Turing Version Apps User Guide

Turing Vision
Quick Start Guide
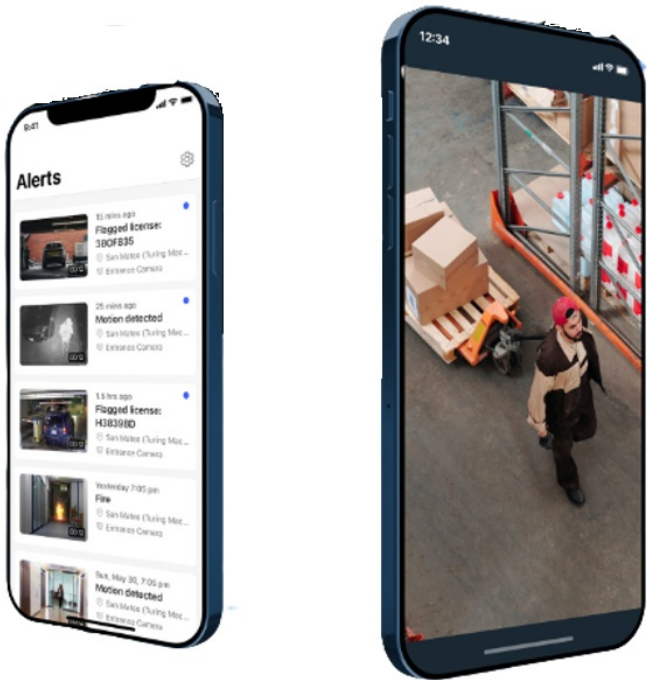
Contents

Turing Version Apps

Mobile Version

Congratulations on your purchase of a Turing Vision surveillance platform. Your hardware has been set up. All you need for a quick start is to activate and sign into your account.

terminology

Account: The company or business you work for.

Alert: An intrusion – when a person or vehicle is captured in the camera stream – triggers an alert.

Bridge: A bridge connects your cameras to Turing Cloud. A bridge is associated with only one site.

Cloud: Turing Vision Cloud

Notification: Email or text messages that tell users about alerts. Notifications are set up by account administrators and users (site managers).

NVR: Network video recorder.

Site: A Site is a logical grouping of cameras, as defined by your account. For example, you might define the west side of a warehouse as a Site. All the cameras along the west side follow the same rules for alerts and notifications.

Users

Dealer – if you're a dealer or installer, you'll use these instructions to set up accounts for your customers.

User/site manager – you'll use Turing Vision to monitor your sites.

Account administrators – you'll use Turing Vision to manage and monitor your sites.
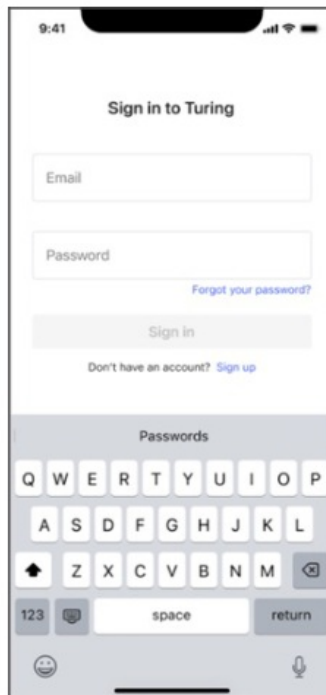
One-time setup

Installers and account administrator

Congratulations on your purchase of a Turing Vision surveillance platform.

There are three ways you'll set up an account, depending on your job function.

a) Installer
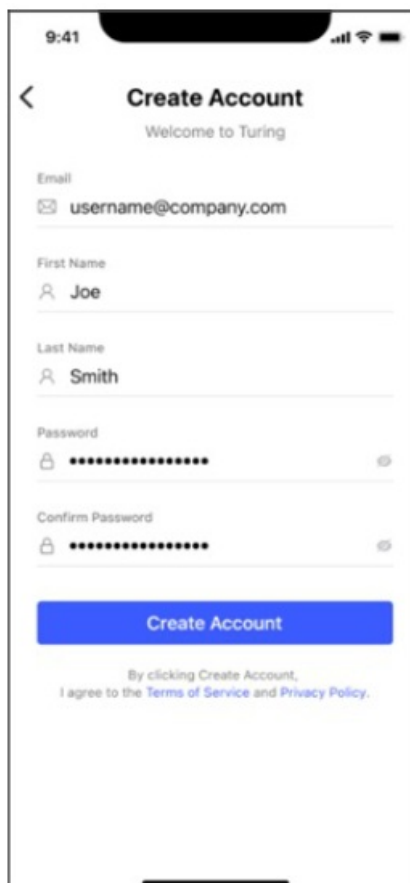b) Account Administrator
c) Site manager

INSTALLER SET-UP

Sometimes the person who installs hardware also sets up customer accounts for account administrators. If you're an installer who needs to set up accounts:

On your mobile device:

1. Download the Turing Vision App from the Apple App Store (**https://apps.apple.com/us/app/turing-vision-video-security/id1574812235**) or Google Play (**https://play.google.com/store/apps/details?id=com**. turingvideo. turning vision).

