



DW Metapix User Guide

(Version 1.1)

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DW Metapix Overview

Description

DW Metapix is an edge-to-cloud computer vision platform, using artificial intelligence to identify vehicles and people. It is only available pre-installed on certain models of DW Blackjack Ai Servers.

Common Terminology

- **DW Cloud** – an online, cloud-based connection service through which the Metapix Plugin and DW Spectrum Professional transmits camera stream information and receives analytic metadata. DW Spectrum Site registration to DW Cloud is required to utilize this service.
- **Managed Service Provider (MSP)** – an MSP is a System Integrator, value-added reseller, or alarm service provider who has enrolled into Digital Watchdog's Channel Partner (CP) program, that offers ongoing monitoring and support to customers.
- **System Integrator** – an "Integrator" is an alarm system installation professional who specializes in the design and deployment of security systems including cameras, recording servers, and/or I/O alarm devices.
- **End User** – the customer of a Channel Partner and/or Managed Service Provider.
- **Organization** – a logical container used to group users, devices, subscription keys, and services under a single entity through the DW Spectrum Enterprise platform. Organizations in DW Spectrum Enterprise, and in coordination with DW Metapix, are primarily tiered by ability and purpose descending from Channel Partner (CP) Organizations, to Sub-Channel (Sub-CP) Organizations and End User (EU) Organizations.
- **Clusterization** – the grouping of similar faces and vehicles, performed in the cloud, is also done on the cloud to track and identify patterns and frequency of detections.

Object Detection

DW Metapix provides the means of implementing Event Rules using the identification and analysis of detected objects/people. As the platform is primarily comprised of two components, local hardware and cloud services, the accuracy and effectiveness of object detection rely upon the proper installation of cameras and a stable Internet connection.

The system supports detection of:

Objects	Available Analytics
Faces	• Age • Gender • Counting
People	• Counting
Vehicles	• Vehicle type • License plate recognition (LPR) • Counting

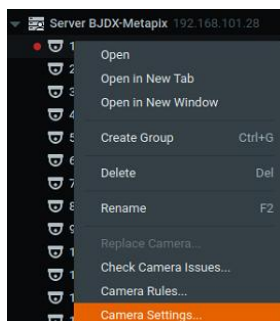
Face and vehicle analytics are performed in the cloud with the exception for LPR camera streams, which are managed directly between the camera and server.

Getting Started

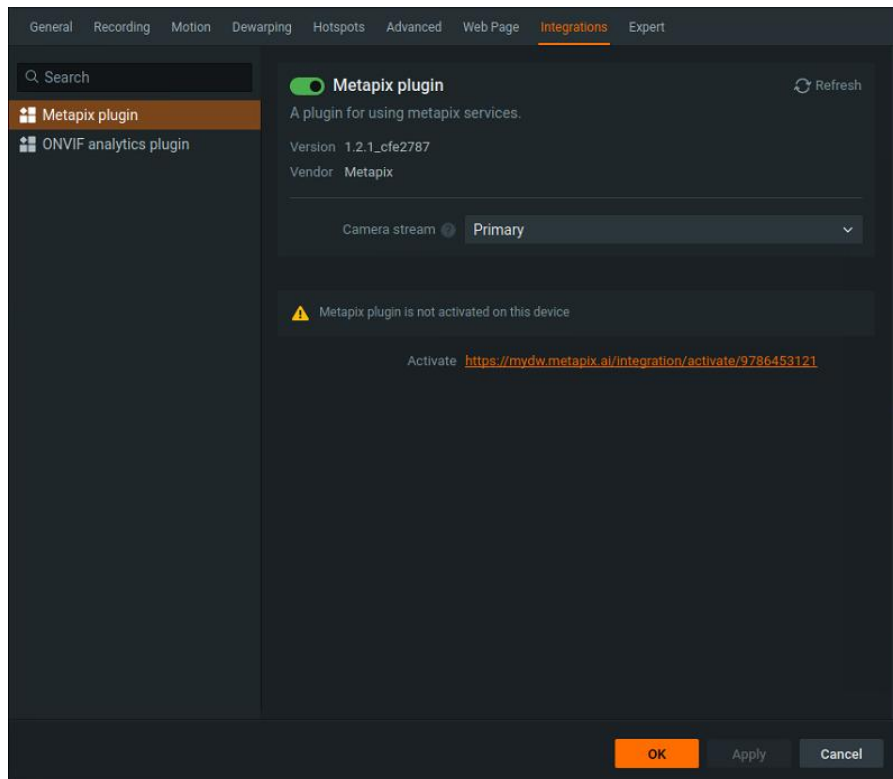
Activating the Metapix Plugin

The Metapix plugin must be activated in the DW Spectrum Client before the Metapix system can be used.

1. In the DW Spectrum Client, right-click on any camera being used by the Metapix program and open the “**Camera Settings**” menu.

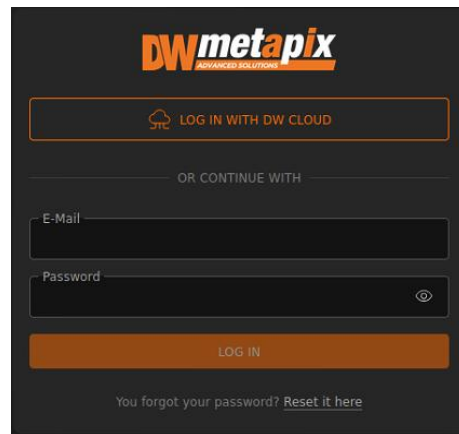


2. Open the **Integrations** tab then select “**Metapix plugin**” from the *Integrations* list. Use the activation toggle  to **enable** the plugin.

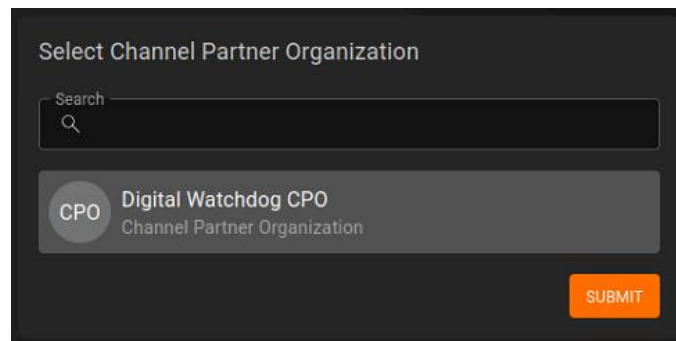


3. Click the "<https://mydw.metapix.ai>" link. A new browser window will open and display the login page for the DW Metapix Cloud Portal.

Enter the email address and password for the Integrator or Managed Service Provider's (MSP's) DW Cloud account.

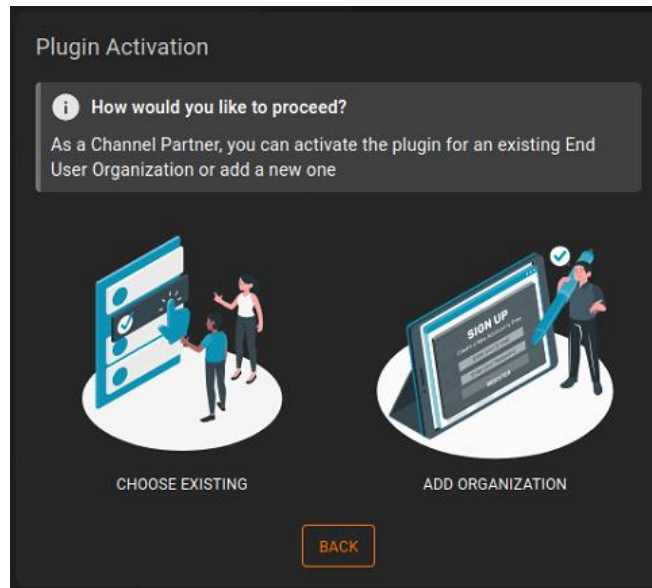
The image shows the login page for the DW Metapix Cloud Portal. At the top is the DWmetapix logo. Below it is a button labeled "LOG IN WITH DW CLOUD". Underneath is the text "OR CONTINUE WITH". There are two input fields: "E-Mail" and "Password". The "Password" field has a toggle icon for visibility. Below the input fields is a large orange "LOG IN" button. At the bottom, there is a link that says "You forgot your password? [Reset it here](#)".

4. Select the **Channel Partner Organization** and click "**Submit**".

The image shows the "Select Channel Partner Organization" screen. It has a search bar at the top with a magnifying glass icon. Below the search bar, there is a list of organizations. The first one is "CPO Digital Watchdog CPO Channel Partner Organization". At the bottom right, there is an orange "SUBMIT" button.

5. If the server being added does not have If there is not an End User Organization to which the server can be added, select "**Add Organization**" and complete the new organization form.

If the server is being added to an existing Organization, select "**Choose Existing**".



6. Complete and submit the relative form, depending on your selection:

- **Add Organization** – Create a new End User Organization. This EU Organization will be treated as a descendent tier of the Channel Partner Organization that was selected in the previous step.

Enter the name of the Organization, the email address of the Administrator at the End User Organization, and the contact address and click “**Submit**” when complete.

- **Choose Existing** – Select the name of the desired End User Organization to join and click “**Submit**” when complete.

Add New Organization

Fill in the details to add a new End User Organization (EUO) and proceed with Plugin Activation

ORGANIZATION

Organization Name

Administrator E-Mail

Contact Address

BACK **SUBMIT**

Select End User Organization

Search

End User Organization

End User Organization

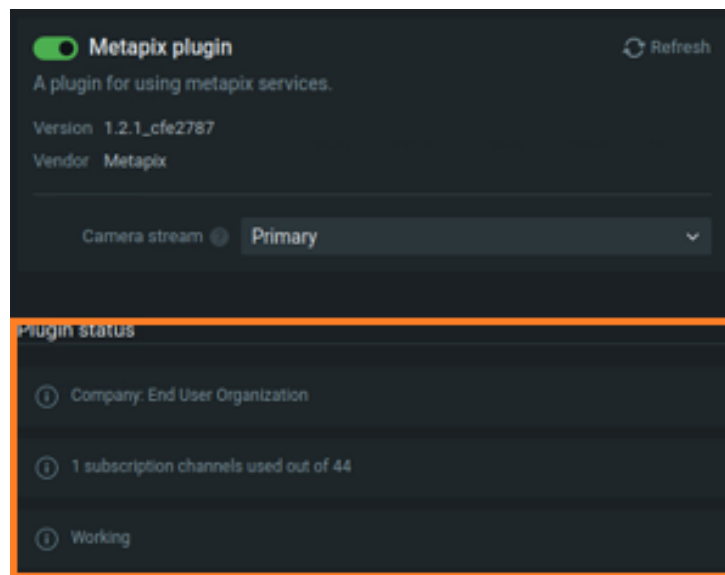
BACK **SUBMIT**

7. The Metapix plugin is now activated for the DW Spectrum Server and the Site has been added to the selected Organization(s).

