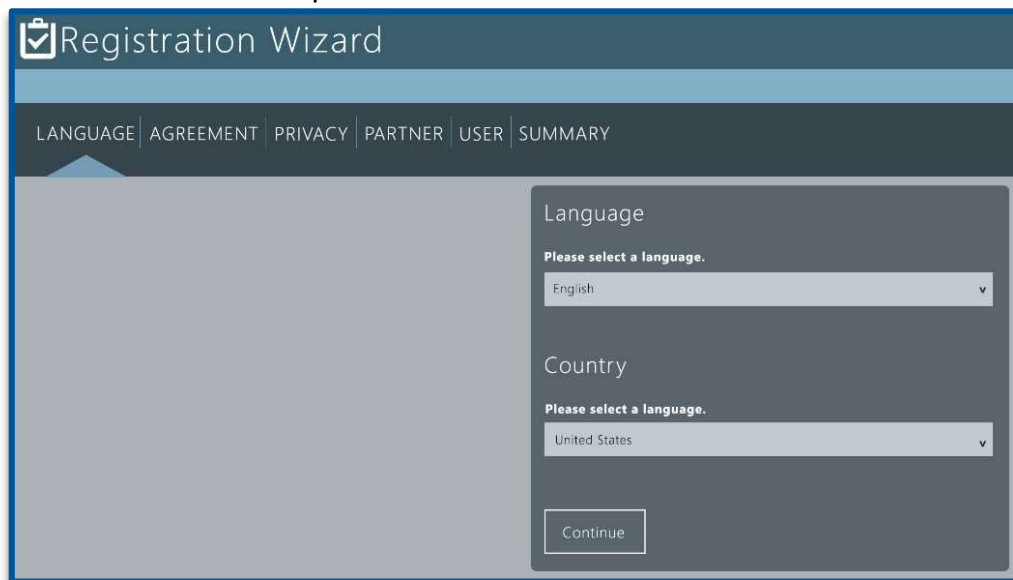
- [Register the Gateway using the Cloudvue Mobile App.](#)

## Register Gateway from Locally Connected Computer

1. If you know the IP address of the Gateway, enter it into the URL bar of your web browser on a computer connected to the same network as the Gateway, and then go to [step 4](#).
2. If you do not know the IP address of the Gateway, you can find it using a UPnP application (e.g., Bonjour), an IP identification program (e.g., Angry IP or Advanced IP Scanner), or log into the router. The MAC address is on a sticker on the back of the Gateway if you need it to locate the IP address.
3. Enter the IP address into the URL bar of your web browser on a computer connected to the same network as the Gateway.

**Note:** [Google Chrome](#) is the recommended browser. Other browsers may limit some features within the program.

4. The Gateway Registration Wizard will display automatically. If it does not, your Gateway is already registered.
5. The first step of the wizard will ask you to confirm your language and country settings. English and United States are the defaults; you can change this by using the drop-down menu to choose another option. Click **Continue** when finished.



6. Read the End User License Agreement, check “**I Agree,**” and click **Continue**.
7. Read the Privacy Policy, check “**I Agree,**” and click **Continue**.
8. If you have a Partner Code, enter it, and click **Continue**. If you do not, click **Skip**. The Partner Code is not required, and you can enter it later.



XXX Partner Code

Please enter a XXX partner code.

Continue SKIP

- If you entered a Partner Code, a second window will display to verify the code. If the code is correct, click **ASSIGN**; otherwise, click **CANCEL** and enter the correct code.

CONFIRM PARTNER CODE

Are you sure you want to assign partner code: xxxxxx?

CANCEL ASSIGN

9. Enter the account information of the Primary/Administrative User of the Gateway, and then click **Continue**.

User Information

Server name  
MyServerName

First Name  
Ellie

Last Name  
Sattler

Email  
ellie.sattler@jp.com

Phone Number  
8675309

Password  
.....

Confirm Password  
.....

If you are using an Arecont branded camera, please do not use the \$ character in your password

Continue

**Note:** You can change the administrator later if you need to.

10. You have now registered the Gateway. If you do not have any cameras added, you may see a notice asking if you would like to scan for cameras on the network.

# Setup and Register: Illustra Cloud Camera

Included:	Customer supplied:
We provide every Illustra Cloud Camera package with: <ul style="list-style-type: none"><li>• 1x Camera</li><li>• Mounting hardware</li><li>• L-shaped Phillip's screwdriver</li><li>• Mounting template</li></ul>	The customer will provide: <ul style="list-style-type: none"><li>• Drill</li><li>• Modem/router PoE switch</li><li>• Ethernet cables</li></ul>

**Table 2: Illustra Cloud Camera Setup**

## Required Components:

- Cloud Camera (included)
- PoE switch and power supply
- Ethernet cable
  - One ethernet cable to connect the cloud camera to the PoE switch

**Note:** We recommend using Category 6 shielded bond ethernet cables. You may need up to 328 ft.

## Network Settings:

- There are no special settings required on most networks for operation, but if needed, open/allow incoming and outgoing traffic on ports 443 (HTTPS & TLS) and 123 (NTP).
- There are no special settings required for whitelisting, but if needed, whitelist the following domains:
  - \*.cloudvue.com
  - \*.blob.core.windows.net

**Note:** The Windows blob core domain contains multiple IP address, so be sure there is not a firewall rule blocking any of them.

## One Cloud Camera Setup Option:

- [Connect cloud camera to PoE switch which is connected to an internet accessible router.](#)

## Cloud Camera Setup

1. Connect one end of an ethernet cable to any powered port on a PoE switch that is connected to a network router with internet access.

2. Connect the other end of the cable to the camera's ethernet connection.
3. Check that the status light on the port of the PoE switch connected to the camera shows a connection and power.

## **Two Cloud Camera Registration Options:**

There are two options available for registering the cloud cameras:

- [Register the cloud camera from Cloudvue using a web browser.](#)
- [Register the cloud camera using the Cloudvue Mobile App.](#)

## Setup and Register: Mobile Access Device

Included:	Customer supplied:
We provide every Mobile Access package with: <ul style="list-style-type: none"><li>• 1x ioSmart Reader</li></ul>	The customer will provide: <ul style="list-style-type: none"><li>• Modem/router PoE switch</li><li>• Ethernet cables</li></ul>

**Table 3: Mobile Access Device Setup**

### Required Components:

- ioSmart Reader (included)
- PoE switch and power supply
- Ethernet cable

**Note:** We recommend using Category 6 shielded bond ethernet cables. You may need up to 328 ft.

### Network Settings:

- There are no special settings required on most networks for operation, but if needed, open/allow incoming and outgoing traffic on ports 443 (HTTPS & TLS) and 123 (NTP).
- There are no special settings required for whitelisting, but if needed, whitelist the following domains: ○ \*.cloudvue.com ○ \*.blob.core.windows.net

**Note:** The Windows blob core domain contains multiple IP address, so be sure there is not a firewall rule blocking any of them.

## Setup and Register: Access Control Device

Included:	Customer supplied:
We provide every Access Control package with: <ul style="list-style-type: none"><li>• 1x Controller</li></ul>	The customer will provide: <ul style="list-style-type: none"><li>• Modem/router PoE switch</li><li>• Ethernet cables</li></ul>

**Table 4: Provided Setup Resources**

### Required Components:

- Controller (included)
- PoE switch and power supply
- Ethernet cable

**Note:** We recommend using Category 6 shielded bond ethernet cables. You may need up to 328 ft.

### Network Settings:

- There are no special settings required on most networks for operation, but if needed, open/allow incoming and outgoing traffic on ports 443 (HTTPS & TLS) and 123 (NTP).
- There are no special settings required for whitelisting, but if needed, whitelist the following domains:
  - \*.cloudvue.com
  - \*.blob.core.windows.net

**Note:** The Windows blob core domain contains multiple IP address, so be sure there is not a firewall rule blocking any of them.

### Controller Requirements

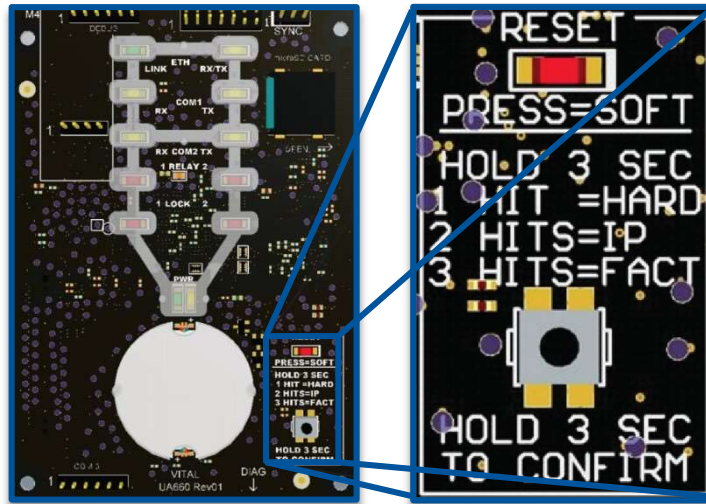
- The controller's firmware must be on V3.00 or higher.
- The controller must be connected to a network with Internet Access.
  - The minimum connection requirements are listed below.

### Prepare controller for Cloud mode

To place the controller in cloud mode and allow access to the Cloudvue Security Suite, you will first need to reset the controller to the Factory Default DHCP settings.

1. To reset it, remove the front cover of the KT-1. The reset button is on the bottom right-side along with a legend detailing the reset options.

2. Press and hold the reset button for three seconds. You will hear five beeps confirming the action.



3. Press the reset button three times.
4. Then press and hold the button for three seconds. You will hear five additional beeps confirming. The LED should flash yellow continuously to confirm the controller is now in the Factory Default DHCP state.

**Note:** Take care not to look directly at the LED unshielded, as damage to eyes may occur.

### Set controller to Cloud mode

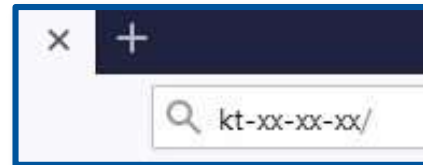
Once the controller has been reset to the Factory Default DHCP setting, you will need to reboot it into cloud mode.



1. Open your web browser and enter one of the following two options into the URL bar:

XX-XX-XX is the last six characters of the Controller's MAC address.

- The Controller's IPv4 address.

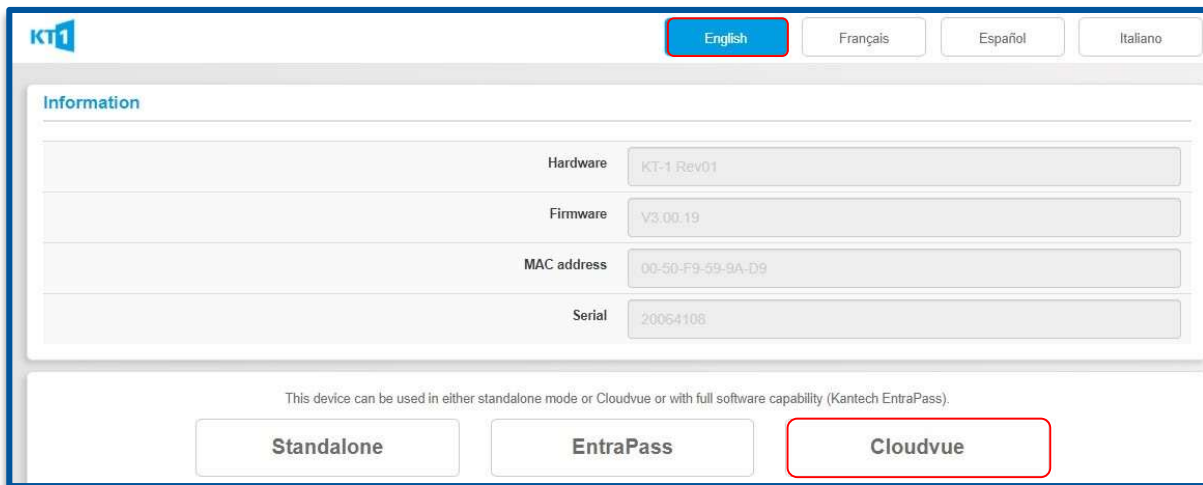


2. Once the registration page loads, select a language.

- The default is English.



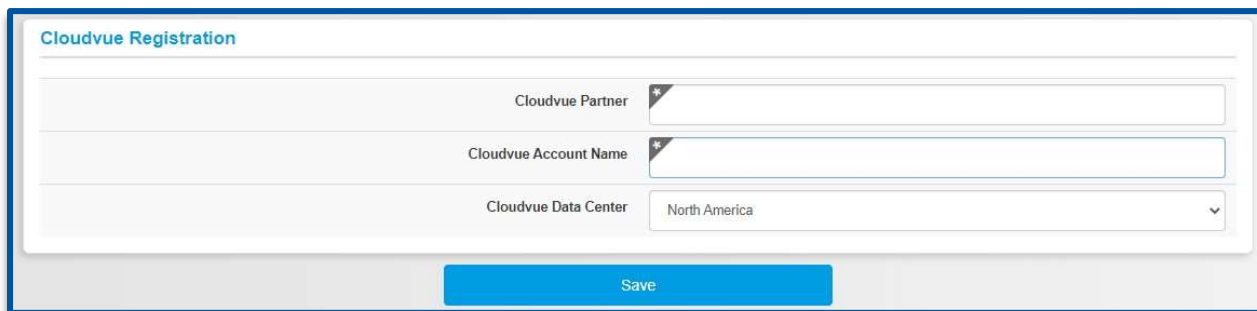
3. Click **Cloudvue**.



4. Enter the **Cloudvue Partner** and **Cloudvue Account Name** into the fields, noting they are case sensitive.

5. Select the **Cloudvue Data Center** from the drop-down menu.

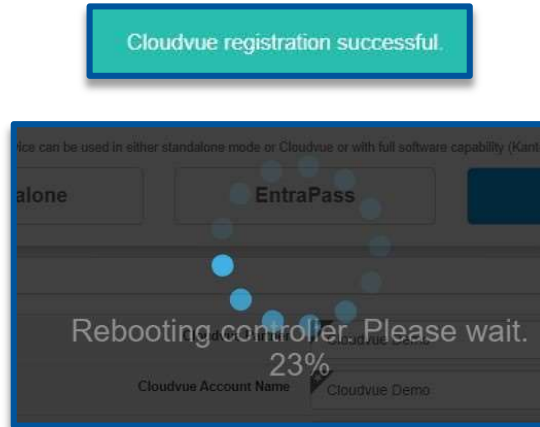
- This information is provided by your Cloudvue administrator.



6. If you have entered any information incorrectly, an error message will appear across the top of the screen, and the controller will not reboot.



7. When the information entered is valid, a success banner will appear across the top of the screen, and the controller will reboot in Cloud mode.



8. The vital LED will make three short blue pulses, and the L2 LED should be visible, showing the controller has initialized.

**Note:** *If the browser is continuously showing 89%, the controller may still reboot correctly. If the vital LED is showing the correct pulsing and the L2 Lock is lit up, the controller is set up correctly.*

### Register controller in Cloudvue


There are two options available for registering the access controllers:








- [Register the controllers from Cloudvue using a web browser.](#)
- [Register the controllers using the Cloudvue Mobile App.](#)




## 3–Cloudvue Security Suite

Cloudvue is an all-in-one platform built for secure cloud surveillance. The Cloudvue Security Suite can view live and archived camera activity, add cameras, manage users and settings for cameras and Gateways, and manage access control.

### Navigation


The primary navigation menu is listed in the navigation pane on the right side of the screen. Clicking the icon  at the top will expand the menu and display their titles. Hovering over their individual icons will also display a tooltip with their title.

Icon	Title	Function
	<a href="#">Live</a>	Opens live video multi-view page to view added cameras or events of added controllers.
	<a href="#">Archive</a>	Opens the archive of any recorded videos. Allows for search and playback of recorded video from any camera, and the ability to download the recorded clips.
	<a href="#">Hyper View</a>	Displays footage from the previous 24 hours of each camera condensed into a 60-second clip. Activity found on each camera is highlighted during the clip. If needed, you can isolate a single camera. This feature is only available through the cloud interface.
	<a href="#">Intelligence</a>	Accesses the Analytics data collected by the Gateway or cameras, such as people or vehicle detection, heat maps, or thermal information. This feature is only available through the cloud interface.
	<a href="#">Map View</a>	Displays a Google Map to help determine health of devices at each site. This feature is only available through the cloud interface.
	<a href="#">Site View</a>	Allows you to upload your floor plan to the cloud and place device icons to see where the cameras are in relation to the facility. Devices must be added to Cloudvue before being added to Site View. This feature is only available through the cloud interface.
	<a href="#">Account</a>	Use to view account specific details, such as cloud subscriptions, add devices, or manage views.

	<a href="#">Settings</a>	Use to view or change settings for devices, Gateway preferences, schedules, users, or alerts.
	<a href="#">Light/Dark</a>	Toggles between light or dark mode to allow for better viewing. Mode
	<a href="#">Log Out</a>	Exits the application.

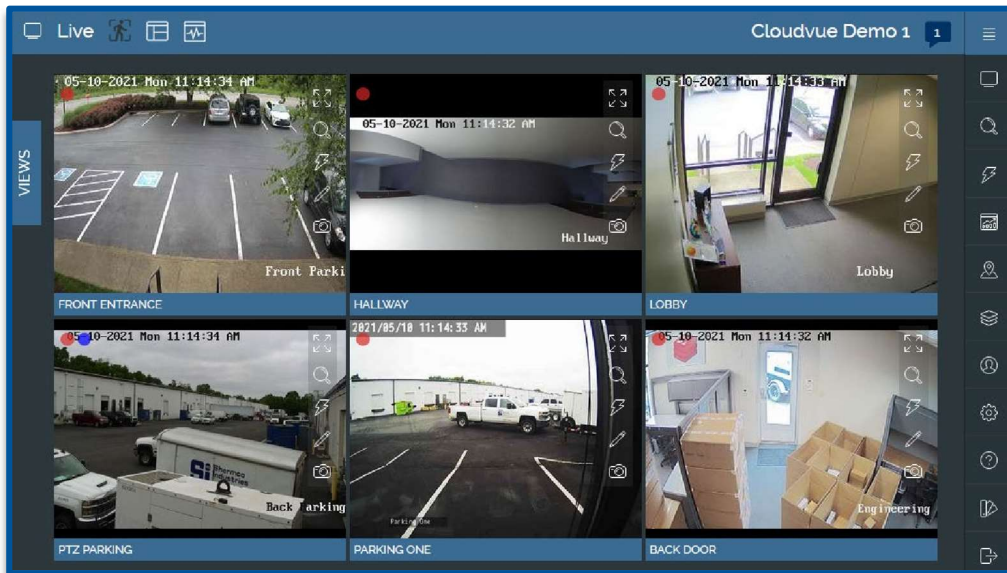
**Table 5: Navigation Functions**


# Live

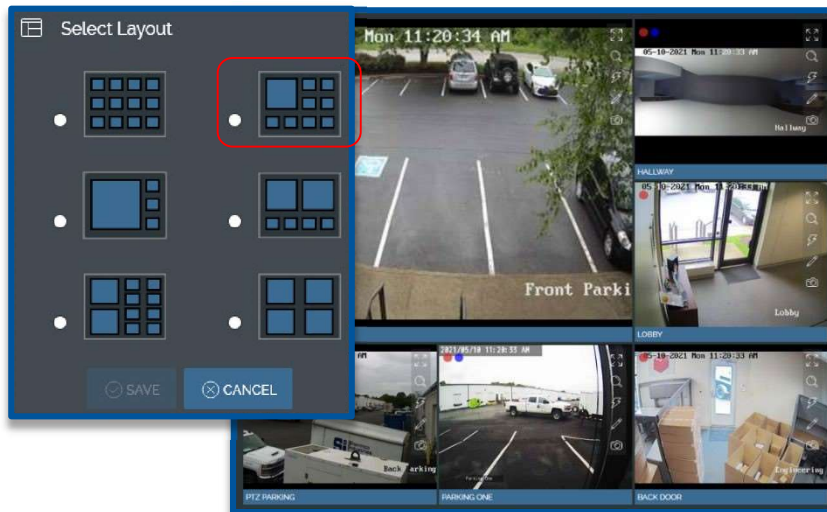
Selecting the **Live**  icon from the navigation on the right allows you to view a live video stream of any connected [cameras](#) or the recent actions of any connected [access control devices](#).

## Video

For any connected cameras you have available, the Live view will display all the video stream for them at 320 x 240 MJEP up to ten frames per second (fps). If you have multiple cameras connected to a Gateway, multiple cameras may be visible at a time. If you have registered multiple Gateways within Cloudvue, you may have multiple views available to review.








You can adjust the display of the camera feed by selecting the layout  icon at the top of the page, and then choosing one of the six different layouts available.



**Figure 5: Camera Feed**

The cameras in Live view have several icons that will appear on the right side of them.

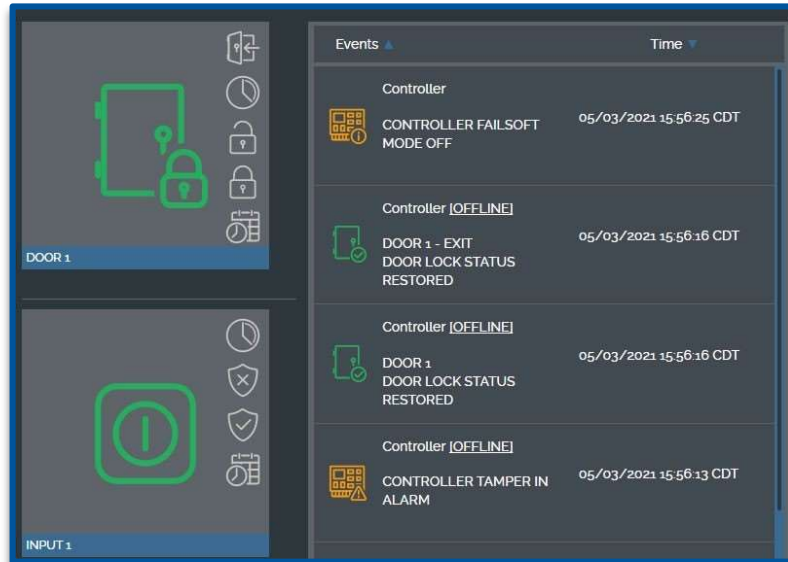
Icon	Title	Funcion
	Expand	Expands the view of the camera. When expanded, additional icons will be available to zoom in or out.
	Search	Opens the archive of any recorded videos.
	Hyper View	The Hyper View display opens and allows for reviewing footage from the previous 24 hours of each camera condensed into a 60 second clip.
	Edit	Opens the device settings.
	Snapshot	Takes a screenshot of the current frame.

**Table 6: Live Video Icon Functions**

**Note:** If your view does not default to the specific camera or Gateway you would like to view, you can select the **VIEWS** tab from the left, then **ACCESS DEVICES** from the flyout, and select the preferred devices.

## Access Control

For any connected controllers you have, the Live view will display them as graphical icons along with a history of recent events.



**Figure 6: Event History**

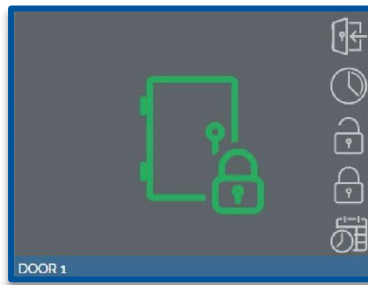


**Note:** If your view does not default to the specific camera or Gateway you would like to view, you can select the **VIEWS** tab from the left, then **ACCESS DEVICES** from the flyout, and select the preferred devices.

On the left, you will see the door, related inputs and relays, represented by graphical icons. [Doors](#), [inputs](#), and [relays](#) will have different options available.

On the right, you will find a history of recent [events](#) that have occurred, along with time stamps and a search bar.

## Doors

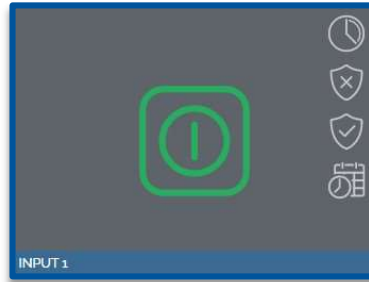


**Figure 7: Door Status**

Icon	Title	Function
	Door One	Time access unlocks the door for a single use, relocking as soon as the door is used.
	Door Temporary Unlock Time	Unlocks the door for a specified period allowing multiple times uses of the door within the time allowed by the unlock time of the door.
	Door Unlock	Unlocks the door remotely, override schedules and will leave the door unlocked until another command is issued to lock it or return it to its schedule.
	Door Lock	Locks the door remotely, removes the door from its schedule and will leave the door unlocked until it is issued a command to unlock it or return it to its schedule.
	Unlock Schedule	Returns the door to the previously defined unlock schedule or relocks the door if no schedule is defined.

**Table 7: Door Functions**

## Inputs



**Figure 8: Input Window**





Icon	Title	Function
	Input No Supervision Temporarily (Shunt)	Will stop input monitoring for a pre-set period.
	Input No Supervision (Shunt)	Stops current input monitoring and starts monitoring with the next pre-defined schedule.
	Input Continuous	Monitors selected input at all times. Supervision.
	Back to Schedule	Returns input to previously defined schedule.

**Table 8: Input Functions**

## Relays

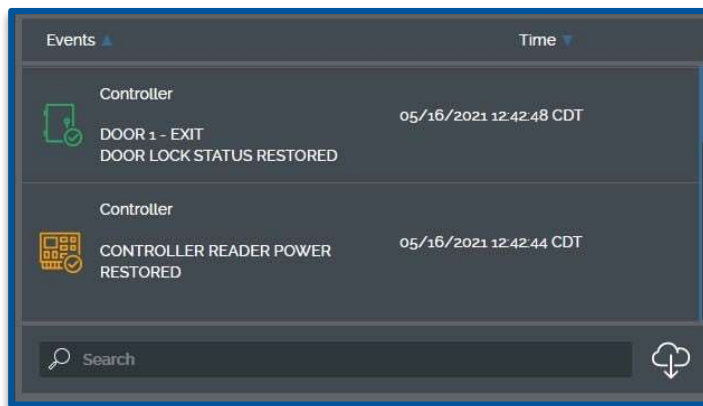


**Figure 9: Relay Status**

Icon	Title	Function
	Temporarily Active Relay	Temporarily activates relay or group of relays for a preset delay
	Active Relay	Activates previously deactivated relay.
	Deactivate Relay	Deactivates previously activated relay.
	Return to Schedule Relay	Returns relay to previously defined schedule


**Table 9: Relay Function**

## Events





**Figure 10: Current Events**

Events that occur will display, showing whether they occurred with the door, an input, or a relay, and a timestamp.

- It will list details regarding the event below the action that occurred. Sometimes, the text will display underlined showing you can hover over it to see additional details.
- The search bar can look for specific events that have occurred. You can search on specific keywords (e.g., alarm) partial keywords (e.g., ala ), for a device (e.g., Controller), or even dates (e.g., 05/03).
- Clicking the cloud  icon by the search bar will allow you to download the event data. You can select a date range and download the data in either a CSV or PDF file.

**Range Selection**


From	<	05/11/2021	
	>		
To	<	05/18/2021	
	>		

**Figure 11: Range Event Selection**

## Archive

The Archive is available for video devices only. Video is recorded and stored locally on the device or in the cloud based on your [subscription](#).



The amount of video that can be stored depends upon the number of cameras, bit rate, amount of motion in fields of view, and recording schedules.

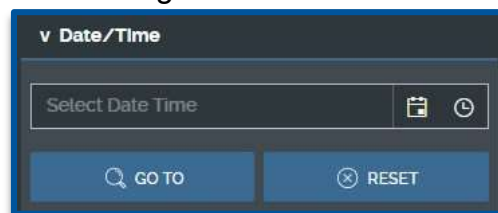
1. To review archived video, select the **Archive**  icon from the navigation to the right.
2. Select the camera you would like to review footage from using the drop-down menu.



## Date/Time

The Date/Time tool selects the archived footage from a specific range to review.

1. Select the calendar  icon to choose a different date.
2. Select the clock  icon to choose a different time.
3. Click **GO TO** to view the selected range.
  - After selecting a specific range, you can change the selected camera to view the same date/time range with a different video stream.



## Events

The Events tool displays unique events within the archived footage. They will display as tick marks below the timeline.

By default, all events are checked. Uncheck any events you do not want to see in the timeline and then click **APPLY**.

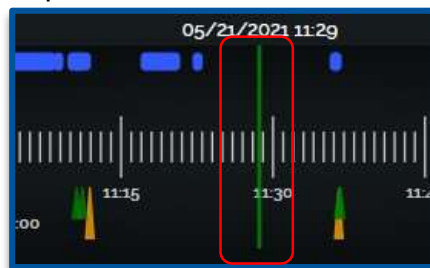


## Save Clip

**Figure 12: Archived Footage**

The Save Clip tool will allow you to create short video up to 2 hours to save to your computer or to Cloudvue.

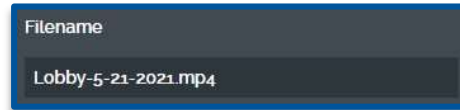
1. Select the starting point of the clip.
  - You can set the start point by selecting a specific time and date using the Date/Time field. If you are entering a specific time, the format will be HH:MM.
  - You can also set the start point by dragging the timeline. The green indicator bar will show the start point.



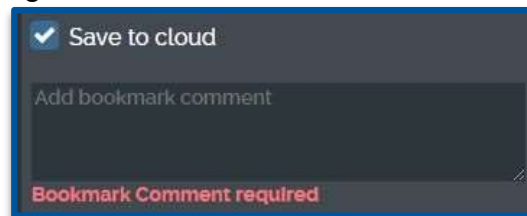
2. Click **Save Clip** to view the save options.
3. Determine the length of clip:
  - 1 minute
  - 5 minutes



- 15 minutes
  - Custom (must be between 0 and 120 minutes)
4. The system will name the file based on the camera viewed and the current date, but you may rename it by editing the filename.



5. Check the **Save to cloud** checkbox if you would prefer to save the clip within Cloudivue rather than downloading it as an MP4 file.

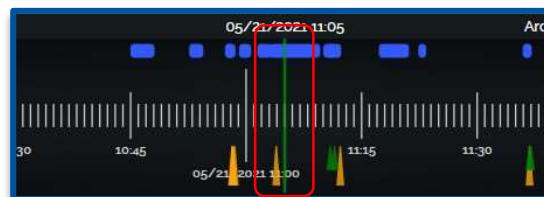


- If you check this box, the system will prompt you to provide a bookmark comment, and will save the clip as a bookmark along the timeline.
6. Click **SAVE**.

## Bookmarks

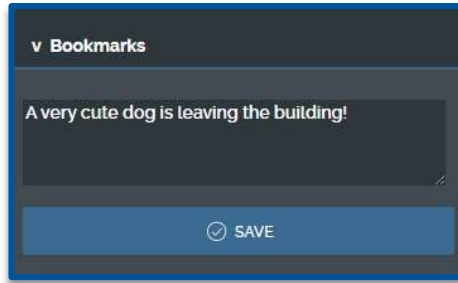
Bookmarks placed along the timeline allow comments to be placed. Comments placed within the timeline are visible to all users who have access to the archived footage for a camera.

1. To create a bookmark, place the timeline marker on the clip where you want it to appear.



2. Expand the **Bookmarks** option and enter a comment associated with the bookmark, and click **SAVE**.

- Once you've saved icon will appear on

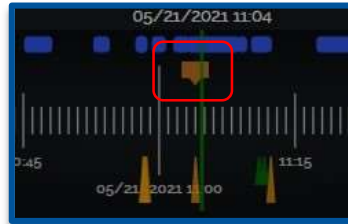


the bookmark, the comment the timeline.

- You can click on the or delete the

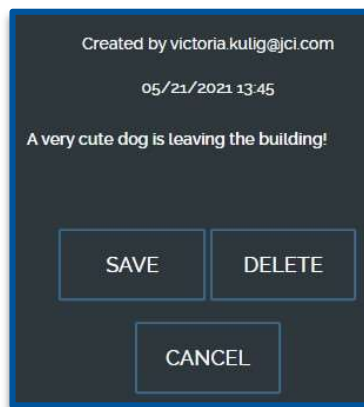
## Playback Settings

The Playback Setting option speed of the video. You can up to 8x and the scale of minutes to hours.

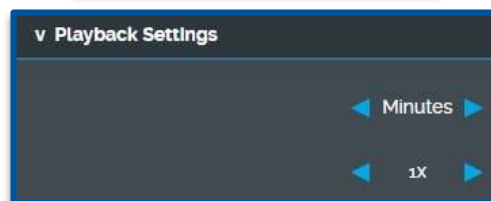


icon to review the comments bookmark.

- To adjust the settings, Settings, and use the as needed.



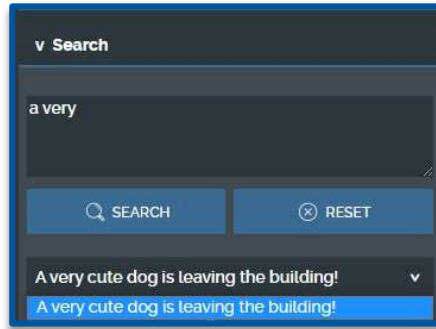
expand the Playback left or right arrows to adjust



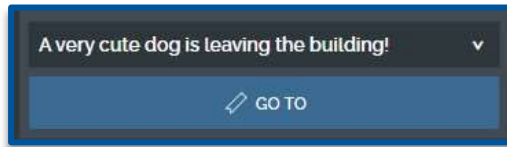
## Search

The Search tool helps you to locate bookmarked clips

- Expand the Search section and enter a value to search for.
  - You will not need to enter a full string to search. If you enter a partial search and then click **SEARCH**, all items containing your partial entry will return for you to select from.

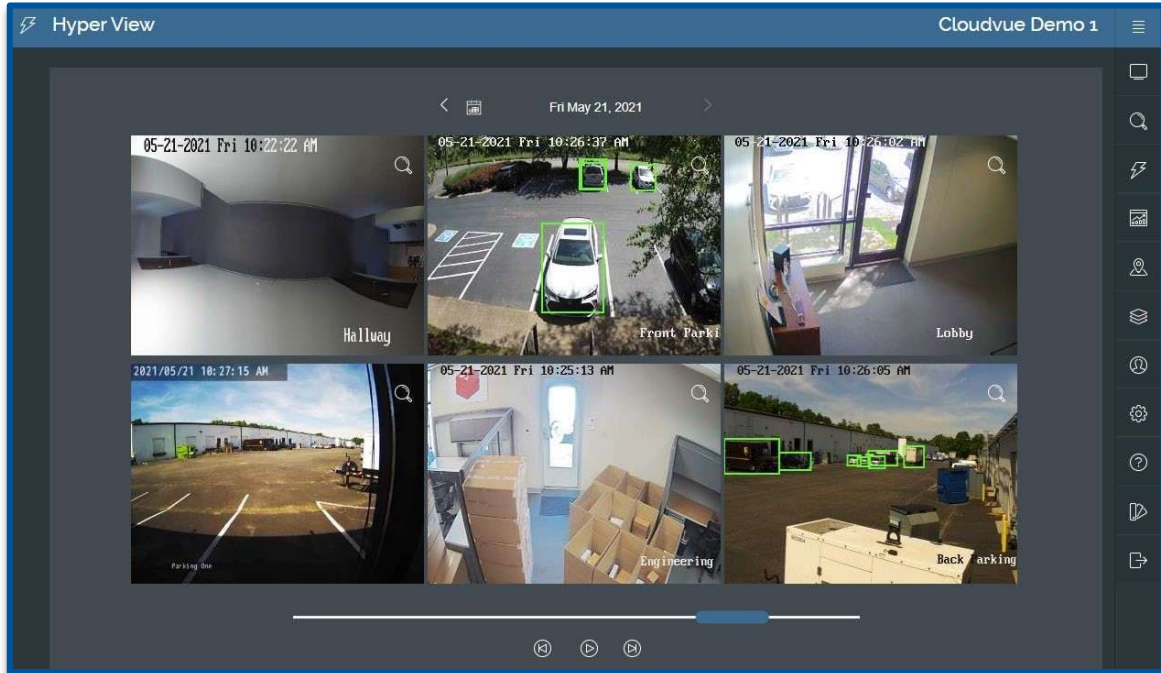


2. Select the bookmark you would like to view and click **GO TO**.



# Hyper View

Hyperview assembles all the footage from every camera associated with a Cloudvue Gateway within the last 24 hours and displays the activity within a 60-second clip. This feature is only available through the cloud interface, and for only for video devices.



**Figure 13: HyperView Live feed Display**

The default for Hyper View is the current date. If you would like to view a different date, you can click the calendar icon or use the arrows on either side of the date.

As you are reviewing the footage, you may see different colored boxes appear. You can use the pause button to stop the footage.

Once paused, you can click the search icon to access the Archive for the camera to further review the footage.

- Red boxes show detected motion.
- Green boxes show detected vehicles.
- Orange boxes show detected people.



## Intelligence

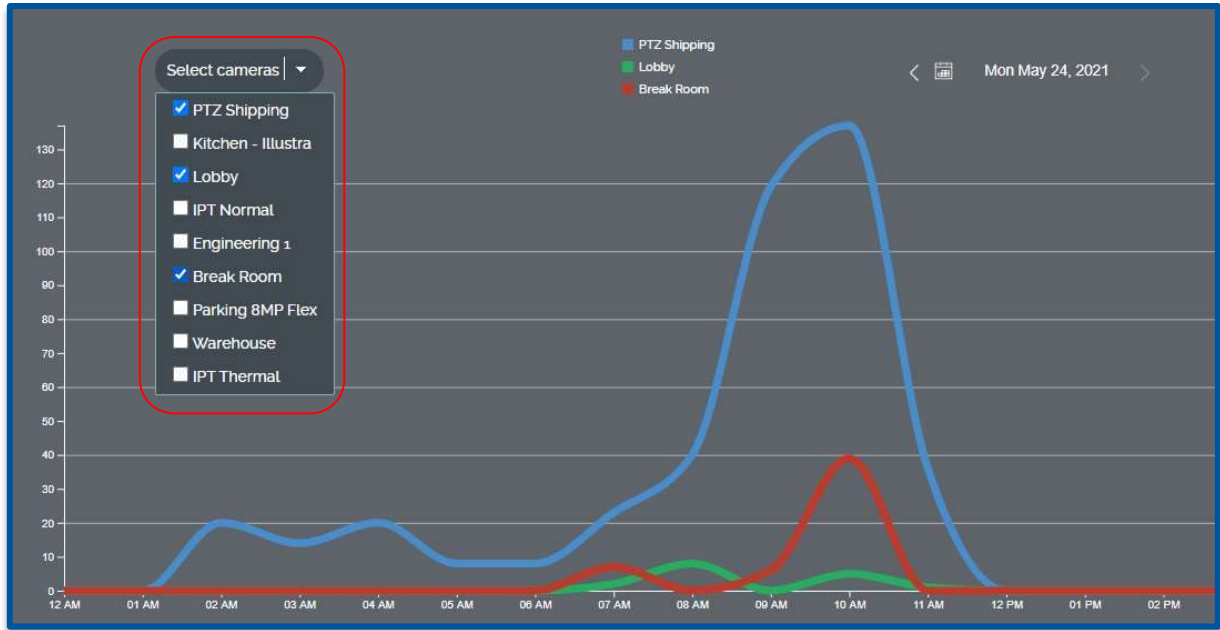
Intelligence provides access to the data analytics the cameras can provide. The data provided varies by camera and is only available for video devices.

Data Type	Description
Motion	Displays a graph of detected motion for people or vehicles and can be set to daily or weekly.
People Counting	Displays a graph of the number of people entering, exiting, or both; and can be set to daily, weekly, or monthly.
People Detection	Used to determine a human presence in the camera's field of vision. This feature must be enabled in the <a href="#">Settings</a> before use.
Vehicle Detection	Used to determine a vehicle's presence in the camera's field of vision. This feature must be enabled in the <a href="#">Settings</a> before use.
Heat Maps	Displays colored maps showing areas with frequent motion. The display can be set in intervals of 5 minutes to 24 hours.
Object Left Behind	Displays the number of events for an object left behind.
Object Detection	Displays the number of events for detecting a known object.
Linger	Displays the number of events for linger. Linger is configured by the duration of time a person stays within and around a defined area. <i>It may also count a person walking around the area as lingering.</i>
Dwell	Displays the number of events for dwelling. Dwelling is configured by the duration of time a person stays inside a defined area.
Enter	Displays the number of events for entering a defined area.
Exit	Displays the number of events for exiting a defined area.
Crowd	Displays the number of events for a crowd formation. Crowd formations can be configured to specify how many people are necessary to form a crowd and the area of detection.
Queue	Displays the number of events for queue formation. Queue formations can be configured to specify how many people are necessary to form a line.
Thermal	Displays thermal imaging for infrared cameras for a given date and time.

**Figure 14: Camera Analytics**

1. To view the analytics, select the **Intelligence**  icon from the navigation.

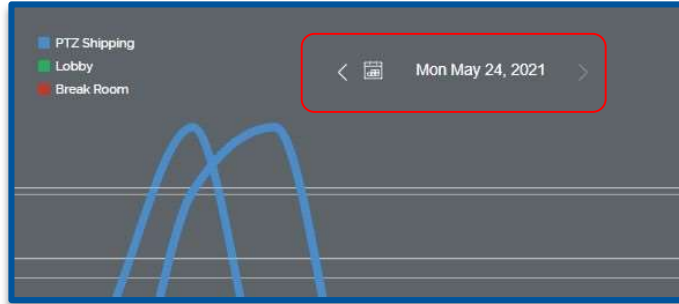
- Click the tab from the top of the page for the type of information you would like to view.
  - By default, only one camera's data will display, but you can add additional cameras by using the **Select cameras** drop-down menu to add additional cameras. Check the box for any additional cameras you would like to view data for.



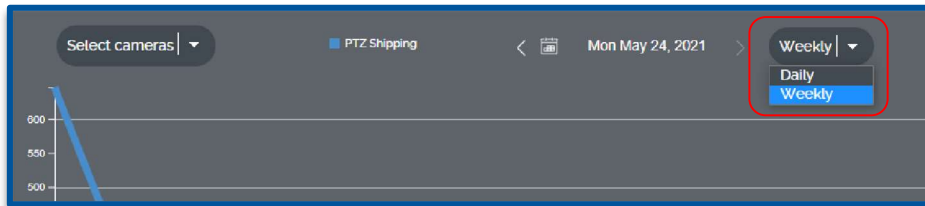
- While reviewing data, you can click on the lines within the graph to view specific points within the video footage that correspond to the graph.



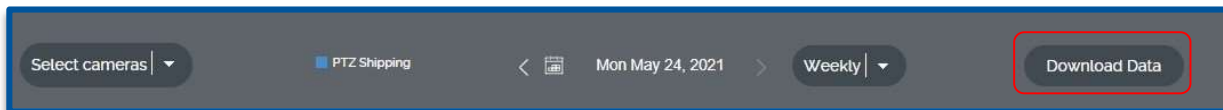
- You can adjust the date range by using the arrows next to the current date, or selecting the calendar icon.



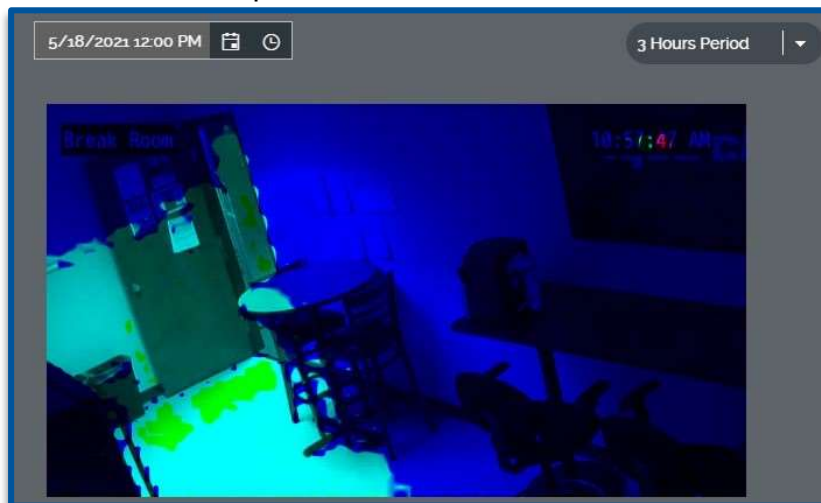
- The range of data can be adjusted from daily to weekly by changing the value in the drop-down menu.



