iVMS-4500 (iOS) Mobile Client
Software User Manual
(V2.0)
Thank you for purchasing our product. This manual applies to iVMS-4500 (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 (iOS) V2.0 mobile client software, which is based on iPhone OS (Version 3.0 or higher), can be used to remotely monitor the live video from embedded DVR, network camera, network speed dome and DVS via wireless network, and realize PTZ control as well.

With this software installed in your mobile device, user are able to log on to the front-end device via WIFI, 2G or 3G; besides, if there is no public IP available, it’s accessible by using a dynamic name, or by forwarding ports to the public IP of router.

Notes:
1. WIFI, 2G or 3G access service must be supported by the mobile phone.
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 3.0 or higher version, including iPhone, iPad and iPod touch series product.

1.3 Performance Description

<table>
<thead>
<tr>
<th>Mobile Client</th>
<th>Encoding Parameter</th>
<th>Main stream or sub stream</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Compression</td>
<td>H.264 or MPEG4</td>
<td></td>
</tr>
<tr>
<td>Frame Type</td>
<td>BBP or single P</td>
<td></td>
</tr>
<tr>
<td>Frame Rate</td>
<td>2~25 fps (depending on the performance of mobile phone and the frame rate settings of camera)</td>
<td></td>
</tr>
<tr>
<td>Resolution</td>
<td>Main stream: 1080P/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF (depending on camera connected) Sub stream: QCIF/QVGA/CIF (depending on camera connected)</td>
<td></td>
</tr>
<tr>
<td>Stream Type</td>
<td>Video &amp; Audio, Video</td>
<td></td>
</tr>
<tr>
<td>Bit Rate</td>
<td>32~256Kbps (depending on the network environment)</td>
<td></td>
</tr>
</tbody>
</table>
1.4 Conventions

In order to simplify the description, we define the “iVMS-4500 (V2.0) mobile client software” as “mobile client” and “DVR, DVS, IP camera, IP speed dome” as “device” in the following chapters.
Chapter 2 Installing & Uninstalling the Software

2.1 Installing the Software

Steps:
1. Log into the Apple Store web page.
2. Enter “iVMS-4500” to search mobile client software.
3. Download and install it to your phone.
4. After having installed the software successfully, you can click 📱 icon to start the program.

2.2 Uninstalling the Software

Select the 📱 icon in the program list, and click the ‘x’ button to uninstall the mobile client software.
Chapter 3 Running the Software

After having installed the software successfully, click icon to start the program.

3.1 Logging in

You need to register a user account you use this client application for the first time.

Steps:
1. Enter the user name and password in the register interface.
2. Click Register to complete user registration.
3. On the login interface, enter the registered user name and password.
4. Click Login to access the system.

If the Auto Login is set to ON, the current login user name and password can be saved for next login.
3.2 Entering Main Menu

Click Login to enter the main menu interface.

Main menu description:

<table>
<thead>
<tr>
<th>Main Menu</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live</td>
<td>Live view and PTZ control</td>
</tr>
<tr>
<td>Playback</td>
<td>Play back the recorded files</td>
</tr>
<tr>
<td>Devices</td>
<td>Display device list, add/delete/modify new device, view device information, etc.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>Favorites</td>
<td>Define specific channels to your favorites</td>
</tr>
<tr>
<td>Channel Config</td>
<td>Configure camera’s stream type, resolution, frame rate and bit rate</td>
</tr>
<tr>
<td>Alarm Manage</td>
<td>Arm/disarm the device, receive and view the alarm information of device</td>
</tr>
<tr>
<td>Local Config</td>
<td>Configure the auto login, saving path, access point and speed of PTZ control</td>
</tr>
<tr>
<td>Account</td>
<td>Modify password</td>
</tr>
<tr>
<td>About</td>
<td>View software’s version information</td>
</tr>
</tbody>
</table>
Chapter 4 Devices Management

4.1 Adding a Device

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

Steps:

1. Click on the main menu to enter the Device Management interface.

2. Click Add to enter the new device adding interface.

3. Edit the device name.

4. You can select the register mode of the device to IP, DDNS or Domain.
**Notes:**

1) The Domain mode is used when there is no fixed IP address available, and the DDNS is adopted when the *hik-online* DDNS server is used.
2) The **Alias name** for the DDNS register mode must be the same with that configured in the DDNS settings interface of the device to be added.

5. Configure the IP address/domain address/DNS address and the port.
   **Note:** By default settings, the port 8000 is used for the IP/Domain register mode, and the port 80 is used for the DDNS register mode. The port 80 refers to the port of the DDNS server and not that of the device.

6. Enter the login user name and password of the device to be added.
7. Enter the number of channels (default: 16) depending on the device model.
   The successfully added new device will be displayed in the devices list.

**Note:** Up to 100 devices can be added.

You can click **WMS-4500** to return to the main menu.
4.2 Modifying a Device

Steps:

1. In the device list, you can select a device and click icon to view its parameters configured.

![Device Detail]

2. Click Edit to enter the Edit Device interface.

![Edit Device]

3. Modify the parameters of the device if required.
4. Click Save to finish the modification.
5. Click Cancel to return to the previous menu.

4.3 Deleting a Device

In the device list, select a device and slide the icon from right to left to access
the Delete button. Click Delete to delete the selected device.
Chapter 5 Camera Configuration

After successful login to the device, you can configure the live view parameters for each camera according to your network environment.

Steps:

1. Click icon in the main menu to enter the Select Channel interface where all of the added devices are listed.
2. Click a device to get the list of cameras connected to it.
3. Select a camera to enter its configuration interface.
4. You can configure stream type, resolution, image quality, bit rate, frame rate, etc. The Param type can be set to Customize or General. If the Customize option is selected, all parameters can be configured manually, and while the General option is selected, the default parameters are used for the channel configuration.
5. Click Save to save the settings.

**Camera parameters description:**

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chan name</td>
<td>Define a name for the camera</td>
</tr>
<tr>
<td>Param type</td>
<td>Select ‘Customize’ or ‘General’</td>
</tr>
<tr>
<td>Encoding para.</td>
<td>Select main stream or sub stream for live view</td>
</tr>
<tr>
<td>Resolution</td>
<td>QCIF/CIF/2CIF/DCIF/4CIF (depending on the camera connected)</td>
</tr>
<tr>
<td>Image quality</td>
<td>6 levels of image quality are selectable</td>
</tr>
<tr>
<td>Bitrate type</td>
<td>Variable or constant bit rate</td>
</tr>
<tr>
<td>Max. bitrate</td>
<td>The maximum bit rate of each camera, configurable according to actual net environment</td>
</tr>
<tr>
<td>Frame rate</td>
<td>Frame rate of the camera</td>
</tr>
</tbody>
</table>

When the parameter type is selected to ‘General’, all parameters are not configurable, and the following default settings are used:

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encoding para.</td>
<td>Sub stream</td>
</tr>
<tr>
<td>Stream type</td>
<td>Video</td>
</tr>
<tr>
<td>Resolution</td>
<td>QCIF</td>
</tr>
<tr>
<td>Image quality</td>
<td>Lowest</td>
</tr>
<tr>
<td>Bitrate type</td>
<td>Constant</td>
</tr>
<tr>
<td>Max. bitrate</td>
<td>32Kbps</td>
</tr>
<tr>
<td>Frame rate</td>
<td>4fps</td>
</tr>
</tbody>
</table>
Chapter 6 Live View

After the proper parameters are configured, you can view live video from cameras, and control PTZ movement as well.

6.1 Live View

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

Starting Live View

Steps:
1. Select the window on which you want to play live video.
2. Click  or  to enter camera selection interface.
3. Select a device and click it to unfold the cameras list.
4. Click a camera for live view.
You can select main stream or sub stream for viewing the live video. By default, the
sub stream is adopted.
**Note:** The sub stream must be supported by the connected camera.
5. Return to the live view interface to view live video from the selected camera.

**Description of Live View Buttons:**

<table>
<thead>
<tr>
<th>Buttons</th>
<th>Descriptions</th>
<th>Buttons</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>Add camera for live view</td>
<td><img src="image" alt="image" /></td>
<td>Switch camera for live view</td>
</tr>
<tr>
<td><img src="image" alt="image" /></td>
<td>Stop playing</td>
<td><img src="image" alt="image" /></td>
<td>Picture capture</td>
</tr>
<tr>
<td><img src="image" alt="image" /></td>
<td>Bookmarks</td>
<td><img src="image" alt="image" /></td>
<td>PTZ control</td>
</tr>
<tr>
<td><img src="image" alt="image" /></td>
<td>Audio on/off</td>
<td><img src="image" alt="image" /></td>
<td>Start/stop two-way audio</td>
</tr>
</tbody>
</table>
Adding a Bookmark

In live view mode, click button to save the current live view information in bookmarks.
Edit the bookmark name in the pop-up dialog box and then click Save to add the bookmark for the current live view information.

Capturing a Picture

In live view mode, select the playing window and click the button to capture picture. When the icon status has changed to , the picture capturing is finished.

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

In live view mode, click \( \text{PTZ Control} \) to enter PTZ control interface, and the icon changes to \( \text{PTZ Control} \).

Slide the direction arrows on the live view to realize the pan left/right and tilt up/down movements. You can use the \( \text{Brightness} \) icon to set and call the preset, or click \( \text{Brightness} \) to adjust the brightness.

Setting a Preset

**Steps:**
1. In PTZ control mode, use the direction arrows to move the camera to the desired scene.
2. Click \( \text{Edit Preset} \) to edit the preset number.
3. Click \( \text{Set} \) to finish the preset settings.

Calling a Preset

For the programmed preset, you can enter the preset number in the text box and click \( \text{Call} \) to call it.
Adjusting Brightness

Click 🌠 to enter the brightness adjustment interface. Move the sliding bar to adjust the adjustment according to different environmental requirements.

After completion of PTZ control, click 🔧 to exit the PTZ control interface and return to the live view window.
Chapter 7 Alarm

You can arm the device to receive and view the alarm information of device connected.

Steps:

1. Click 🟢 in the main menu to enter the Alarm Management interface.

2. Click 🥇 to select the device for arming or disarming.

3. Set the button to 🟢 to arm the device. If you do not want to receive the alarm information of the device, set the button to 🔴 to disarm the device.
4. Click \textbf{Alarm Info} to view the alarm information of the device that is armed.

5. You can also click \textbf{Alarm Info} to view the alarm information of the device that is armed.
6. If you want to delete the alarm information, click \[ \text{删除} \] to delete all the alarm information.
Chapter 8 Playback

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

Steps:

1. Click in the main menu to enter the Playback interface.

2. Click to select the channel for playback.

3. Select the start time and end time.

4. Click to search the video files.

5. The search results will be displayed in the list. Select a file and click to start playing.
During the playback, you can click 📸 to capture pictures. Click 🔊 to open/close the audio.

**Note:** The captured pictures are saved in the *photo* folder of your phone by default. You can access the directory to view or delete the pictures.
Chapter 9 Favorites

The Favorites function can be used for realizing self-defined management of cameras and enabling the live view much easier and convenient.

Adding a Camera to Favorites

Steps:

1. Click ★ in the main menu interface to enter the Favorites interface.
2. Click Add to add cameras for the Favorites.

3. In the Select Channel interface, select the camera from the list under each device, and the selected camera will be marked with ✔ icon. Click Confirm to add the selected camera to the Favorites.
4. Click **Favorites** to return to the Favorites interface. The added cameras are displayed in the list.

Deleting a Camera from Favorites

Select a camera from the list and slide the item from right to left to access the **Delete** button. Click **Delete** to remove the camera from the list.

Bookmarks

Click **Bookmarks** to view and manage the list of the added bookmarks. If you want to remove a bookmark from the list, you can slide item from right to left to access the **Delete** button and click it to remove the selected bookmark.
Chapter 10 Local Configuration

Through the Local Configuration, you can configure the auto login on/off, and the step of speed when controlling the PTZ camera.

Local Configuration

Steps:

1. Click in the main menu to enter the Local Configuration interface:

2. Drag the sliding bar of **PTZ step** to adjust the pan/tilt movement speed. Seven steps are selectable, and the higher level indicates higher speed of pan/tilt movement.

3. You can set the Auto Login mode to **ON** to enable auto login when running the client software next time.

4. Click **Confirm** to save the current settings.
Chapter 11 Others

11.1 Account

You can modify the password of the current login user account.

Steps:
1. Click in the main menu to enter the Account interface.
2. Enter the old password and new password in the text box.
3. Click Confirm to finish the modification.

11.2 About

Click in the main menu to view the version information of the software.
iVMS-4500 (iOS) Mobile Client Software

SoftName
iVMS-4500

Version
V2.0.0.0 build20120423
Chapter 12 Troubleshooting

1. What kinds of devices are compatible with iVMS-4500 (iOS) mobile client software?  
The devices which adopt H.264 and Mpeg4 are compatible with this software.

2. Why does the mobile client software prompt ‘login failed’ when access to the device via WIFI?  
Please check whether the WIFI parameters are configured properly in your phone.

3. 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 mobile device, 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.