

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

Thank you for purchasing our product. This manual applies to iVMS-4500 (iPad) 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 V3.0 mobile client software, which is designed for iPad on the basis of iOS (Version 3.2 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 and realize PTZ control as well.

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

Notes:

1. Wi-Fi or 3G 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 3.2 or higher version, including iPad1, iPad2 and New iPad 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 into the **Apple Store**.
2. Enter “iVMS-4500 HD” to search 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

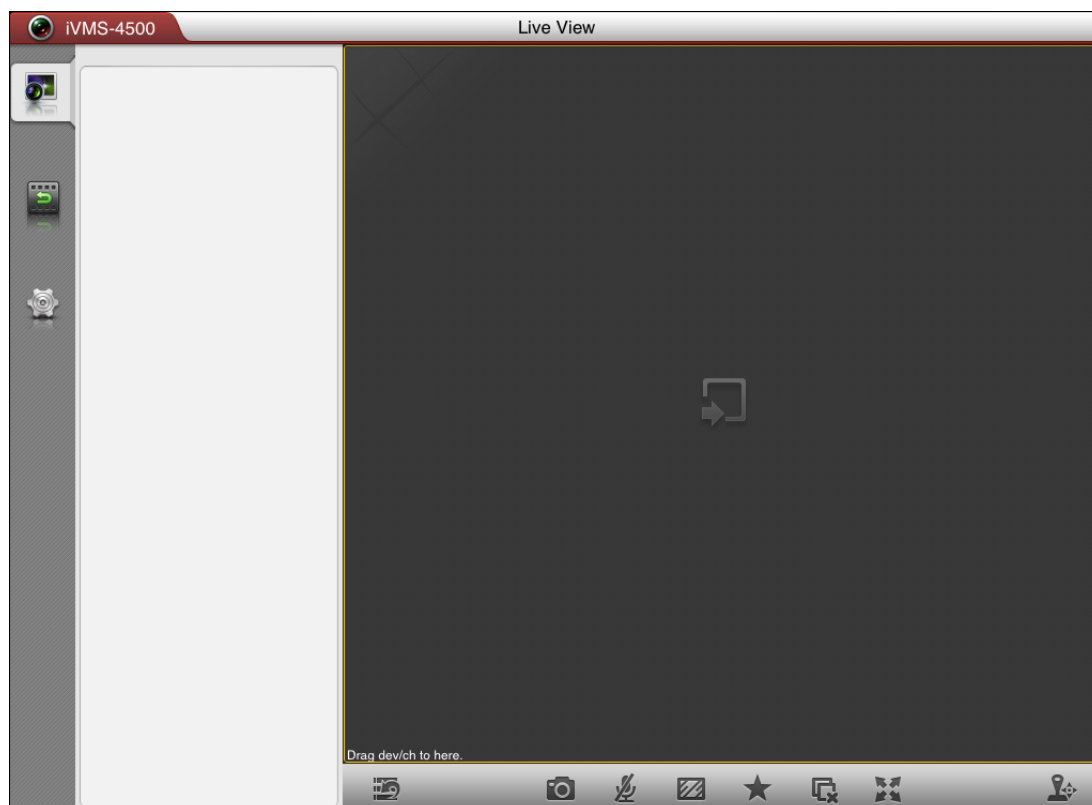
Click and hold the  icon in the program list until it changes to . Click  to uninstall the mobile client software.

Chapter 3 Running the Software




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

3.1 Interfaces Introduction

The software has three main functions, including Live View, Remote Playback and Configuration.



Icon Description

Icon		Descriptions
	Live View	Live view and PTZ control
	Remote Playback	Play back the recorded files.
	Devices	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 and

		software update.
	Help	View software's version information, quick operation guide and main features.

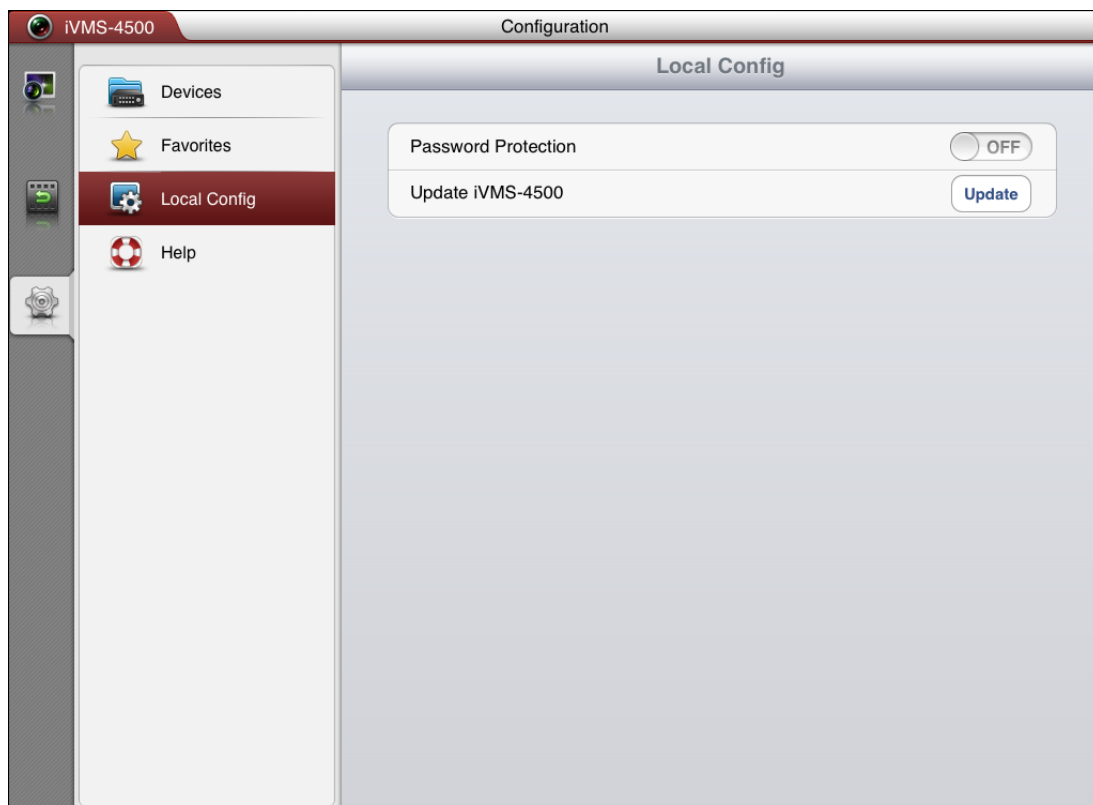
3.2 Password Protection



If you set password protection, 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 Local Configuration interface.

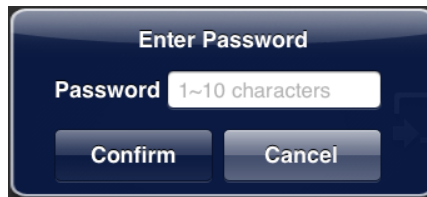


2. Slide the  to  in Password Protection item to activate password protection.




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

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



A dark blue dialog box titled "Enter Password". It contains a text input field labeled "Password" with a placeholder "1~10 characters". Below the input field are two buttons: "Confirm" and "Cancel".

Task 2: Modify the Password



Click  and enter corresponding information to modify the password.



A dark blue dialog box titled "Modify Password". It contains three text input fields: "Old" (placeholder "1~10 characters"), "New" (placeholder "1~10 characters"), and "Confirm" (placeholder "1~10 characters"). Below the input fields are two buttons: "Confirm" and "Cancel".

Task 3: Disable Password Protection

Steps:

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





A dark blue dialog box titled "Enter Password". It contains a text input field labeled "Password" with a placeholder "1~10 characters". Below the input field are two buttons: "Confirm" and "Cancel".

