

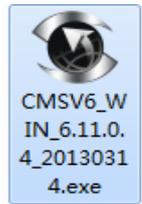
# CMSV6 Operation Manual

Version: 6.11.0.4

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<input type="checkbox"/> <b>Draft</b>	<b>Document Name</b>	CMSV6 Operation Manual		
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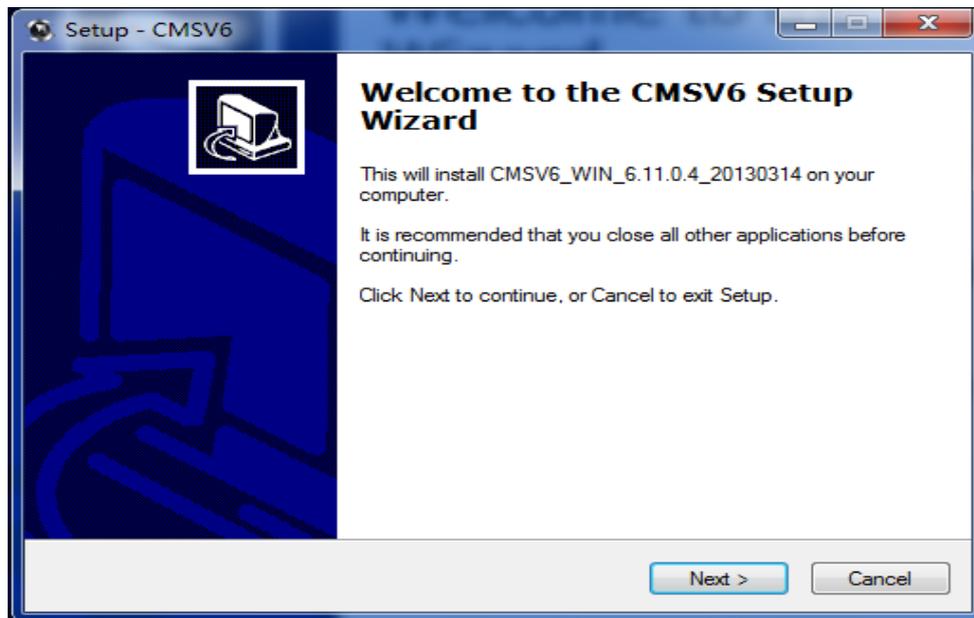
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# 1. CMSV6 Installation Instructions



1. Double-click on CMSV6.exe.

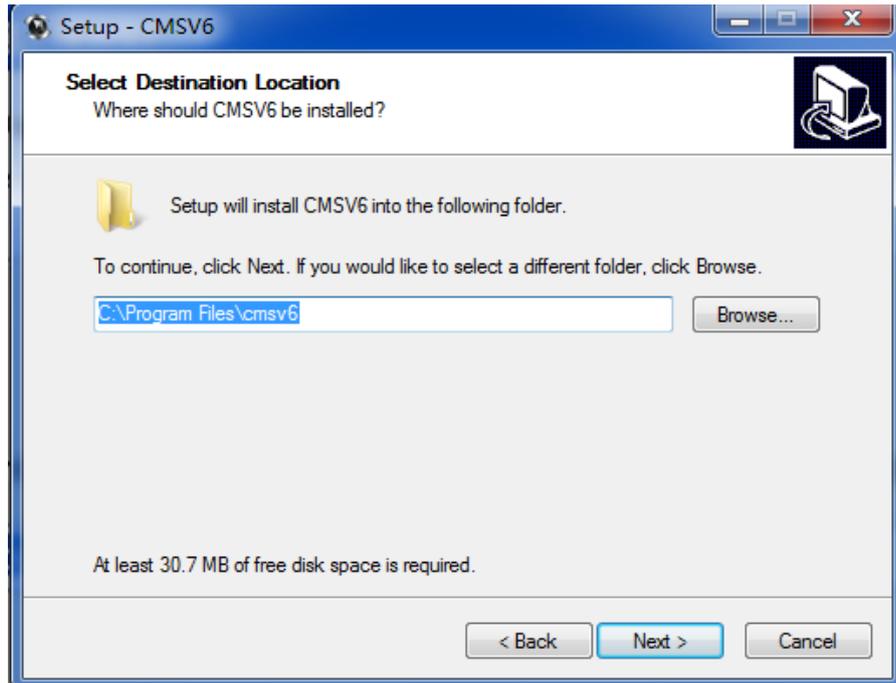
2. Choose “Simplified Chinese” or “English”, click “OK”. It will show the installation wizard dialog.



Installation wizard

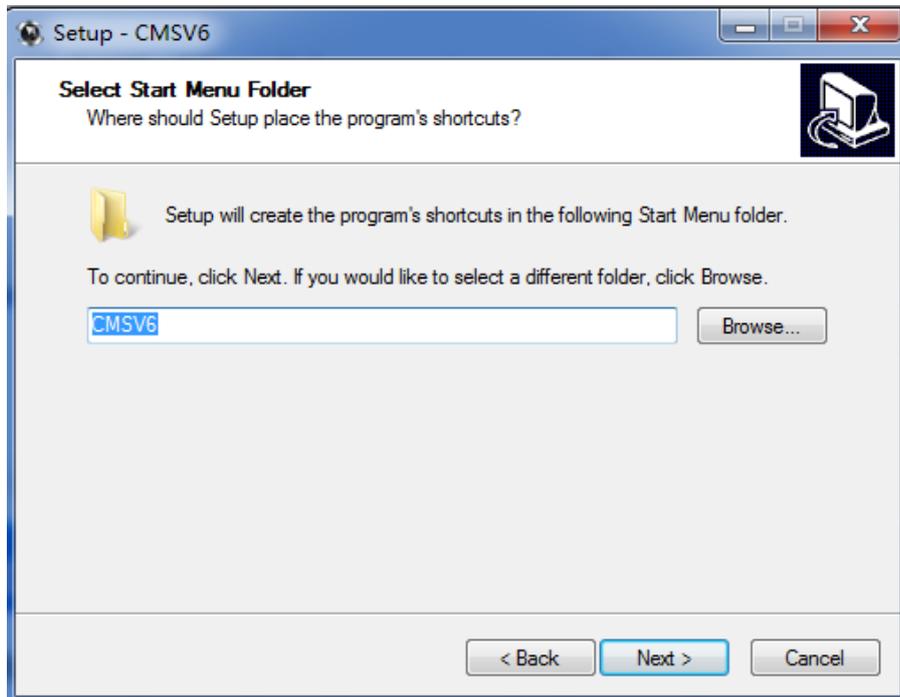
3. Click “Next” then enter the installation directory selection interface. The Default directory is :

C: \Program Files\CMSV6(Installation directory). To Change the installation path, click on the “Browse” button to select another path.



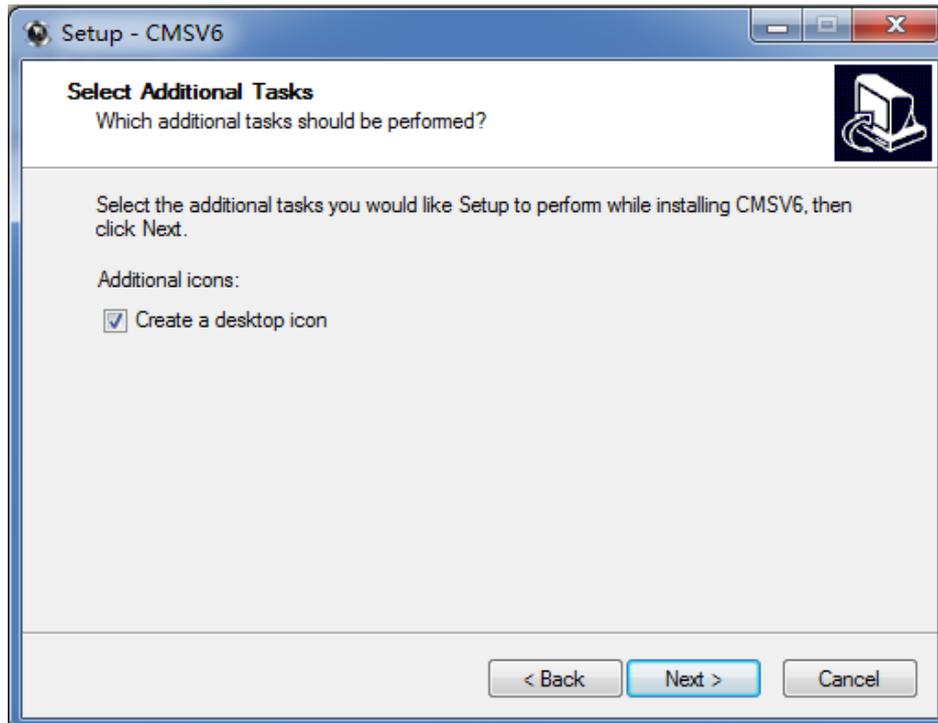
Select an installation directory

4. Set a folder name in Start Menu.



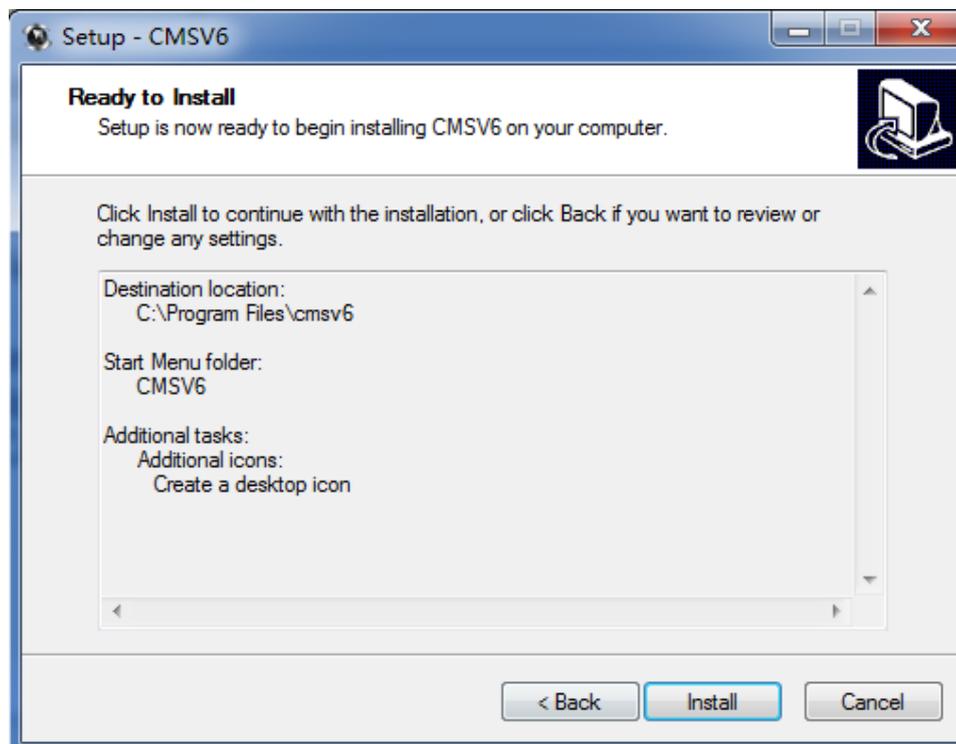
folder name in Start Menu.

5. Create a desktop shortcut



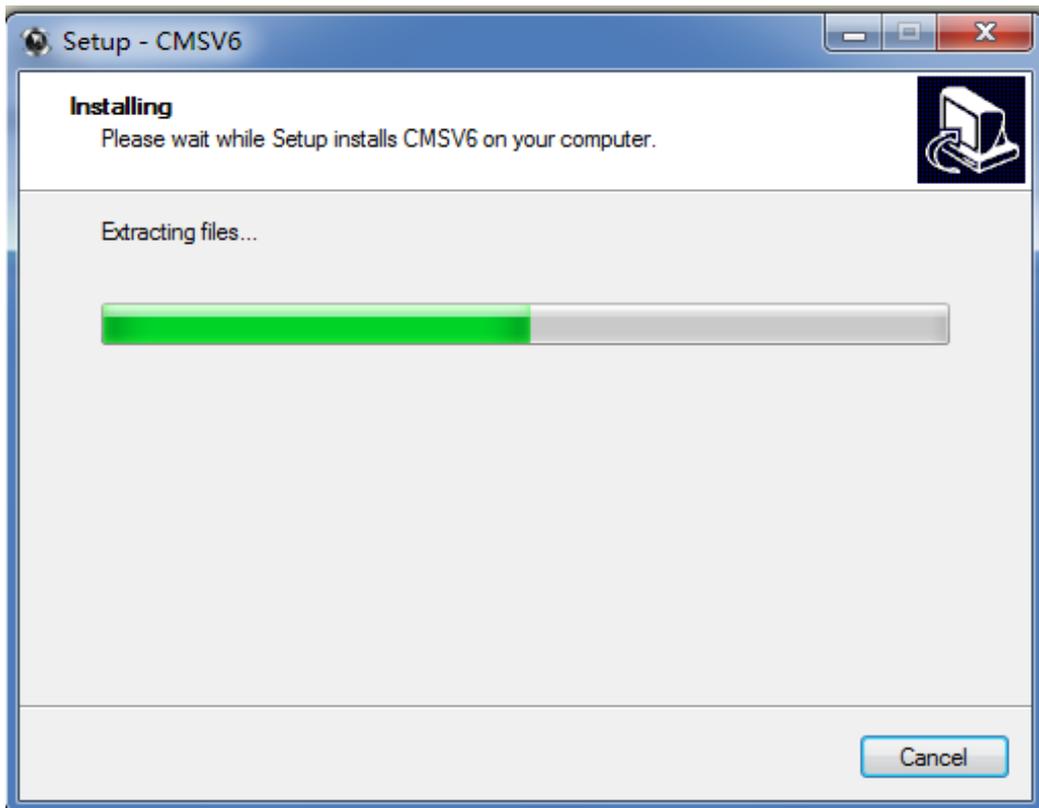
desktop shortcut

6. Click "Next".



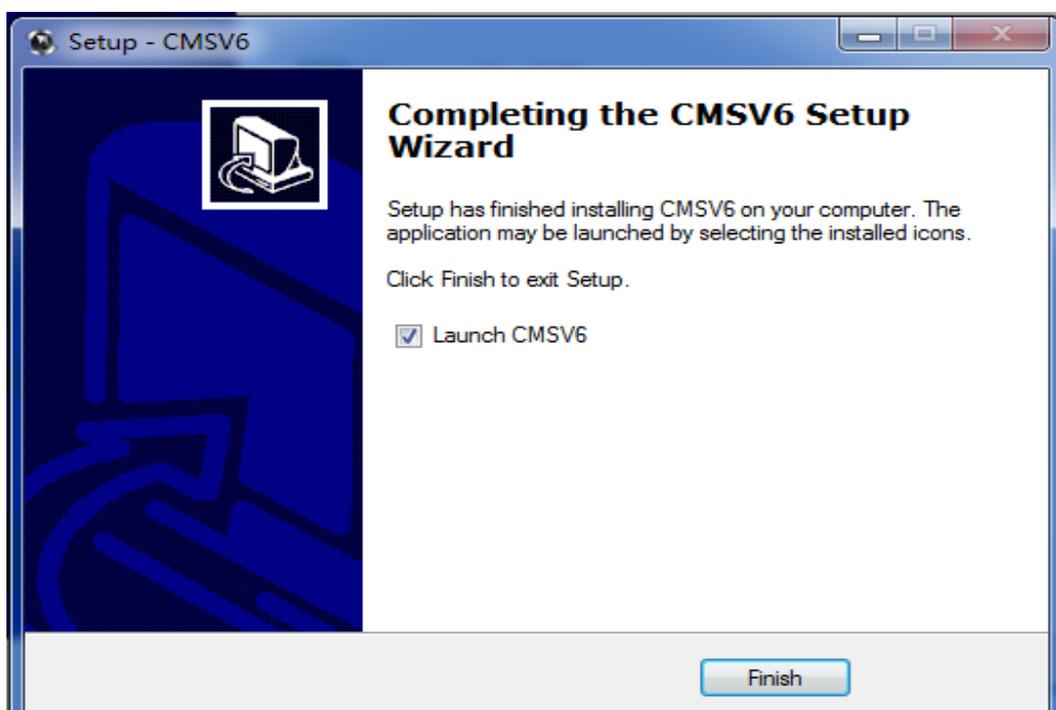
Prepare to install

7. Click "Install" and start to install it.



installing

8. Click "Finish" and launch CMSV6.



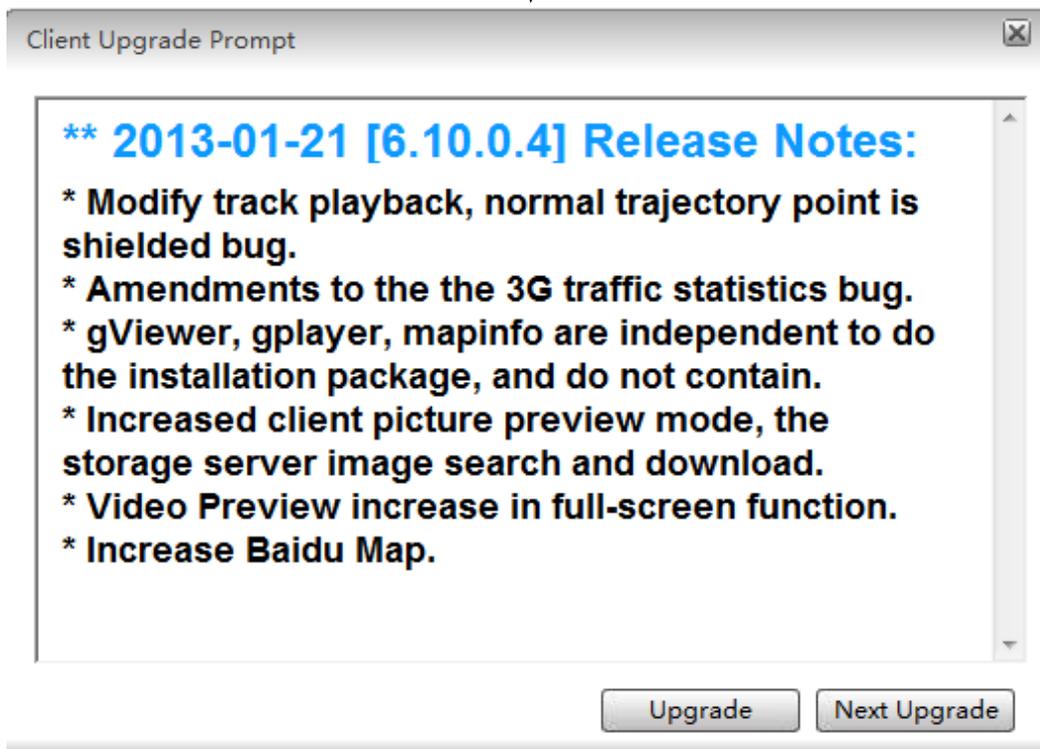
install successfully

## 2. Automatic Upgrading And Manually Upgrading

**PS:** This operation is mainly for customers who has already installed CMSV6 and the version of the older CMSV6 is different to current version.

