Summary

GuardingVision is a new service which integrates the dynamic domain name Service along with alarm push notification service. It provides an easy way for devices to connect to the Internet.
This manual is a guide for users to show them how to add GuardingVision service.

Note:

In order to improve your user experience, we recommend you enable the **UPnP** function in both your router and device, or configure **Ports Forwarding** manually in your router.
You still can use GuardingVision service even if you don't enable **UPnP** or configure **ports forwarding** manually; however, you cannot use GuardingVision domain name service.

Discretion

User interface may not be identical to the instructions shown below depending on the product, firmware version. However, the information and settings required to setup GuardingVision services are similar across all supporting products.

Preparation

Users need to upgrade device to proper firmware that supports GuardingVision Service.

How to add devices into GuardingVision account

Users can enable GuardingVision function via GuardingVision APP; https://www.GuardingVision.com web portal; Mobile app or CMS client.

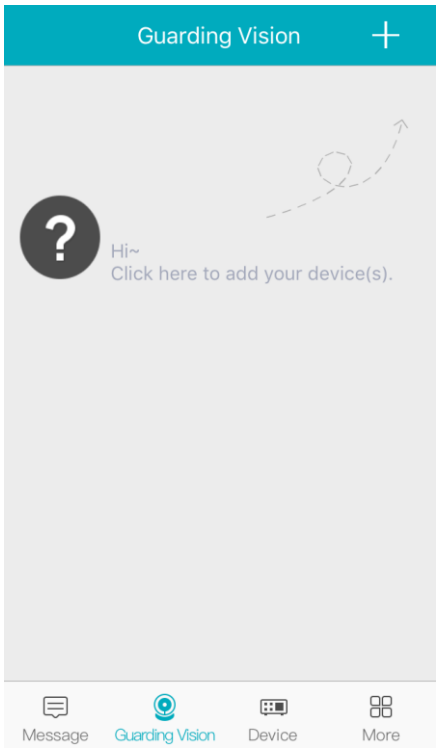
Note:

For Mobile app & CMS Client, we suggest waiting for new available version released soon.

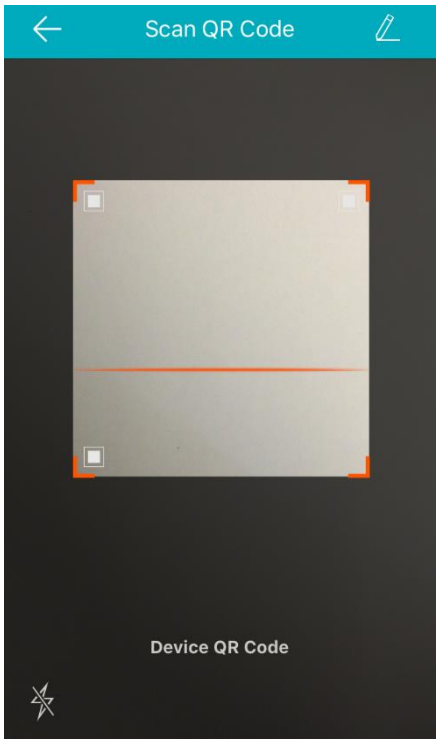
Method 1: Add devices via GuardingVision APP

Steps:

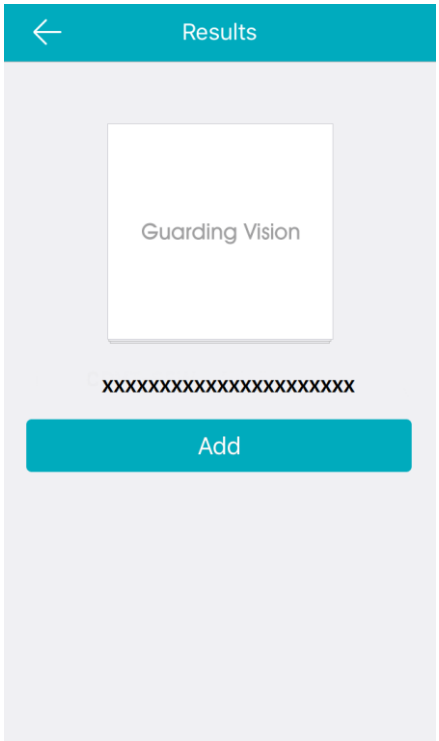
(1) Run GuardingVision app at your mobile;



