

# **Superlive Cloud APP**

*User Manual*

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- With regard to the product with internet access, the use of product shall be wholly at your own risks. Our company shall be irresponsible for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, virus inspection, or other internet security risks; however, Our company will provide timely technical support if necessary.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations.
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- All examples, screenshots, figures, charts, and illustrations used in the manual are for reference purpose. The ownerships of trademarks, logos and other intellectual properties related to Microsoft, Apple and Google belong to the above-mentioned companies.

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# **1 Introduction**

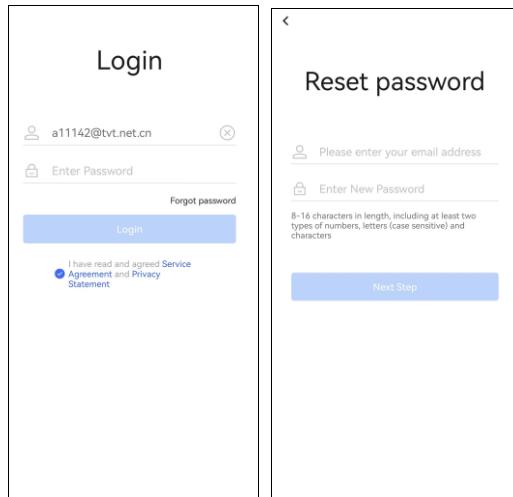
Superlive Cloud APP is a new generation of independent research and development surveillance App based on mobile platform (Andriod OS and iOS). Additionally, it is compatible with our new generation of platform DVR/NVR.

Main Features:

- Elegant designing the interface makes the operation easier and the interface look better.
- The P2P connection makes the connection faster and more stable.
- Support H264/H265 decoding
- Support push settings and notifications
- Support screenshot sharing
- Support varies of notable features, eg., device preview, playback
- Support PTZ control, local record, two-way audio, etc.
- Support site and device management
- Support AI alarm and general alarm search
- Support alarm search information by people, vehicle or all
- Support multi-device access, including DVR/ NVR

## 2 Login

Run “Superlive Cloud APP” and then enter to the login interface, enter the Superlive Cloud user account invited by the installer and password or the normal user account invited by the administrator user of Superlive Cloud. Then check “I have read....” to log in in the Superlive Cloud APP.



If you forget the password, tap “Forgot password” to reset password. You can reset password through the verification code obtained from the email.

### 3 Site and Device Management

After logging in, if admin user doesn't add sites and devices in the Superlive Cloud Web Client, a site adding interface will appear. Please add sites as needed.

The screenshot shows a mobile-style form titled 'Add Site'. It consists of several input fields with placeholder text and a blue 'Add' button at the bottom. The fields are as follows:

- Name\***: Please enter the site name
- Scene\***: Please select a scene
- City\***: Please enter the city
- Address**: Please enter the address
- Contact**: Please enter the contacts
- Phone Number**: Please enter the phone Number
- Remarks**: Please enter the remarks

A back arrow icon is located at the top left of the form.

**Note:** the normal user of Superlive Cloud has no right to add sites.

In addition, the site also can be added by tapping **My → Site → +**.

For the added site, tap the site name to view the detailed information; tap to modify the information of the site; tap [Delete Site] to delete the added site.

The screenshot shows two panels. The left panel is titled 'Site' and lists several sites: 'test', 'jsnsjeee', 'jjjj', 'testcg', 'yahshe', 'Hehdhdhd', and 'Ttt'. Each site entry includes a small icon and a 'Delete' button. The right panel is titled 'Site info' for the 'test' site. It contains fields for Name (test), Scene (Store), City (Shenzhen), Address (xxxxxx), Contact (A), Phone Number (1233\*\*\*\*7789), and Remarks (--). A blue 'Delete site' button is located at the bottom right of this panel.

After the site is added successfully, you can add devices for the site. The device you want to add must be DVRs/NVRs that support security code.

Go to the “My” interface. Tap “Device Management” to enter the device management interface as shown below.

