camryx

THE CAMRYX USER GUIDE

From your first camera to your first answer.

Everything you need to set up Camryx, ask your cameras questions, set alerts, read reports and keep your video safe. Written in plain words, one step at a time.



1. Connect
Install the site agent and add your cameras.

2. Ask
Ask in plain words and get the clip.

3. Watch
Write alert rules in your own words.

4. Review
Read daily reports and keep proof.

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HOW TO READ THIS GUIDE

Sections 1 to 3 are a one-time setup. Do them in order. After that, jump to the part you need. Camryx is in early access, so the Cybs Innovations team sets it up with you, and some screens may change as the product grows. The screens and answers shown in this guide are samples.

01 SETUP

Before you start

You do not need new cameras or a new recorder. Check these five things and you are ready.

WHAT YOU NEED	WHY, AND HOW TO CHECK
Cameras that share a stream	Your cameras, DVR or NVR should share video over **RTSP or ONVIF**. Most CCTV from Hikvision, Dahua, CP Plus, Tapo, Reolink, EZVIZ and other common brands can. Look for RTSP or ONVIF in your recorder's network settings, or ask your installer.
A PC at the site	A Windows or Mac PC, or a mini-PC, on the same network as your cameras. The Camryx site agent runs on it.
Internet at the site	The agent connects out to Camryx over HTTPS. You do not need to open any ports on your router.
Camera logins	The username and password for your cameras or recorder. Camryx stores camera passwords encrypted.
Your Camryx access	Camryx is in early access. Contact us, and the Cybs Innovations team sets up your account and your first site with you.

Words used in this guide

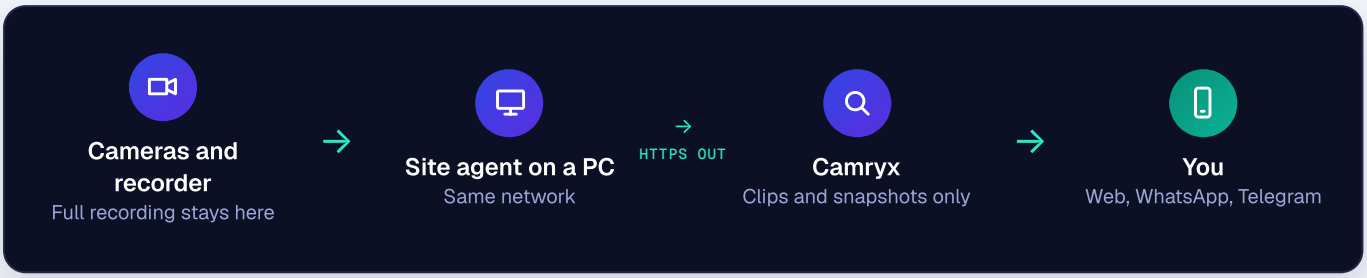
- **Site:** one place with cameras, like a shop, branch or warehouse.
- **Site agent:** the small Camryx app on a PC at your site. It finds your cameras and connects them to Camryx.
- **Recorder:** your DVR or NVR. Your full recording stays here.
- **Clip:** a short piece of video that shows what happened. Camryx keeps these, not your full recording.
- **Rule:** an alert you write in your own words.
- **Case:** a folder for one incident, with its clips kept safe.

> **TIP**
> Write down which camera points where before you begin, for example "Camera 2 looks at the cash counter". You will use it when you name your cameras in section 3.

02 SETUP

Install the site agent

The site agent is the bridge between your cameras and Camryx. You install it once per site.



Steps

1. **Pick the PC.** Use a Windows or Mac PC, or a mini-PC, that stays on and sits on the same network as your recorder. A PC near the recorder works well.
2. **Install the Camryx site agent** on that PC. The Cybs Innovations team gives you the installer and helps you during early access.
3. **Link the agent to your site.** Sign in or follow the setup steps the team shares with you, so the agent belongs to the right site in your account.
4. **Let it look for cameras.** The agent searches your network and lists the cameras it finds. You move on to section 3 from here.
5. **Leave the PC on.** Camryx can only see your cameras while the agent is running.

