Big Dog Surveillance Systems, a division of R.F. Technologies, Inc.
shopbigdog.com | rfdrivethru.com | 800-598-2370
Chicago | St. Louis | Dallas | Los Angeles | Manchester

LOCAL USER CONFIGURATION GUIDE

USERNAME & PASSWORDS

By default, systems are preconfigured with a primary admin account and secondary operator account:

Administrator account:
Username: **admin**
Password:

- Before January 2025:   **bigdog1234**
- After January 2025:   **bigdog@89**

Operator account:
Username: **operator**
Password:

- Before January 2025:   **manager1234**
- After January 2025:   **manager@89**

IMPORTANT:

The admin account has unrestricted access to all system settings and privileges. For security reasons, we highly recommend changing the default password immediately and restricting access to only trusted individuals.

The operator account can view all cameras live, review recorded footage, access system logs, and control cameras with advanced features such as PTZ (pan, tilt, zoom) and two-way audio. The administrator account can further limit these permissions if needed.

Additionally, a user or guest-level account can be created for live camera viewing, access to recorded footage, and system logs without the ability to control cameras. The administrator can also further restrict permissions for this account type as necessary.

Big Dog Surveillance Systems, a division of R.F. Technologies, Inc.
shopbigdog.com | rfdrivethru.com | 800-598-2370
Chicago | St. Louis | Dallas | Los Angeles | Manchester

Passwords can be easily updated, and more users can be added as needed.

NOTE: If the admin password is lost or forgotten, please contact Big Dog Support, either via phone at 800-598-2370 or email at bdsupport@rftechno.com, while at your DVR/NVR for assistance with resetting and updating the password.

USER MANAGEMENT

To access User Management and make configuration changes, log in to your system using the administrator account. Then, navigate to **Configuration > System > User Management** (see the image below).

Note: Your screen layout may vary depending on whether you are accessing the system directly or through the web portal.

From this section, you can view existing user accounts and their access levels, as well as see which users are currently online.

Big Dog Surveillance Systems, a division of R.F. Technologies, Inc.
shopbigdog.com | rfdrivethru.com | 800-598-2370
Chicago | St. Louis | Dallas | Los Angeles | Manchester

To add additional users, click the **"Add"** button.

Alternatively, select an existing user and click the **"Modify"** button to make changes to that user account.

You can also delete accounts by selecting the appropriate user and clicking the **"Delete"** button.

Note: the admin account is required for system operation and therefore can not be deleted.

USER PERMISSIONS

When adding or modifying users in the User Management section, you can also adjust their individual permissions. The only exception is the admin account, which has all privileges by default and cannot be limited.

A list of the available permissions is shown on the next page. Please take care when enabling or disabling these permissions for individual users to ensure appropriate access levels are maintained.

Big Dog Surveillance Systems, a division of R.F. Technologies, Inc.
shopbigdog.com | rfdrivethru.com | 800-598-2370
Chicago | St. Louis | Dallas | Los Angeles | Manchester

Modify user

User Name	operator
Level	Operator
Admin Password	
Password	••••••

Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.

Confirm	••••••

☐ Select All   ☑ Select All

☐ Local: Upgrade/Format   ☑ A1
☐ Local: Shutdown/Reboot   ☑ A2
☐ Local: Parameters Settings   ☑ A3
☑ Local: Log Search   ☑ A4
☐ Local: Camera Management   ☑ A5
☑ Local: Playback   ☑ A6
☑ Local: Manual Operation   ☑ A7
☑ Local: PTZ Control   ☑ A8
☑ Local: Video Export   ☑ A9
☐ Remote: Parameters Settings   ☑ A10

OK   Cancel

USER PERMISSIONS CONTINUED

Most permissions in the system are categorized as either **local** or **remote**. Local permissions apply when accessing the system directly through the user interface, while remote permissions apply when accessing the system via the web portal, NVMS remote software, or the LTS Connect app. Ensure you distinguish between these when configuring user accounts to control access based on how users will interact with the system.

- **Upgrade/Format**
  - Grants the user the ability to format the system and apply upgrades/updates.

Big Dog Surveillance Systems, a division of R.F. Technologies, Inc.
shopbigdog.com | rfdrivethru.com | 800-598-2370
Chicago | St. Louis | Dallas | Los Angeles | Manchester

- **Shutdown/Reboot**
  - Grants the user the ability to shutdown and reboot the system.
- **Parameters Settings**
  - Grants the user the ability to adjust recording parameters.
- **Log Search**
  - Grants the user the ability to search the system event log.
- **Camera Management**
  - Grants the user the ability to add, remove, and change camera settings.
- **Playback/Download**
  - Grants the user the ability to watch or download recorded footage.
- **Manual Operation**
  - Grants the user the ability to manually operate the system.
- **PTZ Control**
  - Grants the user the ability to adjust settings on PTZ (*pan/tilt/zoom*) enabled cameras.
- **Video Export**
  - Grants the user the ability to export video footage to external devices.
- **Two-way Audio**
  - Grants the user the ability to use two-way audio where applicable.
- **Notify Surveillance Center**
  - Grants the user the ability to configure notifications and alerts.
- **Video Output Control**
  - Grants the user the ability to adjust video output settings.
- **Serial Port Control**
  - Grants the user the ability to make changes via serial port connection.
- **Live View**
  - Grants the user the ability to watch live footage.
- **Manual Record**
  - Grants the user the ability to manually record live footage.

Some settings can be further customized to apply only to specific camera channels, typically for viewing permissions. This allows you to limit certain users' access to specific camera channels as needed, giving you greater control over what each user can view or manage within the system.