2. Access the Turing Vision app.

3. Click Sign up.

4. Use the customer's name and email address. Select a password.
5. Have the customer accept the Terms of Service and Privacy Policy shown on the Create Account screen, and click Create Account.
6. Sign in with the credential created from the previous steps, and continue setting up each bridge and camera. Follow the instructions in Connect devices in this guide.

Will your customer need ongoing support? For example, will you need to troubleshoot for the customer?

- If Yes, tell your customer to keep the current password. (Unless there are other security concerns.) You can log in to see what the customer sees.
- If No, tell your customer to use Forgot your password? to choose a new password.

Connect devices
You are logged into your account. If you don't see camera streams, you'll need to get connected to some.
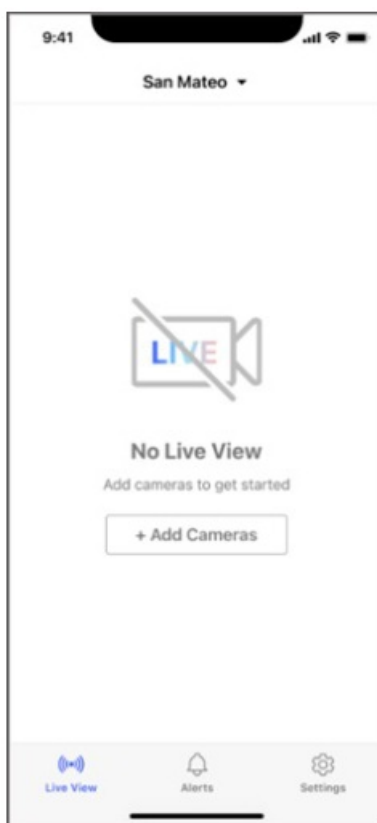
Use the following steps to work through the information hierarchy for adding a camera stream:

- Dealer info
- Site
- Bridge
- Camera

Click + Add Cameras to begin.

 Installers only

Add dealer info

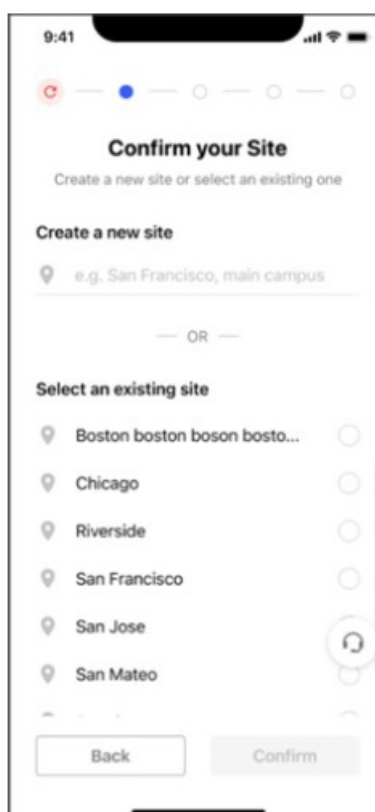You should have received a unique ID (TTP) when you signed up with the Turing Partner Program.

Enter your TPP number. If you don't have one, enter your contact info. Click Confirm.

Connect to sites

Click to select and connect to one or more existing sites – or enter location information to create a new site.

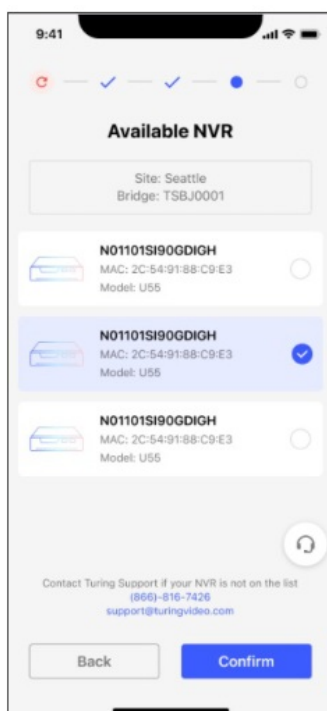After you add dealer info and site, the first setup step is complete.

