QVR Center

User Guide

Contents

10. Helpdesk

1. Preface

Audience

This document is intended for surveillance system administrators. This guide assumes that the user has a basic understanding of surveillance and network concepts.

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Further, the ® or ™ symbols are not used in the text.

Document Conventions

Symbol	Description
	Notes provide default configuration settings and other supplementary information.
	Important notes provide information on required configuration settings and other critical information.
	Tips provide recommendations or alternative methods of performing tasks or configuring settings.
	Warnings provide information that, when ignored, may result in potential loss, injury, or even death.

2. Introduction

About QVR Center

QVR Center is a central management system that enables you to manage, monitor, and access multiple QVR Pro servers. Integrated with QVR Pro Client, QVR Center also allows you to view live streams and play back recordings from all managed QVR Pro servers.

You can install QVR Center on the QNAP NAS without installing QVR Pro.

> **Note**
>
> - QVR Center 1.1.1 (and later versions) also supports managing QVR 5.1.x and Surveillance Station servers.
>
> - QVR Center does not share the same authentication system with QVR Pro and thus requires an independent set of login credentials.

Key Features and Benefits

QVR Center provides the following features and benefits:

Feature	Description
Central management	QVR Center enables you to centrally manage and access multiple QVR Pro servers. You can update QVR Pro versions on managed servers and monitor their connection status.
Event monitoring	QVR Center allows you to receive notifications and view log entries about the events that occur on managed QVR Pro servers. QVR Center also provides statistical graphics to help visualize event data.
Privilege management	QVR Center enables you to create users, define roles, and specify permissions for various features and operations. QVR Center also uses an authentication system independent of QVR Pro. This allows you to manage and control access to various surveillance features.
System backup and restoration	QVR Center allows you to download a backup file that records your QVR Center settings. You can then restore the settings from this backup file.
Backward compatibility	In addition to QVR Pro servers, QVR Center also supports managing QVR 5.1.x and Surveillance Station servers.

3. Overview and Basic Operations

QVR Center Installation and Login

Installing QVR Center

1. Log on to QTS.

2. Go to **App Center** > **Surveillance** .

3. Locate **QVR Center** and then click **Install**.

> **Note**
> Container Station is required for running QVR Center. QTS automatically downloads and installs Container Station if this application is not yet installed.

QVR Center is installed and ready for use.

Opening QVR Center

- Open QVR Center using one of the following methods.

    - On the QTS desktop, click **QVR Center**.

    - On QTS, go to **App Center** > **My Apps** , locate QVR Center, and then click **Open**.

    - On QTS, go to **Main Menu** > **QVR Center** .

    - On a web browser, type the following URL: `<NAS IP address>/qvrcenter`.

Logging On to QVR Center

QVR Center uses an independent authentication system and requires a different set of login credentials, which is not shared with QVR Pro.

1. Open QVR Center.
   For details, see Opening QVR Center.

2. Type the username and password.

> **Tip**
> During the setup, log on with the default `admin` credentials:
>
> - Username: `admin`
>
> - Password: `admin`
>
> You can then create more user accounts in QVR Center. To ensure the security of your account, QNAP recommends changing the default password.

3. Click **Log On**.

QVR Center Navigation

Main Menu
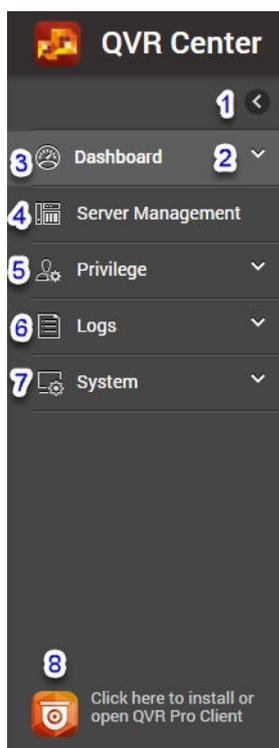
No.	Element	Description
1	**Show/hide**	• Click [>] to show the main menu. • Click [<] to hide the main menu.
2	**Expand/collapse**	• Click [v] to expand a submenu. • Click [^] to collapse a submenu.
3	**Dashboard**	In this section, you can create and view statistical graphics for QVR Pro servers. For details, see Event Dashboard.
4	**Server management**	In this section, you can manage, monitor, and access QVR Pro servers. For details, see Server Management.
5	**Privilege**	In this section, you can create users, define roles, and configure permissions. For details, see Privilege Management.
6	**Logs**	In this section, you can view and locate logs from all managed servers. For details, see Log Management.
7	**System**	In this section, you can back up or restore QVR Center settings. For details, see System Management.

No.	Element	Description
8	**QVR Pro Client**	In this section, you can access live streams and recordings on managed QVR Pro servers via QVR Pro Client. For details, see QVR Pro Client.

Taskbar

No.	Element	Description

1	**Background Tasks**	• Position the mouse pointer over the button to see the number of tasks that are running in the background.
		
		• Click the button to see the following details for each background task:
		
		    • Task name
		
		    • Task description
		
		    • Progress (percentage of completion)
		
		• Click ⏹ to stop a task.

2	**Event Notifications**	• Position the mouse pointer over the button to see the number of recent errors, warnings, and notices.
		
		• Click the button to view the following details for each event:
		
		    • Event level (error, warning, or notice)
		
		    • Description
		
		    • Timestamp
		
		    • Number of instances
		
		• Click a warning or error log entry to open the **Logs** section.
		
		• Click **More>>** to open the **Logs** section.
		For details, see Log Management.
		
		• Click **Clear All** to delete all list entries.

3	**[User_Name]**	Click the button to view the last login time and the following menu item: • **Logout**: Logs the user out of the current session.

No.	Element	Description

4	**More**	Click the button to view the following menu items:
		
		 • **Language**: Opens a list of supported languages and allows you to change the display language
		
		 • **Help Request**: Opens the Helpdesk window
		 For details, see Submitting a Helpdesk Ticket.
		
		 • **About**: Displays the following information:
		
		     • QVR Center version
		
		     • Supported QVR Pro versions

4. Server Management

QVR Center 1.1.1 (and later versions) supports managing up to 128 QVR Pro, QVR 5.1.x, and Surveillance Station servers.

You can manage 2 QVR Pro servers in QVR Center without purchasing any licenses. To add more QVR Pro servers, you need to purchase and activate a QVR Pro Gold license on each QVR Pro server.

For details on the QVR Pro Gold and other licenses, go to https://license.qnap.com/.

> **Note**
> Adding QVR 5.1.x or Surveillance Station servers does not require licenses.

