

# SmartSurveillance

## User Guide



# Quick reference

Record your information here:

My username

My password

My account number

## SmartSurveillance Customer Support

**Phone:** 1-877-742-9249

**Email:** [technicalsupport@shawbusiness.ca](mailto:technicalsupport@shawbusiness.ca)

### **Disclaimer:**

Any recommendations made in this User Guide are for general applications and may not be the best configuration for particular security or video monitoring set ups. Your use of the SmartSurveillance product may be subject to laws, rules, or regulations, particularly those relating to privacy, protection of personal information, and overt video surveillance. All such laws, rules, or regulations should be adhered to by the user. Shaw does not represent or warrant in any manner that the recommendations made in this User Guide shall meet such requirements.

If you have any questions, a Shaw Business Representative will be happy to help. Please call **1-877-742-9249** or visit us online at **[business.shaw.ca/Support](https://business.shaw.ca/Support)**.

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# SmartSurveillance overview

SmartSurveillance provides an exceptional cloud based security camera experience to small businesses that has typically been reserved for large scale enterprise organizations. Professionally installed cameras with secure encryption help provide peace of mind and allow you to view analytics to make better-informed business decisions.

This User Guide will walk you through how to get started and how to navigate the SmartSurveillance portal, where you can view recorded or live video, or make adjustments to settings from your business, or remotely\*.

\*Where Internet connectivity is available.

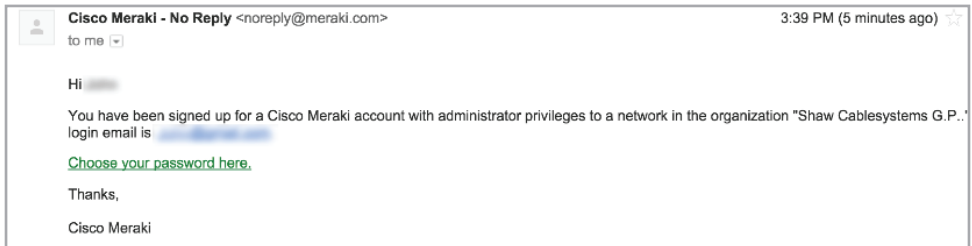
# The online portal

## Accessing the online portal

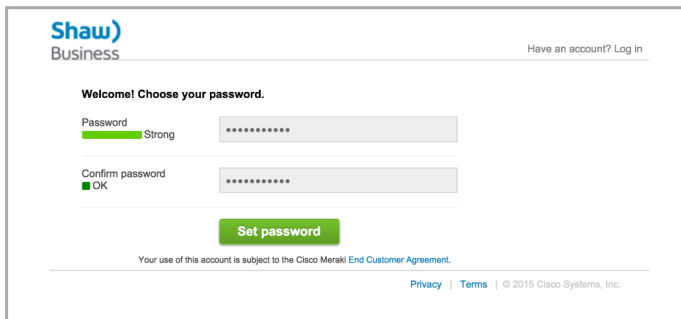
### a. Creating a new account

To create your account, follow these steps:

- i. You will receive an email notification informing you that you have been provided an administrator account for your network. Your username will be the email address that you provided the Shaw Business Sales team. You should receive this prior to on-site installation.
- ii. Within the email there will be a link to set your administrator password. Click the link.

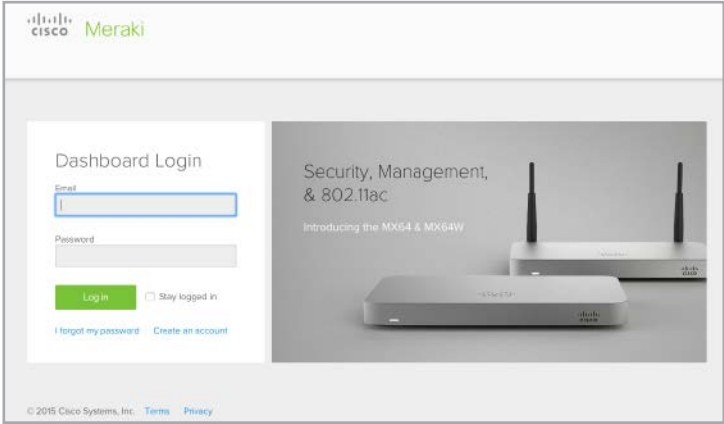


- iii. Once you have clicked the link, you will be directed to the SmartSurveillance portal to create your administrator account password.



iv. Once the password is set, you will be able to administer your SmartSurveillance equipment and the configuration settings.

Upon password creation, you will be redirected to the login portal. This portal can be found at <http://dashboard.meraki.com>. Use your email address and the password that was set previously to log into the SmartSurveillance portal.



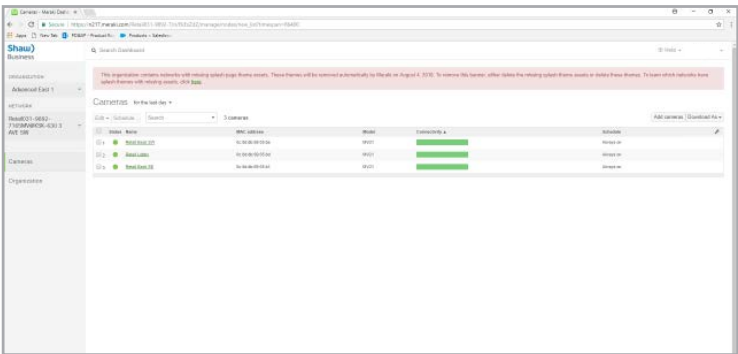
Video support within the online portal may vary between browsers. It is recommended to use Google Chrome.

Important note: Windows 7 and IE 11 are not supported.

## b. Accessing the portal if you have SmartWiFi and/or SmartSecurity

If you already have SmartWiFi and/or SmartSecurity, you can use the same login credentials (username and password) from your SmartWiFi and/or SmartSecurity online portal to log into the SmartSurveillance portal. Both portals can be found at <http://dashboard.meraki.com>.

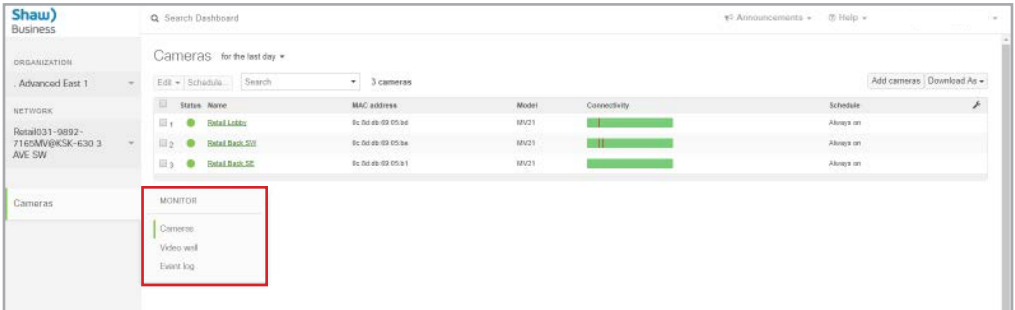
Once you've logged into the portal using your credentials, you can toggle between your SmartWiFi and/or SmartSecurity and SmartSurveillance views by using the drop-down menu located on the left pane of the screen.



# Monitor

Once you successfully log into the SmartSurveillance portal, navigate to Cameras -> Monitor. Within this section, you can monitor:

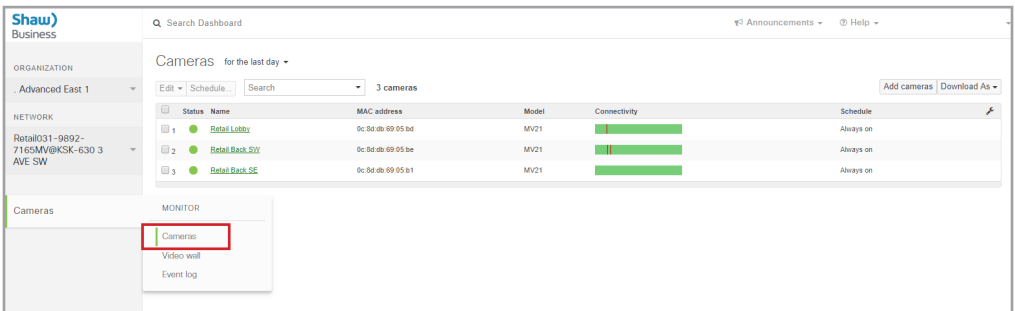
1. Cameras
2. Video Wall
3. Event Log



On this main page, your SmartSurveillance equipment will be displayed. Along with the equipment listing, basic device information is displayed such as name, camera Internet connectivity history, and scheduled recording settings.

## 1. Cameras

To view your camera settings, navigate to **Cameras -> Monitor -> Cameras**.



