

VOC AI Edge User Guide

Oct 1, 2026 · @Suryateja

About this guide

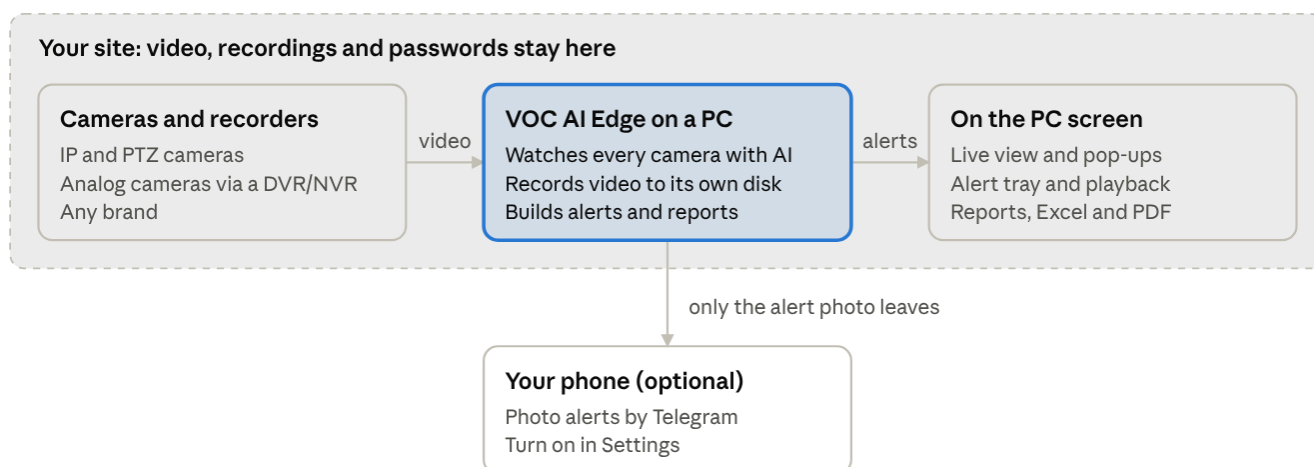
This guide shows you how to install VOC AI Edge, connect your cameras, set up the analytics and use alerts, playback and reports every day. It is written for site owners, security managers, guards and the installers who set the system up.

- **Product version:** 0.9.4 for Windows 10/11 and macOS.
- **Editions:** VOC AI Edge (VOC partner edition) and Tarkashila Edge are the same software. Only the name and logo differ, set in Settings → Site.
- **Words in bold** are buttons, tabs and menu items exactly as they appear on screen. "Owner only" marks a task that needs the Owner role once sign-in is switched on.
- **Sample screens:** screenshots use demo footage. Your camera names and numbers will differ.

1. Introduction

VOC AI Edge turns the CCTV cameras and recorders you already own into a system that watches for you. It runs on a computer at the site, reads the video from your DVR, NVR or IP cameras, and uses AI to spot people and vehicles, raise alerts and count what matters.

Everything is analysed and kept on your site



how VOC AI Edge works · cameras to PC to screen, phone optional

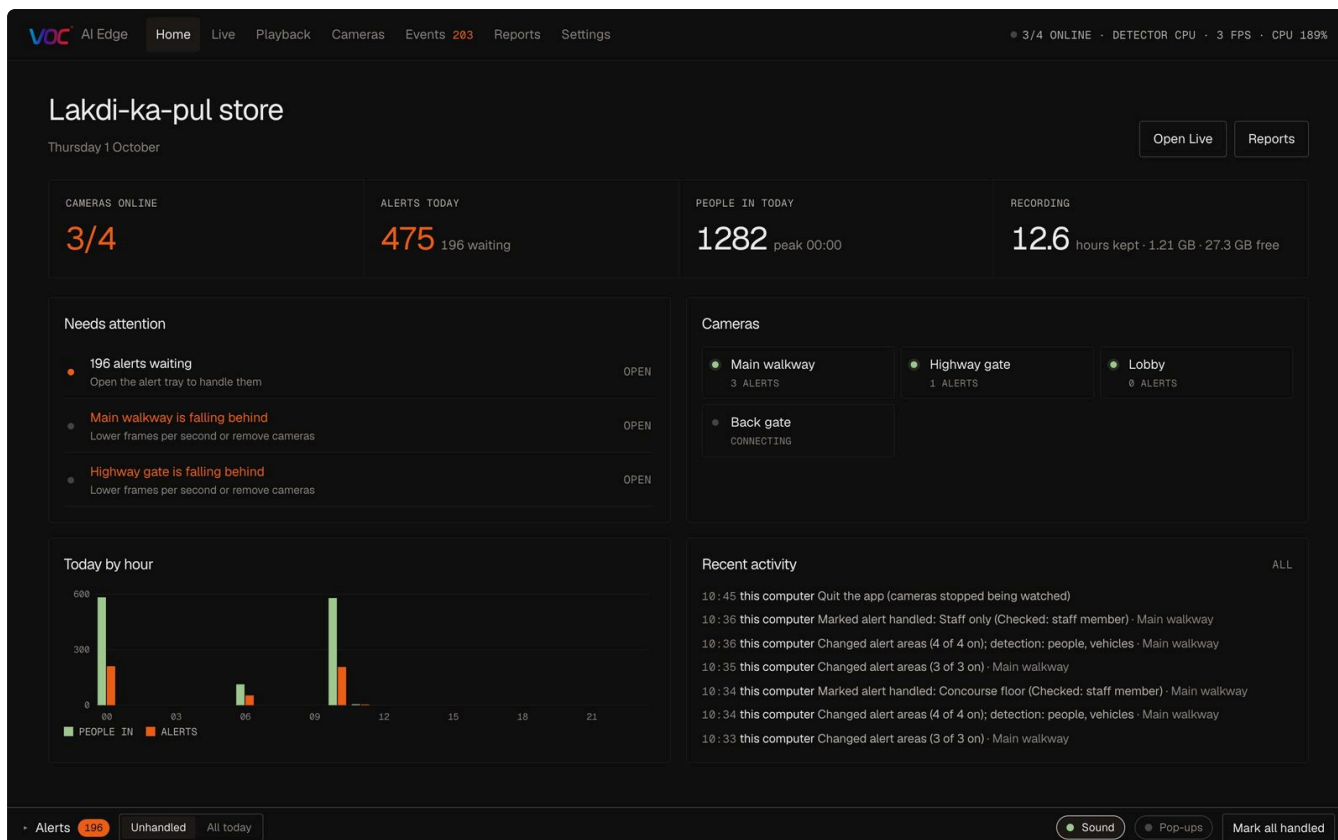
- **Any camera brand.** Hikvision, Prama, Dahua, CP Plus, Uniview, Axis, analog HD cameras through their DVR, and any camera with an RTSP or ONVIF stream.

- **Analysis on site.** The AI runs on the site computer. Video and recordings stay there; only alerts, photos and clips you choose to send leave it.
- **No new cameras.** It reads the camera's sub-stream from your existing recorder. Your recorder keeps recording as before.

The main screens

Tab	What it is for
Home	The site at a glance: cameras online, alerts waiting, people in today, recording, and what needs attention
Live	Watch 1, 4, 9 or 16 cameras with the AI drawn on top, or see cameras on a floor plan
Playback	Find and play recordings by day, with alerts marked on the timeline, and export clips
Cameras	Add cameras and recorders, arrange them in groups, and set each camera's analytics
Events	Every alert, counted crossing and camera-health event with its photo and clip, plus the activity log
Reports	Footfall, vehicles, alerts, heatmaps, queues and uptime, exported to Excel or PDF
Settings	Site, detection, alerts to phone, privacy, recording, schedules, people, remote access and licence

The **alert tray** sits at the bottom of every screen and lists alerts as they arrive.



2. Before you install

You need a computer that stays switched on at the site, on the same network as your recorder or cameras.

