iVMS-4500 HD (iOS) Mobile Client Software

User Manual (V3.4)

UD.6L0202D1587A01

Thank you for purchasing our product. This manual applies to iVMS-4500 HD (iOS) mobile client software; please read it carefully for the better use of this software.
The contents in this manual are subject to change without notice.

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Chapter 1 Introduction

1.1 Overview

iVMS-4500 HD (iOS) V3.4 mobile client software, which is designed for iPad on the basis of iOS (Version 5.0 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 EZVIZ Cloud P2P service for managing your EZVIZ Cloud P2P account and the added devices.

With this software installed in your iPad, 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:

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

1.2 System Requirements

iOS 5.0 or higher version, including iPad2, iPad3, iPad4, iPad Air, iPad mini and iPad mini 2 series products.

1.3 Conventions

In order to simplify the description, we define the "iVMS-4500 HD (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 HD” to search the mobile client software.
3. Download and install it to your iPad.
4. After having installed the software successfully, you can click icon to start the software.

2.2 Uninstalling the Software

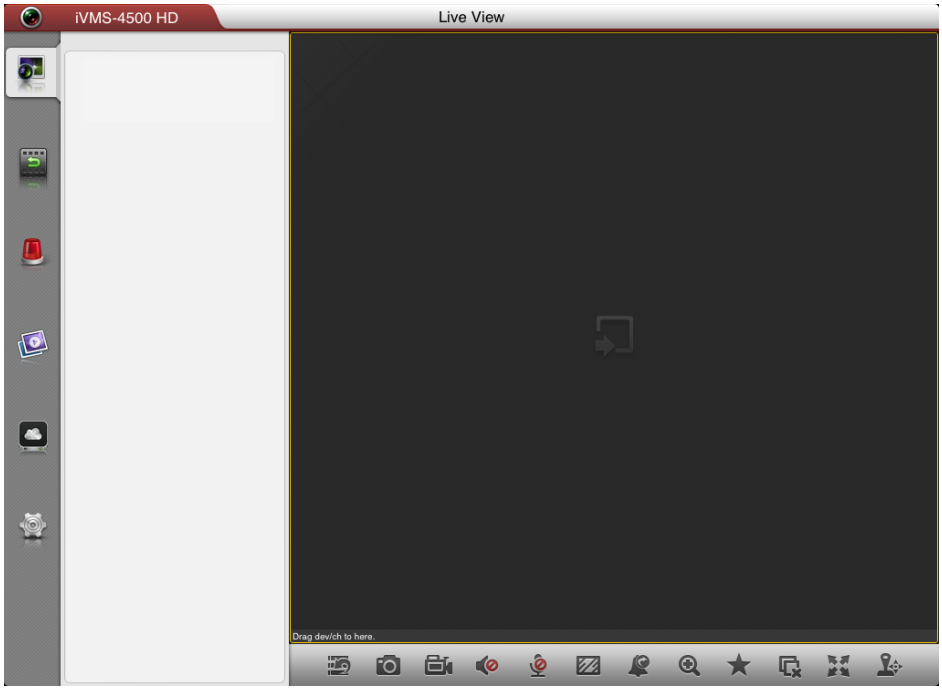
Click and hold the icon in the program list until it changes to . Click to uninstall the mobile client software.

Chapter 3 Running the Software

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

3.1 Interfaces Introduction

The software has six main functions, including Live View, Remote Playback, Alarm Management, Picture & Video Management, EZVIZ Cloud P2P and Configuration.



Icon Description

Icon		Descriptions
Live View		Live view, PTZ control, local recording, alarm outputs control, etc.
Remote Playback		Play back the recorded files stored in the device and clip the playback video for local management.
Alarm		Enable alarm notification, manage alarm information and view the alarm linkage information.
Picture and Video		Display and manage the local video files and pictures.
EZVIZ Cloud P2P		Register an EZVIZ Cloud P2P account, log into your EZVIZ Cloud P2P and manage the devices which support the EZVIZ Cloud P2P service.
Configuration	**Device**	Display device list, add/delete/modify device, view device information, etc.

	Favorites	Define specific cameras and views to your favorites.
	Local Configuration	Configure password protection.
	Wi-Fi Settings	Configure Wi-Fi settings and generate the QR code for the Wi-Fi network.
	Help	Show software's help file.
	About	Display software's version information and main features, and configure software update and email feedback.

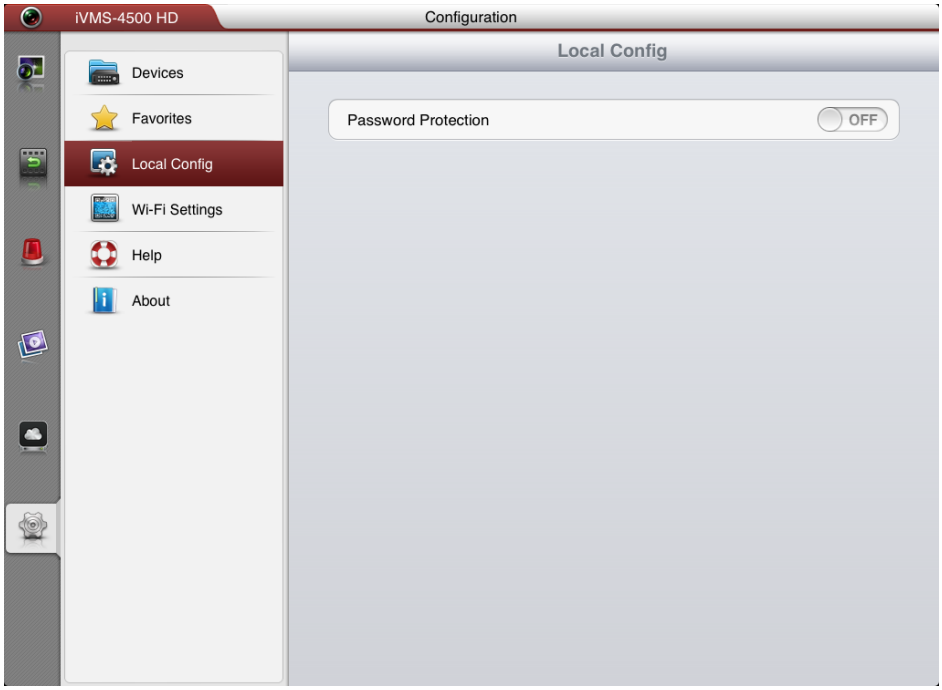
3.2 Password Protection

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

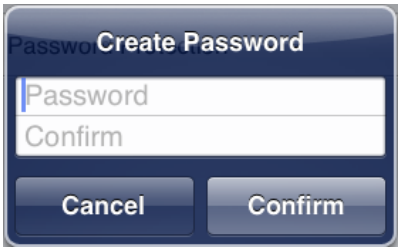
Task 1: Enable Password Protection

Steps:

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



2. Slide the to in Password Protection item to activate password protection.



3. In the dialog box, enter the password for the software and click **Confirm** to save the settings.

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 **Modify Password** and enter corresponding information to change the password.

Task 3: Disable Password Protection

Steps:

1. Slide the ON to OFF in Password Protection item to disable the password protection.
2. In the pop-up dialog box, enter the password to confirm the settings.

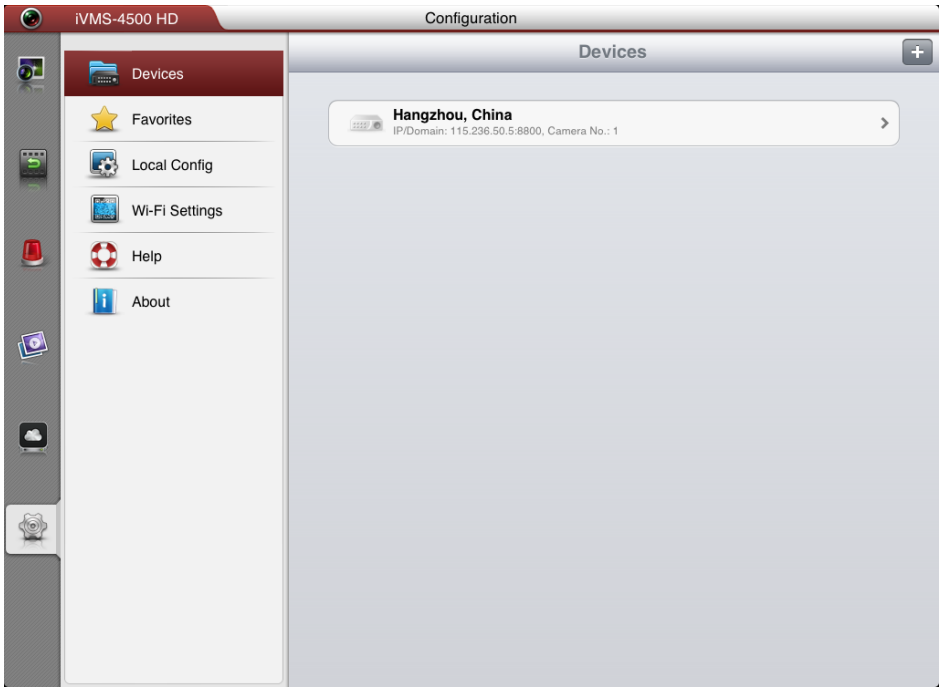
Chapter 4 Device Management

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.

Steps:

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



2. Click to add a new device.

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 HiDDNS server address and the device domain name registered on the server. You can also scan the serial No. on the label of the device by clicking if your device has been registered on the HiDDNS server via serial No..
- 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.

