



# User Manual

## For

# Hero Client Software

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# 1. Software Overview

Hero Client software is a PC software that includes the following features: real-time preview, multi vehicle monitoring, playback of sever and local video, cut, download, evidence management, auto download, basic data management, alarm center and etc.

## 2. Installation and Uninstallation

Computer configuration requirements:

Operation system: Windows7 SP1, Windows8

CPU: Intel i3-3220 and above

Memory: More than 2G

Resolution: 1280\*760

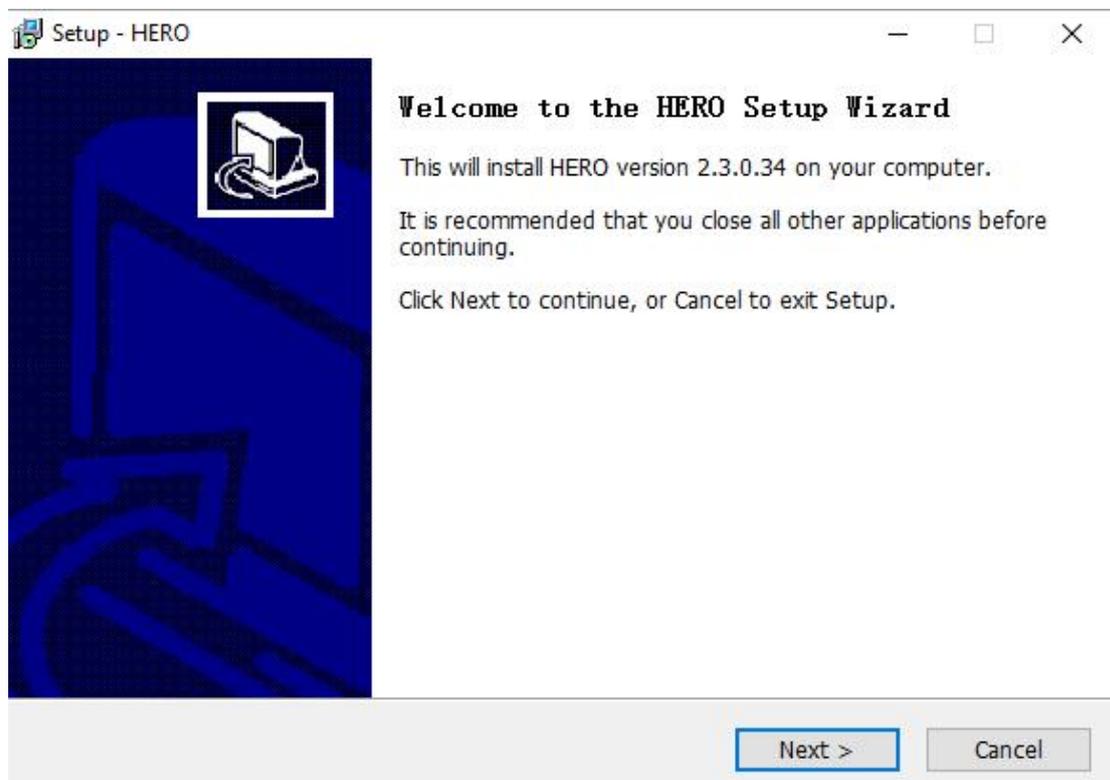
Browser: IE10

Graphic Card: Independent graphic card

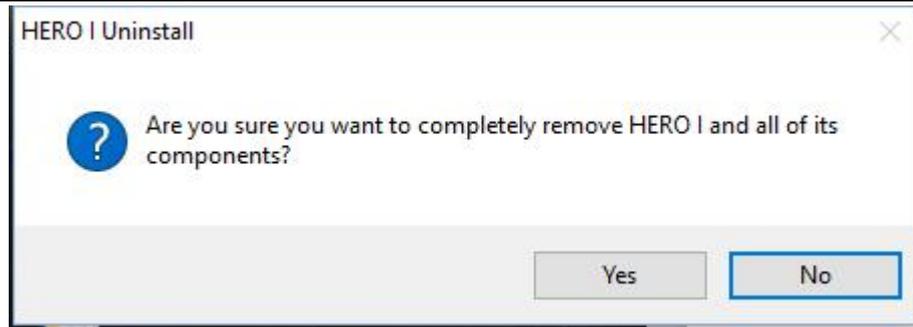
Others: Install flash player

### 2.1. Software Installation

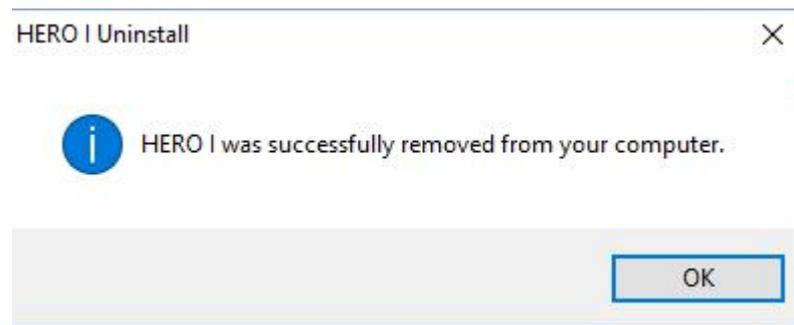
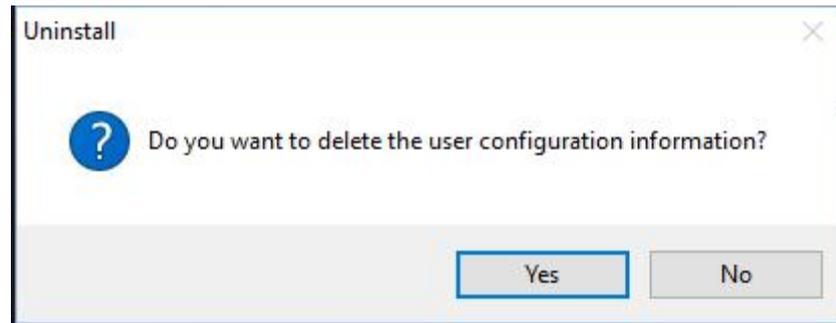
1. Double click the software.



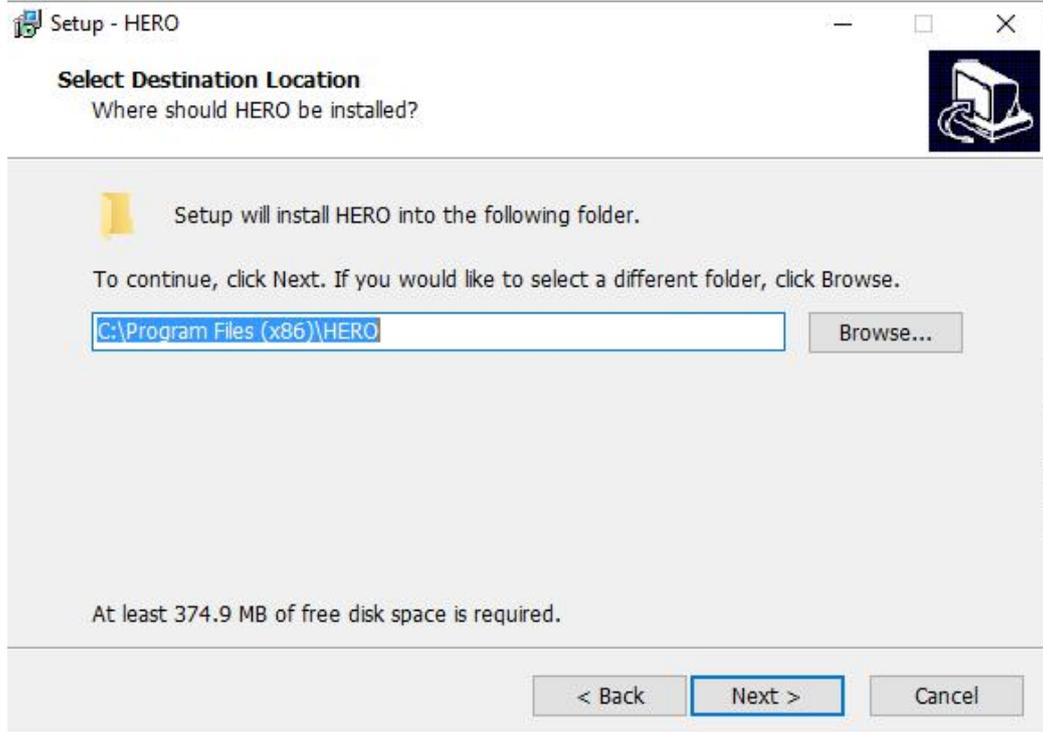
Notice: The screen will pop up the following image if Hero has been installed before.



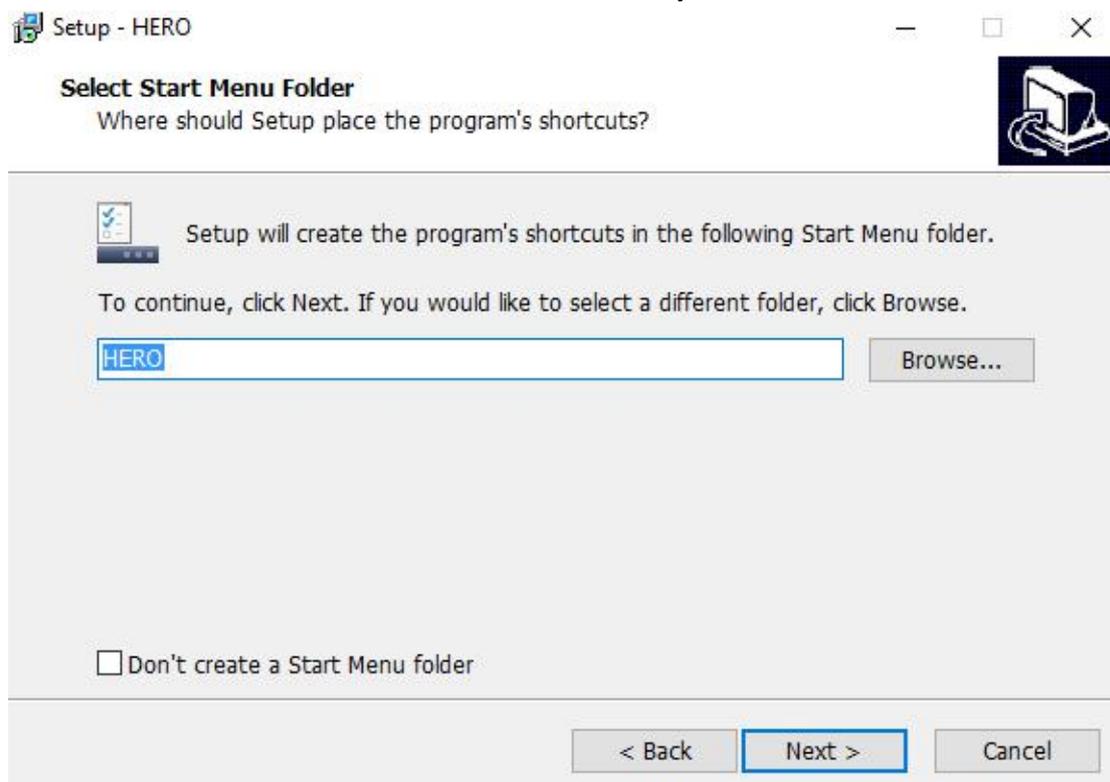
Click "Yes" to uninstall the previous Hero



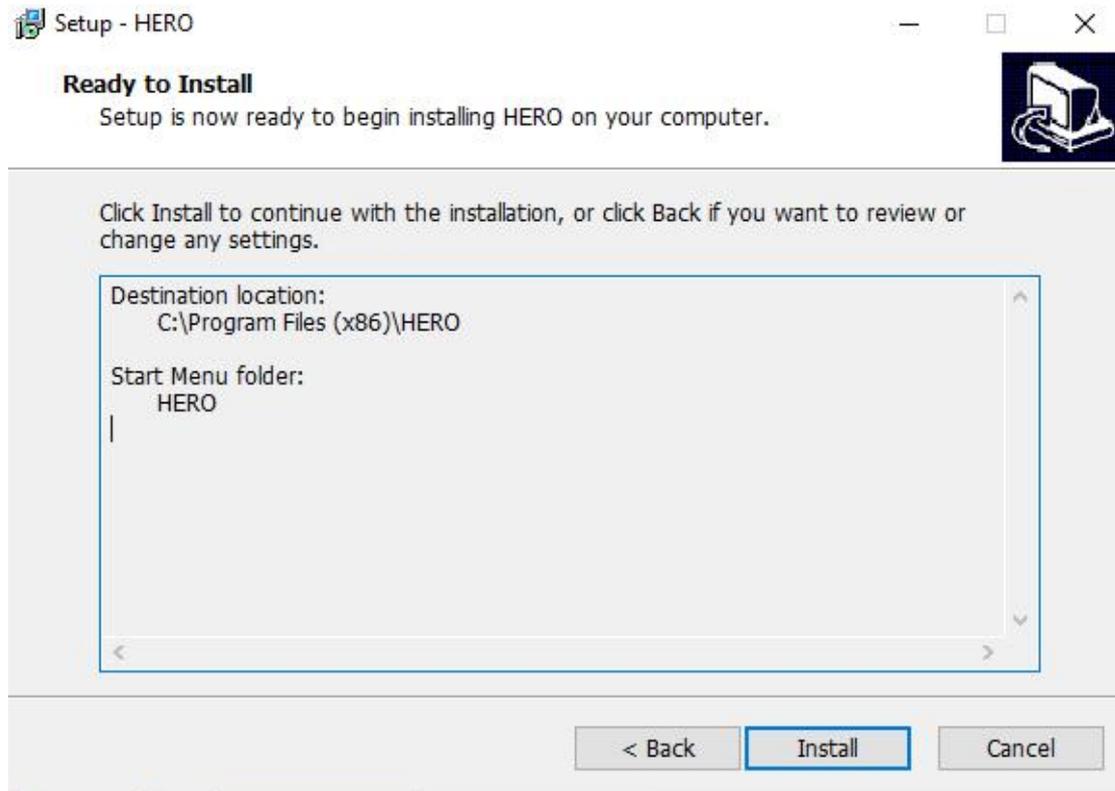
2. Select destination location. User can select manually and choose a disk with more free space. Click "Next" to continue.



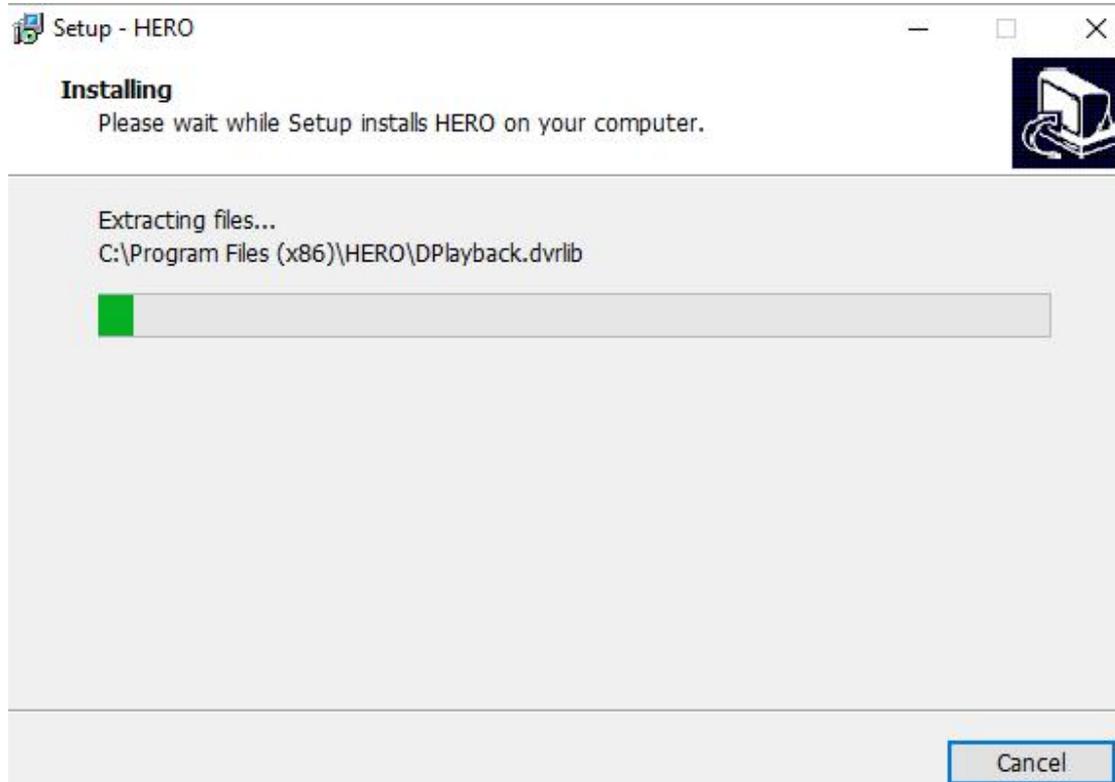
3. Select start menu folder. User can select manually and click Next to continue.



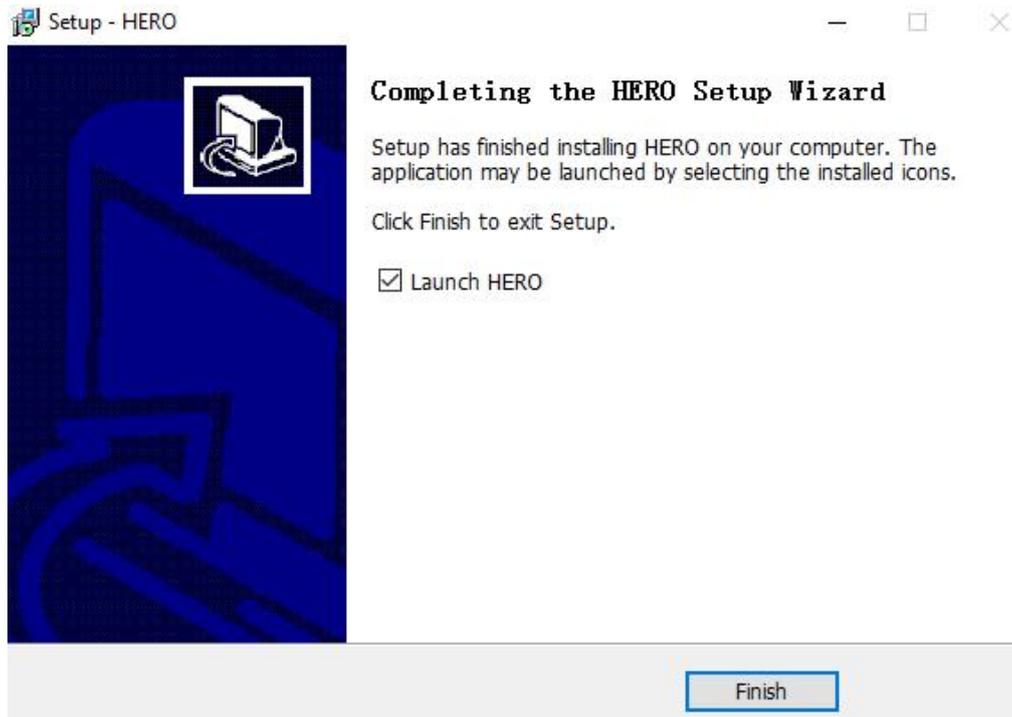
4. Ready to install. Click Install to continue after making sure the installation information is right.



5. Installing.

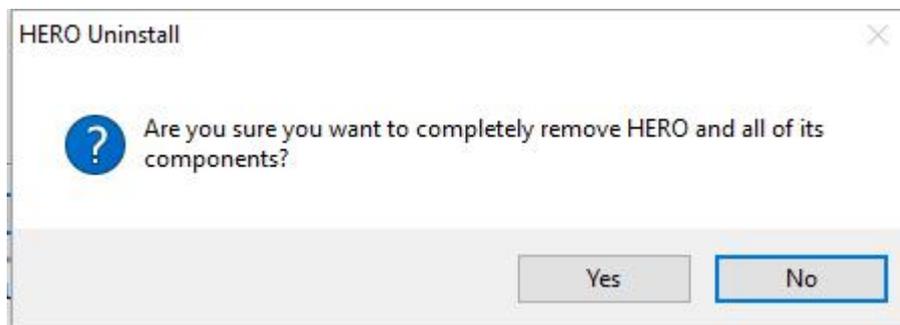


6. Completing the Hero Client software setup. Click Finish to launch Hero Client software.

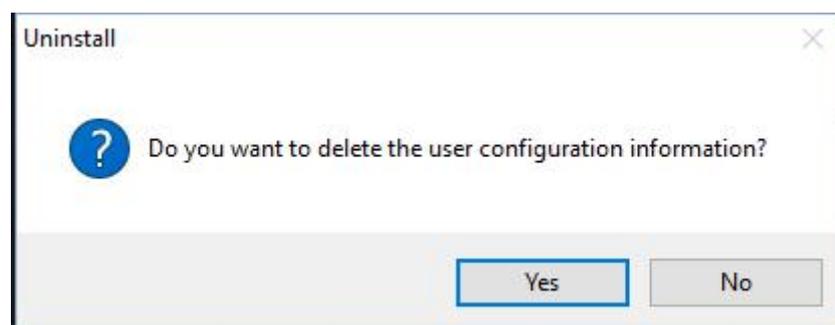


## 2.2. Hero Client software Uninstall

Click Start to find the Hero Client software folder and uninstall Hero Client software. Click "Yes" to continue.



After completing uninstallation. It will ask user whether to delete the user configuration information or not. User configuration is about the user's log in information and download task.



Notice: It will indicate if Hero Client software is running while uninstalling.

## 3. Server Log In

User can have the following operation: real-time monitoring, server playback, hard disk playback, remote device playback, directory playback, evidence centers, basic data management, automatic downloads, system settings.

### 3.1. Log In

#### 3.1.1. Server Log In

1. Double click Hero Client software .

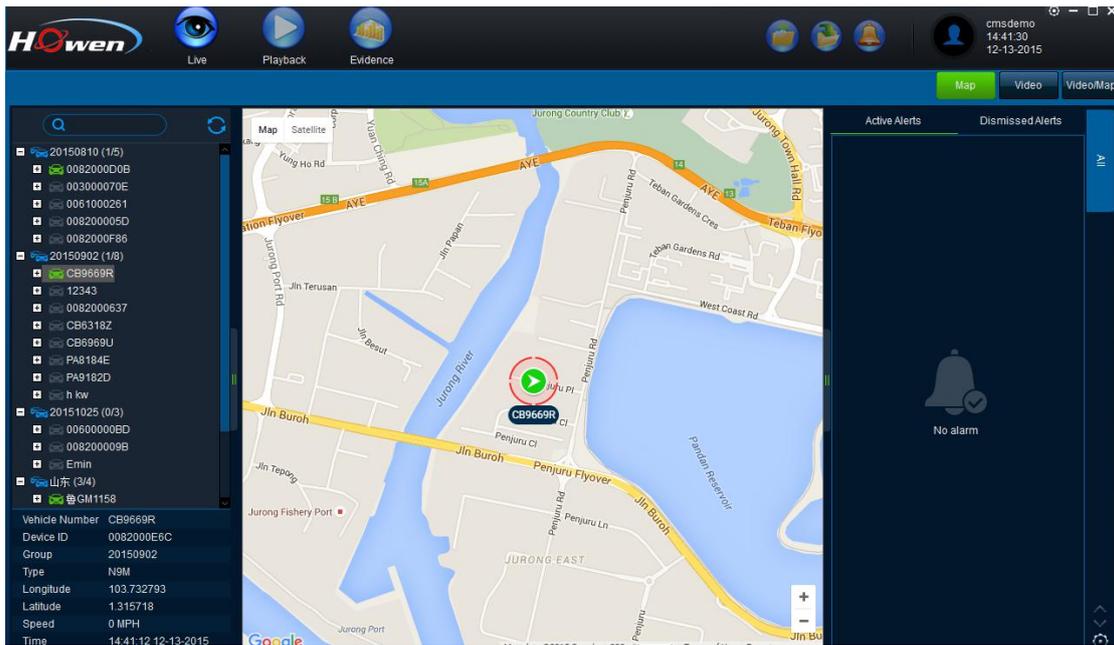


2. Choose Server in the Type.
3. Enter the IP address of server. (Supports domain name at the same time) or choose the previous server name.

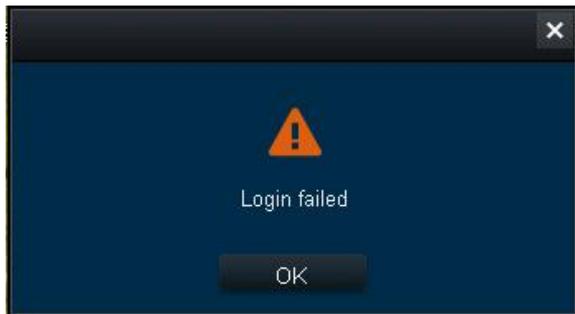
Notice: The default port of server is 7264. IP needs to add a new port if the default one is changed in the server.

The default user and password are **admin**.

4. Enter the right user and password.
5. Click "OK" to enter the real-time interface.



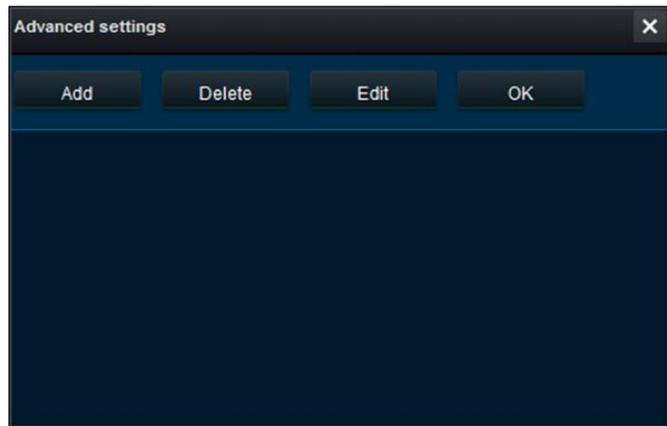
6. It shows Log in Failed when entering wrong IP, user or password.



- 7. User can select the previous IP or user that logged in successfully last time when logs in again.
- 8. User can click Save password and keep the user & password in the computer, then needn't enter them when log in again.

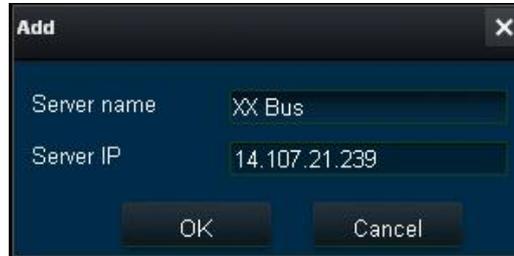
### 3.1.2. Advance (Server Management)

When log in, user can click "Advance" to have advanced settings.



### 3.1.2.1. Add Server

1. Click “Advance” and “Add” to input server name and IP.



2. It can be input less than 22 letters respectively in the server name and IP.
3. IP address supports domain name.
4. The default port of server is 7264. IP needs to add new port if the default one is changed by the server.
5. Turn back to the Log in interface, click the button, and It automatically selects the added server.

