Star4Live
Quick Guide

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About This Manual

- This manual is intended for multiple software versions, and the illustrations and descriptions in this manual may be different from the actual GUI and functions of the software.
- Despite our best efforts, technical or typographical errors may exist in this manual. Our company cannot be held responsible for any such errors and reserves the right to change the manual without prior notice.
- Users are fully responsible for the damages and losses that arise due to improper operation.
- Our company reserves the right to change any information in this manual without any prior notice or indication. Due to such reasons as product version upgrade or regulatory requirement of relevant regions, this manual will be periodically updated.

Conventions

Convention	Description
Boldface font	Commands, keywords, parameters and GUI elements such as window, tab, dialog box, menu, button, etc.
>	Separate a series of menu items, for example, **Device Management** > **Add Device**.

Contents

1 Introduction

Overview

The general solution, based on the cloud servers, mobile surveillance clients, and smart terminal devices, employing the technologies of cloud computing, mobile Internet and big data, aims to offer smart, comfortable and secure information services to small and medium-sized enterprises.
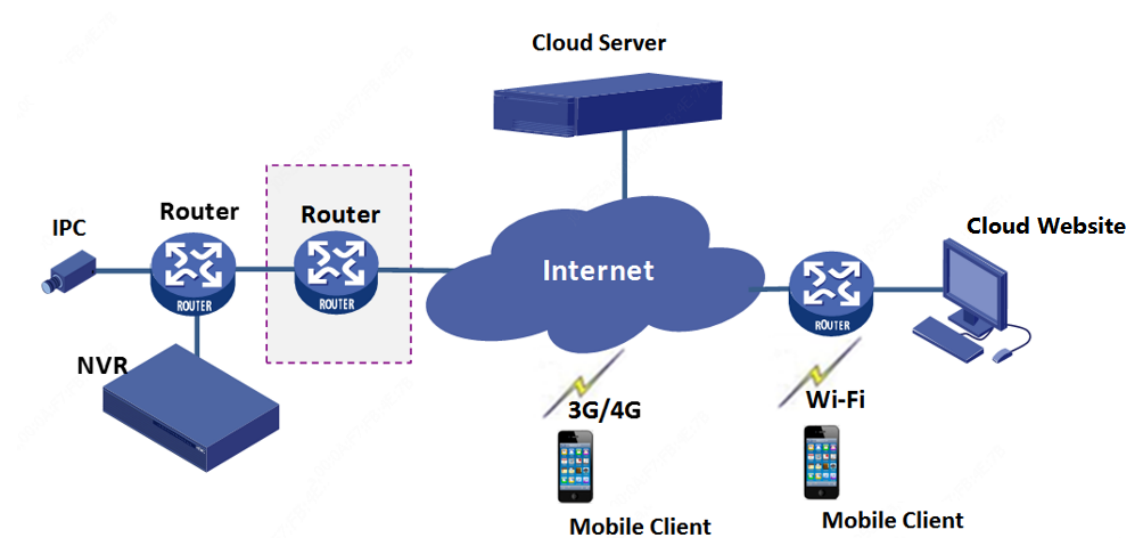
Typical Networking

The following illustrations show some typical networking scenarios.

- Clients include mobile client and Web client (Cloud website).
- Devices include IP Camera (IPC) and Network Video Recorder (NVR).

Networking 1

Devices are connected to the Internet by connecting to a router behind another one; devices and clients are in different LANs.