- If preferred, you can download a CSV of the data for review by clicking the **Download Data** button.




- On the **Heat Maps** tab, you can adjust the time range from intervals of 5 minutes up to 24 hours. This will display a colored map over the camera's field of view to show areas that have more frequent motion.

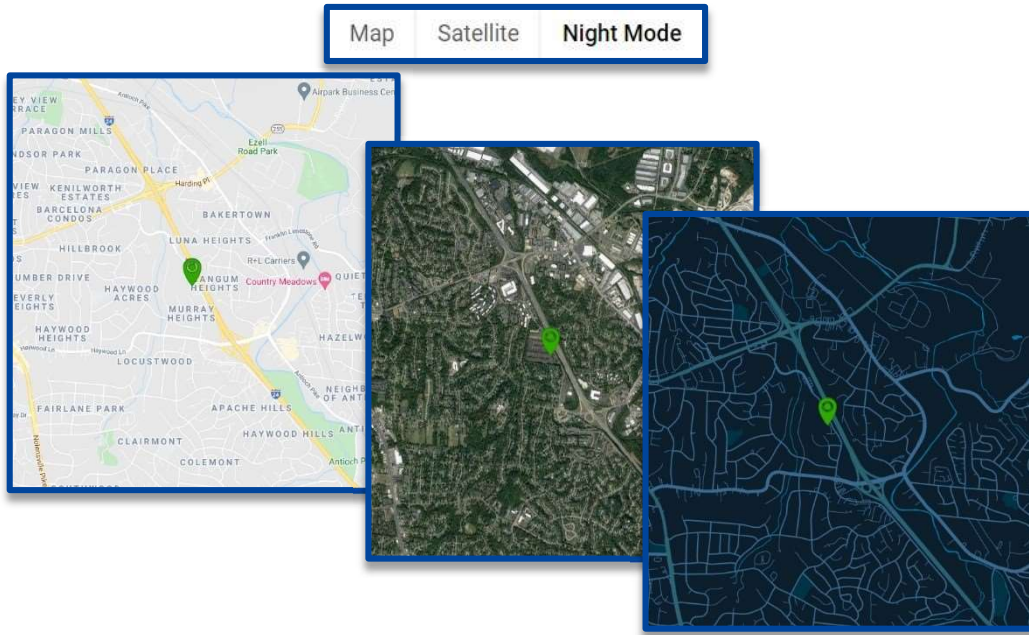




## Map View

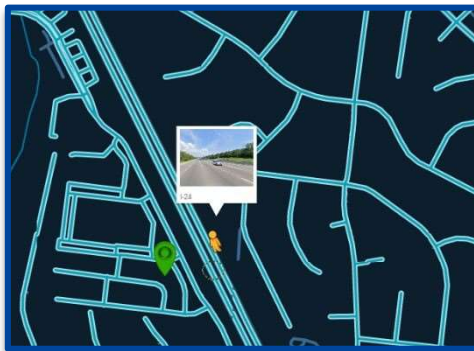
Map View can help quickly determine the health of the devices at each site. To access it, select the **Map View**  icon from the navigation pane on the right.

The map is provided by Google maps and is available with three views: Map, Satellite, and Night Mode. The default selection will be Night Mode.






**Figure 15: Installed Camera Map View**

- If Street View is available in the area you are viewing, you can drag Pegman onto the map to use Street View as well.



**Figure 16: Street View Option**




Icon	Description
	Shows devices all are operating normally.
	Shows one or more devices is not functioning properly.
	Shows a device has lost contact with the cloud.

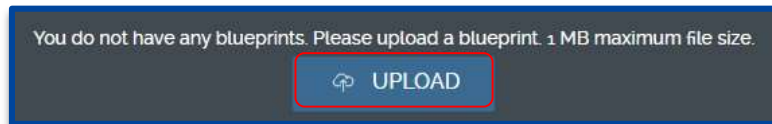
**Table 10: Camera Location & Current Status**

## Site View

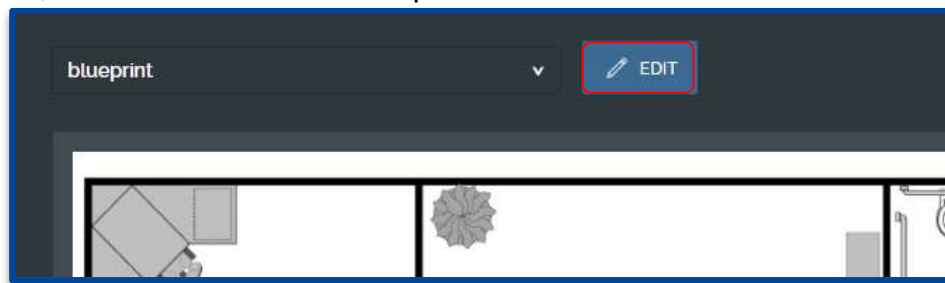
Site View provides a visual display of the location of your devices by placing icons on an uploaded blueprint of your facility.

**Note:** You must add and register devices within Cloudvue before adding them to Site View.

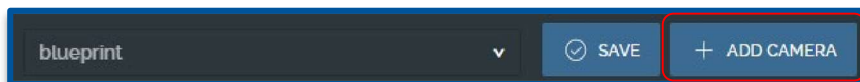
1. Select the **Site View**  icon from the right navigation pane.
2. Click the **UPLOAD** button and select a blueprint.
  - o Files must be a JPG file format and a maximum of 1 MB in size.



3. After adding the blueprint, the image will display and you will now have options to **EDIT**, **UPLOAD**, or **DELETE** across the top. Click **EDIT**.



4. Click **ADD CAMERA**.



5. In the new window, enter a name for the device, and select the type from the drop-down menu, select a live camera to assign, and click **ADD**.

### Add Camera

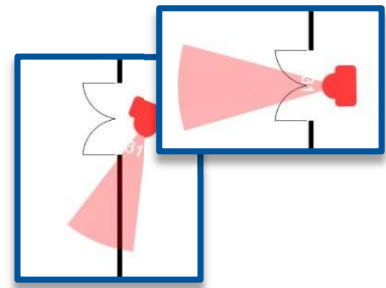
Name :

Select Camera Type :  
Dome ▼

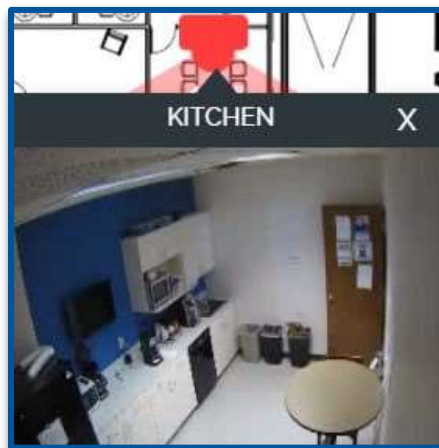
Assign Live Camera :  
Demo Camera ▼

ADD
CANCEL


6. An icon representing the selected type will be placed on the blueprint. Click the icon and drag it to a new position on the blueprint.
  - You can adjust the field of view by clicking on the range and dragging to adjust it.
  - You can adjust the direction the camera faces by clicking the range and dragging it to face a direction.



7. Click **SAVE**.
8. Once placed, you can click the icon to view the live feed from the associated camera.



# Account

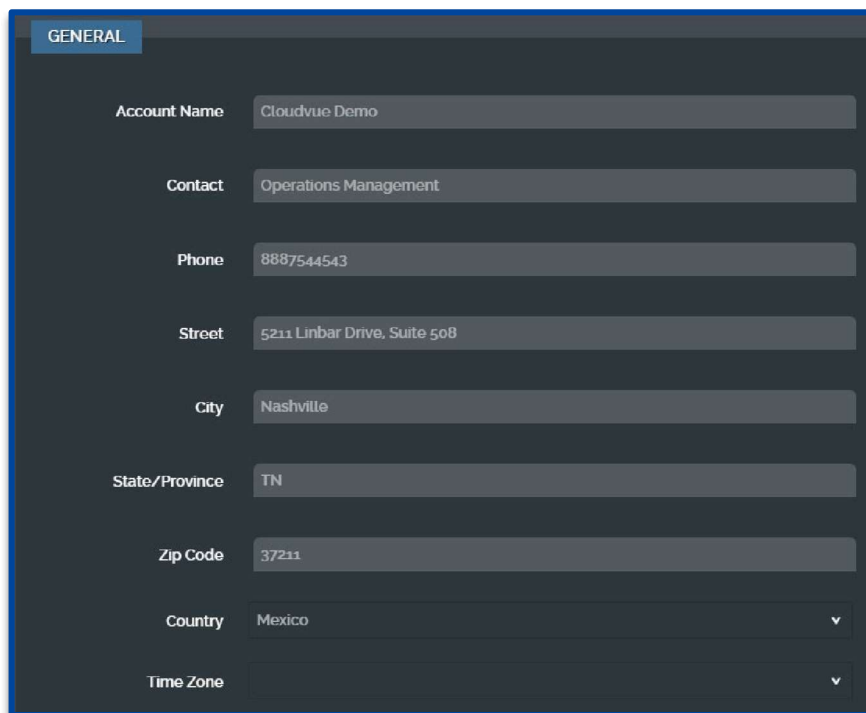
When you select the Account  icon from the navigation pane, the system will default to the [Views](#) tab.

## Settings

The Settings tab contains two sections: on the left will be the [General](#) settings, and on the right will be the [Preferences](#).

### General

The General settings will contain information specific to the account, however you cannot change any of this information.



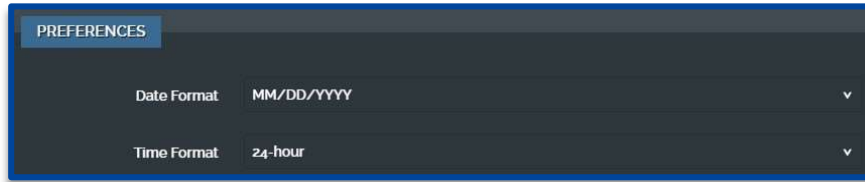
The screenshot shows the 'GENERAL' settings tab for an account. It contains the following fields:

Field	Value
Account Name	Cloudevue Demo
Contact	Operations Management
Phone	8887544543
Street	5211 Linbar Drive, Suite 508
City	Nashville
State/Province	TN
Zip Code	37211
Country	Mexico
Time Zone	

**Figure 17: Account Settings**

### Preferences

The Preferences will contain three sections of information that you can manage. The first section allows you to determine the date and time format. If you would prefer to change the way the date or time displays, use the drop-down menus to choose a different display method.



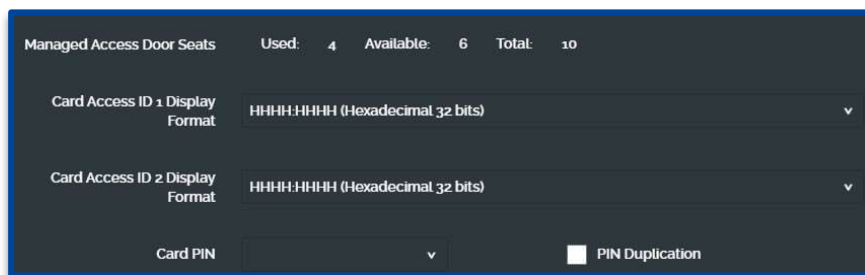
**Figure 18: Preferences Window**

The second section provides details regarding whether you provide Mobile Access, and the number of User Seats provided, however you cannot change these details. You can change the format of the Mobile Access ID Display between Hex and Dec 32-bit or Dec 32-bit by selecting either option from the drop-down menu.



**Figure 19: Mobile Access Preferences**

The last section shows the number of Managed Access Door Seats available, but you cannot change it. There are two Card Access ID Display Formats available which you can change by using the drop-down menus available, as well as a Card PIN option.

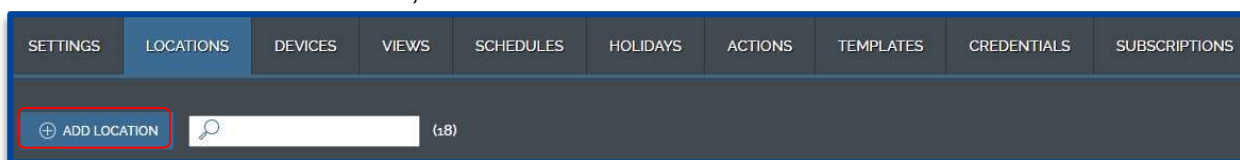


**Figure 20: Managed Access Doors**

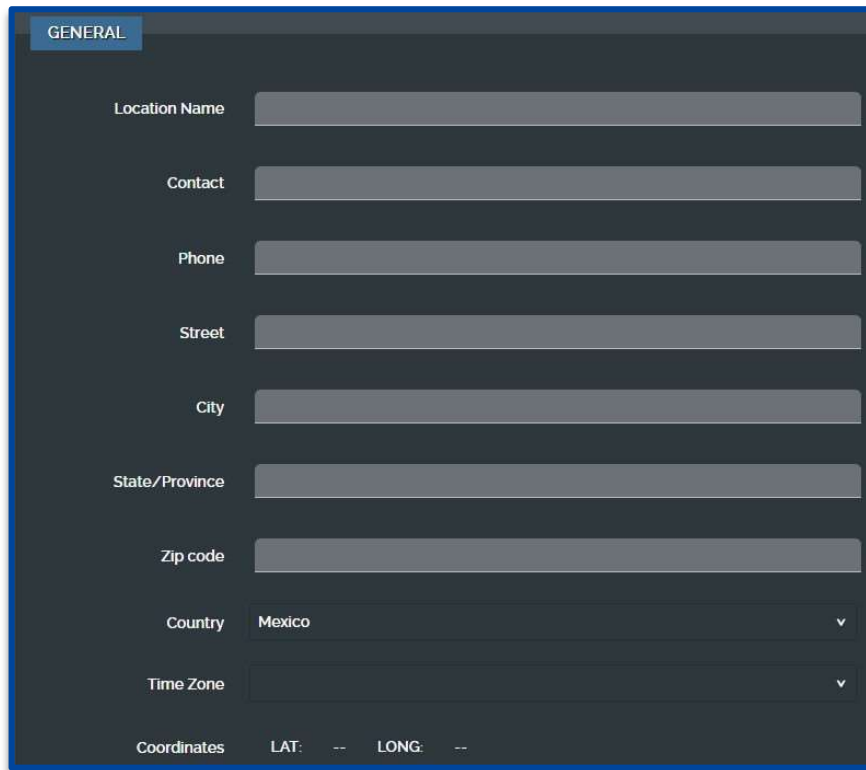
## Locations

The Locations tab will allow you to see all the locations that exist within the system as well as create additional ones.

1. To add a new location, click **ADD LOCATION**.



2. On the next screen, provide an easily identifiable name for the Location Name, and enter the location's details. The coordinates automatically generate for use within the [Map View](#).



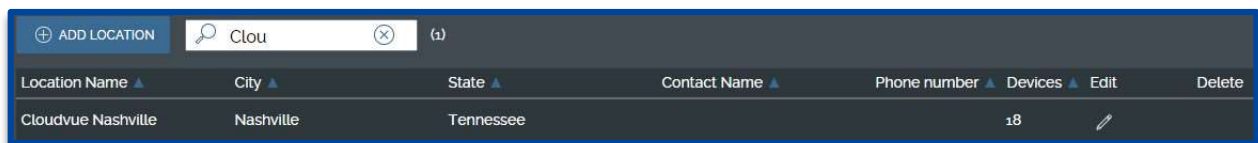
The screenshot shows a 'GENERAL' tab for a location configuration form. It includes input fields for Location Name, Contact, Phone, Street, City, State/Province, and Zip code. There are dropdown menus for Country (set to Mexico) and Time Zone. At the bottom, there are fields for Coordinates, LAT, and LONG, each followed by two dashes.


3. Click **SAVE**.


Locations are also searchable, by using the search at the top. By default, all locations are visible with the number of locations listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the location, city, state, contact name, phone number, and total number of devices.



Location Name ▲	City ▲	State ▲	Contact Name ▲	Phone number ▲	Devices ▲	Edit	Delete
Cloudvue Nashville	Nashville	Tennessee			18		

- If the location needs to be changed, click the **Edit**  icon associated with the location to change the details.

## Devices

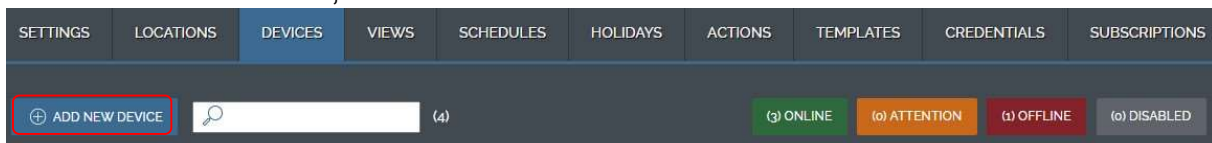
The Devices tab will display all devices that are associated with the account along with status indicators.



Device	Device Name	Device ID	Location	Edit	Delete
	Cloud Camera 1TB Bullet	...			
	Cloudvue Demo 1	...	Cloudvue Nashville		
	Cloudvue Demo 2	...	Cloudvue Nashville		
	Controller	...	Cloudvue Nashville		

**Figure 21: Status Listing of Current Devices**

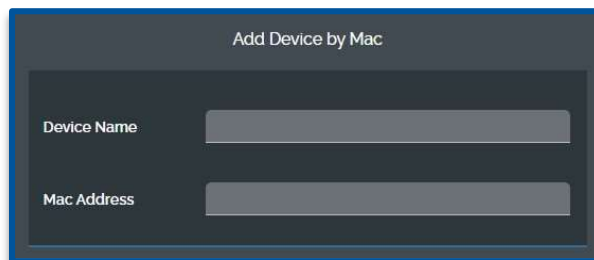
1. To add a new device, click **ADD NEW DEVICE**.



2. Select the device you would like to add from the list, and then see additional steps for each respective device.
  - [Add Cloud Gateway](#)
  - [Add Cloud Camera](#)
  - [Add Mobile Access Device](#)
  - [Add Access Control Device](#)

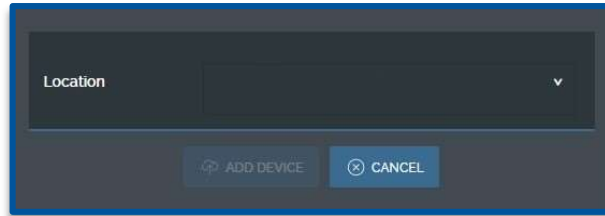
### Add Cloud Gateway

1. Select **Add Cloud Gateway** from the menu.
2. Enter a Device Name for the Gateway that is easily identifiable, as well as the MAC address. You can find the MAC address on the sticker on the back of the Gateway.



The screenshot shows a form titled 'Add Device by Mac'. It has two input fields: 'Device Name' and 'Mac Address'.

3. Select a location for the Gateway from the drop-down menu or select **ADD A NEW LOCATION** to create a new location.



- If you selected ADD A NEW LOCATION, the system will prompt you to enter the location details before you can continue.

A dark-themed form titled 'ADD A NEW LOCATION'. It contains several input fields: 'Location Name', 'Contact', 'Phone', 'Street', 'City', 'State/Province', 'Zip Code', 'Country' (set to 'United States'), and 'Time Zone' (set to 'GMT-06:00 Central Time (US & Canada)').

4. You have now registered the Gateway. If you do not have any cameras added, you may see a notice asking if you would like to scan for cameras on the network.

### Add Cloud Camera

1. Select **Add Cloud Camera** from the menu.
2. Enter a Device Name for the Camera that is easily identifiable, as well as the MAC address.

A dark-themed form titled 'Add Device by Mac'. It contains two input fields: 'Device Name' and 'Mac Address'.

3. Select a location for the Camera from the drop-down menu or select ADD A NEW LOCATION to create a new location.



A dark-themed interface element showing a dropdown menu labeled 'Location' with a downward-pointing arrow on the right side.

- If you selected **ADD A NEW LOCATION**, the system will prompt you to enter the location details before you can continue.

A dark-themed form titled 'ADD A NEW LOCATION' with a dropdown menu at the top. The form contains several input fields: 'Location Name', 'Contact', 'Phone', 'Street', 'City', 'State/Province', and 'Zip Code'. At the bottom, there are two dropdown menus: 'Country' (set to 'United States') and 'Time Zone' (set to '(GMT-06:00) Central Time (US & Canada)').

4. Your cloud camera registration is complete.

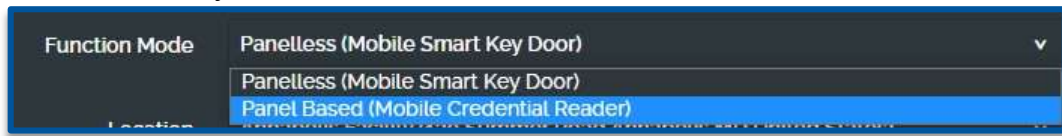
### Add Mobile Access Device

1. Select **Add Mobile Access Device** from the list.
2. Enter an easily identifiable name for the device and the Serial Number. You cannot change the type.

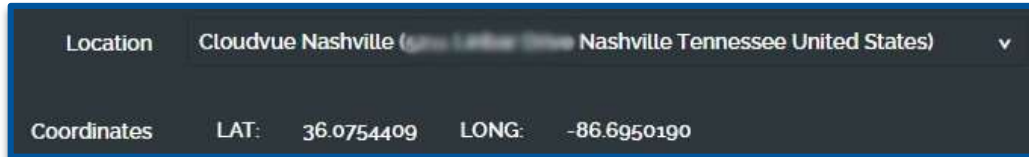
A dark-themed form for adding a mobile access device. It has three input fields: 'Device Name', 'Device Type' (pre-filled with 'Mobile Access'), and 'Serial Number'. Below the 'Serial Number' field, there is a red error message that reads 'Serial Number Required'.

- The Serial Number will be the 8-digit ioSmart Serial Number followed by the 4-digit confirmation code printed on the product number.
- You may also use the [Cloudvue mobile application](#) to scan the reader using the reader's BLE signal to populate the information.

3. Select the Function Mode from the drop-down menu. This will determine how the ioSmart reader will be registered and cloud managed for either Panelless or Panel Based functionality.

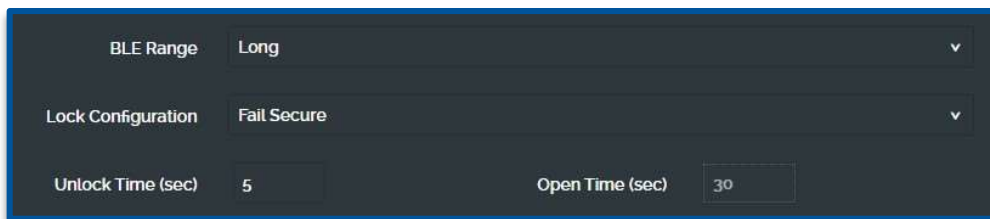


4. Select a location for the device from the drop-down menu or select ADD A NEW LOCATION to create a new location.

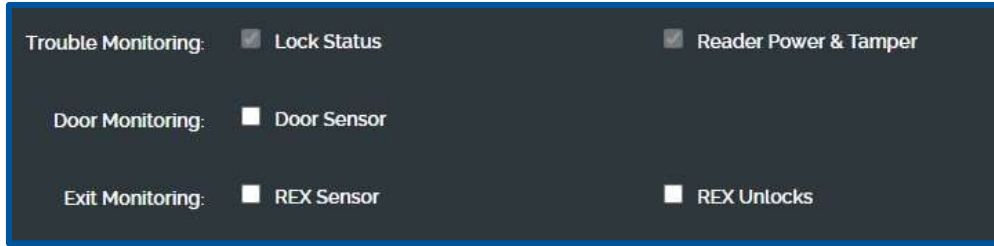


- If you selected ADD A NEW LOCATION, the system will prompt you to enter the location details before you can continue. The coordinates will automatically generate based on the location selected and will populate the [map view](#).
5. Configure the device. The configuration options will vary based on whether you selected Panelless or Panel based functionality.

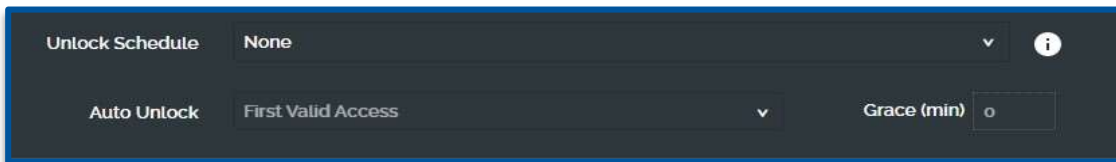
### **Panelless**



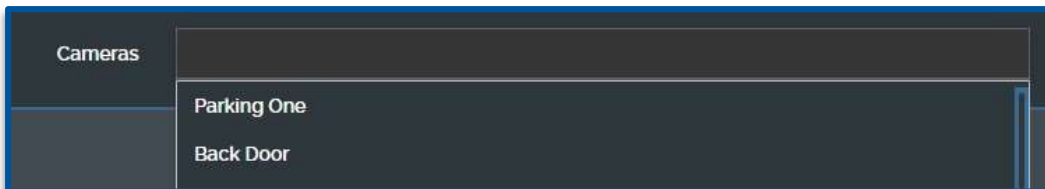
- **Lock Configuration** determines the behavior of the lock when power is removed.
  - If you select **Fail Safe**, the locks will set to *unlock* when power fails. You may select this option when the door is an exit or required for safety regulations.
  - If you select **Fail Secure**, the locks will set to *lock* when power fails. You may select this option when an area needs to remain secure and may only accessed by someone with a physical key, or to seal off a space in an emergency and prevent access.
- **Unlock Time** will determine how long the door remains unlocked before re-locking. The default value is 10 seconds.
- **Open time** will determine how long a person can hold open the door after being granted access. The default value is 30 seconds.



- **Exit Monitoring** provides a way to monitor a controlled exit door, using signals from a Request to Exit device (REX).
  - For the primary **Rex**, the input must be local - it has to be an input on the controller operating the door.
  - If you select the **REX Unlocks** check box, the door unlocks if the controller validates the REX. Use this option on interior exit doors, shipping doors, and push doors used by delivery personnel. The system permits the exit and generates a “request to exit granted” event, rather than a “door forced open” event.

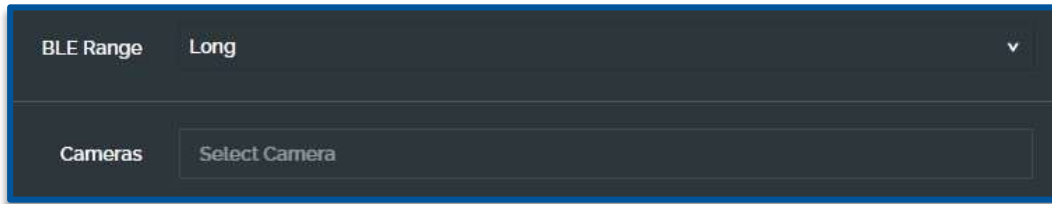


- **Unlock Schedule** will allow the system to unlock the door based on a schedule that you have pre-selected. You must create a schedule for this option to be set to a value other than None. See the section on [Schedules](#) for more details on how to set them.
- **Auto Unlock** will keep the door locked until the first person with valid access uses the door during an unlock schedule is valid. The Default is unselected.
- **Grace** will allow the door to be unlocked if the first person with valid access uses the door within unlock schedule uses is within grace period before the unlock schedule time begins. For example, if the unlock schedule for the door is between 8:00 AM and 5:00 PM and the grace period is for 15 minutes, the first person in with an enabled grace period of 15 minutes and valid access can access the door between 7:45 and 7:59 AM. The default value is 0 minutes



- The **Cameras** menu will allow you to select a camera to monitor the entry way. You can select multiple cameras.

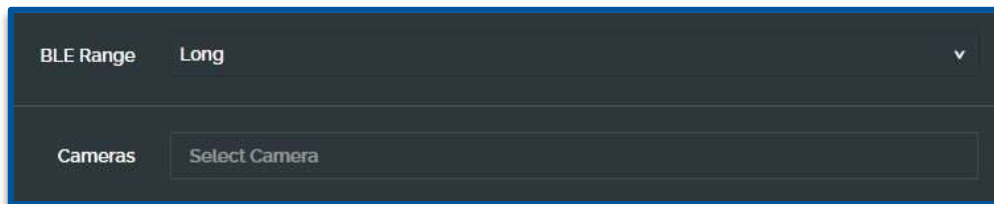
## Panel Based



- The **Cameras** menu will allow you to select a camera to monitor the entry way. You can select multiple cameras.

## Add Access Control Device

1. Select **Add Access Control Device** from the list.
2. Enter the controller's information:



- **Controller Name**—an alias that is used to identify the controller.
- **MAC Address**—entered without hyphens (-) or colons (:).
- **Serial Number** ○ **Location**—select an established location or enter a new one.
  - The coordinates will automatically generate based on the location selected and will populate the [map view](#).

A screenshot of the controller information form. It contains several input fields: 'Controller Name', 'Mac Address', 'Serial Number', and 'Location' (a dropdown menu). Below these, there are fields for 'Coordinates', 'Latitude', and 'Longitude'.

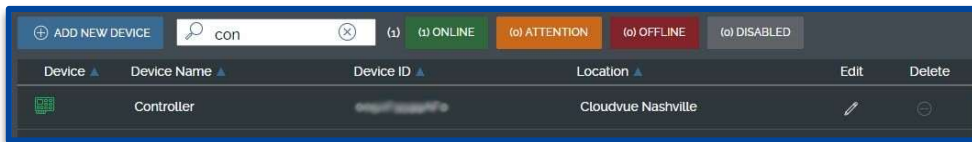
**Note:** The location defines the controller's time zone. If not saved correctly, it will affect all controllers associated with it.


3. Click **SAVE**. The controller will appear listed under your account devices if saved correctly.

Devices are also searchable, by using the search at the top. By default, all devices are visible with the number of devices listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the device, the device ID, and the location.

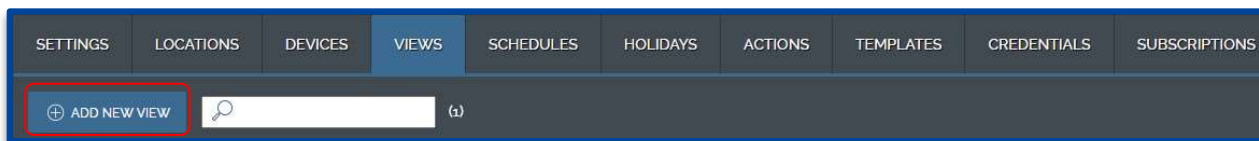


- If the device needs to be changed, click the **Edit**  icon associated with the device to change the details.

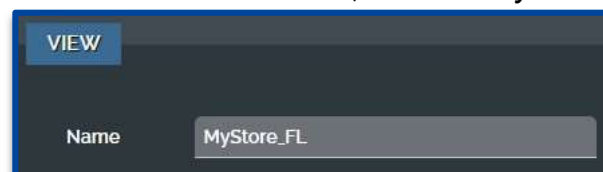
## Views

The Views tab will allow you to establish a single live view of any cameras or controllers. This may be especially helpful if you have devices from multiple locations.

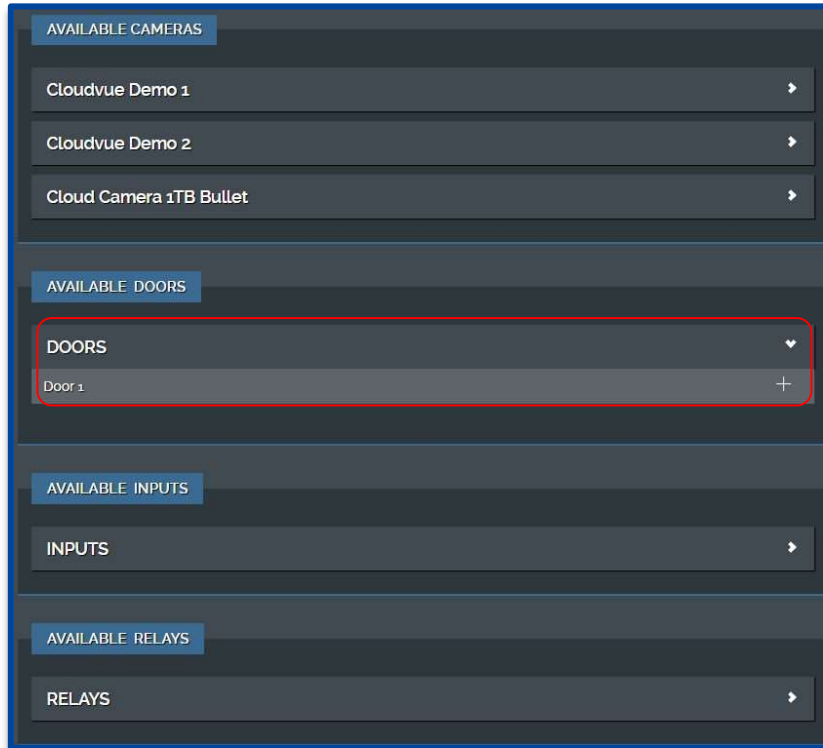
1. Select **ADD NEW VIEW** to create a new view.



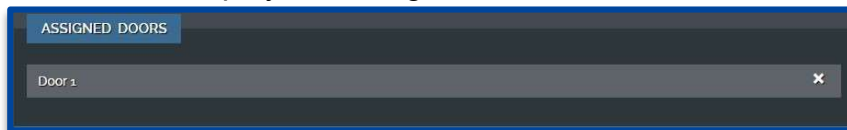
2. On the next screen, provide the new view with an easily identifiable name. It may be helpful to add the location into the name, such as *MyStore\_FL* or *MyStore\_Tx*.



3. Add any available cameras, doors, inputs, or relays by clicking the plus (+) next to the device.



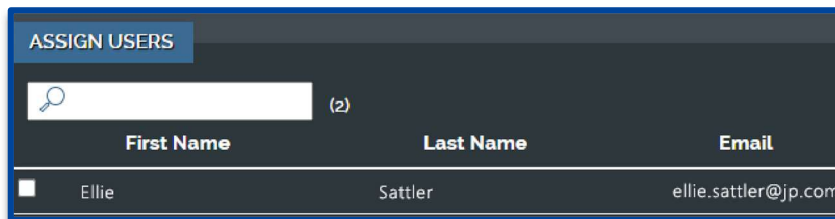
4. Assigned devices will display on the right of the screen to confirm.



5. Click **USERS** to add additional users who may access the view.



6. Select any users by checking the box in corresponding row, or search for a user.



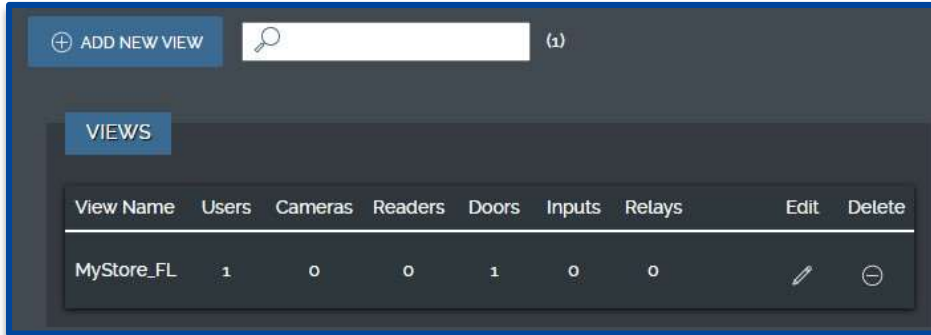
7. Click **SAVE** to be returned to the edit View screen, and click **SAVE** again.

8. The view will be available by selecting the **Live**  icon, selecting the **VIEWS** flyout bar, clicking **CUSTOM VIEWS**, and then selecting the view.

Views are also searchable, by using the search at the top. By default, all views are visible with the number of views listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the view, number of users, cameras, readers, doors, inputs, and relays.

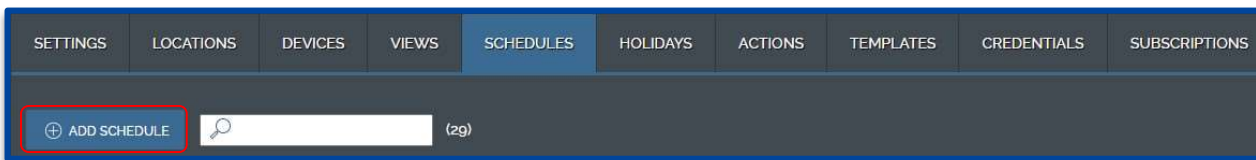


- If the view needs to be changed, click the **Edit**  icon associated with the view to change the details.

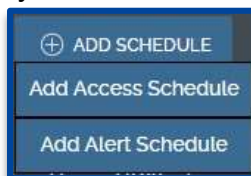
## Schedules

In the Schedules tab, you will define the schedules used by various devices.

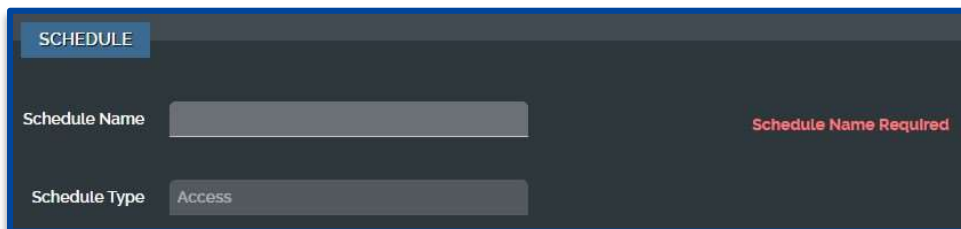
1. Select **ADD SCHEDULE** to add a schedule.



2. From the menu, select the type of schedule you are creating. The process for each schedule is the same; the only difference will be the type.

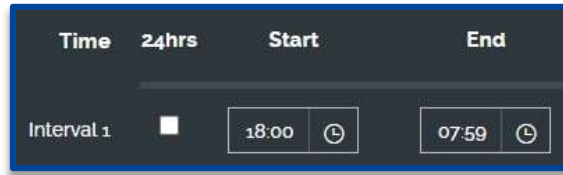


3. Enter an easily identifiable schedule name. You cannot change the schedule type.



4. Next, enter the time for the schedule.

- If the schedule will run for 24 hours, check the box. If you select this option, you cannot enter a start or end time.

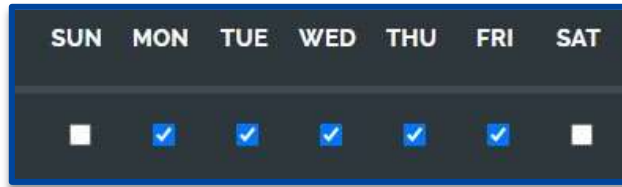


The screenshot shows a dark-themed interface with a blue border. At the top, there are four labels: "Time", "24hrs", "Start", and "End". Below these labels, there is a horizontal line. Underneath the line, the text "Interval 1" is followed by a small white square checkbox. To the right of the checkbox are two time input fields. The first field contains "18:00" and the second field contains "07:59". Each time field has a small circular icon with a clock face to its right.

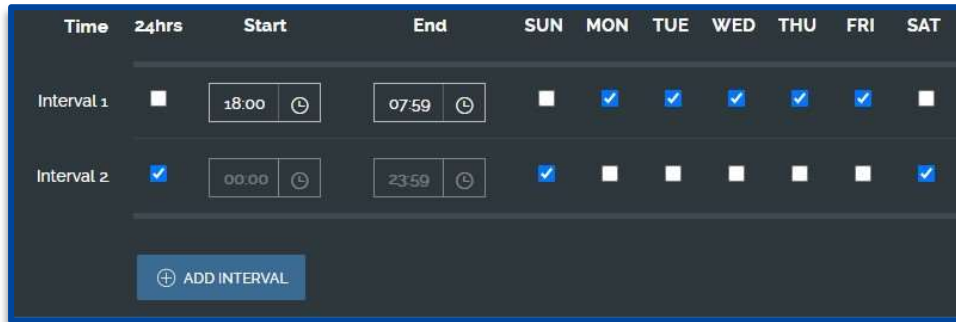
- If you do not intend the schedule to run for 24 hours, you will need to enter a start and end time. For example, you may choose to set the schedule to run during your business's non-operational hours, from 6:00 PM to 7:59 AM.



5. After entering the time, select the days of the week this schedule will be in effect. For example, you may need this schedule to run on business days, from Monday to Friday.



- If you also wanted to include Saturday and Sunday with different hours, you may choose to add a second interval by clicking **ADD INTERVAL**.



6. If holidays need to be observed, you can check the options for H1-H4 to use one of the pre-defined holiday options. See the section on [holidays](#) for information on how to establish them.

7. Click **SAVE**.

Schedules are also searchable, by using the search at the top. By default, all schedules are visible with the total number of schedules listed to the right of the search field.



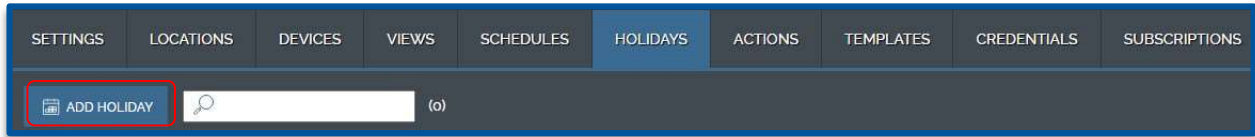
You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the schedule, the type, the days of the week scheduled, the number of intervals, the times affected, and how many associations it has. If the schedule needs to be changed, click the **Edit** schedule to change the details.

Schedule Name	Type	Days	Intervals	Start Range	End Range	Associations	Edit	Delete
24 Hours All Week	Alert	FRI, MON, SAT, SUN, THU, TUE, WED	1	00:00	23:59	141		
Access 24/7	Access	SUN, MON, TUE, WED, THU, FRI, SAT	1	00:00	23:59	1		

## Holidays

The Holidays tab can establish preset holiday hours for up to four holidays, and change an existing schedule during certain dates, and may affect all, or specific locations.

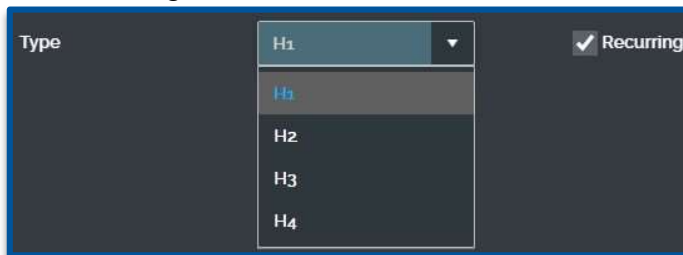
1. Select **ADD HOLIDAY** to create a new holiday.



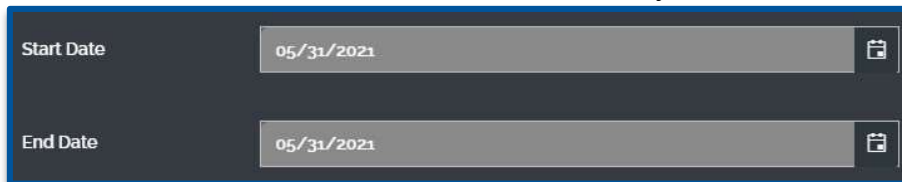
2. On the next screen, enter the details for the holiday beginning with an easily identifiable name.



3. Select the type of holiday you would like to apply from the drop-down menu and show if the event will be recurring.



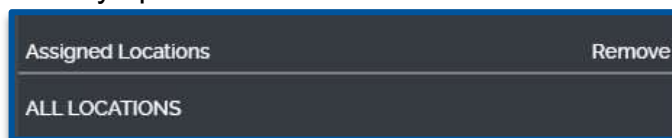
4. Next, select the start and end dates that this holiday will affect. Holidays will continue throughout the duration selected, whether it is one day or several.