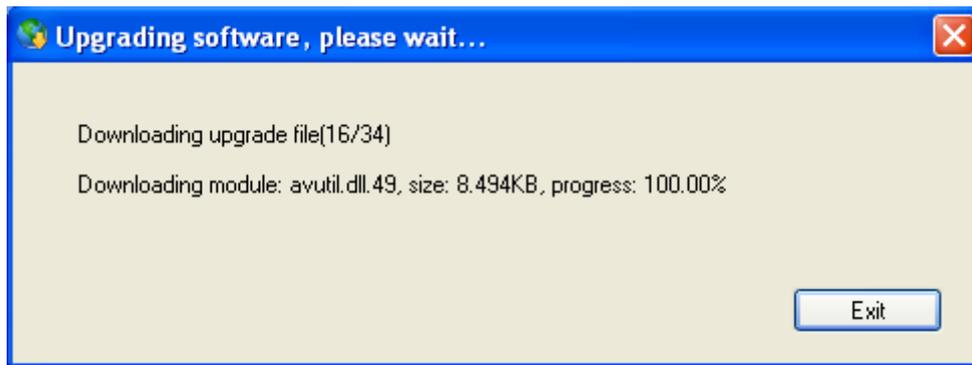
### 2.1 Automatic Upgrade Operation Instructions

1. Run CMSV6, it will show the upgrading prompt dialog if it needs to upgrade.



login successfull

2. Click "Upgrade to the latest version", It will download some files.



upgrading progress

3. It will show the login dialog again when it is upgraded. Use add account to landing CMS client



Upgrade OK and restart CMSV6

## 3. CMSV6 Operation Instructions

### 3.1 CMSV6 Instration

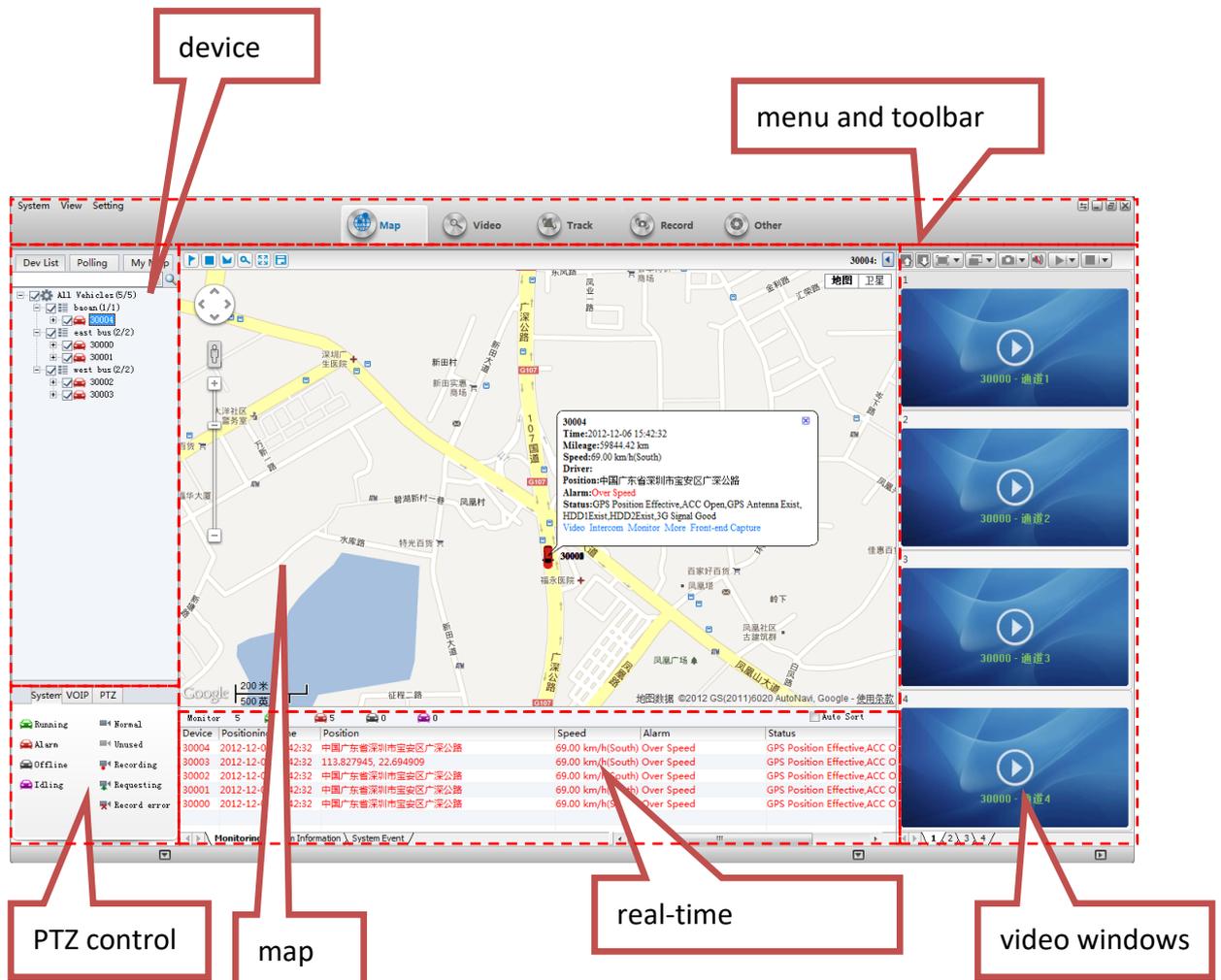
CMSV6 uses many methods including GPS satellite positioning system, the Internet, mobile communications and cloud computing to to build a remote monitoring platform for customers. You can mange vehicle/person in different regions by CMSV6.

### 3.2 Main Functions

CMSV6 includes some functions: wireless remote real-time video surveillance, GPS map positioning, vehicle history running track playback, voice intercom, alarm linkage, remote video storage, remote download video, remote video playback, local video storage, local video playback, regional management of the vehicle, the device remotely upgrade, etc.

### 3.3 CMSV6 Main Interface

CMSV6 main interface includes these: toolbar, device list, map window, video windows, information display windows( vehicle running information、real-time alarm information、system events ),PTZ controller,etc.



CMSV6 main interface

### Function Intraduction:

Toolbar: in the top of the window, it includes some buttons:  
Map, Video, Track, Record, Other, etc.

Map: View on the map the location of the vehicle and other information

Device List: The list information of the vehicle

Video Polling List: CMSV6 will switch these custom-channel video within the specified time.

My Map: Point, surface, a recording of the area marked by the user on the map

System: The overall situation of the vehicles and surveillance video

Voice: Voice speaking and listening

PTZ: Rotation angle, focus, aperture, lights, wipers

Vehicle Monitoring: Display the vehicle information, such as longitude, latitude, the driver, the speed, the vehicle state

Alarm Information: Display the contents of the alarm

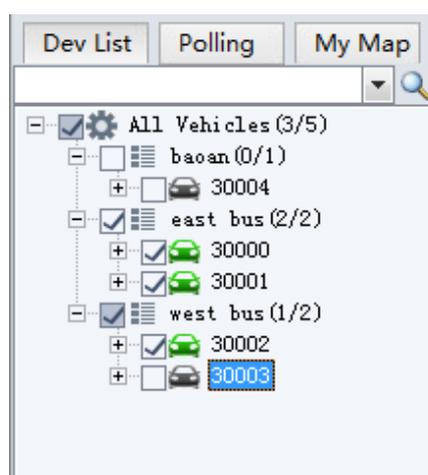
System Events: Recording system events, such as login records

### 3.4 Vehicle Query

#### 3.4.1 Device online status

Different color of the node means different status. Green means online, Red means alarm and online. Gray means offline.

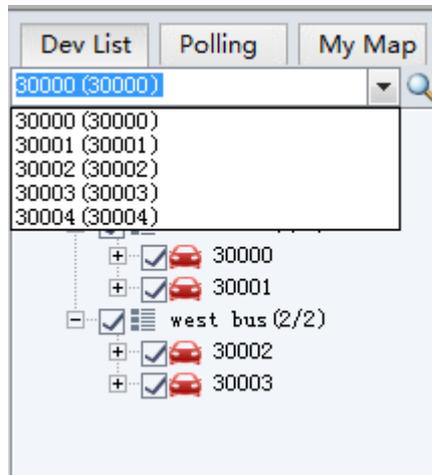
When the user logs in, the system automatically gets the vehicle list and updates the state of each vehicle.



device alarm online status

### 3.4.2 Vehicle Search

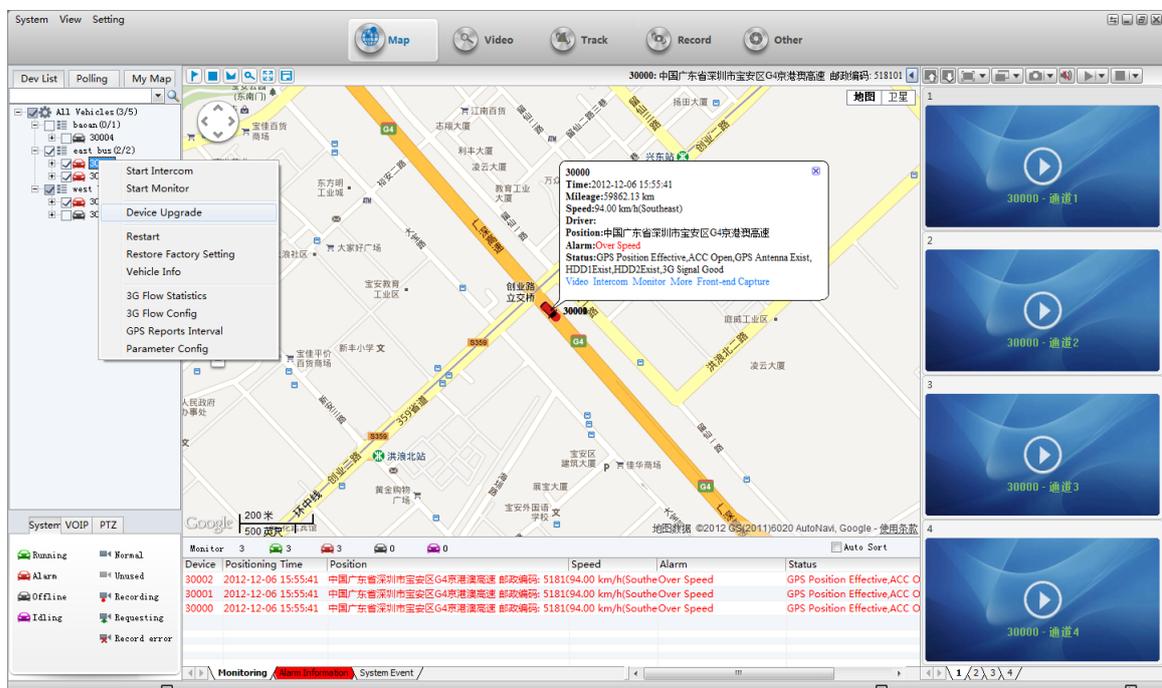
input a key word of vehicle name in the edit box. It will show a list . Select a vehicle in the list and press Enter to confirm it. The color of the node of the selected vehicle will be darker.



vehicle search

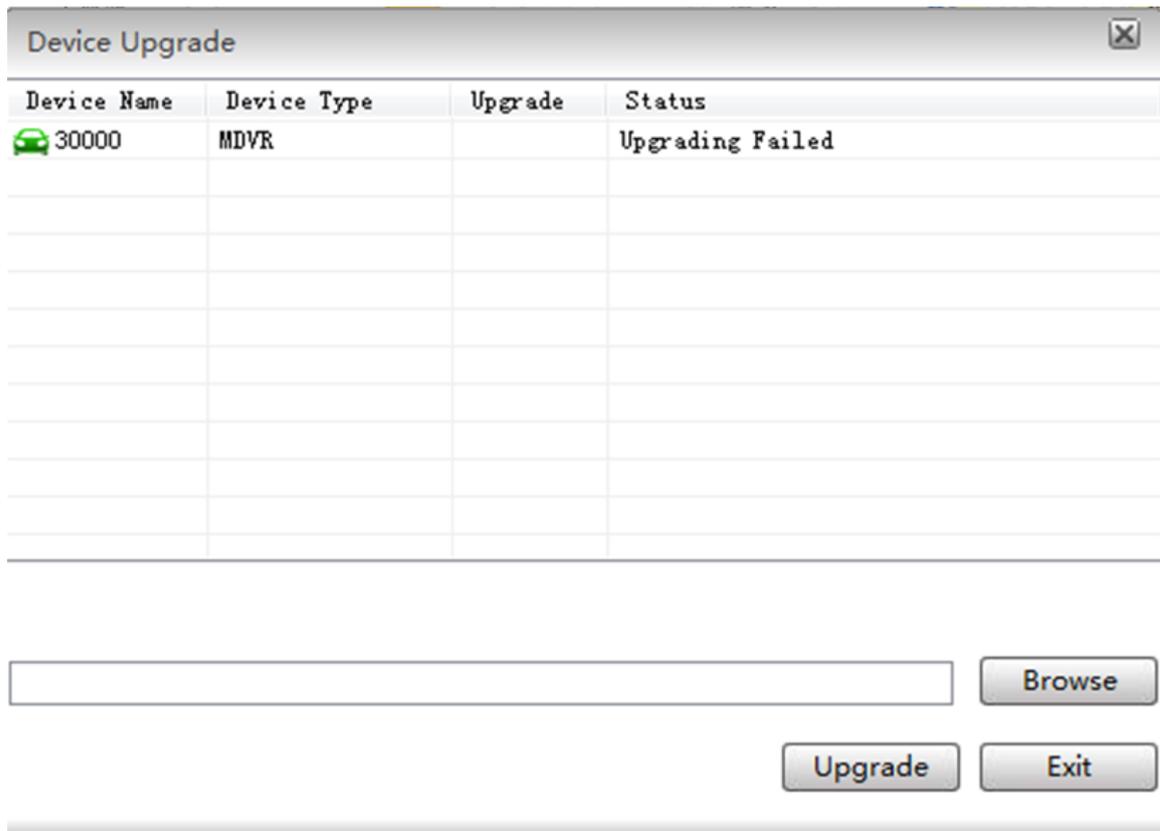
### 3.5 Device System Upgrade

1. Right-click on the vehicle which is selected in the vehicle list, choose "Device Upgrade" on the menu



"device upgrade" on the menu

a pop-up dialog as shown below:



device upgrade dialog

2. Click on "Browse", then select a ".up" file.
3. Right-click on a vehicle in this list, you can select "Delete" to delete a vehicle or select "Clear" to clear all vehicles.

To add a vehicle, You can drag a vehicle from the vehicle list to this list.

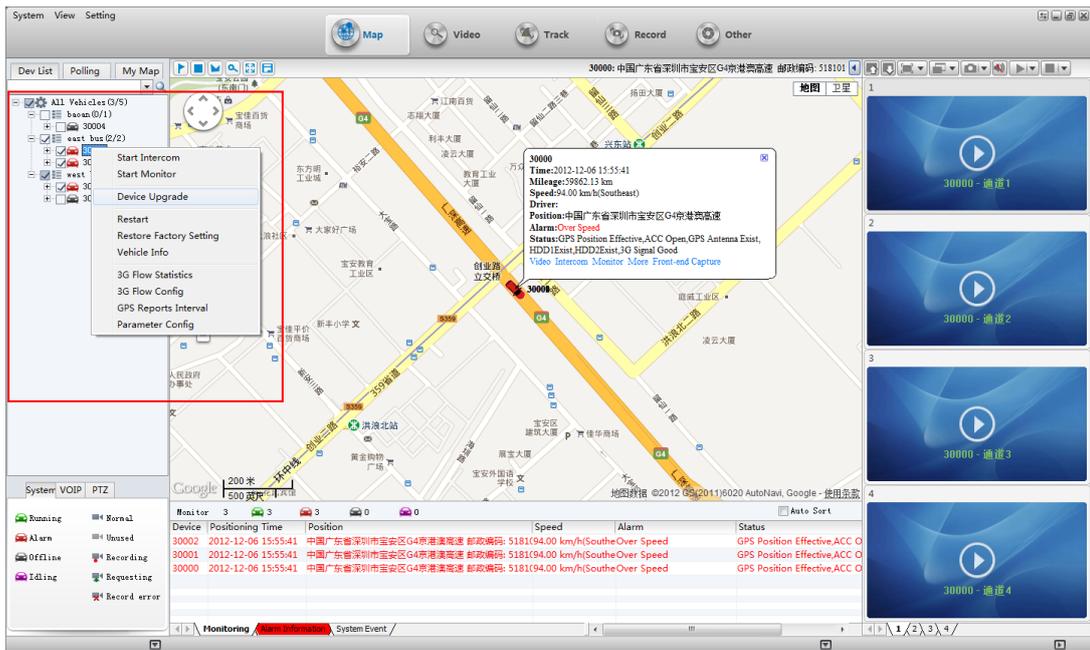
4. Click on "Upgrade" to begin the Upgrade.

### 3.6 Vehicle Remote Control

#### 3.6.1 Vehicle Right-click Menu

CMSV6 Can remotely reboot equipment, recovery equipment factory settings, view vehicle information, view vehicle configuration parameters and 3G traffic statistics and 3G flow configuration, modify GPS reporting interval, etc.

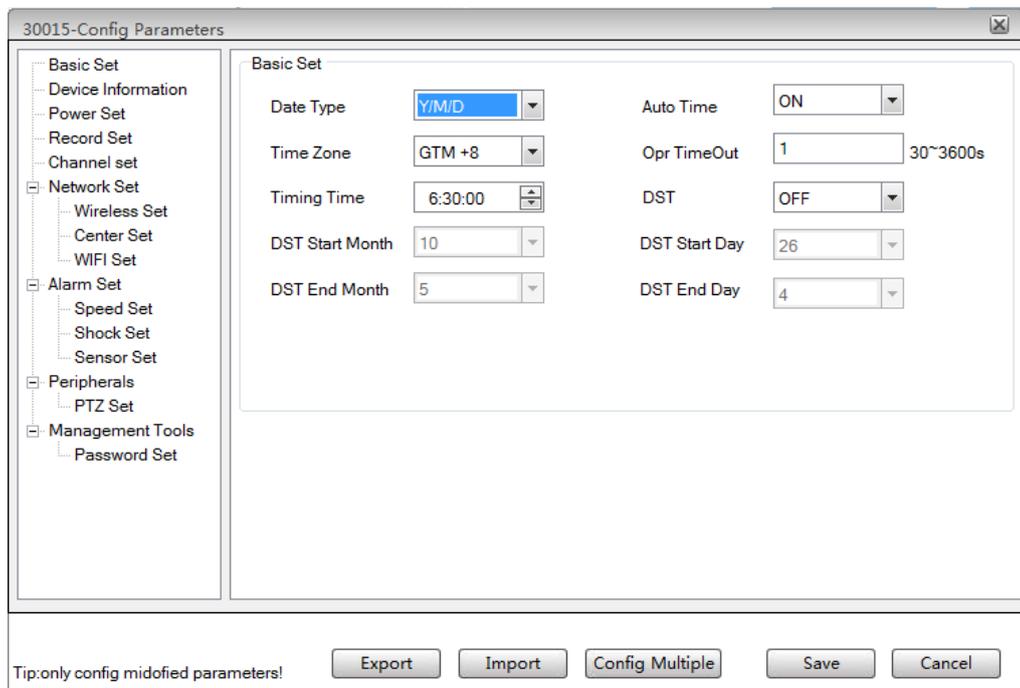
Right-click on the vehicle list, the menu that appears as shown below.



vehicle right-click menu

### 3.6.2 Device config parameters

1. Select a vehicle, right-click, select "Parameter Config" on the menu.
2. The selected vehicle parameters can be seen in the form of pop-up configuration information



basic settings

**Date Type:** Select the device's date output type, There are three types:  
year/month/day ; month/day/year ; day/month/year.

