iVMS-4200 Mobile Surveillance

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.

Contents

Chapter 1 Introduction and Overview

iVMS-4200 Mobile Surveillance Client Software is a versatile security management software for the mobile device (e.g. mobile video recorder).

The software provides multiple functionalities, including real-time live view, remote search and playback, file backup, alarm receiving, etc., for the connected devices to meet the needs of monitoring task. With the flexible distributed structure and easy-to-use operations, the client software is widely applied to the surveillance projects of medium or small scale.

This user manual describes the functions, configurations and operation steps of the client software. To ensure the proprietress of usage and stability of the software, refer to the contents below and read the manual carefully before installation and operation.

Chapter 2 Running Environment

The followings are the recommended running environment for installing the client software.

Operating System

Microsoft Windows 7/Windows 10 (32-bit or 64-bit)

CPU

Intel Pentium IV 3.0 GHz or Above

Memory

2 GB or Above

Video Card

RADEON X700 Series or Above

GPU

256 MB or Above

Chapter 3 User Registration and Login

You should register a super user and then you can login the client with the super user account as administrator.

3.1 Register a User

For the first time using the client software, you should to register a super user for login.

Perform the following steps to register a super user for login.

Steps
1. After installing the client, double click to run the software.
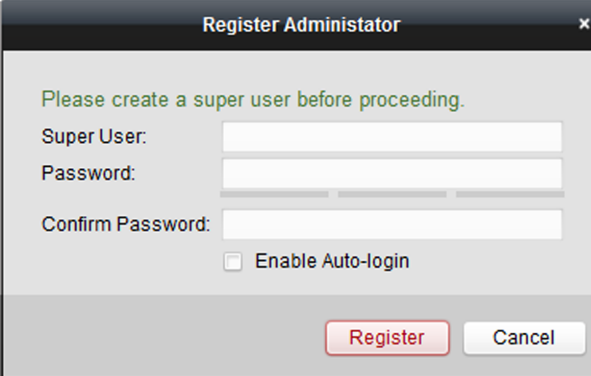
Figure 3-1 Register a User

2. Create a user name and password for the super user.

🛈 Note

- A user name cannot contain any of the following characters: / \ : * ? " < > |. And the length of the password cannot be less than 6 characters.
- The software will judge password strength automatically. For your privacy, we strongly recommend changing the password to something of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

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3. Confirm the password.
4. **Optional:** Check the **Enable Auto-login** checkbox to log into the software automatically.
5. Click **Register** to register the super user.

   You can log into the software as super user.

What to do next
Log into the client. Refer to *Login* for details.

3.2 Login

You can log in to the client software to perform the operations, such as live view, playback, and so on.

Perform this task if you want to log in to the client software.

Steps
1. Run the client software to open Login window.
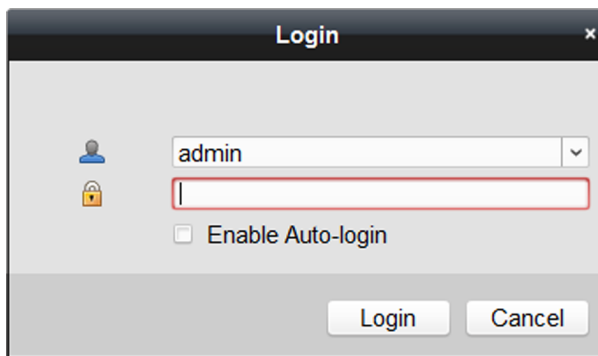
Figure 3-2 Login

2. Input the user name and password you registered.
3. **Optional:** Check **Enable Auto-login** to log in to the software automatically for next running.
4. Click **Login** .

After logging in to the client software, you can open the video wizard to guide you to add the device and do other settings and operations.

Chapter 4 Resource Management

You can manage devices on the client, including adding, editing, and deleting the devices. You can also perform operations such as checking devices' QR codes.

4.1 Add Device by EHome Account

You can add mobile device which has been registered to client software for further operations, such as locating the device, tracking the device in real time.

Before You Start
Before you can add the mobile device to the client software, you should set the following parameters on the mobile device to register it to the client software:
- Enable the platform access
- Set the platform access mode as EHome
- Set the address and port of iVMS-4200 Mobile Surveillance Client Software on the mobile device
- Set a unique Device ID for the mobile device which will be used when adding it to the client

Note
- The address of iVMS-4200 Mobile Surveillance Client Software refers to the address of the PC that installs iVMS-4200 Mobile Surveillance Client Software, and port of iVMS-4200 Mobile Surveillance Client Software refers to the Registration Management Server Port of iVMS-4200 Mobile Surveillance Client Software (refer to **Set General Parameters** to check the Registration Management Server Port).
- For details about setting the EHome parameters on the mobile device, refer to the use manual of the mobile device.
- After the mobile device is add to the iVMS-4200 Mobile Surveillance Client Software, the Register Status on the mobile device changes to Online.

Perform this task if you need to add the mobile devices.

Steps
1. Enter the Device Management module.
2. Click **Device** tab.
3. Click **Add** to open the Add window.
4. Input the required information.

   Account

   The Device ID you defined on the mobile device for registering it to the client software.

5. **Optional:** Check **Export to Group** to create a group by the device name.
6. **Optional:** Click **Browse** to upload a picture of the vehicle that installs the mobile device.
7. Click **Add** to add the device.

Result

After the device is added, the Net Status changes to 🌐 . You can refresh the device status to get the latest online status.

4.2 Check Device's QR Code

The client can generate the QR code of the added devices. You can add the device to your mobile client software by using the mobile client software to scan the QR code. For adding the devices to your mobile client software, refer to the user manual of the mobile client software.

Perform this task when you need to check device's QR code.

Steps
1. Click **Device Management → Device** to display the device list.
2. View a single device's QR code.
   - Double-click a device in the device list or select a device and click **Modify**to show the device information and QR code.
   - Select a device and click **QR Code** to open the QR code window.
3. **Optional:** Hold **Ctrl** key and select multiple devices, and click **QR Code** to pop up the QR code window of multiple devices.

What to do next
Add the device to your mobile client software by using the mobile client software to scan the QR code. For adding the devices to your mobile client software, refer to the user manual of the mobile client software.

4.3 Upgrade Device Firmware Version

When there is a new firmware version for the added device, you can upgrade the firmware version via the client.

Perform this task when you need to upgrade the added device's firmware version.

Steps
1. Enter the Device Management module.
2. Click **Device** tab.
3. Click **Upgrade** to pop up Upgrade window.
4. Set the server IP address.

> 📖**Note**
>
> Generally, the server IP address is the same with PC which installed the client.

5. Set the server port.
6. Click **Test** to test whether the port is already used.
7. Click 🔲 and set the saving path and file name for the upgrading file.

Note

The upgrading file is downloaded from the HTTP server.

8. Click **Start** to start upgrading the device firmware.

   The upgrade progress will show.

9. **Optional:** Click **Stop** to stop upgrading.

Note

The upgrading operation contains two parts: download upgrading file and write upgrading file to flash. When writing upgrading file to flash, you cannot stop upgrading.

4.4 Control Alarm Output

Enter a short description of your concept here (optional).

This is the start of your concept.

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Chapter 5 Group Management

The resources added should be organized into groups for convenient management, such as encoding channels, alarm inputs, zones, and access control points. You can get the live view, play back the video files, and do some other operations of the device through the group.

5.1 Add Group

You can add group to organize the added device for convenient management.

Perform this task if you need to add group for managing device.

Steps
1. Click **Device Management → Group** to enter the group management page.
2. Click 🗂 to open the Add Group dialog.
3. Set the group name.
   - Create a group name as you want in the **Group Name** field.
   - Check **Create Group by Device Name** to create the new group by the name of the selected device.
4. Click **OK** to add the new group to the group list.

5.2 Import Resources to Group

You can import the device resources (such as encoding channels, alarm input, etc.) to the added group in a batch for management.

Before You Start
Add a group for managing devices. Refer to *Add Group* .

Perform this task when you need to import the device resources to group. Here we take importing the device's encoding channels to group as an example.

Steps

ⓘ **Note**

Up to 256 encoding channels can be added to one group.

1. Click **Device Management → Group** to enter the group management page.
2. Click **Import**.
3. Click **Encoding Channel** tab to enter Import Encoding Channel page.
4. Select the thumbnails/names of the cameras in the thumbnail/list view.

8

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[i]**Note**

You can click ▦ or ▤ to switch the camera display mode to thumbnail view or to list view.

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5. Select a group from the group list.

---

[i]**Note**

You can click ⊕ to add a new group if there is no required group in the list.

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6. Import encoding channels to group.
   - Click **Import** to import the selected encoding channels to the selected group.
   - Click **Import All** to import all the encoding channels to the selected group.
   - Click 🗂 to create a new group named as device name and directly import the corresponding encoding channels to group.

5.3 Edit Channel Parameters

After importing the channels to the group, you can edit the channel's parameters. For encoding channel, you can edit the channel name, stream type, protocol type, etc. For alarm input, zone, and access control points, you can edit the channel name.

Before You Start
Import the channels to group. Refer to ***Import Resources to Group*** .