Connect to a bridge
Click to select and connect to an existing bridge – or scan the bridge QR code to add a new bridge. Click Confirm.
After you add a bridge, the second setup step is complete.
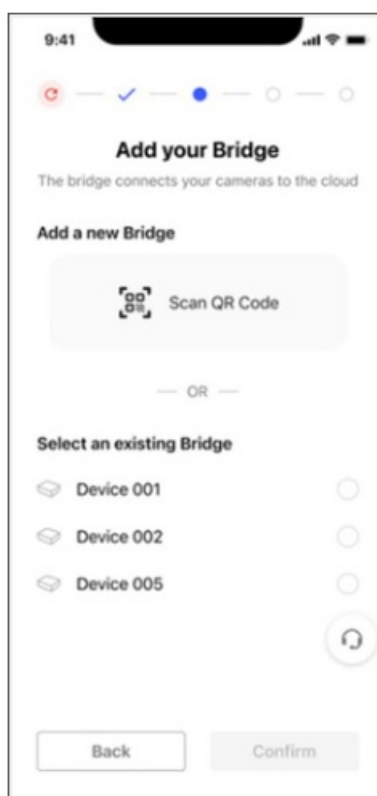
Connect NVR
Click to select an NVR and then click Confirm.

Enter your username and password to validate the connection. Click Add Cameras.
After you connect an NVR, the third setup step is complete.

Add cameras

The system searches for cameras at your selected site and bridge.

Click to select one or more cameras. Click Add.

Don't see all the cameras you expect? Troubleshoot problems, such as offline cameras and click Try Again to rerun the search – or click Back to search for a different combination of site and bridge.

You can give cameras more meaningful names, so it's easier to search for a camera and use a live stream:
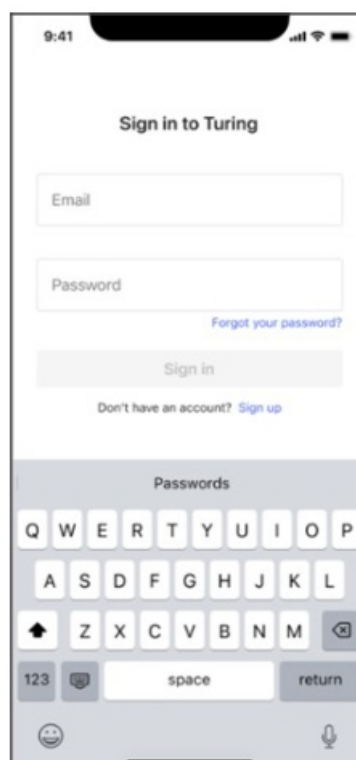
1. Click the camera name.

2. Enter a new name.

3. Click Save.

After you add cameras, the setup is complete.
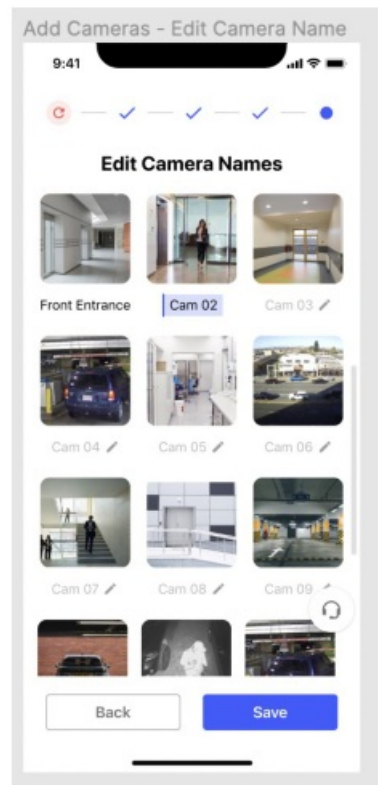
ACCOUNT ADMINISTRATOR SET-UP
Are you an account administrator?


On your mobile device:

1. Download the Turing Vision App from the Apple App Store (**https://apps.apple.com/us/app/turing-vision-video-security/id1574812235**) or Google Play (**https://play.google.com/store/apps/details?id=com**. turingvideo. turning vision).
2. Access the Turing Vision App.

Sign in using the account set up by your installer.
Will you need ongoing support from the installer?

- If Yes, keep the current password. (Unless there are other security concerns.) The installer knows the password and can log in to see what you see.
- If No, use Forgot your password? to choose a new password.

SITE MANAGER / USER SET-UP
Are you a site manager?
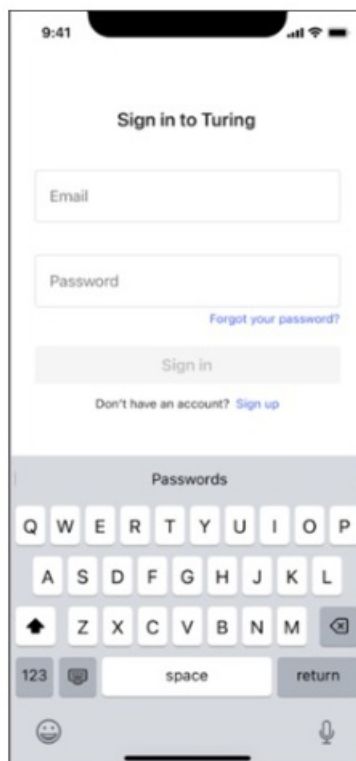
Ask your account administrator to invite you to a user account. You receive an email that contains a link. Click the link to create your new account and password.
Don't wait! The link expires in 48 hours.
After you set up your account, access it from your mobile device:

1. Download the Turing Vision App from the Apple App Store (**https://apps.apple.com/us/app/turing-vision-video-security/id1574812235**) or Google Play (**https://play.google.com/store/apps/details?id=com**. turingvideo. turning vision).
2. Access the Turing Vision App sign-in screen.

