AI ANALYTICS

Security Alerts & Insights

Setup and user guide for the gateway's AI on your own cameras: an alert on your phone the moment something is wrong, and live dashboards of how your business runs. Use either, or both.



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1 What AI Analytics does

The iEdgeGW gateway runs AI on the cameras you already have, on site. It finds the people and vehicles in each camera's picture and follows them. Two things are built on that, and you can use either one, or both.

	Security (Part 1)	Insights (Part 2)
What it does	Tells you the moment something is wrong: someone crosses a line or is in an area at the wrong time, stays too long, a crowd forms, a vehicle parks where it should not, something is left or taken, fire or smoke.	Shows how your business runs: people in the store now, visitors today, cars at the pumps, walk-ins from the pumps, the busy departments and hours, heat maps.
Where you see it	An alert on your phone (WhatsApp) or by e-mail, with the picture and a short clip; every event kept in **Search / Logging**.	Live dashboards in **Insights**: on a PC, a phone, or a TV on the gateway's HDMI port.
Who sets it up	An admin, in **Settings › Analytics** and **Settings › Notifications & Alerts**.	A manager or an admin, in **Insights**.



Oakridge Fuel & Market, the made-up gas station in this guide. Left, after hours: the forecourt camera's AI finds a person in the Forecourt area at 2:14 AM and the owner's phone gets the alert. Right, by day: the live numbers, each over the place it comes from.

> **Nothing to install on site but the gateway**
> The AI runs on the gateway, next to your cameras: no monitoring center, no cloud service and no PC is needed for the alerts or the dashboards. The video stays on the gateway. Insights keeps counts and times, never who people are.

2 Where it works

Anywhere cameras watch people or vehicles: what to guard after hours, and what to count during the day.

Gas stations and convenience stores

Security:
the forecourt and the back door after hours; loitering by the entrance.

Insights:
cars at the pumps, walk-ins from the pumps, people in the store.

Grocery and retail

Security:
back doors, the stock room, the loading dock at night.

Insights:
visitors, entry rate, the busy departments and aisles.

Restaurants and QSR

Security:
the lot and the back door after close.

Insights:
the dining room, the lot, the busy hours.

Malls and department stores

Security:
entrances after closing, crowds.

Insights:
every entrance as one count, floors and departments.

Warehouses and yards

Security:
fences, gates and docks at night; vehicles parked in the wrong place.

Insights:
dock and yard use over the day.

Parking lots

Security:
loitering, vehicles parked too long.

Insights:
free spaces, vehicles by type.

Offices and venues

Security:
after-hours entry, the server room.

Insights:
people in now, room and desk use.

Pharmacies

Security:
the back room and the pharmacy counter after hours.

Insights:
visitors and the busy hours.

Franchises and chains

Security:
the same rules at every site.

Insights:
one dashboard tab per location.

3 Before you start

A few minutes of preparation makes the rest a few clicks.

- [ ] **The gateway is running** and you can sign in. An admin sets up the AI rules and the alerts; a manager can make and change dashboards.
- [ ] **The cameras are added** in **Settings › Cameras / NVR** and play in **Live View**: straight from the cameras, or through your recorder.
- [ ] **Analytics is on** in **Settings › Analytics**, with the cameras you want the AI to watch.
- [ ] **For alerts:** e-mail and/or WhatsApp set up in **Settings › Notifications & Alerts** (section 7), and the e-mail addresses and WhatsApp numbers of the people to tell.
- [ ] **Optional:** a TV in the office or behind the counter, plugged into the gateway's HDMI port (section 13).

How many cameras

Every camera the AI watches takes a share of the gateway's AI capacity, and Security and Insights share that one capacity: a camera that alerts and counts costs the same as one that only does one of them, because the AI finds each person once. A camera with nothing moving costs little. **Settings › Analytics** shows how much of the capacity is used, and refuses a camera that would not fit rather than slowing every camera down. A gateway takes up to 16 cameras; how many of them the AI can watch at once depends on what each one watches, and the capacity card tells you before you add one.

Where the cameras should look

The AI counts a person or a vehicle **where it stands**: the bottom middle of its box, its feet or its wheels. So a camera must see the ground where people walk and vehicles stop.



Oakridge from above: camera 1 (Forecourt) on the store's corner sees all eight pumps and the walk to the door; camera 2 (Store), on the ceiling by the checkout, sees the coolers, the coffee bar, the aisles and the checkout; camera 3 (Door) looks down at the front door.

Do

- **Mount it high** (about 10 to 16 ft) and look down: people do not hide each other.
- **See the ground** of each place you want to guard or count, with some room around it.
- **Light at night:** a camera with infrared, or a lit area, for after-hours alerts.

Avoid

- **Shelves, displays or pillars** between the camera and the floor you care about.
- **A camera at eye level:** the first person hides everyone behind.
- **Headlights or the sun** straight into the lens.

PART 1

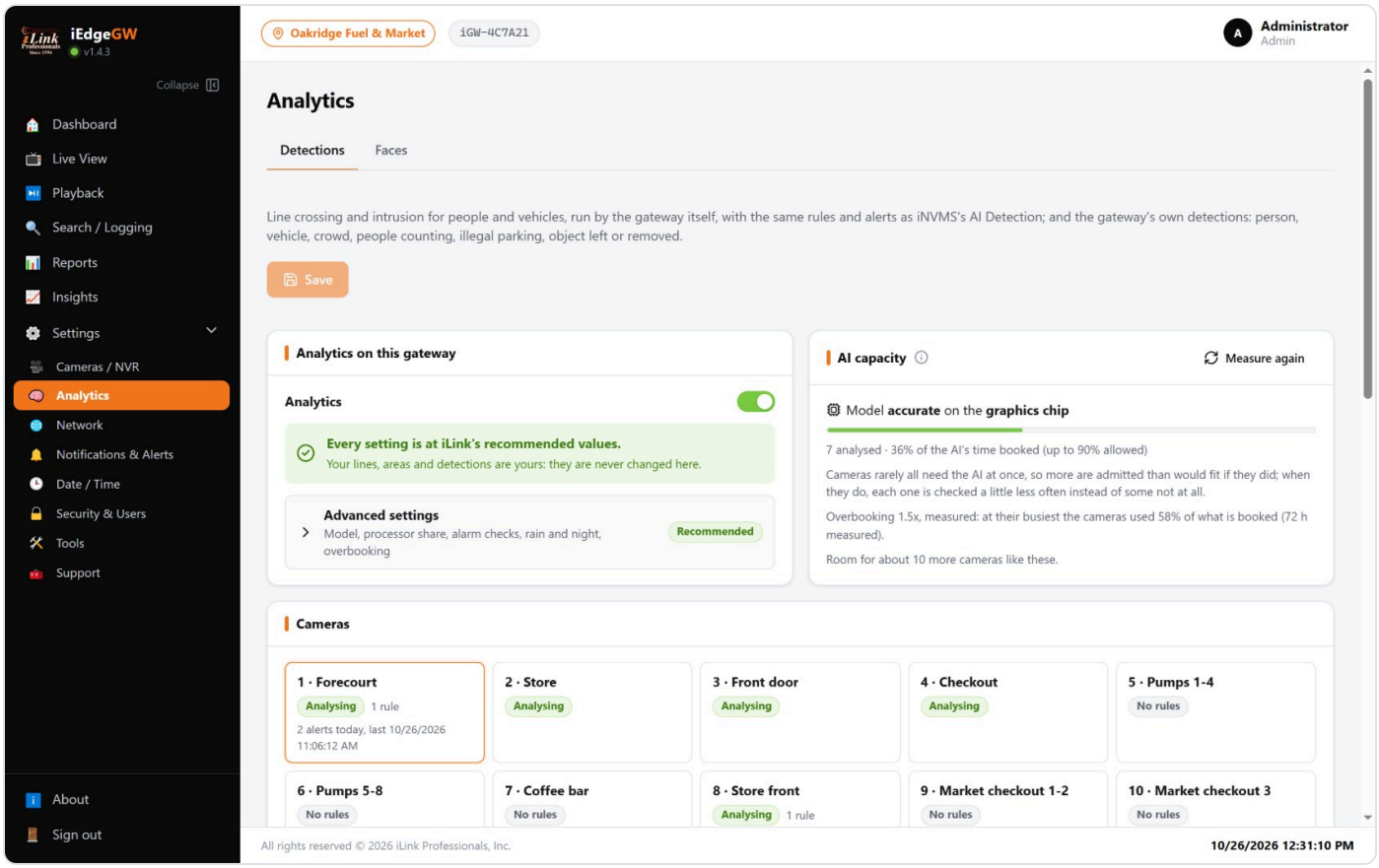
Security

The gateway's AI watches the places you choose and tells you, on your phone or by e-mail, the moment something is wrong.

4 Guard a camera: lines and areas

On a camera's picture you draw what the AI should watch: a **line** (an alert when something crosses it) or an **area** (an alert when something is inside it). It alerts only on the kinds of objects you choose: people, vehicles, bicycles and motorbikes. A cat, a moving shadow or headlights are not a person or a vehicle.

It is all in **Settings › Analytics**, on the **Detections** tab. Only an admin can change it.



Analytics on this gateway (on), the **AI capacity** (how much of the AI's time the cameras use, and room for about how many more) and a tile per camera with its state: Analysing, Nothing moving, No picture, No rules, Waiting: no capacity.

1 Open the camera

Click the camera's tile. A camera is watched once it has a line, an area or a detection (**Analyse this camera** stays ticked).