Perform this task when you need to edit the imported channel's parameters. Here we take editing the encoding channel's parameters as an example.

Steps
1. Click **Device Management → Group** to enter the group management page.
2. Click **Encoding Channel** in the group.
3. Open the Modify Camera dialog.
   - Double-click the encoding channel.
   - Select the encoding channel and click **Modify**.
4. Edit the camera information.

   Video Stream

   Select the stream for the live view of the camera: **Main Stream**, **Sub-stream**, **Third Stream**, and **Virtual Stream**.

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[i]**Note**

The video stream settings will take effect after you reopen the live view of the camera.

   Rotate

   Select the rotate type for the live view or playback of the camera.

   Protocol Type

Select the transmission protocol for the camera.

ⓘ**Note**

The protocol type settings will take effect after you reopen the live view of the camera.

5. Click **OK**.

5.4 Remove Channel from Group

You can remove the added channels from the group.

Perform the following steps to remove the added channels from the group. Here we take encoding channel as an example.

Steps
1. Click **Device Management → Group** to enter the group management page.

All the added groups are displayed on the left.
2. Click **Encoding Channel** in the group.

The encoding channels imported to the group will display.
3. Select the encoding channel and click **Delete** to remove the camera from the group.
4. **Optional:** Remove all the encoding channels from the group.
   1) Click **Import**.

   All the groups and the encoding channels in the groups will display.
   2) Move the mouse to the group.
   3) Click ✖ near the group name to remove all the cameras from the group.

5.5 Delete Group

You can delete the group if needed.

Perform the following steps to delete the group.

Steps
1. Click **Device Management → Group** to enter the group management page.
2. Delete the group.
   - Select the group and click 🗑 .
   - Move the mouse to the group and click ✖ .

The selected group and the resource in it will be deleted.

Chapter 6 GIS Map

After you add the mobile devices (such as video recorder, body camera, and portable speed dome) to the client, you can locate the devices on the GIS map to view the device's real-time or history geographical locations.

6.1 Set GIS Map

You can set the GIS map URL and key to display the GIS map on GIS Map module properly so that you can perform operations on the GIS map (e.g., locate mobile device, show vehicle's driving pattern).

Before You Start
The Google map is supported currently. Apply for the GIS map key from Google for using the Google map.

Perform this task for setting GIS map URL and key, and choosing the unit of distance for GIS map.

Steps
1. Open the System Configuration page.
2. Click **GIS Map** tab to enter the GIS Map Settings interface.
3. Configure the GIS map parameters.

   GIS Map URL

   Input the address of the Google map.

   GIS Map Key

   Input the key provided by Google for showing the Google map.

4. Click **Save**.

6.2 Locate Mobile Device on Map

The added mobile device (e.g. mobile video recorder) that supports GPS function can be accurately located on the GIS map. You can perform real-time tracking, live view, pattern playback, two-way audio, and message sending for the device.

Perform the following task if you want to locate mobile device on map.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. On the device panel on the left, click the device field to select the device.
3. Click to locate the selected device.

   The location name, latitude and longitude, moving speed, and latest location time will show on the vehicle picture which is uploaded when adding mobile device.
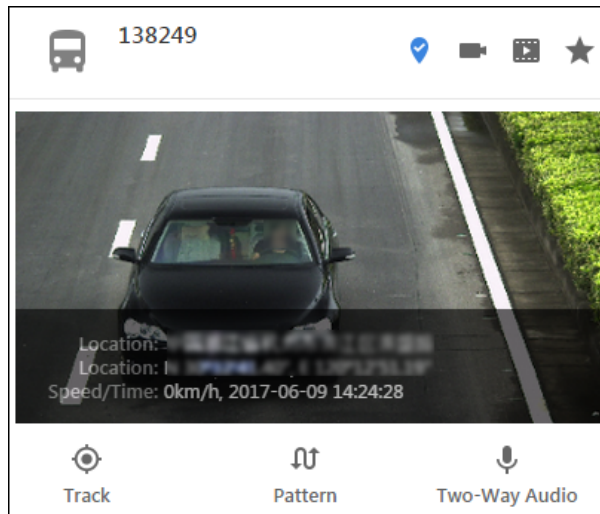
Figure 6-1 Location Information

4. **Optional:** Perform the following operation(s) after locating the device.

Live view	Click ▬◼ to start live view of the device. For details, refer to *Live View* .
Playback	Click ▣ to start playback of the device. For details, refer to *Remote Playback* .
Add to favorites	Click ★ to add the device to favorites. For managing the devices in favorites, refer to *Manage Favorites* .

5. Click the bottom of the device list panel to display locating details of the located mobile device(s).
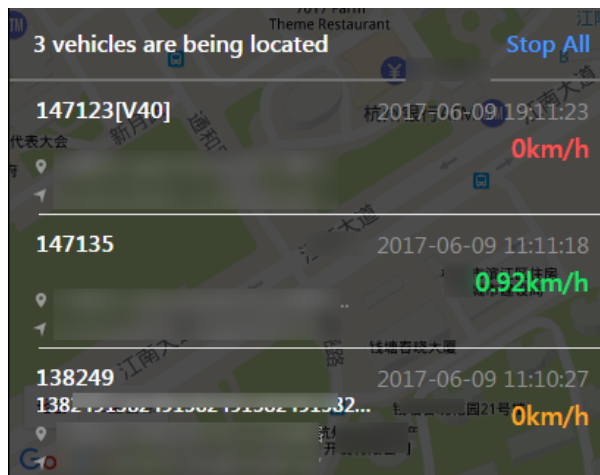

Figure 6-2 Locating Details

☐**Note**

- If speed is shown in green, it means the device is moving.
- If speed is shown in orange, it means the device is stopped.

- If speed is shown in red, it means the device is in alarm.
- If speed is shown in gray, it means the device is offline.

6. Click the device to view its location and direction on map. You can perform further operations such as real-time tracking, pattern playback, and two-way audio.
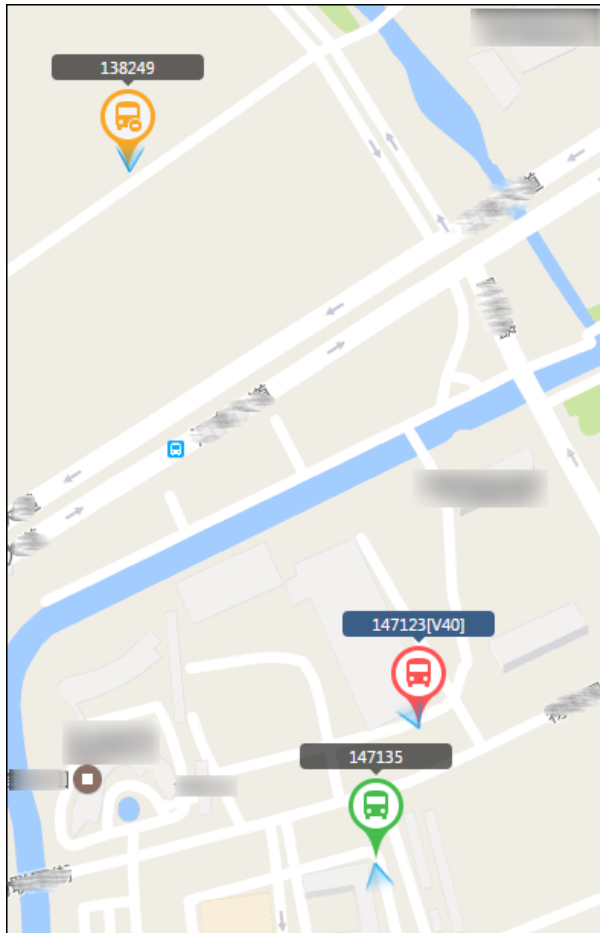
Figure 6-3 Locating the Device on Map

$\boxed{\mathbf{i}}$**Note**

- If the device is shown as ⊚ on map, it means the device is moving.
- If the device is shown as ⊚ on map, it means the device is stopped.
- If the device is shown as ⊚ on map, it means the device is in alarm.
- If the device is shown as ⊚ on map, it means the device is offline.

7. **Optional:** Stop locating.
   - Click ⊡ to stop location of the selected device.
   - Click **Stop All** to stop locating all the devices.

6.3 Track Vehicles in Real Time

The vehicle that installs the mobile devices (such as video recorder, body camera, and portable speed dome) can be tracked in real time, and its driving pattern and direction will show on the map.

Perform this task if you want to track the vehicle and view its real-time driving pattern.

Steps

ℹ️**Note**

Up to five vehicles are supported to be tracked on map in real time simultaneously.

