

P ▲ R ▲ D O X™

Insight

Designed for your lifestyle

Paradox Insight™ App User Guide



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1.1 Overview

The **Paradox Insight™** application (app.) enables you to monitor and control events in your home or office directly from your smartphone. With this easy-to-use app. you can manage your security system from your mobile device and access unlimited live video and audio streaming both day and night with the advanced Paradox HD video (720p in color) and high quality audio PIR camera. The Paradox HD77 camera includes infrared or white illumination LEDs, enhancing camera capabilities in limited light conditions.

The Insight app. includes the following features:

- Security system management including arming/disarming
- Video On Demand (VOD)
- Record On Demand (ROD)
- Record On Motion (ROM)
- Record On Trigger (ROT)
- Record On Alarm (ROA)
- View events
- Verify an alarm
- Respond to an event by using a panic button by calling the Police, Fire Department or Medical authorities
- Manage Users

The app. provides Users with access to up to 8 cameras installed on each Site, enhancing system control and supervision.

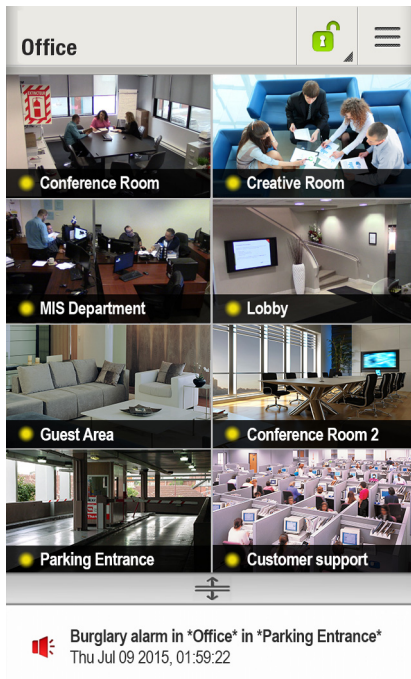

















Figure 1 – Site Screen

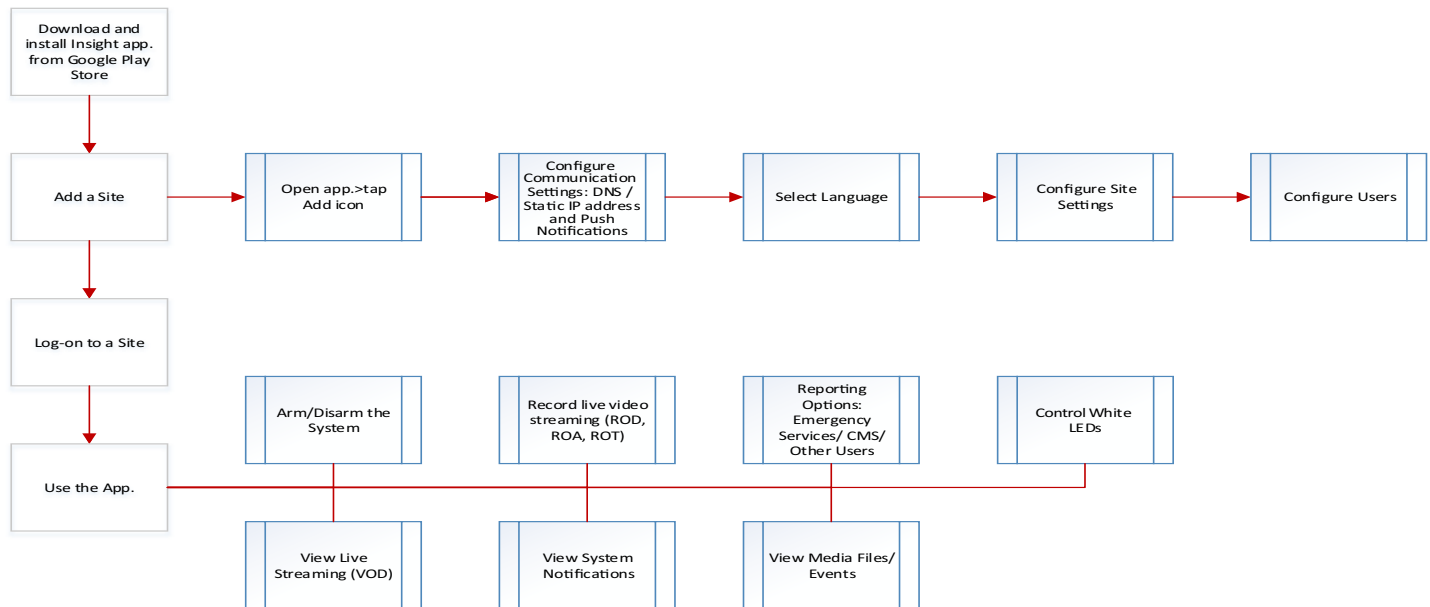
1.1.1 Icons and Conventions

The following conventions and icons are used in this document.

Icon	Description	Icon	Description
	Menu drop-down button		Alarm in Memory
	Edit button		Call the Police
	Delete Site button		Call the Fire department
	Add button		Call Medical aid
	Accept new site button		Enabled
	System is Disarmed		Disabled
	System is Armed		File management options
	System is in Stay Armed mode		

1.2 Workflow

The following workflow describes how to use the Paradox Insight™ app.



1.3 Downloading and Installing Paradox Insight App.

To download and install the Paradox Insight™ app:

Download and install the Paradox Insight™ app. from **Google Play Store**.

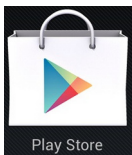


Figure 2 – Google Play Store

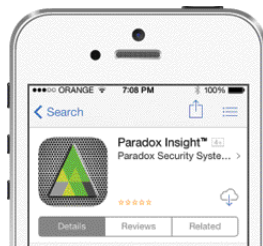


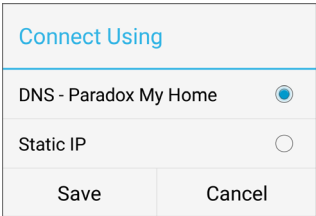
Figure 3 – Paradox Insight App Icon

2.1 Adding a Site

Add a Site after downloading and installing the app.

To add a Site:

- 1. Open the app.
The Site Configuration window opens.
- 2. Tap the **Add** icon 
The **Connect Using** communication dialog box opens.



The 'Connect Using' dialog box has a title bar 'Connect Using'. It contains two radio button options: 'DNS - Paradox My Home' (which is selected) and 'Static IP'. At the bottom are 'Save' and 'Cancel' buttons.

Figure 4 – Communications Dialog Box

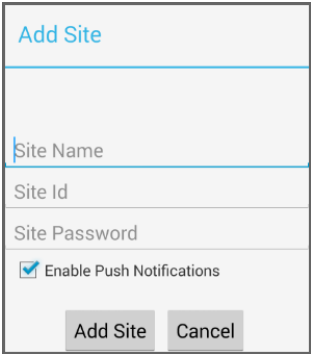
- 3. Configure either **DNS** or **Static IP** address settings.

NOTE: Paradox My Home (PMH) is a Paradox Domain Name System (DNS) service enabling remote access to a Paradox Reporting Device (such as the HD77 camera). The Installer registers the HD77 camera to PMH. If you do NOT want to use the PMH DNS, you can use a Static IP address and port number provided by either the Internet Service Provider (ISP) or Installer to connect to the HD77 cameras’ WAN.

