iVMS-4500 (iPad)
Mobile Client Software
User Manual
(V3.0)
Thank you for purchasing our product. This manual applies to iVMS-4500 (iPad) mobile client software; please read it carefully for the better use of this software. The contents in this manual are subject to change without notice.
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Chapter 1 Introduction

1.1 Overview

iVMS-4500 V3.0 mobile client software, which is designed for iPad on the basis of iOS (Version 3.2 or higher), can be used to remotely monitor the live video from embedded DVR, NVR, network camera, network speed dome and DVS via wireless network, play back record files and realize PTZ control as well. With this software installed in your iPad, you are able to log on to the front-end device via Wi-Fi or 3G; besides, if there is no public IP available for the device, it’s accessible by using a dynamic name, or by mapping ports to the public IP of router.

Notes:
1. Wi-Fi or 3G access service must be supported by the iPad.
2. Network traffic charges may be produced during the use of this client software. Please refer to the local ISP.

1.2 System Requirements

iOS 3.2 or higher version, including iPad1, iPad2 and New iPad series products.

1.3 Conventions

In order to simplify the description, we define the “iVMS-4500 (V3.0) mobile client software” as “software” and “DVR, NVR, DVS, IP camera, IP speed dome” as “device” in the following chapters.
Chapter 2 Installing and Uninstalling the Software

2.1 Installing the Software

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

2.2 Uninstalling the Software

Click and hold the icon in the program list until it changes to . Click to uninstall the mobile client software.
Chapter 3 Running the Software

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

3.1 Interfaces Introduction

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

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3.2 Password Protection

If you set password protection, then only the user that has the password can access the software.

**Task 1: Enable Password Protection**

**Steps:**

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

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

3. In the dialog box, enter the password for the software and click  to save the settings.
Next time, if you want to run the software, you need to enter the password to log in first.

Task 2: Modify the Password

Click [Modify Password] and enter corresponding information to modify the password.

Task 3: Disable Password Protection

Steps:
1. Slide the [ON] to [OFF] in Password Protection item to disable password protection.
2. In the pop-up dialog box, enter the password to confirm the settings.
Chapter 4 Device Management

4.1 Adding a Device

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

Steps:

1. Click \( \text{ } \) and select \( \text{ } \) to enter the Device Management interface.

2. Click \( \text{ } \) to add a new device.
3. Edit the device name in the Alias field.
4. Click the **Register Mode** item to select the register mode of the device to hkDDNS, IP/Domain, or IP Server, and configure the corresponding settings.
   - **hkDDNS:** When the device is registered on the hkDDNS server, you need to enter the hkDDNS server address and the device domain name registered on the server.
   - **IP/Domain:** You can access the device through fixed IP address or domain name. You need to edit the IP address or domain address and the port of the device.
   - **IP Server:** You can access the device through IP Server. You need to set the IP Server address and device identifier which is device name or device serial No..

5. Enter the login user name and password of the device to be added.

6. Click **Save** to confirm the settings.

**Notes:**
1) If the device is successfully added, the software can obtain the camera information of the device.
2) Up to 100 devices can be added.
new device will be displayed in the Device Management interface.

4.2 Modifying a Device

**Steps:**
1. In the Device Management interface, select a device and click the device item to view its parameters.
2. Click **Edit** and then modify the parameters of the device according to actual needs.

3. Click **Save** to save the modification.
4. Click \(\text{Devices} \) to return to the Device Management interface.

4.3 Deleting a Device

In the Device Management interface, select a device and slide the item from right to left to access the \(\text{Delete} \) button. Click \(\text{Delete} \) to delete the selected device.
Chapter 5 Live View

After the device is successfully added, you can view live video from the devices and control PTZ movement as well. **Note:** The PTZ control should be supported by the added device.

Click 🎥 to enter the Live View interface and the screen will be displayed in 1-division mode by default.

![Live View Interface](image)

**Description of Live View Icons:**

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<td>🎥</td>
<td>Hide/Show the device nodes</td>
<td>📸</td>
<td>Capture picture of the selected live view window</td>
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<td>🎤</td>
<td>Start/stop two-way audio</td>
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<td>Set image quality to Clear, Balanced or Fluent</td>
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<tr>
<td>🌟</td>
<td>Set favorite cameras and views</td>
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<td>🍀</td>
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**Start Live View**
Click the device node to list all the cameras under it. Drag the camera node to the window for live viewing. Alternatively, you can drag the device node to the window for viewing all the cameras of the device.

**Note:** Up to 16 cameras can be live viewed at the same time. If you drag a device node that contains more than 16 cameras for live view, then the live videos of first 16 cameras will be played.

**Image Quality**

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

**Window Division**

When all the current windows are in live view, you can drag a more camera node to the live view window until the window division mode switches and then drag it to the free window for live view.

**Note:** The software supports 1 / 4 / 6 / 9 / 16-division mode.

You can drag and move the window to adjust the window sequence. Double-click the live view window to display the camera in 1-division mode and double-click again to restore.
Stop Live View

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

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

Then drag the window to the 📐 until it changes to 🎥 and then release the window.

In this way, you can stop the specified live video.

Configure My Cameras and Views

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

Task 1: My Cameras

Select a window that is under live view. Click 🌟 and select 🎥 to add the camera to My Cameras.