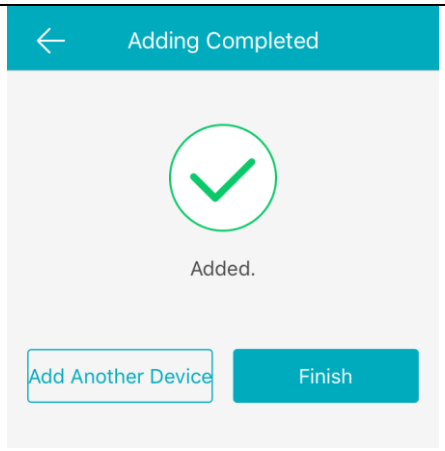
(2) Add the device by scanning device QR code or inputting device serial number manually;



(3) Click '**Add**' to continue;



(4) Finish adding.



(5) Go back to **GuardingVision** tab to live view.

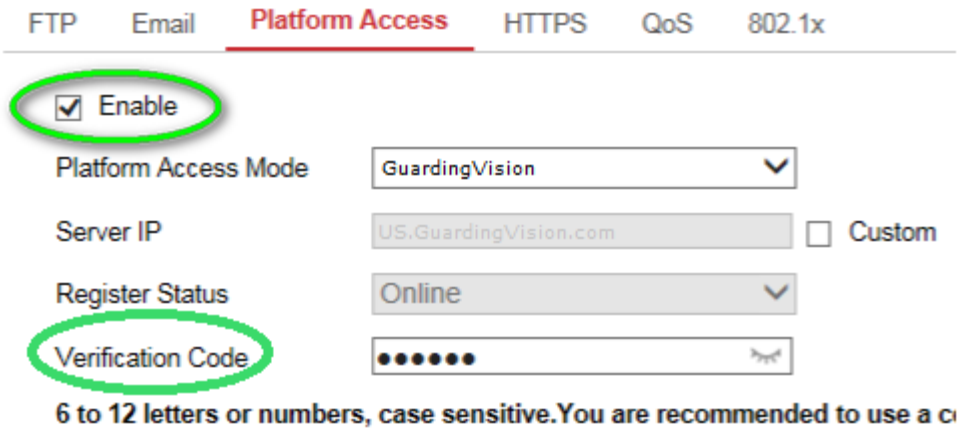
Note:

How to find device verification code?

a) Try to find device verification code on the label of the device;

a) Try to find the device verification code on the local GUI of DVRs/NVRs.

c) Try to find the verification code in the device web configuration interface for both camera and DVRs/NVRs.

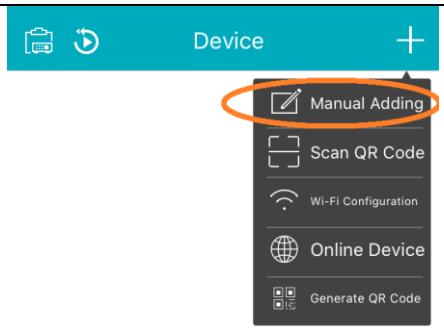


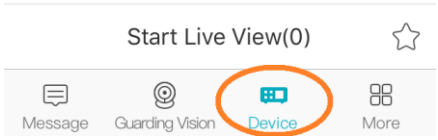
Note:

If the user wants to use GuardingVision domain name service at GuardingVision App, he needs to continue to add this device in **Device** tab with GuardingVision Domain adding type.

Steps:

(1) Go to **Device** tab; click the '+' at the upper-right of the interface;





(2) Select **Manual Adding** and select Register Mode as **'GuardingVision Domain';**

(3) Click **Device Domain** input box and select the corresponding device from the list;

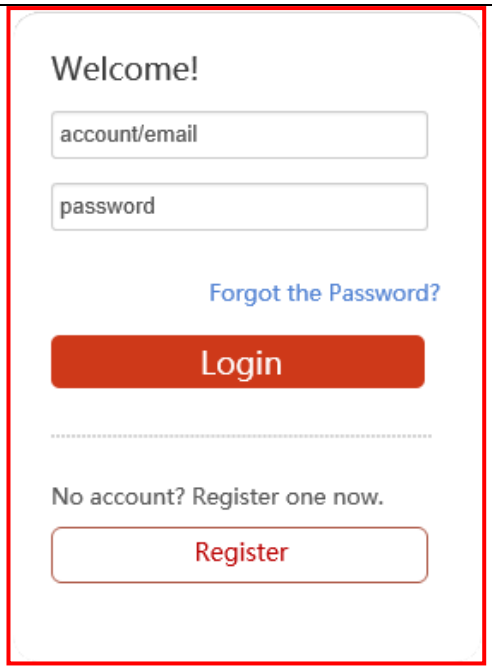
(4) Enter device **user name** and **password** to finish adding process. Click **Start to live view** to watch.

