

iVMS-4500 (iPhone)
Mobile Client Software
User Manual
(V3.0)

Thank you for purchasing our product. This manual applies to iVMS-4500 (iPhone) 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.

Contents

Chapter 1 Introduction.....	3
1.1 Overview	3
1.2 System Requirements.....	3
1.3 Conventions.....	3
Chapter 2 Installing and Uninstalling the Software.....	4
2.1 Installing the Software	4
2.2 Uninstalling the Software	4
Chapter 3 Running the Software.....	5
3.1 Interfaces Introduction.....	5
3.2 Password Protection.....	6
Chapter 4 Device Management	10
4.1 Adding a Device.....	10
4.2 Modifying a Device.....	12
4.3 Deleting a Device.....	14
Chapter 5 Live View	15
Chapter 6 Playback.....	24
Chapter 7 Others.....	28
Appendix	31
Version History	31
Troubleshooting	31

Chapter 1 Introduction

1.1 Overview

iVMS-4500 V3.0 mobile client software, which is designed for iPhone on the basis of iOS (Version 4.3 or higher), can be used to remotely monitor the live video from embedded DVR, NVR, network camera, network speed dome and DVS via wireless network, play back record files, control alarm output and realize PTZ control as well. With this software installed in your iPhone, you are able to log onto the front-end device via Wi-Fi, 2G or 3G; 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, 2G or 3G access service must be supported by the iPhone.
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 4.3 or higher version, including iPhone3GS, iPhone4, iPhone4S and iPhone5 series products.


1.3 Conventions

In order to simplify the description, we define the “iVMS-4500 (V3.0) mobile client software” as “software” and “DVR, NVR, DVS, IP camera, IP 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 **Apple 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  icon to start the software.

2.2 Uninstalling the Software

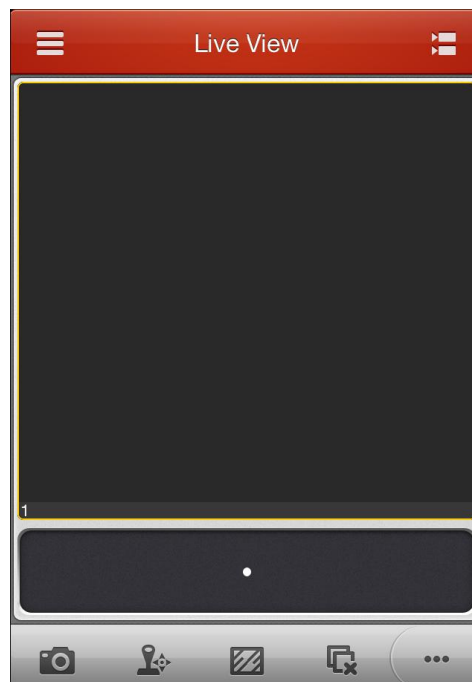
Click and hold the  icon in the program list until it changes to . Click  to uninstall the mobile client software.


Chapter 3 Running the Software

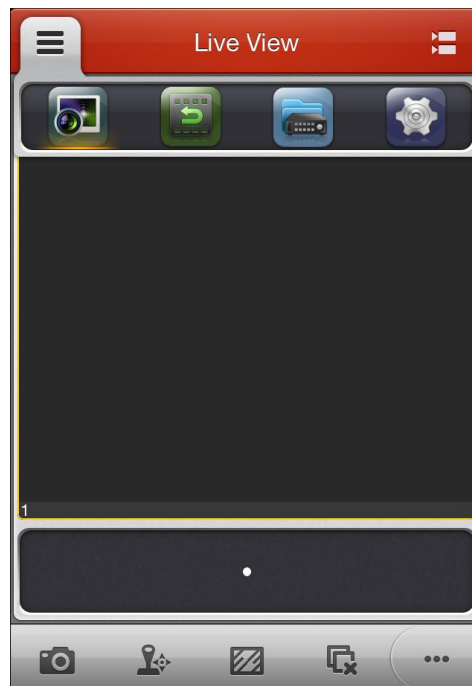
After having installed the software successfully, click  icon to run the software.

3.1 Interfaces Introduction





The software has four main functions, including Live View, Remote Playback, Device Management and Configuration.



You can click  to activate the main menu.



Description of Main Menu



Menu	Descriptions
 Live View	Live view, PTZ control, alarm outputs management, etc.
 Remote Playback	Play back the recorded files.
 Devices	Display device list, add/delete/modify device, view device information, etc.
 Configuration	Configure password protection and software update. View software's version information, quick operation guide and main features.

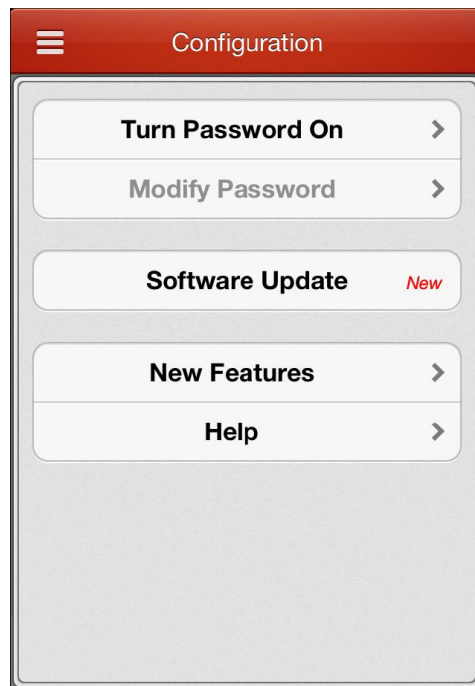
3.2 Password Protection

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

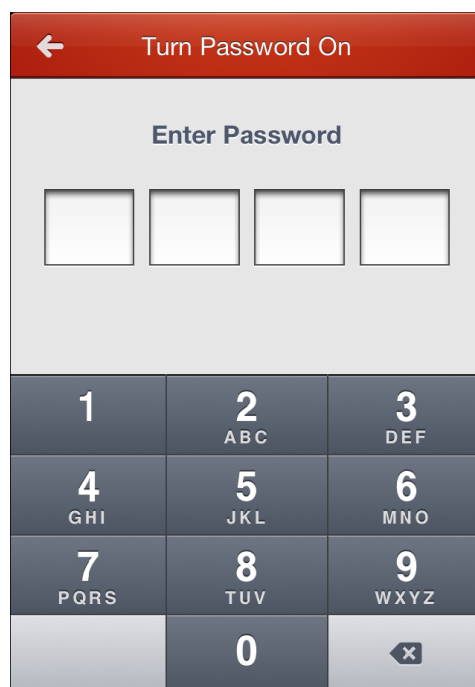
Task 1: Enable Password Protection

Steps:

