

**iVMS-4500 (iOS) Mobile Client  
Software User Manual  
(V2.0)**

Thank you for purchasing our product. This manual applies to iVMS-4500 (iOS) mobile client software, please read it carefully for the better use of this software. The contents in this manual are subject to change without notice.

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## Chapter 1 Introduction

### 1.1 Overview

iVMS-4500 (iOS) V2.0 mobile client software, which is based on iPhone OS (Version 3.0 or higher), can be used to remotely monitor the live video from embedded DVR, network camera, network speed dome and DVS via wireless network, and realize PTZ control as well.

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

**Notes:**

1. WIFI, 2G or 3G access service must be supported by the mobile phone.
2. Network traffic charges may be produced during the use of this client software. Please refer to the local ISP.

### 1.2 System Requirements

iOS 3.0 or higher version, including iPhone, iPad and iPod touch series product.

### 1.3 Performance Description

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


## **1.4 Conventions**

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


## Chapter 2 Installing & Uninstalling the Software

### 2.1 Installing the Software

*Steps:*

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

### 2.2 Uninstalling the Software

Select the  icon in the program list, and click the ‘×’ button to uninstall the mobile client software.

## Chapter 3 Running the Software

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

### 3.1 Logging in

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

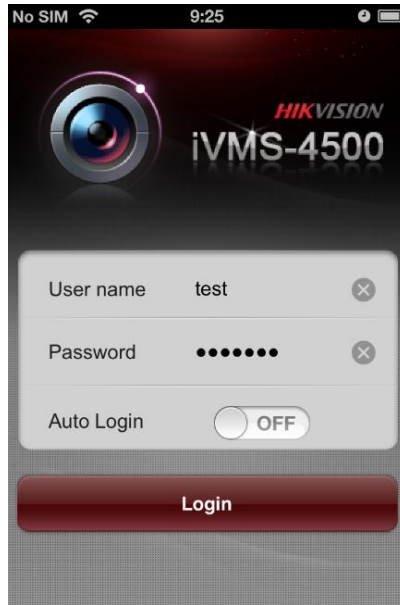
**Steps:**

1. Enter the user name and password in the register interface.
2. Click **Register** to complete user registration.



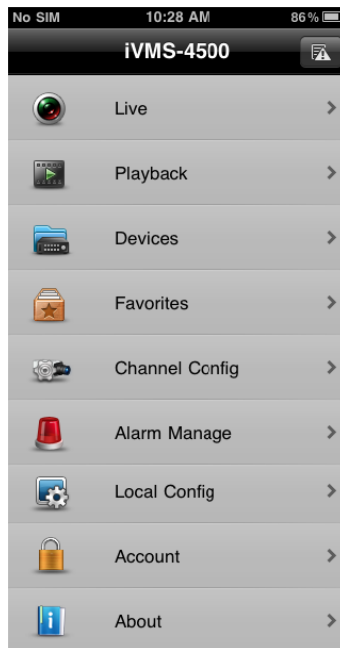
3. On the login interface, enter the registered user name and password.
4. Click **Login** to access to the system.

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



### 3.2 Entering Main Menu

Click **Login** to enter the main menu interface.



**Main menu description:**

Main Menu	Descriptions
Live	Live view and PTZ control
Playback	Play back the recorded files
Devices	Display device list, add/delete/modify new device, view device information, etc.




