Wealden Security Systems Ltd

Intruder alarms · CCTV · Access control · Fire alarms · Gates · Monitoring

USER MANUAL

Hik-Connect App for iPhone & iPad

Watch your CCTV and intercom from your phone

Installed, serviced and supported by Wealden Security Systems

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Hik-Connect iOS Mobile Client

User Manual

Legal Information

User Manual

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Note	Provides additional information to emphasize or supplement important points of the main text.

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Chapter 1 Introduction

The Hik-Connect mobile client (iOS), which can generally manage Hikvision products, is designed for the phone based on iOS 8.0 or later. With the Mobile Client, you can remotely control devices (NVRs, DVRs, network cameras, indoor stations, doorbells, security control panels, the Pyronix devices, the access control devices, etc) via Wi-Fi, 3G, or 4G networks. You can also share your devices to other accounts and use devices shared from other users.

The Mobile Client provides access to the Hik-Connect service, which is a cloud service developed by Hikvision, to manage your devices.

Note

Network traffic charges may be produced during the use of the Mobile Client. For details, refer to the local ISP.

System Requirement

iOS 8.0 or later versions.

Conventions

In the following chapters, we simplify Hik-Connect mobile client (iOS) as "Mobile Client", devices such as DVR, NVR, encoder, and network camera as "device", and devices which support being added to Hik-Connect service as "Hik-Connect Device".

Chapter 2 Select Country or Region at First Time Running

The first time you run the Mobile Client, you should select the region where your devices are located. Otherwise, the live view, playback and alarm notification of the devices will fail.

Note

- The country or the region cannot be changed once you have selected.
- You should select a correct country or region. Or it may affect subsequent operations.

After running the Mobile Client, tap **Select Country or Region** to select a country or region.

Chapter 3 Visitor Mode

Visitor mode allows you to manage devices on the Mobile Client without registration. When you log in as a visitor, a visitor account will be created for you automatically, and the account will not change on the same phone.

Caution

For information security, please use visitor mode cautiously, which is NOT password-protected.

Note

In visitor mode, you can only manage your devices on a same phone. To avoid this inconvenience, you can register an account. For details about registering account in visitor mode, see ***Register an Account in Visitor Mode*** .

3.1 Functions in Visitor Mode

Most of the functions supported in a registered account are supported in visitor mode.

Tap **Visitor Mode** on the Home page or the Login page to enter visitor mode.

The followings are the functions supported in visitor mode.

Device Management

Add devices to the Mobile Client and configure device settings. See ***Add Device for Management*** and ***Device Settings*** for details.

Sharing Device

Tap + → **Scan QR Code** to scan the QR code of another visitor account to share device(s) to the account. For details about sharing device, see ***Share Device*** .

Note

To get the QR code of a visitor account, go to **More** → **Account Management** .

Live View and Playback

View live video of the added devices and play back the videos. See ***Live View*** and ***Playback*** for details.

Access Control

Control door status and check access control events. See ***Access Control*** for details.

Note

You should have added access control devices to the Mobile Client.

Security Control Panel Management

Manage partitions and zones for the security control panel. See ***Security Control*** for details.

Alarm Configuration

Configure the alarm notifications on Alarm Notification page. See ***Alarm Notification*** for details.

3.2 Register an Account in Visitor Mode

Though the visitor mode allows you to manage devices without registration, you can only manage your devices on one phone. With a registered account, you can manage devices on different phone.

Steps

1. Tap **Visitor Mode** on the Login page or Home page to enter the visitor mode.
2. Tap **More → Register an Account** to open the Join Us window.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant information.
4. Tap **Agree** if you accept our terms of service and privacy policy.
5. Register an account by mobile phone number or email address.

   Note

   See ***Register by Email Address*** and ***Register by Mobile Phone Number*** for details.

Chapter 4 Registration

You can register an account by your mobile phone number or your email address. With a registered account, you can log in to the Mobile Clients running on different mobile phones, which provides convenience for managing your devices.

Note

You can use visitor mode to manage your devices without registration. See ***Visitor Mode*** for details.

4.1 Register by Mobile Phone Number

You can register an account by your mobile phone number.

Steps

1. Tap **Login** on the Home page to enter the Login page.
2. Tap **Register** to enter the Register page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
4. Enter your mobile phone number and then tap **Get Security Code** to receive the security code for identity verification.
5. Enter the security code you received and tap **Next** to continue.
6. Create a password.

   Note

   We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.

7. Tap **Finish**.

4.2 Register by Email Address

You can register an account by your email address.

Steps

1. Tap **Login** on the Home page to enter the Login page.
2. Tap **Register** to enter the Register page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.

4. Enter your email address and then tap **Get Security Code** to get the security code for identity verification.
5. Enter the security code you received and then tap **Next** to continue.
6. Create a password.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.

7. Tap **Finish**.

Chapter 5 Device Management

You can add devices to the Mobile Client, and configure device functions such as video and image encryption.

5.1 Activate an Inactive Device

When adding a device, if the device is not activated, a window will pop up to ask you to activate the device.

Before You Start

The device and the phone running the Mobile Client should be in the same LAN.

Steps

Note

For the access control device, you should activate it via other clients (e.g., iVMS-4200 client software).

1. Add a device.

   Note

   See ***Add Device for Management*** for details.

2. On the Activate Device page, tap **Set Device Password**.
3. Create a password.

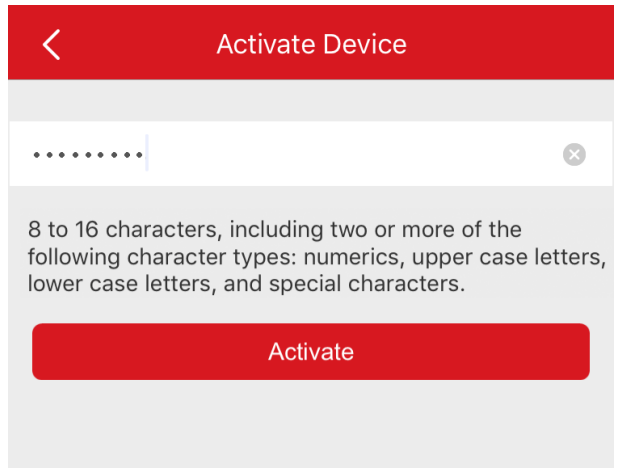

Figure 5-1 Activate Device

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

4. Tap **Activate** to activate the device.
5. Enable DHCP or manually configure network if you enter the Network Configuration page.

5.2 Add Device for Management

You need to add devices to the Mobile Client first so that subsequent operations such as live view and playback can be available. If you want to receive alarm event information from a device, you should add it by scanning QR code or Hik-Connect domain.

Note

- For details about adding Pyronxi control panel, see ***Add Pyronix Control Panel to Mobile Client*** .
- For details about managing alarm event information, see ***Alarm Notification*** .

5.2.1 Add an Online Device

The Mobile Client can detect the online devices in the same local area network with your phone, and you can add the detected online devices to the Mobile Client.

Before You Start

Make sure the devices are connected to the same local area network with the phone.

Steps

1. On the device list page, tap + → **Online Device** to enter the Online Device page.
   All detected online devices will be in the list.
2. Select a device for adding.

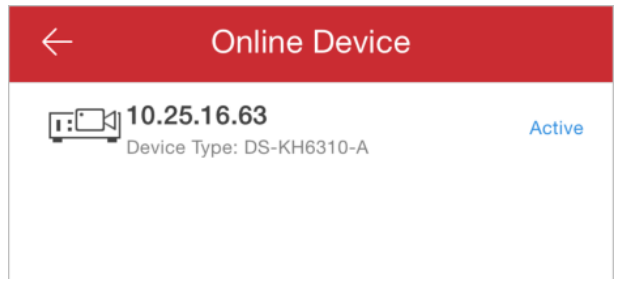

Figure 5-2 Online Device

Note

- For network cameras, make sure the device Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, see User Manual of the network camera.
- For the inactive device (excluding the access control device), tap **Active** to create a password for it before you can add the device properly. For more information about the device activation, see ***Activate an Inactive Device*** .

3. **Optional:** Edit the network information.
   1) Tap .
   2) Change the device IP address to the same LAN as your phone's by either editing the IP address manually or enabling the device DHCP function.
   3) Tap and input the admin password of the device to save the settings.
4. Tap **Add**.
5. Enter the required information, including device alias, user name and the password.
6. Tap .
7. **Optional:** Delete the device.
   - On the device list, if the list is in list mode, swipe the device name to the left and tap → **Delete Device** .
   - On the device list, if the list is in thumbnail mode, tap the device name or tap ••• , and then tap **Delete Device**.

5.2.2 Add a Device by Scanning Device QR Code

You can add the device by scanning the device's QR code.

Steps

Note

If adding an access control device, you should activate the device and set the device network information via other clients (e.g., iVMS-4200 client software) before adding it to this client.

1. On the device list page, tap → **Scan QR Code** to enter the Scan QR Code page.
2. Scan the QR code.

- Scan the device QR code by aligning the QR Code with the scanning frame.

Note

- Usually, the QR code is printed on the label, which is on the back cover of the device.
- Tap Off to enable the flashlight if the scanning environment is too dark.

- If there are device QR codes in photo album of the phone, tap to extract QR code from local album.

3. **Optional:** Perform the following operations if the following situations occur.
   - If the system fails to recognize the QR code, tap to add the device manually. See ***Add a Device by Hik-Connect Domain*** or ***Add a Device by IP/Domain*** for details.
   - If the device has been added to another account, you should unbind the device from the account first. See ***Unbind Device from Its Original Account*** for details.
   - If the device is offline, you should connect a network for the device. For details, see ***Connect Offline Device to Network*** for details.
   - If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** for details.
   - If the Hik-Connect service is disabled for the device, you should enable the function (excluding the access control device). For details, see ***Enable Hik-Connect Service When Adding Device on Mobile Client*** for details.
4. Tap **Add** on the Result page.
5. Enter the device verification code.

   The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.
- For details about enabling Hik-Connect service, see ***Enable Hik-Connect Service for Device*** .

6. **Optional:** Tap **Configure DDNS** to configure DDNS.

Note

- See ***Set DDNS*** for details.
- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported and the streaming speed will be faster than streaming via Hik-Connect service.
- If you skip this step, the device will be accessed via Hik-Connect service.

7. Tap **Finish**.
8. **Optional:** Delete the device.
   - On the device list, if the list is in list mode, swipe the device name to the left and tap → **Delete Device** .

- On the device list, if the list is in thumbnail mode, tap the device name or tap ••• , and then tap **Delete Device**.

5.2.3 Add a Device by IP/Domain

You can add the device by fixed IP address or domain name. The streaming speed of devices added by IP/domain is faster than those added by Hik-Connect domain.

Before You Start

- If you want to add the access control device, activate it before adding. See the user manual of the access control device for details.
- You should activate it via other clients such as iVMS-4200 client software. Make sure the device is powered on.

Steps

Note

The Mobile Client doesn't support receiving alarm event information from devices added by IP/domain. For details about managing event information on the Mobile Client, see ***Alarm Notification***

1. Tap + and select **Manual Adding**.
2. Select **IP/Domain** as the adding type.
3. Enter the required information, such as alias, address, user name, camera No. and device password.

   Address

   Device IP address or domain name.

   Camera No.

   The number of the camera(s) under the device can be obtained after the device is successfully added.
4. Tap to add the device.

   Note

   - If the device is offline, you should connect the device to a network. For details, see ***Connect Offline Device to Network*** .
   - If the device is not activated, the Activate Device page will be popped up (exclude the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** .
5. **Optional:** Perform the following operations after adding the device.

Edit Device Information	On the Device Information page, tap to edit the basic information of the device.
Star Live View	Tap **Start Live View** to view the live view of the device.

Delete a Device	Tap ⊙ and then tap **Delete** to delete the device.
Configure Device Parameters	Tap ⊙ and then tap **Remote Configuration** to remotely configure device parameters such as basic information, time settings, recording schedule, etc. See ***Remotely Configure Device*** for details.
Remote Controller	Tap ⊙ and then tap Remote Controller to remotely control the device. See ***Use Mobile Client as Device's Remote Controller*** for details.

5.2.4 Add a Device by Hik-Connect Domain

For devices which support Hik-Connect service (a cloud service provided by Hikvision), you can add them manually by Hik-Connect domain.

Before You Start

- Make sure the device is powered on.
- If adding access control device, you should activate the device and set the device network information via other clients (e.g., iVMS-4200 client software) before adding it to this client.

Steps

1. On the device list page, tap + → **Manual Adding** to enter the Add Device page.
2. Select **Hik-Connect Domain** as the adding type.
3. Enter the device serial No. manually.

Note

- By default, the device serial No. is on the device label.
- For the video intercom devices, when entering the serial No. of the indoor station, the corresponding door station will also be added to the Mobile Client automatically.
- An indoor station can be linked to multiple door stations.

4. Tap 🖫 to search the device.

Note

- If the device has been added to another account, you should unbind the device from the account first. See ***Unbind Device from Its Original Account*** for details.
- If the device is offline, you should connect a network for the device. For details, see ***Connect Offline Device to Network*** for details.
- If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** for details.
- If Hik-Connect service is disabled for the device, you should enable the function (excluding the access control device). For details, see ***Enable Hik-Connect Service When Adding Device on Mobile Client*** for details.

5. Tap **Add** on the Result page.
6. Enter the device verification code.

   The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.
- For details about enabling Hik-Connect service, see ***Enable Hik-Connect Service for Device*** .

7. **Optional:** Tap **Configure DDNS** to configure DDNS.

Note

- See ***Set DDNS*** for details.
- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported, and the streaming speed will be faster than streaming via Hik-Connect service.
- If you skip this step, the device will be accessed via Hik-Connect service.

8. Tap **Finish**.
9. **Optional:** Delete the device.
   - On the device list, if the list is in list mode, swipe the device name to the left and tap ⚙ → **Delete Device** .
   - On the device list, if the list is in thumbnail mode, tap the device name or tap ••• , and then tap **Delete Device**.

5.3 Connect Offline Device to Network

When adding a device to the Mobile Client, if the device is offline, you should connect the device to a network first. The Mobile Client provides the following four methods for connecting offline devices to networks.

Note

For access control device, you should connect it to a network via other Clients (e.g., iVMS-4200 client software).

Connecting to Wired Network

Using this method if a router is available for the device to connect to.

Note

Make sure the device is powered on.

Connecting to Wireless Network

Use this method if a wireless network is available for the device to connect to. "Device" here excludes wireless doorbell, wireless security control panel, and Mini Trooper (a kind of battery camera).

Note

- Make sure your phone has connected to a Wi-Fi network before using the method.
- The device should support connecting to wireless network.

Connecting to Network by Wi-Fi Configuration

You can use this method to connect wireless doorbell to the network by using the doorbell to scan the QR code generated by the Mobile Client.
Tap **Connect to a Network** on the Result page and then follow the instructions on the subsequent pages to connect the device to the network.

Connecting to Network by Access Point

In the Mobile Client, Access Point (AP) refers to a networking hardware device (e.g., wireless doorbell or wireless security control panel), which can provide a Wi-Fi network for the phone to connect to.

Note

You should have turned on WLAN in the phone's operation system.

Tap **Connect to a Network** on the Result page, select **Wireless Connection** as the connection type, and then follow the instructions on the subsequent pages to complete the connection process.

5.4 Enable Hik-Connect Service for Device

Hik-Connect is a cloud service provided by Hikvision. When adding a device via Hik-Connect Domain or scanning QR code, the service should be enabled. You can enable the service via the Mobile Client, the device web page, or iVMS-4200 client software. This section introduces how to enable the service via the former two methods.