Computer requirements

Item	Requirement
Operating system	Windows 10 or 11 (64-bit), or macOS on Apple silicon
Processor	A recent Intel Core i5 or better. Detection runs on the processor; no graphics card is needed
Cameras per computer	About 4 to 6 busy cameras at 3 frames per second on a typical i5. More cameras need a faster computer or a lower frame rate
Memory	8 GB or more
Disk	Space for recordings, set in Settings → Recording (20 GB by default)

Item	Requirement
Network	Wired connection to the same network as the DVR/NVR. Internet only for phone alerts

What to collect from the site

Ask for	Why
Recorder brand (Hikvision, Prama, Dahua/CP Plus, Uniview...)	Picks the right video address
Recorder IP address, e.g. 192.168.1.64	The software connects to it directly. It is shown in the recorder's network menu or in iVMS/SmartPSS
Recorder admin username and password	Needed to read the video. Check it first by logging in to <code>http://<recorder IP></code> in a browser
Number of channels (4, 8, 16...)	The software tries each one
Which channels matter (gate, cash counter, entrance)	Where to switch on analytics first
Permission to install a program	The installer needs it once

Important: Hikvision and Prama recorders lock the account for about 30 minutes after around 5 wrong passwords. Confirm the password in a browser before you start.

3. Install and first start

Installing takes about three minutes. The current builds are not yet code-signed, so Windows and macOS show a one-time warning.

Windows

1. Run the setup file (`...-windows-x64-setup.exe`).
2. If you see "Windows protected your PC", click **More info** → **Run anyway**.
3. Click **Next** → **Next** → **Install**, tick **Open now**, then **Finish**.
4. If Windows Firewall asks about the app or *ffmpeg*, allow **Private networks**.

macOS

1. Open the `.dmg` and drag the app into **Applications**.
2. Open it. If macOS says it can't check the developer, open **System Settings** → **Privacy & Security** and click **Open Anyway**.

First start

The window opens on **Cameras** with "No cameras yet". The detector takes about 5 seconds to load. Once cameras exist, the app opens on **Home**. It keeps running in the background while its window is open; closing the window stops monitoring.

Licence and trial

- **Trial:** without a key the app runs for **14 days with 2 live cameras**. Video-file and demo cameras never count, so demos always work.
- **This computer's code:** Settings → **Licence** shows a code such as `S7SA6-NPF48-WDE6B-VSR33`. Send it to your supplier to get a key.
- **Activate:** paste the key (it starts with `TKE1.`) into Settings → **Licence** → **Activate**. The key is tied to this computer, sets the number of live cameras and may have an end date.
- **When a licence ends**, live cameras stop being analysed, but the app stays open so you can enter a new key.

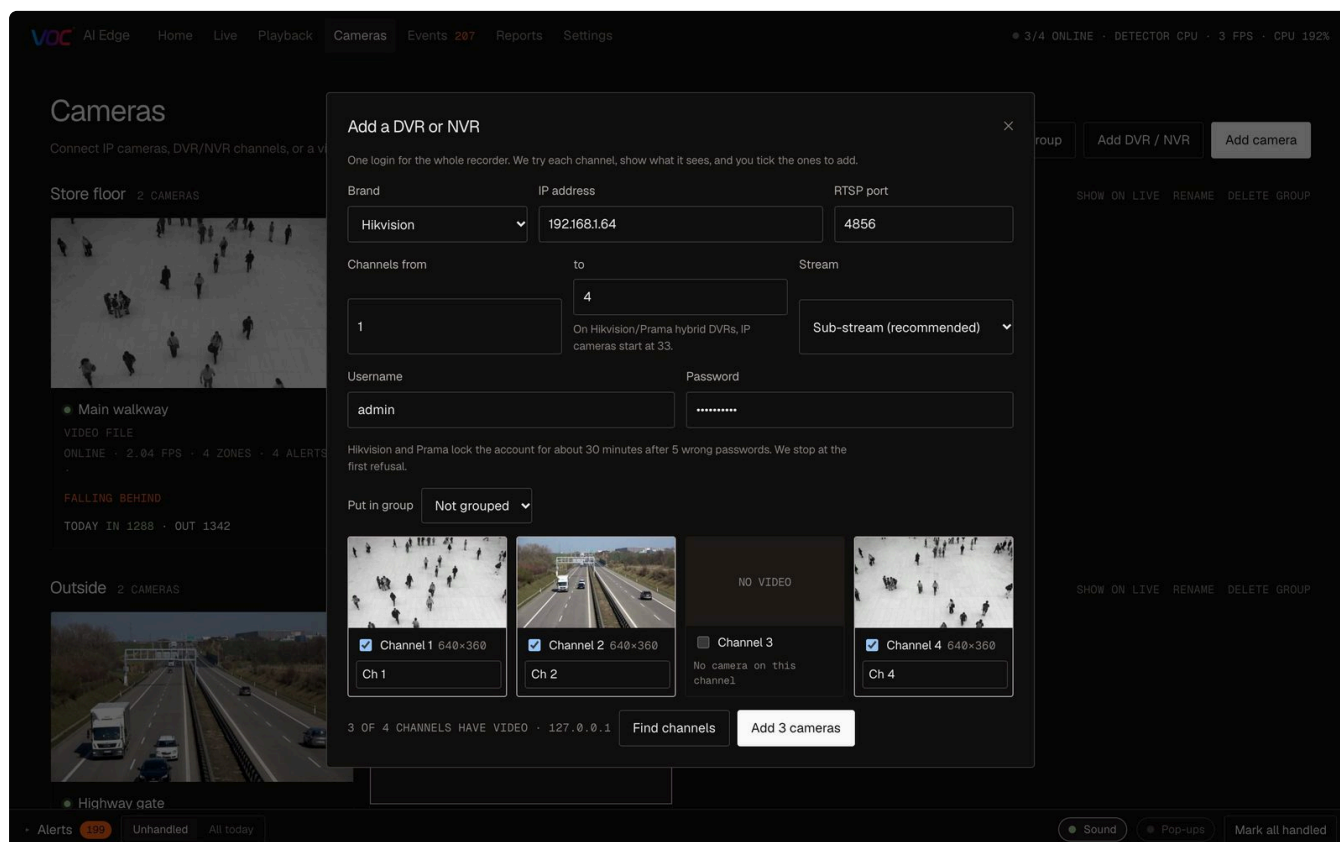
4. Adding cameras

The fastest way is **Add DVR / NVR**: one login adds every channel of a recorder. Use **Add camera** for a single camera, a stream address or a video file. All of these are on the **Cameras** tab (Owner only).

Add a whole DVR or NVR

1. **Cameras** → **Add DVR / NVR**.
2. Choose the **Brand**, type the recorder's **IP address** and **RTSP port** (554 unless changed).
3. Set **Channels from ... to ...** (for example 1 to 8). On Hikvision and Prama hybrid DVRs, IP cameras usually start at channel 33.
4. Leave **Stream** on **Sub-stream (recommended)**. It is lighter and is what the AI needs.
5. Type the recorder's **Username** and **Password**, then click **Find channels**.
6. Each channel shows a thumbnail. Empty ones say "No camera on this channel". Tick the channels you want and rename them ("Gate", "Billing").
7. Optionally choose **Put in group**, then click **Add cameras**.

If the password is wrong, the search stops after the first refusal so the recorder does not lock the account.



Add a single camera

Cameras → **Add camera**, give it a **Name**, then pick one of three kinds:

Kind	Use it for	You enter
Camera or DVR	One IP camera, or one channel of a recorder	Brand, IP address or DDNS name, RTSP port, channel, stream, login
Stream address	Any camera that gives an RTSP or HTTP address	The address without the login, then the login in its own boxes
Video file	Testing zones on recorded footage	A video file on this computer; it loops like a live camera

Click **Test connection**. A live picture appears when it works; then click **Add camera**.

Logins are stored in the computer's keychain (Windows Credential Manager or macOS Keychain), never in a file.

Find cameras on the network

Cameras → **Find cameras on this network** scans the computer's network for ONVIF cameras and anything answering on the RTSP port. Enter the login, click **Find streams** next to a device, then **Use this**. Some cheap recorders don't answer the scan; add them by IP instead.

