

# **Superlive Partner APP**

*User Manual*

# Disclaimer

- With regard to the product with internet access, the use of product shall be wholly at your own risks. Our company shall be irresponsible for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, virus inspection, or other internet security risks; however, Our company will provide timely technical support if necessary.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations.
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# 1 Introduction

Superlive Partner APP is a new generation of independent research and development surveillance APP specially designed for installers. Installers can manage and maintain devices for their customers via this APP.

Main Features:

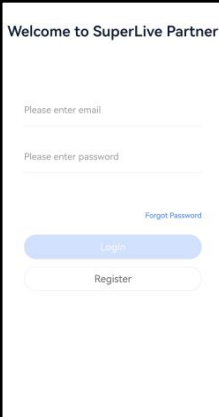
- Supports site and device adding
- Supports device delivery and management
- Supports message push and notifications
- Supports viewing service, exception, and platform information
- Supports device preview, multi-channel playback and multiple convenient gesture operations.

## 2 Login

### 1. Create a new account via APP

As an installer, you can create a new account by tapping “Register” in the login interface of the Partner APP. Before the newly created account links with the dealer’s account, the installer role is not activated. After it is invited by the dealer and activated, this account will be considered as an enterprise-level installer account.

**Note:** If the installer account is not activated, the point mall is not supported after logging in.



The screenshot shows a mobile application login screen titled "Welcome to SuperLive Partner". It features two input fields: "Please enter email" and "Please enter password". Below the password field is a link for "Forgot Password". At the bottom, there are two buttons: a blue "Login" button and a white "Register" button with a blue outline.

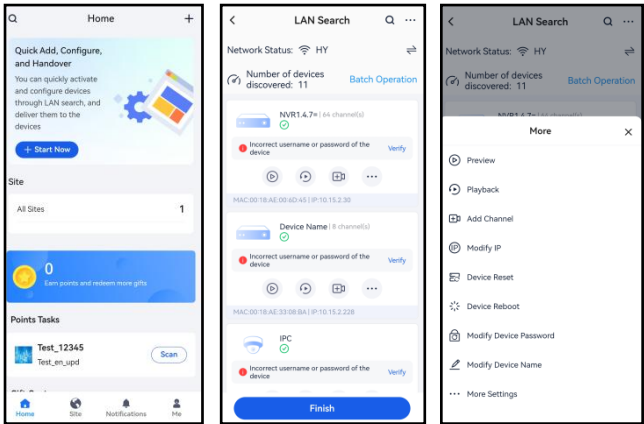
### 2. Invite a registered account via Cloud Platform

The dealer can invite its installers via cloud platform and then installers can register their installer accounts through the E-mails received. Note that these installers must have registered in the partner APP. After these installers accept their invitations, the dealer and installers will be linked.

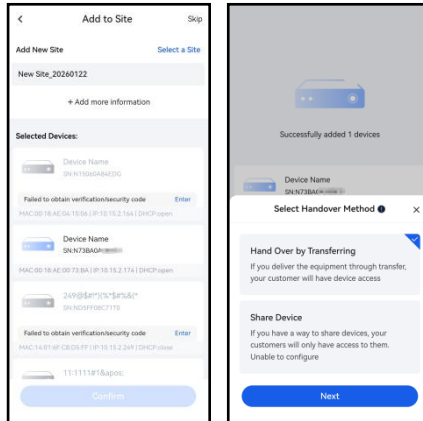
If you forget the password, tap “Forgot password” to reset password. You can reset password through the verification code obtained from the email.

### 3 Home

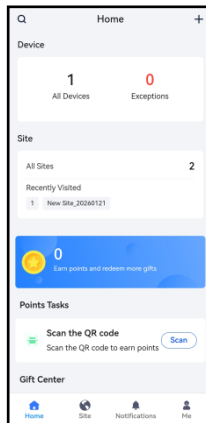
You can quickly activate and configure devices through LAN search and deliver them to customers.



