



Calipsa® Professional Reference Guide

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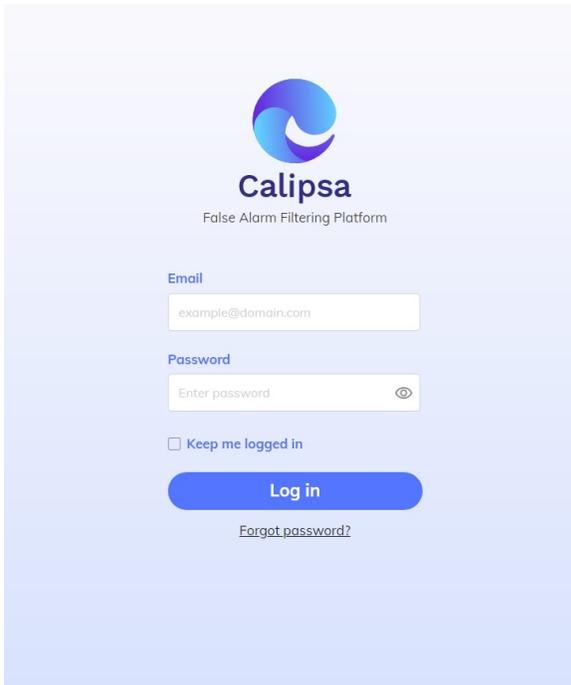
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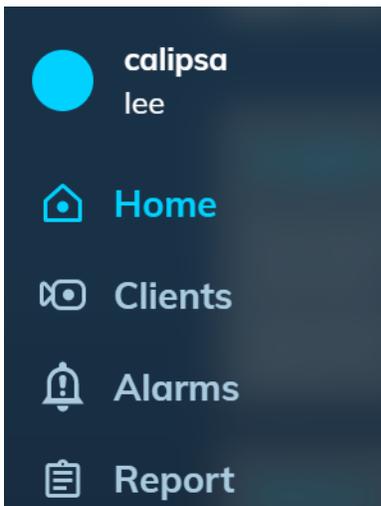
Accessing Calipsa

To log in and start using Calipsa, use the following link and enter your credentials: <https://m.calipsa.io>.

Note: If you do not have a login, contact your system administrator to grant you access.



After logging in, you will see the Calipsa Homepage. Use the sidebar on the left to navigate to a given section.

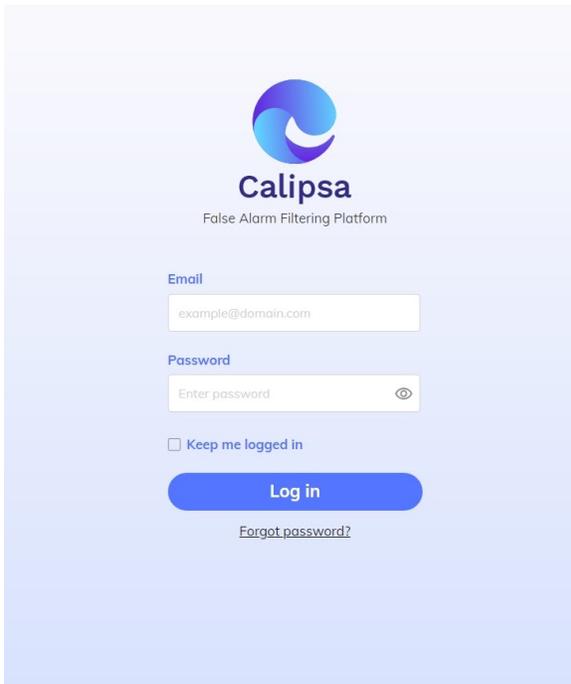


Calipsa Dashboard

This section walks you through the different features of the Calipsa Dashboard.

Accessing Calipsa

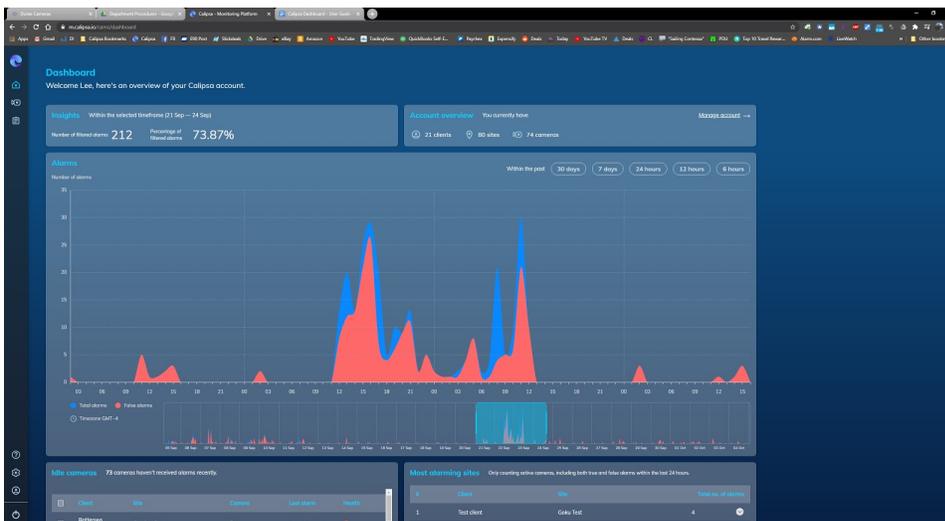
Start by accessing the following link: <https://m.calipsa.io>.



Calipsa Dashboard Features

After logging into the link above, you'll find a number of different options to explore.

Dashboard: Graphical user interface (GUI) which provides at-a-glance views of key performance indicators (KPIs) relevant to all applicable alarms received into Calipsa.



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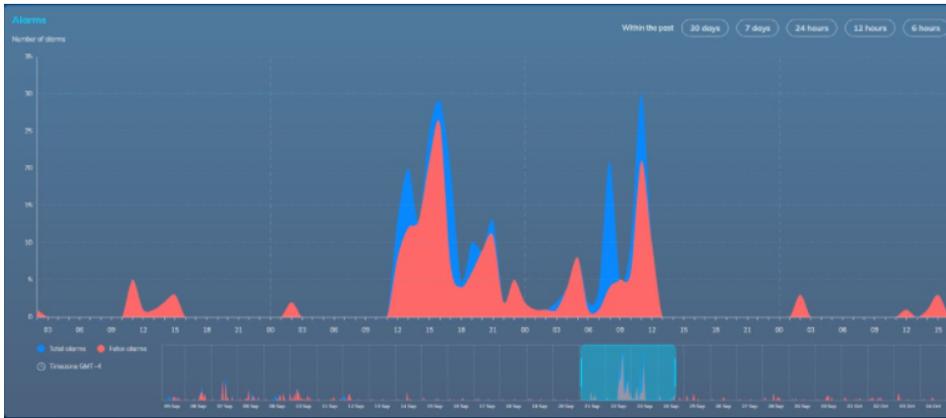
Insights: Statistical display of the Number of filtered alarms and the Percentage of filtered alarms after Calipsa analysis.



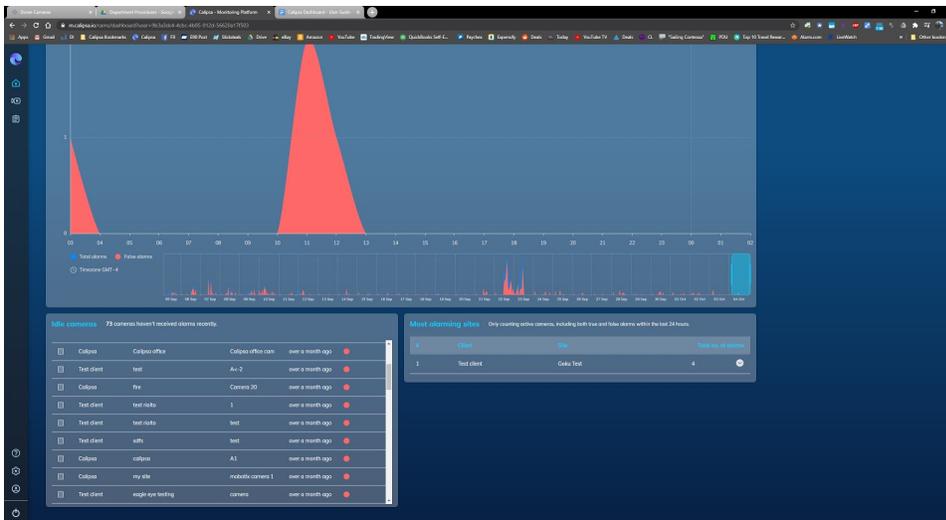
Account Overview: Displays Total # of clients, Total # of sites, and Total # cameras within your Calipsa account.



Alarms: Graphical display of Total alarms received into Calipsa and the number of False alarms filtered after analysis.



Idle cameras: List of specific Cameras, categorized by Client and Site, which have not alarmed recently (Last alarm).



Most alarming sites: List of Sites that have received the most alarms out of all Clients within Calipsa.

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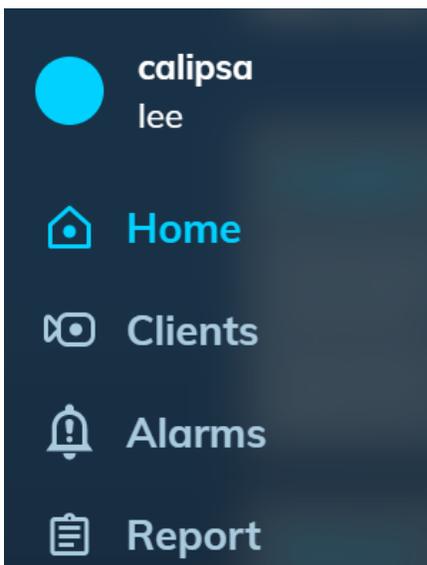
Idle cameras 73 cameras haven't received alarms recently.

<input type="checkbox"/>	Calipsa	Calipsa office	Calipsa office cam	over a month ago	●
<input type="checkbox"/>	Test client	test	A<-2	over a month ago	●
<input type="checkbox"/>	Calipsa	fire	Camera 20	over a month ago	●
<input type="checkbox"/>	Test client	test rialto	1	over a month ago	●
<input type="checkbox"/>	Test client	test rialto	test	over a month ago	●
<input type="checkbox"/>	Test client	sdfs	test	over a month ago	●
<input type="checkbox"/>	Calipsa	calipsa	A1	over a month ago	●
<input type="checkbox"/>	Calipsa	my site	mobotix camera 1	over a month ago	●
<input type="checkbox"/>	Test client	eagle eye testing	camera	over a month ago	●

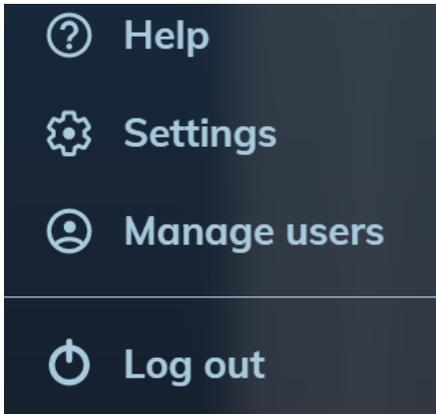
Sidebar Features

The Sidebar provides a method to navigate all available options within the dashboard.

- Home: navigates you back to the Calipsa Dashboard
- Clients: list of Clients that you've added into Calipsa
- Alarms: direct link to Alarm Reporting
- Report: allows you to View, Validate, and Download alarm data within a Summary or Automatic Report format

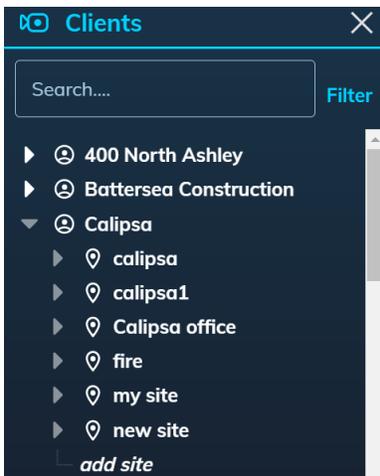


- Help: Help Center which provides Calipsa FAQs, Camera guides, etc.
- Settings: provides a way to manage your Calipsa instance via: Account Settings, Security, and Notifications
- Manage Users: allows the opportunity to Manage users and overall access to your sites
- Log out : logs you out of Calipsa



Clients

The Clients tree structure is nested into the following format: Clients, Sites, and Cameras



Reports

By clicking **Select** and choosing the specific Clients, Sites, Cameras, etc. OR by selecting Report within the Sidebar you'll then have the ability to view statistical data for the chosen devices within the Alarms page.

Most True and False Alarming Sites

This section of the Calipsa homepage indicates which sites are creating the most true alarms and which sites are creating the most false alarms. This helps you determine whether a site is creating difficulties.

Most True Alarming Sites

Some sites will have a high number of true alarms in Calipsa. A true alarm is one that Calipsa flags as a legitimate cause of alarm, although it may not be. Often true alarms are triggered due to traffic from roads around the monitored area or by designated employees on the site. If the alarm is coming from traffic near the site, try masking the zone. If the alarm is coming from designated employees on the site, try scheduling around hours of operation.

Rank	Name	Site	True Alarms	False Alarms	% of Total Alarms
1	Metabolic Substation	Albany, TX (near JMW)	23119	19104	61.76%
2	Metabolic Powerplant	Flow Control	19440	19928	49.04%
3	13000000	13000000 Site	14827	14861	50.20%
4	PHSA	Emergency Station	1183	3075	28.12%
5	Metabolic Substation	Production	3812	2625	59.12%
6	Shawmuton West - Colford Process Center	Colford Process Center	1268	1268	50.1%
7	Metabolic Substation	Auriferous Metallurgy Innovation Center	6658	248	96.4%
8	Calipsa Project & Control Pkg	Calipsa Demo	230	130	63.7%
9	RESEARCH	RESEARCH STATION	170	60	73.8%
10	PHSA	TSC PHSA	30	27	52%

Most False Alarming Sites

A site might have a high number of false alarms. This might not be an issue for operators, but sending that information across might carry an associated cost or might end up overloading the NVR. One possibility is that the sensitivity for the trigger is too high and is triggering the alarm at the slightest movement. One option is lowering the sensitivity of the trigger. A second option is adjusting the camera direction.

Rank	Name	Site	True Alarms	False Alarms	% of Total Alarms
1	TSC Client	TSC Site	10429	4738	68.36%
2	Demo	Calipsa Demo	230	182	79.17%
3	130000	Emergency	52	17	75.12%

Analytics

Basic Camera Requirements

This document outlines the basic requirements for camera setups on site for optimal performance with the Calipsa AI.

Camera Placement

Objects of interest

- Objects of Interest must occupy at least 8% of the screen height and 10% of the screen width.

Angle

- We recommend an angle of 30°, and no more than 45° down from the horizontal.

Distance

- Length: no more than 100 meters (330 ft) / width: 55 meters (180 ft).

Mounting

- We recommend the camera being mounted around 2.5 meters (8 ft) or higher off the ground.

Camera Type: Single lens cameras provide the best detection results. Fish eye and extended lenses may distort image definition and at present have lower performance. PTZ cameras are supported but don't allow for masks which may lead to false activations from peripheral areas.

Images per alarm : We require alarms to contain at least 2 non-identical images. If a system sends only 1 image or multiple copies of the same image, Calipsa is unable to distinguish between a moving or stationary vehicle and will pass these alarms through a simpler algorithm. Since there is less information available for the algorithm to make its decision (due to the lack of motion), there is a resulting decrease in reduction.#

Shutter speed: The shutter speed is the length of time a camera's shutter is open. This controls the amount of light reaching the sensor. In low light situations, the shutter needs to stay open longer in order for the sensor to receive enough light. A possible side effect of this is motion blur, where moving objects become blurred. In environments where moving vehicles are important, we recommend shutter speeds between 1/50 and 1/100.

Image resolution: Camera resolution defines how many individual pixels are available to record the actual scene. This resolution is generally defined in megapixels, which indicates how many millions of pixels are on the camera sensor that is used to record the scene. The more megapixels the camera offers, the more information is being recorded in the image. We require a minimum resolution of 320x240 to process alarms accurately.

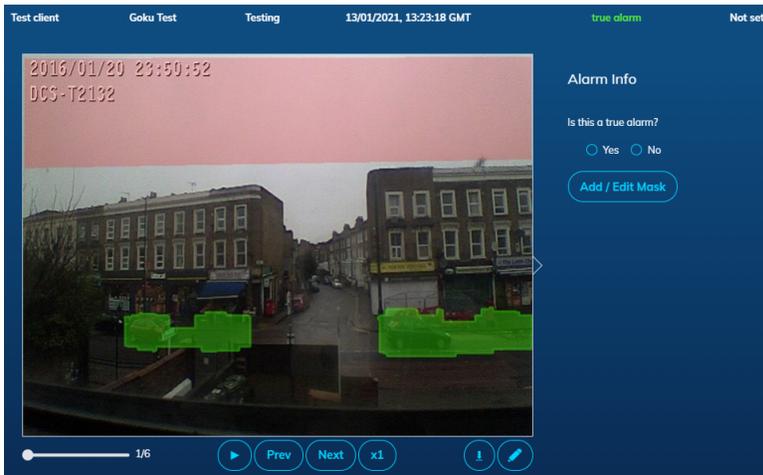
Note: Videofied systems are processed through a different algorithm to accommodate for the lower resolution of these cameras. Please speak to your account manager if you have questions about this specific system.

Lighting: The region of interest within a camera view must be illuminated sufficiently so that there is good contrast between any objects of interest and the background. If an IR illuminator is being used for nighttime viewing ensure that the area being monitored is within the illumination range specified by the manufacturer.

Calipsa Alarm Definitions

True Alarm

A true alarm is any alarm that contains human activity. This includes any motion coming from a human or a vehicle in the footage. Parked cars will not be marked as true. All true alarms will be passed to your monitoring station for human verification by your team.



NOTE: If you receive single images, or identical images, the person or vehicle seen triggering the true alarm will be marked in green. Since there is no motion in the alarms, parked cars will be flagged as true. Click [True Alarms triggered by stationary vehicle](#) to troubleshoot this issue.

False Alarm

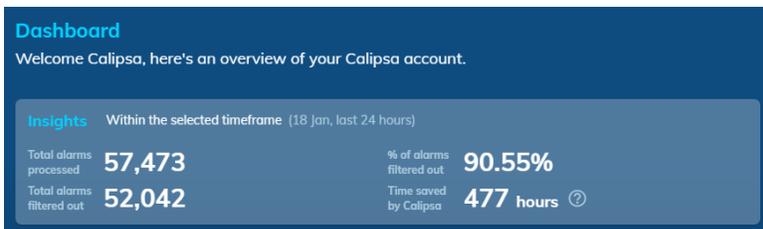
A false alarm is an alarm triggered when there is no human activity e.g., a cat running across the camera view or a tree blowing in the wind. Calipsa marks these alarms as false and does not forward them to your monitoring station.

Note: Some integrations forward both true and false alarms on to your monitoring station software where it is then separated.

Reduction

Reduction is a measurement of how well the system has managed to reduce the number of nuisance alarms. It is calculated from the number of alarms Calipsa deemed false that actually were false i.e., contained no human activity. Calipsa's current reduction is approximately 95%. This means that out of 100 alarms with no human activity we would expect our AI to correctly mark 95 of them as false. Improving Reduction is a tricky process as we will only increase our reduction if it doesn't have a negative impact on our current recall.

Note: Reduction is not the same as the percentage of alarms filtered out shown on your dashboard. The percentage of alarms filtered out includes the correctly marked true alarms.



Recall

Recall is a measurement of the accuracy in determining true alarms i.e., alarms with actual human activity. Recall is the most vital metric, since alarms with human activity must be marked true. Alarms with human activity that are not marked true could mean a security breach. Calipsa's current recall is currently just under 99%. This means that out of 100 alarms with human activity we would expect our AI to mark 99 of them correctly as true.

Note: This is for single alarms, during an intrusion event we would generally expect a small number of alarms to be triggered therefore the chance of missing an entire event is much lower.

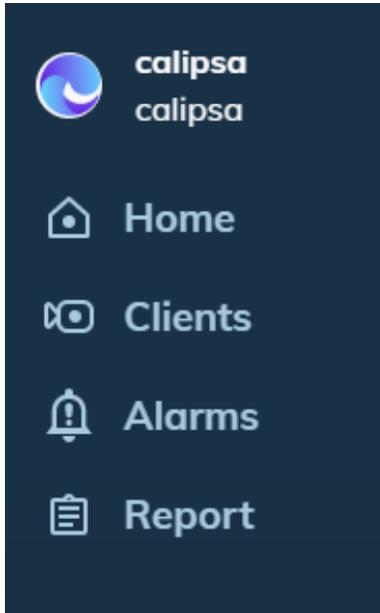
Alarms

Accessing Alarms

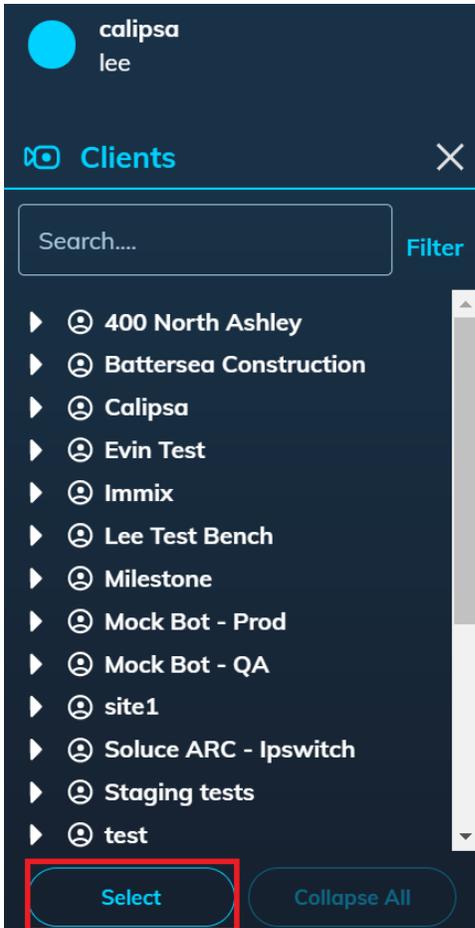
In Calipsa you are able to view processed alarms as they come in. You can see if they were marked True or False and why. The video below outlines all the features available in Calipsa's alarm page.

[Link to a video that walks through this process.](#)

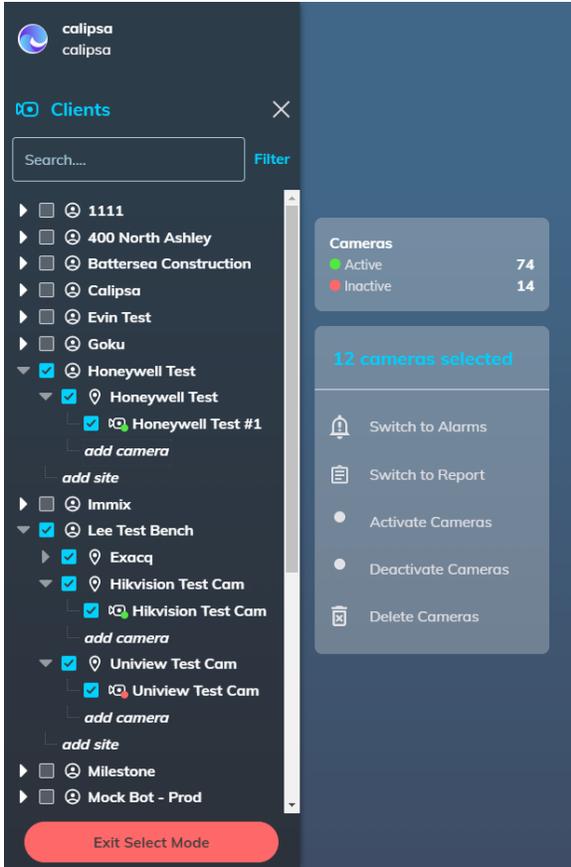
There are two ways to navigate to the Alarms section in Calipsa. The most direct way is selecting **Alarms** from the Main Menu.