Once activated, the Metapix section of the integrations tab inside the camera settings in the DW Spectrum Client will look like the following.

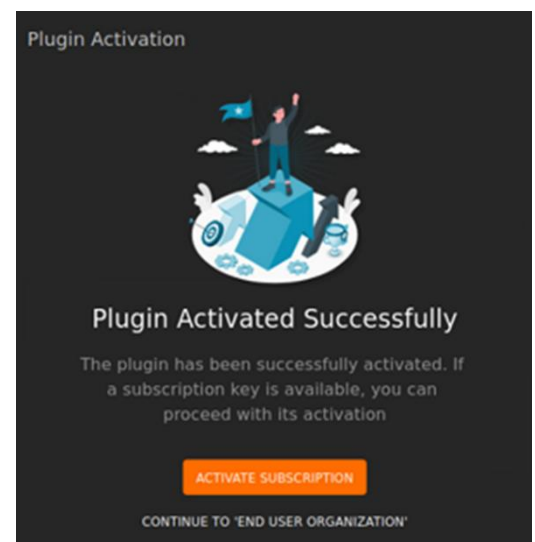
The Metapix plugin can now be enabled on any camera that is connected to the server.

NOTE: The activation process only needs to be done once per server.



8. A subscription can be activated by clicking the **Activate Subscription** button. Subscriptions can be added later and are described later in this guide.

Otherwise, click the “**Continue to [Organization]**” option to begin setting up DW Metapix.



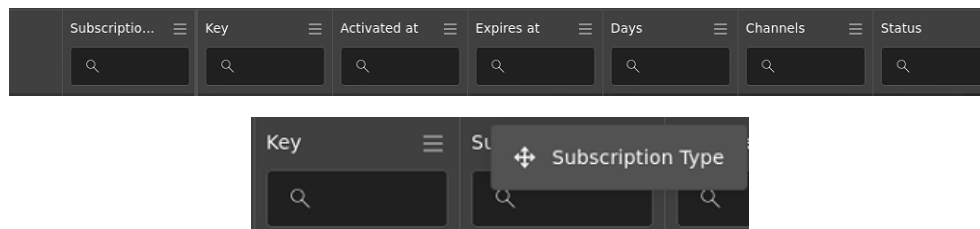
Server Settings

Lists Menu

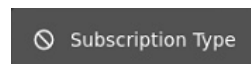
The lists in the DW Metapix portal work provide different sorting methods and appearance options that can be saved in user-defined presets along with default presets. Presets cannot be shared from one user to another.

Organizing Lists

At the top of the list is a row of column headers with the name of the column. Click the name to sort that column in ascending (123, ABC) or descending (321, CBA) order. The columns can also be rearranged by clicking and dragging the header. Drop the column on the list to place it in a different spot. Drop the column on the list to place it in a different spot.

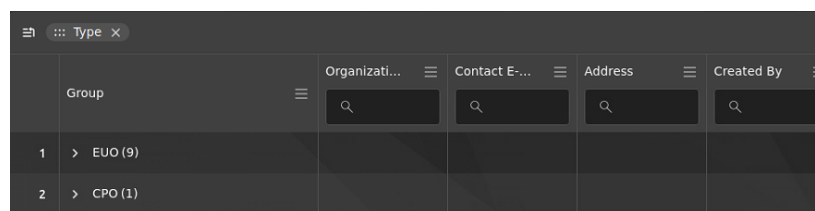


Drag and drop the column away from the list to hide it, which is represented by the cross-out icon.



The exception to this appears when dragging the column to “**Drag here to set row groups**” directly above the list. This will group rows by shared entries in that column.

For example, grouping by the “**Type**” column in the list of Organizations will collapse all Organizations into either Channel Partner Organizations (CPO) or End User Organizations (EUO) results, with the quantity of each shown by a number in parentheses.

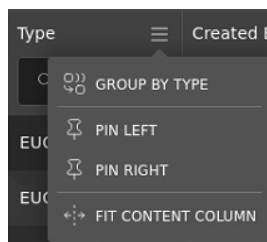


Row groups can also be nested if needed. Rows will group in order from left to right. Building from the previous example, the CPO and EUO will also group by the contact email address of the Administrator. The groups can also be dragged to reorder them and clicked to sort their groups in ascending or descending order. Click the **X** to remove that group.

Each column header includes a search box, allowing the user to broadly narrow down the visible items in the list. Each search box will only return results found in the same column, and multiple columns can be searched at once. Results will appear when anything is typed into a search box.

	Organizati...	Contact E-...	Address	Type	Created By	Role
1	Digital Watchdog			EUO	Digital Watchdo...	Administrator
2	Digital Watchdo...			CPO		Administrator

Clicking the collapsed menu icon will display a context menu provides more options to further sort the list's contents.

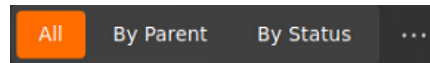


- **Group by [x]** – Same as dragging the column header to “**Drag here to set row groups**”.
- **Pin Left/Right** – Move the column to the far left or right side of the list.
- **Fit Content Column** – Widen the column to fit the longest entry.

Users can manually search for lists using the search box at the top of the menu.

dw						
Drag here to set row groups						
	Organizati...	Contact E-...	Address	Type	Created By	Role
1	End User Organi...	end.user@ou...	12345	EUO	Digital Watchdo...	Regular User
2	Org	end.user@ou...	1234	EUO	Digital Watchdo...	Administrator

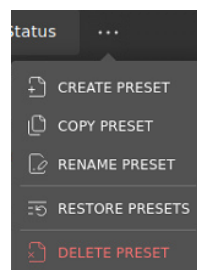
Above the search bar are the default sorting presets for that specific list. The default presets quickly sort the list. They may hide some columns. In all lists, the **All** preset is the default view.



List Presets

Open the context menu (...) to display a context menu with preset configuration options including:

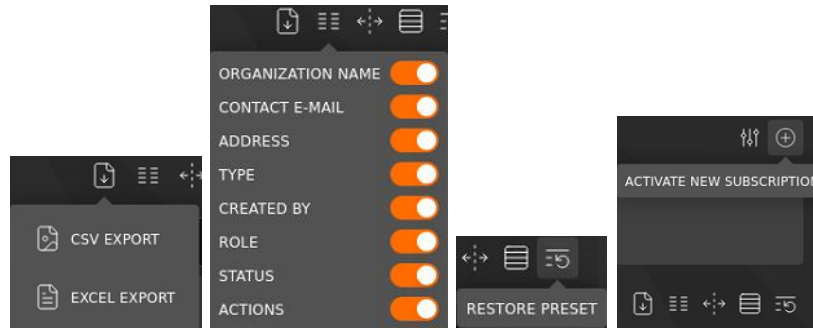
- **Create Preset** - Make a new preset. Any changes made to the list while this preset is active will be automatically saved
- **Copy Preset** - Duplicate the current preset
- **Rename Preset** - Change the name of the current preset
- **Restore Preset** - Any default presets that have been removed or changed will be returned to their default state
- **Delete Preset** - Remove the preset.



Additional List Settings

There are more controls in the upper-right corner of the page.

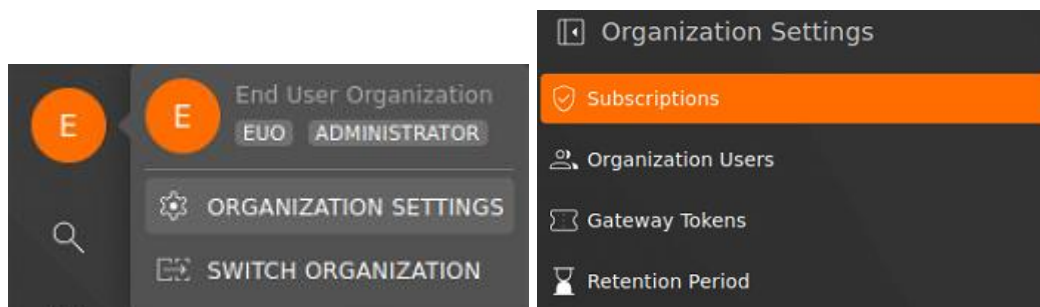
- **Export** - Download the list as an Excel or CSV file
- **Hide/Show Columns** - Toggle the subjects that are shown in the lists.
- **Restore Preset** - Return the current preset to its default state. If the current preset was created by the user, all changes made will be reset
- **Add** - Clicking this button will allow the user to add items to the list (context specific).



Some lists also include an **Add** button in the upper-right corner. What this button adds depends on the list.

Organization Settings

Open the **Organization Settings** from the Organization icon.



Depending on the type of Organization, different sections will be shown. For example, Channel Partner Organizations can only see “Organization Users” (End User Org. Admins), while End User Administrators can see the users within their organization.

Subscriptions

Two types of subscriptions are available for Metapix: **Demo subscriptions** and **Regular subscriptions**.

Demo subscriptions allow the Organization to try out all Metapix features. One demo subscription can be activated per Organization.

NOTE: Demo subscriptions cannot be activated after a regular subscription has been activated, or a demo subscription has expired. A demo subscription cannot be extended, nor have the number of analytics channels

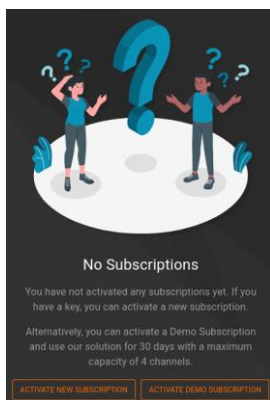
	Demo subscriptions	Regular Subscriptions
Duration	30 days	Up to 5 years
Channels	4 channels	Up to 100
Features	Full functionality	Full functionality

At least one subscription must be active for the Metapix plugin to send objects to the Metapix Cloud.

Activating Subscriptions

Subscription keys can be activated immediately after a server has been added to an Organization. They can also be activated from the **Settings** menu in the Metapix Cloud.

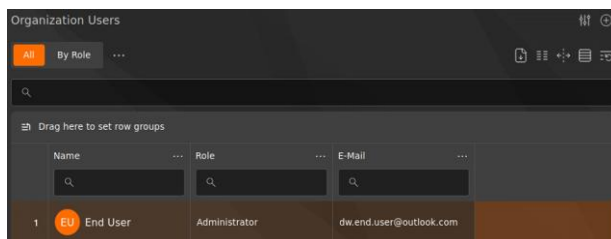
1. Open the **Organization Settings**.
2. **Subscriptions** is selected by default. Click **Activate New Subscription** to add a subscription key or click **Activate Demo Subscription** to try Metapix for 30 days.



3. Subscription keys can be added by clicking the  button in the top right corner. Subscriptions will appear in the list as they are activated.

Organization Users

The *Organization Users* menu shows all active users in the Organization.



There are two user roles available: “Administrator” and “Regular User”.