Adding a Server

You can add QVR Pro, QVR 5.1.x, and Surveillance Station servers to QVR Center.

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Click [+] .

> **Note**
> [+] only appears when no servers are added. To add subsequent servers, click **Add**.

   The **Add Server** window opens.

3. Specify the following information:

   • Display name

> **Note**
> This display name is only used for the purpose of central management, thus independent of the device name on the server.

   • Server type

   • Network address (IP address or domain name)

   • HTTPS port

> **Note**
> Secure connection is required for using QVR Center.

   • User name

   • Password

> **Tip**
> You can also click **Search Server** to find and select servers available on the local network.

4. Optional: Click **Connect** to test the connection with the server.

5. Click **Add Server** to add another server.

6. Click **Apply**.

You can now manage the added server in QVR Center.

Starting or Stopping a QVR Pro Server

QVR Center allows you to start or stop the managed QVR Pro servers.

> **Important**
> Once a QVR Pro server is stopped, you are not able to access any of its features. All the cameras connected to the server also stop recording and streaming live views.

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Perform one of the following methods:

   - Select a server, click the **Actions** list beside **Add**, and then select **Start** or **Stop**.

> **Tip**
> You can select and then start or stop multiple servers using this method.

   - Locate a server and click the toggle under **Enable** to start or stop the server.

   A confirmation message appears.

3. Click **Start** or **Stop**.

Editing the Server Information

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Perform one of the following methods.

   - Select a server, click **Actions**, and then select **Edit**.

> **Tip**
> You can select and edit multiple servers when using this method.

   - Locate a server and then click ✎ under **Action**.

   The **Edit Server Settings** window opens.

3. Edit the following information:

   - Display name

> **Note**
> This display name is only used for the purpose of central management, thus independent of the device name on the server.

   - Network address (IP address or domain name)

   - HTTPS port

> **Note**
> Secure connection is required for using QVR Center.

- Username

- Password

Tip
When editing multiple servers that share the same settings, you can click **Edit Common Settings** and then specify their common settings. The changes are applied to all the selected servers.

4. Click **Apply**.

Updating a QVR Pro Server

QVR Center allows you to update managed QVR Pro servers.

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Perform one of the following methods:

   - Select a server, click **Actions**, and select **Update QVR Pro**.

Tip
You can update multiple servers at the same time using this method.

   - Locate a server from the list and click ↻ under **Action**.

3. Select one of the following options:

Option	Steps
Online update	a. Select **Online update**. b. Click **Update**. QVR Center checks for the latest version of QVR Pro available online.
Manual update	a. Select **Manual update**. b. Click 🗁 . c. Select a QVR Pro update file. d. Select **Update**.

QVR Center updates the version of QVR Pro on the server. You can view the update progress in **Background Tasks**.

Removing a Server

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Perform one of the following methods:

   - Select a server, click **Actions**, select **Delete**.

- Locate a server form the list and click 🗑 .

A confirmation message appears.

3. Click **Delete**.

The server is removed from QVR Center. You may add this server to QVR Center later if needed.

Customizing the Server List

By default, QVR Center displays all the added servers. You can customize the server list to display only certain servers or information.

1. Click **Server Management** on the main menu.
   The **Server Management** screen appears.

2. Perform any of the following actions:

Action	Steps

Set up filters	**a.** Click ▽ .
	
	 b. Specify the following filter criteria:
	
	   • Model
	
	   • Version
	
	   • Status
	
	   • Display name
	
	 c. Click **Apply**.
	
	 QVR Center displays the servers that match the specified criteria.

Select display information	• Click ＋ and select the items to display.
	
	   • Name
	
	   • Model (MAC address)
	
	   • Version
	
	   • License
	
	   • QVR Pro ID
	
	 QVR Center displays the selected information on the server list.

5. Privilege Management

Creating a User

1. Click ⌄ beside **Privilege** on the main menu.

2. Click **Users**.
   The **Users** screen appears.

3. Click **Create**.

4. Select **Create a User**.

5. Specify the username and password.

6. Verify the password.

7. Optional: Specify the following information:

   - Description

   - Phone number

   - Email

8. Assign a role.

   a. Click **Edit**.
      The **Select Role** window opens.

   b. Select a role.

   💡 **Tip**
   You can choose to create a role. For details, see Creating a Role.

   c. Click **Apply**.

The user is created and added to the user list.

Editing a User

1. Click ⌄ beside **Privilege** on the main menu.

2. Click **Users**.
   The **Users** screen appears.

3. Locate a user from the user list.

4. Perform any of the following actions.

Action	Steps
Change the password	a. Click 🔒 . The **Change Password** window opens. b. Specify a new password.

	c. Verify the password.
	d. Click **Apply**.
Edit the profile	**a.** Click ✎ . The **Edit Account Profile** window opens. **b.** (Optional) Specify the email, phone number, and description of the user. **c.** Choose to prevent the user from changing the password. **d.** Choose to disable this user account. You can disable it now or set an expiration date. **e.** Click **OK**.
Edit the role	**a.** Click 🖥⚙ . The **Edit Role** window opens. **b.** Select a role. **c.** Click **OK**. 💬 **Note** You are not able to edit the role of the admin user.

Creating a Role

You can create more roles and specify their privileges for system management, camera management, e-map management, and view management. This enables you to quickly define privileges for each user.

> 💬 **Note**
> QVR Center provides three default user roles: administrator, supervisor, and viewer. You are not able to modify or delete the default roles.

1. Click ⌄ beside **Privilege** on the main menu.

2. Click **Role**.
   The **Role** screen appears.

3. Click **Create**.
   The **Add Role** window opens.

4. Specify the name and description for the role.

5. Specify the privileges of the role.

   a. Select any of the following tabs.

   - System Management Privilege

   - Camera Privilege

   - E-map Privilege

- View Privilege

   b. Select privileges.

6. Click **Add**.

The role is created and added to the role list.

> **Tip**
>
> You can click ✎ under **Action** to edit the role when needed.

6. Event Dashboard

QVR Center allows you to create groups of widgets on the dashboard to view, track, and analyze events for all managed QVR Pro servers and cameras.

Adding a Group

You can add groups to classify and bring together widgets on the Dashboard. Each group can contain up to 4 widgets.

1. Click [v] beside **Dashboard** on the main menu.

2. Click **Surveillance Events**.
   The **Surveillance Events** screen appears.

3. Click [+] .
   The **Add Group** window opens.

4. Specify the group name.

5. Click **Add**.

The group is added to the Dashboard. You can click [⚙] to modify the group name or delete the group when needed.