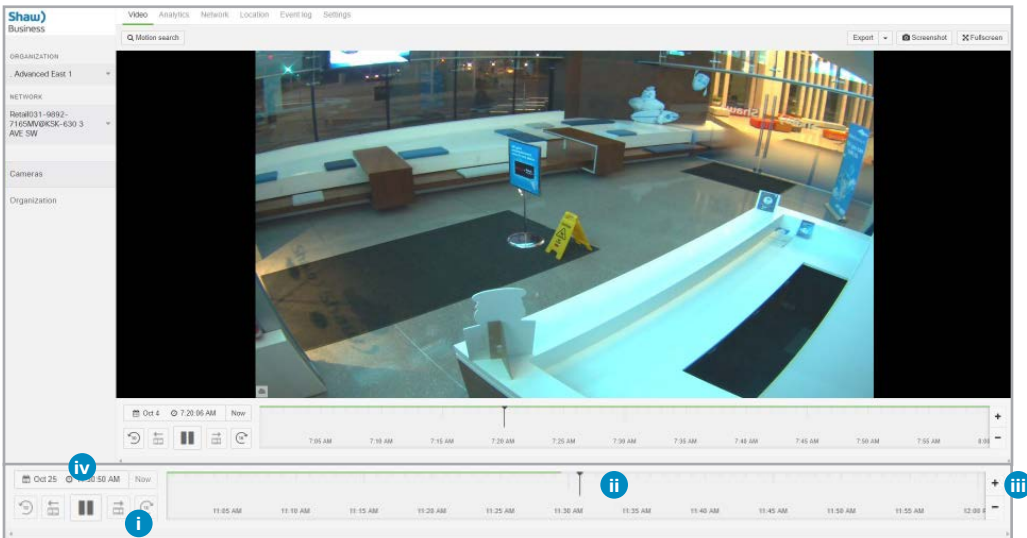
When you click on a camera, you can access several settings unique to that specific camera.

## a. Video

Within this tab, a large video stream will appear of the selected camera's area of view.

On this page, you can also view:

- i.** Video controls – This includes controls such as pause, play, skip backward and forward 10 seconds, as well as control to move 1 frame forward or backward.
- ii.** Navigation Bar – This can be clicked to navigate to the requested position or dragged to move the navigation timeframe. These controls allow for basic video feed browsing. Included in the video navigation bar at is a green line which indicates when motion occurred in the cameras view.
- iii.** Zoom - To widen the view of the navigation bar timeframe, click the Zoom out button and it will adjust to a 3 times wider view. If a narrower timeframe is required, the Zoom in button allows the navigation bar to be zoomed in to 1/3 the timeframe.



**iv.** Calendar - Clicking on this allows for quick navigation to a specific date, or you can navigate to a date and time by using the search field. For example, selecting “Yesterday at noon” will show the camera feed for that specified timeframe.

**v.** Motion search - This is an analytical tool that provides motion based searching for a specified area of interest within the displayed timescale selected. To access this feature:

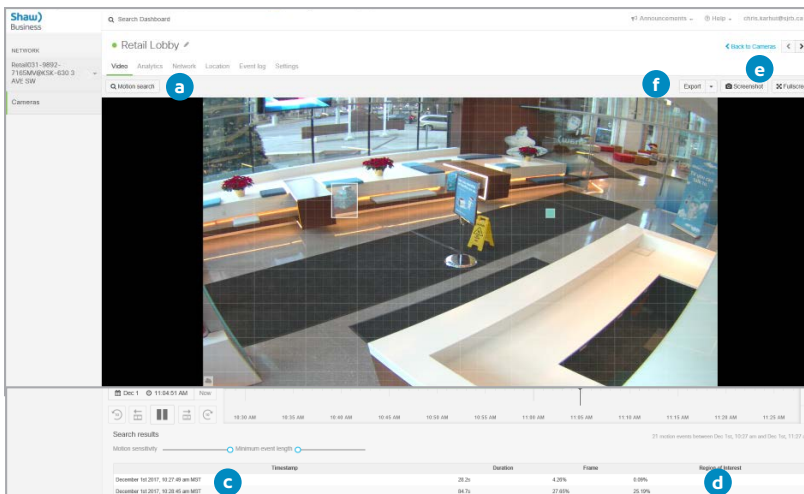
- a.** Select motion search, at the top of the screen. A grid will appear on top of the video feed where a region of interest can be selected.
- b.** Select a region or object to determine when that region has last seen activity.
- c.** A timestamp, ordered by the most recent, will be displayed. Clicking the zoom out button will allow for older video footage to be included in the analysis.
- d.** The duration of the motion, percentage of the entire frame that had motion detected, and the percentage of the region of internet that had motion detected will be displayed.



- e. A screenshot of the current image can be downloaded by clicking on the screenshot button.
- f. Clicking the export button allows the user to export a video clip of an event of interest. If large timeframes are selected, it may take a long time for retrieval of the video. Also uplink bandwidth may determine the time for an upload to be made available.