Administrators

- Full access to the Organization
- Editing other users, including other Administrators.
- Delete or restore cameras

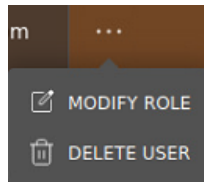
- Add, delete, or modify users
- Generate or delete manually created gateway tokens

Regular Users

- Limited viewing permissions

Managing Users

1. Open the context menu beside a user to either change a role or remove a user from the Organization.



- Administrators can remove any users, including themselves, but one Administrator must always be present in the Organization.
 - Channel partner Organizations can only have Administrators.
2. Click the  button in the top right corner to add a new user. Enter their email address, select their role, and click “**Add**”. They will receive an email inviting them to register an account through DW Cloud if they do not already have one.

A screenshot of a dialog box titled 'Add A New User'. It has a close button (X) in the top right corner. There are two input fields: 'E-Mail' and 'Role'. The 'Role' field is a dropdown menu. At the bottom, there are two buttons: 'CANCEL' and 'ADD'.

List of Organizations

Channel partner users have access to the  *List of Organizations*. This list shows all channel partner and End User Organizations under the current channel partner. Each row in the list shows the following details on each Organization:

- **Organization name**

- **Contact E-mail** - Email address of the Administrator that was added when the Organization was created
- **Address** – listed mailing address of the Organization
- **Type** - EUO (End User Organization) or CPO (Channel Partner Organization)
- **Created By** – The Channel Partner Organization that created it
- **Role** – The current user's role in that Organization
- **Status** – lists the status of an Organization's subscription

List Of Organizations

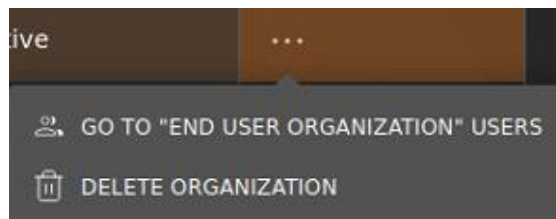
All By Parent By Status ...

Q

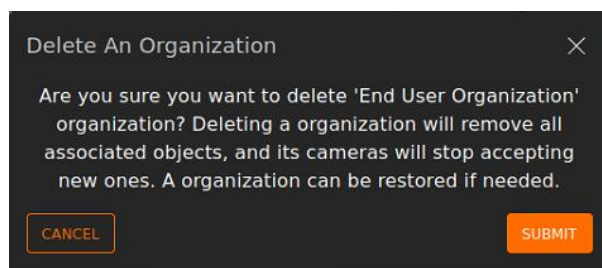
Drag here to set row groups

	Organization... ..	Contact E-mail ...	Address ...	Type ...	Created By ...	Role ...	Status ...	
	Q	Q	Q	Q	Q	Q	Q	
1	DW Channel Partn...	dw.channel.partne...	Address	CPO	Metapix CPO NEW...	Administrator	Active	...

You can click the “more” icon (...) in an Organization row to open the context menu and access the users in that Organization or delete the Organization.

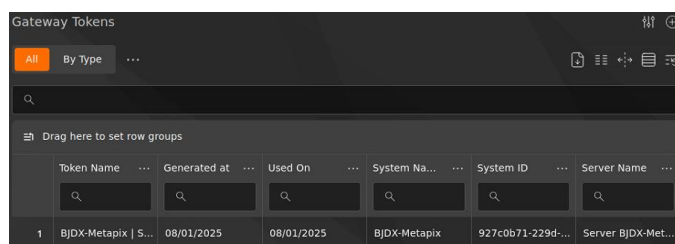


A confirmation window will appear when deleting an Organization.



Gateway Tokens

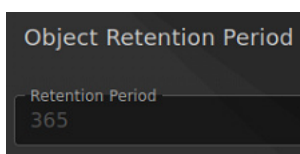
A *Gateway Token* connects the Metapix plugin and Metapix Cloud. A token is automatically generated when the Metapix plugin is activated on a server. Automatically generated tokens cannot be changed or deleted. Please contact DW support for any issues relating to gateway tokens.



	Token Name	Generated at	Used On	System Na...	System ID	Server Name
1	BJDX-Metapix S...	08/01/2025	08/01/2025	BJDX-Metapix	927c0b71-229d-...	Server BJDX-Met...

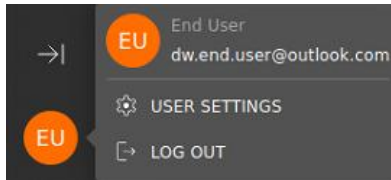
Retention Period

The *Retention Period* shows how long Metapix will keep objects it collects. The default is 365 days. Currently, this value cannot be changed.



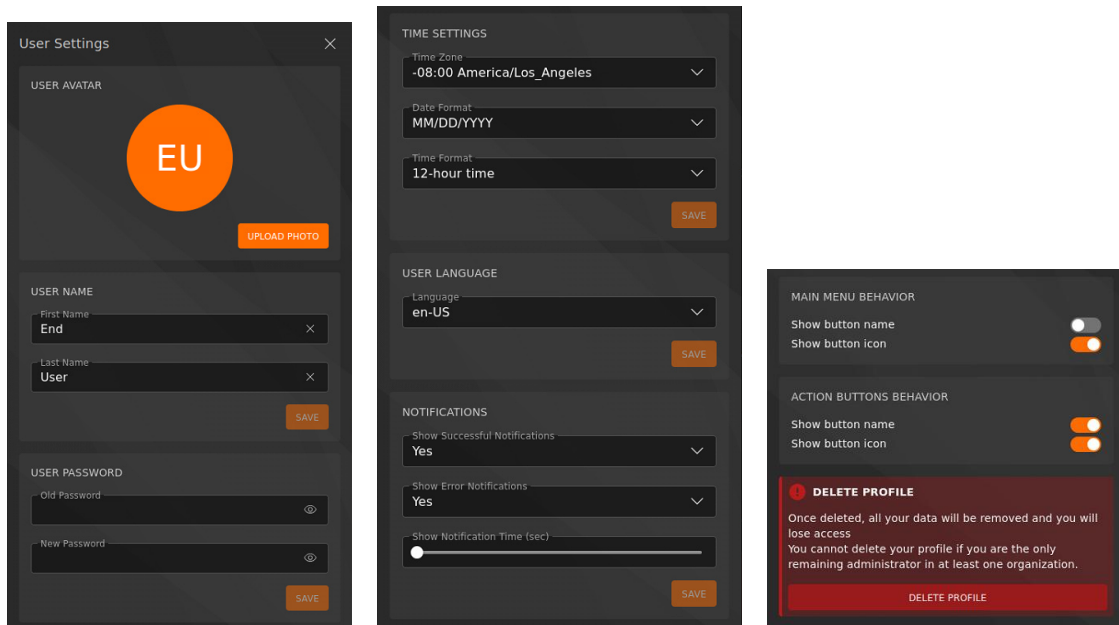
User Settings

Click the user icon at the bottom-left corner of the page to open *User Settings*.



The menu opens from the right side of the Metapix Cloud page, and shows the following:

- Profile picture
- First Name
- Last Name
- Password
- Time zone, Date/Time format
- Language
- Notifications



Any changes in the *User Settings* menu will be specifically applied to the current user.

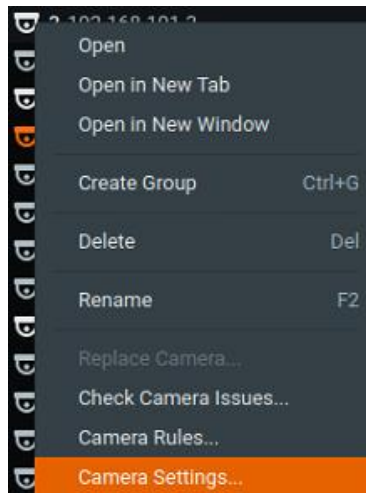
User profiles can be deleted if needed. All user data will be removed and access to the account will be lost.

NOTE: There must be one Administrator in an Organization, regardless of how many regular users there are. Administrators can delete other Administrator accounts, as well as their own, except when doing so would result in there being no Administrator of the Organization.

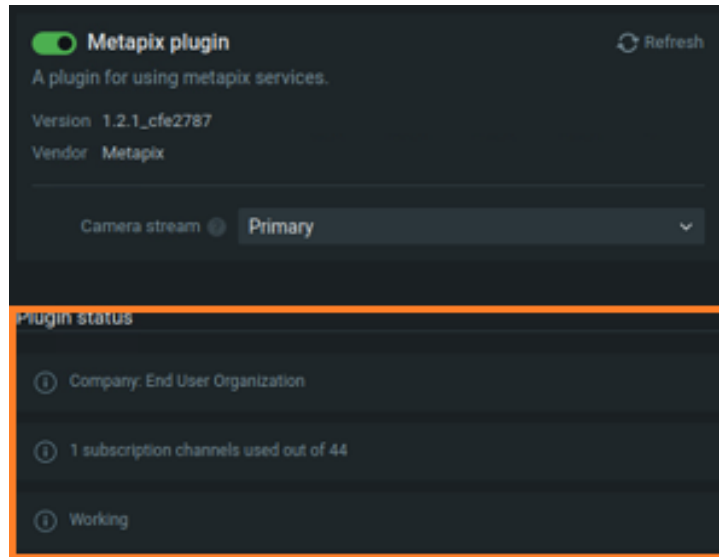
Metapix Plugin Settings

Only users with Administrator and Power User-level permissions on the DW Spectrum Server can make changes to camera settings.

1. In the DW Spectrum Client, open **Camera Settings**.



2. Click the **Integrations** tab and select **Metapix plugin**. Verify that *Plugin status* shows:
 - Subscription channels are being used (in the below example, 1 of 44 channels are in use)
 - The plugin and the connection from the plugin to the cloud will show as “Working” when active.



Additional settings include:

- **Camera stream** - Select either **Primary** or **Secondary** stream. Most often, the selection can be left on **Primary** as it is usually the high-resolution stream intended for analytics.
- **Plugin status** - The Organization (company) name, state of the plugin and how many subscription channels are in use, as well as the total available.

There are several different status messages.

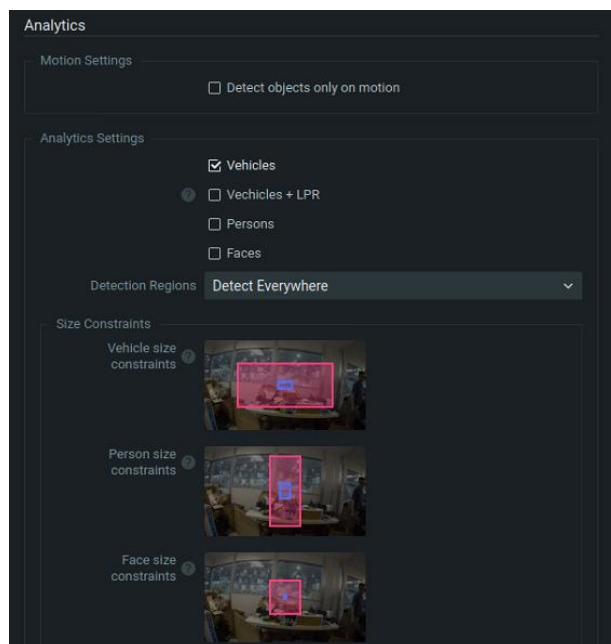
Status	Description
Initialization	Not displayed. A different status is assigned when any change to the plugin is made
Launching the gateway	The connection with Metapix Cloud has been launched but not started
Working	Subscription acquired, and the gateway with Metapix Cloud is active
Gateway failed	Not displayed. The gateway is restarted immediately after failure.
Can't launch the gateway	No response from the gateway for an extended period. Default is 20 minutes.
Acquired auth token	The Metapix Cloud token is valid, but no subscription channels are available.