The screenshots illustrate the device management process:

- Device List:** Shows a list of devices under 'All sites'. One device is highlighted with a QR code and details: SN 226-012345678..., IP 10.168.0-012345..., and Model test-1919-012345... A green 'Delete' button is visible.
- Scan:** A screen for scanning a QR code. It features a large scanning area with a blue border and two circular buttons at the bottom labeled 'Manually Add' and 'Flashlight'.
- Add Device:** A form for adding a new device. It requires an SN (NO18A...), a Security Code (Please enter the security code), a Device Name (Please enter the device name), and a Site (test). A blue 'Add Device' button is at the bottom.

Add a device:

1. Enter the serial number (SN) of the device. The SN can be gotten by scanning the QR Code of the device or manually adding.

2. Enter the security code and device name.

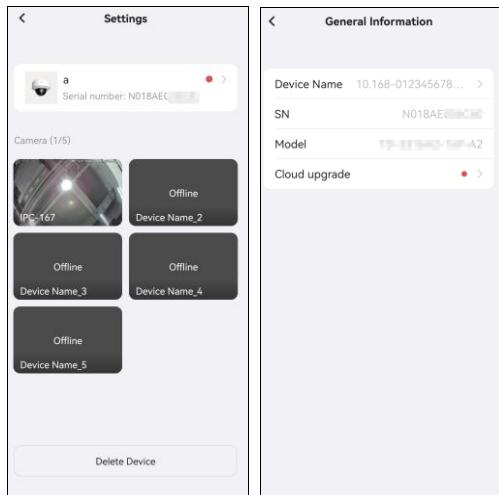
3. Select the site as needed.

4. Tap [Add Device] to add the device.

**Note:** The added device must support and enable NAT2.0, so that you can scan the QRcode of the device (go to Start→Settings→Network→NAT interface of the device) and get the security code. In addition, the QRcode of the device shared by others from the album also can be selected and identified.

After the device is added, in the device management interface, you can view the server list and the

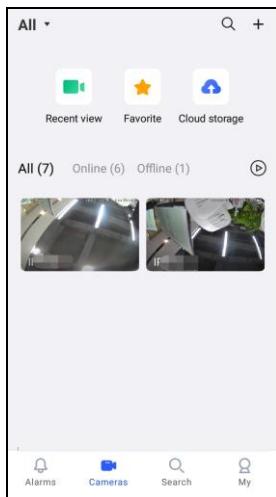
online status. Tap  to play videos; tap  to view the details of the device, including connected IPCs, device name, serial number, etc. Additionally, you can delete the device in this interface.



Tap the device name to view the basic information of the device. The cloud upgrade of the device and IPCs can be performed here too.

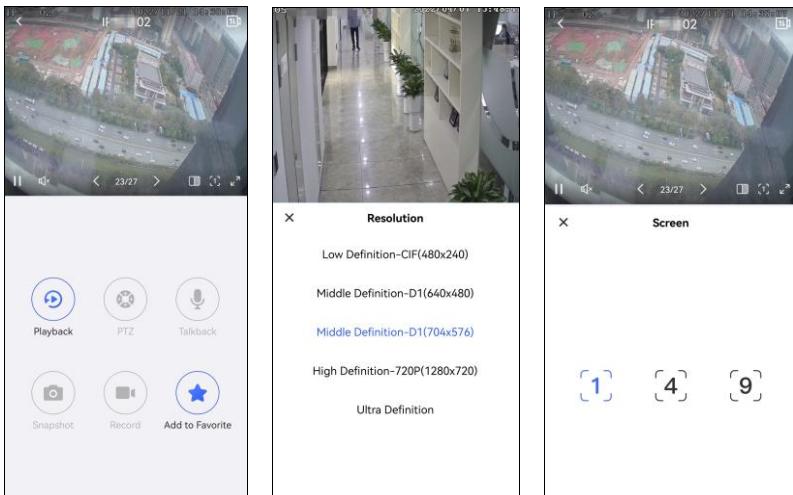
## 4 Camera Management

Tap “Camera” to enter the camera management interface. In this interface, you can view the online/offline status of all bound sites and cameras. The videos viewed in recent time and favorite camera videos can be invoked quickly in this interface.



