

# Envysion<sup>®</sup>

a Motorola Solutions Company

## Installation Guide

Welcome to your Envysion Installation.  
This guide will help get you started.

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## Required Installation Equipment Checklist

### **IP Only Set Up:**

- Monitor
- Keyboard
- Cat 5/Cat 6 patch cables (min 3')
- Cable manufacturing tools
- RJ45 connectors
- Cable tester
- Punch down tools
- Basic hand tools (Screwdriver, hammer, pliers, torx security driver & bits, etc.)
- Caulk and caulk gun
- Blank Faceplates
- Battery powered drill & bits
- Cat 5 / Cat 6 cable (as needed)

### **Analog/Hybrid Set Up:**

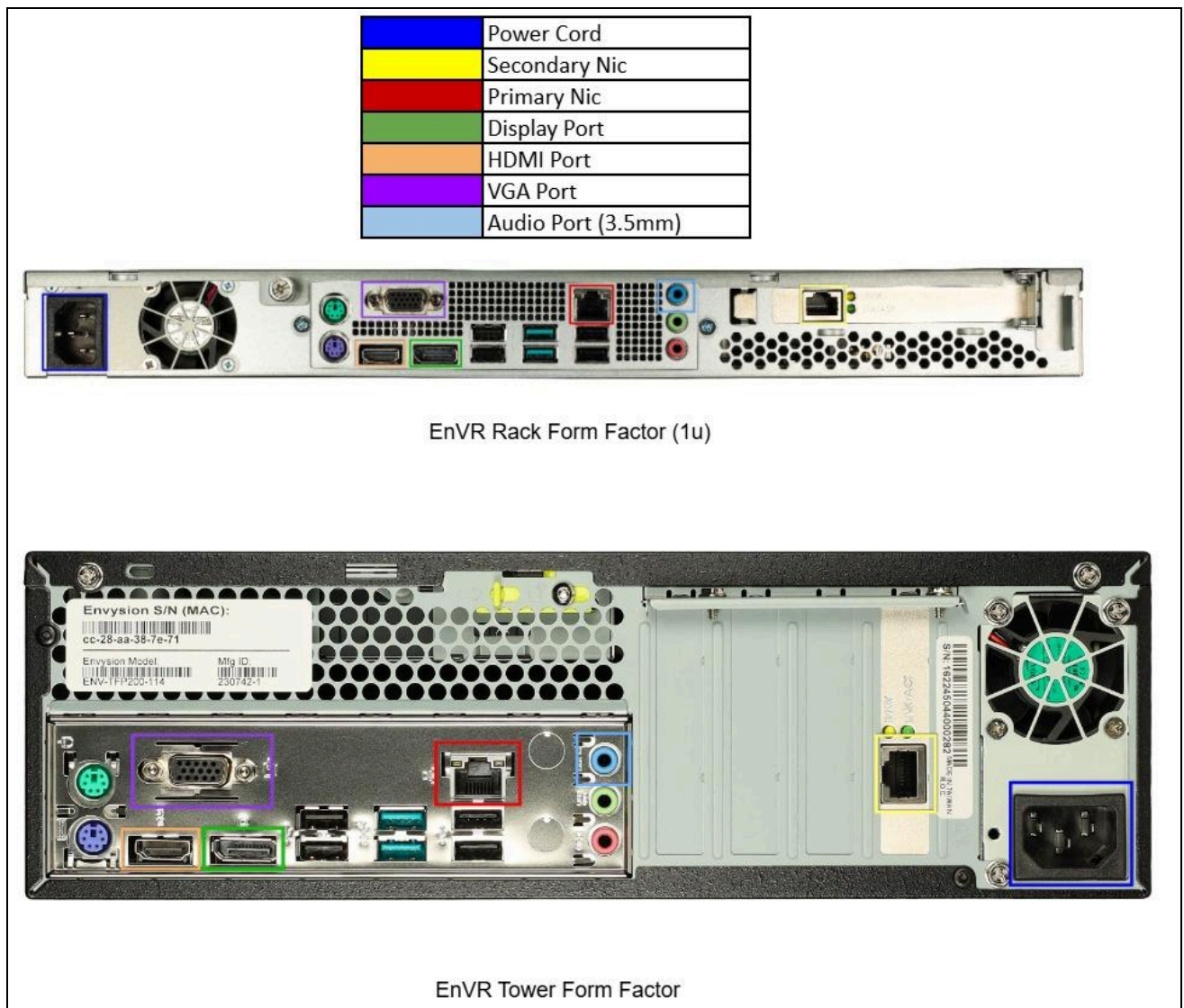
- Monitor
- Keyboard
- Cat 5/Cat 6 patch cables (min 3')
- Volt meter
- Spot monitor
- Basic hand tools (Screwdriver, hammer, pliers, torx security driver & bits, etc.)
- BNC connectors
- Cable crimper
- Siamese cable
- Cat 5 / Cat 6 cable (as needed)
- Caulk and caulk gun
- Battery powered drill & bits

## EnVR Types

The EnVR is what records video onsite. There will be NO BNC ports on the back of the EnVR. We have 2 main form factors for the EnVR rack and tower. Towers look like a desktop pc from the front, and racks blend into the other equipment in the rack. The device with the BNC ports on the back will be an Encoder. See [Identifying Your Equipment](#).

Email - [envysion.installationsupport@motorolasolutions.com](mailto:envysion.installationsupport@motorolasolutions.com)

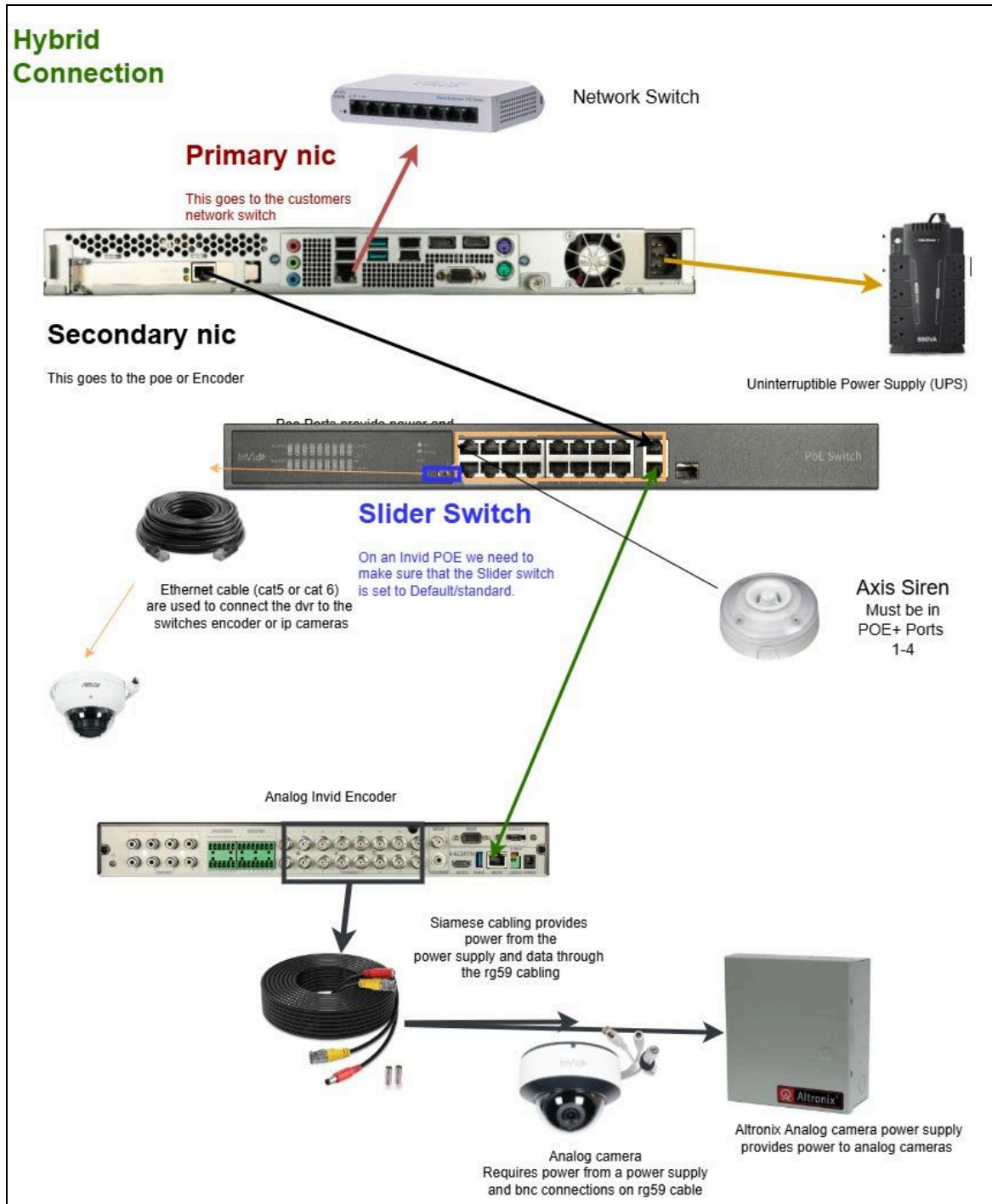
Phone - **877-258-9441 Option 2** (M-F 6a - 6p MT)



## Cabling Path Set Ups

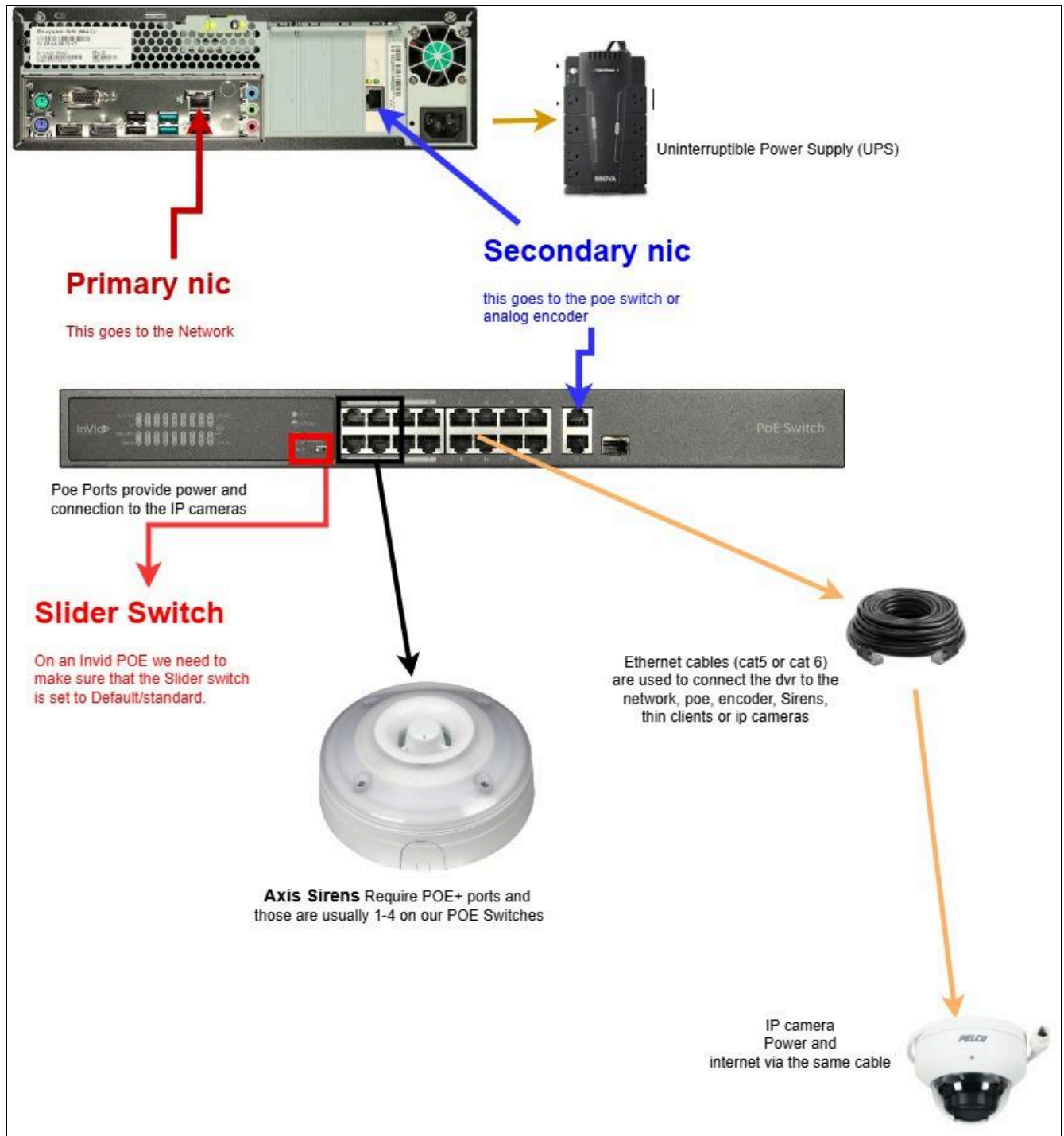
### Hybrid (analog and ip) Connection

This set up is for sites that will have both the analog camera set up and the IP camera set up. There are several ways to make it operational, we will have to verify the cabling path for each site.



