ProConnect

High Definition Network Video Recorder

User Manual

HD IP

AvertX ProConnect Software

Software Manual

Manual Edition 35146BF – January 2026

©2026, AvertX

All Rights Reserved

No part of this document may be reproduced by any means, electronic or mechanical, for any purpose, except as expressed in the Software License Agreement. AVERTX shall not be liable for technical or editorial errors or omissions contained herein. The information in this document is subject to change without notice.

The information in this publication is provided “as is” without warranty of any kind. The entire risk arising out of the use of this information remains with recipient. In no event shall AVERTX be liable for any direct, consequential, incidental, special, punitive, or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption or loss of business information), even if AVERTX has been advised of the possibility of such damages or whether in an action, contract or tort, including negligence.

This software and documentation are copyrighted. All other rights, including ownership of the software, are reserved to AvertX. AVERTX, and AvertX, are registered trademarks of AVERTX in the United States and elsewhere; Windows is a registered trademark of Microsoft Corporation. All other brand and product names are trademarks or registered trademarks of the respective owners.

The following words and symbols mark special messages throughout this guide:

WARNING: Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

Note Text set off in this manner indicates information that is necessary for proper operation of the product.

Standard Warranty

All products, purchased through AvertX and its authorized resellers, are warranted to be free from defects in material or workmanship under normal use for two years from date of shipment. At AvertX's discretion, defective products under warranty will be repaired or replaced at no cost. If AvertX determines that the product should be replaced, it may do so with new or refurbished products of equal or greater value. Product warranty does not cover product failure caused by misuse, alteration of the product, incorrect installation, electric surges or physical damage.

Exceptions to the two-year warranty include:

- Discontinued products sold by AvertX are warranted one year from the date of shipment
- Refurbished Performance Series NVRs sold by AvertX are warranted for one year from the date of shipment
- All other refurbished products sold by AvertX are warranted for six months from the date of shipment
- New products purchased prior to January 1, 2014 are warranted for one year from the date of shipment

There is no other warranty provided by AvertX, express or implied including without limitation the warranties of merchantability and fitness for a particular purpose. Under no circumstances will AvertX be liable for any consequential, incidental, special or exemplary damages arising out of or connected with the sale, delivery, use or performance of the product, even if AvertX is apprised of the likelihood of such damages occurring. In no event shall AvertX liability exceed the purchase price of the product. This warranty gives you specific legal rights and you may also have other rights which vary from state to state or country to country.

For the most up to date information visit www.avertx.com.

IMPORTANT SAFEGUARDS

1. **Read Owner's Manual** – After unpacking this product, read the owner's manual carefully, and follow all the operating and other instructions.
2. **Power Sources** – This product should be operated only from the type of power source indicated on the label. If not sure of the type of power supply to your home or business, consult product dealer or local power company.
3. **Ventilation** – Slots and openings in the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating, and these openings must not be blocked or covered. The product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.
4. **Heat** – The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products that produce heat.
5. **Water and Moisture** – Do not use this product near water.
6. **Cleaning** – Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
7. **Power Cord Protection** – Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
8. **Overloading** – Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electrical shock.
9. **Lightning** – For added protection for this product during storm, or when it is left unattended and unused for long periods, unplug it from the wall outlet. This will prevent damage to the product due to lightning and power line surges.
10. **Object and Liquid Entry Points** – Never insert foreign objects into the recorder, other than the media types approved by AvertX, as they may touch dangerous voltage points or short-out parts that could result in a fire or electrical shock. Never spill liquid of any kind on the product.
11. **Accessories** – Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious personal injury and serious damage to the product.
12. **Burden –** Do not place a heavy object on or step on the product. The object may fall, causing serious personal injury and serious damage to the product.

13. **Damage Requiring Service –** Unplug the unit from the outlet and refer servicing to qualified service personnel under the following conditions:

- When the power-supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the unit.
- If the unit has been exposed to rain or water.
- If the unit does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the unit to its normal operation.
- If the unit has been dropped or the enclosure has been damaged.
- When the unit exhibits a distinct change in performance – this indicates a need for service.

14. **Servicing –** Do not attempt to service this product as opening or removing covers may expose the user to dangerous voltage or other hazards. Refer all servicing to qualified personnel.
15. **Replacement Parts –** When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.

Safety Check – Upon completion of any service or repairs to this unit, ask the service technician to perform safety checks to determine that the unit is in proper operating condition.

BATTERY EXPLOSION CAUTION STATEMENT

CAUTION: Risk of Explosion if Battery is replaced by an Incorrect Type. Dispose of Used Batteries According to the Instructions.

HANDLING

Please retain the original shipping carton and/or packing materials supplied with this product. To ensure the integrity of this product when shipping or moving, repackage the unit as it was originally received from the manufacturer.

Do not use volatile liquids, such as aerosol spray, near this product. Do not leave rubber or plastic objects in contact with this product for extended periods of time. Rubber or plastic objects left in contact with this product for extended periods of time will leave marks on the finish.

The top and rear panels of the unit may become warm after long periods of use. This is not a malfunction.

LOCATING

Place this unit on a level surface. Do not use it on a shaky or unstable surface such as a wobbling table or inclined stand.

If this unit is placed next to a TV, radio, or VCR, the playback picture may become poor and the sound may be distorted. If this happens, place the recorder away from the TV, radio, or VCR.

CLEANING

Use a soft dry cloth for cleaning.

For stubborn dirt, soak the cloth in a weak detergent solution, wring well and wipe. Use a dry cloth to wipe it dry. Do not use any type of solvent, such as thinner and benzene, as they may damage the surface of the recorder.

If using a chemical saturated cloth to clean the unit, follow that product's instructions.

MAINTENANCE

This recorder is designed to last for long periods of time. To keep the recorder always operational we recommend regular inspection maintenance (cleaning parts or replacement). For details, contact the nearest dealer.

MOISTURE CONDENSATION

Moisture condensation damages the recorder. Read the following information carefully.

Moisture condensation occurs during the following cases:

- When this product is brought directly from a cool location to a warm location.
- When this product is moved to a hot and humid location from a cool location.
- When this product is moved to a cool and humid location from a warm location.
- When this product is used in a room where the temperature fluctuates.
- When this product is used near an air-conditioning unit vent
- When this product is used in a humid location.

Do not use the recorder when moisture condensation may occur.

If the recorder is used in such a situation, it may damage discs and internal parts. Remove any CD discs, connect the power cord of the recorder to the wall outlet, turn on the recorder, and leave it for two to three hours. After two to three hours, the recorder will warm up and evaporate any moisture. Keep the recorder connected to the wall and moisture will seldom occur.

WARNING

TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

DANGEROUS HIGH VOLTAGES ARE PRESENT INSIDE THE ENCLOSURE.

DO NOT OPEN THE CABINET.

REFER SERVICING TO QUALIFIED PERSONNEL ONLY.

CAUTION

RACK MOUNT INSTRUCTIONS

Elevated Operating Ambient – If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.

Reduced Air Flow – Installation of the equipment in a rack should be such that the amount of airflow required for safe operation of the equipment is not compromised.

Mechanical Loading – Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

Circuit Overloading – Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on over current protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

Grounding – Grounding of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

FCC STATEMENT

INFORMATION TO THE USER: THIS PRODUCT HAS BEEN TESTED AND FOUND TO COMPLY WITH THE LIMITS FOR A CLASS A DIGITAL DEVICE PURSUANT TO PART 15 OF THE FCC RULES. THESE LIMITS ARE DESIGNED TO PROVIDE REASONABLE PROTECTION AGAINST HARMFUL INTERFERENCE WHEN THE EQUIPMENT IS OPERATED IN A COMMERCIAL ENVIRONMENT. THE PRODUCT GENERATES, USES, AND CAN RADIATE RADIO FREQUENCY ENERGY, AND, IF NOT INSTALLED AND USED IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTION MANUAL, MAY CAUSE HARMFUL INTERFERENCE WITH RADIO COMMUNICATIONS. OPERATION OF THIS PRODUCT IN A RESIDENTIAL AREA IS LIKELY TO CAUSE HARMFUL INTERFERENCE, IN WHICH CASE YOU WILL BE REQUIRED TO CORRECT THE INTERFERENCE AT YOUR OWN EXPENSE.

THESE LIMITS ARE DESIGNED TO PROVIDE REASONABLE PROTECTION AGIANST HARMFUL INTERFERENCE IN A NON-RESIDENTIAL INSTALLATION. HOWEVER, THERE IS NO GUARANTEE THAT INTERFERENCE WILL NOT OCCUR IN A PARTICULAR INSTALLATION. IF THIS EQUIPMENT DOES CAUSE HARMFUL INTERFERENCE WITH THE RADIO OR TELEVISION RECEPTION, WHICH CAN BE DETERMINED BY TURNING THE EQUIPMENT OFF AND ON, YOU ARE ENCOURAGED TO TRY TO CORRECT THE INTERFERENCE BY ONE OR MORE OF THE FOLLOWING MEASURES.

- REORIENT OR RELOCATE THE RECEIVING ANTENNA.
- INCREASE THE SEPARATION BETWEEN THE EQUIPMENT AND RECEIVER.
- CONNECT THE EQUIPMENT TO AN OUTLET ON A CIRCUIT DIFFERENT FROM THAT TO WHICH THE RECEIVER IS CONNECTED.
- CONSULT THE DEALER OR AN EXPERIENCED RADIO/TV TECHNICIAN FOR HELP.

CAUTION: CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

THIS CLASS A DIGITAL APPARATUS COMPLIES WITH CANADIAN ICES-003.

CET APPAREIL NUMÉRIQUE DE LA CLASSE B EST CONFORME À LA NORME NMB-003 DU CANADA.

OPERATION OF THIS DEVICE IS SUBJECT TO THE FOLLOWING CONDITIONS:

- THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE.
- THIS DEVICE MUST ACCEPT INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRABLE OPERATION.
- CABLES USED WITH THIS DEVICE MUST BE PROPERLY SHIELDED TO COMPLY WITH THE REQUIREMENTS OF THE FCC.
- ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED IN THIS MANUAL COULD VOID YOUR AUTHORITY TO OPERATE THIS EQUIPMENT.

USERS OF THE PRODUCT ARE RESPONSIBLE FOR CHECKING AND COMPLYING WITH ALL FEDERAL, STATE, AND LOCAL LAWS AND STATUTES CONCERNING THE MONITORING AND RECORDING OF VIDEO AND AUDIO SIGNALS. AVERTX SHALL NOT BE HELD RESPONSIBLE FOR THE USE OF THIS PRODUCT IN VIOLATION OF CURRENT LAWS AND STATUTES.

TABLE OF CONTENTS

INTRODUCTION 9
Product Description 9
Features 9
Setting Up the Recorder for the First Time 10
Turning On the Recorder 10
Turning Off the Recorder 10
Virtual Keyboard on the Local Console 10

WEB INTERFACE SYSTEM REQUIREMENTS 11

INSTALLATION AND SETUP 12
Default Administrator Username / Password 12
First Time Wizard 12
Default Camera Password 12
Downloading New Software 13

FRONT PANEL 14
A800 and A1600 14
Summit 14

BACK PANEL 15
A800 and A1600 15
Summit 15

SETUP MENU 16
System Settings 16
Cameras 16
Add Cameras 17
Advanced Camera Management 31
Multi-Camera Edit 32
Settings 33
Networking 40
Macros 44
Sensor / Relay 46
Spot Monitor 48
AvertX Connect 49
Power Options 50
Support Tools (local) 51
To Enter Support Tools: 51
Advanced Network Management 51

LIVE SCREEN VIEWING PANE 52
Navigation Bar 53
Right-Click Menu 53
Camera List Thumbnail Preview 53
Customizing the Live Screen 54

How Do I Add / Remove Cameras from The Live Screen Display? 54
How Do I Collapse the Camera List? 55
How Do I Manually Cycle Through Camera Views? 55
How Do I Adjust the Grid of Camera Tiles in The Viewing Pane? 55
How Do I Adjust the Live Screen View? 55
How do I Adjust the Live Video Stream Quality? 56
How Do I Enable and Control PTZ? 56
How Do I Enable Fullscreen? 56
How Do I Turn the OSD ON / OFF? 56
Digital Zoom 57
How Do I Dewarp 360 Cameras? 57
360 Camera Dewarping Views 57

PERFORMING A SEARCH 58
How Do I Perform a Date / Time Search Via a Recorder? 58
How Do I Perform a Timeline Search (Web Interface Only) 60
How do I Perform an Event Search (Web Interface Only)? 63
How Do I Perform a Thumbnail Search (Web Interface Only) 64
How Do I Perform a Motion Search (Web Interface Only) 65
How Do I Export from Search? 66
Export Archives Locally 68
How Do I Export Video from the Console with No OSD? 68
How Do I Create an Archive? 68
How Do I View an Archive? 69
How Do I Export from an Archive? 69

AVERTX CONNECT ACCOUNT PORTAL 70
Create an AvertX Connect Account 70
Logging In To AvertX Connect 71
Logging In To AvertX Connect 71
Change Password 72
AvertX Connect 72
User Profile Settings 72
Account Profile 73
Remote Support Options 74

MANAGEMENT 75
User Management 75
Locations 86
Alerts 95
Reports 98
Video 103

USER GROUPS 108

TABLE FUNCTIONALITY 109

INTRODUCTION

PRODUCT DESCRIPTION

AvertX ProConnect cloud managed recorders are turn-key appliances designed for hassle free, plug-n-play installation. AvertX ProConnect model recorders come equipped with an integrated PoE switch for connecting IP cameras directly to the recorder and come preloaded with AvertX's powerful ProConnect Software recording software.

All AvertX ProConnect recorders are designed for deployment with AvertX Connect, allowing centralized administration of users, permissions, and system settings. These recorders also utilize AvertX's Web Connect technology for single sign-on, roaming profiles, and automated internet connectivity.

To learn more about the ProConnect recorder lineup visit AvertX.com.

FEATURES

AvertX ProConnect recorders include the following features:

- Fully integrated with AvertX Connect
- Complete remote operation and administration with AvertX Connect
- Record up to 24 channels of IP video per recorder (using external PoE Switch)
- Up to 40TB on-board storage
- Online User Management via AvertX Connect
- Cloud video export and sharing
- Remote software updates with no need to be on-site
- Advanced cybersecurity including multi-factor authentication for remote access

  Mobile apps available for Android, iOS and Apple TV

SETTING UP THE RECORDER FOR THE FIRST TIME

For information on setting up your recorder and creating an AvertX Connect account, refer to the quick start guide or visit the system setup page at: https://www.avertx.com/new-system-setup/

TURNING ON THE RECORDER

1. Turn on the monitor connected to your recorder.
2. Use the power switch on the rear of the recorder to turn the recorder **ON**.
3. The recorder will run a series of self-tests. If asked to respond to any messages, follow the instructions carefully.

Startup is complete when the login screen is displayed.

TURNING OFF THE RECORDER

1. Click **Setup**, and then click **Power Off / Restart**.
2. Click Power Off.

VIRTUAL KEYBOARD ON THE LOCAL CONSOLE

A virtual keyboard is available for AvertX ProConnect installed on local consoles. By default, the virtual keyboard will automatically appear when the system keyboard is not detected.

When a system keyboard is connected, click the keyboard icon to access the virtual keyboard.

WEB INTERFACE SYSTEM REQUIREMENTS

ProConnect can be accessed locally via the ProConnect Local or remotely via the ProConnect Web Interface. The Web Interface runs in a HTML5 environment, making it compatible with a wide range of browsers and without additional software installation.

Minimum Browser Requirements	Recommended Browser Requirements
64-bit Windows® 8.1 or 10 with DirectX support	64-bit Windows® 10 with DirectX support
6th Generation Intel® Dual Core™ i3 processor (or equivalent)	6th Generation Intel® Quad Core™ i7 (or equivalent)
8 GB system memory	8 GB system memory
1366x768 Resolution Monitor	1920x1080 Resolution Monitor
Latest versions of Google Chrome, Mozilla Firefox, Apple Safari	Latest versions of Google Chrome, Apple Safari
Broadband internet connection (25 Mb/s download, 5 Mb/s upload)	Broadband internet connection (25 Mb/s download, 8 Mb/s upload)

*For more information about configuring AvertX Connect, see the **AvertX Connect Account** section of this manual.*

INSTALLATION AND SETUP

Note ProConnect software setup can be performed through the ProConnect recorder local interface or through the web browser Web Interface.

Default Administrator Username / Password

Username: admin

Password: 1234

Note Once registered to AvertX Connect, your AvertX Connect credentials can be used to log in, in addition to the default credentials listed above.

First Time Wizard

The First Time Wizard can be accessed from both the web interface and locally and will guide you through a basic setup of your ProConnect recorder. If you wish to make system changes after the initial setup process using the First Time Wizard, these options can be found in System Settings, User Management, and Network Configuration.

The Setup Wizard will run the first time the recorder is powered on.

Default Camera Password

AvertX has improved our default camera password functionality with several new ease-of-use features in software version 2.4. The updates provide administrator level users the ability to define a default camera password, as well as the ability to see previously applied camera passwords.

Change the Default Camera Password

1. Click Setup > System Settings > Settings > General Settings.
2. Scroll down to Default Camera Password.
3. Change the default password.

Note Passwords must be 9-14 characters and include at least two of the following: one number, one letter or one special character (!#@$%&*).

4. Click **Save**.

Note This feature is only supported for AvertX cameras.

Note This will be used for cameras which require a password on first use. It will not change the password for any camera with the password already set.

View Camera Password History

1. Click Setup > System Settings > Settings > General Settings.
2. Scroll down to Default Camera Password.
3. Click Show old passwords.

Note A password will only appear in the list of previous passwords after it has been applied to at least one camera.

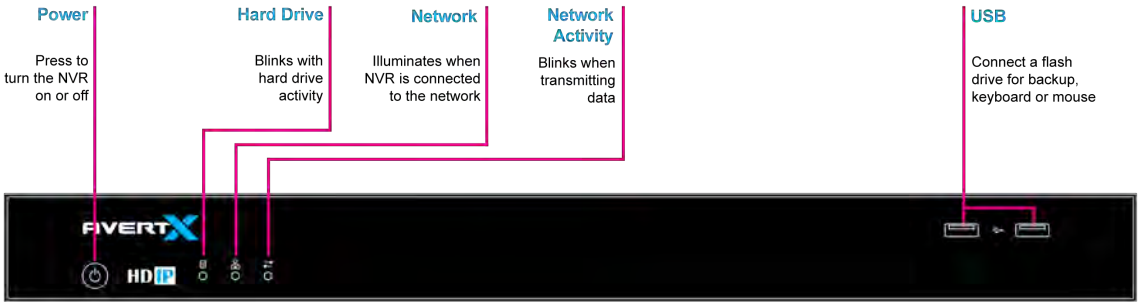
Downloading New Software

To view the latest version of the ProConnect software, please navigate to **Management > Locations > Locations > Select Recorder > Software Updates.**

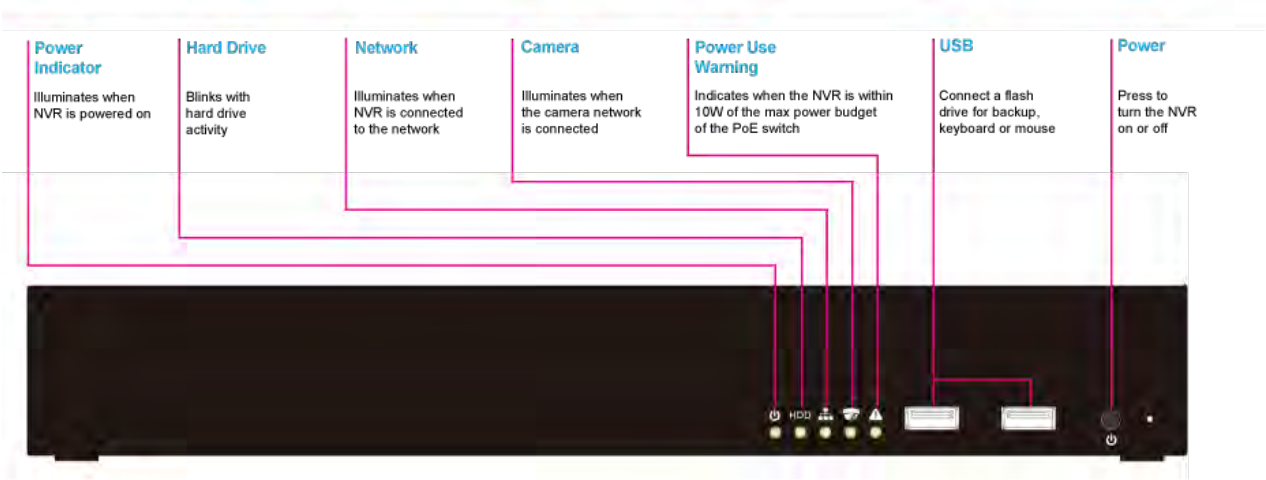
Note	For more options about software updates, see Software on pg. 36.

FRONT PANEL

A800 and A1600

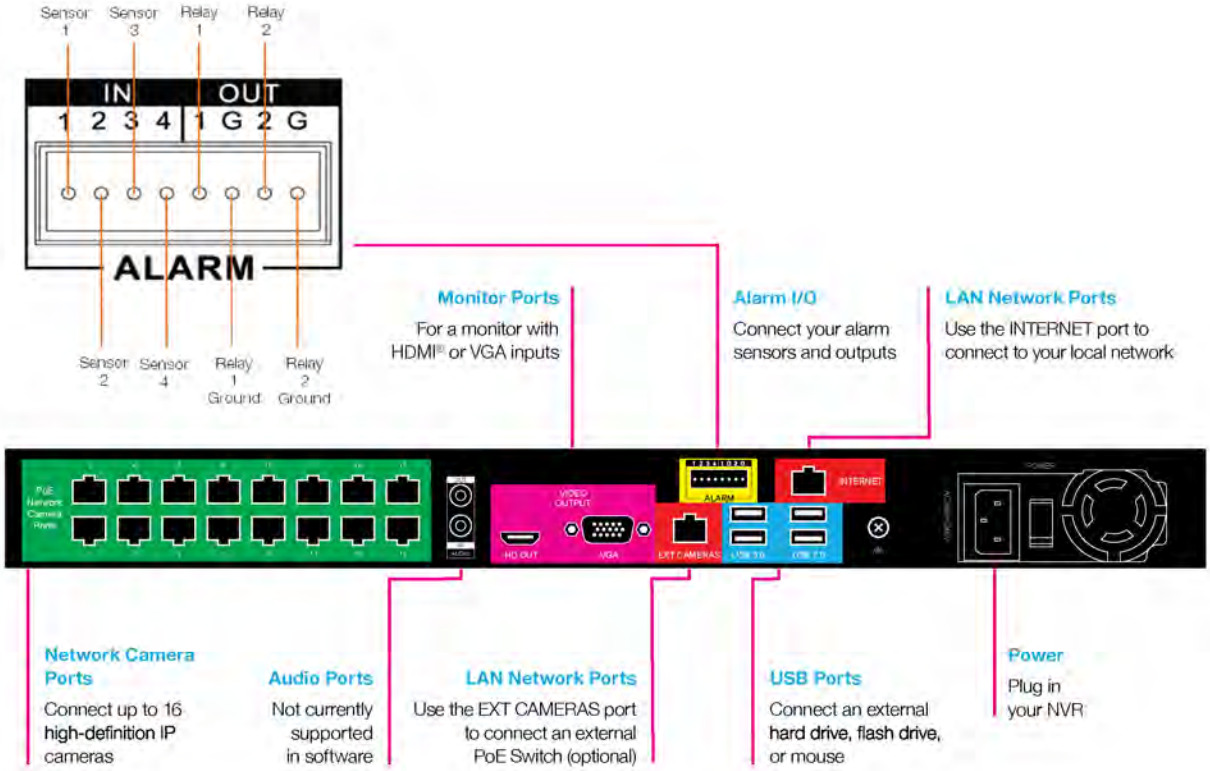


Summit

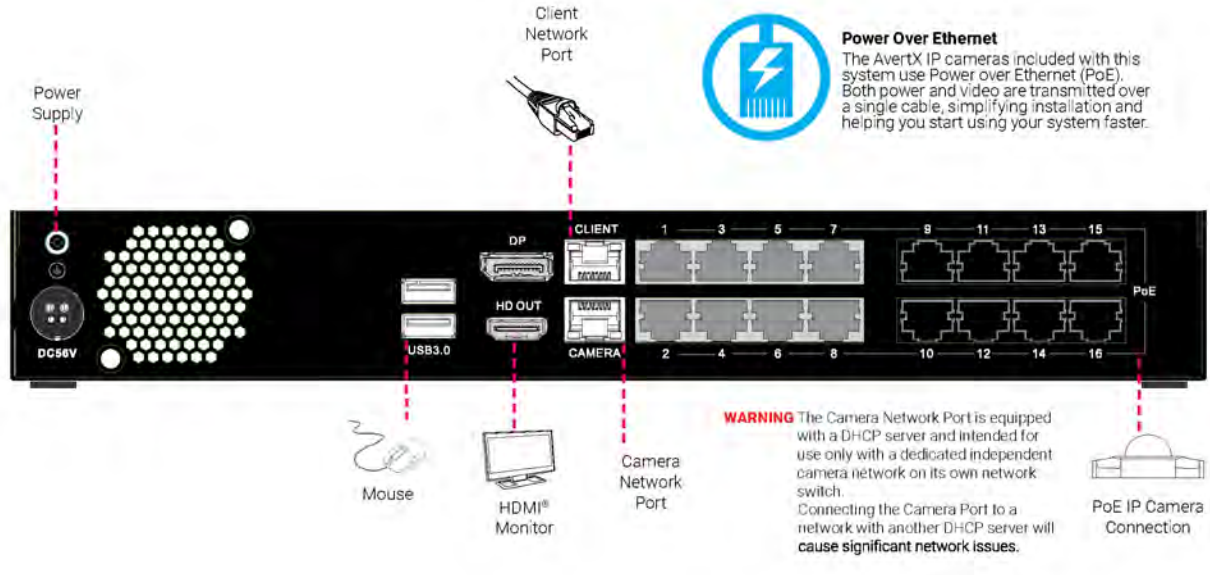


BACK PANEL

A800 and A1600



Summit



Note	Newer ProConnect Summit NVRs do not include an Alarm I/O block.

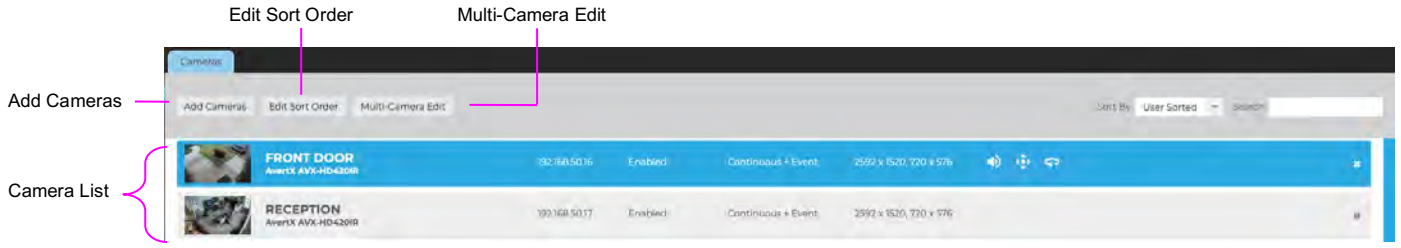
SETUP MENU

SYSTEM SETTINGS

Cameras

Camera Management

Use Camera Management to perform basic and advanced camera functions.



Camera List – List of cameras currently connected to the selected recorder.

IP Address – The current IP address of the camera.

State – The current camera state.

- Enabled: The camera is enabled, active, and recording.
- Disabled: The camera is disabled, but previously recorded video is still available.

Recording Type – The current recording mode of the camera.

Resolution – The resolutions of the Continuous and Event Video Settings.

Audio Enabled – Compatible cameras have audio enabled.

PTZ Enabled – PTZ compatible camera has PTZ enabled.

360° Enabled – Fisheye camera is enabled.

Add Camera – Add a camera(s) to the Camera List.

Advanced – Launches Network Camera Manager (Console Only)

Edit Sort Order – Change the order the cameras will be displayed in local and remote clients.

Multi-Camera Edit – Delete cameras, update images, change recording types, and other options to multiple cameras at once.

Sort By – Order cameras by State, Name, Model, or IP Address.

Search – Search for a camera in the Camera List.

Delete or Disable [x] – Deleting a camera will remove the camera and all associated video from the recorder. To remove the camera but keep the video, select Mark as Disabled instead.

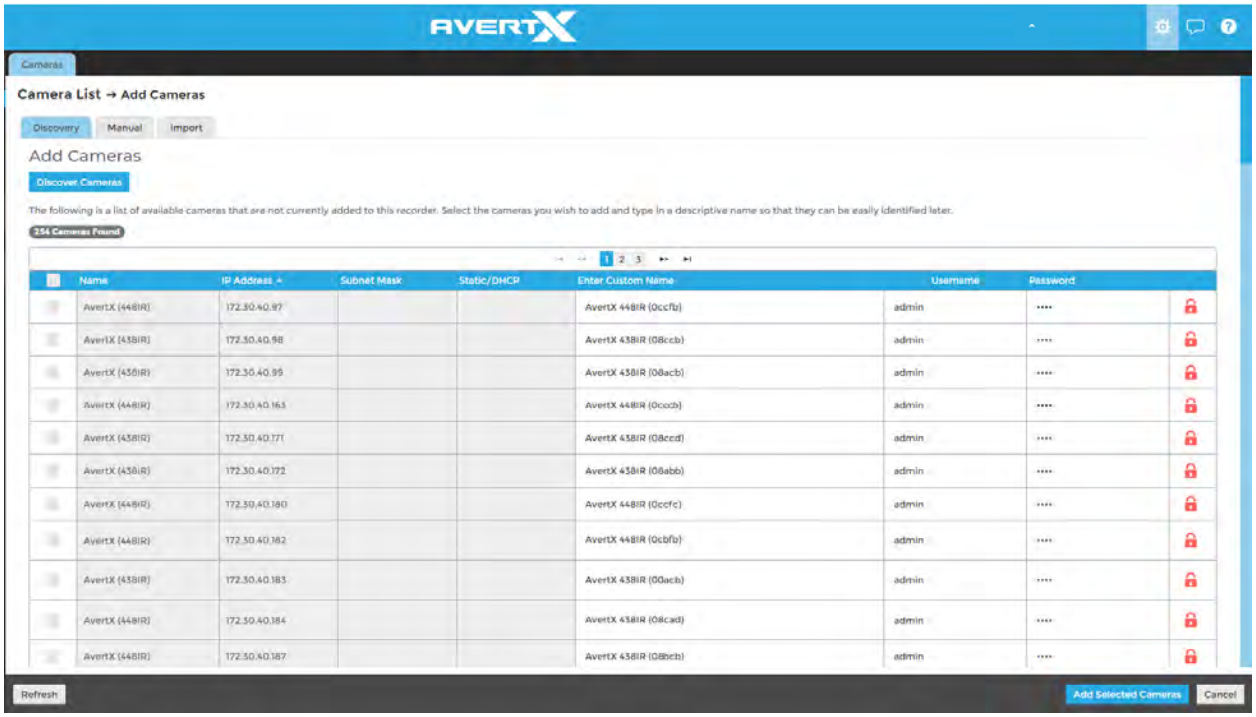
Add Cameras

Discovery

Discover Cameras

1. Click **Setup** .
2. Under System Settings, click Cameras.
3. Click **Add Cameras**. The **Add Cameras** menu under the **Discovery** tab will appear.
4. Click Discover Cameras.
5. Check the appropriate boxes to select the camera(s) you wish to add.
6. Enter the appropriate credentials (username and password) for the cameras you wish to add, and then click **Add Selected Cameras**.

Note Supported cameras will automatically populate the manufacturer's default username and password when possible.



Refresh – Refresh the camera list to reflect changes.

Add Selected Cameras – Check the boxes to add the cameras selected from the Add Camera list to the Camera tab.

Name – The make and model of the camera.

IP Address – The IP address of the camera.

Subnet Mask – The subnet mask of the camera.