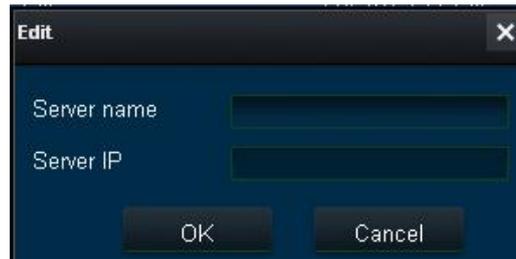


### 3.1.2.2. Delete Server

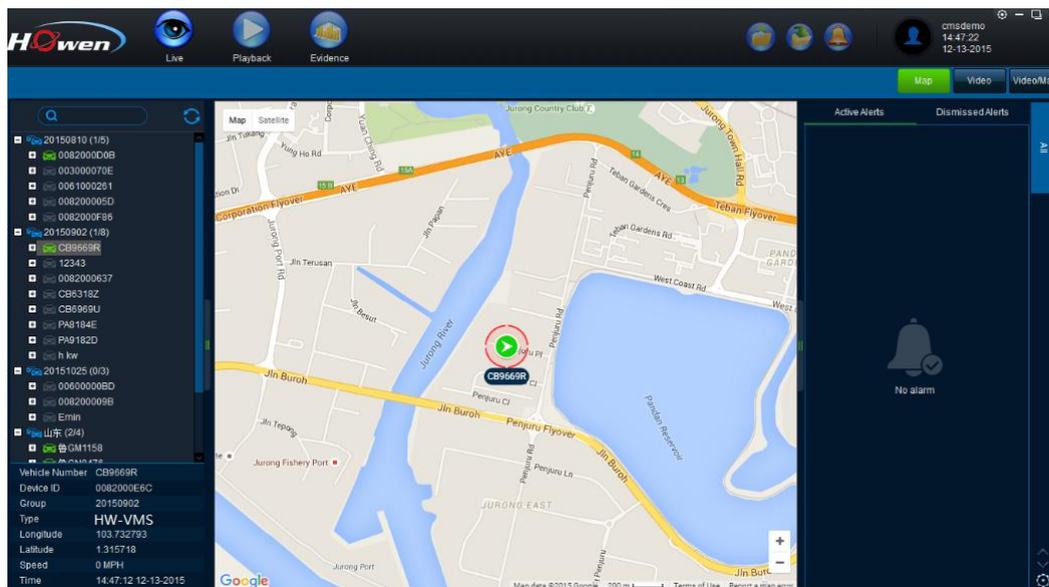
Click “Advance”, then click “Delete” to delete the server.

### 3.1.2.3. Edit Sever

Click “Advance”, then click “Edit” to input server name and IP.



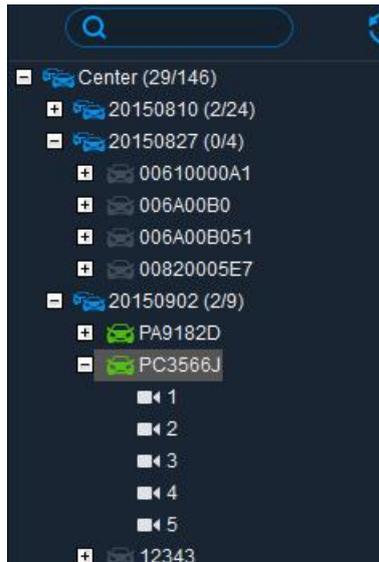
## 3.2. Interface



## 3.3. Real Time Preview/Live

### 3.3.1. Mobile DVR Tree

It just shows the Mobile DVR within management.



### 3.3.1.1. Status

Green: It shows online.

Gray: It shows off line.

### 3.3.1.2. Expand/Hide

Click  in front of vehicle group to show all the vehicles of the group. Click  to hide all the vehicles of the group. Click  in front of the vehicle to open all the channels.

Click  to hide all the channels

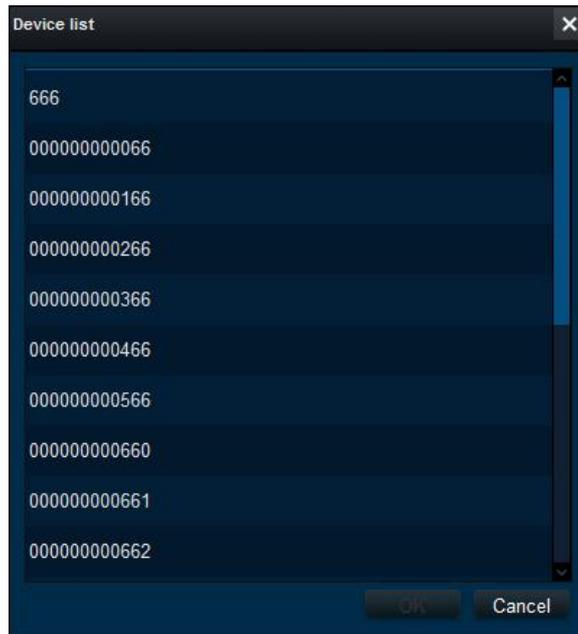
### 3.3.1.3. Refresh

In live view interface, click  to refresh all the online vehicles. Please log in again if user wants to show the latest vehicles.

### 3.3.1.4. Search

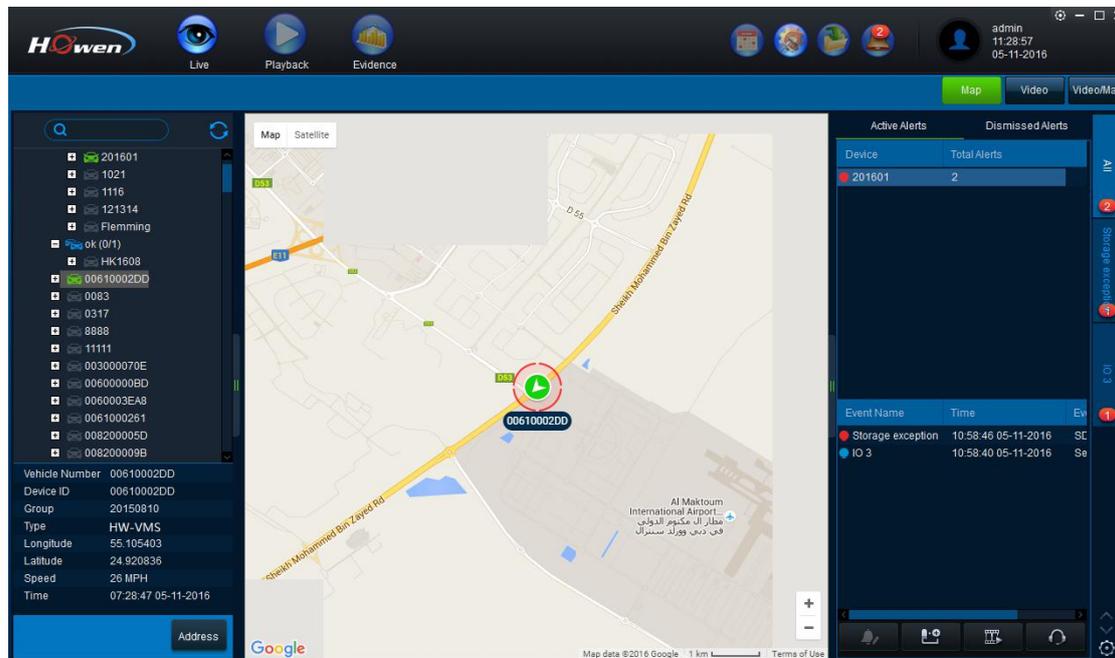
Input keywords of vehicle plate number, and click . The system will show the plate numbers that are similar to it. It will select the vehicle automatically if there is only one result. If there are many results, it will show as below. The vehicle will be

chosen when click the plate number.



### 3.3.2. Real Time Alarm

1. At the right top of the interface, it shows the alarm information. Once there is any alarm, it shows at the right side. Besides, it also shows all the numbers of alarm. (There will be 99+ if the alarms are more than 99.)



2. "Unprocessed" Alarm Information  
It means the alarm hasn't been processed yet.

Unprocessed		Processed
Device	Alarm count	
云M12868	9	
1530	21	
12341	14	
A501	6	
X5201	7	
X33X	2	
0778	22	
0937	37	
0710	44	
9973	22	
0901	24	
0722	40	
0912	47	
0913	13	
0305	39	
0733	35	
9794	9	
0951	8	
0595	43	
0708	87	
0983	26	

Event name	Time	Event d

### 3. "Processed" Alarm Information

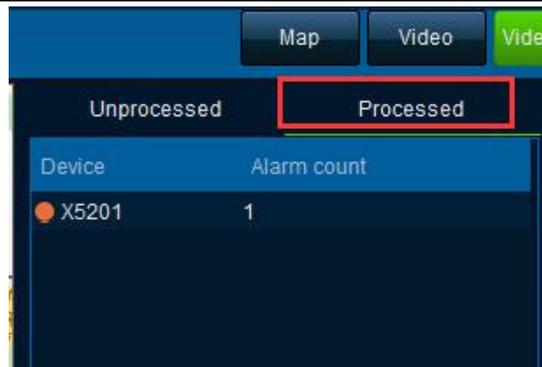
Click one device in the unprocessed, then double click one alarm among the device, Write the description when it pops up the process interface.

Unprocessed		Processed
Device	Alarm count	
云M12868	22	
1530	213	
12341	20	
A501	65	
X5201	97	
X33X	8	
19971123	16	
My12315	20	
9971	3	
0778	113	
0937	37	
0710	139	
9973	90	
0901	76	
0722	116	
0912	161	
0913	156	
0305	216	
0733	104	
9794	44	
0951	154	

Event name	Time	Event
IO 5	16:30:59 08-06-2015	Brake
IO 5	16:30:56 08-06-2015	Brake
IO 4	16:30:55 08-06-2015	Brake

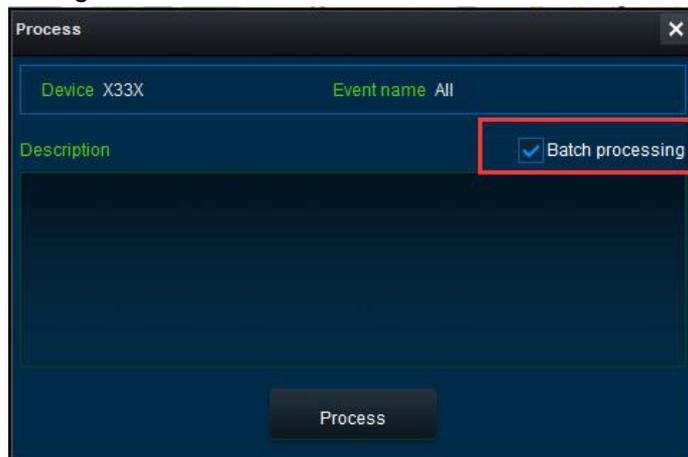
After the alarm has been processed, it will appear in the process automatically.



#### 4. Batch Process

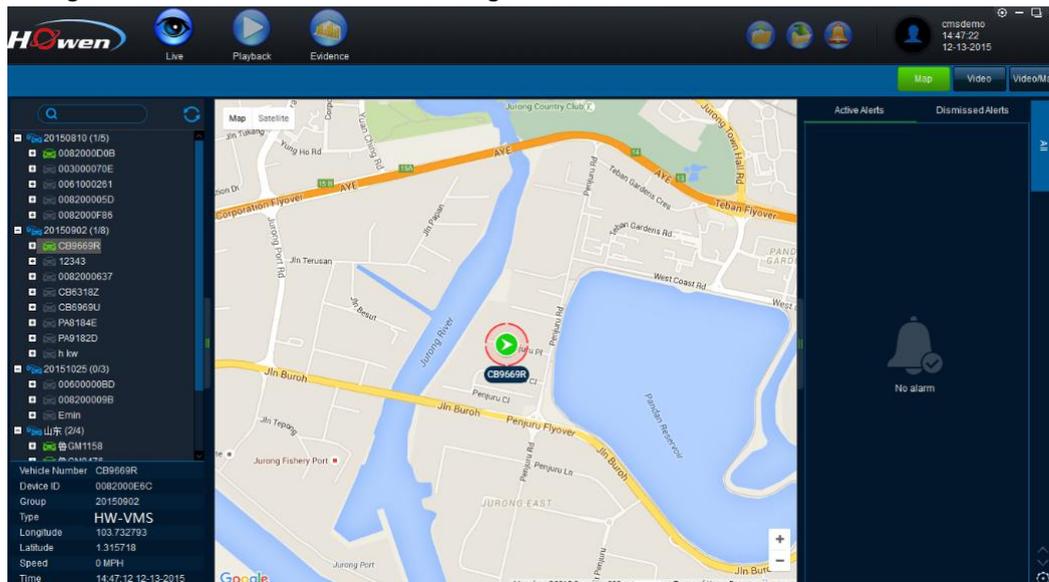
Most alarms could be processed, instead of processing one by one in the batch process.

Click “Batch processing”



### 3.3.3. Map Mode

1. Log in server and it show as following.



2. Click    to switch to map mode.

3. Choose vehicle on the left side and the map show the vehicle position in the map
4. Double click vehicle at the left side, it switches to Video/Map mode.

### 3.3.4. Video Mode

Hide map and it show videos only.

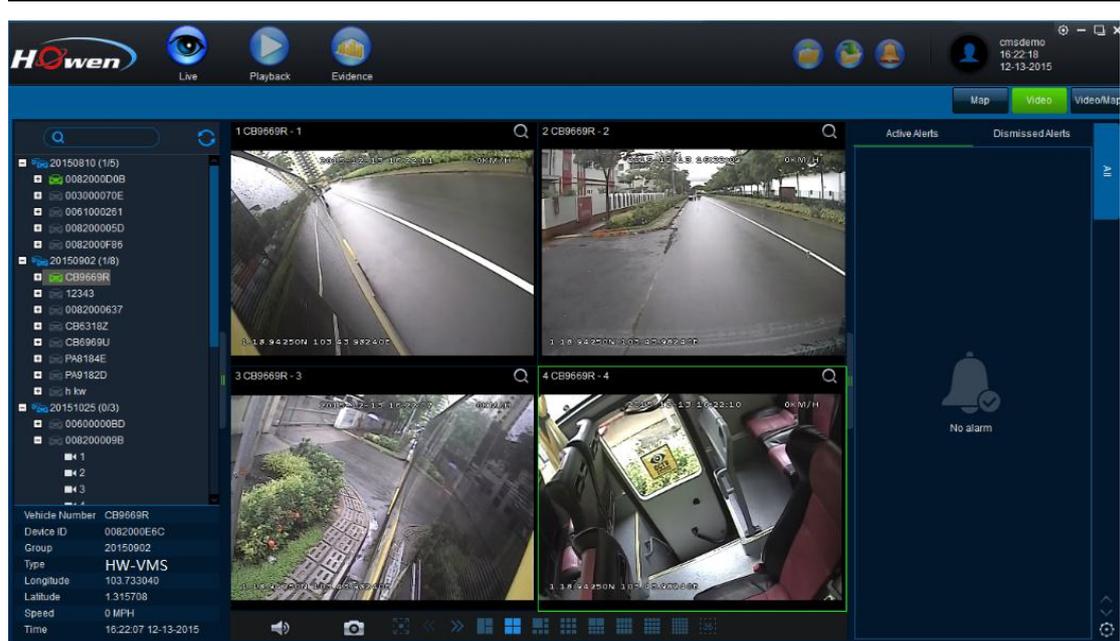


### 3.3.5. Video/Map Mode

It shows video and map at the same time

#### 3.3.5.1. Check Video

1. Double click vehicle online.



2. Or click  in front of the vehicle, and it expand to all the vehicle channels.
3. It supports 36 channels at most.

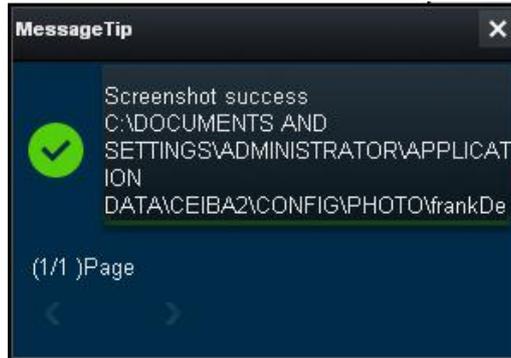
### 3.3.5.2. Video Operation

#### 3.3.5.2.1. Sound

1. Chose the opened channel, Click  to turn of sound, and it turns to .
2. After turning of sound, click  to turn on sound.
3. Main stream has better sound quality than sub stream.

#### 3.3.5.2.2. Snapshot

1. Choose the opened channel video, click  at the left bottom, The snapshot will be prompt out at the right bottom.



2. The prompt up will be disappeared in 6 seconds.
3. Click the content from the prompt up, the picture filter will open.



4. The successful snapshot will be saved at the configuration route.

### 3.3.5.2.3. Full Screen

1. Click  at the right bottom to view the full screen of the video.
2. Click the ESC or double click  to draw back from the full screen.

### 3.3.5.2.4. Window Number Setting

1. Click  to set the window number of video.
2. The video display supports up to 36 windows.
3. The last opened windows will cover the first window if exceeds 36 windows.

### **3.3.5.2.5. Window Switch**

1. Click  to page down to the next page, the last page is gray and can not be clicked.
2. Click  to page up to the next page, the first page is gray and cannot be clicked.

### **3.3.5.2.6. Close Video**

1. Choose the video window, then right click the mouse, the menu will be prompt up, and choose "Close Video".
2. After close the video, the Hero Client software will record the vehicle and channel, user can use the "Open Video" function,

### **3.3.5.2.7. Close All Video**

Choose any window, right click the mouse. Choose "Close All" on the prompt up menu to close all videos

### **3.3.5.2.8. Open Video**

Choose the closed channel video, then right click the mouse, choose "Open Video" on the prompt menu.

### **3.3.5.2.9. Open All Video**

Choose any window, then right click the mouse, choose "Open All" on the prompt menu.

### **3.3.5.2.10. Clear Video**

1. Choose opened video window or closed window, then right click the mouse, choose clean history" on the prompt menu.
2. After clean up the video, Hero Client software will no longer record the vehicle and channel number, so the "open video" function can't be used.

### **3.3.5.2.11. Clear All Video**

Choose any window, then right click the mouse, choose “Clear All” on the prompt menu, All the opened video will be closed.

### **3.3.5.2.12. Main Stream, Sub Stream**

1. Choose opened channel video, then right click the mouse, choose “Main Stream” on the prompt menu, the video will be applied as main stream, and the quality of image and audio will be better, but need more bite rate.
2. Choose opened channel video, then right click the mouse, choose “Sub Stream” on the prompt menu, the video will be applied as sub stream, and the video and audio will be worse , but need small bite rate.

### **3.3.5.2.13. Quality**

It is only available for Mainstream.

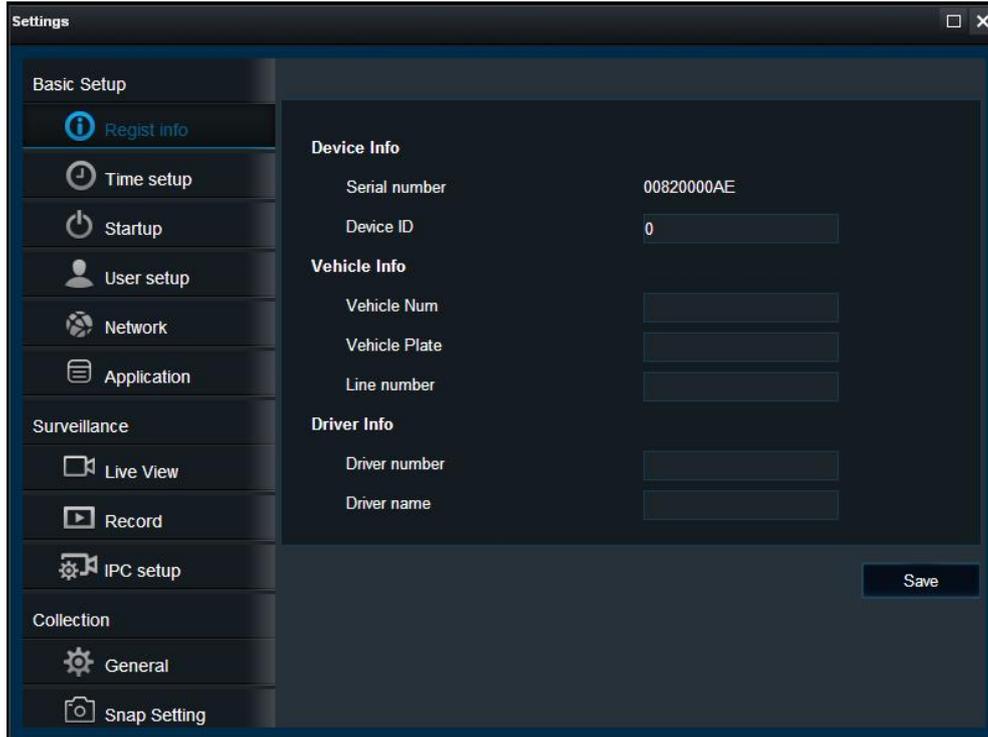
### **3.3.5.2.14. Zoom Out**

Click  at the up right of all the window, then drag the left of mouse, choose the zoom out area. Double click the area, can check the normal size video.

## **3.3.5.3. Vehicle Operation**

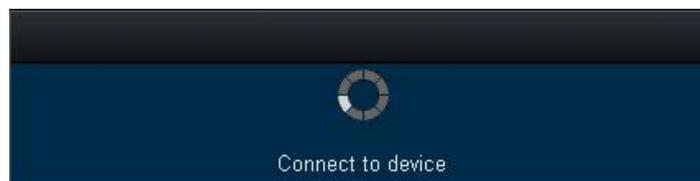
### **3.3.5.3.1. Remote Data Setting (HW-VMS)**

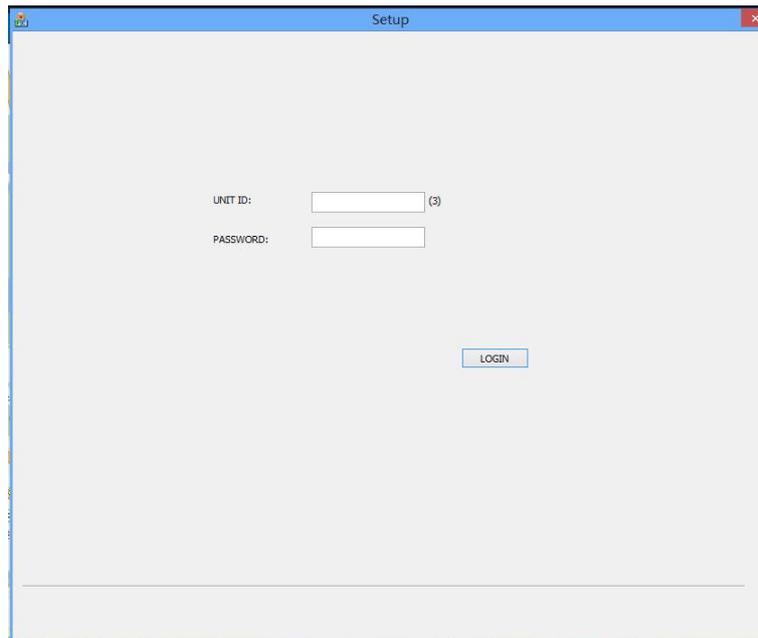
1. Choose the vehicle type of HW-VMS.
2. Right click the mouse, choose “Settings”.



### 3.3.5.3.2. Remote Data Setting(MDVR)

1. Choose the vehicle type of MDVR.
2. Right click the mouse, choose "Settings".





### 3.3.5.3.3. Two-way Audio

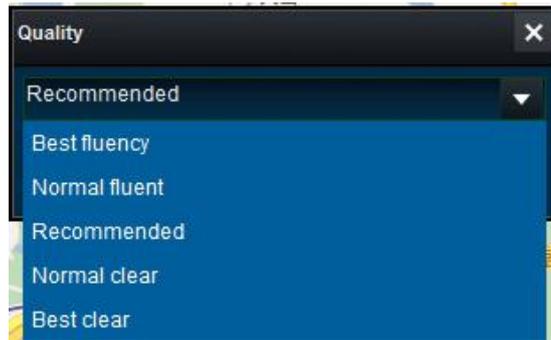
1. Choose the required vehicle.
2. Right click the mouse, choose "Two-way Audio"



3. Click  to stop two way audio

### 3.3.5.3.4. Quality (HW-VMS device)

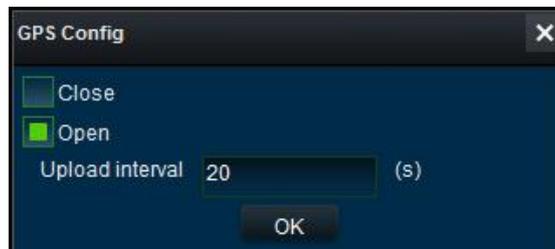
1. Right click the mouse, click "Quality"
2. There are "Best fluency", "Normal fluent", "Recommended", "Normal clear" and "Best clear" optional.



3. The device information will update synchronously after setting the client terminal.

### 3.3.5.3.5. GPS Configuration

1. Right click the mouse, choose "GPS Config".
2. Set the information if needed, and click "OK" in the end.

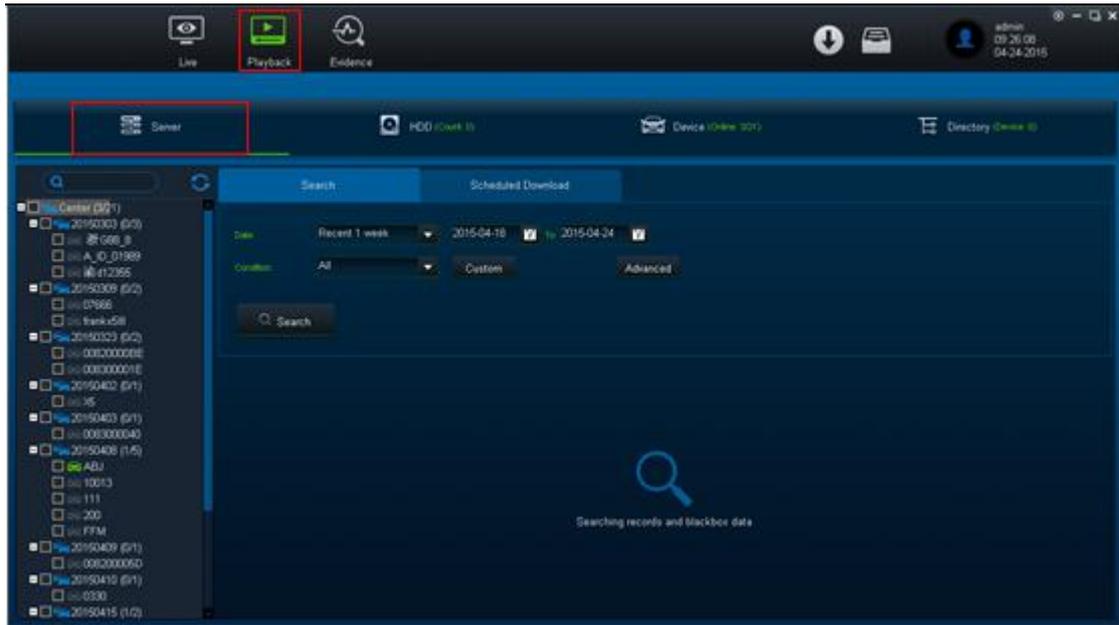


## 3.4. Server Playback

There are two kinds of data source of server playback

- ① Download the device video and black box data to server via auto download.
- ② Real time report the black box data of device.(It contains GPS data and alarm data)

Click "Playback" on the up right corner, the default operation is to the page of server playback. Left side is the vehicle device tree, only show vehicle groups within management and devices under the groups.