Method 2: Add devices via www.GuardingVision.com web portal

Steps:

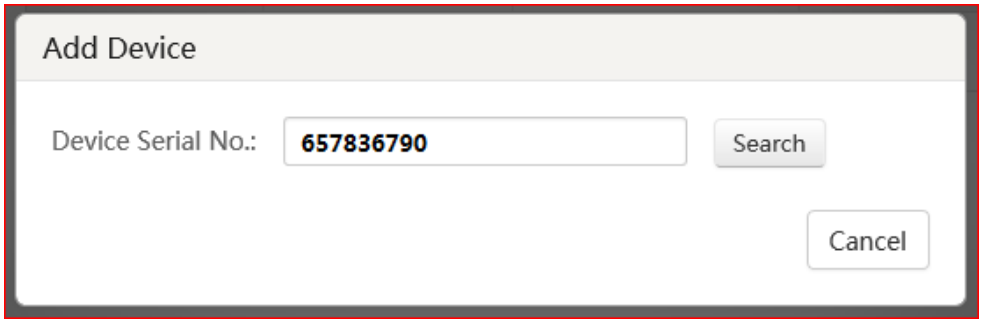
(1) Type www.GuardingVision.com into browser location bar;

(2) Login with your account user name and password.

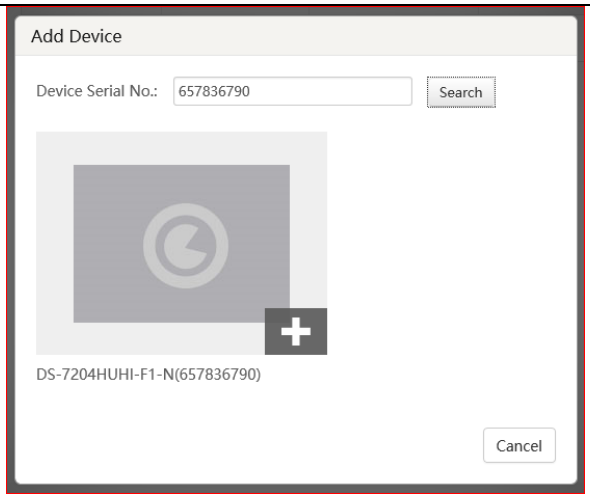


(3) Go to **Device Management** and click **Add** to add a device.

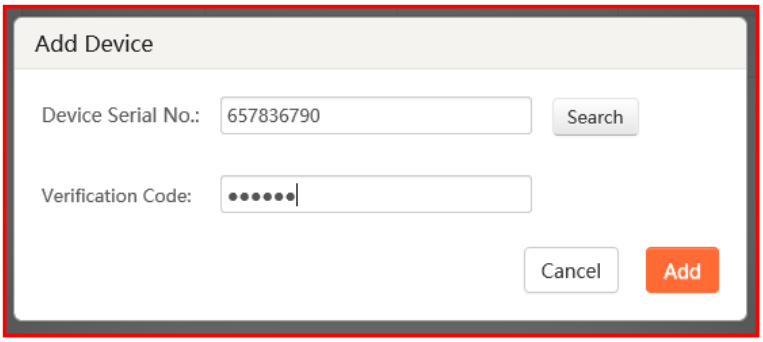
(3) Click **Add;** Input your device **Serial no.** then click **Search**.



