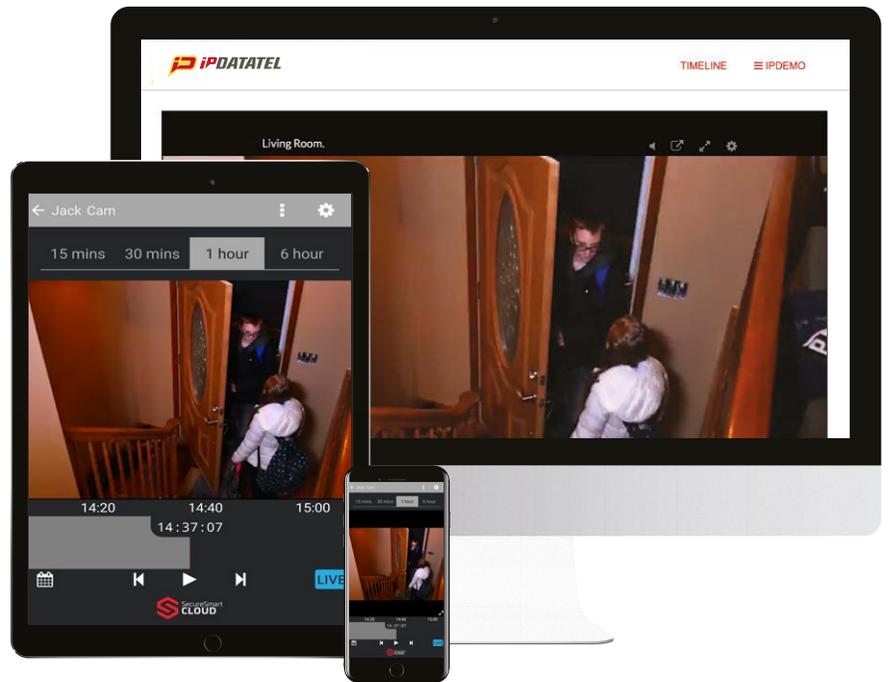# iPDATATEL

SecureSmart
CLOUD

SECURESMART CLOUD
PRODUCT MANUAL

Technical Support Information

For Technical Support, call toll free: 866-896-2944

Monday - Friday, 7:00a - 6:30p CST

techsupport@ipdatatel.com

ipdatatel.com

ipDatatel, LLC
13110 Southwest Freeway
Sugar Land, TX 77478
Toll Free: 866-896-2944

Table of Contents

CHAPTER 1 — INTRODUCTION

Features of SecureSmart Cloud Admin Portal

SecureSmart Cloud Admin Portal is a web based software application used to monitor your SecureSmart Cloud customers & customer's cameras in a centralized location. By utilizing SecureSmart Cloud's Admin Portal on any web browser, it is possible to:

- Manage multiple customers on multiple networks
- Monitor camera health status
- Test connections
- Add/manage customer site features
- Add/edit cameras
- Other operations

Manage Customers

All customer accounts are displayed in the Manage Customers section and the following functions can be perfofmed:

- View, add, edit customer accounts and profiles
- View plans, media history, and Customer users
- Add, edit, delete, customer cameras
- Check camera health and status

Manage Cameras

All customer cameras are displayed in the Manage Cameras section and the following functions can be performed:

- Search all cameras
- Add/edit/delete cameras
- Check the health status of each camera
- Perform troubleshooting for each camera

Billing History

View a summary of your customer base, their plans, and export your billing history. This section provides you with a quick summary of all your sold subscription plans and the camera quantities of those plans. The export billing feature allows you to:

- View detailed information for each plan
- Show creation dates
- Show usernames
- Show camera counts
- Other important information

Edit Admin Profile

Edit admin dealer profile settings include:

- Admin name
- Password change
- Email address
- Time zone

Admin Settings

Edit dealer settings which are displayed within the customer portals dealer contact section. This information inputted in these fields is how the customer identifies your company contact information. This information includes:

- Your company name
- Mailing address
- Support email
- Website
- Management of your dealer logo
- Colors of your generic mobile application

Support Help Desk

SecureSmart Cloud allows you to search help articles or contact us directly, with the click of the button. At the bottom, right hand part of every screen in the admin portal, is the "Have a question?" button.

