

[FAQ]

Why VMS v14.1 continue to send constant motion alert emails when outside of motion detection schedule?

Release Date: 1/6/2016

Applied to

GV-VMS v14.1

Question

Why VMS v14.1 continue to send constant motion alert emails when outside of motion detection schedule?

Answer

Customer's VMS was connected to Center V2 and VSM so the email notification was being sent from Center V2/VSM and not VMS.

1. Center V2's motion is not related to VMS's monitoring schedule or motion detection, they are independent of each other.
2. Even if VMS is not monitoring or not motion detection is set, it will still send streams to Center V2 if there is motion in each channel. This is software spec

Reference:

[UVS - 201509258001] VMS v14.1 sends constant motion alert emails even when outside of motion detection schedule

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw