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- Any improper use of this software, for example, invasion of privacy, is prohibited. We will assume no responsibility for any consequence or loss resulted from its improper use.
- You are not allowed to decompile or disassemble this software without permission. Anyone who does not comply with this term will be considered as committing infringement and should bear all the consequences.
- This software contains no virus, Trojans, worms or potentially unwanted programs (PUP). We will assume no responsibility for virus infection, Trojans attack, hacking or any direct or indirect loss caused by the software download from unspecified website.
- Software upgrade aims to improve user experience and offer new functions, excluding any potentially unwanted programs.
- Due to the difference and complexity of the operating environment, we are sorry for some temporarily unrealized functions and we will assume no responsibility for any subsequent consequences.
- The illustrations in this manual are for reference only and may vary depending on the software version. So please see the actual display on your mobile phone.

Tap  Menu >  Live View.



Start Live View

- Option 1: Tap  in a window and then select a camera.
- Option 2: Tap  in the top right corner, select NVR or camera, and then tap **Start Live View**.






Stop Live View

- Option 1: Press and hold the window until  appears and then drag to .
- Option 2: Tap  to stop all.

Add Favorites

Tap  during live view to add cameras to favorites. When added, you can start live view from these cameras by tapping  in the top right corner. One favorite at a time.

Two-Way Audio

- Option 1: Tap  to start two-way audio with the camera of the selected window. Tap  to stop.
- Option 2: Press and hold  and then select a device (e.g., an NVR) from the list. To stop, press and hold  and then select the device from the list; or tap  to stop two-way audio with the device and start two-way audio with the camera of the selected window (if live video is playing).

PTZ Control



1. Tap the window, and then tap  to open the PTZ control panel. PTZ control is not applicable to face recognition access control terminals.
2. Adjust zoom and focus. Use gestures to change the direction of the camera.
3. To rotate the camera to a preset, tap , select the preset number, and then tap **OK**.

Image Quality


Tap the window, and then select an option according to your network conditions. For face recognition access control terminals, only HD is available.



Icon	Description
HD	High definition mode, play video by the first stream.
SD	Standard definition mode, play video by the sub stream.
Smooth or custom	Play video by the third stream. You can also edit the resolution, frame rate and bit rate.

Digital Zoom



1. Digital zoom is enabled by default.
2. Use gestures (pinch, swipe) to zoom in/out or see other others of the image.
3. When zoomed in, double-tap to restore the original image size; when in original size, double-tap to switch between single window view and multi-window view.

Device Configuration

Tap a live view window and then tap  to open the device configuration page and configure the channel.






Tap  Menu >  Playback.



Start Playback

1. Tap  in the window (or  in the screen's upper-right corner).
2. Set the start time and then tap **OK**.
3. Choose a playback type.
4. Select camera(s).
5. Tap **Start Playback**.


Split Recording Playback

Split the video playing in a window to 4 or 9 clips; by comparing the first image of the clips, you can decide which clip to play, or whether to split a clip further.

1. Tap a window.
2. Tap  to split the video playing in the window.
 - * The default is 4 split mode, which splits video to 4 clips and shows the first image of each clip with time in 4 windows. To switch to 9 split mode, tap .
 - * The video to split is 2 hours long by default (1 hour before and 1 hour after the current playing time), and the longest video to split is 24 hours. A video can be split to 1 min.
 - * Double-tap an image to enlarge, or tap  to save to my Picture & Video.
 - * To split a clip further, tap the window and tap .
3. Tap a window and then tap  to play.

Tap  Menu >  Devices to add, edit, delete, share devices or export diagnostic information.

Add a Device

Tap  and select a way to add device(s):

- Add Without Signup: Add a device by scanning its QR code without a cloud account. You need to enable Add Without Signup on the device and set a strong password first. Only live view, playback, alarm, and device configuration are available for devices added in this way.
- Scan: Scan the device QR code. You need to log in to your cloud account first.
- Manual Add: Add a device by IP/Domain or MyDDNS.
- Auto Search in LAN: Search devices on the same network with your mobile phone. Make sure the device and your mobile phone are connected to the same wireless router.
- Add Wi-Fi Device: Add a device via a Wi-Fi network. You may choose to add as a local or as a cloud devices. Local devices can only be used on the Wi-Fi network.
 - Add in AP mode: This method works only when both the Wi-Fi device and the app support AP mode. Enter the required information including the device name and Wi-Fi password in the app to add the device. After the device is added successfully, wait for the device to get online. The device is ready for use when it is online. If the adding failed, please try adding the device by connecting its Wi-Fi or scanning QR code.
 - Scan QR code: Enter the required information including the device name and Wi-Fi password in the app to generate a QR code. Use the camera to scan the QR code to add the device. After the device is added successfully, wait for the device to get online. The device is ready for use when it is online.

* You may enter the device register code manually if QR code scanning fails.

* Username and password: Enter the username and password of the device.


* Streaming Media Protocol: Default is recommended.