Adding a Widget

Widgets provide bar charts to help visualize and integrate event data. You can add up to 4 widgets to a group on the dashboard.

1. Click [v] beside **Dashboard** on the main menu.

2. Click **Surveillance Events**.
   The **Surveillance Events** screen appears.

3. Click **Add Widget**.

4. Specify the following information:

   - Widget name

   - Group

   - Server type

   - Data source

     - View

     - E-map

> **Note**
> No event data will be displayed on the widget if you select e-maps that contain no cameras as the data source.

- Duration

- Event type

5. Optional: Change the bar color when the number of events has reached a threshold.

   a. Click the switch beside **Change bar color**.

   b. Specify a threshold.

6. Click **Add**.

The widget is added to the selected group.

You can click ⋮ and select **Edit Widget** to modify the widget or select **Delete Widget** to delete the widget.

Viewing a Widget

1. Click ⌄ beside **Dashboard** on the main menu.

2. Click **Surveillance Events**.
   The **Surveillance Events** screen appears.

3. Select a group.

4. Open a widget using one of the following methods:

   - Click a bar on a widget.

   - Click ⋮ on a widget and then select **View Detail**.

   QVR Center zooms in to the widget and displays the event logs.

5. Perform any of the following actions:

Action	Steps
View events within a period	Click a bar. QVR Center displays the event logs within the selected period.
Modify the time axis	a. Click the list beside **Each bar presents**. b. Select a duration. QVR Center changes the interval of the time axis on the bar chart.
Edit the widget	Click ✎ .
View widget details	Click 🗊 . QVR Center displays the data sources and event types presented by this widget.
Return to the Dashboard	Click ↰ .

7. Log Management

This section allows you to view the log entries from all managed servers and from QVR Center itself.

Viewing and Searching Logs

You can view the log entries from all managed servers and from QVR Center itself. You can also select which information to appear on the logs, or use keywords and filters to find certain log entries.

1. Click ⌄ beside **Logs** on the main menu.

2. Select one of the following sections:

   - QVR Pro

   - QVR 5.1 & Surveillance Station

   The **QVR Pro** screen or the **QVR 5.1 & Surveillance Station** screen appears.

3. Perform any of the following actions.

Action	Steps
Select display information	**a.** Click ⊞ on the table header. **b.** Select the items to display. QVR Center displays the selected information for log entries.
Set up filters	**a.** Click ▽ . **b.** Specify the filter criteria. **c.** Click **Search**. QVR Center displays the log entries that match the specified criteria. 💡 **Tip** Click **Reset** to clear the current filters.
Search logs	**a.** Type keywords in the search field. **b.** Click **Search**. 💡 **Tip** You can also set up filters when searching logs.
Select a log type	**a.** Click the drop-down list on the top-left corner. **b.** Select a log type. QVR Center displays only the selected log type. 💬 **Note**

	Selecting a log type undoes all the criteria that you specify when searching logs, setting up filters, and customizing the list.

Exporting Logs

You can export logs and keep a copy on your local device.

1. Click [⌄] beside **Logs** on the main menu.

2. Select one of the following sections:

   • QVR Pro

   • QVR 5.1 & Surveillance Station

   The **QVR Pro** screen or the **QVR 5.1 & Surveillance Station** screen appears.

3. Select the log entries to export.

Option	Steps
Export all entries	a. Click the list below **Logs**. b. Select **All**.
Export only certain entries	Narrow the scope using any of the following methods: • Select a log type 📨 **Note** QVR Center only exports the entries of the selected log type. • Set up filters • Perform searches

4. Click **Export**.

QVR Center exports the logs as a CSV file. The file is saved to the default download folder on your device.

Backing Up Logs

QVR Center only keeps the latest 300,000 log entries. After this limit is reached, the oldest entries are deleted when new entries are added. You can configure the log settings to automatically back up log entries to a specified location.

1. Click [⌄] beside **Logs** on the main menu.

2. Select one of the following sections.

   • QVR Pro

   • QVR 5.1 & Surveillance Station

   The **QVR Pro** screen or the **QVR 5.1 & Surveillance Station** screen appears.

3.
   Click ⚙ .
   The **Log Settings** screen appears.

4. Select **Automatically save logs**.

5. Specify backup triggers.
   You can define triggers by the number of entries and by how long entries have been kept.

6. Specify a backup destination.

   • Back up logs to a local NAS folder.

      1. Select **NAS folder**.

      2.
         Click 📁 .

      3. Select a shared folder.

      4. Click **Apply**.

   • Back up logs to a remote destination.

      1. Select **Remote destination**.

      2. Specify the IP address.

      3. Specify the folder path.

      4. Specify the username and the password.

      5. (Optional) Click **Test** to test the connection.

7. Click **Apply**.

8. System Management

Backing Up QVR Pro Center Settings

QVR Center allows you to download a backup file that contains your settings from server management, privileges, e-maps, and views. You can use this backup file to restore these settings when needed.

1.
   Click [v] beside **System** on the main menu.

2. Select **Backup/Restore**.

3. Click **Back Up**.

The backup file is saved to the default download folder on your device.

> **Note**
> The name of the backup file follows this format: QVRCenterBak_[Backup Date and Time]; for example, QVRCenterBak_20180321192904.

Restoring QVR Center Settings

You can use a QVR Center backup file to restore earlier settings.

1.
   Click [v] beside **System** on the main menu.

2. Select **Backup/Restore**.

3. Click **Browse**.

4. Select a QVR Center backup file.

5. Click **Restore**.
   A confirmation message appears.

6. Click **Restore**.

QVR Center restores the settings stored in the backup file. QVR Center restarts after restoring the settings.

9. QVR Pro Client

When in the QVR Center mode, QVR Pro Client enables you to monitor live streams and play back recordings from all managed QVR Pro servers.

Views and e-maps created in the QVR Center mode can also contain cameras from all managed QVR Pro servers for central monitoring.

QVR Pro Client Installation and Login

Opening QVR Pro Client

There are multiple ways to open QVR Pro Client.

- On QVR Center, click on the main menu.

- On your computer, double-click the QVR Pro Client desktop shortcut or locate the application from the menu.

Installing QVR Pro Client

1. Click on the main menu.
   The **Get QVR Pro Client** window opens.

2. Click **Download** under the appropriate operating system.
   Depending on your browser, the installer is either automatically downloaded or a confirmation message appears.

3. Locate the downloaded installer on your computer and then run the application.

4. Follow the instructions on the installation wizard.

   a. Select a language and then click **OK**.

   b. Click **Next**.

   c. Review the terms and conditions, select **I accept the terms of the License Agreement**, and then click **Next**.

   d. Select the components that you want to install and then click **Next**.

   e. Specify the installation location and then click **Install**.

   f. Click **Finish**.

   QVR Pro Client is installed on the device.

QVR Pro Client Navigation
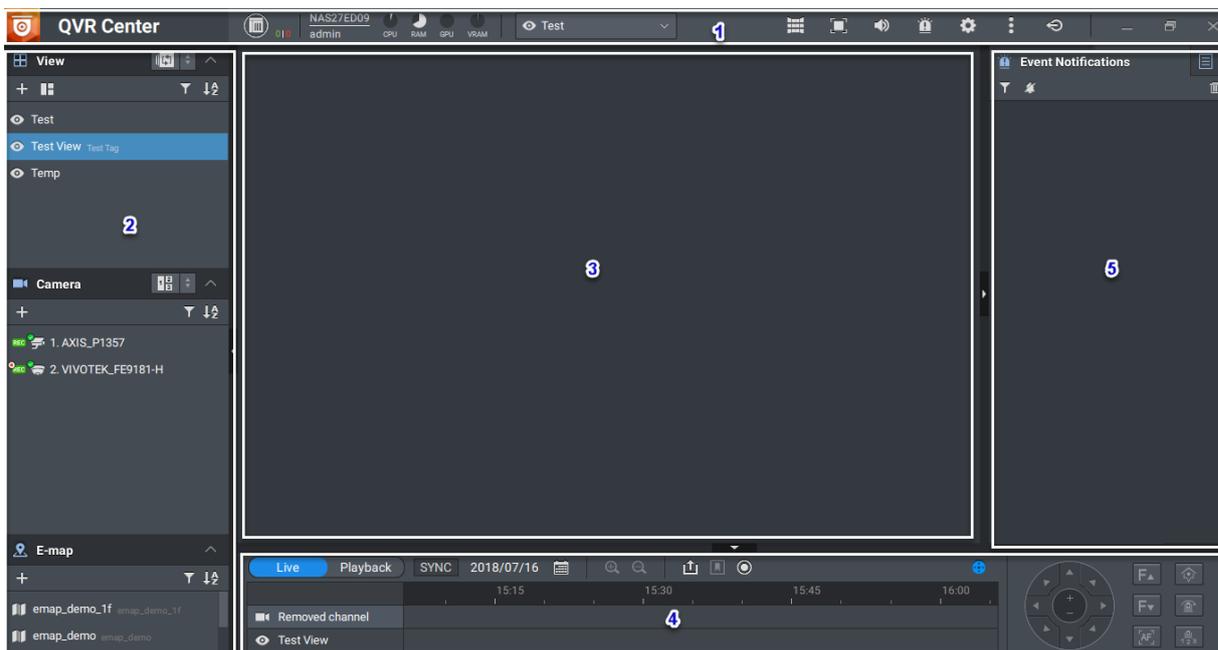
#	Element	Description
1	Main toolbar	For details, see Main Toolbar.
2	List stack panel	For details, see List Stack Panel.
3	Flexible grid	For details, see Flexible Grid.
4	Time navigator	For details, see Time Navigator.
5	Event notifications	For details, see Event Notifications.

Main Toolbar

QVR Center mode

No.	Element	Possible User Actions
1	Server Information	• View the server name and user name information. • Position the mouse pointer over the icon to view the time zone and server IP address. • Click [icon] to open the QVR Center Dashboard and view the information of managed QVR Pro servers.

No.	Element	Possible User Actions
2	Resource Monitor	Position the mouse pointer over the icons to view the CPU, RAM, GPU, and VRAM usages on the NAS where QVR Center is installed. **Note** VRAM (or video RAM) is the memory used to store the image data that your device displays.
3	Item Information	• Click the button to view more information about the currently selected item. The information and available options vary depending on the selected item type. • Select **Locate in list** to quickly locate the item in the view, camera, or e-map list.
4	Video Wall Management	Click the button to open the video wall management dashboard, where you can assign cameras, e-maps, or views to multiple displays for better surveillance coverage.
5	Full-screen	Click the button to switch to full-screen mode. Press **ESC** to exit.
6	Audio Volume	Click the button and then drag the slider to increase or decrease the volume.
7	Notifications	Click the button to show or hide the **Event Notifications** panel.
8	Settings	Click the button to open the **Settings** menu.
9	More	Click the button to view the following menu items: • **Show secondary screen**: Opens a secondary screen if a monitor is connected to the computer • **Quick tutorial**: Opens the QVR Pro Client quick tutorial • **Help Desk**: Opens the Help Desk window • **About**: Displays the following information • Client version • Server version • QTS version • GPU
10	Log Out	Click the button to log out of QVR Pro Client.

List Stack Panel

#	Element	Possible User Actions
1	View	• Click [⌄] to expand the list. • Click [⌃] to collapse the list. • Click [icon] to enable the view sequential mode. • Click [icon] to disable the view sequential mode. • Click [icon] to change the time interval. • Click [+] to add a new view. • Click [▼] and then type a keyword to filter the list. • Click [icon] and then select one of the following. • Last Modified (Oldest) • Last Modified (Newest) • Name (Z to A) • Name (A to Z) • Rename a view. • Delete a view. • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. For details, see View Management.

#	Element	Possible User Actions
2	Camera	• Click [⌄] to expand the list. • Click [⌃] to collapse the list. • Click [⇅] to select a server and display the cameras from this server. You can also select **All** to display the cameras from all managed servers. • Click [+] to add a camera. • Click [▼] and then type a keyword to filter the list. • Position the mouse pointer over a camera name to display the preview. • Right-click and then select **Camera home page** to open the camera settings web page. • Right-click and then select **Edit the camera settings** to open **Camera Settings** on QVR Pro. • Click [↓2ᴬ] and then select one of the following. • Index (A to Z) • Index (Z to A) • Name (Z to A) • Name (A to Z) • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. For details, see Camera Management.

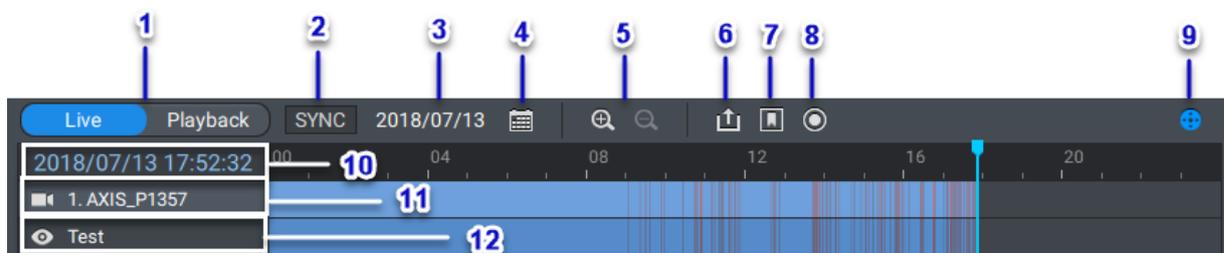| #	Element	Possible User Actions
3	E-map	• Click [⌄] to expand the list. • Click [⌃] to collapse the list. • Click [+] to add an e-map. • Add a camera or an e-map to an e-map. • Click [▼] and then type a keyword to filter the list. • Click [↓2] and then select one of the following. • Last Modified (Oldest) • Last Modified (Newest) • Name (Z to A) • Name (A to Z) • Rename an e-map. • Delete an e-map. • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. For details, see E-map Management.

Flexible Grid
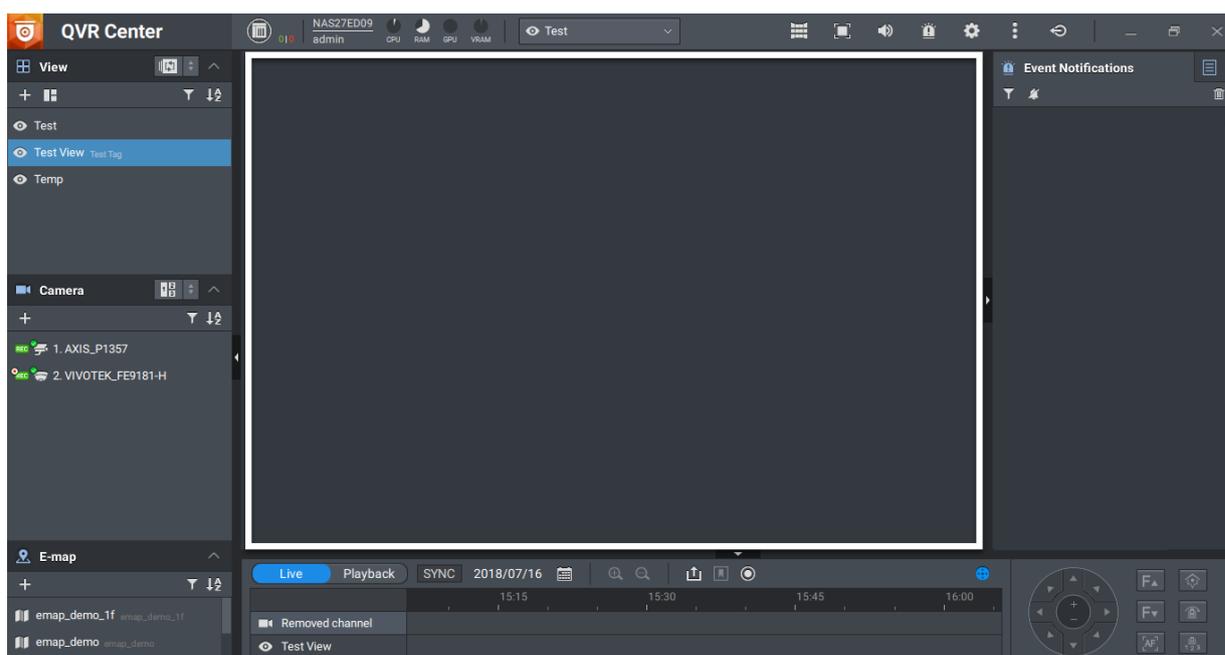
The flexible grid displays the selected view, camera, or e-map. You can create any combination of cameras and e-maps for each view. You can also modify any of the predefined templates to customize your layout.

For details, see Modifying a View.

Time Navigator

#	Element	Possible User Actions
1	Live/Playback	Click the button to switch between the Live and Playback modes.
2	Sync	Click the button to synchronize the time on all live and recorded videos on the selected view.
3	Date	This indicates the current date, which is used for the timeline and can be specified by users.
4	Calendar	Click the button to specify the timeline date during Playback mode. **Note** You need a QVR Pro Gold license to play back more than 14 days of recording.
5	Timeline Zoom Control	• Click 🔍 to zoom in. • Click 🔍 to zoom out.
6	Export Recordings	Click the button to open the **Export Recordings** window.
7	Bookmark	Click the button to add a bookmark at the current timeline position. 🔖 appears on the timeline for each bookmark.
8	Camera Recording	Click the button to select one of the following options. • Enable recording for a specific camera • Disable recording for a specific camera • Enable recording for all cameras • Disable recording for all cameras

#	Element	Possible User Actions
9	Show/Hide Live Panel	• Click ⊕ to show the live PTZ control panel. • Click ⊕ to hide the live PTZ control panel. • Click ▣ to show the playback control panel. • Click ▣ to hide the playback control panel.
10	Live/Playback time	• When a camera is displaying a live stream, you can see the current date and time. • When a video recording is playing, you can see the recording date and time. **Note** The date and time displayed here are based on the time zone currently used on the server.
11	Selected view, camera, or e-map	• When a view is selected, you can see the name and timeline of the active camera. If an e-map is active, the timeline is empty. • When a camera is selected, you can see the timeline. • When an e-map is selected, QVR Pro Client hides the time navigator.
12	Selected view or camera	• When a view is selected, you can see the name and timeline of the view. • When a camera is selected, you can see the name and timeline of the camera.

For details on using the time navigator, see Advanced Features.
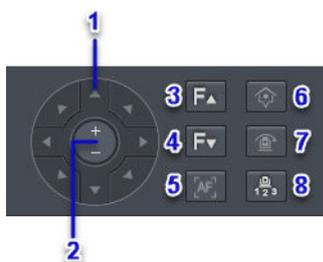
Live PTZ Controls

QVR Pro Client enables a live control panel for cameras with pan-tilt-zoom (PTZ) support.

Important
Depending on your camera type, some controls may not be available.

#	Element	Possible User Action
1	Direction controls	Click the buttons to move the camera in the specified direction.

#	Element	Possible User Action
2	Zoom controls	• Click **+** to zoom in. • Click **-** to zoom out.
3	Focus in	Click the button to increase focus on a subject.
4	Focus out	Click the button to decrease focus on a subject or extend the focal distance.
5	Auto focus	Click the button to enable automatic focus.
6	Home point	Click the button to return to the Home point.
7	Enable auto cruising	Click the button to start auto cruising. To stop, click the button again. To use the auto cruising feature, you must specify at least two preset points using the Preset point list.
8	Preset point list	Click the button to specify the Home point and preset point list.