The number after title shows the total amount of the dated vehicle

## 3.4.1. Searching

### 3.4.1.1. Searching Condition

Date: One day, the recent 3 days, the recent 5 days, recent one week, recent 2 weeks, recent one month, all, user-defined.

Speed: >, >=, <, <=, between, except.

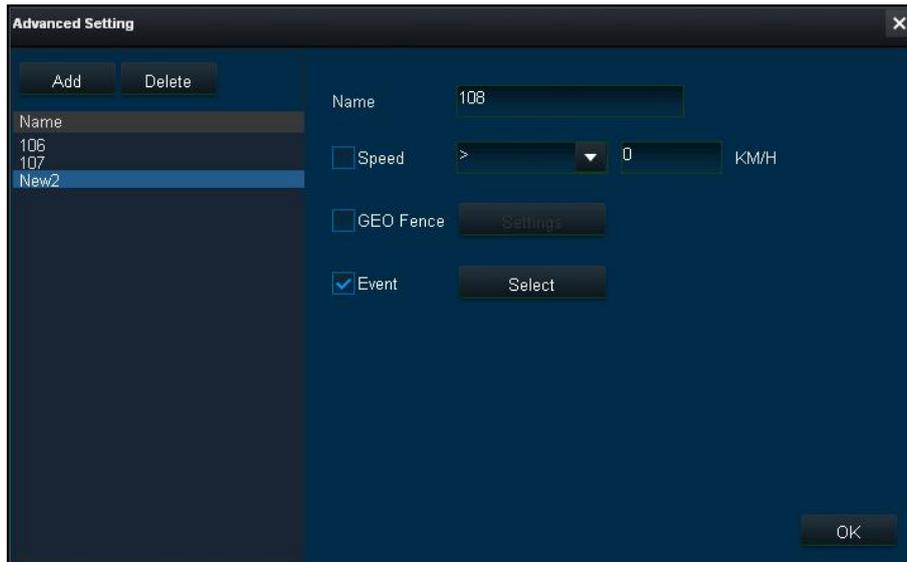
Fence: Can setting the area the vehicle pass by.

Event: Emergency, high speed, low speed, IO1, IO2, IO3, IO4, IO5, IO6, IO7, IO8.

### 3.4.1.2. Advance

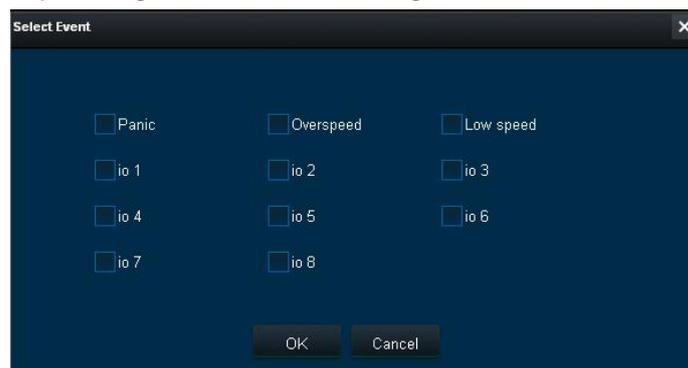
Setting searching condition

Server playback searching page, click the “Advance”, open the page as below.



### 3.4.1.2.1. Add

1. In the Advanced Setting page, click “Add”.
2. Revise the module name. The default name is New.
3. Choose (Speed, GEO Fence, Event) then set the searching condition.
4. Can add more modules at the same time.
5. Click “OK” to close the Advanced Setting page.
6. The unit of speed can be changed (KM/H or MP/h). After revising the speed, it will switch automatically.
7. Set the fence, the map will locate to the last operated area.
8. The relationship among Speed , GEO Fence and Event is “And”.
9. The relationship among each event searching is “And”.



### 3.4.1.2.2. Verify

1. In the Advanced Setting page, choose the module name that needs to be verified.
2. Verify the module name.
3. Verify the searching condition ( speed, fence, event).

4. Click “OK” to close Advanced Setting page. When turns back to the Search page, it will automatically choose the last module version.

### 3.4.1.2.3. Delete

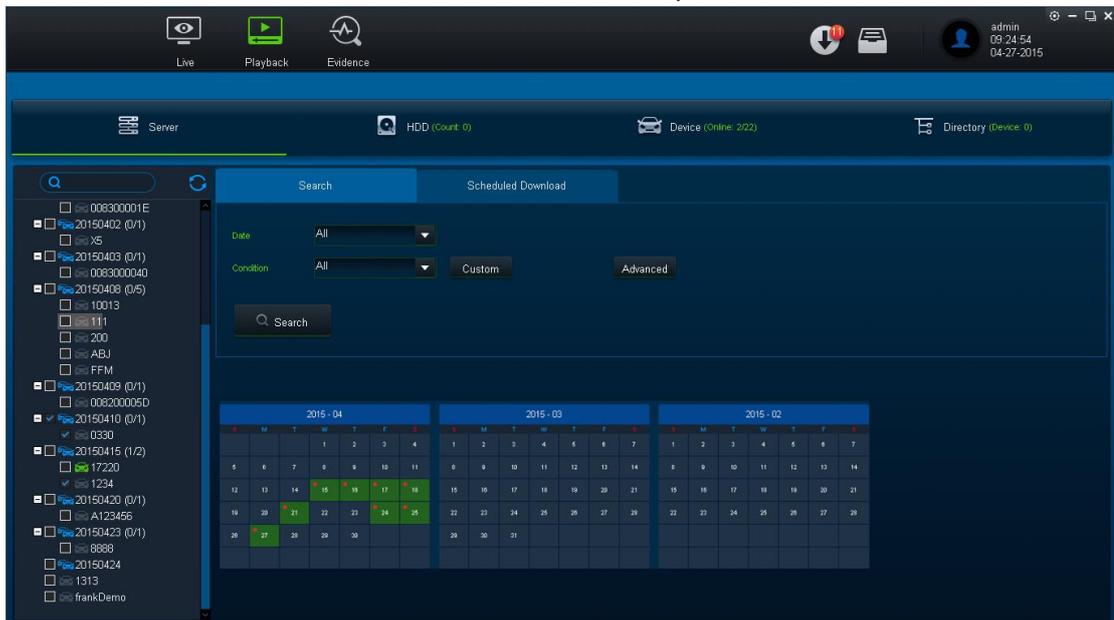
1. In the Advanced Setting page, choose the module name that needs to be deleted.
2. Click “Delete”.

### 3.4.1.3. Custom

Custom is similar to Advanced, click “Search” to find the data and the search condition will not be kept.

### 3.4.1.4. Single Vehicle Searching

1. Choose date (default is recent one week) and condition.
2. Choose one vehicle.
3. Double click the vehicle or double click “Search”, the platform shows dated calendar.

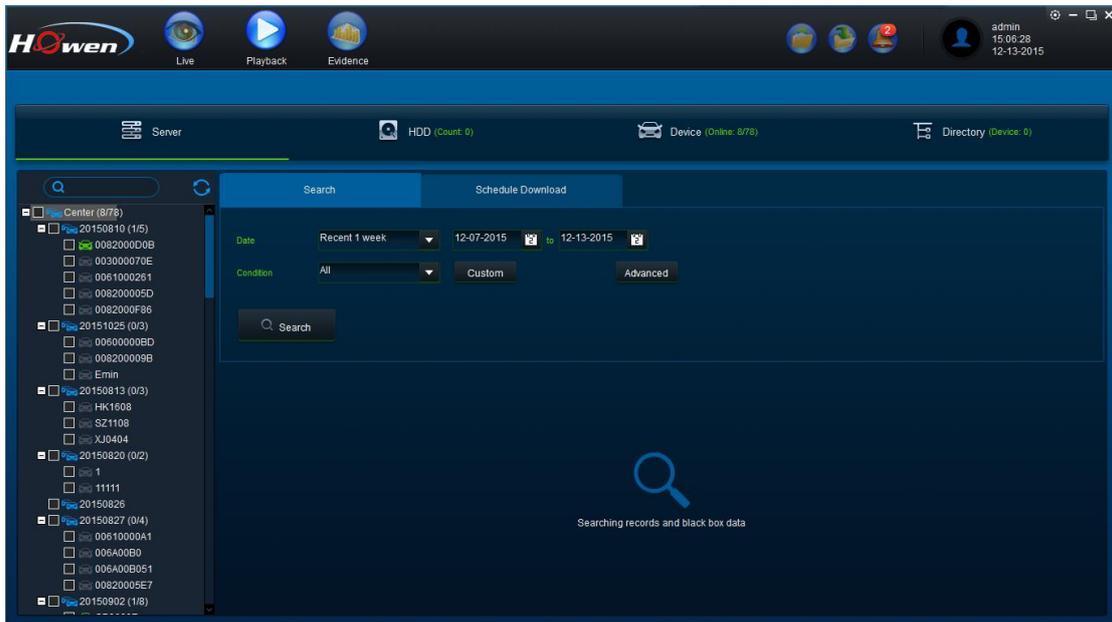


4. In calendar, Green indicates normal recording; Red indicates alarm recording; Red dot indicates black box data.
5. Double click one day of the calendar, it turns to playback page.

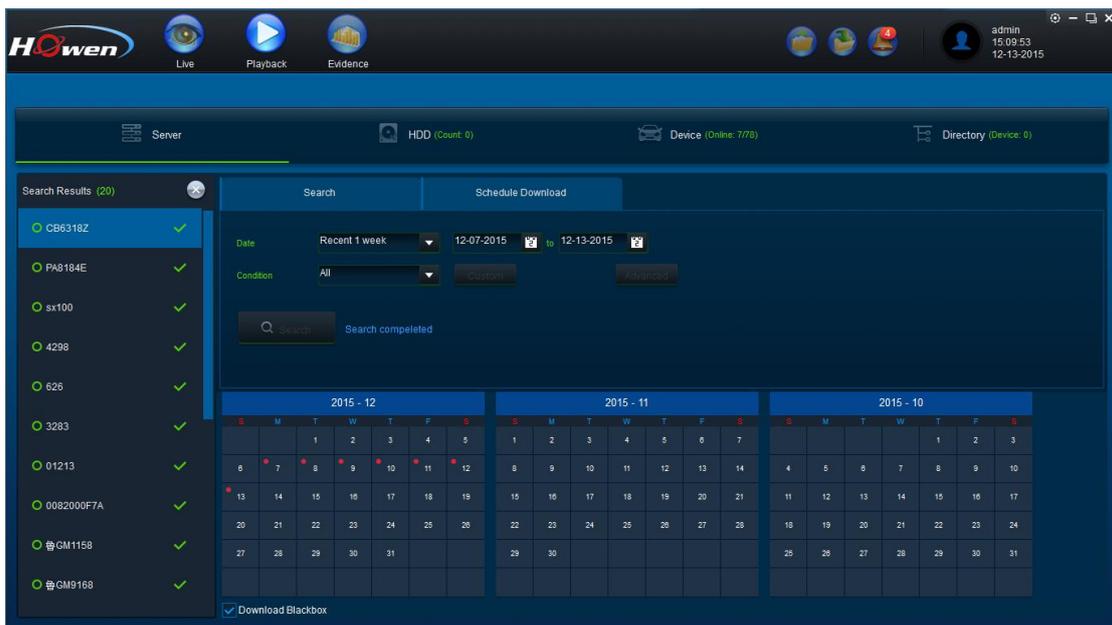
### 3.4.1.5. Multi-vehicle Search

1. Choose date(default is recent one week) and condition.
2. Choose multi-vehicle.

- Click “search”, the platform shows 2 pieces of data each time until all required data are shown.



- Double click the terminal in the result, and the platform will return the calendar with data.



- Double click a day in calendar to playback page.
- When searching with multi vehicles, other page can not be operated. Click  to end the search.

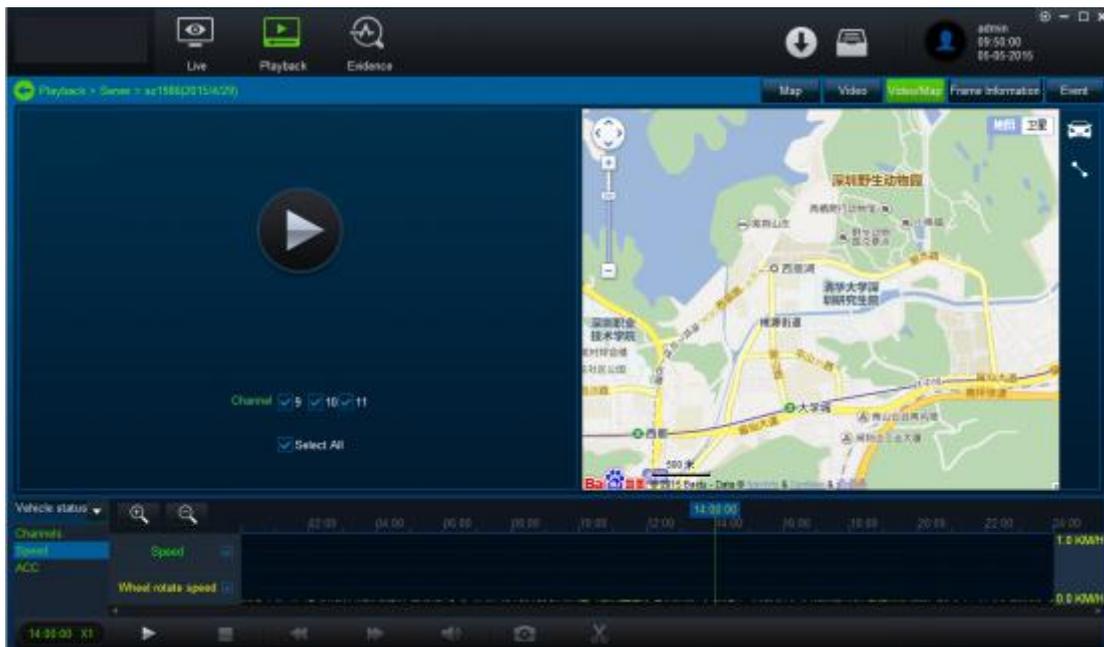
### 3.4.1.6. Mobile Terminal Tree

It is almost the same as the mobile terminal tree of real-time preview module.

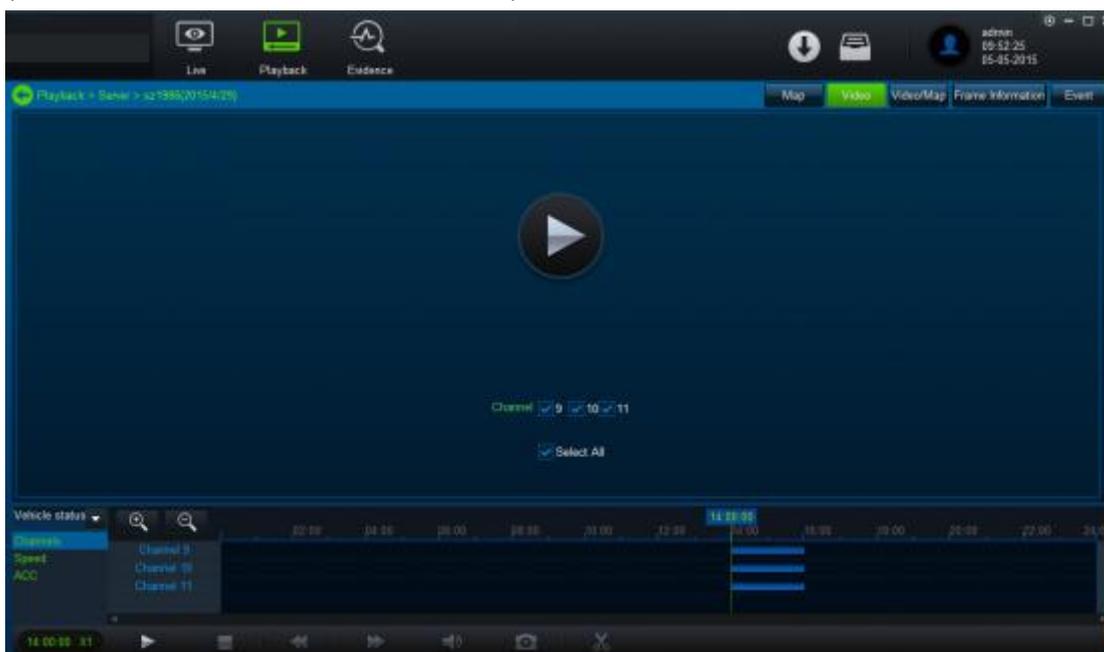
## 3.4.2. Playback

### 3.4.2.1. Choose the channel

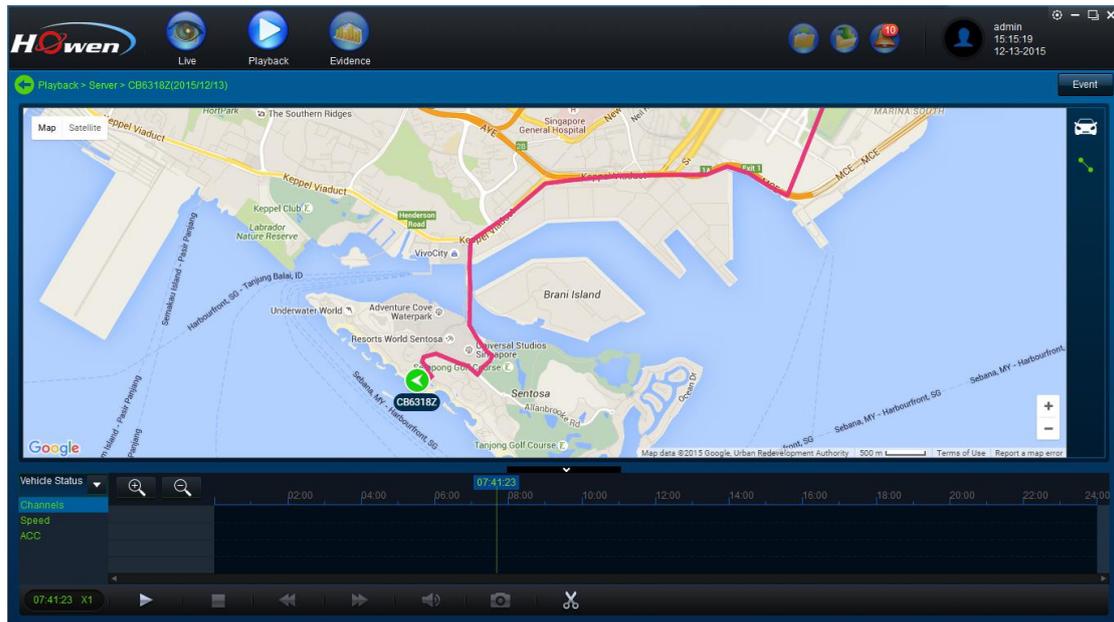
1. After the server search, double click the date in the calendar. If there is video data, it will go to the channel choice page(as shown in pic 1 and pic 2), choose the channel to playback(default is all the channels with data); If only with black box data, then go directly into the map page.



(Picture 1, with video and black box data)

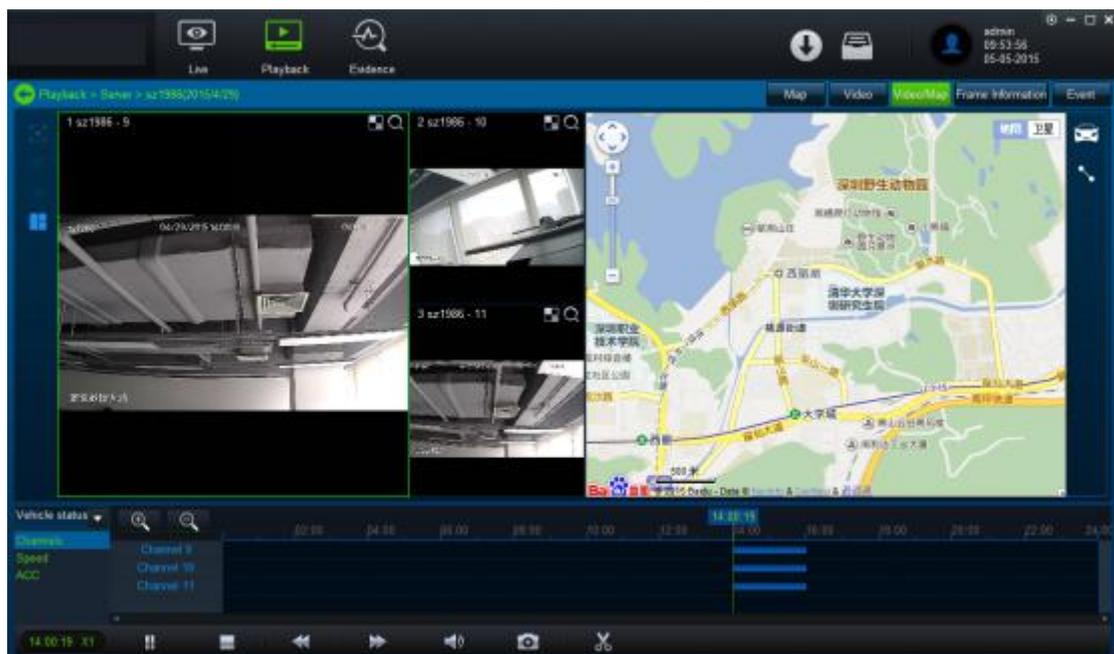


(Picture 2, only video data)



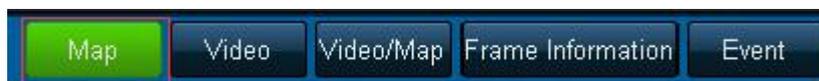
(Picture 3, only with black box data, no channel choice page)

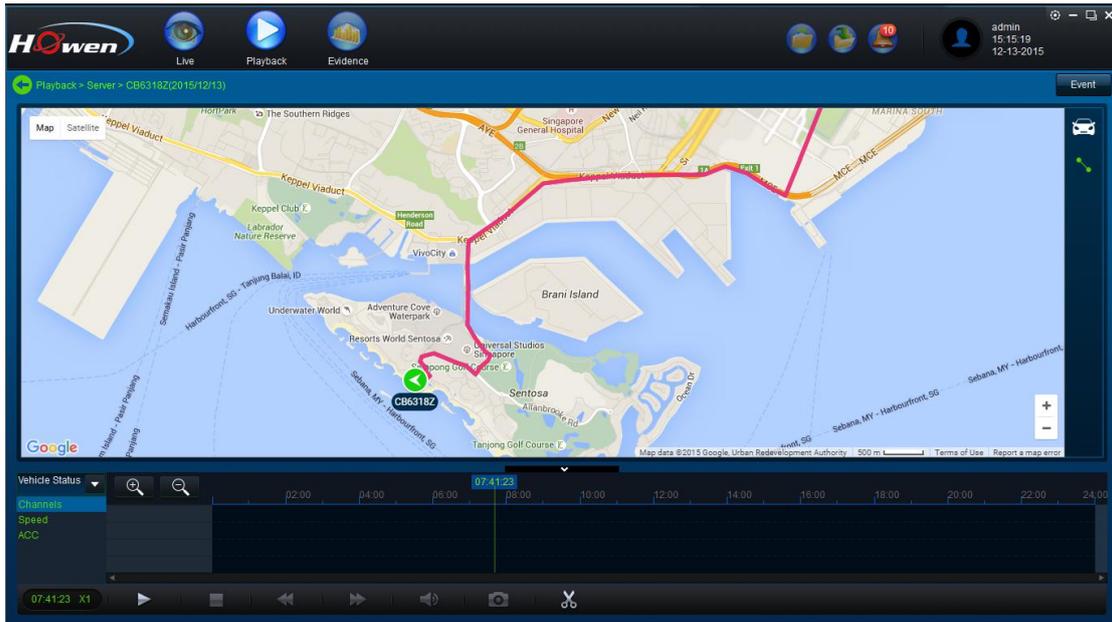
2. Click Play button and go into the video playback page.



### 3.4.2.2. Map

In upper right, click Map button and switch to the map page, hide the video with only map.  
If without black box data, the button will hide and can not choose.





1. Lock the vehicle

Click  on the upper right and can cancel the vehicle locked, and the icon will change to ; Click again to lock the vehicle, In playback,  in the map will move with the map.

2. Route display and hide

Click upper right the icon  to hide the vehicle route, and the icon will change to ; Click again to display the route(default is display the route).

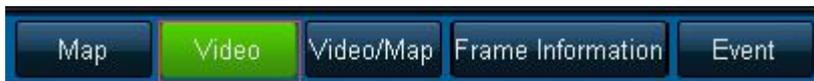
3. Alarm group

Vehicle route, If there is only one alarm in a dot, Shown as ; If multi alarms are in a dot, shown as . The number in it indicates the alarm No..

3.4.2.3. Video

Click Video in the upper right and switch to video page, hide the map and show only the video.

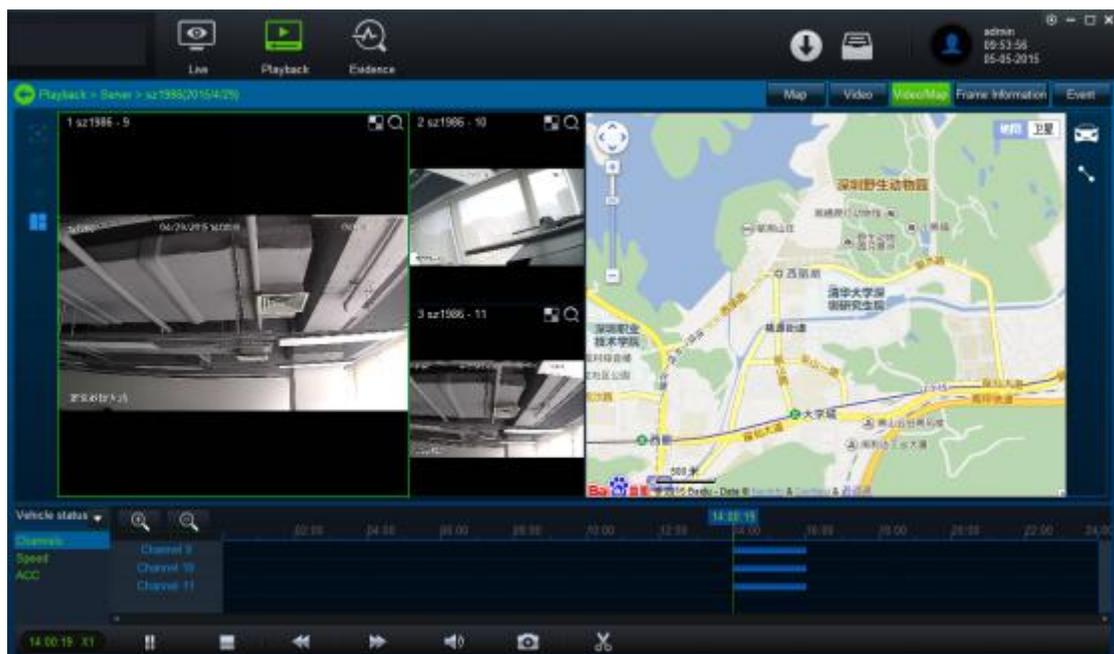
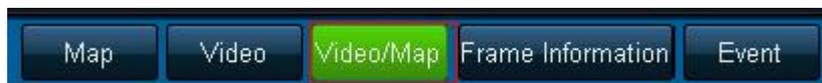
If no video data, the button will be hidden and can not choose.





