

Superlive Partner Web User Manual

Notes

- Please read this user manual carefully to ensure that you can use the product correctly and safely.
- There may be several technically incorrect places or printing errors in this manual. The updates will be added into the new version of this manual. The contents of this manual are subject to change without notice.
- In this manual, the trademarks, product names, service names, company names, products that are not owned by our company are the properties of their respective owners.
- All examples and pictures used in the manual are only for reference purpose.

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. In the event of any conflicts between this manual and the applicable law, the later prevails.

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1 Introduction

1.1 Features

Site and Device Management

- Supports sites and devices adding and deletion
- Supports device delivery to end users by transferring or sharing
- Supports managing devices authorized by end users

Service Market

- Supports cloud storage product purchase

Organization Management

- Viewing or modifying the organization information
- Supports member management

Information Management

- Viewing or modifying personal data
- Viewing organization orders and my orders
- Supports customer management
- Supports points redemption
- Viewing or handling service notifications
- Viewing exception and platform notifications

1.2 Login Environment

Available web browser: Firefox/Edge/Chrome

You can register from the Email sent by the dealer or register via the partner web/APP

Note: If the installer account is registered by yourself, the partner web only supports home page, site and device management page, personal data page and notifications page.

2 Site and Device Management

2.1 Site Management

You can manage sites through the home page or the site management page. In the home page, you can view the statistical information of sites and devices. Click “Add Site” to add the site on the right hand. Or you can click “Site Management” to go to the site management page and click “Add Site”.

Add Site

Site Name *

new_site20250703-2

Scene

Not Selected

Address

Enter Country (Region) / Province (State) / City

Enter Detailed Address

Remark

You can enter the customer's relevant information as a note.
For example, customer contact information, maintenance records, and other related information.

0/200

Enter the site name, select the scene, address and enter the remark information as needed.

● Delete Site

In the site management page, select a site and click “•••”. Click “Delete Site” to delete the site.

Add Site

Add Devices

Please search by site name

Site Name	Address	Site Owner	Devices	Site Manager	Scene	Site Status	Created at	Operation
MySite_1768380...	--	532@163.com	No Devices	test@163.c...	Park	Not Authorized	2026/01/15 10:5...	
MySite_1768218...	--	pplet_jc2@...	No Devices	test@163.c...	Park	Authorized	2026/01/12 19:5...	...
MySite_1767941...	--	g@...	No Devices	test@163.c...	Park	Authorized		Management Configuration Cancel Site Management Delete Site
aa	--	--	No Devices	st@163.c...	House	Not Handled Over		

● Add Device

In the site management page, click “Add Devices” or click “ ” in the operation column of a site to add a device (See Add Device of Device Management for details).

2.2 Device Management

2.2.1 Add Device

After the site is added, you can add devices for the site as needed.

1. In the device management page, click “Add Devices” to go to the following page.

Add Devices

By LAN Search

By SN/Verification Code

Batch Activation

Batch IP Modification

0 selected

Please search by device name, MAC, or SN

Refresh

Default Password of Devices

☐	Device Name	Device Status	Device Type	Serial No.	Device version	MAC Address	IP Address	DHCP Status	Activation Status	Operation
☐	NVR	Exceptions	NVR	N3C70065OC91	1.4.7	00:18:ae:da:3c:70	10.15.1.168	--	Activated	
☐	IPC	Not Connected	IPC	abc	5.3.2	58:5b:69:26:9d:45	10.15.1.88	Not Started	Activated	

2. Click “By SN/Verification Code” to enter the SN and verification code. Then modify the device name as needed.
3. Add the device to a site. You can choose an existing site or add a new one. After that, click “Confirm” to save the settings.

2.2.2 Deliver Device

After the device is added, you can deliver the device to the end user by transferring or sharing.

● Handover by Transferring:

1. In the site management page, click “” and select “Handover by Transferring”.

Site management								
Add SiteAdd Devices		Please enter the Device ID						
Site name	Address	Site Owner	Devices	Site Manager	Scene	Site Status	Creation time	Operation
Vbbb	--	--	No Devices	test@163.com	--	Not Handed Over	2025/02/18 16:31:38	  ...
new_site20250218	--	--	No Devices	test@163.com	--	Not Handed Over	2025/02/18 16:30:27	  ...