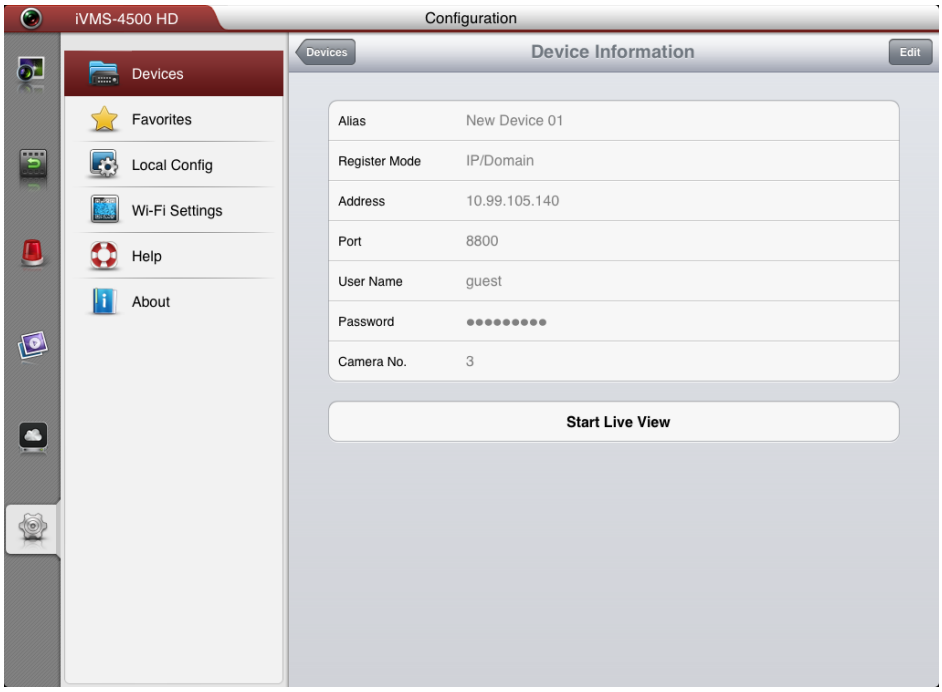
Password: Input the password of the added device.

Camera No.: After the device is successfully added, the number of the camera(s) under the device can be obtained when the device is online.

3. Click **Save** to confirm the settings.

Notes:

1) If the device is successfully added, the software can obtain the camera information of the device when the device is online.
2) Up to 256 devices can be added.
3) You can click **Start Live View** to live view the newly added device if the device is online. Please refer to *Chapter 5* for detailed operation about live view.

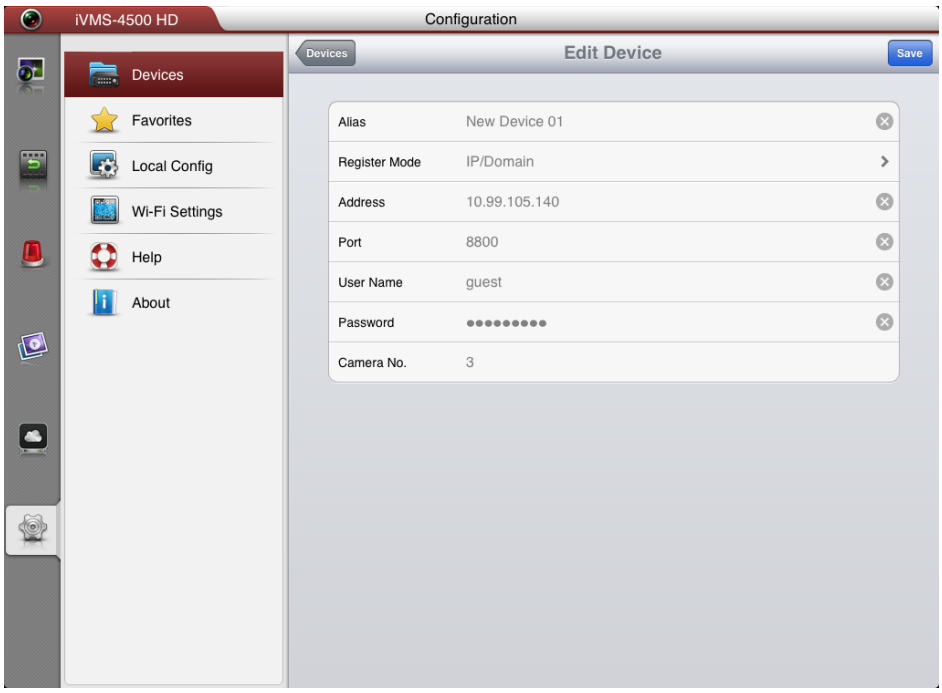


Click **Devices** to return to the Device Management interface. The successfully added new device will be displayed in the Device Management interface.

4.2 Modifying a Device

Steps:

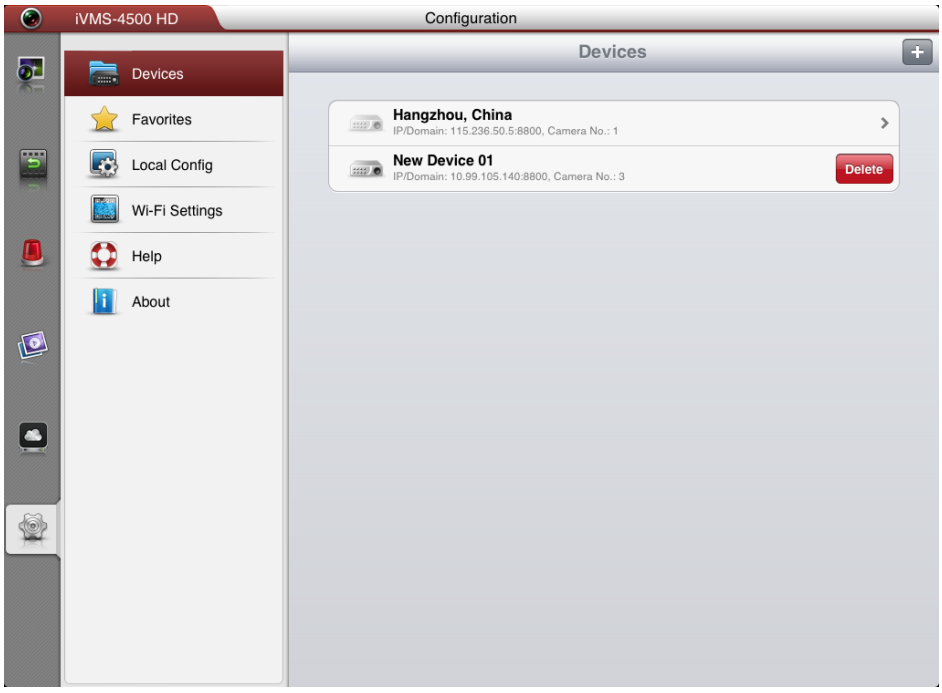
1. In the Device Management interface, select a device and click the device item to view its parameters.
2. Click **Edit** and then you can modify the parameters of the device according to actual needs.



3. Click **Save** to save the modification.
4. Click **Devices** 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 delete the selected device.

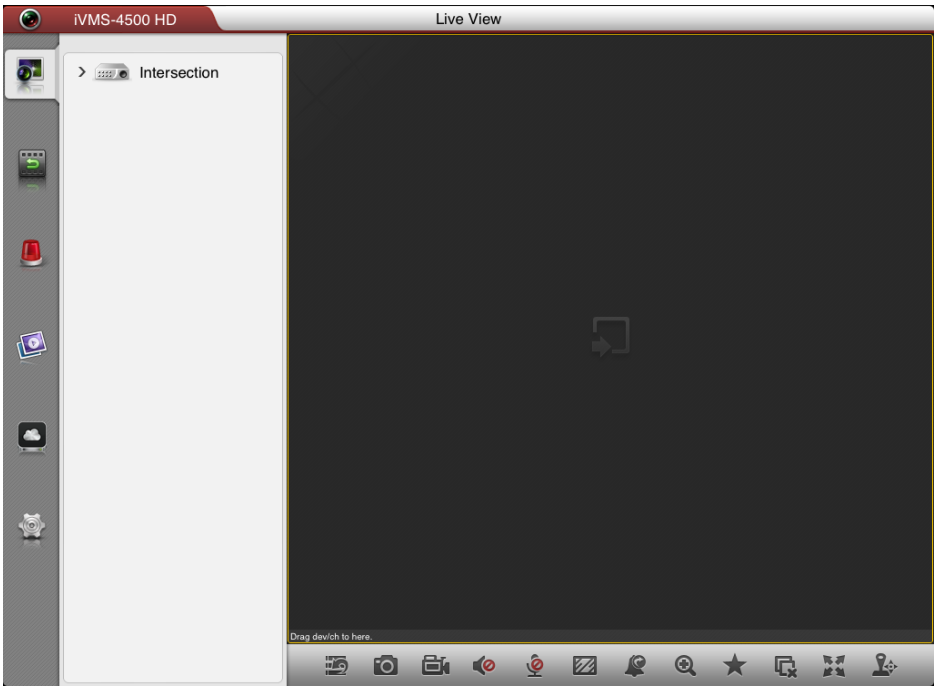


Chapter 5 Live View

After the device is successfully added, you can view the 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 to enter the Live View interface and the screen will be displayed in 1-division mode by default.