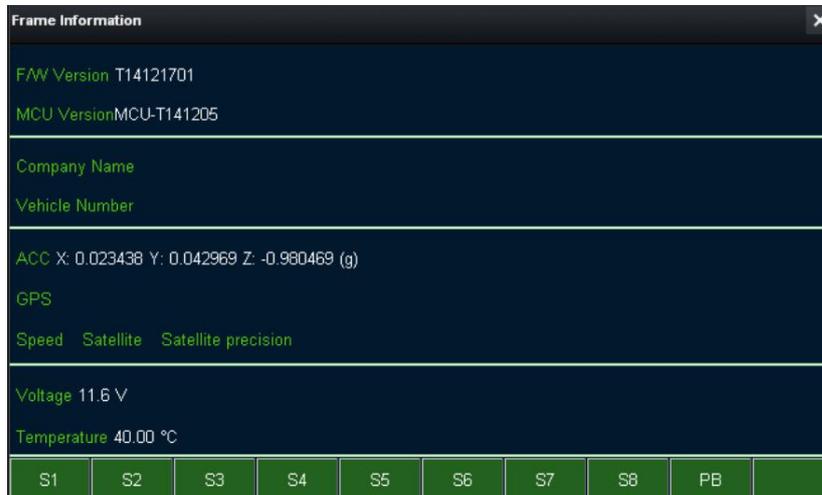
### 3.4.2.4. Video/Map

Click Video/Map button in the upper right, and it switches to Video/Map page, then the video and map will be shown. If there is no video or black box data, the button will hide and can not choose.



### 3.4.2.5. Frame Information

Click frame Information on the upper right



The screenshot shows a window titled "Frame Information" with a close button (X) in the top right corner. The window displays the following information:

- FWV Version T14121701
- MCU Version MCU-T141205
- Company Name
- Vehicle Number
- ACC X: 0.023438 Y: 0.042969 Z: -0.980469 (g)
- GPS
- Speed Satellite Satellite precision
- Voltage 11.6 V
- Temperature 40.00 °C

At the bottom of the window, there is a row of buttons labeled S1, S2, S3, S4, S5, S6, S7, S8, PB, and a final empty button.

### 3.4.2.6. Event

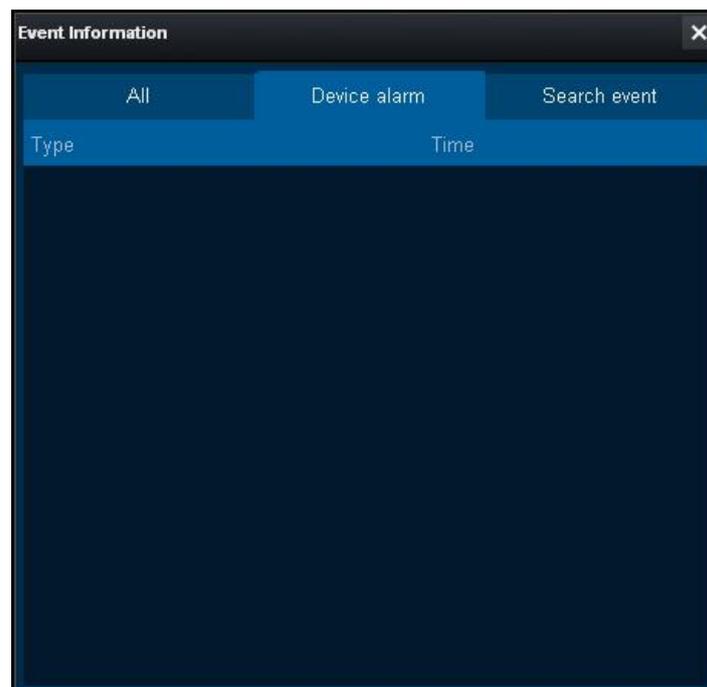
Click "Event" on the upper right.

1. Search event

Show the record meeting the search condition.

2. Device Alarm

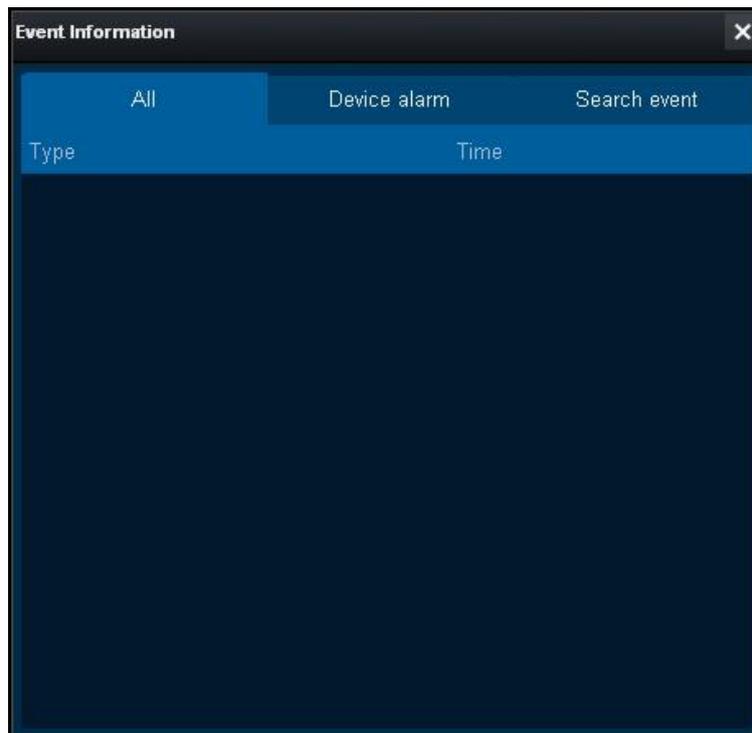
Indicates device over speed, low speed, I/O Alarm.



The screenshot shows a window titled "Event Information" with a close button (X) in the top right corner. The window has three tabs: "All", "Device alarm", and "Search event". The "Device alarm" tab is currently selected. Below the tabs, there is a table with two columns: "Type" and "Time". The table is currently empty.

3. All

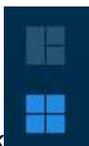
Indicate alarm and record that match the search requirements.



### 3.4.2.7. Video Operate

#### 3.4.2.7.1. Setup windows



Left click  can change the windows for display video channels

#### 3.4.2.7.2. Previous Page



Click  can display previous page video, cannot used if at the first pag

#### 3.4.2.7.3. Next Page



Click  can shows videos in next page, cannot been used if at the last page

### 3.4.2.7.4. Full Screen

Click  to full screen, press “ESC” key to quit full screen, and press “blank” key to pause/play video

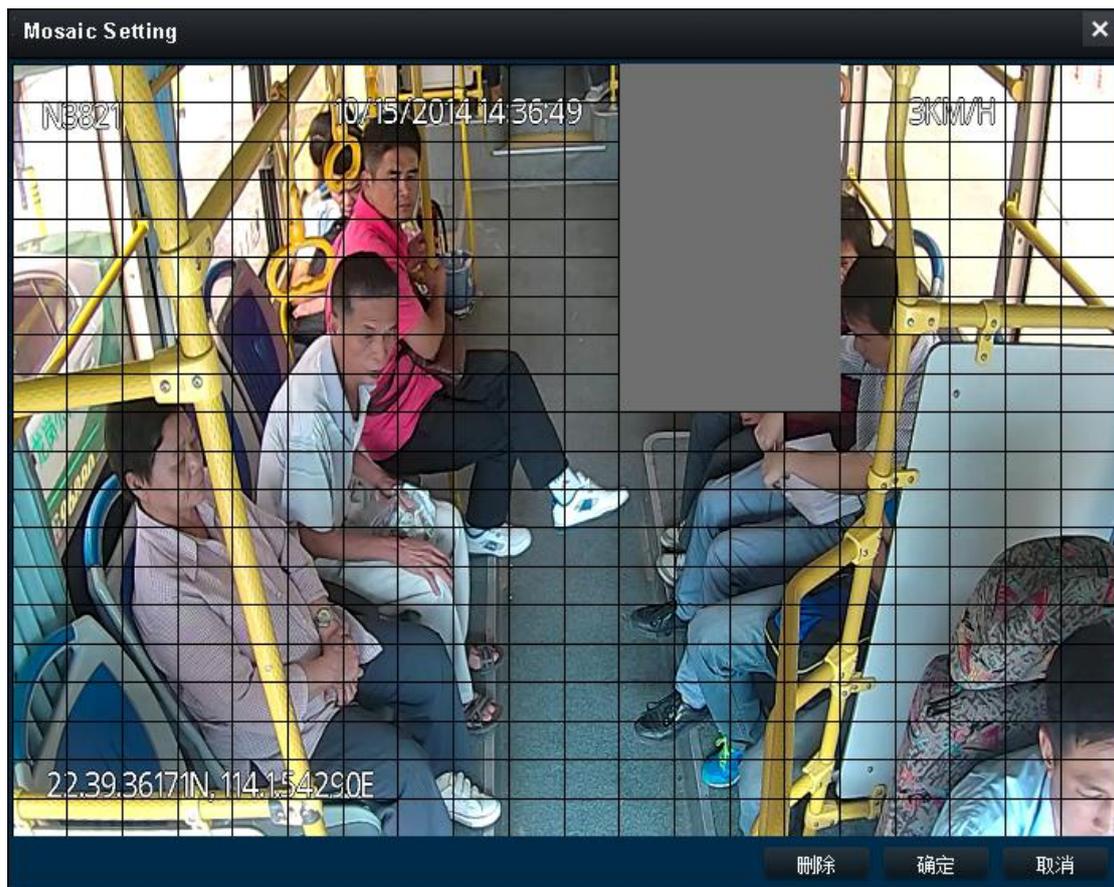
### 3.4.2.7.5. Enlarge Single window

Double click single window, can enlarge this window, and shows frames, resolutions, rates of this channel video, double click again return to multi-channel display screen.



### 3.4.2.7.6. Mosaic Setting

Click , on the upper right of window, will pop up a dialog for setting up mask, drag mouse to setup district and confirm, close dialog, the selected district shows as mask. Every channel maximum supports 20 points mask.



After setting



Click won't save the mosaic setup. Real time setup can be done when playback.

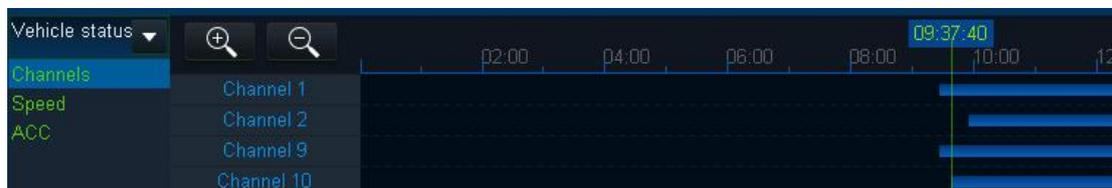
If user wants to cancel the mosaic, click  on the upper right corner, pop up a mask dialog, and click "Clear" button, then will cancel the settings for mask.

### 3.4.2.7.7. Digital Enlarge

Click , and then drag the mouse left key, select the district need to be enlarge, double click enlarge area, will back to normal playback.

### 3.4.2.8. Curve Control

#### 3.4.2.8.1. Video



#### 1. Channel display

Only shows the channels with data.



Blue indicates normal video, orange indicate alarm video.



#### 2. Zoom in,Zoom out, time bar

Click  or upper scroll mouse, can zoom in time bar (maximum 24 hours).

Click  or down scroll mouse,to zoom out time bar (maximum 1 minute).

#### 3. Play progress

Green vertical line shows playing progress, left click the mouse at the time you would like to playback, can jump into that time to playback.

#### 4. Right key pull

Press right key of mouse, and keep on moving mouse, can left/right to move the progress of playback.

### 3.4.2.8.2. Speed Curve



Without black box data, the speed curve shows blank.

1. Zoom in, zoom out channel bar

Click  or upper scroll mouse, can enlarge speed's time bar (maximum is 24 hours).

Click  Or down scroll to zoom out speed's time bar (maximum 1 minute).

2. Maximum value and minimum value

When playback, user can see GPS speed and pulse's maximum value and minimum value.



### 3.4.2.9. Playback Control

#### 3.4.2.9.1. Play/Pause

Click  , during playback, can pause playback, click  , to continue playback during pause status.

#### 3.4.2.9.2. Backward

Sever does not support this function temporarily.

#### 3.4.2.9.3. Pause

Click  to stop playback.

#### 3.4.2.9.4. Slow Playback



Click  to slow playback during playback, click one time to slow one time, maximum support 1/32 speed playback, this function does not support if only has black box data.

#### 3.4.2.9.5. Fast Playback



Click  to fast play during playback, click one time to fast double, maximum support x32 speed playback. This function cannot support if only with black box data.

#### 3.4.2.9.6. Last Frame



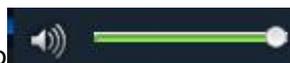
Click  to shows the last frame image, and pause playback, this function do not supported if only with black box data.

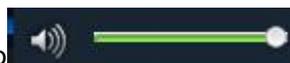
#### 3.4.2.9.7. Next Frame



Click  during playback, this function cannot supported if only with black box data.

#### 3.4.2.9.8. Sound



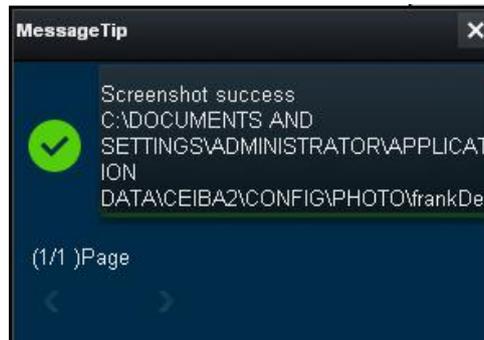
Click  during playback, will pop up , drag white round to adjust the volume of voice, this function cannot support if only with black box data.

#### 3.4.2.9.9. Snapshot



Click  to snapshot the current image during playback, and save to appointed

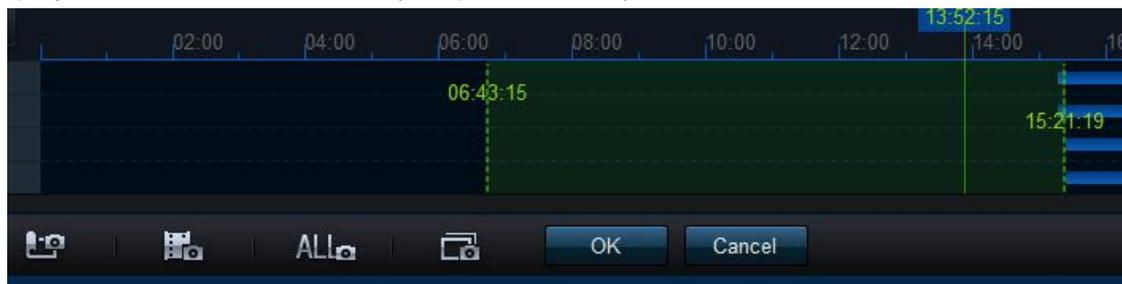
file path, and pop up prompt dialog box which will auto shutdown in 5 seconds ( as below picture) shows)., this function cannot supported if only with black box data.



### 3.4.2.10. Cutting



Click  when playback,then playback will pause, “curve control” and “playback bar” will look like this(see picture below).



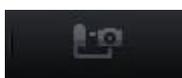
The green dotted line on the left is the cutting start time, and green full line in the middle is playback time, while green dotted line on the right is the cutting end time.

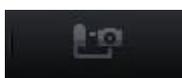
#### 3.4.2.10.1. Revise Cutting Time

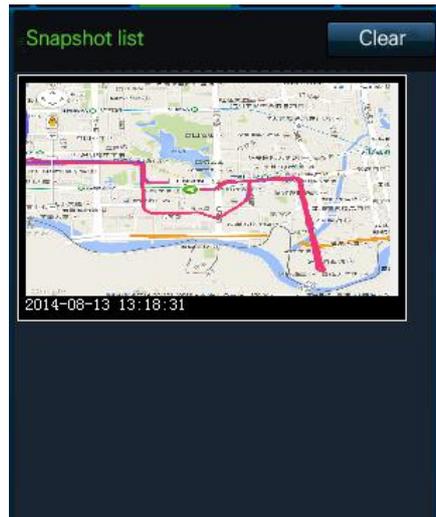
Choose video of 5 minutes forwards and backward based on current playback point, drag the dotted lines to adjust cutting start and end time.

#### 3.4.2.10.2. Evidence Capture

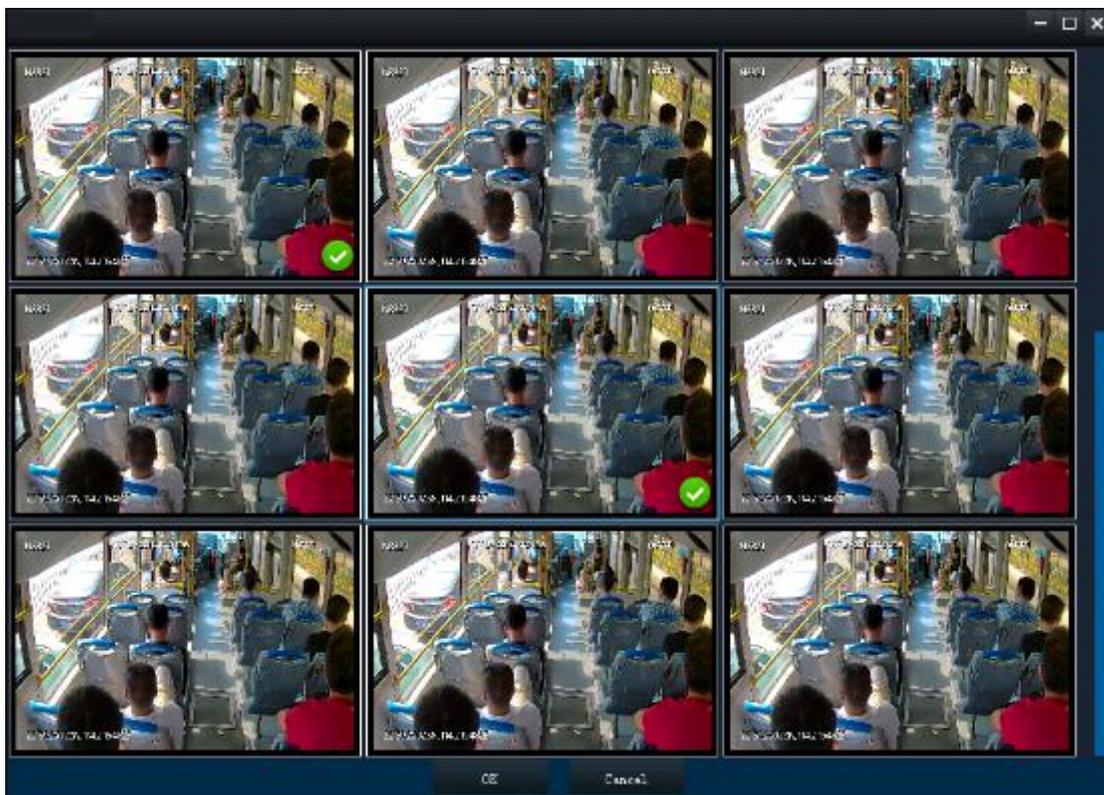
Captures are for evidence upload.



1. Click  to do map capture,these captures will be displayed in the capture list on the right side.



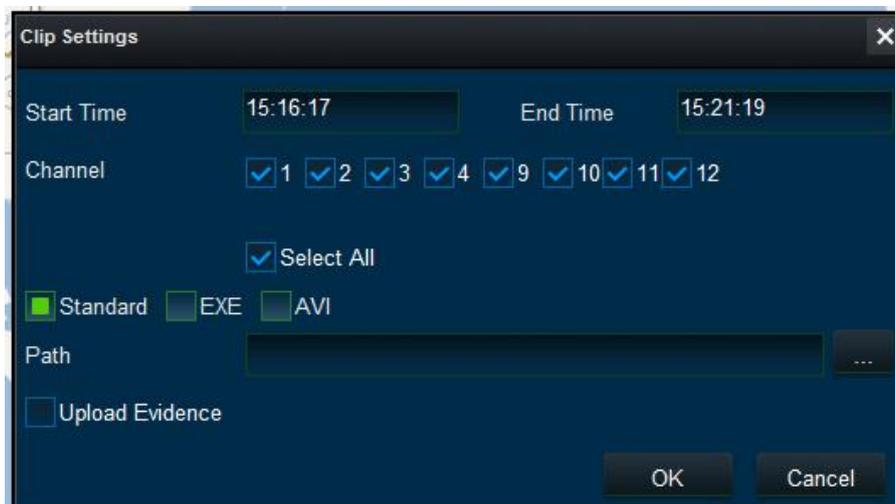
2. Click  to do capture of chosen screen. Captures will be shown in the capture list on the right side. This function can partner with last frame and next frame.
3. Click  to do capture of all screens.
4. Click  to filter all images in 1 second from current chosen screen. Number of the image depends on the frame rate. Click the image you want to choose, after click "OK", the chosen image can be seen in the captures list on the right side.



- In the capture list, when you choose one image, a delete icon can be seen at the right top corner, Click “delete” then the image will be removed. Click “clear”, all the images will be cleared.



- Click “OK”, pop up clip setting.



### 3.4.2.10.3. Standard Clip(Default Type)

Download H.264 file in the server to specified path of current PC.

- In the clip setting page,adjust start and end time again.
- Choose channel. All data channel have been chosen by default.

- Tick  Standard  EXE  AVI

4. Revise local save path.



5. Click “OK”, number in the download icon will become “+1”
6. Following download status please refer to local download in download center.

#### 3.4.2.10.4. Export EXE File

1. Transfer H.264 file in the server to EXE format file, then download to specified path in local PC.
2. In the clip setting page, adjust start and end time again.
3. Choose channel. All data channels have been chosen by default.



4. Tick
5. Revise local save path.



6. Click “OK”, the number in the download icon will become +1
- Following download status please refer to local download in download center.

#### 3.4.2.10.5. AVI Export AVI

1. Transfer H.264 file in the server to AVI format file, then download to specified path in local PC.
2. In the clip setting page, adjust start and end time again.
3. Choose channel. All data channel have been chosen by default.



4. Tick
5. Revise local save path.

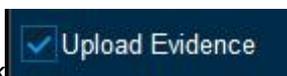


6. Click “OK”, the number in the download icon will become +1
- Following download status please refer to local download in download center.

#### 3.4.2.10.6. Upload Evidence

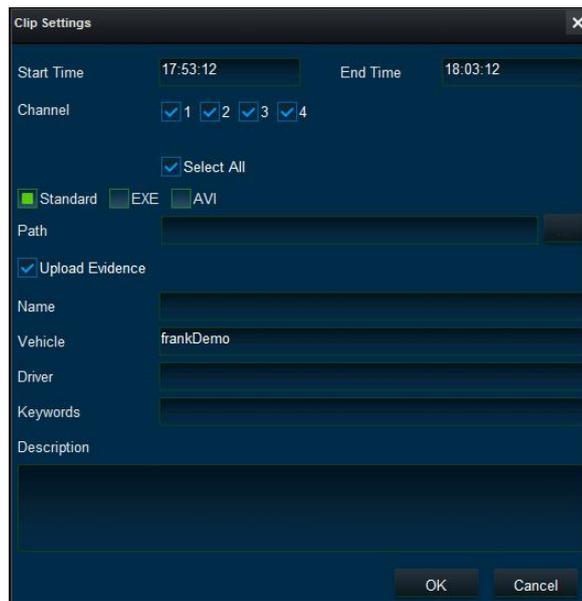
Upload all H.264 file and captured pictures to the evidence center.

1. In the clip setting page, adjust start and end time again.
2. Choose channel. All data channel have been chosen by default.



3. Tick
4. Fill in related information of evidence. Evidence name(must), car plate number

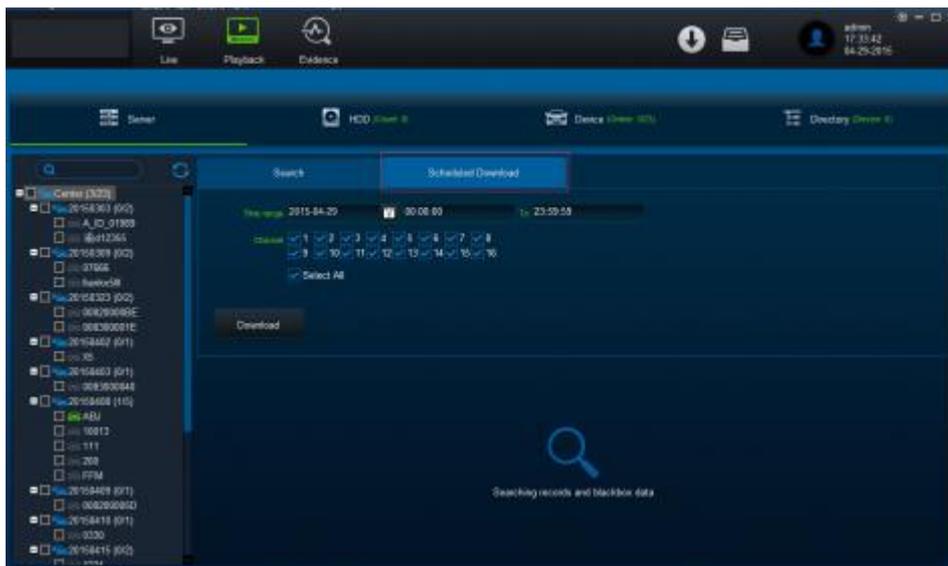
(default and can not be revised), driver's name(require), keywords, expression.



5. Click "confirm",the number in the download icon will become +1
6. Following download status please refer to local download in download center.

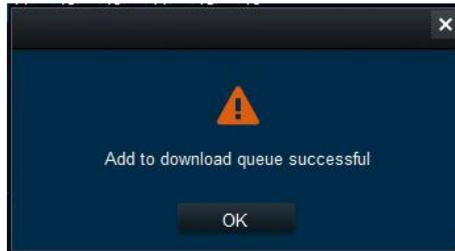
### 3.4.3. Schedule Download

When do playback in the server,if there is no data in the vehicle,then we could add download task to automatically download list through appointed download.