Can't add this camera to the cloud	The camera is most likely connected to another Organization.
Can't acquire subscription key for this camera	No available subscription keys.

Motion Settings	
Detect objects only on motion	Only moving objects will be detected and processed; Recommended for locations with many stationary objects, such as parking lots. Objects in frame will be constantly detected when this option is disabled.

Analytics Settings	
Vehicles	All motor vehicles such as cars and trucks will be detected.
Vehicles + LPR	Same as above with license plate recognition
Persons	All people will be detected without age or gender approximation
Faces	Faces only, with age and gender approximation

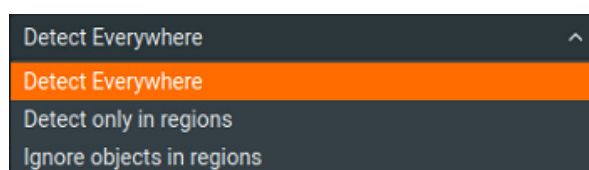
NOTE: All analytics settings options can be used at once, but some of their functions are redundant.



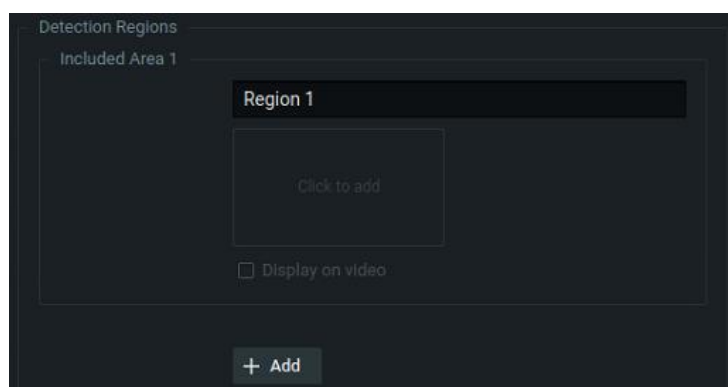
Detection Regions

Detection regions are designated areas where the Metapix engine will focus attention on tracking objects and people in tandem with relevant event rules.

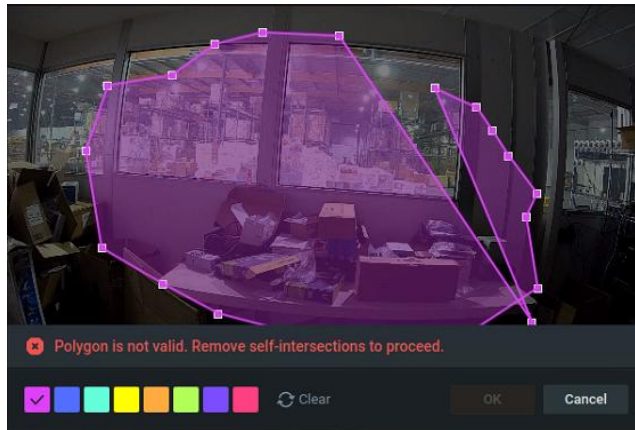
Detection Regions	
Detect Everywhere	Objects anywhere in the video frame will be detected
Detect only in regions	Objects will only be detected inside a defined area
Ignore objects in regions	Objects will only be detected outside a defined area



Selecting **“Detect only in regions”** or **“Ignore objects in regions”** and clicking **“Apply”** will make a new section appear under the dropdown menu, allowing the user to create a region for that camera.



A name for the region can be added in the text box. *“Click to add”* will open a new window showing the camera stream, on which one region can be drawn by placing points.

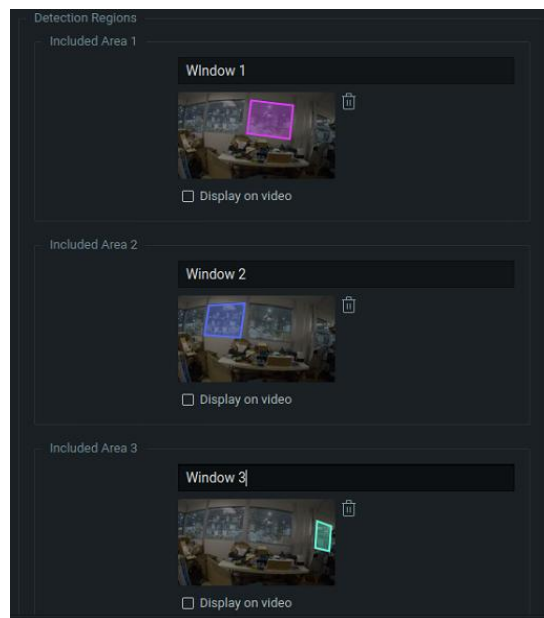


A region must be made of at least 4 points, but no more than 20. Lines cannot cross. The color of the region can be changed using the eight color buttons. Remove the whole region by clicking “**Clear**”.

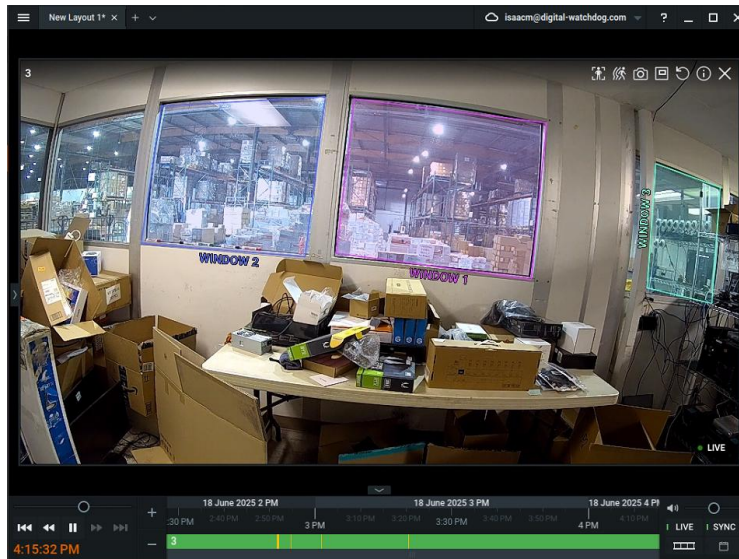
Click “**OK**” to save the settings and close the window or “**Cancel**” to close without saving.

Up to 5 regions per camera can be added by clicking the “**+ Add**” button.

Click the “**– Delete**” button to remove the most recent region.



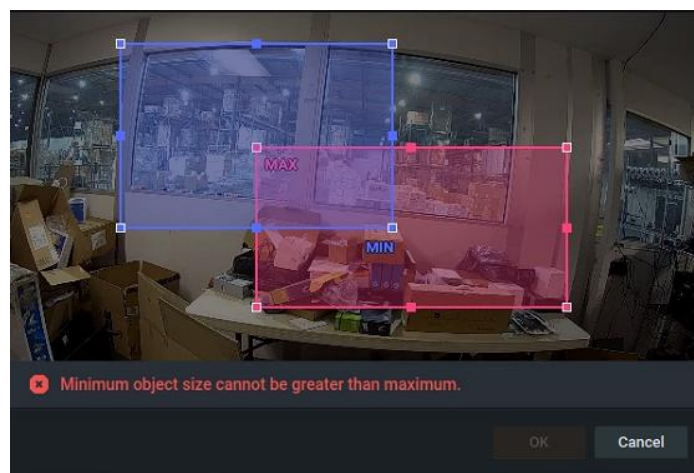
Click in the “**Display on video**” checkbox to show that region on the camera stream in the DW Spectrum Client. Click the  icon to remove that region.



- **Size Constraints** - The minimum size (blue box) and maximum size (pink box) of an object to be detected. An object must fit completely inside the range to be detected. The placement of the boxes does not matter.

These settings are very dependent on the environment the camera is in.

Click a video frame to open it in a new window. Adjust the size of the minimum and maximum fields by dragging the corners or sides. The boxes cannot be rotated or have their shapes changed. The minimum box (blue) cannot be larger than the maximum box (pink). Click **"OK"** to save changes and close the window or **"Cancel"** to close the window without saving.



- **Absent objects notification period** - Number of hours before the Metapix plugin will create a "No objects detected" event. Use this to test for any malfunction that might cause Metapix to not receive any new objects, such as a frozen video stream. Set to 0 to disable. Default is set to 24 hours.

- **Resize video to FHD** - The stream resolution will be reduced to 1080p before the video is analyzed by Metapix; Increases performance on cameras streaming at higher resolutions.
- **Detection thresholds** - The minimum confidence level of detected objects, from 0 (0% confidence) to 1 (100% confidence). Objects detected with a confidence level below this setting will not be processed. Setting the threshold to 1 will disable all processing for that type of object.

NOTE: Object detection and recognition never shows 100% confidence. Keeping the detection thresholds low and around 0.500 will give the best results. Make slight adjustments to minimize false positives.

Default values	
Vehicles	0.500
Persons	0.550
Faces	0.300
LPR	0.100

Current VMS Server Settings	
Gateway Mode	Cannot be changed. Default: Performance (SORT tracker)
Gateway NN	Cannot be changed. Default: Yolocustom
Process LPR separately	Enabled by default. Disable to reduce memory usage but may increase the amount of processing on cameras where license plate recognition is not needed.
Detect License Plates with	Main object detector - The same neural network as vehicles. Lower resource usage but less accurate.
	Separate LP-only detector - Default. License plates are detected using a dedicated model. More accurate.
	Both detectors - Best reliability and accuracy, but most resource intensive.

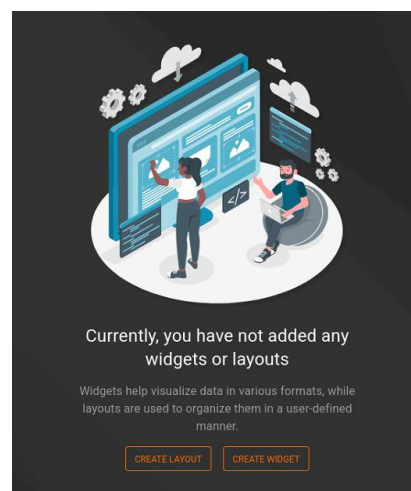
Gateway address	The IP address of the server hosting the Metapix gateway. Leave set to localhost
------------------------	---

Visualization Tools

Metapix comes with data visualization tools built around layouts and widgets, allowing the creation of flexible, customizable displays of real-time and historical analytics.