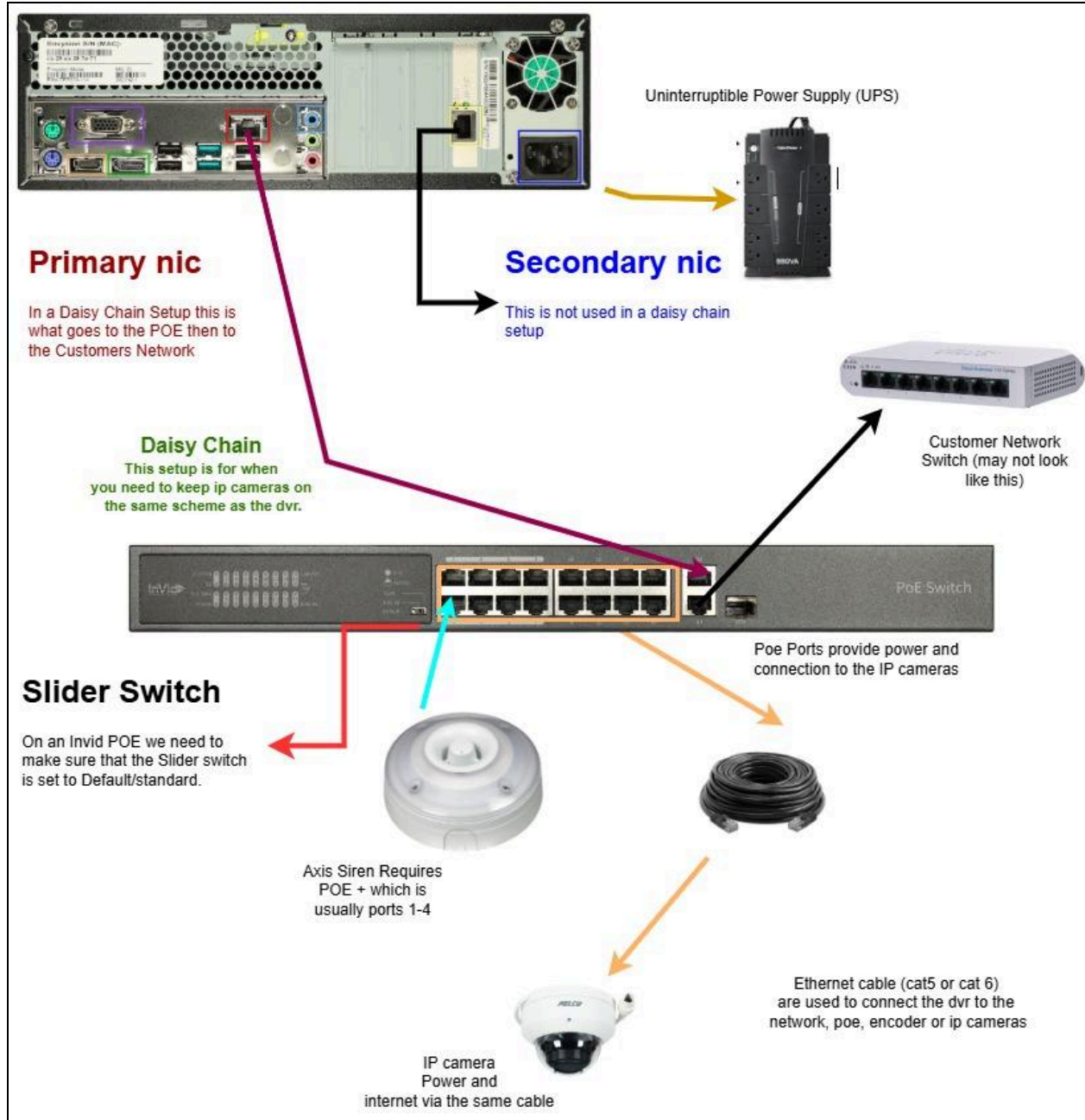
## IP Only Set Up

This set up supports IP cameras only, there are 2 technical set ups for this depending on the site and current settings of the cameras. (If the cameras are set to the primary NICs IP they need to be plugged in “daisy chained”.)



## IP Only Daisy Chain

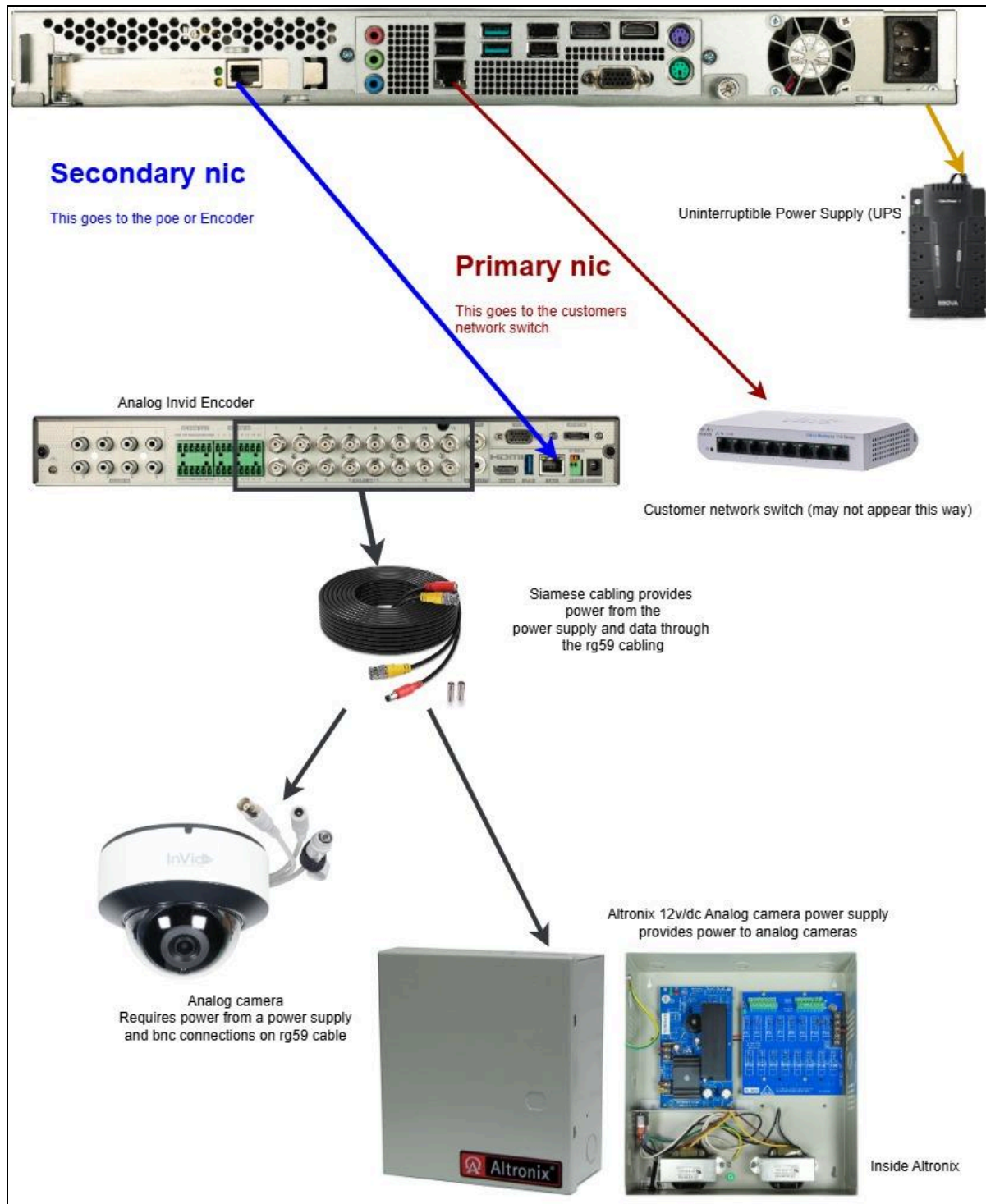
This set up is for when you must keep the cameras on the same ip scheme as the dvr. *If for some reason you also need an encoder plug that into the unused 2nd NIC on the EnVR.*



[Connecting IP Cameras to POE \(Power Over Ethernet\) Cabling Tutorial](#)

## Analog Camera Set Up

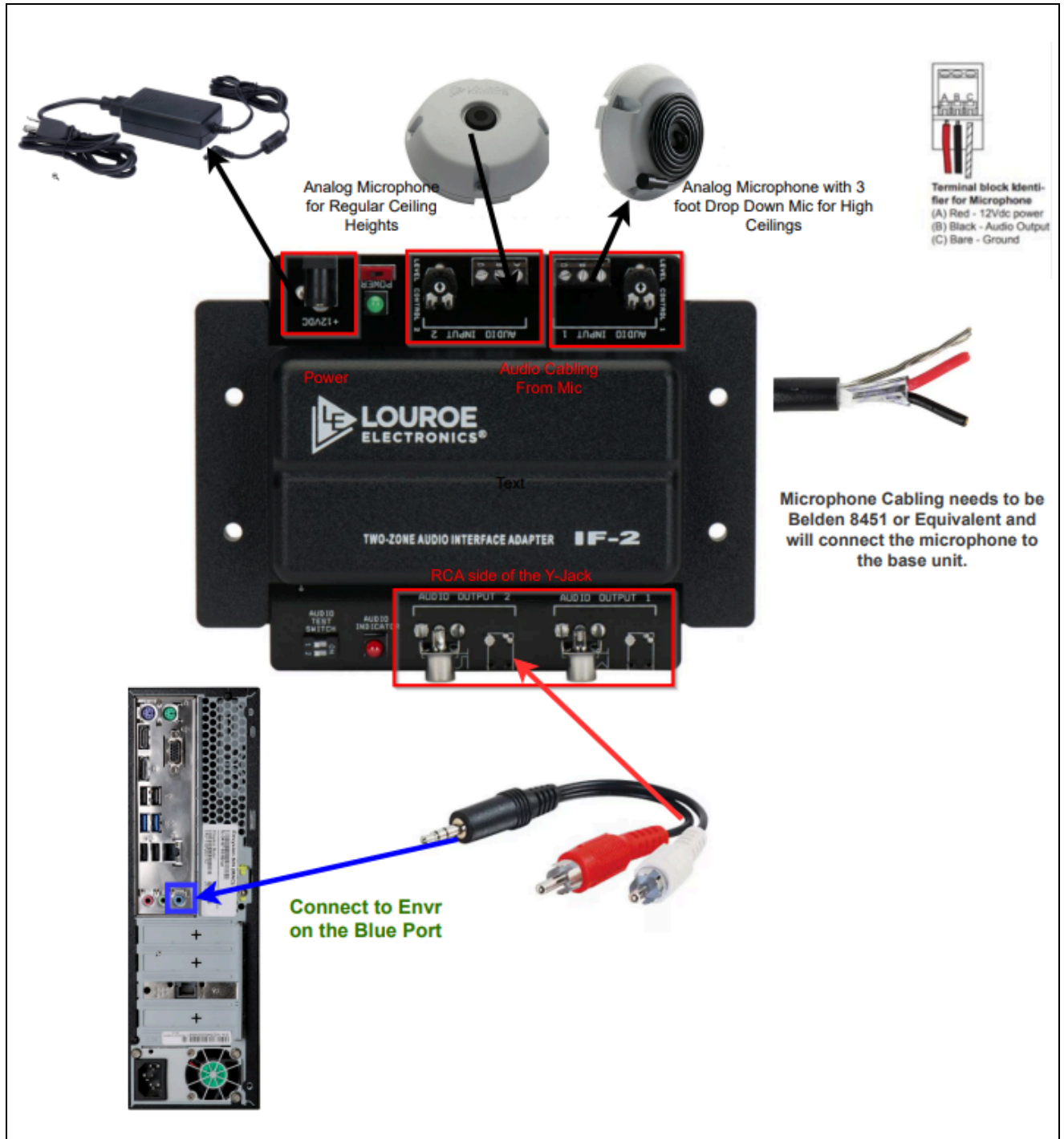
This set up will likely be more present with retrofits, but is meant to cover analog cameras and their connections to the EnVR.



