

# Realview<sup>NOW</sup>

User **Manual** Guide v1.7

English

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# Introduction

**Realview NOW** is an innovative web application which provides the user a complete overview of his/her security applications like **iAlert Plus**, **CM Car Alarm** and more. Thanks to the **Dashboard**, the user can get a detailed view of all the integrated devices latest locations with a pin or a heatmap, and also all of the latest alerts.

## Sign up & Sign in

### Sign up

By following this link [www.realviewnow.net](http://www.realviewnow.net) the user navigates to the **Realview NOW** homepage.

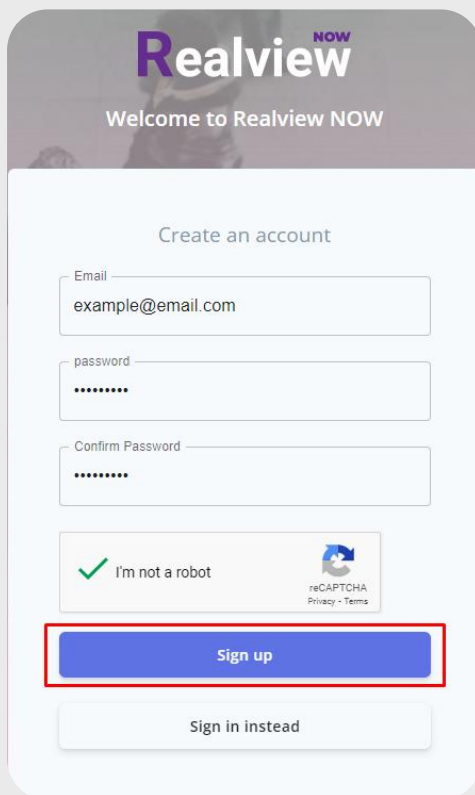
*Realview NOW - Homepage*



After clicking the login button the user needs to **create** an account.

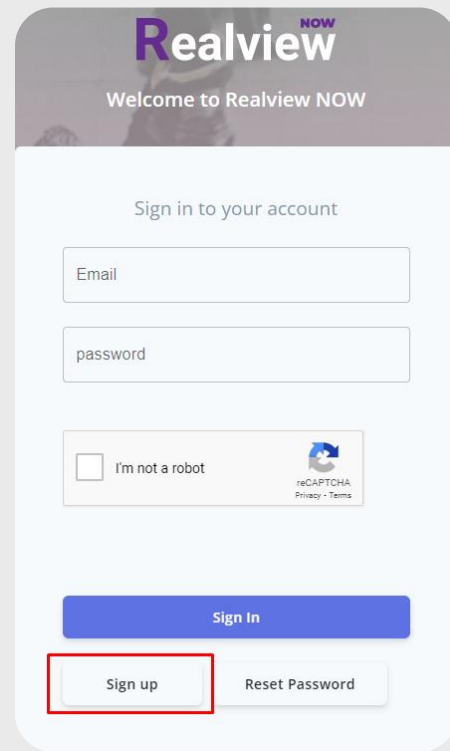
To create an account, the user needs to click the “Sign up” button, fill all the necessary fields (Email, Password, Confirm Password) and also solve the Captcha to proceed.

Realview NOW – Sign up filled



The screenshot shows the 'Create an account' form. The 'Email' field contains 'example@email.com', the 'password' and 'Confirm Password' fields are filled with dots, and the 'I'm not a robot' checkbox is checked. The 'Sign up' button is highlighted with a red border.

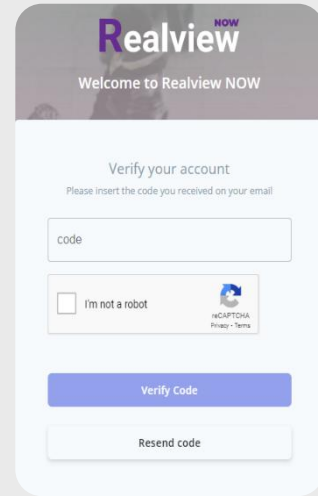
Realview NOW – Sign up form



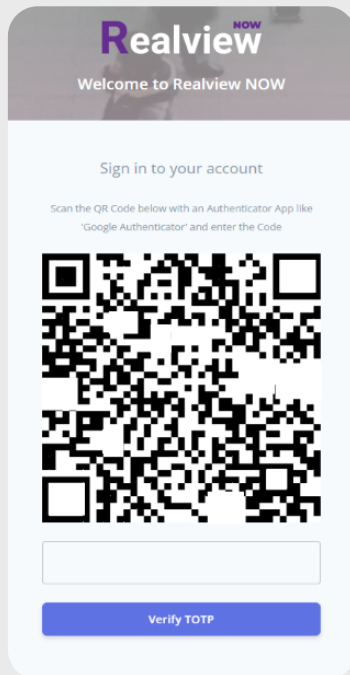
The screenshot shows the 'Sign in to your account' form. The 'Email' and 'password' fields are empty. The 'I'm not a robot' checkbox is unchecked. The 'Sign up' button is highlighted with a red border.

After clicking the “Sign up” button that’s mentioned in the image above, the user receives a verification code via Email. If the email is not received immediately, the user should also check the Spam/Junk folder. This verification code must be filled in the next field in order to continue with the account creation. Once again, the user solves the Captcha and clicks on the “Verify Code” button.

Realview NOW – Verification Code



Realview NOW – Authenticator

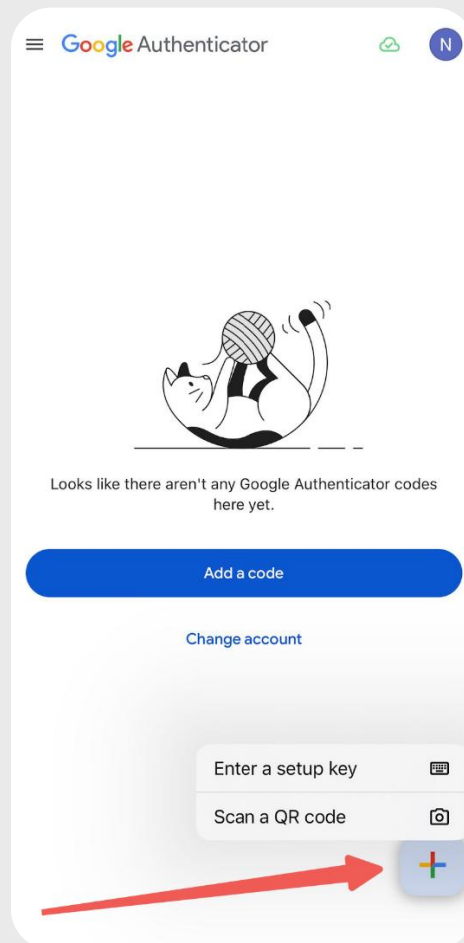


After the successful verification of the email and the verification code, a unique QR code is automatically displayed on the screen for connection with an Authenticator App.

For the final step, the user must scan the QR code using their mobile device through an Authenticator App, such as "Google Authenticator", "Authy", etc., and enter the generated code into the field in order to verify the TOTP (Time-based One-Time Password).

Using an authenticator app like Google Authenticator is straightforward. Simply open the Google Authenticator app, log in to your Google account, and click on the "Add a Code" button. Then, scan the provided QR code to link your account. If the account is for a company, ensure that the company's device and email are used instead of personal contact information. This quick process enhances security with minimal effort.

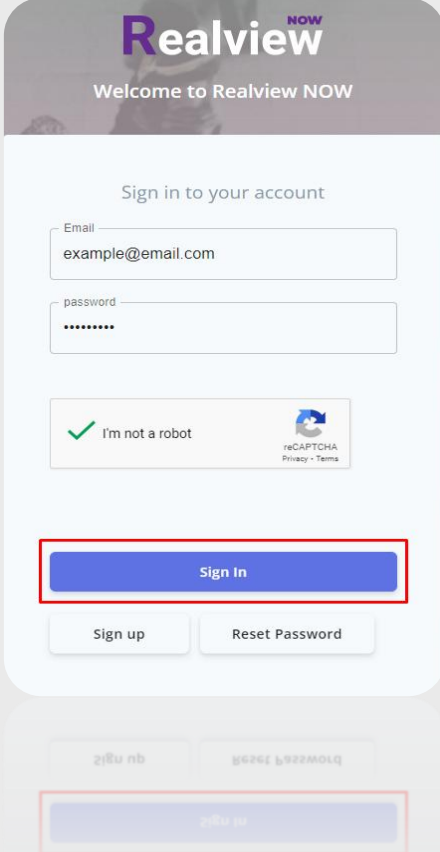
Realview NOW – Authenticator



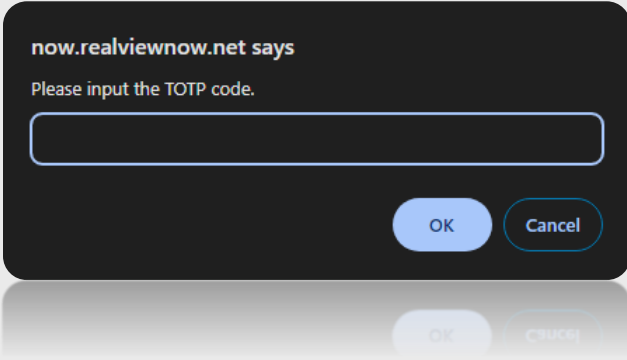
## Sign in

The procedure for the user to **Sign in**, is much simpler as he/she just needs to enter the email that was used for the **Sign up** and the password.