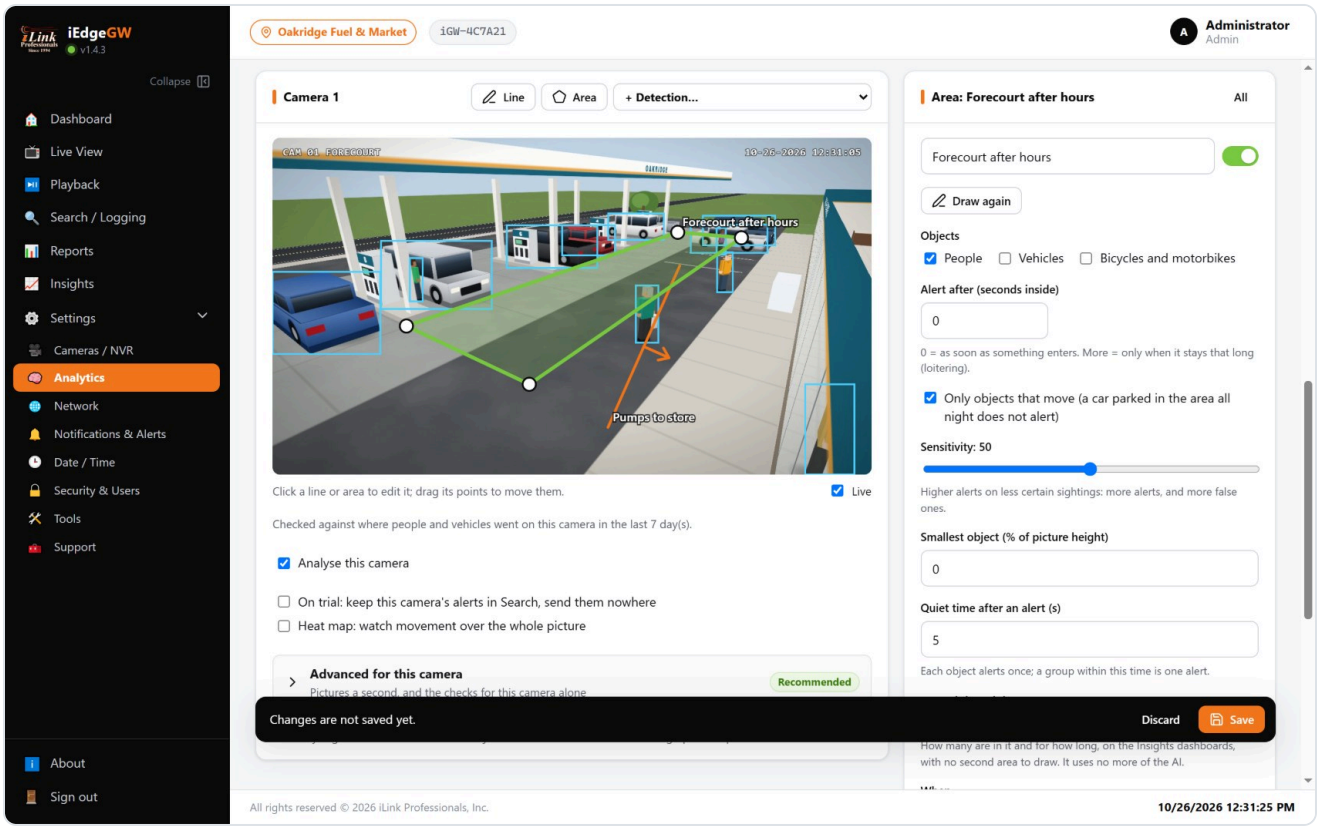
2 Draw the line or the area

Click **Line** and click two points: the line goes from the first to the second. Or click **Area**, click each corner, and click the first corner again to close it (or double-click, or press Enter). **Undo point** takes back a corner; Esc cancels. Later, click a line or area to change it and drag its points.

Draw it **on the ground**, where people walk and vehicles drive: the AI tests where each one stands (its feet, its wheels).

3 Say what should alert

- **Objects:** People, Vehicles, Bicycles and motorbikes.
- **A line's Direction: Both ways**, or only **With the arrow** or **Against the arrow**. The arrow points to the right-hand side as you go from the first point to the second.
- **An area's "Alert after (seconds inside)":** 0 alerts as soon as something enters (Intrusion); more alerts only when it stays that long (Loitering).
- **Only objects that move** (on by default): a car parked in the area all night does not alert.



The area "Forecourt after hours" on the forecourt camera (camera 1), for people, with its settings beside it. The boxes are what the AI sees right now (the picture refreshes every 2 seconds).

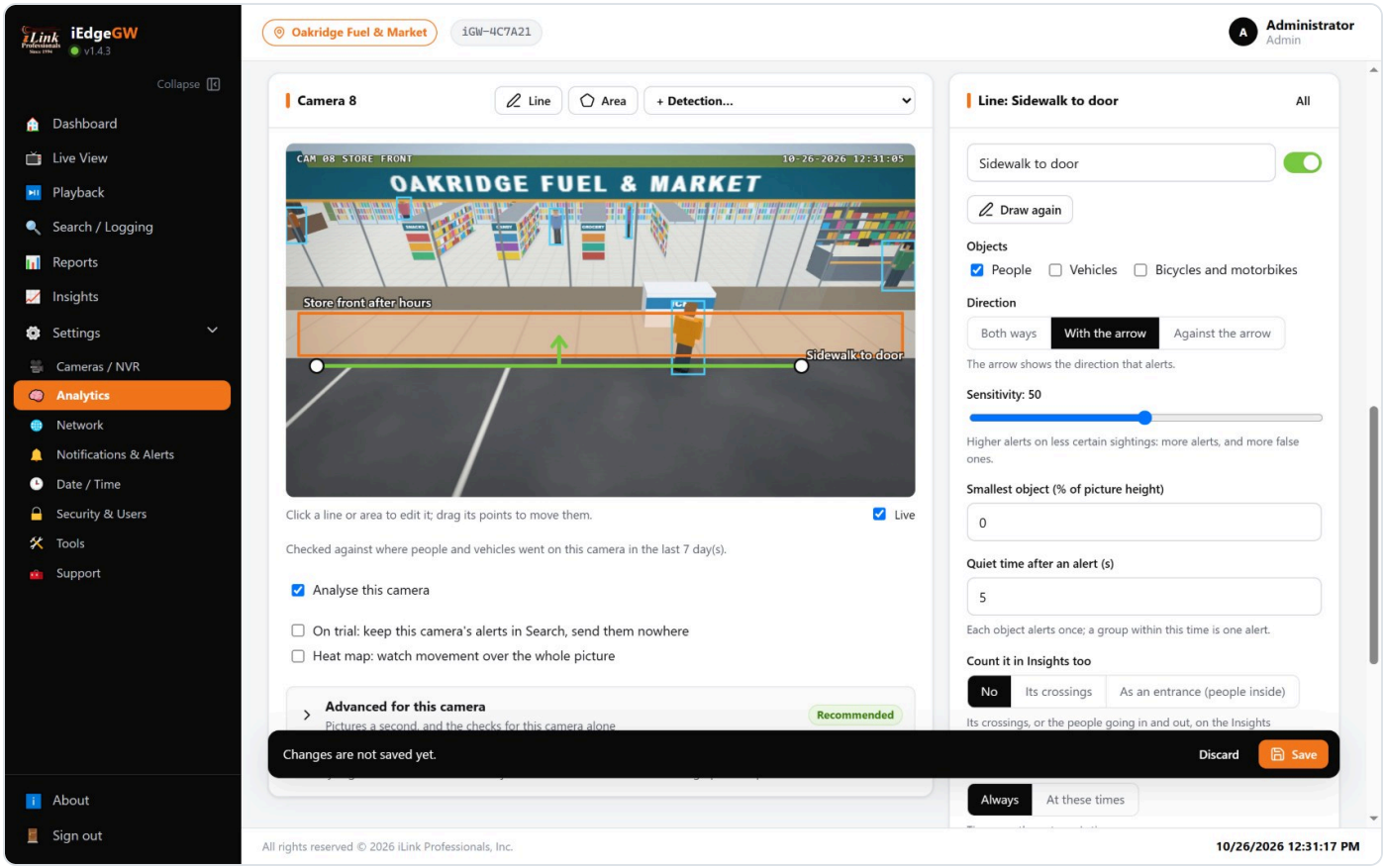
4 Fine-tune only if needed

- **Sensitivity** (50): higher alerts on less certain sightings, so more alerts and more false ones.
- **Smallest object** (% of the picture's height): ignores anything smaller, far away.
- **Quiet time after an alert** (5 s): each object alerts once; a group within this time is one alert.

5 Save

Nothing is kept until you click **Save** (at the top, or in the bar at the bottom: "Changes are not saved yet").

> **Try a new rule before it reaches your phone**
> Tick **On trial: keep this camera's alerts in Search, send them nowhere** for a few days. Look at what it caught in **Search / Logging** (marked **Trial**), adjust, then untick it.



The line "Sidewalk to door" on the store-front camera (camera 8): people, alerting only with the arrow.

5 More detections

Besides lines and areas, **+ Detection…** on a camera adds the gateway's own detections. Each has a name, an **On** switch, a **Sensitivity** and a **Quiet time**; the zone is optional for some (no zone: the whole picture).

Detection	Alerts when	Main settings (default)
Loitering	someone stays in an area	an area that alerts after 30 s inside
Person	a person appears (in the zone, or anywhere)	only ones that move
Vehicle	a vehicle appears	only ones that move; bicycles and motorbikes too, if ticked
Crowd density	too many people at once	at least 5 people, for at least 10 s; again only after the crowd breaks up
Illegal parking	a vehicle stands in a zone too long	after 5 minutes standing
Object left / removed	something appears or disappears in a zone and stays so	after 60 s; the smallest change 0.2% of the picture (it uses no AI capacity)
Fire / Smoke	flames or smoke are seen	seen for at least 5 s; smoke at night off by default
People counting	more than a number are inside (or count only)	a line with its way in; today's counts go to Reports

> **Fire / Smoke is not a certified fire alarm**
> It is an early warning from the camera, beside your fire alarm system, never instead of it. It needs its AI model installed, and runs alone on its camera: remove that camera's other rules first.