**Time zone:** Set the device time zone.

**Auto Time:** Automatically correct the time, when this option is off , "Time Zone" and "Timing time" is uneditable.

**Timing time:** when "Auto Time" is on, Select your time zone automatically when the system reaches the set point in time by the output of the GPS correction equipment time.

**Opr TimeOut:** set the operation timeout value. When the actual operating time is more than this value, system will stop current operating.

**DST:** Daylight Saving Time, you can set it on or off.

**DST Start Day /DST End Day :** Set DST date range.

**Export:** export these parameters information to a .conf file.

**Import:** import parameters from a .conf file

**Config Multiple:** Click on " Config Multiple", Configure these parameters into a plurality of devices.

### 3.6.3 3G Flow Config

**3G Flow Config:** select a vehicle in the vehicle list ,right-click,select "3G Flow Config"

The screenshot shows a window titled "3G Flow Config-30000" with a close button in the top right corner. The window is divided into three main sections:

- GPRS/3G Use State:** Contains three input fields: "Today Used" (0.00 Megabytes), "Surplus This Month" (0.00 Megabytes), and "distance Day Of" (26 Day).
- 3G Flow Config:** Contains a dropdown menu for "Open flow Monitor" (set to "Close"), and four input fields: "Day Of Reckoning" (0 Th), "Set monthly limit" (0 Megaby), "Th Flow Limit" (0 Megaby), and "This Month Used" (0.00 Megab).
- Flow remind:** Contains two checkboxes: "Open day flow remind" and "Open month flow remind". Below each checkbox is an input field for the reminder percentage, both set to 0 %.

At the bottom of the window, there is a status message: "Obtain device 3G information successfully!". Below the message are three buttons: "Save", "Refresh", and "Exit".

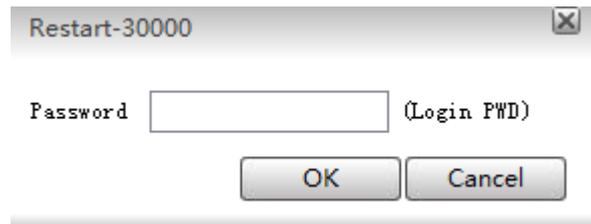
## Flow config

**Clear Statistic Data:** clear all data, reset 3G flow config

**Data Correction:** To correct this month 3g flow.

### 3.6.4 Reboot Device

1. Select a vehicle, right-click, select "Restart" on the menu.



restart device

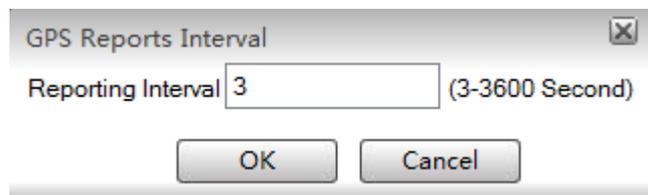
user: the device user name.

password: the device password.

### 3.6.5 GPS Reports Interval

**Set GPS reports interval:**

1. select a vehicle, right-click, select "GPS Reports Interval":



GPS reports interval

PS: The more frequent the larger the load on the server.

## 3.7 Video Preview

### Functions:

**Video Monitoring:** open the real-time video, play the sound .Sound and video are synchronized .

**Real-time Record:** You can save the video into a record file in local disk.

### notes:

Make sure the device is online.

Make sure the camera is fixed..

### Toolbar in top of video form



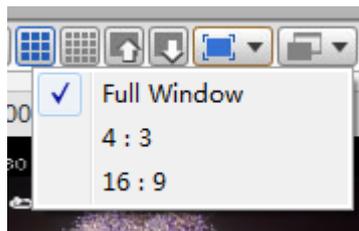
**video window mode:** 1,4,6,8,9,16 subform(s):



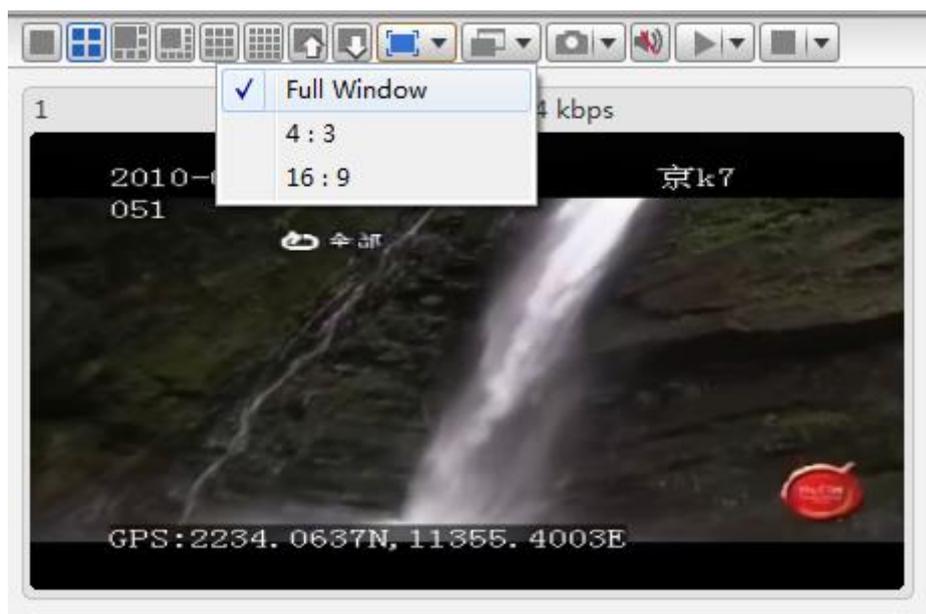
**video window pageup/page down:**



**video screen display mode:** 1-full video window,2- 16: 9,3- 4: 3.



**full video window effect:**



**16: 9:** Width height ratio is 16: 9



**4: 3:** Width height ratio is 4: 3



**Choice of video effects:**

**Real Good:** Priority real-time performance

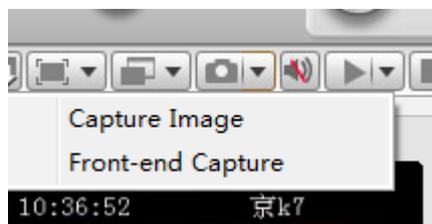
**Fluent Good:** Priority its Fluency



**Capture Image:** Capture a picture from CMSV6

**Front-end Capture:** Capture a picture from the device and upload to CMSV6 by server

If the SD card or hard drive (memory device) is not installed on the device, it will not capture success



**Sound:**

**Close Sound,Open Sound**



**Open Video**

**Open Video:** Open the current focus video window video

**Open All Video:** open all windows video



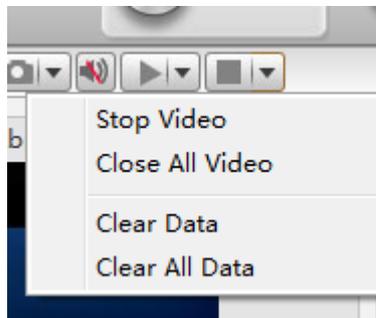
**Stop Video**

**Stop Video:** Stop the current focus window video

**Stop All Video:** stop all video

**Clear Data:** Clear current video window's channel information.

**Clear All Data:** Clear all video windows'channel information.



### 3.7 Video Monitor

login on CMSV6, you can only see that you have permission to vehicles.

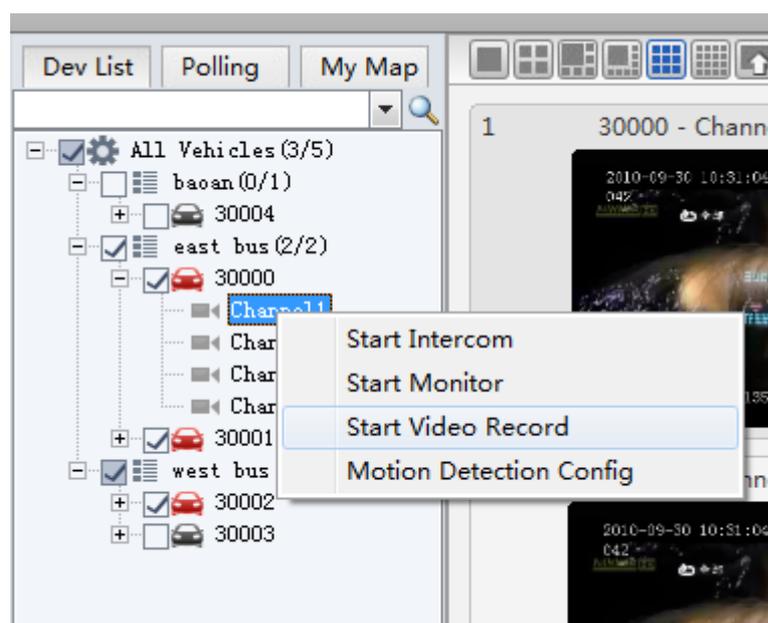
#### 1. Video Preview On Vehicle Channel

To preview a channel of a vehicle, you can drag the channel node to a video window,

or double-click on the channel node .

#### 3.7.1 Real-time Record

1. select a vehicle in the vehicle list, right-click , select "Start Video Record" to record the real-time video.



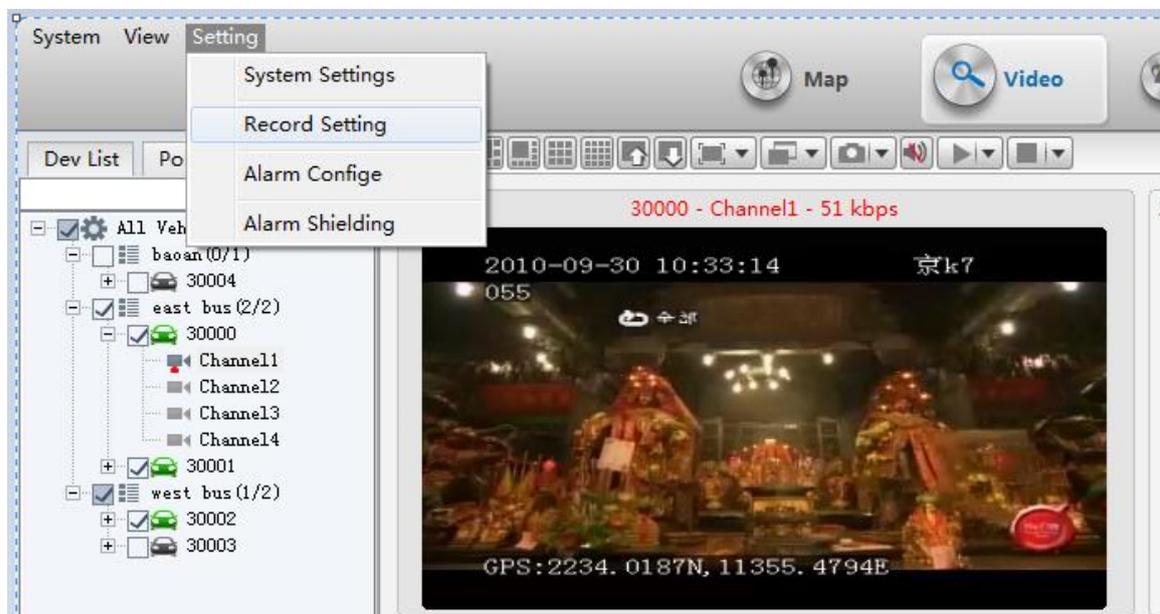
record on a channel

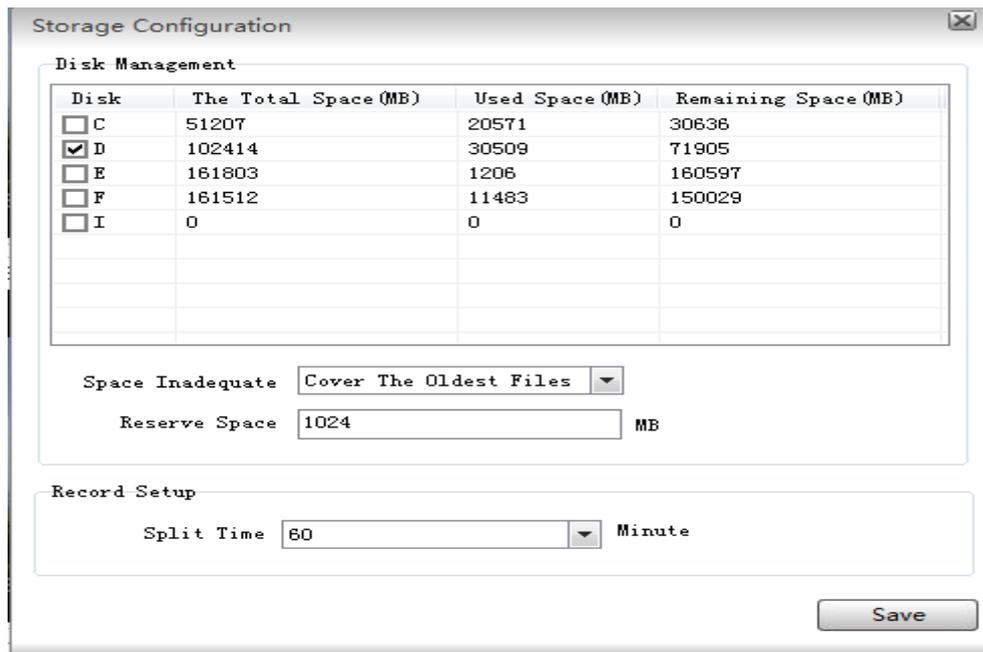
2. The icon of the channel node will be changed when it start to record.



recording

3. Video storage location on the local disk, can be set by "video settings" in the "Settings" in the menu bar of the main interface ( The video files will be stored in the folder named gStorage ). as shown below:





record storage settings

Disk Management: show all disk total space, free space, used space.

Reserved Space: minimize is 1024MB.

Disk Space Not Enough: you can set it Stop Record or Cover The Oldest File when the free space is less than Reserved Space.

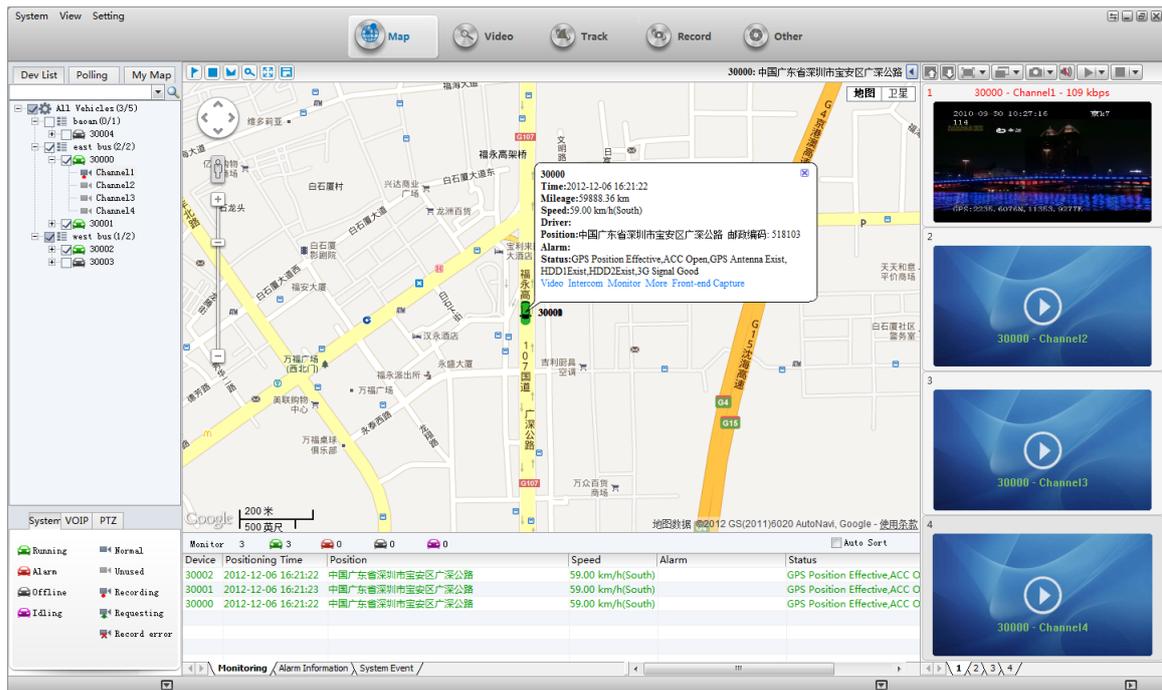
Sectional Time: the record file total time span ( 15/30/45/60 (minutes) ).

### 3.8 Vehicle Monitor Operation

Vehicle location will be shown on map.