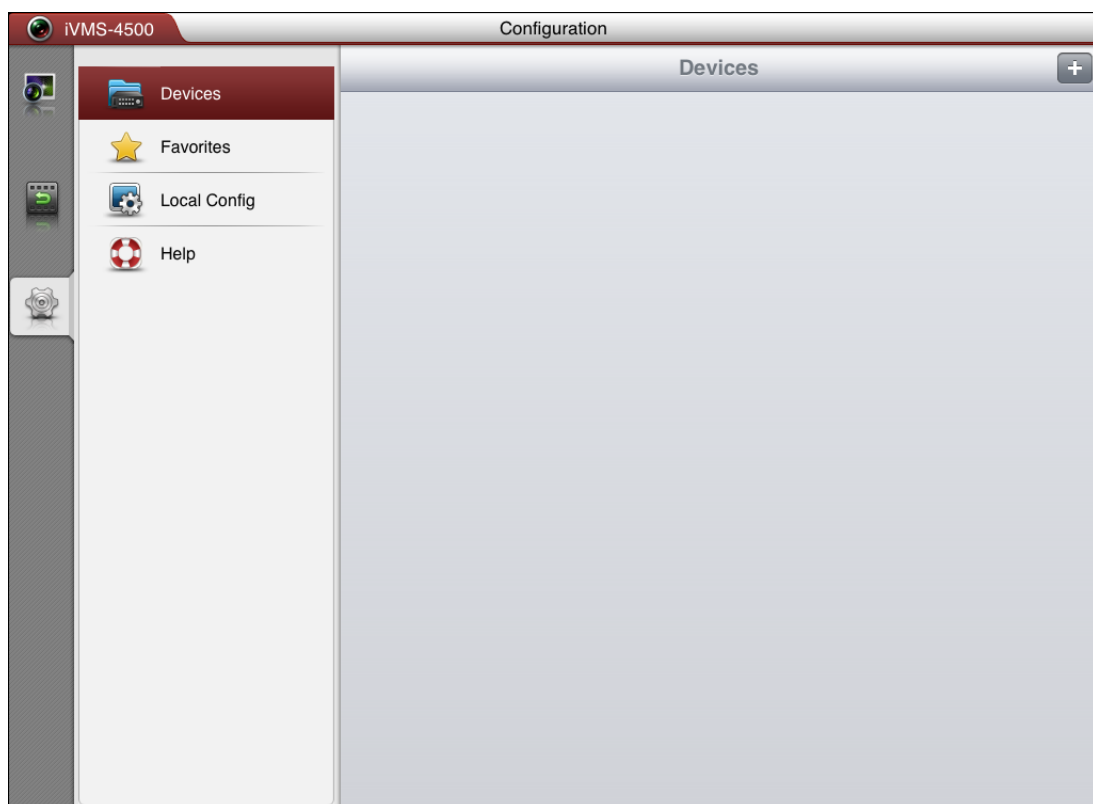
Chapter 4 Device Management


4.1 Adding a Device

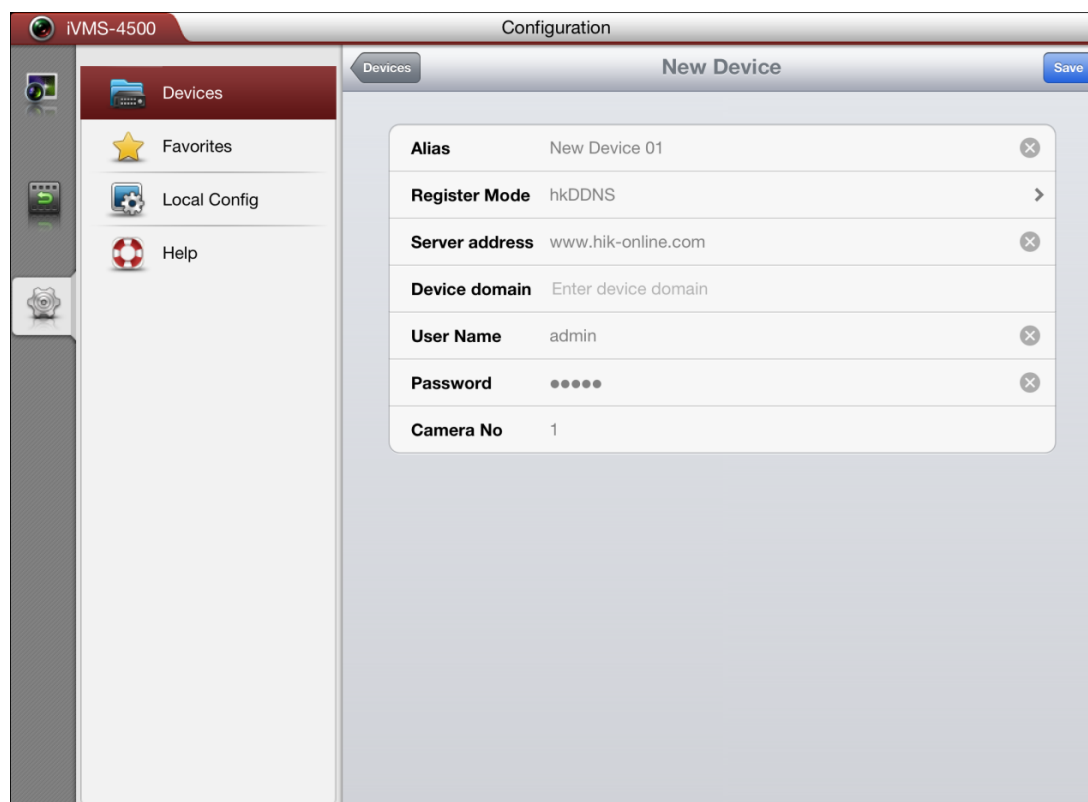
You need to add a device firstly that all operations such as live view, playback and device management can be accessible.

Steps:

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



2. Click  to add a new device.




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

hkDDNS: When the device is registered on the hkDDNS server, you need to enter the hkDDNS 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 device name or device serial No..

hkDDNS	✓
IP/Domain	
IP Server	

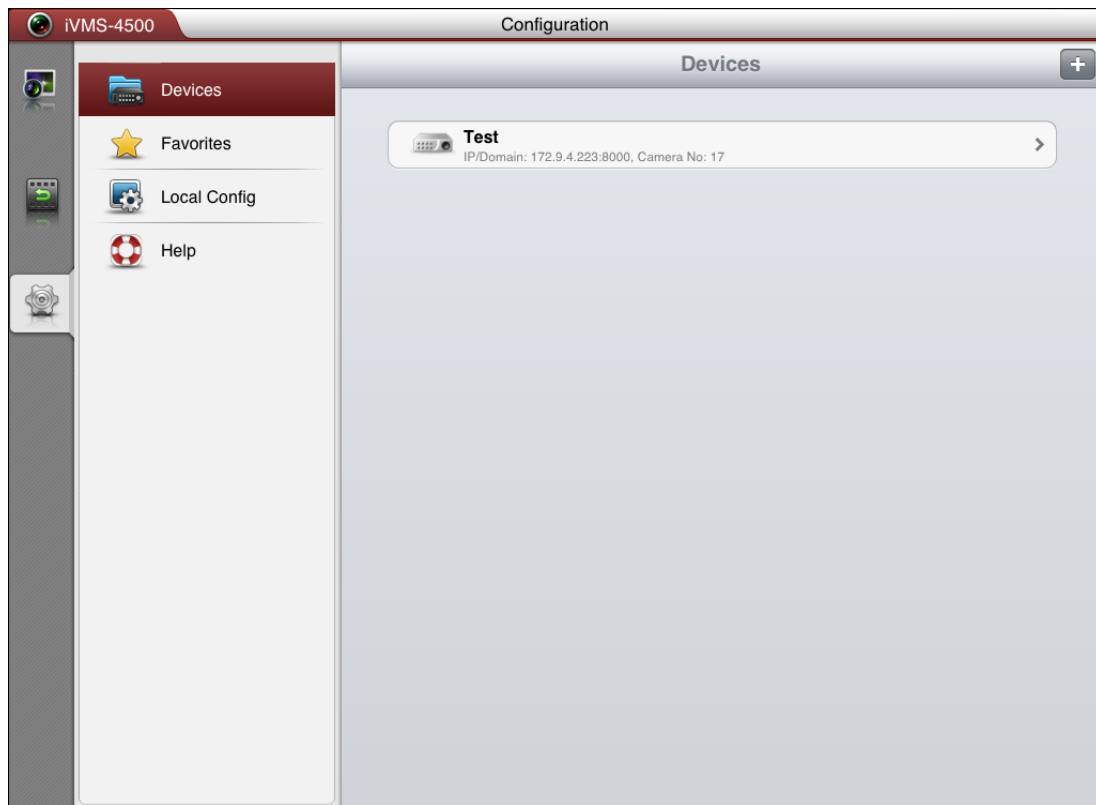
5. Enter the login user name and password of the device to be added.
6. Click  to confirm the settings.

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.