1. Click  and select  to enter the Configuration interface.

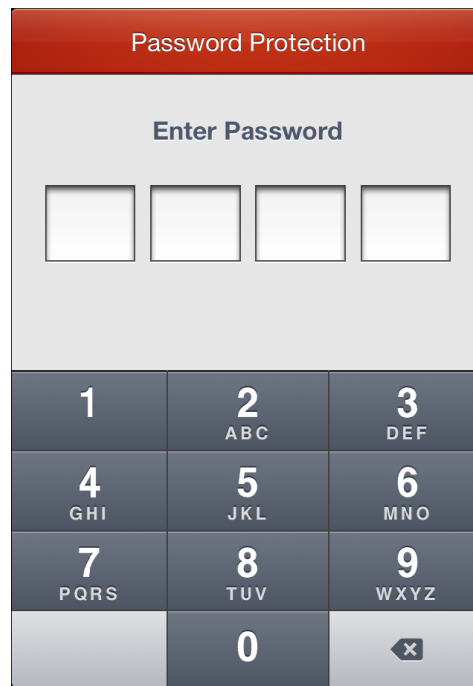


2. Click **Turn Password On** to enter the password settings interface.



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.



The screen displays a red header with the text "Password Protection". Below the header, the text "Enter Password" is centered. Underneath, there are four empty square boxes for password entry. At the bottom, there is a numeric keypad with digits 1 through 9, 0, and a backspace key (indicated by an 'x' in a square).

Task 2: Modify the Password


Click **Modify Password** and enter corresponding information to modify the password.




The image shows three sequential screens for modifying a password, each with a red header and a back arrow. The first screen is titled "Modify Password" and has a section labeled "Old" with four empty square boxes. The second screen is also titled "Modify Password" and has a section labeled "New" with four empty square boxes. The third screen is titled "Modify Password" and has a section labeled "Confirm" with four empty square boxes. Each screen features a numeric keypad at the bottom with digits 1 through 9, 0, and a backspace key (indicated by an 'x' in a square).

Task 3: Disable Password Protection**Steps:**

1. Click **Turn Password Off** to disable the password protection.
2. Enter the password to confirm the settings.

 Turn Password Off


Enter Password

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	



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: The  **Demo** IP/Domain: is a demo added by default when you run the software for the first time. You can view the live video (refer to *Chapter 5*) and play back the record files (refer to *Chapter 6*) of the demo. And you can also modify the demo (refer to *Chapter 4.2*) or remove the demo (refer to *Chapter 4.3*).

Steps:

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




2. Click  to add a new device.

3. Edit the device name in the **Alias** field.
4. Click the **Register Mode** item to select the register mode of the device to HiDDNS, IP/Domain, or IP Server, and configure the corresponding settings.

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.

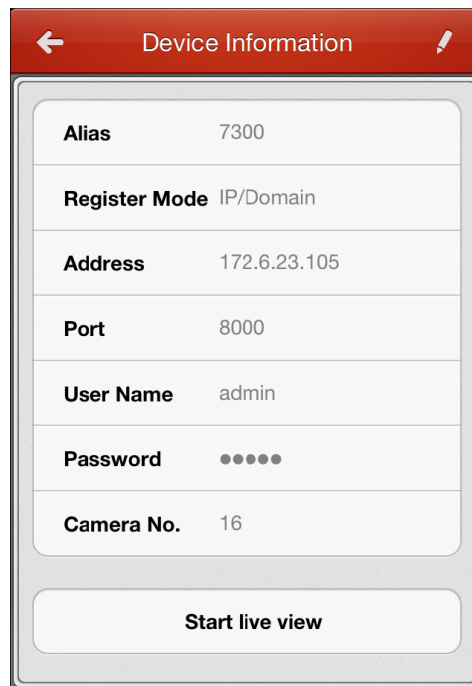
IP/Domain: You can access the device through fixed IP address or domain name. You need to edit the IP address or domain address and the port of the device.

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..

5. Enter the login user name and password of the device to be added.
6. Click  to confirm the settings.


Notes:


- 1) If the device is successfully added, the software can obtain the camera information of the device.
- 2) Up to 100 devices can be added.
- 3) You can click **Start live view** to live view the newly added device. Please refer to *Chapter 5* for detailed operation about live view.