<b>Favorites</b>	Define specific channels to your favorites
<b>Channel Config</b>	Configure camera's stream type, resolution, frame rate and bit rate
<b>Alarm Manage</b>	Arm/disarm the device, receive and view the alarm information of device
<b>Local Config</b>	Configure the auto login, saving path, access point and speed of PTZ control
<b>Account</b>	Modify password
<b>About</b>	View software's version information

## Chapter 4 Devices Management

### 4.1 Adding a Device

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

**Steps:**

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

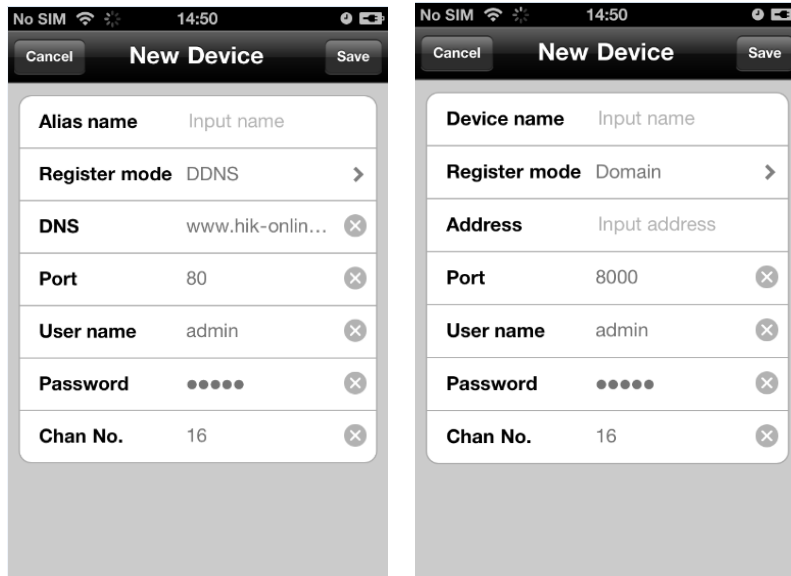


2. Click **Add** to enter the new device adding interface.

3. Edit the device name.
4. You can select the register mode of the device to IP, DDNS or Domain.

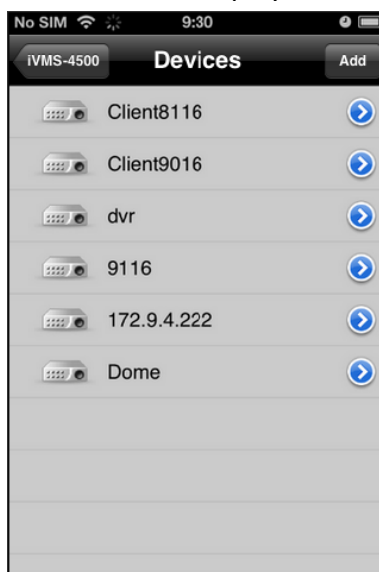
**Notes:**

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




5. Configure the IP address/domain address/DNS address and the port.
 

**Note:** By default settings, the port 8000 is used for the IP/Domain register mode, and the port 80 is used for the DDNS register mode. The port 80 refers to the port of the DDNS server and not that of the device.
  6. Enter the login user name and password of the device to be added.
  7. Enter the number of channels (default: 16) depending on the device model.
- The successfully added new device will be displayed in the devices list.




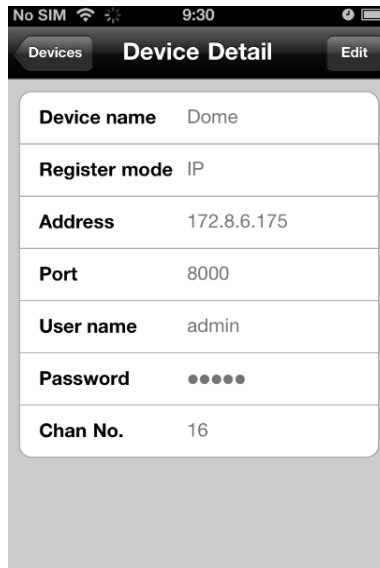
**Note:** Up to 100 devices can be added.

You can click  to return to the main menu.

