

Quick Start Guide

GV-Cloud VMS



Thank you for purchasing GV-Cloud VMS. This guide is designed to assist the new user in getting immediate results from the GV-Cloud VMS. For advanced information on how to use the GV-Cloud VMS, please refer to *GV-Cloud VMS User's Manual*.



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[Warranty]



[Technical Support Policy]

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1. Introduction

Welcome to the *GV-Cloud VMS Quick Start Guide*. This quick guide will guide you through the basic settings of GV-Cloud VMS, including adding a license, creating a host, and connecting a host to GV-Cloud VMS. For more details, see *GV-Cloud VMS User's Manual*.

1.1 Licenses

GV-Cloud VMS has the following types of licenses. For details, please contact our sales representatives.

Plan			Basic	Standard	Premium
Price			Free	Licensing by channel	Licensing by channel
Details			Log only – 30 Days	Event Snapshot – 30 Days	Cloud Backup – 3 / 7 / 15 / 30 Days
Features	Live View		V	V	V
	Local Playback		V	V	V
	System Health		V	V	V
	Event Snapshot		–	V	V
	Share Link		–	V	V
	Archive		–	–	V
	Cloud Backup		–	–	By resolution: SD / 720p / 2 MP / 4 MP
	Video Event	Motion Event	–	V	V
	AI Search	AI Event	–	V	V
		People & Vehicle Attributes	–	–	V

For more information, see *1.4 Licenses* in the user's manual.

1.2 Compatible Browsers

The following browsers are compatible with GV-Cloud VMS.

- Chrome
- Firefox
- Safari
- Microsoft Edge

Note: The WS player is not supported by Safari.

1.3 Compatible GeoVision Products

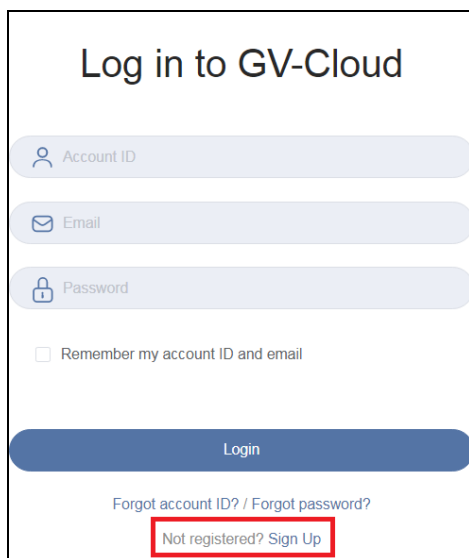
- **GV-VMS** (surveillance software): V18.3.2 + Patch or later; V17.4.7 + Patch or later
- **GV-AI Guard** (surveillance software): V2.1 or later
- **GV-Cloud Bridge** (encoder): firmware V1.03 or later
- **GV-Cloud Bridge Pro** (encoder): firmware V1.00 or later
- **GV-Cloud Camera**: GV-GBL4900, GBL4911, GDR4900, GEB4900, GEBF4911, GFER6900, GVD4910
- **GV-SNVR** (standalone system): to support in the future
- **GV-Recording Server**: to support in the future

2. Getting Started

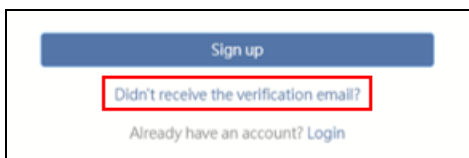
To get started, you must acquire a *GV-Cloud VMS license* and a *series number* from GeoVision.

2.1 Logging In

1. Log into the GV-Cloud portal: <https://www.gvaicloud.com/>
2. Click **Sign up**.



3. On the Sign Up page, type the GV-Cloud user's Name, E-mail, mobile phone number (optional), and Password. Type the password again
4. Click **Agree** to accept the Terms of Use, Privacy Policy, and GDPR, and click **Sign Up**. You will receive a confirmation e-mail.
5. If you didn't receive a confirmation email, click the **Didn't receive the verification email?** button at the bottom of the Sign Up page.