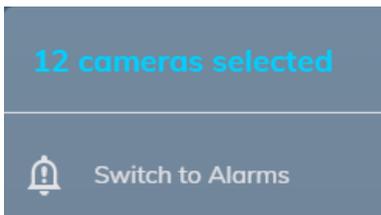
Alternatively, you can select multiple Clients, Sites, and Cameras from the Clients list to view their alarms. On the Client list, click **Select** in the lower left corner. You are now in Select mode.



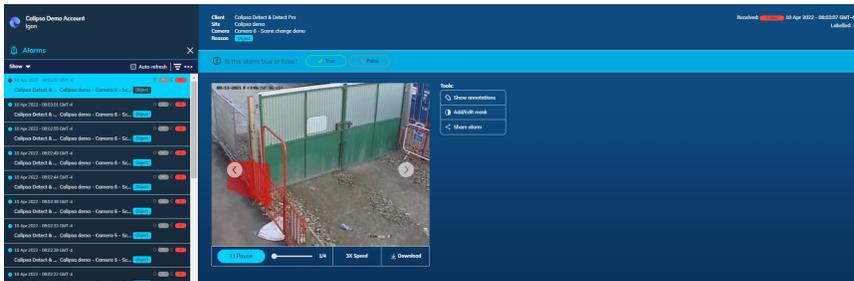
Once in Select mode, select the boxes next to the Clients, Sites, and Cameras you want to report on. Selecting a client will automatically select all sites associated with that client. Selecting a site will automatically selects all cameras within the site.



Once you have selected all necessary items, click **Switch to Alarms** in the light grey text box.



After accessing Alarms from either the global navigation or select mode, you will see a catalogue of alarms in Calipsa. If you accessed the Alarms section through the global navigation, Calipsa will pull alarms from all cameras from the last 24 hours. When you first access the Alarms page, Auto-refresh is enabled. Auto-refresh means that the list automatically displays new alarms at the top and continues to update as new alarms are added.

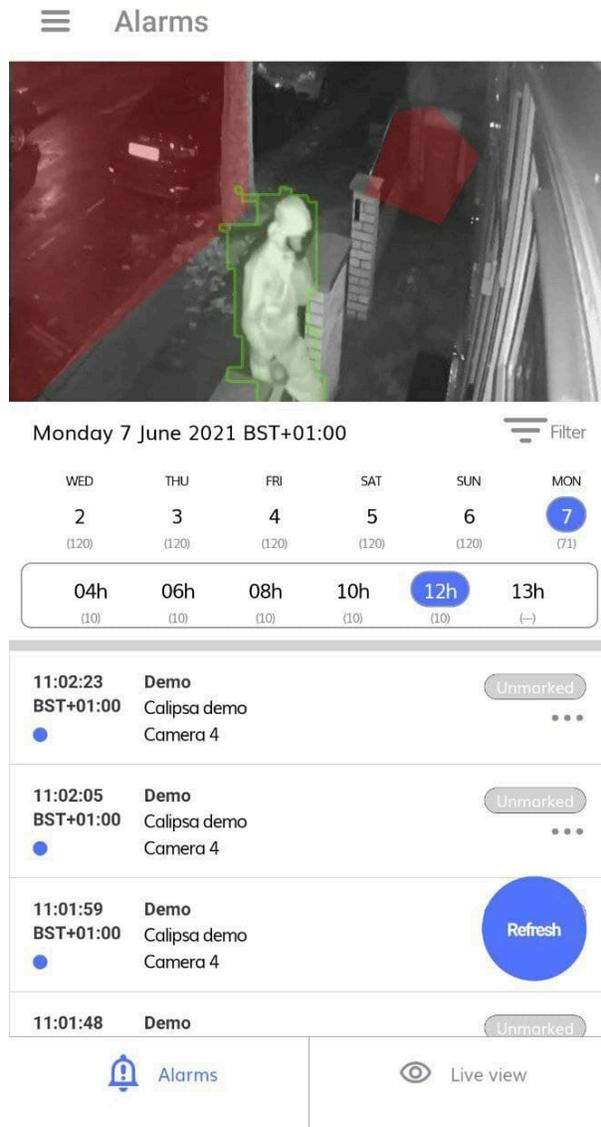


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Select an alarm to view the footage that triggered the alarm. Now you are able to review the footage and determine why Calipsa marked it as a true or false alarm. Click **Show Annotations** for more information on what the Calipsa AI saw.

Alarms Page

The Alarms Page displays every single alarm triggered in Calipsa.



Latest Alarm

The Latest Alarm is the last alarm that was triggered. When clicking on the latest alarm footage a new page will open. This new page includes additional information on the alarm. Right below the footage, select from the following options:

- Save: Allows the alarm to be kept in the “Saved Alarms” section.
- Full Screen: Sets the alarm footage in full screen mode.
- Share: Allows the user to share the alarm's footage and URL through the desired method or app.



Tue 15 Jun 2021, 13:01:59 BST+01:00

Demo / Calipsa demo / Camera 4



Labelled: Not Labelled Yet

Last Changed: Not Labelled Yet

Is this a true alarm?

Labeling

The labeling option indicates whether the alarm has been labeled as true or false. You have the option to change the label by selecting either true or false.

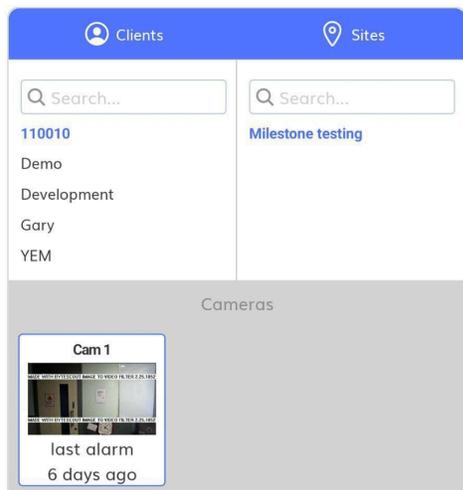
Filtering

The filtering option enables you to filter your search based on clients, sites, and cameras. There is also a section where you can choose a specific timeframe to search through the alarms. After the desired filters are selected, click **Submit**.

← Filters

Select Cameras

Select All Cameras

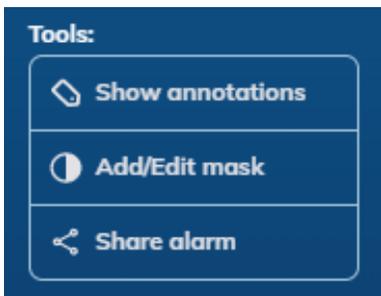


Alarms Queue

The alarm queue enables you to see each alarm individually. Click each alarm to view the date of the alarm, the site and camera that generated the alarm, and the label.

Alarm Tools

Alarms Tools enable you to show annotations, add/edit mask, and share alarms. Access Alarm Tools next to the alarm.



Show Annotations

When you select Show Annotations in a true alarm, Calipsa will highlight the area of motion it detected i.e., the cause of the alarm. The annotations include what the Calipsa AI determined the motion to be. For instance, the source of the motion could be a person or a vehicle.



Add/Edit Mask

To access the masking page, click **Add/Edit Mask**. The masking page will open in a new tab.

Share Alarm

Selecting Share Alarm will open the user's emailing tool. This option allows you to share the alarm information e.g., the owner of the site being monitored.

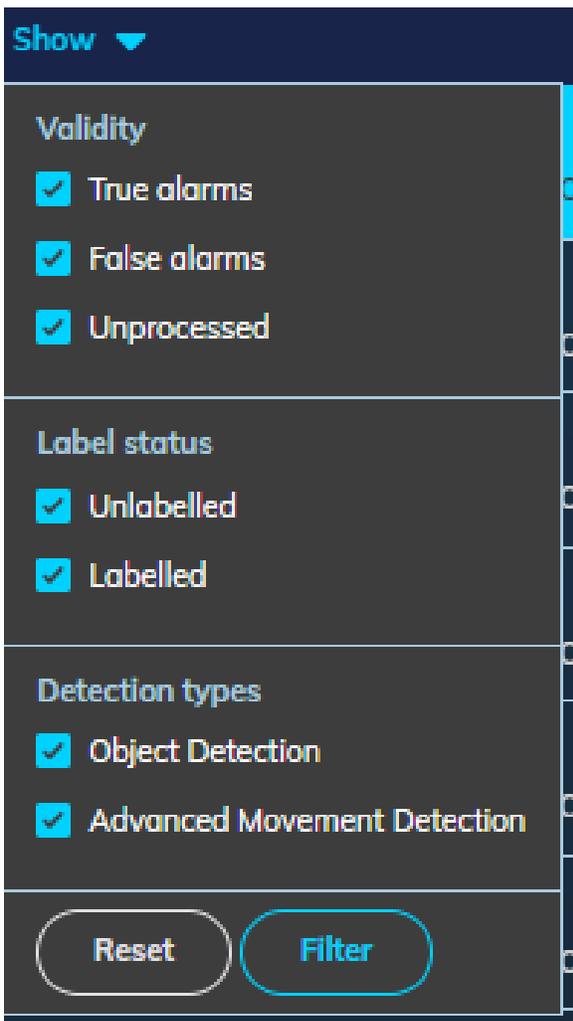
Searching and Filtering Alarms

Calipsa offers various filtering options when searching for alarms. At the top of the alarms queue, there are two options: the show drop-down menu and the filter funnel.



Show Drop-down Menu

The Show drop-down menu allows you to select the types of alarms in the results list. You can show alarms based on Validity, Label status, and Detection types. The reset button will automatically include all options.



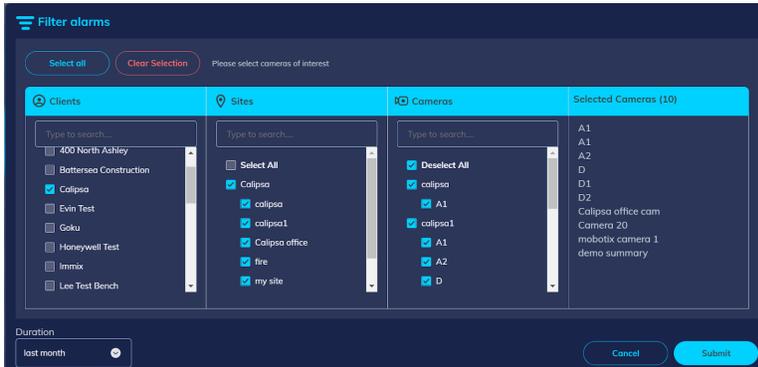
Filter Funnel

Access the Filter Alarms menu by clicking the Funnel icon. From this menu you can select specific clients, sites, or cameras to display alarms. Click **Select All** to select all cameras in your Calipsa account. In the bottom left corner you can set the duration, or date range, of alarms you want to view.

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You can quickly pull the last 24 hours, last week, or last month. You can also manually select dates and time, by selecting **Other**.

Note: Calipsa stores alarms for 30 days before clearing them from the platform.



Customizing Alarm Overlay

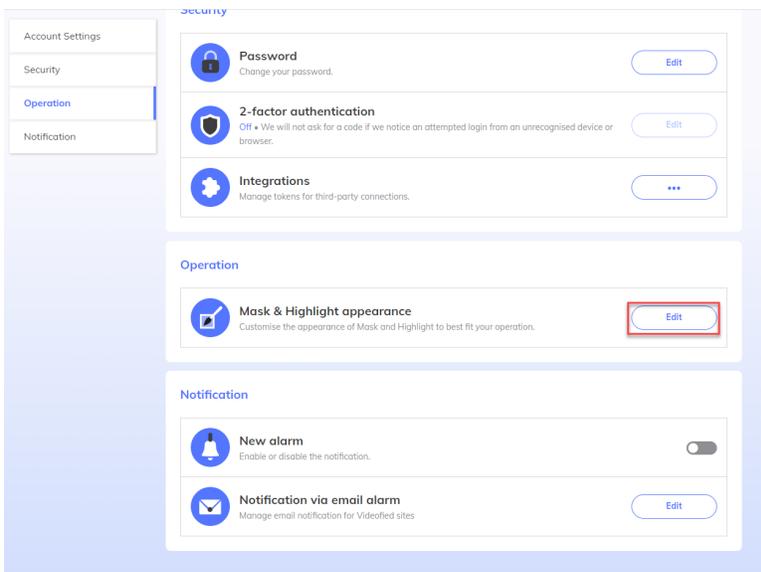
Calipsa offers a range of customization options for masking and highlighting. This guide shows you how to change the color and opacity of the different areas.

Masking Configuration

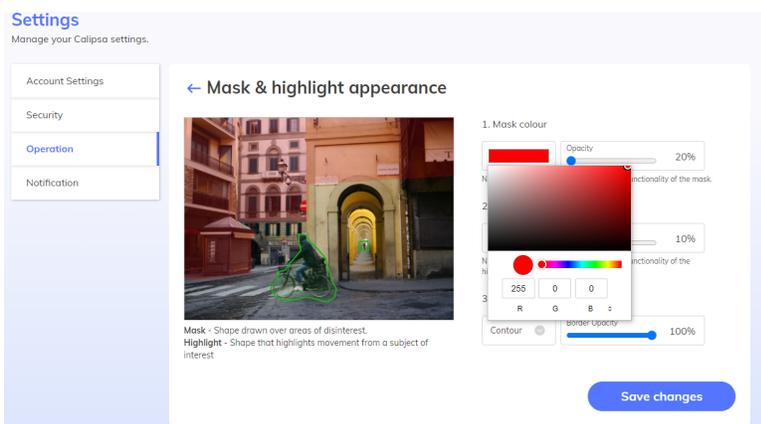
[Link to a video that walks through this process.](#)

Note: This feature is found under settings at the Company level.

1. After signing in, click **Settings** from the main menu.



2. Under Settings, select **Operation**.
3. Next to Mark & Highlight Appearance, click **Edit**. You can change the color and opacity of the mask or highlight as well as pick the highlighting style.
4. Click on the color menu. You can now select a color.



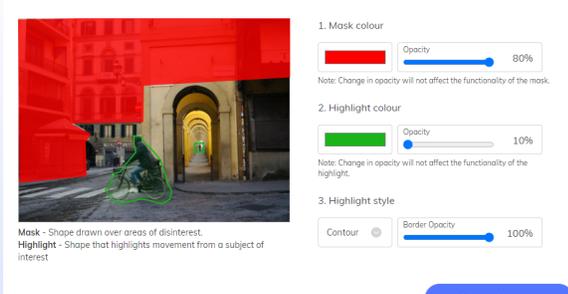
5. Adjust the opacity from 20% to 80%.

Note: You cannot reach 0% or 100% as that would remove or block the masked area.

Settings
Manage your Calipsa settings.

- Account Settings
- Security
- Operation**
- Notification

← Mask & highlight appearance



Mask - Shape drawn over areas of disinterest.
Highlight - Shape that highlights movement from a subject of interest

1. Mask colour
Opacity: 80%

Note: Change in opacity will not affect the functionality of the mask.

2. Highlight colour
Opacity: 10%

Note: Change in opacity will not affect the functionality of the highlight.

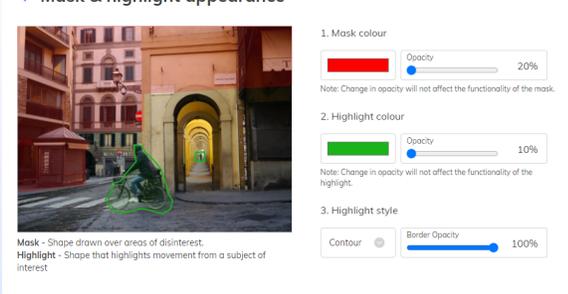
3. Highlight style
Contour Border Opacity: 100%

Save changes

Settings
Manage your Calipsa settings.

- Account Settings
- Security
- Operation**
- Notification

← Mask & highlight appearance



Mask - Shape drawn over areas of disinterest.
Highlight - Shape that highlights movement from a subject of interest

1. Mask colour
Opacity: 20%

Note: Change in opacity will not affect the functionality of the mask.

2. Highlight colour
Opacity: 10%

Note: Change in opacity will not affect the functionality of the highlight.

3. Highlight style
Contour Border Opacity: 100%

Save changes

6. Under Highlight style, select either a contour highlight or a box highlight.

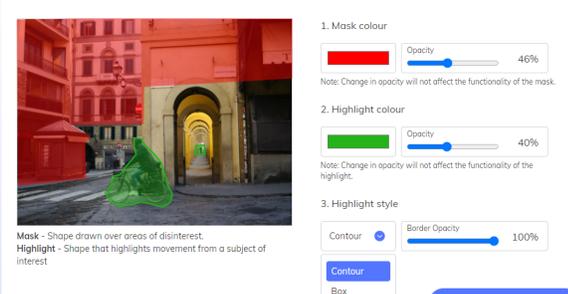
Contour Highlight

Shown here is a contour highlight. The mask highlight is cropped around the edges of the figure shown in the image.

Settings
Manage your Calipsa settings.

- Account Settings
- Security
- Operation**
- Notification

← Mask & highlight appearance



Mask - Shape drawn over areas of disinterest.
Highlight - Shape that highlights movement from a subject of interest

1. Mask colour
Opacity: 46%

Note: Change in opacity will not affect the functionality of the mask.

2. Highlight colour
Opacity: 40%

Note: Change in opacity will not affect the functionality of the highlight.

3. Highlight style
Contour Box Border Opacity: 100%

Save changes

Box Highlight

Shown here is a box highlight. The mask highlight appears as a box around the figure shown in the image.

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Settings

Manage your Calipsa settings.

- Account Settings
- Security
- Operation**
- Notification

← Mask & highlight appearance



Mask - Shape drawn over areas of disinterest.
Highlight - Shape that highlights movement from a subject of interest

1. Mask colour

Opacity 46%

Note: Change in opacity will not affect the functionality of the mask.

2. Highlight colour

Opacity 40%

Note: Change in opacity will not affect the functionality of the highlight.

3. Highlight style

Box Border Opacity 100%

Contour

Box

Save changes

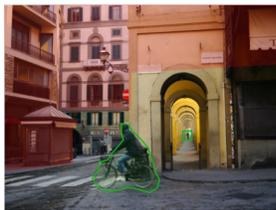
7. Click **Save Changes**.

Settings

Manage your Calipsa settings.

- Account Settings
- Security
- Operation**
- Notification

← Mask & highlight appearance



Mask - Shape drawn over areas of disinterest.
Highlight - Shape that highlights movement from a subject of interest

1. Mask colour

Opacity 20%

Note: Change in opacity will not affect the functionality of the mask.

2. Highlight colour

Opacity 10%

Note: Change in opacity will not affect the functionality of the highlight.

3. Highlight style

Contour Border Opacity 100%

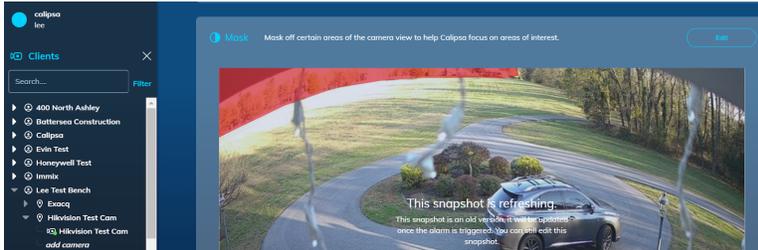
Save changes

Adding and Editing Masking

Calipsa enables you to mask off zones that you do not need monitored. This helps remove false alarms from passing vehicles or pedestrians.

Selecting a Camera

Once a camera is properly set up in Calipsa, the first alarm it sends will be used as a snapshot.

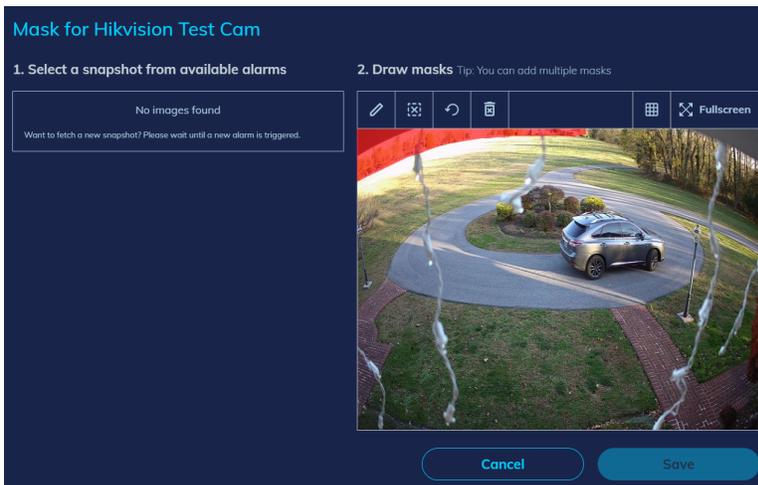


Editing a Mask

1. After selecting the camera, click **Edit** on the Mask section. The add/edit mask window will open.

There are two sections in the add/edit mask window:

- Select a snapshot from available alarms: this is a collection of previous alarms you can use a snapshot to mask. This is useful if a different snapshot has better lighting for contrast to better apply the mask.
- Draw Mask: is where you will draw the actual mask and denote areas for Calipsa to ignore.



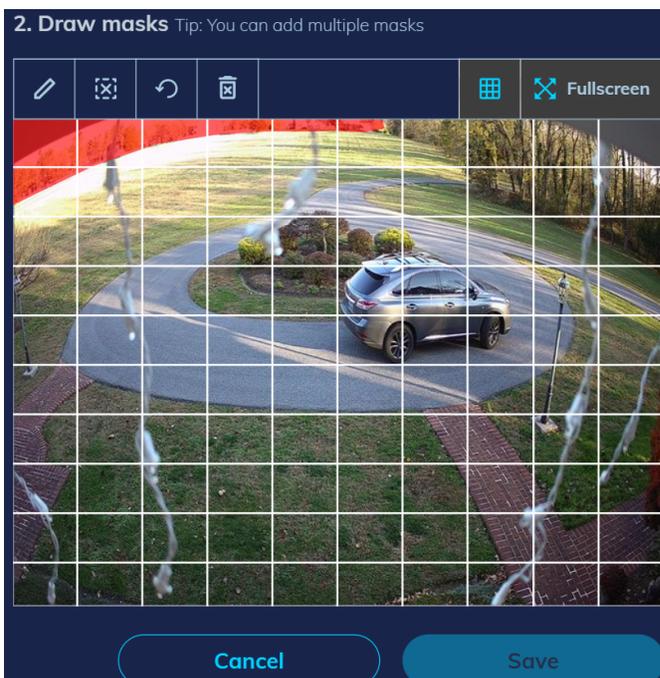
2. Under Select a snapshot from previous alarms, choose a snapshot.
3. Under Draw mask, click the **Pencil** icon.
4. After clicking the pencil, start clicking points to draw your mask. Each click will drop a single point to shape the mask.

Note: A minimum of 3 points are needed. You can click and drag an existing point to shape the mask more accurately.



5. To deselect the current mask you are working on, click the **X** icon. This allows you to draw multiple masks.
6. The Arrow Symbol next to the **X** icon undoes any changes made since the last time the mask was saved.
7. The trash can symbol next to the Arrow will delete any mask you have currently selected.

Tip: The Grid Symbol on the far right will open a grid on the snapshot to help with masking.



8. Once the masks are in place, click **Save**. Calipsa will start filtering any alarms triggered by objects within the masked areas.

Human and Vehicle Filtering

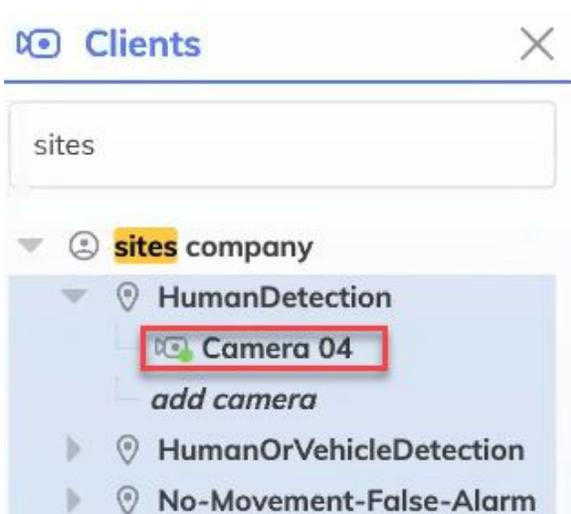
Calipsa can help determine if an event is triggered by a human or vehicle. This helps determine true alarms. This is useful for areas where a large amount of vehicle traffic is expected but human intrusions are rare.