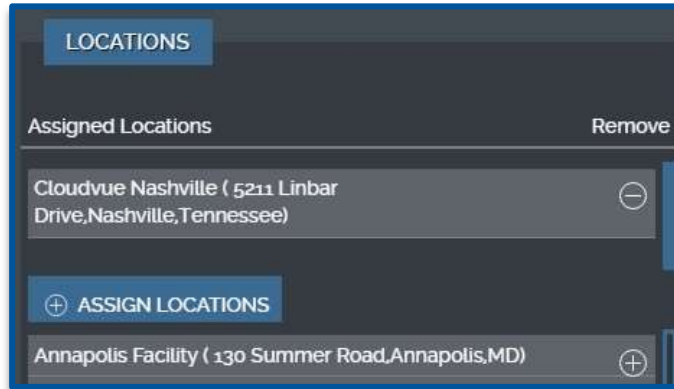
In Observance, specify if the holiday will affect all locations or only specific ones.



- If you selected **All Locations**, the **Locations** to the right will state 'All Locations' and not have any options to remove.



- If you selected **Specific Locations**, the **Locations** to the right will list all locations available, and you can assign individual locations by clicking the plus (+).



6. Click **SAVE**.

**Note:** The associations at the bottom displays schedules affected by the current holiday setup.

Holidays are also searchable, by using the search at the top. By default, all holidays are visible with the total number of holidays listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the holiday, type, start and end dates, the number of days covered, whether it covers all locations or a specific one, and the number of associated schedules.

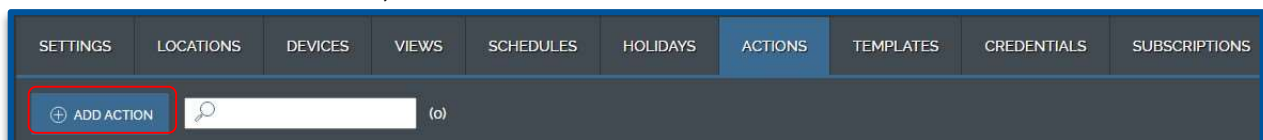
Name	Type	Start Date	End Date	Days	Location	Associations	Edit	Delete
Memorial Day	H1	05/31/2021	05/31/2021	1	Specific	1		

- If the holiday needs to be changed, click the **Edit** icon associated with the holiday to change the details.

## Actions

Actions will only be available for access control devices.

1. To create a new action, click **ADD ACTION**.



2. On the next screen, provide the details for the action, including an easily identifiable name, date, and time.

- Enter the time as HH:MM:SS.

ACTIONS

Name   
Name Required

Date    
Date Required

Time   
Time Required

3. Select if the action is a recurring action and specify the frequency.

Recurring  v

Count

4. Next, select the action that will occur.

Action  v

- Activate relay
- Deactivate relay
- Lock door
- Toggle door
- Temporary activate relay
- Temporary unlock door
- Toggle relay
- Unlock door
- Request to arm granted

5. Select the components to associate with this action.

COMPONENTS

Device Name

Relay 1

Relay 2

6. Click **SAVE**.

Actions are also searchable, by using the search at the top. By default, all actions are visible with the total number of actions listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the action, the date, if it is recurring, and how many remaining recurrences there are.

A table with a dark blue header and a single data row. The header has columns for Name, Date, Recurrence, Count remaining, Edit, and Delete. The data row shows 'Activate Relay' as the name, '05/31/2021' as the date, a checked recurrence box, '1' as the count remaining, an edit icon, and a delete icon.

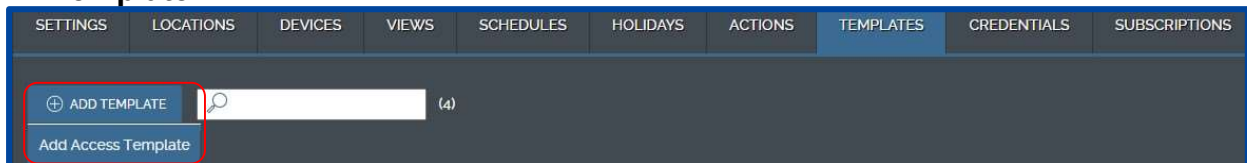
Name	Date	Recurrence	Count remaining	Edit	Delete
Activate Relay	05/31/2021	<input checked="" type="checkbox"/>	1		

- If the action needs to be changed, click the **Edit** icon associated with the action to change the details.

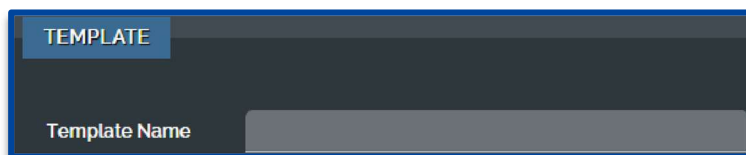
## Templates

The Templates tab allows you to establish a predetermined set of credentials for new users, saving time during the account creation. Templates are only available for access control devices.

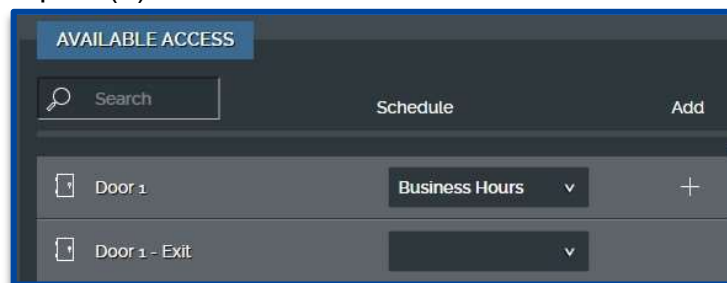
1. To create a new template, click **ADD TEMPLATE** and then select **Add Access Template**.



2. On the next screen, enter an easily identifiable name for the template that matches the role of the user.



3. Select the access for the role by selecting a schedule from the drop-down menus and then click the plus (+).







4. After assigning access, it will appear on the right under the Assigned Access section.
5. Click **SAVE**.


Templates are also searchable, by using the search at the top. By default, all templates are visible with the total number of templates listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the template, the type, and the number of associations.

A screenshot of a table within a user interface. The table has a dark grey header and body. The header row contains columns for 'Template', 'Type', 'Associations', 'Edit', and 'Delete'. The table lists four templates: Contractor, Employee, Maintenance, and Visitor, all of which are of type 'Access'. Each row has an edit icon (pencil) and a delete icon (minus sign) in the rightmost columns. The table is enclosed in a dark blue border.

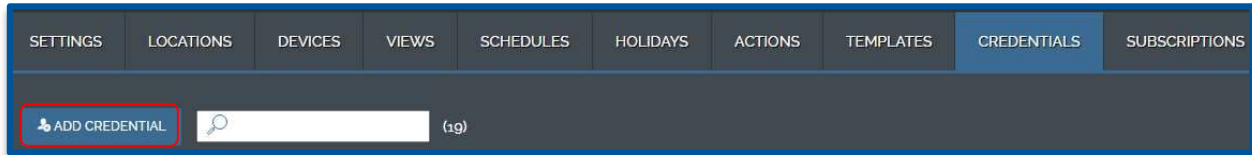
Template	Type	Associations	Edit	Delete
Contractor	Access	2		
Employee	Access	6		
Maintenance	Access	6		
Visitor	Access	2		

- If the template needs to be changed, click the **Edit**  icon associated with the template to change the details.

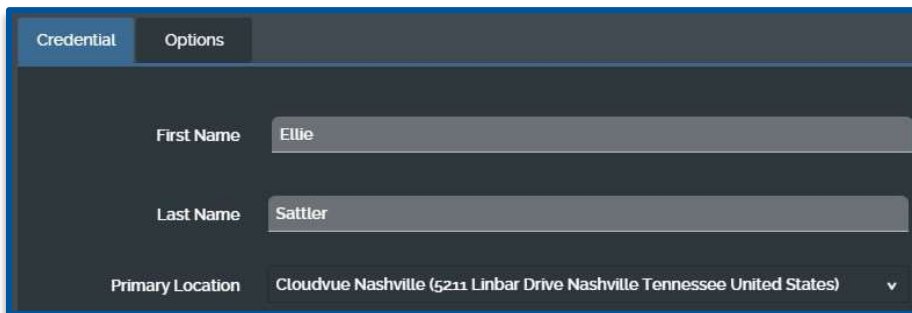
## Credentials

The Credentials tab will establish access rules for individual users. You can assign credentials to users manually or from a previously created [template](#). Credentials are only available for access control devices.

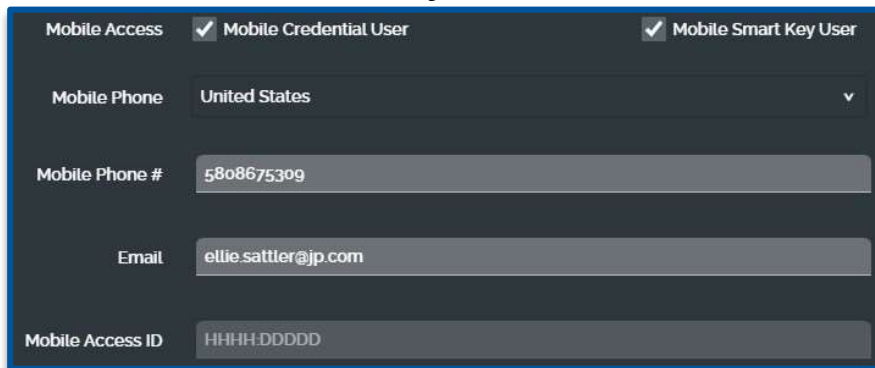
1. Select **ADD CREDENTIAL** to add a new credential.



2. On the next screen, beginning with the **Credential** tab, enter the users First and Last name, and select a Primary Location from the drop-down menu.

A screenshot of the 'Credential' form. The 'Credential' tab is selected. The form contains three input fields: 'First Name' with the value 'Ellie', 'Last Name' with the value 'Sattler', and 'Primary Location' with a dropdown menu showing 'Cloudvue Nashville (5211 Linbar Drive Nashville Tennessee United States)'.

3. If the user should have access by use of their smart phone, check the box for **Mobile Credential User** and **Mobile Smart Key User**.

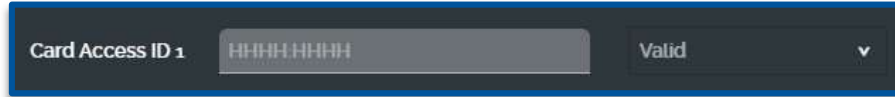
A screenshot of the 'Mobile Access' options form. It features two checked checkboxes: 'Mobile Credential User' and 'Mobile Smart Key User'. Below these are input fields for 'Mobile Phone' (dropdown set to 'United States'), 'Mobile Phone #' (5808675309), 'Email' (ellie.sattler@jp.com), and 'Mobile Access ID' (HHHH-DDDDD).

- If you select these options, enter the country for the user's location. You must enter required fields, such as the mobile phone number and email address. You cannot change the auto-generated Mobile Access ID.
4. Next, select the date the credentials should become active for the user, and the date they should expire.

A screenshot of the date selection form. It has two rows: 'Activation Date' with a date picker showing '05/19/2021' and an 'OK' icon; and 'Expiration Date' with a text input 'Select Date Time' and 'OK' and 'Cancel' icons.

5. In the **Options** tab, you may configure two additional access options such as a physical card or key fob.

- To add an additional Access Id, enter the id number in the field for either Card Access ID 1 or 2.



A screenshot of a form field labeled "Card Access ID 1". The field contains the text "HHHH.HHHH". To the right of the field is a dropdown menu currently showing "Valid".

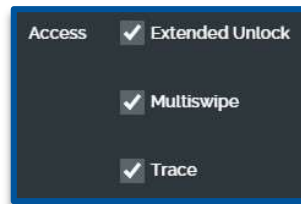
- Use the drop-down menu to the right to show the status of the ID. Options are Valid, Invalid, or Lost/Stolen.

6. If you would like to provide users the option of entering a PIN on a keypad, enter the Security PIN in the field.



A screenshot of a form field labeled "Security PIN". To the right of the field is a checkbox labeled "PIN Required", which is currently unchecked.

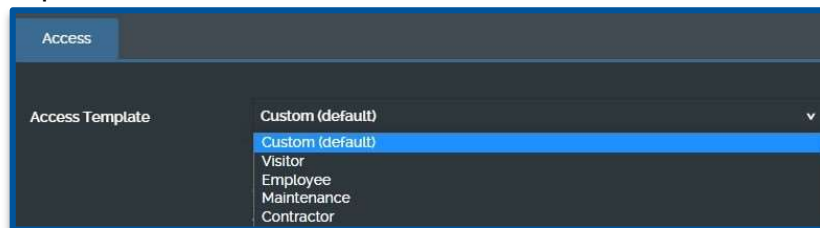
7. If the user should have Extended Unlock, Multiswipe, or Trace options, check the box for each option.



A screenshot of a form section titled "Access". It contains three checkboxes, all of which are checked: "Extended Unlock", "Multiswipe", and "Trace".

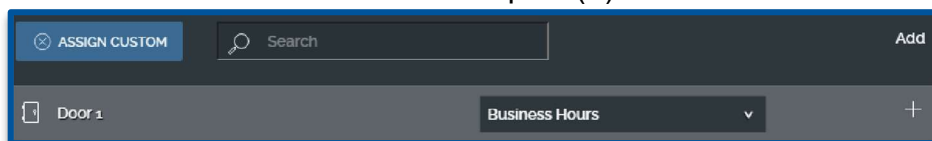
8. In the **Access** tab, you can select a pre-defined template of access to assign to a user, or you can customize the access per user.

- To assign a pre-defined template, select the template you would like to use from the drop-down menu.



A screenshot of a form section titled "Access". It shows a dropdown menu for "Access Template" with the following options: "Custom (default)", "Visitor", "Employee", "Maintenance", and "Contractor". The "Custom (default)" option is currently selected.

- To customize the user's access, click **ASSIGN CUSTOM**. This will provide a list of doors you can grant access to, along with schedules you can select. Choose the door and schedule and click the plus (+).



A screenshot of a form section titled "ASSIGN CUSTOM". It features a search bar, an "Add" button, and a list of doors. The first door is "Door 1", which has a dropdown menu for "Business Hours" and a plus (+) button to its right.



9. Click **SAVE**.

Credentials are also searchable, by using the search at the top. By default, all credentials are visible with the total number listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the user’s name, location, phone number, Mobile Access ID, and if the user has been verified.

- If the credential needs to be changed, click the **Edit** credential to change the details.

## Subscriptions

Every device connected to Cloudvue requires a subscription. This section will manage the mobile access and access control devices. To manage camera subscriptions, see the section for [Subscriptions](#) under Settings.

### AMS Mobile Access

The subscription service for Mobile Access is based on the mobile user seats per account (individual mobile phone numbers), not the number of readers or doors and is sold in increments of ten

There are three types of plans available:

- **Mobile Access Credential User Seats**—This option is for users who have only ioSmart readers deployed in *Panel Based* mode.
- **Mobile Access Smart Key User Seats**—This option is for users who only have ioSmart readers deployed in *Panelless* mode.
- **Mobile Access Dual User Seats**—This option is best for users who have a mixed deployment of ioSmart readers in *both* Panel Based *and* Panelless mode.

Subscriptions can be managed on a monthly or an annual basis by adjusting the selection at the top.



The number of seats can be adjusted by clicking the up or down arrow to increase or decrease the number as needed.

AMS MOBILE ACCESS					
Quantity	Mobile Access User Seats	Credential	Smart Key	Total Seats	Price
11	10 Pack Mobile Dual User Seats Yearly	110	110	220	\$765.60
3	10 Pack Mobile Credential User Seats Yearly	30	0	30	\$118.80
0	10 Pack Mobile Smart Key User Seats Yearly	0	0	0	\$0.00
Total Seats		140	110	250	\$884.40
Current Seats In Use		16	14		

Yearly Total : \$814.80  
Average price per seat : \$3.54

As the number of seats is adjusted, the total cost will reflect the changes at the bottom. When you have finished the adjustments, click **CHECKOUT** in the upper right corner to complete the changes.

TOTAL SERVICES : \$2,614.80

**Figure 22: AMS Mobile Access**

### AMS Controller Managed Access

Subscriptions for doors are per door, per month rather than for each individual device. Subscriptions can be managed on a monthly or an annual basis by adjusting the selection at the top.

BILLING RATE:  Monthly  Annual

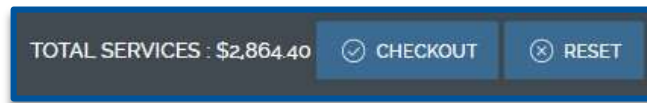
The number of seats can be adjusted by clicking the up or down arrow to increase or decrease the number as needed.

AMS CONTROLLER MANAGED ACCESS			
Quantity	Subscription Service	Total Doors	Price
10	Controller Managed Access Per Door Yearly	10	\$1,800.00
Total Doors		10	\$1,800.00
Current Doors NOT UNDER Subscription Service			

Yearly Total : \$1,980.00  
Average price per door : \$180.00


**Figure 23: AMS Controller Management**

As the number of seats is adjusted, the total cost will reflect the changes at the bottom. When you have finished the adjustments, click **CHECKOUT** in the upper right corner to complete the changes.



**Figure 24: Total Cost Checkout**

# Settings

There are several settings that you can manage within the **Settings** . The settings available will vary based on whether the last device you viewed in the [Live](#) view was a camera or an access control device.

- For video devices, there will be several tabs across the top of the screen. The default will be [Settings](#), but there will also be [Devices](#), [Users](#), [Recording Schedules](#), [Alerts](#), and [Subscriptions](#).
- For an access control device, there will be three tabs available at the top of the screen. The default will be [Settings](#), but there will also be [Users](#) and [Alerts](#).

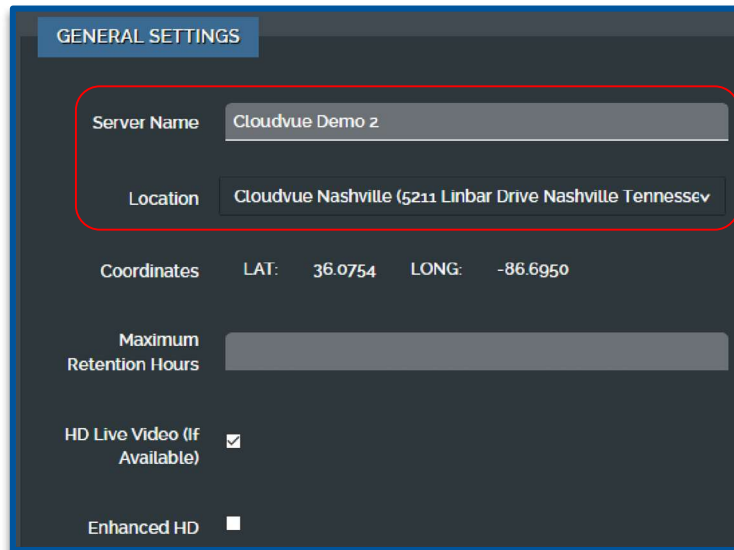
## Settings

### Video Devices

#### General

For both video and access control devices, the General tab will contain information regarding the devices established during the initial setup, and rarely need to be changed.

- The Server Name and Location have been provided as part of the initial Registration Wizard but will allow for changes.

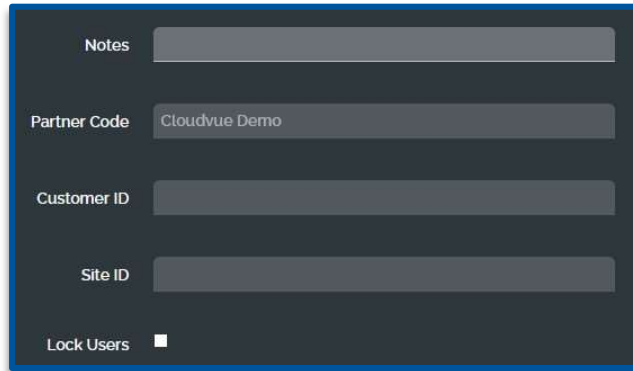


**Figure 25: Video General Settings Window**

- The coordinates automatically generate based on the physical address provided for use within the [Map View](#).
- If you would like the system to delete the archived video after a specified number of hours has been reached, enter a value into the **Maximum Retention Hours** field as whole number.



Maximum Retention Hours



Notes

Partner Code

Customer ID

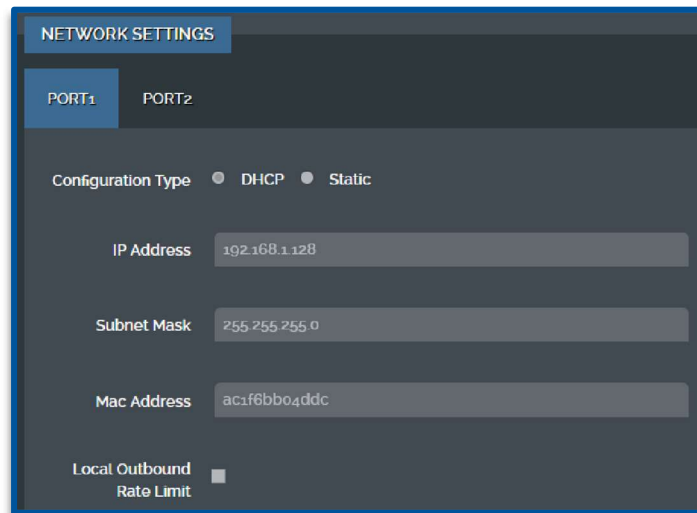
Site ID

Lock Users

**Figure 26: Delete Archived Video Footage**

## Network

The Network Settings provide two view-only tabs, allowing you to review the settings for ports. You cannot change any of the settings here, through the cloud interface, only through the local interface.



NETWORK SETTINGS

PORT1 PORT2

Configuration Type  DHCP  Static

IP Address

Subnet Mask

Mac Address

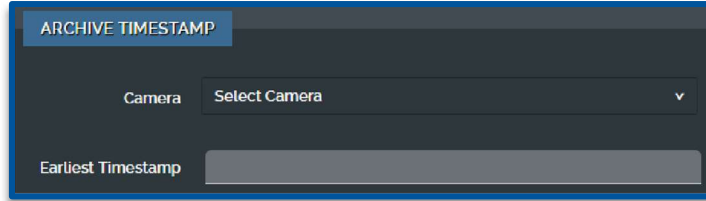
Local Outbound Rate Limit

**Figure 27: Network Settings Window**

**Note:** Do not change any network settings without a strong understanding of IP networking. Please refer to your IT manager if you have questions, as we are unable to provide support for local networks.

## Archive Timestamp

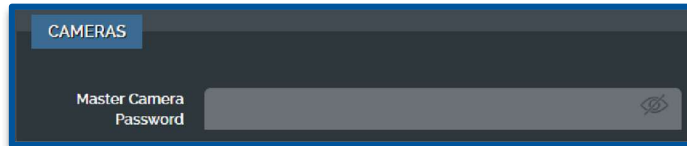
In the Archive Timestamp section, you can select a camera from the drop-down menu and then select a timestamp.



**Figure 28: Archive Timestamp Window**

### **Cameras**

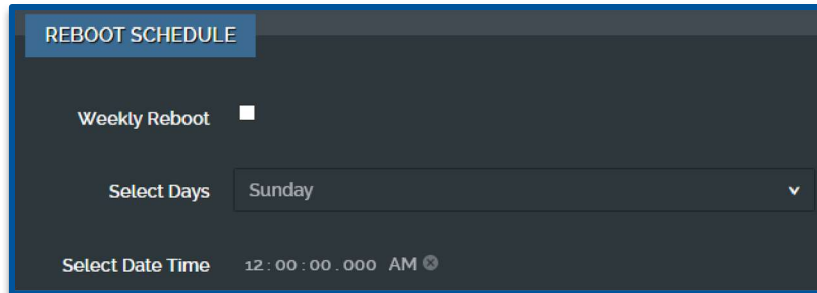
In the cameras section, you can apply a Master Camera Password to all current and future cameras. This will allow for added security of all cameras.



**Figure 29: Install Master Camera Password**

### **Reboot Schedule**

You may choose to schedule a weekly reboot to occur. If you do not need a weekly reboot, you may skip this section.



**Figure 30: Reboot Schedule Window**

1. Check the **Weekly Reboot** box to schedule a reboot.
2. Use the drop-down menu to select the day of the week for the reboot to occur.
3. Select the time for the reboot.
4. Click **Save**.

**Note:** All electronic manufacturers suggest rebooting devices at least once a week to keep services refreshed.

### **Gateway Tools**

There are three tools provided in this section to help manage the Gateway:



**Figure 31: Gateway Functions**

- **Sync Gateway:** If a camera or information within the local interface is displaying information that does not match the cloud interface or mobile application, this tool can sync the information.
- **Reboot Gateway:** This tool can reboot the server. If there is an issue with loading archived or live video, rebooting the server is recommended. This tool can reboot the server remotely, as long as the server is online.
- **Speed Test:** If you are experiencing longer than normal load times, this tool can verify that you have adequate bandwidth for accessing the video. We recommend that you have a minimum of 2 Mbps.

## Access Control Devices

### General

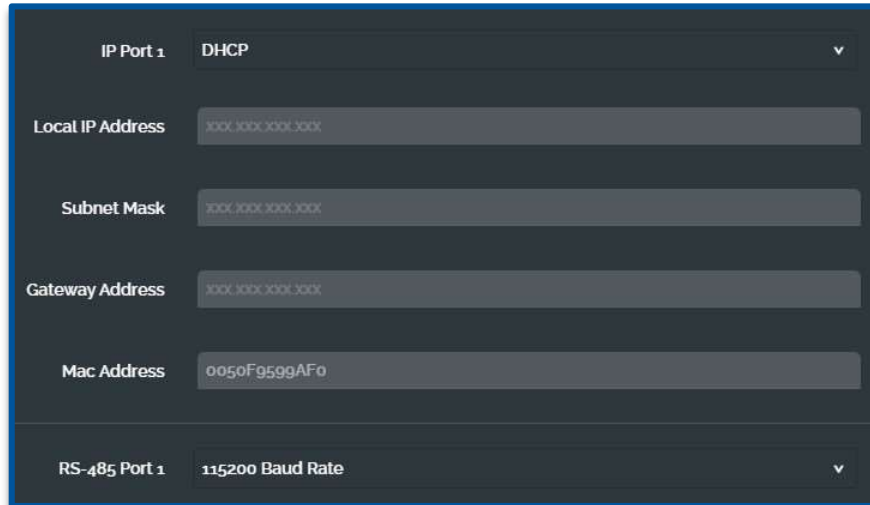
For both video and access control devices, the General tab will contain information regarding the devices established during the initial setup, and rarely need to be changed.

- Only a select few options will allow for changes to be made—such as Device Name and Location.
- The selected location sets the time zone used by the device.

### Network

The initial setup of the device establishes the options found on the Network tab, and rarely need to be changed.

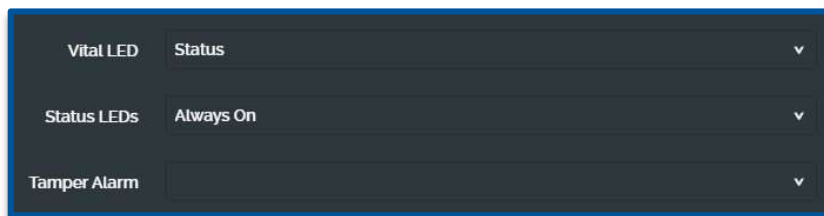
- The **RS-485 Port** specified is used to allow the ioSmart readers to connect and should remain at the default setting.



**Figure 32: Network IP Settings**

### **Advanced**

The Advanced tab contains three options for the controller that you can change, and a section for Actions & Tools.



**Figure 33: Advanced Controller Settings**

- The **Vital LED** option will allow you to customize the display of the Vital LED on the controller. The default is to display the status of the controller, or you can select a specific color for it to display.
- The **Status LEDs** will default to Always On, or you can set them to always off.
- You can set the **Tamper Alarms** to signal either of the relay options if triggered or set to the default of None.

### **Action & Tools**

The Action & Tools section provides additional options for managing the controller.

- The **Status Details** provides full details about the controller, such as the address, memory, power, firmware, and hardware details.



The screenshot shows a 'Details - Full Status' window with the following data:

Status			
Tamper Switch	Number of Cards	Running Since	
alarm	1	184 51:48	
Address			
Serial	Mac Address	IP Address	Subnet Mask
20181020	88:90:7f:20:98:f0	172.17.0.2	255.255.252.0
Memory			
	Total	Free	
RAM	121.00 MB	76.00 MB	
Ram Disk	20480.00 MB	17835.59 MB	
Flash Disk	212368.00 MB	212308.00 MB	
Power			
Source	Current	Power	Voltage
PoE-	223 mA	2944 mW	13203 mV

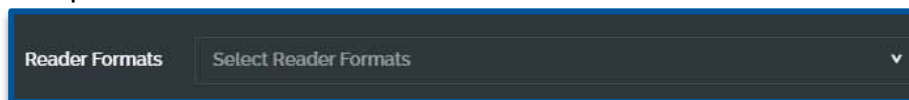
**Figure 34: Action & Tools Details Window**

- If you select **Soft Reset**, the system verifies all the controller memory definitions and parameters. If everything is still valid, it will remain intact. If not, the controller will go into Hard Reset mode. If defined, it will keep the previous IP address.
- If you select a **Hard Reset**, the system sets the controller memory to default values and clears the internal event buffer. If the IP address is valid, it will keep it.
- **Reset Reader Power**

## Readers

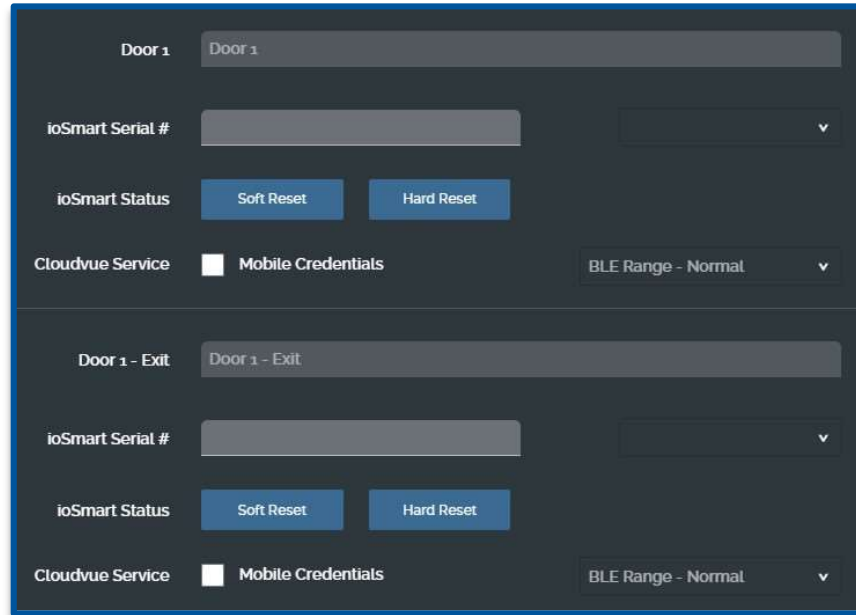
The Readers panel allows you to connect ioSmart readers to the controller, which can then enable the use of the Mobile Credentials within the Cloudvue Service.

- To use this feature, you will first need to select the format of the cards you will use with the reader so that it may interpret them correctly. Select the option from the **Reader Formats** drop-down menu.



**Figure 35: Select Reader Format**

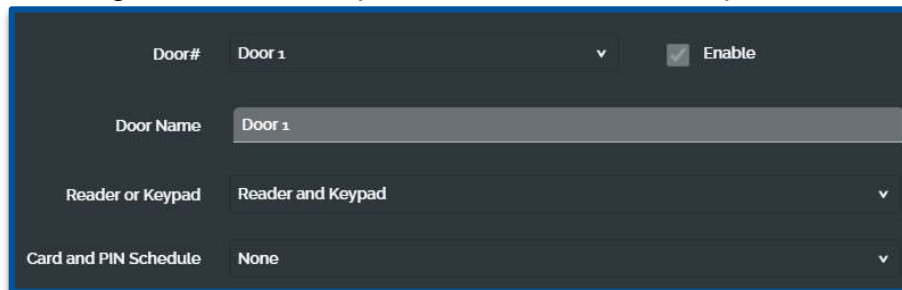
The KT-1 controller is a single-door controller, but allows you to configure both sides of the door, providing both primary and exit options. If you are using the ioSmart readers, you can provide the serial numbers associated with them, which allows you to use the Soft or Hard reset options, as well as the Mobile Credentials.



**Figure 36: Single Door Controller Window**

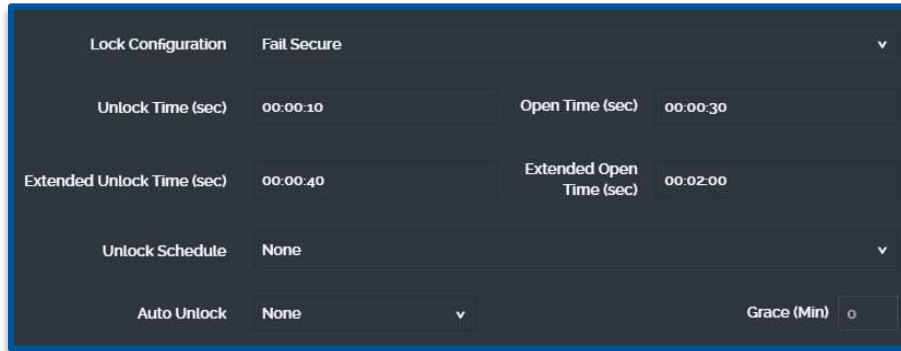
## Doors

The doors tab on the right of the screen provides additional door options.



**Figure 37: Additional Door Options**

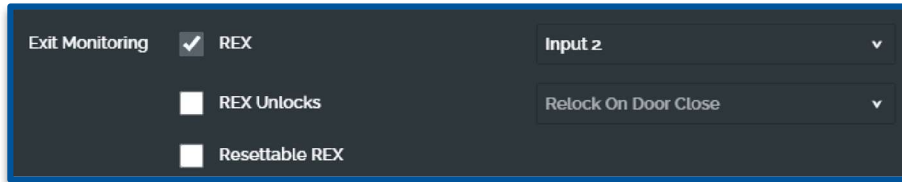
- **Door#** shows which side of the door you are currently changing. You can use the dropdown menu to change to the Exit side of the door if needed.
- **Door Name** allows you to change the name of the door. Once changed in this field, the name will also reflect in the Readers tab.
- **Reader or Keypad** shows whether you will allow access via a reader (such as a keycard or fob) or if it will require the use of a PIN. Use of the drop-down menu can change the option.
- **Card and PIN Schedule** shows when the card or PIN options would be valid and allow access to the door. You must create a schedule for this option to be set to a value other than None. See the section on [Schedules](#) for more details on how to set them.
- **Lock Configuration** determines the behavior of the lock when power is removed.



**Figure 38: Lock Configuration Window**

- If you select **Fail Safe**, the locks will set to *unlock* when power fails. You may select this option when the door is an exit or required for safety regulations.
  - If you select **Fail Secure**, the locks will set to *lock* when power fails. You may select this option when an area needs to remain secure and may only accessed by someone with a physical key, or to seal off a space in an emergency and prevent access.
- **Unlock Time** will determine how long the door remains unlocked before re-locking. The default value is 10 seconds.
  - **Open time** will determine how long a person can hold open the door after being granted access. The default value is 30 seconds.
  - **Extended Unlock Time** will provide additional time for the door to remain unlocked for specified users. You may use this feature for persons with disabilities. The default value is 40 seconds.
  - **Extended Open Time** provides additional time for the door to be held open for specific users after being granted access. The default value is 2 minutes.
  - **Unlock Schedule** will allow the system to unlock the door based on a schedule that you have pre-selected. You must create a schedule for this option to be set to a value other than None. See the section on [Schedules](#) for more details on how to set them.
  - **Auto Unlock** will keep the door locked until the first person with valid access uses the door during an unlock schedule is valid. The Default is unselected.
  - **Grace** will allow the door to be unlocked if the first person with valid access uses the door within unlock schedule uses is within grace period before the unlock schedule time begins. For example, if the unlock schedule for the door is between 8:00 AM and 5:00 PM and the grace period is for 15 minutes, the first person in with an enabled grace period of 15 minutes and valid access can access the door between 7:45 and 7:59 AM. The default value is 0 minutes.

- **Door Monitoring** checks for several conditions, such as forcing a door open.
  - **Door Contact**



**Figure 39: Exit Monitoring Options**

- **Exit Monitoring** provides a way to monitor a controlled exit door, using signals from a Request to Exit device (REX).
  - For the primary **Rex**, the input must be local - it has to be an input on the controller operating the door.
  - If you select the **REX Unlocks** check box, the door unlocks if the controller validates the REX. Use this option on interior exit doors, shipping doors, and push doors used by delivery personnel. The system permits the exit and generates a “request to exit granted” event, rather than a “door forced open” event.
  - If you select the **Resettable REX** function check box, a valid request to exist restarts the unlock time. Select this option for high traffic doors, for example, manufacturing doors where many users need to exit during a short time, to prevent unwanted “door open too long” or “door forced open” events.
- The **Camera** option allows you to link up to two cameras to the controller for additional validation.

## Inputs

The screenshot shows the configuration page for 'Input 1'. At the top, there is a dropdown menu for 'Input' set to 'Input 1' and an 'Enable' checkbox that is checked. Below this is a text field for 'Input Name' containing 'Input 1'. The 'Input Configuration' is set to 'Normally Closed'. 'Monitoring Schedule' is set to 'None'. 'EOL Supervision' is set to 'None'. 'Alarm Activation' is set to 'None' with an unchecked 'Temporary Timer' checkbox. 'Tamper Activation' is set to 'None' with a disabled 'Temporary Timer' checkbox. 'Trouble Activation' is set to 'None' with a disabled 'Temporary Timer' checkbox. At the bottom, there is a 'Camera' dropdown menu set to 'Select Camera'.

**Figure 40: KT-1 Controller Input Selection Settings**

There are 4 inputs on the KT1 controller, allowing you to configure monitoring and what happens with them.

## Relays

Relays control or trigger systems electromechanically or electronically.

1. To enable a relay, use the drop-down menu to select the relay, and then select the **Enable** check box.

The screenshot shows a dropdown menu for 'Relay' set to 'Relay 1' and an 'Enable' checkbox that is checked.

2. You may rename the relay in the **Relay Name** field to one that is more easily identifiable.

The screenshot shows a text field for 'Relay Name' containing 'Relay 1'.

3. Select the **Relay Operation** from the drop-down menu.

- **Normal**—by default, the relay will be deactivated.
- **Reverse**—by default, the relay will be activated.

The screenshot shows a dropdown menu for 'Relay Operation' with 'Normal' selected. The menu is open, showing 'Reverse' and 'Normal' as options.

4. Select **Activation Schedule** if you would like to select a pre-defined schedule to determine when a deactivated relay should become activated. See the section on [Schedules](#) for more details on how to set them.

- The **Deactivation Schedule** is used to select a pre-defined schedule for when an activated relay should become deactivated.

Activation Schedule	None	▼
Deactivation Schedule	None	▼

## 5. Temporary Timer

### **Relay Events**

Relay events are the actions that occur when a relay trips. You will configure them for the door and for the exit separately. For each option, select the associated relay you would like to assign.

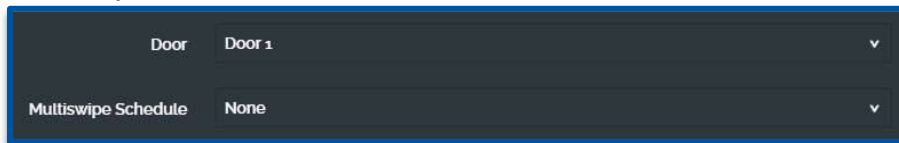
Door	Door 1	▼
Door Forced Open	None	▼
Door Held Open	None	▼
Door Alarm On Relock	None	▼
Lock Trouble	None	▼
Follow Lock Output	None	▼
Invalid Card Status	None	▼
Card Traced	None	▼
Access Denied	None	▼
Extended Door Access Delay	None	▼
Access Granted	None	▼

**Figure 41: Relay Configuration Window**

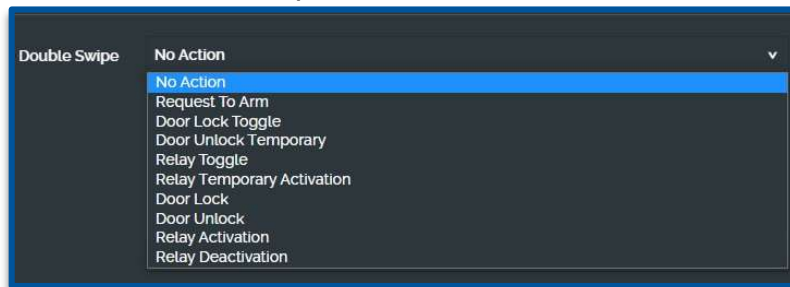
## Multi Swipe

Multi-swipe is used to determine what actions will result when a user double or triple swipes their card.

1. To enable the multi-swipe feature, select the door and schedule this will apply to. See the section on [Schedules](#) for more details on how to set them. The schedule will apply to both the double and triple swipe action and must be valid for the second or third time the user swipes the card for the action to occur.



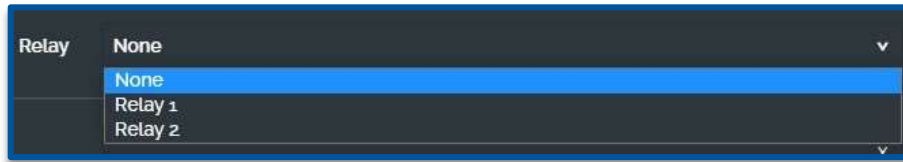
2. For the double swipe, determine the action that should occur when the user double swipes their card from the drop-down menu.



- **No Action** - Nothing will occur.
  - **Request to Arm** - Arms the door manually.
  - **Door Lock Toggle** -Changes the locks current state. If the door is locked, it unlocks. If it is unlocked, it locks it.
  - **Door Unlock Temporary** - Unlocks the door for a specified amount of time.
  - **Relay Toggle** - Changes the relay state. If the relay state is active, it switches it to inactive. If the relay state is inactive, it switches to active.
  - **Relay Temporary Activation** - Activates a relay, or group of relays, for a specified amount of time.
  - **Door Lock** - Relocks the door after valid access. ○ **Door Unlock** - Unlocks the door after valid access. ○ **Relay Activation** - If the current relay state is inactive, activates the relay.
  - **Relay Deactivation** - If the current relay state is active, inactivates the relay.
3. Select the **Relock on Access** check box to lock the door before executing the double swipe action.



4. If you select a relay option (Relay Toggle, Relay Activation, or Relay Deactivation), the **Relay** drop-down menu becomes available, and you will need to select the relay from the list.



5. If you select an option with a temporary amount of time (Door Unlock Temporary or Relay Temporary Activation), the **Temporary Timer** field becomes available. This field allows you to set the time for these options; the default is 00:00:00 (HH:MM:SS).
6. To set the triple swipe parameters, repeat the above steps.





## Devices

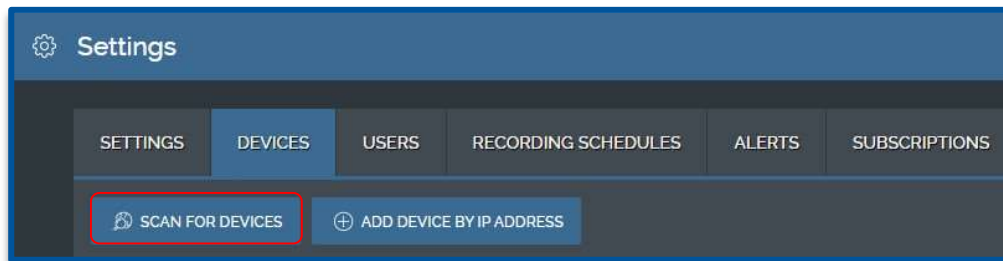
The Devices tab is used to add cameras to a connected Gateway. There are two methods for adding cameras to a Gateway:

- [Scan for cameras](#) (**Preferred**)
- [Add cameras by IP address](#)

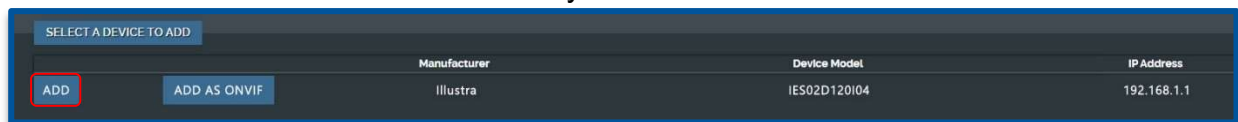
### Scan for Cameras

This is the preferred method for adding cameras can find cameras on the same network as the connected Gateway.