2. In the “Hand Over by Transferring” page, set the site management permissions, device permissions and duration as needed.

Hand Over by Transferring

1

2

Request Remote Maintenance

Hand Over by Transferring

During remote maintenance, operations involving user information will require user approval.

☒ Site Management Permissions

Request site management permissions from the user to add devices, view device information, etc.

☐ All Device Permissions and Duration

Edit all device management permissions and duration at once.

 NVR

Management Permission Configuration

☒ Configuration

☒ Live View

☒ Playback

Management Duration Configuration

Permanent

3. Enter the email address or phone number of the end user. Click “Confirm”.
4. The end user agrees the site management and device delivery. After that, the handover is complete.

● Handover by Sharing

1. In the site management page, click “” and select “Hand Over by Sharing”.

Hand Over by Sharing

1

2

Confirm sharing device

Hand Over by Sharing

You will always have all the permissions to share devices and can cancel device sharing at any time

 NVR

2. Click “Next” and enter the email address or phone number of the end user. Click “Confirm”.

Hand Over by Sharing

Confirm sharing device

Hand Over by Sharing

Complete device installation configuration and deliver the device to the user for use

Via Email or Phone Number

Please enter the email or phone number bound to the other party is account to complete the device transfer and delivery

E-mail

Phone

Please enter email

Remark Information visible to end users in message notifications.

0/200

3. The end user agrees the site management and device delivery. After that, the handover is complete.

2.2.3 Cancel Handover

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.

Site Management

Add Site

Add Devices

Please search by site name

Site Name	Address	Site Owner	Devices	Site Manager	Scene	Site Status	Created at	Operation
New Site_20250703	--		NVR 1		--		2025/07/03 15:12:30	Cancel Handover Manage Sharing Delete Site

In the site management page, select the shared site and click “ ”. Select “Cancel Handover” and confirm it to cancel sharing.

2.2.4 Local Device Management

Go to the device management page, the system will automatically search the devices that are in the same local network as the computer.

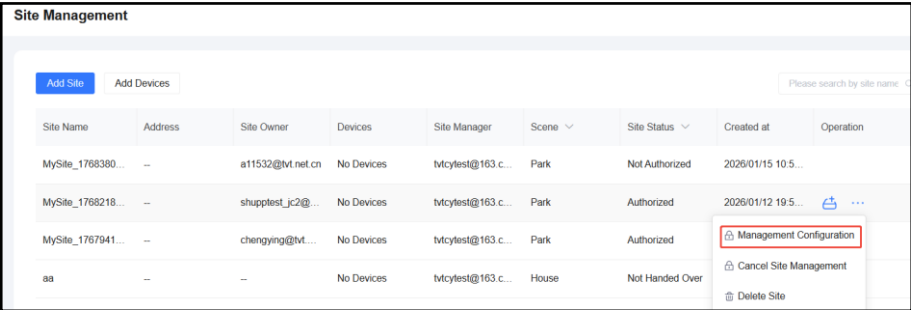


Put the cursor onto the operation column, you can view the corresponding operation buttons, such as preview, playback, etc. Click “...” to view more menus, such as Modify IP, Device Reboot, etc.

2.3 Device Permission Management

2.3.1 Management Configuration

After the device is transferred, you can apply for permissions to the end user as needed. Click “Site Management” and click “...”.



In the drop-down menu, choose “Management Configuration” to set the permissions and duration as needed. After that, tap “Submit” to finish the application. After the end user receive and agree the application, you can continue managing the device.

☒ NVR

Under Management | Remaining Time: Permanent

Permission management

☒ Configuration

☒ Live View

☒ Playback

Management Duration Configuration

Permanent

Remark

Remark Information visible to end users in message notifications.