Playback Controls
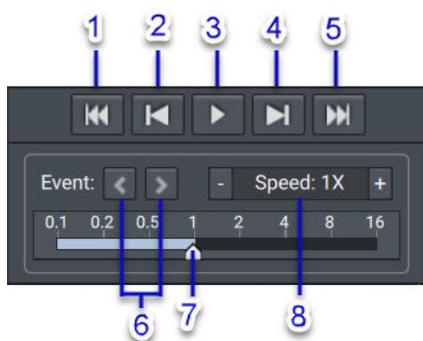
#	Element	Possible User Action
1	Backward 5 minutes	Click the button to replay the last 5 minutes of the video.
2	Backward 1 frame	Click the button to replay the last frame. **Tip** You can also press the left arrow key on your keyboard.
3	Play or pause	Click the button to play or pause the video. **Tip** You can also press the space bar on your keyboard.
4	Forward 1 frame	Click the button to play the next frame. **Tip** You can also press the right arrow key on your keyboard.
5	Forward 5 minutes	Click the button to fast forward the video by 5 minutes.

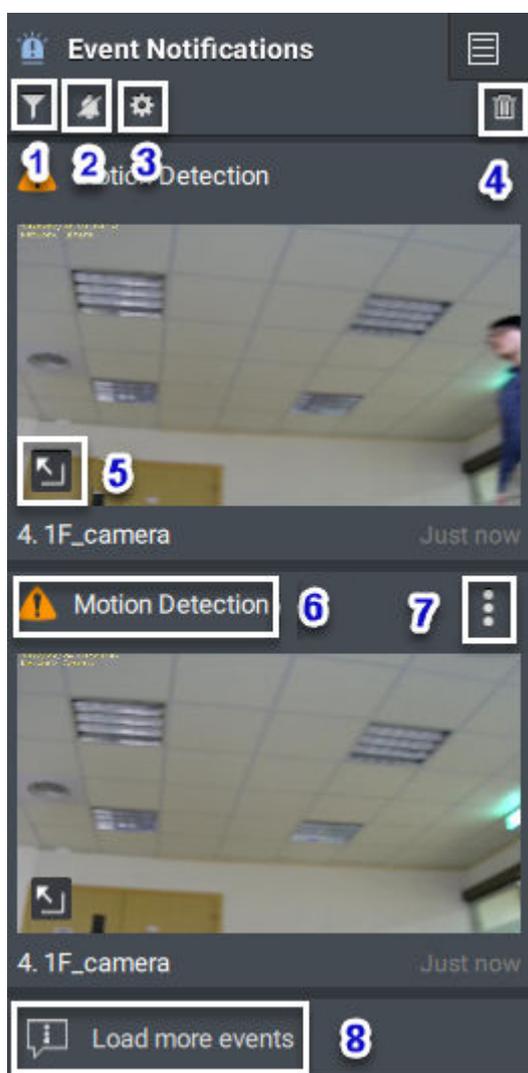| #	Element	Possible User Action
6	Previous or next event	• Click **<** to view the previous event. • Click **>** to view the next event.
7	Playback speed	Drag the slider to specify the playback speed.
8	Decrease or increase speed	• Click **-** to decrease playback speed. • Click **+** to increase playback speed.

Event Notifications

QVR Pro Client provides notifications for three levels of events: warning, error, and information. Certain event notifications may contain a snapshot from the event recording.

> **Note**
> The border of a video frame flashes in red for 5 seconds when an event is detected.

No.	Element	Possible User Actions
1	Filter	Click the button to filter the list.
2	Enable or disable alert sounds	• Click [icon] to enable alert sounds. • Click [icon] to disable alert sounds. When alert sounds are enabled, QVR Pro Client makes sounds when events occur. These alert sounds are audible even if the audio volume is set to 0.
3	Event Settings	Click this button to configure the event settings. For details, see Configuring Event Settings.
4	Clear all	Click the button to delete all notifications on the **Event Notifications** panel.
5	Event playback	Click the button or drag the snapshot to the flexible grid to view the event recording. [icon] **Note** Only certain types of events support this feature.
6	Event name	This displays the name of an event. For a recurring event, QVR Pro Client adds a number to its title to indicate how many times this event has occurred.
7	More	Select one of the following options. • **Save Event Preview**: take an event snapshot • **Bookmark**: add a bookmark • **Export Recordings:** export the event recording • **Event playback**: play back the event recording in the flexible grid
8	Load more events	Click the button to view more surveillance events.

Configuring Event Settings

You can configure the event settings to specify the events for which you want to receive notifications or alarms.

1. On the **Event Notification** panel, click [icon].
   The **Event Settings** screen appears.

2. Select event types.
   You can select all events or only certain event types.

3. Choose whether to enable event notifications for the selected events.

[icon] **Tip**

For events whose sources are cameras, you can click [icon] to configure event settings for individual cameras.

4. Specify sound types for the selected events.

> **Tip**
> You can mouse over an option and click ▶ to play the sound. You can also choose to mute the sound.

5. Click **Apply**.

Settings

Tab	Possible User Actions

General	• Enable the following settings if necessary.
	
	   • **Always show the toolbar**:
	
	   • **Include channel index in channel names**
	
	   • **Display stream information**: When enabled, QVR Pro Client displays the video compression format, resolution, and data transfer rate.
	   You can change the text color using the color picker.

Alerts	Enable the following settings if necessary. • **Highlight camera frame when there is an event**: When enabled, the border of a camera cell flashes in red for 5 seconds when an event is detected. • **Play sound for notifications**: When enabled, QVR Pro Client plays audio notification alerts.
E-map	• Select **Always display icon name** and then select the icon size. When enabled, QVR Pro Client always displays icon names on e-maps.
Snapshot	• Click ▢ to specify the default destination for snapshots. • Select **Always ask where to save snapshots**. • Select the image format. • Select **Include timestamp** • Select **Include channel name**

Tab	Possible User Actions

Advanced	• Select the stream resolution.
	
	• Select the stream video format.
	
	• Enable the following settings if necessary.
	
	  • **Video anti-aliasing**: When enabled, QVR Pro Client enables anti-aliasing to produce clearer images.
	  This feature requires additional processing power and may affect the device performance.
	
	  • **Enable multi-thread decode**: When enabled, QVR Pro Client uses multi-thread decoding for smoother video streaming and playback.
	
