



HIKVISION

**iVMS-4500 (iOS)
Mobile Client Software**

User Manual (V4.2)

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About this Manual

This Manual is applicable to **iVMS-4500 Mobile Client Software**.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (<http://overseas.hikvision.com/en/>).

Please use this user manual under the guidance of professionals.

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Chapter 1 Introduction

1.1 Overview

iVMS-4500 (iOS) mobile client software, which is designed for iPhone on the basis of iOS (Version 7.0 or higher), can be used to remotely monitor the live video from embedded DVR, NVR, network camera, network speed dome and encoder via wireless network, play back record files, locally store and manage pictures and videos, manage alarm notification and information, control alarm output and realize PTZ control as well.

iVMS-4500 software also provides the Cloud service for managing your Cloud account and the added devices.

With this software installed in your iPhone, you are able to log onto the front-end device via Wi-Fi, 3G or 4G; besides, if there is no public IP available for the device, it's accessible by using a dynamic domain name, or by mapping ports to the public IP of router.

Notes:

- Wi-Fi, 3G or 4G access service must be supported by the iPhone.
- Network traffic charges may be produced during the use of this client software. Please refer to the local ISP.

1.2 System Requirements

iOS 7.0 or higher version, including iPhone 4, iPhone 4S, iPhone 5, iPhone 5C, iPhone 5S, iPhone 6 and iPhone 6 Plus series products.


1.3 Conventions

In order to simplify the description, we define the “iVMS-4500 (iOS) mobile client software” as “software” and “DVR, NVR, encoder, network camera, network speed dome” as “device” in the following chapters.




Chapter 2 Installing and Uninstalling the Software

2.1 Installing the Software


Steps:

1. Log onto the **App Store**.
2. Enter “iVMS-4500” to search the mobile client software.
3. Download and install it to your iPhone.
4. After having installed the software successfully, you can click  to start the software.

2.2 Uninstalling the Software

Click and hold the  in the program list until it changes to . Click  to uninstall the mobile client software.

Chapter 3 Running the Software

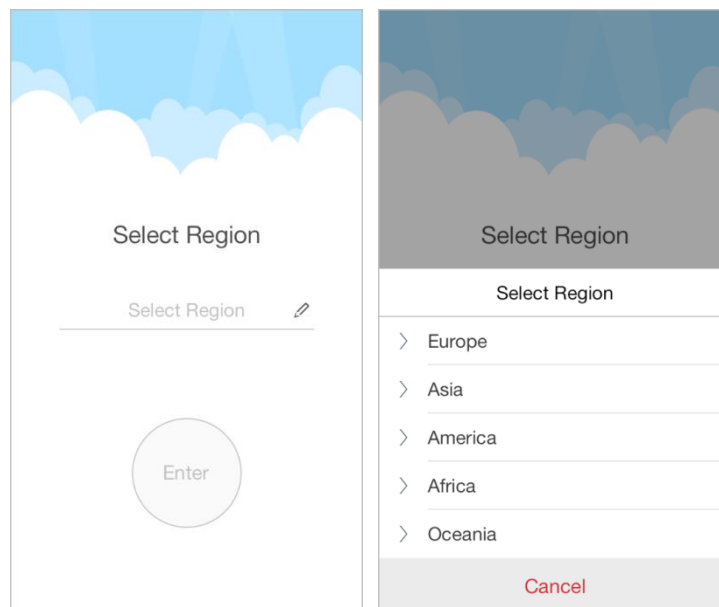
After having installed the software successfully, click  to run the software.

3.1 Region Selection

The first time you run the iVMS-4500 software, you should select the region where your device is located. Otherwise, the live view, playback and alarm notification of the devices will fail.

Steps:

1. Click **Select Region** field and select the country from the corresponding continent.



2. Click **Enter** to enter the main page of the software.

Note: If you need to change the selected region after that, you can go to the Configuration page and select the region again.

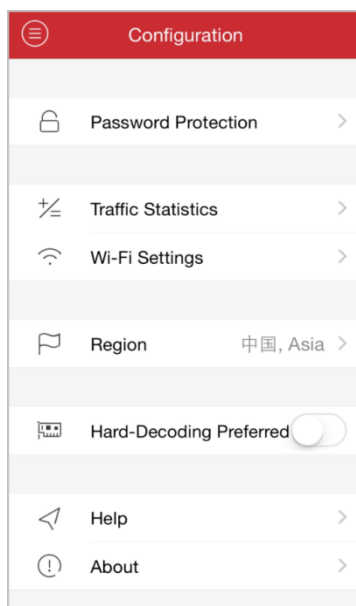
3.2 Password Protection

With the password protection enabled, only the user that has the password can access the software.

Task 1: Enable Password Protection

Steps:

1. Click  and select **Configuration** to enter the Configuration interface.



2. Click **Password Protection** and then set the switch of **Password Protection** as on to enter the password settings interface.
3. Enter the password for the software and confirm it to activate the password protection.

Next time, if you want to run the software after exit, you need to enter the password to log in first.

Task 2: Modify the Password

Click **Password Protection** and then click **Modify Password** and enter corresponding information to change the password.

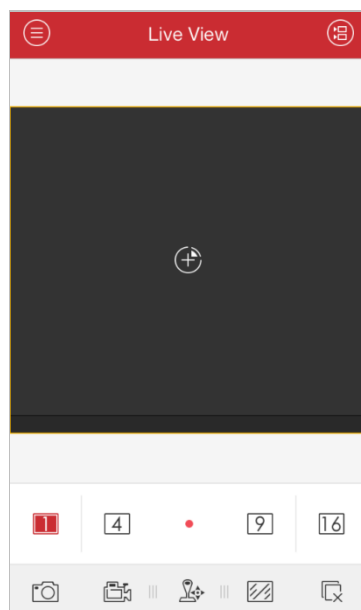
Task 3: Disable Password Protection

Steps:

1. Click **Password Protection** and then set the switch of **Password Protection** as off to disable the password protection.
2. Enter the password to confirm the settings.

3.3 Interfaces Introduction

The software has seven main functions, including Live View, Remote Playback, Device Management, Alarm Management, Picture & Video Management, Cloud Management and Configuration.



You can click  to activate the main menu.

Description of Main Menu

Menu	Descriptions
Live View	Live view, PTZ control, local recording, alarm outputs control, etc.
Remote Playback	Play back the recorded files stored in the device.
Devices	Display device list, add/delete/modify device, view device information, etc.
Alarm	Enable alarm notification, manage alarm information and view the alarm linkage information.
Picture & Video	Display and manage the local video files and pictures.
EZVIZ Cloud P2P	Register a Cloud account, log into your Cloud and manage the devices which support the Cloud service.
Configuration	Configure password protection and email feedback. Check the traffic statistics, configure Wi-Fi settings and select the region. Enable hardware decoding for live view or playback. View software's version information, help file and new features.

Chapter 4 Device Management

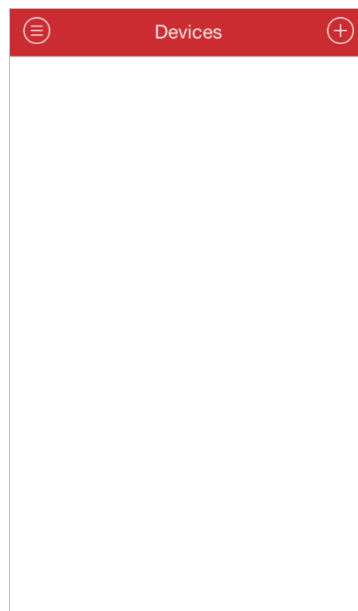
4.1 Adding a Device

You need to add a device firstly that all operations such as live view, playback and device management can be accessible.

Note: Before you add a device, you should select the region where your device is located. Otherwise, the live view, playback and alarm notification of the devices will fail.