1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. On the device panel on the left, click the device field to select the device.
3. Click **Track** to start locating and tracking the device.
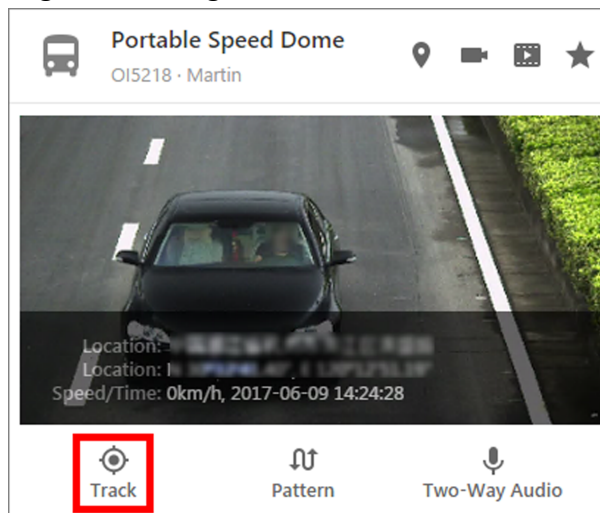
Figure 6-4 Device Details Page

After starting tracking, the vehicle's driving pattern will show on the map in real time. The arrow indicates the moving direction of the vehicle.

Figure 6-5 Vehicle Driving Pattern and Direction

4. **Optional:** To stop real-time tracking, click **Cancel Tracking** in the device details window.

6.4 View Mobile Device's Live Video

You can view the live video of the added mobile device, and perform further operations such as auto-switch, instant playback, etc.

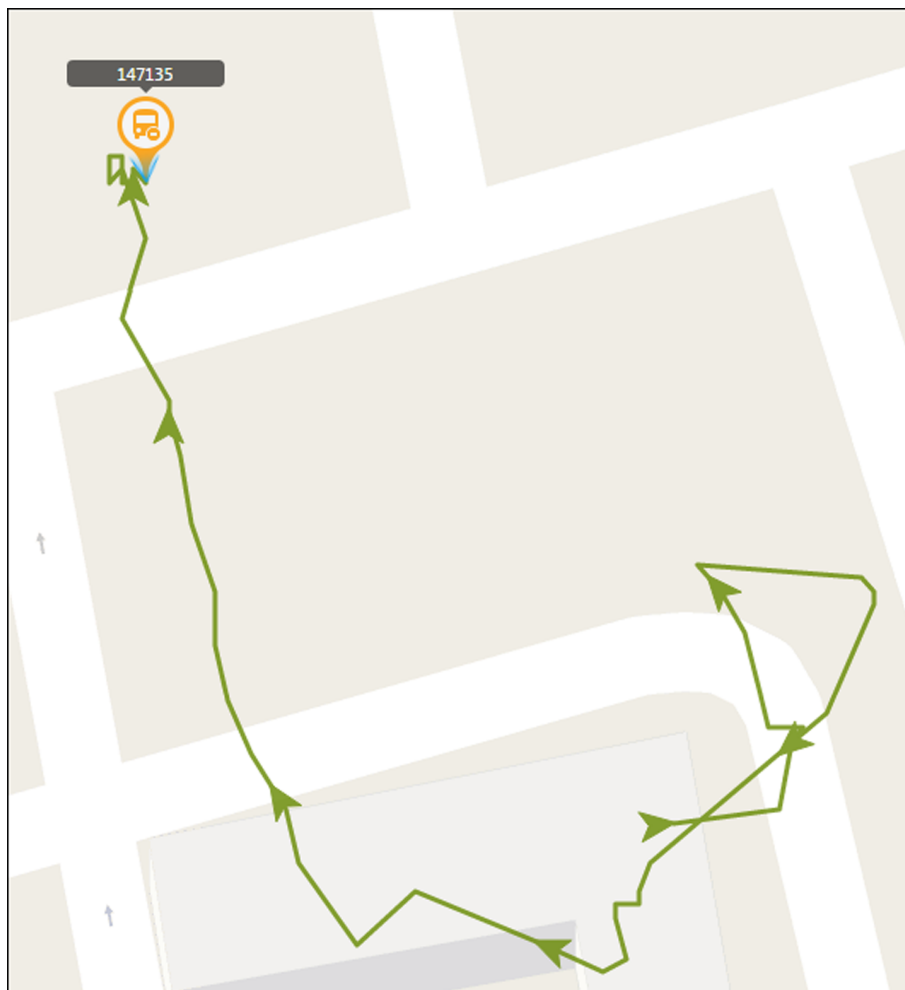Perform this task if you want to view the live video of the mobile device.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. On the device panel on the left, click the device field to select the device.
3. Click ▇ .
4. Select the camera(s) to start live view.
5. Click **OK**.

$\boxed{\text{i}}$**Note**

- You can also click the device to expand its camera list and click ▣ after the camera to start its live view.
- For other operations in live view, refer to **Live View** .

The live view page will display and it will start the live view of the selected camera(s) automatically.

6.5 Play Vehicle's History Driving Pattern

You can search and view the history driving pattern of the vehicle that installs the mobile device during the specified time period. If the vehicle is overspeed, the pattern will be highlighted in red.

Perform this task if you need to play the vehicle's history driving pattern during the specified time period.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. On the device panel on the left, click the device field to select the device.
3. Click **Pattern** to enter the Pattern Playback page.
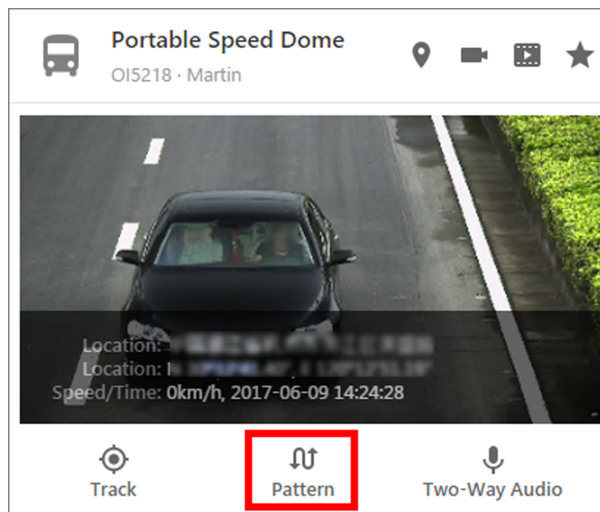
Figure 6-6 Device Details Page

4. Set the start time and end time to specify the time range.
5. Click **Start Playback** to search the vehicle's history driving pattern.

    The driving route during the time range will show on the map.

6. **Optional:** Click 🔧 on the tool bar to open the Settings dialog.

    Max. Speed Limit

    Set the maximum speed of the vehicle. When the vehicle is overspeed, the pattern will turn red on the map.

Display Vehicle Information

Show the device name, moving speed, location, and direction on the toolbar.

7. Click ▶ to start playing back the history driving pattern.

Figure 6-7 Pattern Playback

- The speed, location and direction of the vehicle will display on the playback toolbar.
- The route in color ▭ indicates the route is not played back yet.
- The route in color ▭ indicates that the vehicle has already been passed this route during playback.
- The route in color ▭ indicates that the vehicle is overspeed when driving.
- The point ⊙ on the route is the start point during the set time period for playback.
- The point ⊙ on the route is the end point during the set time period for playback.

8. Optional: Drag the bar ▮ on the time line to play back the route of specified time.

9. Optional: Click **Stop Playback** to stop playing the driving pattern.

6.6 View Mobile Device's Recorded Video

The video files recorded by the mobile device are stored in the HDDs, SD/SDHC cards of the mobile device. You can view these recorded video files via the client.

Perform this task if you want to view the video files recorded by the mobile device.

Steps

1. Click **GIS Map** on the control panel to enter the GIS Map module.

2. On the device panel on the left, click the device field to select the device.

3. Click ▦ .

4. Select the camera(s) to start playback.

5. Click **OK**.

$\boxed{\mathbf{i}}$**Note**

- You can also click the device to expand its camera list and click 🎬 after the camera to start its playback.
- For other operations in playback, refer to **Remote Playback** .

The Playback page will display and it will search the recorded video files of the selected camera(s) on the current day automatically.

6.7 Search Mobile Devices on Map

After the mobile devices are being located on the map, you can draw an area on the map to quickly locate all the mobile devices in the drawn area. You can perform further operations to the search results, such as real-time tracking, pattern playback, two-way audio, sending message to the device, live view, playback, etc.

Before You Start

You should locate the device you want to search first. For details, refer to **Locate Mobile Device on Map** .

Perform this task when you need to search the mobile devices on the GIS map.

Steps

1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. Click 📍 to open the Search on Map panel.
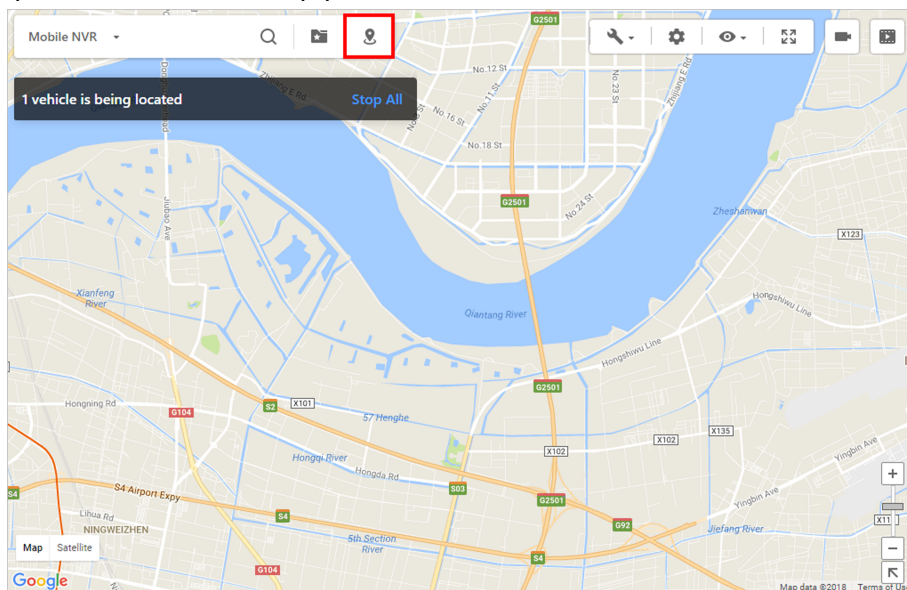
Figure 6-8 Search on Map Icon

3. Select a shape and click on the map to start drawing on the map.
4. Right-click on the map to finish drawing.
5. Click **Search** to search the mobile devices located in the drawn region.