Configuring DNS Settings

- a. Check the **DNS-Paradox My Home** check box (see [Figure 4](#)).
- b. Tap **Save**.
The **Add Site** dialog box opens (see [Figure 5](#)).
- c. Fill in required details in the provided fields:
 - Site name
 - Site ID (as registered at ParadoxMyHome site (PMH))
 - Site Password as configured on the HD77 camera (the default Site password is **paradox**)
- d. Check the **Enable Push Notifications** box to receive notifications.


NOTE: For Push Notifications see [Alarm Notifications on page 16](#).

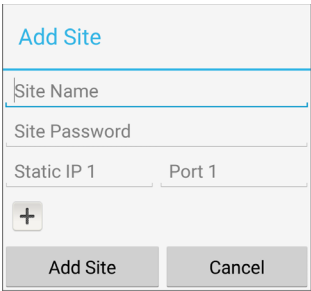


The 'Add Site' dialog box for DNS settings has fields for 'Site Name', 'Site Id', and 'Site Password'. It also has a checked checkbox for 'Enable Push Notifications' and 'Add Site' and 'Cancel' buttons at the bottom.

Figure 5 – Add Site Dialog Box for DNS Settings

Configuring Static Settings

- a. Check the **Static IP** check box (see [Figure 4](#)).
- b. Tap **Save**.
The **Add Site** dialog box opens.
- c. Fill in required details in the provided fields:
 - Site Name
 - Site Password (the default Site password is **paradox**)
 - Static IP 1 (for the first camera on the site)
 - Port 1 (for the first camera on the site)
- d. For each further camera on site (up to 8 cameras):
 - i Tap . The Static IP 2 and Port 2 field opens.
 - ii Fill in the Static IP 2 and Port 2 number for the second camera.
 - iii Repeat i, ii above for all additional cameras on site.



The 'Add Site' dialog box for Static IP settings has fields for 'Site Name', 'Site Password', 'Static IP 1', and 'Port 1'. It also has a plus icon button and 'Add Site' and 'Cancel' buttons at the bottom.

Figure 6 – Add Site Dialog Box for Static IP Settings

4. Tap **Add Site** (see [Figure 5](#), [Figure 6](#) above).
The site is configured.

5. Tap **Next**.
The Site List opens.

NOTE: Repeat the above procedure to add all system Sites to the app.

2.2 Selecting a Language

Select the Site interface language.

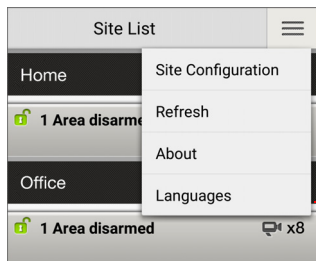


Figure 7 – Language Menu

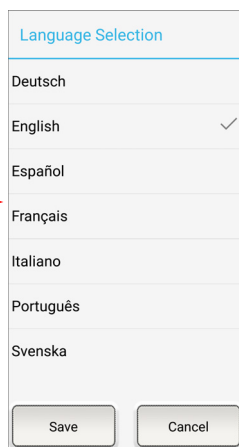


Figure 8 – Selecting a Language

To select a language:

1. Open app.> the **Site List** screen opens> tap **Menu**.
2. Tap **Languages** from the Menu drop-down list.
3. Select the required language from the list.
4. Tap **Save** to save changes.

2.3 Configuring Site Settings

Configure Site settings after adding a Site.

Requirement: Master User privileges are required to configure Site settings.

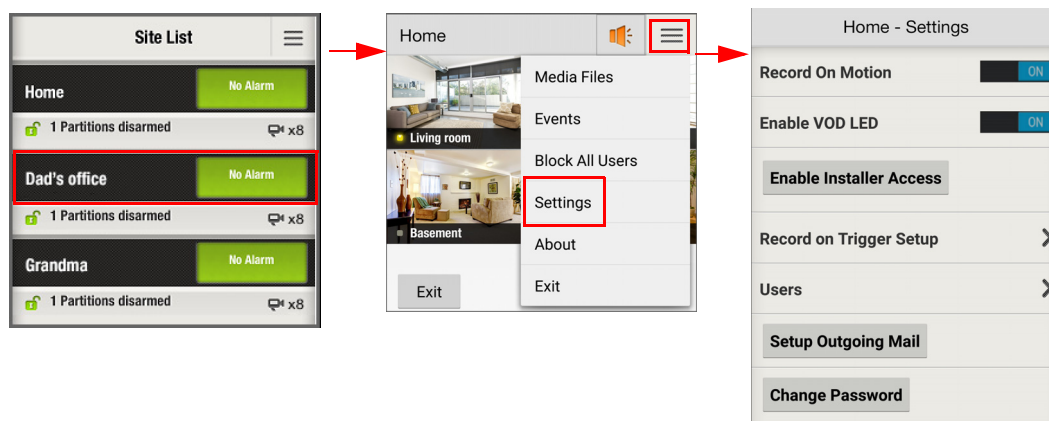



Figure 9 – Configuring Site Settings

To configure Site settings:

1. Open the app.
The **Site List** window opens.
2. Select a Site from the list.
3. Login to the Site: enter User Name and User Code, and tap Connect.
The Site opens.
4. Tap the Site **Menu** icon.
The menu drop-down list opens.
5. Tap **Settings**.
The Settings window opens.
6. Configure the following Site settings according to requirements.

Setting	Description	Configuration
Record on Motion (ROM)	When enabled (ON) and system is in Disarmed mode, 10 seconds of video is recorded whenever the camera detects motion	Tap the selector ON in the Record on Motion field.  Figure 10 – ROM On– Off Selector
Disable VOD LED*	Deactivate the camera's blue LED indicator (indicating live video streaming) even when a User is viewing the site (VOD). * IMPORTANT: Local and national laws may restrict recording individuals without their knowledge or consent	Tap the selector OFF in the Disable VOD LED field
Enable Installer Access	Enable the Installer to access and configure the camera. Note: Installer must access the camera within 30 minutes of enabling. Access is granted for a period of 30 minutes	Tap the Enable Installer Access field
Record on Trigger Setup	Configure Record on Trigger (ROT) settings	See Record on Trigger (ROT) Settings on page 7
Users	Define Users (add/delete Users) who have authorization to access the Site using the Insight app. NOTE: Installers configure the list of Users	See Configuring Users on page 11
Set Outgoing Mail	Configure the email account	See Setting-up Outgoing Mail on page 7
Change Password	Change the Site password. The default password is paradox	See Configuring Users on page 11

2.3.1 Record on Trigger (ROT) Settings

The following graphics and procedure describe how to configure ROT settings.

