



SURVEILLANCE AND SECURITY

# TVT Cloud Platform Portal - Installer APP – End User APP

0800 267 246 / [www.connect.dickerdata.co.nz](http://www.connect.dickerdata.co.nz)

This is a CLOUD PC/Installer App for installers to provide a remote service for all their customers all in one platform.

# TVT CCTV

## Initial Account Setup

**Installer:** SuperCam Partner

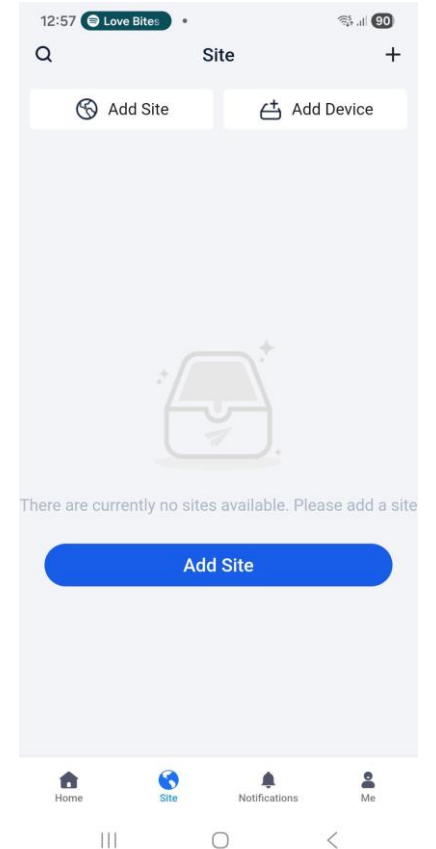
- Setup PC cloud account
  - Contact us to setup and Installer Account – an email will be sent to the installer with a link to complete the online form setup an account.
  - If required, use link to confirm and test your account login.
  - <https://bus-partner20.svcldap.com/-/login>
- Setup SuperLive Partner
  - Please download **SuperLive Partner** on Playstore/Appstore
  - Login with Installer email and password used in Cloud Account
  - A verification code will be sent to installer's email address.

# TVT CCTV

## Installer Setup

Installer : *SuperCam Partner*

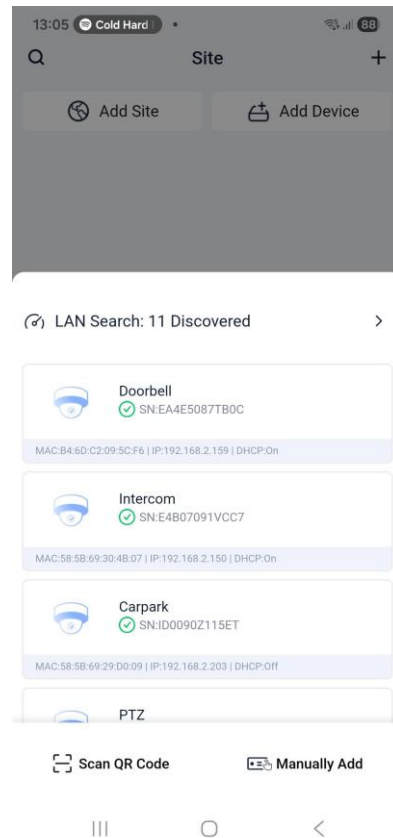
- End User App
- Please download **SuperCam Partner** on Playstore/Appstore
- Enter Installer account credentials on App
- You can **Add Site** or **Add Device**. In this case we will add the device first.





# Installer Setup

- Go to **Scan QR Code**



- Scan QR code and enter the Security code

☒ Enable

Visit Address

www.autonatap.com

NAT Status

Success

Apply

Please use the mobile client to scan the code to add a device



Security Code

Required when adding to Account/Cloud device list

# TVT CCTV

## Installer Setup

- Go to Add more information to change the Site Details for your device

12:59 Word Up! 89

< Add to Site Skip

Add New Site

New Site\_20260409

+ Add more information

Selected Devices:

CHC  
SN:NB02D08AQ62P  
MAC:58:5B:69:26:B0:2D | IP:203.109.193.160

Confirm

- Once changed select Confirm

13:00 Word Up! 89

< Add Site

Site Name\*

New Site\_20260409

Scene

Not selected >

Address

Select Country/Province/City >

Enter Detailed Address

Remark

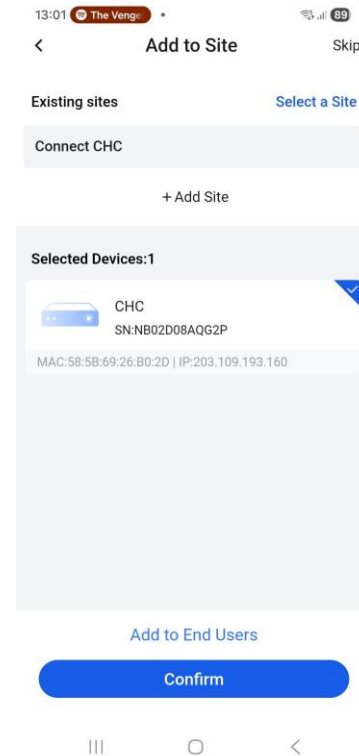
You can enter your customer's information, such as the contact number and maintenance records.

Confirm

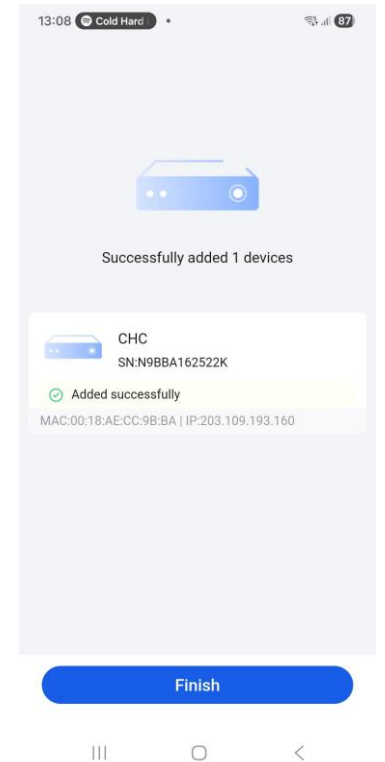
# TVT CCTV

## Installer Setup

- Select the Device to be added to the site. Tick in top right corner and then select Confirm



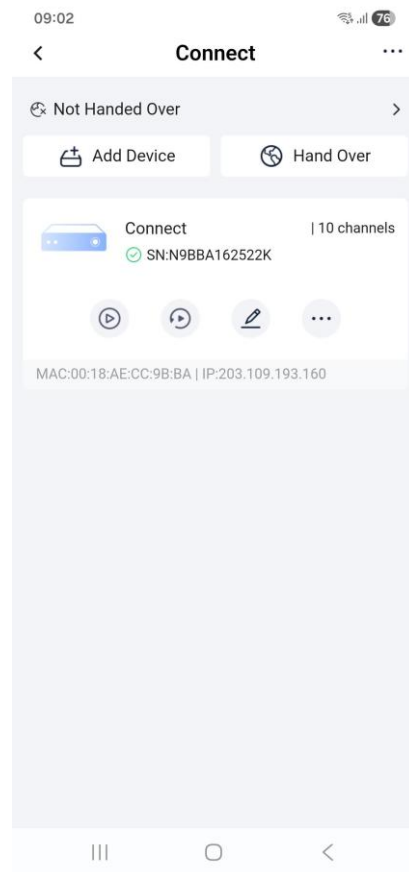
- Select Finish when added successfully



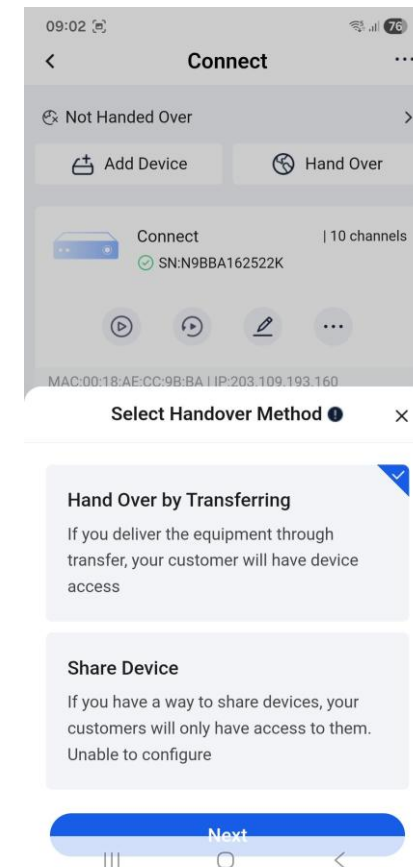
# TVT CCTV

## Installer Setup

- Handing over a Site to the End User
- Select **Hand Over**



- Select handover option:
- **Hand Over by Transferring** – End user Full Admin configure options
- **Share Device** – End user can operate without Admin configure options





# TVT CCTV

## Installer Setup

- Enter email address of End User
- Select **Submit**

09:03

< Share Device Exit

Confirm share device Share Device

Choose email or phone number for delivery

Email Phone

Please enter email address

Note information, end users can view these device information in the message notification

Previous step Submit

- Select the Site to transfer
- Select **NEXT**

09:02

< Share Device Exit

Confirm share device Share Device

You will always have all permissions to share devices and can cancel device sharing at any...