	  • **Use hardware acceleration when available**: When enabled, QVR Pro Client uses hardware acceleration to improve performance.
	  You can also specify the maximum number of hardware-accelerated channels.

Tutorial	• Select **Show the Quick Tutorial upon startup** to display the Quick Tutorial when QVR Pro Client opens. • Click **Reset** beside **Show all Quick Tips** to allow QVR Pro Client to display all the quick tips again even if you have chosen not to show them again.

> **Note**
> You must click **Save** to save changes before leaving the current tab. Otherwise, QVR Pro Client would discard the changes that you have made.

View Management

QVR Pro Client allows you to create and customize views.

Adding a View

You can add multiple views for different purposes. Each view can include camera streams and e-maps.

1. On the **View** panel, click ![+]. QVR Pro Client adds a new view to the list.

2. Drag and drop any of the following objects to the grid area.

   • Cameras

   • E-maps

3. Click ![save].

Modifying a View

1. Double-click a view on the list.

2. Perform any of the following tasks as required.

Task	Steps
Add an object	Drag and drop a camera or e-map into the grid area.
Remove an object	Click the on the top-right corner of a camera or e-map.
Move an object	Drag and drop a camera or e-map to a new location on the grid.
Resize an object	Position the mouse pointer over the frame of a camera or e-map and then drag the side or corner to resize.
Rename view	a. Right-click and then select **Rename view**. b. Type a new name. c. Click **OK**.
Modify tags	a. Right-click and then select **Rename view**. b. Add or remove tags. c. Click **OK**.
Lock view	a. Right-click and then select **Lock view**. A confirmation message appears. b. Click **Yes**.
Unlock view	a. Right-click and then select **Unlock view**. A confirmation message appears. b. Click **Yes**.

> **Tip**
> You can press SHIFT or CTRL to select multiple views or e-maps.

3. Click beside the view name.
   QVR Pro Client saves all changes to the server.

> **Tip**
> You can install QVR Pro Client on a different device and access your saved views if you log on to the same server.

Deleting a View

1. Double-click a view on the list.
   QVR Pro opens the selected view.

2. Right-click and then select **Delete view**.
   A confirmation message appears.

3. Click **OK**.
   QVR Pro Client deletes the selected view.

Enabling View Sequential Mode

When sequential mode is enabled, QVR Pro Client displays the selected views in sequence following the specified template and time interval.

1. Click .
The **Sequential Mode List** window opens.

2. Under **View List**, select the views that you want to include and then click .
QVR Pro Client adds the selected views to the **Sequential Mode List**.

3. Select **Start sequential mode**.

4. Click **Save**.
QVR Pro Client starts sequential mode and displays the selected views.

5. Optional: Click and then specify the time interval.
QVR Pro Client saves the changes.

Camera Management

QVR Pro Client allows you to access cameras that are connected to the QVR Pro server.

Adding a Camera

QVR Pro Client allows you to add cameras connected to the QVR Pro server for easier monitoring.

1. On the **Camera** panel, click .
QVR Pro Client opens the QVR Pro **Camera Selection** window.

2. Select a camera from the list and then click **Next**.
The **Edit Camera Selection** screen appears.

3. Optional: Type the username and password.

4. Click **Next**.
A confirmation message appears.

5. Select one of the following options and then click **OK**.

Option	Description
Edit now	This option allows you to modify the camera settings.
Edit later	This option uses the default camera settings.

6. Depending on your selection in the previous step, perform one of the following steps.

   - Modify the camera settings.

   - Proceed to the next step.

7. Click **Finish**.
The new camera is added to the list.

Enabling Camera Sequential Mode

When sequential mode is enabled, QVR Pro Client displays all the cameras in sequence following the specified template and time interval.

1. Click [icon] and then select a template.
   QVR Pro Client enables sequential mode and displays the camera streams.

2. Optional: Click [icon] and then select a time interval from the list.
   QVR Pro Client uses the specified time interval.

Recording Status

Icon	Status	Description
REC	Recording stopped	The camera is connected but not set to record a video.
REC	Recording	The camera is recording a video.
REC	Recording error	The camera is set to record but no video is saved.
R/C	Unable to record	The camera has been removed.
None	Video not enabled	The camera is not set to record a video.

Connection Status

Icon	Status	Description
[icon]	Disconnected	The camera is not connected to the QVR Pro server.
[icon]	Connecting	QVR Pro is trying to connect to the camera.
[icon]	Connected	The camera is connected to the QVR Pro server.
[icon]	Idle	The camera is connected to the QVR Pro but currently not in use.

Camera Types

Icon	Type
[icon]	General camera
[icon]	PTZ camera
[icon]	Fisheye camera
[icon]	360-degree camera
[icon]	The camera has been deleted, but the recording still exists.

E-map Management

QVR Pro Client e-maps help you identify camera locations and see the floor plan for each area.

Adding an E-map

You can upload maps, floor plans, and other images to help you identify the camera locations.

1. Click ⊞ .
   The **Add e-map** window opens.

2. Click ▢ .
   The file explorer opens.

3. Locate the file and then click **Open**.
   QVR Pro Client supports image files in SVG, JPG, and PNG formats.

4. Optional: Specify one or more keywords.
   Separate multiple entries using a semicolon.

5. Click **OK**.
   The e-map is added to the list and saved to the server.

Modifying an E-map

1. Double-click an e-map on the list.
   QVR Pro Client opens the selected e-map.

2. Perform any of the following tasks as required.

Task	Steps
Add an object	Perform any of the following tasks. • Drag and drop a camera. • Drag and drop an e-map.
Move an object	Click and drag the camera or e-map to a new location.
Rename e-map	**a.** Right-click an e-map on the list and then select **Rename e-map**. The **Rename e-map** window opens. **b.** Type a new name. **c.** Click **OK**.
Modify tags	**a.** Right-click an e-map on the list and then select **Rename e-map**. The **Rename e-map** window opens. **b.** Add or remove tags. **c.** Click **OK**.

3. Click 💾 beside the e-map name.
   QVR Pro Client saves all changes.

Deleting an E-map

1. Double-click an e-map on the list.
   QVR Pro Client opens the selected e-map.

2. Right-click and then select **Delete e-map**.
   A confirmation message appears.

3. Click **OK**.
   QVR Pro Client deletes the selected e-map.

Advanced Features

QVR Pro Client allows you to export recordings, take snapshots, and perform other advanced tasks.