[Connecting Analog Cameras Cabling Tutorial](#)

## Analog Audio

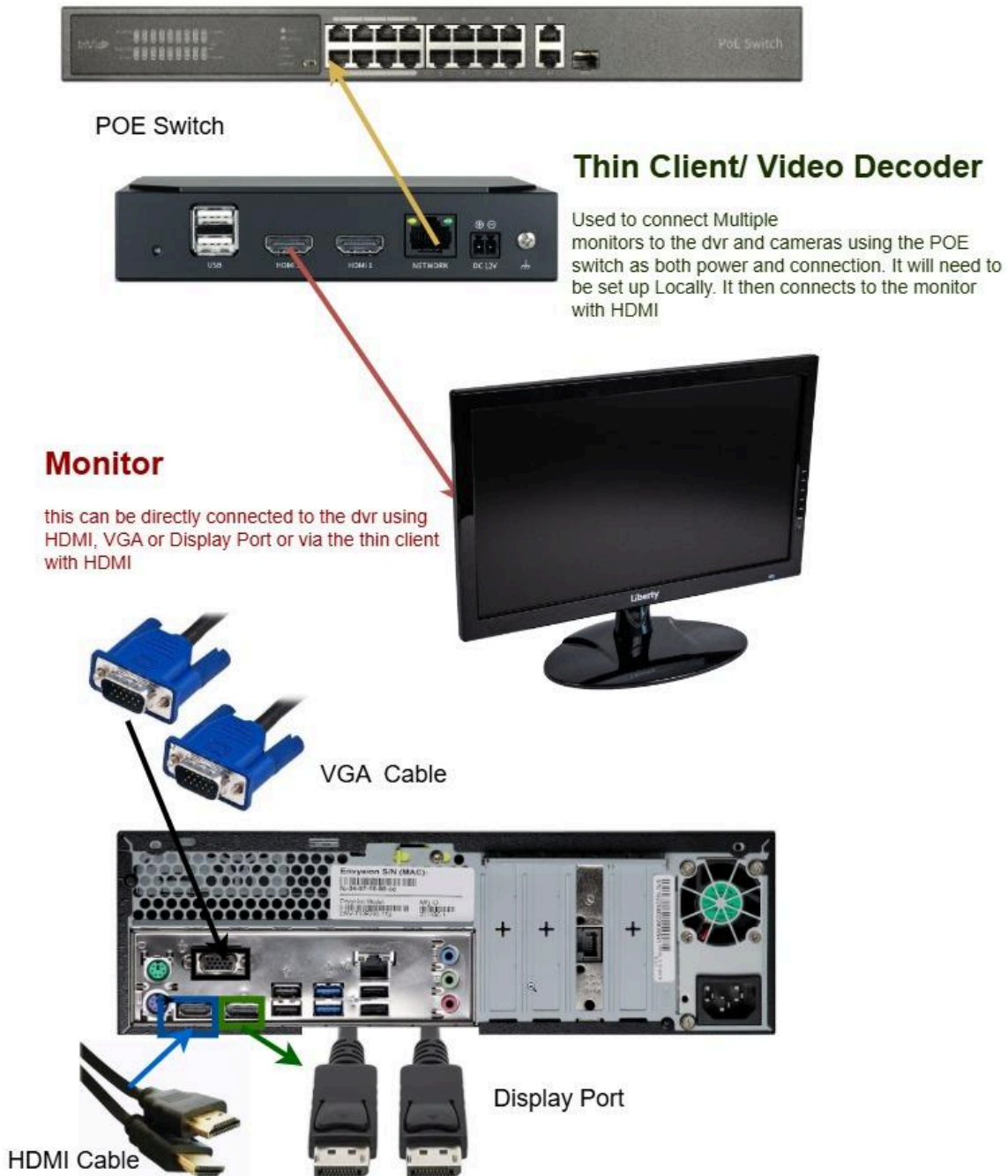
Analog Audio is installed to record audio on either ip or analog cameras. Please Click on link above for more information. (Wire type 22 AWG 2 Conductor Stranded Shielded Plenum Cable or Cat5E)



## Public Viewing Monitor

The monitor can be used as the customer's PVM to see cameras and for Troubleshooting. The DVR connections limit this to **two (VGA & HDMI or Display port)** only two of these monitors can be used at a time on any of the older models, **Gen13+ can use all 3.**

To have more than two Monitors a **Thin Client/Decoder** will be needed (**Connections below**)  
 Video Walkthrough: [Setting up the Hanwa Decoder](#)



[Panic Buttons](#) Click here for more information

[Installation Videos](#)



During Installation please press and hold the button initially until the led color changes to green. This will ensure that it is properly communicating with the server.

#### Standardized camera assignments for Panic Buttons

- Back Door
- Largest area of the Lobby
- Drive Thru Window
- Camera where the button is located (ie: office, cooler, front counter, drive-thru)

## Button Mounting Bracket Guidance and Best Practices



### 1. Surface Preparation & Location

- **Versatile Placement:** The bracket is designed for flat surfaces, including desks, walls, or kiosks.
- **Optimal Accessibility:** Mount the bracket in a consistent location to ensure reliable operation for end-users.
- **Orientation:** Use a level to ensure the bracket is plumb (vertical) or level (horizontal) to maintain a professional appearance and ease of button interaction.
- **Surface Cleaning:** For all mounting methods, ensure the target surface is clean, dry, and free of dust or oils.

### 2. Mechanical Fastening (Screw Mount)

- **Hardware Specification:** Use two (2) M4 Pan Head Phillips screws.
- **Screw Length:** Ensure screws have a minimum length of **15.0 mm** or **5/8 inch** to provide adequate engagement with the mounting surface.
- **Pilot Holes:** For dense materials (hardwood, plastic, or studs), pre-drill pilot holes to prevent fastener stripping or material cracking.
- **Material Compatibility:** Select screw threads specific to your mounting substrate (e.g., wood screws for timber, self-tapping for thin metal, or masonry anchors for brick).























### 3. Alternative Mounting (Adhesive)

- **Non-Invasive Install:** For surfaces where drilling is not possible—such as metal counters or tile walls—apply a high-quality industrial adhesive or heavy-duty mounting tape to the back of the bracket.
- **Cure Time:** If using adhesive, allow it to fully cure according to the manufacturer's instructions before clipping the LTE-M button into the bracket.

## Panic Button LED Indicators

### LED Indicator Patterns

The LED colors and patterns differ slightly depending on which firmware version your button is using:

FIRMWARE 3134	FIRMWARE 2220	LED blink pattern	Description	Meaning
		(repeating)	Slow orange blinking	The button is performing a network scan
			One short orange blink	The button detected a single short click, falling edge, or rising edge <sup>1</sup>
			One short green blink	The button detected a single short click, falling edge, or rising edge <sup>2</sup>
			Two short green blinks	The button detected a double short click
			One long green blink	The button detected a single long click
			Three short green blinks	The button detected an extra long click
		(repeating)	Slow green blinking	The button is connecting to a network
		(repeating)	Fast green blinking	The button has connected and is sending the message
			Extra long green blink	The button successfully sent the message
			Extra long red blink	An error occurred while sending the message <sup>3</sup>
		(repeating)	Slow red blinking	The button battery voltage is low <sup>4</sup>

<sup>1</sup> - Applies only to **Event**, **Timer**, **Event + Timer**, and **Event + Heartbeat** modes.

<sup>2</sup> - Applies only to **Alert** and **Alert + Heartbeat** modes.

<sup>3</sup> - Occurs if the button successfully sent the message but did not receive a response from the server, or another communication error occurred.

<sup>4</sup> - Note that the slow red blinking may continue for a few minutes after replacing the batteries.

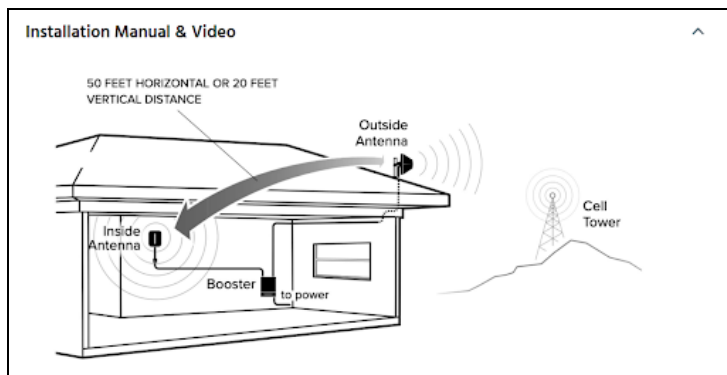
Indicator lights assist in set up and troubleshooting.


We also collect signal strength information at the location using the [weBoost](#) application on your cellular device. This can be obtained either through the play store for android or from the iOS app store.

### LTE signal booster

User Manual: [weBoost User Manual](#)

Informational Video: [weBoost Home Multiroom](#)



SIGNAL STRENGTH	EXCELLENT	GOOD	FAIR	POOR	DEAD ZONE
<b>3G/1x</b>	 -70dBm	 -71 to -85dBm	 -86 to -100dBm	 -101 to -109dBm	 -110dBm
<b>4G/LTE</b>	 -90dBm	 -91 to -105dBm	 -106 to -110dBm	 -111 to -119dBm	 -120dBm

## SmartAlarm™ Siren

Requires a Gen8+ EnVR.



This siren is a deterrent device that makes loud, disorienting sirens and has flashing lights. This device requires POE+ to operate to fullest potential. Please call Envysion directly to ensure complete application set up at: 1-877-258-9441 option 2

This device is Best used when the visible output can be seen from outside of the building due to the flashing lights.

[Siren Install Video](#)

## Halo Installation Best Practices

The HALO sensor integration combines the power of HALO's advanced environmental and security monitoring capabilities with the insights of our video surveillance platform. This integrated solution provides real-time alerts, detailed event information, and seamless access to associated video footage, empowering users to proactively address potential threats, improve safety, and create a more positive environment for customers and employees.



For the Best Practices for Mounting see the learning center page [Here](#).

## Locally Setting IP Address to Static or DHCP if needed

- Plug a USB keyboard into the back of the EnVR
- Plug in a monitor into the EnVR.

```

Envysion Appliance Status
#####

Location: [Domain and site detail]

Time: Thu Oct 24 06:10:07 PDT 2024
System Uptime: 16 Days, 2 Hours, 59 Minutes

Appliance Info:
Hostname: [Mac Address].appliance.envysion.com
Snapshot: 2024_08_08
SW Release: [ar295]

Online Cameras: 28/28:
00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
27
online = █
offline = █

Network Information:
LAN IP: 172.16.127.16 / 255.255.255.0 / 172.16.127.254
[DHCP]
CAM IP: 172.16.130.1/24
VIRT IP: 172.16.128.1/24
VPN Status: [Active [172.25.160.98] [vpn IP address]]
Connection Diagnostics: [Connected [000]]

Config Info:
Platform Management: Success - Time since last run 9 Hours, 25 Minutes
Application Management: Success - Time since last run 2 Hours, 25 Minutes

* Press p to return to the PVM view
    
```



Type 1 and press <Enter> to choose “Configure a static IP(primary NIC)”.

<OR>

Type 2 and press <Enter> to choose “Configure to DHCP”

```

Envysion ENVR Configuration.

1. Configure a static IP (primary NIC)
2. Configure to use DHCP (primary NIC)
5. Configure LAN MTU
6. Configure display resolution
7. TROUBLESHOOTING MENU
8. Exit this menu
91. SHUT DOWN THIS SYSTEM

Please enter your selection [1-91]: █
    
```

Enter the static IP information

```

These are your current network settings:
Interface: lan0
Static IP: 172.16.127.16
Netmask: 255.255.255.0
Gateway: 172.16.127.254

These are your stored network settings:
Interface: lan0
BootProto: dhcp
Please enter the new IP address for this system: 192.168.1.1
Please enter the NETMASK for this network: 255.255.255.0
Please enter the GATEWAY for this network: 192.168.1.2

Please confirm these new network settings.

Interface: lan0
Static IP: 192.168.1.1
Netmask: 255.255.255.0
Gateway: 192.168.1.2
BootProto: Static
Save settings? [yes/no]: █
    
```

What the EnVR sees as the current settings

These are the items you add to set to static

Verification of what you want to change

Once IP information is entered, confirm correct, type “yes” and press <Enter> to save the settings.

```

Please type restart to apply and restart the network or hit Enter to cancel the changes : █
    
```

Type “restart” to complete. This will restart only the internet adapter settings, not the whole DVR.

