

Reolink

Reolink VMS User Manual



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Chapter 1 Overview

1.1 Introduction

Reolink VMS is a cloud-based video management platform designed for small to medium-sized business, including offices, warehouses, retail stores, hotels, residential complexes, and campuses.

This all-in-one solution integrates real-time monitoring, device management, member permissions, and alarm response to enhance security management efficiency.

1.2 Key Features

- **Account Management**

Centrally manage company accounts and easily add team members with assigned permissions. Team members can directly access linked devices upon login—no additional setup required

- **Multi-Device Management**

Organize devices by project, location, or custom group. Flexible multi-level monitoring structure for efficient device management.

- **Data Analysis**

Data Analysis includes **People Counting**, **Zone Crowd Monitoring**, and **Heatmap**.

You can view real-time and history people counting data, number of people in an area, and heatmaps.

- **Remote Monitoring & Alerts**

Easily live view and playback. Support for up to 36 channels live view simultaneously. Smart alerts (person/vehicle/animal detection, device issues, etc.) for quick incident response.

- **Device Compatibility**

Fully compatible with Reolink Professional Series (RP-XXX) devices for stable performance.

Note:

- More Reolink models will be added to Reolink VMS soon.
- Please visit our support center (<https://support.reolink.com/>) and check the latest compatibility list.

Chapter 2 Get Started

This chapter is designed to help you quickly understand and deploy the product as a guideline for setting up and initial use.

2.1 Install Reolink VMS Client

Download and install the **Reolink VMS Client** on your computer from the official Reolink website.

Steps

1. **Download Link:** <https://reolink.com/software-and-manual/>.
2. **System Requirements:** Windows 7 or later (Mac version is currently unavailable).

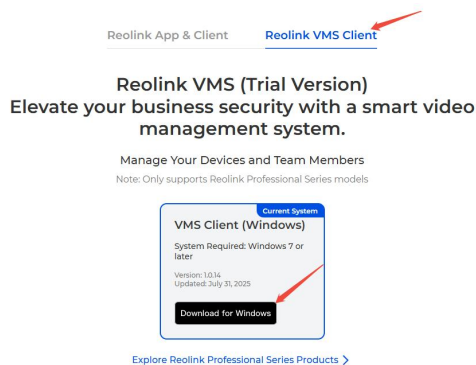


Figure 2.1 VMS Client Download

2.2 Create Company Owner Account

You can create your **Company Owner Account** when you start VMS for the first time.

2.2.1 Sign Up

Steps

1. In the Reolink VMS Client, Click **Sign Up Now** > Redirected to the **Account Registration** page.

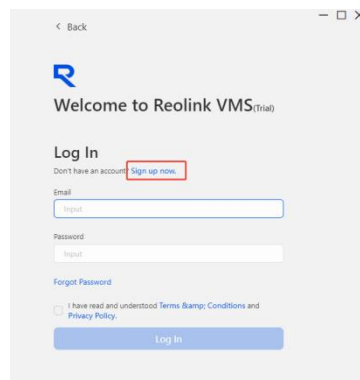


Figure 2.2 Account Registration

2. Enter **Email Address** and set **Password**.

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Note: Upon successful registration, you will be automatically redirected to your account dashboard.

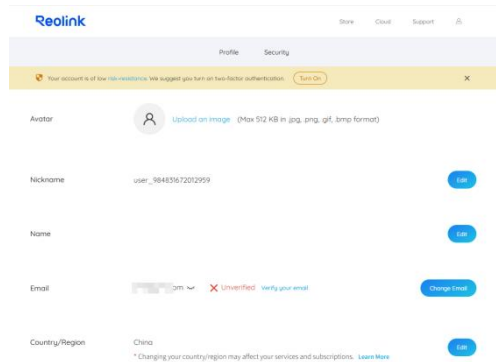


Figure 2.3 Account Dashboard

3. In your account dashboard, Click **Verify your email** > Enter the **Verification Code**.

Note: Verification code will be sent to your registered email address to authenticate your account.

4. Go to the **Login Page**, Click **Log In** > Enter **Email** and **Password** > Enter **Home Page**.

5. Click **Go to Authentication** > Complete **Authentication**.

Note: If you do not verify the email address, you will be prompted to authenticate when logging into your account.

2.2.2 Create your Company

You can create your company after successfully register your company owner account.

Steps

1. Click **Create a Company** > Enter the **Company Name** > Select **Application Scenario** > Create your company.

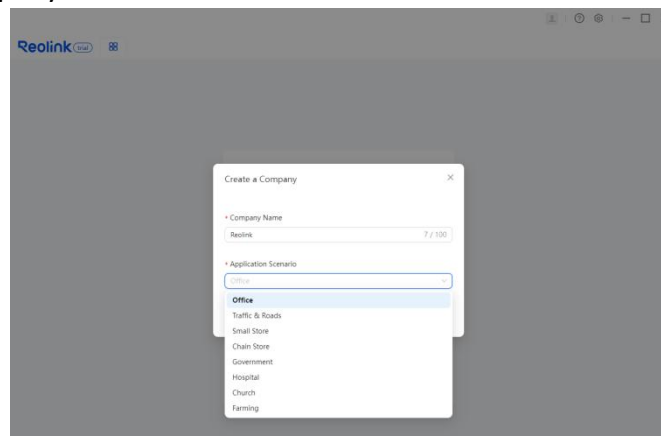


Figure 2.4 Create a Company

Note: For **Application Scenarios**, you can select: **Office**, **Traffic & Roads**, **Small Store**, **Chain Store**, **Government**, **Hospital**, **Church** and **Farming**.

2.2.3 Add Area and Device

You can add areas and devices for your company according to your needs, See **Chapter 3**

Area Management & 4 Device Management.

2.3 Account Login

When you create a company owner account successfully or if you already have an account, you can log in.

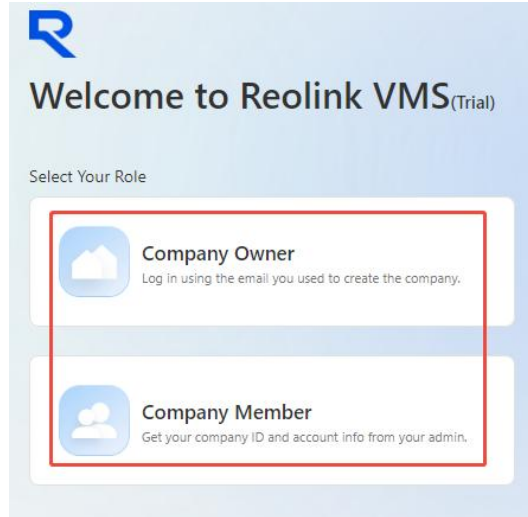


Figure 2.5 Select Your Role

If you are a Company Owner

Steps

1. Select **Company Owner** > Enter **Email**, and **Password** > Click **Log In**.

If you are a Company Member

Steps

1. Select **Company Member** > Enter **Company ID**, **Account**, and **Password** > Click **Log In**.

The image shows a 'Log In' form. It has three input fields labeled 'Company ID', 'Account', and 'Password', each with a placeholder text 'Input'. Below the 'Password' field is a blue link that says 'Forgot Password'. Underneath that is a checkbox with the text 'I have read and understood [Terms & Conditions](#) and [Privacy Policy](#).' At the bottom of the form is a large blue button labeled 'Log In'.

Figure 2.6 Enter Login Information

Note: The creator needs to give the member account information and share it with the member for their login.

2.4 Home Page

After logging in, you can enter **Home Page**.

Reolink VMS Home Page is mainly divided into three sections: **Surveillance Management**, **Overview**, and **Quick Access**.

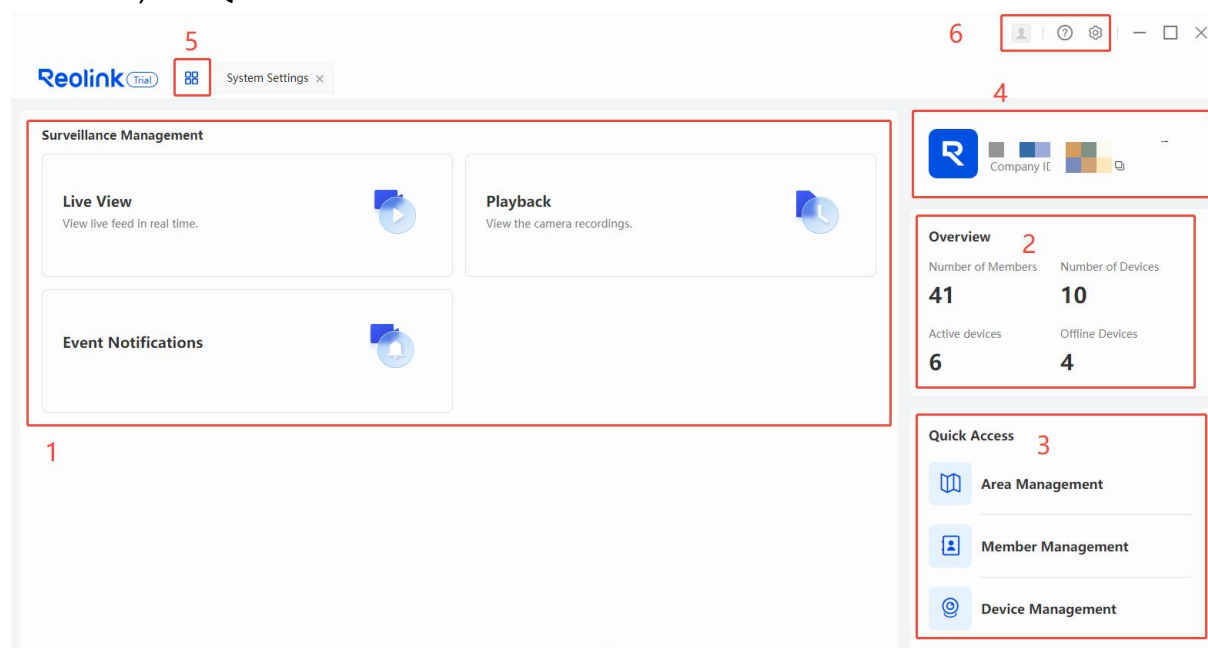


Figure 2.7 Reolink VMS Home Page

Table 2.1 Descriptions of Reolink VMS Home Page

No.	Parameter	Description
1	Surveillance Management	Surveillance Management includes: <ul style="list-style-type: none"> • Live View • Play Back • Event Notifications
2	Overview	Overview demonstrates: <ul style="list-style-type: none"> • Number of Members • Number of Devices • Active Devices • Offline Devices
3	Quick Access	<ul style="list-style-type: none"> • Area Management • Member Management • Device Management
4	Company ID	Showcase your Company ID
5	Home Page	Return VMS Home Page
6	Tool Bar	<ul style="list-style-type: none"> • User Profile • Contact Us • System Settings

2.5 Toolbar

2.5.1 User Profile

User profile includes **Change Password**, **Company Management**, **About Reolink VMS** and **Log Out**.

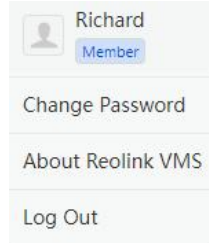


Figure 2.8 User Profile

Note: Only Company creator will have **Company Management** option.

In **Change Password**, you can reset your password if needed.

In **Company Management**, you can modify the company name and application scenarios in the company management options.

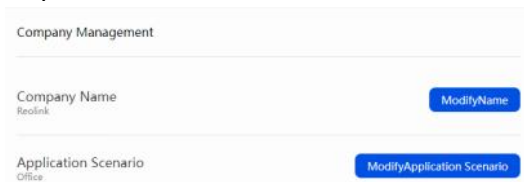


Figure 2.9 Company Management

In **About VMS**, VMS **version No.** can be found here.

You can click **Update** to manually update the latest version (if any). And click **Contact US** to contact **Reolink Support**.

You can check **Privacy Policy** and **Terms** here as well.

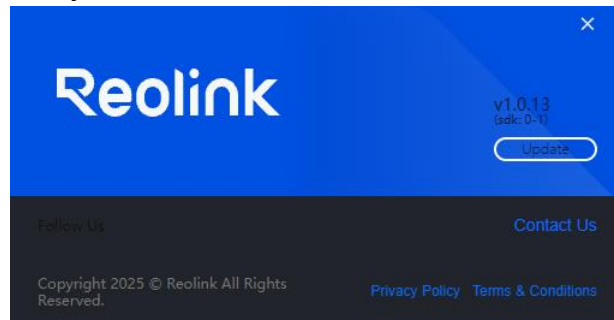



Figure 2.10 About VMS

2.5.2 Help

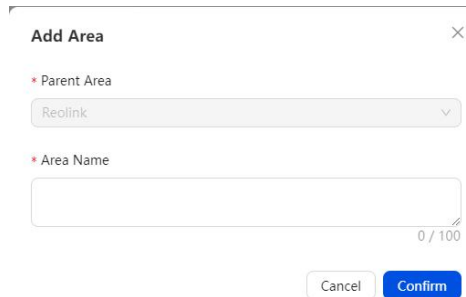
Click  in the upper right corner of VMS > contact **Reolink Support** in Reolink website.

Chapter 3 Area Management

You can **Create Area**, **Add Sub-area** in **Area Management**.

Steps

1. Click **Area Management** > **Create Area** under the company.
2. Click **Add Sub-Area** in the list to create a subordinate area under the selected parent area.



The dialog box titled "Add Area" contains the following fields and buttons:

- Parent Area:** A dropdown menu with "Reolink" selected.
- Area Name:** A text input field with a character count "0 / 100" at the bottom right.
- Buttons:** "Cancel" and "Confirm" buttons at the bottom.

Figure 3.1 Add Sub-Area

The "... (More Actions)" button includes the following options: **Device**, **Member**, **Edit**, and **Delete**.

- **Device:** View and manage devices within this area. (Devices from other areas within the company can be moved here, provided the person moving them has permission to see those devices).
- **Member:** View the members assigned to this area and add new members to it. (Only users already created in the company member list can be added to areas. Once added to an area, a member gains permission to view the devices within it.)
- **Edit:** Edit the name of the area.
- **Delete:** Delete the area.

Note:

- Groups can be named according to your specific needs, such as using company divisions, geographic locations (cities/area), project names, etc.
- Only Administrator, Area Admin can **Edit** and **Delete** the area.

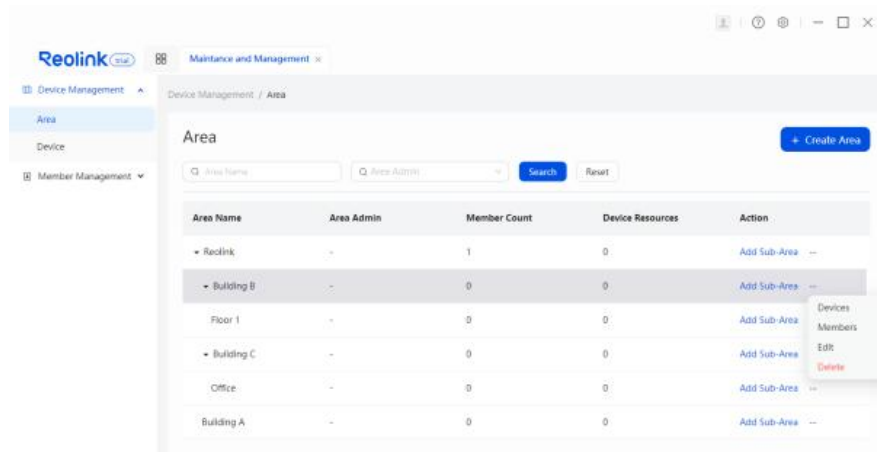



Figure 3.2 Manage Area

Chapter 4 Device Management

The client supports various types of devices including network camera, NVR (Network Video Recorder), etc. On the Home page, you can click on **Device Management** to enter the device management page.

4.1 Add Device

Steps

1. Click **Add Device** > Enter **Add Device** window.
2. Enter the **UID** or Click  to add **Scanned Device(s)** in LAN.

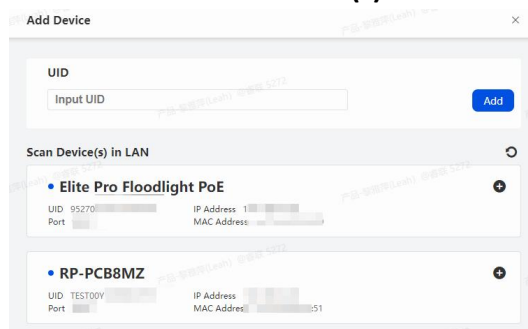


Figure 4.1 Add Device

Note:

- When adding device by entering the **UID**, ensure both the device and the PC are connected to the internet.
- When adding via scanning devices in LAN, ensure the device and the PC are within the same network (LAN).
- If the device is added for the first time, select **No network connection** configured to initialize and add the device.
- If the device has been previously configured, select **Configured** to add it.

4.2 Search Device

You can search device by filtering **State**, **Start Time**, **End Time**, **Device Name**, or **UID**.



Figure 4.2 Search Device

Note: Filters are optional. Select State, time range, and/or device name as needed.

4.3 Configure Basics

Device basics includes **Device Info**, **Display**, **Stream**, **Light**, and **Sounds**

Device Settings Entries

1. On the **Home Page**, go to **Device Management** > Click **Configuration** to the right of the selected device > Enter **Device Settings**.












Camera Name	UID	State	Remaining Battery (%)	Firmv	Action
 RP-PCB12M-yulo...	95 	 Online	-	v3.2.0 1758	Configuration Edit
 RP-PN16	95 	 Online	-	v3.6.3 8	Configuration Edit
 RP-PCT16MD-yul...	95	 Online	-	v3.2.0 1991	Configuration Edit
 Lumus Series E43...	95 	 Online	-	v3.1.0 1392	Configuration Edit

Figure 4.3 Entry of Device Configuration

2. Click **Live View** on Home page > Select **Device** > Click **Settings** > Enter **Device Settings**.

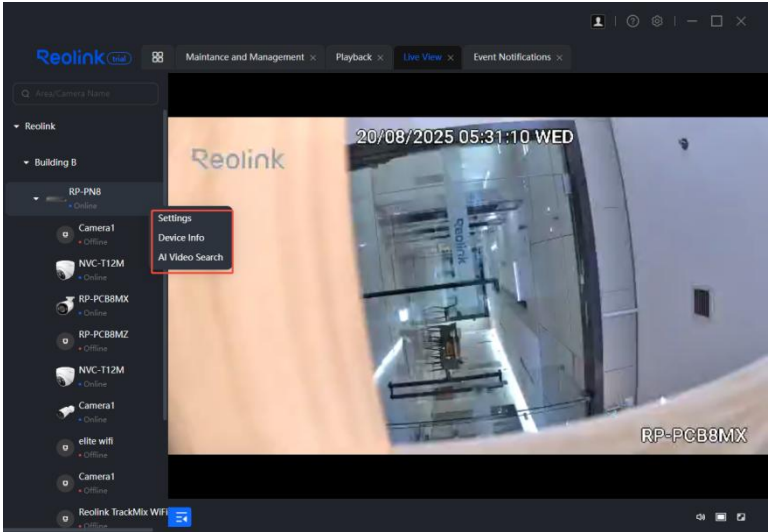


Figure 4.4 Entry of Device Configuration

4.3.1 Device Info

In **Device Info**, you can view **Device Name**, **Model**, **Build No.**, **Hardware No.**, **Config Version**, **Firmware Version**, **Details**, and **UID**.