6. To confirm the e-mail account, click the activation link in the confirmation e-mail. You will receive an additional e-mail confirming the success of GV-Cloud registration, along with an account ID number.
7. Log into GV-Cloud using the registered e-mail address and the account ID number.

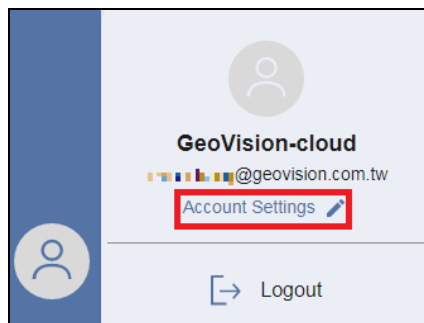
IMPORTANT: Keep your account ID number, which is required each time you log into GV-Cloud.


Note: The mobile phone number can be used for the two-factor authentication if needed. See *5.1.3 Enabling Two-Factor Authentication* in the user's manual.

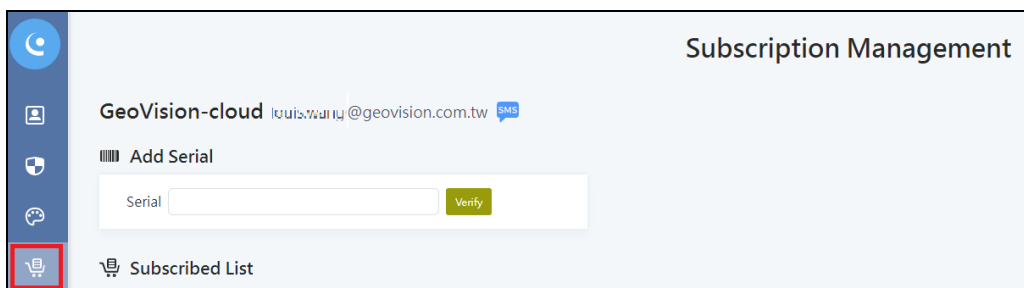
2.2 Adding Licenses

For first-time users, you need to add a license to start the services.

1. Click the **Account** icon  > **Account Settings**.



2. Select the **Subscription** icon  in the left menu to open the page. Type your serial number, and click **Verify**.



- After verifying, you can click **your plan** to allocate licenses to cameras immediately, or click **Skip for Now** to assign them later. After assigning licenses, click **Save** to apply the settings.

Your order is enabled!

Order number #20250303072856
Reseller: [REDACTED]
Plan Days 90

Here are your ordered items. You can select a plan below to authorize your license.
If you have not decided how to allocate your licenses, click the 'Skip for Now' button below. You can come back to assign the licenses at a later time.
** If you need any assistance with the configuration, please contact the reseller.*

#	Plan	Authorized Cameras
#1	1080P/30FPS/ECO / Keep Days: 30	0 / 5 Channels

Skip for now

Plan Management

Order number: #20250303072856
Service: Cloud VMS
Plan: 1080P/30FPS/ECO / Keep Days: 30

Reseller: [REDACTED]
Plan Days: 90
Authorized Cameras: 1 / 5 Channels

☒ Licensed ☐ Remaining

License Cameras

- ☒ V18
- ☒ Camera2

Cancel **Save**

- Click **Cloud VMS** under Subscribed List to view your orders.
- Click **an order** to expand and view plan details.
- After adding hosts to GV-Cloud VMS, you can return to **Cloud VMS** under Subscribed List on the Subscription Management page, and enable or disable any cameras using the **License Cameras** option of each Plan.

Subscribed List

Cloud VMS Access Control Renew Requests History

All Cameras

* A notification will be sent 15 days before the order expires.

