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DC20

The DC20 is a 4-Door Access Controller that is cloud-managed, secure by default, and built for enterprise sc

![Screenshot 2024-03-20 at 10.35.02■AM.png](https://support.rhombussystems.com/hc/article_attachments

Door Relays

The DC20 is equipped with six Form C relays with both Normally Open (NO) and Normally Closed (NC) con

Four of the relays can be used alongside four individually selectable 12VDC or 24VDC power supplies to co

Note: Before powering the DC20, be sure to select the appropriate voltage \[12VDC\] or \[24VDC\] for yo

![Snip20230725_68.png](https://support.rhombussystems.com/hc/article_attachments/17932168135949)

Inputs

The DC20 includes a single pair of the Request to Exit (REX) and Door Position Indicators (DPI) for each of

![Snip20230725_67.png](https://support.rhombussystems.com/hc/article_attachments/17932168140685)

An auxiliary input labeled \[AUX\] can receive contact-type inputs from devices such as intercoms or intrusio

Door Readers

The DC20 comes with the ability to add four Wiegand readers and four RS-485 Readers (Rhombus or OSDI

Note: The DC20 can only operate four virtual doors at once. A virtual door can have more than one phys

Wiegand

The Wiegand terminals provided on the DC20 are Data Low (D0), Data High (D1), Terminals (OUT1) & (OUT

![Snip20230725_70.png](https://support.rhombussystems.com/hc/article_attachments/1793215344628

DC20 is compatible with Rhombus DR20 Reader, DR40 Video Reader, and certified third-party door readers

Note: The DC20 cannot supply power for the DR40. Power to the DR40 reader must be supplied using P

![Snip20230725_69.png](https://support.rhombussystems.com/hc/article_attachments/17932168147725)

Remote Power: If you choose to power an RS-485 reader via an external power source and not PoE, a g

Power

The DC20 comes with a 100-240VAC to12VDCpower adapter. The power cord is secured to the main board

Tamper

An onboard accelerometer and proximity sensor will detect any significant movement of the DC20and the en

![Snip20230725_66.png](https://support.rhombussystems.com/hc/article_attachments/17932168149005)

Ethernet

The DC20 supports 10/100BASE-TX ethernet. Use aCAT5 or CAT6 cable with an RJ45 connector. Plug an

![Snip20230725_65.png](https://support.rhombussystems.com/hc/article_attachments/17932153451917)

Recommended Wiring

Wiring methods used shall be in accordance with the National Electrical Code, ANSI/NFPA 70. All wiring of t

Note: We recommend that you consult with the appropriate federal, state, and local authorities for any re

Troubleshooting

Below are some quick troubleshooting methods for the Rhombus DC20. If you are unable to resolve an issu

Reset Button

Press the RESET button to reset the DC20 when instructed by the controller display or a technical support re

![Snip20230725_73.png](https://support.rhombussystems.com/hc/article_attachments/17932549503629)

LED Indicators

Each relay on the DC20 has a green status LED indicator. When the relay is energized, the indicator illumina

![Snip20230725_74.png](https://support.rhombussystems.com/hc/article_attachments/17932609992589)

Helpful Links

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693)
- [Installing a Request-To-Exit (REX) Sensor on the DC20](https://support.rhombussystems.com/hc/en-us/ar
- [Setting up Access Control Door in Rhombus Console](https://support.rhombussystems.com/hc/en-us/artic
- [Installing Magnetic Locks with the DC20](https://support.rhombussystems.com/hc/en-us/articles/1796884
- [Installing Electric Strikes with the DC20](https://support.rhombussystems.com/hc/en-us/articles/1799302
- [Installing a DPI Sensor on the DC20](https://support.rhombussystems.com/hc/en-us/articles/1777033631
- [Installing a Wiegand Reader to the DC20](https://support.rhombussystems.com/hc/en-us/articles/1525631
- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/articles/17560987145229)
- [Installing a Request-To-Exit (REX) Sensor on the DC20](https://support.rhombussystems.com/hc/en-us/ar
- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/articles/17560956729357)

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- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
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- [Controller Settings and Access Control Door Configuration](https://support.rhombussystems.com/hc/en-us
- [Lockdown Plans Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo

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Data Storage Retention
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- [Alerts](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip-Storage-Rete
- [Saved Faces](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip-Storag
- [License Plates](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip-Stora
- [Access Control Logs](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip
- [Timelapse Clips](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip-Sto
- [Logs](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip-Storage-Reten
- [Region Search Data](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and-Clip
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- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-and

Saved Clips

Retention Length: Saved clips can be viewed for up to 2 years.

They will be available in the "Clips" tab of the "Saved Video" section of your console.

Alerts

Retention Length: All generated alerts can be viewed for up to 3 months or when the associated footage

Alerts are any videos found in the "Notifications" section of your console or the "Alerts" section on specific de

You can choose to save the footage attached to your alerts as clips if you would like to keep it longer.

Saved Faces

Retention Length: Any face images captured and stored with facial recognition or people counting are ke

License Plates

Retention Length: Any license plate images captured and stored with license plate recognition or vehicle

Access Control Logs

Retention Length: All textual logs of access control events will be stored for 5 years.

Access control log events can be found in Rhombus Web Console > Logs & Reports > Access Control Even

Timelapse Clips

Retention Length: All footage to create a timelapse video is automatically saved for 1 year.

This means you can only create a timelapse video for periods within the last 12 months.

Logs

Retention Length: All logs, including audit logs and device logs, are retained for 2 years.

Region Search Data

Retention Length: All data required for region search is retained for 6 months.

Reporting Data

Retention Length: All reporting data around people counts, vehicle counts, bandwidth, motion, and other

Sensor Data

Retention Length: All historical data for sensors (temperature, location, states, etc.) is retained for 2 year

Video Retention

The duration of a camera's video retention depends on its model, the resolution and bitrate settings, the amo

To find out how many days of onboard storage you may have, check the estimate provided in the "Camera S

![Screenshot 2025-01-02 at 3.56.48■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Figure 1.) A device's camera settings show an estimate of onboard storage days.

Cloud Archiving is sold by the day and will not be affected by the same variables as onboard storage. The be

![Screenshot 2025-01-02 at 4.00.46■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Figure 2.) Snapshot of the licenses and features for cameras. The cloud icon will list the number of days of c

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/75052744326
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/1150006352
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Fe

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- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Understanding Onboard Storage](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Warranty, Return Policy, and End of Life](https://support.rhombussystems.com/hc/en-us/related/click?data
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/related/click?dat

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User Management Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users#h_01HB
- [Add a User](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users#h_01F
- [Access Control User](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-User
- [Add Multiple Users](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users
- [Delete a User](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users#h_0
- [Add a Partner](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users#h_0
- [Suspend a Partner](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users
- [Reinstate a Partner](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users
- [Delete a Partner](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-Users#h
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- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-

Overview

Rhombus admins can add and delete users and partners to grant or revoke access to your organization's Rh

Add a User

In this section, we will go over how to add a Rhombus console user and a Rhombus Access Control user. A

- [Rhombus Console User](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Manage-U
- [Rhombus Access Control User](https://support.rhombussystems.com/hc/en-us/articles/115001062232-Ma

Console User

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select "Add User."
![Screenshot 2025-04-23 at 1.22.50■PM copy 2.png](https://support.rhombussystems.com/hc/article_attac
3\. Fill in the user information and select which type of access will be granted to the user. An email address
![Screenshot 2024-12-05 at 4.10.38■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Click the dropdown menu to select a role for the user. Ensure "Send Welcome Email" is toggled on so th
![Screenshot 2024-12-05 at 4.12.00■PM.png](https://support.rhombussystems.com/hc/article_attachments
Note: You can also log into your existing [SSO provider](https://support.rhombussystems.com/hc/en-us/

Access Control User

Below are the steps to add an access control user to the Rhombus Console. An access control user can hav

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select "Add User."
![Screenshot 2025-04-23 at 1.22.50■PM copy 2.png](https://support.rhombussystems.com/hc/article_attac
3\. Fill in the user information and select which type of access will be granted. An email address is required
![Screenshot 2024-12-05 at 4.21.20■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Add the user to an existing group (this step is optional). Click "Next." To learn more about groups, re
![Screenshot 2024-12-12 at 11.52.27■AM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Toggle on the desired Access Control settings for the users, and input the physical card information if th
![Screenshot 2024-12-12 at 11.56.20■AM.png](https://support.rhombussystems.com/hc/article_attachment

Add Multiple Users

To add multiple users, you will need to upload a .csv template. Below is an example table and a list of descri

```

firstName,lastName,email,role,sendWelcomeEmail,groupNames,rhombusKeyAccessEnabled,remoteUnlock
John,Smith,"john.smith@test.com","Super Admin Group",true,"AC Group1,AC Group2",true,true,true,R:ABC
Jane,Williams,"jane.williams@test.com","Super Admin Group",true,"AC Group2",false,false,true,WH10301:1
Maria,Davis,"maria.davis@test.com","Super Admin Group",true,"AC Group2",false,false,false,S:ABC38635
James,Baker,"james.baker@test.com","Installer",true,"AC Group2",false,false,false,W64BITRAW:18446744
```

Supported access control credential types:

- `R` (Rhombus Secure Card). Format: `type:cardSerialNumber`
- `S` (Standard Card). Format: `type:cardSerialNumber`
- `WH10301` (Wiegand H10301 Card). Format: `type:cardSerialNumber:facilityCode`
- `W64BITRAW` (Wiegand 64-bit Raw Card). Format: `type:cardSerialNumber` ``

Note: The only required fields are first name, last name, and email. Keep in mind that you cannot update

Delete a User

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Make sure the "Employees" tab is selected at the top of your screen. Find the user you want to delete, a
![Screenshot 2025-04-23 at 1.22.50■PM copy.png](https://support.rhombussystems.com/hc/article_attachr
3\. When clicked, a pop-up will appear to confirm your deletion request. Click "Delete User" to finish.
![Screenshot 2024-12-12 at 12.19.41■PM.png](https://support.rhombussystems.com/hc/article_attachment

Add a Partner

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Ensure the "Partners" tab is selected at the top of your screen. Click "Add Partner" in the upper left corn
![Screenshot 2025-04-23 at 1.28.03■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. In the pop-up, select whether the Partner will be a Certified Partner or a Third-Party Partner from the dro
![Screenshot 2024-12-12 at 12.28.26■PM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Finish filling in the fields by searching for the partner you wish to add, providing them with a specific acc
![Screen Recording 2025-04-28 at 4.53.22■PM.gif](https://support.rhombussystems.com/hc/article_attachr

Note: If the partner does not have a Rhombus account, select "Add Third-Party Partner." When adding a

Add Rhombus Support

In many cases, Rhombus Support may need console access to troubleshoot an issue you are experiencing.

Note: For security purposes, Rhombus Support partner access is set to expire after 72 hours by default.

1\. In the "Partners" tab under "Manage Users," click "Add Partner."
2\. Ensure "Rhombus Support" is selected in the "Partner Type" dropdown menu.
3\. Set the "Access Role" to "Super Admin Group," and click "Add Partner."
![Screenshot 2025-04-24 at 10.27.10■AM.png](https://support.rhombussystems.com/hc/article_attachment

Suspend a Partner

Suspending a partner will revoke that partner's access to your Rhombus console, but retain their information

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click the "Partners" tab and click "Suspend" on the right-hand side of your screen beside the partner you
![Screenshot 2025-04-23 at 1.31.53■PM.png](https://support.rhombussystems.com/hc/article_attachments

Reinstate a Partner

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click the "Partners" tab and then select "Reinstate" for the partner you wish to reinstate.
![Screenshot 2025-04-23 at 1.34.18■PM.png](https://support.rhombussystems.com/hc/article_attachments

Delete a Partner

1\. Navigate to "Settings" and click "Manage Users."
![Screenshot 2024-12-05 at 3.27.32■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select the "Partners" tab and click "Delete" for the partner you wish to fully remove.
![Screenshot 2025-04-23 at 1.36.26■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. A pop-up will appear to confirm the deletion. Click "Delete Partner." **Note:** This is a permanent ac
![Screenshot 2024-12-12 at 1.10.01■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use
- [User Profile](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile)
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Pe
- [Registering a Key Card (Access Control Credentials)](https://support.rhombussystems.com/hc/en-us/articl
- [Creating a Group of Users for Access Control](https://support.rhombussystems.com/hc/en-us/articles/1818
- [User Credentials for Rhombus Key App](https://support.rhombussystems.com/hc/en-us/articles/22238114

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- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ0

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Rhombus Cloud Archiving
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/10055806823565-Cloud-Archiv

Topics included in this article:

Rhombus Cloud Archiving

Rhombus Cloud Archiving allows you to easily back up video footage stored locally on the camera to a secu

Cloud Archiving is a separate per-camera license that can be added to any Rhombus camera in increments

Access to Cloud Archiving data is available for terms of 1, 3, 5, or 10 years. The Rhombus Enterprise Cloud

Cloud Archiving Technical Details

Rhombus intelligent security cameras are capable of storing up to 180 days of full-motion, high-definition vid

Once a Cloud Archiving license is applied to a Rhombus camera, the camera will start sending video data to

Cloud Archiving Retention

Cloud Archiving records and retains each camera stream separately, including index seek points of defined

Note: The cloud-archive duration based on licensing is not retroactive. This means that footage uploaded

- Example: If a 30-day license was enabled up until Nov 6th, and on Nov 6th, an additional 30 days is added
- Footage uploaded on Nov 5th will expire on Dec 5th, following the original 30 day expiration.
- Footage uploaded after the Nov 6th license addition will now have the 60-day expiration, and this will be re
- The console will reflect "30 days stored in the cloud" until Dec 7th, even though the additional archiving wa

Once Cloud Archiving is enabled for a camera, all stored footage will be saved at the camera's configured re

Removing Cloud Archiving

Unregistering a camera will delete cloud-archived footage from the console unless certain precautions are ta

Enabling Cloud Archiving

1\. Once purchased, your local authorized Rhombus reseller or the Rhombus Support team will create a lic

| 2\. On the Licenses & Features page, make sure the 'Cameras' device type is selected. Then, find the box

| 3\. From the Manage pop-up window, choose the Rhombus camera(s) to which you want to assign the Clo

| 4\. Your Rhombus camera will automatically start securely transmitting video data to the Cloud Archiving da

Disabling Cloud Archiving

If the cloud archiving license is removed, you will lose access to past cloud footage, but it will not be deleted

If you reapply the license, you will still have access to any past cloud footage that has not yet expired.

Schedule a Cloud Upload Time

By default, video footage will be uploaded to the cloud at all hours of the day. However, to minimize bandwid

1\. To begin, navigate to Settings -> Cloud Upload Time.

2\. Ensure the toggle labeled "Upload continuously as footage is received for all cameras" is turned off.

3\. Choose to use the same schedule for all cameras and locations or customize the upload times based on

4\. Lastly, choose the Start and End times for uploading cloud footage, and click "Save" in the upper right co

Bulk Exporting Cloud Archiving Data

Any footage lasting over an hour can be locally downloaded via our API. This can be provided upon request,

Cloud Archive Data Storage

Rhombus utilizes multiple redundant cloud data center locations. Each Cloud Archiving datacenter location i

Cloud Archive Data Security

Rhombus is built with a zero-trust, security-first approach. All Cloud Archiving data, on-camera video data, a

Accessing Cloud Archive Data

All Cloud Archiving data is viewable via the Rhombus Console and retained in active or 'hot' storage location

Helpful Links

- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Features)
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/articles/7267212855821-T

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Related articles

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

Lockdown Plans Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/26889558322829-Lockdown-P

Topics included in this article:

Lockdown Plans Overview

The Lockdown feature allows you to set unique door access conditions in emergency situations. A Lockdow

Firmware Requirement

Make sure your DC20 firmware starts with **2024_0514..** or above, and [contact support](https://support.r

1\. Select "Devices" in the Rhombus console.
![Devices Tab.png](https://support.rhombussystems.com/hc/article_attachments/30994690012941)
2\. Click on the "Doors" tab and click on the name of the door controller associated with the door.
![Doors -> Door Controller.png](https://support.rhombussystems.com/hc/article_attachments/30994690015
3\. On the door controller configuration page, scroll to the bottom and click "More Details." The firmware ve
![Door Controllers -> More Details.gif](https://support.rhombussystems.com/hc/article_attachments/309702
Optional Navigation: Click on "Settings," select "Door Controllers," and select the desired door controlle

Lockdown Plans

Lockdown Plans configure what happens in an emergency situation. They allow you to set what doors will be

To activate a lockdown, you must have specific permissions granted.

- For console activation, you must have permission to manage Access Control peripherals for the location th
- For activation within the Rhombus Key app, you must be included as a Rhombus Key user who can activat

Creating a Plan

1\. Navigate to "Settings" and click "Lockdown Plans."
![Settings -> Lockdown Plans.png](https://support.rhombussystems.com/hc/article_attachments/30994690(
2\. Click "Create Lockdown Plan."
![Screenshot 2025-02-06 at 12.28.15■PM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Name the lockdown plan and click "Next."
![Test Lockdown.png](https://support.rhombussystems.com/hc/article_attachments/30994690021389)
4\. Select the location for the plan and click "Next." If you have not set up a location, follow the instructions
![Screenshot 2024-10-11 at 12.52.21■PM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Use the dropdown menu to choose the default door state during a lockdown (Locked Down or Unlocked
![Lockdown Door States.png](https://support.rhombussystems.com/hc/article_attachments/3099551752807
6\. Select individuals or groups of users who will still have access to a locked door when the lockdown plan
![Lockdown Door Access.png](https://support.rhombussystems.com/hc/article_attachments/309955312562
7\. Specify which users or groups can activate or deactivate a lockdown through the Rhombus Key app. Th
![Lockdown Key app permissions.png](https://support.rhombussystems.com/hc/article_attachments/309955
8\. Review your plan summary and click "Save" if all details are correct.

Aux Relay Setup (Optional)

In the event of a lockdown, it is common practice to include strobe lights and/or sirens to trigger and alert tho

Hardware

Locate your DC20 device and connect the auxiliary device using the NC/NO and COM ports. Refer to the wi

Example wiring diagram:

Console

Once you have appropriately wired in your device, we need to return to our Rhombus Console and set it up.

1\. Navigate to "Settings" and select "Door Controllers."

![Settings -> Door Controllers.png](https://support.rhombussystems.com/hc/article_attachments/3099628137

2\. Click on the corresponding door controller you wired the device to.

![Choose door controller.png](https://support.rhombussystems.com/hc/article_attachments/30996294405133

3\. Click "Configure" next to the corresponding Aux Port.

![Choose Aux Relay Port.png](https://support.rhombussystems.com/hc/article_attachments/30996294408580)

4\. Set the steady state for the device and click "Save."

- **Active**: The device is set up in a normally energized state.
- **Inactive**: The device is set up in a normally non-energized state.

![Configure Generic Relay.png](https://support.rhombussystems.com/hc/article_attachments/30996281378900)

5\. Your device will now appear in the Aux Relay Port section, and you can Edit or Delete as needed. You wi

![Integrated Relay.png](https://support.rhombussystems.com/hc/article_attachments/30996294412429)

Adding Rules (Optional)

Once the lockdown plan has been created, you can add additional rules.

1\. Select the name of the created Lockdown Plan.

![Select Lockdown Plan.png](https://support.rhombussystems.com/hc/article_attachments/30996621229069)

2\. Click "Add Rule."

![Add Rule.png](https://support.rhombussystems.com/hc/article_attachments/30996600864013)

3\. Name the rule. For this example, we will trigger the strobe light we set up from [this](https://support.rhomb

![Trigger Strobe Light.png](https://support.rhombussystems.com/hc/article_attachments/30997043779981)

4\. Under "If," click "Add Trigger" to choose between activating or deactivating the lockdown.

![If options.png](https://support.rhombussystems.com/hc/article_attachments/30997048245005)

5\. Under "Then," click "Add Action" to select between playing audio or triggering a relay.

![Add Action.png](https://support.rhombussystems.com/hc/article_attachments/30997043781389)

![Then options.png](https://support.rhombussystems.com/hc/article_attachments/30997048246029)

- If choosing "Trigger Relay," select the appropriate port and configure the relay's behavior.
- **Temporarily/Permanently**: How you want the relay to perform
- **Seconds**: Frequency in seconds of triggering the relay
- **Active/Inactive**: How you want the relay to behave when triggered

![Trigger relay action.png](https://support.rhombussystems.com/hc/article_attachments/30997048251277)

- For "Play Audio," choose the audio clip and device(s) from which it will play. For more information, please r

![Play audio file.png](https://support.rhombussystems.com/hc/article_attachments/30997043785485)

6\. You can add additional actions to the rule by clicking "Add Action" again.

![Add Another Action.png](https://support.rhombussystems.com/hc/article_attachments/30997043786125)

7\. Click "Save" to finalize the rule.

![Save Rule.png](https://support.rhombussystems.com/hc/article_attachments/30997043787021)

Activating or Deactivating a Lockdown

Rhombus Console

To activate or deactivate a lockdown plan in the console, a user must have permission to manage Access C

Locations Page

1\. Navigate to the "Locations" tab and select the relevant location.

![Locations Tab.png](https://support.rhombussystems.com/hc/article_attachments/31000519241613)

2\. Click "Activate Lockdown" to initiate a lockdown.

![Activate Lockdown.png](https://support.rhombussystems.com/hc/article_attachments/31000519242381)

3\. The pop-up window will outline the terms of the lockdown plan. Click "Activate Lockdown" to confirm.

![Confirm Activation.png](https://support.rhombussystems.com/hc/article_attachments/31000581853709)

4\. Deactivate the lockdown by clicking on the "Deactivate Lockdown" button.

![Deactivate Lockdown.png](https://support.rhombussystems.com/hc/article_attachments/31000519243661)

Dashboard

1\. On the console dashboard, select the location from the dropdown menu. Click "Activate Lockdown" for th

![Activate Lockdown from Dashboard.png](https://support.rhombussystems.com/hc/article_attachments/3100

2\. The pop-up window will outline the terms of the lockdown plan. Click "Activate Lockdown" to confirm.

![Confirm Activation.png](https://support.rhombussystems.com/hc/article_attachments/31000581853709)

3\. Deactivate the lockdown by clicking the "Deactivate Lockdown" button.

![Deactivate Lockdown from Dashboard.png](https://support.rhombussystems.com/hc/article_attachments/31

Rhombus Key App

To activate and deactivate a lockdown in the Rhombus Key App, you must be set up as an authorized user v

1\. Inside the Rhombus Key app, you will see a red star at the top right.

![Key App home screen.PNG](https://support.rhombussystems.com/hc/article_attachments/3105397653966

2\. Clicking on this star brings up the initiation page. Select the location and tap "Initiate."

![Key App Initiate Lockdown.PNG](https://support.rhombussystems.com/hc/article_attachments/3105397655

3\. To deactivate the lockdown, click "End Lockdown."

![Key App Deactivate Lockdown.PNG](https://support.rhombussystems.com/hc/article_attachments/3105397

Aux Input Button (Optional)

The DC20 supports wiring a button to the Aux Input. This button can then trigger a lockdown.

Note: The DC20 to which the button is wired **must** be registered to the same location as the desired l

1\. In "Settings," navigate to the "Door Controllers" page and select the DC20 that is at the same location a
![Aux Input.png](https://support.rhombussystems.com/hc/article_attachments/31000942074381)
2\. Scroll down, select the "Rules" tab, and click "Add Rule."
![Add Aux Input Rule.png](https://support.rhombussystems.com/hc/article_attachments/31000920361741)
3\. Name the rule. Select "Add Action" and click "Activate Lockdown."
![Activate Lockdown Rule.png](https://support.rhombussystems.com/hc/article_attachments/3100092036360
4\. Add another action, if desired, such as triggering a relay. Click "Save" when finished.
![Add Another Rule.png](https://support.rhombussystems.com/hc/article_attachments/31000942077837)

Helpful Links

- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/24787313588749
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-R
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Lo
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-

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Related to

- [Access Control](https://support.rhombussystems.com/hc/en-us/search?content_tags=01GVHG56A93GZ0

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- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj)
- [InformaCast Integration Setup & Use](https://support.rhombussystems.com/hc/en-us/related/click?data=B.

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Managing Locations
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loca

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locations#h_0
- [Create a Location](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locat
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locations
- [Edit a Location](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Location
- [Console](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locations#h_0
- [Delete a Location](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locat
- [Move a Camera to a Different Location](https://support.rhombussystems.com/hc/en-us/articles/115009453
- [Batch Assigning Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managi
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Locations#
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managin

Overview

Using Locations in the Rhombus console is a great way to break out various areas of one organization, allow

As an administrator, you have several tools to help you manage each one of those locations.

Note: The [Using Floor Plans](https://support.rhombussystems.com/hc/en-us/articles/360044233732-Usi

Create a Location
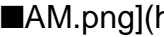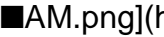
Locations can be created anytime via two methods: using the Rhombus App or the Rhombus Web Console.

Mobile App

1\. Go to the menu and select "Register Devices." Go through the registration.
![Screenshot_20241203-090041.png](https://support.rhombussystems.com/hc/article_attachments/3238920
2\. When you get to the location prompt, select "Add New Location" at the bottom of the page.
![Screenshot_20241203-090053.png](https://support.rhombussystems.com/hc/article_attachments/3238920
3\. Add in a location name and address, then select "Create Location."
![Screenshot_20241203-090143.png](https://support.rhombussystems.com/hc/article_attachments/3238920

Web Console

1\. Navigate to the "Locations" tab and select "Add Location."

| ![Screenshot 2024-12-03 at 9.28.54■AM.png](https://support.rhombussystems.com/hc/article_attachments
| 2\. Fill in the location name and address, then click "Save." |
| ![Screenshot 2024-12-03 at 9.30.26■AM.png](https://support.rhombussystems.com/hc/article_attachments
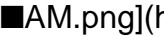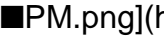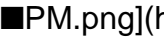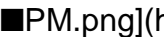
Edit a Location

Mobile App

1\. Select "Locations" and click on the location you wish to edit.
![Screenshot_20241203-113258.png](https://support.rhombussystems.com/hc/article_attachments/3239620
2\. Click on the "Details" tab and then select one of the edit buttons.
![Screenshot_20241203-113312.png](https://support.rhombussystems.com/hc/article_attachments/3239620
3\. Change the name and/or address and click "Save."
![Screenshot_20241203-113319.png](https://support.rhombussystems.com/hc/article_attachments/3239620

Console

1\. Select the "Locations Tab" and click on the location you would like to edit.
![Screenshot 2024-12-03 at 9.42.44■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click on the "Settings & Details" tab.
![Screenshot 2025-04-08 at 3.27.25■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Click "Edit" next to the location name or the address to edit the details of the location.
![Screenshot 2025-04-08 at 3.34.19■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Fill in the new details and select "Save" when finished.
![Screenshot 2024-12-03 at 9.50.26■AM.png](https://support.rhombussystems.com/hc/article_attachments

Delete a Location

1\. Remove all devices from the location you wish to delete.
2\. Click on the "Locations" tab and select the location you wish to delete.
![Screenshot 2024-12-03 at 9.42.44■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Click on the "Settings & Details" tab.
![Screenshot 2025-04-08 at 3.27.25■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Select "Delete Location."
![Screenshot 2025-04-08 at 3.37.03■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Confirm by clicking the red "Delete Location" button.
![Screenshot 2024-12-03 at 1.11.06■PM.png](https://support.rhombussystems.com/hc/article_attachments

Move a Camera to a Different Location

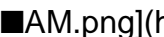| | |
| --- |
| 1\. Select the "Devices" tab, and click on the camera you wish to move to a new location. |
| ![Screenshot 2025-04-08 at 3.38.09■PM.png](https://support.rhombussystems.com/hc/article_attachments
| 2\. Scroll down to "Camera Details & Settings" and select the edit icon next to the current location. |

| ![Screenshot 2025-04-08 at 3.40.00■PM.png](https://support.rhombussystems.com/hc/article_attachments
| 3\. From the dropdown menu, select which location you would like to move the device to, and click "Save."
| ![Screenshot 2025-04-08 at 3.41.54■PM.png](https://support.rhombussystems.com/hc/article_attachments

Note: These are all existing locations, so if you need to change it to a new location, please [Create a Loc

Batch Assigning Locations

1\. Navigate to the "Devices" page and select the cameras you wish to batch assign to a location.
![Screenshot 2025-04-08 at 3.43.47■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select the "Actions" dropdown menu and click "Assign to Location."
![Screenshot 2025-04-08 at 3.45.27■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. From the dropdown menu, select the location you wish to assign all the cameras to, and then click "Assi
![Screenshot 2025-04-08 at 3.47.50■PM.png](https://support.rhombussystems.com/hc/article_attachments

Note: This is the only way to assign a location to a device registered to a null location or registered witho

Helpful Links

- [Using Floor Plans](https://support.rhombussystems.com/hc/en-us/articles/360044233732-Using-Floorplan

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Related articles

- [Using Floor Plans](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGlu
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ(
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

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ButterflyMX Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-ButterflyMX-

Topics included in this article:

- [Setting Up](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-ButterflyMX-Integrati
- [Features](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-ButterflyMX-Integration
- [Associate Rhombus Cameras with ButterflyMX](https://support.rhombussystems.com/hc/en-us/articles/147
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-ButterflyMX-Integra
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-Butter

Setting Up

1\. Navigate to "Settings" from the Rhombus console.
2\. Select "Third Party Integrations."
![Screenshot 2024-07-31 at 10.14.03■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Select the "Badge Systems" dropdown menu.
![Screenshot 2024-07-31 at 10.15.30■AM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Click on the ButterflyMX integration. Toggle the slider below the ButterflyMX logo.
5\. Submit your ButterflyMX login and then continue to go through the prompts. When complete, click "Save
![Screenshot 2024-07-31 at 10.24.27■AM.png](https://support.rhombussystems.com/hc/article_attachment

![Snip20230411_68.png](https://support.rhombussystems.com/hc/article_attachments/14754405375117)

Features

Below is a description of the features you can check the box on and the ability to add multiple cameras to the

Rhombus Console Options

- Create an event marker in camera feed timelines for all badge entry events
- This option will create event markers in the timeline, such as Badge Authorized (Integration) and Badge Un

- Match this face across cameras to track an individual across locations
- The face name in Rhombus will tie to the name in the ButterflyMX user account associated with the badge
- Save a 10-second clip for all badge entry events
- This will save a clip for any badge events for the Rhombus camera associated with ButterflyMX. To learn m

Associate Rhombus Cameras with ButterflyMX

In the bottom part of the ButterflyMX integration, you can associate a single camera or multiple cameras with

Helpful Links

- [Toast POS Integration Set-up & Use](https://support.rhombussystems.com/hc/en-us/articles/13803104789
- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integration-wit

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Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Setting up SSO with the Okta Custom App](https://support.rhombussystems.com/hc/en-us/related/click?da

- [Mobile Bluetooth Diagnostics](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Envoy Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGlu

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Genea Integration Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360060943031-Genea-Integrat

Topics included in this article:

- [Set Up the Genea Integration](https://support.rhombussystems.com/hc/en-us/articles/360060943031-Gene
- [Capture Events and Review Footage from Badge Entries](https://support.rhombussystems.com/hc/en-us/a
- [Stop Alarm Monitoring with Badge Entry](https://support.rhombussystems.com/hc/en-us/articles/3600609
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360060943031-Genea-Integration#h_
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360060943031-Genea-Ir

Set Up the Genea Integration

1\. Log into your Genea dashboard and create a Global API Key. The [following documentation](https://help
2\. Log into the Rhombus console and go to Settings > Third Party Integrations > Badge Systems > Genea
3\. Paste your API key into the API token field, then select Submit. ![Console_Settings_-_Third_Party_

Capture Events and Review Footage from Badge Entries

With the Genea integration, Rhombus is automatically configured to capture the following events:

1. When someone enters with a badge
2. When a face does not match the badge used

By combining Rhombus security cameras with Genea's technology, organizations can improve their access

In the Rhombus Console, motion, people, and vehicle events are automatically created and indexed in the v

![genea.png](https://support.rhombussystems.com/hc/article_attachments/360094680991)

Rhombus event indexing synchronizes with the Genea's access control functionalities. All Genea events and

With this integration, the system automatically learns people's faces based on their badge and verifies that t

This ensures that you no longer have to manually review video footage to identify if the correct face is using

Stop Alarm Monitoring with Badge Entry

Rhombus supports disabling Alarm Monitoring with an authorized badge entry when using the Genea Acces

Note: Genea does send remote unlock events to disarm. Using Remote Unlock and in-person badge eve

Console Setup

If monitoring is on manual mode: disarms until user manually re-arms.

If monitoring is on scheduled mode: disarms until user manually re-arms or the schedule indicates monitorin

1\. Navigate to "Settings," then select "Third-Party Integrations."
![Screenshot 2025-03-26 at 2.54.20■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Under the "Badge Systems" dropdown, select "Genea."
![Screenshot 2025-04-10 at 11.29.19■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Under "Configure Devices," ensure you associate cameras from the same location as the Genea device
![Screenshot 2025-04-10 at 11.31.15■AM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Next, navigate to "Locations" and select the corresponding location that was associated with the Genea
![Screenshot 2025-04-10 at 12.52.28■PM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Click the "Alarm Monitoring" tab.
![Screenshot 2025-04-10 at 11.33.19■AM.png](https://support.rhombussystems.com/hc/article_attachment
6\. Under the "Alarm Central" section, toggle on "Stop Monitoring With Authorized Badge Entry." **Note
![Screenshot 2025-03-26 at 3.04.34■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/articles/360058155432-Prod
- [How to Interact with the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-
- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integration-wit

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- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Halo Smart Sensor](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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Browser Notifications Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/17399164919181-Browser-Not

Topics included in this article:

Browser Notifications Overview

Browser notifications are messages that can be sent to a user's web browser, even when the website is not

Enabling Browser Notifications

Below are instructions on enabling browser notifications for the browsers Rhombus supports (Google Chrom

Google Chrome

1\. To begin, click the symbol to the left of the URL. This will display the currently enabled website settings.

![Screenshot 2024-11-06 at 12.02.02■PM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Next, click "Site settings." This will route you to a page with all the settings you can enable for the current

3\. Scroll until you find "Notifications," click the drop-down menu beside it, and click "Allow." To allow for sou

![Chrome Sound Notifications.gif](https://support.rhombussystems.com/hc/article_attachments/316701221559

4\. Once you have allowed the Rhombus console website to send browser notifications, you will then be able

Microsoft Edge

1\. To enable browser notifications for Microsoft Edge, begin by following the path below:

```
Rhombus Console > Settings > Manage Notifications > 'Your User account' >
Click 'Browser Notifications'
```

2\. When you click the checkbox beside "Browser," a small bell icon will appear on the right side of the addre

Safari

1\. To enable browser notifications for Safari, begin by following the path below:

```
Rhombus Console > Settings > Manage Notifications > 'Your User account' >
Click 'Browser Notifications'
```

2\. When you click the checkbox beside "Browser," a pop-up will appear asking if you would like to allow the

![Safari Browser Notifications.gif](https://support.rhombussystems.com/hc/article_attachments/31674163604

To enable sound with the browser notifications, follow these instructions:

1\. Launch Safari.

2\. Click "Safari" from the menu bar at the top of your screen.

3\. Select "Settings."

4\. Select the "Websites" tab in the pop-up window.

5\. Select "Auto-Play" on the left-hand side.

6\. Click the drop-down menu beside the Rhombus console website and select "Allow All Auto-Play." The fol

![Safari Auto-Play Notifications.gif](https://support.rhombussystems.com/hc/article_attachments/3167420110

Firefox

1\. To enable browser notifications for Firefox, begin by following the path below:

```
Rhombus Console > Settings > Manage Notifications > 'Your User account' >
Click 'Browser Notifications'
```

2\. When you click the checkbox beside "Browser," a pop-up will appear near the top of your screen; click "A

![Firefox Browser Notifications.gif](https://support.rhombussystems.com/hc/article_attachments/3167466631

Operating System Settings

Once your browser notifications have been enabled, you may need to allow your browser to push those notif

MacOS

1\. To enable browser notifications within MacOS, navigate to your system settings. You can do this by eithe

2\. In your system settings, select "Notifications" from the left-hand menu.

3\. Scroll to the respective browser you wish to enable notifications for and toggle the button at the top of the

![MacOS Browser Notifications.gif](https://support.rhombussystems.com/hc/article_attachments/316756599

Windows

1\. To enable browser notifications within Windows, open the start menu and select "Settings."

2\. Select "System" when the pop-up window opens.

3\. Select "Notifications & actions."

4\. Ensure the "Get notifications from apps and other senders" toggle is turned on.

5\. Scroll down to the section titled "Get notifications from these senders" and toggle the switch beside the br

Helpful Links

- [User-based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072)
- [How to Snooze/Pause Notifications](https://support.rhombussystems.com/hc/en-us/articles/664288011585
- [Creating and assigning camera alert policies](https://support.rhombussystems.com/hc/en-us/articles/36004

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- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG

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Omnilert Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Inte

Topics included in this article:

- [Omnilert Overview](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Inte
- [Setting up Omnilert](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Inte

- [Rhombus Webhook Token](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omn
- [Rhombus API Key](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Inte
- [Omnilert Configuration](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Integratio
- [Contact Support and Sales](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omn

Omnilert Overview

Omnilert Gun Detect is an advanced system that employs AI-powered visual gun detection software combine

Setting up Omnilert

To set up the integration, you will need the following:

1. Rhombus Webhook Token (for Notifications & Alerts)
2. Rhombus API Key (for Camera Import)
3. Omnilert Configuration

Rhombus Webhook Token

Below are steps for integrating with the Rhombus Console and retrieving the Webhook Token needed for Or

1\. First, follow the flow below to set up the integration.

**_Note: If you do not see the Omnilert logo on the Third Party Integrations page, please reach out to Rhoml

```
Rhombus Web Console > Settings > Third Party Integrations > IoT Integrations > Omnilert
```

2\. Next, toggle the integration on for Omnilert, choose the camera(s) to associate with for gun detection eve

3\. After saving your configuration, you should now see a Webhook Token available. You will then copy the V

4\. After adding the Webhook to Omnilert, the final step on the Rhombus side will be to ensure that the corre

![Snip20240107_166.png](https://support.rhombussystems.com/hc/article_attachments/23003561518989)

Rhombus API Key

The next part of the setup will involve creating a Rhombus API Key for Omnilert. Below are the steps on how

1\. Follow the flow below to get to the API page.

```
Rhombus Web Console > Settings > API Management
```

2\. After getting to the page, go ahead and click the "Add API Key" option in the right-hand corner.

3\. Next, you will put a name, have the drop-down be API token, and change the role to Super Admin.

4\. Finally, after hitting the "Submit" button, you will have the ability to show and copy the API Key. To see w

Omnilert Configuration

Below is all the information and steps for setting up the Rhombus integration within Omnilert. The Omnilert s

1\. Open a terminal window on your Gun Detect server.

2\. Enter `gd-pluginmgr` to launch the Plugin Manager.

3\. Then, select the Rhombus plugin.

4\. Follow the prompts until the plugin is fully configured.

5\. Enter the Webhook Token and click **OK**.

6\. Enter the API Key and click **OK**.

7\. Upon detection, alarms can be created before and after threat verification. Select which alarms should be

8\. Click **OK** to save your settings.

9\. Click **OK** to continue.

10\. Click **OK** to continue.

11\. When complete, the cameras can be imported into Gun Detect using the " _Find Cameras_" in the Gun

_**Note: If you unplug cameras, they might be assigned new IP addresses when you plug them back in. If th

Helpful Links

- [Rhombus Omnilert Blog post](https://www.rhombus.com/integrations/omnilert/)
- [User-based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072)
- [Omnilert Support doc for Rhombus integration](https://support.omnilert.com/hc/en-us/articles/2195770170

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Related to

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Rhombus Zapier Integration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integ

In this article, we will cover the following:

- [Zapier Overview](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integrat
- [Setting up the Integration](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier
- [Zapier account and configuration](https://support.rhombussystems.com/hc/en-us/articles/29695629096461
- [Zapier Pricing](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integration
- [Example Videos](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integrati
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integration#
- [Contact Support](https://support.rhombussystems.com/hc/en-us/articles/29695629096461-Zapier-Integrati

Zapier Overview

Zapier is the leader in workplace automation, empowering organizations to automate workflows. When integ

Setting up the integration

To set up this integration, you will need the following:

1. Rhombus API
2. Zapier account and configuration

Rhombus API Key

The first part of the setup involves creating a Rhombus API Key for your individual user account. Below are t

1\. Follow the flow below to get to the API page.

```
Rhombus Web Console > Settings > API Management
```

2\. After getting to the page, go ahead and click the "Add API Key" option in the right-hand corner.

3\. Next, you will put a name, have the drop-down be API token, and change the role to Super Admin - If ava

4\. Finally, after hitting the "Submit" button, you will have the ability to show and copy the API Key.

Zapier Account and Configuration

Next, navigate to [Zapier](https://zapier.com/) and create your account. Once created, you will see a page lik

![Screenshot 2024-09-10 at 2.43.52 PM.png](https://support.rhombussystems.com/hc/article_attachments/3(

Go to "Create Zap" on the upper left corner, and you will see a workflow on the screen like this:

![Screenshot 2024-09-10 at 2.46.25 PM.png](https://support.rhombussystems.com/hc/article_attachments/3(

We are going to explore how to add an Excel row every time there is a serial number in pending registration

To start configuring the automation flow, click on "Trigger ". If the trigger is physical (such as a button press)

![Screenshot 2024-09-10 at 3.56.43 PM.png](https://support.rhombussystems.com/hc/article_attachments/3(

Move to the next step "Configure" and set your frequency type, interval, start date, and time of day. Lastly, y

![Screenshot 2024-09-10 at 4.00.14 PM.png](https://support.rhombussystems.com/hc/article_attachments/3(

Next, let's configure an action. In this example, the trigger was the time-frequency but we could also choose

Press on the action button and type in Rhombus as your app. After choosing your action event you will have

To link a Rhombus account to Zapier for the first time, go to "Connect a new account".

![Screenshot 2024-09-11 at 10.07.55 AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Zapier will redirect you to a page like this below. Input your name, email and Rhombus API Key.

![Screenshot 2024-09-10 at 12.43.20 PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Test your rhombus action and hit "Continue" at the bottom right.

![Screenshot 2024-09-11 at 10.13.08 AM.png](https://support.rhombussystems.com/hc/article_attachments/3

To add a secondary action just click on the plus icon below your last action, and another action bounding bo

![Screenshot 2024-09-11 at 10.18.51 AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Go to the "Configure" step and choose further conditions based on the use case.

![Screenshot 2024-09-11 at 10.21.02 AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Test the automation, hit "Publish" and you're all set!

![Screenshot 2024-09-11 at 10.21.33 AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Example Videos

Here is a short video showing the setup explained above, and an additional instructional video on how to cre

Rhombus and Zapier Integration Explained! ■

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Introduction

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4 min■■5 min 21 sec4 min 17 sec3 min 34 sec2 min 51 sec2 min 31 sec2 min 8 sec1 min 42 sec

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Introduction

Rhombus Integration with Zapier

Zapier Pricing

The Rhombus integration with Zapier is free of cost, but Zapier has different subscription types. We can cons

Helpful Links

- [Rhombus Zapier Blog Post](https://www.rhombus.com/integrations/zapier/)
- [Zapier suport doc for Rhombus Integration](https://zapier.com/apps/rhombus/integrations)

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- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
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Box Integration Guide
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Topics included in this article:

- [Create a Custom App](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integrat
- [Authorize Access](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integration#
- [Locating the Enterprise ID](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Inte
- [Folder ID](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integration#h_01HG
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integration#h_01
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integ

Create a Custom App

Before enabling the Box Integration in the Rhombus console, you will need to create a custom app within the

1\. Log into your Box account and select "Dev Console" in the lower left-hand corner.