Realview NOW – Sign in



Realview NOW – TOTP code

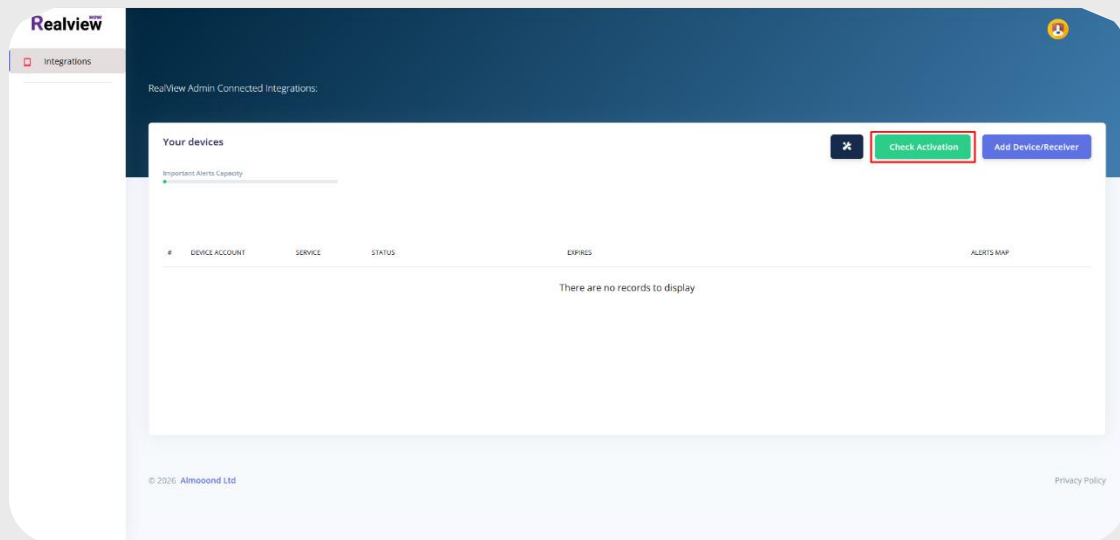


After solving the Captcha and clicking the “Sign in” button, the user needs to fill the TOTP code from the **Authenticator App** that he/she previously used, and click “OK”.

## Getting started

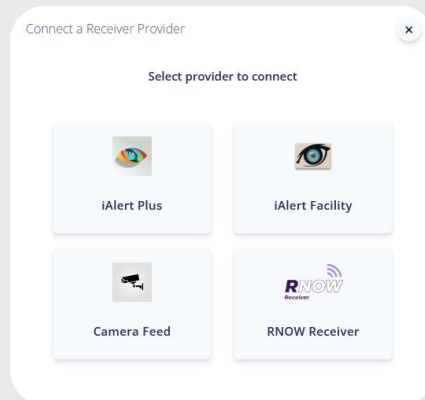
After successfully signing in, the user needs to purchase a subscription of any level that is best suited for their needs from our [e-shop](#). Once the subscription has been completed, the user may verify that it has been activated by clicking the **“Check Activation”** button and add a **Device/Receiver** by clicking the corresponding button to set up the **Dashboard**.

Realview NOW – Add Device/Receiver



A window with all the available **Receiver Providers** appears, so the user can choose which one he/she wants to integrate.

Realview NOW – Connect a Receiver




After choosing a **Receiver**, the user must enter the appropriate “PIN/Identifier” and “Password” and click on the “Authenticate” button.

Realview NOW – Authenticate a Receiver

**Authenticate with iAlertFacility**

PIN/IDENTIFIER

Password

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Authenticate**

Back

Realview NOW – Finish Profile Setup

**Welcome to RealviewNow!**

Finish your profile setup

Your Name:

Your Name

Username:

Username

**Finish Profile setup**

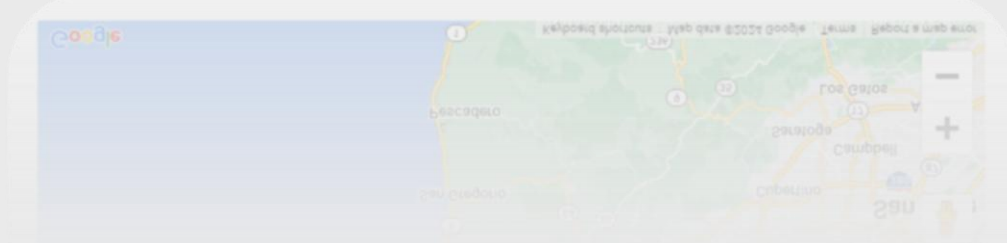
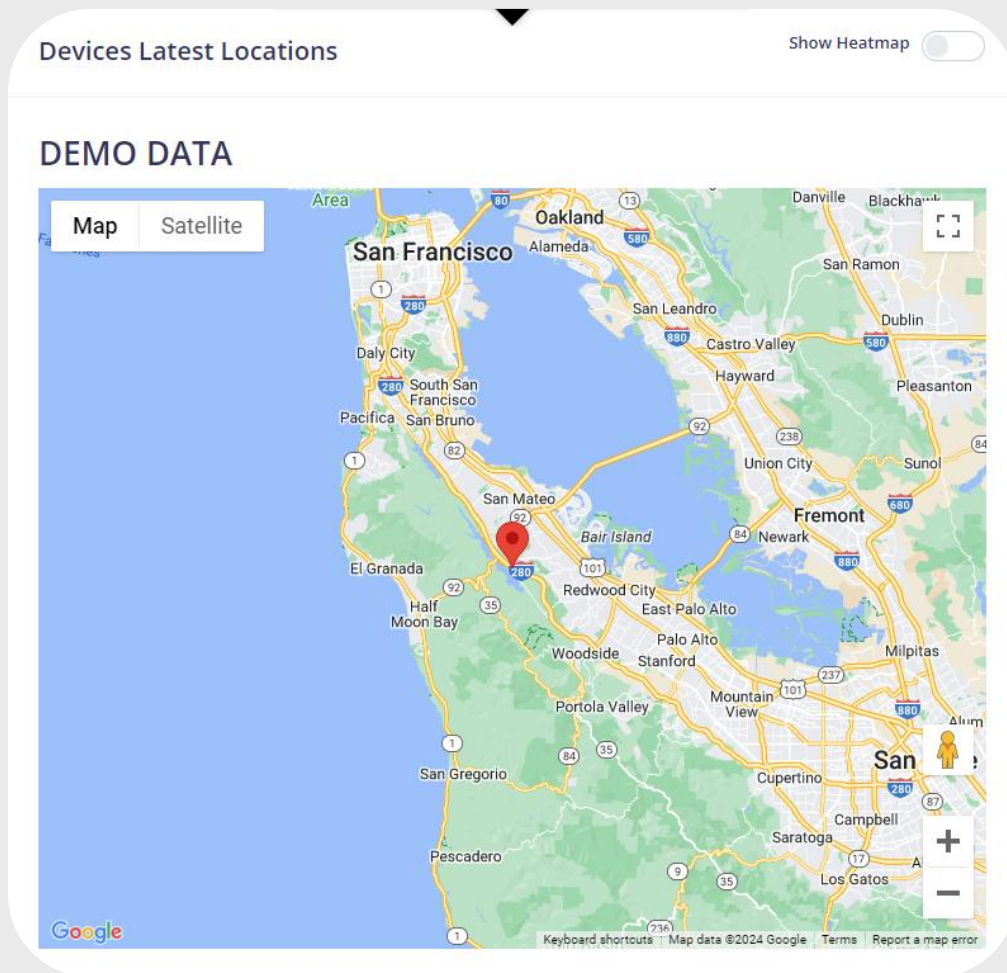
Finally, when the integration is done, a new window appears for the user to enter his/her **Name** and **Username** to finish the profile setup.

# Tutorial

After finishing with the profile setup, the user is presented with a quick tutorial of the basics with demo data, starting with the **Dashboard Map**. The tutorial can be skipped by clicking “X” or continued by clicking “Next” on the tutorial card that appears.

Here is a quick overview of the tutorial.