Order number	Plan Days	Plans	Reseller ID	Purchased Date	Enabled Date	Expiration Date
#20250226035747	30	3	823784	02-26-2025 11:40	02-26-2025 11:57	03-28-2025 11:57

#1



Plan 1080P/30FPS / Keep Days: 30


Authorized Cameras 10 Channels 3 / 10

☒ Licensed ☐ Remaining

Licenses 01_VMS17_DST Test Camera2, Camera3, Camera4

License Cameras


IMPORTANT: All subscriptions are set to auto-renew by default, as indicated by the Auto-Renewal icon  next to the order number. To cancel auto-renewal, click **Cancel Auto-Renewal** in the expanded view. Once canceled, the Auto-Renewal icon  will be removed.

 Subscribed List

[Cloud VMS](#)
[Access Control](#)
[Renew Requests](#)
[History](#)

All Cameras

* A notification will be sent 15 days before the order expires.

<input checked="" type="checkbox"/>	Order number	Plan Days	Plans	Reseller ID	Purchased Date	Enabled Date	Expiration Date	
	#20250303072856 	90	1	823784	03-03-2025 15:28	03-03-2025 16:54	06-01-2025 16:54	Cancel Auto-Renewal

1

Plan

1080P/30FPS/ECO / Keep Days: 30

Authorized Cameras

5 Channels

1 / 5

Licensed

Remaining

Licenses

V18 Camera2



[License Cameras](#)

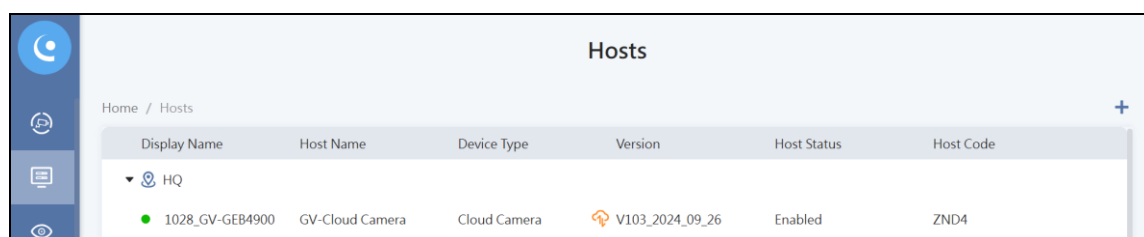
Note: Active subscriptions are listed under **Cloud VMS**, renewed subscriptions (including expired ones) under **Renew Requests**, and expired subscriptions under **History**.

2.3 Creating Hosts

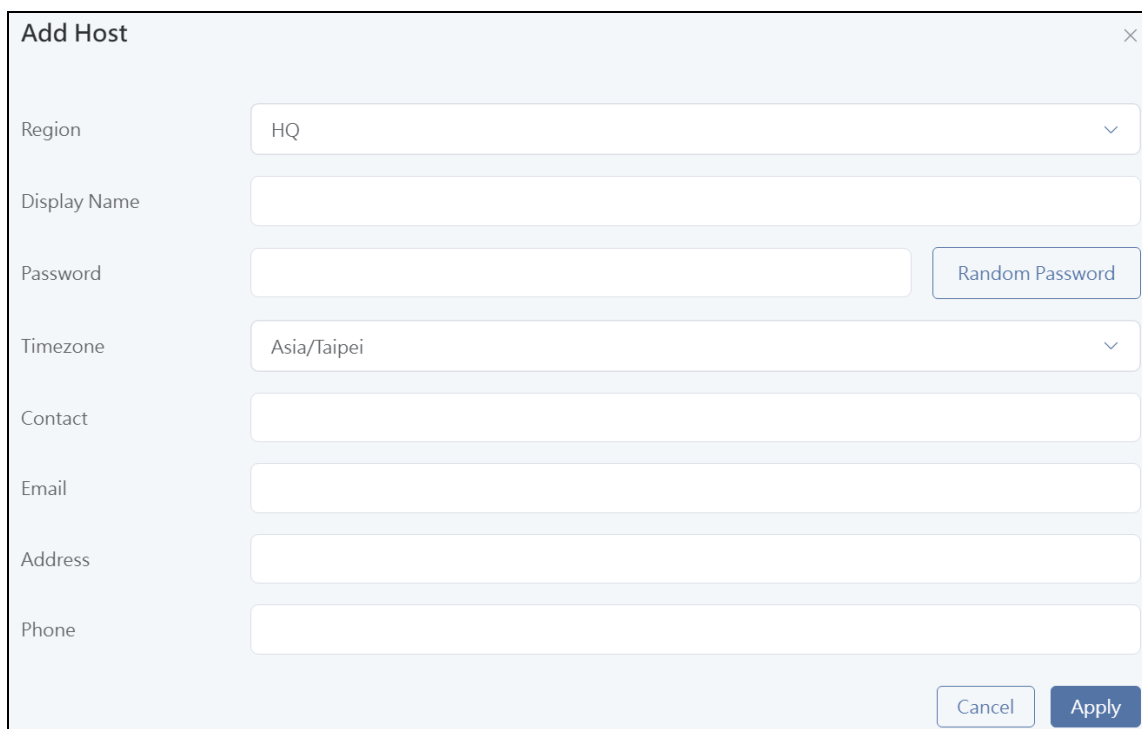
You must create a host on *GV-Cloud VMS* for each GV-Cloud Camera, GV-VMS, GV-AI Guard, GV-Cloud Bridge, or GV-Cloud Bridge Pro that you want to connect to.