This feature only applies to alarms received after the settings are edited. If Vehicle detection is OFF and a True Alarm caused by a vehicle happens during this time we will not be able to reevaluate after the capture. Shared Sites Do Not support this feature at this time. This setting can only be adjusted by Admin and Members.

Note: Currently only Vehicles can be filtered. Human filtering may be included in a future release.

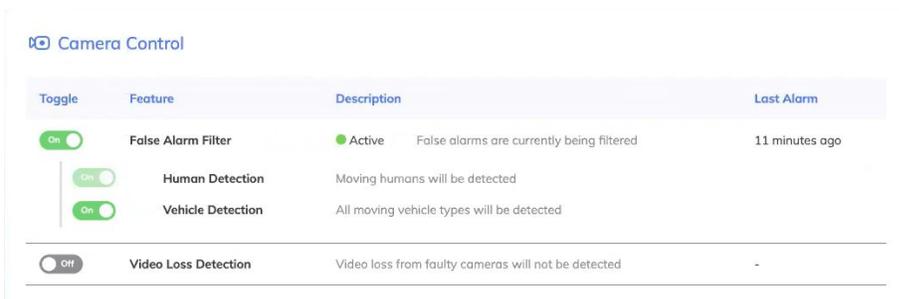
Enabling and Disabling Human and Vehicle Filtering

1. Sign into Calipsa.
2. Navigate to the site and camera.



Note: This feature is currently only available at the Camera level. There are plans to support site and client-level settings in future releases.

3. Select the camera. Once the camera is selected, you will see options for Human and Vehicle detection under the False Alarm Filter toggle.

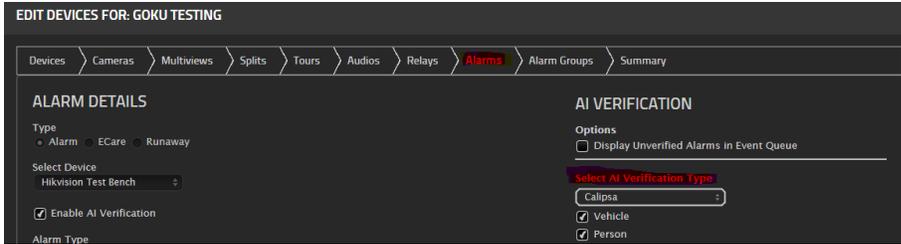


4. To enable or disable vehicle filtering, toggle **Vehicle Detection**.

Note: Human Detection is currently always set to ON and cannot be edited.

Considerations for the Immix AI-link

If you are connected to Calipsa via the Immix AI-link then the above toggles will not be accessible in the Calipsa platform. You can make these changes in your Immix server. By default, they will both be enabled when adding cameras.



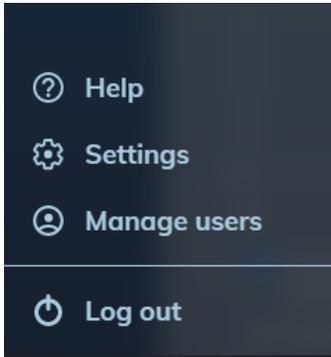
User Management

Managing Users

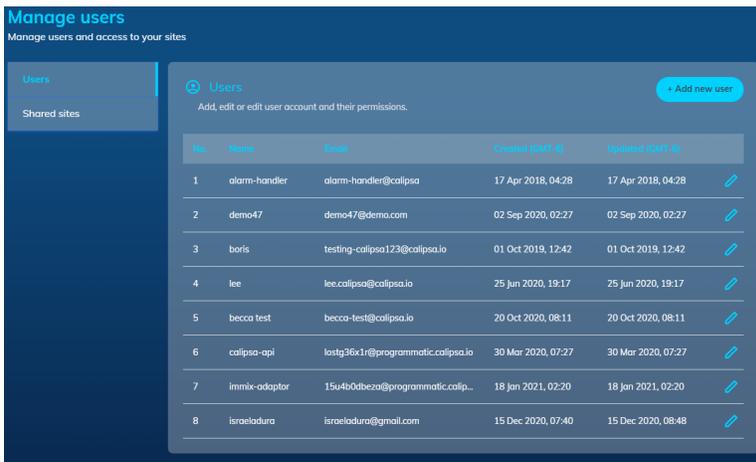
This guide shows how you can manage users on your Calipsa account. You can Add, Edit, or Delete additional users.

Accessing Users Window

1. To manage users, log into your Calipsa account.
2. On the left-side menu, Click **Manage Users**.

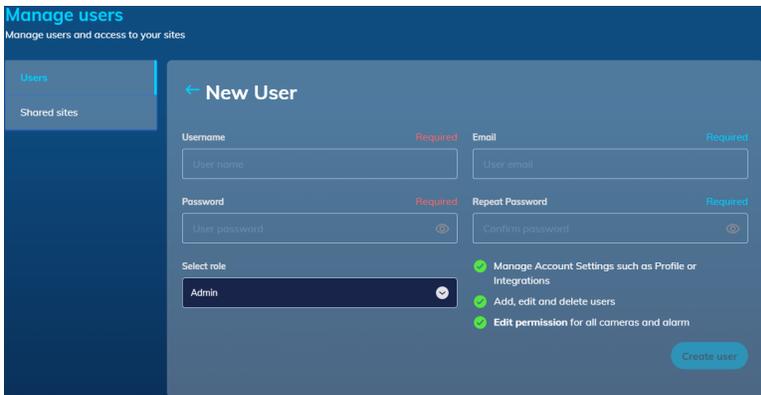


The Manage user window will open.



Adding a New User

1. To add new users, click **+ Add new user** on the top right.

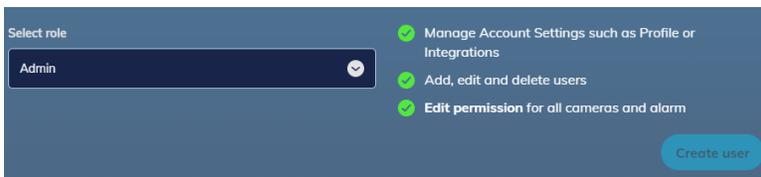


2. Enter a username, email, password, and confirm the password.
3. After entering the new user information, assign a role for the user Admin, Member, or Operator.

Note: Each role has their own set of permissions.

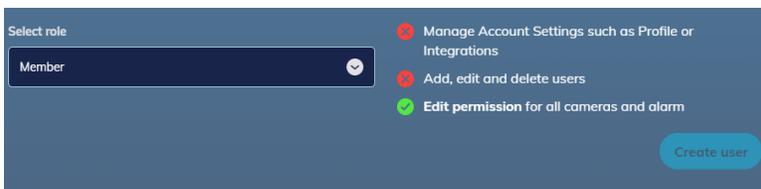
Admin

- Full access to all settings and features within the account.



Member

- Full access to the account without the "Manage users" section. This means they cannot add/delete users or access site sharing options.
- Ideal for users that need to manage sites within Calipsa, without permission to access other user's permissions.



Operator

- View-only permissions.
- They have access to the Dashboard, Alarms and Reports page.
- No access to the Clients page.
- Ideal for users that only need to view alarms and pull reports, but not make any changes within the platform.

Select role

Operator

- Manage Account Settings such as Profile or Integrations
- Add, edit and delete users
- View-only permission for all cameras and alarm

Create user

Editing Users

1. To edit a user, click Manage Users section.
2. Click the pencil icon on the far right of each entry.

Users

Add, edit or edit user account and their permissions.

+ Add new user

No.	Name	Email	Created (GMT-8)	Updated (GMT-8)	
1	alarm-handler	alarm-handler@calipsa	17 Apr 2018, 04:28	17 Apr 2018, 04:28	
2	demo47	demo47@demo.com	02 Sep 2020, 02:27	02 Sep 2020, 02:27	

The edit user details window will open. Here you can only update the username or email, change the selected role, or delete the user.

← User Details

Username Required demo47

Email Required demo47@demo.com

Select role

Operator

- Manage Account Settings such as Profile or Integrations
- Add, edit and delete users
- View-only permission for all cameras and alarm

Save changes

Delete User

Deleting a user cannot be undone. Be sure before clicking delete.

Delete User

3. After editing the user details, click **Save changes**.

Deleting Users

1. To delete the user, click **Delete User**.
2. When prompted, click **Delete**.

Are you sure you want to delete user Test User?

Once a user is deleted, it cannot be undone.

Cancel Delete

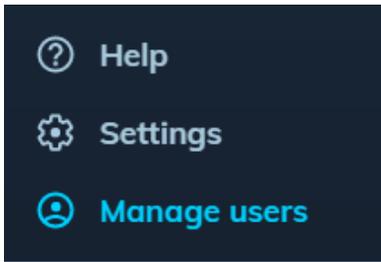
Sharing for Installers

This feature allows you to share access to specific sites from your account to your customers. This will allow them to log into the Calipsa portal to view only the clients/sites that have been shared to them.

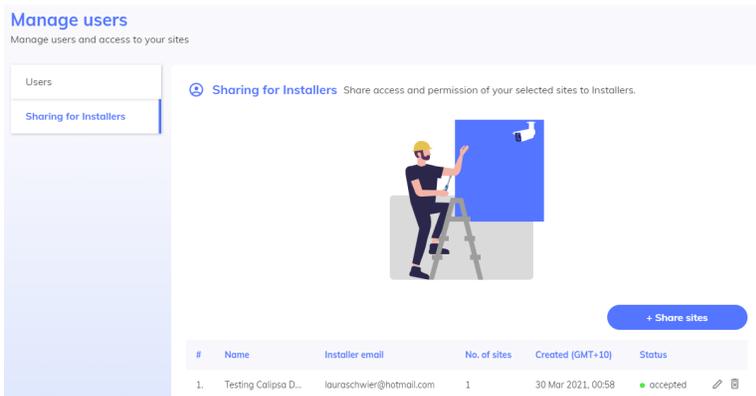
Note: This feature is only accessible to users with Admin rights for their account. This does not grant access to your company account, instead it creates a separate company account within Calipsa where your customer can view the sites you have shared.

Sharing Sites

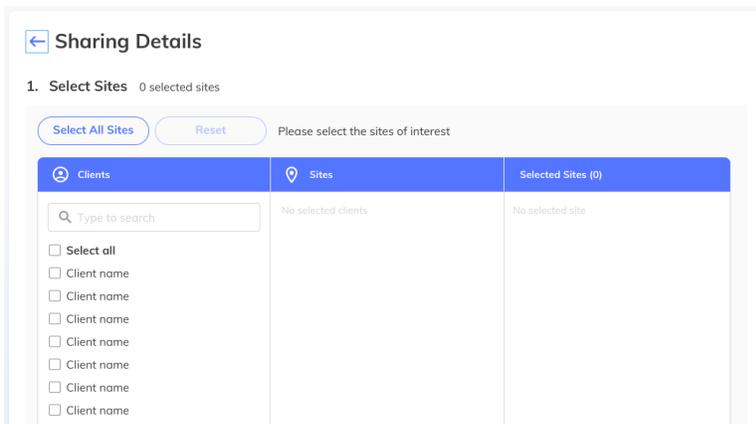
1. Log into your Calipsa Account.
2. Select “Manage Users” on the side panel.



3. Under Sharing for Installers, select **+ Share sites**



4. Select the client and sites.



Calipsa® Professional Reference Guide

- Click on the toggle to switch from view-only to granting permission to edit.

Note: Permission can be granted to edit masking and schedules for the sites you have selected once the site has been successfully shared.

2. Select Permissions

Permission	Feature	Description
<input checked="" type="checkbox"/>	Mask	The sharing users can edit the masks
<input type="checkbox"/>	Schedule	The sharing users can only view the schedules

- Input the customer's email address to share access to the site.

3. Share to

Share sites to

john.smith@EMCS.co.uk

Note: an invitation will be sent to this email

- Under name, type a memorable name for the customer's company

4. Name

Give this sharing a memorable name

Name

For Contractor A company

Confirm

- Click **Confirm**. The following confirmation will appear.

Invitation sent



You have shared the sites to
john.smith@xyzsecurity.com

An invitation email will be sent to the recipient's email soon.

If you have any questions or concerns, please do not hesitate to contact us at info@calipsa.io

Done

- Click **Done**.

Manage users

Manage users and access to your sites

Toggle	Name	Shared to	No. of sites	Created	Status
<input checked="" type="checkbox"/>	For Contractor A	john.smith@xyzsecurity.com, har...	24 sites	29 Jan 2020 11:23 GMT	pending

1 of 1 site

Calipsa® Professional Reference Guide

The customer you have shared to will receive an email containing a link directing them to the Calipsa platform. The status will show pending until the customer has activated the share link.

If the customer already has a Calipsa account linked to their email it will prompt them to log in and the site will be shared to their account.

Calipsa Today at 12:23
John Doe invited you to site sharing on Calipsa
To: john.smith@xyzsecurity.com



You've been invited!



John Doe (john.doe@abcsecurity.com) has invited you to join ABC Security on Calipsa.

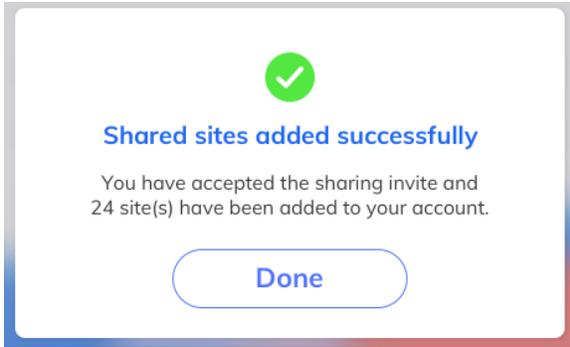
Click below go to Calipsa.

[Go to Calipsa](#)

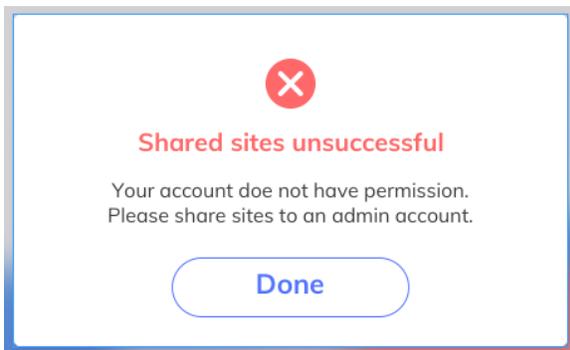
But, if the customer email does not exist in Calipsa, the link will take them to a company creation page where they will create a new company and user account.

Once the customer has created the account or logged in, the following confirmation should appear.

Calipsa® Professional Reference Guide



If the customer does not have admin rights for their account based on the email you shared the site with, then you will see the error warning below. Try sharing to an account that has admin access or ask your customer to have their permissions changed by their account admin.



If you have any questions or issues with sharing sites please reach out to support@calipsa.io.

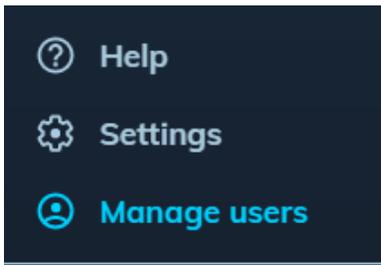
Sharing for Key Holders

This feature allows you to share access to specific sites from your account to your customers. This will allow them to log into the Calipsa portal to view only the clients and sites that have been shared with them.

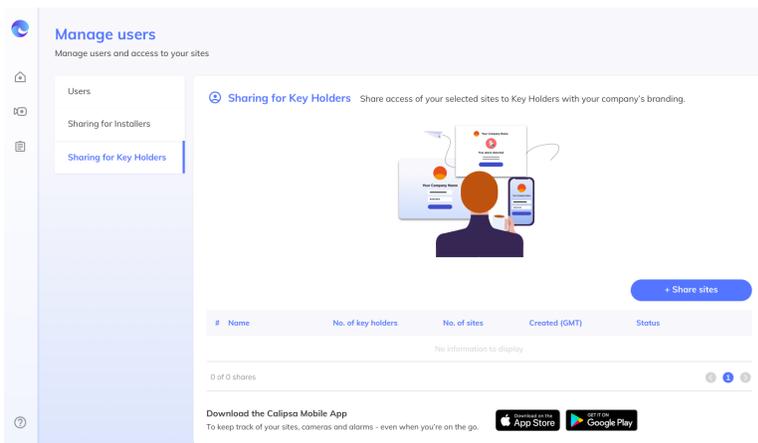
Note: this feature is only accessible to users with Admin rights for their account. This does not grant access to your company account, instead it creates a separate company account within Calipsa where your customer can view the sites you have shared.

Sharing Sites

1. Log into your Calipsa account.
2. Select **Manage Users** on the side panel.



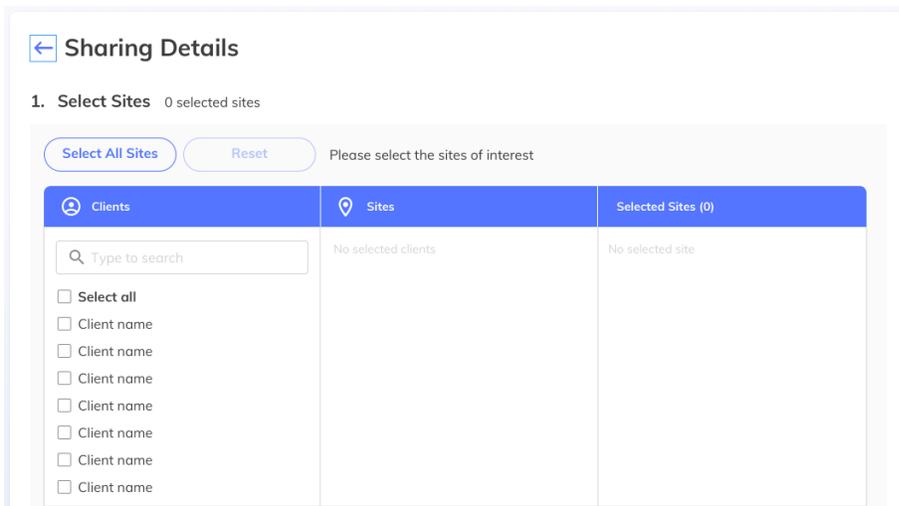
3. Under Sharing for Installers, select **+ Share sites**.



Note: If you previously had any alert email notifications setup from when the feature was located on the site level these would have automatically been transferred across to the new location in the web app. As there was previously no name field, we auto-populate that field with the name of the site shared.

Note: unfortunately the created date was not something we previously saved, so any of these sites that were pulled across will show a default value of 01 Jan 1970, 10:00.

4. Select the client and sites.



Note: Permission to view the alarms is a definite permission that is linked to this feature. However, permission can also be granted to receive email alerts whenever an alarm is triggered on the shared site.

- To grant permission to receive email alerts when alarms are triggered, toggle **Alarm Alert via Email**.

2. Select Permissions

Permission	Feature	Description
<input checked="" type="checkbox"/>	View alarms	The Key Holders can view the alarms
<input type="checkbox"/>	Alarm alert via email	The Key Holders will not receive an email to view alarm on Calipsa when there is an alarm

NOTE: There is an additional cost for the use of this feature, once toggled on you will receive some prompts to reach out to our Accounts team for pricing information if you have not done so already.

- To send only true alarms, select Send true alarms only.
- To send true and false alarms, select Send both true and false alarms.

2. Select Permissions

Permission	Feature	Description
<input checked="" type="checkbox"/>	View alarms	The Key Holders can view the alarms
<input checked="" type="checkbox"/>	Alarm alert via email	The Key Holders will receive an email to view alarm on Calipsa when there is an alarm Additional costs will apply. Please reach out to your Account Manager at accounts@calipsa.io for further information. Alarm options <input checked="" type="radio"/> Send true alarms only <input type="radio"/> Send both true and false alarms <small>Note: If your camera is inactive, Calipsa will forward all alarms to the emails without processing.</small>

- Input the customer's email address to share access to the site.

3. Share to

Share sites to

Note: an invitation will be sent to this email

- Under name, type a memorable name for the customer's company

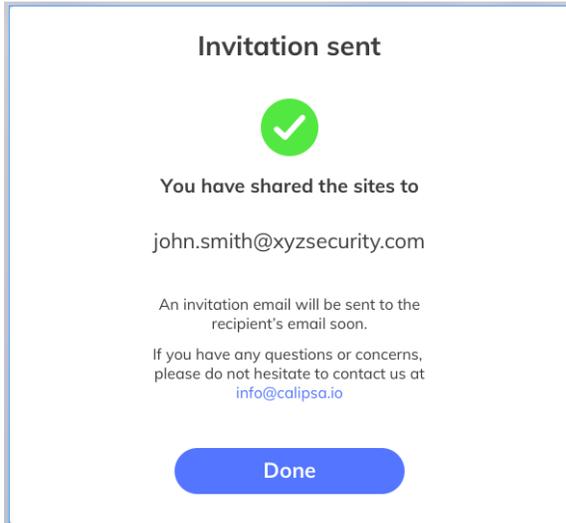
Calipsa® Professional Reference Guide

4. **Name** Give this sharing a memorable name

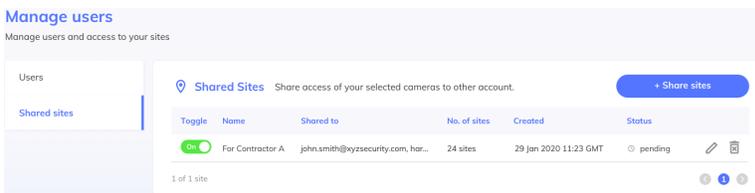
Name

Confirm

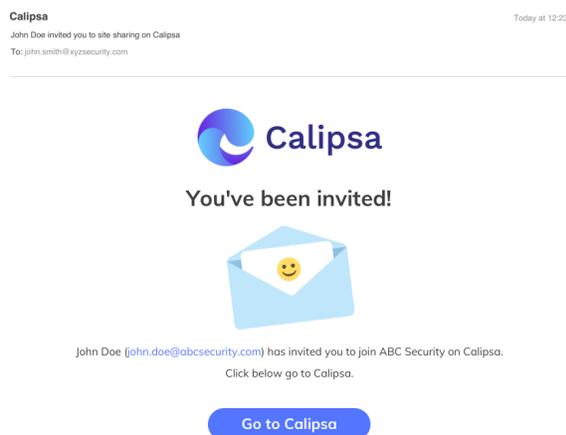
10. Click **Confirm**. The following confirmation will appear.



11. Click **Done**.



12. The client you have shared to will receive an email containing a link directing them to the Calipsa platform.



The customer you have shared to will receive an email containing a link directing them to the Calipsa platform. The status will show pending until the customer has activated the share link.

Calipsa® Professional Reference Guide

If the customer already has a Calipsa account linked to their email it will prompt them to log in and the site will be shared to their account.

Calipsa
John Doe invited you to site sharing on Calipsa
To: john.smith@xyzsecurity.com
Today at 12:23



You've been invited!



John Doe (john.doe@abcsecurity.com) has invited you to join ABC Security on Calipsa.
Click below to sign up and start using Calipsa.

Sign Up

But, if the customer email does not exist in Calipsa, the link will take them to a company creation page where they will create a new company and user account.

Create your Calipsa account

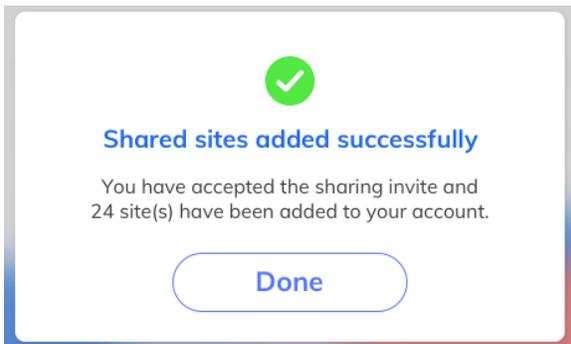
Company name

Name **Email**

Password **Repeat password**

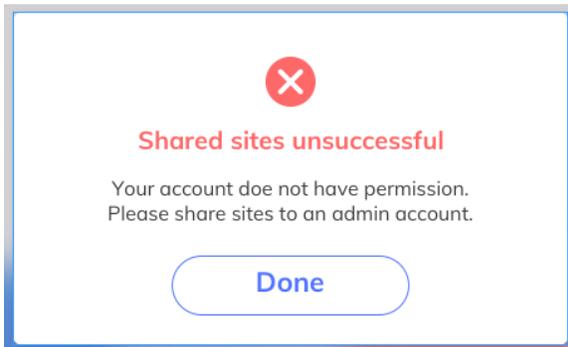
Create account

Once the customer has created the account or logged in, the following confirmation should appear.