Alias	7300
Register Mode	IP/Domain
Address	172.6.23.105
Port	8000
User Name	admin
Password	•••••
Camera No.	16

Start live view

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



Device Name	IP/Domain	Port	Camera No.
Demo	115.236.50.18	8800	17
7300	172.6.23.105	8000	16


4.2 Modifying a Device

Steps:



1. In the Device Management interface, select a device and click the device item to view its parameters.

Alias	7300
Register Mode	IP/Domain
Address	172.6.23.105
Port	8000
User Name	admin
Password	•••••
Camera No.	16

Start live view

2. Click  and then you can modify the parameters of the device according to actual needs.

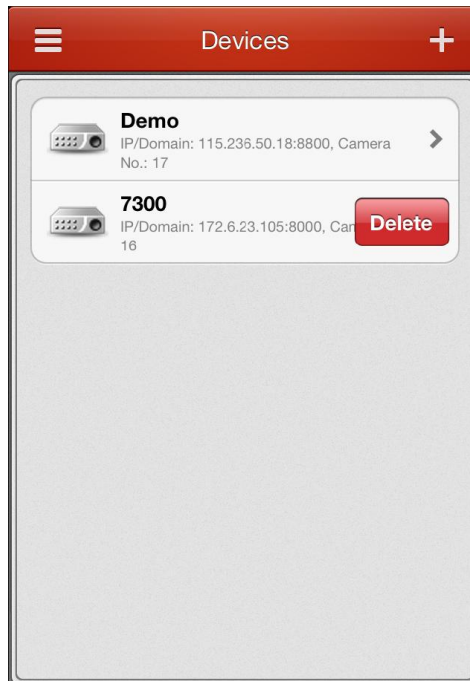
Alias	7300	✕
Register Mode	IP/Domain	➤
Address	172.6.23.105	✕
Port	8000	✕
User Name	admin	✕
Password	•••••	✕
Camera No.	16	

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 delete the selected device.

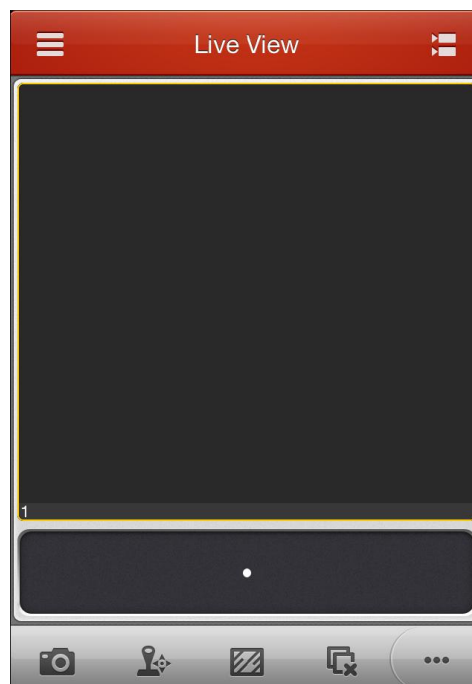


Chapter 5 Live View







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  to enter the Live View interface. The screen will be displayed in 1-division mode by default.




Description of Icons:

Icons	Descriptions	Icons	Descriptions
	Capture picture of the selected live view window		PTZ control
	Set image quality to Clear, Balanced, Fluent or Customized		Stop all the live view
	Start/stop two-way audio		Enable/disable alarm output management

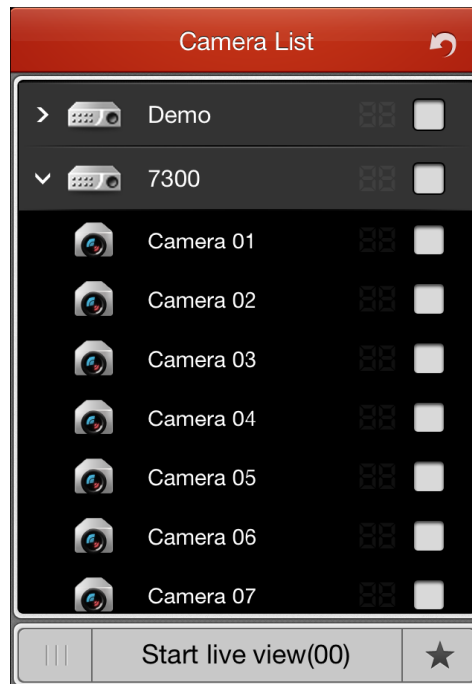
Note: You can click  to show the hidden icons and click  to hide them.

Start Live View

Steps:




1. Click  to display the added device list. Click a device node to list all the cameras under it.

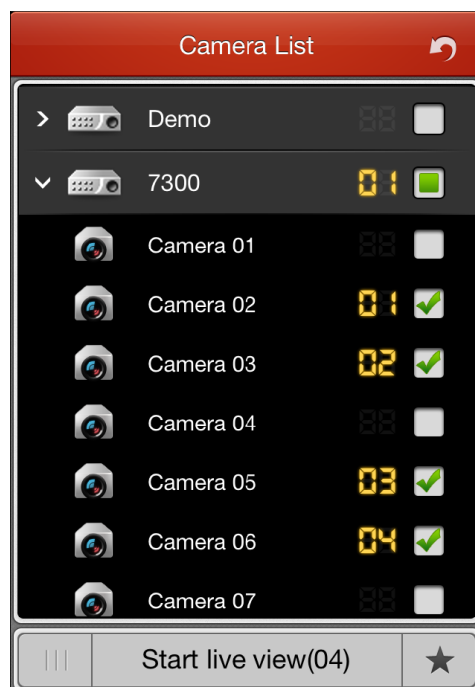
Note: The name of the camera under the device is obtained from the device.




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.

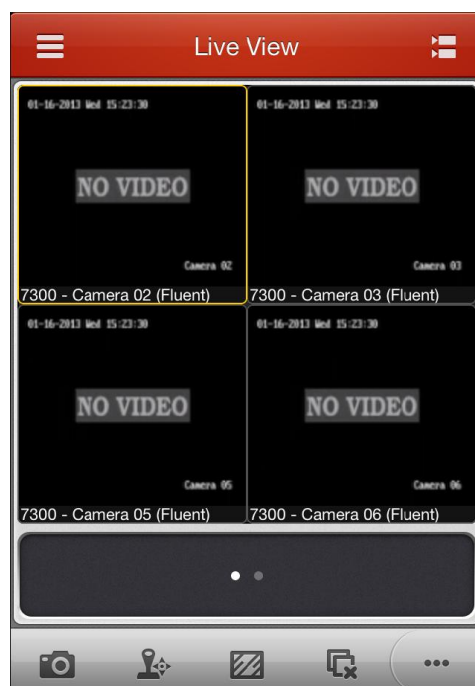
Notes:

- 1) If the channel-zero is supported by the device and it has been configured, you can select to live view by channel-zero.
- 2) The number (e.g. ) indicates the displaying window No..
- 3) If there is only one channel under the device, the icon of the device shows as . Otherwise, it shows as .