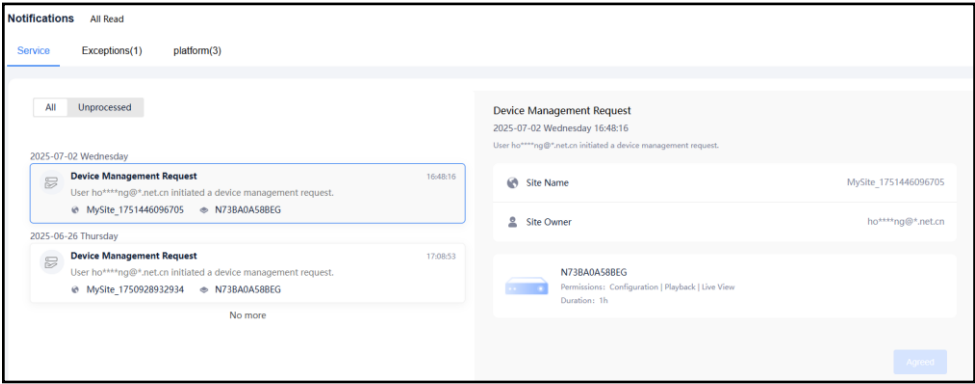
2.3.2 Cancel Site Management

After the device is delivered, the install can cancel the site management as needed.

1. In the site management page, select the site you want to cancel the device management permissions.
2. Click “” and select “Cancel Site Management”
3. Click “Confirm”.

3 Notifications

Go to the “Notifications” page, you can view the service notifications, exception notifications and platform notifications.



Click “All read” to mark all messages as read.

Service notification: the information related to site and device permissions. You can click the message to view the details and agree or reject the request as needed.

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.

4 Service Market

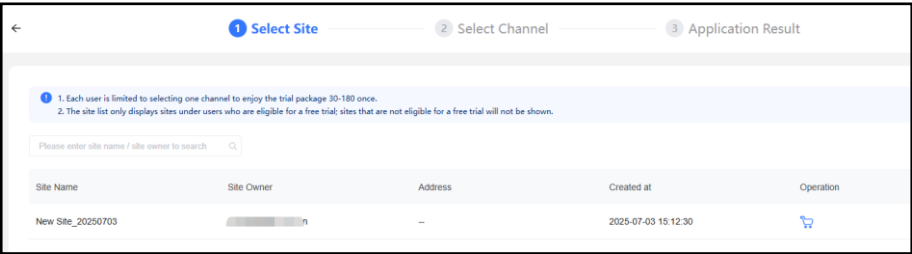
In the service market, the installer can help the end user to choose the free trial cloud storage service or purchase the cloud storage service.

Note: First, the end user’s devices should be managed by the installer. Then the installer can help the end user to purchase the cloud storage service.

Cloud storage services vary by users. The specific content is subject to the actual purchase.

4.1 Try Cloud Storage with Free Trials

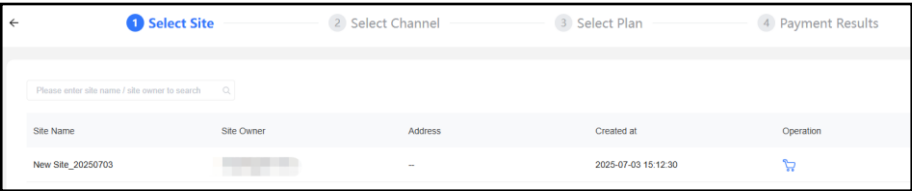
In the service market page, click “Free Trial” to go to the following interface.



Click  to choose the free trial product according to the directions.

4.2 Buy a Cloud Storage Product

In the service market page, click “Buy Now” to go to the following interface.



Click  to buy a cloud storage product according to the directions.

5 Organization Management

5.1 Organization Information

Go to the organization information page. In this page, you can modify the organization logo, name, creator, contact, telephone, address, etc.

After the end user’s device is managed by the installed, the end user can view the detailed information of the organization (installer) in the service page of the end user’s APP, including the above-mentioned name, contact, telephone, address and email.

5.2 Member Management

In the member management page, you can invite members to manage this platform. Click “Invite Members” and then enter the account name and email address. After receiving your Email, the invited user can click “Register” to skip to the registration interface and fill out the relevant information to register.

Having registered successfully, the invited user can log onto the platform.

After the invited users are activated, the administrator can view, edit, remove or disable all members in the table.