- Click the button
- Type your question in search field

Camera Health Check (CHC)

SecureSmart Cloud provides Camera Health Check (CHC) automated alerts notifying you of the status of cameras, ensuring they are online and functioning.

What does CHC do?

- When enabled, CHC will periodically run a network test on your camera to ensure it can be accessed

- The test is like the Network Test that's run when you first added your camera to SecureSmart Cloud

- If there's a test failure, you will be notified by email notification, which is setup in your admin settings tab

- After a camera fails a test, the user will also be notified when it passes the next test

You can setup dealer email notifications in the [Admin Settings] Main Menu.

Basic Camera Knowledge — Supported Cameras

SecureSmart Cloud is an open cloud surveillance platform. There are no limitations on the brand of IP cameras you can add or brand of analog cameras your customers may already have installed. We provide you the flexibility to add the camera that suits the needs of your customer. Here are different types of integrations:

Plug & Play: Hanwha (Samsung), Axis AVHS, Foscam P2P

Premium plug & play cameras allow you to add cameras to the service without the need of port forwarding. These plug & play cameras will have the same features and capabilities as Premium cameras. Check your camera documentation to find your OAK token for your Axis AVHS (03C) camera or your I-JID for your Foscam p2p camera. Hanwha cameras are configured automatically from SecureSmart Cloud mobile apps.

Hanwha Security (Samsung)

SecureSmart Cloud offers full support for Hanwha Security Cameras, with auto discovery and bulk camera addition. Once you connect your Hanwha Security Camera:

- Press [Add Camera] and select Hanwha (mobile app only)

- The app will scan the network for all the Hanwha cameras and ask you which cameras you would like to add

- There is no limit to how many cameras you can add at one time

Axis AVHS (03C)

SecureSmart Cloud offers full support for Axis Cameras, including the option to use Axis AVHS which eliminates port forwarding.

- Simply locate the OAK (normally a loose piece of paper inside the manual that comes with the box) and serial number

- Enter credentials when you add an Axis camera

Foscam P2P

SecureSmart Cloud offers a range of setup options to configure your Foscam camera. We support the full range of Foscam cameras, including both their H.264 and legacy MJPEG models.

- Foscam cameras can be auto-configured by entering the I-JD number, found on the sticker on the bottom of the camera

- This is the easiest, yet least reliable way to setup a Foscam camera

- We recommend the automatic Foscam setup with port forwarding whenever possible

Collapse and Expand Main Menu

To maximize the amount of viewing space you have for customers and cameras, SecureSmart Cloud implemented a collapse and expand button on the main menu.

- Click to collapse and/or expand

Logout

SecureSmart Cloud allows dealer users to logout with the click of a button from the main menu on any page.

- Click the [Logout] button on the left side main menu

CHAPTER 2 — MANAGE CUSTOMERS

This chapter describes how to perform the following basic operations that include managing customers, cameras, passwords, labels, guest users, and directly accessing cameras.

Add/Delete Customers & Guest Users

This feature allows you to manage your customers and your customers' guest users.

Add Customer

- Click the [Manage Customers] tab on the left side of the main menu
- Click the blue [Create User] button at the top right hand corner
- Screen that appears will display input fields for the customer you wish to create
- Enter in all the appropriate information
- Select the subscription plan and number of cameras you wish to add on this specific customer account
- Click the blue [Save Changes] button

NOTES

- When you click [Save changes], your subscription billing starts for the number of cameras you selected and plan
- If you are not ready for billing to start, do not setup your customer
- TIP — If you are trying to add a demo account, SecureSmart Cloud provides you 5 Free 7-Day Plan licenses
    - To access these licenses, sign into your end user login site with the same dealer admin credentials you use to login to the admin portal

Delete Customer

- Click the [Manage Customers] tab on the left side main menu
- Click on the customer you wish to delete
- Customer Profile will appear with a list of all the management tabs including the list of all cameras attached to the customer account in question
- Scroll to the bottom of the Customer Profile page
- Click the red [Delete Account] button
- A DELETE ACCOUNT pop up will appear
- Click the red [OK, got it. Delete this account] button
    - NOTE – Once you delete a customer account, it is gone forever