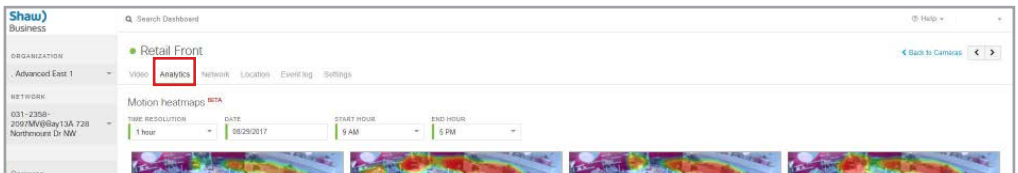
Once a search box is selected, the online portal will return how many events occurred in that search area over the time period displayed on the timescale.

Best practice is to select the smallest area possible so that the search results returned are most meaningful. Selecting a large search box will return more results and you will have to scroll through many more events.



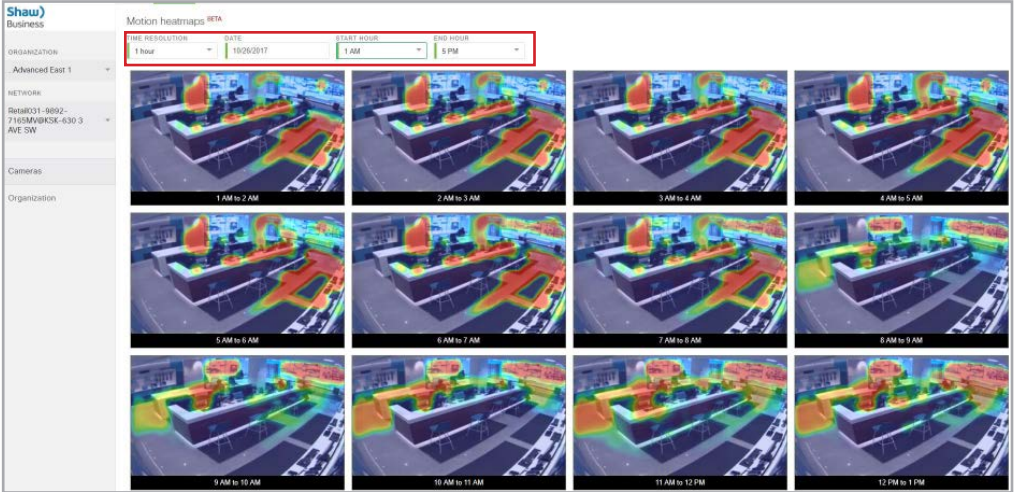
## b. Analytics

In the Analytics tab, you can access the Motion heatmaps feature. This allows for a quick overview of where, when, and how much motion has occurred in a specific camera's field of view.



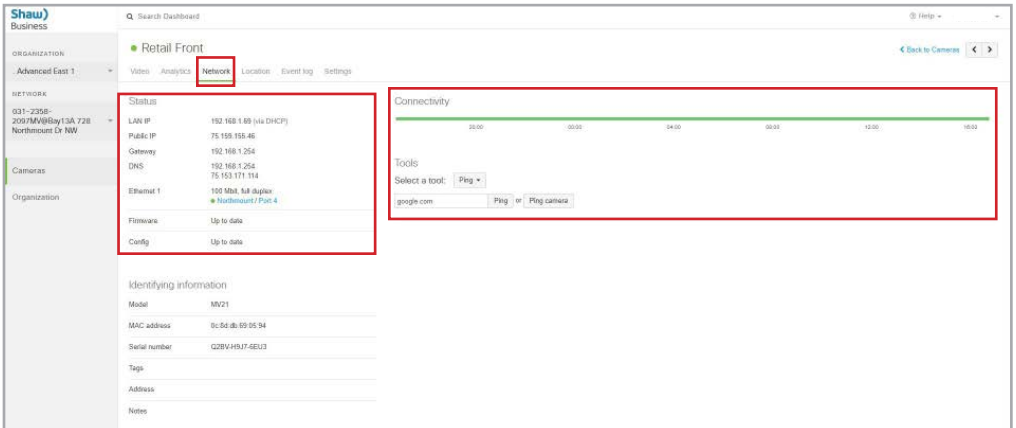
The color indicates the quantity of motion in an area. Colour ranges from red for a large amount of motion, to blue for a small amount of motion.

You can select the time range to view the motion density and view footage up to 24 hours at 1 hour intervals or up to 15 days with 1 day intervals. You can also specify the start and end hours you would like to view.