⚠ **If you are a site manager (user), do NOT create an account through the app.**
RESET ADMIN OR USER ACCOUNT PASSWORD
Are you a site manager?
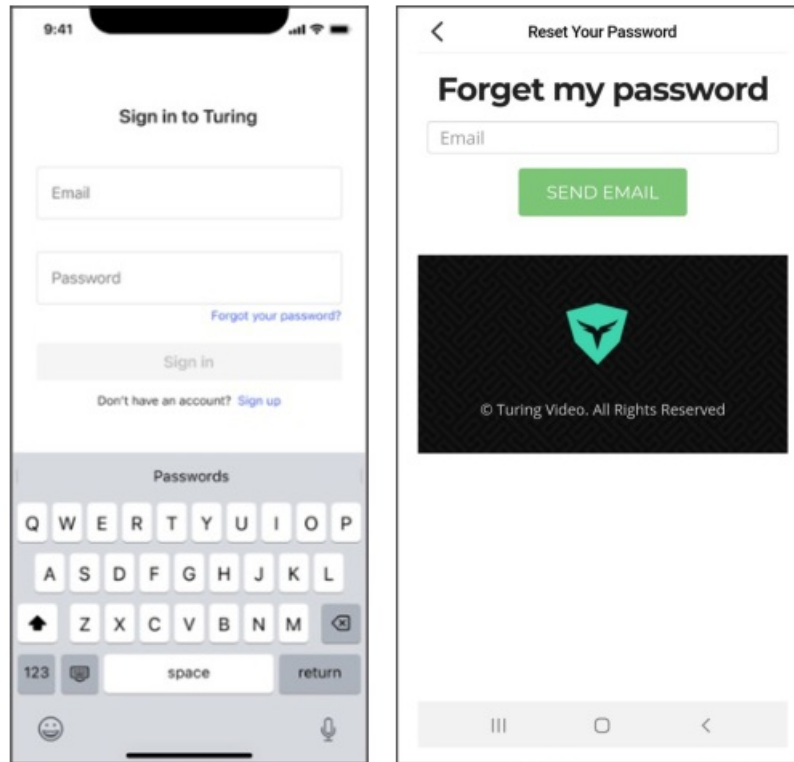
Are you an account administrator or site manager? You might want to reset your account password when you get your new account if you forget the password, of if you have security concerns.

1. Did click forget your password?
2. Enter your email address and click Send Email.
3. Follow the instructions in the email.

Live stream

You can monitor multiple physical areas in real-time. Compare activity or follow activity from camera to camera.
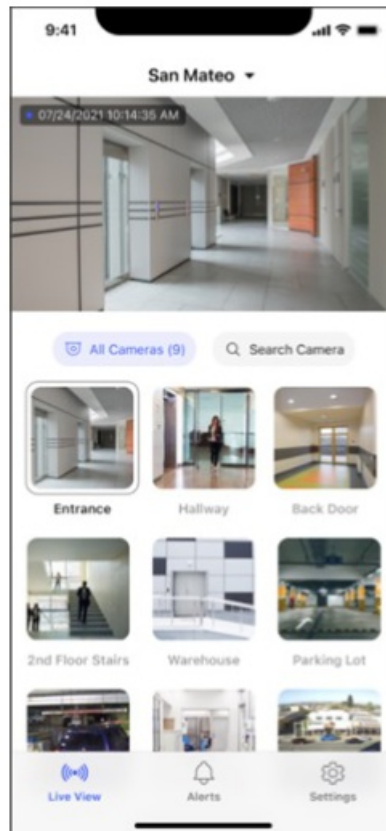
Click Live in the lower left.
Notice:

- The site name appears in the upper center. Click on the menu arrow to select a different site.

- Each camera has a name.

- Choose All Cameras or Search Camera.