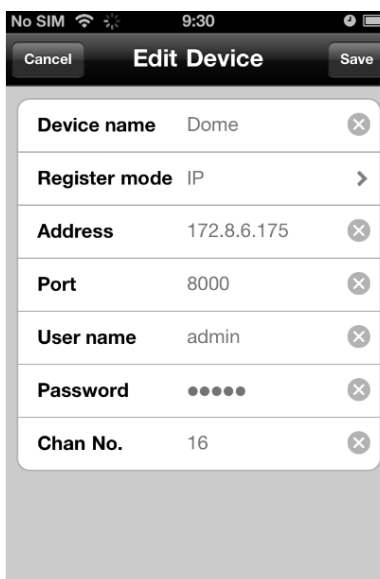
## 4.2 Modifying a Device

### Steps:

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




2. Click **Edit** to enter the Edit Device interface.

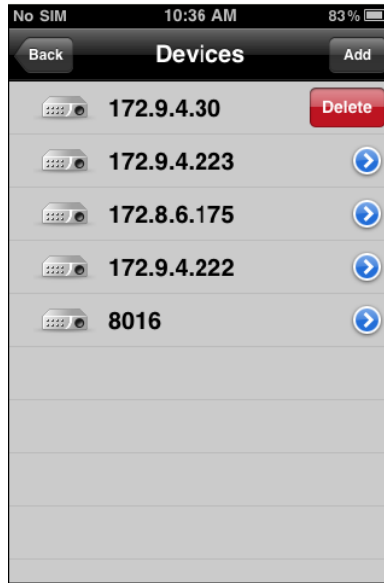


3. Modify the parameters of the device if required.
4. Click **Save** to finish the modification.
5. Click **Cancel** to return to the previous menu.

## 4.3 Deleting a Device

In the device list, select a device and slide the  icon from right to left to access


the  button. Click  to delete the selected device.

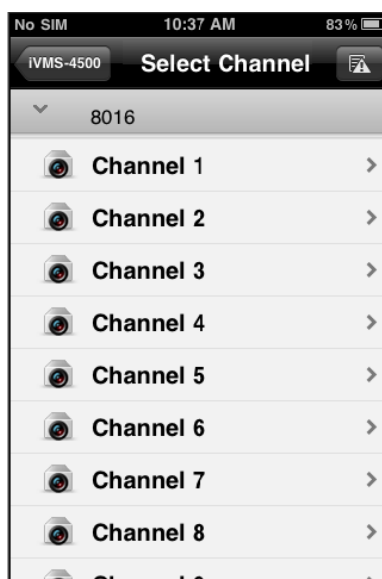


## Chapter 5 Camera Configuration

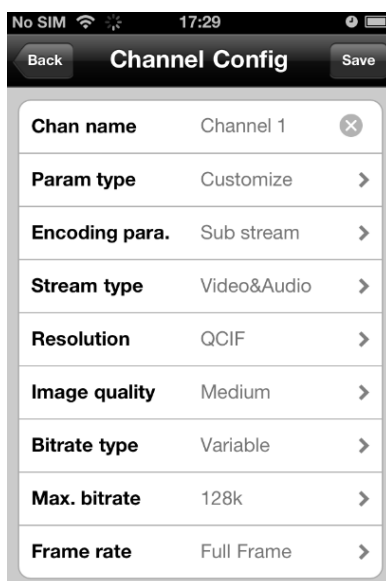
After successful login to the device, you can configure the live view parameters for each camera according to your net environment.

### Steps:

1. Click  icon in the main menu to enter the Select Channel interface where all of the added devices are list.
2. Click a device to get the list of cameras connected to it.



3. Select a camera to enter its configuration interface.
4. You can configure stream type, resolution, image quality, bit rate, frame rate, etc. The **Param type** can be set to Customize or General. If the Customize option is selected, all parameters can be configured manually, and while the **General** option is selected, the default parameters are used for the channel configuration.