All the devices located in the drawn region will display in the list.
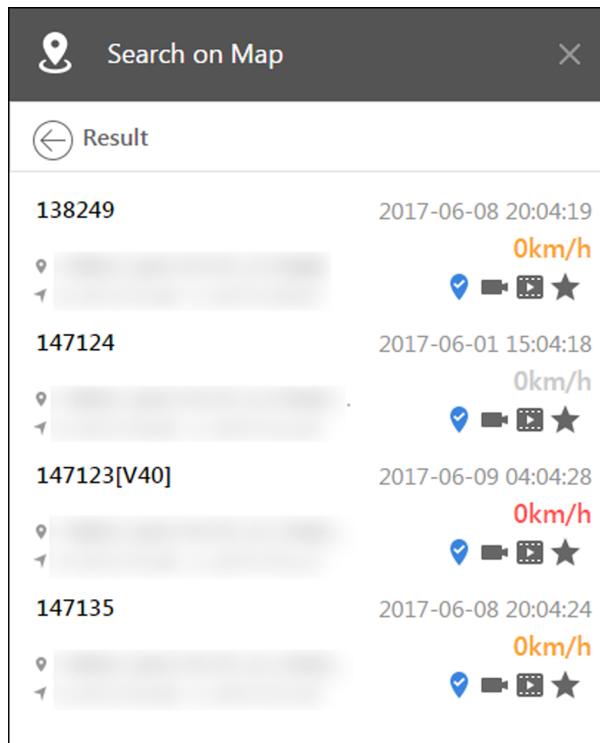
Figure 6-9 Search Mobile Device on Map

6. **Optional:** Click the devices for further operations, such as real-time tracking, pattern playback, live view, playback, etc.

6.8 Measure Distance

The client software provides distance measurement function. It can calculate the exact length of a path, running route, fence, border, or the perimeter of any object that appears on the GIS map. The client will then display a measurement of the length in miles and kilometers.

Perform this task if you want to measure the distance on the GIS map.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. Click → **Measure Distance** to enter the measuring distance mode.
3. Click on the map to set the starting point of the route, followed by all the subsequent points you want to measure.
4. Right-click to finish drawing.

   The distance of the drawn lines of the route will be displayed on the map automatically.
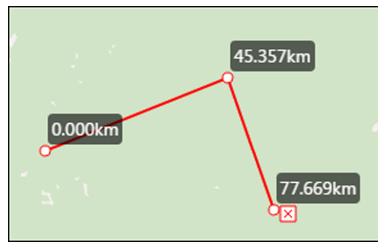
Figure 6-10 Measure Distance

5. **Optional:** Click ⊠ to cancel the distance measurement.

6.9 Manage Favorites

You can add the mobile devices to Favorites so that you can access the devices conveniently.

ⓘNote
For how to add the devices to the Favorites, refer to ***Locate Mobile Device on Map*** .

6.9.1 Add a Folder

You can add a new folder in Favorites first for managing the devices.

Perform this task if you want to add a folder to manage the devices in favorites.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. Click ⭐ to open the Favorites Management page.
3. Click ╋ to pop up the following window.

Figure 6-11 Add a Folder

4. Create a name for the folder.
5. Click **OK** to add the folder.
6. After adding a folder, you can do one or more of the followings:

Edit Folder Name	Move the mouse to the folder and click ✏ .
Delete Folder	Move the mouse to the folder and click ✕ .

Note

If the folder is deleted, all the devices added to this folder will be removed from the folder as well.

Delete All Folders

Click **Clear All** to delete all the added folders.

Note

If the folder is deleted, all the devices added to this folder will be removed from the folder as well.

6.9.2 Manage Devices in Favorites

After adding the devices to the Favorites, you can access them conveniently in Favorites.

Perform this task if you need to manage the devices added to the Favorites.

Steps
1. Click **GIS Map** on the control panel to enter the GIS Map module.
2. Click ⭐ to open the Favorites Management page.
3. Click the folder to display the devices or cameras added to this folder.
4. **Optional:** Click **Locate All** to locate all the devices added to this folder on the map.
5. Click the device to view its cameras and perform further operations.
6. **Optional:** Remove the device from Favorites.
   - Click ✕ after the device to remove it from the Favorites.
   - Click ▼ after the folder name and click **Remove All Vehicles** to remove all the devices from the Favorites.
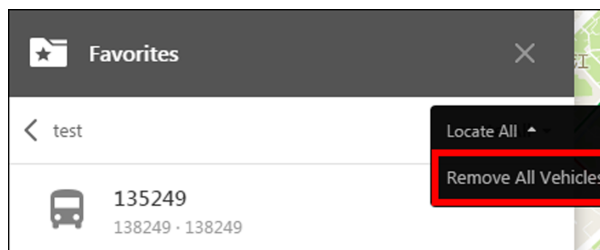
Figure 6-12 Remove All Vehicles from Favorites

6.10 More Functions on GIS Map

There are some more functions supported on GIS Map, such as two-way audio, opening VSPlayer, displaying pattern on map, etc.

Two-Way Audio

Two-way audio function enables the voice talk with the mobile device. You can get the real-time audio from the device.

On the device panel, click the mobile device to show the device information area. Click **Two-Way Audio** to start or stop two-way audio.

You can set the volume of the microphone or speaker.

Opening VSPlayer

Click 🔧 and select **Open VSPlayer** to open the VSPlayer to play the video files. For detailed operations, refer to User Manual of VSPlayer.

Configuring System Parameters

Click ⚙ to configure the setttings for the client, such as general parameters, live view and playback parameters, image parameters, file saving paths, live view and playback toolbar settings, email settings, and GIS map information.

Displaying Pattern on Map

Click 👁 and check the checkbox to show driving pattern of the vehicle on the map. If you set to show pattern on the map, you can click the vehicle icon to view its pattern.

Chapter 7 Live View

For the surveillance task, you can view the live video of the added network cameras on the Live View page. And some basic operations are supported, including picture capturing, manual recording, PTZ control, etc.

The following icons show different statuses of the camera.

![icon]	The camera is online and works properly.
![icon]	The camera is in live view.
![icon]	The camera is in recording status.
![icon]	The camera is offline.
![icon]	Event (e.g., motion detection) is detected for the camera. The group icon will turn to ![icon] .

7.1 Start and Stop Live View

You can start the live view of one camera or all cameras in a group. You can also start the live view in default or custom view mode.

7.1.1 Start Live View for One Camera

You can start the live view of only one camera.

Perform this task when you need to start the live view of one camera.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ![icon] to open the Live View window.
3. **Optional:** Click ![icon] in live view toolbar to select the window division mode for live view.
4. Start the live view of one camera.
   - Drag a camera in the group from camera list to a display window to start the live view.
   - Double-click the camera name after selecting a display window to start the live view.
5. **Optional:** Drag the video of the camera in live view to another window to change the display window for live view.
6. **Optional:** Right-click on the camera name in the camera list to switch the stream type according to actual needs.

7.1.2 Start Live View for Camera Group

You can start the live view for all cameras in one group synchronously.

Before You Start

A camera group is required to be defined for live view.

Perform this task when you need to start live view for cameras in a group.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▬ to open the Live View window.
3. Start the live view of all cameras in a group.
   - Drag a camera group from camera list to the display window to start the live view.
   - Double-click the group name to start the live view.

   ⓘ**Note**

   The display window number is self-adaptive to the camera number of the group.

4. **Optional:** Right-click on the group name in the camera list to switch the stream type for the cameras in the group.

7.1.3 Start Live View in Default View Mode

The video of the added cameras can display in different view modes. Four frequently-used default view modes are selectable: 1-Window, 4-Windows, 9-Windows, and 16-Windows.

Perform this task when you need to start live view in default view mode.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▬ to open the Live View window.
3. Click ✚ to expand the default view list in the View panel.
4. Click one default view to start live view.

   The live videos of the added cameras are played in a sequence in the selected view.

5. **Optional:** Perform the following operation(s) after starting live view in default mode.

Start Instant Playback	Move the cursor over the view and click ◀ to start the instant playback of the cameras in the view, see ***Instant Playback*** for details.
Start Auto-Switch	Move the cursor over the view and click ↻ to automatically switch the cameras in the view. See details in ***Auto-Switch in Live View*** .