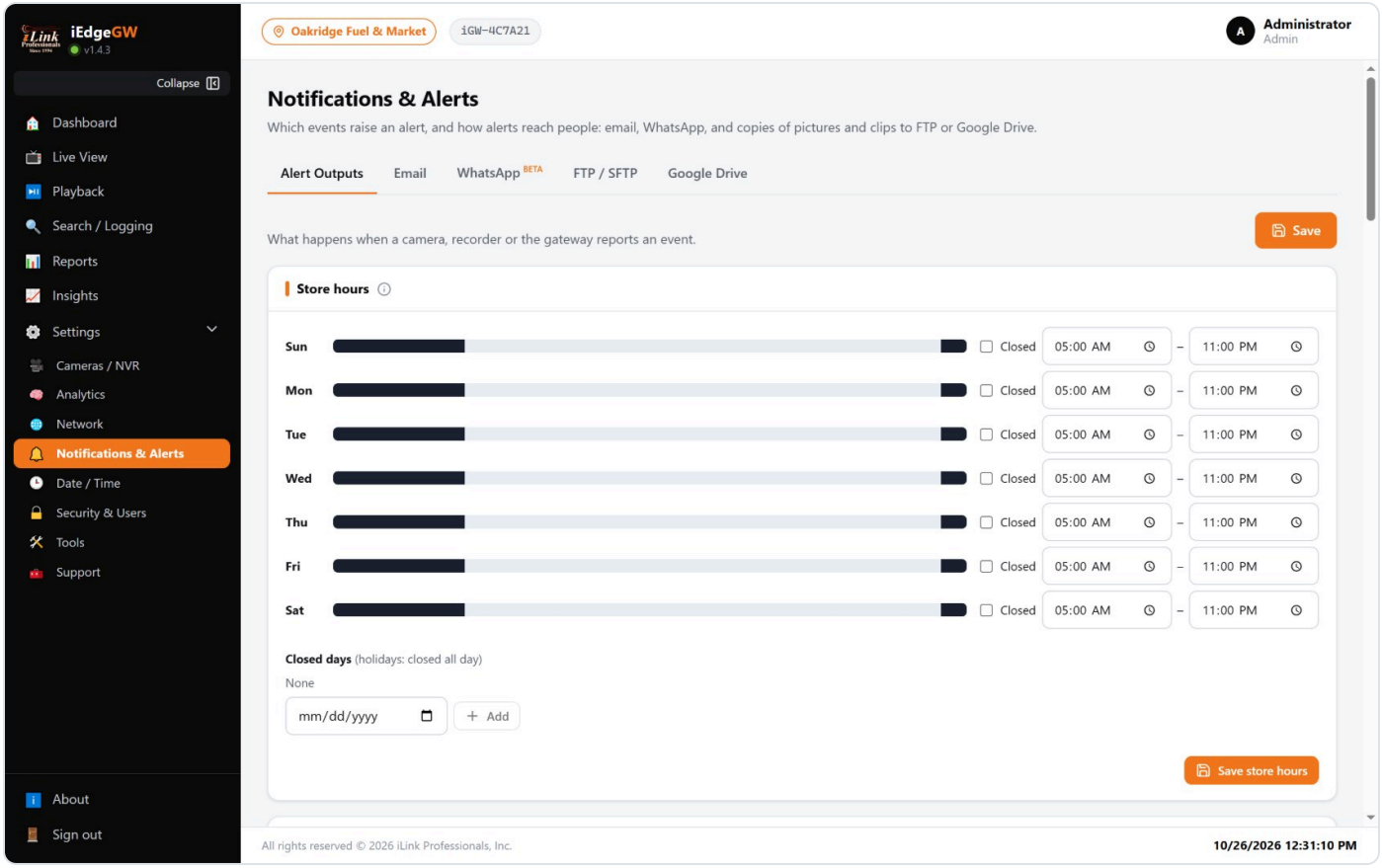
Up to 32 lines and areas and 16 detections per camera. Face and Shoplifting zone also appear in the list where their models are installed; they are not covered in this guide.

6 When alerts are sent

Most owners want an alert from the forecourt or the back door only when the store is closed, but want to see in the morning what happened during the day. The gateway separates the two: a rule **detects** when you choose, and its alert **is sent** when you choose.

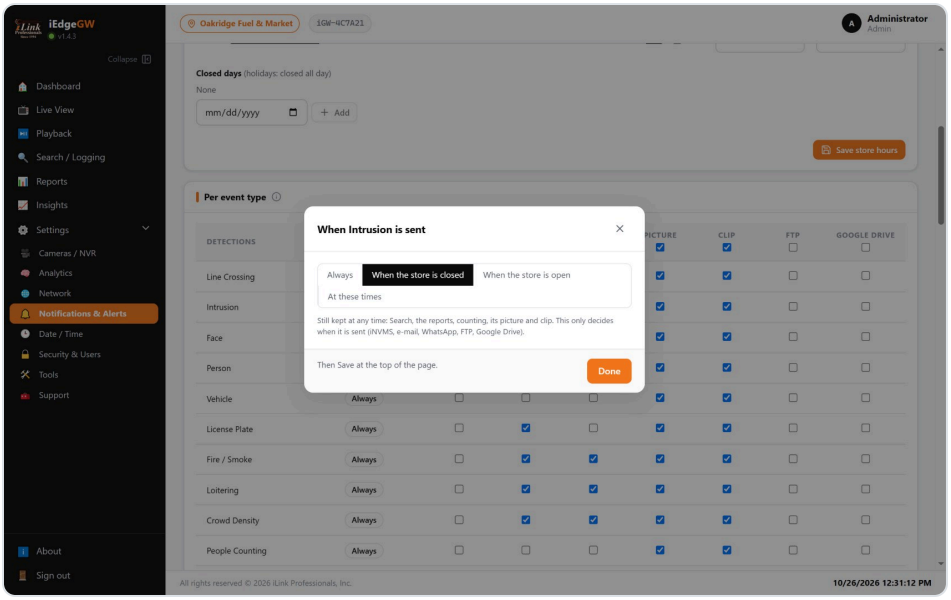
The store's hours

In **Settings › Notifications & Alerts › Alert Outputs**, the **Store hours** card: for each day the opening and closing times, or **Closed**; hours past midnight run into the next day. **Closed days** are holidays, closed all day. Click **Save store hours**. Until they are saved, an alert set to the store's hours is sent at any time.



Each kind of alert

In the Alert Outputs table, the **When** of each kind of alert (Intrusion, Line Crossing, Loitering…): **Always**, **When the store is closed**, **When the store is open**, or **At these times** (days and hours). Click **Done**, then **Save** at the top of the page.

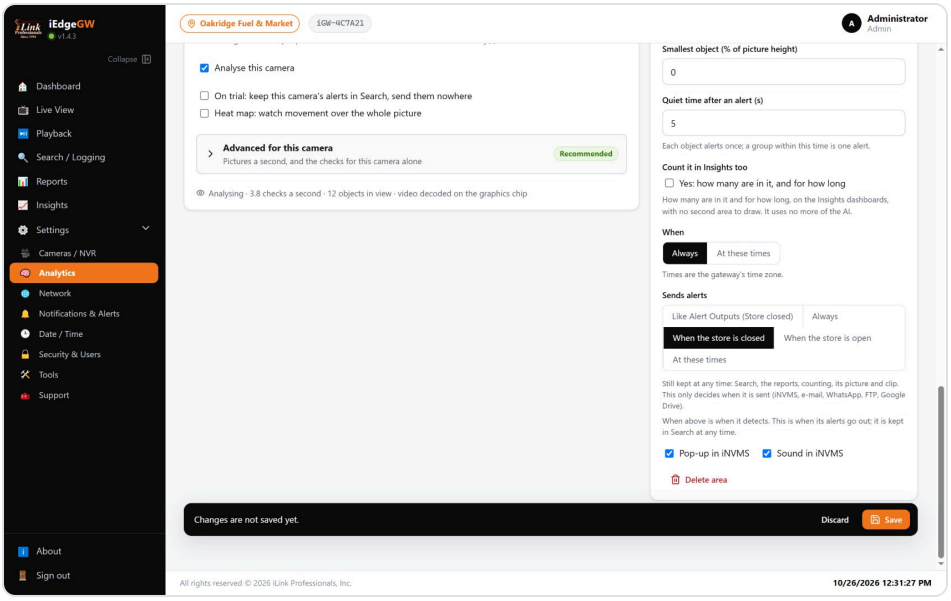


Intrusion alerts: sent only when the store is closed.

One rule different from the rest

Each line, area or detection in **Settings › Analytics** has two settings of its own:

- **When**: when it detects at all. **Always**, or **At these times**. Outside them it does nothing and keeps nothing.
- **Sends alerts**: when its alerts go out. **Like Alert Outputs** (its kind's setting, the default), or its own: Always, when the store is closed, when it is open, or at these times.



"Forecourt after hours": **When** Always (it watches all the time) and **Sends alerts** When the store is closed. What it sees by day is kept in Search; only at night does it reach the phone.

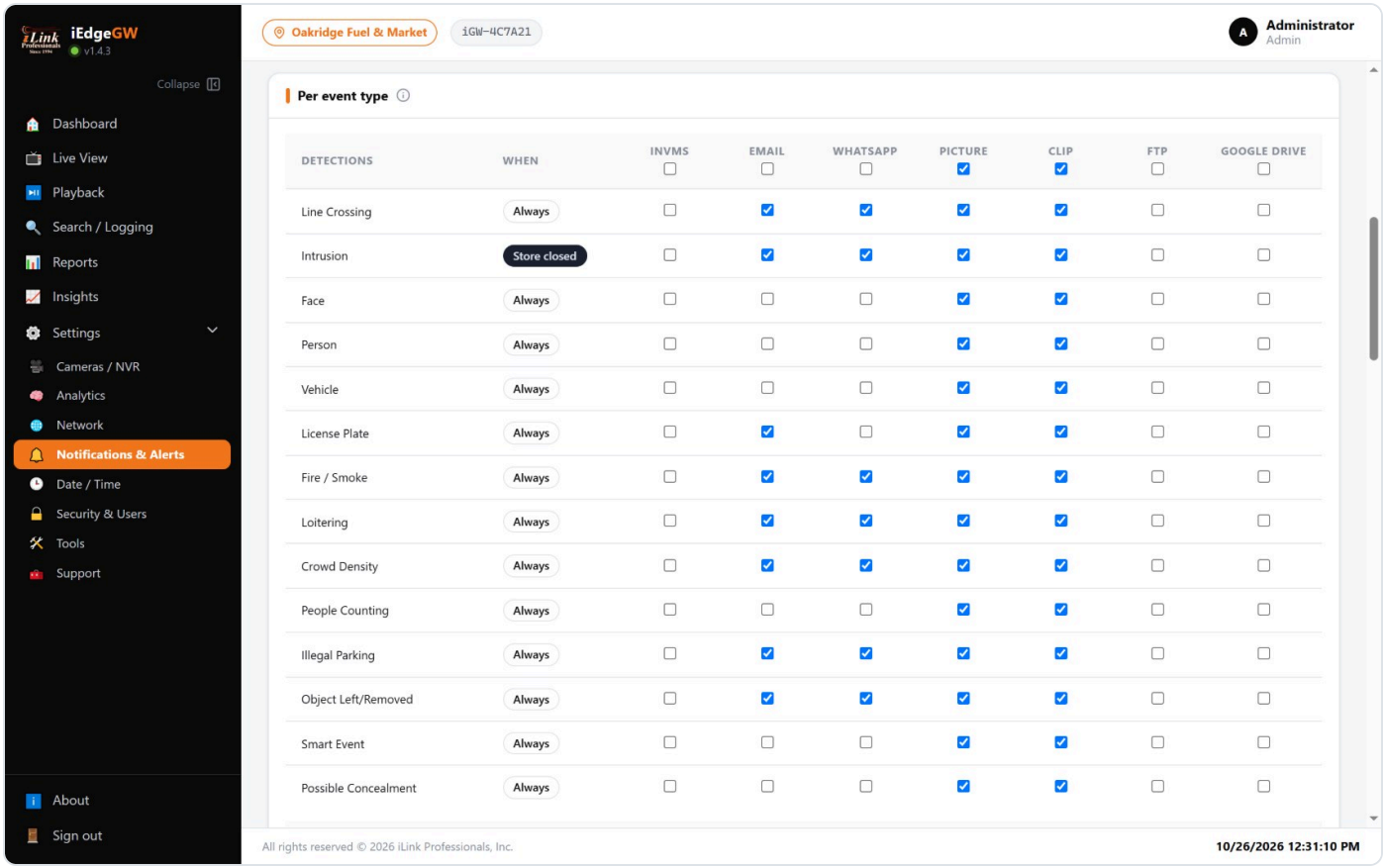
> **Outside its send time an alert is kept, not lost**
> It is in **Search / Logging** with its picture and clip, in the reports and the counts, and sent nowhere. Search marks it **Not sent** and says why: "the store was closed", "the store was open" or "outside its alert times".