1. Tap “Start Now” to go to the LAN search page. In the local network search page, tap “...” on the top right corner to set the device default password. The system will automatically search the device in the same local network. If the default password and the device password are not matched, you can tap “Verification” to verify the password. If the devices you want to add are not activated, you need to activate them first (See [Activate Device](#) for details). After successful verification, tap “...” under the device name to do more operations, such as preview, playback, etc. After that, tap [Finish].
2. Select the default site or click “Add more information” to add a new site as needed. Then select the devices you want to add to the site and tap “Confirm”.
3. Select the delivery type. Refer to [Transfer Device](#) or [Sharing device](#) for the detailed delivery settings.



After the devices are added successfully, you can view the total number of devices, the number of exception devices, the number of sites, points, gift center and so on.



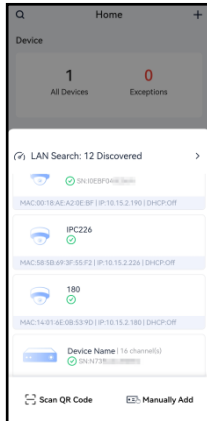
Tap the device information area or site information area to quickly enter the site page.

Tap “+” on the top right corner to quickly go to the device adding interface.

Tap “Q” to quickly search the sites or devices.

- Add Devices

In the home page, tap “+” on the top right corner to add devices.



You can add devices by LAN search, or by scanning QR Code or manually add. See [Add Device](#) for details.

- Points Tasks

Click “Scan” to scan the QR Cord for points to get the corresponding points.

- Gift Center

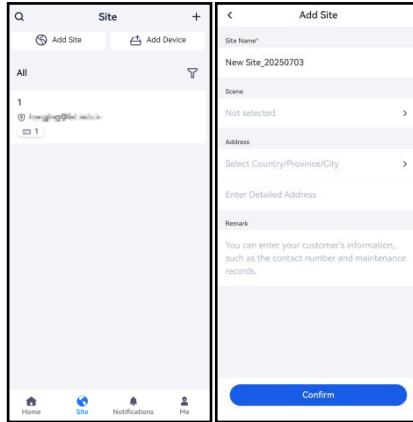
You can view different gifts and redeem the desired gifts with points.

## 4 Site and Device Management

### 4.1 Site Management

In the site page, you can add, modify or delete sites as needed.



- **Add Site**



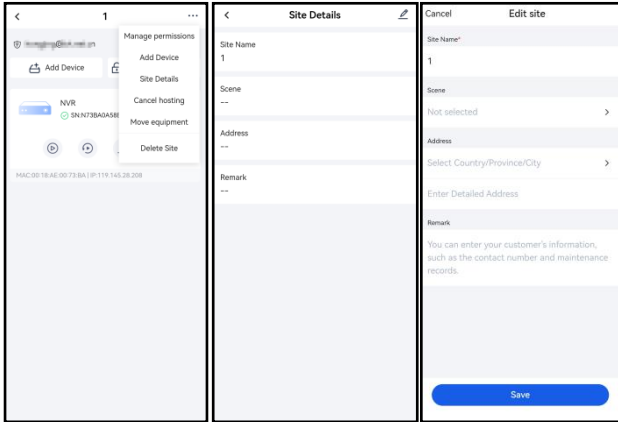
In the site page, tap “Add Site” to go to the site adding interface. Set name, scene type, address, and remark as needed. After that, click [Confirm] to save settings.

- **Modify or Delete Site**


Tap a site name to view the site information.

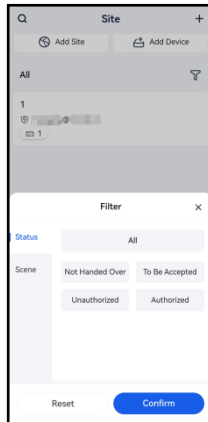
Tap “” and select “Site Details” to go to the “Site Details” page. Tap “” to modify the site information

Tap a site name to go to the site page. Tap “” and select “Delete Site” to delete the site.




- **Site Filter**

If you want to choose the specified sites among many sites, you can filter them in the site page. Tap “” to set the filtering conditions. You can filter sites by state or scene.



