

# PRO-X NEXT FAQ

V1.0.0



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# 1 Adding Devices

## 1.1 What are the differences between the available device types when adding a device?


- P2P: The device supports P2P functionality, allowing you to add the device for remote access either by scanning the QR code or entering the device's serial number.
- IP/Domain: Most devices support IP addition, while domain name refers to the devices that are configured using a third-party domain name.

## 1.2 Device initialization failed

- Verify if the device is properly connected to the network and eliminate the possibility of any network issues.
- Ensure that the phone and the device are in the same network environment, which is that the Wi-Fi network of the phone must be the same as the Wi-Fi or wired network of the device for proper initialization.

## 1.3 How to add devices?

### Procedure

Step 1 Tap , and then select the adding methods.

Step 2 Configure the device information based on the different adding methods.

- By SN or by P2P: Based on the QR code, the system will determine whether it is a device card or a device serial number. If it is a device card, it will be directly added successfully. If it is a serial number, the device type will be determined and added to the corresponding module. If the device type cannot be recognized, the user will be prompted to manually select the device type.
- IP or domain: The device can be accessed using an IP address or a regular domain name. Enter the IP address or the complete domain name to add the device.
- Online search: Search for devices on the same local network as your phone. You can choose either P2P or IP mode to add the device.  
Applicable to devices in the same local area network as the mobile phone.

## 1.4 How to search for the devices?

Enter the keywords in the search box to find all devices or channel names that contain the specified keywords. Tap the result to access the device preview interface.

## 2 Device Management

### 2.1 How to reset the device password via PRO-X NEXT?

1. Tap **Me > Password Security > Reset Device Password**.
2. Click the password forgot on login page of NVR's local GUI.
3. Scan the QR code on the NVR local GUI.
4. Then you will get a security code from the email address you set in NVR previous.
5. Enter security code on the device webpage, and then set a new password for the NVR.



### 2.2 How many devices can be added to the PRO-X NEXT account?

To ensure optimal performance, we recommend keeping the number of devices added within 50 units.

### 2.3 Why there is no device available for sharing in device sharing function even though that you have added the device to your PRO-X NEXT account?

To access the device sharing feature, make sure you have logged in to your PRO-X NEXT account. Add the devices to your account. On the homepage of the app, you can check if the devices are marked as "Account Device" or "Local device" below the device card.

### 2.4 Where can I find the alarm settings, camera settings and storage settings of the device?

- Method 1: Select a device, and then tap . You can find these functions on the device details page.
- Method 2: On the live view page or the access control page, tap , and then you can find these functions.


### 2.5 How to control the direction of PTZ?

Tap  to enable the PTZ control function.

- Tap the direction icon on the control area to make the PTZ turn to the corresponding direction.


- Tap , and then click   to zoom in or zoom out.

## 2.6 How to display the device on the top of the list?

Tap  on homepage. Only one device can be set as the top priority, if another device is selected as the top priority, the current top priority device will return to its original position in the list.

## 2.7 How to share the device with another user?

### Procedure

- Step 1 On the **Me** screen, tap **Device Sharing**.
- Step 2 On the **Device Sharing** screen, share the device with the user by entering their PRO-X NEXT account or scanning their QR code, then click **Next**.
- Step 3 Select the device you want to share, then click **Next**.
- Step 4 Select permissions as needed.  
You can select **Live View & Playback**, **Alarm Push Notifications**, or **Device Control**. **Live View & Playback** is selected by default, and cannot be disabled.
- 
- Permissions for alarm devices are different to other devices. Select device permissions for users based on your actual need.
- Step 5 Tap **OK**.  
The account that you shared the device with will appear on the **Device Sharing** screen.

## 2.8 Can a device be bound to multiple PRO-X NEXT accounts?

One device can only be bound to one PRO-X NEXT account at the same time.

## 3 How to register and log in to a PRO-X NEXT account?

### Procedure

- Step 1 Go to the account registration page on the app.
- Step 2 Enter the email address, and then read and confirm the related agreements.
- Step 3 Enter the verification code received through the email, and then tap **OK**.  
After completing the registration, you can log in to your PRO-X NEXT account.

### 3.1 Can I use one account to log in to PRO-X NEXT app on multiple phones at the same time?

An account cannot be logged in on multiple phones simultaneously. Logging in on a new device will automatically log out the account from the previous device. After logging out, the account device will not be displayed, but it can still be used normally upon the next login.

### 3.2 How to reset the password of the account?

You can reset the password on the login page.

### Procedure

- Step 1 Tap **Forget password**.
- Step 2 On the forget password page, enter the email address that you used for registering the account. Enter the new password and confirm the new password.
- Step 3 Tap **Get verification code**, and then enter the verification code that you received through the email.



The verification code must be used within 60 seconds upon receiving it, otherwise, the code will expire.

- Step 4 Tap **OK**.

## 4 Pushing Notification

### 4.1 How many days for the messages can be stored on the app?

- **Local Mode:** The messages could be stored indefinitely until the device is deleted or the App is uninstalled.
- **Account Mode:** The messages could be stored up to 7 days.

### 4.2 Why do the devices under the account not have message push time?

Unified settings path for devices under the account: **Me > Notification Settings > Period**.  
Once the settings are completed, they will be applied to all devices under the account.