5. Click **Save** to save the settings.

#### Camera parameters description:

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


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

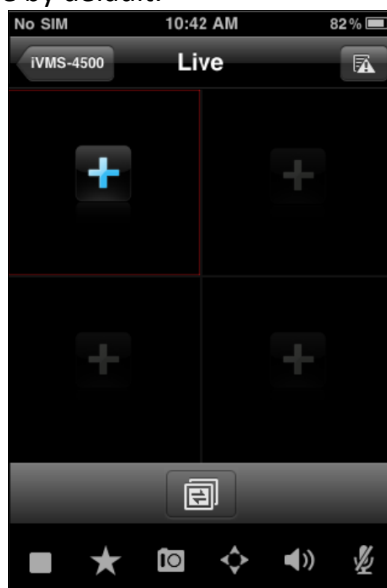
Parameters	Descriptions
Encoding para.	Sub stream
Stream type	Video
Resolution	QCIF
Image quality	Lowest
Bitrate type	Constant
Max. bitrate	32Kbps
Frame rate	4fps

## Chapter 6 Live View

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



### 6.1 Live View

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

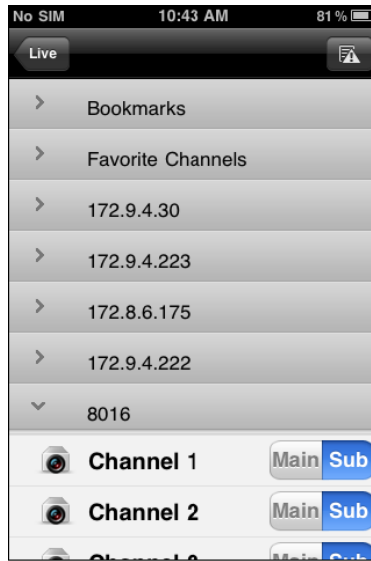


#### Starting Live View

##### Steps:

1. Select the window on which you want to play live video.
2. Click  or  to enter camera selection interface.
3. Select a device and click it to unfold the cameras list.



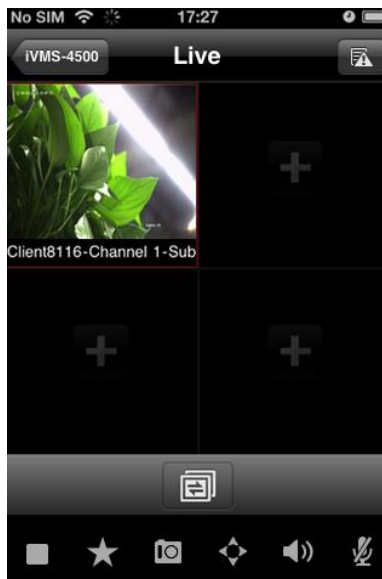


4. Click a camera for live view.









You can select main stream or sub stream for viewing the live video. By default, the sub stream is adopted.

**Note:** The sub stream must be supported by the connected camera.


5. Return to the live view interface to view live video from the selected camera.



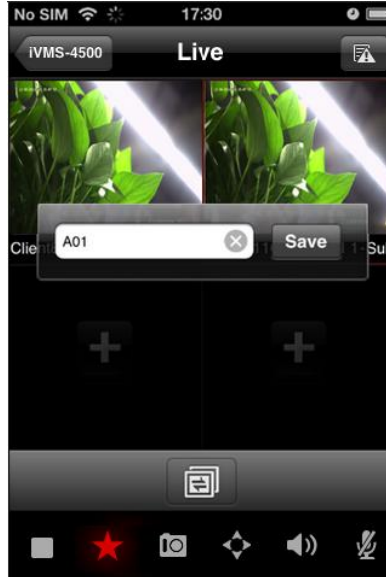
**Description of Live View Buttons:**

Buttons	Descriptions	Buttons	Descriptions
	Add camera for live view		Switch camera for live view
	Stop playing		Picture capture
	Bookmarks		PTZ control
	Audio on/off		Start/stop two-way audio