Calipsa® Professional Reference Guide

If the customer does not have admin rights for their account based on the email you shared the site with, then you will see the error warning below. Try sharing to an account that has admin access or ask your customer to have their permissions changed by their account admin.

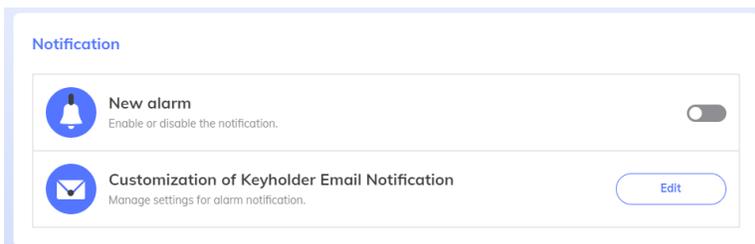


If you have any questions or issues with sharing sites please reach out to support@calipsa.io.

Customizing the Keyholder Email Notification

If you enabled the Alarm notification via email function, then you can customize the email notifications that are sent out to your keyholders via email.

1. Navigate to Settings on the Calipsa platform.
2. Under Notifications you will find Customization of Keyholder Email Notification, click **Edit**.



Under Alarm notification via email, you have the option to do the following:

- Configure the alarm notification email to include a custom logo.
- Include information on alarms labeled true and false.
- Change the email server from address.
- Change the support email from Calipsa.

Calipsa® Professional Reference Guide

← Alarm notification via email

Use company logo and names as the header of the email ?
 Yes No

Include validity information in the body of the email ?
 Yes No

Sending email from

From Email [?](#) Support Email [?](#)

[Save changes](#)

NOTE: If you use the Calipsa server then the from address will need to belong to the Calipsa domain (eg. @calipsa.io). If you would like to use an email address from your domain you will need to change the Sending email from address to your specific email server you will need additional information.

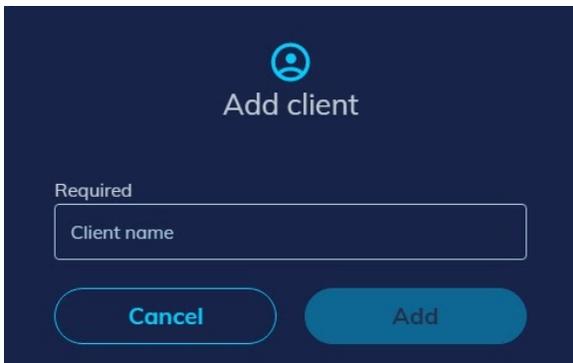
Creating and Deleting Clients

This article walks you through managing your client list. The client list includes clients, sites, and individual cameras.

[Link to a video that walks through this process.](#)

Creating Clients

1. Under Add client, enter the client name.
2. Click **Add**.

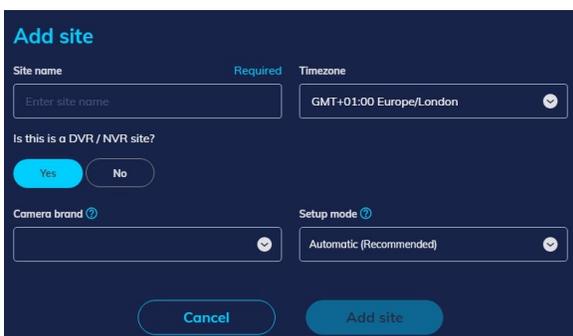


The screenshot shows a dark blue interface for adding a client. At the top, there is a person icon and the text "Add client". Below this, a "Required" label is positioned above a text input field labeled "Client name". At the bottom of the form, there are two buttons: "Cancel" and "Add".

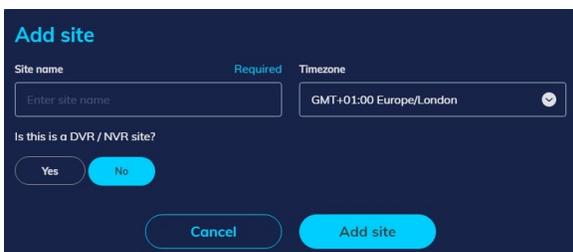
Adding Sites

1. Under Add Site, enter a Site name.
2. Under Timezone, select the timezone of the site from the drop-down menu.
3. If the site is a DVR/NVR site, click **Yes**.
4. If the site is not a DVR/NVR, e.g., direct linked cameras, click **No**.

Note: If the site is a DVR/NVR site, you will have to enter connection information.



The screenshot shows the "Add site" form with the "Yes" button selected for "Is this a DVR / NVR site?". The form includes a "Site name" input field (labeled "Required"), a "Timezone" dropdown menu (set to "GMT+01:00 Europe/London"), a "Camera brand" dropdown menu, and a "Setup mode" dropdown menu (set to "Automatic (Recommended)"). "Cancel" and "Add site" buttons are at the bottom.



The screenshot shows the "Add site" form with the "No" button selected for "Is this a DVR / NVR site?". The form includes a "Site name" input field (labeled "Required"), a "Timezone" dropdown menu (set to "GMT+01:00 Europe/London"), and "Cancel" and "Add site" buttons at the bottom.

Adding Cameras

Once the site has been added and you are ready to add cameras. There are different steps for the different camera brands and integrations. For more information specific to your integration please refer to the specific Integration guides.

[Connecting to your Monitoring station](#)

[Camera Guides](#)

[NVR /VMS Guides](#)

Deleting Clients

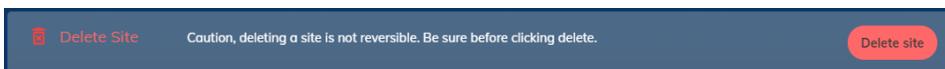
To protect against accidental deletion, you must first delete all sites before deleting a client, and you must delete all cameras before deleting a site.

1. To delete a camera, select the camera and click **Delete**.

Note: The Delete option is found under the configuration option.



2. To delete a site, select the site and click **Delete**.



3. To delete a client, select the client and click **Delete**.



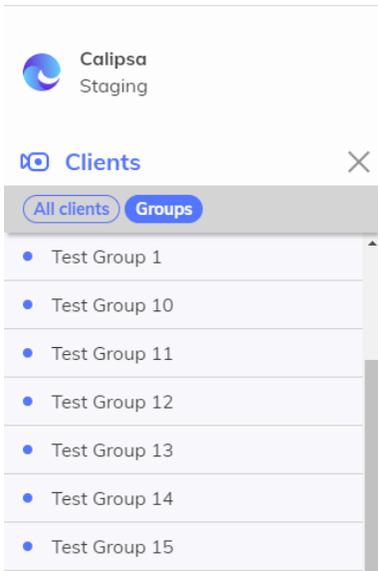
Grouping Feature

Client Grouping

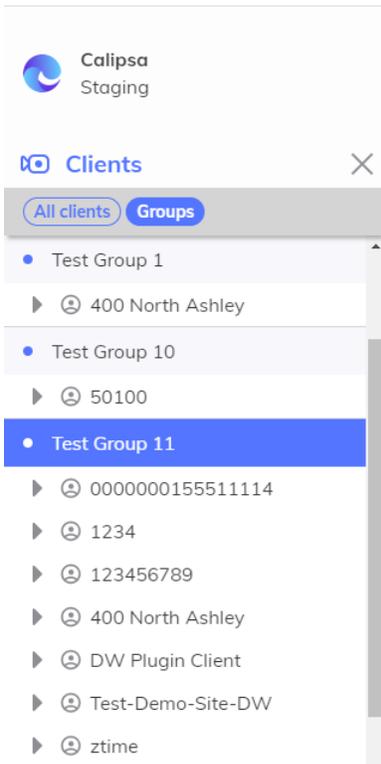
Calipsa allows you to create custom groups and add clients to it. This guide demonstrates how to create groups, add clients to groups, and manage already created groups.

Overview

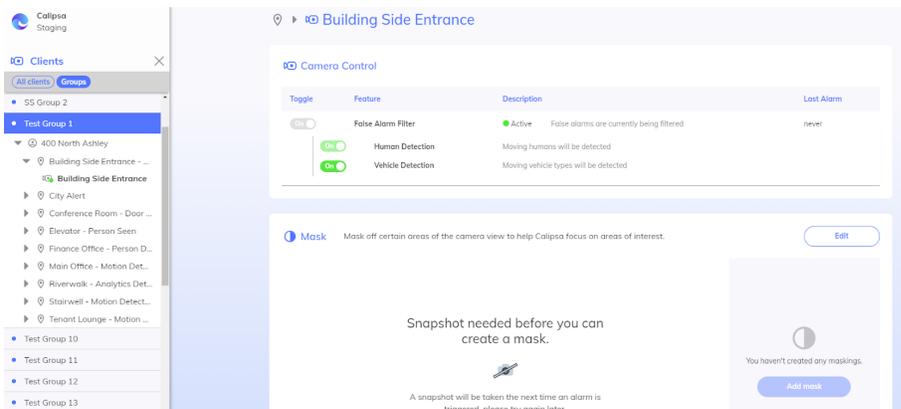
In Calipsa you will see the new groups option under the Clients section. Here you can switch between the client list and the groups list. Click **Groups** to display a list of groups structured like the client list.



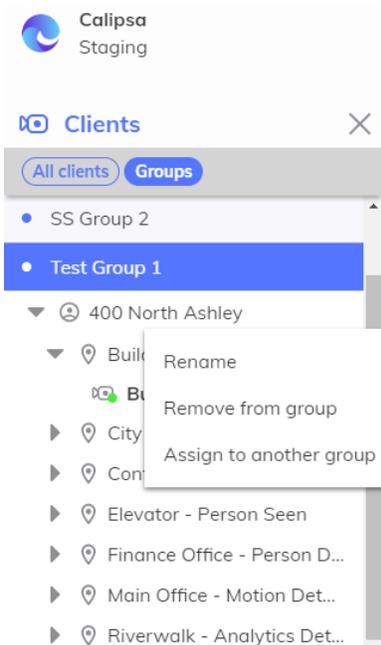
In the Groups section you can left click any group to see all clients and subsequent cameras assigned to the group.



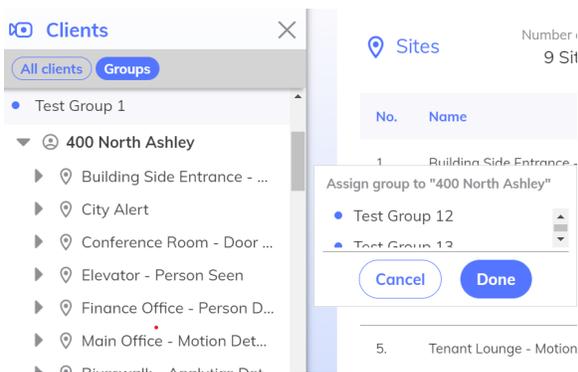
Here you can view all clients, sites, and cameras within a group directly.



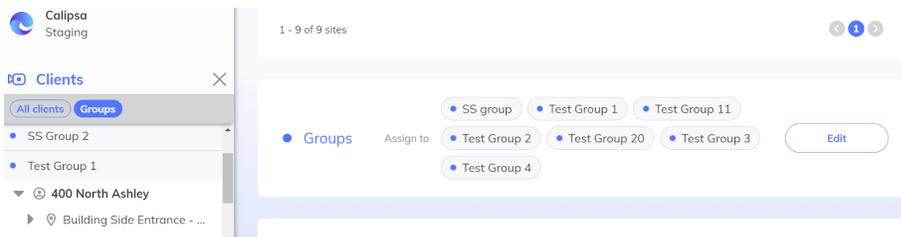
You can rename any client, site, or camera directly from this list. You can also remove a client from a group or directly assign them to another group.



Assigning a Client to another group brings up a small window. Select the groups you want the client to be included in.

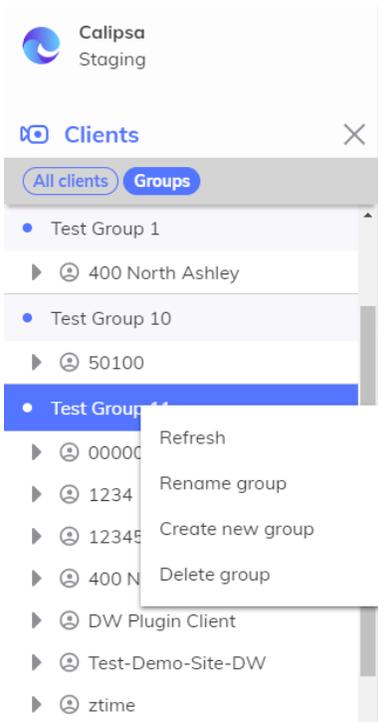


You can also make assignment changes as well as view all groups a client is assigned to in the Clients settings. Click the Client and under the list of sites there is a section for groups. This lists all groups the client is part of. Click edit to open the group selection window.



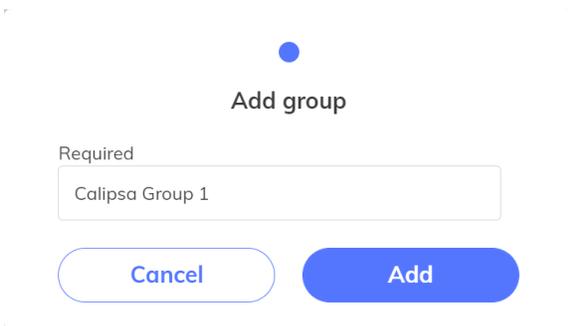
Managing Groups

With the groups button selected right click anywhere in the list of groups to bring up a contextual menu. Here you can rename the group you clicked, delete the group you clicked, create an entirely new group, or refresh your currently open group.



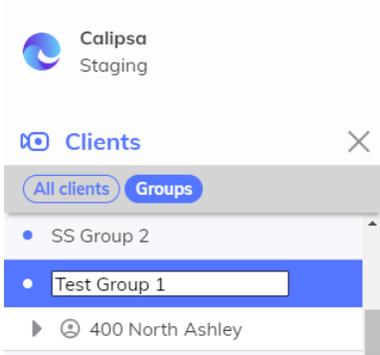
Creating A New Group

1. Click **Create new group**. A new text window will open.
2. Enter the name of the group.
3. Click **Add** to save and create the group.
4. If you change your mind, click **Cancel** to not create a new group.



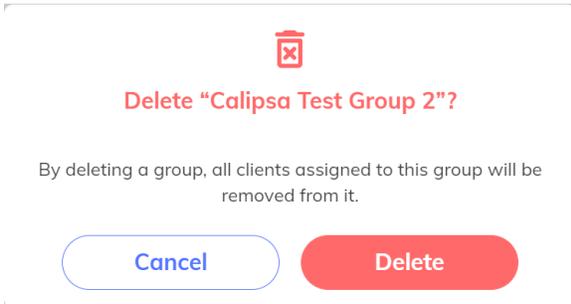
Rename group

1. To rename a specific group, right click the group name you want to change. This will take open the name in a small text box.
2. Type a new name into the field.
3. After renaming the group, press **Enter**.
4. Press **Escape** to cancel.



Delete group

1. To delete a group, right click the specific group name and click **Delete**. This will prompt you with a confirmation message.
2. Click **Delete** to permanently delete the group. This does not affect the Clients within the group.



Refresh

Right clicking a group and selecting refresh will quickly reload that group and update any changes made in the grouping like assigning or deleting.

Reports

Accessing Reports

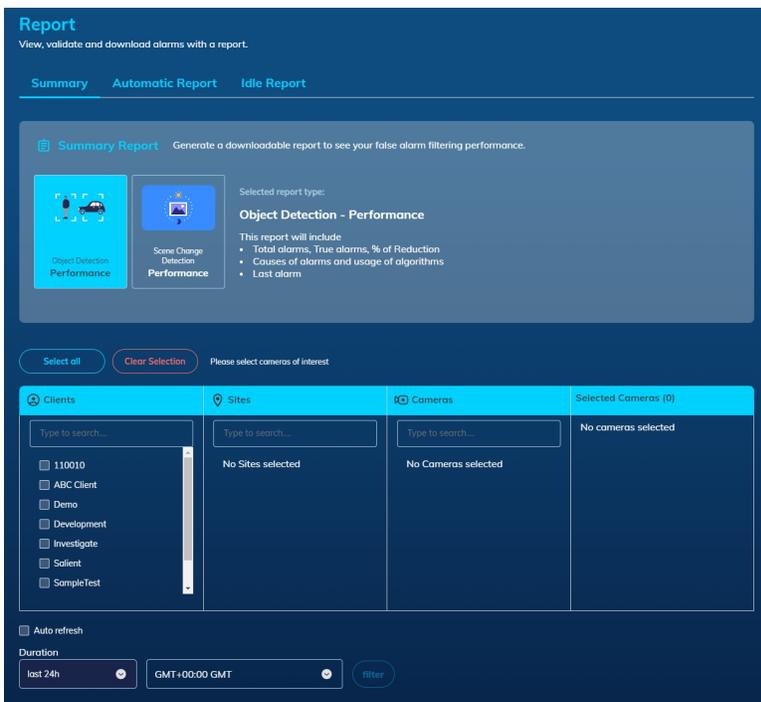
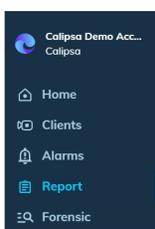
The Calipsa Reporting Feature allows you to create reports for alarm events processed by Calipsa. You can view a live summary of these alarms within the Calipsa Dashboard, download statistics via CSV, or choose to have reports automatically delivered to you via email.

There are two ways to access reporting in Calipsa:

- Access Reports through Report
- Access Reports through Clients

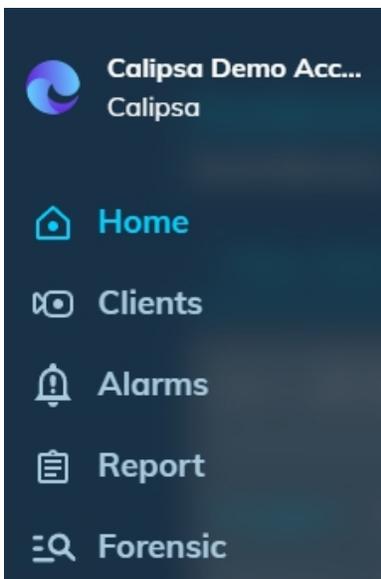
Accessing Reports through Report

1. On the main Calipsa Dashboard page, click **Report** in the left toolbar.

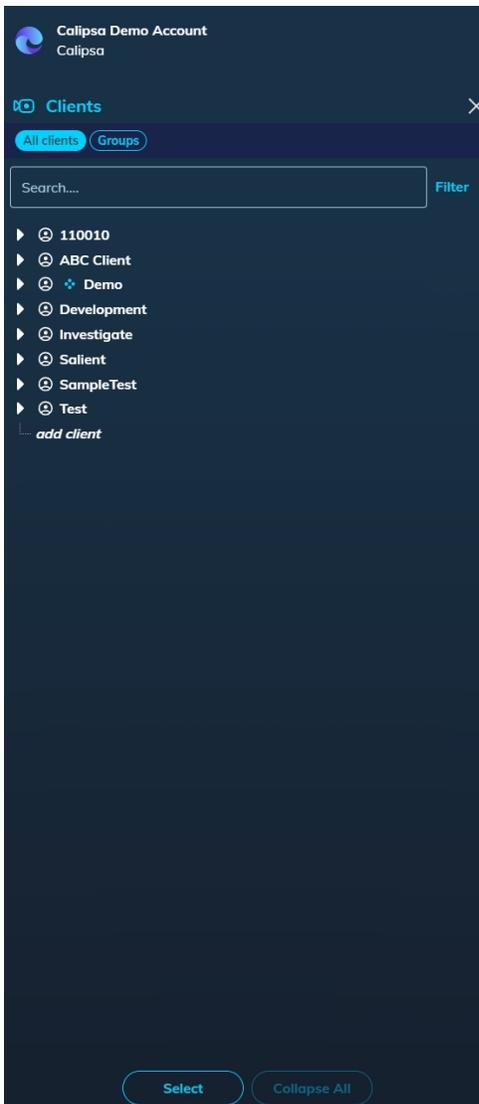


Accessing Reports through Clients

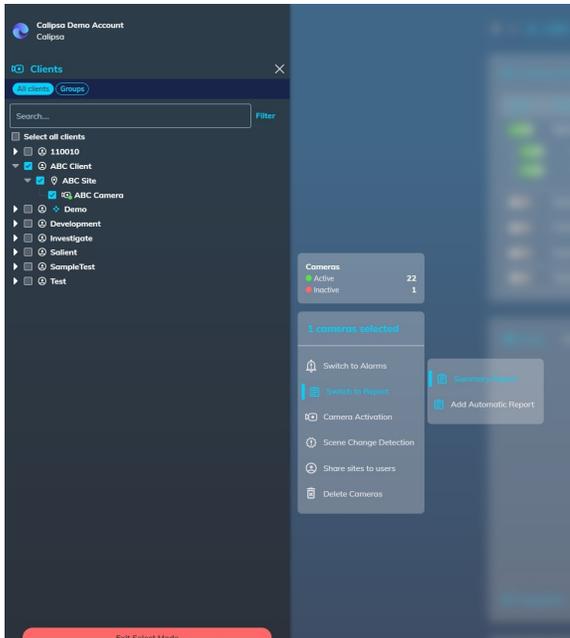
1. On the Calipsa Dashboard toolbar, click **Clients**.



2. Click the **Select** button at the bottom of the toolbar.

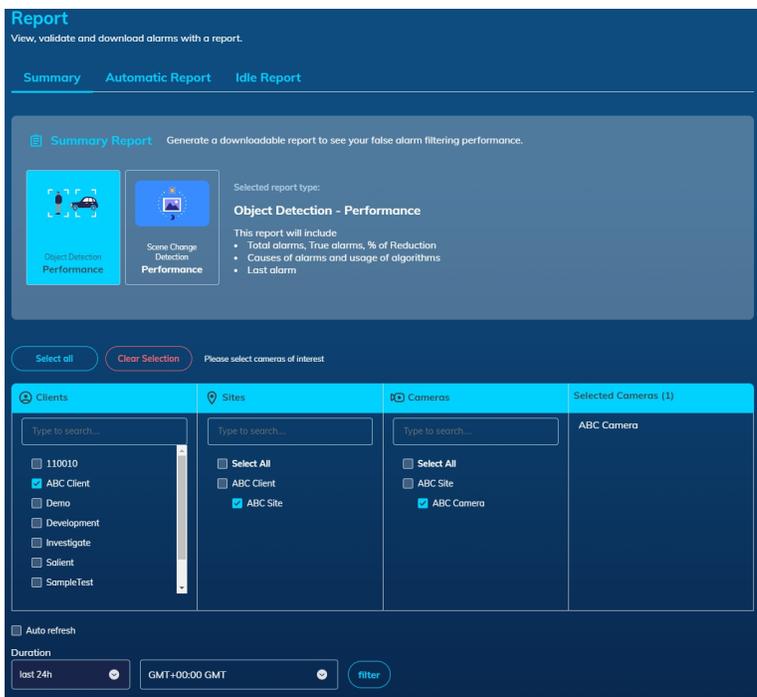


3. Select the specific Clients, Sites, and Cameras from the Clients list.
4. Hover over **Switch to Report** and click **Summary Report**.



Once on the Reports page, you'll have the opportunity to select the respective Clients/Sites/Cameras to do the following:

- View/download a Summary report
- Create/edit an Automatic Report
- View/download an Idle Report



Reporting Advanced User Guide

With our reporting feature Calipsa offers the ability to report on alarms, true and false, that have been passed through our system. You can view the alarms live in the app or download them to a CSV.