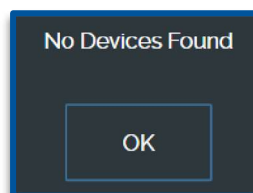
1. Select the **DEVICES** tab, and then click **SCAN FOR DEVICES**.



2. Click **ADD** in the row for the camera you would like to add.



- If no cameras are returned in the scan, you can use the option to [add them by IP address](#) in the next section.

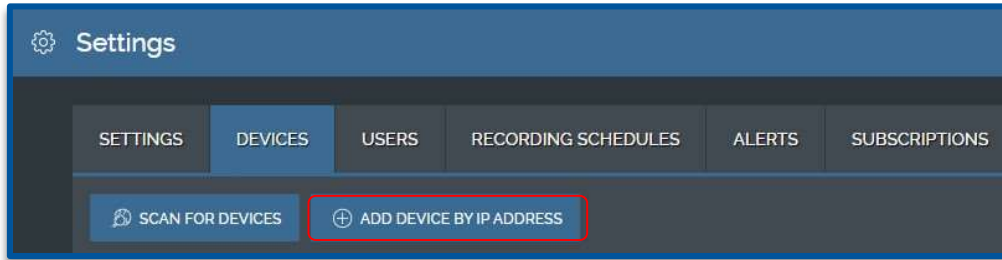


**Note:** ONVIF is a generic driver that works for many cameras as an alternative in the event there is not a direct integration available.

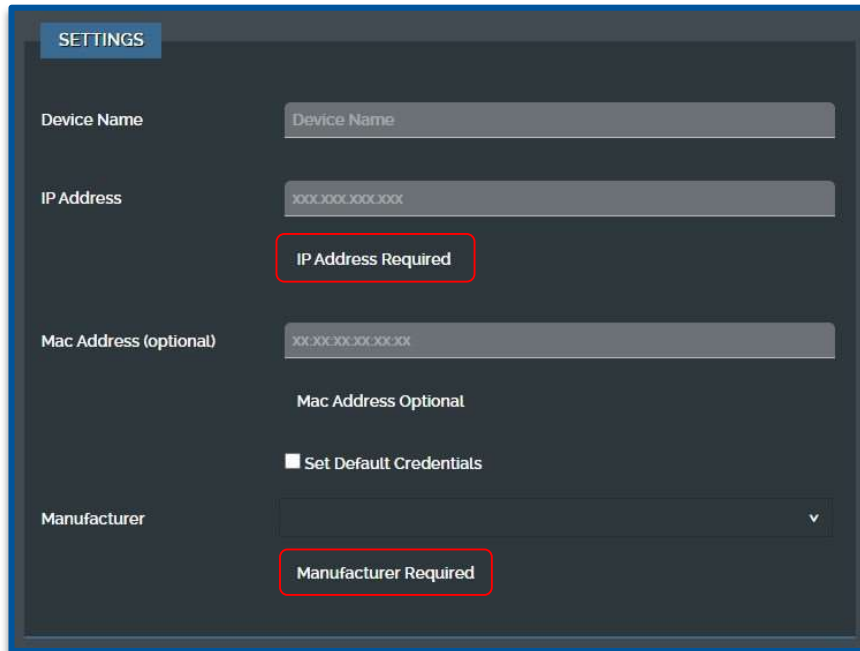
### Add Cameras by IP Address

You must know the camera's IP address to use this method. If you do not know the camera's IP address, you can find it using a UPnP application (e.g., Bonjour), or an IP identification program (e.g., Angry IP or Advanced IP Scanner).

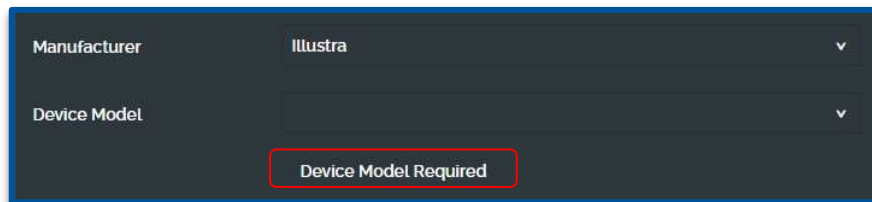
1. Select the **DEVICES** tab, and then click **ADD DEVICE BY IP ADDRESS**.



2. In the Settings for the camera, enter the information for the required fields IP Address and Manufacturer.



- Once you select a Manufacturer, you will also be prompted to select a Device Model.



- You may choose to provide optional information. If you select the 'Set Default Credentials' checkbox to restrict access, a Username and Password field will appear. The Password will be required.

A screenshot of a user configuration form. At the top, there is a checked checkbox labeled "Set Default Credentials". Below this are two input fields: "User Name" and "Password". The "Password" field is highlighted with a red border, and a red-bordered box below it contains the text "Password Required", indicating an error.

3. After entering the information, click **Save**.

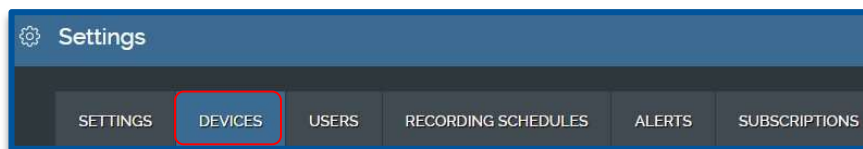
## Camera Settings


Each camera has several default settings that can be changed, though the options may vary based on the model of camera.

- [Access Settings](#)
- [Display Text Overlay](#)
- [Video Settings](#)
- [Motion Detection](#)
- [PTZ](#)
- [Audio](#)
- [Analytics](#)

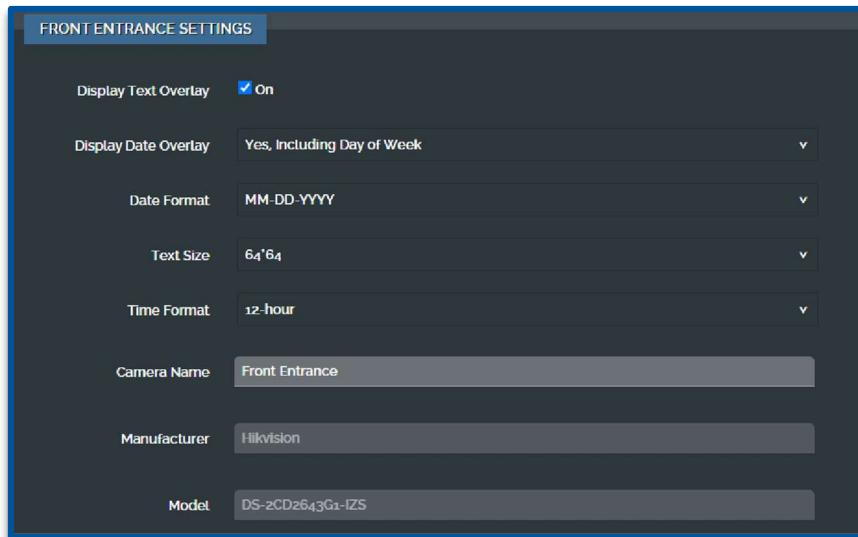
## Access Camera Settings

1. Select the **DEVICES** tab.

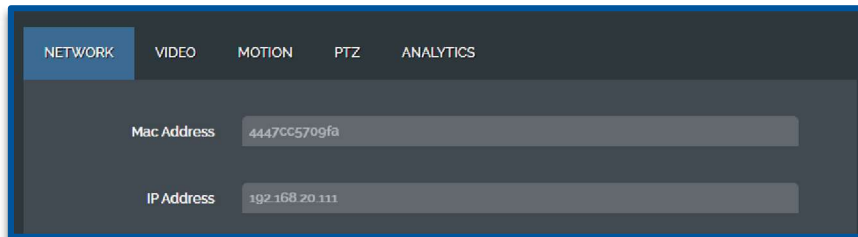


2. Select the camera you would like to view. You may click directly in the camera viewing area, or directly on the Edit  icon.

When reviewing the camera settings, note that the options will vary by camera model. Protected fields will be grayed out and unable to be changed.



All cameras have tabs for Network, [Video](#), and [Motion](#). [Audio](#), [Analytics](#), or [PTZ](#) tabs will only appear if the camera has the additional options available.



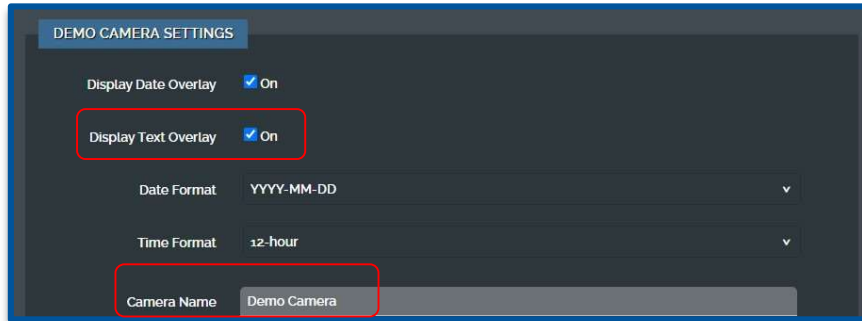
- The Network tab will be selected by default, but the settings cannot be changed here.

**Note:** Take caution not to click the delete (⊗) icon unless you are sure you wish to remove a camera.

### [Display Text Overlay](#)

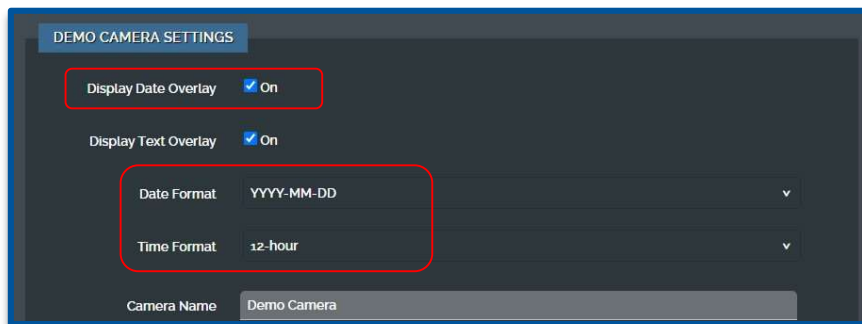
The Display Text Overlay feature will display and record text on the live camera feed.

1. To enable this feature, check the **Display Text Overlay** checkbox.
  - You may now customize the text that appears on the camera in the **Camera Name** field. Note that the font, size, and color cannot be changed.

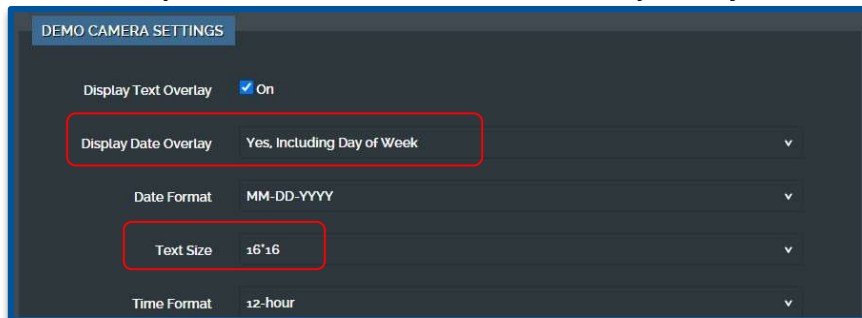


2. Check the **Display Date Overlay** checkbox to enable the date overlay on the feed.

- You may now choose the date and time format that will display on the camera feed.

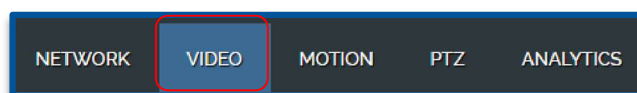


- Depending on the camera model, the option to enable the date may vary. Rather than a checkbox, a drop-down menu may appear and include the option to provide the day of the week, as well as the ability to adjust the text size.



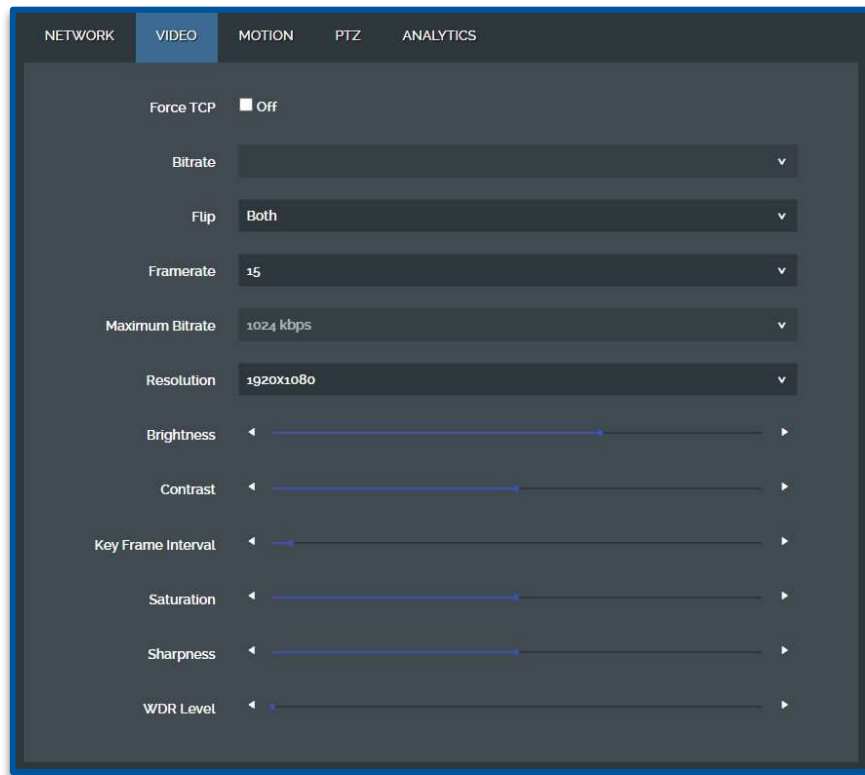
### Video Settings

The Video tab allows for changes to the video settings, and the settings available will vary based on the type of camera.



1. Select the **VIDEO** tab to access the video settings.

2. You can change the Settings by either a drop-down menu or by moving a slider bar to the left or right.



Camera Setting	Function
Autofocus	Allows automatic focus of image onto object of observation.
Force TCP	Forces the video stream to be sent using TCP/IP.
Archive Video Codec	H264/H265
Bitrate	You can set the bitrate on the video to constant or variable. In some cameras, you may also see a setting for CBR or VBR. <b>The recommended setting is variable</b> , which allows the camera to adjust based on the number of changes that occur within the field of view. A camera set to constant may use more storage than necessary.
Day/Night	The camera provides a black-and-white mode to improve performance when the light level is below certain thresholds, allowing for clearer images. You may also change between Forced Color, Forced B/W, or Auto settings.
Flip	As cameras are mounted in different locations and facing different directions, the flip option allows you to adjust the display of the feed. Most cameras offer the options to flip the feed horizontally, vertically, or both simultaneously.
Maximum Bitrate	The maximum bitrate is the highest bitrate the camera will use when the rate is set to variable. The camera will use a lower rate when possible but will never exceed the maximum. When set to constant, then the maximum is always used to determine the maximum bitrate, use, set the cameras to a variable bit rate with the lowest available option. After recording video for several days, review the archives. If it is not clear enough, increase the maximum bitrate.
Resolution	The resolution determines the amount of detail in the video and is measured by the number of pixels found within the standard aspect ratio of 16:9. The higher the resolution, the clearer the image will be, but the more storage consumed. Cameras often refer to their resolution in megapixels, such as 1.3MP (1280 x 720) or 2 MP (1920 x 1080).
Framerate	Framerate (frames per second or FPS) is the rate at which images appear on the screen consecutively to create a video. The higher the frame rate, the higher the bitrate and therefore, the more storage needed. For video surveillance, a frame rate of 10 to 15 FPS is usually acceptable.
WDR	WDR allows a camera to take several images with various settings and combine them to provide high quality back-lit subjects without washing out the entire image. This setting is used for outdoor cameras, or those pointed towards a door or window as the sun may cause backlighting.

White Balance	The white balance setting is the camera's ability to keep whites looking white and you can adjust as needed.
Brightness	You can adjust the brightness setting for cameras in locations where the overall lightness or darkness of the image is not satisfactory. Adjust slowly until you achieve the desired result, but note that the time of day may affect the results.
Contrast	The contrast setting is used to adjust the difference in brightness between objects or regions. Adjust slowly until you achieve the desired result but note that the time of day may affect the results.
Key Frame Interval	Method by which the H.264 protocol encodes the video.
Saturation	The saturation setting will affect the depth of color in the image. The higher the saturation, the more vivid the color will be. Adjust slowly until you achieve the desired result.
Sharpness	The sharpness setting is used to adjust the image's clarity. The higher the sharpness, the more distinct contours within the image will be. Adjust slowly until you achieve the desired result
WDR	WDR allows a camera to take several images with various settings and combine them to provide high quality back-lit subjects without washing out the entire image. This setting is used for outdoor cameras, or those pointed towards a door or window as the sun may cause backlighting.

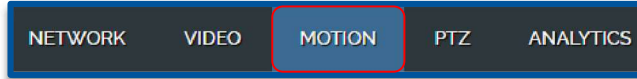
**Table 11: Camera Settings & Functions**



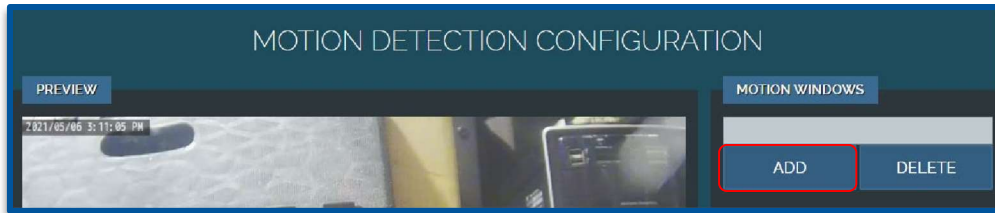
## Motion Detection

The motion detection feature provides the ability to only record when the camera senses motion and mark the archive timeline accordingly.

1. Select the **MOTION** tab to configure a motion window.



2. Click **ADD** in the Motion Detection Configuration window.



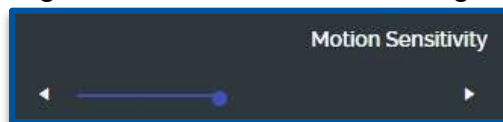
- A motion window will appear on the preview screen in the default position.
- Use the handles on the edge of the motion window to resize, or reposition the motion window as needed.



- You may rename the motion window as needed by changing the default text.



- The motion sensitivity automatically sets by initial motion detected and can be adjusted by moving the slider to the left or the right.



3. Additional motion windows may be added if needed by repeating the previous steps. Click **APPLY** to preview the results and test the sensitivity.

- Select the motion window you want to test.
- Move in front of the camera. (For example, walk in front of it)

- If motion is detected, the Motion Sensitivity slider will register it. If no motion is detected, adjust the slider to increase the sensitivity until you are satisfied.
- Click **SAVE**.



**Note:** The settings are for the selected motion window only, and you will only be able to save the settings for one motion window at a time. You will need to repeat the process for each motion window you add.

4. Click **SAVE** in the upper right of the Settings page to save all changes.

## PTZ

Some camera models will come with PTZ (Pan/Tilt/Zoom) functionality built into them. When a camera has this ability, the preview screen will include an additional set of tools allowing you to pan the camera left or right, tilt it up and down, or zoom in and out. PTZ cameras covering extensive areas may also have presets established for a specific area to view.



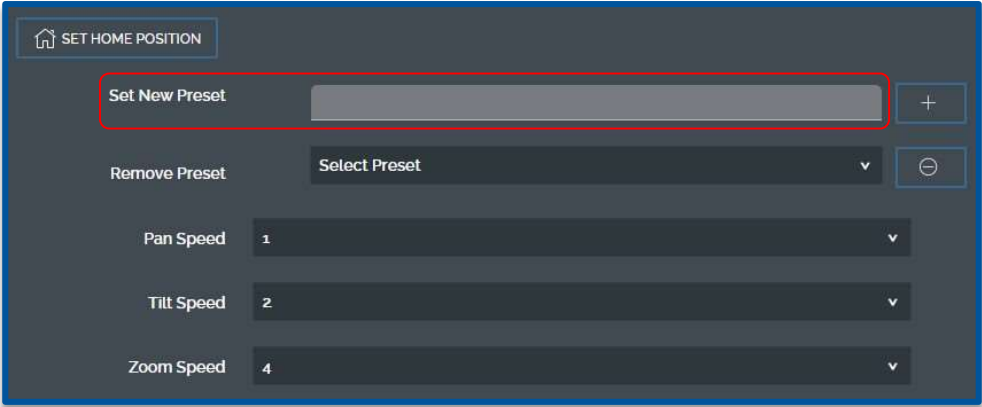
**Figure 42: Pan/Tilt/Zoom**

The PTZ tab of the camera's settings allows you to set presets and control the speed settings for the pan, tilt, and zoom options.

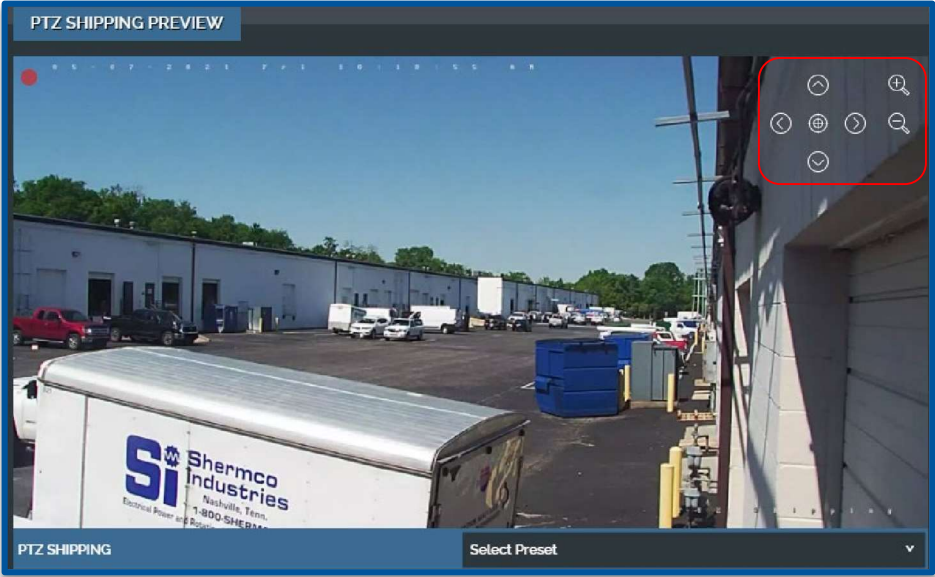
1. Select the **PTZ** tab to access the PTZ settings.



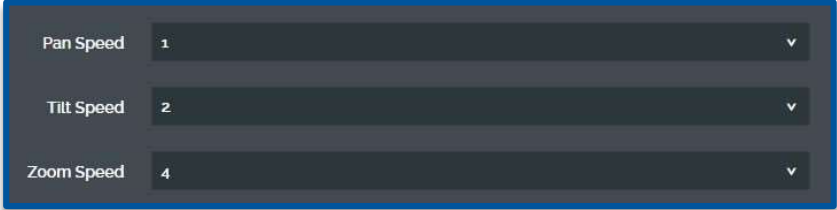
2. To create a new preset, enter an easily identifiable name in the **Set New Preset** field.



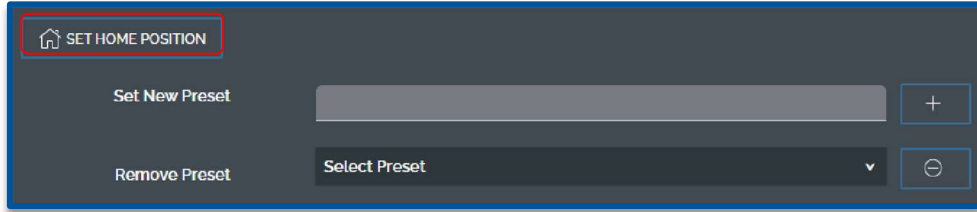
3. Using the pan, tilt and zoom tools in the preview, adjust the camera to the view you would like to save.



4. Use the drop-down menus to set the desired speed for the pan, tilt, and zoom tools.



5. If this preset will be used as the Home position, click **SET HOME POSITION**. Be sure to *only* click this button when creating the home position.



6. Click **SAVE** in the upper right of the Settings page to save all changes.

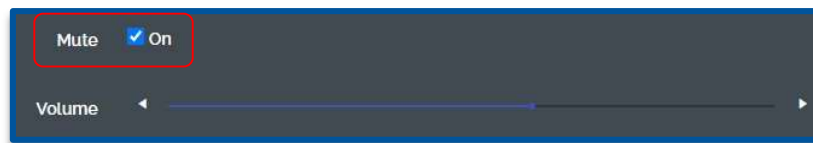
### Audio

If the camera model you are using supports audio recording, you will have audio options available.

1. Select the **AUDIO** tab to access the audio settings.



2. By default, the **Mute** checkbox is checked. To enable the audio, uncheck this option.



3. Use the volume slider to adjust the volume to the desired level.
4. Click **SAVE** in the upper right of the Settings page to save all changes.

**Note:** When considering the use of the audio recording feature of a surveillance camera, it is important to know that laws regarding audio recording vary by city, state, and even country. You should verify with your local authorities if audio recording is legal in your area before enabling this feature.

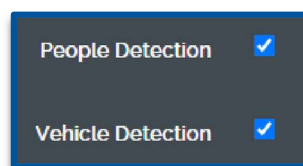
### Analytics

The analytics tab of the cameras will enable the people and vehicle detection settings, helping to analyze when people or vehicles enter the camera's field of view and marking it on the archive's timeline.

1. Select the **ANALYTICS** tab to access the analytics settings for a camera.



2. Check the box for **People Detection** or **Vehicle Detection**, or both, depending on which feature you would like to enable.



3. Click **SAVE** in the upper right of the Settings page to save all changes.

## Users

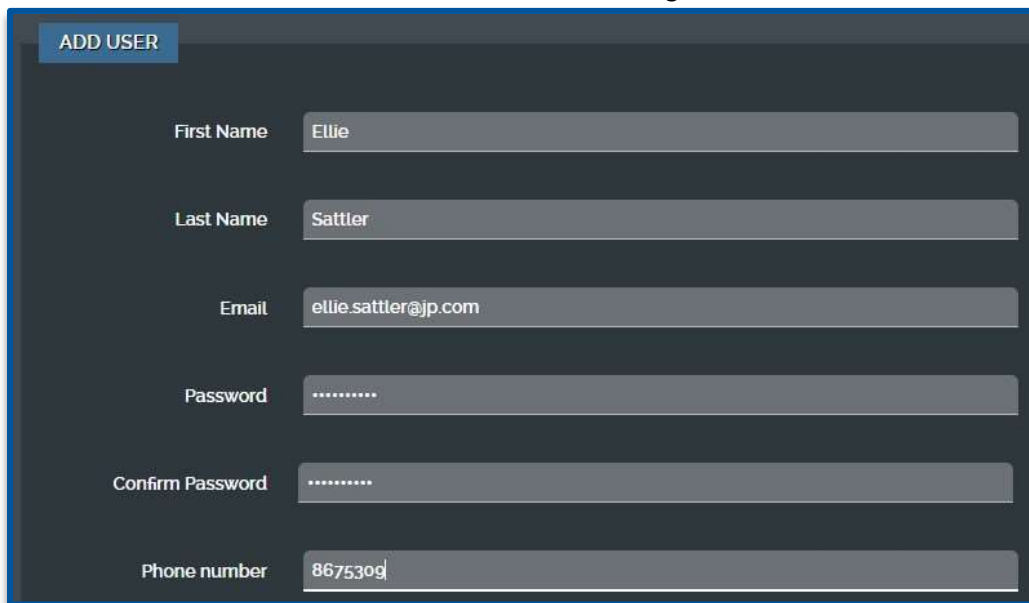
Under the **Users** tab, you can add users within Cloudevue and determine if they have access to view or change devices.

1. Select **ADD USER** to add a new user.

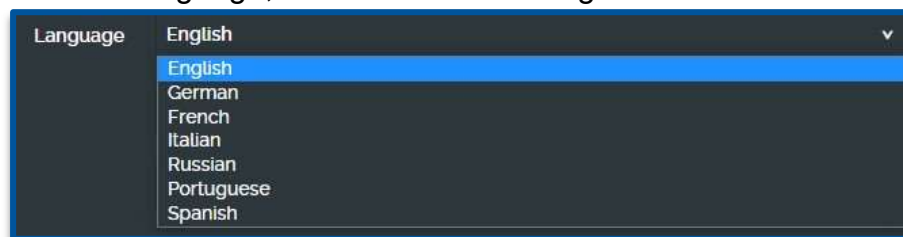


2. On the next screen, enter the users details, including the first and last name, email address, password credentials, and phone number.

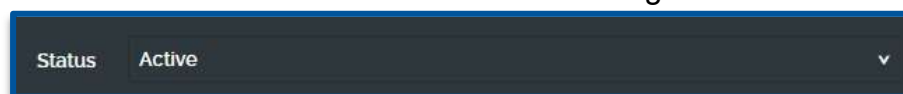
**Note:** The email address will become the username for login for the user.

A screenshot of a dark-themed 'ADD USER' form. The form has a title 'ADD USER' in a blue box at the top left. It contains several input fields: 'First Name' with 'Ellie', 'Last Name' with 'Sattler', 'Email' with 'ellie.sattler@jp.com', 'Password' with '.....', 'Confirm Password' with '.....', and 'Phone number' with '8675309'. Each field is highlighted with a blue border.

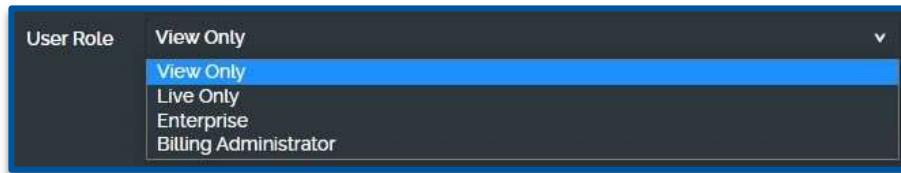
3. Select the user's language; the default will be English.

A screenshot of a dark-themed dropdown menu for language selection. The dropdown is open, showing a list of languages: English, German, French, Italian, Russian, Portuguese, and Spanish. The 'English' option is highlighted in blue.

4. Next, choose the status of the user. The default setting is Active.

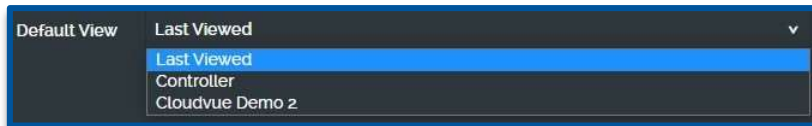
A screenshot of a dark-themed dropdown menu for status selection. The dropdown is open, showing a list of status options: Active. The 'Active' option is highlighted in blue.

5. The next option is to assign the user's role.



- **View Only** - Default setting, user can view live and recorded video, but may not make changes.
- **Live Only** - User will see live video only.
- **Enterprise** - User will see live and recorded video and change settings. They may view subscriptions but not change them.
- **Billing Administrator** -Can view and edit subscriptions only.

6. **Default View** allows you to determine what the user sees when they log into the system. The default is the Last Viewed, but you may also choose to default it to any assigned devices.



7. If you would like to allow the user to set the PTZ by hand with a device, check the box for **Allow Mechanical PTZ** .

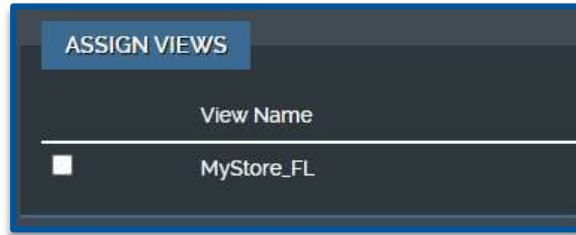


8. If you would like to require the user to use **Two Factor Authentication**, check the box.

9. On the right side of the screen will be the list of devices that you can assign to the user. Check the box for each device you would like to assign to the user.

ASSIGN DEVICES		
Server Name	IP Address	Mac Address
<input type="checkbox"/> Cloud Camera 1TB Bullet	192.168.1.101	00:0c:29:00:00:00
<input type="checkbox"/> Cloudvue Demo 1	192.168.1.102	00:0c:29:00:00:01
<input type="checkbox"/> Cloudvue Demo 2	192.168.1.103	00:0c:29:00:00:02
<input checked="" type="checkbox"/> Controller	192.168.1.104	00:0c:29:00:00:03

10. If there are any custom views available, you can assign them to the user by checking the associated box for each view you would like to assign.

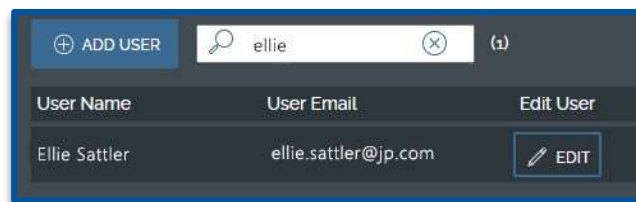


11. When you have made all selections, click **SAVE**.

Users are also searchable, by using the search at the top. By default, all users are visible with the number of users listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the user and their email address.



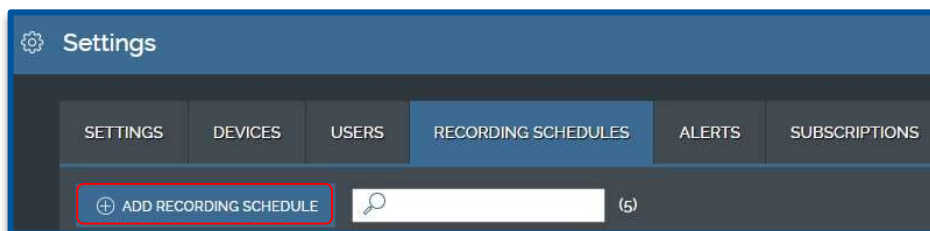
- If the user's information needs to be changed, click the **Edit** icon associated with the user to change the details.

## Recording Schedules

The gateway server records video 24 hours a day 7 days a week by default. You can change the default setting to allow for interval recording, depending on different schedules or specific events.

### Add a Recording Schedule

1. Select the **RECORDING SCHEDULES** tab and click **ADD RECORDING SCHEDULE**.



2. Enter a new recording schedule by providing a Schedule Name, Type, days to be recorded, start and end type, and the cameras that will be recording.



**Note:** Unless you create a recording schedule to indicate otherwise, the system will record 24/7. Many customers choose to set their schedules to record full-time during business hours and then switch to motion-only during non-business hours to extend the time that is saved on the Gateway.

Recording schedules are also searchable, by using the search at the top. By default, all recording schedules are visible with the number of schedules listed to the right of the search field.

You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the schedule, type, the number days recording, the cameras that will be recording, and the total duration.

Schedule Name	Schedule Type	Days	Cameras	Duration	
24X7	Record	7	9	24 Hours	<input type="button" value="EDIT"/> <input type="button" value="REMOVE"/>

**Figure 43: Keyword Search Recording Schedule**



## Alerts

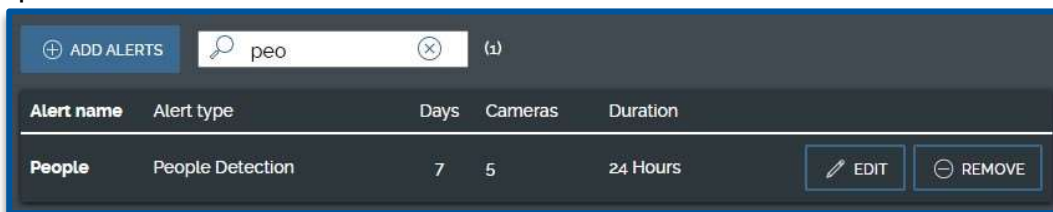
Under the **Alerts** tab, you can add alerts based on certain actions and schedules to be sent to specific users, either by email or SMS.

The alerts that can be created vary slightly for [video devices](#) and [access control devices](#).

Alerts are searchable, for both video and access control devices, by using the search at the top. By default, all alerts are visible with the number of alerts listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the alert, the type, and other details about schedule specific to that alert.



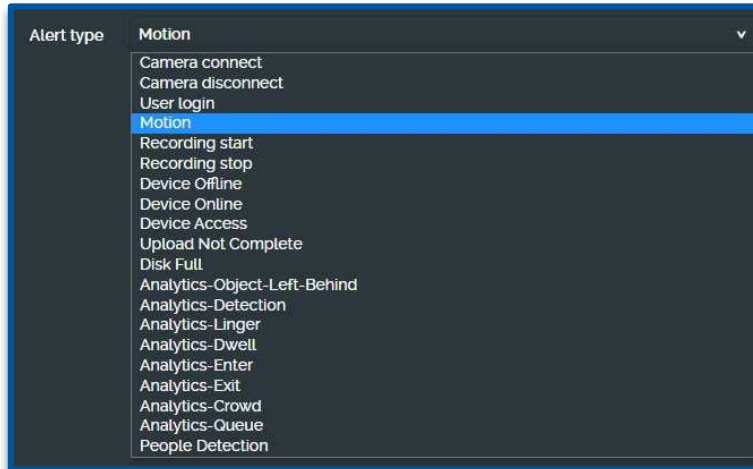
- If the alert needs to be changed, click the **Edit** icon associated with the alert to change the details.

## Video Devices

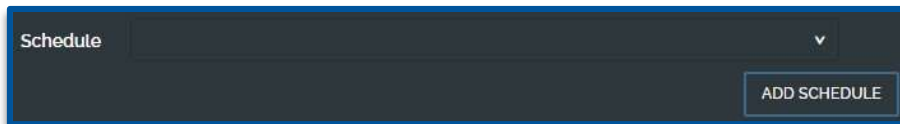
1. Select **ADD ALERTS** to add a new alert.



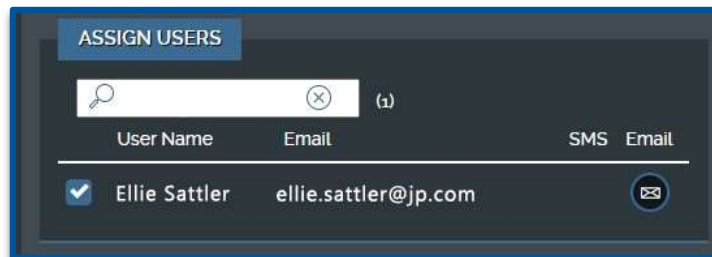
2. Next, provide a name for the alert that is easily identifiable in the **Alert Name** field.
3. Select the **Alert Type** from the drop-down menu.



4. Use the **Schedule** drop-down to select a predetermined schedule to show when the alerts would send; or click **ADD SCHEDULE** to create one. See the section on [Schedules](#) for more details on how to set them.



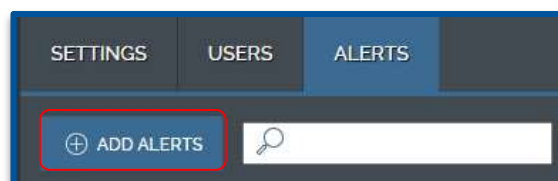
5. Once you have made the alert selections, select a user by checking the box next to their name, and then select the preference of SMS, email, or both for how they would like to receive the alerts.



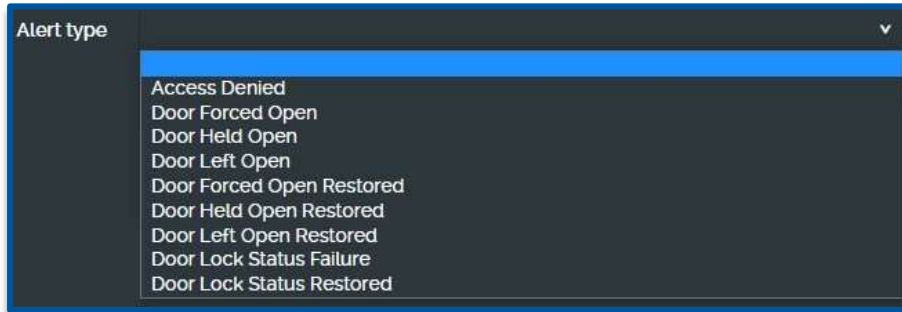
6. When you have made all selections, click **SAVE**.

## Access Control Devices

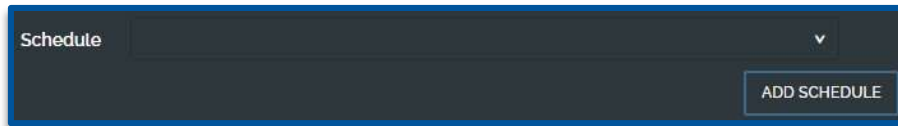
1. Select **ADD ALERTS** to add a new alert.



2. Next, provide a name for the alert that is easily identifiable in the **Alert Name** field.
3. Select the **Alert Type** from the drop-down menu.



4. Use the **Schedule** drop-down to select a predetermined schedule to show when the alerts would send; or click ADD SCHEDULE to create one. See the section on [Schedules](#) for more details on how to set them.



5. Once you have made the alert selections, select a user by checking the box next to their name, and then select the preference of SMS, email, or both for how they would like to receive the alerts.



6. When you have made all selections, click **SAVE**.

## Subscriptions

Every device connected to Cloudvue requires a subscription. This section will manage the camera subscriptions. To manage access control device subscriptions, see the section for [Subscriptions](#) under Accounts.

Camera storage options for video storage in the cloud can go up to 5 years with plans allowing monthly or annual purchase options.

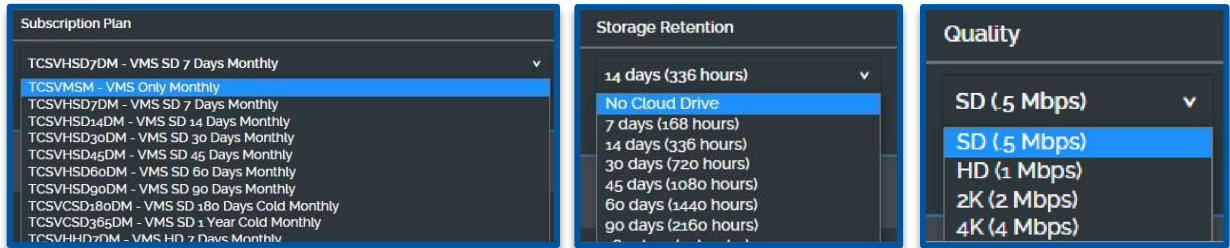


**Note:** Every camera connected to Cloudvue requires a minimum plan of TCSVMSM—VMS Only Monthly.

**Figure 44: Billing Cycle**

- For each camera, you must select a subscription plan.
- The minimum plan is VMS only and can go up to 5 years of cloud storage.

- Video storage is displayed in days and hours. Select plans from the Subscription Plan drop-down menu, or by using the Storage Retention and Quality drop-down menus.



**Figure 45: Video Storage Genre Menu**

- If you will be recording 24X7, the days will be the total number of days of video that will be recorded and stored in the cloud.
- If you are recording detected motion only, the hours will be the total amount of video that will be recorded and stored in the cloud.
  - For example, a 7-day plan recording 24x7 will record 7 days of video. A similar plan that records only motion detected may record up to 30 days of video assuming motion is detected only 25% of the time, across the available 168 hours of recording time.
- Cost effective cold storage is available for a duration of 180 days (6 months) or more of 24/7 (Days) recordings. Cold storage is a terrific option for keeping archived video for long periods.