Static/DHCP – Use the dropdown to select between Static IP or DHCP.

Enter Custom Name – Enter a custom name for the camera to make it more easily identifiable.

Username / Password – The necessary credentials to access the camera.

Camera Auto-Discovery

ProConnect recorders automatically configure cameras attached to the onboard PoE switch. Cameras not connected to the PoE switch will automatically be discovered, but need to be configured via the Add Camera menu.

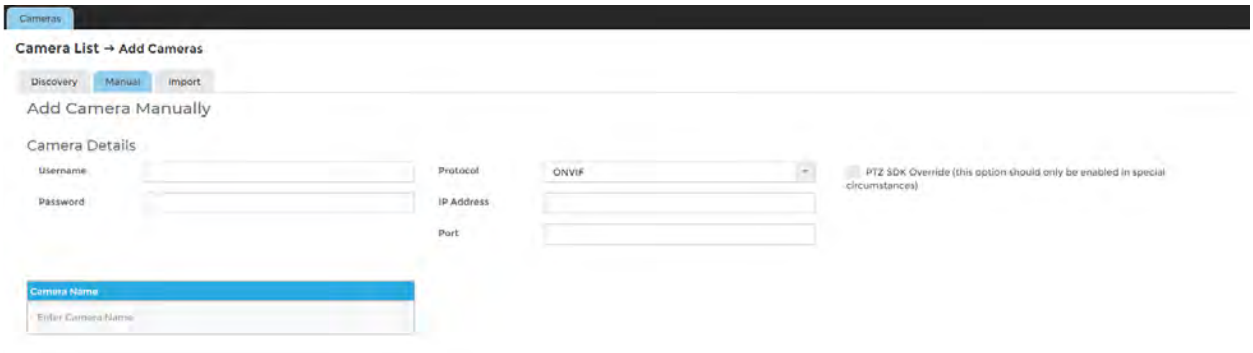
Note Automatic configuration Plug N Play (PnP) of cameras attached to the PoE switch can be disabled by navigating to Networking, clicking the Plug and Play tab, and unchecking the box labelled **Enable Plug and Play**.

Manual

Add Camera Manually

If you do not see the camera you wish to add in the Add Cameras list, it may be necessary to add it manually.

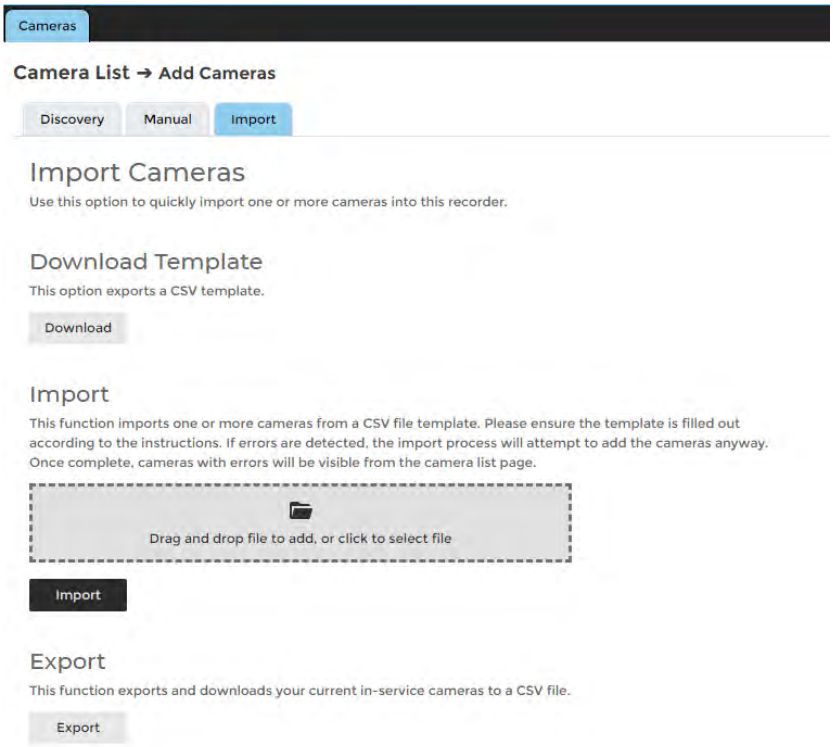
1. Click **Setup** .
2. Under the **System Settings** tab, click **Cameras**.
3. Click Add Cameras, then Manual.
4. Enter the appropriate connection information to add the camera, including Protocol, IP Address, Port, Manufacturer, Model, Username, Password, and Camera Name.
5. Click Save and Add New or Save.



Note	Cameras can be added using ONVIF or RTSP protocols. If RTSP is selected, the stream URLs need to be input manually. Consult your camera manufacturer's documentation for URL stream information.
Note	The camera image will not be immediately available. The image will be visible after clicking **Apply** and the connection to the camera is made.
Note	If AvertX cameras are connected using discovery through the Camera Network port, AvertX Connect will check for a password when **Add Selected Cameras** is pressed. If a password is not detected, AvertX will apply the specified default camera password.

Import

Use this option to quickly import one or more cameras into this recorder.



Download and Import a CSV File

1. Click **Setup**.
2. Under **System Settings**, click **Cameras**.
3. Click **Add Cameras**, then **Import**.
4. **Download** the CSV template.
5. Open the file in Excel or a text editor.
6. Add one row for each camera to be added.

Note	Devices with multiple camera sensors should be represented as a single line – the system will auto-detect the different streams.

7. Fill out each column according to the template instructions:

   - Lines beginning with the # character are ignored
   - Each row represents a video device
   - Each row requires the first six columns
   - The additional four columns are optional depending on protocol
   - RTSP protocol requires at least one of the three URL columns

Columns:

Integration_ID: Optional can be left blank to assign next available number

Camera_Name: Required

IP_Address: Required

Protocol: Required

Username: Required

Password: Required

Port: Optional defaults to 80

Rtsp_Url_1: At least one URL column required for RTSP protocol

Rtsp_Url_2: At least one URL column required for RTSP protocol

Rtsp_Url_3: At least one URL column required for RTSP protocol

8. After completing the template, click the folder icon in Import and search for the completed CSV file or drag and drop the file onto the drag-and-drop area on the page.
9. Click the Import button.

Note The import time depends on the number of cameras and protocols added to the CSV file.

Note On completion, the page will show a green icon if all cameras were added without errors or warnings.

Export CSV File

After importing the CSV file, if errors or warnings occurred, a CSV file can be exported that shows which cameras have the errors or warnings. The exported file has the same contents as the original file, but with additional columns showing each device's error and warning messages. Corrections can be made on the exported CSV file and re-uploaded using the Import function.

Note Devices with IP and Port combinations that are already in the system will automatically be skipped to avoid duplication.

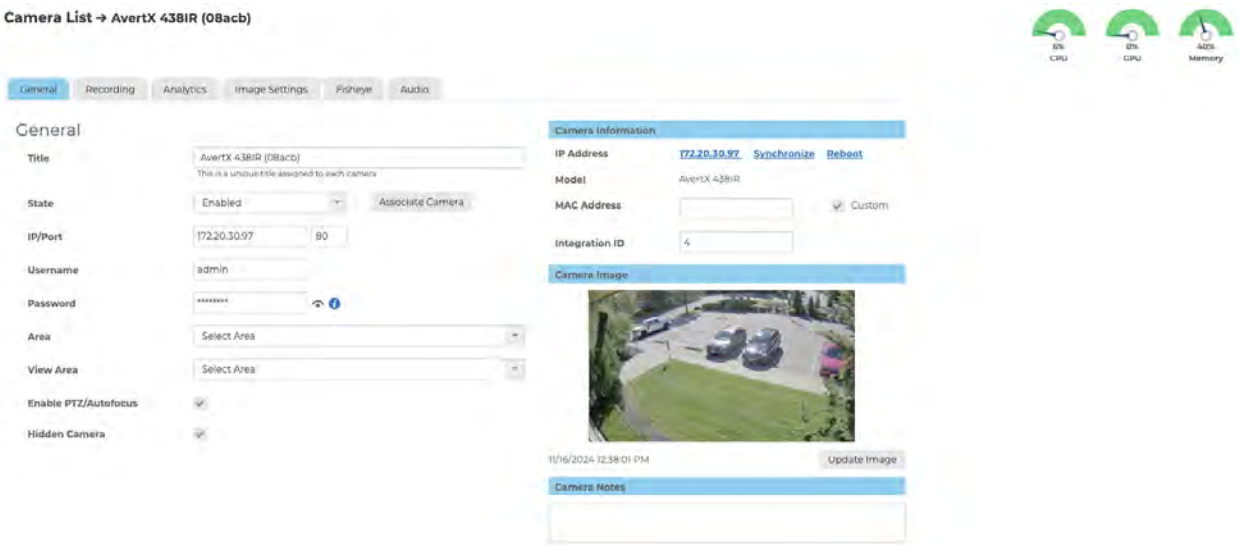
Note Cameras with warning messages only (no errors) are typically added to the system but may require setting adjustments in the Camera List page.

Note Cameras with error messages are not typically added and will need to be corrected and resubmitted through the CSV file.

Edit Cameras

To edit an existing camera in the Camera List:

1. Click the desired camera in the **Camera List.**
2. In the camera window, make the desired changes, and then click **Update Image** to update the camera image.
3. Click **Apply**, and then click **Save**.



Note Automatic configuration Plug N Play (PnP) of cameras attached to the PoE switch can be disabled by navigating to Networking, clicking the Plug and Play tab, and unchecking the box labelled **Enable Plug and Play**.

Title – Customizable camera name, seen on the Camera List and in the Live Screen.

State – Set the camera to Enabled or Disabled**.**

- Enabled: Uses a recording channel license, can be viewed in live and recorded.
- Disabled: Does not use a recording channel license and cannot be viewed in live or recorded.

Associate Camera – Select another camera to transfer camera information to in case of hardware failure or change in camera status.

IP/Port – Camera IP address and Port Number. Clicking the IP address in a web browser allows direct access to the camera's web setup menu.

Username and Password – Credentials to access camera. Click to view Password.

Note The password field is for authentication to the device and does not change the password.

Enable PTZ/Autofocus – Enable Pan, Tilt, Zoom (PTZ) capabilities. If a camera does not have PTZ capabilities, this option will be unavailable.

Hidden Camera – Enable to allow only users with hidden camera permissions to view this camera.

IP Address – Clicking the IP address in a web browser allows direct access to the camera's web setup menu.

Synchronize – Manual check of IP device for latest information.

Model – Model number of the camera (transmitted from the camera itself).

MAC Address - Displays the MAC address of the IP device.

Custom – Check Custom to manually edit the camera MAC address.

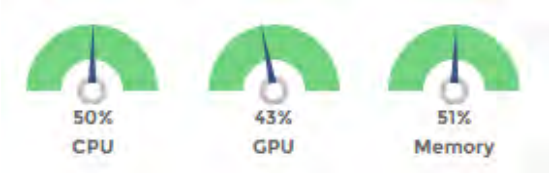
Integration ID – Integration ID is the channel number used in 3rd party integrations over the API.

Update Image – Update the Thumbnail image for this camera to the current live view.

Camera Notes – Enter additional information to appear in the inventory report.

System Usage Metrics

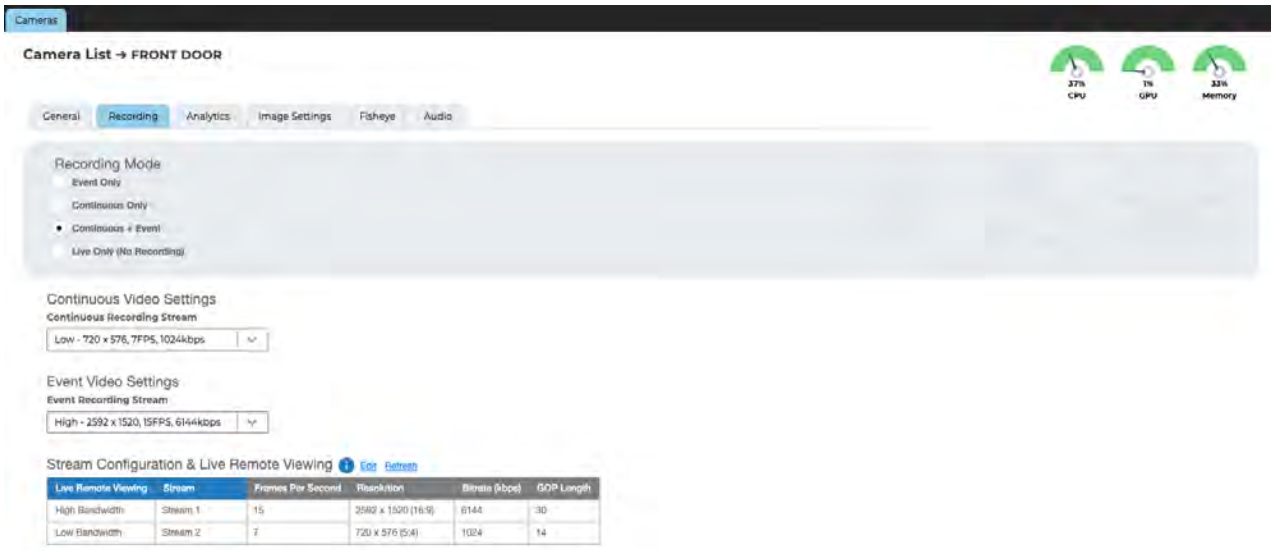
The system usage metrics display the current **CPU**, **GPU** and **Memory** usage in the upper right-hand corner of a camera's **General** set up page under **Setup > System Settings > Cameras > Camera List**.



Note Analytic events may not be detected or recorded as configured if system usage nears or exceeds CPU, GPU or Memory capacities.

Recording

The Recording tab displays Recording Options, which determines when and how the camera will record.



Event Only – Record only motion detected by motion thresholds.

Continuous Only – Records video stream continuously.

Continuous + Event – Record one Continuous stream, and then records a Motion stream in addition when motion is detected.

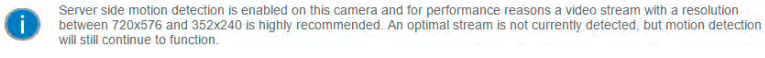
Live Only (No Recording) – Camera displays live video but does not record unless a macro is setup to record on sensor events.

Continuous Video Settings – Stream continuously recorded video at a lower resolution and/or frame rate when motion is not detected and Continuous + Motion recording option is selected. Check **Enable Minimum Recording** and enter a number for the **retention period**.

Event Video Settings – Higher resolution and/or frame rate camera video stream used when a motion event is detected. Check **Enable Minimum Recording** and enter a number for the **retention period**.

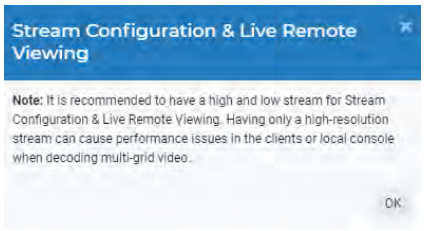
Stream Configuration & Live Remote Viewing – This is where you designate what high, medium, and low-quality streams are. You can choose one of these as the recording stream, and the system automatically chooses the highest res stream under 720x576 (D1) to use for motion detection. These streams are also used as high, medium, and low-quality streams in the live view.

Note If at least one resolution at 720x576 or below is not available, the following warning below will appear.



Note Smart codec should not be enabled on the secondary stream that is used for video motion detection. For devices using single stream, smart codec should be disabled for video motion detection.

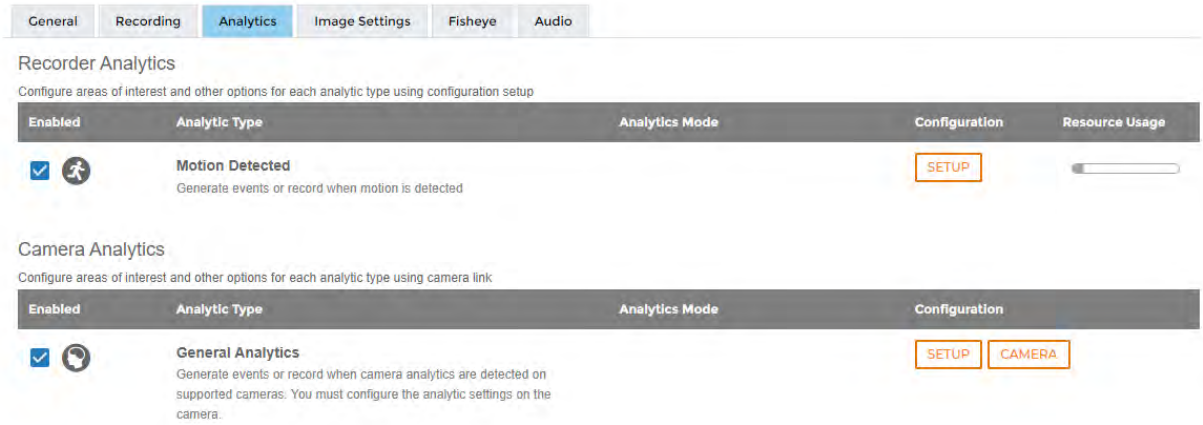
Note It is recommended to have a high and low stream for Stream Configuration & Live Remote Viewing. Having only a high-resolution stream can cause performance issues in the clients or local console when decoding multi-grid video.


Stream Configuration & Live Remote Viewing
Note: It is recommended to have a high and low stream for Stream Configuration & Live Remote Viewing. Having only a high-resolution stream can cause performance issues in the clients or local console when decoding multi-grid video.
OK

Analytics

To configure camera analytics:

1. Connect to a recorder.
2. Go to **Setup > System Settings > Cameras** and click on the specific camera.
3. Click on the Analytics tab and check the boxes to enable either **Motion Detected** or **General Analytics** (or both) for the supported camera.

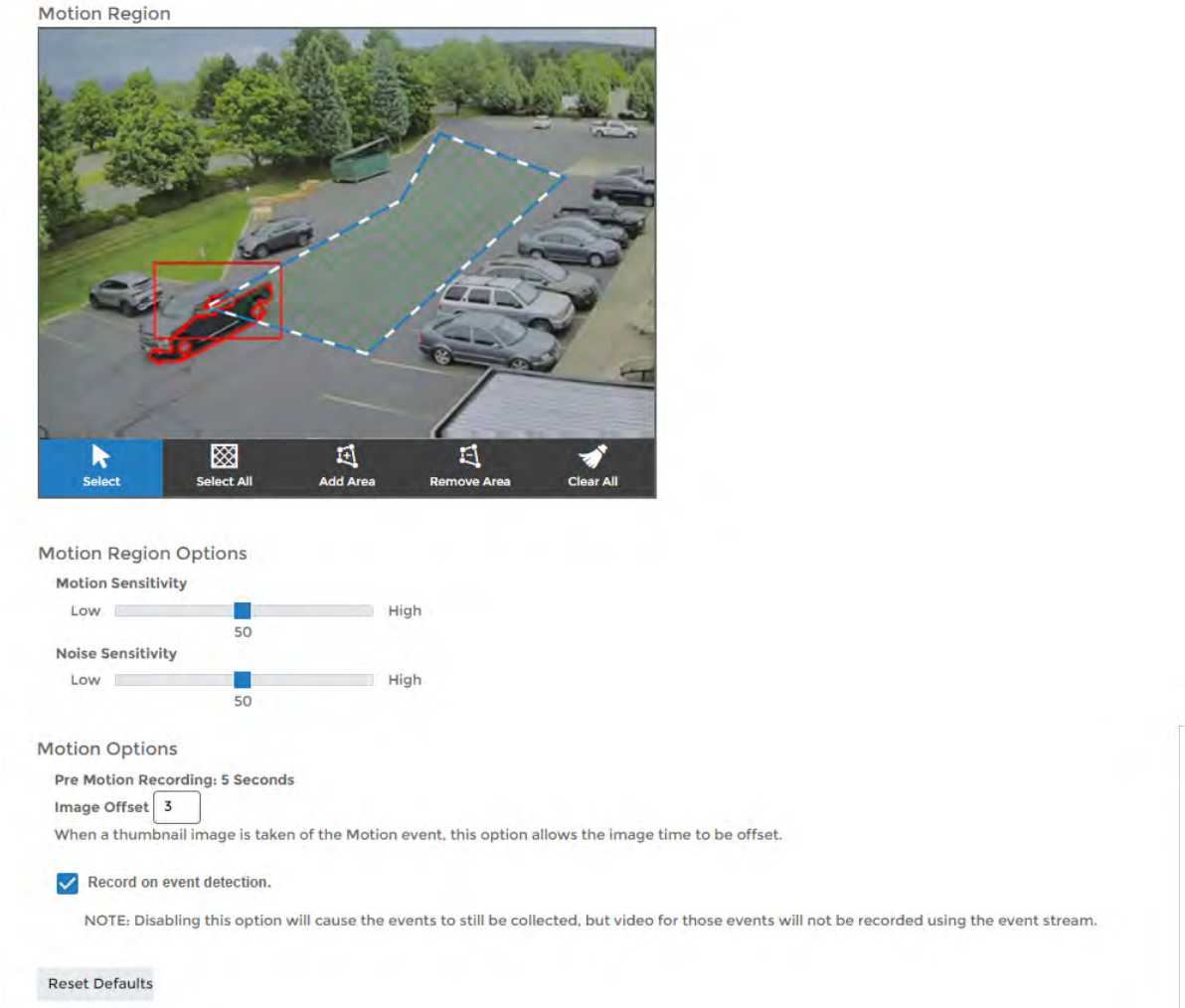


Recorder Analytics

Motion Detected

Motion Detected utilizes analytic techniques to register any movement within a specifically delineated area of your preference. By observing this defined region, it generates events and alerts based on the motion detected, ensuring you are promptly notified of any activity.

Note	Not recommended for use on fisheye cameras or lenses.



How to Configure a Standard Motion Area

1. From the **Analytics** tab, check **Motion Detected**.
2. Click **Setup**.
3. Click **Add Area**, then click and drag the capture square to create the area.

Note	Left click, release, and move to draw a custom polygonal shape one line at a time. Draw and click the last line to the starting point to complete the Area.
Note	Motion Areas can be subtracted to disable motion detection for specific areas of the video stream and motion grids can be drawn over each other.

4. Continue modifying Motion Areas as desired using the tools below the camera frame.

Motion and Motion Region Options

Motion Sensitivity - Reduce or increase the sensitivity of motion detection.
Noise Sensitivity – Reduce or increase noise sensitivity detected on a camera.
Pre Motion Recording – Time when recording starts from a motion event.
Image Offset – Offset when an image is captured from a motion event.
Record on event detection – Remove the check to disable events from being recorded on the event stream.
Reset Defaults – Resets motion sensitivity and noise sensitivity back to default values.
Select – Allows motion detection grids to be moved.
Select All – Draws a full motion detection grid over the image.
Add Area – Draw individual motion detection grids.
Remove Area – Allows removal of motion detection grid areas within a grid.
Clear All – Removes all motion detection area grids.

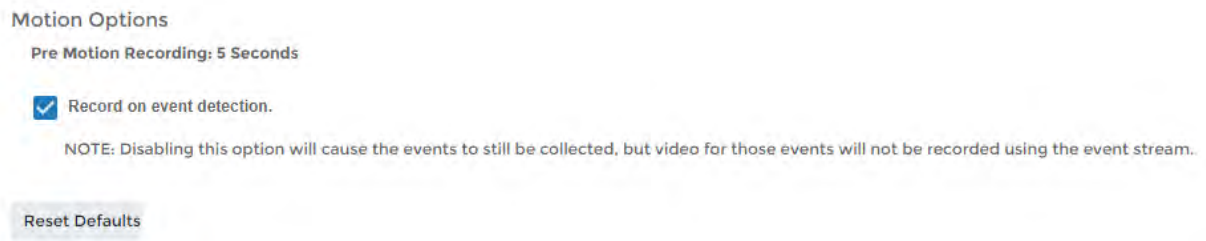
5. Click **Save**.

How to Delete a Standard Motion Area

1. Click to select the desired Motion Area.
2. Click **Remove Area** to delete the selected area.

General Analytics

Generate events or record when camera analytics are detected on supported cameras. You must configure the analytic settings on the camera.



How to Configure General Analytics

1. From the **Analytics** tab, check **General Analytics**.
2. Click **Setup**.
3. Modify the Motion Options as desired using the tools below.

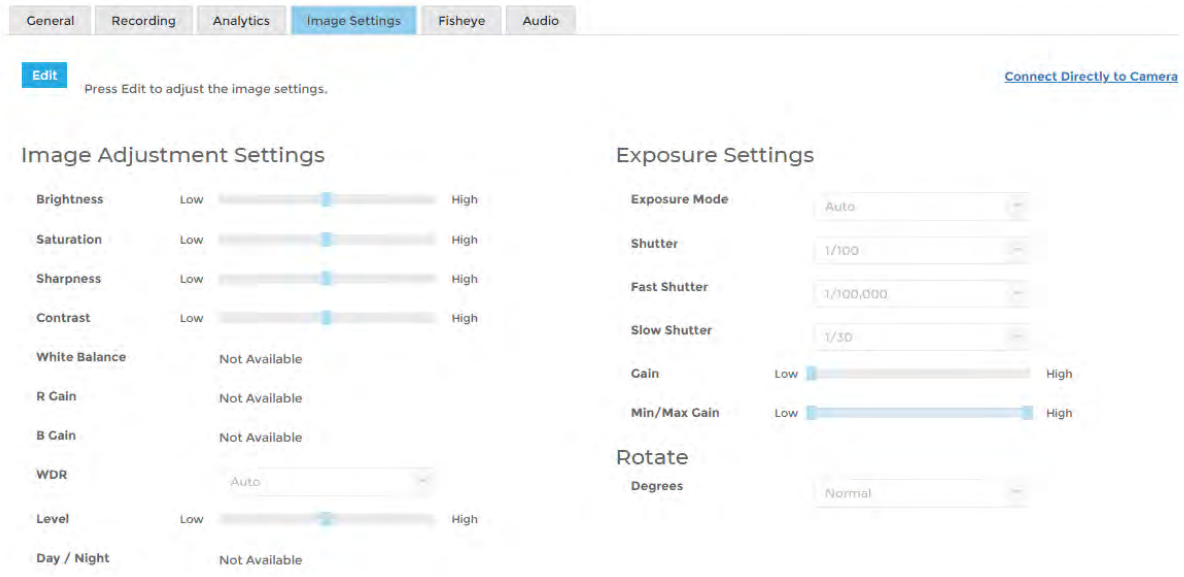
Motion Options

Pre Motion Recording – Time when recording starts from a motion event.
Record on event detection – Remove the check to disable events from being recorded on the event stream.
Reset Defaults – Resets motion sensitivity and noise sensitivity back to default values.

4. Click **Save**.
5. Return to the desired camera's **Analytics** tab and click **Camera**.
6. Enter **Username** and **Password** for the camera and **Login**.
7. Configure the Analytic-Enabled Camera for video events.

Image Settings

The Image Settings tab displays Picture Adjustment Settings and Exposure Settings. These settings have a direct correlation to the camera performance and recorded video quality. The settings displayed here are options made available through the appropriate drivers. Making changes to these settings will then push the changes to the camera.



Select Edit to adjust the camera settings.

Brightness – Depth of light and shadow in the image.*

Saturation – Depth of color in the image.*

Sharpness – Manage image texture, particularly visible in dark scenes.*

Contrast – Difference between bright and dark areas of the image.*

White Balance – Select Manual to adjust preset colors corresponding to natural or artificial lighting for the most accurate color representation.

WDR (Wide Dynamic Range) **–** Select On to enhance details both in the foreground and background.**

Day/Night – Select Auto to enable the camera to switch between day and night mode automatically.

IR Function – Activate the camera IR (infrared) lights if available, for use with night-time recording.

Exposure Mode – Select the correct exposure mode to achieve the desired exposure effect.

Shutter – Select Manual to designate shutter speed. Slower shutter speed will increase visibility at night, but also result in blurred movement in the frame.**

Rotate – Allows the camera to be flipped and/or rotated. Available options vary by camera.

** This option can drastically affect the quality of recorded video. The default value is recommended.*

***Using this option results in improved video quality but increases recorded video file size.*

Fisheye

Fisheye allows users to de-warp 360° fisheye camera lenses so that a user can pan the camera view in multiple directions even if the camera does not have moving mechanical parts.

Enable Fisheye Support – Enabling this function will enable 360 de-warping for this camera if supported.

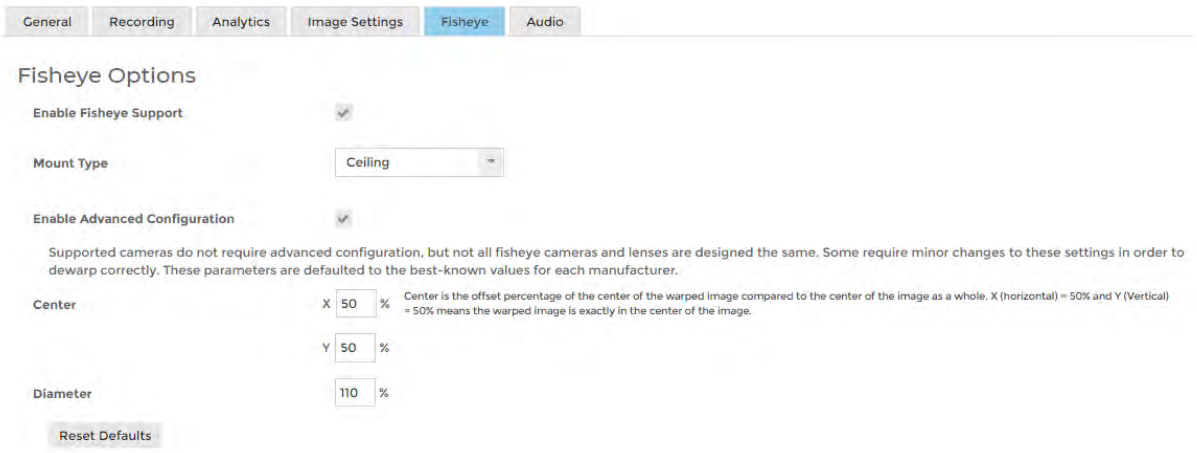
Note	Video over 9MP will automatically be transcoded to a smaller resolution for performance reasons when Enable Fisheye Support is checked.

Mount Type – Change this setting to Wall or Ceiling based on installation of the camera.

Angle from Vertical – Based on the installation of the camera, enter a number value for the angle of the camera.

Enable Advanced Configuration – This option allows custom tuning of the center and diameter of de-warping done by the software. Adjusting the X and Y Center values changes the position of the warped image in regards to the position of the image as a whole. The diameter value is used to determine the focal length of the lens when calculating de-warp parameters.

Note	Supported cameras typically have optimal settings by default and do not need to be modified with advanced configuration.



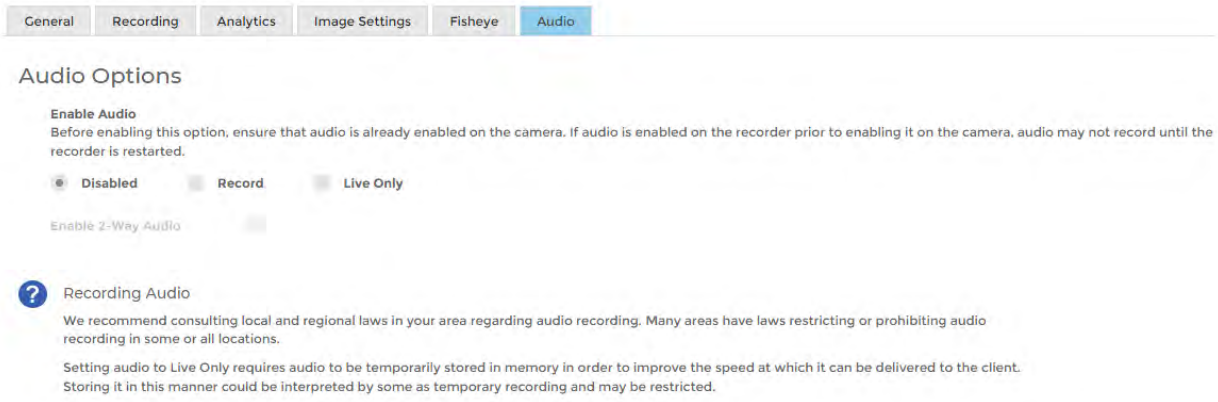
Audio

Note With Audio Recording enabled, recorded audio from a camera can only be heard when a video file is exported. You will not be able to hear live or recorded audio direct from the recorder audio out or from the web viewer.

