

## GIGAMEDIA

### Issues related to PLAYBACK (Push Notification or Playback function)

#### with GGM VIEW

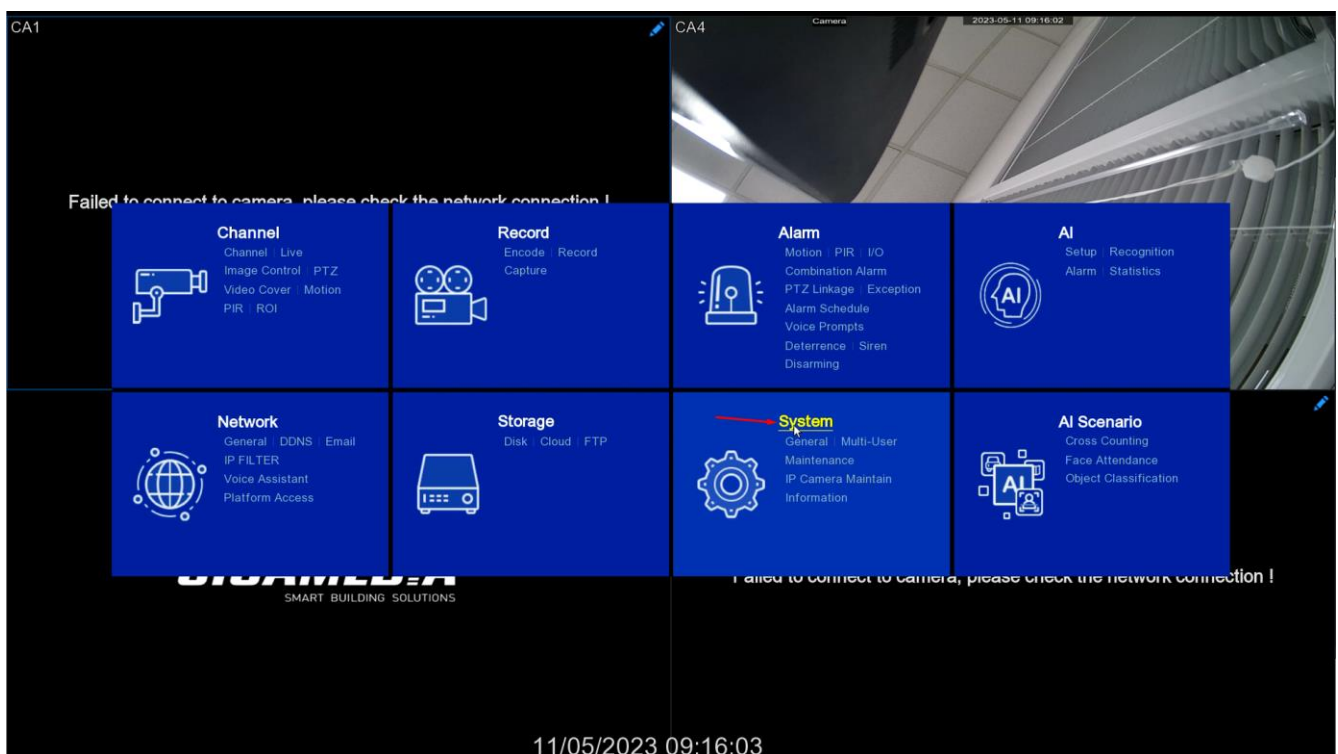


This problem happens regularly when your recorder is not at the same time as the phone or when the same type of recording is not activated (for example with the notification on motion detection if you try to view the recording from the notifications it will show you "no file found").

Please check the following parameters from the recorder:

[Check if the time is set correctly.](#)

From the configuration menu you need to access the system setting



In the **general settings** in **Date and Time** check that NTP is chosen and entered if necessary the current time and date.

Setup

Channel

Record

Alarm

AI

Network

Storage

System

11/05/2023 09:16:11

General

Multi-User

Maintenance

IP Camera Maintain

Information

General

Date and Time

DST

Output Configuration

Static

NTP

Date

11/05/2023

Time

09:16:12

Date Format

DD/MM/YYYY

Time Format

24Hour

Time Zone

GMT+01:00

Server Address

pool.ntp.org

Update Now

Default

Apply

Be careful, however, if the current time period is in summer time please activate the DST to avoid any disturbance during a time change

Setup

Channel

Record

Alarm

AI

Network

Storage

System

11/05/2023 09:16:13

General

Multi-User

Maintenance

IP Camera Maintain

Information

General

Date and Time

DST

Output Configuration

Enable DST

☒

Time Offset

1Hour

DST Mode

Week

Start Time

Mar.

The 2nd

Sun.

02:00:00

End Time

Nov.

The 1st

Sun.