#### 3.8.1 Real-time Monitor

1. Check the vehicle in vehicle list and the vehicle you checked will be shown as an vehicle icon on map. Uncheck it to cancel.
2. Vehicle run-time information will be shown in the bottom of main interface. The information includes: vehicle name, GPS time, online status, longitude and latitude.
- 3 · The vehicle information will be shown in a tip form on map in the same time: vehicle icon, vehicle name, speed, datetime, "open video" link, "Talk" link, "Listen" link, etc.



map

**Zoom:** Click “+” to Zoom In, Click “-” to Zoom Out.

**Map/Satellite:** Change the map mode to normal map or satellite map.

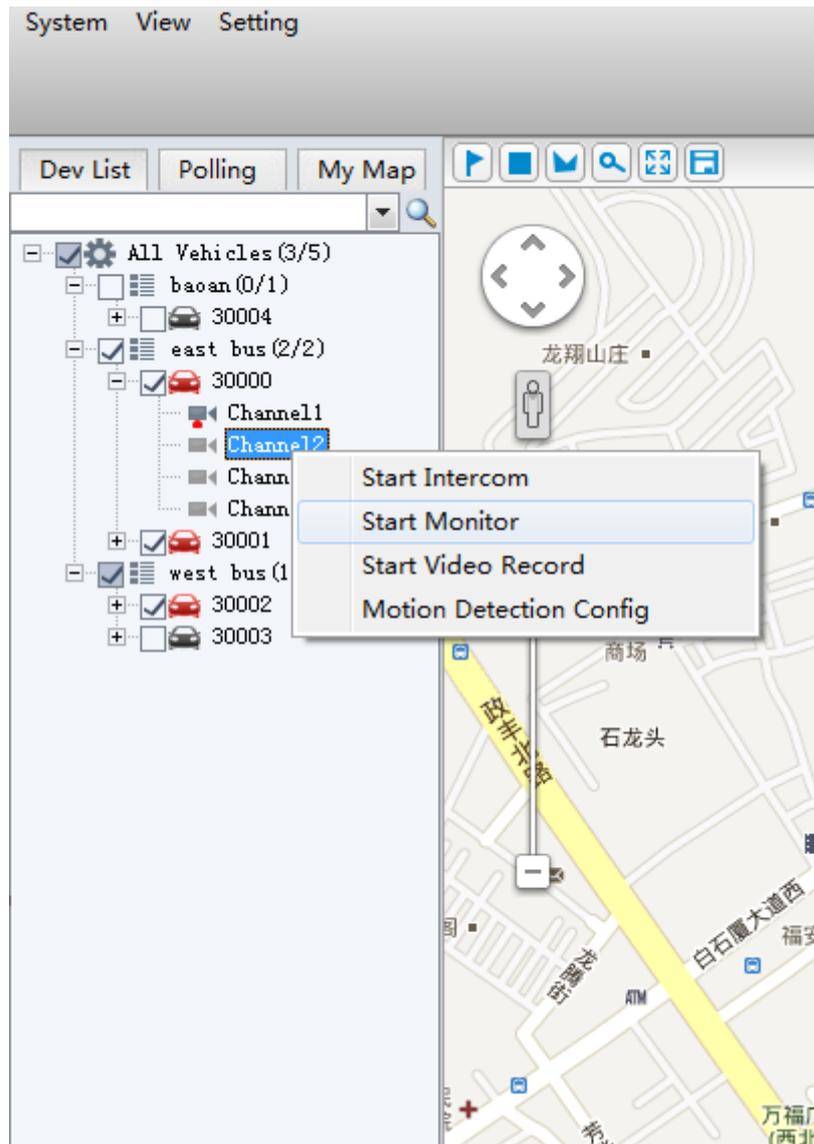
**Center Vehicle:** Make the vehicle in the center

### 3.9 Voice Intercom And Monitoring

You can talk and listen to a device by this software.

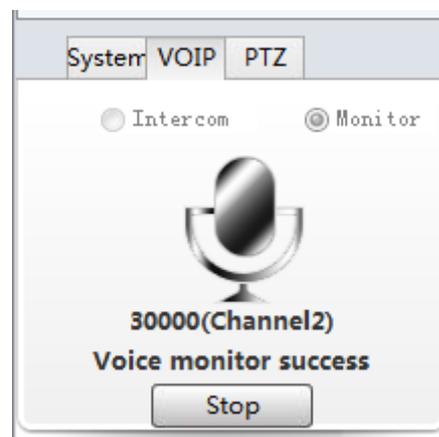
#### 3.9.1 Voice Monitoring

1. select a vehicle in the vehicle list, right-click, click on “Start Listen”.



vehicle monitoring

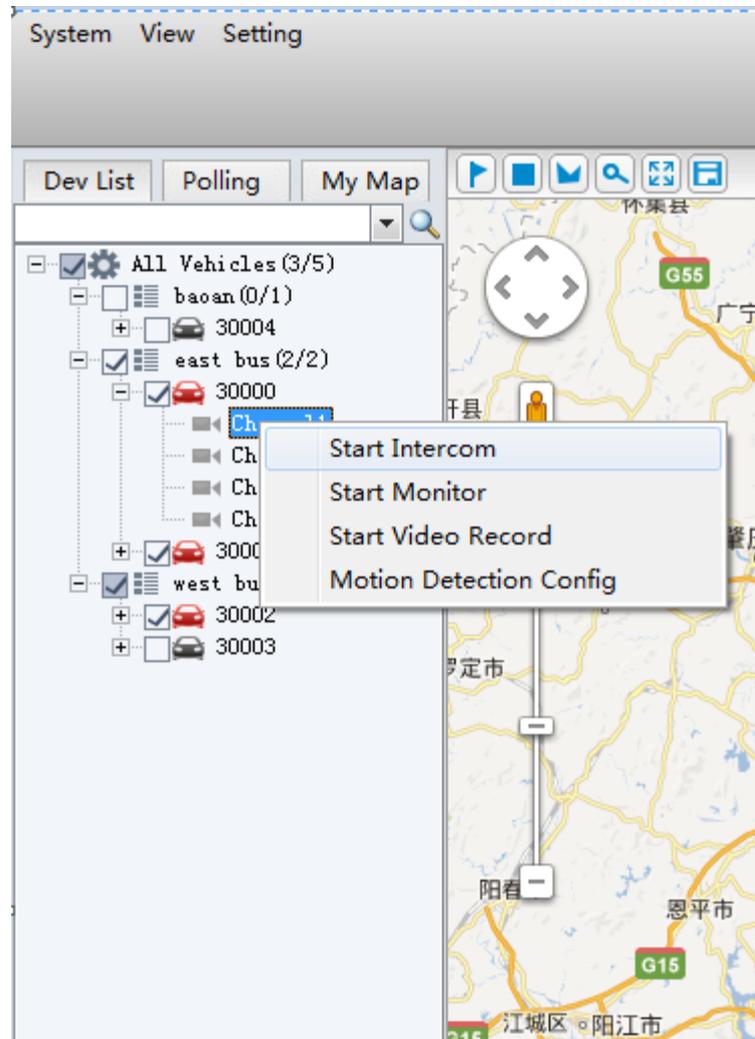
it will be shown as below:



## voice monitoring

### 3.9.2 Voice Intercom

1. select a vehicle, right-click, then click-on “Start Voice Intercom”



Voice Intercom on the menu

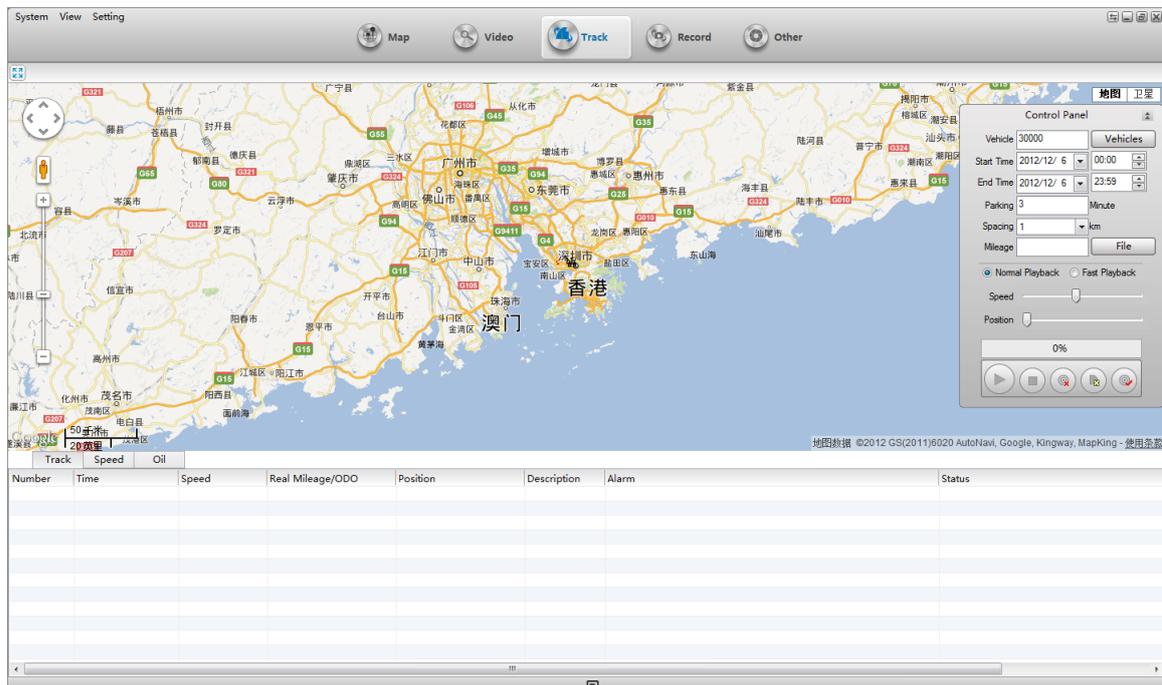
it will be shown as below:



### 3.10 Search

#### 3.10.1 Vehicle Track Search And Playback

Click “Track” Button in the toolbar or click “view”->“Track” in the menu to the Track Playback interface. In this window, you can set the search conditions in the right panel.



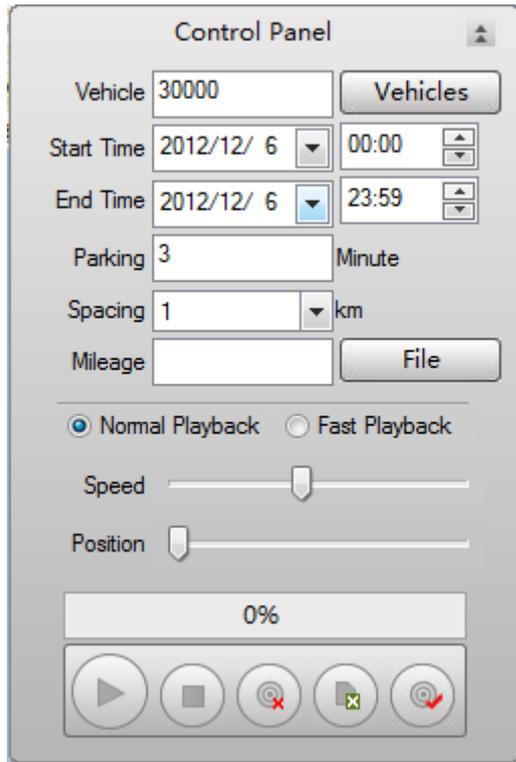
Track interface

**Track:** get the gps informations from the server

**Track Playback:** only one track can be played.

#### 1. Track Searching

set the conditions, then Click on  to search track.



### Search track

## 2. Track Playback

It will be played automatically default after search successfully. You can click the Stop button to Stop and Click Play button to Play it again.

Number	Time	Speed	Real Mileage/ODO	Position	Description	Alarm	Status
18	2012-12-06 12:28:50	62.00 km/h(South)	145.02/59635.96 km	113.836263, 22.727119		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
17	2012-12-06 12:27:50	73.00 km/h(South)	143.94/59634.87 km	113.832242, 22.718119		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
16	2012-12-06 12:26:50	66.00 km/h(South)	142.79/59633.73 km	113.828531, 22.708536		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
15	2012-12-06 12:25:50	75.00 km/h(South)	141.74/59632.67 km	113.827311, 22.699149		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
14	2012-12-06 12:24:50	73.00 km/h(South)	140.57/59631.50 km	113.826692, 22.688940		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
13	2012-12-06 12:24:00	75.00 km/h(South)	139.45/59630.39 km	113.823567, 22.679573		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
12	2012-12-06 12:22:50	70.00 km/h(South)	138.20/59629.22 km	113.823649, 22.669099		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
11	2012-12-06 12:22:00	80.00 km/h(South)	137.22/59628.15 km	113.822314, 22.659643		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
10	2012-12-06 12:21:00	56.00 km/h(South)	136.15/59627.08 km	113.825048, 22.651037		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
9	2012-12-06 12:19:20	33.00 km/h(East)	135.13/59626.07 km	113.829752, 22.650101		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
8	2012-12-06 12:18:10	97.00 km/h(South)	133.90/59624.84 km	113.837207, 22.641984		Over Speed	GPS Position Effective,ACC Open,GPS Antenni
7	2012-12-06 12:17:30	92.00 km/h(South)	132.82/59623.75 km	113.843603, 22.634200		Over Speed	GPS Position Effective,ACC Open,GPS Antenni

### Track Playback

**Play:** Play the track ;

**Pause:** Pause the playing track ;

**Delete:**  delete track and the vehicle icon on the map

**Export:**  export all the GPS data of the track into an excel file

**Save Track:**  save the track to My Map.

### 3.10.2 Record Search



Click on "Record" in the toolbar, change interface to Record Search and Playback Window. In this windows, you must set the conditions for searching , then Click on the "Search" button to search. It will show the list.



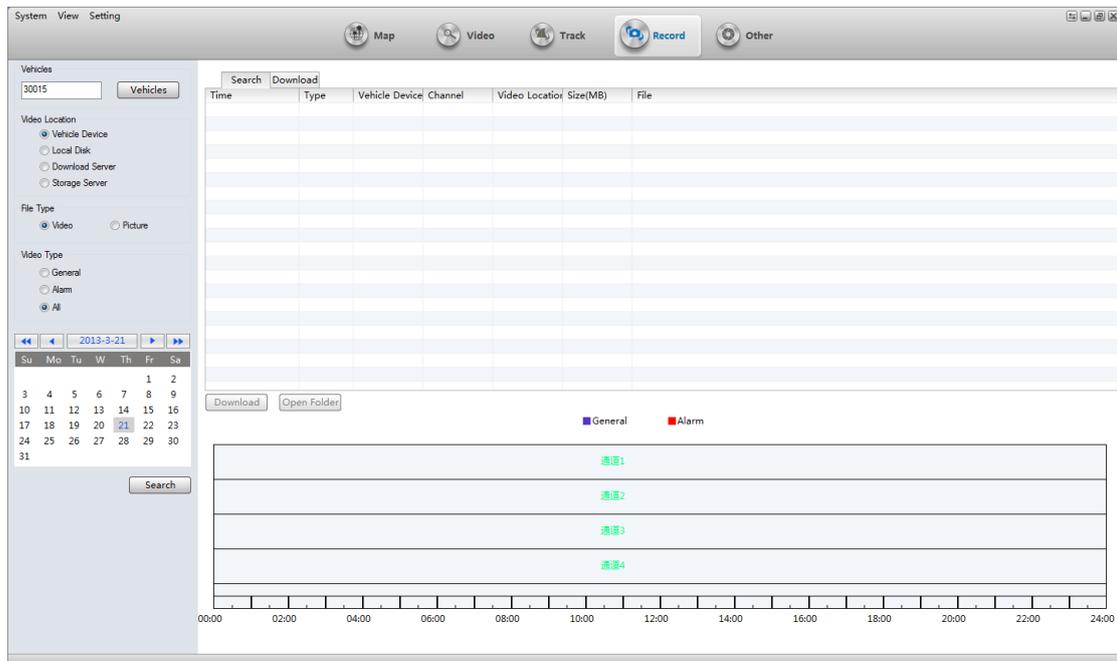
Record Search

**Record Type:** Three Types: Normal, Alarm, All ;

**Search Time:** Select a date of the record.

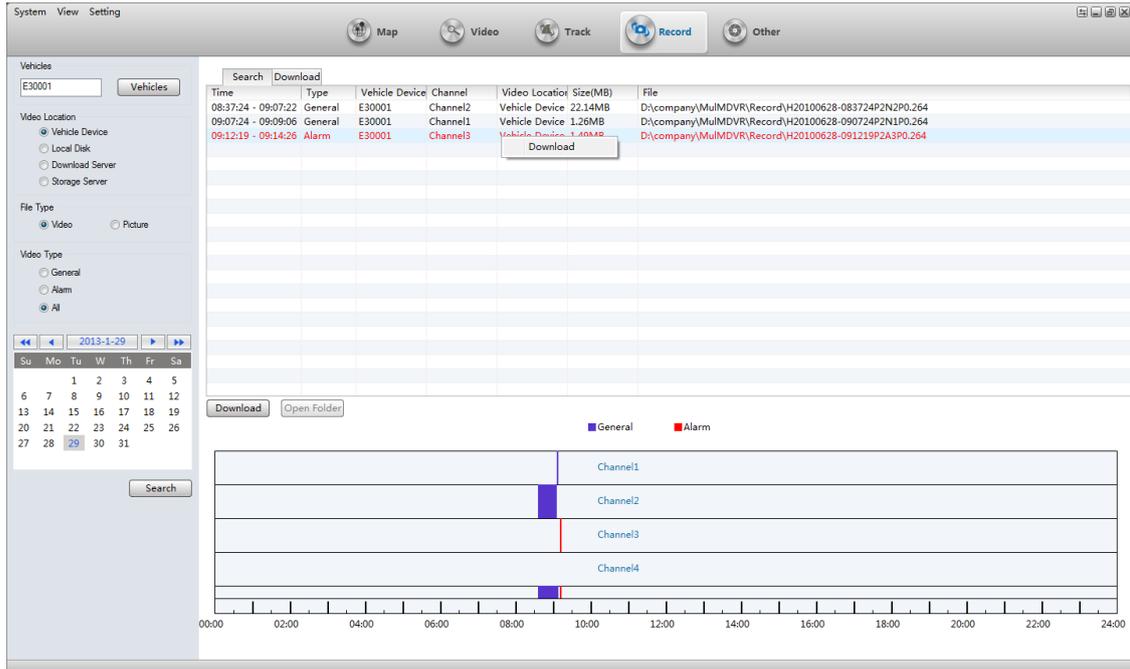
### 3.10.3 Record File Download

1. Click “Search” button to search. It will show the result list. You can see the records. As blow, the red record means it is an alarm record.



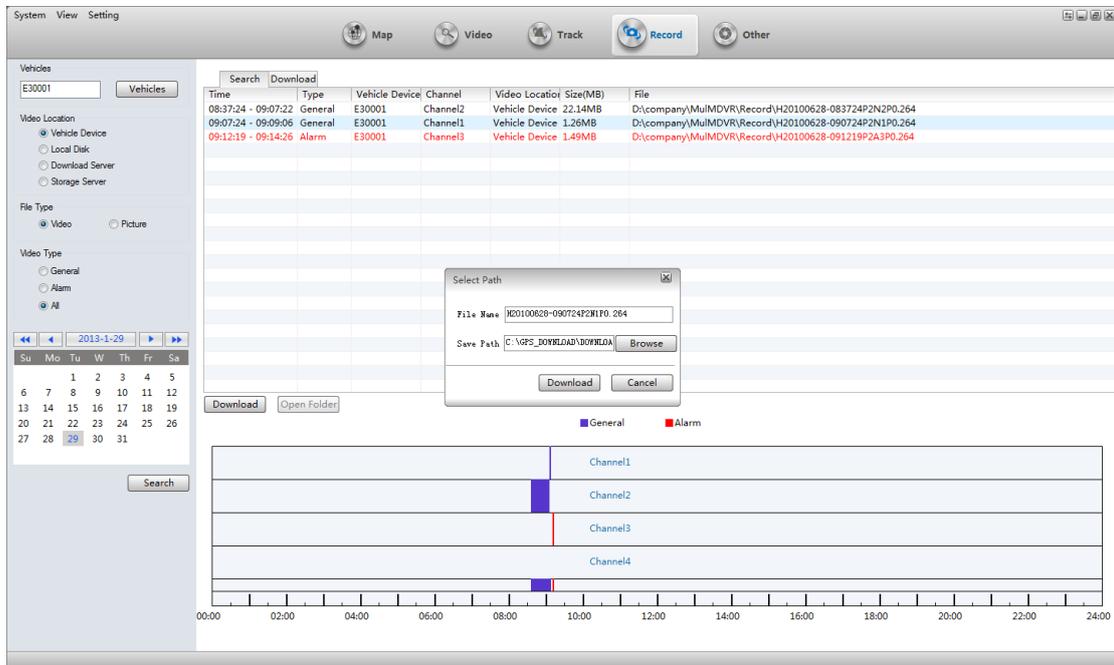
Record List

2. select a record ( or press SHIFT or CTRL to select mutil records ), then click on “Download” button( or Click “Download” on the right-click-menu) to download it.