Networking 2

Devices in different LANs are connected to the Internet via a router; clients are connected to the Internet via cellular data or Wi-Fi.
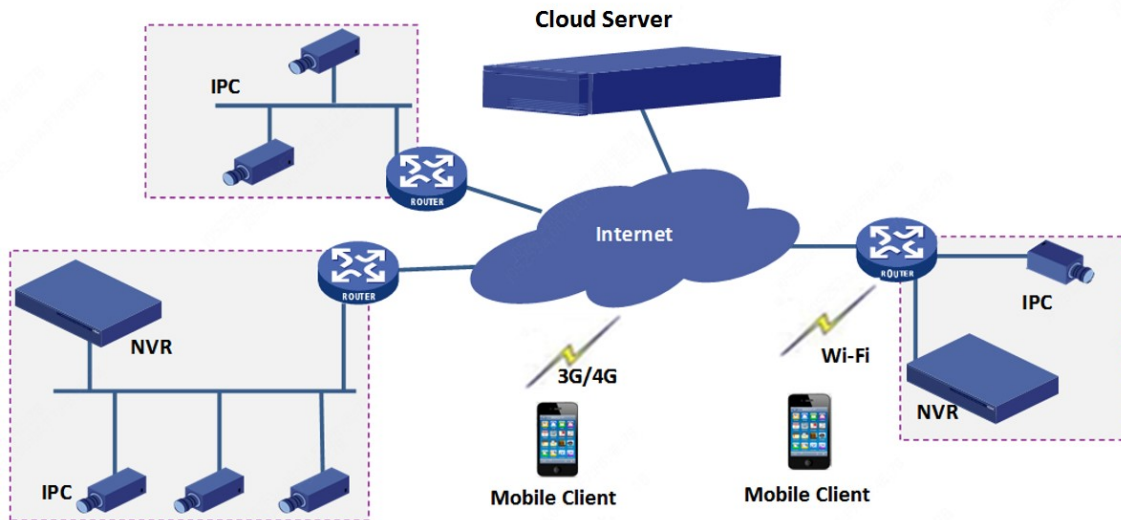
Network Connection

Connect devices and the router with network cables, and connect the router to the Internet. Connect the mobile phone to the Internet via Wi-Fi or cellular data.

This illustration is for reference only.
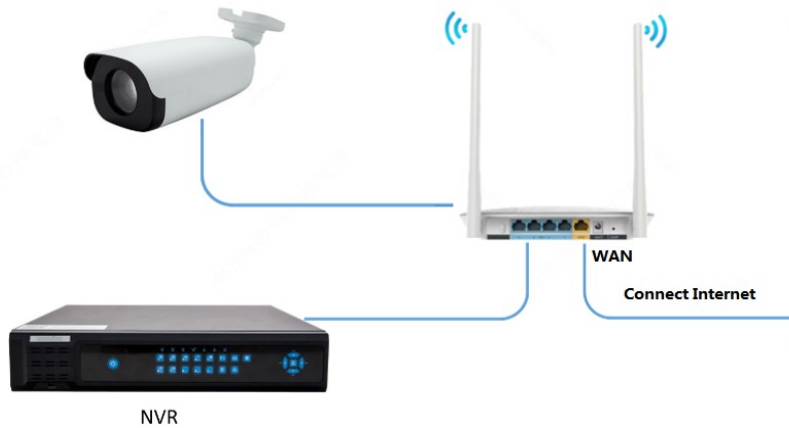
2 Web Operations

📝 **NOTE!**

- Please use Chrome 60 or later, Firefox 60 or later, IE 10 or later versions of browser.
- We've updated the Cloud website to make it easier to use.

Sign Up and Log In

Sign up for a cloud account. With a cloud account you can add devices to cloud and view live video and playback remotely, for example, on a mobile phone.

1. Open your Web browser, go to www.star4live.com and then click **Sign Up** on the login page.
2. Complete the settings to sign up. You are logged in when sign-up is complete.
- The region is where you use the cloud service regularly, and it cannot be changed once sign-up is complete.
- You can choose to sign up using email. The email address will be used to retrieve the passwords of your account and your devices.

* Username	
* Region	
* Email	Email	Acquire
* Verification Code	
* Password	
* Confirm Password	

☐ I have read and agree to Service Agreement

Register

NOTE!