Realview NOW – Demo Map



ALERTSALERTS

Your latests alerts

### DEMO DATA

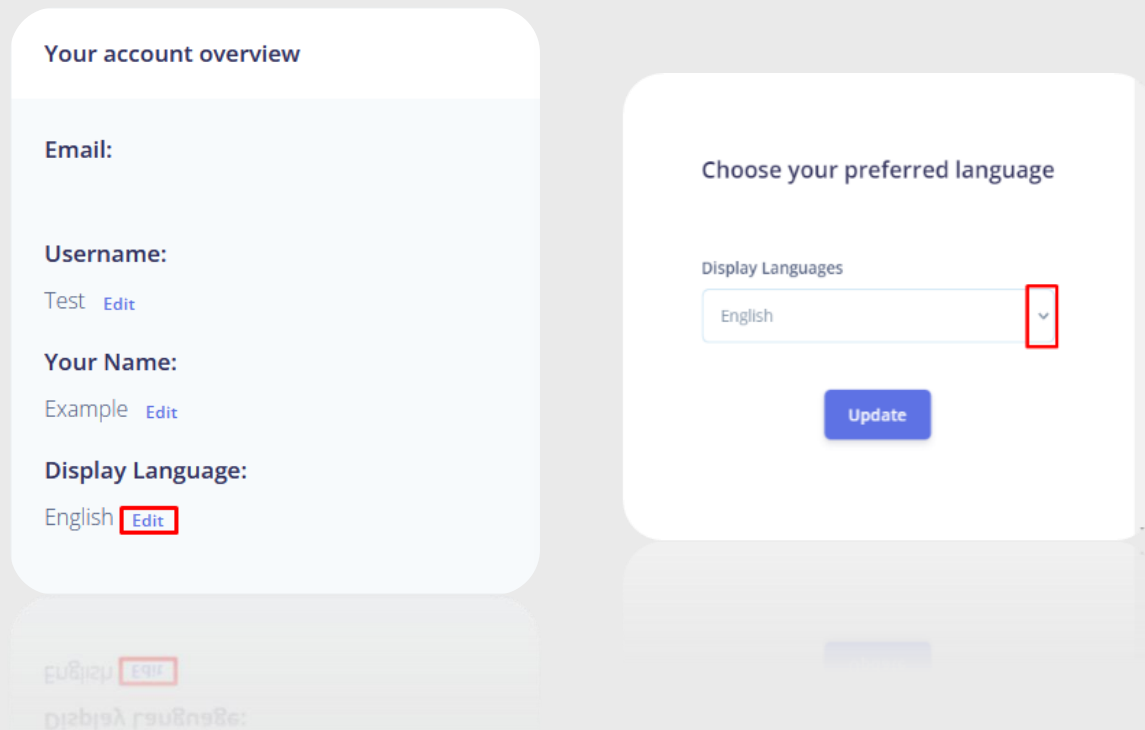
Service	Device	Type	Received
> iAlertPlus	2323232	AUTOMATED ALERT	2022-11-03 15:15:22
> iAlertPlus	232321232	AUTOMATED ALERT	2022-11-03 14:59:18
> iAlertPlus	232111112	AUTOMATED ALERT	2022-11-03 10:01:05

SEE MORE ALERTS

After the **Demo Map** of the **Devices Latest Locations** and the **Latest Alerts** on the **Dashboard**, the tutorial shows the detailed **Alerts** and the **Devices** page both of which will be covered later on, in this manual.

When the user successfully finishes with the **Realview NOW** account, he/she can choose a preferred language, with the default one being English. By navigating to the **Profile** section from the **navigation bar** at the left of the screen. From there by clicking the “Edit” button of the Display Language, a menu appears with all the supported languages, with the current available being **English, German, Bulgarian** and **Greek**.

*Realview NOW – Choose Language*



## Navigation Bar

The **Navigation bar** contains everything **Realview NOW** has to offer, helping the user to navigate through.

### Dashboard

Provides information of the users' account, like the latest locations of his/her devices, the latest and the important alerts.

### Alerts

Provides detailed information of all the **Receivers** alerts, like "Service", "Device", "Signal ID", "Alert Type" etc.

### Integrations

Shows all the current connected integrations and lets the user add more or mark some as favorites.

### Reports

Lets the user create a report of the devices he/she wants and export it as a ".csv" or ".pdf" file.

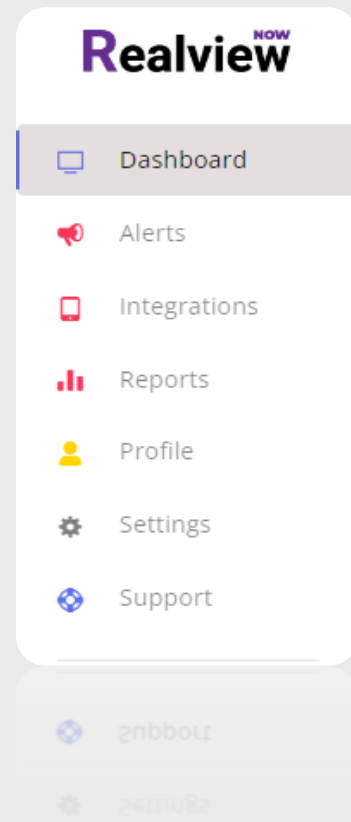
### Profile

Displays the users' information with the ability to edit some basic profile info, upload a profile photo or choose a profile icon.

### Settings

Allows the user to restart the tutorial, change password, request data and delete his/her account.

Realview NOW – Nav Bar

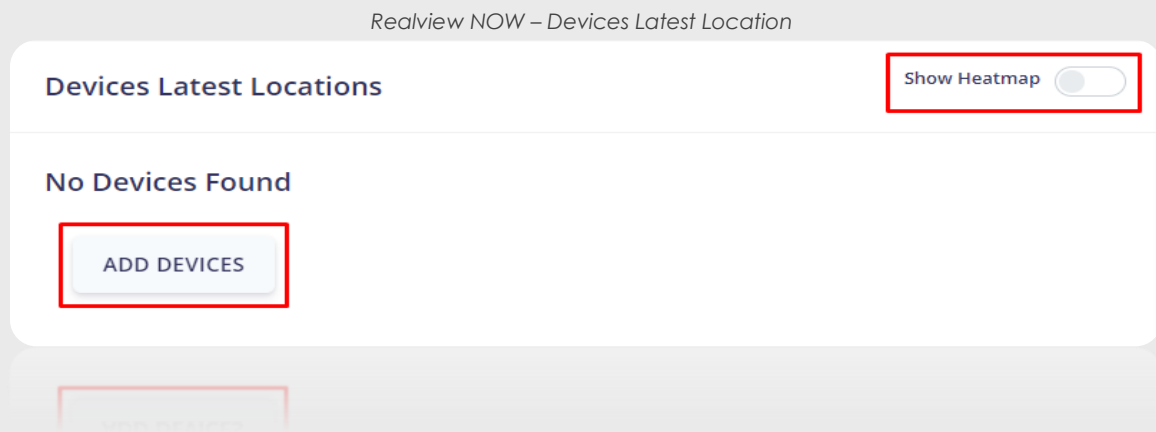


## Support

The user can communicate with us for a specific question or matter by sending a message or have his/her question answered by the **Frequently Asked Questions** tab.

## Dashboard

As mentioned previously at the [tutorial](#) section, the **Dashboard** displays the users' account overview. After integrating a **Device/Receiver**, its latest location will be present in the "Devices Latest Locations" map window and the user can toggle a heatmap from the corresponding switch for each of the devices.



The **Dashboard** also displays the latest alerts with detailed information, about the "Service" that gave the specific alert, the "Device" used, the "Type" of the alert and lastly the date and time that the alert was "Received". There is the option to also enable the auto-refresh toggle switch in the table, which refreshes both Latest & Important Alerts tables every 5 minutes. The **Dashboard Map** displays the alerts from the current page of the Important Alerts table. If there are no important alerts, it instead shows the alerts from the current page of the Latest Alerts table.

Realview NOW – Important Alerts

Important Alerts (7 days) Enable Auto Refresh

Service	Device	Type	Received	Status
> iAlertFacility	21001	FIRE ALARM	11-03-2025 12:45:41	• Not Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:51:08	• Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:51:04	• Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:37:37	• Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:37:28	• Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:36:20	• Seen <span style="float: right;">📌</span>
> iAlertFacility	21001	FIRE ALARM	11-03-2025 10:21:25	• Seen <span style="float: right;">📌</span>

Rows per page: 7 | 1-7 of 34 | < >

In the Important Alerts Table, the user can control the auto-refresh of both tables, and also can manage the **alerts visibility** in the Dashboard Map with the pin icon for each alert. If a pin is **red** the specific alert is pinned and visible on the map with its own marker, if the pin is **grey** the specific alert is not visible, as shown in the image above. When a new alert appears, a notification sound will start playing to notify the user until the alert is marked as Seen, by clicking the arrow button. The notification sound can always be muted by the browser tab.

**Note:** Due to browsers policy the notification sound might not be audible if the user hasn't interacted with the webpage. This issue can be resolved by clicking, navigating or enabling the auto-refresh functionality.

Furthermore, the corresponding arrow button provides the user with the exact location of this alert when it was triggered, and based on the **Integration Device** used, in this example **iAlert Plus** an “Extra” voice message is received from the moment of the alert. Lastly, by clicking a marker in the map the user can see some extra details of the alert such as “Time received”, “Alert Type” etc.

