



QNAP

QVR Pro Client 1.2

User Guide

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1. Preface

Audience

This document is intended for consumers and storage administrators. This guide assumes that the user has a basic understanding of storage and backup concepts.

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Back up the system periodically to avoid any potential data loss is recommended. QNAP disclaims any responsibility of all sorts of data loss or recovery.

Should you return any components of the package of QNAP products such as NAS (Network Attached Storage) for refund or maintenance, make sure they are carefully packed for shipping. Any form of damages due to improper packaging will not be compensated.

All the features, functionality, and other product specifications are subject to change without prior notice or obligation. Information contained herein is subject to change without notice.

Further, the ® or ™ symbols are not used in the text.

Document Conventions

Symbol	Description
	Notes provide default configuration settings and other supplementary information.
	Important notes provide information on required configuration settings and other critical information.
	Tips provide recommendations or alternative methods of performing tasks or configuring settings.
	Warnings provide information that, when ignored, may result in potential loss, injury, or even death.

2. Introduction

About QVR Pro Client

QVR Pro Client allows you to monitor cameras that are connected to the QVR Pro server and flexibly switch between live and playback modes to take full control over the monitored area. QVR Pro Client can be installed on Windows®, Mac®, Ubuntu® devices or on the QNAP HybridDesk Station on the NAS. You can also install the mobile version on your iOS or Android devices from the Apple Store or Google Play.

QVR Pro Client also provides full support for QVR Center, a central management system for QVR Pro servers, and full support for QVR Guard, a high-availability failover application designed for the QVR Pro server.



Note

- The screenshots in this user guide are taken from the Windows version of QVR Pro Client, but the concepts and steps can apply to other versions of the application.
- To ensure data integrity, you are not able to add, modify, or delete cameras, views, or e-maps when the QVR Guard server is in the Takeover mode, and you can only play back recordings when the QVR Guard server is in the Standby mode.

Key Features and Benefits

QVR Pro Client provides the following features and benefits.

Feature	Description
Live view and playback	QVR Pro Client allows you to monitor the live view of multiple channels and play back recordings on a single interface. You can switch between live, individual playback, and sync playback modes. You can also view recordings from a specific time period by clicking the timeline or by selecting a time range.
Dynamic layout	QVR Pro Client provides a highly-customizable display panel. You can change each channel's display ratio, arrange the display, or use the built-in display module to fulfill your surveillance needs.
Region of interest	The updated Region of Interest (ROI) feature supports multiple regional images from the same camera in live and playback modes. You can define and enlarge multiple areas on the overview image without selection limitations or additional licenses.
E-map	QVR Pro Client allows you to quickly identify a camera's location when an event occurs.
Multiple notification methods	QVR Pro Client provides different event notification methods to inform users about emerging events, including flashing red borders of channels, alert buzzers, and motion icons on the e-map.
Fisheye and 360-degree camera support	QVR Pro Client allows you to monitor live streams and video recordings from fisheye and 360-degree cameras. The application also includes a dewarping feature that facilitates recording viewing for fisheye cameras.
Video Wall	QVR Pro Client supports showing cameras, e-maps, and views on multiple monitors that are connected to your device for better surveillance coverage.

Feature	Description
Cross-platform support	QVR Pro Client can be installed on Windows, Mac, and Ubuntu operating systems, and also on QTS HybridDesk Station. You can also install the mobile version on you iOS or Android devices from the Apple Store or Google Play.

Getting Started

1. Install QVR Pro Client.
For details, see [Installing QVR Pro Client](#).
2. Log on to QVR Pro Client.
For details, see [Logging On to QVR Pro Client](#).
3. Add a camera.
For details, see [Adding a Camera](#).
4. Add an e-map.
For details, see [Adding an E-map](#).
5. Add a view.
For details, see [Adding a View](#).

3. Overview and Basic Operations

QVR Pro Client Installation and Login

Installing QVR Pro Client

1. Log on to QVR Pro.
2. Click QVR Pro Client on the desktop or from the main menu.
The **Get QVR Pro Client** window opens.
3. Click **Download** under the appropriate operating system.
Depending on your browser, the installer is either automatically downloaded or a confirmation message appears.
4. Locate the downloaded installer on your computer and then run the application.
5. Follow the instructions on the installation wizard.
 - a. Select the language and then click **OK**.
 - b. Click **Next**.
 - c. Review the terms and conditions, select **I accept the terms of the License Agreement**, and then click **Next**.
 - d. Select the components that you want to install and then click **Next**.
 - e. Specify the installation location and then click **Install**.
 - f. Click **Finish**.

QVR Pro Client is successfully installed on the device.

Opening QVR Pro Client

There are multiple ways to open QVR Pro Client.

- Perform one of the following methods.
 - On QVR Pro or QVR Guard, click **QVR Pro Client** on the desktop or the main menu.
 - On QVR Center, click the QVR Pro Client icon at the bottom of the main menu.
 - On your computer, double-click the QVR Pro Client desktop shortcut or locate the application from the menu.

Logging On to QVR Pro Client

**Note**

QVR Pro Client checks the time and time zone of the client device and of the server to ensure that the settings are identical. If the time difference exceeds 10 minutes, QVR Pro Client displays a warning.


1. Open QVR Pro Client.
For details, see [Opening QVR Pro Client](#).

2. Click one of the following options.

- **QVR Pro:** Log on to a QVR Pro or QVR Guard server client.
- **QVR Center:** Log on to a QVR Center client.

QVR Pro Client displays the selected login screen.