Before enabling this option, ensure that audio is already enabled on the camera. If audio is enabled on the recorder prior to enabling it on the camera, audio may not record until the recorder is restarted.

Audio Options:

1. Check **Record** or **Live Only** to enable audio on a specific IP camera.
2. Check **Enable 2-Way Audio** to both receive and transmit audio through the IP camera.
3. Then click **Save** or **Apply**.



Note Audio must be enabled on the IP camera itself with the G.711 or AAC codec for ProConnect to record audio from the camera. Check the manufacturers manual on how to enable audio on the IP camera.

Note AvertX recommends consulting local and regional laws in your area regarding audio recording. Many areas have laws restricting or prohibiting audio recording in some or all locations without the consent of all parties.

Advanced Camera Management

Cameras that are set to static IP addresses, third party cameras, and cameras not supported by ONVIF may not be detected automatically.

Discovering AvertX Cameras with a Static IP Address (Local)

1. Click **Setup** , and then **Cameras**.
2. Click Advanced.
3. Click Refresh in Network Camera Manager.
4. Note the discovered **IP address** for the desired camera.
5. Click **Exit** to return.
6. Follow the steps in the *Add Cameras Manually* section, typing the **Static IP Address**.

Note Network Camera Manager (NCM) is a tool to discover AvertX cameras. Network Camera Manager is available in Support Tools on AvertX ProConnect recorders.

Configuring AvertX Cameras with DHCP (Local)

1. Click **Setup**, and then **Cameras.**
2. Click Advanced.
3. Network Camera Manager will load and automatically scan for cameras.
4. Select your desired cameras, and **DHCP**, and then click **Apply**.
5. Click **Exit** to return.
6. Follow the steps in the *Add Cameras* section to add the camera.

Adding Third Party Cameras

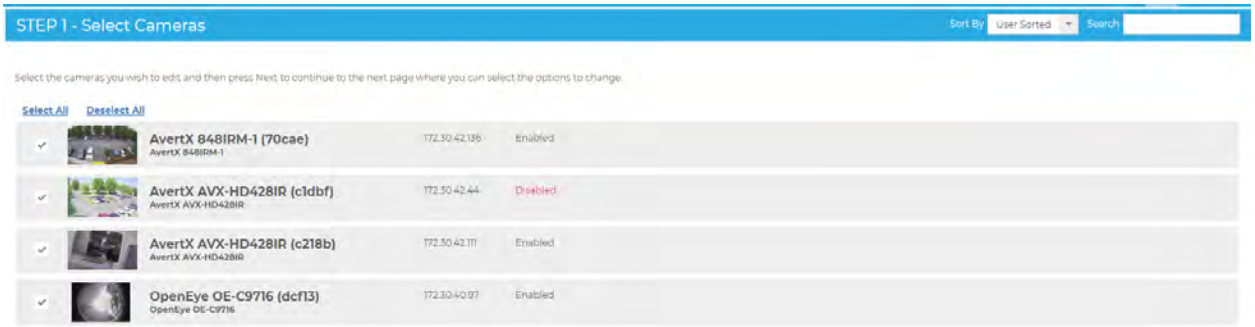
Third party cameras may require installing a manufacturer camera discovery tool on a separate PC. Once the camera discovery tool is installed, follow the steps for adding a camera with a static IP address or using DHCP as outlined above.

Adding Unsupported Cameras

Single and multi-sensor cameras that are not AvertX or ONVIF compatible must be added using the RTSP stream(s) of the camera. Consult the camera manual for more detailed information regarding RTSP streams. When you know the URL for the RTSP stream(s) of your camera, follow the steps in the *Add Cameras Manually* section, selecting RTSP protocol.

Multi-Camera Edit

Multi-camera edit allows you to make the same changes to multiple cameras at once.

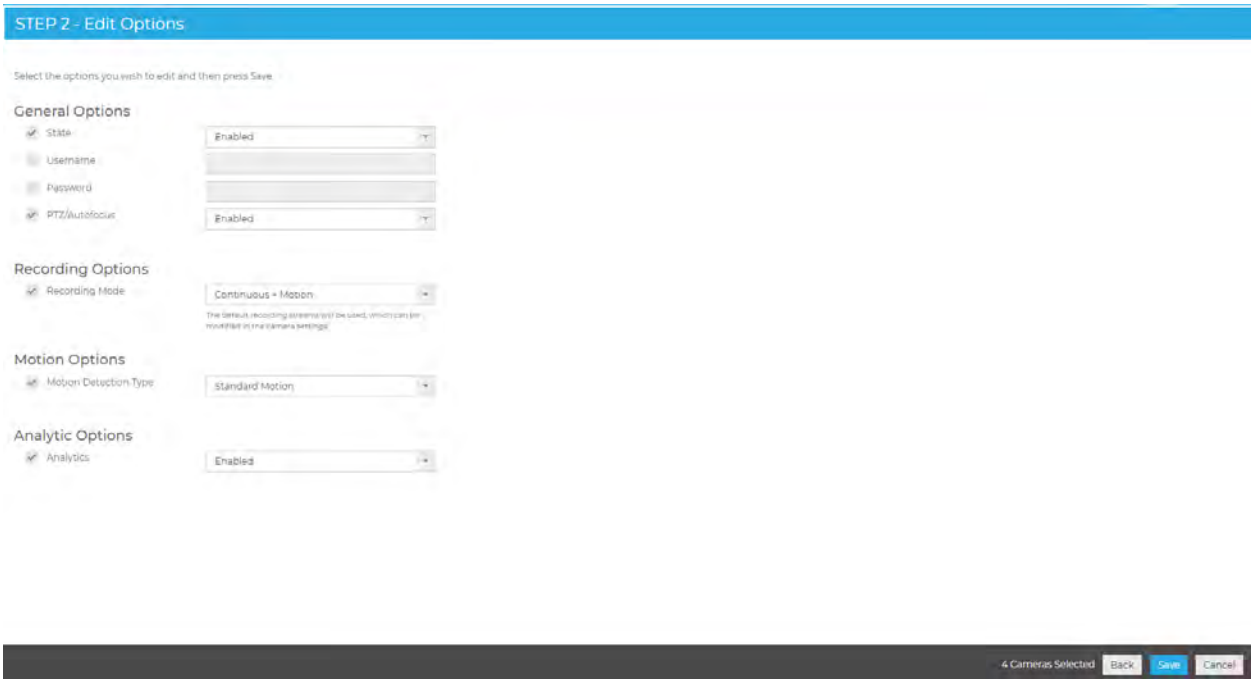


Making Changes to Multiple Cameras

1. Click **Setup** , and then **Cameras**.
2. Click Multi-Camera Edit.
3. Check the cameras from the list or **Select All** if the change applies to all cameras.
4. Click **Next**.
5. Use the dropdown to **Enable** or **Disable** the selected cameras.
6. Enter a **Username and Password** to update multiple cameras.
7. **Enable PTZ/Autofocus** for cameras that support that feature.
8. Check and select the **Recording Mode** from the dropdown.
9. Check Motion Detection Type and select Standard Motion or Smart Motion.

Note Available channels of smart motion cannot exceed hardware limitations when editing multiple cameras.

10. Check **Analytics** and select **Enabled** or **Disabled** from the dropdown.
11. Click **Save** to apply the changes to the selected cameras.



Settings

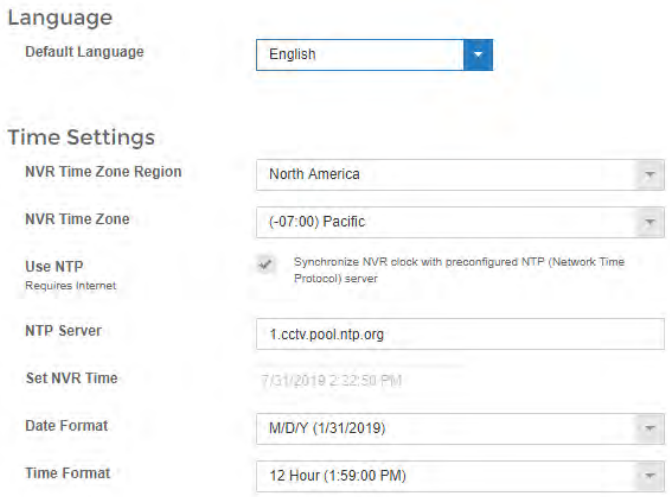
General Settings

Default Language

Select a default language for the system from the dropdown menu.

Time Settings

Use the Time Settings section to make changes to the time zone, NTP server, or the time and date format on the recorder. A Time Zone is required whether or not an NTP server is selected.



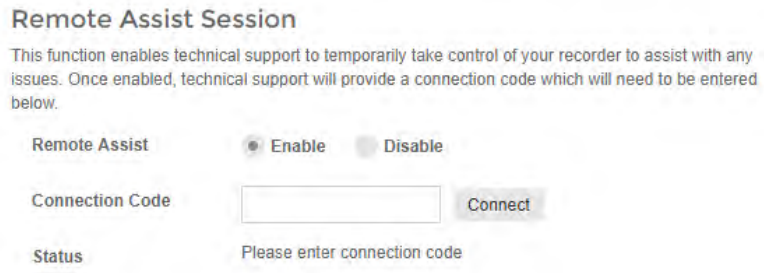
Network Time Protocol (NTP) is a protocol used to synchronize time across a range of computers or recorders to within miliseconds of each other. All recorders shoud be set to the same NTP server to achieve this synchronicity.

To enable use of a Network Time Protocol (NTP) Server:

1. Click **Setup** .
2. Click **Settings**.
3. In the **General Settings** tab, check the **Use NTP** checkbox.
4. Enter the URL of the **NTP Server**.
5. Click **Save.**

Remote Assist Session

The Remote Assist Session enables an AvertX Technical Support agent to remotely control your recorder, allowing them to assist you with troubleshooting your system.



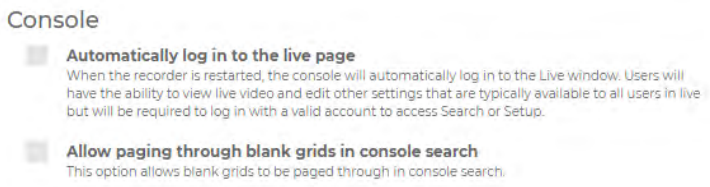
To set up a Remote Assist Session:

1. Contact AvertX Technical Support by visiting **http://www.avertx.com/contact-support/** or call the AvertX ProTeam during available phone support hours.
2. Once you are connected with a Support agent, click **Enable**, and then enter the **Connection Code** given to you by the Support agent.

Note	When a Remote Assist Session is enabled and the session code is entered, the Support agent will have full remote access to your recorder to provide assistance.

3. Click **Connect**.

Console



Automatically log in to the live page - Check the box to automatically log in to the live page. This allows the recorder to boot directly into live display and be used as a live display monitor.

When the recorder is restarted, the console will automatically log in to the Live window. Users will have the ability to view live video and edit other settings that are typically available to all users in Live but will be required to log in with a valid account to access Search or Setup.

Allow paging through blank grids in console search – Check the box to page through blank grids left or right in console search.

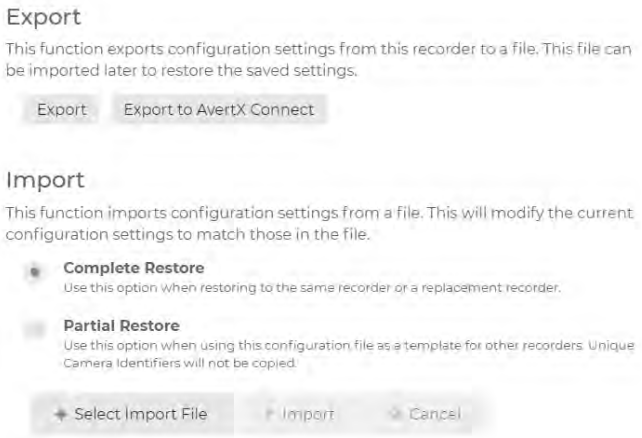
Retention Limit

This option sets the maximum number of days that recorded video will be kept.

To enable Retention Limit:

1. Select **Enable** next to Retention Limit.
2. Enter the number of days recorded video should be kept.
3. Click **Save**.

Export/Import Configuration



This function exports most configuration options on the recorder to a file or to AvertX Connect. An exported file can then be imported as needed to restore the configuration options to the saved state, but the AvertX Connect account information is not exported and will therefore need to be manually configured upon import.

Exporting to AvertX Connect restores configuration options to the saved state along with the AvertX Connect account information.

To export recorder configuration settings:

1. Click **Setup** , and then click **Settings**.
2. In the General Settings tab, click Export.
3. When prompted, **Save** the exported configuration file.

Note	In the ProConnect Web Interface, the default location to save the .dat archive file is in the Downloads folder.

To import recorder configuration settings:

1. Click **Setup** , and then click **Settings**.
2. In the General Settings tab, Click Complete or Partial Import, and then click Select Import File.
   - Select Complete Restore when restoring to the same recorder or a replacement recorder.
   - Select Partial Restore when using a configuration file as a template for other recorders. Unique Camera Identifiers will not be copied.
3. Navigate to the desired file.
4. Click **Import**.

Note	Imports / exports can be performed on both locally and Web Interface. Local exports will require an attached USB storage device.

Export Signing Certificate

Videos and images exported from ProConnect have an embedded digital signature. This is used to validate that these items have not been tampered with.

To validate the files have not been tampered with, you will need the following:

- The image or video file you wish to validate
- The AvertX Digital Signature Verifier (DSV)
- The Certificate Thumbprint from the ProConnect recorder

Note The DSV is a small utility that allows you to validate that the file has not been tampered with. This utility can be downloaded from avertx.com.

Note The thumbprint is a value derived from the certificate that uniquely identifies it; specifically, it is a SHA-1 hash of the certificate.

The DSV utility will attempt to verify the exported file, and then present one of two findings:

- Digital Signature Validated: the Thumbnail for the ProConnect recorder will match the Thumbnail displayed for the validated file.
- Digital Signature Invalid: this indicates that the file does not contain a valid certificate.

Encrypt Relayed Video

This option encrypts video sent using relay.

Legacy Flash Player

This option will enable the Adobe Flash Player instead of the HTML 5 Player for all Users connecting to the recorder.

Storage

The Storage tab displays all partitions or drives available for recording.

Enable / Disable Recording Drives

1. Click **Setup** .
2. Click **Settings** under **System Settings**, and then click the **Storage** tab.
3. Check or uncheck the **Enable checkbox** to disable the Drive.
4. Click **Save.**

Note Your ProConnect recorder will leave 10% free space on a drive by default; it is not recommended to lower this setting below 10% as this space is used for managing recorded data's FIFO (First In, First Out) process.

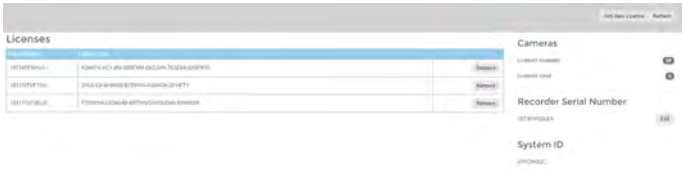
Licensing

Note Your ProConnect software will be preregistered in the factory and can pull licenses from the cloud if connected to AvertX Connect.

1. Click **Setup** , and then **Settings** under **System Settings**.
2. Click the **Licensing** tab.
3. Click **Add New License**, and then follow the on-screen instructions to acquire the Unlock Code.
   a. Navigate to http://activate.avertx.com/.
   b. In the Licensing tab, enter the Product Serial, and then click **Next.**
   c. The Unlock Code will be displayed. Write or copy the code.

Note You will need the **System Serial Number** and **System ID** displayed in the **Settings > Licensing** tab to register your software, or on the product label on the recorder.

4. Enter the License Serial Number and the **Unlock Code**, and then click **Next**.



Serial Number – The software serial number tied to the software license.

Unlock Code – A code generated on registration that unlocks a specific software feature set.

Remove – Remove this license from the recorder.

Add New License – Adds a new license to the recorder.

Refresh – Refreshes the license set by checking with web services for any updates.

Licenses Available – The number of camera licenses unlocked.

Licenses Used – The number of camera licenses currently being used.

Recorder Serial Number – The Serial Number of the licensed recorder.

System ID – Unique ID generated for use with manual licensing based on the hardware the software is installed on.

Software

Automatic Updates

If an automatic update is scheduled, the user will see a message along with an option to install the scheduled update before it is scheduled to automatically update in Software Updates.

Note When available, updates will automatically download and install daily between 10:00 PM and 3:00 AM, based on the local time of each device.

Note System updates can often necessitate a restart, during which time the device will not be recording.

Software updates can also be performed manually via selected files or custom URLs.

Update via Manually Selected File

1. Click **Setup**, and then **Settings**.
2. Click the **Software** tab.
3. Click Show More Options.
4. Click **Select File** then navigate to the location of the **.ssp update file.**
5. Click **Install**.

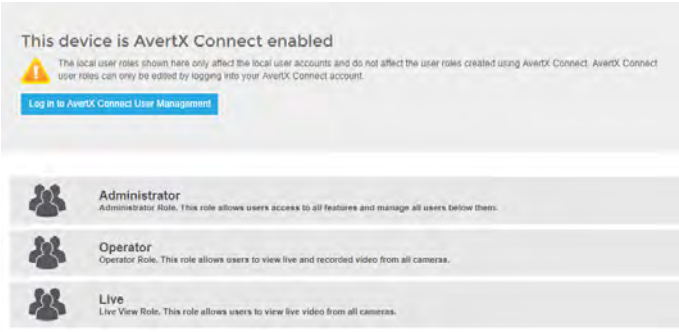
Note Do not leave this page until the update is complete

Update via Custom URL

1. Click **Setup**, and then **Settings**.
2. Click the **Software** tab.
3. Click Show More Options.
4. Click Specify URL.
5. Type or copy the **URL** where the update file is located.
6. Click **Install**.

Note Do not leave this page until the update is complete.

Note AvertX **strongly recommends** that users be managed through AvertX Connect rather than on the local recorder. If the device is AvertX Connect enabled, it will be necessary to log in to AvertX Connect User Management to manage users who have access to the recorder. Users added this way will have an AvertX Connect account.



Local User Management

Local User Roles

The default User Roles include Administrator, Operator, and Live. Custom roles can also be created.

Note	Default roles cannot be modified

Add Local Role

Custom roles are user roles that have custom selected assigned permissions.

1. Click **Setup** , and then click **Settings**.
2. Click Local User Roles.
3. Click Add Local Role.
4. Type the role **Name** and **Description**, and then use the **Assigned Permissions** list to check the appropriate permission boxes.
5. Click **Save**.

Edit Existing Role

1. Click **Setup** , and then click **Settings**.
2. Click on the existing role you wish to edit.
3. Edit the **Name**, **Description**, and **Assigned Permissions** list as necessary.
4. Click **Apply**, and then click **Save**.

Add Local System User

1. Click **Setup** , and then click **Settings**.
2. Click the **Local Users** tab.
3. Click Add Local System User.
4. Enter the appropriate user information, and then designate a **Username** and **Password**.
5. Check the appropriate box to designate a user **Role**.

Note	More than one user role can be selected.

6. Click **Save**.

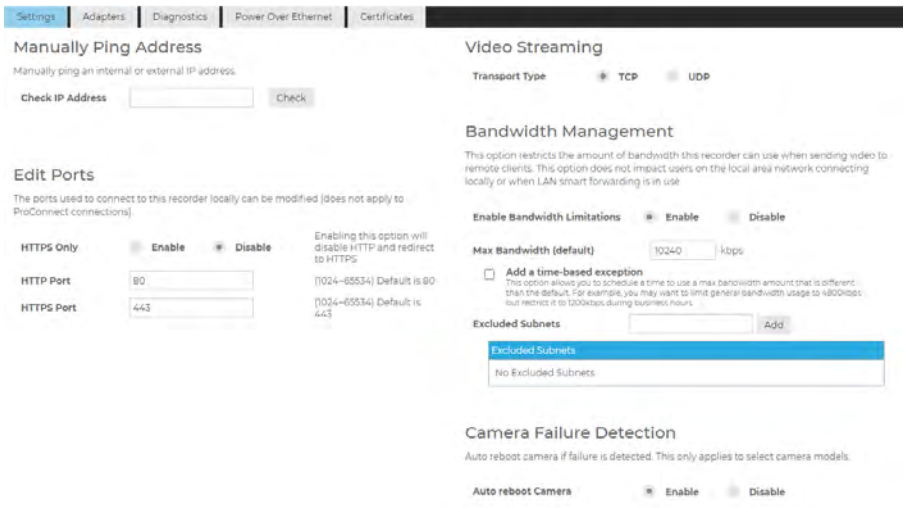
Adding User Image

1. In **Add Local System User**, click **Select**, chose a file, and then click **Open**.
2. Once the file is listed under the user image, click **Upload**.
3. Click **Save** to save your changes.

Networking

Settings

The Settings tab allows for manual ping of an IP address, edit ports, proxy setup and video streaming configuration.



Manually Ping Address

Manually ping an internal or external IP address.

Edit Ports

The ports used to connect to the recorder can be modified.

Video Streaming

Designate the video streaming transport type for global IP network traffic: TPC or UDP.

Bandwidth Management

Enabling Bandwidth Management restricts the amount of bandwidth this recorder can use when sending video to remote clients. This option does not impact users on the local area network.

To enable Bandwidth Management:

1. Click **Setup** .
2. Click **Network** in the menu, and then click the **Settings** tab.
3. Check **Enable** in the Bandwidth Management section.
4. Enter a Max Bandwidth limit the recorder can use when sending video to remote clients.
5. Check **Add a time-based exception** and enter a time range and bandwidth limit if different than the default or determined bandwidth limit.
6. Add **Excluded Subnets** if any subnets should be excluded from the bandwidth limit.
7. Click **Save**.

Camera Failure Detection

Auto reboot cameras if failure is detected. This only applies to select camera models.

Adapters

This tab displays the Internet Network Port and Ext Switch Network Port*.

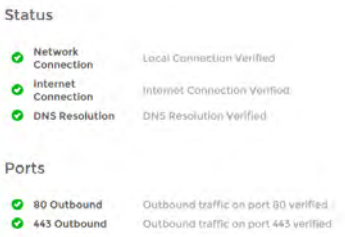
To make changes to a Network Port:

1. Click **Setup** , and then click **Networking**.
2. Click the **Adapters** tab.
3. Click the desired network and make any necessary changes.

Note The Ext Switch Network Port is not available on all ProConnect models.

Diagnostics

The diagnostics tab shows the operational status of various connections, ports, and relays for your recorder. This is a helpful tool for troubleshooting.



Network Connection – Test pings the local gateway setup on the recorder. In some cases, this may fail if internal ICMP is disabled on the firewall/router. In these rare cases a red X may appear, but service may work without issue.

Internet Connection – Test pings an IP (8.8.8.8) to see if internet connectivity is working correctly.

DNS Resolution – Check to ensure you can resolve DNS names.

80 Outbound – Check to ensure that network traffic can flow through port 80.

443 Outbound – Check to ensure that network traffic can flow through port 443.

Power Over Ethernet

Power Over Ethernet (PoE) allows you to disable automatic add and record for PoE cameras, as well as power cycle individual ports, which will reset the connected camera.

To disable Power Over Ethernet:

1. Click **Setup** , and then click the **Networking** menu.
2. Click the Power Over Ethernet tab.
3. Uncheck the **Enable Plug and Play** checkbox.

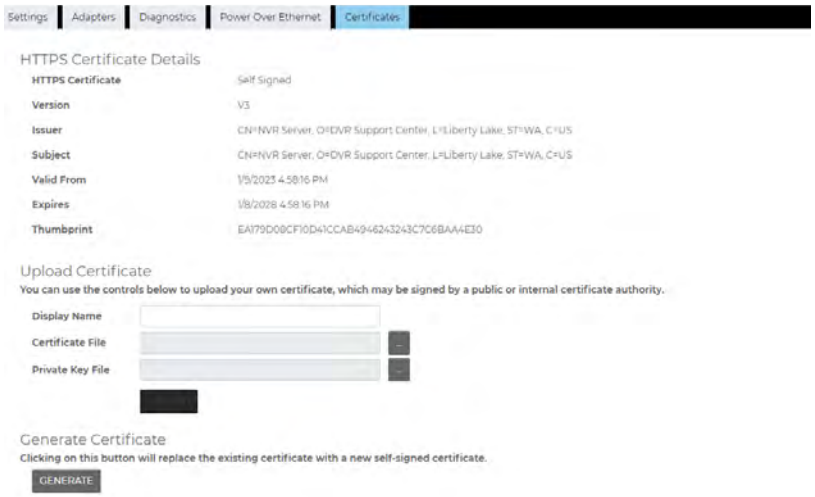
   —OR—

   Uncheck the **Enable PnP** checkbox for the desired camera.

To power cycle the PoE camera: Click the **Cycle Power** icon in the row for the desired PoE camera.

Certificates

The certificates tab allows users to harden security by importing a security certificate for local connections. Users are able to import their own certificate, signed by a public or internal certificate authority, replacing the self-signed certificate that ships with the recorder. Users can view certificate details, upload an existing certificate, or generate a new self-signed certificate if needed.



Upload Certificate

1. Click **Setup** , and then click the **Networking** menu.
2. Click the **Certificates** tab.
3. Enter a customized **Display Name.**
4. Click on the Browse button next to the **Certificate File** and locate the certificate from an existing file.
5. Click on the Browse button next to the **Private File Key** and locate the private file key from an existing file.
6. Click **Upload.**

Generate Certificate

To change the certificate from the default recorder certificate, click **Generate**. The new certificate will apply automatically and appear under HTTPS Certificate Details.

Note	Generating a self-signed certificate does not issue a certificate signed by a certificate authority.

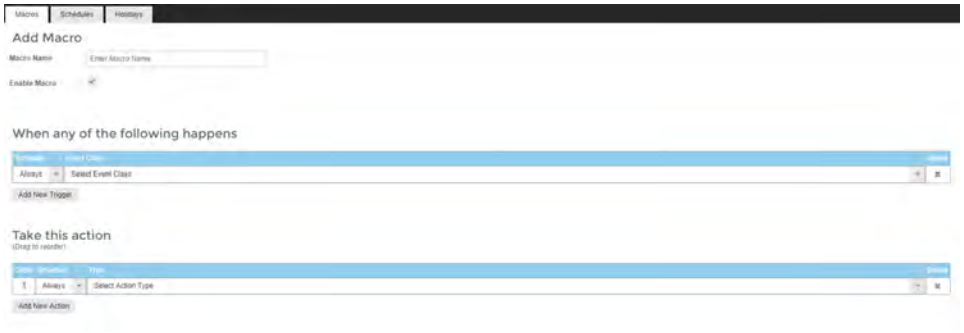
Macros

Under the macro section you can create custom actions based on schedules and holidays.

Managing Macros

Create custom actions based on schedules and holidays in the macros section.

Add a Macro



1. Click Add a Macro.
2. Enter the macro name in the **Macro Name** field.
3. Check the **Enable Macro** box.
4. Select the drop down under the **Schedule** option to modify when a trigger is in effect.
5. Select **Analytics**, **Sensor** or **Motion** under the **Event Class** drop down.
6. After selecting an Event Class, select the appropriate **Event Type** in the Event Type dropdown that corresponds with the desired analytics, sensor or motion event class chosen in step 5.
7. Select the source IP device in the **Source** drop down list.

Note You can setup multiple triggers by clicking the **Add New Trigger** button.

Setting Up an Action for a Previously Created Macro

1. Under **Take this action**, select the desired schedule under the **Schedule** dropdown.
2. Select the action type under the **Type** dropdown.
3. Select the command for the action under the **Command** dropdown.
4. Select target object from the **Target Object** drop down.
5. Select the duration of the action under the **Duration** dropdown.
6. If an additional action is added they will happen in **Order**, and can be dragged and dropped to reorder for priority.
7. Click **Save** to complete macro setup.

Example image below: when sensor 1 fires during weekdays the event stream will be recorded for a specific camera the duration of the event.

Schedules

Add a Schedule

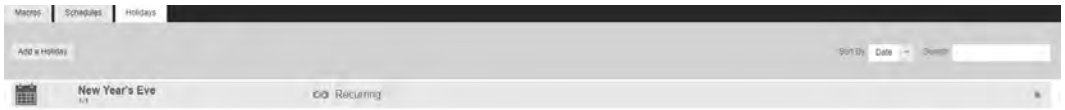
1. Click the **Add a Schedule** button.
2. Type the name of the schedule in the **Schedule Name** field.
3. Select the **Start Time** and **End Time** on the desired days or click the copy button to copy a time range from a previous day.
4. When finished click **Save**.

Note Always, Never, Weekdays, and Weekends are default schedules and cannot be edited.

Holidays

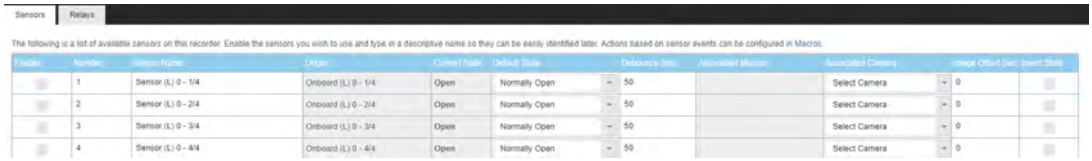
Add a Holiday

1. Click the **Add a Holiday** button.
2. Type the name of the Holiday in the **Name** field.
3. Select the **Date** from the calendar.
4. Type the year of the holiday or leave the setting at 0 for recurring holiday.
5. Click **Save** to save the holiday.



Sensor / Relay

Sensors



Enable – Enable or disable a sensor.

Sensor Number – Sensor number associated with the ProConnect recorder.

Sensor Name – Name of the sensor associated with the ProConnect recorder.

Sensor Origin – Origin of the sensor being used by the ProConnect recorded (typically internal to the recorder).

Current State – Current state of the sensor (open or closed).

Default State (NO/NC) – Normally Open or Normally Closed sensor.

Debounce – Debounce time in milliseconds (1000 milliseconds = 1 second) is the duration to ignore repeated contacts**.**

Associated Macros – Shows any macros associated with a specific sensor.

Associated Camera – Allows the association of a specific camera to a sensor.

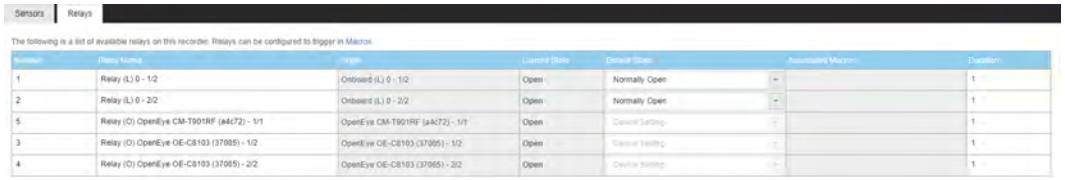
Image Offset – The delay between the start of a sensor event and the time an event is captured

Invert State – Inverts the state of the sensor.

Setting Up A Sensor

1. Enable a specific sensor by checking the box in the **Enable** column.
2. Modify the ProConnect sensor number in the **Sensor Number** column if needed.
3. To modify the sensor name, type the new name into the **Sensor Name** box.
4. Set Normally Open or Normally Closed in the **Default State** (NO/NC) drop down.
5. Change **debounce** default in milliseconds if sensor contact is likely to break contact constantly.
6. Associate a camera to record with the sensor by selecting a camera from the **Associate Camera** drop down.
7. Modify the image offset value if a delay is required when recording a sensor event.
8. Check the box labeled **Invert State** if desired.
9. Click **Save**.

Relays



Relay Number – Relay number associated with the ProConnect recorder.

Relay Name – Name of the relay associated with the ProConnect recorder.

Relay Origin – Origin of the relay being used (typically internal to the recorder).