To create a host:

1. Click the **GV-Cloud Apps** icon  at the top of the left menu, select **Cloud VMS**, and select the **Hosts** icon  in the left menu to open the page.



2. Click the **+** icon. This dialog box appears.



3. Select a region from the Region drop-down list to categorize the host. See [5.2.1 Adding Regions](#) in the user's manual for instructions on how to create regions.

Note:

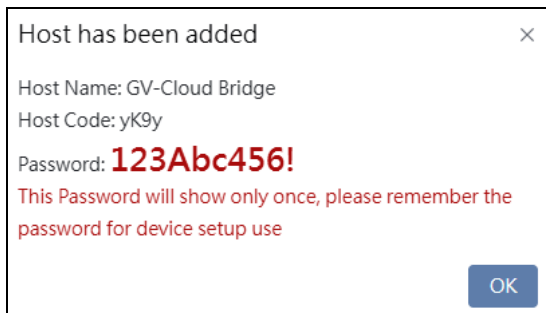
1. Upon first login, a default region is automatically created, and any new hosts are grouped into this region.
 2. Each host can only be assigned to a single region.
-


4. Type **Display Name** and **Password** (to be the host's GV-Cloud VMS login password). Alternatively, users can generate a random password by clicking **Random Password**. Select **Time Zone** for the host. The rest of the information is optional.

Note:

1. The display name must be at least 2 characters.
 2. The password must be at least 8 characters long. It must contain three character categories among the following: uppercase letters (A-Z), lowercase letters (a-z), digits (0-9), and special characters (!^-,+[]=).
-

5. Click **Apply**. The message "Host has been added" is displayed. Keep the **Host Code** and **Password** for configuring the connection to GV-Cloud on the host.



Note: To reset the password or change other host info, select a host in the Hosts list, and then click the **Edit Info** icon  next to the **Info** tab. For details, see [Info], 4.1 Hosts in the user's manual.

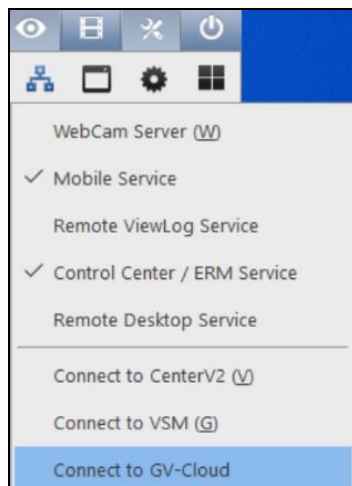
2.4 Connecting GV-VMS or GV-AI Guard

Follow the steps below to connect GV-VMS or GV-AI Guard to *GV-Cloud VMS* for cloud central monitoring.