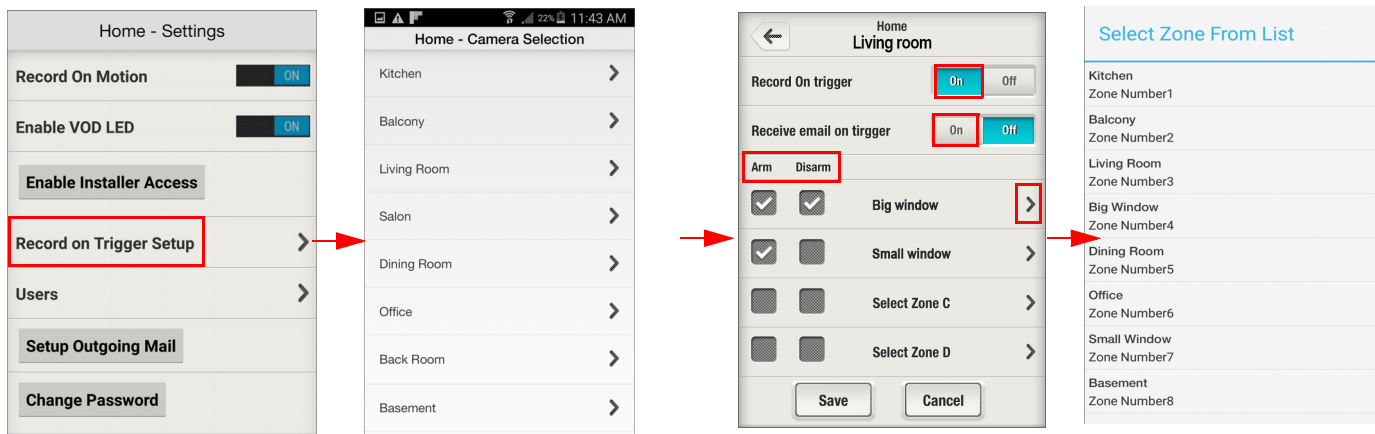


Figure 11 – Configuring ROT Settings

To configure ROT settings:

1. Open the app.> select and login to a Site> tap Menu> tap **Settings**.
2. Tap the **Record on Trigger Setup** field.
The **Camera Selection** window opens.
3. Tap the required camera.
The **Camera Settings** window opens.
4. Configure the following settings:
 - a. To enable **Record on Trigger**: Tap the **ON** button in the Record on Trigger field.
 - b. To receive **email** recordings following a Trigger: Tap the **ON** button in the Receive Email on Trigger field.
 - c. To enable ROT for a zone when system is in **Arm/ Disarm** status:
 - Check the **Arm** box to enable ROT when the system is armed
 - Check the **Disarm** box to enable ROT when the system is disarmed
 - Check both **Arm** and **Disarm** to enable ROT both when the system is both disarmed and armed
5. Associate a zone with the selected camera:
 - a. Tap the arrow to the right of the zone.
The **Associate Zone** window opens.
 - b. Select the required zone from the list. The zone is associated with the camera.
6. Repeat the above for each zone you want to receive triggers from (up to four zones).
7. Tap **Save**.

2.3.2 Setting-up Outgoing Mail

Paradox Insight™ sends emails to all Users:

- When an authorized User activates Video on Demand (VOD)
- When an authorized User activates Record on Demand (ROD)
- When Record on Trigger (ROT) is activated
- When a User is blocked by the Master User
- When sharing a video
- When downloading a file
- When an alarm occurs (ROA)

- Email validation for a new User

NOTE: The HD77 Camera has a 2.5 minute threshold for emailing system events. Once an event has been detected, an email is sent to the user. The camera will then wait 2.5 minutes before sending another email for new events.

To set-up outgoing emails:

1. Open App> select and login to a Site> tap Menu> tap Settings> Tap **Setup Outgoing Mail**
The **Setup Outgoing Mail** dialog box opens.
2. Enter the following information in the provided fields:
 - **Outgoing Server (SMTP)**
 - **Port** number on the SMTP server
 - **Use TLS (otherwise SSL)** security protocol check box
 - **User Name** of the email account
 - **Password** of the email account
3. Tap Save to save the changes or Cancel to exit without saving.

Figure 12 – Setup Outgoing Mail

Outgoing Mail Examples

The following examples of common email settings may change. Check with your email provider for specific settings and requirements.

Gmail	Yahoo	Microsoft Office365 / Outlook Web Access
Outgoing Server (SMTP): smtp.gmail.com Port: 465 (TLS/SSL), 587 (TLS) User Name: Gmail or Google Apps user email address Password: Gmail or Google Apps user account password	Outgoing Server (SMTP): smtp.mail.yahoo.com Port: 465 (TLS/SSL) User Name: Yahoo! user email address Password: Yahoo! user email account password	Outgoing Server (SMTP): smtp.office365.com Port: 587 (TLS) User Name: Outlook user full Exchange email address (user@domain.com) Password: Outlook user Exchange email account password
Notes: <ul style="list-style-type: none"> • Google may block sign-in attempts from some Apps or devices. Enable Less Secure App access on Gmail account to allow the camera to send email. • We recommend downloading the link from: https://www.google.com/settings/u/3/security/lesssecureapps 		

2.4 Editing Site Details

Edit Site details to suit requirements.

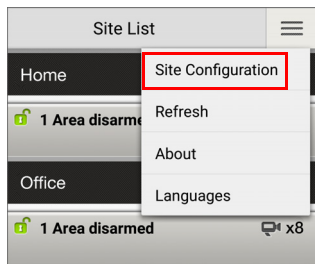


Figure 13 – Site Drop-down Menu

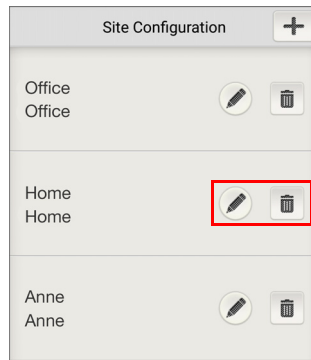


Figure 14 – Site Configuration Screen

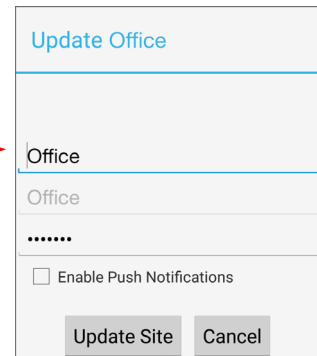


Figure 15 – Update Screen

To edit site details:

1. Open app> tap **Menu** .
The Site List screen opens.
2. Tap **Site Configuration** from the drop-down menu (see [Figure 13](#) above).
The Site Configuration screen opens.
3. Select a Site and tap the **Edit** icon (see [Figure 14](#) above).
The **Update** screen opens.
4. Edit the required Site details and tap **Update Site**.

2.5 Deleting a Site

Delete redundant sites from the app.

To delete sites:

1. Open app> tap **Menu** .
The Site List screen opens.
2. Tap **Site Configuration** from the drop-down menu (see [Figure 13](#) above).
The Site Configuration screen opens.
3. Select a Site and tap the **Delete** icon .
4. Tap **Yes** to confirm Site deletion.

2.6 Changing Passwords

The default Site password is **paradox**. Master User privileges are required to change a Site's password for Users. The Master User must change the default password after configuring Site settings in order to prevent unauthorized Users accessing the Site.

Requirement: A password cannot be changed unless all cameras are online.

To change passwords:

1. Open app.> select and login to a Site> tap **Menu** > tap **Settings**.
The Settings window opens.
2. Tap **Change Password**
3. The **Change Password** dialog box opens.
4. Enter the required information in the provided fields:
 - **Current Password:** Enter the current site password
 - **New Password:** Enter the new password for the site
 - **Re-enter new Password:** Re-enter the new password
5. Tap **Save** to save changes or **Cancel** to exit without saving.

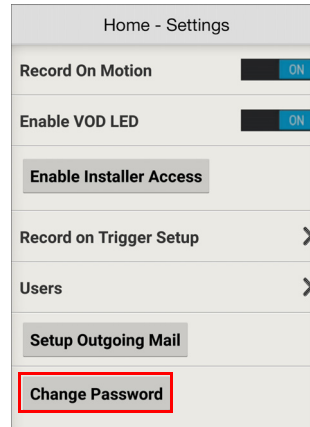


Figure 16 – Settings Screen

The image shows a 'Change password' dialog box. It has a title bar with the text 'Change password'. Below the title bar are three text input fields labeled 'Current Password', 'New Password', and 'Re-enter new Password'. At the bottom of the dialog box are two buttons: 'Save' and 'Cancel'.