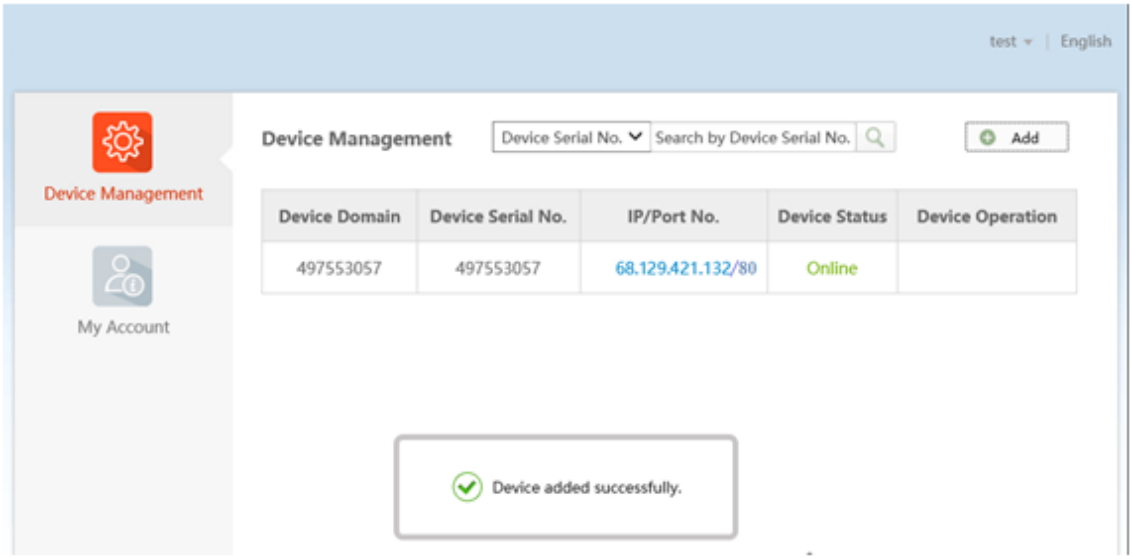
(4) When a connection is made to the device (it must be powered on and connected to the Internet) a pop-up shows the model and confirms the S/N. If this is the desired device, Click '+' to continue;



(5) Iuput your device **verification code**, then click **Add** to finish.

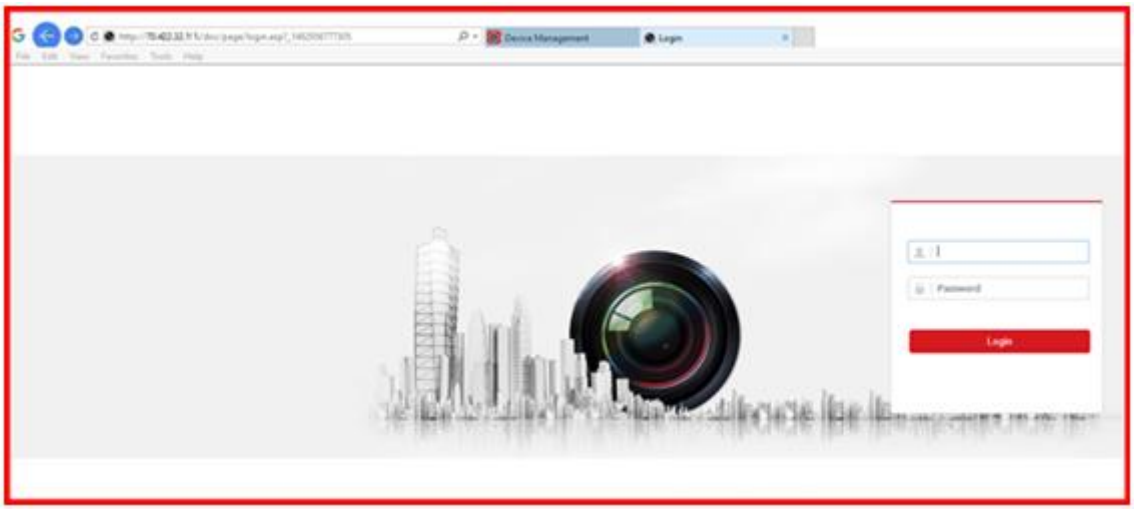


(6) A pop-up confirms success. And the device now appears on the **Device Management** page.



(7) Double click on the **IP address** and **Port No.** of a connected device, a new windows opens showing the login screen for the device. Enter the **user name** and **password** to login into the device.

test
English
Device Management
Device Management
Device Serial No.
Search by Device Serial No.
Add
My Account
Device Domain
Device Serial No.
IP/Port No.
Device Status
Device Operation
497553057
497553057
68.129.421.132/80
Online
657836790
657836790
70.422.32.191/81
Online



Appendix:

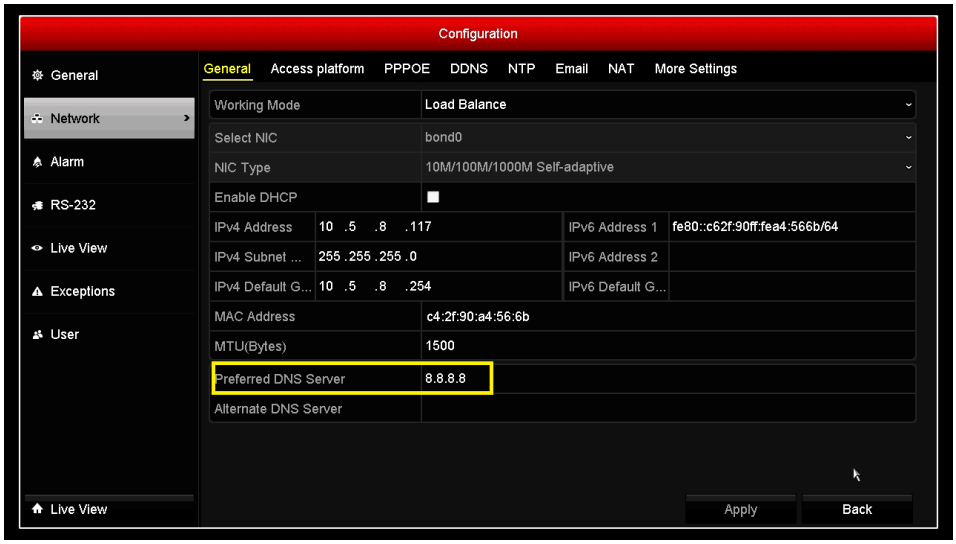
1. How to configure Port Forwarding?

Method 1: Configure Port Forwarding via UPnP

Steps:

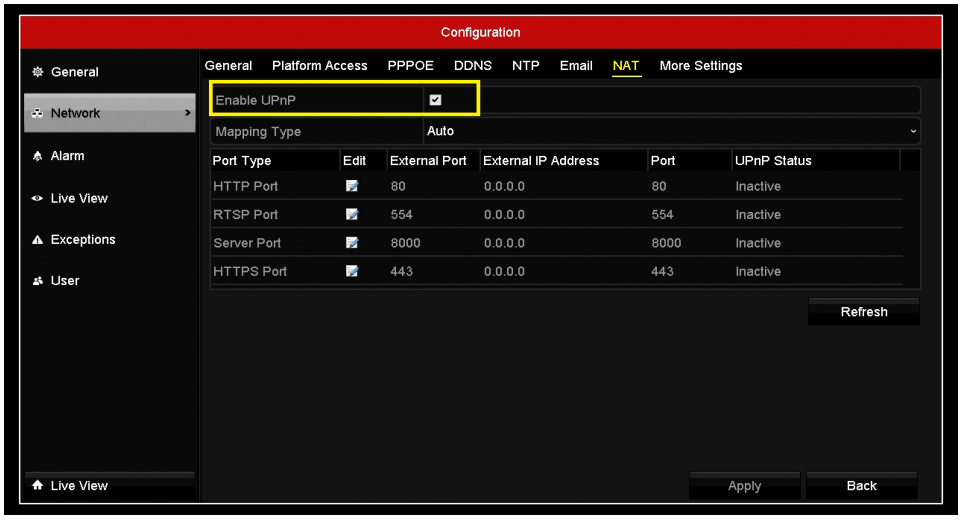
(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.

(2) Click **Apply** to continue.



(3) Go to **Menu->Configuration->Network->NAT** to check '**Enable UPnP**';

(4) Login router management interface via web and enable UPnP function.



Note:

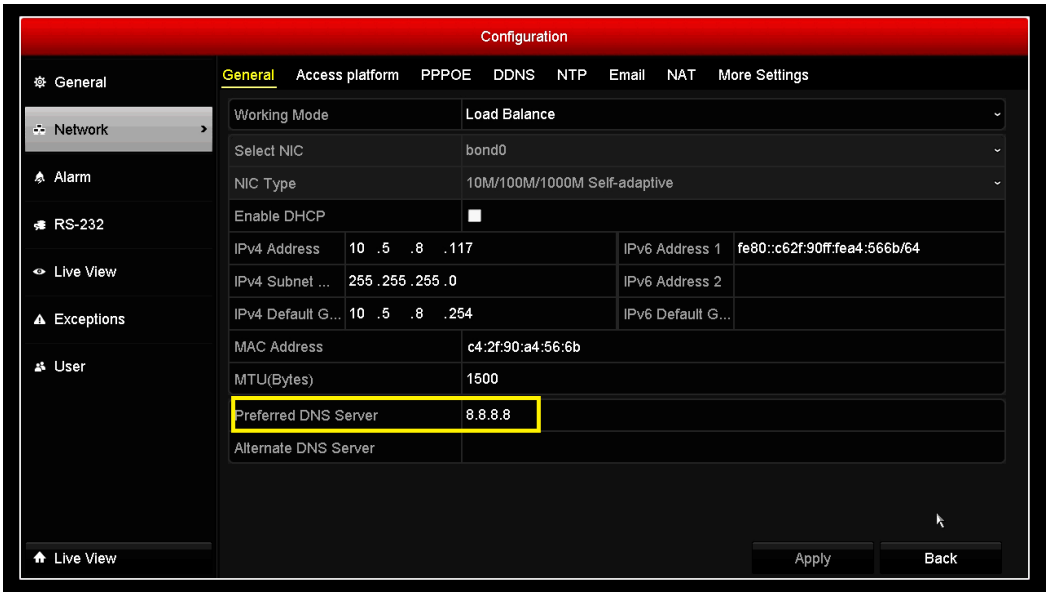
(1) The Mapping Type is recommended as **Auto**.