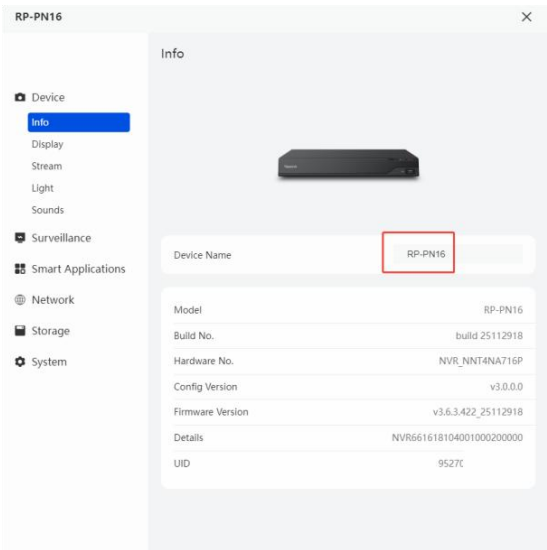


Figure 4.5 Device Info

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You can edit device name by clicking **Device Name** > Enter new **Device Name**.

Table 4.1 Descriptions of Device Info

No.	Parameter	Description
1	Device Name	User-defined device name for quick identification and differentiation in the system (e.g., "Front Door Camera" or "Backyard Cam").
2	Model	Specific product model of the device (e.g., RP-PN16), used to identify device type and specifications.
3	Build No.	Internal build number of the current firmware, used to track specific releases and fixes.
4	Hardware No.	Hardware version number of the device.
4	Config Version	Version number of the current device configuration file. It updates when device parameters are modified, helping track configuration changes.
6	Firmware Version	Current firmware version running on the device. It is recommended to upgrade firmware regularly for new features, performance improvements, and security patches.
7	Details	Additional details about the device.
8	UID	Unique identifier assigned by the manufacturer, used for device registration, remote access, and unique identification in the system.

4.3.2 Device Display

In device display, the **On-Screen Display (OSD)** and **Image Settings** can be configured.

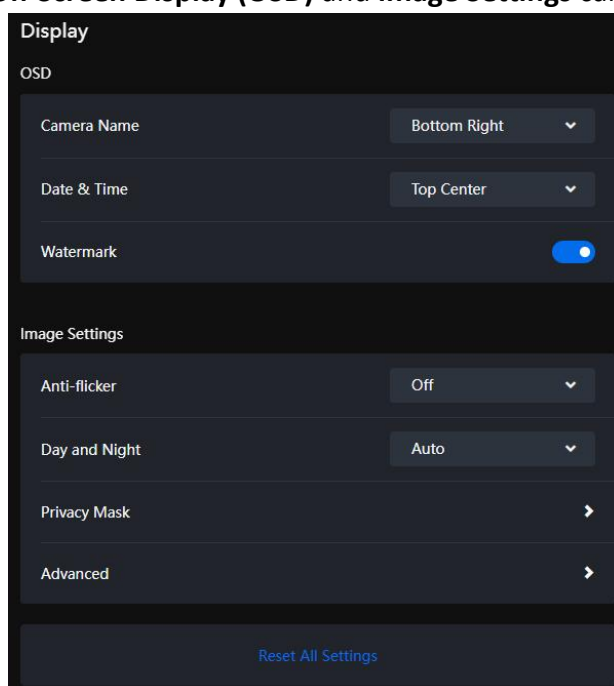
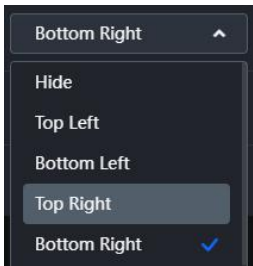
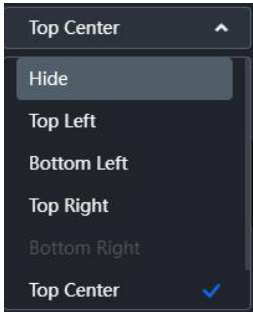

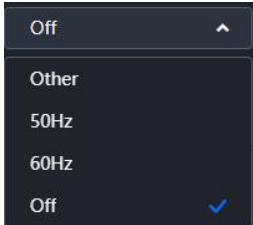
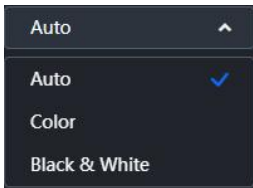
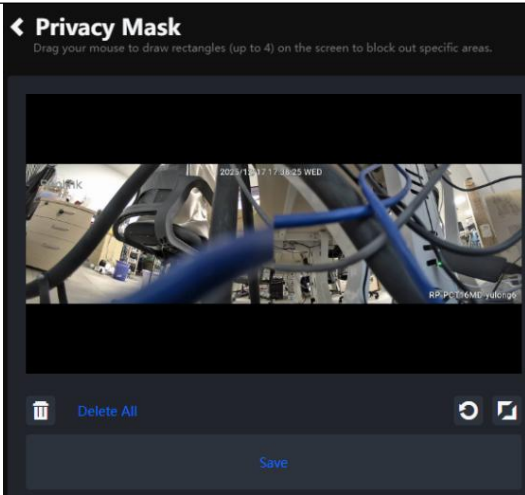


Figure 4.6 Device Display

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Table 4.2 Descriptions of Device Display





No.	Parameter	Description
1	Camera Name	<p>Users can set the display position of camera name.</p>  <p>A dropdown menu showing options for camera name position: Bottom Right (selected), Hide, Top Left, Bottom Left, Top Right, and Bottom Right (with a blue checkmark).</p>
2	Date & Time	<p>Users can set the display position of date & time.</p>  <p>A dropdown menu showing options for date & time position: Top Center (selected), Hide, Top Left, Bottom Left, Top Right, Bottom Right, and Top Center (with a blue checkmark).</p>
3	Watermark	<p>Toggle  to turn on/off watermark.</p> <p>A small blue toggle switch with a white circle in the center, currently turned on.</p>
4	Anti-flicker	<p>Select anti-flicker options:</p>  <p>A dropdown menu showing anti-flicker options: Off (selected), Other, 50Hz, 60Hz, and Off (with a blue checkmark).</p>
5	Day and Night	<p>Select day and night options:</p>  <p>A dropdown menu showing day and night options: Auto (selected), Auto (with a blue checkmark), Color, and Black & White.</p>
6	Privacy Mask	<p>Drag your mouse to draw rectangles (up to 4) on the screen to block out specific areas.</p>

			
7	Advanced	<p>You can set the following parameters:</p> <ul style="list-style-type: none"> ● Brightness: drag the slider to adjust the brightness. ● Contrast: drag the slider to adjust the contrast. ● Saturation: drag the slider to adjust the saturation. ● Sharpness: drag the slider to adjust the sharpness. ● Black & White and Color Switching Threshold: drag the slider to adjust the alarm time ● Exposure: Select from Auto, Low Noise, Anti-Smearing, Manual. ● Color Day Mode: Select from Auto, Manual. ● Black & White: Select from Auto, Manual. ● Color Night Mode: Select from Auto, Manual. 	

Note: You can also configure **Image Stitching** in advanced if the IPC is a dual-lens camera.

4.3.3 Device Stream

Steps

1. Select **Stream** under **Device** > Choose  to select **Camera** > Select  to configure **Clear Stream** or **Fluent Stream** accordingly.
2. (Optional) Select  to the right of **Frame Rate Mode** > Choose between **Auto** and **Constant**.
3. (Optional) Select  to the right of **Bitrate Mode** > Choose between **Variable Bitrate** and **Constant Bitrate**.

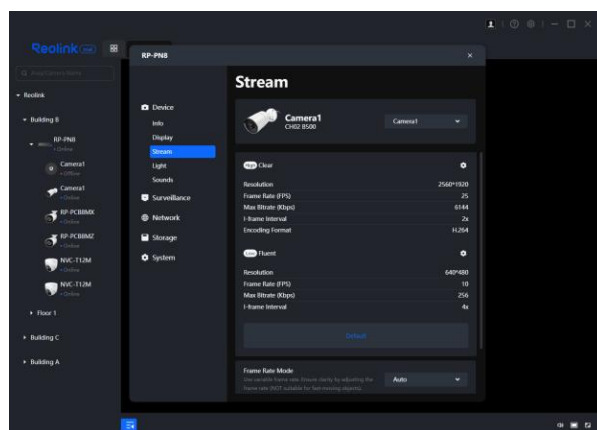



Figure 4.7 Device Stream

4.3.4 Device Light

Steps

1. Select **Light** under **Device** > Choose  to select **Camera** > Select  to configure **Infrared Light** and **Spotlight**.

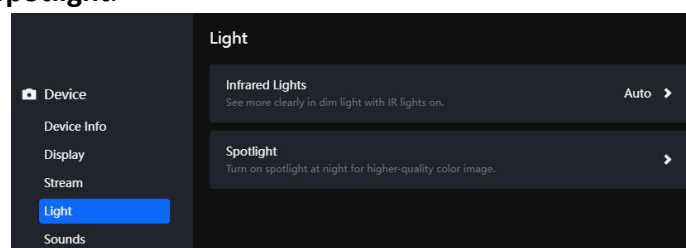





Figure 4.8 Device Light

4.3.5 Device Sounds

Steps

1. Select **Sounds** under **Device** > Toggle  to enable or disable **Record Audio**.
Note: For NVR, you can choose  to select **Camera**.
2. Drag the slider to adjust the **Volume**.
3. Toggle  to turn on/off **Noise Reduction**.

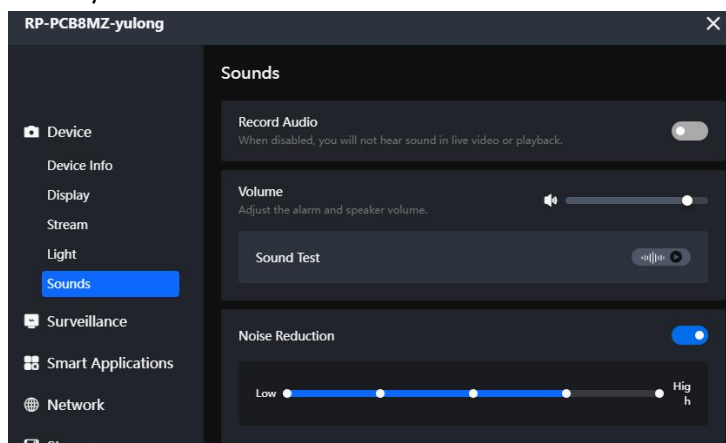


Figure 4.9 Device Sounds

4.4 Configure Network

1. Click **Network Information** to enter **Network** page.

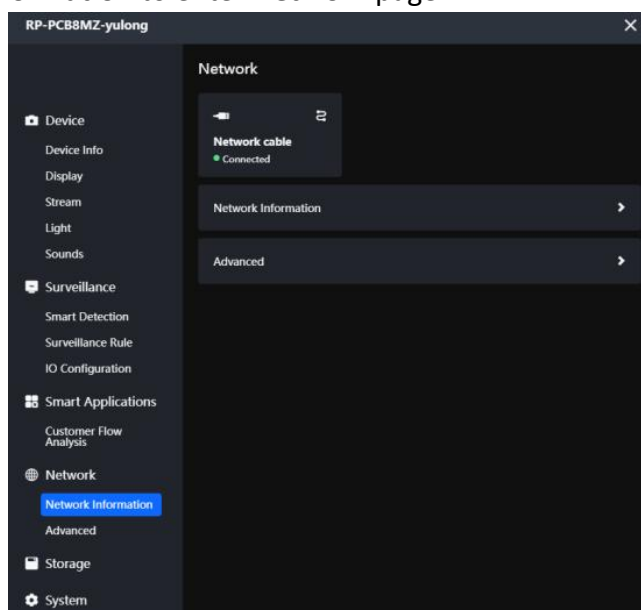



Figure 4.10 Network Information

2. Select  to the right of Network Information to check device network details (including **IP address, Subnet Mask, Gateway, Preferred DS, Alternate DNS** and **MAC Address**).

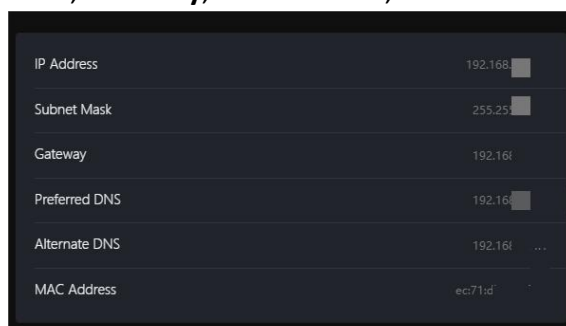


Figure 4.11 Network Information Details

Note: In **Network Settings**, you can configure your **Connection Type** and **DNS**.

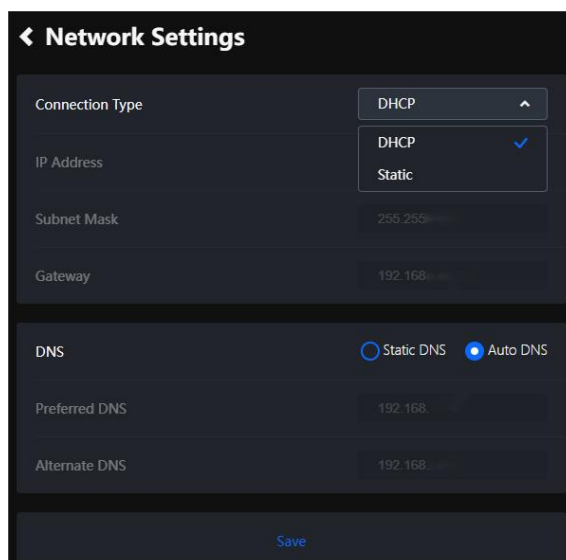


Figure 4.12 Network Settings

3. Select  to the right of **Advanced** > Enter **Network Information Advanced Settings**.

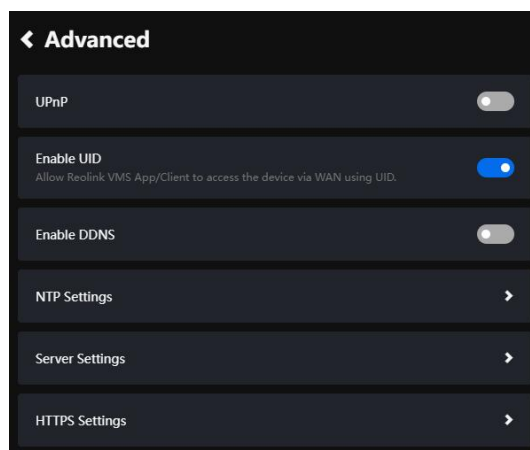


Figure 4.13 Network Information Advanced

Table 4.1 Descriptions of Advanced Configuration of Device Network

No.	Parameter	Description
1	UPnP	Universal Plug and Play. When enabled, the device automatically attempts to configure port forwarding on your router's UPnP function for remote access. This simplifies external network access without manual port mapping (requires router UPnP support).
2	Enable UID	Enables remote access via the device's Unique Identifier (UID). When turned on, you can add the device to the mobile app or client software using its UID/serial number for P2P cloud connection, allowing viewing over the internet without port forwarding.
3	Enable DDNS	Enables Dynamic Domain Name System. When activated, the device automatically updates its dynamic public IP to a fixed domain name (e.g., yourdevice.ddns.com), ensuring stable remote access even when your ISP changes the IP address.

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4	NTP Settings	Network Time Protocol settings. Configures the device to automatically synchronize its clock with an online time server (e.g., pool.ntp.org) for accurate date and time stamps on recordings and events. You can set the server address, port, and sync interval.
5	Server Settings	Configures outgoing email (SMTP), FTP, or other server connections for event-triggered notifications (e.g., sending alarm snapshots/videos to an email or FTP server). Includes server address, port, authentication, and recipient details.
6	HTTPS Settings	Hypertext Transfer Protocol Secure settings. When enabled, the device web interface and stream connections use encrypted HTTPS instead of HTTP, enhancing security for remote access and preventing data interception. You can upload custom SSL certificates if needed.

4. Select **Advanced** > Configure **FTP & Email** Settings.

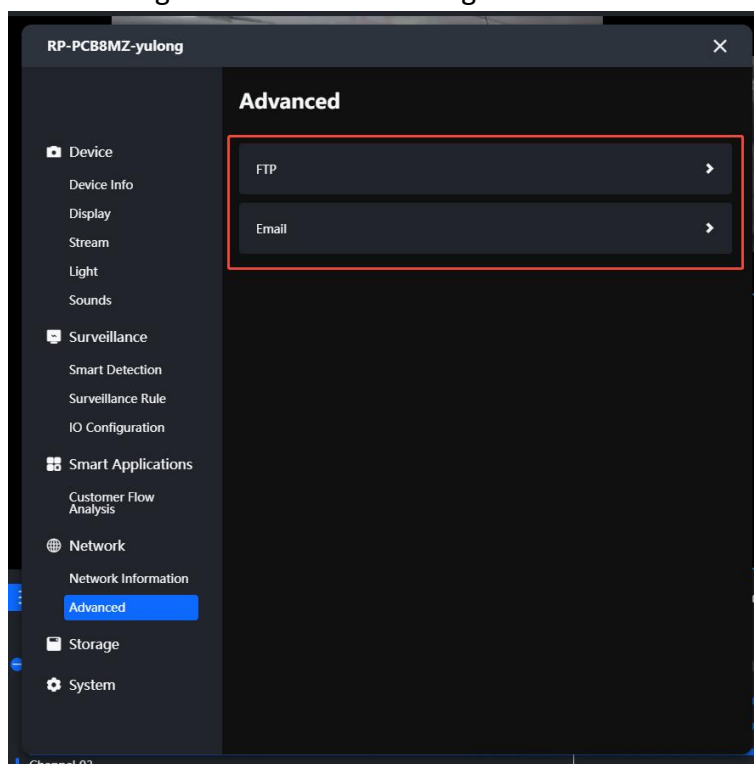


Figure 4.14 Network Advanced Page

4.5 Configure Storage

You can configure **Recording Settings** and **Storage Management** in **Device Storage**.