Steps:

1. Click  and select **Devices** to enter the Device Management interface.



2. Four ways are available for adding the devices.

➤ **Manual Adding**

- 1) Click  and select **Manual Adding**.

Alias: Edit a name for the device as desired.


Register Mode: Select the register mode to HiDDNS, IP/Domain, or IP Server.

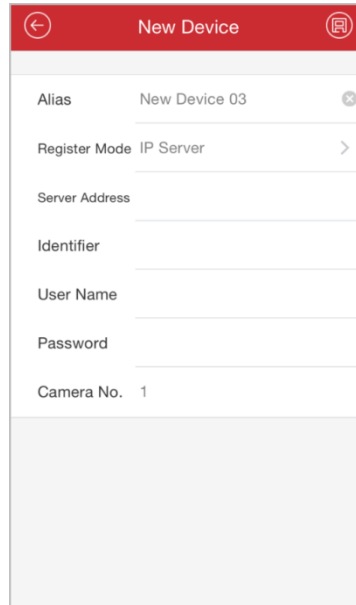
- **HiDDNS:** When the device is registered on the HiDDNS server, you need to enter the device domain name registered on the server.
- **IP/Domain:** You can access the device through fixed IP address or domain name. You need to edit the IP address or domain address and the port of the device.
- **IP Server:** You can access the device through IP Server. You need to set the IP Server address, and device identifier which is the device name or device serial No..

User Name: Input the user name of the added device.


Password: Input the password of the added device.

Camera No.: The number of the camera(s) under the device can be obtained after the device is successfully added.

- 2) Click  to confirm the settings.




➤ Scanning QR Code

- 1) Click  and select **Scan QR Code**.
- 2) Use your iPhone to scan the QR code of the device to be added by aligning the QR Code with the scanning frame.

Note: The QR code can be obtained via iVMS-4200 client software or the local menu of the device.

Device Local Menu: Manu -> Maintenance -> Device Info.


Device Info	Camera	Record	Alarm	Network	HDD
Device Name	Embedded Net DVR				
Model	DS-9016HF-RT				
Serial No.	1620120802BBRR408198462WCVU				
Firmware Version	V3.2.0, Build 150109				
Encoding Version	V1.0, Build 150109				
					


iVMS-4200 (V2.3.0.4 or above): In the Device Management module, select Server tab, click to select a device and click **QR Code** to pop up the QR code window of the device.

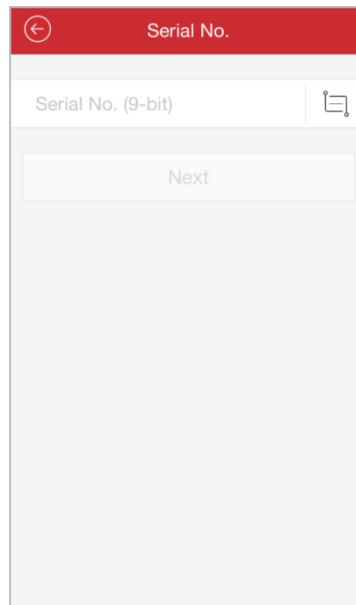


3) Select the identified device(s) and click **Add**.

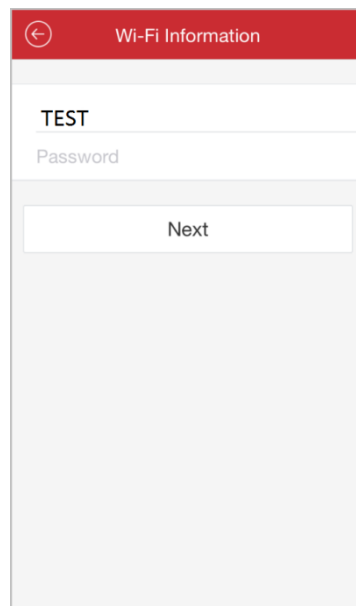
➤ **Wi-Fi Configuration**

1) Click  and select **Wi-Fi Configuration**.

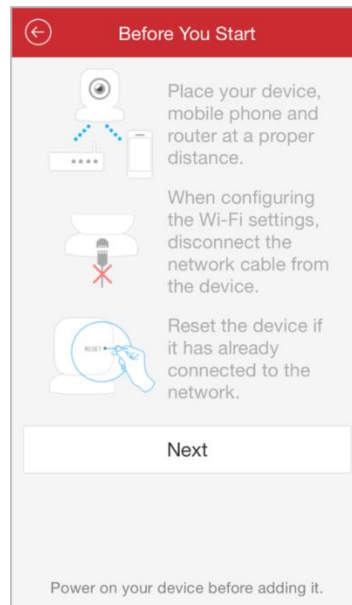
2) Input the device serial No. (9-bit), or click  and use your phone to scan the serial No. on the device label by aligning the QR Code or Barcode with the scanning frame.




3) Click **Next** and input the password (if required) of the Wi-Fi network that your iPhone connects to.




- 4) Click **Next** to enter the Before You Start page. Follow the hints on the page to properly place and set the device to be added.
- 5) Click **Next** and the device starts connecting to the Wi-Fi network.



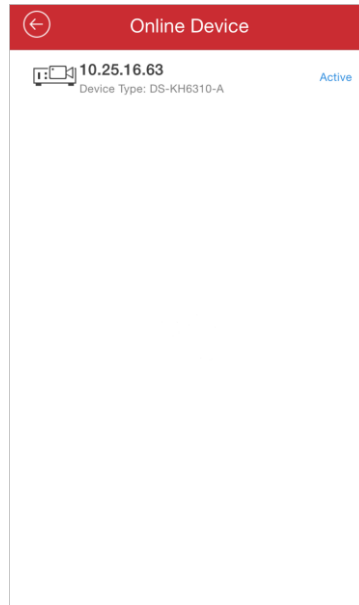
- 6) Set the following parameters after the device is connected to the Wi-Fi network. The IP address and port No. can be automatically obtained.
 - **Alias:** Edit a name for the device as desired.
 - **User Name:** Input the user name of the added device.
 - **Password:** Input the password of the added device.
 - **Camera No.:** The number of the camera(s) under the device can be obtained after the device is successfully added.
- 7) Click  to add the device.

➤ **Online Device Adding**

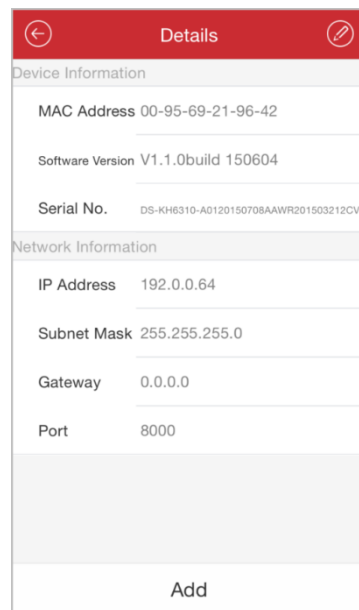
- 1) Click  and select **Online Device**.
- 2) The online devices in the same local area network with the iPhone will be displayed.
Select the devices to be added from the list.


Notes:

- Make sure the device's Multicast Discovery function is enabled so that the online network camera can be automatically detected by client software via private multicast protocol in the LAN. For details, please refer to the *User Manual* of the network camera.
- For the inactive device, you need to create the password for it before you can add the device properly.

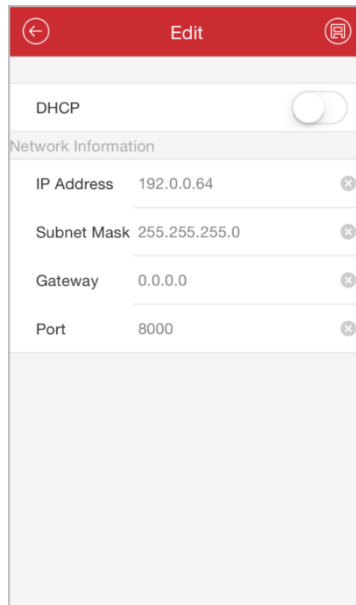


- 3) Click the device and you can view the online device details including device information and network information.