Realview NOW – Alert Details

ALERTSALERTS

### Your latests alerts

Service	Device	Type	Received
▼ iAlertPlus	107060756841	👤 PANIC ALARM	2024-05-16 11:49:36

**ALERT TYPE:** 👤 PANIC ALARM

**Integration Device:** iAlertPlus

**Time received:** 2024-05-16 11:49:36

**Address:** N/A

**Extra:** ▶ 0:00 / 0:00

Map Satellite

Thessaloniki  
Θεσσαλονίκη

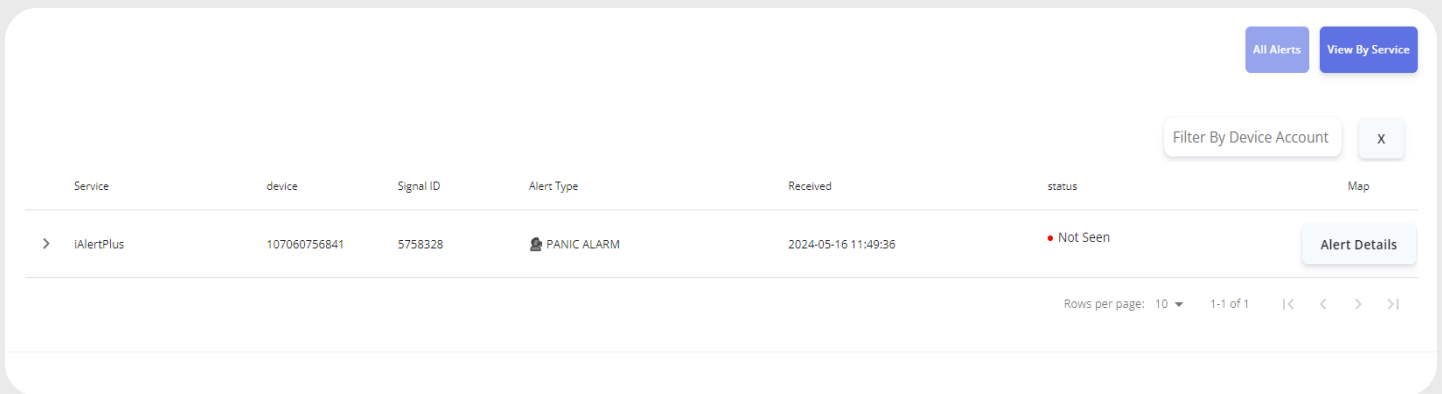
Map data ©2024 | Terms | Report a map error

SEE MORE ALERTS

## Alerts

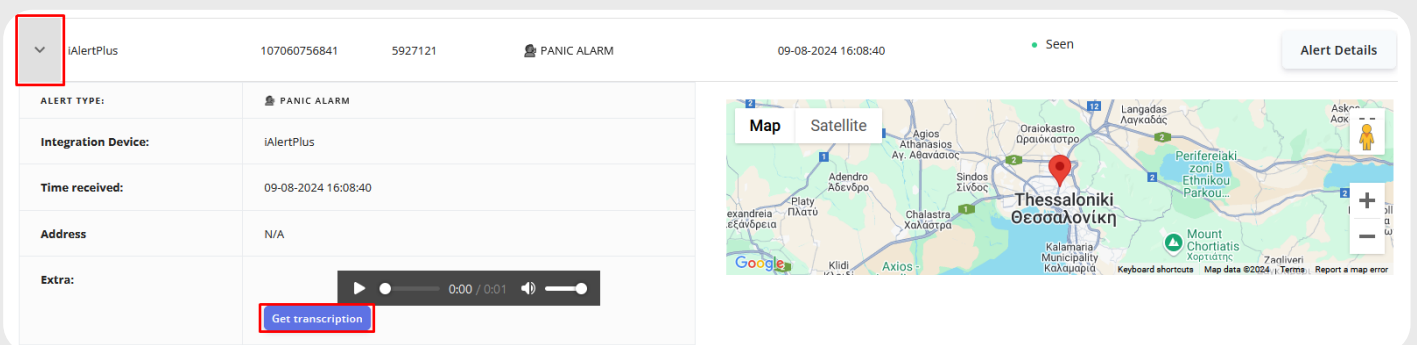
The **Alerts** tab is specifically designed to store all of the users' alerts in detail, as mentioned *before* with the necessary fields and a status indication marking it as “Seen / Not Seen”. Also, it allows the user to filter them by “Service” or by “Device Account” and customize the length of the current page by selecting the desired rows per page.

Realview NOW – Alerts tab



By expanding each alert it marks it as “Seen”, and besides the pinpoint location, the user also has the option to get a transcription of the voice message if there is one.

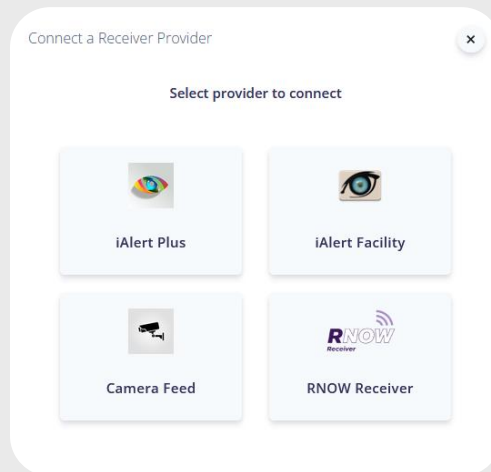
Realview NOW – Alert Expansion



## Integrations

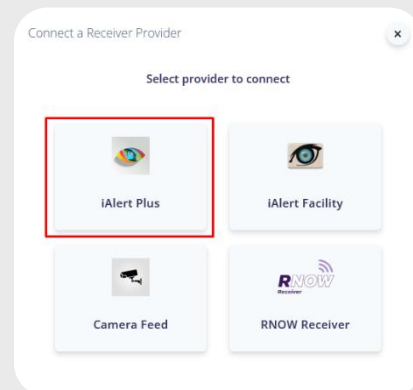
The **Integrations** tab is vital for the functionality of **Realview NOW**, as it allows the user to add his/her **Devices/Receivers**, keeping them grouped in one place. It provides details for each device, such as “Device Account”, “Service”, a status indicator showing if the device is “Active / Not Active” and lastly the datetime of Expiration for the PIN.

Realview NOW – All Integrations



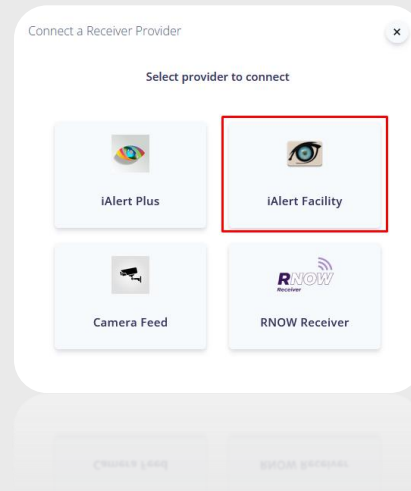
### iAlertPlus

To integrate an iAlertPlus device the user needs to enter the correct PIN and PASSWORD that he/she received via email after the purchase from our eshop.



## iAlertFacility

To integrate an iAlertFacility device the user needs to enter the correct PIN and PASSWORD that he/she received via email after the purchase from our eshop.



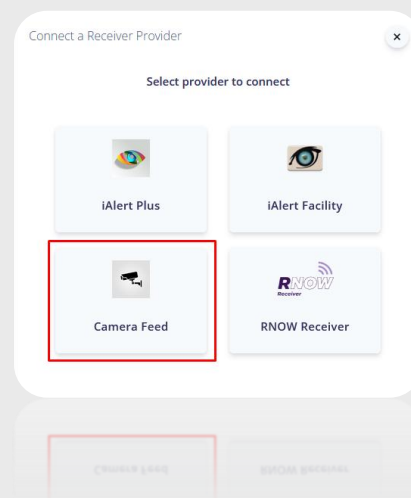
## Camera Feed

Before you begin, ensure that these are available:

- An SD card and an SD card reader connected to your computer.
- Raspberry Pi Imager (the installer for Windows or the equivalent for macOS / Linux).
- The PIN & PASSWORD of the Raspberry Pi and the PIN & PASSWORD of the cameras, which are sent via email after purchasing a subscription from our eShop.
- A suitable USB-C power cable for the Raspberry Pi.
- The local IP addresses of your cameras (available in the camera settings or in your router's management panel).

### Step 1 – Controller Integration

To integrate a Camera Feed device the user needs to enter the correct controller PIN and PASSWORD that he/she received via email after the purchase from our eshop.



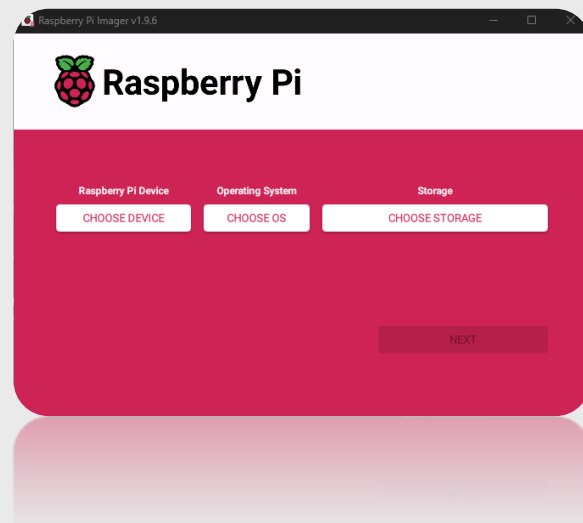
## Step 2 – Software Download

The user must download the latest software version for the Raspberry Pi from the URL provided in the email.