- Click a snapshot to make that stream primary. It displays as the larger stream up top.
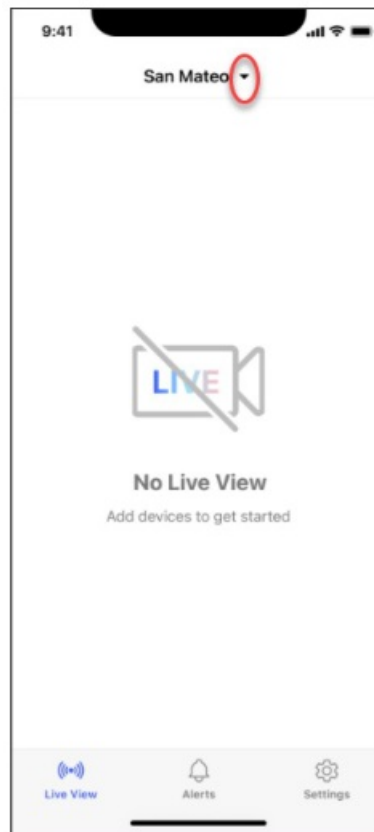
Don't see any cameras?

1. Click the site menu.
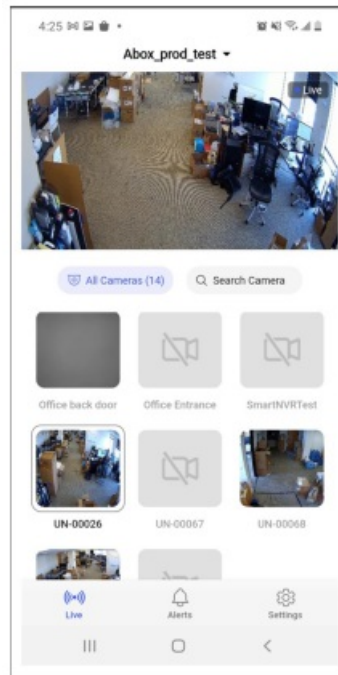2. Select a new site from the menu.
3. Click Apply.

SEARCH
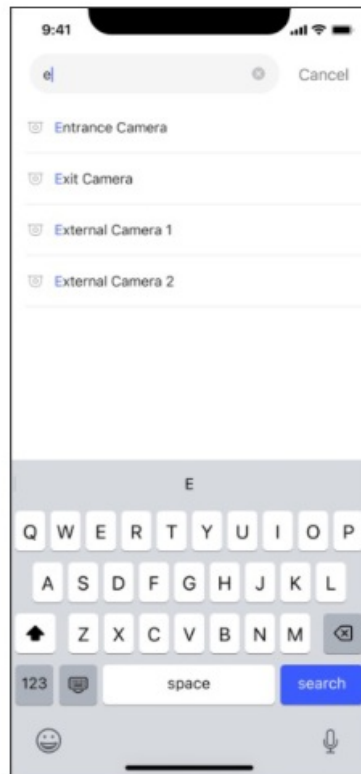Want to focus on just one camera?
Here's how:

1. Click Live in the lower left.
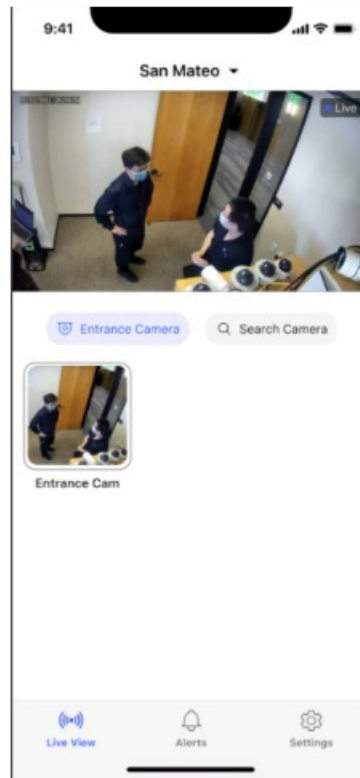2. Use the site menu to select a site.

3. Click Search Camera.

4. Enter a camera name. You can select a suggestion as you type.

5. Click Search.
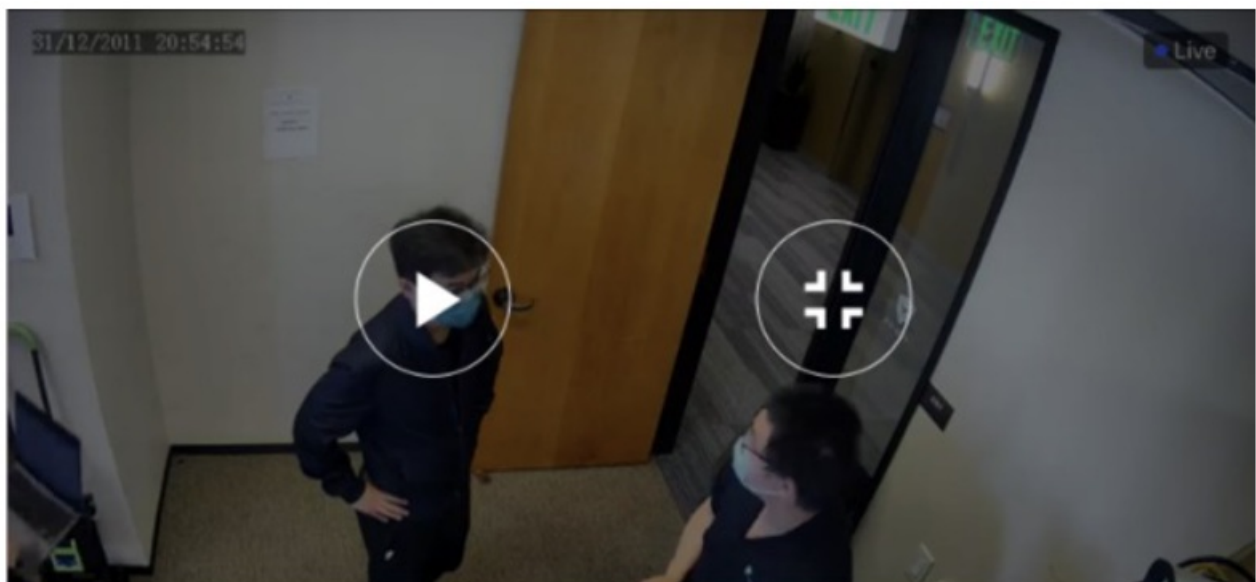

Your camera stream displays.

EXPAND TO FULL VIEW
Want to really focus on a camera stream to see activity details?
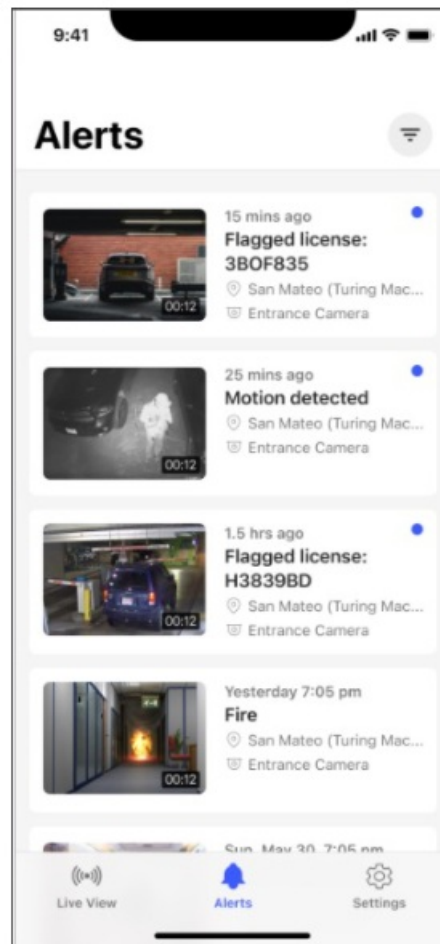Click the primary stream.
You can

- Pause and play the stream.
- Click the expand icon to see the stream full screen in landscape mode.

Alerts

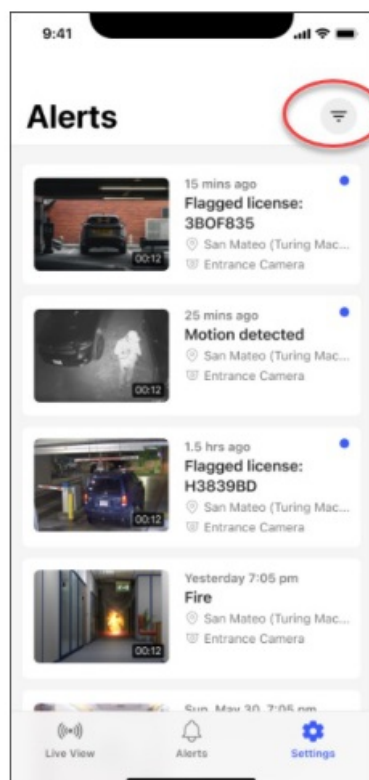Want to see snapshots of all alerts at your site?

Click Alerts in the center bottom.
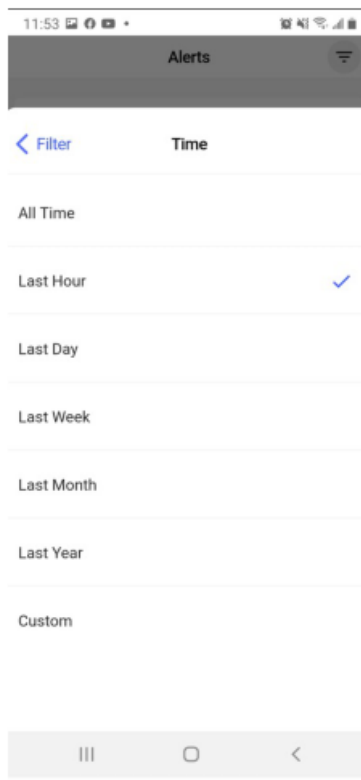
All site alerts display, from most recent to oldest.