Click  to return to the Device Management interface. The successfully added

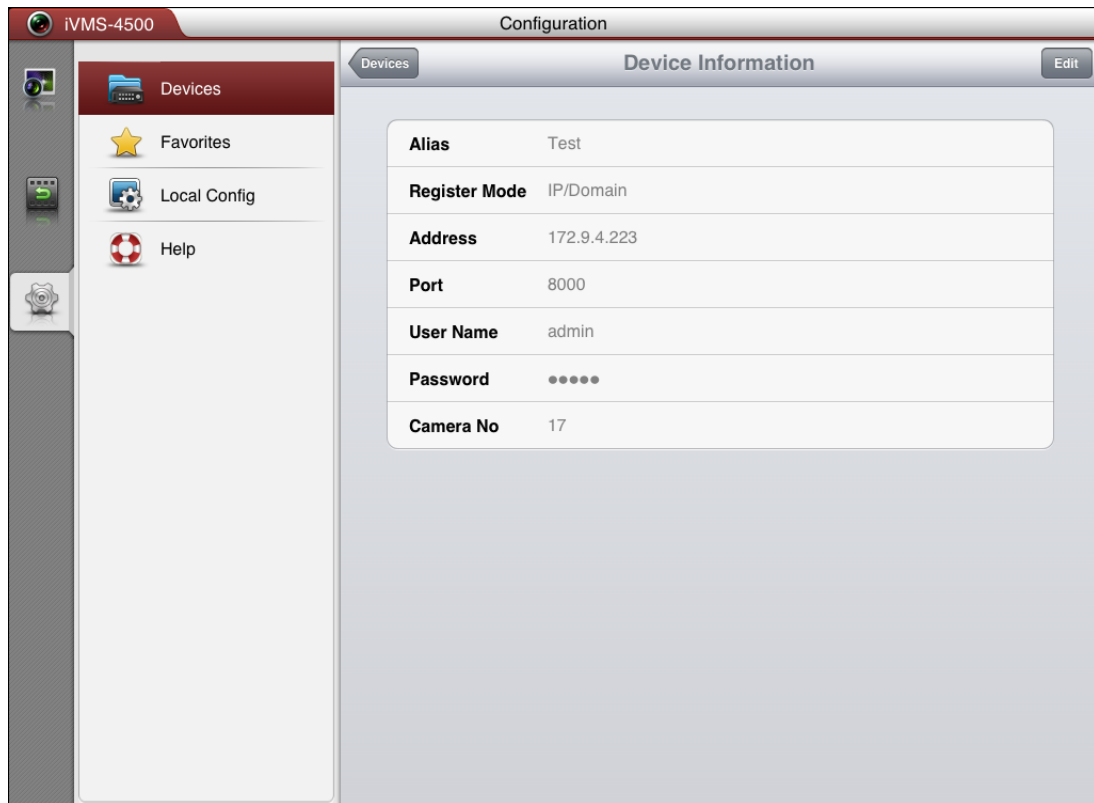
new device will be displayed in the Device Management interface.




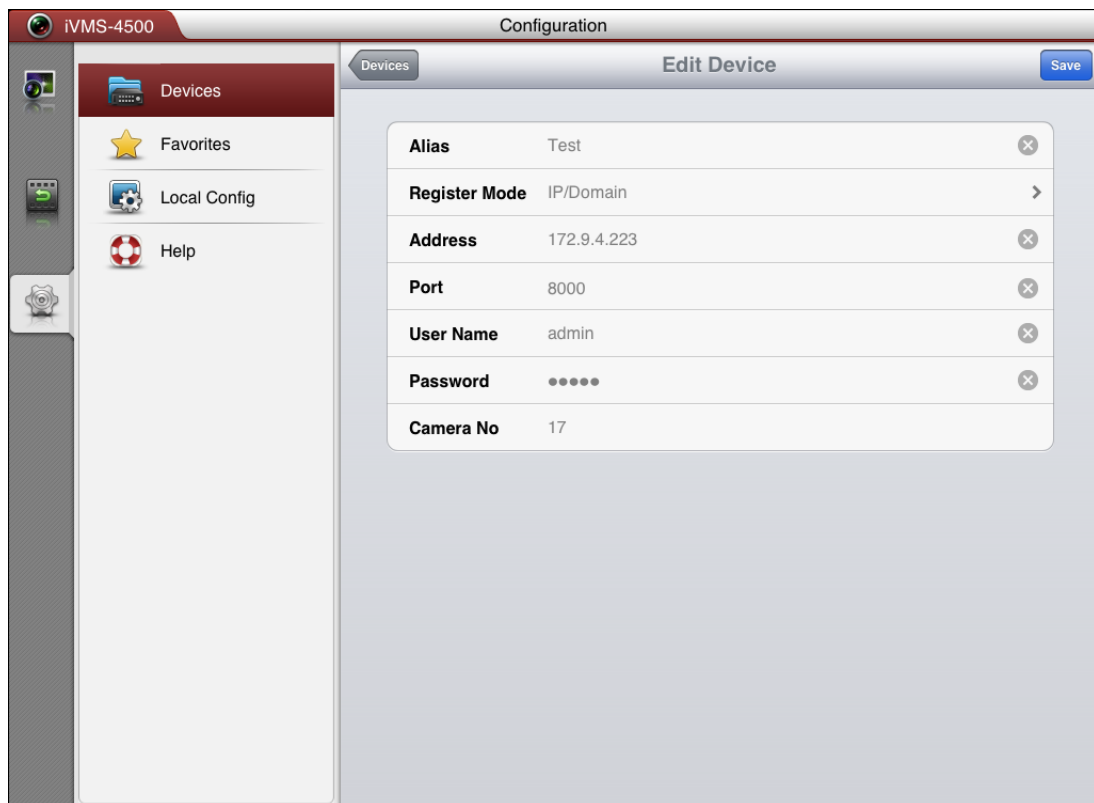
4.2 Modifying a Device

Steps:


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





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

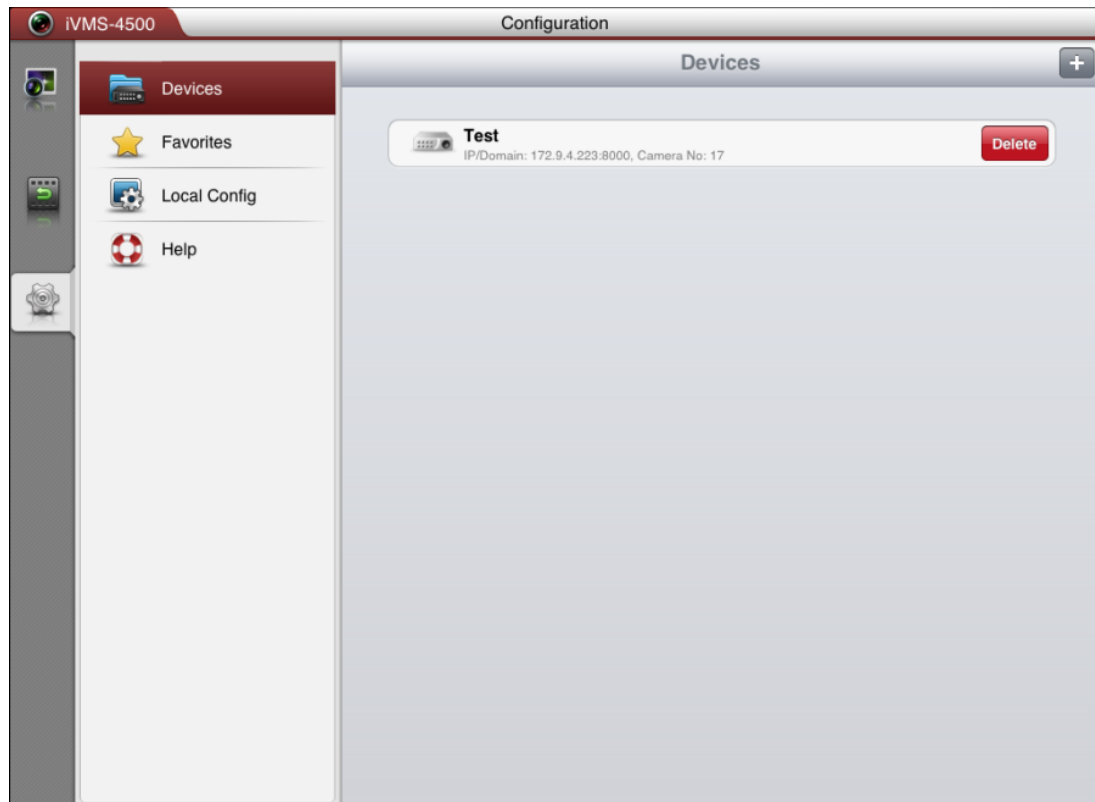


3. Click  to save the modification.

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 from right to left to access the  button. Click  to delete the selected device.