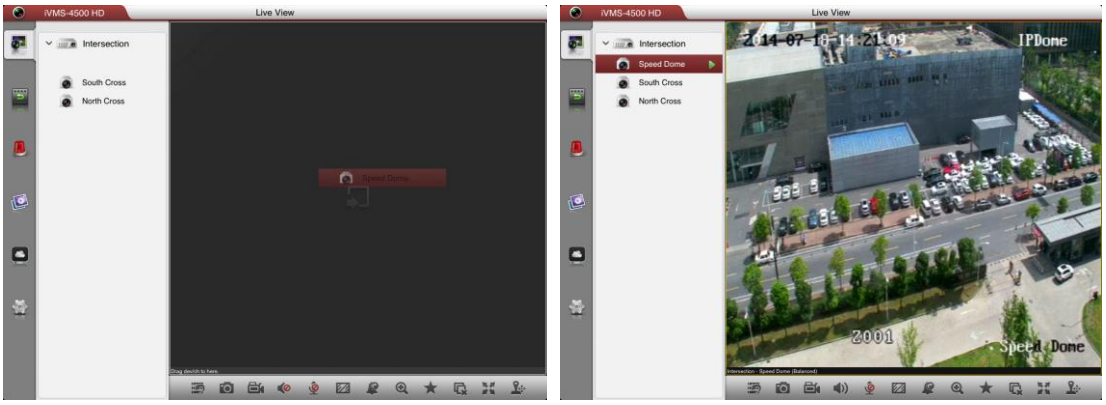
Icon	Description
	Hide the device node.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	Audio control.
	Two-way audio.
	Image quality panel.
	Alarm output control panel.
	Digital zoom.
	Set favorite cameras and views.
	Stop all the live view.
	Enter full-screen mode.
	PTZ control panel.

Start Live View

Click the device node to list all the cameras under it. Drag the camera node to the window for live viewing. Alternatively, you can drag the device node to the window for viewing all the cameras of the device.

Notes:

1) Up to 16 cameras can be live viewed at the same time. If you drag a device node that contains more than 16 cameras for live view, then the live videos of first 16 cameras will be played.
2) If the channel-zero is supported by the device and it has been configured, you can select to live view channel-zero.



Record and 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*).

Image Quality

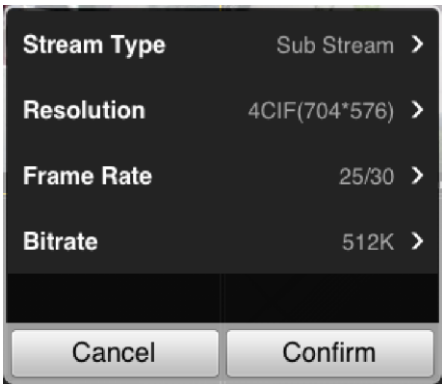
There are three defined image quality types provided, including Clear, Balanced and Fluent. And you can also customize the image quality. Click to adjust the quality according to the performance of your network and iPad hardware.

Note: If you change the image quality, the live view and recording of the device may be affected due to the new settings.

Customize the Image Quality

Steps:

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



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 iPad 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 Balanced or Fluent mode.

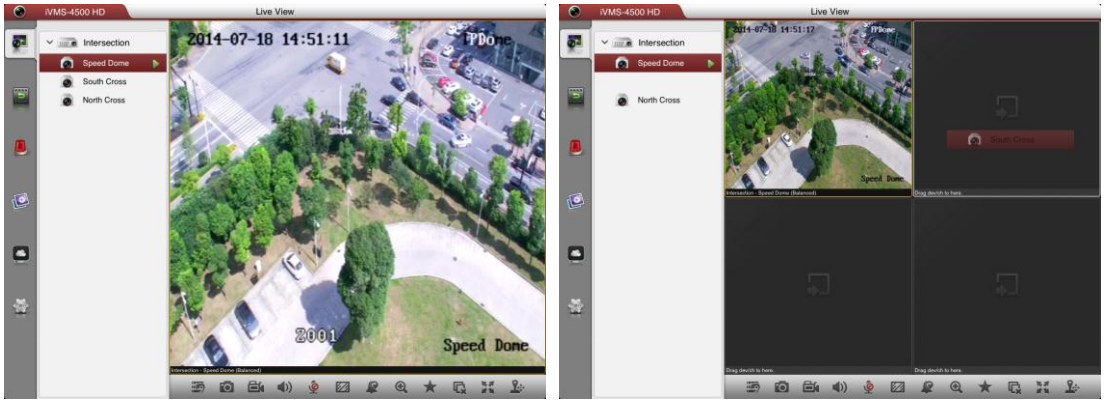
The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264 video compression by using iPad 2.

Resolution	1-ch	2-ch	4-ch	6-ch	9-ch	16-ch	Recommended Configuration
HD1080P	√						Frame rate: 4fps; Bitrate: 1024Kbps
UXGA	√						Frame rate: 6fps; Bitrate: 1024Kbps
XVGA	√						Frame rate: 15fps; Bitrate: 1024Kbps
HD720P	√						Frame rate: 15fps; 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

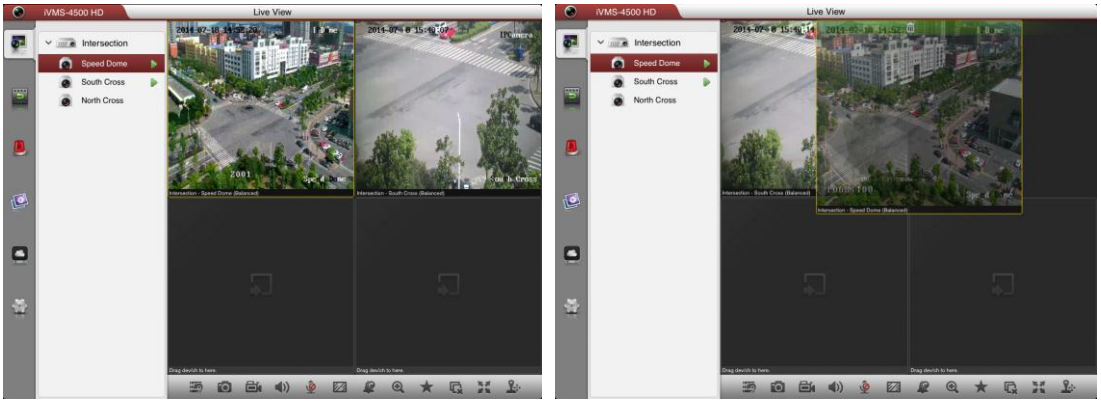
Window Division

When all the current windows are in live view, you can drag a more camera node to the live view window until the window division mode switches and then drag it to the free window for live view.

Note: The software supports 1 / 4 / 6 / 9 / 16-division mode.



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

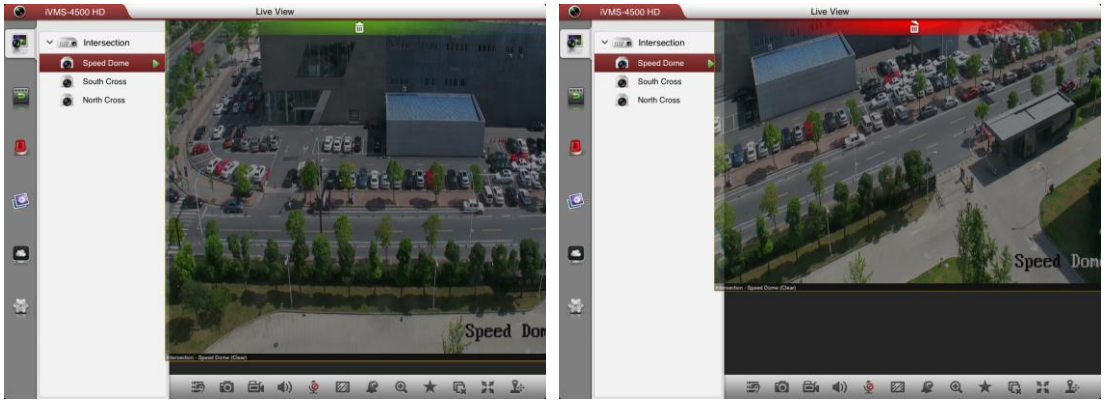


Stop Live View

During the live view, you can click to stop all the live videos.

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

1. Click and hold the live view window.
2. Drag the window upwards, and the will display in the top of the software.
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. Click to activate the alarm output control panel.

2. 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. Click and the selected window will be displayed in 1-division mode.
3. 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.