7 Where alerts go, and who gets them

Three things to set once: which kinds of alerts go where (Alert Outputs), the e-mail, and WhatsApp. All in **Settings › Notifications & Alerts**.

Which alerts go where: Alert Outputs

A row for each kind of alert, a column for each way: **Email**, **WhatsApp**, **Picture**, **Clip**, **FTP**, **Google Drive**, and its **When** (section 6). Each column's header has an **All** box. Click **Save**.



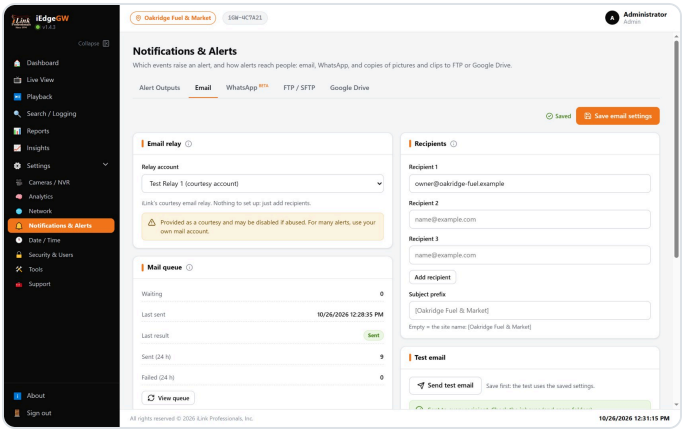
Oakridge's Alert Outputs: e-mail, WhatsApp, the picture and the clip for line crossing, intrusion, loitering, crowds, illegal parking, objects left or removed, and fire or smoke; intrusion only when the store is closed.

E-mail and WhatsApp are off until you tick them

A new gateway keeps every alert in Search but sends none by e-mail or WhatsApp. Tick them for the kinds you want: Line Crossing, Intrusion, Loitering, and so on. Untick any column for a service you do not use.

E-mail

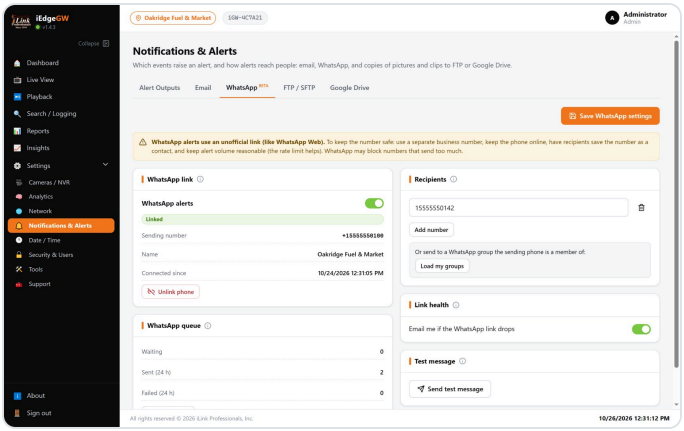
- **Relay account:** iLink's courtesy relay, or your own (Gmail, Microsoft 365, Yahoo, Outlook.com, GoDaddy, or any SMTP server).
- **Recipients:** up to 5 addresses.
- **Send test email** (save first).
- **Video clips in alerts:** a **Link** (recommended: opens in the browser with no sign-in, for 7 days) or the clip **attached** (up to 22 MB).
- **Rate limiting:** at most one e-mail every 180 s about the same camera and kind of alert, and 25 an hour; the rest wait in the queue.



WhatsApp

Turn on **WhatsApp alerts**: a code appears. On the phone that will send the alerts, open **WhatsApp › Settings › Linked devices › Link a device** and scan it. Then add the **Recipients**: up to 10 numbers in international format, or WhatsApp groups (**Load my groups**), and **Send test message** .

Link health e-mails you if the link drops.



> **WhatsApp alerts use an unofficial link**
> It works like WhatsApp Web (marked BETA). Use a separate business number to send from, keep that phone online, and have the recipients save its number as a contact.

Who gets them: every e-mail recipient and every WhatsApp recipient gets every alert of the kinds ticked for that way. To tell different people about different places, use a WhatsApp group per team.

Copies: the **FTP / SFTP** and **Google Drive** tabs keep a copy of each alert's picture, a short note and its clip on your own server or drive.

The site's name in each alert is the **Location name** in **About**.

8 The alert, and finding it again

An alert says where, what and when, with the picture and a short clip from just before.

On WhatsApp

One message: the site, the kind of alert and the camera; what the AI saw; the time; the rule. With the clip as a video (the picture if there is no clip):

```
[Oakridge Fuel & Market] Intrusion: Forecourt
Person entered 'Forecourt after hours'
10/27/2026 2:14:07 AM
Rule: Forecourt after hours
```

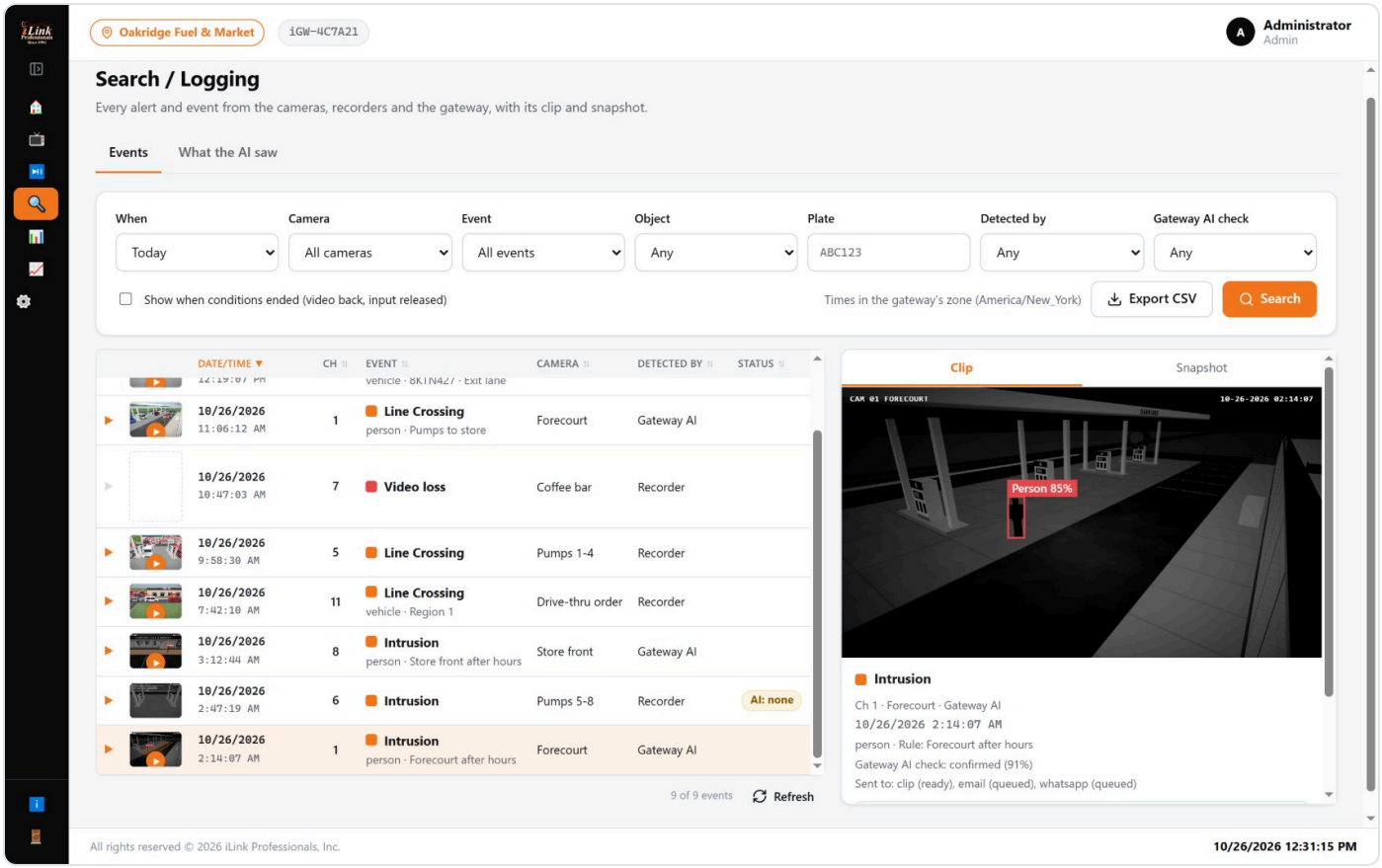
By e-mail

The same subject; a table with the alert, the camera, the time and the rule; the picture attached, with the AI's box and the rule drawn on it; and a **Watch the video clip** button (or the clip attached).