Figure 17 – Change Password

3.1 Overview

Paradox Insight™ Users can view and record live streaming video from cameras on premises (e.g. home, store or office) according to access permissions defined for the User by the Master User for each site.

A User can view live video stream at any time (Video on Demand - VOD) or be limited to view live video stream for up to 15 minutes after an alarm (VOD after Alarm). When a User views VOD the application sends a notification to the Master User.

3.2 User Types

There are three types of users:

- Master User - has full permissions to the site including configuring authorized Users and their permissions
- Authorized Users - authorized to arm/disarm the system, view camera status and to view live video (VOD) or VOD after alarm. Users are defined by the Master User
- CMS User - has permission to view VOD after alarm when authorized by the Master User

3.3 Configuring a New User

The Master User can define up to seven authorized Users of Paradox Insight™ app. from the list of Users defined in the Paradox control panel.

The following graphics and procedure describe how to configure Users.

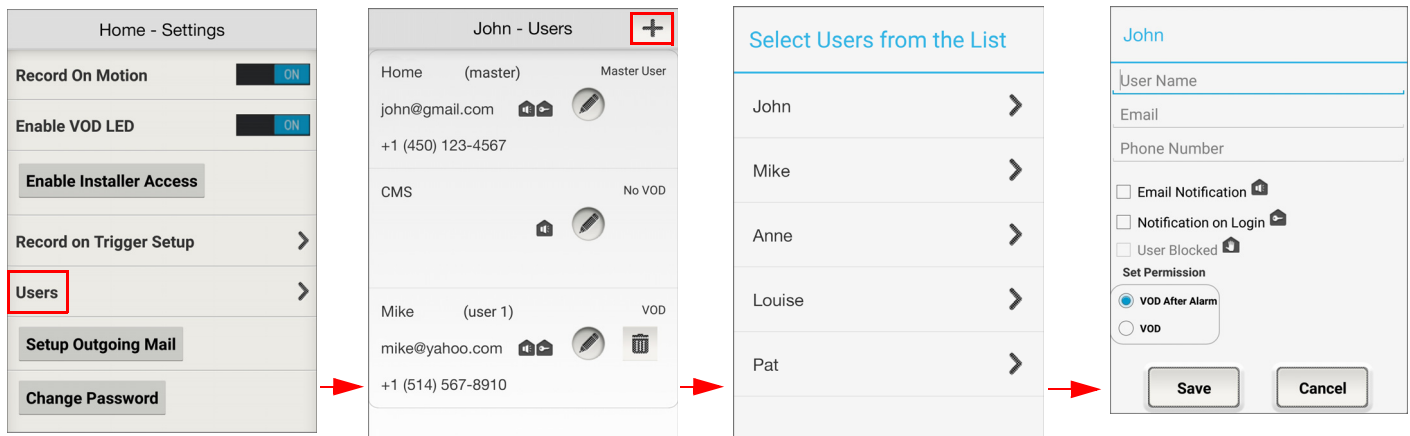


Figure 18 – Creating a New User

To configure a new User:

1. Open app.> select and login to a Site> tap **Menu**> tap **Settings**. The Settings drop-down menu opens.
2. Tap **Users**. The Users screen opens.
3. Tap **Add User** . The Select Users from the List screen opens.
4. Select a **User** from the list. The User screen opens.
5. Enter the User information in the provided fields:

- **User Name:** Users have to enter their User name each time they log in. User Name is only used by the application and for privacy/security purposes
- **Email address:** check the Email Notification box to enable the system to send the User an email when an alarm is triggered
- **Phone number**
- **Notification upon login (VOD):** sends a message to the Master User the first time during a session that a User taps VOD to watch live video streaming from a selected zone
- **Set permissions:**
 - Check the **VOD** box to enable a User to watch live video streaming OR
 - Check the **VOD After Alarm** box to enable a User to watch recorded video after alarm

6. Tap **Save** to save the new User.

3.4 Editing Users

The Master User is authorized to edit User details.

To edit Users:

1. Open app.> select and login to a Site> tap **Menu**> tap **Settings**.
The Settings drop-down menu opens.
2. Tap **Users**.
The Users screen opens displaying a list of all Users.
3. Select a User and tap the **Edit** pencil icon to edit the User details.
The User Details screen opens.
4. Edit the required details in the provided fields.
5. Tap **Save** to save changes.

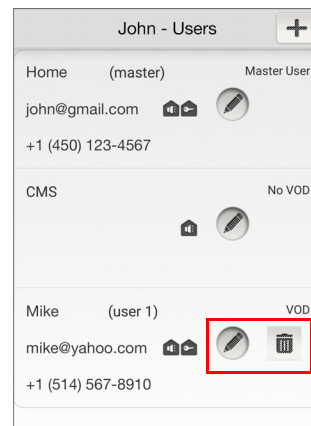


Figure 19 – Users List

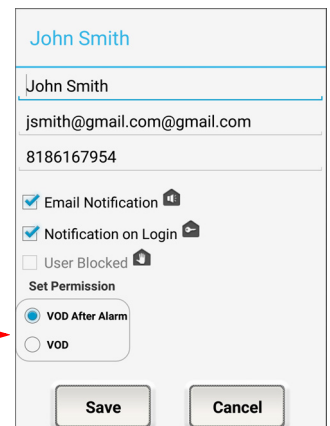


Figure 20 – Editing User Details

3.5 Deleting Users

The Master User is authorized to delete a User.

To delete a User:

1. Open app.> select and login to a Site> tap **Menu**> tap **Settings**.
The Settings drop-down menu opens.
2. Tap **Users**.
The Users window opens displaying a list of all Users.
3. Select a User from the list and tap the **Delete** icon (see [Figure 19](#) above).
The Confirmation dialog box opens.
4. Tap **Delete**.
The User is deleted.

3.6 Blocking/Allowing Site Access to all Users

The Master User is authorized to enable or block User access to the Site.

To allow/block site access to Users:

1. Open app.> select and login to a Site> tap **Menu**.
2. Select one of the following options:
 - **Allow All Users** to enable User access to the site OR:
 - **Block All Users** to deny User access to all Users except the Master User who can access VOD.

NOTE: User access is blocked for 15 minutes if an incorrect password is entered 5 consecutive times. During the 15 minutes, the Master User can unblock the User from the control panel

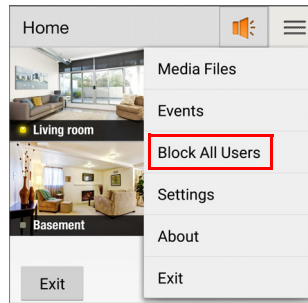


Figure 21 – Blocking Users

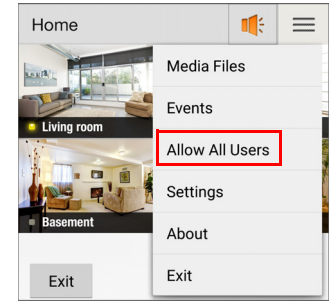



Figure 22 – Enabling Users

Logging-On to a Site

4

This section describes how to log-on to a Site.

To log-on to a Site:

1. Tap the Paradox Insight icon  on your smartphone screen.
The Paradox Insight™ app. **Site List** screen opens, listing all Sites and Site details (see [Viewing Site Status Notifications in the Site List Screen](#) below).
2. Tap a Site.
The **Connect** screen opens.
3. Enter **User Name** and **User Code** in the provided fields and tap **Connect**.
The Site is connected.