Brand notes

Brand	Choose in the app	Notes
Hikvision	Hikvision	RTSP is on by default (Configuration → Network → Advanced → RTSP, port 554)
Prama	Prama (Hikvision India)	Same firmware family as Hikvision. ONVIF is often off; add through the NVR's IP and login
Dahua, CP Plus	Dahua / CP Plus	Most CP Plus recorders are Dahua-based
Uniview	Uniview	
Axis	Axis	
Others	Stream address	Use the RTSP address from the camera's manual

Cameras at another location or on the internet

If the recorder's router forwards the RTSP port, type its public IP or DDNS name (such as `shop1.ddns.net`) under **Camera or DVR**. The app warns that the login crosses the internet unencrypted and that many Jio and Airtel connections can't accept incoming connections. Remote access through a site connector (chapter 11) avoids both.

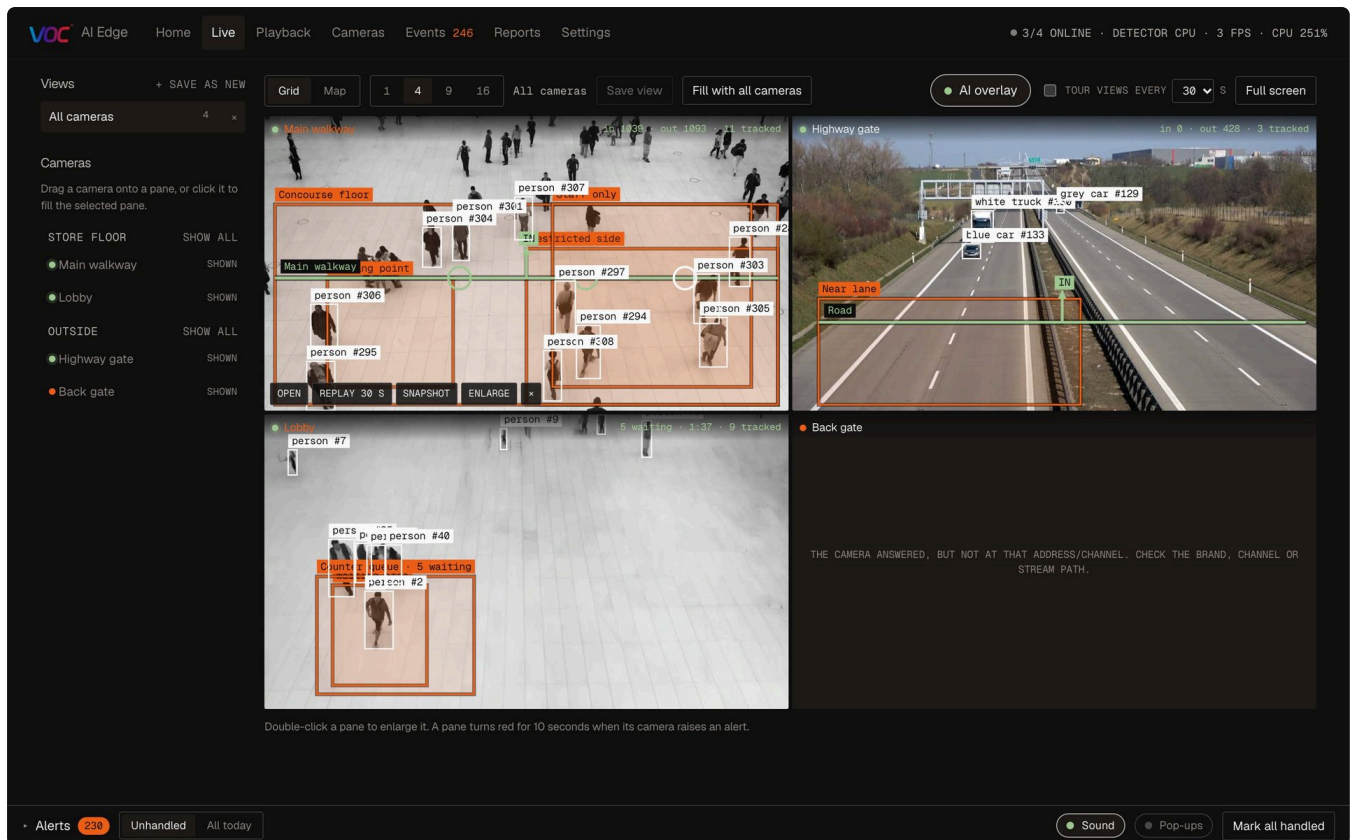
Groups

Arrange cameras by floor, building or branch. **Cameras** → **New group**, name it, then drag camera tiles onto it, or pick the **Group** on a camera's page. Live, Playback and Reports can then show one group at a time.

The screenshot displays the VOC AI Edge software interface. At the top, a navigation bar includes 'VOC AI Edge', 'Home', 'Live', 'Playback', 'Cameras', 'Events 248', 'Reports', and 'Settings'. A status bar on the right shows '3/4 ONLINE', 'DETECTOR CPU', '3 FPS', and 'CPU 253%'. The main area is titled 'Main walkway' and shows a live video feed of a busy indoor walkway. The feed is overlaid with various AI analytics: orange bounding boxes around individuals, each labeled with a person ID and a confidence percentage (e.g., 'person #318 63%', 'person #297 60%', 'person #314 53%', 'person #310 68%', 'person #313 71%', 'person #317 52% 09 61%', 'person #322 50%', 'person #323 68%', 'person #304 74%', 'person #312 70%', 'person #307 74%'). A green line across the walkway indicates a counting path, with labels like 'IN 1043', 'OUT 1097', and '+1 IN'. A red box labeled 'Meeting point' is also visible. On the right, an 'Analytics' panel lists various detection and alert features, most of which are turned on: 'People detection ON', 'Vehicle detection ON', 'Intrusion alerts ON (2 OF 2 AREAS ON)', 'Loitering alerts ON (1 OF 1 AREA ON)', 'Crowd limit ON (1 OF 1 AREA ON)', 'Queue monitoring OFF (NOT SET UP)', and 'Abandoned bag OFF (NOT SET UP)'. At the bottom, an 'Alerts' section shows '232' alerts, with buttons for 'Unhandled' and 'All today'. A 'Sound' button is also present.

5. Live view

The **Live** tab shows several cameras at once with the AI drawn on each picture: boxes around people and vehicles, alert areas, counting lines, and counts or queue length in each pane's corner.



Layouts and saved views

- **1 / 4 / 9 / 16** sets the number of panes. **Fill with all cameras** picks the smallest layout that fits them.
- **Drag** a camera from the left list onto a pane, or click a pane, then click a camera to fill it. Drag one pane onto another to swap them.
- **Save view** keeps the layout and its cameras, for example "Ground floor" or "Night: outside". **+ Save as new** makes another. Saved views are listed on the left; click one to open it.
- In the camera list, **Show all** next to a group fills the grid with that group.

Working with a pane

Point at a pane to see its buttons:

Button	What it does
Open	Opens the camera's page with its analytics
Replay 30 s	Plays the last 30 seconds from the recording
Snapshot	Saves the current full-size picture (Owner and Manager)

Button	What it does
Enlarge / Grid	Shows one camera large, or goes back to the grid. Double-clicking a pane does the same
×	Empties the pane

A pane is outlined in orange for 10 seconds when its camera raises an alert.

Before and after

AI overlay switches the drawing on and off on all panes, to show the plain camera picture next to what the AI sees. On a camera's own page, the **Analytics on** switch (shortcut **A**) does the same.