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: Up to 16 cameras can be selected for live viewing at the same time.




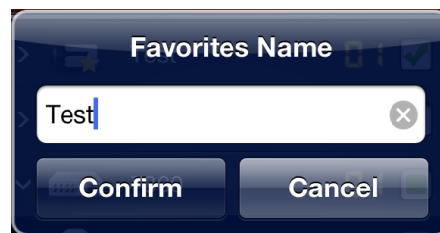
Favorites Configuration

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

Steps:

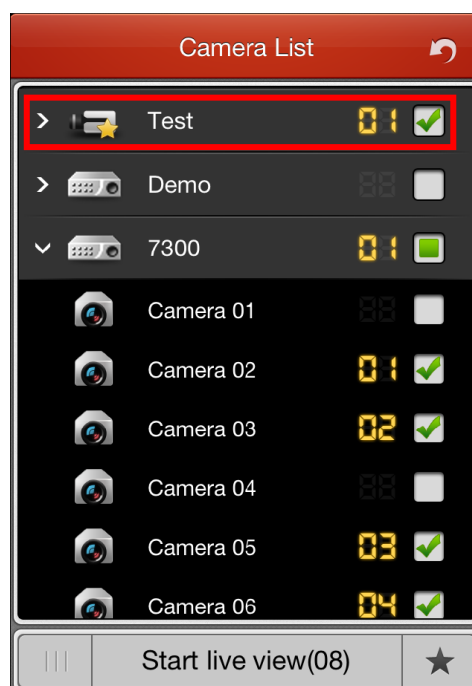
1. Perform the *Step 1* and *Step 2* of *Start Live View* to select the camera(s).

- Click  to add the camera(s) to the Favorites.
- In the pop-up dialog box, enter the name for the favorites.




- Click  to save the settings.

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






Capture

In live view mode, select a live viewing window and click the  to capture a picture.

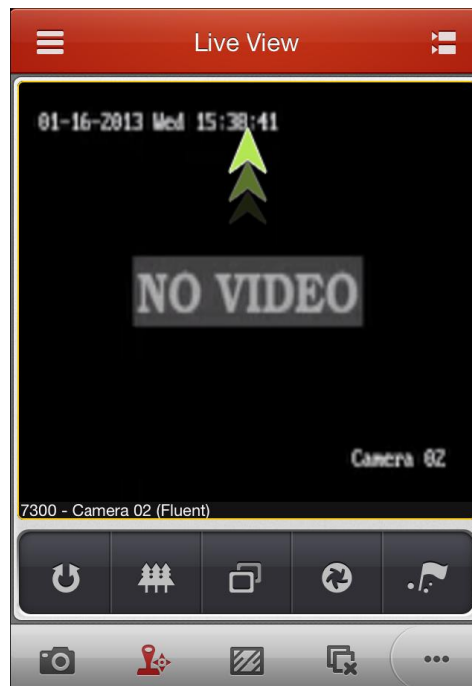
Note: The captured pictures are saved in the *photo* folder of your iPhone by default. You can access the directory to view or delete the pictures.

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.

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.



Description of Icons

Icons	Descriptions	Icons	Descriptions
	Zoom+		Zoom-
	Focus+		Focus-
	Iris+		Iris-
	Start / stop the auto-scan.		Set and call the preset.

Note: Click to activate the and buttons; click to activate the and buttons; click to activate the and buttons.

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 to finish the preset settings.


Calling a Preset

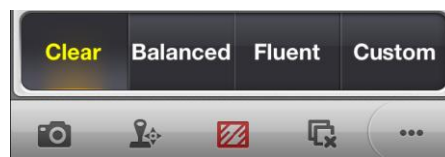
For the programmed preset, you can slide to set the preset No. in the dialog box and

click  to call it.

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

Image Quality

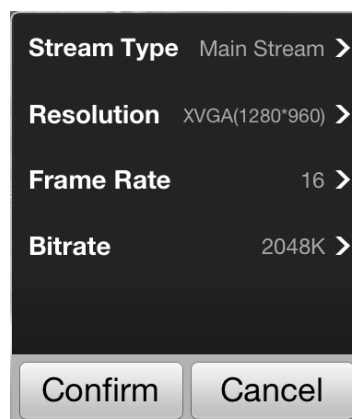
There are three defined image quality types provided, including Clear, Balanced and Fluent. And you can also customize the image quality. Click  to adjust the quality according to the performance of your network and phone hardware.




Customize the Image Quality

Steps:

1. Click  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  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 Balanced or Fluent mode.