![Screenshot 2024-10-28 at 3.04.43■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. Next, click "Create New App" in the upper right-hand corner, then select "Custom App."

![Screenshot 2024-10-28 at 3.08.25■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

3\. When the modal opens, enter an app name, select "Integration" under the "Purpose" drop-down menu, se

![Custom App Modal.gif](https://support.rhombussystems.com/hc/article_attachments/31434621497869)

Authorize Access

Once your custom app has been created, you must authorize Rhombus Systems to be able to save data in y

1\. From the Box homepage, click "Dev Console," then select the custom app you created in the previous se

2\. Select the "Configuration" tab at the top of the screen and scroll down to "Add and Manage Public Keys."

![Screenshot 2024-10-28 at 3.27.05■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Locating the Enterprise ID

You can find your Enterprise ID by going to the Admin Console and clicking Account & Billing. You should se

Folder ID

You can select the folder you want clips to be saved under, but it MUST be a folder that is owned by the Rho

1\. Log in to Box as the root admin and click "Admin Console" on the left.

2\. Click "Content" on the left.

3\. In the "filter by user" text box, type Rhombus.

4\. If you click on the Rhombus user, you should see "Rhombus Systems - Cloud Video Security's Files."

5\. If you right-click on the user name on the left side, you should see an option to "Login to user's account."

6\. This will take you into the Rhombus application's storage space and allow you to view newly created files

Locating the Folder ID

1\. Go to the file navigator in your browser and choose "All Files".

2\. Click through the hierarchy until you are in the folder you want to use. (Note: The URL in your browser sh

3\. The last number in the URL (59715232153 in the example above) is the Folder ID.

Helpful Links

- [Cut & Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/115000
- [Data Storage](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-Storage)
- [Sharing a Camera Livestream](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sha

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- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluY)
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj

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Rhombus Relay Solutions
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/35084824057997-Rhombus-R

Topics included in this article:

Overview

Rhombus has two Relay solutions available, Relay Core and Relay Lite.

Relay Core (N100) is physical hardware that integrates existing third-party cameras for a phased migration t

Relay Lite is ideal for mixed camera environments. Relay Lite is a no-hardware solution that uses Rhombus

Note: Third-party cameras currently need to have h.264 encoding format to integrate with Rhombus.

Relay Core (N100)

Relay Core transforms up to 10 (ten) third-party RTSP streaming cameras into a smart camera on the Rhom

Third-party cameras that are ONVIF Compliant or listening on the standard RTSP port (554) are able to be a

Installation and Console Setup

1\. Power on the relay and connect it to the same network the third-party cameras are on. **Note:** The
2\. Navigate to "Settings" and select "Third-Party Cameras."
![Screenshot 2025-03-17 at 3.17.59■PM.png](https://support.rhombussystems.com/hc/article_attachm
3\. Select the "Rhombus Relay Cores" tab. Any pre-registered devices will show up in this section. If a devi
![Screenshot 2025-03-17 at 3.24.12■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. While the relay core is updating, click "Manage Usernames & Passwords." Usernames and passwords a
![Screenshot 2025-03-19 at 11.29.53■AM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Input the Username, Password, and any additional Notes you want to use to identify the third-party cam
![Screenshot 2025-03-19 at 11.32.29■AM.png](https://support.rhombussystems.com/hc/article_attachment
6\. Click on the name of the relay core. This will take you to the page where you can assign cameras, remo
![Screenshot 2025-03-17 at 3.37.23■PM.png](https://support.rhombussystems.com/hc/article_attachments

Console Navigation

Once cameras have been assigned to a Relay Core, the camera streams will be available to view under "Ca

You can differentiate these from Rhombus cameras because "Third-Party" will be displayed in place of a ser

![Screenshot 2025-03-17 at 3.47.36■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- You can set a policy, use AI analytics, and share a stream as you would with other Rhombus cameras.
- An Enterprise license can be applied by navigating to "Settings" and clicking "Manage" under Licenses & F
- Relay Core streams can be added to video walls. For more information, please review the [Managing Vide
- [Alarm Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitorin

Note: You cannot set a static IP address, as the Relay Core is the IP address.

Image Settings

Currently, image settings for third-party streams will need to be changed directly through that camera's UI. C

Notifications

Relay core streams can be selected for notifications, similar to other Rhombus cameras.

Note: Disconnect/Connect notifications will not work for third-party camera streams, as the Rhombus sys

Relay Lite

Relay Lite provides a simple path for consolidating existing cameras into the Rhombus Console for unified liv

The third-party camera can be manually entered using the RTSP URL.

Console Setup

1\. Power on the third-party camera and connect it to the same network the Rhombus cameras are on.
2\. Navigate to "Settings" and select "Third-Party Cameras."
![Screenshot 2025-03-17 at 3.17.59■PM.png](https://support.rhombussystems.com/hc/article_attachm
3\. Click on the "Third-Party Cameras" tab.
![Screenshot 2025-03-18 at 9.30.01■AM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Here you can Manage Usernames & Passwords for the third-party camera streams, add a new third-par
5\. If a camera stream has not auto-populated, click "Add Third-Party Camera."
![Screenshot 2025-03-19 at 1.29.48■PM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Assign the camera to a location and enter the RTSP URL. If the username and password has been
![Screenshot 2025-03-19 at 1.31.42■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. To assign an auto-validated camera to Relay Lite, click "Assign."
![Screenshot 2025-03-18 at 9.36.15■AM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Provide the camera with a name and select "Relay Lite" from the "Assign To" dropdown menu. Click "As
![Screenshot 2025-03-18 at 9.33.44■AM.png](https://support.rhombussystems.com/hc/article_attachme

Console Navigation

The assigned camera will now be available for viewing under cameras in the "Devices" tab.

For Rhombus Lite, only the livestream is available. To use features with the stream, the third-party camera n

You can edit the name/location as well as unassign the camera.

![Screenshot 2025-03-18 at 9.40.10■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Relay Lite streams can be added to video walls. For more information, please review the [Managing Video W

Image Settings

Currently, image settings for third-party streams will need to be changed directly through that cameras UI. O

Helpful Links

- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705
- [Cut & Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/115000
- [Console Features and Licensing](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-
- [End User License Agreement](https://legal.rhombus.com/end-user-tos/eula)
- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-V

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- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

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Camera Bandwidth Guide
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Topics included in this article:

- [Network Flow](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandwidth#
- [Bandwidth Requirements](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-
- [Bandwidth Reporting](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Ban
- [Variable Bitrate](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandwidt
- [Minimize Bandwidth Consumption](https://support.rhombussystems.com/hc/en-us/articles/360038029191-

- [Optimize Bit Rate and Resolution](https://support.rhombussystems.com/hc/en-us/articles/360038029191-C
- [Reduce the Number of Active Streams](https://support.rhombussystems.com/hc/en-us/articles/360038029
- [Manage Cloud Upload Time](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Came
- [Schedule Firmware Updates](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Came
- [Video Delay when Streaming](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Cam
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Network Flow

![Screen_Shot_2019-12-17_at_3.57.32_PM.png](https://support.rhombussystems.com/hc/article_attachmen

Figure 1.) Diagram illustrating a general network flow.

Bandwidth Requirements

The bandwidth used when live streaming a camera depends on the amount of motion and type of camera.

Camera	**WAN Live Streaming Bandwidth Range**
R120	530Kbps - 720Kbps
R170	530Kbps - 720Kbps
R200	530Kbps - 720Kbps
R230	530Kbps - 720Kbps
R360	480Kbps - 1440Kbps
R400	530Kbps - 1440Kbps
R500	530Kbps - 1440Kbps
R510	530Kbps - 1440Kbps
R520	530Kbps - 720Kbps
R600	530Kbps - 720Kbps (per image sensor)

Audio Gateway	**WAN Live Streaming Bandwidth Range**
A100	32Kbps - 52Kbps

Note: This bandwidth is only taken when a camera is being actively streamed. Otherwise, the upload ba

Bandwidth Reporting

Device Page

You can view the bandwidth usage of any camera by navigating to the camera, selecting the "Historical Data

![Screenshot 2025-03-13 at 10.39.28■AM.png](https://support.rhombussystems.com/hc/article_attachments

Home Page

You can view the average camera bandwidth on the Home dashboard under "Reports."

![Screenshot 2025-03-13 at 10.41.58■AM.png](https://support.rhombussystems.com/hc/article_attachments

Logs and Reports Page

Under the "Logs and Reports" tab, you can select "Bandwidth." Here you can compare different cameras an

Variable Bitrate

Rhombus is committed to ensuring the lowest possible bandwidth consumption on customers' networks whil

Minimize Bandwidth Consumption

Although Rhombus cameras are designed to consume as little bandwidth as possible, you may find that you

Reduce AI Detections

The most effective way to minimize bandwidth consumption from your Rhombus devices is by reducing the t

![Screenshot 2025-03-18 at 2.59.19■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Utilize Activity Regions

By default, AI detection features will search a camera's full FoV to identify movement events. Activity regions

See our article on [Configuring Activity Regions](https://support.rhombussystems.com/hc/en-us/articles/3600

Optimize Bit Rate and Resolution

A camera's bit rate and resolution settings can significantly impact the amount of bandwidth they consume. F

Max bit rate and resolution settings can be adjusted within a camera's settings in the camera viewer.
![Screenshot 2025-03-19 at 10.31.52■AM.png](https://support.rhombussystems.com/hc/article_attachment

Reduce the Number of Active Streams

Reducing the number of active streams is another great way to minimize bandwidth consumption. If multiple

Video walls can be another source of unexpected bandwidth consumption. Video walls will pull multiple cam

Manage Cloud Upload Time

Managing when your cameras upload footage to the cloud won't change overall bandwidth consumption but

Note: Editing the cloud upload time will delay when footage is transferred to the cloud. Therefore, all histo

1\. Navigate to "Settings" and select "Cloud Upload Time."
![Screenshot 2025-03-13 at 12.49.31■PM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Choose to use the same upload time for all locations/cameras or customize upload times per location or
![Screenshot 2025-03-13 at 2.24.28■PM.png](https://support.rhombussystems.com/hc/article_attachments

Schedule Firmware Updates

Scheduling firmware updates outside of your normal high-usage times won't reduce overall bandwidth consu

1\. Navigate to "Settings" and select "Firmware Updates."
![Screenshot 2025-03-17 at 1.42.15■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. On this screen, you can choose when you'd like your firmware updates to take place and the duration of
![Screenshot 2025-03-17 at 1.53.57■PM.png](https://support.rhombussystems.com/hc/article_attachments

Video Delay when Streaming

Many IP camera solutions struggle with live HD video streaming. The Rhombus solution offers near real-tim

< 200 milliseconds on LAN (local network streaming)

< 500 milliseconds on WAN (remote streaming)

The actual performance can vary depending on the number of cameras being streamed concurrently, the dis

Video Streaming

Each camera comes with an embedded microSD card which serves as the primary storage mechanism for a

- **LAN:** When on any network where the private IP address of a camera is routable from a user's laptop o
- **WAN:** On an outside network instead of going directly to the camera, which would require ingress ports

Regardless of LAN or WAN, streaming is performed over a low-level web socket connection. A custom, light

Local Recording

On each camera, H.264 encoded video is stored in 2-second segments on the local /ext4 filesystem. The siz

The storage mechanism works like a circular buffer, expunging old data only when new data needs to be wri

Cloud Recording & Policy Events

When Cloud Archiving is enabled on a camera, segments of locally stored footage are continuously sent dire

Policy events are configured to intelligently upload content to the cloud where more substantial analysis can

Offline Mode

If a connected camera loses its internet connection (either over WiFi or ethernet), it will continue to record as

If Cloud Archiving is enabled, you can view past footage online while the camera is offline. Furthermore, onc

When the camera reconnects, it will auto-scan for certain ports including the NTP/123 port. This port must be

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Cloud Archiving](https://support.rhombussystems.com/hc/en-us/articles/10055806823565-Cloud-Archiving
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- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
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Unregister Devices Guide
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Topics included in this article:

- [Unregistering a Device](https://support.rhombussystems.com/hc/en-us/articles/115009619768-Unregister-

- [Unregister a Camera or Audio Gateway from the Web Console](https://support.rhombussystems.com/hc/e
- [Unregister a Camera or Audio Gateway from the Mobile App](https://support.rhombussystems.com/hc/en-
- [Camera Reset (Final Step)](https://support.rhombussystems.com/hc/en-us/articles/115009619768-Unregis
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- [Unregistering Access Control Devices](https://support.rhombussystems.com/hc/en-us/articles/1150096197
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Unregistering a Device

Unregistering a device will remove it from an organization and delete any unsaved footage from said device.

Unregister a Camera or Audio Gateway from the Web Console

1\. In the Rhombus Console, navigate to the "Devices" page and select the name of the camera or audio gat

![Screenshot 2025-02-06 at 1.38.21■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. Scroll down to "Camera Details & Settings" and select "Unregister camera."

![Screenshot 2025-02-06 at 1.42.16■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Unregister a Camera or Audio Gateway from the Mobile App

1\. To unregister a camera or audio gateway from the mobile app, first open the device you wish to unregiste

2\. Next, tap the ![IMG_4554.jpg](https://support.rhombussystems.com/hc/article_attachments/34103029486

![RPReplay_Final1738877165.gif](https://support.rhombussystems.com/hc/article_attachments/3410302948

Camera Reset (Final Step)

Once the camera is unregistered, it will typically take 1-3 minutes for it to fully reset itself to factory settings,

IMPORTANT \- If your camera has not fully reset itself before you unplug it, you may have difficulty re-reg

Unregistering a Sensor

Unlike unregistering a camera, sensors can **only** be unregistered via the mobile app. To unregister a sen

Note: To unregister a sensor, a BLE-compatible device must be connected to the network and within ran

1\. Open the Rhombus Mobile App and navigate to the "Menu" at the bottom-right corner of the page.

2\. Tap "Utilities."

![Mobile App Menu.jpeg](https://support.rhombussystems.com/hc/article_attachments/34103746611725)

3\. Tap "Unregister Sensors."

![Unregister Sensors.jpeg](https://support.rhombussystems.com/hc/article_attachments/34103762714253)

4\. Select the sensor(s) you want to unregister and complete the process.

Unregistering Access Control Devices

The process for unregistering an Access Control device (DC20, DR40, or DR20) differs from that of our othe

Unregister a Door Reader (DR20 or DR40)

Note: At this time, unregistering a DR20 is not supported. Please [Contact Support](https://support.rhomb

1\. To unregister a door reader, you'll need to start in the Rhombus Console.

2\. Navigate to "Settings" and select "Door Controllers." Turn off the toggle to "Auto-register Readers" in the

![Screenshot 2025-02-06 at 2.01.18■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Note: If the "Auto-register Readers" setting is enabled and the door reader is still connected to the door c

3\. Once the auto-register setting has been disabled, open the Rhombus Mobile App on your phone.

4\. Navigate to the door reader you plan to unregister. This can be done from the main menu either by tappir

5\. When viewing the door reader in the mobile app, tap the ![IMG_4554.jpg](https://support.rhombussystem

![Unregister Video Intercom.gif](https://support.rhombussystems.com/hc/article_attachments/341042331266

Unregister a DC20

1\. To unregister a DC20, all associated door readers and virtual doors must be deleted first. To delete these

2\. On the Door Controllers page, click "Delete" under each virtual door at the top of the page and then click

3\. Once all virtual doors have been deleted, scroll to the bottom of the Door Controllers page and click "Dele

Helpful Links

- [Camera LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Camera-

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- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

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Lumeo Integration Guide
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Topics included in this article:

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- [How to set up](https://support.rhombussystems.com/hc/en-us/articles/20634705531917-Lumeo-Integration
- [Lumeo Side](https://support.rhombussystems.com/hc/en-us/articles/20634705531917-Lumeo-Integration#
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/20634705531917-Lumeo-Integration

Note: Rhombus suggests reaching out to your Rhombus Account Executive to set up a use case call out

What is Lumeo?

Lumeo is an award-winning "no-code" video analytics platform. It enables you to design and deploy any vide

Using multi-modal dashboards, drag-and-drop tools, pre-built analytics, and ready-to-use AI models, Lumeo

Lumeo's cloud-managed analytics can run in real time or on archived data. It supports cloud, on-premises, o

The Lumeo Rhombus integration enables Lumeo to pull Secure Raw streams from Rhombus cameras, analy

How to set up

Below are the steps for setting up the Lumeo integration on the Rhombus side by taking a secured raw strea

Rhombus Side

1\. To set up Lumeo integration please follow the path below.

```
Rhombus Web Console > Settings > Third Party Integrations > Lumeo
```

2\. Next, go ahead and toggle the 'Enable LUMEO Integration' to turn the integration on.

3\. Then go ahead and select a camera in the drop-down that you would like to leverage LUMEO for.

4\. Next, navigate to your desired camera and select 'Secure Raw Streams' at the bottom of the 'Camera De

5\. After clicking on the 'Secure Raw Streams' option you will be shown the option to create a stream.

![Snip20221026_43.png](https://support.rhombussystems.com/hc/article_attachments/23779377744525)

6\. Once you have clicked the 'Create' button you will be prompted to provide a name to the stream.

![Snip20221026_44.png](https://support.rhombussystems.com/hc/article_attachments/23779382540173)

7\. After entering a name and clicking the create button the final window will open where you can get the link

![Snip20221026_45.png](https://support.rhombussystems.com/hc/article_attachments/23779382546189)

8\. Lastly, you will want to select 'Copy Link' and navigate to Lumeo.

Lumeo Side

After logging into the Lumeo console [here](https://console.lumeo.com/) follow the path below to add the Sec

```
Lumeo Console > Deploy > Streams > Add Input Stream
```

After going to that page go ahead and select 'Global' or a 'Gateway' for the stream and copy the Rhombus S

Helpful Links

- [Rhombus & Lumeo Info](https://www.rhombus.com/integrations/lumeo/)
- [Lumeo Documentation](https://docs.lumeo.com/)
- [Secure Raw Streams](https://support.rhombussystems.com/hc/en-us/articles/10168929300493-Secure-Ra

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- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [How Do I Activate Webhooks?](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Intuiface Integration Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ(
- [Interacting with the Timeline](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

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- [Profile](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile#h_01GDP8TV
- [Sessions](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile#h_01GDP8
- [User Settings](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile#h_01C
- [Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile#01
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile#h_01H
- [Contact Support and Sales](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-

To access your profile options, log into the console and click the user icon in the top right corner. In this

Profile

The first option is "Profile." This menu displays:

- User Information (Name / Role / Email)
- Phone Number assigned to your user account for 2FA
- Link to enable 2FA for your user account
- Session Activity

2-Factor Authentication

Select "2-Factor Authentication" to enable this setting for your user account. You can also select "add device

![Snip20220923_36.png](https://support.rhombussystems.com/hc/article_attachments/9397703002509)

![profile2FA.png](https://support.rhombussystems.com/hc/article_attachments/27551057856269)

Sessions

You can view your current and previous user login sessions at the bottom of the screen. Click on the "Show

![profileSessions.png](https://support.rhombussystems.com/hc/article_attachments/27521025789965)

User Settings

The second option is "User Settings." This page will allow you to:

- Change your username
- Reset your password
- Change how units of measurement are displayed in the console (Imperial or Metric),
- Display detailed information about your Role
- Change the page order of the left-hand side of the console
- Upload a photo
- Manage your user alert notifications

Additionally, if your organization has Access Control enabled, you can view your Credentials, Group Membe

![profileAccessC.png](https://support.rhombussystems.com/hc/article_attachments/27524171165197)

Alert Notifications

The third option is Alert Notifications. Here you can customize the time periods you want to receive alerts. Fo

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Enabling Two-Factor Authentication for Your Org or a User](https://support.rhombussystems.com/hc/en-us
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use

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- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Cloud Archiving](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG

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LAN and WAN Overview
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6981246430989-LAN-WAN#m

Topics included in this article:

- [LAN (Local Area Network)](https://support.rhombussystems.com/hc/en-us/articles/6981246430989-LAN-W
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LAN (Local Area Network)

A LAN, or Local Area Network, is a network that connects computers and devices within a limited geographic

It's typically under the gateway (such as your router or firewall), and all the devices within this area can comm

LAN Benefits

One key benefit of having network devices on the same Local Area Network (LAN) is that they can exchange

When you view Rhombus cameras over the LAN, your Internet bandwidth remains untouched, resulting in ve

To view more about bandwidth with Rhombus devices please go [here](https://support.rhombussystems.com

WAN (Wide Area Network)

A WAN, or Wide Area Network, is a telecommunications network that extends over a large geographical are

![support KBA.png](https://support.rhombussystems.com/hc/article_attachments/35224075024269)

Rhombus Console

When viewing a camera on the Rhombus console, you can see how your device is connected to that camera

| ![Screenshot 2024-10-17 at 12.25.20■PM.png](https://support.rhombussystems.com/hc/article_attachment

Helpful Links

- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandw
- [Networking Best Practices](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Netwo
- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/articles/4410625643533-Using-th

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- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

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Dropbox Integration Guide
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Topics included in this article:

- [What does the Dropbox Integration do?](https://support.rhombussystems.com/hc/en-us/articles/36002039
- [How to setup the Dropbox Integration](https://support.rhombussystems.com/hc/en-us/articles/3600354970
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020392292#h_01HHQ8YJ4ZCJ2
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020392292#h_01HH

What does the Dropbox Integration do?

When a clip is saved inside the Rhombus console, a copy will automatically be synced to "Dropbox > Apps >

How to setup the Dropbox Integration

1. Go to Settings > Third Party Integrations > Storage Management > Dropbox
2. Toggle on the Dropbox integration.
3. Click "Login with Dropbox"
4. You will be redirected to a Dropbox login page. Type in the email and password of the account where you
5. Click the "Manage" button below the "Account Name" field. A prompt will appear, where Rhombus System
6. Click Allow

| ![DropBox Integration.png](https://support.rhombussystems.com/hc/article_attachments/22393905129101)
| ![Screen_Shot_2019-10-23_at_3.24.50_PM.png](https://support.rhombussystems.com/hc/article_attachme

Dropbox can be enabled and disabled at any time by clicking the blue switch above "Account Email" and the

Helpful Links

- [OneDrive Integration for Saved Clips](https://support.rhombussystems.com/hc/en-us/articles/3600409568
- [Google Drive Integration for Saved Clips](https://support.rhombussystems.com/hc/en-us/articles/36002039
- [Box Integration](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integration)

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PagerDuty Integration Guide
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- [Setup in PagerDuty Account](https://support.rhombussystems.com/hc/en-us/articles/360020392032-Pager
- [Setup in Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/360020392032-PagerI
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020392032-PagerDuty-Integratio
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020392032-PagerDu

What does the PagerDuty integration do?

PagerDuty allows you to create API credentials for authentication.

Setup in PagerDuty Account

1. Login to your PagerDuty account.
2. Select Configuration then Services
3. Select "New Service" in the upper right.
4. Fill out the General Settings and Integration Settings sections.
5. Fill out your preferences for Incident Settings and Incident Behavior.

6. Select "Add Service" at the bottom.
7. Click the "Integrations" tab under the Service Details to get the "Integration Key"
8. Copy the "Integration Key"

![Pager1.png](https://support.rhombussystems.com/hc/article_attachments/360027824572)	![Pager2.png]
Step 2	Step 4

Setup in Rhombus Console

1. Go to Settings > Third Party Integrations > Incident Management > PagerDuty
2. Toggle on the PagerDuty integration.
3. Paste the PagerDuty Integration Key from Step 8 of Setup in PagerDuty
4. Select Add API Key.
5. Select Save

![PagerDuty API Key.png](https://support.rhombussystems.com/hc/article_attachments/22390168386445)

Helpful Links

- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integration-wit
- [Box Integration](https://support.rhombussystems.com/hc/en-us/articles/360020391872-Box-Integration)
- [ServiceNow Integration](https://support.rhombussystems.com/hc/en-us/articles/360020392292-ServiceNo

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Related articles

- [SCIM Setup for SSO](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd0
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- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020392292-ServiceN

What does the ServiceNow Integration do?

ServiceNow is used to automate IT and business processes. This integration acts as an ingestion tool for AL

Setup in ServiceNow Console

1\. Get the Instance URL while logged into the ServiceNow console.

- This can be found in the address bar of the browser when using ServiceNow and is typically in the following

2\. Create a Service User (A service user is required for generating API credentials.)

- Click Users on the left.
![image2-19.png](https://support.rhombussystems.com/hc/article_attachments/360016580812)
- Click New to create a new user.
![image3-21.png](https://support.rhombussystems.com/hc/article_attachments/360016633611)
- Specify a Username and Password for this account. Remember both as you will need to input these value
![image4-23.png](https://support.rhombussystems.com/hc/article_attachments/360016633631)

Setup in the Rhombus Console

1. Go to Settings > Third Party Integrations > Incident Management > ServiceNow
2. Toggle on the ServiceNow integration.
3. Paste the Instance URL, Username & Password from the ServiceNow Console setup section.
4. Select Save.

![ServiceNow Intergration.png](https://support.rhombussystems.com/hc/article_attachments/2239161430196

Helpful Links

- [PagerDuty Integration](https://support.rhombussystems.com/hc/en-us/articles/360020392032-PagerDuty-I
- [Slack Integration for Notifications](https://support.rhombussystems.com/hc/en-us/articles/115002227892-S
- [Microsoft Teams Integration](https://support.rhombussystems.com/hc/en-us/articles/360046632751-Micros

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Related articles

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- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAl
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Microsoft Teams Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ

- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo

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Rhombus and Envoy Integration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6771927683981-Envoy-Integra

Topics included in this article:

- [Rhombus Setup](https://support.rhombussystems.com/hc/en-us/articles/6771927683981-Envoy-Integratio
- [Updating Credentials](https://support.rhombussystems.com/hc/en-us/articles/6771927683981-Envoy-Integ
- [Video of Rhombus/ Envoy Integration](https://support.rhombussystems.com/hc/en-us/articles/6771927683

Note: This article assumes you have set up your Envoy account and are an administrator with the ability

Rhombus Setup

Step 1: Navigate to the Rhombus console third party integrations page and choose "edit" under Envoy

![](https://t36085281.p.clickup-attachments.com/t36085281/ee00d97b-65fc-4e8e-9a58-83d1e764c1ac/image

Step 2: Choose Login with Envoy where you will be navigated to login using your Envoy account credentials

![](https://t36085281.p.clickup-attachments.com/t36085281/167b36c4-59eb-4128-96db-7d42e365354a/imag

Step 3: You now have the option to associate each Envoy location with as many cameras as you'd like. Clic

Step 4: On part 2, you're giving 3 additional options to enable with your Envoy integration.

![](https://t36085281.p.clickup-attachments.com/t36085281/b71c62e6-ca5b-4866-840c-38ca2115f715/image

Step 5: Enjoy! You have completed the integration and now will start seeing visitor entry events on the timeli

![](https://t36085281.p.clickup-attachments.com/t36085281/fded1588-ece4-4a0d-82ac-afa5f5d0a3f4/image.p

Updating Credentials

If for any reason you need to update the credentials, you can do so very easily by clicking the "Update Crede

Video of the Rhombus/ Envoy Integration

Envoy Rhombus Integration - YouTube

Rhombus

220 subscribers

[Envoy Rhombus Integration](https://www.youtube.com/watch?v=JlSmlmHnHao)

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Secure Raw Streams Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/10168929300493-Secure-Raw

Topics included in this article:

Note: This feature can only be utilized while viewing cameras on your Local Area Network (LAN)

Secure Raw Streams vs RTSP

Rhombus's decision to use an alternative to Real-Time Streaming Protocol (RTSP) is based on security for b

Secure Raw Stream Details

The Rhombus Secure Raw Streaming feature is a live, stripped-down H.264 stream of the camera feed. Usi

Rhombus recommends having a VLAN set up with DCHP IP reservation just in case the IP address changes

Note: The stream of the camera will not have any AI analytics, timestamp, or event markers.

RTSP Security Gaps

Real-Time Streaming Protocol (RTSP) does not meet the requirement of Rhombus standards for the reason

- RTSP is not encrypted via the channel or route the stream is coming from.

- This can cause an individual to packet sniff the network and acquire stream data.
- RTSP violates Rhombus's user privacy and security.
- Having RTSP as a default on our Rhombus cameras would not pass our routine third-party security audits.
- RTSP lacks end-to-end encryption.
- Passwords are exposed as plain text in RTSP URLs.

Accessing the Secure Raw Stream

1\. To create the Secure Raw Stream, follow the pathway below:

_Log in to the Rhombus Console > Devices > Click on a camera of your choice > Scroll down to "More detai

![Snip20221026_42.png](https://support.rhombussystems.com/hc/article_attachments/10168911611149)

2\. After clicking on the "Secure Raw Streams" button, you will be shown the option to create the stream.

![Screenshot 2024-06-20 at 3.19.47■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

3\. After clicking the "Create" button, you will be prompted to provide a name for the stream.

![Snip20221026_44.png](https://support.rhombussystems.com/hc/article_attachments/10169901708301) 4\.

![Snip20221026_45.png](https://support.rhombussystems.com/hc/article_attachments/10170179151501)

Implementing the Secure Raw Stream

Secure Raw Streaming is ideal for customers who want to integrate Rhombus cameras with their existing NV

VMS/NVR

Our Secure Raw Streams can be used in video management software and on an NVR/DVR system. This let

Video Player

Below is an example of how to use the video player [VLC](https://www.videolan.org/) to play the Secure Raw

![Screen_Recording_2023-05-24_at_9.20.23_AM.gif](https://support.rhombussystems.com/hc/article_attach

Milestone Configuration

[Milestone](https://www.milestonesys.com/) has the ability to ingest Rhombus SRS into their VMS, this can b

Step 1:

Navigate to "Add Hardware" and select Manual.![Screenshot 2024-09-10 at 10.02.43■AM.png](https://suppo

Step 2:

Check the box for admin and leave default password as is and click next. [![Screenshot 2024-09-10 at 10.04

Step 3:

Click the drop down for "Universal" and select the "Universal 1 channel driver".

![Screenshot 2024-09-10 at 10.06.10■AM.png](https://support.rhombussystems.com/hc/article_attachments

Step 4:

input camera IP address, preferred port, DO NOT select "Use HTTPS", input HTTPS port, and finally select

![Screenshot 2024-09-10 at 10.10.09■AM.png](https://support.rhombussystems.com/hc/article_attachme

Step 5:

Assign camera to a group and click finish.

![Screenshot 2024-09-10 at 10.11.34■AM.png](https://support.rhombussystems.com/hc/article_attachments

Step 6:

You will now see the camera populated on the server but the image will show "no video" the next steps will

Step 7:

Navigate to the driver and copy settings below:

![Screenshot 2024-09-10 at 10.19.23■AM.png](https://support.rhombussystems.com/hc/article_attachments

Step 8:

Go to the camera in the rhombus console, select the SRS link and copy the URI as seen below and place U

![Screenshot 2024-09-10 at 10.15.30■AM.png](https://support.rhombussystems.com/hc/article_attachments

Step 9:

Finally navigate back to the camera and copy below settings, remember the URI is part of the SRS URL and

![Screenshot 2024-09-10 at 10.20.48■AM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Introducing A Safer Alternative to RTSP: Secure Raw Streaming](https://www.rhombus.com/blog/secure-r
- [How to set up in Milestone](https://doc.milestonesys.com/latest/en-US/universaldriver/adding_in_xprotect_

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- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV...
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Rhombus App Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-...

Topics included in this article:

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- [Tabs](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthrough#...
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- [Audio Gateways](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-W...
- [Door Sensors](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walk...
- [Environmental Sensors](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-...
- [Motion Sensors](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Wa...
- [Buttons](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthroug...
- [Locations](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthro...
- [Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkth...
- [Alerts](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthrough#...
- [Menu](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthrough#...
- [Features](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkthrou...

- [Clip Capture](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkth...
- [Zoom & Timeline](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-W...
- [Camera Settings & Details](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhomb...
- [Region Search](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Wal...
- [Past Footage](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkt...
- [Color Search](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkt...
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombus-App-Walkt...
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhombu...

Overview

![Screenshot 2024-03-07 at 9.38.58■AM.png](https://support.rhombussystems.com/hc/article_attachments/2...

The Rhombus console can be accessed via the web console and the mobile app (for [iOS](https://apps.appl...

Tabs

Devices

Upon logging into the mobile app, you will land on the "Devices" tab. This page functions as a hub to access...

Note: Your view may vary depending on your account permissions and registered devices.

![Devices Tab.gif](https://support.rhombussystems.com/hc/article_attachments/36391341561357)

Cameras

Tapping "Cameras" within the "Devices" tab brings up all registered cameras. Tapping a camera thumbnail b

![Cameras.gif](https://support.rhombussystems.com/hc/article_attachments/36392713139853)

Video Intercoms

The "Video Intercoms" page displays your registered video intercoms (DR40s). Tapping a thumbnail brings u

When viewing a video intercom feed, you can unmute your microphone to communicate with someone on th

By default, doorbell notifications will redirect to the DR40 page.

![Video Intercoms.gif](https://support.rhombussystems.com/hc/article_attachments/36392713143565)

Doors

The "Doors" page displays all access control doors on your account. You can unlock a specific door by tappi

![Doors.gif](https://support.rhombussystems.com/hc/article_attachments/36394841741069)

Audio Gateways

The "Audio Gateways" page displays your registered A100 devices. Tapping an audio gateway provides the

![Audio Gateways.gif](https://support.rhombussystems.com/hc/article_attachments/36395427088525)

Door Sensors

The "Door Sensors" page displays your registered D20 sensors, the closed/open status of the doors, and a

![Door Sensors.gif](https://support.rhombussystems.com/hc/article_attachments/36396673822477)

Environmental Sensors

The "Environmental Sensors" page displays all environmental sensors registered to your account. The main

![Environmental Sensors.gif](https://support.rhombussystems.com/hc/article_attachments/36397266661645)

Motion Sensors

The "Motion Sensors" page provides a brief overview of all motion sensors registered to your account. Tapp

![Motion Sensors.gif](https://support.rhombussystems.com/hc/article_attachments/36400639395853)

Buttons

The "Buttons" page offers a brief health overview, including signal strength and battery life, of all B10 buttons

![Buttons.gif](https://support.rhombussystems.com/hc/article_attachments/36400639398285)

Locations

The "Locations" page will display all locations where you have registered devices, and a brief health report o

When viewing a location, you can also choose any other device type from the menu at the top of your screen

![Locations.gif](https://support.rhombussystems.com/hc/article_attachments/36402734741773)

Video Walls

The "Video Walls" tab displays all video walls in your account. Tapping a video wall provides visibility to the

Note: Visibility to video walls or cameras within video walls may vary depending on your user account pe

![Video Walls.gif](https://support.rhombussystems.com/hc/article_attachments/36462285881869)

Alerts

The "Alerts" tab displays all device alerts based on previously created alert policies. Selecting an alert brings

![Alerts.gif](https://support.rhombussystems.com/hc/article_attachments/36462684228749)

Menu

The "Menu" tab provides access to several different options in your Rhombus console:

- Alarm Monitoring: A hub to view the alarm monitoring status for your console locations and threat cases tha
- Saved Video: View video clips that have been captured and shared.
- Faces: View and manage recent sightings of faces that have passed by cameras in your organization.
- License Plates: View and manage recent sightings of license plates that have been captured by your came
- Utilities: Access to different utilities such as updating Wi-Fi credentials, unregistering sensors, Bluetooth dia
- Account: Request support, send logs to support, log out, etc.
- Register Devices: A wizard to register devices to your console.

![Menu.gif](https://support.rhombussystems.com/hc/article_attachments/36466646394125)

Features

Clip Capture

The clip capture feature allows you to easily save clips and share them. To save a clip, tap the scissors icon

![Clip Capture.gif](https://support.rhombussystems.com/hc/article_attachments/36466992894861)

Zoom & Timeline

When viewing a camera feed, you can zoom in on the timeline to find an event's exact seek point. To zoom i

![Zoom & Timeline.gif](https://support.rhombussystems.com/hc/article_attachments/36467592606477)

Camera Settings & Details

To view camera settings and details, tap the ![IMG_5220.jpg](https://support.rhombussystems.com/hc/article

![Settings & Details.gif](https://support.rhombussystems.com/hc/article_attachments/36550785686029)

Region Search

The Region Search feature lets you highlight a portion of the camera viewer to search for any movement eve

![Region Search.gif](https://support.rhombussystems.com/hc/article_attachments/36553602004621)

Past Footage

When viewing a camera in the Rhombus app, you can navigate to a specific date and time to view historical

![Past Footage.gif](https://support.rhombussystems.com/hc/article_attachments/36554342837261)

Color Search

Color Search allows you to search historical footage for a human or vehicle movement event with a matching

Note: Color Search is available with an added [Enterprise License](https://www.rhombussystems.com/pri

![Color Search.gif](https://support.rhombussystems.com/hc/article_attachments/36555067093005)

Helpful Links

- [Mobile Bluetooth Diagnostics](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mol
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYY
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

Facial Recognition Management
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Fa

Topics included in this article:

- [Camera Positioning and Zooming](https://support.rhombussystems.com/hc/en-us/articles/3266897346868
- [Search Faces](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial-
- [Search and Filter](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Fac
- [Matched Face Event](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-
- [Unmatched Face Event](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managi
- [Manage Faces](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial
- [Photo Selection Best Practices](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-N
- [Add a Person](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial-
- [Bulk Add People](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Faci
- [Edit a Person](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial-
- [Change Matchmaker Photos](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Ma
- [Delete a Person](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facia
- [Add Labels](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial-Re
- [Matchmaker Images](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-
- [AI Matching Threshold](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managin
- [Face Alert Policy using Labels](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-M
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Managing-Facial-R
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/32668973468685-Manag

Camera Positioning and Zooming

Lighting, camera angles, and camera positioning all play critical roles in establishing an optimal facial recogn

Best Practices

![Facial Recognition Mounting Requirements_V2.png](https://support.rhombussystems.com/hc/article_attach

- **Mounting Position:** Place the camera as close to face level as possible with an angle under 30° from all
- **Camera Distance:** Mount at a distance that provides approximately 100 PPF (pixels per foot) on the fac
- **Lighting:** Ensure the camera faces inward to avoid back-lighting and is placed in a well-lit area. Minimiz
- **Focus:** Adjust the camera's zoom to focus on the intended facial capture area.
- **Encourage Attention:** Position the camera where people will naturally look toward it, such as near a sig
- **Uncooperative Scenarios:** For cases where individuals don't actively engage with the camera, try to opt
- **Unique People Counting Feature:** For unique people counting, Rhombus recommends mounting the ca

Search Faces

Navigate to Search Faces

1\. Click on the "Investigations" tab and select "Faces."

| ![Screenshot 2025-04-09 at 9.17.16■AM.png](https://support.rhombussystems.com/hc/article_attachments
| 2\. Click "Search." |
| ![Screenshot 2025-04-09 at 9.18.43■AM.png](https://support.rhombussystems.com/hc/article_attachments

Search and Filter

You can search for a name that has a match.

You can filter the results by time frame, location(s), camera(s), or label(s).

Toggle on the "Show only matched faces" to filter out any unmatched faces.

![Screenshot 2025-04-09 at 9.21.07■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Matched Face Event

Matched face events will provide the confidence percentage the model was when matching the face and the

![Screenshot 2024-12-16 at 2.15.01■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

If the match is incorrect or needs to be edited in some way, several actions can be taken:

- View similar sightings - View other sightings for faces matched to this name profile.
- Not a face - Mark the image captured as not a face.
- Remove as match - Remove the face as a match to the current name profile.
- Click the label icon to add or create a new label to associate with the name profile.
- You can also directly edit the name of the match by clicking the edit pencil next to the name.

![Screenshot 2025-04-09 at 9.42.30■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Unmatched Face Event

An unmatched face event is an instance where the confidence threshold for matching the face did not meet t

![Screenshot 2024-12-16 at 2.15.44■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

To edit the event, click on the three dots next to "Unmatched." Here, you can either mark the event as "Not a

Note: Adding a name to an unmatched face event will not affect future detection accuracy for that person

![Screenshot 2025-04-09 at 10.01.22■AM.png](https://support.rhombussystems.com/hc/article_attachments

If the name does not already exist as a saved person, you can do a quick add to create a new profile. This w

![Screenshot 2024-12-16 at 2.32.25■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Manage Faces

Navigate to Manage Faces

| | |

| --- |
| 1\. Click on the "Investigations" tab and select "Faces." |
| ![Screenshot 2025-04-09 at 9.17.16■AM.png](https://support.rhombussystems.com/hc/article_attachments |
| 2\. Click "Manage." |
| ![Screenshot 2025-04-09 at 10.06.00■AM.png](https://support.rhombussystems.com/hc/article_attachment |

Photo Selection Best Practices

For optimal face matching, Rhombus recommends a few best practices when choosing images to use as ma

- **Start with "Upload":** We recommend starting with high-quality front views for the uploaded photo and se
- **Image Clarity:** Use clear images or captures with minimal to no blurring.
- **Face Angle:** For the "Upload" photo, we recommend using a high-quality front-facing image of the pers
- **Maintain Updates:** If a person has any significant changes, such as growing a beard or getting a haircut

Add a Person

1\. Click "Add Person."
![Screenshot 2024-12-12 at 2.57.33■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Name the person you are adding. **Optional:** Select images from a camera(s) to add here as mat
![Screenshot 2024-12-12 at 3.04.07■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Once the person has been created, you can click the "Upload" icon next to their name.
![Screenshot 2024-12-12 at 3.08.21■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Select the image you wish to upload from your computer, and it will populate in the "Uploaded Face" col
![Screenshot 2024-12-12 at 3.20.45■PM.png](https://support.rhombussystems.com/hc/article_attachments

Bulk Add People

1\. Click "Bulk Upload."
![Screenshot 2024-12-12 at 3.33.48■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Image naming is important. If you name an image **Jane Smith.jpg,** the created person will also inclu
![Screenshot 2024-12-12 at 3.37.07■PM.png](https://support.rhombussystems.com/hc/article_attachments

Edit a Person

Edit a Name

1\. Click on the pencil icon next to the person's name.
![Screenshot 2024-12-12 at 3.46.00■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Write the new name and click "Save."
![Screenshot 2024-12-12 at 3.48.16■PM.png](https://support.rhombussystems.com/hc/article_attachments

Change Matchmaker Photos

| | |

| --- |
| 1\. Hover over an image and click the "X" to delete it. Confirm the deletion on the next window by clicking "[|
| ![Screenshot 2024-12-12 at 3.52.25■PM.png](https://support.rhombussystems.com/hc/article_attachments |
| 2\. Click the "+" symbol to add an image to an empty slot. |
| ![Screenshot 2024-12-12 at 3.52.25■PM (1).png](https://support.rhombussystems.com/hc/article_attachme |
| 3\. Select an image and click "Save." |

Delete a Person

1\. Click the trashcan icon next to a person's name.
![Screenshot 2024-12-12 at 4.05.40■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click "Delete" to confirm the deletion of the full person's profile.
![Screenshot 2024-12-12 at 4.06.41■PM.png](https://support.rhombussystems.com/hc/article_attachments
Note: Deleting a person's profile will also remove all their matchmaker photos. These photos will no long

Add Labels

A label is a logical tag to an object that allows users to group faces and apply an alerting policy to them.

