

## What are Event Detection Areas? How do I set them up?

The information in this FAQ applies to these cameras:



Each camera's view can be divided into separate regions, allowing different parts of an area to be monitored with different levels of sensitivity to movement. These regions are called Event Detection Areas.

**Movement detected in any of these areas can start the recording of a video clip and/or trigger a Notification.**

Individual Event Detection Areas can be disabled and thereby exempted from motion detection. When an area is disabled, its boundaries and sensitivity settings are saved for the next time that area is enabled.

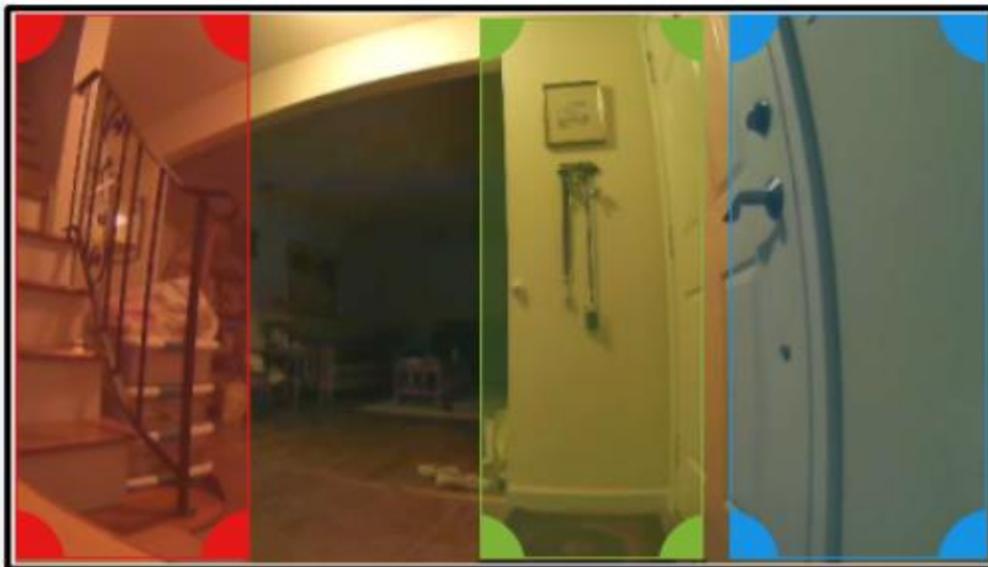
## Number of detection areas

Some compatible cameras offer **2** detection areas and some offer **4**. Each area is identified on the camera's preview image with a different color (red, orange, green or blue). Their individual controls are designated by icons with matching colors. Below are illustrations from a camera with 4 detection areas.

In this first image, all 4 Event Detection Areas are enabled and set up.



In the image below, one detection area is disabled. When enabled again, it will have the same settings and boundaries as when it was set up.



**Note:** Don't get the wrong idea from the neatly arranged regions pictured above. Event detection areas can be sized to any rectangular proportions and **you can set up detection areas that overlap.**

**When areas with different sensitivity levels overlap**, movement in the common area is detected at the more sensitive of the two levels.

## SETTING UP EVENT DETECTION AREAS

Scroll down for important pointers on avoiding unwanted notifications and other performance issues (“**FOR THE BEST RESULTS**”)

All the settings and features discussed here are available on the mobile apps, but are arranged somewhat differently. Scroll down for guidance in navigating this feature on iOS and Android.

On the Website

**Before you do anything else:** If your Remote Service account has more than one Location, make sure to select the one that includes the camera(s) you want to work with.

- Select **Cameras** on the left side of the Security/Home screen
- For the camera you want to adjust, click the **Settings** icon . That camera's settings page appears. Locate **Event Detection Areas** on the right.

**From the top down:**

- The On/Off switch  at the top controls **all motion-triggered recording** for the selected camera. **Note** that **Detection Area 1** is always On when motion-triggered recording is enabled.
- The preview image shows a recent sample of the camera's view. Note that live streaming video is currently available exclusively on our mobile apps. For more about viewing and saving video clips on the website, see the FAQ **Where can I find live streaming from my video cameras?**
- Each detection area has its own On/Off switch and **sensitivity** adjustment. The controls for each area are color coded to correspond with the areas displayed in the preview image.
- For each area, Enable or Disable that region and...
- ...for each area, set a sensitivity level.
  - **Low** detects only significant movement
  - **Medium** detects general changes in the area monitored
  - **High** will detect most movement in the camera's view. **The High setting is more likely to trigger notifications and clip recordings**

We strongly recommend experimenting with the settings to get the desired results.