Device List


- Local device: The maximum number is not limited.
- Cloud device: The App displays a maximum number of 5,000 cloud devices (including cloud device and devices shared from others).
- Device added using the Add Without Signup feature: The maximum number is not limited.

When the total device number (including all the above three) exceeds 64, the App enters the large device number mode, and a device goes online when it comes to use (including but not limited to live view, playback, enabling alarm notification).

Share a Device/Channel

1. Tap the cloud device.
2. Tap .
3. Configure the sharing settings.
 - **Share To:** Enter cloud accounts to share with in the text box, or tap **+** and then choose account(s) from your recent sharing.
 - **Valid Period:** 30 days by default. The entered time should not be earlier than the current time.
 - **Sharing Permission:** Specify permissions that the user(s) are allowed by selecting a role or function(s), depending on the device or channel that you have selected. A role is a user on the device, for example, admin. The functions available are those supported by the device, for example, live view, two-way audio.
4. Tap **Share** to share the device/channel that you have selected.
 - * You can tap **QR Code** to generate a QR code and allow other users to share the device by scanning the QR code.
 - * For users whose service area is International, sharing is allowed only between users in the same region.

Export Diagnostic Info

1. Tap a camera or an NVR.
 - * Shared devices are not supported.
2. Tap .
3. Choose the file you want to export and then tap **Export**.
 - * You need to choose the NVR or a channel if you tapped an NVR in step 1.
4. After the file is downloaded, choose an app to share the file.


Tap  Menu >  Picture & Video.

View images, play recorded video files; export, share and delete files.

View Local Recordings and Images

Tap to view images or play videos.

Manage Local Recordings and Images

1. Tap  in the top right corner.
2. Tap the bottom toolbar to select all, share, export or delete.

Tap ☰ Menu > ☆ Favorites.

Add cameras to favorites to start live video conveniently.

Add Favorites

Tap +, enter a name and then choose cameras.

Play Live View of Camera in Favorites

- Option 1: On the favorites screen, tap ⋮ for a favorite, and then tap **Start Live View**.
- Option 2: On the live view screen, tap 📺 in the top right corner, choose a favorite, and then tap **Start Live View**.

Tap ☰ Menu > 👤 Cloud Account.

Sign up for a cloud account, log in, switch account, change password.



Sign Up

1. Tap **Sign Up**.
2. Select your region.
3. Enter your email or mobile phone number and then tap **Verify** to get a verification code.
4. Enter the verification code and your password and then tap **Sign Up**.

Log In

Log in to your cloud account. When logged in, you will be redirected to the live view page.

Cancel Sharing

1. Log in to your cloud account and then tap **My Sharing**.
2. Tap .
3. Select sharing item and tap .

Change Password

Enter the old password, new password and confirm spelling, and then tap **OK**.

QR code to scan when adding a device

Scan the QR code on the device body. If there's no QR code on the device body, access the device system to scan the QR code.

- IPC: Setup>Network> P2P
- NVR: System>Network> P2P
- VMS: System>Network> P2P
- Face recognition access control terminal: Setup>Network> P2P

How can I recover Demo device after deleting it?

Demo device can be recovered only by reinstalling the App.

Why "This username has not been registered yet" appears after I have entered the correct username and password?

Please choose the correct service area (中国服务区 or International) during signup or login. Accounts among service areas are isolated.

Why it indicates the device has been added by other account when I try to add a device?

For security and privacy, a device can be added by one account only. You need to access the device and cancel the binding first. Please refer to the device user manual for detailed steps.

What should I do if I forgot the device password?

If you forgot the device password, tap **Me > General > Forget Device Password** to obtain a security code, use it to log in and reset the password. The conditions and methods are as follows:

Device	Login to Cloud Account	Method
New-version device	Not required	Click Forgot Password on the device's local or Web interface, and then scan the QR code. A security code will be sent to the email address registered for the device.
Old-version device	Required	Make sure the device is online. Enter the device's serial number. A security code is displayed on the APP.

Why my mobile phone cannot receive alarm notifications?

Tap **Menu > Alarm Notifications > Allow Notifications**. Select device(s) and allow notifications. Meanwhile, make sure notification is allowed for the App on your mobile phone.

Also, alarm push is available to cloud devices and devices added without signup. It is not available to local devices.

Why the number of alarm notifications shown in the App is greater than that in mobile phone?

Alarm notifications in the App contain alarm events of all devices while the mobile phone only receives alarm push messages for cloud devices and devices added without signup.



Why devices listed on the alarm notification page are less than devices on the device list?

Cloud devices that have not been online before are not displayed on the alarm notification page.

Why it shows "Cannot export for the video compression format. Please view in Picture & Video"?

This is a common issue for all apps. H.265 videos cannot be exported on all iPhones, regardless of model and version. Some Android phones also have this issue.

How to start two-way audio with an NVR?

Press and hold  and then select the NVR from the list. To stop, press and hold  and then select the NVR from the list.