1\. Click the label icon under a person's name.
![Screenshot 2024-12-12 at 4.09.46■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Type in the word you wish to use for a label. If it doesn't already exist, click "Create label \[name\]."<
![Screen Recording 2024-12-12 at 4.18.44■PM.gif](https://support.rhombussystems.com/hc/article_attachr

Matchmaker Images

These are the faces that will be used for all facial matching for each person. A person can be associated wit

Images that can be selected as matchmakers have already gone through a preliminary check. This check loc

You can add matchmakers when adding an individual [new person](https://support.rhombussystems.com/hc

![Screenshot 2024-12-12 at 4.29.26■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

AI Matching Threshold

Here, you can adjust the threshold the AI Facial Recognition model uses to determine a match with a saved

Increasing confidence improves AI Matching accuracy but may filter out detections. This could increase the r

Decreasing confidence reduces AI Matching accuracy, which may result in false positives, or names being a

Adjusting confidence doesn't account for environmental factors that impact AI performance. Learn more in th

1\. Click the dropdown menu in the "AI Matching Thresholds" section.

| ![Screenshot 2024-12-12 at 2.40.55■PM.png](https://support.rhombussystems.com/hc/article_attachments

| 2\. Select the value you wish to change the threshold to. The system has a minimum value of 50%. |

| ![Screenshot 2024-12-12 at 2.42.14■PM.png](https://support.rhombussystems.com/hc/article_attachments

Face Alert Policy using Labels

Once labels have been created and added to user profiles, they can be used to configure a Face Alert event

1\. Follow the steps in [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-u
2\. Add "Face Alerts" and select a schedule to use.
3\. Scroll to the "Face Alerts" section, select any labels you wish to be alerted for, labels you don't want to b
4\. To remove, click the "x."
![Screen Recording 2025-05-16 at 9.14.30■AM.gif](https://support.rhombussystems.com/hc/article_attachm
5\. To ensure Users are configured to receive the notifications, please reference the [User-Based Alert Noti

Helpful Links

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Co
- [Digital Zoom and Pan](https://support.rhombussystems.com/hc/en-us/articles/115002461232-Digital-Zoom
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [How to Use the Investigations Tab](https://support.rhombussystems.com/hc/en-us/articles/6168217330317
- [Face Alerts with Labels](https://support.rhombussystems.com/hc/en-us/articles/360051710291-Face-Alert
- [Creating and Assigning Camera Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600
- [AI Confidence Settings](https://support.rhombussystems.com/hc/en-us/articles/28950875256333-AI-Confi
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Best Practices for AI](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd0
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ0
- [Inner Range Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediu

Video Wall Management
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-Vide

Topics included in this article:

Overview

A video wall is a collection of individual camera feeds combined in a single display. This feature allows you t

Set Up a Video Wall

1\. Select the "Video Walls" tab on the left, then click "Add Video Wall."
![Screenshot 2025-04-24 at 11.49.34■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Name the video wall and click "Create."
![Screenshot 2025-04-24 at 11.54.39■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Once created, you will enter edit mode:
![Screenshot 2025-04-24 at 2.02.59■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Add cameras: - Select the dropdown menus for the listed locations. - Click on the camera thumb
![Screenshot 2025-04-24 at 2.04.04■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Position the cameras and set video wall visibility: - Once a camera is added, the right side of the scr
![Screen Recording 2025-04-24 at 2.11.27■PM.gif](https://support.rhombussystems.com/hc/article_attachn
6\. Configure: ![Screenshot 2025-04-24 at 2.18.30■PM.png](https://support.rhombussystems.com/hc/a
6\. Save: - Once you have configured the video wall to your liking, click "Save." ![Screenshot 2024-

Permissions

If a user tries to access this wall, but does not have access to all cameras (see [role-based access](https://su

All organizations contain an "All cameras" video wall which cannot be edited. Users will only see cameras th

Share a Video Wall

1. Select "Video Walls" from the navigation bar on the left, and click the video wall you want to share.
2. Once on the main page for the selected video wall, click the ![Screenshot 2025-04-28 at 12.21.13■PM.pn
3. A pop-up window will list the past shares you can select from, or you can click "Add Another" to create a n

![Screenshot 2024-11-13 at 2.27.57 PM.png](https://support.rhombussystems.com/hc/article_attachments/3

4. Click "Add Another" and enter in any necessary settings for the new video wall shared stream. You can pa

![Screenshot 2024-11-13 at 2.29.31 PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Delete a Video Wall

1\. To delete a video wall, navigate to the "Video Walls" tab.

2\. Click the "X" on the right side of your screen beside the video wall you want to delete.

![Screenshot 2025-04-28 at 1.09.39■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

3\. Click "Confirm" on the pop-up window.

![Screenshot 2025-04-28 at 1.11.04■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Video Wall Camera Limit

The maximum cameras viewable at one time is 16. If you experience any issues with a larger video wall, we

1. Reduce the number of cameras in the layout
2. Enable Performance Mode
3. Disable Realtime Streaming
4. Switch from HD to SD

If the issue persists, please contact support.

Video Walls can be used with the Apple TV app. Please review the article on [Apple TV](https://support.rhom

Helpful Links

- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Rc
- [Apple TV](https://support.rhombussystems.com/hc/en-us/articles/4410625643533-Using-the-Apple-TV-app

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Related articles

- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Activating Apple TV](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Sharing a Camera Livestream](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Audio Gateway Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/4404880101261-Audio-Gatewa

Topics in this article include:

Console Usage

Enable Audio Listening and Recording

After registering the audio gateway the first action to take within the console is to enable audio listening and

1\. Navigate to "Settings" -> "Account."

![Screenshot 2024-05-03 at 11.01.38■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. From there you will want to scroll down to "Preferences" and toggle the "Allow Audio Listening & Recordi

![](https://t36085281.p.clickup-attachments.com/t36085281/5409bbba-ad9d-4f65-be10-8cbadc575e43/image

Assign Enterprise License

To allow the Audio Gateway to record audio and utilize cloud archiving, you need to enable the Audio Gatew

1\. Navigate to the "Settings" and click on the "Manage Features" button under the "1. Licenses & Features"

![Screenshot 2024-05-03 at 11.07.06■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. From there you will see the "Audio Gateways" tab in the upper left next to "Cameras."

![Screenshot 2024-05-03 at 11.09.03■AM.png](https://support.rhombussystems.com/hc/article_attachments

3\. Once here, you need to apply the Enterprise license to the desired device(s) by clicking the blue "Manag

![Screenshot 2024-05-03 at 11.10.24■AM.png](https://support.rhombussystems.com/hc/article_attachments

4\. After that, click the "Manage" button on the far right of the device you just added a license to.

![Screenshot 2024-05-03 at 11.12.26■AM.png](https://support.rhombussystems.com/hc/article_attachments

5\. When the modal pops up, toggle the "Audio AI Analytics" and "Included Cloud Archiving" (or any addition

![Screenshot 2024-05-03 at 11.13.36■AM.png](https://support.rhombussystems.com/hc/article_attachments

**Note: If you do not see Enterprise licenses in your account, please contact your Rhombus sales representa

Timeline

On the device's page, you can listen to the audio capture synced with the assigned camera footage. You car

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4404943388813)

Device Settings & Details

At the bottom of the device's page, within the "Settings & Details" section, you have many options to edit and

1\. As boxed in pink below, you can edit the Audio Gateways's name.

2\. As boxed in green below, you can change the address assigned to the device or refine its placement on t

3\. As boxed in brown below, you can assign a policy to the device. If it has already been assigned a policy,

4\. As boxed in black below, you can unregister the device and remove it from your console.

5\. Lastly, as boxed in blue below, you can update the license, feature, and storage assignment for the devic

![Screenshot 2024-05-03 at 11.20.48■AM.png](https://support.rhombussystems.com/hc/article_attachments

Changing Audio Settings

Clicking on the "Audio Controls" button within the device player view (below) will bring up the audio settings

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/18562055708301)![](https://sup

**_Note: If you are using external hardware (i.e., TOA horns, separate microphones, etc.), you will want to se

Acoustic Echo Cancelling (AEC)

AEC is a filter based on an adaptive algorithm that changes this filter to model the acoustic path. The filter's

**Note: AEC only works with internal mic and speaker.**

Noise Suppression

Noise Suppression removes as much noise as possible while causing minimum distortion to the speech of ir

Audio Equalizer

After clicking the 'Show Audio Equalizer' button, you will be able to adjust the low shelf, three separate peaki

_**Note: We recommend making these adjustments while listening in to get immediate feedback regarding t

- "Low Shelf" frequencies typically refer to the range of frequencies below a certain point that is boosted or c
- The three "Peaking" filters allow all frequencies through and add a boost (or attenuation) to a range of frequ
- "High Shelf" frequencies typically refer to the range of frequencies above a certain point that is boosted or

Changing Assigned Cameras

In the upper right corner of the player view, select the drop-down next to "Assigned Cameras."

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/6774042793229)

From here, you can select what cameras you want to associate the device with. This will allow the footage fo

Listening in to the Device

Selecting the audio button (below in pink) will allow you to adjust the device's listening volume. Clicking on th

![Screenshot 2024-05-03 at 11.43.33■AM.png](https://support.rhombussystems.com/hc/article_attachments

Speaking Through the Device

Selecting the microphone button (below in pink) will allow you to speak through the device. Click and hold th

_**Note: In order to speak through the device you will need to be in "Live Realtime" and not "Live Buffered."**

![Screenshot 2024-05-03 at 11.48.13■AM.png](https://support.rhombussystems.com/hc/article_attachments

Playing Audio Through the Device

Selecting the "Play Audio" button will open a drop-down menu of audio files that you can choose from. On th

![Screenshot 2024-05-03 at 11.49.28■AM.png](https://support.rhombussystems.com/hc/article_attachments

Mobile App

To navigate the audio gateway, select the gateway from the devices tab (far left icon) and choose the gatew

![mceclip1.gif](https://support.rhombussystems.com/hc/article_attachments/4404887267597)

Below is the main screen of an audio gateway. Here you can enable the ability to listen to the gateway on yo

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4404885919885)

Policies

To create a policy for the A100, navigate to Settings -> Policies -> Audio Gateway device tab. For more infor

Loud Sound

You can create loudness policies (below) to be alerted when the Audio Gateway detects a high audio level.

Tamper Alerts

The A100 is equipped with an onboard accelerometer, so you can set up alerts if it is ever hit or tampered w

Glass Break (Beta), Smoke Alarm (Beta), Carbon Monoxide Alarm (Beta)

With our A100, you can create Glass Break, Smoke Alarm, and Carbon Monoxide Alarm alerts whenever the

_**Note: This feature is in beta mode. Please contact Rhombus support at [support@rhombus.com](mailto:h

To assign the policy to an Audio Gateway, click on the "Assigned Sensors" tab to the right of the "Audio Gat

![mceclip5.png](https://support.rhombussystems.com/hc/article_attachments/6774679383693)

_**Note** **: LUFS are units of audio loudness. The acronym stands for Loudness Units Full Scale. It is a sta

External Inputs

Below are the connection points for the A100. Connections include:

- External Speaker Input
- External Microphone Input
- PoE Input

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/6954523025421)

Unregistering

To unregister an Audio Gateway, navigate to the Audio Gateway's device page (Devices->Audio Gateways->

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/4404959039629)

Next, follow the prompts, type "DELETE" in the text box, and then click the "Unregister" button.

Helpful Links

- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705

- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/articles/6773747853837-A100
- [Broadcast with A100](https://support.rhombussystems.com/hc/en-us/articles/15002340964493-Broadcast-
- [Audio File Management](https://support.rhombussystems.com/hc/en-us/articles/10799359585805-Audio-F
- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Features#h_01F9Z1M5

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Audio Gateway + External Speaker/Mic Combo](https://support.rhombussystems.com/hc/en-us/related/clic
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

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R230 Camera Setup Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Came

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-Set
- [Waterproofing](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-Se
- [Connecting the Camera](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-C
- [Mounting Guide](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-S
- [Aiming the Lens](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Can
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-Set
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Camera-Set
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=cor
- Camera connected to network and power
- Provided Waterproofing Kit (reference [this](https://support.rhombussystems.com/hc/en-us/articles/360020

Waterproofing

Following the waterproofing guidelines is essential to ensure your product is covered under our End User Lic

Use the included accessories to waterproof the cable connection, installing them as shown below. Ensure th

![R230_wp(edit).png](https://support.rhombussystems.com/hc/article_attachments/30707122071437)

For more information on waterproofing, please visit our [Preventing Water Damage](https://support.rhombus

Connecting the Camera

To complete registration, a camera needs power and should be connected to a local network that has acces

- Ensure the switch has power.
- Configure the network to comply with Rhombus requirements. Please reference our [Network Setup Guide]
- Connect the camera to the PoE switch for power and ethernet. It should automatically boot up and you can

Mounting Guide

Below are the steps for mounting the R230 on a wall or ceiling:

1. Open the dome by unscrewing two housing screws with the included Torx tool.
2. Use two included round-head self-tapping screws to mount the base to the surface.
3. Use two included anchors when mounting to softer materials.
4. Replace the dome and tighten two housing screws with the included Torx tool.

![Snip20230215_2.png](https://support.rhombussystems.com/hc/article_attachments/13172065823245)	![

- When removing the dome, do not pull on the pigtail.
- It is critical that the dome housing does not cover the Ambient Light Sensor. This determines transitions be
- For best nighttime performance, ensure that the four IR LEDs are not blocked. If some of them are blocked

![IMG_7761 (1).JPG](https://support.rhombussystems.com/hc/article_attachments/23434569139853)

Aiming the Lens

The lens can be vertically angled 180 degrees and rotated 90 degrees.

![mceclip3.gif](https://support.rhombussystems.com/hc/article_attachments/13186678600717)	![mceclip2.

Registration Methods

Once you have powered up your camera and connected it to the internet, it can be registered. Ensure the ca

Camera Model	**Connected to Rhombus Servers**	**Not Connected to Rhombus Servers**	**Regis
R230	Blinking Blue	2 Blue \[Pause\] 2 Blue \[Repeat\]	Slow blinking Red IR LEDs

A full explanation of all LED statuses can be found [here](https://support.rhombussystems.com/hc/en-us/arti

If the camera does not auto-register when brought online, you can register a camera from the Rhombus Mob

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app and click "Menu" from the home screen.

![Screenshot_20241121-164600.png](https://support.rhombussystems.com/hc/article_attachments/3568599

2\. Select "Register Devices."

![Screenshot_20241121-164606.png](https://support.rhombussystems.com/hc/article_attachments/3568596

3\. Select the preferred registration method: QR Code or Bluetooth.

Note: More than one R120/R200 can be registered at the same time via Bluetooth. We recommend regis

![IMG_4876.PNG](https://support.rhombussystems.com/hc/article_attachments/35685995993997)

4\. Assign the R230 to a location. Choose "Add Location" if you need to add a new location for the device.

![IMG_4877.PNG](https://support.rhombussystems.com/hc/article_attachments/35685995996173)

5\. Select the camera connection type: Ethernet or Wi-Fi.

![IMG_4878.PNG](https://support.rhombussystems.com/hc/article_attachments/35685995998093)

6\. The last screen will display a QR code that you can hold up to the camera lens to finish registration. Whe

Note: This step is not needed if registered via BLE.

Bluetooth Registration (For Wi-Fi)

1\. When registering via Wi-Fi, the R230 needs to be registered via Bluetooth. Select the "Bluetooth" option f

2\. Add the location you want to assign the R230 to.

Note: If you haven't already, you'll need to add a location first either during this wizard, or you can go to t

3\. Toggle the slider for the corresponding camera serial number.

Note: You can register more than one R230 at once via Bluetooth. It's recommended that you register at

4\. Select the Wi-Fi connection type. Ensure the Wi-Fi credentials are entered correctly.

Ensure your wireless network supports the requirements listed in the [Supported Wi-Fi Network and Authent

Note: These credentials are case-sensitive.

![Screenshot_20250408-094105.png](https://support.rhombussystems.com/hc/article_attachments/3568596

5\. Select the IP configuration by toggling on DHCP.

6\. Once registration is complete, the camera will have a solid blue LED. This can take a few minutes.

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras."

If this is the first camera you are registering, you'll need to add a location first, either during this wizard or by

![Screenshot 2024-10-25 at 12.35.33■PM.png](https://support.rhombussystems.com/hc/article_attachments

2\. When the registration window pops up, the first prompt asks you to enter your mobile number to receive a

3\. Select the location where these cameras will be registered and click "Next."

4\. Select whether these devices will be connected over Wi-Fi or Ethernet and click "Next." (For a Wi-Fi setup

5\. Select which roles will have access to these devices. You can choose between no access, view-only acce

6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies

7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is powere

Note: If you do not hear a click, try moving the phone toward and away from the camera, or try a different

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandw
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773--Device-LE
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preven
- [End User License Agreement](https://legal.rhombus.com/end-user-tos/eula)
- [Supported Wi-Fi Network and Authentication Protocols](https://support.rhombussystems.com/hc/en-us/arti

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Related articles

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BA
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc

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PDK Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360058155432-ProdataKey-PD

Topics included in this article:

- [Setup](https://support.rhombussystems.com/hc/en-us/articles/360058155432-ProdataKey-PDK-Integration
- [Capturing Events and Reviewing Footage from Badge Entries](https://support.rhombussystems.com/hc/en
- [Stop Alarm Monitoring with Badge Entry](https://support.rhombussystems.com/hc/en-us/articles/36005815
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360058155432-ProdataKey-PDK-Inte
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360058155432-ProdataK

Setup

1\. Log in to your ProdataKey account and navigate to the integrations section under settings. From here, y
![rhombus-tile.png](https://support.rhombussystems.com/hc/article_attachments/31272316193549)
2\. Collect your System ID in Settings section seen below.![system-id-1.png](https://support.rhombussystem
3\. Login to the Rhombus Console.
4\. Go to Settings > Third Party Integrations > Badge Systems > PDK
![Screenshot 2024-02-21 090939.png](https://support.rhombussystems.com/hc/article_attachments/243277
5\. Enter your ProdataKey System ID collected from Step 2.
![Screen_Shot_2021-03-16_at_6.14.28_PM.png](https://support.rhombussystems.com/hc/article_attachme
6\. Enable the integration, adjust your settings, and click save to link the two systems together.
![Screen_Shot_2021-03-16_at_6.15.46_PM.png](https://support.rhombussystems.com/hc/article_attachme

You can then associate any camera with a badge reader and select the events you want to be recorded auto

Capturing Events and Reviewing Footage from Badge Entries

With the ProdataKey integration, Rhombus is automatically configured to capture the following events:

- When someone enters with a badge
- When a face does not match the badge used

By combining Rhombus security cameras with ProdataKey's technology, organizations can improve their ac

In the Rhombus Console - motion, people, and vehicle events are automatically created and indexed in the t

![Screen_Shot_2021-03-16_at_6.16.19_PM.png](https://support.rhombussystems.com/hc/article_attachmen

This event indexing is also carried over with the ProdataKey integration. All ProdataKey events and activities

This integration also combines the badge information from ProdataKey and connects it to names and faces.

Now with Rhombus, the system will automatically learn people's faces based on their badge and verify that t

Stop Alarm Monitoring with Badge Entry

Rhombus supports disabling Alarm Monitoring with an authorized badge entry when using the PDK Access

Note: PDK does not send remote unlock events to disarm. Disarming alarm monitoring will only work for

Console Setup

If monitoring is on manual mode: disarms until user manually re-arms.

If monitoring is on scheduled mode: disarms until user manually re-arms or the schedule indicates monitorin

1\. Navigate to "Settings," then select "Third-Party Integrations."
![Screenshot 2025-03-26 at 2.54.20■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Under the "Badge Systems" dropdown, select "PDK."
![Screenshot 2025-03-26 at 2.59.34■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Under "Configure Devices," ensure you associate cameras from the same location as the PDK device.
4\. Next, navigate to "Locations" and select the corresponding location that was associated with the PDK in
![Screenshot 2025-03-26 at 3.02.59■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Click the "Alarm Monitoring" tab.
6\. Under the "Alarm Central" section, toggle on "Stop Monitoring With Authorized Badge Entry." **Note
![Screenshot 2025-03-26 at 3.04.34■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [How to Interact with the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-
- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integration-wit
- [ButterflyMX Integration](https://support.rhombussystems.com/hc/en-us/articles/14752761473677-Butterfly
- [Managing Facial Recognition](https://support.rhombussystems.com/hc/en-us/articles/360000327872-Mana
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Mc

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Related to

- [Access Control](https://support.rhombussystems.com/hc/en-us/search?content_tags=01GVHG56A93GZ

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat...
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV...
- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG...
- [Interacting with the Timeline](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob...
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc...

Article is closed for comments.

OpenAI Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-OpenAI-Inte...

Topics included in this article:

- [OpenAI Integration Basics](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-Open...
- [Setup](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-OpenAI-Integration-BETA...
- [Create a OpenAI Rule](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-OpenAI-I...
- [Console Navigation](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-OpenAI-Inte...
- [Event Logs](https://support.rhombussystems.com/hc/en-us/articles/31470668522253-OpenAI-Integration-...
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360027384692#h_01HENWE59Z6S7...
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360027384692#h_01HE...

Note: This feature is currently in BETA. If you would like to participate in the beta program, please submi...

OpenAI Integration Basics

To integrate with OpenAI, a OpenAI API token account is required. Go here: [https://platform.openai.com/set...

Setup

Setting up the OpenAI integration is done in two steps. First, the integration needs to be enabled in the cons...

Enable the Integration

1\. Navigate to "Settings" and select "Third Party Integrations."
![Screenshot 2024-11-25 at 3.45.32■PM.png](https://support.rhombussystems.com/hc/article_attachments...
2\. Click the "Incident Management" tab and select "OpenAI."
![Screenshot 2024-11-25 at 3.45.45■PM.png](https://support.rhombussystems.com/hc/article_attachments...
3\. Toggle "Enable OpenAI Integration" on. Select "Okay" to acknowledge the beta statement. **Note:*...
![Screenshot 2024-11-25 at 3.46.17■PM.png](https://support.rhombussystems.com/hc/article_attachments...
![Screenshot 2024-11-25 at 3.46.23■PM.png](https://support.rhombussystems.com/hc/article_attachments...
4\. Enter the generated API Token from OpenAI and click "Save." Please reference OpenAI's [API docu...
![Screenshot 2024-11-25 at 3.46.55■PM.png](https://support.rhombussystems.com/hc/article_attachments...

Create a Rule

1\. Navigate to "Settings" and select "Rules Engine."
![Screenshot 2024-11-26 at 1.00.08■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Add a new rule and create a name for the rule. Under the "IF" portion, click "Add Trigger" to select the ty
![Screenshot 2024-11-25 at 3.50.46■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Click "Add ChatGPT Prompt."
![Screenshot 2024-11-25 at 3.50.57■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Create the prompt you want to use and select the devices you want it to be used with. Fill in the rest of t
![Screenshot 2024-11-25 at 3.51.04■PM.png](https://support.rhombussystems.com/hc/article_attachments

Console Navigation

Timeline Events

1\. To view and manage the ChatGPT prompt, navigate to the device that the prompt was created for and s
![Screenshot 2025-02-19 at 9.22.28■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Find the prompt and select it. When this prompt is triggered, it will now populate on the timeline.
![Screenshot 2025-02-19 at 9.25.09■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. You can now navigate through the timeline to view the results of the ChatGPT prompt.
![Screenshot 2025-02-19 at 9.35.43■AM.png](https://support.rhombussystems.com/hc/article_attachments

Event Logs

1\. To get a more detailed report of the ChatGPT events, navigate to "Logs & Reports" and select "Event Lc
![Screenshot 2025-02-19 at 9.39.56■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Filter by the camera, select a date range, and further narrow down the search by entering the prompt in
![Screenshot 2025-02-19 at 9.43.27■AM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [OpenAI API Reference Documentation](https://platform.openai.com/docs/api-reference/introduction)
- [OpenAI API Pricing Guide](https://openai.com/api/pricing/)
- [Rules Engine Setup](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-Engi

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Related to

- [Integration](https://support.rhombussystems.com/hc/en-us/search?content_tags=01J99MRWX21TX0ANJ

Related articles

- [Rules Engine Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG)
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc)
- [Best Practices for AI](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG)
- [Understanding Onboard Storage](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C)
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG)

Article is closed for comments.

Facial Recognition Management
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360000327872-Managing-Faci)

oops

The page you were looking for doesn't exist

You may have mistyped the address or the page may have moved

[Take me back to the home page](https://support.rhombussystems.com/hc/en-us "Home")

Rhombus SSO FAQ
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360051320291-Rhombus-SSO)

Topics included in this article:

- [What is Single Sign-On?](https://support.rhombussystems.com/hc/en-us/articles/360051320291#h_01HR\
- [With currently added users, will anything in their account change when enabling SSO?](https://support.rho
- [How will enabling SSO affect current users? Is mixed authentication supported?](https://support.rhombuss
- [Will existing users need to select the SSO option and if so will they need the "team name"?](https://suppor
- [Can existing relationships be used if they are an active user in the SSO provider and in the Rhombus Grou
- [How do we deal with users that are not on the customers domain but need to have access to Rhombus?](
- [For users added as Partners in my domain, can they use SSO somehow?](https://support.rhombussystem
- [What if the customer doesn't want to use AD groups? Will that impact the integration?](https://support.rho
- [What is the meaning behind "Error: saml message invalid"?](https://support.rhombussystems.com/hc/en-u

What is Single Sign-On?

Single Sign-On, or SSO, is a way to sync sign-on across multiple applications allowing you to log-in to all ap

With current users, will anything in their account change when enabling SSO?

Nothing will changed for current users besides redirected to the SSO login page when logging in. If they curr

How will enabling SSO affect current users? Is mixed authentication supported?

Mixed authentication is not supported. Once SSO is enabled, all current users will be redirected to your SSO

Will existing users need to select the SSO option and if so will they need the "team name"?

No - existing users do not need to click on SSO Login. New users, that are not in Rhombus, also do not nee

Can existing relationships be used if they are an active user in the SSO provider and in the Rhombus Gro

You can manage roles from Rhombus console but note that if there is a matching group that is passed to Rh

How do we deal with users that are not on the customers domain but need to have access to Rhombus?

Customers can add third party partners and send temporary account login urls with expiration (Settings -> U

For users added as Partners in my domain, can they use SSO somehow?

Yes - you will need to add the email addresses of the users added in Partners in the SSO provider. For exan

What if the customer doesn't want to use Azure AD groups? Will that impact the integration?

Users are not required to use Azure AD groups. As longs as the user has not assigned a created, matching,

What is the meaning behind "Error: saml message invalid"?

The error message is an indication of incorrect SAML configuration on the customer IDP side. If the custome

Helpful Links

Below are some helpful links that are commonly tied to this article:

- [SCIM Setup for SSO](https://support.rhombussystems.com/hc/en-us/articles/360016531692-SCIM-Setup-
- [Setting up SSO with Okta](https://support.rhombussystems.com/hc/en-us/articles/360015347991-Setting-u
- [Setting up SSO with DUO](https://support.rhombussystems.com/hc/en-us/articles/4403977904653-Setting
- [Setting up SSO with OneLogin](https://support.rhombussystems.com/hc/en-us/articles/360035898151-Set
- [Setting up SSO with Google Workspace](https://support.rhombussystems.com/hc/en-us/articles/11500097
- [Setting up SSO with Microsoft Azure AD](https://support.rhombussystems.com/hc/en-us/articles/3600151

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Related articles

- [Setting Up SSO with Microsoft Entra ID](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [Setting Up SSO with Google Workspace](https://support.rhombussystems.com/hc/en-us/related/click?data
- [Configure SCIM 2.0 with Entra ID](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7
- [Setting Up SSO with Okta](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

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Camera Firmware Update
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updating-Came

Topics included in this article:

- [Rhombus Firmware](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updating-Cam
- [Setting a Firmware Update Schedule](https://support.rhombussystems.com/hc/en-us/articles/3600040717
- [Manually Update Firmware](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updatir
- [Check Firmware Version](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updating
- [Check and Update Firmware on the Mobile App](https://support.rhombussystems.com/hc/en-us/articles/36
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updating-Camera-Fir
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360004071712-Updating

Rhombus Firmware

The Rhombus ecosystem provides regular firmware updates for its devices, which include security patches,

Setting a Firmware Update Schedule

To minimize network interference, firmware updates can be scheduled for specific times and days of the wee

1\. Navigate to "Settings" and select "Firmware Updates."

![Screenshot 2025-04-16 at 11.12.48■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Select the days you'd like your devices to update. Updates will only occur if there is one available. Your c

Click the "Access Control Firmware" tab to set the schedule for Access Control-specific devices. Click "Save

![Screenshot 2025-04-16 at 11.15.05■AM.png](https://support.rhombussystems.com/hc/article_attachments

Manually Update Firmware

1\. Navigate to "Devices" and select the device you wish to check the firmware version for.
![Screenshot 2025-04-08 at 3.38.09■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down to "Settings & Details" and select "More details." Look for the section that has firmware deta
![Screenshot 2025-04-16 at 11.45.34■AM.png](https://support.rhombussystems.com/hc/article_attachment

Check Firmware Version

1\. Navigate to "Devices" and select the device you wish to check the firmware version for.
![Screenshot 2025-04-08 at 3.38.09■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down to "Settings & Details" and click "More details." The firmware information will be located with
![Screenshot 2025-04-16 at 11.22.57■AM.png](https://support.rhombussystems.com/hc/article_attachment

Check and Update Firmware on the Mobile App

1\. Click on "Devices" and then select "Cameras."
![Screenshot_20241202-131306.png](https://support.rhombussystems.com/hc/article_attachments/328759
2\. Click on the camera you wish to check or update firmware for.
![Screenshot_20241202-131315.png](https://support.rhombussystems.com/hc/article_attachments/328760
3\. Tap on the main footage and select the settings icon.
![Screenshot_20241216-154338.png](https://support.rhombussystems.com/hc/article_attachments/328760
4\. Select the "Details" tab and scroll down to the firmware section. If you have the proper console perm
![Screenshot_20241219-161419.png](https://support.rhombussystems.com/hc/article_attachments/328759

Helpful Links

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/articles/17519
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/articles/72989959455

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Related articles

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/related/click?
- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluY
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc/

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[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_medium

Prevent Water Damage
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Wa

Topics included in this article:

- [Drip Loops](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dam
- [R1](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h_0
- [R100/R120/R2/R200/R230](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preven
- [R360](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h
- [R400](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h
- [R500/R510](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dam
- [R600](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h
- [Preventing Condensation](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventi
- [Screws](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage

- [Mounting](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damag
- [Desiccant](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dama
- [Seal](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h
- [Treatments](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dam
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Da
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventi

Drip Loops

If a cable enters the camera from above, regardless of model, adding a "drip loop" can prevent water from flo

![Water_2.png](https://support.rhombussystems.com/hc/article_attachments/360016182612)

R1

Ensure that both the gray gasket and the white screw cap are in place and tightly assembled. Check that the

![Water_1.png](https://support.rhombussystems.com/hc/article_attachments/360016182592)

R100/R120/R2/R200/R230

Use the included accessories to waterproof the cable connection, installing them as shown below. Ensure th

![R2-Water.jpg](https://support.rhombussystems.com/hc/article_attachments/360037646431)

It is crucial to tighten the housing tightly (but not too tight) so the internal O ring can work properly. The belov

![mceclip11.png](https://support.rhombussystems.com/hc/article_attachments/4420195805197)

R360

The R360 has rubber O-rings on the inside and two on the outside. The photos below showcase where they

![mceclip9.png](https://support.rhombussystems.com/hc/article_attachments/4420183526797)

![mceclip7.png](https://support.rhombussystems.com/hc/article_attachments/4420183365901)

For older R360 models, the PoE line must be unterminated to attach the protective water gasket.

Note: Newer models of the R360 will use the same waterproofing kit as the other dome cameras. See the

R400

The R400 comes with an attachable gasket that can be screwed into the back or the side of the camera. Two

![mceclip4.png](https://support.rhombussystems.com/hc/article_attachments/4420183067661)

Water-absorbing material also helps prevent the cable from jostling around and potentially giving way to wat

![mceclip5.png](https://support.rhombussystems.com/hc/article_attachments/4420191170701)

The image below demonstrates a sideways-mounted gasket on the R400.

![mceclip2.png](https://support.rhombussystems.com/hc/article_attachments/4420191144077)

The image below shows a back-mounted gasket on the R400. A conduit plug has been placed on the camer

![mceclip3.png](https://support.rhombussystems.com/hc/article_attachments/4420195167757)

R500/R510

The R500/R510 are naturally waterproof. The hood over the lens provides a natural drip system. There's a r

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4420191097741)

The below picture demonstrates where the pigtail comes out near the mounting holes.

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/4420195137165)

R600

The R600 comes with a pre-installed waterproofing kit. With the dome removed, unscrew the cable gland us

![IMG_20240814_130139343 (1).jpg](https://support.rhombussystems.com/hc/article_attachments/3531136

Remove the waterproof connector. Pull out the grey insert and discard the black plug.

![IMG_20240814_130350685.jpg](https://support.rhombussystems.com/hc/article_attachments/3093604698

Place the ethernet cable into the grey insert.

![IMG_20240814_131007465.jpg](https://support.rhombussystems.com/hc/article_attachments/3093607995

Reattach the waterproof connector's black outer cover. Ensure that the larger end is inserted into the stainle

![IMG_20240814_131920161.jpg](https://support.rhombussystems.com/hc/article_attachments/3093604699

Plug the ethernet cable into the RJ45 connector. Thread the other end of the cable through the hole where t

![IMG_20240814_132144279 (1).jpg](https://support.rhombussystems.com/hc/article_attachments/3531136

Preventing Condensation

Condensation can be a problem with dome cameras, particularly outdoors. When installing outdoors or in oth

- [Location](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damag
- [Screws](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage
- [Mounting](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damag

- [Desiccant](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dama
- [Seal](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Damage#h
- [Treatments](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preventing-Water-Dam

Location

Avoid direct exposure to sunlight and rain. Mounting under an eave or other [protective covering](https://www

Screws

Use the screws that come with the camera to mount it on the wall. We recommend creating a pilot hole first a

Note: We caution against using power tools because they can overtighten and possibly damage the base

Mounting

We recommend reviewing our [mounting guide](https://support.rhombussystems.com/hc/en-us/articles/3600

Desiccant

Place the included moisture-trapping desiccant bag inside the camera before reattaching the dome.![desicca

Seal

When the dome is reattached after mounting and aiming, the sealing gasket can sometimes be twisted or un

![incorrect_seal.jpg](https://support.rhombussystems.com/hc/article_attachments/21824577889293)

Treatments

Anti-fog [wipes](https://www.mcmaster.com/10895t21 "https://www.mcmaster.com/10895t21") and [sprays](h

Helpful Links

- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/36005136095
- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/articles/1751
- [Warranty, RMA, Return Policy, and End of Life](https://support.rhombussystems.com/hc/en-us/articles/36
- [R600 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/29282306957453-R600-Cam

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Related articles

- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc

Broadcast with A100
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/15002340964493-Broadcast-w

Topics included in this article:

Broadcast Overview

With Rhombus' A100 Audio Gateway, organizations can capture synchronized video-audio evidence and ad

With broadcast, you can simultaneously play the same audio message across multiple A100s at the same lo

For example, you can use this feature to:

- Broadcast a pre-recorded message that your business will close in 15 minutes.
- Read live morning announcements throughout the school.
- Amplify emergency evacuation instructions across your entire organization.

**Note: This feature requires Enterprise Licenses and will only broadcast at one location at a time.**

Enabling Broadcast

Broadcast can be enabled in either the Dashboard of your console, or within the Locations tab.

Dashboard

1\. To enable broadcast on your dashboard, log into the Rhombus console and click the "Customize Dashbo

2\. Next, select "Broadcast" from the drop-down next to "Dashlets" in the upper left and click "Add dashlet."

3\. Once added, you must select a location to activate this feature.

Locations Tab

1\. Select the tab titled "Locations" along the left toolbar.

2\. Once in the "Locations" tab, select the location you'd like to enable Broadcast.

3\. After selecting the desired location, click "Audio Gateways" along the top and click the "Open Broadcast"

Utilizing Broadcast

Below is a screen recording example of utilizing Broadcast in the Rhombus console. Whether you choose to

When using Broadcast, you are given three options for what you want broadcast:

1. **Click to Talk** \- This will let you speak through multiple A100 devices through the Rhombus console.
2. **Pre-recorded Audio**\- This will allow you to broadcast an audio clip from your list of uploaded audio file
3. **Record** \- This will allow a user to record audio in real-time and then have the option to preview or play

Helpful Links

- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/articles/6773747853837)
- [Audio File Management](https://support.rhombussystems.com/hc/en-us/articles/10799359585805)
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/4404880101261)

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Related articles

- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [Audio Gateway + External Speaker/Mic Combo](https://support.rhombussystems.com/hc/en-us/related/clic
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [Omnilert Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo

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Camera Image Settings
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image

Topics included in this article:

- [Navigate to Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Imag
- [Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Set
- [Contrast](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings#
- [Saturation](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings
- [Sharpness](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings
- [WDR](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings#h_0
- [Shutter-speed](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Sett
- [Max ISO](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings#
- [Exposure Level](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Se
- [Exposure Metering](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image
- [Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-S
- [Activity Region](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Set
- [Privacy Region](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Se
- [LED Lights](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Setting
- [IR LED](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings#h
- [IR Filter](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings#h
- [Resolution](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settings
- [Max Bitrate](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Setting
- [Motor Zoom](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settin
- [Focus Region](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Sett
- [Motor Focus](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settin
- [Motor P-Iris](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Setting
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Image-Settin
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-

Disclaimer:

When camera and image settings are changed, the footage captured from that point on will have those new

You can restore settings to default at any time by pressing the "Revert to defaults" at the bottom of each set

Navigate to Settings

1\. Navigate to the "Devices" page and select the device you want to adjust settings for.
2\. Hover over the three dots in the upper right-hand corner of the video feed.
3\. Click on the "Settings" button.
4\. Select " [Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
![Screen Recording 2025-05-14 at 8.52.54■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Image Settings

Image settings allow you to change the way the footage looks aesthetically. You can configure the image as

![Screenshot 2024-03-27 at 9.39.39■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

Brightness

This setting affects the brightness of the image after the image is collected by the image sensor.

![Screen_Shot_2020-05-05_at_9.22.46_AM.png](https://support.rhombussystems.com/hc/article_attachmen

Figure 1.) Low brightness example on the left and high brightness example on the right.

Contrast

Contrast affects the color contrast in the images. This is the difference between the bright and dark areas of

![Screen_Shot_2020-05-05_at_8.50.51_AM.png](https://support.rhombussystems.com/hc/article_attachmen

Figure 2.) Low contrast on the left and high contrast on the right.

Saturation

Saturation affects the depth of the colors in the image. The higher the saturation, the more vivid the colors w

![Screen_Shot_2020-05-05_at_8.52.52_AM.png](https://support.rhombussystems.com/hc/article_attachmen

Figure 3.) Low saturation on the left and high saturation on the right.

Sharpness

Sharpness refers to the overall clarity of the image in terms of focus and contrast. A high sharpness setting v

![Screen_Shot_2020-05-05_at_8.55.26_AM.png](https://support.rhombussystems.com/hc/article_attachmen

Figure 4.) Low sharpness on the left and high sharpness on the right.

WDR

Wide Dynamic Range refers to high dynamic range imaging. This setting allows the camera to handle bright

The following cameras support WDR: R2, R2-180, R2-LR, R100, R120, R200, and R230

![Screen_Shot_2020-05-05_at_10.17.03_AM.png](https://support.rhombussystems.com/hc/article_attachme

Figure 5.) Low WDR on the left and high WDR on the right.

Shutter Speed

Shutter speed determines the duration of time that light is collected by the image sensor. The brighter the sc

In Image Settings, you can configure the slowest and fastest shutter speeds a camera will use. ![Screensho

Max ISO

ISO measures how sensitive a piece of film or digital sensor is to light—the higher the ISO, the more sensitiv

![Screen Recording 2025-05-14 at 1.46.38■PM.gif](https://support.rhombussystems.com/hc/article_attachme

Exposure Level

Exposure is the amount of light that reaches the camera sensor. Adjusting the exposure level can brighten o

The following cameras support Exposure Level: R170, R400, R500, R510

![Screen Recording 2025-05-14 at 1.43.06■PM.gif](https://support.rhombussystems.com/hc/article_attachm

Exposure Metering

Similar to exposure level, exposure metering allows you to focus the exposure level on a specific location of

The following cameras support Exposure Metering: R120, R170, R200, R230, R360, R500, R510, R520, R6

![Screen Recording 2025-05-14 at 1.40.39■PM.gif](https://support.rhombussystems.com/hc/article_attachm

Types of exposure metering:

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/4403281683981)

Camera Settings

Camera settings allow you to fine-tune the hardware to get the best picture possible.

1\. [Navigate to Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-Im
2\. Click on "Camera Settings."
![Screenshot 2025-05-14 at 8.59.56■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. The following menu of options will appear:
![Screenshot 2025-05-14 at 9.02.30■AM.png](https://support.rhombussystems.com/hc/article_attachments

Within the settings, you can manage [bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360

Digital Zoom & Rotate

These settings will allow you to change the recording field of view by zooming in up to 75% of the image or r

![Screen Recording 2025-05-14 at 9.04.26■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Activity Region

This feature is also known as geofencing. This allows you to draw polygons on the recording view to include

![Screen Recording 2025-05-14 at 9.09.33■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Privacy Region

This allows one or more partial regions to be completely excluded from recording and motion events. As you

![Screen Recording 2025-05-14 at 9.12.58■AM.gif](https://support.rhombussystems.com/hc/article_attachm

LED Lights

This controls the LED status lights that the camera emits while in operation. This will not interfere with recor

![Screenshot 2025-05-14 at 9.16.00■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

IR LED

This controls the IR LED, which is turned on in night mode. The default is AUTO, which automatically turns

IR Filter

The IR filter controls whether you want the filter to automatically turn on and off the IR LED when it gets dark

Resolution

The amount of detail that the camera can capture is called the resolution, and it is measured in pixels. The r

![Screen Recording 2025-05-14 at 9.16.47■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Max Bitrate

Note: Changing this setting will affect the total days of retention for onboard storage.