### Adding a Bookmark

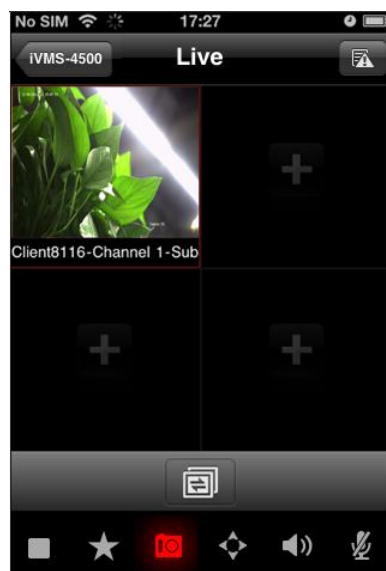
In live view mode, click  button to save the current live view information in bookmarks.

Edit the bookmark name in the pop-up dialog box and then click **Save** to add the bookmark for the current live view information.





### Capturing a Picture

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





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

## 6.2 PTZ Control

In live view mode, click  to enter PTZ control interface, and the icon changes to .




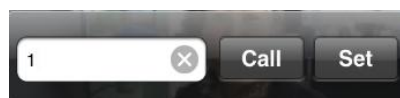
Slide the direction arrows on the live view to realize the pan left/right and tilt up/down movements.

You can use the  icon to set and call the preset, or click  to adjust the brightness.

### Setting a Preset

#### Steps:

1. In PTZ control mode, use the direction arrows to move the camera to the desired scene.
2. Click  to edit the preset number.



3. Click **Set** to finish the preset settings.

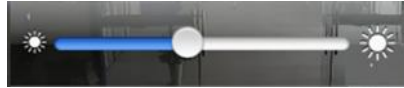
### Calling a Preset

For the programmed preset, you can enter the preset number in the text box and click **Call** to call it.

## Adjusting Brightness

Click  to enter the brightness adjustment interface.

Move the sliding bar to adjust the adjustment according to different environmental requirements.




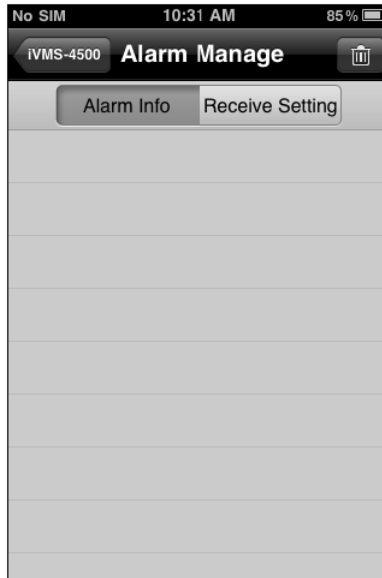
After completion of PTZ control, click  to exit the PTZ control interface and return to the live view window.


## Chapter 7 Alarm

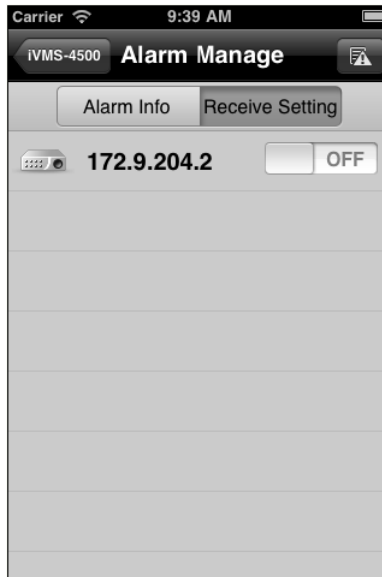
You can arm the device to receive and view the alarm information of device connected.