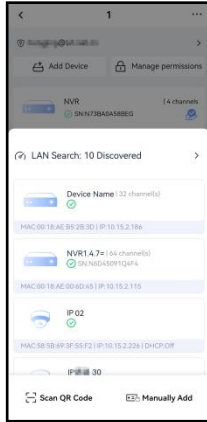
- **Move Device**

Tap a site to go to its detailed page. Tap  and select “Move equipment” to transfer the device to another authorized site of the end user.


## 4.2 Device Management

### 4.2.1 Add Device

After the site is added, you can add the corresponding devices for different sites. In the site page, tap “Add Device” to enter the device adding interface.



- Add a device by scanning QR code

Scan the QR code of the device. After that, the system will automatically get the serial number and then you just need to enter the security code. You can also scan the QR code of the device shared by others. You can tap  to select the QR code image shared by others.


How to get QR code and security code:

For NVR/DVR, click Start→Settings→Network→NAT to get the relevant information.

- Manually add devices

Select “Manually Add” to add a device by entering the serial number and security code.

- Quickly Add devices by LAN Search

In the site page, select the desired site and tap “Add Device”. The devices in the same local network will be listed. Tap the searched list to go to the local network search page. After verifying the password, you can preview or play back as needed. Tap  to modify IP, reboot device, etc.

After that, tap [Finish] to add devices to a site. You can choose a created site or add a new site as needed. Select the desired device and tap [Confirm] to save the settings.

- Activate Device

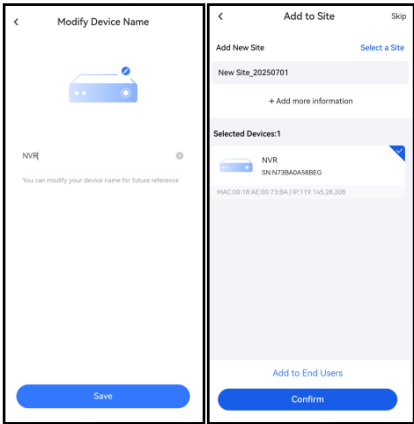
If the inactivated device (DVR/NVR/IPC) and your phone are in the same local network, the APP will automatically discover the device and pop up an activation box. You can tap “Activate” and enter the password to activate it. In addition, you can activate many devices at a time by tapping “Batch Operation” and selecting “Batch activation”. You can also select “Batch modify IP” to modify the IP addresses of multiple devices.

**Note:** Only some IPCs (v5.3.0 or above) support the activation function via the APP.

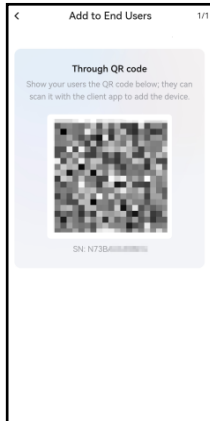
### 4.2.2 Transfer Device

You can add a device manually or by scanning the QR code. Then transfer it to the end user. Here we take adding a device by scanning the QR code and transferring/sharing device for example.

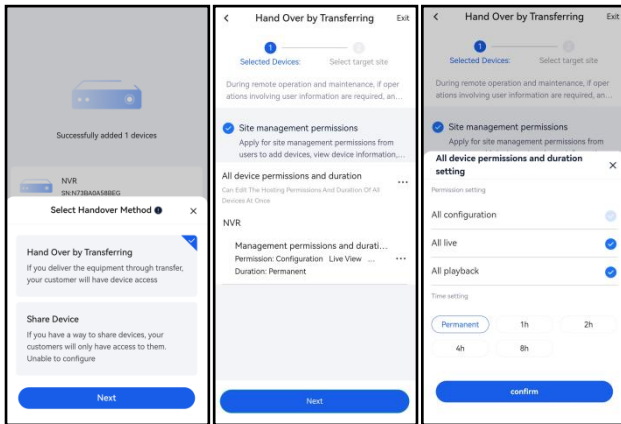
1. Tap “+” on the top right corner in the home page. Select “Scan QR Code”.
2. Modify the device name and then tap [Save]. Then select the device to add the device to the default site. Tap “Add more information” to add the relevant information of the default site as needed.