A higher bitrate setting will affect the quality of the video and, therefore, affect the amount of video being sto

![Screenshot 2025-05-14 at 9.21.08■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Focus Region

When auto-focus is enabled, the camera will automatically focus whenever the zoom or focus region is chan
When in edit mode, you can click and drag your cursor to select the area of interest. Once you are done, clic
The following cameras support Focus Region: R230, R400, R500, R510, R520, R600

![Screen Recording 2025-05-14 at 9.34.29■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Motor Zoom

The motorized zoom remote controls the lens inside the camera so that you can carefully focus the image. T
The following cameras support Motor Zoom: R230, R400, R500, R510, R520, R600

![Screen Recording 2025-05-14 at 1.26.39■PM.gif](https://support.rhombussystems.com/hc/article_attachm

Motor Focus

If you have "Auto Focus" disabled, you can control the focus manually. Although auto-focus is the simpler op
The following cameras support Motor Focus: R230, R400, R500, R510, R520

![Screen Recording 2025-05-14 at 9.58.41■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Motor P-Iris

Precise-Iris allows you to precisely control the positioning of the iris opening. In outdoor surveillance situatio

The following cameras support Motor P-Iris: R400, R500, R510, R520

![Screen Recording 2025-05-14 at 1.29.54■PM.gif](https://support.rhombussystems.com/hc/article_attachm

Helpful Links

- [Rotate a Camera View](https://support.rhombussystems.com/hc/en-us/articles/115009452287-Rotate-a-C
- [Camera Heatmaps](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heatm

Contact Support or Sales

Have more questions? Contact _Rhombus Supp_ _ort at +1 (877) 746-6797 option 2 or [support@rhombu

_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Aiming a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [Rotate a Camera View](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVz
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediu

AWS S3 Integration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360020391352-AWS-S3-Integr

Topics included in this article:

- [Quick Overview](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01HGV41WQR
- [Cloudformation Template](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01HG
- [How to Use the Template](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01HG
- [Output Use and Final Steps](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01H
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01HCG029YK81T
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020391352#h_01HC

Quick Overview

We need credentials (Access Key and Secret Key) for a user that has permission to PutObject to an S3 Buc

Cloudformation Template

In the Aws integration settings page, we have included a button that will download a Cloudformation templat

How to Use the Template

To use Cloudformation with this template follow the steps below:

1\. Go to your AWS console and find the Cloudformation service.

2\. Click Create Stack and choose the upload template to S3 option to upload the Rhombus template.

![image1-17.png](https://support.rhombussystems.com/hc/article_attachments/360016579372)

3\. After choosing the template file, hit next and enter a stack name on the next page.

![image2-19.png](https://support.rhombussystems.com/hc/article_attachments/360016579352)

4\. On the Options page, you can optionally enter tags, permissions, triggers, and alarms.

- Note: Default options should work fine, but make sure that the IAM role that Cloudformation uses allows fo

5\. Click Next when finished.

- Note: On the Review page, there may be a check box to approve the Capabilities of this template.

6\. Because the template creates a User, you will have to check the acknowledgment checkbox and then cli

![image3-21.png](https://support.rhombussystems.com/hc/article_attachments/360016631691)

7\. Finally, click the create button and Cloudformation will attempt to create the stack with the template.

- Note: Clicking on the Stack will take you to a page where you can monitor the progress.

![image4-23.png](https://support.rhombussystems.com/hc/article_attachments/360016631711)

Output Use and Final Steps

Once the stack creation has finished, the required inputs to the AWS integration settings page in the Rhomb

1\. Enter the Outputs in the corresponding boxes on the [AWS integration settings page](https://console.rhor

2\. Make sure that the integration is enabled and click Save.

![image5-25.png](https://support.rhombussystems.com/hc/article_attachments/360016579392)

Now, in the Rhombus console, save a clip and you should see it appear in the S3 bucket automatically!

Helpful Links

- [Cut & Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/115000
- [Data Storage](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-Storage)

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Related articles

- [Box Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?da
- [Shelly Device Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG

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Rhombus Console Features
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Feat

Topics included in this article:

- [Camera Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Featu
- [Face Recognition](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Featu
- [License Plate Recognition](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Conso
- [People Counting](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Feature
- [PPE Detection](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Features
- [Vehicle Counting](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Featur
- [Visual Tamper Detection](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console
- [Included Cloud Archiving](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console
- [Additional Cloud Archiving](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Conso
- [Timelapse](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Features-Lice
- [Audio AI Analytics Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Cons
- [Tamper Detection](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Featu
- [Glass Break Detection](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-F
- [Smoke Alarm Detection](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-
- [Carbon Monoxide Alarm Detection](https://support.rhombussystems.com/hc/en-us/articles/440446685095
- [Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Features-Lice
- [Enabling Enterprise Licenses](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Cor
- [Enabling Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Console-Featu
- [Professional vs Enterprise Licenses](https://support.rhombussystems.com/hc/en-us/articles/44044668509

Camera Features

Color Search ![mceclip3.png](https://support.rhombussystems.com/hc/article_attachments/4404481488

Color Search allows users to search historical footage for specific clothing and vehicle colors, making it easie

This expedites searching for specific footage when you remember only a few key details. With Color Search

![Color Search.gif](https://support.rhombussystems.com/hc/article_attachments/26875626244109)

To see how to enable this feature, scroll to the [Enabling Features](https://support.rhombussystems.com/hc/

Face Recognition ![mceclip4.png](https://support.rhombussystems.com/hc/article_attachments/4404489

This feature allows the camera to detect faces that pass by its field of view. The success of this feature is he

![Face Recognition.gif](https://support.rhombussystems.com/hc/article_attachments/26875626257933)

License Plate Recognition (LPR)![mceclip5.png](https://support.rhombussystems.com/hc/article_attachr

This feature enables cameras to recognize license plates as they pass through their field of view and log the

![LPR.gif](https://support.rhombussystems.com/hc/article_attachments/26875821528589)

People Counting ![mceclip6.png](https://support.rhombussystems.com/hc/article_attachments/4404489

This feature monitors how many people pass by a camera's field of view. Knowing how many people pass b

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4404537304973)

PPE Detection ![mceclip7.png](https://support.rhombussystems.com/hc/article_attachments/440448188

Lack of Personal Protection Equipment (masks and helmets), PPE for short, can be detected using Rhombu

Vehicle Counting ![mceclip9.png](https://support.rhombussystems.com/hc/article_attachments/4404489

The vehicle counting feature is useful for monitoring vehicle traffic. Like most other features, the success of

![mceclip3.png](https://support.rhombussystems.com/hc/article_attachments/4404557342861)

Above is an example of our Vehicle Counting chart. At the bottom of this chart are buttons that show or hide

Visual Tamper Detection ![mceclip10.png](https://support.rhombussystems.com/hc/article_attachments/

This feature is extremely useful for detecting when the camera has been visually tampered with, like when s

![mceclip4.gif](https://support.rhombussystems.com/hc/article_attachments/4404557578125)

Included Cloud Archiving ![mceclip4.png](https://support.rhombussystems.com/hc/article_attachments/4

This feature comes with enterprise licensing and allows you to automatically back up 30 days of footage to t

Additional Cloud Archiving ![mceclip4.png](https://support.rhombussystems.com/hc/article_attachments/

This feature allows you to back up a certain number of days (30, 60, 90, 180, and beyond) and can be purch

![mceclip5.png](https://support.rhombussystems.com/hc/article_attachments/4804402001293)

Timelapse ![mceclip6.png](https://support.rhombussystems.com/hc/article_attachments/4805887007245

This feature allows you to start creating a timelapse from a camera's recording. You can start this when the f

Audio AI Analytic Features

Having a designated audio device means you can process richer audio so that you can do more analytics! T

_**Note:** Please visit [this](https://support.rhombussystems.com/hc/en-us/articles/4404880101261-Audio-G

Loud Sound Detection ![](https://support.rhombussystems.com/hc/article_attachments/2672808888986!

The A100 can alert you based on whether a loud sound is heard or not. We use [LUFS](https://en.wikipedia.

Tamper Detection

A built-in accelerometer in the A100 can help notify you when it is being tampered with. The sensitivity of thi

Glass Break Detection ![](https://support.rhombussystems.com/hc/article_attachments/2672808891521:

The A100 is equipped to detect if glass is broken near it. If the sensor is placed 6-20 feet from windows, it ca

Smoke Alarm Detection ![](https://support.rhombussystems.com/hc/article_attachments/2672810440039

The A100 can detect the same frequency emitted by smoke alarms, alerting you when they go off. Place the

Carbon Monoxide Alarm Detection ![](https://support.rhombussystems.com/hc/article_attachments/2672

Like smoke alarms, the A100 can detect the same frequency emitted by carbon monoxide alarms. This allov

Bandwidth

![mceclip2.png](https://support.rhombussystems.com/hc/article_attachments/4404481397645)	![mceclip1.
Low	**Medium**	**High**

Low means that not much bandwidth is being used for these features.

Medium means that the amount of bandwidth used is more noticeable than low features but less expensi

High means that the feature is very computationally expensive and requires a lot of bandwidth to comple

Below is the chart with Feature and Storage bandwidth usage:

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4404931496461)

These symbols are set based on how much bandwidth a feature "normally" uses. The amount of bandwidth

Disclaimer

Your bandwidth usage may be exceeded when multiple high-bandwidth features are enabled in conjunction

Enabling Enterprise Licenses

1\. To enable Enterprise Licenses on multiple cameras at once, navigate to [License & Features,](https://con

2\. Once this popup appears, you can then select cameras to be applied for this license by location or one by

3\. When done, click the "Assign" button to complete the enterprise assignment process.

Enabling Features

1\. To get to the Licenses Page, navigate to "Settings," then click "Manage Features."

![Screenshot 2024-05-31 at 8.33.47■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

This will show a list of all the license types and how many are available to assign. To get to a license of a dif

![Screenshot 2024-05-31 at 8.43.44■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

When you click "Manage," you will then see a popup where you can enable features (pictured below).

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/4404940318861)

2\. To enable a feature, click the toggle button on the right, under the "Enabled" header, and hit "Save" at the

![Enable Features.gif](https://support.rhombussystems.com/hc/article_attachments/26876313273229)

3\. From this view, you can also enable features in batches. To do this, select cameras with the same license

![Screenshot 2024-05-20 at 11.26.55■AM.png](https://support.rhombussystems.com/hc/article_attachments

Once you do this you will see the "Batch Assign" button light up blue (below).

![Screenshot 2024-05-20 at 11.28.29■AM.png](https://support.rhombussystems.com/hc/article_attachments

4\. Click this button, and a popup modal will appear where you can choose to enable or disable features in a

![mceclip2.png](https://support.rhombussystems.com/hc/article_attachments/4804275445005)

Additionally, you can add features by going to Devices -> Camera of Interest -> Manage Features (bottom of

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4404633356941)![mceclip15.pr

Here is an example of how to add color search to a camera:

![Enable Color Search.gif](https://support.rhombussystems.com/hc/article_attachments/26877875414541)

Professional vs Enterprise Licenses

All cameras automatically have a Professional License applied to them upon purchase. Some features, howe

For a full comparison of what's included with a Professional License vs an Enterprise License, please visit th

If you have any questions about pricing or included features, please reach out to Rhombus Support or Sales

Helpful Links

- [Managing Facial Recognition](https://support.rhombussystems.com/hc/en-us/articles/360000327872-Mana
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [Managing License Plate Recognition](https://support.rhombussystems.com/hc/en-us/articles/36003776221
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandv
- [People and Vehicle Counting](https://support.rhombussystems.com/hc/en-us/articles/360002258451-Peop
- [Personal Protective Equipment Detection](https://support.rhombussystems.com/hc/en-us/articles/3600550

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Getting Started with Rhombus](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Managing License Plate Recognition (LPR)](https://support.rhombussystems.com/hc/en-us/related/click?d
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

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Night Vision Troubleshooting
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troublesho

Topics included in this article:

- [Night Vision Overview](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troublesh
- [Enabling/Disabling Night Vision](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-
- [Mobile App](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troubleshooting-Nig
- [Troubleshooting](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troubleshooting
- [Camera Image Quality Degraded When in Night Mode](https://support.rhombussystems.com/hc/en-us/arti
- [Camera Image is Blurry When in Night Mode](https://support.rhombussystems.com/hc/en-us/articles/1776
- [Camera Image is Solid Black](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Tr
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troubleshooting-N

- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/17769673612813-Troub

Night Vision Overview

Night vision is a camera feature that uses infrared light to illuminate an otherwise dark/low-light environment

Enabling/Disabling Night Vision

Only certain modes are supported when altering night vision settings. Please consult the table below for mor

![Screen_Shot_2020-02-26_at_10.05.37_AM.png](https://support.rhombussystems.com/hc/article_attachme

Console

Night vision (IR) can be enabled within a camera's settings.

1\. Navigate to the "Devices" tab and select the desired camera.
![Screenshot 2025-02-13 at 2.13.15■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Hover over the three dots on the camera livestream, select the settings wheel, and click the "Camera Se
![Screenshot 2025-02-13 at 2.15.25■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. The **IR Filter** is used to Enable or Disable night vision. Select the dropdown and toggle the IR Filter s
![Screenshot 2025-02-13 at 2.18.59■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. The **IR LED** setting is used to Enable or Disable Infrared light, which assists with capturing video at r
![Screenshot 2025-02-13 at 2.20.33■PM.png](https://support.rhombussystems.com/hc/article_attachments

Mobile App

1\. Navigate to the "Cameras" section.
![Screenshot_20241122-144632.png](https://support.rhombussystems.com/hc/article_attachments/342729
2\. Select the camera for which you want to adjust the IR settings.
![Screenshot_20250213-143845.png](https://support.rhombussystems.com/hc/article_attachments/342729
3\. Click on the settings wheel in the upper right-hand corner of the footage.
![Screenshot_20250213-143917.png](https://support.rhombussystems.com/hc/article_attachments/342729
4\. Scroll down to change IR LED or IR FILTER.
![Screenshot_20250213-145557.png](https://support.rhombussystems.com/hc/article_attachments/342729

Troubleshooting

Camera Image is Stuck in Black and White or Has a Purple/Pink Hue

- Remote reboot the camera from the device's page. - [Remotely Reboot a Camera](https://support.rhombus
- Power cycle the camera by unplugging it and plugging it back in.
- Ensure the camera firmware is up to date.
- Select " [Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera-

![Screenshot 2025-02-13 at 2.18.59■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- If the issue is still not resolved, please contact [Rhombus Support](https://support.rhombussystems.com/hc

Camera Image Quality Degraded When in Night Mode

- IR light may be reflecting back into the camera. - Ensure the camera isn't mounted too close to a surface t

Camera Image is Blurry When in Night Mode

IR light can reflect off obstructions on or inside the dome, causing bright spots in the image at night.

- Ensure there isn't condensation in the camera dome. - [Preventing Condensation in Dome Cameras](https
- Ensure there are no fingerprints or other smudges/dust collected on the dome. - Carefully clean the dome
- If in a high wind/weather location, ensure the dome is cleaned regularly.

- Recommended to clean the dome quarterly with a soft and clean lint-free cloth to avoid the buildup of dust

Camera Image is Solid Black

- [Remotely reboot the device.](https://support.rhombussystems.com/hc/en-us/articles/360018569731-How-
- Ensure there is nothing obstructing the light sensor.
- Ensure all cabling is in good condition and there are no signs of water damage in the pigtail.
- Ensure the light sensor is aligned properly and not blocked by the dome, specifically with the R360. See th
- For R500/R510s, navigate to the device "Camera Settings," disable Auto-Focus, set Motor P-Iris to max, an

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Remotely Reboot a Camera](https://support.rhombussystems.com/hc/en-us/articles/360018569731-Remo
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Prevent
- [Warranty, Return Policy, and End of Life](https://support.rhombussystems.com/hc/en-us/articles/36003376
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/36005136095

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/related/click?
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [LAN & WAN](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRp
- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [Live Realtime and Live Buffered video streams](https://support.rhombussystems.com/hc/en-us/related/clic

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

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Inner Range Integration

[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/32602516713485-Inner-Range

Topics included in this article:

Inner Range

Inner Range's integration combines the third party door controller with the Rhombus Console, allowing you t

- Lock/Unlock doors remotely, using any device from the Rhombus Console.
- Track door open events, including timestamps and alerts if a door is left open.
- Monitor badge usage, receiving alerts if a badge is used but the face captured by the camera doesn't matc
- Integrate visual context from Rhombus and instantly search door open events with markers in camera feed

Setup

Inner Range Setup

1\. Navigate via the Sky Tunnel website to your Inception Controller. Once you log in, you will need the
2a. **Get the API Key** To set up the access user for the API Key, navigate to "Configuration." C
2b. Once the access user has been created, click "Credentials" and navigate to "Remote Access" to find th
2c. Generate a key using a User API token and save this information for later.
3\. **Get the Sky Tunnel Serial Number** You can find the Sky Tunnel serial number in the brows
![Screenshot 2024-12-10 at 2.41.33■PM.png](https://support.rhombussystems.com/hc/article_attachments

Rhombus Console Setup

1\. Navigate to "Settings" and select "Third Party Integrations."
![Screenshot 2024-12-10 at 2.47.10■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click on the "Badge Systems" dropdown menu and select the "Inner Range" icon.
![Screenshot 2025-01-27 at 11.17.28■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Toggle on the Inner Range integration. Input the API Token and Sky Tunnel serial number saved from th
![Screenshot 2025-01-27 at 11.18.32■AM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Choose which camera(s) to associate with the doors listed in the configuration panel.
5\. There is an option to enable "Remote Unlock." If this is enabled, users can unlock this door using the Rh
6\. Check the box in order to create timeline events on the camera feeds for entry events. With this turned o
7\. Click "Save" to complete the integration.

Console Navigation

1\. Navigate to the "Devices" page and select the camera associated with the integration, or search for that
![Screenshot 2024-12-10 at 3.00.10■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Clicking the "Unlock" icon will generate a tick mark in the timeline. When "Unlock" is used through t
3\. Users can also badge in using their Inner Range credentials. When badging in with the Inner Range
4\. You can search in the timeline for "Door Opened" events to navigate to the corresponding footage.
5\. In the "Audit and Logs" tab, select "Audit Logs." Here, you can search for "Inner Range Integration Upda

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [How to Reset your Password](https://support.rhombussystems.com/hc/en-us/articles/6956957886733-How

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Managing Facial Recognition](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [Setting Up Azure Custom App](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Setting up SSO with DUO](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Google Drive Integration for Saved Clips (Google Workspace)](https://support.rhombussystems.com/hc/er
- [Warranty, Return Policy, and End of Life](https://support.rhombussystems.com/hc/en-us/related/click?data

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Camera Heat Maps Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heat-N

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heat-Maps#h_0
- [Enable Heat Maps](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heat-N
- [Heat Map Logs](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heat-Map
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-Heat-Maps#
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360004711972-Camera-

Overview

A heat map is a visual layer that can be applied to video footage to indicate where movement occurs in the f

Enable Heat Maps

1\. Navigate to the "Devices" tab and select a camera from the list of available devices.
![Screenshot 2025-05-14 at 9.21.34■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Hover over the 3 dots in the upper right corner of the camera viewer and click the "Layers" button.
![Screenshot 2025-05-14 at 9.24.58■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Click the checkbox next to "Heat Map."
![Screen Recording 2025-05-14 at 9.26.08■AM.gif](https://support.rhombussystems.com/hc/article_attachm

Heat Map Logs

1\. Heat map logs can be found in the "Logs & Reports" tab within the Rhombus console.
![Screenshot 2025-04-29 at 1.53.14■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select the devices or locations of devices from the dropdown menu.
![Screen Recording 2025-04-29 at 5.59.00■PM.gif](https://support.rhombussystems.com/hc/article_attachm
3\. Choose to view hourly, daily, or all heat map data.
![Screen Recording 2025-04-29 at 6.01.22■PM.gif](https://support.rhombussystems.com/hc/article_attachm
4\. Select the date for hourly heat map data or date range for daily or all heat map data, and click "Search."
![Screen Recording 2025-04-29 at 6.21.32■PM.gif](https://support.rhombussystems.com/hc/article_attachm
Note: Heat map data can be downloaded by clicking "Download CSV" beside the "Search" button.

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Event Search](https://support.rhombussystems.com/hc/en-us/articles/32562492145933-Event-Search)

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Camera Batch Actions](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVz
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

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Network Setup Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Network-Setu

Topics included in this article:

Overview

Rhombus cameras need both power and an internet connection to reach Rhombus' servers. With a few exce

Power the Ethernet Switch

PoE Requirements

The camera model will determine which type of switch is required, PoE, PoE+, or PoE++. Please review the

Ensure your switch has a PoE budget that is greater than or equal to the number of expected cameras that v

PoE Example (15W)	**PoE+ Example (30W)**	**PoE++ Example (60W)**
Using 4 cameras, at up to 15W per camera.	Using 4 cameras, at up to 30W per camera.	Using 4 camera
4x15=60W total. Ensure the switch has 60W of available PoE budget.	4x30=120W total. Ensure the switch

Table 1.) PoE budget calculations are based on the maximum power consumption for each port.

Camera Model	**PoE Requirement**	**Power Consumption (Max)**
R120	PoE (802.3af)	10.5 watts
R170	PoE (802.3af)	4.8 watts
R200	PoE (802.3af)	10.5 watts
R230	PoE (802.3af)	9.4 watts
R360	PoE (802.3af)	9.9 watts
R400	PoE (802.3af)	11.7 watts
R500	PoE (802.3af)	13 watts
R510	PoE (802.3af)	13 watts

| R520 | PoE (802.3af) | 7.5 watts |
| R600 | PoE++ (802.3 bt) | 51 watts |

Table 2.) Specific PoE requirements per model with their max power consumption rating. For more informati

Plug in the PoE Switch

- Connect the PoE switch to a power outlet using the included power cable.

- Ensure the power indicator light on the switch is on. This confirms the switch is powered up and operationa

- Verify the switch is connected to the internet.

Configure the Network

Create a Dedicated VLAN

While not required, Rhombus recommends creating a dedicated VLAN for the cameras. This step can greatl

Configure a DHCP Server

Rhombus cameras are designed to obtain their local network configuration (IP, subnet, gateway, etc.) via DH

If using an optional VLAN, Rhombus recommends configuring a dedicated DHCP pool assigned to the dedic

If you require fixed IP addresses, you can do this on the DHCP server using DHCP reservations by matching

DNS Hostname Resolution

The cameras all require access to DNS servers that can resolve hostnames ending with the suffixes rhombu

Firewall Configuration

Our cameras are designed to blend in with other devices on the network, so there is no need for any special

Rhombus cameras use standard ports and protocols such as HTTPS/443, DNS/53, and NTP/123. If these p

Our client and servers have fully mutually authenticated TLS, which means that any security appliances conf

Outbound Rules

If your Rhombus cameras connect behind a restrictive network, you will need to configure your firewall with t

Rule	**Protocol**	**Port**	**Description**
Allow	TCP	443	HTTPS
Allow	TCP	8443	HTTPS
Allow	TCP & UDP	53	DNS
Allow	UDP	123	NTP

LAN Streaming Rules

If you access cameras over a LAN, you must ensure you have routes set up to the camera's local subnets fr

Rule	**Protocol**	**Port**	**Destination**
Allow	TCP	8000	192.168.0.0/16, 172.16.0.0/12, 10.0.0.0/8

Content Filtering URL Allow List

If your firewall utilizes a content filter or URL deny list, the following URLs must be added to an allow-list for

Rule	**URL**
Allow	*.rhombussystems.com
Allow	*.lan.rhombussystems.com
Allow	*.dash.rhombussystems.com
Allow	*.rhombus.com
Allow	*.lan.rhombus.com
Allow	*.dash.rhombus.com

Troubleshooting the Network

- Reboot the switch.
- Verify all cabling.
- Ensure the switch is able to access the internet. Plug in a laptop and try accessing the internet from that de
- Check IP address conflicts and ensure all devices are being assigned an IP address.

- Check if your router or firewall is blocking the camera's ports. Adjust the firewall settings accordingly.

Connect Camera to the PoE Switch

Connect Ethernet Cables to the Cameras

- Plug one end of an Ethernet cable into the camera's Ethernet port. Ensure the cable is securely attached.

- Plug the other end of the cable into one of the PoE ports on the switch.

Troubleshooting Methods

- **Check the PoE Port:** Make sure the camera is plugged into a PoE-enabled port. If another Rhombus ca

- **Try a Different Cable:** Ethernet cables can fail, so test the cable by replacing it with a known working on

- **Inspect the Camera:** Ensure the camera is functional by testing it in a different location or on a different

- **Confirm the camera has power and connection:**

- Most PoE cameras will power on as soon as the Ethernet cable is connected and the PoE switch supplies

- If the network and switch are set up properly, the device should also show connected to Rhombus servers
- Check the camera's LED status to confirm it is receiving power and connection.

Camera Model	Connected to Rhombus Servers	Not Connected to Rhombus Servers	Registration Failu
R1/R2/R2-180/R230	Blinking Blue	2 Blue \[Pause\] 2 Blue \[Repeat\]	Slow blinking Red IR LEDs
R100/R120/R170/R200/A100	Blinking Green	2 Green \[Pause\] 2 Green \[Repeat\] **OR** 1 Red \[Pause
R400	BlinkingAmber	Slow Blinking Amber	No Feedback
R360/R500/R510	Fast Blinking Red	Slow and inconsistent Red	Slow blinking Red IR LEDs

Table 1.) A reference for LED light statuses for unregistered cameras. For more information, please review t

Helpful Links

- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LE
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-C
- [Assigning a Static IP Address](https://support.rhombussystems.com/hc/en-us/articles/360027384692-Assi
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/articles/701
- [LAN & WAN](https://support.rhombussystems.com/hc/en-us/articles/6981246430989-LAN-WAN)

Contact Support or Sales

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Related articles

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [LAN & WAN](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRp
- [Setting up SSO with Microsoft Entra ID](https://support.rhombussystems.com/hc/en-us/related/click?data=

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Rhombus Device LED Statuses
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LED-

Topics included in this article:

- [Unregistered Devices](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LE
- [Rhombus Readers](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LED-

- [Badge Reader Error LEDs](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Devic
- [Registered Devices](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LED
- [Rhombus Badge Readers](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Devic
- [Troubleshooting](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LED-St
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LED-Status
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Devic

Unregistered Devices

Below are diagrams for our cameras, sensors, readers, and audio gateway. All Rhombus devices are curren

Note: The Rhombus A100 has the same LED statuses as the R120/R170/R200.

Rhombus Cameras

Camera Model	Connected to Rhombus Servers	Not Connected to Rhombus Servers	Registration Failu
R1/R2/R2-180/R230	Blinking Blue	2 Blue \[Pause\] 2 Blue \[Repeat\]	Slow blinking Red IR LEDs
R100/R120/R170/R200/A100	Blinking Green	2 Green \[Pause\] 2 Green \[Repeat\] **OR** 1 Red \[Paus
R400	BlinkingAmber	Slow Blinking Amber	No Feedback
R360/R500/R510	Fast Blinking Red	Slow and inconsistent Red	Slow blinking Red IR LEDs

Rhombus Badge Readers

Below is a table for the Rhombus Badge Readers (DR40 & DR20). This table relates to when the device has

Note: The LED is on the front center of the device and will be in the shape of a circle.

Reader Model	Starting Up/Turning On	Waiting to be Registered
DR40	White fading circle	Blue fading circle
DR20	White fading circle	Blue fading circle

Badge Reader Error LEDs

Below is a list of error LEDs and what they relate to for the Rhombus readers.

Reader Model	No Access Control Unit (ACU)	No Network	No Cloud Access	Rhombus Error
DR40	Red/White fading circle	Blue/off fast fade	Blue/White fast fade	Red/Yellow flash
DR20	Red/White fading circle	Blue/off fast fade	Blue/White fast fade	Red/Yellow flash

Troubleshooting:

- No ACU Error - Check the physical connection of the reader to the DC20
- No Network - Check the network connection for the DC20/DR40 and on-site network
- No Cloud Access - Check the [ports' rules](https://support.rhombussystems.com/hc/en-us/articles/3600086

- Rhombus Error - Contact [Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/14793

Registered Devices

Below are diagrams for our cameras, sensors, and audio gateway. Once the camera is registered, you can s

Rhombus Cameras

Camera Model	Connected to Rhombus Servers	Not Connected to Rhombus Servers
R1/R2/R2-180/R230	Solid Blue	2 Blue \[Pause\] 2 Blue \[Repeat\]
R100/R120/R170/R200/A100	Solid Green	2 Green \[Pause\] 2 Green \[Repeat\] **OR** 1 Red \[Pause\]
R360	BlinkingAmber	2 Amber \[Pause\] 2 Amber \[Repeat\]
R400/R500/R510	Blinking Amber	Inconsistent Blinking Amber

Rhombus Badge Readers

Reader Model	Await action	Await Authentication	Unlocked	Rejected Authentication	Doorbell Pressed
DR40	Dim White circle	Spinning White circle	Solid Green	Single Red flash	Blue/off fade	SpinsPurp
DR20	Dim White circle	Spinning White circle	Solid Green	Single Red flash	N/A	Spins Purple

SD Card Related Lights

If both IR LEDs are ON, and/or the IR filter clicks, there is an issue with the SD card seating or formatting.

- If the SD card is accessible (dome cameras only) power down the camera, carefully reseat the SD card, an
- Contact Support if reseating doesn't resolve the issue, or it is a different device model.

Troubleshooting

Below is a list of steps to take if the cameras cannot be pinged.

1. Unplug the device and plug it back in.
2. Check all cables, ports, and switches.
3. Check your network to see if the required ports are open.
4. Check to see if you have the most up-to-date browser or mobile app.
5. Open a support ticket with Rhombus.

Helpful Links

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/articles/17519
- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/36004453401
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Networking

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Related articles

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/related/click?
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ(
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

Audit and Diagnostic Logs
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diagnost

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diagnostic-Logs#h
- [Audit Logs](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diagnostic-Logs#
- [Diagnostics Logs](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diagnostic-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diagnostic-Log
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Dia

Overview

Audit and Diagnostics Logs can be found in the "Logs & Reports" tab within the Rhombus console.

![Screenshot 2025-05-13 at 9.45.52■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Audit Logs

Audit Logs contain a table where each entry is an action taken in the console. The table will contain values t

![Screen_Shot_2019-10-02_at_3.41.07_PM.png](https://support.rhombussystems.com/hc/article_attachmen

This feature is useful for effectively tracking user activity, administrative operations, mitigating risks, and mee

List of all actions currently tracked
Access Controlled Door Created	Policy Alert Dismissed
Access Controlled Door Deleted	Policy Created
Access Controlled Door Updated	Policy Deleted
Access Grant Created	Policy Updated
Access Grant Updated	Rhombus Key Auth Refresh
All Policy Alerts Dismissed	Rhombus Key: Door Unlocked
Audit Logs Exported	Rhombus Key Mobile Login
Basic Authentication Failure	Rhombus Secure Mobile Access Control Credential Created
Basic Authentication Success	Rhombus Secure Mobile Access Control Credential Revoked

Camera Deleted	Rhombus Secure CSN Access Control Credential Created
Camera Firmware Update	Rhombus Secure CSN Access Control Credential Revoked
Camera Forced Reboot	Rhombus User Acceptance Policy Accepted
Camera Policy Created	RMA Ticket Opened
Camera Policy Deleted	Role Created
Camera Policy Updated	Role Deleted
Camera WiFi Changed	Role Updated
Climate Policy Created	Rule Created
Climate Policy Deleted	Rule Deleted
Climate Policy Updated	SAML Mobile Login
Clip Saved	SAML Mobile Login Failure
Clip Shared	SAML Web Login
Count Reports Exported	SAML Web Login Failure
Credential Note Updated	Saved Clip Deleted
Device Updated	Schedule Created
Device Inventory Exported	Schedule Updated
Device Setting Updated	SCIM API Access Revoked
Diagnostic Logs Exported	SCIM API Access Setup
Door Policy Updated	Shared Clip Deleted
Door Unlocked	Shared Clip Viewed
Feedback Sent	Shared Live Video Deleted
Face Event Deleted	Support Access Revoked
Face Event Updated	Support Access Granted
Face Matchmaker Created	Support Partner Login Access Expired
Face Matchmaker Deleted	Support Partner Added
Integration Updated	Support Ticket Opened
License Assigned	Timelapse Created
Link Shared	Timelapse Deleted
Live Video Shared With Password	Uptime Reports Exported
Live Video Shared Without Password	User Acceptance Policy Accepted
Location Deleted	User Created
Lockdown Deactivated	User Deleted
Lockdown Activated	User Updated
Mobile App	User's Role Updated
Mobile Console	Video Wall Created
Mobile Login	Video Wall Updated
Mobile Login Failure	Virtual MFA Device Delete
Mobile Logout	Virtual MFA Device Setup
Org Settings Updated	Web Console
Partner Mobile Logout	Web Login
Partner Web Login	Web Login Failure
Person Updated	Web Logout

Diagnostic Logs

The Diagnostic Logs page contains a table with the activity associated with hardware devices and third-party

Below is a list of diagnostic activities that assist users in troubleshooting.

Activity	Details
Device Connected	
Device Disconnected	
Startup	Device boot containing private/public IP
Update Started	Firmware-related activity
Update Firmware Downloaded	Firmware-related activity
Update Firmware Applied	Firmware-related activity
Update Starting Reboot	Firmware-related activity
Update Failed Md 5 Mismatch	Firmware-related activity
Update Failed Access Denied	Firmware-related activity
Update Failed Connection Refused	Firmware-related activity
Update Failed Connection Timeout	Firmware-related activity
Update Failed DNS Failure	Firmware-related activity
Upload Clip Success	Storage Integration Activity
Upload Clip Failure	Storage Integration Activity
Notification Failure	Storage Integration Activity
Persistent Storage Failure	Device storage error activity
Ping	Not currently in use but should appear when the server pings the device
Forced Reboot	Reboot initiated from the console
Audio Hardware Not Detected	Audio Gateway external speaker or microphone not detected
Encrypted Container Failure Create	Error with the device's SD card
Encrypted Container Failure Open	Error with the device's SD card
Encrypted Container Failure Mount	Error with the device's SD card
Video Hardware Failure	Error with video system hardware
WiFi Network Changed	Previous SSID, New SSID
Server Reconnect	Not currently in use but should appear when a device reconnects to a server
AP Changed	Previous AP, New AP
Climate Offline	Environmental Sensors
Climate Online	Environmental Sensors
Climate Low Battery	Environmental Sensors
Climate Probe Connected	Environmental Sensors
Climate Probe Disconnected	Environmental Sensors
Door Offline	Entry Sensors
Door Online	Entry Sensors
Door Low Battery	Entry Sensors
Occupancy Sensor Online	Motion Sensors
Occupancy Sensor Offline	Motion Sensors
Occupancy Sensor Low Battery	Motion Sensors
Button Offline	Smart Button
Button Online	Smart Button
Button Low Battery	Smart Button
Proximity Low Battery	Asset Tags
Reboot	BLS activities
Network Interruption	BLS activities
Openpath Webhook Failure	OpenPath Integration
Toast Webhook Failure	Toast Integration
Kisi Webhook Failure	Integration
Brivo Webhook Failure	Integration
Halo Webhook Failure	Integration
Salto Webhook Failure	Integration
Square Webhook Failure	Integration

ButterflyMX Webhook Failure	Integration
Genea Webhook Failure	Integration
ProDataKey Webhook Failure	Integration
AMT Webhook Failure	Integration
Placeos Webhook Failure	Integration
Keypad Online	Alert Monitoring
Keypad Offline	Alert Monitoring

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/articles/7267212855821-T
- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/articles/17519

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Related articles

- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/related/click?
- [Exporting Information from the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Data and Clip Storage Retention](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG

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Alarm Monitoring Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monito

Topics included in this article:

- [Alarm Monitoring Overview](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm
- [Set Up Alarm Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-M
- [Setting up Monitoring Schedules](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-
- [Scheduled Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Mon
- [Setting Up Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Mon
- [Emergency Response Contacts](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-A
- [Contact from Alarm Monitoring Service](https://support.rhombussystems.com/hc/en-us/articles/771778576
- [Responder Entry Instructions](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alar
- [Alert Key PINs](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-
- [Alert Submission Settings](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-
- [How to Use Alarm Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Ala
- [Threat Cases](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-G
- [Reports](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-Guide#
- [Mobile App](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-Gui

- [Pause Alarm Monitoring](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-M
- [Mobile App](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-Gui
- [Live Agent Calibration mode](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alar
- [Disable Alarm Monitoring with Authorized Badge Entry](https://support.rhombussystems.com/hc/en-us/arti
- [Verification Best Practices](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-Monitoring-G
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/7717785765133-Alarm-N

Alarm Monitoring Overview

Alarm Monitoring is a service that pairs with your Rhombus devices, allowing you to implement alert policies

If an emergency is verified, the agent will text and call your emergency contacts and dispatch authorities as

For more information, please review the [Monitoring Services Agreement](https://legal.rhombus.com/end-use

Note: This service is intended for customers who want added security during off hours without the need f

Set Up Alarm Monitoring

Alarm Monitoring must be set up in the Rhombus web console.

The setup for Alarm Monitoring consists of:

- Adding Alarm Monitoring licenses
- Establishing the monitoring schedule and which cameras to include in the schedule
- Create a list of emergency contacts
- Add PINs for iPad keypads
- Create first responder entry instructions

To configure to the Alarm Monitoring settings, follow these instructions:

1\. Navigate to the "Locations Tab" and select the location associated with Alarm Monitoring.
![Screenshot 2025-04-02 at 10.52.28■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Select the "Alarm Monitoring" tab. From here, you can navigate to the following pages. - [Alarm Cen
![Screenshot 2025-04-02 at 12.10.11■PM.png](https://support.rhombussystems.com/hc/article_attachment

Note: If you don't see the Alarm Monitoring user interface in your console, contact your Rhombus represe

Alarm Central

Alarm Central is the main hub for Alarm Monitoring. On this page, you can:

- View a snapshot of verifications used.
- Pull a report of verifications used.
- Have a quick look at all devices monitored as well as associated devices.
- Use a toggle to select if monitoring will be stopped with a badge entry (available if using access control).
- If turned on, any authorized badge entry will stop monitoring. If monitoring is on a schedule, it will turn back
- Manually control monitoring.

- Create custom settings for monitoring of devices.
- Monitor via a Schedule.
- Create a custom schedule for monitoring, and select which devices will be monitored with this schedule.
- Multiple schedules can be created, if a different monitoring scheduling is desired for different devices at tha

![Screenshot 2025-04-02 at 12.12.18■PM.png](https://support.rhombussystems.com/hc/article_attachment

Setting Up Monitoring Schedules

When setting up Monitoring Schedules you will be presented with two options, manual or scheduled monitor

Manual Monitoring

Manual monitoring has no start time or end time. This option relies solely on the individual to enable or disab

Scheduled Monitoring

Scheduled monitoring starts and ends at a specific time. A user can still enable or disable the alarm monitori

Setting Up Monitoring

Manual and scheduled monitoring have all the same setting features; one is enabled by a user and the other

- Schedule - This option allows a schedule for the start and stop time of Alarm Monitoring.
- Devices - Choose the cameras for alarm monitoring
- Event Types - There are two event types, Human Movement and Door Opened (Door sensor associated w
- If detected, play - This option will play an audio message (less than 10 sec) if an A100 is associated with th
- Play Duration - This will let audio play multiple times or after a certain amount of time
- Qualification - The first dropdown provides two options: "Is there a person present?" and "Is there a threat t
- This qualification determines what constitutes triggering an alarm.
- Submission - A submission delay can be configured between 0-10 mins.
- This setting determines the amount of time between event detection and event submission to the alarm mo

Emergency Response Contacts

In the Alarm Monitoring dropdown, select "Emergency Response Contacts."

In this section, you can add details for your organization's emergency contacts. A default contact **must** be

The default contact will be contacted if there is no custom schedule or during any time period not covered by

![Screenshot 2025-04-02 at 12.13.30■PM.png](https://support.rhombussystems.com/hc/article_attachments

Note: If a threat is deemed valid, individuals on the contact list will be notified via text and phone call. Pol

Contact from Alarm Monitoring Service

The monitoring service will contact the emergency contacts from the below list of numbers:

- +1 (619)329-8928
- +1 (619)329-8846
- +1 (619)329-8736
- +1 (619)304-4016

Complete the below actions for the best user experience:

1. Add the numbers to a contact like Rhombus Monitoring so the calls aren't silenced.
2. Allow text and phone calls from Rhombus Monitoring when "Do Not Disturb" or other "Focus Mode" setting

Responder Entry Instructions

Responder Entry Instructions can provide emergency services with essential entry information. If responders

![Screenshot 2025-04-02 at 12.17.13■PM.png](https://support.rhombussystems.com/hc/article_attachments

Alert Keypad PINs

The alert keypad PIN ties to the Rhombus keypad app on the iOS iPad store. To learn more, see our article

![Screenshot 2025-04-02 at 12.19.11■PM.png](https://support.rhombussystems.com/hc/article_attachments

How to Use Alarm Monitoring

The Rhombus Console and Mobile App provide options to view the current status of alerts and threat cases.

Console

In the Rhombus Console, you will see some features for how to view alarm monitoring information. One opti

Status

There are a few ways in the Rhombus console to view the Alarm Monitoring status.

1\. Add a 'dashlet' to the Rhombus dashboard to view the amount of locations that have alarm monitoring sc

2\. Within the locations tab you can also view the status of all the Alarm Monitoring locations. This will let you

Threat Cases

1\. Navigate to the "Locations Tab" and select the location associated with Alarm Monitoring.

| ![Screenshot 2025-04-02 at 10.52.28■AM.png](https://support.rhombussystems.com/hc/article_attachment
| 2\. Select "Alerts" and click "Threat Cases." |
| ![Screenshot 2025-04-02 at 10.54.20■AM.png](https://support.rhombussystems.com/hc/article_attachment

- **Initiated** \- If an Alert Submission Delay is set, the user will see a countdown timer, and have the option

![blobid0.png](https://support.rhombussystems.com/hc/article_attachments/9031383462541)

- **Requested**\- This status signifies that the alert has been sent to the monitoring service for verification, a

![blobid1.png](https://support.rhombussystems.com/hc/article_attachments/9031485100045)

- **Escalated**\- This state signifies the monitoring service should begin or has begun emergency protocols

![blobid2.png](https://support.rhombussystems.com/hc/article_attachments/9031581553037)

- **Dismissed**\- This state signifies that a user intercepted the threat case before it was sent to the monitori
- **Verified** \- This state signifies that the monitoring service reviewed the alert and did not identify a threat
- **Canceled**\- This state signifies that an ESCALATED threat case was deemed resolved by a user withou

![Screen_Shot_2022-09-14_at_11.39.50_AM.png](https://support.rhombussystems.com/hc/article_attachme

- **Closed/Resolved**\- This state signifies that the monitoring service resolved an ESCALATED threat case

Reports

The Rhombus Console provides the ability to view Alarm Monitoring Reports.

Select the "Logs and Reports" tab and the click on "Alarm Monitoring Reports."

![Screenshot 2025-04-02 at 11.03.03■AM.png](https://support.rhombussystems.com/hc/article_attachments

Here you can view reports for all of your monitored locations as well as download the data locally.

![Screenshot 2025-04-02 at 11.05.42■AM.png](https://support.rhombussystems.com/hc/article_attachments

Additionally, you can find alarm monitoring set-up updates through Audit Logs:

- Who made the last adjustment, user, or PIN name
- Settings changes or enabling/disabling monitoring
- Which location was impacted

Mobile App

While in the mobile app you can find the alarm monitoring section by clicking the "Menu" button in the bottom

![Mobile Alarm Monitoring.gif](https://support.rhombussystems.com/hc/article_attachments/35529279936269

Pause Alarm Monitoring

Alarm Monitoring can be paused in the Rhombus Console, Mobile App, and Alarm Pad. When pausing alerts

Console

1\. Navigate to the "Locations" tab, select the location, and click "Pause Alerts" at the top of the page.

![Screenshot 2025-04-02 at 11.52.10■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Select how long you want to pause the alerts for, and select confirm. This will stop alerts for the **entire c

![Screenshot 2025-04-02 at 11.53.34■AM.png](https://support.rhombussystems.com/hc/article_attachments

Mobile App

Below is a quick video on how to pause alerts within the Rhombus Mobile App.