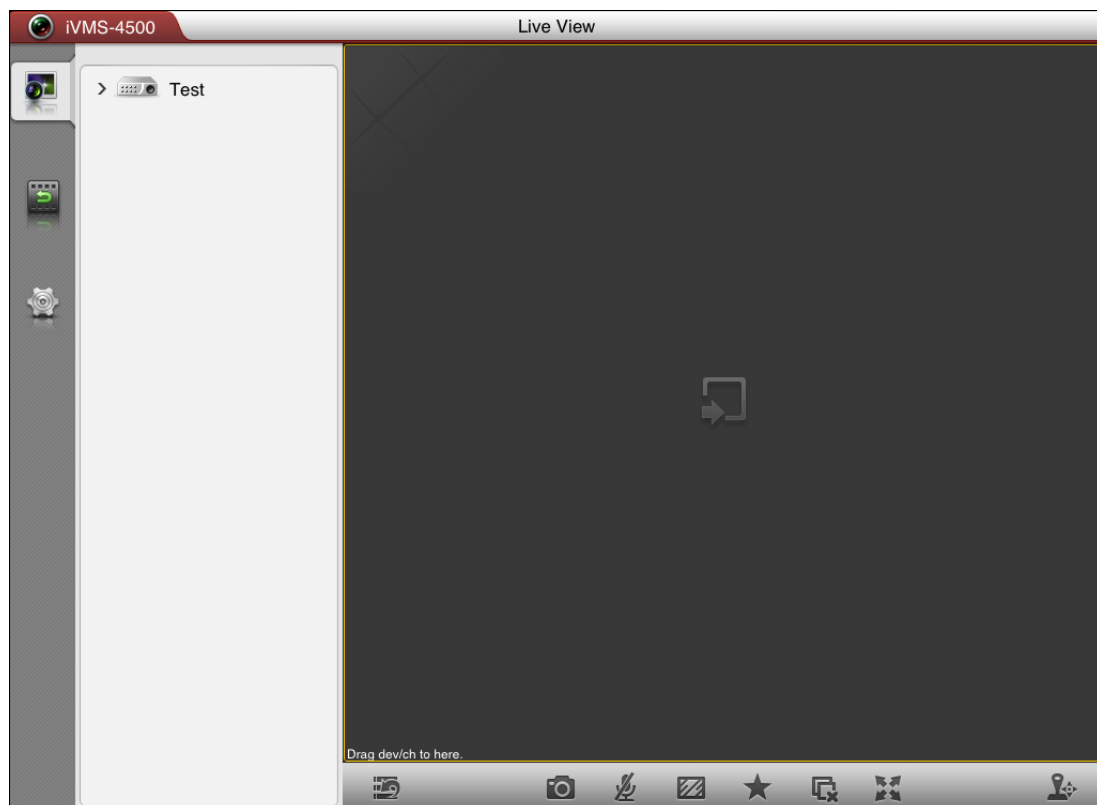


Chapter 5 Live View









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

Note: The 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.



Description of Live View Icons:

Icons	Descriptions	Icons	Descriptions
	Hide/Show the device nodes		Capture picture of the selected live view window
	Start/stop two-way audio		Set image quality to Clear, Balanced or Fluent
	Set favorite cameras and views		Stop all the live view
	Full-screen mode / Restore		PTZ control

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.

Note: 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.

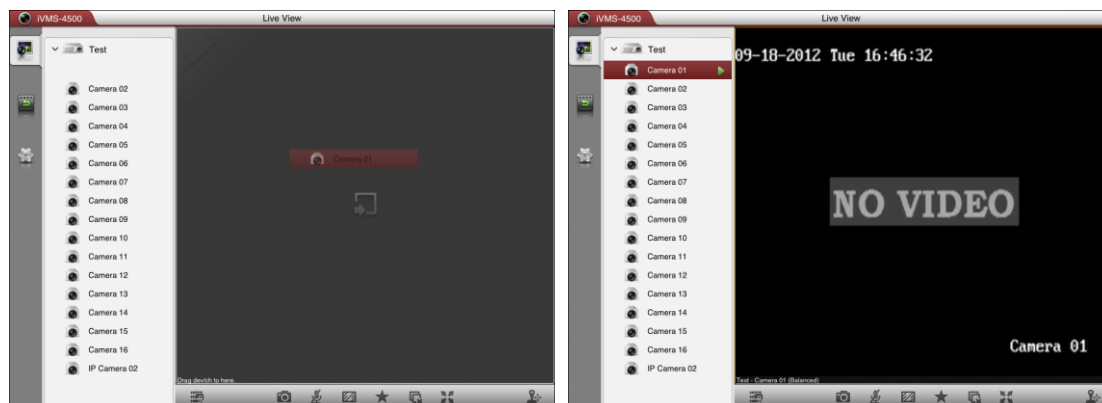

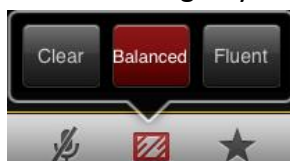


Image Quality

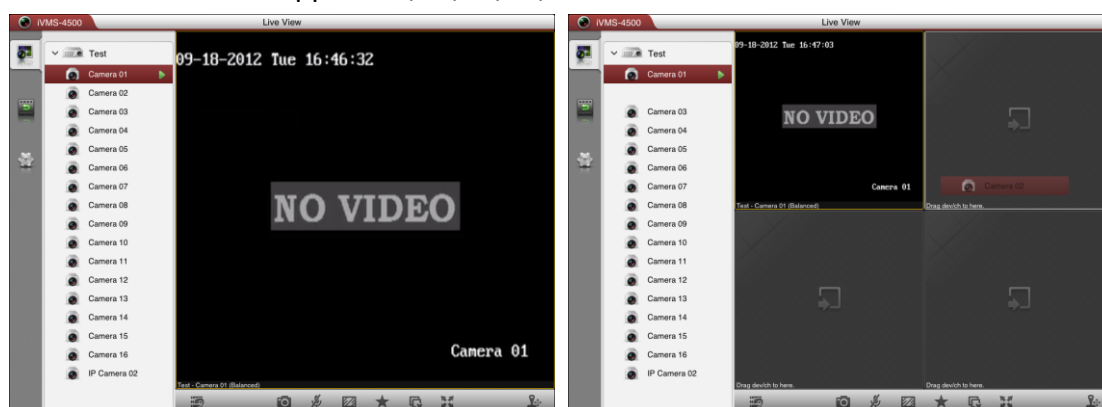
There are three kinds of image quality, including Clear, Balanced and Fluent. You can click  to adjust the performance according to your network status.



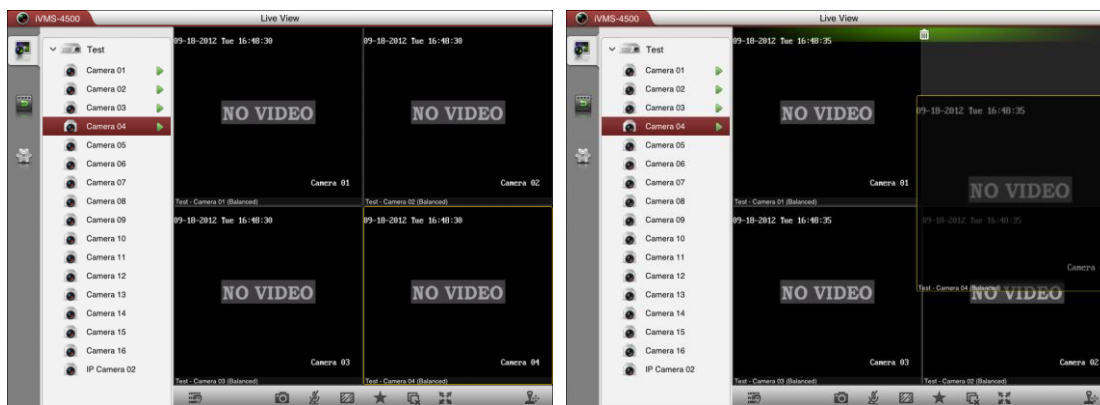
Window Division

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.

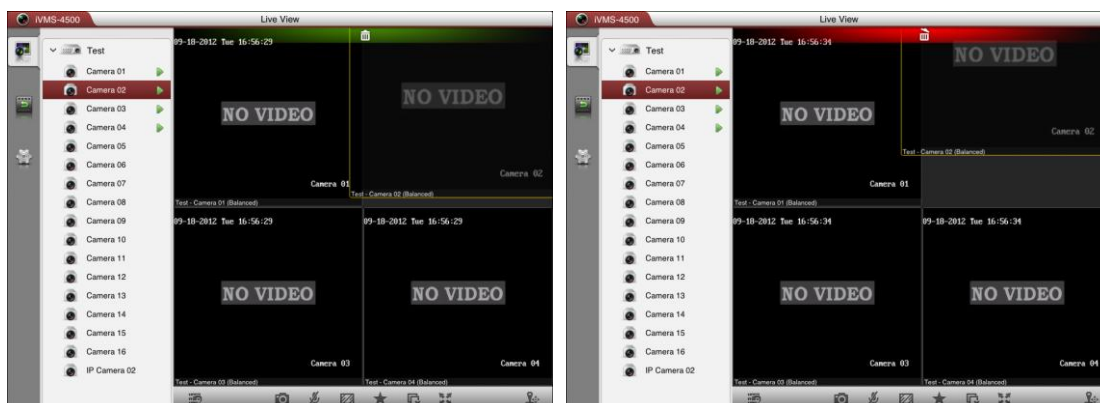


Stop Live View

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

Or click and hold the live view window, the  will display in the top of the software.