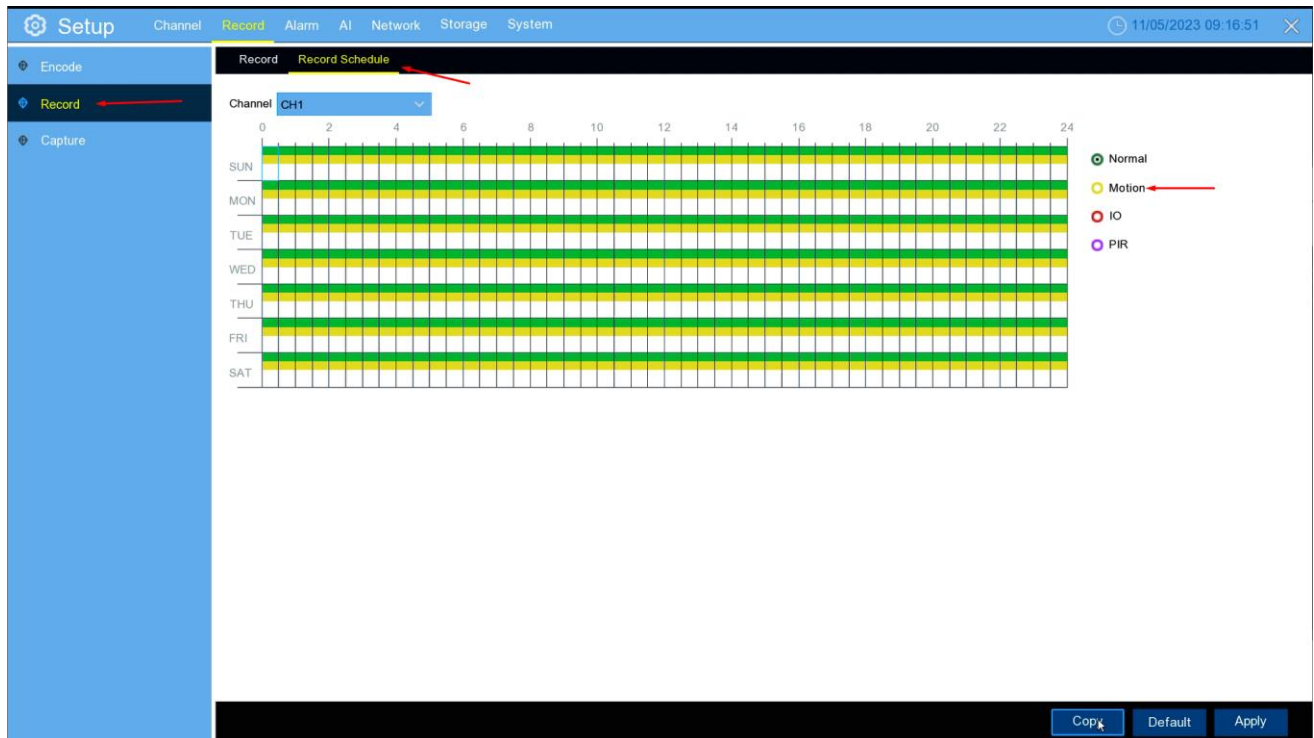
02:00:00

Default

Apply

### Check if motion recording is enabled

Go to the **Record menu** and in the **recording schedule** tab you will find a table that by default is set to Normal (continuous recording), please click on movement and select the period that interests you (you can hold the click and move the smile to select several "click and drag" boxes) once configure press the record button and you can use the copy button to transpose your Configuration on other cameras



Then you must go to channel and then to the motion tab to make sure that motion detection is activated on your cameras and then apply

The screenshot shows the 'Setup' menu with 'Channel' selected. The 'Motion' sub-menu is active, displaying a table for Channel CH1. The table has columns for Channel, Setup, Switch, Sensitivity, and SMD by Recorder. The 'Switch' column for CH1 has a checked checkbox, indicated by a red arrow. The 'Sensitivity' is set to 1, and 'SMD by Recorder' is set to Motion. The left sidebar lists various setup options, with 'Motion' highlighted. The top navigation bar includes Setup, Channel, Record, Alarm, AI, Network, Storage, and System. The top right shows the date and time: 03/07/2023 15:36:38.

Channel	Setup	Switch	Sensitivity	SMD by Recorder
CH1		<input checked="" type="checkbox"/>	1	Motion

## 1. Enable push alarm

To do this you must go to **Alarm** then to **Alarm Schedule**, you must then select "Push" then check that the table is green (meaning that it is activated) apply if necessary then copy the configuration on the other cameras

The screenshot shows the 'Setup' menu with 'Alarm' selected. The 'Alarm Schedule' sub-menu is active, displaying a grid for Channel CH1. The grid shows a green background for all days of the week (SUN to SAT) and all hours (0 to 24), indicating that the alarm is enabled. The left sidebar lists various setup options, with 'Alarm Schedule' highlighted. The top navigation bar includes Setup, Channel, Record, Alarm, AI, Network, Storage, and System. The top right shows the date and time: 11/05/2023 09:16:26.

Channel: CH1

Alarm Out ☐ Push ☒ FTP Upload ☐  
 Cloud Upload ☐ Buzzer ☐ Voice Prompts ☐

Day	0	2	4	6	8	10	12	14	16	18	20	22	24
SUN	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MON	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
TUE	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
WED	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
THU	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
FRI	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
SAT	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green