![Pause Alerts.gif](https://support.rhombussystems.com/hc/article_attachments/35530223556365)

Live Agent Calibration Mode

Calibration Mode is used to ensure all licenses, alert policies, and contact lists are set up properly so that the

Note: To identify if you are in a testing mode, you will see a "Calibration Mode" banner.

Disable Alarm Monitoring with Authorized Badge Entry

With this new feature, when an authorized employee enters a location using their badge, it will automatically

If turned on, any authorized badge entry will stop monitoring. If monitoring is on a schedule, it will turn back c

Requirements:

- This feature requires specifically Rhombus Access Control and Alarm Monitoring.
- To disarm the system using a badge, users must have an authorized badge and their access grant schedu
- Re-arming the system is not affected by the access grant schedule. It still requires either a scheduled moni

1\. Navigate to the "Locations" page and select on the location that you want to enable this feature for.
![Screenshot 2025-04-02 at 10.52.28■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Click on the "Alarm Monitoring" tab down and select "Alarm Central."
![Screenshot 2025-04-02 at 12.10.11■PM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Toggle on the setting "Stop Monitoring With Authorized Badge Entry."
![Screenshot 2025-04-02 at 12.24.39■PM.png](https://support.rhombussystems.com/hc/article_attachment

Supported Third-Party Integrations

Rhombus supports certain third-party access control badge systems for use with disabling alarm monitoring

- [Avigilon Alta Integration (Formally OpenPath)](https://support.rhombussystems.com/hc/en-us/articles/3600

- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/articles/360058155432-Prod

Verification Best Practices

A "Verification" is a service-generated request for an Alert Assessment (see the [Monitoring Services Agreem

Rhombus defines alarm monitoring license tiers based on the volume of Verifications that are triggered; thus

High Verification Volume

If you have a high volume of Verifications resulting in very few (or no) Notification Events, you likely are not c

When configuring your alarm monitoring settings, it is critical to put in the effort up-front to ensure that:

- You monitor areas identified as the highest risk, and configure your solution to avoid triggering false-positiv
- You get an appreciation of the number of Verifications that will be triggered during your grace period (the in
- Your org does not risk deactivation from excessive Verifications.

To help avoid high Verification volumes, Rhombus recommends the following best practices:

Device Selection

- Choose devices for monitoring that have a good view of the area of interest and limited expected foot traffi
- Limit the number of cameras that capture the same field of view to prevent initiating Verifications for redund

Event Selection

- Configure for alerts that have the greatest likelihood of indicating an active threat.
- For example: An outdoor camera that captures a lot of pedestrian traffic would trigger excessive Verification

Camera Activity Regions

- Specify activity regions on cameras where you would not expect to have traffic during monitoring periods, a

Schedule

- Select a schedule that is appropriate for your location and only monitoring when necessary. For instance, c

Helpful Links

- [Alarm Monitoring: Alarm Pad Scenarios & Installation](https://support.rhombussystems.com/hc/en-us/artic
- [Creating and Assigning Camera Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/360
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [How to Snooze/Pause Notifications](https://support.rhombussystems.com/hc/en-us/articles/6642880115585
- [Configuring Activity Regions](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Config

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Related articles

- [Alarm Monitoring: Alarm Pad Scenarios & Installation](https://support.rhombussystems.com/hc/en-us/relat
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Manage Users](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

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Activity Regions Configuration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Configuring-Ac

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Configuring-Activity-Reg
- [Configure an Activity Region](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Confi
- [Delete an Activity Region](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Configur
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Configuring-Activity-F
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360002020671-Configur

Overview

Activity Regions allow you to highlight a region of a camera's FoV and ignore movement either within that re

Configure an Activity Region

1\. To configure an activity region, select and open a camera's video feed.

2\. Next, hover over the three dots in the upper right-hand corner of the camera view, select the gear icon, ar

3\. Within the camera settings, select "Full" next to the option "Activity Region."

4\. Next, select whether to trigger or not trigger alerts within the region you define.

- If "Only trigger alerts in defined regions" is selected, any object that overlaps the region at all is still conside
- If "Don't trigger alerts in defined regions" is selected, any object that is entirely contained in the region will r

5\. With your mouse, select the outermost points of the activity region you wish to highlight. Clicking a point v

![Activity Region.gif](https://support.rhombussystems.com/hc/article_attachments/32437922268173)

Delete an Activity Region

1\. To delete an activity region, select and open a camera's video feed.

2\. Next, hover over the three dots in the upper right-hand corner of the camera view, select the gear icon, ar

3\. Within the camera settings, select "Partial" next to the option "Activity Region."

4\. Select the activity region and press the delete key or click the highlighted words "clicking here" at the bott

![Delete Activity Region.gif](https://support.rhombussystems.com/hc/article_attachments/32437987106189)

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [How Do I Activate Webhooks?](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo

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R360 Camera Setup Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setu
- [Waterproofing](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Set
- [Connecting the Camera](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Ca
- [Mounting Guide](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-S
- [Pole Bracket](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setup
- [Arm Mount](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setup#
- [Ceiling Mount](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setu
- [Extension Rod](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Set
- [Pendant Cap](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setu
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Came
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setu
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-Camera-Setu
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-R360-C

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=co
- Camera connected to network and power
- Provided Waterproofing Kit (reference [this](https://support.rhombussystems.com/hc/en-us/articles/360020

Waterproofing

Following the waterproofing guidelines is essential to ensure your product is covered under our End User Lic

Use the included accessories to waterproof the cable connection, installing them as shown below. Ensure th

![R360_wp(edit).png](https://support.rhombussystems.com/hc/article_attachments/30707187620109)

R360 models have rubber O-rings on the inside and two on the outside. The below photos showcase where

![Screenshot 2024-10-01 at 8.33.08■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

For more information on waterproofing, please visit our [Preventing Water Damage](https://support.rhombus

Connecting the Camera

To complete registration, a camera needs power and should be connected to a local network that has acces

- Ensure the switch has power.
- Configure the network to comply with Rhombus requirements. Please reference our [Network Setup Guide]
- Connect the camera to the PoE switch for power and ethernet. It should automatically boot up and you can

Mounting Guide

For the R360, we offer a variety of mounting accessories, which are detailed [here](https://www.rhombus.co

Corner Bracket

![PXL_20220623_210529935.jpg](https://support.rhombussystems.com/hc/article_attachments/7159865153

Figure 1.) Corner bracket aligned with the arm mount.

Pole Bracket

![PXL_20220623_210424755.jpg](https://support.rhombussystems.com/hc/article_attachments/7159963097

Figure 2.) Pole bracket aligned with the arm mount.

Arm Mount

![PXL_20220622_231340383.jpg](https://support.rhombussystems.com/hc/article_attachments/7154022714

Figure 3.) Arm mount screwed into the pendant cap. The arm mount can also have an extension rod attache

Ceiling Mount

![PXL_20220622_231601507.jpg](https://support.rhombussystems.com/hc/article_attachments/7154123052

Figure 4.) Ceiling mount screwed into the pendant cap. The ceiling mount can also have an extension rod at

Extension Rod

![PXL_20220622_231504487.jpg](https://support.rhombussystems.com/hc/article_attachments/7154506737

Figure 5.) Extension rod screwed into a ceiling mount and pendant cap. The extension rod can also be used

Pendant Cap

![PXL_20220622_231220745.jpg](https://support.rhombussystems.com/hc/article_attachments/7154655921

Figure 6.) Pendant cap showing the mounting holes.

![PXL_20220622_231256834.jpg](https://support.rhombussystems.com/hc/article_attachments/7154657900

Figure 7.) R360 mounted on the pendant cap.

Registration Methods

Once you have powered up your camera and connected it to the internet, it can be registered. Ensure the ca

Camera Model	**Connected to Rhombus Servers**	**Not Connected to Rhombus Servers**	**Regis
R360	Fast Blinking Red	Slow and inconsistent Red	Slow blinking Red IR LEDs

A full explanation of all LED statuses can be found [here](https://support.rhombussystems.com/hc/en-us/arti

If the camera does not auto-register when brought online, you can register a camera from the Rhombus Mob

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app and tap "Menu" from the home screen.

![Screenshot_20241121-164600.png](https://support.rhombussystems.com/hc/article_attachments/3566317

2\. Select "Register Devices."

![Screenshot_20241121-164606.png](https://support.rhombussystems.com/hc/article_attachments/3566319

3\. Select to register the camera via QR Code.

![IMG_4876.PNG](https://support.rhombussystems.com/hc/article_attachments/35663178046093)

4\. Assign the R360 to a location. Choose "Add Location" if you need to add a new location for the device.

![IMG_4877.PNG](https://support.rhombussystems.com/hc/article_attachments/35663178046861)

5\. Select Ethernet for the camera connection type.

![IMG_4878.PNG](https://support.rhombussystems.com/hc/article_attachments/35663178047373)

6\. The last screen will display a QR code that you can hold up to the camera lens to finish registration. Whe

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras."

If this is the first camera you are registering, you'll need to add a location first, either during this wizard or by

![Screenshot 2025-04-02 at 10.21.39■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. When the registration window populates, the first prompt asks you to enter your mobile number to receive

3\. Select the location where these cameras will be registered and click "Next."

4\. Select Ethernet and click "Next."

5\. Select which roles will have access to these devices. You can choose between no access, view-only acc

6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies

7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is powere

Note: If you do not hear a click, try moving the phone toward and away from the camera.

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773--Device-Ll
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Ro
- [End User License Agreement](https://legal.rhombus.com/end-user-tos/eula)

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BA
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ0
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Artificial Intelligence on R360](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

R400 Camera Setup Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setu
- [Waterproofing](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Set
- [Wiring the Camera](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera
- [Mounting Guide](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-S
- [Waterproof Adapter Disassembled](https://support.rhombussystems.com/hc/en-us/articles/6770963201165
- [Waterproof Adapter Assembled](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R
- [Corner Bracket](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Se
- [Pole Bracket](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setup
- [Arm Mount](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setup#
- [Ceiling Mount](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setu
- [Extension Rod](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Set
- [Pendant Cap](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setu
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Came
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setu
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-Camera-Setu
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-R400-C

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=co
- Camera connected to network and power
- Provided Waterproofing Kit (reference [this](https://support.rhombussystems.com/hc/en-us/articles/360020

Waterproofing

Following the waterproofing guidelines is essential to ensure your product is covered under our End User Lic

Install Waterproofing Accessories

- Use the ¾" NPT cable gland and blanking plate to seal the cable entries on the device base.
- **Both waterproofing accessories must be properly installed** in the cable entries to prevent water ingress

Mounting the Camera

- Use the screws from the accessory kit to mount the camera. The screw heads are appropriately sized to se

- Tighten screws so the camera is secure.
- Over-tightening the mounting screws can cause the gasket to rupture/tear, which can give pooling water an
- Under-tightening the mounting screws will lead to a poor seal which gives water an additional ingress point
- Do not use power tools to tighten screws; tighten by hand until the camera is secure.

Install the Blanking Plate

- After choosing the hole for cable entry, the unused hole must be plugged with the blanking plate.
- Insert the blanking plate into the unused cable entry hole and tighten until the gasket is fully compressed ag

Install the Cable Gland

- Disassemble the cable gland, pass the ethernet cable through it, and insert the cable into the camera's PoE
- Use the included white rubber seal on the cable gland threads to ensure a tight seal with the camera base.
- Reassemble the cable gland and tighten it until the internal rubber seal contacts the cable fully.

Prevent Water Pooling

- Create a drip loop in the cable to shed water before it reaches the cable gland.

Install the Silica Packet

- Place the silica packet inside the camera dome before final assembly. Remove the silver package around t

Wiring the Camera

Every Rhombus camera requires power and a network connection to register. The easiest method to achiev

Wire Guide

The dome must first be removed to connect an ethernet cable to the R400. To remove the dome, unscrew th

![PXL_20220621_175556782.jpg](https://support.rhombussystems.com/hc/article_attachments/7095631385

Figure 1. Dome has been removed, PoE port is accessible.

Mounting Guide

The R400 has two conduit holes, a blanking plate, and a waterproof adapter that can attach to either openin

![PXL_20220620_220301566.jpg](https://support.rhombussystems.com/hc/article_attachments/7094760071

Figure 2. Profile and bottom view of R400.

Waterproof Adapter Disassembled:
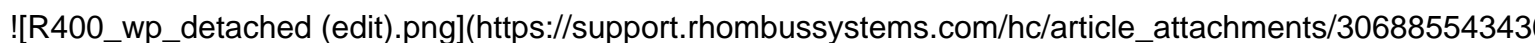
![R400_wp_detached (edit).png](https://support.rhombussystems.com/hc/article_attachments/30688554343

Figure 3. R400 with waterproof adapter disassembled.

Waterproof Adapter Assembled:

![R400_wp_attached(edit).png](https://support.rhombussystems.com/hc/article_attachments/3068855434650

![R400_wp_side(edit).png](https://support.rhombussystems.com/hc/article_attachments/30688583262605)

Figure 4. R400 with attached waterproof adapter.

The waterproof gasket can also be assembled as a back-mounted gasket. Notice the metal screw seal that

![mceclip3.png](https://support.rhombussystems.com/hc/article_attachments/30783514698893)

Figure 5. Conduit plug on side, waterproof adapter attached to the base of R400.

Corner Bracket

Figure 6 shows the corner bracket lined up with the Arm Mount.

![PXL_20220623_210529935.jpg](https://support.rhombussystems.com/hc/article_attachments/7160023114

Figure 6. Arm mount with corner bracket.

Pole Bracket

Figure 7 shows the Pole Bracket lined up with the Arm Mount.

![PXL_20220623_210424755.jpg](https://support.rhombussystems.com/hc/article_attachments/7160063337

Figure 7. Arm mount with pole bracket.

Arm Mount

Figure 8 shows the arm mount screwed to the Pendant Cap. The arm mount can also have an Extension Ro

![PXL_20220622_231340383.jpg](https://support.rhombussystems.com/hc/article_attachments/7160067701

Figure 8. Arm mount attached to pendant cap.

Ceiling Mount

Figure 9 shows the Ceiling Mount screwed to the Pendant Cap. The Ceiling Mount can also have an Extensi

![PXL_20220622_231601507.jpg](https://support.rhombussystems.com/hc/article_attachments/7160110608

Figure 9. Ceiling mount attached to pendant cap.

Extension Rod

Figure 10 shows the Extension Rod screwed to the Ceiling Mount and the Pendant Cap. The Extension Rod

![PXL_20220622_231504487.jpg](https://support.rhombussystems.com/hc/article_attachments/7160164280

Figure 10. Pendant cap attached to an extension rod and ceiling mount.

Pendant Cap

Figure 11.) shows the pendant cap with and without the R400 to display the mounting holes. The pendant ca

![PXL_20230412_202123385.jpg](https://support.rhombussystems.com/hc/article_attachments/1479289597

![PXL_20220623_212505292.jpg](https://support.rhombussystems.com/hc/article_attachments/7161394192

Figure 11. Pendant cap.

Registration Methods

Once you have powered up your camera, registering a new camera can performed from the mobile app or th

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app and tap "Menu" from the home screen and "Register Devices." That will launch the regis

![IMG_4875.PNG](https://support.rhombussystems.com/hc/article_attachments/35302837541901)

2\. Select the registration method labeled "Register via QR Code"

![IMG_4876.PNG](https://support.rhombussystems.com/hc/article_attachments/35302837543053)

3\. Select the location where this R400 will be registered. If you haven't already, you'll need to add a location

Note: If you aren't sure where you'd like to register your camera, tap the "Skip" button in the top right. If y

![IMG_4877.PNG](https://support.rhombussystems.com/hc/article_attachments/35302831075981)

4\. Select the camera connection type: Ethernet or Wi-Fi, and tap "Next."

Note: The R400 does not have built-in Wi-Fi antennas, so a Wi-Fi connection requires an adapter. For m

![IMG_4878.PNG](https://support.rhombussystems.com/hc/article_attachments/35302831080461)

5\. The last screen will display a QR code, which can be shown to one or more cameras. Display the QR cod

Note: If you do not hear a click, try moving the phone closer and further away from the camera. If the car

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras." If this

![Screenshot 2025-01-16 at 9.47.52■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. When the registration window pops up, the first prompt asks you to enter your mobile number to receive a

3\. Select the location where these cameras will be registered and click "Next."

4\. Select **Ethernet** for the camera connection type.

5\. Select which roles will have access to these devices. You can choose between no access, view-only acc

6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies

7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is powere

Note: If you do not hear a click, try moving the phone toward and away from the camera, or try a differen

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandv
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LE
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Preven

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Related articles

- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [R500/R510 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Clone Camera Settings
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/12749221563917-Clone-Came

Topics in this article include:

- [Camera Clone Settings](https://support.rhombussystems.com/hc/en-us/articles/12749221563917-Clone-C
- [How to Use Clone Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/12749221563S
- [Camera Settings that can be Cloned](https://support.rhombussystems.com/hc/en-us/articles/12749221563
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/12749221563917-Clone-Camera-Set
- [Contact Support and Sales](https://support.rhombussystems.com/hc/en-us/articles/12749221563917#h_0

Camera Clone Settings

With Rhombus, you have precise control over camera settings. You can customize camera settings accordin

When you modify a camera's configuration, you can replicate those changes and apply them to any camera

This streamlines the process of customizing your camera settings, making it quick and straightforward.

How to Use Clone Camera Settings

1\. Go to Devices 2\. Select a Camera 3\. Choose Settings 4\. Select Camera Settings 5\. C
Once you press this option, you will be directed to a window where you can select cameras of the same mo
After selecting the cameras, click the save option. You will now see an edit camera banner above the came

Camera Settings that can be Cloned

- Digital Zoom - All Models
- Rotate - All Models
- Activity Region - All Models
- Privacy Region - All Models
- LED lights - All Models
- IR LED - All Models
- IR Filter - All Models
- Resolution - All Models
- Max Bitrate - All Models
- Motor Zoom - R400, R500, & R510
- Auto Focus - R400, R500, & R510
- Focus Region - R400, R500, & R510
- Motor Focus - R400, R500, & R510
- Motor P-Iris - R400, R500, & R510

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171)
- [Configuring Activity Regions](https://support.rhombussystems.com/hc/en-us/articles/360002020671)

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

R170 Camera Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera-Setu
- [Wiring the Camera](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera
- [Mounting Guide](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera-S
- [Aiming the Lens](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera-S
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Came
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera-Setu
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Camera-Setu
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-C

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=co
- Camera connected to network and power

Note: This camera is designed for indoor use **only** and does not come with a waterproofing kit.

Wiring the Camera

Every Rhombus camera requires power and a network connection to register. The easiest method to achiev

Mounting Guide

1\. Remove the dome by unscrewing the two housing screws with a Phillips screwdriver.

2\. Use the included round-head self-tapping screws to mount the camera base to the surface. When mounti

3\. Replace the dome and tighten the housing screws with a Phillips screwdriver.

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/8634762719629)

![Screen_Shot_2022-08-24_at_12.37.19_PM.png](https://support.rhombussystems.com/hc/article_attach

Aiming the Lens

The camera lens can be vertically angled 180 degrees and rotated 90 degrees.

![mceclip1.gif](https://support.rhombussystems.com/hc/article_attachments/8635033982349)

![cam170.gif](https://support.rhombussystems.com/hc/article_attachments/8666121433741)

Registration Methods

Once you have powered up your camera, registering a new camera can be performed from the mobile app

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app, tap "Menu" in the bottom right corner, and tap "Register Devices." That will launch the

![IMG_4788.PNG](https://support.rhombussystems.com/hc/article_attachments/34932704773645)

2\. Select the registration method labeled "Register via QR Code."

![IMG_4789.PNG](https://support.rhombussystems.com/hc/article_attachments/34932704774925)

3\. Select the location where this R170 will be registered. If you haven't already, you'll need to add a location

Note: If you don't see the location you are looking for, filter the results by clicking the "filter" button in the

![IMG_4790.PNG](https://support.rhombussystems.com/hc/article_attachments/34932707228429)

4\. Select the camera connection type: Ethernet or Wi-Fi.

Note: The R170 does not have built-in Wi-Fi antennas, so a Wi-Fi connection requires an adapter. For m

![IMG_4791.PNG](https://support.rhombussystems.com/hc/article_attachments/34932707229197)

5\. The last screen will display a QR code, which can be shown to one or more cameras. Display the QR co

Note: If you do not hear a click, try moving the phone closer and further away from the camera. If the ca

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras."
![Screenshot 2025-03-11 at 1.22.27■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. When the registration window pops up, the first prompt asks you to enter your mobile number to receive
3\. Select the location where these cameras will be registered and click "Next."
4\. Select **Ethernet** for the camera connection type.
5\. Select which roles will have access to these devices. You can choose between no access, view-only ac
6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies
7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is power
![Register Cameras in Console.gif](https://support.rhombussystems.com/hc/article_attachments/349327072

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandw
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LE

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Related articles

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [R230 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd(
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc

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Kisi Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integration-with

In this article we will cover how to integrate Kisi with the Rhombus Console:

- [Setting Up Kisi in Rhombus](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integra
- [How to View Kisi Events](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integratio
- [Remote Door Unlock Feature](https://support.rhombussystems.com/hc/en-us/articles/360039647392-Integ

Setting Up Kisi in Rhombus

To enable Kisi Integration with Rhombus, you will first need to create a CSR (Certificate Signing Request) or

- In OpenSSL or Terminal you will want to copy and paste the below information.

```

openssl req -out rhombus_client.csr -new -newkey rsa:4096 -nodes -keyout rhombus_client.key -subj "/C=U
```

Replace the (C=Country, ST=State, L=City name, O=Organization name, and CN=Client name) values with

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/4849943652493)

After completion, a **rhombus_client.csr** and **rhombus_client.key** file will be created. These files will b

1. Open the **rhombus_client.csr** file using a text-editor or notepad application. Once opened, copy _**all
2. Open the Rhombus Console and navigate to API management which can be found in settings or you can

[https://console.rhombussystems.com/settings/api-management/](https://console.rhombussystems.com/setti

In API management choose Add API Key in the upper right-hand corner. The following form will appear.

![kIsicsr.PNG](https://support.rhombussystems.com/hc/article_attachments/4404955231245)

3. Paste the information from Step 1 (the **rhombus_client.csr** file you created earlier) into the "Certificate
4. After your CSR is approved and authorized, open API management and click Download on the right of you

5. Next, log into your Kisi account. Go to Places -> Select location -> Integrations on the bottom left-hand sid

![Screen_Shot_2023-01-25_at_11.46.07_AM.png](https://support.rhombussystems.com/hc/article_attachme

- Select add integration. Next, name the integration and select Rhombus camera from the drop-down menu.

![Screen_Shot_2023-01-25_at_11.51.08_AM.png](https://support.rhombussystems.com/hc/article_attachme

- In the Integration form, copy and paste the information found in the Cert that was downloaded in your Rhor
- In the box labeled "Private Key" copy and paste the **rhombus_client.key** file generated in step 1. (The .l
- In the box labeled "Rhombus Systems API Key" copy and paste the information from the Rhombus API key

![Screen_Shot_2023-01-25_at_11.56.16_AM.png](https://support.rhombussystems.com/hc/article_attachme

6\. Sign in to your Kisi console and click your name in the top right-hand corner. Go to My account -> API. C

![Screen_Shot_2023-01-25_at_3.02.27_PM.png](https://support.rhombussystems.com/hc/article_attachmen

Please copy this information down as it will not be displayed again once the prompt is closed.

To enable the Integration with Kisi, on your Rhombus dashboard, choose the Settings Icon in the top right co

![Screen_Shot_2020-02-20_at_5.36.49_PM.png](https://support.rhombussystems.com/hc/article_attachmen

How to View Kisi Events

Once you have set up the Integration between Rhombus and Kisi, you are able to see activity on your dashb

![rhombus_dash.png](https://support.rhombussystems.com/hc/article_attachments/360050221792)

Under the tab "cameras" you can see live footage as well as different events that have occurred.

![rhombuscameras.png](https://support.rhombussystems.com/hc/article_attachments/360050330691)

On this screen, you can choose what events you want to see. The different types of events correspond to dif

![rhombus_livefeed.png](https://support.rhombussystems.com/hc/article_attachments/360050330711)

At the tab "saved videos" all your unlocking events should be saved. Go in here if you wish to see the footag

![rhombus_savedvideo.png](https://support.rhombussystems.com/hc/article_attachments/360050221812)

Remote Unlock Feature

A camera that is associated with the Kisi integration has the ability to send a 'Unlock Door' signal. This will U

Here is a photo for reference below on where to find the feature.

![Snip20220621_80__1_.png](https://support.rhombussystems.com/hc/article_attachments/8490562231949)

Helpful Links

- [Data Storage](https://support.rhombussystems.com/hc/en-us/articles/360013498011-Data-Storage)
- [How to Manage Users](https://support.rhombussystems.com/hc/en-us/articles/115001062232-How-to-Mar

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Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Envoy Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGlu`
- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj

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Wiegand vs OSDP
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/18746736668173-Wiegand-vs-

Topics included in this article:

- [Wiegand](https://support.rhombussystems.com/hc/en-us/articles/18746736668173-Wiegand-vs-OSDP#h_
- [OSDP](https://support.rhombussystems.com/hc/en-us/articles/18746736668173-Wiegand-vs-OSDP#h_01
- [Differences between Wiegand and OSDP](https://support.rhombussystems.com/hc/en-us/articles/1874673
- [Rhombus Access Control Compatibility](https://support.rhombussystems.com/hc/en-us/articles/187467366
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/18746736668173-Wiegand-vs-OSDF
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/18746736668173-Wiega

Wiegand

Wiegand is a technology invented in the 1970s designed for access control. It uses magnetic fields to transm

OSDP

OSDP stands for Open Supervised Device Protocol. OSDP is a communication protocol developed by the S

Differences between Wiegand and OSDP

- OSDP is more secure than Wiegand because of its AES 128-bit encryption (required for Federal Governme
- OSDP supports two-way communication between the reader and controller
- Wiegand has one-way communication; it is only reader-to-controller
- OSDP requires less cable during installation, and therefore, cheaper

Rhombus Access Control Compatibility

The DC20 (Rhombus' Access Control controller) is compatible with both Wiegand and OSDP readers. The c

![Screenshot 2023-08-21 at 2.52.07 PM.png](https://support.rhombussystems.com/hc/article_attachments/18

Helpful Links

- [Installing a Wiegand Reader to the DC20](https://support.rhombussystems.com/hc/en-us/articles/1525631
- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/articles/17560956729357-
- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/articles/17560987145229-

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Related articles

- [Installing a Wiegand Reader to the DC20](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ(
- [Access Control Badge Printing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc

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DICE Matrix Integration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/16342103830669-DICE-Matri)

Topics included in this article:

- [DICE Matrix Console Integration](https://support.rhombussystems.com/hc/en-us/articles/16342103830669
- [Setup the DICE Matrix Integration](https://support.rhombussystems.com/hc/en-us/articles/1634210383066
- [Deactivating and Disconnecting Camera Streams](https://support.rhombussystems.com/hc/en-us/articles/
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/16342103830669-DICE-Matrix-Integr

DICE Matrix Console Integration

MATRIX _INTERACTIVE's_ video monitoring software, alarm monitoring software, and event management s

Rhombus has developed a native integration that's easy to set up and utilize in the Rhombus Console, allow

Setup the DICE Matrix Integration

To get started, you'll need [access](https://support.rhombussystems.com/hc/en-us/articles/115000986871-P

Note: You can only set up this integration from your desktop browser.

Activating and Generating Camera Streams

1. From the Dashboard, navigate to Settings > Third Party Integrations > Incident Management > The NEW
2. Activate by moving the toggle to the right
3. Select which cameras you would like to be monitored using the Camera Selection drop down
4. Once you've selected all cameras, click the "Create Shared Streams" button on the right![2023-06-01_17.
5. Now that you've generated your streams, you must provide a link to each stream to your monitoring partne

Note: the copy link button will only copy the code you need to provide to your monitoring partner

Deactivating and Disconnecting Camera Streams

1. To deactivate and disconnect your DICE integration you'll navigate back to the DICE Configuration page i
2. Simply toggle the integration to the left to disconnect and erase the integration. A module will pop up to co

Helpful Links

[Learn More about DICE Matrix](https://dicecorp.com/rhombus-physical-security-platform/)

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- [DICE Matrix Interactive Flyer.pdf](https://support.rhombussystems.com/hc/en-us/article_attachments/1634
100 KB [Download](https://support.rhombussystems.com/hc/en-us/article_attachments/16342136128653)

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?data
- [InformaCast Integration Setup & Use](https://support.rhombussystems.com/hc/en-us/related/click?data=B.
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Configuring Activity Regions](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

Article is closed for comments.

Audio File Management

Topic included in this article:

This article will cover the Rhombus console setting for adding audio files via upload, text-to-speech, or recor

Note: Playing audio clips is a feature that requires an Enterprise license. For more information, please see o

User Interface

To find the feature, follow the pathway below:

```
Rhombus Console > Settings > Audio File Management
```

Once you are in the feature settings, you will see three buttons at the top of the page: "Upload Audio File," "I

![Screenshot 2024-06-04 at 2.28.17■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Underneath, you will see the list of audio files with names, descriptions, the Text-to-Speech indicator, the us

Edit Name & Description

To edit the name or description of an audio file, click on the pencil icon on the right side of the page.

![Snip20221121_92.png](https://support.rhombussystems.com/hc/article_attachments/10805100821517)

After clicking the pencil, a modal window will appear, and you will be able to edit the name and description o

![Screenshot 2024-06-04 at 2.31.35■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Delete Audio Clip

To delete an audio clip, press the "X" icon in between the pencil and the play button on the right side of the p

![Snip20221121_92.png](https://support.rhombussystems.com/hc/article_attachments/10805381165837)

After clicking the "X" icon, a modal will appear to confirm your deletion request.

![Screenshot 2024-06-04 at 2.33.11■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Play Audio Clip

To play an audio clip, press the play icon on the far right next to the delete button.

![Snip20221121_93.png](https://support.rhombussystems.com/hc/article_attachments/10805982312461)

When the clip is playing, the play icon will turn to a pause icon. Please ensure that the volume is turned up o

![Screenshot 2024-06-04 at 2.34.52■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Upload an Audio File

What type of files can be uploaded

Below is a list of the audio file types you are able to upload:

- .MP3, .MP4, .WAV, .FLAC, and .ACC
- 2 MB maximum file upload
- Only single-channel audio
- Has to be a 48000 Hz (48 kHz) sample rate

How to upload an audio file

To upload an audio file, click on the "Upload Audio File" button. When the modal opens, follow the prompt to

![Snip20221122_94.png](https://support.rhombussystems.com/hc/article_attachments/10832159070477)

![Snip20221122_95.png](https://support.rhombussystems.com/hc/article_attachments/10832210782605)

Text-to-Speech

To use the text-to-speech function, click on the "Text to Speech" button. When the modal opens, follow the p

Note: We currently have a limit of 50 words for the "Text to Speech" section.

![Snip20221122_97.png](https://support.rhombussystems.com/hc/article_attachments/10832826495373)

![Snip20221122_96.png](https://support.rhombussystems.com/hc/article_attachments/10832811945357)

Record Audio

To record audio, click on the "Record Audio" button. When the modal opens, follow the prompt to provide the

![Snip20221122_100.png](https://support.rhombussystems.com/hc/article_attachments/10840209560461)

![Snip20221122_99.png](https://support.rhombussystems.com/hc/article_attachments/10840247472653)

While recording, this button will turn into a "Stop" button. Press "Stop" once the recording is over.

![Screenshot 2024-06-04 at 2.43.09■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Once the recording has stopped, the play button on the right-hand side will turn blue and become clickable.

![Screenshot 2024-06-04 at 2.45.24■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

To complete this process, select the "Upload" button on the bottom right. Once uploaded, the file will appear

Note: We currently have a limit of 1 minute for the "Record Audio" section.

Audio Limitations

Below is a list of the current limits we have for Audio Files:

- 2 MB upload
- 1 min recording
- 50 words for text-to-speech

Helpful Links

- [Rules Engine Set Up](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-Eng
- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Features#h_01HXWEB
- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/articles/6773747853837-A100
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/4404880101261-Aud
- [Broadcast with A100](https://support.rhombussystems.com/hc/en-us/articles/15002340964493-Broadcast-

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Related articles

- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [R230 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Rules Engine Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG

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Timelapse Creation Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360026648752-Create-a-Timel

Topics included in this article:

Enable Timelapse

The timelapse feature will compile thumbnails from a camera that span up to a year to create a timelapse vic

Note: The timelapse feature must be enabled using an [Enterprise License](https://www.rhombus.com/pr

1\. Navigate to "Settings" and select "Manage" below "Licenses & Features."
![Screenshot 2024-12-20 at 4.24.59■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click "Manage" for the camera you wish to enable Timelapse.
![Screenshot 2025-04-17 at 9.40.02■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Toggle the button beside "Timelapse" and click "Save."
![Screenshot 2024-12-20 at 3.18.25■PM.png](https://support.rhombussystems.com/hc/article_attachments

Creating a Timelapse

1\. Under "Settings," ensure the "Timelapse" feature is enabled via the device's enterprise license.
2\. Click the "Saved Video" tab, then select "Timelapses."
![Screenshot 2025-04-22 at 2.25.31■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Select "Create Timelapse."
![Screenshot 2025-04-22 at 2.45.47■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. From the available list, select the camera(s) you want to create a timelapse for. A blue checkmark indic.
![Screenshot 2024-12-20 at 3.28.55■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Fill in the timestamps for the timelapse, select the clip length, select options for including or skipping nig
![Screenshot 2024-12-20 at 3.33.30■PM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Once the timelapse has been created, it will show in the "Timelapses" tab of the "Saved Video" section.
![Screenshot 2025-04-17 at 10.38.41■AM.png](https://support.rhombussystems.com/hc/article_attachment
7\. If you wish, you may also download the Timelapse.
![Screenshot 2025-04-17 at 10.42.19■AM.png](https://support.rhombussystems.com/hc/article_attachment

Optional Toggles

Below are descriptions of the optional toggles that can be selected while creating a timelapse video.

Skip Nights	Uses a library that estimates sunset to sunrise hours to remove night video from the timelaps
Skip Weekends	Removes timelapse footage between 12 AM Saturday to 12 AM Monday.
Include Camera Name and Location	Appends the camera name and location to the timelapse.
Include Timestamp	Appends a timestamp to the video that is around the time of the displayed timelapse c

Helpful Links

- [Interacting with the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-How
- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/11500063527

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Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [User Profile](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRp[
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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Onboard Storage Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Understanding

Topics included in this article:

- [Onboard Storage Overview](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Unders
- [Max Bitrate](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Understanding-Onboar
- [Resolution](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Understanding-Onboard
- [Motion](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Understanding-Onboard-St
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- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360056152331-Understa

Onboard Storage Overview

The amount of footage stored onboard a camera depends on several factors. Generally speaking, [storage c

To find the information presented in this article, navigate to a camera through the "Devices" page.

![Screenshot 2025-02-04 at 1.22.46■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Storage Capacity

Rhombus cameras have several onboard storage capacities listed on our [camera specs page](https://www.

![Screenshot 2025-02-04 at 1.41.03■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Max Bitrate

This setting limits the total amount of data that can be stored and uploaded per second from the camera. To

![Screenshot 2025-02-04 at 1.43.16■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Resolution

This refers to the total number of pixels in the footage. Higher resolutions have more pixels and require more

![Screenshot 2025-02-04 at 2.27.37■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Motion

To access motion statistics, right-click anywhere on the camera feed and select "Stats for Nerds." Camera fo

It can be challenging to estimate how many days of footage can be stored on a given camera without knowir

![Screenshot 2025-05-20 at 12.05.08■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Clone Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/12749221563917-Clone-C
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/articles/7298995945

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Related articles

- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Cloud Archiving](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluY
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click

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Halo Smart Sensor Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360046640532-Halo-Smart-Se

Topics included in this article:

- [Configuring the Halo Smart Sensor Integration](https://support.rhombussystems.com/hc/en-us/articles/360
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360046640532-Halo-Smart-Sensor#l
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360046640532-Halo-Sm

Configuring the Halo Smart Sensor Integration

1\. In the Rhombus Console, navigate to "Settings" and select "Third-Party Integrations."
![Screenshot 2025-01-17 at 1.05.34■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. From the IoT Integrations dropdown, select the "Halo Smart Sensor."
![Screenshot 2025-01-17 at 1.10.19■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Toggle on the Halo Integration and select "Save." This should now generate a URL that you can cop
![Screenshot 2025-01-17 at 1.13.45■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Click on the "Console Options" tab. This is where you can configure what types of events you want to sh
![Screenshot 2025-01-17 at 1.21.02■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Navigate to your Halo Smart Sensor console and select the "Notifications" tab.
![Halo_1.png](https://support.rhombussystems.com/hc/article_attachments/360063140412)
6\. Scroll down to External Messaging. For the "Protocol" field, select HTTP. Then, paste the URL from Ste
![Screen Shot 2020-11-24 at 12.47.54 PM.png](https://support.rhombussystems.com/hc/article_attachment
7\. Navigate to the "Actions" tab in the Halo console and check the "Messaging Set" box for any events you
![Screen Shot 2020-11-24 at 12.47.19 PM.png](https://support.rhombussystems.com/hc/article_attachment
8\. Navigate to the "About" tab in the Halo web console and copy the MAC address value.
![Screen Shot 2020-11-24 at 12.49.02 PM.png](https://support.rhombussystems.com/hc/article_attachment
9\. Back in the Rhombus Console, navigate to the "Halo Smart Sensor" page under "Settings." Under t
![Captured 2024-10-11@2x.png](https://support.rhombussystems.com/hc/article_attachments/3099122823

Helpful Links

- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [Audit & Diagnostic Logs](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Diag
- [Omnilert Integration](https://support.rhombussystems.com/hc/en-us/articles/23002918897421-Omnilert-Int

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Related articles

- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [InformaCast Integration Setup & Use](https://support.rhombussystems.com/hc/en-us/related/click?data=B,
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Supported Web Browsers & Mobile OS](https://support.rhombussystems.com/hc/en-us/related/click?data=

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Wave to Unlock
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/20726184867725-Wave-to-Unl
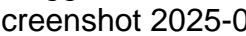
Topics included in this article:

What is Wave to Unlock?

Wave to Unlock is a touchless form of access control that allows users to wave their hand in front of the Rho

Wave to Unlock utilizes a combination of the reader's motion sensor and the phone's Bluetooth signal to obta

Enable Wave in the Console

Wave to Unlock can be enabled in the console by any user with the appropriate Rhombus administrative per

1\. Navigate to the "Devices" page. Select the "Doors" tab across the top and click on the door you wish to
![Screenshot 2025-01-07 at 9.42.44■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down and select "Settings," then click on the "Wave to Unlock" setting.
![Screenshot 2025-01-07 at 9.45.01■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Toggle on "Allow this door to be unlocked with a hand wave." The toggle will turn blue when enabled. Se
![Screenshot 2025-01-07 at 9.48.34■AM.png](https://support.rhombussystems.com/hc/article_attachments

Every time a user uses Wave to Unlock to badge in, an index point is created on the camera's timeline and v

If you want those index points to appear on the timeline, you can enable them by clicking "Manage Event Ty

![wave to unlock.gif](https://support.rhombussystems.com/hc/article_attachments/20726187099789)

Compatibility and Range

Wave to Unlock works using Bluetooth technology and its range is configurable in the Rhombus Console. Th

Adjust the Range

1\. Navigate to the "Devices" page. Select the "Doors" tab across the top and click on the door you wish to
![Screenshot 2025-01-07 at 9.42.44■AM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down and select "Settings," then click on the "Wave to Unlock" setting.
![Screenshot 2025-01-07 at 9.45.01■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Adjust the Bluetooth RSSI range desired for the Wave to Unlock feature and click "Save."
![Screen Recording 2025-01-07 at 9.53.12■AM.gif](https://support.rhombussystems.com/hc/article_attachr

Best Practices for Wave to Unlock

- **Enable Bluetooth on Your Phone**: Ensure your mobile device has Bluetooth enabled. You can usually d

- **Enable Location**: It is recommended that the Rhombus Key App has permission to "Always" use Locatio
- **Keep the Rhombus Key App Running**: It's important to keep the Rhombus Key App running in the back
- **Configure User Console Settings**: You can configure users for access control within the Rhombus cons
- **Configure User App Settings**: For Wave to Unlock to be configured, specific permissions must be grant
- **Be within Sensor Range**: For the Wave to Unlock feature to work, your mobile device must be within a
- **Approach Angle**: When you turn the corner or change direction, it can take a moment for your phone an

To ensure all users are set up with Wave to Unlock on their personal devices, we recommend sharing these

Helpful Links

- [Add User Credentials for Rhombus Key App](https://support.rhombussystems.com/hc/en-us/articles/2223
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/24787313588749

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Related articles

- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [User Credentials for Rhombus Key App](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Lockdown Plans Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Registering a Key Card (Access Control Credentials)](https://support.rhombussystems.com/hc/en-us/relate

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Camera Batch Actions
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Camera-Bat

Topics included in this article:

- [Batch Actions](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Camera-Batch-Ac
- [How to use it](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Camera-Batch-Act
- [Manage camera settings](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Camer
- [Alternative ways to batch assign](https://support.rhombussystems.com/hc/en-us/articles/16750950936461
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Camera-Batch-Act
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/16750950936461-Came

Batch Actions

With Rhombus, you have granular control over camera settings. From video resolution to privacy regions to

What is it?

This user-friendly console feature allows a user to select as many cameras as desired from the devices page

How to use it?

To get to Batch Actions follow this simple pathway:

```
Rhombus Console > Devices > Cameras > Actions
```

Once there, you will see that this feature has two main functionalities, batch-assign locations and batch-assi

![Screenshot](https://support.rhombussystems.com/hc/article_attachments/16750974719373)

Assign to Location

This sub-feature allows you to select as many cameras as needed, and mass update their location. This is a

![Screenshot](https://support.rhombussystems.com/hc/article_attachments/16750980609165)

Manage Camera Settings

This sub-feature also allows you to select as many cameras as needed and mass update camera adjustmen

![Screenshot](https://support.rhombussystems.com/hc/article_attachments/16750965406349)

Manage Camera Settings is intuitive and user-friendly as it displays all the cameras you select and groups th

Alternative Ways to Batch Assign

There is another way to batch-assign camera features, to get to that, please follow the pathway below:

```
Rhombus Console > Devices > Camera > Camera Settings > Edit Multiple Cameras
```

After pressing this option, you will be taken to the window below and can choose from cameras of the same

![Screenshot](https://support.rhombussystems.com/hc/article_attachments/16753898092045)

After selecting the cameras, press the save option, and you will see an editing camera banner above the car

![Screenshot](https://support.rhombussystems.com/hc/article_attachments/16753898094733)

This way of batch assigning takes a few extra steps and only lets you batch assign cameras that are the san

Helpful Links

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171)

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Related articles

- [Account Login Security](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVz
- [Camera Heat Maps](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [User Profile](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRp

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Claim License Keys
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/33388122821773-Claiming-Lic

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/33388122821773-Claiming-License-Key
- [Claim Your Key](https://support.rhombussystems.com/hc/en-us/articles/33388122821773-Claiming-Licens
- [Apply Device Licenses](https://support.rhombussystems.com/hc/en-us/articles/33388122821773-Claiming
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- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/33388122821773-Claimi

Overview

Rhombus devices require licenses to utilize all their available features in the Rhombus ecosystem. This artic

Claim Your Key

1\. To claim your license key, begin by opening the email sent from [shipping@rhombus.com.](mailto:shippir

2\. Copy the claim key in the email and click "Claim License Key." This button will open a separate tab on the

Note: If you are not already signed into your console, you will need to do so in this step.

3\. On the License Management page, paste your copied claim key in the input field in the upper-right corner

![Screenshot 2025-02-05 at 1.07.22■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

4\. Next, a window will appear outlining the licenses you are claiming and their start and end dates. Click "Re

![Screenshot 2025-01-10 at 4.37.37■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Note: The start and end dates are determined by the type of licenses purchased (e.g., 1-year, 3-year, 5-y

Apply Device Licenses

Once your claim key has been redeemed, you may want to apply the license(s) to a device in your console.

1\. Navigate to the "Devices" page and select the device to which you want to apply the license. Click "Add L

![Screenshot 2025-01-14 at 5.03.04■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. Next, a window listing the available licenses for this device will appear. Click the checkbox next to the lice

![Screenshot 2025-01-14 at 5.05.24■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

3\. Once a license has been applied, every license in that claim key will begin its timer.

Helpful Links

- [Camera Features and Licensing](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-C
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705

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Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Getting Started with Rhombus](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAl

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Using Floor Plans
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360044233732-Using-Floor-Pl

Topics in this article include:

- [Floor Plans](https://support.rhombussystems.com/hc/en-us/articles/360044233732#h_01HNGPWJ8JX2N
- [Upload a Floor Plan](https://support.rhombussystems.com/hc/en-us/articles/360044233732-Using-Floor-P
- [Repositioning Rhombus Devices](https://support.rhombussystems.com/hc/en-us/articles/360044233732-U
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360044233732#h_01HNGZCR9D3JV
- [Contact Sales or Support](https://support.rhombussystems.com/hc/en-us/articles/360044233732#h_01HN

Floor Plans

Floor plans are located in the Locations tab of the Rhombus Console. After you have registered all your Rho

This step is also critical if you are using T1 asset tags as they rely on the placement of the cameras on the m

There are no size restrictions and the supported formats for uploads are: bmp, jpg, png, and gif.

![mceclip1.png](https://support.rhombussystems.com/hc/article_attachments/4410143885069)

Upload a Floor Plan

In the Location of your choice, you will see an 'Upload Floor plan' button. This will bring up a modal that will

![Screen_Shot_2020-06-08_at_12.04.36_PM.png](https://support.rhombussystems.com/hc/article_attachme

Once you've selected your floor plan, it will upload to the map.

![floor-plan-cover.png](https://support.rhombussystems.com/hc/article_attachments/360058985792)

Repositioning Rhombus Devices

In the Location of your choice, you will see an 'Reposition Devices' button. This will bring up a modal that will

![Screen_Shot_2020-06-08_at_12.13.41_PM.png](https://support.rhombussystems.com/hc/article_attachme

During this step, you can also change the cameras direction by simply clicking on the directionality beam an

![Screen_Shot_2020-06-08_at_12.16.49_PM.png](https://support.rhombussystems.com/hc/article_attachme

Helpful Links

- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [How to Customize Your Dashboard](https://support.rhombussystems.com/hc/en-us/articles/645268877876

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Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [How to Customize your Dashboard](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

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Registering T1 Sensors
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360038529792-Registering-the

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/360038529792#h_01HKDSX11BAZ
- [T1 Asset Tag](https://support.rhombussystems.com/hc/en-us/articles/360038529792-Registering-the-T1#h
- [Unregistering a Sensor](https://support.rhombussystems.com/hc/en-us/articles/360038529792-Registering
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360038529792#h_01HKBDMHDNBX
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360038529792#h_01HK

Prerequisites

Before registering your T1, you'll need to be in range of a BLE enabled device that is registered to your Rho

T1 Asset Tag

To register your T1, turn the sensor over and press the black dot after the word "contains." This will put the s

Next, open your mobile app and select 'Register Devices.' To finish, toggle the buttons next to sensors you'd

![asset_tag.gif](https://support.rhombussystems.com/hc/article_attachments/360047509091)![Register_Sens

Unregistering a Sensor

You can only unregister sensors from the mobile app. To do so, you will need to be connected to the same n

1\. Open the mobile app and tap 'Devices.'

2\. Scroll down and tap 'Utilities.'

3\. Tap 'Unregister Sensors.'

4\. Select the sensors you want to unregister and complete the process.

Helpful Links

- [Creating and Assigning Alerts Policies for Sensors](https://support.rhombussystems.com/hc/en-us/articles

- [Sensor BLE Range](https://support.rhombussystems.com/hc/en-us/articles/360039734152-Sensor-BLE-R
- [Configuring Your Sensors for Use](https://support.rhombussystems.com/hc/en-us/articles/360041692531-

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Related articles

- [Mobile Bluetooth Diagnostics](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ0
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj

- [B10 Setup, Walkthrough, and Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/related/click?data=BA

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Bluetooth Diagnostics Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mobile-Blueto

This article will cover the following:

- [Steps to Run Diagnostics](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mobile-
- [Troubleshooting Bluetooth](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mobile
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mobile-Bluetooth-Di
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/4403964181133-Mobile-

Please Note:

- Device models that support Bluetooth:
- R120, R170, R2, R200, R230, R520, R600, DR40, A100, E50 and all sensors.
- Cameras will show up in the scan if they are:
- Registered to the account, powered on, and **not** connected to the internet.
- Unregistered.

Steps to Run Diagnostics

1\. Scroll down on the Dashboard Page and select "Utilities."

![IMG_2667.PNG](https://support.rhombussystems.com/hc/article_attachments/4403963679757)

2\. Select the "Bluetooth Diagnostic" button.

![IMG_8EA8562C8393-1.jpeg](https://support.rhombussystems.com/hc/article_attachments/4403950090381

3\. Toggle the button to select the device you would like to run diagnostics for, and then select "Next."

![IMG_2666.PNG](https://support.rhombussystems.com/hc/article_attachments/4403950172429)

4\. The 'Running Diagnostics' window will appear. This will show you the current run time status while we ga

![IMG_2668.PNG](https://support.rhombussystems.com/hc/article_attachments/4403963751181)

5\. The diagnostic information is displayed under the "Details" drop-down.

![IMG_2670.PNG](https://support.rhombussystems.com/hc/article_attachments/4403963734669)

Full process GIF

![ble_diagnostics.gif](https://support.rhombussystems.com/hc/article_attachments/4403963628429)

Troubleshooting Bluetooth

- Check for LED lights to make sure the camera is on.
- Blinking blue means that the camera is in Bluetooth mode.
- Be within 20 feet of the device.
- Turn the phone's Bluetooth on and off.
- Restart the app.
- Unpair other Bluetooth devices from your phone.

Helpful Links

- [Rhombus App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Rhoml

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Related articles

- [D20 Setup, Walkthrough, and Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAI
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Microsoft Teams Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob2

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Stats for Nerds
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360038489172-Stats-for-Nerds

Topics included in this article:

- [Add the "Stats for Nerds" Layer](https://support.rhombussystems.com/hc/en-us/articles/360038489172-St
- [Stats Included](https://support.rhombussystems.com/hc/en-us/articles/360038489172-Stats-for-Nerds#h_0
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360038489172-Stats-for-Nerds#h_01
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360038489172-Stats-for

Add the "Stats for Nerds" Layer

1\. Navigate to the "Devices" page and select the camera you wish to see the stats for.

![Screenshot 2025-05-13 at 9.46.44■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. Hover over the video player and an option drop-down will appear.

![Screen Recording 2025-05-13 at 9.48.49■AM.gif](https://support.rhombussystems.com/hc/article_attachm

3\. Click on the layers icon and select the "Stats for Nerds" checkbox.

Note: To see the view below, the camera needs to be in "Live Realtime" mode. A different view will displa

Stats Included

This layer will give you a list of the following:

- Live: viewing live or past footage
- LAN: LAN or WAN
- Host: server address
- Codec: H.264 video compression standard
- Viewport: browser window size
- Resolution: image pixel dimensions
- Dropped Frames: footage that was not successfully uploaded

And the information will look like this:

![Screenshot 2025-05-13 at 9.53.11■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Helpful Links

- [Camera and Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Came
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Live Realtime and Live Buffered video streams](https://support.rhombussystems.com/hc/en-us/related/clic
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/related/click?data=BA

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Occupancy Counting Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/19678142545677-Occupancy-

This article includes the following topics:

- [What is Occupancy Counting?](https://support.rhombussystems.com/hc/en-us/articles/19678142545677-O
- [How Occupancy Counting Works](https://support.rhombussystems.com/hc/en-us/articles/19678142545677
- [How to Set Up](https://support.rhombussystems.com/hc/en-us/articles/19678142545677#h_01HAT77HQF

- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/19678142545677#h_01HB0DQ67X5
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/19678142545677#h_01H

What is Occupancy Counting?

Occupancy counting allows end users to meticulously track human traffic at pivotal business locations. This

How Occupancy Counting Works

Much like our advanced people counting functionality, our occupancy counting feature initiates by detecting

Below is a screenshot of what High Occupancy event on a Rhombus camera.

How to Set Up

Any camera equipped to detect human movement can be effectively employed for Occupancy Counting. To

Helpful Links

- [Creating and assigning camera alert policies](https://support.rhombussystems.com/hc/en-us/articles/3600
- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957)
- [User-based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072)

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Related articles

- [People and Vehicle Counting](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/related/click?data=B

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Account Login Security
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360021608651-Account-Login-

Rhombus has a number of security precautions to ensure there are no unauthorized logins into your account

- [Automated Login Alerts](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HDE

- [Account Session Logs](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HDEW
- [Audit Logs](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HDEW0VY2K5G0
- [SSO](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HDEW0ZG1JY8WCP5F
- [2-Factor Authentication](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HDEW
- [Contacting Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_0
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HCG029YK81T
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360021608651#h_01HC

Automated Login Alerts

We monitor all logins. Any time there is a login from a new device, we send you an automated email notifying

![login_device.png](https://support.rhombussystems.com/hc/article_attachments/360018280011)

Account Session Logs

Under your Profile (found under your initials), you will find details about all of your logins. If any of them look

![Profile.png](https://support.rhombussystems.com/hc/article_attachments/360018402952)

![Sign_out_of_sessions.png](https://support.rhombussystems.com/hc/article_attachments/360018280331)

Audit Logs

We keep track of all user logins, and if you are an [administrator](https://support.rhombussystems.com/hc/en

![audit_logs.png](https://support.rhombussystems.com/hc/article_attachments/360018280211)

SSO

If your company uses a SAML provider like Okta or G-Suite, you can configure that provider to work with Rh

2-Factor Authentication

For those who don't have a SAML provider, but still want an additional layer of login security, this method wil

Contacting Rhombus Support

If you ever feel that your account has been compromised, please [reach out to our support team](https://sup

Helpful Links

- [Logging in to the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/75052744326
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Rc
- [Audit & Diagnostics Logs](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-Dia
- [Frequently Asked Questions about SSO with Rhombus](https://support.rhombussystems.com/hc/en-us/art
- [Setting up SSO with OneLogin](https://support.rhombussystems.com/hc/en-us/articles/360035898151-Set
- [Setting up SSO with Google Workspace](https://support.rhombussystems.com/hc/en-us/articles/11500097
- [Setting up SSO with DUO](https://support.rhombussystems.com/hc/en-us/articles/4403977904653-Setting
- [Setting up SSO with Okta](https://support.rhombussystems.com/hc/en-us/articles/360015347991-Setting-u
- [Setting up SSO with Microsoft Azure AD](https://support.rhombussystems.com/hc/en-us/articles/3600151-

- [Enabling Two-Factor Authentication for Your Org or a User](https://support.rhombussystems.com/hc/en-us

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Related articles

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Getting Started with Rhombus](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Rhombus & SSO - FAQ](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Setting up SSO with Microsoft Entra ID](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

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Microsoft Teams Integration
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360046632751-Microsoft-Tean

Topics included in this article:

- [Integration Setup](https://support.rhombussystems.com/hc/en-us/articles/360046632751-Microsoft-Teams
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360046632751-Microsoft-Teams-Inte
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360046632751-Microsof

Integration Setup

The Microsoft Teams Integration allows Rhombus Systems to push alert notifications to a Microsoft Teams o

Note: To properly configure this integration, ensure you are logged into a Rhombus Client Account.

1\. To enable the Microsoft Teams Integration, follow the path below:

```
Rhombus Web Console > Settings > Third Party Integrations > Incident Management > Microsoft Teams
```

2\. Next, toggle the slider to enable the Microsoft Teams Integration and click "Give Admin Consent." This wi

![Give Admin Consent.png](https://support.rhombussystems.com/hc/article_attachments/30335854002317)

3\. Select "User Login" and click "Login with Microsoft Teams."

![User Login.png](https://support.rhombussystems.com/hc/article_attachments/30335858659469)

4\. Once you are logged in, click the install button next to the corresponding Teams channel name and toggl

![Install Bots.png](https://support.rhombussystems.com/hc/article_attachments/30337249840653)

5\. Click the "Configuration," toggle the slider to enable notifications for users, and click "Install Bot for user."

![Configuration.png](https://support.rhombussystems.com/hc/article_attachments/30335858665869)

6\. Once you have installed the bot for your user, navigate to your Profile page within the Rhombus Console.

![User Profile.png](https://support.rhombussystems.com/hc/article_attachments/30335858670093)

7\. Policy alerts will notify the channel by posting cards into the channel that you set up the integration with.

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Slack Integration for Notifications](https://support.rhombussystems.com/hc/en-us/articles/115002227892-S

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Related articles

- [How Do I Activate Webhooks?](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAl
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Integration with Kisi](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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Intuiface Integration Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/18195885597197-Intuiface-Inte

Topics included in this article:

- [What does the integration do?](https://support.rhombussystems.com/hc/en-us/articles/18195885597197-Ir
- [Set up](https://support.rhombussystems.com/hc/en-us/articles/18195885597197-Intuiface-Integration-Setu
- [Notes](https://support.rhombussystems.com/hc/en-us/articles/18195885597197-Intuiface-Integration-Setu

What does the integration do?

Intuiface is a digital experience platform that is utilized in many scenarios (such as unmanned self storage). T

Setup

To set up the integration on the Intuiface side all you will need is Intuiface API Key. This API key will be need

Once that part is finished you can turn on the integration in the Rhombus console by following the path below

```
Rhombus Console > Settings > Third Party Integrations > IoT Integrations > Intuiface
```

Below is a quick gif on how to turn on the integration.

After turning on the integration you will now have the ability to choose the camera, enter the Intuiface API ke

Notes

_**Please note: If you are experiencing any issues with the integration not related to cameras detecting hum

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Related articles

- [DICE Matrix Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Rhombus Relay](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluY
- [DR40 Connected to a Wired Doorbell](https://support.rhombussystems.com/hc/en-us/related/click?data=B

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Activate Apple TV
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activating-Appl

Topics included in this article:

- [Activation Steps](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activating-Apple-T
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activating-Apple-TV#
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activatin

Activation Steps

1\. Download the Rhombus app from the Apple TV App Store.
![AppleTV_0.png](https://support.rhombussystems.com/hc/article_attachments/27553469492109)
2\. Launch the Rhombus app from the Apple TV home screen.

| 3\. On its initial launch, a code will be displayed. Record this code as it will be used in the Rhombus console
| ![Screenshot 2024-11-04 at 4.19.50■PM.png](https://support.rhombussystems.com/hc/article_attachments
| 4\. Log into your Rhombus console, navigate to "Settings," and click "Apple TV Settings." |
| ![Screenshot 2025-04-30 at 10.29.13■AM.png](https://support.rhombussystems.com/hc/article_attachment
| 5\. Click "Activate TV App" in the upper right corner. |
| ![Screenshot 2025-04-30 at 10.34.00■AM.png](https://support.rhombussystems.com/hc/article_attachment
| 6\. In the pop-up window, name your Apple TV, enter the token recorded in step 3, assign a role to the App
| ![Screenshot 2025-04-30 at 10.37.12■AM.png](https://support.rhombussystems.com/hc/article_attachment

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/7505274432659
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Ro
- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/articles/4410625643533-Using-th
- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-V

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Related articles

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- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzo
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Coax to PoE: Pros and Cons](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

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Door Access Management
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/15256559775629-Door-Access

Topics included in this article:

- [Door Access Conditions Overview](https://support.rhombussystems.com/hc/en-us/articles/1525655977562
- [Set Up Door Access Conditions](https://support.rhombussystems.com/hc/en-us/articles/15256559775629-
- [Access Revocations](https://support.rhombussystems.com/hc/en-us/articles/15256559775629-Door-Acces
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/15256559775629-Door-Access-Con
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/15256559775629-Door-/

Door Access Conditions Overview

Door Access Conditions are used to grant or revoke access for specific doors during set timeframes.

An access grant is used to specify who can access what doors and during which timeframes they will have a

An access revocation is a one-time, non-recurring rule that revokes access for specified users and doors. Th

Set Up Door Access Conditions

1\. Navigate to "Settings" and click "Door Access Conditions."
![Screenshot 2025-01-29 at 12.25.44■PM.png](https://support.rhombussystems.com/hc/article_attachment

Access Grants

1\. On the "Access Grants" tab, click "Add Access Grant."
![Screenshot 2025-01-29 at 12.29.49■PM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Provide a name for the grant. The more descriptive, the better, to help identify the grant and which users
![Screenshot 2025-01-29 at 12.43.33■PM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Select the location to which the grant will apply. **Note:** Only one location can be selected per gra
![Screenshot 2025-01-29 at 12.45.21■PM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Select the individual users and/or group(s) of users that will have access to the grant and click "Next."<b
![Screenshot 2025-01-29 at 12.51.56■PM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Select the individual doors or labels you would like to grant access to through the grant. **Note:** W
![Screenshot 2025-01-29 at 1.22.18■PM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Select the schedule that the access grant will utilize. There are three options: - Existing Schedule - S
![Screen Recording 2025-01-29 at 2.43.39■PM.gif](https://support.rhombussystems.com/hc/article_attachm
7\. Review the Access Grant, then click "Add Grant."
![Screenshot 2025-01-29 at 2.45.30■PM.png](https://support.rhombussystems.com/hc/article_attachments

Access Revocations

1\. On the "Access Revocations" tab, select "Add Access Revocation."
![Screenshot 2025-01-29 at 2.50.38■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Create a name for the revocation and click "Next."
![Screenshot 2025-01-29 at 2.53.50■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Select the location to which the revocation will apply and click "Next." **Note:** Only one location ca
![Screenshot 2025-01-29 at 2.55.45■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Select the individual users and/or the group(s) of users that will be included in the revocation and click "
![Screenshot 2025-01-29 at 3.00.36■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Select the individual doors or labels you want to revoke access for and click "Next." **Note:** When
![Screenshot 2025-01-29 at 3.06.51■PM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Select the date(s) and time(s) that the Access Revocation will apply to and click "Next."
![Screen Recording 2025-01-29 at 3.14.46■PM.gif](https://support.rhombussystems.com/hc/article_attachm
7\. Review the Access Revocation, then click "Save."
![Screenshot 2025-01-29 at 3.32.53■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [How to Manage Users](https://support.rhombussystems.com/hc/en-us/articles/115001062232)
- [Creating a group of Users for Access Control](https://support.rhombussystems.com/hc/en-us/articles/1818

- [Registering a Key Card with Rhombus](https://support.rhombussystems.com/hc/en-us/articles/1776710644

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Related articles

- [Creating a Group of Users for Access Control](https://support.rhombussystems.com/hc/en-us/related/click
- [Access Control Door Lock and Unlock Schedules](https://support.rhombussystems.com/hc/en-us/related/c
- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYY
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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Rules Engine Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-Engin

Topics included in this article:

- [What is Rules Engine?](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-En
- [Rules Engine Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rule
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-Engine-Setu
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/10655917006989-Rules-

What is Rules Engine?

Rules Engine is a feature that runs off "If... Then..." statements with the ability to customize the locations/dev

- The "If" section is comprised of triggers from camera events (e.g. human movement, license plate alert), do
- The "At/On" section refers to locations or devices that need to be tied to the "If" section triggers.
- The "During" section is the time schedule for when the rule should be active.
- The "Then" section specifies the action that will occur when the trigger occurs for the specific device/locatio

![Screenshot 2024-06-05 at 3.17.31■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Example Use Case

A good use case for the rules engine is to set up a rule that warns people who trespass onto the business pr

- [Rhombus Rules Engine Example](https://www.linkedin.com/posts/rhombus-systems_rhombus-physicalsec

From the rules engine example, you can see a person walking up the building, which triggers a voice recordi

Rules Engine Walkthrough

In order to enable Rules Engine in the Rhombus Console, you need to have an [A100](https://www.rhombus

1\. In order to find Rules Engine, you must follow the pathway below:

```
Rhombus Console > Settings > Rules Engine
```

![Screenshot 2024-06-05 at 3.13.19■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

2\. Once you have clicked on the feature, you will see a list of your existing rules as well as an "Add Rule" bu

3\. When clicking the "Add Rule" button, a new blank rule will appear with the layout below.

![Screenshot 2024-06-05 at 3.17.31■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

4\. The first thing to do is to name the rule in the "Enter rule name" section at the top. Once named, you can

![Snip20221118_79.png](https://support.rhombussystems.com/hc/article_attachments/10738957005709)

5\. Once a trigger is selected, move to the next section, "At/On," and select the devices or locations to which

![Snip20221121_80.png](https://support.rhombussystems.com/hc/article_attachments/10793568898957)

6\. Once you pick the desired locations or devices, move on to the "During" section and select a schedule yo

![Snip20221121_81.png](https://support.rhombussystems.com/hc/article_attachments/10793812888845)

7\. Next, move on to the "Then" section and choose to either have an audio clip played on an A100 or to hav

![Screenshot 2024-06-05 at 3.28.05■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

7a. When selecting the "Play Audio" button, you will be prompted to select the audio clip you want to play wh

![Snip20221121_82.png](https://support.rhombussystems.com/hc/article_attachments/10794755447309)

7b. When selecting the "Trigger Relay" button, you will be prompted to select the access control device you

![Screenshot 2024-06-05 at 3.32.14■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

Once the door is selected you can choose how long the relay should last as well as if the relay should chang

![Screenshot 2024-06-05 at 3.32.23■PM.png](https://support.rhombussystems.com/hc/article_attachments/2

8\. Finally, press the "Save" button in the upper right-hand corner. After this, your new rule will appear in the

![Snip20221121_83.png](https://support.rhombussystems.com/hc/article_attachments/10798972059917)

Helpful Links

- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/4404880101261-Aud

- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Features#h_01HXWEB
- [A100 Audio Gateway Setup](https://support.rhombussystems.com/hc/en-us/articles/6773747853837-A100
- [Audio File Management](https://support.rhombussystems.com/hc/en-us/articles/10799359585805-Audio-F
- [Broadcast with A100](https://support.rhombussystems.com/hc/en-us/articles/15002340964493-Broadcast-

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [Audio Gateway + External Speaker/Mic Combo](https://support.rhombussystems.com/hc/en-us/related/clic
- [Secure Raw Streams](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Face Alerts Overview
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360051710291-Face-Alerts-wi

oops

The page you were looking for doesn't exist

You may have mistyped the address or the page may have moved

[Take me back to the home page](https://support.rhombussystems.com/hc/en-us "Home")

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Rhombus Support Overview
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-Abc

At Rhombus, we pride ourselves on providing amazing customer support. We know that questions and issue

- [What's Included](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-About-
- [Contact Support](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-About-
- [Phone](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-About-Rhombus
- [Response Times](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-About
- [Warranty, Returns, and RMAs](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Eve
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everything-About-Rh
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360044534011-Everythin

What's Included

Our trained engineers are here to help you with any of your questions and get your issue solved ASAP. You

Rhombus Systems devices come standard with automatic firmware updates. There is no need to ever have

The full terms of our Service Level Agreement can be found [here](https://legal.rhombus.com/end-user-tos/s

Contacting Support

Online

You can contact support any time online by filling out a new ticket request on this website or clicking [here](h

![Contact_Support.png](https://support.rhombussystems.com/hc/article_attachments/360058924471)

Phone

You can reach us by phone at +1-877-746-6797 Option 2. If someone doesn't answer, please leave a messa

Response Times

Ticket submission is processed 24/7/365. Our support business hours are from 4am to 8pm PST M-F and 9a

If you find that you will need assistance outside of business hours, please do not hesitate to submit a suppor

Support services are included at no extra cost. Whether you have a 5-minute question or need a 5-hour call,

We aim to solve most cases completely within 24 hours. To help with expediency, please provide your hardw

Warranty, Returns, and RMA's

Please refer to this [article](https://support.rhombussystems.com/hc/en-us/articles/360033766612).

Helpful Links

- [Logging in to the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/75052744326
- [General Onsite Troubleshooting Procedures](https://support.rhombussystems.com/hc/en-us/articles/17519
- [How to Set Up the Technical Contact?](https://support.rhombussystems.com/hc/en-us/articles/1103874444

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Your Device Settings and Information](https://support.rhombussystems.com/hc/en-us/related/click?data=B

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

Camera Setup Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-C

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Camera
- [Waterproofing](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Came
- [Wiring the Camera](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-C
- [Mounting Guide](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Cam
- [Junction Box](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Camera
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Camer
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R510-Camera
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-R500-R

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=co
- Camera connected to network and power
- Provided Waterproofing Kit (reference [this](https://support.rhombussystems.com/hc/en-us/articles/360020

Waterproofing

Use the included accessories to waterproof the cable connection, installing them as shown below. Ensure th

![R500_wp (edit).png](https://support.rhombussystems.com/hc/article_attachments/30708156771981)

For more information on drip loops and preventing water damage, please visit our [Preventing Water Damag

Wiring the Camera

The camera needs power and a network connection to register. For easy deployment, we recommend using

With the R510, you can verify that the camera is receiving power and a network connection via the LED indi

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/18562106847501)

Mounting Guide

For the R500/R510, we offer two mounting accessories: a pole bracket and a junction box. A complete list of

Pole Bracket

Below is a picture of the pole bracket used to mount the R500/R510. To take the top off the front plate, remo

![PXL_20220628_165727653.MP.jpg](https://support.rhombussystems.com/hc/article_attachments/7266453

The two blue arrows must line up to properly reattach the front plate. See the below example.

![PXL_20220628_165657700.jpg](https://support.rhombussystems.com/hc/article_attachments/7266492868

Junction Box

To take the top off the junction box, remove the screws and use a good amount of force to pull off the front p

![PXL_20220628_165151471.jpg](https://support.rhombussystems.com/hc/article_attachments/7266522951

![PXL_20220628_165206968.MP.jpg](https://support.rhombussystems.com/hc/article_attachments/7266525

Registration Methods

Once you have powered up your camera, registering a new camera can performed from the mobile app or th

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app and tap "Menu" from the home screen and then "Register Devices." That will launch the

![IMG_4875.PNG](https://support.rhombussystems.com/hc/article_attachments/35305214989197)

2\. Select the registration method labeled "Register via QR Code."

![IMG_4876.PNG](https://support.rhombussystems.com/hc/article_attachments/35305214990477)

3\. Select the location where this R400 will be registered. If you haven't already, you'll need to add a location

Note: If you aren't sure where you'd like to register your camera, tap the "Skip" button in the top right. If y

![IMG_4877.PNG](https://support.rhombussystems.com/hc/article_attachments/35305214992397)

4\. Select the camera connection type: Ethernet or Wi-Fi, and tap "Next."

Note: The R500/R510 does not have built-in Wi-Fi antennas, so a Wi-Fi connection must use an adapter

![IMG_4878.PNG](https://support.rhombussystems.com/hc/article_attachments/35305209909261)

5\. The last screen will display a QR code. Once the camera has powered on, show the QR code to it (a few

Note: If you do not hear a click, try moving the phone toward and away from the camera.

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras."

If this is the first camera you are registering, you'll need to add a location first, either during this wizard or by

![Screenshot 2025-01-16 at 9.47.52■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. When the registration window pops up, the first prompt asks you to enter your mobile number to receive a

3\. Select the location where these cameras will be registered and click "Next."

4\. Select **Ethernet** for the camera connection type.

5\. Select which roles will have access to these devices. You can choose between no access, view-only acc

6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies

7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is powere

Note: If you do not hear a click, try moving the phone toward and away from the camera, or try a differen

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandw
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc
- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773--Device-LI
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Prevent

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAI
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj

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[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

A100 Audio Gateway Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6773747853837-A100-Audio-C

Topics in this article include:

Prerequisites

Before you can register an A100, you will need:

- Activated Rhombus Console Account
- Mobile Phone with Rhombus App installed (for [iOS](https://apps.apple.com/us/app/rhombus/id123784196

- A100 connected to network and power

Connecting the A100

The A100 needs power and a network connection to register. The easiest method to achieve this is to use a

Below are notes about connecting the A100:

- The gateway is only to be connected to PoE networks without routing to outside plants.
- If powered by a power adapter, the adapter must be properly grounded.
- Please contact Rhombus' certified dealers for compatible power adapters.

Mounting on a Wall or Ceiling

Below are the steps for mounting the A100 on a wall or ceiling:

- Do not open the unit to mount; use mounting screws directly through the three exposed mounting holes.
- Use included mount template to drill holes for screws and cable.
- Use the included self-tapping screws (diameter TP4, head dia 7mm, and thread length 25mm).
- Use the included anchors when mounting to softer materials.

Registration Steps

1\. Log in to the Rhombus Mobile App (for [iOS](https://apps.apple.com/us/app/rhombus/id1237841963) or [

2\. Navigate to the "Devices" tab by tapping the "Devices" tab icon on the bottom left.

3\. Tap the "Register Devices" button at the bottom of the "Devices" tab.

![register_devices.png](https://support.rhombussystems.com/hc/article_attachments/7295163497485)

4\. Next, select the "Register via Bluetooth" button.

![mceclip0.png](https://support.rhombussystems.com/hc/article_attachments/8212814441485)

5\. Select "Default" distance:

![mceclip7.png](https://support.rhombussystems.com/hc/article_attachments/18562059191181)

6\. Adjust which roles can access the Audio Gateway and tap the "Next" button.

7\. Select the Audio Gateway you want to register from the list of devices (the serial number should match w

Note: If you do not see your Audio Gateway, it is either already registered or is not connected properly to

8\. Adjust the internet connection type and hit the "Next" button at the bottom of the page.

9\. Then, adjust the IP configuration and tap "Next."

10\. Once completed, you will be taken to a loading page to wait for the registration to complete.

11\. When you see the success message, you can click the newly available "Done" button at the bottom of y

GIF of full setup:

![mceclip2.gif](https://support.rhombussystems.com/hc/article_attachments/18562069795085)

Note: This setup assumes the audio gateway is connected to PoE through an ethernet cable. The Audio

Helpful Links

- [Wiring New Rhombus Cameras](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/4404880101261)
- [Broadcast with A100](https://support.rhombussystems.com/hc/en-us/articles/15002340964493)
- [Audio File Management](https://support.rhombussystems.com/hc/en-us/articles/10799359585805)

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [Audio Gateway + External Speaker/Mic Combo](https://support.rhombussystems.com/hc/en-us/related/clic
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj

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Rhombus Camera Troubleshooting
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/17519850914061-General-Ons

Topics included in this article:

Cameras

Camera Disconnected (Possible Network Issues)

1. Check cable runs and wiring.   - Have all the cables been tested and verified?
- If a patch cable is used, does the device come online?
- If the cable for a known-good camera is used, does the device come online?
- Are there any visible signs of corrosion or bent pins?
- Try checking all the RJ45 connectors, starting at the camera and going to the switch. Mismatched wires in
2. Check the onsite networking setup.   - If the camera is not connecting to the internet, check the DHCP clie
- Was there a recent power or internet outage?
- A recent outage may sometimes require the PoE switch, or the device, to be manually power cycled.
- Is there a firewall or other equipment after the PoE switch and before the camera that may be restricting ac
- Are there enough IP addresses to hand out?
- Is the camera getting an IP address?
- If a laptop is connected to the port this camera is using, can you get to a site like [google.com](http://google
- Please reference the following networking documents for more detailed information:
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Networking
- [Supported Wi-Fi Network and Authentication Protocols](https://support.rhombussystems.com/hc/en-us/arti
3. At the PoE switch, plug the camera into the port of a known working camera.   - If it comes online, then the
- If it still does not come online, move on to Step 4
4. Plug the camera in using the cable of a known working camera, and using the port of a known working ca
5. If the camera is a new registration, and the above troubleshooting did not get it to connect: - Please che
6. If none of these steps have brought the camera online, please contact [Rhombus Support](https://support.

Power Issues

If there are no LED lights, the camera may not be getting sufficient power. Check the plug connector to see i

1. Is the camera plugged into a PoE switch that supports the correct protocol?   - Most routers and access pc
- Review the PoE requirements of the specific camera model.
2. Is the port on the PoE switch supplying power to the camera?   - The port will usually have a solid amber l
3. Try checking the connections and look for water damage or damaged pins.   - Discolored or burned RJ45
4. Test a new cable or a patch cable to see if the device comes online.
5. [Contact Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/17519850914061-Ger

Registration

Registration issues may sometimes occur if there are issues with the SD card. Power cycle the device and e

This [YouTube video](https://www.youtube.com/watch?v=d8C14PUnK18) covers the general steps for repla

1. Power down the camera by unplugging it.
2. Carefully remove the dome.
3. Ensure the SD card is properly seated. Reseat if necessary.
4. Reattach the dome.
5. Plug the camera back in to power it up.
6. Use a soft cloth or non-abrasive alcohol wipe to clean the dome to remove any fingerprints or smudges be

Non-Recording State

1\. On the "Devices" page, look for this status message:

![Screenshot 2024-10-17 at 12.43.23■PM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Check the error the device is experiencing by navigating to the "Logs and Reports" tab, selecting "Diagn

![Screenshot 2024-10-17 at 12.52.53■PM.png](https://support.rhombussystems.com/hc/article_attachments

3\. Perform onsite troubleshooting:

- Remote Reboot the camera in the console under the "Devices" page and click on the camera in question.
- Power cycle the device by unplugging the device and plugging it back in.
- If the error is related to "Storage," ensure the SD card is seated properly.
- Power down the camera by unplugging it, remove the dome carefully and reinsert the SD card, power the c
- [Contact Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/17519850914061-Gene
- Check the [LED lights](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Camera-LI

Web Console

1. Is this your first time logging in?
- Check your inbox and spam folder for the Rhombus Welcome Email. The email will contain the link to finish
2. Trouble logging in?
- You may need to reset your password. Please navigate to this [password reset article](https://support.rhom
3. Clear browser cache and cookies for "All Time"
- [This article](https://support.rhombussystems.com/hc/en-us/articles/12420449606541-Trouble-Logging-in-t
4. Issues with camera settings?
- Please see the following articles to assist with adjusting settings:
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera
- [Aiming a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming
- **Note:** The R360, due to it being a fisheye lens, does have a max resolution that differs slightly from the
- [Artificial Intelligence on R360](https://support.rhombussystems.com/hc/en-us/articles/4414370700685-Arti
- [View Modes of the R360](https://support.rhombussystems.com/hc/en-us/articles/360046617752-View-Mo
- [HD vs SD Streaming](https://support.rhombussystems.com/hc/en-us/articles/4422945089933-HD-vs-SD-S
5. Questions on Camera Device errors, bandwidth consumption, or uptime/downtime?
- This information is available in the console under the tab "Logs and Reports"
- ![Screenshot 2024-10-17 at 1.29.30■PM.png](https://support.rhombussystems.com/hc/article_attachments
6. For any issues or concerns with the console, always feel free to reach out to [Rhombus Support](https://su

Mobile App

Before attempting any mobile troubleshooting procedures, please do the following steps with the app:

1. Log out of the mobile app.
2. Update the mobile app to the most recent version.
3. Log back into the mobile app.

Re-downloading the App

- Even if you are running the most up-to-date version of the app, deleting the app and redownloading the late

Helpful Mobile Articles:

- [Rhombus App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Mobile
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/24787313588749

Apple TV

Before attempting troubleshooting procedures, please do the following steps with the app:

1. Log out of the Apple TV app.
2. Update the mobile app to the most recent version.
3. Log back into the app.

Re-downloading the App

- Even if you are running the most up-to-date version of the app, deleting the app and redownloading the late

Troubleshooting

1. Issue with the Video Wall
- Do you have the same issue when viewing the video wall through the Rhombus Console?
- If yes, the issue may be related to the video wall. Please take a look through the following article:
- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-V
- Ensure all cameras are connected.
- [Contact Support](https://support.rhombussystems.com/hc/en-us/articles/17519850914061-General-Onsite
2. Issue activating the Apple TV
- [Activating Apple TV](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activating-App
- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/articles/4410625643533-Using-th

If you are still experiencing issues, please reach out to the [Rhombus Support Team](https://support.rhombu

Helpful Links

- [Audit and Diagnostic Logs](https://support.rhombussystems.com/hc/en-us/articles/360034360612-Audit-D
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-C
- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-V
- [Activating the Apple TV](https://support.rhombussystems.com/hc/en-us/articles/360020981412-Activating-
- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/articles/4410625643533-Using-th
- [Mobile App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/360037131732-Mobile-A

- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/24787313588749
- [Artificial Intelligence on the R360](https://support.rhombussystems.com/hc/en-us/articles/4414370700685-
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Networking
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/articles/701
- [Supported Wi-Fi Network and Authentication Protocols](https://support.rhombussystems.com/hc/en-us/arti

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Related articles

- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/related/click?data=BA
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Internet Outage and Network Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click
- [Mobile Bluetooth Diagnostics](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob

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Using the Camera Timeline
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Interacting-wi

Topics included in this article:

- [What is the Timeline?](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Interacting-
- [How to Use the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Interacti
- [Zoom In/Out of the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Inter
- [Searching for Time/Date on Timeline](https://support.rhombussystems.com/hc/en-us/articles/60071239975
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Interacting-with-the-
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Interact

What is the Timeline?

The timeline can be found at the bottom of a camera's Field of View (FOV). It allows you to search through p

![Screenshot 2025-01-31 at 11.28.45■AM.png](https://support.rhombussystems.com/hc/article_attachments

How to Use the Timeline

If you want to search through footage, click on the arrows highlighted in red below. This will allow you to nav

![Screenshot 2025-01-31 at 11.29.27■AM.png](https://support.rhombussystems.com/hc/article_attachments

Zoom In/Out of the Timeline

If you would like to zoom into the timeline to get a more granular look at the events picked up by the camera

![Screenshot 2025-01-31 at 11.31.00■AM.png](https://support.rhombussystems.com/hc/article_attachments

Searching for a Time/Date on the Timeline

If you are searching for an event and know the exact time/date it happened, you can input that information to

![Screenshot 2025-01-31 at 11.32.10■AM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Cut & Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/115000
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use
- [Device Settings](https://support.rhombussystems.com/hc/en-us/articles/7298995945101-Device-Settings)
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVz
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [How to Use the Investigations Tab](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh

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Vanisha Collins

2 years ago

for a couple of weeks now the time has been off. when trying to go to a certain time it doesnt go or skips aro

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AI Best Practices
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practice

Topics included in this article:

- [What does our AI do for Rhombus?](https://support.rhombussystems.com/hc/en-us/articles/743791237518
- [Initial AI expectations](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practio
- [Properly setting up the camera for optimal AI accuracy](https://support.rhombussystems.com/hc/en-us/arti
- [Placing Activity Regions](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Pra
- [Human Movement](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practices
- [Facial Recognition](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practices
- [Vehicle Movement](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practices
- [License Plate Recognition](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-P

What does our AI do for Rhombus?

The current artificial intelligence we use for Rhombus cameras helps track humans, vehicles, faces, and lice

Initial AI expectations

Some of our AI is stored/performed locally on the cameras. This means that when first registering the Rhoml

Properly setting up the camera for optimal AI accuracy

Below is a quick start guide for how to properly set up the camera to track particular movements and recogn

Framing of the camera view

When mounting and setting up a Rhombus camera you should always try to eliminate all unmoved space fr

![Swag_Room-Jul_19_2022_10_26_06_AM_PDT.png](https://support.rhombussystems.com/hc/article_attac

Below is the same camera now adjusted to eliminate the ceiling from the frame.

![Swag_Room-Jul_19_2022_10_38_49_AM_PDT.png](https://support.rhombussystems.com/hc/article_attac

Placing Activity regions

Setting up activity regions in a camera frame view helps by providing AI alerts only if the movement passes t

Human Movement

For human detection, the camera will need to be positioned in a way where most of a human body shows in

![Screen_Recording_2022-07-19_at_10.56.22_AM.gif](https://support.rhombussystems.com/hc/article_attac

Facial Recognition

For facial recognition, we have a great guide [here](https://support.rhombussystems.com/hc/en-us/articles/3

_Tip: We at Rhombus recommend that uploading saved faces for individuals is key to helping the AI compar

Vehicle Movement

For vehicle movement, you will need to have the camera positioned so that the full car enters the field of vie

License Plate Recognition

For license plate detection, we have a guide [here](https://support.rhombussystems.com/hc/en-us/articles/36

_Tip: We at Rhombus recommend that if you want to have accurate LPR that you look at our [Objects and D

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Managing License Plate Recognition (LPR)](https://support.rhombussystems.com/hc/en-us/related/click?d
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAI
- [Enable AI Bounding Boxes](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ

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User Alert Notifications
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/115001170072-User-Based-Al

Topics included in this article:

- [Personal Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-User-B
- [Setting Up User Alert Notifications (for Super Admins)](https://support.rhombussystems.com/hc/en-us/artic
- [Notification Defaults](https://support.rhombussystems.com/hc/en-us/articles/115001170072-User-Based-A
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/115001170072-User-Based-Alert-No
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/115001170072-User-Bas

Note: User-based alert notifications are highly dependent on alert policies. If you still need to configure a

Personal Alert Notifications

The Rhombus console allows you to customize the type of alerts you receive and when they can be sent.

1\. To begin managing your alert notifications, log in to the Rhombus console, click your initials in the upper-

![Screenshot 2024-12-02 at 10.41.42■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Next, click "Add another time frame."

![Screenshot 2024-12-02 at 10.48.56■AM.png](https://support.rhombussystems.com/hc/article_attachments

3\. The following menu will allow you to set parameters for when your user account will be available to receiv

![Screenshot 2024-12-02 at 10.51.09■AM.png](https://support.rhombussystems.com/hc/article_attachments

4\. The first two columns, labeled "Hours" and "Days," work in tandem. Selecting "All Day" will send you aler

![Screen Recording 2024-12-02 at 11.04.00■AM.gif](https://support.rhombussystems.com/hc/article_attachr

5\. The next column, labeled "Get Alert Notifications For," allows you to customize precisely which devices yo

Checking the box next to the location name will select all the devices within that location. Opening the drop-c

Additionally, each device has specific alert types that you can be notified of. For example, you can be notifie

![Screen Recording 2024-12-02 at 12.54.50■PM.gif](https://support.rhombussystems.com/hc/article_attachr

6\. The column titled "Location Level Notifications" allows you to enable Lockdown or Third-Party Device not

7\. In the last column, titled "Send Notifications Via," you must select how you'd like to receive your notificatio

8\. "Adding Another Row" allows you to select another grouping of devices with a new notification type that v

Example: For Location A, you want to receive camera-only alerts, but for Location B, you want to add sensor

9\. "Add Another Time Frame" allows you to create another notification schedule altogether.