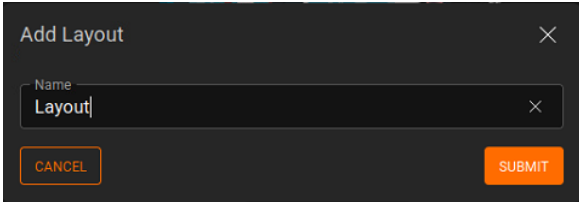
Widgets display data in different formats. Layouts allow the user to organize multiple widgets on a single page. A layout is not required, but widgets can only be viewed individually when not in a layout.

Open the  **Dashboard**. If no layouts or widgets have been previously created, the dashboard will look like the following.

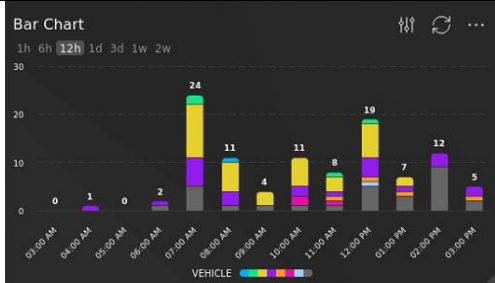
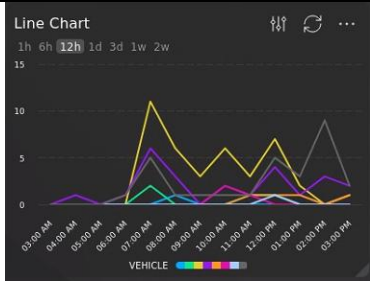
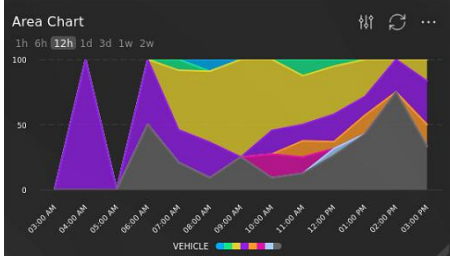
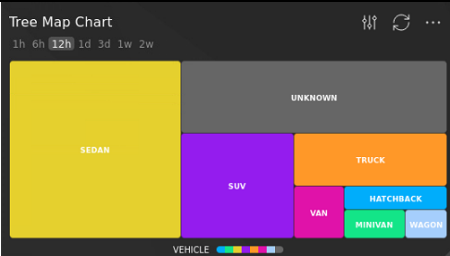


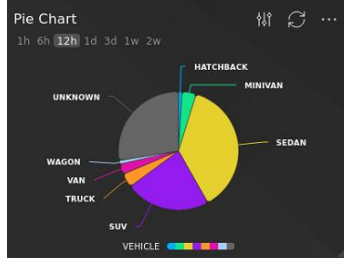
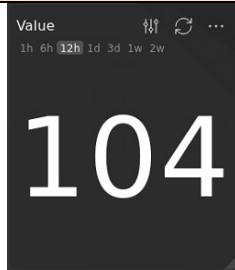
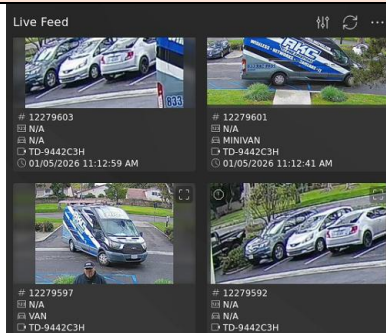
To show multiple forms of data captured by Metapix at once, click “**Create Layout**”. Give it a name and click “**Submit**”.

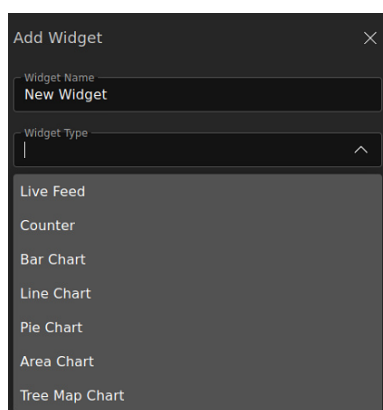
Click “**Create Widget**” to create one widget without a layout.



NOTE: The process for creating a new widget in a layout is the same as creating a widget without a layout.

Widget Types		
Bar Chart		
Visualize trends and compare values. Bar charts compare values across categories.		
Line Chart		
Visualize trends and compare values. Line charts track changes over time.		
Area Chart		
Visualize trends and compare values.		
Tree Map Chart		
All data for a specified time and set divided into static boxes to show simplified ratios and quantities		
Pie Chart		

Show all data for a specified time and set divided into parts	
Numeric Value	
Show a single real-time value - number of people or vehicles, etc.	
Live Feed	
Images processed by Metapix with the most recent first. Updates automatically as new objects are captured. Also used to add object details (described later in this manual).	



Every widget can track faces, people, and vehicles except for the pie and tree map chart, which can only track faces and vehicles. Different filters will be available depending on which base is selected.

Face

- **Age** - The range of approximate age from 0 to 100. Click-and-drag either endpoint to set the minimum and maximum.

NOTE: Any age automatically applied to a face in Metapix is rarely the person's actual age. Metapix tries to apply an accurate measurement, but lighting, position and angle of the camera, and image quality will affect the analytics. For example, these are all from pictures of one person.

# 8140825 MALE 35, End user 5 06/20/2025 04:03:58 PM	# 8140822 MALE 37, End user 6 06/20/2025 04:03:58 PM	# 8140821 MALE 40, End user 3 06/20/2025 04:03:58 PM	# 8140818 MALE 46, End user 5 06/20/2025 04:03:36 PM	# 8138474 MALE 33, End user 6 06/19/2025 11:25:18 AM
---	---	---	---	---

- **Gender** - Female, male, or all. Defaults to all.
- **Cameras/Locations** - Select from which cameras this widget will receive data. Defaults to all.
- **Cluster's name** - User-defined set of objects. Click the checkbox to get results with at least one letter or number in the cluster name. Leaving the field blank will return all results. Clusters will be described later in this manual.
- **Object's details** - User-defined details on specific objects. Click the checkbox to get results with at least one letter or number in the object field. Leaving the field blank will return all results.
- **Source image quality** - The lowest acceptable image quality.
- **Start Period**
- **End Period**

Object Base

Face

Age

Gender

All

Cameras / Locations

Filtered by: 31 Cameras

Cluster Name

Specific name

Object Details

Specific details

Source Image Quality

Good

Start Period

From First Object

End Period

To Last Object

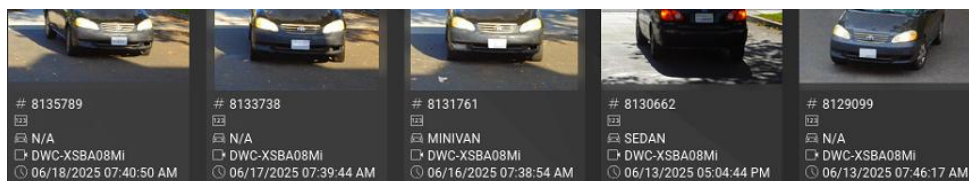
Vehicle

- **Vehicle type** – Sedan, truck, etc.

NOTE: Accurate detection of the vehicle type and license plate are all affected by the camera and environment, such as angle and lighting, or simply not having a license plate. Metapix may not assign a type or license plate number to a car, and instead put "N/A" in that field.

- **Vehicle license plate** – lists the detected license plate number.

For example, these are all from pictures of the same vehicle.



Only vehicles with a detected license plate will be added to a cluster.

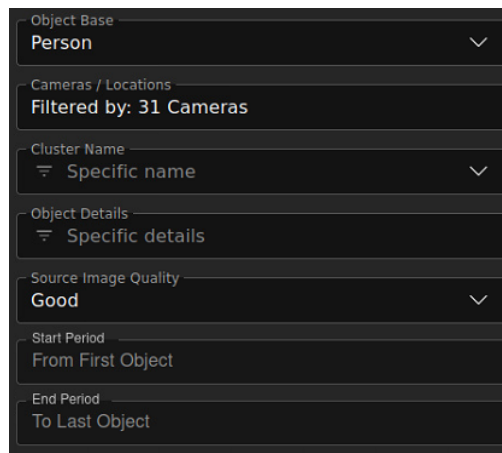
- **Cameras/Locations** – camera name and configured location name
- **Cluster's Name** – name of grouped detections
- **Object Details** – user-defined details on identifiers related to the cluster.
- **Source Image Quality** – organize the items based on visual clarity
- **Start Period**
- **End Period**

A vertical filter menu with a dark background and white text. The menu items are as follows:

- Object Base: Vehicle (with a dropdown arrow)
- Vehicle Type: All (with a dropdown arrow)
- Vehicle License Plate: Specific license plate (with a search icon)
- Cameras / Locations: Filtered by: 31 Cameras
- Cluster Name: Specific name (with a dropdown arrow)
- Object Details: Specific details (with a search icon)
- Source Image Quality: Good (with a dropdown arrow)
- Start Period: From First Object
- End Period: To Last Object

Person

- **Cameras/Locations**
- **Cluster's name**
- **Object's details**
- **Source image quality**
- **Start Period**
- **End Period**

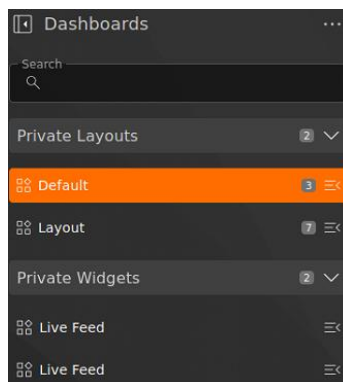


A screenshot of a configuration form for a 'Person' widget. The form has a dark theme and includes the following sections: 'Object Base' with a dropdown set to 'Person'; 'Cameras / Locations' with a text field 'Filtered by: 31 Cameras'; 'Cluster Name' with a dropdown set to 'Specific name'; 'Object Details' with a dropdown set to 'Specific details'; 'Source Image Quality' with a dropdown set to 'Good'; 'Start Period' with a text field 'From First Object'; and 'End Period' with a text field 'To Last Object'.

Click **Submit** to create the widget.

All layout and widget settings can be changed after they have been created.

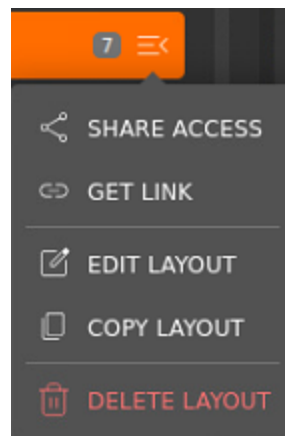
Layouts and widgets are shown in a list on the dashboard under **Private Layouts** and **Private Widgets** respectively. Both lists show the number of layouts and widgets, as well as a button to hide and show the list. All items in the list are shown by default.