### 4.1 Live View

Tap a video in the camera interface to view.



Descriptions of buttons in the live view window

: Pause

: Enable/disable audio

: Resolution switch

: Screen display mode

: Full screen

: Switch camera

## 4.2 Playback & Backup

### 4.2.1 Playback

In the live view interface, tap “Playback” to enter the playback interface.

Select the playback source, date and time. Place two fingers on the timeline and pinch in or stretch out to zoom in or out the timeline on the left. Then use one finger to move up or down to select the time. The colored time period means there are recorded files in this time period; blank means there is no recorded files in this time period. Tap to select the event and then the recorded files can be

searched by event.



Playback source: you can choose play the recorded video from the HDD of the device (tap ) or from cloud storage server (tap ).

Descriptions of Buttons:

: Pause

: Enable/disable audio

: Switch playback stream

: Full screen

Live : Tap it to return to the live view window

: Select the event type

: Snapshot

: Backup

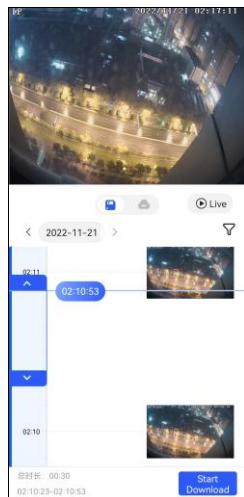
: Fast forward 10s

⑩ : Rewind 10s

1X : play speed

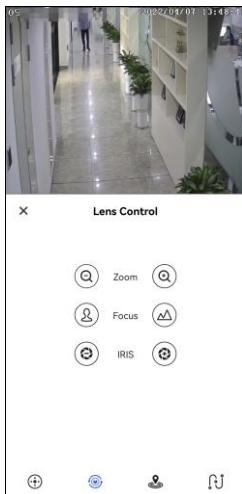
#### 4.2.2 Backup

In the playback interface, tap  to go to the backup mode. Move  to select the start time of the backup, move  to select the end time of the backup. After that, tap [Start Download] to save the video to the album of the APP.



### 4.3 PTZ

Lens Control: when the IPC connected is a PTZ camera or motorized lens camera, you can tap  to perform lens control settings in the PTZ interface.



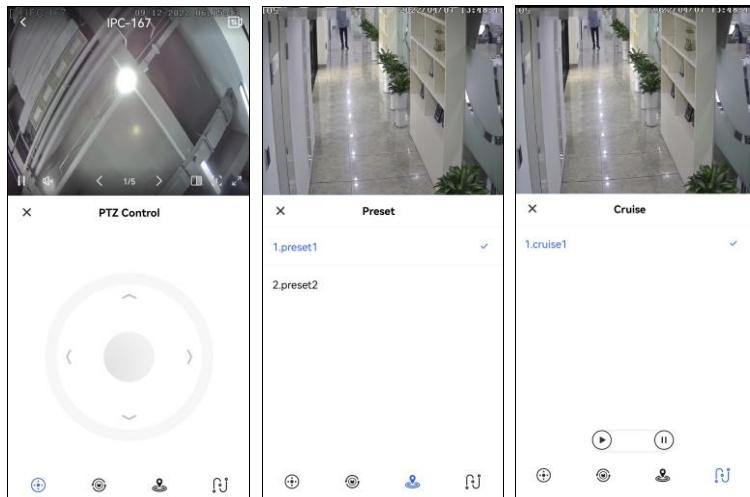
Zoom: tap / to zoom in/out the image

Focus: tap / to increase/decrease the focal length

Iris: tap / to increase/decrease the iris of the camera

#### **Lens Control:**

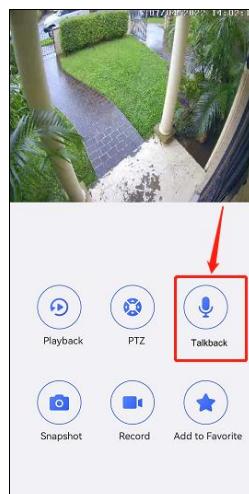
The added device must connect the PTZ camera and then the PTZ control can be enabled. Tap and then use your finger to control the movement of the PTZ camera (up, down, left, right, up left, etc.) according to the navigation panel. In addition, you can also call presets or cruise lines as needed. Note that the presets and cruise lines must be set in the NVR/DVR in advance.



