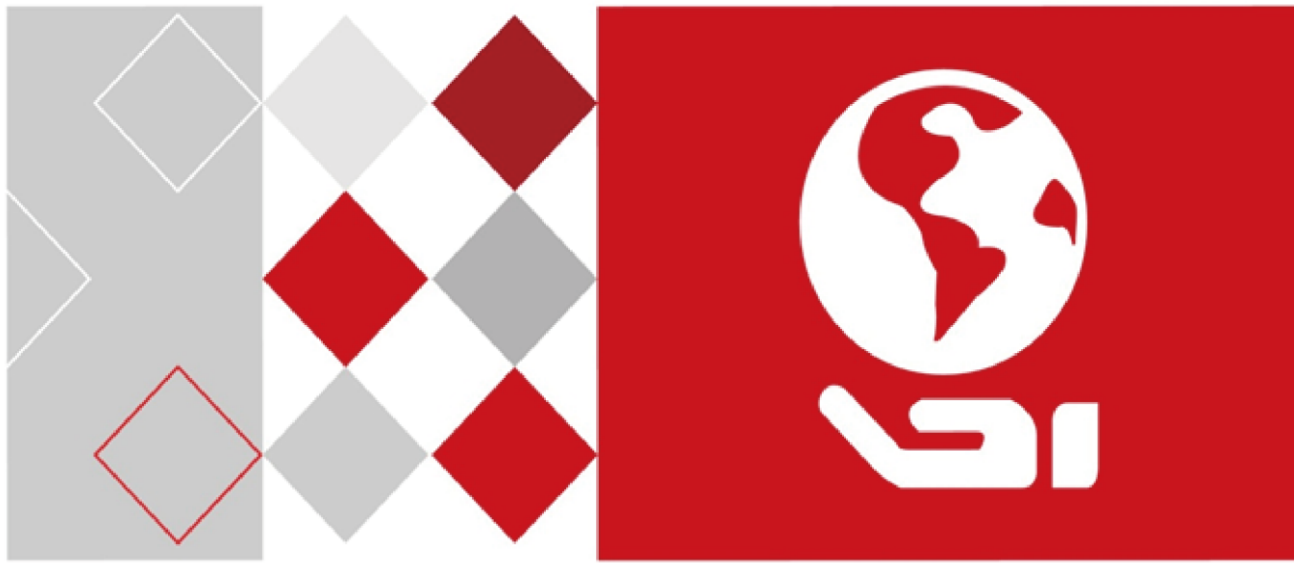# HikCentral Mobile Client

User Manual (iOS)

<u>User Manual</u>

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About this Manual

This Manual is applicable to HikCentral Mobile Client Software (iOS).

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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Contents

Chapter 1 Overview

1.1 Introduction

HikCentral Mobile Client is installed on the iPhone. The HikCentral Mobile Client is the mobile client software designed for getting access to the Blazer Pro (V2.0 and later), Blazer Express (V1.3 and later), and HikCentral (V1.0.1 and later) via Wi-Fi, 3G and 4G network with mobile device, it fulfills the functions of the devices connected to Blazer Pro, Blazer Express, or HikCentral, such as live view, remote playback, PTZ control and so on.
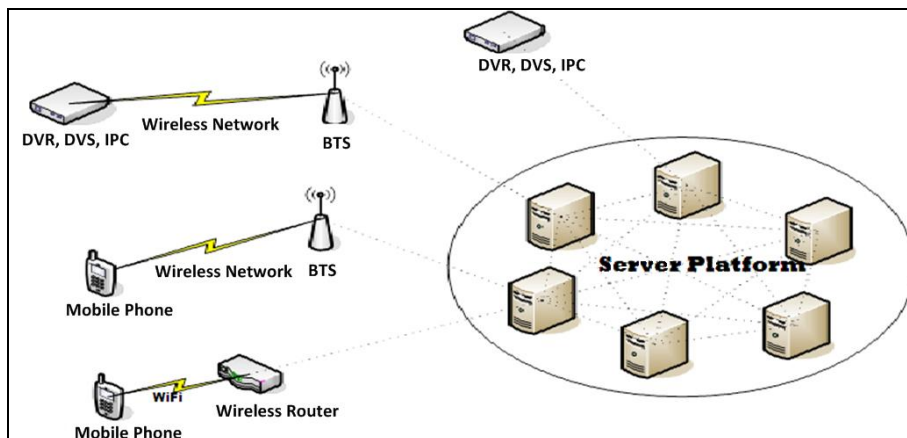
Note: Network traffic charges may be produced during the use of this Mobile Client. Please refer to the local ISP.

1.2 System Requirements

iOS 7.0 and later (since iPhone 4S)

1.3 Network Topology

Please refer to the following figure for the network topology diagram.

Chapter 2 Installing and Uninstalling

2.1 Installing the Mobile Client

Purpose:

Follow the procedures to install the HikCentral Mobile Client on the iOS system.

Steps:

1. Log into the App Store and search the "HikCentral Mobile".

    Or you can use your iPhone to scan the QR code shown on the login page of Control Client or Web Client to directly enter the HikCentral Mobile download page of App Store.

2. Download the Mobile Client and install it on the iOS system.

2.2 Uninstalling the Mobile Client

Purpose:

Follow the procedures to uninstall the HikCentral Mobile Client on the iOS system.

Steps:

3. Long-press the icon.

4. Tap on the "X" in the top-left corner of the icon.

Chapter 3 Running the Mobile Client
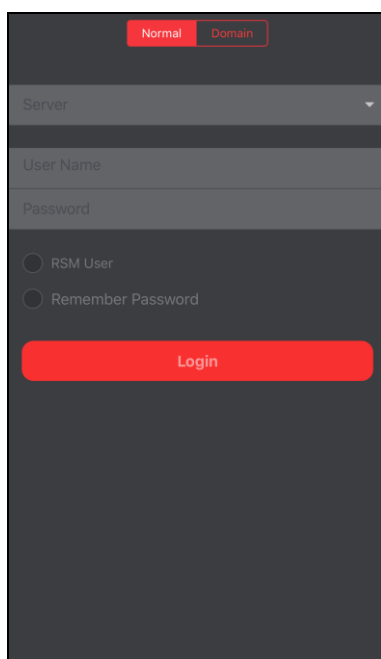
3.1 Logging In

Purpose:

After you open the Mobile Client, the login interface appears by default. You can log into the system after filling the required information.

Two kinds of user (normal user and domain user) are supported.

Steps:

1. Tap the [icon] icon to open the Mobile Client.

2. Tap **Server** field to input the server address and tap **Finish** on the keypad to finish the operation.

   Or you can tap the icon [icon] to display the drop-down list of all the inputting histories and select a history user and server address.

   Tap the icon [icon] if you want to delete the history items.