Current State – Current state of the relay (open or closed).

Default State (NO/NC) – Normally open or normally closed relay.

Associated Macros – Shows any macros associated with a specific relay.

Duration – The duration the relay will fire when activated.

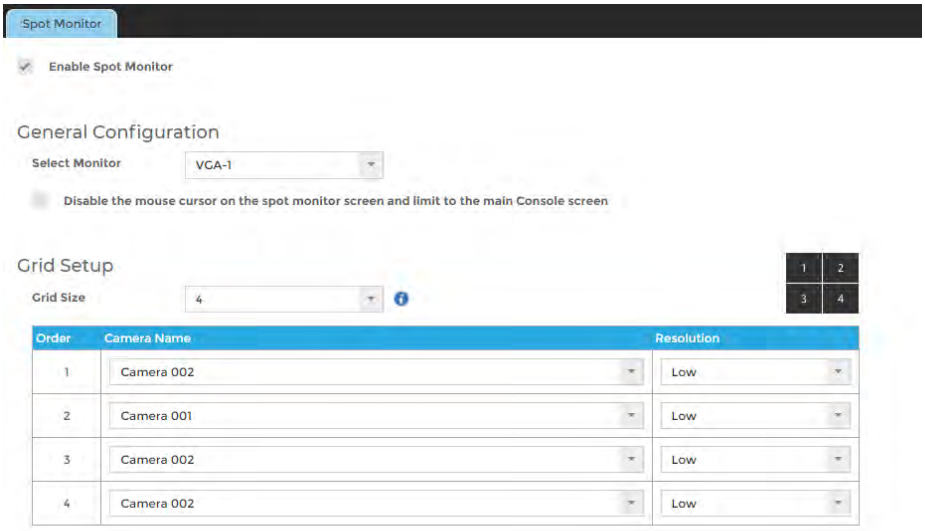
Setting Up A Relay

1. Modify the relay number if needed by click in the **Relay Number** field and hitting backspace until cleared and type in the new number.
2. Modify the relay name by selecting **Relay Name** field and hitting backspace until cleared and type in the new relay name.
3. Set Normally Open or Normally Closed in the **Type (NO/NC)** drop down.
4. Modify the **Duration** if the momentary activation time needs to be modified.
5. Click **Save**.

Note	Newer ProConnect Summit NVRs do not include an Alarm I/O block.

Spot Monitor

Spot Monitor enables spot monitor video functionality locally or remotely for recorders. Spot Monitor can be used to view video from specific camera channels over the network using account credentials.



Go to **Setup > General Configuration > Spot Monitor** and check **Enable Spot Monitor**.

General Configuration

1. If more than one monitor is connected, choose which monitor will display spot monitor from the **Select Monitor** dropdown.
2. Check **Disable the mouse cursor on the spot monitor screen and limit to the main Console screen** to remove the mouse cursor from spot monitor.

Grid Setup

1. Use the **Grid Size** dropdown to choose between a 1 or 4 grid display.
2. Use the **Camera Name** dropdowns to select where each camera will be displayed.
3. Select the **Resolution** (Low, Medium, High) for the cameras.
4. Click **Save**.

Note Dewarping is not available in Console Spot Monitor.

Note Default resolution for one stream is high, and quad view is low.

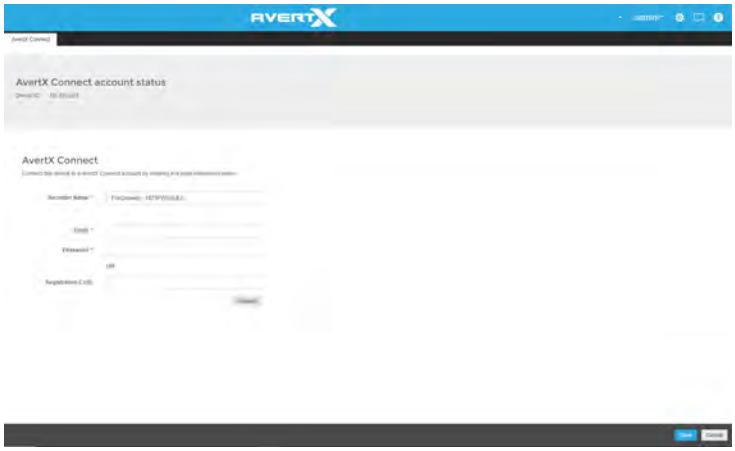
Note If you are unable to enable spot monitor, your resource usage may be at capacity.

Configure analytics to free up resources.

Note Disabling the mouse cursor on the spot monitor is enabled by default.

Note To help resolve potential instability and performance issues, the console will undergo a brief restart at 3 AM daily if the console spot monitor is enabled. This restart will be documented in the system logs. Please see best practices for an auto recovery solution.

AvertX Connect



AvertX Connect is a cloud-based service that enables you to turn your recorder into a cohesive platform, with online user and recorder management features.

To begin using AvertX Connect, you will need to create an AvertX Connect account.

1. Use a web browser to navigate to **http://connect.avertx.com** and complete account registration.

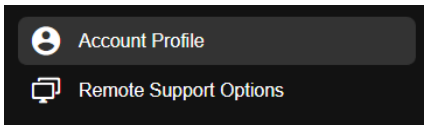
   You will receive an email from AvertX Connect to verify your email address. Click the confirmation link.

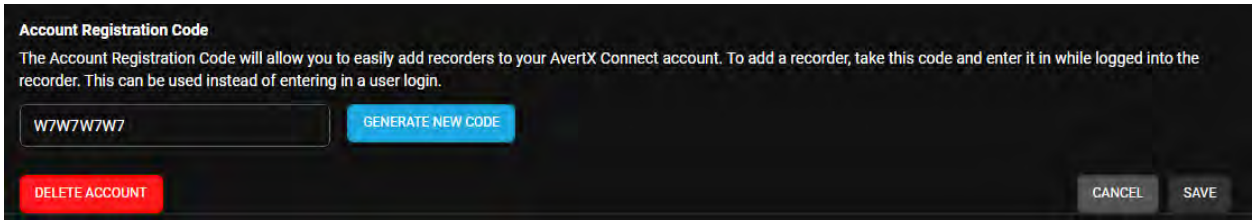
To enable AvertX Connect on your recorder, follow the instructions below:

1. Click **Setup** .
2. Click **AvertX Connect** under the Connection Settings section.
3. Enter your AvertX Connect **Username** and **Password**
4. Modify the **Recorder Name** if needed (this will be the label in AvertX Connect).
5. Click **Connect**.

—OR—

Enter your AvertX Connect **Account Registration Code** found in **Account Profile** under **Settings**.

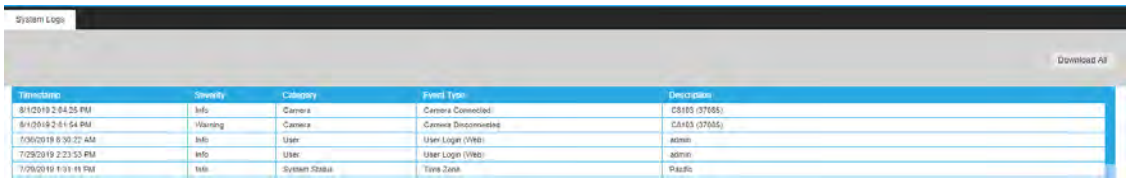




2-Step Verification

Enabling 2-Step Verification in Account Settings in AvertX Connect sends a unique code to a user's associated mobile device. Completing log in requires both the user's password and a code that is sent to the mobile device.

Log Files

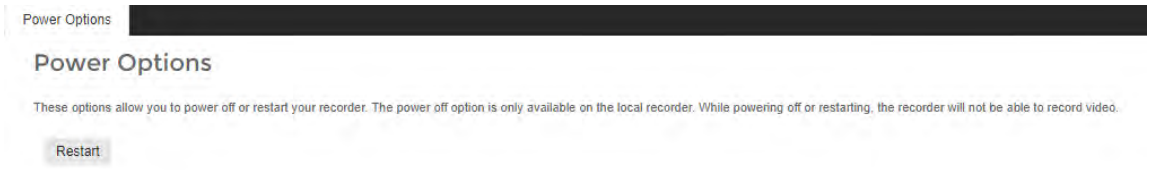


Log files are loaded or downloaded in this section.

Loading and Exporting Logs (Browser Client Only)

1. Click **Setup** , then select **Log Files**.
2. Select the **Download All** button.
3. Use the arrow buttons next to Page 1 or scroll wheel to cycle through the system log pages.

Power Options



Recorders can be powered off or restarted from the local interface; however, the Web Interface is limited to remote restarts.

SUPPORT TOOLS (LOCAL)

Support tools are a set of utilities that allows you to complete setup or diagnostic tasks:

Note Support Tools can only be accessed in the ProConnect NVR Software locally.

To Enter Support Tools:

1. Click on **Settings** in the Navigation Bar
2. Click on the **Setting** tab on the Right column
3. Type the combination **Control + Alt + S**, then click the "**Launch Support Tools**" button.

ADVANCED NETWORK MANAGEMENT

With port forwarding, traffic bypasses AvertX Connect, allowing for optimal connection speeds. Additional setup is required, however, because the routers need to be configured to forward traffic to the correct recorder.

Note Visit **http://portforward.com/english/routers/port_forwarding/** for instructions on how to open ports on your particular router.

1. Complete the AvertX Connect cloud relay as instructed above in the *Register ProConnect to Your AvertX Connect Account*.
2. Access the router used for internet communication and forward **TCP port 80** to the internal address of the ProConnect Software recorder.

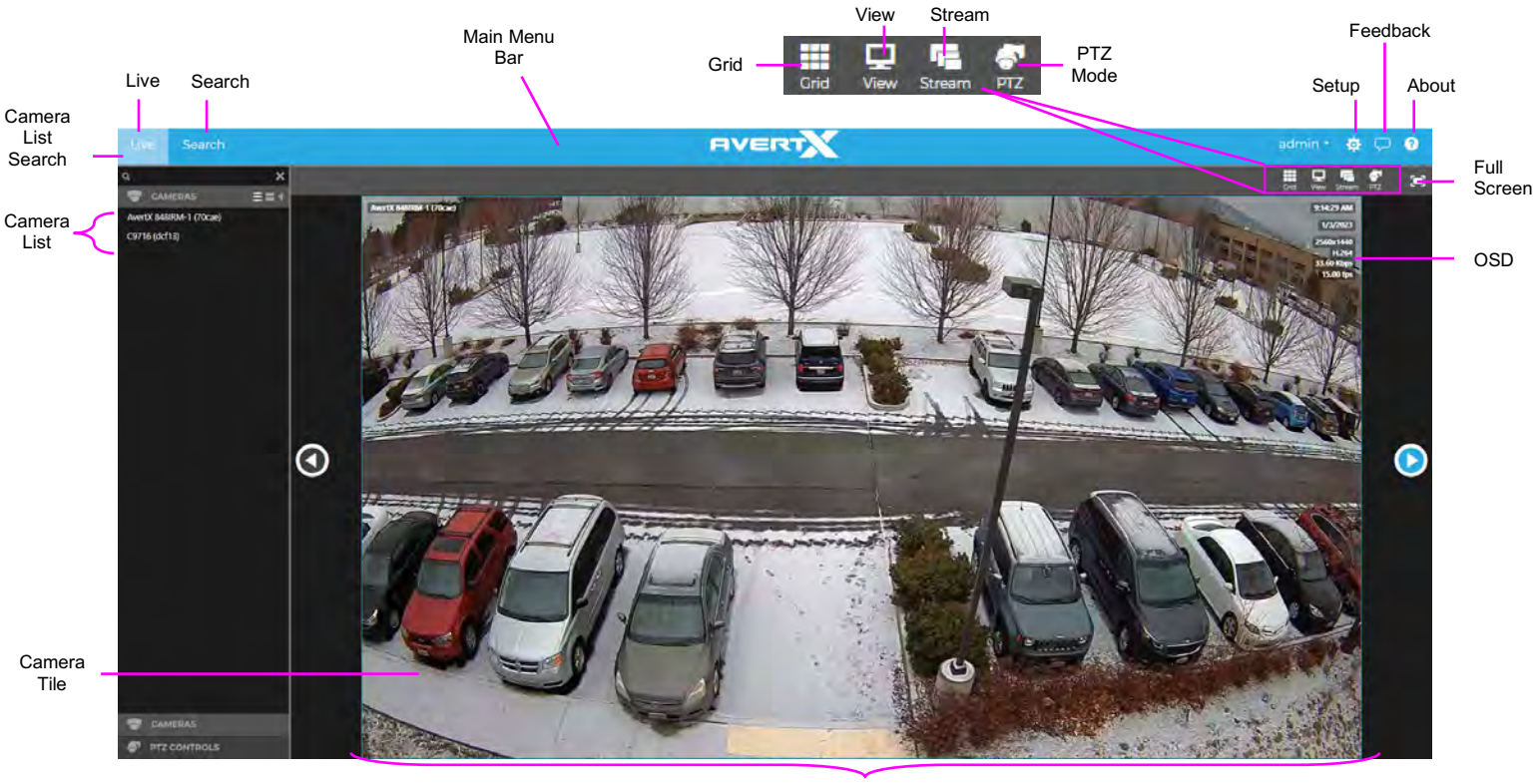
3. From AvertX Connect, click **Management > Locations**, and then select a location.
4. Click **Remote Connections**, and then click to enable connection types. Enter the **external IP** or **DNS** entry for the router in the **IP Address or Domain** field, and **80** in the **Port** field if **Direct Connect** is enabled.

Note Port 80 is the default port.

5. Click **Save.**

LIVE SCREEN VIEWING PANE

The Live screen displays the camera list and live video. Customize the Live screen to view specific cameras in different layouts.



Camera List – List of connected cameras, these cameras can be dragged into a camera tile to display live video.

Note The recorder local Live Screen does not display the Camera List.

Camera List Search – Manually type in the Camera List Search field to filter Camera List by camera name.

On-Screen Display (OSD) – Displays the resolution, video format, bit rate, and frame rate of the camera. **Camera Name**, **Diagnostics Information**, **Recorder Date**, and **Time** can also be displayed in the OSD.

Camera Tile – Individual tile for viewing live video from one camera.

Viewing Pane – Comprised of camera tiles and makes up the viewing space in the Live Screen

Full Screen – View live video in full screen mode.

PTZ – Enable / Disable control of Pan-Tilt-Zoom (PTZ) functions in live view.

Stream – Designate the stream quality for cameras in the Viewing Pane.

Note Available stream quality selections in Live view is based on the selected Grid.

View – Drop down selection of Live video viewing options (4:3, 16:9, original (displays original aspect ratio of all cameras) and stretch (stretches camera images to fit Camera Tile).

Grid – Designate a screen division (1, 2, 4, 6, 8, 9, 10a, 10b, 10c, 13, 16, 17, 25) to view live video from cameras in the viewing pane.

NAVIGATION BAR

Live – Display Live video in the viewing panes.

Search – Playback recorded video in the viewing panes.

Setup – Access the General Configuration, Remote Services, and Tools/Logs menus.

Feedback – Submit feedback directly to AvertX.

About – View License agreements, Terms of Use, and Privacy Policy.

RIGHT-CLICK MENU

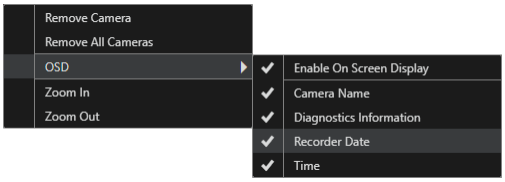
Right-clicking on a live camera tile while viewing live or recorded video will display the right-click options menu.

OSD – On-Screen Display (resolution, video format, bit rate, and frame rate).

Remove Camera – Remove camera from the current Live Screen viewing pane.

Remove All Cameras – Removes all cameras from the current Live Screen viewing pane.

OSD – Check **Enable On Screen Display** to display the resolution, video format, bit rate, and frame rate of the camera. In addition, check to view **Camera Name**, **Diagnostics Information**, **Recorder Date**, and **Time** in the OSD.

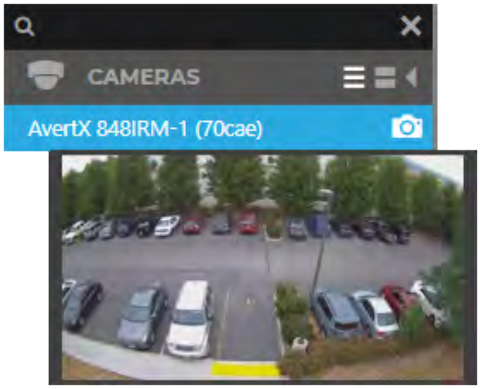


Zoom In – Click to zoom in on a camera image.

Zoom Out – Click to zoom out of a camera image.

CAMERA LIST THUMBNAIL PREVIEW

Move the mouse over the camera icon on a camera name in the list to view a Thumbnail image.



CUSTOMIZING THE LIVE SCREEN

How Do I Add / Remove Cameras from The Live Screen Display?

Add Camera

1. Click and drag a camera from the **Camera List** to the **Viewing Pane** to create a **Camera Tile.**

Note	Change the Live screen **grid** if more camera channels are desired.

—OR—

2. Click the desired camera on the **Camera List** to automatically add it to the **Viewing Pane** in an available **camera tile.** Each subsequent camera clicked will be added to the next available **camera tile**.

—OR—

3. Drag one **camera tile** over in the **Viewing Pane** to swap their locations.

Add All Cameras

Click and drag the **Camera List** header to the **Viewing Pane** to load all cameras in live**.**

Remove Camera

1. Right-click in the desired camera tile to display the **right-click menu**, and then click **Remove or Remove All**.

—OR—

2. Move the mouse to the top of the camera tile to display the **tile toolbar**, and then click the **red 'X.'**

How Do I Collapse the Camera List?

Click the arrow on the **Camera List** header to collapse and expand the Camera List.

How Do I Manually Cycle Through Camera Views?

Use the Left and Right arrows at the sides of the Viewing Pane to manually cycle through camera views.

How Do I Adjust the Grid of Camera Tiles in The Viewing Pane?

The Live screen display can be adjusted to show live video for 6, 8, 9, 10a, 10b, 10c, 13 ,17, 25 camera tiles.

1. In the Live screen, click **Grid**.
2. Click on the desired **screen grid**. The screen grid will automatically apply.
3. Adjust the **camera tiles** to display the desired cameras.

How Do I Adjust the Live Screen View?

The Live screen view affects the camera tiles and the aspect ratio / format of the live video being displayed.

1. In the Live screen, click **View**.
2. Click the desired **view**. The Live Screen view will automatically apply.

Note	Choose from aspect ratios of 4:3 or 16:9, and choose a format of Stretch or Original.

How do I Adjust the Live Video Stream Quality?

The Stream Quality option affects the resolution of live video as seen on the Live Screen. The stream resolution can be set to low, medium, high, or automatic.

1. In the Live screen, click **Stream**.
2. Click the desired **streaming resolution (Low, Medium, High, or Auto).** The Live Screen will automatically adjust.

Note The available streaming resolutions are dependent on camera setup.

How Do I Enable and Control PTZ?

1. In the Live screen, click **PTZ**.
2. Select the **PTZ camera**.
3. Hold the left mouse curser down on the video pane and drag the arrow icon to move.

How Do I Enable Fullscreen?

1. In the Live screen, click the **Fullscreen** icon.
2. Click the **Fullscreen** icon again to disable.

How Do I Turn the OSD ON / OFF?

The On-Screen Display (OSD) shows the video resolution, video format, bitrate, and frames per second on top of the live video feed. The OSD can be turned on / off per-camera or for all cameras.

Toggle OSD for All Viewing Panes

Right-click on any viewing pane to display the **right-click menu**, and then click **OSD**.

Toggle OSD Per-Camera

Move the mouse to the top of the desired viewing pane to display the **pane toolbar**, and then click **OSD.**

Digital Zoom

Digital zoom can be used in the Live screen or the Search screen.

Note Digital Zoom is currently only supported in the ProConnect Web Interface.

1. Click to select the desired **Camera Tile**.
2. Use the scroll wheel on your mouse to scroll up, zooming in.
3. Scroll down to zoom back out.

Note Layouts will save Digital Zoom settings.

HOW DO I DEWARP 360 CAMERAS?

360 cameras can be dewarped using ProConnect. These cameras display in 360 mode by default, but three additional views are available.

To dewarp a 360 camera:

1. On an applicable 360 camera tile, right-click to display the **right-click menu**.
2. Click **360 View Mode**, and then select a mode.

The camera tile will automatically update to reflect the selected 360 View Mode.

360 Camera Dewarping Views

Interactive – dewarping method that allows for interactive video viewing; click-and-drag cursor available to adjust the camera view across the entire 360 view.

360 Panorama – dewarping method that cuts the 360 image at one point and lays the video flat; view the entire 360 view from left to right.

2 x 180 Panorama – dewarping method that shows the 360 image in two split 180 degree views.

Note All 360 dewarping modes enable **Zoom**. Use the scroll-wheel to zoom in and out of the camera view.

PERFORMING A SEARCH

Perform a Timebar Search or a Preview Search to review recorded video, including playback and export of images and video clips.

Note Timebar and Preview Searches are currently only available in the ProConnect Web Interface.

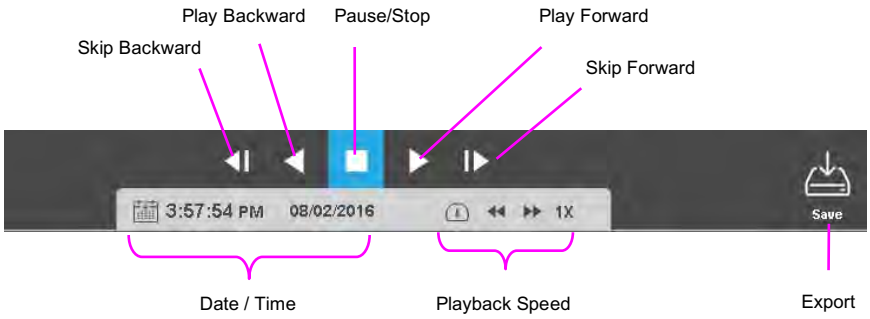
- Date/Time Search – standard search feature available only through the local recorder.

Four different searches are available in ProConnect software:

- Timebar Search – Advanced Date/Time search with visual tools. Only available through the ProConnect Web Interface.
- Thumbnail Search – Advanced Thumbnail-based search. Only available through the ProConnect Web Interface.
- Event Search – Advanced event-based search. Only available through the ProConnect Web Interface.
- Motion Search – Advanced motion-based search. Only available through the ProConnect Web Interface.

How Do I Perform a Date / Time Search Via a Recorder?

Date / Time Search Bar Playback Controls



Add Camera(s) to the Date / Time Search Viewing Pane

When the Search Screen is opened, the cameras that were in the Viewing Pane in the Live Screen will appear, however, cameras can be arranged separately in the Search Screen to facilitate the desired search.

To add cameras to the Search Screen:

1. In the Search Screen, click a camera in the **Camera List**.

—OR—

2. Click and drag a camera from the camera list to the **Viewing Pane**.

—OR—

3. Click and drag the **Camera List** header to the **Viewing Pane** to load all cameras in Search.

Customize the Camera Tile Grid

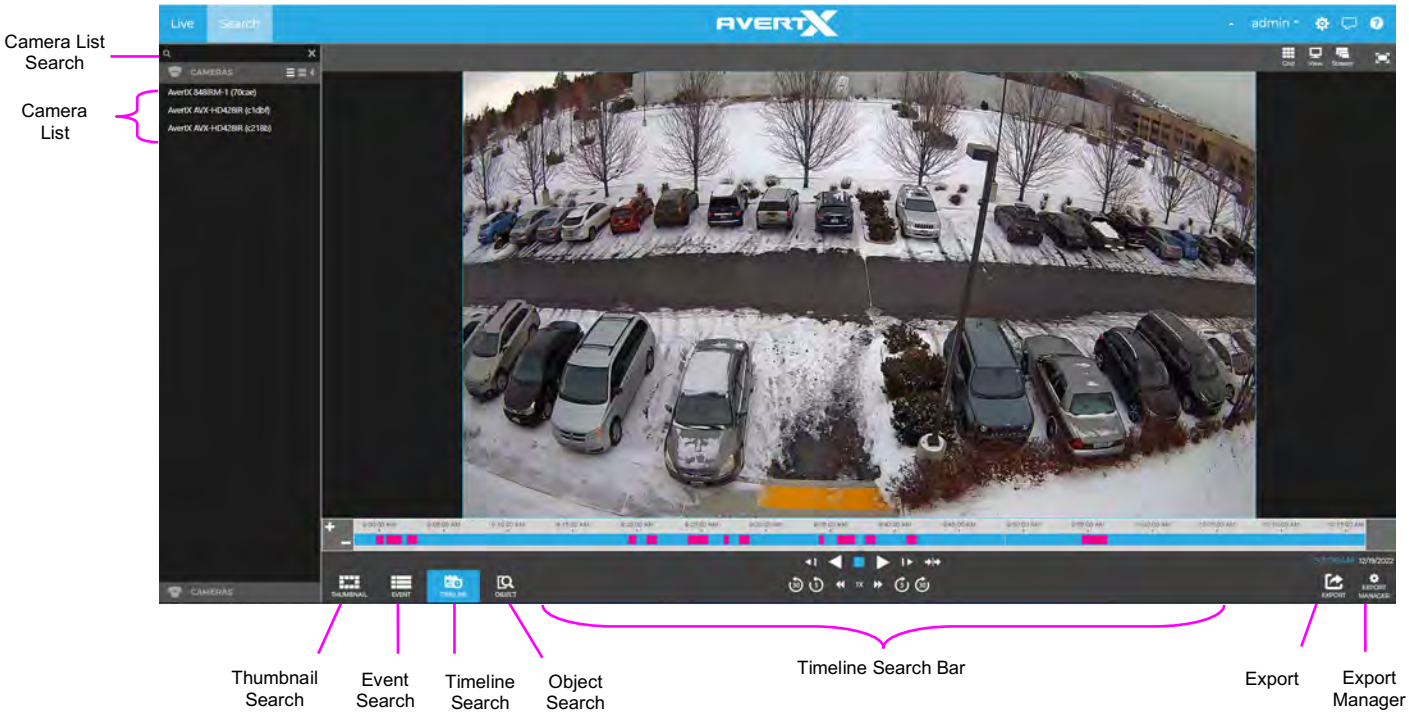
Changing the Grid of the viewing pane allows for viewing multiple cameras. All cameras will begin playback of recorded video at the time designated on the horizontal Timebar Search Bar.

1. Click the **Grid** button.
2. Click on the desired grid.
3. Assign the available cameras to the desired camera tiles.

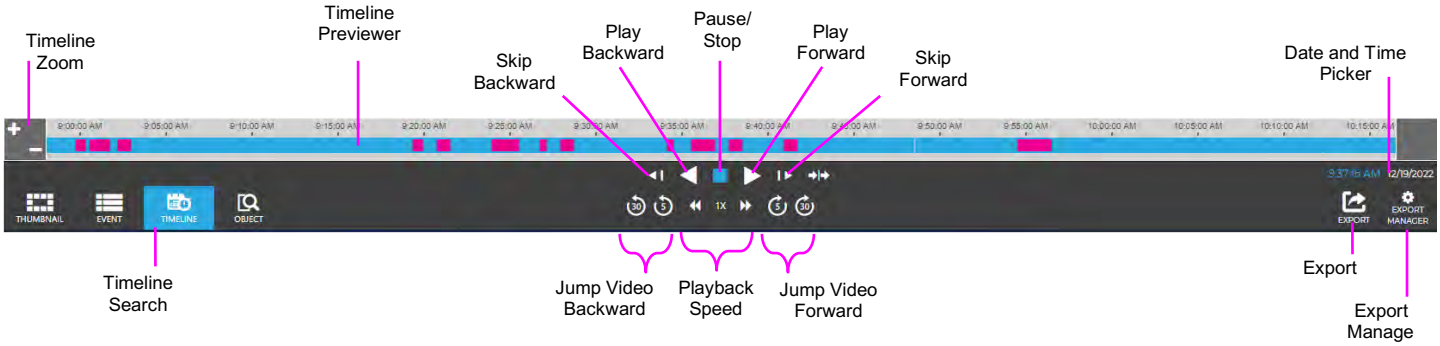
Perform a Date / Time Search

1. Customize the camera tile grid in the Search Screen Viewing Pane if desired.
2. In the Search Screen, click the **Date / Time Picker**.
3. Select a **date** from the calendar, and then designate a **time** if desired.
4. Click **Select**.
5. Click **Play**.

How Do I Perform a Timeline Search (Web Interface Only)



Timeline Search Bar Playback Controls



Note The example Timeline Search Bar shows recorded video that is based on Continuous + Motion recording, meaning the higher resolution motion video is only recorded when a motion event is triggered. This results in video automatically switching between the lower resolution and higher resolution video. Motion video is shown in magenta, and non-motion video is shown in light blue.

Timeline – Continuous recording is represented by light blue lines on the Timeline Search bar, with magenta lines on the Timeline Search bar representing Motion events.

Timeline Zoom – Increases or decreases the amount of time shown in the timeline. Allows for greater accuracy in timeline movement.

Skip Backward – Move to the previous frame of recorded video.

Play Backward – Play recorded video backward.

Pause / Stop – Pause / Stop video playback.

Play Forward – Play recorded video forward.

Skip Forward – Move to the next frame of recorded video.

Jump Video Backward – Jump video backward in 5 or 30 second intervals.

Playback Speed – Control the speed of video playback.

Jump Video Forward – Jump video forward in 5 or 30 second intervals.

Timeline Previewer – Hovering over the timeline will show a preview of the recorded video.

Export – Export recorded video as seen in the current search playback.

Date and Time Picker – Use to designate a date and time to search recorded video.

Timeline Keyboard Playback Controls

In addition to the Search Bar Playback Controls, the keyboard can be used to control some playback functions.

Space Bar – Play/Pause recorded video.

Left Arrow – Reduce playback speed.

Right Arrow – Increase playback speed.

Left Arrow (When Paused) – Move to the previous frame of recorded video.

Right Arrow (When Paused) – Move to the next frame of recorded video.

Add Camera(s) to the Timeline Search Viewing Pane

When the Search Screen is opened, the cameras that were in the Viewing Pane in the Live Screen will appear, however, cameras can be arranged separately in the Search Screen to facilitate the desired search.

To add cameras to the Search Screen:

1. In the Search Screen, click a camera in the **Camera List**.

—OR—

2. Click and drag a camera from the camera list to the **Viewing Pane**.

Customize the Camera Tile Layout

Changing the layout of the viewing pane allows for viewing multiple cameras. All cameras will begin playback of recorded video at the time designated on the horizontal Timeline Search Bar.

1. Click the **Grid** button.
2. Click on the desired grid.
3. Assign the available cameras to the desired camera tiles.

Perform a Timeline Search

Customize the camera tile grid in the Search Screen Viewing Pane if desired.
Select a Date (and Time) from the **Timeline Search Date Picker**.
On the Preview Search Bar, click the **Timeline Search Date Picker**.
Select the desired **Date (and specific time)**, and then the timeline will update automatically.
Use the **Play/Pause, Stop, Play Forward/Backward**, and **Skip Forward/Backward** playback controls to control video playback during your search.

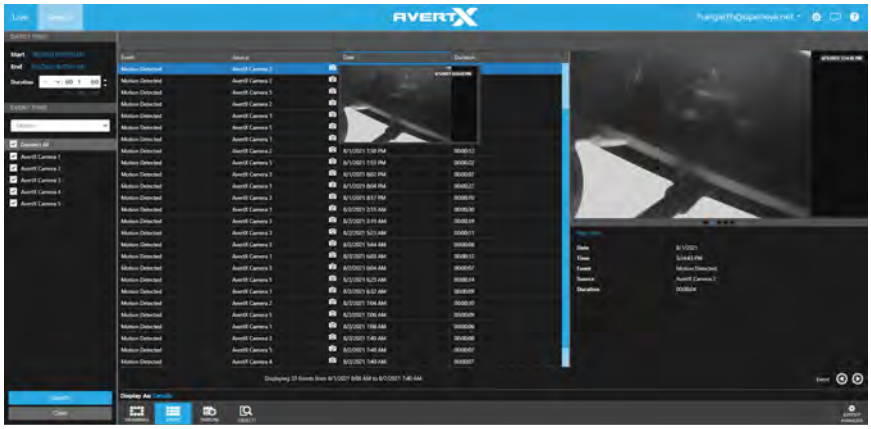
Perform a Timeline Date/Time Search

1. Customize the camera tile grid in the Search Screen Viewing Pane if desired.
2. In the Search Screen, click the **Date / Time Picker**.
3. Select a **date** from the calendar, and then designate a **time** if desired.
4. Click **Select**.
5. Click **Play**.