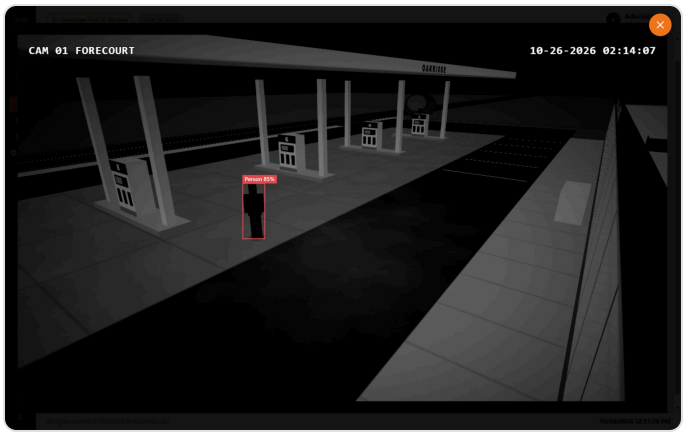
The clip runs from about 5 seconds before the alert to 10 seconds after, so you see what led to it. Each camera's clips come from its sub-stream by default (**Cameras / NVR › Edit › Event clips from**).

Search / Logging

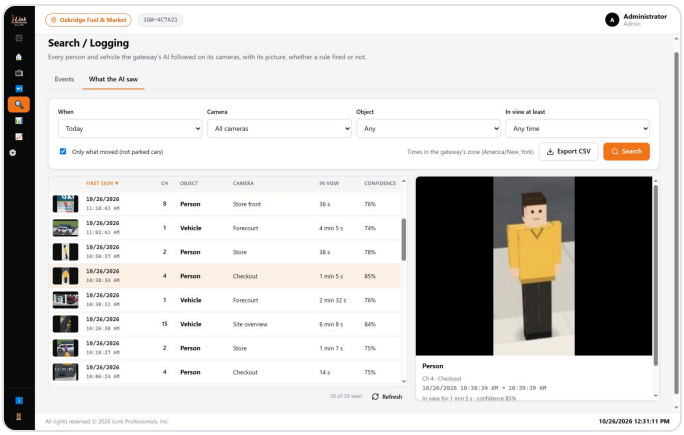
Every alert is kept, sent or not, for 90 days (**Keep events and pictures**, in Alert Outputs). **Search / Logging** finds them by time, camera, kind, object, and who detected it (the gateway's AI, a camera or a recorder).



Today's events, with the 2:14 AM intrusion on the forecourt open on the right. Its clip plays with the AI's box drawn over it; under it: what it was, where it was sent (e-mail and WhatsApp), and the buttons to share it, play the recorder's recording around it, download it, or mark it handled.



The 2:14 AM clip full size: the person the AI found.



What the AI saw: every person and vehicle it followed, with a picture, whether or not a rule fired.

"Sent to: email (queued)" means the gateway has queued it; the Email and WhatsApp tabs show what was delivered. **Export CSV** downloads the list.

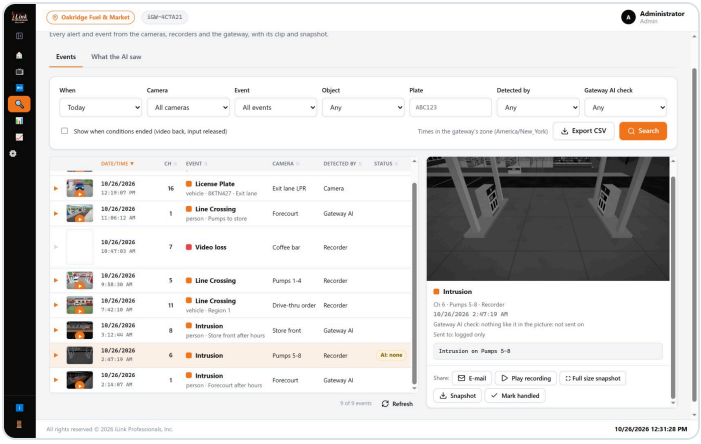
9 Your cameras' own alarms, and more

Alarms from the cameras and recorders

Many cameras and recorders raise their own alarms (line crossing, intrusion, motion, video loss). The gateway takes them only where you turn them on: **Alert Outputs › Events from cameras and recorders**, per device and per kind. They then go where their kind goes, like the gateway's own.

The AI checks them first

A camera's or recorder's own person or vehicle alarm (line crossing, intrusion, loitering, person, vehicle) is checked by the gateway's AI before you are told: if the AI sees nothing like it in the picture, the alarm is kept in Search (marked **AI: none**) and sent nowhere. This is on by default (**Settings › Analytics › Advanced settings › Double-check camera alarms**). Alarms the AI cannot check (motion, video loss) go on as they are.



The recorder's own intrusion alarm on Pumps 5-8 at 2:47 AM: the AI saw nobody in the picture, so it was kept and sent nowhere.

The gateway's own alarms get a second look too: in hard scenes (night, rain, lights, a shaking camera) the more accurate model looks again before the alarm goes out.

A camera that stops working

Cameras / NVR › Health alerts: a camera or recorder offline for 2 minutes is reported by e-mail and WhatsApp (on by default).

Live View and Playback, on site or away

Live View shows the cameras, with the AI's boxes and your lines and areas if you like. **Playback** plays what your recorders stored. Away from the site, open the gateway's remote address in a browser (**About › Remote access**, with a QR code to scan) and sign in: no app and no port forwarding.

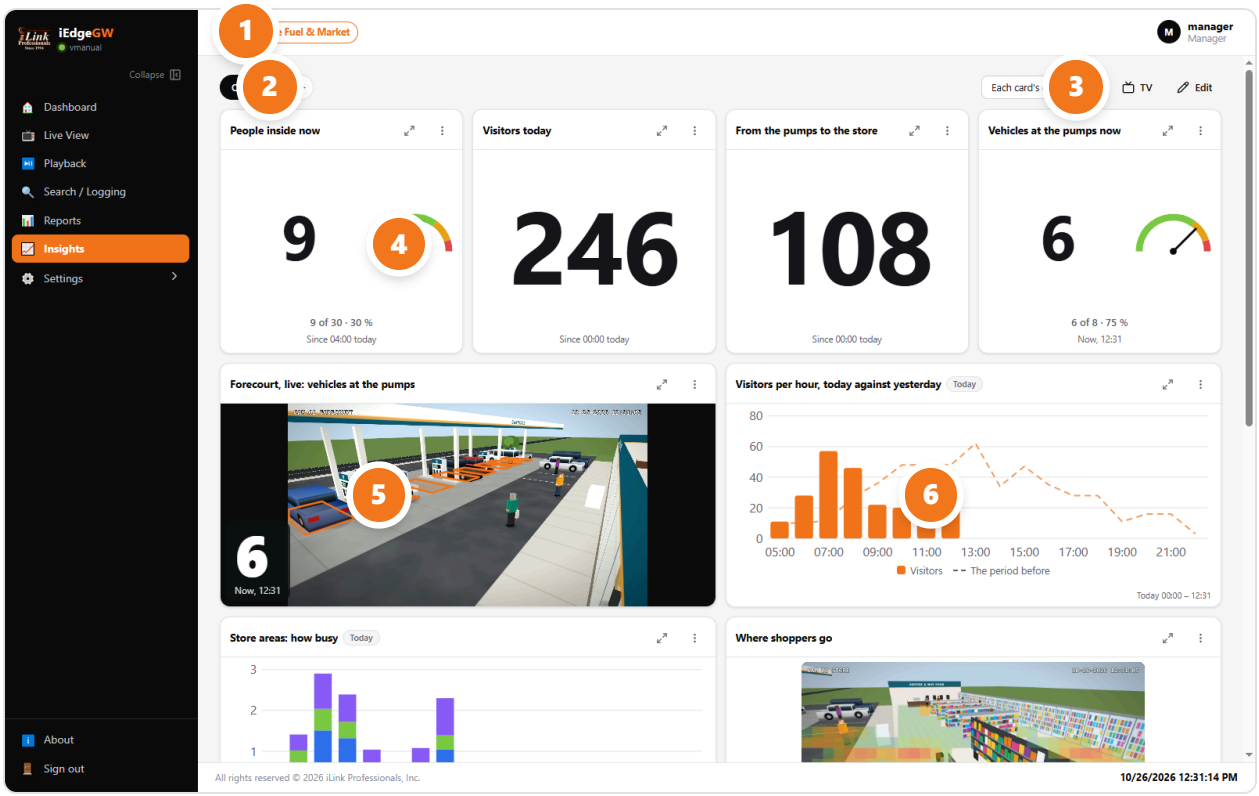
PART 2

Insights

Live dashboards of how your business runs, from the same cameras and the same AI.

10 Dashboards: a tab per location

Insights is a set of dashboards, one tab each. A dashboard is a page of cards: live numbers, charts, heat maps and cameras. Most owners make one tab per location, and one for a TV.



1. **The site** you are signed in to.
2. **The tabs:** one per dashboard; **+** makes a new one.
3. **Period** for every card (or each card's own), **TV**, and **Edit** (add, move, change and remove cards).
4. **Live numbers:** people inside now (with a gauge against the store's capacity), visitors today, walk-ins from the pumps, vehicles at the pumps.
5. **A live camera** with its zones drawn on it and the number over it.
6. **Charts:** here visitors per hour today, the dashed line the day before.

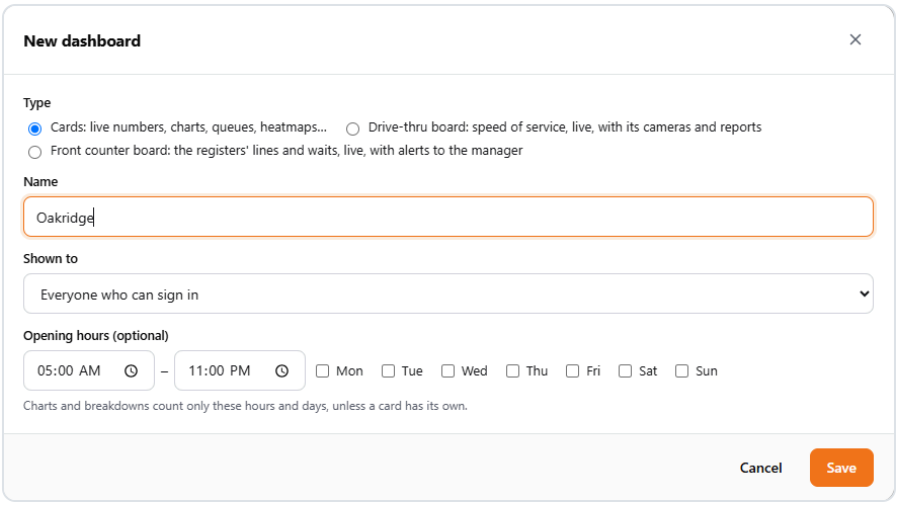
Make a dashboard

1 A new tab

Open **Insights** and click **+** next to the tabs. Choose **Cards** (the other two types are the drive-thru and front counter boards, each with its own guide). Give it a **Name**: a short store name works best on a phone.