NOTES:

- The **default** User Name for the Master User is **master**.
- The **default** User Code is **1234**. Upon first login, it is highly recommended to change the default password to prevent unauthorized Users from logging in. The Installer or Master User can change the password through a keypad/ TM50 Touchpad. The Installer can also modify the password through the control panel.

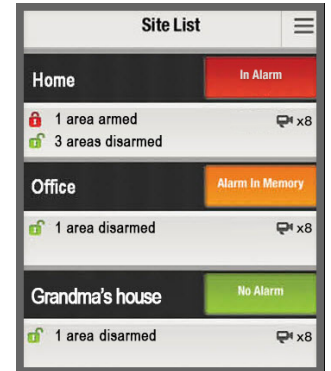


Figure 23 – Site List

System notifications provide Users with information concerning the Site status, such as whether the Site is Armed, Disarmed, in Stay Arm, in Alarm or disarmed mode and if there is an Alarm in Memory.


5.1 Viewing Site Status Notifications in the Site List Screen

The Site List window lists all Sites connected to the system and displays site status as detailed below.

To view the site status in the Site List screen:

Open the Insight app. and tap the Paradox Insight logo. The **Site List** screen opens displaying the following information.

- Number of areas in the site
- Arm/Disarm status



Armed/Disarmed Site status:

- Alarm: Alarm in system
- No Alarm: No alarm in system
- Alarm in Memory: An alarm occurred and it's details are stored in system memory
- No connection

Number of cameras on site

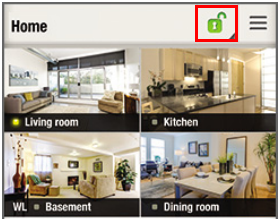
Figure 24 – Site List

5.2 Viewing Site Status in the Site Screen

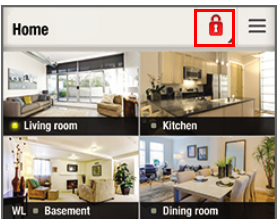
The Site window displays the following Site status next to the menu icon: Arm, Disarm, Stay Arm, Alarm and Alarm in Memory.

The following graphics and procedure describe how to view Site status in the Site screen.

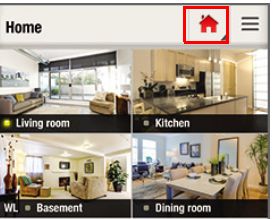
Disarm



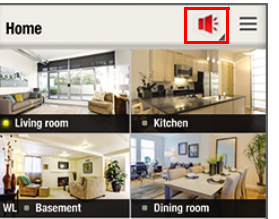
Arm



Stay Arm



Alarm



Alarm in Memory

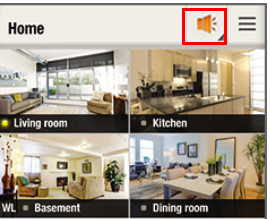


Figure 25 – Site Status

To view the Site status in the Site screen:

1. Open the Insight app. and tap the Paradox Insight logo.
The **Site List** screen opens.
2. Select and login to a Site.
The Site opens displaying one of the above Site status modes.

5.3 Alarm Notifications

The following sections describes the types of available alarm notifications.

5.3.1 Alarm Push Notification Display

Users can receive push notifications of an alarm and view the alarm event details.

Requirements

- Configure Outgoing Mail settings (see [Setting-up Outgoing Mail on page 7](#))
- Configure email address for the Master User (see [Configuring a New User on page 11](#))
- Enable **Push Notifications** when configuring a new site (see [Configuring DNS Settings on page 4](#)) or by updating an existing Site's configurations (see [Editing Site Details on page 9](#)).

Limitation: Alarm notifications are only enabled for DNS configurations.

When the Site goes into alarm, a push notification is displayed in the smartphone Home screen including the following:

- Site name
- Zone name
- For more than one alarm in the same Site, the notification includes the number of alarms
- For alarms in several Sites, the notification displays an alarm in the number of Sites in alarm and the number of alarms in the Sites

NOTES:

- If the app. is closed the User is directed to login to the Site of the last alarm event recorded in the system
- If the app. is open in the background the User is directed to the Site without logging-in to the Site
- If an application is open an alarm icon is displayed in the top menu
- If the smartphone is off-line or has no internet connection the alarm event is saved and displayed when logged-on

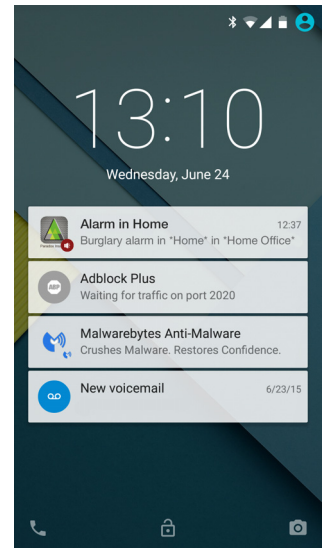



Figure 26 – Alarm Push Notification

5.3.2 Viewing the Alarm Push Notification

1. Tap the Alarm Push notification.
The Site opens, displaying a list of alarm events on the Site.
2. Tap on a notification to view a video recording of the alarm event (the last alarm event is displayed at the top of the list).

NOTES:

- Alarm Event History: Move the splitter  up/down to view alarm event history
- If there are no alarm events the No Events History notification is displayed

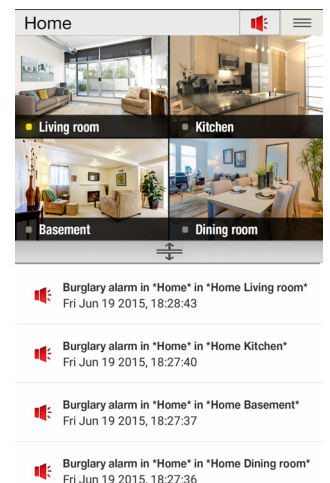




Figure 27 – Site List with Alarm Notifications

5.3.3 Alarm in Memory Notification

An **Alarm in Memory** notification  displayed in the Site List and  in the Site screen alerts the User that an alarm has occurred in the system. Details of the alarm are stored for reference in the Events log and as a Media File.

Viewing Alarms in Memory

To view Alarms in Memory:

- In **Events** - see [Viewing Events on page 27](#)
- In **Media Files** - see [Viewing Recordings on page 23](#)
- In an **Email** sent to authorized User/s - see [Setting-up Outgoing Mail on page 7](#)

Deleting an Alarm in Memory Notification

To delete an Alarm in Memory notification:

1. Open the Insight app.> The Site list opens.
2. Select and login to the Site displaying the Alarm in Memory notification.
3. Tap the Alarm in Memory notification.
4. **Arm** the system (see [Arming/Disarming a Site on page 18](#)).
5. **Disarm** the system (see [Arming/Disarming a Site on page 18](#)).
The Alarm in Memory notification is deleted.

Arming/Disarming a Site

6.1 Overview

Tap the arm status icon  to set the Site arm status:



Arm: When the system is armed, it responds to any breach in the protected zones by triggering an alarm and sending a report to the CMS and/or an email directly to authorized Users (up to 7 additional recipients) (see [Configuring Users on page 11](#))



Disarm: When the system is disarmed no alarm is triggered



Stay Armed: Stay Armed bypasses the interior protection (e.g. motion detectors) and arms the perimeter sensors of the security system such as doors and windows. Movement within the premises is enabled without triggering an alarm. Stay Armed must be configured by the Installer

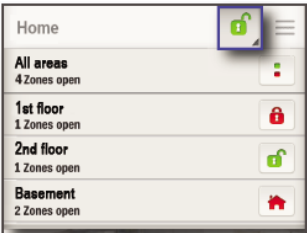



Figure 28 – Arm Status

6.2 Arming a Site

To arm the Site:

1. Login to the Site> tap the  icon.
The Arm Option dialog box opens.

NOTE: The following graphics display the Arm Option Dialog Box for All Areas/ Single Area, depending on the Site setup.