7.1.4 Add Custom View

A view is a window division with cameras configured to each window. You can add a custom view to save the window division and the correspondence between cameras and windows as favorite to quickly access the related cameras later. For example, you can link camera 1, camera 2, and camera 3 located in your office to display windows and save them as a view called office.

Perform this task when you need to add a custom view for live view.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▬ to open the Live View window.
3. Click ✚ in the View panel to create a new view.
4. Input a name for the view as desired.
5. Click **Add** to add the view.
6. **Optional:** Click ▦ in the live view toolbar to set window division mode for the new view.

   ℹNote
   By default, the new view is in 4-window division.

7. Drag the cameras to the corresponding windows or double-click the cameras or group to the display window to start the live view.
8. Save the view settings.
   - Click ▦ to directly save the view.
   - Click ▦ to save the view as another custom view.
9. **Optional:** Perform the following operations after adding the custom view.

Edit View	Edit the settings of the custom view and click ✎ to save the current view as another view.
Delete View	Click ✖ to delete the view.

7.1.5 Start Live View in Custom View Mode

You can quickly access the live view of the cameras managed in the custom view.

Before You Start
Customize the view settings, see *Add Custom View* for details.

Perform this task when you need to start live view in custom view mode.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▬ to open the Live View window.
3. Click ✚ to expand the custom view list in the View panel.
4. Click a view to quickly start the live view of all the cameras related to the view.
5. **Optional:** Perform the following operation(s) after starting live view in default mode.

Start Instant Playback	Move the cursor over the view and click ![icon] to start the instant playback of the cameras in the view, see *Instant Playback* for details.
Start Auto-Switch	Move the cursor over the view and click ![icon] to automatically switch the cameras in the view. See details in *Auto-Switch in Live View* .

7.1.6 Stop Live View

After starting the live view, you can stop it according to the actual need.

Perform this task when you need to stop the live view.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ![icon] to open the Live View window.
3. Start live view of the camera(s).
4. Select one display window in live view.
5. Stop the live view.
   - Move the cursor over the display window and click ![icon] appeared at the upper-right corner to stop the live view of this display window.
   - Right-click on the display window to open right-click menu and click **Stop Live View** on the menu to stop live view.
   - Click ![icon] in live view toolbar to stop all the live view.

7.2 Auto-Switch in Live View

You can auto-switch cameras or views in live view.

When auto-switching in live view, three modes are available:

- Auto-Switch All Cameras in Default View
- Auto-Switch Cameras in a Group
- Auto-Switch Custom Views

7.2.1 Auto-Switch All Cameras in Default View

The video of all the cameras in the camera list can switch automatically in the selected default view.

Perform this task when you need to auto-switch all cameras in default view.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ![icon] to open the Live View window.
3. Click ![icon] in the toolbar and select or customize the switching interval.
4. Click a default view to start live view.

5. Click 🔄 on the selected view node.

All cameras in the camera list start auto-switching in the selected default view.

6. Optional: Perform the following operation(s) after starting auto-switching all cameras in the default view.

Pause/Resume Auto-Switch	Click ⏸ / 🔄 to pause/resume auto-switching all cameras in default view.
View Previous/Next Video	Click ⬅ / ➡ to view the live video of previous or next camera.

7.2.2 Auto-Switch Cameras in a Group

The video stream of the cameras from the same group can switch automatically in a selected display window.

Perform this task when you need to auto-switch cameras in a group.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▪ to open the Live View window.
3. Select a display window for auto-switch.
4. Click ▾ in the toolbar to select or customize the switching interval.
5. Select a group and click 🔄 on the group node.

The cameras in the selected group starts auto-switching in the display window.

6. Optional: Perform the following operation(s) after starting auto-switching cameras in a group.

Pause/Resume Auto-Switch	Click ⏸ / 🔄 to pause/resume auto-switching cameras in a group.
View Previous/Next Video	Click ⬅ / ➡ to view the live video of previous or next camera.

7.2.3 Auto-Switch Custom Views

The configured custom views can switch one by one automatically.

Before You Start
Add the custom views, see **Add Custom View** for details.

Perform this task when you need to auto-switch custom views.

Steps
1. Click **GIS Map** to enter the GIS Map module.
2. Click ▪ to open the Live View window.
3. Click ▾ in the toolbar and select the switching interval.
4. Click 🔄 on the Custom View node.

All configured custom views start auto-switching.

5. **Optional:** Perform the following operation(s) after starting auto-switching custom views.

Pause/Resume Auto-Switch	Click / to pause/resume auto-switching custom views.
View Previous/Next Video	Click / to view the live video of previous or next camera.

7.3 PTZ Control

The software provides PTZ control for cameras with pan/tilt/zoom functionality. During the PTZ control, you can also set preset.

 Note

For speed dome with auto-tracking function, enable the auto-tracking (via right-click menu) for it and click the icon on the PTZ control panel to manually track the target by clicking on the video.

7.3.1 Configure Preset

A preset is a predefined image position which contains information of pan, tilt, focus and other parameters.

Perform this task when you need to add a preset for the PTZ camera.

Steps
1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click to open the Live View page and start the live view of the PTZ camera.
3. Click to expand the PTZ Control panel.
4. Click **Preset** to enter the PTZ preset configuration panel.
5. Click the direction buttons and other buttons on the PTZ control panel to steer the camera to the desired view.
6. Select a PTZ preset number from the preset list and click to open a dialog.
7. Input the name of the preset in the dialog.
8. Click **OK**.
9. **Optional:** Perform the following operation(s) after setting the preset

Call Preset	Double-click the configured preset in the list, or select the preset and click to call the preset. You can also press the number key (e.g., *4*) on keyboard to call the preset 1 to 9, and press *[*, number keys (e.g., *124*), and *]* on keyboard to call the other preset.

 Note

The preset No. is ranging from 1 to 256.

Edit Preset	Select the configured preset from the list and click to edit it.

| Delete Preset | Select the configured preset from the list and click ✖ to delete it. |

7.4 Manually Record and Capture

During live view, you can record videos and capture pictures manually, and then view the recorded video files and captured pictures in the local PC.

7.4.1 Manually Record Video

Manual recording function allows to record the live video on the Live View page manually, and you can store the video files in the local PC.

Perform this task when you need to record videos manually.

Steps
1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click ▬ to open the Live View page and start the live view of a camera.
3. Perform one of the following operations to start manual recording.
   - Move the cursor to the display window in live view to show the toolbar and click ⊙ on the toolbar.
   - Right-click on the display window and select **Start Recording** on the right-click shortcut menu.

   The icon ⊙ turns to 🅡 .
4. Click 🅡 to stop the manual recording.

   The recorded video file is automatically saved to the local PC, and a small window with the saving path information appears in the lower-right corner of desktop.

   ⓘ**Note**

   The saving path of the recorded video files can be set on the System Configuration page. See ***Set File Saving Path*** for details.

7.4.2 View Local Videos

You can view the recorded video files stored in your local PC.

Before You Start
Record the live video.

Perform this task when you need to view the local video files.

Steps
1. Click **File → Open Video File** in the upper-left corner to open the Video Files page.

2. Select the camera to be searched from the Camera Group list.

3. Click [icon] to specify the start time and end time for the search.

4. Click **Search**.

The video files recorded between the start time and end time displays in thumbnail format on the page.

5. Optional: Perform the following operation(s) after the search.

Delete Video File	Select the video file, and click **Delete** to delete the video file.
Send Email	Select the video file, and click **Send Email** to send an email notification with the selected video file attached.

$\boxed{\mathbf{i}}$**Note**

To send an email notification, the email settings need to be configured before proceeding. For details, refer to ***Set Email Parameters*** .

Save Local Video	Select the video file, and click **Save as** to save a new copy of the video file.
Playback	Double-click the video file to start the local playback.

7.4.3 Capture Pictures

You can capture pictures during the live view.

Perform this task when you need to capture pictures during the live view.

Steps

1. Click **GIS Map** on Control Panel to enter the GIS Map module.

2. Click [icon] to open the Live View page and start the live view of a camera.

3. Perform one of the following operations to capture pictures.

- Move the cursor to the display window in live view to show the toolbar and click [icon] on the toolbar.
- Right-click the display window and click **Capture** on the right-click menu.

The captured picture is automatically saved to the local PC, and a small window with the picture preview and saving path information appears in the lower-right corner of desktop.

$\boxed{\mathbf{i}}$**Note**

The saving path of the captured pictures can be set on the System Configuration page. For details, refer to ***Set File Saving Path*** .

7.4.4 View Captured Pictures

The pictures captured in the live view are stored in the PC running the software. You can view the captured pictures if needed.

Before You Start
Capture pictures in the live view.

Perform this task when you need to view the captured pictures.

Steps
1. Click **File → Open Image File** in the upper-left corner to open the Captured Images page.
2. Select the camera to be searched from the Camera Group list.
3. Click 📅 to specify the start time and end time for the search.
4. Click **Search**.

   The pictures captured between the start time and end time display in thumbnail format on the page.

5. **Optional:** Perform the following operation(s) after the search.