Member Management					
Invite Members		Please enter the name of the installer / email to search			
No.	Account name	E-mail	Status	Invitation time	Operation
1	integrated_autouser	integ*****touser@* c... 📧	● Activated	2025-12-26 18:09:24	View customers Edit Remove Disable
2	rflash	a1**07@* net.cn 📧	● Activated	2024-09-05 20:14:04	View customers Edit Remove Disable
3	haidao	hai***yan@* com 📧	● Activated	2024-09-03 16:52:48	View customers Edit Remove Disable

5.3 Roles and Permissions

Click “Roles and Permissions” to view the permissions of different roles.

6 Me

6.1 Personal Data

Go to the personal data information interface. In this interface, you can modify the nickname and password, or delete account as needed.

- View Logs

Click **Personal Data**→**Audit Logs** to search the logs of different models and functions in the specified date.

6.2 Orders

6.2.1 My Orders

Click **Orders** to go to the following page.

Orders

Organization Orders

My Orders

Created at

Order status

Order ID

Goods name

2025-01-03 00:00:00

to

2025-07-03 23:59:59

All

Please enter the

Please enter the

Associated Users

Please enter the

Search

Reset

Export

Order ID	Goods name	Total Amount(USD)	Associated User Type	Associated Users	Order type	Order status	Created at	Operation
----------	------------	-------------------	----------------------	------------------	------------	--------------	------------	-----------

In the above interface, you can view your own orders. You can filter orders by associated users, order number, order ID, goods name, order status and time. You can export the order information by clicking “Export” as needed.

6.2.2 Organization Orders

Click **Orders**→**Organization Orders** to go to the organization orders page. In this page, you can view and export the orders purchased by the employees of your enterprise. You can filter the orders by location, order ID, device SN, user, time and so on.

Orders

Cloud Storage

VMS

Location

Please select

Order ID

Please enter order id

Installer

Please enter the installer

Time

2025-03-21 00:00:00 2025-03-21 23:59:59

Device SN

Please enter device SN

User

Please enter user

Payment type

All

Search

Reset

Export

No.	Order ID	Installer	User	Device SN	Camera number	Goods name	Operation

6.3 Team User Management

6.3.1 Invite Team Admin

Go to *Me*→*Team User*. Click “Invite Team Admin” and then enter the username and E-mail to invite a Team (VMS) administrator. A VMS administrator can log in and register in the Cloud VMS Web Client through the invitation email.

For the activated VMS user, you can click ⓘ to view the details; click “✎” to modify the name of the VMS user; for the unactivated VMS user, you can click “👤” to invite again.

Team User

Team User

Search

Please enter user name / email

Installer Account

All

Search

Reset

Invite Team Admin

Username	E-mail	Phone Number	Address	Organization Logo	Organization Name	Installer	Status	Operation
a11594	a1***94@*.net.cn	ⓞ				test@163.com	Not Activated	ⓘ ✎ ⓧ
test@163.com	***est@*.com	ⓞ			wuhantest	test@163.com	Activated	ⓘ ✎ ⓧ

6.3.2 Access to Cloud VMS Web

The setting steps are as follows:

- After the installer logs in the partner web, click *Team User*. Select the VMS user you want to access and click “👤”.

Request administrator authorization

✕

★ Duration

Select

▼

★ Message

Please enter the message

Cancel

Confirm

Set the duration and message and click [Confirm]. After that, an email will be sent to the VMS customer.

2. After the VMS user clicks “Accepting Request” in the receiving email, it will automatically jump to the login page of the VMS Web. Having logged in the VMS Web, the VMS user can click “View and authorize” to authorize.

3. The installer logs in the partner web and clicks **Team User** →  to access to the VMS Web of the above VMS user. The VMS user also can terminate the authorization in the VMS Web as needed.

6.4 Points Mall

Click “Points Mall” to go to the “Points Mall” page. In this page, you can view your total points, redeemed gifts and gift center. You can get points by scanning the QR code for getting points in the partner APP and redeem the gifts according to your points.

Points Mall

130Point(s)

Earn points and redeem more great gifts

Historical records

My Gift

View redeemed gifts

Scan the QR code

Scan the QR code to earn points

Scan

Gift Center