



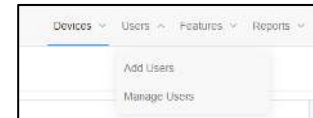
CheckVideo Command Portal

Welcome to the CheckVideo Command portal. Different from the classic portal (portal.checkvideo.net), this is where you can view your device status health, update firmware, monitor recording to local media and even access monthly billing details. Think of Command as the admin portal for your CheckVideo solution.

To login, open a Chrome browser and type in command.checkvideo.net. Use your existing user name and password for access. Initially only the primary user login will have access to Command. We suggest you become comfortable with the data and determine if there are others who should have access to this unique interface. If you decide to add anyone to Command, please send a request to CheckVideo Support with the email addresses and the level of access they should have for those devices associated to their user profile. We will cover Roles and Permissions later in this document.

Navigation - The main Navigation can be found on the upper right-hand side of each page.

Navigation topics include:



- **Devices**
 - Device Status – An “at a glance” view of the device health
 - Device Health – A graphical representation of the Device Status page, highlighting Recording Status and Loss of Communication errors
 - Transfer Devices – Allows you to initiate device transfers from your account to another account
 - Device Transfer Requests – Allows you to accept a device transfer from another account
 - Configuration – Device level assignment of customer defined names and holiday schedules.
 - Holidays – Create a separate holiday schedule for each of your customers.
 - Mobile Sentry Devices – future use
- **Users** – An alternative method to adding users to your CheckVideo account.
- **Features** – This will be the place for configuration of unique services. First up will be License Plate Recognition also known as LPR
- **Reports** – Daily health reports covering issues with the on-board device storage and device to portal communication

Account Device Status – As the account administrator for your CheckVideo devices, Account Device Status presents all the devices within your account. Want to know if a device has gone off line or has stopped recording to the onboard storage? This is the place to look. With visual indicators, filters and sorts, it's easy to find what you are looking for:

1. Perform a key word search to look for all devices meeting the entered criteria. This includes Global IP address, device name, MAC ID or customer defined names (ex: customer id, site, location)
2. Click Last Heartbeat arrows to bring all offline devices to the top of the table
3. Review DVR recording status by clicking the Recording Date
4. Click the Error button to determine which cameras are not recording to the IP gateway
5. Select Devices to determine which cameras are/are not recording to a CVNVR



6. Create a .csv file Export of your account data

Account Device Status											Device Status
Single Keyword ¹ Device Name, Mac Address, Public IP Address, Location, Site or Ref. Customer ID											
Device Name	Type	MAC Address / Serial #	Last Heartbeat ²	Cloud Storage	Audio	CSN	LAN Cnfg.	Port Forward	Rec. Status	Rec. Date	Actions
CV154 Int Waiting Area	CV1540010	00210F00A5D2	2023-11-10 13:15:34 EST	14 Days	N	Y	N	Check	OK NVR	2023-11-10 09:03 EST ³	Actions
CV168 Parking Lot-Front Entrance	CV1681010	00210F00A471	2023-11-10 13:14:44 EST	1 Month	N		N	Check	OK NVR	2023-11-10 13:16:02 EST	Actions
SkateQuest CV4IP	CV4IP5000	00210F00B74A	2023-11-10 13:14:23 EST	1 Month	N		N	Check	ERROR ⁴	2022-09-07 12:18:00 EDT	Actions
SkateQuest ExpressHD 1	CVEHD2005	00210F00A04A	2023-11-10 13:15:28 EST	1 Month	N		N	Check	OK DVC	2023-11-10 13:10:04 EST	Actions
SkateQuest ExpressHD 2	CVEHD2005	00210F00B1CA	2023-11-10 13:16:02 EST	1 Month	N		N	Check	OK DVC	2023-11-10 13:11:02 EST	Actions
SkateQuest ExpressHD 3 - Balun	CVEHD2005	00210F00B166	2023-11-10 13:14:20 EST	1 Month	N		N	Check	OK DVC	2023-11-10 13:10:07 EST	Actions
SkateQuest CVVIEW	CV2502000	00210F00AB0E	2023-11-10 13:10:04 EST	1 Month	N		N	Check	Devices ⁵		Actions
CV182 Parking Lot	CV1821000	00210F00F436	2023-11-10 13:16:26 EST	1 Month	N		N	Check	OK NVR	2023-11-10 13:00:00 EST	Actions
CV138 Parking Lot-Side	CV1381000	00210F00E02C	2023-11-10 13:15:38 EST	1 Month	N		N	Check	OK NVR	2023-11-10 13:06:02 EST	Actions
CV NVR - F3EA	CV2502005	00210F00F3EA	2023-11-10 13:14:14 EST	1 Month	N		N	Check	Devices		Actions

Figure 1 Key Features of Device Status

Other options on this page include:

- Click the device name to see local and public IP addresses, assigned port number, current software/firmware version, assigned cloud storage and customer defined names.

Device Name	Type	MAC Address
00210F00DAF2	CV4IP5000	00210F00DAF2
CV154 Int Waiting Area	CV1540010	00210F00A5D2
SkateQuest ExpressHD 2	CVEHD2005	00210F00B1CA
CV138 Parking Lot-Side	CV1381000	00210F00E02C
CV182 Parking Lot	CV1821000	00210F00F436
SkateQuest ExpressHD 3 - Balun	CVEHD2005	00210F00B166
SkateQuest CV4IP	CV4IP5000	00210F00B74A
CV168 Parking Lot-Front Entrance	CV1681010	00210F00A471
SkateQuest CVVIEW	CV2502000	00210F00AB0E
CV NVR - F3EA	CV2502005	00210F00F3EA
SkateQuest ExpressHD 1	CVEHD2005	00210F00A04A

CV154 Int Waiting Area

ID	8896
Type	CV1540010
MAC Address	00210F00A5D2
Online	NO
Local IP	192.168.10.58
Public IP	199.119.135.68
Public Port Number	40182
Software Version	3.08.00.0901.S2L
Heartbeat Policy	15 seconds
Last Heartbeat	2023-05-18 16:47:16 EDT
Cloud Storage	1 Month
Device Time Zone	US/Eastern
Location	Kiss and Cry waiting
Site	123 Main Street
Customer ID	12345
Added (Registered)	2020-02-07 05:49:02 PM US/Eastern
Last Modified	2023-05-30 08:00:06 PM US/Eastern
Use https	YES

- Does the CheckVideo camera have Audio talk down services?
- Is this device set up for Central Station notifications (Y/N)?
- Is the IP Gateway's LAN port set for static routing? Click Y to view settings configured via Manage Device in the Classic portal.



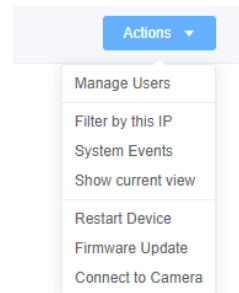
- Test port forwarding is working by selecting the Check button.
- To limit paging, increase the number of devices displayed from 10 to 100.

The **Actions** dropdown, on the right side of each line within the table, extends your access to key information specific to this device. We will cover each feature.

Manage Users –Where the Classic portal allows you to first select the user and then remove devices from their profile, Command starts with the device and shows all associated users. From there, review a list of all associated users and select to Unassign them.

Filter by this IP – Rather than typing the Public IP address in the Key Word Search filter, you can select this option for any device. The Account Device Status page will automatically insert the Public IP in the filter and adjust the table to show only applicable devices.

System Events – For devices having issues, it is best to review System Events as they may provide insight into what is wrong. In the instance below, the device lost communication, so the user should look at network and power to the CheckVideo camera.



Device <<00210F00A5D2>> Events					
Select a Date Range (up to 30 days) 2023-05-11 - 2023-06-01 Camera ...					Refresh
Device Name	Camera Name	Camera #	Date/Time	Notes	Event Types
CV154 Int Waiting...	Camera 1	1	2023-05-18 20:55:01 UTC		Communication Lost
CV154 Int Waiting...	Camera 1	1	2023-05-16 19:46:37 UTC		Storage Media OK

Show Current View – When adjusting a camera in the field or looking into a missed detection, it is always best to confirm that a camera has not moved. The screen will display the current background image and offer a View button to see the current image (below left). After clicking the View button, it's clear that someone adjusted the camera zoom settings which limited the field of view. If the new view had been acceptable, you could have selected to Save the new background image. In this instance, you would use the Classic portal to adjust the zoom, refresh the background image and refine the Zones based upon the view.



Restart Device – If your DVR recording stops, the first thing to do is review your System Events. If you see “Storage Media Mount Failed”, you should Restart your device. In some instances, a restart of the



camera will remount the card and recording will resume. With this feature, you can now restart the device remotely.

Firmware Update - Periodically, CheckVideo will update firmware and push it down to all applicable devices. But if your device is offline during the update, you can push the update from the Command portal. During the update, a pop up will show the Update in progress. And once completed, you will see a “firmware is up to date” message.

Connect to Camera – Do you have IP gateways on your account? Should you need to remotely access your 3rd party camera to update settings, you can do this via the Command portal. Choose the camera from the drop down and click Connect. The gateway will establish a connection to the camera, providing you with the Camera Connection URL. Copy and paste that URL into a new Chrome browser window to view the camera’s local login screen. Next enter your camera’s username and password. If you do not recall it, click the orange “See camera credentials on file” button to review what was captured at the time of discovery.

The screenshot shows the 'Connect to Camera' interface. At the top, it says 'Device: SkateQuest CV4IP'. Below that is a 'Select a Camera' dropdown menu with 'Rink View - standard IP cam' selected. The 'Camera Name' is 'Rink View - standard IP camera'. There is a 'Camera HTTP Port' field with the value '80'. Below this are 'Reset' and 'Connect' buttons. The 'Camera Connection URL' is displayed as 'http://fh-185-150-189-238.afcv.co:56539/'. Below the URL, there are two lines of red text: '* We have attempted to create a temporary connection to the camera. Paste the URL below into a new browser window to connect to the camera.' and '* Note that the URL may be blocked by a network configuration. This URL was generated at 6:59 PM. It will expire shortly after created if not used.' At the bottom, there is an orange button that says 'See camera credentials on file' with a key icon, and a line of red text below it: '* These are the ONVIF credentials entered at time of discovery.'