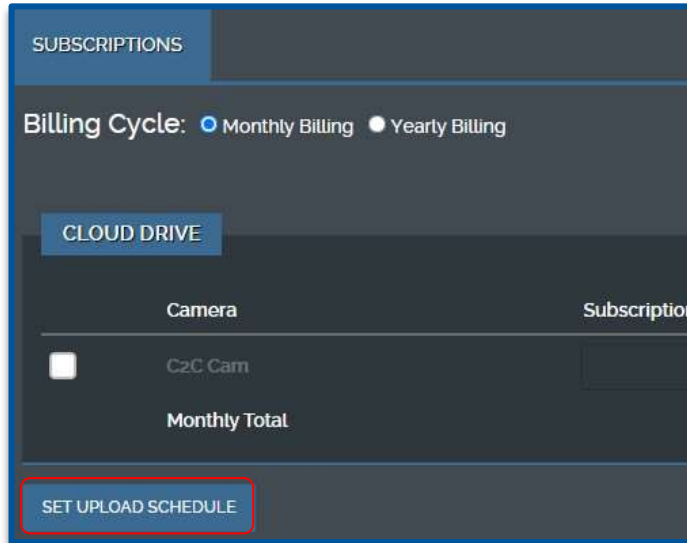
**Note:** Videos stored in cold storage within the last two weeks are available instantly; older footage may take up to 15 hours to retrieve.

- You can adjust your subscription at any time. If you change between monthly or annually, the fee will adjust accordingly.

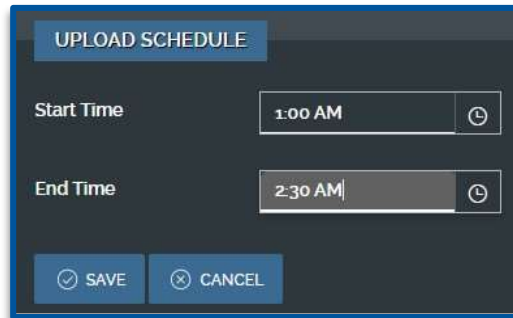
## Upload a Schedule

You can also schedule a time range for when video should upload to the cloud, such as after business hours.

1. To set an upload schedule, click **SET UPLOAD SCHEDULE**.



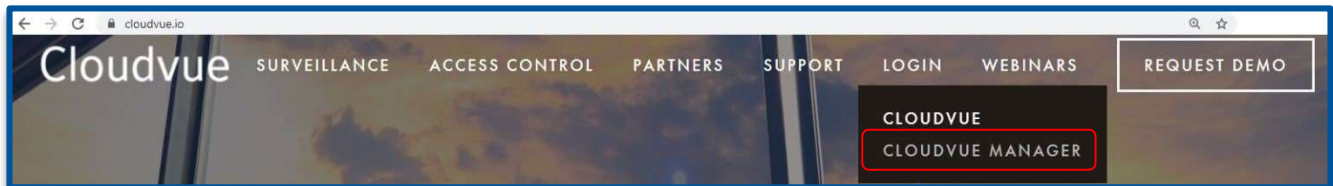
2. Once the section has expanded, select a start and end time, and then click **SAVE**.



## 4-Cloudvue Manager

**Note:** The credentials required to access Cloudvue Manager differ from those of the Cloudvue Security Suite. If you do not have credentials, you will need to contact your Cloudvue representative to gain access to Cloudvue Manager.

1. To access Cloudvue Manager, access [www.cloudvue.io](http://www.cloudvue.io), hover over **LOGIN**, and click **CLOUDVUE MANAGER** from the drop-down menu



2. Enter your log-in credentials and click **LOGIN**.
  - If two-factor authentication is enabled (*recommended*), you will be prompted to enter a validation code.



## Navigation

The primary navigation menu is a collapsed menu in the upper-left corner of the screen, under the ☰ icon. Once expanded, there will be four sections to choose from.

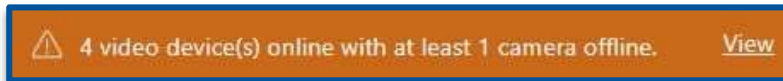
- [Dashboard Overview](#)
- [Releases](#)
- [Map View](#)
- [Reports](#)
- [Management Tools\\*](#)

**Note:** \*The Management Tools are found to the right of the screen, rather than under the same collapsed menu.

# Dashboard Overview

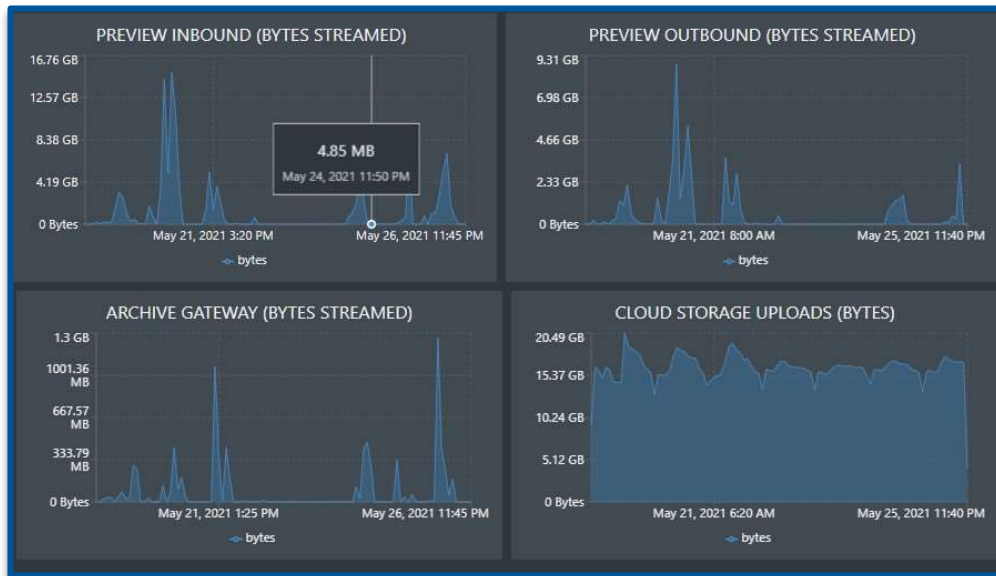
The home page in Cloudvue Manager is the Dashboard. The Dashboard summarizes the health and activity of your Cloudvue Security System. There are various sections throughout the Dashboard designed to help provided details for monitoring your system.

- **Alert Bar**—If there are issues needed your attention, an orange bar will appear across the top of the Dashboard. This alert bar will inform you of any devices that may be offline or otherwise need your input. Click the View link on the far right of the bar to be directed to the [Search](#), to review the devices.



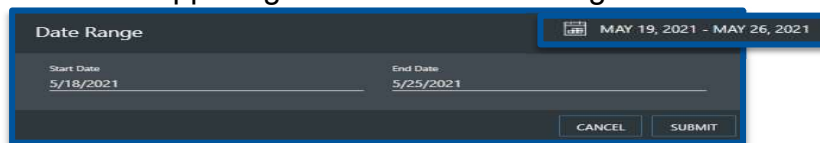
**Figure 46: Camera Alert Banner**

- **Dashboard Overview**—The Overview provides real-time status updates for devices and users. Selecting any of the headings will direct you to the [Search](#) corresponding to the panel to review the data.
  - The analytics data is provided to review the amount of data being used. This allows customers who may have limited bandwidth or data restrictions to adjust their data usage to prevent overages.



**Figure 47: Dashboard Overview Window**

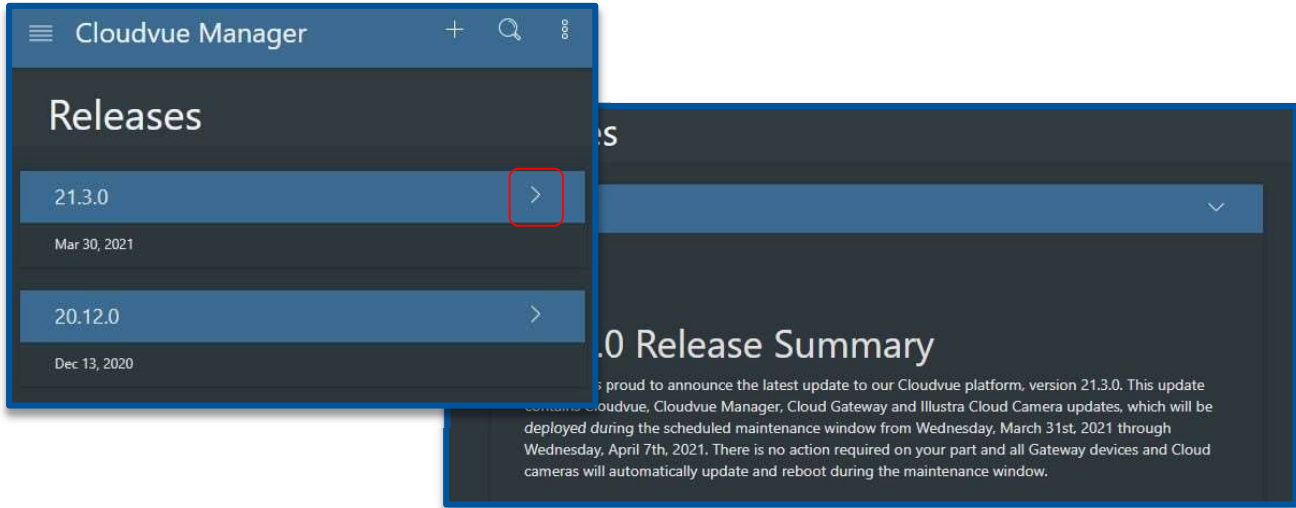
- **Date Range**—The date range of the displayed data can be changed by selecting the calendar icon in the upper right corner and choosing a different date as needed.



**Figure 48: Date Range Window**

## Releases

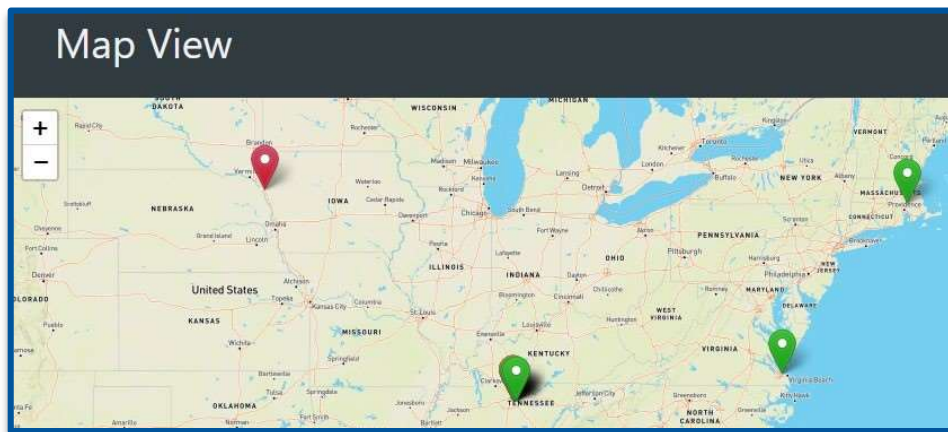
The Releases section contains information about the most recent release, as well as past releases. A summary of the release and a list of features and enhancements can be viewed by clicking the arrows to expand for details.



**Figure 49: Cloud Release Feature**




## Map View

Map View can help quickly determine the health and MAC addresses of the devices at each site.



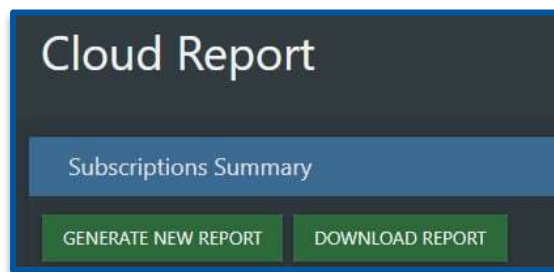
**Figure 50: Device Status & Location**



Icon	Function
	Shows Devices all are operating normally.
	Shows one or more devices is not functioning properly.
	Shows a device has lost contact with the cloud.

## Reports

The Reports section provides a way to review active subscriptions and billing details, as well as download the information as a CSV.









**Figure 51: Cloud Report Window**

There are four types of reports available:

- **Subscriptions Summary**—Summarizes all subscriptions, including the Account Name, Service Plan and description, billing cycles, and pricing.
- **Subscriptions VMS Detail**—Provides details for VMS subscriptions, including Account Names, Service Plans and descriptions, billing cycles and pricing, start dates, and status.
- **Subscriptions AMS Detail**—Provides details for AMS subscriptions, including Account Names, Service Plans and descriptions, billing cycles and pricing, start dates, and status.
- **Account Staff & Users**—Provides details on all user accounts, including type, login information, names, roles, and partner codes.

## Management Tools

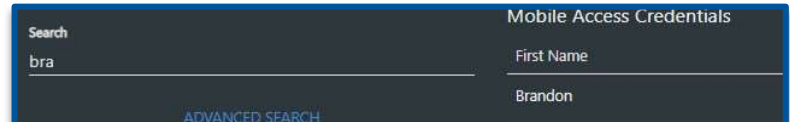
The additional management tools are in the upper right corner of the screen, identified by the plus , the search , and the dot  icons.

The  provides options for adding [Partners](#), [Staff](#), [Users](#), and [Accounts](#). The  allows for searching across people or devices within the system. The  exits the application.

## Using the Search

While searching through the system, each search will provide a filter of options displayed on the left of the screen, and results to the right.

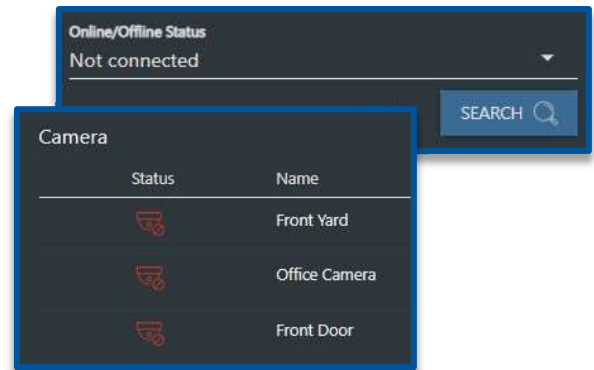
The top field of the search will search through all fields and begins as soon as you type.



*Figure 52: Management Search*

The fields in the advanced filter will begin as soon as you click the SEARCH button at the bottom. The advanced filter will search throughout specific fields and can narrow results quickly.

For example, if you are looking for all devices that may be offline, you can use the advanced filter and search for the Status of 'Not Connected'. When you click the SEARCH button, the results will filter to display only the cameras with the requested status.

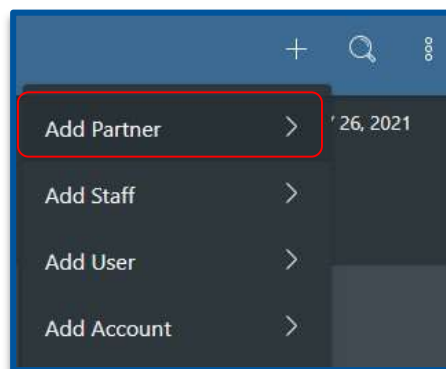


*Figure 53: Online Status*

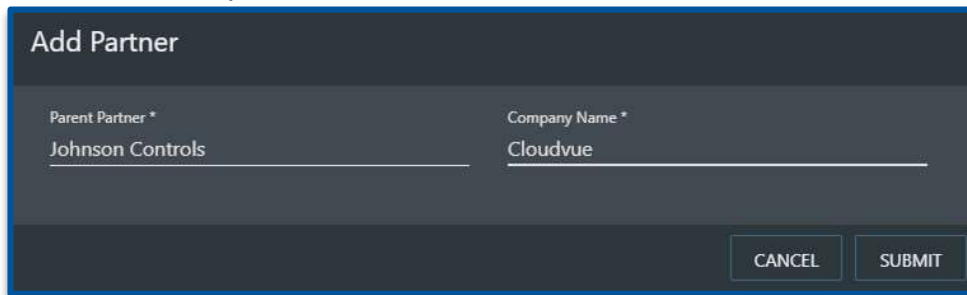
## Add Partner

Adding a Partner creates a unique identifier for clients. This feature is helpful when an integrator has multiple clients, as it allows them to create different partners and provide customers access to servers pertaining only to their accounts while still being able to manage the devices of all clients.

1. Click on the plus  icon and select **Add Partner** to add a new Partner.



2. In the Add Partner window, enter the parent company in the Company Name field, and the child company in the Partner Secret field. Fields that contain an asterisk (\*) are required and **must** be provided.



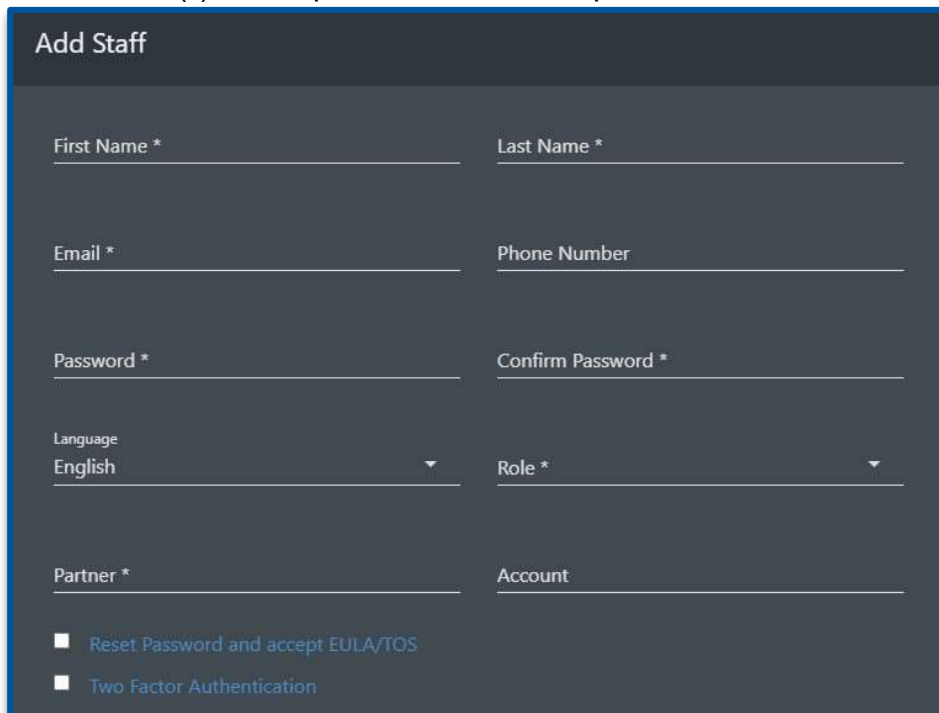
The screenshot shows a dark-themed 'Add Partner' form. It contains two text input fields. The first is labeled 'Parent Partner \*' and contains the text 'Johnson Controls'. The second is labeled 'Company Name \*' and contains the text 'Cloudvue'. Below the input fields, there are two buttons: 'CANCEL' and 'SUBMIT'.

3. Click the **SUBMIT** button to save changes. The new Partner will be added and can be found using the [Search](#) tool.

## Add Staff

A Staff account is an account that will have access to Cloudvue Manager, but **not** the Cloudvue Security Suite, unless an additional [User](#) account is created.

1. Click on the plus + icon and select **Add Staff** to add a new Staff account.
2. In the Add Staff window, enter the new Staff member's account details. Fields that contain an asterisk (\*) are required and **must** be provided.



The screenshot shows a dark-themed 'Add Staff' form. It contains several input fields and dropdown menus. The fields are: 'First Name \*', 'Last Name \*', 'Email \*', 'Phone Number', 'Password \*', 'Confirm Password \*', 'Language' (dropdown menu showing 'English'), 'Role \*' (dropdown menu), 'Partner \*', and 'Account'. At the bottom, there are two checkboxes: 'Reset Password and accept EULA/TOS' and 'Two Factor Authentication'.

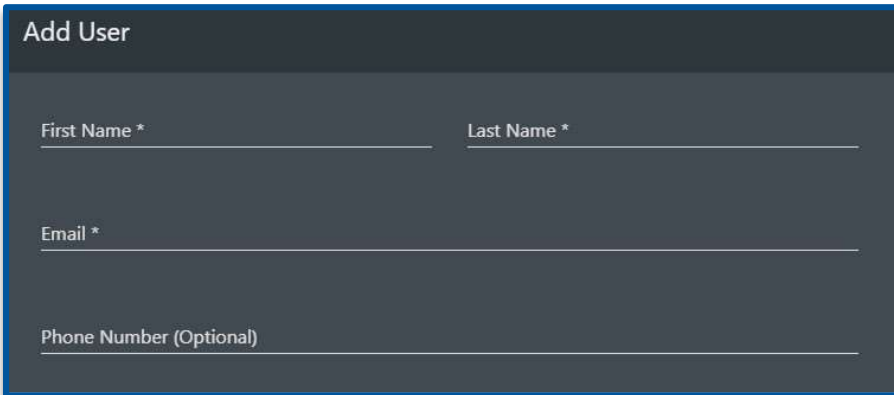
- The email address entered will become the Staff member's login. Enter the email address in **lowercase** letters.

- It is a best practice to check the boxes requiring the user to reset their password and accept the End-User License Agreement and Terms of Service, as well as to enable the two-factor authentication.
  - The Staff account will need to be tied to a previously created [Partner](#).
3. There are five types of roles available to select from that can be assigned to a new Staff account.
- **Billing Administrator** –Provides billing information for Cloudvue manager.
  - **Global Admin**—Grants full administrator rights to Cloudvue Manager.
  - **Partner Admin**—Provides viewing privileges within Cloudvue Manager and the ability to update and factory-reset a device.
  - **Report Analyst**—Provides view-only access to the Reports section of Cloudvue Manager.
  - **Support Specialist**—Provides view-only access to Cloudvue Manager.
4. After entering all information for the new Staff account, click **SUBMIT**. The new Staff will be added and can be found using the [Search](#) tool.

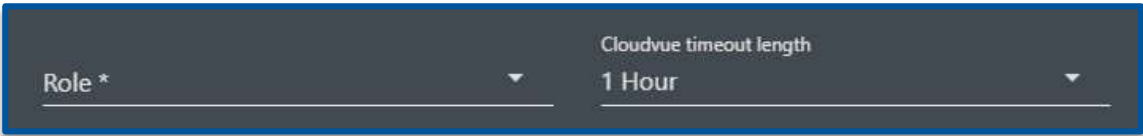
## Add User

A User account is an account that will have access to the Cloudvue Security Suite, but **not** the Cloudvue Manager, unless an additional [Staff](#) account is created.

1. Click on the plus icon and select **Add User** to add a new User account.
2. In the Add User window, enter the new User's account details. Fields that contain an asterisk (\*) are required and **must** be provided.



- The email address entered will become the User's login. Enter the email address in **lowercase** letters.
  - The password will require a minimum of 8 characters with at least one of each of:
    - Capital letter
    - Lowercase letter
    - Special character (!, #, ^, etc.)
    - Number (0,1,2, etc.)
3. There are five types of roles available to select from that can be assigned to a new Staff account.



- **Administrator**—Provides the User access to view and change any settings with no restrictions.
- **View Only**—Provides the User access to view live and recorded video.
- **Live Only**—Provides the User access to view live video only.
- **Enterprise**—Provides the User access to view live and recorded video and change settings. They may view subscriptions but not change them.

- **Billing Administrator**—Provides the User access to view and edit subscriptions only.
4. Select the timeout length for the User. The User will automatically be logged out of the site once the timeout length is reached if they are inactive for the specified amount of time.
  5. It is a best practice to check the boxes requiring the user to reset their password and accept the End-User License Agreement and Terms of Service, as well as to enable the two-factor authentication.

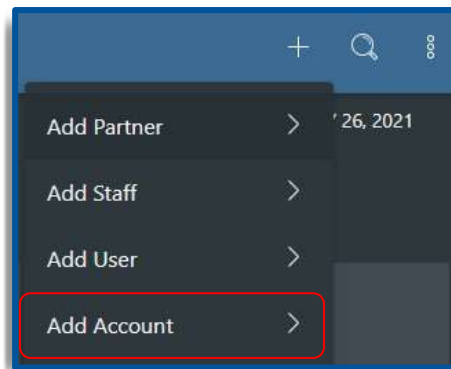
The screenshot shows a dark-themed form with two unchecked checkboxes: "Reset Password and accept EULA/TOS" and "Two Factor Authentication". At the bottom right, there are two buttons: "CANCEL" and "SUBMIT".

6. Click the **SUBMIT** button to save changes. The new User will be added and can be found using the [Search](#) tool.

## Add Account

Accounts are used to further divide customers based on a grouping of locations and are managed in the user interface.

1. Click on the plus  icon and select **Add Account** to add a new Account.



2. In the Add Account window, enter the new Account's details. Fields that contain an asterisk (\*) are required and **must** be provided.

**Add Account**

Account Name \* Partner \*

Street \* City \*

State/Province ZIP Code

Country \* Time Zone \*

Contact Phone

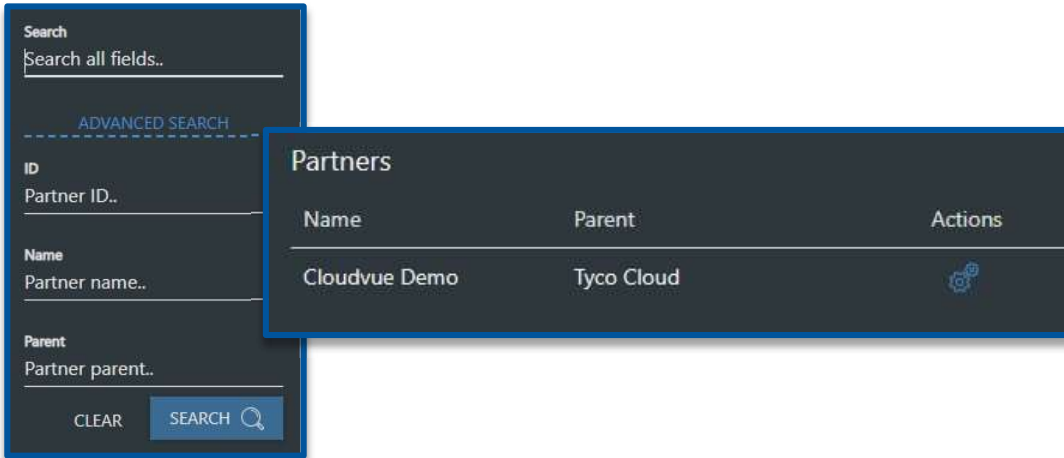
Customer ID Site ID

3. Click the **SUBMIT** button to save changes. The new Account will be added and can be found using the [Search](#) tool.

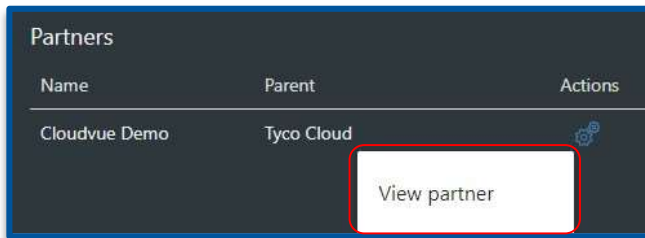
## Search Partners

Searching for Partners allows you to look up any [Partners](#) within the system for easy management.

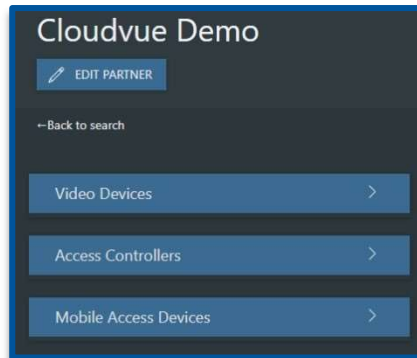
1. Click on the Search icon and select **Search Partners**.
2. On the Search Partners screen, Partners display to the right with a search to left to provide additional filter options.



- When search results are returned, you can click on the Partner's name or click on the gear icon under Actions to select **View Partner**.



- From this screen, you can edit the Partner and view any video devices or access control devices associated.



- Clicking the **EDIT PARTNER** button will bring up the Edit Partner window, allowing you to change the Parent Partner field. The Company Name cannot be changed.



### Edit Partner

Parent Partner \*

Company Name \*

Cloudvue Demo

- Expanding the [Video Devices](#), [Access Controllers](#), or [Mobile Access Devices](#) options will display any associated devices, along with their status, MAC addresses, and Accounts. You can select a device to view additional details or change it further.

Video Devices

Filter Video Devices..

Status	Name	MAC Address	Account	Actions
	Le Creuset Norfolk VA	80ee73c45ef1	Cloudvue Demo	
	API Test Gateway1	80ee73c45edf	Cloud	

View Device

## Search Staff

Searching for Staff allows you to look up any [Staff](#) within the system for easy management.

- Click on the Search icon and select **Staff Search**.
- On the Search Staff screen, Staff display to the right with a search to left to provide additional filter options.

**Search**

Search all fields..

---

ADVANCED SEARCH

---

**ID**

Staff ID..

**Name**

Staff name..

**Email Address**

Staff email address..

CLEAR
SEARCH

**Staff**

Name	Email	Partner	Role	Actions
Brandon Castle	bc@smartvue.com	Cloudvue Demo	Partner Admin	

- The search results will return the Staff's name, email address, and Role. You can click on the row for a Staff member or click on the gear icon under Actions to select **View Staff**.

Staff				
Name	Email	Partner	Role	Actions
Brandon Castle	bc@smartvue.com	Cloudvue Demo	Partner Admin	
David Wise	dwise@tycocloude mo.com	Cloudvue Demo	Global Adm	View staff

4. From this screen, you can edit the Staff member's information and view the Account and Partner Account they are associated with.
  - Clicking the **EDIT STAFF** button will bring up the Edit Staff window, allowing you to change the Staff details.

### Brandon Castle

EDIT STAFF
 ADD EXISTING ACCOUNT
 DELETE STAFF
 UNLOCK STAFF

← Back to search

**USERNAME**  
bc@smartvue.com

**ROLE**  
Partner Admin

**PARTNER**  
Cloudvue Demo

[STAFF AUDIT LOGS](#)

[Accounts](#) >

[Partner Accounts](#) >

### Edit Staff

First Name \*  
Brandon

Last Name \*  
Castle

Email \*  
bc@smartvue.com

Phone Number  
6155193625

Change Password

Confirm Password

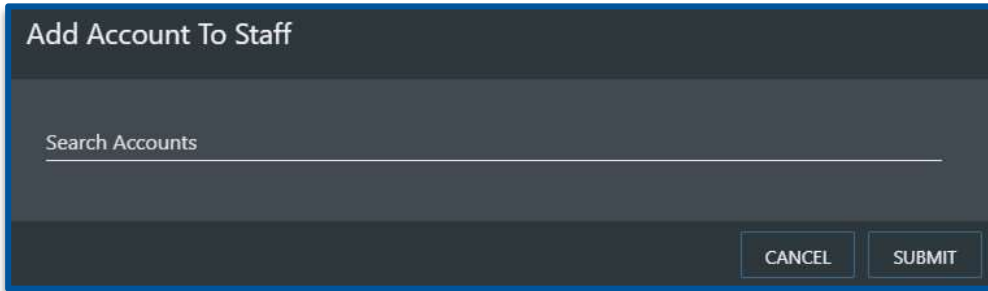
Language  
English

Role \*  
Partner Admin

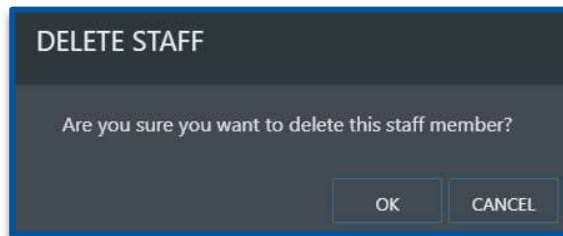
Partner \*  
Cloudvue Demo

[Reset Password and accept EULA/TOS](#)
 [Two Factor Authentication](#)

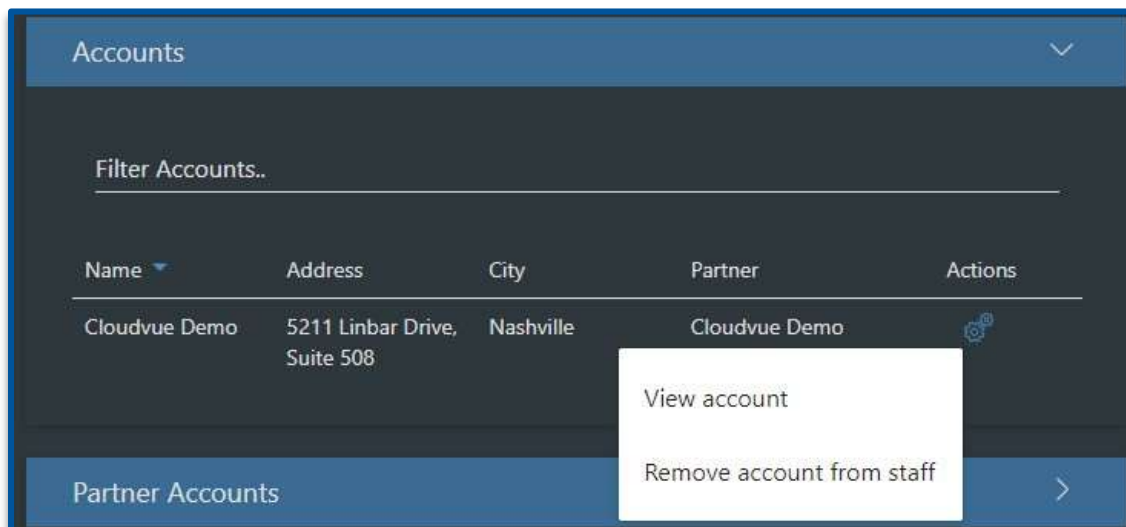
- Clicking the **ADD EXISTING ACCOUNT** button will bring up the Add Account to Staff window, allowing you to add an Account to the Staff member.



- Clicking the **DELETE STAFF** button will delete the Staff member. After clicking it, a confirmation window will appear asking you to confirm prior to deleting the Staff member.



- The **UNLOCK STAFF** button will only be available if the Staff member has locked their account after trying an invalid password too many times. If this occurs, you can use the Unlock Staff button to allow the Staff use of the account again.
  - Clicking **STAFF AUDIT LOGS** allows you to review the Staff member's history.
5. Expanding the Accounts or Partner Accounts options will display their associations. You can select specific Accounts or Partner Accounts to view additional details or to remove the account from the Staff member.



## Search Users

Searching for Users allows you to look up any [Users](#) within the system for easy management.

1. Click on the Search icon and select **Search Users**.
2. On the Search Users screen, Users display to the right and a search to left to provide additional filter options.

The screenshot shows a search interface with the following elements:

- Search** section: "Search all fields.." input field.
- ADVANCED SEARCH** section:

  - ID**: "User ID.." input field.
  - Name**: "User name.." input field.
  - Email Address**: "User email address.." input field.
  - Online/Offline Status**: Dropdown menu set to "All".

- Buttons**: "CLEAR" and "SEARCH" (with magnifying glass icon).

Overlaid on the right is a **Users** table:

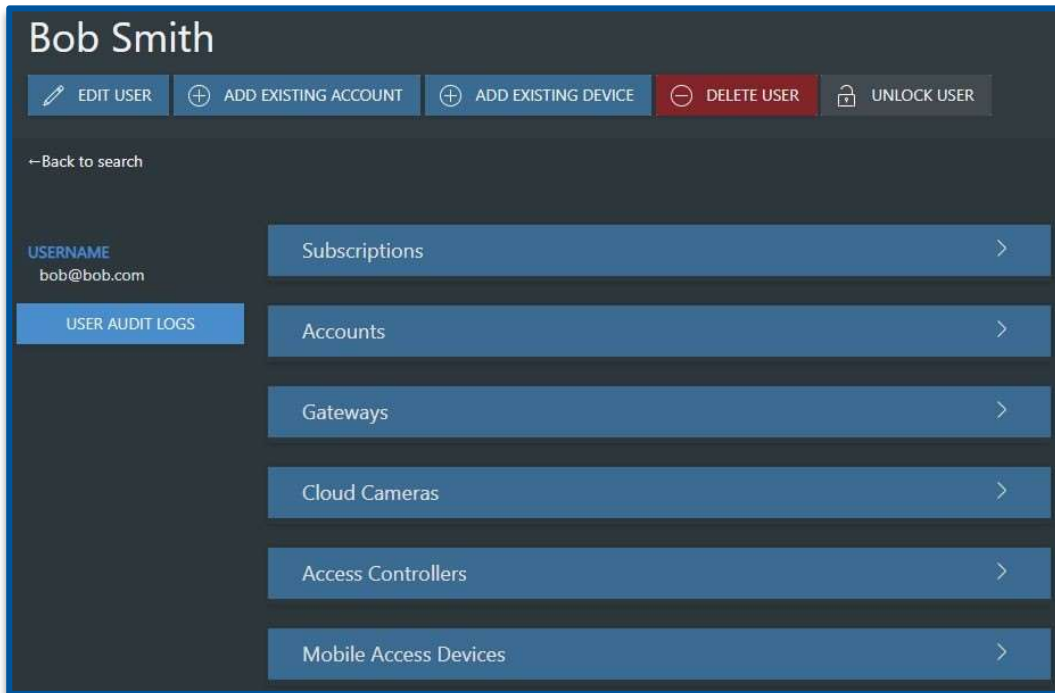
Name	Email	Actions
Bob Smith	bob@bob.com	

3. The search results will return the User's name and email address. You can click on the row for a User or click on the gear icon under Actions to select **View User**.

The screenshot shows a table with two rows of search results. The second row has a "View user" button highlighted with a red box.

Bob Smith	bob@bob.com	
Demo Account	demo2@demo.com	<a href="#">View user</a>

4. From this screen, you can edit the User's information and any devices assigned to them, Accounts they are associated with, or Subscriptions.



- Clicking the **EDIT USER** button will bring up the Edit User window, allowing you to change the User details.

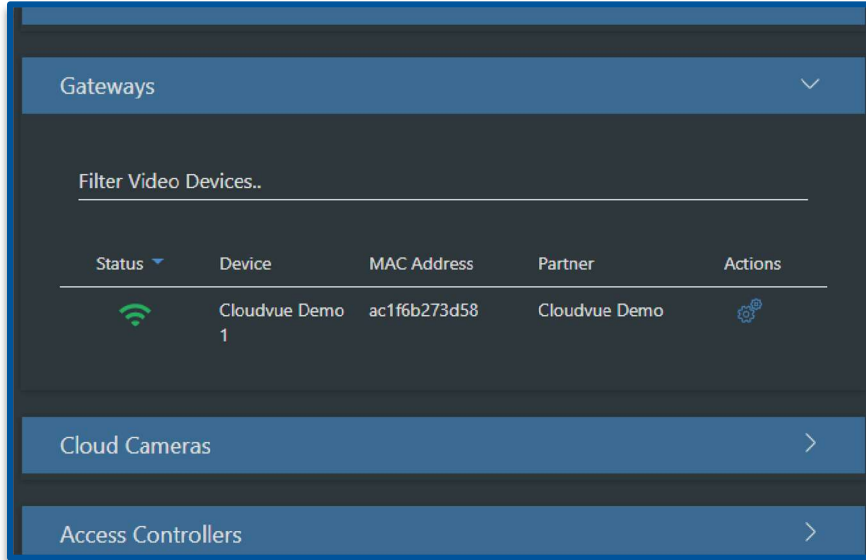
- The Edit User tool can reset a User's password for them if needed. The [password requirements](#) are the same as when creating a new User.

- Clicking the **ADD EXISTING ACCOUNT** button will bring up the Add Account to User window, allowing you to add an [Account](#) to the User.

- You can add the Account to the User, or you can [add the User to the Account](#).
- Clicking the **ADD DEVICE TO USER** button will bring up the Add Device to User window, allowing you to add a Device to the User. Devices will show in a list for you to select from and add to the User's account.

- You can add the device to the user, or you can [add the user to the device](#).
- Clicking the **DELETE USER** button will delete the User. After clicking it, a confirmation window will appear asking you to confirm prior to deleting the User.

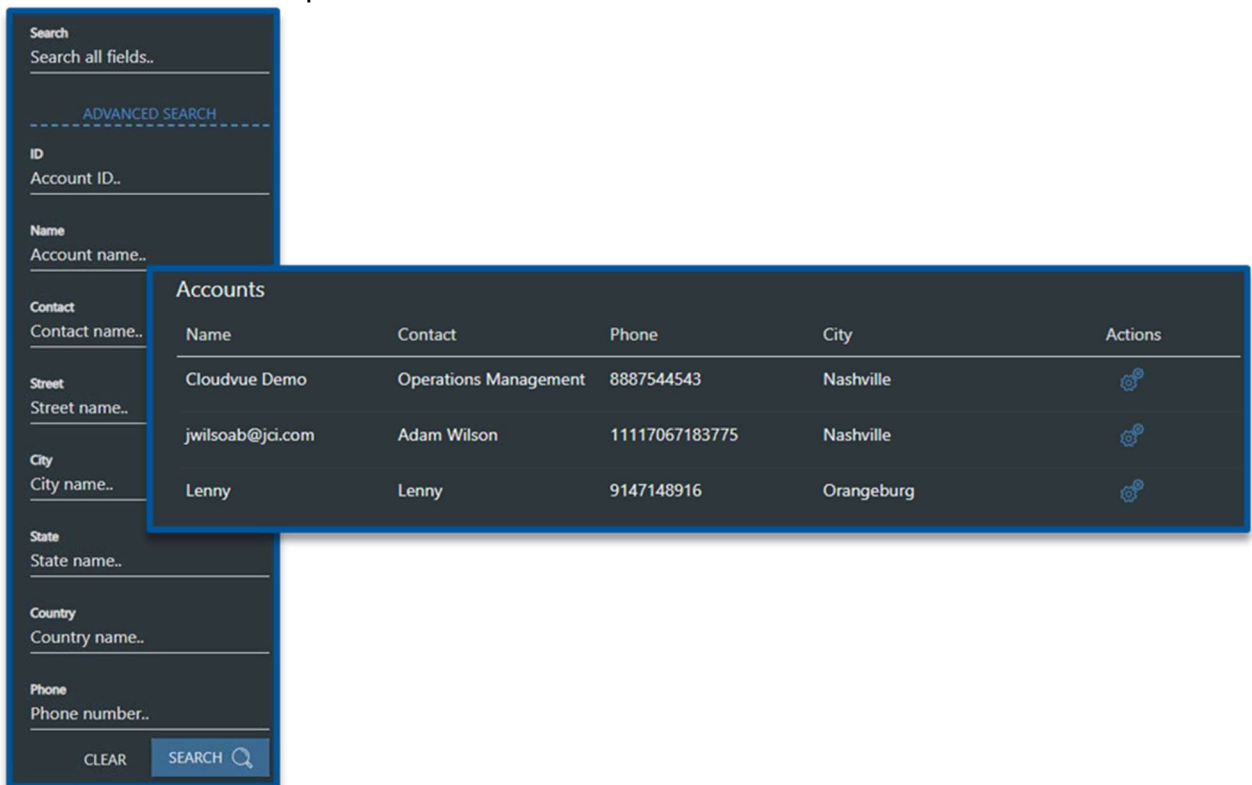
- The **UNLOCK USER** button will only be available if the User has locked their account after trying an invalid password too many times. If this occurs, you can use the Unlock User button to allow the User use of the account again.
  - Clicking **USER AUDIT LOGS** allows you to review the User's history.
5. Expanding the additional options for the User will display their associations. You can select specific items to view additional details or to remove them from the User.



## Search Accounts

Searching for Accounts allows you to look up any [Accounts](#) within the system for easy management.

1. Click on the Search icon and select **Search Accounts**.
2. On the Search Accounts screen, Accounts display to the right with a search to left to provide additional filter options.



- The search results will return the Account Name, a contact, phone number, and city. You can click on the row for an Account or click on the gear icon under Actions to select **View Account**.

Accounts				
Name	Contact	Phone	City	Actions
Cloudvue Demo	Operations Management	8887544543	Nashville	
jwilsoab@jgi.com	Adam Wilson	11117067183775	Nashville	View account

- From this screen, you can edit the Account information and any devices assigned to it, Users associated with it, or review Subscriptions.