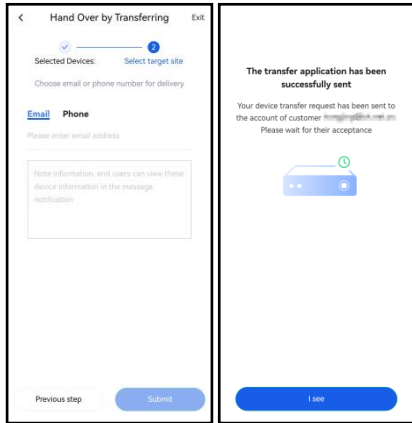
Tap “Add to End Users”. This will bring a QR Code picture. The end user can add the device by scanning this QR code.



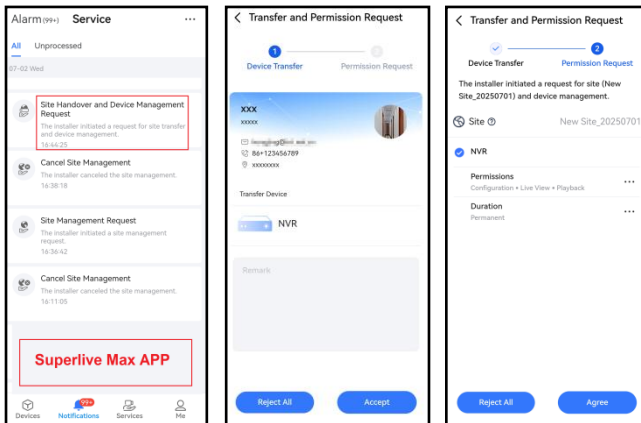
3. Check “Hand Over by Transferring” and tap [Next] to set the management permissions. Tap “...” to set configuration permissions and duration for all devices. You can also set separately as needed.



4. Enter the email address or phone number of the end-user and tap [Submit]. Tap [I see] to finish the transfer request. Before the transfer request is accepted, you can also go to the undelivered site to cancel the delivery.



5. Go to the Superlive Max APP of the end user. Tap “Notifications”→“Service” to view the site handover and device management request. Tap the corresponding information to go to the device transfer and permission page. Tap [Accept]. Then set the device management permissions and duration by tapping “ ⋮ ”. After that, tap [Agree] to complete the transfer and authorization.



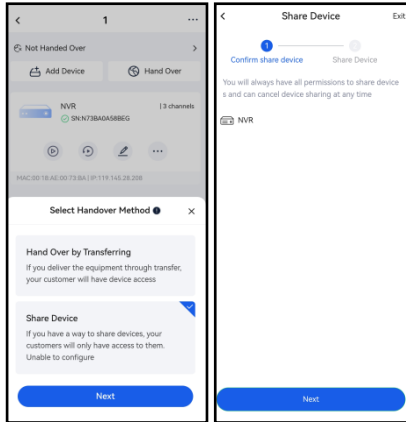
After the device is delivered and authorized successfully, you can view the statistical information of devices and sites. Tap “All devices” or a site name to quickly go to the site setting page.

### 4.2.3 Sharing Device

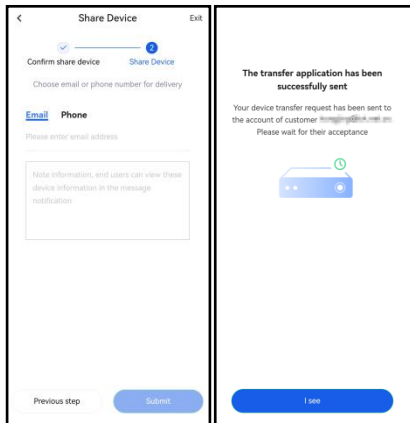
If the end user doesn’t completely obtain the ownership of the device, the installer can share the device with the end user. In this way, the installer has the right to stop sharing the device

at any time.