**Note:** The file is approximately 2.6 GB. Make sure you have enough disk space and a stable internet connection before starting the download.

## Step 3 – Write the software in the SD card

Open Raspberry Pi Imager. Under **Raspberry Pi Device**, select your **Raspberry Pi model**. Under **Operating System**, choose the last option called **Use custom** and locate the file you **downloaded** via the URL provided in the email. Finally, under **Storage**, select the **SD card** connected to your computer via the card reader as the target and click **Write**. Wait until the Writing and Verification processes are completed.

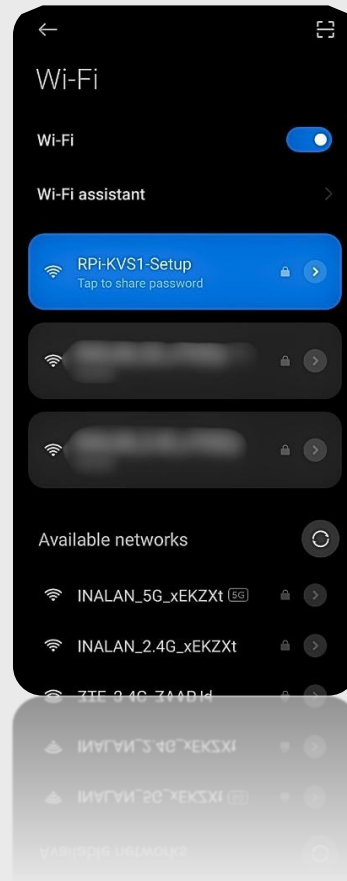


## Step 4 – Raspberry Pi boot

Once the process from Step 3 is complete, insert the SD card into the Raspberry Pi, connect the power cable, and turn on the device. Wait approximately 60–90 seconds for the boot process to finish.

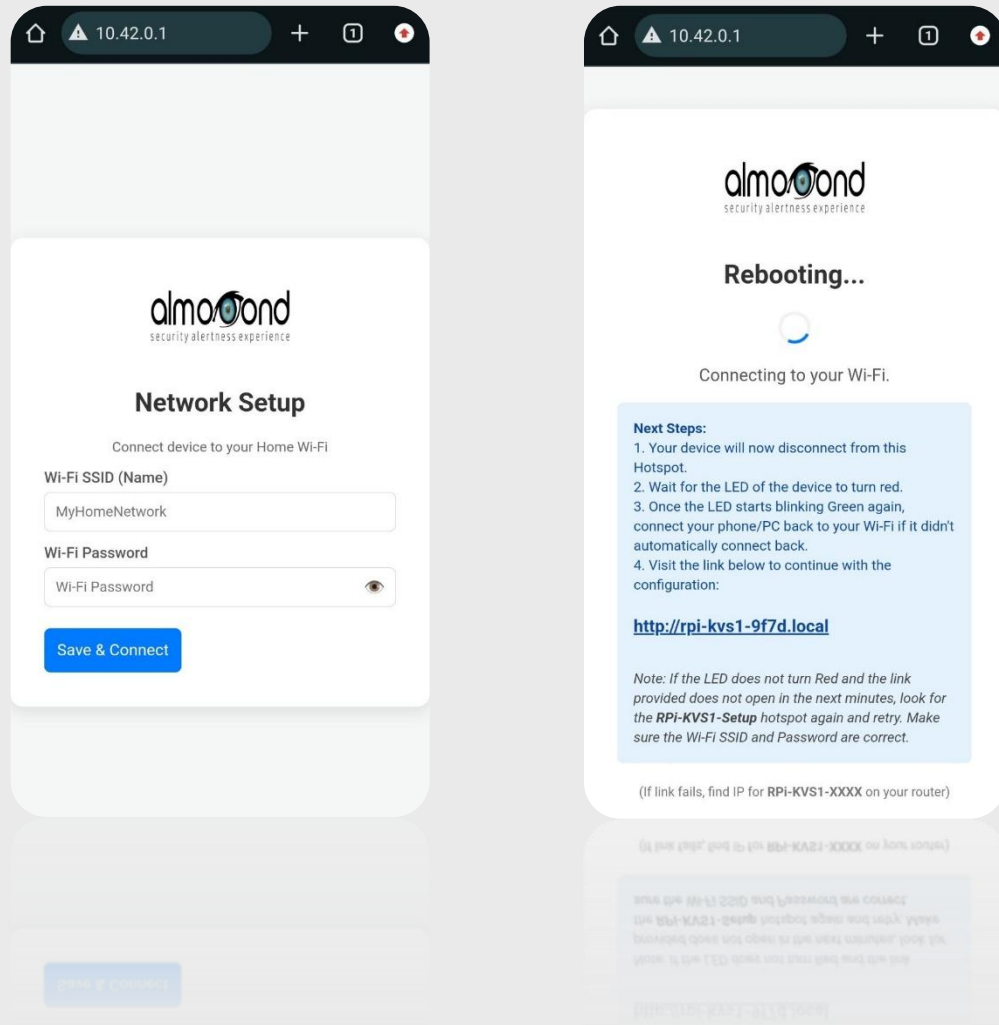
### Step 5 – Connect to the Raspberry Pi Hotspot

Turn on Wi-Fi on your phone or computer and look for the new hotspot created by the Raspberry Pi. Connect using the password: **alm-adm1n**



## Step 6 – Configure Wi-Fi via Hotspot

After connecting to the hotspot, open a browser and go to **10.42.0.1**. Enter the SSID and password of your local Wi-Fi network so the device can connect to the internet.

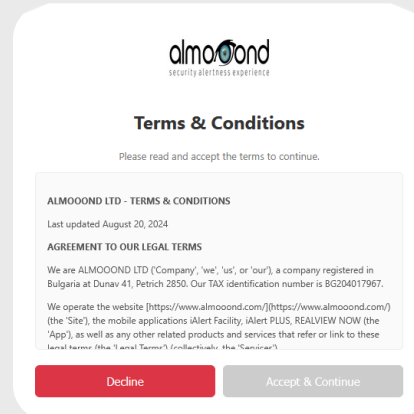


After submitting, you will see a reboot message as the device connects to Wi-Fi. Follow the steps shown on the screen:

- Your device will disconnect from the hotspot.
- Wait until the device LED turns red.
- When the LED starts blinking green, reconnect your phone or computer to your Wi-Fi network if it didn't reconnect automatically.
- Visit the link shown on the screen (<http://rpi-kvs1-XXXX.local>) to continue.

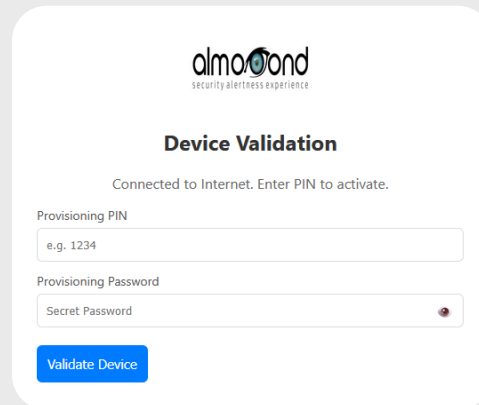
## Step 7 – Accept Terms and Conditions

Open the local URL from Step 6 in your browser. Read the Terms and Conditions and click **Accept & Continue** to continue.



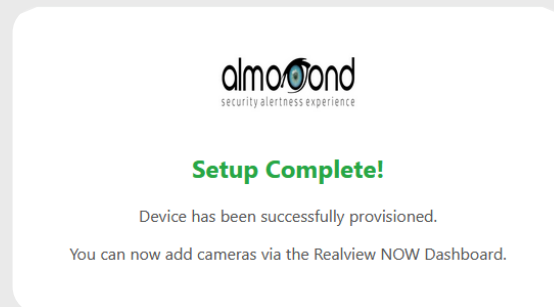
## Step 8 – Raspberry Pi Verification

Enter the **PIN** and **PASSWORD** of your Raspberry Pi (sent via email after purchasing your subscription). This allows the device to complete the verification check and register with the AWS Greengrass infrastructure.