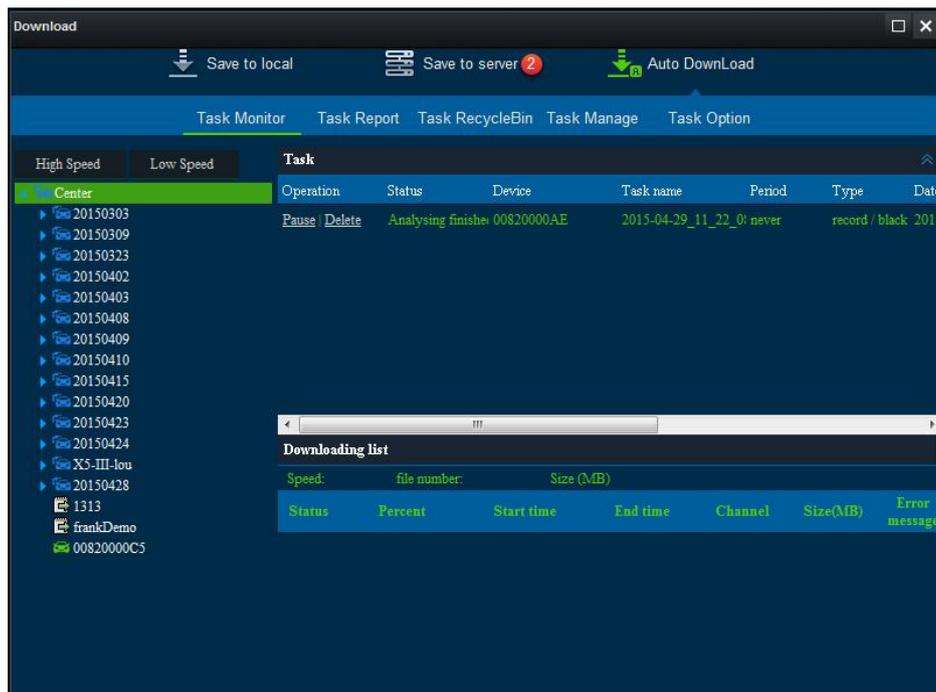
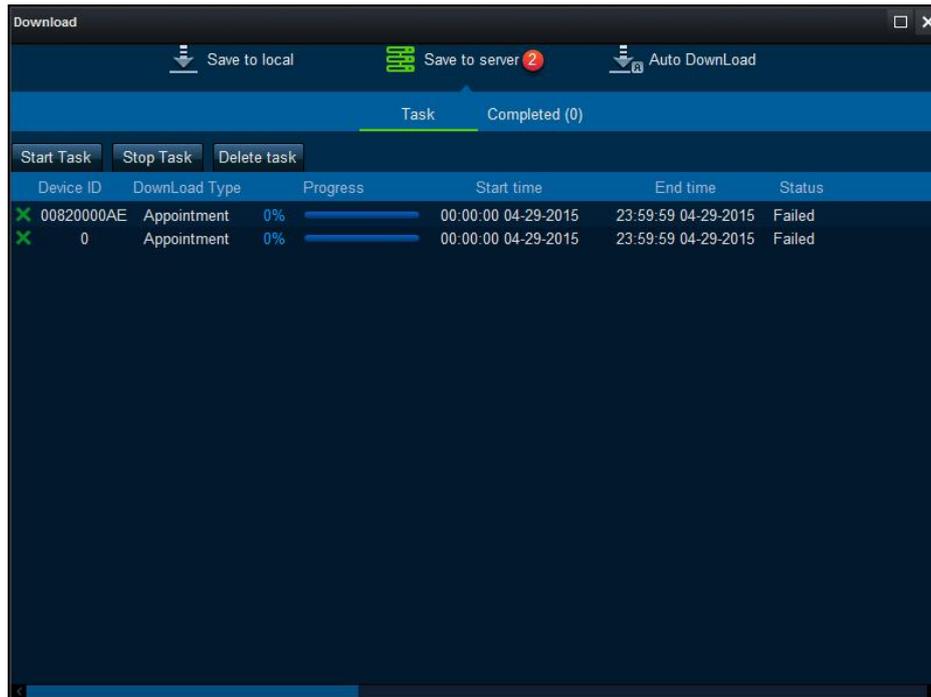


1. Chose the device on the left side, you can chose 100 devices at most.
2. Chose the time.
3. Chose the channel.

- Click "download", a dialog box will pop up.



- User can check the downloading status on the server and Hero Client software after you add the downloading task successfully.

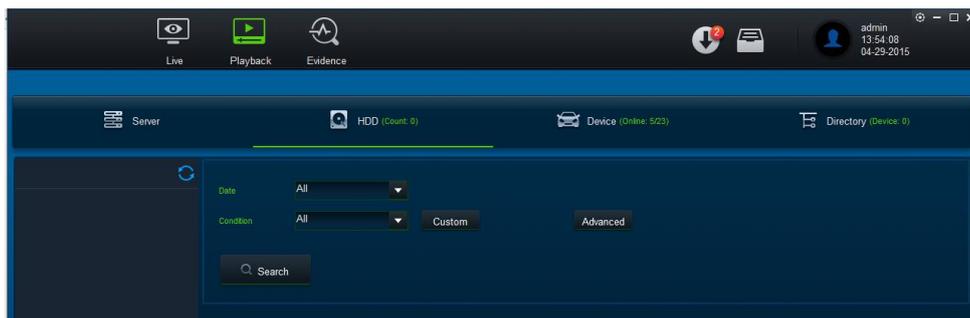


## 3.5. HDD Playback

### 3.5.1. HDD Recognition

Connect your HDD or SD card to PC by USB port. HDD list on the top left corner will

display the HDD you connect, please click this icon  , to refresh if you don't see the HDD on the list.



#### 3.5.1.1. Rules for HDD display

1. HW-VMS HDD: display car plate by default; it shows the device number if there's no car plate; it shows the serial number of HW-VMS if there's no device number.
2. MDVR HDD: displays car plate by default; it shows device ID if there's no car plate

#### 3.5.1.2. How to deal with unloading HDD

The PC can not recognize HDD is caused by the unstable voltage of USB. You can change to other USB port as alternative.

### 3.5.2. Search

The search condition of HDD is the same as server's.

### 3.5.3. Playback

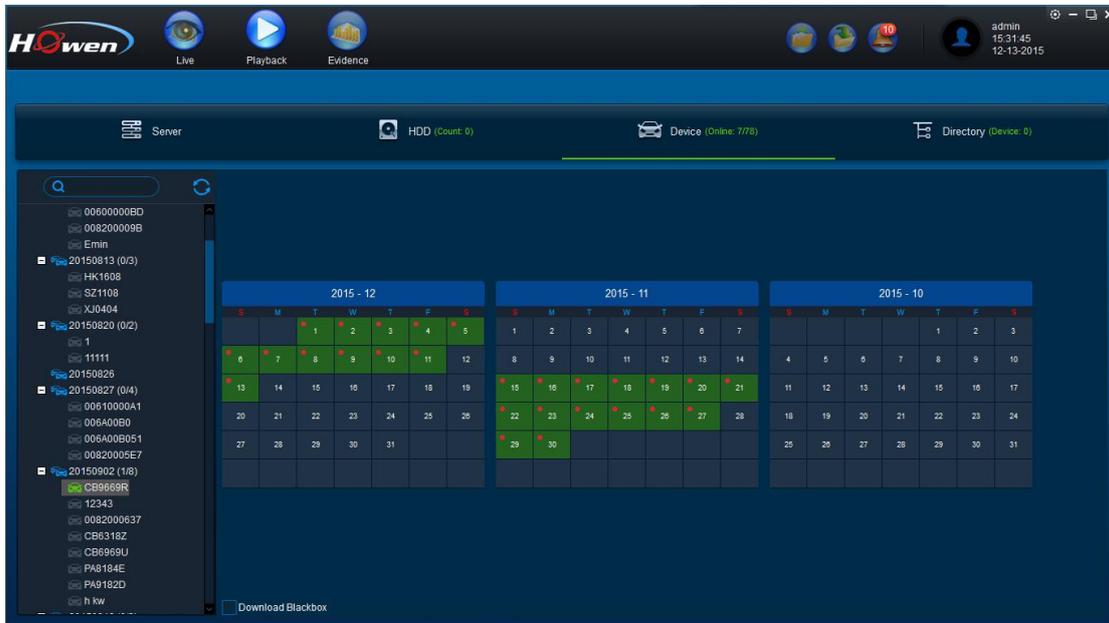
Playback function from HDD is the same as playback from server,

## 3.6. Remote playback

Playback the video and data in black box.

### 3.6.1. Search

1. Remote playback can not support conditional search.
2. Double click vehicles online on the left and search device with data. At the bottom left corner, there is "Download blackbox". User needs to click it if playback black box information is needed. Otherwise, it would not select as default.



3. Double click the offline vehicle, the system will pop up a notice "Please select online device".



4. If it shows "no data" when you double click the online device(HW-VMS), but it can playback the video on device. Please check if the IP of media server is the same as register server.

### 3.6.2. Playback

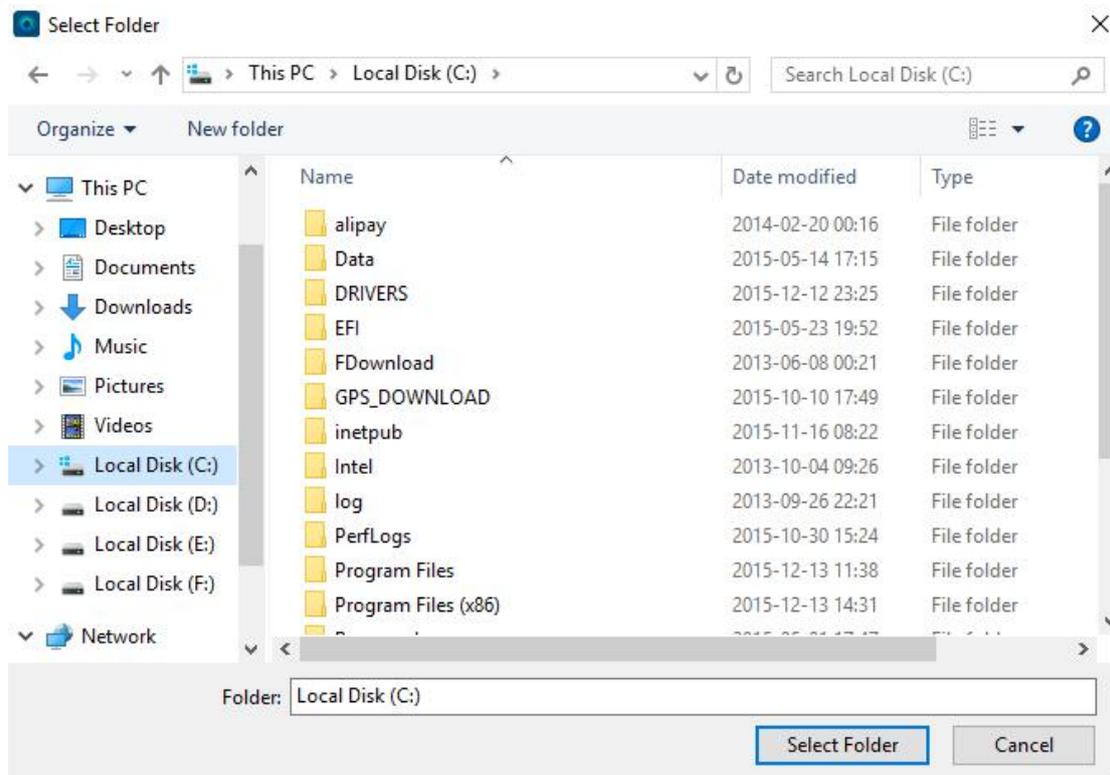
The function of remote playback is the same as server's.

## 3.7. Directory playback

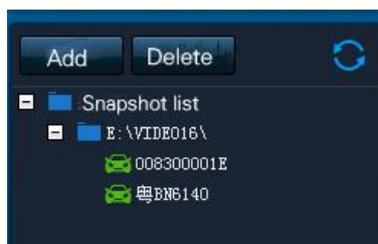
### 3.7.1. Add directory

#### 3.7.1.1. Add A Directory for Video Clip

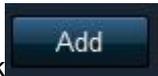
1. Click  on the top left corner, it will pop up a dialog box. The dialog box goes to the path by default, which you chose from last time.

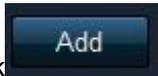


2. Select the directory above car plate in the dialog box(As shown above VIDE016)
3. Click Chose the Folder.



### 3.7.1.2. Add Device

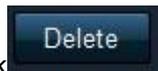


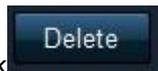
1. Click , on the top left corner, it will pop up a dialog box, it goes to the path that you used from last time.
2. Select the vehicle number from the vehicle list.
3. Click Select the Folder.



### 3.7.1.3. Directory Operation

#### 3.7.1.3.1. Delete



1. Choose clips directory, click .
2. Choose the clips directory, right click the mouse, and select Delete Clips Directory.

#### 3.7.1.3.2. Open The Folder

Choose the clips directory, right click the mouse, and select the Open the Folder

### 3.7.2. Search

The search condition of directory search is the same as server's and HDD's.

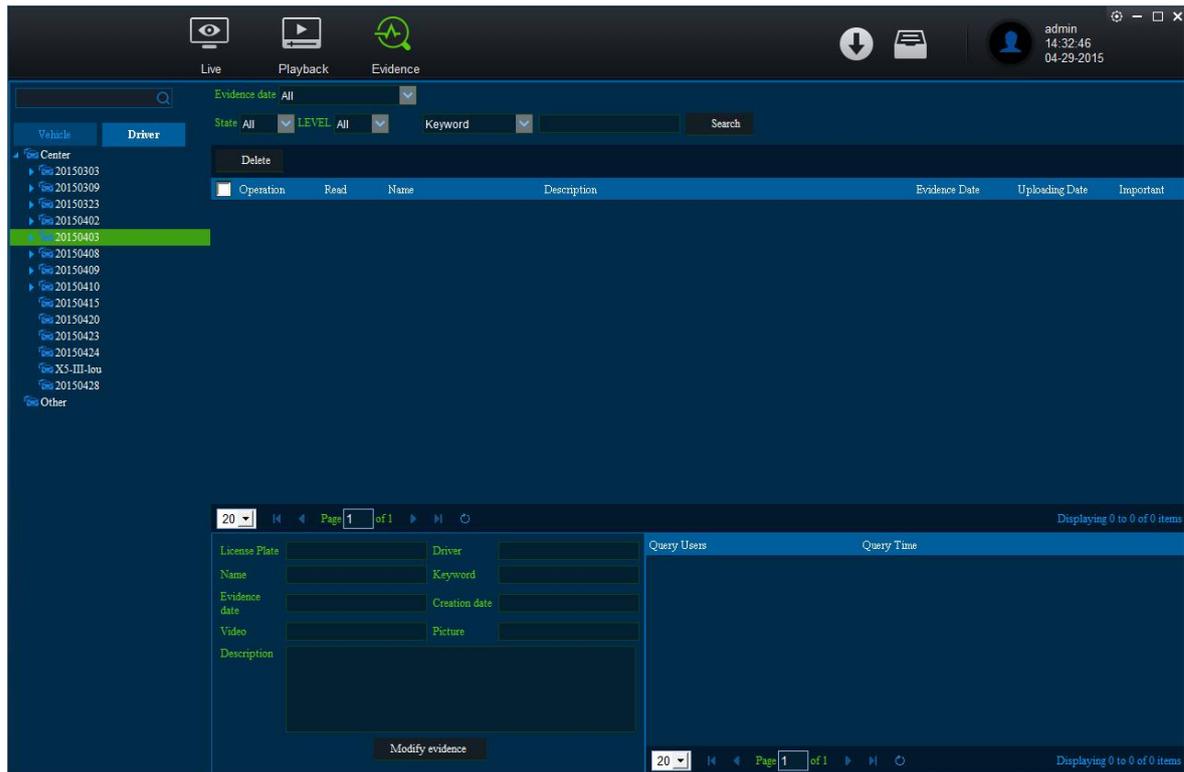
### 3.7.3. Playback

Directory playback is the same as server's

## 3.8. Evidence Center



Click , it goes to the evidence center interface.



## 3.8.1. Evidence Search

### 3.8.1.1. Vehicle Search Evidence

1. Select a vehicle from the vehicle list, it displays the evidence of the vehicle.
2. Input the key words to search a vehicle on the top left corner

### 3.8.1.2. Driver search

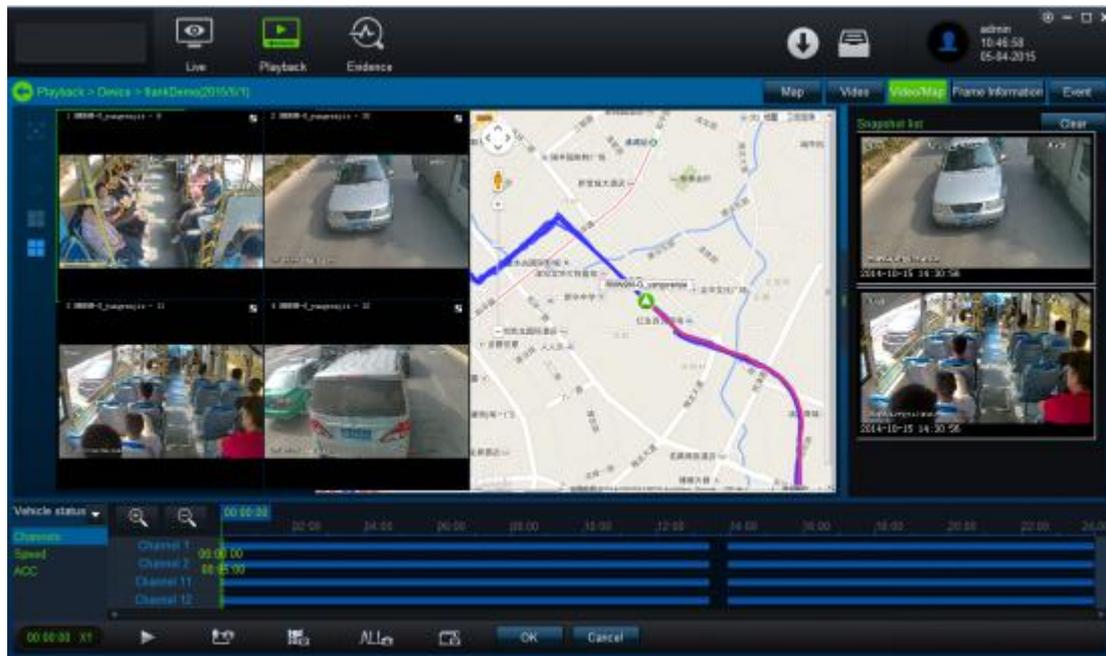
1. Select a driver from vehicle list on the left side
2. Input key words on the top left corner to search driver.

### 3.8.1.3. Other Search Conditions

1. Date: today, recent 3/5days, last week, last month, custom
2. Status: Read, unread
3. Level: important、unimportant
4. Key words:key word、event name、description of evidence

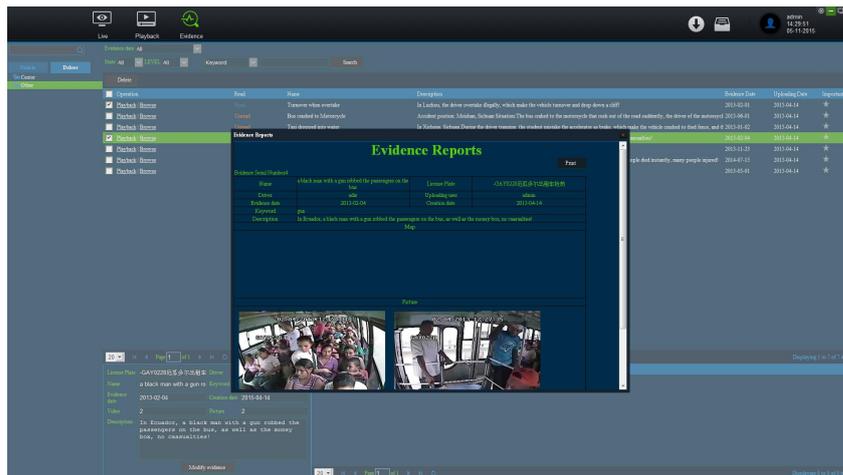
### 3.8.2. Evidence Playback

Click Evidence Playback

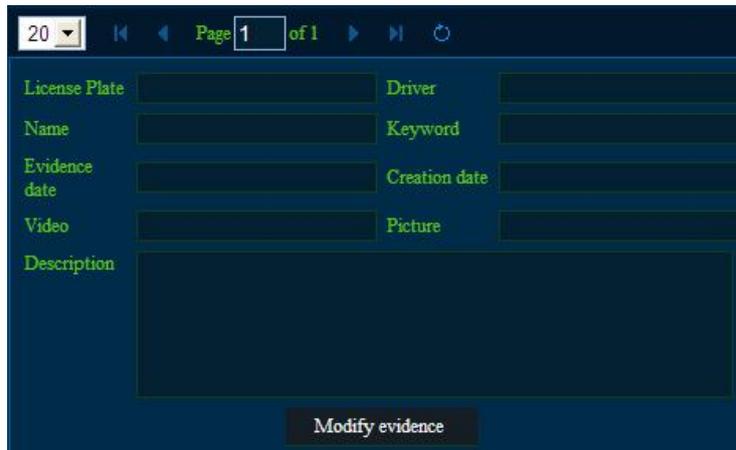


### 3.8.3. Evidence Report

Select the evidence, click [Browse](#) to see as below.



### 3.8.4. Evidence Revise

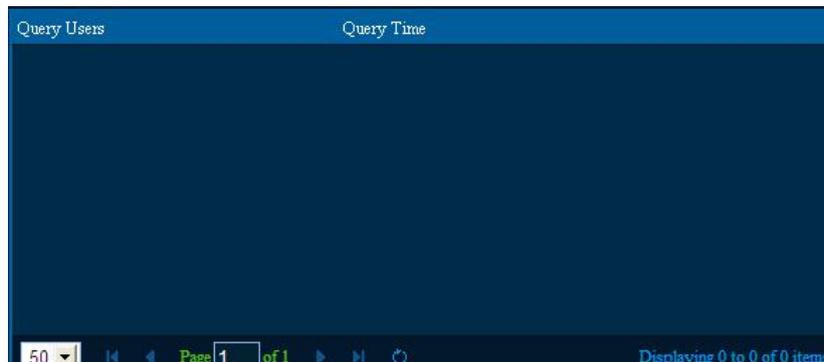


The screenshot shows a web form for editing evidence. At the top, there is a dropdown menu set to '20' and a page indicator 'Page 1 of 1'. The form contains several input fields: 'License Plate', 'Driver', 'Name', 'Keyword', 'Evidence date', 'Creation date', 'Video', and 'Picture'. A large text area for 'Description' is located below these fields. A 'Modify evidence' button is positioned at the bottom center of the form.

1. Editable field: driver, keyword, description.
2. After revising, click the button Modify Evidence.

### 3.8.5. Evidence Logs

Select the evidence, check the play back records from the evidence.

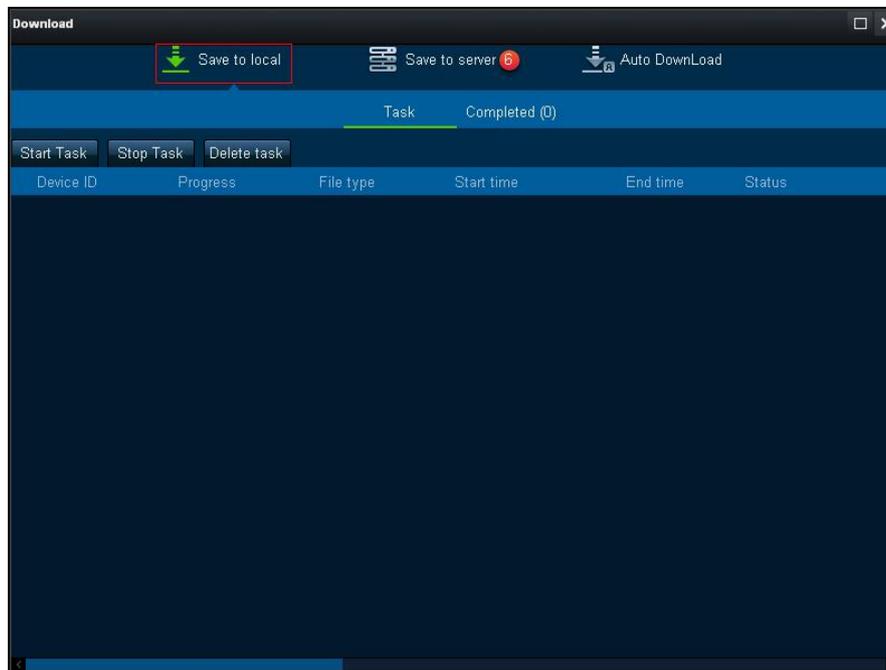


### 3.8.6. Grade Revise

Click the button of right side  set the grade as important for the evidence.

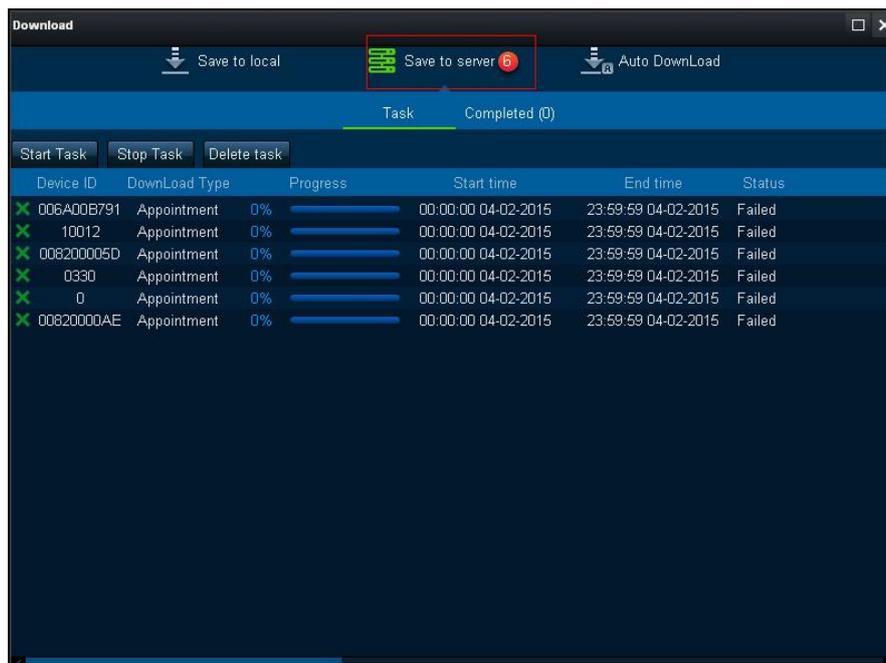
## 3.9. Download Center

### 3.9.1. Save to Local



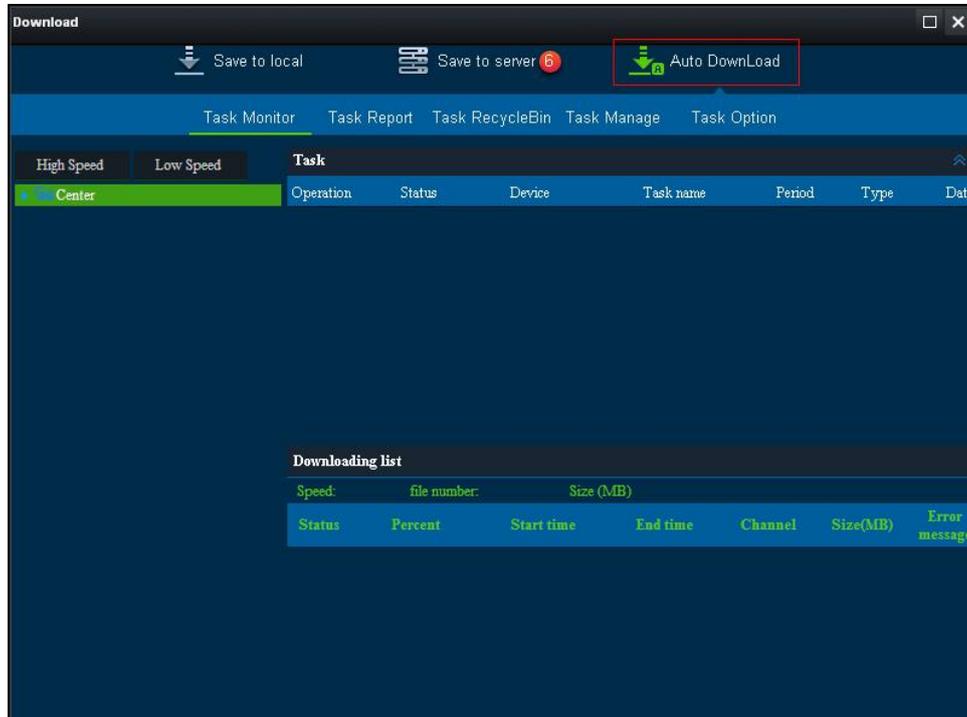
Only one record can be downloaded at one time.