**Steps:**

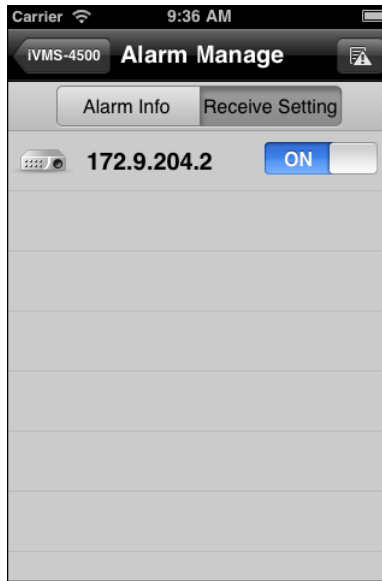
1. Click  in the main menu to enter the Alarm Management interface.




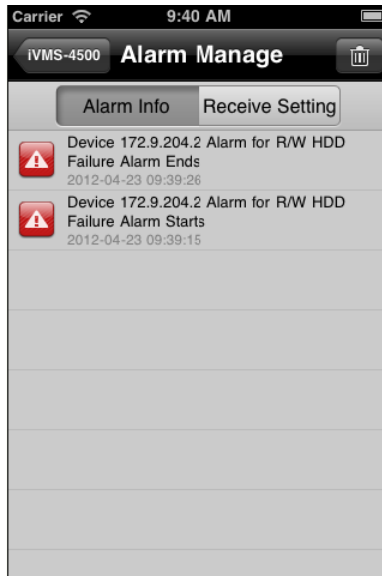
2. Click  to select the device for arming or disarming.




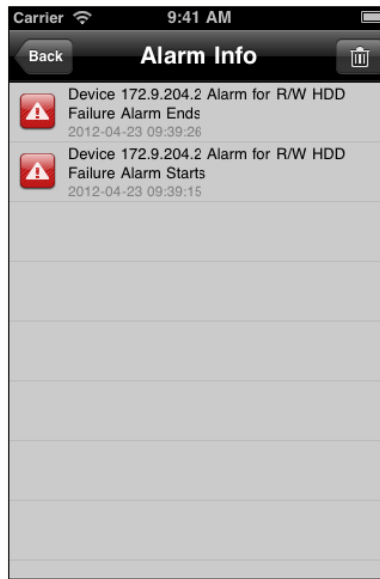
3. Set the button to  to arm the device. If you do not want to receive the alarm information of the device, set the button to  to disarm the device.




4. Click  to view the alarm information of the device that is armed.



5. You can also click  to view the alarm information of the device that is armed.





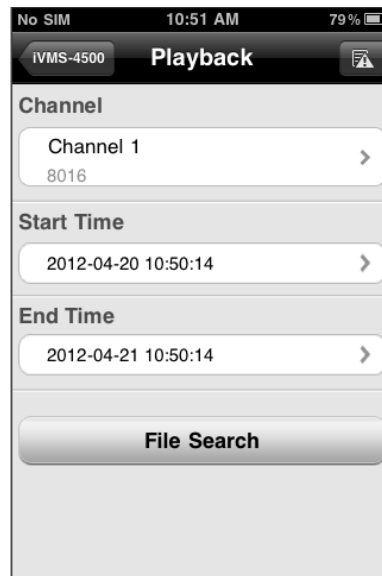
6. If you want to delete the alarm information, click  to delete all the alarm information.



## Chapter 8 Playback

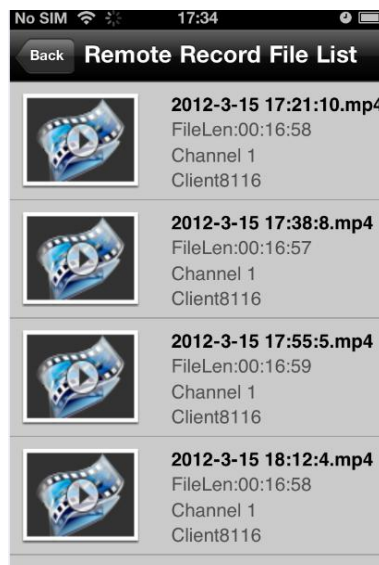
You can search the recorded video files from the remote storage device for playback.