The successfully added camera will be listed under My Cameras node in the device nodes area. In this way, you can easily view the camera by dragging it from My Cameras node to the window area.
Task 2: My Views
You can add the current view information to My Views.

Steps:

1. Click and select  

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

3. Click to confirm the settings.

After that, you can see the view listed under My Views node in the device nodes area. You can drag it to the window area to easily access the common view.
Capture

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

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

PTZ Control

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

*Note:* The PTZ control should be supported by the added device.
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<tr>
<td><img src="image" alt="Zoom+" /></td>
<td>Zoom+</td>
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<td>Zoom-</td>
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<tr>
<td><img src="image" alt="Focus+" /></td>
<td>Focus+</td>
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<td><img src="image" alt="Iris+" /></td>
<td>Iris+</td>
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<tr>
<td><img src="image" alt="PTZ Control" /></td>
<td>Click the button to control PTZ movements or start auto-scan.</td>
<td><img src="image" alt="PTZ Step" /></td>
<td>PTZ steps for adjusting the pan/tilt movement speed.</td>
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After completion of PTZ control, click ![PTZ Hide](image) or slide the PTZ panel to the right side to hide the PTZ control panel.

**Full Screen Live View**

During live view, you can click ![Full Screen](image) to enter the full-screen mode.
### Description of Icon

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<tr>
<td><img src="image" alt="PTZ control icon" /></td>
<td>PTZ control. Slide the button to control PTZ movements.</td>
<td><img src="image" alt="Capture icon" /></td>
<td>Capture picture of the selected live view window</td>
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<td><img src="image" alt="Stop all live view icon" /></td>
<td>Stop all the live view</td>
<td><img src="image" alt="Set image quality icon" /></td>
<td>Set image quality</td>
</tr>
<tr>
<td><img src="image" alt="Start two-way audio icon" /></td>
<td>Start two-way audio</td>
<td><img src="image" alt="Restore icon" /></td>
<td>Restore</td>
</tr>
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</table>
Chapter 6 Playback

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

Start Playback

Steps:

1. Click ✰ to enter the Remote Playback interface.

2. Set the start time and end time in the From and To text filed to define the search condition.

3. Drag the device node or camera node to the display window for playback.

Notes:

1) You can view the playback of up to 4 windows at the same time.

2) Only the camera with record during that period can be played back successfully.
4. In 4-window mode, you can drag and move the window to adjust the window sequence. Double-click the playback window to display the camera in 1-division mode and double-click again to restore.

5. You can slide the time line bar to adjust the playback time of the selected window.

6. You can also click \(\text{Pause}\) to pause the playback of the selected window.

Stop Playback

There are two ways available for stopping the playback.

You can click \(\text{Stop all playbacks}\) to stop playback of all the windows.

Or you can click and hold the playback window, the \(\text{Stop all playbacks}\) will display in the top of the software. Then drag the window to the \(\text{Stop all playbacks}\) until it changes to \(\text{Stop all playbacks}\) and then release the window. In this way, you can stop the specified playback window.
Capture

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

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

**Full Screen Playback**

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

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Chapter 7 Favorites

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

**My Cameras**: You can collect the commonly used cameras.

**My Views**: You can collect the commonly used views.

*Note*: For adding cameras or views to the favorites in live view mode, please refer to *Configure My Cameras and Views* in *Chapter 5*.

Click and select to enter the Favorites interface.

**Task 1: My Cameras**

**Steps:**

1. Click **My Cameras** to enter My Cameras interface. All the cameras of the added devices will be listed.
2. The cameras that have been added to My Cameras will be marked with 🌟.
3. Click 🌟 to add the camera to My Cameras. Or click 🌟 to remove the camera from My Cameras.
4. You can click Favorites to return to the Favorites interface.

**Task 2: My Views**

**Steps:**
1. Click **My Views** to enter My Views interface. You can see all the added views.
2. You can click to delete the view as desired.

3. For adding views to My Views, please refer to **Configure My Cameras and Views** in *Chapter 5*.

4. You can click to return to the Favorites interface.

   **Note:** Up to 32 views can be added to My Views.

All the successfully added cameras and views will also be listed under My Cameras node and My Views node in the device nodes area in the Live View interface.
Chapter 8 Others

Update the Software

When there is a new version available in the App store, the software will prompt you to update the software. You can confirm to update the software immediately. Or you can cancel it and perform the following steps to update the software next time as desired.

Steps:

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

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

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

Help

Steps:

1. Click and select to enter the Help interface. You can view the version information and the quick operation guide of the software.
2. Click **Guide** to view the main features of the software.
Chapter 9 Troubleshooting

- **What kinds of devices are compatible with iVMS-4500 (iPad) mobile client software?**
The devices which adopt H.264, MPEG4 or MJPEG video compression are compatible with this software.

- **Why does the mobile client software prompt ‘login failed’ when access to the device via Wi-Fi?**
  Please check whether the Wi-Fi parameters are configured properly in your iPad.

- **After starting viewing the live video, why does the responding of the mobile device becomes very slow and the video is easy to get stuck?**
  This problem may due that the lower performance of your iPad, please try to view less cameras at the same time, or decrease the frame rate and resolution, you may refer to the following parameter settings.