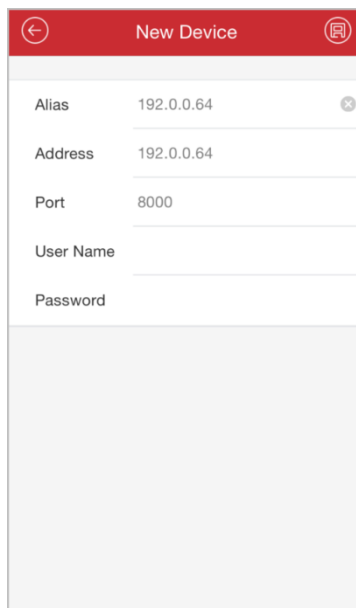
Click  to edit the network information.

Change the device IP address to the same subnet with your iPhone by either modifying the IP address manually or setting the switch of **DHCP** as on.




Click  and input the admin password of the device to save the settings.

4) Click **Add** to open the New Device interface.



5) Input the required information.

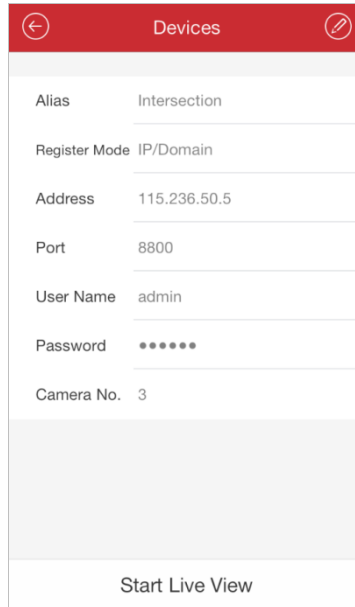
- **Alias:** Edit a name for the device as desired.
- **User Name:** Input the user name of the added device.
- **Password:** Input the password of the added device.

6) Click  to add the device.

Notes:

- If the device is successfully added, the software can obtain its camera information.
- Up to 256 devices can be added.


- You can click **Start Live View** to live view the newly added device. Please refer to *Chapter 5* for detailed operation about live view.



The screenshot shows a mobile application interface titled "Devices". It features a red header bar with a back arrow on the left and a refresh icon on the right. Below the header, there is a list of configuration fields for a device:

Alias	Intersection
Register Mode	IP/Domain
Address	115.236.50.5
Port	8800
User Name	admin
Password	••••••
Camera No.	3

At the bottom of the form, there is a button labeled "Start Live View".

Click  to return to the Device Management interface. The successfully added new device will be displayed in the Device Management interface.

Password Strength

When the device is successfully added, the software judges the password strength automatically. If you use weak or risky password which can be easily guessed or cracked, the password security displays. In this case, we highly recommend you to use a strong password to ensure your data security. A strong password ranges from 8 to 16 characters, and must contain at least three of the following categories: numbers, lowercases, uppercases and special characters.

Activating the Device

For manual adding and online device adding, if the device to be added has not been activated yet, a window will pop up to ask you activate the device. Click **Confirm** in the window to activate the device.


Note: You must activate the device before you can properly access to it.

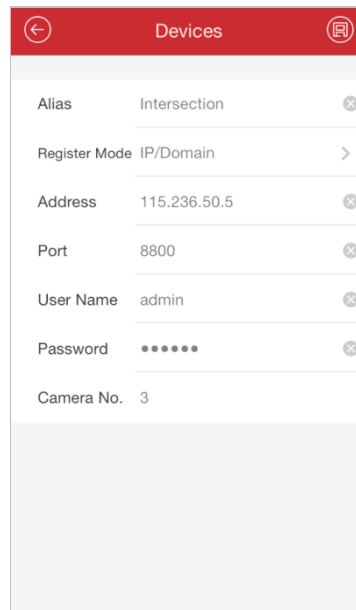
Steps:

- 1) Create a password for the admin account of the device and confirm the password. The software will judge password strength automatically, and we highly recommend you to use a strong password to ensure your data security. A strong password ranges from 8 to 16 characters, and must contain at least three of the following categories: number, lowercase, uppercase and special character.
- 2) Click **Confirm** to activate the device.



4.2 Modifying a Device

Steps:

1. In the Device Management interface, select a device and click the device item to view its parameters.
2. Click  and then you can modify the parameters of the device according to actual needs.

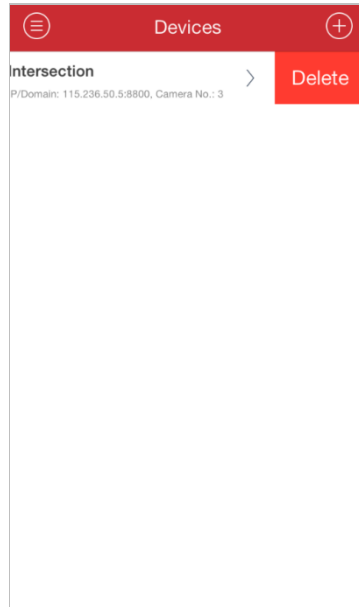


Alias	Intersection	✕
Register Mode	IP/Domain	>
Address	115.236.50.5	✕
Port	8800	✕
User Name	admin	✕
Password	•••••	✕
Camera No.	3	

3. Click  to save the modification.
4. Click  to return to the Device Management interface.

4.3 Deleting a Device


In the Device Management interface, select a device and slide the item to access the **Delete** button. Click **Delete** to remove the selected device.

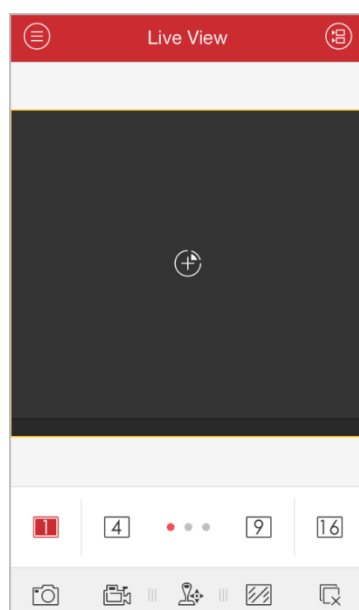














Chapter 5 Live View

After the device is successfully added, you can view live video from the devices, manage the alarm output of the device and control PTZ movement as well.

Note: The alarm output and PTZ control should be supported by the added device.

Click  and select **Live View** to enter the Live View interface. The screen will be displayed in 4-division mode by default.





Icon	Description
	Go to the Camera List interface.
	1/4/9/16-window division.
	Select a camera for live view.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Two-way audio.
	Alarm output control panel.
	Digital zoom.



Note: You can slide the icon toolbar to show the hidden icons.

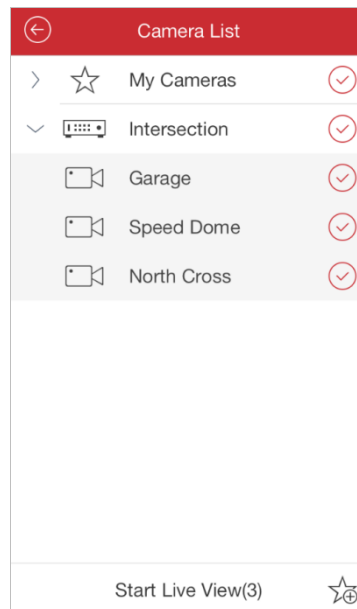
Start Live View


Steps:

1. Click  to enter the Camera List interface. Click a device node to list all the cameras under it. (Optional) You can also click  to enter the Camera List interface and select one camera for live view.
Note: The name of the camera under the device is obtained from the device.
2. Check checkbox in the device item to select all the cameras under it, or check checkbox in the camera item to select the specific camera as desired.