NO ROUTER CHANGES

The agent connects out over HTTPS. You do not need port forwarding, a fixed IP address or a change on your router.

KEEP IN MIND

If the PC sleeps, shuts down or loses internet, alerts and answers stop for that site. Turn off sleep mode on this PC.

03 SETUP
Add and name your cameras

Good camera names make every answer, alert and report easier to read. Spend five minutes on this.

1. **Check the list of found cameras.** The site agent shows the cameras it found on your network.
2. **Enter the camera login** where asked. Camryx stores camera passwords with AES-256-GCM encryption.
3. **Name each camera by what it sees,** not by its number. Camryx uses these names in answers, alerts and reports.
4. **Put cameras in groups** such as "Shop floor" or "Back area", so you can ask about a whole area at once.
5. **Open live view** and check every camera shows a picture.

Good names

~~Camera 2~~	CAM 02 Counter
~~IPC-5~~	CAM 05 Loading bay
~~CH03~~	CAM 03 Store room

Other video you can add

IP cameras · Wi-Fi cameras · Webcams · Phone cameras · Video files · HLS links · Frigate · go2rtc · Home Assistant

Brands that work

Hikvision, Dahua, CP Plus, Tapo, Reolink, EZVIZ, Uniview, Axis, Foscam, Eufy, Wyze, IP Webcam, and any camera or recorder that shares a stream over RTSP or ONVIF.

Brand names belong to their owners and are listed only to show compatibility.

> **TIP**
> A camera the agent did not find is usually on another network, or has RTSP or ONVIF switched off. See section 12.

04 DAILY USE
Ask your cameras

Open the Camryx web app and type your question the way you would ask a guard. English, Hindi and Hinglish all work.

A good question has three parts

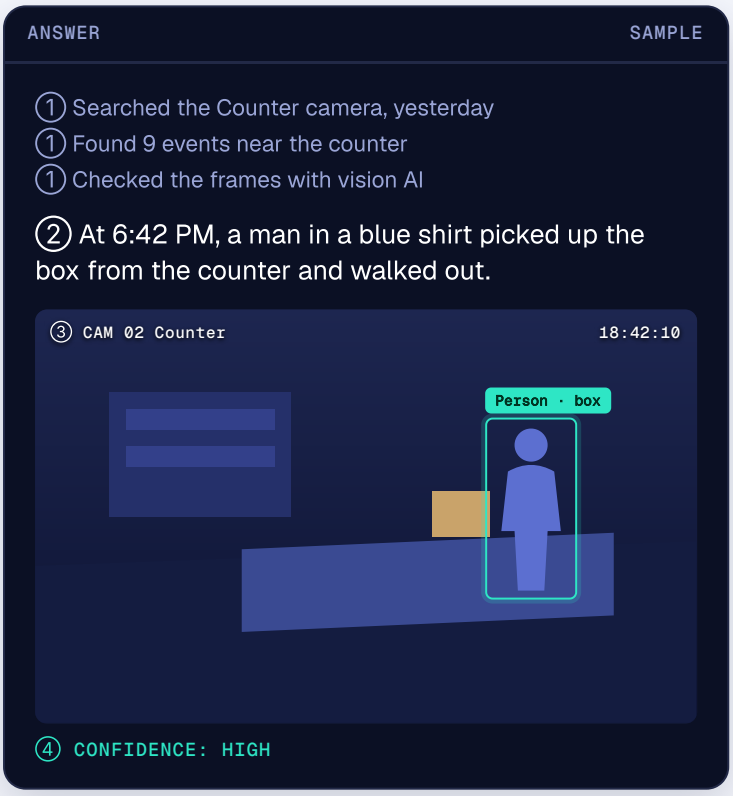
WHERE
A camera or a place: "the counter", "the store room".

WHEN
A time: "yesterday", "after 8 PM", "at 7 PM".

WHAT
The thing you want to know: "who took the box".

"Who took the box from **the counter yesterday**?" · "Was anyone in **the store room after 8 PM**?" · "कल काउंटर से डिब्बा किसने उठाया?"