### 3.9.2. Save to Server



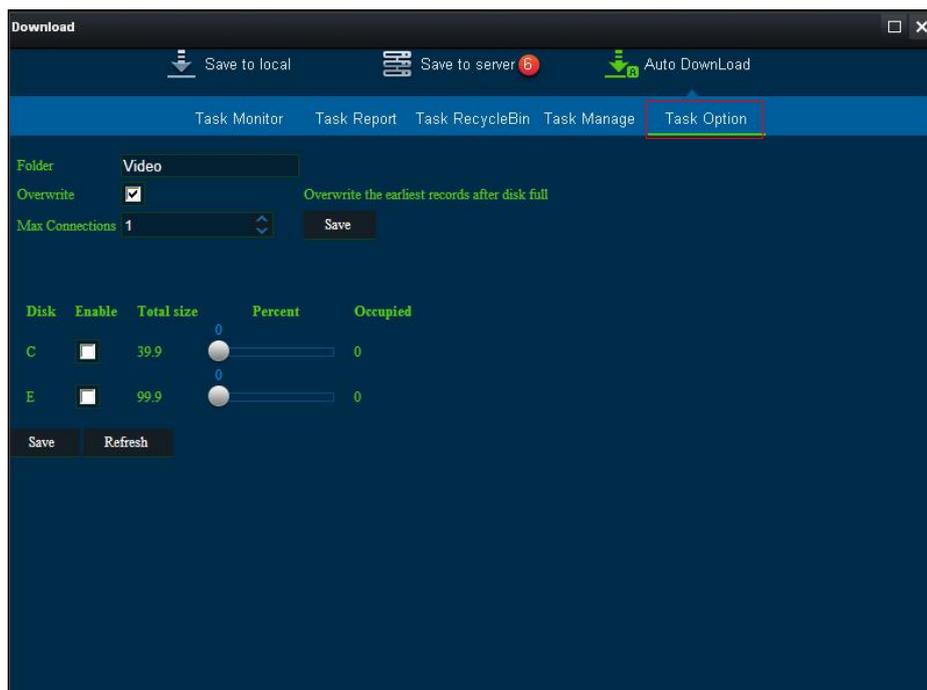
### 3.9.3. Auto Download

Enter into the page of download center, click Auto Download, it will get into the auto downloading page. It turns to the mission control page as default.



#### 3.9.3.1. Task Option

Click "Task Option".

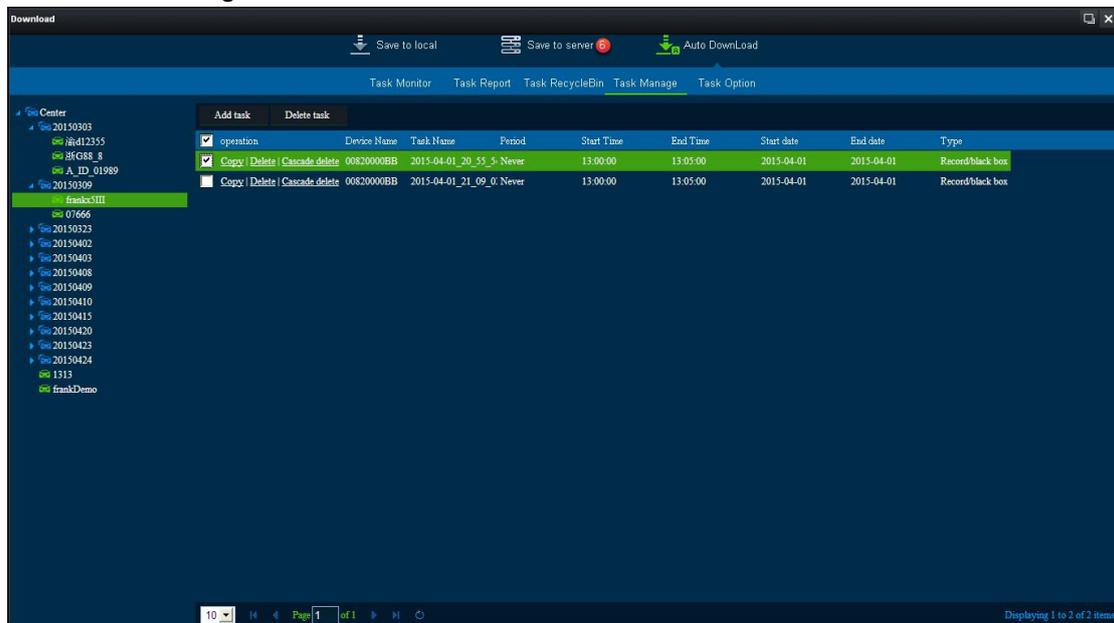


**Basic Settings:** Folder is the saved path for saving the downloaded file, default name is "Video", or user can change the folder name by yourself. Enabling coverage, full disk will be configured to delete the oldest files, If user do not check the coverage, full disk will not delete the oldest files. But there is no free space to download other files, so we recommended to check coverage. The maximum number of connections is the number of devices that can be downloaded, otherwise manually download is unlimited. Click the Save button to save the changes.

**Disk Settings:** After the selected disk, downloaded files will be saved in the disk. The percentage of adjustable, such as a disk total size of 100G, transferred to 50%, it will have to download 50G space. Reset disk will clear the previous configuration data. Click the Save button to save the changes.

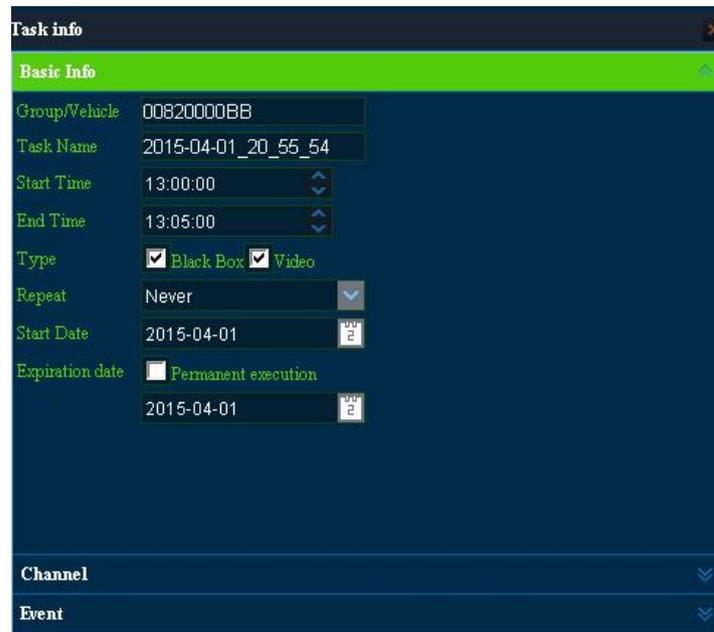
### 3.9.3.2. Task Manage

Click "Task Manage".

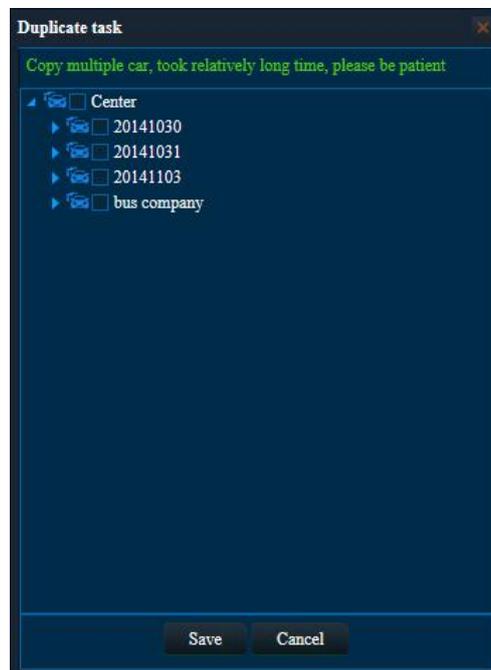


**Auto Add Task:** First select the left side of the vehicle, and then click the Add button automated tasks, the following dialog box. Task Name is required. Select the start time and end time. Type is divided into the black box and videos, the default download type is video, pay attention. Cycle is divided into a single, daily, weekly and monthly, single task is executed only once, Perform daily tasks are within the specified date every day, After a few days the number of days per week the task is checked within the specified date are checked execution, after a few days the number of days per month mission checked within the specified date are checked execution. Start executing the start date for the task, and the deadline for the task end dates, If you select a permanent execution, then in addition to a single task that will permanently execution, If you do not check the permanent execution, then the task execution deadline ends. Channel can be checked, only download video channel checked, the default is to download all the video channels.

Select the event only after the police file download. Click the Save button to save your tasks can be seen in the following task monitoring.



**Duplicate Task:** Click Copy, user will see the following dialog box, Select the vehicles that are supposed to copy task. If user select a car group, it is copied to all vehicles under the car group, and then click the Save button. The task will be quickly and easily copied to these vehicles.



**Delete tasks:** Select more than one task and then click the Delete button in the menu bar or click the Delete button in front of the list, the pop-up confirmation dialog box, select OK or Cancel.

**Cascade Delete:** Please Cascading Delete button before clicking the list, and then a confirmation dialog box pop up, select OK or Cancel. (Note: cascade delete will delete all

the tasks by copying, Careful please )

### 3.9.3.3. Task Monitoring

After the addition was complete the task, you can view the download of the mandate in the task monitoring interface.

**Interface:** Click on the menu bar of the task to monitor the button to display the task monitoring interface. Click on the left side of the vehicle, the vehicle can be displayed task to download the case on the right page. Under the task list to display the status of the task: Wait, parsing, parse completed downloading. Download the list below to display the file list, the file download status, download speed, number of files and file size.

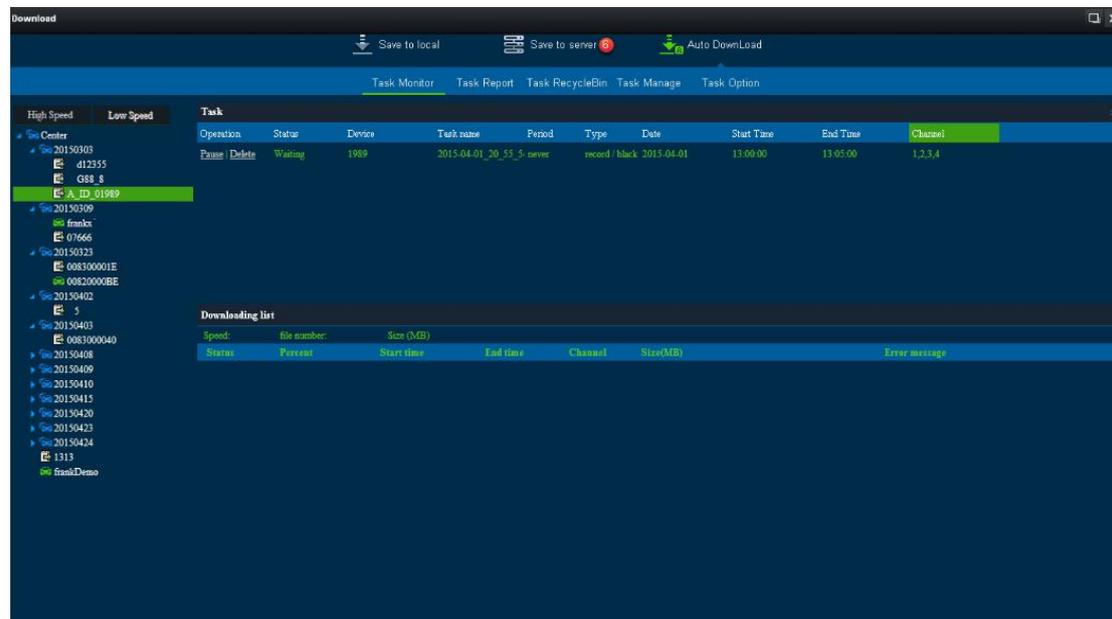
**Pause task:** Pause button before clicking the task list, you can pause the current task, so that the task is in a wait state.

**Start Task:** After a pause the task, click the Start button in the task before the task can continue to download.

**Delete Task:** Click the Delete button in front of the task list, a confirmation dialog box pop up whether to delete the task or not.

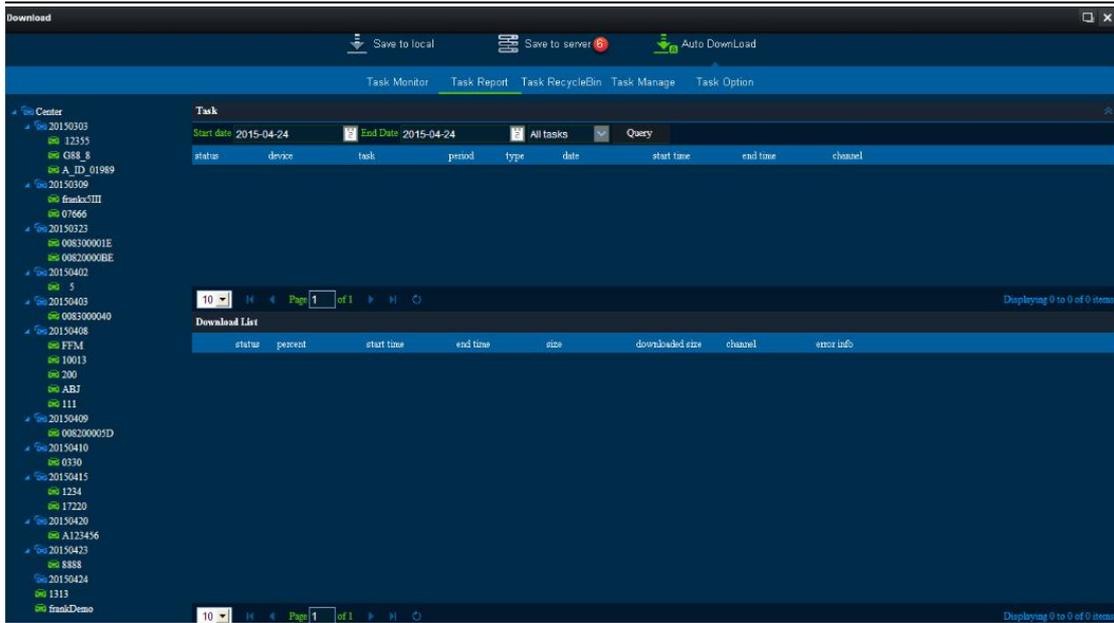
**High Speed Download:** By downloading task at the same time, it does not record.

**Low speed Download:** The equipment at this period will download and record at the same time.



### 3.9.3.4. Task Report

Click "Task Report".

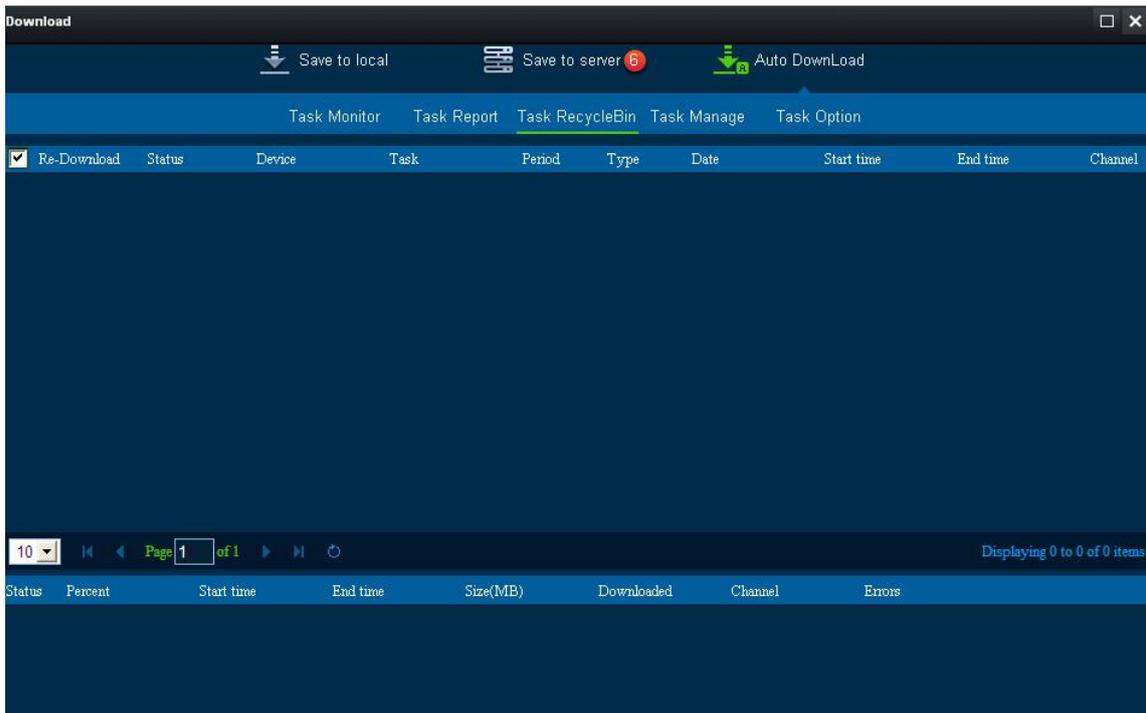


**Query:** selected first on the left side of the vehicle, and then select start date and end date and task type (all tasks, failed task, successful mission, the default is all task), click “Query”, It shows the task list.Task list displays the completion of the state and for the task.

**Playback:** click “Playback” in the Download List. It can playback the video that has been download.

### 3.9.3.5. Task Recycle Bin

Click “Task Recycle Bin” and it will record the tasks that download unsuccessfully.



**Download:** click the download button list before, to download the task.

### 3.9.3.6. Remarks

#### 3.9.3.6.1. Download Priority

**Among Multiple devices:** according to the number of connections limit, first come, first down (equipment on-line order). More than the number of connections limit, in a wait state. (Note: the number of connections can be configured in the configuration, the above mentioned)

**Single Device:** depending on the type of task priority (from big to small): manual tasks, single task, daily tasks (weekly and monthly tasks) (daily, weekly, and monthly level).

**Peer download task order:** the start time and end time, task id (The minimum task gets down first at the same level; The one complete fast gets down first with the same start time; The minimum id gets down first with the same end time.)

#### 3.9.3.6.2. Cut Rules of Task Starting Time and Ending Time

If the starting and ending time of task intersect with the starting and ending time of video file, then cut the record file between the tasks. For example: the starting and ending time of task is 8:01:00-8:02:00, and record file is 8:00:00-8:03:00, then cut the data between 8:01:00 and 8:02:00.

#### 3.9.3.6.3. Server Files Storage

Video file directory server storage structure: drive: \ user defined directory \ registration date \ \Record \ video files.

**Covering Strategy:** Each time the software runs, it automatically identifies those are available on the server disk, and then list for the user to choose from. The user can according to need to configure the disk usage, and then the user custom directory, this will automatically generate video file storage structure. When the user configuration is completed, user can download video normally.

For example: There are C, D, E in the server. users can choose the disk C, D, only two available disk at this time. Storage will start from C disk, then automatically switches to the D disk when storage is in a specified usage.

#### 3.9.3.6.4. Conditions of Devices Do Not Download The Video

1. It does not download video when the space utilization rate is less than 500M.
2. Do not choose the disk available.

3. Do not check the automatic covering. After the video disk storage space is less than or greater than or equal to 1G, the disk space utilization rate will minus 1G

### **3.9.3.6.5. Automatically remove conditions**

1. When the video disk storage size is greater than the configuration utilization rate, it minus 1G and starts to delete.

For example: When a 100 G drive, whose utilization rate is 50%. After using to 49G, it starts to delete when the remaining space is less than 1G.

2. When the remaining space that stores video below the disk usage, it starts to delete when remaining space is less than 1G.

For example: A 100 G drive whose utilization rate is 50%, but it store other files of 60 G, it starts to delete when the remaining space is less than 1G.

3. Delete from the earliest record found in the disk. It stops deleting after the remaining space can not meet the delete conditions.

For example: The utilization of Disk C, D of 100G is 50G, when there is insufficient space for disk C, it switches to store video in disk D. When there is insufficient space for disk D, it starts to delete from the earliest video files of disk C. It keeps searching if disk C and D do not have enough space. It won't stop deleting until disk C or D can store video.

### **3.9.3.6.6. Disk Usage**

Disk usage: User can store the space of video, such as the utilization of 100G hard disk is 50%, then there will be 50G space to be used.

### **3.9.3.6.7. Why it starts deleting when the disk usage minus 1G?**

Because there is no space to record video at the same time if it starts to delete when the utilization rate is 100%. So the utilization needs to minus 1G, then it can start to delete and does not affect recording.

### **3.9.3.6.8. The Earliest Directory**

It is defined as the first directory when found in the path, according to the date. If all the directory share the same date, then find the one that was created at first. At this time, it will delete the directory and all video files in the directory. If it fails to delete the directory, which will be marked. Then it keeps searching other earlier directories.

### 3.9.3.6.9. Task Status Instruction

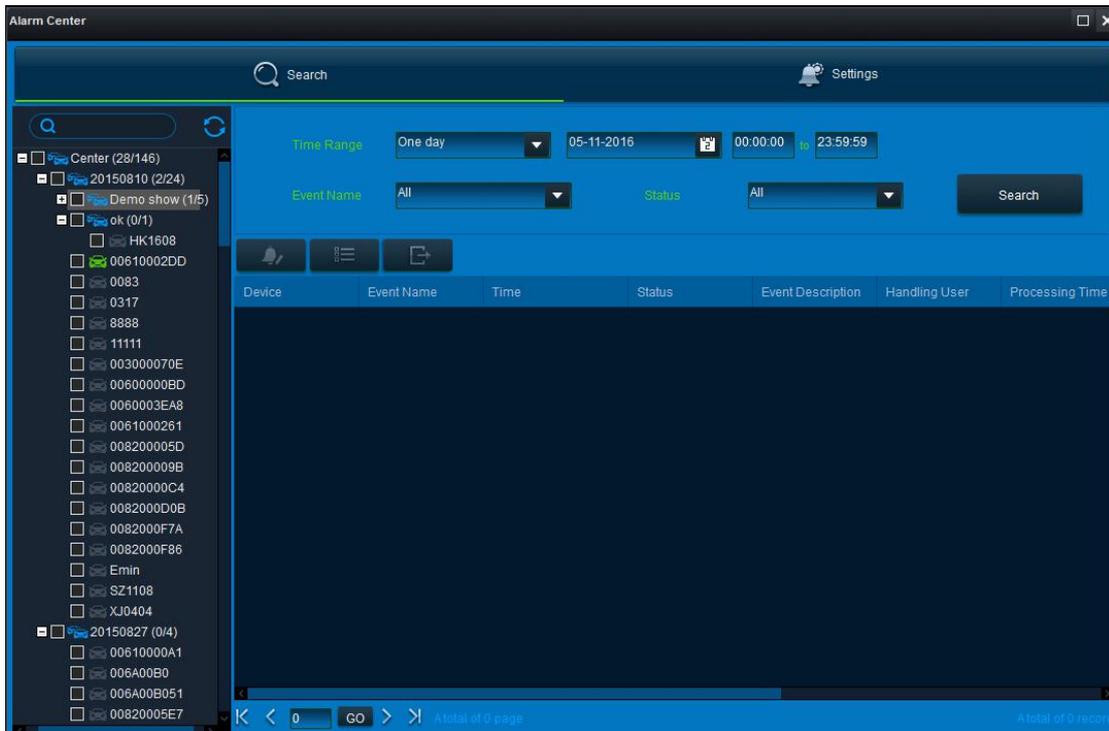
Status	Instructions
Suspended	The task is in suspension.
Limited number of connections	Vehicle downloaded has exceeded the limit of connection.
Parsing	According to task parsing to download record file.
Task has not been finished	Download is completed, but over time is greater than the current system time.
Insufficient space on the disk	There is not enough space in the recording disk.
Loading	Task is waiting to be downloaded.
Parsing successfully	Complete to parse the file needed to be downloaded.
Downloading	Record file is downloading.
No record file	No record file according to task parsed. (No qualified record file.)
Download successfully	Task download successfully and there is record file that fails to download.
Task failed	There is something wrong when parsing task. (Such as fail to visit data, abnormal data...)
Task deleted	Task has deleted by user.
Download failed	Task download successfully but there is record file that fails to download.