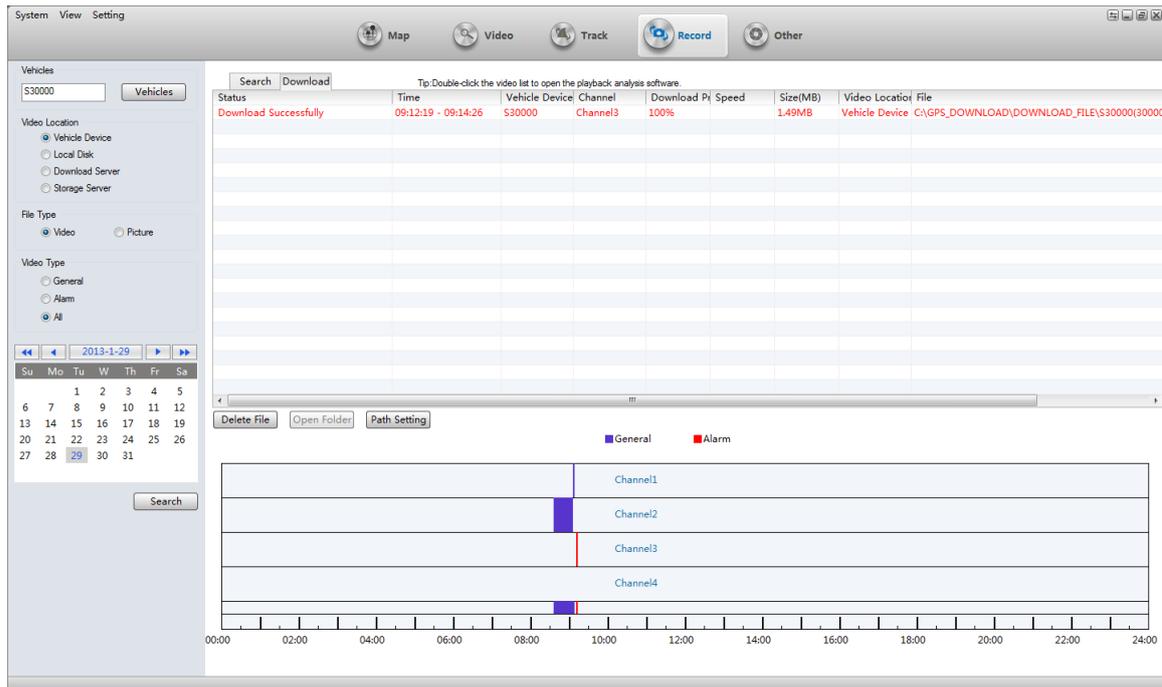
### Download record files

3. In “File Download”panel, you can see these information: file download status, storage path,download progress, file size, create time, vehicle name, channel name, file source, etc.



### Select path

4. When file download finished, you will see the result.



information about download

5. If the file is not completely downloaded, you can click “continue to download” on the right-click-menu to continue to download. And you can play it .

### 3.11 Alarm And Events

#### 3.11.1 Alarm Information

1. in the bottom of main interface, you can see the alarm information if any alarm occurs.

Vehicle	Time	Type	Video Location	Content
30001	2012-12-06 16:40:37	Vibration Alarm Start	113.828759, 22.709578	
30000	2012-12-06 16:40:37	Vibration Alarm Start	113.828759, 22.709578	
30002	2012-12-06 16:40:37	Vibration Alarm Start	113.828759, 22.709578	
30001	2012-12-06 16:40:47	Illegal Door Alarm Start	113.828417, 22.707938	
30000	2012-12-06 16:40:47	Illegal Door Alarm Start	113.828417, 22.707938	
30002	2012-12-06 16:40:47	Illegal Door Alarm Start	113.828417, 22.707938	

Alarm Information

black: no need to be processed ;

red: need to process ;

blue: processed.

2. The “Alarm Info”Tab button will be red if any alarm occurs.

Device	Positioning Time	Position	Speed	Alarm	Status
30002	2012-12-06 17:04:45	中国广东省深圳市南山区北环南海立交南海大道北环大道	39.00 km/h(East)		GPS Position Effective,ACC O
30001	2012-12-06 17:04:45	113.930794, 22.554980	39.00 km/h(East)		GPS Position Effective,ACC O
30000	2012-12-06 17:04:45	113.930794, 22.554980	39.00 km/h(East)		GPS Position Effective,ACC O

Alarm Occurs

### 3.11.2 System Events

Click on “System Events” tab button and change to System Events Information Panel.

Time	Content
2012-12-06 16:46:13	30000,Restart Successfully
2012-12-06 16:43:26	30001,Restore Factory Failure
2012-12-06 16:43:00	30000,Restart Successfully
2012-12-06 16:42:07	Successfully login manage server

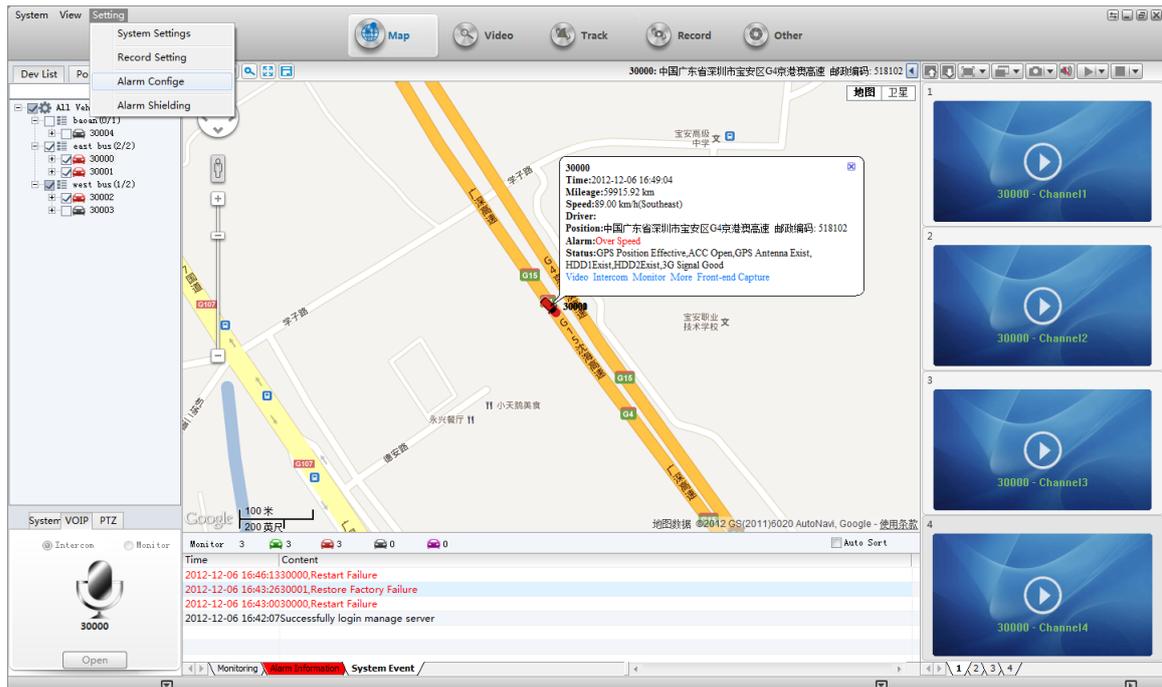
System Events

**System Events includes:** the status of device and server connection, reboot device operation, device power on/off \ disconnect/reconnect oil line, Recovery equipment factory settings, GPS report interval changed, etc.

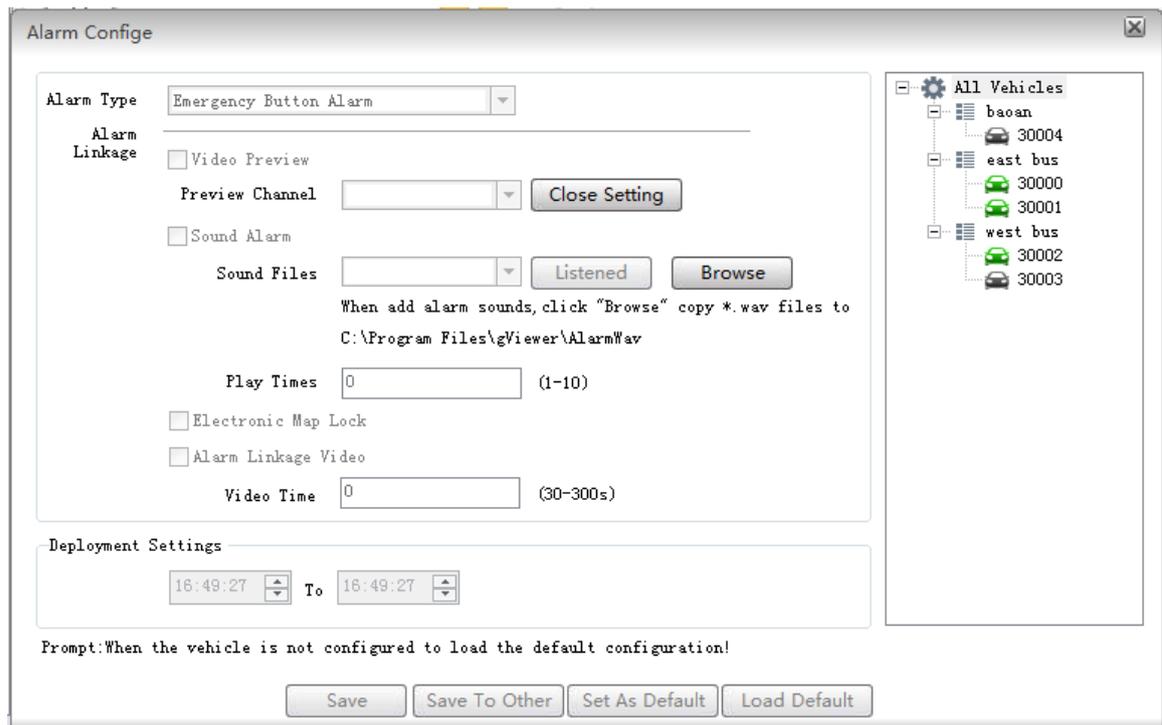
### 3.12 Alarm Linkage Configure

The user can set one or more of the type of alarm, if these type of alarm occur, a linkage dialog will show out or other things will notify the user.

1. Click on the menu item “Alarm Config” of the menu “Settings” in the menu bar in main interface:



select the menu item "Alarm Config"



Alarm Config

Firstly, select a vehicle in the right vehicle list ,otherwise,it is uneditable.

Alarm Type: you must select a type.

**Video Preview:** the video of the linkage channel will be played in a pop-up dialog.

You can click “Close Setting” to cancel this action.

**Sound Alarm:** when the alarm occurs, the sound will be played.

**Electronic Map Lock:** when the alarm occurs, the vehicle will show in the center of map.

**Deployment Settings:** It takes effect in the time range you set.

**Save:** Save current configure into a file.

**Save To Other:** Save current config to other vehicle.

**Set As Default:** Set current config as default config.

**Load Default:** Load default config as current config.

### 3.13 PTZ Control

PTZ Pane is at the bottom of the vehicle list in main interface:



PTZ Control Pane

**Directional control:** when it is playing real-time video, you can select a video window, and click different direction arrow to set different direction;

**Zoom:**   zoom in or out.

**Aperture:**   Aperture in or out.

**Focus:**   Focus in or out.

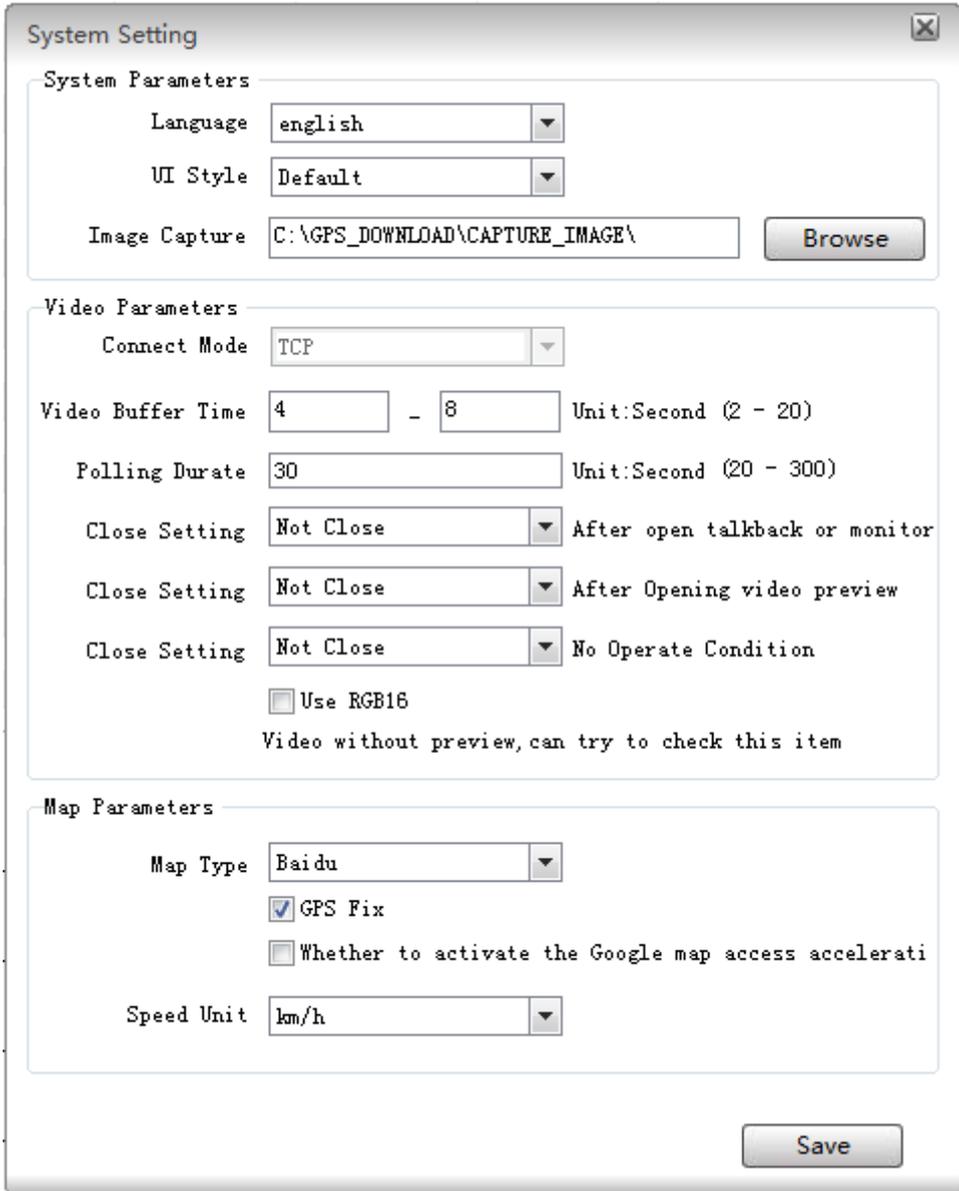
**Light:**  Light on or off.

**Wiper:**  Open or Close wiper.

**Preset Point:** Call/Set/Delete

### 3.14 System Setting

Click the menu item “System Settings”( Settings -> System Settings) in the menu of main interface.



**System Setting**

System Parameters

Language english

UI Style Default

Image Capture C:\GPS\_DOWNLOAD\CAPTURE\_IMAGE\ **Browse**

Video Parameters

Connect Mode TCP

Video Buffer Time 4 - 8 Unit:Second (2 - 20)

Polling Durate 30 Unit:Second (20 - 300)

Close Setting Not Close After open talkback or monitor

Close Setting Not Close After Opening video preview

Close Setting Not Close No Operate Condition

Use RGB16

Video without preview, can try to check this item

Map Parameters

Map Type Baidu

GPS Fix

Whether to activate the Google map access accelerati

Speed Unit km/h

**Save**

System Configure

**Language:** you can choose Chinese or English, save it and reboot CMSV6.

**Connect Mode:** Only TCP in current version.

**Video Buffer Time:** Set video buffer time to make real-time video play smooth.

**Image Capture:** Set the Image storage path.

**GPS Fix:** If one vehicle is offset from road, check this option to fix it.

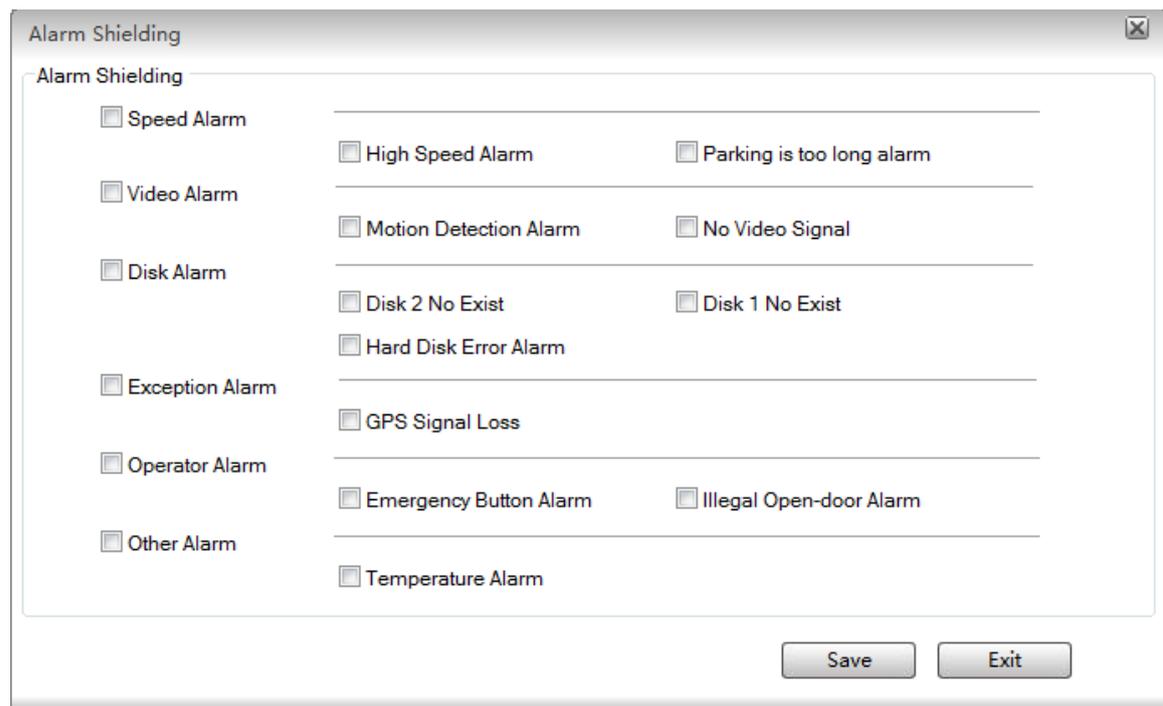
**Speed Unit:** Km/h or mph

**Polling time:** It will show next batch of channel video if the time reaches the value.

**Close Settings:** Automatically stop the video after the video is open or the user dose nothing.

### 3.15 Alarm Shielding

Click the menu item “Alarm Shielding” Of “Settings” in the menu bar.