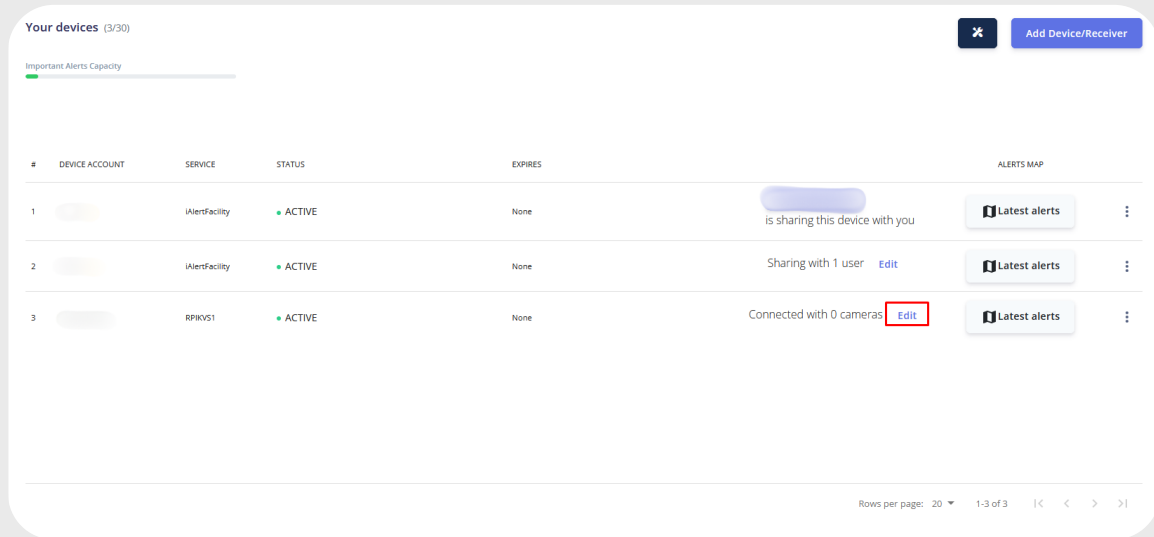
## Step 9 – Setup Complete

Once your credentials are verified, the device will configure itself automatically. A confirmation message will appear:

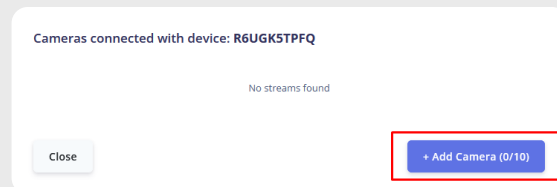


## Step 10 – Camera Integration

After successfully integrating the Raspberry Pi, you will be able to see it in the Integrations table with the status “**Connected with 0 cameras**” and an **Edit** button.



By clicking the **Edit** button, the following window will appear. Clicking the **+ Add Camera** button opens the form with the required fields to add a camera.



### Step 11 – Add Camera Form

Fill in the required fields for your camera, including the local IP, PIN, and PASSWORD (both from your email). Click Submit when finished.

**Add Camera**  
Connect a new camera to device: R6UGK5TPFQ

Camera PIN: ABCD1234      Camera Password: ABCD1234

Stream Name: Back-Door  
▲ The stream name cannot be changed after creation.

Company: e.g. Almoond

Hardware Username: admin      Hardware Password: Your cameras password

Camera IP: 192.168.X.X      Camera Brand: -- Select Brand --

Stream Audio

Close      Submit

**Note** Choose the stream name carefully, as it cannot be changed after submission.

After submitting the details, the camera will now appear as connected to your Raspberry Pi.

Cameras connected with device: R6UGK5TPFQ

CYCX6QVP44 ( Test Camera 1 )      Share      Close

Close      + Add Camera (1/10)

## Realview NOW

Using the **Share** button, you can share a camera's stream with another **Realview NOW** user by entering their email in the corresponding field.

**Share Camera**

Sharing: CYCX6QVP44 (Test Camera 1)

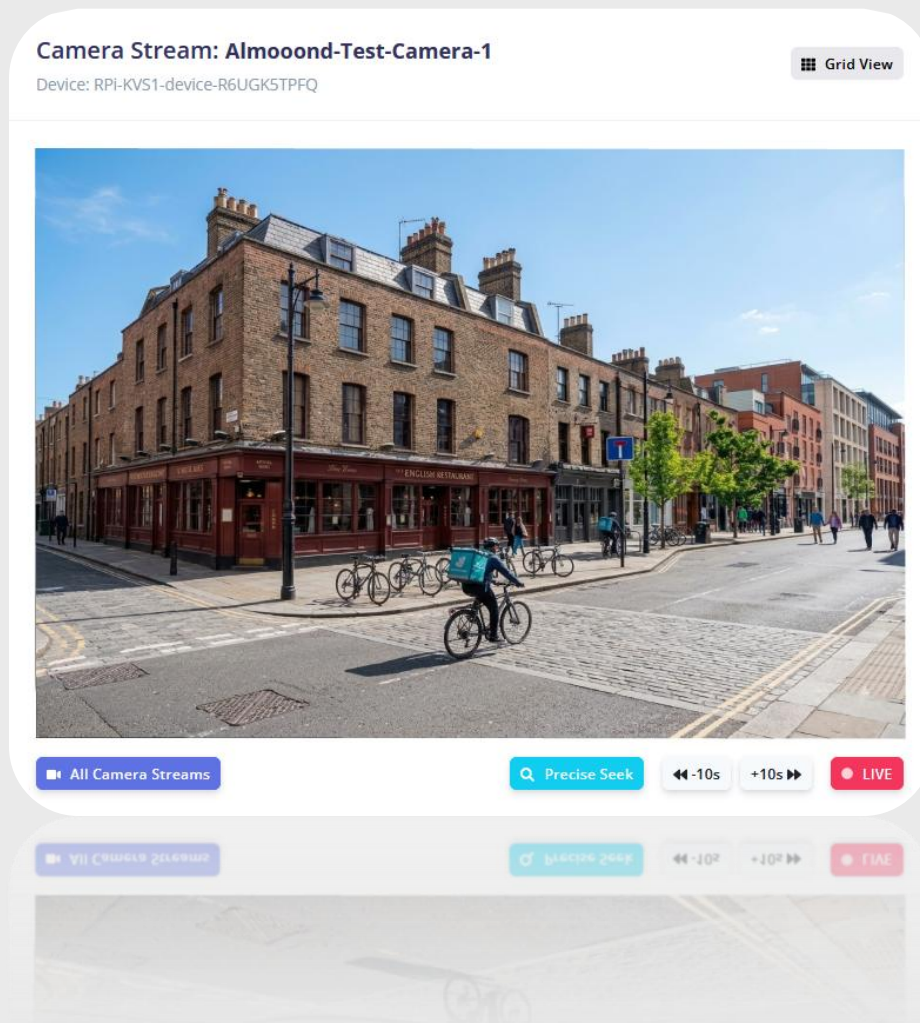
Recipient Email

Cancel Send Invite

### Step 12 – Watch Stream

Go to the **Realview NOW Dashboard**. Within a few minutes, your camera's stream will appear, allowing you to watch in real time.

**i Info** If the stream does not appear after 5 minutes, verify that the camera's IP address entered in Step 11 is correct and that the camera is active and accessible on your local network.



Your devices Add Device/Receiver

#	DEVICE ACCOUNT	SERVICE	STATUS	EXPIRES	ALERTS MAP
1	21001	iAlertFacility	ACTIVE	None	Latest alerts
2	107060756841	iAlertPlus	ACTIVE	2025-05-16 08:25:03	Latest alerts

The user can also mark a device as favorite, by clicking the star icon. This will bring the selected alerts of the favorite device in the *Important Alerts* table in the **Dashboard**, making them easier to monitor.

Manage Alert Presets

Select Service: iAlertFacility

Create New Preset — iAlertFacility

Preset Name

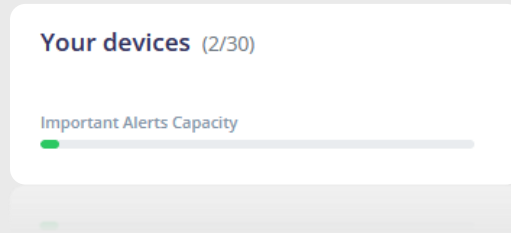
SELECT ALL

	CODE ▲	DESCRIPTION	TYPE	PROTOCOL
<input type="checkbox"/>	2	MEDICAL ALARM	ALARM	IAF
<input type="checkbox"/>	3	FIRE ALARM	ALARM	IAF
<input type="checkbox"/>	19	TEST	TEST SIGNAL	IAF
<input type="checkbox"/>	20	READ QRCODE	READ	IAF
<input type="checkbox"/>	21	PANIC ALARM	ALARM	IAF
<input type="checkbox"/>	22	MANDOWN	ALARM	IAF
<input type="checkbox"/>	24	PHOTO	CAMERA	IAF

Storage: 168 / 4000 bytes

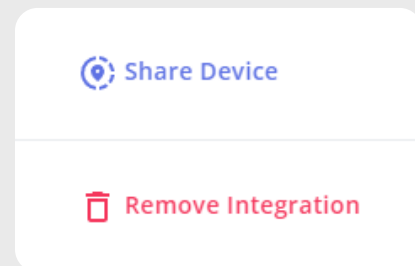
Editing a preset will update all devices using it.

The **Important Alerts Capacity** indicator provides a visual representation of the current number of important alerts in relation to the maximum allowed threshold. To ensure optimal performance and avoid exceeding this limit, presets can be utilized to control and filter which alerts are marked as important. By properly configuring these presets, the total number of important alerts can be maintained within the defined capacity.