5.4.1 Enable Hik-Connect Service When Adding Device on Mobile Client

When adding a device via Hik-Connect domain or scanning QR code, if the Hik-Connect service is not enabled for the device, the Enable Hik-Connect Service window will pop up to remind you to enable the service first.

Perform the following task to enable the Hik-Connect service in this case.

Steps

1. Add a device via Hik-Connect domain or scanning QR code.

Note

See ***Add a Device by Hik-Connect Domain*** or ***Add a Device by Scanning Device QR Code*** for details.

If the device's Hik-Connect service is not enabled, the following window pops up.

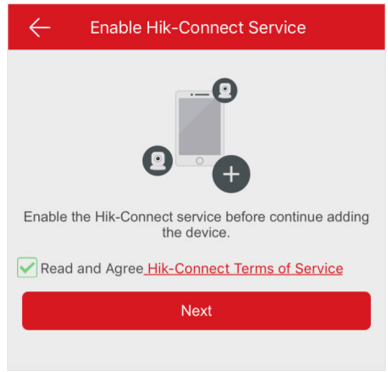

Figure 5-3 Enable Hik-Connect Service

2. On the Enable Hik-Connect Service window, tap **Hik-Connect Terms of Service** to read the terms of service.
3. Check **Read and Agree Hik-Connect Terms of Service**.
4. Tap **Next**.
5. Create a device verification code.

Note

You can change the device verification code. See ***Change Device's Verification Code*** for details.

6. Tap **Enable Hik-Connect Service**.

What to do next

Continue the process for adding the device. See ***Add a Device by Hik-Connect Domain*** or ***Add a Device by Scanning Device QR Code*** for details.

5.4.2 Enable Hik-Connect Service on Device Web Page

You can enable Hik-Connect service for a device on the device web page.

Steps

1. Visit the device IP address on the web browser.
2. Enter the device user name and device password to log in to the device web page.
3. Tap **Configuration → Network → Advanced Settings → Platform Access** to enter the Platform Access page.

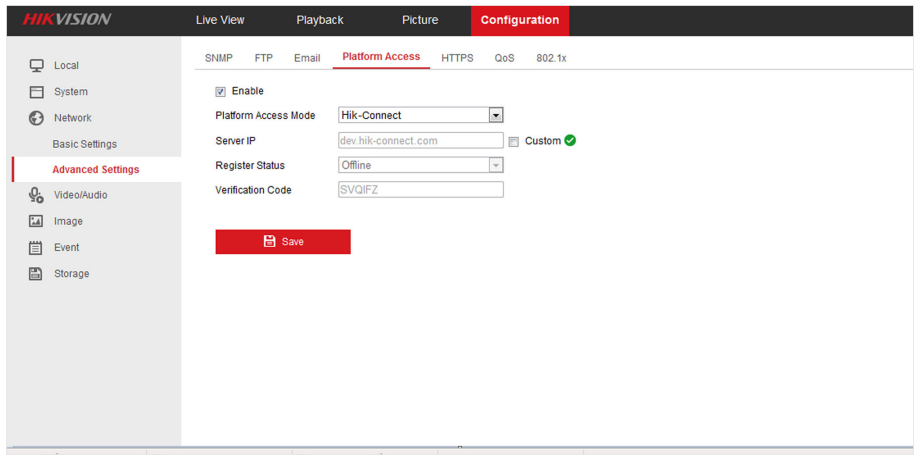

Figure 5-4 The Platform Access Page

4. Check **Enable**.

   The system will set Hik-Connect as the platform access mode by default.
5. **Optional:** If it is the first time to enable the Hik-Connect service, create a device verification code.
6. Tap **Save**.

5.5 Enable DHCP Function on Device Web Page

You can enable DHCP by following the steps below to allow allocating DNS address automatically.

Steps

Note

If you want to enable the access control device's DHCP function, you should enable it via other systems (e.g. iVMS-4200 client software).

1. Visit the IP address of the device.
2. Enter the device user name and device password and log in to the device's web page.
3. Click **Configuration → Network → Basic Settings** to enter the Basic Settings page.
4. Enable **DHCP**.

   DNS address will be allocated automatically.
5. Click **Save**.

5.6 Unbind Device from Its Original Account

When adding a device by scanning QR code or Hik-Connect domain, if the result shows that the device has been added to another account, you should unbind it from the account before you can add it to your account.

Before You Start

Make sure the device and the phone running the Mobile Client are in the same local area network.

Steps

1. Add the device by scanning QR code or Hik-Connect domain.

   See ***Add a Device by Scanning Device QR Code*** or ***Add a Device by Hik-Connect Domain*** for details.
2. On the Result page, tap **Unbind Device** to start unbind the device from its account.
3. **Optional:** If the network exception occurs, perform the following operations.
   - Tap **Connect to Wi-Fi** to connect the phone to the Wi-Fi network and make sure the device is in the same local area network with the phone.
   - Tap **Or you can unbind the device from its account in local GUI** to unbind the device via local GUI.

   Note

   Unbinding the device via local GUI should be supported by the device.
4. On the Unbind Device page, enter the device password and the verification code displayed on the image.
5. Tap **Finish**.

5.7 Device Settings

On Settings page, you can view and edit a device's basic information, delete the device, and configure other functions such as video and image encryption, changing device verification code, transferring the device to another user, etc.

5.7.1 Edit Information of Cameras Linked to Added Device

For cameras linked to NVR/DVR, you can edit their names, and hide or show them in the device list.

Steps

1. Enter the Settings page of a NVR or DVR.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page. Tap ••• and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap **Linked Camera** to enter the Linked Camera page.

   Edit Camera Name Tap ✎ to edit the camera name, and then tap 💾 to save the settings.

Hide/Show Camera	Tap or to hide or show the camera on the device list respectively.

5.7.2 Set Video and Image Encryption

For security reasons, you can set the video and image encryption function to encrypt the videos or the pictures.

Steps

Note

- If you set the video and image encryption function, the device's live video, recorded video, and pictures in event information will be encrypted. You should enter the device verification code the first time you entering these pages.
- If you log in to the Mobile Client with the same account on another phone, you should enter the device verification code again to view the live video, the recorded video, and pictures in event information.

1. Enter the Settings page.
   - On the device list page, if the page is in the list mode, swipe the device name to left and tap .
   - On the device list page, if the page is in the thumbnail mode, tap the device name or tap ••• .
   - Enter the Live View page, tap ••• and tap **Settings**.
2. Set the Video and Image Encryption switch to ON to enable the function.
3. **Optional:** Change the encryption password (device verification code).
   1) Tap **Change Password**.
   2) Tap **Edit** in the pop-up window to enter the Change Password page.
   3) Follow the instructions on the page to change the device verification code.

   Note

   The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service. For details about enabling Hik-Connect service, see ***Enable Hik-Connect Service for Device*** .

5.7.3 Set DDNS

For a device added via Hik-Connect Domain or Scaning QR code, if DDNS is enabled, the device's streams will be accessed via IP address in priority. In this case, you can remotely configure device and the speed of streaming will be faster than that of streaming via Hik-Connect service.

Steps

1. Enter the Settings page of the device.

- On the device list page, if the page is in list mode, swipe the device's name to the left and tap ⚙ .
- On the device list page, if the page is in thumbnail mode, tap the device's name or tap ••• .
- On the Live View page. Tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View***

2. On the Settings page, tap **Configure DDNS** to enter the Configure DDNS page.
3. Set the required information.

Device Domain Name

The default device domain name is the serial number of the device. If you want to edit it, the edited domain name should contain 1 to 64 characters, including numbers, lowercase letters, and dashes. And it should start with a lowercase letter and cannot end with a dash.

Port Mapping Mode

For details about setting port mapping, tap **How to Set Port Mapping**.

Note

The entered port number should be from 1 to 65535.

User Name

Enter the device user name.

Password

Enter the device password.

4. Tap 💾 .

5.7.4 Change Device's Verification Code

The device verification code is used for verifying user identity, as well as encrypting a device's videos (including live videos and recorded video files) and captured pictures. You can change the device verification code for the network camera and Mini Trooper (a kind of camera powered by battery).

Steps

Note

For details about how to encrypt a device's videos and captured pictures, see ***Set Video and Image Encryption*** .

1. Enter the Settings page of the device.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .

- On the Live View page, tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Change Verification Code**, and then tap **Edit** on the pop-up Window to enter the Change Verification Code page.
3. Enter the old verification code, and then tap **Next**.
4. Create a new verification code, and then confirm it.

Note

If you have enabled the Video and Image Encryption function, new pictures and videos will be encrypted by the new verification code. However, the earlier encrypted pictures and videos still use the old verification code.

5.7.5 Set Volume for Video Intercom

You can set video intercom volume as required.

Steps

Note

Only video intercom devices support this function.

1. Enter the Settings page of a video intercom device.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap **Loudspeaker Volume** or **Microphone Volume** to adjust the loudspeaker and the microphone volume respectively.

5.7.6 Use Mobile Client as Device's Remote Controller

For a device added via IP/Domain, you can use the Mobile Client as the device's remote controller.

Steps

Note

- The function should be supported by the device.
- The remote controller function is supported when your phone is connected to a Wi-Fi network, and the network latency should be less than 200ms.

1. Enter the Settings page.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap .
   - On the device list page, if the page is in thumbnail mode, tap the device's name or tap ••• .
   - On the Live View page. Tap ••• and then tap **Settings**.

     Note

     For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap and tap **Remote Controller** to enter the following page.

Figure 5-5 Remote Controller Page

3. Swipe the screen to perform remote-control operations such as moving up, down, left, and right.

4. Tap the screen to confirm.
5. **Optional:** Tap to cancel and return to the previous menu of the device.
6. **Optional:** Tap to open the main menu of the device.

5.7.7 Remotely Configure Device

After adding a device, you can set the parameters of the device, including basic information, time settings, recording schedule, etc.

View and Edit Basic Information

You can view and edit the basic information of a device.

Before You Start
Add a device to the Mobile Client. See ***Add Device for Management*** for details.

Steps
1. Enter the Settings page.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

   Note
   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap → **Remote Configuration** .

   Note
   For details about adding device via IP/Domain, see ***Add a Device by IP/Domain*** .
   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

   Note
   You should have configured DDNS for the device first. See ***Set DDNS*** .
3. Tap **Basic Information** to enter the Basic Information page.
4. Tap to enter the Edit Device page.
5. Edit the basic information of the device.
6. Tap to save the settings.

Set Recording Schedule

You can set a recording schedule for a channel of a specific device.

Steps

1. Enter the Settings page.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⊙ → **Remote Configuration** .

   Note

   For details about adding device via IP/Domain, see ***Add a Device by IP/Domain*** .
   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

   Note

   You should have configured DDNS for the device first. See ***Set DDNS*** .
3. Tap **Recording Schedule** to enter the Recording Schedule page.
4. Select a channel if the device has multiple channels.
5. Set the switch to ON to enable recording schedule.
6. Set a recording schedule for a day in the week.
   1) Tap a day in the week to enter the schedule settings page.
   2) Tap a time period to set the recording type, start time, and end time.

      Continuous

      The video will be recorded automatically according to the time of the schedule.

      Motion Detection

      The video will be recorded when the motion is detected.

      Alarm

      The video will be recorded when the alarm is triggered via the external alarm input channels.

      Motion Detection or Alarm

      The video will be recorded when the external alarm is triggered or the motion is detected.

      Motion Detection and Alarm

      The video will be recorded when the motion and alarm are triggered at the same time.

      Event

      The video will be recorded when any event is detected.

Note

You can also set the recording type to detailed event type, which should be supported by the device. For details, refer to the user manual of the device.

3) Tap **OK** to save the settings of the time period.
4) Set other time periods in the day.

Note

Up to 8 time periods can be configured for each day. And the time periods cannot be overlapped with each other.

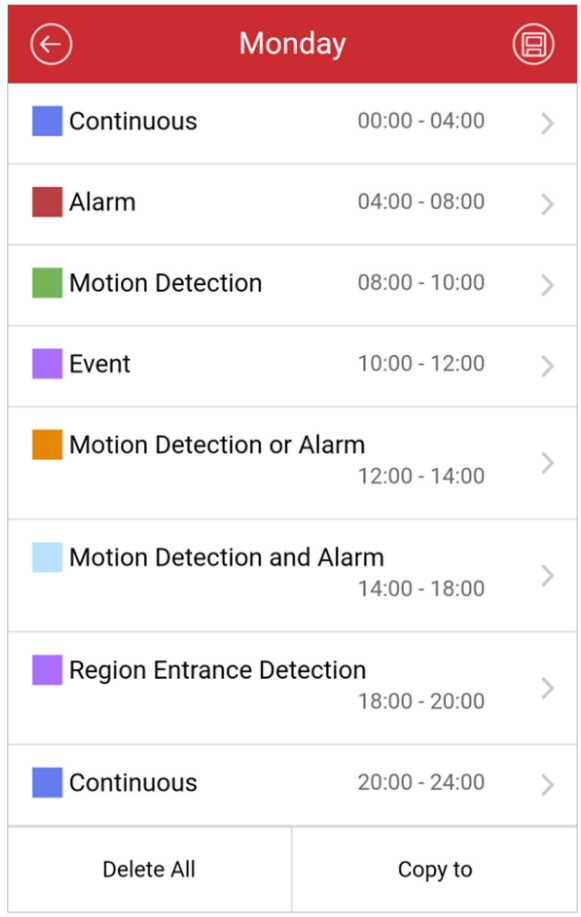

Figure 5-6 Setting Multiple Time Periods in a Day

7. **Optional:** Perform the following operations after saving the time periods in one day.

Copy to Other Days	Tap **Copy to** to copy all the time periods settings to the other days in the week.
Delete All	Tap **Delete All** to clear all the configured time periods.

8. Tap to save the settings.

Configure Time Settings

You can select the time zone and set the time synchronization mode to Manual or NTP mode for the added device.

Steps

1. Enter the Settings page of the device.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

     Note

     For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⋯ → **Remote Configuration** .

     Note

     For details about adding devices via IP/Domain, see ***Add a Device by IP/Domain*** .
   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

     Note

     You should have configured DDNS for the device first. See ***Set DDNS*** .
3. Tap **Time Configuration** to enter the Time Configuration page.
4. Select the time zone in which the device locates.

   The device time will be adjusted automatically.
5. Select the time synchronization mode.
   - Select **NTP Synchronization**. And then set the interval for synchronizing the device time with the NTP server.

     NTP Synchronization

     Synchronize time at a specific interval with the NTP server.

     Note

     For details about setting the NTP server details, refer to the user manual of the device.
   - Select **Manual Synchronization**. And then tap **Synchronize with Phone** to synchronize the device time with the OS (Operation System) time of your phone.
6. Tap to save the settings.

Change Device Password

You can change the password of a device via the Mobile Client.

Steps

1. Enter the Settings page of the device.
   - On the device list page, if the page is in list mode, swipe the device's name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device's name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⊙ → **Remote Configuration** .

   Note

   For details about adding device via IP/Domain, see ***Add a Device by IP/Domain*** .
   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

   Note

   You should have configured DDNS for the device first. See ***Set DDNS*** .
3. Tap **Change Password** to enter the Change Password page.
4. Enter the old password of the device
5. Create a new password.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
6. Confirm the password.
7. Tap to save the changes.

Configure Normal Event

You can enable a device's normal event such as motion detection, video tampering alarm, video loss alarm, for the channels of the device.

Steps

1. Enter the Settings page.

- On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
- On the Live View page, tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⊙ → **Remote Configuration** .

Note

For details about adding device via IP/Domain, see ***Add a Device by IP/Domain***

   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

Note

You should have configured DDNS for the device first. See ***Set DDNS*** .

3. Tap **Normal Event** to enter the Normal Event page.
4. **Optional:** Select a channel if the device has multiple channels.
5. Set the switch(es) to ON to enable the event(s).