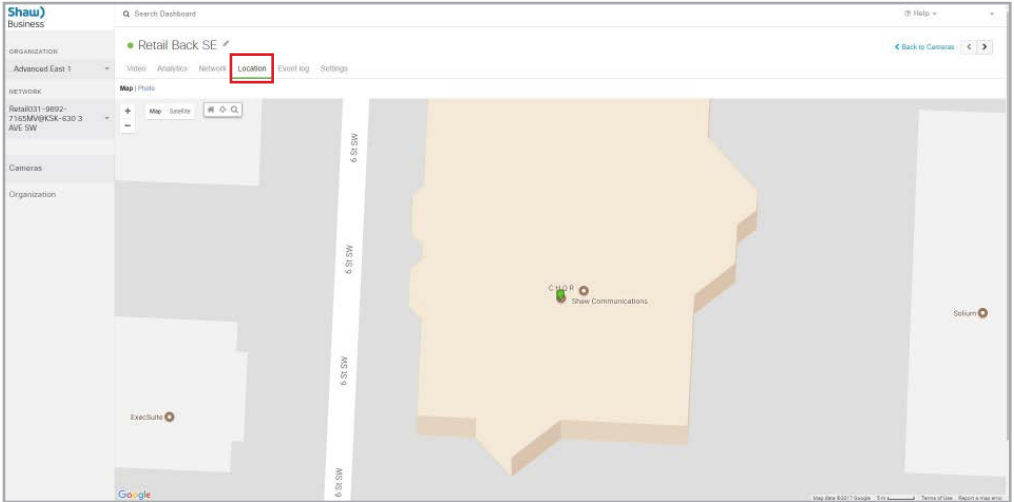
### c. Network

The Network tab shows network information such as IP and Gateway info, DNS info, firmware and configuration versions, model and serial number as well as connectivity status and ping test tools.



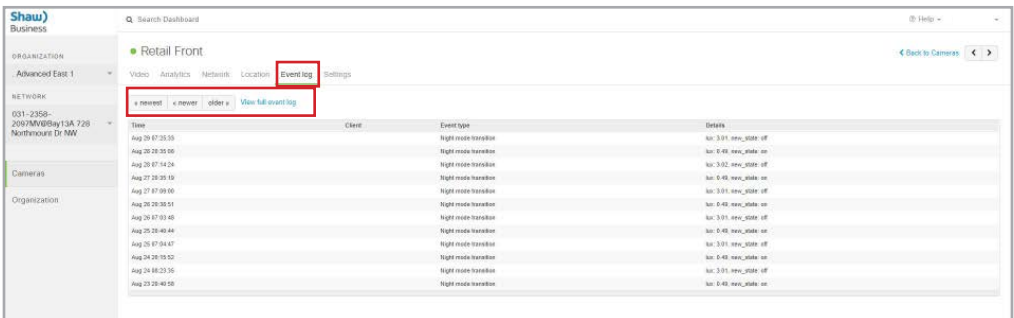
## d. Location

The location tab shows network information such as IP and Gateway info, DNS info, firmware and configuration versions, model and serial number as well as connectivity status and ping test tools.



## e. Event Log

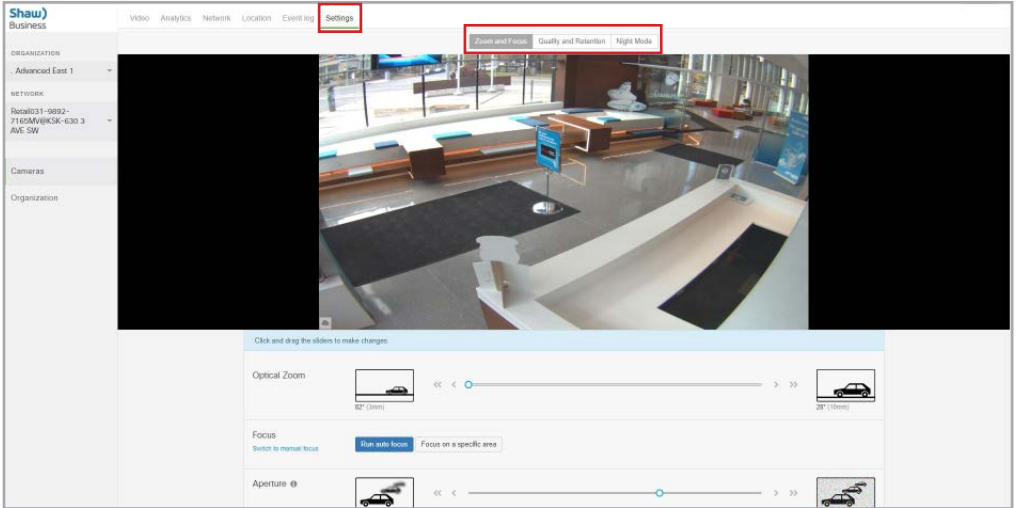
On the Event log tab, you can see event records of the camera such as transitioning to night mode. You can view older records or the full event log as well.