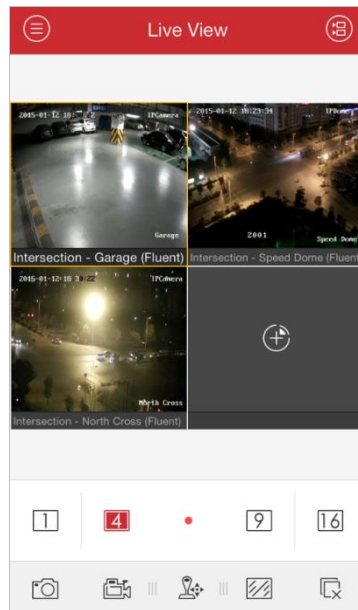
Notes:

- You can slide the camera list downwards to refresh the device status.
- If the channel-zero is supported by the device and it has been configured, you can select to live view by channel-zero.
- If there is only one channel under the device, the icon of the device shows as . Otherwise, it shows as .
- Up to 16 cameras can be selected for live viewing at the same time.



3. Click **Start Live View** to start live view of the selected camera(s). Or you can click  to return to the Live View interface.


Note: If the camera is live viewed for the first time, it plays the live video at sub-stream if it supports sub-stream, otherwise it plays at main stream; if not, the camera plays at the stream type of the last time.



Favorites Configuration

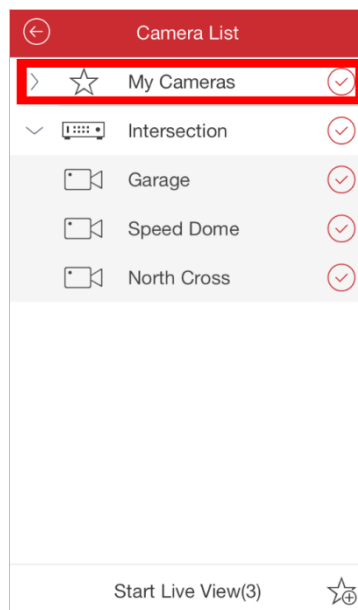
You can add the commonly used camera(s) to the favorites so that you can access the camera(s) conveniently.

Steps:

1. Perform the *Step 1* and *Step 2* of *Start Live View* to select the camera(s).
2. Click  to add the camera(s) to the Favorites.
3. In the pop-up dialog box, enter the name for the favorites.
4. Click **Confirm** to save the settings.





Note: Up to 32 favorites can be added.

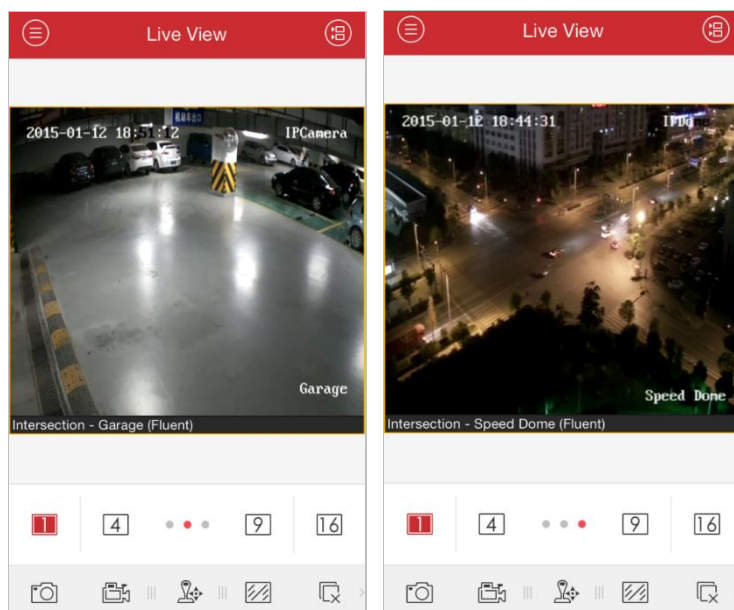
The successfully added favorites will be shown in the device list area.



If you want to delete the favorites, slide it to access the **Delete** button. Click **Delete** to remove the selected device.



Window Division

You can click /// to set the window division as desired. When there are multiple pages of playing windows, you can slide the screen to go to the next or previous page.



You can drag and move the window to adjust the window sequence. You can double-click the live view window to display the camera in 1-division mode and double-click again to restore.




Record & Capture

In live view mode, select a live viewing window and click the  to record the video of it, or click the  to capture a picture of it.

The videos and pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 8*).

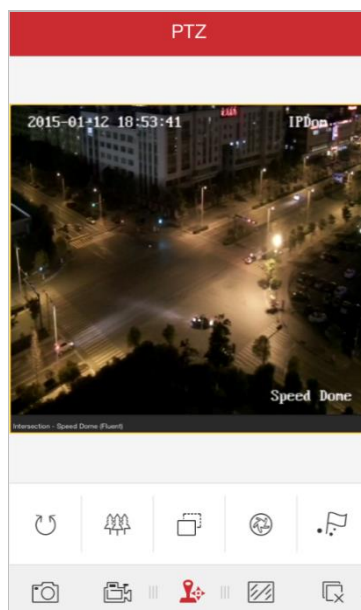
Note: It is recommended not to record 4 cameras simultaneously during live view due to the performance limit of the iPhone.

PTZ Control












In live view mode, select a playing window and click  to activate PTZ control panel, and the  changes to .

Note: The PTZ control should be supported by the added device.

You can slide on the live view window to realize the pan left/right and tilt up/down movements. You can also pinch two fingers together to zoom out or spread them apart to zoom in the live view.




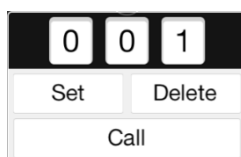
Icon Description

-  Start/stop the auto-scan.
-  Zoom control:  Zoom+/ Zoom-
-  Focus control:  Focus+/ Focus-
-  Iris control:  Iris+/ Iris-
-  Set, delete and call the preset.

Setting a Preset

Steps:

1. In the PTZ control mode, slide on the live view window to move the camera to the desired scene.
2. Click  to access the following dialog box.



3. Slide the number area to set the preset No..
 - Note:** The preset No. should be between 1 and 256.
4. Click **Set** to finish the preset settings. You can click **Delete** to delete the preset.


Calling a Preset

For the programmed preset, you can slide to set the preset No. in the dialog box and click **Call** to call it.

After completion of PTZ control, click  to hide the PTZ control panel.

Image Quality

There are two defined image quality types provided, including **Clear** and **Fluent**. And

you can also customize the image quality. Click  to adjust the quality according to the performance of your network and phone hardware.

Notes:

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
- For EZVIZ device, you can set the image quality as **Clear** or **Fluent**.

Customize the Image Quality

Steps:

1. Click **Custom** to activate the customized panel shown below.

Custom	
> Stream Type	Sub Stream
> Resolution	4CIF(704*576)
> Frame Rate	25/30
> Bitrate	512K
Confirm	




2. Configure the parameters according to actual needs, including Stream Type, Resolution, Frame Rate and Bitrate.
3. Click **Confirm** to save the settings.

Note: The live view effect is related to the performance of your network and phone hardware. If the live view is not fluent or the screen appears blurred, please reduce the resolution, frame rate and bitrate of the camera in Custom mode, or set the image quality as Fluent mode.

The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264 video compression by using iPhone5.