How to read the answer



1. **The steps.** Which camera and time Camryx searched, and how many events it found. It searches real events first, then the vision AI checks the frames.
2. **The answer** in one or two plain sentences.
3. **The clip,** with the camera name and the time. Always watch the clip before you act on an answer.
4. **The confidence:** High, Medium or Not sure. "Not sure" means Camryx could not tell, so it does not guess.

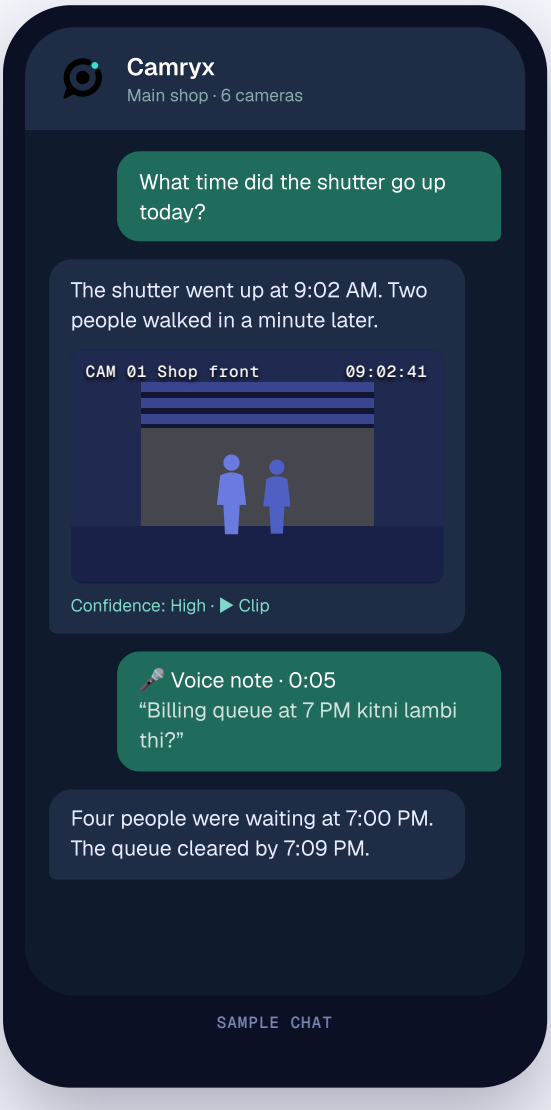
TIP
Got "Not sure" or too many results? Ask again with a smaller time window or a single camera. You can also limit a question to one camera or one group.

05

DAILY USE

Ask from WhatsApp and Telegram

You do not need to open a laptop. Ask from the chat app you already use, by text or by voice note.



Steps

1. **Connect your chat app.** The Cybs Innovations team links WhatsApp or Telegram to your Camryx account during setup.
2. **Open the Camryx chat** on your phone.
3. **Type your question,** or hold the mic and send a voice note.
4. **Get the answer** with up to 3 clips right in the chat.

Good to know

- The same rules as the web app apply: say where, when and what.
- Voice notes work in English, Hindi and Hinglish.
- For longer searches, many clips or a CSV export, use the web app.
- Alerts can come to the same chat. See section 7.

> **TIP**
> The web app can be installed on your phone or PC like an app, so it opens in one tap from your home screen.

06

DAILY USE

Search, follow and find similar

When you want to look through events yourself, use search. It is faster than playback and you stay in control.

Keyword search

Type a simple word like "truck" or "person" and pick a camera and a time. You get a list of matching events in time order.

Smart Search

Search by look or meaning, like "man in a blue shirt" or "someone carrying a box". It understands English, Hindi and Hinglish.

Find similar

Found one useful clip? Use Find similar and Camryx shows other clips that look like it.

Where did they go next?

Pick a person in a clip and Camryx follows them across your other cameras by how they look, such as their clothes. It does not use face recognition.

Upload a video

Have a phone video or a saved recording? Upload it and ask questions about it, just like a live camera.

Export to CSV

Save your search results as a CSV file to open in Excel or Google Sheets.