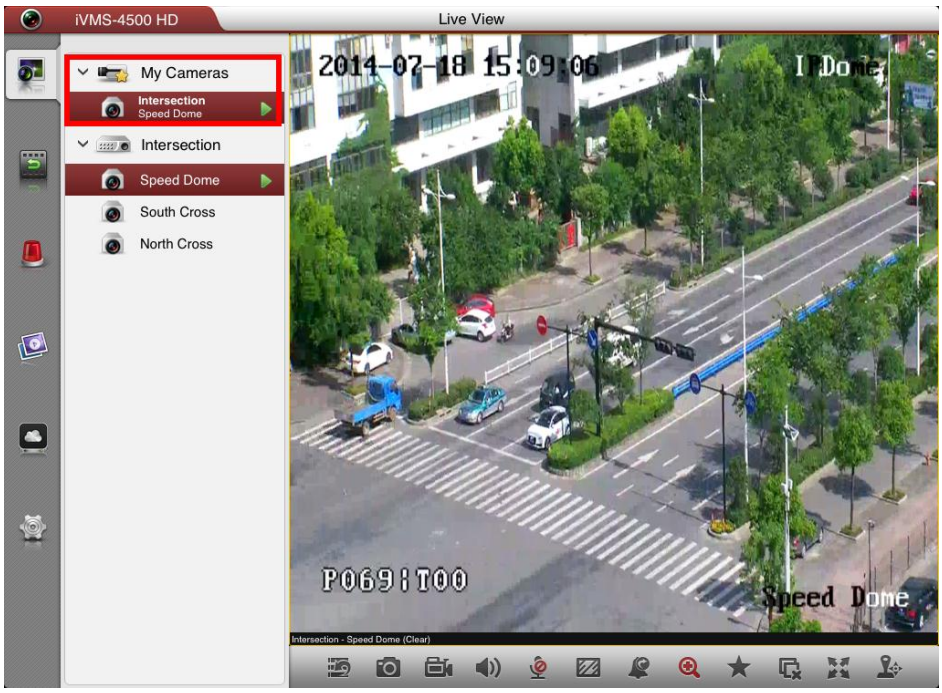
My Cameras and My Views

In live view mode, you can add the camera or view to the favorites so that you can access the camera or view conveniently.

Task 1: My Cameras

Select a window that is under live view. Click and select **My Cameras** to add the camera to My Cameras.

The successfully added camera will be listed under My Cameras node in the device nodes area. In this way, you can easily view the camera by dragging it from My Cameras node to the window area.



Task 2: My Views

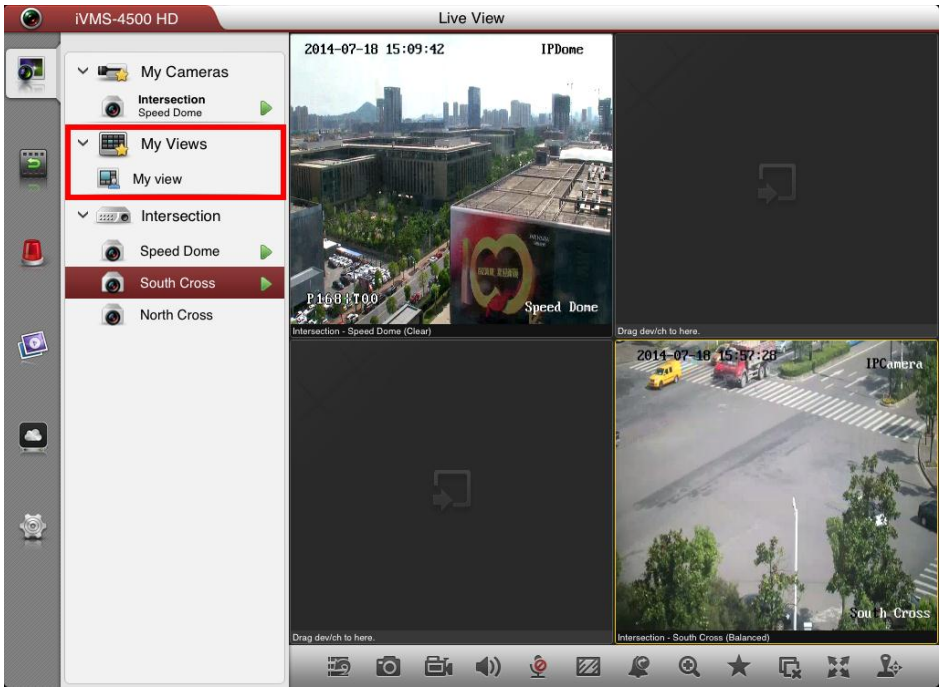
You can add the current view information to My Views.

Steps:

1. Click ★ and select **My Views**.

2. In the pop-up dialog box, edit the name for the view.
3. Click **Save** to confirm the settings.

After that, you can see the view listed under My Views node in the device nodes area. You can drag it to the window area to easily access the common view.



PTZ Control

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

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

Icon	Description
	PTZ movements or auto-scan.
	Zoom +
	Zoom -
	Focus +
	Focus -
	Iris +
	Iris -
	PTZ steps for adjusting the pan/tilt movement speed.

Setting a Preset

Steps:

1. Use to move the camera to the desired scene.
2. Click **Preset** to activate the preset settings interface. Click a preset and then click under it to set the current scene as a preset.

   Note: Up to 256 presets can be configured.

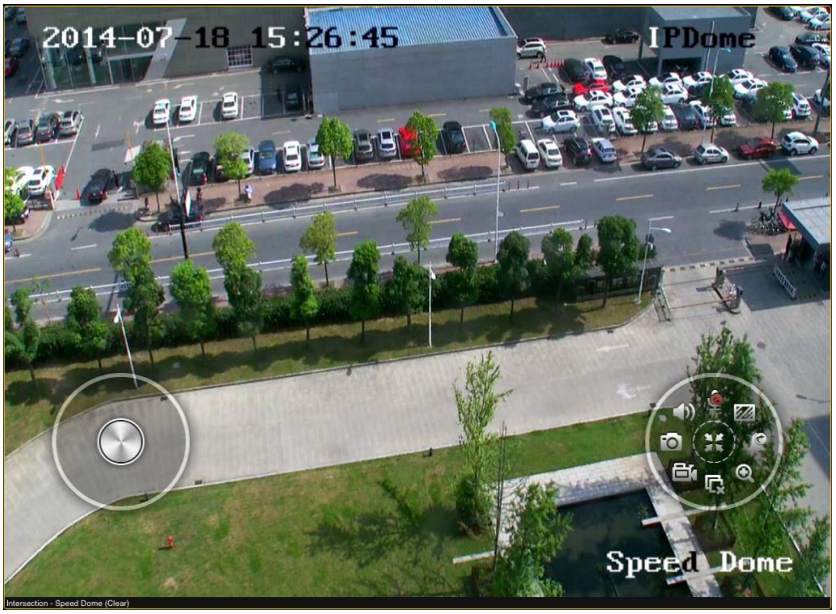
3. To call the defined preset, click the preset and then click under it.
4. To delete the defined preset, click the preset and then click under it.

After completion of PTZ control, click or slide the PTZ panel to the right side to hide the PTZ control panel.

Full-screen Live View

During live view, you can click to enter the full-screen mode. You can press and drag the toolbar to adjust its position.

Note: You can touch the screen to activate the control panel after it hides.



Icon	Description
	PTZ control. Slide the button to control PTZ movements.
	Audio control.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	Stop all the live view.
	Digital zoom.
	Alarm output control panel.
	Image quality panel.
	Two-way audio.
	Exit full-screen mode.

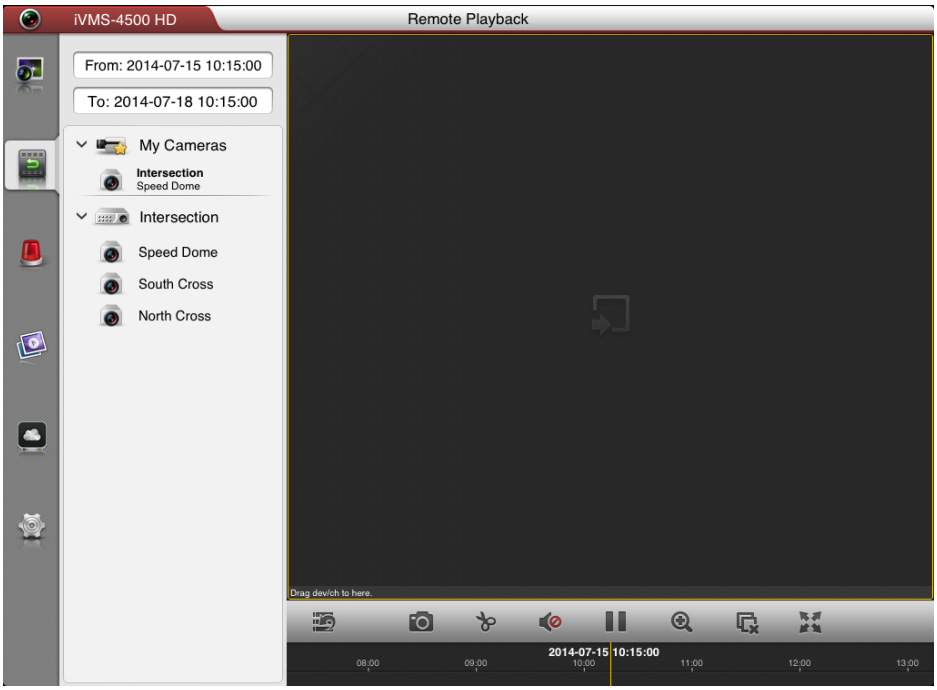
Chapter 6 Remote Playback

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

Start Playback

Steps:

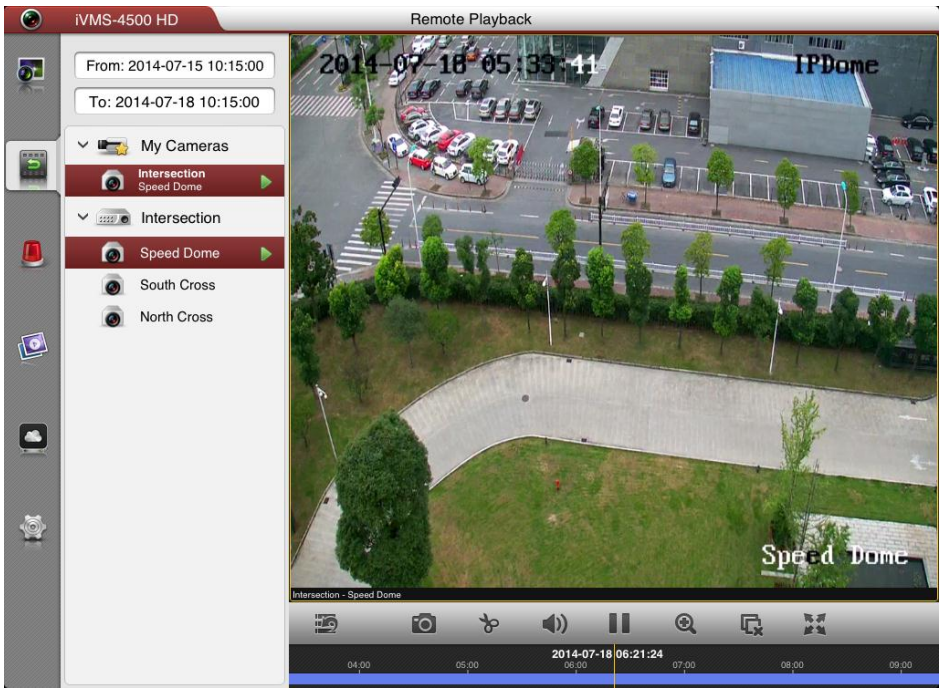
1. Click to enter the Remote Playback interface.