## 3.10. Alarm Center

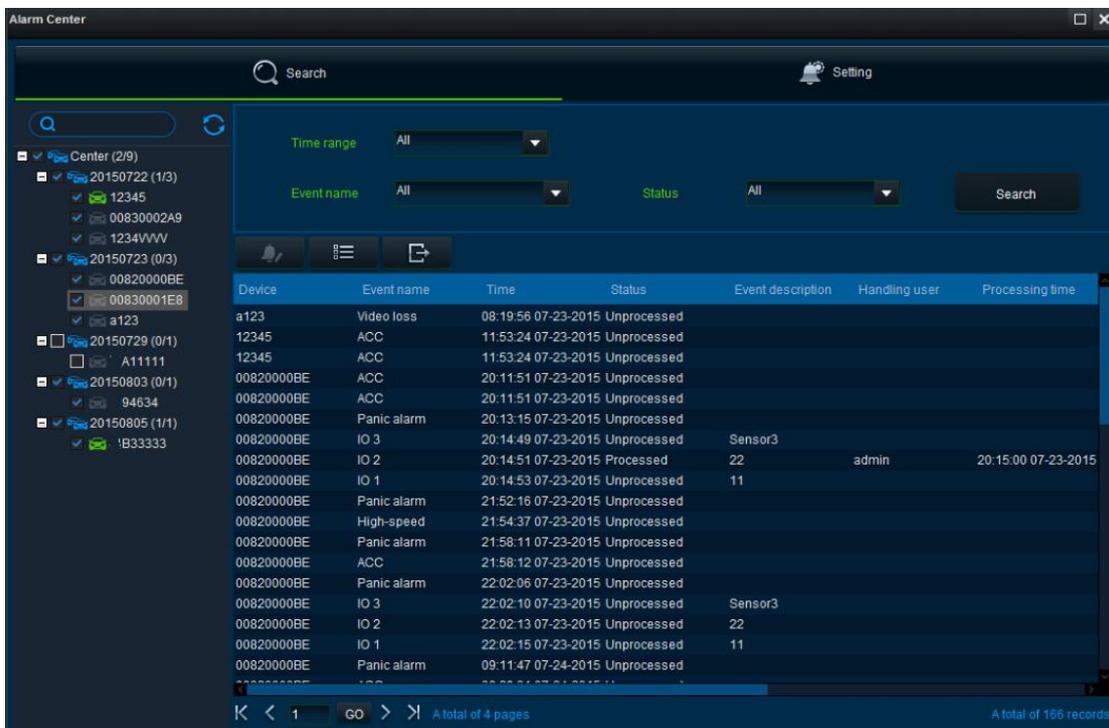


Click  to enter the alarm interface

### 3.10.1. Search



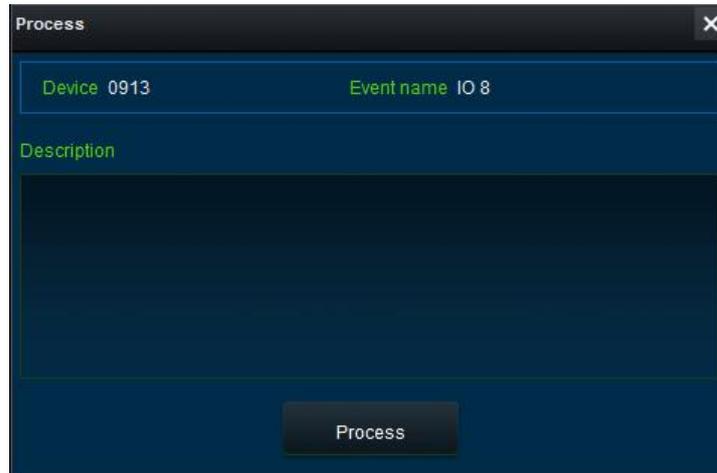
1. In the search interface, select the vehicles at the left side, then enter the conditions at the right side. Click "Search", all the eligible information will show below.



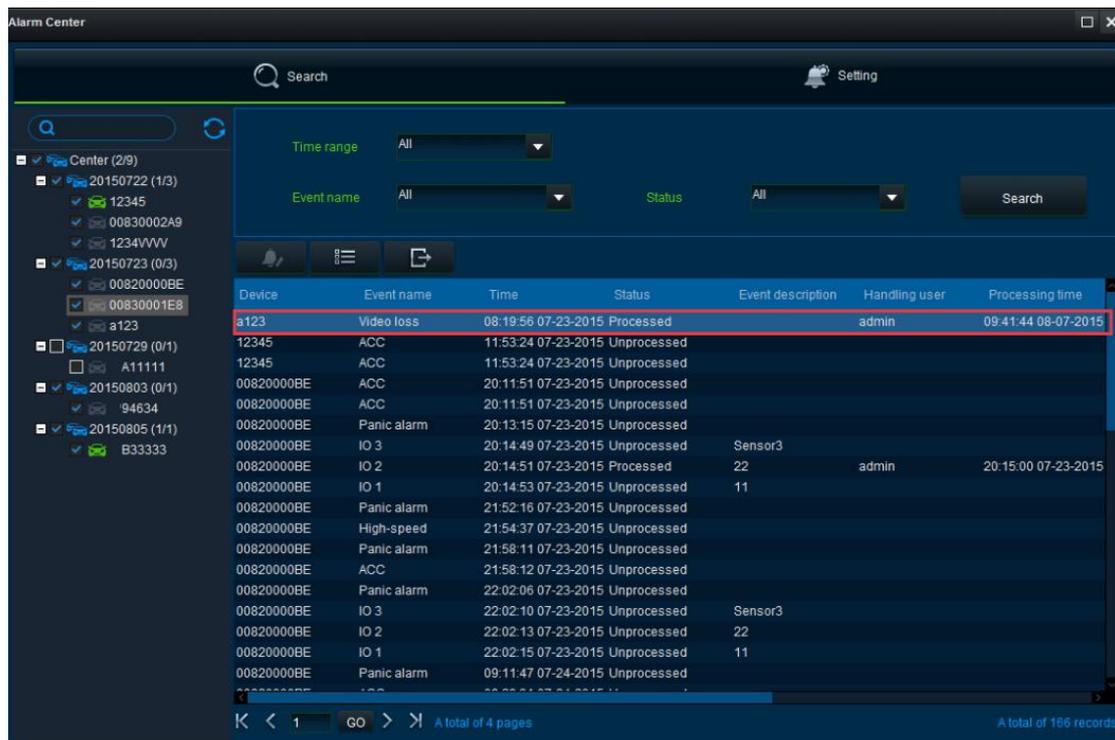
2. Alarm Process

Double click the alarm information or click , and write the process results in

detail in the process when it pops up.(The procedure is similar to the real time alarm processing.)

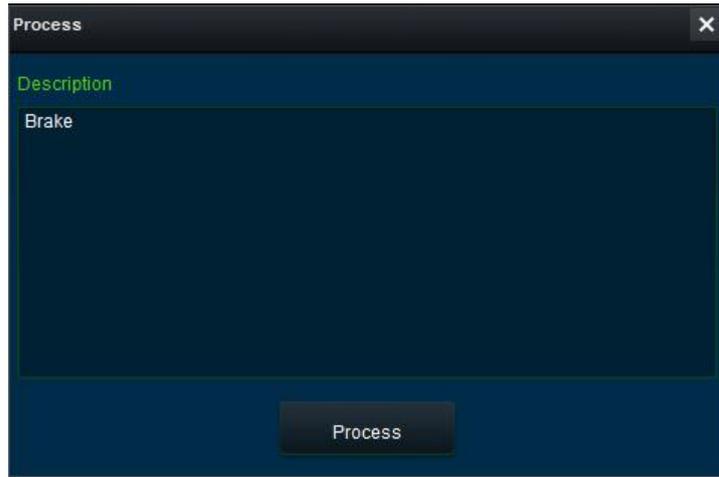


After the alarm has been processed, it will show in the search interface.(Remark: It could not be reprocessed after it has been processed before.)

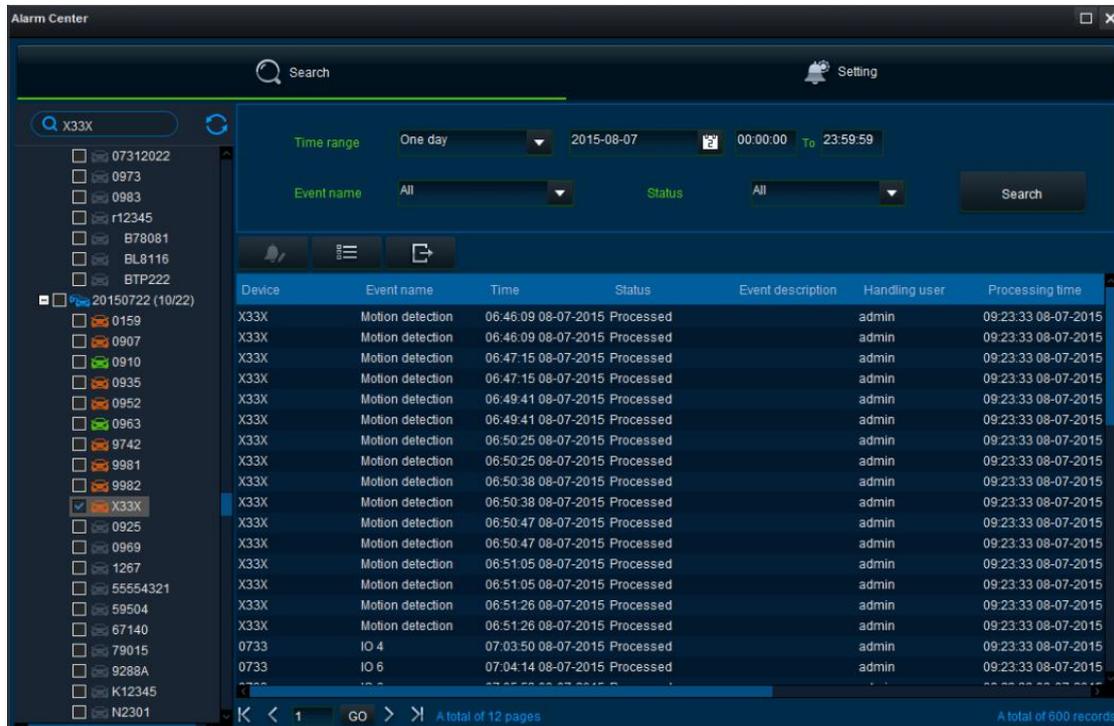


### 3. Batch Process

Click  to write process result in detail.



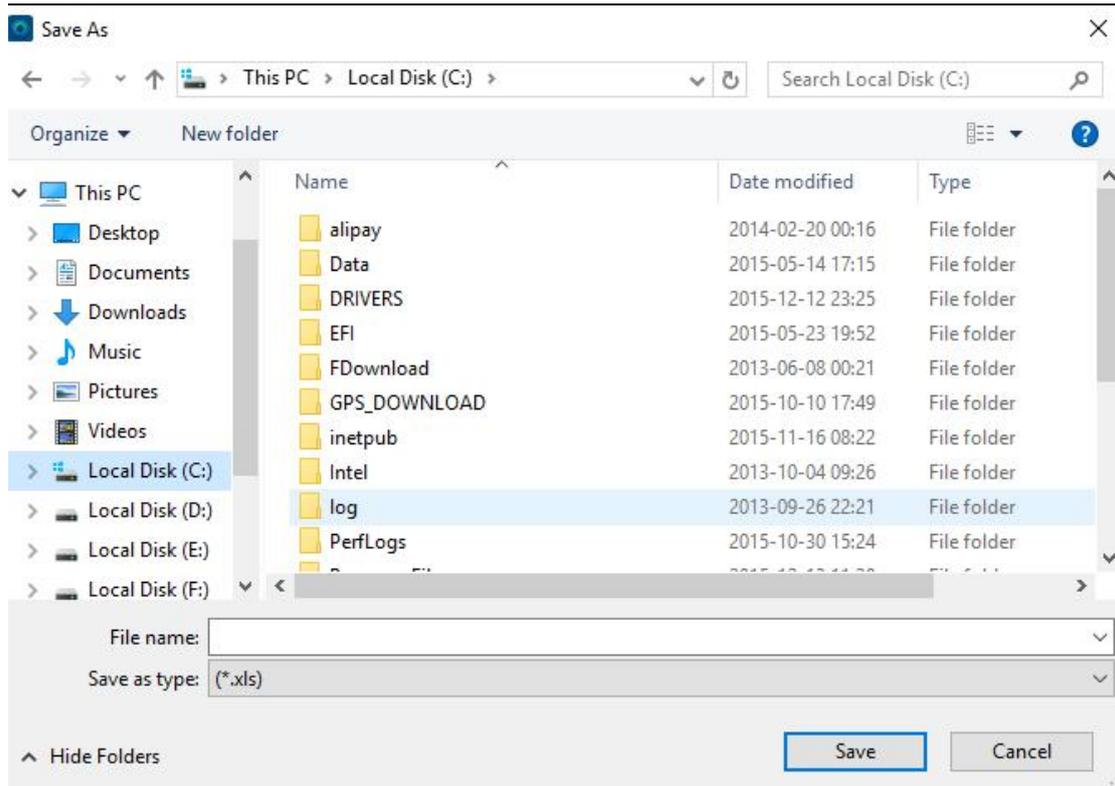
Then click "Process". (Batch process just deals with all the alarms shown in the current interface)



#### 4. Export ALL



Click , and select the way user needs to save the exported file.(Remarks: It supports to export 65535 data at most.)



### 3.10.2. Setting

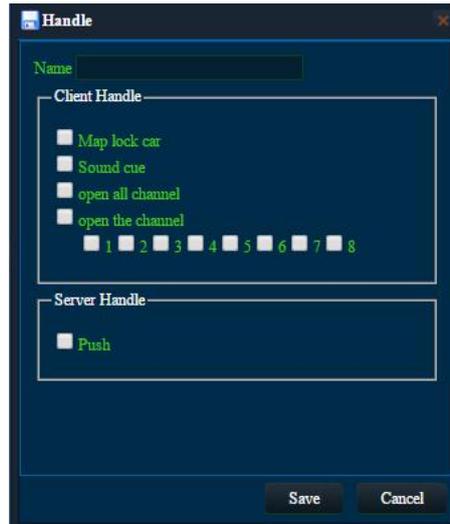


#### 3.10.2.1. Alarm Strategy

How to add alarm strategy



, it pops up the following interface



### Client Handle

Map lock car: When there is alarm, the alarm vehicle will be shown in the map.

Sound cue: When there is alarm, there will be alarm sound indication in the client terminal.

Open all channel: When there is alarm, all the channel videos will be opened automatically.

Open the channel: When there is alarm, the channel videos chosen will be opened automatically.

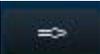
### Server Handle

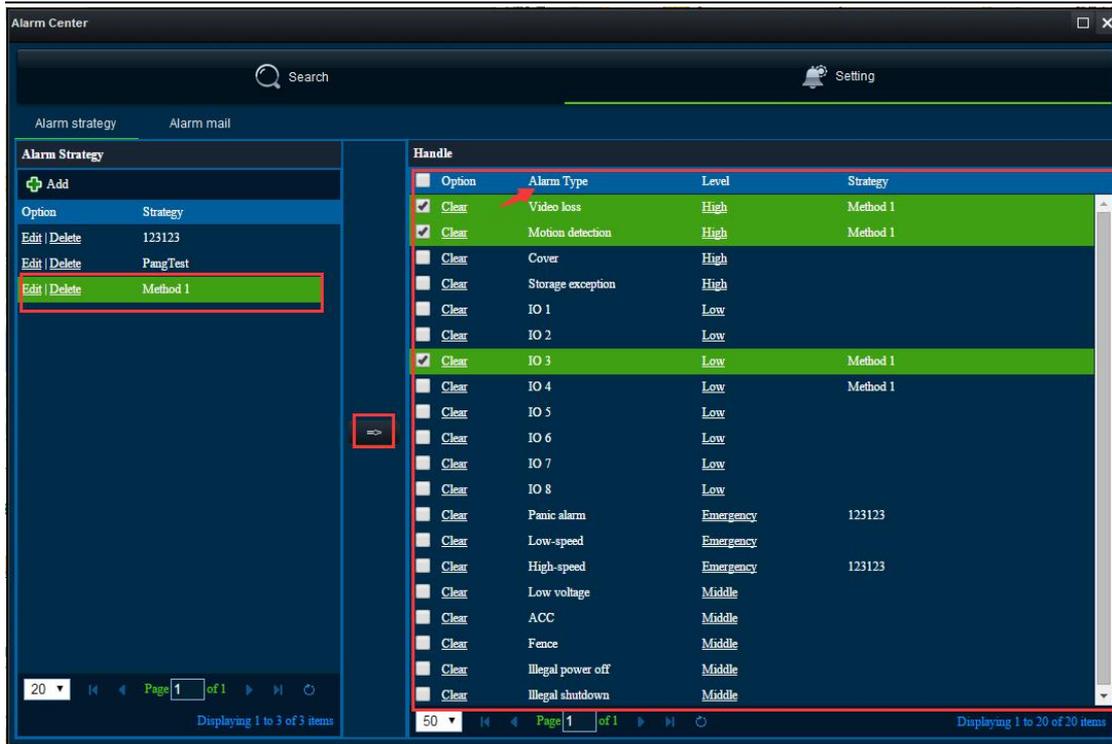
Push: When there is alarm, the phone/tablet can receive alarm information(The phone/tablet need to install mobile Hero client software)

After setting all the data, click "Save".

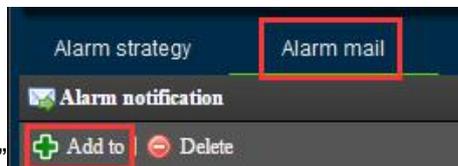


Click the strategy added just now, and select the alarm type at the right side.

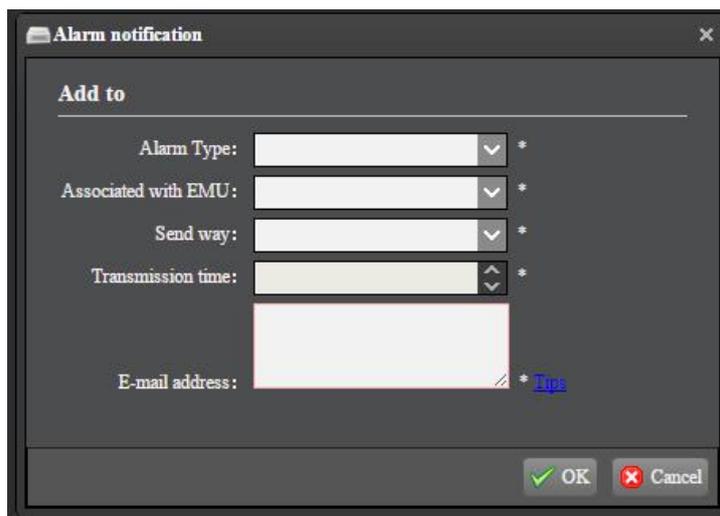
Click , the chosen alarm types will be processed like the strategy.



### 3.10.2.2. Alarm Mail



Click "Add to" , it pops up the following interface.



There are "Alarm Type", "Associated with EMU", "Send way", "Transmission time", and "Email address" in the alarm notification interface.

There are two kinds of send way:

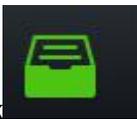
Send real-time: It will send alarm email immediately when there is alarm.

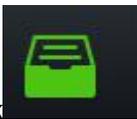
Regularly send: It will send email at the regulated time.

Following is the send real-time and regularly send.

Operation	Alarm Type	Associated with EMU	Send way	Transmission time	E-mail address
<a href="#">Editing</a>   <a href="#">Delete</a>	IO 1,IO 2	Jaine	Send real-time		Jzabala@...com
<a href="#">Editing</a>   <a href="#">Delete</a>	Video loss,Motion detection,Cover,Storage exception,IO 1,IO 2,IO 3,IO 4,IO 5,IO 6,IO 7,IO 8,Panic alarm,Low-speed,High-speed,Low	vpx	Send real-time		support@...com

## 3.11. Basic Data Management



click , then entering to the base data management page.

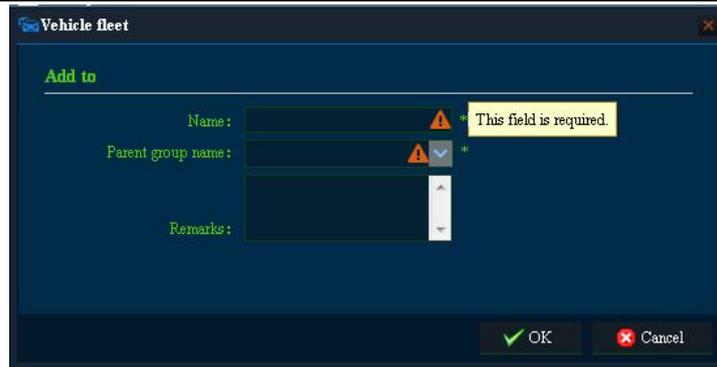
### 3.11.1. Group Information Setting

Operation	Name	Parent group name	Remarks
<a href="#">Update</a>   <a href="#">Delete</a>	Center		
<a href="#">Update</a>   <a href="#">Delete</a>	20150303	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150309	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150323	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150402	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150403	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150408	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150409	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150410	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150415	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150420	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150423	Center	
<a href="#">Update</a>   <a href="#">Delete</a>	20150424	Center	

#### 3.11.1.1. Add

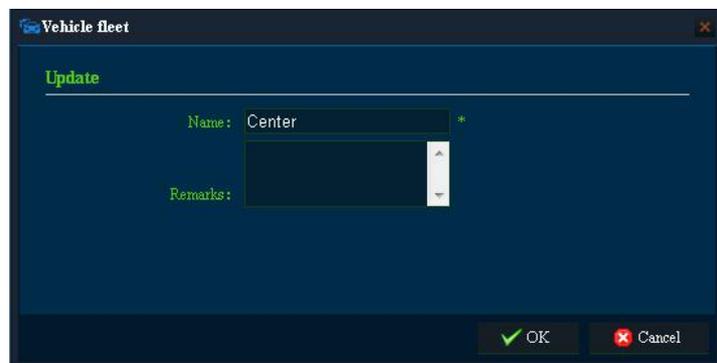
Click “Add to”. Input name, parent group name, remarks and click “OK”.

(Note: Blank with star are required, the existed names can not be input)



### 3.11.1.2. Update

Click “Delete”. Input name, remarks and click “OK”. (Note: Blank with star are required, the existed names can not be input.)



### 3.11.1.3. Delete

Click “Delete” to delete group information.

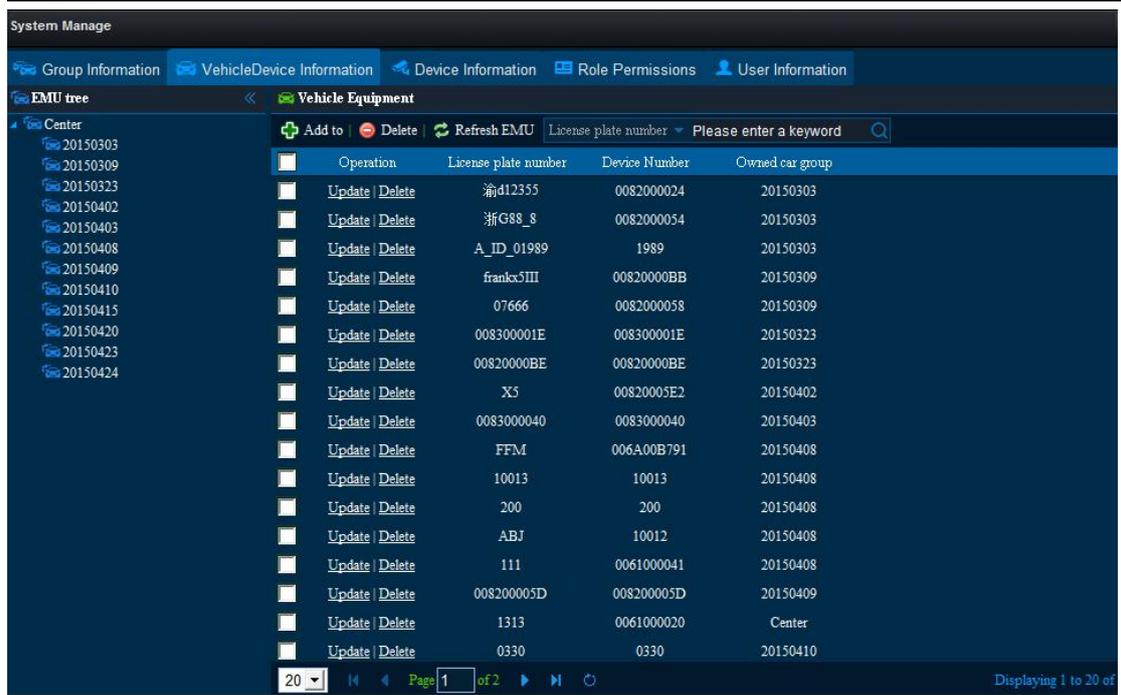
Mobile DVR derived from the group will disappear at the same time if the group is deleted.

### 3.11.1.4. Search

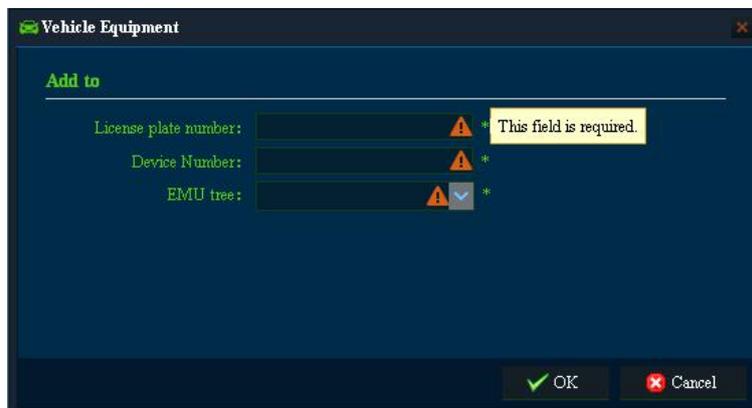
Input keywords of vehicle group, click “search”, then find out the match vehicle group.

## 3.11.2. Vehicle Device Information Setting

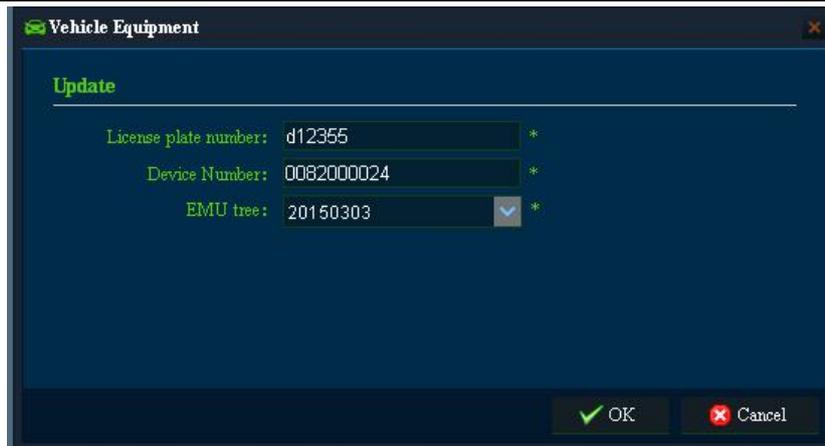
Click “Vehicle Device Information”.



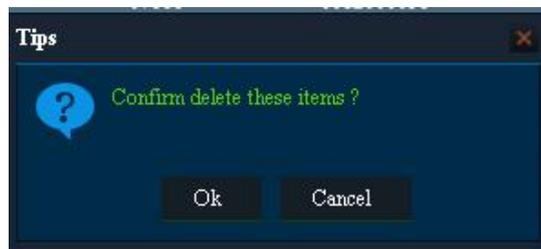
**Add:** Click “Add to”. Input vehicle plate and device ID, Choose vehicle group tree, and click “OK”. (Note: Blank with star are required, the existed vehicle plate and device ID can not be input).