By clicking the 3 dots the user has two options:

- Share Device
- Remove Integration

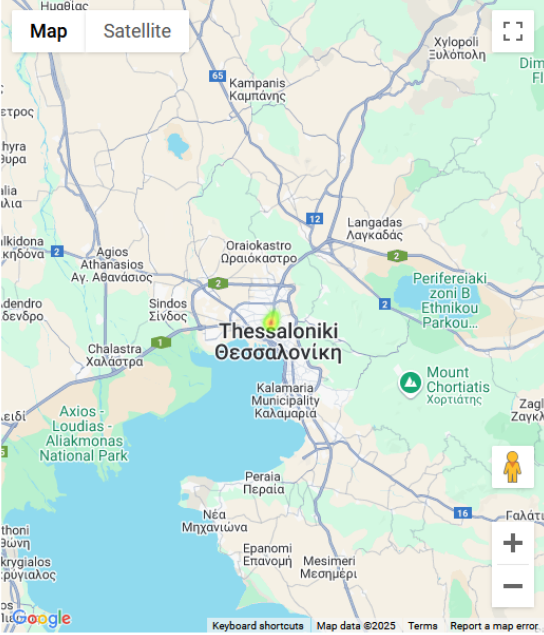
A white rounded rectangular card with a reflection. At the top, it says "Add user's email to share the device with:". Below this is a text input field with the placeholder text "User Email". Underneath the input field is a blue button with the text "Send share request" in white.

If the user wants to share the device, he/she needs to provide the Email of the recipient's user and click on the "Send share request" button.

By clicking the “Latest Alerts” button, the user can get a heatmap for the latest alerts of each device, as well as the “ID”, “Code” and the datetime of when the alert was received.

Realview NOW – Latest Alerts

Latest Alerts from this Device Account ×



The map displays the city of Thessaloniki and its surrounding areas. A heatmap overlay shows the locations of recent alerts, with a concentration of red dots in the central urban area. The map includes labels for various districts and landmarks, such as Mount Chortiatis and the Aliakmonas National Park. The interface includes standard map controls like zoom in/out, pan, and a search bar.

Signal ID	Alert Type	Received
6193262	PANIC ALARM	18-12-2024 10:49:36
6172706	FIRE ALARM	09-12-2024 13:40:33
6172695	FIRE ALARM	09-12-2024 13:29:07
6163314	FIRE ALARM	05-12-2024 13:17:25
6054928	FIRE ALARM	15-10-2024 19:28:20
6054927	PANIC ALARM	15-10-2024 19:28:14
6054847	PANIC ALARM	15-10-2024 17:28:54

Rows per page: 10 1-7 of 112

## Reports

The **Reports** tab is responsible for creating a report in 3 simple steps:

### Step 1 – Select Devices

The user can select one or multiple of his/her devices, by ticking the check box to include it in the report, and then click “Next”.

*Realview NOW – Creating a Report / Step 1*

Select the devices you want to include in the report:

<input type="checkbox"/>	DEVICE ACCOUNT	SERVICE
<input checked="" type="checkbox"/>	21001	iAlertFacility
<input type="checkbox"/>	107060756841	iAlertPlus

Rows per page: 10 ▾ 1-2 of 2 |< < > >|

[Back](#) [Next](#)

## Step 2 – Select Type

In this step the user is presented with a list of the devices that were chosen, and the options to select the type of report that he/she wants to create for a specific date and time. After that, clicking “Next” will lead the user to the third and final step. The appearance and functionality of the date and time input fields may vary slightly based on the browser being used. This variation is due to browser-specific design and behavior, but the functionality remains consistent across all supported platforms.

Realview NOW – Creating a Report / Step 2

You have Selected the following devices:

DEVICE ACCOUNT:	SERVICE:
21001	iAlertFacility

Select the type of report you want to create:

**iAlertFacility**

- Attendance Image
- iAlert Facility Signals
- Patrol Map

From:

01 / 02 / 2025

09 : 41 AM

To:

01 / 03 / 2025

09 : 41 AM

[Back](#) [Next](#)

### Step 3 – Export

All that's left for the final step is to **download** the report. The report is saved as a “.csv” or “.pdf” file locally to the users' PC.

*Realview NOW – Creating a Report / Step 3a*

**Your report is ready!**

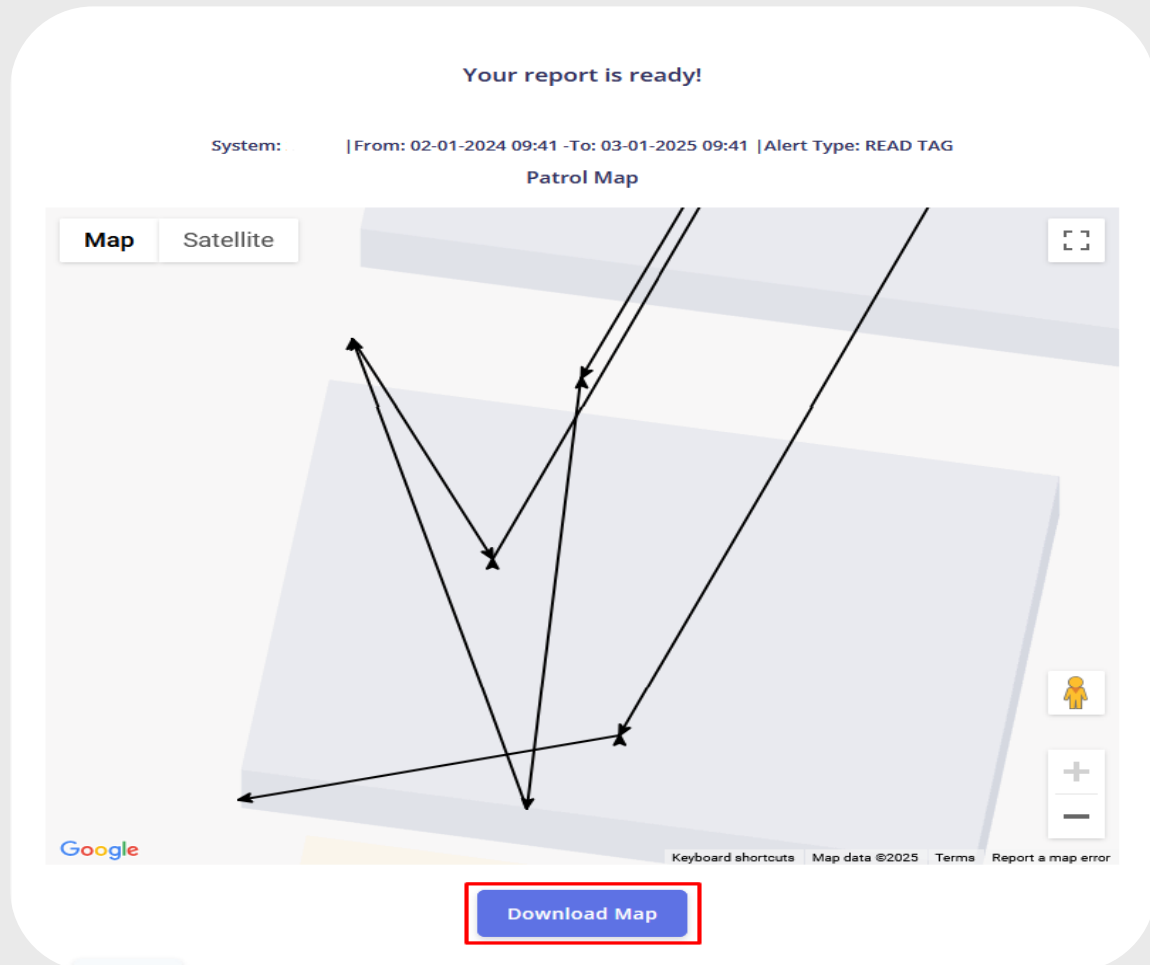
**Report Preview**

SERVICE	ALERT TYPE	DEVICE	DATETIME	SIGNAL ID
iAlertFacility	FIRE ALARM	21001	15-10-2024 19:28:20	6054928
iAlertFacility	PANIC ALARM	21001	15-10-2024 19:28:14	6054927
iAlertFacility	PANIC ALARM	21001	15-10-2024 17:28:54	6054847
iAlertFacility	PANIC ALARM	21001	15-10-2024 14:22:29	6054759
iAlertFacility	PANIC ALARM	21001	12-09-2024 12:18:17	5992158

[Download Report XLS](#)   [Download Report PDF](#)

Or if the selected report type is a Patrol Map, the user can download it by clicking the **Download Map** button.

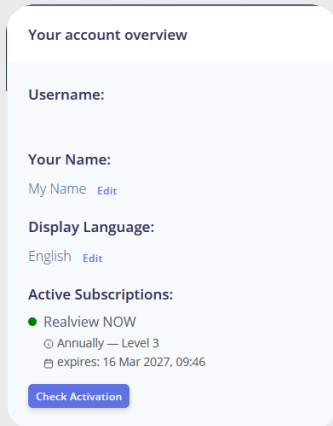
*Realview NOW – Creating a Report / Step 3b*



## Profile

The profile tab gives the user the ability to edit basic information of the account. It consists of three cards, the **Account Overview**, the **Profile Image** and the info **About** our company.