2 Who sees it, and the opening hours

Shown to chooses who can open the tab. **Opening hours** (optional) are the store's: charts and breakdowns count only those hours and days, unless a card has its own. Click **Save**.



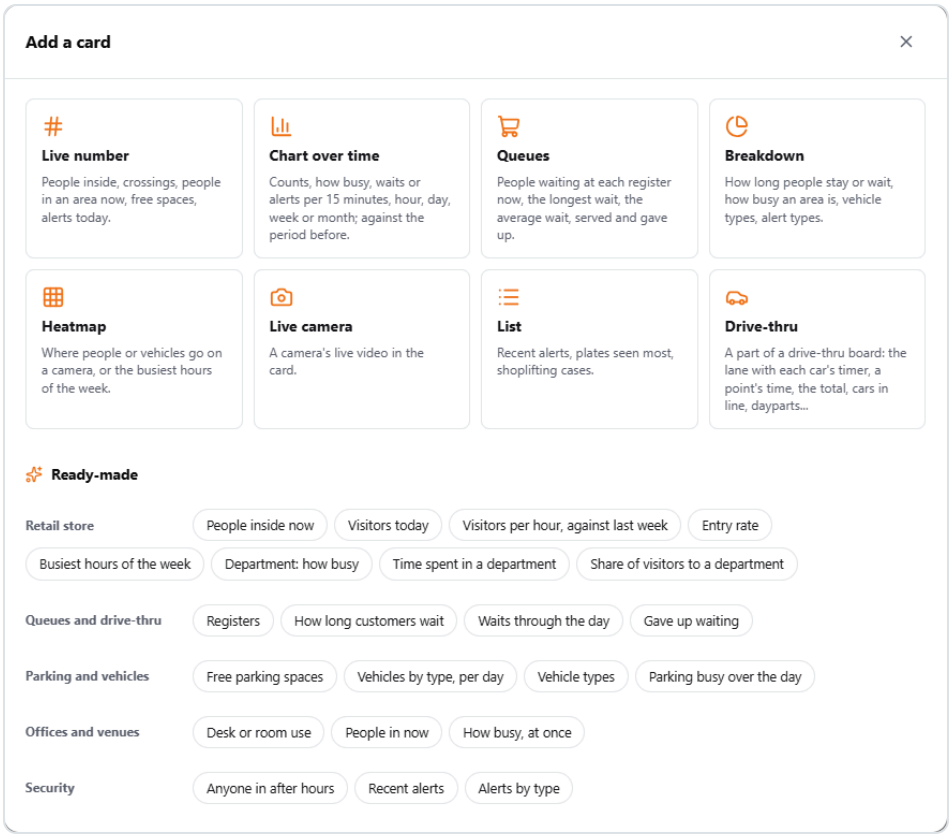
The new dashboard "Oakridge", open 5:00 AM to 11:00 PM.

3 Add the cards

The new tab opens in edit mode: click **Add a card** for each card (section 11), then **Done**. Drag a card by its title to move it; its ⋮ menu changes or removes it.

11 Cards: numbers, charts, heat maps

Add a card offers eight kinds of card, and ready-made ones that bring their settings with them: choose a ready-made card where there is one, and only pick the door, the zone or the camera.



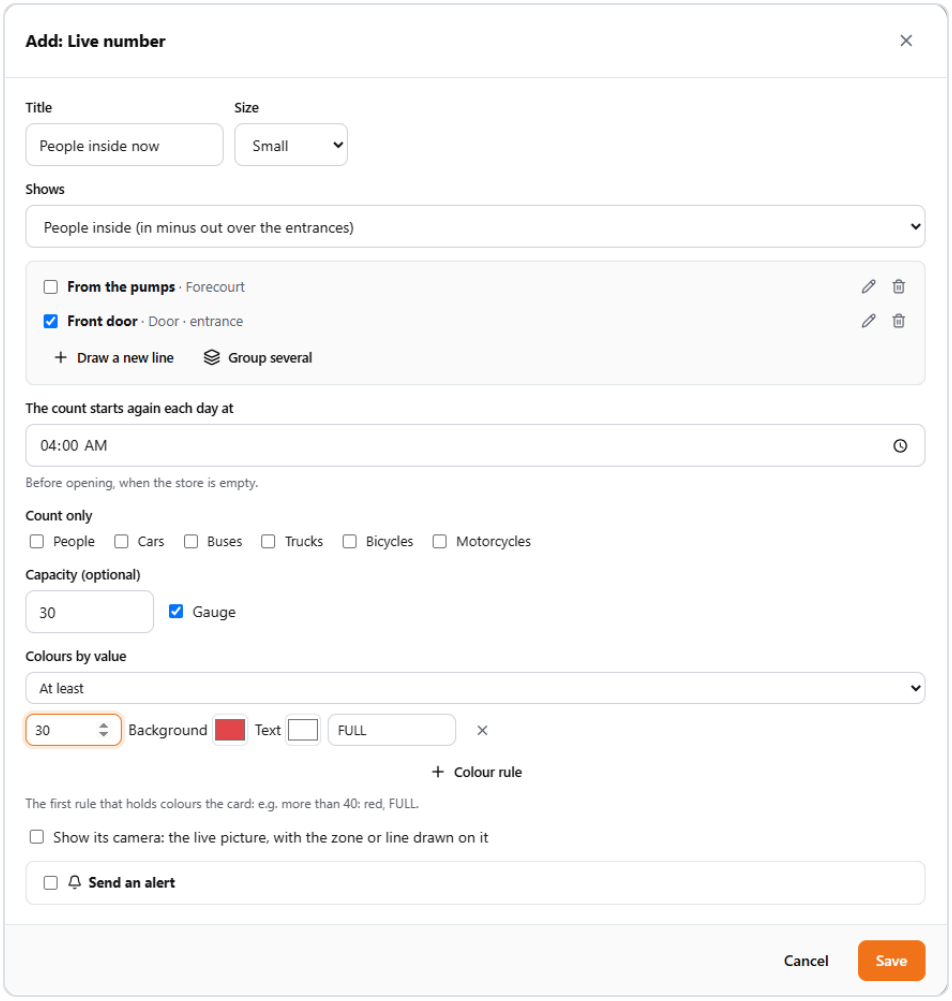
Kind	Shows
Live number	One number, live: people inside, crossings of a line, people or vehicles in an area now, free spaces, alerts today. Optionally a gauge, colours by value, its camera, and an alert.
Chart over time	Counts, how busy, waits or alerts per 15 minutes, hour, day, week or month, against the period before if you like.
Breakdown	How long people stay or wait, how busy an area is, vehicle types, alert types.
Heatmap	Where people or vehicles go on a camera's picture, or the busiest hours of the week.
Live camera	A camera's live video in the card.
List	Recent alerts, plates seen most.
Queues, Drive-thru	Lines at registers and drive-thru parts: see the LineSense and Drive-Thru guides.

Ready-made cards

For	Cards
Retail store	People inside now · Visitors today · Visitors per hour, against last week · Entry rate · Busiest hours of the week · Department: how busy · Time spent in a department · Share of visitors to a department
Parking and vehicles	Free parking spaces · Vehicles by type, per day · Vehicle types · Parking busy over the day
Offices and venues	Desk or room use · People in now · How busy, at once
Security	Anyone in after hours · Recent alerts · Alerts by type
Queues and drive-thru	Registers · How long customers wait · Waits through the day · Gave up waiting

Example: people inside now

Choose **People inside now**, tick the door's line (**Front door**; with several entrances tick each one, or a group of them), and set when the count starts again each day: before opening, when the store is empty. A **Capacity** with **Gauge** draws the gauge; **Colours by value** turns the card red from a number you choose. **Count only** limits it to people, or to a kind of vehicle.

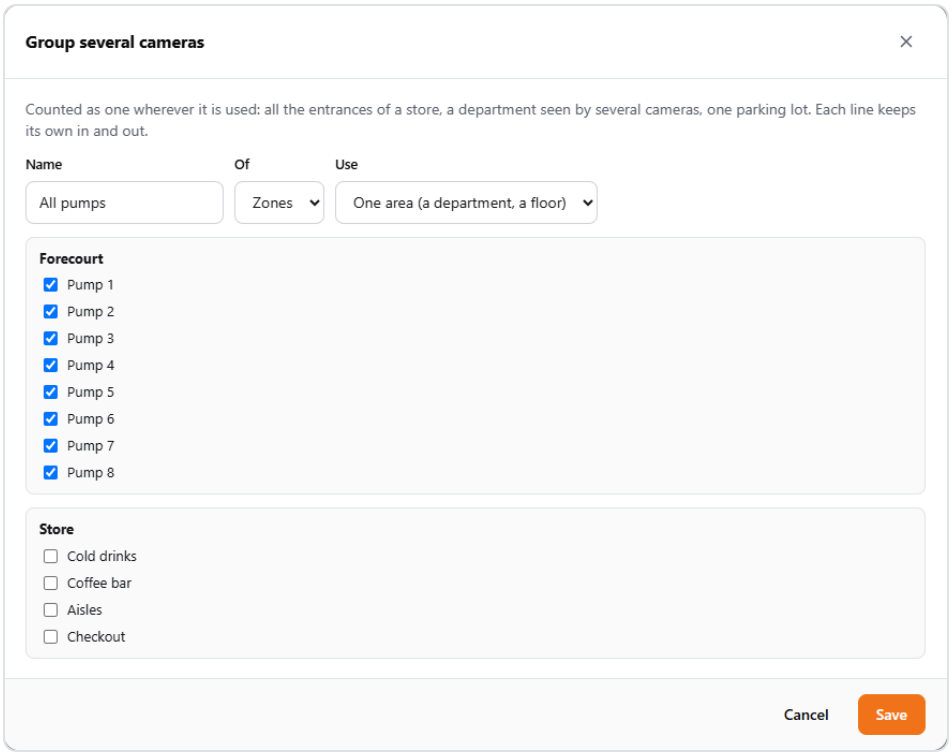


People inside: in minus out over the front door, counted again each day from 4:00 AM, a gauge out of 30, red from 30.