**Steps:**



1. Click  in the main menu to enter the Playback interface.
2. Click  to select the channel for playback.



3. Select the start time and end time.
4. Click  to search the video files.
5. The search results will be displayed in the list. Select a file and click  to start playing.





During the playback, you can click  to capture pictures. Click  to open/close the audio.

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




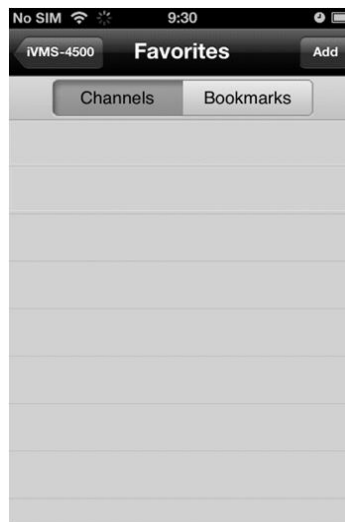
## Chapter 9 Favorites



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

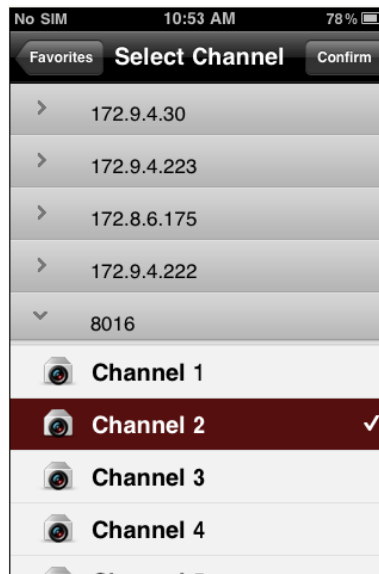
### Adding a Camera to Favorites


#### Steps:

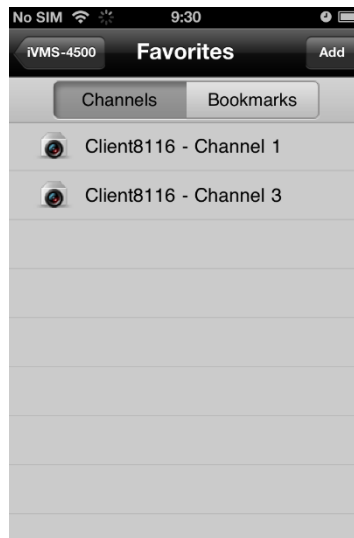
1. Click  in the main menu interface to enter the Favorites interface.
2. Click **Add** to add cameras for the Favorites.





3. In the Select Channel interface, select the camera from the list under each device, and the selected camera will be marked with  icon. Click  to add the selected camera to the Favorites.

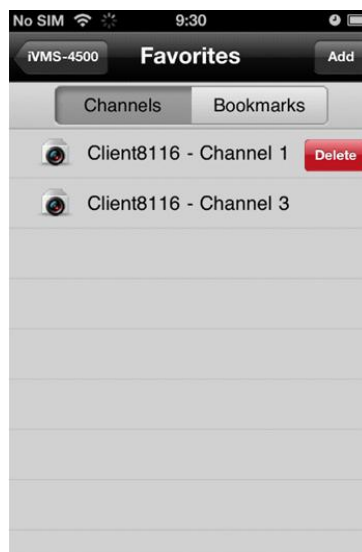


- Click  to return to the Favorites interface. The added cameras are displayed in the list.