(2) The **(External)Port** as well as **External IP Address** will be refreshed if all the configurations are correct. And **UPnP Status** will be **Active**.

Method 2: Configure Port Forwarding Manually

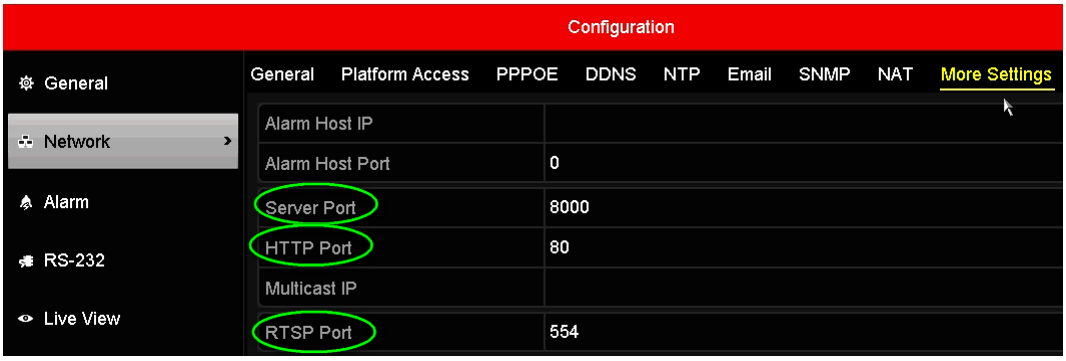
Steps:

(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.



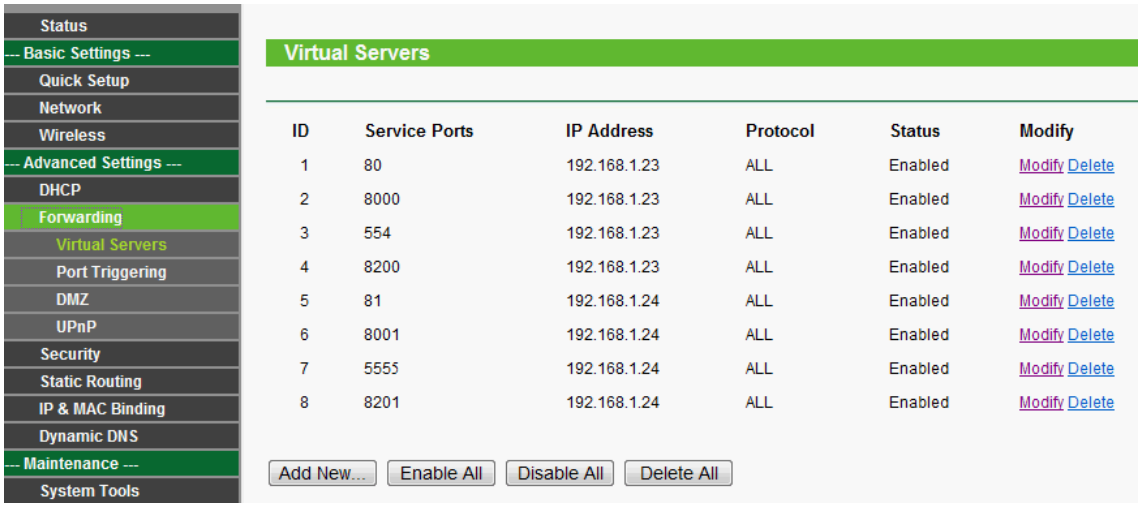
(2) Click **Apply** to continue.

(3) Go to **Menu->Configuration->Network->More Settings** to check the ports you need to open.



(4) Login router management interface via web;

(5) Go to **Forwarding** to open ports for device.