Add/Edit/Delete Guest User

Guest users have limited privileges and can ONLY view live footage, recorded video and download recorded video. They can ONLY view the cameras that have been assigned to them by the ADMIN customer user. For more information on labels, visit the Label Section of this chapter.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account in question

- Click the [Guest Users] tab, then select the function you wish to perform

- Add Guest Use

- Click the blue [Add Guest User] button at the bottom of the Guest User tab

NOTES

- If you are adding a guest user for the 1st time, you need to make sure you created your labels for that customer

- You CANNOT add a guest user without assigning a label with cameras attached to that label

- See "Create Labels" Section

Edit Guest User

- Click the blue edit button to the right of the guest user you would like to edit

Delete Guest User

- Click the blue trash can to the right of the guest user you would like to delete

Add/Edit/Delete Cameras

SecureSmart Cloud allows each dealer to add, edit and manage their customer cameras from the admin dealer portal. Dealers should NEVER need to request a user's password to access the customer portal.

Add Camera

If you are adding cameras to an existing customer, you must first add a supported camera subscription. See Subscriptions section of this Chapter.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account in question

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- Scroll to the bottom of the page and click the [Add Camera+] button

- The ADD CAMERA window will appear as an overlay and the background will grey out

- Select your camera type and go through the camera addition process

- Find more details on how to add your specific camera at SecureSmart Cloud Support page

- Select the camera and go through the steps on adding that type of camera

- For more information on how to add specific cameras, visit the SecureSmart Cloud Support page

Edit Camera

SecureSmart Cloud allows dealers to edit cameras from two different sections within the admin portal. This article provides information on how to edit cameras from the [Manage Customers] tab. If you are trying to find instructions on how to edit cameras from the [Manage Cameras] tab, please visit CHAPTER 3 of this User Guide.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- Below the [Cameras] tab you will find a list of cameras

- Each camera will have a blue down arrow

- Click the blue down arrow and select [Edit]

- The EDIT CAMERA window will appear with the background greyed out

- This window will allow you to edit the settings for the selected camera

    - The settings you change will immediately be reflected in your customer's portal for the edited camera

    - This camera edit window is an identical replication of what the admin customer uses

- After you made the appropriate changes, click the green [Save] button

Delete Camera

SecureSmart Cloud allows dealers to delete cameras from two different sections within the admin portal. This section provides information on how to delete cameras from the [Manage Customers] tab. If you are trying to find instructions on how to delete cameras from the [Manage Cameras] tab, please visit CHAPTER 3 of this User Guide.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- Below the [Cameras] tab you will find a list of cameras

- Each camera will have a blue down arrow, click the blue down arrow and select [Delete]

- The DELETE CAMERA window will appear with the background greyed out

- This window will allow you to delete the selected camera

    - Different camera types may have different options when deleting

- Axis cameras allow you to factory reset the camera to its original state

- Sony cameras will simply confirm deletion

- Select the options you wish to perform when your camera is removed from the customer account

- Click the blue [Delete] button

Add/Edit/Delete Camera Labels

SecureSmart Cloud allows each dealer to add, edit and manage their customer camera labels, all from the admin dealer portal. The label feature provides an easy method of grouping and sorting cameras. Labels also allow Admin users to restrict specific cameras to specific guest users. Dealers should NEVER need to request a user's password to access the customer portal.

Add Camera Labels

Adding camera labels is great for sorting or grouping cameras. It's particularly useful when you have a larger number of cameras across multiple locations and you want to keep them organized. You can also RESTRICT access to cameras based on labels, by assigning labels to specific guest users.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- Scroll to the bottom of the page and click the blue [Manage Cameras Labels] button

- The MANAGE CAMERAS LABELS window will appear as an overlay and the background will grey out

- This is the where you type in the label name and click add

- You can find more details on how to add your specific camera at SecureSmart Cloud Support page

- In the [Create a Label] input section, type the label name you wish to create and click [Add]

  - Labels allow you to group and sort cameras

  - In addition to grouping, labels allow you to assign specified cameras to guest users

  - Example: If you have multiple locations with multiple managers, you can assign each manager their specific cameras

  - This ensures they will not have visibility into each other's store cameras

- Once you have created the label, you must assign cameras to that specific label