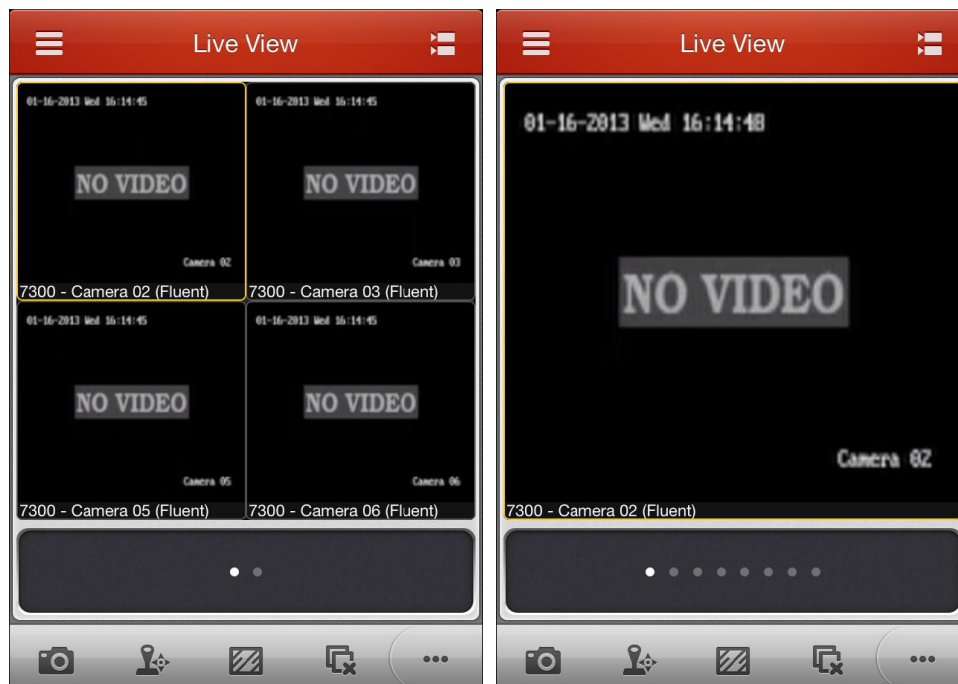
The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264 video compression.

Resolution	1-ch	2-ch	3-ch	4-ch	Recommended Configuration
HD1080P	√				Frame rate: 4fps; Bitrate: 1024Kbps
UXGA	√				Frame rate: 4fps; Bitrate: 1024Kbps
HD900P	√				Frame rate: 6fps; Bitrate: 1024Kbps
SXGA	√				Frame rate: 10fps; Bitrate: 1024Kbps

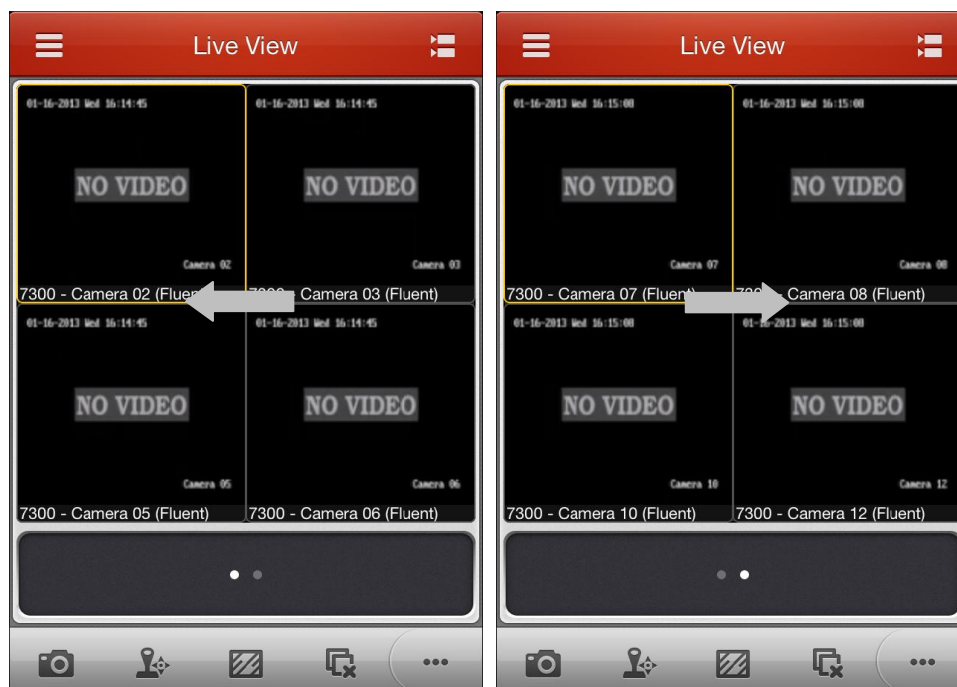
XVGA	√				Frame rate: 15fps; Bitrate: 1024Kbps
HD720P	√				Frame rate: 15fps; Bitrate: 1024Kbps
XGA	√				Frame rate: 20fps; Bitrate: 1024Kbps
WD1	√				Frame rate: 25fps; Bitrate: 1024Kbps
SVGA	√				Frame rate: 25fps; Bitrate: 1024Kbps
4CIF	√	√			Frame rate: 25fps; Bitrate: 1024Kbps
VGA	√	√			Frame rate: 25fps; Bitrate: 512Kbps
2CIF	√	√	√	√	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 multiple cameras are under live view, they are 4-division mode by default. You can double-click the live view window to display the camera in 1-division mode and double-click again to restore.



When there are multiple pages of playing windows, you can slide the screen to go to the next or previous page.