Then drag the window to the  until it changes to  and then release the window. In this way, you can stop the specified live video.



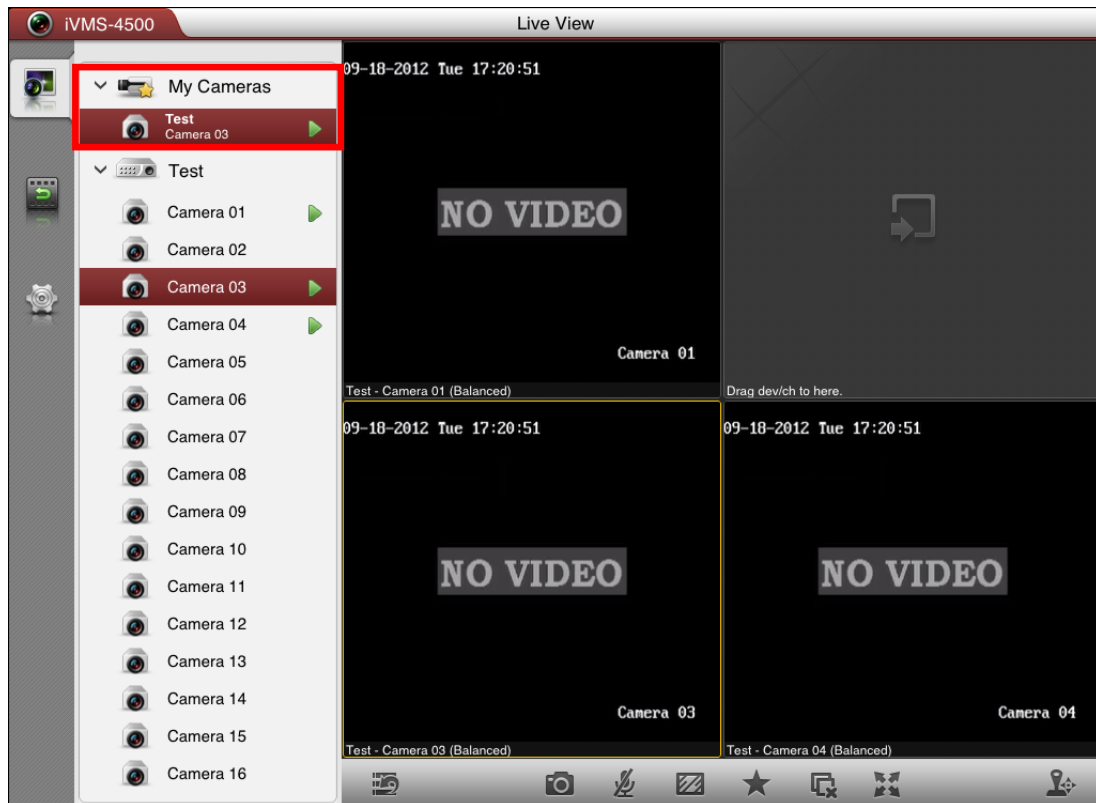
Configure My Cameras and Views

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  to add the camera to My Cameras.


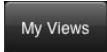
The successfully added camera will be listed under My Cameras node in the device nodes area. In this way, you can easily view the camera by dragging it from My Cameras node to the window area.

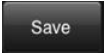


Task 2: My Views

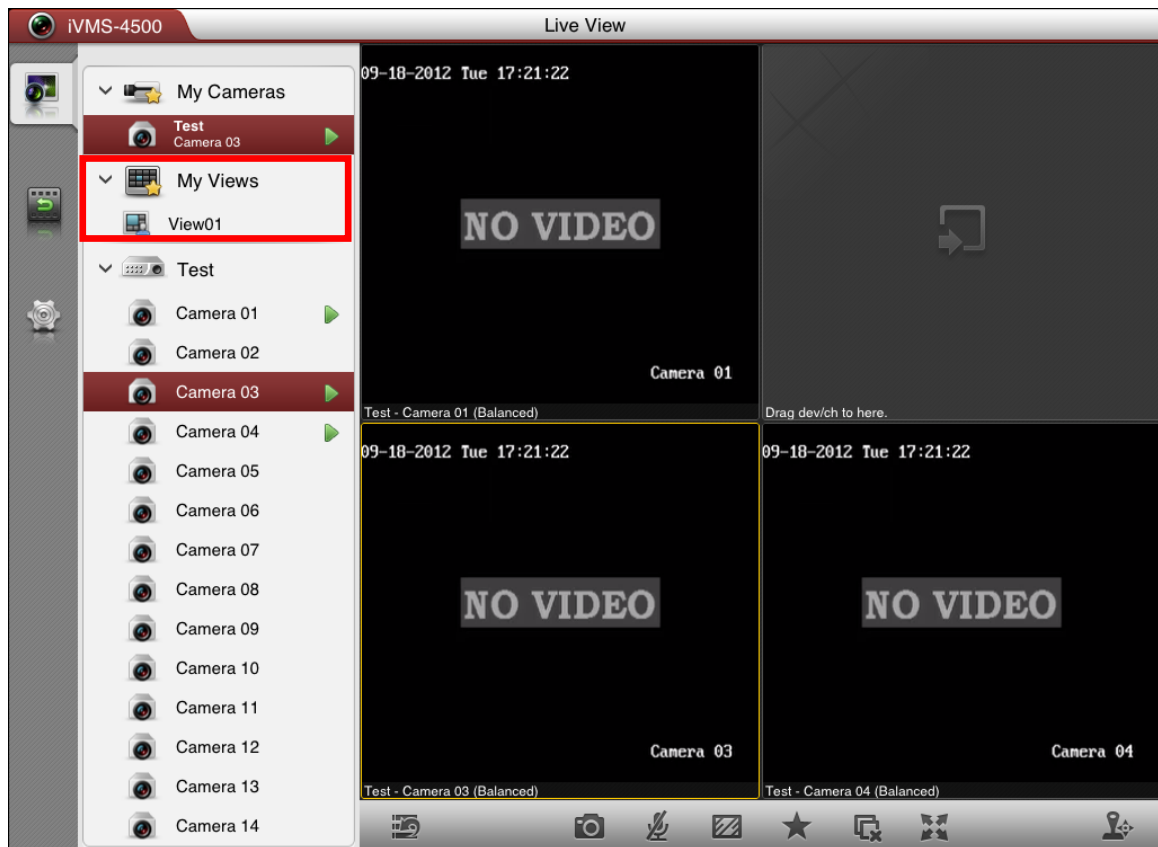
You can add the current view information to My Views.

Steps:


1. Click  and select .

2. In the pop-up dialog box, edit the name for the view.
3. Click  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.






Capture

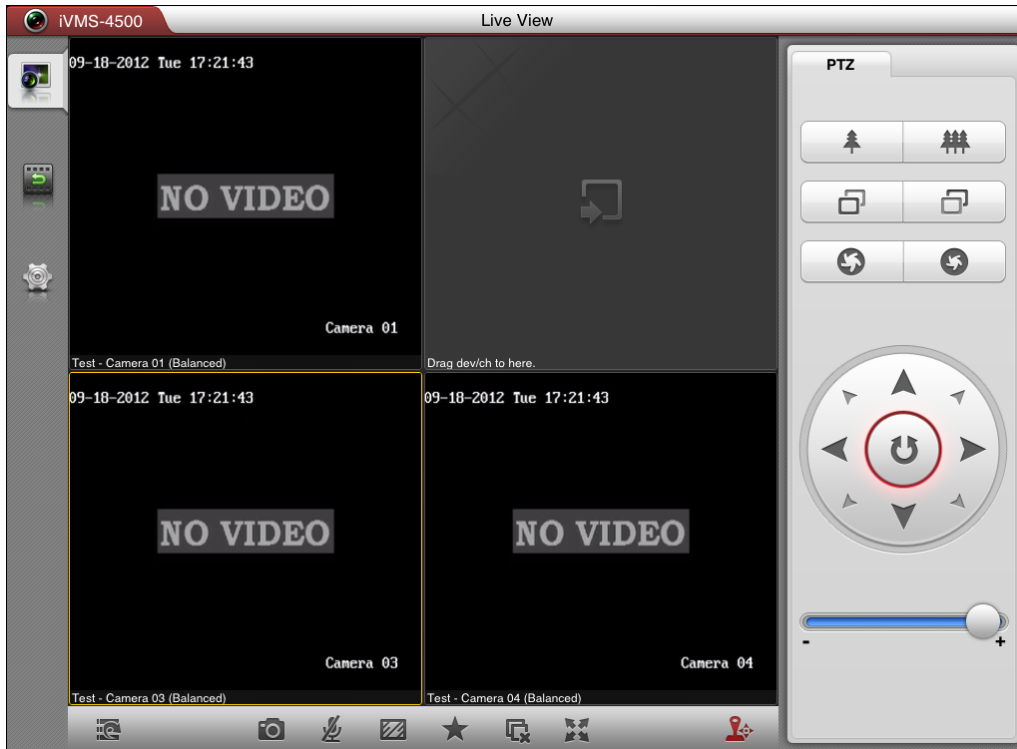
In live view mode, select the live viewing window and click the  to capture a picture.

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

PTZ Control

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

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



Icons	Descriptions	Icons	Descriptions
	Zoom+		Zoom-
	Focus+		Focus-
	Iris+		Iris-
	Click the button to control PTZ movements or start auto-scan.		PTZ steps for adjusting the pan/tilt movement speed.







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.



Description of Icon


Icons	Descriptions	Icons	Descriptions
	PTZ control. Slide the button to control PTZ movements.		Capture picture of the selected live view window
	Stop all the live view		Set image quality
	Start two-way audio		Restore

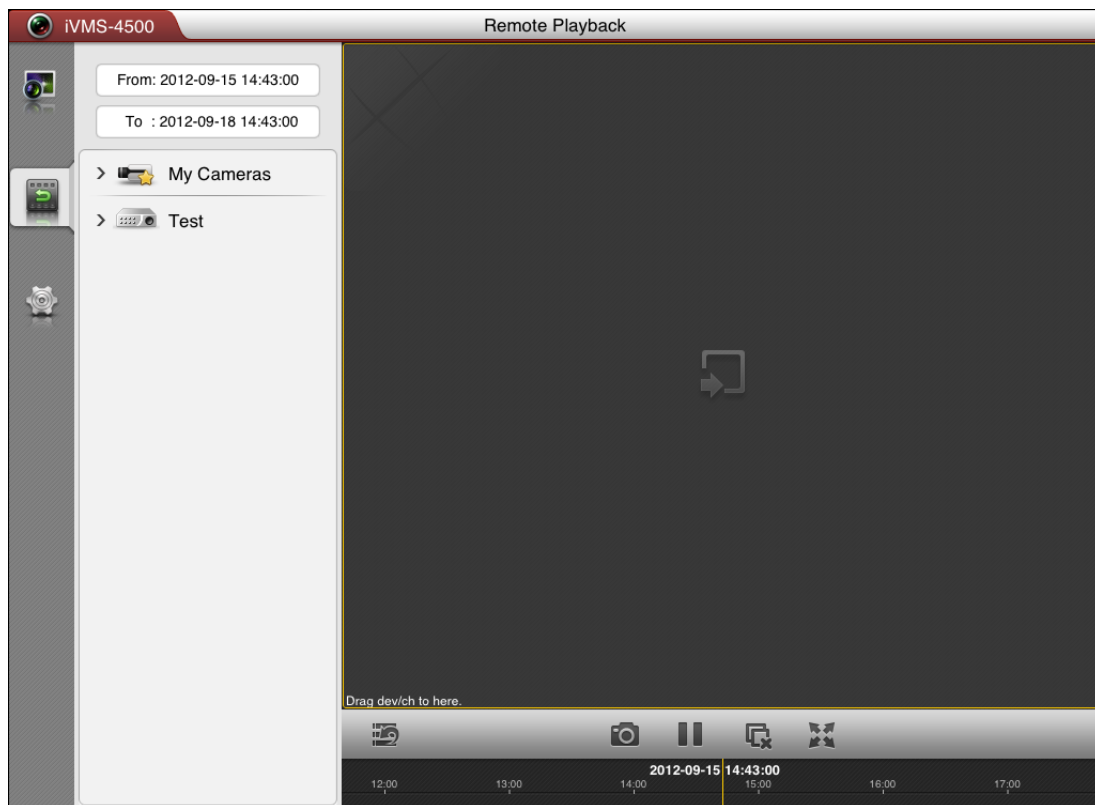
Chapter 6 Playback

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

Start Playback

Steps:

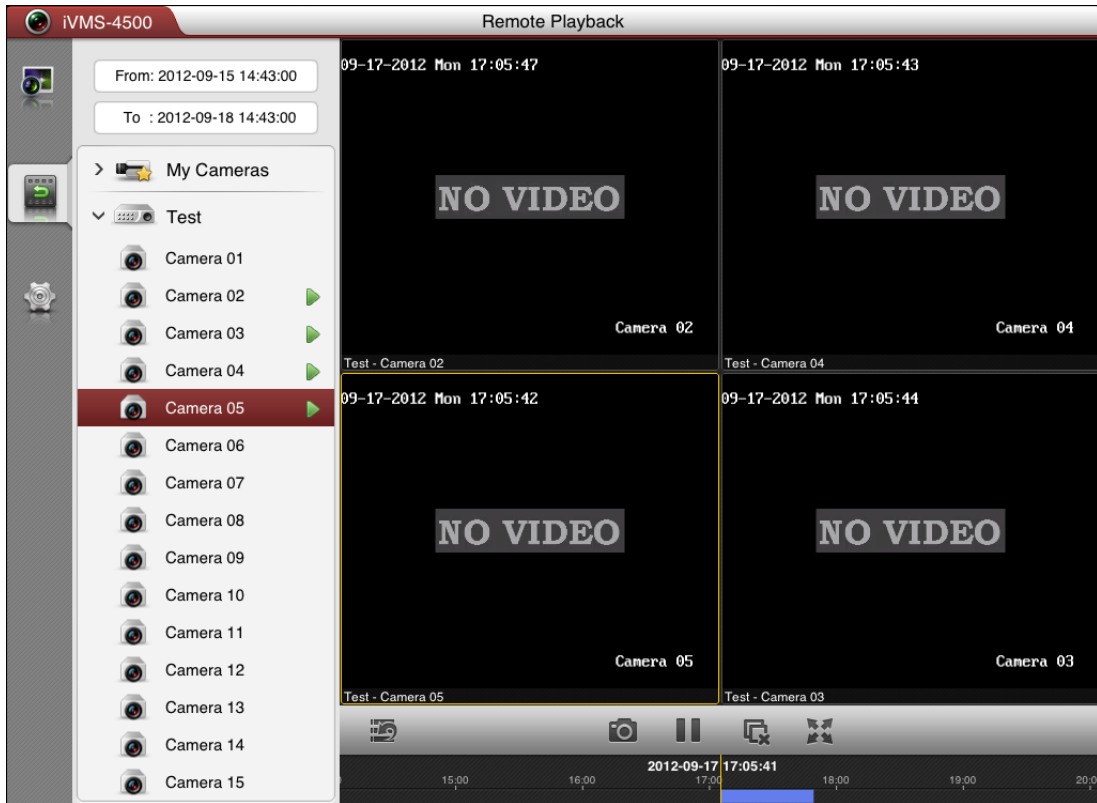
1. Click  to enter the Remote Playback interface.




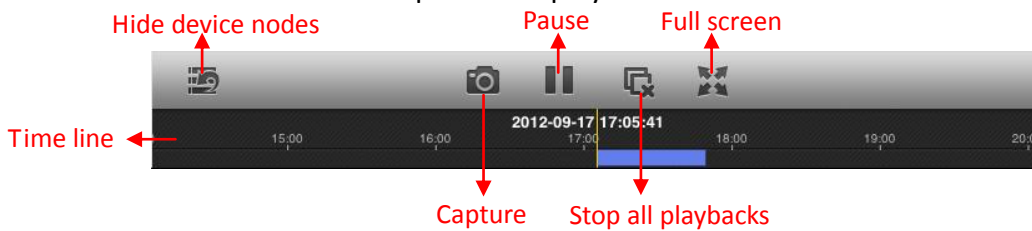
2. Set the start time and end time in the **From** and **To** text filed to define the search condition.
3. Drag the device node or camera node to the display window for playback.

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-window 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 time line bar to adjust the playback time of the selected window.
6. You can also click  to pause the playback of the selected window.