Tap to call a preset; tap to play or stop a cruise line.

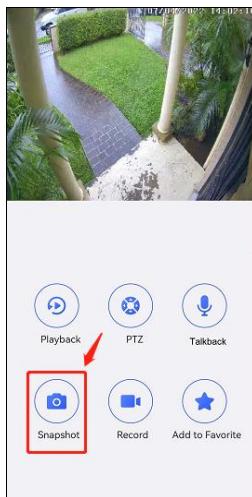
## 4.4 Two-way Talk

In the live view interface, tap “Talkback” to enable two-way talk between the APP and the camera.



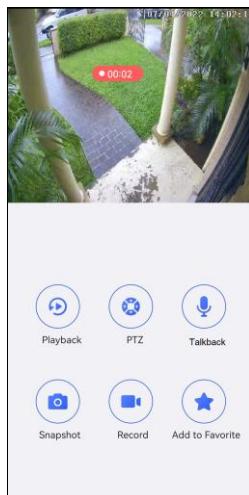
## 4.5 Snapshot

In the live view interface, tap “Snapshot” to capture the current picture and save to the album of the APP.



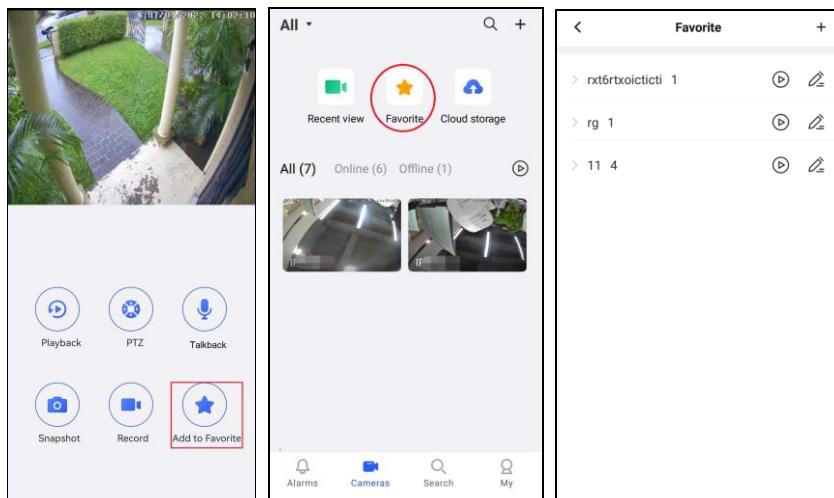
## 4.6 Record

In the live view interface, tap “Record” to start recording; tap it again to stop recording and save the recorded files to the album of the APP.



## 4.7 Favorite

In the live view interface, tap “Add to Favorite” to add the camera you concerns to the favorite file.



For the camera added to the favorite file, go to the camera page, tap “Favorite” and then you can find this camera. Tap to view the video.

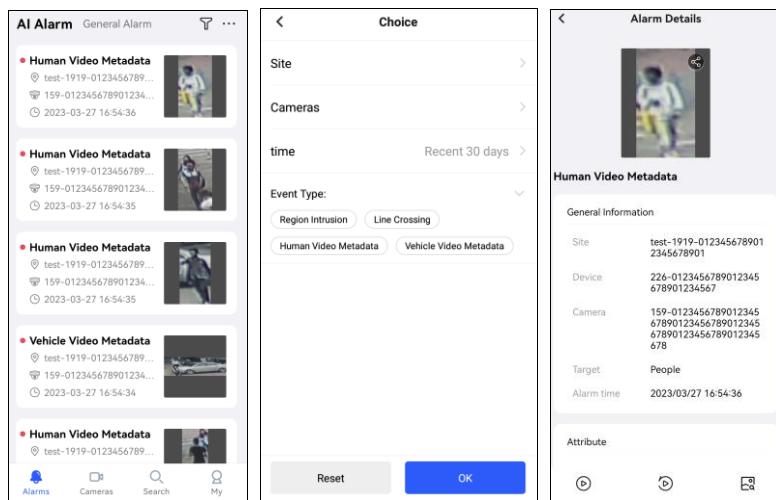
Tap and select cameras to remove them from the favorite file.