4.5.1 Configure Recording Settings

Recording settings includes **Overwrite Recordings**, **Pre-Recording**, and **Post-Motion Record**.

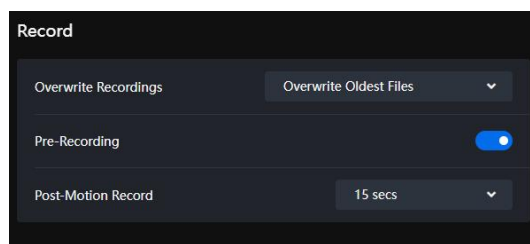



Figure 4.15 Device Recording Settings


Table 4.2 Descriptions of Recording Settings

No.	Parameter	Description
1	Overwrite Recordings Setting	Choose from <ul style="list-style-type: none"> ● No overwrite ● Overwrite Oldest Files ● 1 Day(s) ● 2 Day(s) ● 3 Day(s) ● 7 Day(s)
2	Pre-Recording	Toggle  to turn on/off pre-recording.
3	Post-Motion Record	Choose from <ul style="list-style-type: none"> ● 15 secs ● 30 secs ● 1 min

4.5.2 Configure Storage Management

You can view the storage space and format the HDD or SD card.

Steps

1. Click **Storage Management** > Enter **Storage Management** Page.
2. Click **Storage Settings** > Toggle  to turn on/off **Overwrite Time Lapse Files** > Choose **Overwrite Recordings** options.

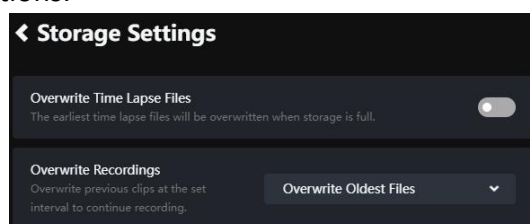


Figure 4.16 Device Record Page

4.6 Configure System

Under **System**, You can **Reset Password**, set **Date & Time**, configure **Maintenance**.

4.6.1 Reset Password

You can reset the password when you forget it.

You can enable **Illegal Login Lockout** in **Reset Password**.

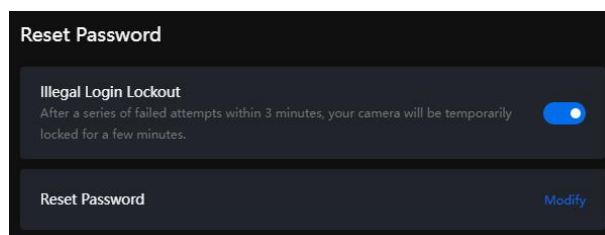


Figure 4.17 Reset Password

4.6.2 Date & Time

Set the **Date & Time** for this device.

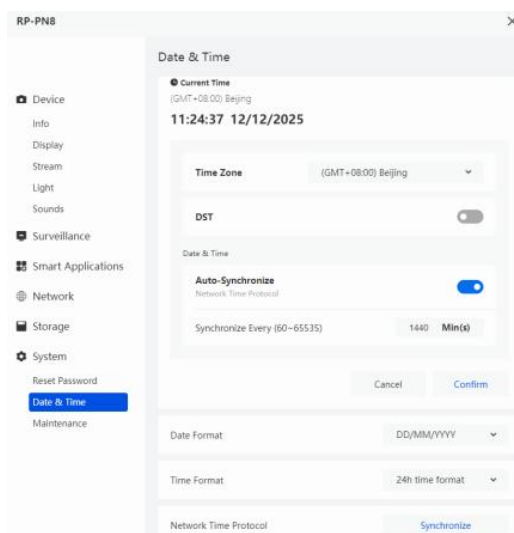
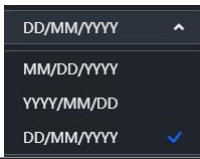


Figure 4.18 Date & Time

Table 4.3 Descriptions of Date & Time

No.	Parameter	Description
1	Time Zone	Selects the device's Local Time Zone (e.g., GMT-09:00 Alaska State). This ensures correct date and time display.
2	DST	Daylight Saving Time . When enabled, the device automatically adjusts the clock forward/backward according to daylight saving rules in your region.
3	Auto-Synchronize	Network Time Protocol
4	Synchronize Every (60~65535)	Sets how often (in minutes) the device synchronizes time with the NTP server. Range: 60 to 65535 minutes.
5	Date Format	Chooses how the date is displayed. 
6	Time Format	Chooses 12-hour (with AM/PM) or 24-hour clock format for time display.
7	Network Time Protocol	NTP settings. Configures the server address (e.g., pool.ntp.org) and port used for automatic internet time synchronization.

4.6.3 Maintenance

Configure Firmware Update

Steps

1. Click **Maintenance** under **System** > Enter **Maintenance**.

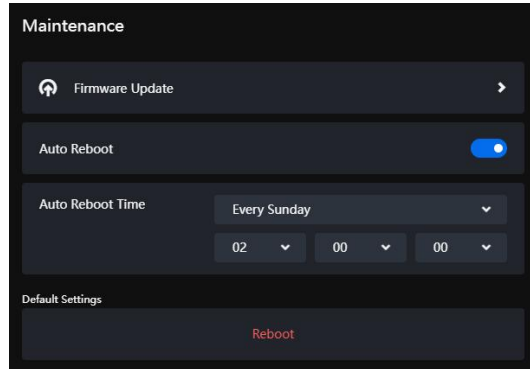


Figure 4.19 Maintenance

2. Click  to the right of **Firmware Update** > enter **Firmware Update**.

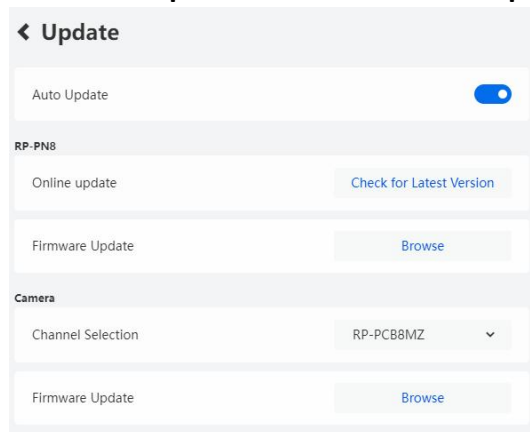


Figure 4.20 Firmware Update

3. Toggle **Auto Update** > Enable **Auto Update** for all devices.

Note:

- You can choose **Check for Latest Version** to online update the chosen device.
- You can choose **Browse** to update the chosen device through browsing local firmware package.

Configure Auto Reboot

Steps

1. Toggle **Auto Reboot** > Select **Auto Reboot Time**.

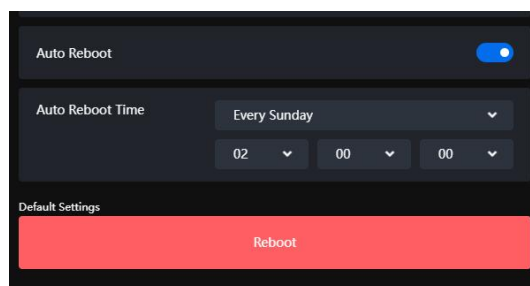


Figure 4.21 Auto Reboot

Note: You can reboot now by clicking **Reboot** button.

Chapter 5 Surveillance

You can configure **Surveillance** for chosen camera.

Camera surveillance includes **Smart Detection** and **Surveillance Rule**.

5.1 Smart Detection

Set the **Non-Detection Zone**, **Smart Detection Type**, **Motion Detection**, **Smart Event Detection**, and **Perimeter Protection** for the device.

Note: The **Smart Event Detection**, and **Perimeter Protection** can only operate on single cameras, and will expand to NVR security system soon.

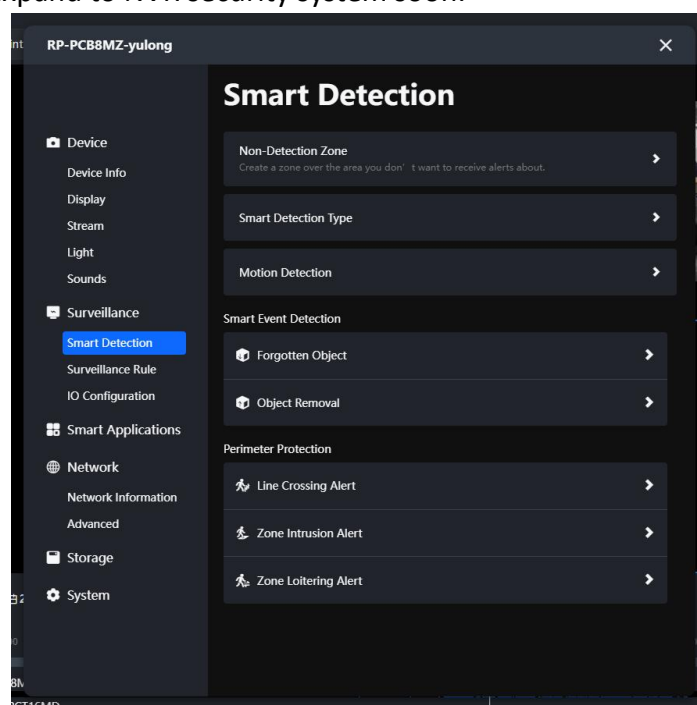


Figure 5.1 Smart Detection Page

5.1.1 Configure Non-Detection Zone

You can create a zone over the area you don't want to receive alerts about.

Steps

1. Click  to the right of **Non-Detection Zone** > Enter **Non-Detection Zone** settings.

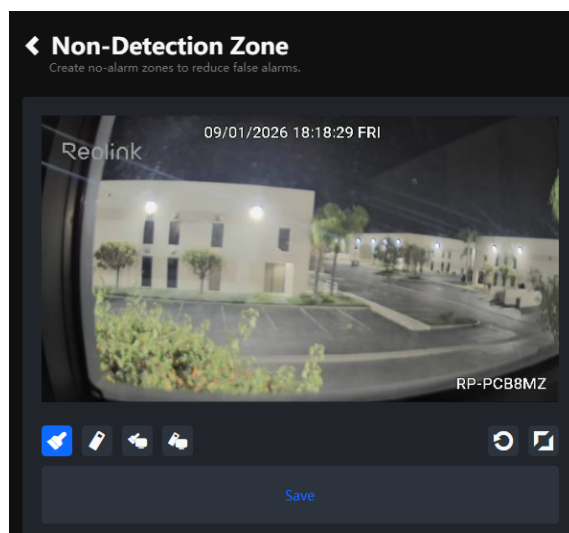








Figure 5.2 Non-Detection Zone Settings


Table 5.1 Descriptions of Non-Detection Zone

No.	Symbol	Description
1		Paint
2		Erase
3		Paint all
4		Erase all
5		Refresh the image
6		Full screen

2. Draw the zone by selecting the tools > Save the **Non-Detection Zone**.

5.1.2 Configure Smart Detection Type

Steps

1. Click  to the right of **Smart Detection Type** > Enter **Smart Detection Type** page.
2. Select your desired **Detection Type** (Person, Motor Vehicles, Non-motorized Vehicles, Animal, or Package).

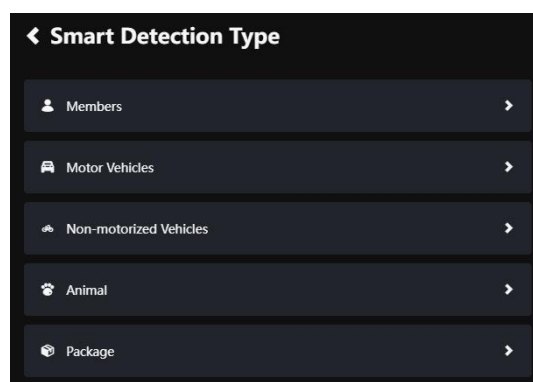


Figure 5.3 Smart Detection Type

3. (Optional) Drag the slider to adjust the **Sensitivity** and **Alarm Delay**.

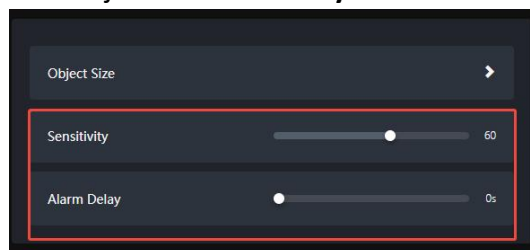


Figure 5.4 Sensitivity and Alarm Delay

4. (Optional) Click **Object Size** > Enter **Object Size** page.

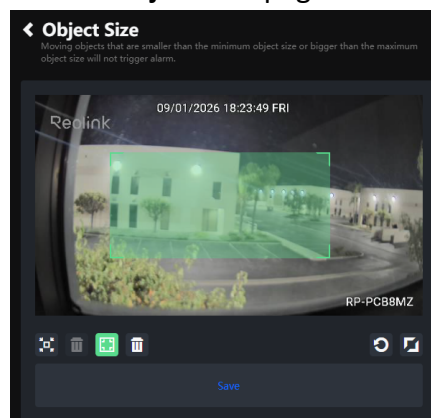









Figure 5.5 Object Size Configuration

Table 5.2 Descriptions of Object Size

No.	Symbol	Description
1		Moving objects that are smaller than this size will not trigger alarm.
2		Delete minimum object.
3		Moving objects that are bigger than this size will not trigger alarm.
4		Delete maximum object.
5		Refresh the image.
6		Full screen.

5.1.3 Configure Motion Detection

Steps

1. Click  to the right of **Motion Detection** > Enter **Motion Detection** Page.
2. (Optional) Click **Add Time Period** to specify motion detection time period.
3. (Optional) Adjust the **Detection Sensitivity**.

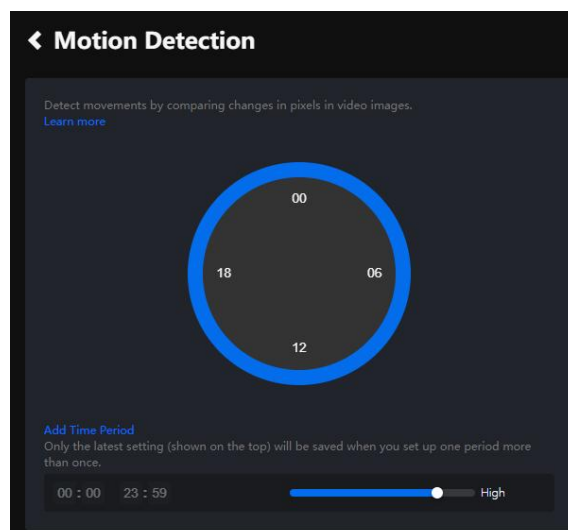


Figure 5.6 Motion Detection Settings

Note: You can add up to 5 Time Periods.


5.1.4 Configure Smart Event Detection

Smart Event Detection includes **Object Removal** and **Forgotten Object**.

In **Object Removal**, You can monitor whether an item within a designated area has been taken away. When an object is removed, relevant personnel can respond quickly to unexpected situations and reduce potential losses. This function is commonly used in scenarios such as museums, where objects require strict monitoring.

In **Forgotten Object**, Designed to identify whether an item has been left behind within a designated area. When a forgotten object is detected, relevant personnel can promptly handle the situation and take appropriate action.

Steps

1. Enter **Smart Detection** page > Click  to the right of **Object Removal/Forgotten Object** > Enter **Object Removal/Forgotten Object** page.
2. Click **Add** button > Enter **Object Removal/Forgotten Object** settings > Draw the **Smart Event Detection Zone**.
3. (Optional) You can edit **Name**, change **Alarm Delay** and adjust **Sensitivity** for **Smart Event Detection**.

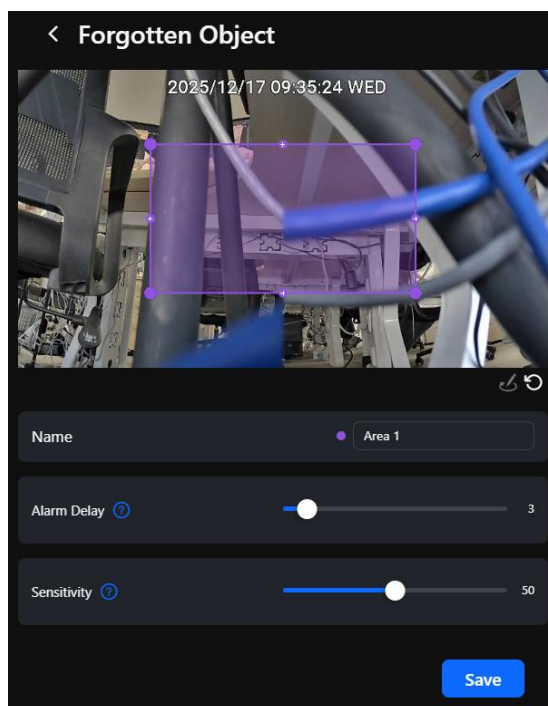








Figure 5.7 Object Removal/Forgotten Object Settings

Table 5.3 Parameters of Object Removal/Forgotten Object

No.	Parameter	Description
1	Name	Edit the name of the area.
2	Alarm Delay	Drag the slider to adjust the Alarm Time . Alarm will be triggered when a detection object stays in the detection zone longer than the Set Time .
3	Sensitivity	Drag the slider to adjust the Sensitivity . Higher sensitivity means that objects less noticeable in the environment are more easily detected.
4	Save	Click Save to save the settings.
5		<p>Draw the smart detection zone.</p> <p>1) : Tap and drag a node to extend or reposition the line as needed.</p> <p>2)  Button: Adds additional nodes, allowing you to shape the fence into right angles or other forms to fit different areas.</p> 
6		Clear all your drawings.

		<p>All your drawings will be cleared, and the configuration will return to default settings. Are you sure you want to reset it?</p> <p>Cancel Confirm</p>	
7		Refresh the Live View page.	

4. After finishing adding, you can **Edit**, **Delete** a zone, or **Add** a new zone.

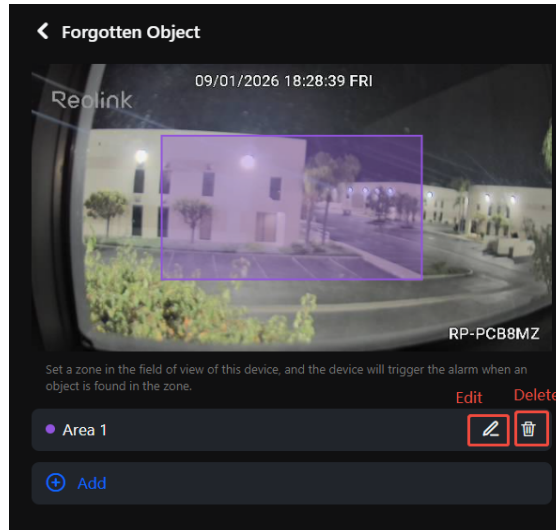


Figure 5.8 Object Removal/Forgotten Object Page (After adding)

Note: You can add up to 3 areas for **Object Removal/Forgotten Object** respectively.