Note To automatically update the time, click **Now**. To automatically exit the Date/Time Search, click **Cancel**.

How do I Perform an Event Search (Web Interface Only)?

Event Search is ideal for reviewing sensor or relay events such as motion in a filtered, easily consumable format.



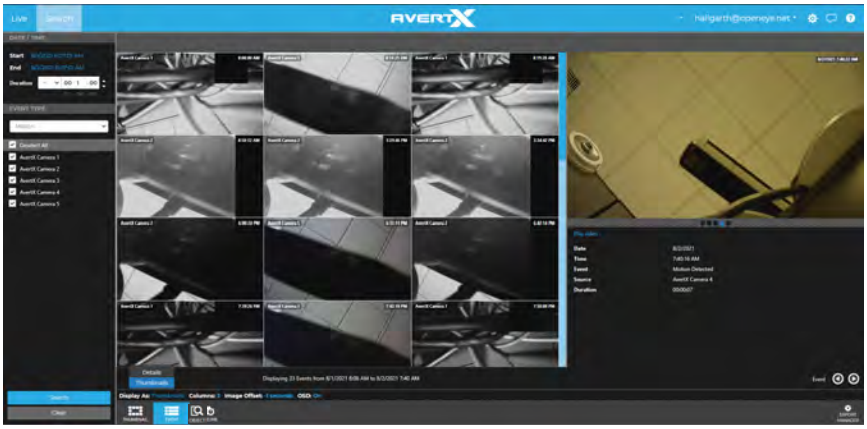
Perform an Event Search

1. Under **DATE / TIME** select the Start, End and Duration.
2. Select an **Event Type** from the list.
3. Click **Search**.
4. Select an **event** in the event table to review.
5. Click the **preview image** and the **play icon** to review this video in Timeline Search.

Note Hitting the back button on the browser in timeline search will load the previous event search results when switching between the two.

Change to Thumbnail View

1. Click **Details** on **Display As:** below the event table.
2. Select **Thumbnails** from the menu.
3. The event table will display as Thumbnails.
   Customize the number of Thumbnail **Columns** displayed.
   Change time of display results between event and image from **-4 seconds** to **4 seconds** in **Image Offset**
   Turn On Screen Display (**OSD**) information **On** or **Off**.



How Do I Perform a Thumbnail Search (Web Interface Only)

Preview search is ideal for viewing before and after comparisons at user-determined intervals. This search can help a user narrow down a time period during which something changed in the scene, such as vandalism or theft.

Thumbnail Search Bar Playback Controls

The Preview Search bar displays the number of Thumbnails displayed in the Viewing Pane, the Time Range interval between the first and last Thumbnail, and the overall Video Interval.

Number of Thumbnails – Number of Thumbnails distributed across the Time Range.

Time Range – Time interval between the first and last Thumbnail.

On-Screen Display Toggle – Toggle the on-screen display on or off during search.

Video Interval – Display of the exact start and end time for the designated interval.

Thumbnail Search Date and Time Picker – Calendar display tool for choosing Thumbnail Search Dates.

Perform a Thumbnail Search

1. Select a camera from the **Camera List.**

Note	Thumbnail Searches allow for only one camera displayed at a time.

2. Select a Date from the Thumbnail Search Date Picker.
   a. On the Thumbnail Search Bar, click the **Thumbnail Search Date Picker**.
   b. Select the desired **Date**, and then the Thumbnails will update automatically.
3. Select the **Number of Thumbnails**, the **Time Range**, and turn the **OSD** On / Off as desired.

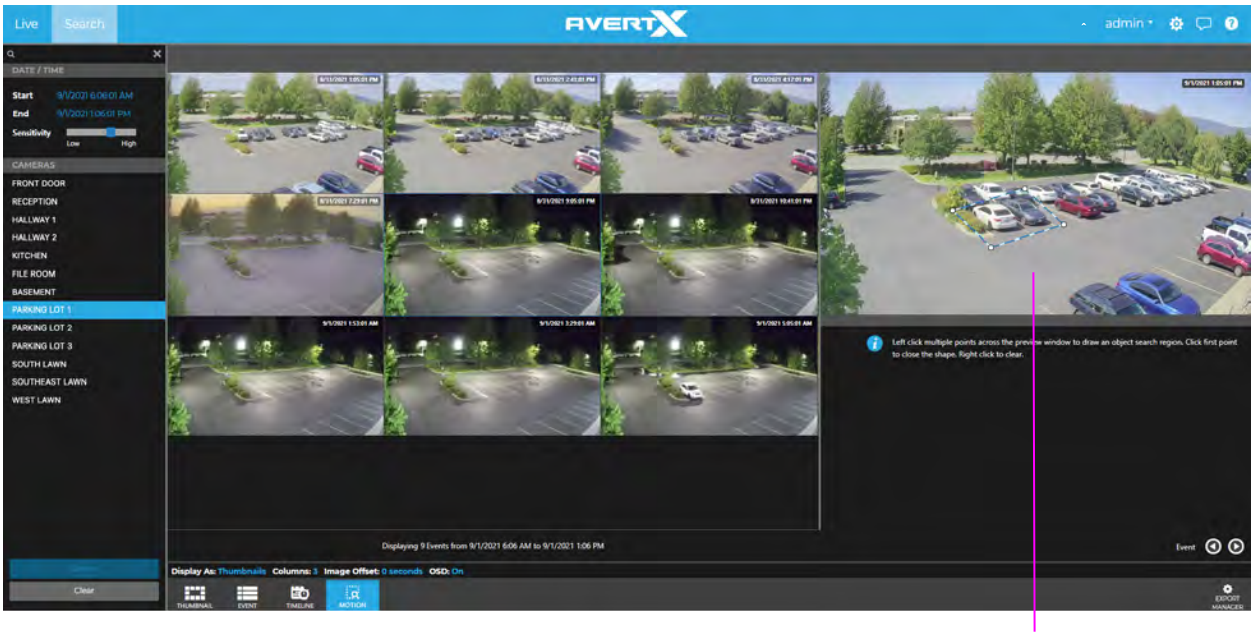
Note	Your combination of Thumbnail quantity and time range will determine the time interval between each snapshot displayed. For example, 25 Thumbnails in a 24-hour time range will result in 1-hour time intervals between displayed pictures.

4. Left-click on the desired Thumbnail to narrow the time interval, opening new Thumbnails.

Note	When the Thumbnail is narrowed to the smallest time interval, left-clicking again will begin recorded video playback in the Timeline Search Screen.

5. Right-click the desired Thumbnail to expand the time interval, opening new Thumbnails.

How Do I Perform a Motion Search (Web Interface Only)



Display As: – Display search results as Thumbnails or as a list.

Columns – Display Thumbnail results in **1**, **2**, **3**, **4** or **5** columns.

Image Offset – Change time of display results between **-4 seconds** and **4 seconds**.

OSD – Turn On Screen Display information **On** or **Off**.

Perform a Motion Search

1. Under Cameras, select a camera that displays the object in motion to search.
2. Draw a Motion in Search Region in the Preview Window:
   - Left click and drag to create a rectangular Motion Search Region
   - Left click, release, and move to draw a custom polygonal shape one line at a time. Draw and click the last line to the starting point to complete the Motion Search Region.
   - Right click to clear a shape.

3. Under Date / Time, select the **Start**, **End** and **Sensitivity** for the search.

Click **Search** to apply the filters.

Click an Event result to preview.

Click the image or **Play video** to review this video in Timeline Search.

Note Hitting the back button on the browser in timeline search will load the previous event search results when switching between the two.

How Do I Export from Search?

Note Exports during Search are only available from the Timeline Search Screen. Thumbnail Searches must be narrowed to the Timeline Search Screen before an export is possible.

- During a Timeline Search, you have the option to export an image or a video clip.
- Resulting image files can be saved locally.
- Resulting video files can be saved locally OR remotely to your AvertX Connect account where they can be viewed and managed remotely.

Export Snapshot (Still Image) Locally

1. In the Search Screen, perform the desired **Timeline Search**.
2. Click **Save**.
3. In the Snapshot tab, enter a **Filename**.
4. Click **Export**.

Note Locally exported images are saved in the **Downloads** folder as **JPEG files**.

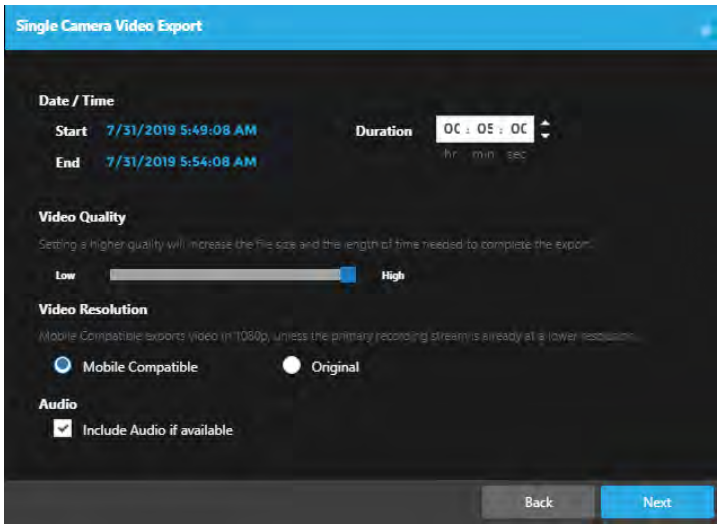
Export Video Clip Locally

1. In the Search Screen, perform the desired **Timeline Search**.
2. Click Export.
3. Choose Single Export or Multi Export.
4. Select Cameras to include in the **Multi Export**.
5. Select **Duration** by hours, minutes and seconds or by **Start** and **End** time.
6. Set **Video Quality** along the **Low** and **High** slider.
7. Choose between Mobile Compatible and Original for Video Resolution.
    - Mobile Compatible exports video in 1080p unless the primary recording stream is already at a lower resolution.
8. Check **Audio** if available.

Note Larger **Duration** and higher **Video Quality** will result in larger video files.

9. Click **Next**.
10. Enter Filename and Export.

Note Locally exported video clips are saved in the **Downloads** folder by default as **MP4 files**.



Note Locally exported video clips are saved in the **Downloads** folder by default as **MP4 files**.

Export Video Clip to Cloud

Exporting a video clip remotely saves the clip in your AvertX Connect account. For more information regarding viewing exported video clips, see the *How Do I View Exported Video Clips in AvertX Connect?* section.

1. In the Search Screen, perform the desired **Timeline Search**.
2. Click **Export**.
3. Designate the Duration, Video Quality, Video Resolution and Audio, and click Next.

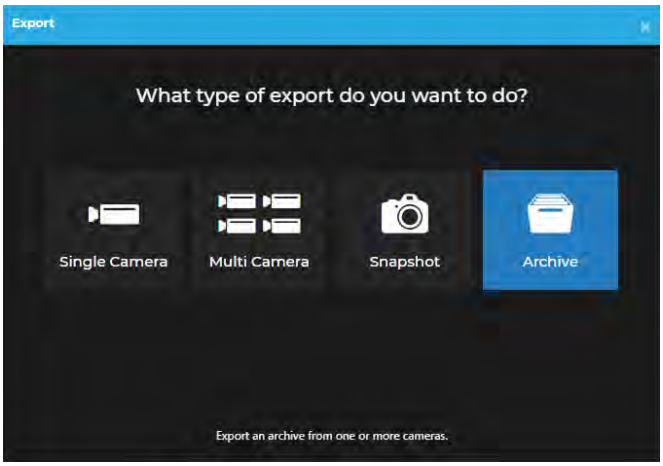
Note Larger **Duration** and higher **Video Quality** will result in larger video files.

4. Type the desired **Title** and **Description**.
5. Click **Export**.

Export Archives Locally

Note Local exports will require an attached USB storage device. ProConnect will only recognize USB storage devices in NTFS, ExFAT or FAT32 formats. Apple users are recommended to use ExFAT format for best compatibility.

1. Make sure the USB device is plugged into a USB port of the recorder. Blue USB 3.0 ports on the recorder are recommended for faster archives.
2. In the Search Screen, select the cameras to archive.



3. Click the **Export** option and select **Archive**.
4. Channels added in search will be automatically selected, uncheck any channels not needed and click **Next**.
5. Set the start and end time of the archive and click **Next**.
6. Click **Select Destination** and select the USB device.
7. Enter the name of the archive in the **Filename** field and click **Export**.

Note Local Console archives provide a standalone Archive Viewer on export to a USB device

How Do I Export Video from the Console with No OSD?

Video can be exported without the On-Screen Display information.

1. In the Search screen, perform the desired **Timeline** search, and then click the **Save** button.
2. Select the **Video Clip** export icon.
3. Specify the Duration and Video Quality.
4. Uncheck **Display Date/Time** on video.
5. Select Destination.
6. Click **Export**.

How Do I Create an Archive?

The Archives function exports up to 24 hours of data in the native format.

1. Add cameras to the search **Grid**.
2. Click the **Export** button and select the **Archive** option.
3. Check the cameras listed and click **Next**.
4. Set the **Start** & **End Date/Time** and click **Next**.
5. Chose the local or network location by clicking the folder icon and click **Export.**

How Do I View an Archive?

The Archive function displays video in the native format one recorder at a time.

1. In timeline search or the standalone viewer click the **LOAD** option.
2. Navigate to the archive var file, select the file and click **Open**.

Note	The stand-alone archive viewer will automatically load the latest var file if located in the same directory.

How Do I Export from an Archive?

Video Clip

The Archive Viewer supports exporting single camera MP4s locally.

1. In the Search screen, perform the desired **Timeline** search, and then click the **Export** button.
2. Select the **Single Camera** export icon.
3. Specify the **Start** / **End time** and **Video Quality**, and then click **Next**.
4. Select the **Export Locally** option and browse to the desired location, and then click **Export.**

Snapshot

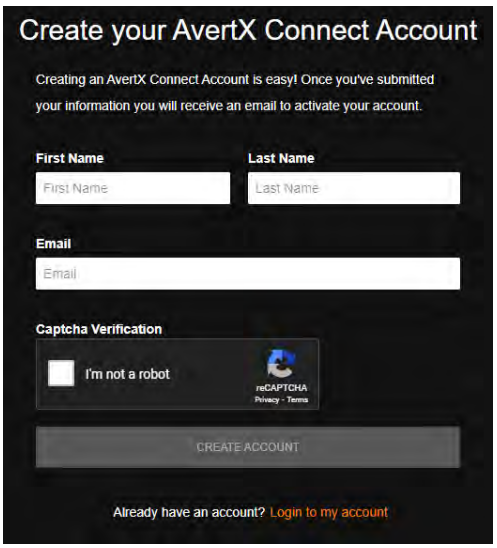
The Archive Viewer supports exporting snapshots locally.

1. In the Search screen, perform the desired **Timeline search** or narrow a **Thumbnail search**.
2. Click **Export**.
3. Click **Snapshot** in the Export window.
4. Click the **folder** button and then specify a local file save location.
5. Click **Export.**

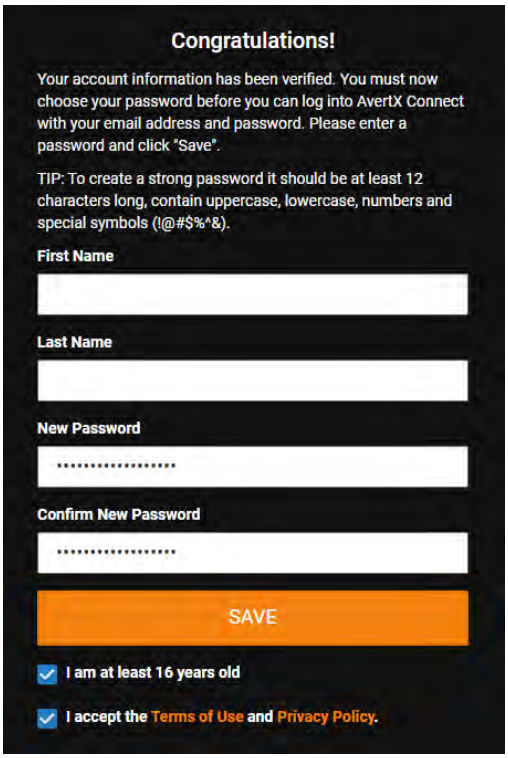
AVERTX CONNECT ACCOUNT PORTAL

Create an AvertX Connect Account

1. **Create an account** at connect.avertx.com/login

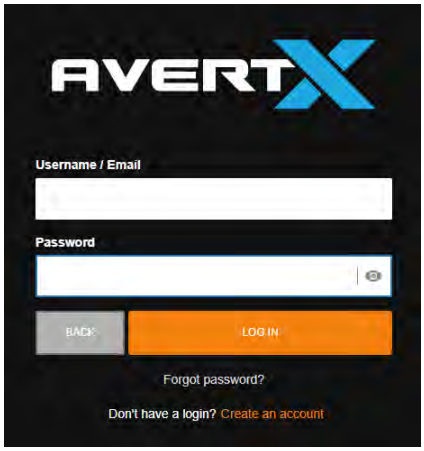


2. Verify the account's creation by acknowledging the confirmation email.
3. Choose a password and click **Save**.



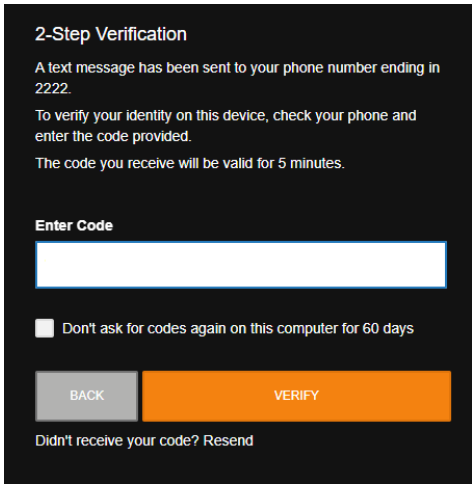
Logging In To AvertX Connect

Using a web browser, navigate to connect.avertx.com/login and login with account credentials to access the AvertX Connect features.



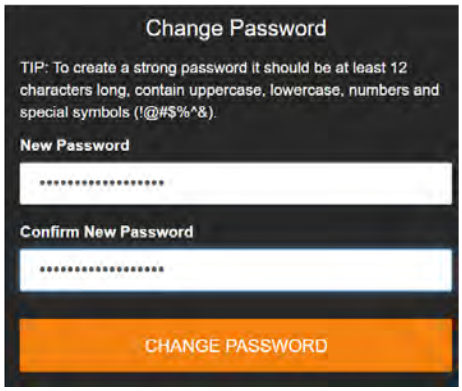
Logging In To AvertX Connect

If 2-Step Verification is enabled, AvertX Connect will prompt the user to enter a code sent via text message to the user's registered phone number before log in. If a text message is not received, clicking **Resend Code** will attempt to send the code again using an alternative service. The code is valid for 5 minutes.



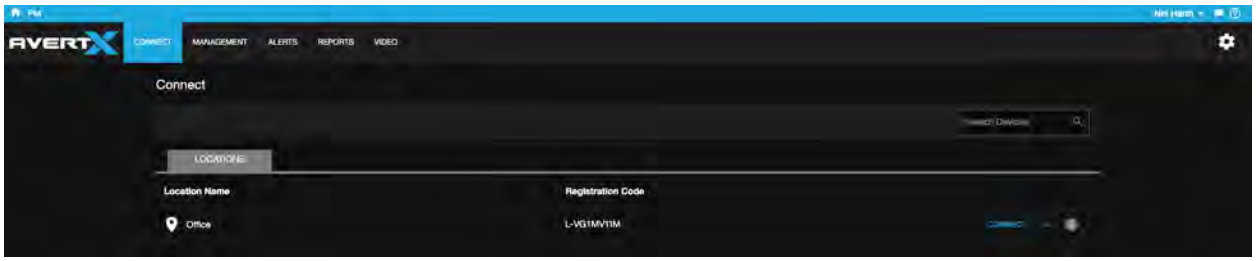
Change Password

If you forget the password for an account when logging in, click **Forgot Password?** Use the link in the sent email to change your password. The password must be at least 12 characters long, contain uppercase, lowercase, numbers and special symbols (!@#$%^&).



AvertX Connect

Once logged in, the account portal can be used to access a connected recorder via AvertX Connect.

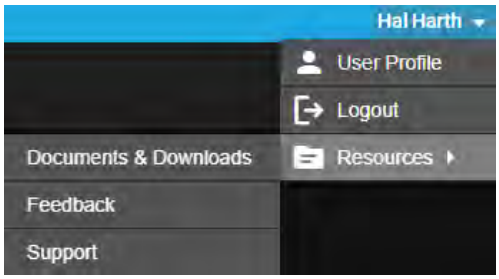


Click **Connect** to go to the recorder's **Live** screen.

User Profile Settings

User Profile Settings allow users to make adjustments to the user account currently logged in to AvertX Connect.

Access User Profile Settings by first clicking the name of the current user in the upper right-hand corner, then clicking **User Profile**.

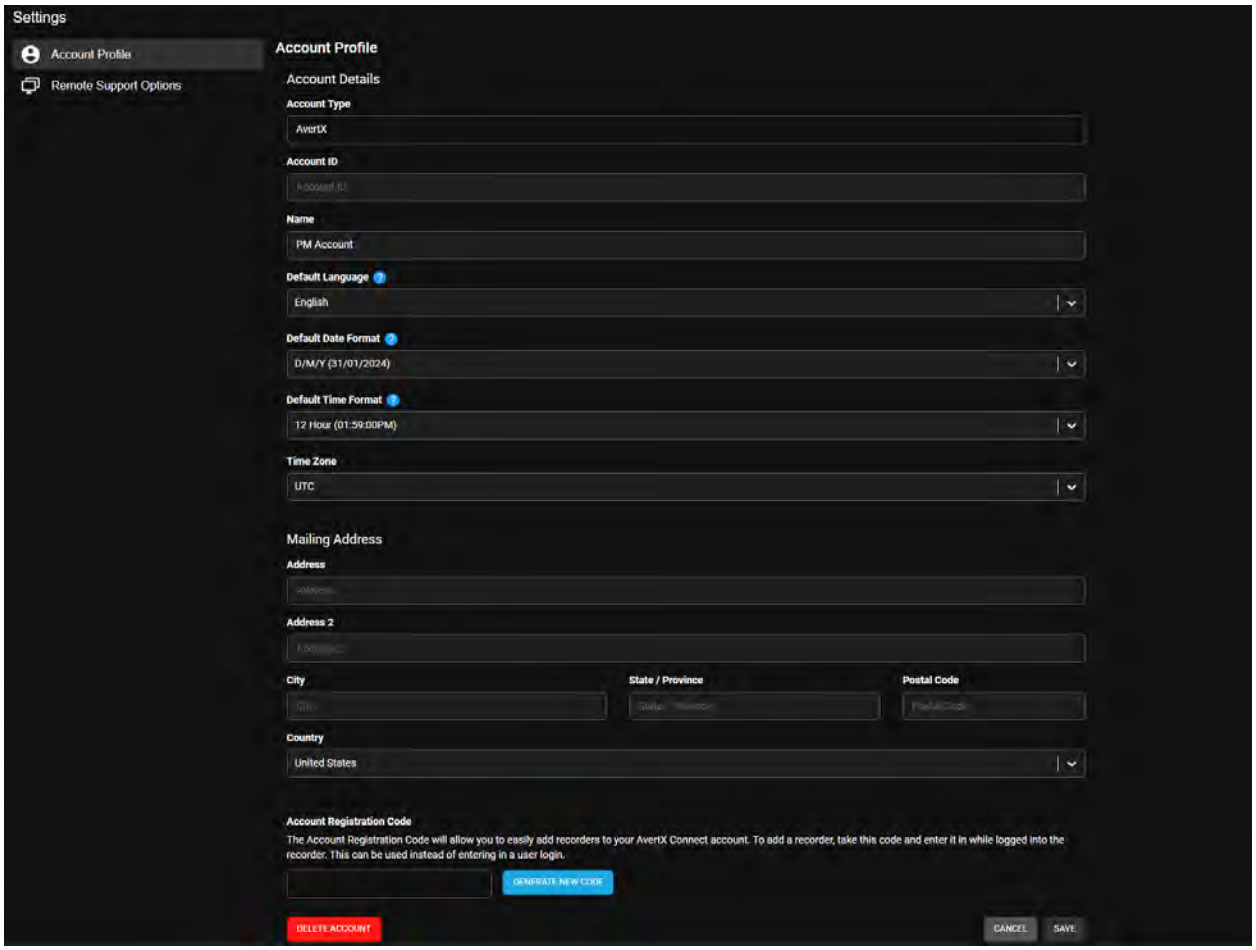


Click **Logout** to log out of your AvertX Connect account.

Click **Resources** to go to AvertX **Documents & Downloads**, provide **Feedback**, or contact **Support**.

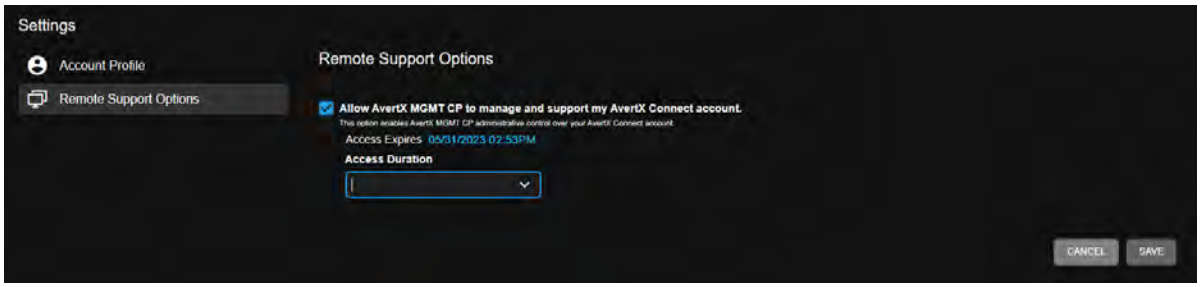
Account Profile

Click to go to **Account Profile**. Here users can adjust the Company Name, Default Language, Date Format, Time Format, Time Zone, Mailing Address, and Country. Users can also **Generate a New Recorder Registration Code**.



Remote Support Options

This option is disabled by default. Enabling **Allow AvertX MGMT CP to manage and support my AvertX Connect account** grants AvertX Support access to the account, as if the support agent were an administrator on the account, to provide support and assistance when needed.



Administrators can change the expiration date for Remote Support Options for: 24 hours, 3 days, 30 days, 3 months, or 6 months.

If an Administrator enables Remote Support, disables Remote Support, or changes the expiration date, an email notification will notify users of the change. If the expiration date is set for 30 days or more, an email notification will automatically be sent three days prior to the expiration date.

Unchecking the box disables the ability for AvertX Connect to remotely support the account.

Note No expiration date is set for the user or accounts by default, but can be set to the same time periods: 24 hours, 3 days, 30 days, 3 months, or 6 months.

Note Users with access to a user account can disable the Remote Support option, but cannot enable it or change the expiration date.

Note If an account disables access for the user, an email notification will be sent.

Note If the Remote Support Option was disabled within the account, it will have to be re-enabled by an Administrator.

MANAGEMENT

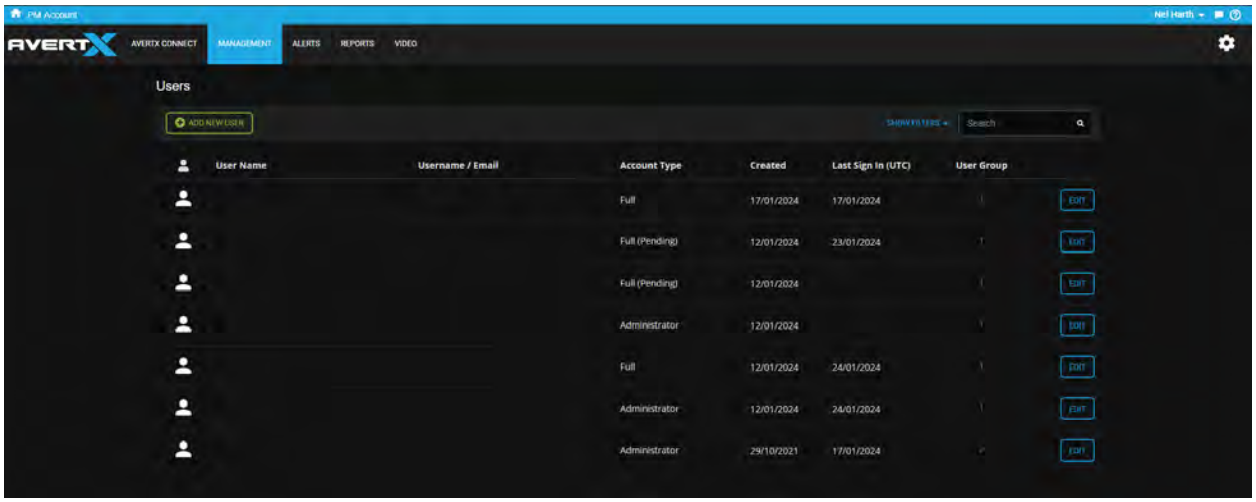
User Management

Users and User Groups can be accessed by clicking Management and selecting Users or User Groups from the dropdown menu.

Users are never assigned permissions directly to their account. Instead, all permissions are assigned to User Groups, to which a User can be added. Users in a User Group will have access to all permissions enabled in the User Group settings.

See User Group permissions for more information.

Users



The Users page is used to add new users to an account and to make edits to existing users.

User Name

Display name of an added user.

Username / Email

Email used to register a User Account.

Account Type

Identifies Account Type as Administrator, Full, or Pending if the user has not accepted the invitation to the account.

Created

Displays the date the user was added.

Last Sign In

Displays the last date that a user logged in to AvertX Connect.

User Group

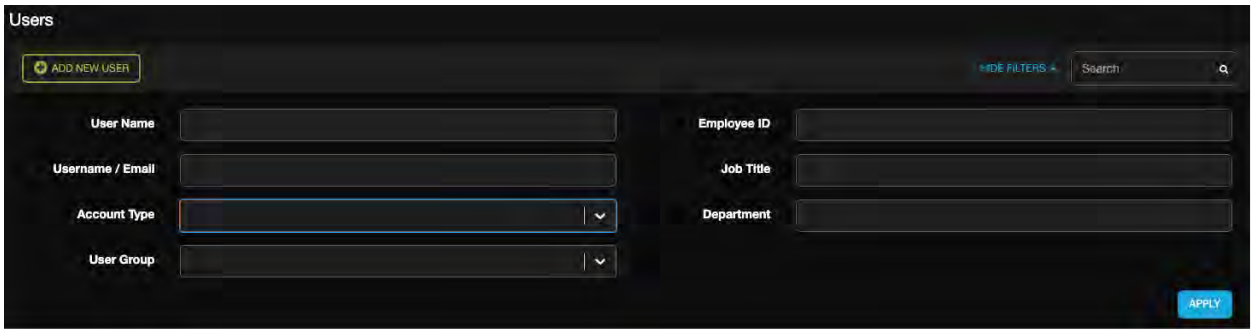
Displays the number of User Groups a user has been added to. Clicking the number will direct you to the Group Membership page for the selected user so you can edit their User Groups.

Edit

Click Edit to edit User details.