Tap on the top right corner of the favorite interface to add favorite group name and channels.

# 5 Alarm Notification

## 5.1 AI Alarm Information

After the AI alarm rules are configured in the Superlive Cloud Web client, the corresponding AI alarm notification will be pushed to the APP when an event is triggered. Go to the notification interface of the APP, you can view the pushed AI alarm notifications.



Tap  to set the filtering condition, including sites, cameras, event type and time.

Tap one alarm notification to view the details, including captured pictures, event type, sites, device, camera and alarm time. Tap  to play video; tap  to go to the playback interface; tap  to view the snapshot

## 5.2 General Alarm Information

After the general alarm rules are configured in the Superlive Cloud Web client, the corresponding general alarm notification will be pushed to the APP when a general alarm is triggered. Tap **Alarms → General Alarm**, you can view the pushed general alarm notifications.

The left screenshot displays a list of five alarm events under the heading "General Alarm". Each event is a card with the following details:

- Motion Detection**
- Site: test-1919-0123456789...
- Device: 226-01234567890123456789012345678901
- Camera: IPC-190
- Alarm time: 2023/03/27 16:59:39

The right screenshot shows a detailed view of the first event from the list. It includes:

- Motion Detection**
- Site: test-1919-0123456789...
- Device: 226-01234567890123456789012345678901
- Camera: IPC-190
- Alarm time: 2023/03/27 16:59:39

Below the details are two circular icons: a play button and a camera icon.

Tap to set the filtering condition, including sites, cameras, event type and time.

Tap one alarm notification to view the details, including captured pictures, event type, sites, device, camera and alarm time. Tap to play video; tap to go to the playback interface; tap to view the snapshot.

## 5.3 Message Push Settings

In the alarm interface, tap on the top right corner. Then you can mark all notifications as read and enable/disable alarm notification and email notification.

**AI Alarm** General Alarm  ...

**Vehicle Video Metadata**

Mark as read 

⌚ test-1919-0123456789...  
⌚ 159-012345678901234...  
⌚ 2023-03-27 15:46:20 

● **Human Video Metadata**

⌚ test-1919-0123456789...  
⌚ 159-012345678901234...  
⌚ 2023-03-27 15:46:20 

● **Vehicle Video Metadata**

⌚ test-1919-0123456789...  
⌚ 159-012345678901234...  
⌚ 2023-03-27 15:46:19 

● **Human Video Metadata**

⌚ test-1919-0123456789...  
⌚ 159-012345678901234...  
⌚ 2023-03-27 15:46:19 

 Alarms  Cameras  Search  My

**Message Settings**

**Message Notification** 

After closing, APP will keep message record, but will receive push reminder

**Mailbox Message** 

After closing, The mailbox will not receive Email message

## 6 Search

In the search interface, you can search alarm information by “All”, “Person” or “Vehicle”.

All: search all alarm information

Human: search alarm information by human attributes

Vehicle: search alarm information by vehicle attributes

Select the desired sites, camera and time to view the corresponding alarm information.



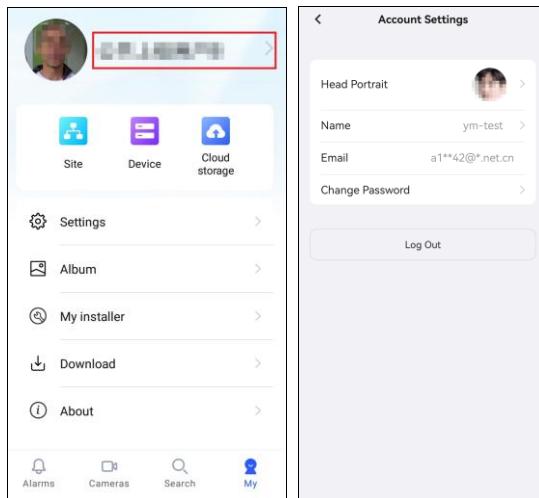
Tap “Event Type” to search the alarm information by event. You can view the sites, cameras, events and snapshots from the searched alarm information. (Only some devices support to upload picture)

Tap the searched picture to view the details of the relevant event.