  - You can assign as many cameras as you want to any label

- Click [Close] to close out the MANAGE LABEL window when finished

Edit/Delete Camera Labels

SecureSmart Cloud allows dealers and users to edit existing labels. If you need to rename or add/delete cameras from a specific label, follow these instructions.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- Scroll to the bottom of the page and click the blue [Manage Cameras Labels] button

- The MANAGE CAMERAS LABELS window will appear as an overlay and the background will grey out

- You can find more details on how to add your specific camera at SecureSmart Cloud Support page

- To edit label names, click the name of the label you would like to edit

- The text cursor will appear and allow you to edit the name

- You may also deselect and/or select additional cameras for each label

- Click the dropdown arrow to the right of the camera label and deselect and/or select the cameras

- To Delete label names, click the blue trash can to the right of the dropdown menu

  - Once you delete a label, you CANNOT retrieve it

  - Any guest users associated to that label, will no longer have visibility to the cameras attached to the label

  - You will be required to assign a new label(s) to the guest user(s)
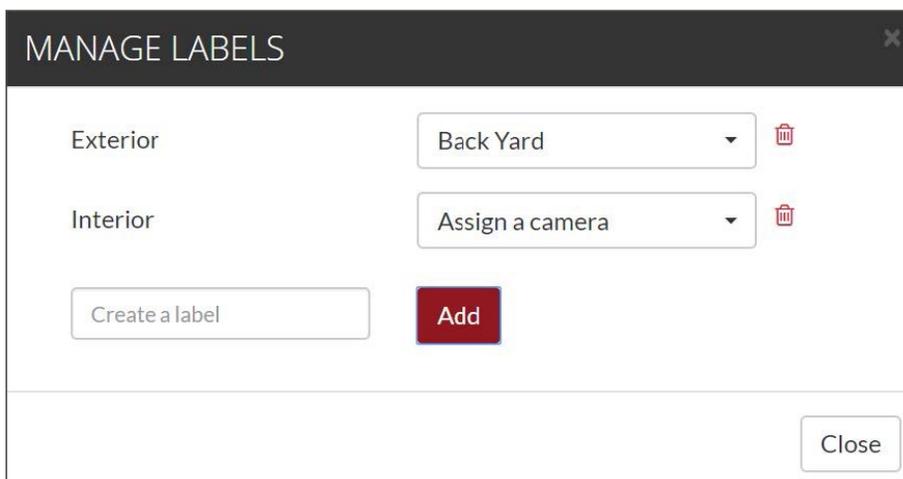
Edit Plan I — Subscriptions

SecureSmart Cloud allows dealers to edit plans and supported cameras counts. If your customer wants to upgrade/ downgrade to different retention plans, follow these instructions.

NOTE — The subscription plans are for the entire customer account. You CANNOT apply different plans for individual cameras.

Edit Plan

- Click the [Manage Customer] tab on the left side main menu
- Click on the customer you would like to edit
- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account
- Select the [Plan/Payment] tab
- Click the dropdown link and select the plan you would like to assign to the customers entire account

    - The subscription plans are for the entire customer account
    - You CANNOT apply different plans for individual cameras

## Add Camera Subscriptions — Supported Cameras

Edited Camera counts are reflected on your billing statement immediately.

- Click the [Manage Customer] tab on the left side main menu
- Click on the customer you would like to edit
- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account in question
- Select the [Plan/Payment] tab
- Click inside the [Supported Cameras] text box to change the camera quantity to the desired count

Media History

Media history allows the dealer to ensure the customer camera is recording. Although SecureSmart Cloud does not allow for dealers to view the customers recorded video, we do allow the dealer to ensure the camera is functioning properly. This tab should be used only to validate that camera(s) is recording properly.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account in question