3. Specify the following information.


Field	Description
Host server	This is the IP address or domain name of QVR Pro, QVR Guard, or QVR Center server.
Port	The default value is 443 or 8080, depending on whether Secure login is selected.
User name	This is the QVR Pro server or QVR Center user name.
Password	This is the QVR Pro server or QVR Center password. <div style="display: flex; align-items: flex-start;">  <div> <p>Note QVR Center and QTS do not share the same authentication system. You may need to provide different login credentials.</p> </div> </div>

4. Optional: Select one or more of the following options.

- **Save password**
- **Secure login**
- **Auto login**

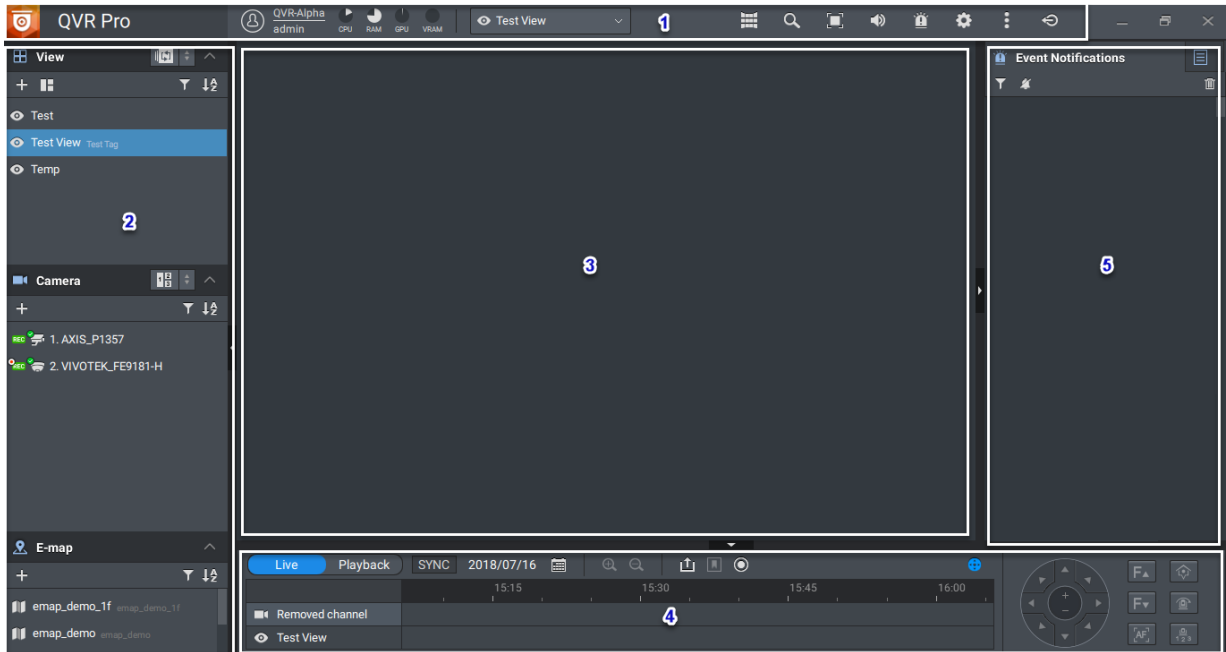


Note

- QVR Pro Client saves the login credentials of previous successful attempts if **Save password** is selected.
You can click  under **Host server** to see the list of saved login credentials.
- Secure login is required for using QVR Center.

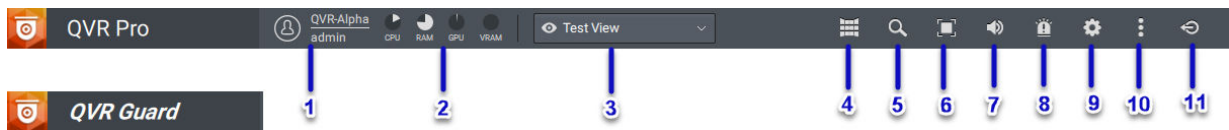
5. Click **Log In**.

QVR Pro Client Navigation



#	Element	Description
1	Main toolbar	For details, see Main Toolbar .
2	List stack panel	For details, see List Stack Panel .
3	Flexible grid	For details, see Flexible Grid .
4	Time navigator	For details, see Time Navigator .
5	Event notifications	For details, see Event Notifications .

Main Toolbar




When Connected to QVR Pro or QVR Guard

No.	Element	Possible User Actions
1	Server Information	<ul style="list-style-type: none"> View the server name and user name information. Position the mouse pointer over the icon to view the time zone and server IP address.
2	Resource Monitor	<p>Position the mouse pointer over the icons to view the CPU, RAM, GPU, and VRAM usages on the NAS where QVR Pro is installed.</p> <p>Note VRAM (or video RAM) is the memory used to store the image data that your device displays.</p>

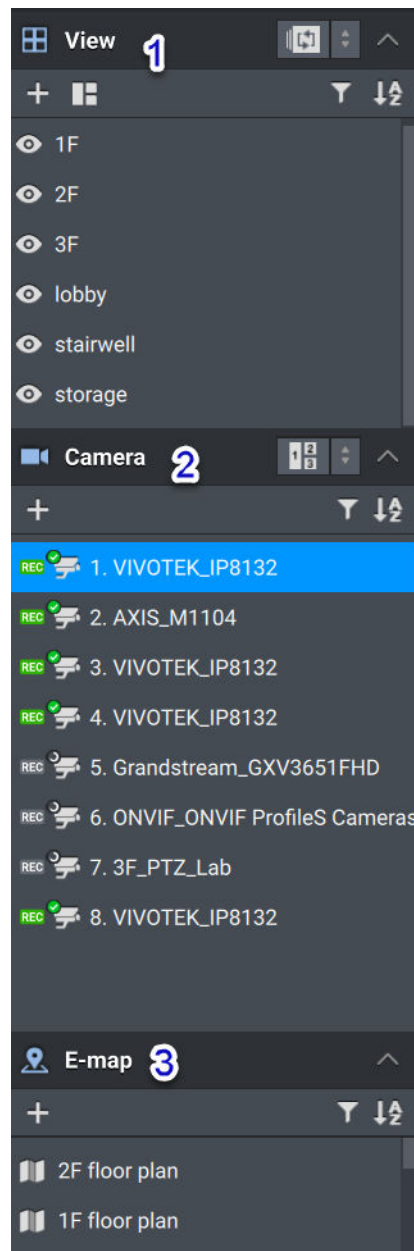
No.	Element	Possible User Actions
3	Item Information	<ul style="list-style-type: none"> Click the button to view more information about the currently selected item. The information and available options vary depending on the selected item type. Select Locate in list to quickly locate the item in the view, camera, or e-map list.
4	Video Wall Management	Click the button to open the video wall management dashboard, where you can assign cameras, e-maps, or views to multiple displays for better surveillance coverage.
5	Search	Click the button to open the Search window and display the Search Results panel. QVR Pro Client searches the QVR Pro Server Metadata Vault and the QVR Pro Client bookmarks.
6	Full-screen	Click the button to switch to full-screen mode. Press ESC to exit.
7	Audio Volume	Click the button and then drag the slider to increase or decrease the volume.
8	Notifications	Click the button to show or hide the Event Notifications panel.
9	Settings	Click the button to open the Settings menu.
10	More	Click the button to view the following menu items: <ul style="list-style-type: none"> Move to next screen: QVR Pro Client moves to another monitor that is connected to your device Quick tutorial: Opens the QVR Pro Client quick tutorial User manual: Opens the QVR Pro Client user guide Helpdesk: Opens the Helpdesk window About: Displays the following information <ul style="list-style-type: none"> Client version Server version QTS version GPU
11	Log Out	Click the button to log out of QVR Pro Client.





















When Connected to QVR Center







#	Element	Possible User Actions
1	Server Information	<ul style="list-style-type: none"> View the server name and user name information. Position the mouse pointer over the icon to view the time zone and server IP address. Click  to open the QVR Center dashboard and view the information of the managed QVR Pro servers.
2	Resource Monitor	Position the mouse pointer over the icons to view the CPU, RAM, GPU, and VRAM usages on the NAS where QVR Center is installed.
3	Item Information	<ul style="list-style-type: none"> Click the button to view more information about the currently selected item. The information and available options vary depending on the selected item type. Select Locate in list to quickly locate the item in the view, camera, or e-map list.
4	Video Wall Management	Click the button to open the video wall management dashboard, where you can assign cameras, e-maps, or views to multiple displays for better surveillance coverage.
5	Full-screen	Click the button to switch to full-screen mode. Press ESC to exit.
6	Audio Volume	Click the button and then drag the slider to increase or decrease the volume.
7	Notifications	Click the button to show or hide the Event Notifications panel.
8	Settings	Click the button to open the Settings menu.
9	More	<p>Click the button to view the following menu items:</p> <ul style="list-style-type: none"> Move to next screen: QVR Pro Client moves to another monitor that is connected to your device Quick tutorial: Opens the QVR Pro Client quick tutorial User manual: Opens the QVR Pro Client user guide Helpdesk: Opens the Helpdesk window About: Displays the following information <ul style="list-style-type: none"> Client version Server version QTS version GPU
10	Log Out	Click the button to log out of QVR Pro Client.

List Stack Panel



#	Element	Possible User Actions
1	View	<ul style="list-style-type: none"> • Click  to expand the list. • Click  to collapse the list. • Click  to enable the view sequential mode. • Click  to disable the view sequential mode. • Click  to change the time interval. • Click  to add a new view. • Click  to select a template. • Click  and then type a keyword to filter the list. • Click  and then select one of the following. <ul style="list-style-type: none"> • Last Modified (Oldest) • Last Modified (Newest) • Name (Z to A) • Name (A to Z) • Show Tag <p> Note This allows QVR Pro Client to display tags on the view list.</p> <ul style="list-style-type: none"> • Right-click a view and select one of the following options. <ul style="list-style-type: none"> • Lock view • Rename a view • Delete a view • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. <p>For details, see View Management.</p>

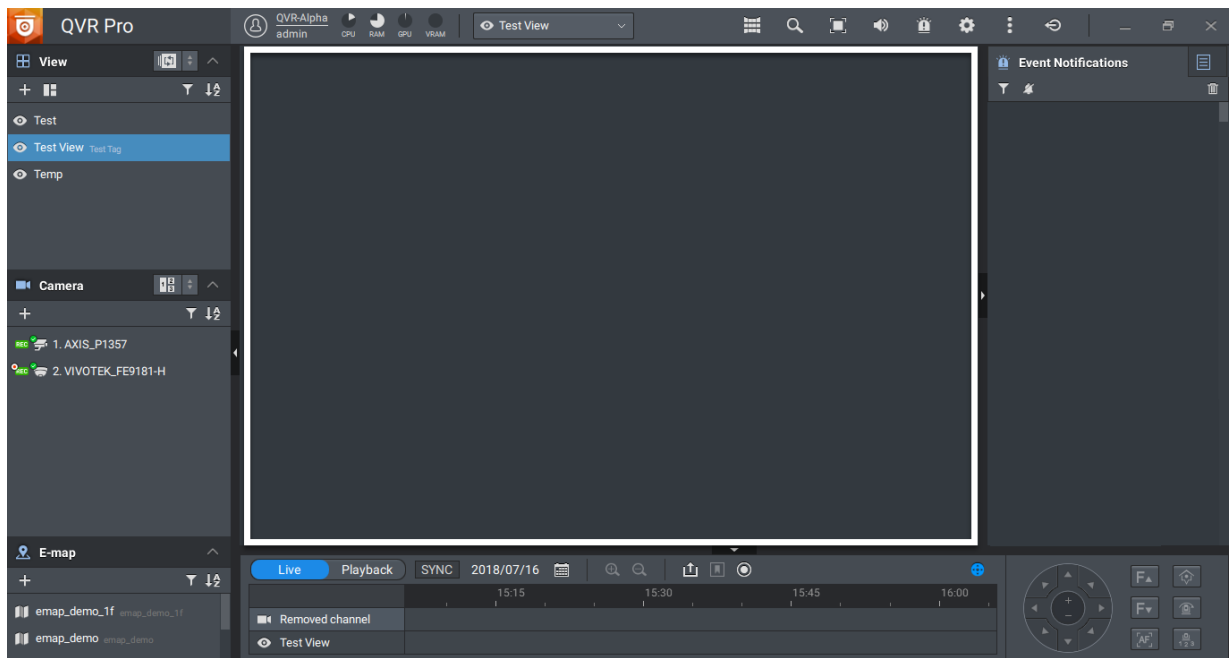
#	Element	Possible User Actions
2	Camera	<ul style="list-style-type: none"> • Click  to expand the list. • Click  to collapse the list. • Click  to enable the camera sequential mode. • Click  to disable the camera sequential mode. • Click  to change the time interval. • Click  to add a camera. • Click  and then type a keyword to filter the list. • Position the mouse pointer over a camera name to display the preview. • Click  and then select one of the following. <ul style="list-style-type: none"> • Index (A to Z) • Index (Z to A) • Name (Z to A) • Name (A to Z) • Display removed channels at the bottom • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. • Click the drop-down list to select a QVR Pro server (only available when connected to QVR Center). • Right-click a camera and select one of the following options. <ul style="list-style-type: none"> • Camera home page: open the camera setting page provided by the camera manufacturer • Edit camera settings: open the camera setting page in QVR Pro • Create fisheye view: select a template to create a fisheye view (only available for fisheye cameras) • Camera recording: choose to enable or disable recording on the camera <p>For details, see Camera Management.</p>

#	Element	Possible User Actions
3	E-map	<ul style="list-style-type: none"> • Click  to expand the list. • Click  to collapse the list. • Click  to add an e-map. • Add a camera or an e-map to an e-map. • Click  and then type a keyword to filter the list. • Click  and then select one of the following. <ul style="list-style-type: none"> • Last Modified (Oldest) • Last Modified (Newest) • Name (Z to A) • Name (A to Z) • Show Tag <p> Note This allows QVR Pro Client to display tags on the e-map list.</p> <ul style="list-style-type: none"> • Rename an e-map. • Delete an e-map. • Position the mouse pointer over the edge of the box until the resize arrow appears, and then drag the edge. <p>For details, see E-map Management.</p>


Tip

You can select multiple views, cameras, or e-maps and then perform certain actions to all the selected items. To select multiple items, press the SHIFT or CTRL key.

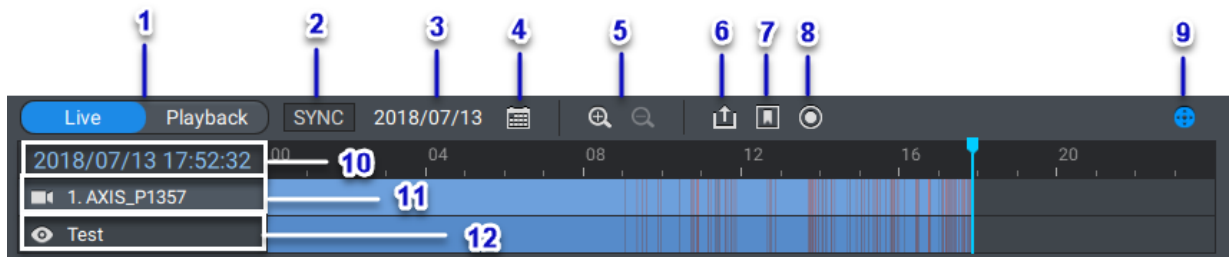
Flexible Grid











The flexible grid displays the selected view, camera, or e-map. You can create any combination of cameras and e-maps for each view. You can also modify any of the predefined templates to customize your layout.

For details, see [Modifying a View](#).

Time Navigator



#	Element	Possible User Actions
1	Live/Playback	Click the button to switch between the Live and Playback modes.
2	Sync	Click the button to synchronize the time on all live and recorded videos on the selected view.
3	Date	This indicates the current date, which is used for the timeline and can be specified by users.
4	Calendar	Click the button to specify the timeline date during Playback mode. <div style="border-left: 2px solid #0070C0; padding-left: 10px;"> <p>Note You need a QVR Pro Gold license to play back more than 14 days of recording.</p> </div>

#	Element	Possible User Actions
5	Timeline Zoom Control	<ul style="list-style-type: none"> Click  to zoom in. Click  to zoom out.
6	Export Recordings	Click the button to open the Export Recordings window.
7	Bookmark	Click the button to add a bookmark at the current timeline position.  appears on the timeline for each bookmark.
8	Camera Recording	Click the button to select one of the following options. <ul style="list-style-type: none"> Enable recording for a specific camera Disable recording for a specific camera Enable recording for all cameras Disable recording for all cameras
9	Show/Hide Live Panel	<ul style="list-style-type: none"> Click  to show the live PTZ control panel. Click  to hide the live PTZ control panel. Click  to show the playback control panel. Click  to hide the playback control panel.
10	Live/Playback time	<ul style="list-style-type: none"> When a camera is displaying a live stream, you can see the current date and time. When a video recording is playing, you can see the recording date and time. <p> Note The date and time displayed here are based on the time zone currently used on the server.</p>
11	Selected view, camera, or e-map	<ul style="list-style-type: none"> When a view is selected, you can see the name and timeline of the active camera. If an e-map is active, the timeline is empty. When a camera is selected, you can see the timeline. When an e-map is selected, QVR Pro Client hides the time navigator.
12	Selected view or camera	<ul style="list-style-type: none"> When a view is selected, you can see the name and timeline of the view. When a camera is selected, you can see the name and timeline of the camera.

For details on using the time navigator, see [Advanced Features](#).

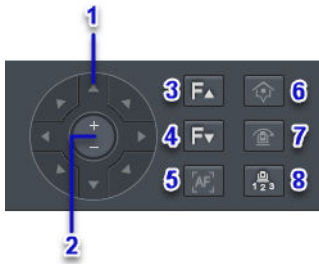
Live PTZ Controls

QVR Pro Client enables a live control panel for cameras with pan-tilt-zoom (PTZ) support.



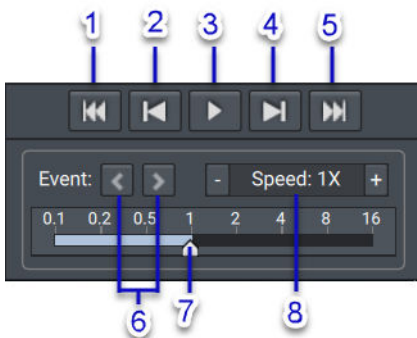
Important

Depending on your camera type, some controls may not be available.






#	Element	Possible User Action
1	Direction controls	Click the buttons to move the camera in the specified direction.
2	Zoom controls	<ul style="list-style-type: none"> Click + to zoom in. Click - to zoom out.
3	Focus in	Click the button to increase focus on a subject.
4	Focus out	Click the button to decrease focus on a subject or extend the focal distance.
5	Auto focus	Click the button to enable automatic focus.
6	Home point	Click the button to return to the Home point.
7	Enable auto cruising	Click the button to start auto cruising. To stop, click the button again. To use the auto cruising feature, you must specify at least two preset points using the Preset point list.
8	Preset point list	Click the button to specify the Home point and preset point list.

Playback Controls



#	Element	Possible User Action
1	Backward 5 minutes	Click the button to replay the last 5 minutes of the video.

#	Element	Possible User Action
2	Backward 1 frame	Click the button to replay the last frame.  Tip You can also press the left arrow key on your keyboard.
3	Play or pause	Click the button to play or pause the video.  Tip You can also press the space bar on your keyboard.
4	Forward 1 frame	Click the button to play the next frame.  Tip You can also press the right arrow key on your keyboard.
5	Forward 5 minutes	Click the button to fast forward the video by 5 minutes.
6	Previous or next event	<ul style="list-style-type: none"> • Click < to view the previous event. • Click > to view the next event.
7	Playback speed	Drag the slider to specify the playback speed.
8	Decrease or increase speed	<ul style="list-style-type: none"> • Click - to decrease playback speed. • Click + to increase playback speed.

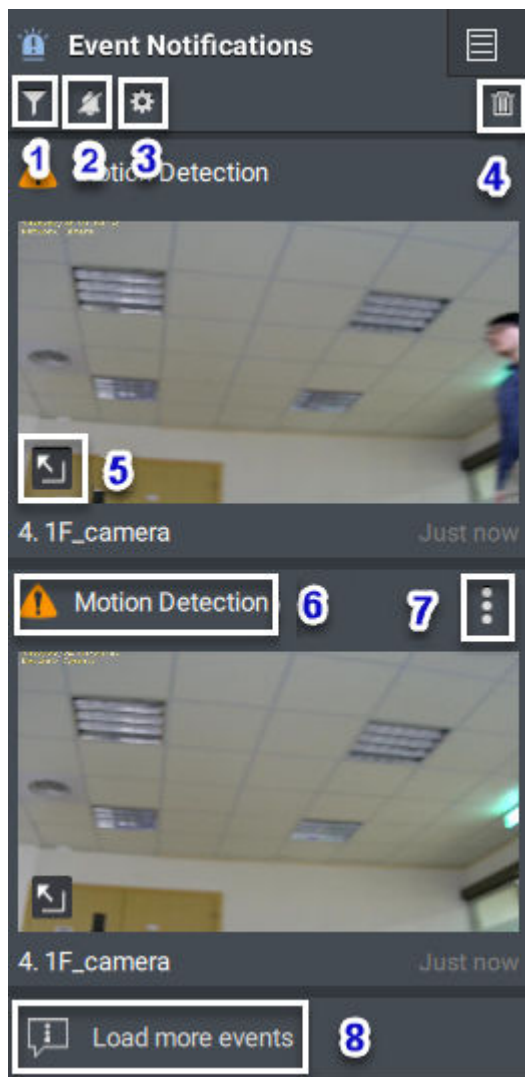
Event Notifications



QVR Pro Client provides notifications for three levels of events: warning, error, and information. Certain event notifications may contain a snapshot from the event recording.




Note

The border of a video frame flashes in red for 5 seconds when an event is detected.




No.	Element	Possible User Actions
1	Filter	Click the button to filter the list.
2	Enable or disable alert sounds	<ul style="list-style-type: none"> Click  to enable alert sounds. Click  to disable alert sounds. <p>When alert sounds are enabled, QVR Pro Client makes sounds when events occur. These alert sounds are audible even if the audio volume is set to 0.</p>
3	Event Settings	Click this button to configure the event settings. For details, see Configuring Event Settings .
4	Clear all	Click the button to delete all notifications on the Event Notifications panel.

No.	Element	Possible User Actions
5	Event playback	<p>Click the button or drag the snapshot to the flexible grid to view the event recording.</p> <p> Note Only certain types of events support this feature.</p>
6	Event name	This displays the name of an event. For a recurring event, QVR Pro Client adds a number to its title to indicate how many times this event has occurred.
7	More	<p>Select one of the following options.</p> <ul style="list-style-type: none"> • Save Event Preview: take an event snapshot • Bookmark: add a bookmark • Export Recordings: export the event recording • Event playback: play back the event recording in the flexible grid
8	Load more events	Click the button to view more surveillance events.


Configuring Event Settings

You can configure the event settings to specify the events for which you want to receive notifications or alarms.