5.1.5 Configure Perimeter Protection

Perimeter protection includes **Line Crossing**, **Zone Intrusion**, and **Zone Loitering** alerts.

Line Crossing Alert

Set a line in the field of view of this camera, and the camera will trigger the alarm when people, vehicles, or animals cross the line from the set direction.

Steps

1. Enter **Perimeter Protection** page > Click  to the right of **Line Crossing Alert** > Enter **Line Crossing Alert** page.
2. Click **Add** button > Enter **Line Crossing Alert** settings page > Draw the **Line**.
3. Configure **Line Crossing Alert**.
4. Click **Save** > Save settings.

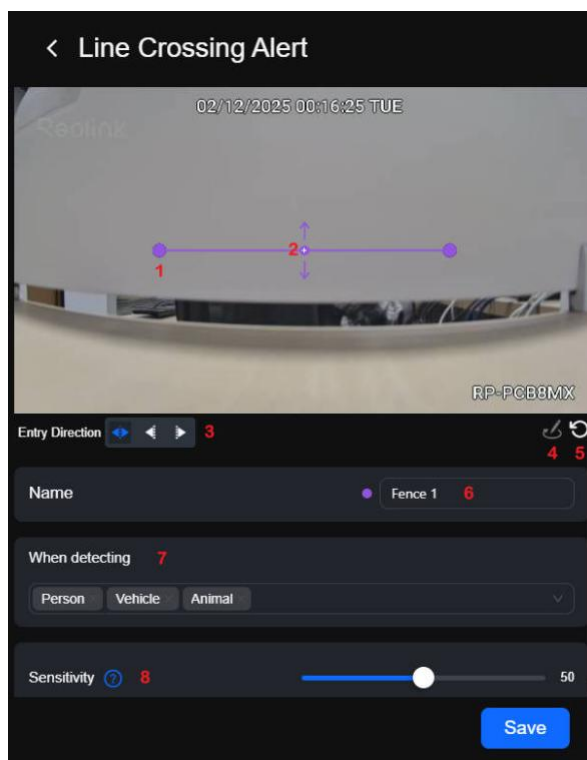










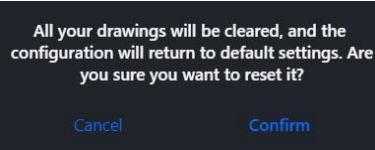

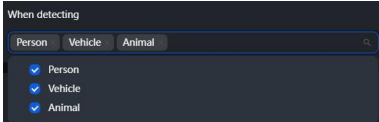


Figure 5.9 Line Crossing Alert Settings

Table 5.4 Descriptions of Line Crossing Alert

No.	Parameter	Description
1		Tap and drag a node to extend or reposition the line as needed.
2		Add additional nodes, allowing you to shape the fence into right angles or other forms to fit different areas.
3		<p>Switch the detection direction:</p> <p>1) Select  > trigger in both directions</p>  <p>2) Select  > trigger from inside to outside.</p>  <p>3) Select  > trigger from outside to inside.</p> 
4		<p>Clear all your drawings.</p> 

5		Refresh the Live View page.
6	Name	Edit the name of the area.
7	When detecting	Choose the Object Types (e.g., person, vehicle, animal) that will trigger an alarm when crossing the line. If all are selected, the camera will detect and alert for any of these objects crossing the line in the set direction. 
8	Sensitivity	Drag the slider to adjust the Sensitivity . Higher sensitivity means that objects less noticeable in the environment are more easily detected.
9	Save	Click Save to save the settings.

5. After finishing adding, you can **Edit**, **Delete** the line, or **Add** a new line.

Note: You can add up to 3 lines for **Line Crossing Alert**.

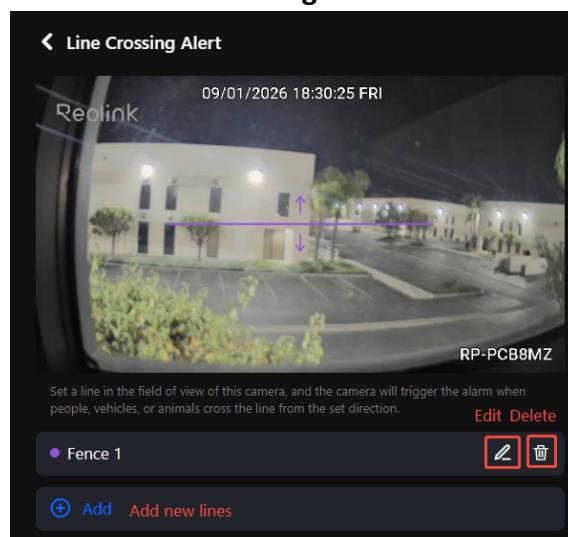


Figure 5.10 Line Crossing Alert Page (After adding)

Add Zone Intrusion/Zone Loitering Alert


Zone Intrusion can be used to detect the presence or movement of objects or individuals within a specific area. Users can select a detection zone within the monitoring. When a target enters or moves within this zone, it triggers an alarm.

This feature is commonly used to monitor critical areas such as warehouses, stores, and public spaces to identify potential intrusions or suspicious activities.

Zone Loitering monitors a designated area and triggers an alarm when a person, vehicle, or object remains in the area for an extended period, which is considered loitering.

This feature is often used in security monitoring, healthcare, and elderly care to identify potential abnormal behavior or situations requiring attention.

Steps

1. Enter **Smart Detection** page > Click  to the right of **Zone Intrusion/Zone Loitering** >

Enter **Zone Intrusion/Zone Loitering** page.

2. Click **Add** button > Enter **Zone Intrusion/Zone Loitering** settings > Draw the **Detection Zone**.

3. (Optional) You can edit **Name**, select **When Detecting**, change **Alarm Delay** and adjust **Sensitivity** for **Zone Intrusion/Zone Loitering Alert**.

4. Click **Save** > Save settings.

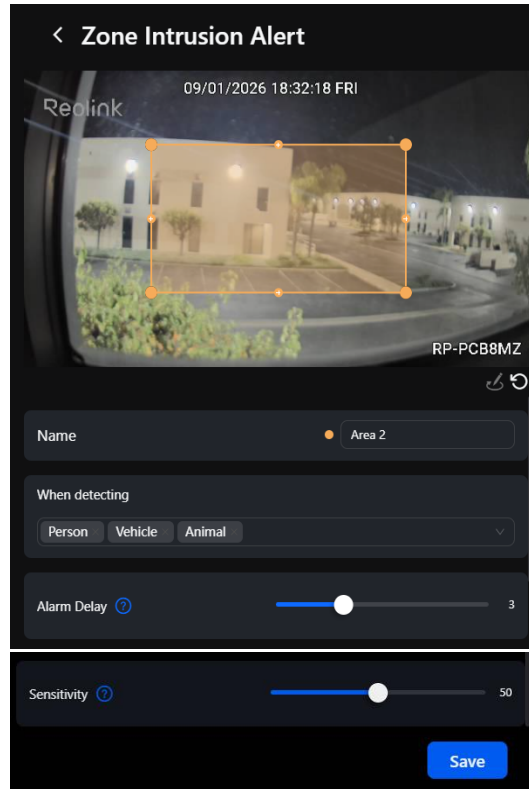
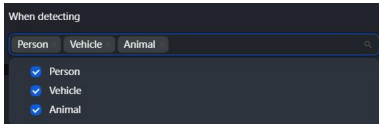








Figure 5.11 Zone Intrusion/Zone Loitering Settings

Table 5.5 Descriptions of Zone Intrusion/Zone Loitering

No.	Parameter	Description
1	Name	Edit the name of the area.
2	When detecting	Choose the Object Types (e.g., person, vehicle, animal) that will trigger an alarm when crossing the line. If all are selected, the camera will detect and alert for any of these objects crossing the line in the set direction. 
3	Alarm Delay	Drag the slider to adjust the Alarm Time . Alarm will be triggered when a detection object stays in the detection zone longer than the set time.
4	Sensitivity	Drag the slider to adjust the Sensitivity . Higher sensitivity means that objects less noticeable in the environment are more easily detected.

5		<p>Draw the zone.</p> <p>1) Node : Tap and drag a node to extend or reposition the line as needed.</p> <p>2)  Button: Adds additional nodes, allowing you to shape the fence into right angles or other forms to fit different areas.</p> 
6		<p>Clear all your drawings.</p> <p>All your drawings will be cleared, and the configuration will return to default settings. Are you sure you want to reset it?</p> <p>Cancel Confirm</p>
7		Refresh the Live View page.
8	Save	Click Save to save the settings.

5. After finishing adding, you can **Edit**, **Delete** the zone, or **Add** a new zone.

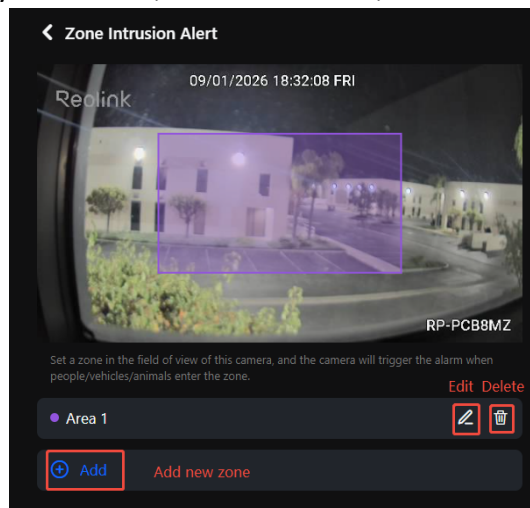


Figure 5.12 Zone Intrusion/Zone Loitering Page (After adding)

Note: You can add up to 3 areas for **Zone Intrusion/Zone Loitering** respectively.

5.2 Surveillance Rule

New surveillance rules are divided into two categories: **Motion Alarm Rules**, and **Scheduled Execution Rules**.

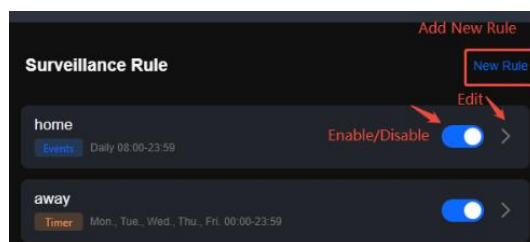


Figure 5.13 Surveillance Rule


5.2.1 Configure Motion Alarm Rules

You can add a time period and trigger event in setting motion alarm rules.

When an alarm event is triggered within the time range, the corresponding output action will be executed. For example: Every day between 9:00 and 10:00 AM, when a person or vehicle is detected, a video will be recorded and actions will be performed.

Note: Output actions do not include push notifications or emails currently.

Steps

1. Select **Surveillance Rule** > Click **New Rule** > Enter **New Rule** page.
2. Select  at the **Rule Type** bar > Choose **Motion Alarm**.
3. Configure **Motion Alarm Rules**.

Note:

- For **Motion alarm rules**, you can enter a **Rule Name**, add **Time Periods**, choose **When Detecting**, and select the **Actions to be Performed**.
- Line Crossing Alert, Zone Intrusion Alert, Zone Loitering Alert, Object Removal, and Forgotten Object must be configured in the detection alarm settings before they appear as **When Detecting** here.

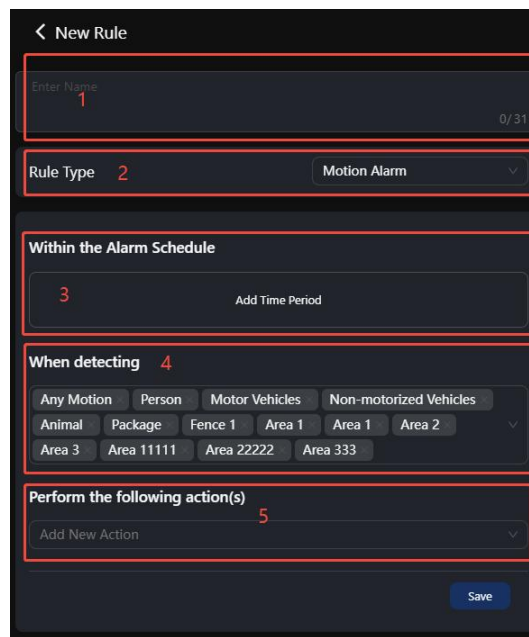
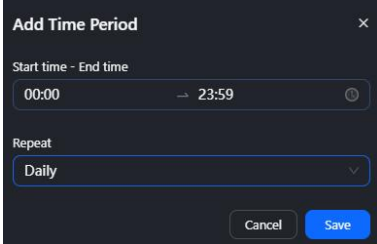
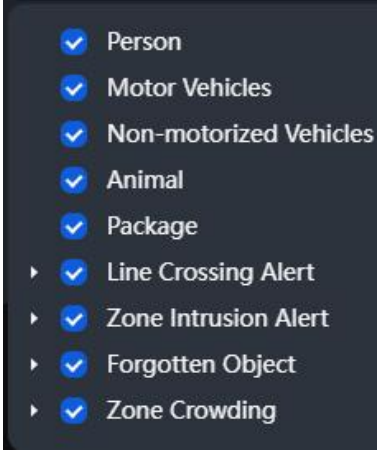
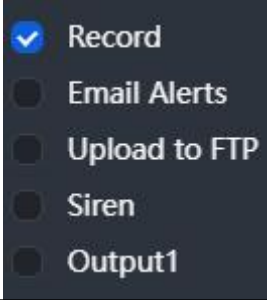


Figure 5.14 Configurations of Motion Alarm Rules

Table 5.6 Descriptions of Motion Alarm Rules

No.	Parameter	Description
1	Rule Name	Name Motion Alarm.
2	Rule Type	Toggle between Motion Alarm and Scheduled Execution .
3	Add Time Period	Select Start Time and End Time . Select Repeat Frequency: Daily or Weekly.


			
4	When Detecting	<p>Choose from the preset Smart Detection Types and I/O Configurations.</p> 	
5	Add New Action	<p>When a detection event occurs, the device will perform the actions you have selected.</p> 	
6	Save	Click Save to save the settings.	

5.2.2 Configure Scheduled Execution Rules

You can schedule a time period to execute the corresponding output actions. For example: Record video from 9:00 to 10:00 every day.

Note: Output actions do not include push notifications or emails currently.

Steps

1. Select **Surveillance Rule** > Click **New Rule** > Enter **New Rule** Page.
2. Select  at the **Rule Type** bar > Choose **Scheduled Execution**.
3. Configure **Scheduled Execution Rules**.

Note: For **Scheduled Execution Rules**, you can enter a **Rule Name**, add **Time Periods**, and enter **Add New Action**.

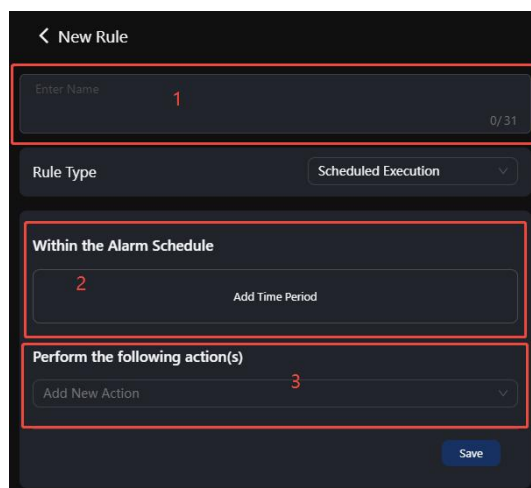
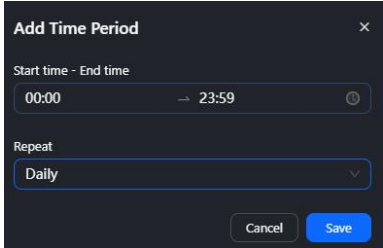
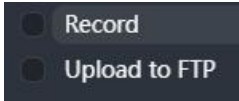


Figure 5.15 Configurations of Scheduled Execution Rules

Table 5.7 Descriptions of Scheduled Execution Rules

No.	Parameter	Description
1	Rule Name	Name Scheduled Execution .
2	Rule Type	Toggle between Motion Alarm and Scheduled Execution .
3	Add Time Period	Select Start time and End time . Select Repeat Frequency: Daily or Weekly . 
4	Add New Action	When a detection event occurs, the device will perform the actions you have selected. 
5	Save	Click Save to save the settings.

Note:

- New **Surveillance Rules** are applicable only to Reolink Professional Series IPCs (model names starting with RP-).
- When connected to a Professional Series NVR, the IPC will follow the NVR's surveillance rule configurations by default.

5.3 IO Configuration


IO Configuration includes **IO Input** and **IO Output**.

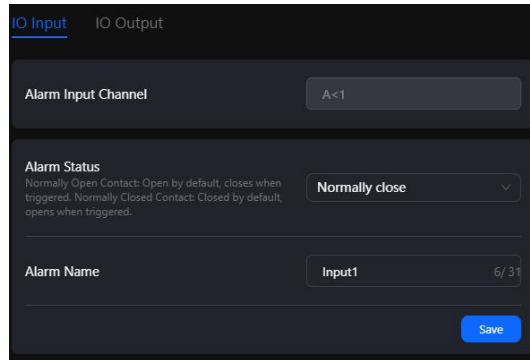
IO Input

IO input receives signals from external triggers (e.g., door contacts, PIR motion sensors,

smoke detectors). For example, when a smoke detector senses smoke, it sends a signal to the camera via the Alarm In port to trigger recording or alerts.

Steps

1. Select  to the right of **Alarm Status** > Choose from **Normally open** or **Normally close**.



The screenshot shows the 'IO Input' configuration window. At the top, there are tabs for 'IO Input' and 'IO Output'. Below the tabs, there is a section for 'Alarm Input Channel' with a dropdown set to 'A<1'. The 'Alarm Status' section has a dropdown menu currently set to 'Normally close'. Below this, there is a section for 'Alarm Name' with a text input field containing 'Input1' and a character count '6/31'. A 'Save' button is located at the bottom right.

Figure 5.16 IO Input

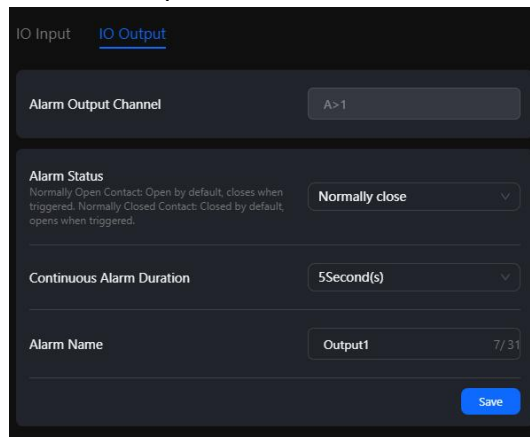
2. Enter **Alarm Name** if needed.