### Cloudvue Demo

[EDIT ACCOUNT](#)
[DELETE ACCOUNT](#)
[ADD EXISTING USER](#)
[ADD NEW LOCATION](#)
[ADD NEW DEVICE](#)

<b>CONTACT NAME</b> Operations Management	Subscriptions	>
<b>PARTNER ID</b> Cloudvue Demo	Locations	>
<b>CONTACT PHONE NUMBER</b> 8887544543	Users	>
<b>STREET</b> 5211 Linbar Drive, Suite 508	Video Devices	>
<b>CITY</b> Nashville	Access Controllers	>
<b>STATE</b> TN	Mobile Access Devices	>
<b>ZIP CODE</b> 37211	Mobile Access Credentials	>
<b>COUNTRY</b> MEX		
<b>LATITUDE</b> 36.075781		
<b>LONGITUDE</b> -86.696539		
<b>USE MOBILE ACCESS</b> Yes		
<b>MOBILE CREDENTIAL FORMAT</b> HHHH:DDDDD (Hex and Dec 32-bit)		

- Expanding the additional options for the Account will display their associations. You can select specific items to view additional details or remove them from the Account.

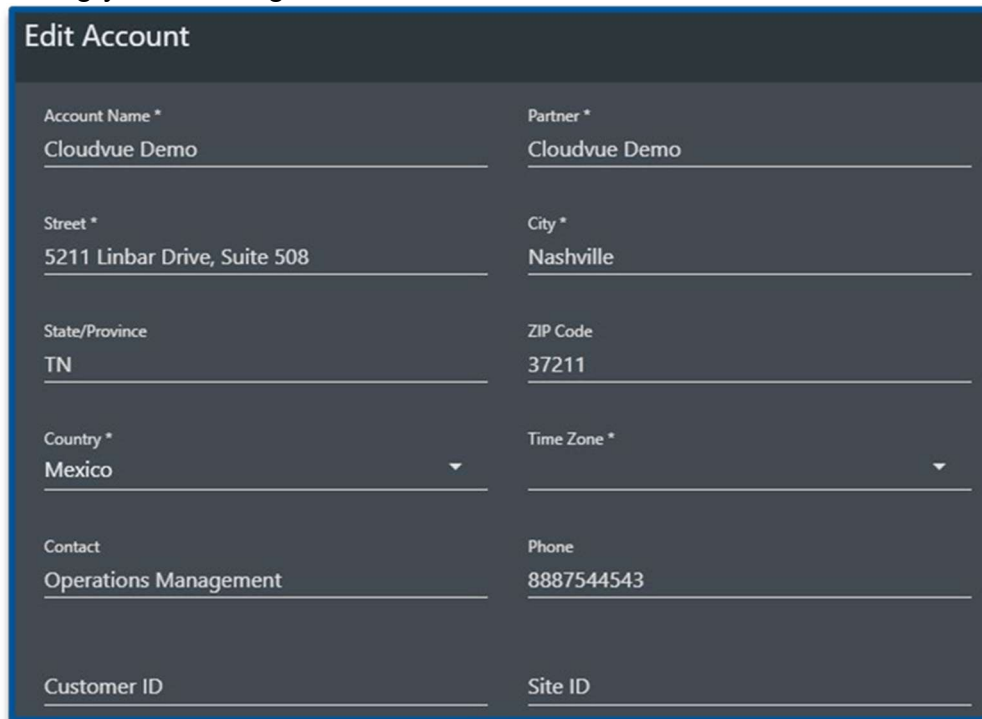
### Video Devices

Filter Video Devices..

Status	Name	MAC Address	Actions
	Le Creuset Norfolk VA	80ee73c45ef1	
	API Test Gateway1	80ee73c...	View Video Device



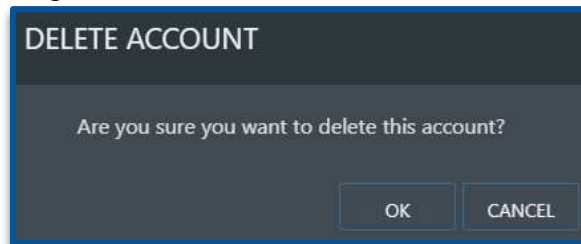
Clicking the **EDIT ACCOUNT** button will bring up the Edit Account window, allowing you to change the Account details.



The 'Edit Account' window displays the following information:

Account Name *	Partner *
Cloudvue Demo	Cloudvue Demo
Street *	City *
5211 Linbar Drive, Suite 508	Nashville
State/Province	ZIP Code
TN	37211
Country *	Time Zone *
Mexico	
Contact	Phone
Operations Management	8887544543
Customer ID	Site ID

- Clicking the **DELETE ACCOUNT** button will delete the Account. After clicking it, a confirmation window will appear asking you to confirm prior to deleting the Account.



The 'DELETE ACCOUNT' dialog box contains the following text and buttons:

**DELETE ACCOUNT**

Are you sure you want to delete this account?

OK CANCEL

Clicking the **ADD EXISTING USER** button will bring up the Add User to Account window, allowing you to add a [User](#) to the Account. Available Users will show in a list for you to select from and add to the Account.

**Add User To Account**

Search Users  
Search Users

Alan Grant (alan.grant@jp.com)

CANCEL SUBMIT

- You can add Users to the Account, or you can [add the Account to the User](#).
- Clicking the **ADD LOCATION** button will bring up the Add Location window, allowing you to add a Location to the account.

**Add Location**

Location Name \* Account \*  
Location Name \* Cloudvue Demo

Street \* City \*

State/Province ZIP Code

Country \* Time Zone \*

Contact Phone

Customer ID Site ID

Clicking the **ADD NEW DEVICE** button provides three options:

- [Add New Video Device](#)
- [Add New Access Controller](#)
- [Add New Mobile Access Device](#)

## Add New Video Device

1. After selecting the option to add a new video device, the Add Video Device window will appear.
2. Enter a name for the device, along with the MAC address, Partner code, and select a location from the drop-down menu. The Account will be pre-assigned.

The screenshot shows a form titled "Add Video Device" with the following fields:

- Device Name \*
- MAC Address \*
- Partner \*
- Account \* (pre-filled with "Cloudvue Demo")
- Location \* (dropdown menu)

3. Click **SUBMIT** when you have entered the information to save the device. The new device will be added and can be found using the [Search](#) tool.

## Add New Access Controller

1. After selecting the option to add a new access controller, the Add Access Controller window will appear.
2. Enter a name for the device, along with the MAC address, Serial Number, Partner code, and select a location from the drop-down menu. The Account will be pre-assigned.

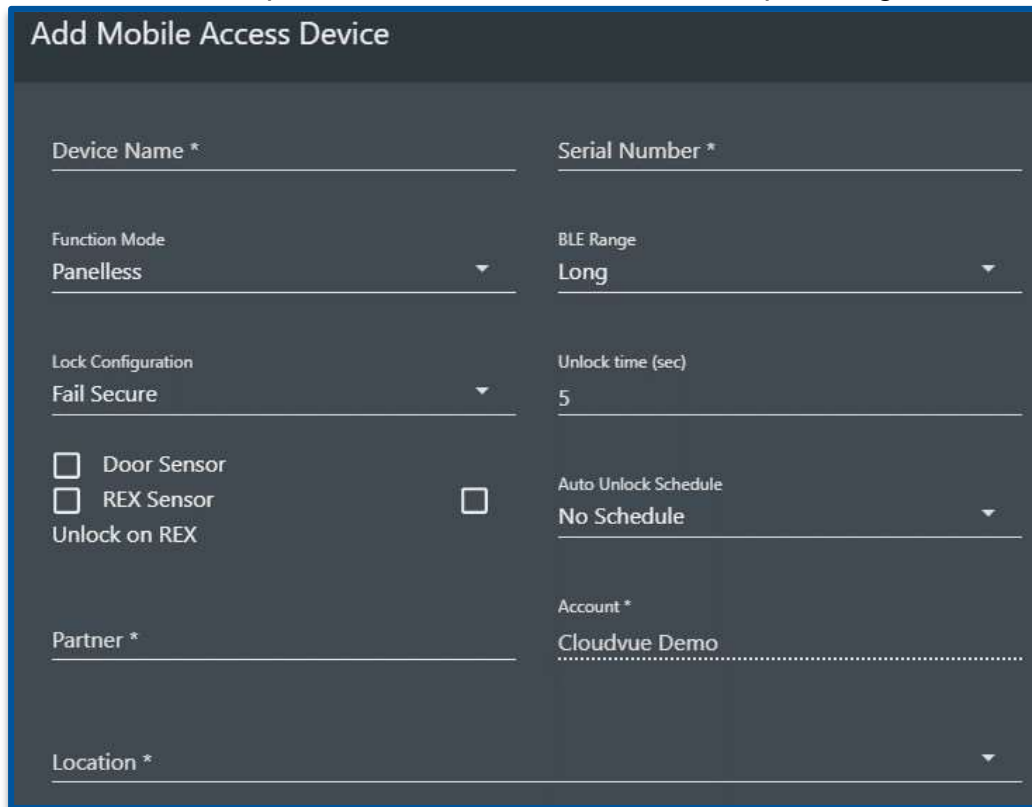
The screenshot shows a form titled "Add Access Controller" with the following fields:

- Device Name \*
- MAC Address \*
- Serial Number \*
- Partner \*
- Account \* (pre-filled with "Cloudvue Demo")
- Location \* (dropdown menu)

3. Click **SUBMIT** when you have entered the information to save the device. The new device will be added and can be found using the [Search](#) tool.

## Add New Mobile Access Device

1. After selecting the option to add a new mobile access device, the Add Mobile Access Device window will appear.
2. Enter a name for the device, along with the device settings and Partner code, and select a location from the drop-down menu. The Account will be pre-assigned.




The screenshot shows a form titled "Add Mobile Access Device" with the following fields and options:

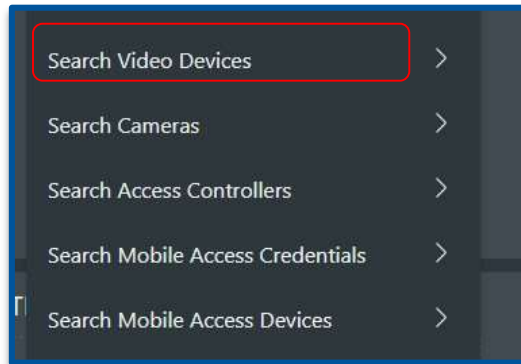
- Device Name \*
- Serial Number \*
- Function Mode: Panelless (dropdown)
- BLE Range: Long (dropdown)
- Lock Configuration: Fail Secure (dropdown)
- Unlock time (sec): 5
- Door Sensor
- REX Sensor
- Unlock on REX
- Auto Unlock Schedule: No Schedule (dropdown)
- Partner \*
- Account \*: Cloudvue Demo
- Location \* (dropdown)

3. Click **SUBMIT** when you have entered the information to save the device. The new device will be added and can be found using the [Search](#) tool.

## Search Video Devices

Searching for video devices allows for an in-depth management of gateways and cameras.

1. Click on the Search  icon and select **Search Video Devices**.



- On the Search Video Devices screen, devices display to the right with a search to the left to provide additional filter options. The status of the device will be listed with an icon.

Search All  
Search all fields..

-----  
ADVANCED SEARCH  
-----

**ID**  
Device ID..

**Name**  
Device name..

**Mac Address**  
Device mac address..

**IP Address**  
Device IP address..


**Partner**  
Device partner..





**Account**  
Device




**Customer Id**  
Device Customer Id..


**Site Id**  
Device Site Id..

**Online/Offline Status**  
All

CLEAR SEARCH 





Video Devices									
Status	Name	MAC Address	IP Address	Version	Build Number	Partner	Account	Actions	
	BC Home Server	00d02360a3e4	69.137.76.118	21.4.0	1143	Cloudvue Demo	Cloudvue Demo		
	Tyco Demo Unit	80ee73c45f63	207.59.113.27			Cloudvue Demo	Cloudvue Demo		

Icon	Function
	Device is online and functioning normally.
	Device needs attention.
	Device is offline.

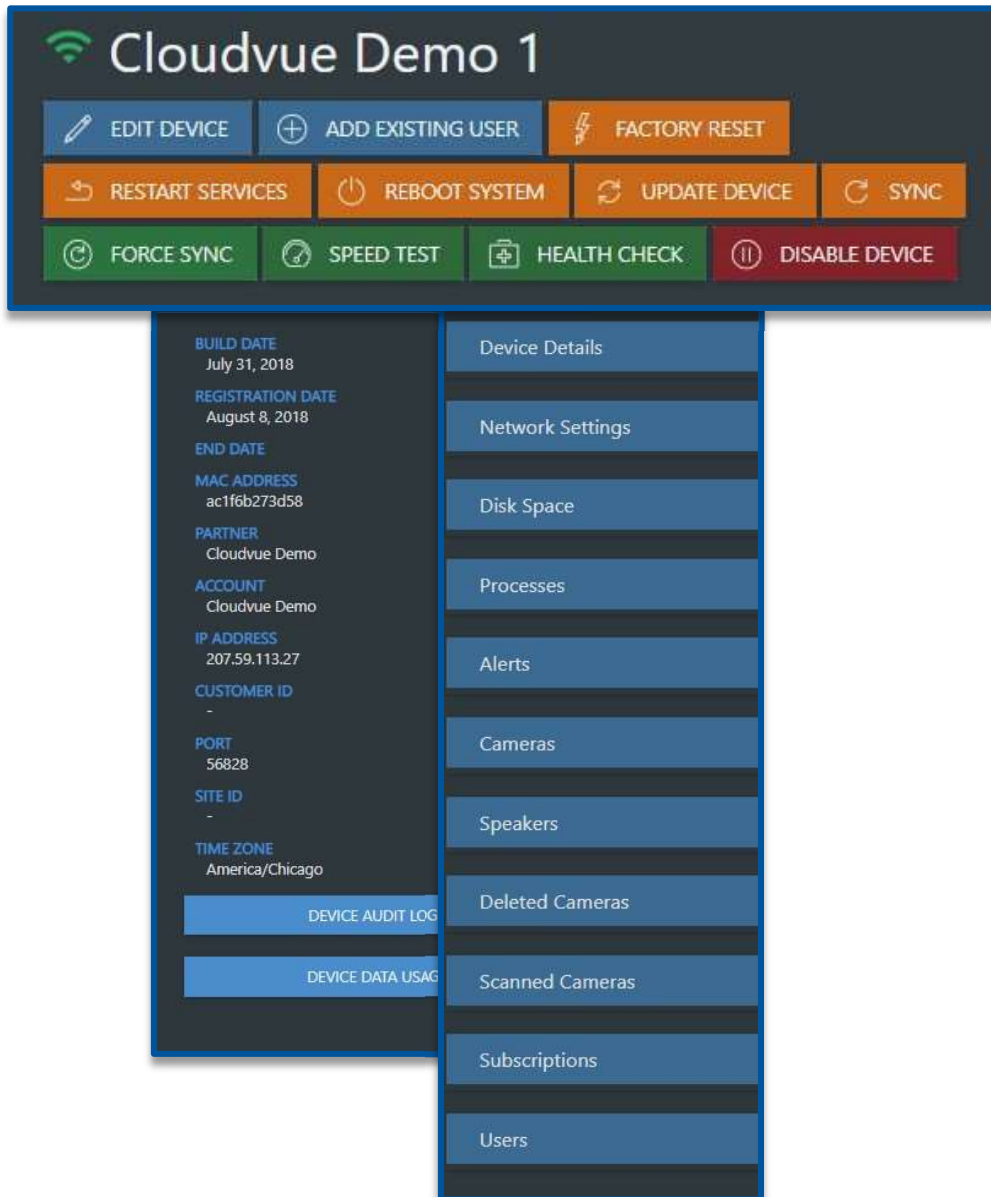
	Device is disabled.
---	---------------------

**Table 12: Video Device Status**

- The search results will return the status, name, MAC and IP Address, firmware version and build number, Partner and Account information. You can click on the row for a Device or click on the gear icon under Actions to select **View video device**.

	Cloudvue Demo 1	ac1f6b273d58	207.59.113.27	21.4.0	1143	Cloudvue Demo	Cloudvue	
		80ee73d3bcc4	73.77.38.114	20.12.1	1129	Tyco Cloud	View video device	

- When viewing results, devices whose MAC addresses begin with 0050 will be a camera, and those that begin with AC11f or 8CEC will be Gateways.
- From this screen, you can edit the device and manage Users or review subscriptions associated with it.



- Clicking the **EDIT DEVICE** button opens the Edit Device window, which will allow you to change the name of the device, the Account, or the Location associated with it. You will not be able to change the device's MAC or IP address. You may also turn the Point of Sales monitoring on or off.

**Edit Device**

Device Name \*  
Cloudvue Demo 1

Mac Address \*  
ac1f6b273d58

IP Address \*  
207.59.113.27

Partner \*  
Cloudvue Demo

Account \*  
Cloudvue Demo

Location \*  
Cloudvue Nashville (5211 Linbar Driv...)

Customer Id  
Custom 1

Site Id  
Custom 2

Point of Sales

- Clicking the **ADD EXISTING USER** button will bring up the Add User to Device window, allowing you to add a User to the device. Available Users will show in a list for you to select from and add to the device.

**Add User To Device**

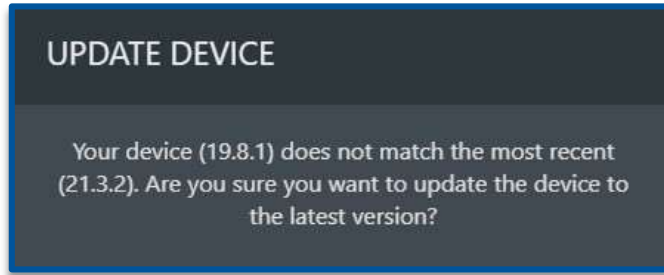
Search Users  
Search Users

Alan Grant (alan.grant@jp.com)

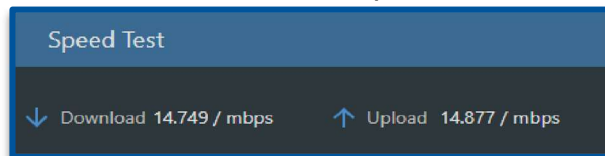
CANCEL SUBMIT

- You can add the User to the device, or you can [add the device to the User](#).
- Clicking the **FACTORY RESET** button will reset the Gateway to its initial factory default settings, removing all added cameras and users, and deleting all currently stored video. **Use caution before selecting this action.**
- Selecting the **RESTART SERVICES** button will restart services on the backend of the system without performing a complete reboot. This method will take a few seconds to complete and is helpful if you are experiencing issues when accessing live video or archives.
- Clicking the **REBOOT SYSTEM** button will reboot the entire system. All electronic manufacturers suggest rebooting devices at least once a week to keep services refreshed.
- Selecting the **UPDATE DEVICE** button will check if the newest version of software is installed on the server. If the server is using an older firmware, it will notify you that a new version is available and allow for an update to be pushed to the server.



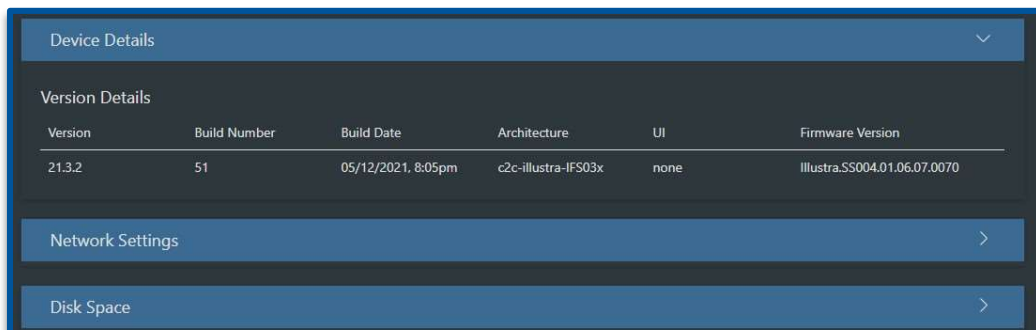


- The **SYNC** button is used in the even the information on the server does not match that in the cloud, to bring the information back in sync
- The **FORCE SYNC** button is used if the Sync function does not work to re-sync all the information.
- Clicking the **SPEED TEST** button will provide current download and upload speeds.



- Clicking the **HEALTH CHECK** button will run a ping test to all cameras in order to help diagnose video issues. If you notice any video degradation, you can use this tool to see if there is packet loss or high latency on the network to help identify issue.
- Clicking the **DISABLE DEVICE** button will deactivate services for a device; or enable it if paying manually.

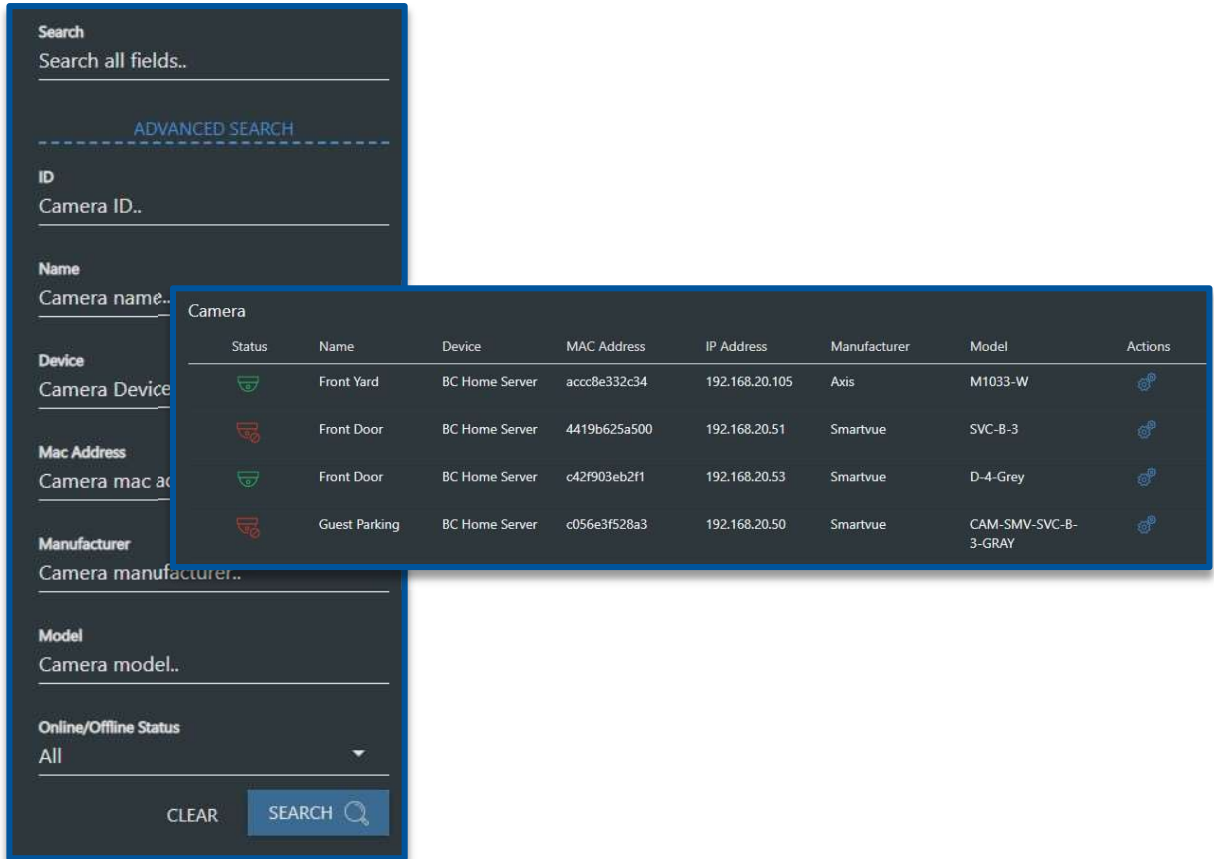
4. Expanding the additional options for the devices will display their options. You can select specific items to view additional details or remove them from the Account.



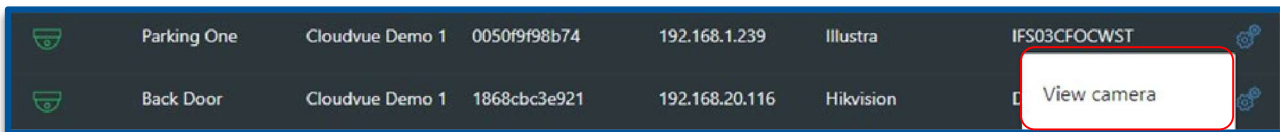
## Search Cameras

Searching for video devices allows for an in-depth management of cameras.

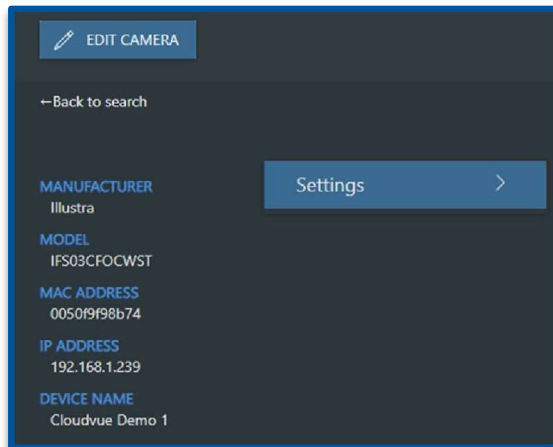
1. Click on the Search icon and select **Search Cameras**.
2. On the Search Cameras screen, devices display to the right with a search to the left to provide additional filter options.



3. The search results will return the status, name, MAC and IP Address, manufacturer, and model for each camera. You can click on the row for a device or click on the gear icon under Actions to select **View camera**.



4. From this screen, you can edit the camera and view the settings.



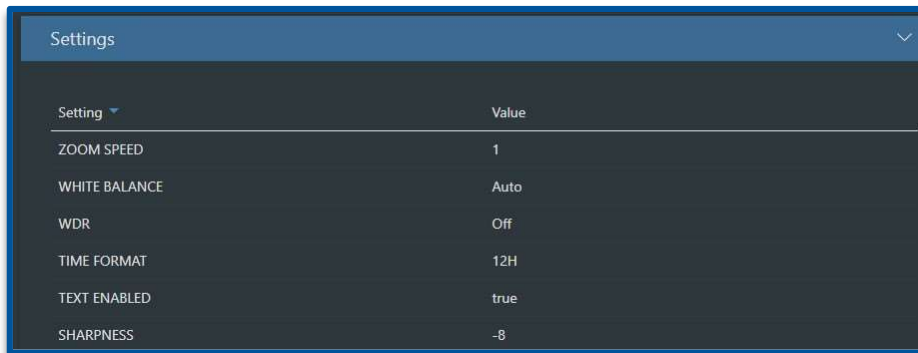
- Clicking the **EDIT CAMERA** button will bring up the Manage Camera window, allowing you to change the camera's name. You cannot change the IP Address, Username, or Password for this camera.



The screenshot shows a 'Manage Camera' window with the following fields:

- Name: Demo Camera
- IP Address: 192.168.138.241
- Username: (empty)
- Password: (empty)


5. You can click to expand the Settings to review the camera's details.

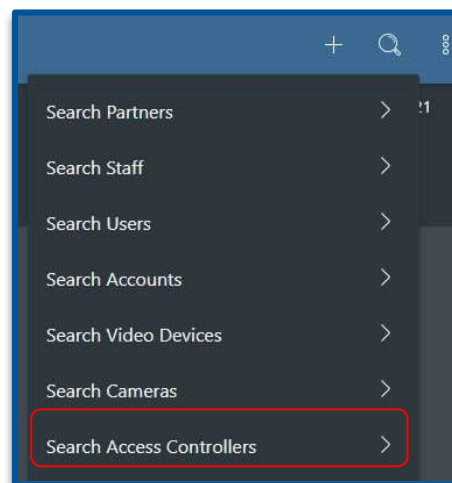


Setting	Value
ZOOM SPEED	1
WHITE BALANCE	Auto
WDR	Off
TIME FORMAT	12H
TEXT ENABLED	true
SHARPNESS	-8

## Search Access Controllers

Searching for Access Controllers allows you to look up any access control devices within the system for easy management.

1. Click on the Search  icon and select **Search Access Controllers**.



- On the Search Access Controllers screen, devices display to the right with a search to the left to provide additional filter options.

The screenshot shows a search interface with filter options on the left and a table of results on the right. The filter options include:

- Search**: Search all fields..
- ADVANCED SEARCH**
- ID**: Controller ID..
- Name**: Controller name..
- Mac Address**: Controller mac address..
- IP Address**: Controller IP address..
- Account**: Controller Account..
- Location**: Controller Location..
- Online/Offline Status**: All

The table of results is titled "Access Controllers" and has the following columns: Status, Name, MAC Address, IP Address, Serial Number, Version, Partner, Account, and Actions.

Status	Name	MAC Address	IP Address	Serial Number	Version	Partner	Account	Actions
	0050F9599AD9	0050F9599AD9	72.186.69.68	20064108		Cloudvue Demo	Cloudvue Demo	
	Controller	0050F9599AF0	207.59.113.27	20064131		Cloudvue Demo	Cloudvue Demo	

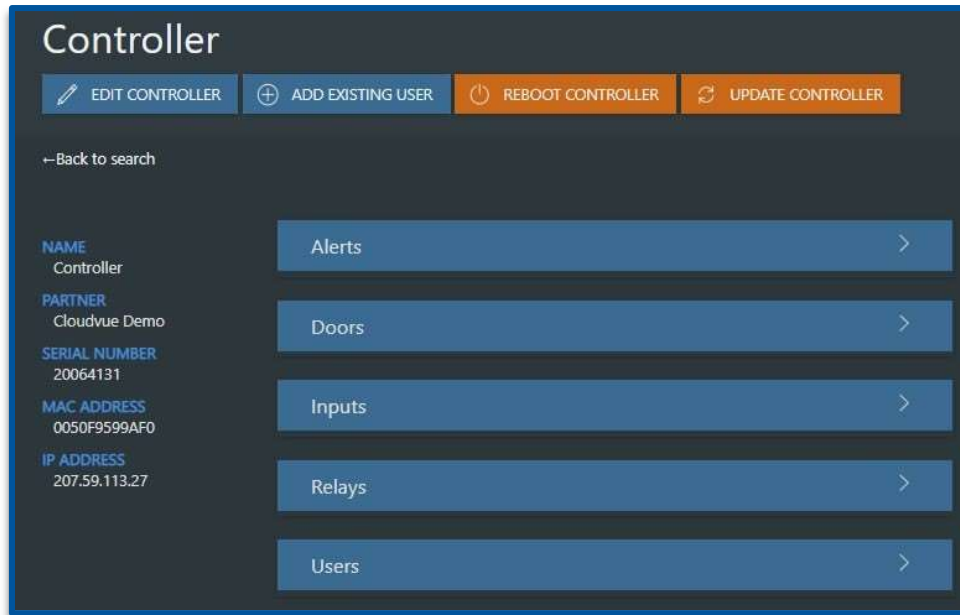
At the bottom of the filter panel, there are "CLEAR" and "SEARCH" buttons.

- The search results will return the status, name, MAC and IP Address, Serial Number, Version, Partner code, and Account name for each controller. You can click on the row for a device or click on the gear icon under Actions to select **View access controller**.

This is a close-up of the search results table. The "View access controller" button is highlighted with a red box in the Actions column of the second row.

Status	Name	MAC Address	IP Address	Serial Number	Version	Partner	Account	Actions
	0050F9599AD9	0050F9599AD9	72.186.69.68	20064108		Cloudvue Demo	Cloudvue Demo	
	Controller	0050F9599AF0	207.59.113.27	20064131		Cloudvue Demo	Cloudvue Demo	View access controller

- From this screen, you can edit the controller and view the settings.

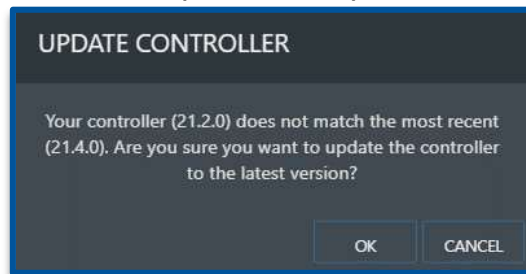


- Clicking the **EDIT CONTROLLER** button will bring up the Edit Access Controller window, allowing you to change the controller's name or Partner Code. You cannot change the MAC address, Serial Number, or Location.

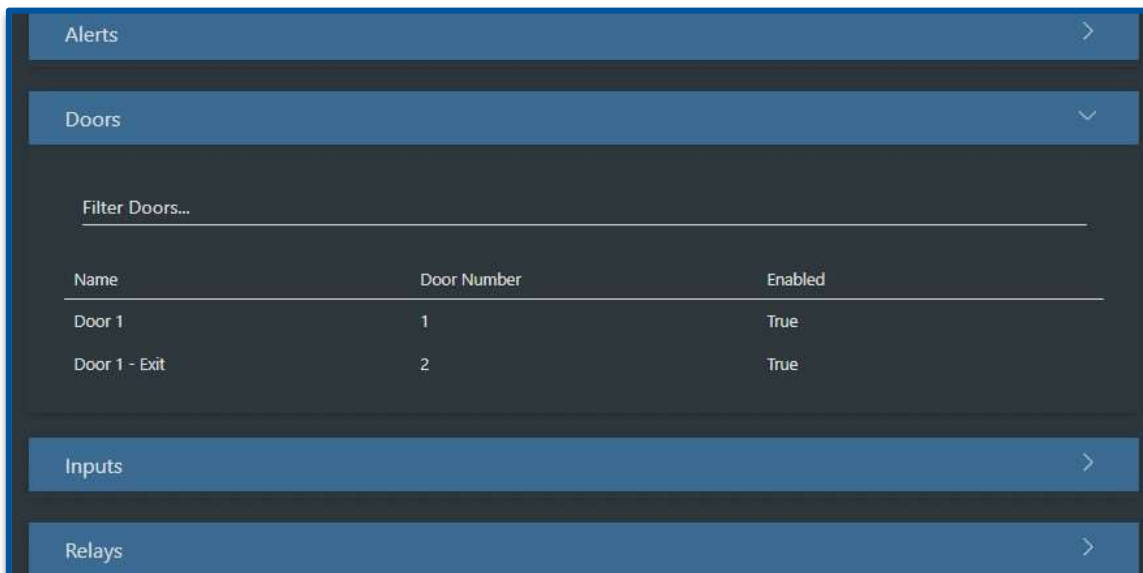
- Clicking the **ADD EXISTING USER** button will bring up the Add User to Controller window, allowing you to add a [User](#) to the controller. Available Users will show in a list for you to select from and add to the Account.



- You can only add a User to a controller. There is not a method for adding a controller to a User.
- Clicking the **REBOOT CONTROLLER** button will reboot the controller. All electronic manufacturers suggest rebooting devices at least once a week to keep services refreshed.
- Selecting the **UPDATE DEVICE** button will check if the newest version of software is installed on the server. If the server is using an older firmware, it will notify you that a new version is available and allow for an update to be pushed to the server.



5. You can click to expand the settings to review the controller's details.



## Search Mobile Access Credentials

Searching for Mobile Access Credentials allows you to look up any credentials within the system for easy management.

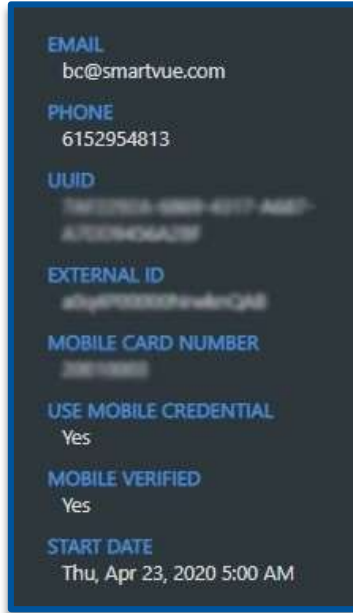
1. Click on the Search icon and select **Search Mobile Access Credentials**.
2. On the Search Mobile Access Credentials screen, credentials display to the right with a search to the left to provide additional filter options.

First Name	Last Name	Email	Phone	Actions
Brandon	Castle	bc@smartvue.com	6152954813	

3. The search results return the first and last name, email address and phone number for the user. You can click on the row for the user or click on the gear icon under Actions and select **View mobile access credential**.


First Name	Last Name	Email	Phone	Action
Brandon	Castle	bc@smartvue.com	6152954813	
Brandon	Castle	brandon.castle@jci.com		View mobile access credential

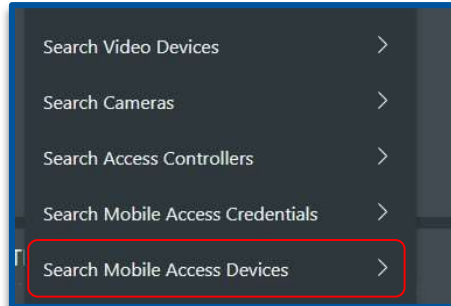
4. From this screen, you can review the user's mobile credentials, although you cannot make any changes.



## Search Mobile Access Devices

Searching for Mobile Access Devices allows you to look up any access devices within the system for easy management.

1. Click on the Search  icon and select **Search Mobile Access Devices**.



2. On the Search Mobile Access Credentials screen, credentials display to the right with a search to the left to provide additional filter options.



Search  
Search all fields..

-----  
ADVANCED SEARCH  
-----

ID  
Reader ID..

Name  
Reader name..

Serial Number  
Reader serial number..

Partner  
Reader partner..

Account  
Reader Account..

Location  
Reader Location..

CLEAR SEARCH

Mobile Access Devices

Name	Serial Number	Mode	Partner	Account	Actions
Lobby	18346085	Panelless	Tyco Cloud	Cloudvue Demo	

- The search results return the name, Serial Number, Mode, Partner Code, and Account for the devices. You can click on the row for the user or click on the gear icon under Actions and select **View mobile access device**.

Mobile Access Devices

Name	Serial Number	Mode	Partner	Account	Actions
Lobby	18346085	Panelless	Tyco Cloud	Cloudvue Demo	

View mobile access device

- From this screen, you can edit the device and view the settings.

EDIT READER ADD EXISTING USER

← Back to search

NAME  
Nashville Engineering Alerts >

PARTNER  
Cloudvue Demo Users >

SERIAL NUMBER  
1714867 Credentials >

MODE  
Panel Based

EXTERNAL ID  
40-47000000010000000000000000000000

- Clicking the **EDIT READER** button will bring up the Edit Mobile Access Device window, allowing you to change the device's name and BLE Range. You cannot change the Serial Number, Function Mode, Location, or Account.

- Clicking the **ADD EXISTING USER** button will bring up the Add User to Reader window, allowing you to add a [User](#) to the device. Available Users will show in a list for you to select from and add to the device.

- You can only add a User to a reader. There is not a method for adding a reader to a User.

5. You can click to expand the settings to review the controller's details.

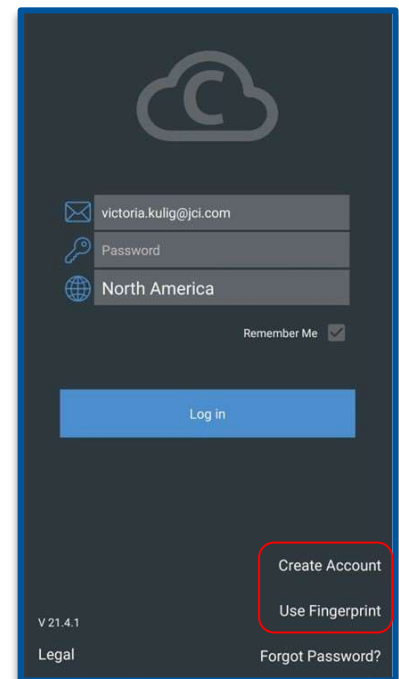
## 5-Cloudvue Mobile Application

This section covers the use of the Cloudvue Mobile Application. The mobile application (app) provides quick and easy access to live and archived camera activity and management of your access control devices.

Download and install the Cloudvue Mobile App for iOS from the Apple App Store or for Android from the Google Play Store.

**Note:** The functionality shown in this guide is shown using screenshots captured from an Android device. Features and functionality for Android and iOS phones are mostly identical, with slight variations.

1. Open the **Cloudvue Mobile App** on your device.
  - If you do not have an account, click **Create Account**.
    - When creating a new account, you will need to provide your first and last name, email address, and a password.
    - Passwords must be 8 to 15 characters and must include an uppercase letter, a lowercase letter, a number, and a special character.
  - If you have an account, enter your credentials, or use the biometric scanner if enabled.
2. After logging in, the Live View will display and function as the home page for the mobile app.



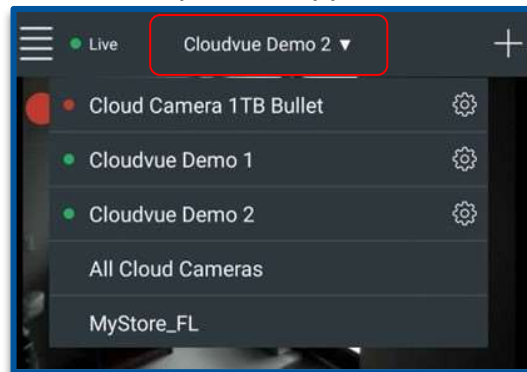
## Home


The home page provides a live view of current camera activity or perform other tasks. If you have multiple devices, they will be listed alphabetically, and the one that appears first in the list will be shown on the home page the first time you log in. After your first visit, the last device you viewed will display the next time you log in.

## Views


You can easily change between views within the mobile application to access different Gateways, cloud cameras, or custom views that have been established.

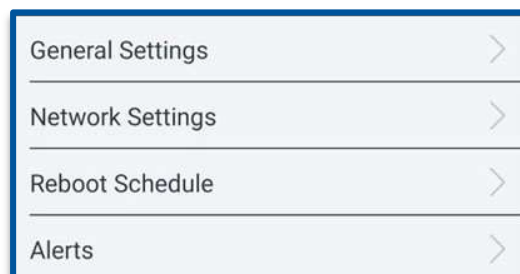
1. Tap the drop-down menu at the top of the application to view the list of views.



2. Select an item from the list to change the view.
  - Gateways and cloud cameras are shown with the [Settings](#)  icon to the right.
  - The status light to the left indicates if the device is available.
  - Offline
  - Online
  - Custom views are listed but do not have any settings or status indicators.

## Settings

Selecting the **Settings**  icon for a Gateway or a cloud camera will open a menu providing several options that can be managed for the device.



- For Gateways, you will be able to access:

- [General Settings](#)
- [Network Settings](#)
- [Reboot Schedule](#)
- [Alerts](#)

For cloud cameras, you will be able to access:

- [General Settings](#)
- [Network Settings](#)
- [Alerts](#)

## General Settings

The General Settings will summarize the device, including the MAC address, current version of

The screenshot shows the 'General Settings' screen for a device named 'Demo Kit'. At the top right is an 'Edit' button. Below the name, the MAC Address is displayed as 'aa:11:bb:cc:dd:ee'. The Software Version is 'S21.3.1.1138' and the SDK version is 'V'. The Location is 'Linbar Drive (5211 Linbar Drive TN United States)' with a right-pointing arrow. Below this are fields for Latitude and Longitude. The Maximum Retention Hours is set to '0' with an 'Edit' button. At the bottom, there is a checkbox for 'HD Live Video (If Available)' which is currently unchecked.

- Clicking the Edit button to the right of the name of the device will allow you to change the name of the device
- Selecting the row for Location will open a menu allowing you to select a different, previously defined location from a list.
- Clicking the Edit button to the right of Maximum Retention Hours will allow you to adjust the setting. This will specify how any hours the system should maintain archived video before deleting it.
  - This setting will not apply to cloud cameras.

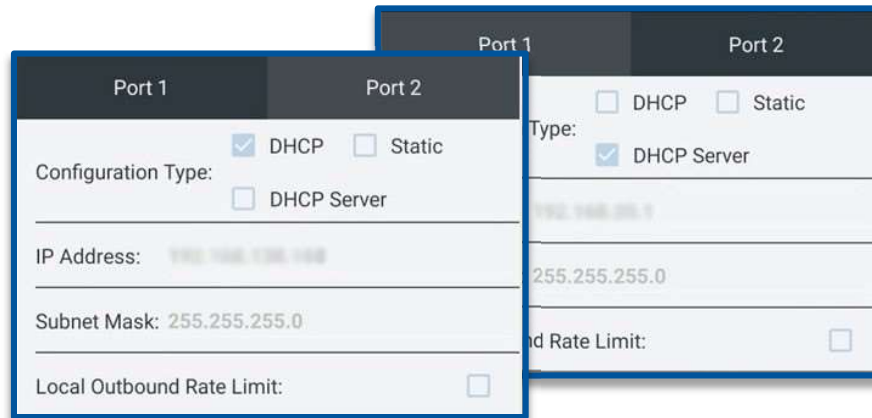
This screenshot shows a horizontal bar for editing the device name. On the left, the name 'Demo Kit' is displayed. To the right are two buttons: a red 'Cancel' button and a blue 'Save' button.