Ask or search? A quick way to choose

YOU WANT TO	USE
Know one thing fast	Ask (section 4 or 5)
See every event of a kind	Keyword search or Smart Search
Trace one person across the site	Where did they go next?
Check a video someone sent you	Upload a video

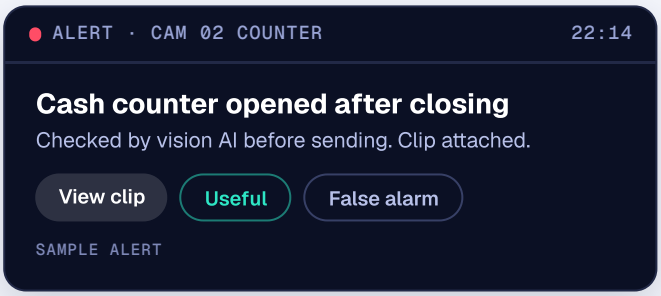
07 DAILY USE Set up alerts

Write what you want to know about in your own words. Camryx watches for it and tells you, with the clip.

1. **Write the rule** in one plain sentence, for example "Alert me if someone is in the store room after 8 PM".
2. **Pick the camera** or group it applies to, and **set the time** it is active, such as after closing.
3. **Choose where alerts go:** phone notifications, WhatsApp, Telegram, SMS, email, Slack, Microsoft Teams or Google Chat.
4. **Save it.** Before any alert goes out, the vision AI looks at the frames again to check it really happened.
5. **Give feedback.** Mark each alert "Useful" or "False alarm". The rule gets better at your site.

Rules people write

- Alert me if there is smoke or fire.
- If anyone in the work area isn't wearing a helmet, tell me.
- Tell me if the loading bay is open after 8 PM.
- Tell me if the cash counter is left empty.
- Tell me if someone hangs around the gate for too long.
- Tell me if a camera is covered or moved.



Write rules that work

INSTEAD OF	WRITE
~~Tell me if anything bad happens.~~	Tell me if someone is in the store room after 8 PM.
~~Watch the gate.~~	Tell me if someone hangs around the gate for too long.
~~Safety check.~~	If anyone in the work area isn't wearing a helmet, tell me.

> **TIP**
> One rule, one thing. If you want two things, write two rules. It keeps alerts clear and makes feedback count.

08 DAILY USE

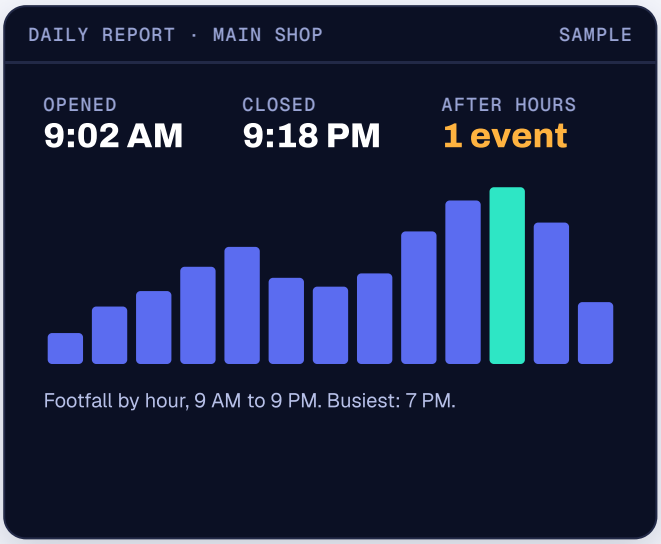
Daily reports and insights

Every morning, Camryx can answer "What did I miss?" for you, without you asking.

The daily report

- When the shop opened and closed
- Anything that happened after hours
- How busy the day was

It comes by email, WhatsApp or Telegram. You can also get a weekly report as a PDF or CSV.



Scheduled questions

Have a question you ask every day? Schedule it. For example, "What time did the shutter go up today?" every morning at 10 AM, for every branch.

