

Disclaimer

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Organization & Hierarchy Setup

Updated 16 August 2026

Overview

Before beginning, ensure that [First-Time Login & Access](#) has been completed. Proper configuration ensures structured access control, operational segmentation, and scalable management across the platform hierarchy.

Platform Hierarchy

GCXONE follows a structured 5-level hierarchy. Each level sits inside the one above it:

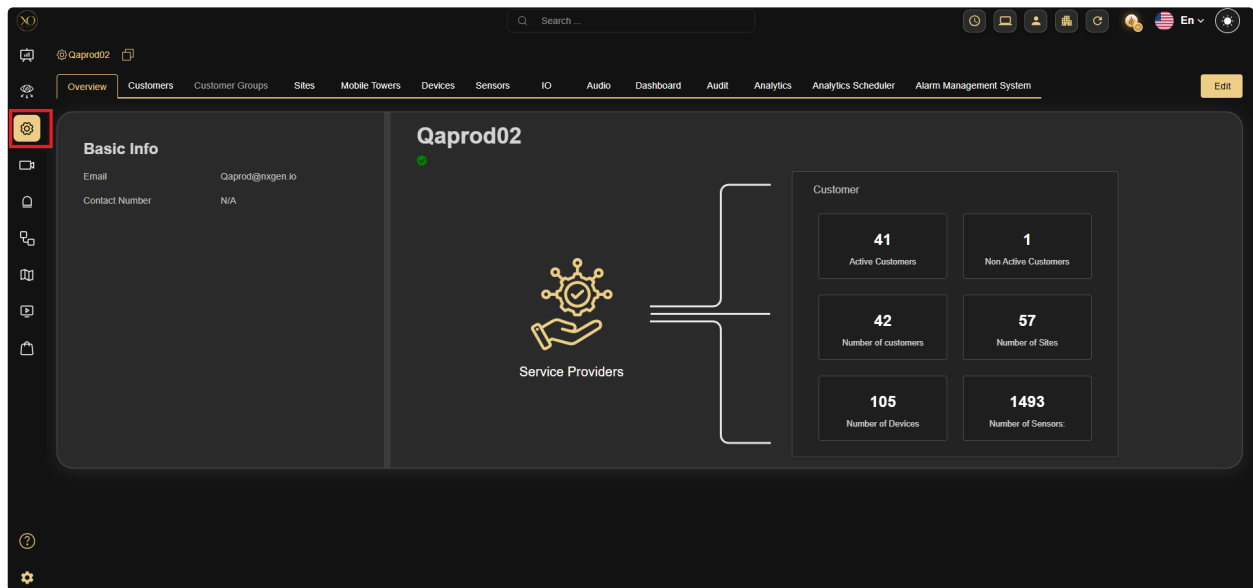
Service Provider — Customer — Site — Device — Sensor

LEVEL	DESCRIPTION
Service Provider	The top-level entity — your organization managing the platform
Customer	A business or client you monitor on behalf of
Site	A physical location belonging to a customer
Device	A hardware unit (NVR/DVR/hub) installed at a site
Sensor	An individual camera or sensor connected to a device

Navigate to Configuration

From the left sidebar, click the Configuration icon. You will see a set of tabs across the top:

Overview · Customers · Customer Groups · Sites · Mobile Towers · Devices · Sensors · IO · Audio · Dashboard
· Audit · Analytics · Analytics Scheduler



Level 1: Service Provider

The Overview tab shows a high-level summary of your entire environment.

Basic Info:

- Email — Service Provider contact email
- Contact Number — Primary contact number

Stats at a glance:

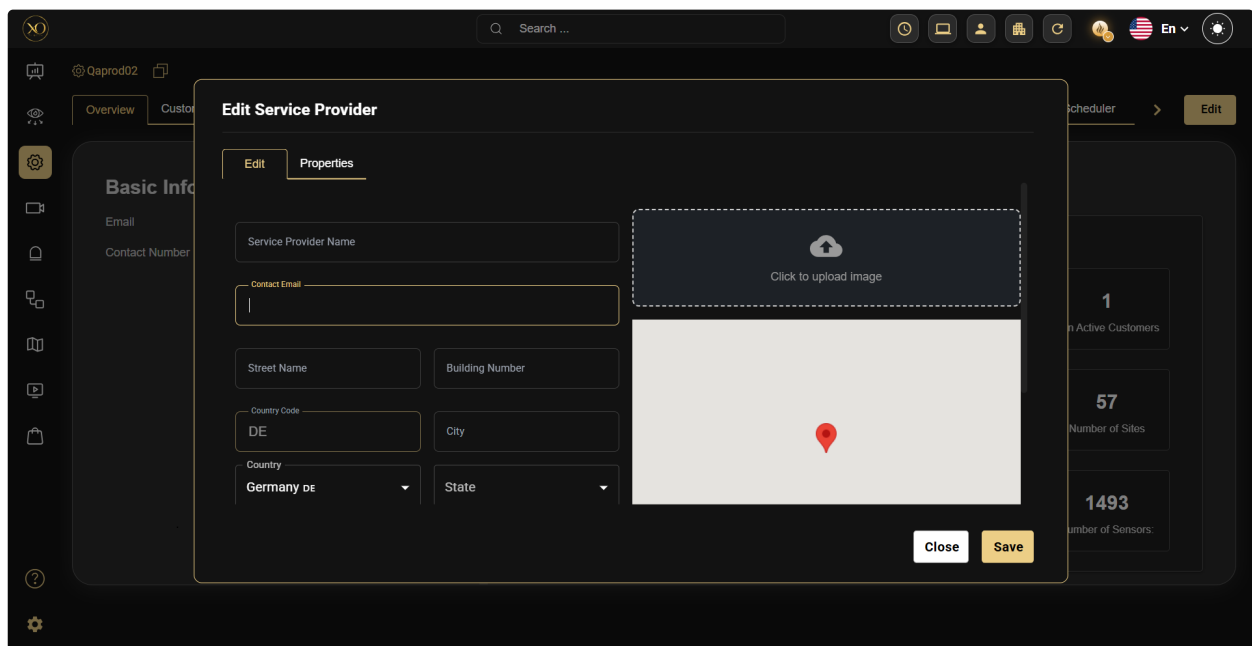
METRIC	DESCRIPTION
Active Customers	Number of currently active customers
Non Active Customers	Customers that are inactive
Number of Customers	Total customer count
Number of Sites	Total sites across all customers
Number of Devices	Total registered devices
Number of Sensors	Total sensors across all sites

To edit your Service Provider details, click the Edit button in the top right.

Edit Service Provider fields

- Service Provider Name

- Contact Email
- Street Name / Building Number
- Country Code / City
- Country / State
- Logo — Click to upload image
- Map — Interactive location pin



Level 2: Customer

Go to the Customers tab and click Add New .

Basic Information

- Customer Name — Official name of the customer entity
- Contact Email — Primary contact email address (Required)
- Select Entity Group — Dropdown listing the existing Entity Groups. Choose the Entity Group this customer belongs to.

Address Information

- Street Name / Building Number
- Country / State — Dropdowns

Contact Information

- Country Code / Phone Number

Location Details

- Latitude / Longitude — GPS coordinates for map visualization

Image & Map

- Upload a customer logo using the Click to upload image area

- An interactive map pin confirms the geographic location

Once all required fields are filled, click **Save** .

The Customers list shows: Name, Email, Customer Group, Contact Number, Active status, and Actions.

Alternative: Bulk Import Customers

1. Go to Configuration → Customers
2. Click Import
3. Download the template file
4. Fill in the required data and upload the Excel file

The Import button is shown only when the BulkImport app is enabled for your tenant. If you do not see it, open Marketplace and select BulkImport. The same applies to the Sites and Devices tabs.

Note BulkImport accelerates onboarding — instead of manually adding each customer, you upload structured data and enable faster go-live.

Level 3: Site

Go to the Sites tab and click **Add New** .

Basic Information

- Customer — Select the customer this site belongs to (dropdown)
- Site Name — Descriptive name for the physical location
- Select Entity Group — Dropdown listing the existing Entity Groups. Choose the Entity Group this site belongs to.

Address Information

- First Name / Last Name — Contact person at this site
- Street, Zip, City
- Country / State — Dropdowns