If you forgot your password, click **Forgot Password** on the login page, and follow the instructions to reset password.

Add a Device

Add a device to bind it to your cloud account.

1. On **Device Management** > **My Cloud Devices** page, click **Add**.
2. Set the device name, and enter the register code by following the instructions on the right.
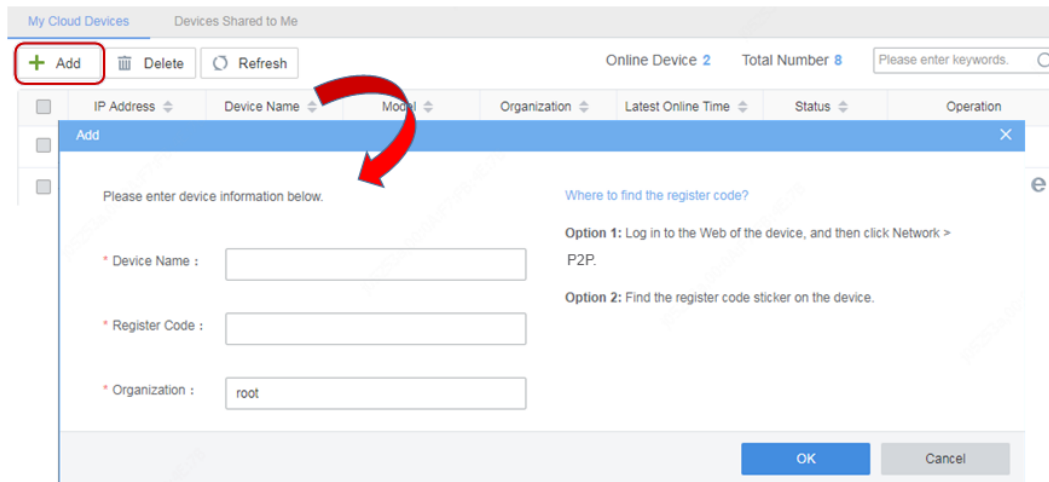
![NOTE icon] **NOTE!**

- Before adding the device, make sure that P2P is enabled on the device (**Setup** > **Network** > **P2P**, may vary with device), or the device will not get online, nor can it be accessed via P2P.
- The organization is default to **root** when adding a device. To add to a specified organization, please add an organization first. See Add an Organization for details.
- After a device is added to an organization, the device list will refresh and the devices in the organization will be displayed.
- For security, a device can bind to one cloud account only, and it cannot bind to another cloud account until the current binding is cancelled.

3. Click **OK**. The device appears in **My Cloud Devices** list.

Example: My cloud devices

The following operations are available on this page:

- To delete device(s), click ![trash icon] for the device, or select device(s) in the list and then click ![Delete button] .

- To rename a device or change the organization it belongs to, click ![edit icon] .

- To filter devices, enter a keyword contained in the IP, name, model, organization, and latest online time of the desired devices.

- To sort devices in ascending or descending order, click a column title, for example, Device Name, IP Address, or Status.

Add an Organization

Add organizations, and then you can add devices to organizations for unified management.