Example: For Location A, you have a Monday-Friday notification schedule, and for Location B, you have a S

10\. Once you've finished customizing when and how you'd like to receive alert notifications, click "Save" in t

![Screenshot 2024-12-02 at 1.00.34■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Setting Up User Alert Notifications (for Super Admins)

As a Rhombus Administrator, you can customize when employees are available to receive notifications.

1\. Navigate to "Settings" and click "Manage Notifications."

![Screenshot 2024-12-03 at 12.19.51■PM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Once there, select the user whose notifications you'd like to manage or click "Add User" in the upper-righ

3\. You'll be presented with a screen similar to the "Alert Notifications" page in your user settings. Follow ste

Notification Defaults

As a Rhombus Administrator, you can batch-assign default notifications to multiple users. Those users will n

1\. To set up default notifications, navigate to "Settings," "Manage Notifications," and make sure "Notification

![Screenshot 2025-04-15 at 3.12.03■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. On the "Notification Defaults" page, you are presented with a notification template similar to the Alert Noti

Helpful Links

- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/articles/3600482
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705

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Related articles

- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV
- [How to Snooze/Pause Notifications](https://support.rhombussystems.com/hc/en-us/related/click?data=BA
- [Rhombus App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ

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Rayco Hernandez

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DR40 Installation Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/17560987145229-Installing-Re

Topics included in this article:

Note: [DR40 User Manual](https://www.rhombus.com/files/manuals/DR40-Manual.pdf)

About the DR40

The DR40 is Rhombus' five-in-one combination of a reader, camera, button, audio device, and relay. The rel

The device contains a camera that allows you to view footage via the Rhombus Console. It can also be used

As a standalone device, the camera, intercom system, and button (doorbell) can be used without connecting

![DR40 ISO 230222a (1).png](https://support.rhombussystems.com/hc/article_attachments/1782705588046

Installation

- Communication: the DR40 communicates with an Access Controller (DC20) over RS-485 and uses the OS
- Power (V+/V-): solid or stranded, minimum 18 AWG, 300 ft max run.
- If PoE is used to power the DR40, V+/V- won't be used. To connect the DR40 to your network, you can run
- Power to the reader can be supplied using PoE or a 12-28VDC external power source. DR40 has a maxim

![DR40 WIRE LABEL_230727.svg](https://support.rhombussystems.com/hc/article_attachments/179901704

Figure 1.) Example wiring diagram for the DR40 showing all available wires.

Wiring Requirements and Diagrams

- Data (A/B/GND): solid or stranded, twisted pair, minimum 24 AWG, 300 ft max run.
- Other: (COM/NO): solid or stranded, minimum 24 AWG, 300 ft max run.
- **Note:** Existing cables can potentially be re-used if they meet the minimum required AWG. Wiring metho

For more details, please reference the [full DR40 manual](https://www.rhombus.com/files/manuals/DR40-Ma

- Connect the \[A\], \[B\] and \[GND\] lines of the DR40 to the corresponding terminals in the DC20.
- **Note:** We recommend you consult the appropriate federal, state, and local authorities for any relevant re

Figure 2.) Wiring the DR40

Figure 3.) Power to the DR40 can be supplied through PoE. Even if PoE is not used, an Ethernet connection

Figure 4.) Power can also be supplied using a 12-28VDC external power source. An ethernet connection is r

Figure 5.) The DR40 also comes equipped with one dry contact normally open relay. This can be used for ex

Registration

The DR40 can be used combined with the DC20 or as a standalone product. Depending on its use case, two

With the DC20

The DR40 will auto-register to your Rhombus console once it's connected to a DC20, assuming that the DC2

To ensure this will happen, navigate to the "Settings" tab, select "Door Controllers," and click the controller y

![Screenshot 2025-01-14 at 2.16.03■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

For Standalone Use

Once the DR40 has been installed, you can register it through the Rhombus mobile app via [Bluetooth](https

Bluetooth Registration

1\. In the Rhombus App, select "Menu" and then select "Register Devices."

![Screenshot_20250114-142150.png](https://support.rhombussystems.com/hc/article_attachments/3348391.

2\. Select "Register via Bluetooth."

![Screenshot_20250114-142204.png](https://support.rhombussystems.com/hc/article_attachments/3348410

3\. Select the location where you want to register the device. If the location hasn't been created yet, you can

![Screenshot_20250114-151307.png](https://support.rhombussystems.com/hc/article_attachments/3348543

4\. Select the DR40 from the device list that you are trying to register. Click "Next."

![Screenshot_20250114-142312.png](https://support.rhombussystems.com/hc/article_attachments/3348502

5\. Choose the Ethernet connection and select "Next."

![Screenshot 2025-01-14 at 3.19.15■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

6\. Make sure the "Use DHCP" button is toggled on, and click next.

![Screenshot 2025-01-14 at 3.21.01■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

7\. The next screen will be the final registration step.

![Screenshot 2025-01-14 at 3.22.45■PM.png](https://support.rhombussystems.com/hc/article_attachments/3)

QR Code Registration

1\. In the Rhombus App, select "Menu" and then select "Register Devices."

![Screenshot_20250114-142150.png](https://support.rhombussystems.com/hc/article_attachments/3348391)

2\. Select "Register via QR Code."

![Screenshot_20250114-142204 (1).png](https://support.rhombussystems.com/hc/article_attachments/33485)

3\. Select the location where you want to register the device. If the location hasn't been created yet, you can

![Screenshot_20250114-151307.png](https://support.rhombussystems.com/hc/article_attachments/3348543)

4\. Next, aim the QR code displayed in the app at the camera lens on the DR40. You should hear a few click

![IMG_7717.PNG](https://support.rhombussystems.com/hc/article_attachments/17964926363533)

Setting Up Doorbell Notifications

It's important to note that our doorbell sound is intentionally designed to be attention-grabbing without being

Note: The doorbell volume is set to the maximum allowable level by default and further adjustments aren

To increase doorbell volume:

- Connect the device that is monitoring for notifications (an iPad etc.) to an external speaker to boost the sou

Note: When using an iPad or other device, the sound associated with a doorbell notification will only play
- You can connect the DR40 Door Reader to a doorbell chime to boost the volume on the doorbell press. Fo

The DR40 has a button that can be used as a doorbell. Doorbell events can be set up in two ways:

- A [Doorbell Rule](https://support.rhombussystems.com/hc/en-us/articles/17560987145229-Installing-Regis
- A policy with "Doorbell Press" as part of the policy can be assigned and then configured in [User Notificatio

- For more information on creating policies, please visit the [Creating and Assigning Alert Policies](https://su

Creating a Doorbell Rule

A Doorbell Rule can provide several different actions on button press:

- Generate Notification■
- Generates an instant notification that will not be associated with any clips to reduce the time taken. Notifica
- Play Audio File■
- Play a previously saved clip, upload text-to-speech, create a new recording, or upload a recording. This ca
- Trigger Relay

- The DR40 can be directly connected to a simple relay on the device. Its hardware includes a button configu

- The DR40 is equipped with one dry contact Normally Open (NO) relay that can be used to control externall

1\. Navigate to "Devices," select "Video Intercoms," and click the name of the DR40 for which you wish to c
![Screenshot 2025-01-14 at 3.29.37■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down and select "Settings and Details." Click "Edit."
![Screenshot 2025-01-14 at 3.31.27■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. An "Add Rule" button will appear. Click this to set a schedule for the rule and configure the type of rule t
![Screenshot 2025-01-14 at 3.33.08■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Select or create a schedule and then select the action type you want to generate. If you want to add mo
![Screen Recording 2024-04-19 at 8.59.45■AM.gif](https://support.rhombussystems.com/hc/article_attachr
5\. Once one rule has been saved, you can add additional rules by selecting "Add Another Rule."
![Screenshot 2025-01-14 at 3.34.32■PM.png](https://support.rhombussystems.com/hc/article_attachments

Deleting a Doorbell Rule

1\. Once a Doorbell Rule has been created, you can delete it by selecting "Delete Rule" and confirming the
![Screen Recording 2024-04-19 at 9.21.04■AM.gif](https://support.rhombussystems.com/hc/article_attachr

Helpful Links

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693)
- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/articles/17924295152013)
- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/articles/17560956729357)
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705

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Related articles

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Alarm Monitoring Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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DC20 Installation Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installing-Re

Topics included in this article:

- [General Specs of the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Inst
- [Mounting the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installing-Re
- [Wiring for the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installing-R
- [How to Install a Backup Universal Power Supply (UPS) to DC20](https://support.rhombussystems.com/hc/
- [Registering the DC20](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installing-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installing-Registeri
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/15215333943693-Installi

Note: [The DC20 User Manual](https://www.rhombus.com/files/manuals/DC20-Manual.pdf)

General Specs of the DC20

The DC20 is a four-door controller that is cloud-managed, secure by default, and built for enterprise scalabili

Included Parts List

Mounting the DC20

The DC20 is intended to be wall-mounted indoors in a secured area, such as a locked server room or utility

To install, pre-drill pilot holes into the desired mounting surface in accordance with the mounting specificatio

Note: A 3/16" pilot hole is required if you're using wall anchors.

An alternative pre-drilling option utilizes the extra mounting screw included to hang the DC20 through the ce

After the holes have been pre-drilled, fasten the device to the surface using the included mounting screws. T

Wiring for the DC20

Wiring methods shall be in accordance with the National Electrical Code, ANSI/NFPA 70.

All wiring of the DC20 should be performed prior to connecting the power. Power should be removed before

WARNING: Failure to remove power prior to servicing the DC20 may damage connected devices. We re

	Wire Type	**Twisted** **Pair**	**Shielded**	**Minimum** **Size**	**Maximum** **Lei
Lock Power	Solid or Stranded	-	-	18 AWG	300 ft
Reader Power	-	Yes	18 AWG	300 ft
Reader Data	Yes	24 AWG	300 ft

| **Inputs** | - | 24 AWG | 300 ft |

Figure 1.) Wire Type and Size Guide

How to Install a Backup Universal Power Supply (UPS) to the DC20

The DC20 has provisions for a backup battery to support offline mode in case primary power is lost. The bat

The battery capacity should be sized appropriately based on the power consumption of the overall system a

Figure 2.) Backup battery wiring diagram.

Registering the DC20

To register the DC20, you will need the Rhombus Mobile app and ensure Bluetooth is enabled on your mobi

Mobile App using Bluetooth:

1\. Log in to the app and click "Menu" from the home screen.
![Screenshot_20241121-164600.png](https://support.rhombussystems.com/hc/article_attachments/342
2\. Select "Register Devices."
![Screenshot_20241121-164606.png](https://support.rhombussystems.com/hc/article_attachments/3420634
3\. Go to Register via Bluetooth.
![Screenshot_20250114-142204.png](https://support.rhombussystems.com/hc/article_attachments/342063
4\. Select the location where you want to register the device. If the location hasn't been created yet, you ca
![Screenshot_20250114-151307.png](https://support.rhombussystems.com/hc/article_attachments/342063
5\. Select DC20 from the device list that you are trying to register. Click "Next."
![Screenshot 2025-02-11 at 9.40.01■AM.png](https://support.rhombussystems.com/hc/article_attachments
6\. Click next after selecting the DC20 and select the ethernet connection.
![Screenshot 2025-02-11 at 9.44.10■AM.png](https://support.rhombussystems.com/hc/article_attachments
7\. Make sure the "Use DHCP" button is toggled, and click "Next" to complete the registration.
![Screenshot 2025-02-11 at 9.50.44■AM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
- [Installing/Registering the DR20](https://support.rhombussystems.com/hc/en-us/articles/17560956729357-I
- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/articles/17560987145229-I

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Related articles

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc/
- [Installing Electric Strikes with the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [Controller Settings and Access Control Door Configuration](https://support.rhombussystems.com/hc/en-us
- [Setting up Readers for Shared Locks](https://support.rhombussystems.com/hc/en-us/related/click?data=B
- [E2 Setup, Walkthrough, and Troubleshooting](https://support.rhombussystems.com/hc/en-us/related/click?

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Aiming Rhombus Cameras
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhon

Topics included in this article:

- [Best Practices Before Aiming a Camera](https://support.rhombussystems.com/hc/en-us/articles/36003344
- [General Aiming Notes](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rh
- [Aiming an R2/R200/R2-180](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming
- [Aiming an R360](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhombu
- [Aiming an R400](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhombu
- [Aiming an R500](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhombu
- [Aiming an R600](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhombu
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhombus-C
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a

Best Practices Before Aiming a Camera

1\. Ensure that the camera is wired appropriately. For more information on wiring, please review the article o

2\. Remove the dome with the three Torx T10 screws.

Note: R400 model uses T20 security Torx & R170/R500/R510 models use Phillips screws.

3\. Connect and mount the camera. Do not reattach the dome yet. For more information, please review our a

4\. Register the camera and view its live feed.

Note: R2-L live feed will look blurry while the dome is off.

General Aiming Notes

![Aim-Words-NotBlocked.jpg](https://support.rhombussystems.com/hc/article_attachments/360040277592)

- On all cameras besides the R360, aiming is performed manually with the dome removed. The lens cannot
- The image module rotates on three axes to aim the lens: pan, tilt, and roll. If it doesn't seem to move in the
- Once aimed, rotate the module's "roll" axis to ensure the image sensor is level. The light sensor needs to b
- Ensure the white housing cover does not block the light sensor when the dome is reattached to the camera
- Confirm that the aim is as desired by viewing a live feed from the camera.
- Cameras also feature 1.25X digital pan/tilt/zoom for fine adjustment, which can be remotely controlled in th

Aiming an R100/R120

Aiming the R100 and R120 are relatively the same. The video below demonstrates how to move the lens to

![mceclip0.gif](https://support.rhombussystems.com/hc/article_attachments/4411186910221)

Aiming an R2/R200/R2-180

The R2/R200 camera lens can be aimed manually when the dome is removed. For this reason, it's most effi

Special Notes for R2-L and R2-180

- **R2-L** performs best when the lens is aimed through the center (not the edge) of the clear dome. The im
- **R2-180** can be mounted on a wall or ceiling. When mounted on a wall, the camera can see along the w

![Gif3.gif](https://support.rhombussystems.com/hc/article_attachments/360037848632)

Aiming an R360

Do not attempt to adjust the physical lens of the R360; the camera lens does not move.

Aiming an R400

Similarly to the cameras above, the R400 has a rotatable base and lens, with an added tile to the lens.

![mceclip0.gif](https://support.rhombussystems.com/hc/article_attachments/4411180967181)

Aiming an R500

The R500 has a ball joint that allows you to rotate and angle it in any desired orientation.

![mceclip1.gif](https://support.rhombussystems.com/hc/article_attachments/4411188445197)

Here is a top-view image of the ball joint for the R500:

![IMG_3490.jpg](https://support.rhombussystems.com/hc/article_attachments/4411188542477)

Aiming an R600

All four lenses can be independently angled and rotated with the dome removed.
![R600 lens adjustment.gif](https://support.rhombussystems.com/hc/article_attachments/30992297486221)

Helpful Links

- [Wiring New Rhombus Cameras](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/36005136095
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-Registering-
- [R400 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-Registering-
- [R500/R510 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-Regist

- [R600 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/29282306957453-R600-Cam
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera

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Related articles

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [R500/R510 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC

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Access Control Badge Printing
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Access-Cont

Topics included in this article:

- [Access Card Specs](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Access-Cor
- [Recommended Printer Models](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-A
- [Double Card Printers](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Access-Co
- [Badge Printing in Console](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Acces
- [Print Badges](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Access-Control-Ba
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Access-Control-Ba
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/23331538961677-Acces

Access Card Specs

When choosing a badge printer, it is important to ensure that they are compatible with the access card specs

Dimensions: H:85.6mm (3.37in) x W:54mm (2.125in) x T:0.84mm (0.033in)

Material: PVC

Surface Finish: Gloss

Recommended Printer Models

Single Card Printers

- [Zebra ZC100](https://www.idzone.com/zc11-0000000us00-pf.html?_bt=&_bk=&_bm=&_bn=x&creative=k

- [Zebra ZC300](https://www.idzone.com/zc31-000c000us00-pf.html?_bt=&_bk=&_bm=&_bn=x&creative=&k
- [Evolis Zenius](https://www.idzone.com/zn1u0000ts-pf.html?_bt=&_bk=&_bm=&_bn=x&creative=&keyword
- [Fargo DTC1250e](https://www.idzone.com/50000-pf.html?_bt=&_bk=&_bm=&_bn=x&creative=&keyword=
- [Magicard 300](https://magicard.com/id-printers/magicard-300/) - [Magicard driver install doc](https://f08dd

Double Card Printers

- [Fargo DTC1250e](https://www.bhphotovideo.com/c/product/1065069-REG/fargo_50100_dtc1250e_dual_s
- [Magicard 300 Dual](https://www.bhphotovideo.com/c/product/1551729-REG/magicard_300_duo_double_s

Badge Printing in Console

1\. Navigate to "Settings" and select "Access Control Credentials."
![Screenshot 2025-01-29 at 10.10.35■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Select the "Badge Printing" tab.
![Screenshot 2025-01-29 at 10.33.07■AM.png](https://support.rhombussystems.com/hc/article_attachment

Create a Template

1\. Click "Create Template" to create a badge template that can be edited and printed.
![Screenshot 2025-01-29 at 10.54.27■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Give the template a name.
3\. Choose the side of the badge and the printing orientation.
![Screenshot 2025-01-29 at 10.58.09■AM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Click "Add Elements" to add any additional elements (custom image, custom text, profile photo, or user
5\. Change the values of the elements' X and Y positions to change their placement on the badge.
6\. Click "Save Template" when finished editing the template.
7\. Click "Fill User," then select a user from the dropdown menu to fill their info into the template.
8\. Select "Print" when ready to print a specific user badge.

Print Badges

1\. Select "Print Badges."
![Screenshot 2025-01-29 at 10.43.22■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Select the Front and Back templates to use and select "Next."
![Screen Recording 2025-01-29 at 11.41.33■AM.gif](https://support.rhombussystems.com/hc/article_attach
3\. Select a user and then click "Next."
![Screenshot 2025-01-29 at 11.44.03■AM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Verify user information and click "Next."
5\. Click "Print."
![Screenshot 2025-01-29 at 11.46.53■AM.png](https://support.rhombussystems.com/hc/article_attachment
6\. When finished printing, click "Done" to close the window.

Helpful Links

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc/
- [Registering a Key Card (Access Control Credentials)](https://support.rhombussystems.com/hc/en-us/articl
- [Door Access Conditions (Grants)](https://support.rhombussystems.com/hc/en-us/articles/1525655977562{

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- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [DR40 Connected to a Wired Doorbell](https://support.rhombussystems.com/hc/en-us/related/click?data=B

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Role Management Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Creation-

Topics included in this article:

- [Permissions-Based Roles](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Cr
- [How to Create a Role](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Creatio
- [View Only](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Creation-and-Man
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- [Role Assignment](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Creation-ar
- [Permissions and the Access They Grant](https://support.rhombussystems.com/hc/en-us/articles/11500098
- [Cloning a Role](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Role-Creation-and-
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Permissions-Based Roles

It's common for admins to manage the content users can access. Chances are, there are cameras, sensors,

How to Create a Role

1\. To set up a new role, log into the Rhombus Console, navigate to "Settings," and click "Manage Roles."

![Screenshot 2025-04-15 at 10.32.14■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. Next, select "Add Role" in the upper right-hand corner, and a window will appear to create the role.

![Screenshot 2025-04-15 at 10.51.33■AM.png](https://support.rhombussystems.com/hc/article_attachments

3\. Enter the name for this role and click "Next" in the bottom right corner.

![Screenshot 2025-04-15 at 10.53.58■AM.png](https://support.rhombussystems.com/hc/article_attachments

4\. The following screen allows you to select specific permissions for administrative actions to which the role

![Screenshot 2025-04-15 at 10.59.24■AM.png](https://support.rhombussystems.com/hc/article_attachments

5\. The final step of role creation is selecting which locations and which devices within those locations this ro

Live Only

- The user can **only** view **live** footage for the selected devices.

View Only

- The user can **only** **view** the selected devices.

View & Manage

- The user can **view** footage from the selected devices and **manage** their settings.

![Screenshot 2025-04-22 at 9.17.04■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

6\. The "Default for new locations" setting will apply the same role permissions you create for this role to new

7\. Clicking the devices dropdown will allow you to choose the individual devices at the specified location to v

![Screenshot 2025-04-22 at 10.21.37■AM.png](https://support.rhombussystems.com/hc/article_attachments

8\. After selecting access and device permissions, click "Next" in the bottom right corner.

Note: Any camera that a role is not permitted to access will not be visible when a user assigned that role

9\. If you have Access Control devices at your organization, you will need to delineate which access control

![Screenshot 2025-04-22 at 10.28.10■AM.png](https://support.rhombussystems.com/hc/article_attachments

Create a User-Specific Role

1\. To set up a User-Specific role, log into the Rhombus Console, navigate to "Settings," and click "Manage
![Screenshot 2025-04-16 at 3.31.29■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Select the user.
3\. Click "User-Specific Role."
![Screenshot 2025-04-16 at 3.33.25■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. At this point you can choose to copy the role permissions from an existing role to this user-specific role,
![Screenshot 2025-04-16 at 3.33.25■PM copy.png](https://support.rhombussystems.com/hc/article_attachm
4a. Click "Copy details from another role or user." Select an existing role or user from the respective dropdo
![Screenshot 2025-04-16 at 3.36.33■PM.png](https://support.rhombussystems.com/hc/article_attachments

| 4b. Click "Edit custom role" to customize this role. Follow steps 3-9 in the [How to Create a Role](https://su

Role Assignment

Once you have created your new role, you can apply it to any user by navigating to "Settings," "Manage Use

![Screenshot 2025-04-15 at 11.15.38■AM.png](https://support.rhombussystems.com/hc/article_attachments

When creating a new user, you will be required to assign a role to the user being created.

![Screenshot 2025-04-15 at 11.17.41■AM.png](https://support.rhombussystems.com/hc/article_attachments

Note: Every organization has a "Super Admin" role by default, which cannot be removed. Users assigned

Permissions and the Access They Grant

Enabling permissions will grant roles with specific access and administrative actions within the Rhombus co

Permission	Type of Access Granted
Devices : Register	Enabling these permissions will allow users to register hardware to the console, and re
Devices : Delete	Enabling this will allow a user to delete a device by unregistering it.
Locations : Add, edit, and delete	Enabling these permissions will allow users to create new locations and
Account settings : View and manage	Enabling this permission will allow users to view and change accoun
API administration : View and manage	Enabling this permission will grant users access to API settings an
Audit logs and reports : View and manage	Enabling this permission will grant users access to the accoun
Faces : View and manage	Enabling this permission will allow users to view and edit the details (update na
Integration settings : View and manage	Enabling this permission will grant users access to the Third Party
License plates : View and manage	Enabling this permission will allow users to view and edit the details (u
Licenses : View and manage	Enabling this permission will grant users access to the Licenses tab, allowin
Policies : Manage	Enabling this permission will grant users access to the Alert Policies tab, allowing them
Users : View and manage	Enabling this permission will allow users to view and manage details pertaining
Video : Share and download	Enabling this permission will allow users to create, share, and download clips
Unlock Doors : Door access administration	Enabling this permission will allow users to unlock a door via t
Authentication administration : Manage	Enabling this permission will allow users to manage SSO settings,
Firmware administration : Manage	Enabling this permission will grant users access to the "Firmware Upda
Alarm Monitoring : View and Manage	Enabling this permission will allow users to view and manage all clip
Alarm Monitoring : View Only	Enabling this permission will allow users to view Alarm Monitoring details bu

When a role has been created and assigned, you will be able to see the **Users** for that role, **Support Au

![Screenshot 2025-01-06 at 4.45.18■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Cloning a Role

Cloning a role allows you to create a secondary role that starts with the same base access but can be altere

![Screenshot 2025-04-15 at 11.20.39■AM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Manage Users](https://support.rhombussystems.com/hc/en-us/articles/115001062232-How-to-Manage-Us
- [User Profile](https://support.rhombussystems.com/hc/en-us/articles/9397557746189-User-Profile)

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- [Activating Apple TV](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [How to Configure SCIM 2.0 with Azure](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [User Profile](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRp
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl

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Two-Factor Authentication Update
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/9027336324493-Two-Factor-A

In this article, we will go over the new Rhombus updates for 2-factor authentication:

- [2FA](https://support.rhombussystems.com/hc/en-us/articles/9027336324493-Two-Factor-Authentication-U
- [Summary](https://support.rhombussystems.com/hc/en-us/articles/9027336324493-Two-Factor-Authentica

Two-Factor Authentication Update (2FA)

Whenever new users log in from a browser or mobile app, they will be prompted to go through a captcha and

![IMG_1474.PNG](https://support.rhombussystems.com/hc/article_attachments/9312071898509)

Once users have gone through this first login process, they will no longer need to go through a captcha, but

![IMG_1475.PNG](https://support.rhombussystems.com/hc/article_attachments/9312100342541)

This 2FA requirement is required for all organizations but admins can allow users to opt out of 2FA for a peri

![Screen_Shot_2022-12-05_at_3.41.50_PM.png](https://support.rhombussystems.com/hc/article_attachmen

When logging into their account, users will have three opportunities to enter the correct password before goi

Summary

1. Users on untrusted devices must solve a Recaptcha when entering a password ("I'm not a robot"; a device
2. By default, 2FA will be enabled for all organizations. However, when entering a 2FA code, the user can "s
3. A lockout mechanism was added when too many incorrect passwords are entered (10 for untrusted device

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Related articles

- [Enabling Two-Factor Authentication for Your Org or a User](https://support.rhombussystems.com/hc/en-us
- [How to Reset your Rhombus Console Password](https://support.rhombussystems.com/hc/en-us/related/cl
- [Manage Users](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/related/click?data=B/
- [User Profile](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYXRpl

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Getting Started with Rhombus
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Star

Topics included in this article:

- [Account Setup](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Started-v
- [Assign Enterprise Licenses and Batch Assign Features](https://support.rhombussystems.com/hc/en-us/art
- [Create Locations and Batch Assign Devices](https://support.rhombussystems.com/hc/en-us/articles/20933
- [Create User Roles](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Start
- [Add a New User](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Started
- [User Guide](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Started-with
- [Customer Support](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Start
- [Training Videos](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Started-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Getting-Started-wit
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/20933716115469-Gettin

Account Setup

To start, you need to log into your Rhombus Console. Visit [our website](http://www.rhombus.com/) and sele

Assign Enterprise Licenses and Batch Assign Features

1\. To enable Enterprise Licenses on multiple cameras, navigate to "Settings" and click "Manage" below "Li
2\. On the License Dashboard, you'll see a summary of the available licenses. From this page, click the blu
3\. A pop-up window will appear where you can select which devices you'd like to assign your licenses to.
4\. Click "Save" when finished.

Once your Enterprise Licenses have been assigned, you can enable AI Features and 30-day included Cloud

1\. Select the device type from the menu at the top of the screen.

| 2\. Click the checkboxes beside the devices you'd like to assign AI features to and click "Batch Assign." |
| 3\. A pop-up window will appear with a list of available AI features. Click the dropdown menus beside the a
| 4\. Click "Save" when finished. |

For a more in-depth walkthrough of this process, see our article on [Console Features and Licensing](https:/

Create Locations and Batch Assign Devices

Many companies have multiple locations with multiple cameras at each location. Rhombus administrators ha

1\. Navigate to the "Locations" tab and select "Add Location."
![Screenshot 2025-03-27 at 11.26.03■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Enter the "Name" and "Address" for the location and click "Save."
![Screenshot 2025-03-27 at 11.30.10■AM.png](https://support.rhombussystems.com/hc/article_attachment

Once your location has been created, you can batch-assign your registered devices to it.

Navigate to the devices page -> Select the cameras you wish to batch assign to a location -> Select "Actions

1\. Navigate to the "Devices" page and click the checkboxes beside the cameras you'd like to batch assign
![Screenshot 2025-03-27 at 11.38.32■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Once selected, click the "Actions" dropdown menu and then click "Assign to Location."
![Screenshot 2025-03-27 at 11.41.24■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Select the desired location and click "Assign" in the bottom right corner.
![Screenshot 2025-03-27 at 11.43.03■AM.png](https://support.rhombussystems.com/hc/article_attachment

For a more in-depth walkthrough of this process, see our article on [Managing Locations](https://support.rho

Create User Roles

1\. To create a new role, log into the Rhombus Console, navigate to "Settings," and select "Manage Roles."
2\. Click "Add Role" in the upper right corner and a pop-up window will open.
3\. Enter the name for the role and click "Next" in the bottom right corner.
4\. The following screen allows you to select specific permissions for administrative actions to which the rol
5\. Select the locations and devices within those locations to which the role will have access.
6\. Specify the Access Control permissions this role will have.
7\. When finished, click "Create Role" at the bottom of the screen.

For a more in-depth walkthrough of this process, see our article on [Role Creation and Management](https://

Add a New User

1\. To add a new user, navigate to "Settings" and select "Manage Users."

| 2\. Click "Add User" in the upper left corner. |
| 3\. Enter the new user's name and email address in the pop-up window and select what level of access the |
| 4\. The following prompts will vary depending on the access you select. |
| 5\. Click "Create" in the bottom right when finished. |
| 6\. Once complete, a Welcome Email will be sent to the new user's email address with instructions on creat |

For a more in-depth breakdown of this process, see our article on [How to Manage Users](https://support.rho

Customer Support

Our dedicated customer support team is here to assist you if you encounter any issues or questions. Contac

Training Videos

We encourage you to watch our [video tutorials](https://youtube.com/playlist?list=PLCGH5i7l7Y3lpUZ0nxyAi

Helpful Links

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Fe
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/articles/115000986871-Ro
- [How to Manage Users](https://support.rhombussystems.com/hc/en-us/articles/115001062232-How-to-Mar
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc

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Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Manage Users](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/related/click?data=BAI
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZC
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.I

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Counting Features Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Ve

Topics included in this article:

- [Accessing Charts](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Veh
- [Vehicle Counting](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Vehi
- [People Counting](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Vehi
- [Estimated Total Visitors](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-an
- [Motion Events](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Vehicle

- [Alert Trends](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Vehicle-C
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-and-Vehicle-C
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360002258451-People-a

Accessing Charts

1\. Click the Rhombus Home button in the top left-hand corner to navigate back to the main dashboard pag
![Screenshot 2025-04-15 at 4.23.59■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. From here, you can select report you would like to view. You can select/deselect data displayed by click
![Screenshot 2025-04-15 at 4.29.06■PM.png](https://support.rhombussystems.com/hc/article_attachments

Enable Vehicle and People Counting

Enabling Vehicle and People counting is done through the enterprise license associated with a device.

1\. Navigate to the Devices tab and select the camera on which you wish to enable the feature.
![Screenshot 2024-12-06 at 2.37.06■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll to the bottom of the device page to the "Camera Details & Settings" section and select "Licenses
![Screenshot 2024-12-06 at 2.51.30■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Toggle on "Vehicle Counting" and/or "People Counting" to enable the features.
![Screenshot 2024-12-06 at 2.53.04■PM.png](https://support.rhombussystems.com/hc/article_attachments

Vehicle Counting

With Vehicle Counting enabled, you can get a graph trend for the **Estimated Total Vehicles** and compare

![Screenshot 2024-12-06 at 2.56.10■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- You can adjust the desired time frame for viewing by using the hourly dropdown and calendar dropdown m

![Screenshot 2024-12-06 at 2.58.51■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- You can download the data points into a .csv file by clicking the download icon next to the time frame selec

![Screenshot 2024-12-06 at 3.00.48■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- The "Vehicle Count" column will be blank if there are no instances at the time. You will get the following inf

![Screenshot 2023-09-13 at 8.52.47 AM.png](https://support.rhombussystems.com/hc/article_attachments/19

People Counting

People Counting is a report feature that can capture the number of people in a location at a given time perio

"Facial Recognition" must also be toggled on to use the "Unique Visitors" metric.

![Screenshot 2024-12-06 at 3.07.55■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Estimated Unique Visitors

Unique Visitor Counting relies on [facial recognition](https://support.rhombussystems.com/hc/en-us/articles/3

Unique Visitor Counting can be configured to display based on different lengths of time, such as 15 minutes,

Note: The accuracy of this feature is dependent on the accuracy of facial recognition. Please ensure that

- [Facial Recognition Management](https://support.rhombussystems.com/hc/en-us/articles/360000327872-M
- [Camera Positioning](https://support.rhombussystems.com/hc/en-us/articles/360033449431-Aiming-a-Rhom

![Screenshot 2024-12-06 at 3.50.16■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Estimated Total Visitors

Estimated Total Visitors gives a count estimate for the number of people seen, regardless of facial recognition

Hover over individual points in time to see the associated stats.

Note: This counting method uses human movement, not unique face capture, so the same person will be

![Screenshot 2024-12-06 at 3.52.10■PM.png](https://support.rhombussystems.com/hc/article_attachme

Motion Events

When a camera captures any sort of motion, it will be logged as a Motion Event. These types of events are u

Hover over individual points in time to see the associated stats.

![Screenshot 2024-12-06 at 3.54.36■PM.png](https://support.rhombussystems.com/hc/article_attachme

Alert Trends

- The Alert Trends graph shows you the number of instances in which various alert types are generated.

![Screenshot 2024-12-06 at 3.56.52■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- You can set a specified timeframe to view these alerts by using the dropdown menus in the top right corner

![Screenshot 2024-12-06 at 3.57.40■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

- You can also download the data as a .csv file by clicking the download button next to the timeframe menus

![Screenshot 2024-12-06 at 3.58.38■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Helpful Links

- [Logging in to the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/75052744326
- [Export Information from the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/153

- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957-Features)
- [Managing Facial Recognition](https://support.rhombussystems.com/hc/en-us/articles/360000327872-Mana

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Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Occupancy Counting Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Best Practices for AI](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

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InformaCast Integration Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/24610621850125-InformaCast

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/24610621850125-InformaCast-Integratio
- [Configuring your InformaCast Integration](https://support.rhombussystems.com/hc/en-us/articles/2461062
- [Creating a Scenario](https://support.rhombussystems.com/hc/en-us/articles/24610621850125-InformaCas
- [Rhombus Console Configuration](https://support.rhombussystems.com/hc/en-us/articles/24610621850125

Overview

InformaCast is a powerful software platform designed for mass notification and emergency communication w

Configuring Your InformaCast Integration

To configure your integration in the Rhombus console, you'll need to gather the API token provided by Inform

Generating an Informacast Security Token

1. Navigate to the "Security Groups" tab under the "Admin" tab and select the "Create Security Group" buttor
2. Then, enter the name of the security group and select the "Save" button.![A2.png](https://support.rhombus
3. Once created, you will need to configure the global permissions to include "View Sites," "View Scenarios,'
4. Navigate to the "Applications" tab under the "Admin" tab and create a new application. ``
5. Then, assign the security group you made in steps 1-3 to this application.![A6.png](https://support.rhombu
6. Lastly, select the create a "Security Token" button to generate the necessary API key.![A8.png](https://sup

Creating a Scenario

1. Navigate to the "Message Templates" tab and create a message template.![A1 (1).png](https://support.rho

2. Navigate to the "Scenarios" tab and create a scenario.![A3 (1).png](https://support.rhombussystems.com/h
3. The scenario must have the following variables:

```

locationName
deviceName
activity
ruleName
consoleUrl
livestreamUrl
```

![A5 (1).png](https://support.rhombussystems.com/hc/article_attachments/24680255672461)![A6 (1).png](htt

```

```

4\. Select a message template that has a customizable subject and body and at least one recipient.![A9 (2).p

5\. Notifications can be viewed in the InformaCast UI or via the delivery method specified in the message ter

Rhombus Console Configuration

1\. The first step in configuring InformaCast with the Rhombus Console is to navigate to the settings menu w

![Screenshot 2024-04-17 at 8.27.58■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

2\. Next, navigate to the "Incident Management" section and select "InformaCast."

![Screenshot 2024-04-17 at 8.28.30■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

3\. After selecting InformaCast you'll be directed to the integration page. When clicking the slider you'll be pro

![Screenshot 2024-04-17 at 8.25.05■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

4\. If integration is successful, you'll see a message on the screen stating that InformaCast is now enabled.

![Screenshot 2024-04-17 at 8.26.45■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

Enabling InformaCast in the Rhombus Console

To use InformaCast in the Rhombus console it can be found in both the [Rules Engine](https://support.rhomb

Helpful Links

- [Slack Integration for Notifications](https://support.rhombussystems.com/hc/en-us/articles/115002227892-S
- [PagerDuty Integration](https://support.rhombussystems.com/hc/en-us/articles/360020392032-PagerDuty-I
- [ServiceNow Integration](https://support.rhombussystems.com/hc/en-us/articles/360020392292-ServiceNo

- [Email Distribution Lists Integration](https://support.rhombussystems.com/hc/en-us/articles/2476495262913
- [DICE Matrix Integration](https://support.rhombussystems.com/hc/en-us/articles/16342103830669-DICE-M
- [Lumeo Integration](https://support.rhombussystems.com/hc/en-us/articles/20634705531917-Lumeo-Integr

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- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?da
- [Omnilert Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdG
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Lockdown Plans Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Trust, Security, and Compliance](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C

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Verify Chain of Custody
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/4402656372621-Verify-Chain-c

Topics included in this article:

- [Steps to Verify Chain of Custody](https://support.rhombussystems.com/hc/en-us/articles/4402656372621-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/4402656372621-Verify-Chain-of-Cus
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/4402656372621-Verify-C

Steps to Verify Chain of Custody

To verify the chain of custody of a saved video, follow the steps below. These steps allow you to validate tha

1\. Navigate to the "Saved Video" tab on the left side of the console.

2\. Find the saved clip and download it.

![Screenshot 2025-05-20 at 2.47.14■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

3\. Click on the thumbnail (first picture below) of the clip to open the clip information pane (second picture be

![Screen_Shot_2021-06-08_at_3.28.47_PM.png](https://support.rhombussystems.com/hc/article_attachmen

4\. Open Terminal on your computer (if on PC open Powershell) and navigate to your Downloads folder or w

```
% cd ./path/to/file
```

5\. Run the validate command, as collected in step 3, with the clip file name attached to get the [checksum](

Note: When entering the commands below, ensure you use the appropriate clip name. In our example w

Command

```
% shasum -a 256 Eric\ Test.mp4 (Mac)

> Get-FileHash './Eric Test.mp4' (PC)
```

Output

```
Mac
% 844a68d28664b77ddbda092d03d0949f5d6273c29cb2cbf98921f748c4fee712  Eric Test.mp4

PC
> Algorithm      Hash                                             Path
---------       ----                                             ----
SHA256          844A68D28664B77DDBDA092D03D0949F5D6273C29CB2CBF98921F748C4FEE712     /U
```

6\. Copy the checksum from the output and replace the below "String1" with it. Then, in the clip information p

Mac Command

```
% [[ "string1" == "string2" ]] && echo "True" || echo "False"
```

Windows Command

```
% "String1" -eq "String2"
```

7\. Verify the output of Step 6. If "True" is output then the checksums are the same. If "False" is the output th

Validate command:

```
% shasum -a 256 ./path/to/file (Mac)

> Get-FileHash ./path/to/file (PC)
```

Helpful Links

- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/11500063527

- [Data and Clip Storage Retention](https://support.rhombussystems.com/hc/en-us/articles/360013498011-D

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Related articles

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- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Data and Clip Storage Retention](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Unregister Devices](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl

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R120/R200 Camera Setup
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-C

Topics included in this article:

- [Prerequisites](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camera
- [Waterproofing](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Came
- [Connecting the Camera](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R2
- [Mounting on a Wall or Ceiling](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R1
- [Accessory Guide](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Car
- [Pole Bracket](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camera
- [Arm Mount](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camera-S
- [Ceiling Mount](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camer
- [Extension Rod](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Came
- [Pendant Cap](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camera
- [Registration Methods](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200
- [Web Console](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camer
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R200-Camera
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-R

Prerequisites

Before you can register a Rhombus camera, you will need:

- Rhombus Console Account
- Mobile phone with downloaded Rhombus App ([Android](https://play.google.com/store/apps/details?id=con
- Camera connected to network and power
- Provided Waterproofing Kit (reference [this](https://support.rhombussystems.com/hc/en-us/articles/360020

Waterproofing

Following the waterproofing guidelines is essential to ensure your product is covered under our End User Lic

Use the included accessories to waterproof the cable connection, installing them as shown below. Ensure th

![R200_wp (edit2).png](https://support.rhombussystems.com/hc/article_attachments/30706861608973)

It is crucial to tighten the housing tightly, but not too tight, so the internal O-ring seals properly. The following

![mceclip11.png](https://support.rhombussystems.com/hc/article_attachments/30234078985997)

For more information on waterproofing, please visit our article on [Preventing Water Damage](https://suppor

Connecting the Camera

To complete registration, a camera needs power and should be connected to a local network that has acces

- Ensure the switch has power.
- Configure the network to comply with Rhombus requirements. Please reference our [Network Setup Guide]
- Connect the camera to the PoE switch for power and ethernet. It should automatically boot up and you can

Mounting on a Wall or Ceiling

Below are the steps for mounting the camera on a wall or ceiling:

- Open the dome by unscrewing three housing screws with included Torx tool.
- Use included mounting template to drill holes for screws and cable.
- Use three included M4x25mm round head self-tapping screws to mount the base to the surface.
- Use three included anchors when mounting to softer materials.
- Replace the dome and tighten three housing screws with included Torx tool.

Accessory Guide

For the R120/R200, we offer accessories for mounting the camera on a corner, on a pole, or protruding from

Corner Bracket
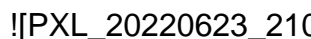
![PXL_20220623_210529935.jpg](https://support.rhombussystems.com/hc/article_attachments/7187738531

Figure 1.) The corner bracket lined up with the Arm Mount aligned to the appropriate holes.

Pole Bracket

![PXL_20220623_210424755.jpg](https://support.rhombussystems.com/hc/article_attachments/7187743925

Figure 2.) The pole bracket with the Arm Mount aligned with the appropriate holes.

Arm Mount

![PXL_20220624_200951647.jpg](https://support.rhombussystems.com/hc/article_attachments/7187932726

Figure 3.) The arm mount screwed to the Pendant Cap. The Arm can also have an Extension Rod attached

Ceiling Mount

![PXL_20220624_201720721.jpg](https://support.rhombussystems.com/hc/article_attachments/7188167690

Figure 4.) The Ceiling Mount screwed to the Pendant Cap. The Ceiling Mount can also have an Extension R

Extension Rod

![PXL_20220624_200923552.jpg](https://support.rhombussystems.com/hc/article_attachments/7188279746

Figure 5.) The Extension Rod screwed to the Ceiling Mount and the Pendant Cap. The Extension Rod can a

Pendant Cap

![PXL_20220624_201008251.jpg](https://support.rhombussystems.com/hc/article_attachments/7188370300

Figure 6.) The Pendant cap with and without the R120/R200 to show the mounting holes. Remove the dome

Registration Methods

Once you have powered up your camera and connected to the internet, you can register it. Ensure the came

Camera Model	**Connected to Rhombus Servers**	**Not Connected to Rhombus Servers**	**Regis
R120/R200	Blinking Green	2 Green \[Pause\] 2 Green \[Repeat\] **OR** 1 Red \[Pause\] 1 Green \[Repe

A full explanation of all LED statuses can be found [here](https://support.rhombussystems.com/hc/en-us/arti

If the camera does not auto-register when brought online, you can register a camera from the Rhombus Mob

Mobile App

App Download: [Android](https://play.google.com/store/apps/details?id=com.rhombussystems.rhombus) or [

1\. Log in to the app and click "Menu" from the home screen.