FILTER ALERTS

Want to see only certain alerts, for example, alerts during a particular time period?

Here's how:

1. Click the Alerts menu.

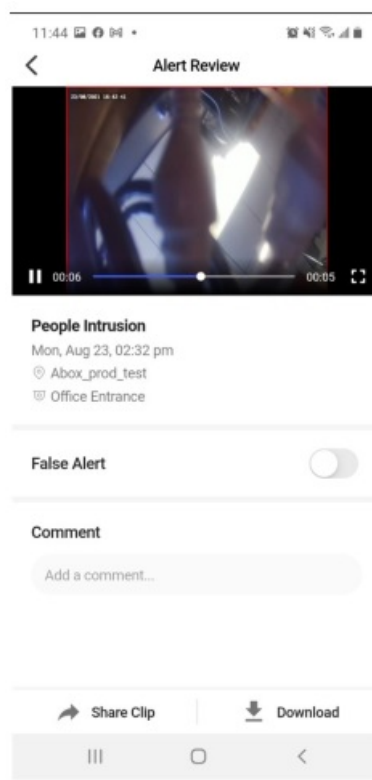2. Select Alert Type – People Intrusion or Vehicle Intrusion.
3. Select a time, site, and cameras. For example Click Select Time. In the Time screen, click to select a time. Click < Filter to return to Filter.
4. Click Apply.

VIEW ALERT DETAILS
If you want to learn more about an alert, you can.

Click a snapshot in the Alert screen.

Alert Review shows you a snapshot of the alert. The snapshot is labeled with information such as time, date, site, and camera.

Download, share, add comments, or mark this as a false alert. If you mark it as a false alert, it no longer shows up on the Alert screen. You can find it under Settings.

Settings

To access settings, see False Alerts lists, and log out, click Settings in the bottom right.
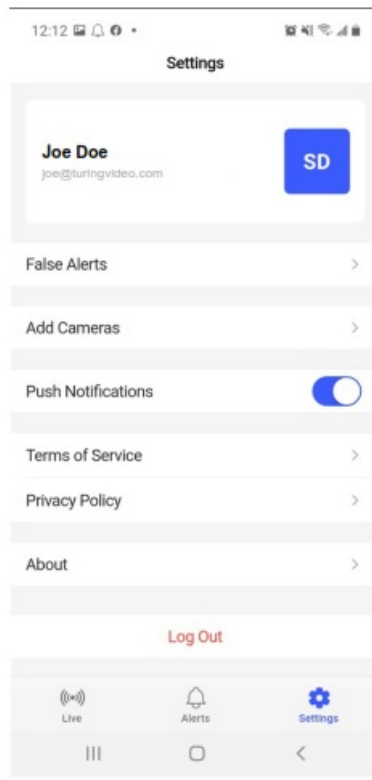

FALSE ALERTS

Click False Alerts to see a list of false alerts. Anyone with access to a site can change an alert to a false alert. For example, a large animal might trigger an intrusion, but you decide to change the alert to false.
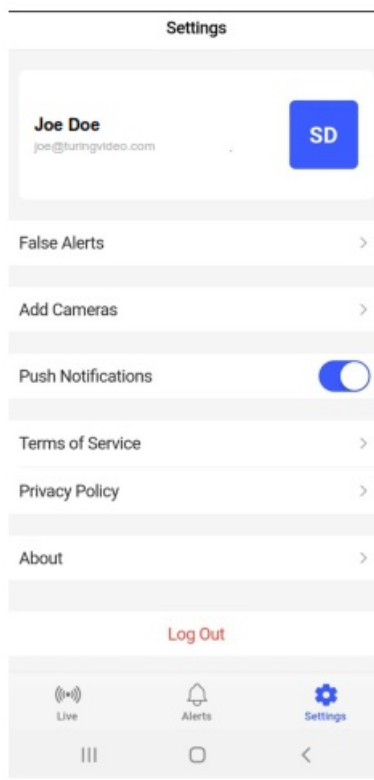
ADD CAMERAS

Cameras were added during installation, but you might want to add more later.