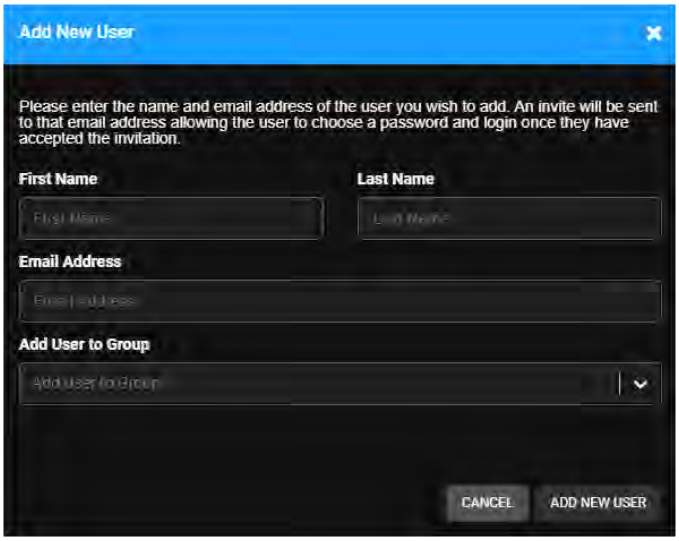
Show Filters

Filter the Users list by **User Name**, **Username / Email**, **Account Type**, **User Group**, **Employee ID**, **Job Title**, **Department**, and click **Apply**.



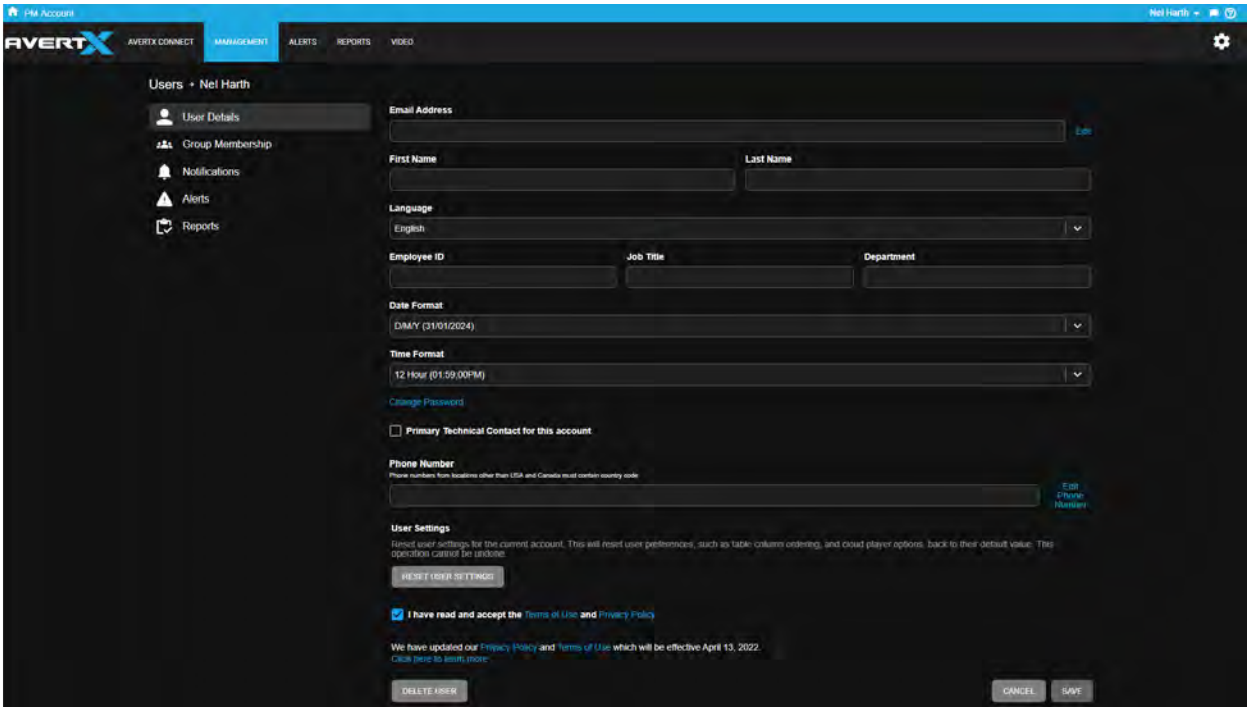
Adding New Users

1. Click Add New User.



2. Enter a First Name, Last Name, and Email Address.
3. Use the **Add User to Group** dropdown menu to assign the new user a User Group.
4. Click Add New User.

User Details



View or edit the following information on the **User Details** tab:

- Email Address
- First and Last Name
- Language
- Employee ID (optional)
- Job Title (optional)
- Department (optional)
- Date Format
- Time Format
- Change Password*
- Edit Phone Number (for 2-Step Authentication)*
- Reset User Settings
- Accept Privacy Policy and Terms of Use**

Note * The Password and Phone Number fields are only visible when a user views their own User Details. These are not visible when viewing another user's details, even using an account with full administrative privileges. Only the user has the option to edit their own email address and phone number, or change their password.

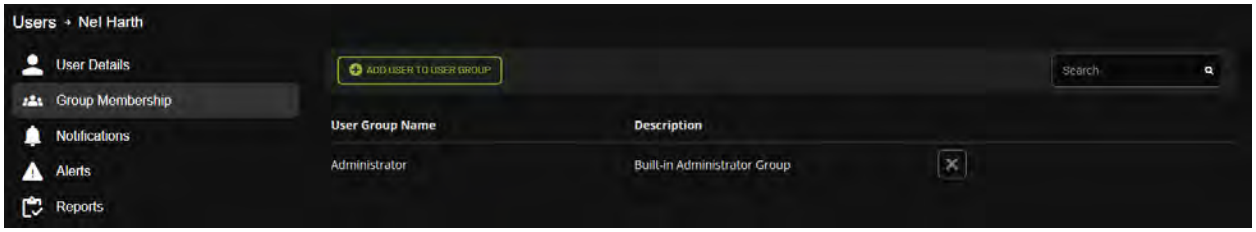
Note ** This option should be used only when the user no longer agrees to the Privacy Policy and Terms of Use. When the user unchecks the box, the user will be walked through the process of deleting their account and history. Users must agree to the Privacy Policy and Terms of Use.

There is also an option to identify the user as a **Primary Technical Contact for this account**. Use this to specify which Users should be contacted to review any user or account changes that are requested, or in the

event of critical update communications. This is used by Support to identify who is responsible for the Technical Administration of the account.

Note In order to delete the user account, there must be at least one other administrator user on the account. If the user account is the last Administrator, it is impossible to delete the account without assigning Administrator permissions to another account first.

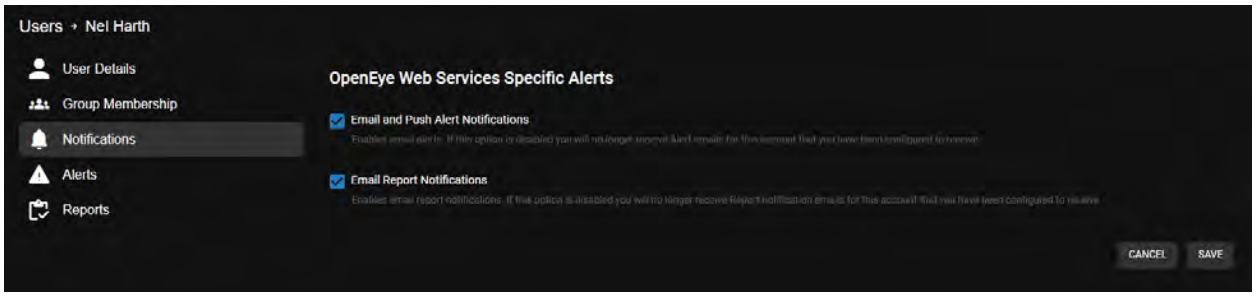
Group Membership



To modify the user's Group Membership, click the Group Membership tab on the navigation sidebar. Click **Add User to User Group** to include them in new User Groups, then check the box next to each group to add the user. It is also possible to search large amounts of User Groups via the search bar in the upper-right corner. Click **X** to remove users from User Groups.

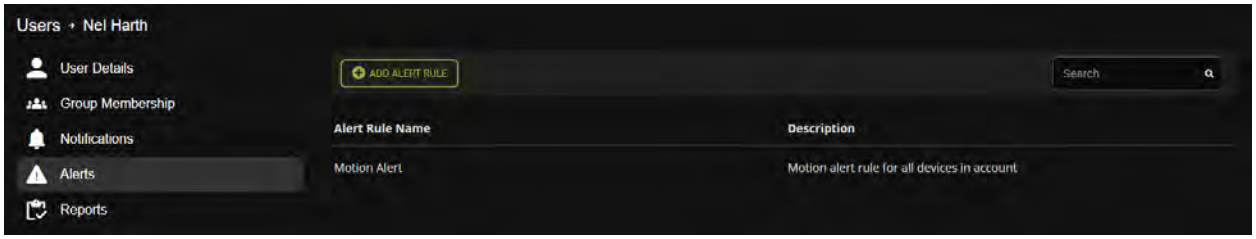
Individual users do not have permissions on their own, instead they derive permissions based on the group(s) they are a member of. A user can belong to more than one group, and when permissions overlap, the user will derive their permissions from the group with the highest level of authority to which they belong.

Notifications



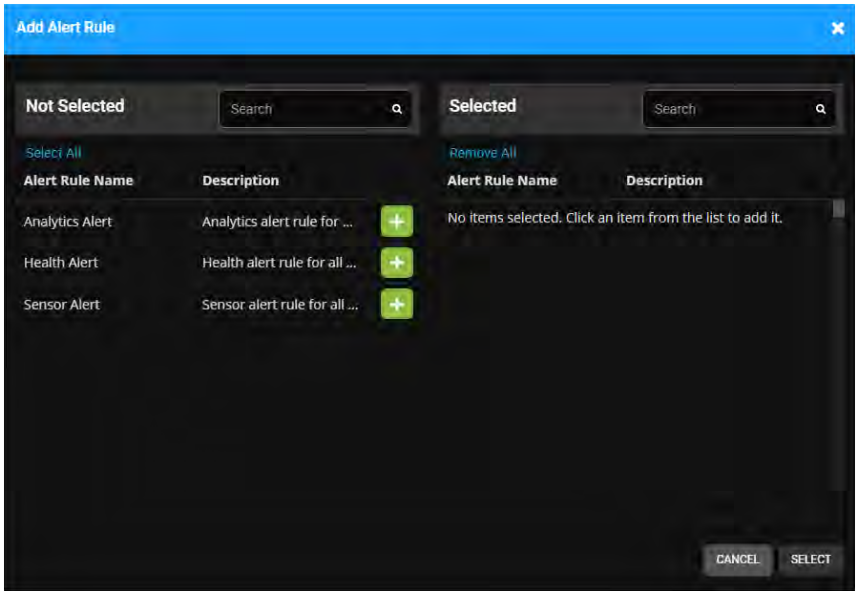
The Notifications tab on the navigation sidebar enables the user to receive email alert notifications and email report notifications. Check the box next to the notifications you want each individual user to receive and click Save.

Alerts



The Alerts tab displays the Alert rules that a user has already been added to. Users can also be added to additional existing rules with Add Alert Rule.

Click Add Alert Rule and select rules from a list to add the user. The user will then receive notifications based on those rules.

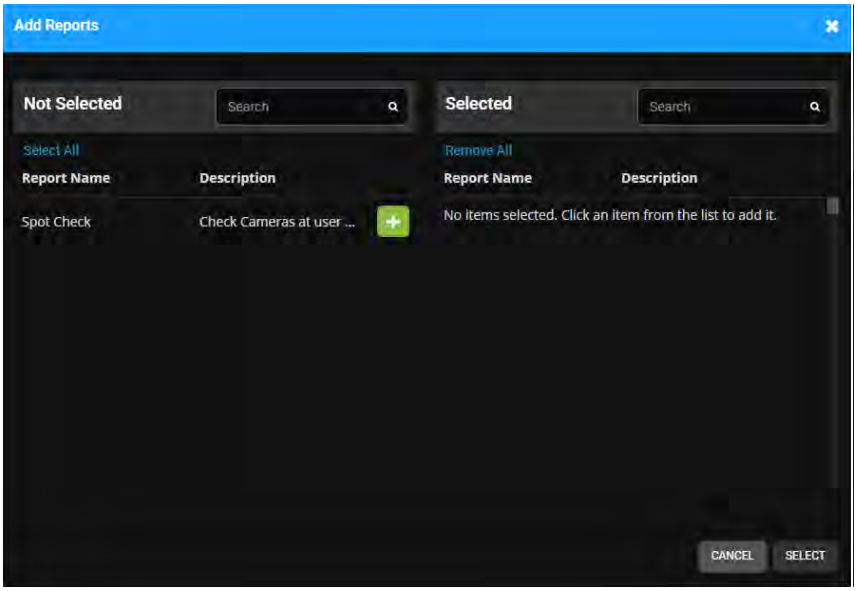


1. Click **Add Alert Rule**.
2. Click the plus next to the alerts from the list to add them to **Selected**.
3. Click **Select** when finished.

Reports

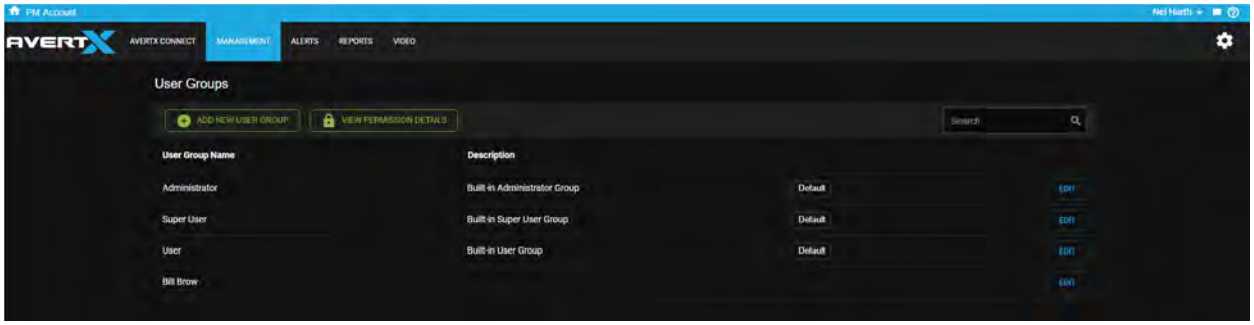
The Reports tab displays the reports that a user has already been added to. Users can also be added to additional existing reports with Add Reports.

Click Add Reports and select reports from a list to add the user. The user will then receive notifications based on those rules.



1. Click **Add Reports**.
2. Click the plus next to the reports from the list to add them to **Selected**.
3. Click **Select** when finished.

User Groups



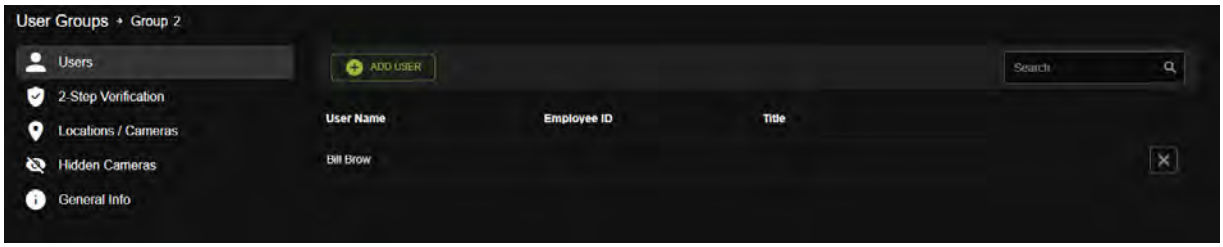
User Groups are classifications which grant users permissions to access various aspects of the account. Accounts have three User Groups: Administrator, Super User, and User. See How to use and assign User Groups in AvertX Connect. more information on permissions granted to each User Group. These default groups cannot be edited, and it will be necessary to create a new User Group to choose recorder/camera access for users in the group. To view and make changes to a User Group (other than a default one), click **Edit** next to the desired User Group, or Create a New User Group.

Set up user groups to manage your users by job description and level of access. Instead of setting up every user individually, user groups will not only save you time during initial setup and when making changes but will also improve security by ensuring that a single individual doesn't get left out of updates or changes.

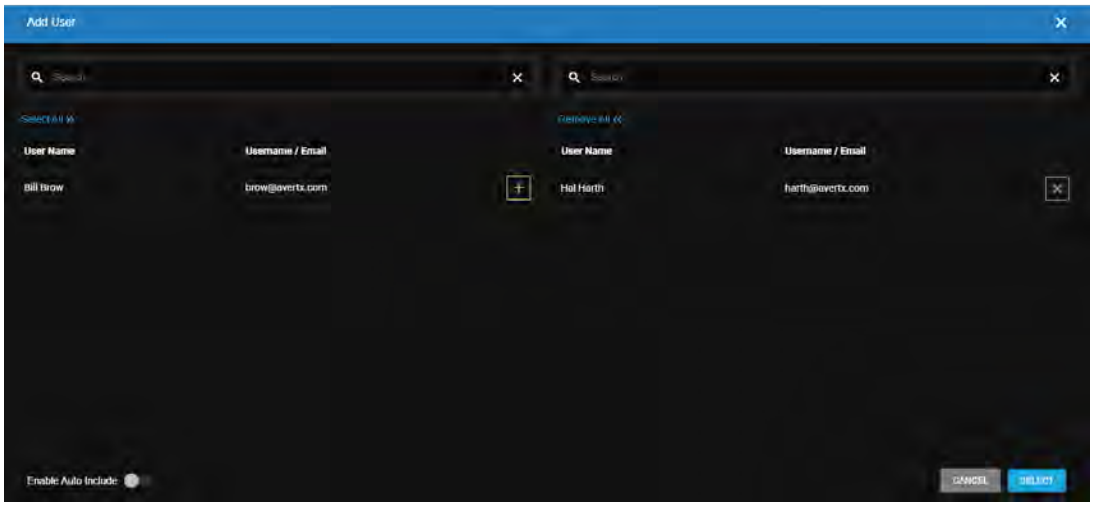
Creating a New User Group

1. Click **Add New User Group**.
2. Enter a **User Group Name** and a **Description**.
3. Click **Create** when finished.

Users

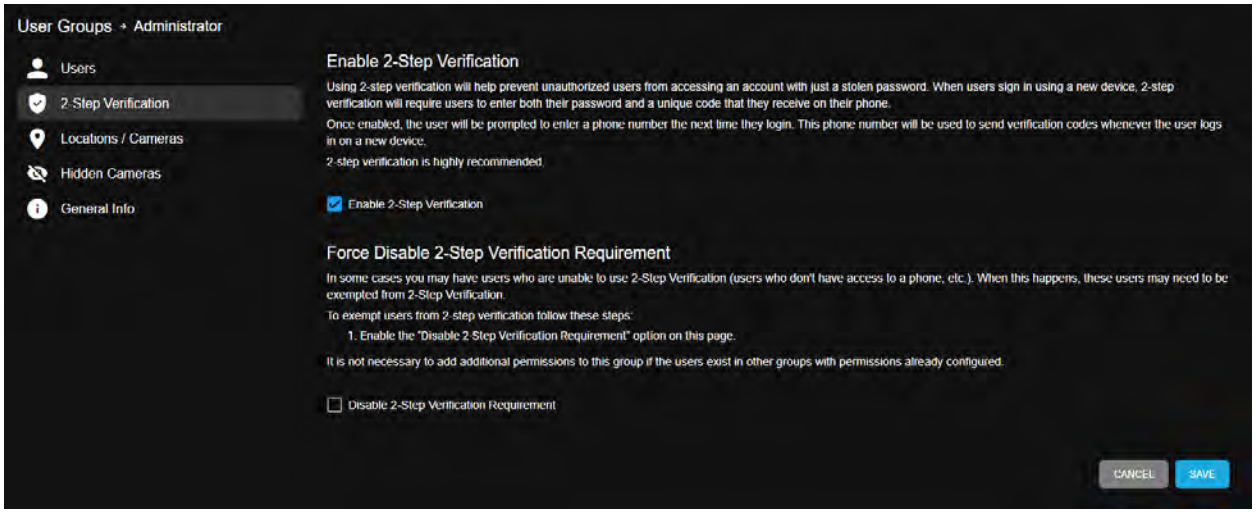


Add Users to the new group by clicking **Add User** and checking the box next to each name to be included. Remove users by clicking the ✕ next to their names. Alternatively, check the box labelled **Automatically include all users in this User Group** to include everyone; adding users to a group in this manner automatically includes future users.



Note	An individual user can also be added to a User Group via Group Membership in the User profile section.

2-Step Verification



Enable 2-Step Verification

Using 2-Step Verification will help prevent unauthorized users from accessing an account with just a stolen password. When users sign in using a new device, 2-Step Verification will require them to enter both their password and a unique code that they receive on their phones.

Once enabled, the user will be prompted to enter a phone number the next time they login. This phone number will be used to send verification codes whenever the user logs in on a new device.

2-Step Verification is highly recommended.

1. Check the box to **Enable 2-Step Verification**.
2. Click **Save**.

Force Disable 2-Step Verification Requirement

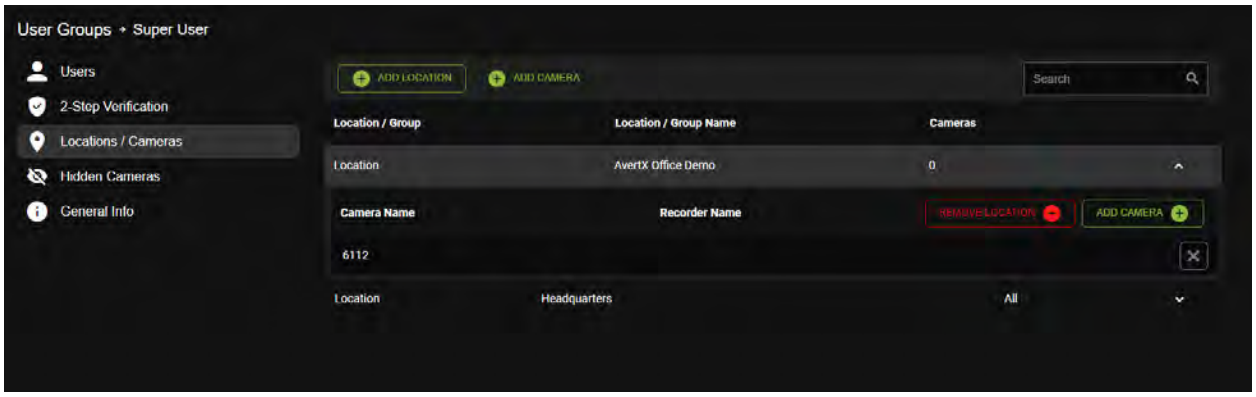
In some cases, there may be users who are unable to use 2-Step Verification (users who do not have access to a phone, etc.). When this happens, they may need to be exempted from 2-Step Verification.

To exempt users from 2-step verification follow these steps:

1. Create a new user group (optionally called '2-Step opt out') and add the users who should be exempted.
2. Enable the **Disable 2-Step Verification Requirement** option on this page.
3. Click **Save**.

It is not necessary to add additional permissions to this group if the users exist in other groups with permissions already configured.

Locations / Cameras



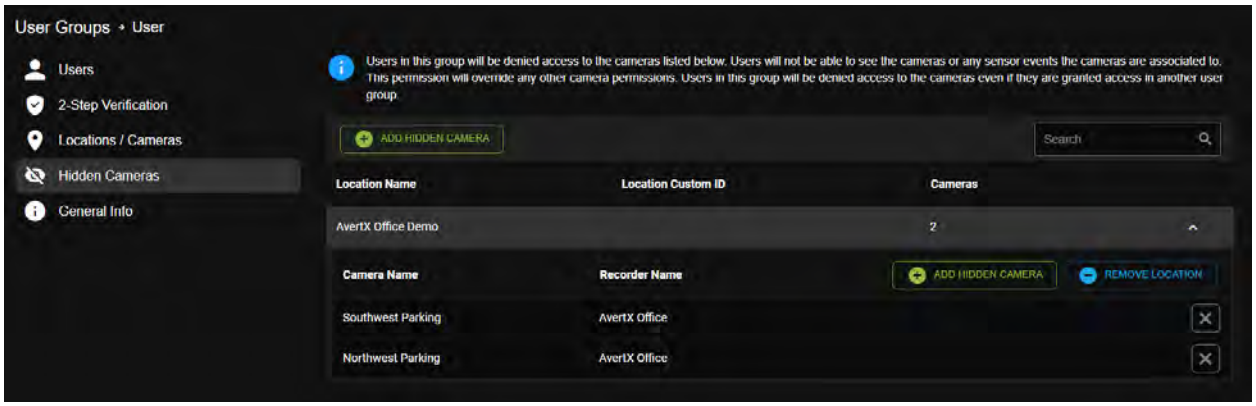
Add locations and devices to the User Group by clicking **Add Location** or **Add Camera** in the **Locations / Cameras** tab.

1. Click **Add Location** or **Add Camera** to add new locations or devices.
2. Click the plus next to each **Location** or **Camera** you want to include in this report.
3. Click **Select** when finished.

Note Select **Enable Auto Include** when adding cameras to include all cameras associated with a location.

Note Click **Remove Location** to remove a location from the User Group.

Hidden Cameras



Use this page and permission setting to restrict access to specific cameras. Users will not be able to see the cameras. This permission will override any other camera permissions. Users in this group will be denied access to the cameras even if they are granted access in another user group. You may use this permission if you selected **Enable Auto Include** in Locations / Cameras (as you've provided access to all of the cameras available).

1. Click **Add Hidden Camera** to hide cameras.
2. Click the plus next to each **Camera** you want to hide from Users in the User Group.
3. Click **Select** when finished.

General Info

Use this page to edit the Name or Descriptions of the User Group, or to delete the group entirely. Deleting a group cannot be undone and will remove all users from the group.

Locations

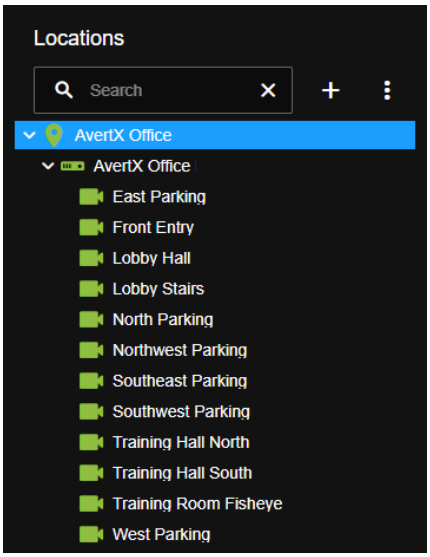
Locations

Locations align device management with the physical areas where your devices are installed. Locations and all devices associated with a specific location can be configured in **Management > Locations > Locations**.

Note You can click **Management** on the navigation bar to go directly to **Locations**.

Locations List

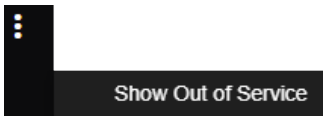
Clicking on a location on the left-hand side menu displays the devices added to that location.



The location and device icons will display in different colors based on their status:

- **Green:** All child devices are connected and operational.
- **Orange:** A child device fails to connect.
- **Red:** All child devices are disconnected.
- **Gray:** The location has been archived.
- **White:** An empty location.

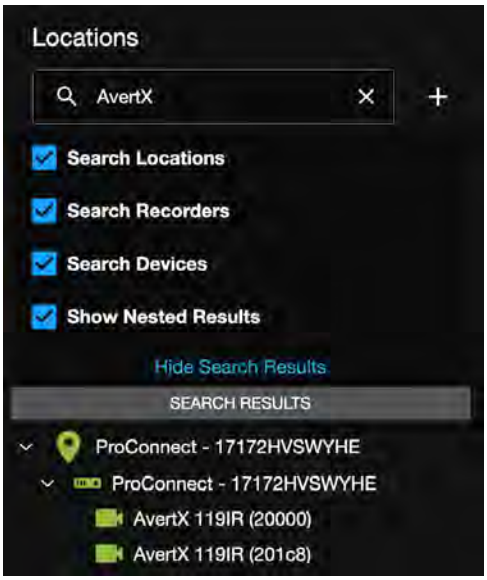
Hide or Show Out of Service devices by clicking on the three dots and clicking on **Show Out of Service**.



Search Locations

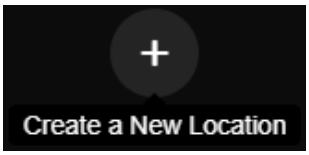
1. Enter a search term in the search bar.
2. Choose to include **Locations**, **Recorders**, **Devices**, and **Nested Results** in the search by checking the boxes.

Locations and devices that match will appear in **Search Results**.

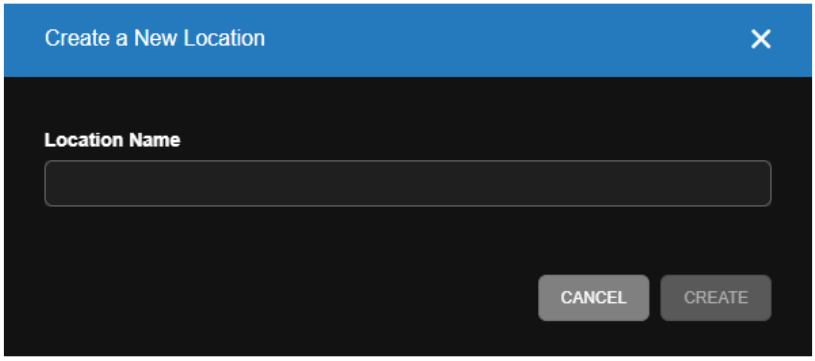


Create Location

1. Click the plus icon to **Create a New Location**.



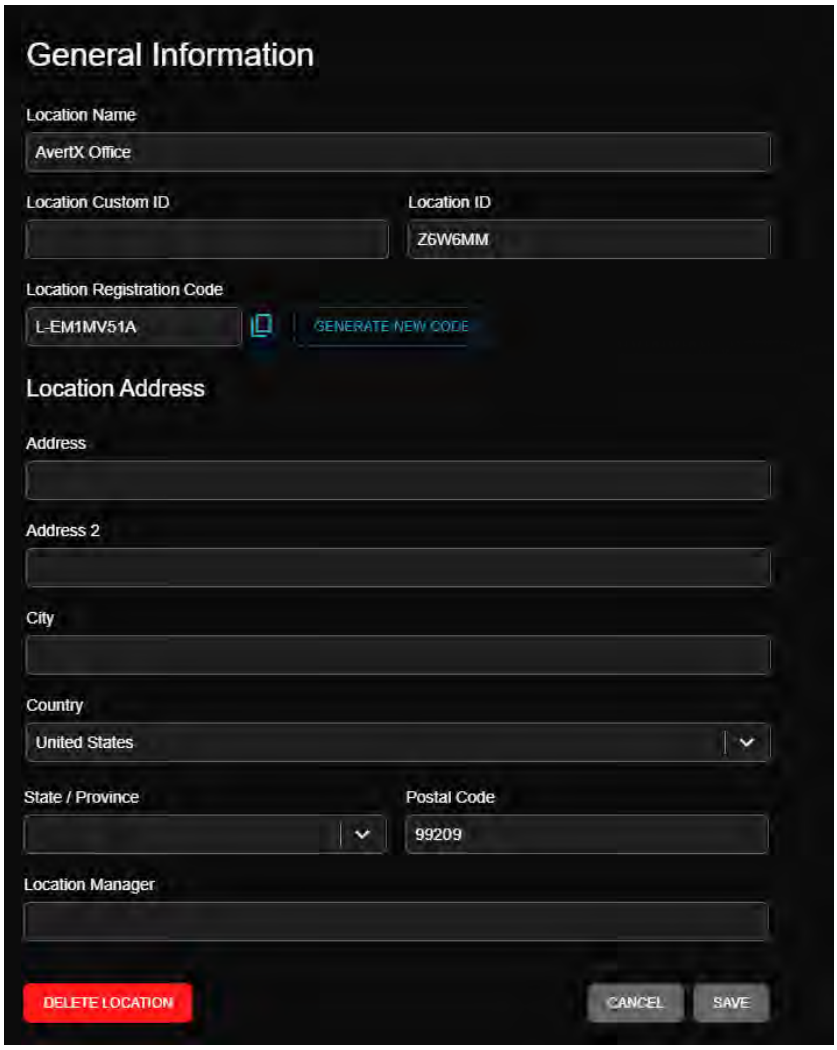
2. Enter a **Location Name**.