Note:

- **Normally Open:** Open by default, closes when triggered.
- **Normally Closed:** Closed by default, opens when triggered.

IO Output



IO output sends signals to external alarm devices (e.g., sirens, flashing lights) when an alarm is triggered. For example, when the camera detects motion, it can activate a connected siren or strobe light through the Alarm Out port.



The screenshot shows the 'IO Output' configuration window. At the top, there are tabs for 'IO Input' and 'IO Output', with 'IO Output' being the active tab. Below the tabs, there is a section for 'Alarm Output Channel' with a dropdown set to 'A>1'. The 'Alarm Status' section has a dropdown menu currently set to 'Normally close'. Below this, there is a section for 'Continuous Alarm Duration' with a dropdown set to '5Second(s)'. The 'Alarm Name' section has a text input field containing 'Output1' and a character count '7/31'. A 'Save' button is located at the bottom right.

Figure 5.17 IO Output

Steps

1. Select  to the right of **Alarm Status** > Choose from **Normally Close** or **Normally Close**.
2. Select  to the right of **Continuous Alarm Duration** > Choose duration from drop-down menu.

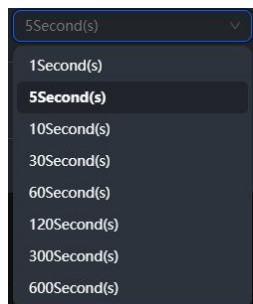


Figure 5.18 Alarm Duration

3. Enter **Alarm Name** if needed.

Chapter 6 Member Management

Users of different roles have different menus and permissions of device access and operation. When creating a user, assign a role to it to give the corresponding permissions.

6.1 Role Description

There are **5 Roles** in Reolink VMS Client.

Click **Role Management** > View detailed permissions and descriptions for each role.

- **Company Creator**

The owner of the enterprise.

Can modify company information and has full system permissions.

Restriction: Cannot grant full permissions to other members.

- **Administrator**

Has full management permissions for all area and personnel.

Restriction: Cannot modify company information.

- **Area Admin**

The highest authority for assigned area.

Can manage devices and members within their permitted area.

Can add devices/members to their assigned area.

Visibility limited to authorized area only.

Note: An area can have multiple Area Admins.

- **Device Administrator**

Can view and manage devices in their assigned area.

Restriction: Cannot manage other members within the same area.

- **Surveillance Staff**

View-only access to devices in permitted area.

Restriction: No control permissions for devices.

Check Role Descriptions

Steps

1. Select **Member Management** on Home Page > Click **Role Management** > See **Role Descriptions**.

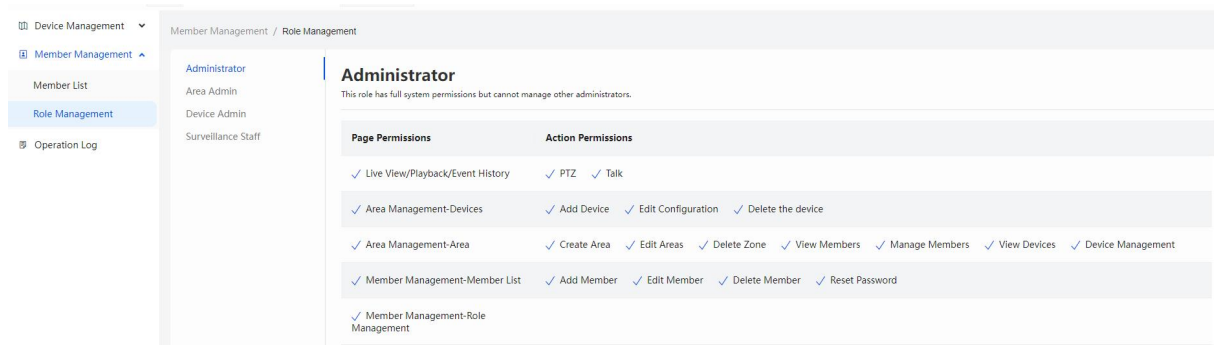


Figure 6.1 Role Descriptions

6.2 Add Member

Steps

1. Go to **Member Management** > Select **Member List** > Click [+ Add Member](#).
2. Enter **Member Name**, **Member Account** and **Password**, Select **Area Permissions**, **Member Role** (Administrator, Area Admin, Device Administrator, Surveillance Staff).

The 'Add Member' form contains the following fields and options:

- * First Name**: Text input field with a character count of 0 / 30.
- * Last Name**: Text input field with a character count of 0 / 30.
- * Member Account**: Text input field with a character count of 0 / 50. Below the field, it states: "Account can only include letters, numbers, and underscores."
- * Password**: Text input field with a character count of 24 / 31. Below the field, it states: "Please enter 8-31 characters and include at least three of the following: uppercase letters, lowercase letters, numbers, and special characters." There is a [Regenerate](#) link next to the field.
- * Area Permissions**: Two radio buttons, ☒ All Areas and ☐ Specific Areas.
- * Member Role**: A dropdown menu with the following options: Area Admin, Device Admin, and Surveillance Staff.

Figure 6.2 Add Member

After successful creation, the member account information will appear in the member list.

Note: A pop-up window with the account information will appear when a sub-account is created.

The 'Account Info' pop-up window displays the following information:

- Account Info for 412412312312312**
- 123124213412**
- Company ID:** 320 [redacted]
- Member Account:** 13212 [redacted]
- Password:** PGMSAC [redacted]

At the bottom of the window, there are two buttons: [Close](#) and [Copy](#).

Figure 6.3 Account Info for Add Member

6.3 Member Action

You can **Edit Member**, **Reset Member Password**, **Delete Member** in **Member Action**.

6.3.1 Edit Member

Steps

1. Click the **Edit** to the right of member under **Action**.

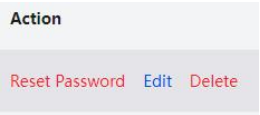


Figure 6.4 Member Action

2. Edit the member's **First Name**, **Last Name**, **Area Permission**, and **Member Role**.

A form titled 'Edit Member' with a close button (X) in the top right corner. It contains several fields: 'First Name' with the value 'monitor' and a character count '7 / 30'; 'Last Name' with the value 'Luo' and a character count '3 / 30'; 'Member Account' with the value 'monitor_Luo' and a character count '11 / 50', with a note below stating 'Account can only include letters, numbers, and underscores.'; 'Area Permissions' with two radio buttons, 'All Areas' (selected) and 'Specific Areas'; and 'Member Role' with a dropdown menu showing 'Surveillance Staff' and a list of options: 'Area Admin', 'Device Admin', and 'Surveillance Staff' (highlighted).

Figure 6.5 Edit Member

6.3.2 Reset Member Password

Steps

1. Click **Reset Password** to the right of the member under **Action > Reset Password** window pop up.

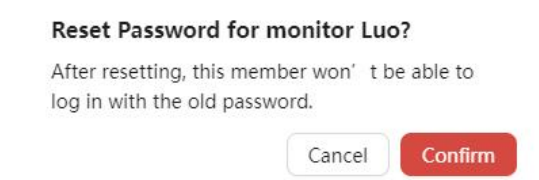


Figure 6.6 Reset Password Confirmation for Member

2. Click **Confirm** > A new password will be assigned to the member.

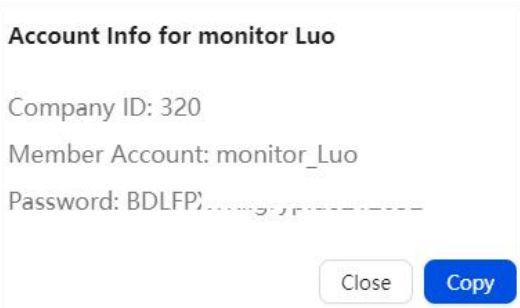


Figure 6.7 Account Info for Resetting Password

6.3.3 Delete Member

Click **Delete** to the right of the member under **Action > Delete** the member.

Chapter 7 Video Monitoring

7.1 Live View

You can start live view or playback of one or multiple cameras.

7.1.1 Start Live View

Steps

1. Click **Live View** > Enter **Live View** page.

2. Click a **Device** in the sidebar > view the device **Live View** in the window.

At the bottom of the preview screen, you will find **Operation Bar** for **Live View**.

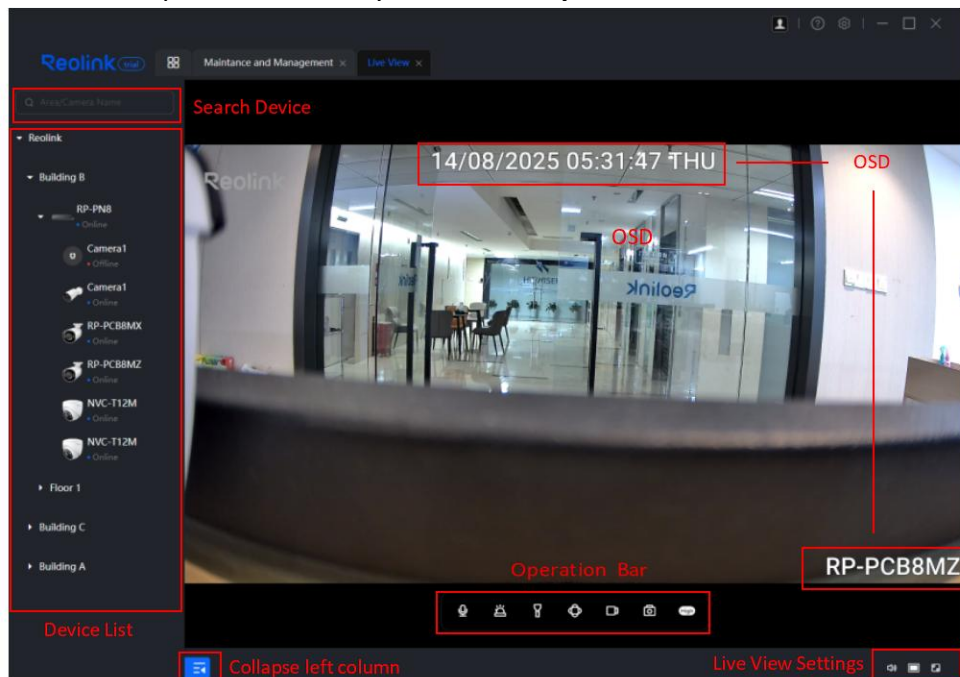



Figure 7.1 Live View

7.1.2 Configure Live View Settings

Steps

1. Click  in the lower right corner > Adjust the live view **Sound Volume**.

2. Click  in the lower right corner > Choose live view **Layout**.

Note: the number of live-view screens can support up to 36 screens.

3. Click  in the lower right corner > Switch to **Full-screen Mode**.

4. Click  in the lower left corner > Collapse the **Device Panel** in the left column.

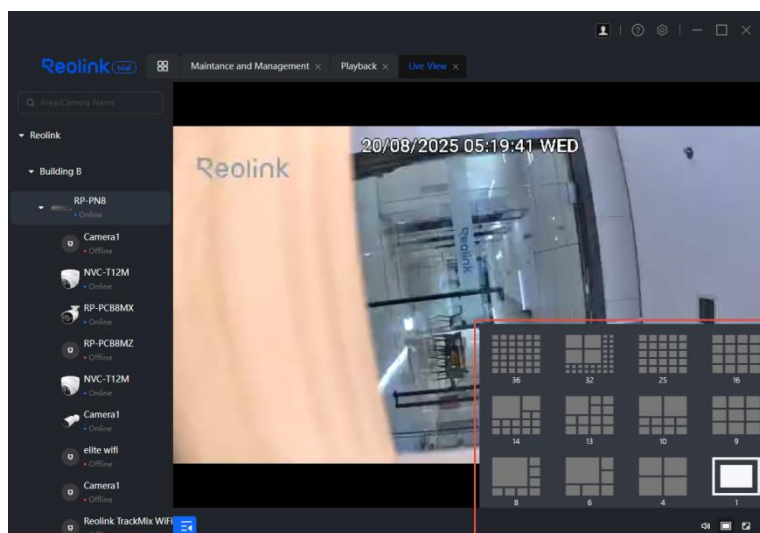


Figure 7.2 Live View Layout

7.1.3 Configure Camera Settings

When you hover your mouse on the live view screen, a **Operation Bar** will appear at the bottom of the chosen camera view.


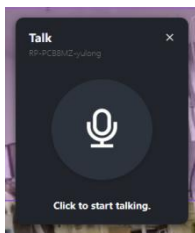

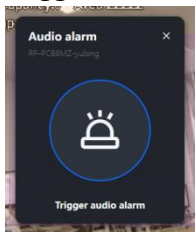


You can configure **Talk**, **Audio Alarm**, **Spotlight**, **PTZ**, **Record**, **Snapshot**, **Stream**, and **Data Analysis**.

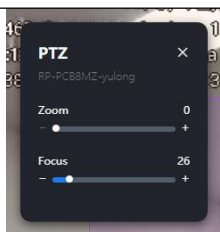




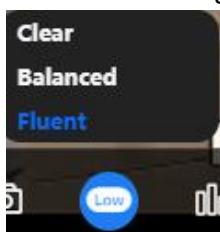



Figure 7.3 Device Operation Bar

Note: Functions in **Operation Bar** may vary according to camera models.

Table 7.1 Descriptions of Operation Bar

No.	Icon	Description
1		Click to Talk . 
2		Trigger Audio Alarm . 
3		Tap to turn on/off Spotlight .
4		Pan , Tilt , and Zoom control.

		
5		Click to record footage. 
6		Capture Snapshot .
7		Choose from Clear , Balanced , and Fluent stream predefined in camera settings. 
8		Data Analysis Access People Counting , Zone Crowd Monitoring , and Heatmap functions. See Chapter 9 .

7.2 Playback

You can playback certain recordings in **Playback** page.



7.2.1 Start Playback

Steps

1. Click **Playback** on the **Home Page** > Enter **Playback**.
2. Select the desired **Device** from **Device List** to **Playback**.

7.2.2 Locate Recordings

Steps

1. Click **Playback** on the **Home Page** > Enter **Playback**.
2. Select **Date** by clicking the  2024/07/20 > Select  to choose **Detection Type** >

Note: The **Date(s)** with recordings will have a blue spot.

3. Click the **Recording Bar** to **Playback** the recording of a certain time.

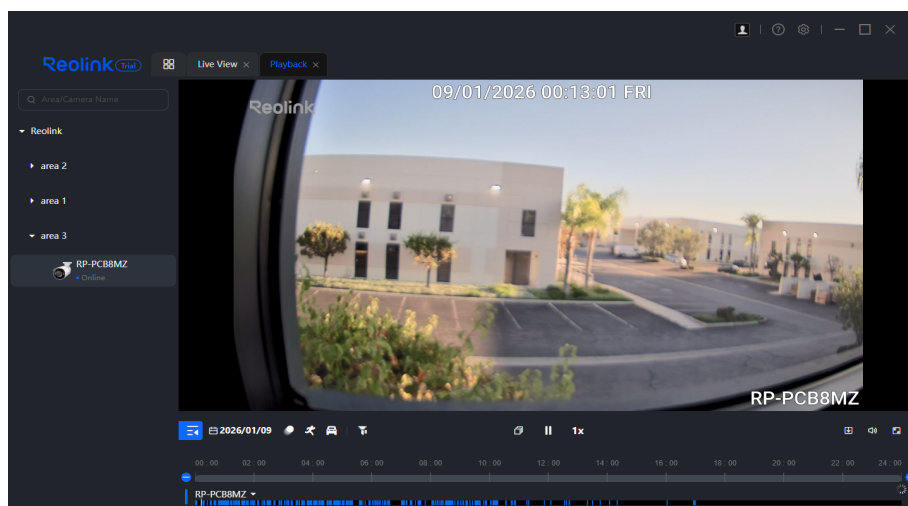


Figure 7.4 Playback

Note:

- Without clicking the filter button, timer recordings are displayed by default.
- Click the filter button for any motion, person, vehicle, pet recording and visitor, then only the corresponding alarm recordings will be shown.

Table 7.2 Parameters of Playback

No.	Icon	Description
1		Select playback Date .
2		Select Smart Detection Type .
3		Filter video according to record type.
4		Capture Snapshot .
5		Download Detection Event
6		Switch between Clear Stream and Fluent Stream .
7		Advance frame by frame to check a recording more precisely.
8		Pause and play playback.
9		Playback Speed , choose fast/slow playback, Max. supports 16X or 0.25X.
10		Download recordings saved in the SD card or HDD to your PC as a backup.
11		Adjust video playback audio
12		Switch to full screen mode
13		During playback, you can drag time progress bar to play back record at the specific time.

Note: You can zoom in/out the timeline by clicking /.



Figure 7.5 Zoom In/Out the Timeline

If you want to playback several cameras at the same time,

1. Double-click the **Playback** page > Enter **Multi-camera Playback**.

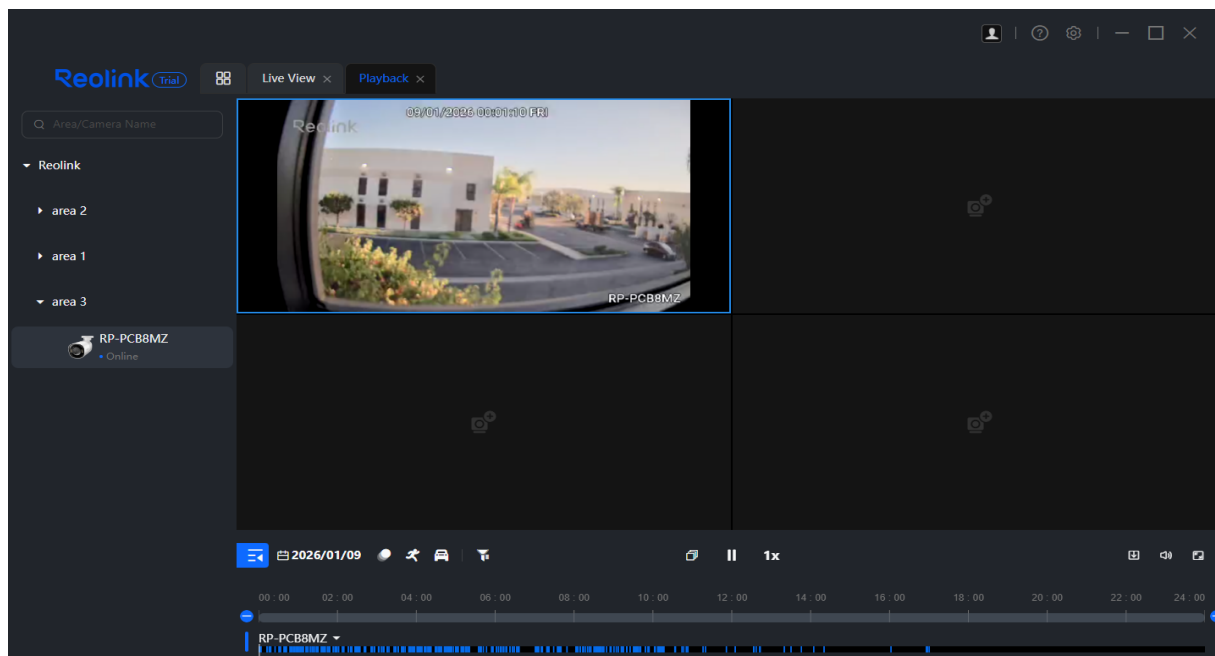


Figure 7.6 Multi-camera Playback


2. Select **Sub-screen** > Double-click the **Camera** > Add new device to **Playback**.

Note: Up to four channels can be played back simultaneously.