1. On Settings click Add Cameras.
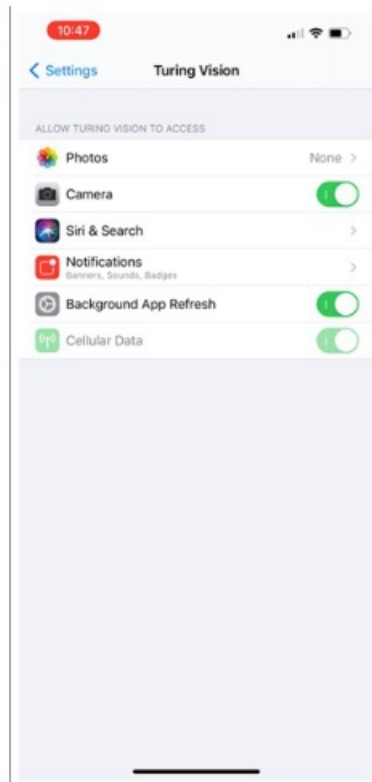2. Work through the steps described in Connect Devices in this guide.
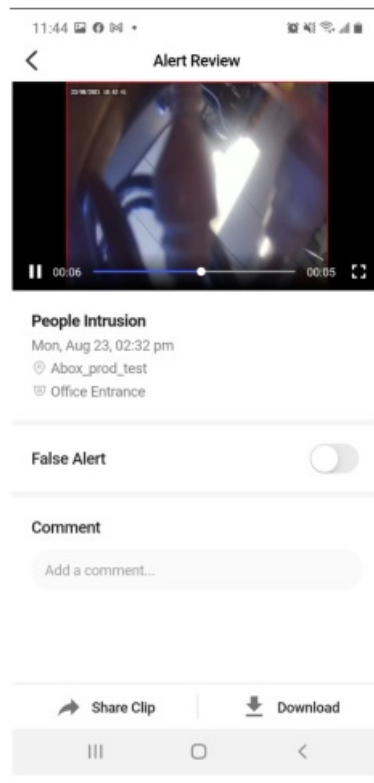
PUSH NOTIFICATIONS
Turn notifications on to receive real-time notifications on your mobile when there is an alert.
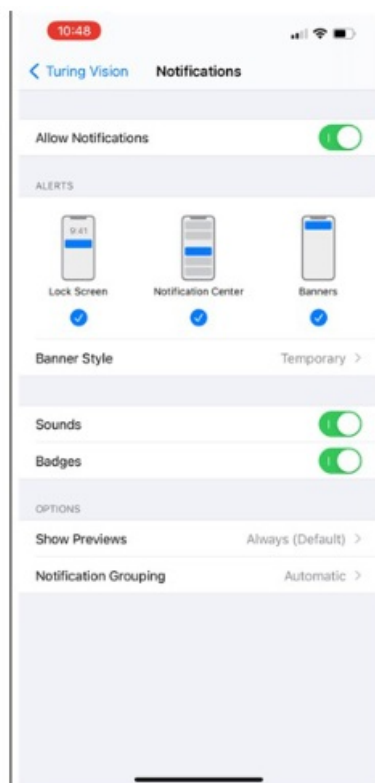

On Android devices
On Settings, swipe the Push Notification button to the right.
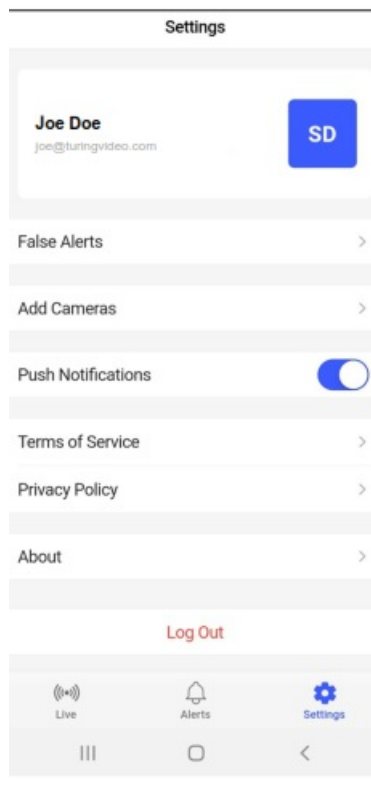
On iOS devices
On Settings, click to go to Notifications.

1. Swipe Allow

   Notification to the right to receive real-time notifications.

2. Enable your preferred alert types.

TERMS OF SERVICE
On Settings, click Terms of Service to read
PRIVACY POLICY
On Settings, click Privacy to read
ABOUT
On Settings, click About to see the app's Turing Vision version number.
LOG OUT
To sign out of your current Turing Vision session, click Log Out.

TURING

Mobile App Privacy Policy
https://turingvideo.com/mobile-app-privacy-policy/
Mobile App EULA
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TV-QSD-MOBILE-V1-0 September 16, 2021
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Documents / Resources

Apps Turing Version Apps [pdf] User Guide
Turing Version Apps

References

- ▼ **Turing AI - EULA (Mobile Version)**

- ▼ [Turing AI - Privacy Policy (Mobile App)](#)

- ▼ [Turing AI - Privacy Policy (Mobile App)](#)