## Device Manager (DM) - Camera Provisioning

### Add New Cameras & Channels to Envysion App

If you are replacing an existing camera please skip to [Replace Camera Walkthrough \(Page 20\)](#)

Video Walkthrough: [Adding New Managed Cameras](#)

Log into [Envysion App](#), Navigate to your site page.

**System Health Status**  
Track the Health of Your Video Surveillance Network. [SEE FULL SYSTEM HEALTH STATUS](#)

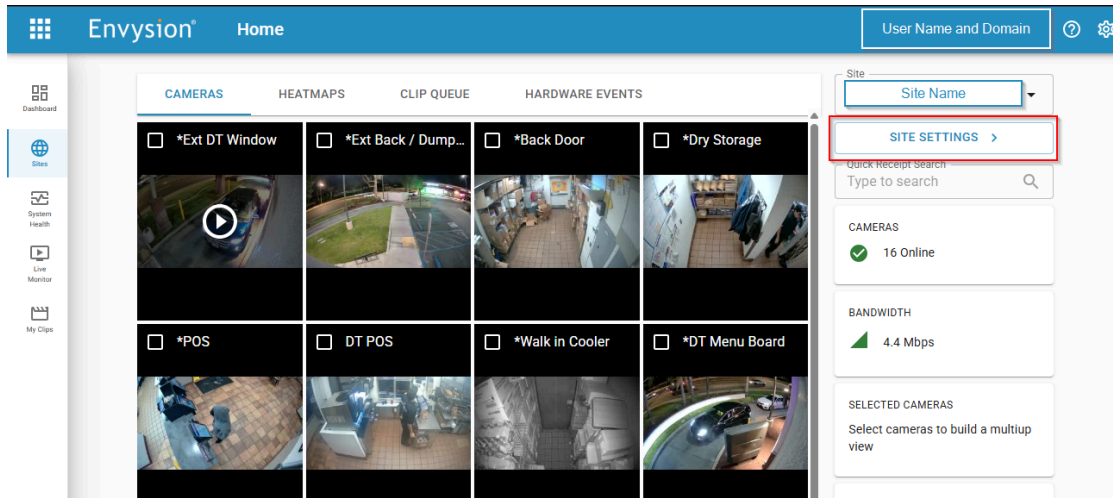
Metric	Value	Status	Additional Info
Appliances	2	OFFLINE	0 Offline in the last 24 hrs.
Cloud Archive	6	SITES WITH FAILURES	
	0	SITES WITH WARNINGS	
Buttons Offline	14	OFFLINE	2 Offline in the last 24 hrs.
Battery	3	LOW BATTERY	
Cameras Offline	79	OFFLINE	13 Offline in the last 24 hrs.
ImageAlert	571	IMPAIRED	

**Envysion Home** | Username and Domain

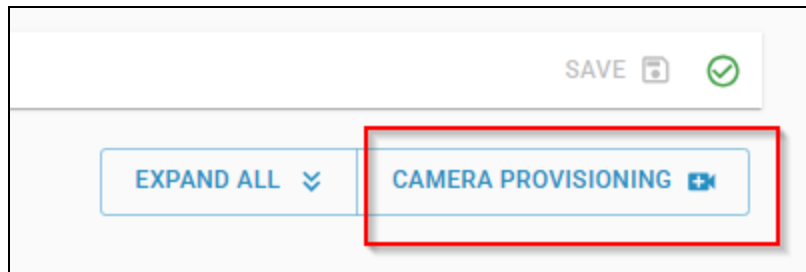
Search

Domain Folder	Site Name	Site Physical Address	Icon
Domain Folder			28 sites
Access Folder			75 sites
Access Folder			80 sites
Access Folder			20 sites
Access Folder			105 sites
Access Folder			62 sites
	Site Name	Site Physical Address	
	Site Name	Site Physical Address	
	Site Name	Site Physical Address	
	Site Name	Site Physical Address	

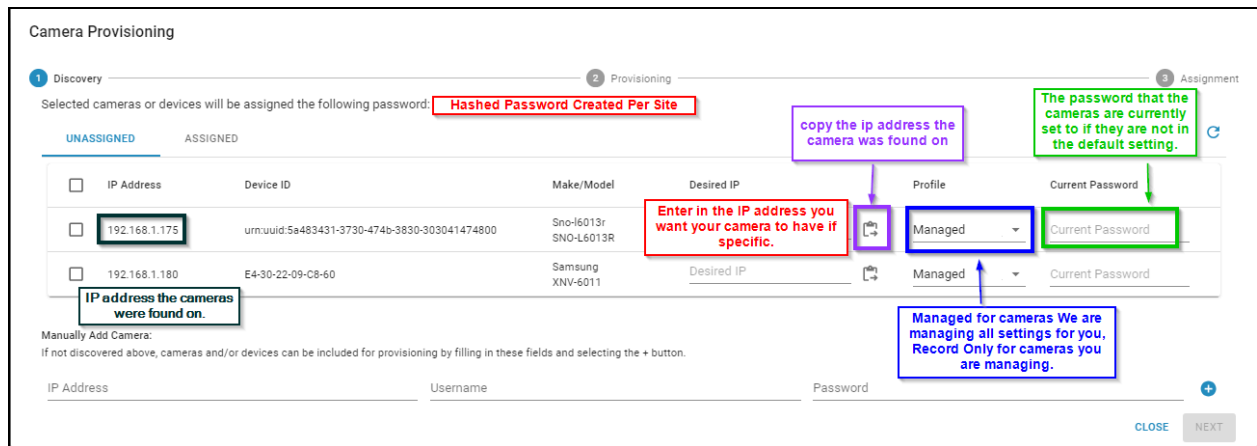
### Navigate to Site Settings



Click on the camera provisioning button in the top right corner



This will take you to the camera provisioning page and scan the network for any onvif or supported cameras currently plugged in and online.



Select the new camera(s) to provision to the site, if they are pre-existing you will need to have the user and password.

If you need to keep your ip address click the clipboard icon on each camera, if you need to keep your password set the profile to record only.

If the site you are using has a single EnVR hit next. If the site has multiple EnVRs, a list of those EnVRs will appear. Select a single EnVR to add cameras to, then select Next.

<input type="checkbox"/>	IP Address	Device ID	Make/Model	Recording Device	Desired IP	Profile	Current Password
<input type="checkbox"/>	172.16.126.132	00:04:7D:D5:97:9C	Pelco IMF82-1ES	EnVR 3	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.126.133	00:04:7D:4B:CA:C4	Pelco IFV523-1ERS	EnVR 3	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.130	00:04:7D:4A:49:7D	Pelco IFV523-1ERS	EnVR 2	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.135	58:5B:69:1C:1D:79	Invid-1 PAR-P5TXIR28-LC	EnVR 1	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.136	58:5B:69:1C:1F:41	Invid-1 PAR-P5TXIR28-LC	EnVR 1	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.139	00:04:7D:4B:CA:CB	Pelco IFV523-1ERS	EnVR 3	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.140	E4-30-22-7B-5D-0D	Samsung QNO-8080R	EnVR 1	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.141	E4-30-22-73-B7-EC	Samsung QNO-8080R	EnVR 1	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.142	E4-30-22-73-B7-EA	Samsung QNO-8080R	EnVR 1	Desired IP	Managed	Current Password
<input type="checkbox"/>	172.16.127.143	E4-30-22-73-B8-10	Samsung	EnVR 1	Desired IP	Managed	Current Password

**Camera Provisioning**

Discovery  Provisioning  Assignment

We are currently updating the configuration of your appliances. This can take up to 5 minutes to complete.

<input checked="" type="checkbox"/>	Preview	IP Address	Device ID	Make/Model	Replace Camera	Name	Map Registers	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (1)	Select Camera	You can change your camera names here or on the site settings page.	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (2)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (3)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (4)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (5)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (6)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (7)	Select Camera	Camera Name	Select Registers...	Display Order
<input checked="" type="checkbox"/>		172.16.127.130.554	58:5B:69:23:01:63	InVid-Encoder PD1B-16NHZ (8)	Select Camera	Camera Name	Select Registers...	Display Order

CLOSE **SAVE**

When complete, hit save on the bottom right corner of the box.

## Replacing Camera(s) and Channel(s) on the Envysion App

**\*\*\*The replace camera functionality is critical to maintain Cloud Archive, Smart Site Protection, and Point of Sale Integration continuity\*\*\***

Video Walkthrough: [Replace Camera](#)

Log into [Envysion App](#), Navigate to your site page.

**System Health Status**  
Track the Health of Your Video Surveillance Network. [SEE FULL SYSTEM HEALTH STATUS](#)

<b>Appliances</b> <span style="font-size: 2em;">2</span> OFFLINE 0 Offline in the last 24 hrs.	<b>Cloud Archive</b> <span style="font-size: 2em;">6</span> <span style="font-size: 2em;">0</span> SITES WITH FAILURES <span style="font-size: 2em;">0</span> SITES WITH WARNINGS
<b>Buttons Offline</b> <span style="font-size: 2em;">14</span> OFFLINE 2 Offline in the last 24 hrs.	<b>Battery</b> <span style="font-size: 2em;">3</span> LOW BATTERY
<b>Cameras Offline</b> <span style="font-size: 2em;">79</span> OFFLINE 13 Offline in the last 24 hrs.	<b>ImageAlert</b> <span style="font-size: 2em;">571</span> IMPAIRED

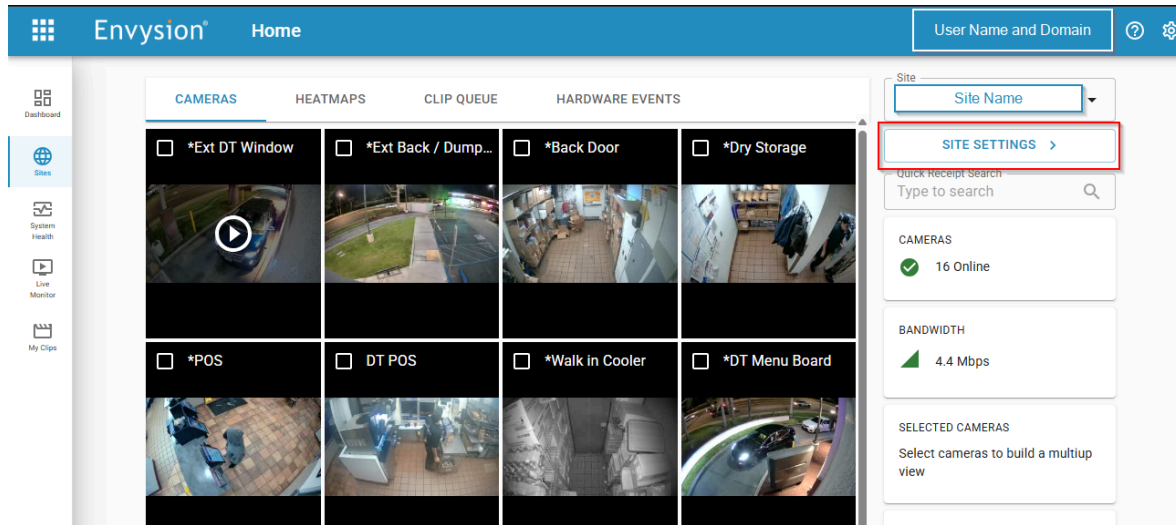
**Envysion Home** Username and Domain

Search

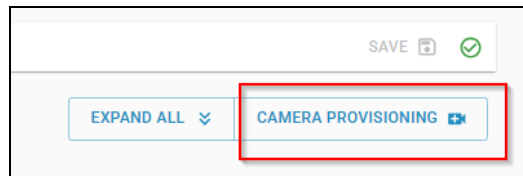
Domain	Count
Domain Folder	28 sites
Access Folder	75 sites
Access Folder	80 sites
Access Folder	20 sites
Access Folder	105 sites
Access Folder	62 sites