7.2.3 Download Recordings

You can download recordings saved in the SD card or HDD to your PC as a backup.

Steps

1. Click  > Enter the **Download** page.
2. Filter the recordings you want to download by **Channel**, **Start Time**, **End Time**, **Type**, **Stream Type** > Click **Download**.
3. (Optional) You can also select **Recordings** checkbox to batch download.

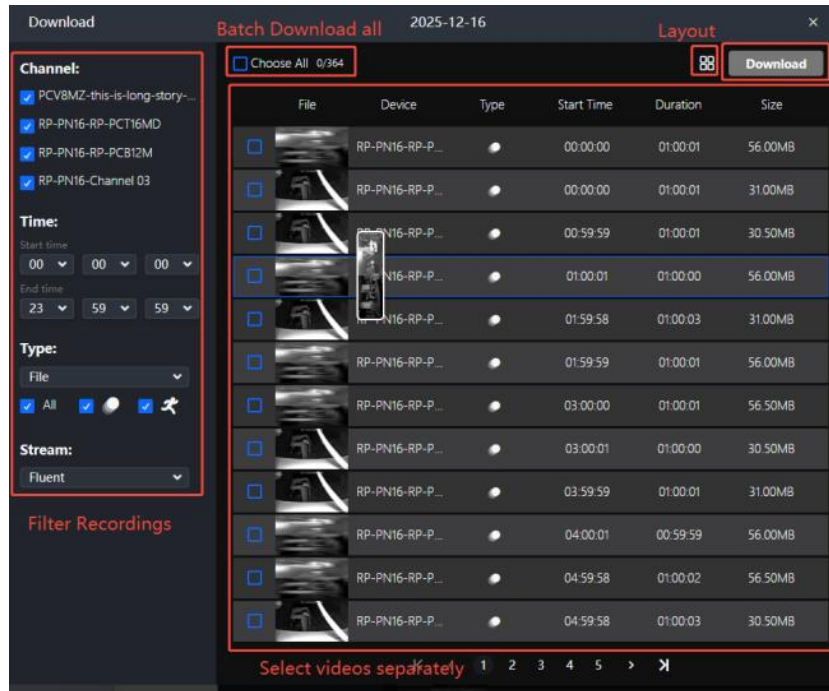


Figure 7.7 Download Page

4. After the download is finished, you can click to view them in the folder.

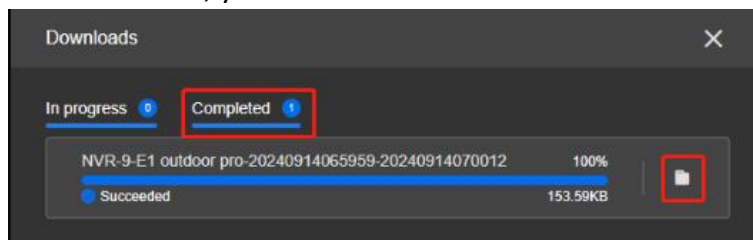


Figure 7.8 Download Completed

7.3 Event Alerts Center

When alarms are triggered, you will receive notifications on real-time alarms. You can view their details, such as snapshots and recordings, and process them. If you miss alarms occurred during a certain period, or want to check certain alarms, such as high priority alarms occurred in the past day or all alarms that have not been processed in the past week, you can set the search conditions accordingly and search for these alarms. Based on all the alarms that were triggered, the platform will generate statistics ready for your review.

This can be helpful for how you can optimize your security measures. Make sure you have configured and enabled alarm events. To configure, see **Chapter 5 Surveillance**.

7.3.1 Search Event Alerts

Steps

1. Click **Event Notifications** on **Home Page** > Enter the **Event Alerts**.
2. Select **Time** > Filter the event alert by **Device Abnormality**, **Smart Detection**, **Device Name** > Click **Search**.

Note: You can reset the search condition by clicking **Reset**.

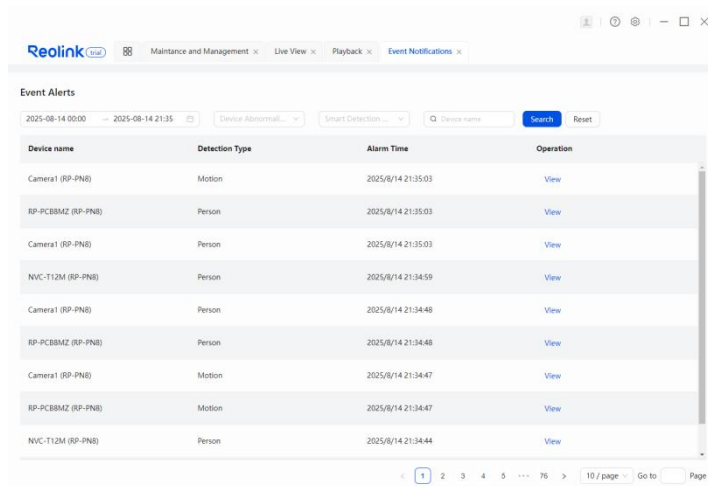


Figure 7.9 Event Alerts Center

7.3.2 View Event Alerts

Steps

1. Click **View** in the **Operation** column > **Event Details** window will pop up and play the event video automatically.

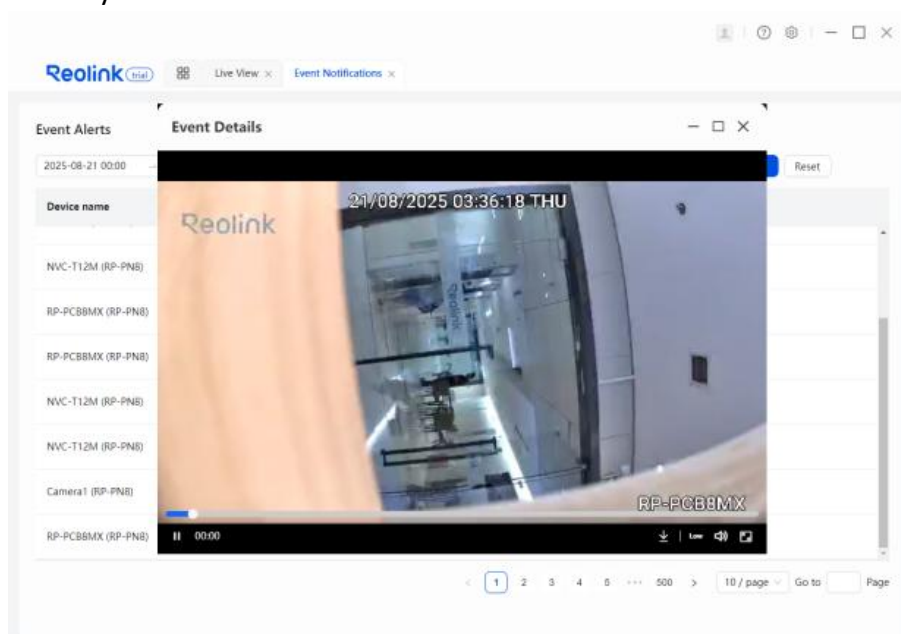






Figure 7.10 Event Details

2. (Optional) Click  to download the event file.
3. (Optional) Click  to switch between clear and fluent stream.
4. (Optional) Click  to adjust audio volume.
5. (Optional) Click  to enter the full screen mode.

Chapter 8 Local AI Video Search

Local AI Video Search enables intelligent, text-based searches to retrieve and review surveillance footage more efficiently. Unlike conventional AI, which only detects single objects (e.g., a person, vehicle, or animal), Advanced large-scale AI model embedded on VMS simultaneously understands text, images, and video, and returns highly relevant results based on local alarm-triggered recordings.



Local AI Video Search conducts on-device local searches specifically within recordings triggered by AI alarm events, ensuring both speed and privacy. Whether you're trying to identify a person, vehicle, animal, or other object, AI Video Search enables smarter, faster footage review with just a few keywords.

This capability significantly enhances search efficiency and improves your ability to respond quickly to security incidents, all while ensuring data privacy through on-device processing and without incurring additional costs.

Entry: The AI Video Search is located in the multi-selection option near the device.

8.1 Search

Steps

1. Click  near the NVR > Select **AI Video Search** > Enter **AI Video Search** Page.
2. Select **Detection Type**, **Time Range**, **Channel** > Enter **Search Text** > Click  to get **Search Result**.

Note: You can select multiple channels for **AI Video Search**.

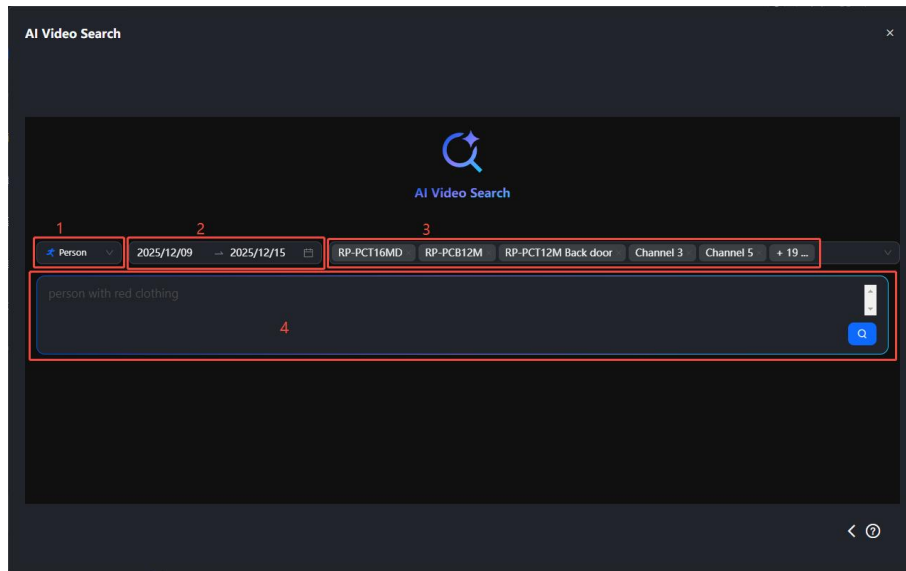


Figure 8.1 Local AI Video Search

Table 8.1 Descriptions of Local AI Video Search

No.	Parameter	Description
1	Detection Type	Select the Object Type you want to filter, such as Person, Vehicle, Animal, etc. (The available types may differ slightly

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		depending on your device.)
2	Time Range	Choose the specific Time Range you want to search for recorded videos.
3	Channel	Select the Channel (camera) you want to search in.
4	Enter Search Keyword	Input keywords related to what you are looking for and click Search to find relevant recordings. For example, "delivery guy in blue" or "person in white".

8.2 View Search Result

You can view search results, and the results can be sorted by time and relevance.

Steps

1. Click the video > Enter **Event Details** page.

Note: For **Event Details** description, See **6.3 Event Alerts Center**.



Figure 8.2 Event Details

Chapter 9 Data Analysis

Data Analysis includes **People Counting**, **Zone Crowd Monitoring**, and **Heatmap**.

You can view real-time and history people counting data, number of people in an area, and heatmaps.

Note:

- The **People Counting** and **Zone Crowd Monitoring** features can only be generated on **Cameras** (camera support required).
- The **Heatmap** feature can only be generated on the NVR.
- For optimal statistical accuracy, it is recommended that the **Camera** be installed in a **Top-down** (overhead) position to monitor the target area.

9.1 People Counting


Track foot traffic through designated zones and provides exportable trend data.

In people counting, it is necessary to first designate an alarm zone. Within this zone, define a straight line or polyline, and assign an entry direction to each segment of the line. When a person enters the zone, crosses the boundary in the expected direction, or exits the alarm zone, a corresponding alarm will be triggered once.

Note: You can set **1 People Counting Rule** for each camera (camera support required).

9.1.1 Configure People Counting Rules

Steps

1. Enter **Device Settings** > Select **Smart Applications**.
2. Select **Customer Flow Analysis** > Select **People Counting**.
3. Click  to the right of **People Counting** > Enter **People Counting** settings.

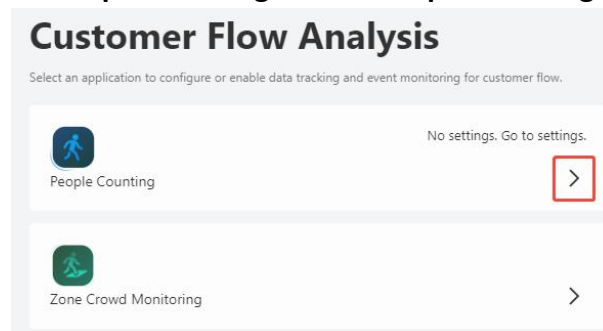


Figure 9.1 Enter People Counting

4. Click **Add** button > Enter **Add People Counting Rule** settings.

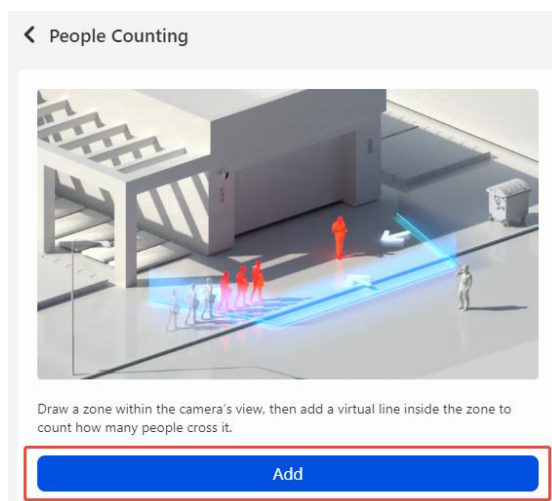


Figure 9.2 Add People Counting Page

5. Configure **Add People Counting Rule**.

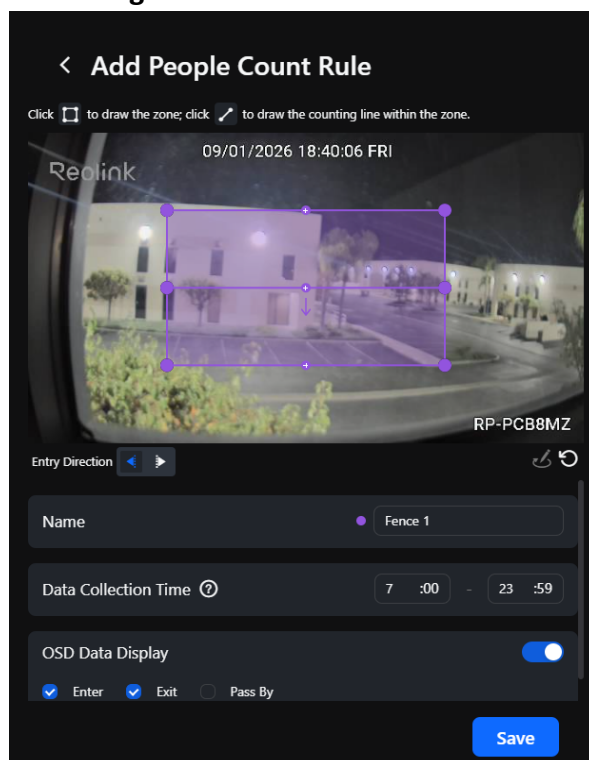





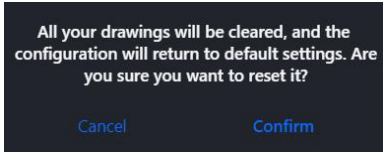



Figure 9.3 Add People Counting Rule Page

Table 9.1 Descriptions of Configuring Add People Counting Rules

No.	Parameter	Description
1	Name	Edit People Counting Zone Name. The default Name is Fence 1 .
2	Data Collection Time	Counting is based on the live view during the selected period.
3	Entry Direction 	Switch the Entry Direction for People Counting.
4	OSD Data Display	Toggle  to turn on/off People Counting Data

		<p>on Screen.</p> <p>You can check Enter, Exit, or Pass By.</p>  <p>Enter Display the number of people crossing the line in the entering direction.</p> <p>Exit Display the number of people crossing the line in the exiting direction.</p> <p>Pass By Display the number of people entering the zone in the enter direction, not crossing the line and then leaving the zone.</p>  <p>Note: If you already configure OSD Data Display for Zone Crowd Monitoring, they will be displayed below People Counting OSD.</p>
5		<p>Clear all your drawings.</p> 
6		Refresh the Live View page.
7	Save	Click Save to save the settings.

6. Click **Save** > Save settings.

7. After finishing adding, you can **Edit** the zone, **Delete** the zone.

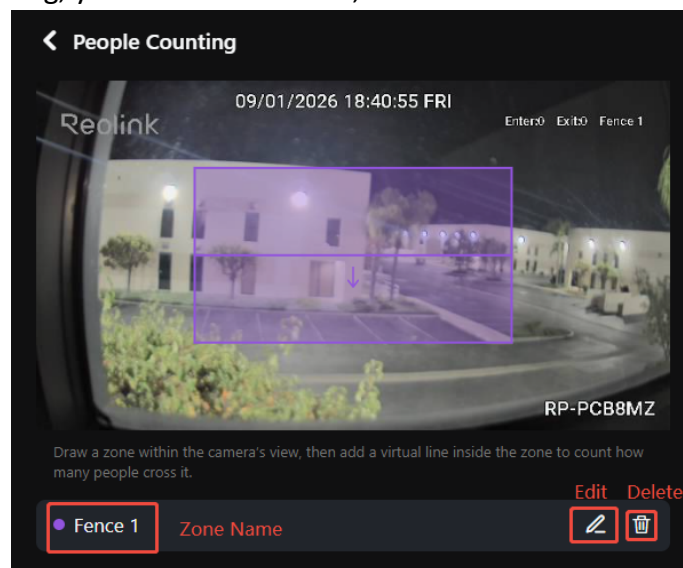


Figure 9.4 Edit People Counting Rule

9.1.2 Generating People Counting Report

Steps


1. Enter **Device Live View** > Go to **Device Operation Bar** > Select .
2. Click **Data Analysis** in the menu > Enter **Data Analysis** page > Select **People Counting**.