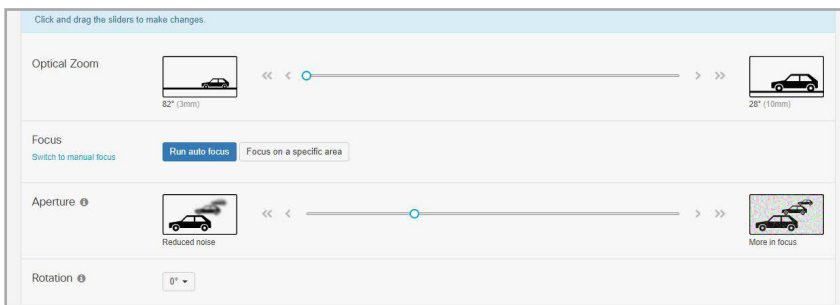
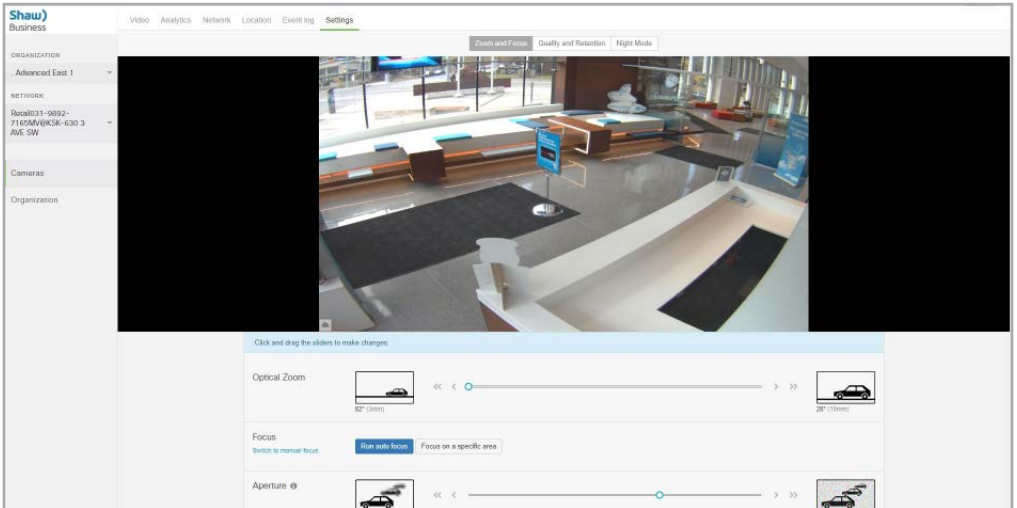
## f. Settings

On the Settings tab, you can set individual settings for the camera you have chosen. There are three settings categories, Zoom and Focus, Quality and Retention, and Night Mode.

It is recommended to use the default settings or recommended settings set by Shaw Business at time of installation. Adjusting or reconfiguring these settings after Shaw Business has completed your installation and you have completed the customer sign off may not provide you with the intended result. If you have questions, please contact your Shaw Business Technical Support Representative for assistance at 1-877-742-9249.



i. **Zoom and Focus** - this includes optical zoom, focus and aperture settings.



**A. Optical Zoom** - You can set the zoom of the camera to either 82deg (wide) to 28deg (narrow)

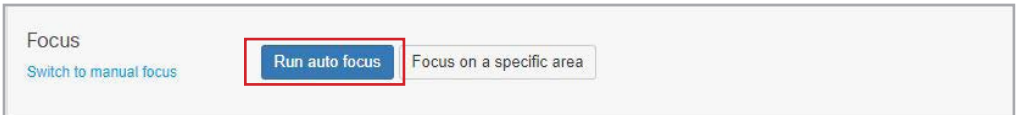
- To capture a wide angle, it is recommended to use the 82deg wide setting.
- To capture a specific area and a high level of video detail, it is recommended to use a 28deg narrow (zoomed in) setting.
- For most installations the default zoom setting (the widest) will be appropriate.



**B. Focus** - This allows you to set the point of attention that the camera should focus on to provide the best clarity for that point.

There are two options you can select:

1. Run auto focus - this allows the camera to automatically adjust the focus to capture objects at different depths with maximum clarity. It is recommended to use this setting, as it captures the most possibilities that may occur within a camera's field of view.



2. Focus on the entire frame - this allows you to select a point of attention you want to focus on by click and dragging on a focus area.



**C. Aperture** – this provides the ability to adjust the sharpness of the image to either provide reduced noise in the image or a sharper but noisier image.