Site Name	Site Physical Address	
Site Name	Site Physical Address	
Site Name	Site Physical Address	
Site Name	Site Physical Address	

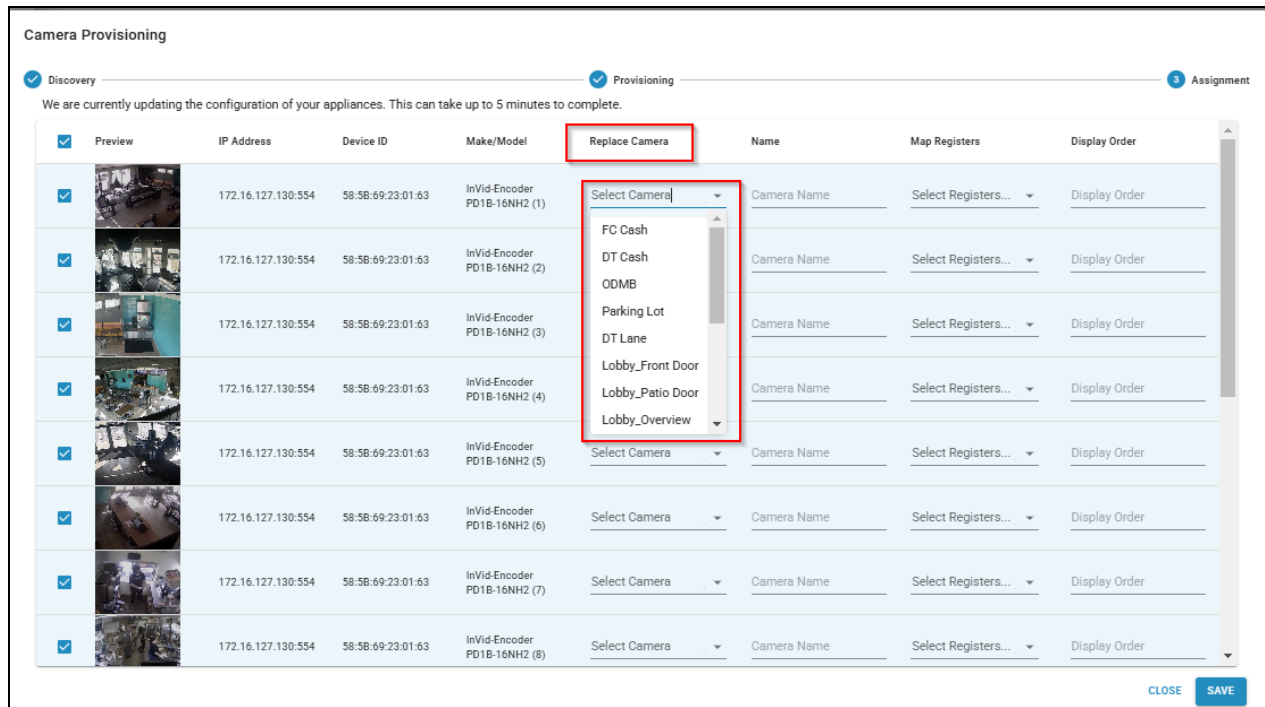
### Navigate to Site Settings



Click on the camera provisioning button in the top right corner



Select appropriate camera(s) to replace from drop down



Hit save

## Manually Adding Camera Steps

Video Walkthrough: [Manually Provisioning a Camera not discovered by Device Manager](#)

Video Walkthrough: [Manually Provisioning Unmanaged Cameras](#)

Cameras that are not found but have a known IP can be **Manually** added in Device Manager

**Camera Provisioning**

1 Discovery — 2 Provisioning — 3 Assignment

Selected cameras or devices will be assigned the following password:

UNASSIGNED ASSIGNED

<input checked="" type="checkbox"/>	IP Address	Device ID	Make/Model	Desired IP	Profile	Current Password
No results found						

**Manually Add Camera:**  
If not discovered above, cameras and/or devices can be included for provisioning by filling in these fields and selecting the + button.

IP Address  Username  Password

**Manually Add Camera:**  
If not discovered above, cameras and/or devices can be included for provisioning by filling in these fields and selecting the + button.

IP Address  Username  Password

**Camera Provisioning**

1 Discovery — 2 Provisioning — 3 Assignment

Selected cameras or devices will be assigned the following password:

UNASSIGNED ASSIGNED

<input checked="" type="checkbox"/>	IP Address	Device ID	Make/Model	Desired IP	Profile	Current Password
<input checked="" type="checkbox"/>	172.16.127.185	3ceb8977-e1aa-4a4e-90fe-e69e4db9aaa6		N/A	Record only	admin

**Manually Add Camera:**  
If not discovered above, cameras and/or devices can be included for provisioning by filling in these fields and selecting the + button.

IP Address  Username  Password

Hit Next

Some of the statuses may say **Unsupported Camera Make**

If you see this add the RTSP URL (may have to a for the camera type and click the checkmark button to continue.

**Camera Provisioning**

Discovery Provisioning Some cameras were not provisioned Assignment

The camera(s) in the table below were unable to be provisioned. Please check and resolve the error message(s) before clicking Retry Failures or manually mark the camera resolved.

IP Address	Device ID	Status	Make/Model	Desired IP	Stream URL	Username	Current Password
172.16.127.180	56e769b4-cfb4-4122-acea-0314ad68c28e	Onvif initialization failed - Failed to connect to the IP device		N/A	Stream URL Must enter a value	admin	Camera Password

CLOSE **RETRY FAILURES** NEXT

**Camera Provisioning**

Discovery Provisioning Some cameras were not provisioned Assignment

IP Address	Device ID	Status	Make/Model	Desired IP	Stream URL	Username	Current Password
172.16.127.180	56e769b4-cfb4-4122-acea-0314ad68c28e	Success		N/A	/	admin	admin

CLOSE RETRY FAILURES **NEXT**

Replace the cameras in order with the replace camera dropdown. (green box)

**Camera Provisioning**

Discovery Provisioning We are currently updating the configuration of your appliances. This can take up to 5 minutes to complete. Assignment

IP Address	Device ID	Make/Model	Replace Camera	Name	Map Registers	Display Order
172.16.127.180	56e769b4-cfb4-4122-acea-0314ad68c28e		Replace Camera Select Camera	Camera Name	Select Registers...	Display Order

CLOSE **SAVE**

Hit Save.

**Front Register 1**

Health: Online Cloud Archi...: SSP Enabled

Profile: **Managed** (dropdown menu open with **Off** highlighted)

Display Order: 1 Hardware: Channel 5 Samsung LND-6012R 5

---

**Drive Thru**

Health: Online Cloud Archi...: SSP Enabled

Profile: Managed

Display Order: 2 Hardware: Channel 9 Samsung LND-6012R 9

Notes

**Make sure to set any unused but created channels to Off.**

If you need to change a camera from off to Managed or record only it is the same steps in reverse. Hit save on the top right of the page.

**If for any reason an error occurs. Please reach out to us through Email or Phone Call.**

## Cameras not streaming?

Check network settings on the Appliance page.

The screenshot displays the configuration interface for an Envysion appliance. The 'APPLIANCES' tab is selected, showing fields for Name (Site Name), Status (Online), MAC Address (Mac Address), Model Number, and Software Version. The 'SETTINGS' section is expanded to show 'NETWORK' configuration. It includes three network sections: Primary Network Configuration (DHCP mode, 192.168.20.170), Virtual Network (172.16.128.1), and Camera Network (172.16.127.1). Callout boxes explain the gateway IP, daisy-chained settings, and camera network settings.

Common troubleshooting checks:

- Does the virtual network or Camera network match the ip addresses of the cameras? Are the cameras on the same ip address as the Primary Network?
  - If not, update them to match and hit save in the top right corner.
  - If there are multiple EnVRs on site the virtual nic and camera nic for each EnVR cannot be exactly the same as it will cause a conflict.
  - If cameras are on the same address scheme as the Primary Network the cabling path Must be Daisy Chained.

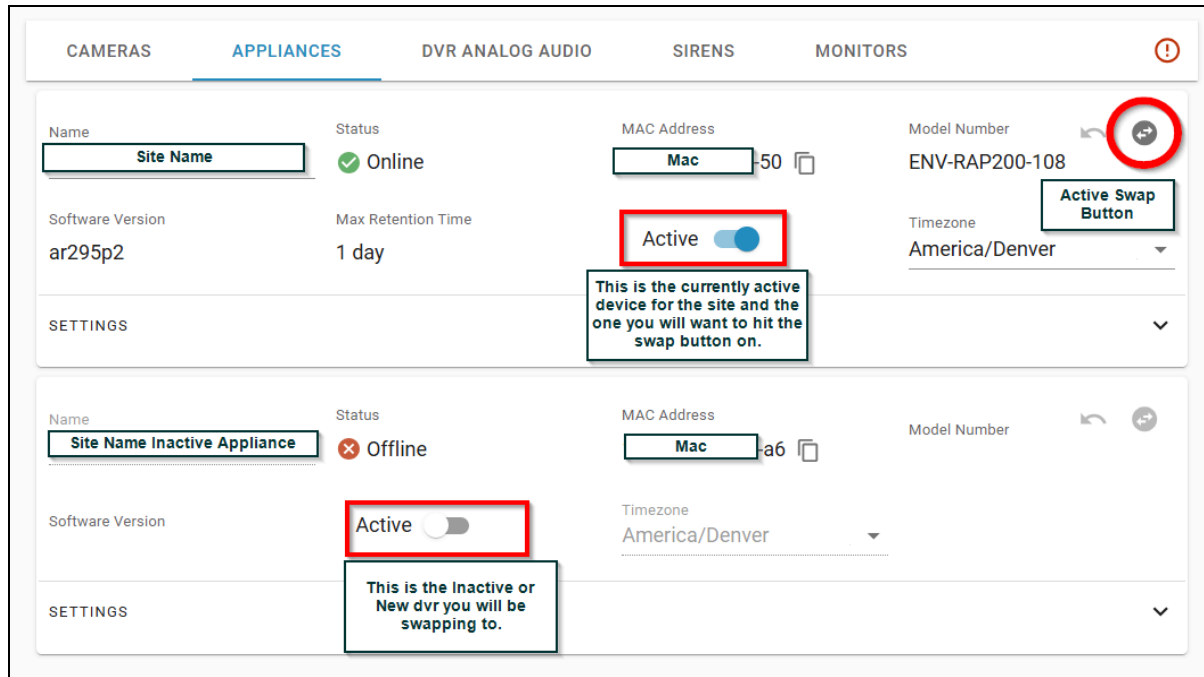
## Replace a ENVR In the Application

- Log into the Envysion application (<https://video.envysion.com>)
- Click on Watch Video. And Search for your site.
- Go to Site Settings in the bottom left hand corner of the screen.
- Click on the Appliances tab at the top of the screen.
- Old ENVR must be **active and OFFLINE** and new EnVR must be **inactive and ONLINE** for swap to work properly.

### [EnVR Appliance Swap Instruction Video](#)

### [Hik/Nuc to EnvR+Encoder or Keeping Hik](#)


Click on the active swap icon and start the swap. (Red Circle)



Only inactive appliances from the same domain can be selected. Inactive appliances from the current site are listed first, then appliances from other sites in the domain are listed in alphabetical order. The new device must be online and the old device offline for the swap to happen. This can take up to 15 minutes from the time it is unplugged.

Once the replacement appliance is selected, click **Replace** to initiate appliance replacement.

Replace:

 The data from new appliance  will be permanently deleted and replaced with the data from the old appliance .

Are you sure you want to continue?

[CANCEL](#) [REPLACE](#)

**Any data on the new appliance will be overwritten by the data from the old appliance. Make sure that you are ready to take this step before hitting replace.**

Replacement has been completed, you may close and continue with any additional set up.

### Replacement Complete

Your appliance has been successfully replaced. It can take up to 15 minutes for the system to become fully available. Please review the cameras to confirm they are correctly configured and that your registers are mapped correctly.

[CLOSE](#)

## Hik/NUC (Bridge) Swap

When replacing a Hik/Nuc with an EnVR please make sure that this box is checked.

**Replace:** \_\_\_\_\_ -37

This process will remove the existing appliance from your site and replace it with a new appliance. Configuration from the old appliance will be carried forward to the new appliance.

Please select the MAC address for your new appliance to begin. The MAC address can typically be found on a sticker on the back of the appliance or on the box of the appliance.