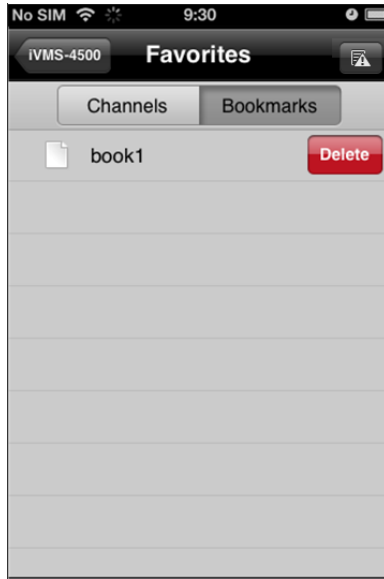
### Deleting a Camera from Favorites

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



### Bookmarks

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




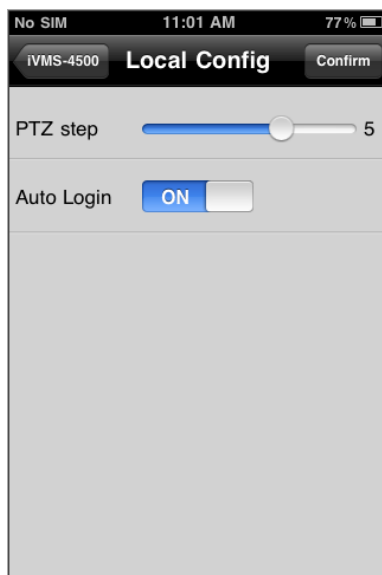
## Chapter 10 Local Configuration


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

### Local Configuration

#### Steps:

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




2. Drag the sliding bar of **PTZ step** to adjust the pan/tilt movement speed. Seven steps are selectable, and the higher level indicates higher speed of pan/tilt movement.
3. You can set the Auto Login mode to  to enable auto login when running the client software next time.
4. Click **Confirm** to save the current settings.

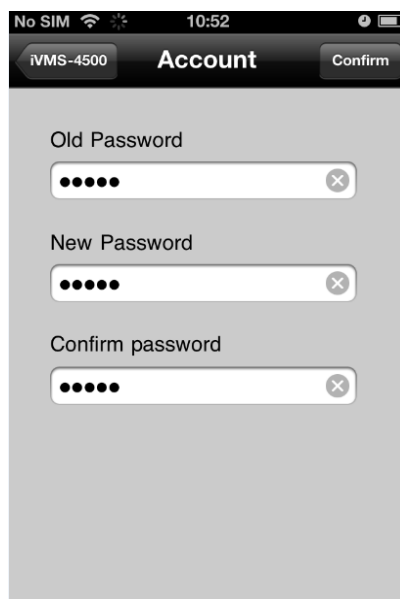
## Chapter 11 Others

### 11.1 Account


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

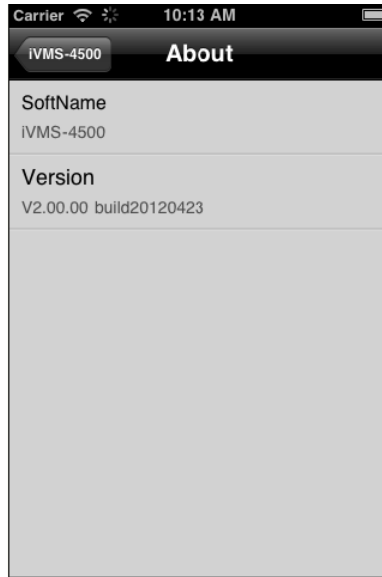
**Steps:**

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



### 11.2 About

Click  in the main menu to view the version information of the software.



## Chapter 12 Troubleshooting

1. *What kinds of devices are compatible with iVMS-4500 (iOS) mobile client software?*

The devices which adopt H.264 and Mpeg4 are compatible with this software.

2. *Why does the mobile client software prompt 'login failed' when access to the device via WIFI?*

Please check whether the WIFI parameters are configured properly in your phone.

3. *After starting viewing the live video, why does the responding of the mobile device becomes very slow and the video is easy to get stuck?*

This problem may due that the lower performance of your mobile device, please try to view less cameras at the same time, or decrease the frame rate and resolution, you may refer to the following parameter settings.