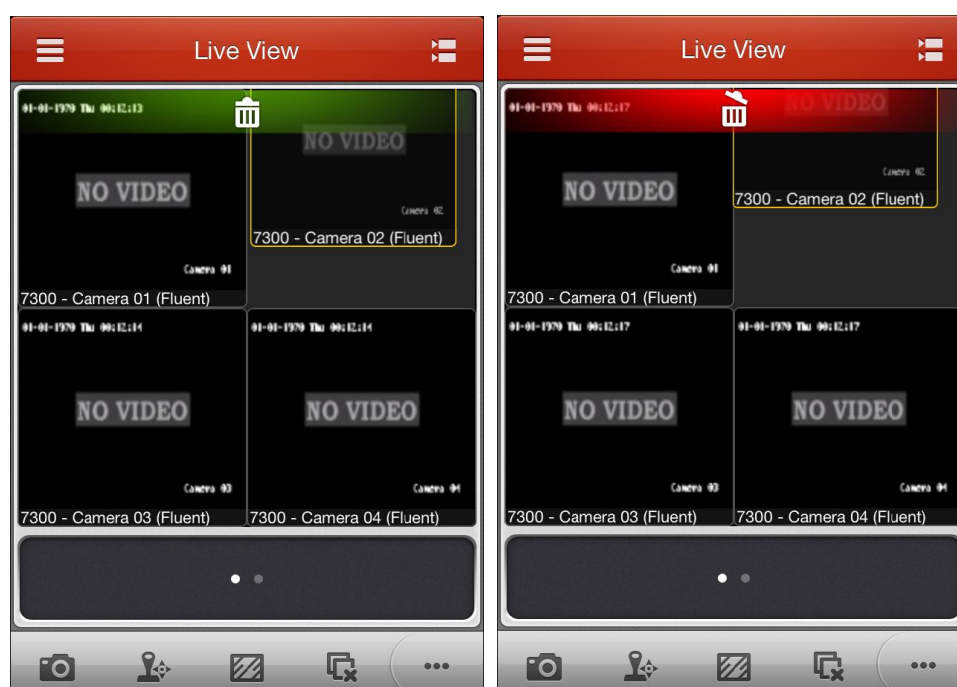
Stop Live View

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

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  icon shows on the top of the window.
3. Drag the window to the  until it changes to  and then release the window.





Alarm Output Management





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 access the hidden icons.
2. Click  to activate the alarm output management panel.

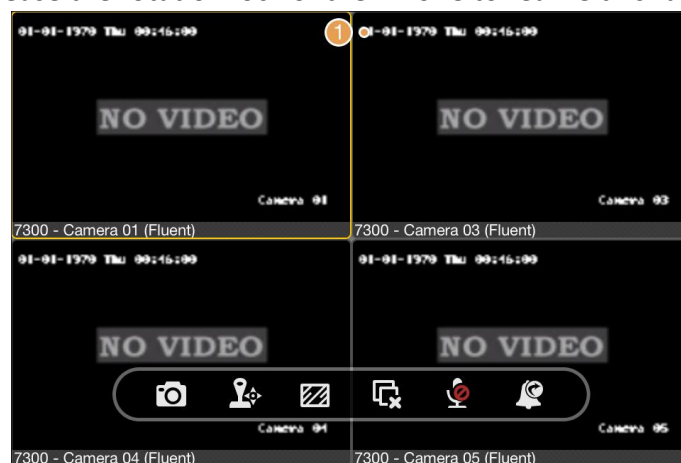


3. Select an alarm output  and click it to set it as  to enable this alarm output. You can also click the enabled alarm output  to set it as  to disable it.







Full-screen Live View

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

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



Description of Icons


Icons	Descriptions	Icons	Descriptions
	Capture picture of the selected live view window		PTZ control
	Set image quality		Stop all the live view
	Start two-way audio		Manage alarm output

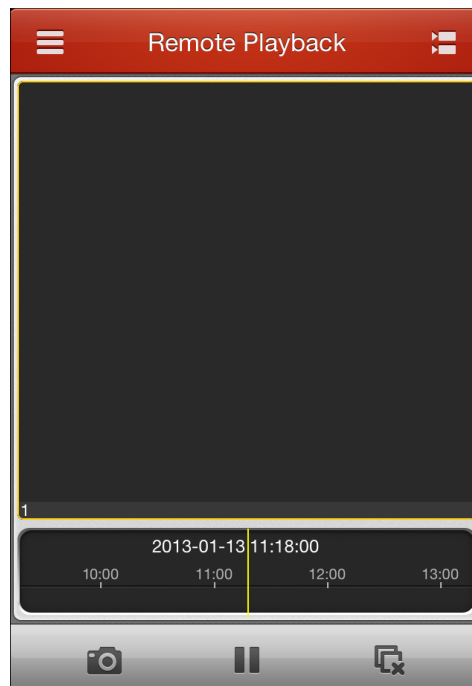
Chapter 6 Playback


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

Start Playback

Steps:

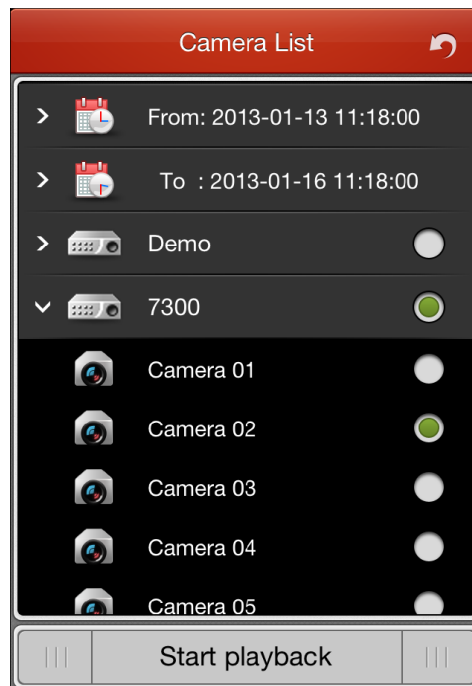
1. Click  and select  to enter the Remote Playback interface.



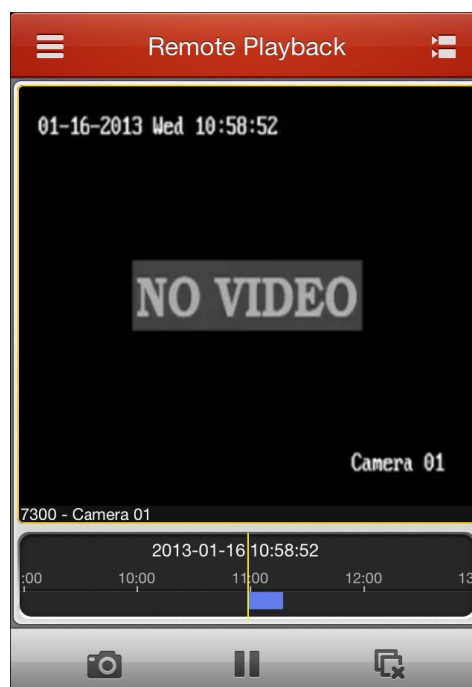
2. Click  to display the added device list.
3. Set the start time and end time in the **From** and **To** field to define the search condition.
4. Select a device node and click to list all the cameras under it.
5. Check ☒ checkbox in the camera item to select a camera for playback.