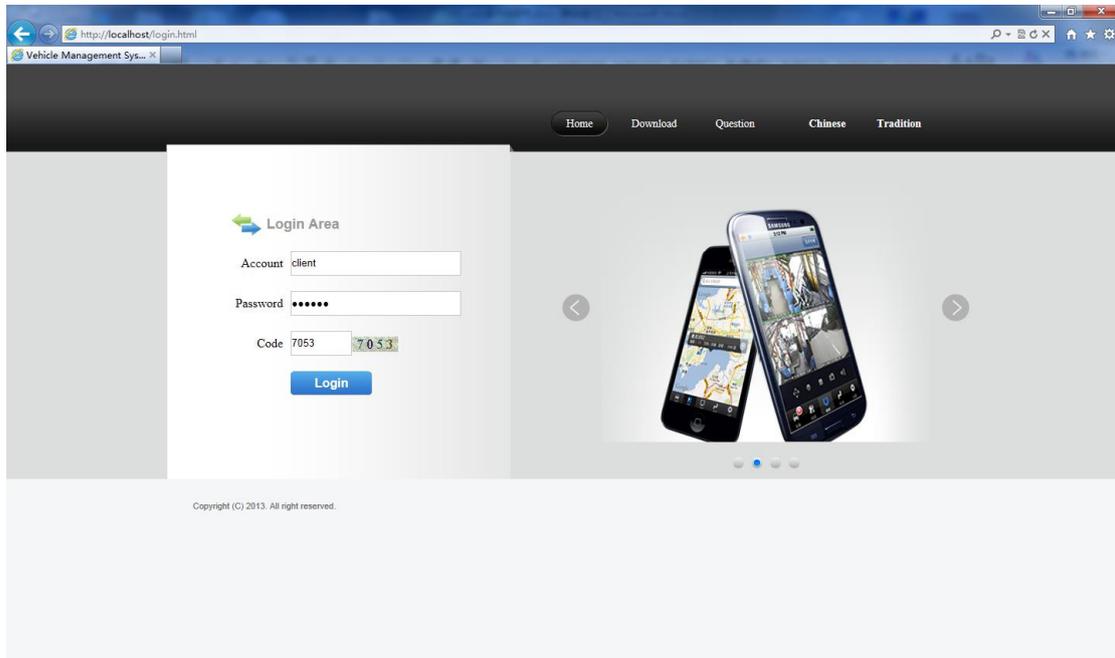


Alarm Shielding

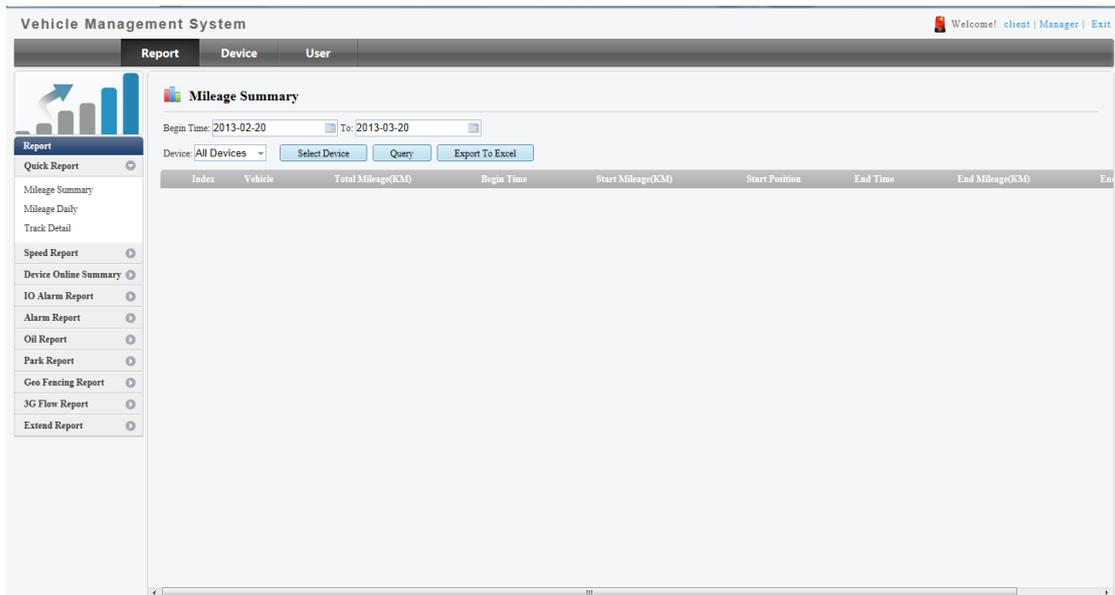
## 4. Web Operating Instruction

### 4.1. Login web frontend manager system

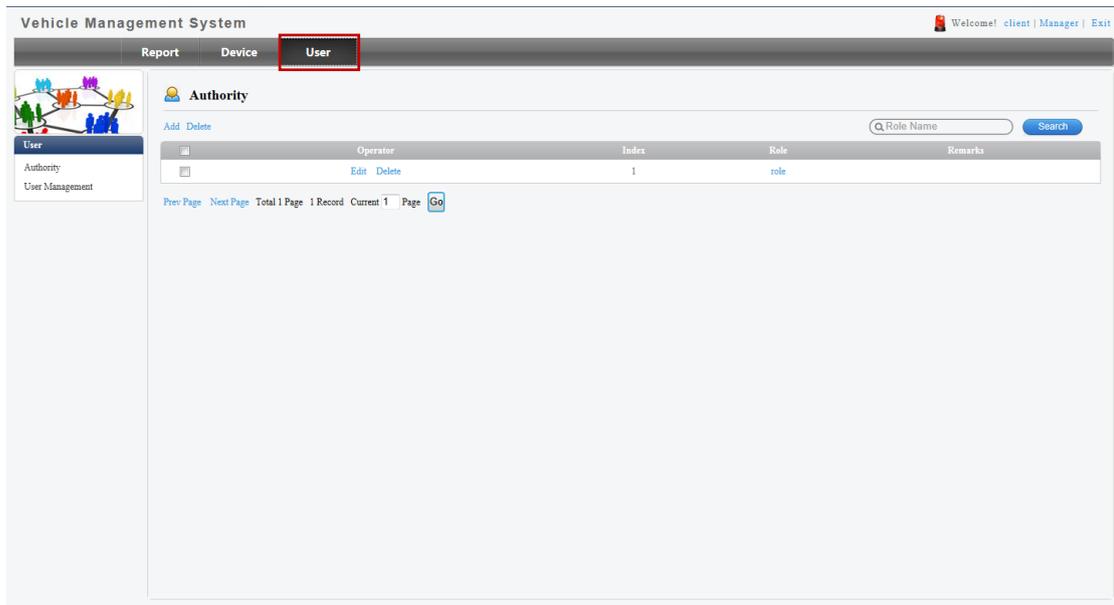
- 1.1 In IE browser page enter the URL: `http://localhost` , enter the home to query the report .



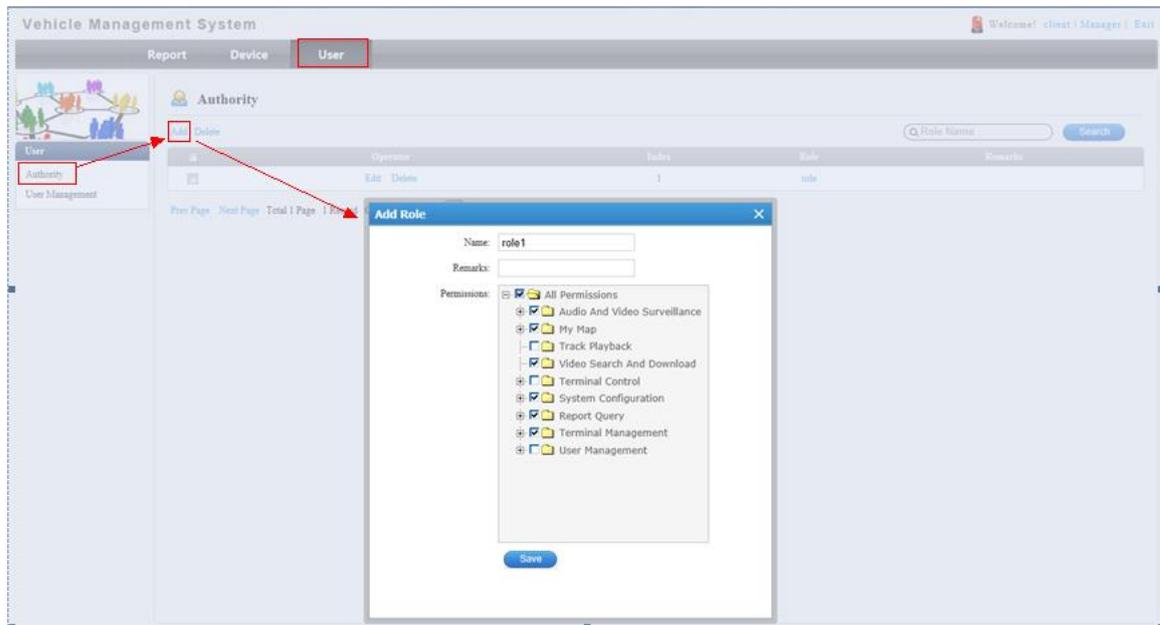
↓ After Successful Login



## 4.2. Enter “User Manage” Page

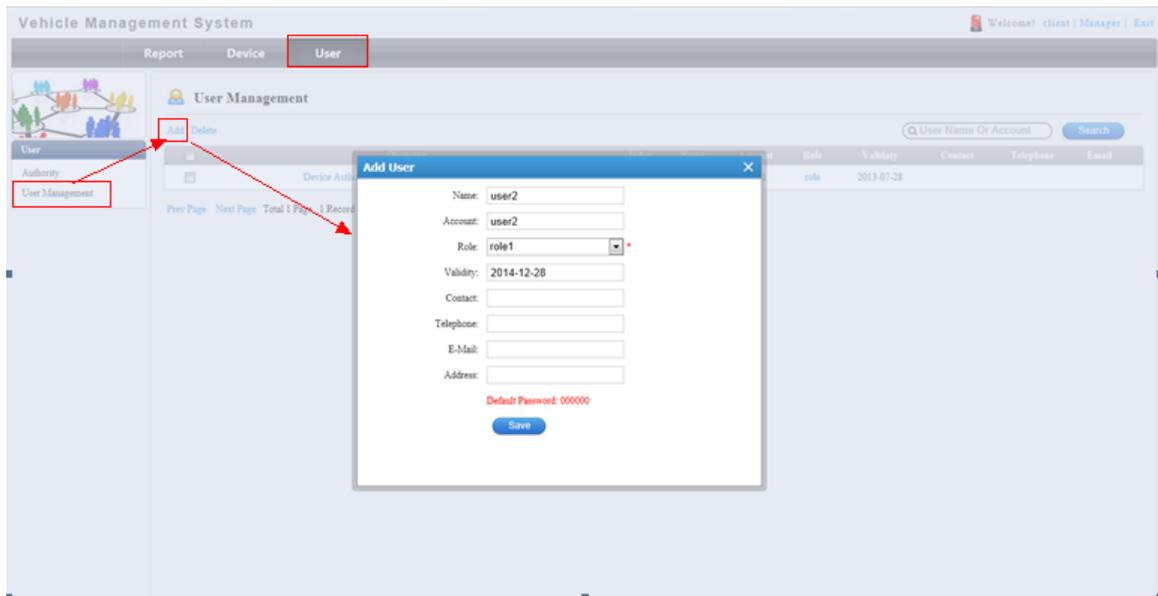


### 4.2.1 Add roles and Assign permissions



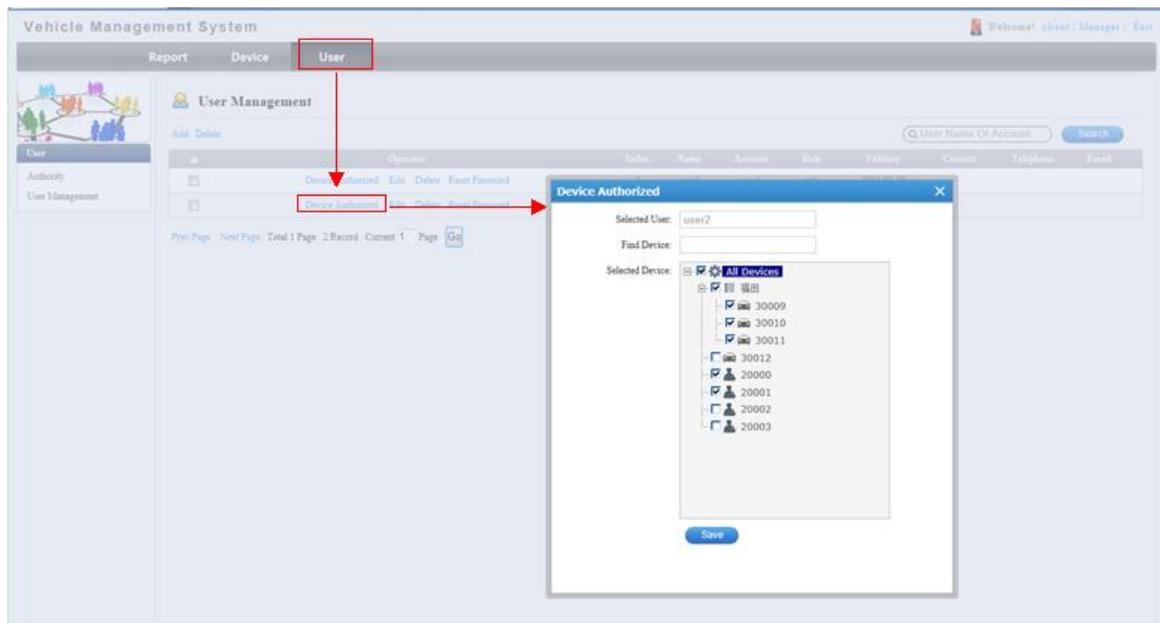
NOTE: Uncheck User Management role if the user is not the System Administrator.

## 4.2.2 Add Users and Assign Permissions



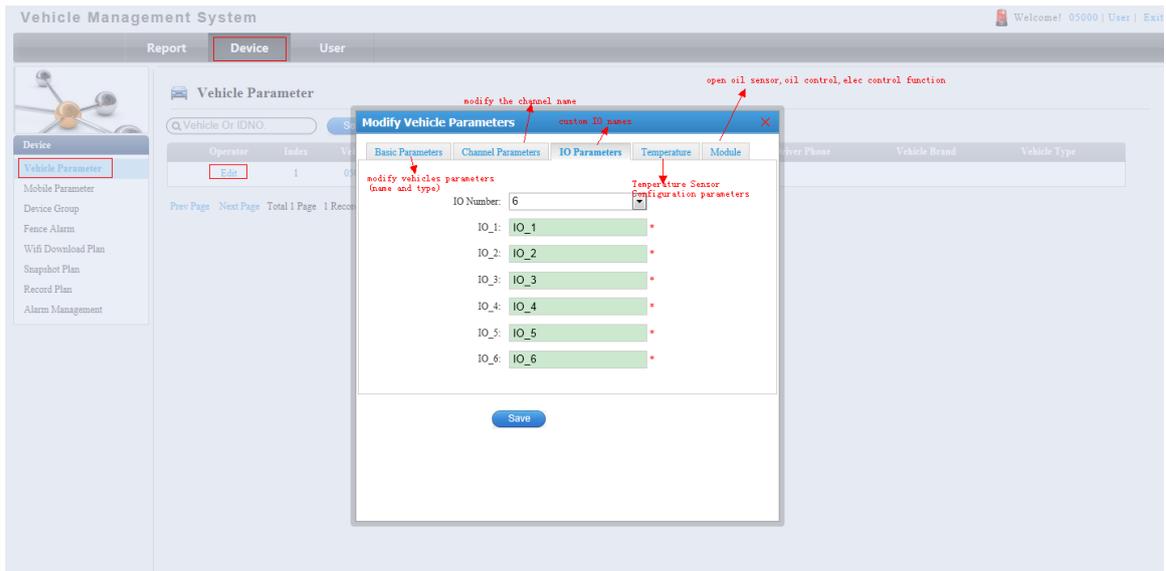
## 4.2.3 Authorizing Users to vehicles/Devices

Vehicles/Devices need to be authorized with a user association that defines what vehicle/device information the user can see.