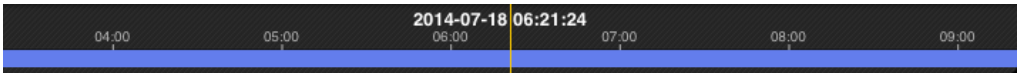
2. Set the start time and end time in the **From** and **To** field to define the search condition.
3. Drag the device node or camera node to the display window for playback.

   Notes:

   1) You can view the playback of up to 4 windows at the same time.
   2) Only the camera with record during that period can be played back successfully.



4. In 4-division mode, you can drag and move the window to adjust the window sequence. Double-click the playback window to display the camera in 1-division mode and double-click again to restore.
5. You can slide the timeline bar to adjust the playback time of the selected window.

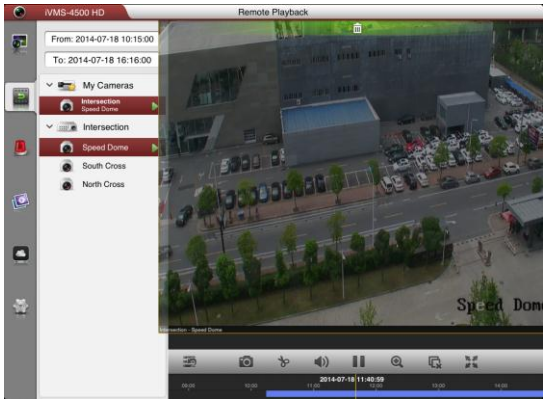


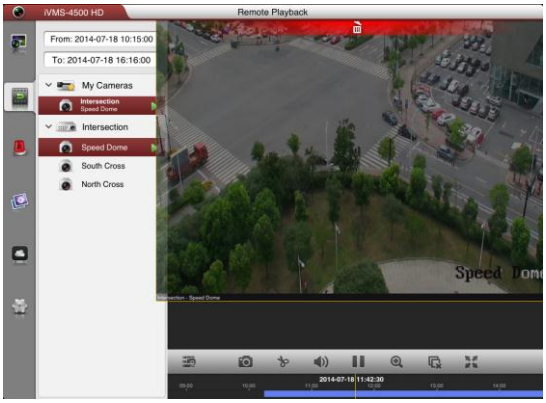
Icon	Description
	Hide the device node.
	Capture picture of the selected playback window.
	Clip the playback video of the selected playback window.
	Audio control.
	Pause the playback.
	Digital zoom.
	Stop all the playback.
	Enter full-screen mode.

Stop Playback

You can click to stop the playback of all the cameras.
Or you can perform the following steps to stop the specified playback window.
Steps:

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





Clip and Capture

During the playback, select a playback window and 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*).

Digital Zoom

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

Steps:

1. Select a playback window.
2. Click and the selected window will be displayed in 1-window mode.
3. 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, click to enter the full-screen mode. You can press and drag the toolbar to adjust its position.

Note: You can touch the screen to activate the control panel after it hides.

Icon	Description
	Pause the playback.
	Capture picture of the playback video.
	Clip the playback video.
	Audio control.
	Exit full-screen mode.
	Digital zoom.

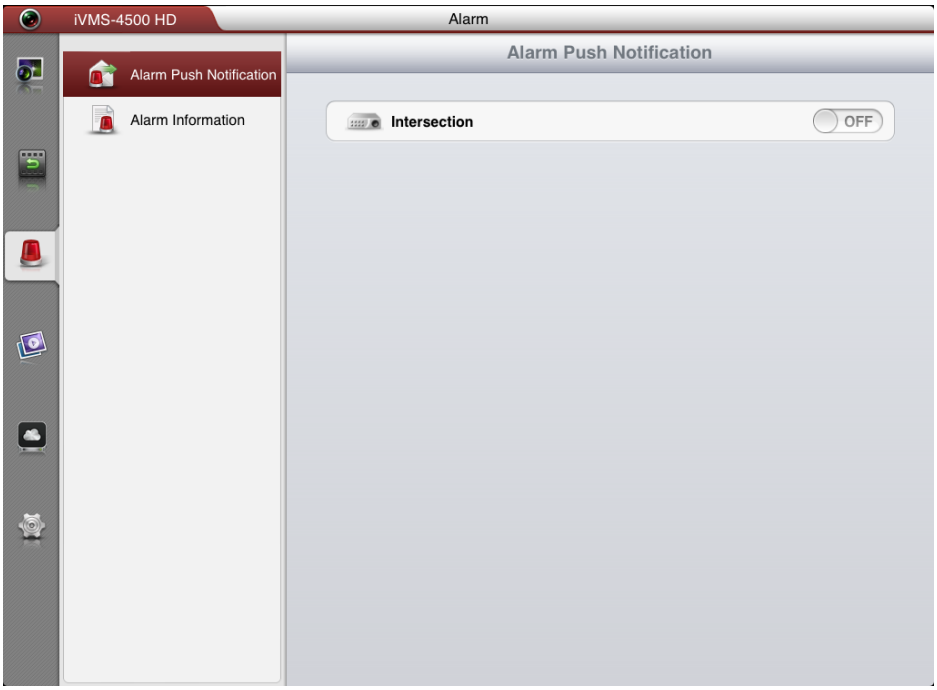
Chapter 7 Alarm Management

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

Alarm Notification

Steps:

1. Click to enter the Alarm Management interface.
2. Click **Alarm Push Notification** to enter the Alarm Push Notification interface.

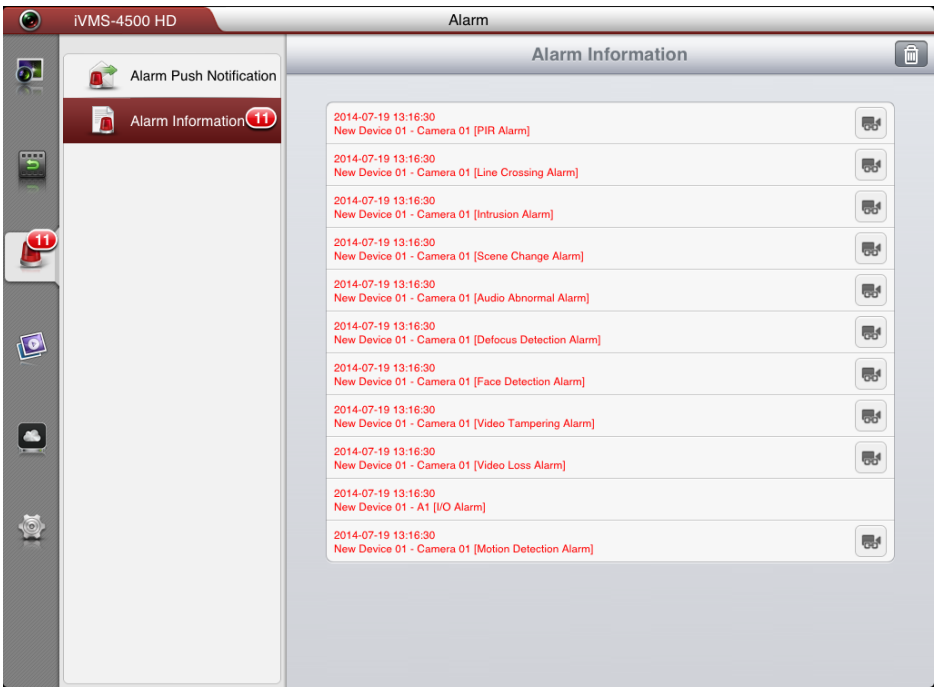


3. Select a device and set the OFF as ON to enable the alarm notification of the device. In this way, the alarm information can be pushed to your iPad at the first time.
   Note: The device should be armed and support alarm notification.
4. If the software is not opened or is running in the background, the newly pushed notification appears briefly at the top of the screen. You can ingore the notification or click it to address it right away. Otherwise, the notification displays in the alarm information directly.

Alarm Information

Steps:

1. Click **Alarm Information** to enter the alarm information interface, you can view the received alarm information.



2. 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.
3. If you want to clear all the alarm information, you can click .