> **A card can alert too**
>
> **Send an alert** at the bottom of a live number's settings raises the gateway's own alert when the number holds for a while (more than 25 inside, no free spaces), at most once per interval and, if you like, only within set hours. It goes where its kind of alert goes (section 7) and is kept in Search.

Several cameras as one: groups

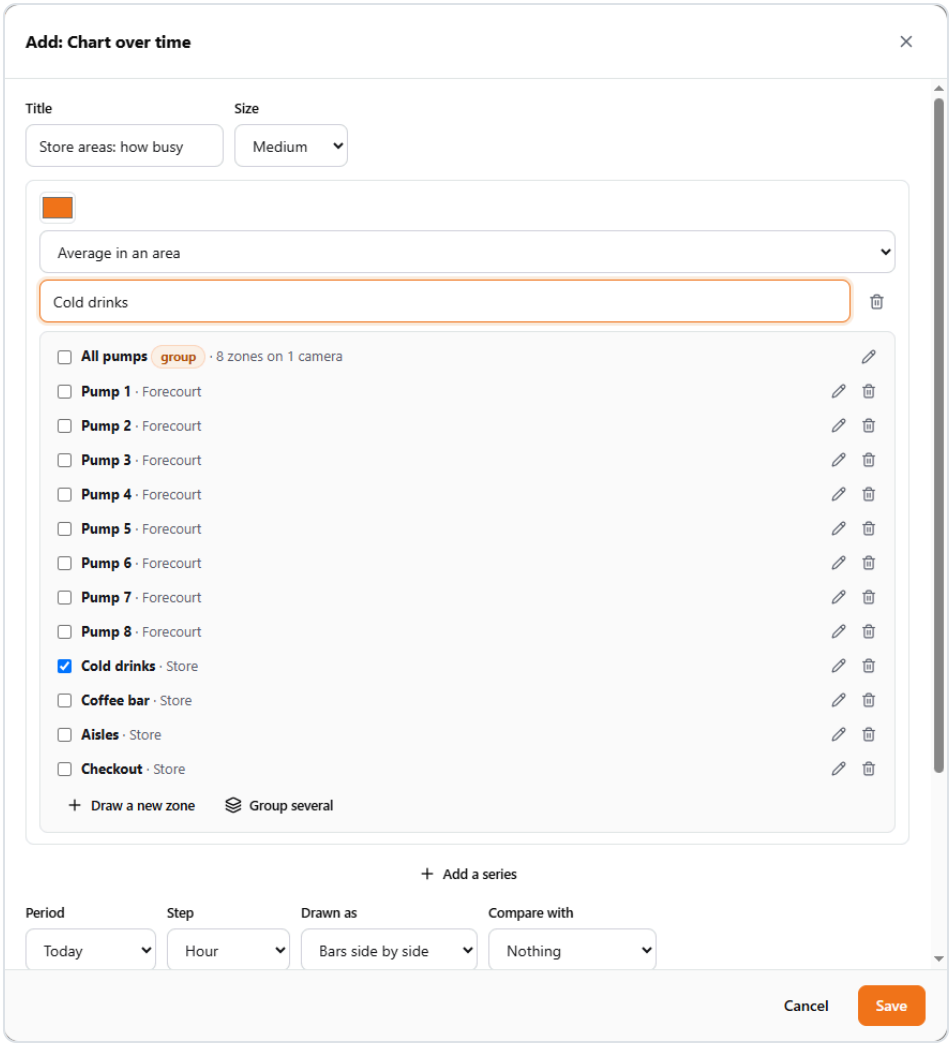
A group adds up lines or zones of several cameras, named once and used by any card: every entrance of a store as one door, a department seen by two cameras, all the pumps. In a card's list of lines or zones, click **Group several**, name it and tick its members. Each entrance keeps its own in and out.



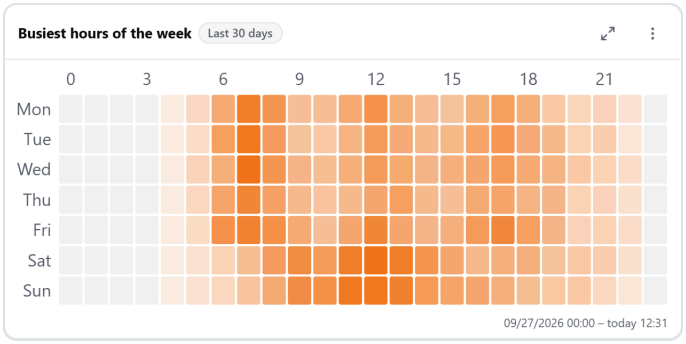
"All pumps": the eight pump zones of the forecourt camera as one area. "Vehicles at the pumps now" counts them together, out of 8.

Charts

A **Chart over time** has one or more series (**Add a series**), each a measure of a line, zone or group: crossings, visits, people in an area on average or at most. Then the **Period**, the **Step** (15 minutes to a month), how it is **Drawn as** (bars side by side, stacked bars, lines) and what to **Compare with** (nothing, or the period before).



"Store areas: how busy": the average number of people in each of the store's four areas, hour by hour today, as stacked bars.



Busiest hours of the week: the last 30 days, by weekday and hour.



A heat map on the store camera: where shoppers spend their time.

A heat map card makes its camera's AI watch the whole picture

Without one, a camera's AI may watch only its zones and lines. Add heat maps where you want them, not on every camera: each takes a share of the AI capacity.

12 Zones and lines: drawing them right

A card counts at a **line** (people or vehicles crossing it, in or out) or in a **zone** (an area: who is in it now, for how long). You draw them on the camera's picture, from the card's own list: **Draw a new line** or **Draw a new zone**.

1 Choose the camera and name it

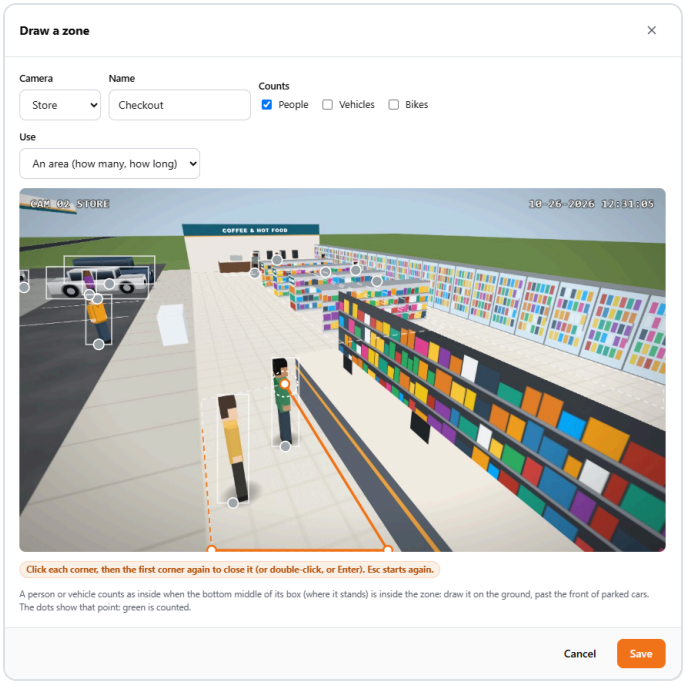
Choose the **Camera**, type a **Name** your staff would use (Checkout, Front door, Pump 3) and tick what it **Counts**: people, vehicles, bikes.

2 Click its corners on the ground

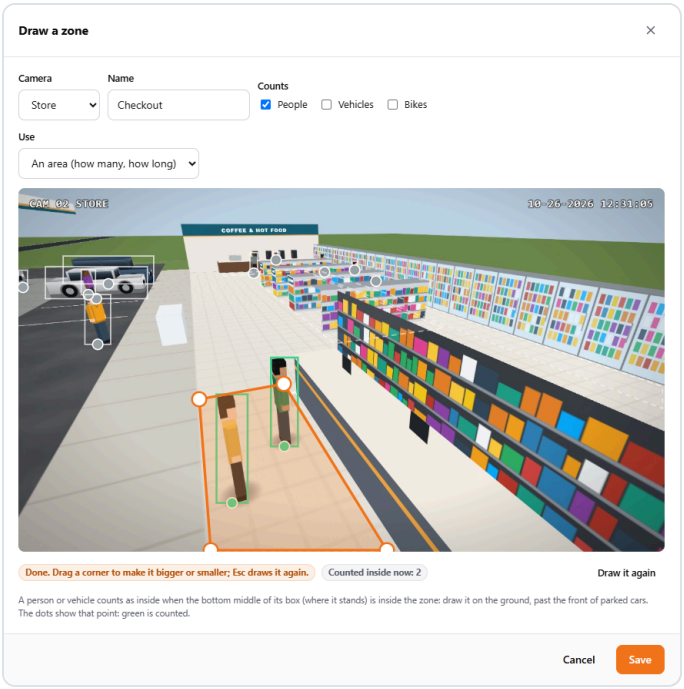
Click each corner on the picture, **on the ground where people stand**, and click the first corner again to close it. A line takes two clicks; its arrow points the way **in**.

3 Check who is counted

Each person or vehicle the AI sees has a box and a dot where it stands. A green dot is counted, a grey one is not. **Counted inside now** must match what you see. Drag a corner to make the zone bigger or smaller; **Draw it again** starts over. Click **Save**.



The checkout zone on the store camera: three corners drawn, the fourth on its way.



Done: **Counted inside now: 2**, the two customers at the checkout.

> **Draw it on the ground, past where things stand**
> A zone for parked cars must reach past the cars' near side, under their wheels; a zone for a counter must cover the floor in front of it, not the counter top. A zone that stops short counts people and cars in and out all day.



The forecourt camera with its Insights zones: each pump's place (blue), drawn on the ground under the cars, and the line "From the pumps" across the walk to the store (green, its arrow toward the store).