Connect

Next

## Installer Setup

- The request to request will now be sent to the End User
- There should now be a notification on the End User phone to accept the request.

**Note:** *If a site has been Handed over the end user, the Site and Device will be bound to the end user. The end user will full Admin access and authorisation to remove you as a Service Provider for the Site.*

*To Unbind a user from the NVR, the site must be deleted from the App or using a Monitor access the Settings/Network/NAT/unbind user. Admin username and password required to perform this task.*

09:03



**The transfer application has been  
successfully sent**

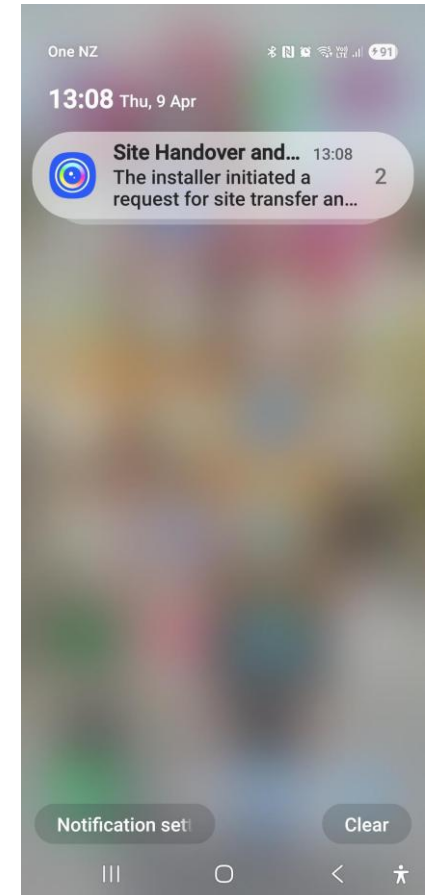
Your device transfer request has been sent  
to the account of customer  
goosektn@gmail.com. Please wait for their  
acceptance



## End User App – SuperCam Max

### End User App: *SuperCam Max*

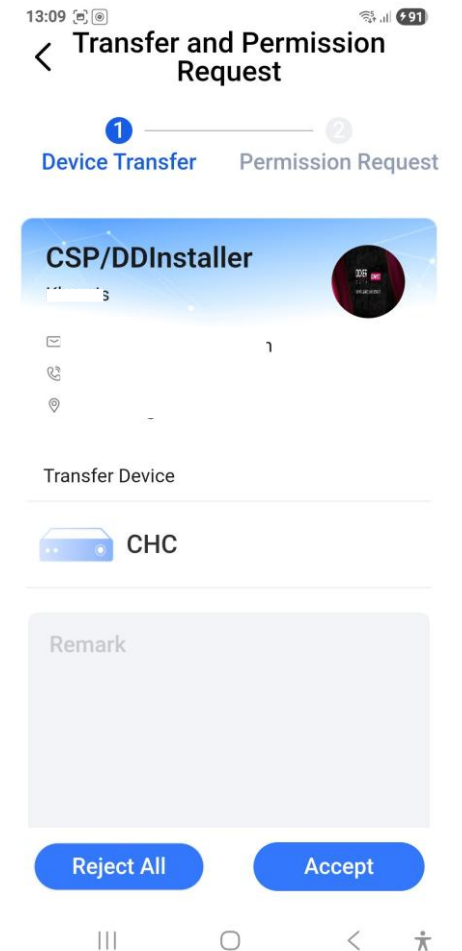
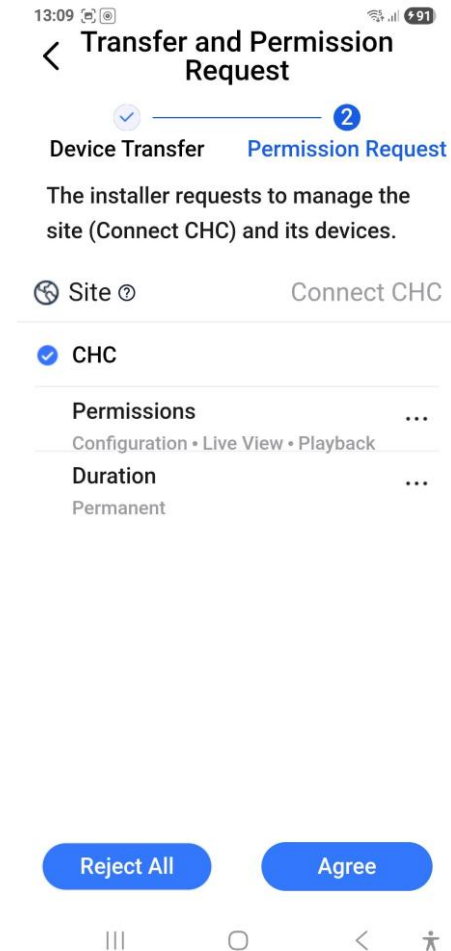
- Download and Install the SuperCam Max from Playstore/Appstore
- **Register/Create** an account for the App. A verification email will be sent to the email address. Enter the verification code and select **Finish**
- If the Installer has Shared or Handover a Site you will see a notification on you phone
- Select the notification and the App will open.