Arming All Areas

All Areas	
2 Zones Open	
Area 1	
2 Zone Open	
Area 2	
0 Zone Open	
Area 3	
0 Zone Open	

Figure 29 – Arm Option Dialog Box for All Areas

2. Tap **All Areas**  icon.
The Arming Options are displayed.



Figure 31 – Arming Options for All Areas

Arming a Single Area

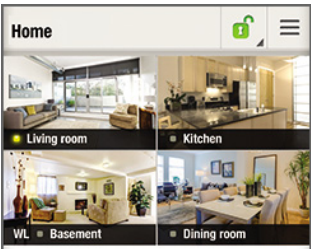




Figure 30 – Arm Option Dialog Box for a Single Area

2. Tap .
The Arming Options are displayed.



Figure 32 – Arming Options for a Single Area

3. Tap the required Arm Status icon  / 
The Site is armed.

IMPORTANT:

- The System cannot be Armed  if there are open zones
- The System can be Stay Armed  even if there are open zones

6.3 Disarming a Site

To disarm the Site:

1. Repeat steps 1-2 of [Arming a Site on page 18](#).

NOTE: Select All Areas/ Single Area according to Site setup.

2. Tap **Disarm** 


The Site is disarmed.

6.4 Arming a Site when an Alarm in Memory Notification is Displayed

The following graphics and procedure describe how to arm a Site when an Alarm in Memory notification is displayed.

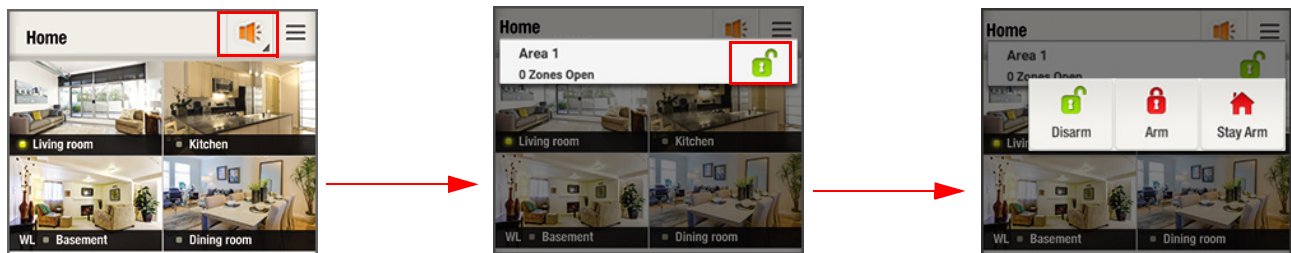



Figure 33 – Arming the System

To arm a Site when an Alarm in Memory notification is displayed in the Site screen:

1. Login to the Site.
2. Tap the **Alarm in Memory** notification 

The Disarm icon is displayed 

3. Tap the **Disarm** icon.
The Arm option dialog box opens (see [Figure 33](#) above).
4. Tap **Arm/Stay Arm** to arm the Site as required.

NOTE: To delete an Alarm in memory notification see [Deleting an Alarm in Memory Notification on page 17](#).

Viewing Live Video Streaming (VOD)

7

View live video streaming (VOD) from the HD77 camera through the Insight app.

Requirement:

Viewing privileges for live video streaming (VOD) requires authorization from the Master User

To view VOD:

1. Open the Insight app.
2. Select a **Site** and login (see [Logging-On to a Site on page 14](#)).
The Site opens displaying all connected HD77 cameras.

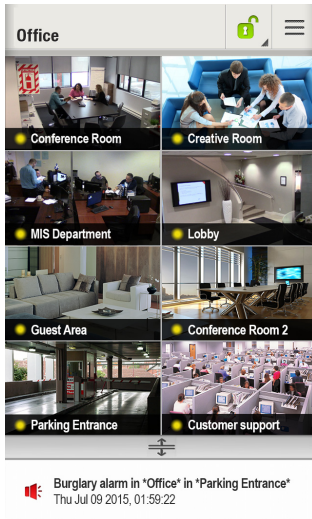


Figure 34 – Site Screen

3. Tap a camera.
The camera begins live video streaming from the Site.

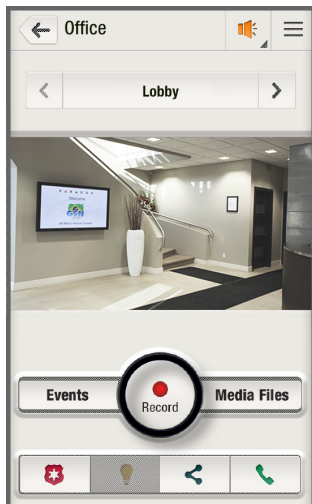


Figure 35 – VOD from HD77 Camera

NOTE: Streaming video affects data usage. Verify your data plan.

Video Recording Options

The system offers the following recording options: ROD, ROT and ROM.

8.1 Record on Demand (ROD)

Record up to 2 minutes of live video streaming from a selected camera.

To record on demand:

1. Open the Insight app.
2. Select a Site and login (see [Logging-On to a Site on page 14](#)).
3. Select a HD77 camera (see [Figure 34](#) above).
4. Tap the **Record** button to record.

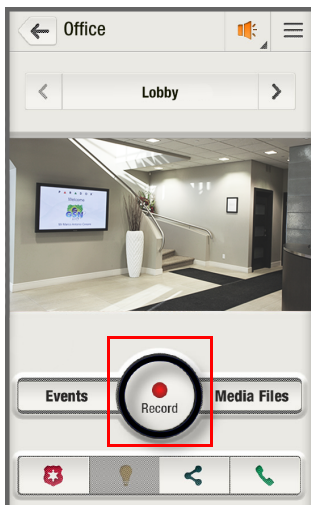


Figure 36 – ROD

8.2 Record on Trigger (ROT)

Recording on Trigger records video when a trigger is received from up to 4 different modules.

EXAMPLE: opening a door triggers recording of a Paradox camera based on a trigger received from a door contact device.

To configure ROT settings:

See [Record on Trigger \(ROT\) Settings on page 7](#).

8.3 Record On Motion (ROM)

Record on Motion records video when triggered by motion in a disarmed system.

NOTE: Only the Master User can enable ROM.

To configure ROM settings:

See [Configuring Site Settings on page 5](#).

8.4 Sharing Recordings

The Master User can share a video stream recording with up to 4 email recipients.

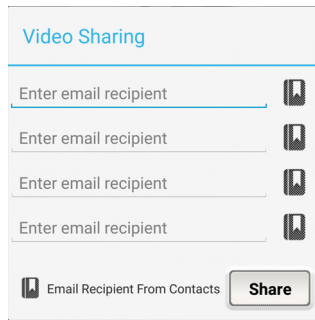
To share VODs:

1. Open the Insight app.> select a Site and login> tap a camera.

The VOD screen opens (see [Figure 35](#) above).

2. Click the **Sharing** icon 

The Video Sharing dialog box opens.