Note:

The port forwarding interface above is for TP-LINK router (TL-ER340G), which maybe distinct from other router's interface.

2. How to modify device domain name?

Method 1: Modify the device domain name when you finish adding.

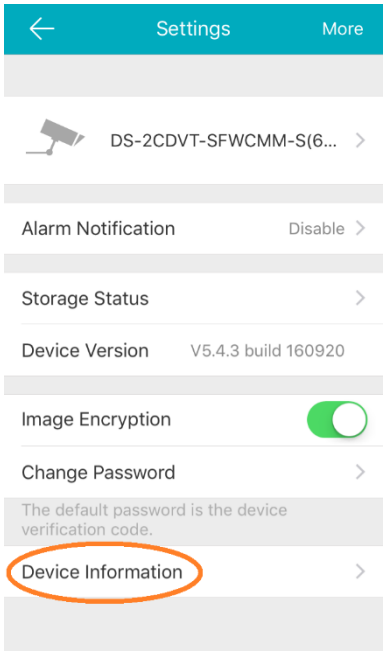
Method 2: Modify the device domain name after you finish adding.

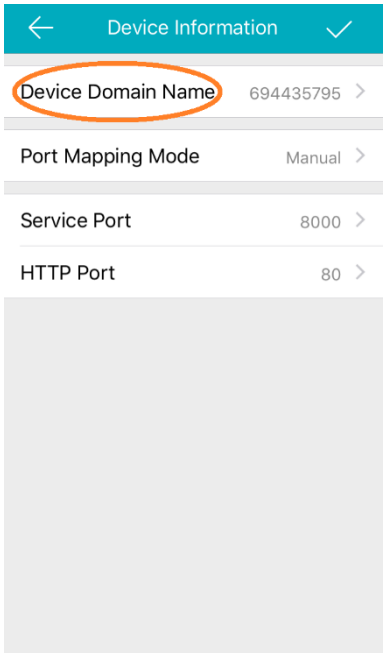
Steps:

(1) Go to **GuardingVision** tab, select the device you want to change domain name;

(2) Go to **Settings**;

(3) Click **Device Information** to modify.





Method 3: Modify the device domain name via www.GuardingVision.com web portal.

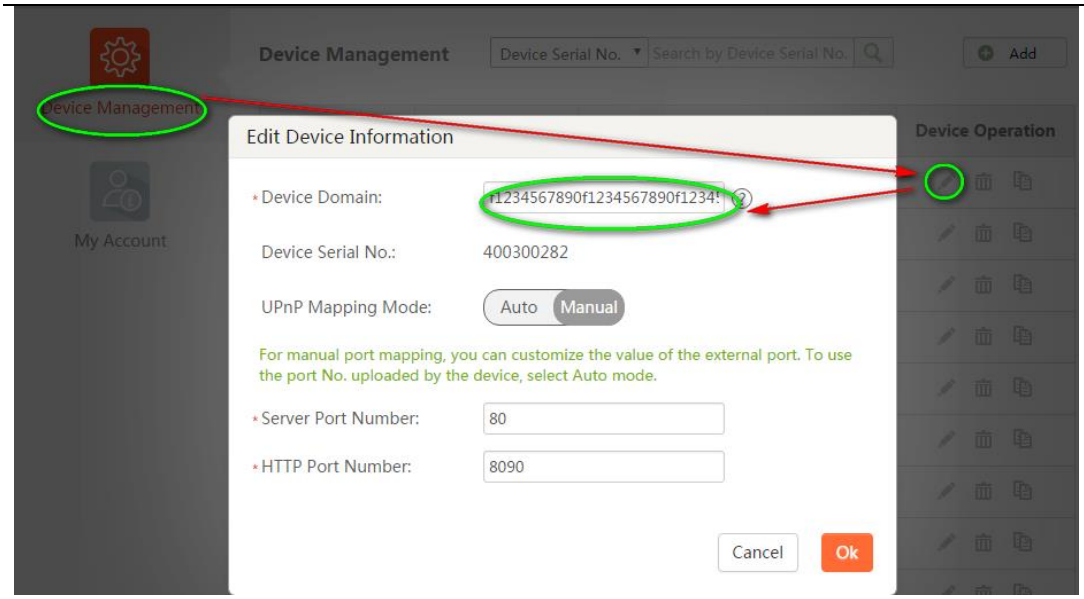
Steps:

(1) Login www.GuardingVision.com web portal with registered account;

(2) Go to **Device Management**;