3. Click **Create**.

The new location should appear on the left-hand device menu.

General Info



Use this page to enter, edit, and view the Location Address information associated with a location.

Location Name: The name of the location

Location Custom ID: A manually assigned ID for internal organization

Location ID: An automatically generated ID

Location Registration Code: An automatically generated code for adding devices.

- **Generate New Code**: Create a new Location Registration Code.

Address, City, State/Province, Country, Postal Code: Address for the customer account

Location manager: Manually given name

NOTE: You can select to **Delete** or **Save** a location after clicking **Delete Location**.

- **Delete**: This option will delete the location and all associated events and alerts. All devices contained in this location will also be deleted.
- **Save**: This option will not delete the location or its devices but instead mark them "Out of Service." This will ensure that access to its data can continue to be managed.

Remote Connections

Use this page to choose connection types for the devices on a location.

Inbound HTTP/HTTPS Traffic: Allows non-web services initiated inbound HTTP and HTTPS connections to the recorder. ie. allows web browser connections on the same LAN as the recorder using the recorder IP address, recorder connections added manually to Command Station, etc. Only applies to Recorder version 2.3 and greater.

Direct Connect: Configure this option when using a static External IP Address to connect to the recorder. This will send video directly from the recorder to the client and bypass Web Services. Using this option may require port forwarding configuration.

LAN Smart Forwarding: When the recorder and client are both on the same LAN, Web Services attempts to send the video directly from the recorder to the client. This feature is ON by default because it can improve video playback performance in many circumstances.

Enable Domain Redirect: Redirect over HTTPS in LAN Smart Forward mode to a pre-selected domain name with a valid CA signed certificate imported into the recorder.

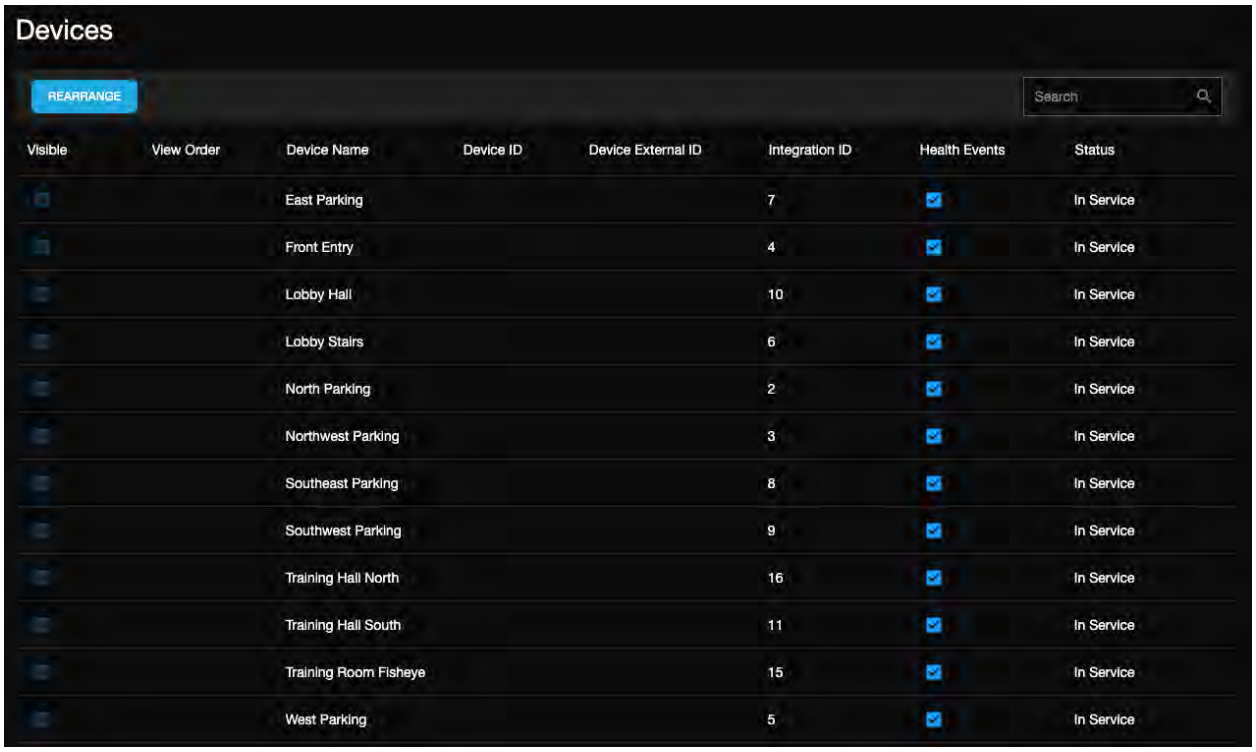
Peer to Peer: Web Services will provide the client and recorder information needed for the client to connect directly to the recorder. This allows video to be streamed direct.

Relay: This connection method transfers video from the recorder to the client by relaying it through the Web Services servers.

WebRTC (Web Real-Time Communication): This connection method transfers video directly form the recorder to the client when WebRTC is available.

Web Connect Region: Web Connect servers are available in multiple regions to provide the fastest possible connection to your recorder. This region is set by default and is typically not necessary to change.

Devices

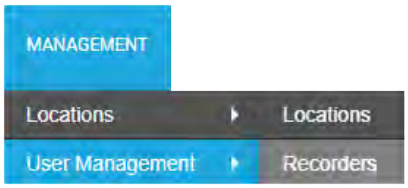


Use this page to view the device list for a location. Check **Health Events** to receive alerts for device status changes.

Devices associated with a Location are listed by **Device Name, Device ID, Device External ID, Integration ID, Health Events** and **Status**. A notification appears when any device is Disabled or Out-of-Service. Disabled or Out-of-Service devices will remain visible on the recorder if the **Visible** box is checked. Clicking the **X** next to Status will remove the device from the recorder. Unchecking **Health Events** removes a device from all health alerts and health reports. The device functions normally for all other alerts and reports.

Click **Rearrange** to change the order of devices in the list.

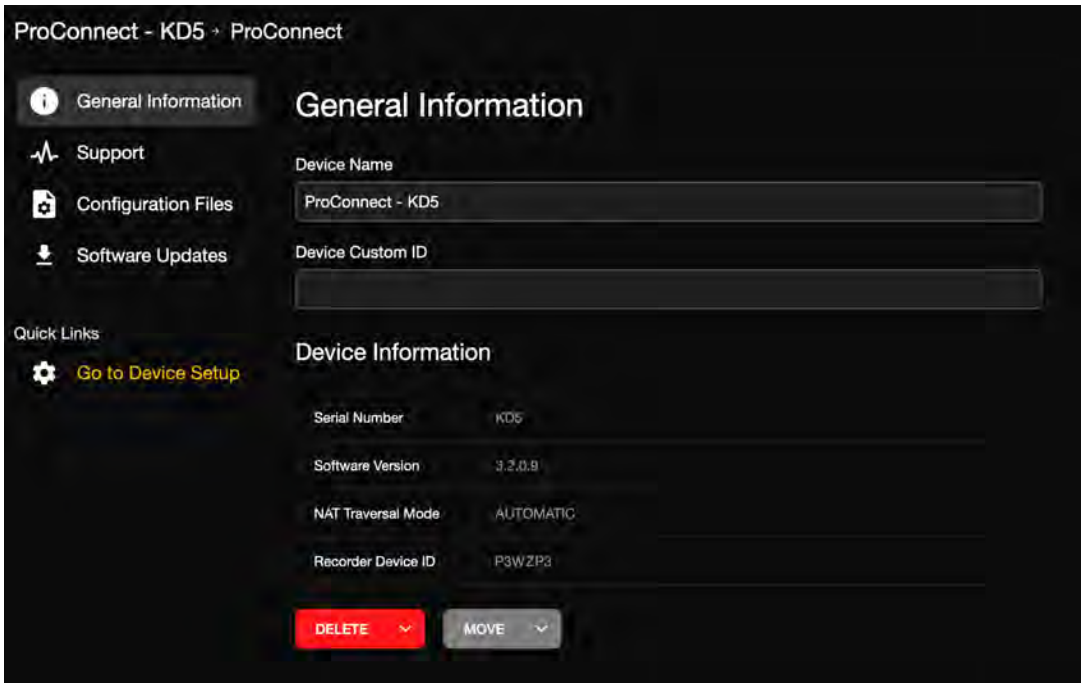
Recorders



The Recorder List can be accessed by selecting **Recorders** from the **Management > Locations > Recorders** dropdown menu. This page displays a list of recorders associated with the account. Recorder **Status**, **Device Name**, **IP Address**, and **Software Version** are displayed by default.

If a user has appropriate permissions, they can click **Edit** to modify a recorder's **Remote Network Settings** and **General Info**, enable remote **Support**, and download **Configuration Files** to restore an earlier configuration.

General Information



Click the **General Information** tab to view or edit the **Device Name**. Click **Delete** to remove the recorder from the Recorder List or **Mark out of Service** on the device list. Click **Move** to **Move to a Different Location** or **Move to a Different Account**.

Device Name: The name of the device

Device Custom ID: A manually assigned ID for internal organization

Serial Number: Serial Number of the recorder

Software Version: Current software version

NAT Traversal Mode: NAT Traversal Mode will always be Automatic except when Direct Connect is configured

Recorder Device ID: Recorder Device ID is used for 3rd party integrations

Note Selecting to **Delete** a recorder will delete all associated events and alerts**.**

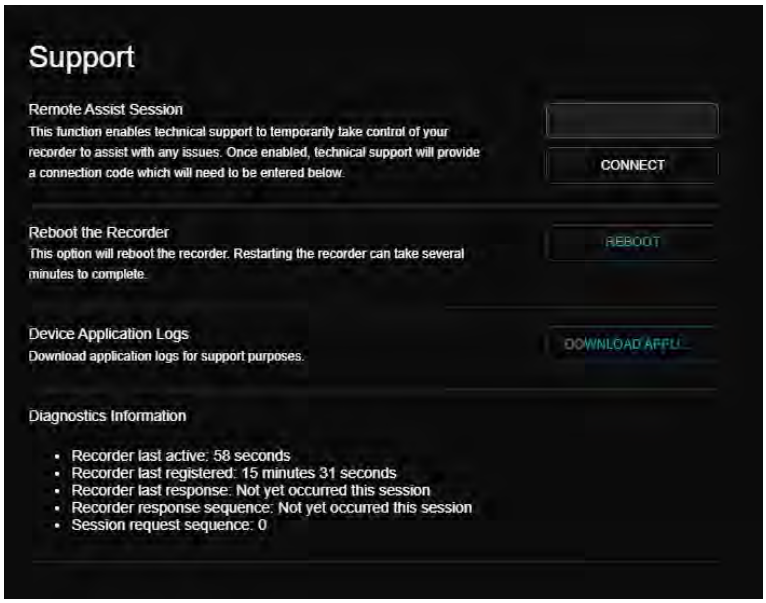
To change the Device Name:

1. Enter a new **Device Name**.
2. Click **Save**.

Quick Links

Go to Device Setup: Go to the Camera Management page.

Support



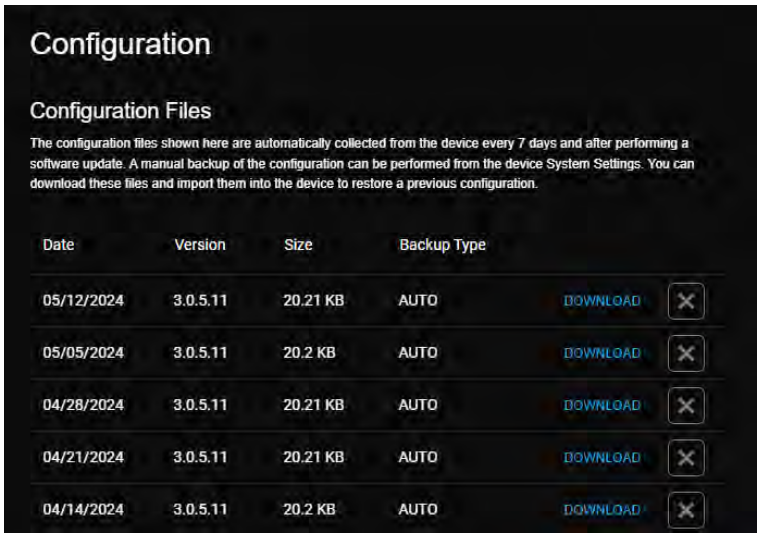
Contact technical support to receive a code. Once entered into **Remote Assist Session**, click **Connect** to allow support to temporarily take control of the recorder to remotely resolve issues.

Click **Reboot** to restart the recorder.

Download Application Logs for support purposes.

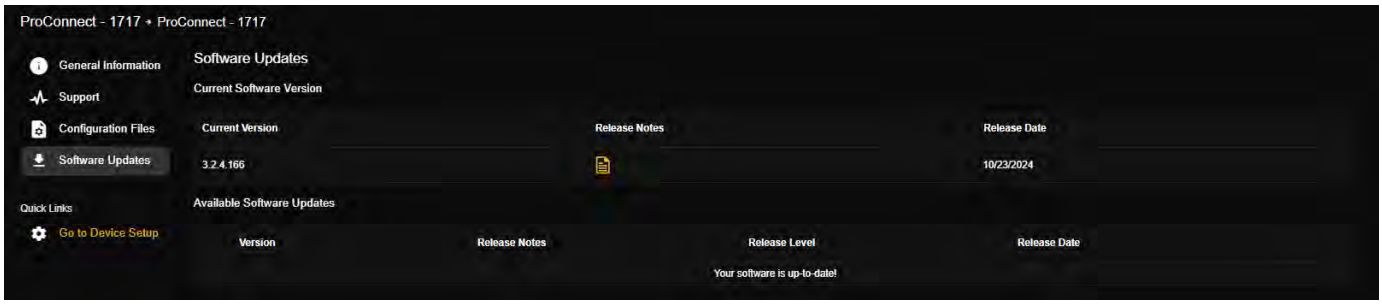
Diagnostics Information lists times for **Recorder was last active**, **Recorder last registered**, **Recorder last response**, **Recorder response sequence**, and **Session request sequence**.

Configuration Files



Configuration Files are automatically collected from the recorder every 7 days and after performing a software update. A manual backup of the configuration can be performed from the recorder System Settings. Click **Download** to retrieve a configuration file, then import the file to a recorder to install the previous configuration.

Software Updates



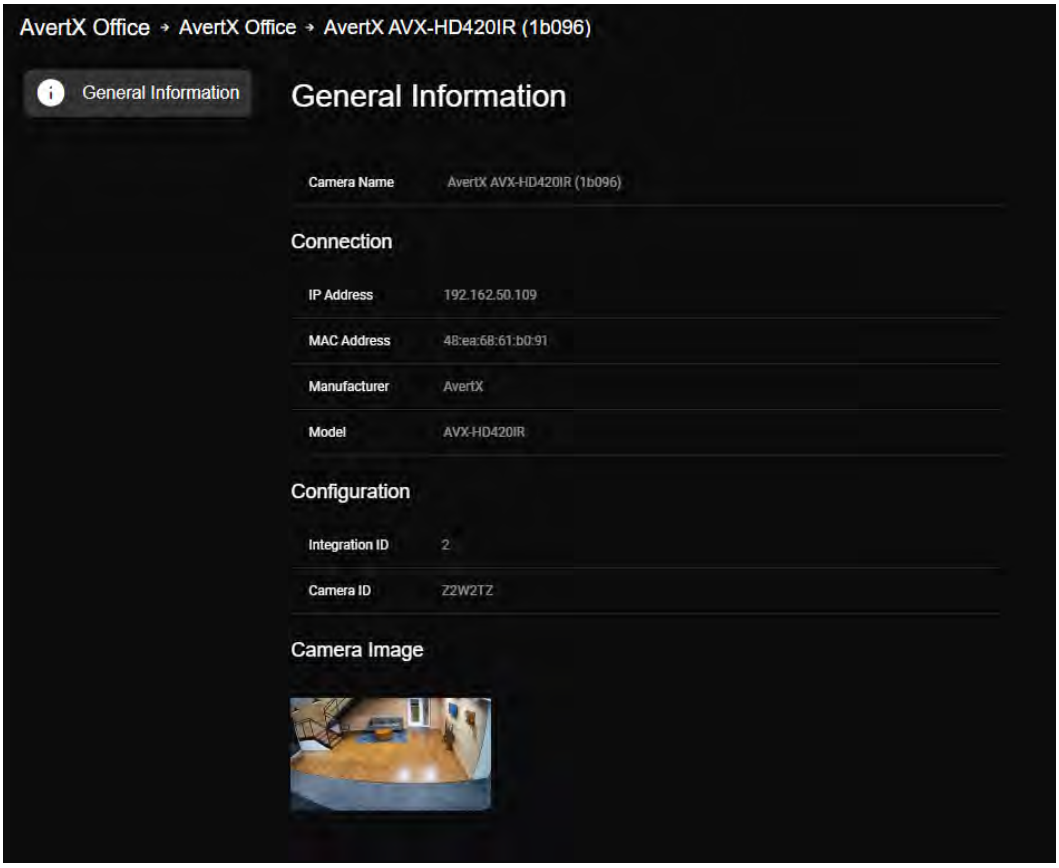
Software Updates are automatically installed when a new version is available. View the **Current Version**, **Release Notes** and **Release Date**.

The page icon next to the version number links to Release Notes that provide more detail about the update.

If there is an **Available Software Update**, it can be found in **Software Updates** and will be listed with its **Version**, **Release Notes**, **Release Level**, and **Release Date**.

Cameras

General Information



Use this page to enter, edit, and view the information associated with a camera. Select a device, and click on the tab to view **General Info**:

Camera Name: Customizable camera name, seen on the list and in the Live Screen.

Connection

IP Address: View or change Camera IP address.

MAC Address: Displays the MAC address of the IP device.

Manufacturer: Manufacturer of the camera.

Model: Model of the camera.

Configuration

Integration ID: Integration ID is the channel number used in 3rd party integrations over the API.

Camera ID: Camera ID is used for 3rd party integration.

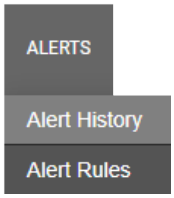
Reference Image

Load Image: Update the reference image for this camera to the current live view.

Alerts

Alert History

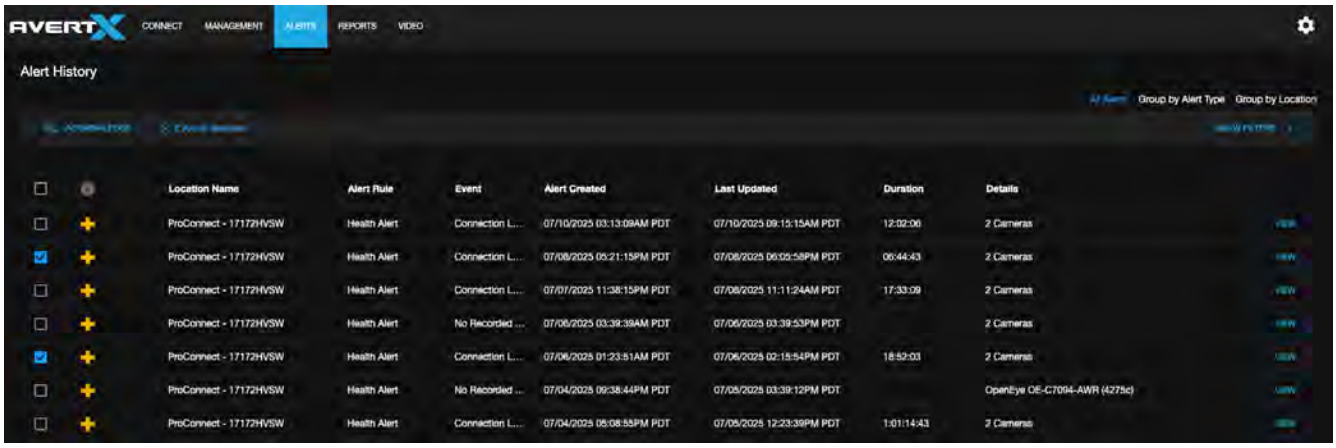
Alert History can be accessed by clicking **Alerts > Alert History** in the dropdown menu on the main navigation bar.



Mouse over the information icon to view additional details about an alert. Mouse over the camera icon to view a Thumbnail of the alert.

Note You can click **Alerts** on the navigation bar to go directly to **Alert History.**

An alert can be opened by clicking on the row or by clicking **View**.

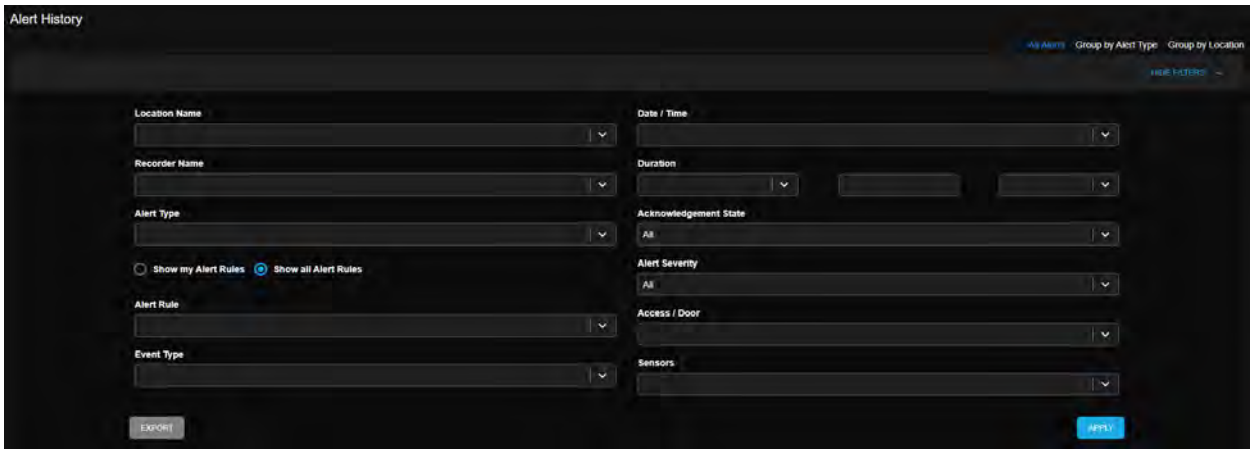


Location Name, **Alert Rule**, **Event**, **Alert Created**, **Last Updated**, **Duration**, and **Details** are displayed by default.

Group by Alert Type to display the list grouped by Alert Rule.

Group by Location to display the list grouped by Location Name.

Click **Show Filters** to search the Alert History list.



Click **Show Filters** to search the Alert History list.

1. Use the dropdowns to specify which Alerts should display in the list.
2. Click **Apply** when finished.

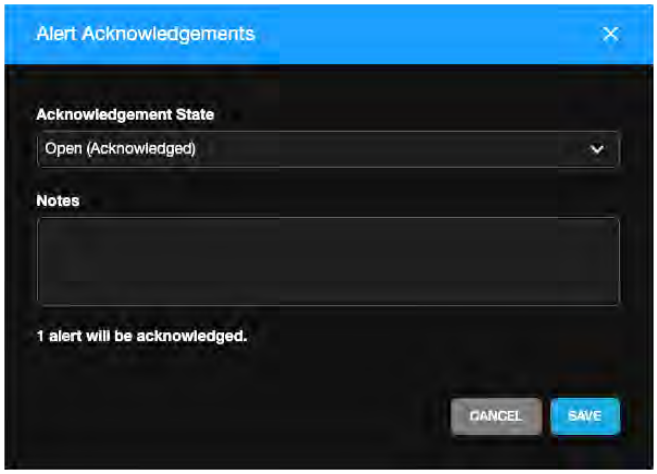
Note Click **Clear All Filters** to display the unfiltered Alert History list.

Note You can customize the Alert History list. See Table Functionality for more information.

Acknowledge Alerts

1. Check the boxes next to the alerts you want to acknowledge (an **Acknowledge** option will appear once alerts have been checked).
2. Click **Acknowledge**.

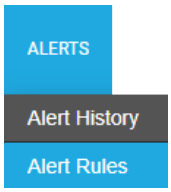
3. Choose **Open (Acknowledged)** or **Closed** (optional Notes can also be added).



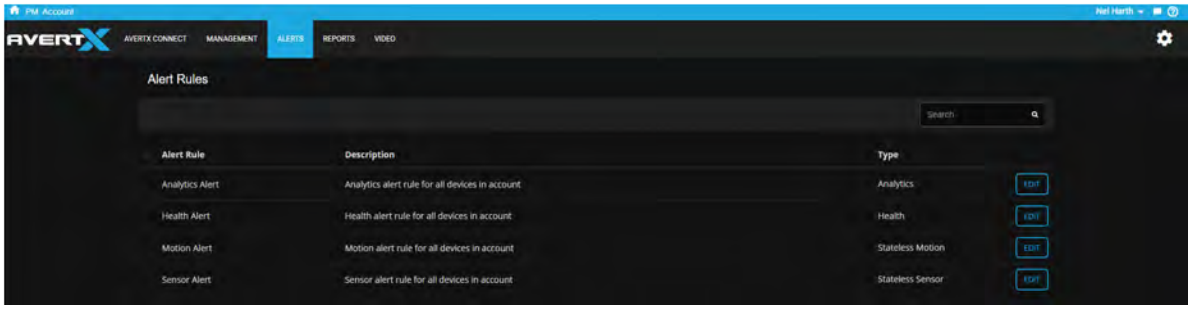
4. Click **Save**.
5. A person icon will appear. Hover over the icon to view the **Acknowledged by:** and **Closed by:** information for an alert.

Alert Rules

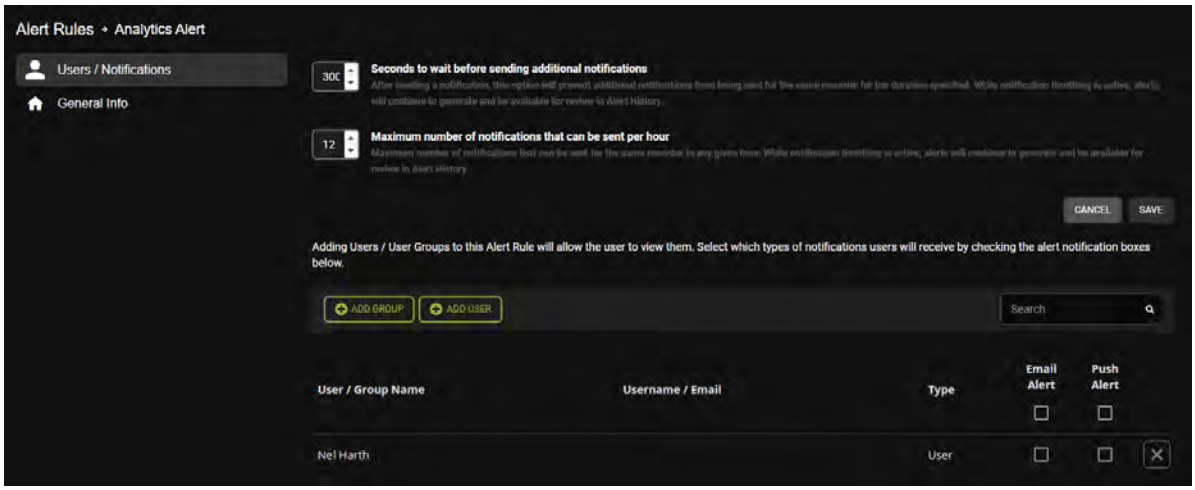
Alert Rules can be accessed by clicking **Alerts > Alert Rules** in the dropdown menu on the main navigation bar.



Click **Edit** to configure an **Analytics Alert**, **Health Alert**, **Motion Alert**, or **Sensor Alert**.



Users / Notifications



Each alert can be configured to send notifications to Users and User Groups added to the Alert Rule.

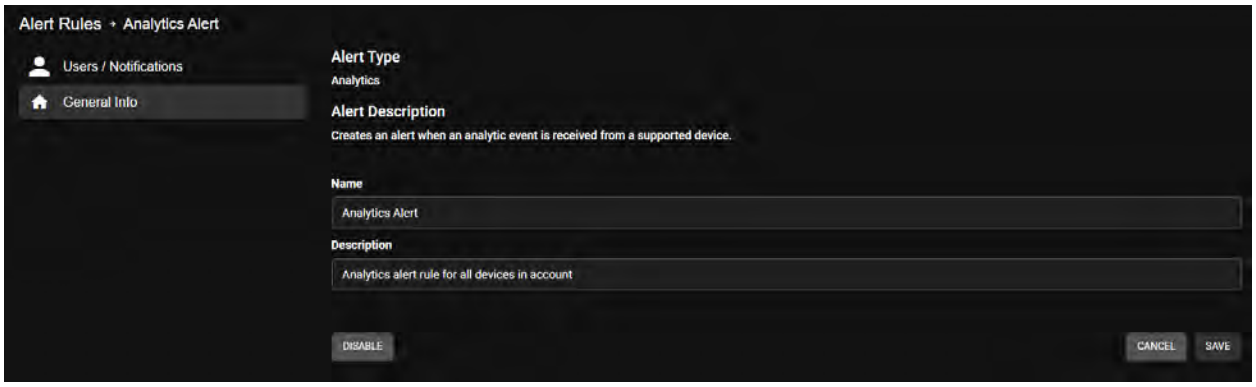
1. Click **Users/Notifications** on the navigation sidebar.
2. Enter a number in the **Seconds to wait before sending additional notifications** box.
3. Enter a number in the **Maximum number of notifications that can be sent per hour** box.
4. Check **Email Alert** and/or **Push Alert** for users or user groups to receive the notifications.
5. Click **Save**.

Health Alert Notification Thresholds

Health Alerts provide notifications after a pre-determined amount of time. Unlike other alerts, the Health Alerts time thresholds are not user-modifiable.
On a correctly configured unit, alert notifications are sent after the following threshold criteria has passed:

- Video Loss - 6 hours
- Recorder Not Reporting - 12 hours
- Recorder Not Recording - 12 hours
- Missing Hard Drive – Instant to 1 hour (Possibly longer depending on the amount of alerts being generated/sent by the unit).

General Info

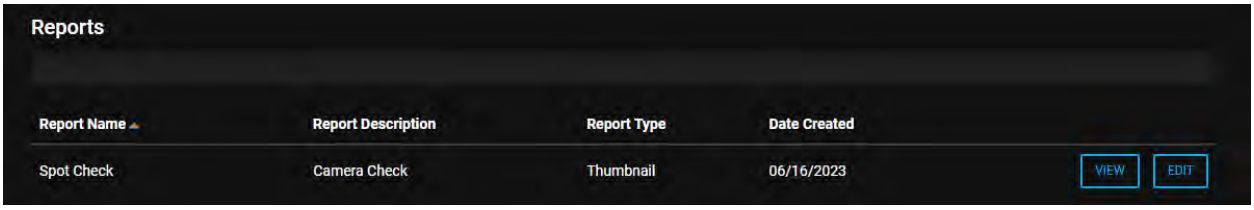


View and edit an alert **Name** and **Description** in **General Info**. Click **Save** after making any changes.