- Select the [Media History] tab
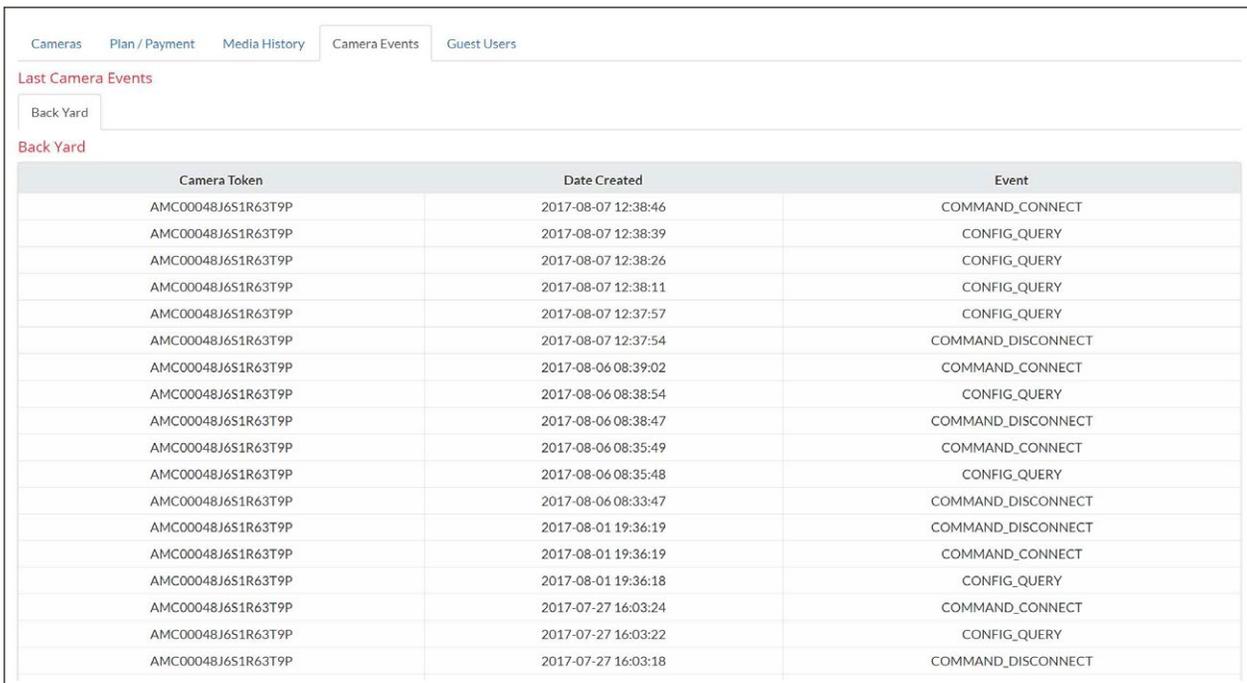
Camera Token	Date Created	Event
AMC00048J6S1R63T9P	2017-08-07 12:38:46	COMMAND_CONNECT
AMC00048J6S1R63T9P	2017-08-07 12:38:39	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-07 12:38:26	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-07 12:38:11	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-07 12:37:57	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-07 12:37:54	COMMAND_DISCONNECT
AMC00048J6S1R63T9P	2017-08-06 08:39:02	COMMAND_CONNECT
AMC00048J6S1R63T9P	2017-08-06 08:38:54	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-06 08:38:47	COMMAND_DISCONNECT
AMC00048J6S1R63T9P	2017-08-06 08:35:49	COMMAND_CONNECT
AMC00048J6S1R63T9P	2017-08-06 08:35:48	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-08-06 08:33:47	COMMAND_DISCONNECT
AMC00048J6S1R63T9P	2017-08-01 19:36:19	COMMAND_DISCONNECT
AMC00048J6S1R63T9P	2017-08-01 19:36:19	COMMAND_CONNECT
AMC00048J6S1R63T9P	2017-08-01 19:36:18	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-07-27 16:03:24	COMMAND_CONNECT
AMC00048J6S1R63T9P	2017-07-27 16:03:22	CONFIG_QUERY
AMC00048J6S1R63T9P	2017-07-27 16:03:18	COMMAND_DISCONNECT

Customer Password Reset

SecureSmart Cloud allows the dealers to reset their customer passwords when required.