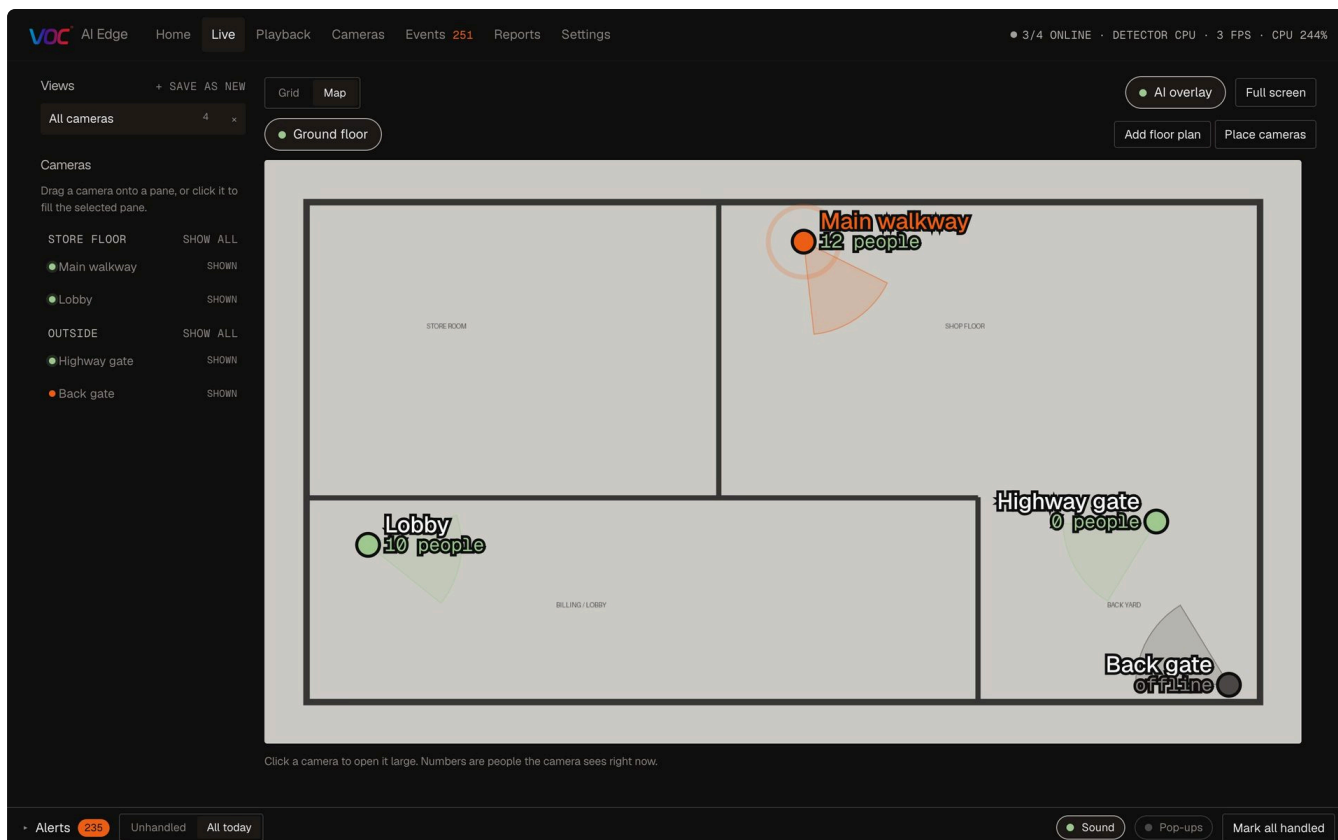
Tour and full screen

- **Tour views every ... s** cycles through your saved views, for a guard-room wall monitor. It needs at least two saved views.
- **Full screen** shows only the grid. Press **Esc** to leave.

Floor-plan map

Live → Map shows your cameras on a floor plan. Each camera shows how many people it sees right now and pulses orange when it raises an alert. Click a camera to open it large.

To set one up (Owner only): **Add floor plan** (a JPG or PNG of the plan, up to 12 MB) → **Place cameras** → click a camera in the list, then click where it hangs → turn the **Facing** slider → **Done**. Drag a placed camera to move it, or use **Take off the plan**.



6. Analytics

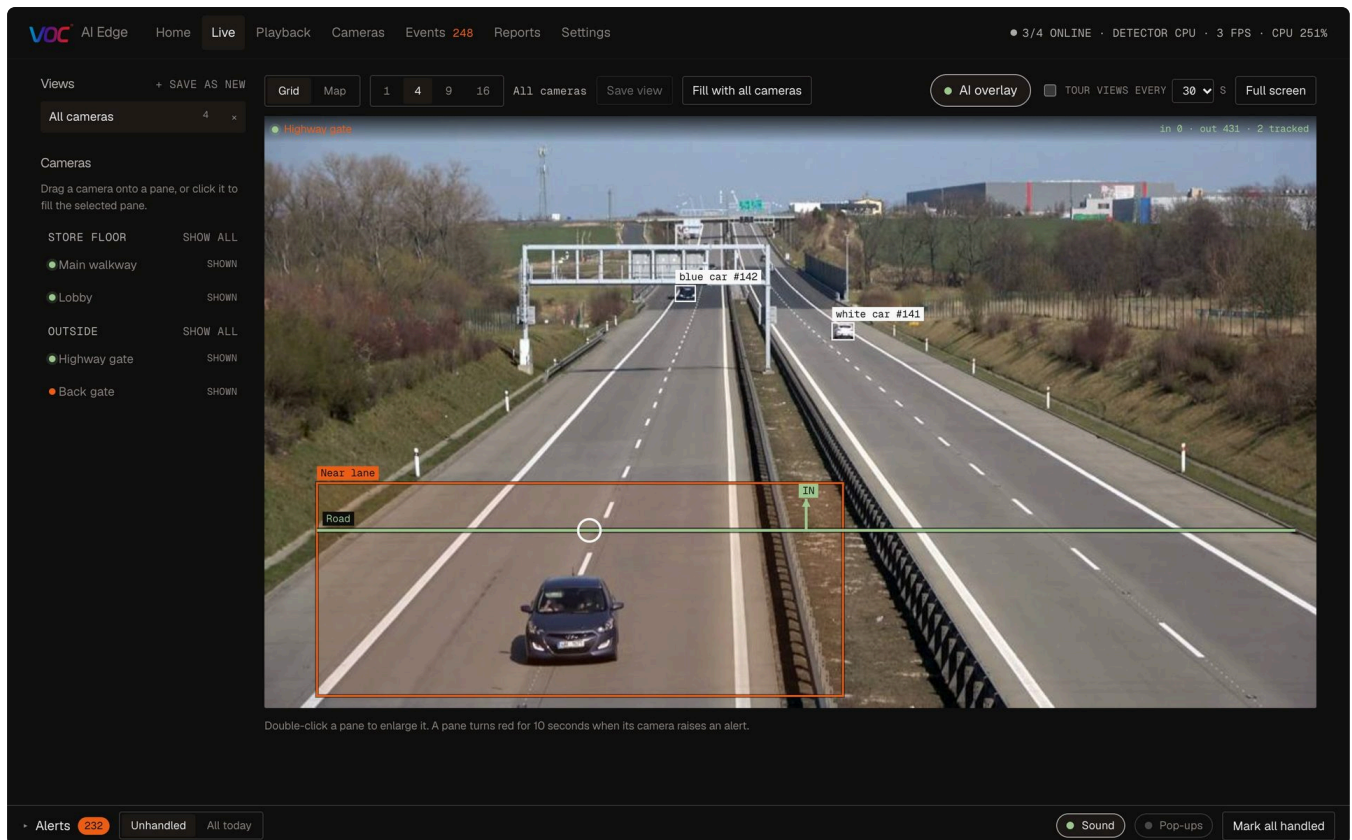
Every camera has its own **Analytics** list on its page (**Cameras** → click a camera). Each row has an on/off switch; click a row to open its settings. Anything switched off is ignored.