The number of widgets in a layout is also shown with a  button to open the layout's context menu.

Layouts

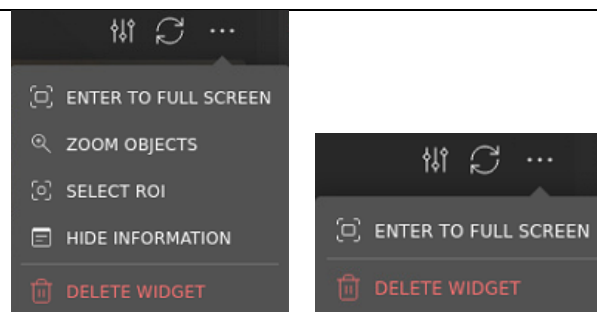
- Share Access
- Get Link
- Edit Layout
- Copy Layout
- Delete Layout



Widgets have a similar menu.

In the upper-right corner of every widget, there are a few buttons that allow the behavior of the widget to be changed. Not all widgets have all the same options.

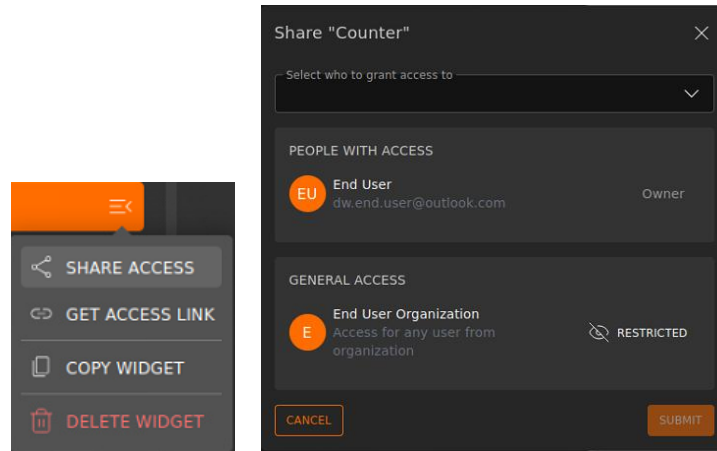
	Change settings for that widget. Same as creating a widget.
	Automatically update the widget when objects are detected. Enabled by default.
	Widget menu. Open to delete a widget. Live feed has additional options.



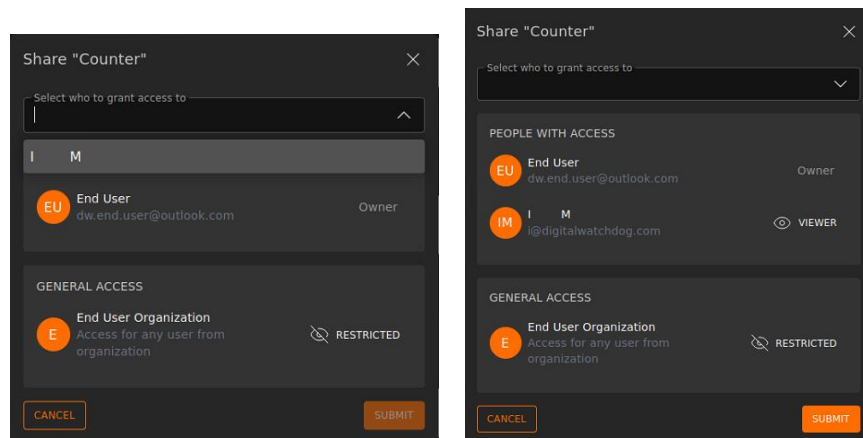
Sharing Visualization Tools

Layouts and widgets can be shared with other users in the Organization.

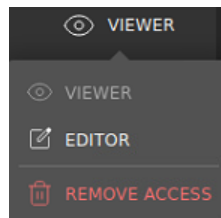
1. Open the widget's context menu. Select **Share Access**.



2. Select a user from the dropdown menu.



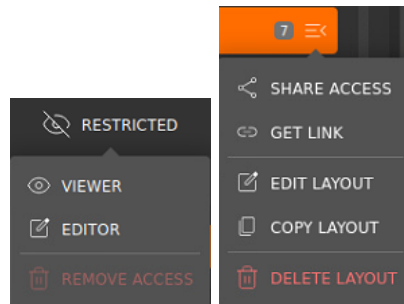
3. The user can be allowed to edit the widget or view only.



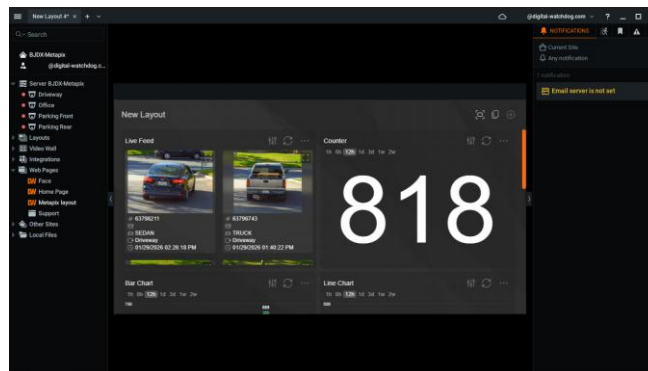
The widget will be moved to the **Shared Layouts** list.



The widget can be shared with everyone in the Organization by changing the **General Access** permission.



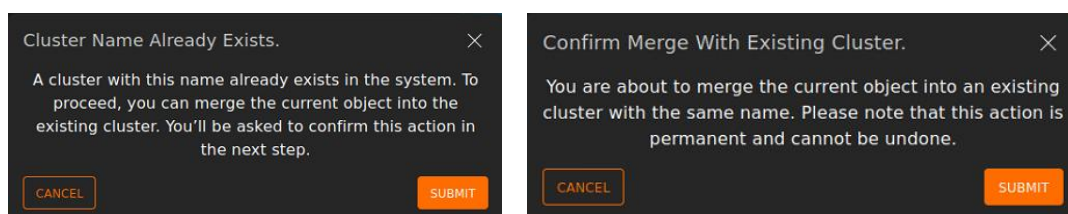
Widgets and layouts can also be copied from the same context menu.
Select **Get Link** to get a URL to add the layout or widget to DW Spectrum.



Create And Use Watchlists

With DW Spectrum, watch lists allow the site to react based on objects Metapix recognizes, such as creating a bookmark, or sounding an alarm when an unauthorized person enters a restricted area.

NOTE: This process can also be used to add objects that were not automatically added to a cluster to a named cluster. This will enhance Metapix's ability to identify that subject. However, this change cannot be undone! Two warnings will appear in succession when a user attempts to add an object to a named cluster.



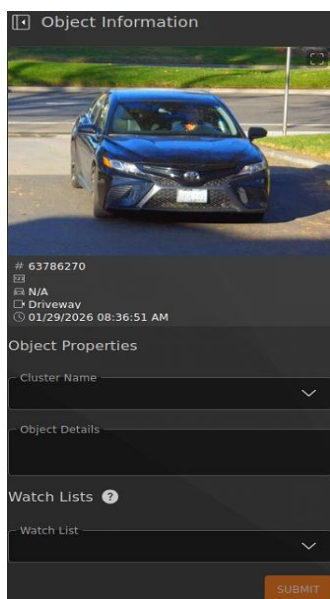
If the object was part of another - usually unnamed - cluster, all other objects

Any user in an Organization can create and access a watch list.

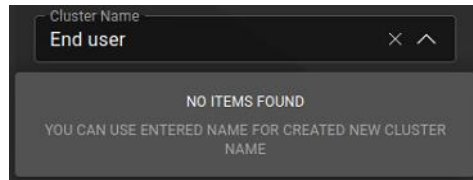
Metapix automatically groups similar objects into clusters.

To name a cluster, open the  **Advanced Search**, search either *Face* or *Vehicle* and perform the following steps:

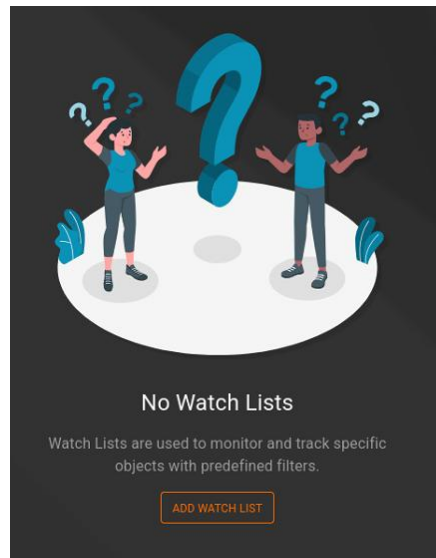
1. Click an image to open its object information.



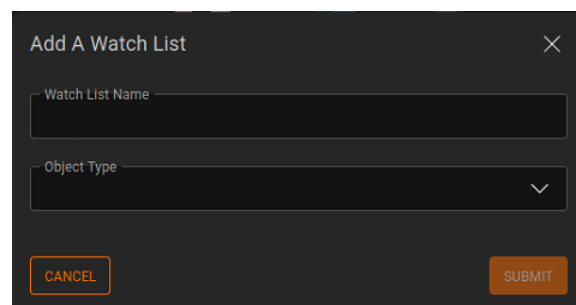
2. Enter a **Cluster Name**. All similar objects will be added to this cluster. Optionally, add any **Object Details** - these apply only to the current object.

A dark-themed dialog box titled "Cluster Name" with a close button (X) and a refresh button (↺). The input field contains the text "End user". Below the input field, the text "NO ITEMS FOUND" is displayed, followed by "YOU CAN USE ENTERED NAME FOR CREATED NEW CLUSTER NAME".

3. Click **Submit** to save changes. Click the  button to return to the dashboard. The cluster name has now been added to all similar objects. Open the  **Watch Lists** menu.



4. Click **Add Watch List**.

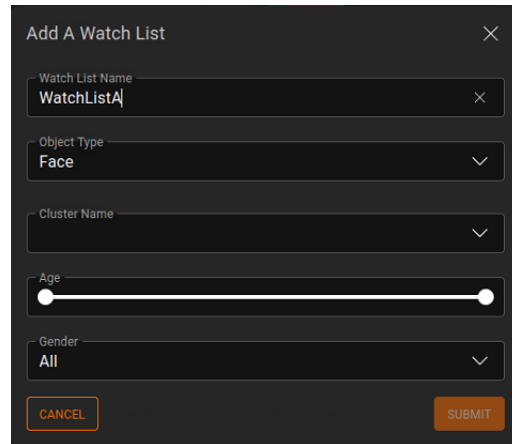
A dark-themed dialog box titled "Add A Watch List" with a close button (X). It contains two input fields: "Watch List Name" and "Object Type" (which is a dropdown menu). At the bottom, there are two orange buttons: "CANCEL" and "SUBMIT".

The name can only include letters and numbers, no spaces or special characters (exclamation point, etc.)