Select... | \_\_\_\_\_

Replacement appliance is an EnVR

When going from a Hik/Nuc setup to an Envysion EnVR and Either Keeping the Hik as an encoder or adding an Invid Encoder make sure this box is checked.

CANCEL NEXT

If you do not see the appliance you are trying to switch to here please reach out to Envysion directly.  
**If for any reason the process fails. Please reach out for assistance.**

**Replace:** \_\_\_\_\_ -37

This process will remove the existing appliance from your site and replace it with a new appliance. Configuration from the old appliance will be carried forward to the new appliance.

Please select the MAC address for your new appliance to begin. The MAC address can typically be found on a sticker on the back of the appliance or on the box of the appliance.

Select... | \_\_\_\_\_

Current Site

\_\_\_\_\_ 68

Other Sites

\_\_\_\_\_ b5

\_\_\_\_\_ 35

\_\_\_\_\_ 19

\_\_\_\_\_ e6

## Hikvision as an Encoder

If you are Keeping your Hikvision DVR check this box so that the camera configurations are maintained. If you are not keeping the Hikvision DVR or never had one do not check that box.

Replace: \_\_\_\_\_ 37

Use the Hikvision DVR as an encoder to convert the analog channels to managed IP camera channels.

Use Hikvision DVR as encoder

Check this box if you are Keeping your Hikvision dvr as an encoder for analog cameras.

CANCEL
NEXT

## Error Messaging

This is an example of an error. **Do NOT Retry the swap. Contact support.**

### Appliance Replace Failed

Unable to process the appliance replacement at this time. Please try again later.

New appliance cannot be reached. Check network connectivity or wait for the appliance to come online.

If you continue to experience issues replacing the appliance please contact support.

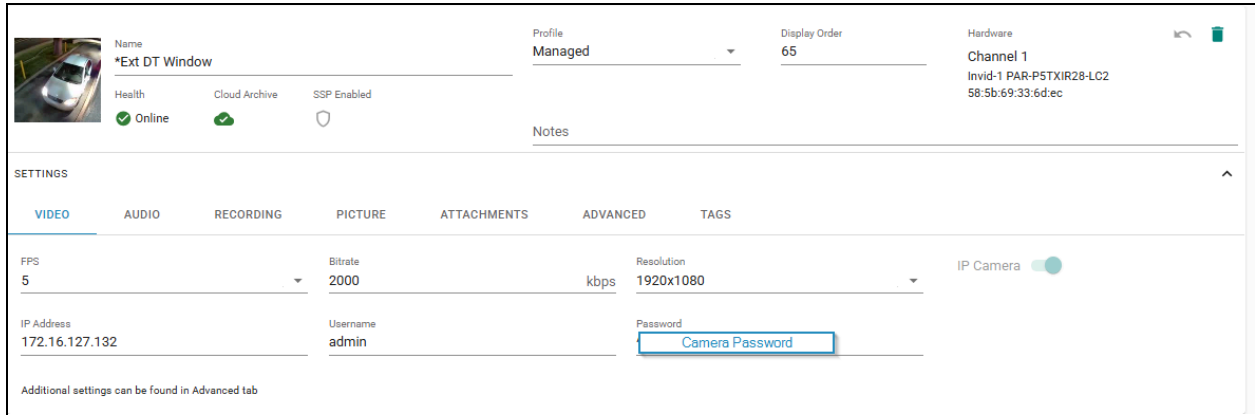
This is an error. Do not try again, please contact support at 877-258-9441

CLOSE

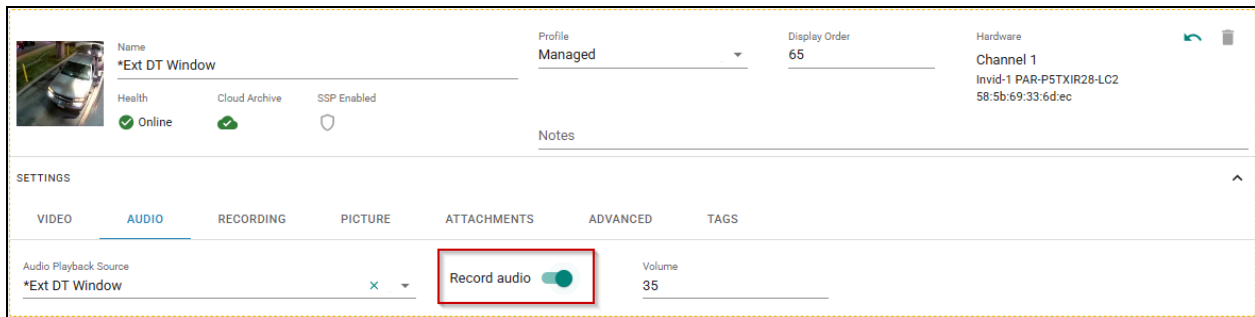
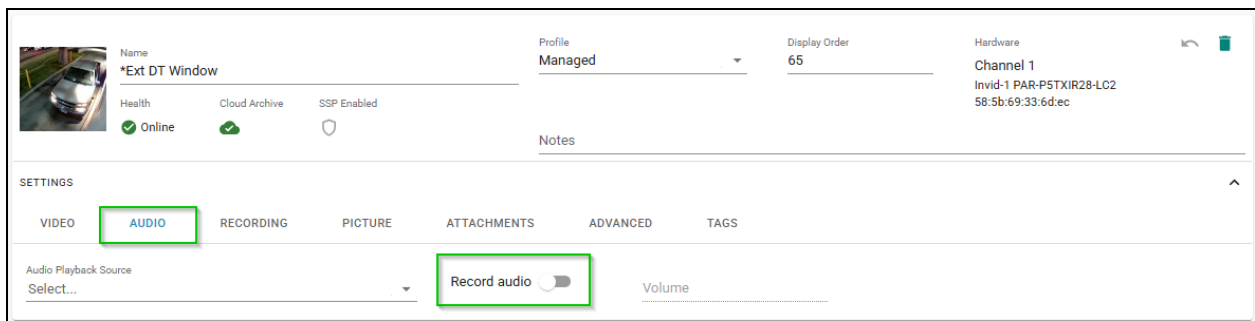
## Setting Up Audio In the Application

### IP (in camera) Audio

To set up the in camera audio, expand the settings for the camera and click on the audio tab.



Click on the **Record Audio** button. It should bring up the camera name.

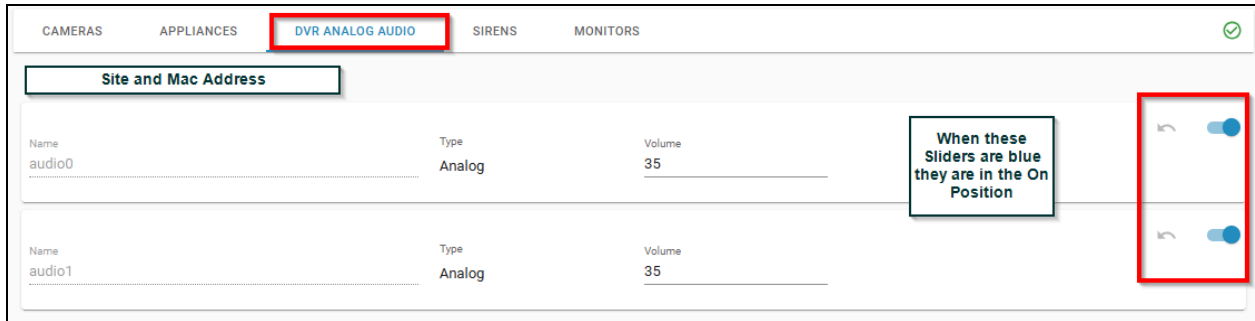


Hit save at the top of the screen



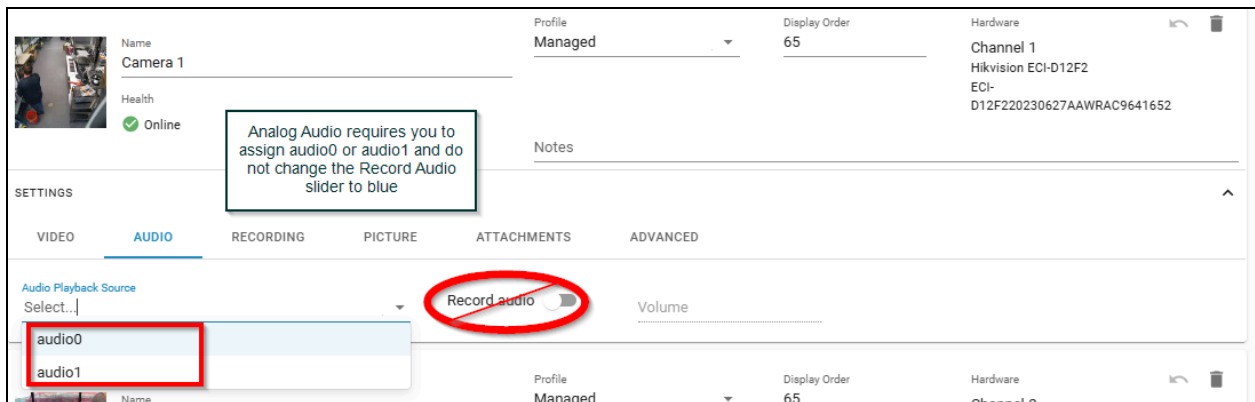
## Analog Audio Set Up

To set up analog audio (a separate audio kit), navigate to **DVR Analog Audio** at top of the screen, and toggle sliders are to the right.



You cannot be using both in camera audio and analog audio channels at the same time, on the same camera. Make sure the camera channel audio is turned off when using Analog Audio.

Go into the camera(s) and select the respective audio channel to associate with the camera.



Hit save at the top of the screen



## [PVM set up through the App](#)

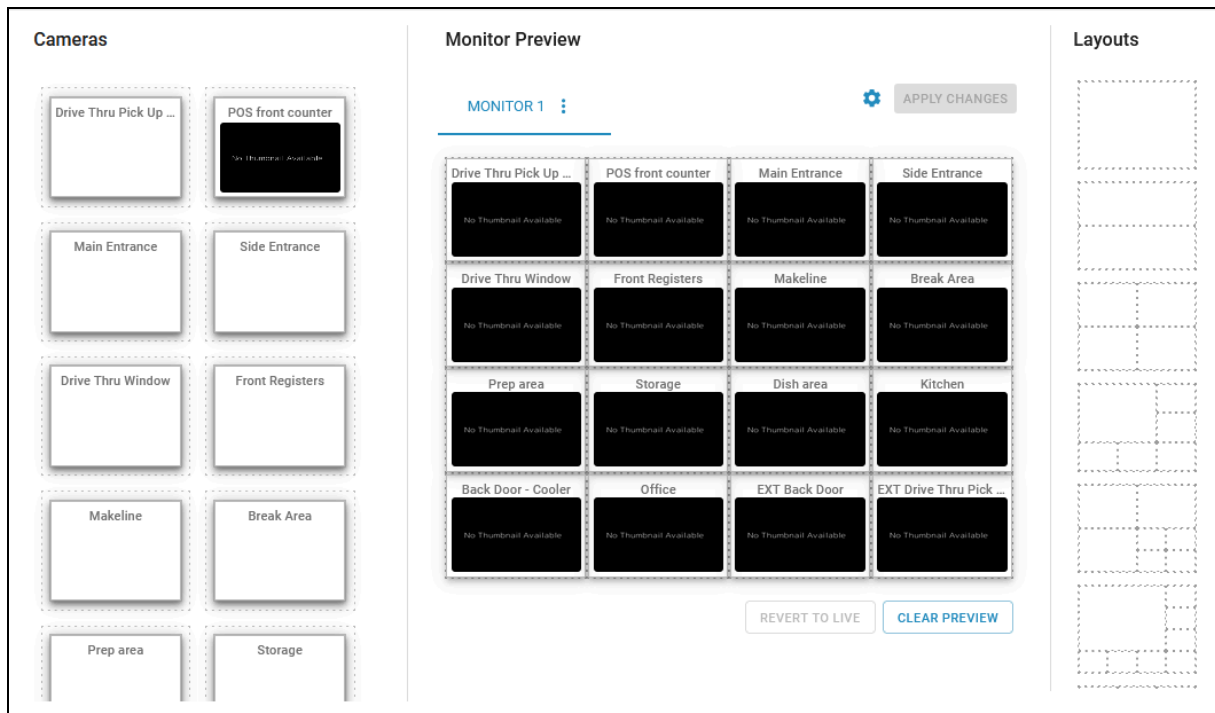
Video Walkthrough: [Setting up PVM in the app](#)

Navigate to “Site settings”. Across the menu at the top of the screen go to the Monitors tab.