Resolution	1-ch	2-ch	3-ch	4-ch	Recommended Configuration
HD1080P	✓				Frame rate: 6fps; Bitrate: 1024Kbps
UXGA	✓				Frame rate: 10fps; Bitrate: 1024Kbps
XVGA	✓				Frame rate: 15fps; Bitrate: 1024Kbps
HD720P	✓				Frame rate: 20fps; Bitrate: 1024Kbps
4CIF	✓				Frame rate: 25fps; Bitrate: 1024Kbps
VGA	✓				Frame rate: 25fps; Bitrate: 512Kbps
CIF	✓	✓	✓		Frame rate: 25fps; Bitrate: 256Kbps
QVGA	✓	✓	✓	✓	Frame rate: 25fps; Bitrate: 128Kbps
QCIF	✓	✓	✓	✓	Frame rate: 25fps; Bitrate: 128Kbps

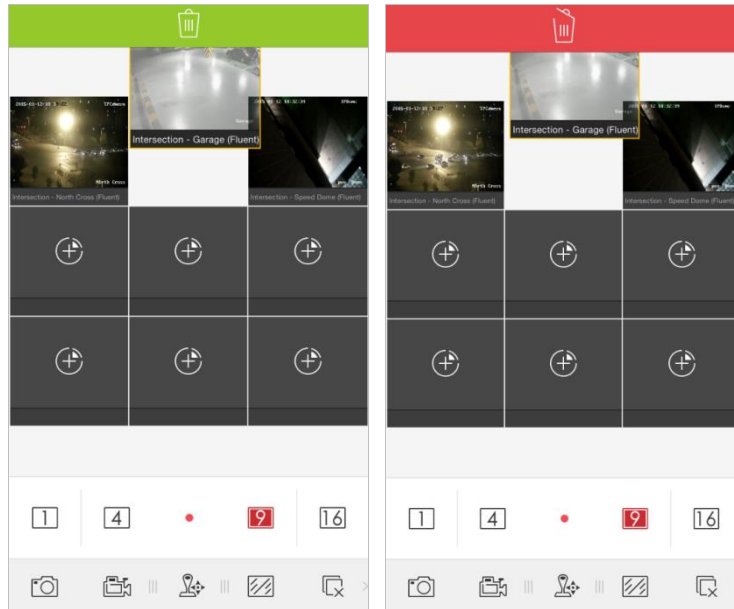
Stop Live View

During the live view, you can click  (it changes to ) to stop live view of all cameras. And you can also click  to recover the previous live view.

Or you can perform the following steps to stop live view of the specific camera.

Steps:

1. Click and hold the live view window.
2. Drag the window upwards, and the  shows on the top of the window.
3. Drag the window to the  until it changes to  and then release the window.




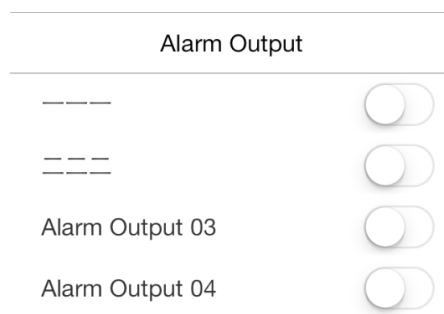
Alarm Output Control





You can control the alarm outputs of the added device by the software.

Note: The alarm output should be supported by the device.

Steps:

1. Slide the icon toolbar to access the hidden icons.
2. Click  to activate the alarm output control panel.




3. Select an alarm output  and click it to set it as  to enable this alarm output. You can also click the enabled alarm output  to set it as  to disable it.

Digital Zoom

You can realize the digital zoom during live view.

Steps:

1. Click to select a playing window.
2. Slide the icon toolbar to access the hidden icons.














3. Click  and the selected window will be display in 1-division mode.
4. Spread two fingers apart to zoom in or pinch them together to zoom out the live view. Or you can double-click on the live view image to realize digital zoom.

Full-Screen Live View

During live view, you can rotate the iPhone to enter the full-screen mode.

Note: Please release the rotation lock of the iPhone to realize this function. You can touch the screen to activate the control panel after it hides.






Icon	Description
   	1/4/9/16-window division.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Two-way audio.
	Alarm output control panel.
	Digital zoom.

Chapter 6 Remote Playback

You can search the recorded video files stored in the added device for playback.

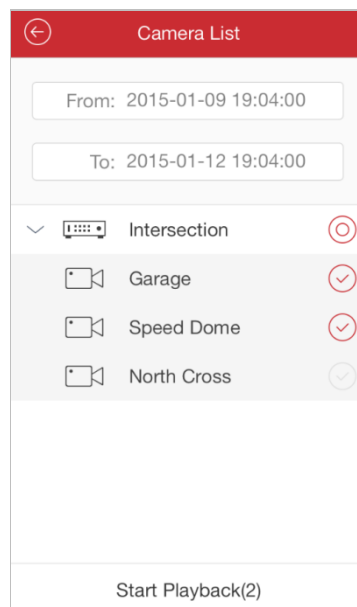
Start Playback

Steps:

1. Click  and select **Remote Playback** to enter the Remote Playback interface.
2. Click  to display the added device list.
(Optional) You can also click  icon, set the start time and end time and select one camera for playback.
3. Set the start time and end time in the **From** and **To** field to define the search condition.
4. Select a device node and click to list all the cameras under it.
5. Check checkbox in the device item to select all the cameras under it, or check checkbox in the camera item to select the specific camera as desired.

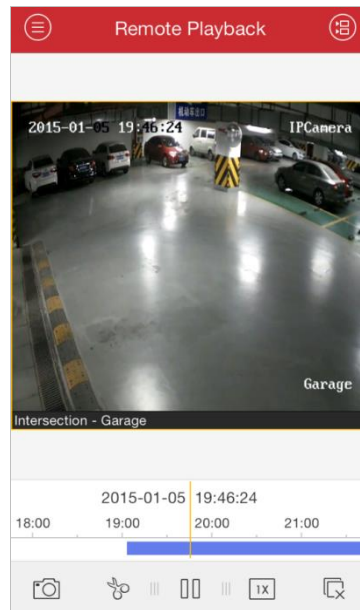
Notes:

- You can slide the camera list downwards to refresh the device status.
- Only the cameras with record during that period can be played back successfully.
- Up to 4 cameras can be selected for remote playback at the same time.



6. Click **Start Playback** to start playback.








Note: You can drag and move the window to adjust the window sequence. You can double-click the playback window to display the camera in 1-division mode and double-click again to restore.



7. You can slide the timeline bar to adjust the playback time.




Icon Description

-  Capture picture of the playback window.
-  Clip the playback video.
-  Pause the playback.
-  Adjust the playback speed.
-  Stop the playback.
-  Audio control.
-  Digital zoom.




Note: You can slide the icon toolbar to show the hidden icons.

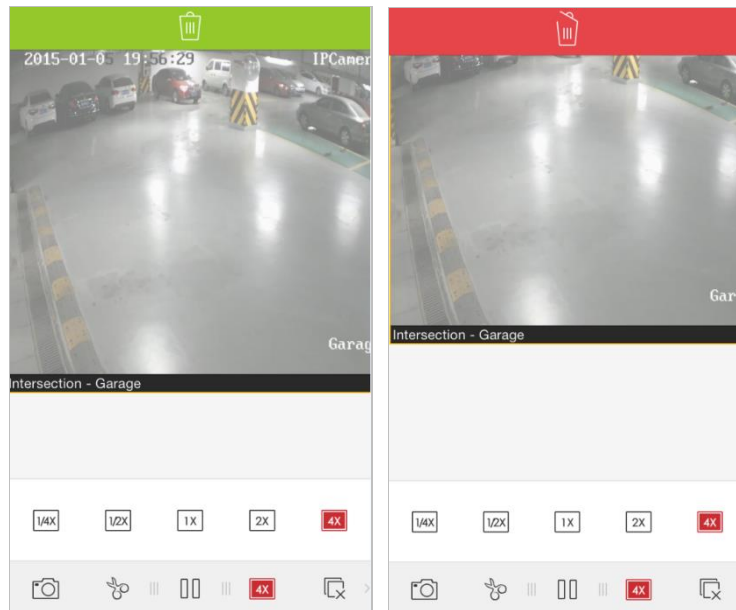
Stop Playback

You can click  to stop the playback.



Or you can perform the following steps to stop the playback.

Steps:

1. Click and hold the playback window.
2. Drag the window upwards, and the  shows on the top of the window.
3. Drag the window to the  until it changes to  and then release the window.