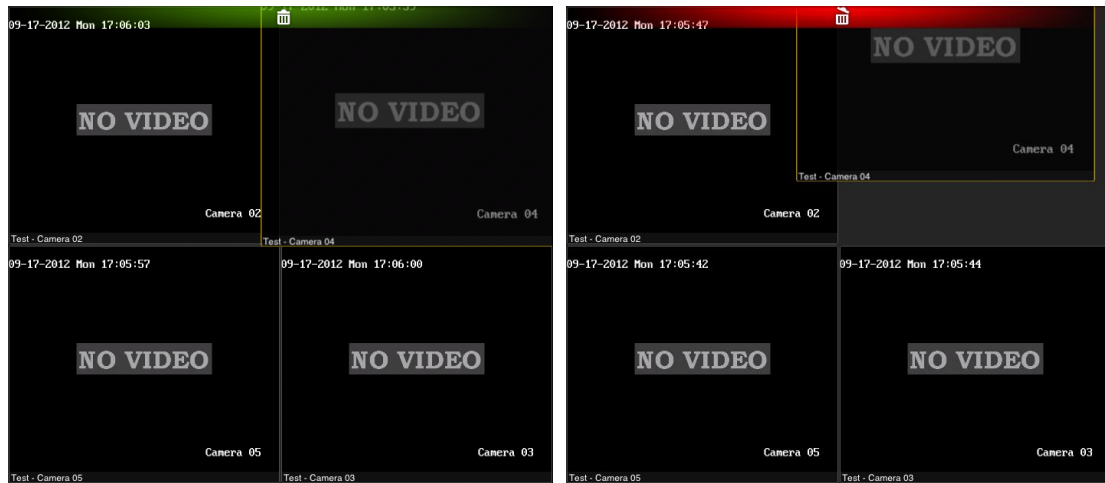


Stop Playback


There are two ways available for stopping the playback.

You can click  to stop playback of all the windows.

Or you can click and hold the playback window, the  will display in the top of the software. Then drag the window to the  until it changes to  and then release the window. In this way, you can stop the specified playback window.




Capture

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




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

Full Screen Playback

During playback, click  to enter the full-screen mode.



Description of Icon

Icons	Descriptions	Icons	Descriptions
	Pause the playback		Capture picture of the selected playback window
	Restore		



Chapter 7 Favorites

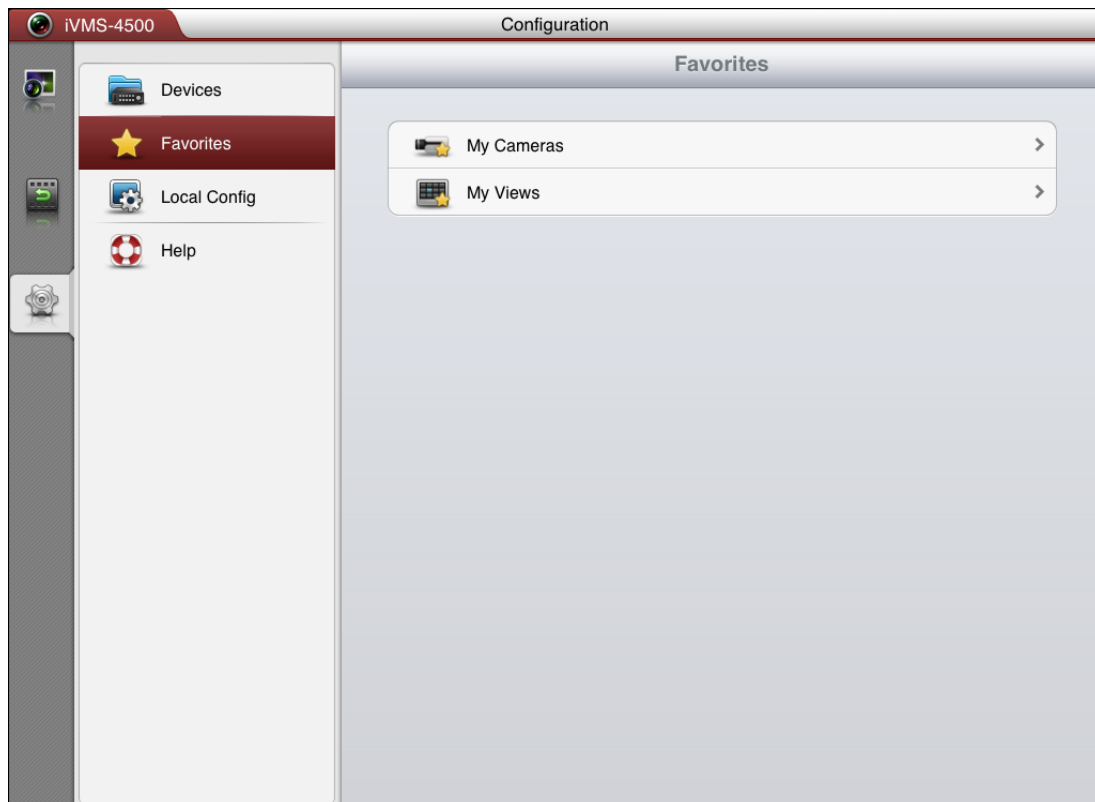
The **Favorites** function can be used for management of My Views and My Cameras to make the live view of commonly used cameras and views more easily and conveniently.

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 **Configure My Cameras and Views** in *Chapter 5*.

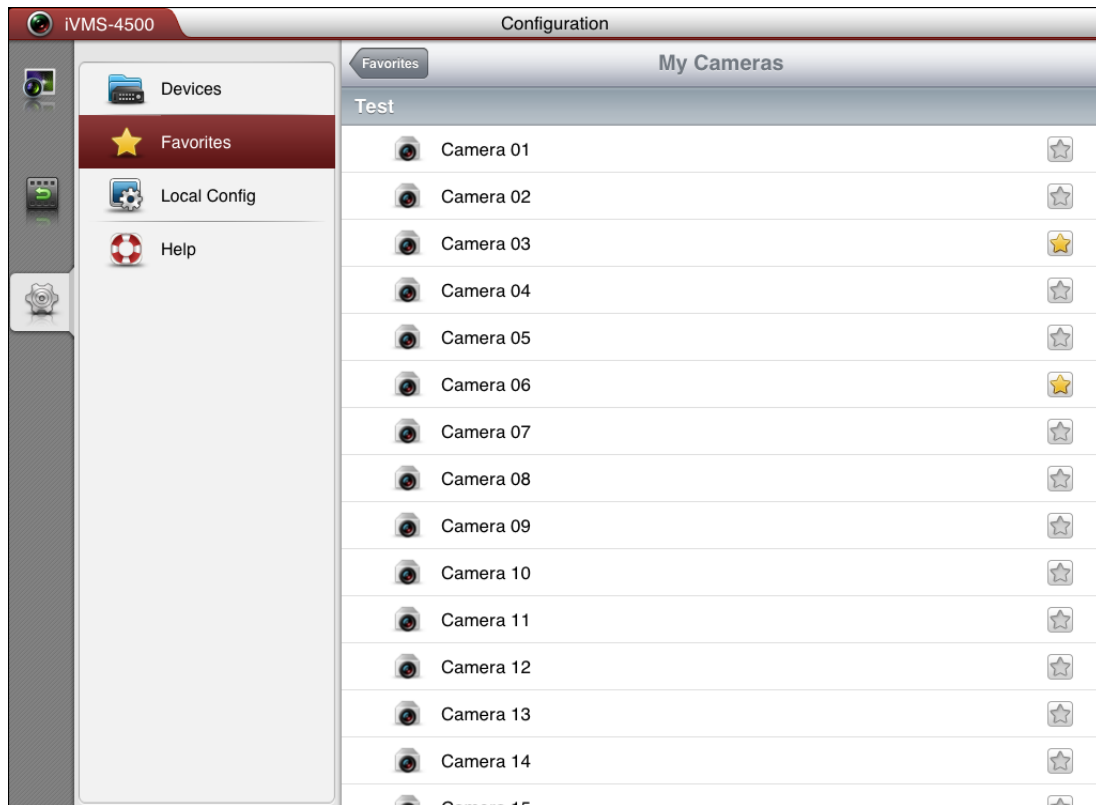
Click  and select  to enter the Favorites interface.