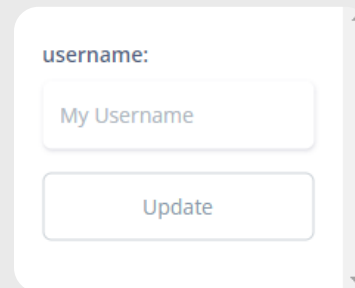
Realview NOW – Account Overview



In the Account Overview card, the user can see the **Username** and current **Active Subscription**. The user can also edit the **Name** and **Display Language** by clicking the corresponding “Edit” button.

The user then types the new **Name** for example and clicks on “Update”, to save the change.

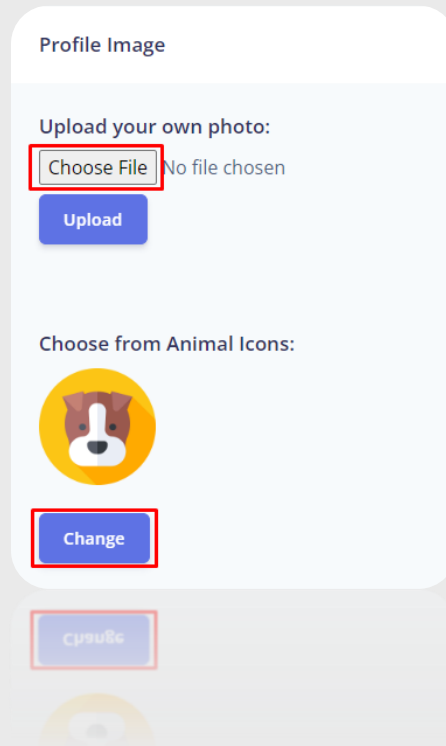
Realview NOW – Edit a field



The procedure of editing the Display Language is the same as the one the user did after finishing the account setup.

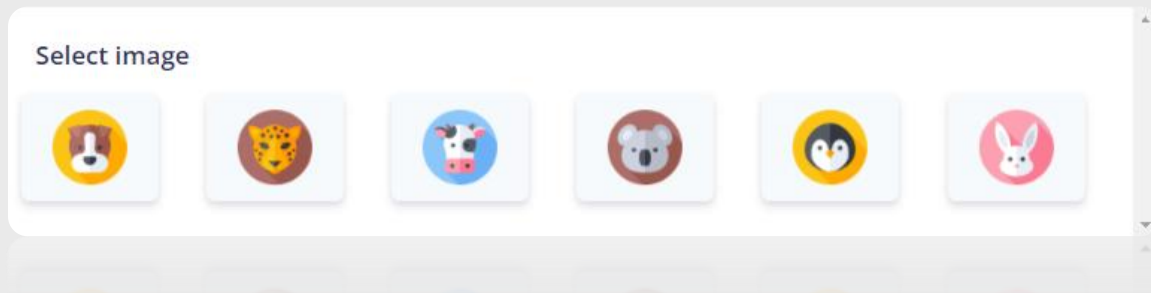
For the profile image, the user has an option to either upload a custom one from his/her device or PC, by clicking the “Choose File” button, finding and selecting the desired image and then clicking on the “Upload” button to save the change,

Realview NOW – Profile Image



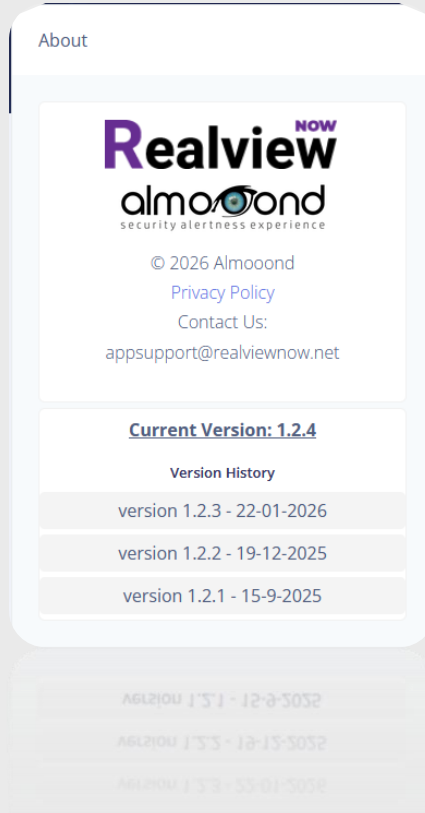
Or to choose one from the existing Animal Icons, by clicking the “Change” button and then selecting the desired one.

Realview NOW – Animal Icons



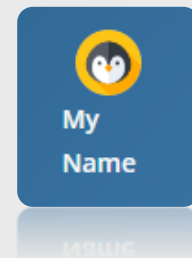
The **About** card has a detailed view of our **Privacy Policy**, the current version and version history of **Realview NOW**, as well as a contact Email. For more information about contacting us, please see the **Support** section.

Realview NOW – About



Realview NOW – Profile Icon

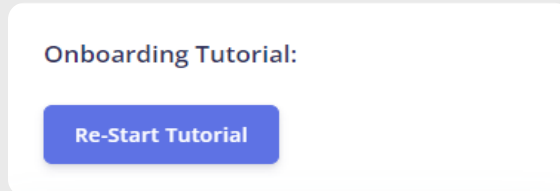
Lastly, the **Profile** icon is always visible on the top right corner of each tab, and when clicked, a menu appears which gives the user the ability to navigate to the profile section or to “Log out” from the account.



## Settings

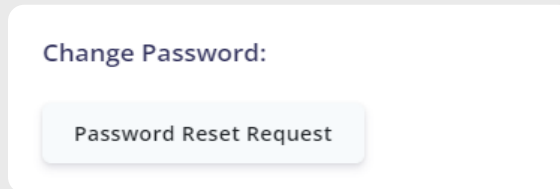
The settings tab consists of four cards, **Onboarding Tutorial**, **Change Password**, **Request Data** and **Delete Account**.

*Realview NOW – Restart Tutorial*



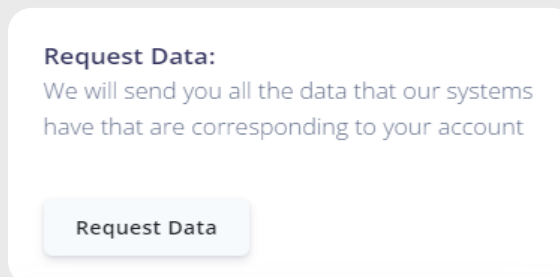
From the **Onboarding Tutorial** card, the user can click on “Re-Start Tutorial” button to go through the tutorial that was mentioned previously.

*Realview NOW – Change Password*



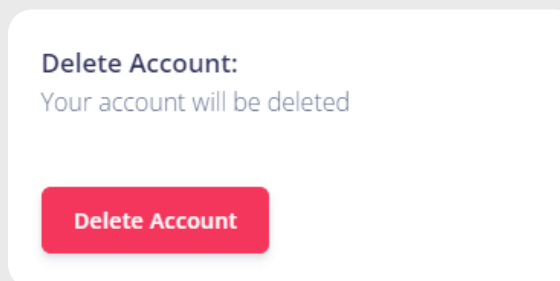
From the **Change Password** card, the user can click on “Password Reset Request” button to change the log in password for the account.

*Realview NOW – Request Data*



From the **Request Data** card, the user can click on “Request Data” button to make a request to receive all the data that our systems have that are corresponding to the users’ account via Email.

*Realview NOW – Delete Account*

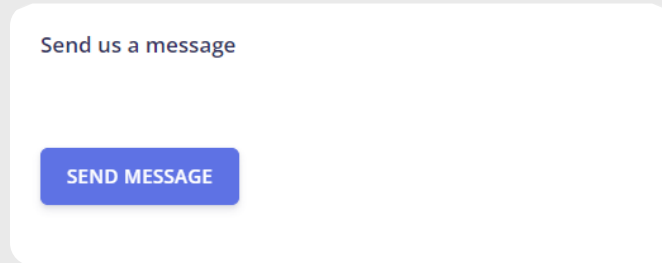


From the **Delete Account** card, the user can click on “Delete Account” button to delete his/her account from our systems. This operation is irreversible.

## Support

In the support tab the user can contact us about anything related to our company or services, by clicking the “Send Message” button,

*Realview NOW – Send us a message*



Which leads the user to a form where he/she can ask us a question after filling in all the necessary information and then clicking “Submit”.

*Realview NOW – Contact us form*

A white rounded rectangular form with the following fields: "Your Name \*" (text input), "Phone Number" (text input with "+30" placeholder), "Your Email \*" (text input), "Your Company \*" (text input), "Subject \*" (text input), and "Your Question \*" (text area). A blue "Submit" button is at the bottom.

It is recommended that the user first check the Frequently Asked Questions before contacting support. If a question is relevant to theirs, an answer can be provided directly by clicking the down arrow.

*Realview NOW – FAQ*

### Frequently Asked Questions

- What is the purpose of this app? ▾
- What is the Dashboard? ▾
- What are the Alerts? ▾
- What are the Integrations? ▾
- What are the Reports? ▾

Thank you!