1. On the **Event Notification** panel, click .
The **Event Settings** screen appears.
2. Select event types.
You can select all events or only certain event types.
3. Choose whether to enable event notifications for the selected events.




Tip

For events whose sources are cameras, you can click  to configure event settings for individual cameras.

4. Specify sound types for the selected events.

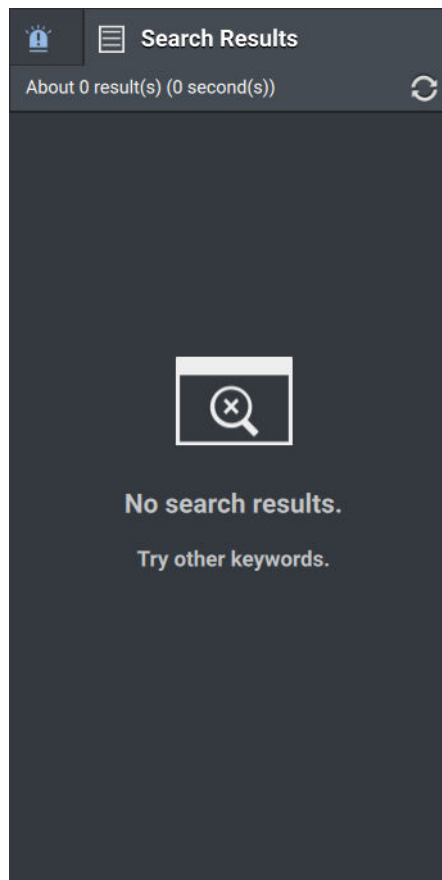


Tip

You can mouse over an option and click  to play the sound. You can also choose to mute the sound.

5. Click **Apply**.



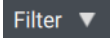
Search Results



QVR Pro Client displays search results on the **Search Results** panel.

For details, see [Performing a Search](#).

Performing a Search


1. Click  on the main toolbar.
The **Search** window opens.
2. Type the keywords.
3. Specify the time range.
 - a. Click .
 - b. Select one of the predefined options or select **Specify Time Range** and then specify the start and end times.
4. Specify advanced filter criteria.
 - a. Click .
 - QVR Pro Client displays the filter options.
 - b. Specify the following criteria.

- Search scope
- Data source type
- Data source

5. Click **Search**.

QVR Pro Client displays the search results.

Settings

Tab	Possible User Actions
General	<ul style="list-style-type: none"> • Enable the following settings if necessary. <ul style="list-style-type: none"> • Always show the toolbar: • Include channel index in channel names • Display stream information: When enabled, QVR Pro Client displays the video compression format, resolution, and data transfer rate. You can change the text color using the color picker.
Alerts	<p>Enable the following settings if necessary.</p> <ul style="list-style-type: none"> • Highlight camera frame when there is an event: When enabled, the border of a camera cell flashes in red for 5 seconds when an event is detected. • Play sound for notifications: When enabled, QVR Pro Client plays audio notification alerts.
E-map	<ul style="list-style-type: none"> • Select Always display icon name and then select the icon size. When enabled, QVR Pro Client always displays icon names on e-maps.
Snapshot	<ul style="list-style-type: none"> • Click  to specify the default destination for snapshots. • Select Always ask where to save snapshots. • Select the image format. • Select Include timestamp • Select Include channel name

Tab	Possible User Actions
Advanced	<ul style="list-style-type: none"> • Select the stream resolution. • Select the stream video format. • Enable the following settings if necessary. <ul style="list-style-type: none"> • Video anti-aliasing: When enabled, QVR Pro Client enables anti-aliasing to produce clearer images. This feature requires additional processing power and may affect the device performance. • Enable multi-thread decode: When enabled, QVR Pro Client uses multi-thread decoding for smoother video streaming and playback. • Use hardware acceleration when available: When enabled, QVR Pro Client uses hardware acceleration to improve performance. You can also specify the maximum number of hardware-accelerated channels.
Tutorial	<ul style="list-style-type: none"> • Select Show the Quick Tutorial upon startup to display the Quick Tutorial when QVR Pro Client opens. • Click Reset beside Show all Quick Tips to allow QVR Pro Client to display all the quick tips again even if you have chosen not to show them again.

**Note**

You must click **Save** to save changes before leaving the current tab. Otherwise, QVR Pro Client would discard the changes that you have made.


4. View Management


QVR Pro Client allows you to create and customize views.

Adding a View

You can add multiple views for different purposes. Each view can include camera streams and e-maps.


1. On the **View** panel, click .
QVR Pro Client adds a new view to the list.
2. Perform one of the following tasks.

Task	Steps
Use a predefined template	<ol style="list-style-type: none"> a. Click . b. Select a template from the list.
Manually add objects to the view	Drag and drop any of the following objects to the grid area. <ul style="list-style-type: none"> • Camera • E-map

3. Click .
4. Specify the following information.
 - View name
 - Tag
5. Click **OK**.

Modifying a View

1. Double-click a view on the list.
2. Perform any of the following tasks as required.

Task	Steps
Add an object	Drag and drop a camera or e-map into the grid area.
Remove an object	Click the  on the top-right corner of a camera or e-map.
Move an object	Drag and drop a camera or e-map to a new location on the grid.
Resize an object	Position the mouse pointer over the frame of a camera or e-map and then drag the side or corner to resize.
Rename view	<ol style="list-style-type: none"> a. Right-click and then select Rename view.

	<ul style="list-style-type: none"> b. Type a new name. c. Click OK.
Modify tags	<ul style="list-style-type: none"> a. Right-click and then select Rename view. b. Add or remove tags. c. Click OK.
Lock view	<ul style="list-style-type: none"> a. Right-click and then select Lock view. A confirmation message appears. b. Click Yes.
Unlock view	<ul style="list-style-type: none"> a. Right-click and then select Unlock view. A confirmation message appears. b. Click Yes.