1. On **Organization Management** > **My Cloud Orgs** page, click **Add**.

2. Enter the organization name, select the parent organization (i.e. the upper level organization), and then click **OK**.
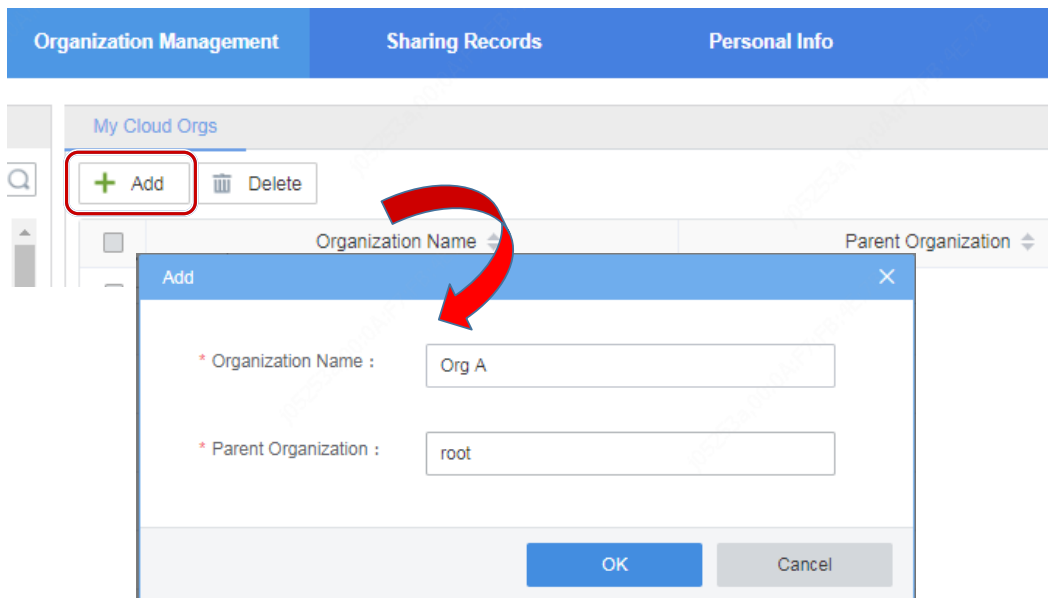
📑 **NOTE!**

- You can also select the parent organization first in the left organization tree, and then click **Add**.

- Click ✏ to change an organization name; click 🗑 to delete an organization. An organization that contains device(s) or sub-organizations cannot be deleted.

Retrieve Device Password

Use this function to get a temporary password if you forgot your device password. This function is only available for online devices.

1. In the device list page, click 🔑 .

2. Click **Acquire**. The verification code will be sent to the email address you used to sign up.

3. Enter the verification code, and click **Generate Password**. A temporary password will be displayed. Use the password to log in to your device.

Access an Online Device

Click ![e icon] to access the Web interface of an online device.

![note icon] **NOTE!**

If the device status is **Online(NAT)**, you need to install a plug-in before you can access the device. Click **Download** on the top banner to download and install the plug-in.

Share an Online Device

Share an online device with other cloud accounts.

1. In the device list page, click ![share icon] .

2. Enter the cloud account(s) to share with, and separate them with semicolon (;). Username, email address are all supported.

![note icon] **NOTE!**

You can only share with accounts on the same cloud server. Check the server address of your account under **Personal Info** > **Basic Info**.

3. Set the valid period and permission for the sharing as needed. The permissions are configured on the device.

Devices Shared to Me

View, edit and access the devices shared by other cloud accounts.

1. Click **Device Management** > **Devices Shared to Me**.

2. Perform the following operations as needed：

- Click ✏ to change device name and the organization it belongs to.

- Click ⊗ to cancel the sharing. You may also select devices first and then click [⊗ Stop Sharing]. The devices disappear from the list after the sharing is canceled.

- Click e to access the Web interface of an online device.

View Sharing Records

View the records of your cloud account sharing devices to other cloud accounts.

Note:

- Deleting a sharing record will also stop sharing the device.
- Select an organization in the left organization tree to view the sharing records of devices under that organization.

Change Personal Information

Change your username or the email address you used to sign up.

1. Click **Personal Info** > **Basic Info**.
2. To change username, enter the new username and then click **Save**.
3. To change email address, click **Change** and follow the instructions.

Change Password

Change the password of your cloud account. You need to re-log in after the password is changed.

1. Click **Personal Info** > **Change Password**.
2. Enter the current and the new passwords.

View Login Records

View login history of your cloud account.

1. Click **Personal Info** > **Login Records**.
2. The list shows information about the latest 10 logins, including time and IP address.