Notes:

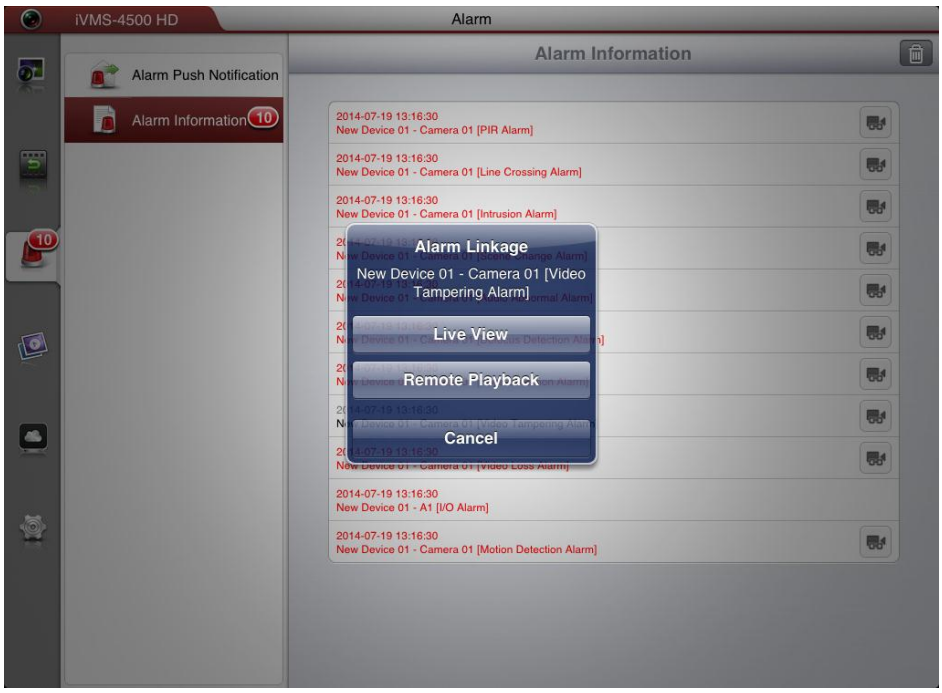
- Up to 1000 pieces of alarm information can be pushed to the alarm information list.
- The alarm supported to be pushed to the software includes motion detection alarm, video loss alarm, video tampering alarm, sensor alarm, line crossing detection alarm, intrusion detection alarm, face detection alarm,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

Alarm Linkage

Steps:

1. In the alarm information interface, select a piece of alarm inforamtion and click .
2. 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.


iVMS-4500 HD
Alarm
Alarm Push Notification
Alarm Information
10
Alarm Information
2014-07-19 13:16:30
New Device 01 - Camera 01 [PIR Alarm]
2014-07-19 13:16:30
New Device 01 - Camera 01 [Line Crossing Alarm]
2014-07-19 13:16:30
New Device 01 - Camera 01 [Intrusion Alarm]
Alarm Linkage
New Device 01 - Camera 01 [Video Tampering Alarm]
Live View
Remote Playback
Cancel
2014-07-19 13:16:30
New Device 01 - A1 [I/O Alarm]
2014-07-19 13:16:30
New Device 01 - Camera 01 [Motion Detection Alarm]

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. The video files and pictures can be exported to your computer via iTunes. You can also export the pictures to your photo album of your iPad, or send the pictures and videos to your email.

The pictures and videos are dispalyed 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.

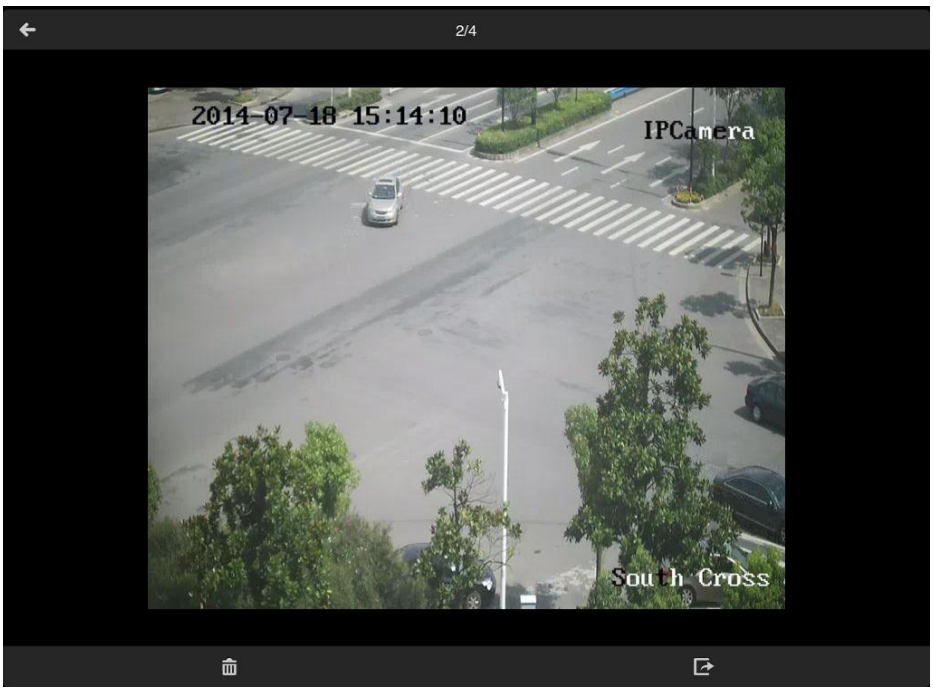
Steps:

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 **Cancel** to cancel it.

Picture Management

Steps:

1. Click 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 select to export the picture to your photo album or send it to your email.



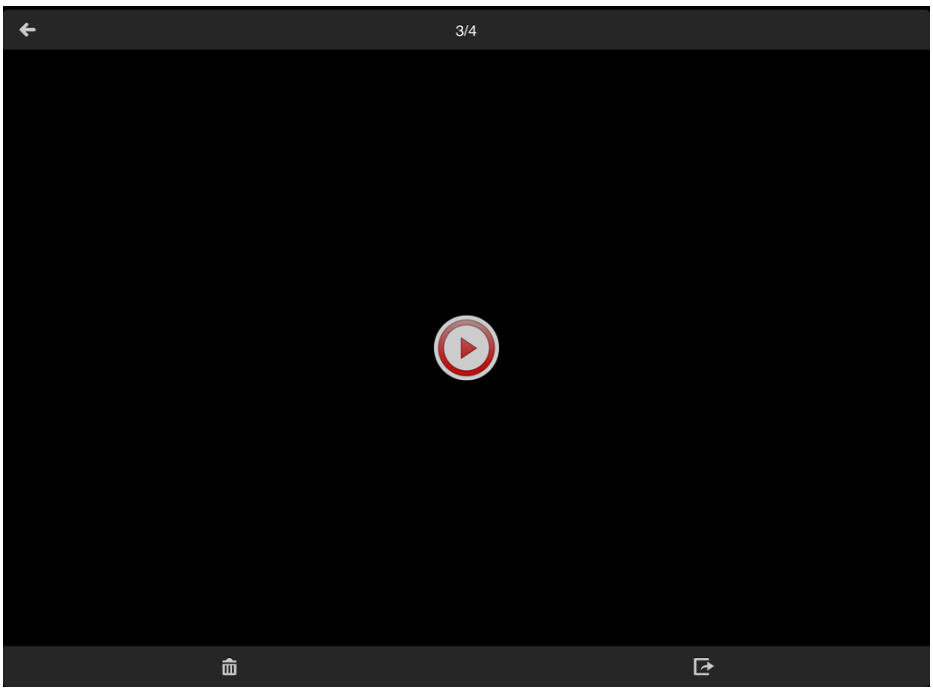
3. You can pinch two fingers together to zoom out or spread them apart to zoom in the picture. Or you can double-click on the picture to realize digital zoom. You can also slide to pan the picture under zoom-in mode.
4. Click to back to the Picture & Video Management interface.

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 timeline bar to adjust the playback time.

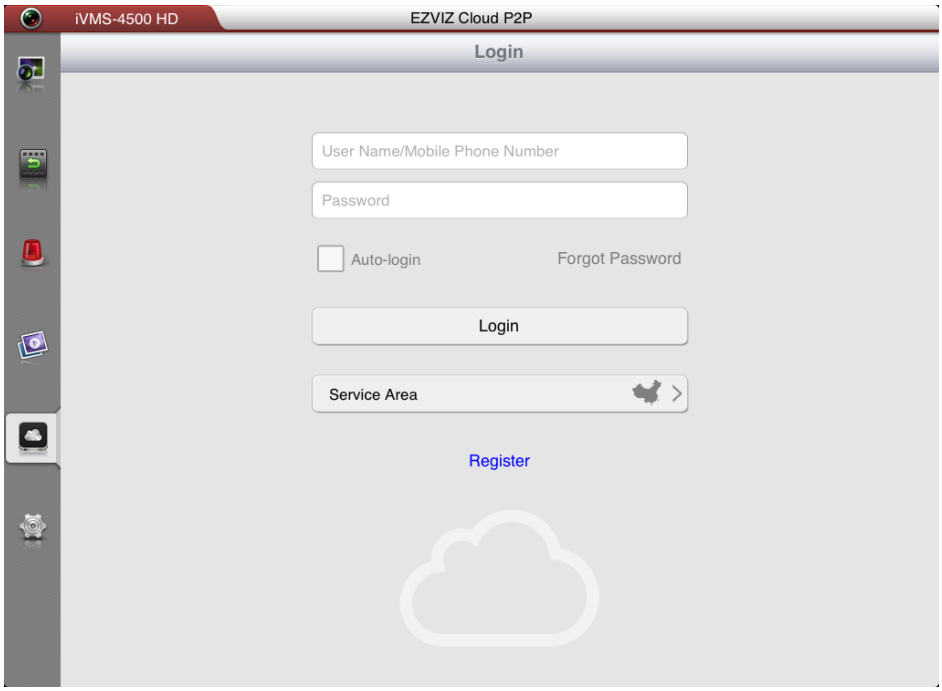
Capture a picture of the playback video.

Pause the playback.

Audio control.

Chapter 9 EZVIZ Cloud P2P

The software also supports to register an EZVIZ Cloud P2P account, log into your EZVIZ Cloud P2P and manage the devices which support the EZVIZ Cloud P2P service.



Register an Account

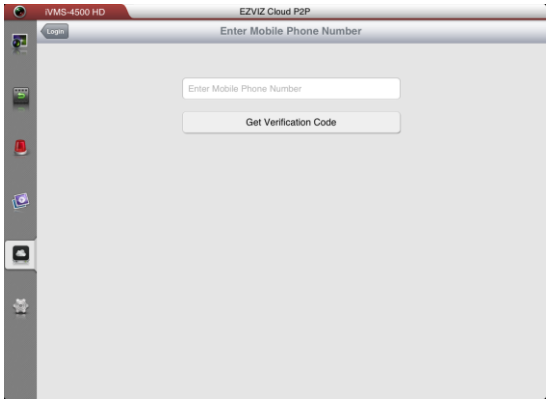
If you do not have an EZVIZ Cloud P2P account, you can register one.

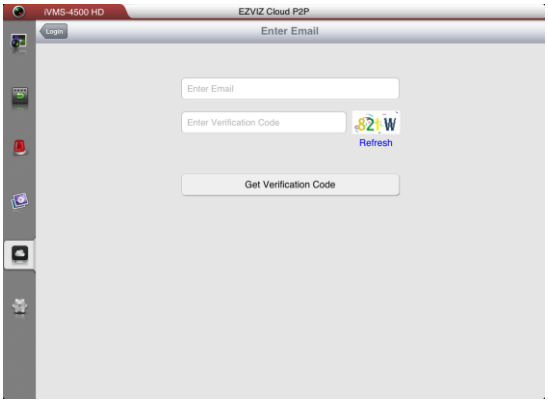
Steps:

1. Click to enter the EZVIZ Cloud P2P interface.

2. Click **Service Area** and select or 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 EZVIZ Cloud P2P account to complete the registration.

Login

Steps:

1. Click **Service Area** and select or .
2. Enter the user name, email account or mobile phone, input the password and click **Login**.

   Notes:

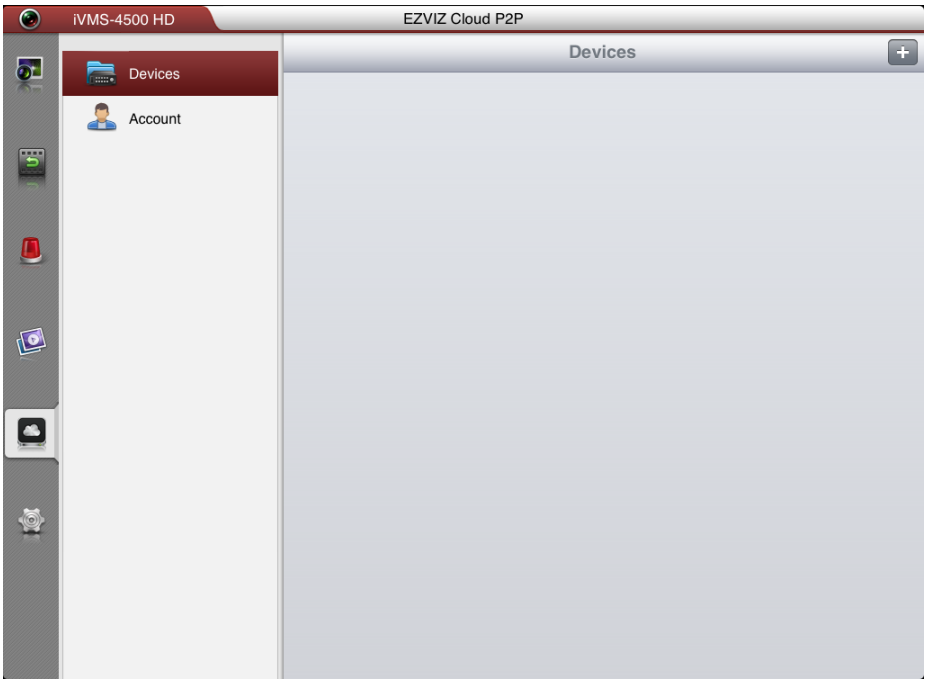
   - You can check **Auto-login** checkbox to remember the user name and password log into the software automatically.
   - If you forget your password, click **Forgot Password** to verify your account and reset your password.

Device Management

1. Click and use your iPad 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 to search the device.

   Notes:

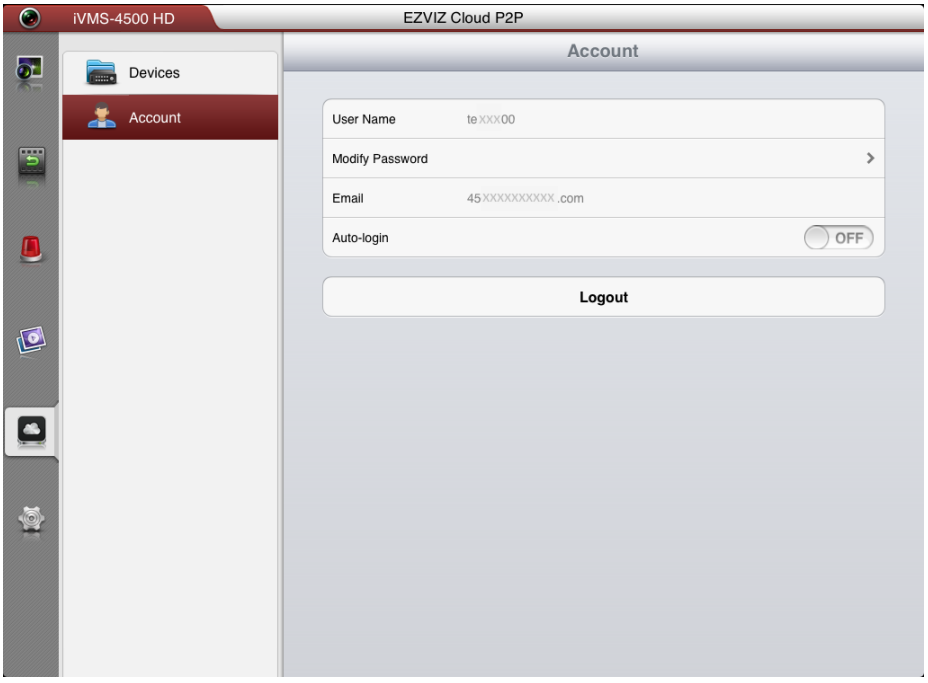
   - Only the device that supports the EZVIZ Cloud P2P service can be added.
   - The device can only be added to one EZVIZ Cloud P2P account.



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 EZVIZ Cloud P2P account.
Click **Modify Password** to change the password.
Set the switch for **Auto-login** as on to enable the function.
To log out of EZVIZ Cloud P2P, you can click **Logout**.



Chapter 10 Favorites

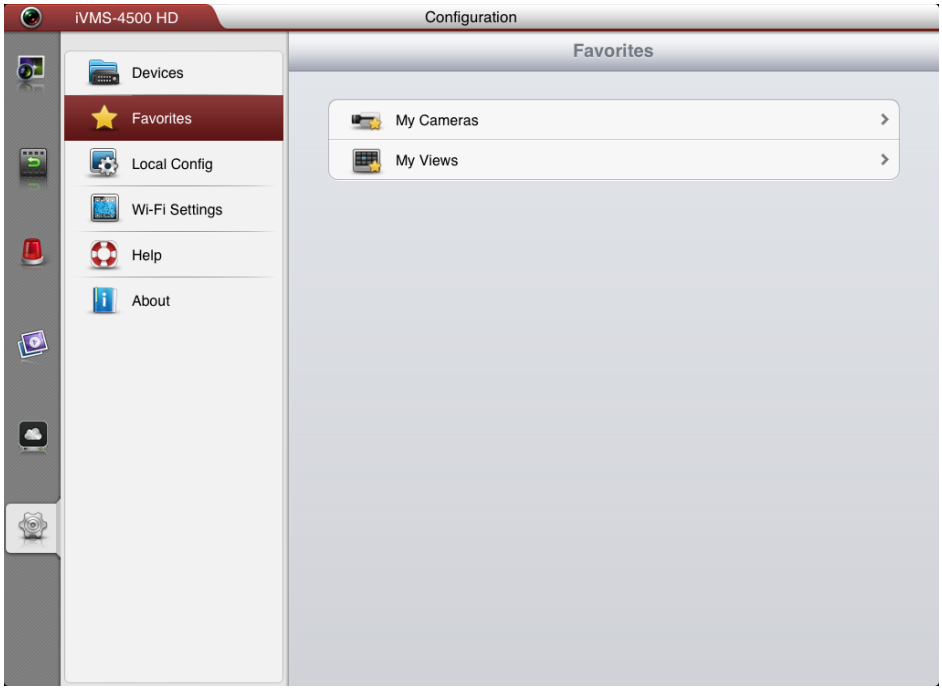
The **Favorites** function can be used for management of My Views and My Cameras to make the live view of commonly used cameras and views more easily and conveniently.