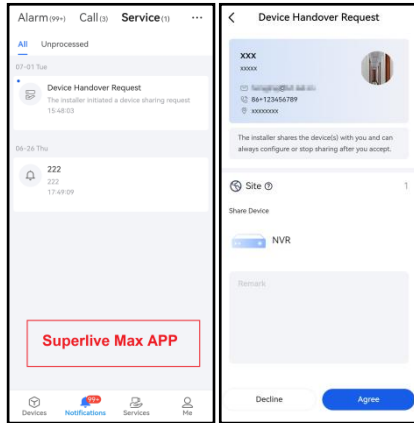
1. After you add device to the site which you want to hand over, click “Hand Over” and choose “Share Device”. Tap [Next].



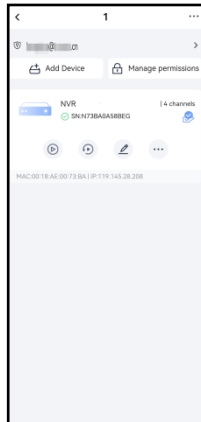
2. In the “Share Device” page, tap [Next]. Enter the email address or phone number of the end-user and tap [Submit]. Tap [I see] to finish the transfer request.



3. Go to the Superlive Max APP of the end-user. Tap “Notifications”→“Service” to view the device handover request. Tap the corresponding information to go to the device handover request page. Tap [Agree] to complete the sharing. For the shared devices, the end user cannot configure them. If the installer stops sharing these devices, the end user cannot use them.



## 4.2.4 Device Management



: Tap the device card to go to the device information page. You can view the connection status, device serial number, device model, etc.



: Tap to go to the live view page.



: Tap to go to the playback page.




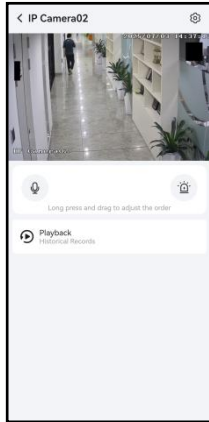
: Tap to modify the device name.




: Tap to display more menus, such as “Reset password”, “More settings”, etc.


### ● Live View

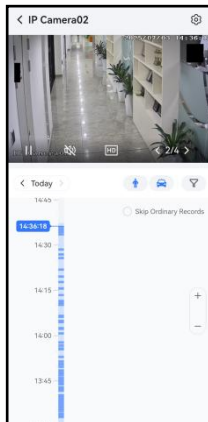
Tap  under the device name to go to the live view interface of the device.




In this page, you can set the parameters for the device and channels. Tap “” on the top right corner to go to the function panel.

- **Playback**

Tap  under the device name to go to the playback interface.



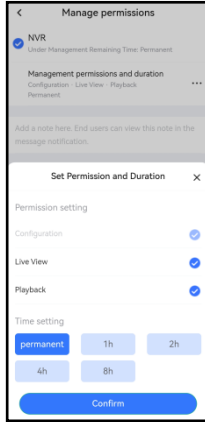
Use two fingers to zoom in or out on time scale or tap +/- on the right to zoom in or out the time scale. Turn you phone to display in landscape mode.

Tap “Today” to choose the playback data; Tap  to filter people or vehicles.

## 4.3 Device Permission Management

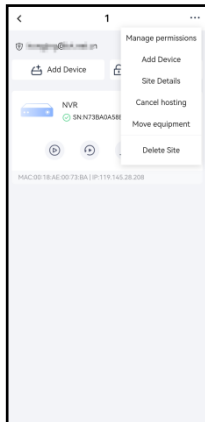
### 4.3.1 Manage Permissions

Tap “Site” and select the site you want to apply for permissions. Tap “Manage permissions” or “•••” on the top right corner and choose “Permissions” to go to the “Manage permissions” page.



In the “Manage permissions” page, tap “•••” to set permission and duration as needed. After that, tap “Confirm” to finish the application. After the end user receive and agree the application, you can continue managing the device.