Enlarge Picture	Double-click the picture thumbnail to enlarge it for a better view.
Print Picture	Select the captured picture, and click **Print** to print the selected picture.
Delete Picture	Select the captured picture, and click **Delete** to delete the selected picture.
Send Email	Select the captured picture, and click **Send Email** to send an email notification with the selected picture attached.
Save Picture	Select the captured picture, and click **Save as** to save a new copy of the selected picture.

7.5 Instant Playback

Instant playback shows a piece of the video which is remarkable, or which is unclear on the first sight. So you can play the video files instantly on the Live View page and get an immediate review if needed.

Before You Start
Record the video files and store them on the storage devices, such as the SD/SDHC cards and HDDs on the mobile DVRs, mobile NVRs, network cameras, etc.

Perform this task when you need to start the instant playback.

Steps
1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click 🎥 to open the Live View page and start the live view.
3. Perform one of the following operations to show the pre-play durations' list of instant playback.
   - Move the cursor to the display window to show the toolbar and click 🔄 .

- Right-click the display window and select **Switch to Instant Playback** on the right-click shortcut menu.
- Move the cursor to default view or custom view mode on the View panel and click .

The list with pre-play durations of 30s, 1 min, 3 min, 5 min, 8 min, and 10 min displays.

4. Select a time period from the appeared list to start the instant playback.

Example

If you select 3 min, and the current time of the live view is 09:30:00, then the instant playback will start from 09:27:00.

During the instant playback, an indicator appears in the upper-right corner of the display window.

5. **Optional:** Click again to stop the instant playback and go back for the live view.

7.6 Customize Window Division

The client software provides multiple kinds of predefined window divisions. You can also customize the window division as desired.

Perform this task when you need to customize the window division.

Steps

Note

Up to 5 window divisions can be customized.

1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click or to open the Live View page or Playback page.
3. Click on the live view or playback toolbar.
4. Select **Edit** to open the custom window division page.
5. Click **Add** to open the Add Custom Window Division dialog.
6. Set a name for the new window division as desired and click **OK**.
7. Select the window division as 3×3, 4×4, 5×5, or 6×6.

Note

For playback, up to 16 windows can be played at the same time, so the custom window division with more than 16 windows is invalid.

8. **Optional:** Drag your mouse to select the adjacent windows, and click **Joint** to joint them as a whole window.
9. Click **Save**.

What to do next
Click to go back to the Live View or Playback page.

7.7 More Functions

There are some more functions supported in the live view, including auxiliary screen preview, digital zoom, channel-zero, two-way audio, camera status, and synchronization.

Auxiliary Screen Preview

Display the live video on different auxiliary screens for the convenient preview of multiple monitoring scenes.

Note

Up to 3 auxiliary screens are supported.

Digital Zoom

Drag the mouse to draw a rectangle area in the lower-right/upper-left direction to zoom in or out the drawn area. Or use the mouse wheel to zoom in or out the view in digital zoom mode.

Two-Way Audio

Two-way audio function enables the voice talk of the camera. You can get not only the live video but also the real-time audio from the camera. If the device has multiple two-way audio channels, you can select a channel to start two-way audio.

Note

The two-way audio can be used for only one camera at one time.

Camera Status

The camera status, such as recording status, signal status, connection number, etc., can be detected and displayed for checking. The status information refreshes every 10 seconds.

Synchronization

The synchronization function provides a way to synchronize the device clock with the PC which runs the client software.

Chapter 8 Remote Playback

You can search the video files stored in the local device by camera, and then play them remotely.

🛈**Note**

You can set to play back the video files stored in the local device. For details, refer to *Set Live View and Playback Parameters* .

8.1 Normal Playback

You can search video files by camera or group for normal playback.
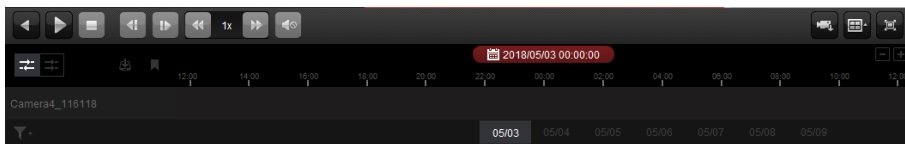
Figure 8-1 Normal Playback Toolbar

Icon	Name	Description
◀	Single Frame (Reverse)	Play the video files frame by frame (reversely). You can also scroll down the mouse wheel to play the video file frame by frame (reversely).
▦	Download for Multiple Cameras	Download video files of multiple cameras at the same time.
⬇	Download	Download the video files of the camera and store them to local PC. You can select to download by file.
📅 2018/05/03 00:00:00	Accurate Positioning	Set the accurate time point to play the video file.
05/03 05/04 05/05	Date	The day that has video files will be marked with ▣ .
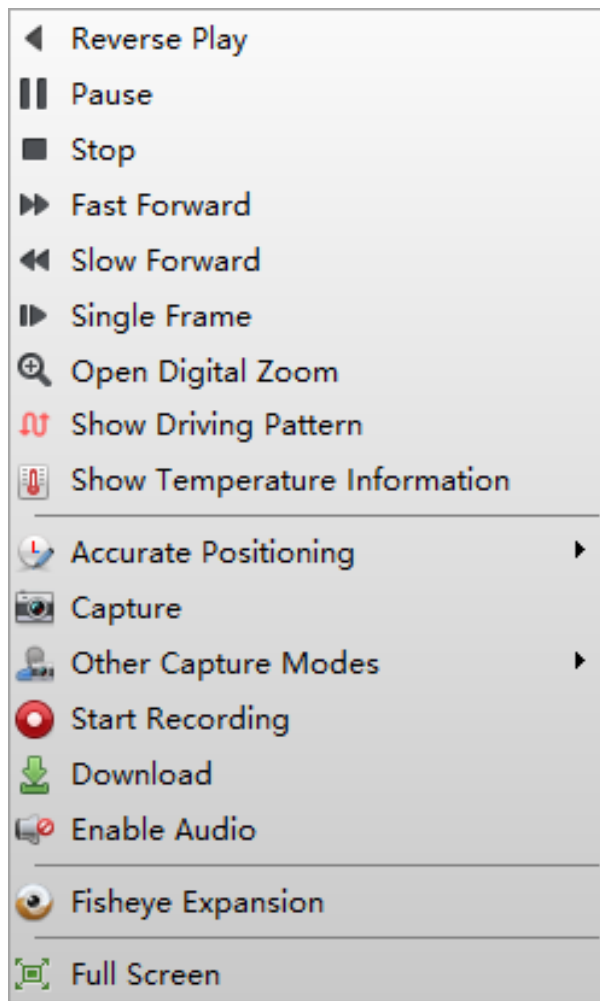
Figure 8-2 Right-Click Menu of Normal Playback Display Window

Icon	Name	Description
	Show Driving Pattern	Open the GIS map window and you can view the driving pattern of the vehicle that installs the mobile device on map.
	Other Capture Modes	**Print Captured Picture** Capture a picture and print it. **Send Email** Capture the current picture and then send an Email notification to one or more receivers. The captured picture can be attached. **Custom Capture** Capture the current picture. You can edit its name and then save it.

8.1.1 Search Video Files

You can search the video files by date for normal playback.

Perform this task if you need to search video files for normal playback.

Steps
1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click to open Playback page.
3. **Optional:** Click to set the start date and end date of searching time period.

   Note

   In the calendar, the date which has video files recorded by schedule will be marked with , and the date which has video files recorded based on event will be marked with .

4. Start the playback of camera(s) to search the video files of the selected camera(s). You can do one of the followings to start the playback.

   Note

   Up to 16 cameras can be searched simultaneously.

   - Drag the camera or group to a display window.
   - Select a display window and double-click the camera or group to start.

8.1.2 Play Video Files

After searching the video files for the normal playback, you can play the video via timeline.

Perform this task if you need to play the video files.

Steps
1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click to open Playback page.
3. Search the video files.
4. Click on the timeline to positioning the desired video segment of specified time for normal playback.

   Note

   - The timeline indicates the time duration for the video files, and the video files of different types are color coded.
   - You can use mouse wheel or click / to scale up or scale down the timeline bar.

8.2 Synchronous Playback

In synchronous playback, the video files can be played back in synchronization.

Perform this task when you need to play the video files in synchronization.

Steps

[i]**Note**

Video files from up to 16 cameras can be played back simultaneously.

1. Click **GIS Map** on Control Panel to enter the GIS Map module.
2. Click [▶] to open Playback page.
3. Start normal playback of at least two cameras.

   [i]**Note**

   Refer to *Play Video Files* for details.

4. Click [⧉] in the toolbar to enable the synchronous playback.

   The cameras under playback will start synchronous playback.

5. Click [⇄] to disable the synchronous playback.

Chapter 9 Download Video Files

During playback, you can download the video files of one camera or multiple cameras to the local PC by file or by date.

9.1 Download by File

During playback, you can download the video files of the camera to the local PC by file.

Perform the following steps to download the video files by file.

Steps

1. Enter Playback page and select a camera to start playback.

   ⓘ**Note**

   For details about starting playback, refer to **Remote Playback** .

2. Click ⊞ on the toolbar to open Video File Downloading page.

   The video files of the selected camera displays on the page.

3. Check the video file(s).

   The total size of the selected file(s) is calculated and shown at the bottom.