Insights from the same cameras

INSIGHT	WHAT IT TELLS YOU	CAMERA TO USE
Footfall	People in and out, by hour and by day	Pick the entrance camera
Queues	How long the billing line is, and how long people wait	The billing counter camera
Dwell time	How long people stay in an area	Draw the area on that camera
Heatmaps	Where people walk and stop in the shop	Pick the shop floor cameras
Vehicles	Cars and bikes in and out, parking slots, speeds	Pick the gate or parking camera
Opening times	When the shutter went up and came down, every day	Pick the shop front camera

> **TIP**
> Run a chain? Turn on the daily report for every branch. You get all opening and closing times in one morning message.

09

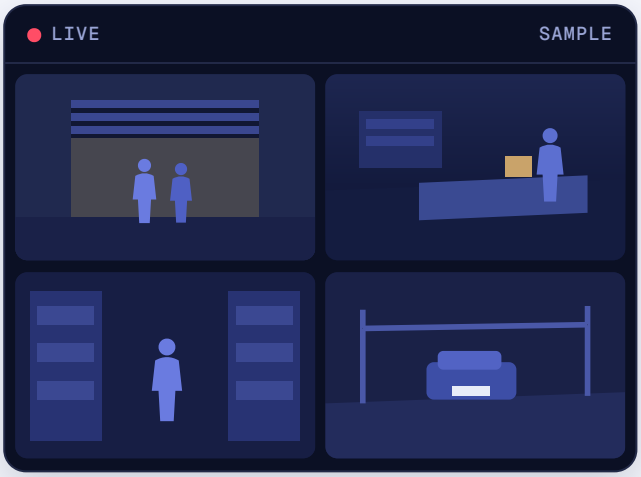
DAILY USE

Live view, night and sound

Live view

See all your cameras in one grid from the web app.

- **Pan, tilt and zoom** cameras that support it.
- **Talk-back:** speak through cameras that have a speaker.
- Live video is sent only while someone is watching. Close the view when you are done.



At night



Camryx reads infrared night footage and brightens dark frames before it looks. Ask and set alerts at night the same way as by day.

If it cannot tell what happened, it says **"Not sure"** instead of guessing. Open the clip and look yourself.

Sound

On cameras with a microphone, Camryx listens for sounds that matter. A sound can start a clip, so you see what made it.

Glass breaking | Siren | Scream | Bang | Speech to text

> **TIP**
> Pair sound with a rule, like "Alert me if glass breaks after closing". You get the alert and the clip of what happened.

10

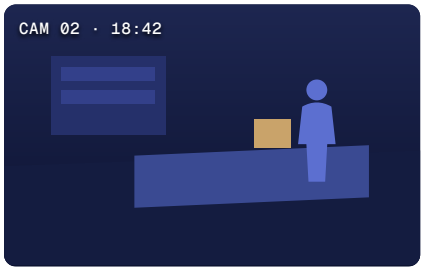
WHEN SOMETHING HAPPENS

Cases and evidence packs

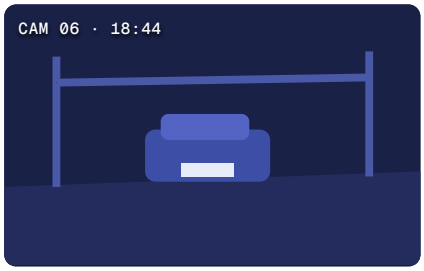
When there is a theft, a fight or an accident, open a case. It keeps the proof together and safe until you are done.

1. **Open a case** for the incident and give it a clear name, like "Missing box, 15 Oct".
2. **Add clips** from your answers, searches and alerts. Clips in an open case are kept until you close it, even if your normal keep time runs out.
3. **Export the evidence pack:** the clips, a PDF report and a ZIP file.
4. **Hand it over** to the police, your insurer or your lawyer, or keep it for your records.
5. **Close the case** when the matter is settled.

CLIPS	PDF REPORT	ZIP + SHA-256
The video that shows what happened, with time and camera.	A readable summary to print or send.	Every pack is sealed with a fingerprint.