Exporting a Recording

1. Select a view or camera.
   QVR Pro Client opens the selected view or camera.

2. On the time navigator, click [⬆].
   The **Export Recordings** window opens.

3. Specify the following information.

Option	Description
Recording type	Select one of the following options. • All recordings • Regular recordings • Event recordings
Start time	Specify the date and time.
Duration	Perform one of the following methods: • Select one of the predefined options. • Select **Specify end time** and then specify the date and time. • Drag the time bar on the timeline.
Destination	Click [📁] and then specify the folder location.
File name	Use the automatically generated file name or specify your own.

4. Configure the advanced settings.

   a. Select **Advanced settings**.

   b. Specify the format.

   c. Optional: Select one or more of the following options.

      • **Mute**

      • **Include timestamp**

- **Include channel name**

- **Include digital watermark**

d.
Optional: Click [icon] to zoom in or out of the timeline.

5. Click **Start**.
QVR Pro Client exports the selected recordings and saves the MP4 file to the specified save location.

Setting a Region of Interest

QVR Pro Client allows you to focus on a specific area by creating a region of interest. You can select a maximum of 9 areas for each camera.

1. Select a view or camera.
QVR Pro Client opens the selected view or camera.

2. Perform one of the following tasks.

- Click inside the video frame to select a camera.

- Position the mouse pointer over the camera until the task bar appears.

3. Click [icon].
QVR Pro Client adds a region of interest to the selected camera and creates a new frame.
If you select a camera from the **Camera** panel, QVR Pro Client automatically creates a new view.

4. Optional: Click and drag to reposition the region of interest.
QVR Pro Client automatically updates the focus area for the live stream.

5. Click [icon] beside the view name.
QVR Pro Client saves all changes.

Taking a Snapshot

QVR Pro Client allows you to take a snapshot of a video and save the image as a JPEG file.

1. Select a view or camera.
QVR Pro Client opens the selected view or camera.

2. Perform one of the following tasks.

- Click inside the video frame to select a camera.

- Position the mouse pointer over the camera until the task bar appears.

3. Click [icon].
The **Choose snapshot save path** window opens.

4. Specify the save location and file name.

5. Click **Save**.
QVR Pro Client saves the snapshot.

Dewarping a Fisheye Camera

With the dewarping technology, QVR Pro Client allows you to correct the distorted image produced by a fisheye camera.

1. Select a fisheye camera or a view that contains a fisheye camera.
   QVR Pro Client opens the selected view or camera.

2. Perform one of the following tasks.

   - Click inside the video frame to select a fisheye camera.

   - Position the mouse pointer over the camera until the task bar appears.

3. Click ![icon].

4. Perform one of the following tasks.

Task	Steps
Regional dewarping	**a.** Select **Create region dewarp**. A dewarping sector and a new video frame appear. **b.** Click and drag to reposition the dewarping sector. A new camera cell appears and displays the dewarped image. **Tip** You can click ![icon] in the new camera cell to select a cruising speed. The dewarping sector moves at the specified speed.
Panoramic dewarping	Select one of the following options. • Create panorama dewarp • Create dual panorama dewarp A new camera cell appears and displays the dewarped image.
Quad dewarping	**a.** Select **Create quad dewarp**. A new camera cell displays four images. **b.** Select one of the camera images. **c.** Adjust the image using the PTZ control panel or the scroll wheel on the mouse. A new camera cell appears and displays the dewarped image. **Tip** • Click **+** or scroll forward to zoom in. • Click **-** or scroll backward to zoom out.

Dewarping templates	Select one of the following templates to quickly create a dewarped view.
	• 2 dewarped regions
	• 3 dewarped regions
	• 4 dewarped regions
	• 1 panorama and 2 dewarped regions
	New camera cells appear and display the dewarped images.

5.
Click [icon] beside the view name.
QVR Pro Client saves all the changes.

Using a 360-degree Camera

Using a 360-degree camera provides a wider filed of view for better surveillance coverage. You can select a viewing mode when monitoring 360-degree camera images.

1. Select a 360-degree camera or a view that contains a 360-degree camera.
   QVR Pro Client opens the selected view or camera.

2. Perform one of the following tasks.

   • Click inside the video frame to select a 360-degree camera.

   • Position the mouse pointer over the camera until the task bar appears.

3.
Click [icon].

4. Select one of the following options.

   • Dual fisheye

   • Equirectangular

   • Spherical perspective

   • Little planet (stereographic)

> **Note**
>
> • QVR Pro Client adds (original) to either **Dual fisheye** or **Equirectangular** to indicate the original image type of your 360-degree camera.
>
> • The **Dual fisheye** option is not available if the original image of your 360-degree camera is equirectangular.

The camera image is adjusted based on the selected mode.

5. Optional: Click and drag the mouse to rotate the image.

> **Note**
> This feature is only available when you select **Spherical perspective** or **Little planet (stereographic)**.

6.
Click beside the view name.
QVR Pro Client saves all the changes.

Setting Up Video Wall

QVR Pro Client supports showing cameras, e-maps, and views on up to 8 displays for better surveillance coverage. To use this feature, you must connect additional monitors to your device.

1.
Click on the toolbar.
QVR Pro Client opens the **Video Wall Management Dashboard** and shows the monitors that are connected to your device.

2. Click **Identify** to verify the connected monitors.
QVR Pro Client shows numbers on all the connected monitors.
For example, if two additional monitors are connected to your device, QVR Pro Client shows 1 on the primary display, and 2 and 3 on the second and third displays respectively.

3. Drag and drop a camera, e-map, or view onto an unused display.
QVR Pro Client opens in full-screen mode on the corresponding monitor and shows the selected camera, e-map, or view.

4. Drag and drop other cameras, e-maps, or views onto other unused displays.

After setting up other displays, you may open a camera, e-map, or view on the primary display to continue the surveillance session.

10. Helpdesk

QVR Center provides a quick way to submit a ticket using Helpdesk.

Submitting a Helpdesk Ticket

You can submit a Helpdesk ticket to receive support from QNAP.

1.
   Click ⋮ and then select **Help Request**.
   The **Helpdesk** screen appears.

2. Complete the following information.

Field	Description
Name	Type your name.
Email address	Type a valid email address.
Issue(s)	Select one or more of the following categories as required. • Logs • Privilege • Server Management • QVR Pro Client • Other
Problem description	Type a short description for each issue.
Attachments	Upload screenshots or other related files. 💡 **Tip** You can upload up to 8 attachments, including system logs. Each file must be less than 1 MB.

3. Click **Submit**.
   QVR Center sends the ticket to the Helpdesk portal.

💡 **Tip**
You can go to https://helpdesk.qnap.com/ to check the status of your ticket.