One line for alerts and counting

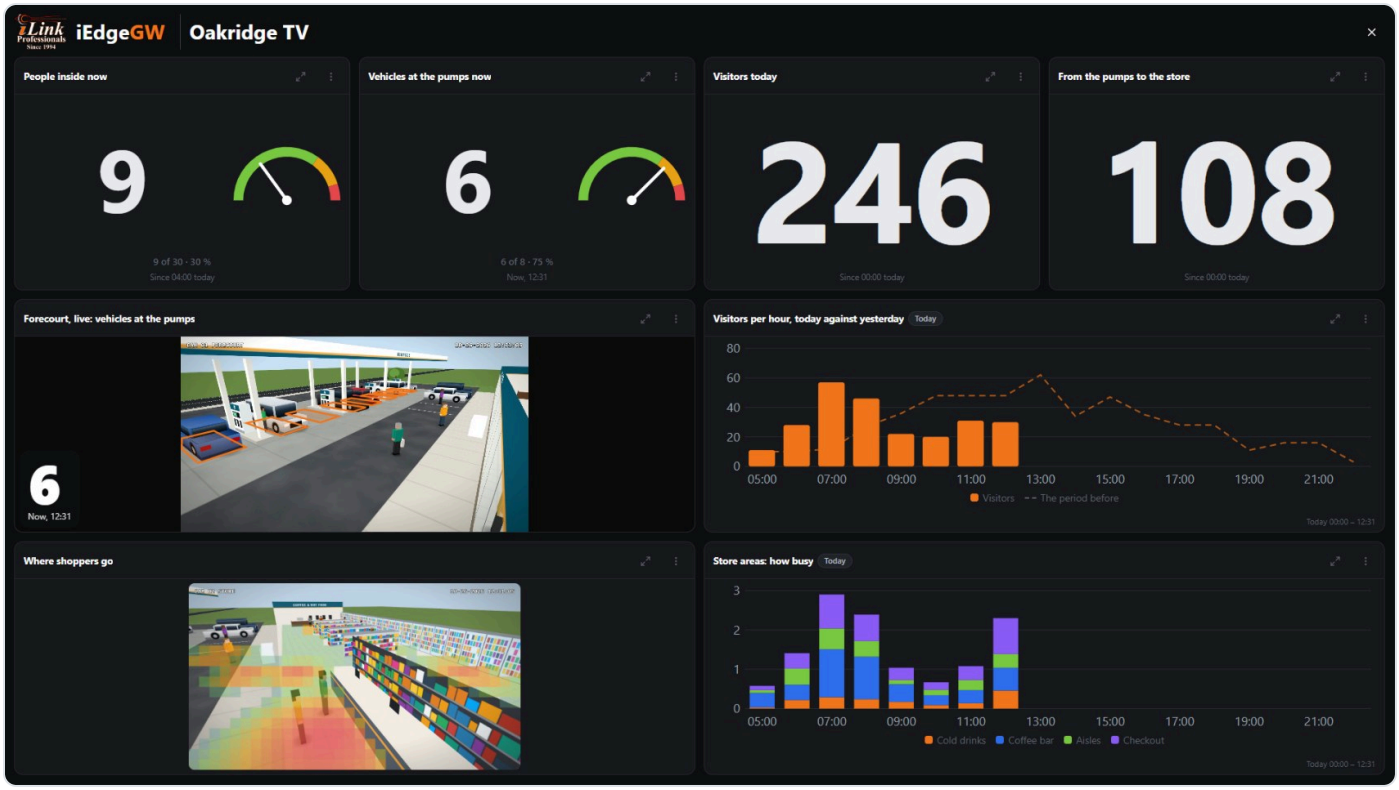
A line or area drawn in **Settings › Analytics** (Part 1) can count in Insights too: tick **Count it in Insights too** there. In Insights, **Same shape as** takes a Settings line or area's shape. The two stay the same shape: moved in one place, the other follows. Only an admin can move a shape that also alerts.

13 Every day: TV, phone, full screen

The dashboards update by themselves, every few seconds for live numbers.

TV mode

TV shows the tab full screen on a dark background, sized to fit the screen with no scrolling: for a TV in the office or behind the counter. A TV plugged into the gateway's HDMI port can start straight into a dashboard in TV mode, with no PC (**Support › HDMI Output**, set up by your installer).



"Oakridge TV": a shorter dashboard made for the TV over the counter, bigger cards, in TV mode.

A card full screen

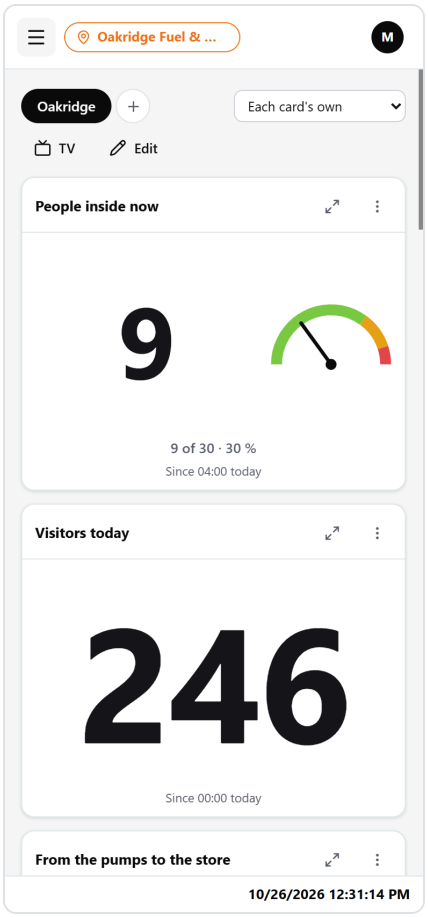
The ⤢ button on a card opens it full screen: a camera with its zones, a heat map, a chart for a meeting. **Esc** closes it.

On a phone

Sign in to the gateway from the phone's browser, on site or away. The cards stack one under another, in the dashboard's order.

The numbers behind a chart

A card's ⋮ menu downloads what it shows as a CSV file, for a spreadsheet.



The same dashboard on a phone.

14 How it counts

Every number comes from the people and vehicles the AI follows on each camera, many times a second.

Number	How it is worked out
Crossings of a line	Each person or vehicle whose standing point crosses the line, in its "in" direction or out. Someone who steps over and back counts once each way.
People inside	In minus out over the entrances (lines marked as an entrance), from the time the count starts each day. With several doors, every one must be counted, or the number drifts.
Visitors	In over the entrances.
In an area now	The people or vehicles whose standing point is inside the zone now. One that is inside stays inside until it is clearly past the outline, so a parked car standing on the edge does not flicker in and out.
Average, most at once, how busy	From the zone's count, kept every 15 minutes.
Time spent	From when each one entered the zone to when it left.
Heat map	Where people (or vehicles) stood, on a 32 by 18 grid of the picture, over the last days.

Things to know

- **Staff are counted too.**
  Count the door with the staff entrance left out, or allow for them.
- **A camera that sends no pictures**
  says so on its cards ("Camera 1 is not sending pictures"); it never shows a frozen or zero count.
- **No identities.**
  Insights counts and times; it does not recognise people and keeps no faces or names.

15 When something looks wrong

Most problems show themselves in **Search / Logging** or on the camera's tile in **Settings › Analytics**. Look there first.

What you see	Why	What to do
Security		
No alert on the phone, but the event is in Search	E-mail or WhatsApp not ticked for its kind; or it was outside its send time (Search says **Not sent** and why); or the camera is **On trial**.	Tick the way in Alert Outputs (section 7); check the store hours and the When (section 6); untick On trial.
No alert, and nothing in Search	The rule was outside its own **When**; or the camera has no picture, or is **Waiting: no capacity**; or the person was too small or too uncertain.	Check the camera's tile and the rule's When; walk the area and watch the boxes in the editor; raise the Sensitivity a little.
WhatsApp alerts stopped	The sending phone's link dropped (it was offline too long, or unlinked).	WhatsApp tab: link it again (scan the code); Link health e-mails you next time.
Too many alerts	The area catches a path people use; parked cars; trees, flags or rain moving.	Draw the area tighter, on the ground; keep **Only objects that move**; raise the **Quiet time**; lower the Sensitivity; use **Alert after (seconds inside)** for places people only pass.
Alerts from a camera's own alarm that show nothing	The camera's own motion or tamper alarms are taken.	Alert Outputs › Events from cameras and recorders: take only the kinds you want; the AI double-checks person and vehicle alarms.
E-mails arrive late	Rate limiting: one e-mail every 180 s per camera and kind, 25 an hour.	See the Email tab's queue; WhatsApp is quicker for urgent ones.
Insights		
People inside drifts (too high by evening)	An entrance not counted (a side door, the staff door); or the door line drawn where people do not cross it whole.	Count every entrance (a group of lines); draw the line on the floor across the whole doorway; set the daily start before opening.
A zone counts in and out all day	It stops at the edge of where things stand (the cars' bumpers, the counter).	Draw it past where they stand, on the ground; check **Counted inside now** in its editor.
A card says "Camera 1 is not sending pictures"	The camera is offline or its stream stopped.	**Cameras / NVR**: test the camera; its numbers come back with its picture.
A heat map is nearly empty	It shows the last days: a new card has little yet.	Give it a few days.
A camera is "Waiting: no capacity"	The AI's time is booked by the other cameras.	Remove rules or heat maps from cameras that do not need them; a site with more cameras needs a bigger gateway.

16 Setup checklist

Security

- [ ] Cameras added and playing in Live View.
- [ ] The lines and areas drawn on the ground, for the right objects, and saved.
- [ ] A walk test: walk through each area or across each line; the boxes turn up in the editor and the event in Search.
- [ ] New rules **On trial** for a few days, then live.
- [ ] The store's hours saved; each kind of alert's **When** set.
- [ ] Alert Outputs: E-mail and/or WhatsApp ticked for the kinds you want, and any service you do not use unticked.
- [ ] E-mail: relay and recipients; **Send test email** arrived.
- [ ] WhatsApp: linked; recipients; **Send test message** arrived.
- [ ] **Location name** set in About (it is in every alert).
- [ ] Camera health alerts on.
- [ ] The remote address scanned on the owner's phone (About › Remote access).

Insights

- [ ] A dashboard per location, with its opening hours.
- [ ] Every entrance counted (a line each, or a group); the daily start before opening.
- [ ] Zones drawn on the ground, each checked with **Counted inside now**.
- [ ] The cards you need: ready-made ones first.
- [ ] Heat maps only where you want them (they take AI capacity).
- [ ] A shorter dashboard for the TV, and the TV set up on the HDMI port if there is one.
- [ ] Managers signed in and shown their tabs.