Configure Smart Event

You can enable the smart event for the channels of a device, including audio exception detection, face detection, and intrusion detection, etc.

Steps

Note

The supported event types of smart event vary according to different devices.

1. Enter the Settings page.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⊙ → **Remote Configuration** .

Note

For details about adding device via IP/Domain, see ***Add a Device by IP/Domain*** .

- For a device added via other methods, tap **Remote Configuration** on the Settings page.

  Note

  You should have configured DDNS for the device first. See ***Set DDNS*** for details.

3. Tap **Smart Event** to enter the Smart Event page.
4. **Optional:** Select a channel if the device has multiple channels.
5. Set the switch(es) to ON to enable event(s).

Enable Temperature Measurement

You can enable the temperature measurement function for the thermal camera on the Mobile Client.

Steps

Note

This function is only available to the thermal camera.

1. Enter the Settings page.
   - On the device list page, if the page is in list mode, slide the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

     Note

     For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Enter the Remote Configuration page.
   - For a device added via IP/Domain, tap ⊙ → **Remote Configuration** .

     Note

     For details about adding device via IP/Domain, see ***Add a Device by IP/Domain*** .
   - For a device added via other methods, tap **Remote Configuration** on the Settings page.

     Note

     You should have configured DDNS for the device first. See ***Set DDNS*** .
3. Tap **Temperature Measurement** to enter the Temperature Measurement page.
4. **Optional:** Select a camera if camera(s) are linked to the device.
5. Set the switch to ON to enable temperature measurement.

5.8 Upgrade Device Firmware

For a device added via IP/Domain, its new version can be detected by the Mobile Client. Once detected, you can upgrade the device to its latest version.

Steps

1. Enter the Device Information page.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, If the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page. Tap ••• and then tap Settings.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap ⊙ → **Device Version** to enter the Device Version page.
3. Tap **Upgrade** and then tap **UPGRADE** on the pop-up window.

   The Mobile Client will download the upgrade file first and then start upgrading the device.

   Note

   You can also enable the Mobile Client to automatically download the upgrade file in Wi-Fi networks once a new device version is detected. For details, see ***Auto-Download Upgrade File*** .

5.9 Transfer Device to Others

You can transfer the devices in your account to another person's account. After that, the transferred device will be unavailable for you, and the target account will have all the configuration and operation permissions of the devices.

Steps

1. Enter the Settings page in one of the following ways.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the devices name or tap ••• .
   - Enter the Live View page, tap ••• and then tap **Settings**.
2. Tap **Transfer Device → Transfer** .

   A security code for verify your identity will be sent to your registered mobile phone number or email address.
3. Enter the received security code, and then tap **Next**.
4. Set the target account's information.
   - Enter the target account's user name, mobile phone number, or e-mail address, and then tap **Confirm**.
   - Tap ⛶ to scan the target account's QR code and then tap **Confirm**.

The Device Verification Code window pops up.

5. Enter the device verification code and then tap **Confirm** to complete device transfer.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

Chapter 6 Favorites Management

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

6.1 Add Cameras to Favorites on Device List Page

On the device list page, you can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

Steps

1. On the device list page, tap + .
2. Tap **Add to Favorites**.
3. Select devices and cameras on the Select Camera page.
4. Tap **OK**.
5. Create a name for the Favorites and then tap **OK**.

   Note

   - Up to 32 favorites can be added.
   - The favorites name should be no more than 32 characters.

   The added Favorites will be displayed on the device list page.
6. **Optional:** Tap the Favorites name on the device list page to view the cameras' live videos.

6.2 Add Cameras to Favorites During Live View

On the live view page, you can add frequently-used cameras to Favorites so that you can access them conveniently

Steps

1. Enter the Live View page.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View***
2. Tap ••• and tap **Add to Favorites**.
3. Add cameras to favorites.
   - Create a new favorites in the pop-up window and tap **OK**.
   - Add to existing favorites.
     a. Tap **Add to Existing Favorites** in the pop-up window.
     b. Select a Favorites folder in the list.

Note

- Up to 32 Favorites can be added.
- The favorites name should be no more than 32 characters.

4. **Optional:** Tap the Favorites on the device list page to view the cameras' live videos.

6.3 Remove Cameras from Favorites

You can delete cameras in the favorites.

Steps

1. Enter the Edit Favorites page.
   - On the device list page, if the page is in list mode, swipe the Favorites name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap ••• of the Favorites.
2. Tap a camera that need to be deleted.
3. Tap **Confirm** in the pop-up window to delete the camera.

Chapter 7 Share Device

You can share devices to other users. After that, they can access the devices according to the permissions you configured for them. You can also receive devices shared by other users.

7.1 Share a Single Device

You can select a device and then share it to a specified account, and at the same time you can determine the permission(s) that the recipient has to access the device. For example, if you do not grant the two-way audio permission to the recipient, the recipient will have no access to two-way audio functionality of the shared device.

Steps

1. Select the device and then enter the Recipient page.

   Option 1
   a. Tap to display the device list page in list mode.
   b. Swipe the target device's name to the left, and then tap .

   Option 2
   a. Enter the Live View page.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .

   b. Select a live view window and than tap .
   c. Tap **Share**.

   Option 3 For security control panel, tap the device on device list page to enter the device details page and then tap .

2. Set the account that you want to share device with.

   Manually Add a Recipient
   a. Enter the email address or the mobile phone number bound with the recipient's account in the Search box.
   b. If matched history account(s) exists, select a history account.
   If no matched history account(s) found, tap **Add Recipient** to enter the Add Recipient page.
   c. (Optional) Enter a remark for the recipient, such as his or her name.

   Note

   Only you can view the remark content while the account you shared with can not.

   d. Tap to select the recipient's account and add it to the history account list.
   e. Tap **Next**.

Add Recipient by Scanning QR Code

a. Tap on the Recipient page to scan the QR code of the target account. The account will be listed on the account list.

Note

Go to **More → Account Management → My QR Code** to get the QR code of your account.

b. Select the account from the history account list and than tap **Next**.

3. **Optional:** If you are sharing a device linked with multiple cameras, select the camera(s) that need to be shared.
4. Configure permissions for the to-be-shared device(s).
   - Check **All Permissions** on the Sharing Details page to select all the permissions.
   - Tap the device displayed on the Sharing Details page, and then select permission(s) and tap .

   Example

   For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.
5. Tap **Finish**.

   A message about the sharing will appear on the recipient's Mobile Client. He or she can tap the message, and then accept or reject the shared device.
6. **Optional:** Delete the recipient account and all the sharing information.
   1) Go to **More → Manage Sharing Settings** .
   2) Tap the account and then tap **Delete**.

7.2 Share Multiple Devices in a Batch

If another user of the Mobile Client needs to use multiple devices of yours, you can share them in a batch to him or her with the least operation effort, and at the same time determine the permission(s) that the recipient has to access each device. For example, if you do not grant the two-way audio permission of a device to the recipient, the recipient will have no access to the two-way audio functionality of the device.

Steps

1. On the More page, tap **More → Manage Sharing Settings** to enter the Manage Sharing Settings page.
2. Enter the Recipient page.
   - For the first time sharing, tap
   - For other occasions, tap **Share Device**.
3. Set the account that you want to share device(s) with.

Manually Add a Recipient

a. Enter the email address or the mobile phone number bound with the recipient's account in the Search box.

b. If matched history account(s) exists, select a history account.

If no matched history account(s) found, tap **Add Recipient** to enter the Add Recipient page.

c. (Optional) Enter a remark for the recipient, such as his or her name.

Note

Only you can view the remark content while the account you shared with can not.

d. Tap to select the recipient's account and add it to the history account list.

e. Tap **Next**.

Add Recipient by Scanning QR Code

a. Tap on the Recipient page to scan the QR code of the target account. The account will be listed on the account list.

Note

Go to **More → Account Management → My QR Code** to get the QR code of your account.

b. Select the account from the history account list and than tap **Next**.

4. Select device(s).

Note

For devices linked with multiple cameras, you can select camera(s) for sharing.

5. Configure permissions for the to-be-shared device(s).

- Check **All Permissions** on the Sharing Details page to select all the permissions.
- Tap the device displayed on the Sharing Details page, and then select permission(s) and tap .

Example

For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.

6. Tap **Finish** to finish sharing.

A message about the sharing will appear on the recipient's Mobile Client. He or she can tap the message, and then accept or reject the shared device.

7. **Optional:** Tap the account on the history account list and then tap **Delete** to delete the recipient's account and all the sharing information.

7.3 Silenced Mode for Devices Shared by Others

You can enable Silenced mode for the devices shared by others if you don't want to be disturbed by the devices' alarm notifications. When enabled, all the alarm notifications triggered by the device(s) will be silenced. And you can still check the information of all the silenced alarm notifications from the devices on the notification list.

Enter the Settings page of the device in one of the following ways, and then enable the Silenced mode.

- On the device list page, if the page is in the list mode, swipe the device name to the left and tap ⚙ .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
- On the device's Live View page, tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

Chapter 8 Live View

You can view live video of the devices' connected cameras. And some basic operations are supported during live view, including picture capturing, manual recording, PTZ control, etc.

8.1 Start and Stop Live View

Live view shows you the live video getting from cameras. Perform the following task to start and stop live view.

Steps

1. Enter the Live View page to start live view.
   - On the device list page, if the device list is displayed in thumbnail mode, tap the device thumbnail to enter the Live View page.

     Note

     You can tap or on the device list page to switch between the list mode and the thumbnail mode.
   - On the device list page, if the device list is displayed in list mode, and the Floating Live View function is enabled, tap one or more devices to open the floating windows. And then tap the floating window to enter the Live View page.

     Note

     - For details about enabling or disabling the Floating Live View function, see ***Floating Live View*** .
     - Up to 256 cameras can be selected.
   - On the device list page, if the device list is displayed in list mode, and the Floating Live View function is disabled, tap the device to enter the Live View page.
   - If the Video and Image Encryption function is disabled, the live video will start playing automatically.
   - If the Video and Image Encryption function is enabled, you should enter the device verification code before the live video starting playing.

     Note

     - For details about Video and Image Encryption function, see ***Set Video and Image Encryption*** .
     - The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

- The live video from the video intercom device lasts 5 minutes.
- Up to 6 users can view the live video of a same door station simultaneously. If the upper-limit is reached, other users can only use the audio function of the door station.

2. **Optional:** Perform the following operations.

View Full Screen Live Video	Rotate the phone to view live video in full screen mode.
Switch Camera	Swipe the live view page to the left or right to switch camera and view its live video.
Reselect Device for Live View	a. Tap to go back to the device list. b. Reselect cameras and then tap **OK**. **Note** You can select up to 256 cameras.
Switch to Playback	Tap → **Playback** to switch to playback. **Note** For details about playback, see ***Playback*** .

3. Stop live view of a camera.
   1) Press and hold a window under live view.
   2) Drag the window upwards to the appearing at the top of the page.

8.2 Set Window Division

You can adjust window division in different scenarios.

Tap 1 , 4 , 9 , 12 or 16 to set the window division mode to 1-window, 4-window, 9-window, 12-window, or 16-window respectively.

If the added camera number is more than the window division number, you can swipe to the left or right to change the window division group on the current page.

8.3 Digital Zoom

Digital zoom adopts encoding technology to enlarge the image which will result in image quality damage. You can zoom in or zoom out the live video image as desired.

Tap to zoom in or zoom out the image.

Or spread two fingers apart to zoom in, and pinch them together to zoom out.

8.4 PTZ Control

PTZ is an abbreviation for "Pan, Tilt, and Zoom". With the PTZ Control functionality provided by the Mobile Client, you can make the cameras pan and tilt to the required positions, and zoom in or out the live video images. For some network cameras, you can also enable auto-tracking to make the camera pan, tilt, and zoom to track the detected moving objects.

Note

PTZ control should be supported by the camera.

8.4.1 Pan and Tilt a Camera

The Mobile Client allows you to pan and tilt a camera's view.

Steps

1. Start live view of a camera supports PTZ control.

   Note

   For details about how to start live view, see ***Start and Stop Live View*** .

2. Select a live view window on the Live View page.
3. Tap to open the PTZ Control panel.

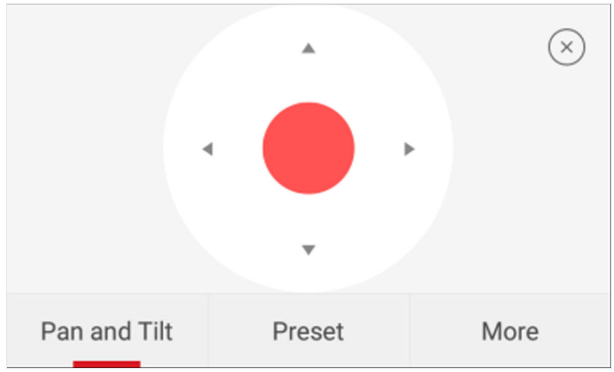

Figure 8-1 PTZ Control Panel

4. Tap **Pan and Tilt**.
5. Drag the circle button at the center of the PTZ Control panel to pan and tilt the camera.

8.4.2 Set a Preset

A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. You can also set a virtual preset after enabling digital zoom. After you set a preset, you can call the preset and then the camera will move to the programmed position.

Steps

1. Pan and tilt a camera to move the camera direction to a desired position.

   Note

   See ***Pan and Tilt a Camera*** for details.

2. In the PTZ Control panel, tap **Add Preset** to open the following window.

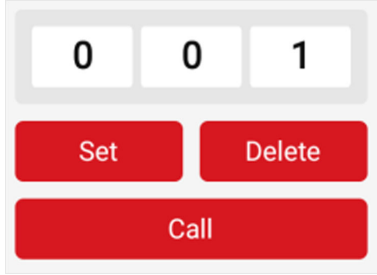

Figure 8-2 Set a Preset

3. Swipe the number up or down to set the preset No.

   Note

   The preset No. should be between 1 and 256.

4. Tap **Set** to complete setting the preset.
5. Tap **Call** to call the preset.
6. **Optional:** Tap **Delete** to delete the preset.

8.4.3 Adjust PTZ Speed

You can adjust the PTZ speed.

Steps

1. Start live view of a camera which supports PTZ control.
2. Tap to open the PTZ control panel.
3. Tap **More** → to open the PTZ speed panel.
4. Drag the slider to adjust the PTZ speed.

8.4.4 Other Functions

The PTZ Control panels provide other functions such as PTZ speed adjustment, auto-scan, focus control, iris control, and auto-tracking.

Tap **More** on the PTZ Control panel to view the functions.

Table 8-1 Other Functions

Icon	Description
	Start/stop the auto-scan, which means to make the speed dome pan, tilt, and (or) zoom by a predefined route. **Note** • You can define the route on the device. For details, see the user manual of the device. • The function should be supported by the device.
	Zoom control: Zoom+/ Zoom-
	Focus control: Focus +/ Focus -
	Iris control: Iris +/ Iris -
	Adjust PTZ speed.
	Enable/Disable auto-tracking. After enabled, when the camera detects a moving object, the camera will pan, tilt, and zoom to track the object until the object moves out of the field of view of the camera. **Note** The function should be supported by the device.

8.5 Start Two-Way Audio

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

Steps

Note

- The function should be supported by the device.
- The devices added by Hik-Connect domain or by scanning QR code do not support this function.

1. Start live view of the device.

Note

See ***Start and Stop Live View*** for details.

2. Tap in the toolbar to turn on the two-way audio.
3. If the device is a NVR, select the device or its linked network camera as the two-way audio channel.

Note

If not, skip this step.

- If the device is full duplex, two-way audio will be started automatically.
- If the device is half-duplex, you have to tap and hold to talk, and release to listen.