### 4.3.2 Cancel Site Management

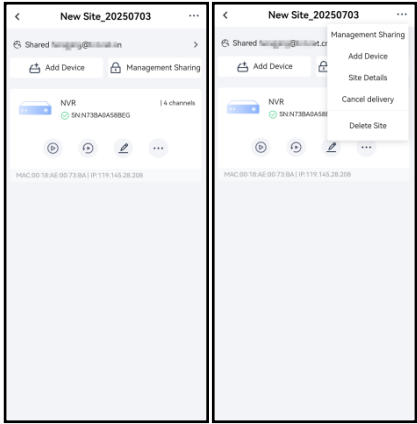



1. In the site page, select the site you want to cancel the device management permissions.

2. Select “Cancel hosting” and tap “Confirm”.

## 4.4 Cancel Delivery

If the device is delivered by sharing, the installer can stop sharing as needed. After the device sharing is canceled, it cannot be used any more by the end user.

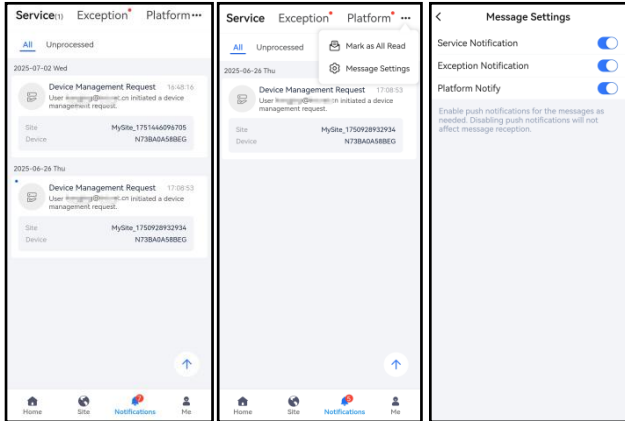


In the site page, tap the site which has the device shared by the installer. Then tap “” on the top right corner and select “Cancel delivery”. After that, tap “Confirm” to finish sharing.

## 5 Notifications

After you enable the notification functions in the Push Setting page of the device, you can receive the relative information. In addition, you can also select the receiving notification type as needed.

Tap “**•••**” on the top right corner. A menu list is displayed. Select “Message Settings” to enable/disable service notification, exception notification and platform notification.



Tap “**•••**” on the top right corner. Select “Mark all as read” to mark all items as read.

Service notification: the information related to device permission

Exception notification: exception alarm information, such as HDD full, device offline, etc.

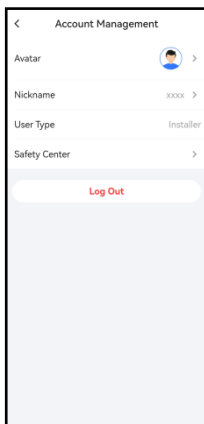
Tap an exception item to view the corresponding site name, device name, the end user’s account name. Tap “Maintenance Device” to maintain the device.

Platform notification: the notice information of the platform.

## 6 Me

### 6.1 Account Management

In the “Me” page, tap your account name to enter the account management interface as shown below.



**Avatar:** tap to change a new image as needed.

**Nickname:** tap to change the account name.

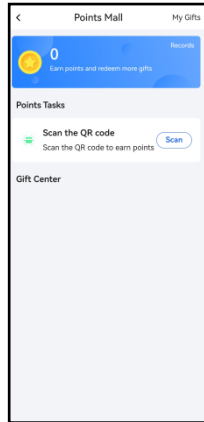
**User type:** installer.

**Safety Center:** In this interface, you can modify password or delete account.

**Log out:** Log out the current account and return to the login interface.

### 6.2 Points Mall

Tap “Points Mall” to go to the “Points Mall” page. You can get points by scanning the QR code for getting points. Then redeem the gifts according to your points.



## 6.3 About

In this interface, you can view the relevant information about the software as shown below. You can view the current APP version, test the new version, view the service protocol and privacy statement and so on.