# TVT CCTV

## End User App

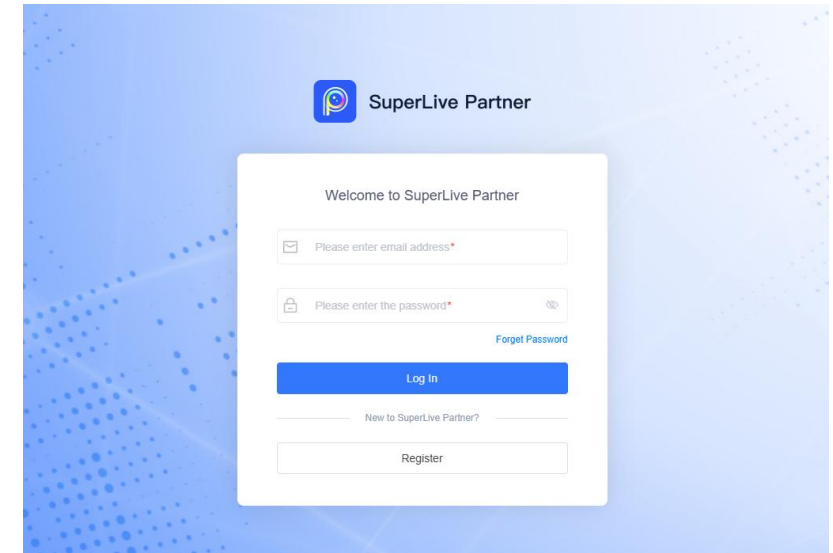
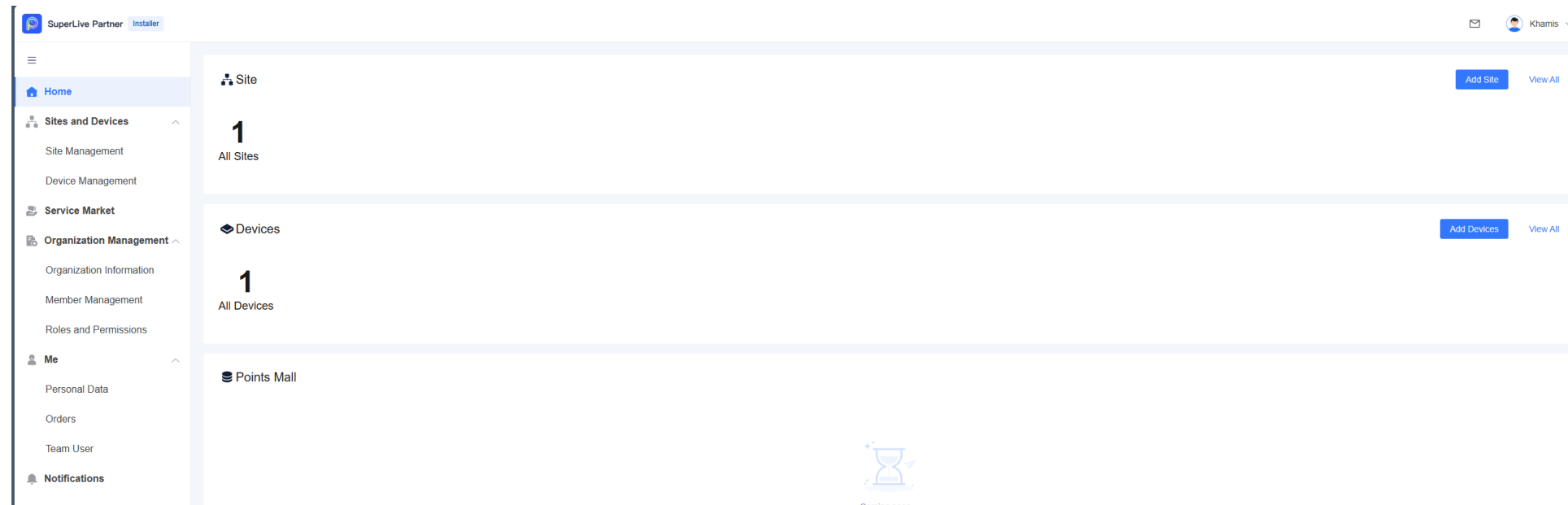
- Select the device you want to Add and then what Permissions and Validity options you want to use, then select complete
- Agree and Accept the permissions and terms.
- Select back arrow and go to Devices TAB and the camera system site should now be on the main screen