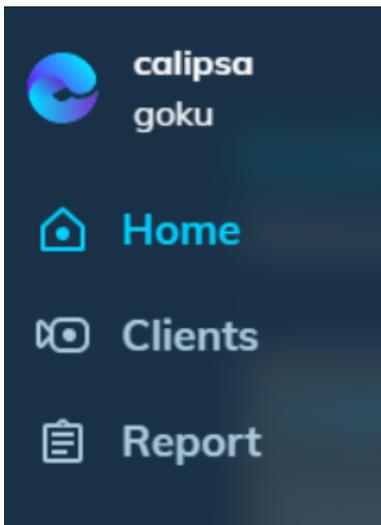
Direct to Reports

There are two ways to access reporting in Calipsa:

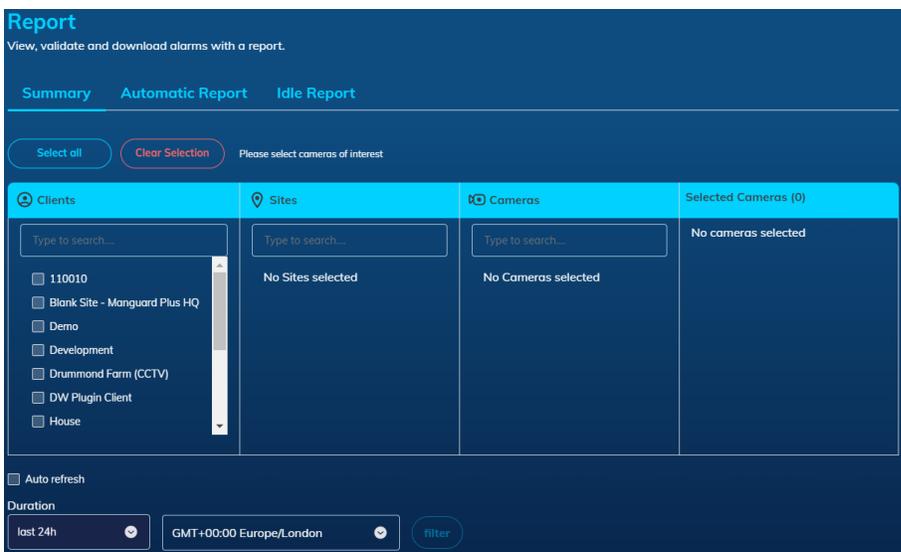
- Access Reports through Report
- Access Reports through Clients

Accessing Reports through Report

1. On the main Calipsa Dashboard page, click **Report** in the left toolbar.



Clicking the Report button brings you to this menu.

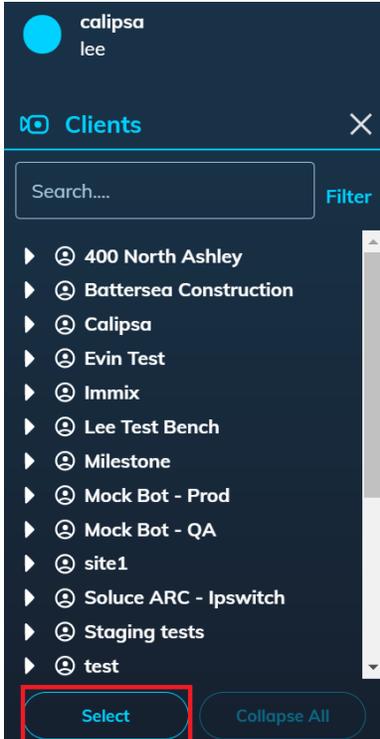


Calipsa® Professional Reference Guide

Note: You can also select the specific Clients/Sites/Cameras from the clients list and go straight to reporting for them.

Selecting Mode Reporting

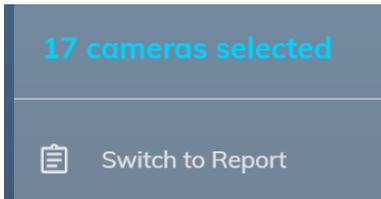
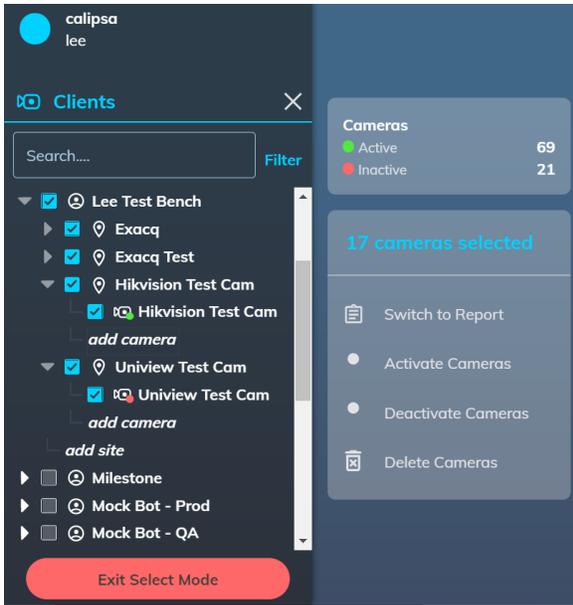
1. On the Client list, click Select in the lower left corner. You are now in Select mode.



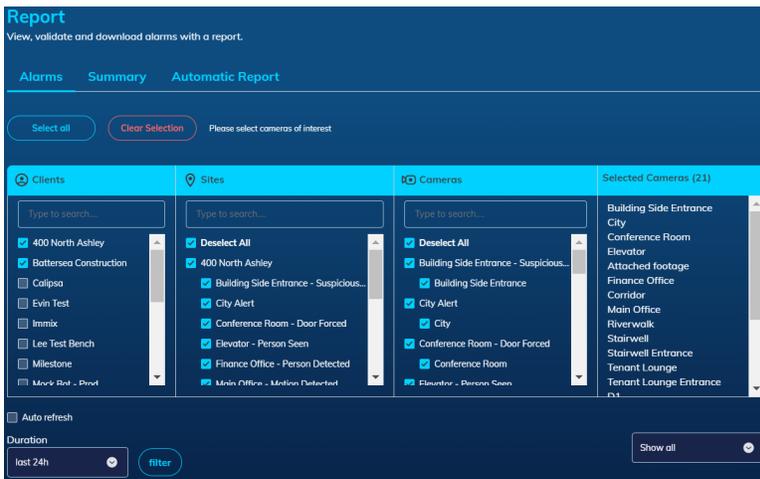
2. Once in Select mode, click the boxes next to the Clients or specific sites and cameras you want to report on.

Note: Selecting a Client will automatically select all Sites within that client. The same for sites, selecting a site automatically selects all cameras within the site.

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3. Once you have selected all necessary items, click **Switch to Report** in the light grey text box. Either way you choose to access the reporting you will be brought to this screen:



Report Page

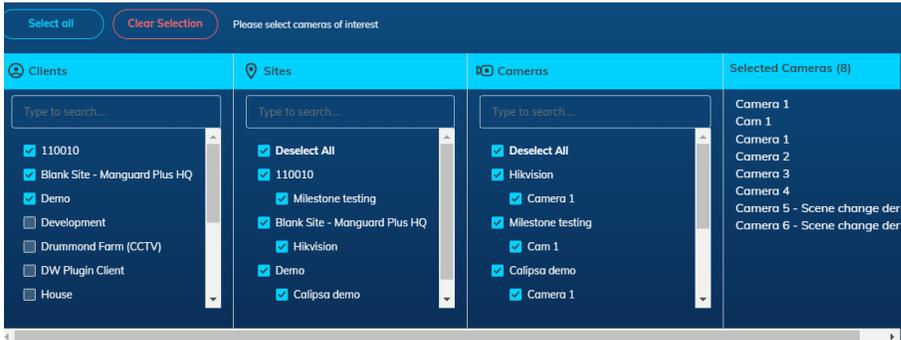
There are three main sections of the Report page:

- Summary
- Automatic Report

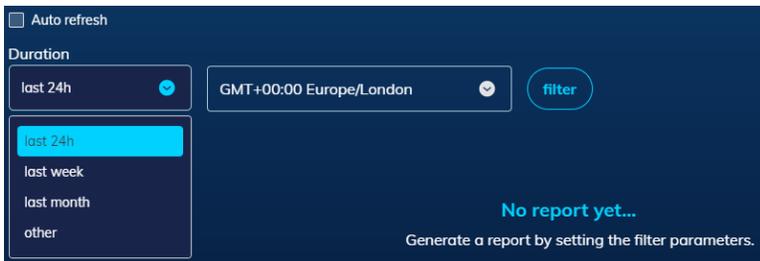
- Idle Report

Summary

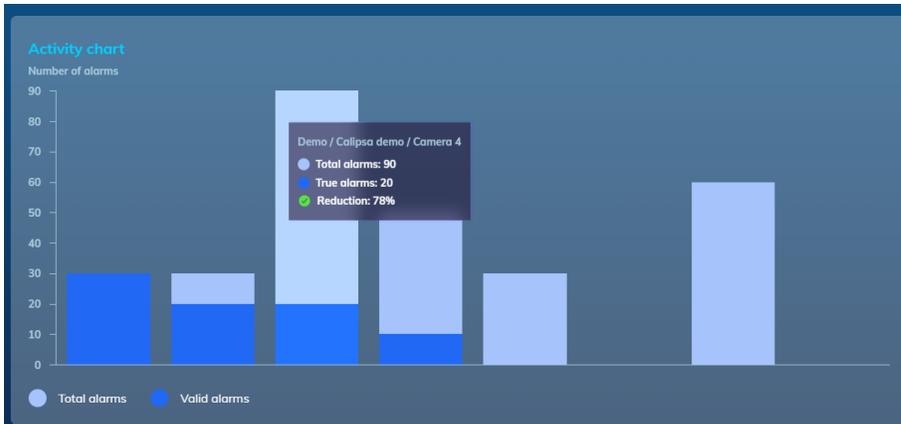
The Alarm section of Calipsa is for viewing a specific alarm. Use the Summary tab if you want to simply view the trends or overall statistics of a site. When using the Summary tab you first select the Client/Site/Cameras/Duration like the alarms tab but instead of seeing the individual alarms you will see the totals for the time range.



You can choose to auto-refresh the results by selecting the checkbox. You can also configure the timeframe of the report and the timezone selected. Once this is done you may click **filter** and the report will be generated.



The first section is a bar graph showing the total alarms broken down by true alarm vs false.



Underneath the bar graph is an option to download a CSV file of the summary. This option is defaulted to if the Summary report is too large i.e., too many alarms or too many cameras.



Calipsa® Professional Reference Guide

The last section of the Summary tab is the Camera list. Each Camera is presented as a line in the grid. You can see the total number of alarms, the total number of true alarms, and the Reduction %, which is automatically calculated by Calipsa for the duration. This is a great way to ensure Calipsa is working as expected.

Camera list Full list of cameras and their Calipsa filtering performance.

#	Client	Site	Camera	Total Alarms	True Alarms	Reduction	Human Cause
1	110010	Milestone testing	Cam 1	0	0	N/A	0
2	Blank Site - Manguard Plus HQ	Hikvision	Camera 1	0	0	N/A	0
3	Demo	Calipsa demo	Camera 5 - Scene change demo	30	0	100%	0
4	Demo	Calipsa demo	Camera 2	30	20	33%	20
5	Demo	Calipsa demo	Camera 1	50	10	80%	10
6	Demo	Calipsa demo	Camera 4	90	20	78%	20
7	Demo	Calipsa demo	Camera 3	30	30	0%	30
8	Demo	Calipsa demo	Camera 6 - Scene change demo	60	0	100%	0
Total:				290	80	72%	80

1 - 8 of 8 sites

Automatic Reporting

With the Automatic Reporting feature you can create recurring pdf reports sent directly to your email. With this feature you can customize the scope and frequency of the reports.

Automatic Report Set up an automatic report in .pdf sent to your email daily, weekly, or any specific schedule. [+ Add report](#)

Toggle	No.	Name	Cameras	Timeframe	Send report every	Send to	
<input type="checkbox"/>	1.	Test	2	Past 24 hours	Every day 10:00 GMT-05:00	lee.adamos@calipsa.io	✎ 🗑 ⬇

1 - 1 of 1 reports

When clicking **+ Add Report** it will take you to the familiar Client/Site/Camera selection Grid. Here select the Clients/sites/cameras needed for the report. You can click **Select All** to quickly choose everything in the account. Once done click **Next**.

Calipsa® Professional Reference Guide

1. Select Cameras 0 selected cameras

Select all Clear Selection Please select cameras of interest

Clients	Sites	Cameras	Selected Cameras (0)
<input type="checkbox"/> 400 North Ashley <input type="checkbox"/> Battersea Construction <input type="checkbox"/> Calipsa <input type="checkbox"/> Evin Test <input type="checkbox"/> Immix <input type="checkbox"/> Lee Test Bench <input type="checkbox"/> Milestone <input type="checkbox"/> Morky Rd - Druel	No Sites selected	No Cameras selected	No cameras selected

Next

Next you will need to select the Time. This includes the time range of the report as well as how often and when you receive the report. You can select Alarms from within the last 24 hours, 7 days, 14 days, and 30 days. Using the drop down menu by Send Report you can select to receive the report Every Day, Every Week, or Every Month.

Note: Selecting Every Week will open a new drop box to choose the day of the week. Every Month lets you choose which day of the month.

2. Select Time Past 24 hours | Every day | 00:00 GMT-06:00

Time Frame Select the timeframe you would like to report on for your chosen cameras

Alarms within the past: 24 hours 7 days 14 days 30 days

Send report Every day

Request starts 00:00 GMT-06:00 America/Chicago

Receiving time: The time you will receive the report depends on the number of alarms Calipsa has to fetch. This could range from few minutes to few days after the request starts.

Back Next

The last step is the choice of when the request starts. This lets you pick the hour and timezone to start pulling the report. For example if a user is based in GMT -5 but monitors sites world wide, creating a report to start 11:00 GMT-5 will pull a report from that moment as the starting point, regardless of any site's timezone. Once complete click **Next**.

After the Time has been selected a receiving email will need to be put in place. A minimum of 1 email is required but you can add as many as needed. Just click **+Add more emails** to add a new line for emails.

Click the Trash can symbol  to remove an email.

Calipsa® Professional Reference Guide

3. Receiving Emails

Send report to

Required
user1@example.com

Required
user1@example.com

Required
user1@example.com

[Add more emails](#)

Back Next

Once all emails have been added click **Next**.

The final step in creating a new Automated report is to name it. In the last section all that is required is adding a name in the text box. Once completed click **Done**.

4. Report Name

Name

Give this report a memorable name

Required
e.g weekly report for client A

Back Done

Idle Reports

These reports will show you which cameras and/or sites haven't triggered any alarms lately. With it, you could run a health check that would allow you to detect sites that are experiencing technical difficulties or cameras that could use some tweaking in their setup, such as having a low sensitivity or not pointing in the right direction.

It will automatically load an idle camera report with information about the camera and when it last alarmed.

Idle cameras 10 cameras haven't received alarms recently. (Max 500 items)

Client	Site	Camera	Last alarm	Health
Development	000S - SS	DWC-MB44WIA-Parking Lot RearSide	over a month ago	All
Development	000S - SS	DWC-MV84WIA - Parking Lot 3	over a month ago	All
Development	000S - SS	DWC-MPTZ830X	over a month ago	All
Development	000S - SS	DWC-MB44WIA - SiteWatch	over a month ago	All
Development	000S - SS	SS Camera	over a month ago	All
Salient	Salient	Tst	over a month ago	All
Salient	Salient	Test	over a month ago	All
110010	GENETEC5101	192.168.1.70 - Camera - 01	over a month ago	All
Test	Test	Crossroads	over a month ago	All
Testing - Goku	testing 123	123	over a month ago	All

Clicking on any camera will take you directly to its configuration page in the Clients section of Calipsa.

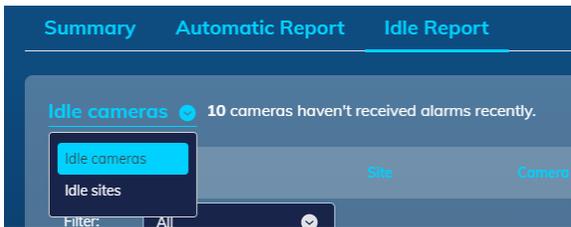
Calipsa® Professional Reference Guide

You may do some filtering if you want to, you can choose the Client or the Health level, where there is a color scheme in place:

- Grey: hasn't alarmed in 24-72hrs
- Orange: hasn't alarmed in 72hrs - 1 week
- Red: hasn't alarmed in 1 week - over 30 days

Client	Site	Camera	Last alarm	Health
Development	000S - SS	DWC-MB44WiA-Parking Lot RearSide	over a month ago	All
Development	000S - SS	DWC-MV84WiA - Parking Lot 3	over a month ago	Red
Development	000S - SS	DWC-MPT2830X	over a month ago	Orange
Development	000S - SS	DWC-MB44WiA - SiteWatch	over a month ago	Grey

If you prefer an idle site report instead of an idle camera report, you can do this by clicking in the dropdown tab in the top left corner.



As previously, it will generate the report automatically showing the site information, the number of cameras, the last alarm within the site and the percentage of idle cameras within it, which you can use to filter.

Site	Client	No. of Cameras	Last Alarm within this site	% of idle cameras within this site
000S - SS	Development	5	over a month ago	100
Salient	Salient	2	over a month ago	100
Test	Test	1	over a month ago	100
testing 123	Testing - Goku	1	over a month ago	100
GENETEC5101	110010	1	over a month ago	100

On the right hand side, you will find an arrow that serves as a dropdown to see the specific site and its cameras in more detail.

Site	Client	No. of Cameras	Last Alarm within this site	% of idle cameras within this site				
000S - SS	Development	5	over a month ago	100				
					Idle cameras	DWC-MB44WiA-Parking Lot RearSide	over a month ago	Red
						DWC-MV84WiA - Parking Lot 3	over a month ago	Red
						DWC-MPT2830X	over a month ago	Red
						DWC-MB44WiA - SiteWatch	over a month ago	Red
						SS Camera	over a month ago	Red
Salient	Salient	2	over a month ago	100				

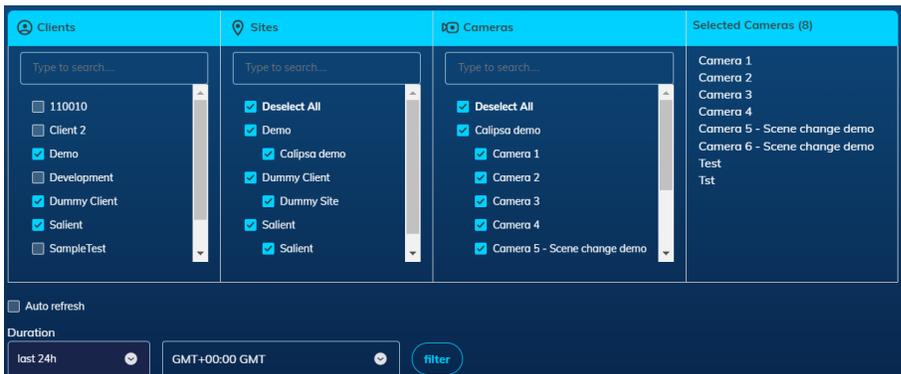
Scene Change reports

If your account has Scene Change enabled you will also be allowed to create Scene change Summary and Automatic reports. For this you will just need to choose the type of report you want at the top of the page.



Summary report

It will work very similarly to the other reports, first asking you to select sites and cameras, the duration and the timezone:



It will also then show a graph with the number of alarms and a download option.



It will show a table with a full list of cameras and their performance, with a few different columns:

Calipsa® Professional Reference Guide

- Total scene change checks
- True Scene Changes
- Filtered out scene changes
- Incomplete checks
- Labeling decisions e.g., true, false, dismissed
- When the last check was done in the selected period of time

Camera list Full list of cameras and their Calipsa filtering performance.

	Client	Site	Camera	Total Scene Change Checks	True Scene Change	Filtered out
1	Sallent	Sallent	Tst	0	0	0
2	Sallent	Sallent	Test	0	0	0
3	Demo	Calipsa demo	Camera 4	2	0	2
4	Demo	Calipsa demo	Camera 3	2	0	2
5	Demo	Calipsa demo	Camera 2	2	0	2
6	Demo	Calipsa demo	Camera 5 - Scene change demo	2	2	0
7	Demo	Calipsa demo	Camera 6 - Scene change demo	2	2	0
8	Demo	Calipsa demo	Camera 1	2	0	2
Total:				12	4	8

Automatic Report

Automatic report works the same way the object detection automatic report does, but will include Statistics, labeling status and a list of recently detected cameras instead. Clicking on **Add Report** in the top right corner will begin the creation of the report and from there you can follow the steps stated previously.

Automatic Report Set up an automatic report in .pdf sent to your email daily, weekly, or any specific schedule. [+ Add report](#)

Object Detection Automatic

Scene Change Detection Automatic

Selected report type:
Scene Change Detection - Automatic

This report will include

- Statistics and Label Status
- List of Recent Detected Cameras

Toggle	No.	Name	Camera	Timeframe	Send report every	Send to
No information to display						

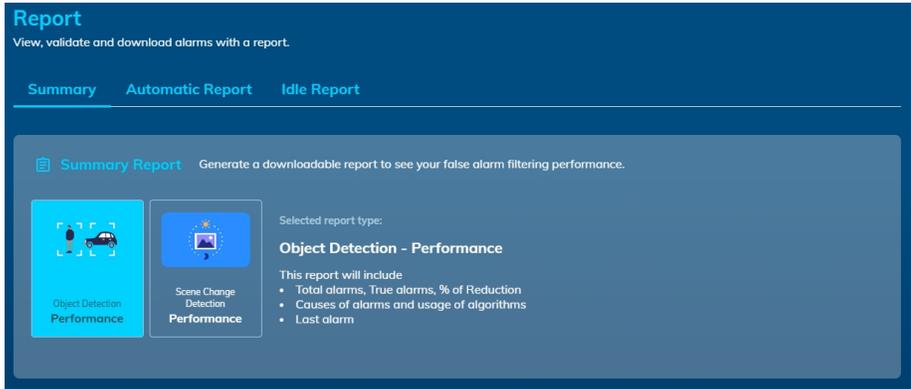
0 - 0 of 0 reports

If you have any questions or issues with any part of the reporting suite please contact support@calipsa.io.

Summary Reports

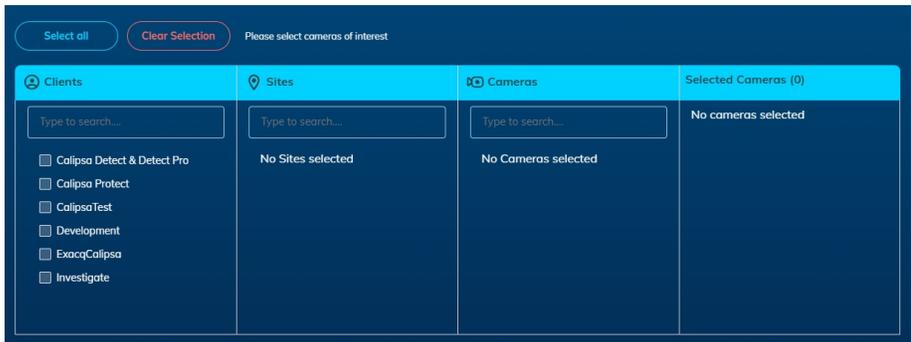
Through the Calipsa reporting feature, users can view a live summary of filtered alarms within the Calipsa Dashboard or download these statistics via CSV.

After navigating to the Report page within the Calipsa dashboard, you can select a Summary Report for either Object Detection Performance or Scene Change Detection Performance.