- Don't forget to **SAVE** your settings (you may have to scroll down for the Save button)

## Positioning and sizing detection areas

### NOTES

- The borders of any single detection area can be extended to include the entire space monitored by the camera.
- Detection areas can be set up to overlap.

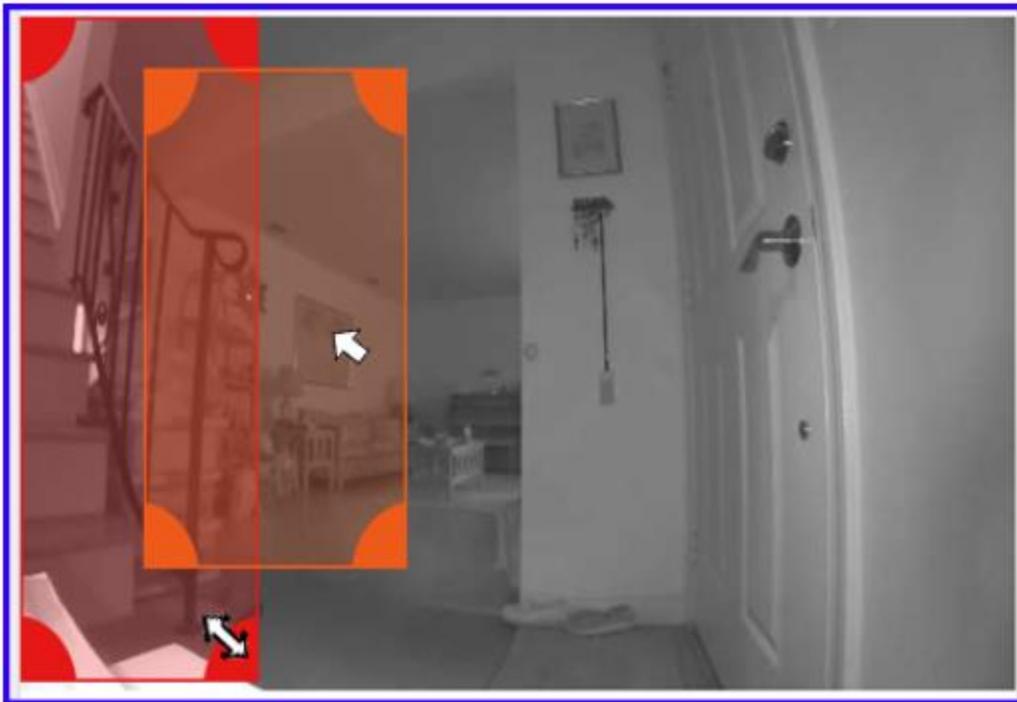
Practice setting a detection area on **area 1**, which is always enabled if the switch at the top is turned On. The borders of Detection Area 1 are shown in red, matching the colored dot  next to the On/Off switch.

- Place your cursor over the handle at lower right and drag the borders to the desired size and proportions.



- Turn on the other areas and try positioning/sizing them. Note that detection areas turned on subsequently might overlap area 1 at first.

- Use the double-arrow cursor to tug on handles and the regular cursor to drag an entire area into place.
- Don't forget to set the **motion sensitivity level** for each area you configure.
- When the detection areas you want to use are set up, don't forget to **SAVE** your settings.