Reports

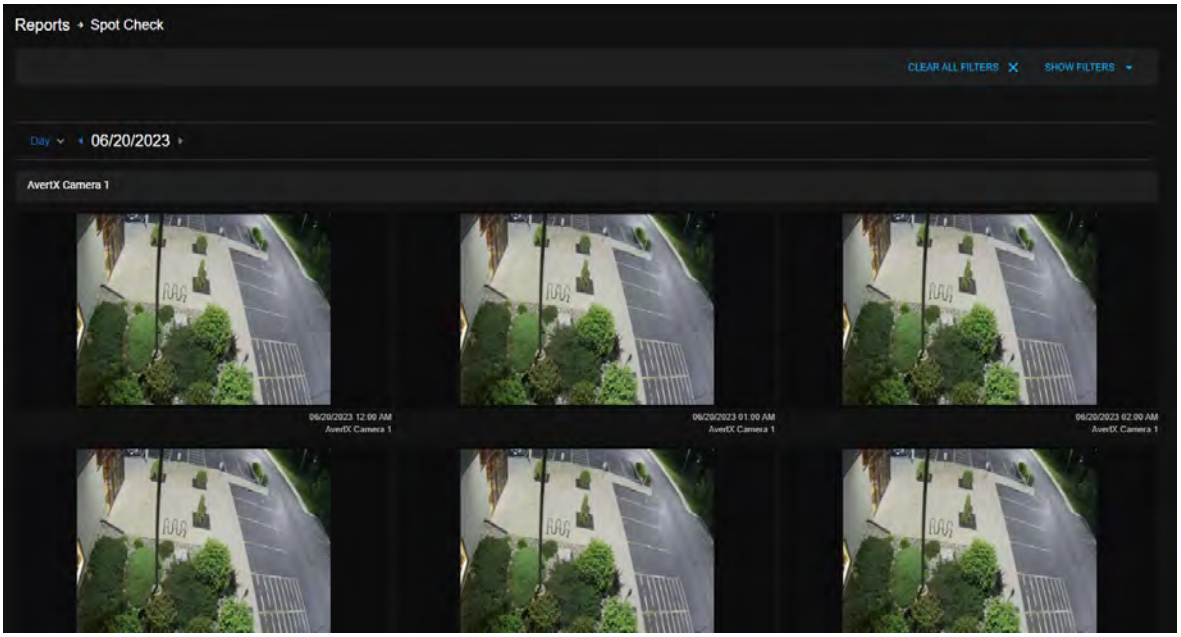
Spot Check Reports

The Spot Check Report displays a series of images from one or more cameras at predefined periods throughout the day. Images can be grouped by recorder, camera, date/time, time. These reports are useful to check in on important areas and quickly spot operational or service issues.



Viewing a Spot Check Report

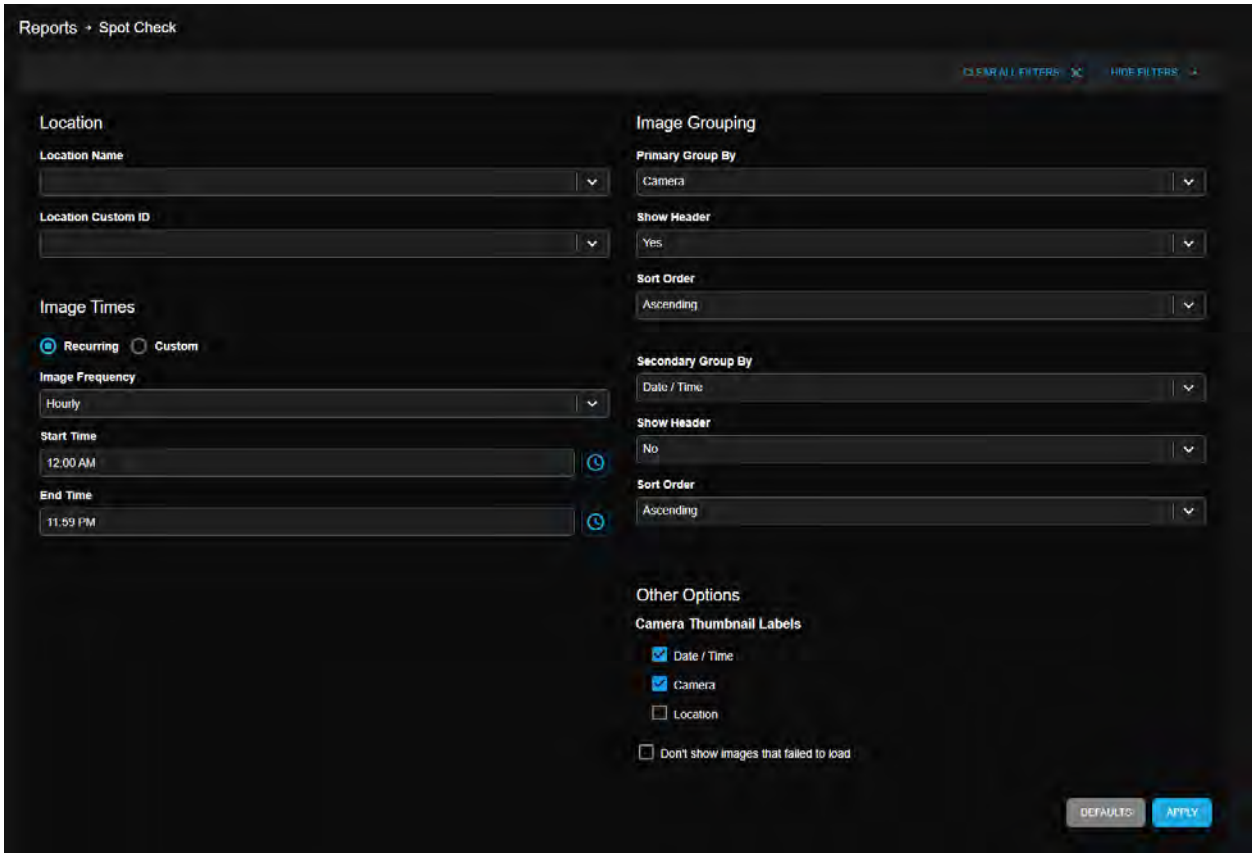
1. Click **Reports** in the top navigation bar.
2. Click **View**.



Search Spot Check Report

1. Click **Show Filters** to search the thumbnail images.
2. Use the dropdowns to narrow the results.
3. Click **Apply**.

Click **Clear All Filters** to return to default view mode.



Defining a Spot Check Report

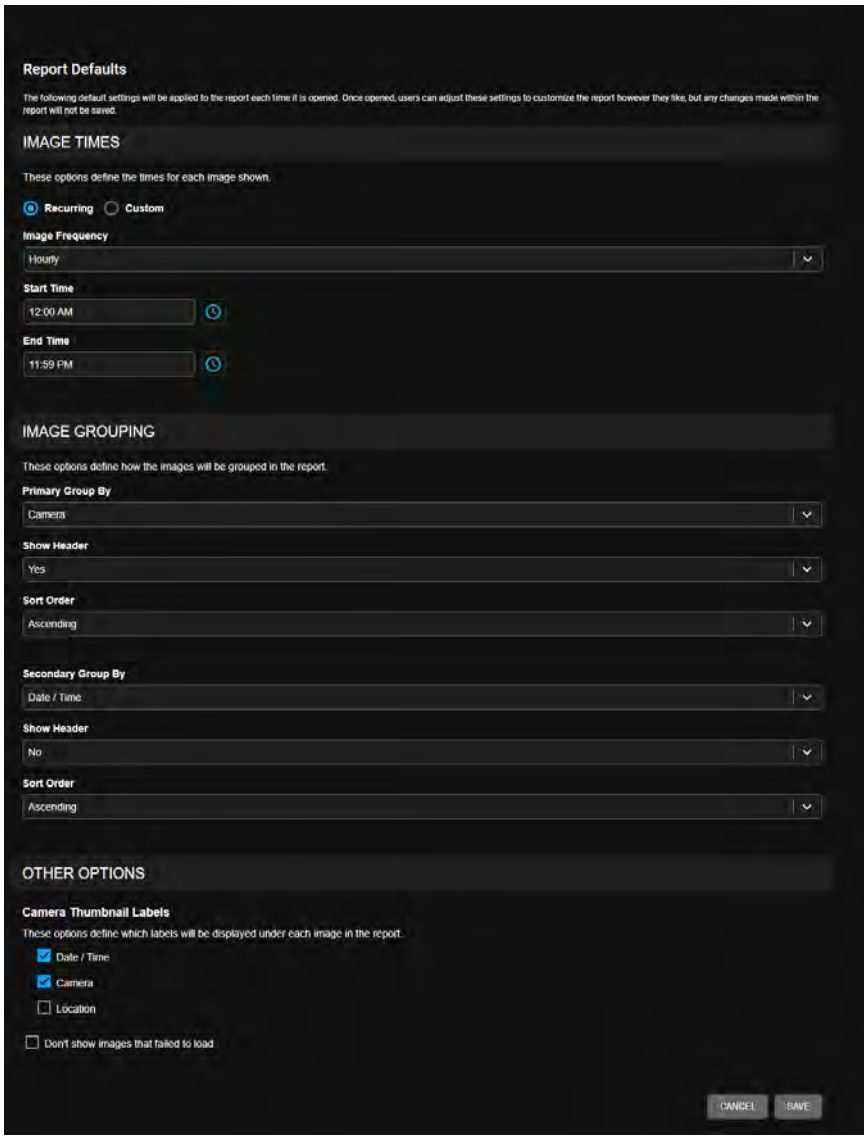


Image Times

1. Click **Edit** next to the report you want to make changes to.
2. Select a **Recurring** or a **Custom** time to capture images.
3. If **Recurring** is selected, select an **Image Frequency** from the dropdown menu, then a **Start Time** and **End Time**.
4. If **Custom** is selected, set a time of day and days of the week. Use the Green box to add additional times.

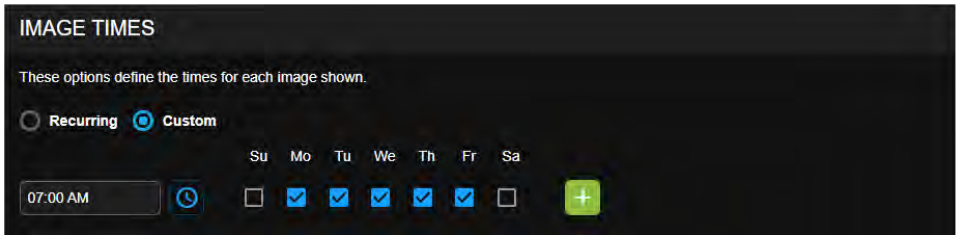


Image Grouping

1. Select a **Primary Group By** from the dropdown menu: **Location**, **Camera**, **Date / Time**, and **Time**.
2. Choose to **Show Header** from the dropdown menu.
3. **Sort Order** by **Ascending** or **Descending**.
4. Repeat steps for **Secondary Group By**.

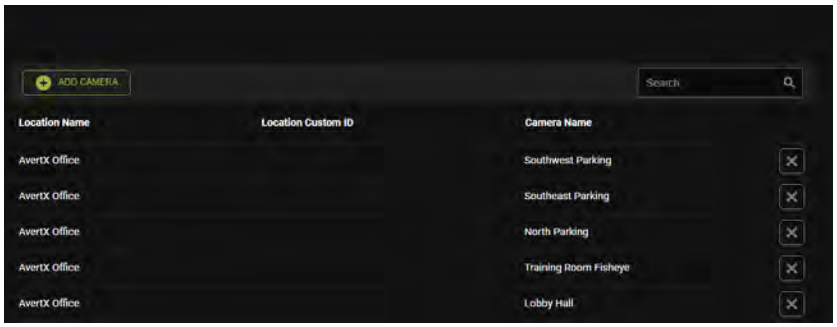
Other Options

1. Check **Date / Time**, **Camera**, and **Location** to display under each image in the report.
2. Check **Don't show images that failed to load** to omit blank images from the report.

Click **Save** when all **Report Defaults** have been selected.

Adding Cameras to a Spot Check Report

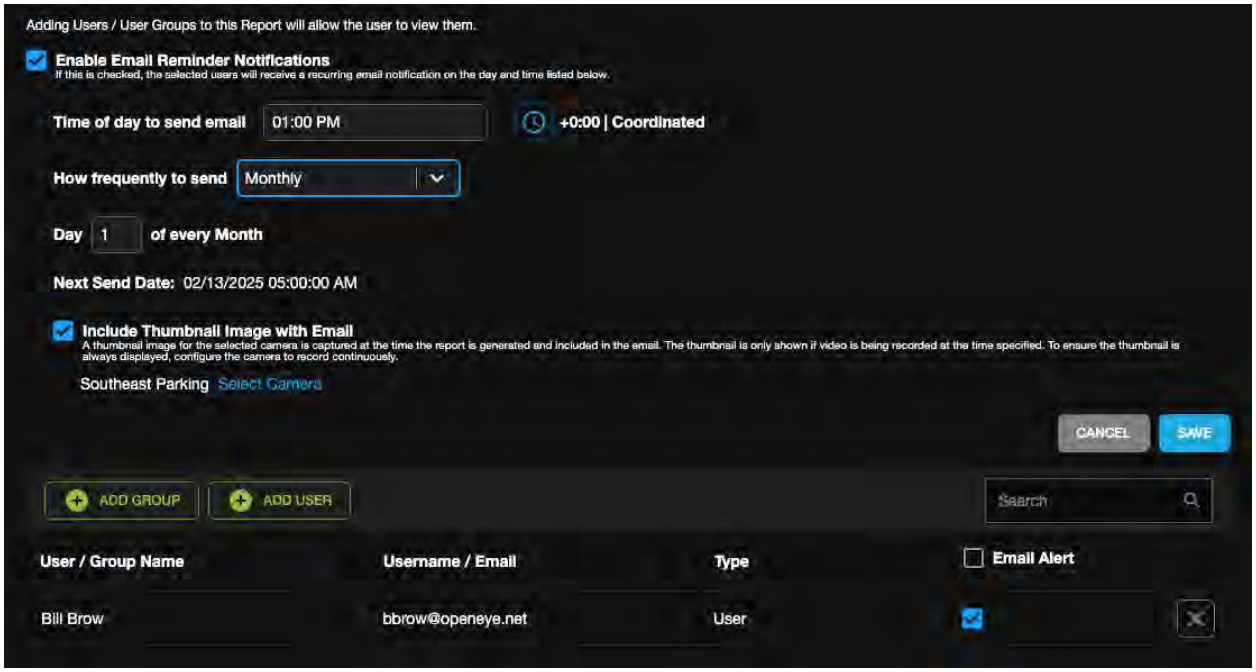
1. Click **Reports** on the top navigation bar.
2. Click **Edit** on a Spot Check report.
3. Click **Cameras** on the left-hand menu.
4. Click **Add Camera**.



5. Check the box next to each Camera you want to include in this alert.
6. Click **Add** when finished.

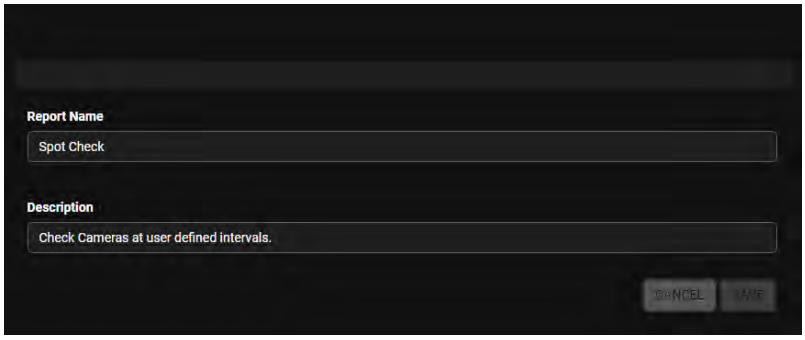
Adding Users to a Spot Check Report

Only the report creator is added automatically to the report. If any additional users / user groups need access to the report, they must be added here.



1. Click **Reports > Edit > Users / Notifications**.
2. Check the box to **Enable Email Reminder Notifications**, then do the following:
   - Enter **Time of day to send the email**.
   - Select **How frequently to send** from the dropdown menu.
   - Enter the **Day of every Month, Day of the Week,** or **Daily** for when to send the email.
   - Check to **Include Thumbnail Image with Email** and **Select Camera** for the thumbnail image
3. Click **Add User** or **Add Group**.
4. Check the box next to each **User** or **Group** intended to access this report.
5. Click **Add** when finished.
6. Check the box under **Email Alert** for each user or group intended to receive the email reminder notification.

General Info

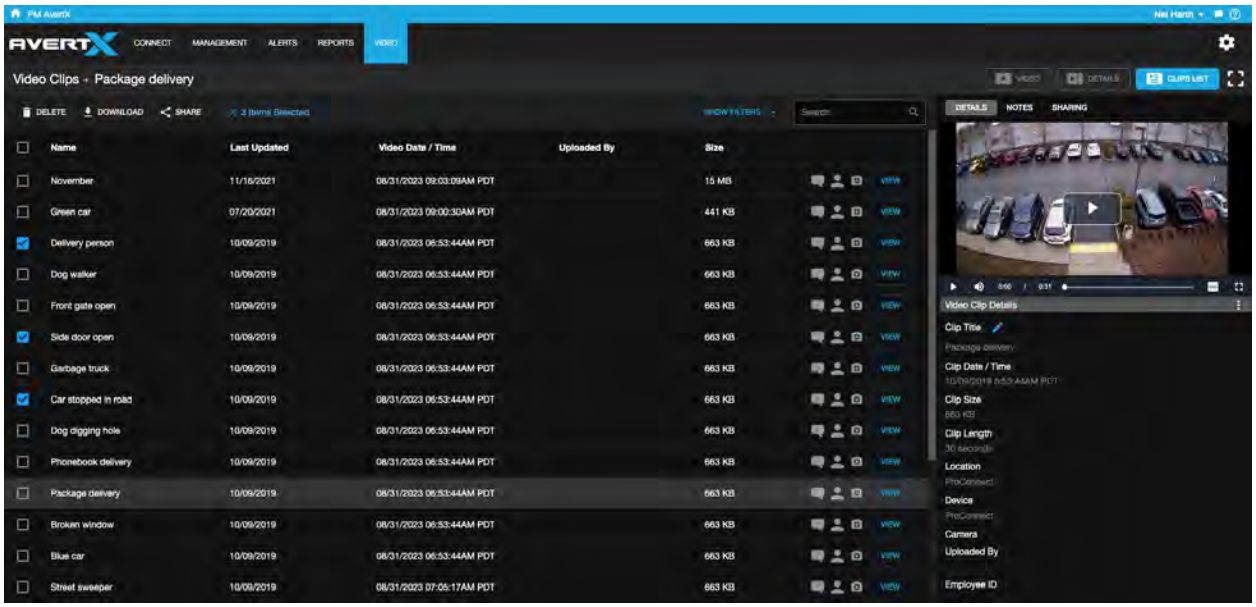


View and edit the report **Name** and **Description** in **General Info**. Click **Save** after making any changes.

Video

Video Clips

Go to **Video > Video Clips** in the End User portal to see a list of video clips.



Check the box next to the name of a video clip or check several video clips to **Delete**, **Download**, **Share** or clear the selected clips by clicking .

View VIEW a video clip from the **Video Clips** list to preview the full clip with detailed and editable information.

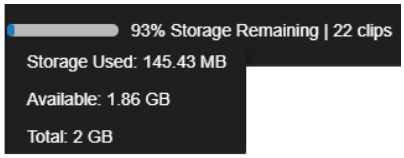
Note If a video clip has **Notes added**, **Shared viewing enabled**, or a **Thumbnail preview**, icons will appear next to the View button.

Note You can click **Video** on the navigation bar to go directly to **Video Clips.**

Note You can zoom in and out with the mouse wheel when the cursor is placed over the video player.

Note You can click OSD to view on-screen display information on the video clip.

When no video clips are selected, **Storage Remaining** and the number of **clips** will display above the list. Hover over this information to see **Storage Used**, **Available**, and **Total**.



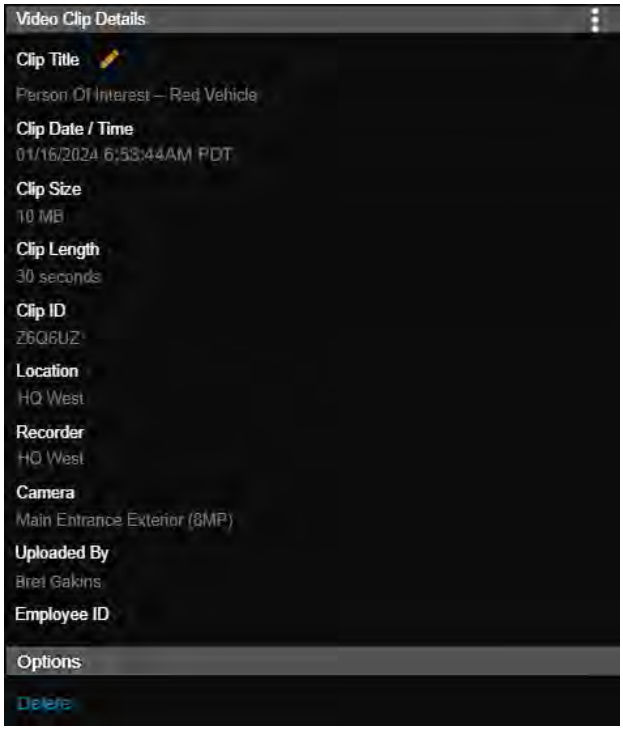
There are three viewing layouts: **Details**, **Clips List**, and **Full screen**:

- **Details -** Video clip is displayed on the left side of the screen with **Details**, **Notes**, or **Sharing** displayed on the right.
- **Clips List -** A list of video clips with **Name**, **Video Date**, **Export Date**, **Recorder**, **Recorder ID**, **Uploaded By**, and **Size** columns is displayed on the left. **Details** with a player, **Notes**, or **Sharing** are displayed on the right.
- **Full screen -** Video clips list displayed in a full screen.

Note Click and drag on the border between the **Player with details** or **Video clips list** and **Details**, **Notes** or **Sharing** to resize.

Note The columns displayed in the **Video clips list** are customizable. See Table Functionality for more information.

Video Clip Details



Clip Title: Name of video clip. Use **Edit** to change the title.

Note Titles are limited to a maximum of 210 characters.

Clip Date / Time: The day and time the video was captured.

Clip Size: The file size of the video.

Clip Length: Length of time of the video.

Clip ID: The ID number assigned to the clip.

Location: Name of the location where the video clip was taken from.

Recorder: Name of the recorder where the video clip came from.

Uploaded By: Name of the User that uploaded the video.

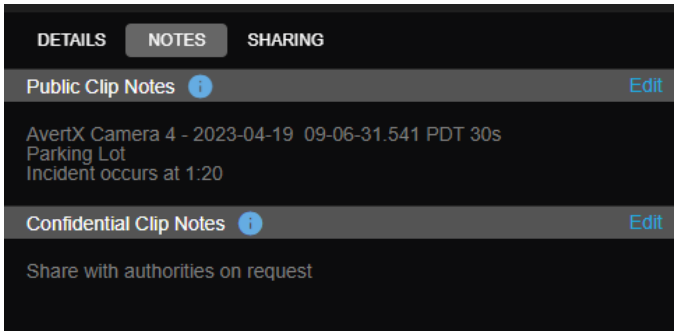
Camera: Name of the camera associated with the video clip.

Uploaded By: Name of the User that uploaded the video.

Employee ID: Employee Identification number.

Note Click the three dots next to Video Clip Details to **Delete Video Clip**.

Video Clip Notes



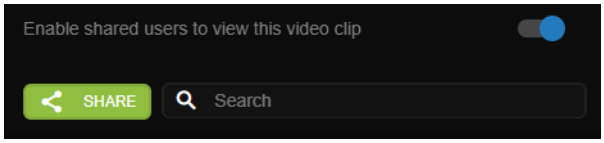
Public Clip Notes will be visible to anyone with access to the clip. Click **Edit** to add information to a Public Clip Note.

Note Public Notes are limited to a maximum of 1024 characters.

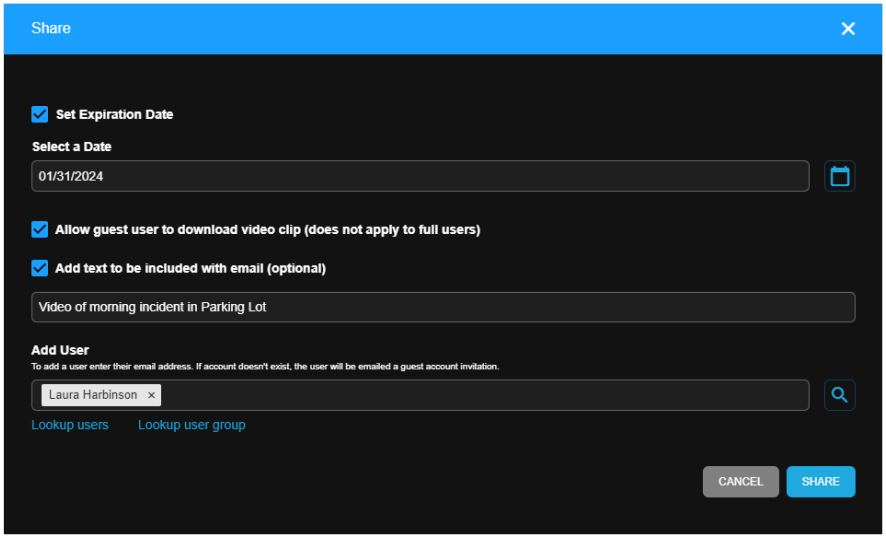
Confidential Clip Notes are only available to accounts with permission to access the clip. Click **Edit** to add a Confidential Clip Note.

Video Clip Sharing

All Shared Video Clips are secure. The person who shared the clip and who it was shared to are tracked. Users must be logged in with an account to view clips. Views and Downloads for shared clips are tracked and displayed here under **Total Share Views** and **Total Share Downloads**.

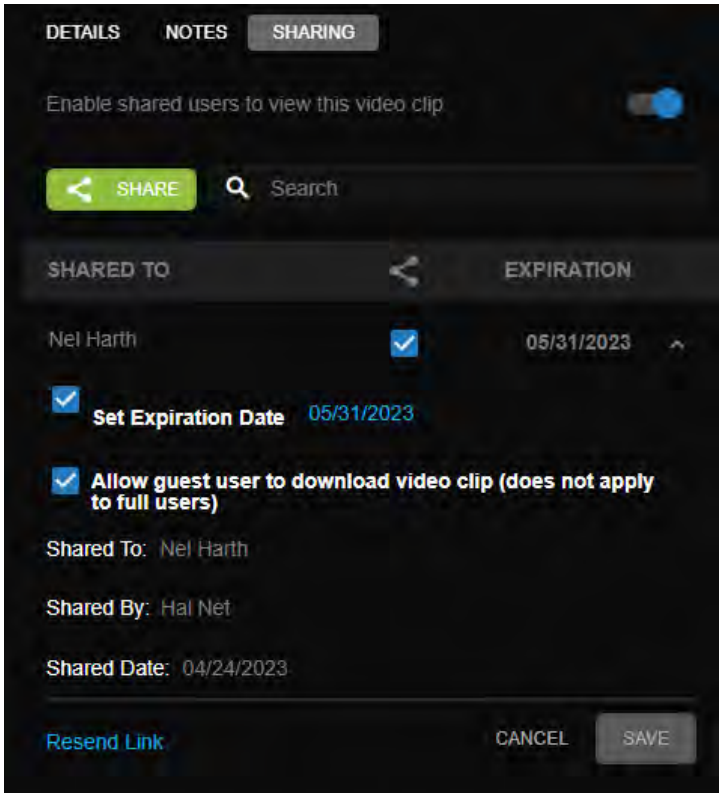


1. Switch **Enable Sharing of this video clip** on.
2. Click **Share** to share video clip.
3. If desired, check the boxes to **Set Expiration Date**, **Allow guest user to download video clip (does not apply to full users)**, and **Add text to be included in the email (optional)**.
4. **Add User(s)** or **User Groups** by entering the email address.
5. Click **Share**.



Note Use **Search** to find a User or User Group that the video clip has been shared with.

Note Once a User or User Group have been added, sharing permissions can be configured next to the User or User Group name.

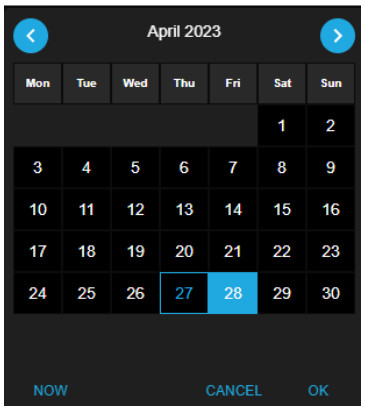


After a video clip has been shared, new information will be displayed when viewing the clip:

Shared To: Users who can view the clip.

Shared: Check or uncheck the box to share or unshare with the User.

Expiration: Date that the video clip will no longer be viewable by the Shared To User.



Set Expiration Date: Check the box and use the calendar to set how long the User or User Group has access to the video clip.

Allow guest user to download video clip (does not apply to full users): Check to allow User or User Group to download the video clip.

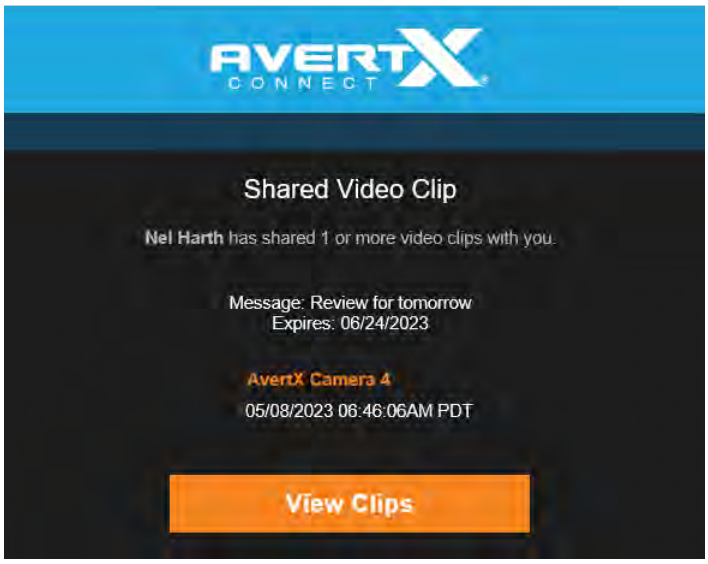
Resend Link: Sends the User or User Group another email with details and link to the video clip.

Cancel: Close the Shared To dropdown without saving any changes made.

Save: Close the Shared To dropdown and save the changes made.

Note Video clips can be shared with guest email recipients. The new user will be invited to view the clip as a Guest User. Guest accounts cannot be added to User Groups, but may be converted to a full account.

Note Sharing multiple clips will send an email notification with a separate link to each clip shared. Clicking **View Clips** opens the **Video clips list**. The email notification is limited to showing 50 shared clips. If more than 50 clips are shared, click the **View Clips** button in the email to view all shared clips on the **Video Clips** page.



USER GROUPS

User permissions in AvertX Connect are now granted based on User Groups. Instead of assigning each user to Admin/Super User/User, you simply assign the user to a user group, which has pre-defined permission levels.

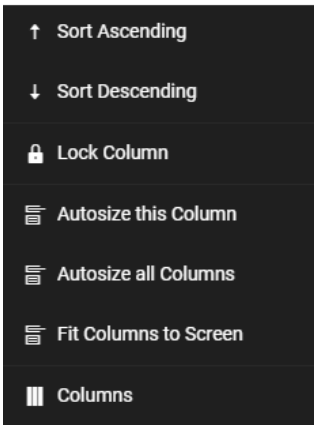
Visit avertx.com/user-groups to see the Permission levels for User Groups

TABLE FUNCTIONALITY

Throughout AvertX Connect, you can customize tables to meet your operational needs.

Mouse over the headers and click on the three dots in the right-hand corner.

The different options include:



- **Sort Ascending**- Ascending order means the smallest first or earliest in the order will appear at the top of the list.
- **Sort Descending**- Descending order means the largest or last in the order will appear at the top of the list.
- **Lock Column**- prevents editing or deleting any data in that column.
- **Autosize this Column**- looks at the rendered cells and works out the width based on what it sees.
- **Autosize all Columns**- looks at the rendered cells and works out the width based on what it sees.
- **Fit Columns to Screen**- All columns to fit onto your screen.

When you click on **Columns** at the bottom of the menu it displays all the headers. This section allows you to pick and choose what headers you want to include. Simply uncheck the box if the column is not desired and click Save. To bring the column back, simply check the box to add and click Save. Or default to return to the original choices.

www.avertx.com

© 2026 AvertX

All rights reserved. No part of this publication may be reproduced by any means without written permission from AvertX. The information in this publication is believed to be accurate in all respects. However, AvertX cannot assume responsibility for any consequences resulting from the use thereof. The information contained herein is subject to change without notice. Revisions or new editions to this publication may be issued to incorporate such changes.