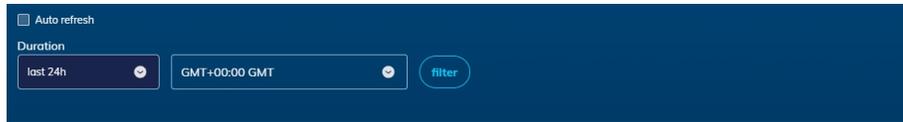
Camera Selection

After selecting the product you would like a Summary Report for, you can then choose the respective Clients/Sites/Cameras for each specific report:



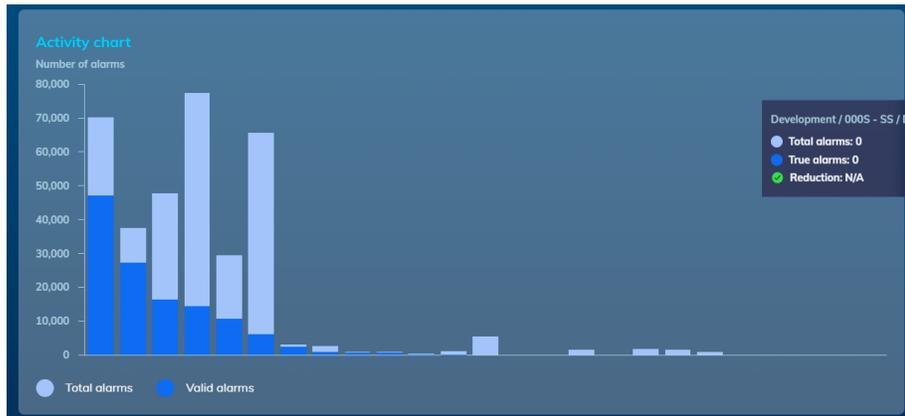
Duration

Select the appropriate Duration and Time Zone if applicable, click **Filter** to view the results.



Activity Chart

The first section is a bar graph showing the total alarms broken down by true alarm vs false.



Download

Underneath the bar graph is an option to download a CSV file of the summary. This will also be the only/default option if the Summary report is too large. If there are too many alarms or too many cameras to list within the dashboard.



Camera List

The last section of the Summary tab is the Camera list, where each Camera is presented as a row in a grid. Here you can see the number of: Total Alarms, True Alarms, Reduction percentage (automatically calculated by Calipsa for the duration), Human triggered alarms, Vehicle triggered alarms, and Last Alarm (in your selected duration). This is a great way to ensure Calipsa is working for you as expected.

Calipsa® Professional Reference Guide

Camera list Full list of cameras and their Calipsa filtering performance.

#	Client	Site	Camera	Total Alarms	True Alarms	Reduction	Human Cases
1	CalipsaTest	ExaccqVision	Exaccqvision cam Inzone	0	0	N/A	0
2	CalipsaTest	ExaccqVision	Exaccqvision cam 70	962	41	96%	32
3	Development	0005 - SS	DWC-MV84WIA - Parking Lot 3	0	0	N/A	0
4	Development	0005 - SS	DWC-MB44WIA - SiteWatch	0	0	N/A	0
5	Development	0005 - SS	DWC-MB44WIA-Parking Lot RearSide	0	0	N/A	0
6	Development	0005 - SS	DWC-MPTZ830X	0	0	N/A	0
7	Development	0005 - SS	SS Camera	0	0	N/A	0
8	ExaccqCalipsa	Exaccq147	Exaccq Cam 72	0	0	N/A	0
9	ExaccqCalipsa	Exaccq147	Exaccq Cam 70	362	223	38%	231
10	Investigate	Investigate demo	Forensic Test	5306	2	100%	7
11	Investigate	Investigate demo	12 hours long 2	1524	0	100%	196
12	Testing - Goku	testing 123	123	0	0	N/A	0
Total:				8154	266	97%	466

1 - 12 of 12 sites

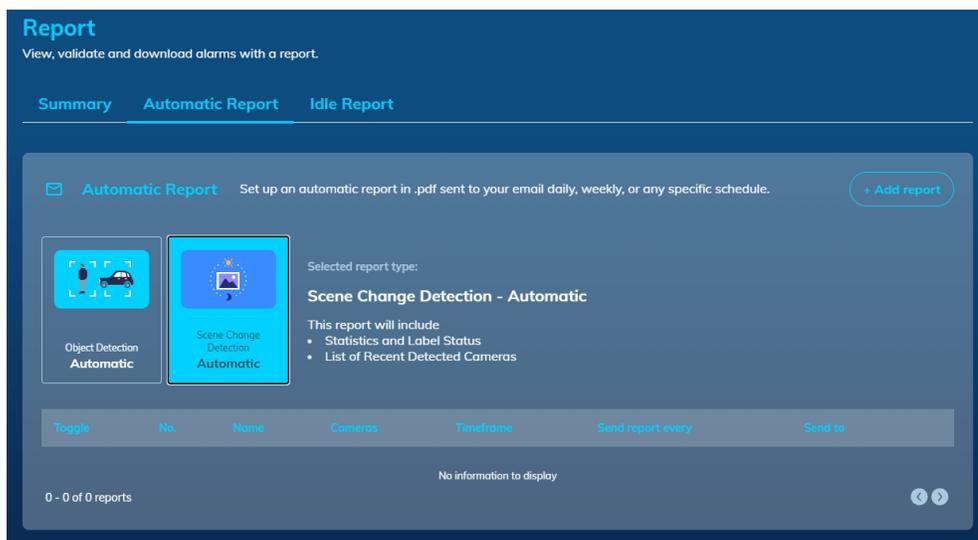
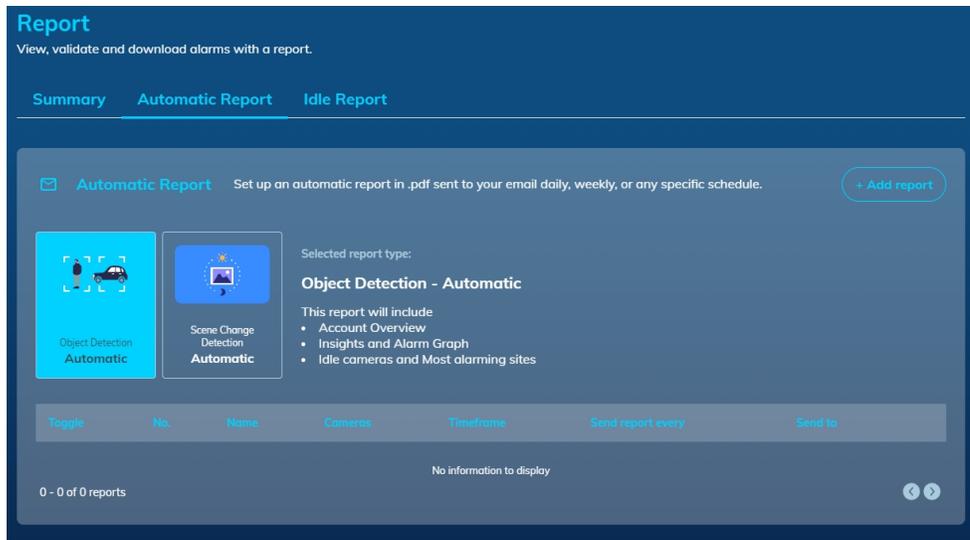
Automatic Reports

Through the Calipsa reporting feature, users have the ability to create automatic reports for alarm events processed by Calipsa. By creating an automatic report, you can have a report delivered to your email daily, weekly, or monthly for any/all specific Clients/Sites/Cameras in Calipsa.

Automatic Report

After navigating to the Report page within the Calipsa dashboard, you'll have the ability to create an Automatic Report for either Object Detection or Scene Change Detection.

After selecting the product you'd like to create an Automatic Report for, click **Add Report**.



Add Report

In the Select Cameras window, you can then choose the respective Clients/Sites/Cameras for each specific Automatic Report that you'd like to create.

Calipsa® Professional Reference Guide

Report details Cancel

1. **Select Cameras** 0 selected cameras ✓

Select all Clear Selection Please select cameras of interest

👤 Clients	📍 Sites	📷 Cameras	Selected Cameras (0)
Type to search... <input type="checkbox"/> Calipsa Detect & Detect Pro <input type="checkbox"/> Calipsa Protect <input type="checkbox"/> CalipsaTest <input type="checkbox"/> Development <input type="checkbox"/> ExacqCalipsa <input type="checkbox"/> Investigate	Type to search... No Sites selected	Type to search... No Cameras selected	No cameras selected

Next

2. **Select Time & Content** Past 24 hours | Every day | 00:00 GMT-04:00 ✓

3. **Receiving Emails** - ✓

4. **Report Name** - ✓

After clicking **Next**, you can then choose the specific Alarm Time Frame, Frequency of Report Sending Interval, and Start Time for the report itself.

Report details Cancel

1. **Select Cameras** 0 selected cameras ✓

2. **Select Time & Content** Past 24 hours | Every day | 00:00 GMT-04:00 ✓

Time Time Frame Select the timeframe you would like to report on for your chosen cameras

Alarms within the past:

Past 24 hours Past 7 days Past 14 days Past 30 days

Send report Every day

Request starts 00:00 GMT-04:00 America/New_York

Receiving time: The time you will receive the report depends on the number of alarms Calipsa has to fetch. This could range from few minutes to few days after the request starts.

Back Next

3. **Receiving Emails** - ✓

4. **Report Name** - ✓

After clicking **Next**, you can then enter in the specific Emails which you'd like this specific report delivered to for the criteria added throughout previous steps.

Calipsa® Professional Reference Guide

The screenshot shows a 'Report details' form with a dark blue background. At the top right is a 'Cancel' button. The form is divided into four sections, each with a dropdown arrow on the right:

- 1. **Select Cameras**: 0 selected cameras
- 2. **Select Time & Content**: Past 24 hours | Every day | 00:00 GMT-04:00
- 3. **Receiving Emails**: -
- 4. **Report Name**: -

Below the 'Receiving Emails' section, there is a 'Send report to' label and a 'Required' field containing the email 'user1@example.com'. Below the field is a '+ Add more emails' link. At the bottom right of the form are 'Back' and 'Next' buttons.

After clicking **Next** one final time, you can then enter in the specific Name for this report.

This screenshot shows the 'Report details' form at the final step. The 'Report Name' section is now active, indicated by a blue dropdown arrow. The 'Name' label is followed by the instruction 'Give this report a memorable name' and a 'Required' field containing the text 'e.g weekly report for client A'. At the bottom right, the 'Back' button is present, and the 'Next' button has been replaced by a 'Done' button.

Labelling Alarms

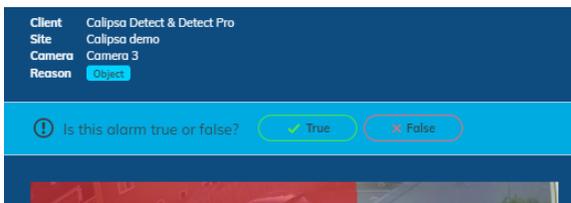
Labelling alarms is useful when Calipsa is used as a monitoring tool. It allows the operators to confirm alarms as true or false. It can also be very useful to keep track of which alarms the operator has gone through and which are still waiting to be verified.



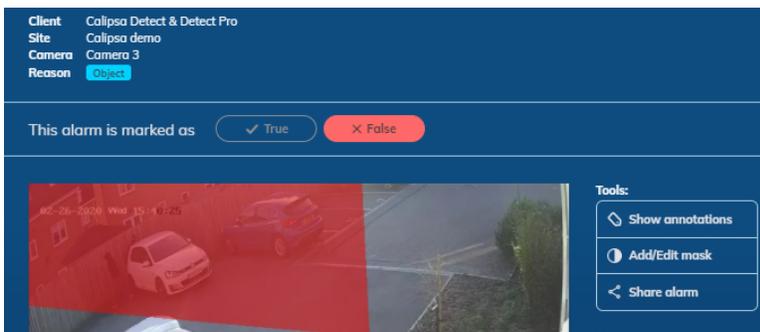
There are different areas in the Alarms section that refer to the labelling option.

Alarm Labelling

Right above the footage of the alarm, a banner is displayed asking the operator if the alarm is true or false in their opinion.



Once the option is clicked, the banner will change to explain what the alarm has been marked as.



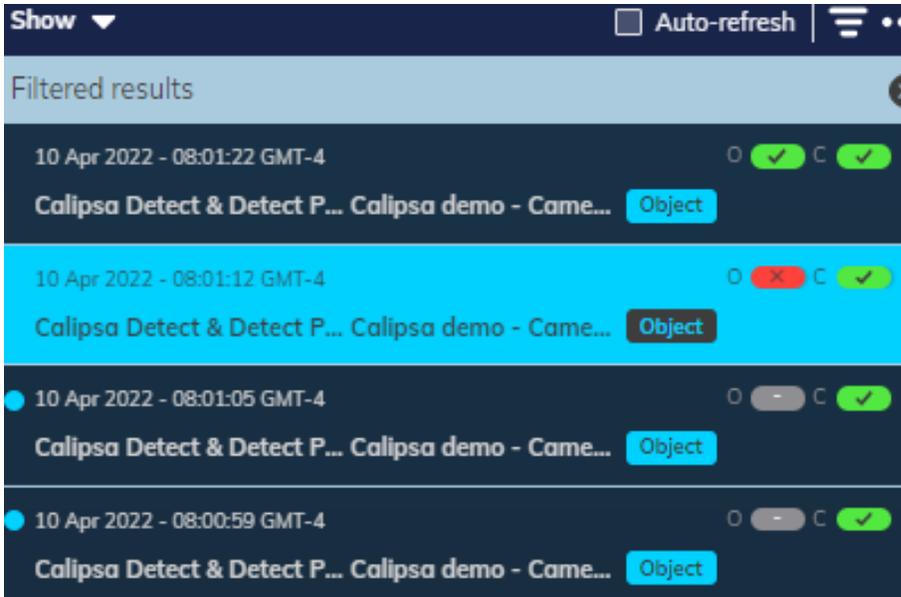
Audit Log

On the upper right corner of the page you can control what has been done on that specific alarm. When it was received, what Calipsa processed it as, who labelled it and when and who changed the label and when. This is helpful when auditing the account if an incident has happened, for instance.



Alarm queue

In the alarm queue you are able to quickly have a visual understanding of the alarms that have come, what calipsa considered them, which have been analysed by the operator and what they have been labelled as.



Where to Categorize these topics?

Calipsa Protect

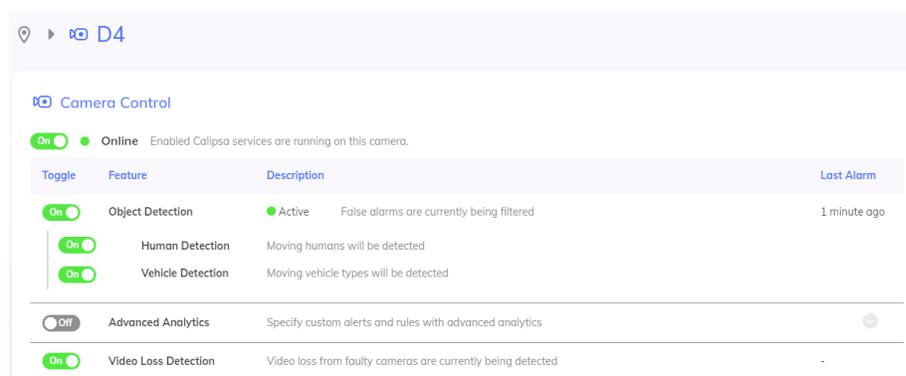
Advanced real-time analytics for video surveillance

Calipsa protect allows advanced analytics that goes beyond our standard object detection offered with Calipsa Detect. It allows you to customize exactly what you want a true alarm to be classified as and includes features such as loitering and crowd-forming detection.

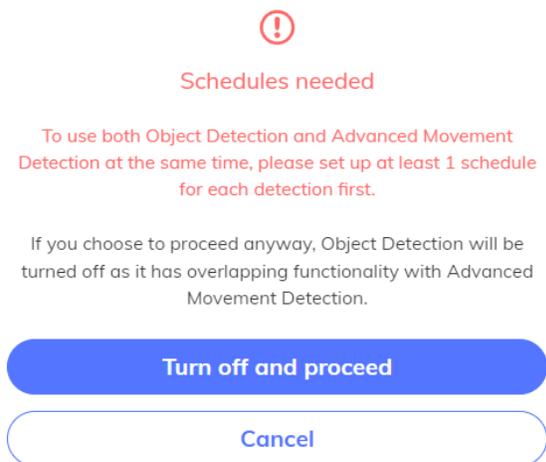
Note: During phase 1 of Calipsa Protect it will only be available on sites connected via our Sentinel Integration.

Enabling Calipsa Protect

Once Calipsa Protect has been enabled on your account by the Calipsa team you will be able to see the functionality within the web app on the camera level.



Once you enable **Advanced Analytics** via the toggle, you will see the pop-up below.



This pop-up advises that if you would like **Object Detection** AND **Advanced Analytics** enabled you will need to set schedules for each to ensure there is no overlap in how we should be processing an alarm at a given time.

If you don't have any schedules in place and you click **Turn off and proceed** you will be **disabling** Object Detection and **enabling** Advanced Analytics on the camera.

Advanced Analytic Features

- Once you have selected **Turn off and proceed** the rule setup will automatically pop up. Alternatively, you can select to create a rule or enable a previously existing rule under the Advanced Analytics toggle.



When you create a rule, you will see the following setup page where you will need to setup the following:

- Name of the rule: can be named however you see fit.
- Object of interest: By default all object types are enabled but you can select to only include whichever you wish e.g., person, cyclist, car, truck, construction vehicle.
- Loitering Detection: If enabled you will need to enter the number of seconds an object will need to be within the camera frame to be considered loitering.
- Crowd Forming: If enabled you will need to enter the number of objects required and the time period the objects are present for in order to trigger a crowd forming alert.

NOTE: Loitering detection and Crowd forming cannot be enabled at the same time.

Rule for D4

1. Set up name and rule

Name of the rule

Object of interest

5 categories selected

Loitering detection

Crowd Forming

2. Select conditions

Area: Whole area Selective area



Once this is filled in you will need to select whether you want the rule to be applied to the entire camera view or just a particular area of interest. If you only require a specific area click on the **Selective area** option which will then populate some drawing tools.

To draw an area of interest click on the pencil tool on the left, then proceed to outline the points of interest on the camera snapshot. We recommend drawing your points in a cyclical motion around the area of interest in the same direction.

2. Select conditions

Area: Whole area Selective area



Once you have completed drawing the area of interest, click save and the advanced analytic rule will be applied to your camera.

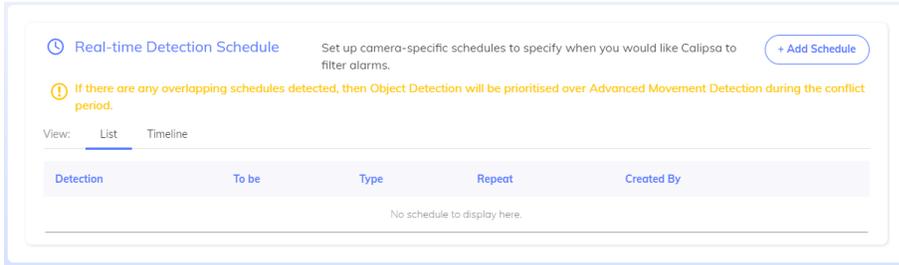
Applying Scheduling

Scheduling is important in situations where you want to utilize a combination of standard object detection and advanced analytics.

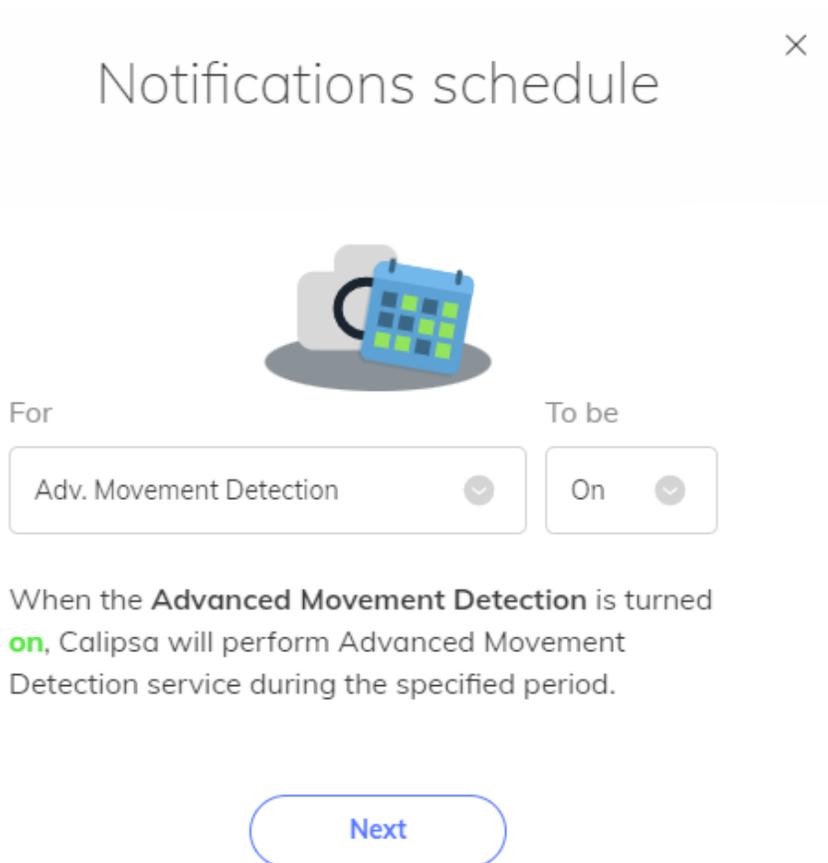
For example, during the day you may only want to know if people are loitering around a site rather than just passing by, meanwhile, at night you may want to know whether there is any person or vehicle detected on site. In this case you could apply loitering detection during the day and normal object detection at night.

To achieve this you will need to set schedules so that Calipsa knows how to process an alarm at a given time.

Scheduling can be found lower down on the camera level page. If there are any overlaps in schedules created object detection will be applied to alarms received during the overlapping period to ensure operators receive relevant alarms.



To create a schedule click **+ Add Schedule** which will open up the pop-up below.



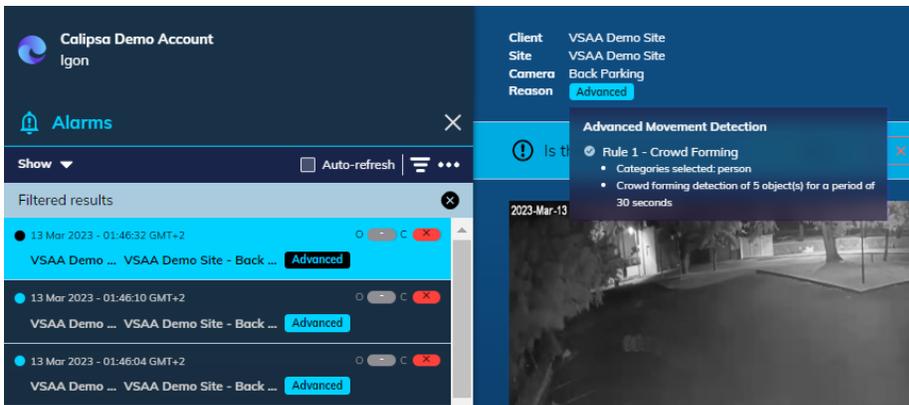
Select **Adv. Movement Detection** and for it to be **On** then click next to set up the schedule period required.

Note: You will also need to setup a schedule for when Object Detection should be applied

Alarms Tab

On the Alarms tab, all alarms that have Advanced Analytics applied will have the below **Advanced** label against it.

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To view what analytics have been applied to the camera, hover over the **Advanced** label and the below pop up will appear.