Figure 9.5 Enter Data Analysis

Note:

- You can **Reset People Count in Zone** to clear **Zone Crowd Monitoring** statistics.
- You can **Reset People Count** to clear **People Counting** statistics.

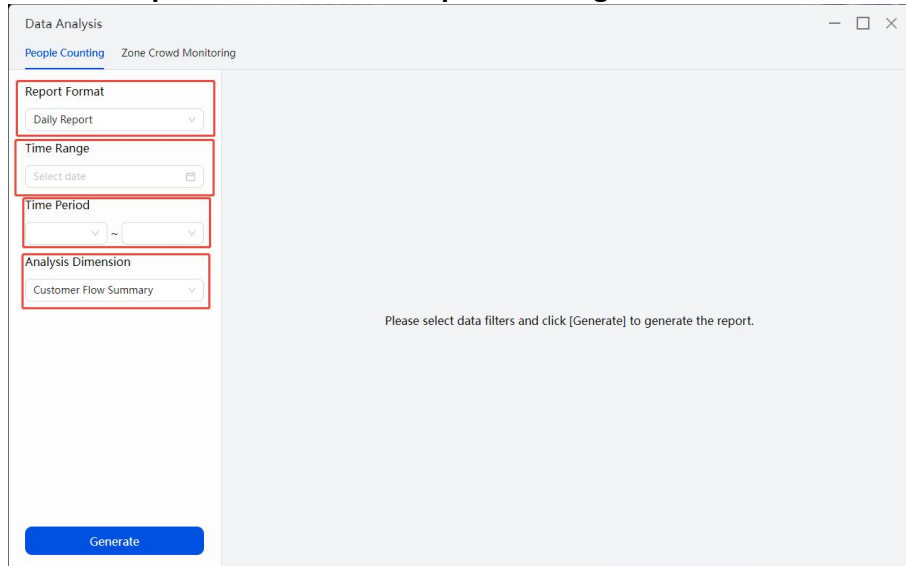
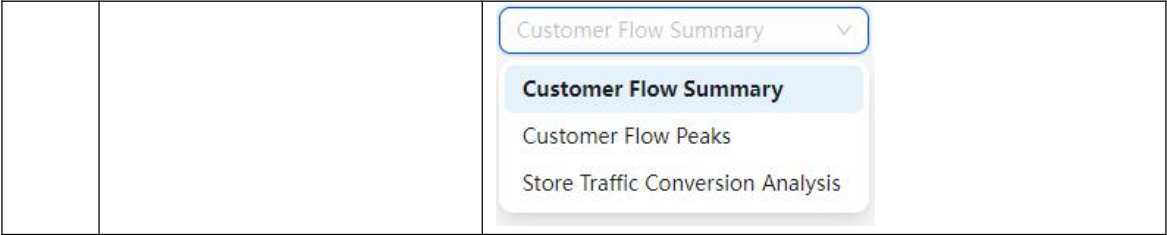


Figure 9.6 People Counting Analysis Page

Table 9.2 Descriptions of People Counting in Data Analysis

No.	Parameter	Description
1	Report Time	Analysis Frequency. Choose from: <ul style="list-style-type: none"> ● Daily ● Weekly ● Monthly ● Annual
2	Time Range	Choose Date
3	Time Period	Select Exact Time .
4	Analysis Dimension	Choose from: <ul style="list-style-type: none"> ● Customer Flow Summary ● Customer Flow Peaks ● Store Traffic Conversion Analysis



3. Click **Generate** > Generate **People Counting Report**.

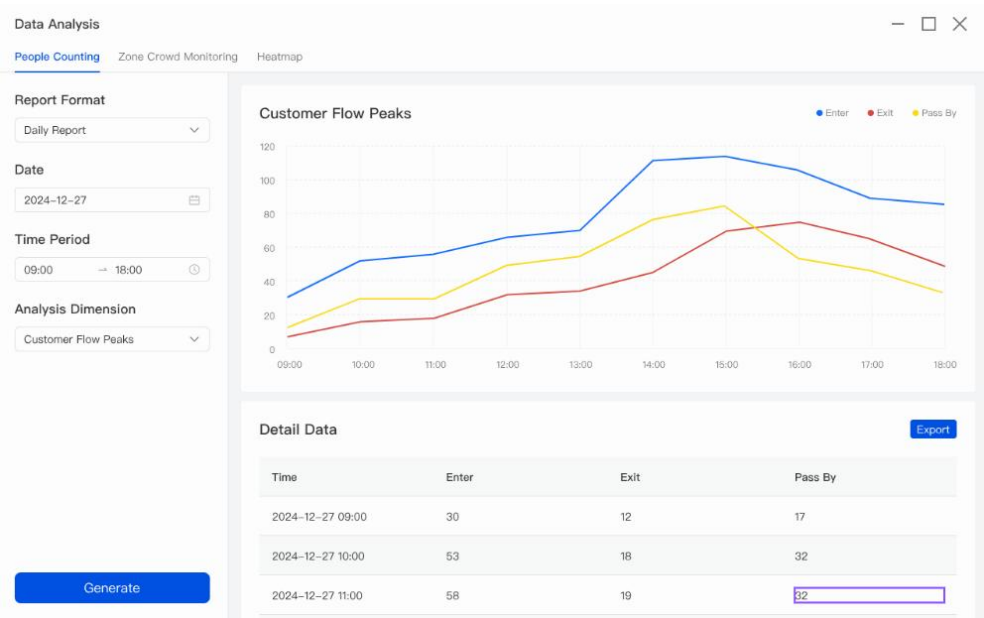


Figure 9.7 People Counting Report

9.2 Zone Crowd Monitoring

Zone Crowd Monitoring counts the number of people (or calculates density) within multiple designated regions in the video frame. This function is used to detect crowd congestion in specific areas, enabling alarms to be triggered based on either the absolute number of people or predefined congestion levels.

Note: You can set **3 Zone Crowd Monitoring Rules** for each camera (camera support required).

9.2.1 Configure Zone Crowd Monitoring Rules

Steps

- 1. Enter **Device Settings** > Select **Smart Applications**.
- 2. Select **Customer Flow Analysis** > Select **Zone Crowd Monitoring**.
- 3. Click  to the right of **Zone Crowd Monitoring** > Enter **Zone Crowd Monitoring** settings.

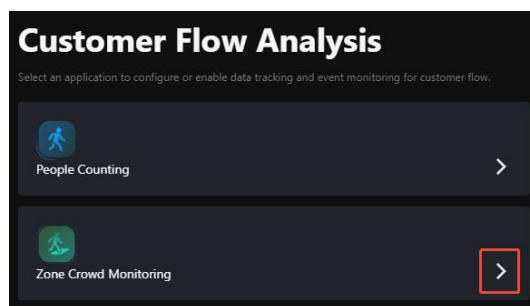


Figure 9.8 Enter Zone Crowd Monitoring Settings

4. Click **Add** button > Enter **Add Zone Crowd Monitoring Rule**.

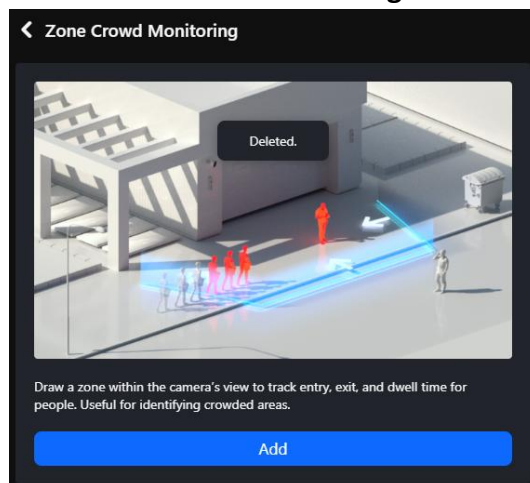
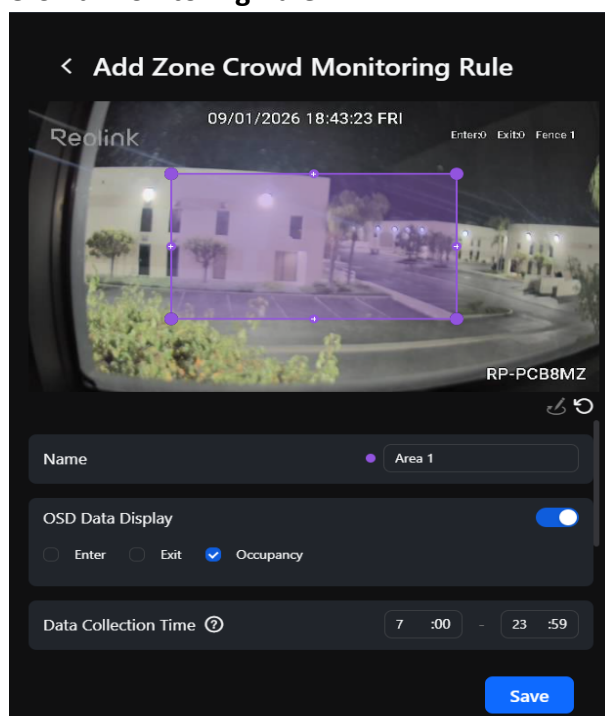


Figure 9.9 Add Zone Crowd Monitoring

5. Configure **Add Zone Crowd Monitoring Rule**.



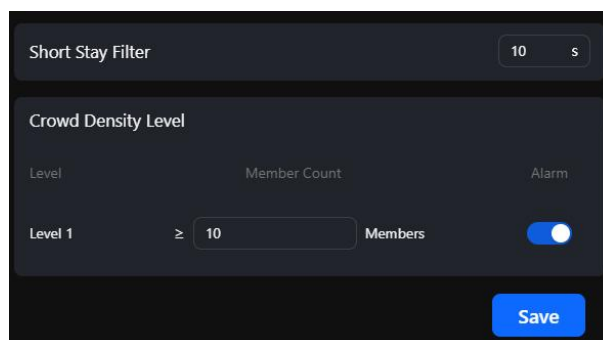

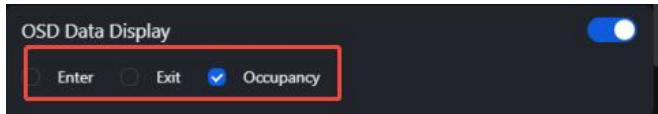

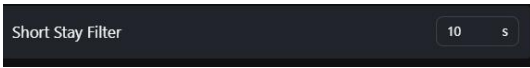
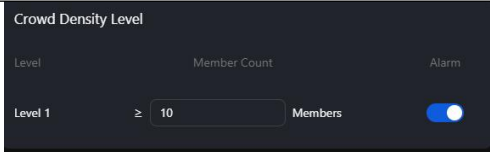




Figure 9.10 Configure Add Zone Crowd Monitoring Rule

Table 9.3 Descriptions of Configuring Add Zone Crowd Monitoring Rules

No.	Parameter	Description
1	Name	Edit Area Name of Zone Crowd Monitoring . The default Name is Area 1/Area 2/Area 3 .
2	Data Collection Time	Counting is based on the live view during the selected period.
3	OSD Data Display	<p>Toggle  to turn on/off Zone Crowd Monitoring Data on Screen. You can check Enter, Exit, or Occupancy.</p>  <p>Enter Display the total number of people entering the zone.</p> <p>Exit Display the total number of people exiting the zone.</p> <p>Occupancy Display the real-time number of people entering the zone and staying in the zone. Note: The configured area will also be displayed by default in OSD Data Display.</p>  <p>Note: If you already configure OSD Data Display for People Counting, they will be displayed above OSD Data Display of Zone Crowd Monitoring.</p>
4	Short Stay Filter	<p>People with a stay time shorter than the defined threshold will be filtered out.</p> 
5	Crowd Density Level	Define Crowd Density Level and trigger alarm accordingly.

			
6		<p>Clear all your drawings.</p> <p>All your drawings will be cleared, and the configuration will return to default settings. Are you sure you want to reset it?</p> <p>Cancel Confirm</p>	
7		Refresh the Live View page.	
8	Save	Click Save to save the settings.	

6. Click **Save** > Save settings.

7. After finishing adding, you can **Edit**, **Delete** the Area or **Add** new Areas.

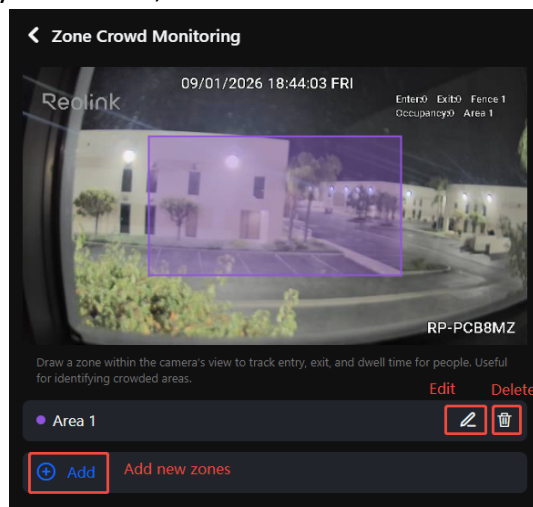



Figure 9.11 Edit Zone Crowd Monitoring Rule

9.2.2 Generating Zone Crowd Monitoring Report

Steps

1. Enter **Device Live View** > Go to **Device Operation Bar** > Select .
2. Click **Data Analysis** in the menu > Enter **Data Analysis** page > Select **Zone Crowd Monitoring**.

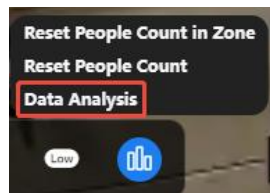


Figure 9.12 Enter Data Analysis

Note:

- You can **Reset People Count in Zone** to clear **Zone Crowd Monitoring** statistics.
- You can **Reset People Count** to clear **People Counting** statistics.

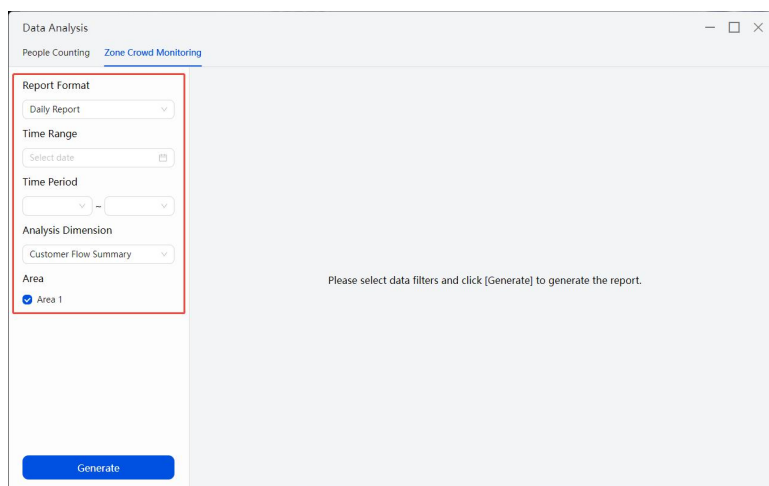
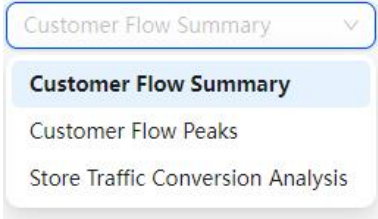


Figure 9.13 Zone Crowd Monitoring Analysis Page

Table 9.4 Descriptions of Zone Crowd Monitoring in Data Analysis

No.	Parameter	Description
1	Report Time	Analysis Frequency. Choose from: <ul style="list-style-type: none"> ● Daily ● Weekly ● Monthly ● Annual
2	Time Range	Choose Date
3	Time Period	Select Exact Time .
4	Analysis Dimension	Choose from: <ul style="list-style-type: none"> ● Customer Flow Summary ● Customer Flow Peaks ● Store Traffic Conversion Analysis 
5	Area	Check Areas for generating final report.

3. Click **Generate** > Generate **Zone Crowd Monitoring** Report.

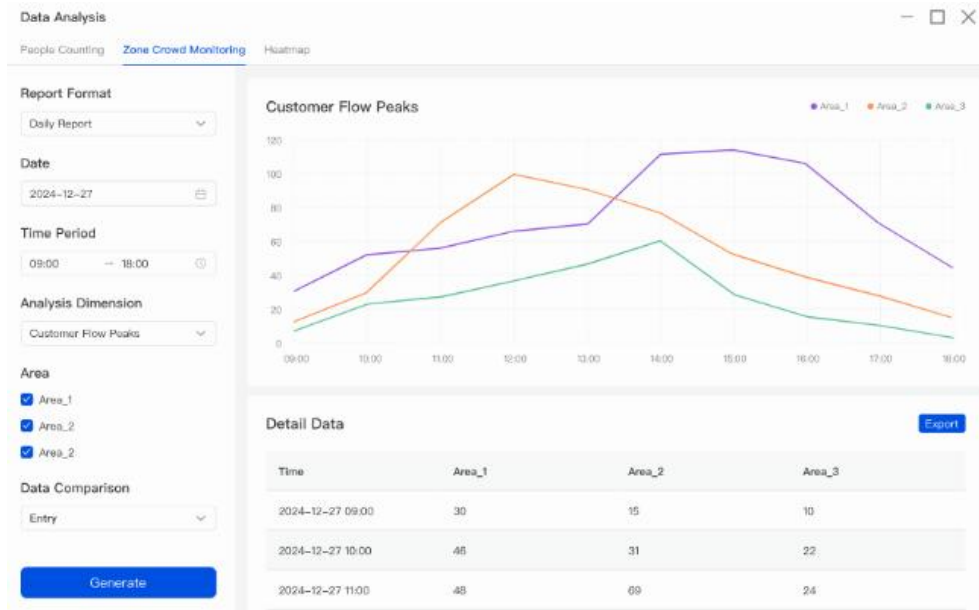



Figure 9.14 Zone Crowd Monitoring Report

9.3 Heatmap

Visualizes movement hotspots and reveals flow direction patterns over time.

9.3.1 Configure Heatmap Rules

Steps

1. Select **NVR** > Enter **Device Management** page > Click **Configuration** to the right of NVR > Enter **NVR Settings** page.
2. Select **Smart Applications** > Select **Customer Flow Analysis** > Click  to the right of **Heatmap**.

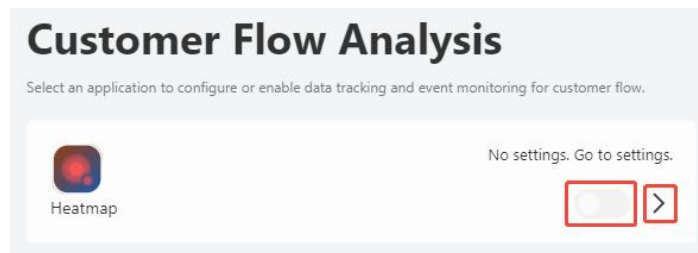


Figure 9.15 NVR Heatmap

Note: You can turn off **Heatmap** function by toggling the button to the right of **Heatmap**.


3. Click **Add Channel** > Select **Channel** > Click **Save** > Toggle  to turn on the **Heatmap**.

Note:

- **Heatmap** function can support up to 8 channels at the same time
- Every channel can only store recordings for 15 days. When the time limit is reached, the past recordings will be covered.

9.3.2 Generating Heatmap Report

Steps

1. Enter **NVR Live View** > Go to **Device Operation Bar** > Select  .
2. Click **Data Analysis** in the menu > Enter **Data Analysis** page > Select **Heatmap**.

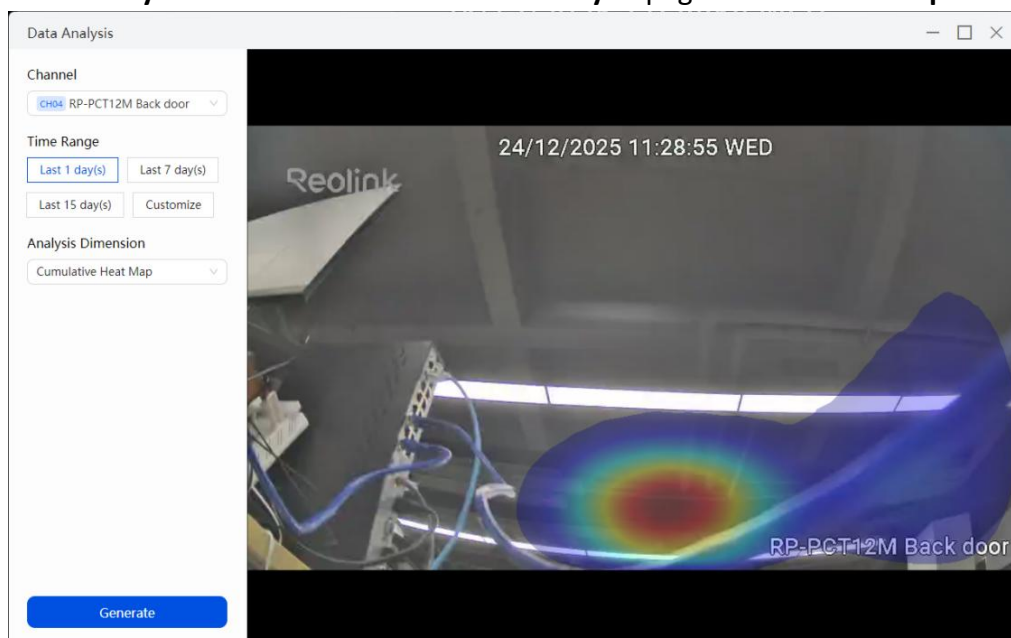


Figure 9.16 Heatmap Analysis Page

Table 9.5 Descriptions of Heatmap in Data Analysis

No.	Parameter	Description
1	Channel	Choose Channel for Heatmap report generation.
2	Date	Choose from: <ul style="list-style-type: none"> ● Last 1 Day ● Last 7 Days ● Last 15 Days ● Customize Date
3	Analysis Dimension	Select Dynamic Heat Map .

3. Click **Generate** > Generate **Heatmap** Report.


Chapter 10 System Settings

You can configure the frequently-used parameters, including general settings, live view & playback, alarm settings, and file storage in system settings.

10.1 General Settings

In general settings, you can toggle **Client Update Notification**, **Auto-Resume View Status After Starts**, change **Data Format**, and **Language**.

Steps

1. Click  in the top navigation bar > Access **System Settings** page.
2. Select **General Settings** > Configure **General Settings**.

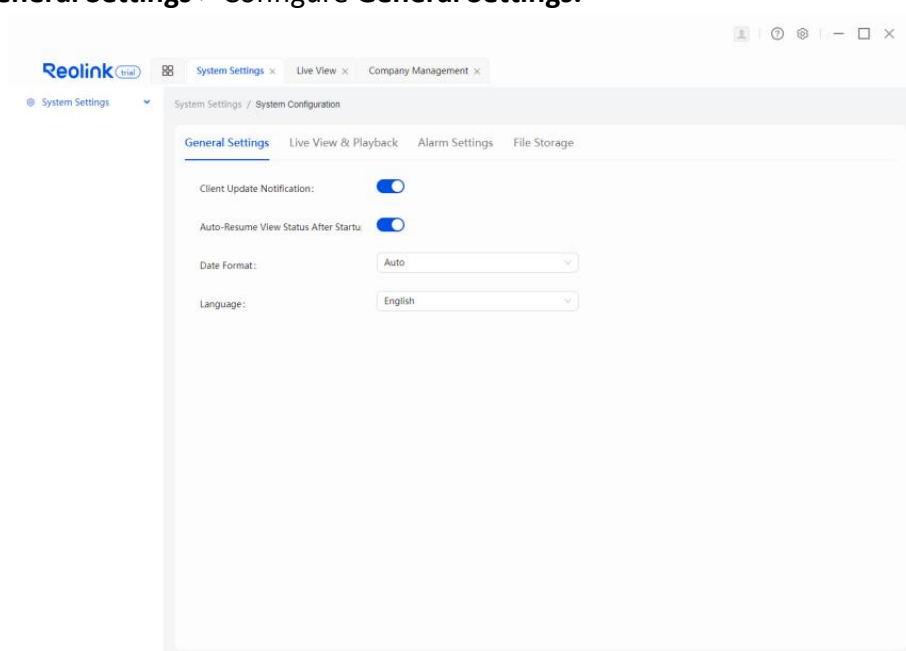


Figure 10.1 General Settings

10.2 Live View & Playback

You can enable **Hardware Decoding First** in **Live View & Playback** settings.

Hardware decoding refers to the process of video decoding (decompressing compressed video data, like H.264, H.265/HEVC, back into viewable frames) using dedicated hardware components.

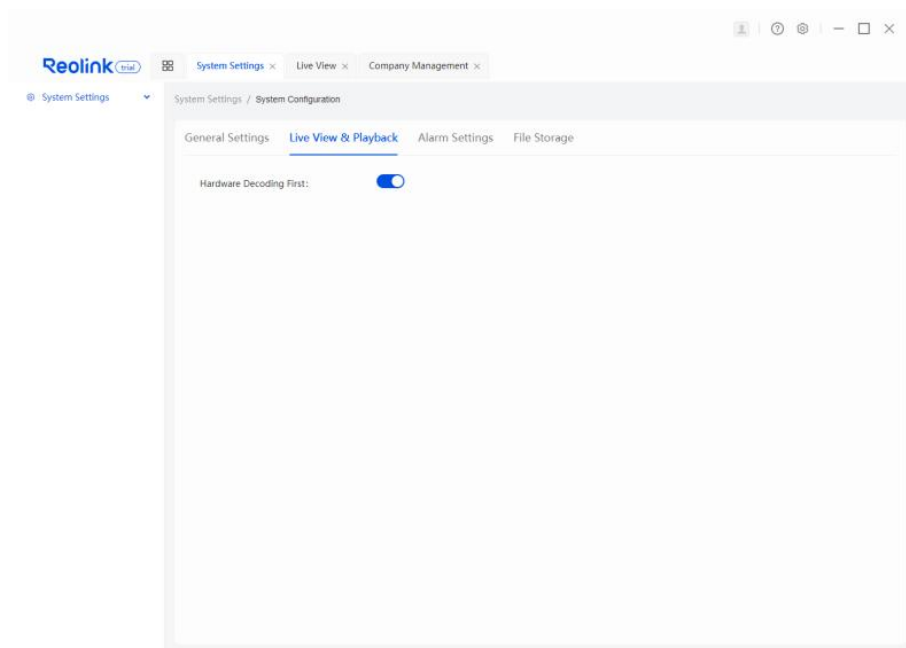


Figure 10.2 Live View & Playback Settings Page

10.3 Alarm Settings

You can turn on/off **Client Alarm Sound** and **Alarm Pop-up Notification** in **Alarm Settings**.

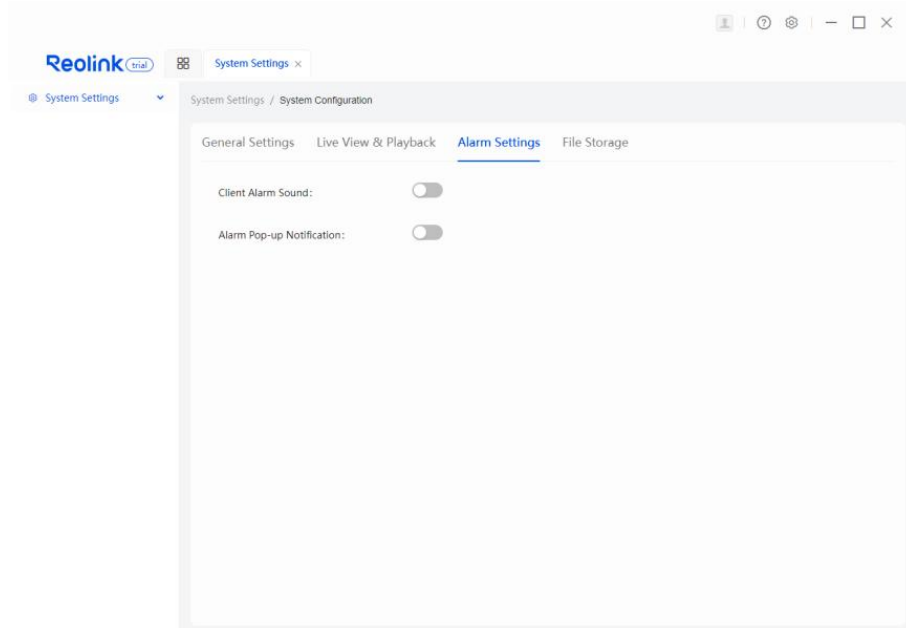


Figure 10.3 Alarm Settings Page

Alarm Pop-up Notifications

When an alarm occurs, the corresponding device's alarm page will pop up immediately. You can click on the device to check the specific event.

Note:

- If multiple alarm events occur at the same time, only one pop-up window will appear and show the latest event.
- Only events within the past 5 minutes will be displayed.

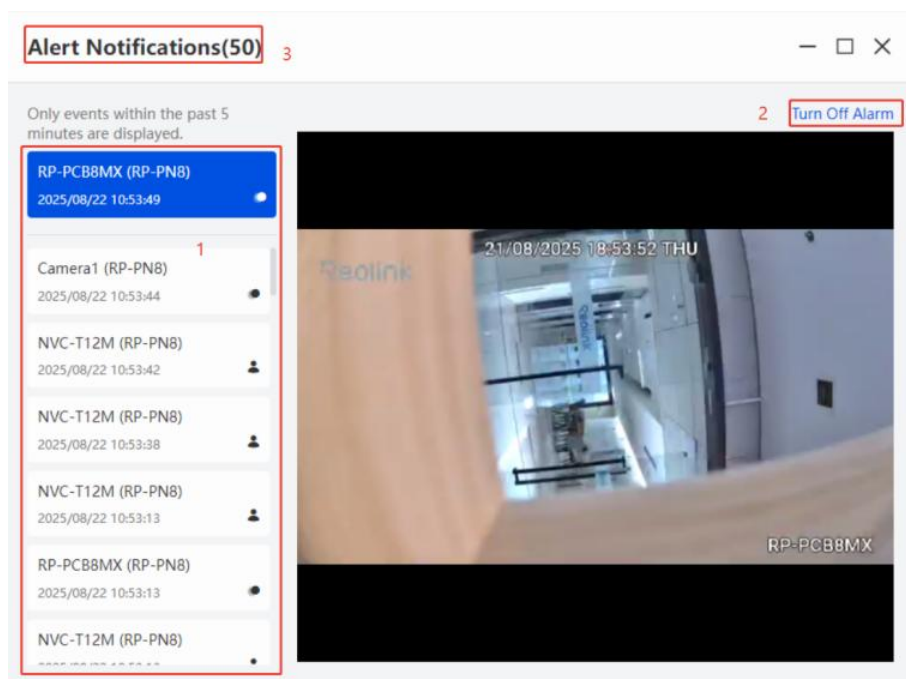


Figure 10.4 Alert Notification

Table 10.1 Descriptions of Alert Notification

No.	Parameter	Description
1	Event Panel	Event Panel will demonstrate the alert info list. Each alert includes: <ul style="list-style-type: none"> ● Device name ● Detection type ● Exact Time
2	Turn Off Alarm	Click to turn off the alarm
3	Alert Notifications	The number in brackets indicates the number of alerts

10.4 File Storage

You can configure **Temporary File Storage Path**, **Snapshot File Storage Path**, and **Video File Storage Path** in **File Storage Settings**.

Note: Default storage paths are shown below.

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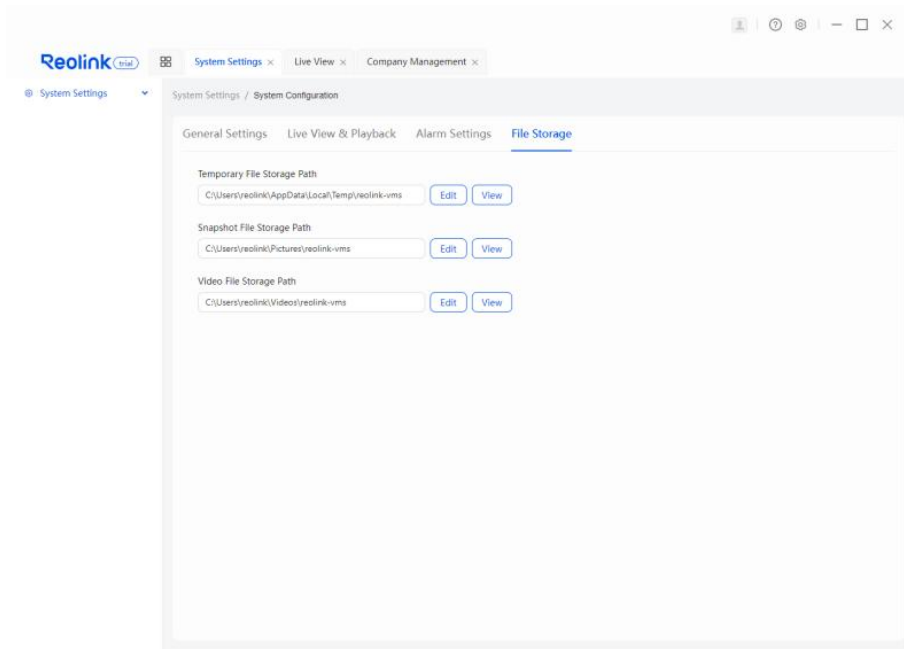


Figure 10.5 File Storage

10.5 System Log

You can check **System Log** in **System Settings**.

Steps

1. Click  to the right of **System Settings** > Expand **System Settings**.
2. Click **System Log**.

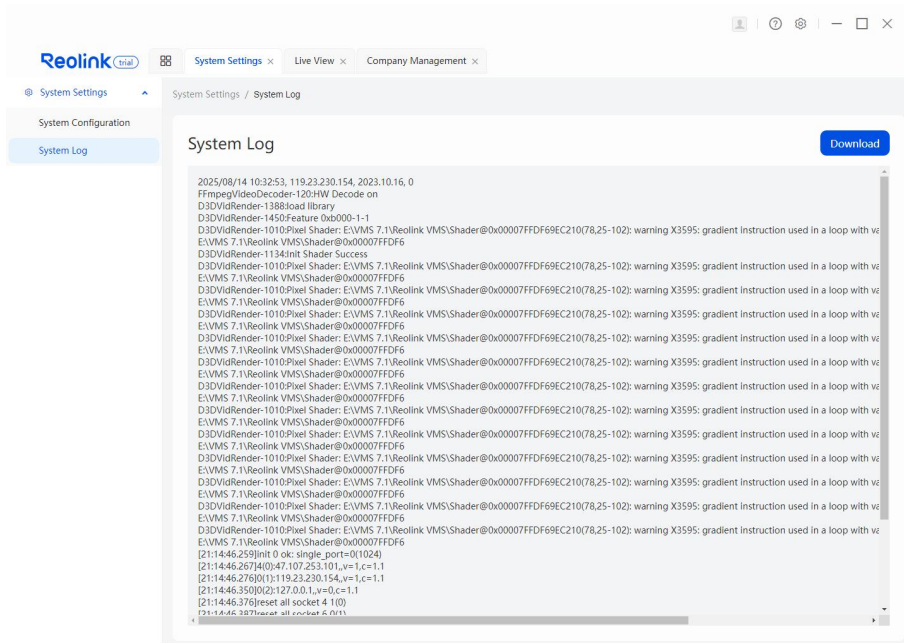
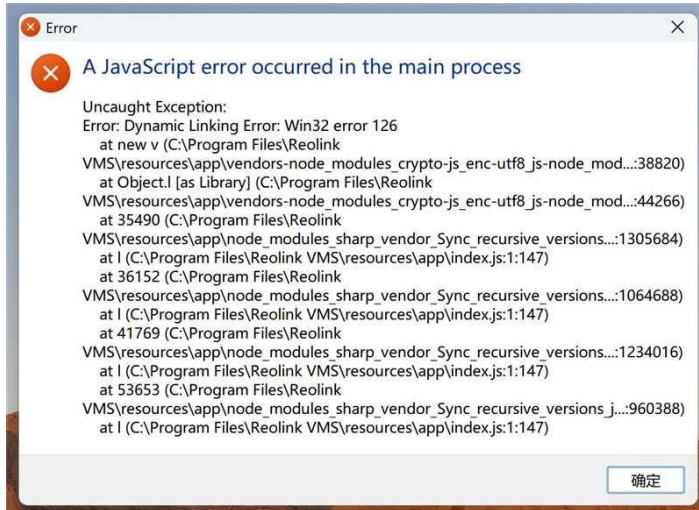


Figure 10.6 System Log

Appendix A. Troubleshooting

1. After downloading VMS, it prompts JavaScript error when trying to launch the VMS Client.



Solution: Try installing the plug-in, refer to the support article: [Reolink JavaScript Error When Installing Reolink Client](#)

2. Unable to add a device

Confirm that the device you are adding is compatible with VMS. Currently, only the Professional Series models support VMS. Other Reolink devices can be added to VMS by upgrading their firmware. Please note that not all models have VMS-compatible firmware.