![Screenshot_20241121-164600.png](https://support.rhombussystems.com/hc/article_attachments/3208508

2\. Select "Register Devices."

![Screenshot_20241121-164606.png](https://support.rhombussystems.com/hc/article_attachments/3208512

3\. Select the preferred registration method: QR Code or Bluetooth.

Note: More than one R120/R200 can be registered at the same time via Bluetooth. We recommend regis

![IMG_4876.PNG](https://support.rhombussystems.com/hc/article_attachments/35598221111309)

4\. Assign the R120/R200 to a location. Choose "Add Location" if you need to add a new location for the dev

Note: If you don't see the location you are looking for, filter the results by clicking the 'filter' button at the t

![IMG_4877.PNG](https://support.rhombussystems.com/hc/article_attachments/35598223443725)

5\. Select the camera connection type: Ethernet

![IMG_4878.PNG](https://support.rhombussystems.com/hc/article_attachments/35598275923085)

6\. The last screen will display a QR code that you can hold up to the camera lens to finish registration. Whe

Note: This step is not needed if registered via BLE.

Bluetooth Registration

If you opt to register via Bluetooth, you will arrive at this screen. Toggle the slider for the corresponding cam

7\. Once registration is complete, the camera will have a solid blue LED. This can take a few minutes.

Web Console

1\. To register a camera from the web console, go to the "Devices" tab and select "Register Cameras."

If this is the first camera you are registering, you'll need to add a location first, either during this wizard or by

![Screenshot 2025-04-02 at 10.21.39■AM.png](https://support.rhombussystems.com/hc/article_attachments

2\. When the registration window pops up, the first prompt asks you to enter your mobile number to receive a

3\. Select the location where these cameras will be registered and click "Next."

4\. Select Ethernet and click "Next."

5\. Select which roles will have access to these devices. You can choose between no access, view-only acc

6\. Select a policy to assign to these cameras and click "Next." (If you would prefer to have different policies

7\. The final screen will display the QR Registration Code. Show this QR Code to any camera that is powere

Note: If you do not hear a click, try moving the phone toward and away from the camera.

Helpful Links

- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/articles/360049435051-W
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/articles/6319246804237-Network-Se
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/articles/360038029191-Camera-Bandv
- [Managing Locations](https://support.rhombussystems.com/hc/en-us/articles/115009453807-Managing-Loc

- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/articles/14793298069773-Device-LE
- [Preventing Water Damage](https://support.rhombussystems.com/hc/en-us/articles/360020141532-Prevent
- [End User License Agreement](https://legal.rhombus.com/end-user-tos/eula)

Contact Support or Sales

Have more questions? Contact _Rhombus Supp_ _ort at +1 (877) 746-6797 option 2 or [support@rhombu

_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related articles

- [Device LED Statuses](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [R400 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Tamper Alerts Overview
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physical-and

Topics included in this article:

- [Physical Tamper](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physical-and-V
- [Visual Tamper](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physical-and-Vis
- [Setting Tamper Alerts and Notifications](https://support.rhombussystems.com/hc/en-us/articles/128300989
- [Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physical-and-
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physical-and-Visua
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/12830098988173-Physic

Physical Tamper

Physical tamper alerts are caused when the device's structure moves, spins, or is suddenly impacted by oth

![Screen_Recording_2023-03-17_at_2.45.32_PM.gif](https://support.rhombussystems.com/hc/article_attach

Visual Tamper

This feature is handy for detecting when the camera's field of view has been tampered with, like when some

![mceclip4.gif](https://support.rhombussystems.com/hc/article_attachments/18561851992845)

Setting Tamper Alerts and Notifications

To receive tamper alert notifications, you must ensure that an alert policy is created and assigned to the spe

Alert Policies

To set up an alert policy, log in to the Rhombus Console > Settings > Alert Policies. ![Screenshot 2024-07-24

From there, you can either create a new policy or edit a previous one. You must select the intended tamper

![Screenshot 2024-07-24 at 8.21.37■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

Alert Notifications

To set up alert notifications for a specific user, log in to the Rhombus Console > Settings > Manage Notificat

From there, you must set a time frame, the location(s)/device(s) for which you want to be notified, and a noti

![Screenshot 2024-07-24 at 8.41.24■AM.png](https://support.rhombussystems.com/hc/article_attachmen

Helpful Links

- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/articles/3600440705
- [User-Based Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use
- [How to Snooze/Pause Notifications](https://support.rhombussystems.com/hc/en-us/articles/6642880115851
- [Features](https://support.rhombussystems.com/hc/en-us/articles/4404466850957)
- [Interacting with the Timeline](https://support.rhombussystems.com/hc/en-us/articles/6007123997581-Inter

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Related articles

- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [What Do the Different Alert Types Mean?](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [Creating and Assigning Alert Policies](https://support.rhombussystems.com/hc/en-us/related/click?data=B

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

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Sharing Camera Livestreams
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sharing-a-Cam

Topics included in this article:

- [Share Livestream via Console](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sha

- [Single Camera Shared Stream](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sha
- [Create or Use a Stream in the Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/36
- [Multi-Camera Shared Stream](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Shar

- [Share Livestream via Mobile App](https://support.rhombussystems.com/hc/en-us/articles/360004105351-S
- [Create or Use a Stream Through the Settings](https://support.rhombussystems.com/hc/en-us/articles/3600
- [Delete a Shared Stream](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sharing-a
- [Embedding a Livestream](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sharing-a
- [API Information for Doorbell Shared Streams](https://support.rhombussystems.com/hc/en-us/articles/3600
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sharing-a-Camera-Li
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360004105351-Sharing-

Share Livestream via Console

Sharing a Livestream allows a camera feed to be shared on a website or directly with another party without g

There are two methods you can use to create this link:

- [Create a New Stream in the Timeline](https://support.rhombussystems.com/hc/en-us/articles/3600041053
- [Create or Use a Stream in the Camera Settings](https://support.rhombussystems.com/hc/en-us/articles/36

Single Camera Shared Stream

Create a New Stream in the Timeline

1\. Navigate to the "Devices Page" and select the camera you wish to share a stream for.
![Screenshot 2025-04-08 at 3.38.09■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Click the Scissor Box icon underneath the timeline.
![Screenshot 2024-12-09 at 12.11.31■PM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Select "Create Shared Stream."
![Screenshot 2024-12-09 at 12.14.13■PM.png](https://support.rhombussystems.com/hc/article_attachment
4\. Fill in the desired options provided. - **Name** the stream. - **Type** of stream: - Live Stre
![Screenshot 2024-12-09 at 12.15.52■PM.png](https://support.rhombussystems.com/hc/article_attachment
5\. Click "Create."
6\. Perform one of the provided actions and then close out of the form. The stream will be saved for future u
![Screenshot 2024-12-16 at 4.04.00■PM.png](https://support.rhombussystems.com/hc/article_attachments
7\. If you want to create a different Shared Stream for the same device, click "Create" again.
![Screenshot 2024-12-09 at 12.20.16■PM.png](https://support.rhombussystems.com/hc/article_attachment
8\. To revoke access to a stream at any time, click "Delete Stream."

Create or Use a Stream in the Camera Settings

Once a Shared Stream has been created, this method can be used to pull up previously created Streams or

1\. Navigate to the "Devices Page" and select the camera you wish to share a stream for.
![Screenshot 2025-04-08 at 3.38.09■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Scroll down to the "Settings & Details" section and select "Shared Streams."
![Screenshot 2025-04-16 at 9.38.34■AM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Here, you can view and manage any previously created "Shared Streams." You can also click "Crea
![Screenshot 2024-12-09 at 12.40.21■PM.png](https://support.rhombussystems.com/hc/article_attachment
4\. To revoke access to a stream at any time, click "Delete Stream."

Multi-Camera Shared Stream

If you want to share a live stream for multiple cameras at once, you can use a Video Wall. Please refer to th

Share Livestream via the Mobile App

Create a New Stream

1\. Tap "Devices" and then select "Cameras."
![Screenshot_20241202-131306.png](https://support.rhombussystems.com/hc/article_attachments/327740
2\. Tap the camera you wish to create a stream for.
![Screenshot_20241202-131315.png](https://support.rhombussystems.com/hc/article_attachments/327740
3\. Tap the scissors icon and select "Create Shared Stream."
![Screenshot_20241216-154259.png](https://support.rhombussystems.com/hc/article_attachments/327740
4\. Fill in the desired options provided. - **Name** the stream. - **Type** of stream: - Live Str
![Screenshot_20241216-154317.png](https://support.rhombussystems.com/hc/article_attachments/327740

Create or Use a Stream Through the Settings

1\. Tap "Devices" and then select "Cameras."
![Screenshot_20241202-131306.png](https://support.rhombussystems.com/hc/article_attachments/327740
2\. Tap the camera you wish to create a stream for.
![Screenshot_20241202-131315.png](https://support.rhombussystems.com/hc/article_attachments/327740
3\. Tap on the main footage and select the settings icon.
![Screenshot_20241216-154338.png](https://support.rhombussystems.com/hc/article_attachments/327740
4\. Scroll down and select "Shared Streams."
![Screenshot_20241216-154346.png](https://support.rhombussystems.com/hc/article_attachments/327740
5\. Click "Create New Stream" to make another stream, or click on the share icon to share an existing strea
![Screenshot_20241216-160622.png](https://support.rhombussystems.com/hc/article_attachments/327740

Delete a Shared Stream

1\. Tap "Devices" and then select "Cameras."
![Screenshot_20241202-131306.png](https://support.rhombussystems.com/hc/article_attachments/327740
2\. Tap the camera you wish to create a stream for.
![Screenshot_20241202-131315.png](https://support.rhombussystems.com/hc/article_attachments/327740
3\. Tap on the main footage and select the settings icon.
![Screenshot_20241216-154338.png](https://support.rhombussystems.com/hc/article_attachments/327740
4\. Scroll down and select "Shared Streams."
![Screenshot_20241216-154346.png](https://support.rhombussystems.com/hc/article_attachments/327740
5\. Tap the three dots next to the stream you wish to delete.
![Screenshot_20241216-160622 (1).png](https://support.rhombussystems.com/hc/article_attachments/3277
6\. Click "Delete Stream." **Note:** There will not be an additional confirmation to delete the stream. R
![Screenshot_20241216-160650.png](https://support.rhombussystems.com/hc/article_attachments/327740

Embedding a Livestream

After creating the shared stream, you have the option to "Copy Embed Code." This provides the ability to tak

![Screenshot 2025-04-16 at 10.48.16■AM.png](https://support.rhombussystems.com/hc/article_attachments

For more information on embedding live streams in the Rhombus developer center, please visit [this docume

Additional URL Parameters

We have enabled the use of parameters that can be in either the shared stream URL or the embedded ifram

You will follow the structure of _https://url/?variable=true&variable=false&variable=true_

`disableautoplay` \- Enable or disable the video to autoplay upon loading

`hideevents` \- Enable or disable the timeline and related events to show

`realtime` \- Enable or disable real-time streaming of video by default

`showheader` \- Enable or disable the zoom & streaming buttons at the top of the video

`showfooter` \- Enable or disable the camera name and timestamp at the bottom of the video

API Information for Doorbell Shared Streams

The Rhombus API can be used to create a shared live video stream for a DR40. Please visit the following [d

Helpful Links

- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/articles/360004103891-Managing-\
- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/articles/11500063527
- [Audio Gateway Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/4404880101261-Aud
- [API Documentation](https://apidocs.rhombussystems.com/reference/createdoorbellcamerasharedlivevideo
- [Embedding Streams as iFrames](https://apidocs.rhombussystems.com/docs/video-media#embedding-sha

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Related to

- [Developer Resources](https://support.rhombussystems.com/hc/en-us/search?content_tags=01H70XG9PE

Related articles

- [Managing Video Walls](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVz
- [Save, Share, and Delete Video Clips](https://support.rhombussystems.com/hc/en-us/related/click?data=B/

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Rhombus Security Overview
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/7267212855821-Trust-Security

In this article, we will review how Rhombus products stay secure and how we are compliant. Also, we will ha

Why Trust Rhombus

Rhombus is a security first company not only externally for our customers, but also internally with our employ

End-to-End Encryption

Built with a zero-trust, security-first approach — all video feeds, saved footage, and data, both at-rest and in-

Third-Party Security Audits

Enterprise-grade cybersecurity you can rely on. Rhombus is routinely audited and pen-tested by third parties

Automatic Security Updates

No more manual updates. Rhombus features monthly firmware updates, security patches, and new features

Secure by Default

Rhombus was created by cybersecurity experts with an emphasis on eliminating the vulnerabilities found in

How Rhombus Products Stay Secure

This section will discuss how Rhombus hardware and software stay secure across the full cycle of use and a

Rhombus Cameras

Below is a list of security procedures we have for our Rhombus Cameras:

- No open inbound ports.
- All video is LUKS AES-256 encrypted.
- Automatic signed firmware updates.
- All communication with Rhombus Cloud done using TLS 1.2, AES-128 bit encryption.
- Mutually authenticated client and server-side certificate verification to prevent man-in-the-middle attacks.
- Protection against unauthorized physical access.
- Regular third-party security audits are performed.

Rhombus Web Console and Mobile Apps

Below is a list of security procedures we have for our Rhombus Console and Mobile Apps:

- All communication with Rhombus Cloud done using TLS 1.2, AES-128 bit encryption.
- Mutually authenticated client and server-side certificate verification to prevent man-in-the-middle attacks.
- All log ins are monitored for anomalous logins.
- Regular third party security audits are performed.
- All clients are offered Two Factor Authentication For All Users.
- Rhombus does not have access to your console or camera footage, it is at the end user's discretion. if they

Cloud Infrastructure

Below is a list of security procedures we have for our Cloud Infrastructure.

- Hosted on AWS VPC with internal and external access isolated completely.
- Complete end-to-end encryption with all data encrypted both at rest and in-transit.
- All passwords are stored using strong one-way hashing algorithms.
- All media is fully encrypted with redundancy using SSE KMS.
- Audit logging from internal and external clients is kept for all access.
- Protection against denial of service attacks.
- Multi-tenant security.

How Are Rhombus Products Compliant

NDAA

Rhombus cameras are fully NDAA compliant and made with high-quality components from whitelisted vendo

SOC 2

Rhombus is currently SOC 2 Type I certified. To learn more about SOC 2 and Rhombus [here](https://www.r

CCPA

Rhombus stays compliant with CCPA by providing the proper tools to the customer for facial recognition like

HIPAA

Rhombus devices improve HIPAA compliance by documenting & protecting PHI access. To learn more abou

GDPR

Rhombus has experience with GDPR deployments and data processing agreements so that companies stay

PCI

Rhombus helps organizations meet PCI standards by protecting cardholder data and sensitive authenticatio

BIPA

The Rhombus Platform includes flexible AI settings that allow companies to enable or disable biometric data

PIPEDA

Data privacy is a core priority at Rhombus, and the platform is designed to make it easy for Canadian organi

NIST

NIST compliance represents a high cybersecurity and data privacy standard in the United States. It is require

CMMC

Cybersecurity Maturity Model Certification (CMMC) is a process created by the Defense Department to help

CJIS

Pertains to Criminal Justice Information, this includes data that can be used for background checks, criminal

Other

Rhombus complies with many of the requirements listed for NIST 800-171, ITAR, ISO27001, and CMMC Le

Security FAQ

In this section, we will provide some common questions we receive along with the answers. If you have any

1. _For videos stored on your cloud service (AWS) is the footage encrypted? If so who holds the keys to this

- All video stored on the cloud is encrypted with Rhombus Cloud done using TLS 1.2, AES-128 bit encryption
2. _How quickly is video footage stored to the cloud? Example: with video being stored on camera until it's u

- Our cloud backup is four minutes behind the live feed. Alerts for physical tamper take around 2-4 seconds,
3. _How is the BT interface on the cameras protected as an attack vector?_
- Our Bluetooth interface is mutually authenticated and fully encrypted. We have our third-party security audi
4. _We have concerns about COPPA compliance with your video systems. How do you stay compliant with t
- As long as the client has taken consent from the parents that the camera system is in place to record this a

- No Rhombus employees or management have access to any video or facial recognition data of kids as it's
5. _How does Rhombus stay HIPAA compliant?_
- Rhombus does not have access to any video or facial recognition data of patients as its fully encrypted with
6. _Does Rhombus have access to my video footage present or past?_
- Rhombus does not have access to any customer camera footage present or past. It is at the user's discreti

Helpful Links

Below is a list of helpful links for Rhombus security and compliance:

- [Rhombus Security](https://www.rhombussystems.com/security/)
- [Rhombus Compliance](https://www.rhombussystems.com/compliance/)
- [Rhombus Security Infrastructure Blogs](https://www.rhombussystems.com/blog/security-infrastructure/)
- [The Ultimate Guide to Cybersecurity for Cloud Video Surveillance & IP Security Cameras](https://www.rho

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_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.cc

Related articles

- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Camera Bandwidth](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGl
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjc
- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/related/click?data=BA
- [Using the Apple TV App](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGV

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Electrostatic Discharge Practices
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-Discharg
- [Best Practices for Handling ESD-Sensitive Devices](https://support.rhombussystems.com/hc/en-us/articles
- [Wear ESD-Safe Equipment](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Elec

- [Wrist Straps](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-Discha
- [ESD Work Mats](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-Di
- [Handling Circuit Boards](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electros

- [Directly](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-Discharge-
- [Indirectly](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-Discharge
- [Workstation Rules](https://support.rhombussystems.com/hc/en-us/articles/16505390523021-Electrostatic-

Overview

Electrostatic Discharge (ESD) is the flow of electric current between two electrically charged objects. This ca

ESD-sensitive devices are electrical devices and electronic components that are vulnerable and can be dam

Best Practices for Handling ESD-Sensitive Devices

It is crucial to be aware of ESD damage and ways to prevent it. However, it is good to be mindful of this topi

Take Precautionary Measures

- Installers should try avoiding as much friction as possible. For example, clothing such as sweaters and cor
- During installation, if there is a junction box used for mounting, it would be a good practice to touch the jun
- Humidity levels also affect the amount of charge created, a lower relative humidity level increases charge g

Wear ESD-Safe Equipment

It is highly encouraged that ESD-sensitive devices are handled only after personnel have grounded themselv

Wrist Straps

The wrist strap is an effective piece of safety gear that aids and prevents the buildup of static electricity near

![IMG_7955.jpg](https://support.rhombussystems.com/hc/article_attachments/16555384555149)

![IMG_7945.jpg](https://support.rhombussystems.com/hc/article_attachments/16555408018189)

ESD Work Mats

ESD mats include a metal conductor that charges from surface contact. Mats would be a great addition to us

![IMG_7938.jpg](https://support.rhombussystems.com/hc/article_attachments/16555384556429)

There are other options available such as ESD gloves, smocks, lab coats, and jackets.

Handling Circuit Boards

Directly

There are some scenarios where the installer could come in direct contact with a circuit board, for example,

![IMG_7949.gif](https://support.rhombussystems.com/hc/article_attachments/16555408018701)

Indirectly

There are other instances where the installer could indirectly expose the circuit board to ESD damage, for ex

Workstation Rules

As a recap, try following these simple rules to ensure an ESD-protected work area:

1. **Don't take off your wrist strap,** unplug it to move around but don't take it off or you will need to retest.
2. **Keep out all insulators**(materials that don't allow current flow and cannot be discharged by grounding),
3. **Keep all sensitive hardware directly on the work mats**
4. **No rolling chairs**
5. **No food or drinks**
6. **Move slowly and precisely**

Helpful Links

- [Everything About Rhombus Support](https://support.rhombussystems.com/hc/en-us/articles/36004453401
- [Warranty, Return Policy, and End of Life](https://support.rhombussystems.com/hc/en-us/articles/36003376
- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-

Contact Support or Sales

Have more questions? Contact _Rhombus Supp_ _ort at +1 (877) 746-6797 option 2 or [support@rhombu

_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.co

Related to

- [Access Control](https://support.rhombussystems.com/hc/en-us/search?content_tags=01GVHG56A93GZ

Related articles

- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd0
- [Coax to PoE: Pros and Cons](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjob
- [ProdataKey (PDK) Integration](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [Supported Wi-Fi Network and Authentication Protocols](https://support.rhombussystems.com/hc/en-us/rela

Article is closed for comments.

DR20 Installation Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/17560956729357-Installing-Re

Topics included in this article:

- [About the DR20](https://support.rhombussystems.com/hc/en-us/articles/17560956729357-Installing-Regis

Note: [The DR20 User Manual](https://www.rhombus.com/files/manuals/DR20-Manual.pdf)

About the DR20

The DR20 is a Rhombus Access Control Reader. This device allows user entry to a secured location via mo

![DR20 ISO 230222a (1).png](https://support.rhombussystems.com/hc/article_attachments/1782699275598

Installation

- Communication: the DR20 communicates with the DC20 over RS-485 through OSDP.
- **Note:** Existing cables can be reused if they meet the minimum required AWG. Wiring methods used sha

![DR20 WIRE LABEL_230727.svg](https://support.rhombussystems.com/hc/article_attachments/179939211

Figure 1. RS-485 Wires

Wiring Requirements and Diagrams

- Power (V+/V-): solid or stranded, minimum 18 AWG, 300 ft max run.
- Data (A/B/GND): solid or stranded, twisted pair, minimum 24 AWG, 300 ft max run.

Note: We recommend you consult the appropriate federal, state, and local authorities for any relevant reg

- The DR20 communicates with an Access Controller (DC20) over RS-485 and uses the OSDP Protocol. It
![Screenshot 2024-03-13 at 12.14.10■PM.png](https://support.rhombussystems.com/hc/article_attachment
- Power from the DC20 to the DR20 can be supplied using the Wiegand port.
![Screenshot 2024-03-13 at 12.15.44■PM.png](https://support.rhombussystems.com/hc/article_attachment
- Power can also be supplied externally.
![Screenshot 2024-03-13 at 12.16.31■PM.png](https://support.rhombussystems.com/hc/article_attachment

Registration:

After ensuring the DC20 has a stable network connection, the DR20 will auto-register to your Rhombus cons

Edit Name and Location

1\. Navigate to the devices page and click on the "Badge Readers" tab.

2\. Click the three dots to the right of the DR20 you wish to edit.

3\. Select the setting(s) you wish to update.

![Screenshot 2025-01-28 at 3.40.10■PM.png](https://support.rhombussystems.com/hc/article_attachments/3

Rebooting the DR20

1\. Navigate to the devices page and click on the "Badge Readers" tab.

2\. Select the three dots to the right of the DR20 you wish to reboot.

3\. Click "Reboot Badge Reader"

![Reboot DR20.png](https://support.rhombussystems.com/hc/article_attachments/33866490377869)

Helpful Links

- [Rhombus Access Control Deployment Guide and Best Practices](https://support.rhombussystems.com/hc
- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/articles/20726184867725-Wave-to-Unlock
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/24787313588749
- [Registering a Key Card (Access Control Credentials)](https://support.rhombussystems.com/hc/en-us/articl

Contact Support or Sales

Have more questions? Contact _Rhombus Supp_ _ort at +1 (877) 746-6797 option 2 or [support@rhombu

_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.cc

Related articles

- [Installing/Registering the DR40](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [Installing/Registering the DC20](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cj
- [DC20 Overview](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluY>
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

[Powered by Zendesk](https://www.zendesk.com/service/help-center/?utm_source=helpcenter&utm_mediun

Connecting Rhombus Cameras
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a-F

Topics included in this article:

- [Ethernet](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a-Rhombus-C
- [Power over Ethernet (PoE) Injector](https://support.rhombussystems.com/hc/en-us/articles/360049435051
- [Wi-Fi](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a-Rhombus-Cam
- [Wi-Fi Adapter Usage](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a
- [Supported Cabling](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a-F
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connecting-a-Rhomb
- [Contact Support and Sales](https://support.rhombussystems.com/hc/en-us/articles/360049435051-Connec

Ethernet

Power over Ethernet (PoE) Switch

To connect a Rhombus camera over PoE, simply connect the camera to an 802.3af compliant (passive or 24

For the best experience, we recommend using a cloud-managed switch. This will give real-time data about t

![blobid2.jpg](https://support.rhombussystems.com/hc/article_attachments/4420448698509)

Power over Ethernet (PoE) Injector

If you are using a router or switch without PoE, power can be added to the cable with a PoE injector. The inj

![blobid0.png](https://support.rhombussystems.com/hc/article_attachments/4420448656653)

Wi-Fi

Native Wi-Fi Supported Models

Compatible Rhombus Cameras:

- R230

Frequency Bands:

- 2.4GHz
- 5GHz

Wi-Fi IEEE 802.11 Protocols:

- 802.11 ac
- 802.11 b/g/n

Authentication:

- WPA2-PSK (Personal) - AES
- WPA2-PSK (Personal) - TKIP

Wi-Fi with the R230

The R230 camera has an integrated Wi-Fi antenna, allowing you to connect it to your wireless network durin

The camera's power and/or network can be provided with either a PoE switch or injector.

![R230 Diagram.png](https://support.rhombussystems.com/hc/article_attachments/25152249410829)

Wi-Fi Adapter Usage

For this configuration, simply plug an ethernet cord into the back of the R1 or R2 camera and the other end i

![blobid3.png](https://support.rhombussystems.com/hc/article_attachments/4420462254733)

Compatible Rhombus Cameras:

- R1
- R2

Frequency Bands:

- 2.4GHz (b/g/n)

Wi-Fi IEEE 802.11 Protocols:

- 802.11 b/g/n

Authentication:

- WPA2-PSK (Personal) - AES
- WPA2-PSK (Personal) - TKIP
- WEP

Note: Currently both our wired and wireless networked devices expect to be assigned an IP via DHCP by

Supported Cabling

Rhombus cameras and audio gateways support CAT 5/6/7/8 Ethernet cable standards up to 100Mbps cablir

Helpful Links

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6744772079629-R120-
- [R170 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/8212980955405-R170-Came
- [R230 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/12926027619853-R230-Cam
- [R360 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6761909262093-Registering-
- [R400 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6770963201165-Registering-
- [R500/R510 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/6771351754253-Regist
- [R600 Camera Setup](https://support.rhombussystems.com/hc/en-us/articles/29282306957453-R600-Cam
- [How to Use a RJ45 Splitter](https://support.rhombussystems.com/hc/en-us/articles/17804658848653-How

Contact Support and Sales

Have more questions? Contact _Rhombus Supp_ _ort at +1 (877) 746-6797 option 2 or [support@rhombu

_Interested in learning more? Contact Rhombus Sales at +1 (877) 746-6797 option 1 or [sales@rhombus.cc

Related articles

- [R120/R200 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [R230 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Network Setup Guide](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzd
- [Mounting a New Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh
- [R400 Camera Setup](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

Rhombus Key App Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Ke

Topics included in this article:

- [Rhombus App Descriptions](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rho
- [Rhombus Key App Walkthrough](https://support.rhombussystems.com/hc/en-us/articles/undefined#h_01H
- [Navigating the App](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Ke
- [Doors Page](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-
- [Settings Page](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-Ap
- [Permissions](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-
- [Help](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-Walkth
- [Android Rhombus Key App](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rho

- [Logging In](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-V
- [Navigating the App](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Ke
- [Doors Page](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-
- [My Badge Page](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-A
- [Settings Page](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-Ap
- [Terms of Service](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key
- [Privacy Policy](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-Ap
- [Help](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-App-Walkth
- [App Permissions](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key
- [Unlock Methods](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-

- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-
- [Remote Unlock](https://support.rhombussystems.com/hc/en-us/articles/24787313588749-Rhombus-Key-A
- [Tap to Unlock (NFC Android Only)](https://support.rhombussystems.com/hc/en-us/articles/247873135887
- [Troubleshooting Tips](https://support.rhombussystems.com/hc/en-us/articles/undefined#h_01HRCZ920M0
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/undefined#h_01HRCZ9KVB8KF34J0
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/undefined#h_01HRCZ9S

Rhombus App Descriptions

Rhombus now has two apps that can be used and downloaded. Please ensure you are downloading the cor

![Screenshot 2024-03-07 at 9.37.21■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

The Rhombus Key app (for [iOS](https://apps.apple.com/ca/app/rhombus-key/id1669560104) or [Android](ht

![Screenshot 2024-03-07 at 9.38.58■AM.png](https://support.rhombussystems.com/hc/article_attachments/2

If you need access to the Rhombus Console via a mobile app, you will use the standard Rhombus App. Our

Rhombus Key App Walkthrough

Logging In For the First Time

As a first-time user, a magic link will be sent to the email address that your account has been created with. A

[iOS Rhombus Key App](https://apps.apple.com/ca/app/rhombus-key/id1669560104)

Logging In

1\. Enter the email address used for your account creation and select "Next."
![IMG_0563.png](https://support.rhombussystems.com/hc/article_attachments/24800171815693)
2\. Select "Request Magic Link."
![IMG_0564.png](https://support.rhombussystems.com/hc/article_attachments/24800138912269)
3\. Once you have received this confirmation, navigate to your mail app and open the magic link email on y
![IMG_0565.png](https://support.rhombussystems.com/hc/article_attachments/24800171837581)
4\. From the mail app or forwarded email, you will have 10 minutes to click the "Login" button.
![IMG_0566.png](https://support.rhombussystems.com/hc/article_attachments/24800138942349)
5\. Once logged in, you will be brought to the welcome screen, where you can learn more about the feature
![IMG_6753.png](https://support.rhombussystems.com/hc/article_attachments/24822499660941)

Navigating the App

1\. To navigate the various app pages, select the three bars in the top left of the screen.
![IMG_4539 3.PNG](https://support.rhombussystems.com/hc/article_attachments/33511450678797)
2\. Select the page you wish to go to from the list: * [Doors](https://support.rhombussystems.com/hc/en
![IMG_0572.png](https://support.rhombussystems.com/hc/article_attachments/24800171895053)

Doors Page

1\. The "Doors" page gives you a visual of all the Locations and Doors that you have access to. If photos ha
![IMG_4540 3.PNG](https://support.rhombussystems.com/hc/article_attachments/33511450685197)
2\. If you have the ability to "Remote Unlock" a door, you will be able to do so by clicking the button associa
![IMG_4541 3.PNG](https://support.rhombussystems.com/hc/article_attachments/33511450686989)

Settings Page

The "Settings" page allows you to send app logs to Rhombus developers. Selecting this button will pass on a

This process will sometimes be requested by our support team if any complications are experienced with ba

![IMG_0569.png](https://support.rhombussystems.com/hc/article_attachments/24801024939021)

Permissions

The "Permissions" page will show you the permissions you currently have set for the application. These will

Each section will have a green check mark on the right if configured correctly. If improperly configured, the te

![IMG_0570.png](https://support.rhombussystems.com/hc/article_attachments/24801008520973)

Help

The "Help" page will take you to the Rhombus KBA (Knowledge-Based Article) directory. You can use the se

You can also use the buttons at the bottom to easily see all of the articles within those related categories:

\- Device Registration

\- Rhombus Console/Mobile App

\- Rhombus Devices

\- General

![IMG_0571.jpg](https://support.rhombussystems.com/hc/article_attachments/24801247755277)

[Android Rhombus Key App](https://play.google.com/store/apps/details?id=com.rhombus.android.key&h

Logging In

1\. Enter the email address used for your account creation and select "Next."
![Screenshot 2024-03-07 at 10.37.14■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Select "Send Magic Link."
![Screenshot_20250108-103200.png](https://support.rhombussystems.com/hc/article_attachments/333176
3\. If the associated email is accessible on your phone, click "Open Mail App." Otherwise, get the code from
![Screenshot_20250108-103222.png](https://support.rhombussystems.com/hc/article_attachments/333190
4\. From the mail app or forwarded email, you will have 10 minutes to click the "Login" button. If enterir
![Screenshot 2025-01-08 at 11.23.25■AM.png](https://support.rhombussystems.com/hc/article_attachment
4a. If you selected the "Enter Mage Code" option for login, enter the code provided from the email in the ap
![Screenshot_20250108-103319.png](https://support.rhombussystems.com/hc/article_attachments/333196
5\. If you have access to multiple org logins, select which org you want to use and then login. Once you are
![Screenshot_20250108-103447.png](https://support.rhombussystems.com/hc/article_attachments/333201
6\. Once logged in, you will be brought to the welcome screen, where you can learn more about the feature
![Screenshot 2024-03-07 at 10.51.17■AM.png](https://support.rhombussystems.com/hc/article_attachment

Navigating the App

| 1\. To navigate the various app pages, select the three bars in the top left of the screen. |
| ![Screenshot_20250108-135416 (3).png](https://support.rhombussystems.com/hc/article_attachments/3332
| 2\. This page allows you to toggle between different organizations if you have access to multiple orgs.
| ![Screenshot_20250108-133833.png](https://support.rhombussystems.com/hc/article_attachments/333250

Doors Page

1\. The "Doors" page gives you a visual of all the Locations and Doors that you have access to. If photos hav

Click on the desired location at the top of the page to filter doors for a specific location.

![Screenshot_20250108-135416.png](https://support.rhombussystems.com/hc/article_attachments/3332253
2\. You can click on an individual door to be brought to that door's page. Here you will be able to toggle on
![Screenshot_20250108-135416 (1).png](https://support.rhombussystems.com/hc/article_attachments/3332
3\. If you have the ability to "Remote Unlock" a door, you will be able to do so by clicking the button associa
![Screenshot_20250108-135416 (2).png](https://support.rhombussystems.com/hc/article_attachments/3332

My Badge Page

The My Badge page on Android shows the credentials associated with the user. This page also gives t
![Screenshot 2024-03-07 at 12.04.14■PM.png](https://support.rhombussystems.com/hc/article_attachment

Settings Page

1\. If using "Wave to Unlock," ensure that it is toggled on.
![Screenshot_20250108-141134.png](https://support.rhombussystems.com/hc/article_attachments/3332586
2\. Sort your display preferences by either "Name" or "Distance."
![Screenshot_20250108-141134 (1).png](https://support.rhombussystems.com/hc/article_attachments/3332
3\. In the "Learn" section, there are two tutorials available. "View Quick-Start Tutorial" to go through hov
![Screenshot_20250108-141134 (2).png](https://support.rhombussystems.com/hc/article_attachments/3332
4\. In the "Troubleshooting" section, click "Send Logs to Developers." - Our Support team will sometime
![Screenshot_20250108-141134 (3).png](https://support.rhombussystems.com/hc/article_attachments/3332

Terms of Service

A link that takes you to Rhombus' full Terms of Service. Here, you can select which section you would like t
![Screenshot_20250108-143152.png](https://support.rhombussystems.com/hc/article_attachments/333270

Privacy Policy

A link that takes you to Rhombus' complete Privacy Policy.

| ![Screenshot_20250108-145105.png](https://support.rhombussystems.com/hc/article_attachments/333271

Help

The "Help" page will take you to the Rhombus KBA (Knowledge-Based Article) directory. You can use the s
![Screenshot_20250108-145346.png](https://support.rhombussystems.com/hc/article_attachments/333272

App Permissions

The "Permissions" page will show you the permissions you currently have set for the application. These wil
![Screenshot 2024-03-07 at 4.00.29■PM.png](https://support.rhombussystems.com/hc/article_attachments

Unlock Methods

Wave to Unlock

Wave to Unlock is a touchless form of access control that allows users to wave their hand in front of the Rho

It utilizes a combination of a motion sensor on the reader and the Bluetooth signal on the phone to obtain an

Please reference the [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/articles/20726184867

Remote Unlock

Remote Unlock, if enabled for a user, allows the user to remotely unlock a door through the app by selecting

Geofenced Remote Unlock

Geofenced Remote Unlock allows organizations to restrict Remote Unlock based on distance from the door.

1\. Navigate to the door through the "Devices" tab. Scroll down to the "Details" section and click "Refine Plac

![Screenshot 2025-04-30 at 9.03.09■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

2\. Place the door on the map and click "Save."

3\. Click "Settings" on the door page, and "Remote unlock."

![Screenshot 2025-04-30 at 9.21.25■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

4\. Toggle on "Geofence Enabled" and select a radius in feet that a user will be able to use Remote Unlock.

![Screenshot 2025-04-30 at 9.23.58■AM.png](https://support.rhombussystems.com/hc/article_attachments/3

Tap to Unlock (NFC Android Only)

Tap to Unlock uses an NFC credential on the Android app that allows a user to hold the phone up to the rea

Ensure the phone is held still up to the reader. If the phone is "waved", you may inadvertently activate the "W

Troubleshooting Tips

- Ensure you are running the most recent version of the app.
- Uninstall and reinstall the app.
- Ensure the appropriate permissions are granted.
- Ensure that the application is open and running when using wave-to-unlock.
- Ensure that the magic key link is launched from the related mobile device when logging in.

Helpful Links

- [Add User Credentials for Rhombus Key App](https://support.rhombussystems.com/hc/en-us/articles/22238
- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/articles/20726184867725-Wave-to-Unlock
- [Creating a Group of Users for Access Control](https://support.rhombussystems.com/hc/en-us/articles/1818

Contact Support or Sales

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Related to

- [Access Control](https://support.rhombussystems.com/hc/en-us/search?content_tags=01GVHG56A93GZC

Related articles

- [Wave to Unlock](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdGluYX
- [User Credentials for Rhombus Key App](https://support.rhombussystems.com/hc/en-us/related/click?data=
- [Rhombus App Walkthrough](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZ
- [Role Creation and Management](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Access Control Door Lock and Unlock Schedules](https://support.rhombussystems.com/hc/en-us/related/c

Please [sign in](https://support.rhombussystems.com/hc/en-us/signin?return_to=https%3A%2F%2Fsupport.

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AI Bounding Boxes Guide
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/360031888712-Enable-AI-Bou

Topics included in this article:

- [Overview](https://support.rhombussystems.com/hc/en-us/articles/360031888712-Enable-AI-Bounding-Box
- [Bounding Box Criteria](https://support.rhombussystems.com/hc/en-us/articles/360031888712-Enable-AI-B
- [Enable/Disable Bounding Boxes](https://support.rhombussystems.com/hc/en-us/articles/360031888712-E
- [Helpful Links](https://support.rhombussystems.com/hc/en-us/articles/360031888712-Enable-AI-Bounding-
- [Contact Support or Sales](https://support.rhombussystems.com/hc/en-us/articles/360031888712-Enable-A

Overview

A "bounding box" is a rectangular area used as a reference point for object detection. The bounding box out

Bounding Box Criteria

Bounding boxes are never shown on real-time video streams, only historical footage.

![Screenshot 2025-04-24 at 10.21.02■AM.png](https://support.rhombussystems.com/hc/article_attachments

When bounding boxes will appear:

1. If you have an [Enterprise License](https://support.rhombussystems.com/hc/en-us/articles/440446685095
2. If you have [Alert Notifications](https://support.rhombussystems.com/hc/en-us/articles/115001170072-Use

Note:

- Bounding boxes can take up to 5 minutes to show up on historical video.
- Bounding boxes are never shown on mobile devices, only on web browsers.
- Bounding boxes are not included in shared streams.

Enable/Disable Bounding Boxes

1\. Navigate to the "Devices" page and select the device you wish to adjust bounding boxes for.
![Screenshot 2025-04-24 at 10.27.57■AM.png](https://support.rhombussystems.com/hc/article_attachment
2\. Hover over the three dots on the main image and select the "Layers" icon on the right-hand side.
![Screenshot 2024-12-23 at 10.10.04■AM.png](https://support.rhombussystems.com/hc/article_attachment
3\. Click the blue checkmark next to "Bounding Boxes" to enable. Un-click the checkmark to disable boundi
![Screenshot 2024-12-23 at 10.11.54■AM.png](https://support.rhombussystems.com/hc/article_attachment

Helpful Links

- [Best Practices for AI](https://support.rhombussystems.com/hc/en-us/articles/7437912375181-Best-Practic
- [Managing Facial Recognition](https://support.rhombussystems.com/hc/en-us/articles/360000327872-Mana
- [Managing License Plate Recognition (LPR)](https://support.rhombussystems.com/hc/en-us/articles/36003

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Related articles

- [Best Practices for AI](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZGVzdC
- [Connecting a Rhombus Camera](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7C
- [Managing License Plate Recognition (LPR)](https://support.rhombussystems.com/hc/en-us/related/click?d
- [Console Features & Licensing](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7Cjo
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat

Digital Zoom and Pan
[Skip to main content](https://support.rhombussystems.com/hc/en-us/articles/115002461232-Digital-Zoom-a

Topics included in this article:

Overview

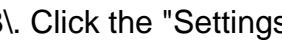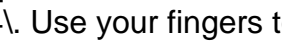The digital zoom and pan features allow you to manually adjust the focus and positioning of individual camer

Additionally, while viewing footage, you can temporarily zoom in and out for a better look at specific details w

Steps to Configure Zoom and Pan

Console

1\. Navigate to the "Devices" page and click on the camera you want to configure.
![Screenshot 2025-04-08 at 2.16.53■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Hover over the three dots in the top right-hand corner of the video feed and select the "Settings" icon. Th
![Screenshot 2024-12-04 at 1.30.46■PM.png](https://support.rhombussystems.com/hc/article_attachments
3\. Click on the setting next to "Digital Zoom."
![Screenshot 2024-12-04 at 1.33.19■PM.png](https://support.rhombussystems.com/hc/article_attachments
4\. Adjust the region of the image to zoom in and move the focal point. The smaller you make the area, the
![Screenshot 2024-12-04 at 1.35.21■PM.png](https://support.rhombussystems.com/hc/article_attachments
5\. Within 10-20 seconds, your player will refresh with the updated focus. You can revert to the default s

Mobile App

1\. Select "Devices" and navigate to "Cameras."
![Screenshot_20241202-131306.png](https://support.rhombussystems.com/hc/article_attachments/324333
2\. Select the camera you want to edit the zoom on.
3\. Click the "Settings" button and then select the setting next to "Zoom."
![Screenshot_20250414-151734.png](https://support.rhombussystems.com/hc/article_attachments/358499
4\. Use your fingers to resize the box and move it to where you want to focus the image, then click "Save."
![Screenshot_20241204-134521.png](https://support.rhombussystems.com/hc/article_attachments/324333

Steps to Temporarily Adjust Zoom

1\. Navigate to the "Devices" page and select the camera you want to configure.
![Screenshot 2025-04-08 at 2.16.53■PM.png](https://support.rhombussystems.com/hc/article_attachments
2\. Hover over the three dots in the right-hand corner of the video feed and select the magnifying glass to z
![Screenshot 2024-12-04 at 1.40.54■PM.png](https://support.rhombussystems.com/hc/article_attachments

Helpful Links

- [Logging into the Rhombus Console](https://support.rhombussystems.com/hc/en-us/articles/750527443265
- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/articles/360043121171-Camera

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Related articles

- [Camera & Image Settings](https://support.rhombussystems.com/hc/en-us/related/click?data=BAh7CjobZG
- [Optics and Object Distances for Analytics](https://support.rhombussystems.com/hc/en-us/related/click?dat
- [Managing License Plate Recognition (LPR)](https://support.rhombussystems.com/hc/en-us/related/click?d
- [Setting up SSO with Google Workspace](https://support.rhombussystems.com/hc/en-us/related/click?data
- [Setting up SSO with Microsoft Entra ID](https://support.rhombussystems.com/hc/en-us/related/click?data=

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