Detect Pro

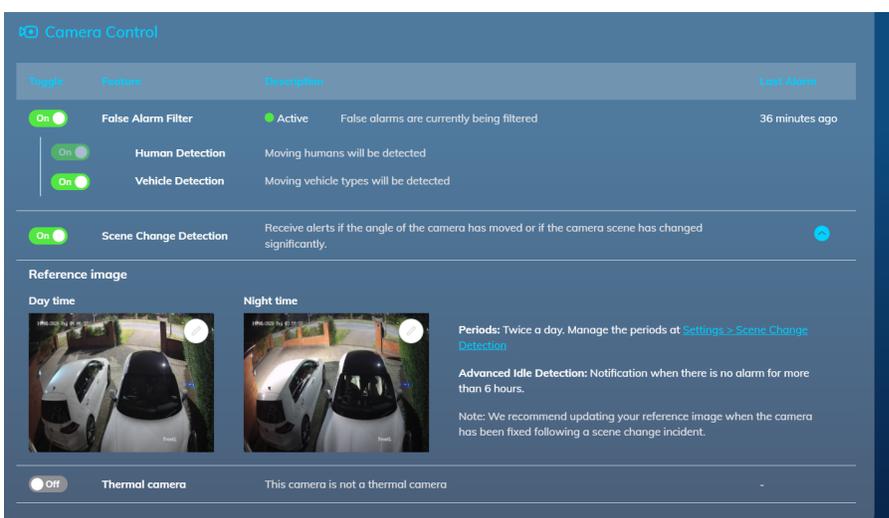
The purpose of this document is to explain and give a walk through of Calipsa Detect Pro, the Scene Change Detection tool in Calipsa

The Scene Change Detection in Calipsa allows customers to know which cameras have been moved and are now pointing at a different scene than they were at the beginning. This can happen for multiple reasons, some involuntary like the work being done at a building site or an animal hitting the camera and voluntary in other cases, preparing for a break-in for example.

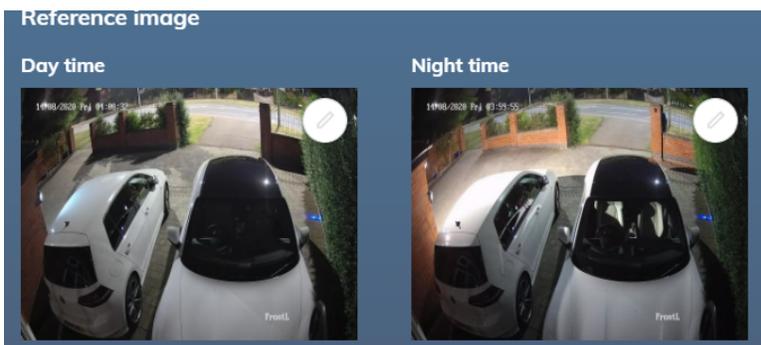
Calipsa will compare the actual scene with the one taken as a reference and confirm whether there has been a change in the camera view.

Activating Scene Change

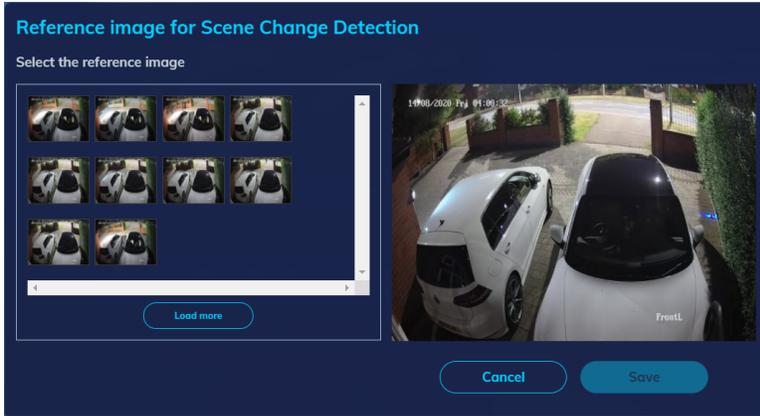
To activate scene change in a **specific camera** the user needs to go to a camera in the Client Section and turn on the Scene Change toggle.



Once activated the reference images will need to be chosen both for daytime and nighttime checks, to make sure the AI has the most similar image to what it's going to find in the alarms. This is done by clicking on the pencil in the upper right corner of the image.

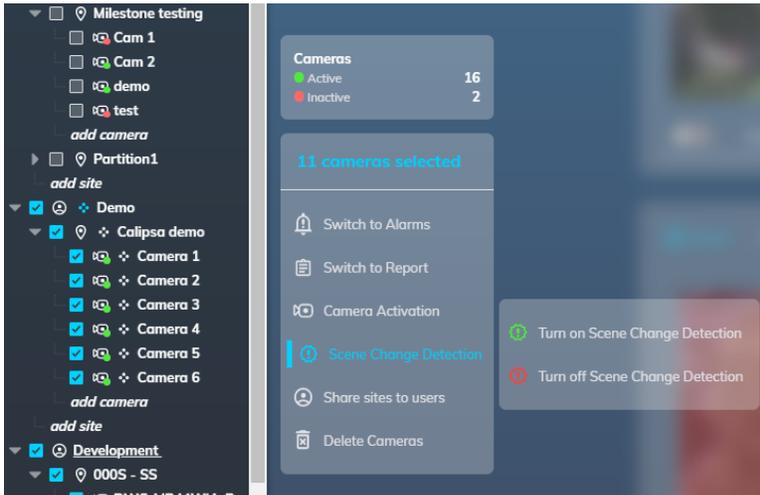


Then the user will need to click on the most suitable reference image of the offered selection and click **Save**.



Bulk Activation / Deactivation

In the column on the left, click **Select**. Then choose all the clients, sites and cameras where you want to activate or deactivate the Scene Change and in the box that appears in the right click on “Scene Change Detection” and choose whichever option fits your needs best and confirm:

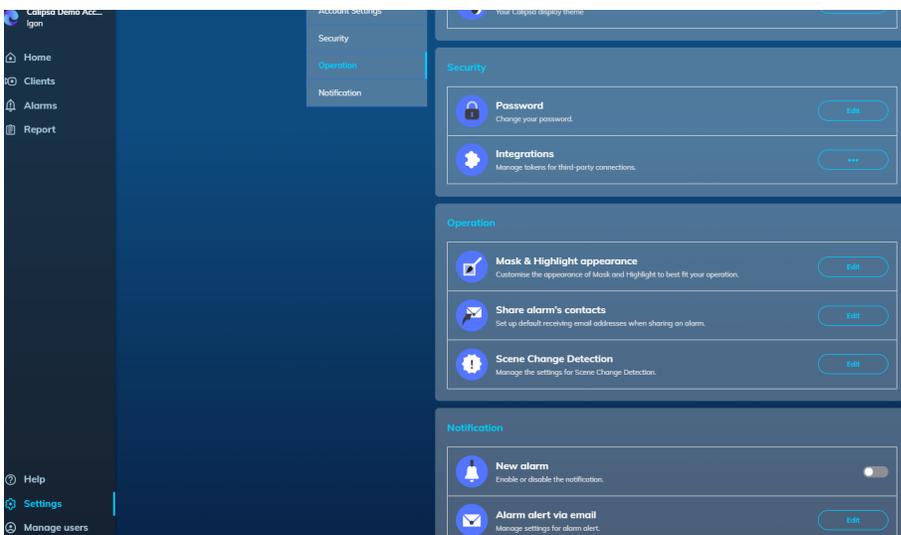


Setting Periods

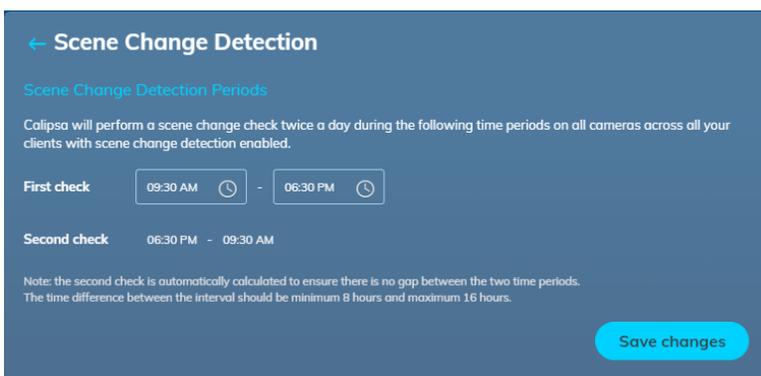
The way the scene change detection works is that Calipsa will perform checks twice a day at specific periods of time on all cameras across all clients that have the detection enabled. There are two options for a user to edit such periods:

When activating scene change for the first time a wizard will appear asking when the first check happens. The second check will be automatically calculated by the system so that there are no gaps between the time periods

On the column on the left click on Settings, go to Operations and then to Scene Change Detection. Click **Edit**.

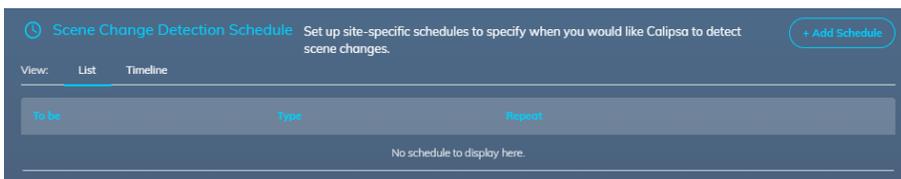


Next you will have the option to change the scene change detection periods, click **Save** to update.



Setting Schedules

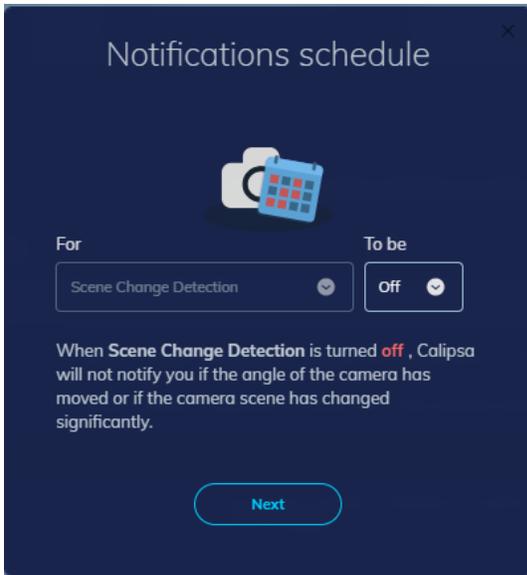
There is the option to turn on/off the scene change on a site level for specific days. To do this, once on the selected site, click on Add Schedule on the right corner of the Scene Change Detection Schedule box.



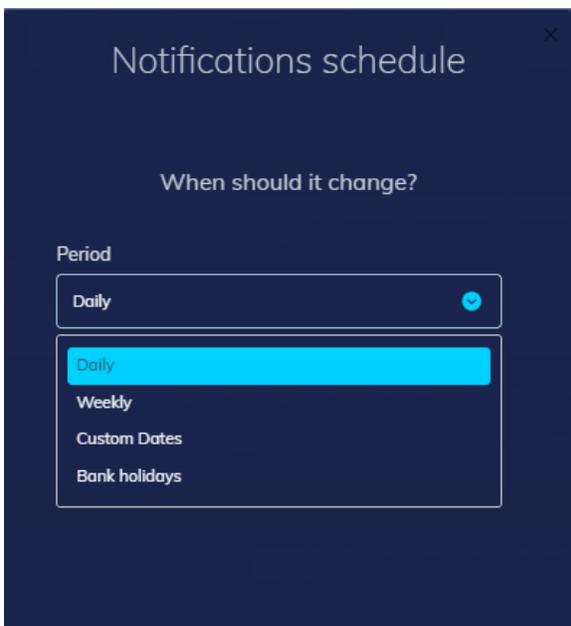
Then select if you want the schedule to be for turning the scene change on or off. By default, once the scene change is activated in a camera, it will be on, there will be no need to create an “on” schedule. The “off” schedule is useful if some days you don’t want the scene change to be active, during the weekend for example.

The reason why the “on” schedule exists is in case at one specific moment, the user might want to override the “off” schedule, for example if there is a specific event happening on a specific weekend. That way it is on on that weekend but the whole configuration is not affected.

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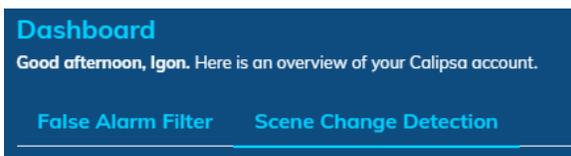


Select when it should change, either daily, weekly, on custom dates or on bank holidays and follow the instructions of the wizard.



Dashboard

Go to Scene Change Page in the Dashboard in the Home section by clicking on “Scene Change Detection” next to “False Alarm Filter”.



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Scene Change Detection Overview will give you an overview of the status of the Scene Change for your company, in order to get a general idea of what the situation is:

- Choose desired timeframe: 30 days, 7 days, 24 hours, 12 hours
- Number of cameras and scene change detections
- Scene Change Labelling: What your team has determined where True, False or Dismissed alarms and how many haven't been labelled yet.



Most Recent Scene Change Detections: These tables will show the user which of their cameras have recently had scene change issues, incomplete detections or dismissed detections.

- Detected cameras: List of cameras that have been tampered with
- Detections: happen for a variety of reasons: no reference image, no new alarms since last scene change detection check, last alarm is older than 24 hours, last alarm is the reference image...
- Incomplete detections: good for auditing purposes as it allows you to pull up the notes left by the user when dismissing the alarm.

#	Class	File	Camera	Timestamp	Timestamp ago
1	Demo	Calipsa demo	Camera 6 - Scene change demo	about 9 hours ago	-
2	Demo	Calipsa demo	Camera 5 - Scene change demo	about 9 hours ago	-

Alarm Queue

Whenever a Scene Change alarm is clicked in the dashboard it will open up and show the new image side to side to the reference image for comparison.

The interface shows a comparison between a detection image and a reference image. The detection image is on the left and the reference image is on the right. Below the images, there is a question: "Is this scene change true or false?" with three buttons: "True", "False", and "Dismiss". There are also tools for "View In Autoplay mode", "View Object Detection alarms from this camera", "Edit reference image", and "Download alarm".

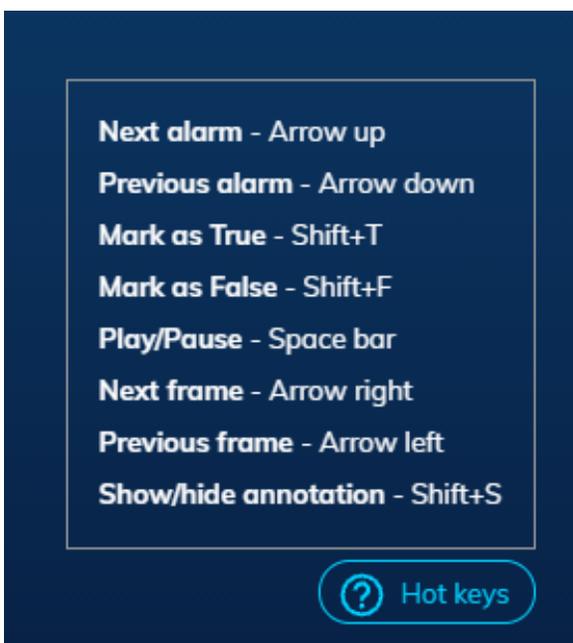
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Below it, as with the alarm queue, the operator can decide if the scene change has been true or false or if they want to dismiss it completely (in case there is no image or the camera is faulty).

Then, you will find a box with the different related tools:

- View in Autoplay Mode: Sometimes, when the changes aren't too obvious, seeing them one next to the other might not be the easiest way. This option allows you to see both images in the same frame automatically switching from one to the other to make the potential changes in the image more perceptible.
- View Object Detection alarms from this camera: Clicking here will take you to the object detection alarms queue. This might be interesting to see what has happened around the time of the scene change.
- Edit Reference Image: If the new image is to be used as a reference in the future, this can be done by clicking here
- Download Alarm

In the bottom right corner you can find the Hot Keys information, when hovering over it the different hot keys will appear that allow the user to travel through the different alarms quicker.



Advanced Idle Detection

Calipsa offers the possibility to receive alerts when a camera has not triggered in a set amount of time. This might allow you to quickly detect if a camera has been disconnected or is not correctly working, be it because it has been tampered with or due to any other reason that would need for the technicians to step in.

In the camera section, next to the reference images, you can see what the set time is for the system to alert that the camera has been idle for too long. In the example below we can see it is set to 6 hours, which is the minimum time.

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Night time



Periods: Twice a day. Manage the periods at [Settings > Scene Change Detection](#)

Advanced Idle Detection: Notification when there is no alarm for more than 6 hours.

Note: We recommend updating your reference image when the camera has been fixed following a scene change incident.

In order to change this set time, this can be done in Settings > Scene Change Detection, in the lower part of the page.

Advanced Idle Detection

In addition to Scene Change Detection, Calipsa will notify you if the selected cameras haven't received alarms for more than 6-48 hours.

Idle Period

hours

Send me an alert via email if an idle camera is detected

Send email alerts to the following

[Save changes](#)

The time allowed for the camera to be idle before triggering an alarm can be set between 6 and 48h and email alerts can be sent to the set email addresses.

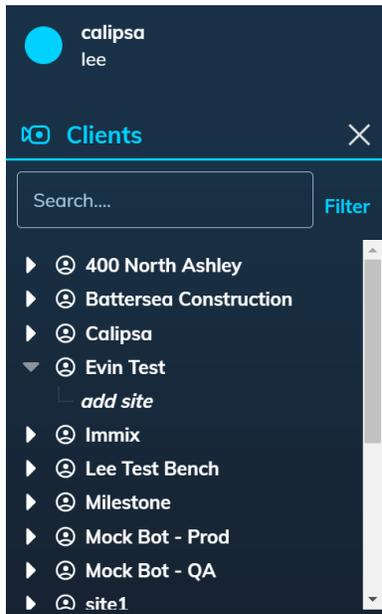
Audit Trail

Calipsa offers records of any action done in your account. This way you can track any changes or updates to any Client/Site/Camera.

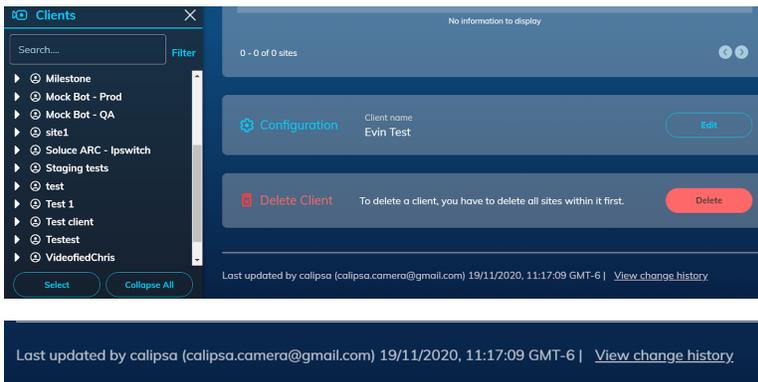
[Link to a video that walks through this process.](#)

Reviewing Change History

1. Select the Client and or Site you want to review.



Once the client or site is selected, you will see View Change History below the delete option.



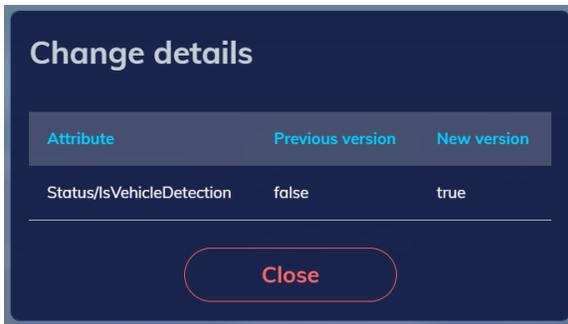
2. Click **View change history**. This will open the site's change history.

Note: You can toggle to view a client level change history instead of site specific.

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3. On the right side of the window, click the clipboard icon to view change details. Example below is showing when a user enabled Vehicle detection



If you encounter any issues with this feature please reach out to our Customer Success Engineers at support@calipsa.io.

Object Detection Scheduling

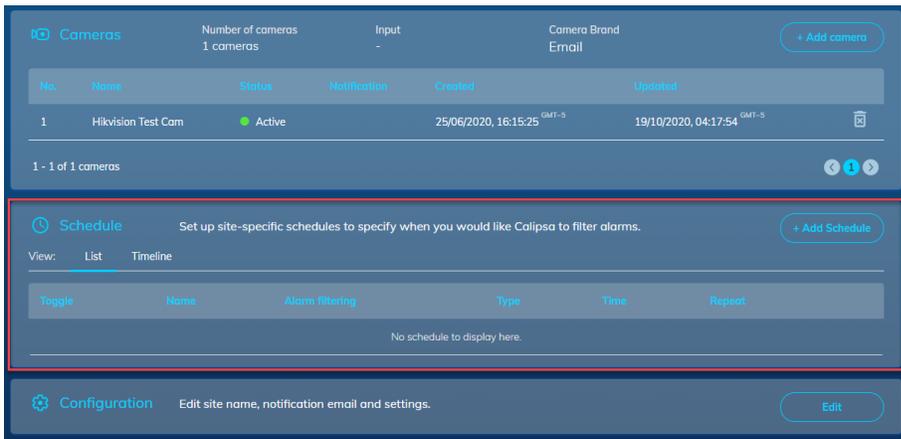
This article outlines how set site-specific schedules to reduce the number of true alarms during normal working hours. This is a great feature to reduce excess True Alarms when you expect traffic in the designated areas.

To begin setting monitoring schedules log into your Calipsa account and navigate to the Client you will be working with. Select the site you will be setting the Schedule for.



Once you have the site selected make sure not to click into any camera, stay at the site level.

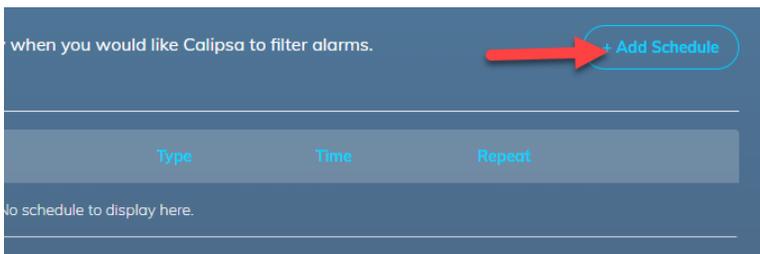
Under the Cameras section you will see the Schedule section. This is where we will set all monitoring schedules, for daily use and special events (like holidays or testing new cameras).



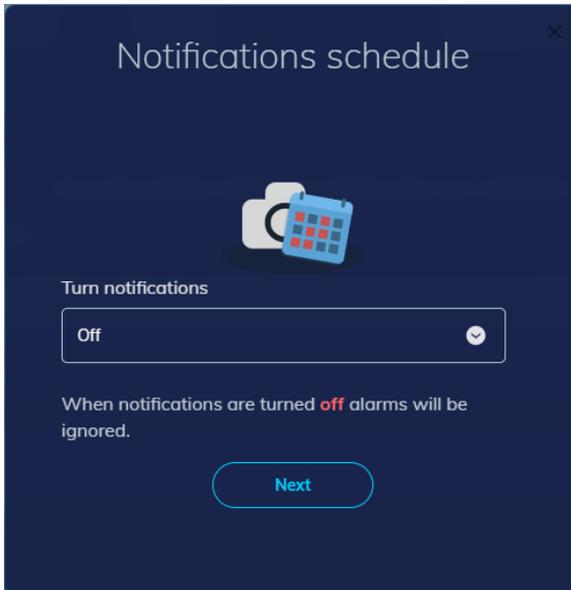
You can set several overlapping schedules, both On and Off. Any schedule for On will override the Off Schedule. Meaning if you have competing schedules, one calling for Calipsa to ignore alarms and the other to process alarms, Calipsa will always honor the On schedule and continue to process all alarms. This way to can set Calipsa Off during normal working hours (Daily)

Adding basic schedule for work hours

1. Click **+ Add Schedule**.

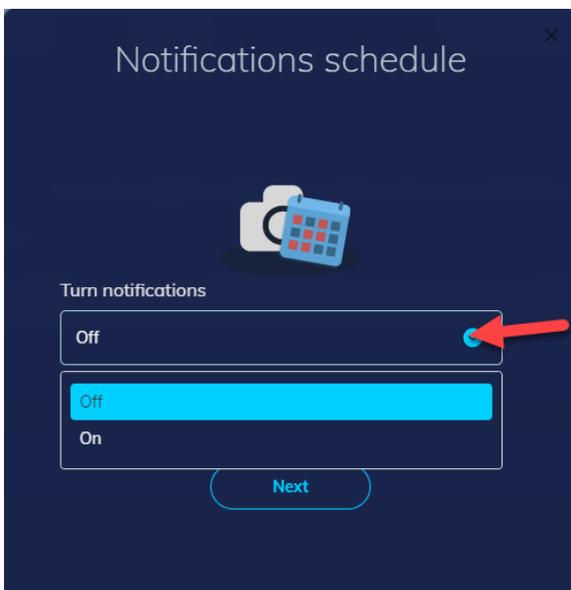


This will open a text window where you can choose if you are scheduling notifications Off or On.