Case: Missing box, 15 Oct · 3 clips · Open

SAMPLE CASE

What the SHA-256 fingerprint means

It is a unique code made from the files in the pack. If even one frame is changed, the code no longer matches. So anyone, like a police officer or an insurer, can check that nothing was changed after you exported it.

> **IMPORTANT**
> Do not edit, trim or convert the files in an evidence pack. Share the pack as it is, so the fingerprint still matches.

11 SETTINGS

Your team, privacy and the AI

Give your team access

Add people and give each one a role, per site. Every action is written to an audit log, so you can see who did what.

Owner

For the business owner, who looks after the account.

Manager

For the people who run a site day to day.

Viewer

For staff who only need to see cameras and answers.

Give each person only the sites and the role they need.

Privacy controls

Your full recording	Stays on your DVR or NVR. Camryx keeps only short event clips and snapshots.
How long clips are kept	Set it to suit you, up to what your plan allows. Clips in an open case are kept until you close it.
Erase on request	Erase footage when someone asks, using the tools for India's DPDP Act.
Face recognition	Not used. Camryx does not identify people and keeps no face templates.
Number plates	Off by default. Switch it on only for gates and parking, with block, staff and VIP lists.

Choose where the AI runs

Camryx managed AI

Nothing to set up. You can pick AI that stays in India.

Your own AI provider

Add your own keys for OpenAI, Gemini, Claude or a local Ollama model.

Camryx Local

The desktop edition runs the AI on your own PC, offline.

For developers

Connect Camryx to your own systems with scoped API keys and signed webhooks. Give each key only the access it needs.

12 HELP

Fix common problems

Most problems have a quick fix. Try these first. If it still does not work, write to us.

PROBLEM	WHAT TO TRY
The agent did not find a camera	Check the PC and the camera are on the same network. Switch on RTSP or ONVIF in the camera or recorder settings. Check the camera login is correct.
A camera shows no picture	Check the camera is on and plugged in. Open it on your recorder to see if it works there. Check the login again.
The whole site is offline	Check the agent PC is on, awake and has internet. Turn off sleep mode on that PC.
The answer says "Not sure"	Ask again with one camera and a shorter time. Open the clip and look yourself. At night, a better lit area helps.
The answer is about the wrong place	Use the camera name in your question, or limit the question to one camera or group. Check your camera names make sense (section 3).
Too many alerts	Mark each wrong one "False alarm". Make the rule narrower: one camera, one area, set hours.
No alerts arrive	Check the rule is on, the hours are right and the channel (WhatsApp, Telegram, email and so on) is connected. Check phone notifications are allowed.
No WhatsApp or Telegram reply	Check you are writing to the Camryx chat linked to your account. Try the same question in the web app.
A clip I need is gone	Clips are kept only as long as your plan allows. The full recording may still be on your recorder. Next time, add important clips to a case.

Still stuck?

Email us with your site name, the camera, the time and what you see. A screenshot helps.

info@cybsinnovations.com

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KEEP THIS PAGE HANDY

Quick reference

10 questions to try first

- What time did the shutter go up today?
- Who took the box from the counter yesterday?
- Was anyone in the store room after 8 PM?
- How long was the billing queue at 7 PM?
- Is everyone in the work area wearing a helmet?
- Was the loading bay open after 8 PM?
- When did the last customer leave?
- Did a truck come to the gate this morning?
- Was the cash counter ever left empty today?
- कल काउंटर से डिब्बा किसने उठाया?

5 rules to set on day one

- Alert me if there is smoke or fire.
- Alert me if someone is in the store room after 8 PM.
- Tell me if the cash counter is left empty.
- Tell me if someone hangs around the gate for too long.
- Tell me if a camera is covered or moved.

Your first-week checklist

- ☐ Agent installed, PC sleep mode off
- ☐ Every camera named by what it sees
- ☐ WhatsApp or Telegram connected
- ☐ Daily report switched on
- ☐ Team added with the right roles
- ☐ Clip keep time set

Don't watch. Just ask.

Questions, ideas or need help? Write to **info@cybsinnovations.com**. More at cybsinnovations.com/camryx.