Password Reset

- Click the [Manage Customer] tab on the left side main menu
- Click on the customer you would like to edit
- The [Customer Profile] will appear and in the [Email] column
- Click the blue [Password Reset] link under the customer's email address

Username	Email	Global Motion Detection
testsscdealer	testsscdealer@support.com Password Reset	ENABLED

Domain: www.securesmartcloud.com

Site: SecureSmart Cloud

Reseller: Test Dealer

Cameras	Plan / Payment	Guest Users

Direct Camera Access

SecureSmart Cloud provides dealers with the ability to directly login to the customer's camera UI with the [Device Access] link. The [Device Access] link allows the dealer to remotely adjust any or all the camera settings. SecureSmart Cloud only provides access to commonly used settings such as: Contrast, WDR, Brightness, and other similar settings accessed via the [Device Access] link

- Click the [Manage Customer] tab on the left side main menu
- Click on the customer you would like to edit
- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account
- The [Cameras] tab should be the default tab selected
- If you are not on the [Cameras] tab, select it
- In the [Device Access] column you will see a blue device MAC/Serial clickable link

Camera Name	Camera Type	Motion Detection	Camera Health Check		Device Access	Network Actions	
			Status	Admin Alerts			
Back Yard	AMCREST	ENABLED	Disabled	N/A	AMC00048J6S1R63T9P	Test Connection	Resynch

Test Connection

SecureSmart Cloud allows you to test the camera connection in the event your customer camera has a camera connection issue. This [Test Connection] feature will deliver different messages, based on the camera setup process used. Port forward Cameras will deliver a RTSP, HTTP and Username/Password status. Plug and Play cameras will deliver a Connected status.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- In the last column to the right, under [Network Actions], click on the [Test Connection] button for any camera you would like to test

- A window will appear displaying the [Test Connection] Results

Camera Health Check (CHC)

SecureSmart Cloud Dealers can be notified when a camera is not online or when the bandwidth to that camera is disrupted. This feature ensures your cameras are online and functioning properly. SecureSmart Cloud offers CHC support in two locations of the admin portal, this article explains the functionality from the [Manage Cameras] tab. If you would like to learn how CHC functions in the [Manage Cameras] tab, visit Camera Health Check (CHC) in Chapter 3.

- Click the [Manage Customer] tab on the left side main menu

- Click on the customer you would like to edit

- The Customer Profile will appear with a list of all the management tabs, [Cameras] [Plan/Payment] [Media History] [Guest Users], including a list of all cameras attached to the customer account

- The [Cameras] tab should be the default tab selected

- If you are not on the [Cameras] tab, select it

- To turn on [Admin Alerts] make sure the toggle under the [Camera Health Check] column is switched to the Green [ON]

- To Turn off [Admin Alerts] Make sure the toggle under the [Camera Health Check] column is switched to the Red [OFF]

NOTES

- The [Camera Health Check] [Status] column displays what state the camera connection is currently in

- If the camera is showing a green [PASSED] then the camera connection is in good status

- If the camera is showing a red [Camera Connection], then the camera is offline and needs to be tested or attended to

Search Customers

SecureSmart Cloud Dealers can search within the [Manage Customers] main menu tab for specific usernames, email address or customer names.

- Click the [Manage Customers] tab on the left side main menu

- Mouse over the search input field at the top left hand side of the screen

- Click the Search Box to start typing your desired search characters

Show Customer Entries

Dealers can display up to 100 entries on a single screen, just by clicking a dropdown box to the preferred number of entries per page.

- Click the [Manage Customers] tab on the left side main menu

- Click the [Show entries] box in the top left hand section of this view

- Select the preferred number of entries you wish to display

CHAPTER 3 — MANAGE CAMERAS

Dealers can manage ALL their customer cameras from one view, eliminating the need to access specific customer accounts. This view provides direct access to:

- Camera UI pages

- Camera Health Check Status

- Customer accounts

- Usernames

- Camera types

- Test Connections

- Camera Names

Search Cameras

SecureSmart Cloud allows dealers the ability to search within the [Manage Cameras] main menu tab for specific cameras, customers, or MAC/serial numbers. This feature will assist in identifying known issues, quickly and efficiently.

- Click the [Manage Cameras] tab on the left side main menu

- Click on the customer you would like to edit

- The [Manage Cameras] list will appear with a fully populated list of the total number of cameras on your SecureSmart Cloud Dealer Platform

- Mouse over the search input field at the top left hand side of the screen

- Click the Search Box to start typing your desired search characters

Show Camera Entries

Dealers can display up to 100 entries on one single screen, just by clicking a dropdown box to the preferred number of entries per page.