What each analytic does

Analytic	What it does	You set
People detection	Finds and tracks people. Needed by every people analytic below	On or off
Vehicle detection	Finds cars, trucks, buses, motorbikes and bicycles, with their colour	On or off
Intrusion alerts	Alerts when someone or something enters an area you draw	Area, object types, seconds inside before alerting, hours
Loitering alerts	Alerts when someone stays in an area longer than allowed. Passers-by are ignored	Area, seconds allowed, hours

Analytic	What it does	You set
Crowd limit	Alerts when more than a set number are inside an area for a while	Area, maximum number, seconds, hours
Queue monitoring	Shows how many are waiting and the longest wait on the picture; alerts on a long queue or a long wait	Area, maximum queue, maximum wait in minutes, hours
Abandoned bag	Alerts when a bag or suitcase is left alone in an area	Area, seconds left alone, hours
People / vehicle counting	Counts in and out across a line, by hour and day; optional wrong-way alert; a photo of each crossing	Line, IN direction, object types, wrong-way alert
Camera health alerts	Alerts when the camera goes offline and when it comes back	On or off
Heatmap	Records where people and vehicles spend time; can be shown on the picture	On or off
Recording	Keeps this camera's video for playback and alert clips	All the time, or during a schedule

If a row says **paused**, the detection it needs is switched off. Click **Turn detection on** in that row to fix it.



Draw an alert area

1. On the camera's page, open the analytic's row (for example **Intrusion alerts**) and click **Add area**.
2. Click on the picture to place the corners, at least three. Someone counts as inside when their feet are in the area.
3. Click **Finish zone** (or double-click), or **Use whole picture**.
4. In the form: give it a **Name**, tick what to **Watch for** (person, car, truck...), set the seconds or limits, and choose **When**: Always, Night only (22:00–06:00), Between two times, or a saved **Schedule** (chapter 8).
5. Click **Save area**.

Draw a counting line

1. Open **People / vehicle counting** and click **Add line**.
2. Click two points across the doorway, gate or road.
3. Check that the green **IN** arrow points inside; click **Flip direction** if not.
4. Choose the object types, an optional **Wrong-way alert** on IN or OUT, and whether to keep a photo of each crossing, then **Save line**.

Live in and out counts appear on the picture and on the camera tile. **Reset today's counts** starts the day again.

Change an area or a line

Click **Edit** next to it. The changes apply only when you click **Save**; **Cancel** leaves it as it was.

- **Move or resize a line:** drag a round end to stretch, shorten or turn it; drag the middle square to move the whole line.
- **Reshape an area:** drag a corner. Drag the middle square to move the whole area.
- **Add a corner:** click the small + in the middle of an edge, or drag it straight away. Up to 40 corners.
- **Delete a corner:** click it, then **Delete corner**, press **Delete**, or right-click it. An area keeps at least 3 corners.
- **Start again: Redraw area or Redraw line.**

Detection settings

In Settings → **Detection: Frames analysed per second, per camera** (lower it if a camera says *falling behind*), **Sensitivity** (from *Catch more* to *Fewer false alarms*) and **Quiet time between alerts from the same zone** (seconds before an area alerts again).

7. Alerts and events

An alert usually appears 2 to 3 seconds after the event, with a photo marked with the area and the object. A video clip from about 10 seconds before to 8 seconds after follows shortly, as long as recording is on.

The screenshot displays the VOC AI Edge software interface. At the top, a navigation bar includes 'VOC AI Edge', 'Home', 'Live', 'Playback', 'Cameras', 'Events 248', 'Reports', and 'Settings'. A status bar on the right shows '3/4 ONLINE', 'DETECTOR CPU', '3 FPS', and 'CPU 250%'. The main area is titled 'Main walkway' and shows a live video feed with various overlays: 'MAIN WALKWAY IN 1051 OUT 1106', 'Concourse floor', 'Staff only', 'Restricted side', 'Meeting point', and several person detection labels with IDs and confidence scores (e.g., person #352 71%, person #365 56%, person #350 63%, person #359 78%, person #366 81%, person #370 69%, person #362 79%, person #371 73%). To the right of the video feed is an 'Analytics' panel with toggle switches for 'People detection ON', 'Vehicle detection ON', 'Intrusion alerts ON (2 OF 2 AREAS ON)', 'Loitering alerts ON (1 OF 1 AREA ON)', and 'Crowd limit ON (1 OF 1 AREA ON)'. Below the video feed is an 'Alerts' section with a count of 232 and tabs for 'Unhandled' and 'All today'. It lists recent alerts with timestamps and descriptions, such as '10:38:18 Highway gate Blue car in Near lane' and '10:38:15 Main walkway Person in Staff only'. Each alert row has buttons for 'LIVE', 'PHOTO', 'PLAYBACK', and 'HANDLED'. At the bottom right of the alerts section are buttons for 'Sound', 'Pop-ups', and 'Mark all handled'.

Pop-ups and sound

- A **pop-up card** with the photo appears at the top right, with **Live**, **Playback** and **Handled**. Up to three show at once; click the photo to see it large.
- A short **sound** plays for each new alert, and a lower tone for camera-health events. Sound starts working after your first click in the window.
- Turn either off with **Sound** and **Pop-ups** in the alert tray.

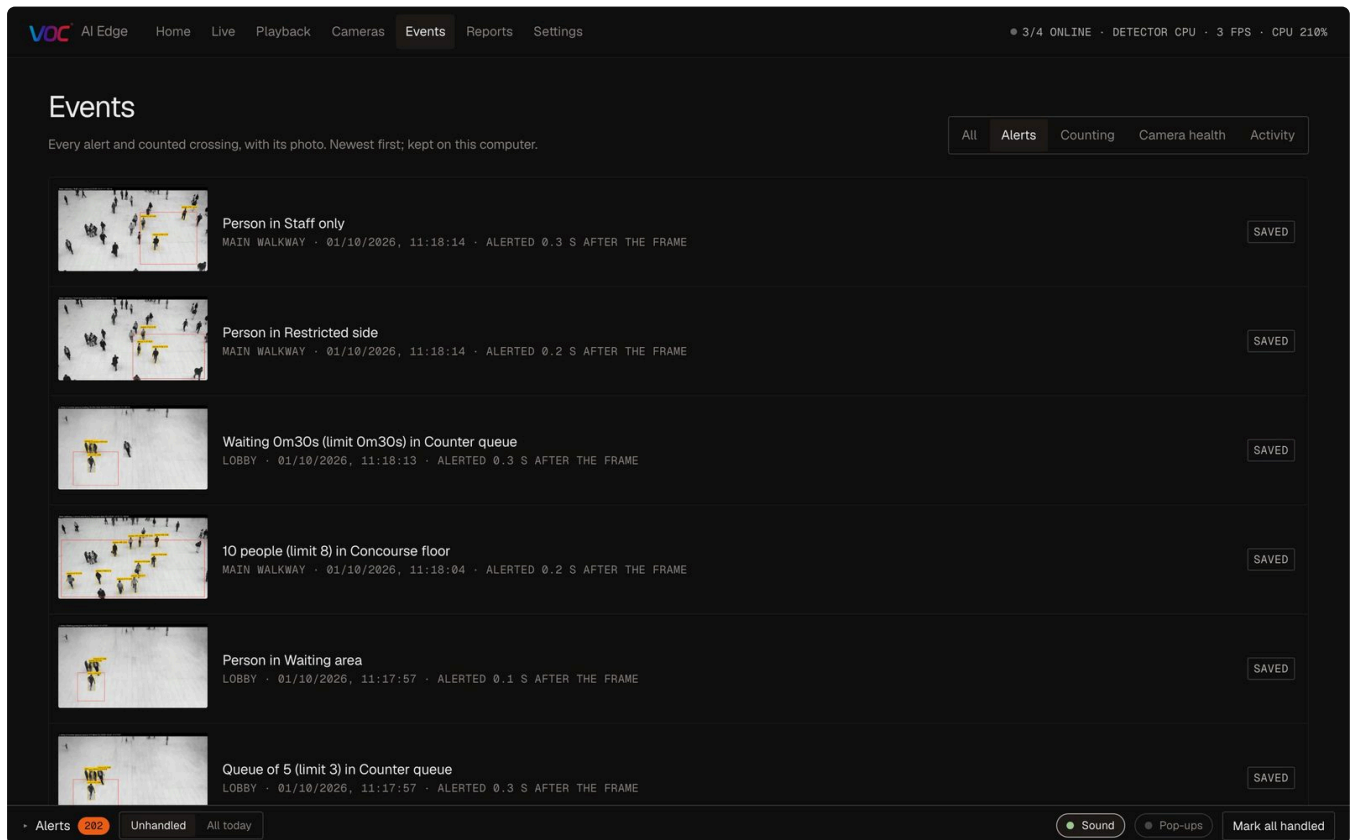
The alert tray

The tray at the bottom of every screen lists alerts as they arrive. Click **Alerts** to open or fold it.