**Update:** Click “Update”. Input vehicle plate and device ID, Choose vehicle group tree, and click “OK”. (Note: Blank with star are required, the existed vehicle plate and device ID can not input)

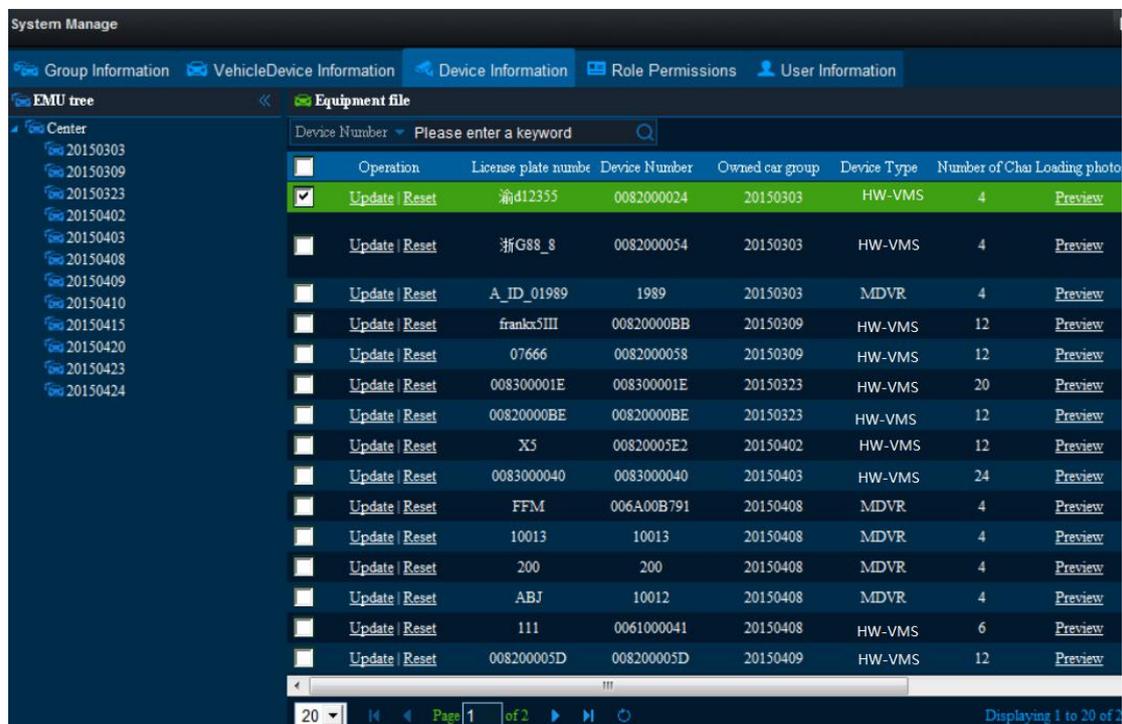


**Delete:** Choose the vehicle and click “delete”.



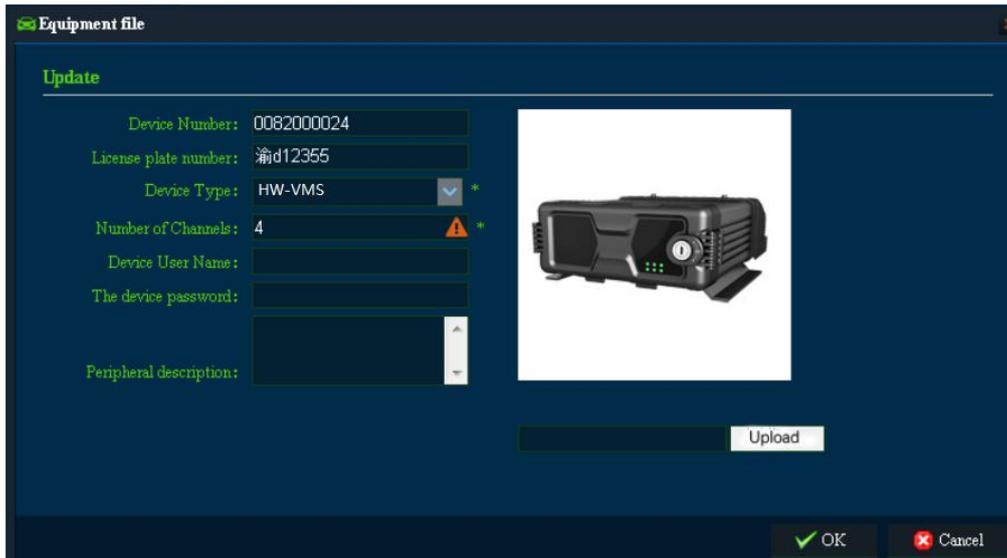
### 3.11.3. Device Information Setting

Click“Device Information”



**Update:** Click “Update”. Blank with star is required.

Click “Upload” to upload the device photo, then click “OK”.

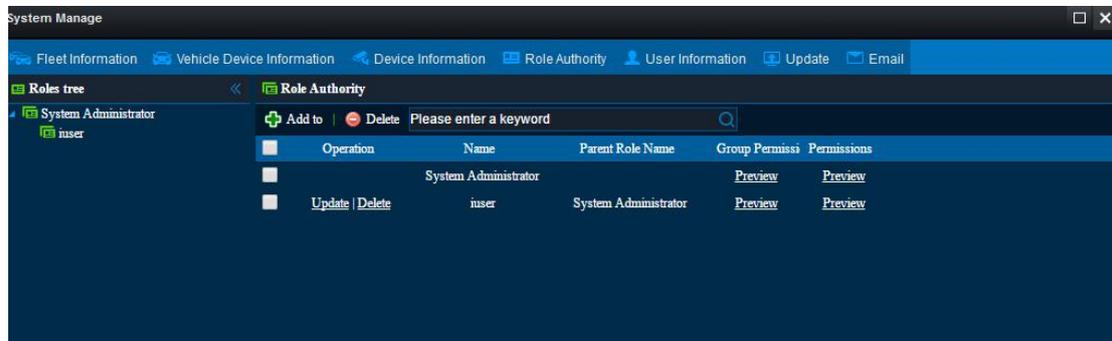


**Reset:** Click “Reset” to reset device information.

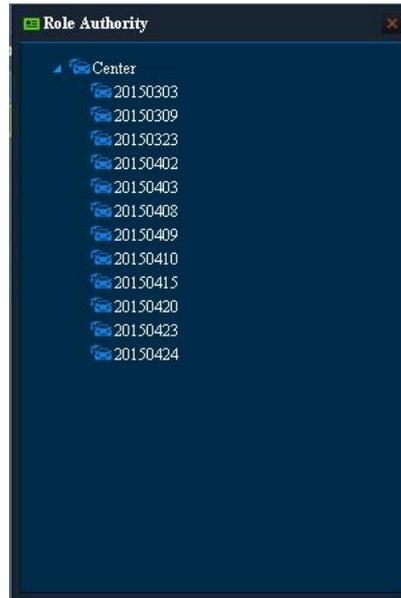
**Preview:** Click “Preview” to preview device photo.

### 3.11.4. Role Permissions Setting

Click “Role Permissions”



Click “Role Authority” of group permission to preview the vehicle group authority of this role.



Click “preview” of permissions to preview the function authority of this role.



Select all	Operating Authority
Vehicle fleet	
add vehicle	
Equipment file	
add role authority	
add user	
Playback	Playback Remote hard disk clips Remote hard disk search Server Playback Server Clips Server search Evidence Upload Montage Search for Local hard disk playback Local hard Clips Local hard drive search Remote hard disk playback
Straight Preview	Video PTZ Straight Video Device Format Device remote parameter settings Equipment upgrades
Automatic download	
Report form	
Automatic upgrade	
Evidence	

**Add:** Click “Add” to input role name, and choose parent role name. (Note: Blank with star is required, the existed vehicle plate and device ID can not be input.)

**Role Authority**

Add to

Name:  ⚠ This field is required.

Parent Role Name:  ⚠

Previous Next OK Cancel

Click "Next" to choose vehicle group authority.

**Role Authority**

2- select vehicle group for this rule

- Center
  - 20150303
  - 20150309
  - 20150323
  - 20150402
  - 20150403
  - 20150408
  - 20150409
  - 20150410
  - 20150415
  - 20150420
  - 20150423
  - 20150424

Previous Next OK Cancel

Click "Next" to choose Role Authority. Click "OK", after setting all the data.

**Role Authority**

3- add operating authority-Administrator

Select all	Operating Authority
<input type="checkbox"/>	Vehicle fleet
<input type="checkbox"/>	add vehicle
<input type="checkbox"/>	Equipment file
<input type="checkbox"/>	add role authority
<input type="checkbox"/>	add user
<input type="checkbox"/>	<input type="checkbox"/> Playback <input type="checkbox"/> Remote hard disk clips <input type="checkbox"/> Remote hard disk search <input type="checkbox"/> Server Playback <input type="checkbox"/> Server Clips <input type="checkbox"/> Server search <input type="checkbox"/> Evidence Upload <input type="checkbox"/> Montage <input type="checkbox"/> Search for <input type="checkbox"/> Local hard disk playback <input type="checkbox"/> Local hard Clips <input type="checkbox"/> Local hard drive search <input type="checkbox"/> Remote hard disk playback
<input type="checkbox"/>	<input type="checkbox"/> Straight Preview <input type="checkbox"/> Video <input type="checkbox"/> PTZ <input type="checkbox"/> Straight Video <input type="checkbox"/> Device Format <input type="checkbox"/> Device remote parameter settings <input type="checkbox"/> Equipment upgrades
<input type="checkbox"/>	Automatic download
<input type="checkbox"/>	Report form

Previous Next OK Cancel

**Edit:** Click “Edit” to change role name and parent role name. Click “Next” to to choose vehicle group authority and function authority, then click “OK”.(Note: Blank with star is required, the existed role name can not be input.)

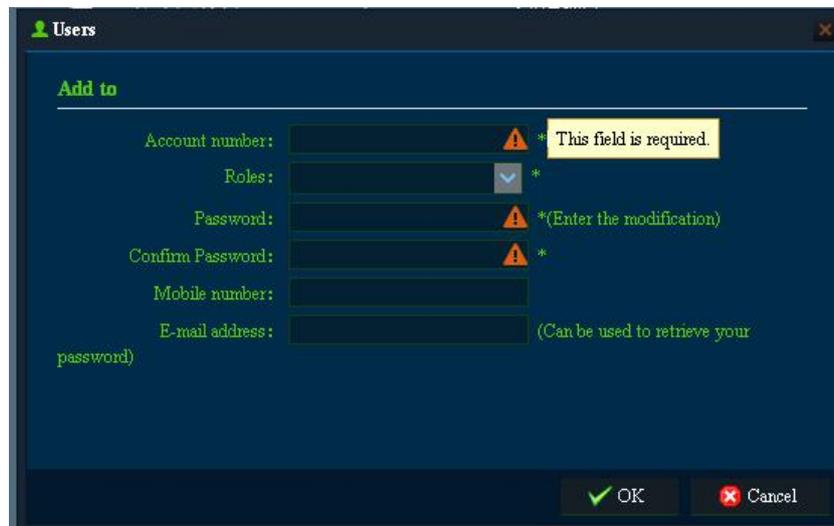
**Delete:** Choose the role that needs to be deleted and click “Delete” in the menu or list.

### 3.11.5. User Information Setting

Click “User Information”.



**Add:** Click “Add to” to input account number, role, password, mobile number & email address and click “OK”. (Note: Blank with star is required. The existed account can not input again. The password input twice must be the same. User is supposed to input email to get the password back when forget it.)



**Edit:** Click “Edit” to change the information and click “OK”. (Note: Blank with star is required. The existed account can not input again. The password input twice must be the same. User is supposed to input email to get the password back when forget it.)

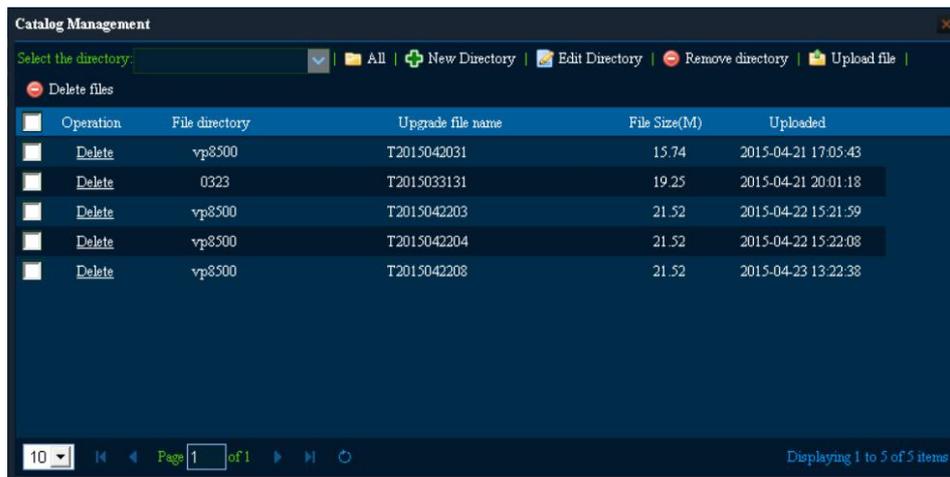
Delete: Choose the user that needs to be deleted and click “Delete” in the menu or list.(The original user cannot be deleted.)

### 3.11.6. Automatically Upgrade

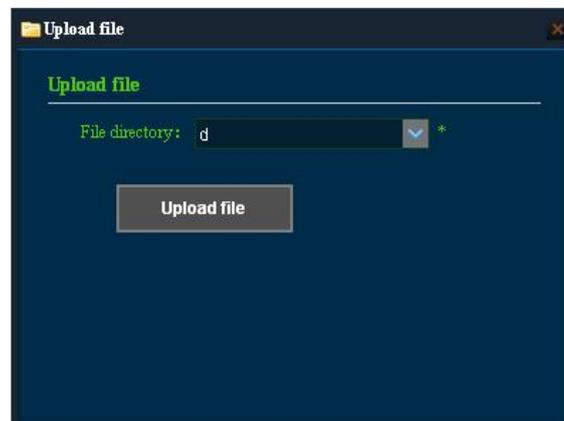
Operation	Task Name	Task Types	Plans to upgrade time	Upgrade file name	Upgrade total	The total number	Percentage of mis	Time
Unfinished	00092	Instant	-	T2015042031	1	0	100.00%	2015-04-21 17:06:37
Unfinished	sfsdf	Instant	-	T2015033131	2	0	50.00%	2015-04-21 20:01:56
Completed	zhou-0423-1654	Appointment	2015-04-23 17:53:49	T2015042208	3	0	0.00%	2015-04-23 17:51:50

#### 3.11.6.1. Update Document Management

Click Upgrade Document Management

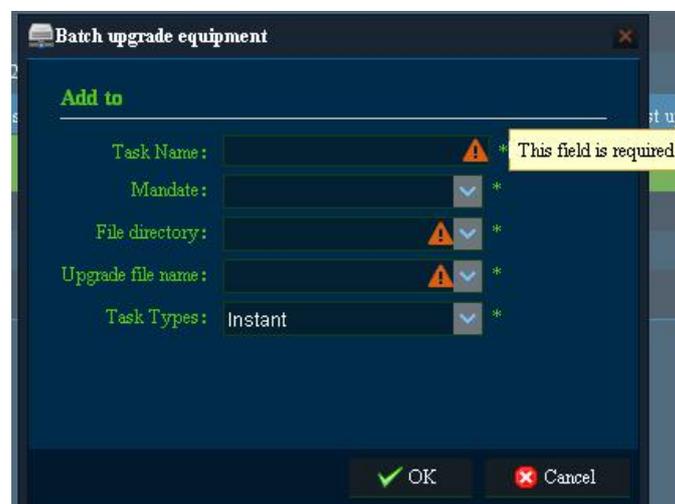


1. Click to create new directory.
2. Choose the new directory.
3. Click upload file.



### 3.11.6.2. Add New Directory

Click

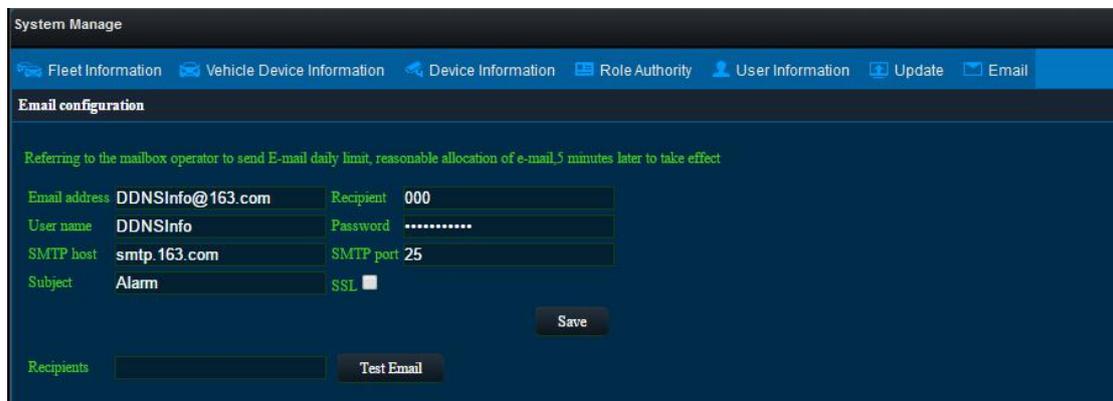


Fill in task name, select mandate(select the group), file directory, upgrade file name and task type.

### 3.11.6.3. Perform Task

1. Click . Every five minutes, platform issues upgrade instructions to 20 vehicles at most. The vehicle which is fail to issue instruction will be the last ones to issue , till all the vehicles in the task are successfully issued the instruction .
2. The device will download the upgrade file from the FTP when get the upgrade instruction .
3. After download the upgrade file successfully, the device will upgrade according to the type of instruction. Instant: Start to upgrade after download successfully. Appointment: The device will upgrade according to the appointed time after download successfully .
4. The device will return the information of upgrade success or failure .

### 3.11.7. Email



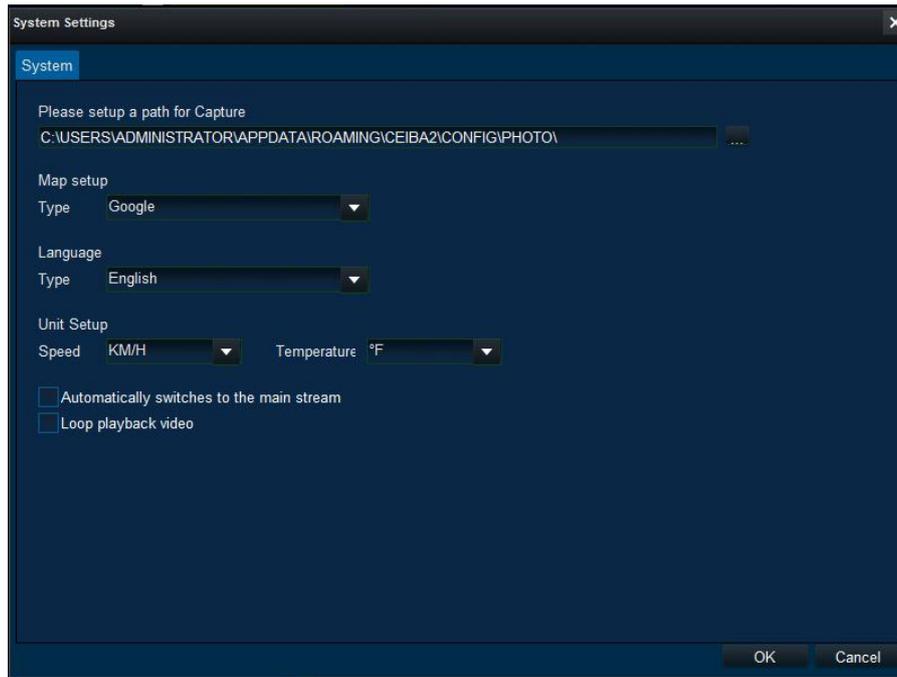
It is the recipient email address.(Remarks: The email address should be available. and needs to have SMTP service. It can send 500 emails at most.)

Test email:Enter the recipient email address, click "Test Email". The email address is available if recipient can receive the email.

## 3.12. System Setting

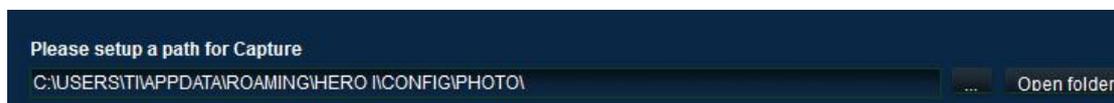
### 3.12.1. System Setting

Click  at the top right corner of software to have system setting.



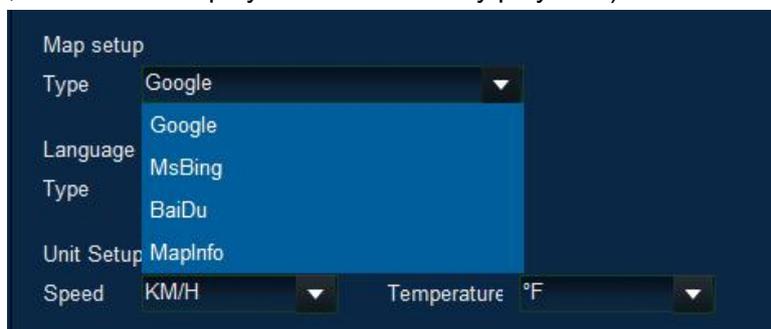
### 3.12.1.1. Screenshot Path Setting

Setup a path for screenshot of real-time review and playback. (server playback, hard disk playback, remote device playback and directory playback)



### 3.12.1.2. Map Type Switch

Set the map for real-time review, playback and evidence center. (server playback, hard disk playback, remote device playback and directory playback)

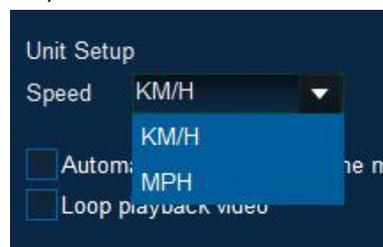


### 3.12.1.3. Language Setting



### 3.12.1.4. Speed Setting

Set the speed unit when playback. (server playback, hard disk playback, remote device playback and directory playback)



### 3.12.1.5. Temperature Setting

Set the temperature unit when playback. (server playback, hard disk playback, remote device playback and directory playback)



### 3.12.1.6. Automatically Switch to The Main Stream

The default is not ticked. In real-time preview, tick to view the video by main stream. Otherwise user will view the video by sub-stream.

### 3.12.1.7. Loop Playback Video

The default is not ticked. After ticking, it will loop playback the selected video when the hard disk or directory playback videos.

### 3.12.1.8. Alarm setting

Count: Log in the Hero client terminal, it show the historical alarm setting amount automatically of the real time preview interface. The default amount is 200 pieces.

Time: Log in the Hero client terminal, it show the alarm time range setting of the real time preview interface. The default amount is 30 minutes.



## 3.13. About

To view the Hero Client software version, connected server version and all ports of server.



## 4. Local Log In

The functions for local log in: real-time monitoring, hard disk playback, remote device playback, directory playback, system setting

### 4.1. Log In

1. Double click Hero Client software.
2. Choose "Local" in the Type.



3. Input user name and password.
4. Click "OK" .
5. User name is admin, password is empty when log in at the first time.

## 4.2. Retrieval and Playback

### 4.2.1. Hard Disk

Operate as the same as the service log-in.

### 4.2.2. Device

Operate as the same as the service log-in.

### 4.2.3. Catalog

Operate as the same as the service log-in;  
Share catalog data with the service log-in.

## 4.3. Download Center

### 4.3.1. Local Download

Operate as the same as the service log-in.

## 4.4. System Setting

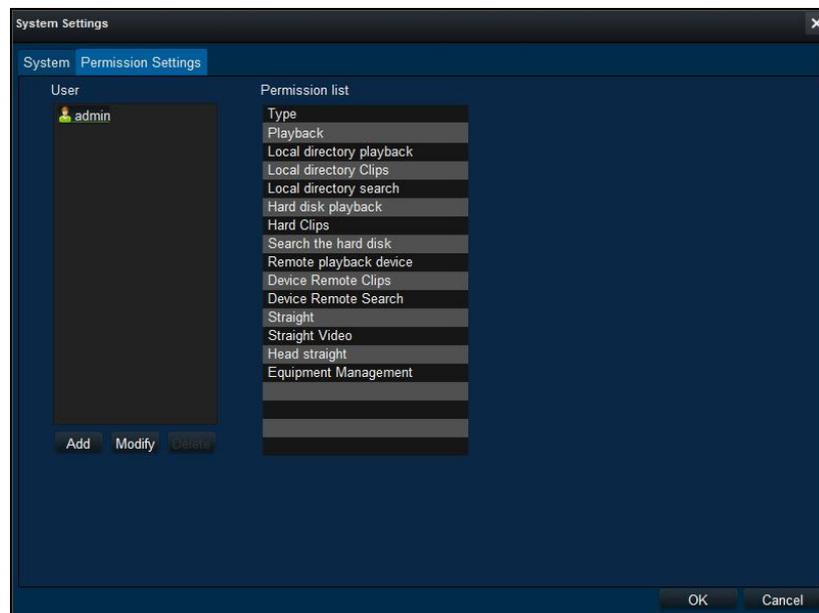
Click  on the top right, then select system and set the dialogue.

### 4.4.1. System Setting

Operate as the same as the service log-in.

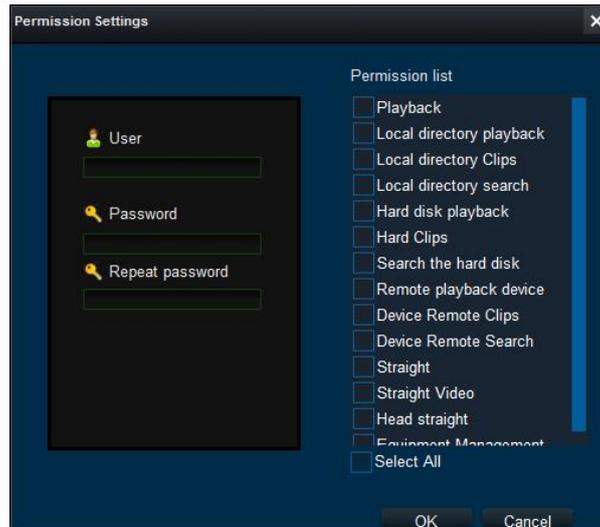
### 4.4.2. Permission Setting

Mainly manage the local log-in users



#### 4.4.2.1. Add Users

1. Click the button "Add", then the dialog pop up.



2. Input the user name, password, and verify password.
3. Select permissions.
4. Click "OK".

## 5. Mini Player

Mainly used for playback of video files with EXE extension.

### 5.1. Mini Player Installation Position

When installing Hero Client software, Mini Player will be automatically installed.

1. The default path in 32-bit operating system: C:\Program Files\Hero\Export\miniplayer\MiniPlayer.exe
2. The default path in 64-bit operating system: C:\Program Files (x86)\Hero\Export\miniplayer\ MiniPlayer.exe

### 5.2. Playback

1. Double click the video files with EXE extension, then the MiniPlayer.exe will be automatically opened and playback the video.

2. When the MiniPlayer.exe is opened, click  at the left bottom, then you can choose from 264 or EXE file mode to playback.