Note: Events supported by GV-VMS / GV-AI Guard vary. The following instructions are exemplified by GV-VMS V18.



In GV-VMS / GV-AI Guard:

1. Click **Home**  > **Toolbar**  > **Network**  > **Connect to GV-Cloud**. A dialog box appears.




2. Type a **Host Code** and **Password** created on GV-Cloud VMS. For details, see 2.3 *Creating Hosts*.
3. Click **Connect**.

In GV-Cloud VMS:

When the GV-Cloud VMS connection is established, the host will be displayed, with a yellow icon  or a green icon , on the GV-Cloud VMS Home page.

Without a license, you can view live streaming from the host.

1. In the left menu, click the **Live Streaming** icon .
2. Expand the host in the host list.
3. Click a camera to see its live view.

By adding a license, you can receive snapshots or back up videos to GV-Cloud VMS. For details, see 2.2 Adding Licenses.

Note:

1. If the GV-Cloud VMS connection fails in GV-VMS / GV-AI Guard, check to see if **WebCam Server** and **Mobile Service** are enabled alongside **Connect to GV-Cloud**.
 2. For camera events, only motion and video lost will be sent to GV-Cloud VMS by default. To send additional camera event types to GV-Cloud VMS, see 2.4.1 Configuring Advanced Settings in the user's manual.
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2.5 Connecting GV-Cloud Bridge or GV-Cloud Bridge Pro

You can connect up to four ONVIF cameras, through GV-Cloud Bridge or GV-Cloud Bridge Pro, to *GV-Cloud VMS* for cloud central monitoring.

Note: To ensure a smooth playback on GV-Cloud VMS, it is suggested to connect a maximum of 2 cameras for the 4 MP license plan, 3 cameras for the 2 MP license plan, and 4 cameras for the 720p and SD license plan.

In GV-Cloud Bridge or GV-Cloud Bridge Pro:

1. In the left menu, select **Service Settings** > **GV-Cloud VMS**. This page appears.

GV-Cloud VMS

Connection

☒ Enable
 ☐ Disable

Host Code

Pz2v

Password

State

Connected



Apply

Licenses


Channel	Quality	Keep Days	Expire Time
01	4M	30 days	Thu May 11 2023 18:12:59 GMT+0800 (Taipei Standard Time)
02	4M	30 days	Thu May 11 2023 18:12:59 GMT+0800 (Taipei Standard Time)
03	4M	30 days	Thu May 11 2023 18:12:59 GMT+0800 (Taipei Standard Time)
04	4M	30 days	Thu May 11 2023 18:12:59 GMT+0800 (Taipei Standard Time)

2. Enable **Connection**, and type a **Host Code** and **Password** created on GV-Cloud VMS. For details, see *2.3 Creating Hosts*.
3. Click **Apply**. Once it is successfully connected, the State field will display “Connected”.

In GV-Cloud VMS:

When the GV-Cloud VMS connection is established, the host will be displayed. with a yellow icon  or a green icon . on the GV-Cloud VMS Home page.