- **Unhandled** shows what still needs attention; **All today** shows everything from today. The number on **Alerts** counts today's unhandled alerts.
- Each row has **Live** (open the camera large), **Photo** (photo and clip), **Playback** (open the recording 8 seconds before) and **Handled**.
- **Handled** asks for an optional note, such as "delivery van, checked". The note and who handled it are saved and shown in Events and the activity log.
- **Mark all handled** clears the list after you confirm.

The Events page

Events lists every alert, counted crossing and camera-health event with its photo, newest first. Filter by **All**, **Alerts**, **Counting**, **Camera health** or **Activity** (chapter 10). Click a photo to see it large; ► **clip** plays the video. **Save...** keeps a copy of the photo or clip where you choose (Owner and Manager). **Open alerts folder** shows where alert photos and clips are stored.



Alerts on your phone (Telegram)

1. In Telegram, message **@BotFather**, create a bot and copy its token.
2. Send any message to your new bot, then find your chat ID (for example with **@userinfobot**).
3. In Settings → **Telegram alerts**, paste the **Bot token** and **Chat ID**, click **Save**, then **Send a test message**.

Each alert then arrives on the phone with its photo, and camera-offline messages as text. The token is stored in the computer's keychain.

8. Recording and playback

VOC AI Edge records each camera's analysis stream on the site computer, so every alert has a clip and you can play back recent footage. Your DVR or NVR keeps its own recordings as before.

Recording settings

In Settings → **Recording: Record cameras** switches recording on or off for all cameras; **Keep footage for (hours)** and **Use at most (GB)** limit how much is kept. The oldest footage is removed first. Each camera can also be switched off in its Analytics list under **Recording**.

Schedules

A schedule names the hours that matter, once, so any alert area or camera can use it.

New schedule [X]

Name

After hours

Click or drag across the hours to switch them on or off. Each block is 30 minutes.

Shop hours (Mon-Sat 9-21) After hours (the rest) Every night 22-06 Copy Monday to Tue-Fri Clear

	00	03	06	09	12	15	18	21
MON	Green	Green	Green	Green	Green	Green	Green	Green
TUE	Green	Green	Green	Green	Green	Green	Green	Green
WED	Green	Green	Green	Green	Green	Green	Green	Green
THU	Green	Green	Green	Green	Green	Green	Green	Green
FRI	Green	Green	Green	Green	Green	Green	Green	Green
SAT	Green	Green	Green	Green	Green	Green	Green	Green
SUN	Green	Green	Green	Green	Green	Green	Green	Green

VARIES · EVERY DAY · 96 H/WEEK

Cancel Save schedule

1. Settings → **Schedules** → **New schedule**.
2. Click or drag across the week grid; each block is 30 minutes. Or start from a preset: **Shop hours (Mon-Sat 9-21)**, **After hours (the rest)**, **Every night 22-06**. **Copy Monday to Tue-Fri** repeats a day.
3. Name it and click **Save schedule**.

Use it in two places:

- **An alert area:** in the area's form, **When** → **Schedule** → pick it. The area alerts only in those hours.

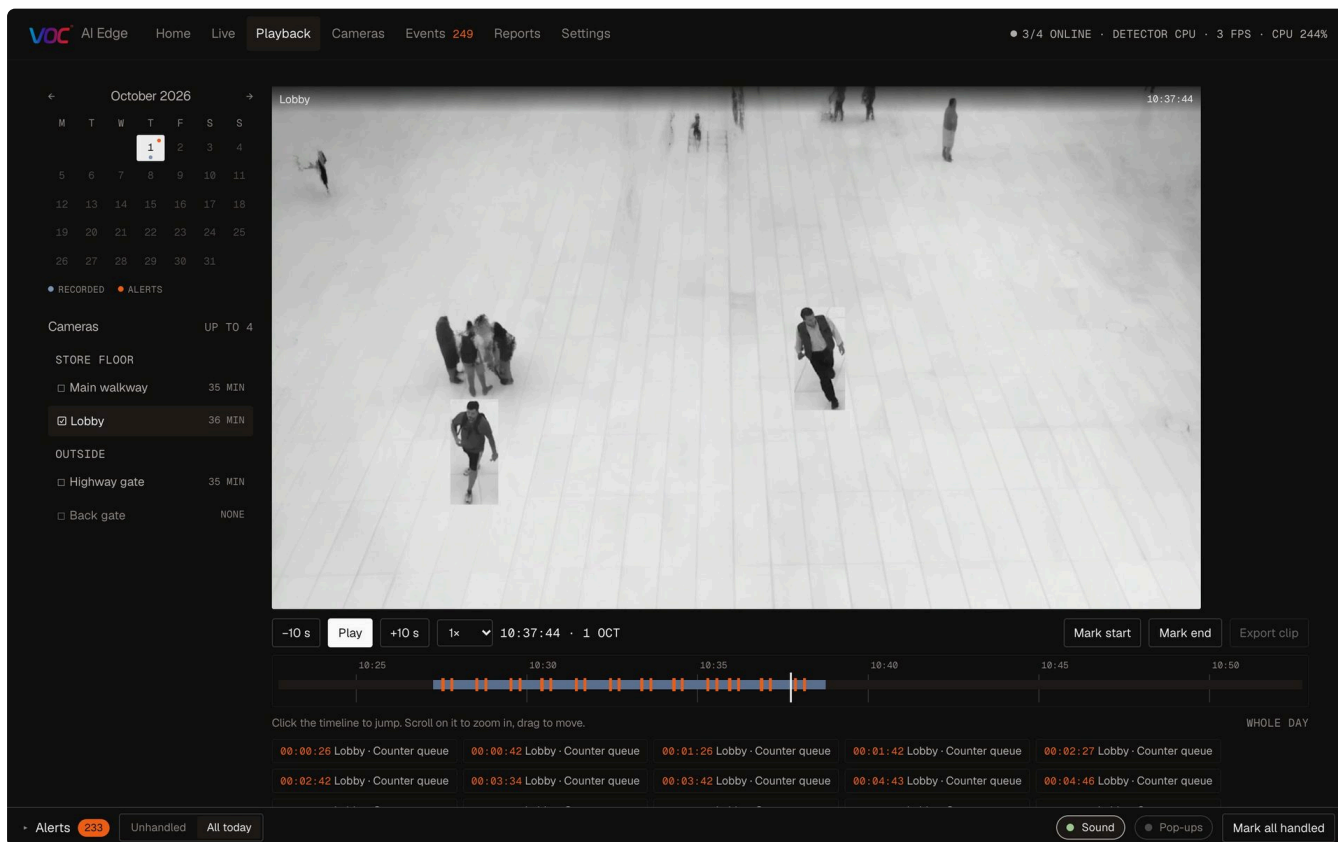
- **Recording:** on a camera's Analytics list, **Recording** → **Record everything** → *During "After hours"*. Outside the schedule, only the footage around alerts is kept, which saves disk space.

Deleting a schedule switches its alert areas back to **Always** and its cameras back to recording all the time.

Play back a recording

1. Open **Playback**. Days with recordings have a blue dot in the calendar, days with alerts an orange one. Click a day.
2. Tick up to **4 cameras**; they play in step with each other. Each shows how many minutes it recorded that day.
3. Click the **timeline** to jump to a time. Scroll on it to zoom in, drag to move; **Whole day** zooms out. Orange marks are alerts.
4. Use **Play**, **-10 s**, **+10 s** and the speed list (0.5× to 8×). Keyboard: **Space** plays and pauses, arrow keys jump 10 seconds, with **Shift** 60 seconds.
5. Click an alert chip under the timeline to start 8 seconds before it. Double-click a camera to watch only that one.

If a camera lost power or its network for a moment, playback skips the damaged few seconds and carries on.