4. Click **Download** to start downloading the selected file(s) to the local PC.

5. **Optional:** Input the flow and click **Set** to control the downloading speed.

   ⓘ**Note**

   The flow should be between 0 Kbps and 32,768 Kbps.

6. **Optional:** Click **Stop** to stop downloading manually.

9.2 Download for Multiple Cameras

During the playback of multiple cameras, you can download the video files of multiple cameras by date simultaneously.

Perform the following steps to download the video files of multiple cameras by date simultaneously.

Steps

1. Enter Playback page and select multiple cameras to start playback.

   ⓘ**Note**

   For details about starting playback, refer to **Remote Playback** .

2. Click to open the Download for Multiple Cameras page.

3. Check the cameras to enable the corresponding video duration settings.

4. Set the start time and end time of video duration for each camera.

5. **Optional:** Check **Download Player** to download the player.

6. Click **Download** to start downloading the video files of the configured duration(s) to the local PC.

The progress bar shows the downloading process.

7. **Optional:** Input the flow and click **Set** to control the downloading speed.

Note

The flow should be between 0 Kbps and 32,768 Kbps.

8. **Optional:** Click **Stop** to stop downloading manually.

Note

Up to 16 cameras' video files can be downloaded simultaneously.

Chapter 10 View Alarm and Event Information

The received recent alarms of all the added and armed devices, and the exceptions of the client can be displayed in the alarm event center. And you can view their information and manage them.

10.1 View Alarm Information

Different alarm types, including motion detection, video/audio exception, alarm input, device exception, vehicle alarm, and other alarms, can display in the alarm and event center.

Before You Start
The alarm types need to be supported by devices. You should configure the alarm settings by logging into the device via web browser.

Perform this task when you need to view the received alarm information.

Steps
1. Click **Alarm Event** on the Control Panel to enter the Alarm Event page.
2. Click **Alarm** tab.

⌊ⁱ⌉Note

When the alarm occurs, the icon ⚠ in the upper-left corner twinkles to call attention.

   The received alarm information, including alarm time, source, details, and content displays on the page.
3. **Optional:** Check different alarm type(s) to filter the display of alarms.
4. **Optional:** Perform the following operation(s) after displaying the desired alarm information.

Write Alarm Note	Click the Note column and input the description for the alarm.
Clear Alarm	Click ⬚ , or right-click on an alarm and select **Clear**.

10.2 View Event Information

The exceptions of the client software, such as the live view failure, device disconnection, can display in the alarm and event center.

Perform this task to view the event information of the client.

Steps
1. Click **Alarm Event** on the Control Panel.to enter the Alarm Event page.
2. Click **Event** tab.

   The received event information, including occurred time and details display on the page.
3. **Optional:** Clear the event information.

- Click .
- Right-click on an event information and then click **Clear**.

Chapter 11 Log Management

In the Log Management module, you can search the log files (client logs and remote logs) and filter the results, back up log files, and export alarm pictures.

11.1 Search Logs

Two types of log files are provided: client logs and remote logs. The client logs refer to the log files of the client and are stored on the local PC; the remote logs refer to the log files of the connected devices and are stored on the local device.

11.1.1 Search Client Logs

You can search the log files of the client, or the logs of the remote devices.

Perform the following steps to search the log files of the client.

Steps
1. Open the Log Search page.
2. Select **Client Logs** as the to-be-searched log type.
3. Click 🗓 to specify the start time and end time.

   ⓘ**Note**

   You can search the logs within one month.

4. Click **Search**.

   The log files between the start time and end time will be displayed on the list. You can check the operation time, type and other information of the logs.
5. **Optional:** Narrow the time range or filter the log type for search if there are too many log files.

   ⓘ**Note**

   See *Filter Logs* for detailed information about filtering logs.

11.1.2 Search Connected Device Logs

You can search the remote logs, namely, the log files of the connected device.

Perform the following steps to search the log files of the connected device.

Steps
1. Open the Log Search page.
2. Select **Remote Logs** as the to-be-searched log type.

3. Click 📅 to specify the start time and end time.

> **ⓘNote**
> You can search the logs within one month.

4. Click **Search**.

The log files between the start time and end time will be displayed on the list. You can check the operation time, type and other information of the logs.

> **ⓘNote**
> Narrow the time range or filter the log type for search if there are too many log files.

11.2 Filter Logs

After being searched out successfully, the log files can be filtered by the keyword or condition, and thus you can find the logs as you want.

Before You Start
Search logs. See *Search Client Logs* and *Search Connected Device Logs* for details.

Perform the following steps to filter logs.

Steps
1. Click **Log Search** on the control panel to enter the Log Search page.
2. Click **Log Filter** or ▼ on the Log Search page to expand the Log Filter panel.
3. Select filtering mode.
- Select **Filter by Keyword**, and then input keyword for filtering in the text field.
- Or select **Filter by Condition**, and then specify log type in the drop-down list.
4. **Optional:** Click **More...** to filter the log files more accurately.
5. Click **Filter** to start filtering.

11.3 Back Up Logs

The log files, including the client logs and server logs, can be exported for backup.

Perform this task if you need to back up logs.

Steps
1. Click **Log Search** on the control panel to open the Log Search page.
2. Set the condition and search the log file.
3. Click **Backup Log** to open the Backup Log window.
4. Click ⋯ and select a local saving path and set a name for the file.
5. Click **Backup** to export the selected log file for backup.
6. **Optional:** After backup the log file, you can perform the following operation.

Check Backup Log Files Information	Click **File → Open Log File** on the menu bar to check the information of the backup log files on local PC.

11.4 Export Pictures

The alarm pictures can be exported to the local PC.

Perform the following steps to export pictures.

Steps
1. Click **Log Search** on the control panel to open the Log Search page.
2. Search client logs.

   ⌷**Note**

   See ***Search Client Logs*** for details.

3. Select **Alarm Log** as the log type when filtering the results.

   ⌷**Note**

   See ***Filter Logs*** for details.

4. Select the alarm pictures.
5. Click **Export Picture** to open the Export Picture window.
6. Click ⸬ and select a local saving path, and then set a name for the file.
7. Click **Export** to export the selected pictures.

Chapter 12 Account Management

Multiple user accounts can be added to the client software, and you are allowed to assign different permissions to different users if needed.

Perform this task to add an user account.

Steps

ℹ️Note

The user account you registered to log in the software is set as the super user.

---

1. Enter the Account Management page.
2. Click **Add User** to open the Add User window.
3. Select the user type from the drop-down list.

   Administrator

   The administrator account has all permissions by default, and can modify the passwords and permissions of all operators and its own.

   Operator

   The operator account has no permission by default and you can assign the permissions manually. An operator can only change the password of its own account.

4. Input the user name, password, and confirm password as desired.

⚠️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.

---

5. Check the checkboxes to assign the permissions to the created user.
6. **Optional:** Select a user in the Copy from drop-down list to copy the permissions of the selected user.
7. **Optional:** Click **Default Permission** to restore the default permissions of this user.
8. Click **Save**.

ℹ️Note

Up to 50 user accounts can be added for the client software.

After created user account successfully, the user account is added to the user list on the Account Management page.

9. **Optional:** Perform the following operations after the user account is created.

Edit User	Select a user from the list and click **Edit User** to edit the user information.

<div style="text-align:center">⌐i¬Note</div>

Only the password of the super user can be edited.

Delete User	Select the user from the list and click **Delete User**.

<div style="text-align:center">⌐i¬Note</div>

You cannot delete the super user.

Copy to	For super and administrator user, you can click **Copy to** to copy the permissions to other user(s).

Chapter 13 System Configuration

You can configure the setttings for the client, such as general parameters, live view and playback parameters, file saving paths, live view and playback toolbar settings, email settings, and GIS map.

13.1 Set General Parameters

You can configure the frequently-used parameters, including log expired date, network performance, and alarm pop-up image, etc.

Perform this task when you need to set the general parameters.

Steps
1. Click **System Configuration** to enter the System Configuration page.
2. Click **General** tab to enter the General Settings page.
3. Configure the general parameters.

   Log Expiry Date

   The time for keeping the log files. Once exceeded, the files will be deleted.

   Network Performance

   Set the network conditions to **Normal**, **Better** or **Best**.

   Maximum Mode

   Select **Maximize** or **Full Screen** as the maximum mode. **Maximize** mode can maximize the display and show the taskbar. **Full Screen** mode can display the client in full-screen mode.

   Enable Auto-login

   Log into the client software automatically.

   Automatic Time Synchronization

   Automatically synchronize the time of the added devices with the time of the PC running the client at a specified time point.

   Enable Keyboard and Joystick

   Enable the keyboard or joystick. After enabled, you can set the shortcuts for the keyboard and joystick.

   $\boxed{\text{i}}$**Note**

   For details, refer to *Set Keyboard and Joystick Shortcuts* .

   Registration Management Server Port

   EHome port for registration management server. The port number should be between 2000 to 65535. The default port number is 7660.

Note

Restart the client to take effect.

Alarm Management Server Port

EHome port for alarm management server. The port number should be between 2000 to 65535. The default port number is 7300.

Note

Restart the client to take effect.

Web Server Port

The port for device remote configuration via web server. The port number should be between 1 to 65535. The default port number is 80.