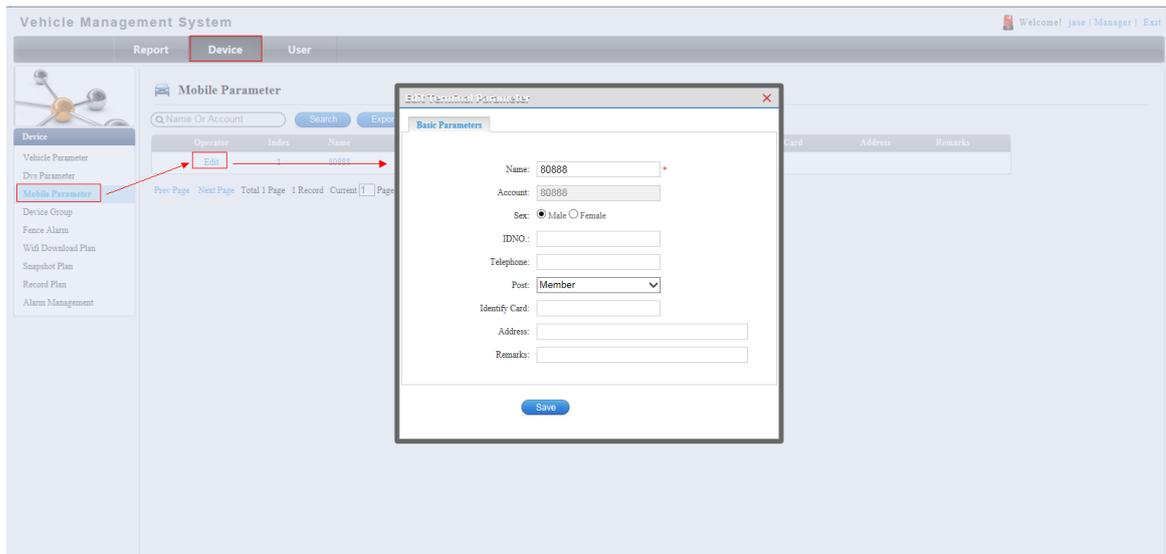


## 4.3. Enter "Device Manage" Page

### 4.3.1 Modify Vehicle Parameters

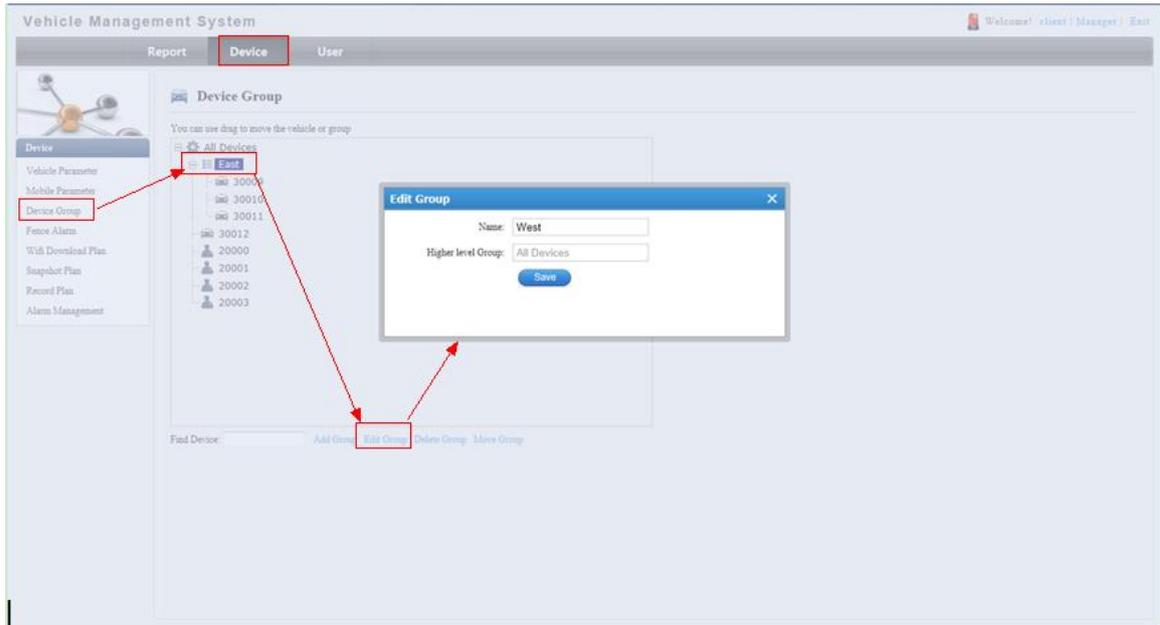


### 4.3.2 Mobile Parameter



### 4.3.3 Vehicles/Devices Unit operation

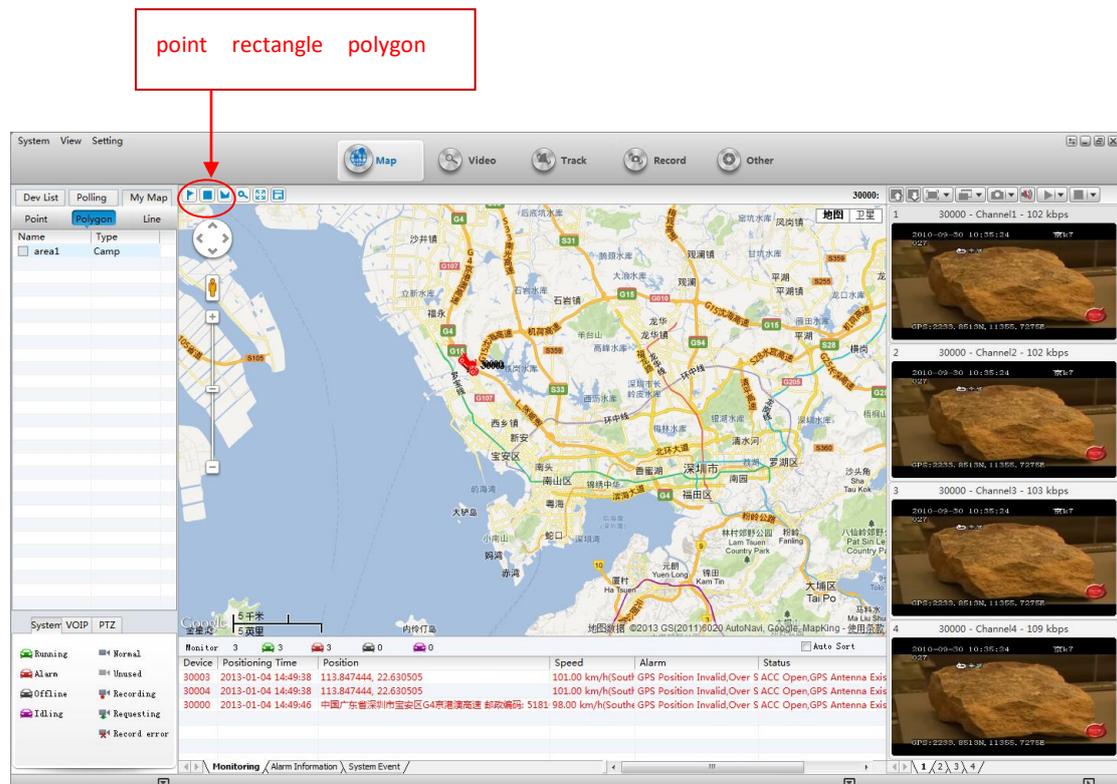
The system supports multiple levels of groupings who can Add, Delete, Search and Modify by highlighting and at the same time by dragging the vehicle to be classified into different groups.



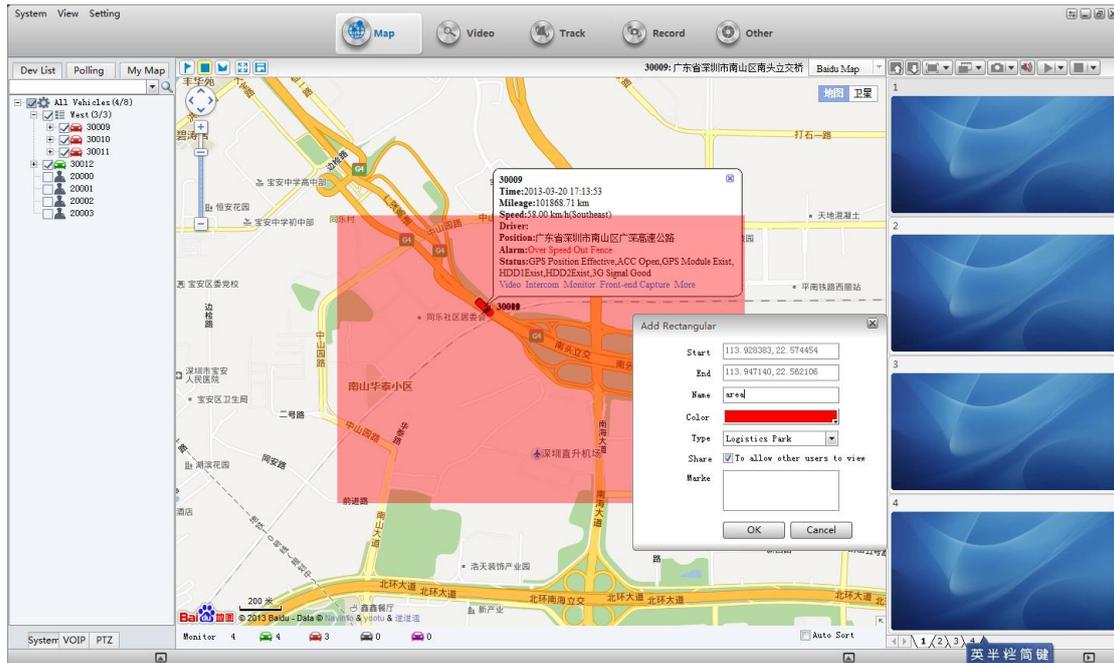
### 4.3.4 CMSV6 Electronic Fence Operation Instruction

#### 4.3.4.1 Area Setting(CMSV6 client) :

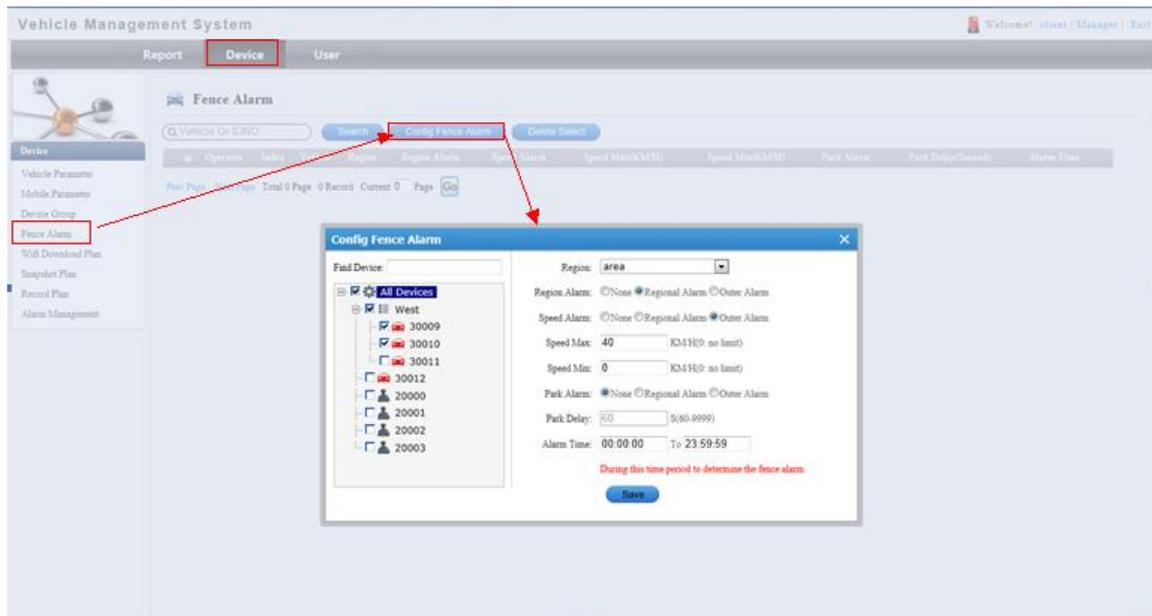
Client Left panel select the "My Maps", There are three buttons on the top of the map ,They are "point", "rectangle", "polygon", to set electronic fence area.



b · Select "rectangle", Drag on the map, draw a rectangle, the Regional Settings dialog box pops up ; Then input the name of the area, choose the color of the area, and the type and description of the area. "Allow other users to view" if this option is selected, other users can see the rectangular area of the current user settings, or other users do not see this area, Click "OK", My map on the left shows the just regional information added.



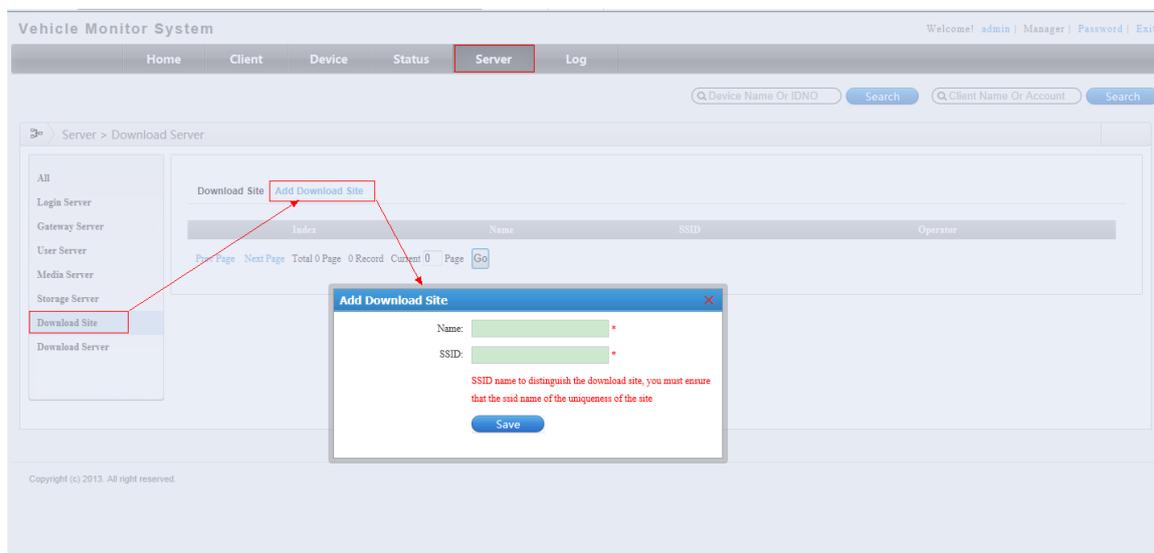
#### 4.3.4.2 Electronic fence alarm configuration(web frontend)



### 4.3.5. WIFI record download plan configuration

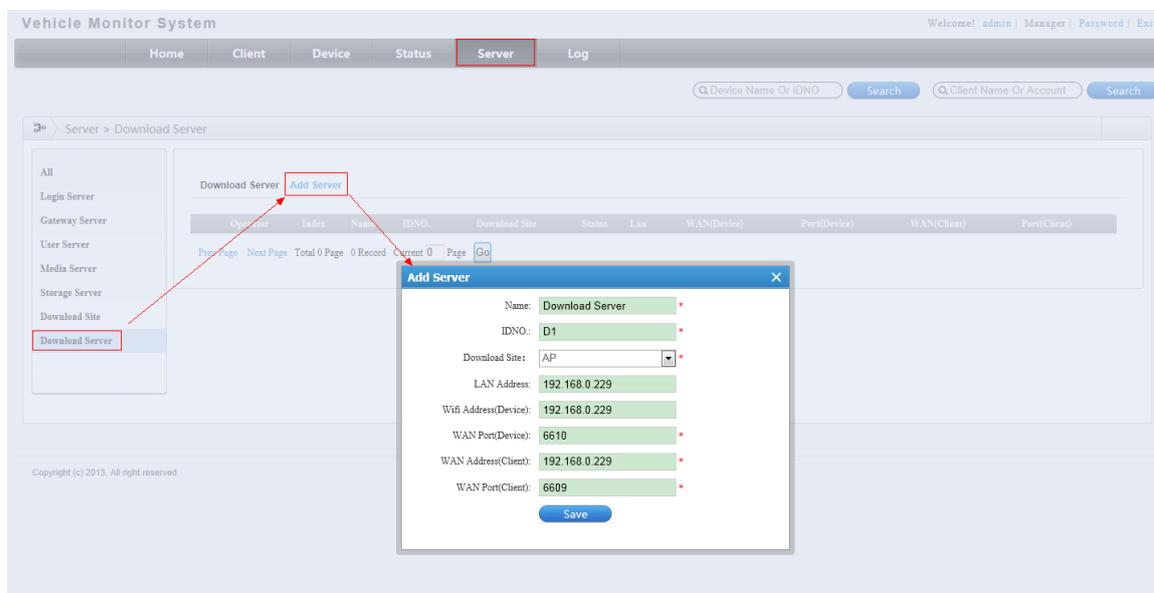
#### 4.3.5.1 Add Download Site

Use admin account to landing back web system,enter "server"page, click"Download Site",Then click"Add Download Site".



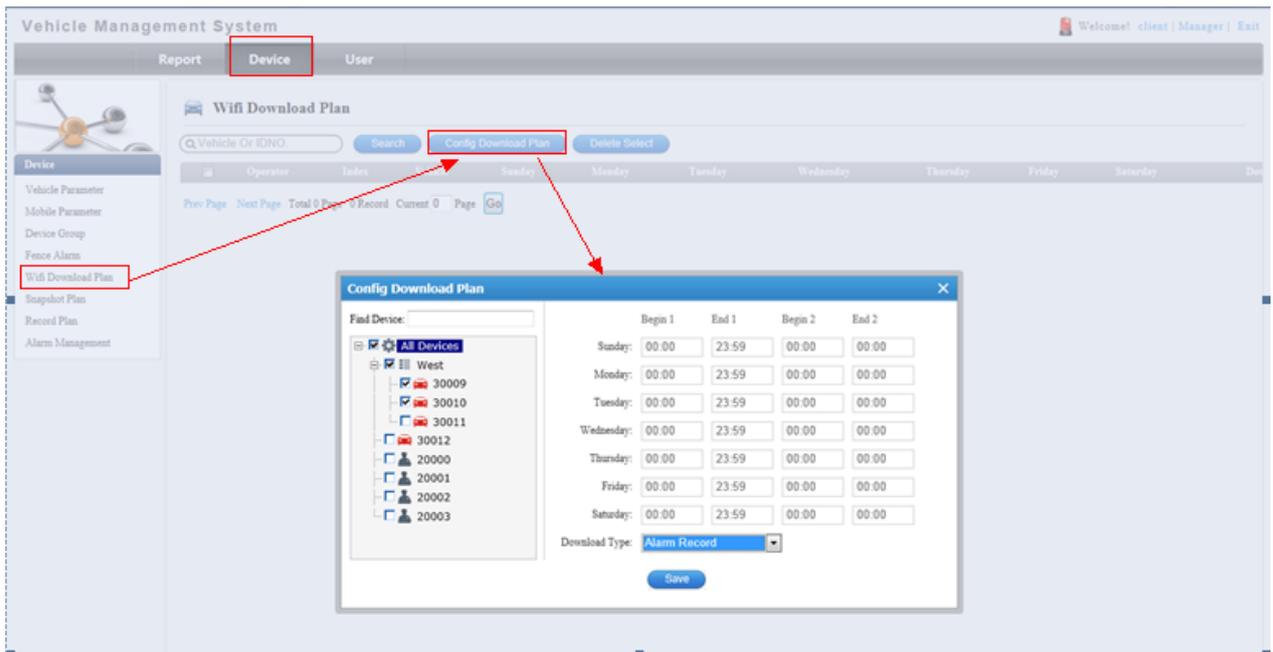
#### 4.3.5.2 Add Download Server

After adding"Download Site"successfully, click "Download Server",open the page,then click "Add Server".