Contact Information

- Email / Phone — Site contact details

Location Details

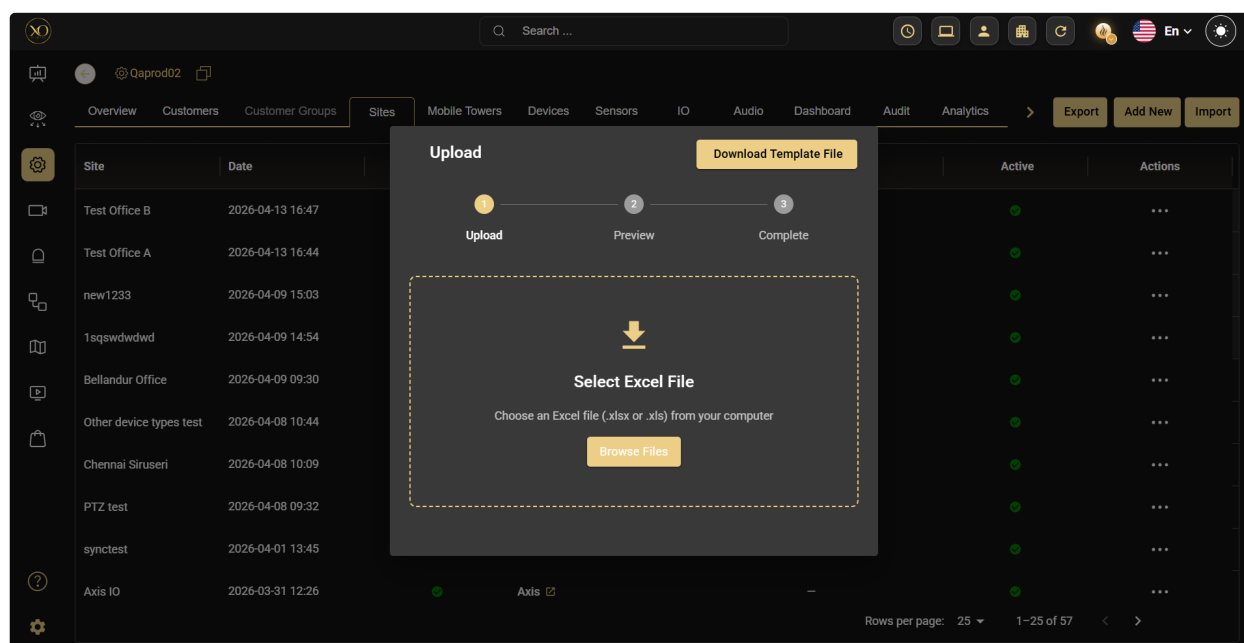
- Latitude / Longitude — GPS coordinates

- Plus Code — Google Plus Code for precise location
- What 3 Words — Alternative precise location identifier
- Timezone — Local operating timezone (dropdown)

Once all required fields are filled, click Save .

The Sites list shows: Site name, Date, Sync Status, Customer, Email, Active status, and Actions. A green dot in Sync Status confirms the site is live and synchronized.

Alternative: Bulk Import Sites



1. Go to Configuration → Sites
2. Click Import
3. Download the template file
4. Fill in the required data and upload the Excel file

Site Synchronization with TALOS

By default, GCXONE and TALOS are automatically synchronized. When you add a new site, it will appear directly in TALOS.

If a specific site is not fully synced, you can manually force synchronization:

- Push to TALOS — Sends data from GCXONE to TALOS
- Pull from TALOS — Retrieves data from TALOS into GCXONE

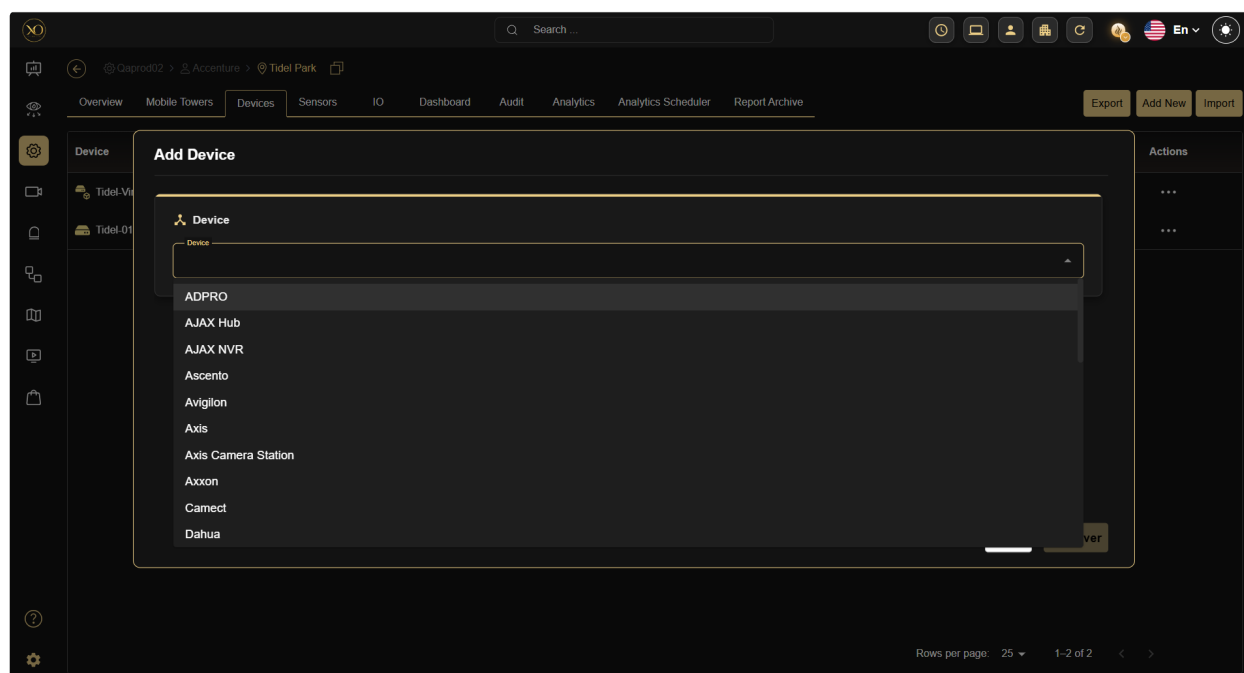
You can also arm or disarm a site directly from this view if required.