4. Tap to turn off two-way audio.

8.6 Capturing and Recording

During live view, you can capture pictures of the live video and record video footage.

Steps

1. Start live view of a camera.

Note

See ***Start and Stop Live View*** for details.

2. Capture a picture or record video footage.

Capture Picture	Tap to capture a picture.
Record Video Footage	Tap to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **More → Pictures and Videos** . For details about managing pictures and videos, see ***Pictures and Videos*** .

8.7 Set Image Quality for Device Added by IP/Domain

For devices added via IP/Domain, you can set its image quality to Fluent or Clear. You can also customize image quality for the devices.

Steps

Note

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
- In multi-window mode, you can only set the image quality to Fluent, or customize the image quality and the stream type can only be Sub Stream.

1. Start live view of a device added via IP/Domain.

   Note

   See ***Start and Stop Live View*** for details.

2. Tap BASIC on the live view page to enter the quality switching panel.

   Note

   The icon vary with the actual video quality.

3. Set the image quality as desired.
   - Tap **Clear** to set the image quality as Clear.
   - Tap **Fluent** to set the image quality as Fluent.
   - Tap **Custom** to open the Custom Settings window, and then configure the parameters and tap **Confirm** to confirm the custom settings.

   Note

   - The live view effect is related to the performance of your network and hardware of your network and phone. If the live view is not fluent or the image appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode, or set the image quality as fluent mode.
   - The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by using iPhone 5S.

Table 8-2 Recommended Configuration

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Software Decoding)				
720P	√	√		Frame rate: 25fps; Bit rate: 2Mbps

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Software Decoding)				
720P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√			Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√		Frame rate: 25fps; Bit rate: 1Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Kbps

8.8 Set Image Quality for Hik-Connect Device

Usually three pre-defined image qualities are provided in the Mobile Client for Hik-Connect device: Basic, Standard, and High Definition.

Steps

Note

The provided image quality types may vary with different devices.

1. Start live view of a Hik-Connect device.

   Note

   See ***Start and Stop Live View*** for details.

2. Tap

to enter the quality switching panel.

   Note

   The icon may vary with the actual image quality.

3. Set image quality.

   Basic

   Basic image quality.

Note

Basic is the default image quality.

Standard

Standard image quality (the image quality is higher than that of Basic and lower than that of HD).

HD

High definition image quality (the image quality is the highest of the three).

8.9 Live View for Fisheye Camera

In the fisheye view mode, the whole wide-angle view of the fisheye camera is displayed. Fisheye expansion can expand images in five modes: 180° panorama, 360° panorama, 4-PTZ, semisphere, and cylindrical-surface.

Steps

Note

The function is only supported by fisheye camera.

1. Start live view of a fisheye camera.

   Note

   See ***Start and Stop Live View*** for details.

2. Tap to show the fisheye expansion panel.
3. Select mounting type.

Table 8-3 Mounting Type

Icon	Description
	Wall Mounting
	Ceiling Mounting

4. Select fisheye expansion mode.

Table 8-4 Fisheye Expansion Mode

Icon	Description
	Fisheye view for ceiling mounting and wall mounting. In the Fisheye view mode, the whole wide-angle view of the camera is displayed. The mode is the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.

Icon	Description
	In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Dual-180° panorama view for ceiling mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	360° panorama view for ceiling mounting and wall mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	4 PTZ Views for ceiling mounting and wall mounting. The PTZ view is the close-up view of some defined area in the Fisheye view or Panorama view. In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in. You can also swipe the screen to perform pan and tilt movement.
	Semisphere-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can drag the image to adjust the view angle, and pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Cylindrical-surface-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can drag the image to adjust the view angle, swipe to the left or to the right to adjust the field of view, as well as pinch the fingers together to zoom out the image and spread them apart to zoom in.

8.10 Open Door During Live View

You can open or close the door when viewing the live video of a video intercom device or a related camera of an access control device. This function allows you to check the visitor or the situation nearby the door before you open it.

Note

The device should support this function.

For the access control device's related cameras, select a live view window and tap , and then enter the device verification code to open the door.

For the video intercom device, select a live view window and tap , and then enter the device verification code to open the door.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

Chapter 9 Playback

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

9.1 Start and Stop Playback

You can search the camera's recorded video files in a selected time period and then start playback.

Steps

1. On the device list page, tap at the upper-left corner to enter the Select Item(s) page.
2. Set the date and time for playback.

   Playback Date

   Select a date.

   Note

   The date during which video files were recorded is marked with a yellow dot.

   Playback Time

   Set the start time point for the playback in the selected date.
3. Select camera(s).

   Note

   You can select up to 4 cameras.
4. Tap **Start Playback** to enter the Playback page.
5. **Optional:** Perform the following operations.

Adjust Playback Time	Slide the timeline to adjust the playback time. **Note** represents continuous recording and represents event-triggered recording.
Scale up and down Timeline	Spread two fingers apart to scale up the timeline or pinch them together to scale down.

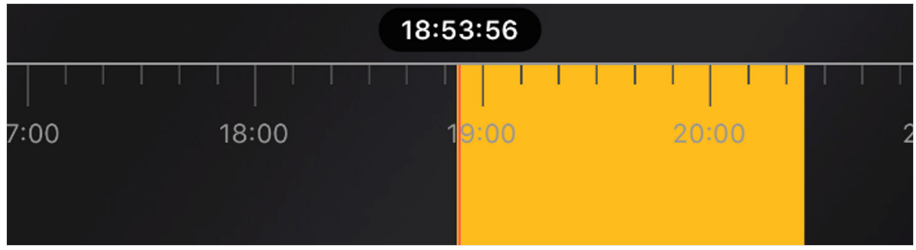

Figure 9-1 Timeline

9.2 Capturing and Recording

During playback, you can capture pictures and record video footage.

Steps

1. Start playback.

   Note

   See ***Start and Stop Playback*** for details.

2. Capture a picture or record video footage.

Capture a Picture	Tap to capture a picture.
Reccord Video Footage	Tap to start recording video footage, tap again to stop.

   The captured pictures and recorded videos will be saved in **More → Pictures and Videos** . For details about managing pictures and videos, see ***Pictures and Videos*** .

9.3 Set Playback Quality for Device Added by IP/Domain

For devices added by IP/Domain, you can set the image quality of playback for them.

Steps

Note

For details about adding device by IP/Domain, see ***Add a Device by IP/Domain*** .

1. Select a device added by IP/Domain on the device list and then start playback.

   Note

   For details about starting playback, see ***Start and Stop Playback*** .

2. Tap BASIC on the playback page to enter the quality switching panel.

Note

The icon may vary with the actual video quality.

3. Set the image quality as desired.
   - Tap **Clear** to tap the image quality to Clear.
   - Tap **Custom** to open the Custom Settings window, and then configure the parameters (Resolution, Frame Rate, and Bitrate) and tap **Confirm** to confirm the custom settings.

Note

- The image effect is related to the performance of your network and phone. If the image is not fluent or the screen appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode.
- The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by using iPhone 5S.

Table 9-1 Recommended Configuration

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Software Decoding)				
720P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Software Decoding)				
720P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√			Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√		Frame rate: 25fps; Bit rate: 1Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Kbps

9.4 Download Video Segment

During playback of the cameras linked to a DVR or NVR, you can download a specific video segment as evidence if it contains important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

Steps

Note

The function should be supported by the device.

1. Start playback.
2. Tap if important information occurs on the image.

   By default, the video segment which lasts 130 seconds (from 10 seconds before the tapping, to 120 seconds after that) will be automatically selected for download. For example, if you tap when the video footage is played to 00:00:30, the segment from 00:00:20 to 00:02:30 will be selected.

   Note

   In special occasions when 130-seconds duration is not available to be selected following the above-mentioned rule, the segment will extend afterwords or backwards until the segment duration reaches 130 seconds. For example, if you start downloading from the very beginning of the video footage, the selected segment will be from 00:00:00 to 00:02:10.

3. **Optional:** Drag the slider(s) to lessen the duration of the segment for download.

   Note

   The duration should not be shorter than 10 seconds.

4. **Optional:** Tap the Play icon to preview the selected segment.

   Note

   If the segment is encrypted, you should enter the device verification code before you can preview it. For details about video encryption, see ***Set Video and Image Encryption*** .

5. Tap **Download** to start downloading.

   Note

   Download at the background is supported. The download continues if you exit the Download page or the Mobile Client.

6. **Optional:** Go to **More → Pictures and Videos** to view the downloaded video segment.

9.5 Adjust Playback Speed

For the cameras linked to a DVR or NVR, you can adjust the playback speed for them as required.

Note

The function should be supported by the device.

During playaback, you can swipe the toolbar at the bottom to view the hidden icons, and then tap 1X to set the playback speed to 1/8 X, 1/4 X, 1/2 X, 1X, 2X, 4X, and 8X. X here refers to the original playback speed.

Chapter 10 Access Control

Access control is the selective restriction of access to a place or other resources. After adding access control devices to the Mobile Client, you can remotely control the doors, and configure duration in which the doors remain open. You can also filter and view access control device's logs, which provide the information of access control events and related alarms, such as access controller tampering alarm. Besides the above-mentioned functionality, you can change supper password of the access control device.

10.1 Control Door Status

The Mobile Client allows you to control the status of the access control devices' related doors by the super password of the device.

Before You Start

- Add an access control device to the Mobile Client. See ***Add Device for Management*** for details.
- Link doors to the access control device. See the user manual of the access control device for details.

Steps

Note

You can change the super password. See ***Change Super Password*** for details.

1. On the device list page, tap the door icon on the right of the access control device to enter the door control page.

Figure 10-1 The Icon Representing Door

2. Control the door status.

   Remain Open

   Keep the door open.

   Open Door

   Open the door for a configurable time period. When the time period expires, the door will close.

   Note

   For details about configuring the time period, see ***Set Door Open Duration*** .

Remain Closed

Keep the door closed. In this status, the door can only be opened by super card or super password.

Note

For details about super card, see the user manual of the access control device.

3. Enter the super password.

Note

By default, the super password is the device verification code. You can change the super password. See ***Change Super Password*** for details.

The door status will change.

10.2 Set Door Open Duration

You can set the door open duration for the access control device. When the duration expires, the door will close automatically.

Before You Start

You should have added an access control device to the Mobile Client.
See ***Add Device for Management*** for details.

Steps

1. Enter the Settings page of the access control device.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
   - On the Live View page, tap ••• and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap **Door Open Duration** to open the Door Open Duration list.
3. Select a duration from the list.
4. Tap ✓ to confirm the selection.

   If you tap **Open Door** in the door control page, the door will open for the configured time duration.

   Note

   For details about controlling door status, see ***Control Door Status*** .

10.3 Change Super Password

The Mobile Client allows you to change the super password of the access control device, which can be used to open all the access control points (e.g., doors), even when the access control point is in remaining closed status.

Before You Start

Add an access control device to the Mobile Client. See ***Add Device for Management*** for details.

Steps

Note

For details about super password of the access control device, see the user manual of the device.

1. Enter the Settings page of the access control device.
   - On the device list page, if the device list is in list mode, swipe the name of the access control device to the left and tap ⚙ .
   - On the device list page, if the device list is in thumbnail mode, tap the name of the access control device or tap ••• .
   - On the Live View page. tap ••• and then tap **Settings.**

     Note

     For details about how to enter the Live View page, see ***Start and Stop Live View***
2. Tap **Change Password** to enter the Change Password page.
3. Enter the old password and tap **Next**.

   Note

   If it is the first time to set the super password, skip this step.
4. Create a new password and then tap **Finish**.

   Note

   The password should contain 6 numbers.

10.4 View Access Control Logs

You can view the access control device's logs including the access control events and alarm information. You can also filter the logs.

Steps

1. On the device list page, tap the door icon on the right of the access control device to enter the door control page.

Figure 10-2 The Icon Representing Door

The log list will be displayed on the Log section of the page.

2. Perform the following operations.

Refresh Log List	Swipe the log list downward to refresh it.
View All Logs	Tap **View All Logs** to enter the Log page and view all access control device logs.
Filter Logs	On the Log page, tap **Filter** and then set the filtering condition (time and event type) to filter.

Chapter 11 Security Control

The Mobile Client supports video security control panel, Axiom security control panel (including Axiom Hub and Axiom Hybrid), and Pyronix security control panel.

A security control panel uses embedded microcontroller technology for monitoring arming zones, handling alarm signal from the triggers, and uploading alarm reports to the central alarm monitoring station through multiple transmission methods such as PSTN, wired network, wireless network, and so on.

11.1 Video Security Control Panel

You can add video security control panel to the Mobile Client. Video security control panel supports analog or digital HD video input and can be used cooperatively with the video surveillance and access control system over client software. It supports uploading reports to the alarm receiving centers with various transmission modes such as PSTN, network and GPRS.

On the Mobile Client, you can set partition status, manage zones, and set voice prompt for the security control panel.

11.1.1 Partition and Zone Control

The Mobile Client allows you to set arming mode of a partition, and control the zones. You can set arming mode for a specific zone, set zone parameters, link a camera to a zone, etc.

Partition, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

Note

For more information about partition and zone, see the user manual of the security control panel.

Control A Zone

You can set the arming mode of a single zone to arm or disarm.

Before You Start

Enable single zone arming or disarming via iVMS-4200 client software. For details, see the user manual of the security control panel.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select a zone in the partition and tap the switch icon to arm or disarm it.

Control All Zones in One Partition

You can control the arming status of all zones in a partition.

Steps

Note

- The function should be supported by the device.
- The security control panel's Single Zone Arming or Disarming function should be disabled. For details, see the user manual of the security control panel.

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.

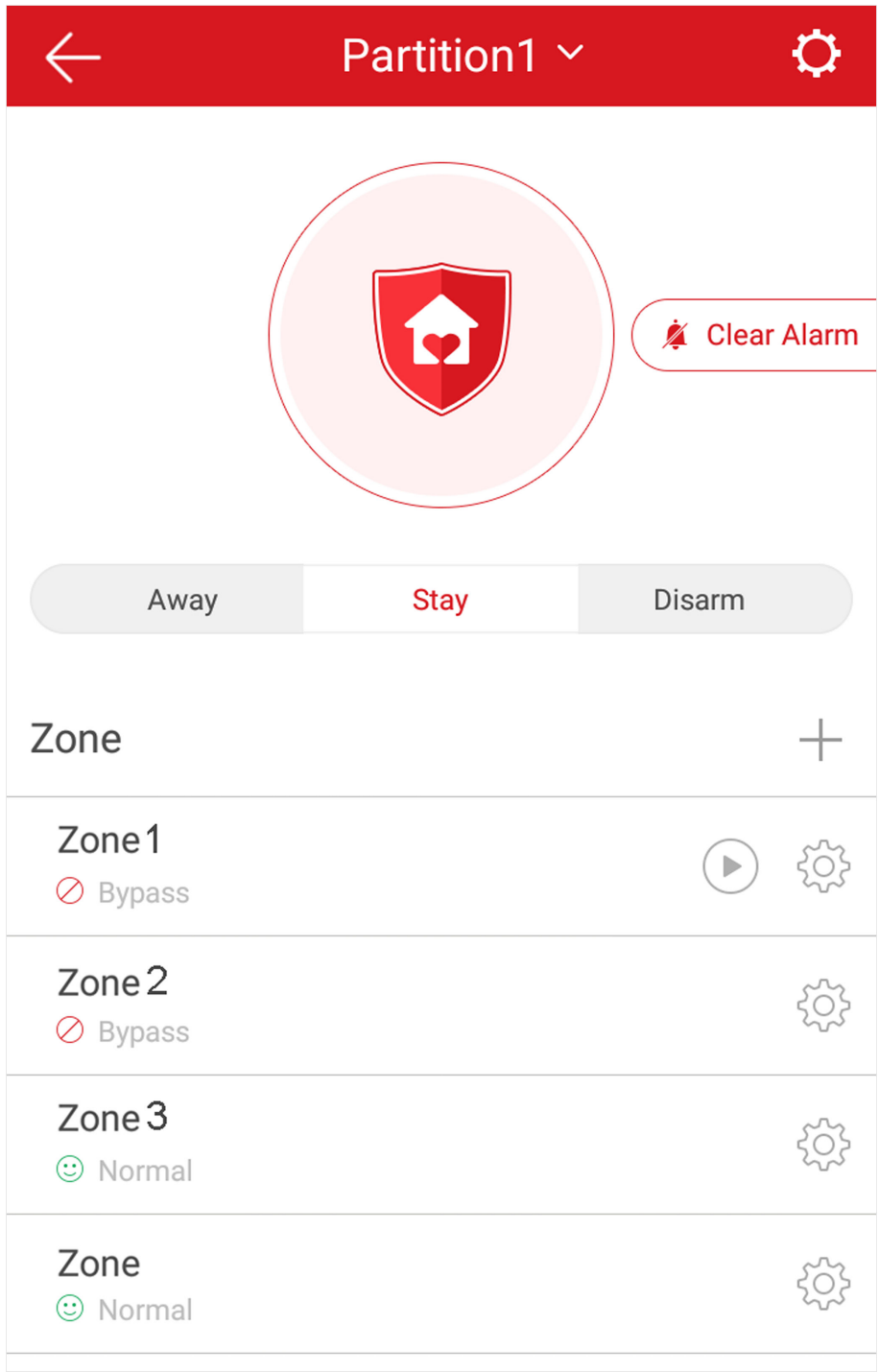

Figure 11-1 Partition Page

2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. **Optional:** View zone status.

   Bypass

The zone is bypassed. For details about bypassing a zone, see ***Bypass a Zone*** .

Fault

The detector is faulty.

Note

When a zone is faulty, bypass the zone to ensure the partition which the zone belongs to can be armed.

4. Control all zones in the partition.

Away

When all the people in the detection area leave, turn on the away arming mode to turn on all zones in the partition after the defined dwell time.

Stay

When the people stays inside the detection area, turn on the stay arming mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

Disarm

In disarming mode, all the zones in the partition will not trigger alarm, no matter alarm events happen or not.

Clear Alarm

When zones in the partition trigger alarms, tap **Clear Alarm** to clear the sound and light alarming prompt.

Delay

Set the enter delay time and the exit delay time for the delayed zone.

Enter Delay Time

The waiting period between the indoor station triggering alarms and sending alarm information to the alarm center. Therefore, during entering delay time, you can disarm the zone without triggering alarms.

Exit Delay Time

The time period between the time when you arm the indoor station and the time when the arming take effect. Exit delay allows you to exit the zone without triggering alarms after arming the zone.

11.1.2 Add a Zone

The Mobile Client allows you to add zones (detectors) to the security control panel.

Before You Start

Add a video security control panel to the Mobile Client. See ***Add Device for Management*** for details.

Steps

1. On the device list page, tap the arming status icon on the right of the video security control panel to enter the Partition page.
2. Tap + to scan the detector's QR code.

Note

The QR code is usually on the back cover of the detector.

3. **Optional:** Manually add the detector if the QR code is not recognized.
   1) Tap , and then enter the detector's serial number.
   2) Tap to search for the detector.
4. Tap **Add** on the Result page.
5. Tap **Finish**.

11.1.3 Set Zone Parameters

You can set zone parameters such as zone name, zone type, and detector type.

Select a zone on the Partition page and tap to enter the Settings page of the zone.

Edit Zone Name

Tap the zone name to edit it.

Note

The zone name should contain 1 to 50 characters.

Set Zone Type

Tap the zone type to select a type from the Zone Type page.

Instant Zone

The zone will be immediately triggered when it detects alarm event without entering and exiting delay. The detectors of this zone are in alert condition for 24 hours every day. The detectors can be affected by arming and disarming operation, and can be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver (reporting code is different from 24-hour audible alarm zone), and the zone alarm status can be checked on the Mobile Client. It is generally applied to smoke detector.

Note

Detectors in instant zone can be affected by arming or disarming operation, and can be bypassed.

24H Silent Alarm Zone

The detectors of this zone are in alert condition for 24 hours every day. The detectors will not be affected by arming and disarming operation or be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver, and the zone alarm status can be checked on the Mobile Client. This zone type is generally applied to the sites equipped with emergency button (e.g. bank and jewelry counter).

Delayed Zone

The zone will not be in alert condition during exit delay and enter delay. Exit Delay provides you time to leave through the defense area without alarm. Entry Delay provides you time to enter the defense area to disarm the system without alarm. This zone type is mainly used in entrance/exit route (e.g. front door/main entrance), which is a key route to operate keyboard for users.

Internal Zone

The internal zone is usually set within a delayed zone. After arming the partition, if the delayed zone is triggered first, the system will provide entry delay for both the delayed zone and the internal zone. If not, the internal zone will trigger alarm instantly. The delay parameters of internal zone are the same with that of the delayed zone. It is usually set in the rest room or hall (e.g. motion detector), which is a key place to operate keyboard for users.

Note

For the introduction of other zone types, see the user manual of the security control panel.

Set Detector Type

Tap **Detector Type** to select a detector type.

Active Infrared Detector

The detector consists of infrared emission device and infrared receiving device. If the infrared ray sent from the emission device is blocked, and the receiver cannot receive the infrared ray, the device will send an alarm.

Passive Infrared Detector

The detector doesn't emit any energy itself. It only receives emissions from environments. When the infrared rays from living things are detected, the detector will send an alarm.

Dual Technology Motion Detector

The detector consists of a Passive Infrared Receiver (PIR) and microwave sensor, the two need to be activated simultaneously to trigger an alarm.

Note

For the introduction of other detector types, see the user manual of the security control panel.

11.1.4 Bypass a Zone

If you bypass a zone, the zone will NOT be in alert condition (related alarms will not be triggered and related faults will not be detected) even when the system (or partition) which it belongs to is armed. Bypassing a zone is usually used in the following two scenarios. The first is that if a zone is faulty, other zones of the same system (or partition) can be armed only when the faulty zone is bypassed. The second is that you simply want a specific zone NOT to trigger alarms in special occasions.

Select a zone on the Partition page and tap ⚙ to enter the Settings page of the zone, and then enable zone bypass.

Note

For details about how to enter the Partition page, see ***Partition and Zone Control*** .

11.1.5 Link Camera to Zone

After linking a camera to a zone, you can view the live video of the zone on the Mobile Client.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Tap ⚙ to enter the Setting page of the zone.
4. Select a camera in Available Camera section.

   Note

   You can swipe the camera group to the left or right to view all the available cameras.

5. Tap **Link** to link the selected camera to the zone.
6. Tap **Finish**

   ▶ will be displayed on the right side of the zone in the zone list. You can tap ▶ to view the zone's live video.

11.1.6 Enable Voice Prompt

For a security control panel, the voice prompt offers you information about system operations or the triggered alarms.

Note

The function should be supported by the device.

On the device list page, slide the device to the left and tap ⚙ or ••• to enter the Settings page. Tap the switch icon of Device Voice Prompt to enable or disable the function.

11.1.7 Delete Zone

You can delete a specific zone from a security control panel.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select zone and tap ⚙ to enter the Settings page.
4. Tap **More → Delete** to delete the zone.

11.2 Axiom Security Control Panel

After adding the Axiom security control panel to the Mobile Client, you can add peripheral devices (including detectors, keyfobs, wireless outputs expander, repeater, and siren) and cards/tags to the control panel. After that, you can control the alarm system by remotely arming or disarming partitions via the Mobile Client, remotely pressing keys on keyfob, or swiping card.

Currently the supported Axiom security control panel includes Axiom Hub and Axiom Hybrid. The former only supports wireless peripheral devices, the latter supports both wired and wireless peripheral devices.

Note

For details about how to add an Axiom security control panel to the Mobile Client, see ***Add a Device by Scanning Device QR Code*** or ***Add a Device by Hik-Connect Domain*** .

11.2.1 Log in to the Security Control Panel

If the installer (or setter), which is a type of user of the security control panel, has enabled EN Certification settings, you should log in to the device before you can access the device.

Note

For details about EN Certification settings, see ***Configure Security Control Panel*** .

On the device list page, tap the security control panel to enter the Verify Device page and then log in to the device.

11.2.2 Configure Security Control Panel

On the Settings page of the security control panel, you can view and edit the basic information such as device name. You can also do configurations such as device time settings, network settings, account permission settings, device language, etc.

Steps

Note

There are four types of users of the security control panel, including administrator (or owner), operator, installer (or setter), and manufacturer. Different types of users have different permissions for configuring the parameters mentioned in the following task. You can manage the users and their permissions on the Web Client of the security control panel. For details, see the user manual of the device.

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap to enter the Settings page.
3. Set the parameters on the page such as time zone.

   Time Zone

   Set the time zone where the security control panel locates in.

   Note

   You should have the permission to set the time zone.

   DST

   Enable or disable Daylight Saving Time.

   Note

   You should have the permission to set DST.

   Siren Delay Time (Perimeter Alarm)

   The delay time to trigger the linked siren when a perimeter zone is triggered.

   Note

   - For details about perimeter zone, see the user manual of the security control panel.
   - The valid duration is from 0 s to 600 s.

   Account Management

You can view the user name and user type of the current security control panel account, change the device password, and set user permission.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.

User Permission

The administrator (or owner) and installer (or setter) can authorize the permission to use the device for other types of users.

Enable Arming Process

After enabled, the security control panel will automatically detect its default(s) during the arming process. If default(s) are detected, you can continue or stop the arming process according to the actual situation.

Device Version

If new version is available, a red dot will be displayed. In this case, you can tap to upgrade the device version.

Note

You should have the permission to upgrade device version.

EN Certification

If enabled, the security control panel will be compliant with EN 50131-1 standard (Grade 2). And all users of the security control panel should log in to the device by user name and device password before they can access the device.

Caution

If disabled, the security control panel will NOT be compliant with EN 50131-1 standard. Please contact the after sales or our technical support for information about the risks that may be incurred in your country if you disable **EN Certification**.

Note

- Only the installer(or setter) has the permission to set **EN certification**. For other types of users, the parameter will not be displayed on the Settings page.
- The parameter is not available for Axiom Hybrid, which only has the EN certificated version.

11.2.3 Add Device to the Security Control Panel

You should add detectors (zones), peripheral devices, keyfobs, cards/tags to the panel before you can perform further operations such as arming and disarming. The peripheral devices include wireless outputs expanders, sirens, and repeaters, etc.

Add Peripheral Device by Scanning QR Code

You can add peripheral devices to the panel by scanning the device QR code.

Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Add a peripheral device.
   - Tap **Zone** → + to enter the Scan QR Code page to add a detector.
   - Tap **Peripheral Device** → + to enter the Scan QR Code page to add other types of peripheral devices.
3. Scan the QR code of the device.

   Note

   The QR code is usually on the back cover of the device.

4. **Optional:** If the QR code fails to be recognized, tap ✎ and enter the serial number of the device, and then select the device type.

   Note

   The serial number is usually on the back cover of the device.

5. For Axiom Hybrid, tap **Select Wireless Receiver** to select a wireless receiver.

   Note

   For Axiom Hub, skip this step.

6. Tap **Add**.
7. **Optional:** Tap the device on the zone list or the peripheral device list to enter the Settings page and then tap **Delete** to delete the device.

Add Peripheral Device in Enrollment Mode

In Enrollment mode, when you bring the peripheral device (or detector) close to a wireless receiver, wireless communication between them will be established after you confirm such an establishment. And at the same time through the wired connection between the security control

panel and the wireless receiver, which plays the role of intermediary, the connection between the peripheral device (or detector) and the security control panel will be established.

Before You Start

You should have added wireless receiver(s) or the keypad to the Axiom Hybrid. For details, see the user manual of Axiom Hybrid.

Steps

Note

Enrollment mode is only supported by Axiom Hybrid.

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap ⚙ to enter the Settings page.
3. Tap **Enrollment Mode** to enter the Device Type page.

   The Device Type page displays four device types, including detector, wireless output expander, wireless repeater, and wireless siren.
4. Select a device type.
5. Select a wireless receiver or a keypad which has a built-in wireless receiver.

   Note

   Select the wireless receiver or keypad which is the nearest to the device to ensure the device works after enrolling (adding) the device to the security control panel.
6. Present the peripheral device to the wireless receiver or keypad, and then press the Learn button on the peripheral device.

   The peripheral device will be enrolled (added) to the security control panel.

Add Keyfob for Remote Control

You can add keyfobs to the Axiom security control panel to remotely control the partition of the panel.

Steps

1. On the device list page, tap the arming status icon of the Axiom wireless security control panel to enter the partition page.
2. Tap + and then tap **Add Keyfob** to enter the Add Keyfob page.
3. For Axiom Hybrid, select a wireless receiver or keypad.

   Note

   For Axiom Hub, skip this step.
4. Perform one of the followings according to the type of the security control panel.
   - For Axiom Hybrid, bring the keyfob close to the wireless receiver or keypad.

- For Axiom Hub, bring the keyfob close to the security control panel.

5. Press any button on the keyfob to learn.
6. Enter the keyfob name.

Note

The keyfob name should contain 1 to 32 characters.

7. Select partition(s) to be linked to the keyfob.

   You can remotely control the selected partition(s) by the keyfob.
8. Tap **Finish**.

Add Cards/Tags for Arming/Disarming

After adding cards or tags to the wireless security control panel, you can swipe the card or tag to arm or disarm all the detectors added to specific partition(s) of the security control panel, as well as clear alarms.

Steps

1. Enter the Settings page of the Axiom wireless security control panel.
   - On the device list page, if the page is displayed in list mode, swipe the device name to the left and then tap ⚙ .
   - On the device list page, if the page is displayed in thumbnail mode, tap the device name or tap ••• .
   - Tap ⚙ at the Partition page.
2. Tap **Card/Tag Management → Add New Card/Tag** .
3. For Axiom Hybrid, select a keypad.

Note

For Axiom Hub, skip this step.

4. Present the card to the device when hearing a voice prompt.
5. Create a card/tag name.

Note

- The name should contain 1 to 32 characters.
- For Axiom Hybrid, the card/tag readers is on the keypad, rather than on the security control panel.

6. Select partition(s) to be linked to the card/tag.

   You can arm/disarm the selected partition(s) by the card/tag.
7. Tap **Finish**.

11.2.4 Set Partition Parameters

The Mobile Client allows you to set partition parameters such as alarm duration, auto arm, and auto disarm. A partition is an independent control system of a security control panel. It allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

Steps

1. On the device list, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap **More** to enter the Settings page.
3. Configure parameters for the partition.

Auto Arm

Enable the partition to automatically arm itself in a specific time point.

Auto Arm Time

Set the time point for the partition to automatically arm itself.

Late to Disarm

Enable the device to push a notification to the phone or tablet to remind the user to disarm the partition when the partition is still armed after a specific time point.

Note

You should have enabled Operation Event Notification on the Web Client of the security control panel, or the notification will not be pushed to the phone or tablet. For details about the Web Client, see the user manual of the security control panel.

Late to Disarm Time

Set the time point mentioned in **Late to Disarm**.

Weekend Exception

If enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** are disabled on the weekend.

Entry Delay 1
Entry Delay 2

Set a value for **Entry Delay 1** and **Entry Delay2**. Entry delay is a time concept. If entry delay is configured for the delayed zone, when you enter an armed delayed zone, the zone alarm will not be triggered until the end of entry delay.

Note

After set value for **Entry Delay 1** and **Entry Delay 2**, you should set the entry delay of a specific zone to the value of **Entry Delay 1** or **Entry Delay 2**. see ***Set Zone Parameters*** for details.

Exit Delay

Set exit delay for the delayed zone. If exit delay is configured for the delayed zone, after you arm the zone on the indoor unit, you can exit the zone without triggering alarm until the end of exit delay.

11.2.5 Control Partitions

You can set arming mode and clear alarms for partitions of the security control panel via the Mobile Client. Partition, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has multiple partitions, you have multiple independent systems for arming or disarming.

On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page and then control the partition. You can swipe to the left or right to switch partitions.

Operations for a Single Partition

- **Away**: When all the people in the detection area leave, turn on the Away mode to turn on all zones in the partition after the defined dwell time.
- **Stay**: When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm**: In Disarm mode, all the zones in the partition will not trigger alarm, no matter alarm events happen or not.
- **Clear Alarm**: Clear all the alarms triggered by the zones of the partition.

Operations for All Partitions

- **Away**: When all the people in the detection area leave, turn on the Away mode to turn on all zones in all partitions after the defined dwell time.
- **Stay**: When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony) set in all the zones of all partitions. At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm**: In Disarm mode, all the zones of all partitions will not trigger alarm, no matter alarm events happen or not.
- **Clear Alarm**: Clear all the alarms triggered by the all the zones of all the partitions.

11.2.6 Set Zone Parameters

You can set zone parameters, such as zone type, linked camera, and Stay/Away settings. Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

Before You Start

You should have linked detector(s) to the wireless security control panel. For details, see the user manual of the security control panel.

Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.
2. Tap **Zone** and then tap a detector (zone) on the zone list to enter the Settings page.

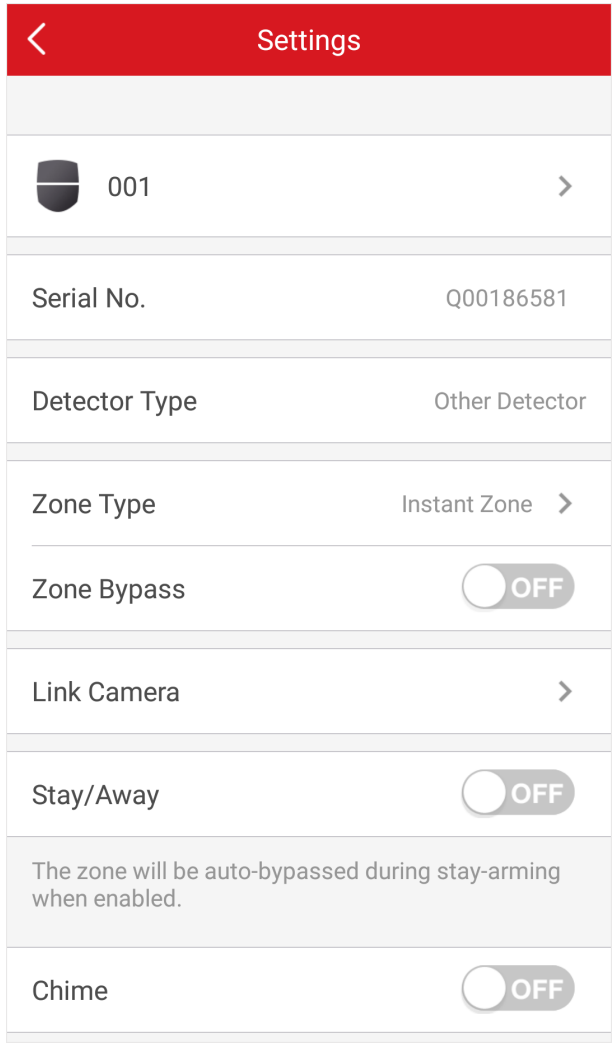

Figure 11-2 Zone Settings Page

3. Set parameters for the zone (or detector).

Zone Type

See the descriptions of each zone type on the Zone Type page.

If you select **Delayed Zone**, you should select an entry delay (Entry Delay 1 or Entry Delay 2) on the pop-up page.

Note

You can set Entry Delay 1 and Entry Delay 2. See ***Set Partition Parameters*** for details.

If you select **Timeout Zone**, you should select a timeout value or tap **Custom** to set a custom value.

Linked Camera

Link a camera to the zone. See ***Link Camera to Zone*** for details.

Stay/Away

If enabled, the zone will be auto-bypassed during stay arming.

Note

For details about bypassing a zone, see ***Bypass a Zone*** .

Chime

Enable the security control panel to chime when the zone is triggered.

Enable Silent Zone

If enabled, no siren will be triggered if alarm occurs.

11.2.7 Bypass a Zone

If you bypass a zone, the zone will NOT be in alert condition (related alarms will not be triggered and related faults will not be detected) even when the system (or partition) which it belongs to is armed. Bypassing a zone is usually used in the following two scenarios. The first is that if a zone is faulty, other zones of the same system (or partition) can be armed only when the faulty zone is bypassed. The second is that you simply want a specific zone NOT to trigger alarms in special occasions.

On the Settings page of a detector (or zone), turn on Zone Bypass to bypass the detector (or zone).

Note

For details about how to enter the Settings page of a detector (or zone), see ***Set Zone Parameters*** .

11.2.8 Link Camera to Zone

If a network camera has already been linked to the wireless security control panel, you can link the camera to a zone managed by the control panel via the Mobile Client. After that, you can view the

zone's alarm-related video when receiving the zone's alarm notification. You can also link a network camera added to the Mobile Client to a zone managed by the control panel, so as to view the zone's live video and play back the zone's videos.

Before You Start

- You should have mounted the network camera in the zone. See the user manual of the network camera for details.
- To view the alarm-related video when receiving zone's alarm notification, you should have linked the network camera to the wireless security control panel via the panel's Web Client. For details, see the user manual of the Axiom wireless security control panel.

Steps

Note

The zone's alarm-related video lasts 7 seconds (from 5 seconds before the alarm to 2 seconds after the alarm).

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap **Zone** and then select a detector from the zone list.
3. Tap **Link Camera** to enter the Link Camera page.

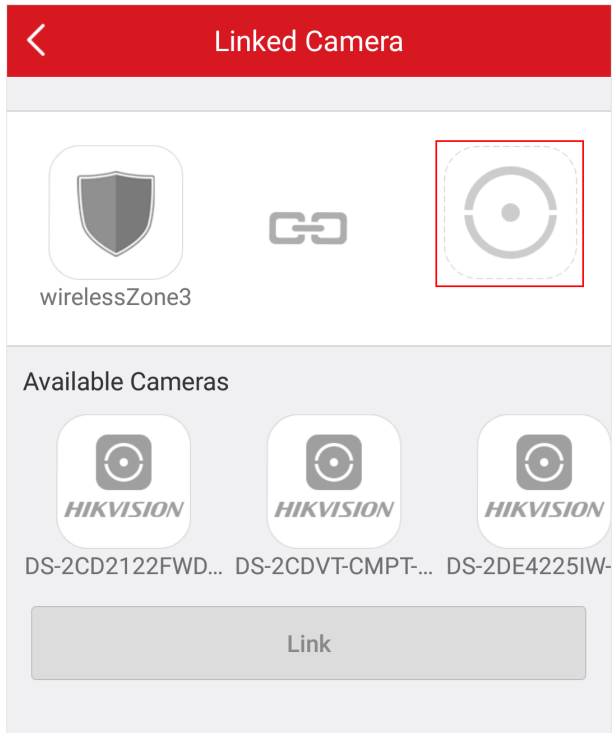

Figure 11-3 Link Camera Page

4. Drag a camera from the Available Cameras section to .
5. Tap **Link** .

11.2.9 Set Parameters of Wireless Outputs Expander

You can set the alarm output type and the output delay for the relays of a wireless outputs expander. Alarm output is the node signal or other signal sent from the alarm controller to the peripheral devices when the alarm is triggered.

Before You Start

You should have added wireless outputs expander(s) to the wireless security control panel.

Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap **Peripheral Device** and then tap a wireless outputs expander on the device list.

   The relays of the expander will be displayed.
3. Configure the relay.

Edit Relay Name	Tap a relay and then tap the relay name to edit its name. And then tap .
Select Alarm Output Type	Tap a relay and then select an alarm output type. **Alarm** Alarm outputs will be activated when the zone alarms. **Arming** Alarm outputs will be activated when the partition (system) is armed. **Disarming** Alarm outputs will be activated when the partition is disarmed. **Manual** Set the switch icon to ON on the relay list to manually activate alarm outputs of the relay. **Zone** Alarm outputs will be activated when the selected zone is triggered or tampered.
Set Delay Time for the Relay to Close	Tap a relay and then tap **Output Delay** to set the delay time for the relay to close. In other words, output delay refers to the duration of the alarm output.

11.2.10 Set Siren Parameters

You can edit the siren name and set the siren's volume.

Before You Start

You should have add siren(s) to the security control panel.

Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Partition page.
2. Tap **Peripheral Device** and then tap a siren on the device list to enter the siren settings page.
3. Perform the following operations.

Edit Siren Name	Tap the siren name to edit it, and then tap .
Set Siren Volume	Drag the slider to set the volume. **Note** The function should be supported by the siren.
Set Siren Type for Wired Siren	**Alarm** The siren will be activated when the zone alarms. **Arming** The siren will be activated when the partition (system) is armed. **Disarming** The siren will be activated when the partition is disarmed. **Manual** Set the switch icon to ON on the relay list to manually activate the siren. **Zone** The siren will be activated when the selected zone is triggered or tampered.

11.3 Pyronix Control Panel

On the Mobile Client, Pyronix control panel refers to the security contorl panel (or alarm panel) designed and manufactured by Pyronix. You can add the Pyronix control panels to the Mobile Client for management, such as arming and disarming areas (or partitions), viewing zone history event, and bypassing zone.

Note

After adding the device to the Mobile Client, you should authorize the account of the Mobile Client to access the device, and verify the device before you can manage it. The flow chart of the overall process is shown below.

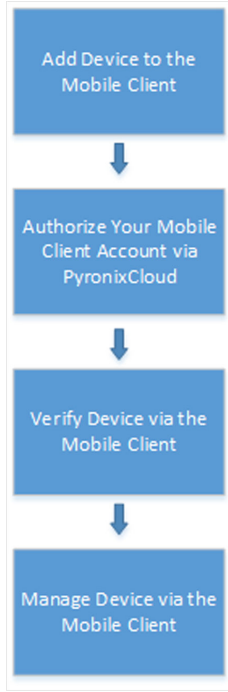

Figure 11-4 Flow Chart

11.3.1 Add Pyronix Control Panel to Mobile Client

You can add Pyronix control panels to the Mobile Client for management of the devices.

Before You Start

Steps

1. Tap + on the device list page and then select **Manual Adding**.
2. Select **Pyronix** as the adding type.
3. Enter the device alias and serial number.
4. Tap 💾 to save the settings.

   The device will be displayed on the device list.

What to do next

Authorize your account of the Mobile Client via PyronixCloud, otherwise you won't have the permission to access the device via the Mobile Client. See ***Authorize Mobile Client Account via PyronixCloud*** for details.

And then verify the device on the Mobile Client. See ***Verify Pyronix Control Panel*** for details.

11.3.2 Authorize Mobile Client Account via PyronixCloud

Before you can manage a Pyronix control panel on the Mobile Client, you should authorize your account of the Mobile Client via PyronixCloud first, which operates as a gateway between the device and the Mobile Client.

The flow chart is shown below:

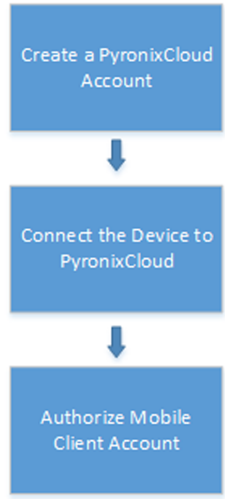

Figure 11-5 Flow Chart of the Authorization

Create a PyronixCloud Account

You should create a PyronixCloud account before you can connect a Pyronix control panel to PyronixCloud.

Steps

1. Visit ***http://www.pyronixcloud.com*** .

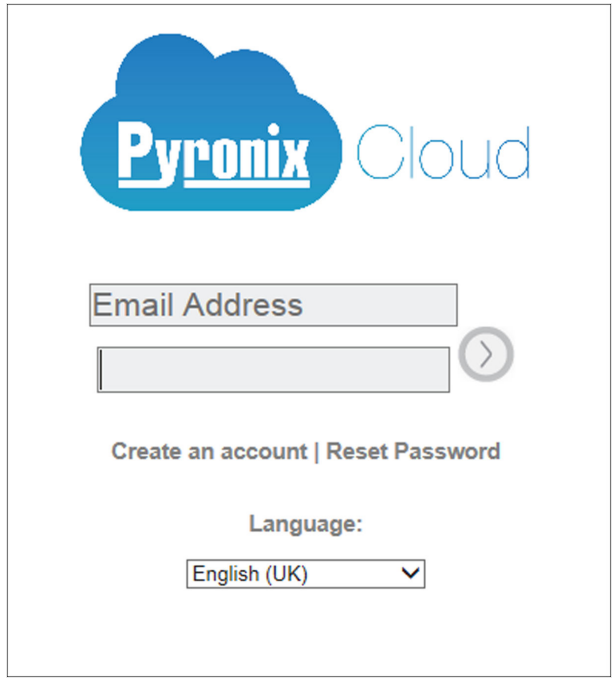

Figure 11-6 The Web Page of PyronixCloud

2. Click **Create an account** and complete the form.
   You will receive an email with a confirmation link from admin@pyronixcloud.com.
3. Click the link to complete confirmation.

What to do next
Connect the Pyronix control panel to PyronixCloud. See ***Connect Device to PyronixCloud*** for details.

Connect Device to PyronixCloud

After creating a Pyronix account, you should connect a Pyronix control panel to the PyronixCloud before you can authorize your account of the Mobile Client.

Before You Start
Create a Pyronix account. See ***Create a PyronixCloud Account*** for details.

Steps
1. Visit ***http://www.pyronixcloud.com*** and log in to your account.
2. Register a new system.
   1) Enter the required information.

      System ID

      The system ID is an unique ID for a Pyronix control panel. You can get the system ID via the device. For details, see the user manual of the device.

      Cloud Password

Enter the cloud password that you have entered in the Pyronix control panel (or alarm panel). The cloud password is set via the device. For details, see the user manual of the device.

2) Click **Submit**.

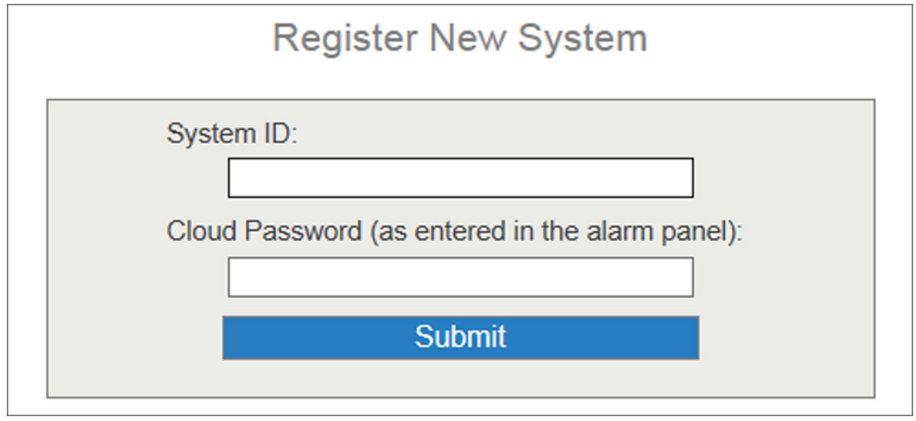

Figure 11-7 Register a New System

3. Enter a system reference to create an alias for the device.
4. Click **Submit**.

   You will receive an email with a confirmation link.
5. Click the confirmation link to continue.

   The device will be displayed on View Systems page.
6. Click the tick at the upper-right corner of the page to make sure the device is connected.

What to do next

Authorize your account of the Mobile Client. See ***Authorize Mobile Client Account*** for details.

Authorize Mobile Client Account

Perform the following task to authorize your account of the Mobile Client.

Before You Start

Create a PyronixCloud account and connect the Pyronxix control panel to PyronixCloud. See ***Create a PyronixCloud Account*** and ***Connect Device to PyronixCloud*** for details.

Steps

1. Connect the Pyronix control panel to PyronixCloud to enter the View Systems page.
2. On the View Systems page, click a system ID to enter the device user list page.
3. Select your account of the Mobile Client from the User column.
4. Switch the permission to ON.

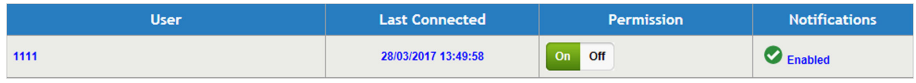

Figure 11-8 Device User List Page

5. Click **Save Now**.

   You can access the Pyronix control panel via the Mobile Client.

11.3.3 Verify Pyronix Control Panel

If a Pyronix control panel is not verified, you should verify it before you can manage it on the Mobile Client.

Before You Start

- Add a Pyronix control panel to the Mobile Client. See ***Add Pyronix Control Panel to Mobile Client*** for details.
- Set the user code and APP password via the Pyronix control panel. For details, see the user manual of the device.

Steps

1. On the device list page, tap a Pyronix control panel to enter the Verify Device page.
2. Enter the user code and the APP password.
3. Tap **Finish**.

11.3.4 Control Areas (Partitions)

For a Pyronix control panel, an area (partition) is an independent control system of a security control panel. It allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

Before You Start

- Add the Pyronix control panel to the Mobile Client. See ***Add Pyronix Control Panel to Mobile Client*** for details.
- Authorize your account of the Mobile Client to access the device. See ***Authorize Mobile Client Account via PyronixCloud*** for details.

Steps

Note

For more information about partition, see the user manual of the security control panel.

1. Tap the Pyronix control panel on the device list page and verify the device to enter the Area (Partition) page.

   Note

   For details about verifying device and authorize the phone, see ***Verify Pyronix Control Panel*** .

   The alarm outputs and areas (partitions) will be displayed on the page.

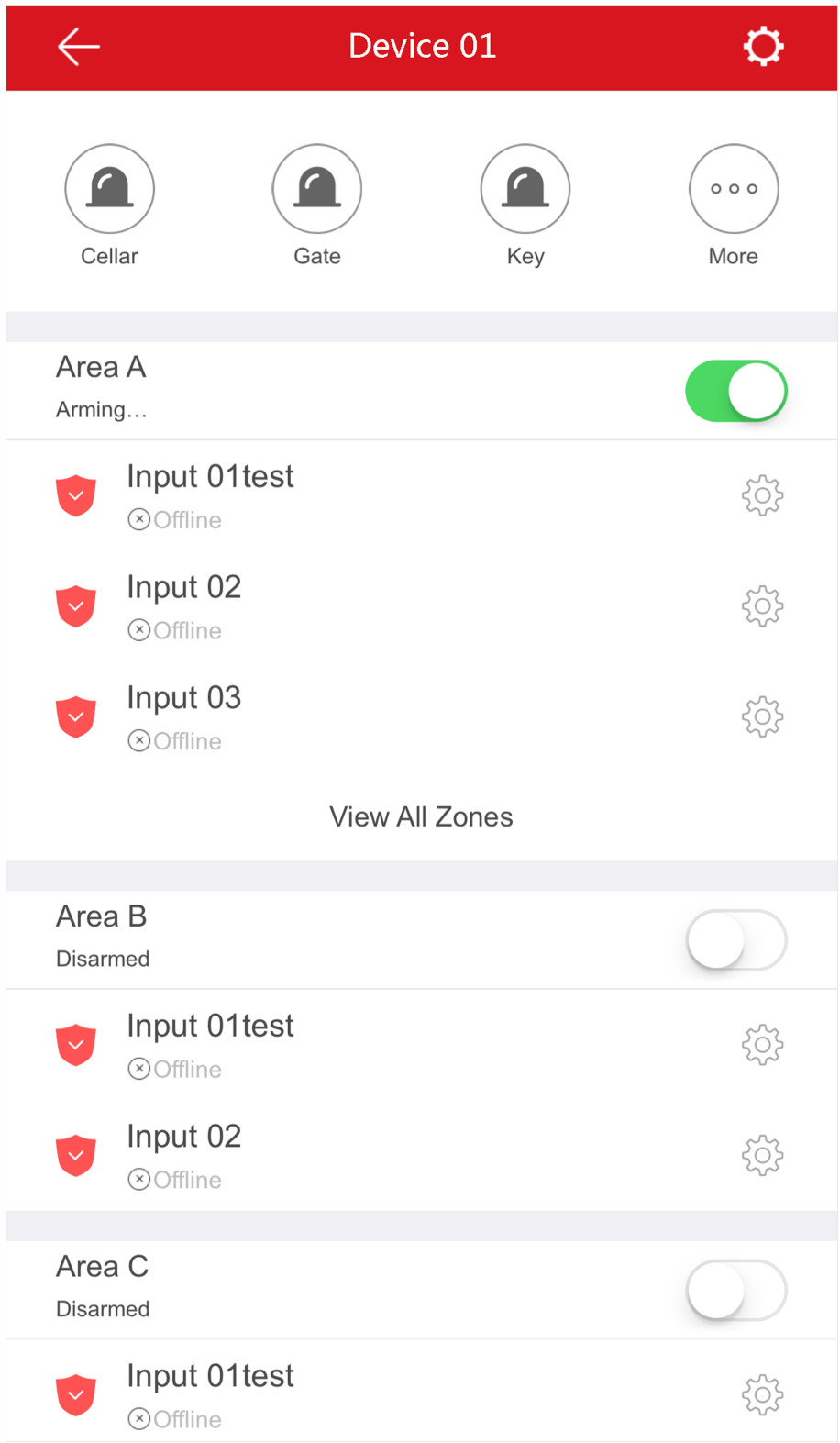

Figure 11-9 Area (Partition) Page

2. Set the switch to ON to arm the area (partition).

11.3.5 Control Alarm Output Remotely

When the Pyronix control panel is connected with alarm outputs, such as siren and alarm lamp, you can control the alarm output status.

Before You Start
Connect an alarm output to the Pyronix control panel. For details, see the user manual of the device.

Steps
1. Tap a Pyronix control panel on the device list page and verify the device to enter the Area (Partition) page.

   Note
   For details about verifying device and authorizing the phone, see ***Verify Pyronix Control Panel*** .

   The alarm output(s) and all areas (partitions) will be listed on the page.
2. Tap to enter the Alarm Output page.
3. Tap the alarm output icon to trigger an alarm.
   The time for outputting the alarm starts count down.

   Note
   The time for outputting the alarm varies with different types of alarm outputs.

11.3.6 Bypass a Zone

If you bypass a zone, the zone will NOT be in alert condition (related alarm will not be triggered and related faults will not be detected) even when the area (or partition) is armed. Bypassing a zone is usually used in the following two scenarios. The first is that if a zone is faulty, other zones of the same area (or partition) can be armed only when the faulty zone is bypassed. The second is that you simply want a specific zone NOT to trigger alarms in special occasions.

Select a zone on the Area page and tap to enter the Settings page of the zone, and then enable zone bypass.

Note
For details about how to enter the Area page, see ***Control Areas (Partitions)*** .

Chapter 12 Alarm Notification

Notifications about events triggered on the devices can be pushed to the Mobile Client if you enable the function. You can also check the event information on the Mobile Client and filter the information.

12.1 Enable Alarm Notification

You can enable alarm notification on the Settings page of a device to allow the Mobile Client to receive alarm notifications of the device. If you want the Mobile Client to block alarm notifications all the time, you can set a notification schedule to define specific time period(s) for receiving the alarm notifications. And if you want to silence all the alarms triggered by the device in special occasions, you can enable Silenced mode.

Before You Start

You should have configured event settings on device (except for the video intercom device). See the user manual of the device for details.

Steps

Note

- The Mobile Client will ignore alarm events triggered out of the time period defined by the notification schedule.
- The security control panel does not support setting notification schedule.

1. Enter the Settings page of the device.
   - On the device list page, if the list is displayed in list mode, swipe the device to the left and then tap ⚙ .
   - On the device list page, if the list is displayed in thumbnail mode, swipe the device to the left and then tap ••• .
   - On the Live View page of the device, tap ••• and then tap **Settings**.
2. Tap **Alarm Notification** to enter the Alarm Notification page.
3. Set the Alarm Notification switch to ON to enable Alarm Notification.
4. **Optional:** Set the Notification Schedule switch to ON to set a notification schedule.
   1) Tap **Set a Time Schedule** to enter the Schedule Settings page.

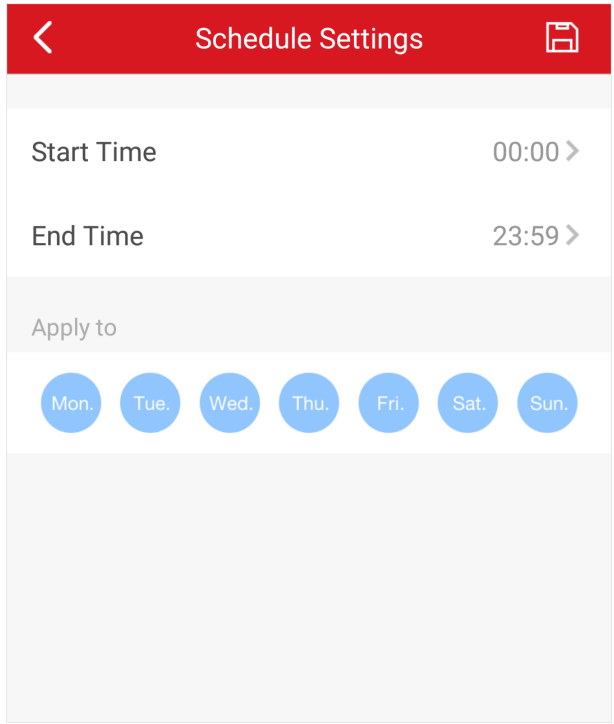

Figure 12-1 Schedule Settings Page

2) Set the start time and the end time.
3) Select the date(s) to which the configured time period applies to.

Note

The date(s) marked in blue is selected.

4) Tap .
5) **Optional:** Tap the configured schedule to enter the Schedule Settings page, and then edit the start time, end time, and the date(s) to which the configured time period applies to. Or tap **Delete** to delete the schedule.
6) Go back to the Alarm Notification page.

5. Optional: Enable Silenced mode and (or) set the notification sound mode.

Silenced

When enabled, notifications from the device will be silenced. You can check all the silenced notifications on notification list.

Notification Sound Mode

Set the sound mode for the notification.

Note

The function should be supported by the device. Skip this step if the device doesn't support it.

12.2 Set Motion Detection Alarm for Wi-Fi Doorbell

Motion detection is a way of detecting motion in a surveillance scene by analyzing image data and differences in a series of images. This section introduces how to draw motion detection area and set motion detection area for Wi-Fi doorbell.

Steps

Note

You should have added a Wi-Fi doorbell to the Mobile Client. See ***Add Device for Management*** for details.

1. Enter the Settings page of the Wi-Fi doorbell.
   - On the device list page, if the list is displayed in list mode, swipe the name of a Wi-Fi doorbell to the left and then tap ⚙ .
   - On the device list page, if the list is displayed in thumbnail mode, swipe the name of Wi-Fi doorbell to the left and then tap ••• .
   - On the Live View page of the device, tap ••• and then tap **Settings**.
2. Tap **Alarm Notification** to enter the Alarm Notification page.
3. Draw motion detection area.
   1) Tap **Draw Motion Detection Area** to enter the Motion Detection Area page.

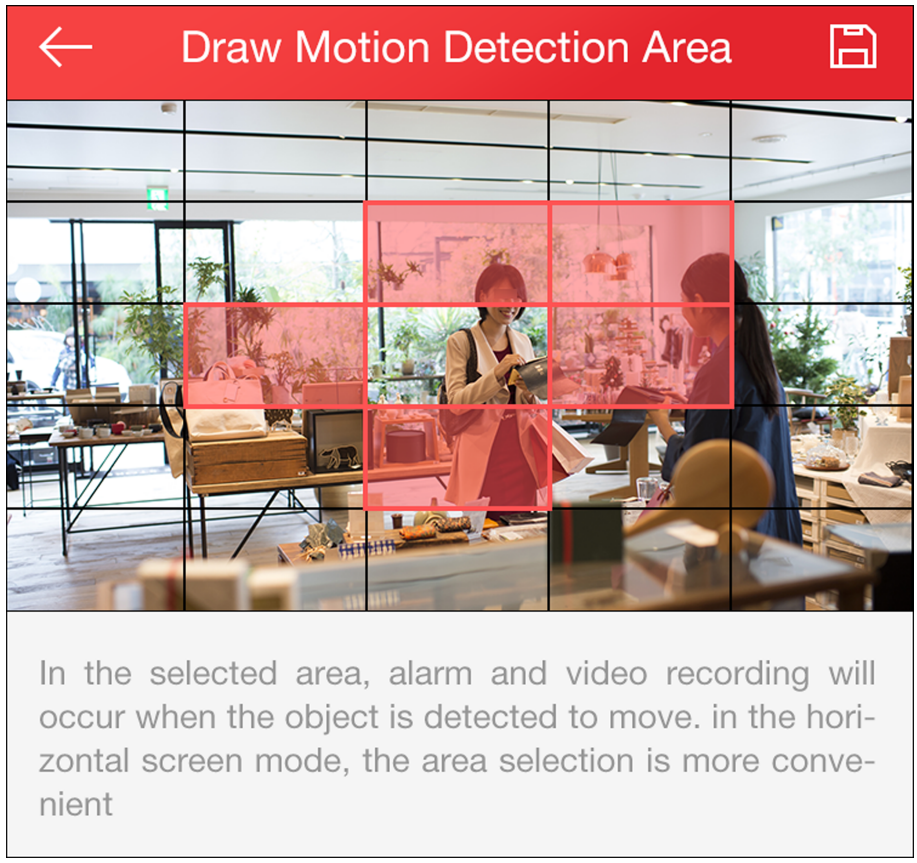

Figure 12-2 Draw Motion Detection Area

2) Tap the grid(s) on the live video image to select the motion detection area.
3) Tap to save the settings.

4. Tap **Motion Detection Sensitivity** on the Alarm Notification page and then drag the slider to adjust the sensitivity.

Low

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

Medium

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

High

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

What to do next

Go back to Alarm Notification page and enable alarm notification function.

Note

For details about how to enabling alarm notification, see ***Enable Alarm Notification***

12.3 Check Event Information or Call Logs

You can check the alarm event information on the Notification page when alarms are triggered on the devices. You can also check the call log generated from the video intercom devices.

Before You Start

- Configure alarm event for the device and arm the device. For details, see the user manual of the device.
- For indoor station, it should have been linked to the sensor. For details, see the user manual of the video intercom device.

Steps

Note

Since the operations for checking event information and call log are similar, here we only introduce how to check event information.

1. Tap **Notification → Alarm Event** to enter the Alarm Event page.
2. **Optional:** Tap **Filter** and then select a date and (or) select a device to filter the events.
3. Tap an event to enter the details page and check the details of the alarm event.

Zoom in/out Event-related Picture	Spread two fingers apart to zoom in the picture and pinch them together to zoom out, or double-tap the picture to zoom in or zoom out. **Note** If you have enabled Video and Image Encryption for the device, you should enter the device verification code before you can view the picture. For details about Video and Image Encryption, see ***Set Video and Image Encryption*** for details.
Save Event-related Picture	Tap ⋮ → **Save Picture** to save the picture to the Photo Album of the phone. **Note** You should have configured the event linkage action for capturing event-related picture for the device. See the user manual of the device for details.
View Event-related Video Footage	Tap **Playback** to view the video footage. **Note** You should have configured the event linkage action for recording video for the device. See the user manual of the device for details.

View Live Video	Tap ⋮ → **Live View** to view the live video of the device. **Note** The function should be supported by the device.

4. **Optional:** Go back to the Notification page and then edit the event information.

Mark All Events as Read	Tap **Edit** on the Notification page and then tap **Mark as All Read** to mark all event information as "already read".
Mark a Specific Event as Read	Tap **Edit** on the Notification page and select an event, ans then tap **Mark as Read** to mark the selected event information as "already read".
Clear All Events	Tap **Edit** on the Notification page and then tap **Clear All**.
Delete a Specific Event	Tap **Edit** on the Notification page and select an event, ans then tap **Delete** to delete it.

Chapter 13 Answer Call from Indoor Station

If no one answers the call via the indoor station for a while, the call will be forwarded to the Mobile Client. You can answer the call, view the live video of the door station, as well as open the door.

Before You Start

You should have added an video intercom device to the Mobile Client. See ***Add Device for Management*** for details.

Steps

Note

Up to 6 users can view the live video of the same door station at the same time. If there's already been 6 users viewing the live video, you can only use the audio function of the video intercom device.

1. Tap the call message to enter the following page.

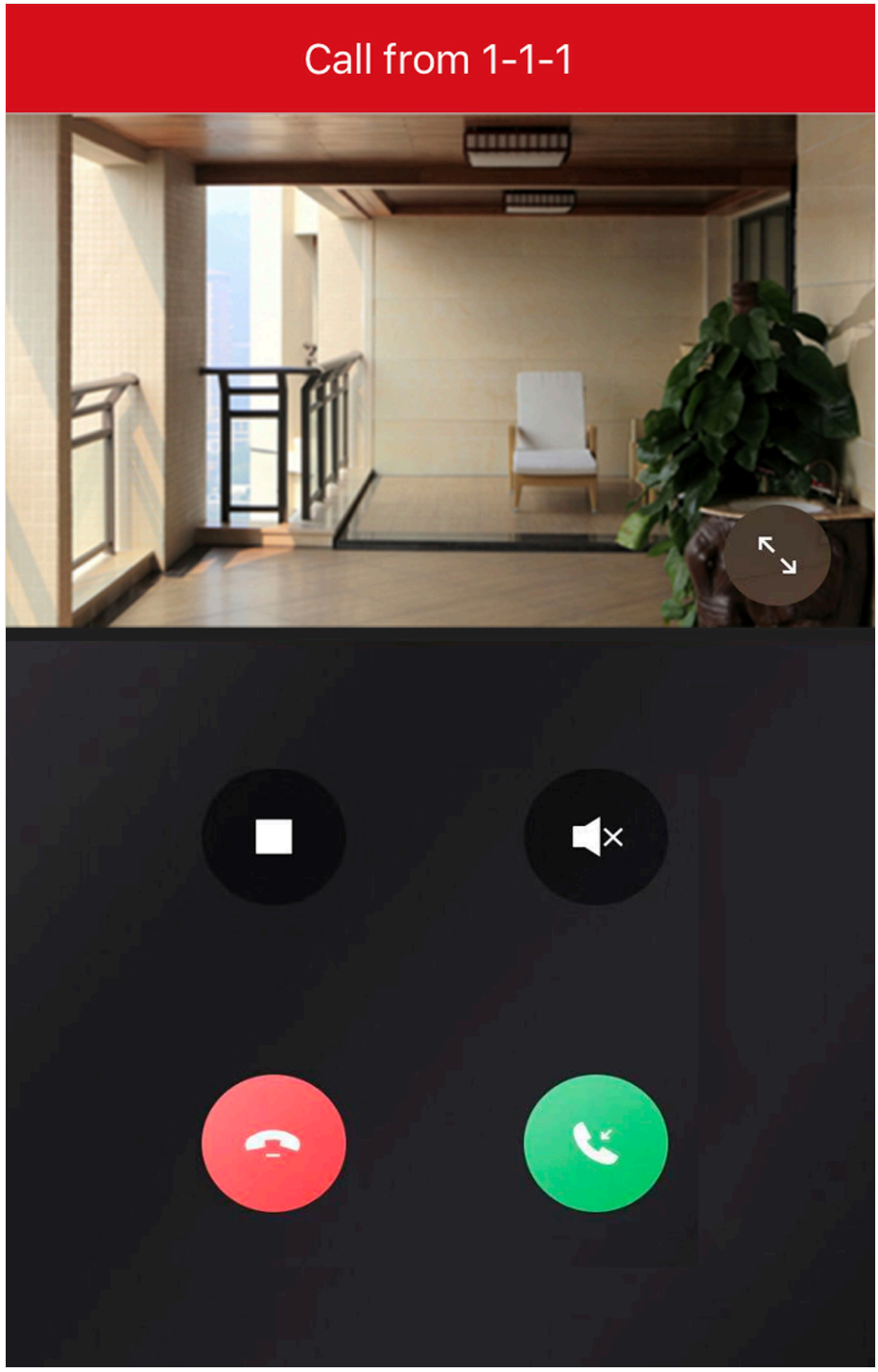

Figure 13-1 Call Page

2. Perform the following operations.

Answer the Call	Tap to answer the call.
Stop/Restart Live View	Tap to stop the live view. And tap to restart it.

Mute	Tap to mute the live video.
Open Door	Tap to open the door.
Digital Zoom	Pinch two fingers together to zoom in the live video image, and spread them apart to zoom out.

Chapter 14 Other Functions

This section introduces other functions provided by the Mobile Client, including Touch ID (or Face ID) authentication, and management of the recorded (or clipped) video and captured pictures.

14.1 Pictures and Videos

In Picture and Video Management module, you can view and mange the recorded (or clipped) video footage and the captured pictures.

Tap **More → Pictures and Videos** to enter the Pictures and Videos page and then you can perform the following operations.

- **Play Video File**: Tap a video file and then tap to play it.
- **Save to Local Album**: Tap a video file or a picture, and then tap to save the video file or picture to the album of the your phone.
- **Delete a Video File or Picture**: Tap a video file or a picture, and then tap to delete it.
- **Share a Picture or Video File to Another Application**: Tap a video file or a picture, and then tap to share it to another application.
- **Batch Delete Video Files and (or) Pictures**: Tap **Edit** and select video files and (or) pictures, and then tap to delete them.
- **Batch Share Pictures and (or) Video Files to Another Application**: Tap **Edit** and select pictures and (or) video files, and then tap to share it to another application.

14.2 Touch ID (or Face ID) Authentication

For information security, the Mobile Client provides the function of Touch ID (or Face ID) authentication, which requires you to verify your identity before you can access it.

Note

- The phone operation system should support Touch ID (or Face ID) authentication.
- You should have enabled Touch ID (or Face ID) authentication on the phone operation system, or you will fail to enable the function on the client software.

Tap **More → Account Management** to enter the Account Management page and then enable the function.

Chapter 15 System Settings

This section introduces system settings of the Mobile Client, including hardware decoding, floating live view, resuming latest live view, etc.

15.1 Enable Push Notification

If the function is enabled, the Mobile Client will push alarm notifications related to the added devices to you.

Note

For details about alarm notifications, see ***Alarm Notification*** for details.

Go to Settings page of the operation system of the phone or tablet, and then enable push notification for the Mobile Client.

15.2 Save Device Parameters

If the function is enabled, the Mobile Client will remember the device parameters you set. Take video and image encryption for an example, you only need to enter the device verification code for once to view the encrypted live view, playback, or picture.

Note

- For details about video and image encryption, see ***Set Video and Image Encryption*** .
- For details about setting device parameters via the Mobile Client, see ***Device Settings*** .

Tap **More → Settings** to enter the Settings page, and then enable the function.

15.3 Auto-receive Alarm after Power-on

If you enable this function, the Mobile Client will run automatically and receive alarm event information when the phone is powered on.

Tap **More → Settings** to enter the Settings page and then enable the function.

Note

The power consumption of the phone may increase.

15.4 Generate a QR Code with Device Information

For devices added via IP/domain, the Mobile Client allows you to generate a QR code containing the information of up to 32 devices. The QR code can be used to quickly add multiple devices. For example, if user A has generated a QR code containing the information of 10 devices, user B can scan the QR code to batch add the 10 devices to his or her account.

Steps

Note

Only devices added by IP/domain support this function.

1. Tap **More → Settings** to enter the Settings page.
2. Tap **Generate QR Code**.
3. Tap **Generate QR Code** in the IP/Domain field to enter the Select Device page.
4. Select device(s).
5. Tap **Generate QR Code**.

   The QR code picture will be generated.
6. Tap **Save** to save the picture to the photo album of your phone.

15.5 Hardware Decoding

Hardware decoding provides better decoding performance and lower CPU usage when you play high definition videos during live view or playback.

Tap **More → Settings** to enter the Settings page, and then enable the function.

Note

- The function is available only when the phone OS is iOS 8.0 or later version.
- Hardware decoding is only supported when the resolution is 704*576, 704*480, 640*480, 1024*768, 1280*720, 1280*960, 1920*1080, 2048*1536, or 2560*1920. For other resolutions, only software decoding is supported.
- For H.265 video compression, hardware decoding is not supported.
- Hardware decoding should be supported by the device. If not, the device will adopt software decoding by default.

15.6 View Traffic Statistics

The Mobile Client automatically calculates the network traffic consumed during live view and playback. You can check the mobile network traffic and Wi-Fi network traffic separately.

Tap **More → Settings** to enter the Settings page, and then tap **Traffic Statistics**.

15.7 Generate a QR Code with Wi-Fi Information

You can generate a QR code with Wi-Fi information, and then use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

Steps

Note

Connecting device to a Wi-Fi network by scanning QR code should be supported by the device.

1. Tap **More → Settings** to enter the Settings page.
2. Tap **Wi-Fi Settings** to enter the Wi-Fi Settings page.
3. Set the required information.

   Wi-Fi Name

   Enter the SSID of the Wi-Fi network.

   Password

   Enter the password of the Wi-Fi network.

   Encryption

   Select the encryption type as the one you set for the router.

   Note

   If you select NONE as the encryption type, the password of the Wi-Fi network is not required.

4. Tap **Generate** to generate a QR code for the Wi-Fi network.

What to do next

Use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

15.8 Floating Live View

If you enable this function, floating live view window(s) will be displayed on the device list page when you select one or more device(s). You can preview the live video(s) in the floating window(s).

Note

- If you select more than 16 cameras, the number of the selected cameras will be displayed.
- Up to 256 cameras can be displayed as floating windows.

Tap **More → Settings** to enter the Settings page and then enable the function.

15.9 Resume Latest Live View

If you enable the function, the latest live view will be resumed each time you enter the Mobile Client. The window division mode, and the live view windows' sequence (if in multiple-window mode) will also be restored.

Tap **More → Settings** to enter the Settings page, and then enable the function.

15.10 Display/Hide Channel-Zero

Channel-zero, known as virtual channel, can show the videos from all channels of the device, reducing the bandwidth while simultaneously previewing from multi-channel. It can acquire image information and save bandwidth for transmission through encoding and configuring output images.

Tap **More → Settings** and then enable the Mobile Client to display channel-zero.

15.11 Auto-Download Upgrade File

If you enable Auto-Donwload Upgrade File, the Mobile Client will automatically download the upgrade file in Wi-Fi networks, which helps speed up the device upgrade process.

Note

For details about upgrading device, see ***Upgrade Device Firmware*** .
Tap **More → Settings** to enter the Settings page and then enable the function.

Chapter 16 How to Reset Password of DVR or NVR via the Mobile Client

If you forgot the admin password of a DVR or NVR, you can reset the password by scanning the QR code generated on the local GUI of the device.

The flow chart of the password resetting process is shown below.

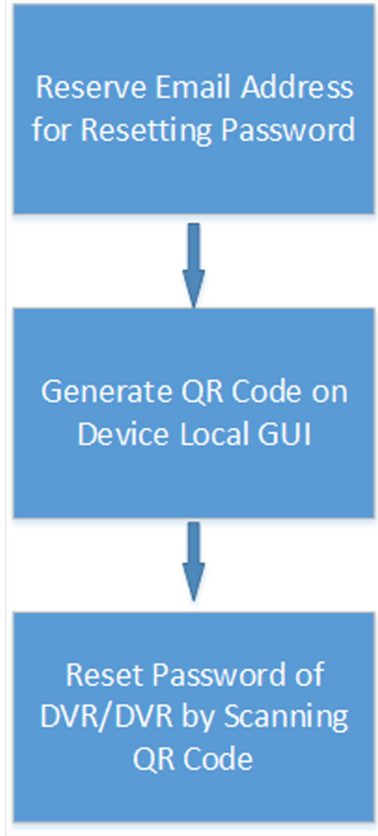

Figure 16-1 Flow Chart

16.1 Reserve Email Address for Resetting Password

You should have reserved email address for resetting the admin password of NVR or DVR if you want to change the password by scanning QR code.

Before You Start

- Upgrade the firmware of the NVR or DVR to make the device support self-service password reset.
- If the device is inactivated, check **Reserved Email Settings** when activate it. For details about activating NVR or DVR, see the user manual of the device.

Steps

Note

The DVR or NVR should support the function.

1. Go to **Configuration → User** on the local GUI of the device.
2. Select admin user and then click **Edit**.
3. Enter the password of the device in the Old Password field.
4. Click the Settings icon in Reserved E-mail Settings field.
5. Enter an email address for receiving verification code, and then click **OK**.

16.2 Generate QR Code on Device Local GUI

If you forgot the admin password of the DVR or NVR, you can generate a QR code on the device's local GUI and then scan the QR code via the Mobile Client to reset the admin password.

Before You Start

You should have reserved an email address for resetting password.

Steps

Note

The DVR or NVR should support this function.

1. On the login page of the device's local GUI, click **Forgot Password**.
2. Select **Verify by Reserved Email** and then click **OK**.
3. Read and agree the Legal Disclaimer, and click **OK** to continue.

   The QR code for resetting password pops up.

16.3 Reset Password of DVR/NVR by Scanning QR Code

If you forgot the admin password of DVR or NVR, you can reset the password by scanning the QR code generated on the local GUI of the device.

Before You Start

- You should have allowed the Mobile Client to access your phone's camera.
- You should have reserved email address for resetting device password and generated QR code on the device's local GUI. For details, see ***Reserve Email Address for Resetting Password*** and ***Generate QR Code on Device Local GUI*** for details.

Steps

1. Tap **More → Reset Device Password** to enter the Reset Device Password page.
2. Scan the QR code on the local GUI of the DVR or NVR.

   A verification code will be sent to the reserved email address.

   Note

   - The verification code will be valid for 48 hours.
   - If you reboot the device or change the reserved email address, the verification code would be invalid.

3. Go to the device's local GUI.
4. Enter the received verification code on the Verify by Reserved Email window and then click **OK** to continue.
5. Create a new password and then confirm the password.

See Far, Go Further

UD15888B

Need a hand with your system?

If anything in this manual doesn't match your system, you've forgotten a code, or something isn't working as it should, just give us a call – we're always happy to help.

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www.wealdensecuritysystems.co.uk

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