Clip & Capture


During the playback, you can click  to clip the playback video, or click  to capture pictures of it.

The clipped video and captured pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 8*).

Playback Speed

You can set the playback speed of the record files as 1/4X, 1/2X, 1X, 2X and 4X.


Steps:

1. Click to select a playing window.
2. Click  and select the corresponding speed for playback.

Digital Zoom

You can realize the digital zoom during playback of video files.

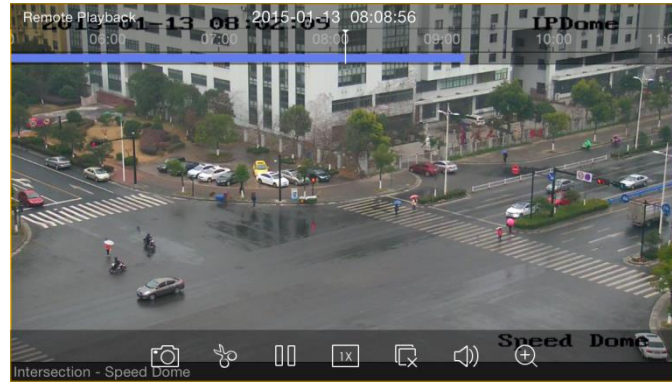
Steps:

1. Slide the icon toolbar to access the hidden icons.
2. Click  and then spread two fingers apart to zoom in or pinch them together to zoom out the video. Or you can double-click on the playing video to realize digital zoom.

Full-Screen Playback

During playback, you can rotate the iPhone to enter the full-screen mode.

Note: Please release the rotation lock of the iPhone to realize this function. You can touch the screen to activate the control panel after it hides.



Icon



Description


- Capture picture of the playback video.
- Clip the playback video.
- Pause the playback.
- Adjust the playback speed.
- Stop the playback.
- Audio control.
- Digital zoom.

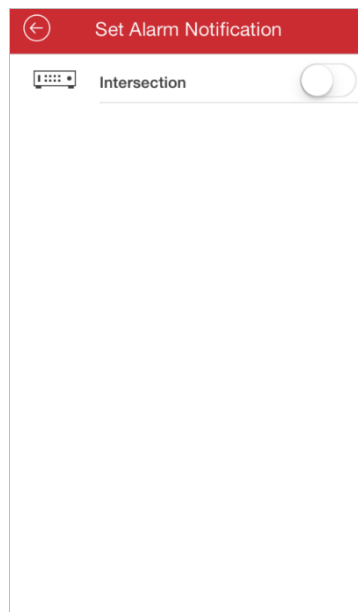
Chapter 7 Alarm Management

In Alarm Management interface, you can enable alarm notification, manage alarm information, and view the alarm linked video.

Alarm Notification

Steps:

1. Click  and select **Alarm** to enter the Alarm Management interface.
2. Click **Set Alarm Notification** to enter the Set Alarm Notification interface.



3. Select a device and set the as to enable the alarm notification of the device. In this way, the alarm information can be pushed to your iPhone at the first time.

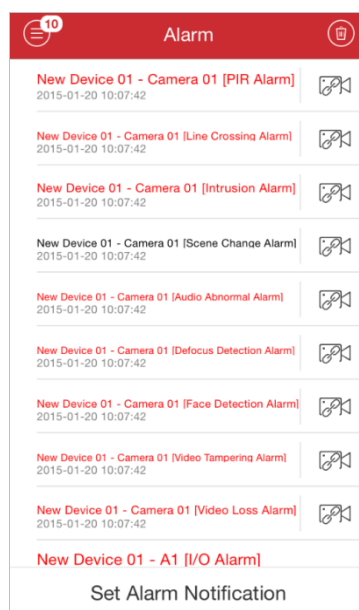
Note: The device should be armed and support alarm notification.


4. When you receive a notification, it appears briefly at the top of the screen. You can ignore the notification or click it to address it right away. Otherwise, the notification displays in the alarm information directly.

Alarm Information

Steps:

1. In the Alarm Management interface, you can view the received alarm information.




- You can select a piece of alarm information and slide the item to access the **Delete** button. Click **Delete** to delete the selected alarm information.
- If you want to clear all the alarm information, you can click .

Notes:

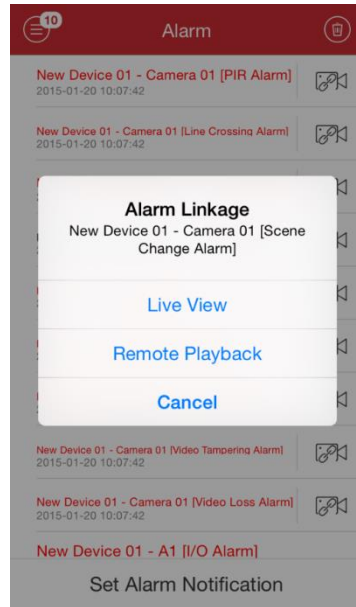
- Up to 1000 pieces of alarm information can be displayed on the alarm information list.
- The alarm supported to be pushed to the software includes motion detection alarm, video loss alarm, video tampering alarm, sensor alarm, line crossing detection alarm, intrusion detection alarm, face detection alarm, scene change detection alarm, audio exception alarm, defocus detection alarm and PIR alarm.

Alarm Linkage

Steps:

- In the Alarm Management interface, select a piece of alarm information and click .
- In the pop-up message box, select **Live View** or **Remote Playback** to view the live view or record file of the camera that occurs motion detection, video loss, video tampering, line crossing, intrusion, face detection, scene change detection, audio exception, defocus detection or PIR alarm.

Note: The related record file will be played from 30s before the alarm occurs to 90s after the alarm. E.g., if the motion detection alarm occurred at 11:30:00, then the record file is from 11:29:30 to 11:31:30.






Chapter 8 Picture & Video Management

In Picture and Video Management interface, you can view and manage the local video files and pictures that you manually record (clip) and capture in Live View and Remote Playback interface. You can also export the pictures to your photo album of your iPhone, or send the pictures and videos to your email.

The pictures and videos are displayed by date.




If you want to export pictures to your photo album, please perform the following steps.

Steps:

1. Click  and then select the pictures for exporting.
2. Click  and select .
3. Click **Confirm** to export the selected pictures to your photo album.




If you want to send the pictures and videos to your email, please follow the steps.

Steps:

1. Click  and then select the pictures and videos for sending.
2. Click  and select .
3. On the pop-up email interface, edit the receiver's account and email subject, and click **Send** to send the pictures and videos to the designate email account.




If you want to delete the pictures and videos in batch, perform the steps below.

Steps:


1. You can click  and then select the pictures and videos you want to delete.
2. Click  to delete the selected file(s). Or you can click  to cancel.

Picture Management

Steps:



1. Click  and select **Picture & Video** to enter the Picture & Video Management interface.
2. Click a picture and the picture displays in full screen. You can click  if you want to delete it, and click  to export the picture to your photo album or send it to your email.



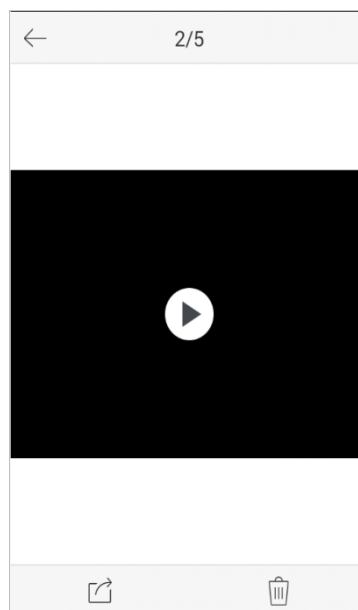
3. You can pinch two fingers together to zoom out or spread them apart to zoom in the picture. Or you can double-click on the picture to realize digital zoom. You can also slide to pan the picture under zoom-in mode.
4. Click  to back to the Picture & Video Management interface.




Video Management


Steps:

1. In the Picture & Video Management interface, click a video and the video shows in full screen. You can click  if you want to delete it, and click  to send it to your email.

Note: Exporting the clipped video to your photo album is not supported.



2. Click  to play it. You can slide the time line bar to adjust the playback time.
 -  Capture a picture of the playback video.
 -  Pause the playback.

 Audio control.

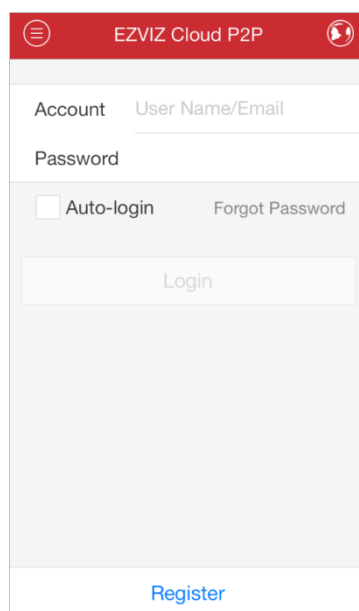


3. You can also rotate the iPhone to enter the full-screen mode.

Note: Please release the rotation lock of the iPhone to realize this function.

Chapter 9 Cloud Service




The software also supports to register a Cloud account, log into your Cloud and manage the devices which support the Cloud service.



Register an Account

If you do not have a Cloud account, you can register one.

Steps:

1. Click  and select **EZVIZ Cloud P2P** to enter the Cloud interface.
2. Click  or  at the top right corner of the interface and select the service area.

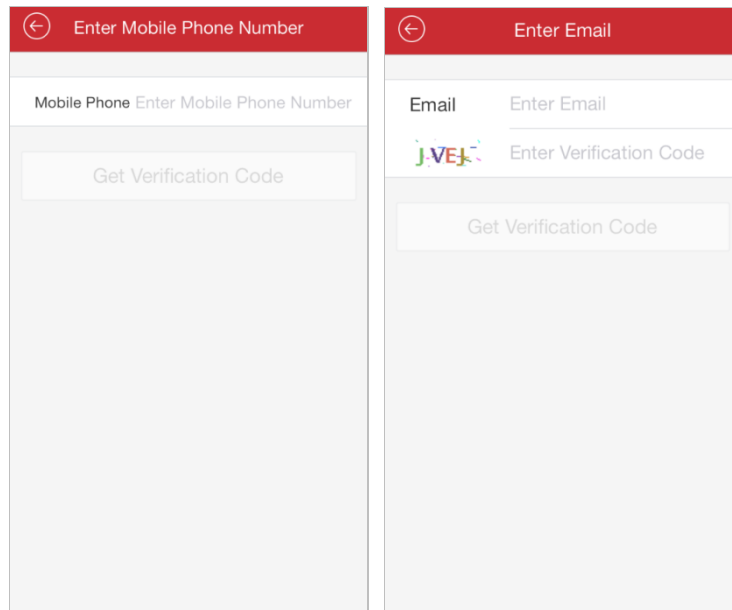
Note: Please select the service area according to your location.

3. Click **Register** to enter the account registration interface.

If you select 中国服务区: Enter your mobile phone number, click **Get Verification Code** and enter the verification code received by your mobile phone.

If you select International: Enter your email account and the picture verification code. Click **Get Verification Code** and enter the verification code received by your email.



Note: If the picture verification code is not clear, you can click **Refresh** to get a new one.



4. Configure the user name and password for your Cloud account to complete the registration.

Login



Steps:

1. Click  or  at the top right corner of the interface and select the service area.
2. Enter the user name, email account or mobile phone, input the password and click **Login**.

Notes:

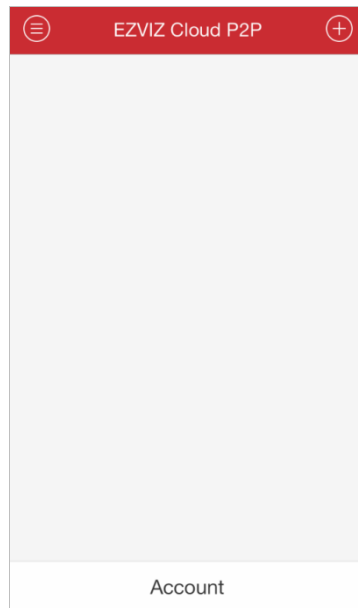
- You can check **Auto-login** checkbox to remember the user name and password log into the Cloud automatically.
- If you forget your password, click **Forgot Password** to verify your account and reset your password.

Device Management

1. Click  and use your phone to scan the serial No. on the label of your device by aligning the QR Code with the scanning frame. Or you can click  and enter the serial No. (9-bit) of the device and click **Search** to search the device.

Notes:

- Only the device that supports the Cloud service can be added.
- The device can only be added to one Cloud account.



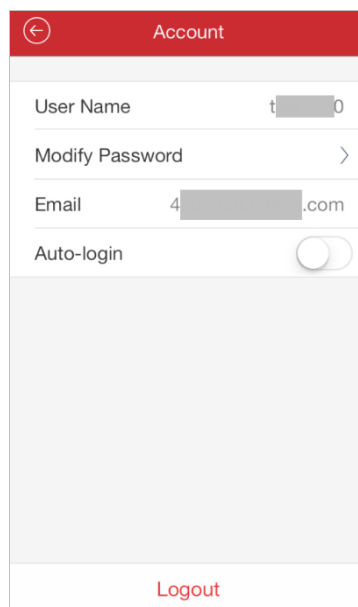
2. The successfully added device will list on the device management interface and you can click **Start Live View** to view the live video of the device.
3. On the Devices interface, select a device and slide the item to access the **Delete** button. Click **Delete** to remove the selected device.

Account Management

Click **Account** and you can manage your Cloud account.
Click **Modify Password** to change the password.

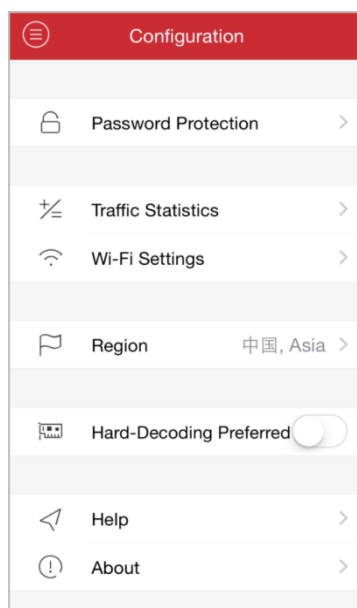
Set the as to enable the auto-login function.

To log out of Cloud, you can click **Logout**.



Chapter 10 System Configuration

In the Configuration interface, you can configure password protection and email feedback; check the traffic statistics, configure Wi-Fi settings and select the region; enable the hardware decoding; and view software's version information, help file and new features.

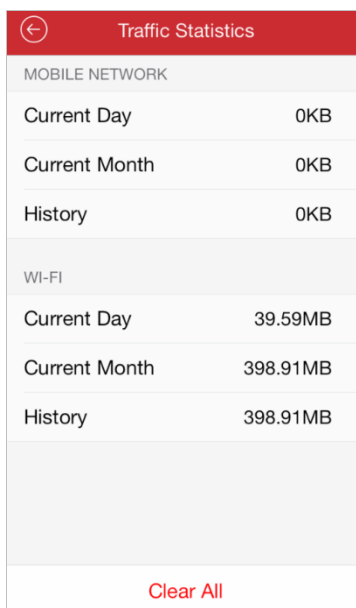


Check Traffic Statistics

The network traffic consumed during live view and remote playback can be checked. You can check the mobile network traffic and Wi-Fi network traffic separately.

Steps:

1. Click  and select **Configuration** to enter the Configuration interface.



The screenshot shows the 'Traffic Statistics' screen with a red header. It displays traffic data for Mobile Network and Wi-Fi, categorized by Current Day, Current Month, and History. A 'Clear All' button is at the bottom.