Some special considerations related to the “Connect to Camera” feature:

1. If you change a camera’s settings, you must quickly reverify that camera on the Classic portal’s Configure IP Gateway page. If you do not, the CV4IP will use these same credentials to put the camera back to the original save settings. It is recommended that you have both the Configure IP Gateway page open and ready to re-verify your camera as soon as your camera’s settings are updated remotely.
2. Only later model CV4IP’s sold from 2019 to current are enabled with this option. Contact CheckVideo Support for more details on this feature.



Users – If you are adding users to the CheckVideo portal who will only be able to “view” cameras live video, DVR, and event clips, it makes sense to use the Command portal to create users. Unlike the Classic portal, Command does not require you to associate a user to at least one device. This would be for users who require access to Account Billing data. We will cover this further under Billing.

There are two options under Users on the navigation bar: Add and Manage. Within Add, the number of required fields are limited to:

- Email address also known as username
- First and last name
- Device Notifications: Notification Address 1

New User Users / New

Information

Email Address: **Required** Email Address

Customer ID: Customer ID

First Name: **Required** First Name

Last Name: **Required** Last Name

Primary Address

Address 1: Address 1

Address 2: Address 2

Country: Country Name

State: State Name

City: City

Postal Code: Postal Code

Configuration

IP Restrictions

Allowed IP Addresses (comma separated): (Leave blank to allow all IP addresses)

Device Notifications

Notification Address 1: **Required** Notification Address 1

Notification Address 2: Notification Address 2

User Welcome Message email message

custom ☐ default ☒ Use default welcome message.

Welcome to CheckVideo!

Your user account is now available. Please click this link to create your password. [user-password-link]

A couple other fields may be new to you:

- Customer ID – This is a top-level way to segment the users within your Account. If you have multiple customers using CheckVideo, this is one way to group them together. This field is also useful for filtering the Account Device Status page, creating Holiday Schedules and adding customer specific segmentation to your Billing Detail reports.
- IP Restrictions – If you wish to limit a user to only access the portal when they use a computer on a specific network, list the IP Addresses, separated by a comma.
- User Welcome Message – When you create a new user, CheckVideo will automatically send them a Welcome email. Inside that email will be a link to create their secure password. While the notice is pre-populated, you can customize the text prior to transmission.

Under Manage, you will be presented with a table of existing users. This list is all users associated to your account.



Manage Users						Account Users
Name, Email Address						Add New User Batch Assign Devices
First Name	Last Name	Email Address	Customer ID	Last Login	Date Added	Actions
Lane	Worrall	skatequest@checkvideo.com		2023-11-16	2020-02-07	Actions
SkateQuest	Reston	skatequest@gmail.com		2023-11-02	2020-02-09	Actions
Rick	Guillo	rguillo.checkvideo@gmail.com		2022-07-07	2020-02-11	Actions
Doug	Difranco	doug@cscrep.com			2020-02-28	Actions
Chris	Swenson	cswenson@checkvideo.com		2023-08-11	2020-03-26	Actions

From this page, you can filter the list by name or email address. Under the Actions tab, you can complete several tasks:

- **Manage** – Updates the original user profile. This also provides a view of all devices associated to that profile. The devices section allows you to unassociated devices and export a list of all devices for that user.
- **Assign Devices** – See all devices on the account that are assigned to this user. You can use the filter bar to shrink the available devices by MAC ID or by device name. From there, you can assign or unassign and devices from the “filtered” list. The page will show all pending changes and ask for confirmation before executing the request.

Assign Devices / Rick Guillo rguillo.checkvideo@gmail.com		Users / User / Rick Guillo
skatequest		Assign All (1) Unassign All (4)
Mac Address	Device Name	
00210F00A80E	SkateQuest CVVIEW	☐
00210F00B186	SkateQuest ExpressHD 3 - Batun	☒
00210F00B1CA	SkateQuest ExpressHD 2	☒
00210F00A04A	SkateQuest ExpressHD 1	☒
00210F00B74A	SkateQuest CV4IP	☒

- **Clone** – When you select Clone, the new user is added with the same devices assigned to the cloned user. The new user also receives the same Roles and Permissions within the portal. This is helpful when you have a customer with many users who should all be set up in the same way. Set up the first individual and use Clone to create the remaining users.

✓ User

Confirm the new user data

✓ Confirmation

✓ User <yoscarlino@verizon.net> has been added successfully

✓ Devices from <srodgers@kastle.com> have been assigned to yoscarlino@verizon.net

✓ Roles and permissions from <srodgers@kastle.com> have been assigned to yoscarlino@verizon.net

Close

- **Delete** – Remove the user without accessing the Classic portal.

Another feature under Users is Batch Assign. With this feature, you can first select the devices to assign, then choose the users to receive these new device assignments. This feature is best used when an existing customer adds several devices. You select the devices, then assign them to multiple users at the same time. The Customer ID field, if populated, can be used to filter devices for assignment.