## On the apps

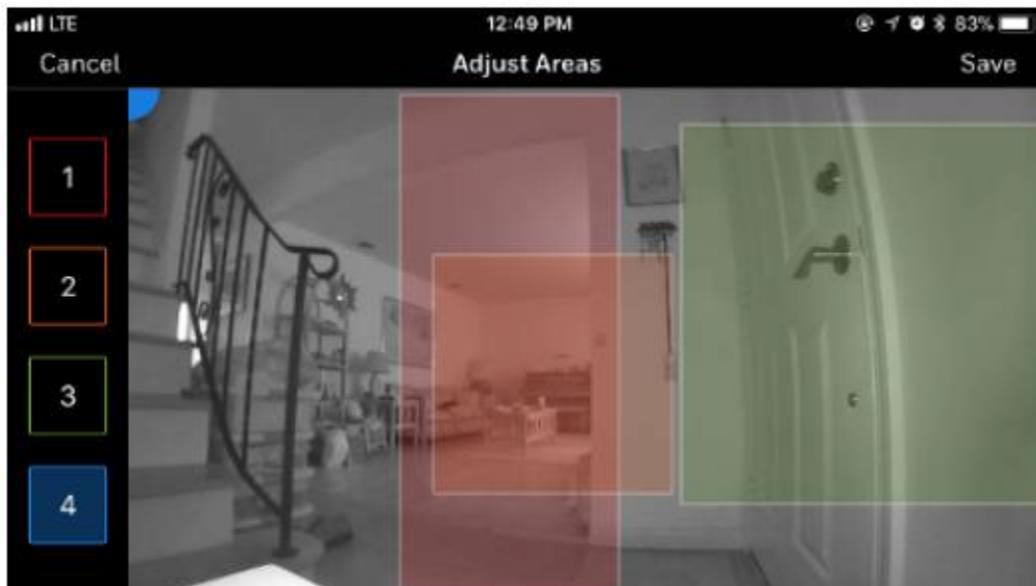
All of the settings and features described above are available but arranged somewhat differently.

- If your Remote Service account has more than one Location, use the dropdown at the top of the Home screen to select the premises where the camera is located.
- Touch Cameras and then the  icon for the camera you want to work with.
- On the **Camera Settings** screen, touch **Motion Detection** >.

As on the website, the On/Off switch at top controls all motion-triggered recording for the selected camera.

Beneath are controls for the camera's (2 or 4) detection areas. Remember that Detection Area 1 is always On when motion-triggered recording is enabled.

- Touch each area's > to access On/Off and sensitivity controls. (You'll find that area 1 has no On/Off switch.)
- Tap the blue **Adjust Areas** button at bottom to position and size each area.
- The **Adjust Areas** screen appears; on iPhone, the orientation automatically switches to Landscape:



You may find that the drag-handles of one region get stuck behind another region. If this occurs, touch **Cancel** and **Back** until you're back on the Home screen, then try setting detection areas again.

## FOR THE BEST RESULTS

Each detection area can be sized and positioned to look only at areas of concern and to ignore parts of the camera view that are likely to generate unwanted notifications.

### Possible sources of unwanted motion detection

- **Lighting** that is likely to change rapidly can cause unwanted motion detection. Examples include commercial displays with cycling lights, outdoor spots with foliage or flags that might be blown by wind, etc.
- People on sidewalks or street traffic **visible through protected windows and doors**
- In commercial settings, **routine movement** of people in non-critical areas.

### Scenes with poor lighting or excessive sun

Poor lighting or scenes low in contrast can produce unreliable results. If practical, consider making changes to the monitored area, such as:

- Adding more lights or brighter lighting. This is especially helpful in outdoor scenes, such as backyards, or dimly lit pathways and porches.
- Situate light sources to minimize shadows.

When **physically positioning** an outdoor camera, try to consider how its view of the sky will change with the sun's position during the course of a day. The **WOC1** camera's included sun shield can help, but direct sunlight coming into the camera can produce a washed-out image.

### Configure event detection areas for optimum motion detection

- Make sure the camera is correctly aimed to concentrate on the area that needs protection, and avoids those areas that would not improve protection.
- Look at the camera's view as a whole and identify areas of the image where unexpected movement might indicate an actual intrusion. Position the event detection areas to capture those areas in the camera's field of view.
- Keep the detection areas as small as possible to minimize detections of movement that **isn't** of concern.
- Test and fine tune the **Motion Sensitivity** setting for each detection area. The **Medium** setting works well for most situations. However, we recommend taking time to test each camera's settings for the best results. Remember that the camera will trigger more notifications (and clip recordings), the higher the motion sensitivity setting.

## An example



The configuration seen above minimizes effects from the always-changing natural light coming in through the sliding glass doors on the right. It focuses on three areas that the user needs monitored: the stairwell, the hall area at the foot of the steps and the hallway beyond the doors.

For additional FAQ's please check the "Help" section within the Total Connect 2.0 app/website