## PC Cloud Platform

Installer: *PC Cloud Platform*

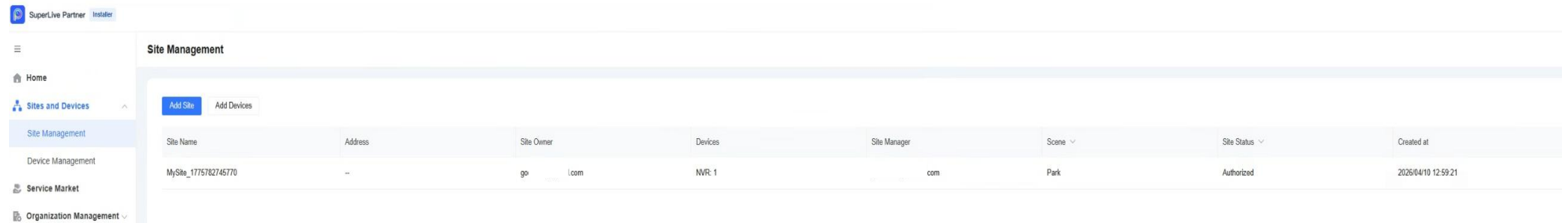
- Log in to <https://bus-partner20.svcldap.com/-/login> and go to Site.
- A list of all you customers will now be on screen.
- Select your customer via **Site Management**, or expanding on the **View All** options on the right-hand side of the screen next to **Add Site**