Warning To delete a site, you must be at the Customer level. You cannot delete a site from the Site-level view.

Level 4: Device

A Device is the hardware unit (NVR, DVR, hub, or integration) installed at a site. Each device belongs to a specific Site and Customer.

Go to Configuration → Devices and click Add New .



When adding a device, select the device type from the dropdown. Supported types include: ADPRO, AJAX Hub, AJAX NVR, Ascento, Avigilon, Axis, Axis Camera Station, Axxon, Camect, Dahua, and more.

Add Device fields:

- Name — Device display name
- Select Entity Group — Dropdown listing the existing Entity Groups. Choose the Entity Group this device belongs to.
- Connection Settings — The remaining fields depend on the device type you selected.

The Devices list shows: Device name, Date, Type, Site, Customer, Active status, Audio, and Actions.

For detailed setup instructions per device type, refer to the [Devices documentation](#).

Level 5: Sensor

A Sensor is an individual camera or detection point connected to a device. Sensors are the lowest level of the hierarchy and are what GCXONE monitors in real time.

Go to Configuration → Sensors and click Add New (or add sensors directly from within a site's Sensors tab).

Sensor	Date	Device	Site	Device Type	Manufacturer	Zone	Audio	Active	Actions
Genesis Audio	2026-04-13 17:20	Device	Test Office A	audio	GENESISAUDIO	N/A	⊕	●	⋮
IPCamera 15	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C08-ZW-naar-ZO T	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C06-ZO-Poort T	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C09-NW-naar-ZW T	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C04-W-naar-ZW T	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
IPCamera 14	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
IPCamera 16	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C10-ZW-naar-NW T	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮
C06-ZO-Poort	2026-04-10 08:46	h2	new1233	camera	HIKVISION	N/A	⊕	●	⋮

The Sensors tab listing cameras and audio devices with their site, manufacturer and active state, showing the first 25 of 1,493 sensors.

Add Sensor fields:

- Type — Sensor type (dropdown)
- Name — Sensor display name
- Select Entity Group — Dropdown listing the existing Entity Groups. Choose the Entity Group this sensor belongs to.
- Channel Id / Stream Id — Identifier for the stream
- Plus Code — Precise location code
- Latitude / Longitude — GPS coordinates
- What3Words — Alternative location identifier
- Zone — Zone assignment within the site
- Image — Upload a reference image (PNG, JPG, JPEG up to 10MB)

Add Sensor

Type

Name

Select Entity Group

Channel Id/ Stream Id

Plus Code

Latitude

Longitude

What3Words

Zone

Click to upload

or drag and drop an image here

PNG, JPG, JPEG up to 10MB

Select File

Close

Save

The Sensors list shows: Sensor name, Date, Device, Site, Device Type, Manufacturer, Zone, Audio, Active status, and Actions.

Customer Groups

Customer Groups have been replaced by User Entities within Roles and Permissions.

The Customer Groups tab is still listed in Configuration but is disabled. Hovering it shows the message:

"Customer group has been replaced with the users entities in the roles and permissions." The Customers list keeps a Customer Group column, which reads N/A.

To control access and grouping, go to Roles & Permissions where you can define User Entities and assign them accordingly.

Considerations

- Always follow the hierarchy order: Service Provider → Customer → Site → Device → Sensor
- Use Export and Import on all tabs for bulk management

- Latitude, Longitude, Plus Code, and What3Words fields support map visualization and analytics
- Timezone configuration supports automated scheduling and time-sensitive workflows
- Dashboards exist at each level so you can investigate quickly