- Click the [Manage Cameras] tab on the left side main menu

- The [Manage Cameras] list will appear with a fully populated list of the total number of cameras on your SecureSmart Cloud Dealer Platform

- Click the 20 box in the top right hand section of this view and select the preferred number of entries you wish to display

Edit/Delete Cameras

SecureSmart Cloud allows dealers to edit and delete cameras from a single view for all customers. This feature allows for quick and easy access to any camera across multi customer platforms.

Edit Camera

SecureSmart Cloud allows dealers to edit cameras from 2 different sections within the admin portal. This section provides information on how to edit cameras from the [Manage Cameras] tab. If you are trying to find instructions on how to edit cameras from the [Manage Customers] tab, please visit the CHAPTER 2 section of this User Guide.

- Click the [Manage Cameras] tab on the left side main menu

- A list of all the cameras on your entire dealer platform from all your customers will display in the list below

- In the Camera list, you will find a list of every camera on your platform

- Each camera will have a blue down arrow

- Click the blue down arrow and select [Edit]

- The EDIT CAMERA window will appear with the background greyed out

- This window will allow you to edit the settings for the selected camera

  - The settings you change will immediately be reflected in your customer's portal in which you have selected the camera edit

  - This camera edit window is an identical replication of what the admin customer uses

- After you make the appropriate changes, click the green [Save] button

Delete Camera

SecureSmart Cloud allows dealers to delete cameras from two different sections within the admin portal. This article provides information on how to delete cameras from the [Manage Cameras] tab. If you are trying to find instructions on how to delete cameras from the [Manage Customers] tab, please visit the CHAPTER 2 section of this User Guide.

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- A list of all the cameras on your entire dealer platform from all your customers will display in the list below

- In the Camera list, you will find a list of every camera on your platform

- Each camera will have a blue down arrow

- Click the blue down arrow and select [Delete]

- The DELETE CAMERA window will appear with the background greyed out

- This window will allow you to delete the selected camera

  - Different camera types might have different options when deleting cameras

  - Example: Axis cameras allow you to factory reset the camera to its original state

  - Sony cameras will just ask you if you are sure you would like to delete the camera

  - Make sure to read the pop up per camera

- Select the options you wish to perform while your camera is deleting from the customer account and then click the blue [Delete] button

Camera Health Check (CHC)

SecureSmart Cloud allows dealers to be notified when a camera is not online or when the bandwidth to that camera is disrupted. This feature ensures your cameras are online and functioning properly. SecureSmart Cloud offers CHC support in two locations of the admin portal, this article explains the functionality from the [Manage Cameras] tab. If you would like to learn how CHC functions in the [Manage Customers] tab, please visit Camera Health Check (CHC) in Chapter 2.

- Click the [Manage Cameras] tab on the left side main menu

- A list of all the cameras on your entire dealer platform from all your customers will display in the list below

- To turn on [Admin Alerts] make sure the toggle under the [Camera Health Check] column is switched to the Green [ON]

- To Turn off [Admin Alerts] Make sure the toggle under the [Camera Health Check] column is switched to the Red [OFF]

NOTES

- The [Camera Health Check] [Status] column displays what state the camera connection is currently in

- If the camera is showing a green [PASSED] then the camera connection is in good status

- If the camera is showing red [Camera Connection], then the camera is offline and needs to be tested or attended to

Direct Camera Access

SecureSmart Cloud provides dealers with the ability to directly access the customer's camera UI with the [Device Access] link. The [Device Access] link allows the dealer to remotely adjust any or all the camera settings. SecureSmart Cloud only provides access to commonly used settings such as: Contrast, WDR, Brightness, and other similar settings are accessed via the [Device Access] link.

- Click the [Manage Cameras] tab on the left side of the main menu

- A list of all the cameras on your entire dealer platform from all your customers will display in the list below

- In the [Device Access] column you will see a blue device MAC/Serial clickable link

Test Connection

SecureSmart Cloud allows you to test the camera connection in the event your customer camera has a camera connection issue. This [Test Connection] feature will deliver different messages, based on the camera setup process used. Port forward Cameras will deliver a RTSP, HTTP and Username/Password status. Plug and Play cameras will deliver a Connected status.