Tip

You can press SHIFT or CTRL to select multiple views or e-maps.

3.



Click  beside the view name.
QVR Pro Client saves all changes to the server.



Tip



You can install QVR Pro Client on a different device and access your saved views if you log on to the same server.


Deleting a View

1. Double-click a view on the list.
QVR Pro opens the selected view.
2. Right-click and then select **Delete view**.
A confirmation message appears.
3. Click **OK**.
QVR Pro Client deletes the selected view.

Enabling View Sequential Mode

When sequential mode is enabled, QVR Pro Client displays the selected views in sequence following the specified template and time interval.

1. Click .
The **Sequential Mode List** window opens.
2. Under **View List**, select the views that you want to include and then click .
QVR Pro Client adds the selected views to the **Sequential Mode List**.
3. Select **Start sequential mode**.
4. Click **Save**.
QVR Pro Client starts sequential mode and displays the selected views.


5. Optional: Click  and then specify the time interval. QVR Pro Client saves the changes.

5. Camera Management

QVR Pro Client allows you to access cameras that are connected to the QVR Pro server.

Adding a Camera

QVR Pro Client allows you to add cameras connected to the QVR Pro server for easier monitoring.



1. On the **Camera** panel, click .
QVR Pro Client opens the QVR Pro **Camera Selection** window.
2. Select a camera from the list and then click **Next**.
The **Edit Camera Selection** screen appears.
3. Optional: Type the username and password.
4. Click **Next**.
A confirmation message appears.
5. Select one of the following options and then click **OK**.

Option	Description
Edit now	This option allows you to modify the camera settings.
Edit later	This option uses the default camera settings.




6. Depending on your selection in the previous step, perform one of the following steps.
 - Modify the camera settings.
 - Proceed to the next step.
7. Click **Finish**.
The new camera is added to the list.


Enabling Camera Sequential Mode

When sequential mode is enabled, QVR Pro Client displays all the cameras in sequence following the specified template and time interval.





1. Click  and then select a template.
QVR Pro Client enables sequential mode and displays the camera streams.
2. Optional: Click  and then select a time interval from the list.
QVR Pro Client uses the specified time interval.

Recording Status






Icon	Status	Description
	Recording stopped	The camera is connected but not set to record a video.
	Recording	The camera is recording a video.
	Recording error	The camera is set to record but no video is saved.

Icon	Status	Description
	Unable to record	The camera has been removed.
None	Video not enabled	The camera is not set to record a video.

Connection Status

Icon	Status	Description
	Disconnected	The camera is not connected to the QVR Pro server.
	Connecting	QVR Pro is trying to connect to the camera.
	Connected	The camera is connected to the QVR Pro server.
	Idle	The camera is connected to the QVR Pro but currently not in use.

Camera Types



Icon	Type
	General camera
	PTZ camera
	Fisheye camera
	360-degree camera
	The camera has been deleted, but the recording still exists.

6. E-map Management

QVR Pro Client e-maps help you identify camera locations and see the floor plan for each area.

Adding an E-map


You can upload maps, floor plans, and other images to help you identify the camera locations.

1. Click .
The **Add e-map** window opens.
2. Click .
The file explorer opens.
3. Locate the file and then click **Open**.
QVR Pro Client supports image files in SVG, JPG, and PNG formats.
4. Optional: Specify one or more keywords.
Separate multiple entries using a semicolon.
5. Click **OK**.
The e-map is added to the list and saved to the server.

Modifying an E-map

1. Double-click an e-map on the list.
QVR Pro Client opens the selected e-map.
2. Perform any of the following tasks as required.

Task	Steps
Add an object	Perform any of the following tasks. <ul style="list-style-type: none"> • Drag and drop a camera. • Drag and drop an e-map.
Move an object	Click and drag the camera or e-map to a new location.
Rename e-map	<ol style="list-style-type: none"> a. Right-click an e-map on the list and then select Rename e-map. The Rename e-map window opens. b. Type a new name. c. Click OK.
Modify tags	<ol style="list-style-type: none"> a. Right-click an e-map on the list and then select Rename e-map. The Rename e-map window opens. b. Add or remove tags. c. Click OK.

3. Click  beside the e-map name.
QVR Pro Client saves all changes.


Deleting an E-map


1. Double-click an e-map on the list.
QVR Pro Client opens the selected e-map.
2. Right-click and then select **Delete e-map**.
A confirmation message appears.
3. Click **OK**.
QVR Pro Client deletes the selected e-map.


7. Advanced Features

QVR Pro Client allows you to export recordings, take snapshots, and perform other advanced tasks.

Exporting a Recording



1. Select a view or camera.
QVR Pro Client opens the selected view or camera.
2. On the time navigator, click .
The **Export Recordings** window opens.
3. Specify the following information.

Option	Description
Recording type	Select one of the following options. <ul style="list-style-type: none"> • All recordings • Regular recordings • Event recordings
Start time	Specify the date and time.
Duration	Perform one of the following methods: <ul style="list-style-type: none"> • Select one of the predefined options. • Select Specify end time and then specify the date and time. • Drag the time bar on the timeline.
Destination	Click  and then specify the folder location.
File name	Use the automatically generated file name or specify your own.

4. Configure the advanced settings.
 - a. Select **Advanced settings**.
 - b. Specify the format.
 - c. Optional: Select one or more of the following options.
 - **Mute**
 - **Include timestamp**
 - **Include channel name**
 - **Include digital watermark**
 - d. Optional: Click  to zoom in or out of the timeline.
5. Click **Start**.
QVR Pro Client exports the selected recordings and saves the MP4 file to the specified save location.


Setting a Region of Interest

QVR Pro Client allows you to focus on a specific area by creating a region of interest. You can select a maximum of 9 areas for each camera.