Task 1: My Cameras

Steps:

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

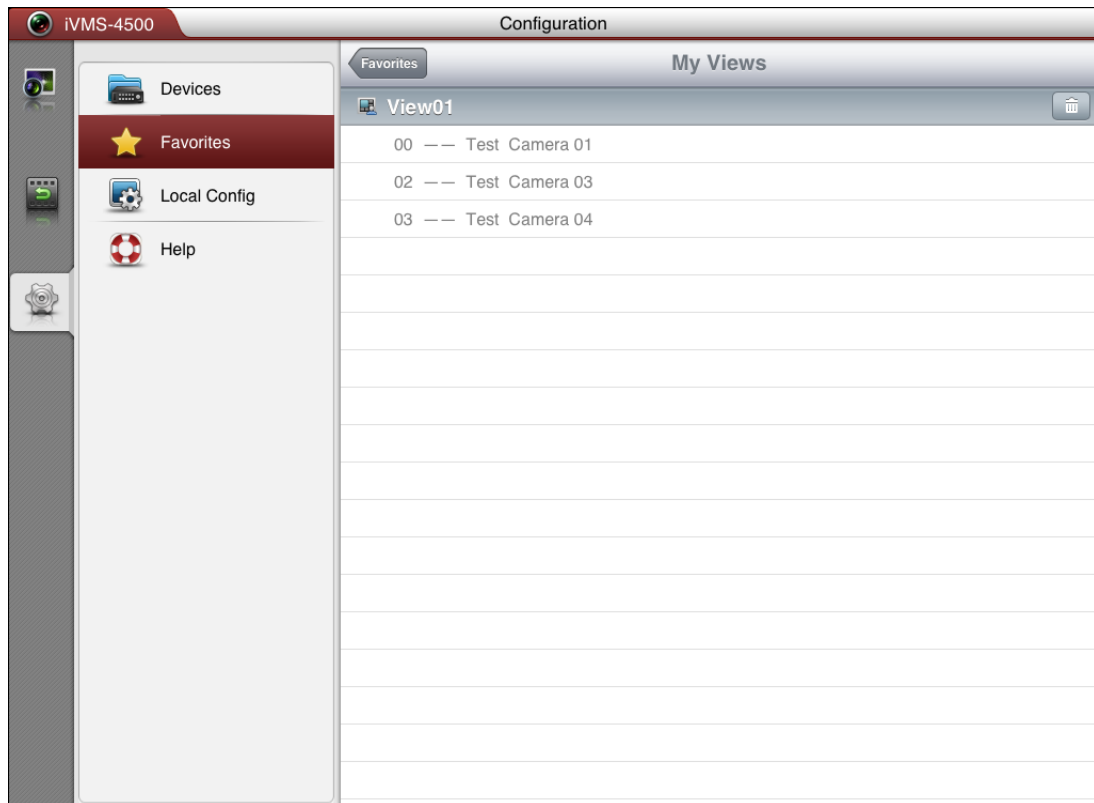




2. The cameras that have been added to My Cameras will be marked with .
3. Click  to add the camera to My Cameras. Or click  to remove the camera from My Cameras.
4. You can click  to return to the Favorites interface.

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 **Configure My Cameras and Views** in *Chapter 5*.
4. You can click  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.

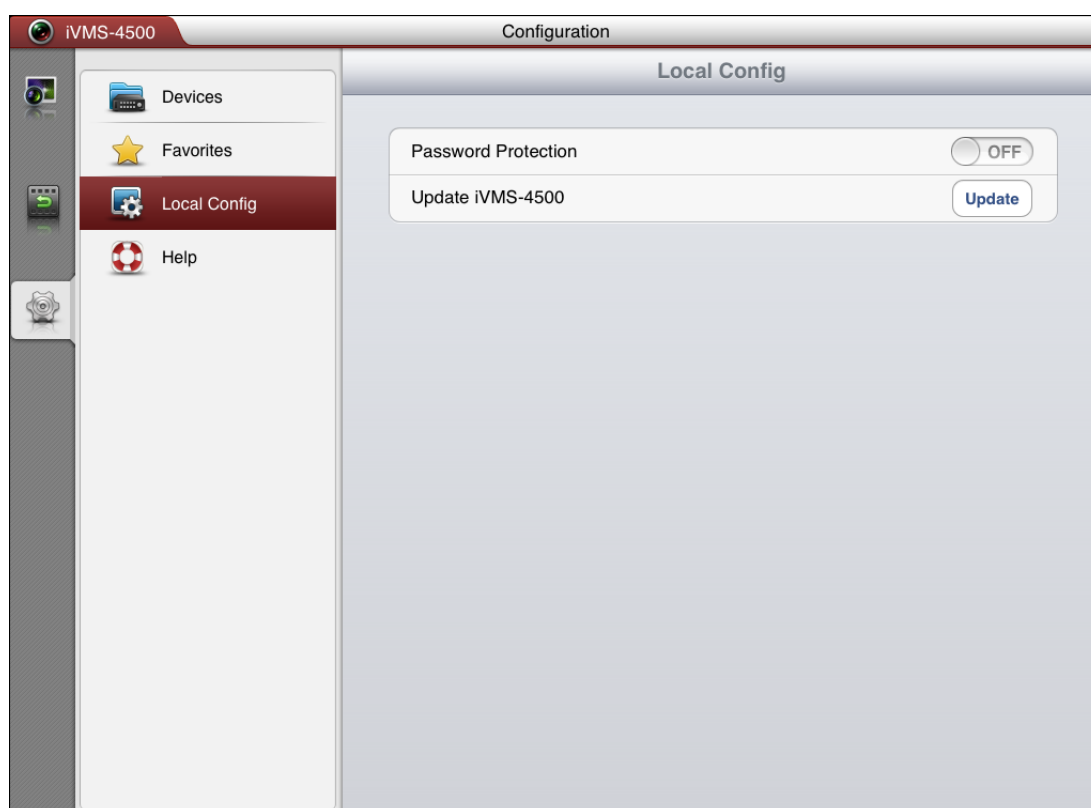
Chapter 8 Others

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

Steps:

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





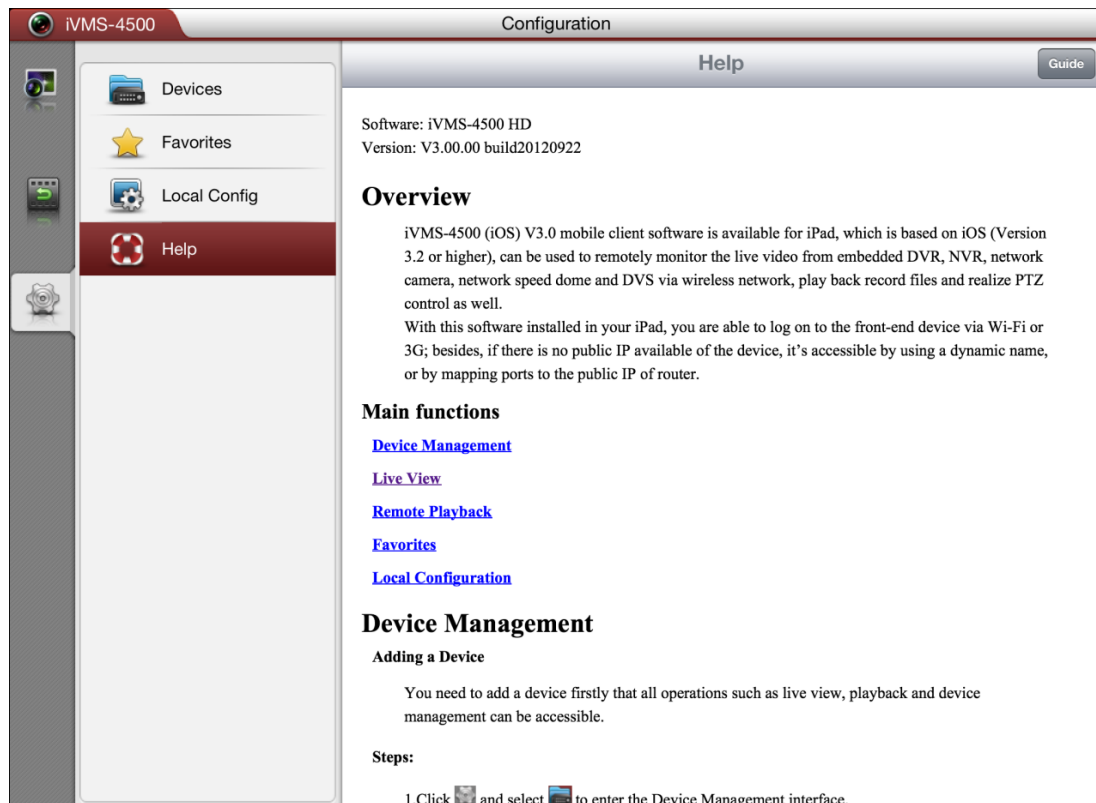
2. Click  to enter App store to update the software.

Note: The  button is only available when there is a new version available in the App store.

Help

Steps:

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



2. Click to view the main features of the software.



Chapter 9 Troubleshooting

- ***What kinds of devices are compatible with iVMS-4500 (iPad) 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 iPad.

- ***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 iPad, 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.