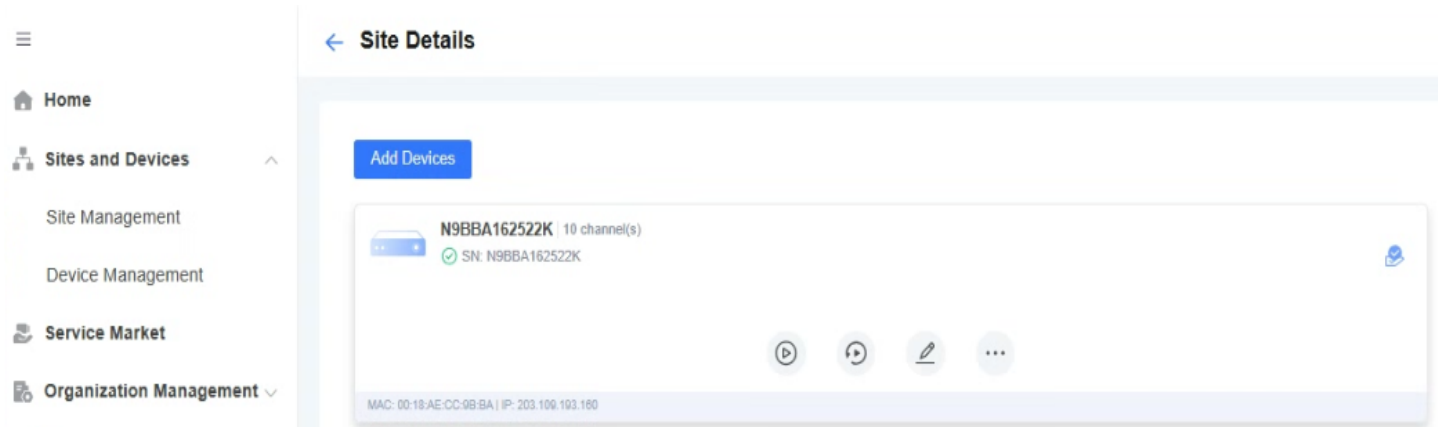


# TVT CCTV

## PC Cloud Platform

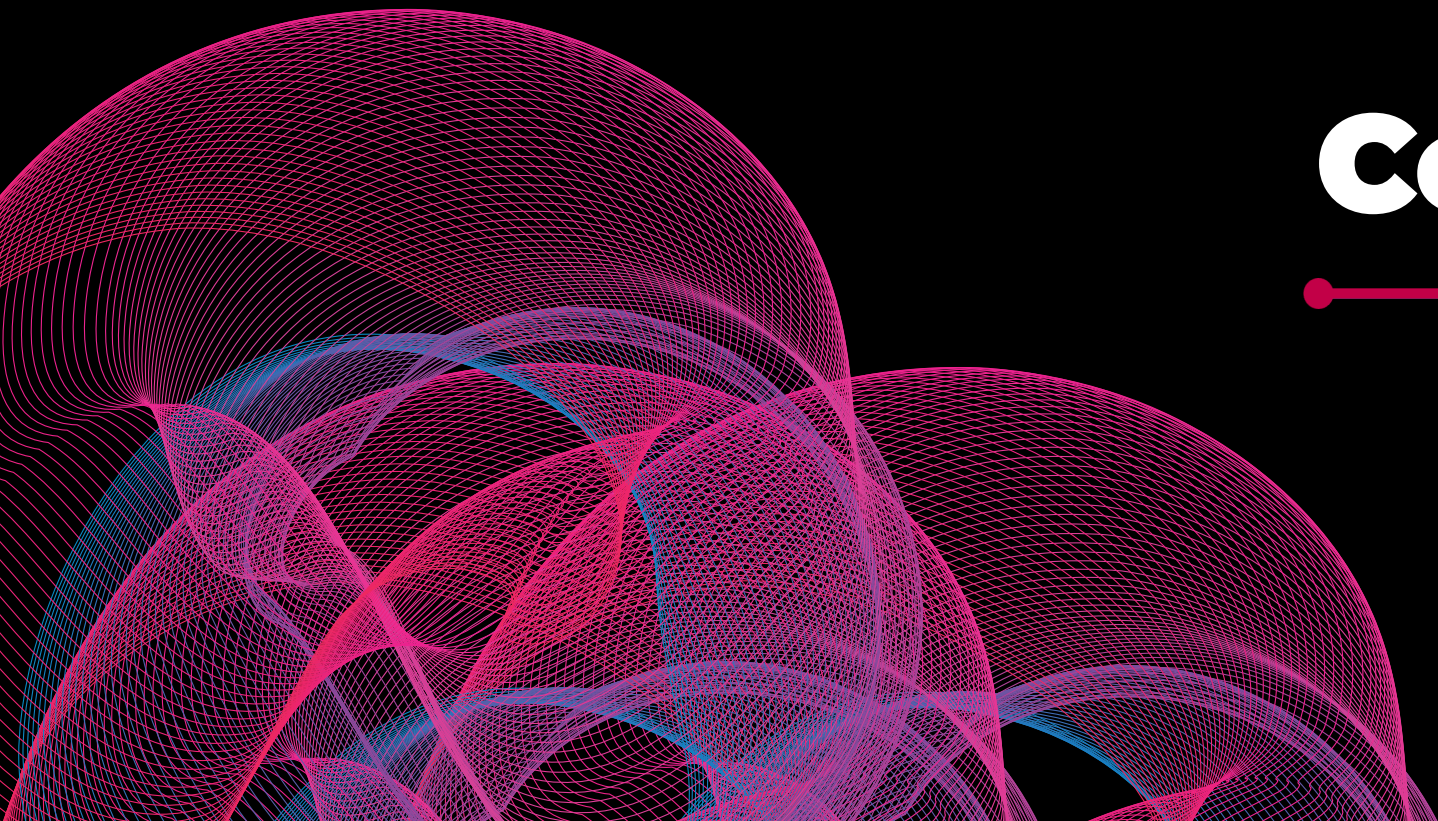


- Select the **Site Name** to open the Device page.
- Live view, play back Device Name edit and Configuration (3 dots) are on the device page.
- When you select the Config icon, this will take to [autonat.com](https://autonat.com) and automatically log you in the NVR configuration web GUI.



# Mobile App





**Congratulations!**

---