Watch lists can be created for **Faces** or **Vehicles**. At least one filter needs to be changed to create a watch list. The different options for each are as follows:

Face

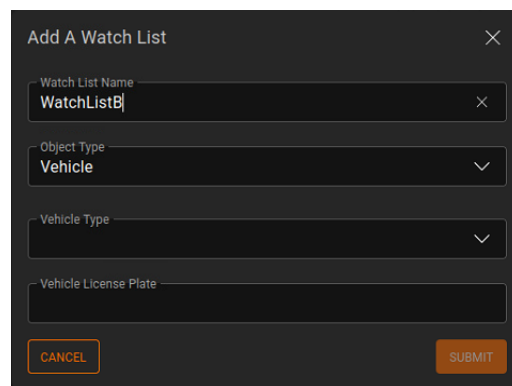
- **Cluster Name**
- **Age**
- **Gender**



The screenshot shows a dark-themed dialog box titled "Add A Watch List" with a close button (X) in the top right corner. It contains the following fields: "Watch List Name" with the text "WatchListA" and a clear button (X); "Object Type" set to "Face" with a dropdown arrow; "Cluster Name" with a dropdown arrow; "Age" with a horizontal slider; and "Gender" set to "All" with a dropdown arrow. At the bottom are "CANCEL" and "SUBMIT" buttons.

Vehicle

- **Vehicle Type**
- **Vehicle License Plate**



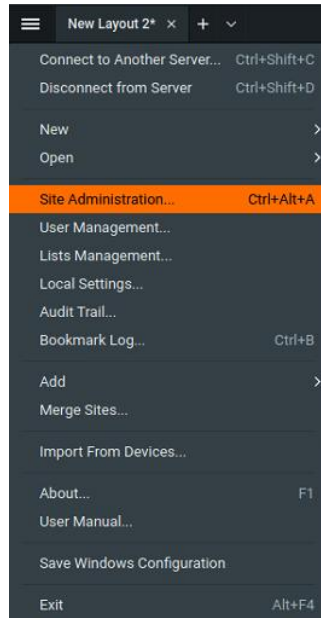
The screenshot shows a dark-themed dialog box titled "Add A Watch List" with a close button (X) in the top right corner. It contains the following fields: "Watch List Name" with the text "WatchListB" and a clear button (X); "Object Type" set to "Vehicle" with a dropdown arrow; "Vehicle Type" with a dropdown arrow; and "Vehicle License Plate" with a text input field. At the bottom are "CANCEL" and "SUBMIT" buttons.

5. Click **Submit** to save the watch list.

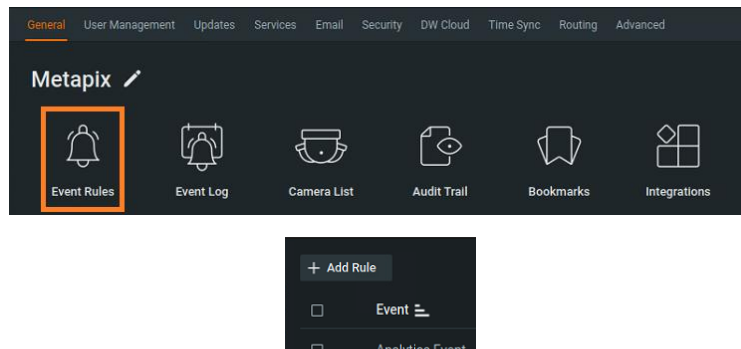
Open the context menu (...) to change any filters.

The object type cannot be changed once a watch list has been created.

6. In the DW Spectrum Client, open **Site Administration**.



7. Click **Event Rules**. Click the **+ Add Rule** button.

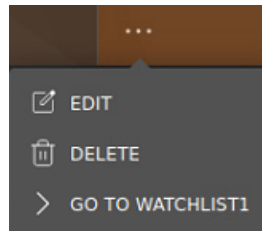


8. Under **Event**, set the following:

- **Analytics Event**
- **Occurs At** - The camera(s) to look for the objects in the watch list
- **Of Type** - New WatchList object
- **And Description** - The name of the watch list

- Set an **Action** to be performed when the event is triggered. All other options in this field are dependent on the action to be performed.

In the  **Watch Lists** menu, open the context menu to modify a watch list.



Object bases - faces, vehicles, or people - can also be used to trigger notifications when they are detected by Metapix through DW Spectrum.

Create a new event rule in the DW Spectrum Client.

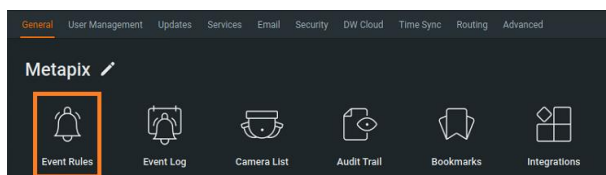
- **Analytics Object Detected**
- **Occurs At** - The camera or cameras to look for objects
- **Of Type** - choose the type of object to be detected

Finally, set an action that will be performed, and the options that go with it.

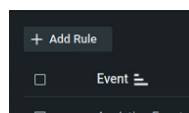
Configuring Integration Diagnostic Events

Integration Diagnostic Events are used to detect issues with the Metapix plugin, and trigger alerts. This allows an Administrator to maintain the plugin more efficiently.

1. In the DW Spectrum Client, open **Site Administration**.

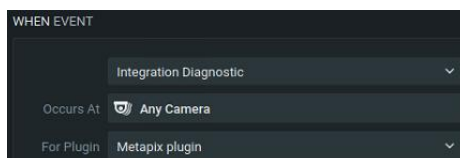


2. Open **Event Rules**. Click the **+ Add Rule** button.



3. Under **Event**, set the following:

- **Integration Diagnostic**
- **Source** - Metapix plugin
- **And Caption** - This field can be left blank so all errors trigger the event.



The following errors can be added to the *And Caption* field.

- **Metapix Plugin version mismatch** - The plugin version is older than the cloud version.
- **Metapix Gateway failed** - The connection between the plugin and cloud cannot be made. The plugin will attempt to reconnect.
- **Camera is disabled** - A camera is disabled in the Metapix Cloud. The plugin will try to automatically disable that camera.
- **Metapix Gateway is overloaded** - There are too many Metapix processes running at once, causing a delay between the plugin and the cloud.
- **Can't acquire subscription key for camera** - A subscription key isn't available for a camera.

- **Can't authorize in Metapix Cloud** - The server can't be authenticated on the Metapix cloud.
- **Maximum attempts of acquiring subscription key from Metapix Cloud is reached** - Metapix has stopped trying to get a valid subscription key after making too many tries. Disable and re-enable the plugin to try again.
- **Maximum attempts of Metapix Cloud authorization is reached** - Metapix has stopped trying to authenticate the server on the cloud. Disable and re-enable the plugin to try again.
- **Can't add camera** - The camera can't be added to the server, likely because it exists in another Organization.

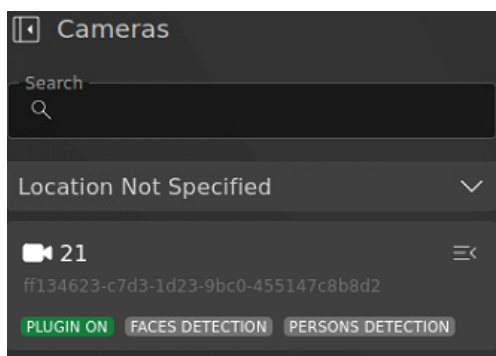
Some potential solutions provided:

- **Metapix Plugin version mismatch**
 - Contact DW technical support for assistance.
- **Metapix Gateway failed**
 - Open the **Event Log** in DW Spectrum. Select **Integration Diagnostic** and look for any error messages or warnings related to the failure.
 - Contact DW technical support for assistance.
- **Metapix Gateway is overloaded**
 - Open the **Event Log** in DW Spectrum. Select **Integration Diagnostic** and look for any error messages or warnings mentioning resource (CPU, memory, etc.) usage.
 - Reduce the number of cameras.
 - Contact DW technical support for assistance.
- **Camera is disabled**
 - If there are subscriptions and channels available, enable the Metapix plugin in **Camera Settings**.
 - Consider acquiring another subscription key.
- **Can't acquire subscription key for camera**
 - Disable the Metapix plugin for unneeded cameras, or consider acquiring another subscription key.

Device Tree

The  **Device Tree** shows all connected cameras and locations in the Organization, as well as details about each camera.

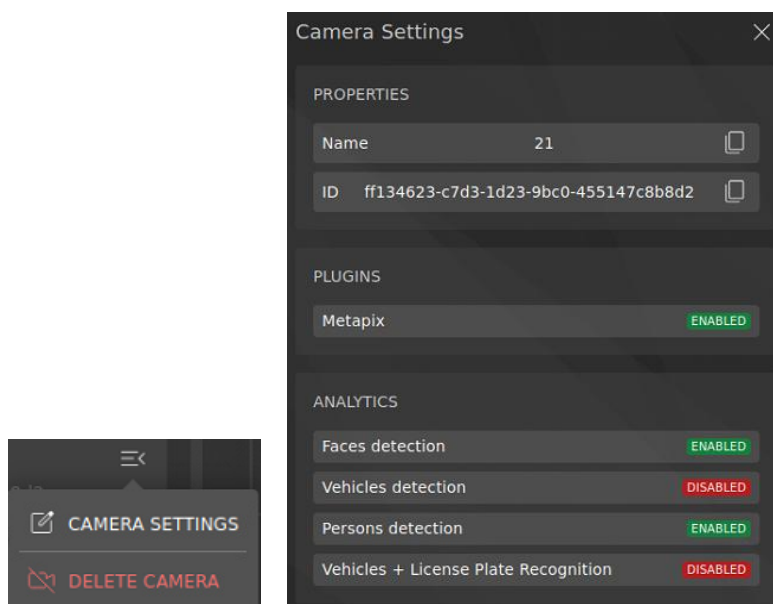
- Camera name
- Camera ID as assigned by DW Spectrum
- Metapix plugin status
- Enabled detection settings



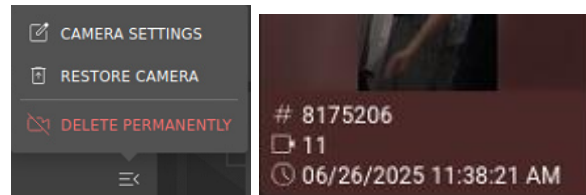
Cameras will appear under **Location Not Specified** by default.

NOTE: Only Administrators can delete and restore cameras.

Selecting **Camera Settings** will show the current settings for that camera. This panel is purely informational; camera settings can only be changed in the DW Spectrum Client.



Select **Delete Camera** to mark it to be removed from the Organization. Cameras are not immediately deleted but disabled and moved to a **Marked For Deletion** section in the device tree for 30 days. Any objects associated with that camera will be highlighted in red. During that time, the camera can be restored, which will restore all objects as well.