#### 4.3.5.3 Config wifi download parameters

Log in foreground, Configuration the wifi download parameters,After config successfully, when the device is connected to wifi, depending on the configuration plan will go automatically download the video files on the server

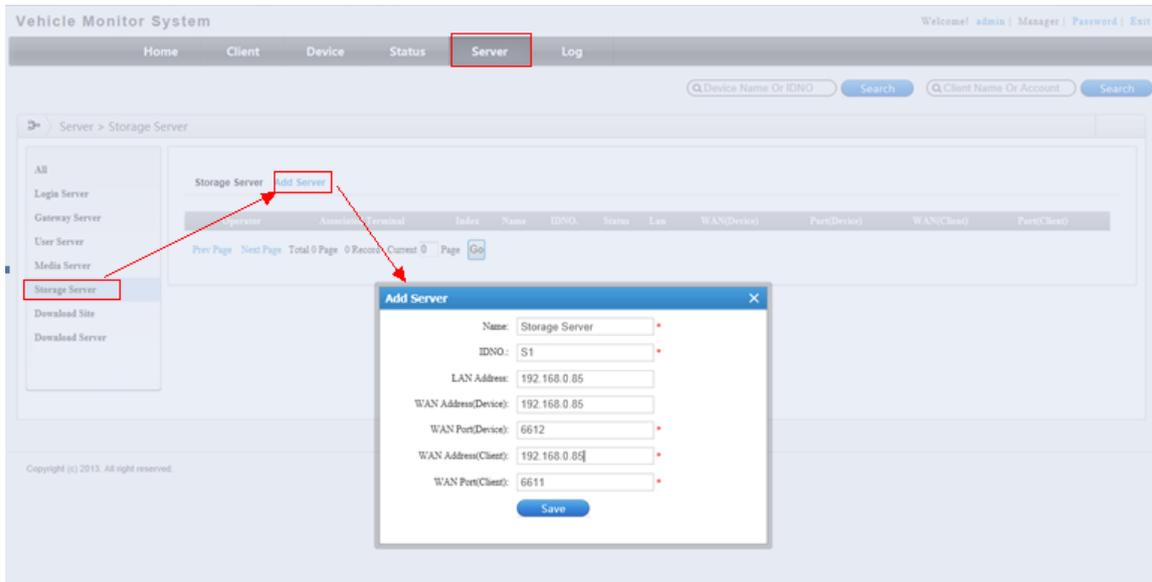


### 4.3.6. Snapshot Plan Configuration

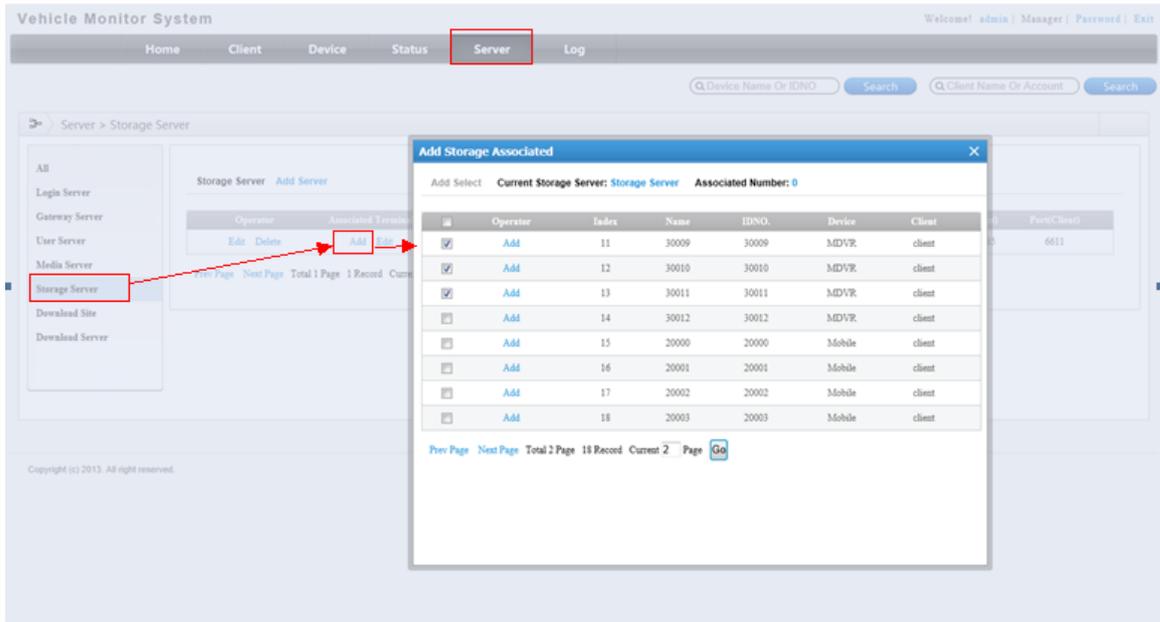
#### 4.3.6.1 login backstage,enter"server"page

Add Storage Server,including storage associated configuration

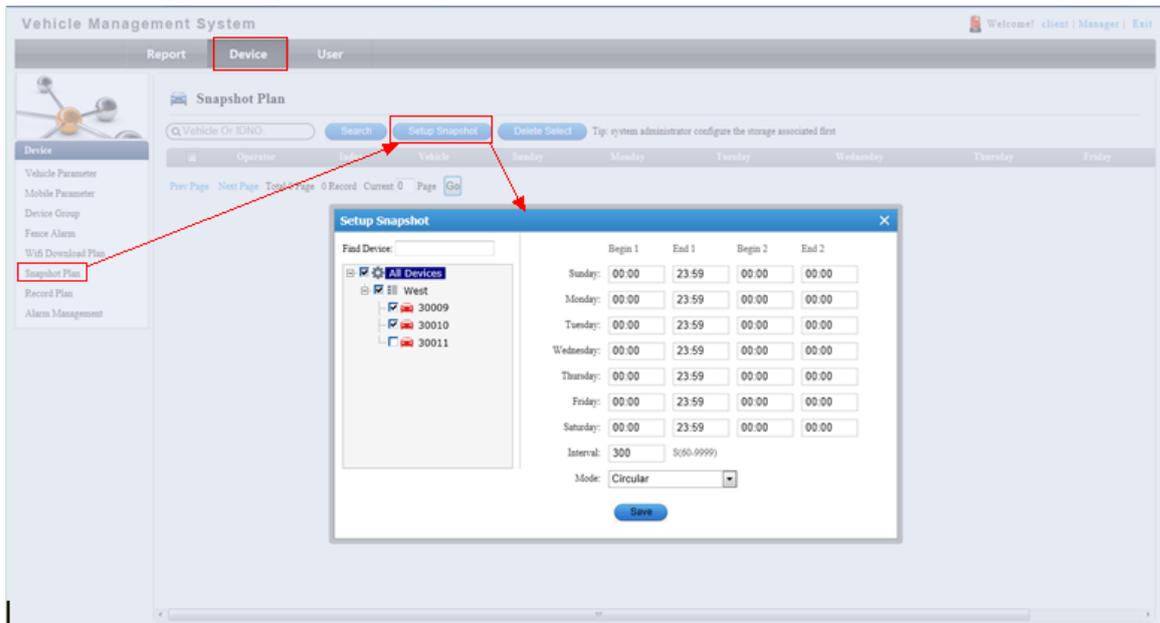
Storage servers can be user-configured plans, automatic data download saved to the storage server, user data, and then downloaded directly from the storage server. : Capture channel video picture than real-time preview video (3G traffic-consuming) to reduce costs.



a.Add storage associated



#### 4.3.6.2 login web frontend,config snapshot plan

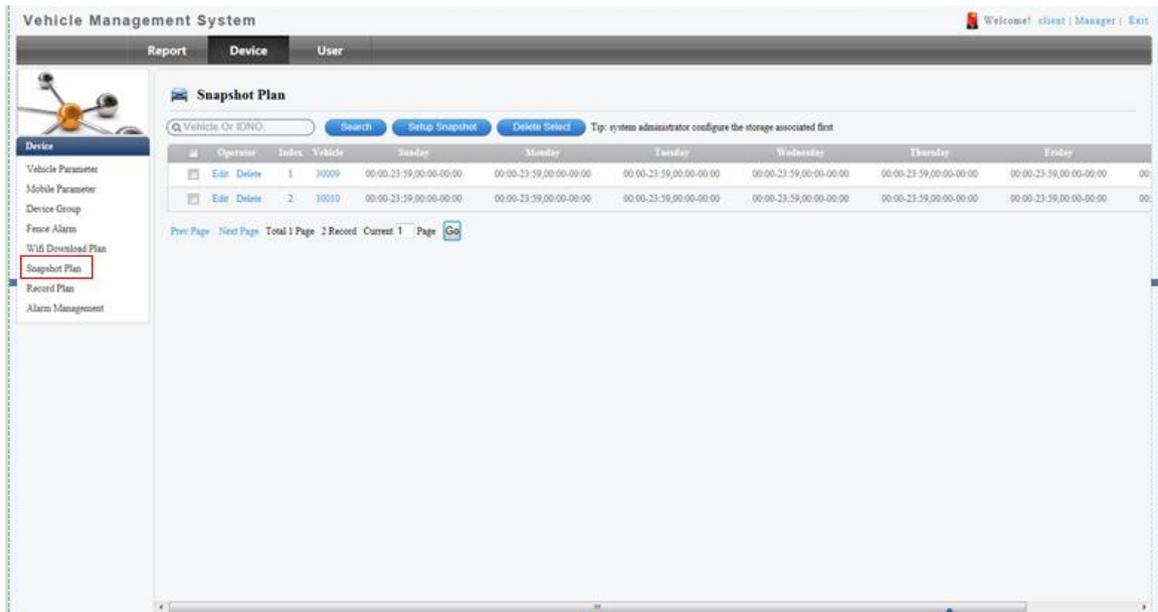


#### Mode Introduction

Circular: Grasping finished Channel 1, and then specified intervals to capture the picture of the second channel QTMovieScreen

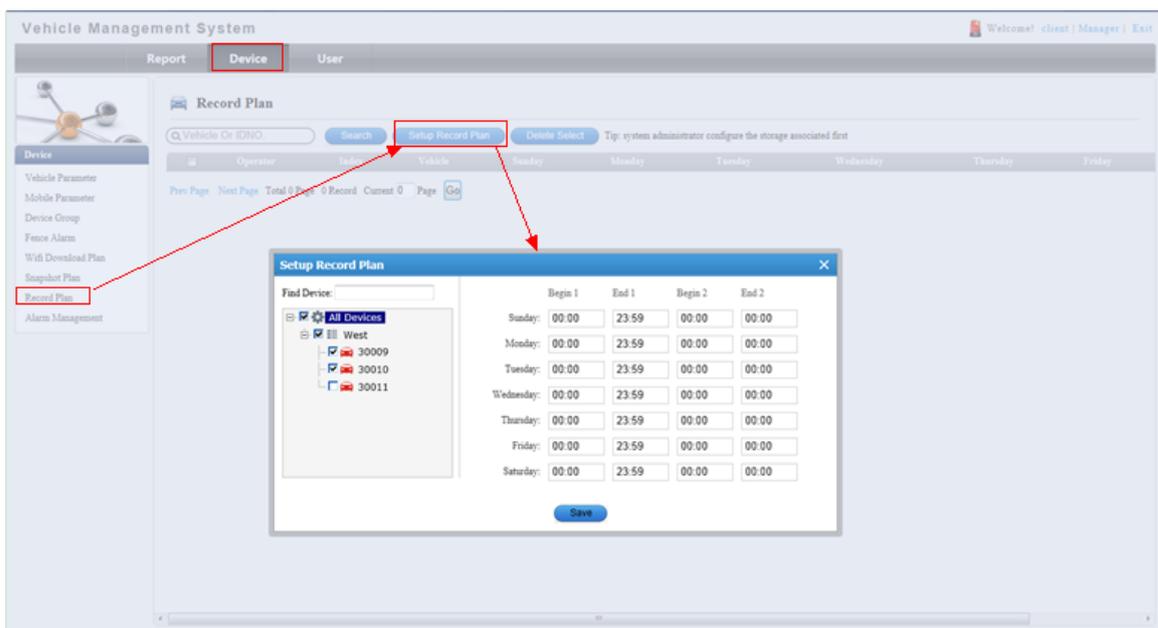
Independent: Each channel is independent, interval capture

Config successfully



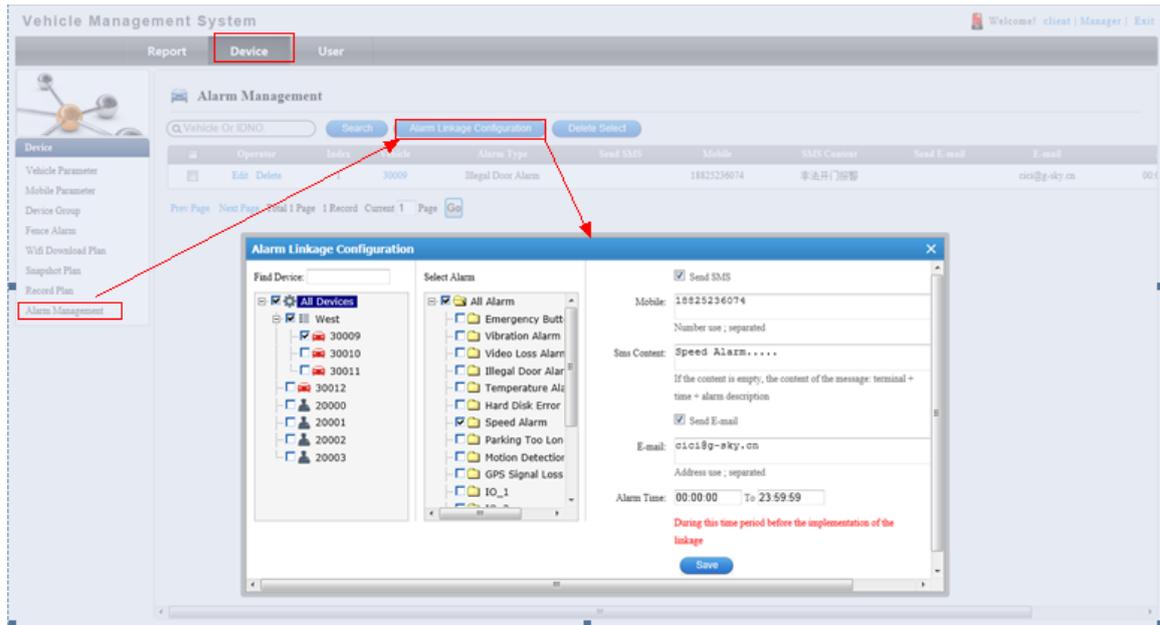
#### 4.3.7. Record Plan Configuration

Configure the recording scheme, the storage server automatic recording according to plan

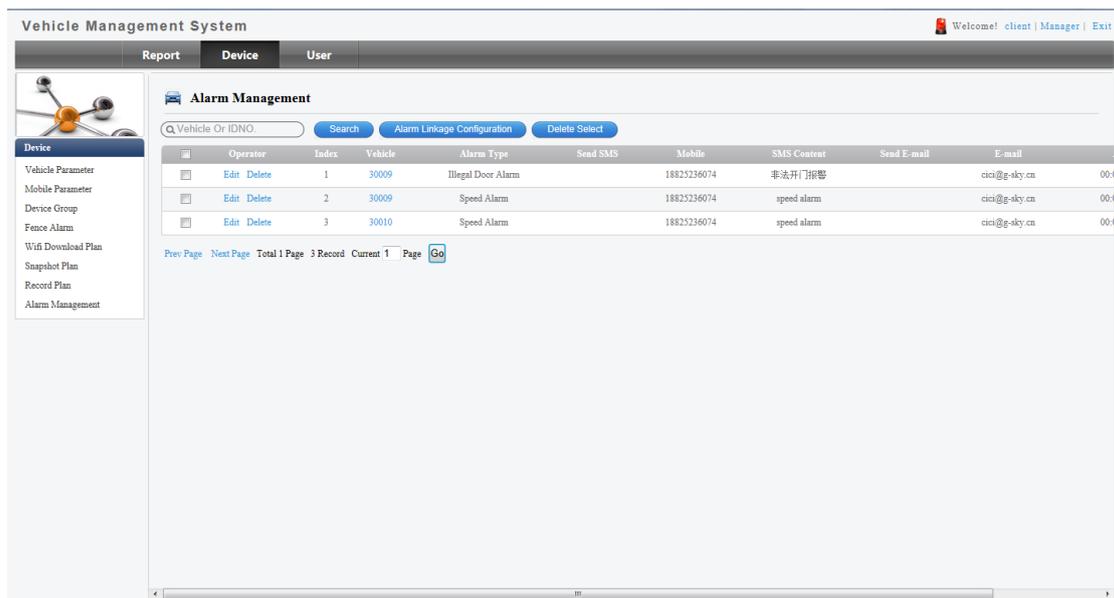


#### 4.3.8. Alarm management configuration

When the designated vehicle specified alarm occurs, the server will automatically send a notification to the configured phone number and E-mail.



Config successfully



## 5. FAQ( Frequently Asked Questions)

### 5.1 Vehicle is online, but the user can not play the video.

**Solutions:**

1. Check "Use RGB16" in the System Config dialog
2. Make sure the user has the right to play video ;

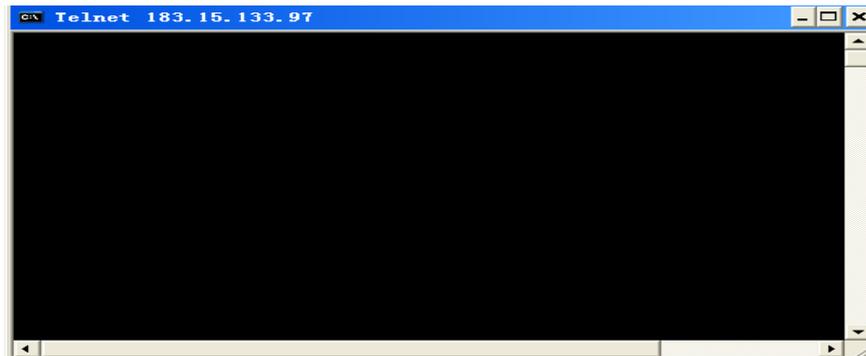
3. telnet the Media Server ,make sure the Media Server is working normally.

for example: a media server IP is 183.15.133.97, Port is 81;

run cmd.exe (input "cmd" into RUN at the Start Menu ),

input "telnet 183.15.133.97 6601"and press Enter, test whether the media server port is available.

4. Ensure that the router port 6601 mapping is normal.



telnet OK



telnet failed

## 5.2 Vehicle runs off the road in the map of China.

PS:

This problem usually only occurs in mainland China.

### Solutions :

1. Check the option "GPS Fix" in the "System Settings" dialog. We recommend that you use the Google map not others.

2. In satellite mode, you should uncheck the option "GPS Fix".
3. Some places will make GPS signal becomes weak, such as in tunnel, near to the tall buildings, in the forest, etc. The signal also is affected by the equipment performance.

### **5.3 Failed to get vehicle informations or device parameters.**

Reasons:

Usually, there are three reasons as blow:

1. the device is offline suddently.
2. Poor network communication speed.
3. Network module is not installed in the device.

**Solutions:**

1. CMSV6 does not get the device offline message immediately.
2. Close the Parameter dialog and open it again.
3. Fix the network module in the device.

### **5.4 It does not cruise automatically after the "Automatic cruise" button is clicked in the PTZ panel.**

**Reason:**

This function depends on the device.

**Answers:**

1. PTZ does not support automatic cruise function.
2. The device does not support automatic cruise function.
3. The automatic cruise function in the device is off.

### **5.5 The channel video window is black.**

**Reasons:**

1. The light in PTZ of the device if off.
2. This channel does not have a camera.
3. The camera is broken.

**Solutions:**

1. Click on “Light” button in PTZ pane ;
2. Make sure the channel has a camera.
3. Fix the camera.

## 5.6 Browser version is too low

If a dialog is shown as blow when CMSV6 is running, you must upgrade the browser.