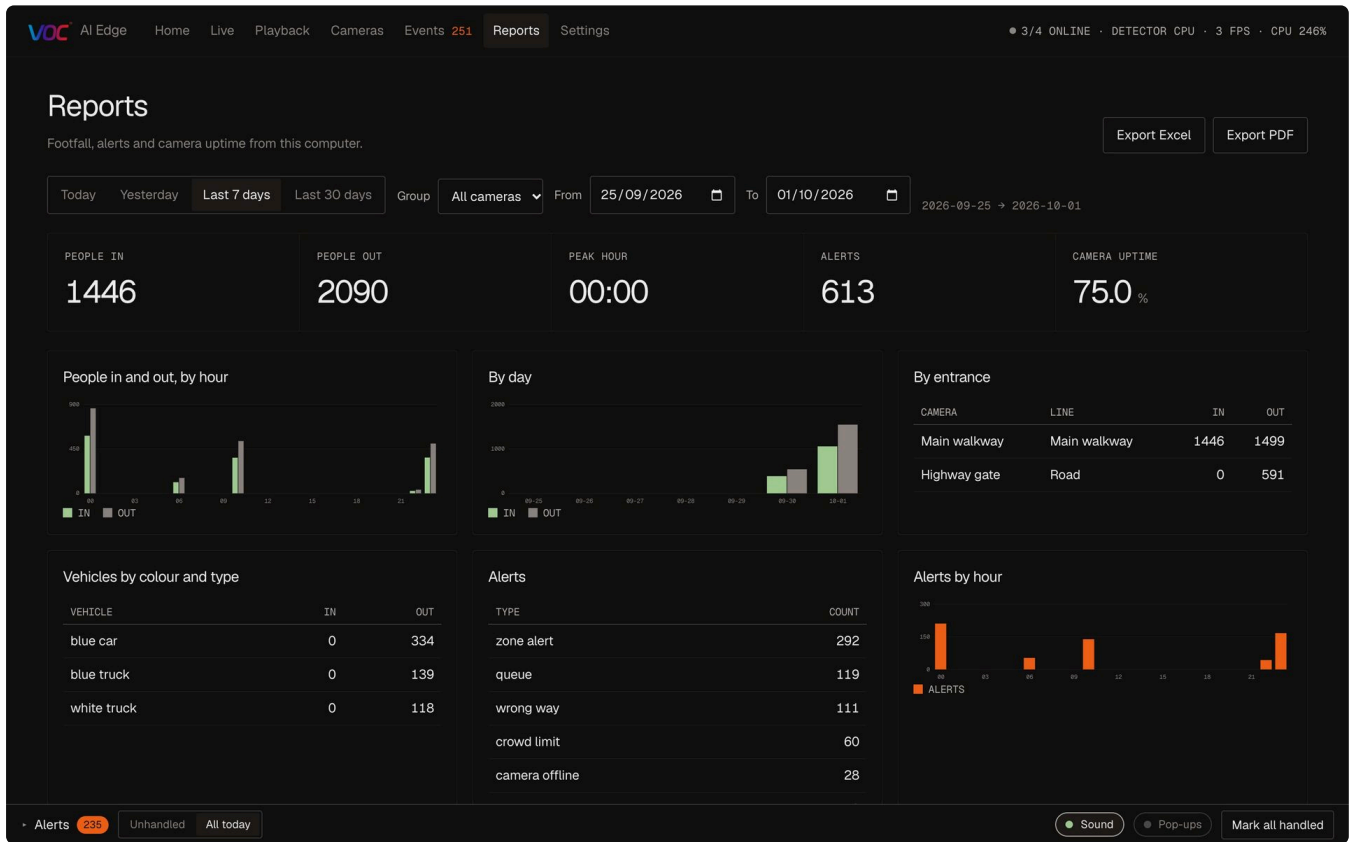


Export a clip

Play to the start and click **Mark start**, play on and click **Mark end**, click a camera to choose it, then **Export clip** (up to 1 hour) and choose where to save the MP4. Exports are recorded in the activity log. Guards cannot export.

9. Reports

Reports turns the day's detections into numbers for the owner. Choose **Today**, **Yesterday**, **Last 7 days**, **Last 30 days**, or set **From** and **To**, and optionally one camera **Group**.



Panel	What it shows
Summary	People in, people out, peak hour, alerts, average camera uptime
People in and out, by hour	Footfall across the day from your counting lines
By day	Footfall per day, for ranges longer than a day
By entrance	In and out per counting line
Vehicles by colour and type	Counts such as "white truck" or "blue car", in and out

Panel	What it shows
Alerts and Alerts by hour	Alerts by kind (intrusion, crowd limit, queue, wrong way, camera offline) and by hour, with recent photos
Heatmaps	Where people and vehicles spent time, per camera
Queues	People served, average and longest wait, longest queue, busiest hour
Camera uptime	Hours online and offline per camera

Export Excel and **Export PDF** save the report for the chosen range and group. The PDF includes the charts, alert photos and heatmaps. Exports are recorded in the activity log. Guards do not see Reports.

Counts come only from cameras with a counting line, and queue figures only from queue areas. Set those up first (chapter 6).

10. People, roles and the activity log

Sign-in is off until you add the first person. After that, everyone picks their name and enters their own PIN, and each role sees only what it needs.

Roles

Task	Owner	Manager	Guard
Live view, alert tray, mark alerts handled	Yes	Yes	Yes
Replay the last 30 seconds	Yes	Yes	Yes
Playback	Yes	Yes	Yes, no export
Events	Yes	Yes	Yes, no activity log
Reports, exports, snapshots, saving photos and clips	Yes	Yes	No
Steer PTZ cameras	Yes	Yes	Yes
Add or change cameras, analytics, schedules, groups, settings	Yes	No	No
People, licence, remote access, quit the app	Yes	No	No

A Manager or Guard can be limited to certain camera groups, for example a guard who sees only "Outside". Owners always see everything.

Turn on sign-in

1. Settings → **People who use this app** → **Add a person**.
2. The first person must be an **Owner**. Enter a name and a **PIN** of 4 to 12 digits, then **Save**. Sign-in is now on.
3. Add more people the same way, choosing **Manager** or **Guard** and ticking the groups under **Can see** (none ticked = all cameras).

To change someone's role, groups or PIN, click their name. **Remove** deletes a person; removing the last one turns sign-in off. An Owner can't be removed while they are the only Owner.

Signing in and locking

- On the sign-in screen, pick your name and enter your PIN. After 5 wrong PINs that person must wait 5 minutes.
- Click your name at the top right → **Lock screen** before leaving the desk. The next person signs in as themselves, so the log stays accurate. Cameras keep being watched and recorded while the screen is locked.

Activity log

Events → **Activity** lists who did what and when: changes to cameras, analytics, schedules and settings; exports of video and reports; alerts marked handled with their notes; sign-ins and wrong PINs. Filter by period (**Today**, **Last 7 days**, **Last 30 days**, **Last year**) and kind, and use **Export CSV** to keep a copy. It answers questions like "who switched off the back-gate alert?". Guards don't see it.

VOC AI Edge Home Live Playback Cameras **Events** Reports Settings

3/4 ONLINE · DETECTOR CPU · 3 FPS · CPU 227%

Events

Every alert and counted crossing, with its photo. Newest first; kept on this computer.