Device configuration is applicable to what device types?

IPC and NVR.

Video stops automatically after playing for a while. What can I do about it?

Tap **Me > General** and disable **Pause Video Automatically**.

What does streaming media protocol (Protocol 2, Protocol 3) mean?





































Means SDK2 and SDK3, which are communication protocols between the App and devices. Some features of the App are available only to SDK3, for example, playback of recordings from an onboard SD card of an IPC, remote device configuration, local recording with audio, red-highlighted alarm recording in playback, the calendar search feature in playback (blue dots on the calendar), and view video from a fisheye camera.

Why it shows "No more low-version devices can enable alarm notification"?

Low-version devices refer to devices that don't support cloud storage of alarms. App can enable alarm notification for up to 64 low-version devices and local devices, and it shows this message when the limit is exceeded. You can choose to upgrade the device version, or disable alarm notification for certain lower-version devices manually.

How to cancel my account?













Please tap  Menu >  Cloud Account > Cancel Account.

Icon	Description
	Open the menu
	1/4/6/9/12/16 split view
	Resume/Close all windows
	Snapshot
	Start/Stop recording
	Enable/Disable speaker
	Adjust image settings
	Device configuration
	View video from a fisheye camera. Choose the mount mode and play mode as needed:  : Ceiling mount  : Wall mount  : Desktop mount  : Original image  : 2*180°  : 360° panoramic+1PTZ  : Fisheye+3PTZ  : Panoramic  : Panoramic+3PTZ
	Adjust image brightness
	Adjust image saturation
	Adjust image contrast
	Adjust image sharpness
	2D noise reduction
	3D noise reduction
	Rotate image:  : Flip vertical  : Flip horizontal  : 180°  : 90° anti-clockwise  : 90° clockwise
	Open/Close PTZ control panel  Focus control  Zoom in/out  Call preset
	Add to Favorites
	Playback

	Enable alarm output
	Start two-way audio. Stop two-way audio for camera/device.
	Play/Pause
	Playback speed
	Split
	Live view
	Query
	Device added using the Add Without Signup feature
	Local device
	Shared device
	Cloud device
	Add
	Export
	Wi-Fi signal
	Edit
	Delete
	Network speed test
	Cloud upgrade
	Choose QR code picture
	Select all
	Mark as read
	Filter by alarm type
	Filter by alarm time
	Alarm-triggered playback
	Alarm-triggered pass-through record
	Alarm-triggered live view
	Alarm-triggered snapshot

Tap  Menu >  Alarm Notifications.

View alarm events and set alarm notifications.


Icon	Description
	Filter by alarm type
	Filter by alarm time
	Alarm-triggered playback
	Alarm-triggered pass-through record
	Alarm-triggered live view
	Alarm-triggered snapshot
	Edit
	Select all
	Share
	Export
	Mark as read
	Delete

View Alarm Notifications

Filter alarms by device/camera, alarm type or alarm time. Drag the list to refresh.

Tap the corresponding button to view alarm-triggered playback, live view and snapshot.

Edit Alarm Notifications

1. Tap .
2. Tap the bottom toolbar to display more functions and operate as required.

Set Alarm Push Notification

1. Tap **Allow Notifications** at the bottom.
2. Select desired device(s) and allow notifications. If disabled, the device(s) will stop pushing alarm notifications to your mobile phone.

Tap **Advanced Settings** to enable alarm notification by camera, time and type. The actual functionality available depends on the device.

Note: Alarm push notification is available to cloud devices and devices added without signup. Other local devices (added by IP/Domain, MyDDNS, Auto Search and local Wi-Fi device) do not support alarm push notification.

Configure IPC, NVR and NVR channel remotely.

- **IPC:** Set time, sound volume, alarm sound, video compression, OSD, PTZ Rectification (only IPC67XX models support configuration), disarming, smart illumination, WDR, day/night mode, motion detection, human body detection, auto tracking, cross line detection, intrusion detection, enter area, leave area, SD card, device restart.
- **NVR:** Set time, disarming, overwrite when storage is full, recording schedule, device restart.
- **NVR channel:** Set camera name, sound volume, alarm sound, disarming, smart illumination, motion detection, cross line detection, intrusion detection, enter area, leave area, recording schedule.


Storage Policy

Turn on or off **Overwrite When Storage Full:**

- **On:** When storage is used up on the IPC's SD card or NVR's HDD, recording continues, and old video will be overwritten by new video.
- **Off:** Video recording stops when storage is used up on the SD card or HDD.

Recording Schedule

Configure a recording schedule so the NVR stores video of cameras according to the schedule.

1. Select camera(s).
2. Set recording type. Motion detection video is a video clip recorded around the time when a motion detection alarm occurs. By default it is 70 seconds long (10s before and 60s after the alarm time).
3. Set recording time: Choose day(s) of a week to record video.
4. Tap  to save the settings.

Restart Device

Tap to restart the IPC/NVR.