This screenshot shows a horizontal bar for editing the Maximum Retention Hours. On the left, the text 'Maximum Retention Hours:' is displayed. In the center, the value '0' is shown next to a slider. To the right are two buttons: a red 'Cancel' button and a blue 'Save' button.

This screenshot shows a location selection menu. At the top is a search bar with a magnifying glass icon and the word 'Search'. Below the search bar is a list of locations, each with a checkmark on the right side. The locations are: 'Annapolis Facility (130 Summer Road MD United States)', 'Auburndale (102 Eagle Point Blvd FL United States)', 'Baltimore Facility (300 East Pratt Street Maryland United States)', 'BC Home (909 Tal Lane TENNESSEE United States)', 'Cloudvue Nashville (5211 Linbar Drive Tennessee United States)' (which has a checkmark), 'Ed Demo D1 (13701 Fern Trail Dr FL United States)', 'Ft Myers (Fern Trail Drive FL United States)', and 'Ft Myers Office (Fern Trail Drive FL United States)'.

## Network Settings

The Network Settings provide two view-only tabs, allowing you to review the settings for ports. You cannot change any of the settings here, through the mobile application. They may only be changed through the local interface.



### Reboot Schedule

You may choose to schedule a weekly reboot to occur for Gateways. If you do not need a weekly reboot, you may skip this section.

1. Check the **Weekly Reboot** box to schedule a reboot.
2. Use the drop-down menu to select the day of the week for the reboot to occur.
3. Select the time for the reboot.
4. Click **OK**, and then click **Save** at the bottom of the application.

Weekly Reboot:

Select Day: Wednesday ▼

Select Date Time: 00:00

23 59

---

00 : 00

---

01 01

Cancel OK

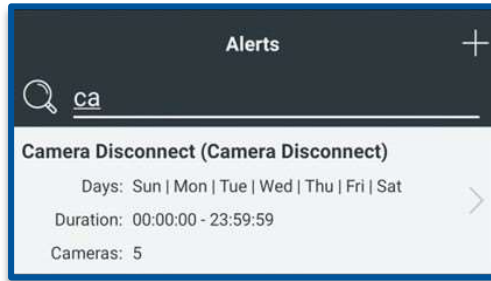
**Note:** All electronic manufacturers suggest rebooting devices at least once a week to keep services refreshed.


### Alerts

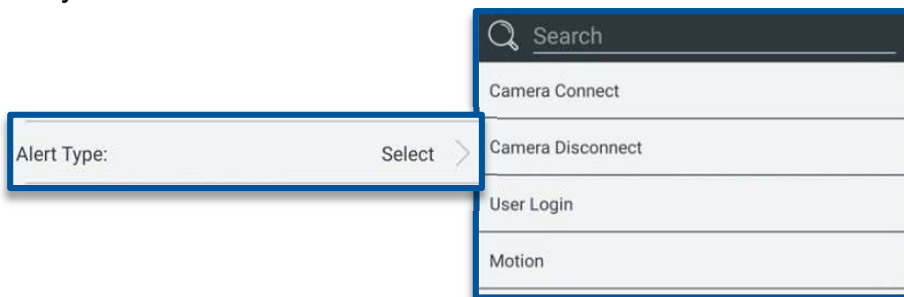
Under Alerts, you can add alerts based on certain actions and schedules to be sent to specific users, either by email or SMS.

The alerts that can be created vary slightly for video devices and access control devices.

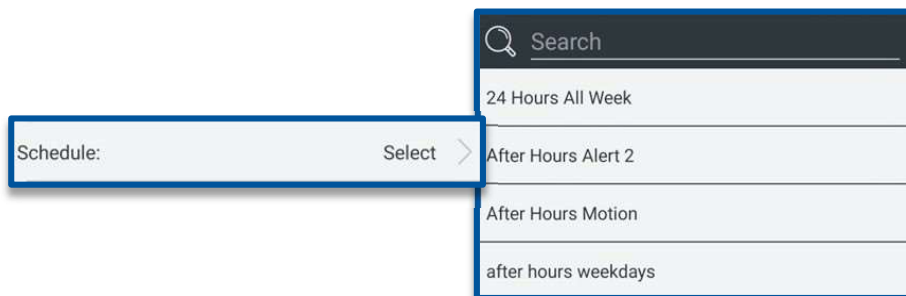
Alerts are searchable by using the search at the top. By default, all alerts are visible. You can enter a keyword to search, and search results will populate as you type and narrow results.



1. Select the plus  icon in the upper right corner to add a new alert.
2. Next, provide a name for the alert that is easily identifiable in the **Name** field.
3. Select the **Alert Type** from the list. You can use the provided search to find the specific type quickly.

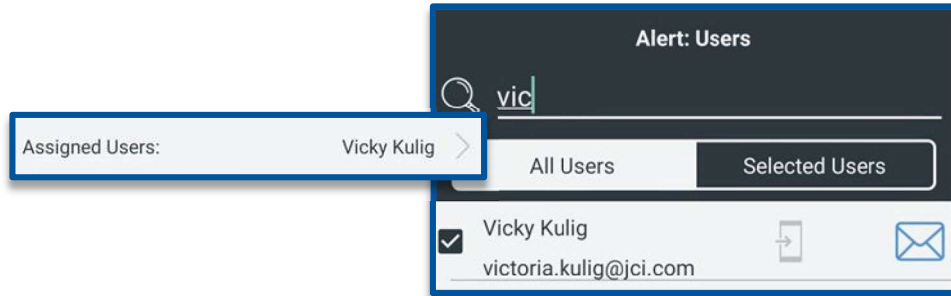


4. Select the **Schedule** from the list of predetermined schedules to show when the alerts would send.



5. Once you have made the alert selections, select a user from the list by checking the box next to their name, and then select the preference of SMS, email, or both for how they would like to receive the alerts. You can select more than one user, and you can use the provided search to find the specific type quickly.



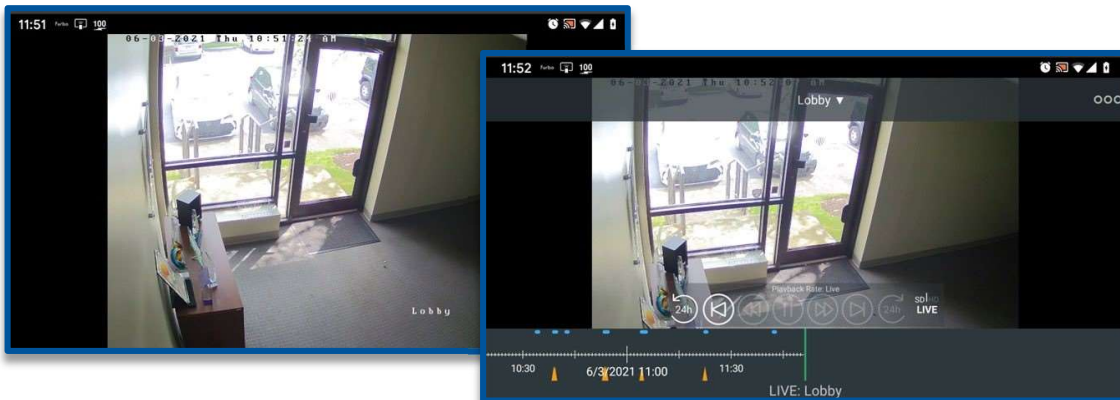


6. When you have made all selections, click **SAVE**.

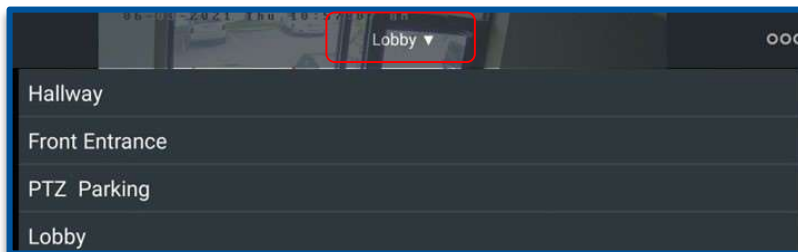
## Cameras


From the home page of the mobile application, you can easily access specific cameras to view additional details.

1. Tap a specific camera from the home page to access more information.
2. Once selected, an expanded view of the camera will be available.
  - Tapping the camera in the expanded view will toggle the interface on or off.



3. The drop-down menu at the top of the camera identifies the current camera and provides a list of other available cameras. If you would like to switch to another camera, you can select one from the list.

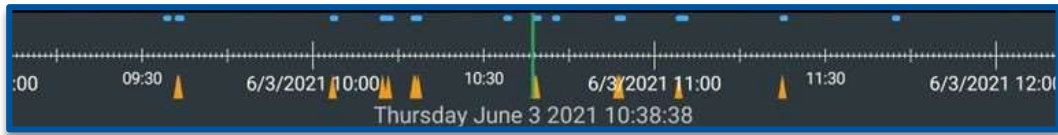


4. Selecting the  icon opens a menu of options:

- [Camera Settings](#)
- [Gateway Settings](#)
- [Share Video](#)

- [Hyper View](#)
- [Adjust Time Jump](#)
- [Choose Archive Date](#)
- [Save Video](#)
- [Create Bookmark](#)
- [Search Bookmarks](#)
- [PTZ Presets](#) (*Only available for PTZ cameras*)

5. The timeline at the bottom of the video can scroll through archived video for the past 24 hours.



6. The various icons can be used to navigate the video footage:

Icon	Function
	Jumps back or forward in time by 1 minute or 24 hours, depending on the <b>Time Jump</b> setting.
	Adjusts the speed of the playback, from 1x to 4x.
	Moves the footage back and forth through the archived footage.

*Table 13: Archived Video Icons*

## Camera Settings

The Camera Settings contains several additional menus that pertain to the camera.

- [About](#)
- [Display](#)
- [Recording](#)
- [Alerts](#)
- Device (*Not applicable for this section*)

### About

The About section contains information specific to the camera. All fields will be read-only except for the device name.

<b>PTZ Shipping</b>		<b>Edit</b>
MAC Address	c094e3a4f764	
IP Address	eth1: 192.168.1.128 em1: 192.168.20.1	
Manufacturer:	Hikvision	
Model:	DS-2DE5220I-AE	

- The device name can be changed by clicking the Edit button.

Demo Camera	<b>Cancel</b>	<b>Save</b>
-------------	---------------	-------------

### **Display**

The display changes the screen orientation settings. The options available will vary by the model of camera.

Orientation	<div style="background-color: #333; color: white; padding: 5px;">       None        Horizontal        Vertical        Both     </div>
-------------	---

### **Recording**

The recording section is used to enable or disable audio or video recording or manage recording schedules.

Record Video	<input type="checkbox"/>
Record Audio	<input type="checkbox"/>
Recording Schedules:	>

**Note:** When considering the use of the audio recording feature of a surveillance camera, it is important to know that laws regarding audio recording vary by city, state, and even country. You should verify with your local authorities if audio recording is legal in your area before enabling this feature.

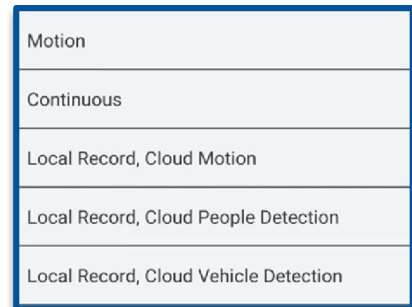
## Recording Schedules

1. Tap the Recording Schedules arrow to create a new schedule.
2. Tap **Add Schedule** at the bottom of the schedule screen.
3. Enter a new recording schedule by providing a Name, Type, days to be recorded, start and end type, and the cameras that will be recording.



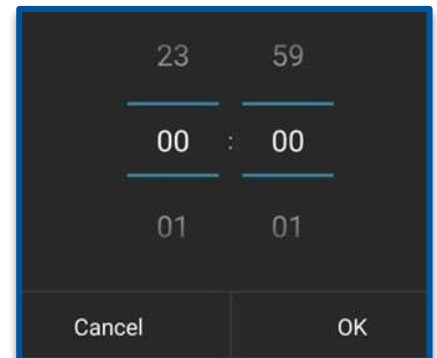
A screenshot of the 'Recording Schedules' configuration screen. It features several input fields: 'Name' (text input), 'Type:' (dropdown menu with a right arrow), 'Days:' (dropdown menu with a right arrow), 'All day?' (toggle switch, currently turned off), 'Start Time:' (time picker showing 00:00 with a right arrow), 'End Time:' (time picker showing 00:00 with a right arrow), and 'Cameras:' (dropdown menu with a right arrow).

- The Type options may vary but selecting the arrow will provide a list of options you can select from.



A screenshot of the 'Type' dropdown menu. The menu is titled 'Motion' and lists four options: 'Continuous', 'Local Record, Cloud Motion', 'Local Record, Cloud People Detection', and 'Local Record, Cloud Vehicle Detection'.

- The Days option will list each of the days of the week for you to select. If the schedule should apply to every day, then select each day.
- By default, the All Day? option is set to **No**. If you select Yes and change it to record all day, the Start and End Time fields will be removed, as they will no longer be required.
- If the Start and End Time are used, tapping on them will open a menu to select the specific time the schedule should start or end.



A screenshot of a time picker dialog. It shows a dark background with a grid of numbers. The top row shows '23' and '59'. The middle row shows '00' and '00' with a colon between them. The bottom row shows '01' and '01'. At the bottom, there are two buttons: 'Cancel' and 'OK'.

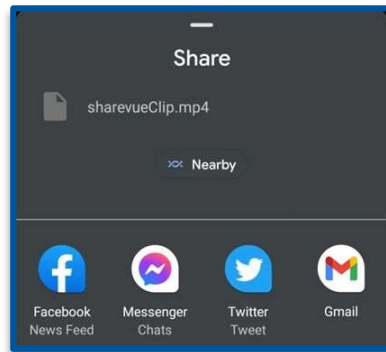
## Share Video

Share video allows you to share 30-second clips of archived video.

1. Tap a specific camera from the home page to access the archived footage.
2. Mark the timeline by tapping the point where you want the clip to begin.



3. Tap the Gear icon to open the settings and select **Share Video**.
4. The Share window will display, allowing you to select the application you would like to share the video through.



## Hyper View

HyperView assembles all the footage from the selected camera within the last 24 hours and displays the activity within a 60-second clip.

1. Tap a specific camera from the home page to access the archived footage.
2. Tap the **Gear** icon to open the Settings and select the Hyperview tab.
3. The system will begin creating the hyper view. Please be patient, as this process may take a few seconds.
4. Once the hyper view has loaded, you can use the playback button to review the clip. Motion boxes will appear to indicate where motion has occurred.
  - Red boxes show detected motion.
  - Green boxes show detected vehicles.
  - Orange boxes show detected people.



## Adjust Time Jump

Time Jump settings allow you to adjust the increment you would like to move forward or backward when viewing archived video. This setting can be adjusted in the following increments:

### Seconds

- 10 or 30

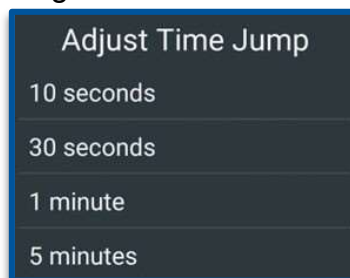
### Minutes

- 1, 5, or 30

### Hours

- 1, 6, 12, or 24

1. Tap a specific camera from the home page to access the archived footage.
2. Tap the Gear icon to open the Settings and select **Adjust Time Jump**.
3. Select the option you would like to apply from the Adjust Time Jump window. Additional options are available by scrolling down.



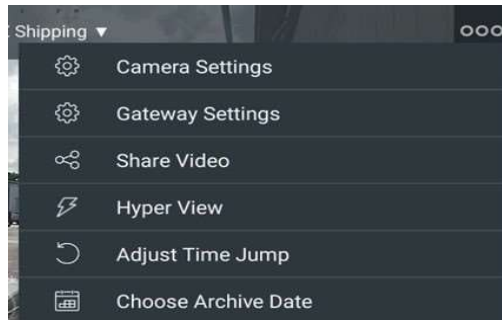
4. The selection is automatically applied once it has been selected.

**Note:** The time jump setting is the same for forward and backward.

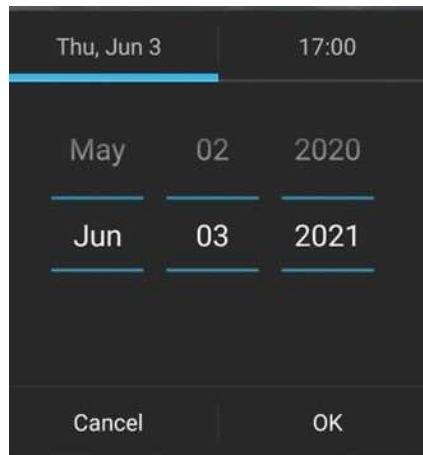
## Choose Archive Date

Choose archive date allows you to load archived footage from a specific date.

1. Tap a specific camera from the home page to access the archived footage.
2. Tap the icon to open the Settings and select **Choose Archive Date**.



3. Using the date window, select the date you would like to load and then tap **OK**.



4. The archived video will load based on the time and date you have selected for you to review. Please be patient as it may take a few seconds to load.

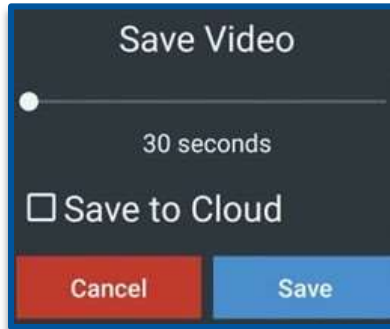
## Save Video

The Save Video option will allow you to create a video clip from 30 seconds to 1 hour to save to your device or to Cloudvue, if you have a subscription.

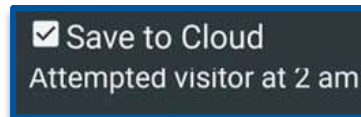
1. Tap a specific camera from the home page to access the archived footage.
2. Mark the timeline by tapping the point where you want the clip to begin.



3. In the Save Video window, you can use the slider to adjust the length of the video clip from 30 seconds up to 1 hour.



- If you have a Cloudvue subscription, tap the Save to Cloud checkbox to save it to the cloud. This will then allow you to enter a comment to associate with the clip.



4. Tap Save to download the video as an MP4 to your device.
5. Tap Save to download the video as an MP4 to your device.

## Create Bookmark

Bookmarks placed along the timeline allow comments to be placed.

1. Tap a specific camera from the home page to access the archived footage.
2. Mark the timeline by tapping the point where you want to place the bookmark.
3. Tap the Bookmark icon to open the settings and select **Create Bookmark**.
4. In the Create Bookmark window, enter a comment associated with the bookmark. Be brief but descriptive. For example, customers waiting for opening or loiterers after hours.
5. The bookmark icon will display above the timeline after it has been created.

## Search Bookmarks

Search bookmarks is used to locate and review comments associated with bookmarks or saved video clips.

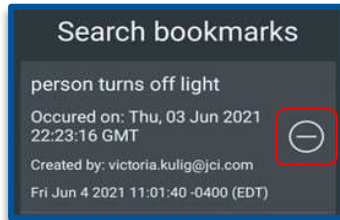
1. Tap a specific camera from the home page to access the archived footage.
2. Tap the arrow icon to open the Settings and select Search Bookmarks.
3. In the Search bookmarks window, all bookmarks on this timeline will be listed and you can scroll through them.
4. Tap the bookmark you want to review further. The bookmark will load and play the archived video.



## Delete a Bookmark

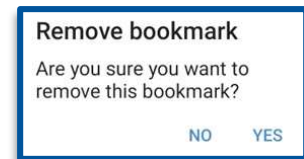
Deleting a bookmark is a permanent action.

1. From the Search bookmarks window, tap the delete



icon.

2. A confirmation window will appear. Tap **YES** to delete the bookmark, or **NO** to cancel.




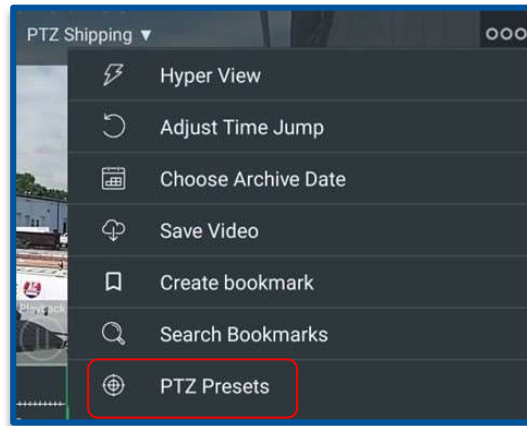
## PTZ Presets

PTZ (Pan, Tilt, Zoom) presets refer to the different coverage areas that have been previously established for a PTZ camera. This setting allows you to toggle between those different views.

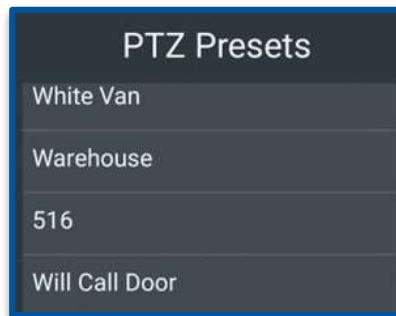
**Note:** This option will only display for PTZ cameras.

1. Tap a specific PTZ camera from the home page to access the archived footage.

■ icon to open the Settings and select  **PTZ Presets**.




2. Tap the drop down icon to open the settings and select **PTZ Presets**.



3. Select the preset you would like to view from the PTZ Presets window.

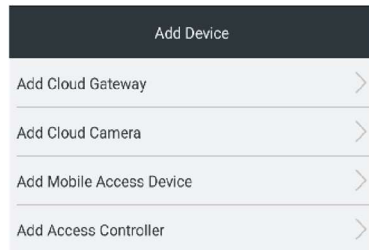
## Add Device

Additional devices can be added from the home screen by tapping the plus  icon in the upper-right corner. There are four types of devices that can be added:

- [Cloud Gateways](#)
- [Cloud Cameras](#)
- [Mobile Access Devices](#)
- [Access Controllers](#)

### Add Cloud Gateway

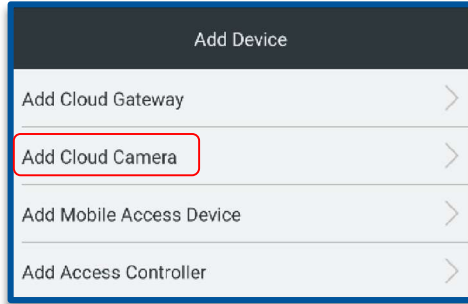
1. Select **Add Cloud Gateway** from the Add Device screen. address, and tap **add**



2. Enter a Gateway Name for the Gateway that is easily identifiable, as well as the MAC
  - If you do not have any cameras added, you may see a notice asking if you would like to scan for cameras on the network.
  - You can find the MAC address on the sticker on the back of the Gateway.
  - You may also use the Scan Barcode option to scan the sticker to enter the MAC address.
3. You have now registered the Gateway.

## Add Cloud Camera

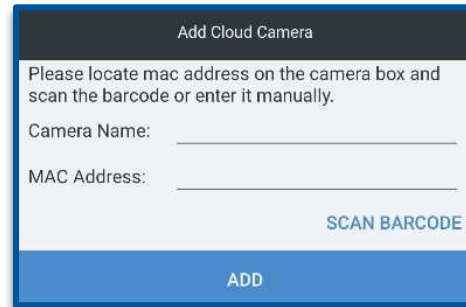
1. Select **Add Cloud Camera** from the Add Device screen.



2. Enter a Camera Name for the camera that is easily identifiable, as well as the MAC

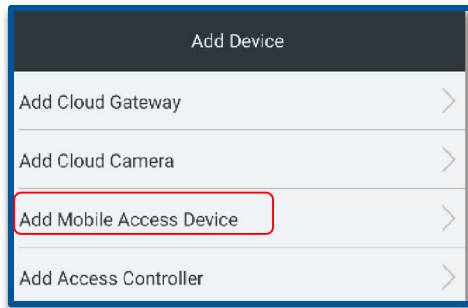
- You can find the MAC address on the sticker on the box for the camera.
- You may also use the Scan Barcode option to scan the sticker to enter the MAC address.

3. Your cloud camera registration is complete.



### Add Mobile Access Device

1. Select **Add Mobile Access Device** from the Add Device screen.

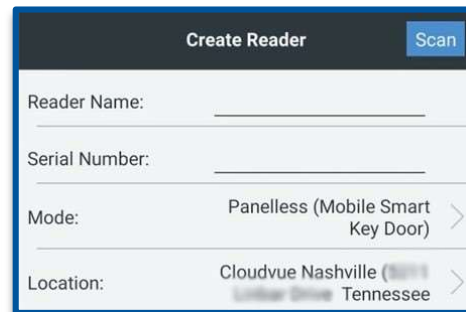


2. Tap the Scan button in the upper-right to perform a local Bluetooth scan for any ioSmart devices. This scan will provide any Serial Numbers and help complete the device registration process.

- You can also manually type in the Serial Number, if you have it available.

3. Select the [configuration options](#) for the reader.

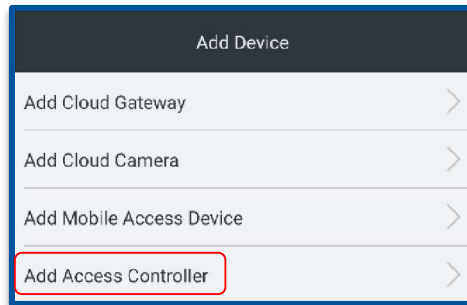
4. Your mobile access device registration is complete.



address, and tap **ADD**.

## Add Access Controller

1. Select **Add Access Controller** from the Add Device screen.




2. Enter a Device Name for the controller that is easily identifiable, as well as the MAC address, and then tap **ADD**.

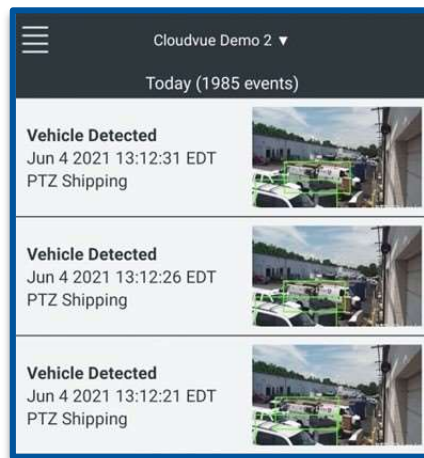
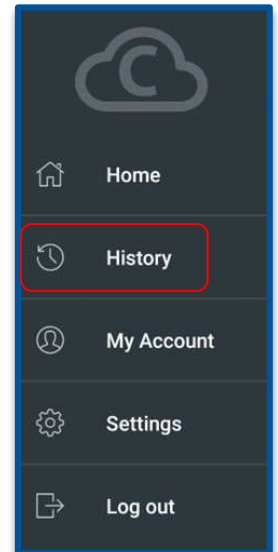
- You can find the MAC address and Serial Number on the sticker under the front cover of the device.

3. Your access controller registration is complete.

## History

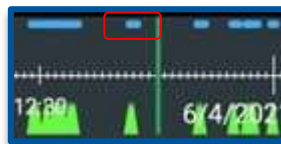
The History will summarize events that occurred today and yesterday across all cameras.

1. Access the History by tapping the menu  icon, and then selecting **History** icon.
2. When the history displays, you can view events by scrolling. The total events will be listed at the top.





address, and Serial Number. Select a Location for the controller by tapping the arrow

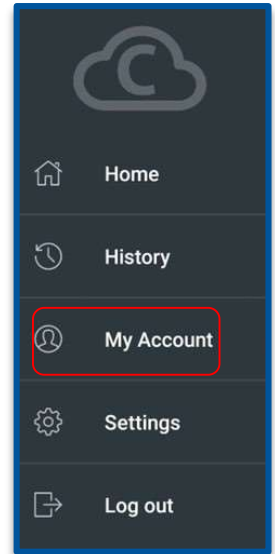
3. To view specific details about an event, tap in the row for the event. This will load the archived recording.
4. As you review the recording, blue markers on the timeline indicate the motion detected.



# My Account

The My Account section will provide options for managing various settings for the system.

1. Access My Account by tapping the menu  icon, and then selecting  **My Account**.
2. Tap a section to view additional options.
  - [Preferences](#)
  - [Locations](#)
  - [Controllers](#)
  - [Readers](#)
  - [Schedules](#)
  - [Holidays](#)
  - [Templates](#)
  - [Credentials](#)
  - [Subscriptions](#)



## Preferences

The Preferences will contain two sections that pertain to the account.

- [Settings](#)
- [Preferences](#)

## Settings

The Settings will contain information specific to the account, however you cannot change any of this information.

Settings	
Account Name:	Cloudvue Demo
Contact:	Operations Management
Mobile Phone:	8887544543
Street:	5211 Linbar Drive, Suite 5
City:	Nashville
State:	TN
Zip Code:	37211
Country:	Mexico
Timezone:	

Figure 54: Account Settings

## Preferences

The Preferences contain a few options you can manage.

The first section allows you to determine the date and time format.

A screenshot of the 'Date Format' and 'Time Format' settings. The 'Date Format' is currently set to 'MM/DD/YYYY' and the 'Time Format' is set to '24-Hours'. Both settings have a right-pointing arrow to indicate they are selectable.

- If you would prefer to change the way the date displays, tap the arrow to the right of Date Format to choose a different display method.

A screenshot of the date format selection menu. It shows three options: 'MM/DD/YYYY' (selected with a checkmark), 'MM/DD/YY', and 'DD/MM/YYYY'.

- The time display can be changed between a 24-Hour or 12-Hour display. To change it, tap the arrow to the right of Time Format to choose a different display method.

A screenshot of the time format selection menu. It shows two options: '24-Hours' (selected with a checkmark) and '12-Hours'.

The next section shows details regarding Mobile Access, and the number of User Seats provided, however you cannot change these details.

A screenshot of the 'Mobile Access' settings section. It includes a toggle for 'Pre-Subscription Startup Seats' and two tables for 'Mobile Credential Seats' and 'Smart Key Seats'. Each table has columns for 'Used:', 'Available:', and 'Total:'.

You can change the format of the Mobile Access ID Display between Hex and Dec 32-bit or Dec 32-bit by tapping the arrow and selecting a method.

A screenshot of the 'Mobile Access ID Display Format' selection menu. It shows two options: 'HHHH:DDDDD (Hex and Dec 32-bit)' (selected with a checkmark) and '(Dec 32-bit)'.



## Locations

Locations will allow you to see all existing locations as well as create new ones.

Existing locations will automatically display, with the ability to search at the top of the application.

1. Tap the **+** icon in the upper right corner to add a new location.
2. Provide the details for the new location, and then tap **SAVE** at the bottom to save the new location.

You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the location, city, state, contact name, and phone number.

1. To edit an existing location, tap on the arrow to the right of the location. This will bring up the location's details.
2. Tap any field to change the details as needed.
3. Tap **SAVE** to save the changes.

## Controllers

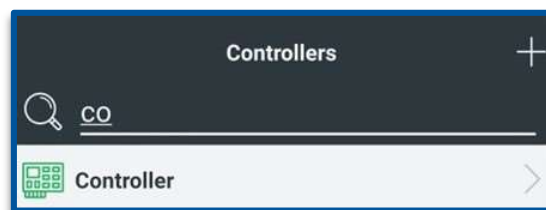
Controllers will allow you to see all existing controllers as well as create new ones.

Existing controllers will automatically display, with the ability to search at the top of the application.

- Tap the **+** icon in the upper right corner to [add a new controller](#).

You can enter a keyword to search, and search results will populate as you type and narrow results.

The image shows two screenshots of a mobile application interface. The top screenshot is titled "Add Location" and contains a form with the following fields: Address Name, Contact, Mobile Phone, Street, City, State, Zip Code, Country (with a right arrow), and Timezone (with a right arrow). The bottom screenshot is titled "Edit Location (5 of 18)" and shows the same form with pre-filled data: Address Name: Cloudvue Nashville, Contact: (empty), Mobile Phone: (empty), Street: 3011 Linden Drive, City: Nashville, State: Tennessee, Zip Code: 37211, Country: United States (with a right arrow), and Timezone: America/Chicago. At the bottom of the second screenshot is a blue bar with the word "SAVE" in white capital letters.



Tap a controller to view additional options.

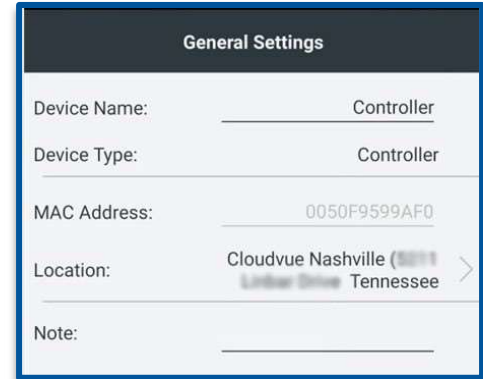
- [General Settings](#)

- [Doors](#)
- [Inputs](#)
- [Relays](#)

## General Settings

The General Settings for a controller will allow you to see settings specific to the device, such as the name, type, MAC Address, and physical location.

- Only the Device Name or Location fields can be edited. When all changes are finished, tap the **SAVE** at the bottom of the application.

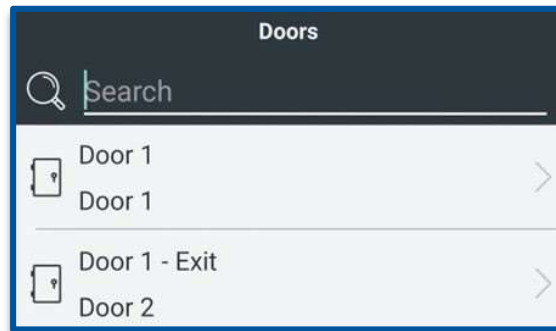


**Figure 55: Controller Settings/MAC Address/Physical Location**

## Doors

The Doors setting allows you to view [doors](#) that have been previously established. Existing doors will automatically display, with the ability to search at the top of the application.

You can enter a keyword to search, and search results will populate as you type and narrow results.



**Figure 56: Established Doors Window**

Tapping on a door will allow you to change its name or enabled status.

**Note:** The entry door cannot be disabled.

## Inputs

The Inputs setting allows you to view [inputs](#) that have been previously established. Existing inputs will automatically display, with the ability to search at the top of the application.

You can enter a keyword to search, and search results will populate as you type and narrow results.



**Figure 57: Input Setting**

Tapping on an input will allow you to change its name or enabled status.

## Relays

The relay setting allows you to view [relays](#) that have been previously established. Existing relays will automatically display, with the ability to search at the top of the application.

You can enter a keyword to search, and search results will populate as you type and narrow results.



**Figure 58: Relay Setting**

Tapping on a relay will allow you to change its name or enabled status.

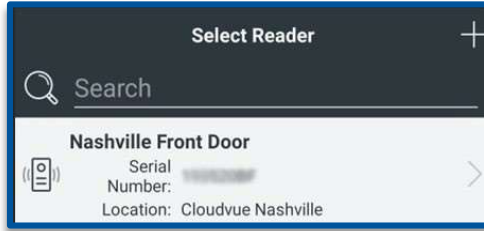
## Readers

Readers will allow you to see all existing readers as well as create new ones.

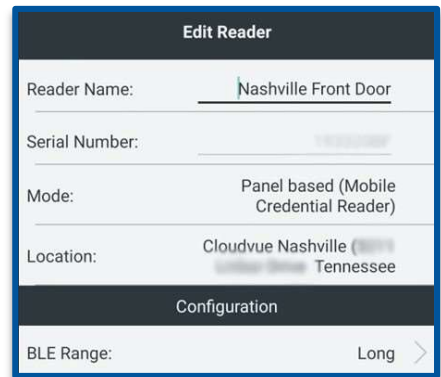
Existing readers will automatically display, with the ability to search at the top of the application.

- Tap the  icon in the upper right corner to [add a new mobile access device](#).

You can enter a keyword to search, and search results will populate as you type and narrow results.



1. Tap on the arrow to the right to edit an existing reader. This will bring up the reader's details.
2. The only fields that can be changed are the Reader Name and the BLE Range. Tap into the Reader Name field to change it or tap the BLE Range field to see the available options.
3. Tap the SAVE at the bottom of the application after making any changes.

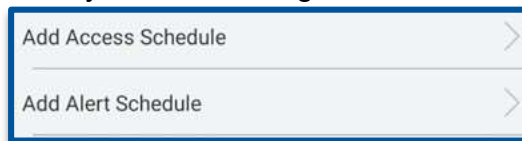


## Schedules

Schedules will define the schedules used by various devices.

Existing schedules will automatically display, with the ability to search at the top of the application.

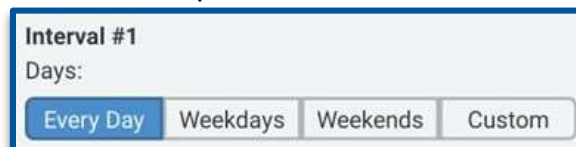
1. Tap the **+** icon in the upper right corner to add a new schedule.
2. Select the type of schedule you are creating.



3. Enter an easily identifiable schedule name. You cannot change the schedule type.



4. Next, determine the days of the week this schedule will be in effect. The default selection is Every Day, but you can also select if it should run on just Weekdays, Weekends, or choose a custom option.



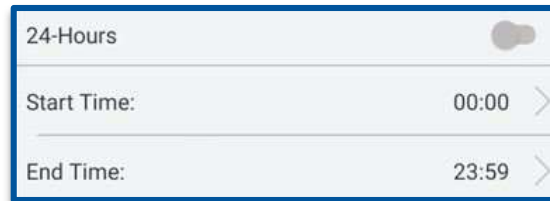
- For Access schedules, you can select holiday options if they need to be observed. You can check the options for Holiday 1-4 to use one of the predefined holiday options. See the section on [holidays](#) for information on how to establish them.

5. The default for the schedule's time is to run for 24-Hours.

- When this setting is enabled, you cannot enter a start or end time. If you want to specific a start or end time, toggle this option off.



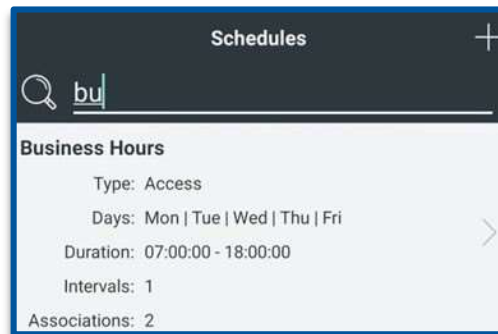
- If you do not intend the schedule to run for 24 hours, you will need to enter a start and end time. For example, you may choose to set the schedule to run during your business's non-operational hours, from 6:00 PM to 7:59 AM.



6. If you also wanted to include additional days of the week or different time periods, you can click ADD INTERVAL to include additional options.

7. Click **SAVE** to save the changes and add the schedule.

You can enter a keyword to search, and search results will populate as you type and narrow results.




1. Tap on the arrow to the right to edit an existing schedule. This will bring up the schedule's details.
2. Tap any field to change the details as needed.
3. Tap **SAVE** to save the changes.

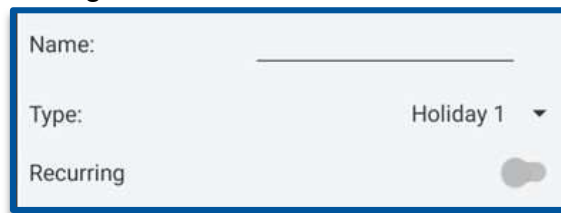
**Note:** There is a schedule titled “Always Valid” that is a system default which you cannot modify or delete.

## Holidays

The Holidays section can establish preset holiday hours for up to four holidays, and change an existing schedule during certain dates, which may affect all, or specific locations.

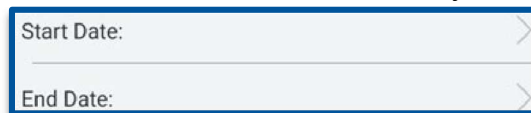
Existing holidays will automatically display, with the ability to search at the top of the application.

1. Tap the  icon in the upper right corner to add a new holiday.
2. On the next screen, enter the details for the holiday beginning with an easily identifiable name.
3. Select the type of holiday you would like to apply from the drop-down menu and indicate if the event will be recurring.



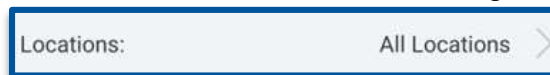
A screenshot of a form for adding a new holiday. It contains three fields: 'Name:' with a text input field, 'Type:' with a dropdown menu showing 'Holiday 1' and a downward arrow, and 'Recurring' with a toggle switch that is currently turned on.

4. Next, select the start and end dates that this holiday will affect. Holidays will continue throughout the duration selected, whether it is one day or several.



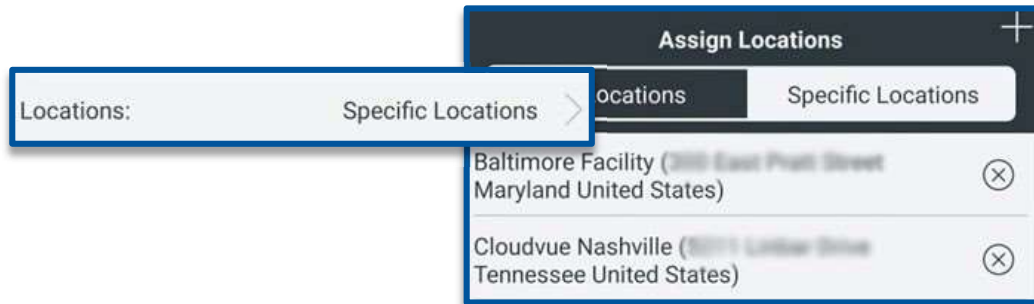
A screenshot of a form for selecting dates. It contains two fields: 'Start Date:' and 'End Date:', each with a text input field and a right-pointing arrow.

5. Specify if the holiday will affect all locations or only specific ones.
  - If you selected **All Locations**, the **Locations** to the right will state ‘All Locations’.



A screenshot of a form for selecting locations. It contains one field: 'Locations:' with a dropdown menu showing 'All Locations' and a right-pointing arrow.

- If you selected **Specific Locations**, the **Locations** to the right state Specific Locations, and tapping the arrow to the right will display the locations.



6. Click **SAVE**.

You can enter a keyword to search, and search results will populate as you type and narrow results.



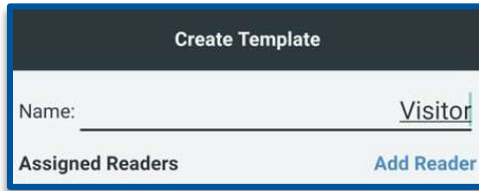
1. To edit an existing holiday, tap on the arrow to the right of the holiday. This will bring up the holiday's details.
2. Tap any field to change the details as needed.
3. Tap **SAVE** to save the changes.

## Templates

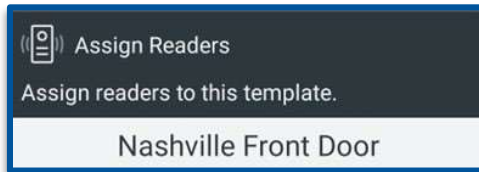
Templates allow you to establish a predetermined set of credentials for new users, saving time during the account creation. Templates are only available for access control devices.

Existing templates will automatically display, with the ability to search at the top of the application.

1. Tap the **+** icon in the upper right corner to add a new template.
2. On the next screen, enter an easily identifiable name for the template that matches the role of the user, and then tap **Add Reader**.