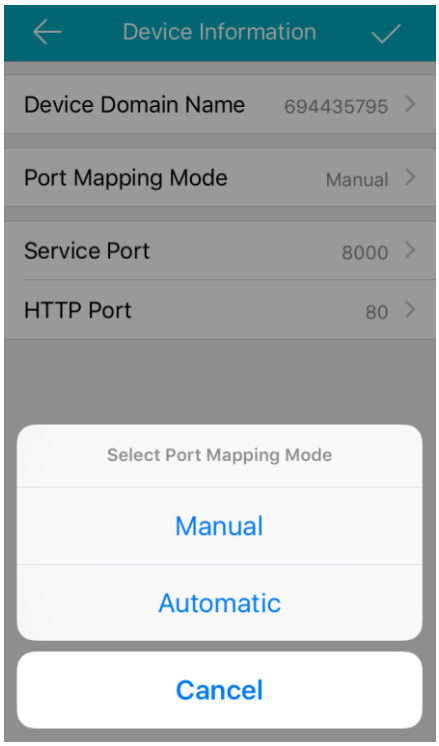
(3) Select the device you want to change the domain name and click **Edit**.

(4) Input a new device domain name and click **OK** to save.

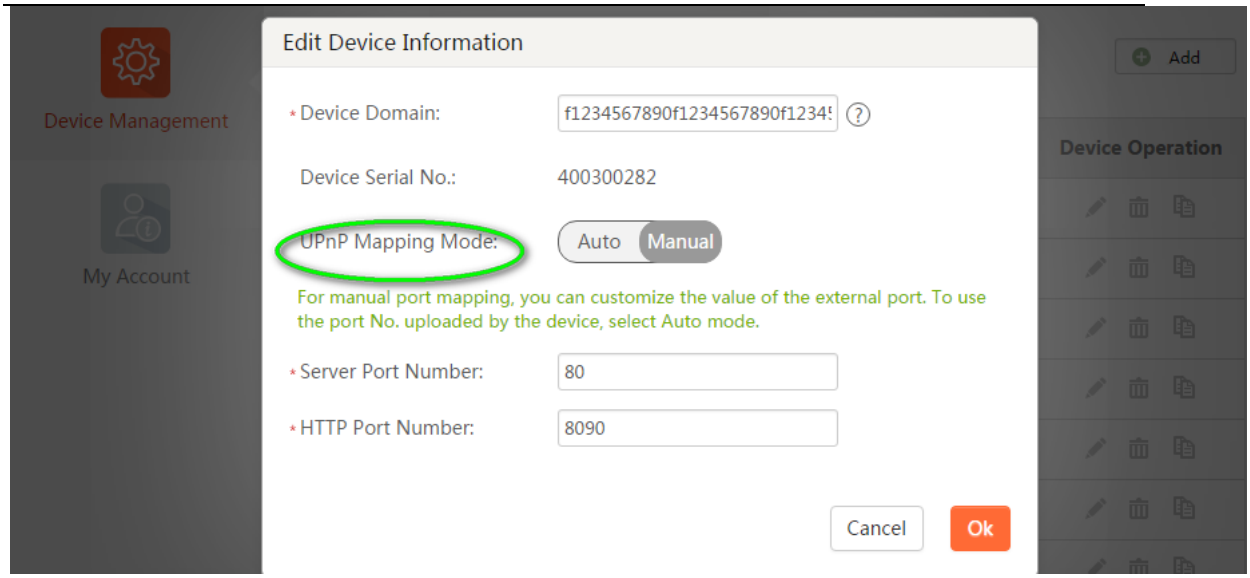


3. What's the difference between the two port mapping modes in GuardingVision app & GuardingVision web portal?

Users can modify **Port Mapping Mode** in **Device Information** interface in GuardingVision app or in Device Management interface via GuardingVision web portal.



GuardingVision app interface



GuardingVision web portal interface

1. **Auto**: GuardingVision uses the port reported by the device to connect to it. It is applicable to the situation that device upnp mapping works.

2. **Manual**: Manually configures port to connect to the device. If UPnP mapping fails, user needs to manually configure the routing. For the devices without latest GuardingVision firmware, only Manual mode is supported.

Note:

If it can't redirect your device after clicking IP/Port No. link in www.GuardingVision.com while the device status is online, it means ports may not be properly configured for your device. In this case, please kindly open ports MANUALLY in router instead of using UPnP to configure port forwarding

Please try **http:// WAN IP: Port No.** to test whether port forwarding is successful after port forwarding manually.