Note

Restart the client to take effect.

4. Click **Save**.

13.2 Set Live View and Playback Parameters

You can set the parameters for live view and playback, including picture format, merging mode of the downloaded video files, etc.

Perform the following task when you need to set the parameters for live view and playback.

Steps
1. Open the System Configuration page.
2. Click **Live View and Playback** tab.
3. Configure the live view and playback parameters.

   Merge Downloaded Video Files

   Set the maximum size of merged video file for downloading the video file by date.

   Enable Screen Toolbar Display

   Show the toolbar on each display window in live view or playback.

   Disconnect Background Videos in Single Live View

   In multiple-window division mode, double-click a live video to display it in 1-window division mode, and the other live videos will be stopped for saving the resource.

   Enable Wheel for Zoom

   Use the mouse wheel for zoom in or out of the video in PTZ mode, or for zoom in or restoring of the video in digital zoom mode. In this way, you can directly zoom in or out (or restore) the live video by scrolling the mouse.

4. Click **Save**.

13.3 Set Image Parameters

The image parameters of the client can be configured, such as view scale, play performance, etc.

Perform the following task when you need to set image parameters.

Steps
1. Open the System Configuration page.
2. Click **Image** tab to enter the Image Settings interface.
3. Configure the image parameters.

   View Scale

   The view scale of the video in live view or playback. It can be set as **Full Screen**, **4:3**, **16:9**, or **Original Resolution**.

   [i]**Note**

   You can also set the view scale in Live View module. For details, refer to *Live View* .

   Play Performance

   The play performance of the live video. It can be set as **Shortest Delay**, **Balanced**, or **Fluency**.

   Auto-change Stream Type

   Change the video stream (main stream or sub-stream) automatically in live view according to the size of the display window.

   [i]**Note**

   When the window division is larger than 9, it will switch to sub-stream automatically.

   Hardware Decoding Preferred

   Set to enable decoding by hardware for live view and playback. Hardware Decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or playback.

   Enable Frame Extracting for High-speed Playback

   When play back the video in high-speed (8x speed and above), you can disable this function to make the image of playback more fluent to view the details.
4. Click **Save**.

13.4 Set File Saving Path

The video files from manual recording, the captured pictures and the system configuration files are stored on the local PC. The saving paths of these files can be set.

Perform the following task when you need to set the file saving path.

Steps
1. Open the System Configuration page.
2. Click **File** tab to enter the File Saving Path Settings page.
3. Click ⋯ and select a local path for the files.
4. Click **Save**.

13.5 Set Icons Shown on Toolbar

The icons and the order on the toolbar in the live view and playback window can be customized. You can set to display what icons and set the icon order.

Perform the following task when you need to set icons shown on Toolbar.

Steps
1. Open the System Configuration page.
2. Click **Toolbar** tab to enter the Toolbar Settings page.
3. Select the icon to display on the toolbar.
4. **Optional:** Drag the icon to set the icon order when displaying on the toolbar.

Table 13-1 Icons on Live View Toolbar

	Stop Live View	Stop the live view in the display window.
	Capture	Capture the picture in the live view process. The capture picture is stored in the PC.
	Record	Start manual recording. The video file is stored in the PC.
	PTZ Control	Start PTZ mode for speed dome. Click and drag in the view to perform the PTZ control.
	Two-way Audio	Start the two-way audio with the device in live view.
	Digital Zoom	Enable the digital zoom function. Click again to disable the function.
	Instant Playback	Switch to the instant playback mode.
	Remote Configuration	Open the remote configuration page of the camera in live view.

Table 13-2 Icons on Playback Toolbar

	Capture	Capture the picture in the live view process. The capture picture is stored in the PC.
	Record	Start manual recording. The video file is stored in the PC.

🔍	**Digital Zoom**	Enable the digital zoom function. Click again to disable the function.
📥	**Download**	Download the video files of the camera and the video files are stored in the PC. You can select to download by file or by date.

5. Click **Save**.

13.6 Set Keyboard and Joystick Shortcuts

The keyboard can be connected to the client and be used to control the PTZ cameras. You can set the shortcuts for keyboard and joystick to get quick and convenient access to the commonly used actions.

Perform this task when you need to set keyboard and joystick shortcuts.

Steps

ℹ️**Note**

This configuration page will display after enabling keyboard and joystick in General Settings. For details, refer to *Set General Parameters* .

1. Open the System Configuration page.
2. Click **Keyboard and Joystick** tab to enter the Keyboard and Joystick Shortcut Settings page.
3. Select the COM port from the drop-down list for keyboard if the keyboard is connected to the PC installed with the client.
4. Set shortcuts for keyboard and joystick.
    1) Select a certain function from the list.
    2) Double-click the item field under the PC Keyboard, USB Joystick or USB Keyboard column.
    3) Select the compound keys operation or number from the drop-down list to set it as the shortcuts for the function of the keyboard or USB joystick.
5. Click **Save**.

13.7 Set Email Parameters

An email notification can be sent when a system alarm occurs. To send the email to some specified receivers, the settings of the email need to be configured before proceeding.

Perform the following task when you need to set email parameters.

Steps
1. Open the System Configuration page.
2. Click **Email** tab to enter the Email Settings interface.
3. Input the required information.

Server Authentication (Optional)

If your email server requires authentication, check this checkbox to use authentication to log into the server and enter the login user name and password of your email account.

Encryption Type

Check the radio to select **Non-Encrypted**, **SSL**, or **STARTTLS** .

Port

Input the communication port of email service. The port is 25 by default.

User Name

Input the user name of the sender email address if **Server Authentication** is checked.

Password

Input the password of the sender Email address if **Server Authentication** is checked.

Receiver 1 to 3

Input the email address of the receiver. Up to 3 receivers can be set.

4. **Optional:** Click **Send Test Email** to send an email to the receiver for test.
5. Click **Save**.

Appendix A. Troubleshooting

Here are some common symptoms when operating the client software. We provide the possible causes and corresponding solutions to solve the problems.

A.1 Failed to get the live view of a certain device.

Problem

Failed to get the live view of a certain device.

Possible Reasons

- Unstable network or the network performance is not good enough.
- The device is offline.
- Too many accesses to the remote device cause the load of the device too high.
- The current user has no permission for live view.
- The version of the client software is below the needed version.

Solutions

- Check network status and disable other not in use process on your PC.
- Check the device network status.
- Restart the device or disable other remote access to the device.
- Log in with the admin user and try again.
- Download the client software of the latest version.

A.2 Failed to download the video files or the downloading speed is too slow.

Problem

Failed to download the video files or the downloading speed is too slow.

Possible Reasons

- Unstable network or the network performance is not good enough.
- The NIC type is not compatible.
- Too many accesses to the remote device.
- The current user has no permission for playback.
- The version of the client software is below the required version.

Solutions

- Check network status and disable other not in use process on your PC.
- Directly connect the PC running the client to device to check the compatibility of the NIC card.
- Restart the device or disable other remote access to the device.
- Log in with the admin user and try again.
- Download the client software of the latest version.

Appendix B. FAQ (Frequently Asked Questions)

Here are some frequently asked questions when operating the client software. We provide the corresponding answers to help the users to solve the problems.

B.1 During live view, why an error message with error code 91 prompts ?

Question

During live view, why an error message with error code 91 prompts ?

Answer

For live view of multiple windows, the channel may not support sub stream. You should disable the function of **Auto-change Stream Type** in **System Configuration → Image** , and select the appropriate steam type for live view.

B.2 During live view, why the image is blurred or not fluent?

Question

During live view, why the image is blurred or not fluent?

Answer

Check the driver of video card. We highly recommend you update the driver of video card to the latest version.

B.3 Why the memory leaked and the client crashed after running for a while?

Question

Why the memory leak and the client crashed after running for a while?

Answer

In the installation directory of the client software, open the **Setup.xml** file with Notepad and modify the value of **EnableNetandJoystickCheck** to **false**. Restart the client, and if the problem is still not solved, contact our technique support.

Appendix C. Error Code

Code	Error Name	Description
	iVMS-4200	
317	No videos.	It will be prompted when the user has no permission to play back.
	HCNetSDK.dll	
1	Invalid user name or password.	
2	No permission.	The user in the device has no enough permission.
4	Invalid channel number.	It will be prompted in the live view of remote screen control.
5	No more devices can be connected.	
7	Failed to connect the device.	
23	Not supported.	
29	Operation failed.	
43	No buffer.	It will be prompted when adding a device and the device port is occupied by a web server.
55	Invalid IP address.	
56	Invalid MAC address.	
91	The channel does not support the operation.	It will be prompted when failed to get the sub stream.
96	The device is not registered on the DDNS.	
153	The user is locked.	
250	The device is not activated.	
404	Channel No. error or the device does not support the sub stream.	It will be prompted when failed to get the sub stream or the sub stream does not exist.
424	Failed to receive the data for RTSP SETUP.	It will be prompted when adding the live view for the software DVS via external network.
800	No more bandwidth can be used.	
	Playctrl.dll	

Code	Error Name	Description
2		The stream is not a Video & Audio stream.
6		The playback window turns black when adopting H.265 in the 64-bit operating system.

See Far, Go Further