- Click the [Manage Cameras] tab on the left side main menu

- A list of all the cameras on your entire dealer platform from all your customers will display in the list below

- In the last column to the right, under [Network Actions], click on the [Test Connection] button for any camera you would like to test

- A window will appear displaying the [Test Connection] Results

CHAPTER 4 — BILLING HISTORY

SecureSmart Cloud dealers can view a summary of all your customer base, their plans, and the ability to export your billing history via spreadsheet. This feature will assist you in billing your customers appropriately.

Billing Summary

- Click the [Billing History] tab on the left side main menu
- All your subscriptions will appear on the screen in a summary format

Billing History

- Click the [Billing History] tab on the left side main menu
- Click the blue [Export] button in the top right hand corner

Storage plan	Number of users	Numbers of cameras
Free plan - 4 hours retention	8	24
7 Day	25	102
14 Day	5	30
30 Day	0	0
60 Day	0	0
90 Day	0	0

CHAPTER 5 — EDIT ADMIN PROFILE

SecureSmart Cloud provides dealers with the ability to edit their admin profile settings. With this feature, you can edit the following:

- Name
- Password
- Email Address
- Rep Firm
- Time zone

Edit Admin Profile

- Click the [Edit Admin Profile] tab on the left side main menu
- Click the text box you wish to edit
- Start typing the new profile settings
- Press the blue [Save] tab, after you have made all the desired changes

NOTE

- When you change the time zone in your [Edit Admin Profile], this will change ONLY your time zone for the Admin Portal user you are logged in as

CHAPTER 6 — ADMIN SETTINGS

SecureSmart Cloud provides [Admin Settings] which are displayed to all dealer customers in the upgrade section of their portal. This feature allows dealers to provide:

- Contact information
- Dealer logos
- Mobile app colors
- Dealer Camera Health Check notification email addresses

Edit Company Details

Company Details is the contact information that is provided to the dealer's customers. Your customer will see this information when they click the upgrade button in their customer portal, and when they would like to purchase more camera subscriptions or when they need to contact their dealer directly for support.

Manage Customers	**Company Details** ✎
Manage Cameras	Company name * Test Dealer
Billing History	Support email *
Edit Admin Profile	Dealer support email * testsscdealer@support.com
	Website * testdealer.com
Admin Settings	Address * 123 Cherry Lane
Logout	Phone number * 123456789
	ZIP/Postal Code * 123456
	Rep Firm *
	Site and Mobile App Settings
	Enable Branding N

Company Details

- Click the [Admin Settings] tab on the left side main menu

- Click the blue [Company Details] icon at the upper left hand corner of the screen

- Select the input text box you wish to edit

- Once you have finished all edits, press the blue [Save] button

Company Logo & App Color - Site and Mobile App Settings

[Site and Mobile App Settings] allows dealers to manage their company logos and IOS/Android mobile application colors from within the Hosted Cloud Video (HCV) mobile app. Two Different logo sizes are required for white-label branding:

1. Mobile Logo — Your logo must match these requirements.

- PNG format

- 528px x 228px canvas size

- The image must be made to fit entire canvas size even if logo has different aspect ratio

- Transparent background and icon recommended

2. Web Logo — Your logo must match these requirements:

- PNG format

- 300px x 70px canvas size

- The image must be made to fit entire canvas size even if logo has different aspect ratio

- Transparent background with no outline is recommended

- The logo must be visible on a white background

Mobile App Theme Color

- Click the [Admin Settings] tab on the left side main menu

- Click the blue [Company Details] icon at the upper left hand corner of the screen

- Click the box to the left of [Reset to Default Color]

- Select the color you wish to choose for your customer's mobile app

- If you wish to reset colors to the default color, select [Reset to Default Color]

- Select the input text box you wish to edit

- Once you have finished all edits, press the blue [Save] button

Add/Delete Camera Health Check Notification List

Dealers can be notified when a camera health check alert goes off. There is no limit to the amount of email addresses you can add for notifications.

Add Email

- Click the [Admin Settings] tab on the left side main menu

- Select the input text box at the bottom of the screen

- Enter the email address to which camera health check notifications should be sent

- Click the blue [Add Email] button to add new email address for camera health check alerts

Delete Email

- Click the [Admin Settings] tab on the left side main menu

- Click the blue [trash can] to the right of the email address you wish to delete

- A pop up will appear and ask you "Are you sure you want to remove this email from alerts?"

- Click OK

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