   Note: You can edit an alias for the server to make it more identifiable next time you login, e.g., "Express". For details, please refer to *Chapter 10.1 Basic Information*.
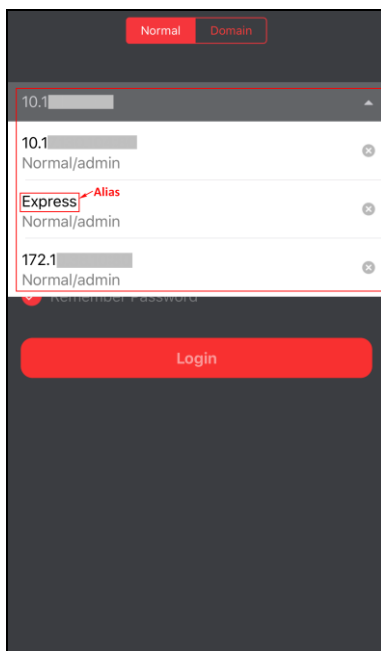
3. Input user name and password to login.
- **Login with Normal User**
  Steps:
  1) Select **Normal Login** and input the user name and password in the login interface.
     Note: You should add the user on the Blazer Pro, Blazer Express, or HikCentral via Web Client. For configuration of adding users, please refer to the *User Manual of Blazer Pro Web Client*, *User Manual of Blazer Express Web Client*, or *User Manual of HikCentral Web Client.*
  2) (Optional) Check the **Remember Password** checkbox if you want to remember the login information including user name, user type, server address, and password. Otherwise, the password should be input again for the next time you login.
  3) Tap **Login** to log in.
- **Login with Domain User**
  Steps:
  1) Tap **Domain Login** and input the domain user name and password.
     Note: You should add the domain user on the Blazer Pro, Blazer Express, or HikCentral via Web Client. For configuration of adding users, please refer to the *User Manual of Blazer Pro Web Client*, *User Manual of Blazer Express Web Client*, or *User Manual of HikCentral Web Client.*
  2) (Optional) Check the **Remember Password** checkbox if you want to remember the login information including user name, user type, server address, and password. Otherwise, the password should be input again for the next time you login.
  3) Tap **Login** to log in.

Notes:
- If failed login attempt is detected, you are required to input the verification code before you can login successfully.
- The failed password attempt and verification code attempt from current client, other client (e.g., Control Client) and other address will all be accumulated. Your **IP address** will be

locked for a specified period of time after specific number of failed *password* or *verification code* attempts. For detailed settings of failed login attempts and locking duration, refer to the *User Manual of Blazer Pro Web Client*, *User Manual of Blazer Express Web Client*, or *User Manual of HikCentral Web Client.*

● Your **account** will be frozen for 30 minutes after 5 failed *password attempts*. The failed password attempt from current client, other client (e.g., Control Client) and other address will all be accumulated.

● The number of the users who simultaneously log into the Blazer Pro, Blazer Express, or HikCentral via HikCentral Mobile Client is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can login again.

3.2 Logging Out

Steps:

1. Tap **Me** tab to enter the Basic Information interface.
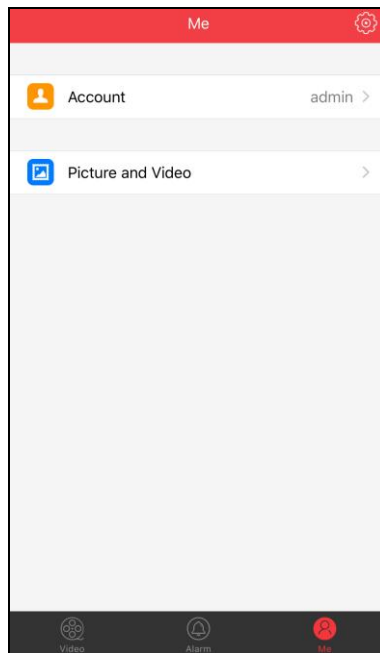
2. Tap the **Account** field and tap the **Logout** in that interface.
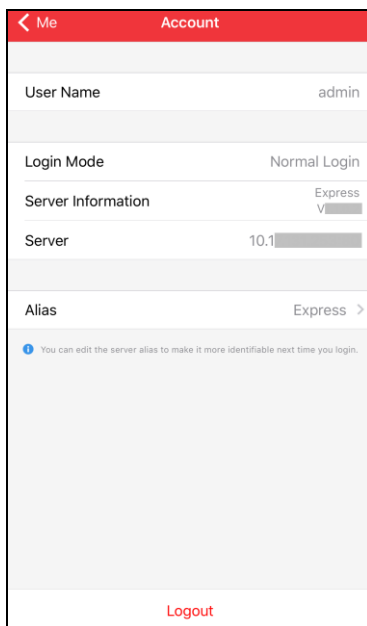
3. Tap **OK** in the popup dialog.

3.3 Changing Password

You should change the password via HikCentral Mobile Client in the following situations:

Login for First Time

For the first time to login, the following hint pops up.

Note: It is not available for *admin* user. If you login as *admin* user, you must go to Web Client to change the password. For details, refer to the *User Manual of Blazer Pro Web Client*, *User Manual of Blazer Express Web Client*, or *User Manual of HikCentral Web Client.*
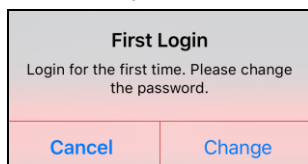
Password Expired

If your password has expired, you will be asked to change your password when login.
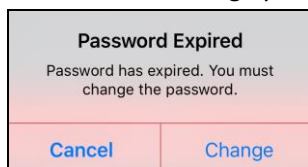
Password Reset

If your password has been reset, you should login with initial password (Abc123) and then change your password for login.

Note: It is not available for *admin* user.

Password Reset

The password has been reset. You
must change the password.

Cancel   Change
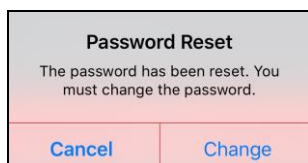
Low Password Strength

If your password strength is lower than the required minimum strength, you will be asked to change your password when login.

Low Password Strength

Low password strength. You must
change the password.

Cancel   Change
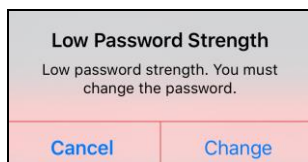
Steps:

1. Tap **Change** in the pop-up hint box to enter the **Change Password** interface.

< Back   Change Password

Kate

New Password

Confirm Password

OK
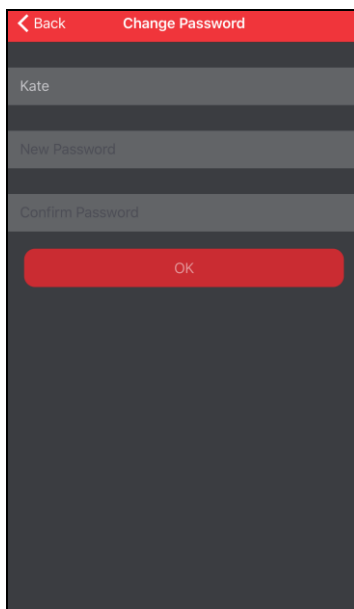
2. Input the new password.

STRONG PASSWORD RECOMMENDED–*The password strength can be checked by the system. We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.*

3. Confirm the password.
4. Tap **OK** to finish changing the password and back to the login page. If the password is successfully changed, you will login automatically.

Chapter 4 Camera Management

Purpose:

You can view the cameras of the system, check cameras' detailed information, and add commonly used cameras to the favorites.

4.1 Checking Camera Information

Steps:

1. Tap the **Camera** to enter the camera list page.

    You can select an area or sub-area (if any) of the system to list its cameras. Refer to the following *step 3* for detailed operation.
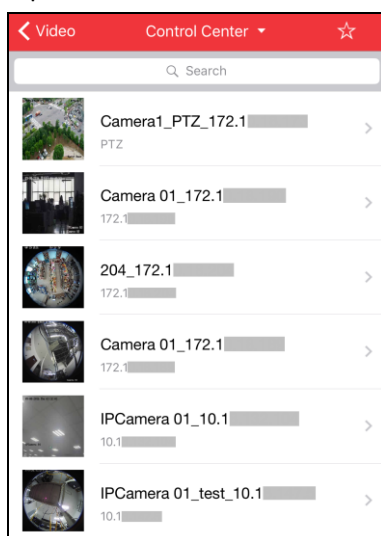

    Notes:
    - You can slide upwards to get more cameras and you can also slide downwards to refresh the cameras.
    - You can directly view the captured pictures of the listed cameras on the list page.

2. You can tap the Search field to enter the Search interface, input the camera name, and tap **Search** on the keypad to search the camera you want.

    Note: Up to 5 searching histories can be displayed. You can tap **Clear Search History** to remove the search history.

3. Tap the Control Center field to list the areas of the system, and tap to select an area to list its cameras or sub-areas (if any).

4. Tap a camera item to get the its detailed information, including real-time or history capture, online status and PTZ control permission.

    The entry to live view and playback are also available.

    You can also add the camera to or remove it from the Favorites.
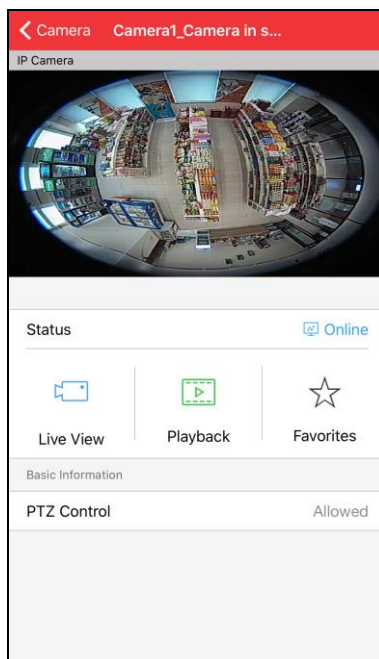
5. Tap **<Camera** to back to the camera list.

4.2 Managing My Favorites

Purpose:

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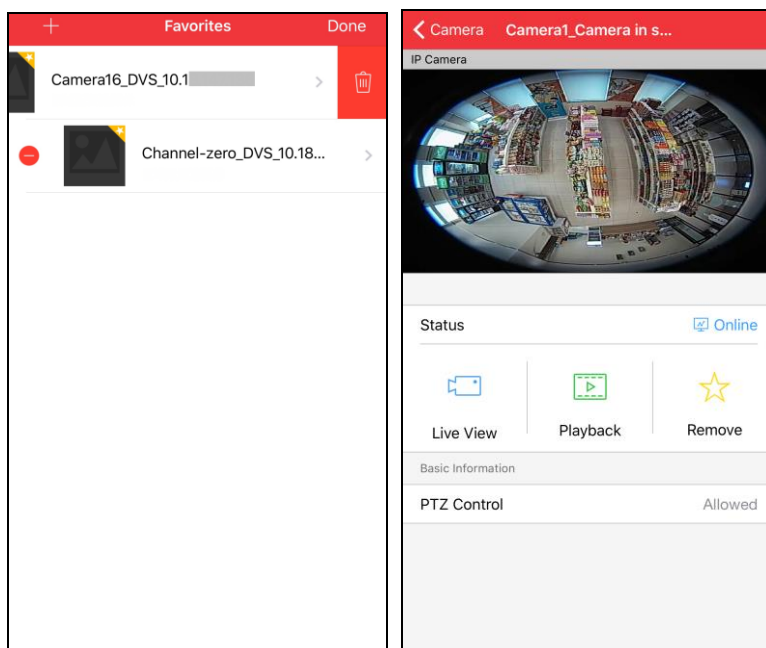
Steps:

1. Tap **Favorites** to enter the Favorites page. Or you can tap **Camera** and then tap ☆. All the cameras added to Favorites are displayed on the Favorites interface.
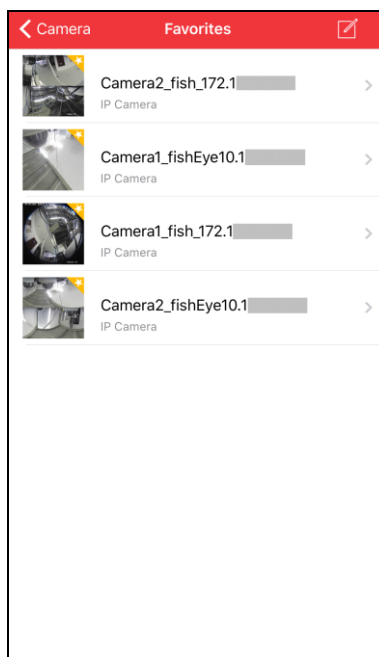
2. Tap ✎ and tap ➕ to enter the camera list page.

Tap the Control Center field to list the areas of the system, and tap to select an area to list its

cameras or sub-areas (if any).

3. Tap ☆ (it changes to ☆) of the camera item to add it to Favorites. You can tap it again to remove it.

4. Tap **<Favorites** to back to the Favorites page. You can see the added cameras.

5. You can tap ⊖ and tap 🗑 to remove the camera from Favorites.
   Tap **Done** to leave the edit mode.

6. You can also tap a camera item to get its detailed information. You can also tap ☆ to remove it from the Favorites or tap ☆ to add it to the Favorites.

Chapter 5 View Settings

Purpose:

You can select a window division and link the cameras to the windows, and the settings can be saved as a custom view for live view conveniently.

Steps:

1. Tap **View** to enter the View page.
2. Tap [icon] and tap [icon] to add a new view.
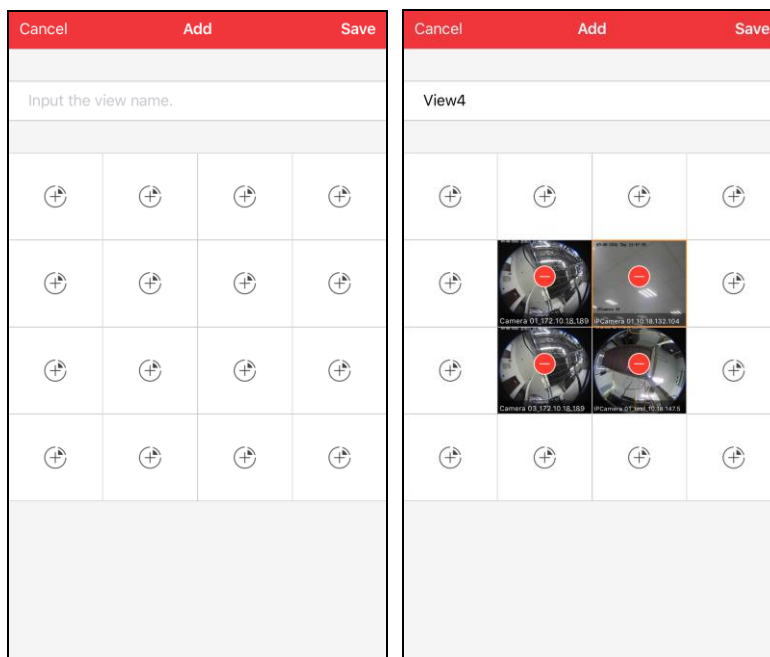
3. Input a name for the view.
4. Tap ⊕ to enter the Camera List interface and select a camera to add to the view. You can tap the Control Center field to select the area you want, and the cameras contained in the area list. You can also tap ☆ to show the cameras added to the Favorites.
5. Repeat step 4 to add other cameras to the view.

   You can tap the icon [icon] on the window to delete the selected cameras.
6. Tap **Save** to save the view.
7. On the View page, you can directly see the views' distribution on the real-time or history capture of the first selected camera.

   Select and tap a view item to edit the view.

   You can tap [icon] and tap [icon] to delete the view.

   Tap **Done** to leave the edit mode.
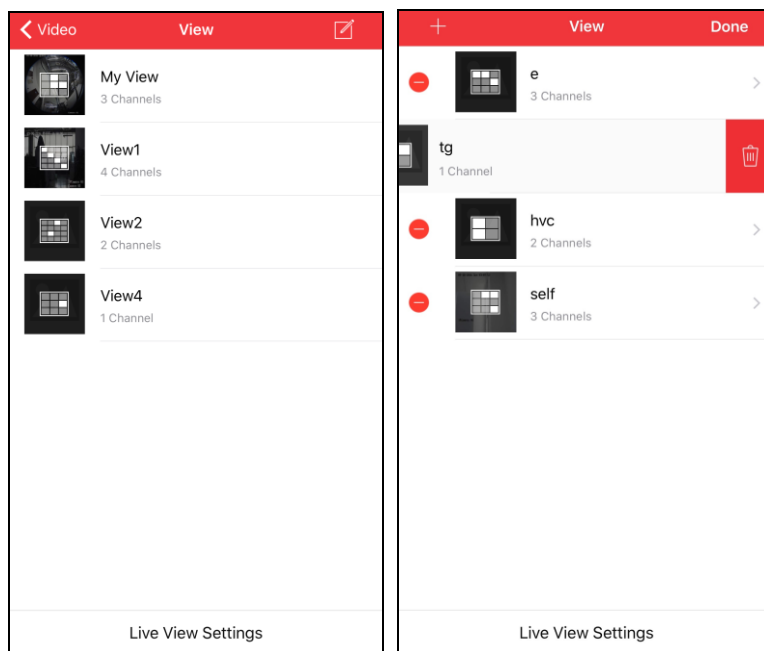
8. You can tap **Live View Settings** on the View page, set the **Auto-Enable View Mode** switch as on, and select a view. So that, the view will be played automatically when entering Live View page.
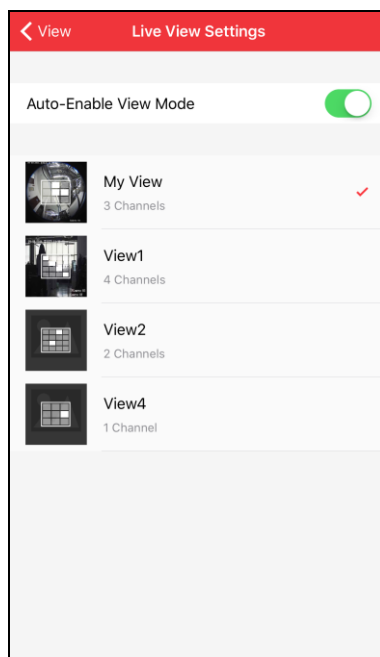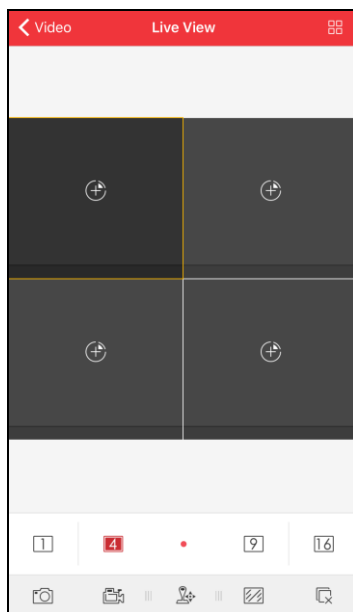
Chapter 6 Live View

Purpose:

In the live view mode, you can realize the PTZ control, capture, video clips and so on.

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

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

You can slide the control bar to left or right to show the hidden icons. Please refer to the next table for detailed descriptions.

Icon	Description
	Go to the View 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/Recover all the live views.
	Audio control.
	Two-way audio.
	Digital zoom.
	Add the camera or view to Favorites or View.
	Fisheye dewarping.

6.1 Starting Live View

Purpose:

Two ways are available for starting the live view. You can view the live video of specific camera, or see the live view in customized view mode.

Option 1: Starting Live View of Specific Camera

Steps:

1. Tap ⊕ to enter the Camera List interface.

   You can tap the Control Center field to select the area you want, and the cameras contained in the area list.

   Or you can tap the Search field to enter the Search interface, input the camera name, and tap **Search** on the keypad to search the camera you want.

   Note: Up to 5 searching histories can be displayed. You can tap **Clear Search History** to remove the search history.

   You can also tap ☆ to show the cameras added to the Favorites.
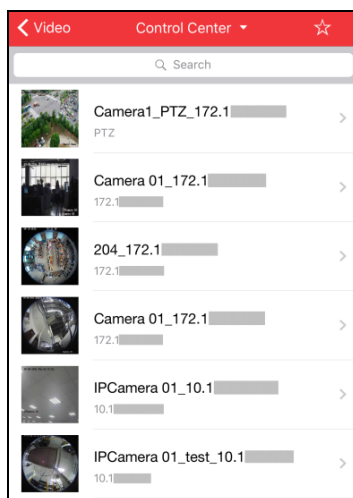
2. Tap to select one camera for live view.

Option 2: Starting Live View of Specific View

Steps:

1. Tap ⊞ to enter the View page.

   Note: For setting the view, refer to *Chapter 5 View Settings*.

2.   Tap to select a view for live view.

6.2   Window Division

You can tap ☐/④/⑨/⑯ 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.
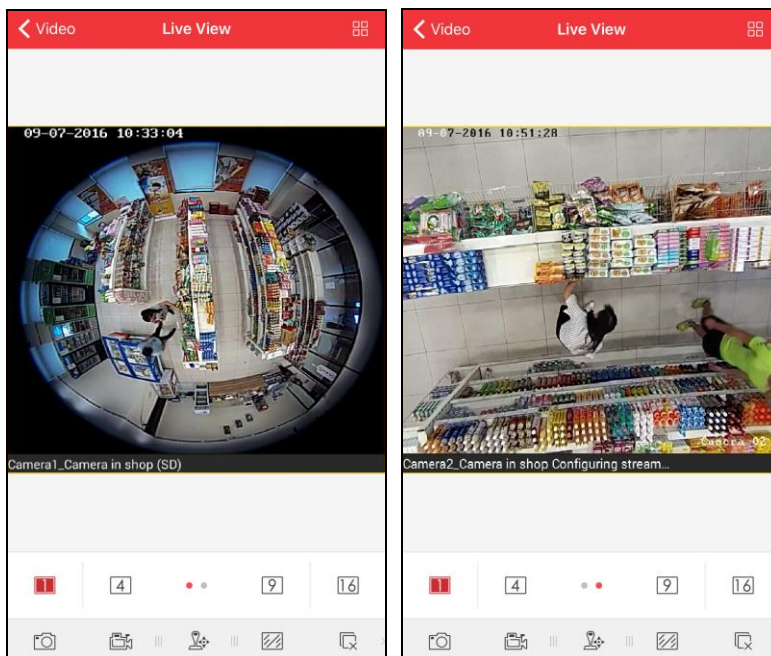
You can drag and move the window to adjust the window sequence. You can double-tap the live view window to display the camera in 1-division mode and double-tap again to restore.

6.3   Recording and Capture

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

Note: During the recording, the icon 📷 turns to 📹 and an indicator ⓡ appears on the upper-left corner of the display window.

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

6.4   PTZ Control

In live view mode, select a playing window and tap 📷 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.
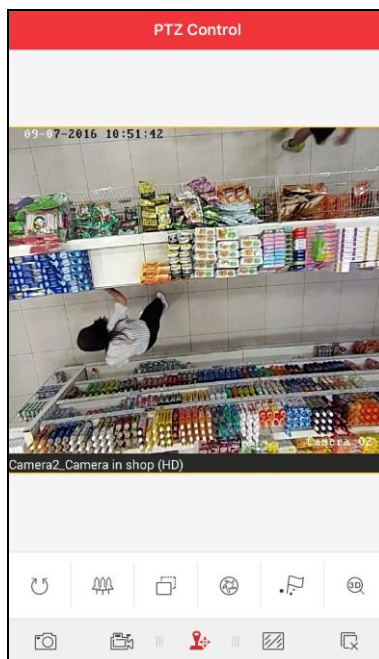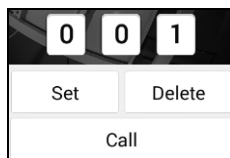
Icon	Description
↻	Start/stop the auto-scan.
⚞⚟	Zoom control: ⚞ Zoom+/⚟ Zoom-
⬜	Focus control: ⬜ Focus+/⬜ Focus-
◎	Iris control: ◎ Iris+/◎ Iris-
⚑	Set, delete, and call the preset.
◎3D	3D positioning.

6.4.1 Setting and Calling a Preset

Steps:

1. In the PTZ control mode, slide on the live view window to move the camera to the desired scene.
2. Tap ⚑ 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. Tap **Set** to finish the preset settings. You can tap **Delete** to delete the preset.
5. For the programmed preset, you can slide to set the preset No. in the dialog box and tap **Call** to call it.

6.4.2 3D Positioning

Steps:
1. In the PTZ control mode, tap ⊕ to start the 3D positioning function.
2. Tap a position of the live video and the corresponding position will be moved to the center of the live video.
3. You can hold and drag your finger to the lower right on the live video. The corresponding position will be moved to the center of the live video and zoomed in.
    (Optional) You can hold and drag your finger to the upper left on the live video. The corresponding position will be moved to the center of the live video and zoomed out.
4. You can tap the icon 3D to fishish the 3D positioning.

After completion of PTZ control, tap 🕹 to hide the PTZ control panel.

6.5 Image Quality

There are two defined image quality types provided, including **SD** and **HD**. Tap ▨ to set the quality according to the performance of your network and phone hardware.
The image quality type can be automatically switched according to the window division mode. By default, 1-division adopts HD mode, 4-division, 9-division and 16-division adopt SD mode.
If it fails to switch the image quality automatically after changing the window division mode, the image quality will be remained in the previous mode.
Notes:
●   If you change the image quality, the live view and recording of the device may be affected due to the new settings.
●   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 set the image quality as SD mode.
●   The video quality of third-party camera can only be set as HD.

6.6 Stopping Live View

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

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

Steps:
1. Tap 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 icon 🗑 until it changes to 🗑 and then release the window.
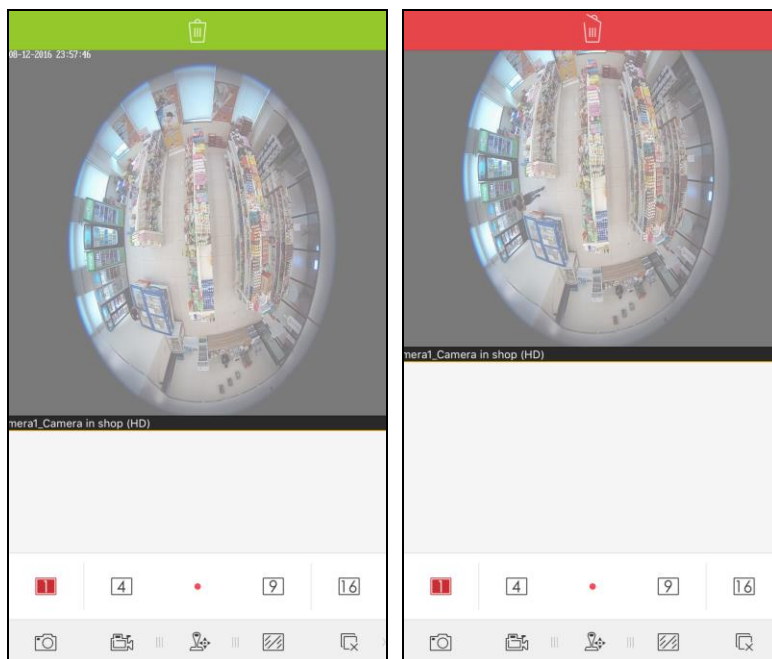
6.7 Audio Control

You can control the audio of the selected channel.

Select the channel and slide the icon toolbar to access the hidden icons.

Tap the icon 🔇 to enable the audio of the selected channel.

Notes:

- The audio is enabled when the live view starts by default.
- When the two-way audio is enabled, the audio control of the channel is not available.

6.8 Two-way Audio

Two-way audio function enables the voice talk between the Mobile Client and devices. You can get and display not only the live video but also the real-time audio from the device in the Mobile Client, and the device can also get and display the real-time audio from the Mobile Client.

Tap 🎤 to start the two-way audio with the device in live view.

Notes:

- When the two-way audio of the channel is enabled, the audio control function is not supported.
- One camera can only talk with one mobile client at the same time. When a camera is talking with a mobile client, an error hint "Two-way audio is occupied." will pop up if another mobile client attempts to connect with this camera for two-way audio.
- After starting the two-way audio, the current window division mode will automatically switch to the 1-division mode.

6.9 Digital Zoom

You can realize the digital zoom during live view.

Steps:

1. Tap to select a playing window.
2. Slide the icon toolbar to access the hidden icons.
3. Tap ⊕ 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-tap on the live view image to realize digital zoom.

6.10 Favorites and Views

Purpose:

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

Task 1: Favorites

Steps:

1. Select a window that is under live view.
2. Tap ☆, select **Favorites** in the pop-up box, and tap ⛤ on the video.
3. Tap **Done** to add the camera to Favorites.

Note: If the camera has been added to Favorites, you can tap ⭐ on the video to remove it from Favorites.

The successfully added camera will be listed in Favorites page. In this way, you can easily find the camera in Favorites.

Task 2: View

You can add the current view information to View.

Steps:

1. Tap ☆, select **View** and tap **OK** in the pop-up select box.
2. In the pop-up dialog box, edit the name for the view.
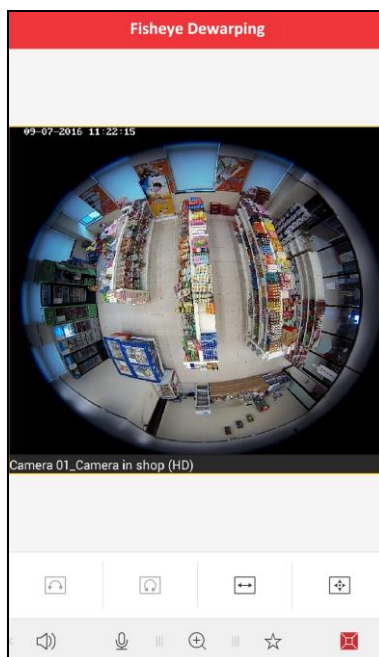3. Tap **Save** to confirm the settings.

After that, you can see the view listed in View page.

6.11 Fisheye Dewarping

The live video of the fisheye camera can be played in fisheye dewarping mode.

Note: The fisheye dewarping function should be supported by the device.

Tap ⊞ to show the fisheye dewarping panel.

Icon	Description
⌒	Dual-180° panorama view for ceiling mounting and table mounting.
◠	360° panorama view for ceiling mounting and table mounting.
↔	Panorama view for wall mounting.
✥	PTZ view for ceiling mounting, table mounting and wall mounting. 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.

Notes:

● You can tap and drag the image with your finger on the playing window to realize the pan left/right and tilt up/down movements in the dual-180° panorama view, 360° panorama view and PTZ view.

● The available fisheye dewarping modes vary with the mounting type of the fisheye camera. The unavailable fisheye dewarping modes are displayed as grey on the interface.

6.12 Full-Screen Live View

During live view, you can rotate your iPhone to enter the full-screen mode.
Note: Please release the rotation lock of your iPhone to realize this function. You can touch the screen to activate the control panel after it hides.

Icon	Description
1 **4** **9** **16**	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 views.
	Audio control.
	Two-way audio.
	Digital zoom.
	Add the camera or view to Favorites or View.
	Fisheye dewarping.

Chapter 7 Playback

Purpose:

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

7.1 Starting Playback

Steps:

1. Tap **Playback** to enter the Playback page.
2. Tap to enter the Camera List interface.

   You can tap the Control Center field to select the area you want, and select the cameras contained in the area list.

   Or you can tap the Search field to enter the Search interface, input the camera name, and tap **Search** on the keypad to search the camera you want.

   Note: Up to 5 searching histories can be displayed. You can tap **Clear Search History** to remove the search history.

   You can also tap to show the cameras added to the Favorites.
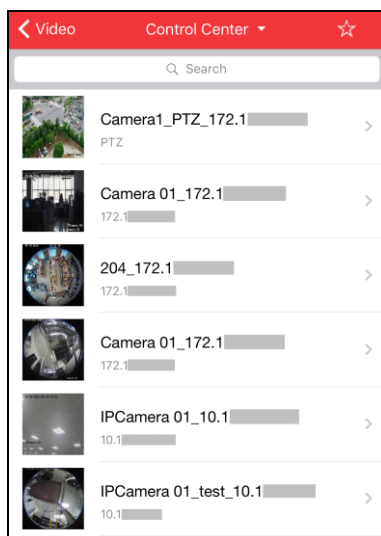
3. Tap to select one camera for playback.

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

4. You can slide the icon toolbar to left or right to show the hidden icons. Please refer to the next table for detailed descriptions.

Icon	Description
	Capture picture of the playback window.
	Clip the playback video.
	Pause the playback.
1X	Adjust the playback speed.
	Stop the playback.
	Audio control.
	Digital zoom.
	Fisheye dewarping.

5. Tap on the top-right of the screen to set the search conditions, including date and storage location.
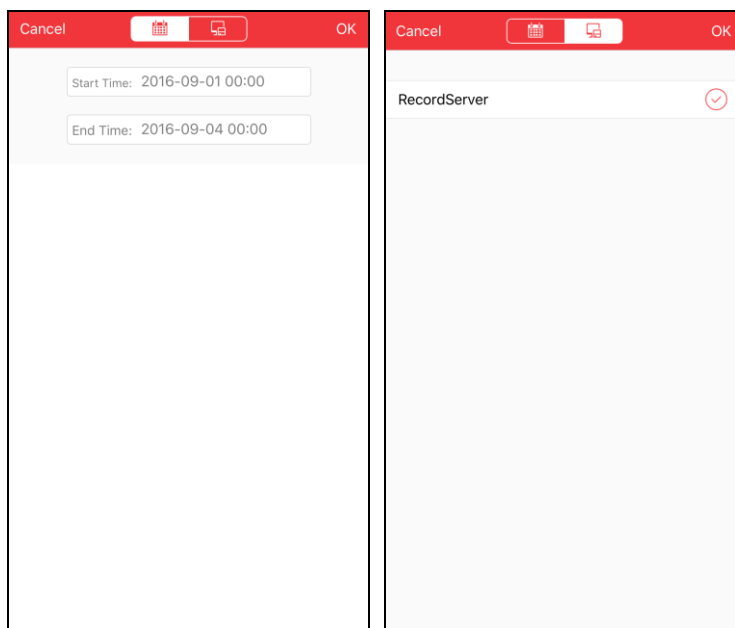
6. You can slide the timeline bar to adjust the playback time.
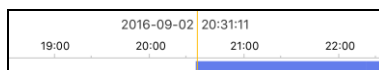
7.2 Stopping Playback

You can tap ⬚ to stop the playback.

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

Steps:

1. Tap 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 icon 🗑 until it changes to 🗑 and then release the window.
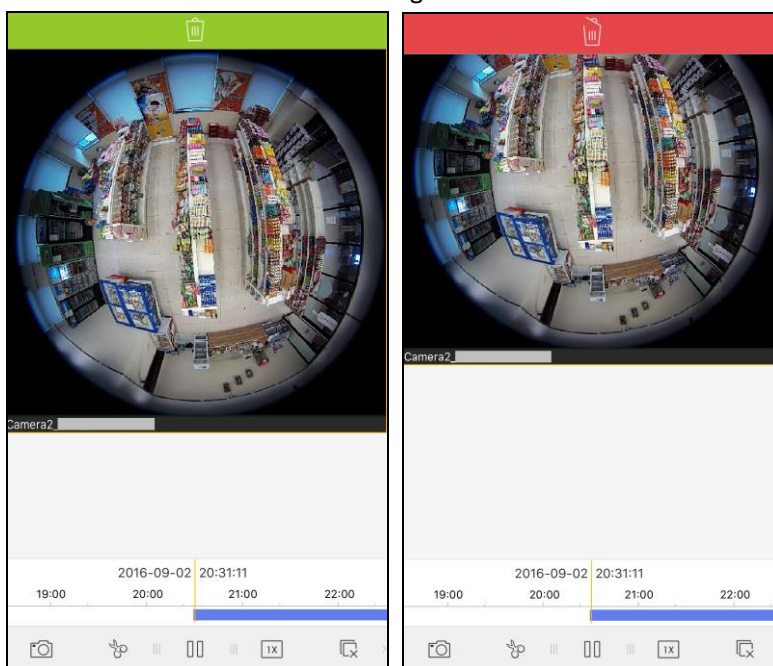
7.3 Clip & Capture

During the playback, you can tap ✂ to clip the playback video, or tap 📷 to capture pictures of it.

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

7.4 Playback Speed

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

Steps:

1. Tap to select a playing window.

2. Tap 1X and select the corresponding speed for playback.

Note: The playback speed effect is related to the performance of your network and phone hardware.

7.5 Digital Zoom

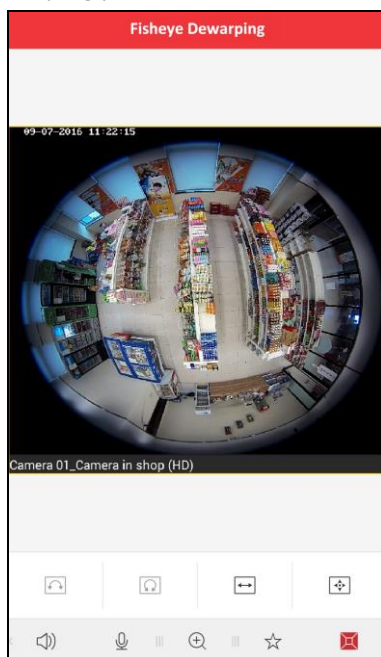You can realize the digital zoom during playback of video files.
Steps:
1. Slide the icon toolbar to access the hidden icons.
2. Tap ⊕ and then spread two fingers apart to zoom in or pinch them together to zoom out the video. Or you can double-tap on the playing video to realize digital zoom.

7.6 Fisheye Playback

The recorded video of the fisheye camera can be played back in fisheye dewarping mode.
Note: The fisheye playback should be supported by the device.
Tap ⊠ to show the fisheye dewarping panel.

Icon	Description
⌒	Dual-180° panorama view for ceiling mounting and table mounting.
◠	360° panorama view for ceiling mounting and table mounting.
↔	Panorama view for wall mounting.
⊕	PTZ view for ceiling mounting, table mounting and wall mounting. You can slide on the playing 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 playback.

Notes:
● You can tap and drag the image with your finger on the playing window to realize the pan left/right and tilt up/down movements in the dual-180° panorama view, 360° panorama

view and PTZ view.

● The available fisheye dewarping modes vary with the mounting type of the fisheye camera. The unavailable fisheye dewarping modes are displayed as grey on the interface.

7.7 Full-Screen Playback

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

Note: Please release the rotation lock of your 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.
1X	Adjust the playback speed.
🔲ₓ	Stop the playback.
🔊	Audio control.
🔍	Digital zoom.
▣	Fisheye dewarping.

Chapter 8 Picture and Video

Purpose:

In Picture and Video management interface, you can view and manage video files and pictures that you manually record (clip) and capture in Live View and Playback interface. You can also export the pictures to the iPhone album, or send the pictures and videos to your email, or share pictures and video files to other available applications.

Note: For sharing to other available applications, the pictures can be shared to the popular social Apps, e.g, Facebook, Twitter and Dropbox. The video files can only be shared to Dropbox.

Tap **Me** in the bottom right corner and tap **Picture and Video** to enter the Picture and Video interface.
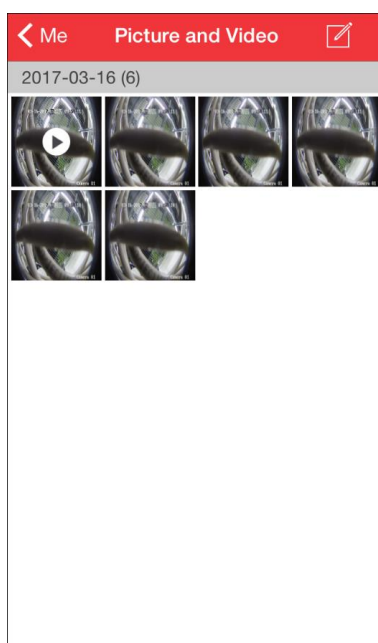
The pictures and videos are dispalyed by date.

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

Steps:

1. Tap ![icon] and then select the pictures for exporting.
2. Tap ![icon] and select ![icon].
3. Tap **OK** 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. Tap ![icon] and then select the pictures and videos for sending.
2. Tap ![icon] and select ![icon].
3. On the pop-up email interface, edit the receiver's account and email subject, and tap **Send** to send the pictures and videos to the designate email account.

For sharing pictures and videos to other applications, please perform the following steps.

Steps:
4. Tap ![edit icon] and then select the pictures and videos you want to share.
5. Tap ![share icon] and select the needed application to share.

For deleting the pictures and videos in batch, please perform the steps below.

Steps:
1. Tap ![edit icon] and then select the pictures and videos you want to delete.
2. Tap ![delete icon] to delete the selected file(s).

8.1 Picture Management

Steps:
1. Tap a picture and the picture displays in full screen. You can tap ![delete icon] if you want to delete it, and tap ![share icon] to export it to iPhone album, or send it to your email, or share it to other applications.

2. You can pinch two fingers together to zoom out or spread them apart to zoom in the picture. Or you can double-tap on the picture to realize digital zoom. You can also slide to pan the picture under zoom-in mode.
3. You can also rotate the iPhone to enter the full-screen mode.
    Note: Please release the rotation lock of your iPhone to realize this function.
4. Tap ![back icon] to back to the Picture and Video interface.

8.2 Video Management

Steps:
1. In the Picture & Video Management interface, tap a video and the video shows in full screen.

Tap ⬚ if you want to delete it, and tap ⬚ to send it to your email, or share it to other applications.

Note: Exporting the clipped video to the iPhoto album is not supported.
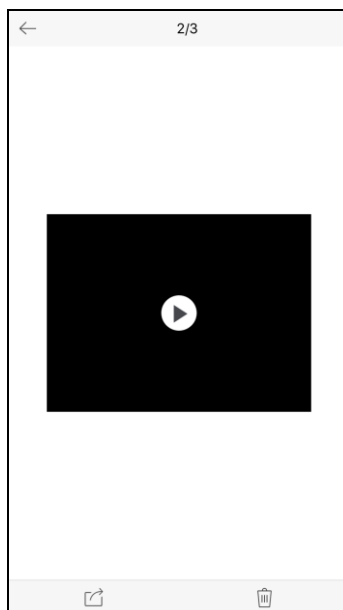
2. Tap ▶ to play it. You can slide the time line bar to adjust the playback time.

    ⬚   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 Alarm

Purpose:

You can get the instant alarm notification of the Blazer Pro, Blazer Express, or HikCentral if the alarms are configured for being pushed to Mobile Client. You can also check the alarm messages in Mobile Client and filter the alarms as desired.

9.1 Alarm Notification

Purpose:

The alarm message of the cameras that are connected to the Blazer Pro, Blazer Express, or HikCentral can be pushed to your Mobile Client if you enable the alarm notification. You can check the alarm information and view the alarm linked live video and playback.

Notes:

● The camera should have been configured with alarm notification as alarm linkage. For details, refer to the *User Manual of Blazer Pro Web Client*, *User Manual of Blazer Express Web Client*, or *User Manual of HikCentral Web Client.*

● Up to 16 cameras can be linked for live view and up to 4 cameras can be linked for playback.

Steps:

1. Tap **Me** in the bottom right corner of home page and tap [⚙] to enter the interface of Settings.

2. Set the **Notification** switch as on to enable the alarm notification.

3. When the Mobile Client received the alarm notificaiton, the following window pops up.
   Note: If you do not run the Mobile Client or it runs in the background, you can go to the notification center of your iPhone to check the received alarm notification.
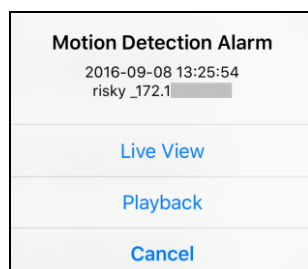
4. You can check the detailed information of the alarm, including the alarm type, alarm time and the alarm source. If you set related cameras for the alarm, the live view and playback items are available.

5. Tap **Live View** or **Playback** to view the live view or video file of the cameras.
   Notes:
   ● The related video files of the current day that has alarm occurred will be searched, and it will be played from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the video file plays from 11:25.
   ● By default, the releated live views or playbacks will be displayed in 4-division mode and if only one camera is linked, the releated live view or playback will be displayed on the first window of the default 4-division mode.

9.2 Alarm Information

Purpose:

You can also check the alarm information in Alarm Module, and mark and filter the alarms as desired.

Steps:

1. Tap **Alarm** on the home page to enter the Alarm information page and the alarm information will be listed by alarm time.
2. You can check the detailed alarm information, including alarm type, alarm source and alarm time.

   Note: You can slide upwards to load more alarm messages, and slide downwards to get the latest alarm information.
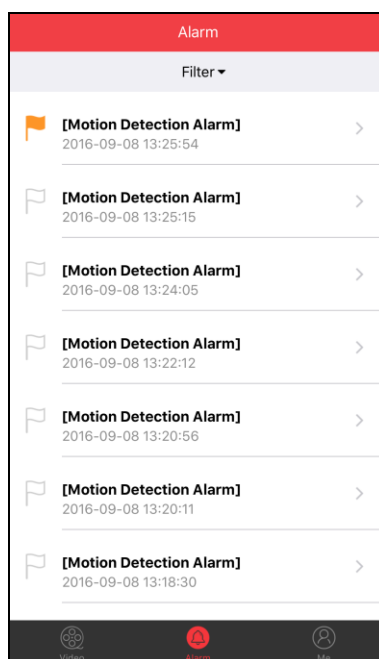
3. Tap the ⌐ icon to mark the corresponding alarm message. You can tap the icon ⚑ again to unmark it.
4. Tap **Filter** to set **Alarm Time** switch or **Show Marked Alarm Only** switch as ON to filter the alarms.

   Alarm Time: The alarm message will be filtered by alarm time. When the switch is on, you can select the start time and end time to show the alarms occurred during the time period. The default search time starts from the current time and end at the same time on the 7 days before.

   Show Marked Alarm Only: Only the marked alarm messages will be shown.
5. Tap **OK** to save the filter condition. If you want to clear all the filter condition, you can tap **Reset**.
6. Select and tap an alarm message in the list, the following dialog pops up.

Motion Detection Alarm
2016-09-08 13:25:54
risky _172.1

Live View

Playback

Cancel
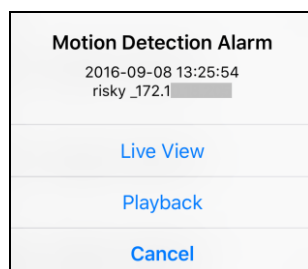
7. Tap **Live View** or **Playback** to view the live view or record file of the camera.

   Notes:

   ● The related video file of the day that has alarm occurred will be searched, and it will be played from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the record file plays from 11:25.

   ● By default, the releated live views or playbacks will be displayed in 4-division mode and if only one camera is linked, the releated live view or playback will be displayed on the first window of the default 4-division mode.

Chapter 10 Other Functions

10.1 Basic Information

Purpose:

You can check the current login user, login mode, server information, server address and edit the server alias to make it more identifiable next time you login.

Steps:

1. Tap **Me** in the bottom right corner of the home page and tap **Account** to enter Basic Information interface.
2. You can view the current login user, login mode, server information, server address.
3. Tap **Alias** and input an alias for the server.

   Notes:
   - By default, the alias is the server address.
   - The same alias adopted for different servers is not available in the current mobile phone.
4. Tap **Save** to leave the edit mode.
5. You can also tap **Logout** to exit the client.
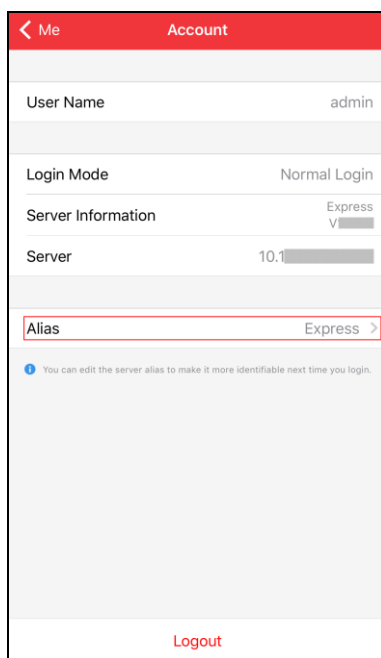
10.2 Traffic Statistics

Purpose:

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

Steps:

1. Tap **Me** in the bottom right corner and tap ⚙ enter the interface of Settings.

2. Tap the **Flow Statistic** button to view the data usage. You can tap **Clear** to empty the data.

‹ Settings	Flow Statistic	
MOBILE NETWORK		
Current Day		0KB
Current Month		0KB
History		0KB
WI-FI		
Current Day		117.27MB
Current Month		354.82MB
History		354.82MB
	Clear	

10.3 Hardware Decoding

Purpose:

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

Steps:

1. Tap **Me** in the bottom right corner of the home page and tap enter the interface of Settings.

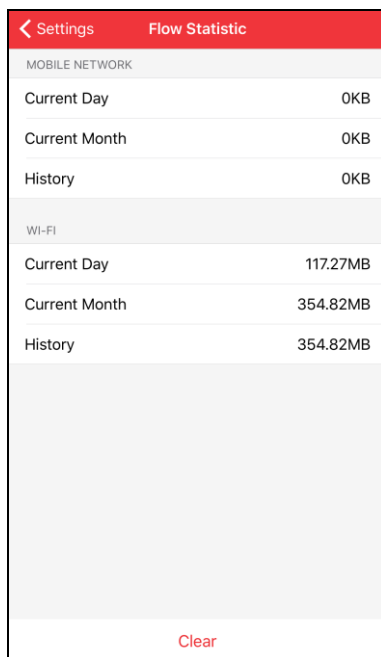2. You can set the **Hard-Decoding Preferred** switch as on to enable decoding by hardware for live view and playback.

Notes:

● The hardware decoding is only supported by the system of iOS 8.0 or above.

● Hardware decoding is related to the performance of your phone hardware. If the video during live view or playback is affected after enabling hardware decoding, please disable the function to play the video properly.

10.4 About

Purpose:

You can view the client's version information, and new features. And 1 displays on the About button when there is a new version available in the App Store.

Steps:

1. Tap **Me** in the bottom right corner of the home page and tap enter the interface of Settings.

2. Tap **About** to check the client's version information.

3. Tap **New Features** to view the new features of the client.

4. If the **Software Update** displays, tap **Software Update** to update the client.
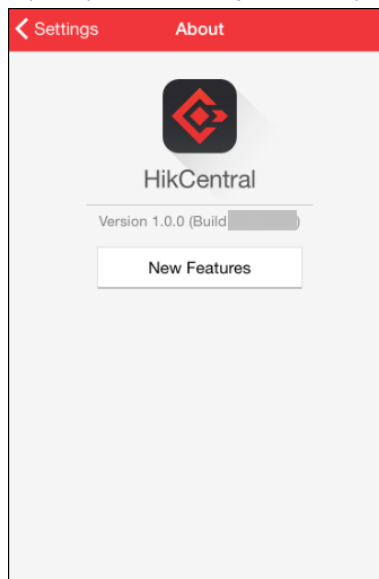
Appendix

Appendix Error Code and Troubleshooting

Troubleshooting for **L** Class Error		
Code	**Description**	**Troubleshooting**
1	No network connection.	Please make sure that the network is connected.
4	Creating the captured picture failed.	Please make sure that the SD card is available.
7	SD card is unavailable.	Please make sure that the SD card is available.
8	Insufficient storage space in SD card.	Please make sure that your SD card has sufficient storage space.
9	Insufficient system memory.	Close the background APP programs which are not being used.
202	No video file.	Please make sure that there is video file in the server in this time period.
Troubleshooting for **C** Class Error		
Code	**Description**	**Troubleshooting**
200	Login timeout. Please login again.	Return to the login page and login again.
201	The user account does not exist.	Please make sure that the user account exists.
202	Incorrect password.	Please make sure that the password is correct.
203	No more users can login.	Exit the client and login again later.
205	Linking to domain server failed.	Please make sure that the server is working properly.
900	Area does not exist.	Please make sure that the area you are looking for exists.
902	Area name already exists.	Area name already exists. Rename it.
903	The device does not exist.	Please make sure that the device exists in the server.
912	The camera does not exist.	Please make sure that the camera exists in the server.
914	The channel does not exist.	Return to the login page and login again.
926	The view does not exist.	Please make sure that the view exists in the server.
928	View name already exists.	View name already exists. Rename it.
2000	Network exception.	1. Please make sure that the server is working properly. 2. Please make sure that the local network is connected.
2100	Incorrect return parameters.	Return to the login page and login again.
Troubleshooting for **P** Class Error		
Code	**Description**	**Troubleshooting**

17	Failed to get stream via Stream Media Server.	Please make sure that you set Stream Media Server for the area that the camera belongs to.
18	Linking to Stream Media Server failed.	Please make sure that the camera's Stream Media Server address is correct.
15300	No network connection.	Please make sure that the network is connected.

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