### 4.3 Why does clicking on a message for playback prompts no records?

#### Procedure

- Step 1 Verify if you can search for the corresponding records on the device webpage.
- Step 2 If you can search for the corresponding records, check if the time settings are consistent between the IPC and NVR.

### 4.4 Why am I still receiving messages after the device has been deleted?

Update the PRO-X NEXT app to the latest version from the app store;  
Or, uninstall it and then reinstall the app.

### 4.5 Why cannot I receive the notification messages?

- If the device itself does not have the capability to support alarm push notifications, then the app will not be able to receive alarm messages.
- Check if the device is properly connected to the network and if you can preview the live video. Check whether the network is connected normally.
- Check if the app has subscribed to the device or channel for alarm notifications. If there is no subscription, the app will not receive any alarm messages.



If all the previous operations have been done correctly, you may need to check if the port mapping of the device is set correctly. You can try switching to a different http port mapping.

## 4.6 Why cannot I subscribe the notification messages?

- The device does not support function.
- Check if the device is properly connected to the network and if you can preview the live video.
- You can change the http port of the device and remap it to prevent connection to other devices that do not support alarm message notifications due to port conflicts or occupation when pushing notifications.

# 5 Prompts

## 5.1 The system prompts "Insufficient resources. System is busy"

Please restart the device or reduce the number of users connected to the device.

## 5.2 The system prompts "The username does not exist/Incorrect password/Forget password"

- Double-check the username and password.
- If you forget your password, you must reset the password. After resetting, you can log in to the app.

## 5.3 The system prompts "Account locked"

- Multiple incorrect attempts will result in an account lockout. To unlock the account, you must wait for the specified time period or restart the device.
- Check that you have entered the correct password, or you can enter the password again.
- If you forget the password, you must reset the device. After resetting, you can log in to the device using the PRO-X NEXT app.

## 5.4 The system prompts "Failed to connect the device/Login timed out"

- Verify that the device is properly connected to the network.
- Verify if the port and IP address are correct. The default port for IP/domain is 80.
- You can try switching the device port to eliminate the possibility of the ISP blocking the port or another device in the LAN occupying the port.
- To eliminate any issues with the network your phone is connected to, you can try switching network types or changing your mobile service provider.

## 5.5 The system prompts "Exceeds max connections"

Means that the maximum number of users connected to the device has been reached. If you want to continue using the app to connect to the device, you must reduce the number of users connected to the device.

## 6 Live Video

### 6.1 Why does the cursor jump forward in time every time when dragging it during playback?

Please ensure that the time zones, daylight saving settings, and other relevant configurations are consistent across the devices and client side.


### 6.2 What is the function of instant playback? Why does it prompt "No videos" after selection?

Instant playback refers to immediately playing back recorded footage, with a default playback of the previous 30 seconds. Users can modify the duration of instant playback according to their needs in the local configuration. The prompt "No videos" occurs when the front-end device lacks storage media.



### 6.3 Why does the connection fail during playback even though the preview is functioning normally on the client-side?

- Please check whether the playback on Device's webpage is normal.
- If the playback on Device's webpage is functioning normally, but PRO-X NEXT playback is showing a connection failure, please check if the sub-stream recording is disabled on the device webpage. This is because PRO-X NEXT default recording is set to the sub-stream, which can be changed on the device details page by switching the stream type.
- Verify if both the main stream and sub-stream are enabled on the device. It is recommended to disable the sub-stream and upgrade the device to the latest firmware version.



### 6.4 How to make a blurry image clear?

PRO-X NEXT streams sub-stream by default. If your mobile phone has sufficient performance and a good network environment, you can switch to the main stream by tapping  on the live video page.

### 6.5 How can I only close one video window?

To close only one video window, long-press the window you want to close. A  will appear at the top of the screen. Drag the window into the delete area, where the icon will change to . Release your finger to close the window.

## 6.6 How can I close the video during playback?

To close video during playback, long-press the window you want to close. A  will appear at the top of the screen. Drag the window into the delete area, where the icon will change to . Release your finger to close the window.

## 6.7 How to do if I am unable to view the video after the device is installed?

1. Check whether the information entered during device setup is accurate, such as the IP address and port number. The default port number is 80 by default.
2. If login fails, please follow the instructions given on the interface.
3. If the above methods do not resolve the issue, please check if the device is properly connected.

## 6.8 Why can't I perform the video playback and image playback?

- Check if the device has set a recording or snapshot schedule. If no schedule has been configured, the playback function will not be available on the app.
- For video playback, please configure the recording schedule on the device first. For image playback, please configure the motion detection snapshot or scheduled snapshot function first.
- If the playback is not available even after proper settings, please check if there are any issues such as loose cables or a damaged hard drive with the local storage of the device.

## 6.9 How to solve live video stuttering issue?

- You can switch the device stream. Switch the live video from the main stream to the sub-stream.
- It is possible that the device is experiencing insufficient network bandwidth. You can change to a network environment with better internet speed.
- It is possible that the limited decoding performance of the mobile phone caused the issue. You can try just opening one channel or adjust the image definition, by changing from high definition to standard definition or using the automatic setting.