To change the depth of field, moving the aperture slider to right will result in a wider depth of field (more in focus) at the penalty of more noise.

Adjusting aperture inherently changes the shutter speed of the camera lens (frame rate is unchanged). In some cases, your LED lighting systems may impact the video capture and result in flickering video. Adjusting the aperture setting changes the shutter speed such that any flickering effects can be eliminated.

In most cases, the default aperture setting is fine and an aperture adjustment is not required.



## ii. Quality and Retention

There are several settings on the Quality and Retention tab you can configure. Any changes made in this section require clicking Save to commit them.

The screenshot shows the 'Quality & Retention' settings for a camera. The 'Quality and Retention' tab is highlighted in a red box. The settings are as follows:

- A When should this camera record footage?** Buttons: Always, Scheduled.
- B Enable motion-based retention?** Buttons: Yes, No. Subtext: Disables footage older than 3 days in which no motion was detected. More information.
- C When should this camera delete footage?** Radio buttons:  When it runs out of storage space,  When the footage is older than 7 days.
- D Select video quality** Buttons: Standard, Enhanced.

Summary card: 41 days ESTIMATED RETENTION. Estimate based on motion data measured by this camera over the last week. More information. Hours of motion per day: Bar chart showing motion per day (Mon-Tue) with a peak on Aug 8. EXTEND RETENTION BY: Using a recording schedule, Enabling motion-based retention, Disabling footage deletion, Reducing video quality.

**A. When should this camera record footage?** – With this setting, you can choose whether to always record or to schedule the time(s) you would like to record. To set a recording schedule, select Scheduled. The recommended setting is Always. In some cases, some specific customer requirements may require this to be set to Scheduled but this would be determined according to the requirements of your business.

When should this camera record footage? Buttons: Always, Scheduled.

When should this camera record footage? Buttons: Always, Scheduled.

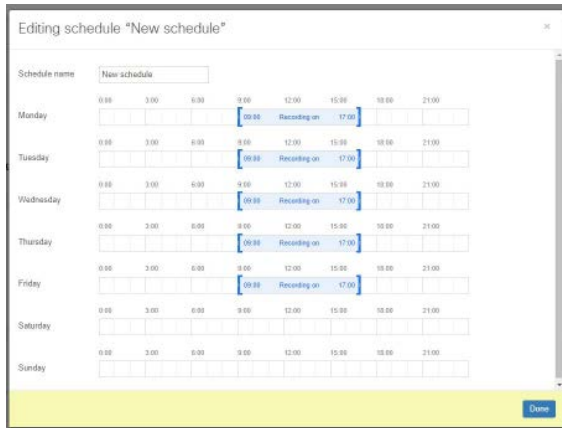
Change recording schedule for 1 camera

Schedules

New schedule

Close Save

Once this has been selected, create your schedule by clicking New schedule and adjusting each day of the week to the hours that are required for recording. Once all days are set, name the schedule, and click done.



**B. Enable motion-based retention** - This option will keep any footage with motion detected in the camera's Motion based retention by default will save the last three full days of video. After three days video clips that do not contain any motion are automatically deleted allowing the camera to store only footage of interest and dramatically increases video retention.

It is recommended that motion-based retention is enabled at all times, as this increases the potential days of storage for camera footage exponentially.



**C. When should this camera delete footage** – this gives the option to delete footage either after a set number of days or when the camera's onboard storage runs out of space. The recommended setting is to be set to "When it runs out of storage space."

**When should this camera delete footage?**

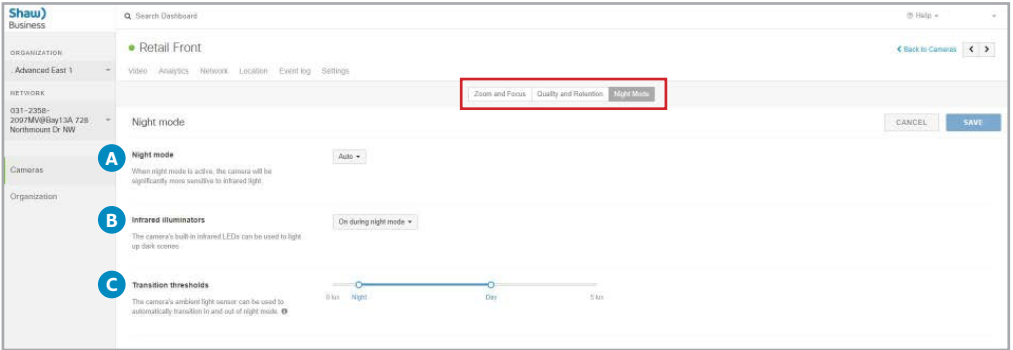
When it runs out of storage space  
 When the footage is older than

**D. Select video quality** – this allows you to choose standard video quality or enhanced quality. It is recommended to use Enhanced video quality. To extend your video storage and ensure great video quality, it is recommended to use this enhanced setting along with the enable Motion-based retention seen above.