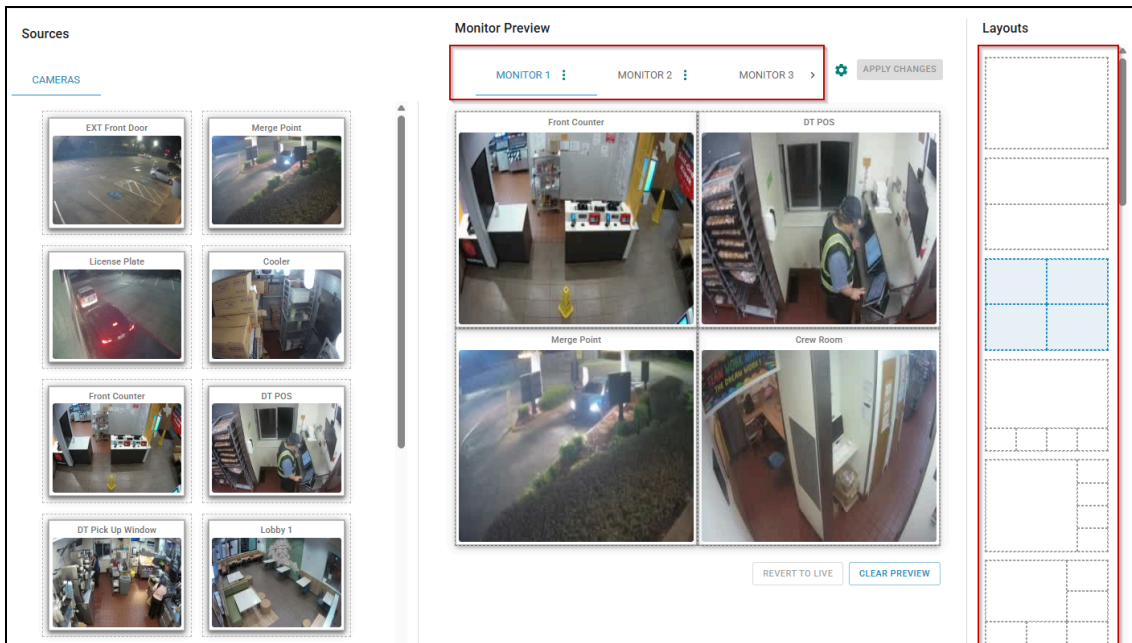
### Single Monitor

- Select the desired layout
- Drag/Drop the cameras in the order in which you would like them to display
- Select “apply changes”



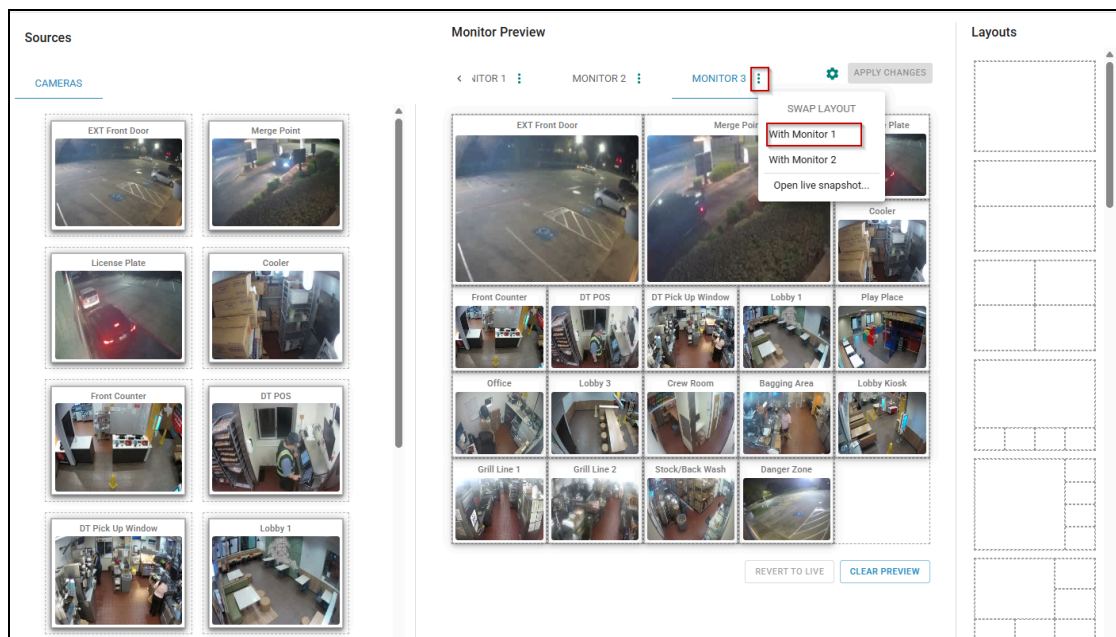
## Dual/Triple Monitor Set Up

If the site has two or three monitors and they are detected you will see this screen.



When setting up dual PVM you will toggle through each monitor (1, 2, & 3) and drag/drop each camera to the desired monitor.

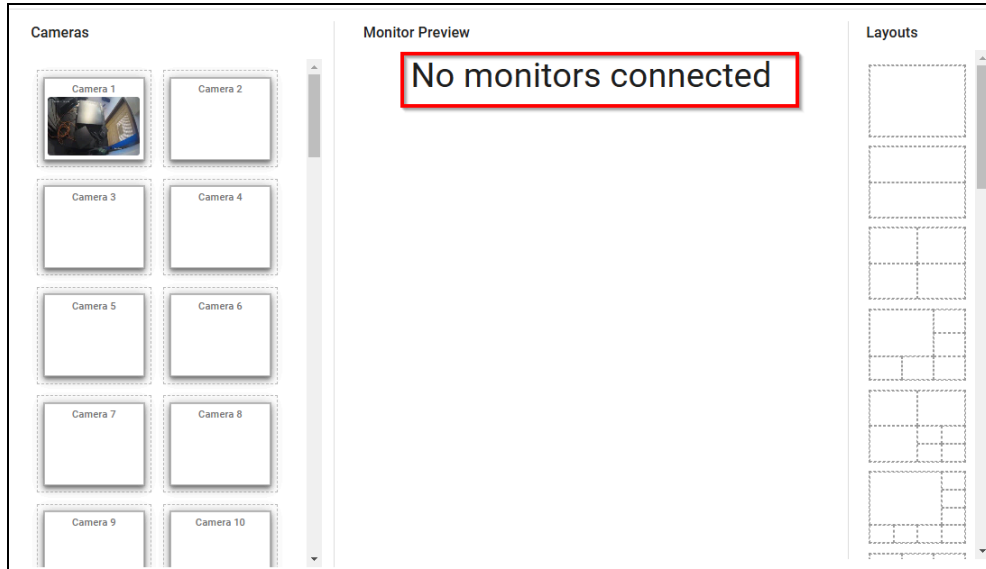
If your monitors are not showing what it is that you want to see but another one is you are able to swap the views easily using the following:



### Errors and Troubleshooting

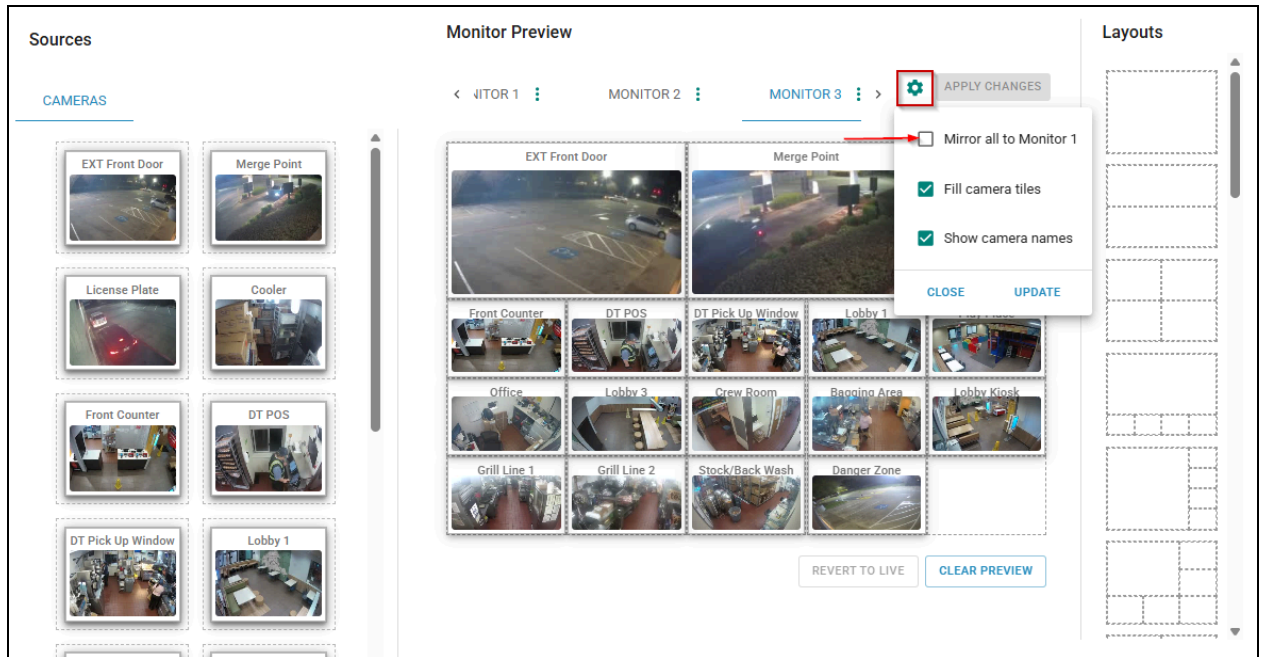
If there is an issue with the EnVR seeing the monitor connection you will see this screen.

- Check connections
- Cycle input sources on monitor to match connection type
- Reboot the EnVR



### Mirrored Monitor Views

- Select gear icon and turn **OFF Mirror all to Monitor 1** setting



## Checking out of a Site

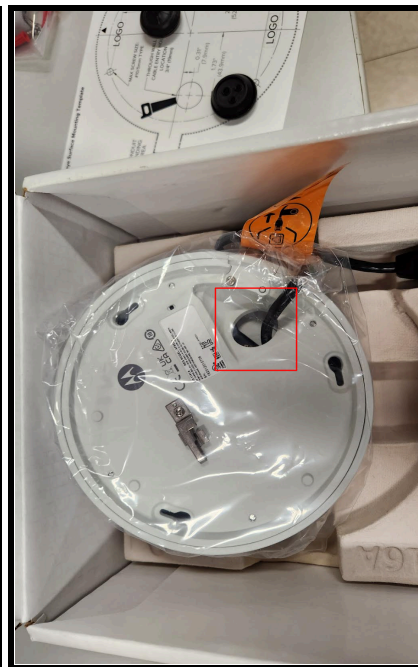
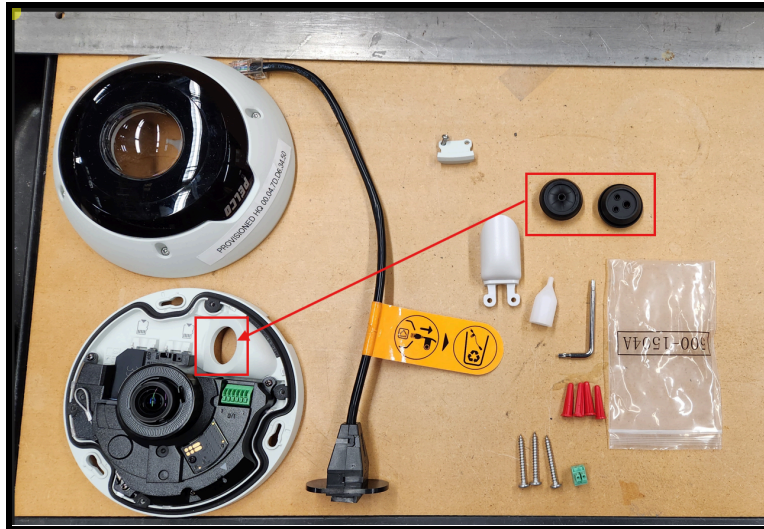
When completing an installation please call us at **877-258-9441 opt 2** to answer a few questions.