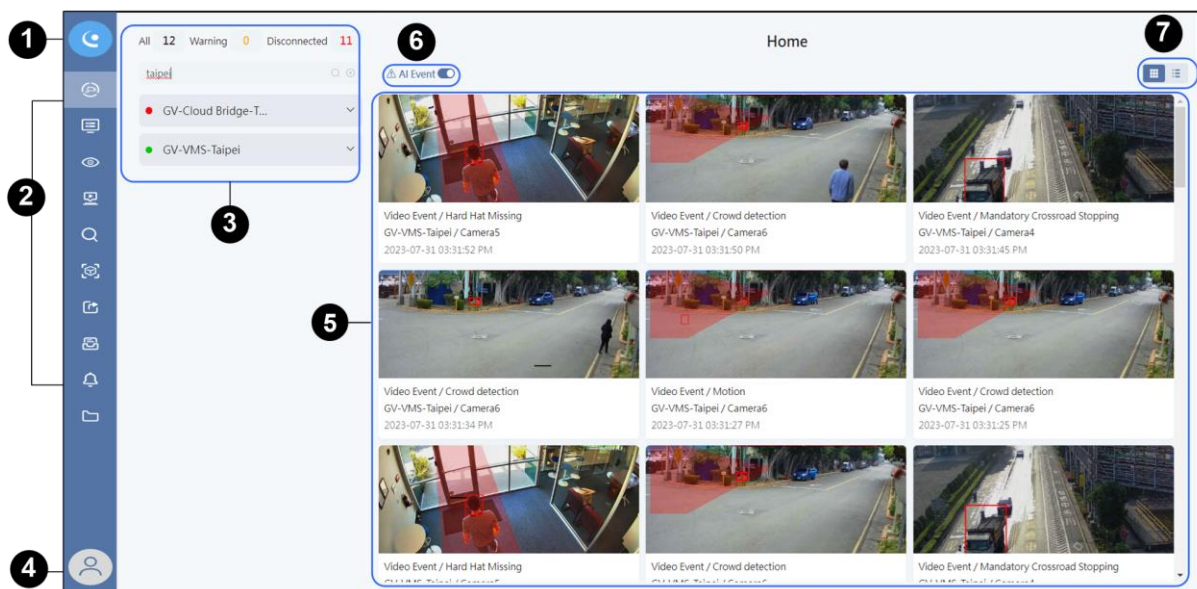
Without a license, you can view live streaming from the host.

1. In the left menu, click the **Live Streaming** icon .
2. Expand the host in the host list.
3. Click a camera to see its live view.



By adding a license, you can receive snapshots or back up videos to GV-Cloud VMS. For details, see [2.2 Adding Licenses](#).

3. Home Page

The Home page offers centralized access to key features and status information in GV-Cloud VMS. This chapter provides an overview of its layout and functions.



No.	Name	Function
1	GV-Cloud Apps	<p>Click the GV-Cloud Apps icon to access Cloud VMS, VPN, eMap, Audit Log, and Account Management.</p> <ul style="list-style-type: none"> For VPN, see the user's guide. For eMap, see <i>Chapter 7 E-Map</i>. For Audit Log, see <i>Chapter 6 Audit Log</i>. For Account Management, see <i>Chapter 5 Account Management</i>.
2	Left Menu	<p>Accesses these functions: Home, Hosts, Live Streaming, Playback, Query Events, AI Search, Share Links, Archives, Alert, and Operator Privileges. See <i>Chapter 4 Cloud VMS Settings</i>.</p>
3	Host List	<p>Displays hosts along with their connection status.</p> <ul style="list-style-type: none"> ●: The host is disconnected. ●: All the host's cameras are connected. ●: Some cameras of the host are disconnected.

		Note: A photo icon  appears next to the cameras for the Standard license plan and a cloud icon  appears for the Premium license plan .
4	Cloud Account	Accesses these functions: <ul style="list-style-type: none"> ● Logout: Log out the GV-Cloud account. ● Account Settings: This option allows you to change the GV-Cloud account's profile (Profile), password (Security), language setting / UI theme / time format (Appearances), as well as check and add subscriptions (Subscription).
5	Event Monitor	Displays detected motion. <ul style="list-style-type: none"> ● Use the Filter above the Host List to display the events of specific hosts. ● Click an event to open the video window and view its snapshot, live view, and playback. See <i>3.1 Video Window</i>.
6	AI Event Switch	Filters to display only AI events when enabled, while the default setting shows all detected events, including motion and AI.
7	View Display	Displays motion and AI events in Photo View or List View.

For details, see *Chapter 3 Home Page* in the user's manual.