Show **Last 7 days** Kind **Everything** **Export CSV**

WHEN	WHO	WHAT	CAMERA
1 OCT, 10:45:32	this computer	Quit the app (cameras stopped being watched)	
1 OCT, 10:36:48	this computer	Marked alert handled: Staff only (Checked: staff member)	Main walkway
1 OCT, 10:36:36	this computer	Changed alert areas (4 of 4 on); detection: people, vehicles	Main walkway
1 OCT, 10:35:40	this computer	Changed alert areas (3 of 3 on)	Main walkway
1 OCT, 10:34:14	this computer	Marked alert handled: Concourse floor (Checked: staff member)	Main walkway
1 OCT, 10:34:02	this computer	Changed alert areas (4 of 4 on); detection: people, vehicles	Main walkway
1 OCT, 10:33:06	this computer	Changed alert areas (3 of 3 on)	Main walkway
1 OCT, 10:30:10	this computer	Changed settings: product name	
1 OCT, 10:30:03	this computer	Quit the app (cameras stopped being watched)	
1 OCT, 06:17:48	this computer	Quit the app (cameras stopped being watched)	
1 OCT, 06:17:23	this computer	Changed alert areas (4 of 4 on)	Main walkway
1 OCT, 06:17:22	this computer	Changed alert areas (4 of 4 on); detection: people, vehicles	Main walkway
1 OCT, 06:07:16	this computer	Quit the app (cameras stopped being watched)	
1 OCT, 06:07:04	this computer	Changed counting lines (1 of 1 on)	Main walkway
1 OCT, 06:07:02	this computer	Changed counting lines (1 of 1 on)	Main walkway
1 OCT, 00:18:29	this computer	Quit the app (cameras stopped being watched)	

Alerts 199 Unhandled All today Sound Pop-ups Mark all handled

11. Settings reference

Settings is for Owners. Most sections save with the **Save** button at the bottom.

Section	What you set
Licence	This computer's code, your key, the licensed number of cameras and end date. Activate a new key here
Site	Site name shown on Home and reports. Product name shown in the app : VOC AI Edge or Tarkashila Edge (name and logo only; cameras, recordings, people and licence are unchanged)

Section	What you set
Detection	Frames analysed per second per camera, sensitivity, quiet time between alerts from the same zone
Telegram alerts	Bot token and chat ID for alerts on a phone; Send a test message
Privacy	Blur faces in photos and the live view: the head area of every detected person is pixelated in photos and on screen. Recorded video is not blurred
People who use this app	Sign-in, roles and camera access (chapter 10)
Remote access	Watching cameras at another site (below)
Schedules	Named weekly schedules for alert areas and recording (chapter 8)
Recording	Record cameras on or off, hours to keep, maximum disk space, space used
Demo setup	Load demo creates sample cameras from the demo folder so every analytic fires; Remove demo cameras deletes them
About	Version, detector, data folder. Quit stops the app and all monitoring

PTZ cameras

On a PTZ camera's page, the **PTZ** panel under the picture offers a direction pad, **Zoom – / +**, a speed choice, **a home button (△)** and saved positions (presets). Aim the camera, type a name such as "Gate" and click **Save as preset**; click a preset to return to it. Arrow keys move the camera, + and – zoom. Analytics pause while the camera moves so a swinging picture doesn't raise alerts.

PTZ uses ONVIF, so ONVIF must be switched on in the camera (Hikvision: Network → Integration Protocol). If the panel says *not available*, check that, or set the camera's **ONVIF port** and click **Try again**. PTZ is not yet available for cameras at a remote site.

Remote access

Remote access lets you watch cameras at another location without being on its network. It is being rolled out; ask your supplier before relying on it.

- **At the camera site**, a computer running the app turns on **This computer as a site connector**, enters the relay address and a site name, and clicks **Save**. It shows a pairing code starting **TKS1-** .
- **Where you are, Remote sites you watch** → relay address + pairing code → **Pair site**. The site then appears under *Where is the camera?* in **Add camera, Add DVR / NVR** and **Find cameras**, which scans the remote site's network for you.
- Everything is encrypted end to end; the relay passes data it cannot read. The site only connects to camera ports on its own private addresses. **New code** disconnects every app paired with the old one.

12. Troubleshooting

Most problems are a wrong password, a wrong address or brand, or a slow computer.

What you see	What to do
"The camera refused the username or password"	Log in at <code>http://<recorder IP></code> in a browser. If that fails too, the password is wrong. Don't keep guessing: Hikvision and Prama lock the account for about 30 minutes after 5 wrong tries. Cameras may use a different password from the recorder
"The camera answered, but not at that address/channel"	Wrong brand or channel. Choose <i>Dahua / CP Plus</i> for CP Plus. On hybrid Hikvision/Prama DVRs, IP cameras usually start at channel 33
"No answer from the camera"	The computer isn't on the recorder's network, the IP is wrong, or RTSP is off on the recorder (Hikvision: Configuration → Network → Advanced → RTSP, port 554)
Add DVR / NVR: every channel says "No camera on this channel"	Check the brand and the channel range. Try channels 33 to 40 for IP cameras on hybrid DVRs
Find cameras finds nothing	Some recorders don't answer the scan, and some office networks block it. Add the recorder by IP instead
"...can't be found" for a DDNS name	Check the spelling and that the DDNS service is updating

What you see	What to do
A camera shows falling behind	The computer can't keep up. Lower Settings → Detection → frames per second to 2, or show fewer cameras
A row in Analytics says paused	The detection it needs is off. Click Turn detection on
No alerts arrive	Check the area's When hours, that the object type is ticked, and Settings → Detection → quiet time
Pop-ups but no sound	Click once in the window (sound starts after a first click), check Sound in the tray and the computer's volume
Playback says "No recording at this time"	Recording starts when a camera is added, so earlier times are empty. Pick a day with a blue dot, and check Settings → Recording
PTZ says "not available"	Switch ONVIF on in the camera, or set its ONVIF port in the PTZ panel and click Try again
A camera's licence message says it is not analysed	The licence covers fewer live cameras. Enter a larger key in Settings → Licence
The window doesn't open; a browser opens instead	Windows is missing WebView2. The app still works in the browser; stop it from Settings → Quit
The Owner forgot their PIN	There is no reset button yet. Quit the app, open <code>config.yaml</code> in the data folder (Windows <code>%APPDATA%\Tarkashila Edge</code> , macOS <code>~/Library/Application Support/Tarkashila Edge</code>), delete the <code>users:</code> section, and start the app again. Sign-in is then off

13. Privacy, security and specifications

Privacy and security

- **Video stays on site.** Recordings, photos and clips are kept in the data folder on the site computer. Only alerts sent to Telegram, and remote viewing you set up, leave it.

- **Passwords** for cameras and Telegram are stored in the computer's keychain (Windows Credential Manager, macOS Keychain), never in a file. PINs are stored as one-way hashes.
- **Local only.** The app's screens are served on the computer itself (127.0.0.1) and protected by a key that changes each time it starts; other computers on the network can't open them.
- **No face recognition.** The app detects people and vehicles, not who someone is. Faces can be blurred.
- **Activity log.** Changes, exports and sign-ins are recorded with who did them.
- **Your responsibilities.** Tell people they are being recorded, follow local data-protection law (in India, the DPDP Act; in Tanzania and Kenya, their data-protection acts) and keep the site computer locked. For schools, watch the perimeter only.

Specifications

Item	Value
Platforms	Windows 10/11 64-bit; macOS on Apple silicon
Cameras	Any RTSP or ONVIF camera; Hikvision, Prama, Dahua, CP Plus, Uniview, Axis templates; analog HD through a DVR
Detection	People, cars, trucks, buses, motorbikes, bicycles, bags and suitcases; vehicle colour
Analysis rate	1 to 5 frames per second per camera, set in Settings (3 by default)
Typical load	About 4 to 6 busy cameras on an ordinary Intel Core i5 without a graphics card
Alert time	About 2 to 3 seconds from event to photo alert in our tests
Alert clip	About 10 seconds before to 8 seconds after the alert
Recording	The analysis stream, kept for a set number of hours and gigabytes
Exports	Video clips as MP4; reports as Excel and PDF; activity log as CSV

Item	Value
Licence	Tied to one computer; sets the number of live cameras and an optional end date; 14-day trial with 2 live cameras

Glossary

Term	Meaning
DVR / NVR	The recorder for analog (DVR) or IP (NVR) cameras
Channel	One camera input on a recorder
Sub-stream	A lighter, lower-resolution copy of a camera's video, used for analysis
RTSP	The standard way cameras send live video over a network
ONVIF	A standard that lets software find cameras and control PTZ
PTZ	A camera that can pan, tilt and zoom
Area (zone)	A shape drawn on the picture where an analytic applies
Counting line	A line across a doorway or road; crossings are counted in and out
Preset	A saved PTZ position
Site connector	A computer at a camera site that lets paired apps elsewhere reach its cameras