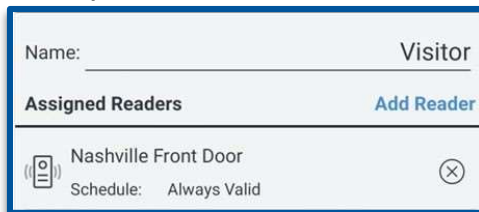


3. Select a reader from the Assign Readers window.

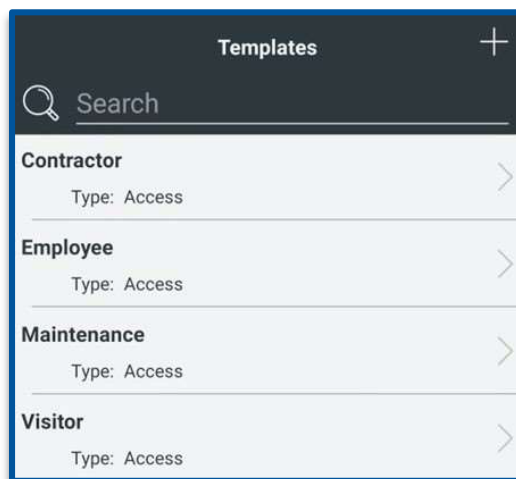


- You can add multiple readers if access is to multiple doors is needed.

4. The assigned reader will appear below the template name. Tap **SAVE** at the bottom of the application to create the template.



You can enter a keyword to search, and search results will populate as you type and narrow results.



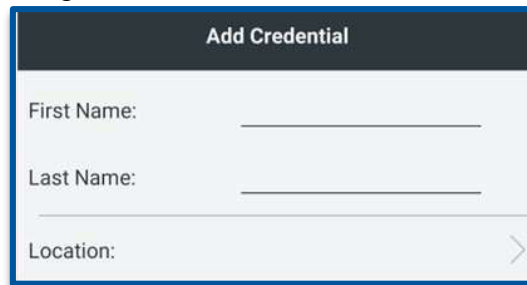
1. Tap on the arrow to the right to edit an existing template. This will bring up the template's details.
2. You can change the template's name or the assigned readers as needed..
3. Tap **SAVE** to save the changes.



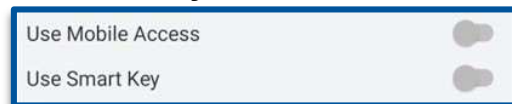
## Credentials

Credentials will establish access rules for individual users. You can assign credentials to users manually or from a previously created [template](#). Credentials are only available for access control devices.

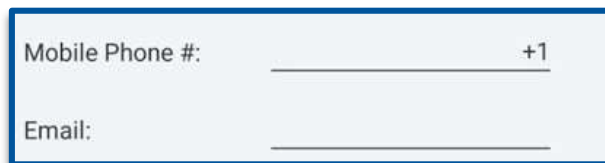
1. Tap the **+** icon in the upper right corner to add a new credential
2. On the next screen, enter the users First and Last name, and select a Location by tapping the arrow to the right.



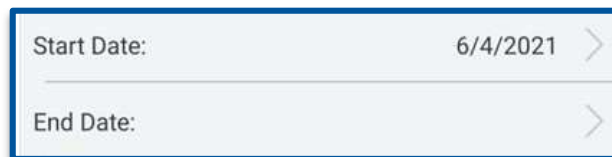
3. If the user should have access by use of their smart phone, toggle the option for **Use Mobile Access** and **Use Smart Key**.



- If you select these options, you must enter a mobile phone and email address.

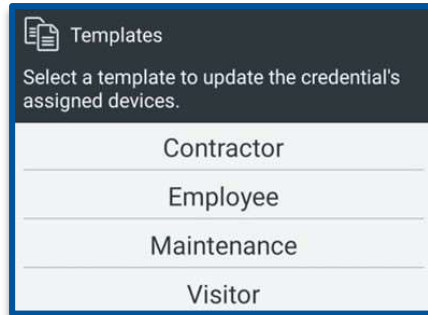


4. Next, select the date the credentials should become active for the user, and the date they should expire.



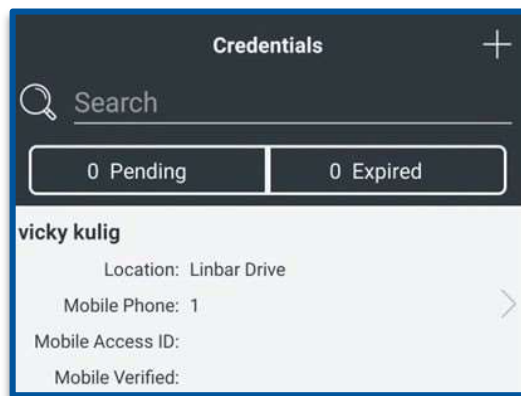
- A start date is **required**.

5. Using the Assign Readers option, you can select a pre-defined template of access to assign to a user, or you can customize the access per user.



6. Click **SAVE**.

You can enter a keyword to search, and search results will populate as you type and narrow results.



1. To edit an existing credential, tap on the arrow to the right of the credential. This will bring up the credential's details.
2. Tap any field to change the details as needed.
3. Tap **SAVE** to save the changes.

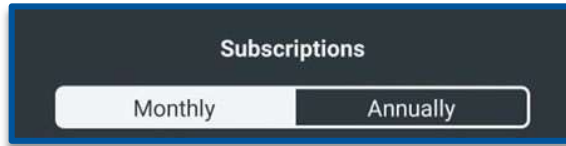
## Subscriptions

The subscription tools provide options for managing your account from the mobile application.

- [AMS Mobile Access](#)
- [AMS Controller Managed Access](#)
- [VMS Cloud Drive](#)

### AMS Mobile Access

This section will manage the [mobile access subscriptions](#) within the mobile application. Subscriptions can be managed on a monthly or an annual basis by adjusting the selection at the top of the application.



The number of seats can be adjusted by tapping the plus (+) or minus (-) to increase or decrease the number as needed.

Credentials	Smart Keys	Total Seats
16/140	14/110	30/250
<b>Total:</b>		<b>\$73.70/month</b>
<b>Save</b>		

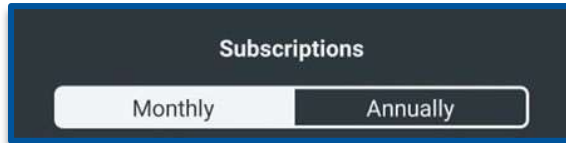
<b>Dual User Seats</b>	Smart Key: 110 Credential: 110
11	\$63.80/month
<b>Mobile Credential Seats</b>	Credential: 30
3	\$9.90/month
<b>Smart Key Seats</b>	Smart Key: 0
0	\$0.00/month

As the number of seats is adjusted, the total cost will reflect the changes at the bottom of the application. When you have finished the adjustments, tap the **SAVE** button at the bottom to update the changes.

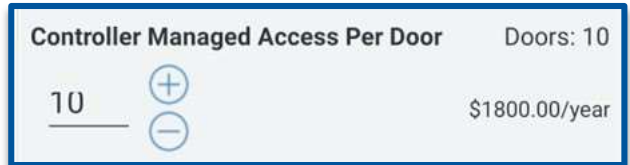
### AMS Controller Managed Access

Every device connected to Cloudvue requires a subscription. This section will manage the [access control devices](#) the mobile application.

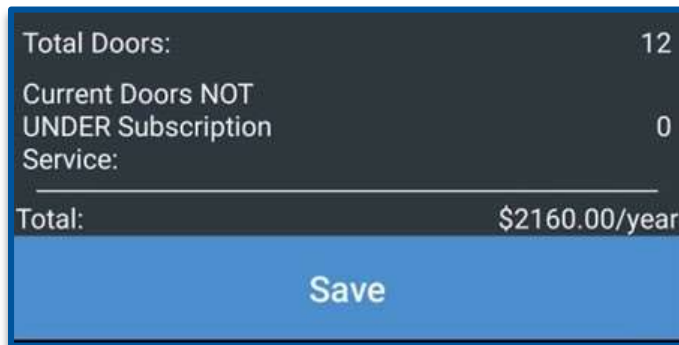
Subscriptions can be managed on a monthly or an annual basis by adjusting the selection at the top of the application.



The number of controllers can be adjusted by tapping the plus (+) or minus (-) to increase or decrease the number as needed.



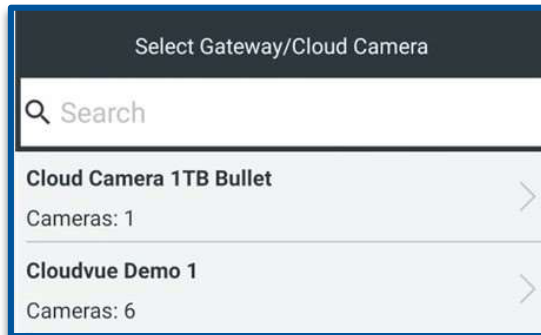
As the number of controllers is adjusted, the total cost will reflect the changes at the bottom of the application. When you have finished the adjustments, tap the **SAVE** button at the bottom to update the changes.



## VMS Cloud Drive

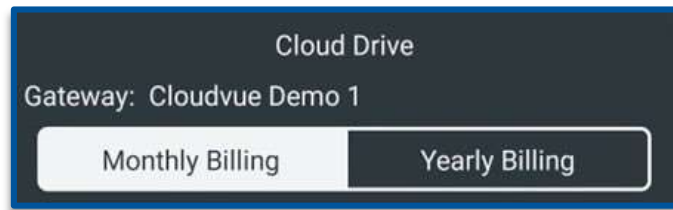
Every device connected to Cloudvue requires a subscription. This section will manage the [camera subscriptions](#) within the mobile application.

The search at the top of the application can locate the C2C camera or Gateway you would like to manage the subscription for. You can enter a keyword to search, and search results will populate as you type and narrow results.

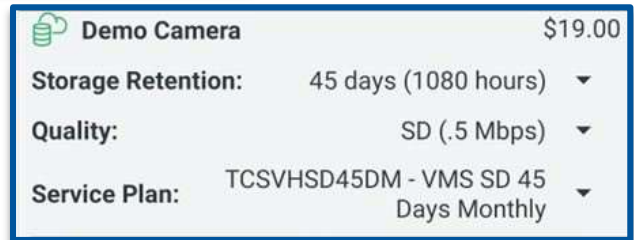


Tap the arrow to the right of the device you would like to manage.

Subscriptions can be managed on a monthly or an annual basis by adjusting the selection

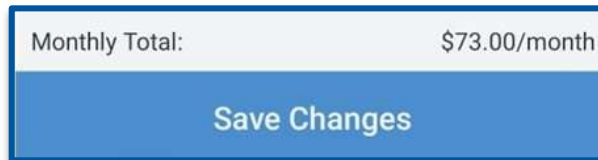


- For Gateway devices, each connected camera will be listed with additional options, allowing you to make individual selections
- For C2C cameras, the single camera would



at the top of the application. per camera.

Each drop-down arrow allows you to change the options available within the plan, and the total at the bottom of the application will update to reflect the changes you make. When you have finished the adjustments, tap the **SAVE** button at the bottom to update the changes.

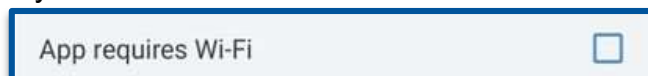


## Settings

The settings will allow you to change how the application uses data, handles notifications, and adjust the screen timer.

### App requires Wi-Fi

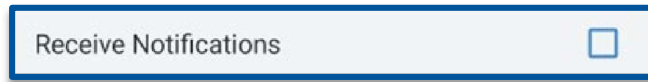
Checking this open tells the application to use Wi-Fi rather than your data plan. This is a toggle that can be changed at any time.



**Figure 59: Check to Require Wi-Fi**

## Receive Notifications

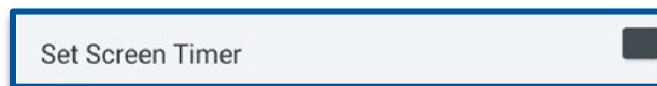
This setting allows for push notifications to be sent to your phone if you have allowed for alerts within Cloudvue. This is a toggle that can be changed at any time.



**Figure 60: Check to Receive Notifications**

## Set Screen Timer

This setting will open your phone's display options, allowing you to change brightness and related settings within your device.



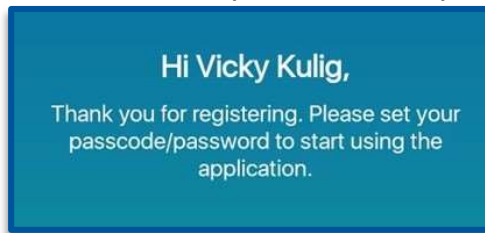
**Figure 61: Screen timer Check**

**Note:** For this setting, you will need to click on the text **Set Screen Timer** rather than the check box to access the options.

# 6-Entrapass go Pass Mobile App

## Registration

1. Download and install the go Pass app for iOS from the Apple App Store or for Android from the Google Play Store
2. Click the activation link provided to you in your email.
3. You will need to provide a new password with a minimum of 8 characters.



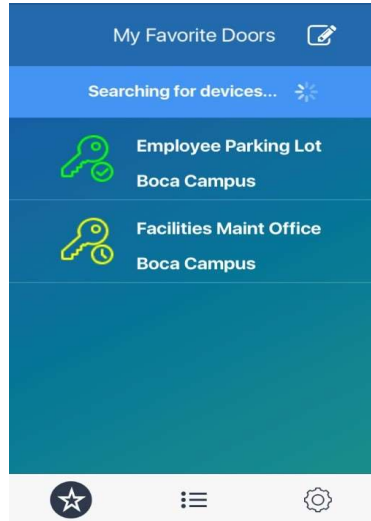
4. As an additional security feature, enter the six-digit SMS code that will be sent to your device.



5. After confirming the SMS code, the registration will be complete and you can log in using your phone number and password. The next screen will prompt you to set a 4digit passcode.

# Favorites

After logging in the default screen will display the Favorites. This screen will automatically display any available doors found within local Bluetooth range that the user is unauthorized to access.



**Figure 62: Favorites Window**

As a user moves around within a facility, only doors within local Bluetooth range will appear within the list, and the doors nearest to the user will automatically sort to the top of the list.

Doors are shown with status icons to indicate the current state of access to the user:

Color Icon	Function
Gray	Door is physically out of range and cannot be unlocked.
Green Check	Door is in range and can be unlocked. If selected.
Yellow Check	Door is within range, but outside of the time scheduled for access. The door cannot be unlocked at this time.
Red Warning	Door is physically within range, but the validation on the user's phone have expired and are currently being updated. If the door is selected, the request will be denied.



## Sites and Doors List

Tapping the center icon will provide a list of all available doors the user is authorized to access.

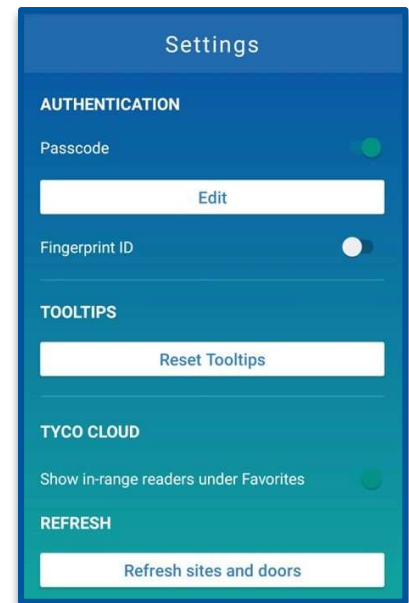
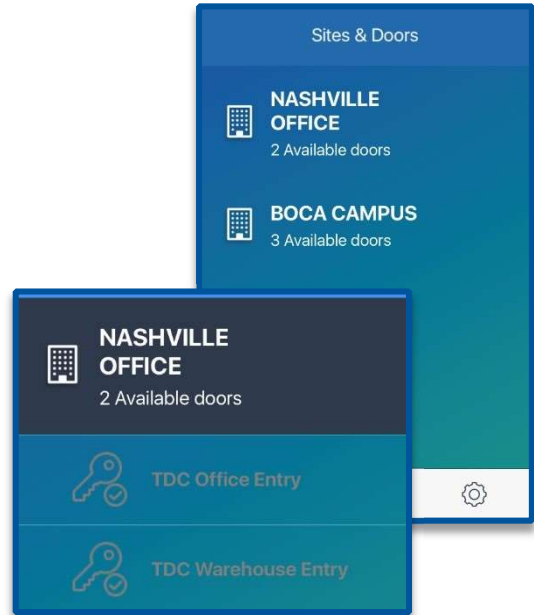
Authorized doors are grouped by sites and organized based on their location. Selecting a site will display the doors within the location.

The doors on this menu are also presented with status icons, similar to the [Favorites](#) to indicate the doors status as it relates to the user.

## Settings

The gear icon brings up the app settings and preferences. There are two recommended settings:

1. If users maintain screen lock security on their smartphone, they may wish to set a more convenient authentication option for opening the app without having to type a password each time.
  - If Passcode and Touch ID are disabled, the app can be immediately opened without any further user action.
2. The option for “Show in-range readers under Favorites” should be on by default.
  - This allows the mobile app to automatically scan and dynamically display only authorized doors to appear on the default favorites screen when within Bluetooth range. This provides users the most intuitive method to quickly unlock a desired door that is physically nearby.



## 7-Safety Notices

**Instructions** – Read all instructions before operating the product. Follow all operating and maintenance instructions. Follow all warnings and important notes in this guide. Retain instructions for future reference.

**Cleaning** – Unplug this product from the wall outlet before cleaning. Wipe the product with a dry towel. Do not use liquid.

**Accessories** – Do not use accessories not recommended in writing by the manufacturer, as they may be hazardous.

**Avoid magnetic or electric fields** – Do not use the camera close to TV transmitters, portable communication devices or other sources of electric or magnetic radiation. They may cause picture interference, or permanently damage the camera.

**Water and Moisture** – Do not use this product near water or in rainy/moist environments due to hazard of electric shock.

**Placing or Moving** – Do not place product on an unstable cart, stand, tripod, bracket or table. It may fall, causing serious injury to people or damage to the product.

**Power Source** – Operate power adapters only from the type of power source indicated on the label. If you are not sure of the type of power supply, consult the dealer or local power company.

**Power Cord Protection** – Route power cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay attention to plugs and the point from which the cords exit the product.

**Lightning** – For added protection of this product during a lightning storm, disconnect it from the wall outlet. This will prevent damage due to lightning and power-line surges.

**Overloading** – Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.

**Objects and Liquid Entry** – Never spill liquid or push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.

**Servicing** – Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards and will void the warranty. Refer all servicing to qualified personnel.

**Damage Requiring Service** – Disconnect this product from the wall outlet and all power sources. Refer servicing to qualified service personnel under the following conditions:

- When the power-supply cord or plug is damaged.
- If any liquid has been spilled onto, or objects have fallen into, the product.
- If the product has been exposed to rain or water.
- If the product does not operate even if you follow the operating instructions.

# 8-Legal Information

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the use of video or audio. By accessing or using the Services and Software, you warrant that you have all necessary rights and permissions to enter into this Agreement and your doing so does not violate any foreign, federal, state and local laws, rules, and regulations applicable to your access or use of the Services and Software. You will ensure that you have all necessary rights and permissions to use any Customer Data that you submit to or otherwise use in connection with the Services and Software.

**Evaluation Offerings.** From time to time, we may offer you access to certain Services and Software, and certain pre-release versions, features and functions of the Services and Software, to you on a beta, trial, or evaluation basis (the "Trial Products"). Such Trial Products are provided to you free of charge, except as otherwise specified by us or as otherwise specified in your Order and may only be used for your own internal testing and evaluation of such Trial. We may limit, suspend, or terminate your access to any portion of the Trial Products for any reason in our sole discretion. All restrictions, limitations, and obligations related to your access to and use of the Services and Software set forth in this Agreement shall apply to your access and use of the Trial Products. Any Trial Services are subject to change without notice and may differ substantially upon commercial release. Trial Services are provided "as-is" and without warranty of any kind.

**Third-Party Software, Products and Services.** To the extent any software licensed from third parties ("Third-Party Software") is provided with or incorporated into the Service or Software, you will comply with, and agree to be bound to, the terms and conditions of the applicable third-party licenses associated with the Third-Party Software, in addition to the terms and restrictions contained in this Agreement. All relevant licenses for the Third-Party Software are provided at [www.johnsoncontrols.com/techterms](http://www.johnsoncontrols.com/techterms) or within the Services or Software. By using the Services or Software you are also agreeing to be bound to the terms of such third-party licenses. If provided for in the applicable third-party license, you may have a right to reverse engineer such open-source software or receive open-source code for such open source software for use and distribution in any program that you create, so long as you in turn agree to be bound to the terms of the applicable third party license, and your programs are distributed under the terms of that license. If applicable, a copy of such open-source code may be obtained free of charge by contacting your Johnson Controls representative.

**Term and Termination.** This Agreement will commence on the earlier of:

- a) the date you enter into an Order; or
- b) the date you first access or use the Service (the "Effective Date") and will remain in effect so long as you continue to access or use the Services, or until terminated in accordance with the provisions of this Agreement (the "Term"). Either party may terminate this Agreement on written notice to the other party if the other party is in material breach of its obligations hereunder and fails to cure the breach within thirty (30) days of such written notice. In addition, either party may, in its sole discretion, terminate this Agreement on written notice to the other party upon the bankruptcy or insolvency of the other party or upon the commencement of any voluntary or involuntary winding up, or upon the filing of any petition seeking the winding up of the other party. Upon any termination or expiration of this Agreement, the use and access rights granted to you under this Agreement will automatically terminate, and you will have no further right to use or access the Services.

**Suspensions.** JCI may suspend your access to or use of the Service, in whole or in part, immediately without notice to you, if JCI determines that:

- A. you are in breach of this Agreement.
- B. any amounts owed by you remain past due;
- C. It is reasonably necessary to prevent unauthorized access to the Service; or
- D. your or your Authorized Users' access or use of the Service:
  - i. poses a security risk to the Service or any third party;
  - ii. May adversely impact the Service or the systems related thereto;
  - iii. May subject us or a third party to any liability; or
  - iv. may be fraudulent or prohibited by applicable law, rule, or regulation. You will remain responsible for all Fees for the use of the portions of the Services not suspended.

**Fees; Taxes.** You will pay JCI (or its distributor or reseller) all fees identified on or referenced in the Order(s) ("Fees") within thirty (30) days of the invoice date, unless a different period is specified in the applicable Order, and payments not made within such time period shall be subject to late charges equal to the lesser of:

- a) one and one-half percent (1.5%) per month of the overdue amount; or
- b) the maximum amount permitted under applicable law. All taxes, duties, fees and other governmental charges of any kind (including sales and use taxes, but excluding taxes based on the gross revenues or net income of JCI) that are imposed by or under the authority of any government or any political subdivision thereof on the fees for the Service shall be borne solely by you, unless you can evidence tax exemption and shall not be considered a part of a deduction from or an offset against such fees. If you lose tax exempt status, you will pay any taxes due as part of any renewal or payment. You will promptly notify JCI if your tax status changes. You will pay all court costs, fees, expenses, and reasonable attorneys' fees incurred by JCI in collecting delinquent Fees.

**Service-Specific and Supplemental Terms.** The terms before and after this Section 9 (the "Base Terms") apply generally to all Services and

Software. Applicable service-specific supplemental terms are located at [www.johnsoncontrols.com/techterms](http://www.johnsoncontrols.com/techterms) (the "Supplemental Terms"). The Supplemental Terms supplement the Base Terms and are a part of the Agreement. If there is a conflict between such Supplemental Terms and the Base Terms, the Supplemental Terms will control. The privacy policy is available here: <https://www.johnsoncontrols.com/legal/privacy>

### Limited Warranty; Disclaimer.

Software. JCI warrants that

- i. for a period of thirty (30) days from delivery initial delivery to you (the "Software Warranty Period"), the Software will operate in substantial conformity with its Documentation; and
- ii. it shall use screening software to scan the Software prior to delivery for viruses, Trojan horses, and other malicious code. If, during the Software Warranty Period, you notify JCI of any non-compliance with the foregoing warranties, JCI will, in its discretion:
  - a) use commercially reasonable efforts to provide the programming services necessary to correct any verifiable noncompliance with the foregoing warranties; or
  - b) replace any non-conforming Software; or if neither of foregoing options is reasonably available to JCI,
  - c) terminate this Agreement in whole or in part, and refund to You the fees, if any, paid for the non-conforming Software (less depreciation calculated on a three (3)-year straight-line basis commencing on the date of initial delivery to you). JCI shall not be liable for failures caused by third party hardware and software (including your own systems), misuse of the Software, or your negligence or willful misconduct.

**Service.** JCI warrants that the Service will perform substantially in conformance with its Documentation throughout the Term. Except to the extent prohibited by applicable law, JCI's sole obligation and your sole and exclusive remedy for breach of the foregoing warranty shall be that JCI will use commercially reasonable efforts to correct the non-conforming Service functionality without charge.

**Disclaimers.** JCI shall not be liable for warranty nonconformance caused by use or combination with hardware and software not provided by JCI, misuse of the Service or Software, or your negligence or willful misconduct. EXCEPT AS PROVIDED IN THIS SECTION, THE SERVICES, TRIAL PRODUCTS, SOFTWARE, THIRD-PARTY SOFTWARE AND ANY DATA, INFORMATION OR RESULTS OBTAINED THROUGH THE SERVICES OR TRIAL SERVICES ARE PROVIDED ON AN "AS AVAILABLE," "AS IS" BASIS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, JCI AND ITS AFFILIATES, AND THEIR RESPECTIVE DIRECTORS, OFFICERS, AGENTS, LICENSORS, SERVICE PROVIDERS, SUPPLIERS, SUBCONTRACTORS, DISTRIBUTORS, AND VENDORS (THE "JCI PARTIES ") MAKE NO (AND SPECIFICALLY DISCLAIM ALL) REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE SERVICES, TRIAL SERVICES, SOFTWARE, THIRD-PARTY SOFTWARE AND ANY DATA, INFORMATION, OR RESULTS OBTAINED THROUGH THE SERVICES OR TRIAL SERVICES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION:

A. THE IMPLIED WARRANTIES OF ACCURACY, NON-INFRINGEMENT, TITLE, MERCHANTABILITY, QUIET ENJOYMENT, QUALITY OF INFORMATION, AND FITNESS FOR A PARTICULAR PURPOSE. B. ANY WARRANTY THAT:

- I. THE SERVICES, TRIAL SERVICES, SOFTWARE OR THIRD-PARTY SOFTWARE WILL MEET YOUR REQUIREMENTS;
- II. THE SERVICES, TRIAL SERVICES, SOFTWARE, OR THIRD-PARTY SOFTWARE WILL BE UNINTERRUPTED, ERROR-FREE (INCLUDING INTERRUPTIONS DUE TO CYBERATTACKS OR MALICIOUS CODE OR OTHERWISE), FREE OF HARMFUL COMPONENTS, TIMELY OR SECURE; OR
- III. THE SERVICES, TRIAL SERVICES, OR SOFTWARE WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE NOT EXPLICITLY SPECIFIED IN THE DOCUMENTATION, OR THAT DEFECTS IN THE SERVICES, TRIAL SERVICES OR SOFTWARE WILL BE CORRECTED.; AND

B. ANY WARRANTY ARISING OUT OF ANY COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY JCI OR ANY OF ITS PERSONNEL OR AGENTS WILL CREATE ANY ADDITIONAL WARRANTIES OR IN ANY WAY INCREASE THE SCOPE OF JCI'S OBLIGATIONS HEREUNDER. SOME JURISDICTIONS DO NOT ALLOW THE FOREGOING EXCLUSIONS. IN SUCH AN EVENT, SUCH EXCLUSION WILL NOT APPLY TO YOUR SOLELY TO THE EXTENT PROHIBITED BY APPLICABLE LAW. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY JCI OR ANY OF ITS PERSONNEL OR AGENTS SHALL CREATE ANY ADDITIONAL JCI WARRANTIES OR IN ANY WAY INCREASE THE SCOPE OF JCI'S OBLIGATIONS HEREUNDER.

### Third-Party Claims.

You will indemnify, defend, and hold the JCI Parties harmless from any claims, damages, losses, liabilities, costs and expenses (including reasonable attorney's fees) arising out of or related to a Claim arising out of or related to:

- a) your use of the Services and Software;
- b) any breach of this Agreement by you, your authorized users or representatives; or

- c) any allegation that the materials or content that you submit or otherwise make available under the Agreement, including the Customer Data, infringe, misappropriate or violate the intellectual property rights of a third party. JCI must promptly notify you in writing of any such claim, permit you sole authority to control the defense or settlement of the claim, and provide you reasonable assistance in connection therewith.

**User Limitations. In addition to any applicable Supplemental Terms, the following limitations apply to the Services:**

The Services are intended to be accessed and used for non-time-critical information, not as a primary and real-time alarm and/or life safety monitoring platform. THE SERVICES ARE NOT INTENDED TO PROVIDE ANY EMERGENCY, EMERGENCY NOTIFICATION, MISSION CRITICAL, OR SAFETY RELATED FUNCTIONALITY, AND YOU WILL NOT USE THE SERVICES IN SUCH MANNER. The Services are subject to sporadic interruptions and failures for a variety of reasons beyond JCI's control, including cellular, Wi-Fi and other communications intermittency, service provider uptime, mobile carriers, among others, as well as routine system maintenance. You acknowledge these limitations and agree that JCI is not responsible for any damages allegedly caused by any interruption, failure, or delay of the Services. If you use the Services in any of the prohibited applications identified in this Section:

- (i) you acknowledge that such use is at your sole risk;
- (ii) you agree JCI are not liable, in whole or in part, for any claim or damage arising from such use; and
- (iii) you will indemnify, defend and hold JCI harmless from and against any and all claims, damages, fines, sanctions, losses, costs, expenses, and liabilities arising out of or in connection with such use.

Under no circumstances will JCI be liable or responsible for any use, or any results obtained by the use of, the Services or Software in conjunction with any services, software, or hardware that are not provided by JCI. All such use will be at your sole risk and liability.

Limitation of Liability. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL THE JCI PARTIES BE LIABLE TO YOU OR ANY THIRD-PARTY, UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, FOR ANY:

- A. SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR INDIRECT DAMAGES;
- B. LOST PROFITS, REVENUES, DATA, CUSTOMER OPPORTUNITIES, BUSINESS, ANTICIPATED SAVINGS, OR GOODWILL; AND .
- C. BUSINESS INTERRUPTION. IN ANY CASE, THE ENTIRE AGGREGATE LIABILITY OF THE JCI PARTIES UNDER THIS AGREEMENT FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE) SHALL BE LIMITED TO THE FEES PAID BY YOU FOR THE SERVICE DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE FIRST EVENT GIVING RISE TO THE LIABILITY. THE LIMITATIONS AND EXCLUSIONS ALSO APPLY IF THIS REMEDY DOES NOT FULLY COMPENSATE YOU FOR ANY LOSSES OR FAILS OF ITS ESSENTIAL PURPOSE. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES. IN SUCH AN EVENT, THIS LIMITATION WILL NOT APPLY TO YOU TO THE EXTENT PROHIBITED BY LAW.

**Confidentiality**

You acknowledge that all information disclosed by JCI to you, whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including the Service, the Software and the ideas, methods, techniques, and expressions thereof contained in the Service and the Software, business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by JCI (collectively, "JCI Confidential Information") constitute confidential and proprietary information of JCI, the unauthorized use or disclosure of which would be damaging to JCI. However, JCI Confidential Information does not include any information that:

- (i) is or becomes generally known to the public without breach of any obligation owed to JCI;
- (ii) was known to you prior to its disclosure by JCI without breach of any obligation owed to JCI;
- (iii) is received from a third party without breach of any obligation owed to JCI; or
- (iv) was independently developed by you.

You agree to:

- (i) protect the JCI Confidential Information using the same degree of care that you use to protect the confidentiality of your own confidential information of like kind (but not less than reasonable care);
- (ii) not use any JCI Confidential Information for any purpose outside the scope of this Agreement; and
- (iii) except as otherwise expressly provided in this Agreement or authorized by JCI in writing, limit access to JCI Confidential Information to those of your employees and contractors who need that access for purposes consistent with this Agreement and who have signed confidentiality agreements with you containing protections not materially less protective of the JCI Confidential Information than those herein. You may disclose JCI Confidential Information to the extent compelled by law to do so, provided you give JCI prior notice of the compelled disclosure (to the extent legally permitted) and reasonable assistance, at JCI's cost, if JCI wishes to contest the disclosure.

**Equitable Remedy.** You recognize and agree that a remedy at law for damages will not be adequate to fully compensate JCI for the breach of Sections 1 (Services), 2 (Software) or 14 (Confidentiality). Therefore, JCI will be entitled to temporary injunctive relief against you without the necessity of proving actual damages and without posting bond or other security. Injunctive relief will in no way limit any other remedies JCI may have as a result of breach by you of the foregoing Sections or any other provision of this Agreement.

**Data.** You acknowledge and consent to our collection, processing, and use of the Customer Data as described in this Section.

**Data Security.** We are committed to protecting the security and integrity of the Customer Data. We will maintain an information security program that is proportionate to the multiple and diverse risks associated with networked technologies.

**Customer Data.** As between you and us, you own all right, title and interest in and to the Customer Data. You grant to us and our affiliates a non-exclusive, worldwide, sub-licensable, perpetual, paid-up right and license to use the Customer Data to provide, maintain, protect, and improve the Service and to improve and develop our products and services. You will secure and maintain all legally required consents and rights and have provided all legally required notices to provide the Customer Data to us. You are solely responsible for all Customer Data including the creation or maintaining of backups and copies of all Customer Data and the accuracy, integrity, quality, legality, and appropriateness of the Customer Data. JCI does not make any representations and warranties with respect to the Customer Data. "Customer Data" means data you or anyone acting on your behalf runs on the Service, causes to interface with the Service or submits to the Service

**De-Identified Data.** Notwithstanding the other terms in this Agreement, we may use or disclose De-Identified Data for any purpose. "Deidentified Data") means Customer Data that does not identify you directly or by inference.

**Location of Data.** Customer Data may be transferred to or stored and/or processed in the United States or other countries in which we or our affiliates or subcontractors operate. We will act in accordance with the requirements of this Agreement regardless of where we store or process the Customer Data.

**Legal Purpose Disclosure.** Notwithstanding the other terms of this Section, we may use or disclose Customer Data as we believe in good faith to be necessary or appropriate:

- (i) under applicable law, including laws outside your country of residence;
- (ii) to comply with legal process;
- (iii) to respond to lawful requests from public or government authorities; and
- (iv) to enforce this Agreement or allow us to pursue available remedies or limit the damages that we may sustain.

**Personal Information.** We are dedicated to safeguarding personal information and processing it in a manner consistent with user expectations. Please review the Johnson Controls Privacy Notice <http://www.johnsoncontrols.com/legal/privacy> for information about how JCI handles personal information collected through the Services.

### **Proprietary Rights**

Service and Software. Except for the limited license rights and other terms expressly set forth in this Agreement, JCI and its licensors reserve all right, title, and interest (including all intellectual property rights) in and to the Services and Software. The Software is licensed, not sold. All trademarks, logos, and service marks ("Marks") displayed on the Services are the property of JCI or of their respective owners. You are not permitted to use any of the Marks without the applicable prior written consent of JCI or such respective owners.

**Feedback.** Any suggestions, information, comments, or other feedback provided by you to JCI regarding the Services or any other products or services provided by JCI (including, without limitation, with respect to modifications, enhancements, improvements, and other changes to the Services or other products or services provided by JCI) (collectively, "Feedback") is voluntary, and you hereby grant to JCI an irrevocable, non-exclusive, perpetual, world-wide, royalty-free, transferrable license to use (and authorize others to use) any Feedback without restriction.

### **Governing Law and Arbitration, Class-Action Waiver and Jury Waiver.**

**Governing Law.** You agree that this Agreement, and any claim, dispute, action, or issue arising out of or relating to this Agreement or your use of the Services is governed by the Federal Arbitration Act, applicable federal law, and the laws of the State of Wisconsin without reference to conflict of laws principles. Unless a dispute would be governed by an applicable arbitration clause, you agree to submit to the personal jurisdiction of the state and federal courts in or for Milwaukee County, Wisconsin for the purpose of litigating all such claims or disputes. Notwithstanding the foregoing, JCI may seek injunctive or other equitable relief to protect its (or its licensors or service providers') confidential information and intellectual property rights or to prevent loss of data or damage to its servers in any court of competent jurisdiction. In the event it is determined by a court of competent jurisdiction that the Federal Arbitration Act, applicable federal law, and the laws of the State of Wisconsin are inapplicable to an action or proceeding brought by either party relating to or under this Agreement, the parties agree to the application of the laws of the country in which you entered into this Agreement to govern, interpret, and enforce all of your and JCI's respective rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles. The United Nations Convention on Contracts for the International Sale of Goods does not apply to any such action or proceeding.

**Arbitration.** Any dispute or claim relating in any way to this Agreement or your access or use of any Services will be resolved by binding arbitration, rather than in court, except that you may assert claims in small claims court if your claims qualify. Arbitration will take place in Milwaukee, Wisconsin, U.S.A. The Federal Arbitration Act and federal arbitration law apply to this Agreement. There is no judge or jury in arbitration, and court review of an arbitration award is limited. An arbitrator can award on an individual basis the same damages and relief as a court, including injunctive and declaratory relief or statutory damages, and must follow the provisions of this Agreement as a court would.

**Initiation of Arbitration.** To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to:

Johnson Controls, Inc.,  
Attention: Legal Department  
507 E. Michigan Street  
Milwaukee, Wisconsin 53202  
United States.

Your notice to JCI must:

- (i) provide your name, mailing address, and email address;
- (ii) describe the dispute; and
- (iii) state the relief you are requesting. The arbitration will be conducted by the American Arbitration Association (“AAA”) under its rules. The AAA’s rules are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879. Payment of all filing, administration, and arbitrator fees will be governed by the AAA’s rules.

**WAIVER OF CLASS ACTIONS.** You and JCI each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated, or representative action. If, for any reason, a claim proceeds in court rather than in arbitration. You and JCI each waive any right to a jury trial. You and JCI both agree either you or JCI may bring suit in a state or federal court in Milwaukee County, Wisconsin, United States to enjoin infringement or other misuse of intellectual property rights.

**OPTION TO OPT-OUT.** To opt out of the arbitration and class-action waiver terms in this Section 18, you must notify JCI in writing within thirty (30) days of the date that you first accept this Agreement (unless a longer period is required by applicable law). You must mail your written notification to JCI, Attention: Legal Department to the address in Section 18(c). Subject to Section 18(f), if you do not notify JCI as outlined in this Section 18(e),

You may reject any change JCI makes to Section 18 (except address changes) by sending JCI written notice within thirty (30) days of the change by mail to the address in Section 18(c). If you do, the most recent version of Section 18 before the change you rejected will apply. It is not necessary to send JCI a rejection of a future change to this Section 18 if you had properly opted out of the arbitration and class-action waiver provisions in this Section 18 within the first thirty (30) days after you first accepted this Agreement.

**Contracting Entity.** The JCI affiliate you are contracting with depends on your geographic location and choice of Service. The applicable JCI affiliate you are contracting with for your Service is set forth here

**General.** This Agreement (including the Supplemental Terms) and all Orders constitutes the entire understanding and agreement between the parties with respect to the transactions contemplated in this Agreement and supersedes all prior or contemporaneous oral or written communications with respect to the subject matter of this Agreement, all of which are merged in this Agreement. In the event of a conflict between this Agreement and an Order, the terms of this Agreement will control. In the event that any provision of this Agreement is found invalid or unenforceable pursuant to judicial decree, the remainder of this Agreement shall remain valid and enforceable according to its terms. Any failure by JCI to strictly enforce any provision of this Agreement will not operate as a waiver of that provision or any subsequent breach of that provision. The official language of this Agreement is English. If there is a conflict between versions of this Agreement in any other language, the English language version controls. The following provisions shall survive any termination or expiration of this Agreement: Section 1(c) (Services Restrictions), Section 2(b) (Software Restrictions); 3 (Compliance), 8 (Fees; Taxes) (to the extent of any fees accrued prior to the date of termination), 9 (Supplemental Terms, as applicable), 10 (Limited Warranty; Disclaimer), 11 (Third Party Claims), 13 (Limitation of Liability), 14 (Confidentiality), 16 (Data), 17 (Proprietary Rights), 18 (Governing Law and Arbitration; Class-Action Waiver and Jury Waiver), 20 (General), 21 (Export/Import), and 22 (U.S. Government Rights). This Agreement and any associated rights or obligations, may not be assigned or otherwise transferred by you without JCI’s prior written consent. This Agreement may be assigned by JCI without restriction. This Agreement is binding upon any permitted assignee.

**Export/Import.** The Software and Services are licensed for use in the specific country authorized by JCI. You may not export or import the Software or Services to another country without JCI’s written permission and payment of any applicable country specific surcharges. You will fully comply with all relevant and applicable export and import laws and regulations of the United States and foreign nations in which the Services will be used (“Export/Import Laws”) to ensure that the Software, the Services or any direct product thereof are not exported or imported, directly or indirectly, in violation of any Export/Import Laws; or are intended to be used for any purposes prohibited by the Export/Import Law. These laws include restrictions on destinations, end users, and end uses. You represent and warrant that you:

- a) are not a citizen, national or resident of, nor under the control of, the government of Cuba, Iran, North Korea, Syria, Sudan, or any other country to which the United States or the European Union has prohibited export;
- b) are not listed on the United States Department of Treasury lists of Specially Designated Nationals, Specially Designated Terrorists, and Specially Designated Narcotic Traffickers, nor listed on the United States Department of Commerce Table of Denial Orders, nor any other United States Government exclusion lists;
- c) are not under the control of or an agent for anyone on such lists or the entities listed above;
- d) will not export or re-export any portion of the Services, directly, or indirectly, to the above-mentioned countries or to citizens, nationals, or residents of those countries or to persons on the above mentioned lists; and
- e) will not use the Services for, and will not allow the Services to be used for, any purposes prohibited by United States or European Union law, including for the development, design, manufacture, or production of nuclear, chemical, or biological weapons of mass destruction.

**U.S. Government Rights.** The Software and Services are each a “commercial item” as that term is defined at 48 CFR 2.101 (October 1995), consisting of “commercial computer software” and “commercial computer software documentation,” as such terms are used in 48 CFR 12.212 (September 1995), and is provided to the U.S. Government only as a commercial end item. Consistent with 48 CFR 12.212 and 48 CFR 227.7202-1 through 227.7202-4 (June 1995), all U.S. Government End Users acquire the Service with only those rights set forth herein

**Electronic Acceptance.** This Agreement may be accepted in electronic form (e.g., by an electronic or other means of demonstrating assent), and your acceptance will be deemed binding between the parties. Neither party may contest the validity or enforceability of this Agreement, including under any applicable statute of frauds, because it was accepted or signed in electronic form. Electronically maintained records, when produced in hard copy form, shall constitute business records and shall have the same validity as any other generally recognized business records.

**Notice.** JCI may need to communicate with you from time to time regarding this Agreement. JCI may provide such notice to you via email to the email address you provided to JCI, or through the user interface for the Services or Software, or on our site on which this Agreement is posted. If you have questions regarding this Agreement or need to contact JCI, including to send legal notices, please see <https://www.johnsoncontrols.com/contact-us> for JCI's contact information in the jurisdiction in which you are located. Copies of any legal notices should be sent to

Johnson Controls, Inc.,  
Attn: Legal Department  
507 E. Michigan Street  
Milwaukee, Wisconsin 53202  
United States.

**Changes to this Agreement.** Except to the extent prohibited by applicable laws, we may modify this Agreement (including the Supplemental Terms) by posting a revised version on our site on which the applicable Agreement terms are posted, via the Services, by email to the email address associated with your Account, or any means permitted under Section 24. Any changes to this Agreement will be effective upon posting (or such later effective date as may be indicated at the top of the revised Agreement terms). You should ensure that you have read and agree with our most recent Agreement when you use the Service. If you do not agree to the Agreement as amended, you must stop using the Services and cancel your account. Your continued use of the Services after the date the amended Agreement is posted will constitute your acceptance of the amended Agreement.

**Copyright Infringement.** If you believe that information or any other material has been used on the Services or Software in a manner that constitutes copyright infringement, please provide notice of such infringement at:

Johnson Controls, Inc.,  
Attn: Legal Department  
507 E. Michigan Street  
Milwaukee WI 53202  
United States

Only inquiries relevant to this copyright infringement procedure will receive a response. Your notice should include the following information: an electronic or physical signature of a person authorized to act on behalf of the owner of the exclusive right that is allegedly infringed; identification of the copyrighted work claimed to have been infringed; a description of where the material is located on the Services; your address, telephone number, and e-mail address; a statement of your good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and, a statement by you, under penalty of perjury, that the information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.