The image shows a 'Video Sharing' dialog box. At the top, the title 'Video Sharing' is in blue. Below it, there are four input fields, each with the placeholder text 'Enter email recipient' and a small icon of an envelope. At the bottom, there is a checkbox labeled 'Email Recipient From Contacts' and a 'Share' button.

Figure 37 – Video Sharing Dialog Box

3. Enter up to 4 email addresses.
4. Tap **Share**. An email with a link to the shared video is forwarded to the selected recipients. The link is available for two hours.

Viewing Recordings

Recordings are stored as media files, enabling Users to view them at their convenience. 4 types of recordings are available: recordings initiated by a User (ROD), recordings triggered by an alarm (ROA), recordings triggered by motion (ROM) and recordings triggered by a module (ROT). All recorded files except ROD files are 10 seconds long. ROD files are up to 2 minutes long.

9.1 Viewing Media Files

To view media files:

- 1. Open app.> select a Site and login> tap **Menu**.
The menu drop-down list opens.
- 2. Tap **Media Files** from the drop-down menu.
A list of recorded media files is displayed.
- 3. Tap on a selected media file.
The media file plays.

NOTE:

- ROD files are denoted by a green camera
- ROA files are denoted by a red camera
- ROM files are denoted by a yellow camera
- ROT files are denoted by a blue camera

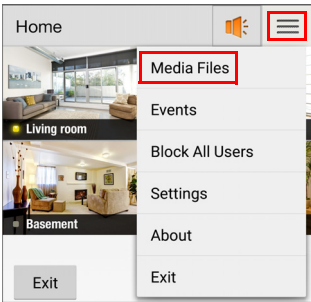


Figure 38 – Media Files in Menu

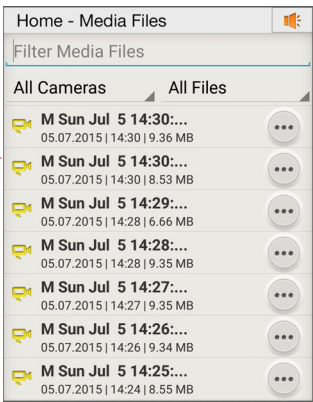


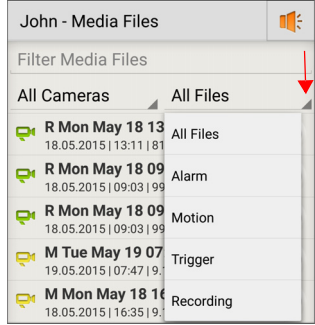
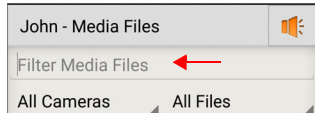
Figure 39 – Media Files Screen

9.2 Filtering Media File Search Results

Filter Media files in the Media Files screen (see [Figure 39](#) above) in order to find the required file efficiently. 3 types of filters are available.

Filter Type	Description	Action
Filter by Camera	Search media files recorded by all of the cameras or by one of the cameras on site	<div><div>1. Tap the arrow in the All Cameras field.</div><div>2. Select a camera from the drop-down list. All files recorded by the selected camera are displayed.</div><div>3. Select the required file.</div></div>

A screenshot of the 'Home - Media Files' screen. The 'Filter Media Files' section at the top shows the 'All Cameras' tab selected. A red arrow points to the dropdown arrow next to 'All Cameras'. Below the filter section, a list of media files is shown, including entries for 'All Cameras', 'Time2 3CF1', and 'Time3 39A0', each with a timestamp and file size.

Filter Type	Description	Action	
Filter by Type of Media File	Search media files according to one of the following recording types: <ul style="list-style-type: none"> All files Alarm (ROA) Motion (ROM) Trigger (ROT) Recording (ROD) 	<ol style="list-style-type: none"> 1. Tap the arrow in the All Files field. 2. Select a file type from the drop-down list. All files of the selected type are displayed. 3. Select the required file. 	
Keyword Search	Search media files by entering a keyword or part of it	Enter a word or part of a word (such as a date). All files including the entry are displayed.	

9.3 Managing Media Files

This section includes:

- Managing Media files from the Media Files screen
- Managing a Selected Media file

9.3.1 Managing Media Files from the Media Files Screen

Manage video recordings from the Media Files screen as displayed below.

To manage Media files:

1. Open the **Media Files** screen (see [Viewing Media Files on page 23](#)).
2. Select a media file and tap the **Menu** button.
The media file menu opens.
3. Perform one of the options in the table below.

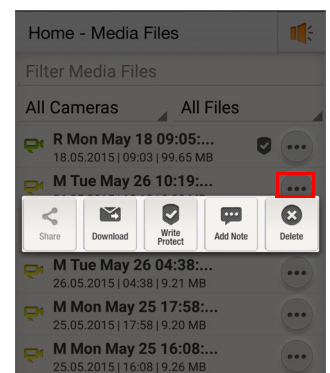




Figure 40 – Media File Menu

Option	Icon	Description
Download		Tap Download to send the User an email message with a link to view and download an MP4 media file of the recorded file (the link is active for 24 hours)
Write Protect		Tap Write Protect to prevent deletion of the media file and ensure its availability for future retrieval (A shield icon indicates that the file is write protected). Note: Write Protect is subject to storage availability


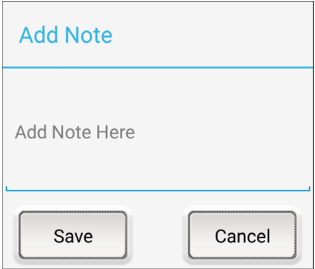

Option	Icon	Description	
Add Note		Tap Add Note to add a note to the file: Enter note in text box and tap Save	
Delete		Tap Delete to delete the media file: Tap Delete and Yes to confirm	

Figure 41 – Add Note Screen

9.3.2 Managing a Selected Media File

Manage a Media file after selecting it.

To manage a Media file:

1. Select the required Media file from the Media file list (see [Viewing Media Files on page 23](#)).
The Media file opens.

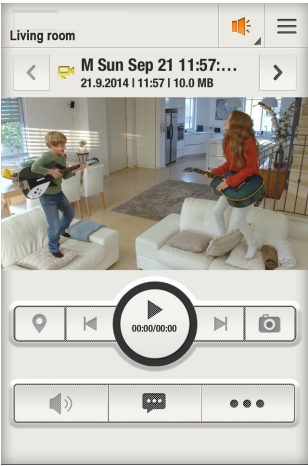




Figure 42 – Media File

2. Perform the following actions:

Option	Icon	Description
Download		Tap the Select icon  and then the Download button (for Download see Managing Media Files on page 24)
Write Protect		Tap the Select icon  and then the Write Protect button (for Write Protect see Managing Media Files on page 24)
Add Note		Tap Add Note . The Add Note dialog box opens (see Figure 41 above). Add a note and select Save

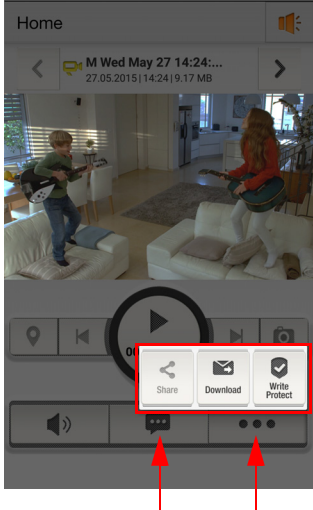


Figure 43 – Media File Select

9.3.3 Toggling between Media Files

Once a media file is selected, you can toggle between other media files without exiting from the screen.

To toggle between media files:

Use the right and left arrows on the side of the selected media file.