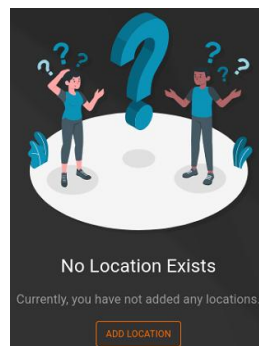


After 30 days, cameras marked for deletion will be removed. Any objects that were associated with it will be shown as having come from a "Deleted Camera".

Cameras marked for deletion can also be deleted without the 30 day grace period. To immediately remove a camera, select **Delete Permanently** from any camera marked for deletion.

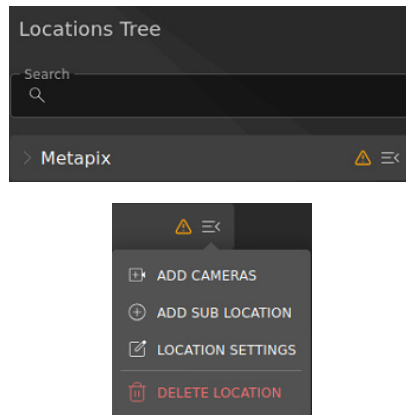
Locations

Locations are used to sort cameras in Metapix by what server they're attached to, where they are in the Organization, their purpose in the Organization, etc.

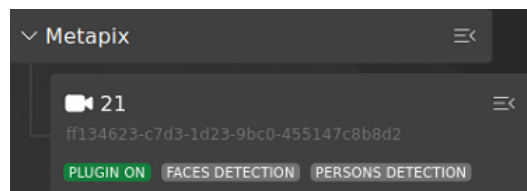
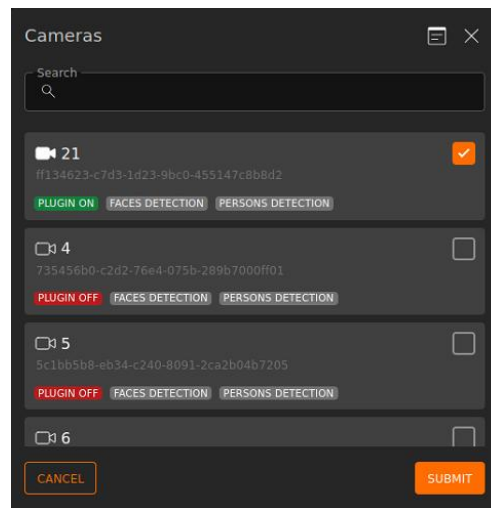


Click **Add Location**. Give it a name, and an optional description, and click **Submit**. The new location will be shown in the **Locations Tree**.

A screenshot of a 'Add Location' dialog box. It has a title bar with a close button (X). Inside, there are two input fields: 'Location Name' with the text 'Metapix' and 'Description' with the text 'EUO'. At the bottom, there are two buttons: 'CANCEL' and 'SUBMIT'.

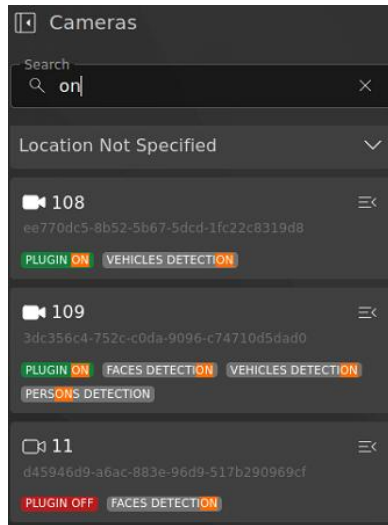


Select **Add Cameras** from the context menu to add cameras to the location. Click the checkbox next to the name of the camera to select it or use the search box. Cameras can also be added to a location by clicking and dragging them from the device tree.

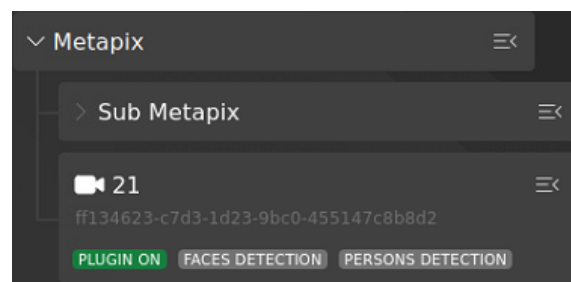


NOTE: A camera can only be in one location.

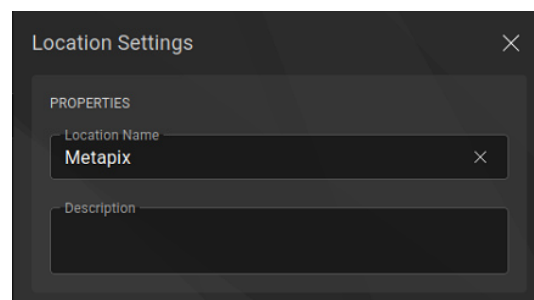
Anything entered into any search box in the device tree will return any results from any detail of any camera. For example, searching for the word "off" will return any cameras with the Metapix plugin disabled (**Plugin Off**), and searching for the word "on" will return effectively all cameras (**Plugin On**, **Faces Detection**, **Vehicles Detection**, etc.)



Select **Add Sub Location** to create a new location within another location. Cameras that are already in the parent location can be dragged to the sub location.



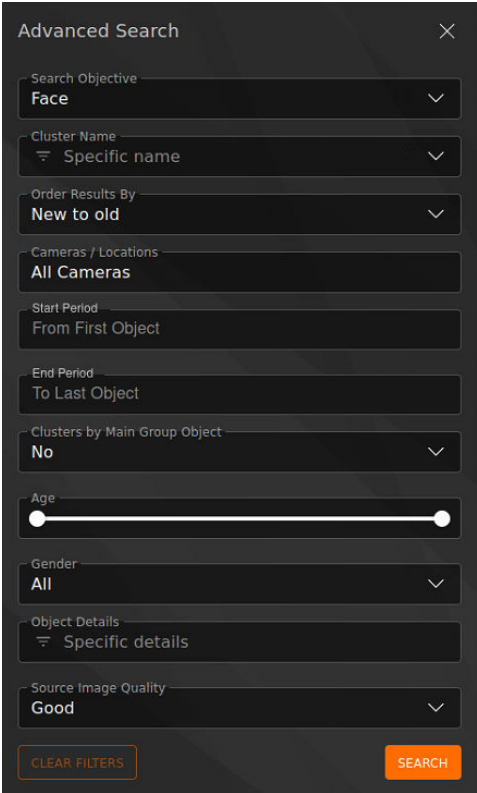
Select **Location Settings** to change the name and description of the location. Click **Submit** to save any changes or click the **X** close without saving.



Select **Delete Location** to remove the location and any sub locations.

Advanced Search

Advanced Search  quickly searches through objects by any combination of settings and details.

The image shows a dark-themed 'Advanced Search' dialog box. It contains several filter sections: 'Search Objective' with a dropdown set to 'Face'; 'Cluster Name' with a dropdown set to 'Specific name'; 'Order Results By' with a dropdown set to 'New to old'; 'Cameras / Locations' with a dropdown set to 'All Cameras'; 'Start Period' with a dropdown set to 'From First Object'; 'End Period' with a dropdown set to 'To Last Object'; 'Clusters by Main Group Object' with a dropdown set to 'No'; 'Age' with a horizontal slider; 'Gender' with a dropdown set to 'All'; 'Object Details' with a dropdown set to 'Specific details'; and 'Source Image Quality' with a dropdown set to 'Good'. At the bottom, there are two buttons: 'CLEAR FILTERS' and 'SEARCH'.

Select one of four objectives:

- **Faces**
- **Vehicles**
- **Persons**
- **Identification Number** - the unique seven-digit number given to every object in Metapix as a search base

There are two kinds of filters for faces, persons, and vehicles:

- **General filters** - These filters apply to all object types.
- **Object-specific filters** - These filters apply to only the selected object type.

Filter group	Filter name	Base	Default value	Description
Ordering	Order Results By	All	New to Old	Arrange results from newest to oldest, or oldest to newest
Cameras	Cameras/Locations	All	All Cameras	Opens a window to select cameras or locations to search
Timestamp	Start Period	All	Empty	Optional. Set the start of the search time range
	End Period			Optional. Set the end of the search time range.
Object Filters	Age	Face	Full range	Change the age range to search by dragging the two endpoints
	Gender		All	Select All , Male , Female
	Display Only Group Main Object		Yes	Yes shows only the object that Metapix uses to define that cluster. No shows all objects in the cluster.

	Vehicle type	Vehicle	All	Select from a dropdown menu: • All • Cab • Hatchback • Minivan • Sedan • SUV • Truck • Van • Wagon
	Vehicle license plate		Empty	Click the  to select either Specific license plate or Only filled
Common Filters	Cluster Name	All	Empty	Click the  to select either Specific name or Only filled . Specific name turns this filter into a dropdown of all named clusters.
	Object Details	All	Empty	Click the  to select either Specific name or Only filled .
	Source Image Quality	All	Good	Select from a dropdown menu: • All

				• Good • Bad
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Click “**Search**” once the filters are set.

In the upper-right corner, the view of the results can be changed using the three buttons.

Click the  button to change the size of the objects on a sliding scale from 25% to 150% in increments of 5%. **Reset** returns to the default size (100%).

Click the  button to set **Region Of Interest (ROI)** display options. The options change depending on which type of object has been searched.

- **Face** and **Person**
 - **Full Image**
 - **Detection Region**
- **Vehicle**
 - **Full Image**
 - **Detection Region**
 - **License Plate**

Fade objects without selected region partially hides objects that do not have the selected region. The number of results on screen won't change, but the images will be almost completely hidden.

Click  to hide the object details of the images - age and gender, license plate, etc. Click the button again to show the object details again.

Clicking an image will open its **Object Card** as well as all other objects in that cluster. Enter a **Cluster Name**. All similar objects will be added to this cluster. Optionally, add any **Object Details** - these apply only to the current object.

Object Information



63786270

N/A

Driveway

01/29/2026 08:36:51 AM

Object Properties

Cluster Name

Object Details

Watch Lists

Watch List

SUBMIT

Click **Submit** to save all changes.

Named Clusters

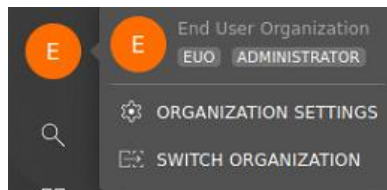
Named Clusters  can be used to view a list of user-defined clusters.

Help

The **User Manual**  serves as a quick reference for many topics and answers questions that a user might need about using Metapix.

Send a message directly to the Metapix developers using the **Feedback**  button.

Click the Organization icon to show the name of the current Organization, as well as the type (channel partner (CPO) or end user (EUO) and the current user's account type (regular user or Administrator).



Click **Switch Organization**  button to log out of one Organization and move to another. Users that do not belong to multiple Organizations will not see this button.