When enhanced video setting enabled, a higher frame rate (15fps vs 8fps) is used. This means more information is stored every second, but the actual resolution and still frame video quality is the same.

### iii. Night Mode

There are several settings on the Quality and Retention tab you can configure. Any changes made in this section require clicking Save to commit them.



**A. Night Mode** – this enables a higher sensitivity to infrared light enabling video capturing in dark environments. The auto selection is recommended as the camera will enable 'night mode' if the area it is viewing has a decrease in room illumination.

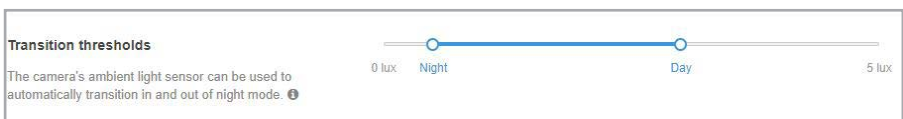


**B. Infrared illuminators** – this allows the control of the camera's built-in infrared LEDs which can light up dark scenes. It is recommended that On during night mode is selected as it will enable infrared LEDs when the camera requires the lighting.

If the camera is looking through glass, or other transparent material, glare may make seeing through the glass less likely. If this is the case, it is recommended to disable the infrared LEDs by selecting Always off.



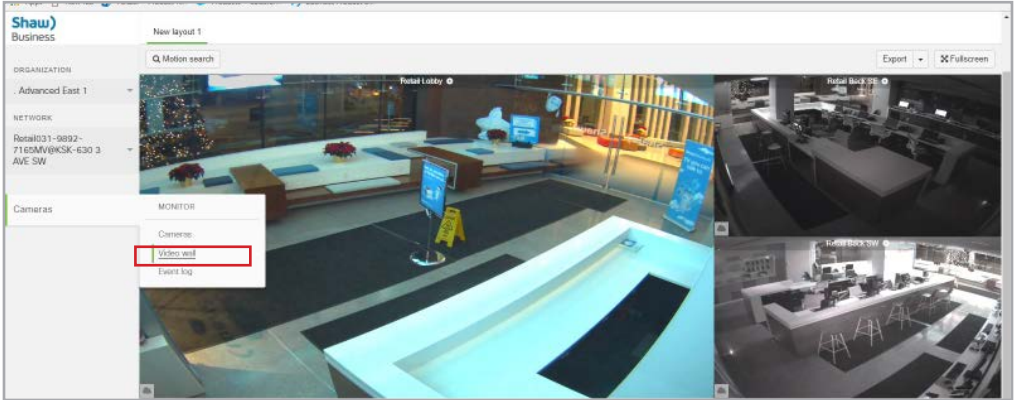
**C. Transition thresholds** – this setting pertains to the camera's ambient light sensor, which is used to detect room lighting. It can be used to automatically transition in and out of night mode. It is recommended to use the default settings of 0.5lux and 3.0lux.



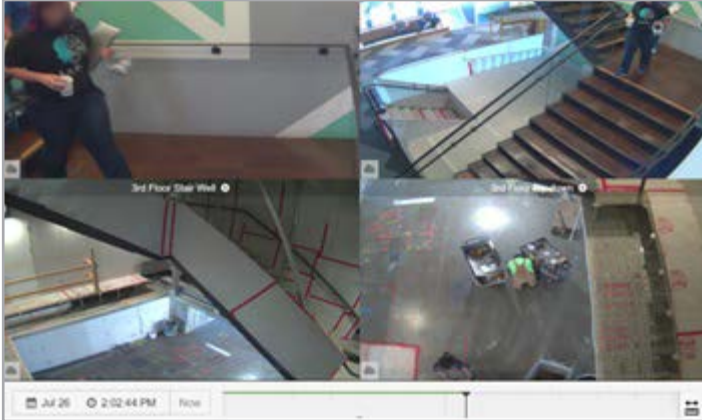


## 2. Video Wall

To view your Video Wall settings, navigate to **Cameras -> Monitor -> Video Wall**.



SmartSurveillance provides the ability to view up to 12 cameras live and historical content on one webpage within a web browser. Each camera is accessible by clicking on its image, which will display the individual cameras settings page as described in sections of this guide above.



## 3. Event Log

If you navigate to **Cameras -> Monitor -> Event Log**, you will be routed back to the camera display page. This page cannot be accessed.



**For customer care and technical support:**

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