MOBILE NETWORK	
Current Day	0KB
Current Month	0KB
History	0KB

WI-FI	
Current Day	39.59MB
Current Month	398.91MB
History	398.91MB

Clear All

- Click **Traffic Statistics** to enter the Traffic Statistics interface. The recorded traffic data lists.

Mobile Network: Refer to the cellular data consumed during live view and remote playback.

Wi-Fi: Refer to the Wi-Fi data consumed during live view and remote playback.

Current Day: The traffic data consumed today.

Current Month: The traffic data consumed this month.


History: The traffic data consumed since you started using the software.

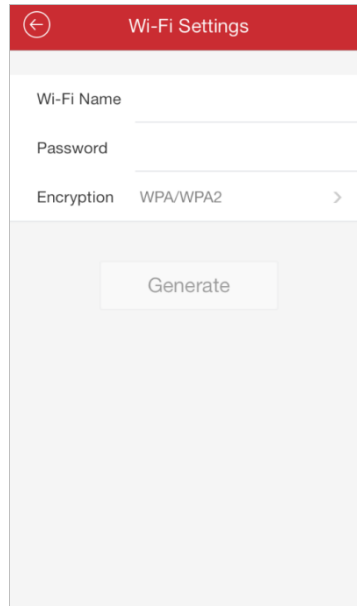
- (Optional) You can click **Clear All** to empty the data.

Wi-Fi Settings

The software provides the function of generating the QR code of Wi-Fi network. The network camera can scan the QR code to connect to the Wi-Fi network conveniently.

Steps:

- Click  and select **Configuration** to enter the Configuration interface.
- Click **Wi-Fi Settings** to enter the Wi-Fi Settings interface.



- Enter the Wi-Fi Name (known as SSID) and password of the Wi-Fi network, select the encryption type which should be the same as the settings of the router, and click **Generate** to generate a QR code for the Wi-Fi network.

Note: If you select *NONE* as the encryption type, the password for the Wi-Fi is not required.

- The network camera can connect to this network by scanning the QR code.


Notes:

- This function should be supported by the network camera.
- For detailed operation of the camera, please refer to the *User Manual* of the network camera.

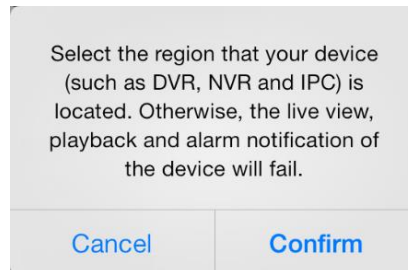
Region

You can change the region where your device is located.

Steps:

1. Click  and select **Configuration** to enter the Configuration interface.
2. Click **Region** to enter the Region interface.
3. Select the country from the corresponding continent.

Note: There will pop up a hint box after you select the region. Make sure that you select the region where the device is located, and then click **Confirm**.



Hardward Decoding

Hardware Decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or playback.


You can switch the of **Hard-Decoding Preferred** to set it as to enable decoding by hardware for live view and playback.

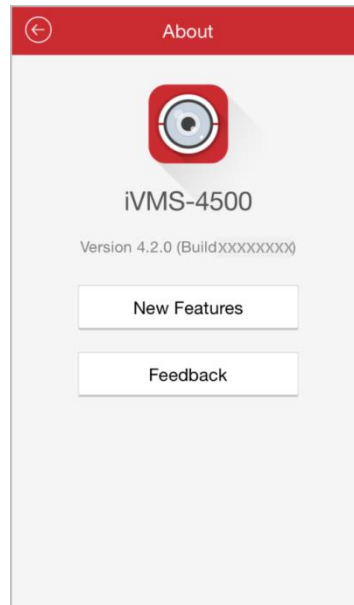
Notes:

- The Hardware Decoding requires iOS 8.0 or higher version; otherwise this option will not be shown.
- For hardware decoding, it supports resolutions of 704*576, 704*480, 640*480, 1024*768, 1280*720, 1280*960, 1920*1080, 2048*1536, and 2560*1920. For other resolutions, it will switch to software decoding.

New Features and Help

Steps:

1. Click  and select **Configuration** to enter the Configuration interface.
2. Click **About** to enter the About interface.
3. In the About interface, click **New Features** to view the new features of the software.



4. In the Configuration interface, click **Help** and you can enter the Help interface.
You can view the help file of the software.

Feedback

If there is any problem or suggestion when you use the software, please feel free to send emails to us by clicking **Feedback** in the About interface. Our technical engineers will handle your problems and suggestions as soon as possible.

Appendix

Version History

V4.2

Added New Features:

1. You can search and add the online device in the same local area network with the iPhone and edit its network parameters.
2. Provide hardware decoding for live view and playback.
3. You can adjust the image quality types including Clear and Fluent for EZVIZ device during live view according to the performance of your network and phone hardware.

V4.1

Added New Features:

1. Provide region selection for the first time you run the iVMS-4500 software. You can also change the region in Configuration page.
2. You can set the Wi-Fi network for the device and add it automatically by adding or scanning the device serial No..

V4.0

Added New Features:

1. Newly designed UI to provide a new experience and the convenient operation.
2. Provide 1, 4, 9, 16-window division mode for live viewing up to 16 cameras at the same time.
3. Provide 4-window division modes for remotely playing back the record files of up to 4 cameras at the same time.
4. Simplify the image quality to Clear, Fluent and Custom.
5. The speed of the remote playback can be set as 1/4X, 1/2X, 1X, 2X and 4X. You can select the playback speed as desired.
6. During multi-window division mode, you can drag and move the window to adjust the window sequence.
7. You can add the device by scanning the QR code of the device. The QR code can be obtained via iVMS-4200 client software or the local menu of the device.
8. The software will not remember the Wi-Fi information to avoid safety problem.

V3.4

Added New Features:

1. The captured pictures and clipped video during live view and playback can be sent to your email.
2. The following alarm can also be pushed to the software, includes line crossing, intrusion, face detection, scene change detection, audio exception, defocus detection and PIR alarm.
3. Provide Cloud service to manage your Cloud account and devices.
4. Check the consumed network traffic statistics during live view and playback.
5. Support generating QR code for Wi-Fi network.

V3.3

Added New Features:

1. The captured pictures during live view and playback can be exported to your photo album directly.
2. Provide multi-language GUI. Added languages include Estonian, Japanese, Korean, Russian, Thai, Traditional Chinese and Turkish.

V3.2

Added New Features:

1. Support alarm notification and information management.
2. Local storage and management for picture and video.
3. Support local recording during live view and playback mode.
4. Double-click to realize digital zoom of live view, remote playback and captured picture.
5. Disable auto-lock during live view, remote playback and local playback.
6. Recover previous live view of all selected cameras after being stopped.
7. Slide the camera list downwards to refresh the device status during live view and remote playback mode.
8. Recover the remote playback after switching from the background.
9. Remember the previous register mode for adding new device.
10. Add serial No. scanning in HiDDNS register mode.
11. Display the name of the main menu button.
12. Add some hints about configuration or abnormal conditions, e.g., popping up "Please check your network connection." when the network is abnormal.

V 3.1

Added New Features:

1. Support audio control.
2. Support email feedback.
3. Support digital zoom.

V 3.0

Added New Features:

1. New designed GUI provides convenient operations.
2. iPhone5 is supported.
3. Up to 16-ch synchronous live view.
4. Support live view by page.
5. Support live viewing channel-zero.
6. Optimize the playing performance.
7. Display the quick operation guide and main features of the software.
8. Check new version automatically.
9. Image quality configurable during live view mode.
10. Alarm outputs control.
11. Password protection.

Modified:

1. Optimize PTZ control.
2. Delete the Alarm Management settings.
3. Delete the channel configuration.
4. Cancel the registration when logging in for the first time.

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