1. What is the Job ID Number, or Store ID Number?
2. What is the Site Name?
3. Is the site using an Encoder or similar device to host Analog cameras?
  - a. If yes, where is the power supply for the cameras located?
4. Where is the EnVR located specifically? (i.e. Office in the rack, Network Room, etc.)
5. What network device is the EnVR NIC1 Primary Port plugged into? (This is always a Firewall or Router/Modem not a PoE Switch. With some set ups, the EnVR is getting internet through a PoE switch, we still need the Firewall or Router/Modem specifically.)
6. What port on the network device is the EnVR plugged into? (Please specify the port on the Firewall or Router/Modem the primary connection is plugged into.)
7. If there is a PoE switch, how many unused, available PoE ports are remaining? (Not including non-PoE ports, SFP ports or Uplink ports.)
8. Who on site did we verify the installs with? (On-site manager, GC, or manager's full name.)
9. What is the installing technician's full name? (Install Technician or primary contact full name.)

## General Troubleshooting and Information

### Cameras with Grommets

There are several cameras now that have rubber grommets that have to be placed into the base of the camera in order to seal it. The following pictures are of the Pelco 360 camera, but there are others out there. If there is a large opening in the base of the camera look in the box for a rubber grommet to seal.



## Status and Error Codes

There are status codes visible with a monitor connected to the EnVR that will guide us in troubleshooting when we cannot connect remotely to the unit.

This connection diagnostics status is **GOOD**

```

Location: [Redacted] Domain and site detail

Time: Thu Oct 24 06:10:07 PDT 2024
System Uptime: 16 Days, 2 Hours, 59 Minutes

Appliance Info:
Hostname: [Redacted] Mac Address [Redacted] .appliance.envysion.com
Snapshot: 2024_08_08
SW Release: [Redacted] ar295

Online Cameras: 28/28:
00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
27

online = [Green]
offline = [Yellow]

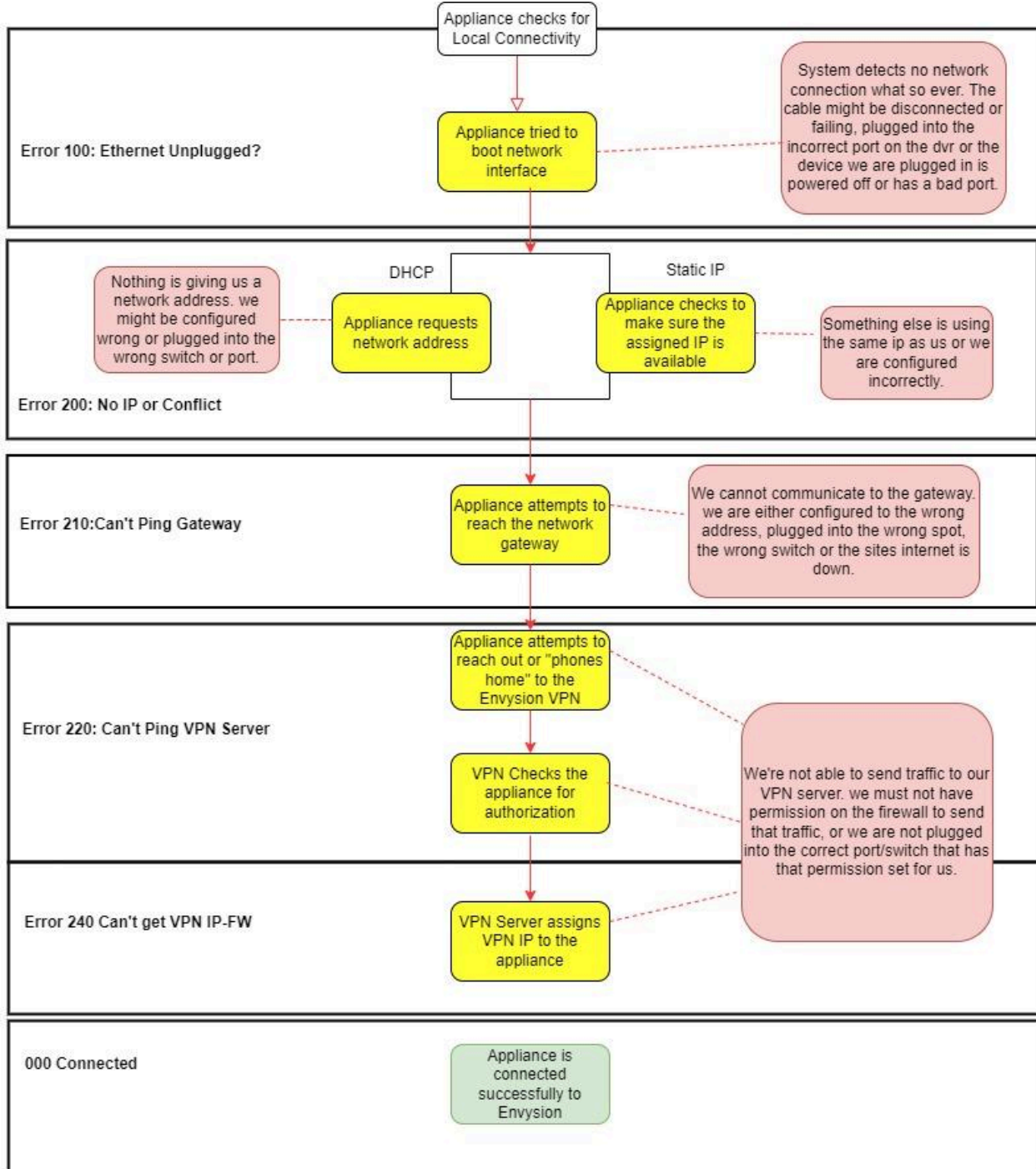
Network Information:
LAN IP: 172.16.127.16 / 255.255.255.0 / 172.16.127.254
[DHCP]
CAM IP: 172.16.130.1/24
VIRT IP: 172.16.128.1/24
VPN Status: [Redacted] Active [172.25.160.98] [Redacted] vpn IP address
Connection Diagnostics: [Redacted] Connected [000]

Config Info:
Platform Management: Success - Time since last run 9 Hours, 25 Minutes
Application Management: Success - Time since last run 2 Hours, 25 Minutes
  
```

## EnVR Error Codes

Here are steps to follow and more details for common error codes

### [EnVR Error Codes - Video Walkthrough](#)



## Port and IP Address Configuration for Whitelisting

For highly restricted network access, additional configuration will be required for set up

If your company has a strict corporate firewall, network access list, or proxy server that blocks all Internet access, please have your network administrator add rules to permit the following ports and/or IP addresses to allow access to Envysion.

### **APPLIANCE connection from store location requires the following:**

TCP port 443 and UDP port 22799 to the following IP addresses:

- 3.227.250.16/28 3.227.250.16 – 3.227.250.31
- 98.142.144.0/20 98.142.144.1 – 98.142.159.254
- 2620:C3:E000::/44

TCP port 443 (IP addresses are set by Amazon Web Services and may change without notice)

\*Last updated June 11, 2024

- 18.34.0.0/19 18.34.0.1 – 18.34.31.254
- 16.15.192.0/18 16.15.192.1 – 16.15.255.254
- 54.231.0.0/16 54.231.0.1 – 54.231.255.254
- 52.216.0.0/15 52.216.0.1 – 52.217.255.254
- 18.34.232.0/21 18.34.232.1 – 18.34.239.254
- 16.15.176.0/20 16.15.176.1 – 16.15.191.254
- 16.182.0.0/16 16.182.0.1 – 16.182.255.254
- 3.5.0.0/19 3.5.0.1 – 3.5.31.254
- 44.192.134.240/28 44.192.134.241 – 44.192.134.254
- 44.192.140.64/28 44.192.140.65 – 44.192.140.78

### **Additional Services:**

HTTP Proxy and OpenVPN application access from our system to the specified IP ranges above.

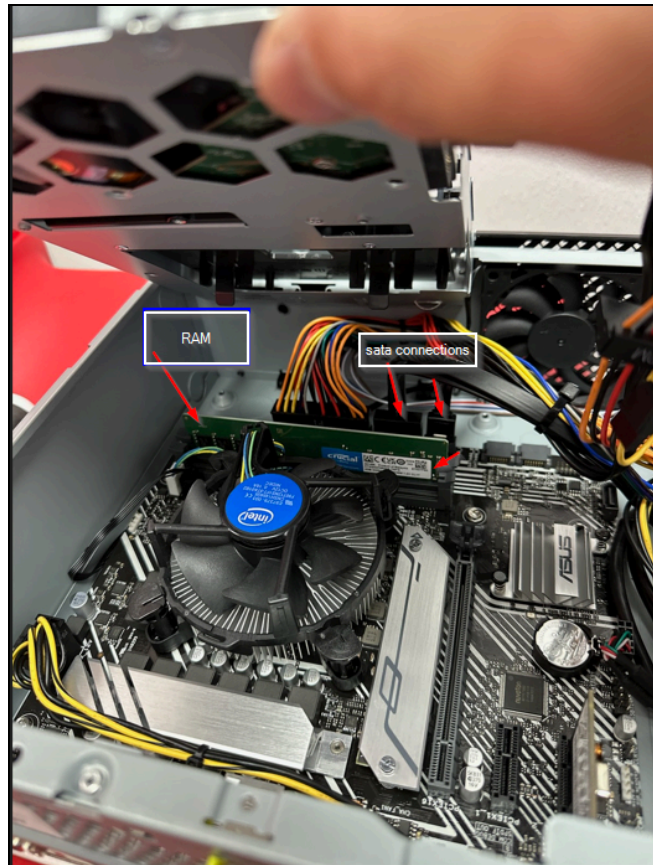
### **User access:**

User access to the web application requires TCP port 443 to the addresses \*.envysion.com and \*.appliance.envysion.com. The IP addresses these names resolve to, may change over time.

## Physical Connection Troubleshooting

If the monitor display is blank, or if the system seems to be power cycling, remove and reinsert the unit's RAM and Sata Connections (both ends) inside of the ENVR.

Video Walkthrough: [Reseating Hardware in The EnVR](#)



## Unit Failure

**Immediately contact Envysion Install Support in order to request replacement EnVR for the site. Please be ready to troubleshoot with a specialist. A monitor and keyboard are necessary for these checks. We will log key failure details in order to set up the replacement.**

## Contact Us

<a href="#">Email Us</a>	<a href="#">Call Us</a> Monday - Friday 6a - 6p MT 877-258-9441 Option 2	<a href="#">Virtual Learning Center</a>
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## Appendix

### Helpful Resources

- [Page 11:](#)
  - [Setting up the Hanwa Decoder](#)
- [Page 12:](#)
  - [Panic Button Install without the Cooler Switch](#)
  - [Cooler Panic Button & Switch Pre-Install & Set up](#)
  - [Cooler Panic Button & Switch Quick Connection Install](#)
  - [Cooler Panic Button & Switch Full Install](#)
- [Page 13:](#)
  - [Siren Installation Video](#)
  - [Siren Provisioning Guide Video](#)
- [Page 14:](#)
  - [Setting the EnVR to Static](#)
- [Page 17:](#)
  - [Video Walkthrough Adding Managed Cameras](#)
  - [Video Walkthrough Replace Camera](#)
- [Page 22:](#)
  - [Manually Adding a Camera that the Device Manager did not find.](#)
  - [Manually Adding Cameras That Are Found By Device Manager but not Managed](#)
- [Page 24:](#)
  - [EnVR Appliance Swap Instruction Video](#)
- [Page 29:](#)
  - [Video Walkthrough Setting up PVM in the app.](#)
- [Page 33:](#)
  - [EnVR Error Codes](#)
- [Page 35:](#)
  - [Reseating Hardware in The EnVR](#)
- [Page 36:](#)
  - [weBoost User Manual](#)

### Additional Video Resources:

- [Cat 5 / Cat 6 Termination](#) || [Cat5/6 Step By Step Instruction Guide](#)
- [BNC Crimp Connection](#) || [BNC Compression Connection](#) || [BNC Step by Step Instruction](#)
- [CCTV Camera Spot Monitor and Tester](#)
- [Ethernet Cable Tester](#)
- [Multimeter Usage Instruction](#) || [Multimeter Step by Step Instruction Guide](#)
- [Pelco Camera Soft Reset Walkthrough](#) || [Pelco Camera Hard Reset Walkthrough](#)