1. Select a view or camera.
QVR Pro Client opens the selected view or camera.
2. Perform one of the following tasks.
 - Click inside the video frame to select a camera.
 - Position the mouse pointer over the camera until the task bar appears.
3. Click .
QVR Pro Client adds a region of interest to the selected camera and creates a new frame.
If you select a camera from the **Camera** panel, QVR Pro Client automatically creates a new view.
4. Optional: Click and drag to reposition the region of interest.
QVR Pro Client automatically updates the focus area for the live stream.
5. Click  beside the view name.
QVR Pro Client saves all changes.

Taking a Snapshot

QVR Pro Client allows you to take a snapshot of a video and save the image as a JPEG file.

1. Select a view or camera.
QVR Pro Client opens the selected view or camera.
2. Perform one of the following tasks.
 - Click inside the video frame to select a camera.
 - Position the mouse pointer over the camera until the task bar appears.
3. Click .
The **Choose snapshot save path** window opens.
4. Specify the save location and file name.
5. Click **Save**.
QVR Pro Client saves the snapshot.

Dewarping a Fisheye Camera




With the dewarping technology, QVR Pro Client allows you to correct the distorted image produced by a fisheye camera.

1. Select a fisheye camera or a view that contains a fisheye camera.
QVR Pro Client opens the selected view or camera.
2. Perform one of the following tasks.
 - Click inside the video frame to select a fisheye camera.


- Position the mouse pointer over the camera until the task bar appears.

3. Click .

4. Perform one of the following tasks.


Task	Steps
Regional dewarping	<p>a. Select Create region dewarp. A dewarping sector and a new video frame appear.</p> <p>b. Click and drag to reposition the dewarping sector.</p> <p>A new camera cell appears and displays the dewarped image.</p> <p> Tip You can click  in the new camera cell to select a cruising speed. The dewarping sector moves at the specified speed.</p>
Panoramic dewarping	<p>Select one of the following options.</p> <ul style="list-style-type: none"> • Create panorama dewarp • Create dual panorama dewarp <p>A new camera cell appears and displays the dewarped image.</p>
Quad dewarping	<p>a. Select Create quad dewarp. A new camera cell displays four images.</p> <p>b. Select one of the camera images.</p> <p>c. Adjust the image using the PTZ control panel or the scroll wheel on the mouse.</p> <p>A new camera cell appears and displays the dewarped image.</p> <p> Tip</p> <ul style="list-style-type: none"> • Click + or scroll forward to zoom in. • Click - or scroll backward to zoom out.
Dewarping templates	<p>Select one of the following templates to quickly create a dewarped view.</p> <ul style="list-style-type: none"> • 2 dewarped regions • 3 dewarped regions • 4 dewarped regions • 1 panorama and 2 dewarped regions

New camera cells appear and display the dewarped images.
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5. Click  beside the view name.
QVR Pro Client saves all the changes.

Using a 360-degree Camera

Using a 360-degree camera provides a wider field of view for better surveillance coverage. You can select a viewing mode when monitoring 360-degree camera images.

1. Select a 360-degree camera or a view that contains a 360-degree camera.
QVR Pro Client opens the selected view or camera.
2. Perform one of the following tasks.
 - Click inside the video frame to select a 360-degree camera.
 - Position the mouse pointer over the camera until the task bar appears.
3. Click .
4. Select one of the following options.
 - Dual fisheye
 - Equirectangular
 - Spherical perspective
 - Little planet (stereographic)



Note

- QVR Pro Client adds (original) to either **Dual fisheye** or **Equirectangular** to indicate the original image type of your 360-degree camera.
- The **Dual fisheye** option is not available if the original image of your 360-degree camera is equirectangular.


The camera image is adjusted based on the selected mode.

5. Optional: Click and drag the mouse to rotate the image.




Note

This feature is only available when you select **Spherical perspective** or **Little planet (stereographic)**.

6. Click  beside the view name.
QVR Pro Client saves all the changes.

Setting Up Video Wall

QVR Pro Client supports showing cameras, e-maps, and views on up to 8 displays for better surveillance coverage. To use this feature, you must connect additional monitors to your device.

1. Click  on the toolbar.
QVR Pro Client opens the **Video Wall Management Dashboard** and shows the monitors that are connected to your device.
2. Click **Identify** to verify the connected monitors.
QVR Pro Client shows numbers on all the connected monitors.
For example, if two additional monitors are connected to your device, QVR Pro Client shows 1 on the primary display, and 2 and 3 on the second and third displays respectively.
3. Drag and drop a camera, e-map, or view onto an unused display.
QVR Pro Client opens in full-screen mode on the corresponding monitor and shows the selected camera, e-map, or view.
4. Drag and drop other cameras, e-maps, or views onto other unused displays.

After setting up other displays, you may open a camera, e-map, or view on the primary display to continue the surveillance session.

8. Helpdesk

QVR Pro Client provides a quick way to submit a ticket using Helpdesk.


Submitting a Helpdesk Ticket


You can submit a Helpdesk ticket to receive support from QNAP.



Note

Helpdesk automatically appears when QVR Pro Client stops functioning and exits unexpectedly. This enables you to report and address issues more efficiently.

1. On the main toolbar, click  and then select **Helpdesk**. The **Helpdesk** window opens.
2. Complete the following information.

Field	Task
Name	Type your name.
Email	Type a valid email address.
Category	Select one or more of the following categories as required.
Message	Type a short description for each issue.
Attachment	Upload screenshots or relevant files that help illustrate the issue.  Tip You can upload up to eight attachments, including system logs. Each file must be less than 5 MB. To download a copy of the debug log information, click Get Client Logs and then specify the save location.



Note

You are able to download logs as long as QVR Pro and QVR Pro Client are on the same network. However, Internet connection is required for submitting tickets to QNAP.

3. Click **Submit**.
QVR Pro Client sends the ticket to the Helpdesk portal.



Tip

You can go to <https://helpdesk.qnap.com/> to check the status of your ticket.