

EM8 VIEW HUB

CCTV Viewing Station & Data Screen

User Guide & Training Manual

Cameras on a TV, or a live stats wallboard, with the layout chosen in the portal and the video never leaving the building.

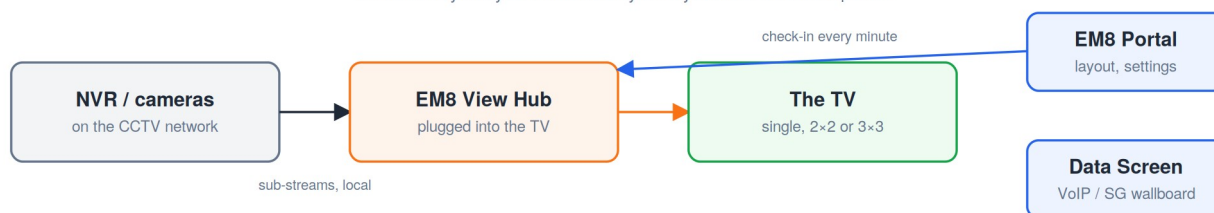
Version 1.0

Engineer M8 · em8portal.com

EM8 View Hub at a glance

How EM8 View Hub works

The video stays on your network. Only the layout comes from the portal.



No camera video ever goes to the portal or the internet — the hub pulls it from the NVR on the LAN. The portal only says which cameras go on which tile.

Video from the NVR on the LAN; layout from the portal.

EM8 View Hub is a small box that plugs into a TV and shows cameras — the drive-thru window, the shop floor, the yard — or a live Data Screen of your calls and camera health. It sits on the CCTV network like a viewing-station NVR and pulls the camera streams locally, so it uses no internet data and no video ever leaves the site. Which cameras go where on the screen is set in the EM8 Portal; the hub checks in every minute and switches.

Part	What it does
Screen layout	A mock-up of the TV: single camera, 2×2 or 3×3 grid. Click a tile, pick a camera, Save to Screen.
Camera picker	Choose from the site's Surveillance Guardian cameras by their snapshots, by NVR channel, or paste a stream link by hand.
Settings	Screen name, the site it belongs to, the NVR address and brand, and the screen type — CCTV or Data Screen.
Data Screen	A live wallboard: VoIP calls today, missed, extensions; Surveillance camera and HDD health; and, where available, other modules. Pick which in Settings.

- **No data used** — the hub streams from the NVR over the local network. The portal only ever sends the layout.
- **Changed from your desk** — swap the camera on the counter screen from the office; the TV changes within a minute.
- **One box, two jobs** — CCTV display, or a Data Screen wallboard for the office wall. Switch in Settings.
- **Three forms** — a hub for your own TV, a 16-inch all-in-one, or a 7-inch counter unit for one camera.

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1. Getting started

1. Sign in to the EM8 Portal and choose **EM8 View Hub** from the left-hand menu.
2. Each hub on your account is listed with its name, mode and status. Click one to open it.
3. Plug the hub into the TV (HDMI) and the CCTV network, and power it. On its first check-in it shows on the page as online.

If the page says no View Hubs on your account yet, none has been assigned — contact Engineer M8.

A **Display issue** tag on a hub means it could not show the screen — usually no TV detected on HDMI, or the TV on the wrong input. The reason is in the tag.

2. Settings

Setting	What it is
Screen name	What this TV is called — "Drive Thru Screen".
Site	Optional. Link the hub to one of your sites; if the site has Surveillance Guardian, cameras can be picked from live snapshots.
NVR address (RTSP base)	The recorder's stream address with its login — rtsp://user:pass@192.168.1.200:554. Used to build camera links when picking by channel. It stays on your network; it is never streamed to the portal.
Recorder brand	Hikvision, Dahua, or Other. Decides how a channel number is turned into a stream link. Other means paste links by hand.
Screen type	CCTV — the camera layout. Data Screen — the live stats wallboard.
Show on this screen	Data Screen only: which modules — VoIP, Surveillance, and any others your account has.

Save, and the hub switches on its next check-in, within a minute.

3. The camera layout

1. With the screen type set to CCTV, choose the grid: **Single**, **2×2** or **3×3**.
2. Click a tile. The picker opens with three ways to fill it.
3. **Site Cameras** — the site's Surveillance Guardian cameras with their latest snapshots. Click one; **Use this camera**.
4. **NVR channel** — type the channel number; the link is built from the NVR address and brand. **Use this stream**.
5. **Manual** — a display name and the full RTSP sub-stream link, for a recorder the hub cannot work out. **Use this stream**.
6. Fill the other tiles the same way. **Clear tile** empties one.
7. Click **Save to Screen**. The TV changes within a minute.

Use the sub-stream. A View Hub shows nine cameras at once by pulling each recorder's lower-resolution sub-stream, which is all a TV across a room needs. The main stream at 4K nine times over is what makes a grid stutter. Channel picking uses the sub-stream automatically; for a manual link, use the sub-stream address (.../Channels/102 on Hikvision, subtype=1 on Dahua).

4. The Data Screen

Set the screen type to Data Screen and the hub becomes a wallboard. Tick which modules appear:

Module	Shows
VoIP	Calls today, missed, talk time, extensions online, calls by hour — from VoIP Guardian.
Surveillance	Sites, cameras offline, HDD faults, and the sites needing attention — from Surveillance Guardian.
Others	Where your account has them, further modules appear in the list.

The wallboard is a page the hub opens on the TV via a private link unique to your account. Camera layout does not apply in this mode.

5. Quick reference and common questions

When	What	Where
New hub	Plug in; name it; set site, NVR address and brand	Settings
Change what a screen shows	Click tiles, pick cameras, Save to Screen	Layout
Office wallboard	Screen type → Data Screen; tick modules	Settings
Black screen	TV input; HDMI; read the Display issue tag	Hub list

The TV shows nothing.

Check the TV is on the right HDMI input and the cable is seated. If the hub shows a Display issue tag, it names the reason. If the hub is offline, check power and the network cable.

A tile is black but the others work.

That camera's stream link is wrong or the recorder refuses it. Re-pick the camera; for a manual link, check the address, login and channel, and that it is the sub-stream.

The grid stutters.

Main streams instead of sub-streams. Re-pick by channel, or change manual links to the sub-stream.

I saved a change and the TV has not changed.

The hub picks up changes on its next check-in — up to a minute. If it is offline, it applies when it returns.

Site Cameras is empty.

The hub is not linked to a site, or the site has no Surveillance Guardian. Set the site in Settings, or pick by channel.

Does this use our internet?

No. Camera video is pulled from the NVR over the local network. The hub's check-in to the portal is a few kilobytes a minute.

A page shows an error after an update.

Refresh the page.

Need help? Your Engineer M8 contact is your first port of call for anything this guide does not cover.