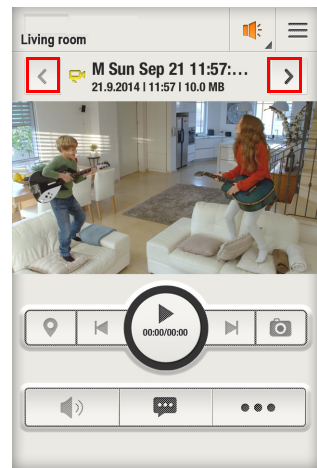


Figure 44 – Toggling Between Media Files

View a list of events that occurred in the Site.

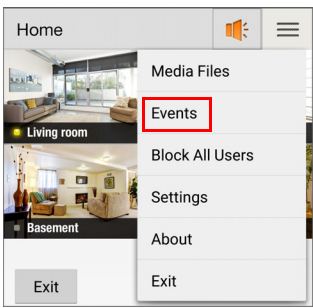


Figure 45 – Events Field in Menu

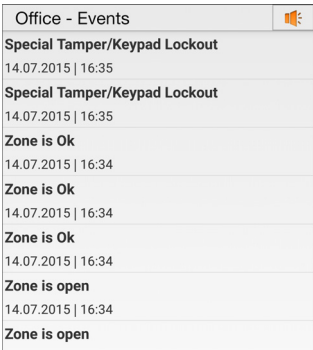


Figure 46 – Event List

To view Events:

- 1. Open app.> select a Site and login> tap **Menu**.
- 2. Select **Events** from the drop-down menu.
A list of all Site events and details opens.

The HD77W camera includes white illumination LEDs, enhancing camera capabilities in limited light conditions. An authorized User can activate the white LEDs as described below.

NOTE: In low light conditions White LEDs are automatically activated for the duration of the following events: the camera triggers an ROA alarm event or an ROT event configured by the User is triggered.

11.1 Manual Control

White LEDs can be manually controlled by the User (both day and night) from the Insight app. during live viewing and live recording.

The User can activate/deactivate the White LEDs in the following situations:

- **VOD** (Video on Demand): Activate/deactivate the white LEDs to illuminate the site
- **ROD** (Record on Demand): Activate/deactivate white LEDs during ROD. The LEDs illuminate the site until the end of recording

Requirements

In order for the White LED to function, open the Insight application and ensure live streaming from the camera.

11.2 Activating White LEDs

The following graphics and procedure describe how to activate white LEDs.

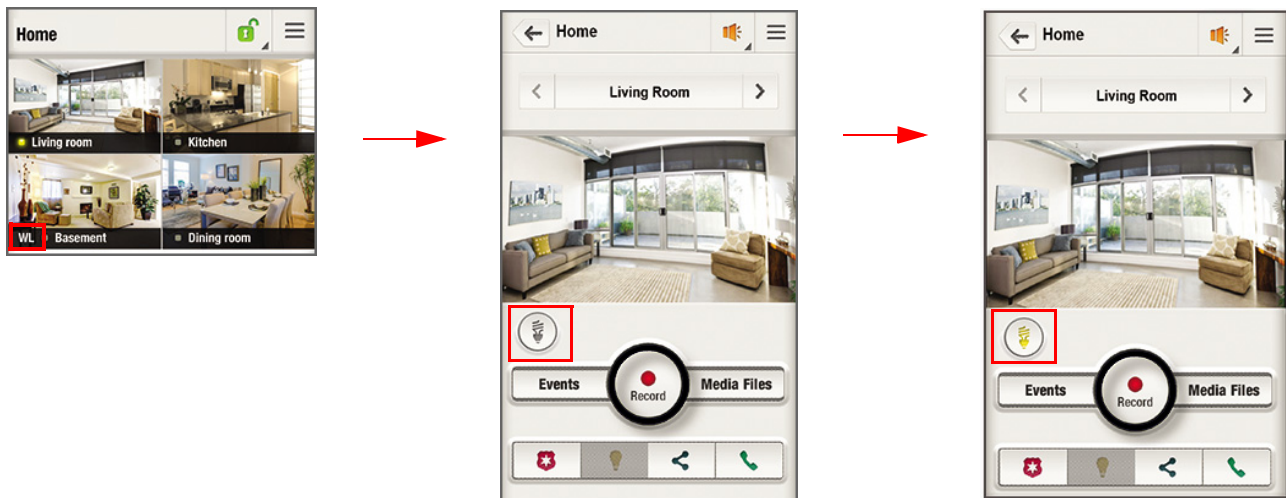


Figure 47 – Activating White LEDs

To activate white LEDs:

1. Open the Insight app.> select a Site and login. The site opens displaying connected cameras.
NOTE: HD77 cameras including white LED capability include the letters **WL** (that is: white LEDs).
2. Tap the required HD77 camera. The Camera View screen is displayed.
3. Tap the white LED icon.The icon turns yellow and the white LEDs are activated.

To deactivate white LEDs:

Tap the yellow LED icon.

NOTE: The white LEDs automatically turn-off when the User exits the VOD session.

The app. enables you to send reports to selected authorities/Users.

12.1 Reporting an Emergency

Report an emergency situation to the CMS directly from the Paradox Insight™ app.

Requirement: Installer must pre-configure this feature in the control panel.

To notify the CMS of an emergency:


1. Open the Insight app.> select a Site and login> tap a camera.
The VOD screen opens.
2. Tap the Emergency Services icon 
A sub-menu opens displaying 3 emergency service types: police, medical and fire.
3. Select the type of emergency to report.




Figure 48 – Emergency Services Button

12.2 Calling Paradox Users

The Master User can call another User directly from Insight™ app.

To call a User:

1. Open the Insight app.> select a Site and login> tap a camera.
The VOD screen opens.
2. Tap the **Contact icon** 
A list of Users configured in the control panel opens.
3. Select the required User.

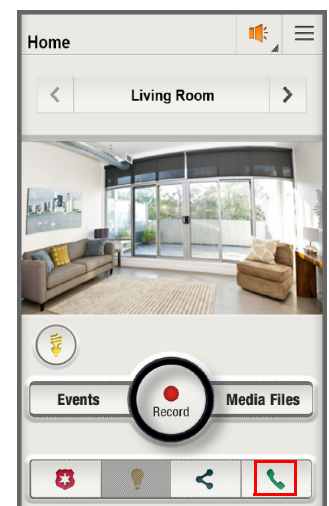


Figure 49 – Contacting Users

12.3 Calling Phone Contacts

You can call any contact saved in your mobile phone.

To call a mobile phone contact:

1. Open the Insight app.> select a Site and login> tap a camera.
The VOD screen opens.
2. Tap the **Contact** icon (see [Figure 49](#) above). The contact list opens.
3. Tap the **From Contacts** field.
The mobile phone contact list opens.
4. Tap the required contact.

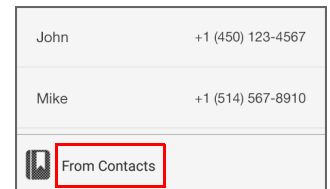


Figure 50 – From Contact Field

12.4 Sharing Recordings

Share recordings with selected contacts (see [Sharing Recordings on page 22](#)).

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The whole Paradox team wishes you a successful and easy installation.
We hope this product performs to your complete satisfaction.
Should you have any questions or comments, please contact us.

For support, please contact your local distributor, or dial 1-800-791-1919
(in North America) or +1-450-491-7444 (outside North America), Monday
to Friday, from 8:00 a.m. to 8:00 p.m. EST.
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