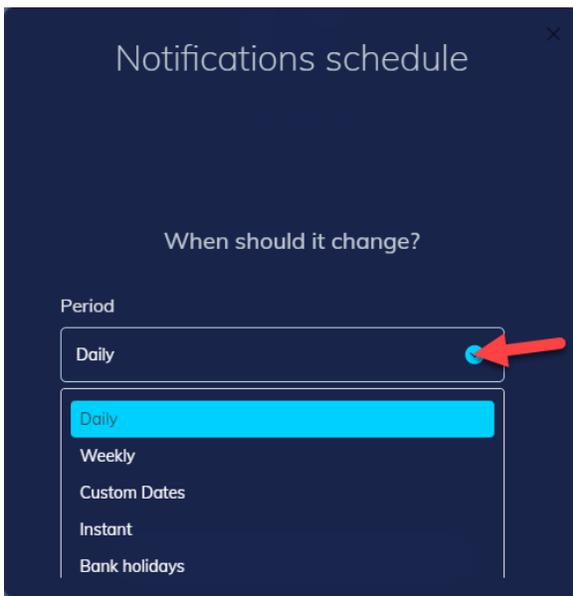
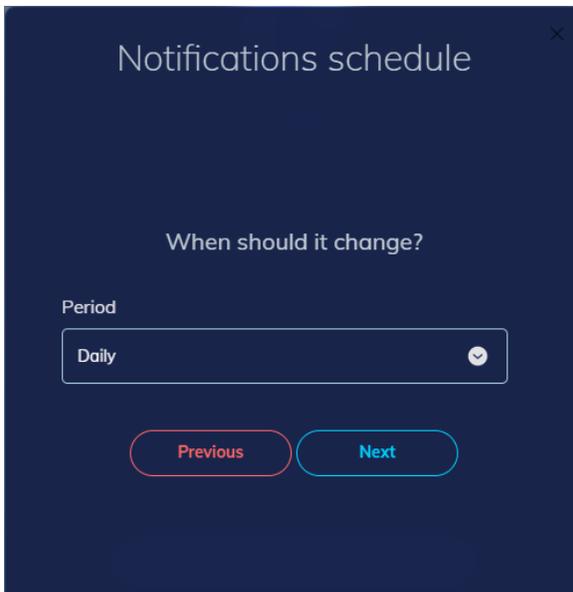
1. Click the drop-down menu, to set notifications on or off.

Note: The default is scheduling them off.



Note: Setting Notifications to off will cause Calipsa to reject any incoming events. Alarms will not be stored and displayed in Calipsa.

1. Once the notifications are set, click **Next**You will see a menu to set the time period of the Scheduling.
2. First choose the time range (Daily, Weekly, Custom Dates, Instant, Bank Holiday- a preselected set of holidays by Calipsa).
Then chose the hours for the schedule. 00:00 - 23:59



Notifications schedule

When (daily) should it change?

Days

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Notifications schedule

When (daily) should it change?

Days

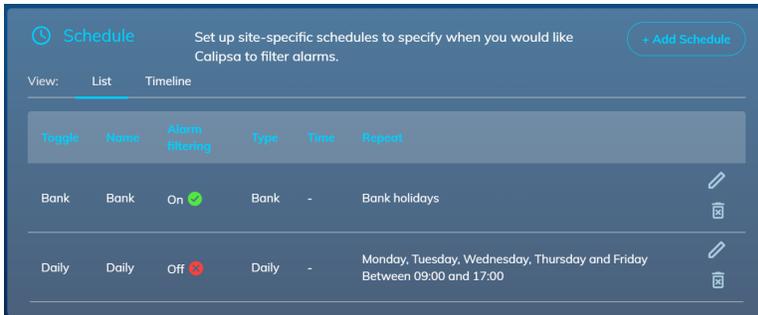
Start hour: 08 Start minute: 00

End hour: 17 End minute: 30

Previous Next

An example of a common set up is below. Calipsa monitoring is Off during normal business hours but On for any holidays.

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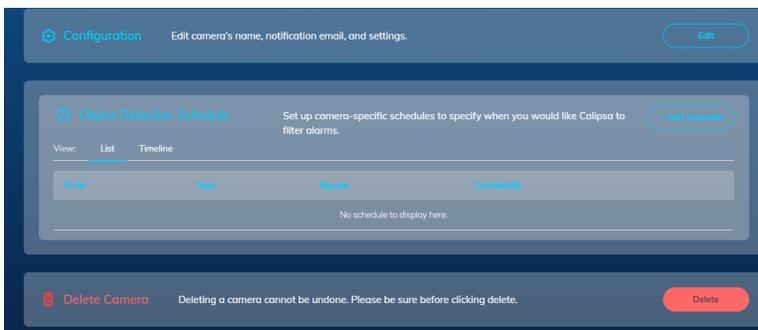


The screenshot shows the 'Schedule' interface. At the top, there is a title 'Schedule' and a subtitle 'Set up site-specific schedules to specify when you would like Calipsa to filter alarms.' with an '+ Add Schedule' button. Below this, there are 'View:' options for 'List' and 'Timeline'. A table displays two schedules:

Toggle	Name	Alarm filtering	Type	Time	Repeat	
Bank	Bank	On 🟢	Bank	-	Bank holidays	✎ 🗑️
Daily	Daily	Off 🔴	Daily	-	Monday, Tuesday, Wednesday and Friday Between 09:00 and 17:00	✎ 🗑️

Camera Level Scheduling

Schedules can also be set on the camera level in case we want a specific camera to behave differently. For example, it's the entrance to the location to monitor and there will be people coming in and out throughout the day. It works exactly the same way as the site level scheduling but has to be configured on the camera level.



The screenshot shows the 'Configuration' interface. At the top, there is a title 'Configuration' and a subtitle 'Edit camera's name, notification email, and settings.' with an 'Edit' button. Below this, there is a 'Video Detection Schedule' section with the subtitle 'Set up camera-specific schedules to specify when you would like Calipsa to filter alarms.' and an '+ Add Schedule' button. The 'View:' options are 'List' and 'Timeline'. A table header is visible with columns: 'To be', 'Name', 'Repeat', and 'Created by'. Below the table, it says 'No schedule to display here.' At the bottom, there is a 'Delete Camera' button with a warning: 'Deleting a camera cannot be undone. Please be sure before clicking delete.' and a 'Delete' button.

If you have any questions or issues with the scheduling please reach out to support@calipsa.io.

Frequently Asked Questions

How to use Arm / Disarm tool

This article outlines the Calipsa Arm/Disarm option.

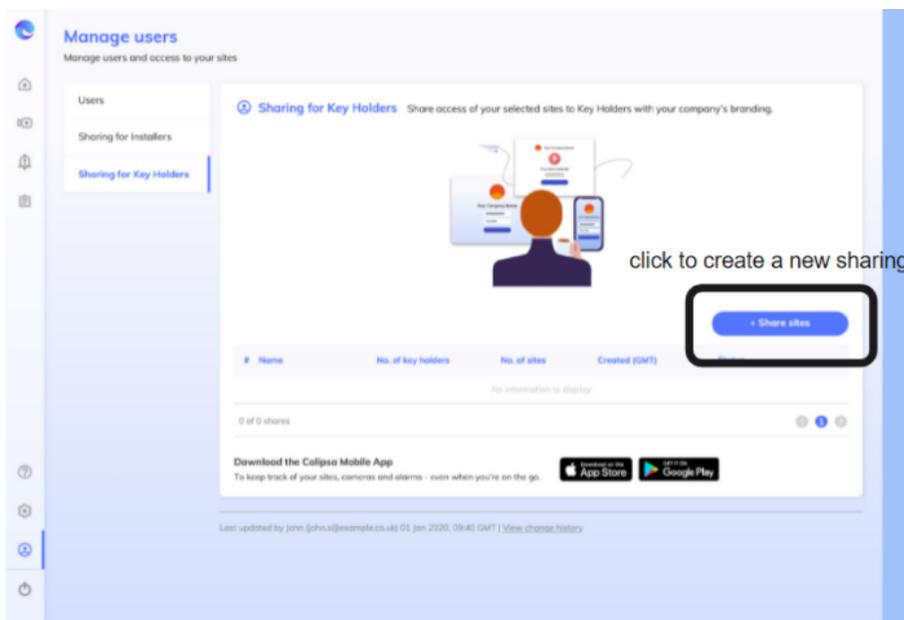
The Arm/Disarm tool gives Calipsa users, installers, and key holders the ability to override the object detection scheduling that may be set up in the configuration and activate or deactivate object detection for that given period. That will allow the user to work with the cameras without having to worry about the active scheduling.

Permissions

All Calipsa users (admin, member and operators) have the tool available, but both Installers and Keyholder can have access granted in the respective Sharing with Installer and Sharing with Keyholder screens. The following are the steps that need to be taken.

Create Sharing Permission

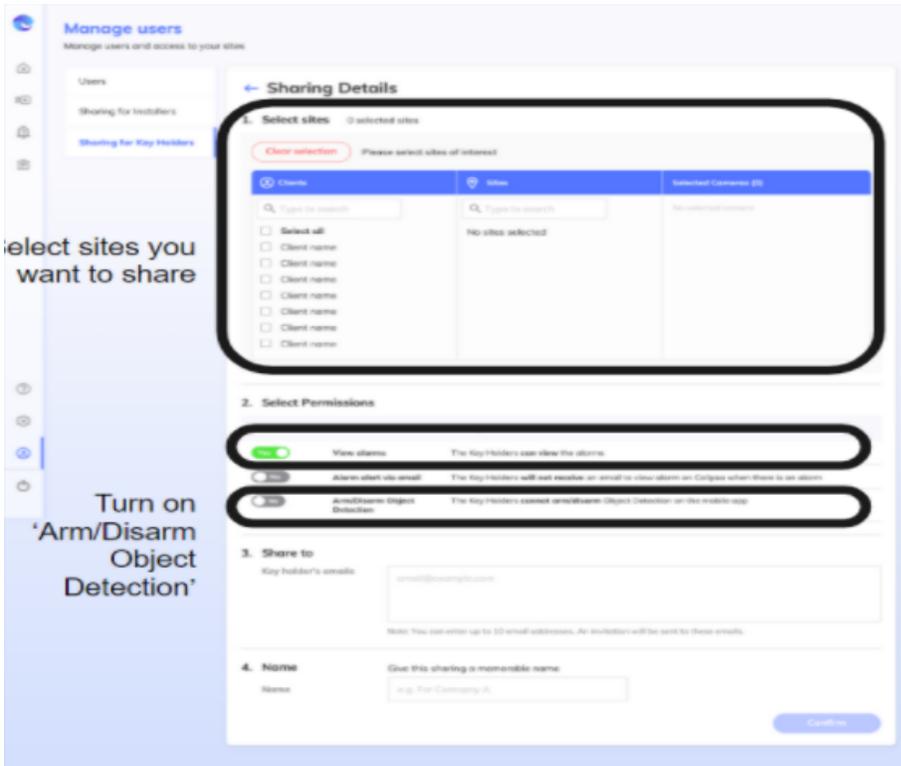
1. In the Settings page, go to Manage users and decide if you want to grant access to an Installer or to a Keyholder.
2. Then click **+Share Sites**.



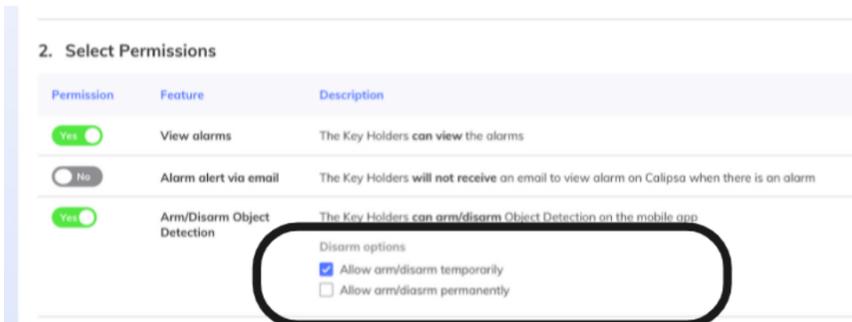
3. Select the sites to share.
4. Turn on the Arm/Disarm Object Detection toggle.

Note: Only sites with 'direct/email' integrations will be available, if others are chosen the Arm/disarm option will not be visible

5. If you do not wish to show the alarms to the keyholders, you may toggle **View alarms**.



At this point you will be able to decide if you let the Keyholder or Installer set permanent arming or disarming to the site or if they will only be allowed to set temporary overrides.



6. Enter the person's email address to grant them access

7. Enter a memorable name you want to give the share.

3. Share to
Key holder's emails

email@example.com

Note: You can enter up to 10 email addresses. An invitation will be sent to these emails.

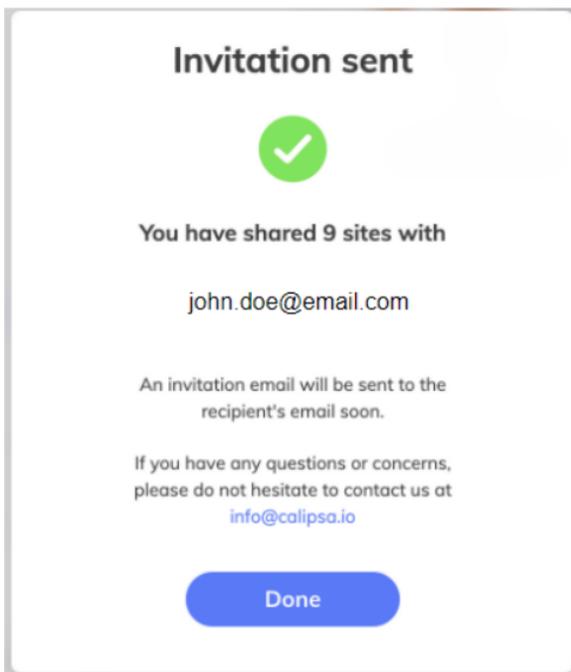
4. Name
Name

Give this sharing a memorable name

e.g. For Company A

Confirm

You will see a confirmation message that the sharing is done and an invitation email will be sent to the set address.



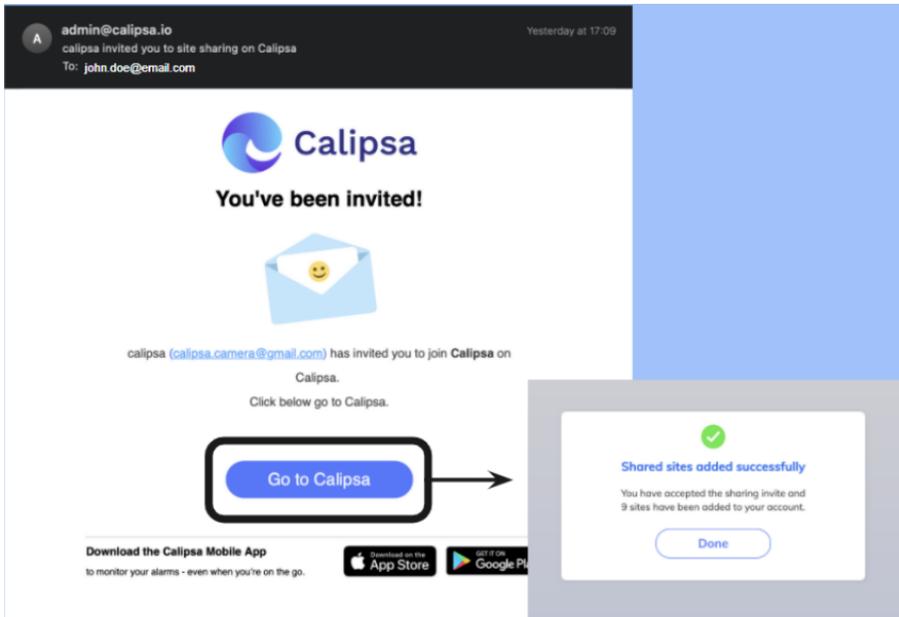
Arming and Disarming on the Mobile App

Accepting the invite

1. Once they receive the invite, they will need to click **Go to Calipsa**.
2. They will need to either log in or create a new account.

Once this is done, a confirmation message will be shown to them adding the shared sites.

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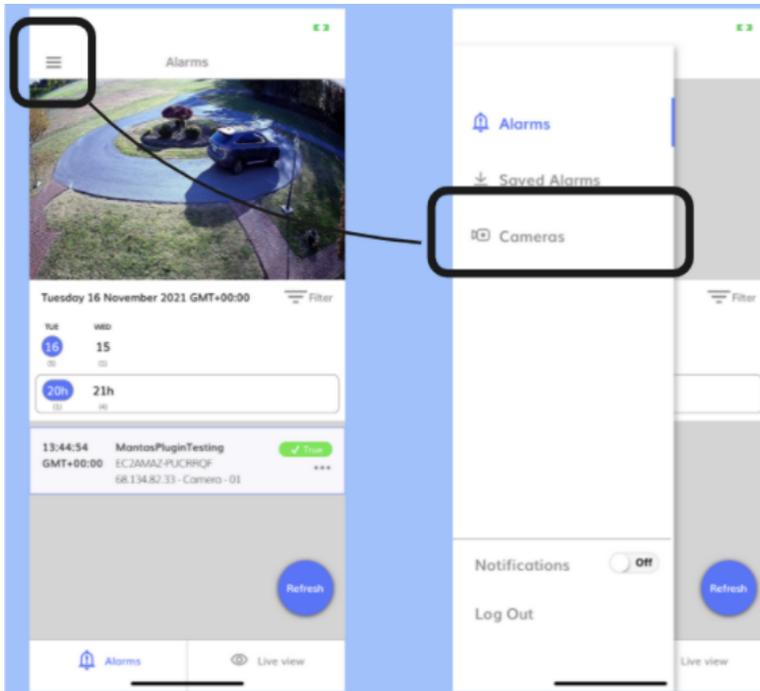


Getting the mobile app

If the end user does not have it yet, they will need to download the app, available on both iOS and Android.

Selecting Camera for Arming/Disarming

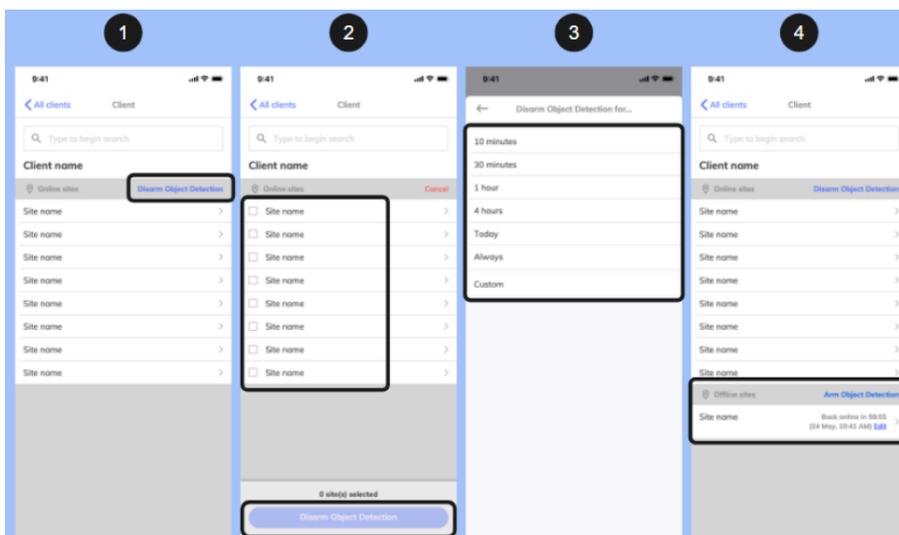
1. After logging in, the user will land on the Alarms page.
2. Then they will need to select the hamburger menu icon on the top left corner.
3. Select **Cameras**.



Once the user goes to the client they want to arm or disarm, they will get a list of sites in two groups, those that are 'Online', meaning Object Detection is On for them, and those that are 'Offline', where object detection is OFF.

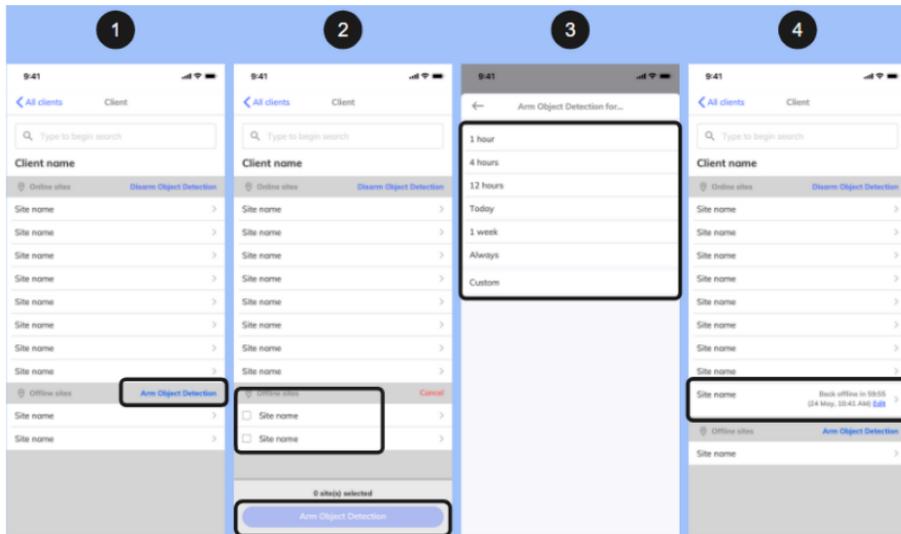
Disarming

1. Select **Disarm Object Detection**.
2. Select sites to disarm and select **Disarm Object Detection** in the bottom.
3. Set the duration of the disarm that you want to apply.
4. These sites will now appear in the Offline sites list, with a countdown and exact ending time of the disarm period.



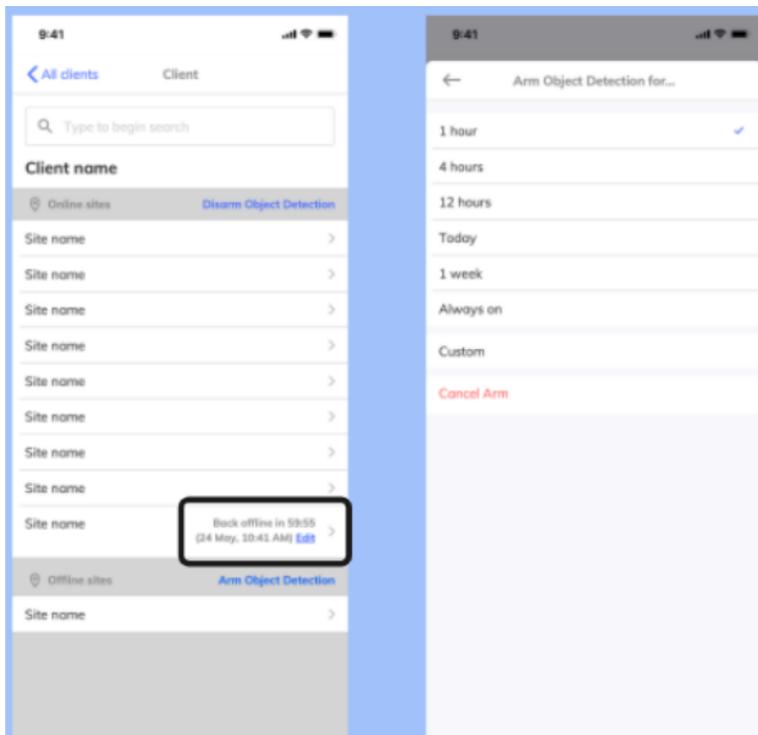
Arming

1. Select **Arm Object Detection**.
2. Select sites to arm and select **Arm Object Detection** in the bottom.



Editing arm/disarm

1. Select **Edit** on the right side of the site name. You will be able to edit the duration or to cancel the arm/disarm.





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