My Cameras: You can collect the commonly used cameras.

My Views: You can collect the commonly used views.

Note: For adding cameras or views to the favorites in live view mode, please refer to **My Cameras and My Views** in *Chapter 5*.

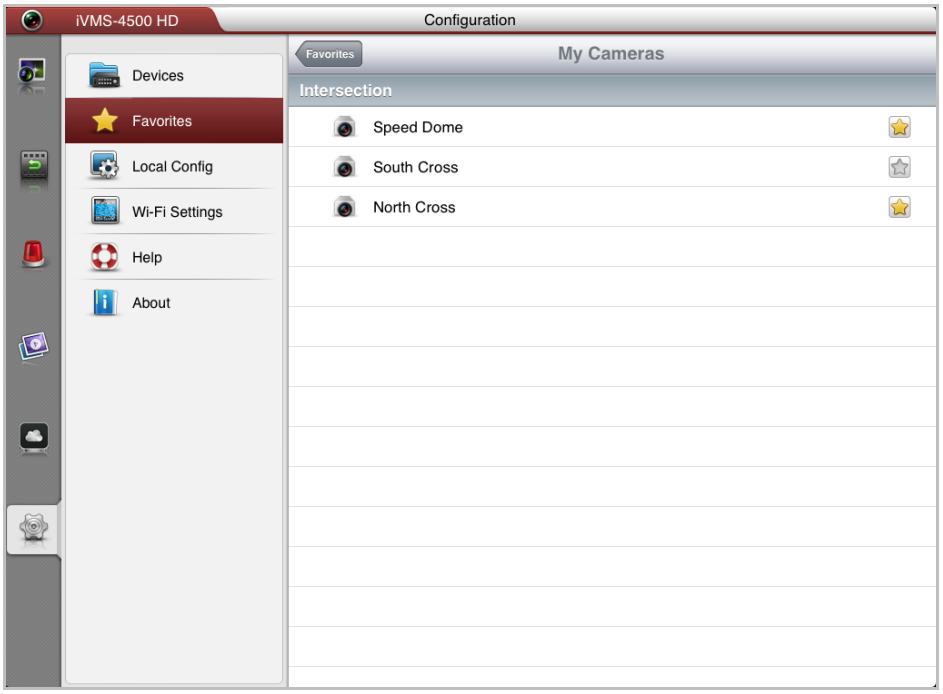
Click and select to enter the Favorites interface.



Task 1: My Cameras

Steps:

1. Click **My Cameras** to enter My Cameras interface. All the cameras of the added devices will be listed.

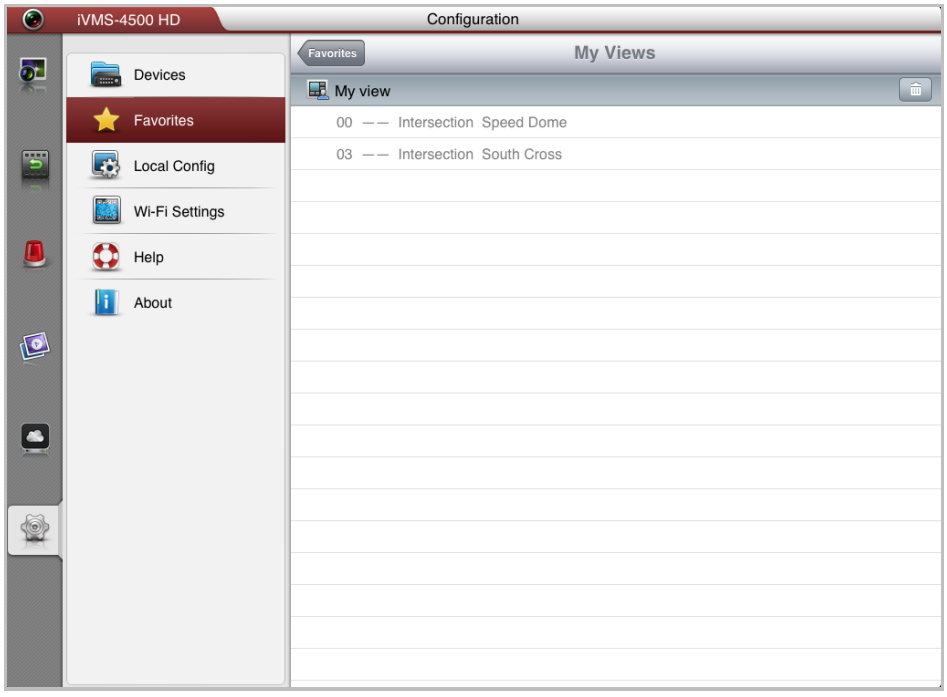


2. The cameras that have been added to My Cameras will be marked with .
3. Click to add the camera to My Cameras. Or click to remove the camera from My Cameras.
4. You can click **Favorites** to return to the Favorites interface.

Task 2: My Views

Steps:

1. Click **My Views** to enter My Views interface. You can see all the added views.



2. You can click to delete the view as desired.

3. For adding views to My Views, please refer to **My Cameras and My Views** in *Chapter 5*.
4. You can click **Favorites** to return to the Favorites interface.
   Note: Up to 32 views can be added to My Views.

All the successfully added cameras and views will also be listed under My Cameras node and My Views node in the device nodes area in the Live View interface.

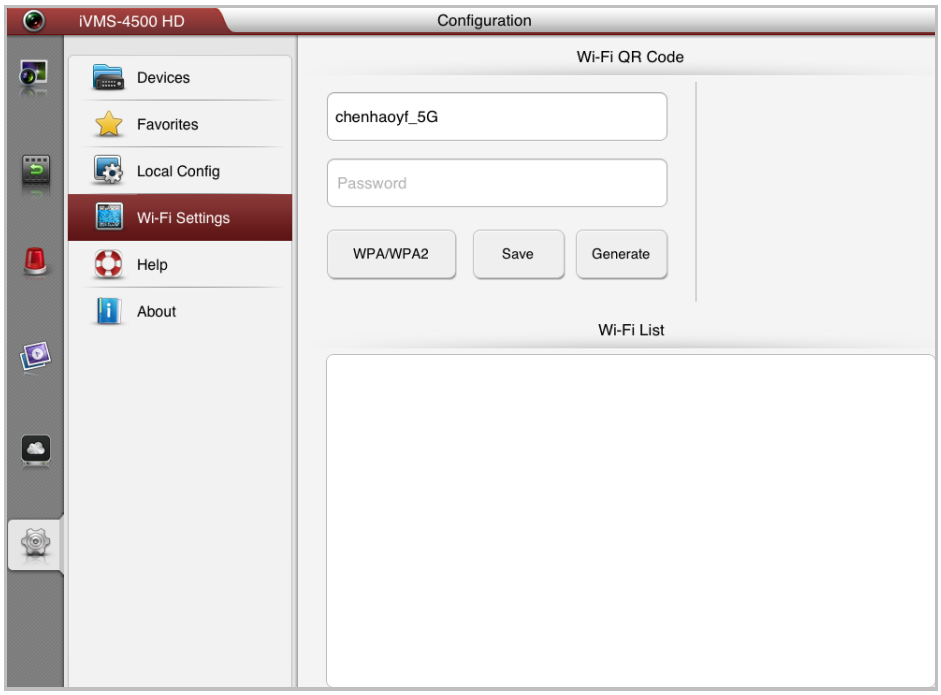
Chapter 11 System Configuration

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:

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



2. 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 no password as the encryption type, the password for the Wi-Fi is not required.
3. 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.
4. (Optional) Click **Save** to save the Wi-Fi network and you can check it in the Wi-Fi List interface.

Update the Software

When there is a new version available in the **App Store**, the software will prompt you to update the software. You can confirm to update the software immediately. You

can also cancel it and perform the following steps to update the software next time as desired.

Steps:

1. Click and select to enter the About interface.
2. If the *New* shows in the **Software Update** item, click Software Update to update the software.

   Note: The *New* displays when there is a new version available in the **App store**.

New Features and Help

In the About interface, click **New Features** to view the main features of the software. In the Configuration interface, click to 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 About interface. Our technical engineers will handle your problems and suggestions as soon as possible.

Appendix

Version History

V3.4

Added New Features:

1. Support local recording during live view and playback mode.
2. Management for captured pictures and clipped video during live view and playback.
3. 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.
4. Provide EZVIZ Cloud P2P service to manage your EZVIZ Cloud P2P account and devices.
5. Support generating QR code for Wi-Fi network.
6. Up to 256 devices can be added.
7. Provide multi-language GUI. Added languages include Estonian, Japanese, Korean, Russian, Thai, Traditional Chinese, Turkish, Bulgarian, Croatian, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Serbian, Slovak, Slovenian, Spanish and Swedish.

V3.2

Added New Features:

1. Support alarm notification and information management.
2. Double-click to realize digital zoom of live view and remote playback.
3. Disable auto-lock during live view and remote playback.
4. Recover the remote playback after switching from the background.
5. Remember the previous register mode for adding new device.
6. Add serial No. scanning in HiDDNS register mode.
7. 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 live viewing channel-zero.
2. Support customized image quality during live view mode.
3. Enable and disable alarm outputs.
4. Support audio control.
5. Preset configuration.
6. Support email feedback.
7. Support digital zoom.
8. Fisheye camera compatible.

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