# 7 My

## 7.1 Account Management

In the “My” page, tap the account name to enter the account management interface as shown below.



Head Portrait: tap to change a new image as needed.

Name: tap to change the account name.

E-mail: the login email.

Change Password: Change the password of the active user.

Log Out: Log out the current account and return to the login interface.

## 7.2 Cloud Storage

Tap “Cloud storage” to view the devices which has purchased cloud storage service through Superlive cloud web and recorded videos of these devices. For the purchase of cloud storage and its settings, please refer to the user manual of Superlive Cloud Web.

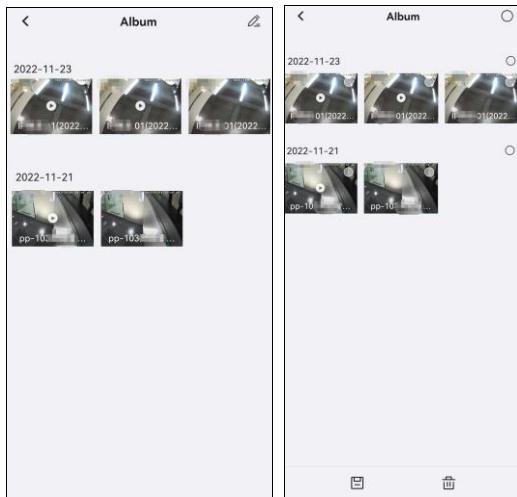
## 7.3 Settings

Tap **My ➔ Settings** to enter the setting interface. You can enable or disable alarm/email message as needed. Additionally, you can change domain as needed.

Message settings: please refer to [Alarm Notification](#) chapter for details.

Domain: please set it according to your location

## 7.4 Album



Descriptions of buttons

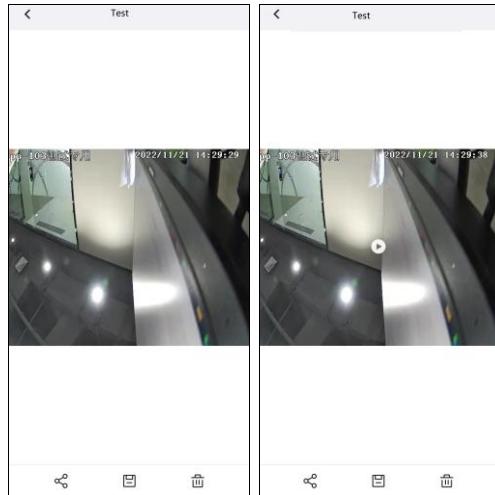
◀ : Return to the previous interface

Ø : Select

Tap to select a file; tap to delete the selected file; tap to save files to the phone.

Image Viewing:

Select an image and tap to go to the image preview mode.



🔗: Tap it to share the picture.

- Local Playback

Tap the Play button of the recorded files and then play the recorded file

## 7.5 My Installer



Go to My Installer interface as shown above. You can view the installer's information, including its account, contact, and address. In addition, the managed devices also can be viewed in this interface. Tap “Add Hosting”, select device and permission and then tap “Complete” to send the hosting request. Note that the selected device must be bound by security code. After accepting this request, the installer will provide remote maintenance for you. After maintenance, you can disable hosting as needed.

## 7.6 Download

Tap →Download to view the downloading list; after the download is complete, it will automatically save to the album of the APP.

## 7.7 About

In this interface, you can view the relevant information about the software.

You can view the current APP version, test the new version and view the service agreement, privacy statement and so on.

Bug Report: when an exception occurs for the APP, you can feedback the current information to the technicians so that they can quickly solve the problem.