Notes:

- 1) If you check ☒ checkbox in the device item, then the first camera of the device is selected for playback.
- 2) Only the camera with record during that period can be played back successfully.

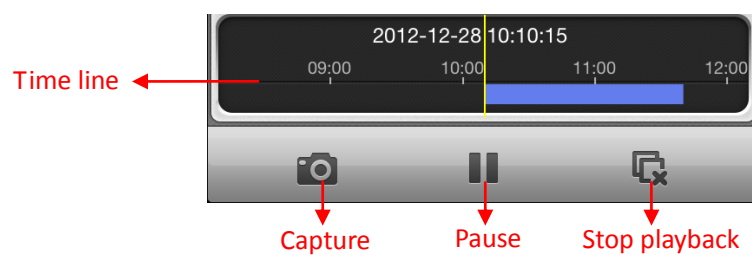


6. Click **Start playback** to start playback.




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

8. You can also click  to pause the playback.






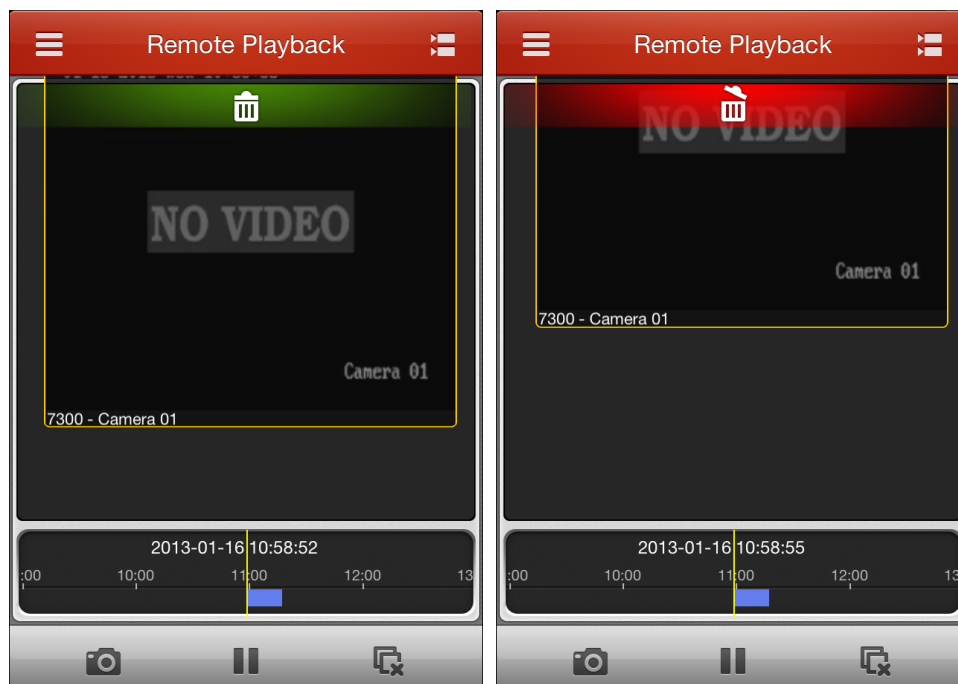
Stop Playback

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  icon shows on the top of the window.
3. Drag the window to the  until it changes to  and then release the window.



Capture

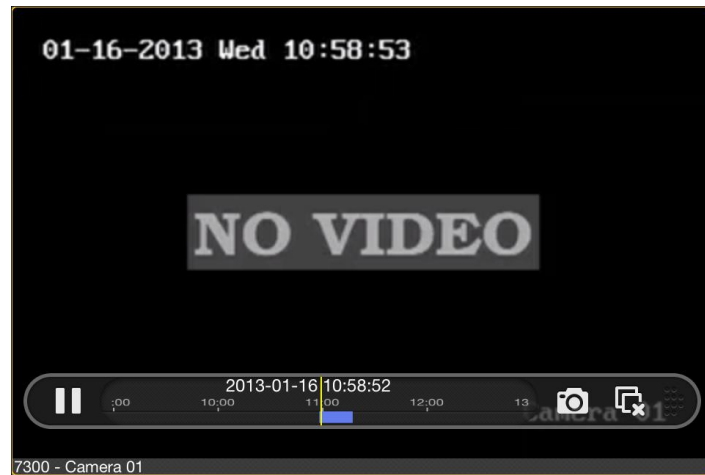
During the playback, you can click  to capture pictures of the playback window.

Note: The captured pictures are saved in the *photo* folder of your iPhone by default. You can access the directory to view or delete the pictures.




Full-screen Playback

During playback, you can rotate the iPhone to enter the full-screen mode. You can press and drag the toolbar to adjust its position.

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



Description of Icons



Icons	Descriptions	Icons	Descriptions
	Pause the playback		Capture picture of the playback window
	Stop the playback		

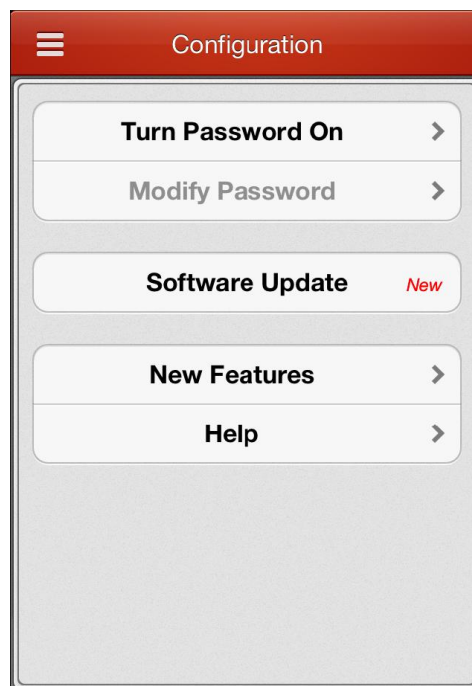
Chapter 7 Others


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 Configuration interface:

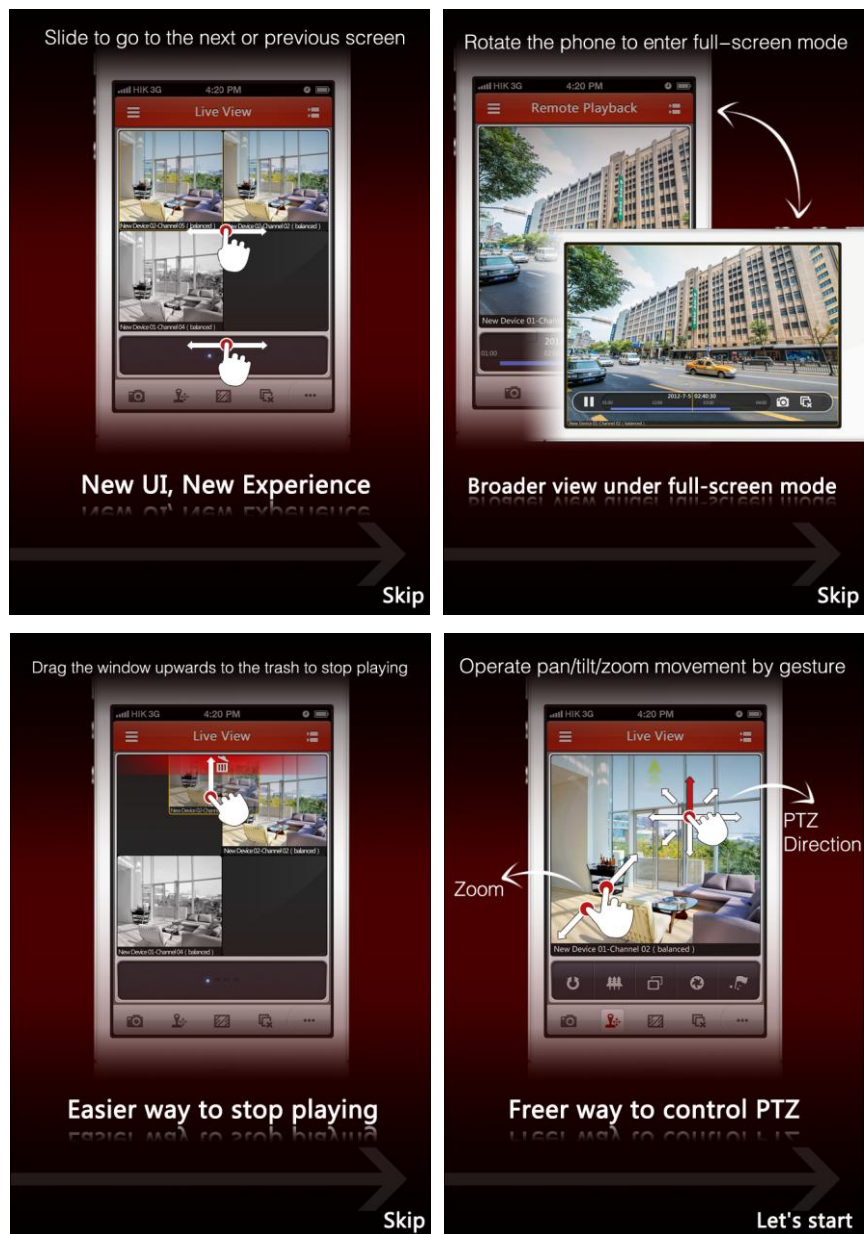


2. If the **New** is in the **Software Update** item, click **Software Update** to activate the software update dialog box.
3. Click  to confirm updating the software and enter **App Store** to update the software.

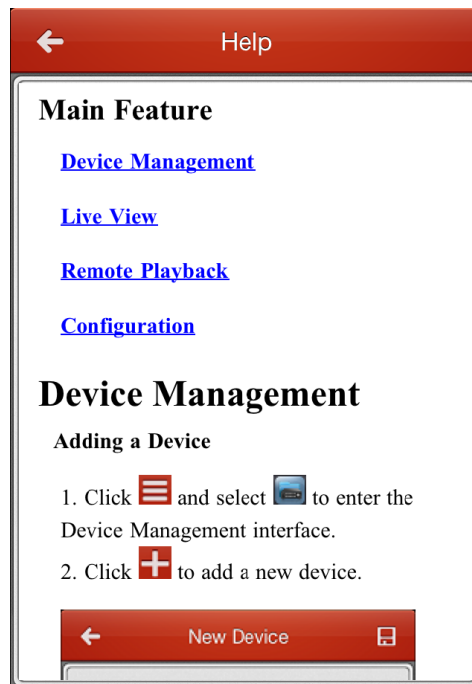
Note: The **New** displays when there is a new version available in the **App store**.

New Features and Help

You can click **New Features** to view the main features of the software.



Click **Help** to enter the Help interface. You can view the version information and the quick operation guide of the software.



Appendix

Version History

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 of 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 management.
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.

Troubleshooting

● *What kinds of devices are compatible with iVMS-4500 (iPhone) mobile client software?*

The devices which adopt H.264, MPEG4 or MJPEG video compression are compatible with this software.

● *Why does the mobile client software prompt 'login failed' when access to the device via Wi-Fi?*

Please check whether the Wi-Fi parameters are configured properly in your iPhone.

● *After starting viewing the live video, why does the responding of the mobile device becomes very slow and the video is easy to get stuck?*

This problem may due that the lower performance of your iPhone, please try to view less cameras at the same time, or decrease the frame rate and resolution, you may refer to the following parameter settings.